

# FY 2017 Mali Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



October 2017



## 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Mali country team and the local fielding agency CEDREF. In particular, PORG is grateful for the support from Habibatou Gologo (Communications Officer) who coordinated the survey related activities from Bamako, Mali.



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Mali .....	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	21
VII. How the World Bank Group Operates .....	25
VIII. World Bank Group's Knowledge and Instruments .....	31
IX. The Future Role of the World Bank Group in Mali.....	35
X. Communication and Outreach .....	40
XI. Appendices.....	44





## I. Objectives

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

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

## II. Methodology

From April to May 2017, 715 stakeholders of the WBG in Mali were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 309 stakeholders participated in the survey (43% response rate). Respondents completed the questionnaires with a representative from an independent fielding company, or received and returned the questionnaires via courier.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 35%, N=260). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 94).

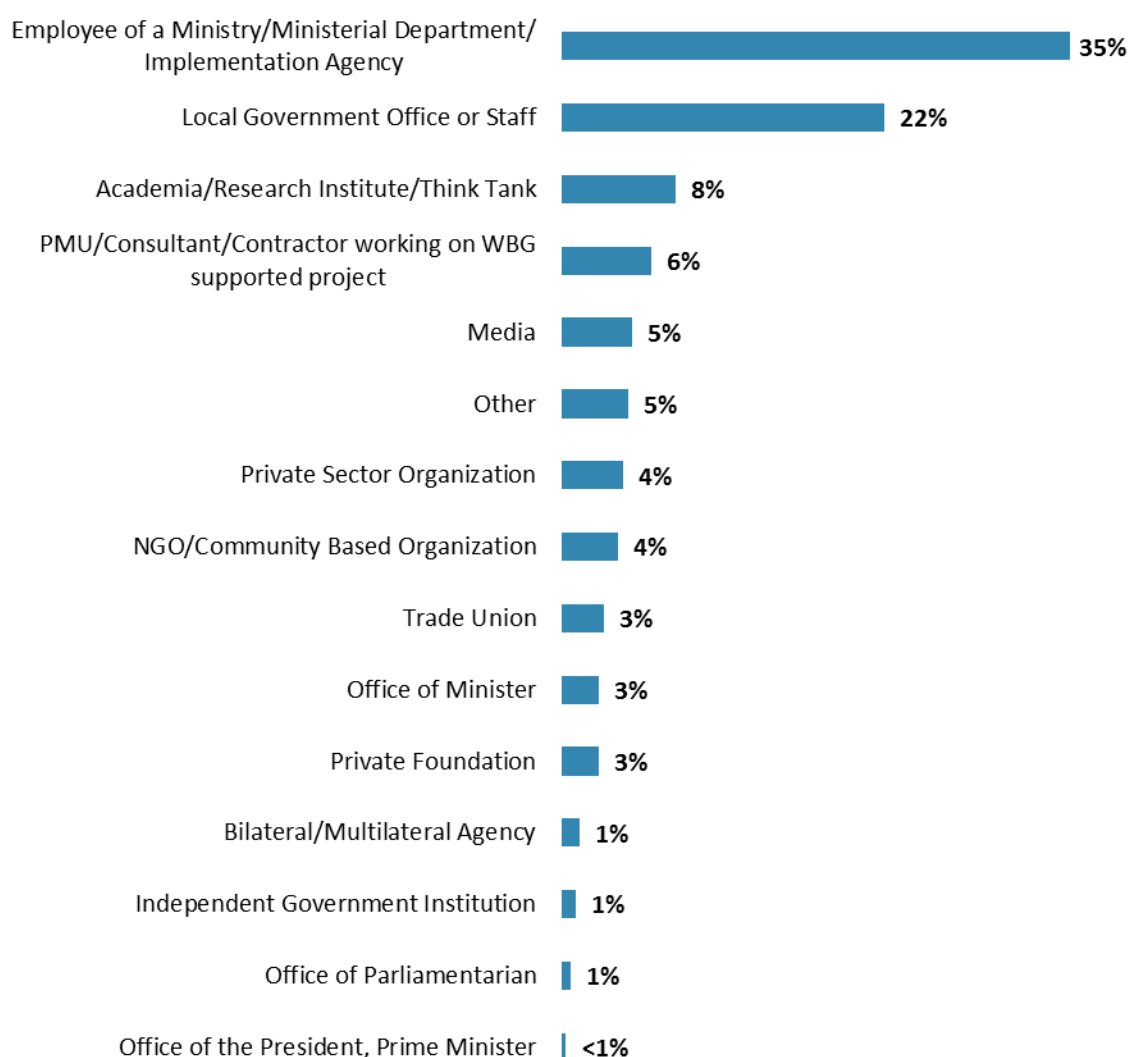


### III. Demographics of the Sample

#### Current Position

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

Percentage of Respondents (N=307)

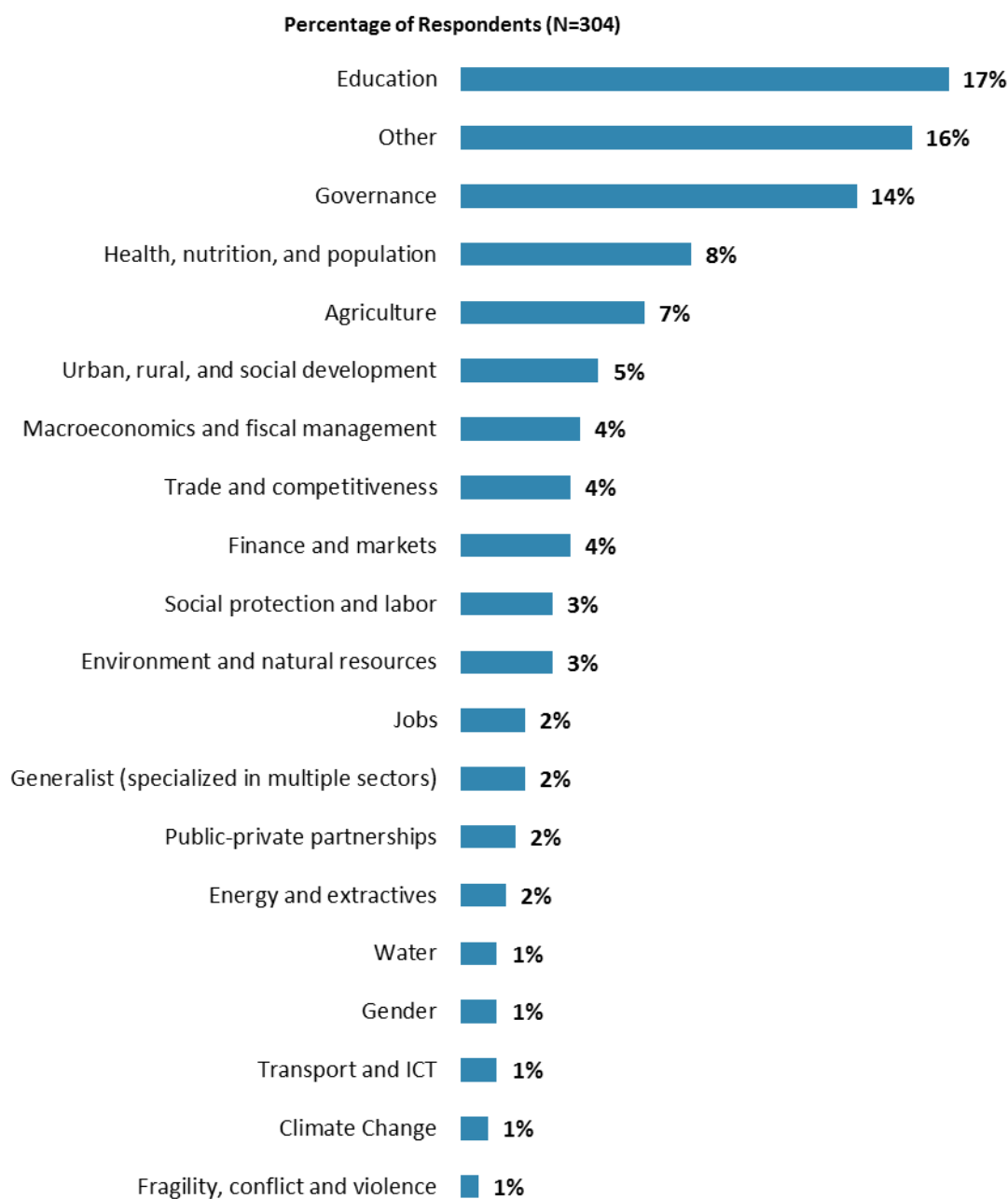


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



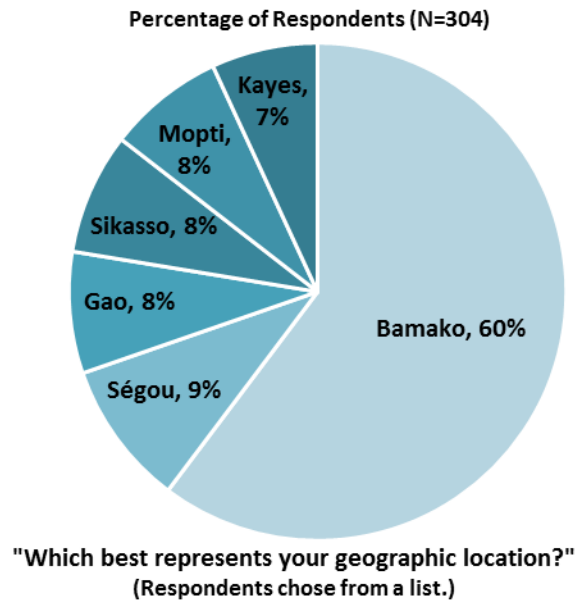
**"Please identify the primary specialization of your work." (Respondents chose from a list.)**



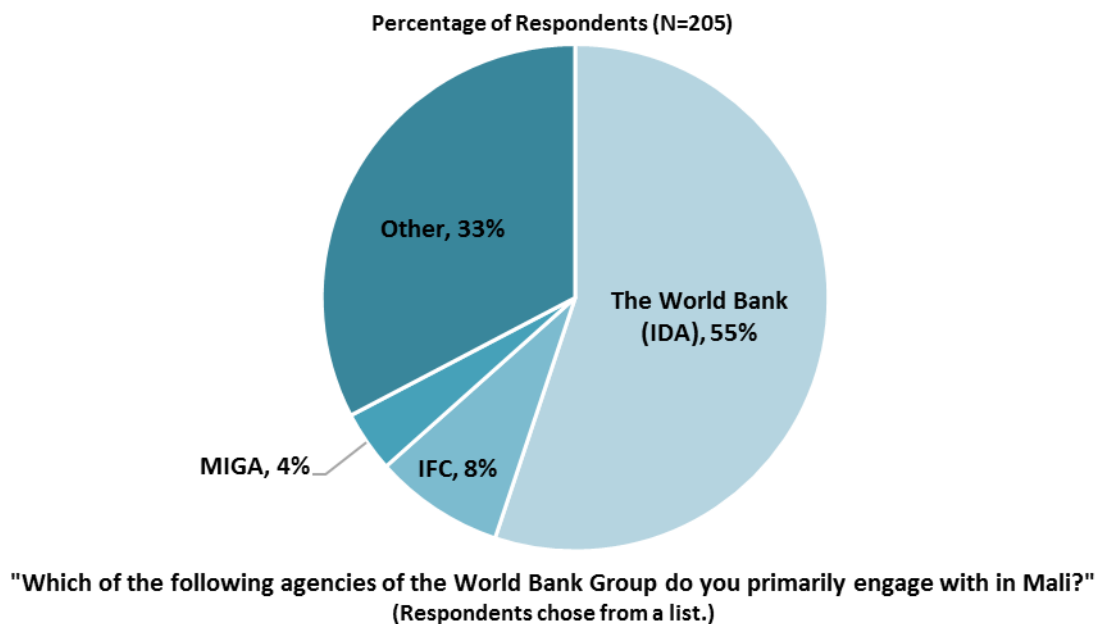
### III. Demographics of the Sample (continued)

#### Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 84). Note: there were no respondents from Kidal, Koulikoro, Ménaka, Taoudénit, and Tombouctou.



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

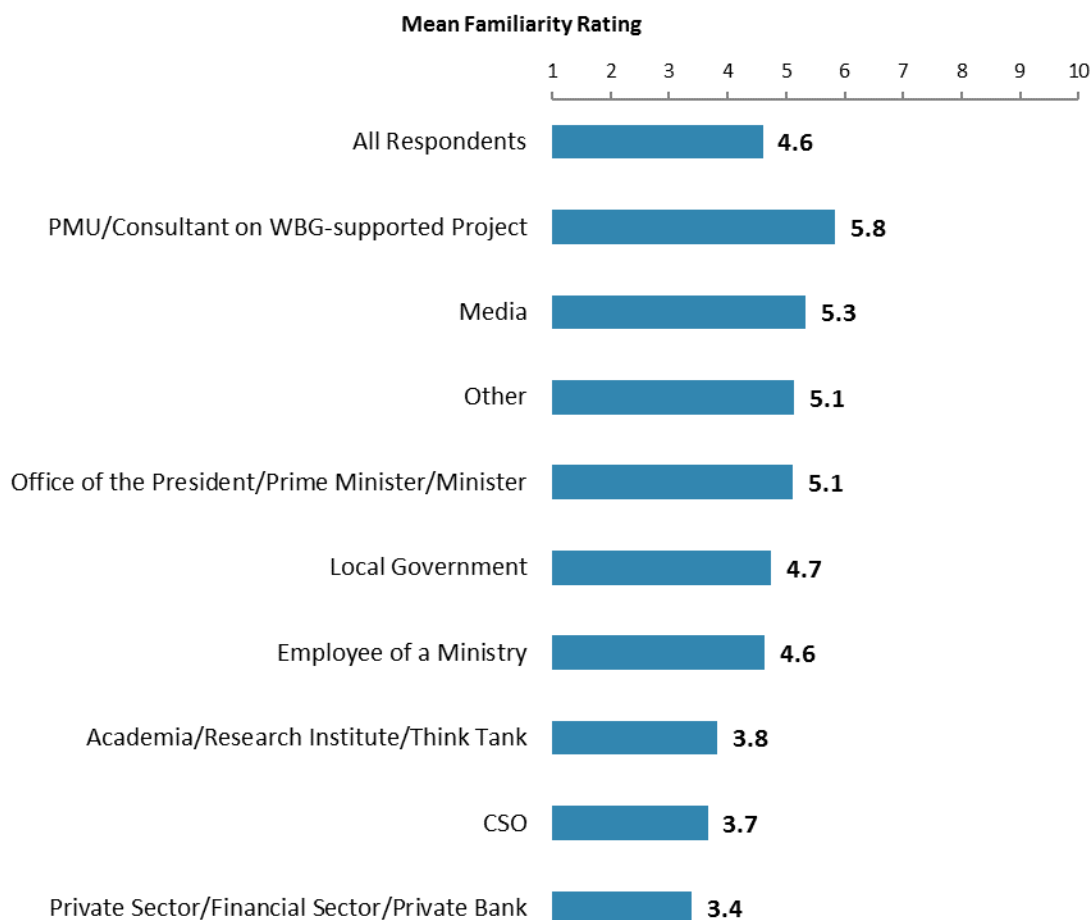




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'14 Country Survey (weighted mean in FY'17 = 4.6; weighted mean in FY'14 = 5.2)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Mali, the extent to which the WBG plays a relevant role in development in Mali, and the extent to which the WBG contributes to the country's development results.



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

<sup>1</sup> Please refer to Appendix E (page 94) for more details on weighting. The means in the chart were calculated based on un-weighted data.

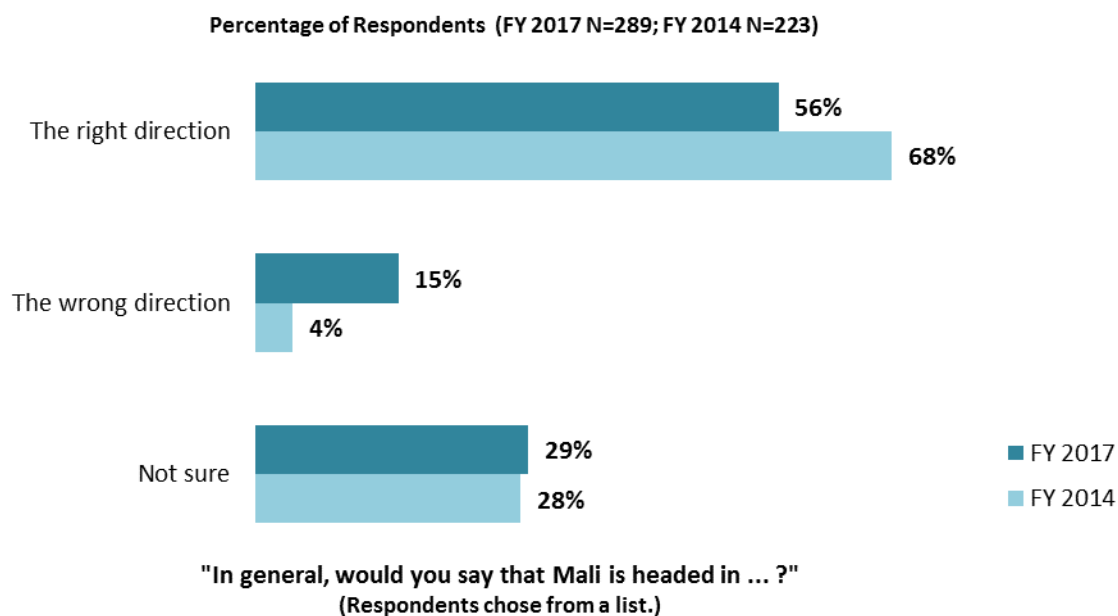




## IV. General Issues Facing Mali

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

- **Year comparison:** This year's respondents were significantly less likely to believe that Mali is headed in the right direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, employees of ministries and respondents from local government were significantly more likely to indicate that Mali is headed in the right direction, while respondents from academia/research institutes/think tanks and CSOs were significantly less positive about the prospect of Mali.



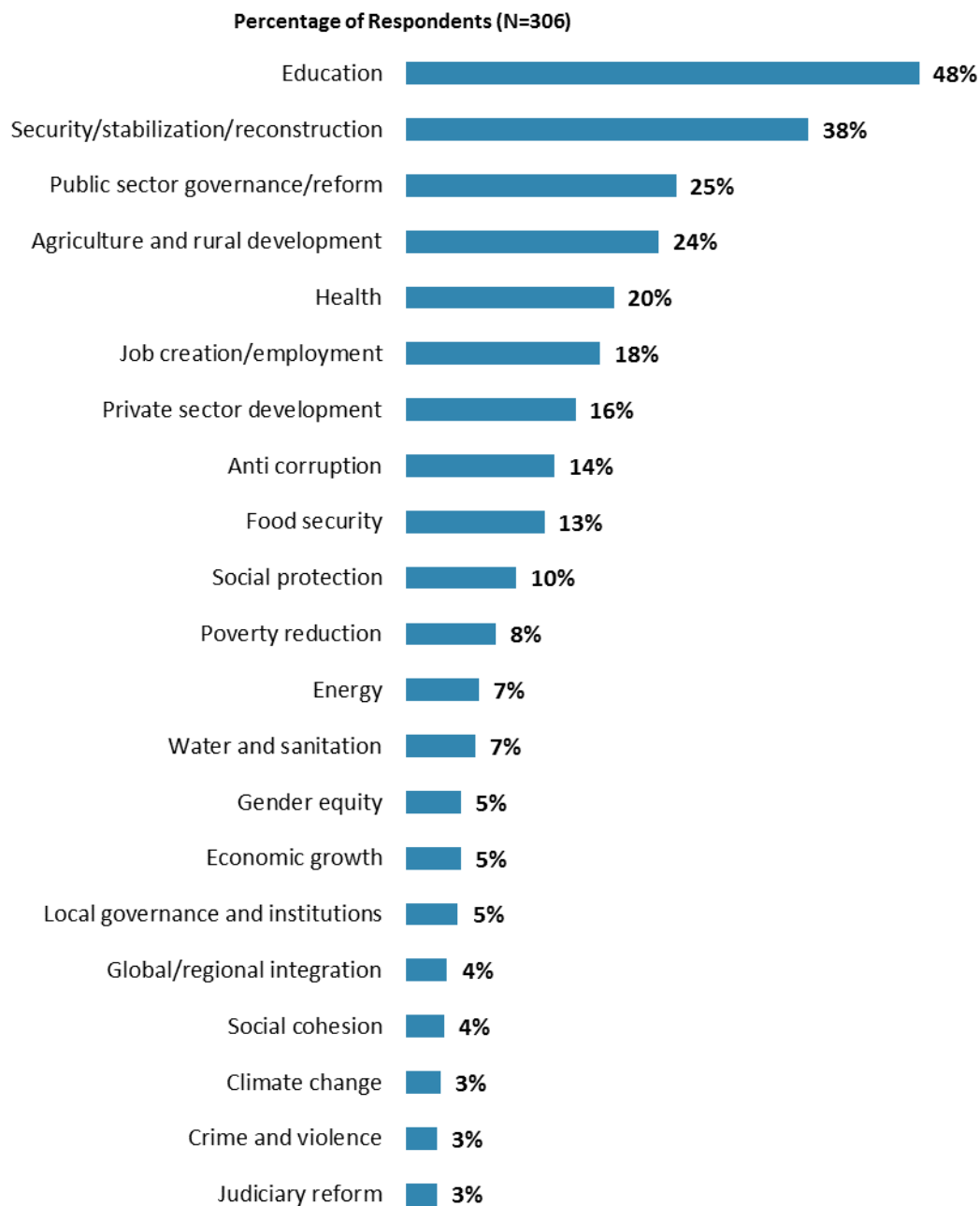
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



## IV. General Issues Facing Mali (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Mali were “*security/stabilization/reconstruction*” (45%), “*education*” (45%), and “*public sector governance/reform*” (38%).



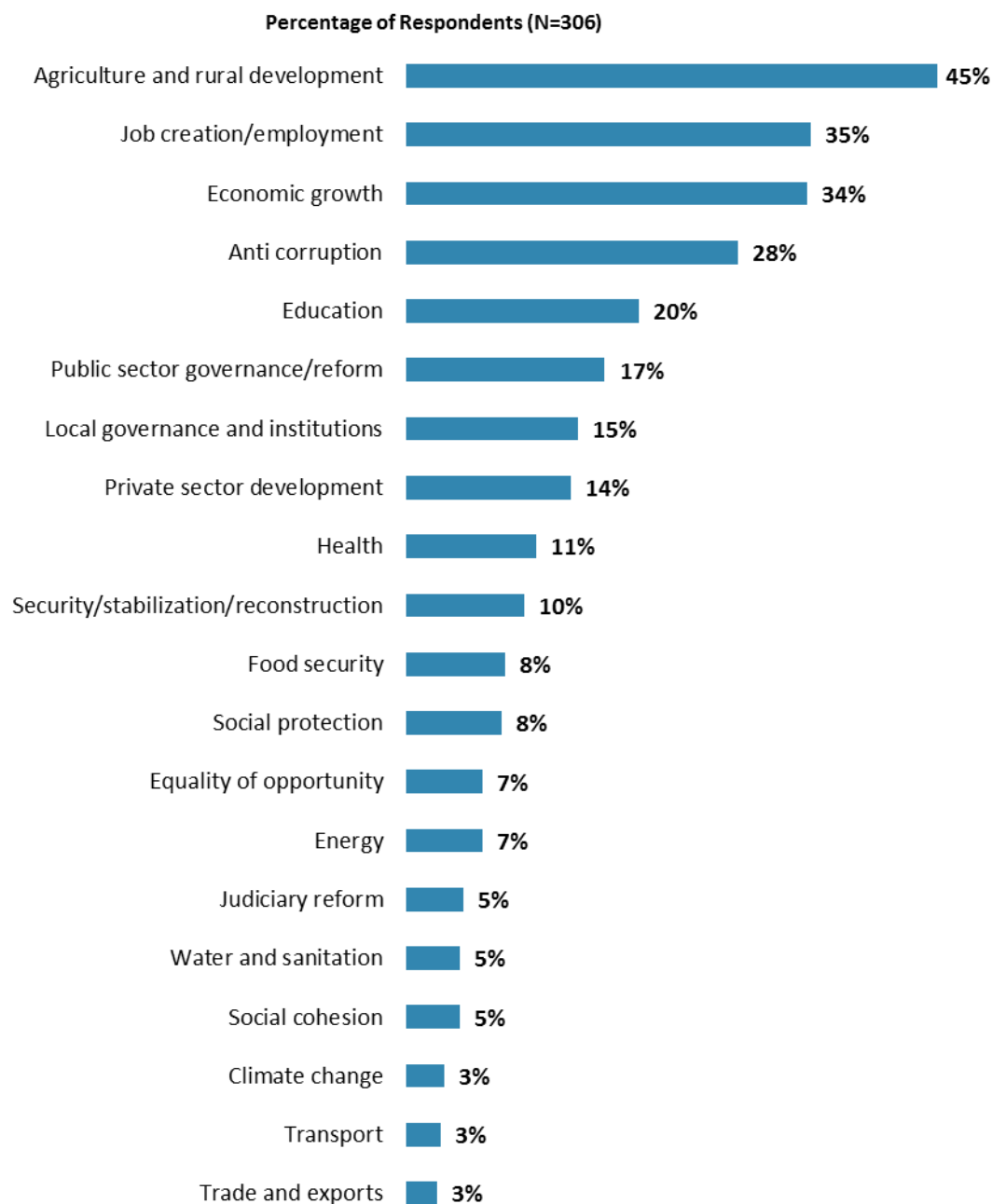
"Listed below are a number of development priorities in Mali. Please identify which of the following you consider the most important development priorities in Mali. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 21 of 32 response options shown.)



## IV. General Issues Facing Mali (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Mali were “*rural development*” (35%), “*anti-corruption*” (30%), “*job creation/employment*” (30%), and “*economic growth*” (29%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mali? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)

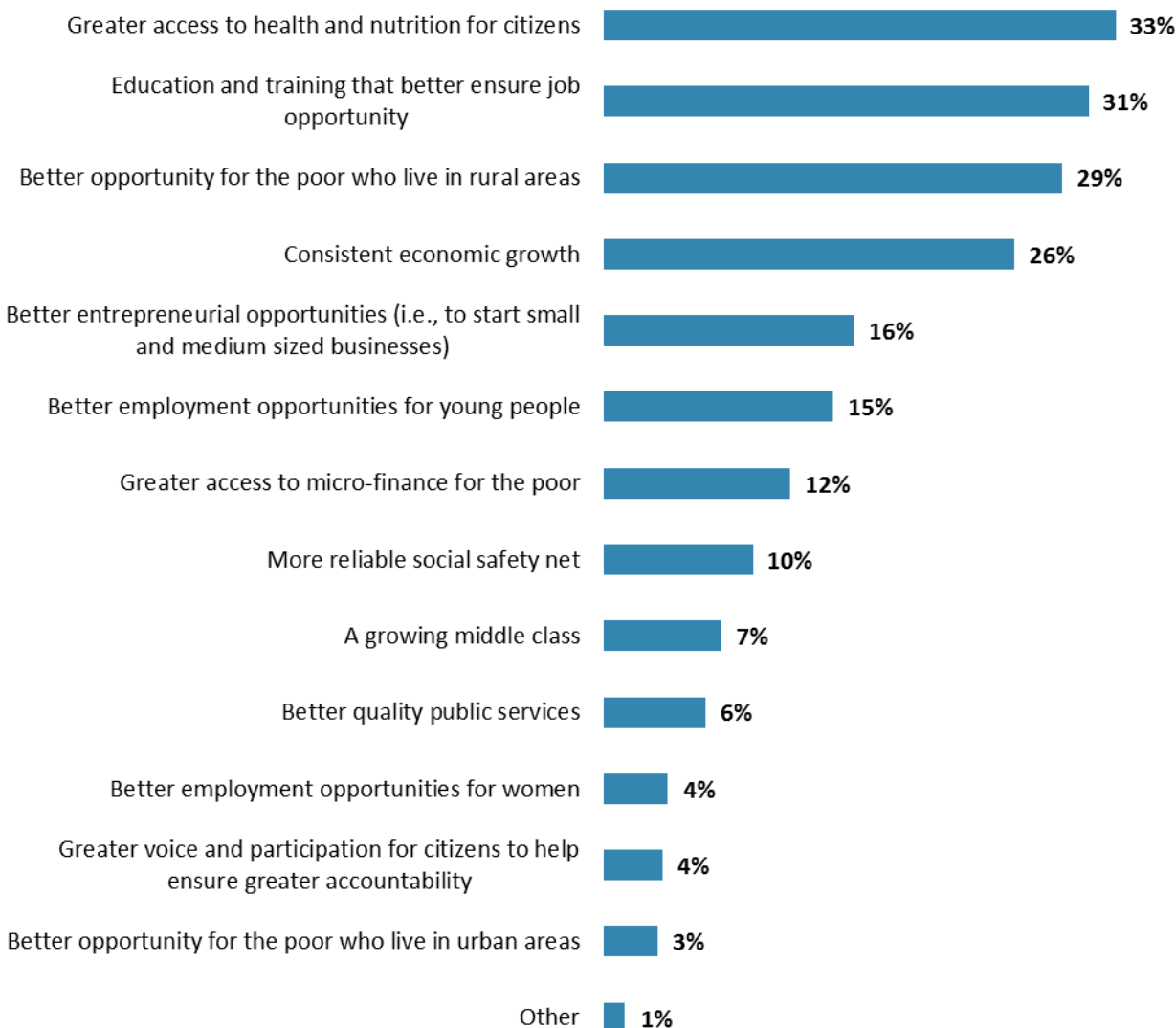


## IV. General Issues Facing Mali (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Mali can be best achieved through “*better employment opportunities for young people*” (42%) and “*education and training that better ensure job opportunity*” (28%).

Percentage of Respondents (N=294)



"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.

