



# Mali

## The World Bank Group Country Survey FY 2014

Report of Findings  
October 2014



Country Opinion Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Mali Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron, and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Mali country team and the local fielding agency CEDREF. In particular, PORG is grateful to Paola Ridolfi (Country Program Coordinator) and Moussa Diarra (Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Mali .....	11
V. Overall Attitudes toward the World Bank Group.....	16
VI. Sectoral Importance and Effectiveness.....	25
VII. How the World Bank Group Operates .....	30
VIII. World Bank Group’s Knowledge and Instruments .....	36
IX. The Future Role of the World Bank Group in Mali.....	41
X. Communication and Openness.....	47
XI. Appendices.....	53



## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

In May 2014, 751 stakeholders of the World Bank Group in Mali were invited to provide their opinions on the World Bank Group’s assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 260 stakeholders participated in the survey (35% response rate).

Respondents received the questionnaire via post or courier and returned it accordingly. Respondents were asked about: general issues facing Mali; their overall attitudes toward the World Bank Group (WBG); the WBG’s effectiveness and results; the WBG’s knowledge work and activities; working with the WBG; the WBG’s future role in Mali; and the WBG’s communication and information sharing in Mali.

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

- A. General Issues Facing Mali: Respondents were asked to indicate whether Mali is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Mali, and how “shared prosperity” would be best achieved in Mali.

## II. Methodology (continued)

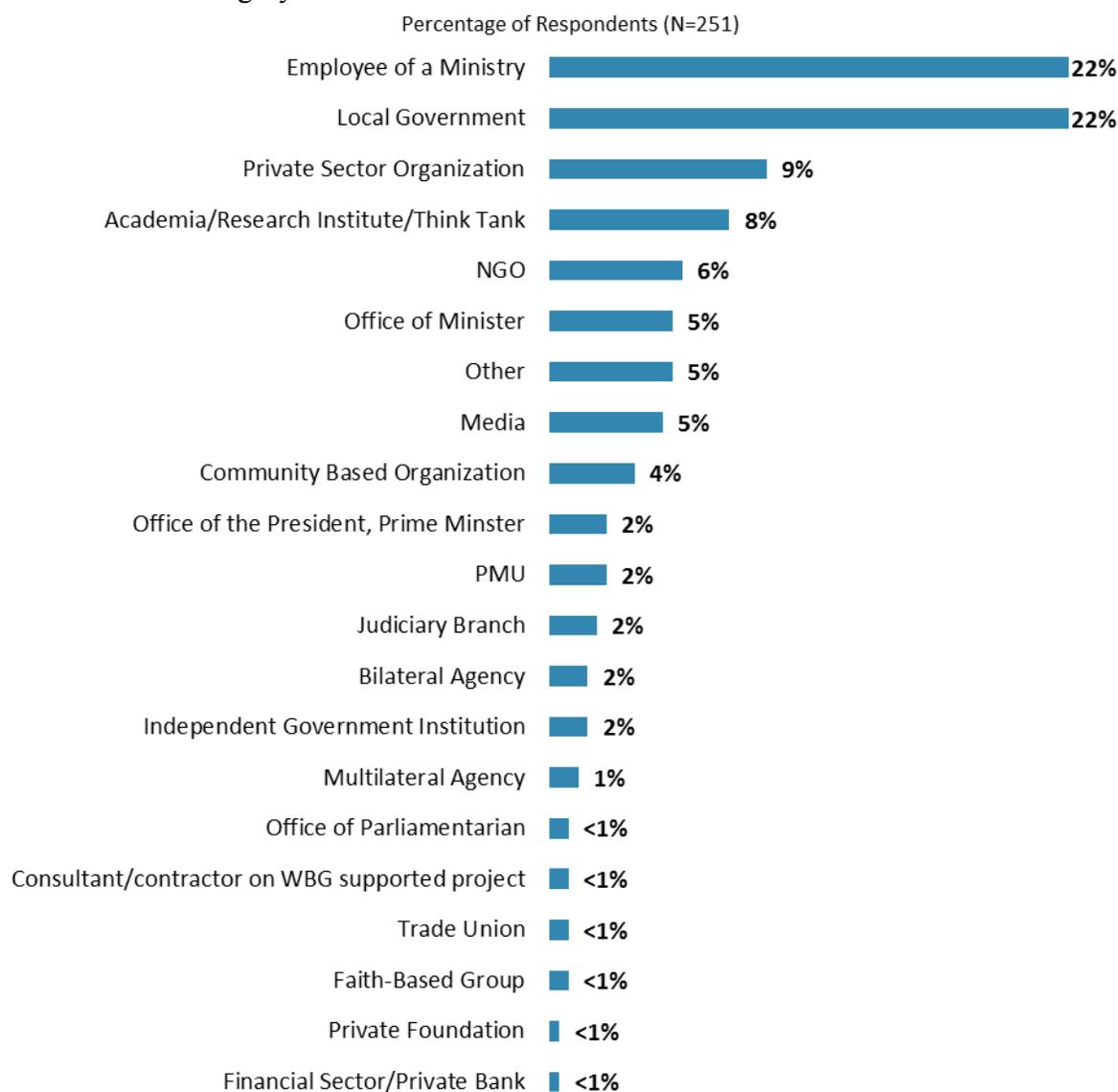
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Mali, WBG staff preparedness to help Mali solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Mali, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Mali, the extent to which the WBG meets Mali's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across thirty-five development areas, such as economic growth, governance, job creation, health, education, agriculture and rural development.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Mali: Respondents were asked to indicate what the WBG should do to make itself of greater value in Mali, which services the WBG should offer more of in the country, and which development areas would benefit most from WBG playing a leading role as compared to other donors.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites and social media channels. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Mali, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 365 respondents (56% response rate) who completed the survey in FY 2007 and 176 respondents (75% response rate) who completed the country survey in FY 2002. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

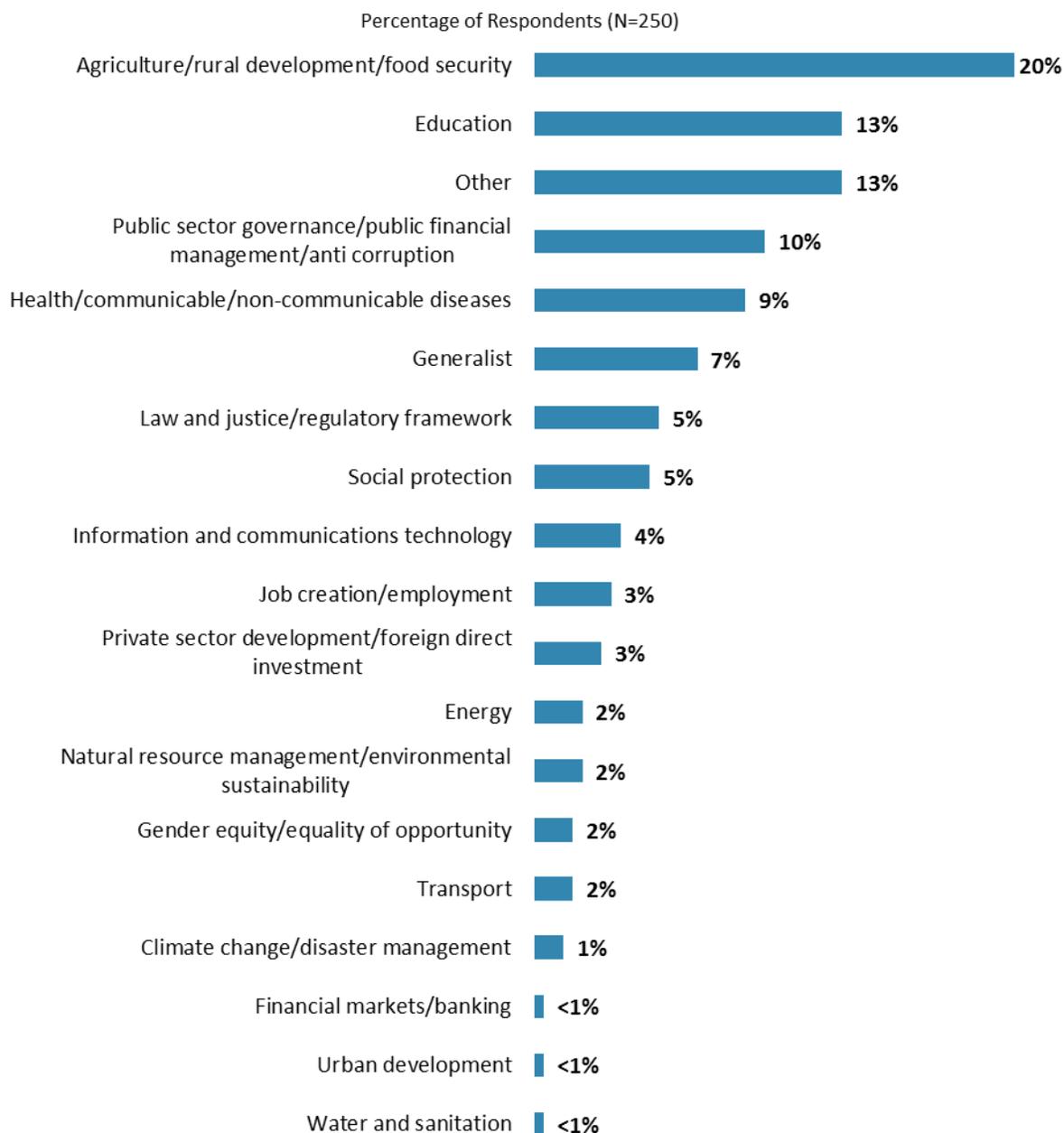
- For further analyses, a small number of respondents from the office of the President, Prime Minister were combined with respondents from the office of a minister; respondents from PMUs and consultants/contractors working on World Bank Group-supported projects/programs were combined with employees of ministries; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs, community based organizations, trade unions, faith-based groups, and private foundations were combined into the “CSO” category; and the few respondents from the office of a parliamentarian, bilateral agencies, multilateral agencies, independent government institutions, and the judiciary branch were included in the “Other” category.



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

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

#### Area of Primary Specialization



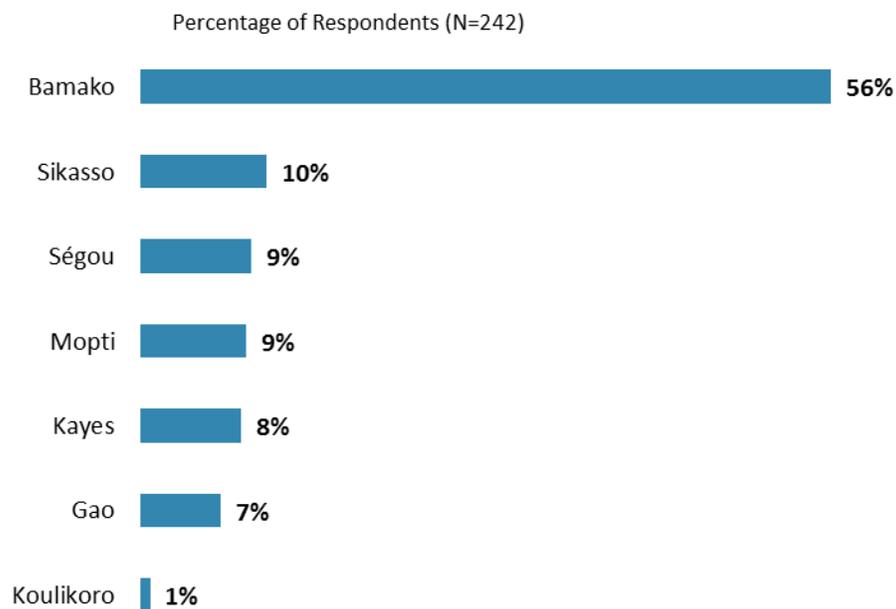
“Please identify the primary specialization of your work.” (Respondents chose from a list.)

*When more than 15% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to see these respondents' views about the development priorities in Mali, the areas of development that would contribute most to poverty reduction and economic growth, which areas the WBG should focus its attention and resources on, and importance and effectiveness of the WBG's work in specific sectors.*

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

#### Geographic Location

- The majority of respondents indicated that they were located in Bamako.
- Because of the small number of respondents from Koulikoro, these respondents were combined with respondents from Bamako for all further analyses.
- Note that there were no respondents from Kidal and Tombouctou.
- Responses across all geographic locations for all country survey questions can be found in Appendix C (see page 96).
- Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



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

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

#### Collaboration with and Exposure to the World Bank Group

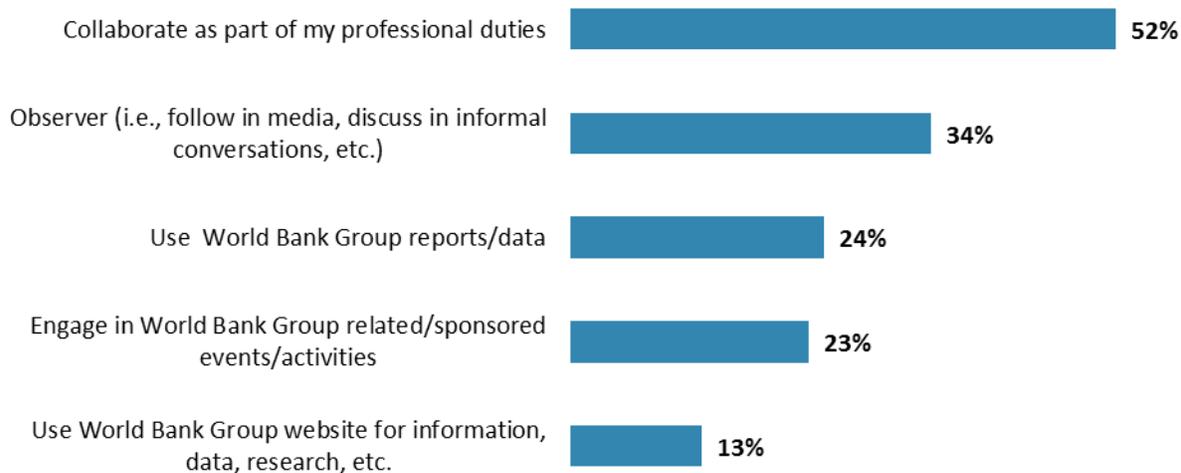
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Mali, can be found in Appendix G (see page 140). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.

Percentage of Respondents (N=244)



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

Percentage of Respondents (N=215)

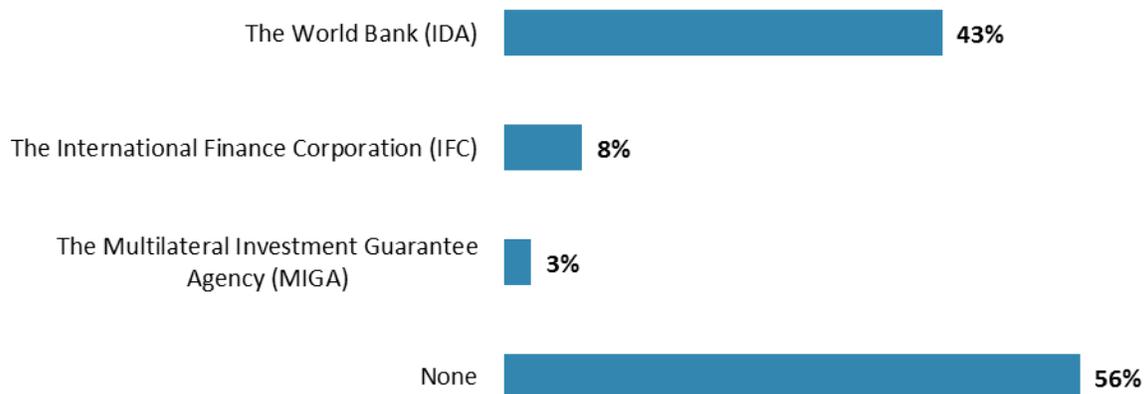


"Which of the following describes most of your exposure to the World Bank Group in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=224)

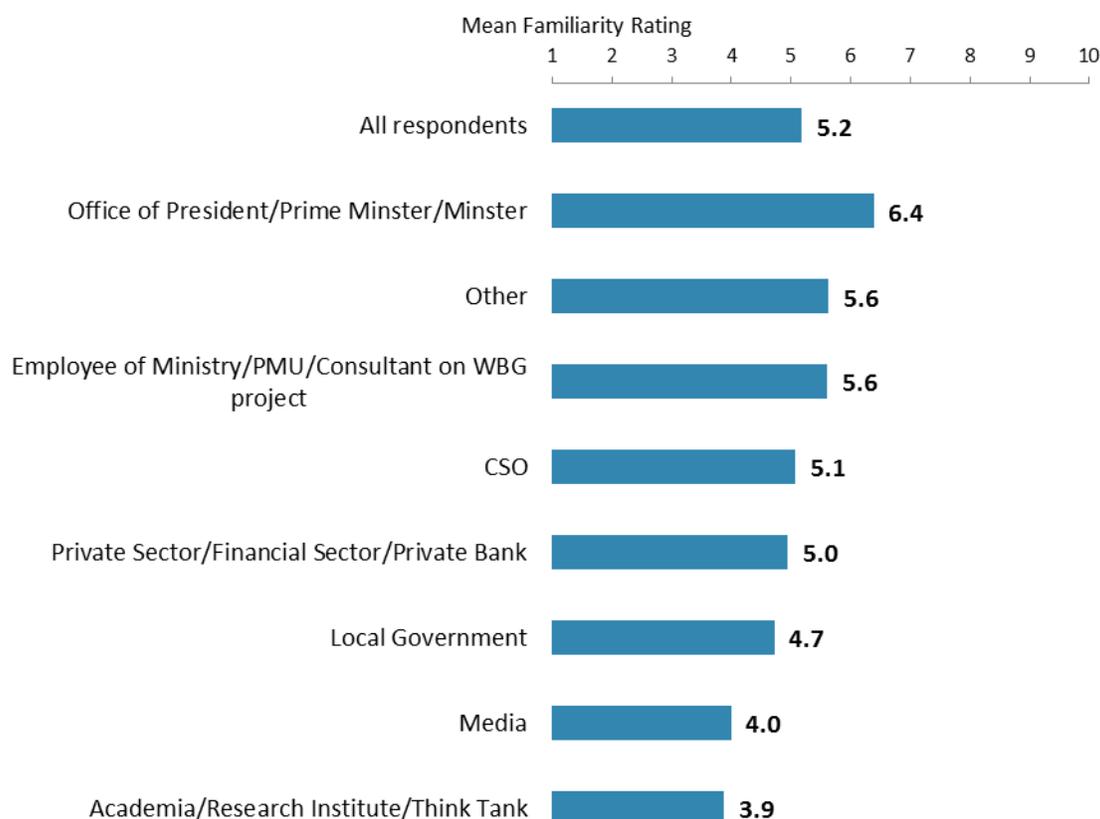


"Which of the following agencies of the World Bank Group do you work with in Mali?  
(Select all that apply)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Respondents from the office of President/Prime Minister/Minister had the highest levels of familiarity with the WBG whereas respondents from the media and academia/research institutes/think tanks had significantly lower levels of familiarity.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of familiarity with the WBG than respondents who indicated that they do not collaborate with the WBG.
- Respondents in this year's country survey had significantly higher levels of familiarity with the WBG in Mali compared to respondents from the FY '07 country survey (4.2) and significantly lower levels of familiarity with the WBG compared to respondents from the FY '02 country survey (6.7).
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Mali, and significantly, moderately correlated with their perceptions of the WBG's relevance to Mali's development, and the WBG's ability to help achieve development results in Mali.

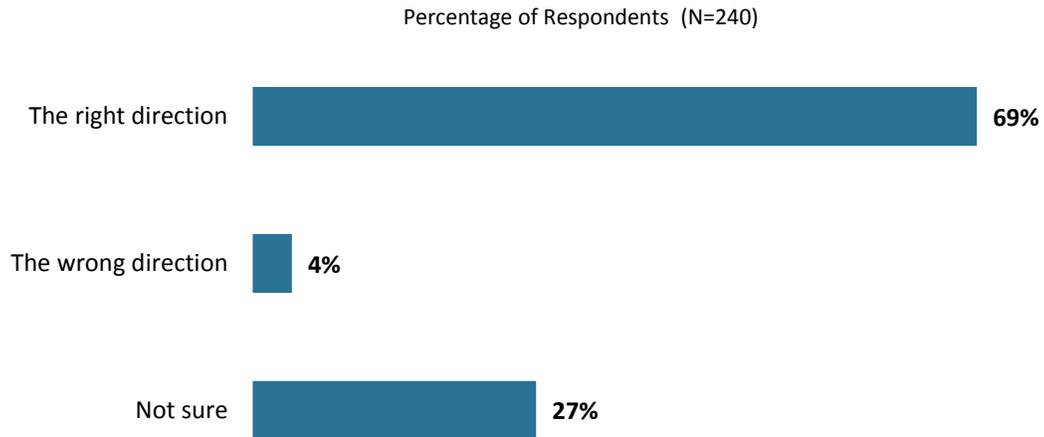


"How familiar are you with the work of the World Bank Group in Mali?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Mali

### Headed in the Right Direction

- A majority of respondents across all stakeholder groups indicated that Mali is headed in the right direction.

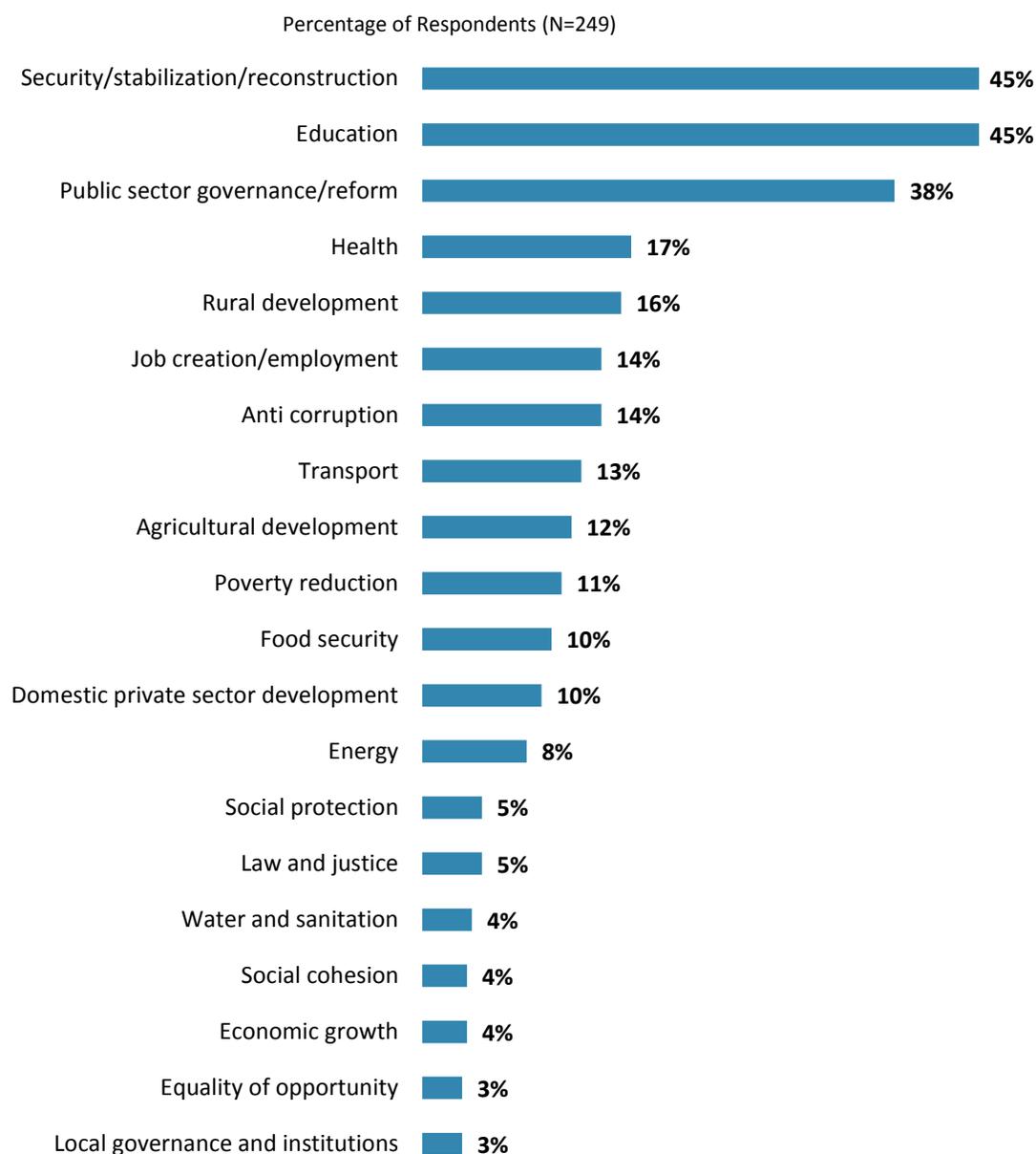


"In general would you say that Mali is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Mali (continued)

### Development Priority

- In the FY'07 country survey\*, economic growth (49%) and government effectiveness/governance (41%) were considered the most important development priorities for Mali.



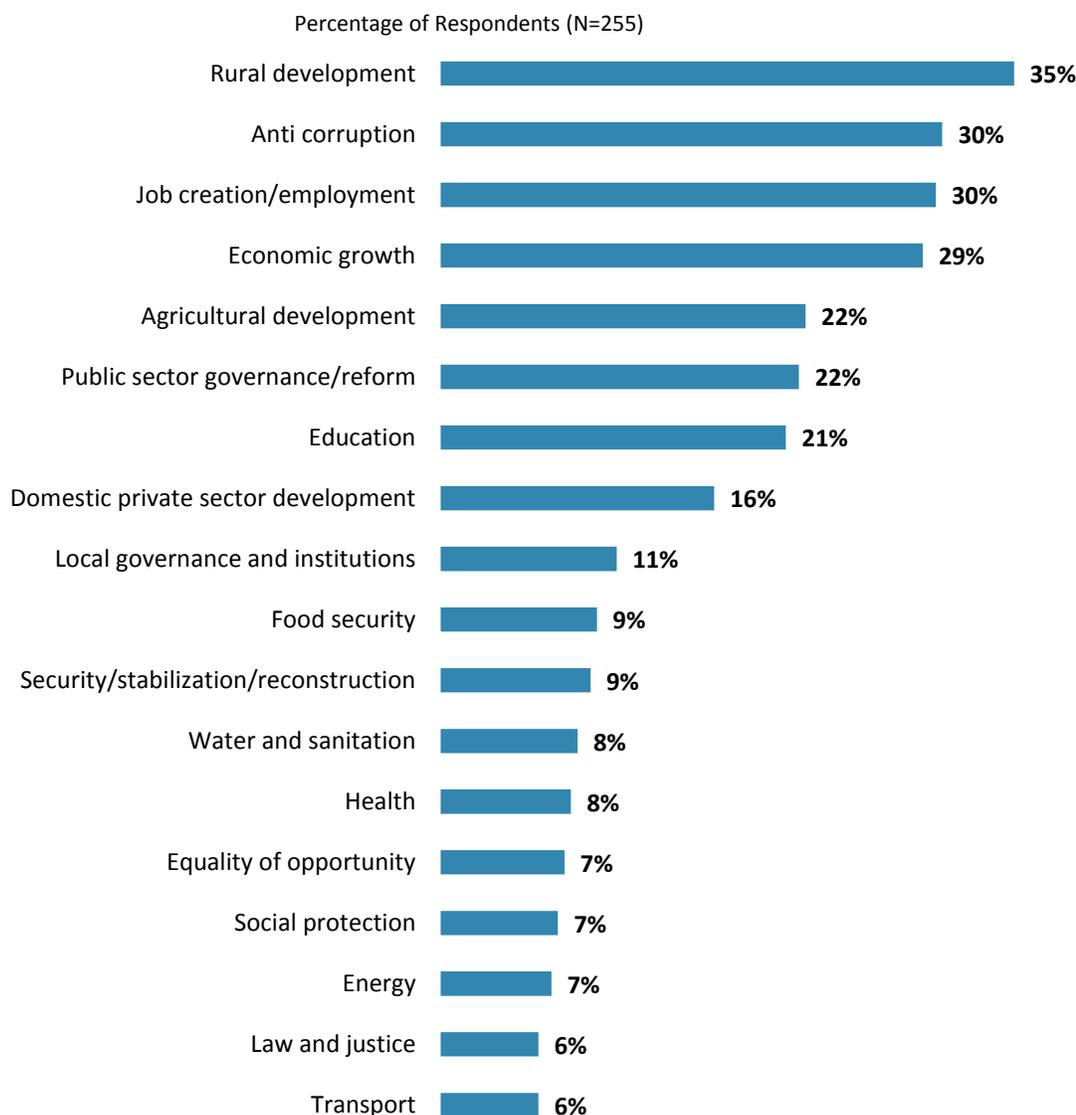
"Listed below are a number of development priorities in Mali. Please identify which of the following you consider the most important development priorities in Mali.  
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY'14 country survey were provided in the FY'07 country survey.

## IV. General Issues Facing Mali (continued)

### Factors Contributing to Poverty Reduction

- Respondents from the agriculture/rural development/food security sector were significantly more likely to indicate that rural development would contribute most to reducing poverty in Mali compared to respondents from other sectors.
- In the FY'07 country survey\*, respondents indicated that agriculture development (36%) would contribute most to reducing poverty in Mali.



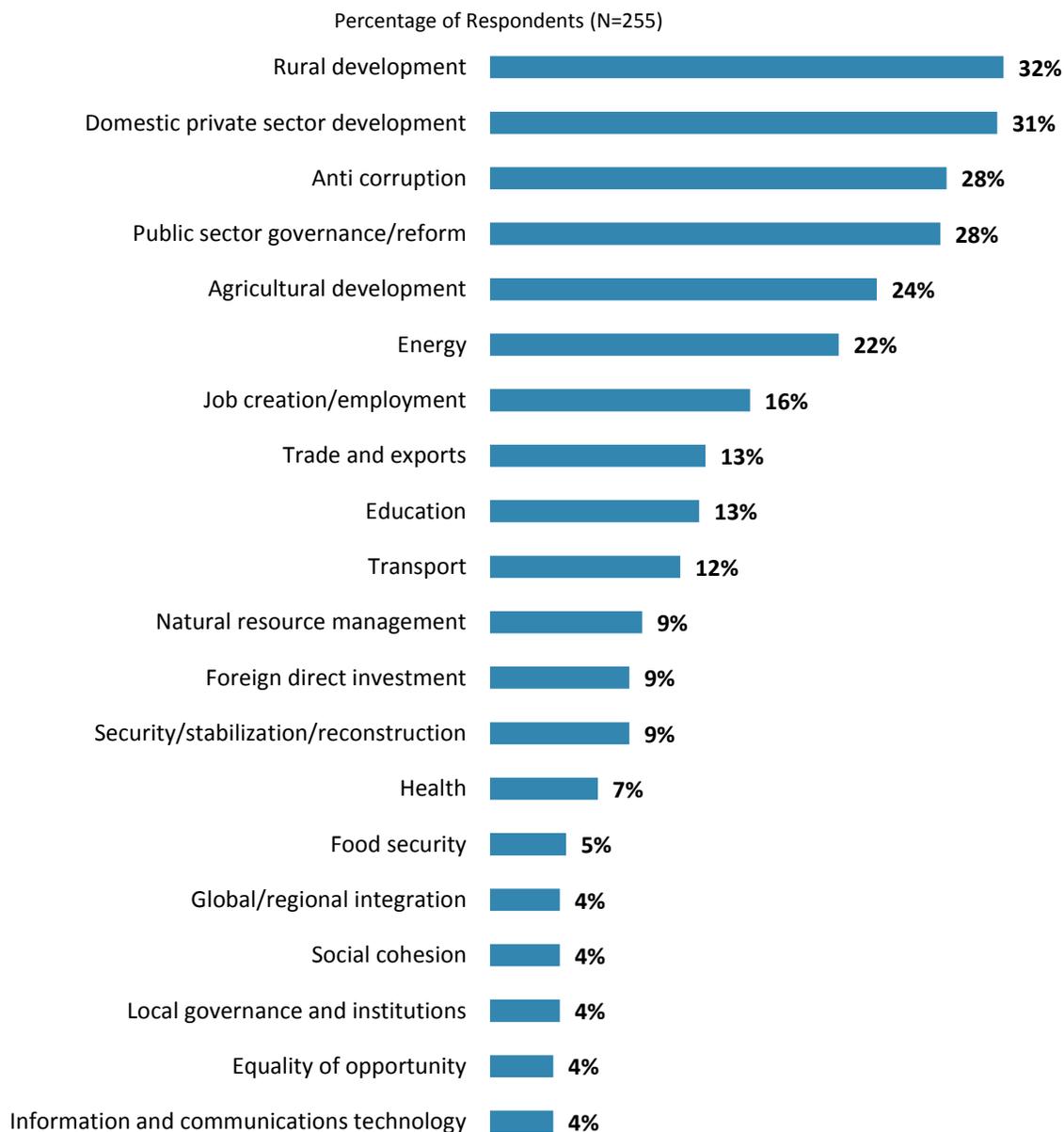
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mali? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY'14 country survey were provided in the FY'07 country survey.

## IV. General Issues Facing Mali (continued)

### Factors Contributing to Economic Growth

- Respondents from the agriculture/rural development/food security sector were significantly more likely to indicate that agricultural development would contribute most to generating economic growth in Mali compared to respondents from other sectors.

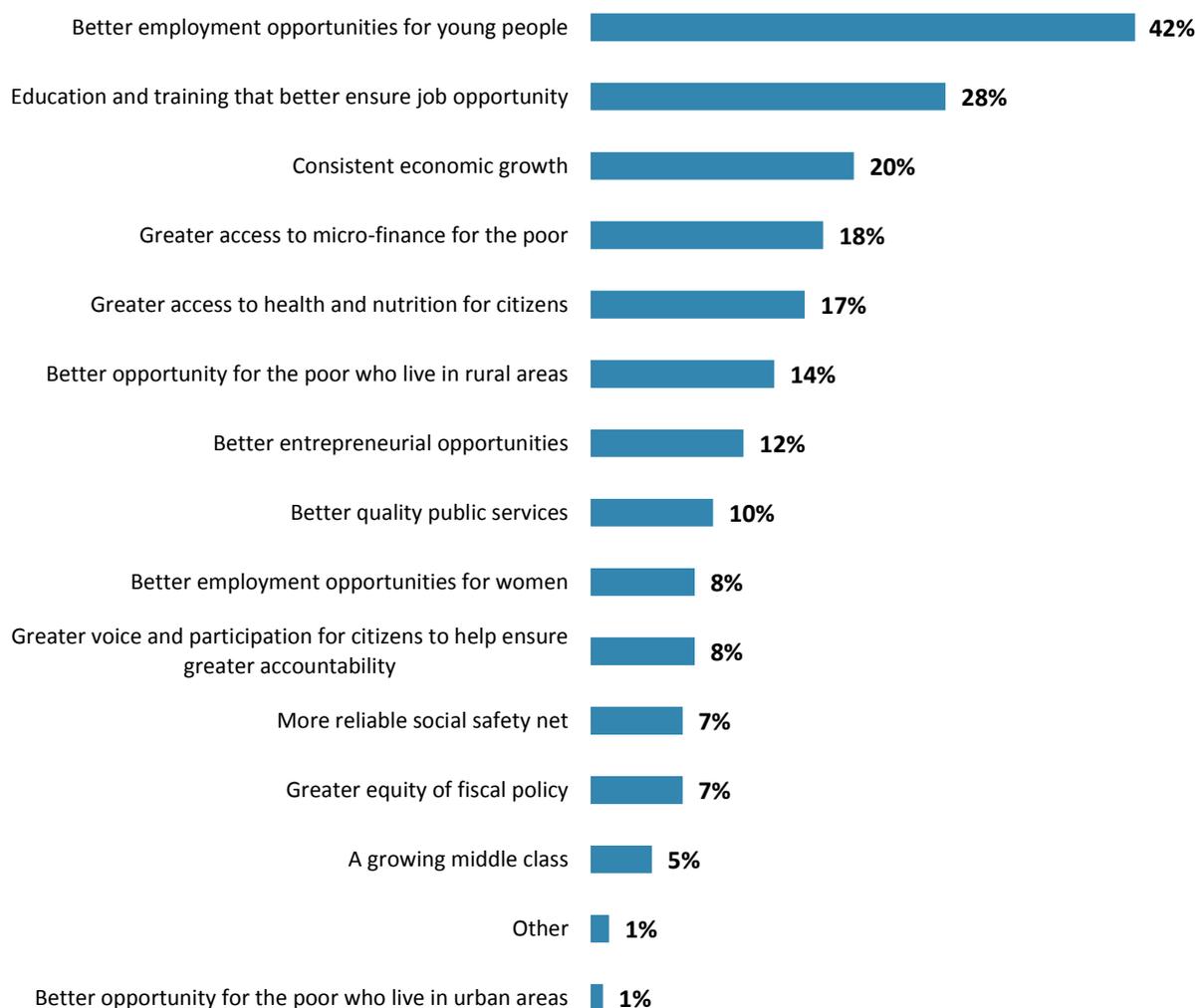


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mali? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Mali (continued)

### Achieving "Shared Prosperity"

Percentage of Respondents (N=210)

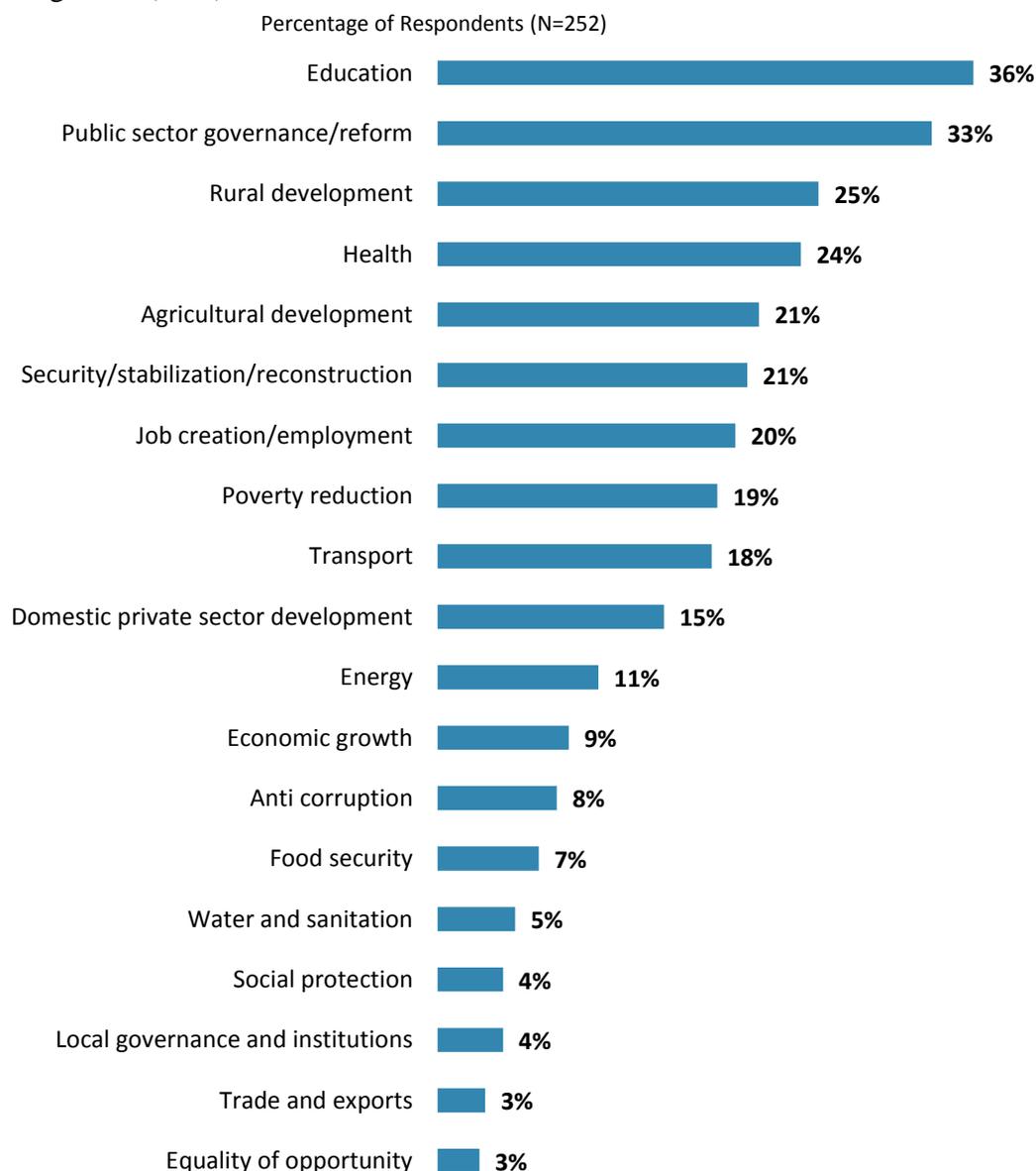


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mali? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

### Focusing World Bank Group Resources

- Respondents from academia/research institutes/think tanks were significantly more likely to indicate that the WBG should focus its resources on education compared to respondents from other stakeholder groups.
- In the FY'07 country survey\*, respondents indicated that the WBG should focus on economic growth (38%).



“When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mali? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

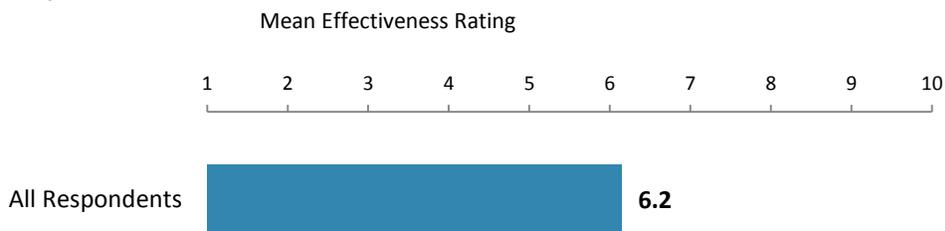
\*Not all of the response options provided in the FY'14 country survey were provided in the FY'07 country survey.

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

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

### The World Bank Group’s Overall Effectiveness (*Indicator Question*)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Mali than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the WBG’s overall effectiveness in Mali.
- Respondents in this year’s country survey gave significantly higher ratings for the WBG’s overall effectiveness in Mali compared to respondents from the FY’07 country survey (5.8) and significantly lower ratings compared to respondents from the FY’02 country survey (6.8).



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

### Achieving Development Results (*Indicator Question*)

- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings for the extent to which the WBG’s work helps to achieve development results in Mali.



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

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

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

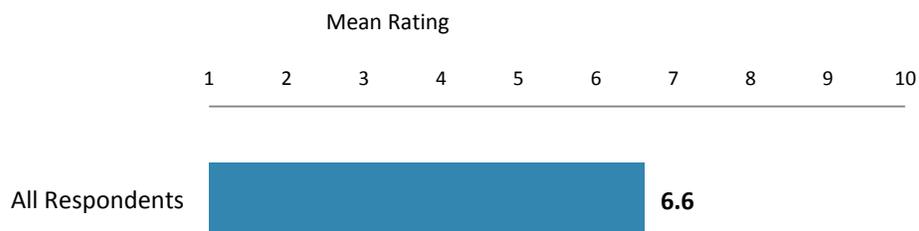
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings for the extent to which the WBG helps to build/strengthen existing country systems in Mali.



"To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?" (1-"To no degree at all", 10-"To a very significant degree")

### Staff Preparedness (*Indicator Question*)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Mali solve its most complicated development challenges than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings.