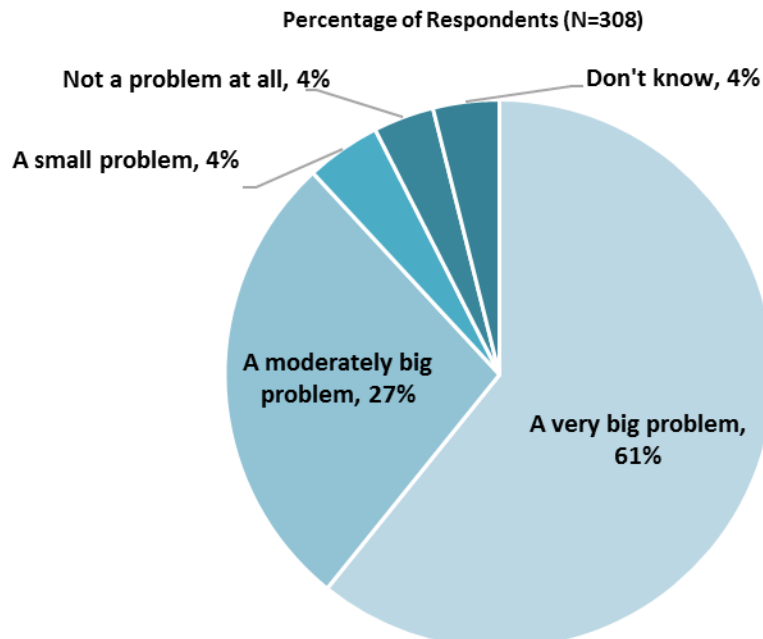
When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mali? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



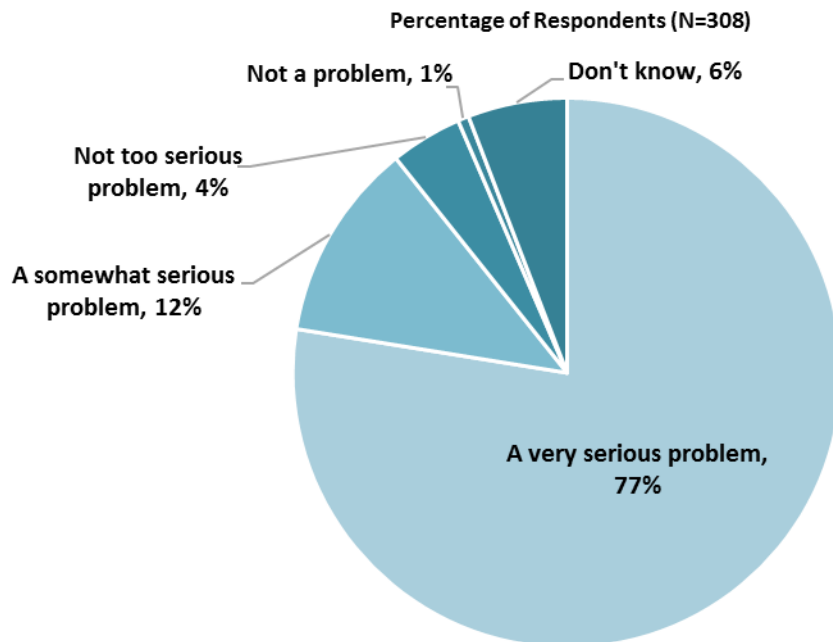
## IV. General Issues Facing Mali (continued)

### Gap between the Rich and the Poor



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

### Global Climate Change

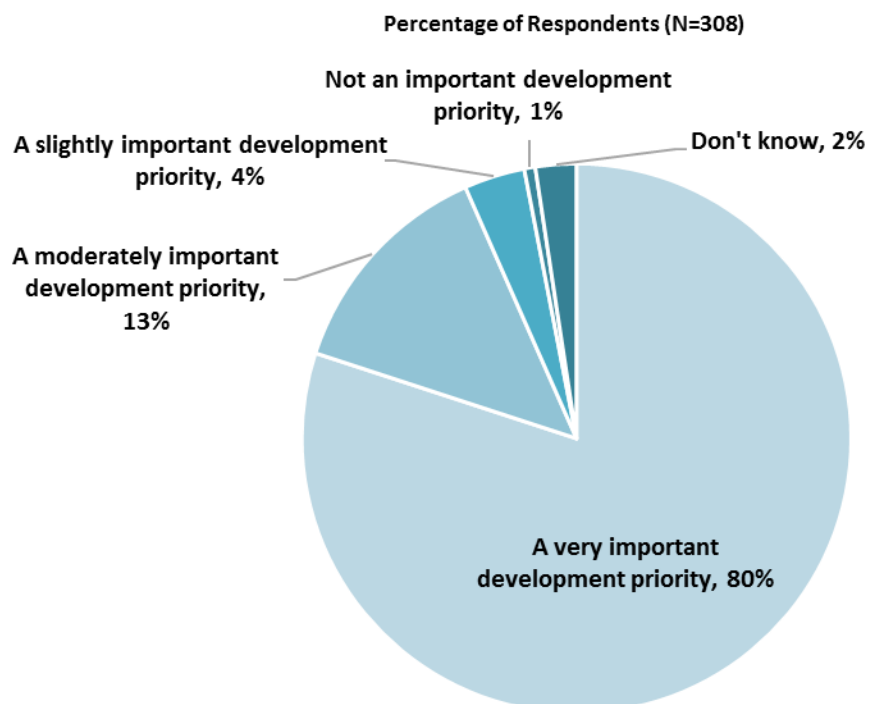


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



## IV. General Issues Facing Mali (continued)

### Early Childhood Development



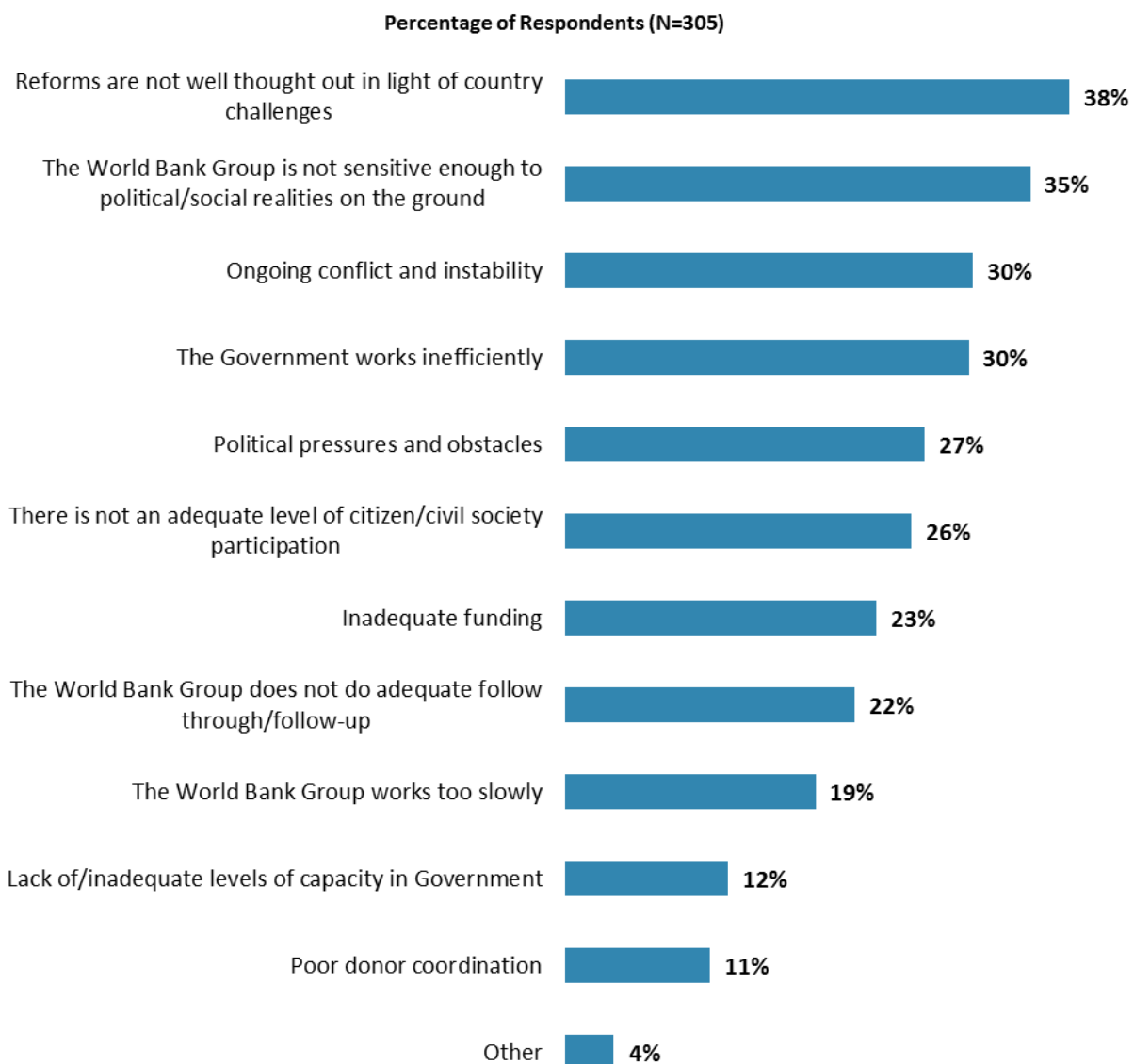
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Mali?"  
(Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (38%) and *“the WBG is not sensitive enough to political/social realities on the ground”* (34%).



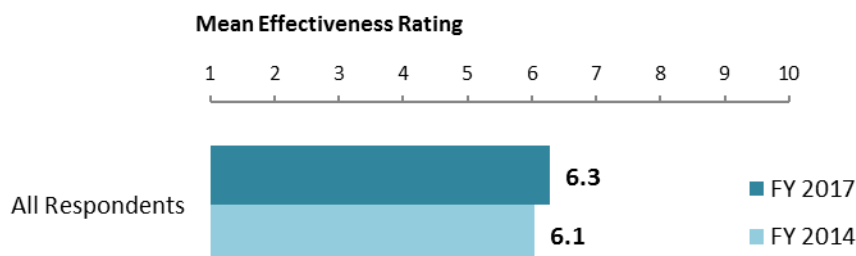
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



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

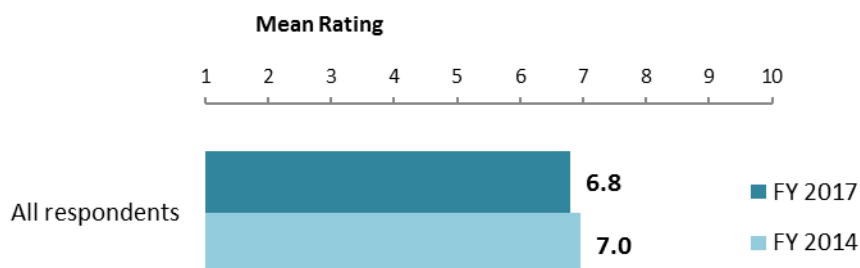
*As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.*

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



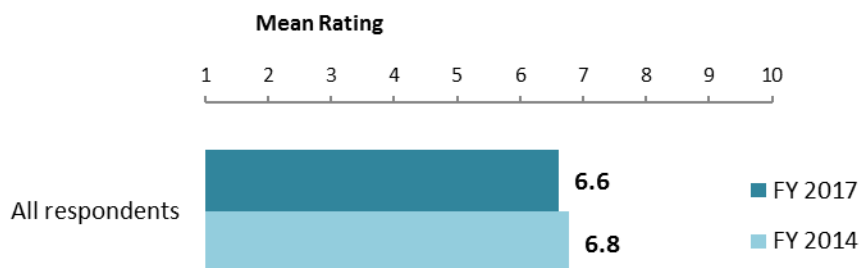
"Overall, please rate your impression of the World Bank Group's effectiveness in Mali."  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (Indicator Question)



"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")

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



"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")

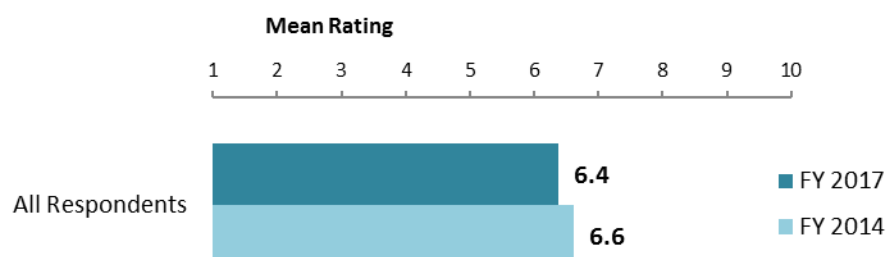
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.





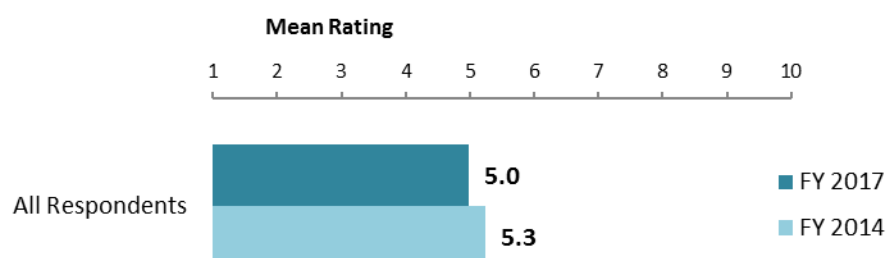
## V. Overall Attitudes toward the World Bank Group (continued)

### WBG Staff Preparedness<sup>4</sup>



**"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")

### WBG 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")

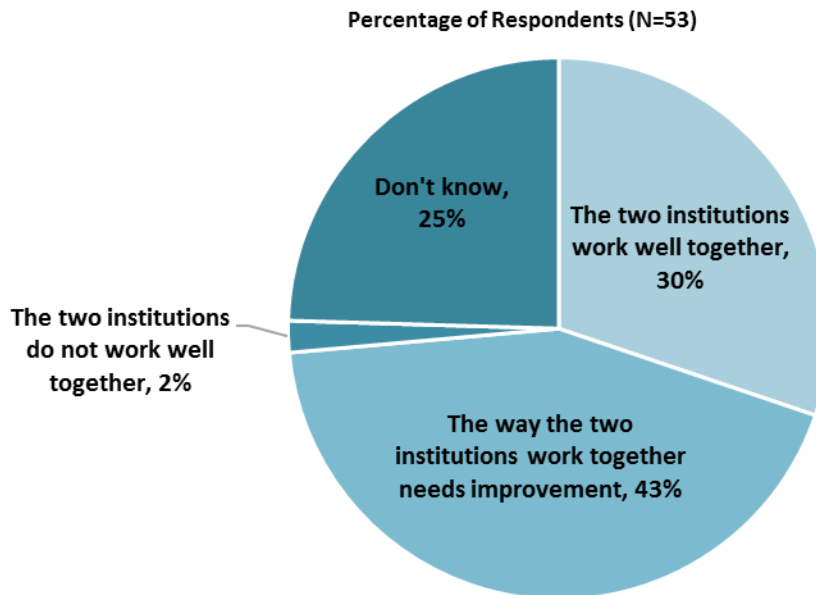
<sup>4</sup> Means presented in the charts on this page were calculated based on weighted data.



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

### The World Bank and the IFC Working Together

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



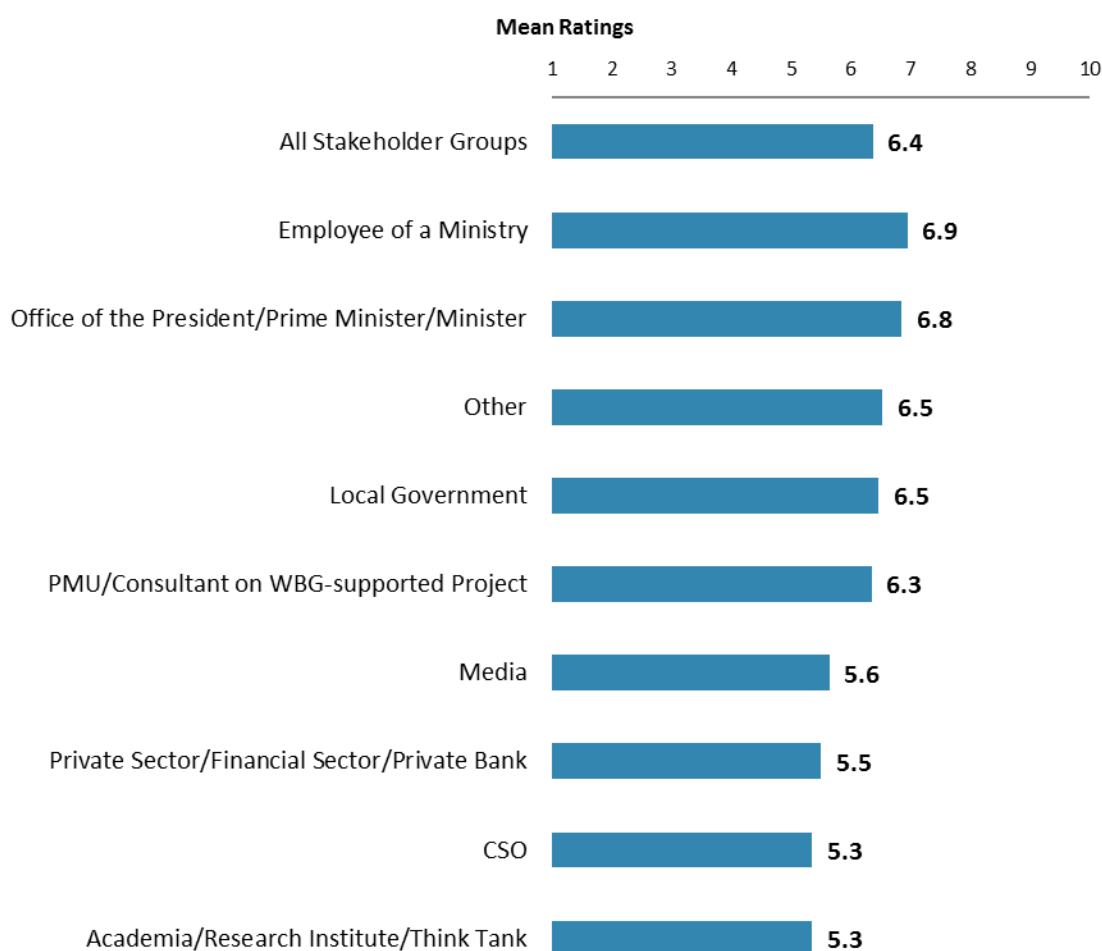
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Mali?” (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of ministries and respondents from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from academia and CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 61).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 100).



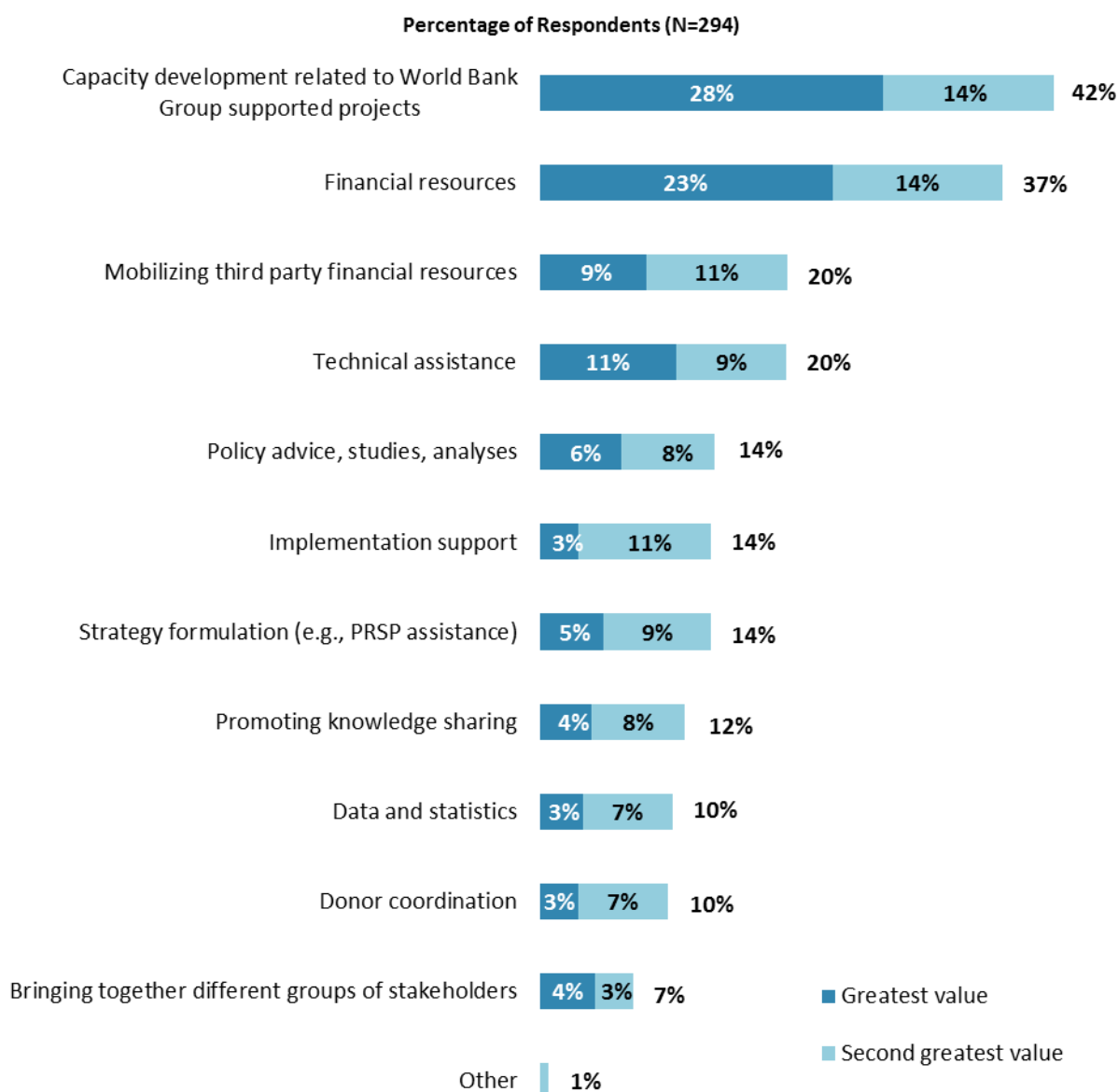
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Mali were "*capacity development*" (43%) 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.)

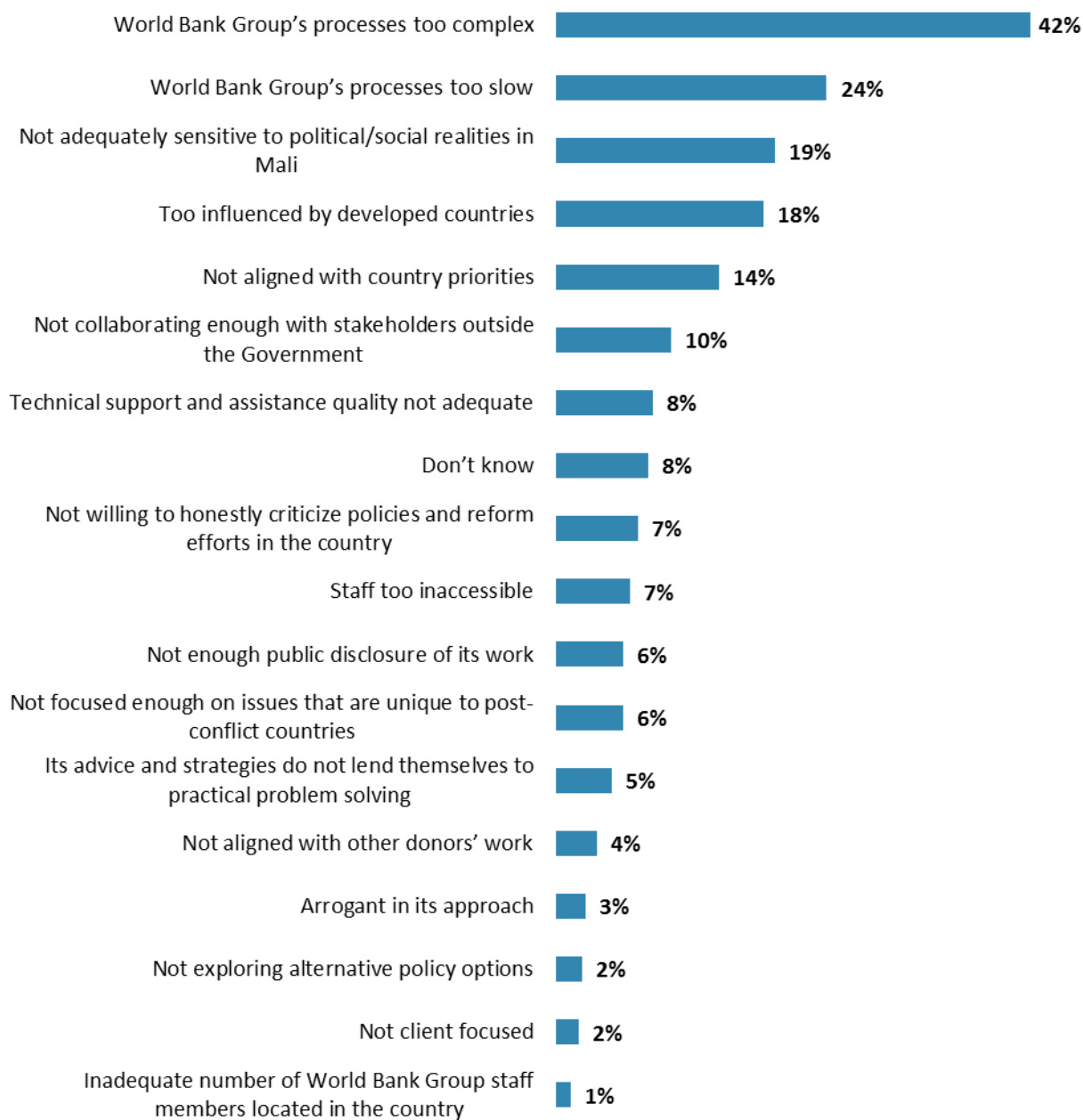


## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weaknesses in its work in Mali were being "*not adequately sensitive to political/social realities in Mali*" (23%) and "*WBG's processes too complex*" (19%).

Percentage of Respondents (N=307)

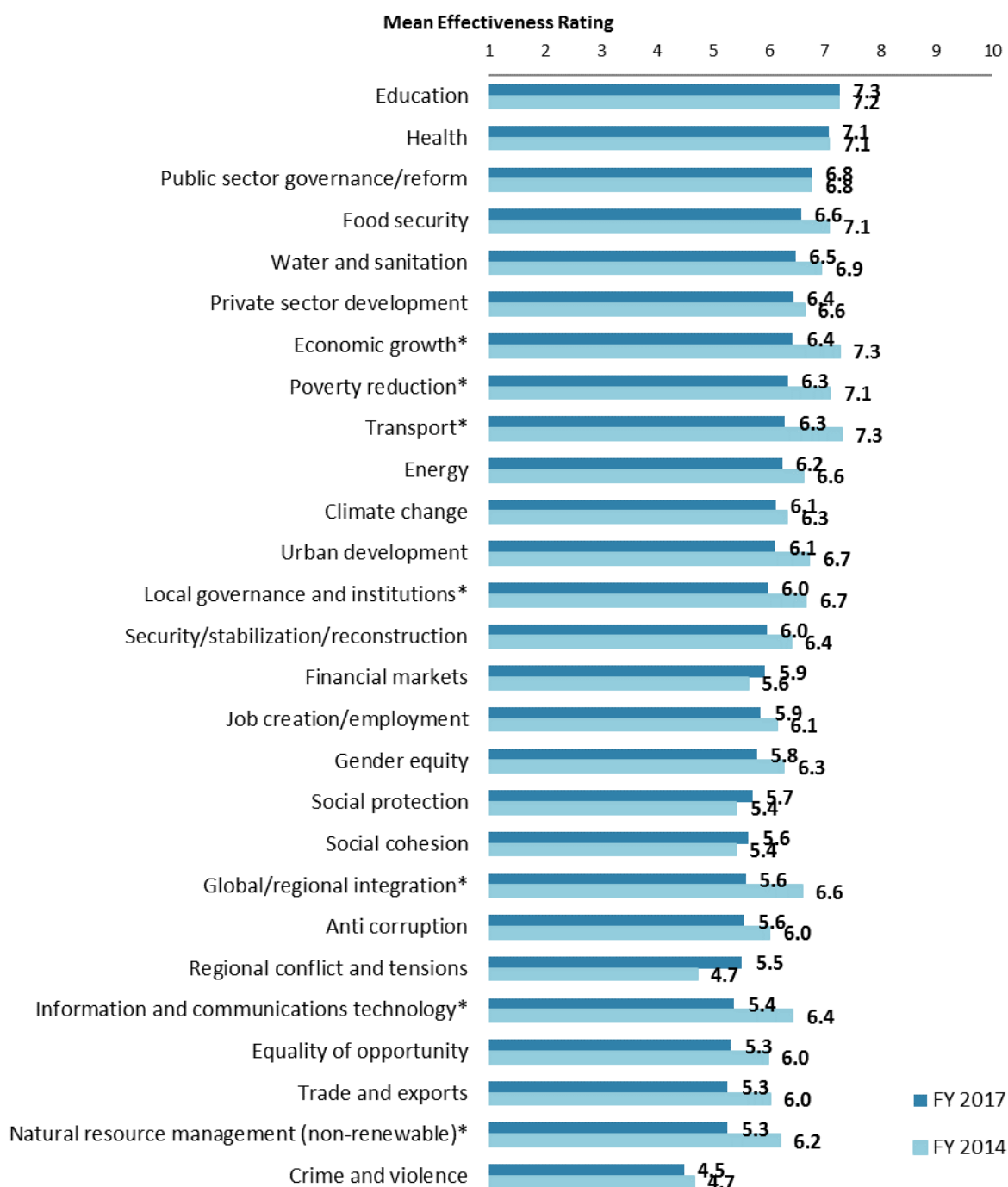


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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



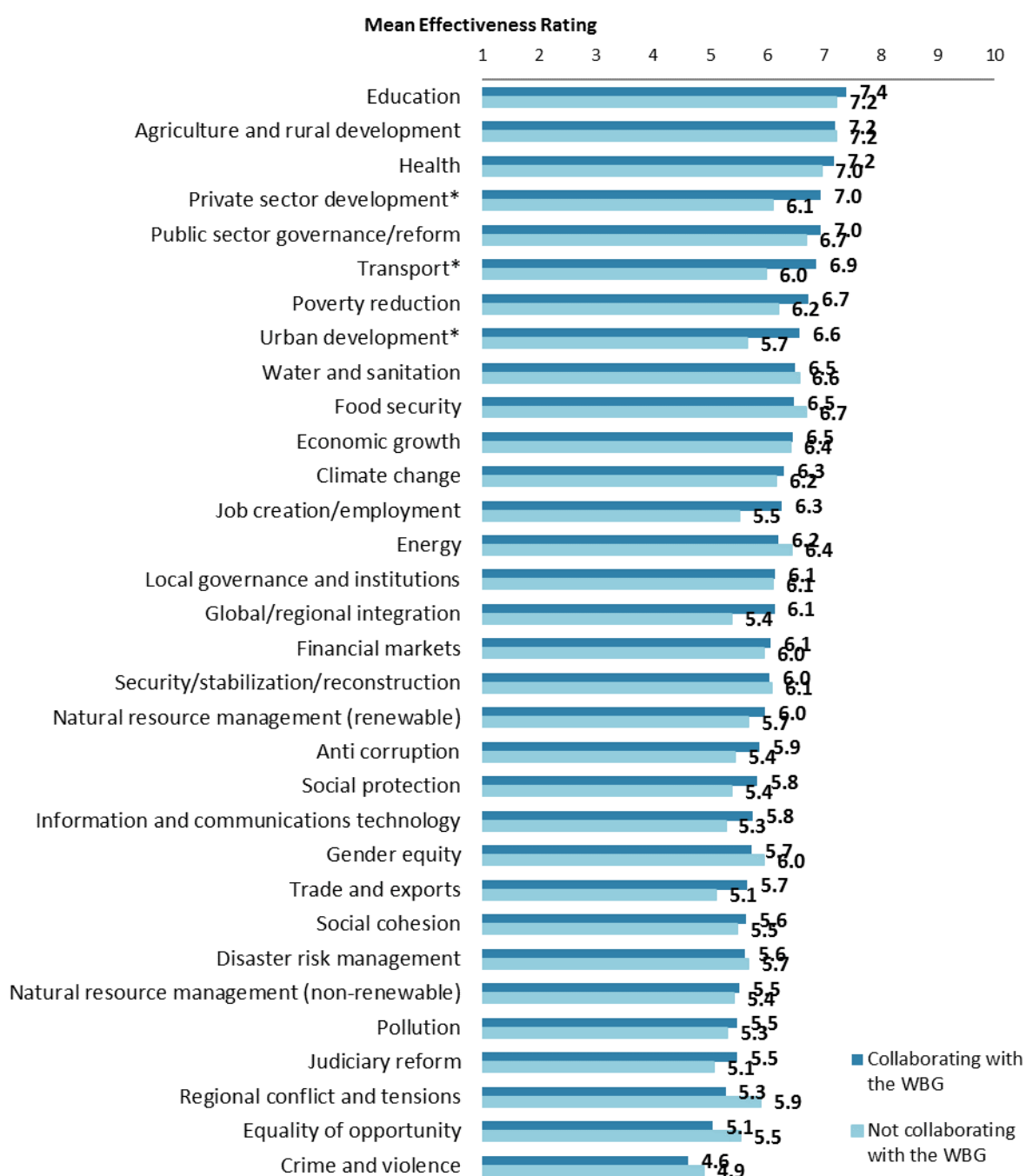
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mali?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2017 and FY 2014)

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



## VI. Sectoral Effectiveness (continued)

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



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

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

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 53) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

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

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

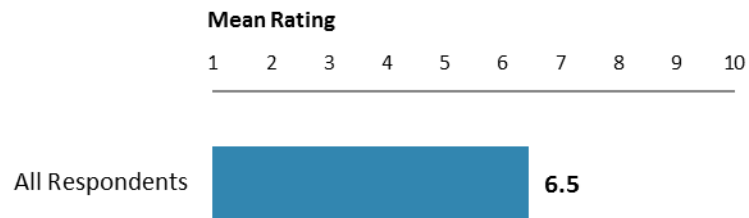
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Mali. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at energy;
  - The WBG's effectiveness at health; and
  - The WBG's effectiveness at education.
- 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 area determined to be key driver from these analyses was:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at local governance and institutions; and
  - The WBG's effectiveness at natural resource management.





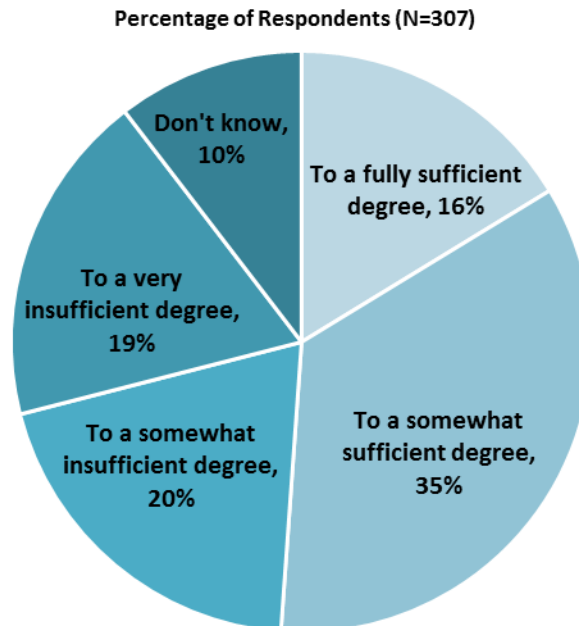
## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



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

### Helping the Poorest

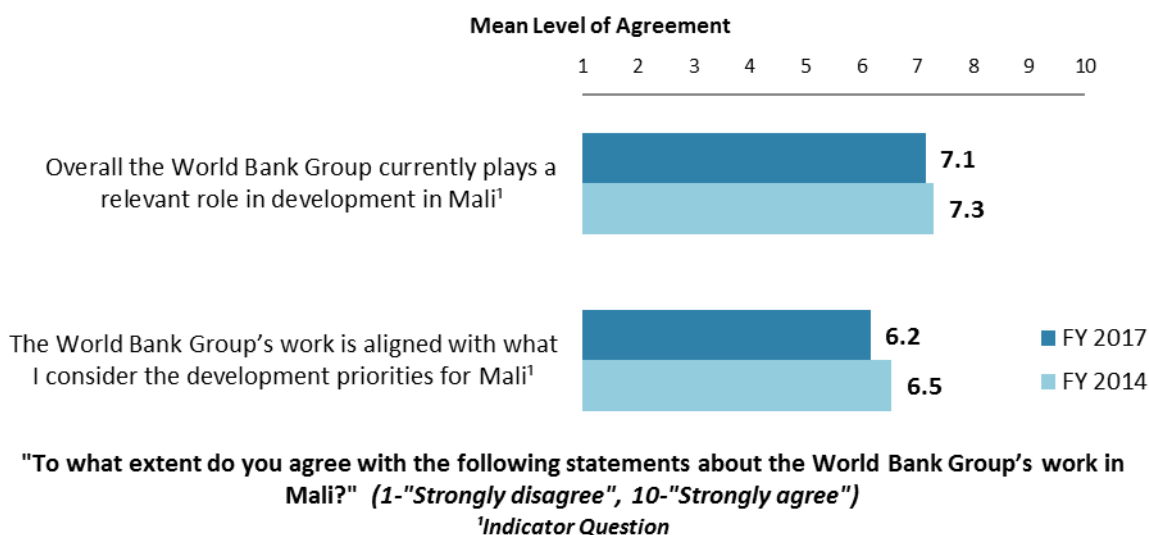


**"To what extent do you believe that the World Bank Group's work and support help the poorest in Mali?"**  
(Respondents chose from a list.)

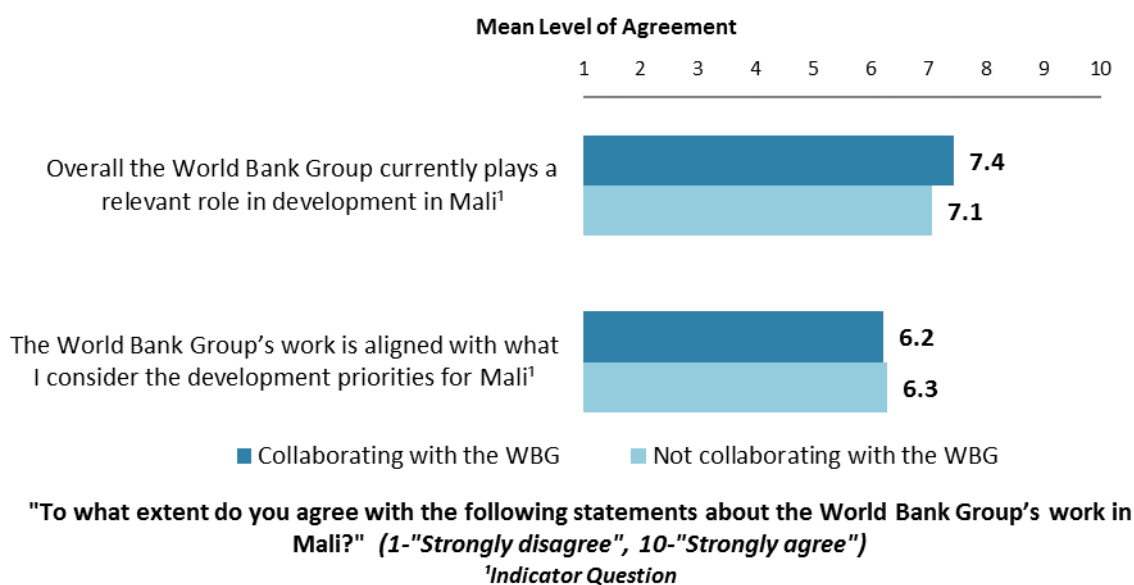


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Mali: Year Comparison<sup>7</sup>



### The World Bank Group's Work in Mali: Collaboration

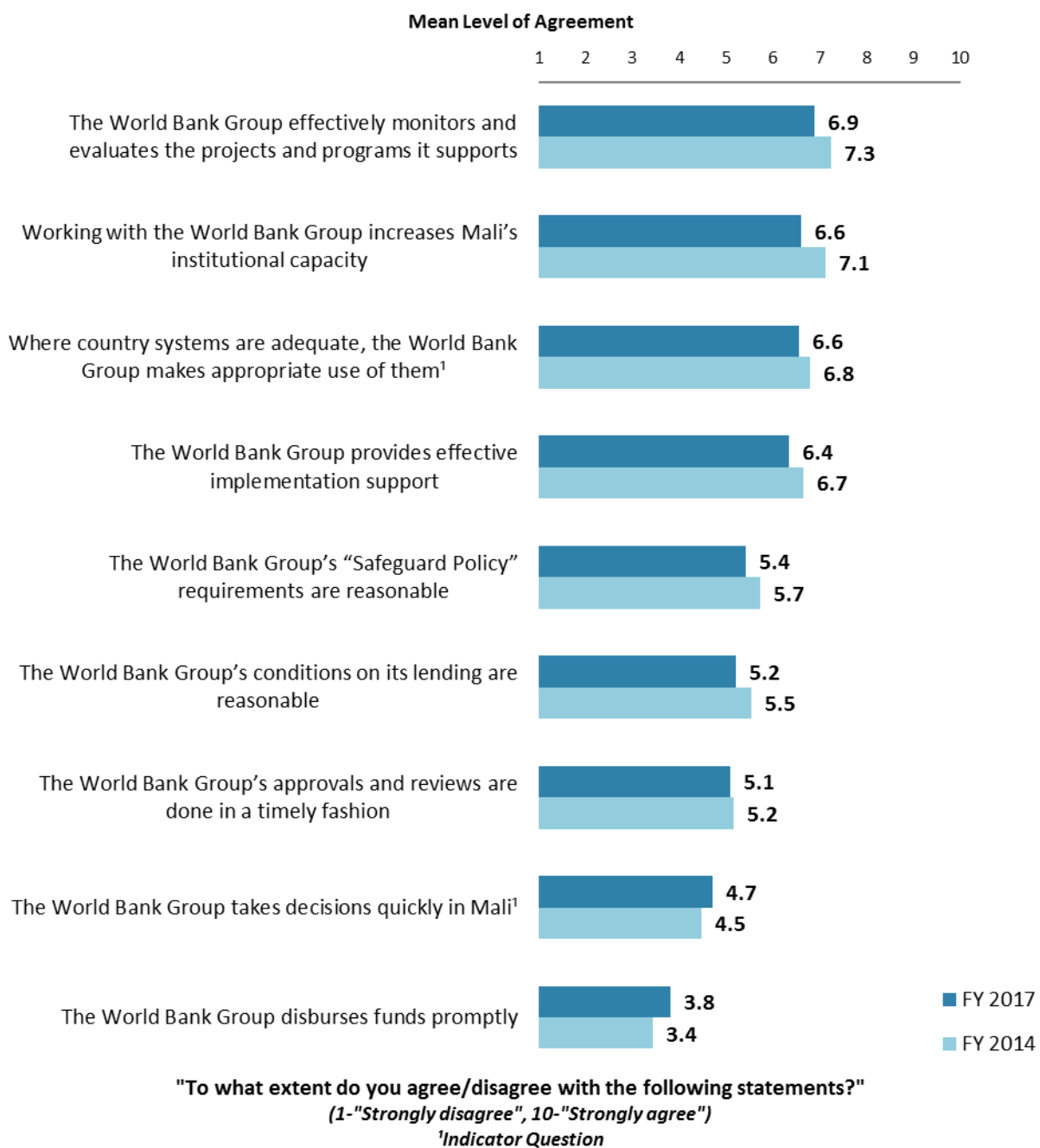


<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



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



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

### Overall Perceptions: Collaboration

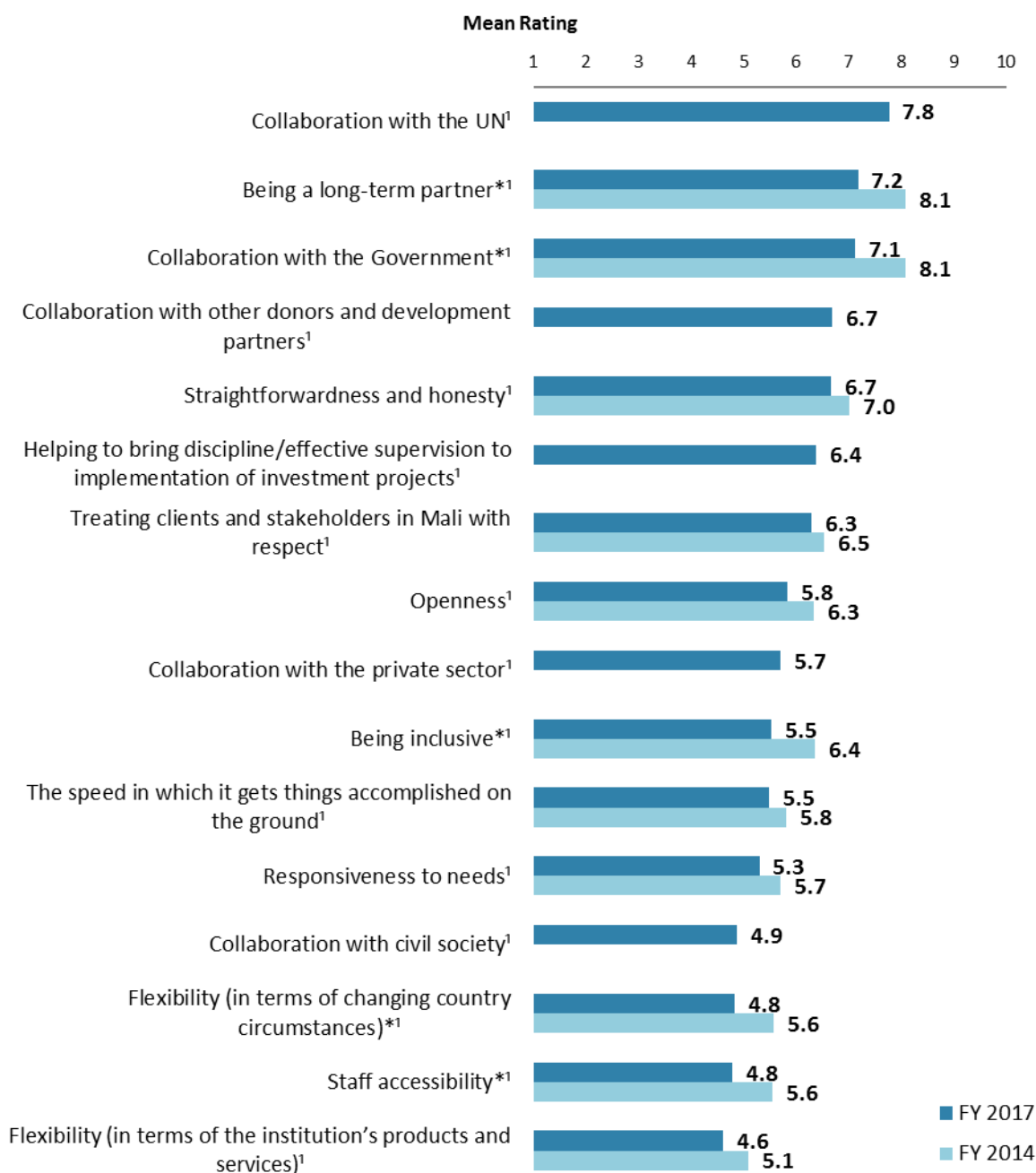


**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators with the WBG)  
*'Indicator Question*



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



**"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 FY 2017 and FY 2014)**

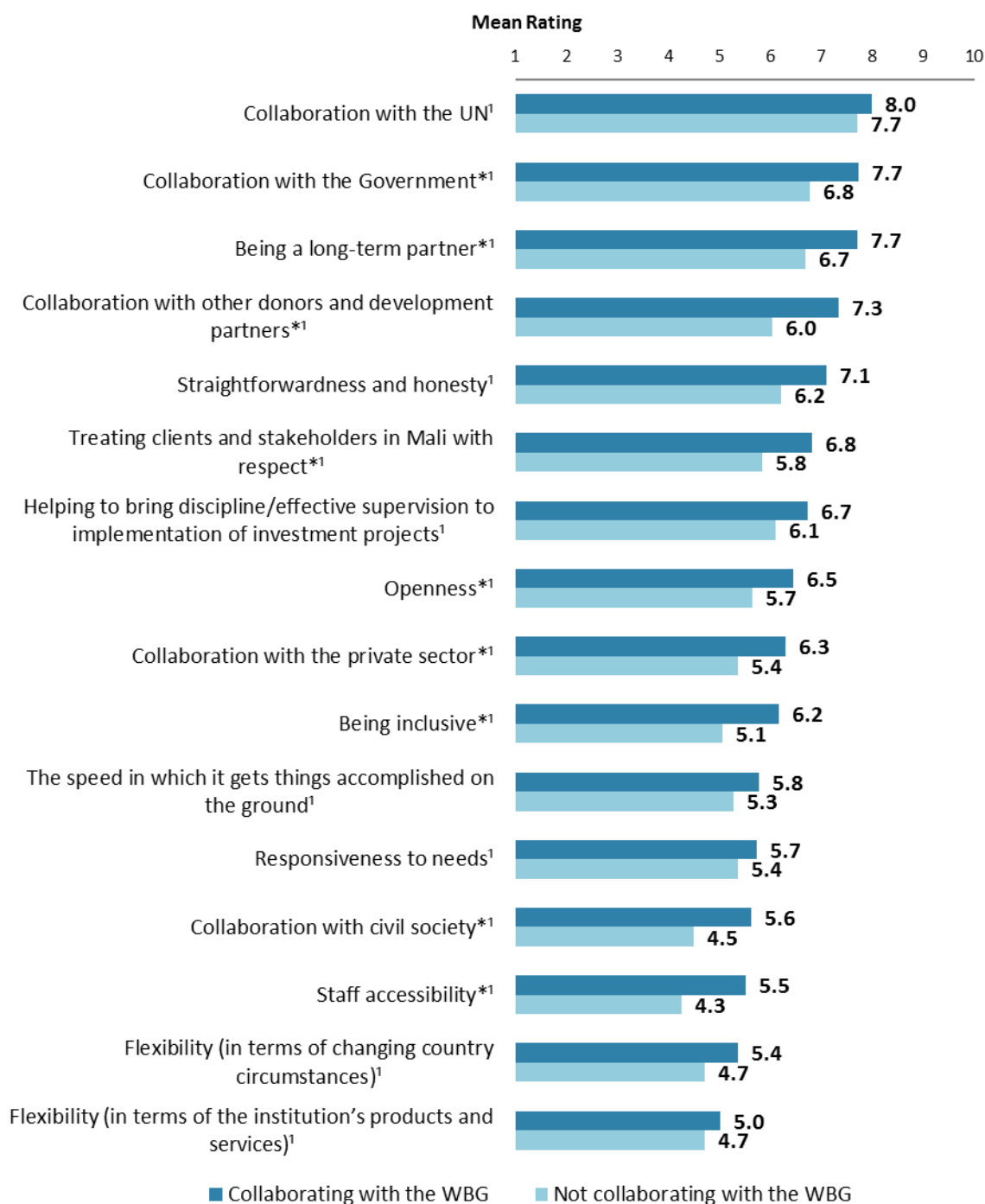
**<sup>1</sup>Indicator Question**

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



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

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



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

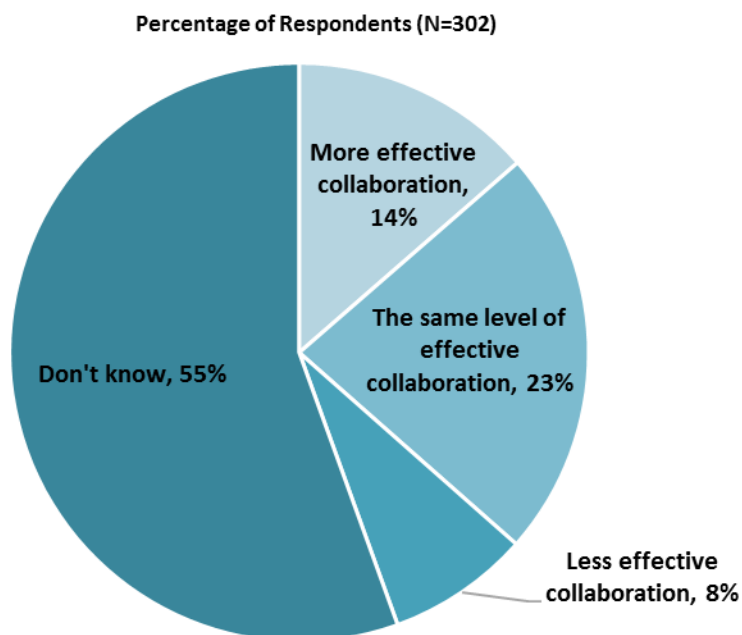
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



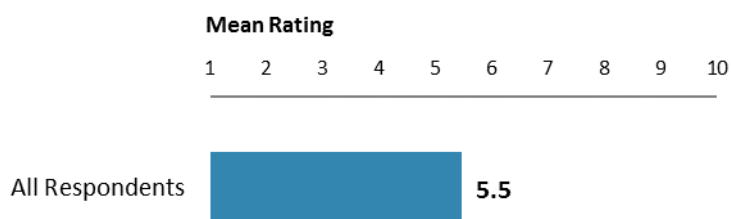
## VII. How the World Bank Group Operates (continued)

### Collaboration between the UN and the WBG



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

### Internal Measuring and Monitoring



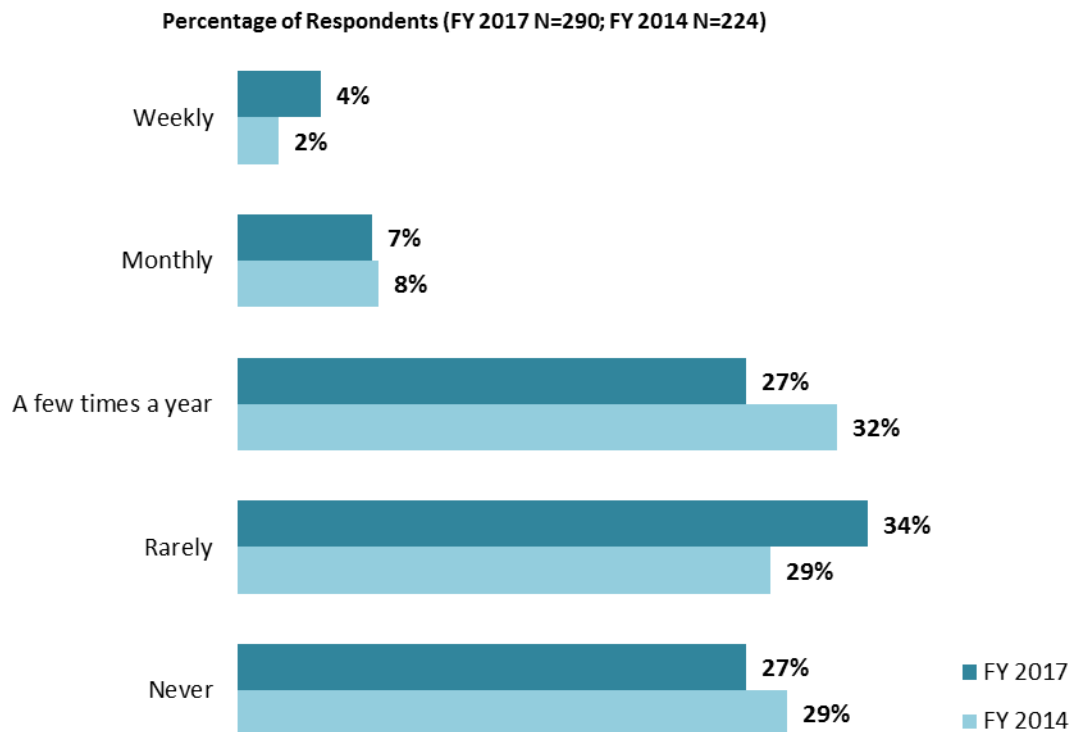
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Mali?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>10</sup>

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects indicated the most frequent usage ("*weekly/monthly*") of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



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

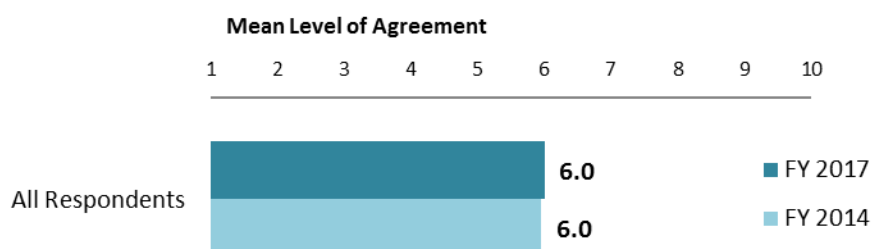
<sup>10</sup> Percentages presented in this chart were calculated based on weighted data.