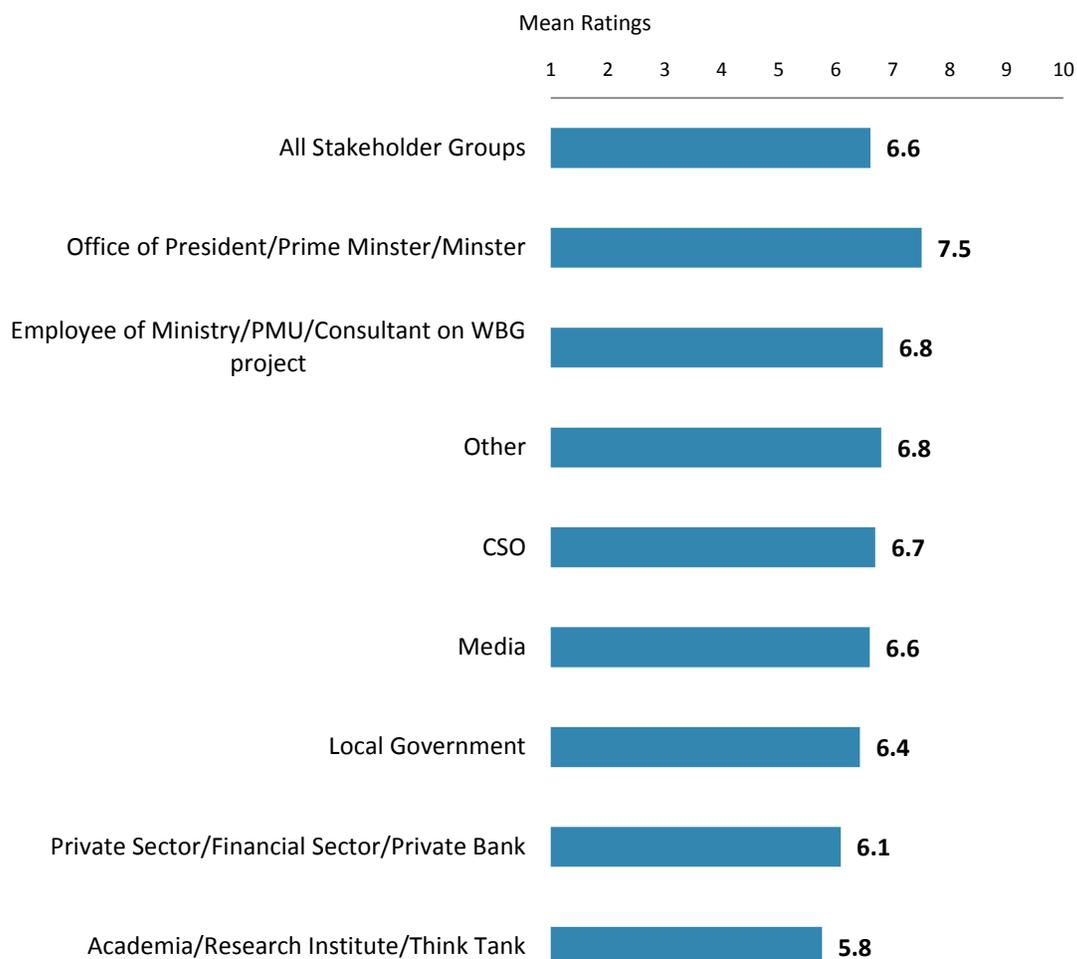


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mali solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were no significant differences across stakeholder groups in their aggregated responses to twenty six indicator questions (responses to individual indicator questions across all stakeholder groups can be found in Appendix H, page 141).



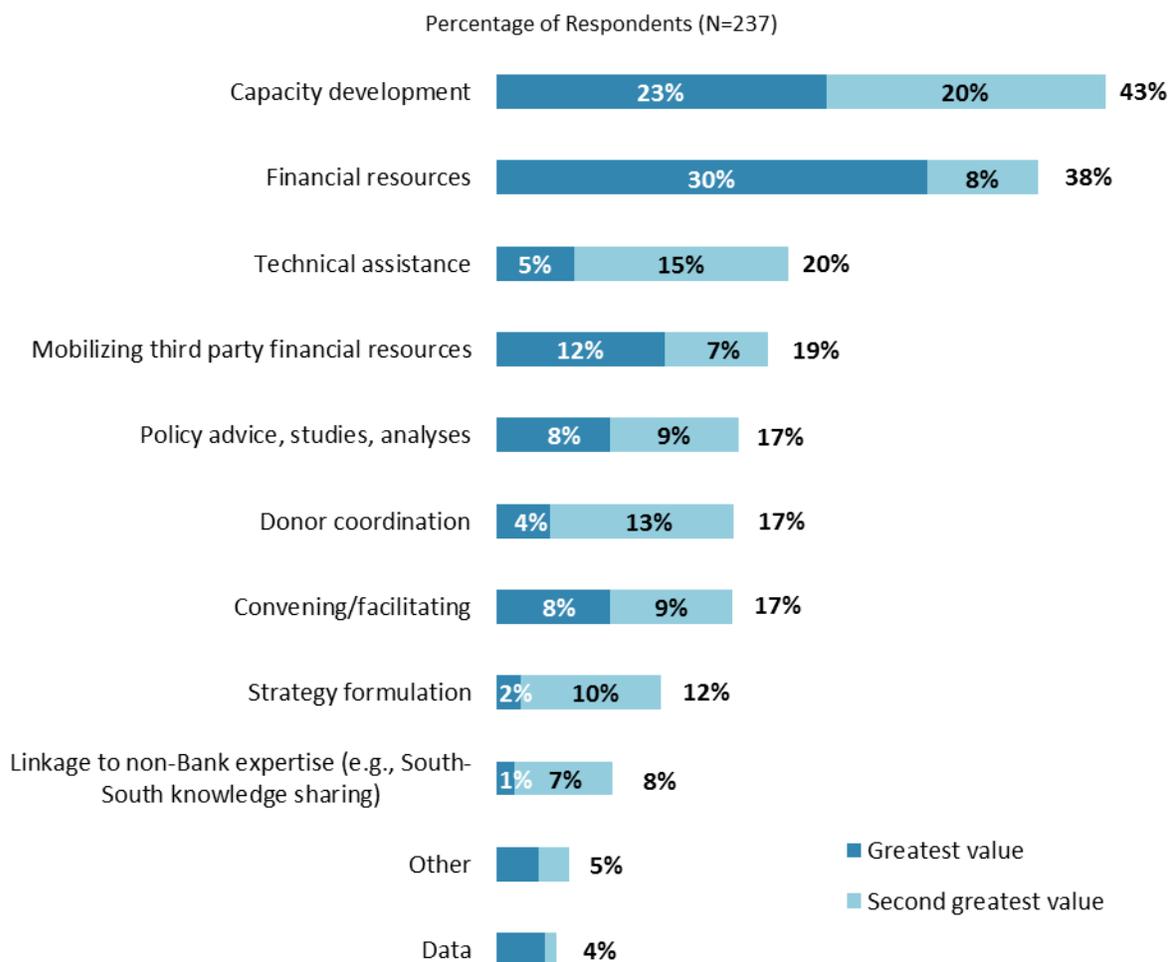
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty six indicator questions can be found in Appendices G and H.

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

### WBG Activities: Greatest Value

- Respondents in the FY'07 country survey\* indicated that the WBG's greatest values to Mali were lending when others won't (38%) and financial resources (38%).



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

\*Not all of the response options provided in the FY'14 country survey were provided in the FY'07 country survey.

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

### WBG Activities: Effectiveness

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the effectiveness of the WBG's technical assistance, strategy formulation, and policy advice, studies, analysis than respondents who do not collaborate with the WBG.

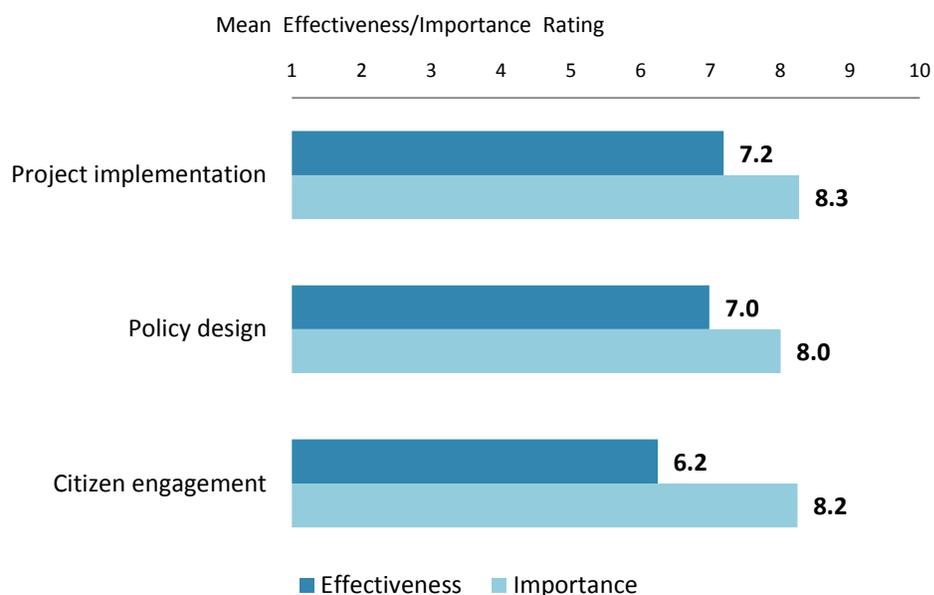


"How effectively do the World Bank Group's activities support Mali's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")

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

### WBG Activities: Capacity Building

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the effectiveness of the WBG's capacity building work in project implementation and policy design than respondents who do not collaborate with the WBG.



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

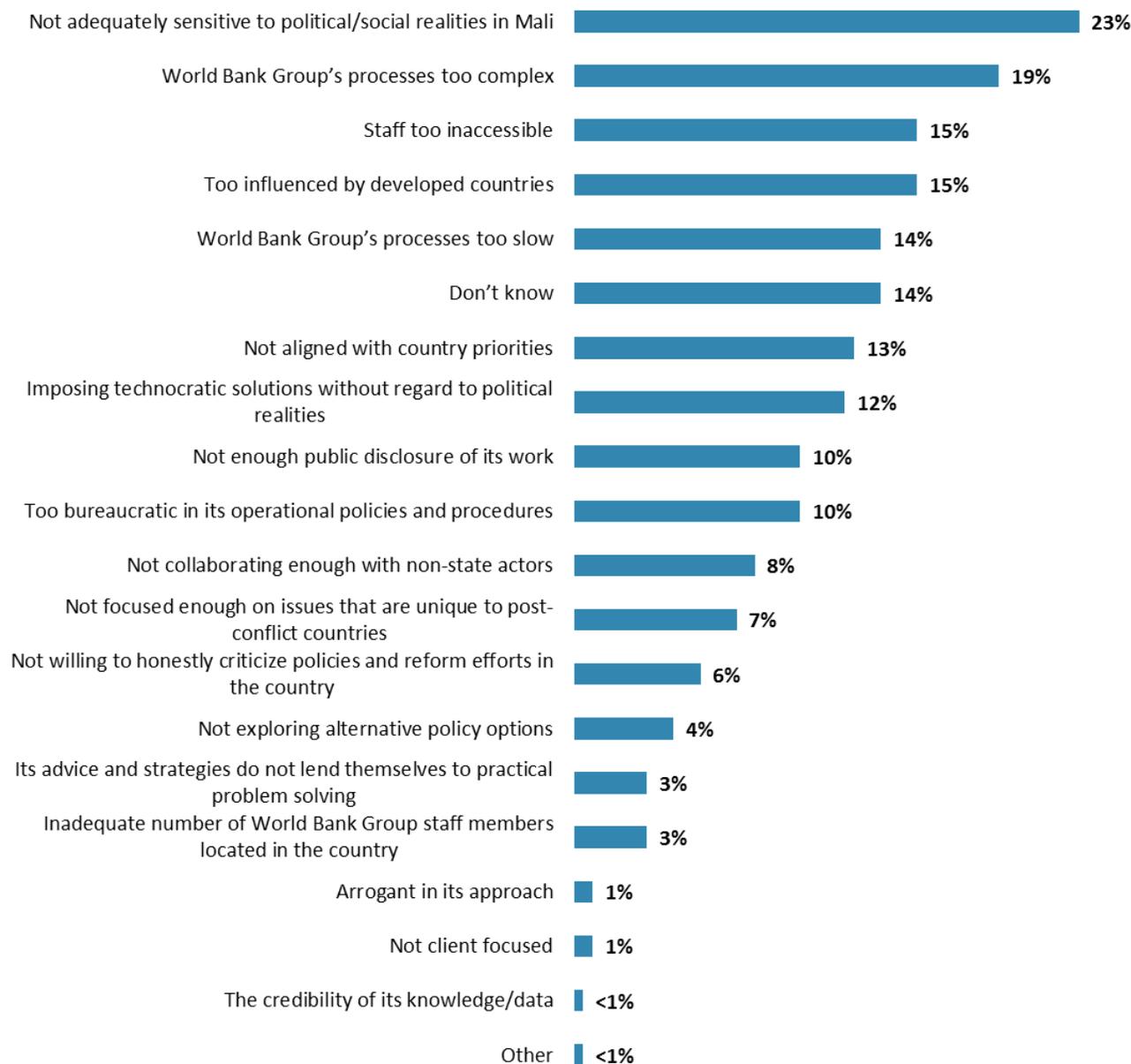
"When thinking about how to improve capacity building in Mali to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"  
(1-"Not important at all", 10-"Very important")

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

### Greatest Weakness

- Respondents who professionally collaborate/work with the WBG were significantly *more* likely to indicate that the WBG's greatest weaknesses were "too complex processes" and "too slow processes" and significantly *less* likely to indicate that the WBG's "staff too inaccessible" compared to respondents who do not collaborate with the WBG.

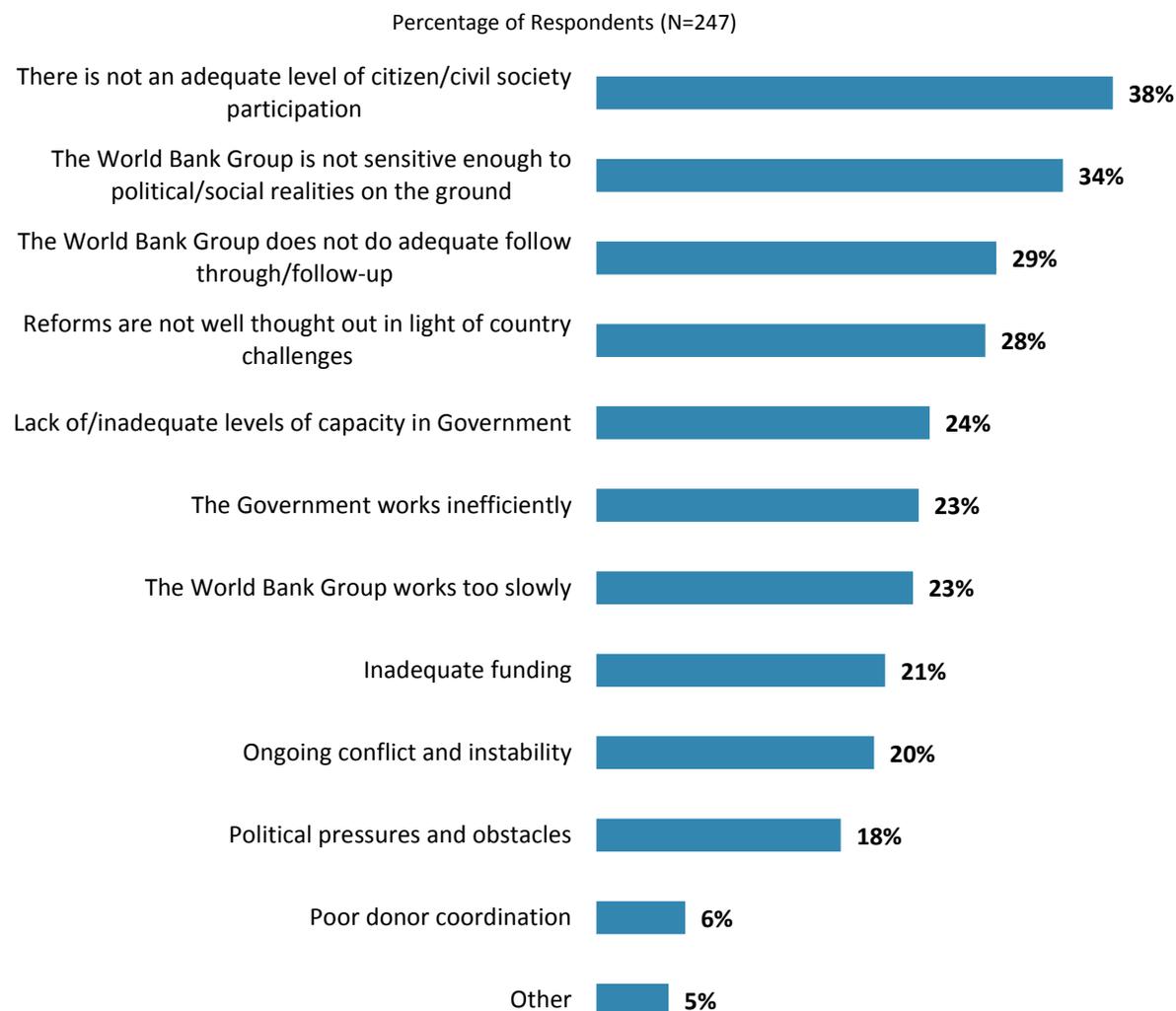
Percentage of Respondents (N=246)



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

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

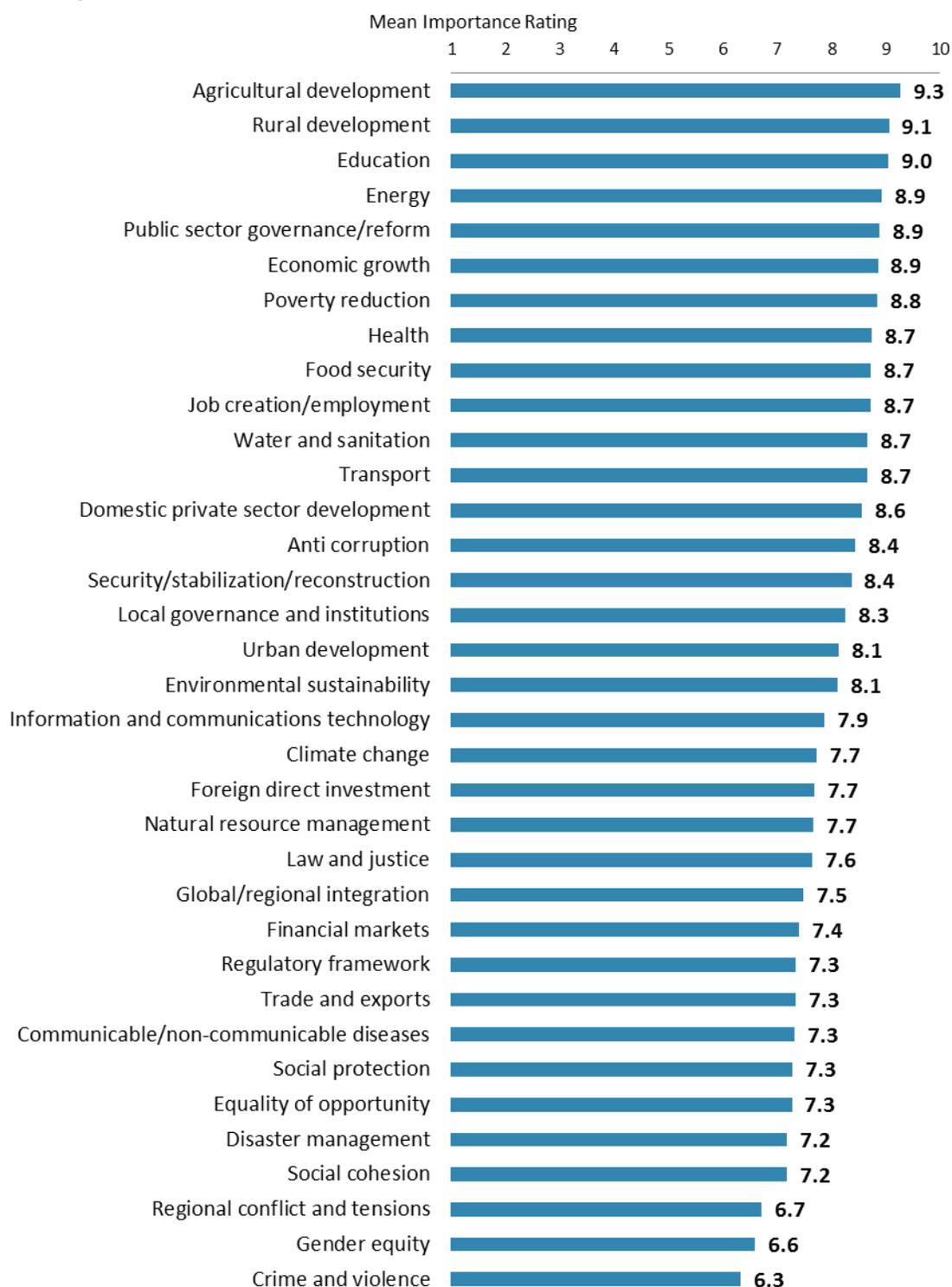
### Attributing Slow or Failed Reform Efforts



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

## VI. Sectoral Importance and Effectiveness

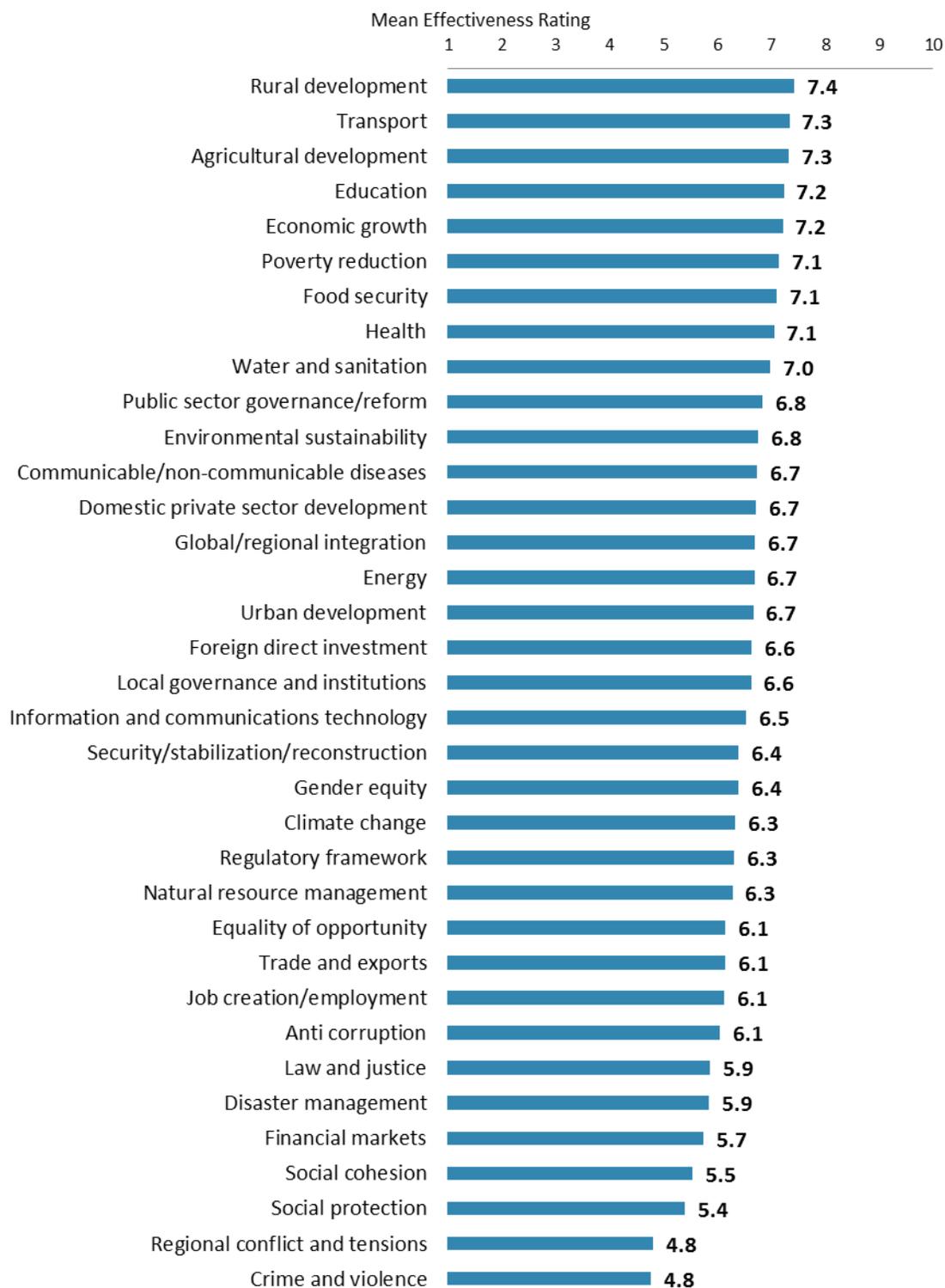
### Sectoral Importance



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

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness



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

## VI. Sectoral Importance and Effectiveness (continued)

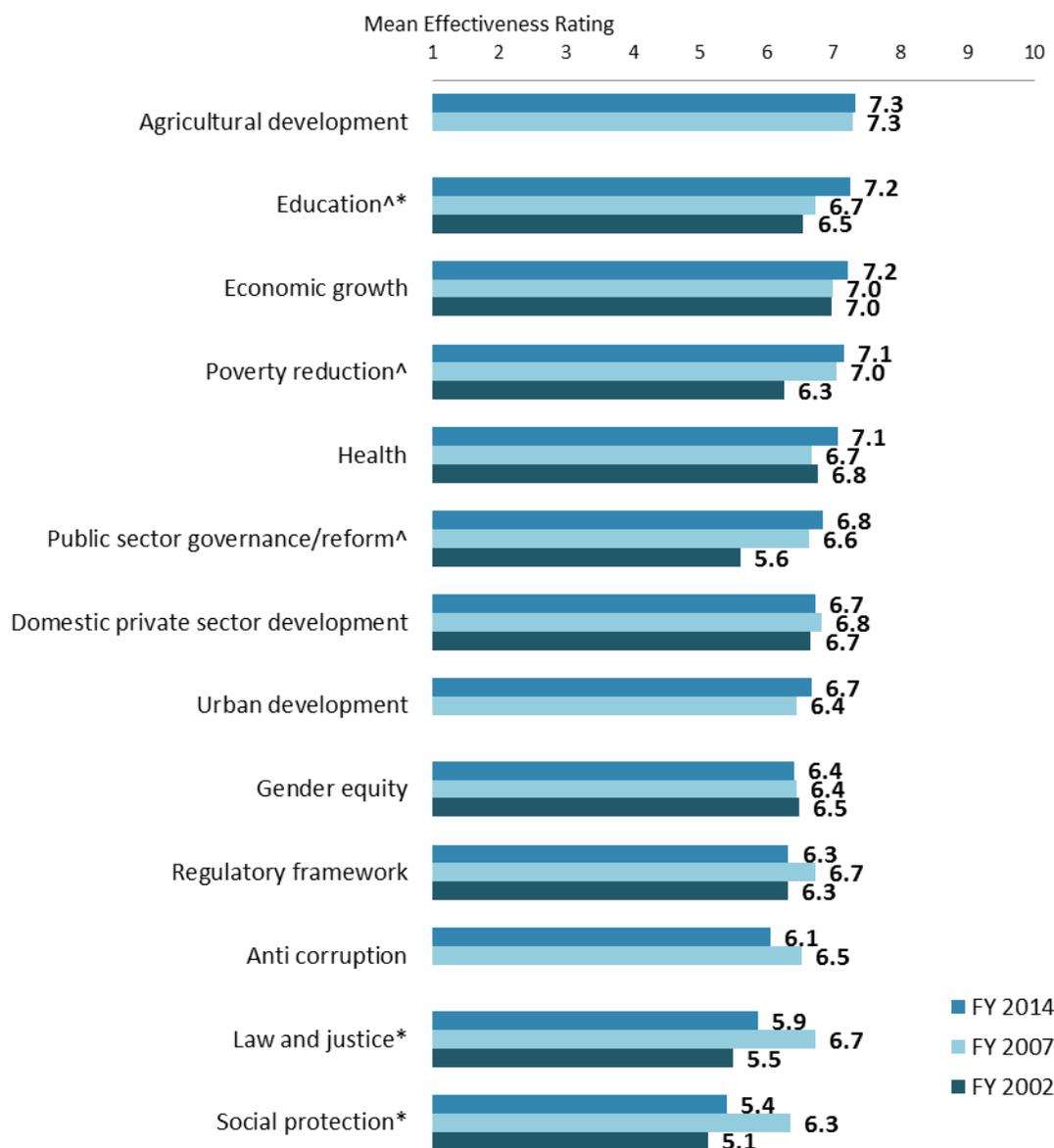
### Specific Areas of Effectiveness (continued)

- There were statistically significant differences across stakeholder groups in their ratings of the WBG's effectiveness across seven of these thirty-five development areas in Mali. For the most part, respondents from the office of President/Prime Minister/Minister and local governments tended to give the highest ratings for the WBG's effectiveness, whereas respondents from the private sector/financial sector/private banks and the media tended to give significantly lower ratings. Ratings across all development areas by stakeholder groups can be found in Appendix B (see page 74). Those areas with significant stakeholder group differences were:
  - "Economic growth";
  - "Food security";
  - "Communicable/non-communicable diseases";
  - "Global/regional integration";
  - "Climate change";
  - "Trade and exports"; and
  - "Financial markets".
- Respondents who collaborate/work with the WBG gave significantly higher effectiveness ratings for "Local governance and institutions" and "Gender equity" compared to respondents who do not collaborate with the WBG. Ratings across all areas by level of collaboration can be found in Appendix D (see page 114).
- Respondents from the agriculture/rural development/food security sector gave statistically similar effectiveness ratings for "Rural development", "Agricultural development", and "Food security" compared to respondents from other sectors. Ratings across all areas by sectors can be found in Appendix E (see page 132).
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 66) that primarily informed stakeholders responded to this question.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *higher* ratings for the WBG's effectiveness in "Education" and significantly *lower* ratings for the WBG's effectiveness in "Law and justice" and "Social protection" compared to respondents from the FY'07 survey.
- Respondents in this year's country survey gave significantly *higher* ratings for the WBG's effectiveness in "Education", "Poverty reduction", and "Public sector governance/reform" compared to respondents from the FY'02 survey.



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

^Significantly different between FY 2014 and FY 2002; \*Significantly different between FY 2014 and FY 2007

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

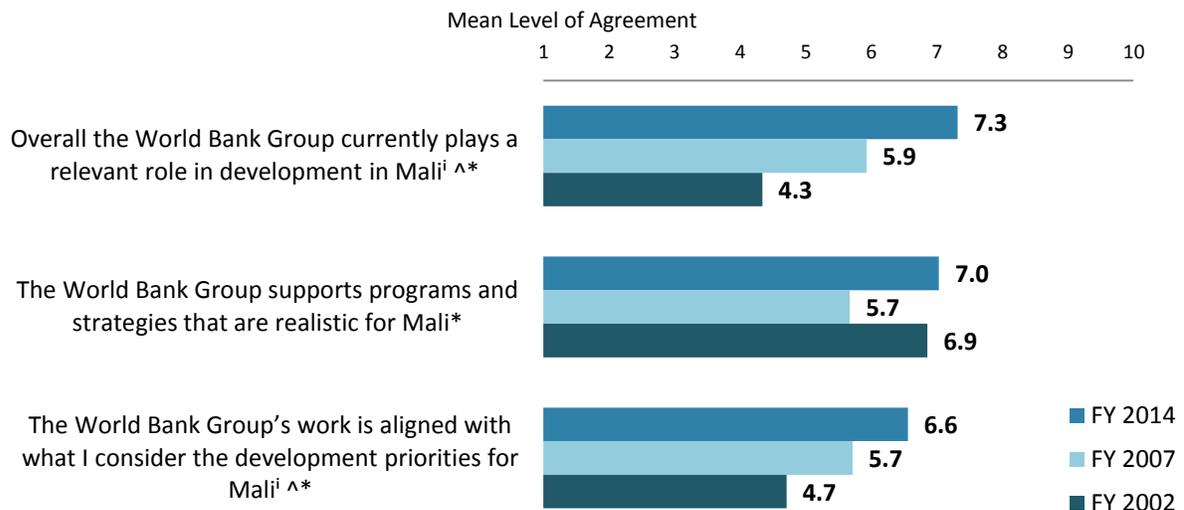
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings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

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Mali. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at environmental sustainability;
  - The WBG's effectiveness at local governance and institutions;
  - The WBG's effectiveness at social cohesion;
  - The WBG's effectiveness at food security; and
  - The WBG's effectiveness at equality of opportunity.
  
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Mali, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at foreign direct investment;
  - The WBG's effectiveness at local governance and institutions;
  - The WBG's effectiveness at climate change;
  - The WBG's effectiveness at economic growth; and
  - The WBG's effectiveness at urban development.

## VII. How the World Bank Group Operates

### The World Bank Group’s Work in Mali

- Respondents who collaborate/work with the WBG had significantly higher levels of agreement with these three statements (including the indicator questions) compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with these three statements.
- Respondents in this year’s country survey had significantly higher levels of agreement with all three statements about the WBG’s work in Mali compared to respondents in the FY’07 country survey. Respondents in this year’s country survey had significantly higher levels of agreement with the two indicator statements compared to respondents in the FY’02 country survey.



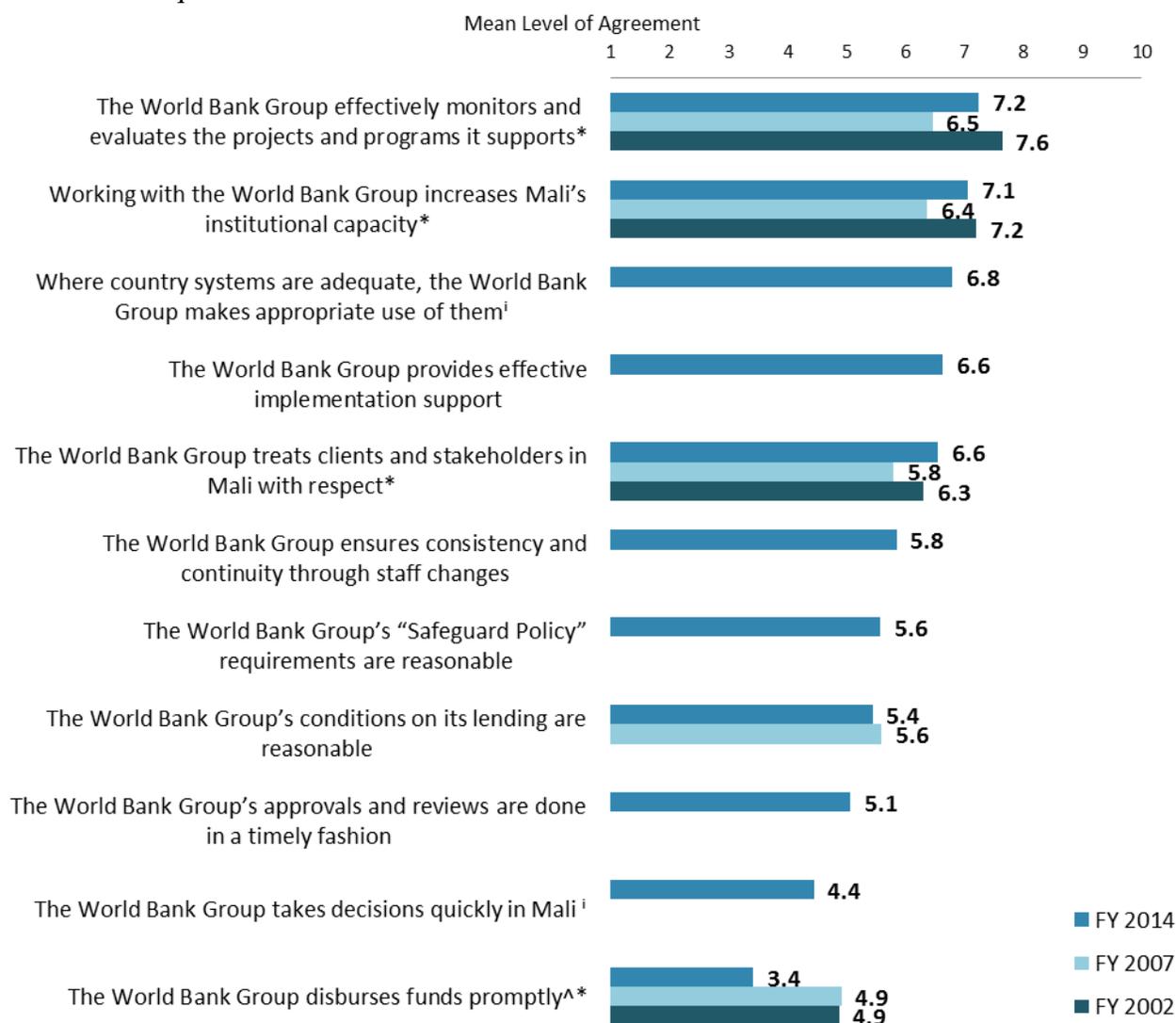
"To what extent do you agree with the following statements about the World Bank Group’s work in Mali?"  
 (1-"Strongly disagree", 10-"Strongly agree")

<sup>i</sup>Significantly different between FY 2014 and FY 2002; <sup>\*</sup>Significantly different between FY 2014 and FY 2007  
<sup>i</sup>Indicator Question

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

### Overall Perceptions

- Respondents in this year’s country survey had significantly *lower* levels of agreement with the statement that “the WBG disburses funds promptly” compared to respondents from the FY’07 and FY’02 country surveys. Respondents in this year’s country survey had significantly *higher* levels of agreement with several statements that could be compared to respondents from the FY’07 country survey. Statistically significant differences are noted in the chart.
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar levels of agreement with the indicator questions.



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

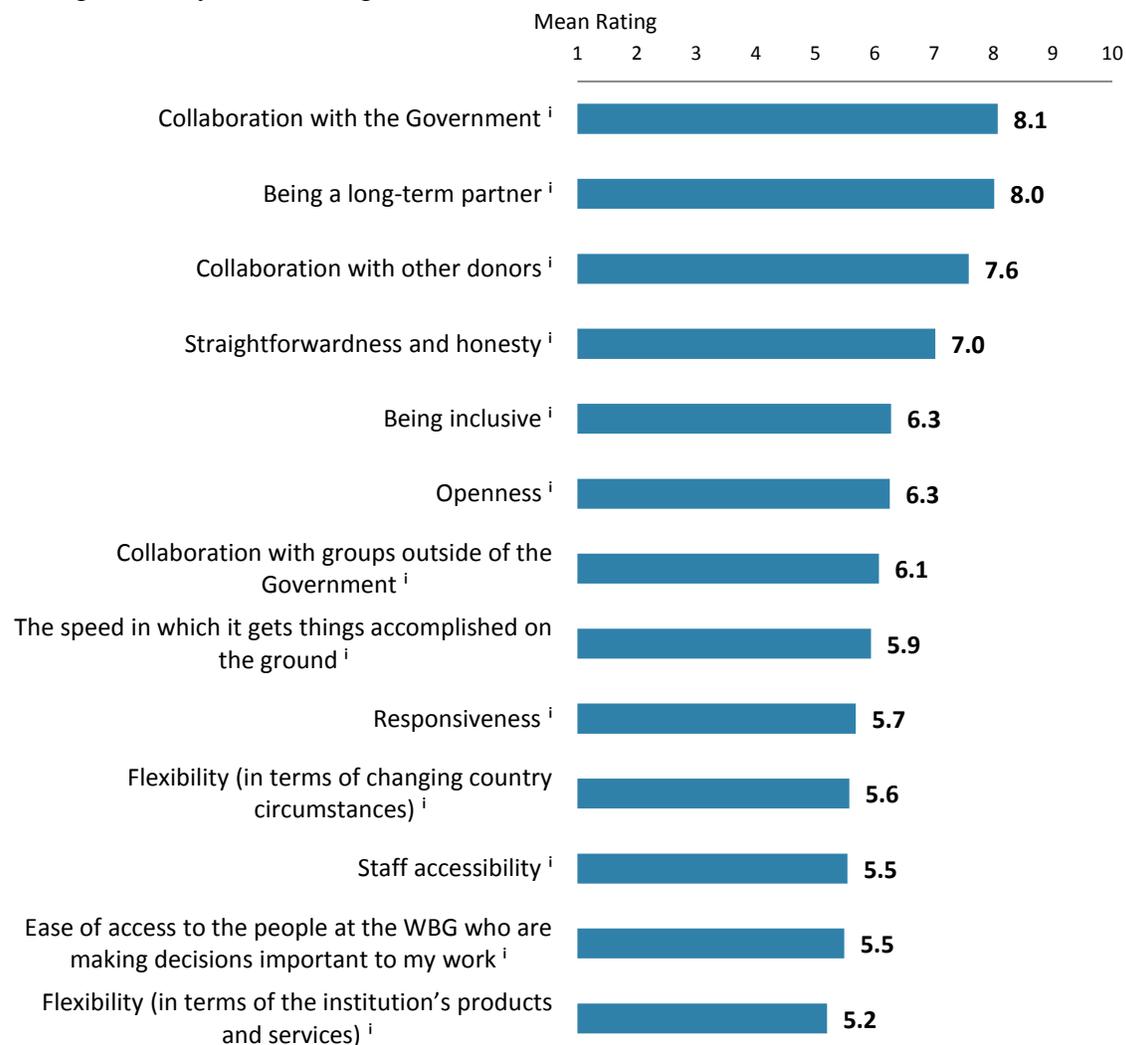
<sup>1</sup>Significantly different between FY 2014 and FY 2002; \*Significantly different between FY 2014 and FY 2007

<sup>1</sup>Indicator Question

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

### The World Bank Group as an Effective Development Partner

- There were statistically significant differences across stakeholder groups in their ratings of the WBG's effectiveness as a development partner in two of these aspects: "staff accessibility" and "ease of access to the people at the WBG who are making decisions important to my work". Respondents from the office of President/Prime Minister/Minister gave the highest ratings, whereas respondents from local governments gave significantly lower ratings.