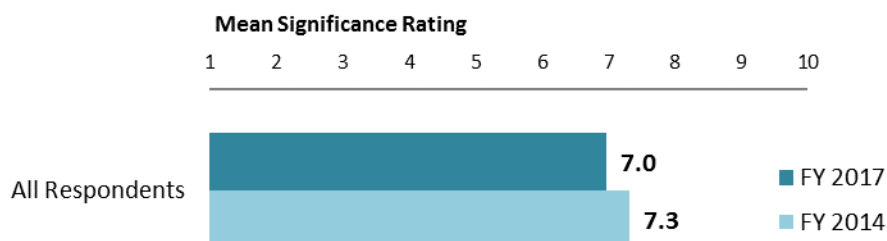
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Mali's Knowledge Needs<sup>11</sup> (*Indicator Question*)



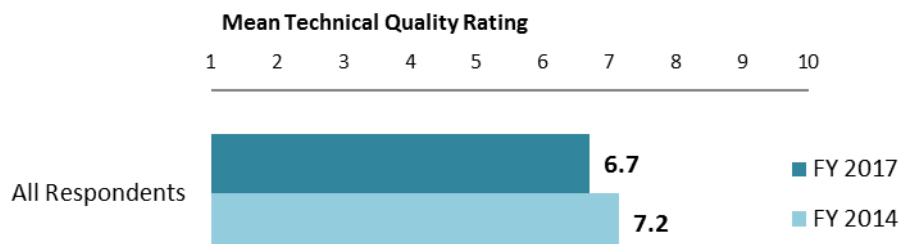
"The World Bank Group meets Mali's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



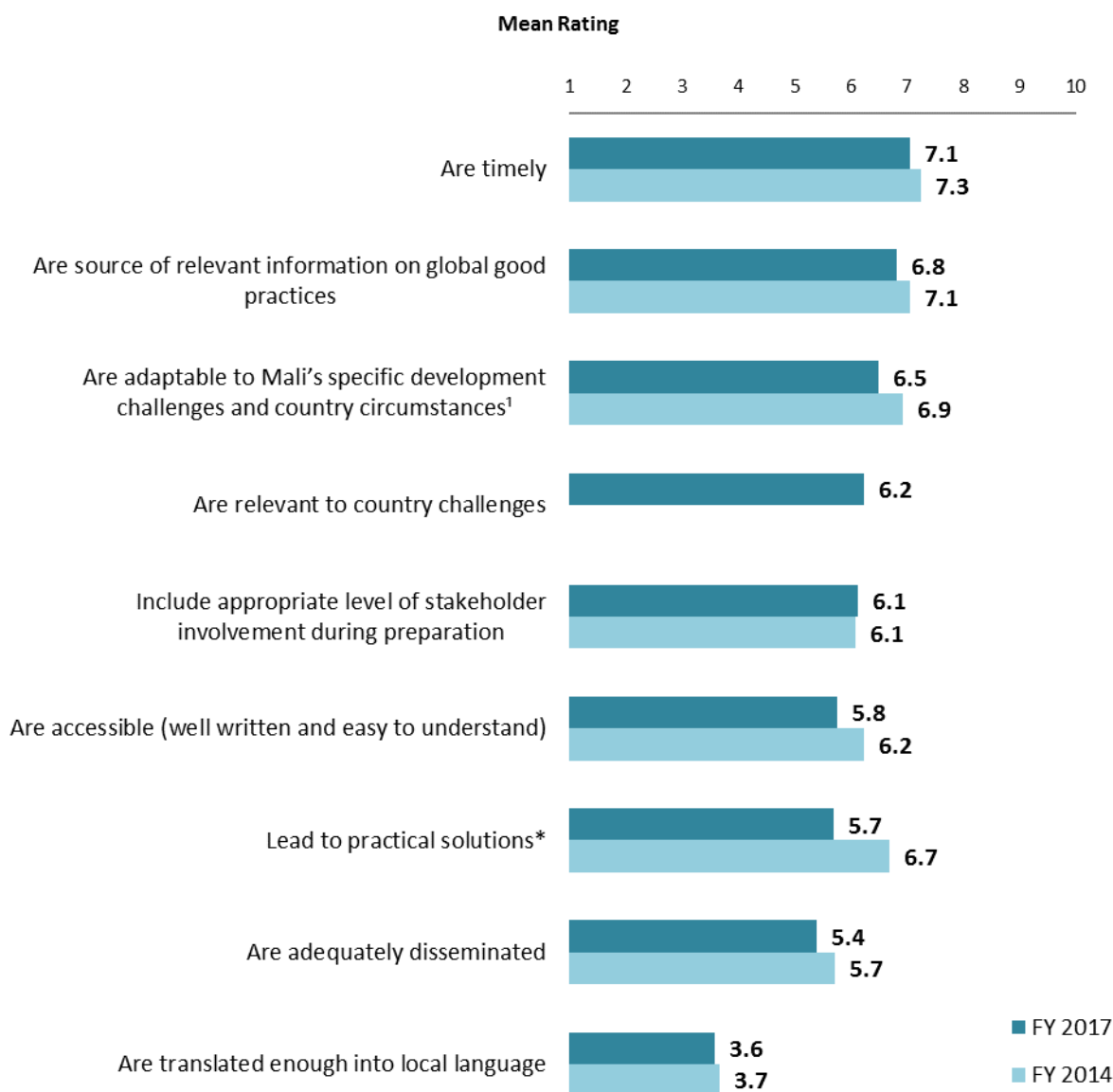
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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



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

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



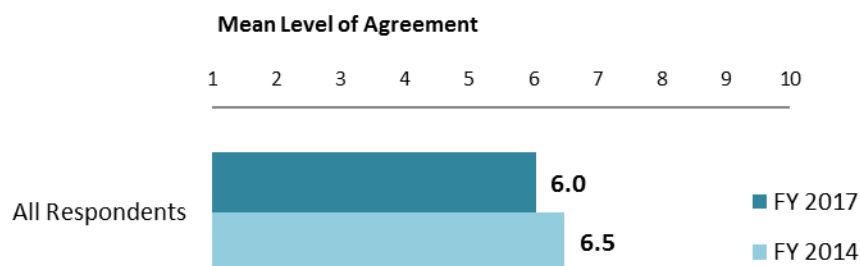
"In Mali, to what extent do you believe that the World Bank Group's knowledge work and activities: ... "  
 (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY 2017 and FY 2014)  
<sup>1</sup>Indicator Question

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



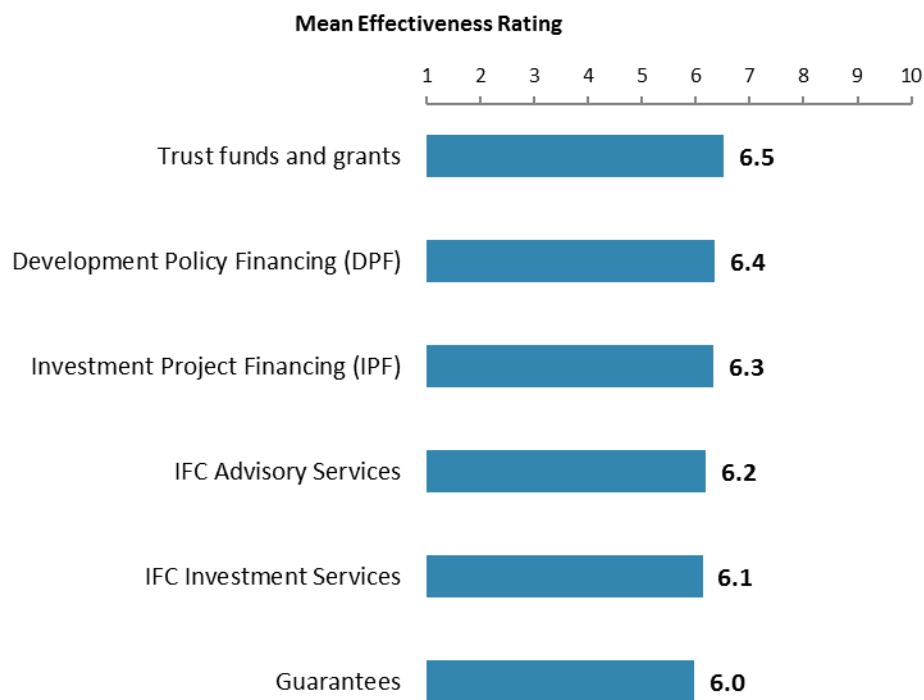
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Mali's Needs for Financial Instruments<sup>13</sup> (Indicator Question)



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

### Effectiveness of WBG's Instruments



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

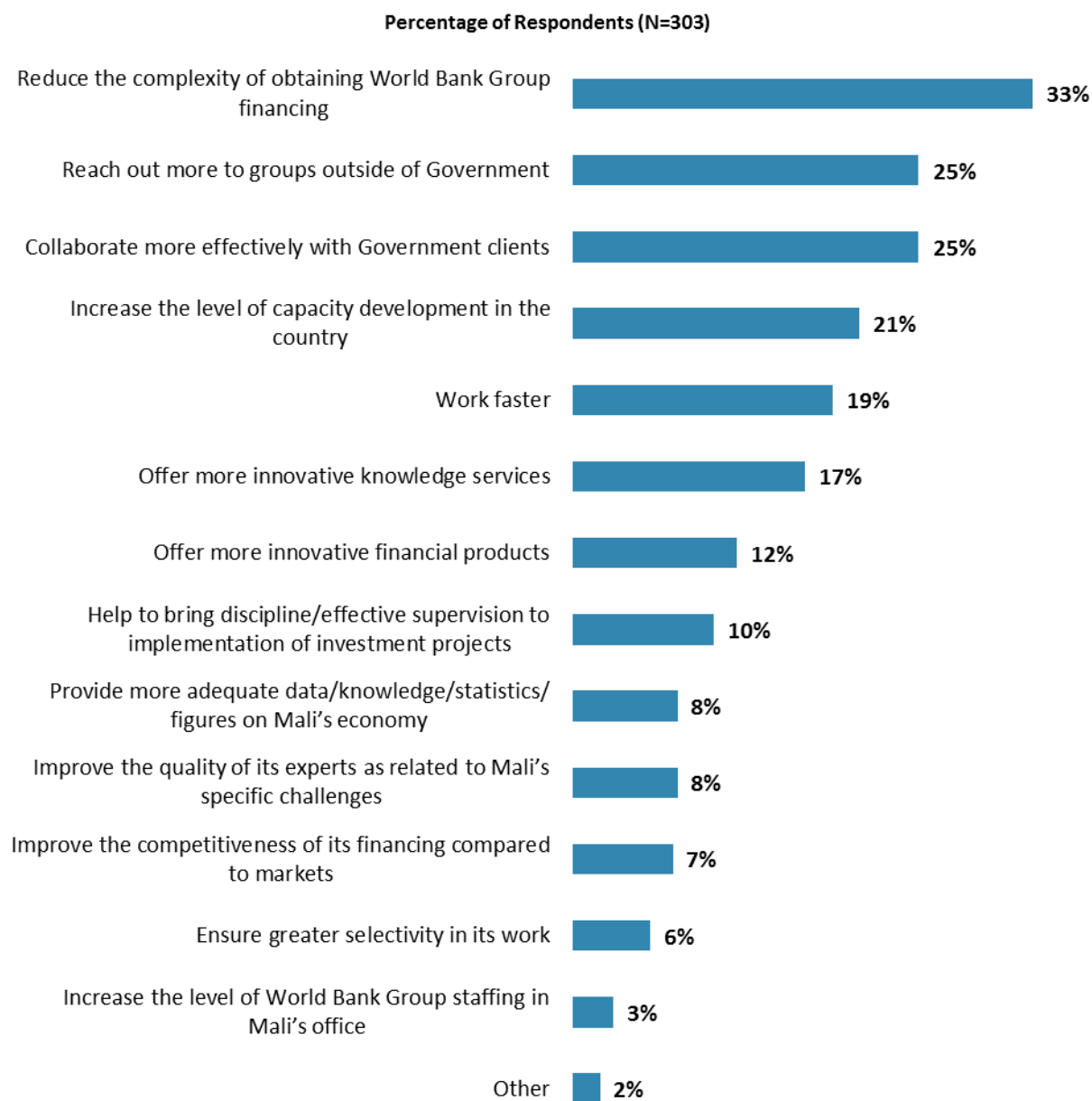
<sup>13</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (27%) to make itself of greater value in Mali.



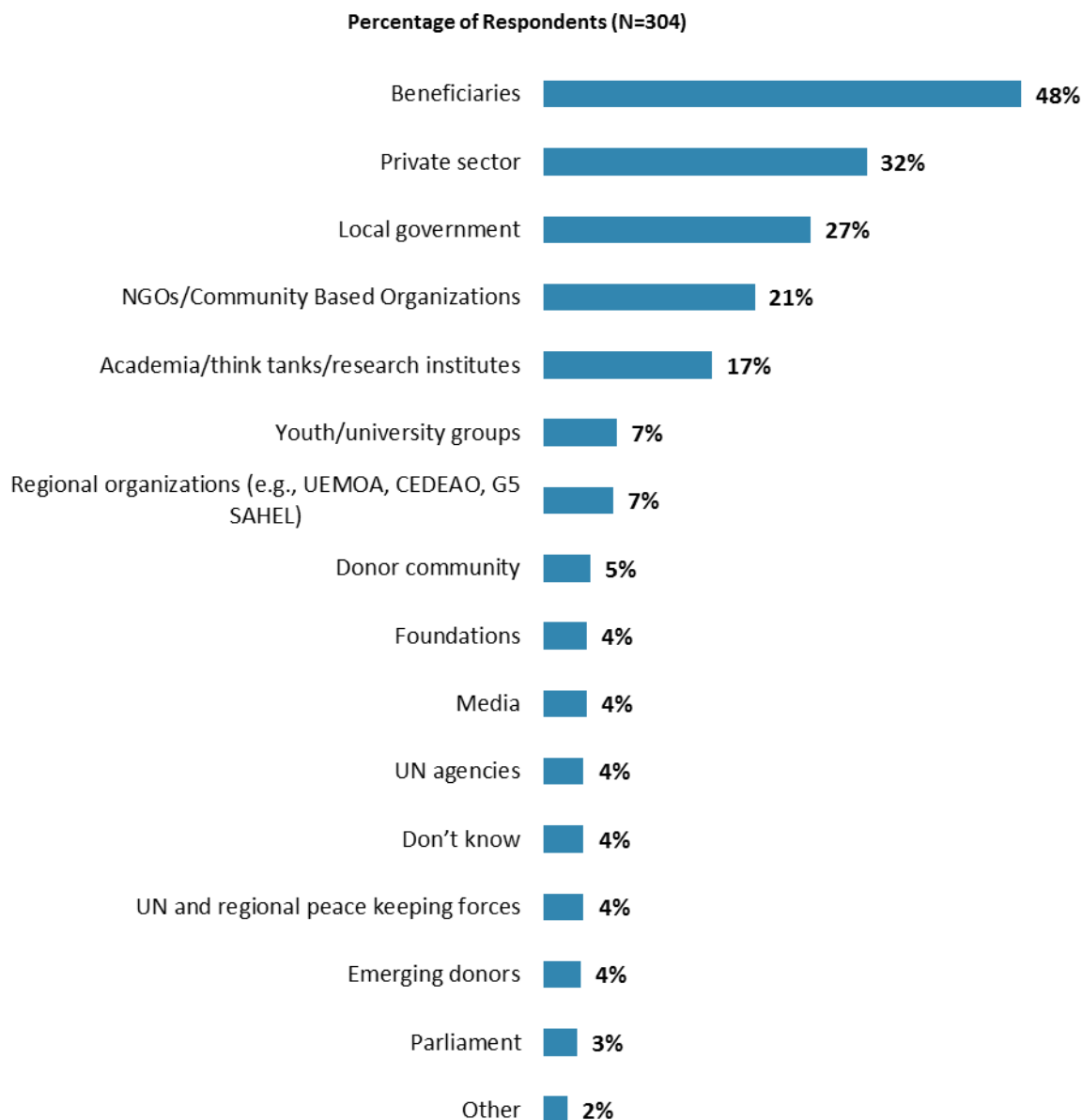
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*local government*” (37%) and “*private sector*” (34%) to ensure better development results in Mali.



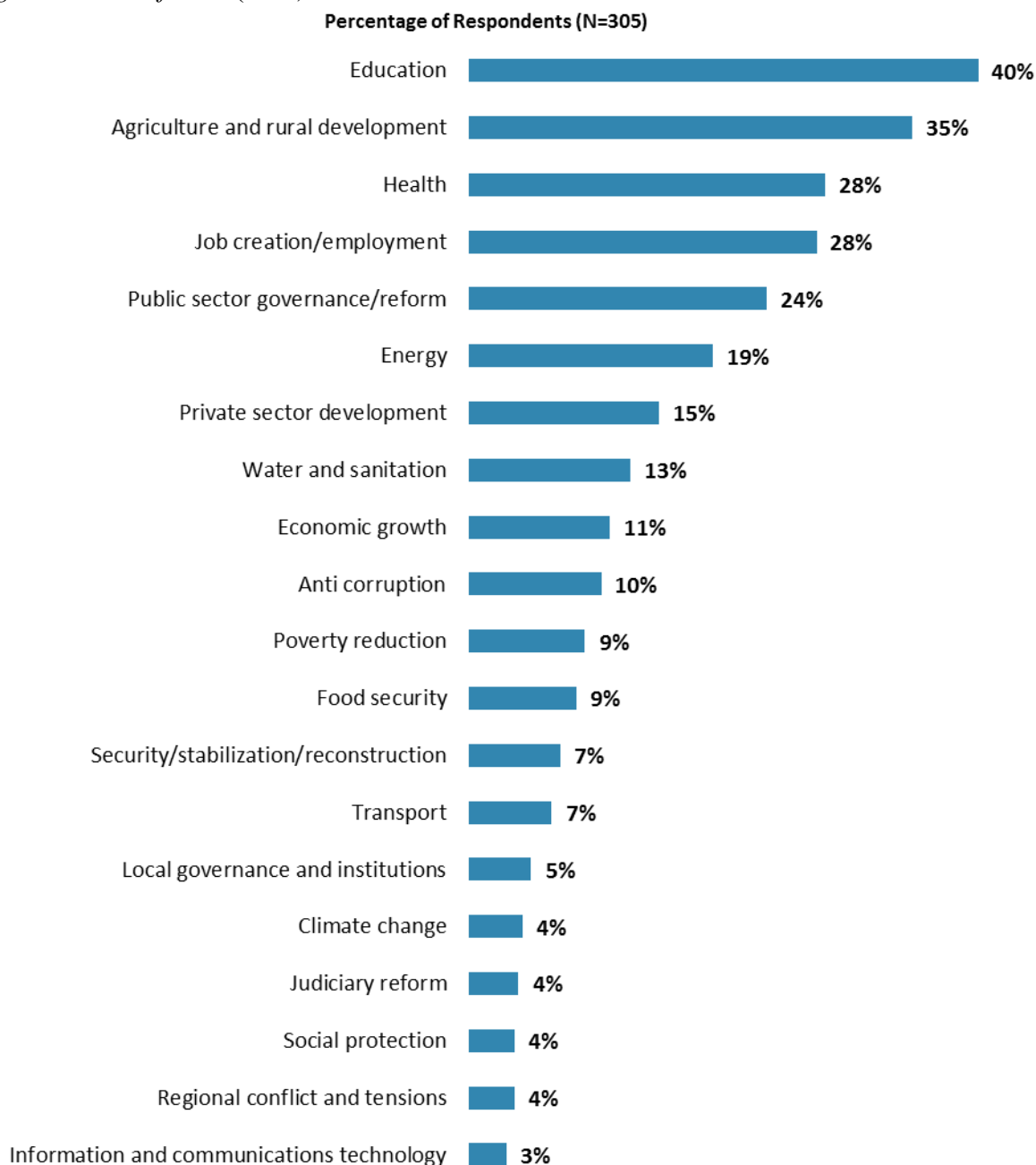
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*education*” (36%) and “*public sector governance/reform*” (33%).

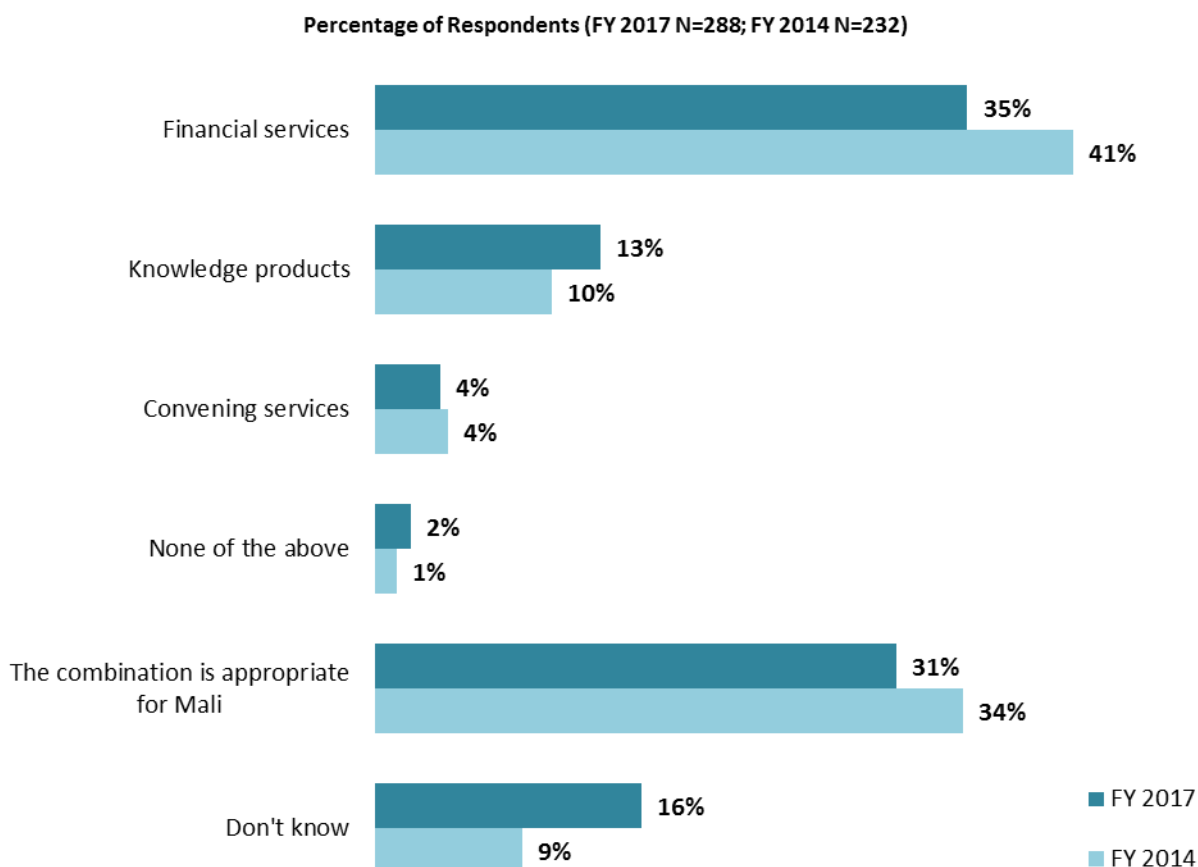


“When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectors do you believe the WBG should focus most of its resources in Mali? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



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

### Future Combination of the WBG Services<sup>14</sup>



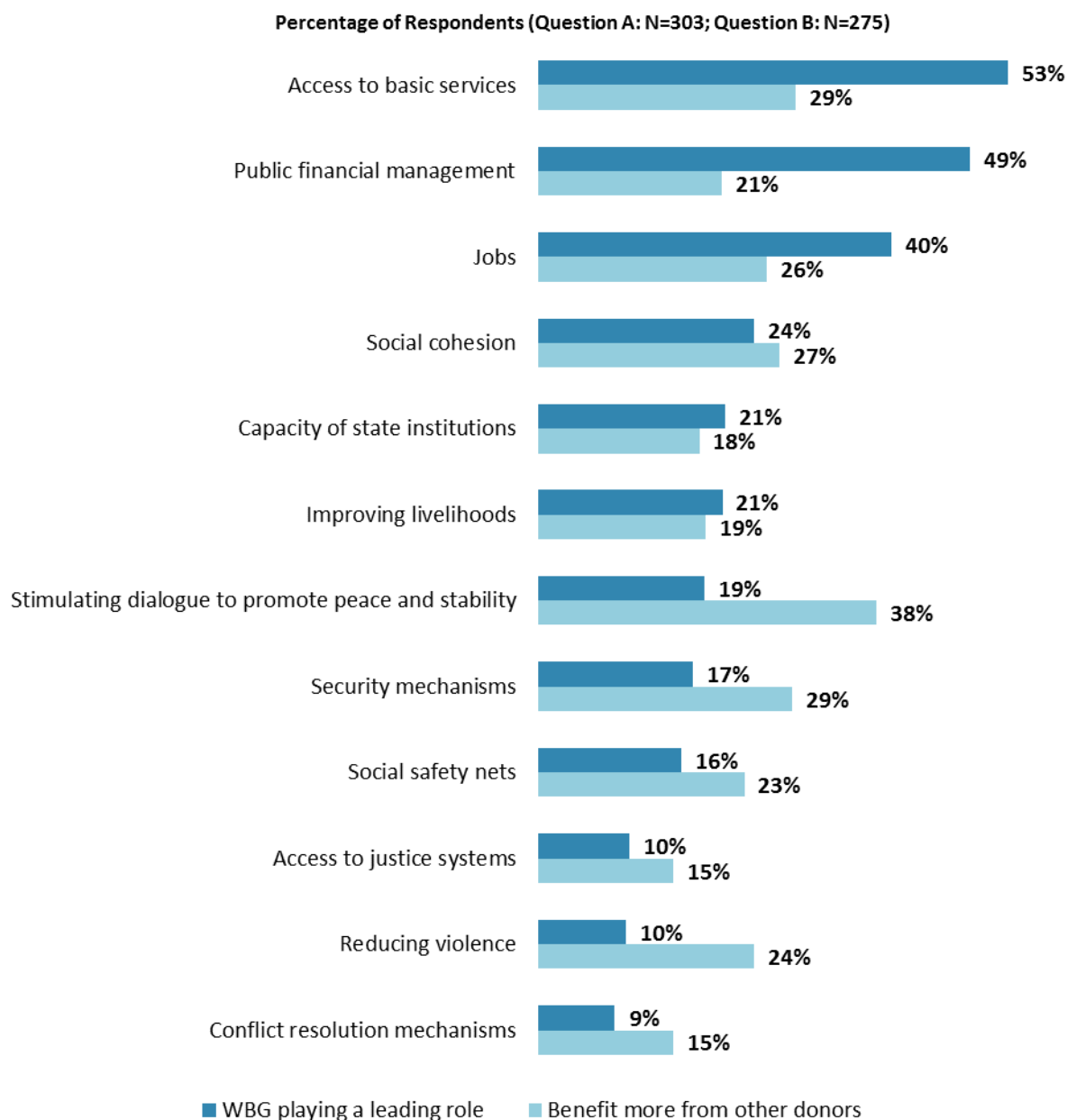
"When considering the combination of services that the World Bank Group offers in Mali, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mali?" (Respondents chose from a list.)

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



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

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



"Please answer the following questions:

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

B. Which THREE areas below would benefit most from other donors in Mali?"  
(Respondents chose from a list. Responses combined.)



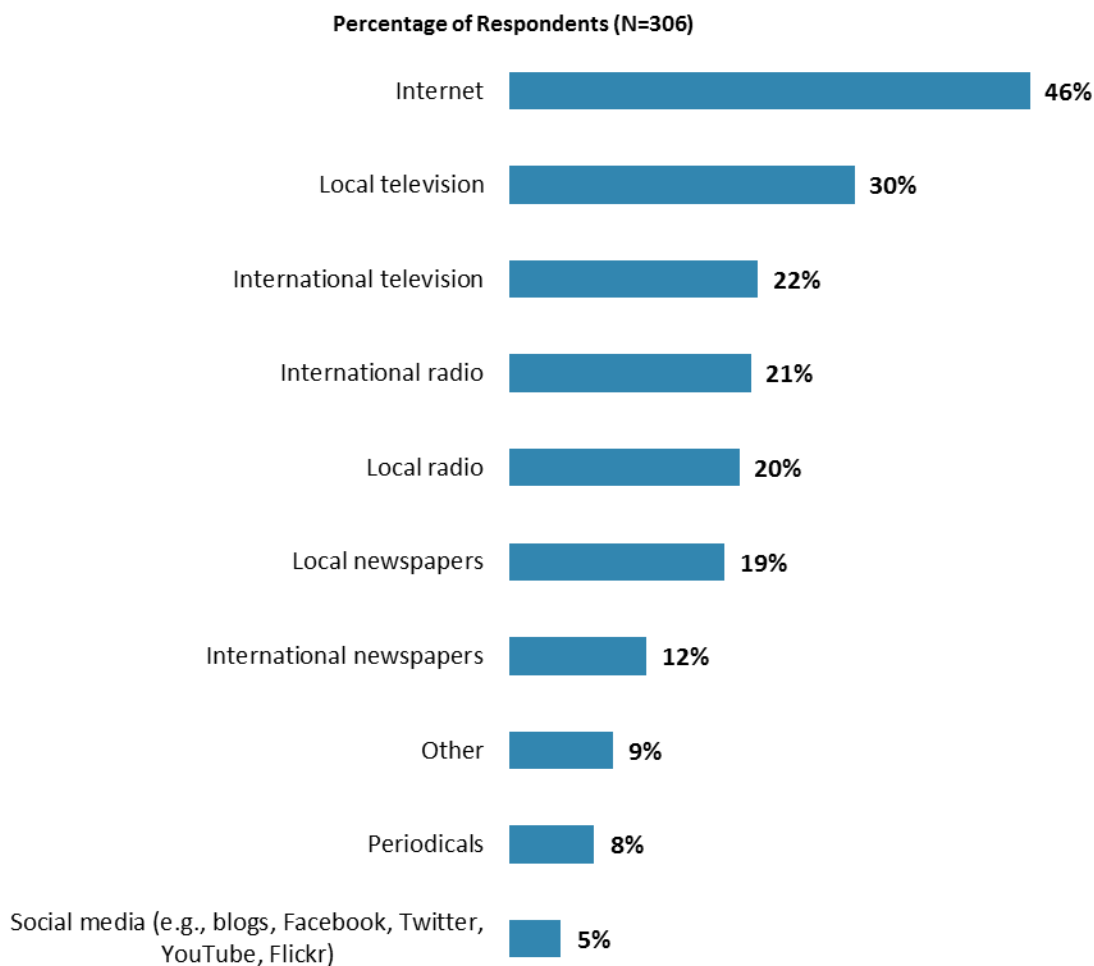


## X. Communication and Outreach

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

### General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Mali from “local newspapers” (39%), “local television” (38%), and “Internet” (34%).



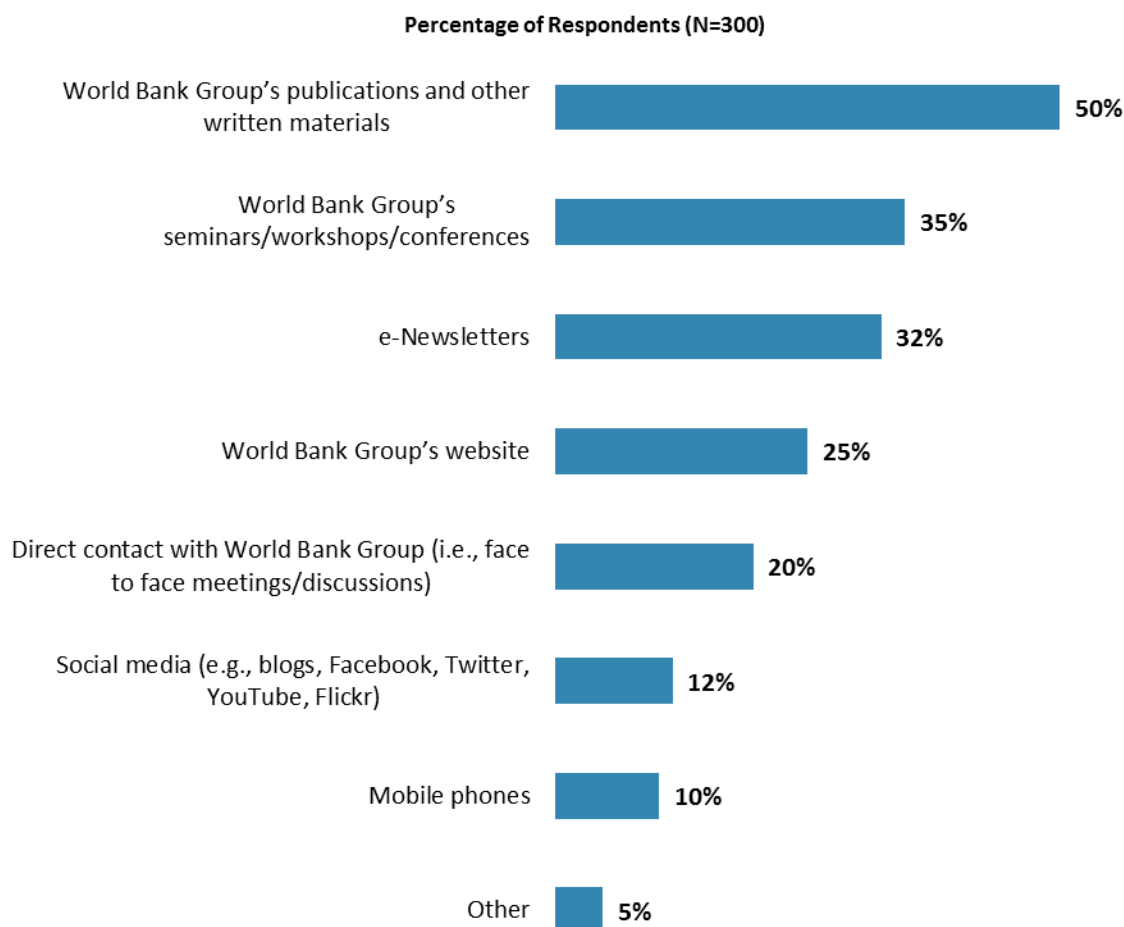
**"How do you get most of your information about economic and social development issues in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (43%), “*e-newsletters*” (38%), and “*publications and other written materials*” (38%).