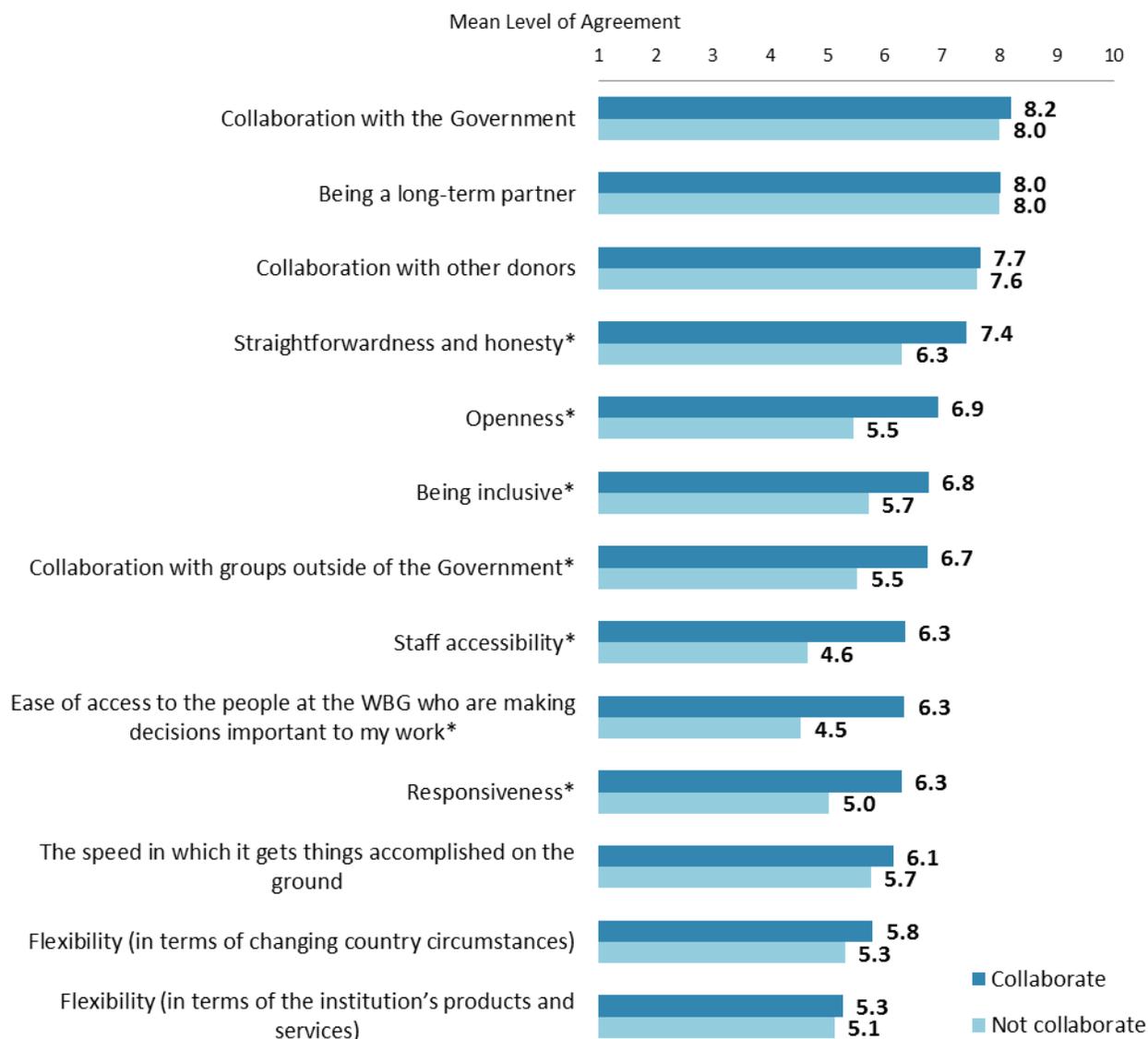
"To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>i</sup>Indicator Question

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

### The World Bank Group as an Effective Development Partner (continued)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for a number of aspects of the WBG as an effective development partner compared to respondents who do not collaborate with the WBG, including: straightforwardness and honesty, being inclusive, openness, collaboration with groups outside of the Government, responsiveness, staff accessibility, and ease of access to the people at the WBG who are making decisions important to my work.



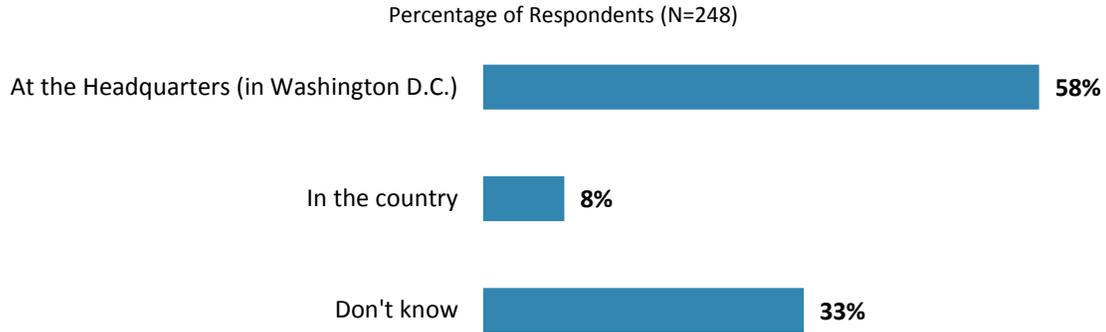
"To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Significantly different between stakeholders who do and do not collaborate with the WBG professionally

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

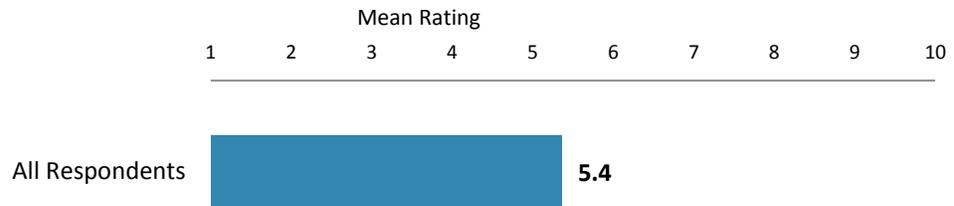
### Making Decisions about the WBG Program in Mali

- Respondents who collaborate/work with the WBG were significantly more likely to indicate that the WBG’s decisions that support the program in Mali are made in the country office compared to respondents who do not collaborate with the WBG.



"Where are the World Bank Group’s decisions made primarily that support the program in Mali?"  
(Respondents chose from a list.)

### The World Bank Group’s Staffing in Mali

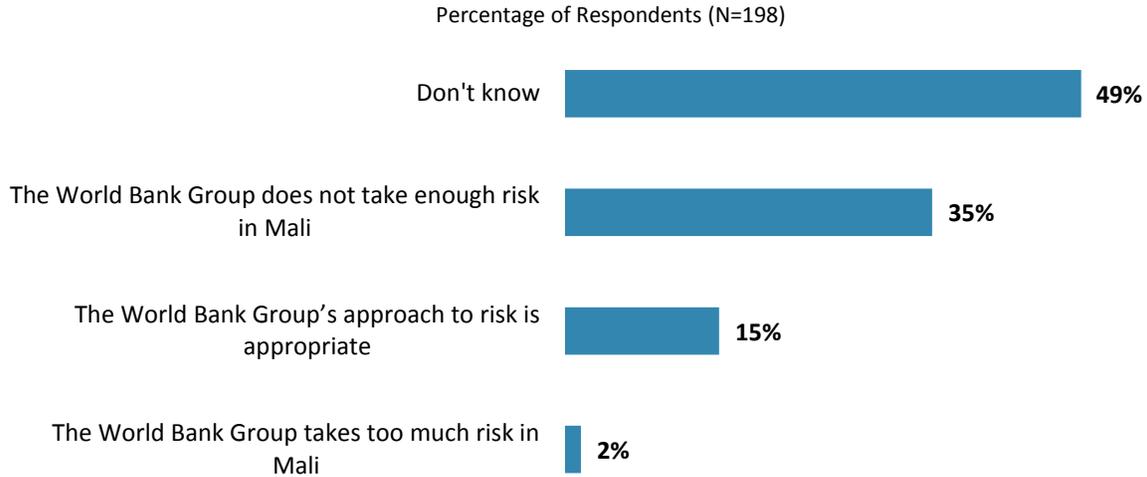


"To what extent do you believe the World Bank Group is adequately staffed in Mali?"  
(1 - "To no degree at all", 10-"To a very significant degree")

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

### The World Bank Group’s Approach to Risk in Mali

- Respondents who collaborate/work with the WBG were significantly more likely to indicate that the WBG’s approach to risk is appropriate in Mali compared to respondents who do not collaborate with the WBG.



"Which of the following best describes the way the World Bank Group operates in Mali?"  
(Respondents chose from a list.)

### Measuring Results: WBG Internal Evaluation Mechanisms

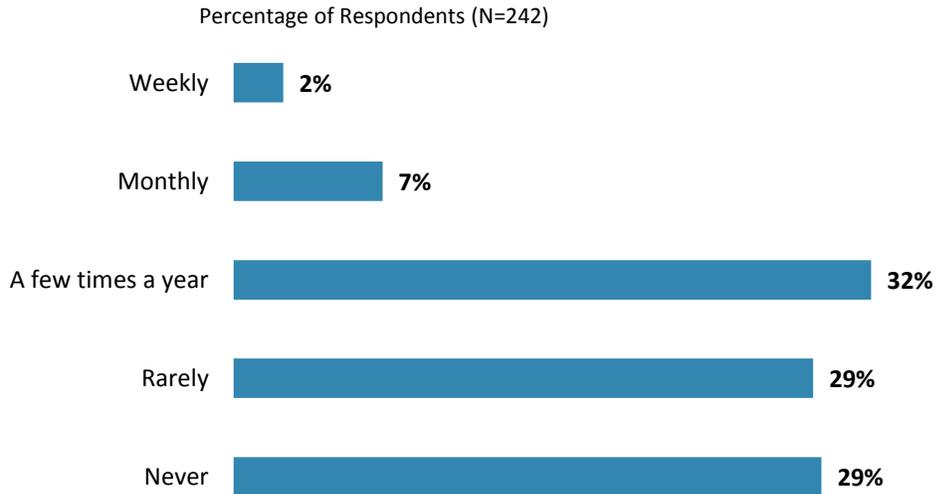


"To what extent do you believe the World Bank Group’s internal evaluation mechanisms hold the institution accountable for achieving results in Mali?" (1 - "To no degree at all", 10-"To a very significant degree")

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

### Frequency of Consulting WBG’s Knowledge Work and Activities

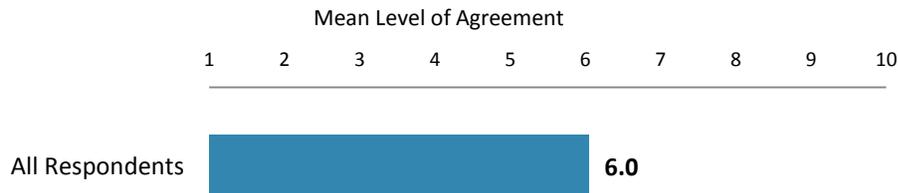
- Respondents who collaborate with the WBG were significantly more likely to indicate that they consulted WBG’s knowledge work and activities *more often* (weekly and monthly) than respondents who do not collaborate with the WBG.



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

### Meeting Mali’s Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar levels of agreement that the WBG meets Mali’s needs for knowledge services.

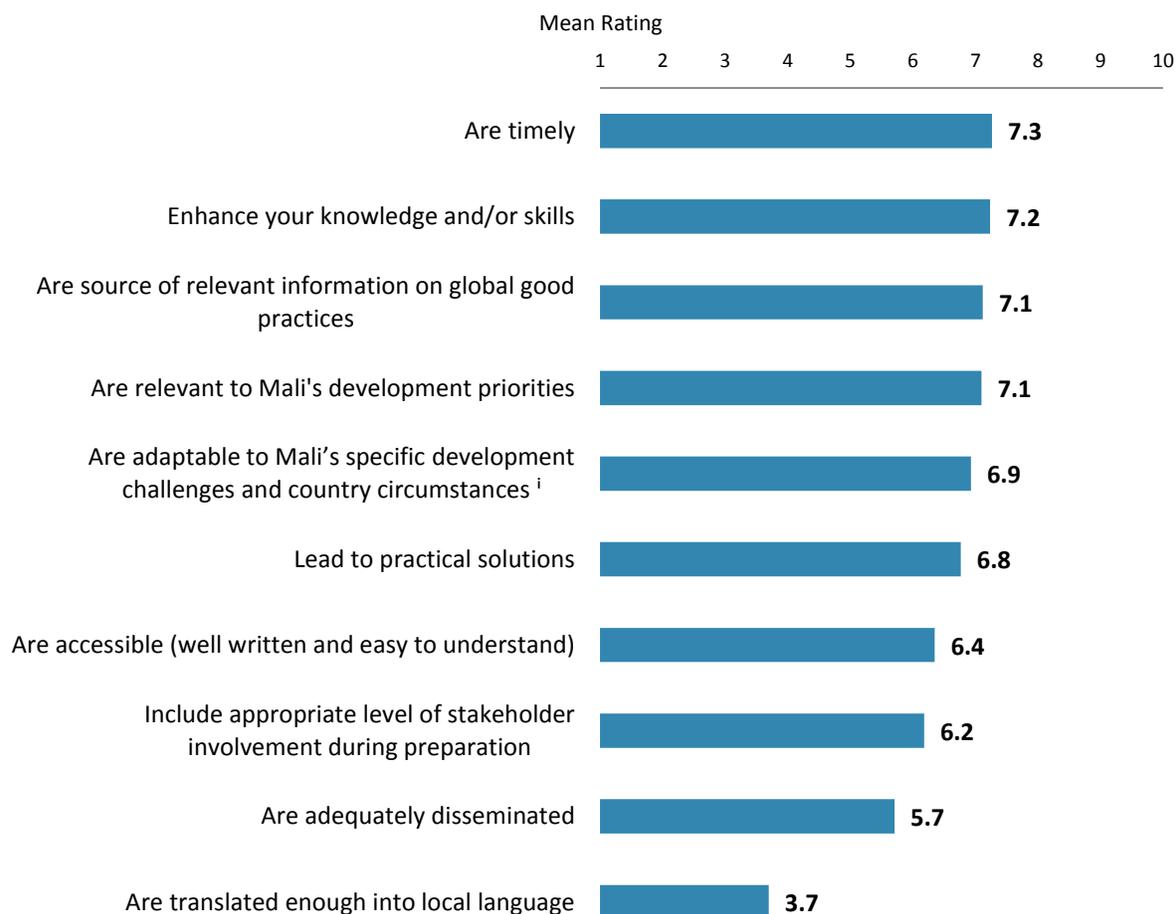


"The World Bank Group meets Mali’s needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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

### Qualities of the WBG's Knowledge Work and Activities

- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings for these aspects of the WBG's knowledge work and activities (including the indicator question).



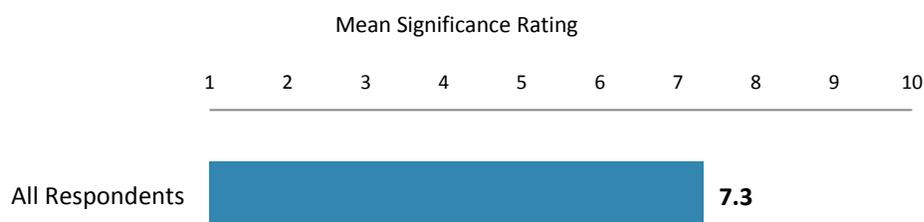
"In Mali, to what extent do you believe that the World Bank Group's knowledge work and activities:"  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>i</sup>Indicator Question

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

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

- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Mali.



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

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

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge.

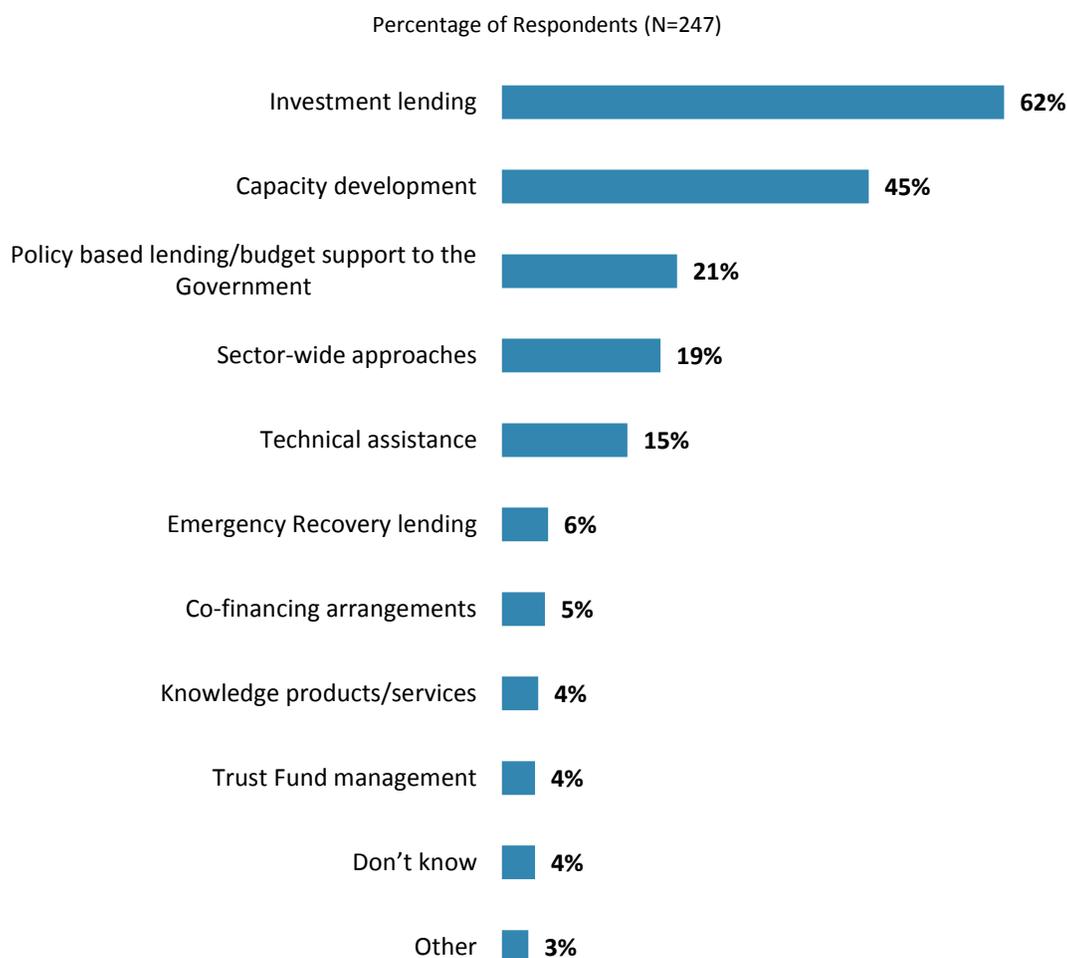


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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

### Most Effective Instruments in Reducing Poverty

- While respondents across nearly all stakeholder groups tended to indicate “investment lending” as the WBG’s most effective instrument in reducing poverty in Mali, a majority of respondents from CSOs indicated “capacity development” as the WBG’s most effective instrument.

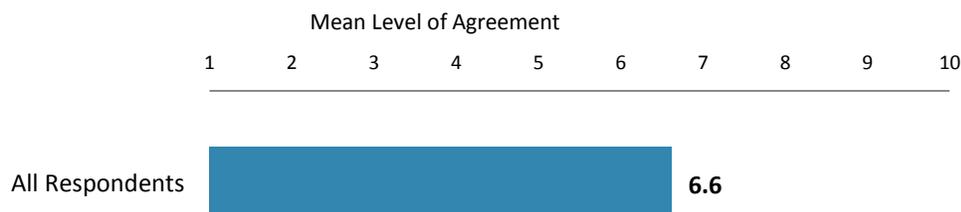


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mali? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

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

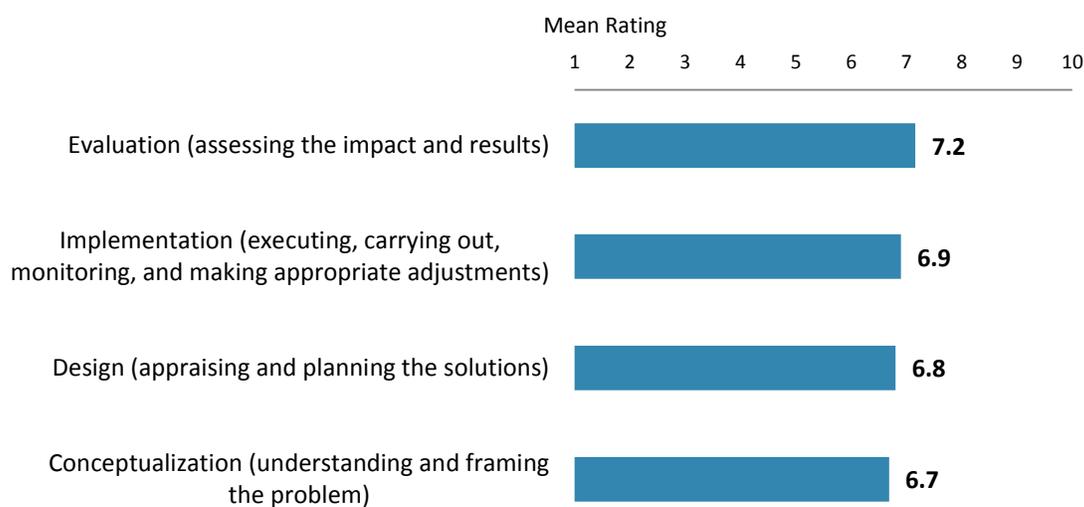
### Meeting Mali's Needs for Financial Instruments (*Indicator Question*)

- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar levels of agreement that the WBG's financial instruments meet Mali's needs.



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

### Contribution of WBG's Technical Assistance/Advisory Work

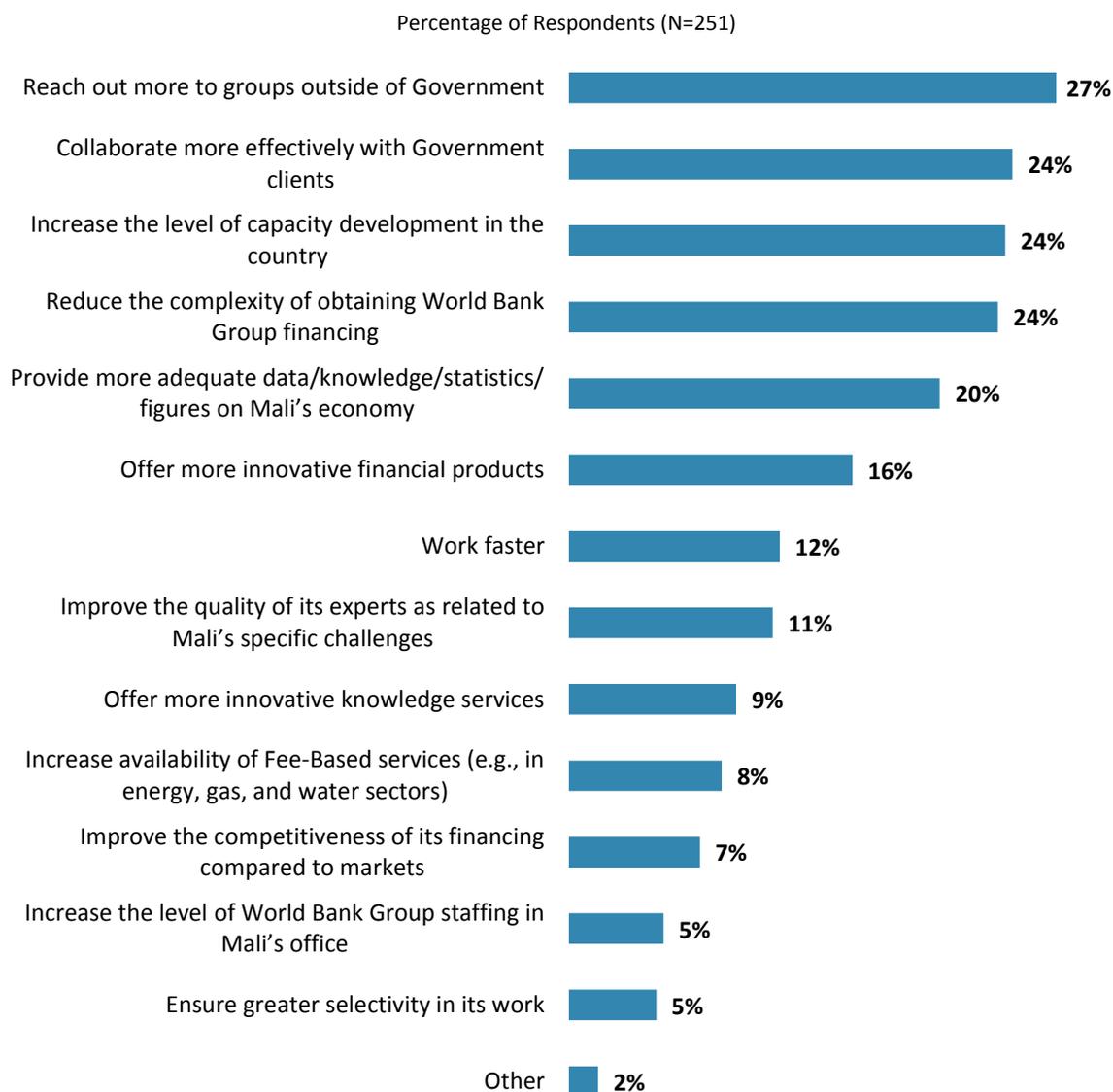


"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mali's development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

## IX. The Future Role of the World Bank Group in Mali

### Making the World Bank Group of Greater Value

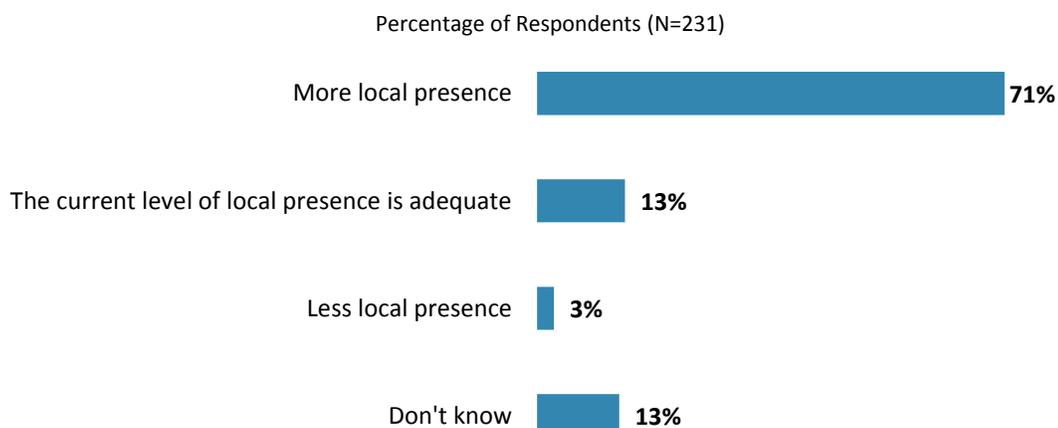
- While respondents from the media, private sector/financial sector/private banks, and CSOs were significantly more likely to indicate that the WBG should reach out more to groups outside of government, respondents from local governments tended to indicate that the WBG should collaborate more effectively with government clients in order to make itself of greater value in Mali.



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

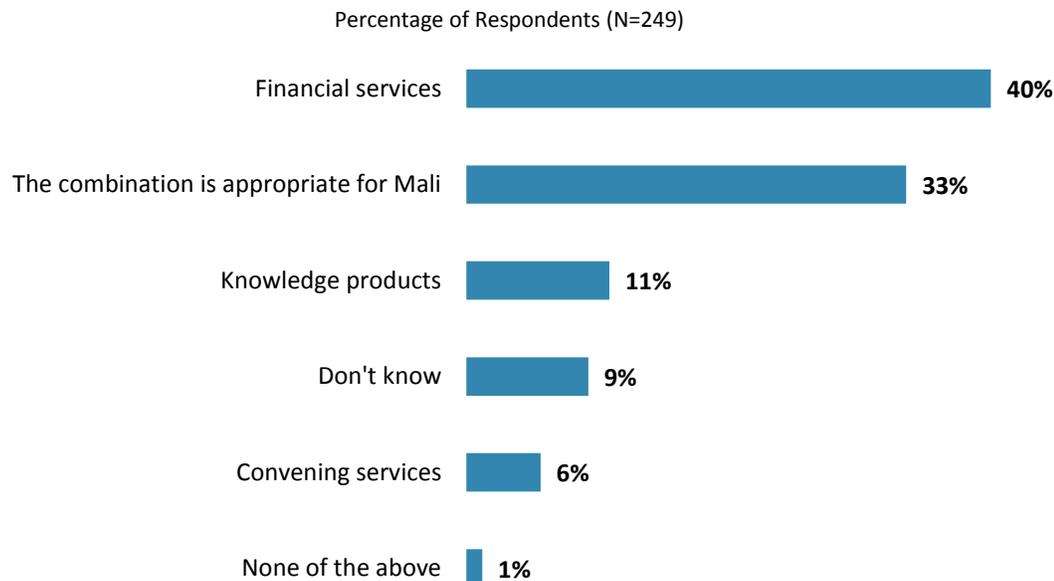
## IX. The Future Role of the WBG in Mali (continued)

### World Bank Group's Presence in Mali



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

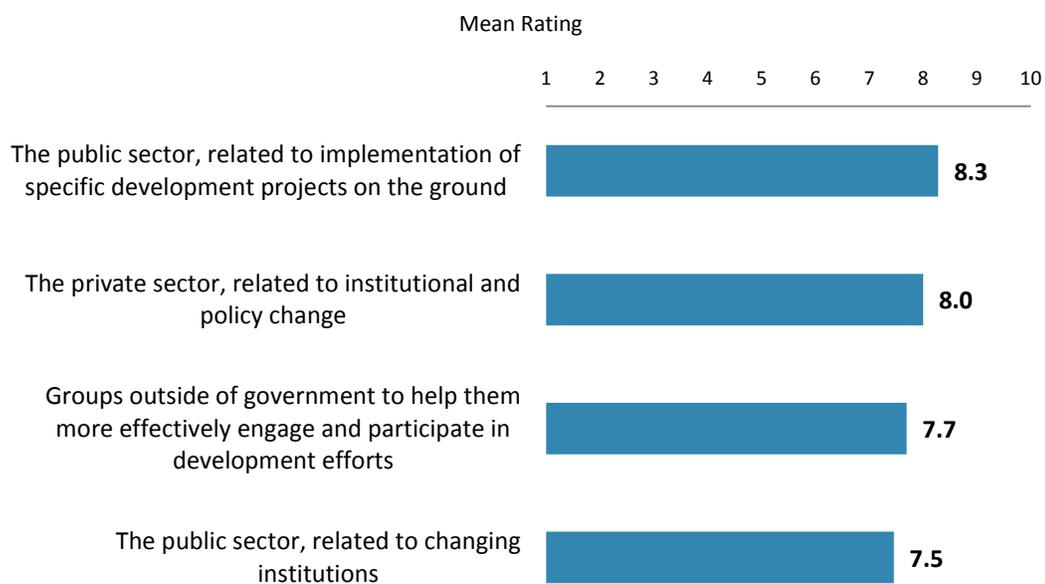
### World Bank Group's Services in Mali



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

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

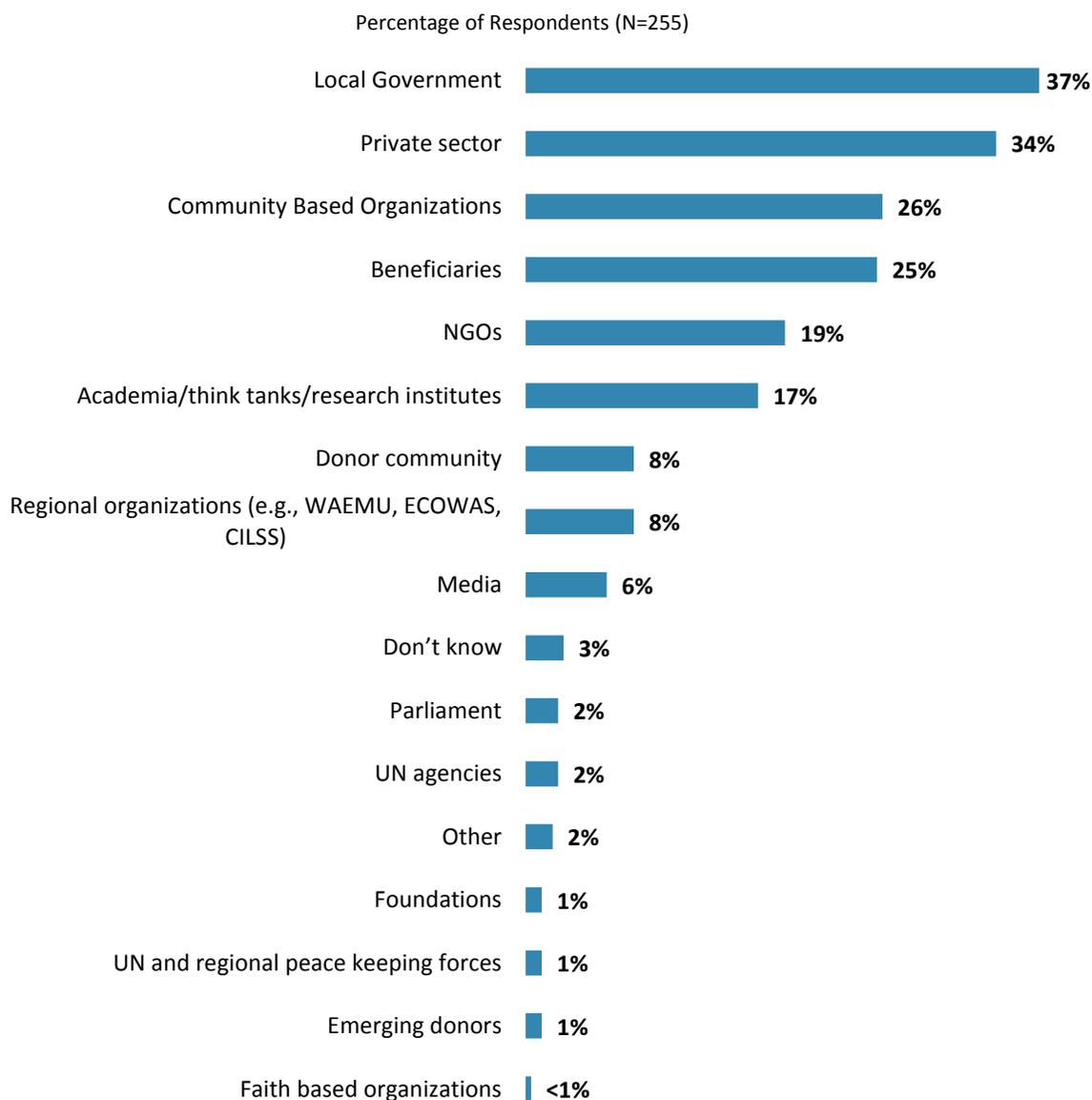
### WBG Capacity Building Support



"The World Bank Group can provide capacity building support in a number of ways in Mali. To which degree would Mali benefit, if capacity building were to support...?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

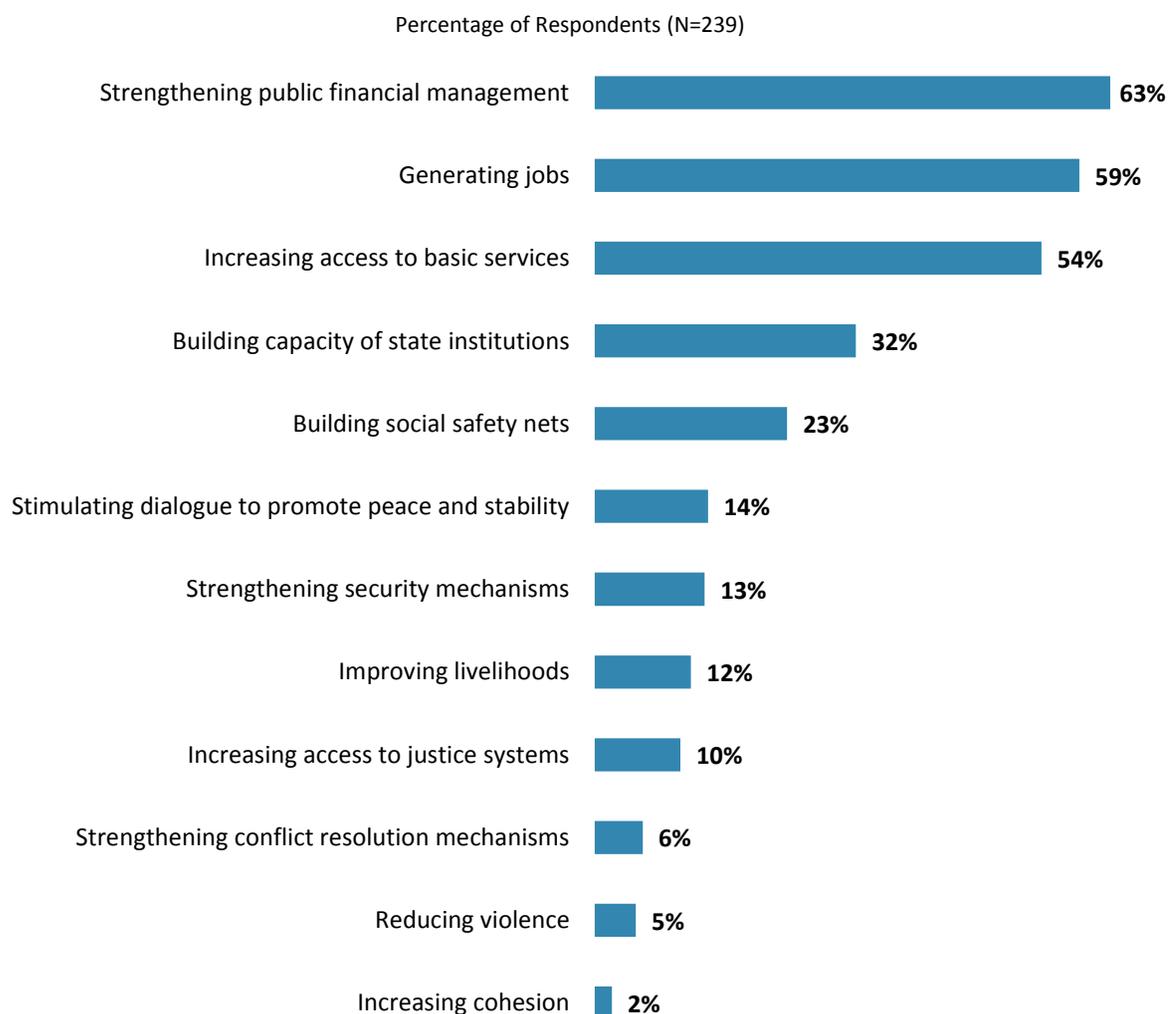
### Collaborating with Stakeholders in Mali



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

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

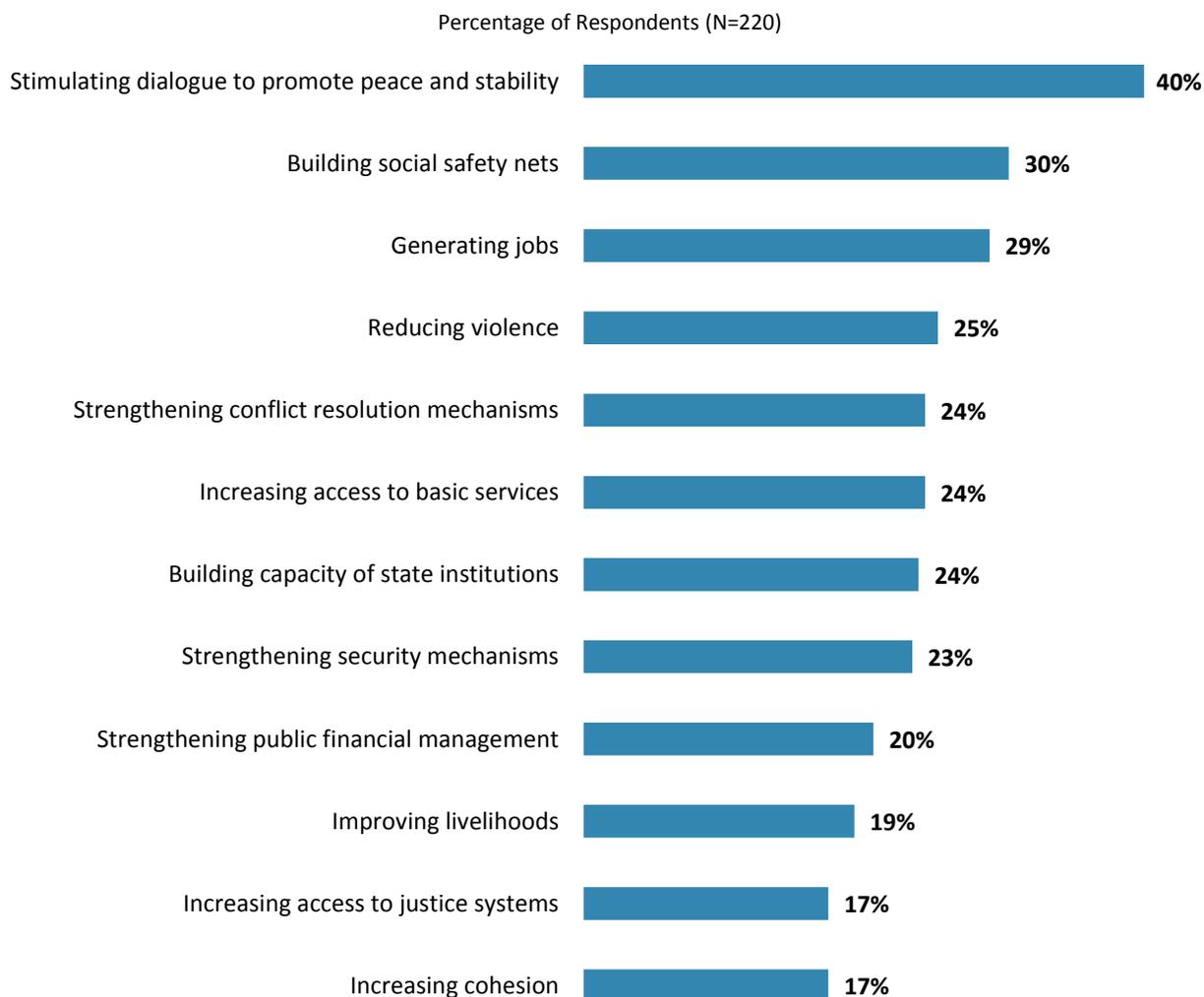
### The WBG Playing a Leading Role among International Partners



"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mali? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

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

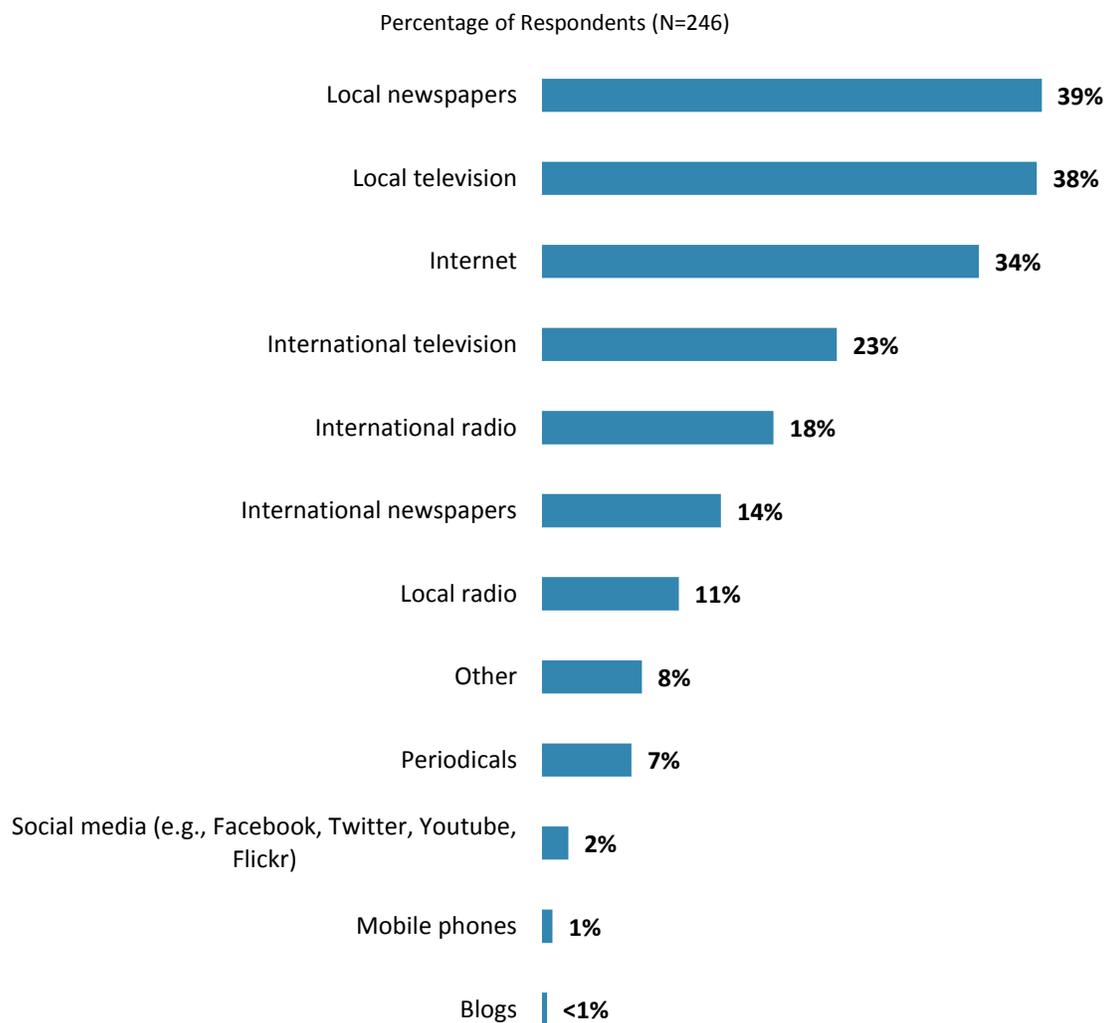
### Other Donors Playing a Leading Role



“Which THREE areas below would benefit most from other donors in Mali? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness

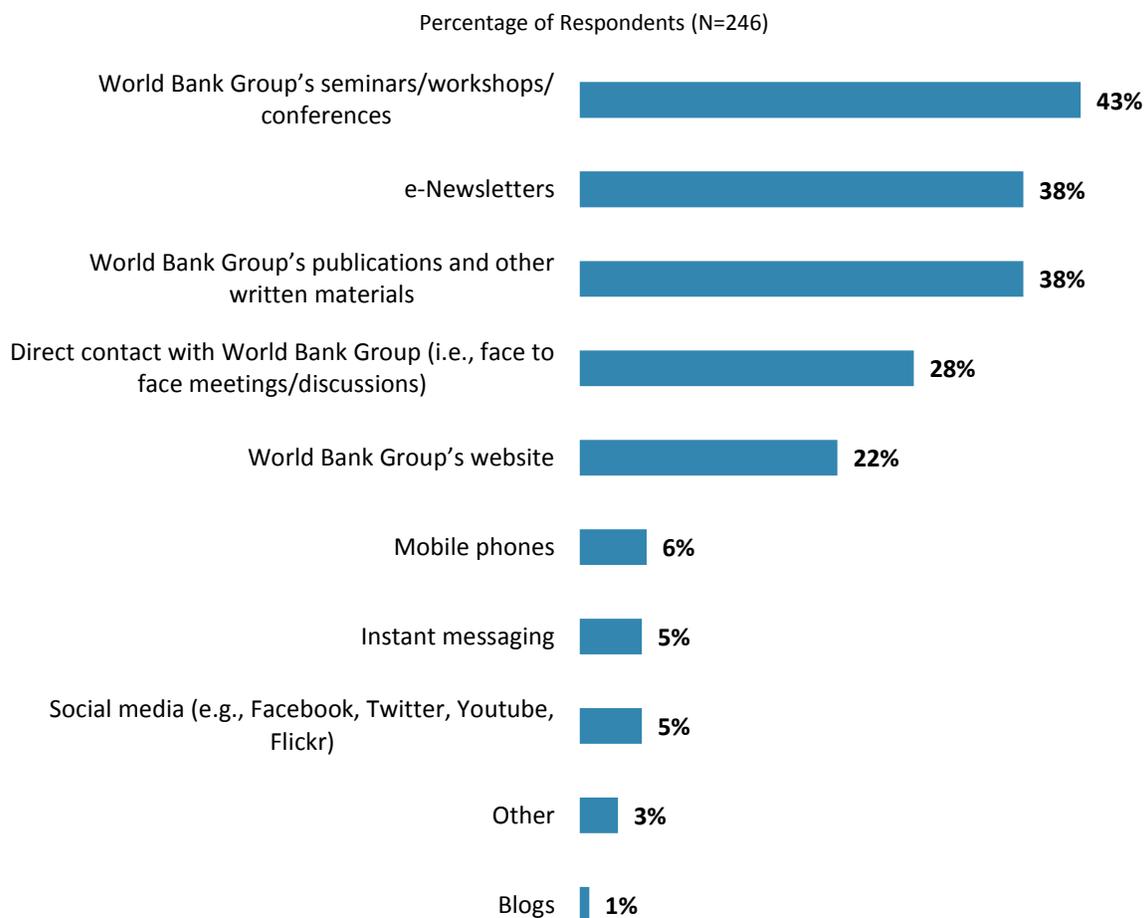
### General Information Sources



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

## X. Communication and Openness (continued)

### Preferred Information Sources



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

## X. Communication and Openness (continued)

### Access to Information

Percentage of Respondents (N=241)



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

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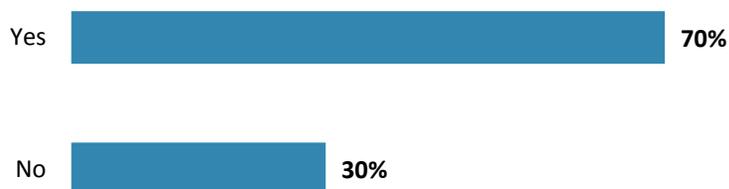
Percentage of Respondents (N=231)



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

---

Percentage of Respondents (N=10)



"Were you able to obtain this information?"