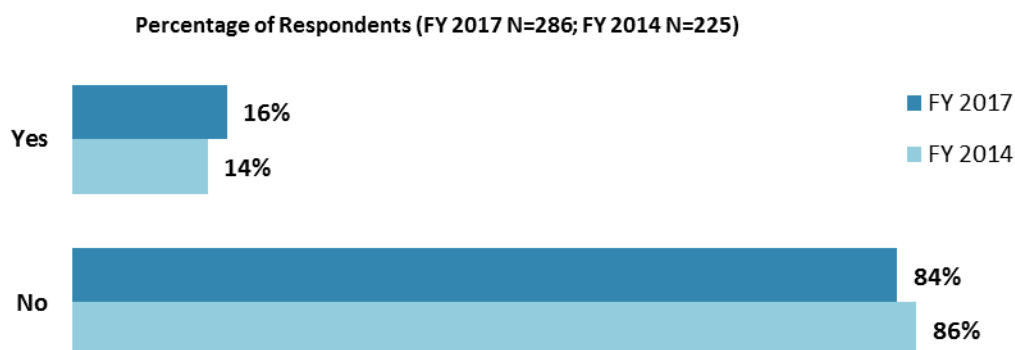


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

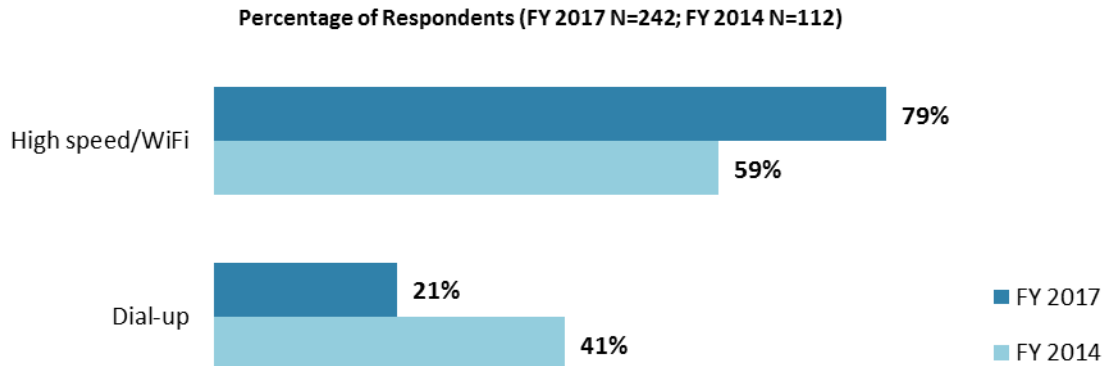
### Access to Information<sup>15</sup>



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

### Access to the Internet

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



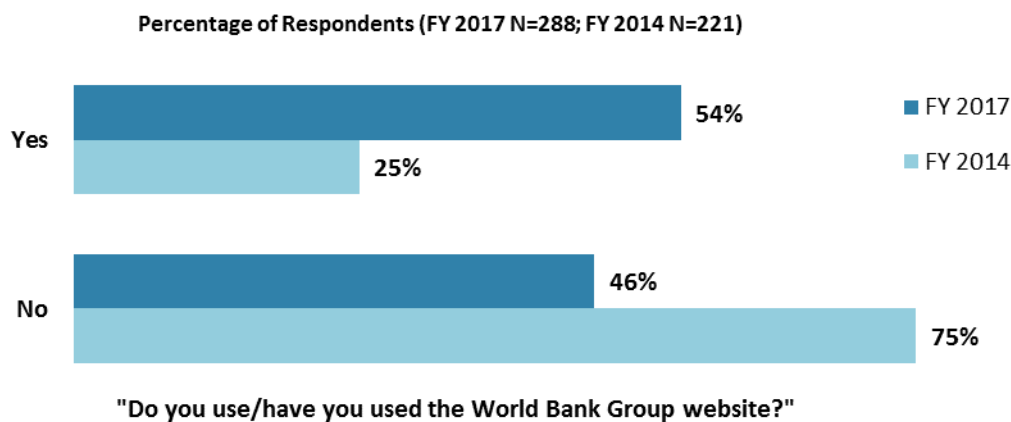
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

<sup>15</sup> Percentages presented in the charts on this page were calculated based on weighted data.



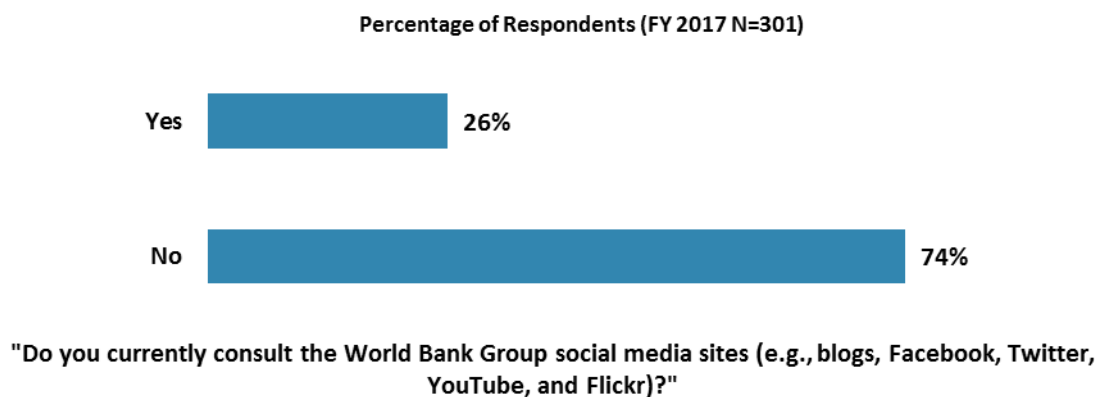
## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>16</sup>



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



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<sup>16</sup> Percentages presented in the chart were calculated based on weighted data.



## XI. Appendices

A. Responses to All Questions across All Respondents.....	45
B. Responses to All Questions by Stakeholder Groups.....	61
C. Responses to Indicator Questions by Geographic Location.....	84
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group .....	86
E. Responses to Selected Questions by Year.....	94
F. Indicator Questions as a Function of Exposure to the WBG .....	100
G. WBG Country Opinion Survey FY17 – Mali Questionnaire .....	101

**Mali**





## Appendix A: Responses to All Questions across All Respondents (N=309)

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

1. In general would you say that Mali is headed in ... ?	Percentage of Respondents (N=304)
The right direction	57.2%
The wrong direction	14.1%
Not sure	28.6%

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)	Percentage of Respondents (Responses Combined; N=306)
Education	48.4%
Security/stabilization/reconstruction	37.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.5%
Agriculture and rural development	23.9%
Health	19.6%
Job creation/employment	18.3%
Private sector development	16.0%
Anti corruption	14.1%
Food security	13.1%
Social protection (e.g., pensions, targeted social assistance)	10.5%
Poverty reduction	8.5%
Energy	6.9%
Water and sanitation	6.5%
Gender equity	5.2%
Economic growth	5.2%
Local governance and institutions	4.9%
Global/regional integration	3.9%
Social cohesion	3.6%
Climate change (e.g., mitigation, adaptation)	3.3%
Crime and violence	2.9%
Judiciary reform	2.9%
Information and communications technology	2.6%
Equality of opportunity (i.e., social inclusion)	2.6%
Financial markets	2.3%
Transport (e.g., roads, bridges, transportation)	2.3%
Urban development	2.0%
Regional conflict and tensions	1.6%
Trade and exports	1.0%
Natural resource management (renewable)	1.0%
Disaster risk management	0.7%
Pollution	0.7%
Natural resource management (non-renewable)	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=306)</b>
Agriculture and rural development	45.4%
Job creation/employment	34.6%
Economic growth	34.3%
Anti corruption	28.4%
Education	19.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.0%
Local governance and institutions	14.7%
Private sector development	14.1%
Health	11.1%
Security/stabilization/reconstruction	10.1%
Food security	8.5%
Social protection (e.g., pensions, targeted social assistance)	8.2%
Equality of opportunity (i.e., social inclusion)	6.5%
Energy	6.5%
Judiciary reform	4.9%
Water and sanitation	4.6%
Social cohesion	4.6%
Climate change (e.g., mitigation, adaptation)	3.3%
Transport (e.g., roads, bridges, transportation)	2.9%
Trade and exports	2.6%
Natural resource management (renewable)	2.3%
Information and communications technology	2.3%
Urban development	2.3%
Disaster risk management	2.0%
Regional conflict and tensions	2.0%
Gender equity	1.3%
Global/regional integration	1.3%
Financial markets	1.0%
Crime and violence	1.0%
Pollution	0.3%
Natural resource management (non-renewable)	0.0%

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

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mali? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=294)</b>
Greater access to health and nutrition for citizens	32.7%
Education and training that better ensure job opportunity	31.0%
Better opportunity for the poor who live in rural areas	29.3%
Consistent economic growth	26.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	16.0%
Better employment opportunities for young people	14.6%
Greater access to micro-finance for the poor	11.9%
More reliable social safety net	9.5%
A growing middle class	7.5%
Better quality public services	6.5%
Better employment opportunities for women	4.1%
Greater voice and participation for citizens to help ensure greater accountability	3.7%
Better opportunity for the poor who live in urban areas	3.4%
Other	1.4%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Mali? (Select only ONE response)</b>	<b>Percentage of Respondents (N=308)</b>
A very big problem	60.7%
A moderately big problem	27.3%
A small problem	4.5%
Not a problem at all	3.6%
Don't know	3.9%

<b>6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=308)</b>
A very serious problem	77.6%
A somewhat serious problem	11.7%
Not too serious problem	4.2%
Not a problem	0.6%
Don't know	5.8%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Mali? (Select only ONE response)</b>	<b>Percentage of Respondents (N=308)</b>
A very important development priority	79.9%
A moderately important development priority	13.3%
A slightly important development priority	3.6%
Not an important development priority	0.6%
Don't know	2.6%



**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)	303	0	4.60	2.95

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Mali. (1-Not effective at all, 10-Very effective)	242	63	6.44	2.69

<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)	239	66	6.41	2.68

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectors 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=305)</b>
Education	40.3%
Agriculture and rural development	35.1%
Health	28.2%
Job creation/employment	27.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.6%
Energy	19.3%
Private sector development	15.1%
Water and sanitation	12.8%
Economic growth	11.1%
Anti corruption	10.5%
Poverty reduction	9.2%
Food security	8.5%
Security/stabilization/reconstruction	7.2%
Transport (e.g., roads, bridges, transportation)	6.6%
Local governance and institutions	4.9%
Climate change (e.g., mitigation, adaptation)	4.3%
Judiciary reform	3.9%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Regional conflict and tensions	3.6%
Information and communications technology	3.0%
Trade and exports	2.6%
Social cohesion	2.6%
Urban development	2.3%
Global/regional integration	2.3%
Equality of opportunity (i.e., social inclusion)	2.0%
Gender equity	2.0%
Financial markets	1.6%
Pollution	1.0%
Crime and violence	1.0%
Natural resource management (non-renewable)	0.7%
Disaster risk management	0.7%
Natural resource management (renewable)	0.7%

**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=294)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development related to World Bank Group supported projects	27.6%	13.7%	41.2%
Financial resources	23.5%	13.7%	37.2%
Mobilizing third party financial resources	8.5%	11.3%	19.8%
Technical assistance	10.9%	8.9%	19.8%
Policy advice, studies, analyses	6.5%	7.5%	14.0%
Implementation support	3.1%	10.6%	13.7%
Strategy formulation (e.g., PRSP assistance)	5.1%	8.6%	13.7%
Promoting knowledge sharing	4.1%	7.5%	11.6%
Data and statistics	3.4%	7.2%	10.6%
Donor coordination	3.1%	7.2%	10.3%
Bringing together different groups of stakeholders	4.4%	3.1%	7.5%
Other	0.0%	0.7%	0.7%

6. 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=307)
World Bank Group's processes too complex	41.7%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	23.8%
Not adequately sensitive to political/social realities in Mali	19.2%
Too influenced by developed countries	18.2%
Not aligned with country priorities	14.3%
Not collaborating enough with stakeholders outside the Government	10.1%
Technical support and assistance quality not adequate	8.5%
Don't know	8.1%
Not willing to honestly criticize policies and reform efforts in the country	7.2%
Staff too inaccessible	6.5%
Not enough public disclosure of its work	5.9%
Not focused enough on issues that are unique to post-conflict countries	5.9%
Its advice and strategies do not lend themselves to practical problem solving	4.9%
Not aligned with other donors' work	3.6%
Arrogant in its approach	2.6%
Not exploring alternative policy options	2.3%
Not client focused	2.0%
Inadequate number of World Bank Group staff members located in the country	1.3%
Other	1.0%
The credibility of its knowledge/data	0.3%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mali? (Select only ONE response)	Percentage of Respondents (N=307)
To a fully sufficient degree	16.3%
To a somewhat sufficient degree	34.9%
To a somewhat insufficient degree	19.9%
To a very insufficient degree	18.6%
Don't know	10.4%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Mali Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	147	156	6.33	2.45
2. Development Policy Financing (DPF)	138	157	6.36	2.47
3. Trust funds and grants	114	185	6.52	2.66
4. Guarantees	87	208	5.97	2.78
5. IFC Investment Services	86	210	6.13	2.36
6. IFC Advisory Services	86	211	6.19	2.54

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=304)
Beneficiaries	47.7%
Private sector	32.2%
Local government	26.6%
NGOs/Community Based Organizations	21.1%
Academia/think tanks/research institutes	16.8%
Youth/university groups	7.2%
Regional organizations (e.g., UEMOA, CEDEAO, G5 SAHEL)	6.9%
Donor community	4.6%
Foundations	4.3%
Media	4.3%
UN agencies	3.9%
Don't know	3.9%
UN and regional peace keeping forces	3.9%
Emerging donors	3.6%
Parliament	3.3%
Other	2.3%

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)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Mali*	263	45	7.22	2.68
11. The World Bank Group's work is aligned with what I consider the development priorities for Mali*	230	75	6.24	2.92

**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
12. Responsiveness to needs*	195	106	5.58	2.69
13. Flexibility (in terms of the institution's products and services)*	175	126	4.87	2.51
14. Flexibility (in terms of changing country circumstances)*	185	116	5.05	2.49
15. Being inclusive*	162	139	5.70	2.83
16. Openness (sharing data and other information)*	173	128	6.09	2.68
17. Collaboration with the Government*	236	64	7.28	2.55
18. The speed in which it gets things accomplished on the ground*	197	105	5.52	2.58
19. Helping to bring discipline/effective supervision to implementation of investment projects*	197	106	6.47	2.59
20. Collaboration with civil society*	188	113	5.02	2.90
21. Staff accessibility*	189	113	4.90	2.86
22. Collaboration with other donors and development partners*	178	122	6.78	2.58
23. Collaboration with the private sector*	171	126	5.83	2.81
24. Collaboration with the UN*	144	156	7.86	2.45
25. Straightforwardness and honesty*	158	144	6.70	2.83
26. Treating clients and stakeholders in Mali with respect*	180	122	6.38	2.76
27. Being a long-term partner*	183	118	7.24	2.77

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=302)
More effective collaboration	13.6%
The same level of effective collaboration	22.8%
Less effective collaboration	7.9%
Don't know	55.6%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=305)
Reforms are not well thought out in light of country challenges	37.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.8%
Ongoing conflict and instability	30.5%
The Government works inefficiently	30.2%
Political pressures and obstacles	26.9%
There is not an adequate level of citizen/civil society participation	25.9%
Inadequate funding	23.3%
The World Bank Group does not do adequate follow through/follow-up	21.6%
The World Bank Group works too slowly	18.7%
Lack of/inadequate levels of capacity in Government	12.1%
Poor donor coordination	10.8%
Other	3.6%

**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. Social protection (e.g., pensions, targeted social assistance)	205	93	6.35	3.02
2. Gender equity	192	103	5.40	2.85
3. Private sector development	231	66	8.16	2.18
4. Education	255	41	8.99	1.70
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	240	64	8.36	2.05
6. Global/regional integration	194	103	6.77	2.31
7. Food security	227	71	8.23	2.12
8. Urban development	210	86	7.11	2.33
9. Energy	222	79	8.40	1.98
10. Water and sanitation	222	74	8.50	1.91
11. Pollution	199	95	7.11	2.57
12. Job creation/employment	238	60	8.46	2.12
13. Health	249	55	8.78	1.86
14. Financial markets	183	112	7.22	2.28
15. Transport (e.g., roads, bridges, transportation)	213	86	8.05	2.23
16. Agriculture and rural development	243	58	8.83	1.83
17. Trade and exports	195	101	6.68	2.45
18. Crime and violence	197	102	6.83	2.83
19. Natural resource management (renewable)	192	107	7.27	2.34
20. Natural resource management (non-renewable)	191	109	7.01	2.39
21. Climate change (e.g., mitigation, adaptation)	210	89	7.75	2.23
22. Poverty reduction	241	63	8.54	1.98
23. Anti corruption	220	80	8.21	2.35
24. Judiciary reform	195	102	7.36	2.75
25. Economic growth	225	74	8.48	1.94
26. Disaster risk management	190	108	6.85	2.43
27. Equality of opportunity (i.e., social inclusion)	191	111	7.11	2.53
28. Information and communications technology	199	99	7.37	2.33
29. Security/stabilization/reconstruction	212	89	8.16	2.23
30. Regional conflict and tensions	207	92	7.24	2.58
31. Local governance and institutions	212	89	7.69	2.34
32. Social cohesion	222	83	7.54	2.71

**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. Social protection (e.g., pensions, targeted social assistance)	114	187	5.63	2.99
2. Gender equity	114	183	5.87	2.57
3. Private sector development	155	144	6.48	2.43
4. Education	191	107	7.32	2.50
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	166	135	6.78	2.59
6. Global/regional integration	117	183	5.68	2.54
7. Food security	160	138	6.60	2.59
8. Urban development	135	162	6.16	2.48
9. Energy	155	144	6.34	2.59
10. Water and sanitation	162	137	6.56	2.67
11. Pollution	119	174	5.47	2.88
12. Job creation/employment	153	144	5.90	2.74
13. Health	183	119	7.10	2.64
14. Financial markets	117	179	6.04	2.71
15. Transport (e.g., roads, bridges, transportation)	146	150	6.47	2.71
16. Agriculture and rural development	174	124	7.22	2.52
17. Trade and exports	114	178	5.35	2.72
18. Crime and violence	113	184	4.71	2.89
19. Natural resource management (renewable)	125	171	5.78	2.76
20. Natural resource management (non-renewable)	120	177	5.42	2.72
21. Climate change (e.g., mitigation, adaptation)	134	165	6.25	2.76
22. Poverty reduction	172	128	6.44	2.66
23. Anti corruption	154	145	5.62	3.15
24. Judiciary reform	127	170	5.25	3.07
25. Economic growth	158	140	6.47	2.64
26. Disaster risk management	118	179	5.69	2.67
27. Equality of opportunity (i.e., social inclusion)	110	189	5.34	2.65
28. Information and communications technology	119	180	5.55	2.77
29. Security/stabilization/reconstruction	146	152	6.05	2.71
30. Regional conflict and tensions	131	167	5.57	2.79
31. Local governance and institutions	148	151	6.09	2.70
32. Social cohesion	131	169	5.63	3.03

Achieving Development Results*	N	DK	Mean	SD
3. 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)	249	60	6.91	2.49

Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mali? (1-To no degree at all, 10-To a very significant degree)	213	96	6.68	2.76

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

To what extent do you agree with the following statements about the World Bank Group in Mali? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mali*	223	85	6.13	2.63
6. The World Bank Group meets Mali's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	205	102	6.08	2.64

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=305)
Weekly	3.9%
Monthly	7.2%
A few times a year	28.2%
Rarely	34.4%
Never	26.2%

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)	Degree			
	N	DK	Mean	SD
2. Are timely	195	109	7.09	2.38
3. Include appropriate level of stakeholder involvement during preparation	171	132	6.12	2.60
4. Lead to practical solutions	171	133	5.80	2.38
5. Are accessible (well written and easy to understand)	164	133	5.83	2.68
6. Are source of relevant information on global good practices	175	126	6.99	2.54
7. Are relevant to country challenges	182	115	6.36	2.65
8. Are adequately disseminated	161	134	5.45	2.63
9. Are translated enough into local language	164	140	3.55	2.71
10. Are adaptable to Mali's specific development challenges and country circumstances*	192	112	6.48	2.55

Overall Evaluations	N	DK	Mean	SD
11. 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)	234	74	7.03	2.40
12. 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)	225	83	6.81	2.45

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	206	102	3.93	2.73
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	234	72	6.98	2.73
3. The World Bank Group's approvals and reviews are done in a timely fashion	192	113	5.24	2.79
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	143	162	5.62	2.73
5. The World Bank Group's conditions on its lending are reasonable	159	149	5.21	2.82
6. The World Bank Group takes decisions quickly in Mali*	160	144	4.74	2.66
7. Working with the World Bank Group increases Mali's institutional capacity	212	93	6.70	2.67
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	178	129	6.72	2.80
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	201	105	6.43	2.77
<b>WBG Promoting PPP in Mali</b>				
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mali? (1-To no degree at all, 10-To a very significant degree)	224	84	6.46	2.66
<b>WBG Staffing in Mali</b>				
11. 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)	132	176	5.05	2.60
<b>Measuring and Correcting the World Bank Group's Work</b>				
12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Mali? (1-To no degree at all, 10-To a very significant degree)	149	159	5.47	2.78

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

1. 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; N=303)
Reduce the complexity of obtaining World Bank Group financing	33.3%
Reach out more to groups outside of Government	25.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.1%
Increase the level of capacity development in the country	20.8%
Work faster	18.8%
Offer more innovative knowledge services	16.8%
Offer more innovative financial products	11.9%
Help to bring discipline/effective supervision to implementation of investment projects	10.2%
Provide more adequate data/knowledge/statistics/figures on Mali's economy	7.6%
Improve the quality of its experts as related to Mali's specific challenges	7.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.3%
Ensure greater selectivity in its work	5.6%
Increase the level of World Bank Group staffing in Mali's office	3.0%
Other	2.0%



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

<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=303)</b>
Financial services	36.0%
The combination is appropriate for Mali	30.0%
Don't know	15.5%
Knowledge products	12.9%
Convening services	4.0%
None of the above	1.7%

<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=303)</b>
Access to basic services	53.1%
Public financial management	48.8%
Jobs	39.9%
Social cohesion	24.4%
Capacity of state institutions	21.1%
Improving livelihoods	20.8%
Stimulating dialogue to promote peace and stability	18.8%
Security mechanisms	17.5%
Social safety nets	16.2%
Access to justice systems	10.2%
Reducing violence	9.9%
Conflict resolution mechanisms	8.6%

<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=275)</b>
Stimulating dialogue to promote peace and stability	38.2%
Access to basic services	29.1%
Security mechanisms	28.7%
Social cohesion	27.3%
Jobs	25.8%
Reducing violence	24.4%
Social safety nets	23.3%
Public financial management	20.7%
Improving livelihoods	18.9%
Capacity of state institutions	18.2%
Access to justice systems	15.3%
Conflict resolution mechanisms	15.3%

**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=306)</b>
Internet	45.8%
Local television	30.4%
International television	21.9%
International radio	21.2%
Local radio	20.3%
Local newspapers	19.0%
International newspapers	12.1%
Other	9.2%
Periodicals	7.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	4.6%

<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=300)</b>
World Bank Group's publications and other written materials	50.0%
World Bank Group's seminars/workshops/conferences	34.7%
e-Newsletters	32.3%
World Bank Group's website	25.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	19.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	11.7%
Mobile phones	10.3%
Other	4.7%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=301)</b>
Yes	16.3%
No	83.7%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=304)</b>
Yes	75.0%
No	25.0%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=302)</b>
Yes	54.0%
No	46.0%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=301)</b>
Yes	25.6%
No	74.4%

<b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=256)</b>
High speed/WiFi	78.9%
Dial-up	21.1%

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

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=303)
Weekly	10.2%
Monthly	7.3%
A few times a year	24.1%
Rarely	25.4%
Never	33.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	101	199	7.13	2.58
10. I find the information on the World Bank Group's websites useful	99	201	7.57	2.37
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	90	211	7.13	2.81
12. 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.)	125	178	6.09	3.07
13. The World Bank Group is responsive to my information requests and inquiries	86	218	6.16	3.06

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=307)
Employee of a Ministry, Ministerial Department or Implementation Agency	34.9%
Local Government Office or Staff	22.1%
Academia/Research Institute/Think Tank	7.8%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	6.2%
Media (press, radio, TV, web, etc.)	4.9%
Other	4.6%
Private Sector Organization	4.2%
NGO/Community Based Organization	3.9%
Trade Union	2.9%
Office of Minister	2.6%
Private Foundation	2.6%
Bilateral/Multilateral Agency	1.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	1.0%
Office of Parliamentarian	0.7%
Office of the President, Prime Minister	0.3%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=304)</b>
Education	17.4%
Other	16.1%
Governance	14.1%
Health, nutrition, and population	8.2%
Agriculture	6.6%
Urban, rural, and social development	4.9%
Macroeconomics and fiscal management	4.3%
Trade and competitiveness	3.9%
Finance and markets	3.9%
Social protection and labor	3.3%
Environment and natural resources	3.3%
Jobs	2.3%
Generalist (specialized in multiple sectors)	2.3%
Public-private partnerships	2.0%
Energy and extractives	1.6%
Water	1.3%
Gender	1.3%
Transport and ICT	1.3%
Climate Change	1.0%
Fragility, conflict and violence	0.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=304)</b>
Yes	45.1%
No	54.9%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Mali? (Select only ONE response)</b>	<b>Percentage of Respondents (N=205)</b>
The World Bank (IDA)	55.1%
The International Finance Corporation (IFC)	8.3%
The Multilateral Investment Guarantee Agency (MIGA)	3.9%
Other	32.7%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=297)</b>
Yes	18.9%
No	81.1%

<b>6. If yes, what was your view of how the two institutions work together in Mali? (Select only ONE response)</b>	<b>Percentage of Respondents (N=53)</b>
The two institutions work well together	30.2%
The way the two institutions work together needs improvement	43.4%
The two institutions do not work well together	1.9%
Don't know	24.5%

**H. Background Information (continued)**

<b>7. 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=277)</b>
Collaborate as part of my professional duties	38.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	38.6%
Use World Bank Group reports/data	35.0%
Use World Bank Group website for information, data, research, etc.	28.2%
Engage in World Bank Group related/sponsored events/activities	26.0%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=307)</b>
Female	9.1%
Male	90.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=304)</b>
Bamako	60.2%
Gao	7.9%
Kayes	6.9%
Mopti	7.6%
Sikasso	7.9%
Ségou	9.5%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>17</sup>

- Office of the President/Prime Minister/Minister N=9    ● Employee of a Ministry N=107    ● PMU/Consultant on a WBG-supported Project N=19
- Local Government N=68    ● Private Sector/Financial Sector/Private Bank N=13    ● CSO N=29    ● Media N=15
- Academia/Research Institute/Think Tank N=24    ● Other N=23

### A. General Issues facing Mali

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	55.6%	62.6%	55.6%	72.1%	50.0%	41.4%	53.3%	17.4%	59.1%
The wrong direction	0.0%	6.5%	22.2%	7.4%	8.3%	34.5%	26.7%	47.8%	4.5%
Not sure	44.4%	30.8%	22.2%	20.6%	41.7%	24.1%	20.0%	34.8%	36.4%

\*Significantly different between stakeholder groups

<sup>17</sup> Only 307 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing 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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	11.1%	9.4%	5.3%	13.2%	7.7%	13.8%	14.3%	8.3%	8.7%
Gender equity*	11.1%	5.7%	0.0%	1.5%	30.8%	6.9%	0.0%	0.0%	8.7%
Private sector development	11.1%	16.0%	21.1%	13.2%	23.1%	17.2%	0.0%	8.3%	30.4%
Education	44.4%	48.1%	47.4%	51.5%	38.5%	41.4%	50.0%	75.0%	30.4%
Security/stabilization/reconstruction	66.7%	41.5%	36.8%	35.3%	46.2%	31.0%	42.9%	29.2%	30.4%
Public sector governance/reform	55.6%	28.3%	15.8%	25.0%	30.8%	24.1%	14.3%	16.7%	26.1%
Global/regional integration	0.0%	4.7%	5.3%	2.9%	0.0%	0.0%	21.4%	0.0%	4.3%
Food security	11.1%	10.4%	10.5%	16.2%	23.1%	13.8%	7.1%	12.5%	17.4%
Urban development	0.0%	0.9%	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	8.7%
Energy	0.0%	7.5%	15.8%	5.9%	7.7%	6.9%	0.0%	8.3%	4.3%
Water and sanitation	0.0%	5.7%	5.3%	4.4%	7.7%	3.4%	7.1%	8.3%	17.4%
Regional conflict and tensions	11.1%	1.9%	0.0%	1.5%	0.0%	3.4%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	4.2%	0.0%
Job creation/employment	11.1%	19.8%	31.6%	23.5%	0.0%	6.9%	21.4%	12.5%	13.0%
Health	22.2%	18.9%	21.1%	20.6%	23.1%	27.6%	7.1%	29.2%	4.3%
Financial markets*	0.0%	0.0%	0.0%	1.5%	7.7%	13.8%	7.1%	0.0%	0.0%
Transport	0.0%	2.8%	0.0%	0.0%	7.7%	3.4%	7.1%	0.0%	4.3%
Agriculture and rural development	22.2%	24.5%	26.3%	23.5%	7.7%	13.8%	28.6%	33.3%	30.4%
Trade and exports*	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	7.1%	0.0%	0.0%
Crime and violence	0.0%	2.8%	10.5%	1.5%	0.0%	6.9%	0.0%	4.2%	0.0%
Social cohesion*	0.0%	0.9%	0.0%	1.5%	7.7%	10.3%	0.0%	4.2%	17.4%
Natural resource management (renewable)	0.0%	1.9%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management (non-renewable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	4.7%	5.3%	1.5%	7.7%	6.9%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	8.5%	5.3%	13.2%	7.7%	3.4%	0.0%	8.3%	13.0%
Anti corruption	0.0%	13.2%	21.1%	13.2%	0.0%	17.2%	35.7%	8.3%	17.4%
Judiciary reform	0.0%	1.9%	0.0%	2.9%	0.0%	0.0%	0.0%	12.5%	8.7%
Economic growth	0.0%	6.6%	5.3%	5.9%	0.0%	6.9%	0.0%	8.3%	0.0%
Local governance and institutions	0.0%	5.7%	0.0%	8.8%	0.0%	3.4%	0.0%	4.2%	4.3%
Disaster risk management	0.0%	0.9%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	11.1%	2.8%	0.0%	1.5%	7.7%	0.0%	14.3%	0.0%	0.0%
Information and communications technology	0.0%	1.9%	10.5%	1.5%	0.0%	3.4%	14.3%	0.0%	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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth	22.2%	39.6%	26.3%	38.8%	15.4%	34.5%	28.6%	25.0%	30.4%
Disaster risk management	0.0%	1.9%	0.0%	3.0%	7.7%	0.0%	0.0%	0.0%	4.3%
Equality of opportunity	22.2%	5.7%	0.0%	6.0%	7.7%	6.9%	7.1%	8.3%	8.7%
Local governance and institutions	0.0%	17.0%	5.3%	22.4%	0.0%	3.4%	21.4%	12.5%	17.4%
Information and communications technology*	0.0%	0.9%	10.5%	0.0%	7.7%	3.4%	14.3%	0.0%	0.0%
Social protection	11.1%	7.5%	5.3%	10.4%	23.1%	6.9%	7.1%	0.0%	8.7%
Agriculture and rural development	55.6%	43.4%	52.6%	43.3%	46.2%	41.4%	50.0%	62.5%	39.1%
Trade and exports	0.0%	0.9%	10.5%	1.5%	0.0%	6.9%	0.0%	0.0%	8.7%
Crime and violence	0.0%	0.0%	0.0%	1.5%	0.0%	3.4%	0.0%	0.0%	4.3%
Climate change	0.0%	1.9%	10.5%	6.0%	0.0%	0.0%	7.1%	0.0%	4.3%
Transport	0.0%	4.7%	5.3%	3.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Social cohesion*	0.0%	0.9%	5.3%	3.0%	15.4%	17.2%	0.0%	8.3%	4.3%
Energy	11.1%	7.5%	21.1%	4.5%	7.7%	0.0%	0.0%	4.2%	8.7%
Anti corruption	44.4%	25.5%	31.6%	28.4%	15.4%	27.6%	57.1%	29.2%	21.7%
Judiciary reform	0.0%	1.9%	0.0%	6.0%	7.7%	10.3%	7.1%	12.5%	4.3%
Water and sanitation	11.1%	2.8%	10.5%	1.5%	7.7%	6.9%	7.1%	0.0%	13.0%
Pollution	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	55.6%	42.5%	10.5%	38.8%	23.1%	20.7%	7.1%	33.3%	34.8%
Health*	11.1%	6.6%	5.3%	13.4%	0.0%	13.8%	0.0%	33.3%	13.0%
Security/stabilization/reconstruction*	22.2%	17.9%	10.5%	6.0%	15.4%	0.0%	7.1%	4.2%	0.0%
Financial markets*	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	4.3%
Public sector governance/reform	11.1%	17.9%	15.8%	14.9%	15.4%	24.1%	21.4%	16.7%	13.0%
Gender equity	0.0%	0.0%	0.0%	1.5%	7.7%	0.0%	0.0%	4.2%	4.3%
Private sector development	0.0%	17.9%	21.1%	13.4%	23.1%	6.9%	14.3%	4.2%	13.0%
Education	22.2%	16.0%	21.1%	16.4%	15.4%	31.0%	21.4%	33.3%	21.7%
Global/regional integration	0.0%	0.9%	0.0%	0.0%	7.7%	3.4%	0.0%	0.0%	4.3%
Food security	0.0%	10.4%	5.3%	10.4%	7.7%	3.4%	7.1%	4.2%	8.7%
Regional conflict and tensions	0.0%	1.9%	0.0%	0.0%	0.0%	3.4%	14.3%	4.2%	0.0%
Urban development	0.0%	1.9%	5.3%	1.5%	0.0%	6.9%	0.0%	0.0%	4.3%
Natural resource management (renewable)	0.0%	1.9%	5.3%	1.5%	0.0%	10.3%	0.0%	0.0%	0.0%
Natural resource management (non-renewable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	11.1%	29.1%	33.3%	38.2%	41.7%	34.6%	7.7%	42.9%	39.1%
Better entrepreneurial opportunities	0.0%	15.5%	22.2%	13.2%	25.0%	11.5%	23.1%	14.3%	26.1%
A growing middle class	11.1%	9.7%	0.0%	1.5%	16.7%	7.7%	15.4%	4.8%	13.0%
Better opportunity for the poor who live in rural areas	33.3%	26.2%	33.3%	26.5%	33.3%	34.6%	23.1%	33.3%	34.8%
Better opportunity for the poor who live in urban areas	0.0%	3.9%	0.0%	4.4%	8.3%	0.0%	7.7%	0.0%	4.3%
Consistent economic growth	44.4%	30.1%	22.2%	32.4%	16.7%	26.9%	23.1%	19.0%	0.0%
More reliable social safety net	11.1%	9.7%	11.1%	16.2%	0.0%	3.8%	0.0%	0.0%	13.0%
Greater access to micro-finance for the poor*	11.1%	9.7%	16.7%	11.8%	0.0%	11.5%	46.2%	4.8%	8.7%
Greater voice and participation for citizens to help ensure greater accountability	11.1%	2.9%	0.0%	7.4%	0.0%	0.0%	0.0%	4.8%	4.3%
Education and training that better ensure job opportunity	22.2%	29.1%	33.3%	29.4%	25.0%	23.1%	23.1%	47.6%	47.8%
Better quality public services	11.1%	7.8%	0.0%	4.4%	0.0%	11.5%	15.4%	4.8%	4.3%
Better employment opportunities for young people	22.2%	16.5%	22.2%	14.7%	25.0%	3.8%	7.7%	19.0%	4.3%
Better employment opportunities for women*	11.1%	4.9%	0.0%	0.0%	8.3%	15.4%	0.0%	4.8%	0.0%
Other	0.0%	1.9%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	55.6%	59.8%	73.7%	53.7%	69.2%	51.7%	80.0%	62.5%	69.6%
A moderately big problem	44.4%	29.9%	21.1%	31.3%	23.1%	24.1%	6.7%	16.7%	30.4%
A small problem	0.0%	5.6%	0.0%	4.5%	0.0%	10.3%	6.7%	4.2%	0.0%
Not a problem at all	0.0%	1.9%	0.0%	6.0%	0.0%	6.9%	0.0%	12.5%	0.0%
Don't know	0.0%	2.8%	5.3%	4.5%	7.7%	6.9%	6.7%	4.2%	0.0%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	88.9%	80.4%	68.4%	85.1%	76.9%	48.3%	80.0%	79.2%	78.3%
A somewhat serious problem	11.1%	11.2%	21.1%	9.0%	7.7%	13.8%	13.3%	12.5%	13.0%
Not too serious problem	0.0%	4.7%	5.3%	4.5%	0.0%	6.9%	0.0%	4.2%	4.3%
Not a problem	0.0%	0.0%	5.3%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	3.7%	0.0%	0.0%	15.4%	31.0%	6.7%	4.2%	4.3%

\*Significantly different between stakeholder groups

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

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Mali? (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	88.9%	77.6%	68.4%	83.6%	92.3%	89.7%	66.7%	79.2%	73.9%
A moderately important development priority	0.0%	16.8%	15.8%	11.9%	0.0%	6.9%	13.3%	12.5%	21.7%
A slightly important development priority	11.1%	3.7%	0.0%	4.5%	0.0%	0.0%	13.3%	4.2%	0.0%
Not an important development priority	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Don't know	0.0%	0.9%	15.8%	0.0%	7.7%	3.4%	0.0%	4.2%	4.3%

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?	9	5.11	3.02	106	4.64	2.83	18	5.83	3.00	66	4.74	2.95	13	3.38	2.33	29	3.66	2.97	15	5.33	3.81	23	3.83	2.67	23	5.13	3.11

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.*	8	7.13	1.96	83	6.65	2.41	18	6.89	2.83	53	6.81	2.55	11	4.73	3.41	22	6.09	2.89	13	6.31	3.30	16	4.25	2.54	18	7.11	2.45

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	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?	8	6.50	1.93	83	6.53	2.55	16	6.44	3.16	52	6.38	2.67	8	7.00	3.34	21	6.38	2.84	14	6.50	3.16	17	5.65	2.69	20	6.25	2.71

(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 sectors 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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy*	22.2%	23.6%	26.3%	11.9%	15.4%	10.3%	7.1%	8.3%	47.8%
Water and sanitation	33.3%	12.3%	26.3%	10.4%	15.4%	13.8%	14.3%	4.2%	8.7%
Pollution	0.0%	0.9%	5.3%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	33.3%	31.1%	42.1%	28.4%	7.7%	27.6%	28.6%	20.8%	8.7%
Health	22.2%	23.6%	26.3%	29.9%	38.5%	37.9%	21.4%	41.7%	21.7%
Regional conflict and tensions	0.0%	0.9%	10.5%	6.0%	7.7%	3.4%	7.1%	0.0%	4.3%
Financial markets*	0.0%	0.0%	0.0%	0.0%	7.7%	10.3%	7.1%	0.0%	0.0%
Social protection	0.0%	2.8%	0.0%	4.5%	7.7%	6.9%	7.1%	0.0%	4.3%
Gender equity	0.0%	1.9%	5.3%	1.5%	7.7%	3.4%	0.0%	0.0%	0.0%
Private sector development	0.0%	18.9%	15.8%	17.9%	15.4%	6.9%	14.3%	4.2%	17.4%
Education	33.3%	42.5%	31.6%	35.8%	38.5%	34.5%	28.6%	75.0%	34.8%
Public sector governance/reform	44.4%	24.5%	10.5%	28.4%	23.1%	24.1%	14.3%	20.8%	17.4%
Security/stabilization/reconstruction	22.2%	10.4%	5.3%	1.5%	15.4%	0.0%	0.0%	12.5%	8.7%
Global/regional integration	0.0%	3.8%	5.3%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	5.7%	5.3%	13.4%	7.7%	10.3%	7.1%	16.7%	4.3%
Urban development	0.0%	1.9%	5.3%	4.5%	0.0%	0.0%	7.1%	0.0%	0.0%
Judiciary reform*	0.0%	0.9%	5.3%	3.0%	0.0%	6.9%	14.3%	16.7%	0.0%
Economic growth	0.0%	12.3%	0.0%	11.9%	7.7%	6.9%	21.4%	12.5%	13.0%
Disaster risk management	0.0%	0.9%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	1.9%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	8.7%
Local governance and institutions	22.2%	4.7%	5.3%	6.0%	7.7%	0.0%	7.1%	4.2%	0.0%
Information and communications technology	0.0%	3.8%	5.3%	1.5%	7.7%	0.0%	14.3%	0.0%	0.0%
Transport	11.1%	9.4%	5.3%	6.0%	7.7%	6.9%	0.0%	0.0%	4.3%
Agriculture and rural development	33.3%	34.0%	26.3%	38.8%	23.1%	24.1%	42.9%	41.7%	43.5%
Trade and exports*	0.0%	0.9%	5.3%	0.0%	7.7%	13.8%	0.0%	0.0%	4.3%
Crime and violence	0.0%	0.0%	0.0%	1.5%	0.0%	3.4%	0.0%	0.0%	4.3%
Natural resource management (renewable)	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	4.3%
Natural resource management (non-renewable)	0.0%	0.0%	0.0%	1.5%	0.0%	3.4%	0.0%	0.0%	0.0%
Social cohesion*	0.0%	2.8%	0.0%	1.5%	0.0%	13.8%	0.0%	0.0%	0.0%
Climate change	0.0%	5.7%	10.5%	1.5%	7.7%	3.4%	7.1%	0.0%	4.3%
Poverty reduction	0.0%	7.5%	0.0%	14.9%	15.4%	10.3%	14.3%	0.0%	13.0%
Anti corruption	11.1%	8.5%	15.8%	6.0%	0.0%	17.2%	14.3%	12.5%	21.7%

\*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?

Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	5.0%	5.3%	6.2%	0.0%	0.0%	0.0%	4.2%	9.5%
Capacity development related to World Bank Group supported projects*	33.3%	20.0%	47.4%	38.5%	46.2%	14.3%	23.1%	29.2%	9.5%
Technical assistance	22.2%	9.0%	10.5%	7.7%	7.7%	10.7%	7.7%	29.2%	9.5%
Policy advice, studies, analyses	0.0%	8.0%	0.0%	1.5%	7.7%	14.3%	23.1%	4.2%	4.8%
Financial resources	22.2%	26.0%	10.5%	20.0%	23.1%	28.6%	23.1%	12.5%	42.9%
Data and statistics	0.0%	4.0%	5.3%	3.1%	7.7%	0.0%	0.0%	4.2%	4.8%
Promoting knowledge sharing	0.0%	6.0%	0.0%	4.6%	7.7%	3.6%	0.0%	4.2%	0.0%
Implementation support	11.1%	3.0%	0.0%	3.1%	0.0%	3.6%	7.7%	0.0%	4.8%
Mobilizing third party financial resources	11.1%	10.0%	15.8%	6.2%	0.0%	14.3%	7.7%	4.2%	4.8%
Donor coordination	0.0%	2.0%	5.3%	4.6%	0.0%	3.6%	7.7%	4.2%	0.0%
Strategy formulation (e.g., PRSP assistance)	0.0%	7.0%	0.0%	4.6%	0.0%	7.1%	0.0%	4.2%	9.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	11.1%	1.0%	10.5%	3.0%	7.7%	3.7%	0.0%	0.0%	4.8%
Capacity development related to World Bank Group supported projects	0.0%	18.4%	10.5%	9.1%	23.1%	14.8%	7.7%	16.7%	9.5%
Technical assistance	11.1%	11.2%	5.3%	6.1%	0.0%	3.7%	15.4%	8.3%	19.0%
Policy advice, studies, analyses*	0.0%	3.1%	15.8%	9.1%	0.0%	7.4%	0.0%	12.5%	23.8%
Financial resources	11.1%	16.3%	5.3%	22.7%	7.7%	11.1%	7.7%	8.3%	0.0%
Data and statistics	11.1%	7.1%	15.8%	6.1%	0.0%	7.4%	7.7%	4.2%	9.5%
Promoting knowledge sharing	22.2%	7.1%	5.3%	7.6%	0.0%	7.4%	0.0%	16.7%	4.8%
Implementation support	0.0%	9.2%	21.1%	12.1%	7.7%	11.1%	15.4%	8.3%	4.8%
Mobilizing third party financial resources	22.2%	9.2%	0.0%	13.6%	7.7%	11.1%	15.4%	16.7%	9.5%
Donor coordination	11.1%	9.2%	10.5%	3.0%	15.4%	7.4%	7.7%	4.2%	4.8%
Strategy formulation (e.g., PRSP assistance)	0.0%	8.2%	0.0%	7.6%	23.1%	11.1%	23.1%	4.2%	9.5%
Other	0.0%	0.0%	0.0%	0.0%	7.7%	3.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex	33.3%	49.5%	42.1%	40.3%	38.5%	31.0%	21.4%	29.2%	52.2%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	0.9%	10.5%	6.0%	0.0%	20.7%	21.4%	8.3%	17.4%
Staff too inaccessible	0.0%	3.7%	10.5%	6.0%	15.4%	10.3%	7.1%	8.3%	8.7%
World Bank Group's processes too slow	11.1%	24.3%	21.1%	32.8%	15.4%	24.1%	21.4%	8.3%	21.7%
Not aligned with other donors' work	0.0%	1.9%	15.8%	4.5%	7.7%	3.4%	0.0%	0.0%	4.3%
Not aligned with country priorities*	55.6%	12.1%	10.5%	14.9%	15.4%	13.8%	0.0%	25.0%	8.7%
Not adequately sensitive to political/social realities in Mali	22.2%	18.7%	26.3%	14.9%	15.4%	20.7%	42.9%	20.8%	13.0%
Technical support and assistance quality not adequate	11.1%	12.1%	5.3%	7.5%	15.4%	3.4%	7.1%	8.3%	0.0%
Too influenced by developed countries	0.0%	25.2%	10.5%	13.4%	7.7%	17.2%	0.0%	29.2%	17.4%
Not exploring alternative policy options*	11.1%	0.0%	5.3%	3.0%	7.7%	0.0%	14.3%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	0.0%	7.5%	5.3%	11.9%	7.7%	17.2%	21.4%	4.2%	17.4%
Its advice and strategies do not lend themselves to practical problem solving	11.1%	7.5%	0.0%	1.5%	0.0%	3.4%	7.1%	8.3%	4.3%
Not enough public disclosure of its work	0.0%	5.6%	5.3%	6.0%	15.4%	3.4%	7.1%	4.2%	8.7%
Arrogant in its approach	0.0%	2.8%	5.3%	1.5%	0.0%	10.3%	0.0%	0.0%	0.0%
Not client focused	11.1%	1.9%	5.3%	1.5%	0.0%	3.4%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	0.0%	4.7%	10.5%	7.5%	0.0%	10.3%	14.3%	0.0%	0.0%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.9%	5.3%	1.5%	0.0%	3.4%	0.0%	0.0%	0.0%
Other	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Don't know	11.1%	7.5%	0.0%	10.4%	15.4%	0.0%	7.1%	16.7%	8.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	11.1%	14.0%	21.1%	25.4%	7.7%	10.3%	6.7%	12.5%	21.7%
To a somewhat sufficient degree	55.6%	39.3%	36.8%	38.8%	15.4%	31.0%	20.0%	16.7%	39.1%
To a somewhat insufficient degree	22.2%	21.5%	15.8%	17.9%	38.5%	13.8%	20.0%	20.8%	17.4%
To a very insufficient degree	0.0%	15.0%	10.5%	10.4%	23.1%	31.0%	46.7%	37.5%	17.4%
Don't know	11.1%	10.3%	15.8%	7.5%	15.4%	13.8%	6.7%	12.5%	4.3%



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Investment Project Financing	4	5.50	1.73	52	6.65	2.51	10	6.30	1.77	32	6.34	2.19	5	5.60	3.29	11	6.45	2.73	8	6.00	3.16	12	5.17	2.82	13	6.77	2.24
Development Policy Financing	3	6.00	1.00	49	6.94	2.37	10	6.90	1.91	31	5.90	2.33	5	4.40	3.78	9	6.67	1.94	8	5.75	3.24	12	5.33	2.81	11	6.82	2.44
Trust funds and grants	2	7.00	4.24	40	6.95	2.78	7	5.71	2.87	21	5.95	2.40	5	8.20	2.49	9	6.56	2.19	10	6.80	3.12	9	4.67	2.55	11	6.91	2.17
Guarantees	1	5.00	-	26	6.58	2.90	6	6.33	2.80	16	5.69	2.63	6	5.17	4.07	8	6.75	2.71	7	5.00	3.37	9	4.22	1.30	8	7.00	2.14
IFC Investment Services*	2	4.00	0.00	28	6.39	2.45	7	6.57	1.51	17	6.06	1.98	4	9.00	2.00	7	6.43	1.90	6	6.00	3.69	7	3.57	0.98	8	6.13	2.23
IFC Advisory Services	2	4.00	0.00	27	5.93	2.50	8	6.13	2.30	16	6.06	2.21	5	8.40	2.30	7	7.57	2.23	6	5.83	3.87	6	3.83	1.60	9	7.22	2.39

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries*	55.6%	56.1%	61.1%	50.7%	38.5%	20.7%	42.9%	33.3%	40.9%
Youth/university groups*	33.3%	7.5%	5.6%	1.5%	0.0%	13.8%	7.1%	12.5%	4.5%
Private sector*	22.2%	39.3%	11.1%	26.9%	53.8%	41.4%	35.7%	8.3%	36.4%
Local government*	22.2%	17.8%	33.3%	47.8%	15.4%	17.2%	28.6%	12.5%	36.4%
Donor community	0.0%	2.8%	16.7%	6.0%	7.7%	3.4%	0.0%	0.0%	9.1%
NGOs/Community Based Organizations*	33.3%	12.1%	27.8%	20.9%	23.1%	55.2%	14.3%	20.8%	9.1%
Academia/think tanks/research institutes*	11.1%	15.0%	5.6%	6.0%	7.7%	10.3%	7.1%	79.2%	22.7%
Parliament	0.0%	2.8%	11.1%	6.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Foundations*	0.0%	0.9%	22.2%	0.0%	15.4%	13.8%	7.1%	0.0%	4.5%
Media*	0.0%	3.7%	0.0%	4.5%	7.7%	0.0%	28.6%	0.0%	4.5%
UN and regional peace keeping forces	0.0%	5.6%	5.6%	3.0%	0.0%	0.0%	7.1%	8.3%	0.0%
Emerging donors	0.0%	4.7%	0.0%	6.0%	7.7%	0.0%	7.1%	0.0%	0.0%
UN agencies	0.0%	5.6%	0.0%	1.5%	0.0%	10.3%	0.0%	4.2%	4.5%
Regional organizations (e.g., UEMOA, CEDEAO, G5 SAHEL)	0.0%	9.3%	0.0%	13.4%	0.0%	0.0%	0.0%	4.2%	4.5%
Other	0.0%	1.9%	0.0%	1.5%	7.7%	0.0%	7.1%	4.2%	4.5%
Don't know	11.1%	5.6%	0.0%	1.5%	0.0%	3.4%	7.1%	4.2%	4.5%

\*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 the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali	8	8.00	2.14	98	7.59	2.46	12	7.42	2.61	57	7.14	2.71	13	6.69	3.40	22	7.05	2.80	13	6.62	3.25	20	5.85	2.76	19	7.63	2.65
The World Bank Group's work is aligned with what I consider the development priorities for Mali	7	6.57	1.81	88	6.30	2.96	11	6.91	2.17	47	6.28	2.97	10	5.90	3.67	20	6.65	3.08	10	6.00	3.30	18	4.67	2.83	18	6.72	2.63

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 the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Responsiveness to needs*	7	4.71	1.50	75	5.93	2.54	11	6.91	2.55	39	5.64	2.36	9	3.33	2.60	18	4.89	3.36	8	4.75	3.45	11	4.09	2.63	16	6.69	2.57
Flexibility (in terms of the institution's products and services)	7	4.86	1.77	63	4.98	2.34	10	5.10	1.97	34	5.00	2.32	8	3.00	2.39	19	4.58	3.10	5	4.00	3.54	12	3.75	2.14	16	6.44	2.80
Flexibility (in terms of changing country circumstances)*	7	5.71	1.70	66	5.42	2.47	12	6.75	1.91	36	5.14	2.28	8	3.00	2.39	18	3.61	2.57	6	3.50	1.87	14	3.93	2.13	17	5.94	2.61
Being inclusive*	5	5.20	1.48	59	6.36	2.76	9	7.00	2.50	39	5.77	2.33	6	2.50	1.76	14	4.36	3.59	4	8.50	1.73	11	3.09	2.26	15	6.07	2.74
Openness (sharing data and other information)*	6	7.17	1.47	63	6.52	2.49	10	6.70	3.06	41	5.98	2.22	5	1.80	1.79	15	5.27	3.33	6	5.33	3.27	11	4.36	2.42	15	7.33	2.53
Collaboration with the Government*	8	7.50	2.07	91	8.04	2.05	14	7.93	2.02	48	7.38	2.36	8	5.12	3.64	21	5.86	3.15	8	6.88	3.40	17	5.35	2.42	20	7.10	2.65
The speed in which it gets things accomplished on the ground	6	6.33	2.42	72	5.88	2.33	15	6.33	2.89	41	5.07	2.30	8	5.00	3.21	17	4.59	3.14	7	5.57	3.21	15	5.60	2.69	16	5.19	2.86
Helping to bring discipline/effective supervision to implementation of investment projects	7	7.14	1.57	69	6.71	2.42	14	7.00	2.54	44	6.48	2.36	8	6.13	3.91	19	5.47	3.04	8	6.38	3.07	15	5.80	2.83	13	6.69	2.66
Collaboration with civil society	5	5.00	2.35	63	5.21	2.79	13	7.31	2.46	38	4.58	2.39	9	5.33	4.06	20	4.20	3.14	9	4.00	3.54	15	4.13	2.88	16	5.69	2.91
Staff accessibility*	6	5.33	2.07	65	5.65	2.90	14	5.86	2.82	40	4.30	2.38	8	3.50	3.55	20	3.95	3.12	7	4.14	2.48	12	3.58	2.94	16	5.44	2.85
Collaboration with other donors and development partners	6	6.33	2.16	69	7.58	2.04	14	6.21	2.78	33	6.12	2.26	6	6.83	3.82	16	5.62	3.30	7	6.86	3.39	13	6.00	3.19	14	7.14	2.63
Collaboration with the private sector	7	6.57	1.90	62	6.10	2.65	13	7.46	2.50	33	5.55	2.39	8	3.88	3.27	17	5.00	3.71	7	4.86	3.53	9	6.00	2.96	15	5.93	2.66
Collaboration with the UN	6	8.17	2.48	42	8.55	1.84	13	7.77	1.96	29	7.38	2.40	5	7.80	3.90	15	6.80	3.63	8	8.50	2.39	13	7.31	2.56	13	8.08	2.36
Straightforwardness and honesty*	6	7.83	2.14	57	7.25	2.55	11	7.00	3.16	30	6.43	2.49	6	9.50	1.22	15	5.40	3.22	7	2.57	2.82	9	5.89	2.71	16	7.19	2.59
Treating clients and stakeholders in Mali with respect*	6	7.00	2.28	67	6.79	2.61	15	7.07	2.22	36	5.97	2.74	5	8.40	2.30	16	4.94	3.15	9	5.44	3.43	11	4.91	2.70	15	7.13	2.61
Being a long-term partner*	6	8.67	1.86	66	7.92	2.30	14	7.00	2.42	40	7.25	2.38	6	7.17	3.60	17	5.88	3.52	9	4.89	3.82	8	6.50	3.16	16	7.13	3.18

\*Significantly different between stakeholder groups

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?\*

(Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	25.0%	12.3%	16.7%	19.4%	0.0%	7.1%	6.7%	12.5%	18.2%
The same level of effective collaboration	25.0%	21.7%	27.8%	17.9%	25.0%	25.0%	40.0%	16.7%	31.8%
Less effective collaboration	0.0%	0.9%	11.1%	7.5%	16.7%	21.4%	26.7%	8.3%	9.1%
Don't know	50.0%	65.1%	44.4%	55.2%	58.3%	46.4%	26.7%	62.5%	40.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported 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*	11.1%	15.0%	36.8%	24.2%	7.7%	34.5%	42.9%	12.5%	26.1%
Political pressures and obstacles	22.2%	33.6%	31.6%	33.3%	23.1%	17.2%	21.4%	4.2%	17.4%
Reforms are not well thought out in light of country challenges*	33.3%	33.6%	42.1%	42.4%	15.4%	20.7%	42.9%	66.7%	39.1%
The Government works inefficiently	0.0%	27.1%	36.8%	30.3%	46.2%	37.9%	21.4%	37.5%	30.4%
Poor donor coordination	0.0%	15.9%	15.8%	7.6%	15.4%	10.3%	7.1%	4.2%	4.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	66.7%	33.6%	21.1%	31.8%	30.8%	34.5%	21.4%	58.3%	34.8%
Lack of/inadequate levels of capacity in Government	0.0%	12.1%	5.3%	7.6%	23.1%	6.9%	21.4%	20.8%	21.7%
There is not an adequate level of citizen/civil society participation	44.4%	23.4%	21.1%	24.2%	38.5%	37.9%	21.4%	20.8%	26.1%
The World Bank Group works too slowly	22.2%	18.7%	26.3%	13.6%	38.5%	24.1%	28.6%	4.2%	13.0%
Ongoing conflict and instability	33.3%	39.3%	26.3%	34.8%	38.5%	17.2%	14.3%	25.0%	8.7%
Inadequate funding	11.1%	20.6%	26.3%	21.2%	15.4%	24.1%	28.6%	33.3%	30.4%
Other	11.1%	4.7%	0.0%	1.5%	0.0%	0.0%	0.0%	4.2%	13.0%