## X. Communication and Openness (continued)

### Access to Information (continued)

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

I use/consult World Bank Group's data more often than I did a few years ago  **4.4**

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

### Internet Access

Percentage of Respondents (N=234)

Yes  **94%**

No  **6%**

"Do you have access to the Internet?"

Percentage of Respondents (N=121)

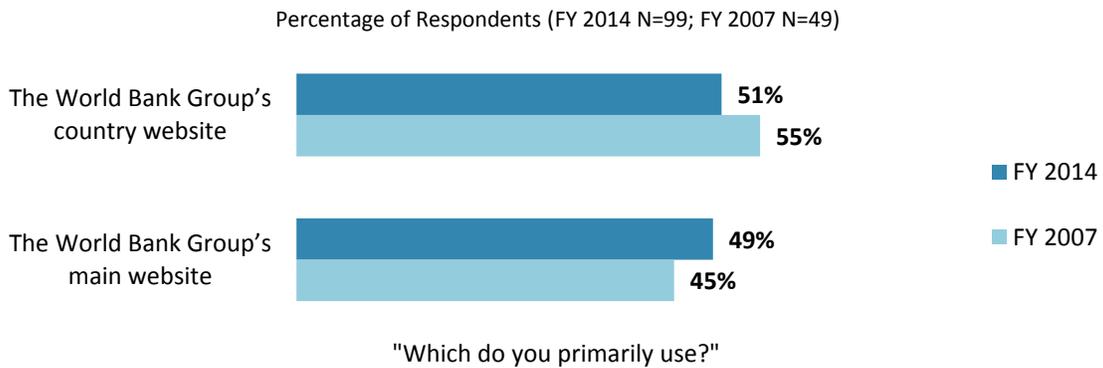
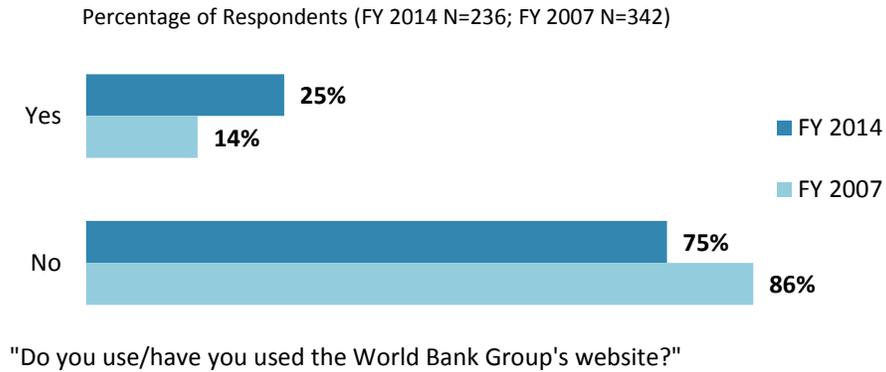
High speed  **62%**

Dial-up  **38%**

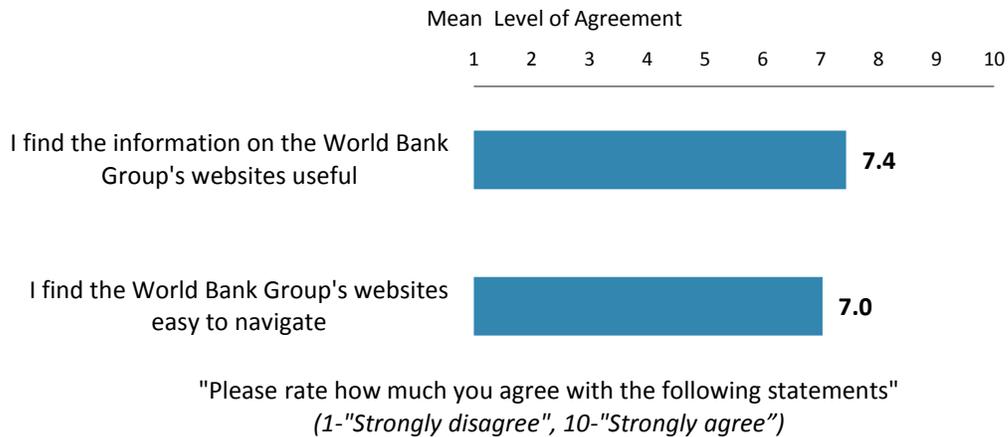
"Which Internet connection do you use primarily when visiting a World Bank Group website?"

## X. Communication and Openness (continued)

### Website Usage

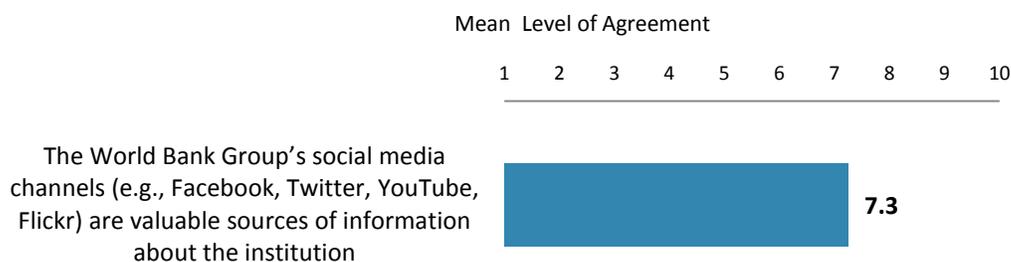


### Website Evaluation



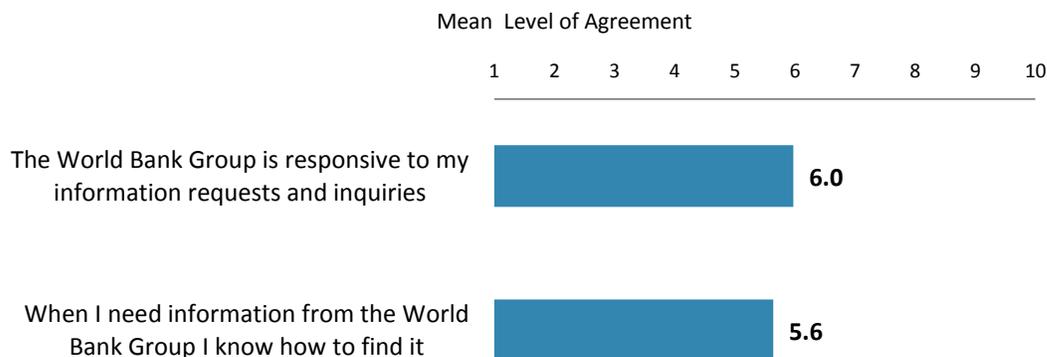
## X. Communication and Openness (continued)

### Evaluation of WBG's Social Media Channels



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

### Information Sharing



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

## XI. Appendices

A. Responses to All Questions across All Respondents .....	54
B. Responses to All Questions by Stakeholder Groups .....	72
C. Responses to All Questions by Geographic Location .....	94
D. Responses to All Questions by Levels of Collaboration.....	112
E. Responses to Key Questions by Specializations/Sectors.....	130
F. Responses to All Questions by Year.....	136
G. Indicator Questions as a Function of Exposure to the WBG .....	138
H. Indicator Questions by Stakeholder Groups.....	139
I. WBG Country Survey FY 2014 – Mali Questionnaire.....	140

### Mali



## Appendix A: Responses to All Questions across All Respondents (N=260)

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

### A. General Issues Facing Mali

<b>1. In general would you say that Mali is headed in ... ?</b>	<b>Percentage of Respondents (N=240)</b>
The right direction	69.2%
The wrong direction	3.8%
Not sure	27.1%

<b>2. Listed below are a number of development priorities in Mali. Please identify which of the following you consider the most important development priorities in Mali? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=249)</b>
Security/stabilization/reconstruction	45.0%
Education	45.0%
Public sector governance/reform	38.2%
Health	16.9%
Rural development	16.1%
Job creation/employment	14.5%
Anti corruption	14.5%
Transport	12.9%
Agricultural development	12.0%
Poverty reduction	11.2%
Food security	10.4%
Domestic private sector development	9.6%
Energy	8.4%
Social protection	4.8%
Law and justice	4.8%
Water and sanitation	4.0%
Social cohesion	3.6%
Economic growth	3.6%
Equality of opportunity	3.2%
Local governance and institutions	3.2%
Regional conflict and tensions	2.4%
Global/regional integration	2.0%
Urban development	2.0%
Environmental sustainability	1.6%
Gender equity	1.2%
Climate change	1.2%
Information and communications technology	1.2%
Other	1.2%
Trade and exports	0.8%
Disaster management	0.8%
Foreign direct investment	0.4%
Financial markets	0.4%
Regulatory framework	0.4%
Communicable/non-communicable diseases	0.4%
Natural resource management	0.4%
Crime and violence	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mali? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
Rural development	34.5%
Anti corruption	30.2%
Job creation/employment	29.8%
Economic growth	29.0%
Agricultural development	22.0%
Public sector governance/reform	21.6%
Education	20.8%
Domestic private sector development	16.5%
Local governance and institutions	10.6%
Food security	9.4%
Security/stabilization/reconstruction	9.0%
Water and sanitation	8.2%
Health	7.8%
Equality of opportunity	7.5%
Social protection	7.1%
Energy	6.7%
Law and justice	5.9%
Transport	5.9%
Regional conflict and tensions	2.4%
Information and communications technology	2.0%
Global/regional integration	1.2%
Gender equity	1.2%
Urban development	1.2%
Natural resource management	1.2%
Environmental sustainability	1.2%
Other	1.2%
Communicable/non-communicable diseases	0.8%
Social cohesion	0.8%
Trade and exports	0.8%
Climate change	0.4%
Foreign direct investment	0.4%
Disaster management	0.4%
Regulatory framework	0.0%
Crime and violence	0.0%
Financial markets	0.0%

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

<b>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 Mali? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
Rural development	31.8%
Domestic private sector development	31.4%
Anti corruption	28.2%
Public sector governance/reform	27.8%
Agricultural development	23.9%
Energy	21.6%
Job creation/employment	16.1%
Trade and exports	13.3%
Education	12.9%
Transport	11.8%
Natural resource management	9.4%
Foreign direct investment	8.6%
Security/stabilization/reconstruction	8.6%
Health	6.7%
Food security	4.7%
Global/regional integration	4.3%
Social cohesion	4.3%
Local governance and institutions	4.3%
Equality of opportunity	3.9%
Information and communications technology	3.9%
Urban development	2.7%
Water and sanitation	2.7%
Regulatory framework	2.7%
Law and justice	2.7%
Social protection	2.0%
Financial markets	2.0%
Climate change	1.2%
Environmental sustainability	0.8%
Other	0.8%
Disaster management	0.4%
Regional conflict and tensions	0.4%
Gender equity	0.0%
Communicable/non-communicable diseases	0.0%
Crime and violence	0.0%

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

<b>5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mali? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=210)</b>
Better employment opportunities for young people	42.4%
Education and training that better ensure job opportunity	27.6%
Consistent economic growth	20.5%
Greater access to micro-finance for the poor	18.1%
Greater access to health and nutrition for citizens	16.7%
Better opportunity for the poor who live in rural areas	14.3%
Better entrepreneurial opportunities	11.9%
Better quality public services	9.5%
Better employment opportunities for women	8.1%
Greater voice and participation for citizens to help ensure greater accountability	8.1%
More reliable social safety net	7.1%
Greater equity of fiscal policy	7.1%
A growing middle class	4.8%
Other	1.4%
Better opportunity for the poor who live in urban areas	1.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Mali? (1-Not familiar at all, 10-Extremely familiar)	234	0	5.18	2.61

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Mali? (1-Not effective at all, 10-Very effective)	204	40	6.15	2.26

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mali solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	162	84	6.63	2.29

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mali? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=252)</b>
Education	35.7%
Public sector governance/reform	32.9%
Rural development	25.4%
Health	24.2%
Agricultural development	21.4%
Security/stabilization/reconstruction	20.6%
Job creation/employment	19.8%
Poverty reduction	18.7%
Transport	18.3%
Domestic private sector development	15.1%
Energy	10.7%
Economic growth	8.7%
Anti corruption	7.9%
Food security	6.7%
Water and sanitation	5.2%
Social protection	4.4%
Local governance and institutions	4.4%
Trade and exports	3.2%
Equality of opportunity	2.8%
Law and justice	2.0%
Global/regional integration	1.6%
Social cohesion	1.6%
Gender equity	1.2%
Environmental sustainability	1.2%
Information and communications technology	1.2%
Foreign direct investment	0.8%
Urban development	0.8%
Disaster management	0.8%
Crime and violence	0.4%
Climate change	0.4%
Natural resource management	0.4%
Financial markets	0.0%
Regional conflict and tensions	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mali?	Percentage of Respondents (N=237)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development	23.2%	19.7%	42.9%
Financial resources	30.4%	7.7%	38.1%
Technical assistance	5.5%	15.0%	20.5%
Mobilizing third party financial resources	11.8%	7.3%	19.1%
Policy advice, studies, analyses	8.0%	9.0%	17.0%
Donor coordination	3.8%	12.9%	16.7%
Convening/facilitating	8.0%	8.6%	16.6%
Strategy formulation	1.7%	9.9%	11.6%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	1.3%	6.9%	8.1%
Other	3.0%	2.1%	5.1%
Data	3.4%	0.9%	4.2%

How effectively do the World Bank Group's activities below support Mali's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	136	61	6.65	2.41
7. Data	115	63	6.70	1.94
8. Policy advice, studies, analyses	136	52	6.83	2.14
9. Financial resources	160	34	7.70	2.21
10. Technical assistance	156	33	7.15	2.15
11. Mobilizing third party financial resources	123	63	6.84	2.45
12. Donor coordination	132	53	6.91	2.34
13. Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	106	74	6.18	2.22
14. Strategy formulation	117	68	6.94	2.18

The World Bank Group can provide capacity building support in a number of ways in Mali. To which degree would Mali benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Groups outside of government to help them more effectively engage and participate in development efforts	187	34	7.70	2.18
16. The public sector, related to implementation of specific development projects on the ground	202	25	8.28	1.88
17. The public sector, related to changing institutions	167	28	7.46	2.11
18. The private sector, related to institutional and policy change	183	28	8.00	1.88

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mali? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
19. Project implementation	133	102	7.19	2.12
20. Citizen engagement	99	118	6.24	2.62
21. Policy design	121	98	6.98	2.38

When thinking about how to improve capacity building in Mali to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
22. Project implementation	152	76	8.27	1.89
23. Citizen engagement	141	75	8.25	1.99
24. Policy design	146	71	8.01	2.00

25. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Not adequately sensitive to political/social realities in Mali	22.8%
World Bank Group's processes too complex	19.1%
Staff too inaccessible	15.4%
Too influenced by developed countries	15.4%
World Bank Group's processes too slow	13.8%
Don't know	13.8%
Not aligned with country priorities	12.6%
Imposing technocratic solutions without regard to political realities	12.2%
Not enough public disclosure of its work	10.2%
Too bureaucratic in its operational policies and procedures	10.2%
Not collaborating enough with non-state actors	8.1%
Not focused enough on issues that are unique to post-conflict countries	7.3%
Not willing to honestly criticize policies and reform efforts in the country	5.7%
Not exploring alternative policy options	4.5%
Its advice and strategies do not lend themselves to practical problem solving	3.3%
Inadequate number of World Bank Group staff members located in the country	3.3%
Arrogant in its approach	0.8%
Not client focused	0.8%
The credibility of its knowledge/data	0.4%
Other	0.4%
Not aligned with other donors' work	0.0%

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

<b>26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mali? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=247)</b>
Investment lending	61.5%
Capacity development	44.9%
Policy based lending/budget support to the Government	21.5%
Sector-wide approaches	19.4%
Technical assistance	15.4%
Emergency Recovery lending	5.7%
Co-financing arrangements	5.3%
Knowledge products/services	4.5%
Trust Fund management	4.0%
Don't know	4.0%
Other	3.2%

<b>27. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
Local Government	37.3%
Private sector	34.1%
Community Based Organizations	25.9%
Beneficiaries	25.5%
NGOs	18.8%
Academia/think tanks/research institutes	16.9%
Donor community	7.8%
Regional organizations (e.g., WAEMU, ECOWAS, CILSS)	7.8%
Media	5.9%
Don't know	2.7%
Parliament	2.4%
UN agencies	2.4%
Other	2.0%
Foundations	1.2%
UN and regional peace keeping forces	1.2%
Emerging donors	1.2%
Faith based organizations	0.4%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Mali? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. Overall the World Bank Group currently plays a relevant role in development in Mali*	208	31	7.32	2.33
29. The World Bank Group's work is aligned with what I consider the development priorities for Mali*	170	53	6.56	2.34
30. The World Bank Group supports programs and strategies that are realistic for Mali	182	50	7.03	2.42
31. The World Bank Group treats clients and stakeholders in Mali with respect	128	90	6.55	2.47

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

To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
32. Responsiveness*	101	110	5.68	2.17
33. Flexibility (in terms of the institution's products and services)*	101	105	5.20	2.10
34. Flexibility (in terms of adapting to changing country circumstances)*	103	103	5.57	2.20
35. Being inclusive*	83	122	6.28	2.32
36. Openness*	115	95	6.25	2.40
37. Staff accessibility*	116	93	5.54	2.78
38. Straightforwardness and honesty*	104	107	7.02	2.45
39. Ease of access to the people at the World Bank Group who are making decisions important to my work*	104	106	5.49	2.64
40. Collaboration with groups outside of the Government*	113	101	6.07	2.59
41. Collaboration with the Government*	169	55	8.07	1.89
42. Collaboration with other donors*	96	109	7.58	2.09
43. The speed in which it gets things accomplished on the ground*	110	94	5.94	2.38
44. Being a long-term partner*	137	76	8.01	1.99

45. To be a more effective development partner in Mali, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=231)
More local presence	71.4%
The current level of local presence is adequate	13.4%
Less local presence	2.6%
Don't know	12.6%

46. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
There is not an adequate level of citizen/civil society participation	37.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.0%
The World Bank Group does not do adequate follow through/follow-up	29.1%
Reforms are not well thought out in light of country challenges	28.3%
Lack of/inadequate levels of capacity in Government	24.3%
The Government works inefficiently	23.5%
The World Bank Group works too slowly	23.1%
Inadequate funding	21.1%
Ongoing conflict and instability	20.2%
Political pressures and obstacles	17.8%
Poor donor coordination	6.5%
Other	5.3%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mali? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	192	30	8.44	2.21
2. Information and communications technology	173	31	7.87	2.12
3. Transport	185	20	8.66	1.71
4. Crime and violence	142	58	6.33	2.77
5. Regional conflict and tensions	143	53	6.71	2.77
6. Law and justice	170	32	7.65	2.40
7. Urban development	178	20	8.13	1.85
8. Environmental sustainability	176	22	8.11	1.94
9. Regulatory framework	145	50	7.34	2.25
10. Communicable/non-communicable diseases	159	31	7.33	2.68
11. Poverty reduction	189	16	8.84	1.59
12. Gender equity	165	33	6.59	2.85
13. Domestic private sector development	198	13	8.57	1.66
14. Foreign direct investment	160	39	7.69	2.43
15. Local governance and institutions	175	27	8.25	1.99
16. Water and sanitation	188	16	8.67	1.73
17. Trade and exports	156	38	7.34	2.26
18. Economic growth	180	24	8.86	1.54
19. Energy	189	19	8.93	1.59
20. Disaster management	158	36	7.19	2.63
21. Public sector governance/reform	181	22	8.89	1.57
22. Job creation/employment	192	18	8.73	1.73
23. Social cohesion	151	40	7.19	2.65
24. Financial markets	141	48	7.41	2.15
25. Equality of opportunity	152	39	7.28	2.55
26. Health	188	9	8.74	1.87
27. Rural development	196	13	9.06	1.38
28. Global/regional integration	153	39	7.49	2.35
29. Food security	183	16	8.73	1.77
30. Education	190	11	9.05	1.51
31. Security/stabilization/reconstruction	173	23	8.37	1.98
32. Social protection	165	31	7.29	2.63
33. Climate change	168	29	7.73	2.40
34. Agricultural development	200	12	9.27	1.18
35. Natural resource management	177	26	7.68	2.59

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mali? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	92	119	6.05	2.93
2. Information and communications technology	77	127	6.53	2.47
3. Transport	108	95	7.33	2.18
4. Crime and violence	61	137	4.77	2.43
5. Regional conflict and tensions	61	133	4.80	2.42
6. Law and justice	75	124	5.87	2.67
7. Urban development	99	98	6.67	2.31
8. Environmental sustainability	96	104	6.76	2.42
9. Regulatory framework	66	130	6.32	2.26
10. Communicable/non-communicable diseases	94	102	6.73	2.45
11. Poverty reduction	133	69	7.14	2.33
12. Gender equity	86	115	6.40	2.24
13. Domestic private sector development	101	104	6.72	2.38
14. Foreign direct investment	65	129	6.63	2.10
15. Local governance and institutions	102	100	6.63	2.29
16. Water and sanitation	113	87	6.97	2.06
17. Trade and exports	76	123	6.14	2.17
18. Economic growth	112	90	7.21	2.11
19. Energy	105	91	6.69	2.34
20. Disaster management	67	130	5.85	2.65
21. Public sector governance/reform	114	90	6.83	2.40
22. Job creation/employment	107	95	6.12	2.28
23. Social cohesion	71	123	5.54	2.53
24. Financial markets	62	132	5.74	2.50
25. Equality of opportunity	74	121	6.15	2.49
26. Health	135	69	7.05	2.23
27. Rural development	141	64	7.43	2.06
28. Global/regional integration	75	115	6.69	2.43
29. Food security	112	85	7.10	2.05
30. Education	136	69	7.24	2.28
31. Security/stabilization/reconstruction	85	111	6.40	2.38
32. Social protection	60	135	5.40	2.42
33. Climate change	85	112	6.33	2.45
34. Agricultural development	141	70	7.32	2.02
35. Natural resource management	85	118	6.28	2.48

3. Where are the World Bank Group's decisions made primarily that support the program in Mali? (Select only ONE response)	Percentage of Respondents (N=248)
At the Headquarters (in Washington D.C.)	58.1%
In the country	8.5%
Don't know	33.5%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Mali? (1-To no degree at all, 10-To a very significant degree)	177	76	7.04	2.15

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

<b>Building/Strengthening Country Systems*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group help to build/strengthen existing country systems in Mali? (1-To no degree at all, 10-To a very significant degree)	157	94	6.88	2.38

<b>To what extent do you agree with the following statements about the World Bank Group in Mali? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mali*	165	84	6.62	2.28
7. The World Bank Group meets Mali's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	142	90	6.04	2.44

<b>Measuring Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Mali? (1-To no degree at all, 10-To a very significant degree)	106	145	6.40	2.29

**D. The World Bank Group's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=242)</b>
Weekly	2.5%
Monthly	7.4%
A few times a year	31.8%
Rarely	28.9%
Never	29.3%

<b>In Mali, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	143	89	7.27	2.20
3. Include appropriate level of stakeholder involvement during preparation	115	108	6.18	2.22
4. Are relevant to Mali's development priorities	141	88	7.10	2.11
5. Lead to practical solutions	134	95	6.77	2.19
6. Are accessible (well written and easy to understand)	120	102	6.35	2.37
7. Are source of relevant information on global good practices	116	104	7.12	2.21
8. Enhance your knowledge and/or skills	134	90	7.24	2.18
9. Are adequately disseminated	106	110	5.71	2.56
10. Are translated enough into local language	106	116	3.70	2.68
11. Are adaptable to Mali's specific development challenges and country circumstances*	129	95	6.93	2.34

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

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	173	75	7.32	2.19
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	166	84	7.21	2.11

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mali's development challenges? (1- To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	147	87	6.69	2.24
2. Design (appraising and planning the solutions)	150	76	6.81	2.14
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	151	83	6.90	2.29
4. Evaluation (assessing the impact and results)	146	88	7.16	2.22

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	165	76	3.41	2.19
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	174	63	7.24	2.51
7. The World Bank Group's approvals and reviews are done in a timely fashion	140	88	5.07	2.41
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	100	126	5.58	2.46
9. The World Bank Group's conditions on its lending are reasonable	116	115	5.44	2.83
10. The World Bank Group takes decisions quickly in Mali*	115	111	4.44	2.28
11. Working with the World Bank Group increases Mali's institutional capacity	171	63	7.06	2.31
12. The World Bank Group ensures consistency and continuity through staff changes	85	146	5.85	2.63
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	117	115	6.79	2.61
14. The World Bank Group provides effective implementation support	148	86	6.64	2.45

15. Which of the following best describes the way the World Bank Group operates in Mali? (Select only ONE response)	Percentage of Respondents (N=198)
The World Bank Group takes too much risk in Mali	1.5%
The World Bank Group does not take enough risk in Mali	34.8%
The World Bank Group's approach to risk is appropriate	14.6%
Don't know	49.0%

WBG Staff in Mali	N	DK	Mean	SD
16. To what extent do you believe the World Bank Group is adequately staffed in Mali? (1-To no degree at all, 10-To a very significant degree)	83	166	5.36	2.59

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mali? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=251)</b>
Reach out more to groups outside of Government	26.7%
Collaborate more effectively with Government clients	24.3%
Increase the level of capacity development in the country	23.9%
Reduce the complexity of obtaining World Bank Group financing	23.5%
Provide more adequate data/knowledge/statistics/figures on Mali's economy	20.3%
Offer more innovative financial products	15.5%
Work faster	11.6%
Improve the quality of its experts as related to Mali's specific challenges	11.2%
Offer more innovative knowledge services	9.2%
Increase availability of Fee-Based services (e.g., in energy, gas, and water sectors)	8.4%
Improve the competitiveness of its financing compared to markets	7.2%
Increase the level of World Bank Group staffing in Mali's office	5.2%
Ensure greater selectivity in its work	4.8%
Other	1.6%

<b>2. When considering the combination of services that the World Bank Group offers in Mali, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mali? (Select only ONE response)</b>	<b>Percentage of Respondents (N=249)</b>
Financial services	39.8%
The combination is appropriate for Mali	33.3%
Knowledge products	10.8%
Don't know	9.2%
Convening services	5.6%
None of the above	1.2%

<b>3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mali? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=239)</b>
Strengthening public financial management	62.8%
Generating jobs	59.0%
Increasing access to basic services	54.4%
Building capacity of state institutions	31.8%
Building social safety nets	23.4%
Stimulating dialogue to promote peace and stability	13.8%
Strengthening security mechanisms	13.4%
Improving livelihoods	11.7%
Increasing access to justice systems	10.5%
Strengthening conflict resolution mechanisms	5.9%
Reducing violence	5.0%
Increasing cohesion	2.1%

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

<b>3b. Which THREE areas below would benefit most from other donors in Mali? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=220)</b>
Stimulating dialogue to promote peace and stability	39.5%
Building social safety nets	30.0%
Generating jobs	28.6%
Reducing violence	25.0%
Strengthening conflict resolution mechanisms	24.1%
Increasing access to basic services	24.1%
Building capacity of state institutions	23.6%
Strengthening security mechanisms	23.2%
Strengthening public financial management	20.5%
Improving livelihoods	19.1%
Increasing access to justice systems	17.3%
Increasing cohesion	17.3%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Mali? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=246)</b>
Local newspapers	38.6%
Local television	38.2%
Internet	33.7%
International television	22.8%
International radio	17.9%
International newspapers	13.8%
Local radio	10.6%
Other	7.7%
Periodicals	6.9%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	2.0%
Mobile phones	0.8%
Blogs	0.4%
Instant messaging	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=246)</b>
World Bank Group's seminars/workshops/conferences	42.7%
e-Newsletters	37.8%
World Bank Group's publications and other written materials	37.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.5%
World Bank Group's website	22.0%
Mobile phones	5.7%
Instant messaging	5.3%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	5.3%
Other	3.3%
Blogs	0.8%

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

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=241)</b>
Yes	14.9%
No	85.1%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=231)</b>
Yes	4.3%
No	95.7%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=10)</b>
Yes	70.0%
No	30.0%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=234)</b>
Yes	94.4%
No	5.6%

<b>7. Do you use/have used the World Bank Group's website?</b>	<b>Percentage of Respondents (N=236)</b>
Yes	25.4%
No	74.6%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=99)</b>
The World Bank Group's country website	50.5%
The World Bank Group's main website	49.5%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=121)</b>
High speed	62.0%
Dial-up	38.0%

<b>Please rate how much you agree with the following statements.</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. I use/consult World Bank Group's data more often than I did a few years ago	116	95	4.36	2.94
11. I find the World Bank Group's websites easy to navigate	68	118	7.03	2.56
12. I find the information on the World Bank Group's websites useful	66	113	7.44	2.05
13. The World Bank Group's social media channels are valuable sources of information about the institution	54	141	7.26	2.56
14. When I need information from the World Bank Group I know how to find it	113	94	5.64	3.41
15. The World Bank Group is responsive to my information requests and inquiries	77	125	5.97	3.08

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=251)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	21.9%
Local Government Office or Staff	21.9%
Private Sector Organization	9.2%
Academia/Research Institute/Think Tank	7.6%
NGO	5.6%
Office of Minister	5.2%
Other	5.2%
Media	4.8%
Community Based Organization	3.6%
Office of the President, Prime Minister	2.4%
Project Management Unit (PMU) overseeing implementation of project	2.4%
Judiciary Branch	2.0%
Bilateral Agency	1.6%
Independent Government Institution	1.6%
Multilateral Agency	1.2%
Office of Parliamentarian	0.8%
Consultant/Contractor working on World Bank Group supported project/program	0.8%
Trade Union	0.8%
Faith-Based Group	0.8%
Private Foundation	0.4%
Financial Sector/Private Bank	0.4%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=250)</b>
Agriculture/rural development/food security	20.0%
Education	12.8%
Other	12.8%
Public sector governance/public financial management/anti-corruption	9.6%
Health/Communicable/non-communicable diseases	8.8%
Generalist	6.8%
Law and justice/regulatory framework	5.2%
Social protection	4.8%
Information and communications technology	3.6%
Job creation/employment	3.2%
Private sector development/foreign direct investment	2.8%
Energy	2.0%
Natural resource management/environmental sustainability	2.0%
Gender equity/equality of opportunity	1.6%
Transport	1.6%
Climate change/disaster management	1.2%
Financial markets/banking	0.4%
Urban development	0.4%
Water and sanitation	0.4%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=244)</b>
Yes	41.0%
No	59.0%

<b>4. Which of the following agencies of the World Bank Group do you work with in Mali? (Select all that apply)</b>	<b>Percentage of Respondents (N=224)</b>
The World Bank (IDA)	42.9%
The International Finance Corporation (IFC)	7.6%
The Multilateral Investment Guarantee Agency (MIGA)	2.7%
Other	56.3%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Mali? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=215)</b>
Collaborate as part of my professional duties	52.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	34.4%
Use World Bank Group reports/data	24.2%
Engage in World Bank Group related/sponsored events/activities	22.8%
Use World Bank Group website for information, data, research, etc.	12.6%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=242)</b>
Bamako	56.2%
Sikasso	10.3%
Ségou	9.1%
Mopti	8.7%
Kayes	8.3%
Gao	6.6%
Koulikoro	0.8%

## Appendix B: Responses to All Questions by Stakeholder Groups

Office of the President/Prime Minister/Minister N=19 ● Employee of a Ministry/PMU/Consultant on WBG-supported project N=63 ● Local Government N=55 ● Private Sector Organization/Financial Sector/Private Bank N=24 ● CSO (NGOs, CBOs, Private Foundations, Trade Unions, Faith-Based Groups) N=28 ● Media N=12 ● Academia/Research Institute/Think Tank N=19 ● Other N=31

### A. General Issues facing Mali

In general would you say that Mali is headed in...?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	83.3%	72.9%	70.4%	57.9%	73.1%	54.5%	50.0%	71.4%
The wrong direction	0.0%	1.7%	3.7%	5.3%	7.7%	0.0%	5.6%	7.1%
Not sure	16.7%	25.4%	25.9%	36.8%	19.2%	45.5%	44.4%	21.4%

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	8.5%	3.7%	0.0%	0.0%	10.0%	0.0%	10.3%
Transport	11.1%	13.6%	18.5%	21.7%	0.0%	0.0%	10.5%	6.9%
Security/stabilization/reconstruction	55.6%	50.8%	42.6%	34.8%	42.9%	50.0%	47.4%	41.4%
Public sector governance/reform	50.0%	30.5%	40.7%	30.4%	28.6%	60.0%	26.3%	55.2%
Global/regional integration	0.0%	1.7%	0.0%	8.7%	3.6%	0.0%	0.0%	3.4%
Gender equity	0.0%	1.7%	0.0%	0.0%	3.6%	0.0%	5.3%	0.0%
Domestic private sector development*	22.2%	1.7%	3.7%	34.8%	7.1%	0.0%	0.0%	13.8%
Foreign direct investment	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	8.5%	1.9%	0.0%	3.6%	10.0%	5.3%	0.0%
Energy	0.0%	13.6%	5.6%	4.3%	3.6%	10.0%	10.5%	13.8%
Regional conflict and tensions	5.6%	1.7%	1.9%	4.3%	0.0%	0.0%	0.0%	6.9%
Job creation/employment	16.7%	13.6%	5.6%	8.7%	25.0%	20.0%	15.8%	17.2%
Rural development	11.1%	16.9%	18.5%	13.0%	21.4%	10.0%	10.5%	17.2%
Financial markets	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	7.4%	0.0%	3.6%	0.0%	0.0%	0.0%
Environmental sustainability	5.6%	0.0%	0.0%	4.3%	0.0%	0.0%	5.3%	3.4%
Equality of opportunity	0.0%	6.8%	1.9%	0.0%	7.1%	0.0%	5.3%	0.0%
Health	0.0%	22.0%	16.7%	21.7%	21.4%	30.0%	15.8%	10.3%
Education*	66.7%	42.4%	48.1%	34.8%	42.9%	50.0%	73.7%	27.6%
Poverty reduction	11.1%	13.6%	18.5%	0.0%	7.1%	10.0%	0.0%	13.8%
Food security	0.0%	13.6%	9.3%	21.7%	14.3%	0.0%	10.5%	6.9%
Social cohesion	5.6%	5.1%	0.0%	0.0%	3.6%	10.0%	5.3%	3.4%
Climate change	0.0%	1.7%	0.0%	0.0%	3.6%	0.0%	5.3%	0.0%
Agricultural development	11.1%	3.4%	11.1%	26.1%	17.9%	0.0%	15.8%	20.7%
Trade and exports	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	5.3%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	3.4%	7.4%	0.0%	7.1%	0.0%	0.0%	0.0%
Law and justice	5.6%	3.4%	5.6%	0.0%	7.1%	0.0%	0.0%	10.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Local governance and institutions*	0.0%	0.0%	13.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Anti corruption	11.1%	13.6%	14.8%	17.4%	14.3%	30.0%	5.3%	17.2%
Disaster management	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.6%	1.7%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Other	0.0%	1.7%	0.0%	0.0%	3.6%	0.0%	5.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	5.6%	10.0%	3.6%	8.7%	3.6%	16.7%	15.8%	9.7%
Equality of opportunity	0.0%	6.7%	5.5%	4.3%	14.3%	16.7%	15.8%	3.2%
Economic growth	27.8%	30.0%	32.7%	26.1%	32.1%	33.3%	21.1%	25.8%
Climate change	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Regional conflict and tensions*	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	5.6%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	3.2%
Gender equity	0.0%	1.7%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	44.4%	41.7%	27.3%	43.5%	25.0%	16.7%	21.1%	45.2%
Urban development	0.0%	0.0%	3.6%	0.0%	3.6%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	11.1%	10.0%	14.5%	4.3%	10.7%	25.0%	10.5%	6.5%
Social protection	16.7%	5.0%	5.5%	4.3%	0.0%	16.7%	0.0%	16.1%
Law and justice	0.0%	3.3%	7.3%	4.3%	7.1%	8.3%	0.0%	9.7%
Transport	11.1%	11.7%	5.5%	4.3%	3.6%	0.0%	5.3%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	11.1%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	0.0%	8.3%	5.5%	8.7%	14.3%	16.7%	15.8%	9.7%
Anti corruption*	22.2%	26.7%	20.0%	34.8%	28.6%	58.3%	26.3%	51.6%
Domestic private sector development*	27.8%	8.3%	20.0%	43.5%	3.6%	0.0%	10.5%	16.1%
Foreign direct investment	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	8.3%	3.6%	8.7%	10.7%	8.3%	10.5%	6.5%
Public sector governance/reform	33.3%	23.3%	30.9%	8.7%	10.7%	0.0%	15.8%	29.0%
Social cohesion	5.6%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Education*	11.1%	23.3%	21.8%	13.0%	28.6%	16.7%	47.4%	6.5%
Natural resource management	0.0%	1.7%	0.0%	0.0%	3.6%	0.0%	5.3%	0.0%
Environmental sustainability	0.0%	1.7%	1.8%	0.0%	3.6%	0.0%	0.0%	0.0%
Health	0.0%	11.7%	10.9%	0.0%	14.3%	0.0%	10.5%	3.2%
Agricultural development	11.1%	13.3%	29.1%	26.1%	25.0%	16.7%	31.6%	25.8%
Disaster management	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	33.3%	38.3%	30.9%	34.8%	25.0%	25.0%	21.1%	19.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	5.3%	0.0%
Food security	11.1%	10.0%	5.5%	13.0%	14.3%	8.3%	5.3%	9.7%
Other	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	3.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	21.1%	22.6%	14.5%	31.8%	23.1%	33.3%	15.8%	19.4%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	8.1%	0.0%	4.5%	3.8%	8.3%	0.0%	3.2%
Global/regional integration	0.0%	3.2%	7.3%	4.5%	7.7%	0.0%	0.0%	6.5%
Social protection	0.0%	3.2%	1.8%	0.0%	0.0%	0.0%	5.3%	3.2%
Climate change	0.0%	1.6%	0.0%	0.0%	3.8%	0.0%	5.3%	0.0%
Anti corruption	21.1%	21.0%	32.7%	45.5%	23.1%	41.7%	31.6%	19.4%
Disaster management	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development*	36.8%	38.7%	23.6%	9.1%	34.6%	41.7%	10.5%	48.4%
Foreign direct investment	15.8%	8.1%	3.6%	9.1%	7.7%	16.7%	10.5%	3.2%
Urban development	0.0%	1.6%	9.1%	0.0%	0.0%	0.0%	0.0%	3.2%
Water and sanitation	5.3%	1.6%	1.8%	0.0%	3.8%	8.3%	0.0%	3.2%
Trade and exports	15.8%	9.7%	14.5%	18.2%	15.4%	25.0%	10.5%	9.7%
Information and communications technology	15.8%	6.5%	1.8%	4.5%	0.0%	0.0%	5.3%	0.0%
Regulatory framework	5.3%	6.5%	0.0%	0.0%	3.8%	0.0%	5.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	4.8%	7.3%	0.0%	3.8%	8.3%	5.3%	3.2%
Public sector governance/reform	36.8%	24.2%	32.7%	22.7%	11.5%	8.3%	42.1%	41.9%
Domestic private sector development*	57.9%	24.2%	30.9%	54.5%	19.2%	33.3%	21.1%	29.0%
Job creation/employment	5.3%	17.7%	21.8%	0.0%	19.2%	8.3%	21.1%	19.4%
Agricultural development	21.1%	21.0%	20.0%	40.9%	38.5%	8.3%	15.8%	29.0%
Food security	10.5%	6.5%	5.5%	0.0%	3.8%	0.0%	5.3%	3.2%
Transport	10.5%	9.7%	14.5%	18.2%	15.4%	25.0%	0.0%	9.7%
Security/stabilization/reconstruction	5.3%	6.5%	9.1%	4.5%	7.7%	0.0%	15.8%	9.7%
Education	0.0%	14.5%	9.1%	9.1%	19.2%	16.7%	31.6%	9.7%
Natural resource management	10.5%	14.5%	7.3%	9.1%	7.7%	0.0%	5.3%	12.9%
Environmental sustainability	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	5.3%	0.0%
Health	0.0%	8.1%	9.1%	0.0%	19.2%	8.3%	0.0%	3.2%
Law and justice	5.3%	3.2%	1.8%	0.0%	0.0%	0.0%	5.3%	6.5%
Local governance and institutions	0.0%	4.8%	9.1%	0.0%	3.8%	8.3%	5.3%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	3.6%	9.1%	0.0%	0.0%	0.0%	3.2%
Other	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Better employment opportunities for young people	50.0%	38.8%	40.4%	40.9%	52.2%	54.5%	35.7%
Better employment opportunities for women	7.1%	8.2%	4.3%	4.5%	17.4%	18.2%	7.1%	8.3%
Greater access to micro-finance for the poor	7.1%	20.4%	12.8%	9.1%	30.4%	18.2%	14.3%	25.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	4.1%	8.5%	4.5%	8.7%	9.1%	21.4%	12.5%
Greater access to health and nutrition for citizens	28.6%	18.4%	17.0%	18.2%	13.0%	18.2%	0.0%	16.7%
Better entrepreneurial opportunities	14.3%	12.2%	6.4%	22.7%	4.3%	27.3%	14.3%	8.3%
A growing middle class	7.1%	4.1%	2.1%	4.5%	0.0%	0.0%	7.1%	16.7%
Better opportunity for the poor who live in rural areas	21.4%	16.3%	17.0%	13.6%	13.0%	9.1%	21.4%	4.2%
Better opportunity for the poor who live in urban areas	0.0%	2.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	14.3%	22.4%	27.7%	18.2%	17.4%	0.0%	7.1%	29.2%
More reliable social safety net	0.0%	8.2%	8.5%	13.6%	0.0%	0.0%	21.4%	4.2%
Greater equity of fiscal policy	14.3%	6.1%	10.6%	4.5%	0.0%	9.1%	0.0%	12.5%
Education and training that better ensure job opportunity	14.3%	28.6%	29.8%	22.7%	34.8%	36.4%	28.6%	20.8%
Better quality public services	7.1%	8.2%	10.6%	22.7%	8.7%	0.0%	7.1%	8.3%
Other	0.0%	2.0%	2.1%	0.0%	0.0%	0.0%	7.1%	0.0%