\*Significantly different between stakeholder groups





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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Social protection	6	7.17	3.37	69	6.25	2.91	15	5.87	2.88	47	6.02	3.08	5	7.60	2.88	15	7.53	3.25	8	7.00	3.30	21	5.90	3.14	18	6.83	3.03
Gender equity	8	7.13	3.27	66	5.12	2.93	13	5.23	2.62	46	5.11	2.78	4	5.00	2.45	13	6.85	3.11	7	5.29	3.40	21	5.48	2.64	13	5.92	2.33
Private sector development	6	8.00	1.79	83	8.29	2.06	17	7.94	2.08	49	7.39	2.69	6	9.17	1.60	20	9.05	1.23	10	8.00	2.49	19	8.16	1.92	20	8.50	2.16
Education	7	9.57	0.79	89	9.10	1.35	17	8.71	1.69	56	8.52	2.17	9	9.89	0.33	23	9.35	1.77	12	9.50	1.00	20	9.40	0.99	21	8.52	2.34
Public sector governance/reform	8	9.50	0.76	85	8.54	1.88	16	8.00	2.16	51	8.04	2.15	9	9.22	0.97	20	9.15	1.35	9	8.22	2.28	22	7.82	2.32	19	8.05	2.53
Global/regional integration	6	6.67	2.07	70	6.77	2.29	16	7.75	2.11	42	6.64	2.55	6	7.67	2.25	12	6.00	2.83	7	7.14	1.86	19	6.63	1.95	15	6.47	2.39
Food security	7	8.86	1.07	81	8.40	1.73	17	8.24	2.17	50	8.24	2.37	8	9.00	1.07	15	8.13	2.45	7	9.00	2.24	22	7.55	2.39	19	7.47	2.82
Urban development	7	8.00	1.73	74	7.32	1.99	15	6.93	2.81	49	6.73	2.35	7	8.14	2.67	14	7.21	2.55	10	7.70	2.45	16	6.44	2.39	17	6.76	2.97
Energy	6	8.83	1.94	81	8.65	1.95	16	8.06	2.08	48	8.06	2.01	7	9.29	1.25	17	8.65	1.37	9	8.11	2.42	19	8.26	2.02	18	7.89	2.37
Water and sanitation	7	8.71	1.80	81	8.65	1.75	17	8.12	2.15	47	8.23	2.08	7	9.29	1.25	18	8.67	1.71	7	8.86	1.86	19	8.84	1.64	18	7.78	2.58
Pollution	7	8.86	1.07	69	7.38	2.35	15	6.53	2.80	45	6.60	2.43	7	9.14	1.21	15	6.13	3.54	8	6.87	3.64	17	7.47	2.55	15	6.73	2.28
Job creation/employment	7	8.86	1.46	89	8.64	2.00	17	8.41	1.87	53	8.08	2.35	7	8.86	1.57	20	8.55	2.63	8	8.50	2.14	18	8.50	1.72	18	8.22	2.56
Health	8	8.75	1.83	83	8.87	1.66	17	8.71	1.93	55	8.53	2.13	10	9.50	0.97	22	9.00	2.02	12	8.58	2.27	22	9.23	1.34	18	8.22	2.29
Financial markets	6	7.33	1.86	69	7.20	2.28	15	8.00	2.10	35	6.83	2.24	5	8.20	1.79	14	8.57	1.91	9	7.11	3.26	15	6.13	2.39	14	6.86	2.03
Transport	7	8.57	0.98	77	8.32	1.87	17	8.06	2.61	48	7.83	2.35	8	9.00	1.60	13	8.23	2.49	8	6.25	3.54	18	8.06	2.01	16	7.31	2.65
Agriculture and rural development*	7	9.29	1.11	87	9.23	1.43	18	8.17	2.36	51	8.27	2.04	7	9.43	0.79	22	9.36	1.22	10	8.00	2.71	23	9.17	1.19	17	8.00	2.76
Trade and exports	6	7.17	1.17	69	6.75	2.46	15	6.67	1.84	40	6.10	2.54	8	8.50	1.85	15	7.00	2.67	8	6.38	3.42	18	6.78	2.39	15	6.27	2.52
Crime and violence	6	8.00	2.28	68	6.71	2.82	16	7.81	2.32	41	6.02	2.96	7	8.29	1.89	13	6.69	3.25	9	7.89	3.06	19	7.32	2.45	17	6.18	3.11
Natural resource management (renewable)	7	8.14	2.12	73	7.19	2.26	13	8.31	1.49	40	6.83	2.26	6	8.00	1.90	14	7.14	3.11	9	8.33	2.18	15	7.00	2.07	14	6.79	3.19
Natural resource management (non-renewable)	7	7.86	2.12	71	7.30	2.33	14	7.93	1.82	42	6.29	2.23	5	7.40	1.95	13	6.69	3.07	8	7.75	2.38	14	7.07	2.13	16	6.00	2.92
Climate change	7	8.14	2.12	76	7.87	2.24	16	7.75	2.14	49	7.57	2.37	6	8.50	1.22	13	7.23	2.68	8	8.38	2.07	17	7.76	1.75	17	7.29	2.52
Poverty reduction	7	9.43	0.98	87	8.83	1.50	17	8.18	2.16	50	8.02	2.39	6	9.00	1.10	19	8.42	2.22	12	8.58	2.47	22	8.82	1.62	19	8.16	2.75
Anti corruption*	8	9.25	1.39	77	8.57	2.07	14	8.14	2.03	49	7.14	2.66	7	9.71	0.76	18	8.83	1.79	11	7.55	3.59	20	8.30	2.15	15	8.13	2.70
Judiciary reform*	6	9.17	1.33	71	7.72	2.51	15	8.13	2.07	42	6.00	2.93	6	9.33	1.03	16	7.88	3.05	9	5.89	4.08	17	7.35	2.50	12	7.50	2.32
Economic growth	7	9.00	1.15	81	8.70	1.58	14	8.50	1.45	49	7.90	2.33	7	9.14	0.90	18	9.00	1.64	9	7.56	3.21	19	8.47	1.68	19	8.37	2.61
Disaster risk management	7	8.14	2.27	68	7.12	2.37	16	7.12	1.86	44	6.66	2.61	6	7.83	1.47	11	5.09	2.77	7	5.86	3.63	15	6.33	2.02	15	7.07	2.19
Equality of opportunity	7	8.29	1.80	71	7.39	2.57	14	7.86	2.14	43	6.51	2.47	5	8.20	0.84	12	6.00	3.30	8	6.13	3.36	16	6.69	2.27	14	7.64	2.13
Information and communications technology*	6	7.83	1.83	71	7.56	2.09	16	8.19	1.76	43	6.91	2.64	6	8.83	1.47	12	5.17	3.04	8	8.00	2.20	20	7.50	1.82	16	7.31	2.57
Security/stabilization/reconstruction	7	9.14	1.57	81	8.43	2.13	15	7.80	2.18	45	7.51	2.78	6	9.00	0.89	14	7.43	2.10	9	9.00	1.80	18	8.06	2.01	16	8.38	1.86
Regional conflict and tensions	8	8.88	1.64	71	7.23	2.56	15	7.87	2.07	46	6.54	2.62	6	9.17	1.60	15	7.80	2.54	10	6.60	3.66	17	7.24	2.31	18	7.00	2.77
Local governance and institutions	8	9.00	1.41	76	7.59	2.57	16	8.06	2.08	49	7.57	1.97	6	8.67	1.75	11	8.45	2.02	10	7.80	3.19	19	7.42	2.09	16	6.75	2.82
Social cohesion	6	8.00	1.90	81	7.62	2.81	16	7.94	2.57	47	7.23	2.78	9	8.78	1.86	18	7.94	2.73	11	6.91	3.73	17	7.35	2.29	16	6.81	2.56

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Social protection	3	6.00	1.73	35	5.86	2.94	9	5.00	3.08	26	5.35	2.61	6	6.83	3.19	11	6.18	3.68	6	7.33	2.94	10	3.80	2.97	8	5.50	3.42
Gender equity	7	5.71	2.14	33	6.09	2.60	8	6.50	2.39	27	5.41	2.36	6	7.33	2.58	9	5.67	3.12	4	4.75	3.86	11	5.09	2.70	9	6.67	2.40
Private sector development*	6	6.50	1.87	52	7.21	1.87	8	7.00	2.67	36	6.19	2.49	8	7.88	2.47	14	5.64	2.87	9	5.11	3.26	11	5.45	2.46	11	5.82	2.44
Education	7	8.14	1.68	64	7.70	2.14	13	7.38	2.47	46	7.41	2.27	8	8.13	2.42	14	6.00	3.49	9	6.56	3.28	18	6.72	3.03	12	6.92	2.78
Public sector governance/reform*	6	7.33	2.25	54	7.61	1.92	12	5.58	2.64	39	6.46	2.83	7	8.14	2.54	13	6.85	3.34	8	4.63	2.88	14	5.43	2.44	13	7.15	2.23
Global/regional integration	6	7.00	1.67	38	6.16	2.46	8	4.75	2.71	24	5.71	2.31	7	5.57	2.99	10	5.40	3.17	4	2.00	1.41	11	4.91	2.47	9	6.56	2.01
Food security	5	6.80	1.48	51	6.82	2.49	12	6.33	3.17	38	7.03	2.20	8	6.25	3.20	13	7.08	2.90	9	5.44	3.54	14	5.86	2.82	10	5.80	2.25
Urban development	5	5.60	1.14	43	6.60	2.25	10	6.40	2.41	33	6.06	2.42	8	6.75	2.92	11	6.18	3.43	6	6.17	3.25	11	4.55	2.34	8	5.75	2.25
Energy	5	6.00	1.58	50	6.82	2.28	10	6.70	2.83	36	5.97	2.59	8	5.50	3.07	14	5.86	3.37	8	7.75	2.25	13	5.46	2.76	11	6.36	2.58
Water and sanitation	5	7.00	2.55	57	7.21	2.19	11	7.27	3.00	38	6.00	2.53	9	5.78	3.42	9	6.11	3.72	7	7.00	3.32	14	5.29	2.92	12	6.58	2.54
Pollution	5	6.00	2.12	41	6.17	2.61	7	3.29	1.89	29	5.45	2.92	8	4.00	2.62	7	5.00	4.16	6	5.67	3.61	9	5.44	3.36	7	5.29	2.75
Job creation/employment	7	7.14	3.18	53	6.47	2.51	13	6.92	2.72	34	5.79	2.50	9	5.22	3.38	11	4.64	3.67	5	3.20	2.05	10	5.10	2.81	11	5.18	1.78
Health	7	7.71	2.36	62	7.69	1.93	13	6.85	3.13	42	7.02	2.61	10	6.70	3.40	12	6.42	3.78	10	6.90	3.31	17	6.47	3.08	10	6.20	2.39
Financial markets	5	6.20	1.92	38	6.37	2.34	9	6.00	2.35	25	5.92	2.50	5	5.60	3.85	11	5.27	3.80	7	7.29	3.99	8	5.25	2.66	9	5.89	2.80
Transport*	6	7.17	2.14	50	7.12	2.32	10	6.20	2.53	33	6.94	2.65	7	5.86	3.39	11	3.73	3.17	7	6.00	3.37	11	4.55	2.25	11	7.27	2.05
Agriculture and rural development	7	7.57	2.64	60	7.83	1.97	12	7.08	3.09	39	6.95	2.28	7	6.14	2.61	13	7.00	3.39	8	6.25	3.65	15	6.73	3.01	13	7.15	2.64
Trade and exports	5	5.20	2.39	31	6.32	2.34	12	5.17	2.55	26	4.50	2.66	7	5.14	3.08	11	6.09	3.62	4	2.00	1.15	11	5.18	2.79	7	5.86	2.27
Crime and violence	5	4.20	2.49	32	5.00	3.04	9	4.78	1.72	26	5.38	2.80	8	3.13	2.36	10	4.40	3.86	5	1.80	1.79	9	4.56	2.60	9	5.44	3.17
Natural resource management (renewable)	6	6.17	1.94	40	6.55	2.60	9	6.11	1.96	32	5.78	2.66	8	3.38	2.56	10	4.70	3.59	5	4.40	3.85	7	5.57	3.21	8	6.13	2.23
Natural resource management (non-renewable)	6	5.67	1.86	37	6.16	2.60	9	5.44	2.65	29	5.28	2.66	8	3.50	2.83	10	5.00	3.65	5	3.80	3.11	8	5.00	2.45	8	6.25	2.38
Climate change	6	6.50	2.26	45	6.67	2.30	9	6.44	2.79	32	6.59	2.64	7	4.43	3.26	10	4.60	3.75	7	6.29	3.73	9	5.78	3.42	9	6.33	2.45
Poverty reduction*	7	7.14	3.18	59	7.36	1.89	11	5.91	2.55	38	6.18	2.60	8	6.12	3.00	12	5.25	3.47	9	4.11	3.41	16	5.69	3.00	12	6.92	2.50
Anti corruption*	6	7.00	3.58	52	6.98	2.76	11	5.09	2.91	35	5.26	3.12	9	4.44	3.54	11	4.91	3.36	6	2.83	3.60	14	4.43	2.85	10	4.80	2.66
Judiciary reform	4	5.00	3.56	40	6.32	2.55	10	5.80	3.29	25	5.36	3.15	9	4.22	3.42	11	3.91	3.45	8	3.50	3.78	11	4.91	2.55	9	4.33	2.92
Economic growth*	7	7.14	2.97	53	7.38	1.90	13	5.38	2.99	36	6.78	2.31	9	5.67	3.24	11	5.36	3.26	7	5.00	3.70	11	5.91	3.02	11	5.27	2.72
Disaster risk management	5	4.00	2.92	38	6.58	2.18	9	6.11	2.47	26	6.00	2.38	6	3.83	2.48	10	4.30	3.50	7	5.29	3.64	9	5.44	2.74	8	4.75	2.87
Equality of opportunity	6	5.00	3.35	32	5.81	2.52	8	5.75	1.67	29	5.52	2.65	5	4.60	2.70	9	3.67	3.12	4	6.75	3.59	9	5.33	2.92	8	4.25	1.91
Information and communications technology	4	4.25	2.22	39	6.18	2.57	10	6.30	2.83	27	5.48	2.78	6	4.33	2.50	10	3.40	3.03	5	5.60	4.34	9	5.89	2.15	9	5.56	2.65
Security/stabilization/reconstruction*	6	6.17	3.92	53	7.02	2.19	11	6.09	2.84	32	6.16	2.70	7	4.43	2.88	10	4.70	3.40	6	4.83	3.31	12	5.25	2.45	9	4.56	2.07
Regional conflict and tensions	6	7.17	3.37	41	6.02	2.52	11	5.36	2.46	30	5.93	2.64	9	5.22	3.63	10	4.10	3.18	4	4.75	4.50	10	4.80	2.44	10	4.80	2.66
Local governance and institutions	5	7.40	1.67	52	6.56	2.49	12	6.83	2.37	34	6.35	2.65	8	4.75	3.28	10	4.60	3.24	5	4.80	3.56	12	5.25	2.49	10	5.40	2.84
Social cohesion	5	5.40	2.97	45	6.47	2.78	10	6.40	3.13	32	5.06	2.87	8	5.75	3.20	11	4.73	3.69	4	6.75	4.27	9	4.78	2.68	7	3.57	2.99

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?*	9	7.11	2.37	90	7.52	2.18	14	7.00	1.96	54	7.46	2.33	11	5.27	2.76	24	5.00	2.43	13	6.62	3.12	15	6.00	2.45	19	6.58	2.67

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?*	6	6.83	2.23	74	7.55	2.46	15	7.53	2.03	48	7.40	2.44	10	5.20	2.62	21	4.67	2.54	11	4.45	3.47	12	6.42	2.31	16	4.94	3.02

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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali*	8	6.38	1.77	82	6.48	2.63	12	5.58	2.43	55	6.62	2.59	10	5.80	2.94	16	4.50	2.48	10	6.90	2.73	15	4.40	2.23	15	6.00	2.59
The World Bank Group meets Mali's needs for knowledge services	8	6.00	2.33	75	6.72	2.35	12	6.25	2.22	44	6.16	2.74	10	5.50	3.21	17	4.94	2.70	11	6.27	3.35	14	4.93	2.16	14	5.07	3.17

\*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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	11.1%	2.8%	15.8%	1.5%	0.0%	0.0%	7.1%	4.2%	9.1%
Monthly	0.0%	4.7%	31.6%	8.8%	7.7%	7.1%	7.1%	0.0%	4.5%
A few times a year	33.3%	34.6%	10.5%	27.9%	7.7%	21.4%	35.7%	25.0%	31.8%
Rarely	33.3%	36.4%	10.5%	35.3%	46.2%	21.4%	28.6%	54.2%	31.8%
Never	22.2%	21.5%	31.6%	26.5%	38.5%	50.0%	21.4%	16.7%	22.7%

\*Significantly different between stakeholder groups

**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)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
Are timely	7	7.57	1.62	66	7.65	1.89	14	6.29	2.40	41	6.98	2.39	8	8.00	3.07	18	5.94	2.78	11	7.00	3.44	15	6.33	2.35	15	7.20	2.40
Include appropriate level of stakeholder involvement during preparation*	6	6.17	2.14	61	6.64	2.42	15	6.80	2.83	33	5.45	2.32	7	7.71	3.40	12	4.50	2.71	11	6.64	3.53	12	5.17	2.12	14	5.71	2.16
Lead to practical solutions*	6	5.00	1.10	57	6.86	2.04	13	6.08	1.98	37	5.57	2.06	8	5.63	3.46	15	3.40	2.06	10	5.60	3.72	13	5.31	1.97	12	5.42	2.11
Are accessible (well written and easy to understand)*	6	5.50	2.17	59	6.98	2.34	11	5.18	2.71	34	5.18	2.44	8	5.25	3.88	14	4.29	2.67	7	5.14	3.63	13	5.31	2.66	12	5.92	2.31
Are source of relevant information on global good practices*	6	6.67	2.34	62	8.00	2.02	12	6.08	2.57	39	6.87	2.05	8	5.00	3.85	14	6.29	3.17	9	4.67	3.91	12	6.33	2.10	13	7.77	1.64
Are relevant to country challenges	6	6.33	2.25	67	6.82	2.55	11	5.91	2.63	40	6.60	2.22	7	5.14	4.22	14	5.36	2.62	9	5.44	4.03	12	6.17	2.69	16	6.25	2.62
Are adequately disseminated	6	5.00	1.67	56	5.98	2.48	10	5.90	2.60	32	5.44	2.37	8	6.25	3.58	12	4.00	2.63	9	3.22	2.77	14	5.21	2.86	14	5.71	2.67
Are translated enough into local language	6	2.67	1.37	56	3.20	2.53	12	5.92	2.71	34	3.91	2.82	6	3.00	2.76	15	3.20	2.76	8	3.63	3.74	14	3.93	2.87	13	2.62	1.89
Are adaptable to Mali's specific development challenges and country circumstances	8	7.25	2.05	68	6.91	2.32	13	6.15	2.67	40	6.43	2.25	8	8.13	2.64	12	4.83	3.13	11	6.18	3.63	16	5.75	2.32	16	6.06	2.69

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	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?	7	6.86	2.41	80	7.51	2.26	16	6.38	1.82	53	6.94	2.23	10	6.20	3.65	22	6.91	2.74	13	7.54	2.54	16	5.88	2.31	17	7.06	2.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	6	6.00	1.26	80	7.69	2.00	16	6.44	2.34	45	6.64	2.36	10	7.20	3.39	20	5.85	2.62	15	5.13	3.14	16	5.75	2.54	17	7.12	2.15

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

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
The World Bank Group disburses funds promptly	7	3.86	3.08	78	4.31	2.92	15	4.47	2.88	49	3.61	2.47	9	2.89	2.26	12	2.67	1.72	8	2.25	1.58	12	4.00	2.98	15	5.07	2.99
The World Bank Group effectively monitors and evaluates the projects and programs it supports	7	7.86	1.95	85	7.45	2.72	17	6.35	2.40	50	6.70	2.87	10	5.60	3.47	15	5.93	2.49	12	6.75	3.33	18	7.22	2.60	20	7.30	2.18
The World Bank Group's approvals and reviews are done in a timely fashion	6	4.83	1.72	66	5.56	2.83	13	4.92	2.40	42	4.90	2.64	11	5.36	3.64	15	3.67	2.44	11	4.00	3.41	10	5.90	2.42	18	6.83	2.38
The World Bank Group's "Safeguard Policy" requirements are reasonable*	7	5.71	1.98	45	6.67	2.51	11	5.82	2.64	29	5.55	2.40	7	5.00	4.24	10	3.60	2.50	8	2.88	2.10	11	4.73	2.24	15	6.20	2.86
The World Bank Group's conditions on its lending are reasonable	7	5.29	2.14	58	5.64	2.77	13	5.46	2.82	32	5.25	2.70	7	6.00	4.12	8	3.75	2.19	10	4.40	3.50	10	4.10	2.56	14	4.93	3.00
The World Bank Group takes decisions quickly in Mali	5	5.00	0.71	50	5.10	2.58	12	3.83	1.75	40	4.50	2.55	9	6.33	3.64	10	3.40	1.84	7	4.57	4.12	12	4.00	2.37	15	5.40	3.14
Working with the World Bank Group increases Mali's institutional capacity	9	7.22	2.44	75	7.13	2.66	13	6.15	2.76	46	7.22	2.29	11	6.00	3.71	14	5.86	2.18	9	4.78	3.49	17	6.00	2.81	18	6.39	2.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	7.25	2.49	66	7.44	2.68	11	6.45	2.91	37	6.70	2.62	8	4.88	3.60	13	5.31	2.43	7	6.29	3.59	12	6.00	3.10	15	6.40	2.61
The World Bank Group provides effective implementation support	6	7.17	2.56	75	6.81	2.96	15	7.20	1.82	41	6.56	2.52	6	6.50	3.51	14	5.29	2.27	10	4.70	3.80	14	5.64	2.37	20	6.15	2.66

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mali?*	7	7.86	2.19	76	7.25	2.29	14	6.50	1.87	47	6.51	2.34	13	4.92	3.33	22	5.68	2.70	15	4.33	3.33	14	5.93	3.20	16	6.62	2.73

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mali?	2	7.00	4.24	43	5.67	2.36	9	5.00	2.12	26	4.85	2.54	8	6.25	3.54	17	3.82	2.48	7	3.71	3.25	9	3.89	1.62	11	5.55	2.81

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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mali?*	4	7.50	1.91	51	6.33	2.70	9	5.11	2.09	31	5.10	2.49	9	6.33	2.92	15	3.20	2.11	8	2.50	2.00	7	4.86	2.04	14	6.50	3.11

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

**F. The Future Role of the World Bank 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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	11.1%	14.2%	31.6%	16.9%	16.7%	10.3%	26.7%	20.8%	17.4%
Collaborate more effectively with Government clients	22.2%	25.5%	31.6%	38.5%	8.3%	10.3%	6.7%	20.8%	26.1%
Work faster	22.2%	13.2%	21.1%	23.1%	25.0%	17.2%	26.7%	20.8%	21.7%
Reduce the complexity of obtaining World Bank Group financing	44.4%	44.3%	31.6%	29.2%	16.7%	20.7%	20.0%	29.2%	26.1%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	13.2%	0.0%	10.8%	16.7%	13.8%	0.0%	8.3%	8.7%
Offer more innovative financial products	0.0%	12.3%	5.3%	9.2%	0.0%	17.2%	13.3%	8.3%	26.1%
Ensure greater selectivity in its work	0.0%	4.7%	10.5%	4.6%	0.0%	13.8%	6.7%	8.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on Mali's economy	0.0%	10.4%	0.0%	6.2%	0.0%	6.9%	6.7%	8.3%	13.0%
Improve the competitiveness of its financing compared to markets*	0.0%	2.8%	21.1%	6.2%	25.0%	13.8%	13.3%	4.2%	4.3%
Reach out more to groups outside of Government	11.1%	21.7%	10.5%	27.7%	41.7%	27.6%	46.7%	25.0%	26.1%
Increase the level of capacity development in the country	55.6%	21.7%	21.1%	15.4%	16.7%	20.7%	13.3%	33.3%	13.0%
Improve the quality of its experts as related to Mali's specific challenges	11.1%	9.4%	5.3%	3.1%	16.7%	10.3%	6.7%	8.3%	4.3%
Increase the level of World Bank Group staffing in Mali's office	11.1%	0.9%	0.0%	3.1%	8.3%	3.4%	6.7%	0.0%	8.7%
Other*	0.0%	0.9%	0.0%	0.0%	8.3%	10.3%	0.0%	0.0%	4.3%

\*Significantly different between stakeholder groups

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

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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	11.1%	39.8%	26.3%	42.6%	33.3%	31.0%	53.3%	8.3%	43.5%
Knowledge products	22.2%	7.8%	31.6%	11.8%	16.7%	3.4%	6.7%	33.3%	13.0%
Convening services	0.0%	1.9%	10.5%	4.4%	8.3%	6.9%	0.0%	4.2%	4.3%
None of the above	0.0%	1.0%	5.3%	0.0%	16.7%	0.0%	6.7%	0.0%	0.0%
The combination is appropriate for Mali	55.6%	38.8%	5.3%	29.4%	16.7%	13.8%	13.3%	45.8%	26.1%
Don't know	11.1%	10.7%	21.1%	11.8%	8.3%	44.8%	20.0%	8.3%	13.0%

\*Significantly different between stakeholder groups

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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	33.3%	21.4%	42.1%	22.1%	15.4%	28.6%	6.7%	37.5%	27.3%
Public financial management	33.3%	56.3%	42.1%	47.1%	46.2%	35.7%	40.0%	45.8%	54.5%
Reducing violence*	0.0%	4.9%	31.6%	8.8%	15.4%	17.9%	6.7%	0.0%	22.7%
Access to justice systems	0.0%	8.7%	10.5%	10.3%	7.7%	10.7%	26.7%	12.5%	9.1%
Security mechanisms*	22.2%	14.6%	21.1%	11.8%	53.8%	25.0%	20.0%	8.3%	18.2%
Conflict resolution mechanisms	0.0%	8.7%	5.3%	5.9%	23.1%	21.4%	6.7%	4.2%	0.0%
Access to basic services	55.6%	57.3%	52.6%	50.0%	38.5%	42.9%	60.0%	62.5%	50.0%
Capacity of state institutions	44.4%	19.4%	15.8%	16.2%	38.5%	17.9%	13.3%	33.3%	27.3%
Jobs	44.4%	41.7%	31.6%	42.6%	30.8%	39.3%	53.3%	33.3%	36.4%
Improving livelihoods	22.2%	21.4%	15.8%	32.4%	15.4%	25.0%	0.0%	8.3%	13.6%
Social safety nets	22.2%	17.5%	10.5%	25.0%	7.7%	10.7%	20.0%	4.2%	4.5%
Stimulating dialogue to promote peace and stability	22.2%	19.4%	15.8%	19.1%	7.7%	25.0%	6.7%	25.0%	18.2%

\*Significantly different between stakeholder groups

**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)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	12.5%	25.5%	21.1%	27.4%	63.6%	30.4%	30.8%	22.7%	23.8%
Public financial management	37.5%	24.5%	10.5%	19.4%	9.1%	21.7%	30.8%	13.6%	19.0%
Reducing violence	12.5%	26.6%	31.6%	27.4%	9.1%	30.4%	7.7%	22.7%	14.3%
Access to justice systems	25.0%	18.1%	26.3%	17.7%	27.3%	8.7%	7.7%	4.5%	0.0%
Security mechanisms	37.5%	29.8%	21.1%	22.6%	18.2%	39.1%	23.1%	50.0%	23.8%
Conflict resolution mechanisms*	0.0%	14.9%	15.8%	4.8%	9.1%	26.1%	7.7%	27.3%	38.1%
Access to basic services	25.0%	34.0%	26.3%	29.0%	27.3%	21.7%	23.1%	22.7%	28.6%
Capacity of state institutions	25.0%	17.0%	21.1%	21.0%	27.3%	17.4%	7.7%	22.7%	9.5%
Jobs	37.5%	21.3%	26.3%	30.6%	18.2%	30.4%	23.1%	31.8%	23.8%
Improving livelihoods	12.5%	13.8%	15.8%	16.1%	27.3%	17.4%	30.8%	31.8%	33.3%
Social safety nets	25.0%	25.5%	10.5%	29.0%	9.1%	21.7%	23.1%	13.6%	23.8%
Stimulating dialogue to promote peace and stability	25.0%	37.2%	57.9%	41.9%	45.5%	26.1%	46.2%	27.3%	28.6%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	17.8%	26.3%	19.1%	15.4%	28.6%	13.3%	34.8%	21.7%
International radio	22.2%	21.5%	5.3%	29.4%	15.4%	3.6%	20.0%	30.4%	21.7%
Social media	0.0%	6.5%	0.0%	5.9%	0.0%	0.0%	20.0%	0.0%	0.0%
International newspapers	0.0%	11.2%	21.1%	10.3%	23.1%	3.6%	6.7%	30.4%	8.7%
Local television	33.3%	30.8%	36.8%	35.3%	30.8%	35.7%	0.0%	21.7%	30.4%
Internet	55.6%	47.7%	52.6%	41.2%	30.8%	50.0%	46.7%	39.1%	47.8%
Periodicals	0.0%	10.3%	10.5%	2.9%	0.0%	10.7%	13.3%	4.3%	8.7%
International television	22.2%	16.8%	21.1%	22.1%	30.8%	28.6%	26.7%	26.1%	26.1%
Local newspapers*	11.1%	17.8%	10.5%	8.8%	38.5%	35.7%	40.0%	8.7%	30.4%
Other*	33.3%	12.1%	5.3%	13.2%	0.0%	3.6%	6.7%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials*	55.6%	49.1%	22.2%	63.2%	33.3%	28.0%	53.3%	62.5%	54.5%
e-Newsletters	33.3%	42.5%	27.8%	25.0%	16.7%	40.0%	13.3%	20.8%	36.4%
World Bank Group's seminars/workshops/conferences	22.2%	25.5%	38.9%	44.1%	33.3%	28.0%	53.3%	37.5%	40.9%
Mobile phones	0.0%	10.4%	22.2%	7.4%	25.0%	16.0%	0.0%	16.7%	0.0%
Direct contact with World Bank Group	44.4%	17.9%	16.7%	25.0%	16.7%	12.0%	20.0%	8.3%	27.3%
World Bank Group's website	11.1%	32.1%	16.7%	16.2%	33.3%	24.0%	20.0%	37.5%	18.2%
Social media	11.1%	9.4%	22.2%	8.8%	25.0%	4.0%	26.7%	8.3%	13.6%
Other*	0.0%	2.8%	11.1%	2.9%	0.0%	24.0%	0.0%	0.0%	4.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	22.2%	19.2%	35.3%	5.9%	15.4%	7.1%	40.0%	8.7%	21.7%
No	77.8%	80.8%	64.7%	94.1%	84.6%	92.9%	60.0%	91.3%	78.3%