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

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?*	18	6.39	1.69	57	5.61	2.64	48	4.73	2.80	20	4.95	2.54	28	5.07	2.58	10	4.00	2.49	17	3.88	2.23	30	5.63	2.66

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

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.	16	7.13	1.54	50	6.18	2.34	43	6.35	2.64	19	5.79	2.04	26	6.27	2.25	7	5.71	1.25	12	4.58	1.93	26	5.85	1.87

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

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mali solve its most complicated development challenges?	12	7.92	1.56	41	6.90	2.44	30	7.13	2.16	16	5.81	2.01	24	6.38	2.30	5	6.00	2.24	9	5.67	2.29	21	6.14	2.13

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	8.2%	5.6%	0.0%	0.0%	16.7%	0.0%	0.0%
Security/stabilization/reconstruction	22.2%	24.6%	20.4%	21.7%	29.6%	8.3%	5.6%	16.1%
Public sector governance/reform	50.0%	26.2%	35.2%	26.1%	22.2%	25.0%	44.4%	38.7%
Transport	27.8%	19.7%	25.9%	13.0%	7.4%	8.3%	16.7%	16.1%
Poverty reduction	11.1%	19.7%	22.2%	17.4%	25.9%	33.3%	11.1%	6.5%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	6.5%
Gender equity	0.0%	3.3%	1.9%	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%	3.2%
Rural development	22.2%	24.6%	20.4%	13.0%	22.2%	58.3%	27.8%	35.5%
Domestic private sector development*	33.3%	8.2%	3.7%	52.2%	7.4%	16.7%	11.1%	12.9%
Foreign direct investment	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Water and sanitation	5.6%	6.6%	3.7%	0.0%	0.0%	16.7%	16.7%	3.2%
Energy	11.1%	11.5%	9.3%	17.4%	3.7%	8.3%	5.6%	16.1%
Social cohesion	0.0%	1.6%	1.9%	0.0%	0.0%	0.0%	0.0%	6.5%
Job creation/employment	5.6%	23.0%	16.7%	26.1%	29.6%	16.7%	5.6%	22.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	1.6%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	5.6%	1.6%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	4.9%	0.0%	0.0%	11.1%	0.0%	5.6%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	11.1%	26.2%	29.6%	13.0%	29.6%	25.0%	38.9%	19.4%
Education*	38.9%	34.4%	38.9%	30.4%	29.6%	33.3%	83.3%	22.6%
Food security	5.6%	11.5%	5.6%	13.0%	7.4%	0.0%	0.0%	3.2%
Climate change	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Agricultural development	27.8%	19.7%	22.2%	21.7%	22.2%	0.0%	16.7%	32.3%
Trade and exports	5.6%	1.6%	1.9%	13.0%	0.0%	0.0%	0.0%	3.2%
Economic growth	11.1%	6.6%	7.4%	8.7%	14.8%	0.0%	0.0%	12.9%
Law and justice	0.0%	0.0%	1.9%	0.0%	7.4%	0.0%	0.0%	3.2%
Local governance and institutions	0.0%	1.6%	11.1%	4.3%	3.7%	8.3%	0.0%	3.2%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%
Information and communications technology*	0.0%	1.6%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Anti corruption	5.6%	3.3%	11.1%	8.7%	11.1%	8.3%	0.0%	12.9%
Disaster management	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

<b>Greatest Value</b>	<b>Office of President/Prime Minister/Minister</b>	<b>Employee of Ministry/ PMU/Consultant on WBG Project</b>	<b>Local Govern- ment</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>CSO</b>	<b>Media</b>	<b>Academia/ Research Institute/ Think Tank</b>	<b>Other</b>
<b>Percentage of Respondents</b>								
Convening/facilitating	0.0%	10.3%	4.1%	8.7%	15.4%	20.0%	5.6%	6.7%
Data	0.0%	6.9%	2.0%	0.0%	11.5%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	12.1%	4.1%	8.7%	7.7%	30.0%	5.6%	6.7%
Financial resources*	72.2%	29.3%	22.4%	17.4%	19.2%	10.0%	44.4%	43.3%
Capacity development	16.7%	20.7%	32.7%	13.0%	26.9%	30.0%	16.7%	20.0%
Technical assistance	0.0%	3.4%	12.2%	8.7%	3.8%	0.0%	5.6%	3.3%
Mobilizing third party financial resources	5.6%	8.6%	8.2%	26.1%	11.5%	10.0%	11.1%	10.0%
Donor coordination	5.6%	5.2%	4.1%	8.7%	0.0%	0.0%	0.0%	3.3%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	0.0%	2.0%	0.0%	3.8%	0.0%	5.6%	0.0%
Strategy formulation	0.0%	0.0%	2.0%	4.3%	0.0%	0.0%	5.6%	3.3%
Other	0.0%	3.4%	6.1%	4.3%	0.0%	0.0%	0.0%	3.3%

\*Significantly different between stakeholder groups

<b>2<sup>nd</sup> Greatest Value</b>	<b>Office of President/Prime Minister/Minister</b>	<b>Employee of Ministry/ PMU/Consultant on WBG Project</b>	<b>Local Govern- ment</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>CSO</b>	<b>Media</b>	<b>Academia/ Research Institute/ Think Tank</b>	<b>Other</b>
<b>Percentage of Respondents</b>								
Convening/facilitating	0.0%	8.8%	16.3%	0.0%	3.8%	18.2%	5.6%	10.0%
Data	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Policy advice, studies, analyses	6.3%	7.0%	6.1%	4.5%	7.7%	9.1%	16.7%	20.0%
Financial resources	6.3%	10.5%	10.2%	13.6%	3.8%	0.0%	5.6%	3.3%
Capacity development	18.8%	28.1%	16.3%	31.8%	19.2%	18.2%	22.2%	3.3%
Technical assistance	31.3%	8.8%	14.3%	4.5%	15.4%	9.1%	27.8%	23.3%
Mobilizing third party financial resources	12.5%	1.8%	10.2%	9.1%	15.4%	0.0%	5.6%	3.3%
Donor coordination	12.5%	15.8%	8.2%	9.1%	15.4%	18.2%	5.6%	16.7%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	5.3%	4.1%	9.1%	7.7%	9.1%	5.6%	10.0%
Strategy formulation	6.3%	10.5%	10.2%	18.2%	11.5%	18.2%	5.6%	3.3%
Other	6.3%	3.5%	2.0%	0.0%	0.0%	0.0%	0.0%	3.3%

**B. Overall Attitudes toward the World Bank Group (continued)****How effectively do the World Bank Group's activities below support Mali's efforts to achieve development results? (1-Not effective at all, 10-Very effective)**

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	10	7.30	2.63	33	6.67	1.78	30	6.77	2.57	13	6.54	2.33	11	7.55	3.42	5	5.60	2.07	12	5.75	2.09	22	6.50	2.70
Data	10	6.80	1.62	27	6.74	2.01	21	7.10	2.12	8	5.25	1.91	12	7.17	1.95	4	6.75	1.71	12	6.75	1.82	20	6.30	1.89
Policy advice, studies, analyses	14	6.71	1.59	37	7.43	2.15	26	6.92	2.15	11	5.91	2.17	9	8.11	1.45	4	7.25	1.71	13	5.85	2.23	21	6.43	2.16
Financial resources	15	8.27	1.53	42	7.90	1.95	31	7.61	2.39	15	7.73	2.19	14	8.21	2.01	2	6.00	1.41	16	6.63	2.19	24	7.88	2.58
Technical assistance	15	7.53	2.33	37	7.78	1.96	31	6.94	2.17	15	6.53	2.26	16	7.50	1.75	3	6.00	1.00	16	6.50	2.31	22	7.14	2.27
Mobilizing third party financial resources	10	7.30	1.83	29	7.14	2.12	22	7.45	2.28	11	6.09	1.81	13	7.77	2.05	3	5.33	0.58	13	5.54	2.73	20	6.45	3.22
Donor coordination	13	7.85	2.12	33	7.21	2.18	24	6.21	2.73	11	5.91	1.51	12	7.17	2.33	3	5.00	0.00	12	6.33	2.39	22	7.45	2.44
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	7	6.14	1.86	28	7.00	2.13	19	5.74	2.58	10	6.10	1.79	8	6.13	3.00	3	6.00	1.00	13	5.85	2.34	18	5.72	2.02
Strategy formulation	10	6.60	1.78	36	7.39	2.25	18	7.17	2.41	12	6.25	2.26	9	7.22	2.17	3	5.00	2.00	12	5.75	1.91	17	7.47	1.91

**The World Bank Group can provide capacity building support in a number of ways in Mali. To which degree would Mali benefit, if capacity building were to support...?***(1-To no degree at all, 10-To a very significant degree)*

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	14	7.86	1.88	41	7.71	2.04	38	6.89	2.51	20	8.45	2.04	23	8.17	1.90	5	8.40	2.61	14	7.07	2.34	28	7.89	2.08
The public sector, related to implementation of specific development projects on the ground*	19	9.00	0.88	51	8.69	1.54	40	8.38	1.94	17	7.41	2.24	23	8.22	1.76	5	7.40	2.41	17	7.18	2.63	26	8.38	1.50
The public sector, related to changing institutions	16	8.06	1.84	37	7.46	2.06	33	7.36	2.19	15	7.80	2.21	22	7.45	2.04	2	4.50	0.71	13	7.15	2.30	27	7.44	2.21
The private sector, related to institutional and policy change	15	8.20	1.52	41	7.90	1.79	35	7.83	1.82	22	8.32	2.12	22	8.23	1.74	4	7.50	1.91	14	7.43	1.95	27	7.96	2.19

*\*Significantly different between stakeholder groups***How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mali? (1-Not effective at all, 10-Very effective)**

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	15	7.40	1.55	33	7.36	2.13	25	7.72	2.37	9	6.67	1.80	13	7.38	2.02	3	7.00	1.73	12	6.75	1.66	21	7.00	2.21
Citizen engagement	6	6.33	2.16	23	6.74	2.51	14	6.79	2.69	11	6.09	2.95	16	6.50	2.83	3	6.00	3.61	8	3.50	2.27	15	6.07	2.05
Policy design	14	7.43	1.28	31	7.35	2.60	17	7.53	2.65	9	6.33	2.00	14	7.43	2.14	2	5.00	2.83	12	5.00	2.22	19	7.11	2.31

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	16	8.38	1.41	38	8.29	1.94	33	8.27	2.17	12	8.25	1.71	15	8.13	2.03	3	8.33	1.53	12	7.50	1.73	21	8.52	1.94
Citizen engagement	15	8.07	1.22	39	8.38	1.97	23	8.22	2.66	12	8.75	1.36	16	8.13	1.75	4	9.75	0.50	10	7.40	2.76	20	8.15	1.81
Policy design	15	8.27	1.91	35	8.40	2.00	27	7.85	2.09	10	8.00	2.16	19	8.05	1.81	5	7.20	3.27	12	7.00	2.41	20	8.15	1.39

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	5.6%	8.8%	14.8%	21.7%	21.4%	25.0%	15.8%	23.3%
Not exploring alternative policy options	5.6%	5.3%	9.3%	0.0%	0.0%	0.0%	5.3%	3.3%
Not adequately sensitive to political/social realities in Mali	16.7%	24.6%	16.7%	30.4%	21.4%	50.0%	31.6%	10.0%
Not enough public disclosure of its work	5.6%	5.3%	16.7%	17.4%	14.3%	16.7%	0.0%	3.3%
Arrogant in its approach	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	17.5%	13.0%	8.7%	3.6%	25.0%	10.5%	16.7%
The credibility of its knowledge/data	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	33.3%	31.6%	11.1%	13.0%	21.4%	0.0%	15.8%	16.7%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	10.5%	3.7%	0.0%	10.7%	0.0%	0.0%	6.7%
Too influenced by developed countries	0.0%	14.0%	18.5%	13.0%	10.7%	25.0%	15.8%	20.0%
Imposing technocratic solutions without regard to political realities	16.7%	22.8%	16.7%	4.3%	3.6%	8.3%	5.3%	3.3%
World Bank Group's processes too slow	22.2%	10.5%	14.8%	21.7%	10.7%	0.0%	21.1%	13.3%
Too bureaucratic in its operational policies and procedures*	50.0%	8.8%	0.0%	13.0%	3.6%	16.7%	0.0%	13.3%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	7.0%	3.7%	13.0%	21.4%	16.7%	0.0%	10.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	3.3%
Its advice and strategies do not lend themselves to practical problem solving	5.6%	1.8%	0.0%	4.3%	0.0%	0.0%	5.3%	13.3%
Not focused enough on issues that are unique to post-conflict countries	5.6%	7.0%	7.4%	8.7%	14.3%	0.0%	5.3%	6.7%
Inadequate number of World Bank Group staff members located in the country	0.0%	1.8%	7.4%	0.0%	3.6%	8.3%	0.0%	3.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Don't know	11.1%	7.0%	20.4%	13.0%	17.9%	0.0%	26.3%	13.3%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Capacity development*	22.2%	48.3%	53.7%	26.1%	64.3%	33.3%	36.8%	36.7%
Policy based lending/budget support to the Government	22.2%	17.2%	22.2%	21.7%	17.9%	33.3%	15.8%	26.7%
Knowledge products/services	0.0%	0.0%	7.4%	0.0%	10.7%	0.0%	5.3%	6.7%
Investment lending*	83.3%	70.7%	53.7%	73.9%	39.3%	58.3%	57.9%	63.3%
Technical assistance	16.7%	8.6%	22.2%	0.0%	25.0%	33.3%	15.8%	13.3%
Trust Fund management	11.1%	5.2%	1.9%	4.3%	3.6%	8.3%	5.3%	0.0%
Co-financing arrangements	5.6%	3.4%	1.9%	8.7%	7.1%	8.3%	5.3%	10.0%
Sector-wide approaches	16.7%	24.1%	20.4%	21.7%	10.7%	16.7%	26.3%	13.3%
Emergency Recovery lending	5.6%	3.4%	5.6%	13.0%	0.0%	0.0%	0.0%	16.7%
Other	5.6%	1.7%	5.6%	4.3%	3.6%	0.0%	5.3%	0.0%
Don't know	0.0%	3.4%	1.9%	4.3%	7.1%	0.0%	10.5%	6.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Academia/think tanks/research institutes*	10.5%	19.7%	10.9%	16.7%	3.6%	0.0%	68.4%	9.7%
Donor community	21.1%	9.8%	1.8%	8.3%	3.6%	8.3%	0.0%	16.1%
Media*	5.3%	3.3%	1.8%	0.0%	7.1%	41.7%	0.0%	9.7%
NGOs*	5.3%	9.8%	20.0%	4.2%	57.1%	25.0%	15.8%	16.1%
Local Government*	31.6%	37.7%	65.5%	12.5%	25.0%	50.0%	15.8%	35.5%
Private sector*	47.4%	36.1%	12.7%	58.3%	32.1%	25.0%	52.6%	32.3%
Parliament	0.0%	1.6%	5.5%	0.0%	0.0%	0.0%	0.0%	3.2%
Community Based Organizations	10.5%	29.5%	30.9%	25.0%	32.1%	16.7%	15.8%	22.6%
Beneficiaries	36.8%	23.0%	30.9%	33.3%	21.4%	25.0%	15.8%	22.6%
Foundations	0.0%	1.6%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%
UN and regional peace keeping forces	0.0%	0.0%	1.8%	0.0%	0.0%	8.3%	0.0%	3.2%
Emerging donors	0.0%	0.0%	1.8%	4.2%	0.0%	0.0%	0.0%	3.2%
UN agencies	0.0%	1.6%	3.6%	0.0%	3.6%	0.0%	5.3%	3.2%
Regional organizations (e.g., WAEMU, ECOWAS, CILSS)	15.8%	13.1%	5.5%	8.3%	7.1%	0.0%	5.3%	3.2%
Other	0.0%	1.6%	3.6%	0.0%	3.6%	0.0%	0.0%	3.2%
Don't know	5.3%	3.3%	1.8%	8.3%	0.0%	0.0%	0.0%	3.2%

\*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali	17	8.41	1.37	50	7.66	2.17	40	6.98	2.70	19	6.47	2.44	26	7.62	2.16	7	7.43	2.51	16	6.31	1.92	28	7.57	2.46
The World Bank Group's work is aligned with what I consider the development priorities for Mali	17	7.35	1.77	43	6.88	2.30	24	6.58	2.64	18	6.33	2.74	23	6.22	2.13	4	6.25	2.50	15	5.07	2.28	24	7.17	1.90
The World Bank Group supports programs and strategies that are realistic for Mali	15	7.47	1.46	46	7.46	2.35	29	6.52	2.89	19	7.21	2.20	23	6.65	2.35	6	5.83	3.54	14	6.21	2.67	27	7.52	2.05
The World Bank Group treats clients and stakeholders in Mali with respect	12	7.25	1.42	31	6.65	2.60	17	6.59	2.92	14	5.36	2.37	19	6.53	2.52	4	6.25	2.50	8	7.38	2.00	21	6.71	2.37

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

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	12	7.00	2.09	24	6.21	2.32	13	5.62	2.18	11	4.45	1.44	12	5.25	2.09	4	5.50	2.08	10	5.80	2.35	13	5.38	1.80
Flexibility (in terms of the institution's products and services)	9	5.33	1.73	25	4.92	1.98	13	5.15	2.30	12	4.83	1.47	10	5.30	2.79	4	6.75	3.77	9	5.22	2.44	16	5.25	1.95
Flexibility (in terms of changing country circumstances)	9	6.44	2.07	25	6.08	1.71	14	5.14	2.48	12	5.00	1.91	9	5.56	3.00	3	5.00	2.65	11	5.09	2.43	18	5.78	2.34
Being inclusive	5	6.80	2.17	18	7.44	2.06	15	6.33	2.55	12	5.17	2.29	7	6.00	2.65	4	6.25	1.50	7	5.57	2.15	13	5.85	2.51
Openness	11	6.73	2.53	31	7.06	2.17	16	5.81	2.29	12	5.50	2.24	8	5.38	2.77	4	6.25	2.22	12	5.83	2.41	19	6.47	2.59
Staff accessibility*	13	7.31	2.59	26	6.08	2.46	17	4.18	2.88	14	5.36	2.87	11	4.18	2.40	5	6.80	2.59	11	4.64	2.58	18	5.89	2.93
Straightforwardness and honesty	11	8.00	1.00	23	7.17	2.59	13	6.92	2.50	13	7.00	2.68	11	6.64	3.11	4	6.25	2.63	9	6.33	2.06	18	7.17	2.64
Ease of access to the people at the World Bank Group who are making decisions important to my work*	10	7.20	2.70	25	6.12	2.44	15	4.07	2.49	14	4.79	3.02	12	4.42	2.43	5	5.20	0.84	7	4.71	1.60	15	6.47	2.67
Collaboration with groups outside of the Government	5	7.20	3.03	24	6.08	2.43	14	5.57	2.14	15	5.07	2.89	17	6.65	2.78	5	6.40	2.88	12	5.92	2.27	18	6.44	2.75
Collaboration with the Government	13	8.31	1.44	43	8.33	1.92	32	8.06	2.08	14	7.57	1.91	19	8.53	1.54	6	7.67	2.34	15	7.47	2.03	23	8.22	1.65
Collaboration with other donors	5	8.00	1.00	24	7.92	1.82	11	7.09	2.81	10	7.20	2.30	12	6.92	2.19	2	7.00	2.83	11	7.55	2.30	17	8.06	2.01
The speed in which it gets things accomplished on the ground	10	6.50	1.51	27	5.93	2.02	20	5.30	2.89	12	5.50	2.02	10	6.50	3.14	2	6.50	2.12	12	6.00	2.30	15	6.13	2.67
Being a long-term partner	14	8.43	1.45	31	8.45	1.79	24	8.04	2.31	12	7.33	2.57	17	7.53	2.10	5	7.60	2.07	10	8.00	1.49	21	8.00	2.10

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More local presence	42.9%	75.4%	78.3%	66.7%	70.4%	66.7%	78.9%	70.4%
The current level of local presence is adequate	35.7%	10.5%	8.7%	8.3%	3.7%	25.0%	15.8%	18.5%
Less local presence	0.0%	0.0%	4.3%	8.3%	7.4%	0.0%	0.0%	0.0%
Don't know	21.4%	14.0%	8.7%	16.7%	18.5%	8.3%	5.3%	11.1%

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	16.7%	28.8%	31.5%	30.4%	40.7%	33.3%	11.1%	33.3%
There is not an adequate level of citizen/civil society participation	11.1%	37.3%	37.0%	39.1%	44.4%	66.7%	50.0%	30.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.3%	33.9%	35.2%	39.1%	22.2%	41.7%	38.9%	36.7%
Lack of/inadequate levels of capacity in Government	38.9%	28.8%	9.3%	30.4%	29.6%	16.7%	16.7%	23.3%
Poor donor coordination	0.0%	6.8%	13.0%	0.0%	3.7%	0.0%	5.6%	6.7%
The World Bank Group works too slowly	33.3%	15.3%	20.4%	39.1%	18.5%	33.3%	22.2%	26.7%
The Government works inefficiently	11.1%	30.5%	27.8%	17.4%	25.9%	8.3%	16.7%	23.3%
Political pressures and obstacles	16.7%	23.7%	18.5%	0.0%	22.2%	16.7%	11.1%	20.0%
Reforms are not well thought out in light of country challenges	22.2%	28.8%	20.4%	34.8%	25.9%	41.7%	50.0%	23.3%
Ongoing conflict and instability	44.4%	18.6%	25.9%	13.0%	22.2%	8.3%	5.6%	16.7%
Inadequate funding	22.2%	11.9%	20.4%	21.7%	29.6%	16.7%	16.7%	33.3%
Other	16.7%	6.8%	5.6%	4.3%	0.0%	0.0%	5.6%	3.3%

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	13	7.77	2.59	47	8.15	2.53	39	8.10	2.50	18	8.78	1.63	22	8.73	2.03	7	9.14	1.86	15	9.13	1.81	28	8.57	1.77
Information and communications technology	14	7.57	1.55	44	7.93	2.21	35	7.54	2.52	17	7.35	2.29	15	8.20	2.24	5	8.40	1.14	14	9.00	1.24	27	7.70	1.94
Transport	15	9.00	1.13	46	8.93	1.65	42	8.79	1.46	16	8.44	1.63	19	8.26	2.10	6	8.33	2.07	13	8.62	1.50	27	8.26	2.19
Crime and violence	10	5.00	2.62	39	6.49	2.61	28	7.39	2.99	14	6.43	2.98	14	6.71	2.55	5	6.20	1.64	7	5.14	2.54	24	5.33	2.75
Regional conflict and tensions	11	6.09	2.98	37	6.65	2.65	28	7.68	2.45	14	6.64	3.23	14	7.29	2.40	5	6.00	2.35	9	6.33	2.96	24	5.83	3.09
Law and justice	14	6.50	3.06	47	7.32	2.54	31	7.77	2.51	16	8.25	1.91	17	8.18	1.74	5	8.00	2.12	11	8.00	2.28	27	7.59	2.39
Urban development	15	8.53	1.46	46	8.02	1.93	42	8.12	2.09	17	7.88	1.65	14	8.14	1.66	5	7.40	1.82	11	8.45	1.37	27	8.22	2.01
Environmental sustainability	14	8.07	2.06	43	8.23	1.94	39	8.44	1.86	19	8.00	1.67	17	8.24	1.39	4	8.25	1.50	12	8.75	1.42	27	7.11	2.50
Regulatory framework	11	5.91	2.12	39	7.79	2.39	27	7.74	2.25	15	7.73	1.91	13	7.00	2.16	5	7.00	1.87	10	7.20	2.66	24	6.79	2.08
Communicable/non-communicable diseases	12	6.67	3.31	41	7.17	2.71	32	8.06	2.29	16	6.44	2.58	15	7.47	2.61	4	8.00	1.83	11	8.09	1.92	27	6.93	3.14
Poverty reduction	15	8.80	1.15	51	9.04	1.55	40	8.73	1.66	18	8.83	1.54	18	8.94	1.73	6	9.00	1.10	13	7.85	1.99	26	8.96	1.59
Gender equity	12	5.17	2.69	45	6.58	3.03	33	7.09	2.58	14	5.93	2.97	18	7.44	2.81	6	6.33	2.25	12	6.50	2.97	23	6.17	2.89
Domestic private sector development	15	8.93	1.49	48	8.48	1.70	45	8.29	1.83	20	9.10	1.52	19	8.89	1.37	5	7.60	1.52	14	8.36	1.69	29	8.48	1.70
Foreign direct investment	11	7.82	3.03	40	7.30	2.67	33	7.27	2.66	15	8.73	1.79	17	8.00	1.87	5	7.20	0.84	13	8.38	2.50	25	7.64	2.22
Local governance and institutions	12	7.92	2.35	45	7.96	2.39	38	8.68	1.49	15	8.67	1.72	19	8.00	2.36	5	8.00	2.00	13	8.31	1.80	26	8.12	1.70
Water and sanitation	16	8.56	1.55	45	8.71	2.03	42	8.88	1.47	18	8.56	1.50	18	8.39	1.75	5	8.60	1.52	14	9.14	1.17	28	8.29	2.12
Trade and exports	11	6.73	3.10	38	7.26	2.31	34	7.35	2.45	16	7.50	2.31	15	7.53	1.64	3	6.67	2.08	13	7.85	1.86	25	7.20	2.20
Economic growth	14	9.14	1.23	49	8.96	1.55	39	8.90	1.62	17	8.71	1.69	15	8.73	1.22	5	7.80	2.59	15	8.60	1.24	25	8.92	1.66
Energy	15	9.13	1.36	46	8.96	1.46	41	8.98	1.42	19	9.21	1.18	20	8.70	1.30	5	9.00	1.22	14	9.43	0.76	27	8.30	2.64
Disaster management	12	6.50	3.12	38	6.95	2.73	31	8.26	2.18	15	6.80	2.34	16	7.75	2.21	5	5.60	1.67	12	8.00	2.17	28	6.36	3.06
Public sector governance/reform	13	8.85	1.41	47	8.66	1.74	37	9.19	1.41	17	9.00	1.37	18	8.89	1.60	7	8.86	2.61	14	8.64	1.55	26	9.00	1.44
Job creation/employment	15	8.80	1.52	51	8.76	1.69	41	8.83	1.82	17	8.18	2.07	20	8.70	1.66	4	9.00	2.00	15	8.13	2.13	27	9.04	1.43
Social cohesion	12	6.75	2.93	39	7.18	2.69	31	8.00	2.21	14	7.36	2.68	15	6.67	2.77	4	6.75	2.63	9	6.56	2.74	26	6.81	2.91
Financial markets	12	7.67	2.64	37	7.89	1.95	27	7.59	2.15	15	6.53	2.45	13	7.00	2.12	4	6.50	2.38	9	7.67	1.87	23	7.04	2.03
Equality of opportunity	11	5.55	3.33	37	7.46	2.40	33	7.70	2.51	15	7.13	2.61	17	7.47	2.37	6	7.67	2.34	10	7.60	2.07	22	6.77	2.74
Health	15	8.80	1.47	48	8.67	2.06	43	9.07	1.42	18	8.50	1.69	18	8.22	2.67	6	8.83	1.47	12	9.08	1.38	26	8.54	2.23
Rural development	16	9.19	1.11	50	8.80	1.56	43	9.09	1.57	19	9.11	1.29	18	8.78	1.59	6	9.67	0.52	13	9.23	1.24	29	9.28	1.00
Global/regional integration	11	6.55	2.91	39	7.18	2.65	33	7.82	2.16	15	8.07	1.75	12	7.67	1.97	5	6.20	0.84	12	8.92	1.38	25	7.00	2.57
Food security	15	8.67	1.59	50	8.64	1.71	40	9.08	1.51	18	9.06	1.16	17	8.82	1.59	5	7.80	1.30	11	8.91	1.45	26	8.19	2.74
Education	15	9.07	1.75	48	8.85	1.70	43	9.14	1.67	19	8.95	1.13	16	9.06	1.29	6	9.33	0.82	14	9.43	1.09	27	8.96	1.56
Security/stabilization/reconstruction	13	8.00	2.55	45	8.38	1.98	39	8.77	1.69	15	8.27	1.98	19	8.37	1.92	4	7.00	2.16	10	8.20	1.87	27	8.22	2.21
Social protection	13	6.23	2.86	43	7.07	2.78	34	7.94	2.86	14	7.21	2.46	19	8.16	1.95	5	6.00	1.22	10	7.50	2.17	26	6.81	2.70
Climate change	14	7.57	2.93	44	7.70	2.52	37	8.24	2.11	16	6.69	2.30	15	8.20	1.42	5	6.60	2.70	11	9.09	1.64	24	6.92	2.72
Agricultural development	16	9.56	0.51	51	9.10	1.42	44	9.25	1.20	20	9.25	1.37	19	9.16	1.30	6	9.00	1.10	14	9.36	1.08	29	9.52	0.74
Natural resource management	14	7.64	3.08	49	7.27	2.79	37	8.30	2.20	17	7.47	3.02	16	7.44	2.34	6	7.00	3.10	10	8.00	1.89	27	7.81	2.56

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	6	6.83	2.40	23	6.17	2.57	15	7.07	3.06	10	4.90	2.38	6	7.00	3.35	6	5.00	3.29	9	6.33	3.24	15	5.27	3.08
Information and communications technology	4	7.75	1.71	17	6.88	1.73	15	6.53	3.02	10	5.20	2.20	6	7.17	2.71	4	7.25	2.63	7	6.00	2.31	13	6.23	2.92
Transport	9	8.33	0.87	27	7.52	1.78	22	7.59	2.58	12	6.25	2.14	9	7.89	2.42	4	7.50	2.38	8	6.38	1.69	16	6.88	2.58
Crime and violence	2	6.00	2.83	15	4.47	2.13	12	4.83	2.79	10	5.00	2.11	3	7.33	4.62	3	5.00	2.65	5	3.80	2.39	10	3.80	1.14
Regional conflict and tensions	3	6.67	1.53	19	5.11	2.64	8	3.88	2.64	10	4.50	1.65	3	4.67	3.79	3	4.67	2.08	5	4.60	3.05	9	4.33	1.73
Law and justice	6	7.17	1.72	17	6.29	2.76	13	5.77	3.44	10	5.00	2.00	6	6.00	3.46	2	4.50	0.71	6	5.50	2.17	13	6.00	2.48
Urban development	11	7.09	2.02	25	7.16	2.12	21	7.19	2.62	12	5.17	1.40	6	7.67	1.97	3	5.00	1.73	8	6.63	2.62	13	5.85	2.58
Environmental sustainability	7	8.00	1.73	28	6.79	2.30	17	7.65	2.45	12	5.50	1.83	8	7.25	2.92	2	4.50	0.71	9	6.44	2.65	11	6.55	2.25
Regulatory framework	3	7.33	1.53	21	6.86	2.39	7	6.29	2.87	10	4.40	1.96	4	6.50	2.08	2	7.00	1.41	5	5.80	2.17	13	6.69	1.93
Communicable/non-communicable diseases*	5	8.60	1.34	25	7.28	2.32	16	6.13	3.12	12	5.25	2.22	6	8.33	2.25	4	5.25	0.50	10	7.10	1.60	15	6.73	2.43
Poverty reduction	11	7.55	1.86	37	7.73	2.21	28	7.14	2.73	13	6.08	1.80	9	6.67	2.96	5	6.60	2.41	11	6.09	2.55	18	7.39	1.85
Gender equity	4	8.00	1.63	26	6.19	2.12	11	6.18	2.60	12	5.83	2.66	7	8.14	2.04	5	4.60	0.55	9	6.44	1.94	11	6.73	2.24
Domestic private sector development	10	8.10	1.52	27	6.93	2.15	15	6.67	2.55	14	5.86	2.25	8	6.88	3.09	4	5.75	1.71	7	5.71	2.81	13	7.08	2.25
Foreign direct investment	4	8.75	0.96	14	7.00	2.29	9	6.89	2.32	10	5.30	1.57	5	7.40	2.07	5	6.20	1.64	7	6.00	2.77	10	6.70	1.70
Local governance and institutions	9	7.00	1.80	27	7.33	2.25	16	6.94	2.84	10	5.10	1.73	9	6.89	2.98	7	5.00	1.15	9	6.00	2.12	14	6.71	1.86
Water and sanitation	9	7.44	1.42	28	7.04	2.13	23	7.70	2.16	12	6.00	1.76	9	7.56	2.35	5	6.20	1.30	11	6.27	1.95	15	6.87	2.13
Trade and exports*	5	7.40	1.67	18	5.72	1.81	12	7.83	1.85	11	5.18	1.94	7	6.71	3.04	4	5.50	1.29	8	5.50	2.39	10	5.60	2.22
Economic growth*	11	7.73	1.35	31	7.48	2.31	16	8.31	1.82	13	6.15	2.12	9	8.22	1.64	6	6.67	2.07	8	6.25	2.12	16	6.75	1.48
Energy	11	6.64	2.62	28	6.89	2.33	18	7.28	2.40	11	5.45	1.21	8	7.25	3.49	4	5.25	2.06	10	6.50	1.90	14	6.57	2.34
Disaster management	1	8.00		20	6.10	2.81	11	7.00	2.45	10	4.80	1.99	5	7.80	3.90	3	5.00	1.73	5	4.40	2.19	11	5.27	2.37
Public sector governance/reform	10	7.80	1.93	29	6.97	2.35	18	6.94	2.71	12	5.92	2.19	9	7.33	3.04	7	6.29	2.29	10	6.60	2.27	18	6.56	2.45
Job creation/employment	10	6.80	1.87	27	6.33	2.24	19	6.79	2.46	14	4.64	1.28	7	7.00	3.32	5	6.40	2.30	9	5.78	2.39	15	5.53	2.26
Social cohesion	7	6.00	2.65	18	5.22	2.41	10	7.70	2.54	10	4.00	1.25	4	5.50	4.20	3	4.67	1.15	7	5.57	3.31	11	5.18	1.72
Financial markets*	2	7.50	2.12	17	5.94	2.44	8	8.25	2.05	11	4.18	1.08	5	5.20	3.27	3	4.33	1.53	5	5.00	3.24	10	5.90	2.47
Equality of opportunity	2	8.00	0.00	20	6.30	2.32	10	7.10	2.77	12	4.83	2.21	4	6.25	4.11	5	5.40	2.61	8	5.75	1.98	12	6.33	2.46
Health	11	7.27	1.90	37	7.30	2.17	25	7.56	2.35	14	6.07	2.13	12	6.67	2.81	6	6.00	2.28	11	7.45	1.75	18	7.06	2.10
Rural development	13	7.77	1.42	37	7.27	2.08	26	8.00	1.85	16	7.13	2.31	14	7.57	2.21	5	6.80	2.59	9	6.78	1.86	19	7.68	1.97
Global/regional integration*	5	7.60	1.82	21	6.81	2.82	12	7.92	2.19	12	5.50	1.98	4	8.75	1.89	3	4.33	0.58	5	6.20	2.39	12	6.00	2.09
Food security*	7	7.43	1.27	32	7.19	2.12	17	8.06	1.85	15	6.40	2.10	9	8.33	1.94	3	5.00	1.00	11	6.36	2.38	17	6.82	1.70
Education	13	7.46	1.71	36	7.33	2.27	27	8.15	2.21	11	6.00	2.10	10	7.30	3.09	5	6.80	2.59	13	6.54	2.44	19	7.16	1.57
Security/stabilization/reconstruction	6	7.17	1.17	24	6.42	2.32	15	7.20	2.60	11	4.64	1.86	7	7.57	3.15	4	5.50	2.38	6	6.00	1.79	11	6.64	2.38
Social protection	3	5.67	2.08	17	5.82	2.30	9	6.22	3.67	12	4.25	1.96	2	8.50	2.12	4	5.00	2.16	2	4.50	0.71	10	4.80	1.81
Climate change*	5	7.80	1.92	24	6.83	2.35	16	7.06	2.32	13	4.85	2.03	4	8.50	3.00	4	4.75	2.50	9	5.33	2.45	10	5.80	2.15
Agricultural development	13	7.38	1.50	34	7.44	1.97	30	8.00	1.74	15	6.67	2.16	11	7.27	2.15	5	6.60	2.88	12	6.50	2.07	19	7.63	1.83
Natural resource management	6	7.17	2.04	20	6.10	2.31	18	7.28	2.59	13	5.08	1.85	6	7.83	2.40	5	6.20	2.68	5	5.00	1.41	10	5.90	2.85

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
At the Headquarters (in Washington D.C.)	70.6%	60.0%	52.7%	59.1%	44.4%	83.3%	63.2%	58.1%
In the country	5.9%	5.0%	3.6%	4.5%	18.5%	8.3%	10.5%	16.1%
Don't know	23.5%	35.0%	43.6%	36.4%	37.0%	8.3%	26.3%	25.8%

	Office of President/Prime Minister/Minster			Employee of Ministry/PMU/Consultant on WBG project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?	16	7.88	1.82	42	6.95	2.15	36	7.33	2.23	16	6.31	2.24	18	7.17	2.15	8	7.63	2.56	13	5.46	1.51	24	7.13	2.01

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

	Office of President/Prime Minister/Minster			Employee of Ministry/PMU/Consultant on WBG project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?	16	7.75	2.49	40	7.13	2.19	25	7.04	2.52	17	6.29	2.78	15	6.60	2.59	8	6.50	2.33	13	5.38	1.85	19	7.11	2.11

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

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

	Office of President/Prime Minister/Minster			Employee of Ministry/PMU/Consultant on WBG project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali	14	7.50	1.51	46	6.50	2.35	27	6.85	2.61	18	6.56	1.89	13	6.38	2.69	8	6.38	2.77	14	5.93	2.46	21	6.67	2.18
The World Bank Group meets Mali's needs for knowledge services	12	6.67	2.39	41	6.00	2.50	20	5.85	2.56	15	5.80	1.90	11	5.73	2.83	6	7.17	2.48	15	5.00	2.59	18	6.78	2.37

	Office of President/Prime Minister/Minster			Employee of Ministry/PMU/Consultant on WBG project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Mali?*	7	7.43	1.90	27	6.00	2.08	15	7.80	2.40	14	4.93	2.67	8	6.63	2.20	7	6.29	2.21	8	5.38	1.69	17	6.82	1.88

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
	Weekly	5.6%	3.5%	0.0%	14.3%	0.0%	0.0%	0.0%
Monthly	0.0%	12.3%	1.8%	4.8%	3.7%	8.3%	11.1%	13.8%
A few times a year	61.1%	35.1%	20.0%	33.3%	25.9%	41.7%	38.9%	27.6%
Rarely	11.1%	24.6%	30.9%	23.8%	33.3%	41.7%	27.8%	34.5%
Never	22.2%	24.6%	47.3%	23.8%	37.0%	8.3%	22.2%	24.1%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of Ministry/PMU/Consultant on WBG project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	16	7.75	1.73	36	7.22	2.52	22	7.64	2.38	16	6.75	2.02	17	6.88	2.12	4	7.50	2.08	13	7.85	1.91	16	6.94	1.95
Include appropriate level of stakeholder involvement during preparation	15	6.60	2.41	35	6.57	2.43	12	5.58	2.31	14	5.71	2.02	11	6.00	2.05	2	4.50	0.71	8	5.25	2.19	15	6.47	1.81
Are relevant to Mali's development priorities	15	7.27	1.49	36	7.47	2.12	20	7.35	2.30	18	6.67	1.64	15	7.33	2.09	6	7.67	2.58	12	5.83	2.33	16	6.75	2.14
Lead to practical solutions	14	7.21	1.58	38	7.03	2.34	18	7.22	2.53	16	5.94	1.84	11	7.09	2.26	5	6.60	2.30	11	5.36	2.01	18	6.72	2.14
Are accessible (well written and easy to understand)	15	6.87	2.39	33	5.97	2.20	15	6.60	2.32	14	5.14	1.92	9	6.22	2.82	4	6.00	3.16	11	6.91	2.84	17	7.06	2.22
Are source of relevant information on global good practices	15	7.40	1.72	32	6.69	2.60	12	7.58	2.11	13	6.62	2.22	12	7.33	2.06	5	7.80	2.49	11	7.36	2.16	14	7.36	2.21
Enhance your knowledge and/or skills	15	7.93	1.58	36	7.31	2.47	17	7.12	2.37	15	6.60	2.03	14	7.29	2.43	5	7.40	2.19	13	7.54	2.07	16	6.88	1.89
Are adequately disseminated	11	5.45	2.30	29	5.59	2.80	15	5.00	2.70	12	5.67	1.61	11	6.27	3.69	4	5.75	2.22	9	6.22	2.33	13	6.38	2.26
Are translated enough into local language	11	3.45	2.77	29	3.59	2.73	16	2.81	2.32	14	3.64	2.10	10	4.10	3.45	4	4.25	3.86	9	3.89	2.89	11	4.82	2.48
Are adaptable to Mali's specific development challenges and country circumstances	12	7.33	1.67	36	7.33	2.40	21	7.29	2.57	16	6.75	2.14	12	6.50	2.78	5	7.40	2.79	9	5.56	1.67	16	6.63	2.16

	Office of President/Prime Minister/Minister			Employee of Ministry/PMU/Consultant on WBG project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	14	7.93	1.77	44	7.73	2.00	32	7.47	2.36	16	6.25	1.53	20	7.30	2.60	8	6.88	3.23	15	6.67	1.99	21	7.29	2.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	8.07	1.58	43	7.42	2.01	28	6.89	2.22	16	6.56	2.45	18	7.33	2.43	8	7.63	2.20	15	6.40	1.88	20	7.35	2.01

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

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mali's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization	14	6.86	1.83	34	7.03	2.30	27	6.56	2.59	15	6.67	1.76	14	7.50	1.56	6	6.33	2.34	13	5.31	2.66	20	6.70	2.20
Design	14	6.57	2.03	37	7.08	2.25	24	6.46	2.32	15	6.53	1.46	18	7.33	1.68	4	6.75	2.50	14	5.93	2.50	21	7.14	2.31
Implementation	14	7.57	1.40	40	7.10	2.39	24	6.63	2.62	16	7.13	2.03	16	7.00	2.31	5	6.40	2.88	14	6.29	2.37	19	6.68	2.26
Evaluation	14	7.43	1.50	39	7.44	2.40	23	6.78	2.61	15	6.93	2.05	14	7.79	1.67	6	7.00	2.53	14	6.64	2.47	18	7.06	2.10

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	16	4.13	2.66	44	3.50	2.13	26	3.65	2.78	16	3.63	1.54	17	3.06	2.14	7	2.29	1.50	14	3.43	2.10	22	2.73	1.75
The World Bank Group effectively monitors and evaluates the projects and programs it supports	16	7.31	2.02	47	7.32	2.66	26	7.50	2.53	17	7.29	2.47	24	7.04	2.88	9	6.44	2.88	13	7.38	2.57	20	7.10	2.07
The World Bank Group's approvals and reviews are done in a timely fashion	14	6.36	2.50	39	5.56	2.64	18	5.11	2.65	15	4.53	1.73	17	3.88	2.37	5	5.40	1.14	12	5.25	1.96	19	4.16	1.92
The World Bank Group's "Safeguard Policy" requirements are reasonable	6	7.33	1.37	28	5.93	2.48	14	6.57	2.62	14	5.50	2.24	11	4.27	2.97	5	5.60	1.52	6	5.67	2.07	15	4.27	2.25
The World Bank Group's conditions on its lending are reasonable	12	7.00	1.91	25	6.20	2.83	16	4.44	2.78	14	5.21	3.02	14	4.71	3.20	5	6.40	3.05	12	4.92	2.31	15	5.20	2.62
The World Bank Group takes decisions quickly in Mali	12	5.50	2.32	25	4.52	2.54	18	4.22	2.13	13	4.08	1.50	10	4.20	2.74	6	3.83	1.83	13	4.69	2.36	16	4.31	2.52
Working with the World Bank Group increases Mali's institutional capacity*	15	7.73	1.83	45	7.27	2.26	31	7.29	2.34	18	5.44	2.31	19	8.00	2.38	7	7.14	2.19	15	6.53	2.03	18	6.78	2.29
The World Bank Group ensures consistency and continuity through staff changes	10	6.40	2.37	19	6.00	3.33	10	6.20	2.94	13	5.15	2.15	7	5.14	3.13	4	5.75	1.50	9	5.67	1.66	12	6.50	2.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	7.00	1.76	33	6.88	2.70	18	7.50	2.66	16	6.56	2.48	9	6.67	3.32	7	5.43	2.88	9	6.78	1.56	14	6.64	3.18
The World Bank Group provides effective implementation support	15	7.20	1.74	38	6.45	2.60	26	7.38	2.16	16	6.44	2.83	13	5.92	2.78	5	6.00	2.35	13	6.92	2.29	20	6.30	2.32

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Mali	7.1%	2.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Mali	42.9%	37.3%	18.2%	35.0%	40.0%	55.6%	77.8%	32.1%
The World Bank Group's approach to risk is appropriate	7.1%	17.6%	13.6%	10.0%	15.0%	11.1%	11.1%	17.9%
Don't know	42.9%	43.1%	68.2%	50.0%	45.0%	33.3%	11.1%	50.0%

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

	Office of President/ Prime Minister/ Minster			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mali?	4	4.50	1.91	19	4.68	2.47	12	4.83	3.54	12	5.33	1.92	6	6.00	3.46	4	6.50	1.91	8	5.63	2.62	14	5.79	2.52

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Mali's economy	11.1%	23.3%	25.5%	0.0%	32.1%	16.7%	26.3%	16.1%
Collaborate more effectively with Government clients*	11.1%	26.7%	36.4%	8.3%	28.6%	8.3%	5.3%	35.5%
Offer more innovative financial products	16.7%	20.0%	10.9%	33.3%	10.7%	8.3%	15.8%	9.7%
Improve the competitiveness of its financing compared to markets	11.1%	6.7%	5.5%	12.5%	3.6%	8.3%	5.3%	3.2%
Reach out more to groups outside of Government*	11.1%	18.3%	23.6%	41.7%	32.1%	75.0%	21.1%	22.6%
Improve the quality of its experts as related to Mali's specific challenges	11.1%	11.7%	7.3%	16.7%	10.7%	8.3%	15.8%	9.7%
Offer more innovative knowledge services	0.0%	6.7%	10.9%	16.7%	10.7%	0.0%	15.8%	6.5%
Ensure greater selectivity in its work	0.0%	3.3%	7.3%	4.2%	3.6%	0.0%	0.0%	12.9%
Increase the level of capacity development in the country	27.8%	20.0%	30.9%	8.3%	32.1%	33.3%	31.6%	12.9%
Reduce the complexity of obtaining World Bank Group financing	44.4%	28.3%	18.2%	12.5%	25.0%	8.3%	10.5%	32.3%
Increase availability of Fee-Based services (e.g., in energy, gas, and water sectors)	22.2%	6.7%	3.6%	16.7%	3.6%	0.0%	5.3%	16.1%
Work faster	22.2%	13.3%	10.9%	12.5%	7.1%	8.3%	10.5%	9.7%
Increase the level of World Bank Group staffing in Mali's office	0.0%	6.7%	1.8%	12.5%	0.0%	8.3%	10.5%	6.5%
Other	5.6%	1.7%	1.8%	0.0%	0.0%	0.0%	5.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Govern- ment	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	42.1%	37.7%	40.0%	26.1%	59.3%	50.0%	42.1%	35.5%
Knowledge products	0.0%	13.1%	12.7%	17.4%	3.7%	10.0%	5.3%	12.9%
Convening services	10.5%	3.3%	7.3%	4.3%	0.0%	0.0%	5.3%	9.7%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	10.5%	0.0%
The combination is appropriate for Mali	26.3%	41.0%	32.7%	39.1%	25.9%	10.0%	31.6%	35.5%
Don't know	21.1%	4.9%	7.3%	13.0%	11.1%	20.0%	5.3%	6.5%

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

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

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Building social safety nets	22.2%	37.3%	15.1%	13.6%	18.5%	8.3%	17.6%	32.1%
Strengthening public financial management	77.8%	61.0%	64.2%	59.1%	59.3%	58.3%	64.7%	64.3%
Reducing violence	0.0%	1.7%	11.3%	0.0%	3.7%	8.3%	5.9%	7.1%
Increasing access to justice systems	5.6%	8.5%	13.2%	13.6%	14.8%	0.0%	5.9%	14.3%
Strengthening security mechanisms	11.1%	8.5%	5.7%	13.6%	29.6%	16.7%	23.5%	10.7%
Strengthening conflict resolution mechanisms	5.6%	3.4%	9.4%	4.5%	3.7%	16.7%	5.9%	3.6%
Increasing access to basic services	77.8%	61.0%	60.4%	59.1%	44.4%	33.3%	35.3%	42.9%
Building capacity of state institutions	44.4%	25.4%	37.7%	22.7%	29.6%	66.7%	23.5%	21.4%
Generating jobs	33.3%	64.4%	54.7%	68.2%	51.9%	66.7%	70.6%	64.3%
Improving livelihoods	5.6%	6.8%	15.1%	13.6%	7.4%	8.3%	23.5%	14.3%
Increasing cohesion	0.0%	1.7%	0.0%	4.5%	0.0%	8.3%	5.9%	3.6%
Stimulating dialogue to promote peace and stability	11.1%	15.3%	13.2%	27.3%	11.1%	8.3%	0.0%	17.9%

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

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Building social safety nets	38.9%	27.8%	31.9%	27.3%	36.0%	18.2%	35.7%	23.1%
Strengthening public financial management	22.2%	29.6%	14.9%	9.1%	8.0%	27.3%	28.6%	23.1%
Reducing violence	27.8%	18.5%	38.3%	18.2%	28.0%	9.1%	7.1%	30.8%
Increasing access to justice systems	16.7%	18.5%	6.4%	22.7%	20.0%	18.2%	7.1%	26.9%
Strengthening security mechanisms	16.7%	20.4%	25.5%	45.5%	16.0%	18.2%	14.3%	26.9%
Strengthening conflict resolution mechanisms	33.3%	31.5%	21.3%	22.7%	36.0%	18.2%	7.1%	11.5%
Increasing access to basic services	22.2%	18.5%	27.7%	13.6%	20.0%	54.5%	21.4%	30.8%
Building capacity of state institutions	11.1%	24.1%	27.7%	27.3%	20.0%	18.2%	35.7%	23.1%
Generating jobs	38.9%	25.9%	25.5%	27.3%	32.0%	45.5%	28.6%	19.2%
Improving livelihoods	27.8%	20.4%	17.0%	22.7%	16.0%	27.3%	21.4%	7.7%
Increasing cohesion	5.6%	14.8%	17.0%	22.7%	20.0%	9.1%	21.4%	26.9%
Stimulating dialogue to promote peace and stability	27.8%	46.3%	44.7%	40.9%	32.0%	18.2%	28.6%	50.0%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Local newspapers	29.4%	32.3%	37.0%	57.1%	33.3%	50.0%	36.8%	53.3%
International newspapers	0.0%	14.5%	13.0%	19.0%	22.2%	16.7%	10.5%	10.0%
Local radio	0.0%	12.9%	18.5%	4.8%	14.8%	0.0%	5.3%	3.3%
International radio	17.6%	17.7%	22.2%	4.8%	7.4%	33.3%	31.6%	16.7%
Local television	23.5%	46.8%	46.3%	47.6%	37.0%	33.3%	10.5%	30.0%
International television	17.6%	22.6%	22.2%	23.8%	25.9%	16.7%	21.1%	26.7%
Periodicals*	23.5%	6.5%	1.9%	9.5%	0.0%	8.3%	21.1%	3.3%
Internet	29.4%	27.4%	31.5%	28.6%	37.0%	33.3%	52.6%	40.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	0.0%	3.2%	0.0%	4.8%	3.7%	0.0%	0.0%	3.3%
Blogs	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	29.4%	8.1%	5.6%	0.0%	3.7%	0.0%	5.3%	10.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Blogs	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	3.2%
Direct contact with World Bank Group (i.e., face to face meetings/ discussions)	26.3%	19.4%	35.2%	43.5%	20.0%	36.4%	23.5%	35.5%
e-Newsletters	26.3%	46.8%	29.6%	39.1%	44.0%	18.2%	35.3%	38.7%
Instant messaging	5.3%	4.8%	5.6%	4.3%	4.0%	9.1%	5.9%	6.5%
World Bank Group's seminars/workshops/conferences*	42.1%	45.2%	55.6%	17.4%	56.0%	36.4%	17.6%	38.7%
World Bank Group's publications and other written materials	63.2%	41.9%	31.5%	39.1%	24.0%	45.5%	35.3%	35.5%
Mobile phones	0.0%	3.2%	9.3%	8.7%	12.0%	0.0%	0.0%	3.2%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	0.0%	4.8%	1.9%	8.7%	12.0%	9.1%	11.8%	3.2%
World Bank Group's website	21.1%	24.2%	18.5%	34.8%	8.0%	18.2%	35.3%	22.6%
Other	0.0%	1.6%	3.7%	0.0%	0.0%	9.1%	11.8%	3.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of	Employee of Ministry/	Local	Private Sector/	CSO	Media	Academia/	
	President/Prime Minister/Minister	PMU/Consultant on WBG Project	Government	Financial Sector/ Private Bank			Research Institute/ Think Tank	Other
Yes	17.6%	16.9%	5.5%	13.6%	7.1%	18.2%	20.0%	29.0%
No	82.4%	83.1%	94.5%	86.4%	92.9%	81.8%	80.0%	71.0%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	7.3%	1.9%	0.0%	4.0%	9.1%	5.9%	3.6%
No	100.0%	92.7%	98.1%	100.0%	96.0%	90.9%	94.1%	96.4%

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	75.0%	0.0%	0.0%	100.0%	0.0%	100.0%	100.0%
No	0.0%	25.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	98.3%	88.9%	100.0%	87.5%	90.0%	100.0%	96.4%
No	0.0%	1.7%	11.1%	0.0%	12.5%	10.0%	0.0%	3.6%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	52.9%	23.3%	11.3%	30.4%	13.0%	30.0%	47.1%	32.3%
No	47.1%	76.7%	88.7%	69.6%	87.0%	70.0%	52.9%	67.7%

\*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group's country website	45.5%	48.0%	68.8%	50.0%	66.7%	40.0%	33.3%	38.5%
The World Bank Group's main website	54.5%	52.0%	31.3%	50.0%	33.3%	60.0%	66.7%	61.5%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed	75.0%	46.9%	38.9%	62.5%	75.0%	57.1%	72.7%	93.3%
Dial-up	25.0%	53.1%	61.1%	37.5%	25.0%	42.9%	27.3%	6.7%

\*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	13	4.62	2.72	31	4.87	3.10	18	3.44	2.66	12	3.50	2.54	7	3.86	2.27	6	5.00	3.85	8	5.38	3.20	19	4.16	3.32
I find the World Bank Group's websites easy to navigate	8	7.13	1.73	18	6.61	3.11	7	7.43	3.10	7	8.43	1.72	5	4.00	2.55	5	8.00	2.74	6	7.50	2.07	11	7.09	1.76
I find the information on the World Bank Group's websites useful	7	7.00	1.41	17	7.24	2.44	7	8.57	1.81	7	7.29	1.38	4	6.25	3.59	5	8.20	2.05	7	7.71	1.89	11	7.55	1.75
The World Bank Group's social media channels are valuable sources of information about the institution	5	7.00	1.58	17	7.06	2.90	5	8.00	2.12	8	7.75	2.87	3	6.00	4.58	4	6.75	2.50	4	6.50	2.52	7	7.71	2.06
When I need information from the World Bank Group I know how to find it	12	6.92	2.64	31	6.03	3.63	15	3.60	3.33	14	5.64	3.50	8	4.50	3.82	5	7.60	2.51	8	5.25	3.15	19	5.84	3.32
The World Bank Group is responsive to my information requests and inquiries	10	7.20	2.53	17	6.82	3.07	12	3.75	3.19	12	6.00	3.05	3	5.33	4.04	3	5.67	0.58	5	5.40	2.70	14	6.50	3.25

**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	63.2%	54.4%	25.9%	43.5%	37.0%	8.3%	15.8%	51.7%
No	36.8%	45.6%	74.1%	56.5%	63.0%	91.7%	84.2%	48.3%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Mali? (Select all that apply)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank (IDA)*	61.1%	56.6%	26.9%	47.6%	39.1%	10.0%	28.6%	44.8%
The International Finance Corporation (IFC)	0.0%	7.5%	7.7%	9.5%	4.3%	10.0%	0.0%	6.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	3.8%	4.8%	4.3%	0.0%	0.0%	0.0%
None*	38.9%	41.5%	73.1%	47.6%	60.9%	90.0%	71.4%	51.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	5.6%	22.6%	47.7%	55.0%	31.8%	58.3%	46.7%	22.2%
Use World Bank Group reports/data	27.8%	22.6%	29.5%	25.0%	18.2%	16.7%	20.0%	18.5%
Engage in World Bank Group related/sponsored events/activities	22.2%	18.9%	15.9%	20.0%	45.5%	16.7%	20.0%	25.9%
Collaborate as part of my professional duties*	83.3%	66.0%	47.7%	50.0%	31.8%	33.3%	26.7%	59.3%
Use World Bank Group website for information, data, research, etc.*	11.1%	3.8%	9.1%	15.0%	9.1%	16.7%	53.3%	14.8%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

Bamako & Koulikoro N=138 ● Gao N=16 ● Kayes N=20 ● Mopti N=21 ● Sikasso N=25 ● Ségou N=22

### A. General Issues facing Mali

In general would you say that Mali is headed in ...?

Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
The right direction	65.8%	75.0%	70.0%	85.7%	48.0%	77.3%
The wrong direction	3.3%	6.3%	0.0%	4.8%	12.0%	0.0%
Not sure	30.8%	18.8%	30.0%	9.5%	40.0%	22.7%

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Social protection	3.0%	6.7%	0.0%	4.8%	4.0%	15.0%
Transport	10.6%	26.7%	15.0%	9.5%	8.0%	15.0%
Security/stabilization/reconstruction	50.0%	73.3%	45.0%	42.9%	28.0%	30.0%
Public sector governance/reform	37.9%	46.7%	40.0%	42.9%	28.0%	50.0%
Global/regional integration	3.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Gender equity	1.5%	0.0%	0.0%	0.0%	0.0%	5.0%
Domestic private sector development	9.8%	0.0%	5.0%	0.0%	20.0%	5.0%
Foreign direct investment	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	2.3%	6.7%	0.0%	4.8%	12.0%	5.0%
Energy	10.6%	6.7%	0.0%	4.8%	4.0%	10.0%
Regional conflict and tensions	3.0%	0.0%	0.0%	4.8%	0.0%	0.0%
Job creation/employment	17.4%	6.7%	20.0%	19.0%	0.0%	10.0%
Rural development*	12.9%	0.0%	5.0%	23.8%	32.0%	30.0%
Financial markets	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	15.0%	4.8%	4.0%	0.0%
Environmental sustainability	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	3.0%	6.7%	5.0%	0.0%	0.0%	10.0%
Health	15.9%	13.3%	20.0%	14.3%	24.0%	15.0%
Education	47.0%	40.0%	35.0%	57.1%	52.0%	35.0%
Poverty reduction	7.6%	13.3%	15.0%	14.3%	16.0%	10.0%
Food security	7.6%	20.0%	10.0%	14.3%	16.0%	10.0%
Social cohesion	3.0%	6.7%	0.0%	4.8%	8.0%	0.0%
Climate change	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	11.4%	13.3%	15.0%	9.5%	24.0%	10.0%
Trade and exports	0.8%	0.0%	5.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	2.3%	6.7%	10.0%	0.0%	8.0%	0.0%
Law and justice	6.8%	6.7%	0.0%	0.0%	4.0%	0.0%
Regulatory framework	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.8%	0.0%	10.0%	4.8%	8.0%	10.0%
Natural resource management	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%
Anti corruption	17.4%	0.0%	25.0%	9.5%	0.0%	20.0%
Disaster management	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	1.5%	0.0%	0.0%	4.8%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Water and sanitation	9.6%	0.0%	0.0%	14.3%	8.0%	9.1%
Equality of opportunity	7.4%	6.3%	5.0%	9.5%	4.0%	13.6%
Economic growth	32.6%	18.8%	30.0%	38.1%	20.0%	18.2%
Climate change	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions*	0.7%	12.5%	5.0%	0.0%	0.0%	4.5%
Global/regional integration	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	1.5%	0.0%	5.0%	0.0%	0.0%	0.0%
Rural development	35.6%	12.5%	35.0%	23.8%	40.0%	54.5%
Urban development*	0.0%	0.0%	5.0%	0.0%	8.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	10.4%	18.8%	10.0%	9.5%	12.0%	9.1%
Social protection	7.4%	6.3%	0.0%	4.8%	4.0%	13.6%
Law and justice	5.9%	0.0%	0.0%	4.8%	8.0%	9.1%
Transport	5.9%	12.5%	0.0%	4.8%	8.0%	9.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.2%	0.0%	0.0%	4.8%	0.0%	0.0%
Security/stabilization/reconstruction	8.1%	25.0%	10.0%	14.3%	8.0%	0.0%
Anti corruption	31.9%	18.8%	15.0%	33.3%	36.0%	31.8%
Domestic private sector development	13.3%	6.3%	25.0%	9.5%	24.0%	22.7%
Foreign direct investment	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	7.4%	12.5%	0.0%	9.5%	4.0%	4.5%
Public sector governance/reform	20.7%	25.0%	35.0%	19.0%	20.0%	22.7%
Social cohesion	0.7%	0.0%	5.0%	0.0%	0.0%	0.0%
Education	22.2%	18.8%	20.0%	14.3%	28.0%	9.1%
Natural resource management	1.5%	0.0%	5.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.7%	6.3%	5.0%	0.0%	0.0%	0.0%
Health	4.4%	12.5%	15.0%	14.3%	12.0%	4.5%
Agricultural development	20.0%	31.3%	20.0%	19.0%	32.0%	22.7%
Disaster management	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	31.1%	43.8%	45.0%	28.6%	16.0%	22.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	6.7%	6.3%	5.0%	23.8%	4.0%	18.2%
Other	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Energy	27.9%	12.5%	10.0%	15.0%	4.0%	22.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	2.9%	6.3%	0.0%	5.0%	0.0%	13.6%
Global/regional integration	1.5%	6.3%	10.0%	0.0%	8.0%	4.5%
Social protection	1.5%	0.0%	5.0%	5.0%	4.0%	0.0%
Climate change	1.5%	0.0%	0.0%	0.0%	0.0%	4.5%
Anti corruption	27.2%	18.8%	30.0%	25.0%	32.0%	36.4%
Disaster management	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Rural development	30.1%	18.8%	10.0%	45.0%	32.0%	45.5%
Foreign direct investment	11.8%	0.0%	5.0%	5.0%	12.0%	0.0%
Urban development	2.2%	6.3%	0.0%	0.0%	8.0%	4.5%
Water and sanitation	2.9%	0.0%	0.0%	5.0%	8.0%	0.0%
Trade and exports	15.4%	18.8%	10.0%	5.0%	4.0%	22.7%
Information and communications technology	5.9%	6.3%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	4.4%	0.0%	0.0%	0.0%	4.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion*	2.2%	25.0%	10.0%	0.0%	0.0%	0.0%
Public sector governance/reform	27.9%	37.5%	30.0%	40.0%	16.0%	27.3%
Domestic private sector development	34.6%	6.3%	35.0%	30.0%	36.0%	27.3%
Job creation/employment	12.5%	12.5%	35.0%	20.0%	20.0%	9.1%
Agricultural development	22.8%	25.0%	25.0%	15.0%	48.0%	18.2%
Food security	4.4%	0.0%	5.0%	15.0%	8.0%	0.0%
Transport	11.8%	25.0%	20.0%	5.0%	8.0%	9.1%
Security/stabilization/reconstruction	8.8%	25.0%	5.0%	0.0%	4.0%	4.5%
Education	12.5%	12.5%	5.0%	15.0%	20.0%	13.6%
Natural resource management	8.1%	12.5%	15.0%	15.0%	4.0%	13.6%
Environmental sustainability	0.7%	0.0%	5.0%	0.0%	0.0%	0.0%
Health*	2.2%	6.3%	20.0%	20.0%	8.0%	9.1%
Law and justice	3.7%	0.0%	0.0%	0.0%	4.0%	4.5%
Local governance and institutions	2.2%	6.3%	10.0%	10.0%	8.0%	4.5%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	2.2%	0.0%	0.0%	5.0%	0.0%	0.0%
Other	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Better employment opportunities for young people	47.8%	53.3%	23.5%	16.7%	36.8%	53.8%
Better employment opportunities for women	10.4%	13.3%	5.9%	0.0%	10.5%	0.0%
Greater access to micro-finance for the poor	15.7%	26.7%	17.6%	16.7%	26.3%	7.7%
Greater voice and participation for citizens to help ensure greater accountability	5.2%	6.7%	11.8%	11.1%	15.8%	15.4%
Greater access to health and nutrition for citizens*	17.4%	0.0%	17.6%	16.7%	5.3%	46.2%
Better entrepreneurial opportunities	15.7%	13.3%	0.0%	5.6%	5.3%	7.7%
A growing middle class	5.2%	0.0%	0.0%	5.6%	5.3%	7.7%
Better opportunity for the poor who live in rural areas	14.8%	6.7%	17.6%	27.8%	0.0%	23.1%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	5.9%	5.6%	0.0%	0.0%
Consistent economic growth	17.4%	20.0%	29.4%	16.7%	36.8%	15.4%
More reliable social safety net	7.0%	6.7%	5.9%	5.6%	10.5%	15.4%
Greater equity of fiscal policy	7.0%	6.7%	11.8%	11.1%	5.3%	7.7%
Education and training that better ensure job opportunity	26.1%	26.7%	29.4%	44.4%	42.1%	0.0%
Better quality public services	7.8%	20.0%	11.8%	11.1%	0.0%	0.0%
Other*	0.9%	0.0%	11.8%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?	124	5.27	2.55	15	4.80	3.12	19	4.74	2.45	17	5.71	2.49	23	4.52	2.78	21	5.86	2.24

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.	108	6.10	2.16	9	7.33	2.55	17	5.82	2.65	16	6.13	2.53	23	5.91	1.90	19	6.05	2.41

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mali solve its most complicated development challenges?	88	6.66	2.29	8	8.63	1.06	13	6.23	1.92	12	6.33	2.50	14	6.50	2.14	15	6.53	2.50

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

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

When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mali?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Social protection	2.2%	0.0%	5.0%	5.0%	4.2%	13.6%
Security/stabilization/reconstruction*	18.7%	68.8%	5.0%	30.0%	12.5%	9.1%
Public sector governance/reform	36.6%	18.8%	50.0%	30.0%	20.8%	22.7%
Transport	20.1%	37.5%	30.0%	5.0%	12.5%	9.1%
Poverty reduction	17.9%	12.5%	15.0%	25.0%	16.7%	27.3%
Global/regional integration	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	6.3%	5.0%	0.0%	0.0%	4.5%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Rural development	26.1%	6.3%	15.0%	35.0%	25.0%	31.8%
Domestic private sector development	18.7%	0.0%	15.0%	10.0%	8.3%	9.1%
Foreign direct investment	0.7%	0.0%	0.0%	0.0%	4.2%	0.0%
Water and sanitation	5.2%	0.0%	5.0%	10.0%	12.5%	0.0%
Energy	14.9%	12.5%	0.0%	10.0%	0.0%	9.1%
Social cohesion*	0.0%	12.5%	0.0%	0.0%	0.0%	9.1%
Job creation/employment	20.9%	31.3%	30.0%	10.0%	0.0%	22.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	5.0%	4.2%	0.0%
Environmental sustainability	1.5%	0.0%	5.0%	0.0%	0.0%	0.0%
Equality of opportunity	5.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	19.4%	31.3%	30.0%	25.0%	37.5%	27.3%
Education	34.3%	25.0%	45.0%	55.0%	37.5%	31.8%
Food security	5.2%	0.0%	5.0%	15.0%	8.3%	9.1%
Climate change	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	19.4%	12.5%	10.0%	10.0%	58.3%	22.7%
Trade and exports*	2.2%	0.0%	0.0%	5.0%	0.0%	13.6%
Economic growth	11.2%	6.3%	5.0%	0.0%	12.5%	0.0%
Law and justice	0.0%	0.0%	5.0%	5.0%	4.2%	4.5%
Local governance and institutions	2.2%	0.0%	15.0%	5.0%	12.5%	4.5%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	8.2%	6.3%	5.0%	5.0%	8.3%	13.6%
Disaster management	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

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

Greatest Value Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Convening/facilitating	11.0%	0.0%	5.3%	5.0%	8.0%	0.0%
Data*	2.4%	0.0%	0.0%	0.0%	16.0%	4.8%
Policy advice, studies, analyses	9.4%	7.1%	0.0%	5.0%	8.0%	9.5%
Financial resources	37.8%	35.7%	15.8%	25.0%	12.0%	33.3%
Capacity development*	15.7%	21.4%	42.1%	30.0%	20.0%	42.9%
Technical assistance*	2.4%	7.1%	0.0%	10.0%	24.0%	0.0%
Mobilizing third party financial resources	11.8%	21.4%	5.3%	10.0%	8.0%	9.5%
Donor coordination	4.7%	7.1%	0.0%	5.0%	4.0%	0.0%
Linkage to non-Bank expertise	0.8%	0.0%	5.3%	5.0%	0.0%	0.0%
Strategy formulation	2.4%	0.0%	0.0%	5.0%	0.0%	0.0%
Other*	1.6%	0.0%	26.3%	0.0%	0.0%	0.0%

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Convening/facilitating	6.5%	14.3%	0.0%	5.0%	20.0%	14.3%
Data*	0.0%	7.1%	0.0%	5.0%	0.0%	0.0%
Policy advice, studies, analyses	11.4%	0.0%	5.3%	5.0%	4.0%	9.5%
Financial resources	8.9%	0.0%	5.3%	5.0%	12.0%	9.5%
Capacity development	18.7%	35.7%	26.3%	10.0%	20.0%	19.0%
Technical assistance	16.3%	21.4%	21.1%	15.0%	8.0%	4.8%
Mobilizing third party financial resources	7.3%	7.1%	15.8%	10.0%	4.0%	4.8%
Donor coordination	14.6%	14.3%	5.3%	20.0%	0.0%	14.3%
Linkage to non-Bank expertise	4.9%	0.0%	5.3%	5.0%	16.0%	9.5%
Strategy formulation	9.8%	0.0%	5.3%	15.0%	16.0%	14.3%
Other	1.6%	0.0%	10.5%	5.0%	0.0%	0.0%

\*Significantly different between locations

How effectively do the World Bank Group's activities below support Mali's efforts to achieve development results?

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	81	6.46	2.29	11	7.45	3.59	11	6.64	3.04	6	6.50	2.59	10	6.70	2.11	12	6.25	1.42
Data	69	6.54	1.79	7	8.71	2.14	9	6.78	2.11	8	6.38	2.45	12	6.08	1.88	7	7.00	1.53
Policy advice, studies, analyses	81	6.80	1.99	7	6.57	3.41	11	6.36	1.96	8	7.00	2.45	10	7.30	2.21	15	7.27	2.12
Financial resources	92	7.49	2.16	12	9.00	1.71	12	7.75	2.38	12	7.50	2.78	14	7.50	1.79	14	8.71	2.05
Technical assistance	88	7.03	2.10	9	7.11	3.26	13	7.08	2.02	11	6.82	2.99	16	7.38	1.50	14	8.14	1.46
Mobilizing third party financial resources	72	6.44	2.26	9	8.00	3.16	9	6.33	2.50	9	7.56	2.01	11	7.64	2.16	9	7.44	3.13
Donor coordination	81	6.98	2.20	7	7.86	3.24	11	6.09	2.98	8	5.38	1.92	9	7.00	2.12	12	7.42	2.43
Linkage to non-Bank expertise	63	5.95	2.08	8	7.00	2.07	9	5.56	3.05	5	7.60	0.55	11	5.45	2.58	8	7.38	2.00
Strategy formulation	71	6.86	2.09	7	7.14	3.13	9	6.22	2.73	10	7.50	2.42	12	6.67	1.72	6	7.67	2.07

The World Bank Group can provide capacity building support in a number of ways in Mali. To which degree would Mali benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	106	8.03	1.92	11	7.64	3.17	17	7.18	1.91	11	6.36	2.69	18	6.44	2.45	13	7.69	2.21
The public sector, related to implementation of specific development projects on the ground	114	8.18	1.92	14	8.93	1.86	16	7.56	2.16	14	8.36	1.82	20	8.65	1.63	13	8.77	1.09
The public sector, related to changing institutions	92	7.49	2.02	9	7.33	3.08	16	6.81	2.14	9	6.56	2.74	21	8.00	1.95	12	7.58	1.73
The private sector, related to institutional and policy change	102	7.92	1.89	11	8.27	1.68	15	7.47	2.20	8	7.00	2.20	22	8.09	1.90	14	8.29	1.49

\*Significantly different between locations

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

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	74	7.16	1.87	7	9.29	0.76	13	6.15	2.76	12	8.08	2.19	9	8.00	1.94	12	6.67	1.61
Citizen engagement	58	6.09	2.60	2	10.00	0.00	11	5.45	2.50	8	6.13	3.00	5	6.40	3.91	9	7.00	2.12
Policy design	74	6.97	2.07	3	9.33	0.58	12	6.75	3.19	10	7.20	3.16	8	6.63	2.67	8	6.38	2.97

\*Significantly different between locations

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

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	87	8.15	1.88	8	8.13	2.53	12	7.17	2.55	13	8.00	1.91	11	9.45	0.82	14	8.79	1.19
Citizen engagement*	83	8.12	1.82	4	7.75	4.50	12	7.17	2.76	7	7.71	2.69	10	9.60	0.70	15	9.00	1.13
Policy design	84	7.99	1.98	4	7.25	2.75	11	7.55	2.25	12	7.58	2.87	18	8.56	1.50	11	8.27	1.27

\*Significantly different between locations

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Mali?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Staff too inaccessible*	15.2%	33.3%	5.0%	14.3%	0.0%	30.0%
Not exploring alternative policy options	3.0%	13.3%	5.0%	0.0%	4.0%	10.0%
Not adequately sensitive to political/social realities in Mali	27.3%	0.0%	25.0%	14.3%	24.0%	15.0%
Not enough public disclosure of its work	8.3%	6.7%	25.0%	9.5%	12.0%	10.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Not aligned with country priorities	10.6%	6.7%	15.0%	28.6%	8.0%	25.0%
The credibility of its knowledge/data	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	25.0%	13.3%	10.0%	19.0%	16.0%	5.0%
Not willing to honestly criticize policies and reform efforts in the country	5.3%	13.3%	5.0%	0.0%	16.0%	0.0%
Too influenced by developed countries	13.6%	20.0%	15.0%	19.0%	12.0%	20.0%
Imposing technocratic solutions without regard to political realities	9.8%	6.7%	20.0%	23.8%	12.0%	15.0%
World Bank Group's processes too slow	15.2%	13.3%	10.0%	19.0%	12.0%	10.0%
Too bureaucratic in its operational policies and procedures	12.1%	0.0%	5.0%	9.5%	4.0%	10.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	10.6%	0.0%	5.0%	0.0%	12.0%	0.0%
Not client focused	0.8%	6.7%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	3.0%	6.7%	0.0%	4.8%	0.0%	10.0%
Not focused enough on issues that are unique to post-conflict countries*	3.8%	13.3%	5.0%	9.5%	32.0%	0.0%
Inadequate number of World Bank Group staff members located in the country	2.3%	13.3%	0.0%	0.0%	4.0%	5.0%
Other	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	12.1%	13.3%	25.0%	9.5%	16.0%	15.0%

\*Significantly different between locations

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

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
Capacity development	39.6%	46.7%	50.0%	42.9%	52.0%	60.0%
Policy based lending/budget support to the Government	21.6%	26.7%	10.0%	23.8%	24.0%	25.0%
Knowledge products/services*	1.5%	0.0%	15.0%	0.0%	12.0%	10.0%
Investment lending*	67.9%	46.7%	30.0%	47.6%	76.0%	60.0%
Technical assistance	14.2%	6.7%	25.0%	14.3%	28.0%	10.0%
Trust Fund management	3.7%	6.7%	5.0%	4.8%	0.0%	5.0%
Co-financing arrangements	7.5%	0.0%	5.0%	4.8%	4.0%	0.0%
Sector-wide approaches*	23.9%	0.0%	30.0%	23.8%	0.0%	15.0%
Emergency Recovery lending*	4.5%	26.7%	5.0%	4.8%	4.0%	5.0%
Other	3.0%	6.7%	5.0%	4.8%	0.0%	0.0%
Don't know	3.7%	6.7%	10.0%	4.8%	0.0%	0.0%

\*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 Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
Academia/think tanks/research institutes	21.3%	6.3%	10.0%	14.3%	12.0%	13.6%
Donor community	11.8%	0.0%	5.0%	14.3%	0.0%	0.0%
Media	7.4%	12.5%	10.0%	0.0%	0.0%	0.0%
NGOs*	14.7%	43.8%	20.0%	9.5%	28.0%	27.3%
Local Government*	27.2%	75.0%	40.0%	33.3%	56.0%	54.5%
Private sector*	45.6%	6.3%	20.0%	19.0%	28.0%	22.7%
Parliament	2.2%	0.0%	0.0%	4.8%	4.0%	0.0%
Community Based Organizations	20.6%	25.0%	40.0%	33.3%	12.0%	40.9%
Beneficiaries	27.2%	12.5%	20.0%	28.6%	32.0%	13.6%
Foundations	0.0%	0.0%	0.0%	0.0%	4.0%	4.5%
Faith based organizations	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
UN and regional peace keeping forces	0.7%	6.3%	0.0%	4.8%	0.0%	0.0%
Emerging donors	1.5%	6.3%	0.0%	0.0%	0.0%	0.0%
UN agencies	1.5%	0.0%	10.0%	0.0%	8.0%	0.0%
Regional organizations (e.g., WAEMU, ECOWAS, CILSS)	8.1%	0.0%	5.0%	9.5%	12.0%	13.6%
Other	0.7%	0.0%	5.0%	9.5%	0.0%	4.5%
Don't know	2.9%	0.0%	5.0%	4.8%	0.0%	0.0%

\*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali	115	7.49	2.08	9	7.78	3.19	17	6.88	2.34	17	8.06	2.46	22	6.86	2.29	17	6.24	3.13
The World Bank Group's work is aligned with what I consider the development priorities for Mali	99	6.61	2.30	6	8.00	2.53	12	6.17	2.25	14	6.93	2.43	16	5.81	1.87	15	6.47	2.95
The World Bank Group supports programs and strategies that are realistic for Mali	103	7.04	2.27	9	7.44	3.54	12	7.50	2.24	15	7.87	2.59	18	6.56	2.25	17	6.41	2.98
The World Bank Group treats clients and stakeholders in Mali with respect	76	6.70	2.22	5	7.60	2.88	12	6.50	2.28	5	6.80	3.27	12	5.75	2.45	11	5.91	3.62

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

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

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	61	5.79	2.07	5	6.60	2.70	11	4.91	2.30	3	4.67	1.15	5	6.20	1.64	9	5.89	2.98
Flexibility (in terms of the institution's products and services)	63	5.24	2.15	5	4.60	2.61	11	4.73	2.28	4	4.75	2.22	4	5.25	2.63	7	5.29	1.89
Flexibility (in terms of changing country circumstances)	64	5.73	2.06	6	3.50	3.08	12	4.83	2.37	4	7.25	1.89	3	5.67	3.06	6	5.50	1.76
Being inclusive	44	5.98	2.05	5	5.80	3.11	10	6.10	2.33	5	9.00	2.24	4	7.00	2.94	9	6.00	3.00
Openness	71	6.31	2.19	5	7.20	3.11	11	6.45	2.54	6	6.67	3.78	5	6.60	2.79	11	5.55	2.77
Staff accessibility*	78	6.05	2.64	8	2.88	3.18	10	4.40	2.46	3	7.33	2.52	4	5.50	3.11	9	3.78	2.49
Straightforwardness and honesty	68	7.15	2.22	6	6.17	4.45	9	7.00	2.50	4	6.75	2.99	4	6.75	3.30	7	6.86	3.13
Ease of access to the people at the World Bank Group who are making decisions important to my work	65	5.85	2.61	6	3.17	2.79	12	4.83	2.52	3	4.67	1.53	4	5.50	3.11	10	4.80	2.74
Collaboration with groups outside of the Government	66	5.91	2.55	4	5.50	4.65	11	6.18	2.56	6	6.33	2.42	6	7.50	2.07	13	5.62	2.53
Collaboration with the Government	101	8.05	1.79	8	9.13	1.46	13	8.31	1.84	11	7.45	3.05	12	8.50	1.51	17	8.18	1.88
Collaboration with other donors	61	7.56	1.98	4	8.75	1.89	6	8.17	1.83	3	6.33	4.73	7	7.86	2.19	10	7.30	2.54
The speed in which it gets things accomplished on the ground	66	5.98	2.22	7	4.43	3.46	12	6.33	2.77	7	5.57	2.94	6	6.67	1.75	8	6.00	2.51
Being a long-term partner	78	7.96	1.91	7	8.29	2.56	12	8.33	1.67	10	8.00	2.91	13	8.00	1.22	11	7.82	2.71

\*Significantly different between locations

**To be a more effective development partner in Mali, do you believe that the World Bank Group should have... ?\***

(Select only ONE response)

Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
More local presence	71.0%	93.3%	72.2%	60.0%	87.5%	47.4%
The current level of local presence is adequate	16.1%	6.7%	11.1%	15.0%	4.2%	5.3%
Less local presence	1.6%	0.0%	5.6%	5.0%	0.0%	10.5%
Don't know	11.3%	0.0%	11.1%	20.0%	8.3%	36.8%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
The World Bank Group does not do adequate follow through/follow-up	24.4%	46.7%	20.0%	33.3%	40.0%	33.3%
There is not an adequate level of citizen/civil society participation	40.5%	46.7%	35.0%	23.8%	36.0%	28.6%
The World Bank Group is not sensitive enough to political/social realities on the ground*	36.6%	73.3%	10.0%	33.3%	24.0%	38.1%
Lack of/inadequate levels of capacity in Government	29.8%	0.0%	20.0%	9.5%	16.0%	28.6%
Poor donor coordination	6.1%	0.0%	10.0%	19.0%	0.0%	4.8%
The World Bank Group works too slowly	22.9%	20.0%	25.0%	33.3%	28.0%	19.0%
The Government works inefficiently	22.9%	20.0%	15.0%	14.3%	40.0%	19.0%
Political pressures and obstacles	17.6%	13.3%	15.0%	28.6%	16.0%	23.8%
Reforms are not well thought out in light of country challenges	32.1%	6.7%	30.0%	33.3%	28.0%	19.0%
Ongoing conflict and instability	19.8%	26.7%	20.0%	19.0%	20.0%	19.0%
Inadequate funding*	16.8%	13.3%	20.0%	14.3%	24.0%	47.6%
Other	5.3%	0.0%	20.0%	0.0%	4.0%	4.8%

\*Significantly different between locations

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

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	109	8.64	1.89	10	8.40	2.63	12	7.58	2.64	14	7.57	3.67	22	8.55	2.34	16	8.44	1.50
Information and communications technology	95	7.85	2.03	8	9.25	1.75	16	6.88	2.39	14	8.07	2.59	19	8.16	2.24	12	7.58	1.56
Transport	96	8.65	1.54	12	8.67	2.81	15	8.47	1.51	16	8.75	2.05	23	8.87	1.74	15	8.93	1.33
Crime and violence	79	6.06	2.69	6	8.50	2.07	11	5.91	3.59	9	5.89	3.02	20	7.00	2.92	11	7.09	2.07
Regional conflict and tensions	77	6.34	2.75	6	8.50	2.07	11	6.64	2.94	10	6.60	3.27	21	7.52	2.89	11	7.27	2.00
Law and justice*	96	7.56	2.41	8	8.50	1.77	11	7.55	2.21	11	6.00	3.13	20	8.75	1.74	16	8.19	2.23
Urban development	95	8.16	1.75	10	8.40	2.01	15	7.67	1.76	13	8.46	2.57	22	8.68	1.76	16	7.94	1.57
Environmental sustainability	95	8.08	1.78	10	7.40	3.06	15	7.67	2.38	12	9.25	1.29	23	8.70	1.49	14	8.00	1.96
Regulatory framework	83	7.48	1.97	7	7.43	3.31	8	6.88	2.64	9	6.44	2.92	22	7.64	2.52	9	7.33	1.87
Communicable/non-communicable diseases	84	7.33	2.64	8	6.50	3.30	14	7.43	2.47	11	6.73	3.41	22	7.82	2.42	13	7.69	2.18
Poverty reduction	101	8.74	1.64	10	9.00	1.89	15	8.27	1.87	15	8.73	1.91	22	9.23	1.11	18	9.33	1.03
Gender equity	92	6.42	2.83	8	6.00	4.00	13	6.46	2.82	8	5.25	2.66	23	7.70	2.36	13	7.54	2.30
Domestic private sector development	105	8.54	1.69	10	8.60	1.71	16	7.44	1.82	16	8.69	1.96	25	9.00	1.12	18	8.94	1.39
Foreign direct investment*	90	7.79	2.32	8	8.75	1.58	14	6.29	3.12	8	6.13	2.85	21	8.67	1.98	13	7.92	2.14
Local governance and institutions	94	8.00	2.06	9	9.11	1.36	14	8.21	1.48	14	8.07	2.76	23	8.70	1.87	14	9.14	1.03
Water and sanitation	100	8.49	1.77	10	8.90	1.60	16	8.44	2.22	14	9.29	1.14	23	8.91	1.65	18	9.11	1.53
Trade and exports*	84	7.23	2.21	7	9.57	0.79	14	6.79	2.69	8	5.38	2.97	23	7.83	1.90	13	7.92	1.98
Economic growth	97	8.57	1.77	8	9.38	0.92	13	8.92	1.71	14	9.29	1.14	24	9.17	1.24	16	9.38	0.62
Energy	103	8.81	1.84	8	9.75	0.46	14	8.79	1.37	14	9.07	1.33	23	8.96	1.46	20	9.00	1.03
Disaster management	88	6.91	2.62	8	7.25	3.54	12	6.25	3.36	9	8.22	2.91	22	8.14	2.10	12	7.75	1.42
Public sector governance/ reform	102	8.88	1.56	8	9.25	1.04	13	8.69	2.21	15	8.87	1.77	24	9.00	1.64	12	8.92	1.16
Job creation/employment	106	8.59	1.75	11	9.27	1.56	15	7.87	2.50	12	8.67	1.83	23	9.17	1.40	17	9.47	0.72
Social cohesion*	79	6.71	2.72	9	9.22	1.39	10	6.90	2.60	12	6.67	3.20	22	7.77	2.41	12	8.17	2.04
Financial markets*	81	7.02	2.17	4	9.75	0.50	12	6.42	1.98	7	7.86	2.27	18	8.61	1.85	13	8.23	1.48
Equality of opportunity	82	7.06	2.54	8	8.13	3.18	11	6.27	3.04	9	7.00	2.96	19	7.84	2.24	16	8.63	1.54
Health	99	8.68	1.77	10	9.20	1.32	16	8.81	1.80	12	8.58	2.31	25	8.60	2.47	19	9.53	1.02
Rural development	105	9.03	1.27	11	8.55	2.21	16	8.75	1.73	14	9.21	1.48	23	9.39	1.16	19	9.63	0.68
Global/regional integration	84	7.40	2.18	9	7.33	3.24	15	7.53	2.56	6	7.00	3.35	20	8.20	2.38	12	7.83	2.04
Food security	97	8.58	1.74	11	8.64	2.73	16	8.50	2.07	13	9.00	1.47	22	9.18	1.44	17	9.53	0.87
Education	104	9.02	1.49	11	8.45	2.25	16	9.31	1.54	14	9.43	1.09	22	9.36	1.36	16	9.19	0.98
Security/stabilization/ reconstruction	92	8.11	2.11	11	8.82	2.44	13	8.08	2.14	12	9.50	1.00	23	8.83	1.70	15	8.73	1.10
Social protection	87	7.07	2.37	8	6.75	4.50	12	7.00	3.22	12	6.67	3.58	22	8.32	1.94	17	8.29	1.83
Climate change	91	7.57	2.39	9	6.67	4.09	13	7.54	2.26	13	8.62	1.50	21	8.62	1.63	14	8.14	2.25
Agricultural development	107	9.25	1.19	11	9.18	1.08	16	9.00	1.63	14	9.14	1.17	25	9.56	0.87	19	9.58	0.69
Natural resource management	93	7.30	2.70	11	8.00	2.93	15	8.20	2.83	11	8.09	1.92	22	7.86	2.21	17	9.00	1.46

\*Significantly different between locations

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

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	61	5.46	2.79	5	7.60	2.61	6	6.33	3.50	4	6.00	3.27	4	8.00	2.83	8	8.25	2.55
Information and communications technology	47	6.21	2.24	5	7.60	3.91	9	6.78	2.59	4	6.75	4.27	2	6.00	1.41	6	7.17	2.71
Transport	64	7.05	2.05	6	8.33	2.42	11	8.82	1.08	7	6.29	3.73	6	6.67	1.51	10	7.70	2.41
Crime and violence	37	4.59	2.11	4	6.50	3.00	8	4.88	2.85	3	2.67	1.53	2	5.00	2.83	3	5.33	4.16
Regional conflict and tensions	41	4.90	2.28	3	6.67	1.53	7	4.43	2.57	3	3.00	2.00	1	1.00		2	4.50	3.54
Law and justice	50	5.68	2.57	4	7.50	3.00	7	7.00	3.37	5	3.60	2.79	1	6.00		3	6.33	3.06
Urban development	57	6.37	2.01	5	7.60	2.07	12	8.08	2.43	4	6.50	4.04	8	5.75	2.49	9	7.22	3.11
Environmental sustainability	55	6.22	2.28	5	8.40	2.30	12	7.42	2.81	5	7.60	2.51	6	6.33	2.66	7	7.86	2.54
Regulatory framework	46	6.24	2.17	1	7.00		6	5.33	3.27	2	8.00	1.41	4	5.50	1.73	3	7.33	3.79
Communicable/non-communicable diseases	56	6.66	2.20	6	6.00	3.22	10	7.00	3.43	4	6.25	2.99	5	7.60	1.52	8	7.63	2.56
Poverty reduction	74	6.89	2.21	7	7.29	3.04	13	7.54	3.10	8	7.50	2.33	10	6.00	2.31	15	8.07	1.98
Gender equity	53	6.19	2.20	2	8.00	2.83	9	6.33	3.16	3	7.00	2.65	5	6.80	1.10	10	7.10	2.23
Domestic private sector development	63	6.51	2.36	5	7.80	2.95	11	6.91	2.66	6	7.00	3.10	3	6.00	1.73	7	7.14	2.41
Foreign direct investment	44	6.52	2.09	2	8.00	1.41	8	7.63	2.45	1	7.00		2	4.00	1.41	4	6.50	2.65
Local governance and institutions	64	6.34	2.12	5	7.20	2.28	10	7.40	3.27	6	6.17	2.48	4	5.25	1.89	8	8.00	2.20
Water and sanitation	68	6.63	1.84	5	7.80	2.28	13	8.08	2.50	7	7.14	2.48	7	6.86	1.95	8	7.75	2.66
Trade and exports*	48	5.56	1.96	2	9.00	1.41	10	8.10	2.13	3	6.00	2.00	2	5.50	3.54	7	6.57	2.37
Economic growth	71	6.83	2.09	3	9.00	1.00	12	8.42	2.07	7	8.43	1.90	4	6.75	3.20	11	7.27	1.68
Energy	65	6.23	2.35	6	6.83	2.86	11	7.91	2.12	5	7.80	2.17	6	6.33	2.07	7	7.57	2.51
Disaster management	42	5.40	2.60	4	8.25	2.36	8	7.63	2.50	2	3.50	2.12	2	6.00	1.41	5	7.20	2.59
Public sector governance/reform	74	6.54	2.33	6	7.50	3.02	9	7.56	3.00	6	6.83	3.31	6	6.50	2.07	8	7.50	2.07
Job creation/employment	65	5.89	2.19	7	6.71	2.29	12	7.50	2.84	4	5.50	1.73	4	6.75	1.50	9	5.22	2.11
Social cohesion*	48	4.94	2.27	5	8.00	2.12	7	7.71	3.09	1	4.00		2	6.00	2.83	4	5.50	2.08
Financial markets*	40	5.13	2.27	2	7.50	3.54	7	8.00	2.24	1	7.00		2	4.50	2.12	5	7.60	3.05
Equality of opportunity*	45	5.47	2.15	4	8.00	2.45	8	7.00	2.88	5	8.00	2.74	2	8.50	0.71	6	6.50	2.88
Health*	74	7.11	2.04	7	8.86	1.46	12	7.67	2.99	7	8.00	2.00	13	5.85	1.41	16	6.69	2.75
Rural development	75	7.25	2.04	5	9.40	1.34	13	8.00	2.12	10	8.00	2.00	16	6.56	1.71	15	7.47	2.45
Global/regional integration*	43	6.35	2.25	5	7.80	1.79	8	9.75	0.71	1	7.00		4	6.00	2.94	9	6.00	2.78
Food security	65	6.78	2.00	7	7.71	2.14	11	8.45	2.21	6	8.33	2.42	7	6.71	1.80	12	7.08	1.68
Education	81	6.94	2.25	8	7.63	2.56	11	8.82	1.66	8	7.88	2.30	11	7.00	2.49	13	7.38	2.57
Security/stabilization/reconstruction	52	6.12	2.14	6	6.17	3.19	10	8.40	2.50	3	7.67	2.08	6	6.17	2.14	3	6.00	3.61
Social protection*	37	4.97	1.95	3	6.00	4.58	6	8.00	2.45	1	2.00		3	6.67	1.53	5	4.80	2.77
Climate change	51	5.94	2.31	5	7.20	2.95	9	6.89	3.33	5	6.80	2.39	4	7.25	0.96	7	7.43	2.76
Agricultural development	75	7.01	2.08	8	8.25	1.83	13	8.23	2.05	7	8.29	1.60	16	6.63	1.82	15	7.87	1.73
Natural resource management	50	5.92	2.45	5	6.80	2.59	12	7.83	2.69	5	7.20	2.17	3	4.00	2.00	5	6.60	2.07

\*Significantly different between locations

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

Percentage of Respondents	Bamako & Koulikoro						Gao	Kayes	Mopti	Sikasso	Ségou
At the Headquarters (in Washington D.C.)	64.6%						43.8%	65.0%	61.9%	40.0%	40.9%
In the country	8.5%						0.0%	5.0%	14.3%	8.0%	9.1%
Don't know	26.9%						56.3%	30.0%	23.8%	52.0%	50.0%

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?	105	7.07	2.10	9	8.67	1.87	10	6.80	2.15	14	6.64	2.17	10	5.80	2.30	17	6.59	2.29

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?	101	6.86	2.45	4	5.50	4.20	8	7.00	1.93	14	6.86	2.44	9	6.67	2.00	10	7.20	2.25

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

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

(1-Strongly disagree, 10-Strongly agree)

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali	98	6.76	2.16	8	7.00	3.38	8	7.13	2.85	14	6.64	2.53	12	5.75	2.60	16	5.88	2.06
The World Bank Group meets Mali's needs for knowledge services	87	6.09	2.39	5	6.00	3.61	9	6.78	2.77	12	6.75	2.70	9	5.44	2.30	13	5.15	2.44

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Mali?*	67	6.27	2.31	4	7.50	2.08	6	8.00	1.90	5	3.60	2.41	8	7.13	1.55	9	6.11	2.20

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

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

Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Weekly	3.9%	0.0%	0.0%	5.0%	0.0%	0.0%
Monthly	8.6%	6.3%	0.0%	5.0%	4.0%	0.0%
A few times a year	40.6%	12.5%	20.0%	25.0%	28.0%	15.0%
Rarely	27.3%	31.3%	35.0%	30.0%	12.0%	45.0%
Never	19.5%	50.0%	45.0%	35.0%	56.0%	40.0%

\*Significantly different between locations

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

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

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	88	7.22	2.09	5	8.80	2.17	14	6.93	2.89	4	7.75	2.22	13	8.15	1.91	11	6.27	2.10
Include appropriate level of stakeholder involvement during preparation	72	6.39	2.17	3	6.33	3.79	9	5.78	3.19	4	4.75	1.50	10	6.00	1.94	9	5.67	2.12
Are relevant to Mali's development priorities	86	6.99	2.00	6	8.00	2.10	13	6.92	2.84	8	8.38	2.13	8	7.50	1.85	13	6.69	2.18
Lead to practical solutions	82	6.45	2.01	8	8.63	2.39	10	7.30	2.54	7	7.29	2.93	8	7.38	2.26	12	6.33	2.39
Are accessible (well written and easy to understand)	73	6.30	2.26	7	7.43	2.07	10	6.50	3.21	6	6.67	2.73	10	6.70	2.67	7	4.57	1.51
Are source of relevant information on global good practices	76	7.21	2.07	4	8.50	2.38	9	7.78	2.49	6	6.33	2.42	7	6.29	2.69	7	6.43	2.94
Enhance your knowledge and/or skills	85	7.33	2.10	4	5.50	3.11	11	7.18	2.40	6	8.33	2.07	10	7.30	2.16	11	6.91	2.55
Are adequately disseminated	62	6.00	2.27	6	5.83	4.07	13	5.54	3.15	3	4.67	2.31	8	4.25	3.20	7	5.57	2.82
Are translated enough into local language	61	3.52	2.16	5	4.40	4.67	9	3.56	3.88	5	3.60	3.65	11	3.45	3.17	8	5.13	3.09
Are adaptable to Mali's specific development challenges and country circumstances	75	6.88	2.04	6	8.17	3.13	12	6.92	2.54	9	6.78	3.42	9	7.33	2.65	11	7.09	2.59

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	100	7.33	2.11	11	7.73	2.65	10	7.30	2.00	15	7.40	2.64	14	6.86	2.25	15	7.27	2.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	100	7.33	2.12	8	7.75	2.60	10	7.60	1.96	13	7.08	2.06	11	6.36	2.06	16	6.38	2.09

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

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mali's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization	85	6.72	2.09	9	8.11	3.30	11	6.45	2.50	11	5.91	2.47	11	7.36	1.36	11	6.18	2.44
Design	87	6.82	2.05	6	7.50	3.51	10	7.20	2.25	14	6.36	2.13	12	6.75	1.86	12	6.67	2.42
Implementation	90	6.86	2.16	5	6.40	3.51	9	7.00	2.55	15	6.80	2.43	9	7.00	2.45	13	7.54	2.37
Evaluation	88	7.11	2.08	5	7.20	3.11	9	7.11	2.80	13	6.85	2.82	8	7.13	2.53	13	7.69	2.14

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	101	3.53	2.11	10	2.80	3.05	8	3.50	2.93	11	2.91	1.51	14	3.14	1.99	10	3.00	1.89
The World Bank Group effectively monitors and evaluates the projects and programs it supports	104	7.34	2.27	9	8.44	2.30	10	7.80	2.10	13	7.54	2.85	16	6.94	2.67	13	7.15	2.82
The World Bank Group's approvals and reviews are done in a timely fashion	86	5.33	2.23	7	5.86	3.44	6	4.50	3.62	8	3.75	1.91	13	5.15	2.19	11	4.64	2.46
The World Bank Group's "Safeguard Policy" requirements are reasonable	56	5.54	2.17	6	3.33	1.86	4	7.25	3.77	6	7.17	2.32	9	5.22	1.39	9	6.00	3.35
The World Bank Group's conditions on its lending are reasonable	73	5.59	2.66	5	3.20	1.79	4	7.25	2.99	8	4.63	3.25	7	6.29	2.69	8	4.88	3.76
The World Bank Group takes decisions quickly in Mali	75	4.71	2.22	5	3.40	1.82	6	3.33	3.44	6	4.33	1.63	8	4.63	3.07	5	3.40	1.34
Working with the World Bank Group increases Mali's institutional capacity	98	7.06	2.22	9	6.78	3.19	10	7.60	2.32	11	7.55	1.97	15	7.40	2.32	17	7.06	2.08
The World Bank Group ensures consistency and continuity through staff changes	55	6.02	2.42	4	5.00	3.65	5	5.80	2.86	4	7.25	2.75	6	6.67	3.27	2	5.00	2.83
Where country systems are adequate, the World Bank Group makes appropriate use of them	72	6.78	2.50	5	4.80	3.56	5	8.00	3.46	9	7.33	1.73	8	8.00	2.20	9	7.44	2.19
The World Bank Group provides effective implementation support	87	6.75	2.27	8	5.63	2.92	7	7.29	2.69	9	6.78	2.33	11	7.55	2.58	16	6.63	2.13

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

Percentage of Respondents	Bamako & Koulikoro						Gao		Kayes		Mopti		Sikasso		Ségou	
The World Bank Group takes too much risk in Mali	1.9%						0.0%		0.0%		0.0%		0.0%		5.0%	
The World Bank Group does not take enough risk in Mali	39.0%						40.0%		0.0%		29.4%		47.8%		20.0%	
The World Bank Group's approach to risk is appropriate	18.1%						10.0%		15.4%		17.6%		4.3%		5.0%	
Don't know	41.0%						50.0%		84.6%		52.9%		47.8%		70.0%	

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mali?	49	5.47	2.24	4	5.00	4.24	5	3.80	3.11	6	4.50	3.62	6	6.50	2.07	6	5.83	2.23

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

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

Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Mali?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Provide more adequate data/knowledge/statistics/figures on Mali's economy	16.4%	18.8%	40.0%	23.8%	24.0%	27.3%
Collaborate more effectively with Government clients*	17.2%	56.3%	25.0%	19.0%	40.0%	40.9%
Offer more innovative financial products	16.4%	12.5%	15.0%	23.8%	16.0%	9.1%
Improve the competitiveness of its financing compared to markets	8.2%	6.3%	0.0%	9.5%	0.0%	4.5%
Reach out more to groups outside of Government	28.4%	31.3%	35.0%	23.8%	16.0%	18.2%
Improve the quality of its experts as related to Mali's specific challenges	12.7%	12.5%	0.0%	9.5%	16.0%	4.5%
Offer more innovative knowledge services	7.5%	6.3%	15.0%	9.5%	0.0%	13.6%
Ensure greater selectivity in its work	3.7%	12.5%	15.0%	0.0%	0.0%	4.5%
Increase the level of capacity development in the country	22.4%	6.3%	20.0%	33.3%	44.0%	18.2%
Reduce the complexity of obtaining World Bank Group financing	27.6%	6.3%	15.0%	19.0%	28.0%	18.2%
Increase availability of Fee-Based services (e.g., in energy, gas, and water sectors)	10.4%	6.3%	5.0%	9.5%	0.0%	13.6%
Work faster	12.7%	18.8%	5.0%	9.5%	12.0%	4.5%
Increase the level of World Bank Group staffing in Mali's office	6.0%	0.0%	0.0%	0.0%	4.0%	13.6%
Other	2.2%	0.0%	5.0%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Financial services	38.3%	50.0%	30.0%	55.0%	24.0%	59.1%
Knowledge products	9.8%	18.8%	10.0%	10.0%	8.0%	9.1%
Convening services	6.8%	12.5%	5.0%	0.0%	4.0%	0.0%
None of the above	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Mali	33.1%	12.5%	35.0%	20.0%	64.0%	27.3%
Don't know	9.8%	6.3%	20.0%	15.0%	0.0%	4.5%

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Building social safety nets	22.2%	25.0%	20.0%	33.3%	20.0%	31.8%
Strengthening public financial management	61.9%	50.0%	55.0%	76.2%	80.0%	54.5%
Reducing violence	4.0%	6.3%	10.0%	4.8%	4.0%	9.1%
Increasing access to justice systems*	9.5%	31.3%	15.0%	0.0%	0.0%	22.7%
Strengthening security mechanisms	14.3%	6.3%	15.0%	14.3%	16.0%	0.0%
Strengthening conflict resolution mechanisms*	4.8%	25.0%	0.0%	4.8%	0.0%	13.6%
Increasing access to basic services	50.8%	56.3%	65.0%	52.4%	72.0%	54.5%
Building capacity of state institutions	34.9%	18.8%	30.0%	28.6%	44.0%	18.2%
Generating jobs	61.9%	56.3%	65.0%	57.1%	36.0%	59.1%
Improving livelihoods	11.1%	6.3%	10.0%	14.3%	16.0%	9.1%
Increasing cohesion	1.6%	0.0%	0.0%	4.8%	0.0%	9.1%
Stimulating dialogue to promote peace and stability	13.5%	18.8%	15.0%	4.8%	8.0%	13.6%

\*Significantly different between locations

### F. The Future Role of the World Bank Group in Mali (continued)

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Building social safety nets	26.7%	12.5%	35.0%	12.5%	45.8%	40.0%
Strengthening public financial management	21.6%	31.3%	20.0%	18.8%	16.7%	20.0%
Reducing violence*	16.4%	37.5%	25.0%	31.3%	50.0%	30.0%
Increasing access to justice systems	22.4%	0.0%	10.0%	18.8%	16.7%	10.0%
Strengthening security mechanisms*	30.2%	12.5%	35.0%	18.8%	4.2%	10.0%
Strengthening conflict resolution mechanisms	22.4%	18.8%	20.0%	43.8%	37.5%	15.0%
Increasing access to basic services	26.7%	18.8%	30.0%	25.0%	8.3%	30.0%
Building capacity of state institutions	19.8%	12.5%	30.0%	18.8%	25.0%	50.0%
Generating jobs	27.6%	50.0%	35.0%	25.0%	25.0%	15.0%
Improving livelihoods	19.8%	25.0%	15.0%	12.5%	12.5%	15.0%
Increasing cohesion	13.8%	25.0%	10.0%	25.0%	29.2%	20.0%
Stimulating dialogue to promote peace and stability	39.7%	56.3%	35.0%	50.0%	20.8%	45.0%

\*Significantly different between locations

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Mali?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Local newspapers	41.7%	31.3%	30.0%	23.8%	56.0%	31.8%
International newspapers*	12.1%	6.3%	10.0%	14.3%	4.0%	40.9%
Local radio*	3.8%	25.0%	20.0%	19.0%	16.0%	13.6%
International radio	18.9%	31.3%	10.0%	33.3%	4.0%	18.2%
Local television	34.8%	50.0%	35.0%	47.6%	56.0%	40.9%
International television	17.4%	31.3%	25.0%	38.1%	28.0%	27.3%
Periodicals	9.8%	6.3%	5.0%	4.8%	0.0%	4.5%
Internet*	39.4%	18.8%	60.0%	19.0%	16.0%	13.6%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	3.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Blogs	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	9.8%	0.0%	5.0%	0.0%	8.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Blogs	0.8%	6.7%	0.0%	0.0%	0.0%	0.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.7%	40.0%	20.0%	14.3%	36.0%	38.1%
e-Newsletters	38.2%	33.3%	30.0%	47.6%	36.0%	33.3%
Instant messaging	7.6%	0.0%	5.0%	4.8%	0.0%	4.8%
World Bank Group's seminars/workshops/conferences*	32.1%	60.0%	70.0%	52.4%	56.0%	47.6%
World Bank Group's publications and other written materials	42.7%	20.0%	10.0%	38.1%	40.0%	47.6%
Mobile phones*	2.3%	6.7%	30.0%	4.8%	0.0%	4.8%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	4.6%	6.7%	0.0%	9.5%	16.0%	0.0%
World Bank Group's website	28.2%	20.0%	20.0%	19.0%	12.0%	9.5%
Other	2.3%	0.0%	5.0%	4.8%	0.0%	4.8%

\*Significantly different between locations

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

Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Yes	17.8%	12.5%	5.0%	10.0%	0.0%	23.8%
No	82.2%	87.5%	95.0%	90.0%	100.0%	76.2%

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?**

Percentage of Respondents	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
Yes	4.1%	6.7%	0.0%	0.0%	4.2%	5.3%
No	95.9%	93.3%	100.0%	100.0%	95.8%	94.7%

**Were you able to obtain this information?**

Percentage of Respondents	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
Yes	80.0%	100.0%	0.0%	0.0%	0.0%	0.0%
No	20.0%	0.0%	0.0%	0.0%	100.0%	100.0%

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

Percentage of Respondents	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
Yes	99.2%	81.3%	90.0%	89.5%	88.0%	94.7%
No	0.8%	18.8%	10.0%	10.5%	12.0%	5.3%

*\*Significantly different between locations***Do you use/have you used the World Bank Group website?\***

Percentage of Respondents	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
Yes	38.7%	6.3%	10.0%	15.8%	4.0%	15.0%
No	61.3%	93.8%	90.0%	84.2%	96.0%	85.0%

*\*Significantly different between locations***Which do you primarily use?**

Percentage of Respondents	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
The World Bank Group's country website	43.9%	25.0%	66.7%	60.0%	0.0%	72.7%
The World Bank Group's main website	56.1%	75.0%	33.3%	40.0%	100.0%	27.3%

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

Percentage of Respondents	Bamako & Koulikoro					
	Gao	Kayes	Mopti	Sikasso	Ségou	
High speed	69.4%	20.0%	85.7%	44.4%	16.7%	46.7%
Dial-up	30.6%	80.0%	14.3%	55.6%	83.3%	53.3%

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

	Bamako & Koulikoro			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	74	5.05	2.88	6	4.50	4.42	7	2.57	2.07	7	2.86	2.73	5	1.40	0.89	13	2.85	2.03
I find the World Bank Group's websites easy to navigate	48	7.19	2.03	3	6.00	4.58	4	5.00	4.69	2	10.00	0.00	2	5.00	5.66	6	7.17	3.37
I find the information on the World Bank Group's websites useful*	48	7.52	1.62	2	9.50	0.71	4	5.75	4.03	3	9.67	0.58	2	4.50	4.95	4	7.75	2.06
The World Bank Group's social media channels are valuable sources of information about the institution	36	7.11	2.03	3	9.00	1.00	3	4.00	3.00	3	7.00	5.20	2	5.50	6.36	4	8.75	1.89
When I need information from the World Bank Group I know how to find it*	71	6.42	2.94	9	3.89	4.34	6	5.17	3.76	7	4.29	4.15	3	1.00	0.00	10	4.10	3.03
The World Bank Group is responsive to my information requests and inquiries*	50	6.56	2.48	5	2.60	3.58	4	5.25	4.43	3	7.67	2.52	2	3.00	2.83	9	3.89	3.41

*\*Significantly different between locations*

## H. Background Information

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

Percentage of Respondents	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Yes	43.1%	23.1%	15.0%	33.3%	56.0%	45.0%
No	56.9%	76.9%	85.0%	66.7%	44.0%	55.0%

Which of the following agencies of the World Bank Group do you work with in Mali? (Select all that apply)

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
The World Bank (IDA)*	44.3%	21.4%	16.7%	36.8%	62.5%	45.0%
The International Finance Corporation (IFC)	7.4%	7.1%	5.6%	0.0%	4.2%	15.0%
The Multilateral Investment Guarantee Agency (MIGA)	2.5%	0.0%	5.6%	0.0%	0.0%	5.0%
None*	54.9%	78.6%	83.3%	63.2%	37.5%	50.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Bamako & Koulikoro	Gao	Kayes	Mopti	Sikasso	Ségou
Observer	34.4%	50.0%	33.3%	50.0%	12.5%	50.0%
Use World Bank Group reports/data	24.8%	28.6%	33.3%	18.8%	4.2%	18.8%
Engage in World Bank Group related/sponsored events/activities*	20.8%	28.6%	46.7%	0.0%	33.3%	6.3%
Collaborate as part of my professional duties	52.0%	57.1%	26.7%	62.5%	70.8%	43.8%
Use World Bank Group website for information, data, research, etc.	16.0%	7.1%	20.0%	12.5%	0.0%	6.3%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Levels of Collaboration

**Stakeholders who professionally collaborate/work with the World Bank Group N=100 ●**

**Stakeholders who do NOT professionally collaborate/work with the World Bank Group N=144**

### A. General Issues facing Mali

In general would you say that Mali is headed in ...?

Percentage of Respondents	Collaborators	Non-collaborators
The right direction	72.5%	66.4%
The wrong direction	5.5%	3.0%
Not sure	22.0%	30.6%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social protection	3.1%	5.0%
Transport	14.4%	10.8%
Security/stabilization/reconstruction	41.2%	48.2%
Public sector governance/reform	40.2%	36.0%
Global/regional integration	2.1%	1.4%
Gender equity	0.0%	2.2%
Domestic private sector development*	13.4%	5.8%
Foreign direct investment	1.0%	0.0%
Water and sanitation	6.2%	2.9%
Energy	10.3%	7.2%
Regional conflict and tensions	4.1%	1.4%
Job creation/employment	11.3%	18.0%
Rural development*	22.7%	11.5%
Financial markets	0.0%	0.7%
Urban development	1.0%	2.9%
Environmental sustainability	3.1%	0.7%
Equality of opportunity	2.1%	3.6%
Health	13.4%	20.1%
Education	41.2%	48.2%
Poverty reduction	11.3%	10.8%
Food security	10.3%	11.5%
Social cohesion	2.1%	4.3%
Climate change	1.0%	1.4%
Agricultural development	15.5%	10.8%
Trade and exports	1.0%	0.7%
Crime and violence	0.0%	0.0%
Economic growth*	0.0%	5.0%
Law and justice	5.2%	2.9%
Regulatory framework	1.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.7%
Local governance and institutions	1.0%	5.0%
Natural resource management	0.0%	0.7%
Anti corruption	14.4%	15.1%
Disaster management	2.1%	0.0%
Information and communications technology	1.0%	1.4%
Other	2.1%	0.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Water and sanitation	10.1%	7.1%
Equality of opportunity	5.1%	8.5%
Economic growth	25.3%	31.9%
Climate change	0.0%	0.7%
Regional conflict and tensions	4.0%	1.4%
Global/regional integration	2.0%	0.7%
Gender equity	2.0%	0.7%
Rural development	34.3%	34.8%
Urban development	1.0%	1.4%
Regulatory framework	0.0%	0.0%
Local governance and institutions	12.1%	9.2%
Social protection	7.1%	6.4%
Law and justice	8.1%	5.0%
Transport	9.1%	4.3%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	1.0%	0.7%
Information and communications technology	4.0%	0.7%
Security/stabilization/reconstruction	5.1%	12.1%
Anti corruption	33.3%	29.8%
Domestic private sector development	17.2%	14.9%
Foreign direct investment	1.0%	0.0%
Energy	5.1%	7.8%
Public sector governance/reform	22.2%	21.3%
Social cohesion	0.0%	1.4%
Education	19.2%	19.9%
Natural resource management	0.0%	2.1%
Environmental sustainability	1.0%	0.7%
Health	5.1%	9.9%
Agricultural development	18.2%	24.8%
Disaster management	1.0%	0.0%
Job creation/employment	29.3%	29.8%
Financial markets	0.0%	0.0%
Trade and exports	1.0%	0.7%
Food security	12.1%	7.1%
Other	2.0%	0.7%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Energy	21.4%	21.1%
Gender equity	0.0%	0.0%
Equality of opportunity	5.1%	2.1%
Global/regional integration*	7.1%	1.4%
Social protection	0.0%	3.5%
Climate change	0.0%	2.1%
Anti corruption	25.5%	31.7%
Disaster management	1.0%	0.0%
Regional conflict and tensions	1.0%	0.0%
Rural development	31.6%	31.0%
Foreign direct investment*	13.3%	5.6%
Urban development	4.1%	2.1%
Water and sanitation	3.1%	2.1%
Trade and exports	14.3%	12.7%
Information and communications technology	3.1%	4.2%
Regulatory framework	4.1%	2.1%
Communicable/non-communicable diseases	0.0%	0.0%
Social cohesion	3.1%	4.2%
Public sector governance/reform	31.6%	27.5%
Domestic private sector development	28.6%	32.4%
Job creation/employment	12.2%	17.6%
Agricultural development	27.6%	23.2%
Food security	6.1%	4.2%
Transport	10.2%	13.4%
Security/stabilization/reconstruction	6.1%	9.2%
Education	13.3%	13.4%
Natural resource management	7.1%	9.9%
Environmental sustainability	0.0%	1.4%
Health	5.1%	8.5%
Law and justice	2.0%	3.5%
Local governance and institutions	3.1%	5.6%
Crime and violence	0.0%	0.0%
Financial markets	1.0%	2.1%
Other	2.0%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Better employment opportunities for young people	49.4%	35.8%
Better employment opportunities for women	6.2%	10.0%
Greater access to micro-finance for the poor	17.3%	18.3%
Greater voice and participation for citizens to help ensure greater accountability	9.9%	7.5%
Greater access to health and nutrition for citizens	16.0%	17.5%
Better entrepreneurial opportunities	11.1%	12.5%
A growing middle class	7.4%	2.5%
Better opportunity for the poor who live in rural areas	14.8%	15.0%
Better opportunity for the poor who live in urban areas	0.0%	1.7%
Consistent economic growth	17.3%	21.7%
More reliable social safety net*	2.5%	10.8%
Greater equity of fiscal policy	7.4%	7.5%
Education and training that better ensure job opportunity	24.7%	29.2%
Better quality public services	11.1%	8.3%
Other	1.2%	1.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?*	96	6.15	2.54	125	4.44	2.43

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.*	93	6.69	2.27	101	5.69	2.20

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mali solve its most complicated development challenges?*	79	7.09	2.34	73	6.27	2.18

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social protection	4.1%	4.3%
Security/stabilization/reconstruction	17.5%	22.9%
Public sector governance/reform	39.2%	29.3%
Transport	17.5%	19.3%
Poverty reduction	16.5%	20.7%
Global/regional integration	2.1%	1.4%
Gender equity	0.0%	2.1%
Crime and violence	1.0%	0.0%
Rural development	24.7%	26.4%
Domestic private sector development	17.5%	11.4%
Foreign direct investment	1.0%	0.7%
Water and sanitation	5.2%	5.7%
Energy	8.2%	11.4%
Social cohesion	2.1%	1.4%
Job creation/employment	17.5%	20.0%
Financial markets	0.0%	0.0%
Urban development	1.0%	0.7%
Environmental sustainability*	3.1%	0.0%
Equality of opportunity	1.0%	4.3%
Regional conflict and tensions	0.0%	0.0%
Health	22.7%	25.7%
Education	36.1%	35.7%
Food security	9.3%	5.7%
Climate change	0.0%	0.7%
Agricultural development	24.7%	20.0%
Trade and exports	2.1%	2.9%
Economic growth	9.3%	7.9%
Law and justice	2.1%	1.4%
Local governance and institutions	3.1%	5.7%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.7%
Information and communications technology	0.0%	2.1%
Anti corruption	7.2%	8.6%
Disaster management	2.1%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Greatest Value Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	5.3%	9.8%
Data	5.3%	1.5%
Policy advice, studies, analyses	9.5%	6.8%
Financial resources	31.6%	29.5%
Capacity development	23.2%	24.2%
Technical assistance	7.4%	4.5%
Mobilizing third party financial resources	12.6%	9.8%
Donor coordination	3.2%	4.5%
Linkage to non-Bank expertise	0.0%	2.3%
Strategy formulation	1.1%	2.3%
Other	1.1%	4.5%

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

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

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Collaborators		Non-collaborators	
Convening/facilitating	9.8%		6.9%	
Data	0.0%		1.5%	
Policy advice, studies, analyses	9.8%		9.2%	
Financial resources	7.6%		8.4%	
Capacity development	19.6%		19.1%	
Technical assistance	14.1%		16.0%	
Mobilizing third party financial resources	8.7%		6.9%	
Donor coordination	10.9%		13.0%	
Linkage to non-Bank expertise*	10.9%		3.8%	
Strategy formulation	7.6%		12.2%	
Other	1.1%		3.1%	

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

How effectively do the World Bank Group's activities below support Mali's efforts to achieve development results?

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	61	6.72	2.02	70	6.43	2.71
Data	50	6.54	1.84	61	6.72	1.99
Policy advice, studies, analyses*	62	7.40	1.81	69	6.33	2.24
Financial resources	73	7.97	1.98	81	7.46	2.34
Technical assistance*	70	7.56	1.89	80	6.84	2.28
Mobilizing third party financial resources	51	7.08	2.31	69	6.65	2.49
Donor coordination	60	7.18	2.28	68	6.62	2.39
Linkage to non-Bank expertise	48	6.60	2.05	57	5.77	2.30
Strategy formulation*	56	7.36	2.07	60	6.50	2.21

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

The World Bank Group can provide capacity building support in a number of ways in Mali. To which degree would Mali benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	82	7.80	2.12	97	7.56	2.27
The public sector, related to implementation of specific development projects on the ground	82	8.38	1.68	108	8.11	2.05
The public sector, related to changing institutions	72	7.14	2.18	89	7.62	2.05
The private sector, related to institutional and policy change	81	8.11	1.87	94	7.81	1.89

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation*	65	7.58	1.98	61	6.84	2.23
Citizen engagement	47	6.45	2.48	47	6.00	2.84
Policy design*	61	7.44	2.05	54	6.50	2.69

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	71	8.44	1.87	73	8.08	1.95
Citizen engagement	67	8.24	2.05	66	8.32	1.97
Policy design	72	8.31	1.68	67	7.70	2.30

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Mali?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Staff too inaccessible*	8.3%	19.4%
Not exploring alternative policy options	5.2%	3.6%
Not adequately sensitive to political/social realities in Mali	22.9%	24.5%
Not enough public disclosure of its work	7.3%	12.2%
Arrogant in its approach	1.0%	0.0%
Not aligned with country priorities	9.4%	15.8%
The credibility of its knowledge/data	0.0%	0.7%
World Bank Group's processes too complex*	27.1%	12.9%
Not willing to honestly criticize policies and reform efforts in the country	7.3%	4.3%
Too influenced by developed countries	11.5%	18.0%
Imposing technocratic solutions without regard to political realities*	6.3%	15.8%
World Bank Group's processes too slow*	22.9%	7.9%
Too bureaucratic in its operational policies and procedures*	21.9%	2.9%
Not aligned with other donors' work	0.0%	0.0%
Not collaborating enough with non-state actors	7.3%	8.6%
Not client focused	0.0%	1.4%
Its advice and strategies do not lend themselves to practical problem solving	5.2%	2.2%
Not focused enough on issues that are unique to post-conflict countries	8.3%	7.2%
Inadequate number of World Bank Group staff members located in the country	3.1%	3.6%
Other	1.0%	0.0%
Don't know*	8.3%	17.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Capacity development	47.4%	43.9%
Policy based lending/budget support to the Government	21.6%	21.6%
Knowledge products/services	3.1%	5.8%
Investment lending	61.9%	61.2%
Technical assistance	12.4%	18.7%
Trust Fund management	4.1%	3.6%
Co-financing arrangements	7.2%	4.3%
Sector-wide approaches	22.7%	16.5%
Emergency Recovery lending	7.2%	5.0%
Other	2.1%	3.6%
Don't know	2.1%	5.0%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Academia/think tanks/research institutes	21.0%	14.8%
Donor community	12.0%	5.6%
Media*	1.0%	9.9%
NGOs	15.0%	21.1%
Local Government	38.0%	36.6%
Private sector	40.0%	29.6%
Parliament	2.0%	2.1%
Community Based Organizations	22.0%	26.8%
Beneficiaries	22.0%	28.9%
Foundations*	3.0%	0.0%
Faith based organizations	1.0%	0.0%
UN and regional peace keeping forces	1.0%	1.4%
Emerging donors	0.0%	2.1%
UN agencies	3.0%	2.1%
Regional organizations (e.g., WAEMU, ECOWAS, CILSS)	10.0%	7.0%
Other	1.0%	2.8%
Don't know	2.0%	2.8%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali*	92	7.76	2.17	106	6.94	2.40
The World Bank Group's work is aligned with what I consider the development priorities for Mali*	82	7.05	2.10	81	6.06	2.49
The World Bank Group supports programs and strategies that are realistic for Mali*	86	7.40	2.12	88	6.68	2.64
The World Bank Group treats clients and stakeholders in Mali with respect	72	6.90	2.44	50	6.12	2.37

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	53	6.28	2.19	45	5.02	1.88
Flexibility (in terms of the institution's products and services)	50	5.26	1.94	46	5.11	2.32
Flexibility (in terms of changing country circumstances)	50	5.78	2.10	47	5.30	2.33
Being inclusive*	38	6.76	2.39	41	5.71	2.22
Openness*	61	6.92	2.24	51	5.45	2.33
Staff accessibility*	61	6.34	2.54	53	4.64	2.78
Straightforwardness and honesty*	59	7.42	2.28	41	6.29	2.62
Ease of access to the people at the World Bank Group who are making decisions important to my work*	53	6.34	2.60	49	4.53	2.40
Collaboration with groups outside of the Government*	49	6.73	2.55	58	5.52	2.56
Collaboration with the Government	80	8.19	1.79	83	8.00	1.96
Collaboration with other donors	48	7.67	2.23	43	7.60	1.95
The speed in which it gets things accomplished on the ground	56	6.14	2.20	51	5.75	2.56
Being a long-term partner	70	8.01	2.07	62	8.00	1.94

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To be a more effective development partner in Mali, do you believe that the World Bank Group should have... ?

(Select only ONE response)

Percentage of Respondents	Collaborators	Non-collaborators
More local presence	67.8%	72.5%
The current level of local presence is adequate	20.0%	9.9%
Less local presence	3.3%	2.3%
Don't know	8.9%	15.3%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
The World Bank Group does not do adequate follow through/follow-up	24.5%	31.7%
There is not an adequate level of citizen/civil society participation*	30.6%	43.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.6%	37.4%
Lack of/inadequate levels of capacity in Government*	33.7%	18.0%
Poor donor coordination	7.1%	6.5%
The World Bank Group works too slowly*	32.7%	16.5%
The Government works inefficiently*	31.6%	18.0%
Political pressures and obstacles	16.3%	18.0%
Reforms are not well thought out in light of country challenges	24.5%	30.9%
Ongoing conflict and instability	25.5%	17.3%
Inadequate funding	19.4%	20.9%
Other	4.1%	6.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	78	8.18	2.32	104	8.63	2.10
Information and communications technology	75	7.67	2.14	89	8.09	2.09
Transport	76	8.63	1.57	101	8.65	1.85
Crime and violence	64	6.17	2.94	73	6.53	2.67
Regional conflict and tensions	63	6.51	2.97	74	6.82	2.67
Law and justice	77	7.43	2.44	84	7.85	2.42
Urban development	77	8.34	1.68	95	7.99	1.95
Environmental sustainability	75	8.13	1.90	94	8.12	1.95
Regulatory framework	62	7.42	2.28	76	7.26	2.29
Communicable/non-communicable diseases	69	7.16	2.80	85	7.48	2.56
Poverty reduction	82	8.78	1.66	101	8.86	1.57
Gender equity	69	6.75	2.83	89	6.48	2.88
Domestic private sector development	83	8.58	1.61	107	8.56	1.65
Foreign direct investment	64	7.81	2.33	91	7.57	2.52
Local governance and institutions	75	8.00	2.26	94	8.44	1.74
Water and sanitation	81	8.46	1.95	99	8.87	1.52
Trade and exports	66	7.52	2.31	84	7.12	2.23
Economic growth	76	8.87	1.46	96	8.81	1.65
Energy	79	8.67	1.85	103	9.08	1.38
Disaster management	68	7.25	2.63	84	7.20	2.62
Public sector governance/reform	76	8.82	1.65	97	8.93	1.54
Job creation/employment	80	8.76	1.59	104	8.64	1.89
Social cohesion	67	7.09	2.75	79	7.22	2.63
Financial markets	63	7.46	2.11	75	7.39	2.21
Equality of opportunity	62	7.42	2.67	84	7.19	2.53
Health	82	8.61	2.02	101	8.87	1.72
Rural development	82	9.02	1.29	107	9.11	1.42
Global/regional integration	64	7.50	2.38	83	7.57	2.30
Food security	79	8.63	1.90	98	8.83	1.65
Education	78	8.96	1.51	105	9.14	1.49
Security/stabilization/reconstruction	73	8.16	2.21	93	8.62	1.70
Social protection	71	7.30	2.54	88	7.33	2.69
Climate change	74	7.70	2.37	87	7.78	2.41
Agricultural development	87	9.29	1.13	106	9.29	1.16
Natural resource management	77	7.69	2.67	92	7.68	2.54

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	47	6.38	2.95	42	5.67	2.86
Information and communications technology	33	6.97	2.31	41	6.10	2.59
Transport	48	7.50	2.22	56	7.14	2.19
Crime and violence	26	5.27	2.38	33	4.45	2.48
Regional conflict and tensions	26	5.15	2.46	33	4.48	2.45
Law and justice	35	6.09	2.66	38	5.66	2.75
Urban development	47	6.83	2.14	50	6.50	2.52
Environmental sustainability	46	6.87	2.55	47	6.57	2.33
Regulatory framework	31	6.61	2.22	33	5.94	2.32
Communicable/non-communicable diseases	42	6.95	2.55	49	6.59	2.39
Poverty reduction	63	7.37	2.27	65	6.88	2.45
Gender equity*	40	6.90	2.25	43	5.93	2.22
Domestic private sector development	48	6.88	2.35	48	6.48	2.51
Foreign direct investment	26	7.04	1.93	37	6.35	2.24
Local governance and institutions *	48	7.17	2.21	52	6.12	2.31
Water and sanitation	51	6.96	2.03	59	6.95	2.14
Trade and exports	31	6.19	1.83	42	6.05	2.43
Economic growth	54	7.24	2.14	54	7.17	2.17
Energy	47	6.81	2.37	54	6.48	2.39
Disaster management	29	5.97	2.53	36	5.83	2.82
Public sector governance/reform	52	6.83	2.38	58	6.72	2.47
Job creation/employment	49	6.37	1.82	54	5.80	2.67
Social cohesion	32	5.91	2.19	37	5.14	2.80
Financial markets	27	5.96	2.46	33	5.61	2.61
Equality of opportunity	35	6.66	2.30	37	5.68	2.63
Health	60	7.10	2.18	70	6.96	2.28
Rural development	72	7.47	2.18	64	7.28	1.98
Global/regional integration	35	6.80	2.46	37	6.65	2.47
Food security	54	7.30	2.01	54	6.85	2.16
Education	67	7.30	2.25	66	7.11	2.35
Security/stabilization/reconstruction	44	6.50	2.46	39	6.21	2.34
Social protection	29	5.24	2.23	28	5.32	2.64
Climate change	40	6.75	2.50	41	5.78	2.36
Agricultural development	68	7.37	2.04	68	7.21	2.04
Natural resource management	40	6.20	2.74	43	6.40	2.30

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Collaborators	Non-collaborators
At the Headquarters (in Washington D.C.)	59.4%	57.9%
In the country	14.6%	4.3%
Don't know	26.0%	37.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?	79	7.16	2.07	88	6.90	2.27

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?	74	6.96	2.51	75	6.77	2.31

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

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

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali	78	6.85	2.14	79	6.41	2.49
The World Bank Group meets Mali's needs for knowledge services	67	6.48	2.37	69	5.70	2.53

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Mali?	54	6.44	2.33	46	6.41	2.40

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

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

Percentage of Respondents	Collaborators	Non-collaborators
Weekly	5.1%	0.7%
Monthly	10.2%	3.0%
A few times a year	46.9%	21.6%
Rarely	19.4%	35.8%
Never	18.4%	38.8%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	68	7.35	2.19	71	7.27	2.19
Include appropriate level of stakeholder involvement during preparation	61	6.49	2.22	51	5.80	2.23
Are relevant to Mali's development priorities	67	7.39	1.99	70	6.89	2.19
Lead to practical solutions	65	6.89	1.99	64	6.59	2.42
Are accessible (well written and easy to understand)	59	6.68	2.23	57	6.11	2.50
Are source of relevant information on global good practices	59	7.27	2.22	54	7.02	2.24
Enhance your knowledge and/or skills	70	7.44	2.09	60	7.07	2.29
Are adequately disseminated	54	5.98	2.54	48	5.58	2.57
Are translated enough into local language	51	4.00	2.68	50	3.42	2.66
Are adaptable to Mali's specific development challenges and country circumstances	64	7.14	2.20	61	6.84	2.44

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	77	7.53	2.00	88	7.17	2.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	79	7.61	1.92	80	6.85	2.29

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mali's development challenges? (1-To no degree at all, 10-To a very significant degree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization	73	6.85	2.16	66	6.48	2.30
Design	72	6.97	2.19	69	6.58	2.03
Implementation	73	7.21	2.20	69	6.58	2.34
Evaluation	73	7.45	2.23	63	6.79	2.24

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	87	3.51	2.24	70	3.27	2.15
The World Bank Group effectively monitors and evaluates the projects and programs it supports	86	7.30	2.43	82	7.28	2.52
The World Bank Group's approvals and reviews are done in a timely fashion	74	5.27	2.51	60	5.05	2.24
The World Bank Group's "Safeguard Policy" requirements are reasonable	53	5.98	2.45	42	5.19	2.38
The World Bank Group's conditions on its lending are reasonable	59	5.85	2.86	50	5.00	2.78
The World Bank Group takes decisions quickly in Mali	60	4.70	2.37	49	4.16	2.18
Working with the World Bank Group increases Mali's institutional capacity	80	6.93	2.45	82	7.21	2.23
The World Bank Group ensures consistency and continuity through staff changes	51	5.84	2.82	31	5.97	2.34
Where country systems are adequate, the World Bank Group makes appropriate use of them	58	6.79	2.76	54	6.89	2.43
The World Bank Group provides effective implementation support	77	6.77	2.56	64	6.59	2.37

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

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group takes too much risk in Mali	2.3%	0.0%
The World Bank Group does not take enough risk in Mali	37.2%	31.7%
The World Bank Group's approach to risk is appropriate	23.3%	8.7%
Don't know	37.2%	59.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mali?	45	5.80	2.53	34	4.94	2.68

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

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Provide more adequate data/knowledge/statistics/figures on Mali's economy	16.2%	22.7%
Collaborate more effectively with Government clients	28.3%	21.3%
Offer more innovative financial products	19.2%	12.8%
Improve the competitiveness of its financing compared to markets	10.1%	5.0%
Reach out more to groups outside of Government*	15.2%	35.5%
Improve the quality of its experts as related to Mali's specific challenges	10.1%	12.1%
Offer more innovative knowledge services	10.1%	7.8%
Ensure greater selectivity in its work	2.0%	5.7%
Increase the level of capacity development in the country	24.2%	25.5%
Reduce the complexity of obtaining World Bank Group financing	29.3%	19.9%
Increase availability of Fee-Based services (e.g., in energy, gas, and water sectors)*	13.1%	5.7%
Work faster	12.1%	9.9%
Increase the level of World Bank Group staffing in Mali's office	5.1%	5.0%
Other	2.0%	1.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Collaborators	Non-collaborators
Financial services	36.0%	43.5%
Knowledge products	13.0%	9.4%
Convening services	8.0%	3.6%
None of the above	1.0%	1.4%
The combination is appropriate for Mali	35.0%	31.2%
Don't know	7.0%	10.9%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Building social safety nets	24.0%	22.4%
Strengthening public financial management	61.5%	62.7%
Reducing violence	4.2%	6.0%
Increasing access to justice systems	7.3%	12.7%
Strengthening security mechanisms	11.5%	14.9%
Strengthening conflict resolution mechanisms	7.3%	5.2%
Increasing access to basic services	49.0%	57.5%
Building capacity of state institutions	39.6%	27.6%
Generating jobs	58.3%	58.2%
Improving livelihoods	14.6%	10.4%
Increasing cohesion	1.0%	3.0%
Stimulating dialogue to promote peace and stability	17.7%	11.2%

### F. The Future Role of the World Bank Group in Mali (continued)

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Building social safety nets	31.5%	28.5%
Strengthening public financial management	18.0%	23.6%
Reducing violence	27.0%	22.8%
Increasing access to justice systems	20.2%	15.4%
Strengthening security mechanisms*	12.4%	30.9%
Strengthening conflict resolution mechanisms	28.1%	20.3%
Increasing access to basic services	28.1%	22.8%
Building capacity of state institutions	24.7%	22.8%
Generating jobs	27.0%	30.1%
Improving livelihoods	14.6%	20.3%
Increasing cohesion	21.3%	14.6%
Stimulating dialogue to promote peace and stability	41.6%	38.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Mali?

(Choose no more than TWO)

Local newspapers	38.1%	40.6%
International newspapers	8.2%	15.9%
Local radio	6.2%	13.8%
International radio	15.5%	20.3%
Local television	41.2%	37.0%
International television	20.6%	23.2%
Periodicals	9.3%	5.8%
Internet	38.1%	31.2%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	2.1%	2.2%
Blogs	1.0%	0.0%
Mobile phones	2.1%	0.0%
Instant messaging	0.0%	0.0%
Other	9.3%	5.8%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Blogs	0.0%	1.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.0%	28.7%
e-Newsletters	39.0%	36.0%
Instant messaging	7.0%	4.4%
World Bank Group's seminars/workshops/conferences	43.0%	42.6%
World Bank Group's publications and other written materials	38.0%	39.0%
Mobile phones	3.0%	7.4%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	6.0%	5.1%
World Bank Group's website	23.0%	20.6%
Other	2.0%	3.7%

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

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	23.1%	9.4%
No	76.9%	90.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	5.6%	2.3%
No	94.4%	97.7%

Were you able to obtain this information?\*

Percentage of Respondents	Collaborators	Non-collaborators
Yes	100.0%	0.0%
No	0.0%	100.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-collaborators
Yes	96.8%	93.0%
No	3.2%	7.0%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	38.1%	16.4%
No	61.9%	83.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which do you primarily use?

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group's country website	44.2%	56.1%
The World Bank Group's main website	55.8%	43.9%

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

Percentage of Respondents	Collaborators	Non-collaborators
High speed	67.2%	56.1%
Dial-up	32.8%	43.9%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	56	4.93	2.81	56	3.66	2.96
I find the World Bank Group's websites easy to navigate	36	7.22	2.26	29	6.76	3.02
I find the information on the World Bank Group's websites useful	33	7.67	1.67	30	7.17	2.45
The World Bank Group's social media channels are valuable sources of information about the institution	23	7.65	2.25	28	6.68	2.76
When I need information from the World Bank Group I know how to find it*	56	6.34	3.04	50	4.90	3.59
The World Bank Group is responsive to my information requests and inquiries*	41	7.20	2.60	34	4.44	2.96

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## H. Background Information

Which of the following agencies of the World Bank Group do you work with in Mali? (Select all that apply)

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank (IDA)*	90.6%	6.4%
The International Finance Corporation (IFC)*	14.6%	2.4%
The Multilateral Investment Guarantee Agency (MIGA)	4.2%	1.6%
None*	7.3%	93.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Observer*	10.5%	54.7%
Use World Bank Group reports/data	26.3%	22.2%
Engage in World Bank Group related/sponsored events/activities*	32.6%	14.5%
Collaborate as part of my professional duties*	67.4%	40.2%
Use World Bank Group website for information, data, research, etc.*	7.4%	16.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## Appendix E: Responses to Key Questions by Specializations/Sectors

*In instances where more than 15% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Mali, there were 20% of respondents from the agriculture/rural development/food security sector.*

### Agriculture/Rural Development/Food Security Specialists vs. Others

Agriculture/Rural Development/Food Security N=50 ● All Others N=200

#### A. General Issues facing Mali

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

Percentage of Respondents (Responses Combined)	Agriculture/ Rural Development/ Food Security	
	Agriculture/ Rural Development/ Food Security	All Others
Social protection	4.2%	4.7%
Transport	20.8%	10.5%
Security/stabilization/reconstruction	37.5%	47.6%
Public sector governance/reform	27.1%	40.8%
Global/regional integration	2.1%	2.1%
Gender equity	0.0%	1.6%
Domestic private sector development*	18.8%	6.3%
Foreign direct investment	0.0%	0.5%
Water and sanitation	4.2%	4.2%
Energy	6.3%	8.9%
Regional conflict and tensions	2.1%	2.6%
Job creation/employment	16.7%	13.6%
Rural development*	35.4%	11.0%
Financial markets	0.0%	0.5%
Urban development	4.2%	1.6%
Environmental sustainability	4.2%	1.0%
Equality of opportunity	2.1%	3.7%
Health	8.3%	19.4%
Education*	29.2%	49.7%
Poverty reduction	8.3%	11.5%
Food security*	20.8%	7.9%
Social cohesion	2.1%	3.7%
Climate change*	4.2%	0.5%
Agricultural development*	25.0%	9.4%
Trade and exports	0.0%	1.0%
Crime and violence	0.0%	0.0%
Economic growth	0.0%	4.2%
Law and justice	4.2%	4.7%
Regulatory framework	0.0%	0.5%
Communicable/non-communicable diseases	0.0%	0.5%
Local governance and institutions	4.2%	3.1%
Natural resource management	0.0%	0.5%
Anti corruption	8.3%	15.7%
Disaster management	0.0%	1.0%
Information and communications technology	0.0%	1.6%
Other	0.0%	1.6%

\*Significantly different between specializations

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

Percentage of Respondents (Responses Combined)	Agriculture/ Rural Development/ Food Security		All Others
Water and sanitation	12.2%		7.1%
Equality of opportunity	6.1%		7.1%
Economic growth	18.4%		32.1%
Climate change*	2.0%		0.0%
Regional conflict and tensions	4.1%		2.0%
Global/regional integration*	4.1%		0.5%
Gender equity	0.0%		1.0%
Rural development*	46.9%		31.1%
Urban development	0.0%		1.5%
Regulatory framework	0.0%		0.0%
Local governance and institutions*	2.0%		13.3%
Social protection	4.1%		7.7%
Law and justice	10.2%		4.6%
Transport	4.1%		6.6%
Crime and violence	0.0%		0.0%
Communicable/non-communicable diseases	0.0%		0.5%
Information and communications technology	4.1%		1.0%
Security/stabilization/reconstruction	8.2%		9.2%
Anti corruption	32.7%		29.6%
Domestic private sector development	24.5%		13.8%
Foreign direct investment	0.0%		0.5%
Energy	6.1%		7.1%
Public sector governance/reform	22.4%		21.9%
Social cohesion	0.0%		1.0%
Education	12.2%		23.0%
Natural resource management	0.0%		1.5%
Environmental sustainability	2.0%		1.0%
Health	2.0%		9.7%
Agricultural development	28.6%		20.9%
Disaster management	0.0%		0.5%
Job creation/employment	24.5%		31.1%
Financial markets	0.0%		0.0%
Trade and exports	2.0%		0.5%
Food security	14.3%		7.7%
Other	0.0%		1.5%

\*Significantly different between specializations

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

Percentage of Respondents (Responses Combined)	Agriculture/ Rural Development/ Food Security	
		All Others
Energy	20.8%	21.3%
Gender equity	0.0%	0.0%
Equality of opportunity	4.2%	3.0%
Global/regional integration	6.3%	4.1%
Social protection	0.0%	2.5%
Climate change*	4.2%	0.5%
Anti corruption	18.8%	29.4%
Disaster management	0.0%	0.5%
Regional conflict and tensions	0.0%	0.5%
Rural development	35.4%	30.5%
Foreign direct investment	4.2%	8.6%
Urban development	2.1%	3.0%
Water and sanitation	2.1%	2.5%
Trade and exports	18.8%	12.7%
Information and communications technology	6.3%	3.6%
Regulatory framework	0.0%	3.6%
Communicable/non-communicable diseases	0.0%	0.0%
Social cohesion	4.2%	4.6%
Public sector governance/reform	25.0%	28.9%
Domestic private sector development	27.1%	32.0%
Job creation/employment	14.6%	16.8%
Agricultural development*	35.4%	21.8%
Food security*	10.4%	3.6%
Transport	16.7%	11.2%
Security/stabilization/reconstruction	10.4%	7.1%
Education	14.6%	12.7%
Natural resource management	6.3%	10.7%
Environmental sustainability	2.1%	0.5%
Health	2.1%	8.1%
Law and justice	0.0%	3.6%
Local governance and institutions	6.3%	4.1%
Crime and violence	0.0%	0.0%
Financial markets	2.1%	2.0%
Other	0.0%	1.0%

\*Significantly different between specializations

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

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

Percentage of Respondents (Responses Combined)	Agriculture/ Rural Development/ Food Security	
		All Others
Social protection	2.1%	5.1%
Security/stabilization/reconstruction	22.9%	20.5%
Public sector governance/reform	25.0%	34.4%
Transport	16.7%	19.5%
Poverty reduction	20.8%	17.9%
Global/regional integration	2.1%	1.5%
Gender equity	0.0%	1.5%
Crime and violence	0.0%	0.5%
Rural development*	37.5%	22.6%
Domestic private sector development	16.7%	13.8%
Foreign direct investment	0.0%	1.0%
Water and sanitation	2.1%	6.2%
Energy	8.3%	11.3%
Social cohesion	2.1%	1.5%
Job creation/employment	27.1%	17.4%
Financial markets	0.0%	0.0%
Urban development	0.0%	1.0%
Environmental sustainability	0.0%	1.5%
Equality of opportunity	0.0%	3.6%
Regional conflict and tensions	0.0%	0.0%
Health	16.7%	26.2%
Education	29.2%	38.5%
Food security*	18.8%	3.6%
Climate change*	2.1%	0.0%
Agricultural development	27.1%	20.5%
Trade and exports	4.2%	2.6%
Economic growth	6.3%	8.7%
Law and justice	2.1%	1.5%
Local governance and institutions	0.0%	5.6%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.5%
Information and communications technology	0.0%	1.0%
Anti corruption	10.4%	7.2%
Disaster management	0.0%	1.0%

\*Significantly different between specializations

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

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

	Agriculture/Rural Development/Food Security			All Others		
	N	Mean	SD	N	Mean	SD
Anti corruption	37	8.03	2.49	152	8.53	2.14
Information and communications technology	34	7.53	2.18	137	7.95	2.12
Transport	38	8.63	1.60	146	8.69	1.72
Crime and violence	30	6.37	2.75	111	6.30	2.79
Regional conflict and tensions	31	6.81	2.66	111	6.68	2.83
Law and justice	33	7.52	2.44	135	7.68	2.40
Urban development	37	8.24	1.72	140	8.12	1.88
Environmental sustainability	39	8.49	1.45	136	8.03	2.04
Regulatory framework	28	7.36	2.04	117	7.34	2.31
Communicable/non-communicable diseases	35	7.54	2.57	123	7.29	2.71
Poverty reduction	36	9.00	1.15	151	8.79	1.68
Gender equity	31	6.90	2.76	132	6.46	2.86
Domestic private sector development	42	8.50	1.74	153	8.56	1.65
Foreign direct investment	30	7.77	2.24	129	7.66	2.48
Local governance and institutions	34	8.03	2.14	139	8.28	1.96
Water and sanitation	40	8.60	1.52	146	8.67	1.79
Trade and exports	32	7.81	1.97	123	7.20	2.32
Economic growth	35	8.63	1.48	144	8.90	1.56
Energy	37	8.57	1.71	150	9.01	1.56
Disaster management	33	7.52	2.33	124	7.09	2.71
Public sector governance/reform	34	8.53	1.78	145	8.96	1.52
Job creation/employment	36	8.72	1.68	154	8.71	1.76
Social cohesion	31	7.26	2.38	119	7.14	2.72
Financial markets	27	7.04	2.24	113	7.48	2.12
Equality of opportunity	31	7.71	2.16	119	7.12	2.64
Health	36	8.58	1.92	149	8.75	1.88
Rural development	42	9.12	1.17	151	9.03	1.45
Global/regional integration	29	8.17	1.71	123	7.31	2.45
Food security	39	8.85	1.53	143	8.69	1.83
Education	39	8.95	1.41	148	9.06	1.55
Security/stabilization/reconstruction	33	8.06	1.92	140	8.44	1.99
Social protection	31	7.84	1.85	133	7.16	2.78
Climate change	35	8.03	1.90	131	7.63	2.52
Agricultural development	42	9.40	0.91	156	9.22	1.24
Natural resource management	38	7.71	2.42	137	7.64	2.65

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

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

	Agriculture/Rural Development/Food Security			All Others		
	N	Mean	SD	N	Mean	SD
Anti corruption	14	6.79	2.29	75	5.88	2.95
Information and communications technology	15	7.00	2.24	60	6.30	2.49
Transport	21	7.76	1.97	86	7.20	2.22
Crime and violence*	13	6.08	2.40	47	4.30	2.22
Regional conflict and tensions*	14	6.29	2.16	47	4.36	2.34
Law and justice*	14	7.21	2.33	60	5.63	2.62
Urban development	19	6.74	1.63	80	6.65	2.46
Environmental sustainability	23	7.22	2.02	72	6.69	2.45
Regulatory framework	14	6.79	2.04	52	6.19	2.32
Communicable/non-communicable diseases	23	6.70	1.99	71	6.75	2.60
Poverty reduction	30	7.17	2.17	102	7.11	2.38
Gender equity*	23	7.22	1.91	63	6.10	2.29
Domestic private sector development	25	7.36	1.96	74	6.55	2.42
Foreign direct investment	15	7.07	1.75	50	6.50	2.19
Local governance and institutions	21	6.57	2.06	81	6.64	2.36
Water and sanitation	25	6.76	1.85	88	7.03	2.12
Trade and exports	19	6.53	1.74	57	6.02	2.30
Economic growth	26	7.23	1.86	84	7.25	2.08
Energy	24	7.21	2.08	81	6.53	2.40
Disaster management	15	6.40	2.29	52	5.69	2.74
Public sector governance/reform	22	7.05	2.15	90	6.77	2.46
Job creation/employment	25	6.24	1.79	80	6.05	2.41
Social cohesion	13	5.46	1.33	58	5.55	2.73
Financial markets	14	6.57	1.50	48	5.50	2.68
Equality of opportunity	18	6.83	2.04	55	5.85	2.56
Health	29	7.24	1.90	104	6.99	2.31
Rural development	38	7.71	1.77	100	7.33	2.06
Global/regional integration	19	7.26	2.02	56	6.50	2.54
Food security	31	7.42	1.86	80	7.00	2.12
Education	26	7.73	1.87	108	7.15	2.29
Security/stabilization/reconstruction	19	7.21	2.04	66	6.17	2.43
Social protection	13	6.31	1.60	47	5.15	2.55
Climate change	20	6.05	1.73	64	6.36	2.61
Agricultural development	35	7.80	1.73	103	7.21	2.00
Natural resource management*	22	7.18	2.13	60	6.00	2.46

\*Significantly different between specializations

## Appendix F: Responses to All Questions by Year<sup>1</sup>

FY '02 Response Number = 176 • FY '07 Response Number = 365 • FY '14 Response Number = 260

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

	FY 2002			FY 2007			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?^*	175	6.66	2.21	353	4.18	2.32	234	5.18	2.61

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

^Significantly different between FY14 and FY02 country surveys; \*Significantly different between FY14 and FY07 country surveys

	FY 2002			FY 2007			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.^*	165	6.80	1.98	342	5.75	1.93	204	6.15	2.26

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

^Significantly different between FY14 and FY02 country surveys; \*Significantly different between FY14 and FY07 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2002			FY 2007			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali^*	173	4.34	2.68	337	5.93	1.97	208	7.32	2.33
The World Bank Group's work is aligned with what I consider the development priorities for Mali^*	168	4.71	2.82	337	5.72	1.92	170	6.56	2.34
The World Bank Group supports programs and strategies that are realistic for Mali*	169	6.86	2.28	333	5.67	1.93	182	7.03	2.42
The World Bank Group treats clients and stakeholders in Mali with respect*	167	6.31	2.51	328	5.80	1.98	128	6.55	2.47

^Significantly different between FY14 and FY02 country surveys; \*Significantly different between FY14 and FY07 country surveys

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

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

	FY 2002			FY 2007			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption				328	6.52	2.50	92	6.05	2.93
Law and justice*	136	5.48	2.27	313	6.71	2.51	75	5.87	2.67
Urban development				323	6.43	2.21	99	6.67	2.31
Regulatory framework	143	6.30	1.95	310	6.73	2.15	66	6.32	2.26
Poverty reduction^	164	6.25	1.98	335	7.04	2.34	133	7.14	2.33
Gender equity	142	6.48	2.27	321	6.45	2.21	86	6.40	2.24
Domestic private sector development	162	6.65	2.15	329	6.81	2.03	101	6.72	2.38
Economic growth	159	6.96	2.14	330	6.99	2.16	112	7.21	2.11
Public sector governance/reform^	159	5.60	2.25	321	6.62	2.07	114	6.83	2.40
Health	158	6.75	2.24	327	6.67	2.14	135	7.05	2.23
Education^*	162	6.54	2.30	331	6.72	2.28	136	7.24	2.28
Social protection*	139	5.11	2.36	322	6.35	2.17	60	5.40	2.42
Agricultural development				334	7.28	2.05	141	7.32	2.02

^Significantly different between FY14 and FY02 country surveys; \*Significantly different between FY14 and FY07 country surveys

<sup>1</sup> Only those questions that were asked in the FY '02, FY'07, and FY '14 country surveys, with similar response scales/options, are presented.

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

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

	FY 2002			FY 2007			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly <sup>^*</sup>	124	4.87	2.83	172	4.91	2.26	165	3.41	2.19
The World Bank Group effectively monitors and evaluates the projects and programs it supports <sup>*</sup>	126	7.63	2.23	175	6.46	1.97	174	7.24	2.51
The World Bank Group's conditions on its lending are reasonable				323	5.59	2.40	116	5.44	2.83
Working with the World Bank Group increases Mali's institutional capacity <sup>*</sup>	131	7.20	2.26	188	6.37	1.78	171	7.06	2.31

<sup>^</sup>Significantly different between FY14 and FY02 country surveys; <sup>\*</sup>Significantly different between FY14 and FY07 country surveys

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2007	FY 2014
Yes	14.3%	25.4%
No	85.7%	74.6%

<sup>\*</sup>Significantly different between FY14 and FY07 country surveys

Which do you primarily use?

Percentage of Respondents	FY 2007	FY 2014
The World Bank Group's country website	55.1%	50.5%
The World Bank Group's main website	44.9%	49.5%

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

Indicator Question	Currently, do you professionally collaborate/work with the WBG in your country?		Which of the following describes most of your exposure to the World Bank Group in Mali? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the WBG's effectiveness in Mali.	5.69	6.69	6.41	6.00	6.21	6.48	6.40	5.93	5.98	6.54	6.26	6.45
To what extent do you believe the WBG's staff is well prepared to help Mali solve its most complicated development challenges?	6.27	7.09	6.76	6.78	6.80	6.67	6.92	6.32	6.31	7.18	6.84	6.19
Overall the WBG currently plays a relevant role in development in Mali	6.94	7.76	7.48	7.05	7.32	7.36	7.45	6.98	6.82	7.82	7.33	7.32
The WBG's work is aligned with what I consider the development priorities for Mali	6.06	7.05	6.63	6.26	6.56	6.36	6.57	6.35	6.10	6.90	6.61	5.95
Responsiveness	5.02	6.28	6.06	4.77	5.67	5.74	5.97	4.87	4.67	6.46	5.74	5.43
Flexibility (in terms of the institution's products and services)	5.11	5.26	5.33	4.56	4.97	5.46	5.45	4.21	4.76	5.37	5.04	5.62
Flexibility (in terms of changing country circumstances)	5.30	5.78	5.71	4.88	5.47	5.54	5.82	4.54	4.70	6.02	5.50	5.44
Being inclusive	5.71	6.76	6.69	5.21	6.04	6.65	6.45	5.41	5.55	6.75	6.24	6.00
Openness	5.45	6.92	6.56	5.21	6.21	6.17	6.34	5.76	5.60	6.57	6.11	6.69
Staff accessibility*	4.64	6.34	5.99	4.26	5.51	5.48	5.64	5.07	4.70	6.03	5.49	5.56
Straightforwardness and honesty	6.29	7.42	7.35	5.93	6.80	7.28	7.23	6.00	5.95	7.61	7.00	6.62
Ease of access to the people at the WBG who are making decisions important to my work*	4.53	6.34	6.21	3.66	5.19	6.04	5.54	5.13	4.76	5.88	5.47	5.13
Collaboration with groups outside of the Government	5.52	6.73	6.25	5.29	5.97	5.75	6.09	5.35	5.40	6.40	5.98	5.63
Collaboration with the Government	8.00	8.19	8.37	7.70	8.24	7.92	8.23	7.94	7.63	8.60	8.22	7.81
Collaboration with other donors	7.60	7.67	7.84	7.30	7.83	7.36	7.87	7.14	6.87	8.37	7.69	7.67
The speed in which it gets things accomplished on the ground	5.75	6.14	6.03	5.41	5.78	5.97	6.05	5.19	5.37	6.17	5.81	5.93
Being a long-term partner	8.00	8.01	8.09	7.97	8.02	8.15	8.28	7.49	7.68	8.38	8.06	8.06
To what extent does the WBG's work help to achieve	6.90	7.16	6.96	6.80	6.79	7.24	7.08	6.33	6.61	7.15	6.97	6.47
To what extent does the WBG help to build/ strengthen existing country systems in Mali?	6.77	6.96	6.93	6.53	6.65	7.24	6.92	6.49	6.68	6.92	6.86	6.50
The WBG's financial instruments meet the needs of Mali	6.41	6.85	6.93	5.80	6.42	7.11	6.76	5.97	6.13	6.93	6.56	6.77
The WBG meets Mali's needs for knowledge services	5.70	6.48	6.29	5.50	5.87	6.64	6.01	6.23	5.71	6.32	6.25	5.00
The WBG's knowledge work and activities adaptable to Mali's specific development challenges and country circumstances	6.84	7.14	6.96	6.85	6.97	6.83	7.19	6.20	6.25	7.35	7.04	6.29
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.17	7.53	7.26	7.19	7.21	7.33	7.41	6.72	6.88	7.52	7.25	7.16
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.85	7.61	7.44	6.91	7.09	7.83	7.39	7.00	6.97	7.54	7.24	7.57
The WBG takes decisions quickly in Mali	4.16	4.70	4.80	3.54	4.48	4.37	4.42	4.54	3.75	4.98	4.57	3.73
Where country systems are adequate, the WBG makes appropriate use of them	6.89	6.79	6.80	6.68	6.75	6.79	7.07	5.79	6.33	7.05	6.81	6.30

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix H: Indicator Questions by Stakeholder Groups

Indicator Question	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the WBG's effectiveness in Mali.	16	7.13	1.54	50	6.18	2.34	43	6.35	2.64	19	5.79	2.04	26	6.27	2.25	7	5.71	1.25	12	4.58	1.93	26	5.85	1.87
To what extent do you believe the WBG's staff is well prepared to help Mali solve its most complicated development challenges?	12	7.92	1.56	41	6.90	2.44	30	7.13	2.16	16	5.81	2.01	24	6.38	2.30	5	6.00	2.24	9	5.67	2.29	21	6.14	2.13
Overall the WBG currently plays a relevant role in development in Mali	17	8.41	1.37	50	7.66	2.17	40	6.98	2.70	19	6.47	2.44	26	7.62	2.16	7	7.43	2.51	16	6.31	1.92	28	7.57	2.46
The WBG's work is aligned with what I consider the development priorities for Mali	17	7.35	1.77	43	6.88	2.30	24	6.58	2.64	18	6.33	2.74	23	6.22	2.13	4	6.25	2.50	15	5.07	2.28	24	7.17	1.90
Responsiveness	12	7.00	2.09	24	6.21	2.32	13	5.62	2.18	11	4.45	1.44	12	5.25	2.09	4	5.50	2.08	10	5.80	2.35	13	5.38	1.80
Flexibility (in terms of the institution's products and services)	9	5.33	1.73	25	4.92	1.98	13	5.15	2.30	12	4.83	1.47	10	5.30	2.79	4	6.75	3.77	9	5.22	2.44	16	5.25	1.95
Flexibility (in terms of changing country circumstances)	9	6.44	2.07	25	6.08	1.71	14	5.14	2.48	12	5.00	1.91	9	5.56	3.00	3	5.00	2.65	11	5.09	2.43	18	5.78	2.34
Being inclusive	5	6.80	2.17	18	7.44	2.06	15	6.33	2.55	12	5.17	2.29	7	6.00	2.65	4	6.25	1.50	7	5.57	2.15	13	5.85	2.51
Openness	11	6.73	2.53	31	7.06	2.17	16	5.81	2.29	12	5.50	2.24	8	5.38	2.77	4	6.25	2.22	12	5.83	2.41	19	6.47	2.59
Staff accessibility*	13	7.31	2.59	26	6.08	2.46	17	4.18	2.88	14	5.36	2.87	11	4.18	2.40	5	6.80	2.59	11	4.64	2.58	18	5.89	2.93
Straightforwardness and honesty	11	8.00	1.00	23	7.17	2.59	13	6.92	2.50	13	7.00	2.68	11	6.64	3.11	4	6.25	2.63	9	6.33	2.06	18	7.17	2.64
Ease of access to the people at the WBG who are making decisions important to my work*	10	7.20	2.70	25	6.12	2.44	15	4.07	2.49	14	4.79	3.02	12	4.42	2.43	5	5.20	0.84	7	4.71	1.60	15	6.47	2.67
Collaboration with groups outside of the Government	5	7.20	3.03	24	6.08	2.43	14	5.57	2.14	15	5.07	2.89	17	6.65	2.78	5	6.40	2.88	12	5.92	2.27	18	6.44	2.75
Collaboration with the Government	13	8.31	1.44	43	8.33	1.92	32	8.06	2.08	14	7.57	1.91	19	8.53	1.54	6	7.67	2.34	15	7.47	2.03	23	8.22	1.65
Collaboration with other donors	5	8.00	1.00	24	7.92	1.82	11	7.09	2.81	10	7.20	2.30	12	6.92	2.19	2	7.00	2.83	11	7.55	2.30	17	8.06	2.01
The speed in which it gets things accomplished on the ground	10	6.50	1.51	27	5.93	2.02	20	5.30	2.89	12	5.50	2.02	10	6.50	3.14	2	6.50	2.12	12	6.00	2.30	15	6.13	2.67
Being a long-term partner	14	8.43	1.45	31	8.45	1.79	24	8.04	2.31	12	7.33	2.57	17	7.53	2.10	5	7.60	2.07	10	8.00	1.49	21	8.00	2.10
To what extent does the WBG's work help to achieve development results in Mali?	16	7.88	1.82	42	6.95	2.15	36	7.33	2.23	16	6.31	2.24	18	7.17	2.15	8	7.63	2.56	13	5.46	1.51	24	7.13	2.01
To what extent does the WBG help to build/strengthen existing country systems in Mali?	16	7.75	2.49	40	7.13	2.19	25	7.04	2.52	17	6.29	2.78	15	6.60	2.59	8	6.50	2.33	13	5.38	1.85	19	7.11	2.11
The WBG's financial instruments meet the needs of Mali	14	7.50	1.51	46	6.50	2.35	27	6.85	2.61	18	6.56	1.89	13	6.38	2.69	8	6.38	2.77	14	5.93	2.46	21	6.67	2.18
The WBG meets Mali's needs for knowledge services	12	6.67	2.39	41	6.00	2.50	20	5.85	2.56	15	5.80	1.90	11	5.73	2.83	6	7.17	2.48	15	5.00	2.59	18	6.78	2.37
The WBG's knowledge work and activities adaptable to Mali's specific development challenges and country circumstances	12	7.33	1.67	36	7.33	2.40	21	7.29	2.57	16	6.75	2.14	12	6.50	2.78	5	7.40	2.79	9	5.56	1.67	16	6.63	2.16
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	14	7.93	1.77	44	7.73	2.00	32	7.47	2.36	16	6.25	1.53	20	7.30	2.60	8	6.88	3.23	15	6.67	1.99	21	7.29	2.17
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	15	8.07	1.58	43	7.42	2.01	28	6.89	2.22	16	6.56	2.45	18	7.33	2.43	8	7.63	2.20	15	6.40	1.88	20	7.35	2.01
The WBG takes decisions quickly in Mali	12	5.50	2.32	25	4.52	2.54	18	4.22	2.13	13	4.08	1.50	10	4.20	2.74	6	3.83	1.83	13	4.69	2.36	16	4.31	2.52
Where country systems are adequate, the WBG makes appropriate use of them	10	7.00	1.76	33	6.88	2.70	18	7.50	2.66	16	6.56	2.48	9	6.67	3.32	7	5.43	2.88	9	6.78	1.56	14	6.64	3.18

\*Significantly different between stakeholder groups

## Appendix I: Mali FY 2014 Questionnaire



### **World Bank Group Client Survey FY14 – Mali**

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

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

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

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

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

#### **SECTION A: GENERAL ISSUES FACING MALI**

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

**SECTION A: GENERAL ISSUES**

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

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mali? (Choose no more than THREE)</b>			
1	Water and sanitation	19	Anti corruption
2	Equality of opportunity (i.e., equity)	20	Domestic private sector development
3	Economic growth	21	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	22	Energy
5	Regional conflict and tensions	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Global/regional integration	24	Social cohesion
7	Gender equity	25	Education
8	Rural development	26	Natural resource management (e.g., oil, gas, mining)
9	Urban development	27	Environmental sustainability
10	Regulatory framework	28	Health
11	Local governance and institutions	29	Agricultural development
12	Social protection (e.g., pensions, targeted social assistance)	30	Disaster management
13	Law and justice (e.g., judicial system)	31	Job creation/employment
14	Transport (e.g., roads, bridges, transportation)	32	Financial markets
15	Crime and violence	33	Trade and exports
16	Communicable/non-communicable diseases	34	Food security
17	Information and communications technology	35	Other (please specify): _____
18	Security/stabilization/reconstruction		

**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**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Mali? (Choose no more than THREE)</b>			
1	Energy	18	Social cohesion
2	Gender equity	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	20	Domestic private sector development
4	Global/regional integration	21	Job creation/employment
5	Social protection (e.g., pensions, targeted social assistance)	22	Agricultural development
6	Climate change (e.g., mitigation, adaptation)	23	Food security
7	Anti corruption	24	Transport (e.g., roads, bridges, transportation)
8	Disaster management	25	Security/stabilization/reconstruction
9	Regional conflict and tensions	26	Education
10	Rural development	27	Natural resource management (e.g., oil, gas, mining)
11	Foreign direct investment	28	Environmental sustainability
12	Urban development	29	Health
13	Water and sanitation	30	Law and justice (e.g., judicial system)
14	Trade and exports	31	Local governance and institutions
15	Information and communications technology	32	Crime and violence
16	Regulatory framework	33	Financial markets
17	Communicable/non-communicable diseases	34	Other (please specify): _____

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mali? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

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

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

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

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

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mali?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional development, training for staff at state institutions)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Mali's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B6</b>	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Strategy formulation (e.g., PRSP assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>The World Bank Group can provide capacity building support in a number of ways in Mali. To which degree would Mali benefit, if capacity building were to support...?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	<b>The private sector</b> , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mali? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B19</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>When thinking about how to improve capacity building in Mali to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B22</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B25. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mali? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Mali
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

<b>B26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mali? (Choose no more than TWO)</b>	
1	Capacity development (e.g., institutional development, training for staff at state institutions)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

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

**B27. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., West African Economic and Monetary Union (WAEMU), Economic Community of West African States (ECOWAS), Permanent Interstate Committee for Drought Control in the Sahel (CILSS))
16	Other (please specify): _____
17	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B28</b>	Overall the World Bank Group currently plays a relevant role in development in Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29</b>	The World Bank Group's work is aligned with what I consider the development priorities for Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30</b>	The World Bank Group supports programs and strategies that are realistic for Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B31</b>	The World Bank Group treats clients and stakeholders in Mali with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following?</b>		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B32</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B44</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B45. To be a more effective development partner in Mali, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

**B46. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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

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

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mali?** (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C3. Where are the World Bank Group's decisions made primarily that support the program in Mali? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Mali?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

<b>To what extent do you agree with the following statements about the World Bank Group in Mali?</b>													
		Strongly disagree										Strongly agree	Don't know
<b>C6</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>C7</b>	The World Bank Group meets Mali's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Mali?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Mali, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Mali's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adaptable to Mali's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not significant at all										Very significant	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not significant at all										Very significant	Don't know

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Very low technical quality										Very high technical quality	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Very low technical quality										Very high technical quality	Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Mali's development challenges?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)											<input type="checkbox"/>
<b>E3</b>	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)											<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E5</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>
<b>E6</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>E7</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
<b>E9</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
<b>E10</b>	The World Bank Group takes decisions quickly in Mali											<input type="checkbox"/>
<b>E11</b>	Working with the World Bank Group increases Mali's institutional capacity											<input type="checkbox"/>
<b>E12</b>	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>
<b>E13</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>
<b>E14</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

<b>E15. Which of the following best describes the way the World Bank Group operates in Mali? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Mali
2	The World Bank Group does not take enough risk in Mali
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

<b>E16. To what extent do you believe the World Bank Group is adequately staffed in Mali?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MALI****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mali? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Mali's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Mali's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services (e.g., in energy, gas, and water sectors)
12	Work faster
13	Increase the level of World Bank Group staffing in Mali's office
14	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Mali, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mali? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Mali
6	Don't know

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

<b>F3. Please answer the following questions:</b>			
<b>Choose no more than THREE for each column</b>		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mali?</b>	<b>B. Which THREE areas below would benefit most from other donors in Mali?</b>
1	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Increasing access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Strengthening security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Strengthening conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Building capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Generating jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Increasing cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Mali?  
(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	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website (www.worldbank.org/mali)
2	The World Bank Group's main website (www.worldbank.org)

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

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G10</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G13</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>

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**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
1	Office of the President, Prime Minister
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 Group 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	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION****H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?**

1	Yes
2	No

**H4. Which of the following agencies of the World Bank Group do you work with in Mali? (Select all that apply)**

1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

**H5. Which of the following describes most of your exposure to the World Bank Group in Mali? (Choose no more than TWO)**

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

**H6. Which best represents your geographic location?**

1	Bamako
2	Gao
3	Kayes
4	Kidal
5	Koulikoro
6	Mopti
7	Sikasso
8	Ségou
9	Tombouctou

**Thank you for completing the survey!**