\*Significantly different between stakeholder groups

Do you have reliable access to the Internet?\*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	55.6%	82.2%	77.8%	55.2%	100.0%	60.7%	86.7%	87.0%	87.0%
No	44.4%	17.8%	22.2%	44.8%	0.0%	39.3%	13.3%	13.0%	13.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	77.8%	65.0%	72.2%	41.2%	53.8%	28.6%	73.3%	37.5%	52.2%
No	22.2%	35.0%	27.8%	58.8%	46.2%	71.4%	26.7%	62.5%	47.8%

\*Significantly different between stakeholder groups

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

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	31.7%	33.3%	23.9%	23.1%	3.6%	20.0%	17.4%	34.8%
No	66.7%	68.3%	66.7%	76.1%	76.9%	96.4%	80.0%	82.6%	65.2%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	87.5%	76.8%	75.0%	72.9%	81.8%	83.3%	69.2%	89.5%	90.5%
Dial-up	12.5%	23.2%	25.0%	27.1%	18.2%	16.7%	30.8%	10.5%	9.5%

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?\*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	9.3%	15.8%	15.2%	7.7%	7.4%	20.0%	4.3%	4.3%
Monthly	22.2%	9.3%	5.3%	3.0%	23.1%	0.0%	6.7%	4.3%	8.7%
A few times a year	55.6%	29.0%	31.6%	19.7%	7.7%	14.8%	20.0%	21.7%	21.7%
Rarely	0.0%	29.9%	26.3%	16.7%	38.5%	18.5%	33.3%	26.1%	30.4%
Never	22.2%	22.4%	21.1%	45.5%	23.1%	59.3%	20.0%	43.5%	34.8%
Weekly	0.0%	9.3%	15.8%	15.2%	7.7%	7.4%	20.0%	4.3%	4.3%

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported 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	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	4	9.00	1.15	43	8.07	2.25	5	5.40	1.82	16	6.25	3.17	6	6.00	3.22	6	5.00	2.28	5	8.00	2.45	6	6.50	2.26	9	6.11	1.62
I find the information on the World Bank Group's websites useful*	2	10.00	0.00	42	8.64	1.50	8	5.38	2.39	15	6.67	2.99	5	6.60	1.95	7	6.14	2.61	4	7.75	3.30	7	7.14	2.34	8	7.00	2.14
The World Bank Group's social media channels are valuable sources of information about the institution	4	9.25	0.96	34	7.62	3.03	6	6.17	2.32	18	6.83	2.71	4	6.75	2.75	5	5.80	1.79	4	4.00	3.83	7	7.57	2.70	7	7.29	2.29
When I need information from the World Bank Group I know how to find it	5	6.60	3.58	48	6.60	3.06	9	7.67	2.18	22	4.95	3.34	4	5.50	3.32	9	4.78	2.64	5	6.40	4.93	11	5.18	2.82	10	6.10	1.73
The World Bank Group is responsive to my information requests and inquiries*	4	8.00	1.41	34	7.03	3.40	6	5.50	2.59	16	5.25	2.21	2	8.00	2.83	5	5.20	2.68	2	1.00	0.00	6	4.00	3.10	10	6.50	2.64

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	66.7%	54.7%	68.4%	45.6%	46.2%	24.1%	14.3%	17.4%	45.5%
No	33.3%	45.3%	31.6%	54.4%	53.8%	75.9%	85.7%	82.6%	54.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	85.7%	72.5%	62.5%	49.0%	62.5%	40.0%	12.5%	30.0%	41.2%
The International Finance Corporation (IFC)	0.0%	5.8%	12.5%	4.1%	0.0%	10.0%	12.5%	5.0%	35.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	1.4%	6.3%	8.2%	12.5%	10.0%	0.0%	0.0%	0.0%
Other	14.3%	20.3%	18.8%	38.8%	25.0%	40.0%	75.0%	65.0%	23.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	18.4%	36.8%	23.9%	33.3%	3.6%	7.1%	4.8%	18.2%
No	66.7%	81.6%	63.2%	76.1%	66.7%	96.4%	92.9%	95.2%	81.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	33.3%	43.8%	42.9%	6.3%	50.0%	0.0%	0.0%	100.0%	25.0%
The way the two institutions work together needs improvement	66.7%	12.5%	42.9%	68.8%	25.0%	0.0%	100.0%	0.0%	75.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Don't know	0.0%	43.8%	14.3%	25.0%	25.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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 the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	25.0%	26.3%	33.3%	50.8%	25.0%	52.4%	46.7%	52.2%	47.4%
Use World Bank Group reports/data	62.5%	37.4%	40.0%	31.7%	25.0%	23.8%	26.7%	30.4%	42.1%
Engage in World Bank Group related/sponsored events/activities	37.5%	24.2%	40.0%	25.4%	41.7%	23.8%	33.3%	4.3%	31.6%
Collaborate as part of my professional duties	50.0%	48.5%	46.7%	31.7%	33.3%	23.8%	20.0%	39.1%	36.8%
Use World Bank Group website for information, data, research, etc.	12.5%	35.4%	26.7%	20.6%	16.7%	28.6%	26.7%	39.1%	15.8%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	22.2%	7.5%	15.8%	7.4%	16.7%	6.9%	13.3%	4.2%	8.7%
Male	77.8%	92.5%	84.2%	92.6%	83.3%	93.1%	86.7%	95.8%	91.3%



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>18</sup>

● Bamako N=183 ● Gao N=24 ● Kayes N=21 ● Mopti N=23 ● Sikasso N=24 ● Ségou N=29

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

	Bamako			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.	141	6.34	2.82	16	6.38	2.90	19	6.89	2.60	19	6.84	2.27	20	6.15	2.43	24	6.58	2.54

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

### 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			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	162	7.07	2.77	16	7.87	3.07	18	7.83	2.28	18	7.94	2.62	21	6.14	2.29	24	7.63	1.79
The World Bank Group's work is aligned with what I consider the development priorities for Mali	147	6.20	2.91	16	7.19	2.95	16	6.63	3.26	13	5.69	3.57	18	5.56	2.41	17	6.53	2.50

### 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			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	121	5.26	2.78	13	6.77	3.06	10	6.30	2.50	10	6.60	2.07	15	5.00	2.39	23	6.09	2.25
Flexibility (in terms of the institution's products and services)	112	4.64	2.52	11	6.09	2.91	11	5.27	2.87	8	6.38	2.62	15	4.33	1.23	15	4.73	2.34
Flexibility (in terms of changing country circumstances)	114	4.82	2.52	12	6.25	2.77	12	5.17	2.55	9	5.78	2.33	17	5.65	1.50	18	5.17	2.66
Being inclusive	96	5.93	3.00	7	5.00	2.65	13	6.23	2.35	11	6.82	2.93	17	4.71	1.36	16	5.12	2.83
Openness (sharing data and other information)	108	6.20	2.84	11	5.45	3.08	14	6.14	2.57	9	6.78	2.22	15	6.13	2.07	14	5.21	1.58
Collaboration with the Government	144	7.17	2.70	16	7.31	2.98	17	7.53	1.59	15	8.20	1.78	20	7.25	2.00	22	7.68	2.10
The speed in which it gets things accomplished on the ground	119	5.51	2.63	13	6.00	2.92	13	5.00	2.55	10	6.30	2.11	19	4.84	2.34	20	5.50	2.44
Helping to bring discipline/effective supervision to implementation of investment projects	117	6.24	2.71	13	7.00	2.68	16	7.50	2.39	11	7.36	2.11	18	5.67	2.06	19	7.11	1.97
Collaboration with civil society	112	4.73	3.01	14	5.36	2.50	15	4.80	2.81	9	5.67	3.54	20	6.15	2.01	15	5.27	2.76
Staff accessibility	117	5.26	3.06	11	4.55	3.05	14	3.64	2.27	9	5.33	3.00	20	4.60	1.82	16	4.25	2.32
Collaboration with other donors and development partners	108	6.99	2.73	11	6.18	2.52	12	6.58	2.57	9	7.22	2.73	19	5.95	1.96	18	6.78	2.37
Collaboration with the private sector	99	5.59	3.07	12	6.17	2.37	15	6.00	2.04	8	6.88	2.70	18	6.33	2.54	16	6.50	2.00
Collaboration with the UN	81	8.12	2.51	8	7.00	2.67	12	7.50	1.88	8	8.88	2.47	19	7.42	2.24	14	6.86	2.54
Straightforwardness and honesty	98	6.88	2.94	8	7.00	3.25	12	6.83	2.98	7	6.14	2.91	17	5.76	2.25	14	6.50	2.47
Treating clients and stakeholders in Mali with respect	110	6.46	2.85	8	6.88	2.80	13	7.00	2.31	11	7.36	2.77	18	5.28	2.19	18	6.00	2.77
Being a long-term partner	106	7.20	2.98	13	8.54	2.30	13	7.54	2.30	10	8.50	2.01	18	6.00	2.40	21	7.29	2.15

<sup>18</sup> 304 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Bamako			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?*	149	6.61	2.59	21	8.14	2.35	17	7.53	2.18	15	8.27	1.83	22	6.23	1.74	22	7.50	2.20

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

	Bamako			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?	127	6.40	2.96	17	7.59	2.53	18	7.56	2.38	7	8.43	2.23	21	6.33	2.06	20	7.10	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			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*	133	6.13	2.69	19	7.79	2.49	17	6.35	2.71	11	6.82	2.14	20	4.95	1.90	21	5.38	2.54
The World Bank Group meets Mali's needs for knowledge services*	124	6.05	2.73	15	8.20	1.93	15	7.27	2.12	10	5.60	2.67	16	5.25	2.05	21	5.38	2.20

\*Significantly different between geographic locations

**D. The World Bank Group's Knowledge Work and Activities****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			Gao			Kayes			Mopti			Sikasso			Ségou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Mali's specific development challenges and country circumstances*	122	6.57	2.66	15	7.27	1.94	14	6.64	2.41	7	7.71	1.98	18	4.89	2.00	14	6.93	1.59

\*Significantly different between geographic locations

	Bamako			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?*	136	6.92	2.53	20	7.60	2.52	19	8.05	1.93	12	8.00	2.56	23	5.83	1.44	22	7.00	2.02
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	136	6.82	2.56	16	8.06	1.98	17	7.65	2.21	10	6.60	2.27	23	5.39	1.73	20	7.00	2.05

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

\*Significantly different between geographic locations

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

	Bamako			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 takes decisions quickly in Mali	90	4.99	2.80	10	5.80	2.62	16	3.50	2.00	6	5.00	3.52	19	4.58	1.92	16	3.88	2.36
Where country systems are adequate, the World Bank Group makes appropriate use of them*	105	6.60	2.89	13	7.69	2.46	15	7.73	2.55	7	8.86	1.86	20	4.90	2.15	18	7.11	2.63

\*Significantly different between geographic locations



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>19</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 Mali COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectors do you believe the World Bank Group should focus most of its resources in Mali?"*

● Collaborating with the WBG N=137      ● Not collaborating with the WBG N=167

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?*	134	6.01	2.54	166	3.44	2.76

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.	123	6.71	2.40	116	6.12	2.94

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mali solve its most complicated development challenges?*	119	6.74	2.40	116	6.04	2.93

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

<sup>19</sup> Only 304 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

When thinking about how the World Bank Group can have the most impact on development results in Mali, in which sectors 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)	Collaborating with the WBG	Not collaborating with the WBG
Energy	20.6%	18.2%
Water and sanitation	11.8%	13.9%
Pollution	2.2%	0.0%
Job creation/employment	29.4%	26.1%
Health	27.9%	27.9%
Regional conflict and tensions	2.9%	4.2%
Financial markets	0.7%	2.4%
Social protection	3.7%	3.6%
Gender equity	3.7%	0.6%
Private sector development*	20.6%	10.9%
Education*	33.8%	45.5%
Public sector governance/reform	27.9%	20.6%
Security/stabilization/reconstruction	5.1%	9.1%
Global/regional integration*	4.4%	0.6%
Food security	8.1%	9.1%
Urban development	2.9%	1.8%
Judiciary reform*	0.7%	6.1%
Economic growth	9.6%	12.7%
Disaster risk management	1.5%	0.0%
Equality of opportunity	2.2%	1.8%
Local governance and institutions	4.4%	4.8%
Information and communications technology	3.7%	1.8%
Transport	7.4%	5.5%
Agriculture and rural development	34.6%	36.4%
Trade and exports	1.5%	3.6%
Crime and violence	0.7%	1.2%
Natural resource management (renewable)	0.7%	0.6%
Natural resource management (non-renewable)	0.7%	0.6%
Social cohesion	1.5%	3.6%
Climate change*	6.6%	1.8%
Poverty reduction	8.1%	10.3%
Anti corruption	8.8%	11.5%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	77	6.45	2.36	67	6.09	2.52
Development Policy Financing	72	6.33	2.50	64	6.30	2.45
Trust funds and grants	63	6.84	2.63	49	5.96	2.60
Guarantees	44	5.77	2.92	41	5.98	2.56
IFC Investment Services*	48	6.48	2.32	36	5.44	2.18
IFC Advisory Services	47	6.32	2.63	39	6.03	2.45

\*Significantly different between collaborators and non-collaborators



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali	123	7.44	2.45	137	7.07	2.83
The World Bank Group's work is aligned with what I consider the development priorities for Mali	110	6.21	2.87	117	6.28	2.96

**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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	94	5.74	2.38	99	5.37	2.94
Flexibility (in terms of the institution's products and services)	88	5.01	2.39	85	4.72	2.64
Flexibility (in terms of changing country circumstances)	91	5.37	2.42	92	4.72	2.54
Being inclusive*	88	6.18	2.76	73	5.07	2.80
Openness (sharing data and other information)*	89	6.46	2.39	83	5.65	2.92
Collaboration with the Government*	116	7.73	2.05	117	6.78	2.91
The speed in which it gets things accomplished on the ground	104	5.77	2.47	91	5.29	2.68
Helping to bring discipline/effective supervision to implementation of investment projects	98	6.73	2.22	96	6.10	2.87
Collaboration with civil society*	89	5.63	2.77	97	4.51	2.92
Staff accessibility*	97	5.51	2.80	90	4.27	2.80
Collaboration with other donors and development partners*	96	7.33	2.07	80	6.04	2.94
Collaboration with the private sector*	89	6.31	2.52	81	5.36	3.00
Collaboration with the UN	74	7.99	2.04	69	7.70	2.84
Straightforwardness and honesty	91	7.10	2.53	63	6.21	3.13
Treating clients and stakeholders in Mali with respect*	103	6.81	2.52	74	5.84	2.93
Being a long-term partner*	99	7.71	2.41	81	6.70	3.03

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



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	95	6.16	2.93	108	6.46	3.12
Gender equity	92	5.60	2.65	98	5.17	3.02
Private sector development	105	8.03	2.11	123	8.24	2.26
Education*	119	8.61	1.92	133	9.31	1.41
Public sector governance/reform	116	8.35	1.83	121	8.33	2.25
Global/regional integration	91	6.77	2.20	101	6.72	2.42
Food security	111	8.02	2.22	113	8.39	2.02
Urban development	104	7.24	2.20	104	6.93	2.44
Energy	103	8.19	2.12	117	8.56	1.84
Water and sanitation*	106	8.12	2.19	114	8.83	1.55
Pollution	93	7.08	2.49	105	7.11	2.64
Job creation/employment	113	8.24	2.20	122	8.64	2.05
Health*	116	8.44	2.02	128	9.06	1.67
Financial markets	84	7.14	2.21	96	7.24	2.36
Transport	105	7.97	2.08	105	8.09	2.38
Agriculture and rural development*	116	8.46	2.08	125	9.16	1.50
Trade and exports	93	6.75	2.38	98	6.53	2.51
Crime and violence	96	6.61	2.79	97	6.96	2.89
Natural resource management (renewable)	93	7.25	2.21	97	7.23	2.45
Natural resource management (non-renewable)	94	7.07	2.23	94	6.90	2.53
Climate change	104	7.47	2.32	104	7.99	2.11
Poverty reduction	111	8.29	1.97	125	8.72	2.00
Anti corruption*	103	7.79	2.48	114	8.54	2.20
Judiciary reform	94	7.06	2.71	98	7.57	2.78
Economic growth	102	8.20	2.17	118	8.66	1.73
Disaster risk management	93	6.82	2.49	96	6.87	2.39
Equality of opportunity	90	7.01	2.47	98	7.15	2.59
Information and communications technology	93	7.33	2.35	104	7.41	2.32
Security/stabilization/reconstruction*	101	7.64	2.46	107	8.58	1.91
Regional conflict and tensions*	100	6.83	2.59	104	7.57	2.53
Local governance and institutions	102	7.50	2.46	108	7.84	2.22
Social cohesion	106	7.28	2.81	112	7.74	2.63

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	53	5.83	2.91	60	5.38	3.03
Gender equity	52	5.73	2.32	60	5.95	2.76
Private sector development*	76	6.95	2.26	78	6.10	2.47
Education	91	7.40	2.39	97	7.21	2.62
Public sector governance/reform	80	6.95	2.45	84	6.69	2.68
Global/regional integration	55	6.13	2.39	60	5.37	2.61
Food security	78	6.47	2.58	80	6.68	2.63
Urban development*	69	6.57	2.25	65	5.66	2.61
Energy	75	6.19	2.45	78	6.44	2.72
Water and sanitation	81	6.49	2.52	78	6.56	2.82
Pollution	62	5.48	2.68	55	5.29	3.03
Job creation/employment	82	6.26	2.63	69	5.51	2.79
Health	87	7.17	2.41	93	6.97	2.85
Financial markets	54	6.07	2.50	62	5.95	2.87
Transport*	75	6.87	2.33	70	5.99	3.00
Agriculture and rural development	86	7.19	2.36	86	7.21	2.70
Trade and exports	58	5.66	2.61	55	5.11	2.79
Crime and violence	56	4.61	2.60	56	4.88	3.16
Natural resource management (renewable)	63	5.97	2.50	61	5.67	2.98
Natural resource management (non-renewable)	59	5.51	2.64	60	5.42	2.79
Climate change	69	6.29	2.47	64	6.16	3.05
Poverty reduction	90	6.72	2.31	80	6.19	2.96
Anti corruption	76	5.86	3.04	75	5.44	3.22
Judiciary reform	62	5.48	2.84	62	5.06	3.23
Economic growth	82	6.46	2.58	74	6.42	2.71
Disaster risk management	64	5.62	2.52	53	5.68	2.83
Equality of opportunity	55	5.05	2.41	54	5.54	2.82
Information and communications technology	59	5.75	2.60	59	5.27	2.90
Security/stabilization/reconstruction	75	6.04	2.58	68	6.09	2.82
Regional conflict and tensions	64	5.27	2.61	65	5.88	2.89
Local governance and institutions	78	6.14	2.55	68	6.10	2.85
Social cohesion	68	5.63	2.74	61	5.48	3.28

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?	122	7.05	2.19	124	6.81	2.71

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?	104	7.01	2.50	106	6.37	2.95

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali	114	6.28	2.61	107	5.94	2.64
The World Bank Group meets Mali's needs for knowledge services	105	6.10	2.56	98	6.01	2.74

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

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	99	7.30	2.19	94	6.81	2.54
Include appropriate level of stakeholder involvement during preparation*	91	6.55	2.31	77	5.64	2.79
Lead to practical solutions	88	5.98	2.24	80	5.51	2.47
Are accessible (well written and easy to understand)	91	6.01	2.59	73	5.60	2.80
Are source of relevant information on global good practices	92	7.16	2.51	81	6.73	2.55
Are relevant to country challenges	94	6.36	2.71	86	6.28	2.57
Are adequately disseminated*	85	5.81	2.53	75	4.99	2.66
Are translated enough into local language	83	3.81	2.59	79	3.24	2.74
Are adaptable to Mali's specific development challenges and country circumstances	96	6.77	2.44	93	6.13	2.61

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	118	6.94	2.15	113	7.07	2.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	115	6.94	2.36	107	6.64	2.56

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	109	4.28	2.58	93	3.39	2.74
The World Bank Group effectively monitors and evaluates the projects and programs it supports	125	7.09	2.58	105	6.76	2.92
The World Bank Group's approvals and reviews are done in a timely fashion	105	5.30	2.61	84	5.01	2.95
The World Bank Group's "Safeguard Policy" requirements are reasonable*	78	6.15	2.64	63	5.03	2.72
The World Bank Group's conditions on its lending are reasonable*	87	5.74	2.65	70	4.49	2.88
The World Bank Group takes decisions quickly in Mali	88	4.78	2.56	70	4.57	2.75
Working with the World Bank Group increases Mali's institutional capacity	112	6.78	2.62	98	6.65	2.71
Where country systems are adequate, the World Bank Group makes appropriate use of them	92	6.59	2.82	82	6.87	2.75
The World Bank Group provides effective implementation support	112	6.54	2.54	85	6.20	3.05

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mali?	111	6.68	2.43	109	6.13	2.85

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mali?	66	5.32	2.36	64	4.75	2.74

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mali?	78	5.68	2.57	68	5.19	2.94

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

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	65	7.29	2.48	33	6.55	2.72
I find the information on the World Bank Group's websites useful	64	7.55	2.38	32	7.37	2.37
The World Bank Group's social media channels are valuable sources of information about the institution	55	7.15	2.90	34	7.03	2.69
When I need information from the World Bank Group I know how to find it*	74	6.50	2.87	48	5.25	3.21
The World Bank Group is responsive to my information requests and inquiries	52	6.13	3.00	32	6.00	3.18

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>20</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.*

- FY 2014 Number of comparable respondents = 238
- FY 2017 Number of comparable respondents = 293

*By weighting, the FY 2014 and FY 2017 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:*

Percentage of Respondents	FY 2014	FY 2017
Office of the President/Prime Minister/Minister	5%	5%
Office of Parliamentarian	1%	1%
Government Institutions	38%	38%
Local Government	20%	20%
Bilateral/Multilateral Agencies	2%	2%
Civil Society	12%	12%
Private Sector	7%	7%
Academia	9%	9%
Media	6%	6%

### A. General Issues facing Mali

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

Percentage of Respondents	FY 2014	FY 2017
The right direction	67.7%	55.7%
The wrong direction	4.0%	15.2%
Not sure	28.3%	29.1%

\*Significantly different between FY 2014 and FY 2017

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?*	215	5.15	2.62	288	4.60	2.95

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.	186	6.05	2.28	233	6.29	2.72

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

	FY 2014			FY 2017		
	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?	148	6.61	2.31	226	6.37	2.66

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

<sup>20</sup> Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali	193	7.30	2.31	250	7.14	2.70
The World Bank Group's work is aligned with what I consider the development priorities for Mali	157	6.54	2.32	216	6.16	2.91

**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)*

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	93	5.71	2.16	184	5.30	2.68
Flexibility (in terms of the institution's products and services)	91	5.10	2.21	167	4.61	2.42
Flexibility (in terms of changing country circumstances)*	92	5.58	2.18	175	4.83	2.44
Being inclusive*	74	6.37	2.28	151	5.54	2.84
Openness (sharing data and other information)	106	6.33	2.33	162	5.84	2.72
Collaboration with the Government*	159	8.09	1.88	220	7.13	2.59
The speed in which it gets things accomplished on the ground	100	5.82	2.33	185	5.48	2.57
Helping to bring discipline/effective supervision to implementation of investment projects				189	6.38	2.61
Collaboration with civil society				178	4.88	2.90
Staff accessibility*	108	5.56	2.72	179	4.78	2.85
Collaboration with other donors and development partners				170	6.68	2.63
Collaboration with the private sector				162	5.71	2.85
Collaboration with the UN				138	7.77	2.55
Straightforwardness and honesty	93	7.01	2.41	149	6.66	2.87
Treating clients and stakeholders in Mali with respect	116	6.54	2.45	170	6.29	2.76
Being a long-term partner*	124	8.09	1.93	171	7.18	2.79

*\*Significantly different between FY 2014 and FY 2017*





### 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 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection	55	5.42	2.43	112	5.70	3.00
Gender equity	83	6.27	2.22	112	5.78	2.56
Private sector development	90	6.63	2.33	152	6.44	2.46
Education	127	7.24	2.28	182	7.27	2.54
Public sector governance/reform	106	6.76	2.40	157	6.77	2.61
Global/regional integration*	68	6.59	2.52	115	5.59	2.56
Food security	105	7.08	2.08	157	6.57	2.63
Urban development	91	6.72	2.26	132	6.11	2.52
Energy	97	6.61	2.36	150	6.24	2.60
Water and sanitation	106	6.94	2.06	155	6.48	2.71
Job creation/employment	100	6.14	2.28	150	5.85	2.83
Health	128	7.08	2.19	178	7.07	2.71
Financial markets	58	5.63	2.51	113	5.93	2.77
Transport*	100	7.31	2.12	141	6.29	2.75
Trade and exports	71	6.02	2.13	113	5.26	2.75
Crime and violence	56	4.66	2.40	111	4.48	2.84
Natural resource management (non-renewable)*	78	6.20	2.39	119	5.26	2.72
Climate change	82	6.33	2.45	131	6.13	2.83
Poverty reduction*	125	7.10	2.35	167	6.34	2.73
Anti corruption	87	6.01	2.90	149	5.56	3.18
Economic growth*	104	7.27	2.09	155	6.43	2.68
Equality of opportunity	69	5.98	2.41	107	5.32	2.69
Information and communications technology*	70	6.43	2.40	116	5.38	2.77
Security/stabilization/reconstruction	80	6.40	2.36	142	5.96	2.77
Regional conflict and tensions	58	4.72	2.41	129	5.52	2.86
Local governance and institutions*	97	6.66	2.30	143	5.98	2.72
Social cohesion	65	5.41	2.57	128	5.64	3.03

\*Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?	163	6.96	2.15	237	6.79	2.50

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?	146	6.78	2.37	202	6.61	2.71

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali	152	6.49	2.35	212	6.04	2.60
The World Bank Group meets Mali's needs for knowledge services	132	5.96	2.48	198	6.01	2.62

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

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

Percentage of Respondents	FY 2014	FY 2017
Weekly	2.2%	4.5%
Monthly	7.6%	7.2%
A few times a year	32.1%	27.2%
Rarely	28.6%	33.8%
Never	29.5%	27.2%

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)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	134	7.25	2.22	188	7.06	2.40
Include appropriate level of stakeholder involvement during preparation	106	6.09	2.24	164	6.12	2.63
Lead to practical solutions*	124	6.68	2.23	167	5.69	2.44
Are accessible (well written and easy to understand)	111	6.24	2.37	159	5.75	2.71
Are source of relevant information on global good practices	109	7.05	2.29	168	6.82	2.65
Are relevant to country challenges				172	6.24	2.69
Are adequately disseminated	98	5.71	2.62	154	5.40	2.65
Are translated enough into local language	100	3.66	2.66	156	3.58	2.70
Are adaptable to Mali's specific development challenges and country circumstances	121	6.93	2.36	183	6.50	2.55

\*Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	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?	163	7.31	2.21	224	6.96	2.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	154	7.15	2.10	215	6.70	2.49

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

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	151	3.43	2.17	194	3.81	2.68
The World Bank Group effectively monitors and evaluates the projects and programs it supports	163	7.25	2.54	220	6.88	2.77
The World Bank Group's approvals and reviews are done in a timely fashion	131	5.17	2.41	183	5.09	2.77
The World Bank Group's "Safeguard Policy" requirements are reasonable	90	5.72	2.47	135	5.43	2.73
The World Bank Group's conditions on its lending are reasonable	103	5.53	2.79	151	5.20	2.79
The World Bank Group takes decisions quickly in Mali	105	4.48	2.31	151	4.72	2.62
Working with the World Bank Group increases Mali's institutional capacity	160	7.12	2.28	202	6.61	2.72
Where country systems are adequate, the World Bank Group makes appropriate use of them	112	6.80	2.62	167	6.56	2.84
The World Bank Group provides effective implementation support	135	6.65	2.40	186	6.35	2.77

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mali?	75	5.25	2.58	128	4.98	2.62

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

**F. The Future Role of the World Bank Group 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? (Select only ONE response)

Percentage of Respondents	FY 2014	FY 2017
Financial services	40.9%	34.7%
Knowledge products	10.3%	13.2%
Convening services	4.3%	3.8%
None of the above	1.3%	2.1%
The combination is appropriate for Mali	34.5%	30.6%
Don't know	8.6%	15.6%

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2014	FY 2017
Yes	13.8%	15.7%
No	86.2%	84.3%

Do you have reliable access to the Internet?\*

Percentage of Respondents	FY 2014	FY 2017
Yes	95.0%	74.4%
No	5.0%	25.6%

\*Significantly different between FY 2014 and FY 2017

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

Percentage of Respondents	FY 2014	FY 2017
Yes	25.3%	53.8%
No	74.7%	46.2%

\*Significantly different between FY 2014 and FY 2017

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

Percentage of Respondents	FY 2014	FY 2017
High speed/WiFi	58.9%	78.5%
Dial-up	41.1%	21.5%

\*Significantly different between FY 2014 and FY 2017

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	63	6.89	2.72	99	7.04	2.61
I find the information on the World Bank Group's websites useful	61	7.43	2.15	94	7.51	2.39
The World Bank Group's social media channels are valuable sources of information about the institution	51	7.08	2.63	86	7.06	2.82
When I need information from the World Bank Group I know how to find it	103	5.60	3.41	119	5.99	3.08
The World Bank Group is responsive to my information requests and inquiries	66	5.87	3.03	81	6.08	3.05



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Mali? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.	6.12	6.71	6.60	5.97	6.34	6.50	6.23	6.80	6.37	6.43	6.43	6.31
Overall the World Bank Group currently plays a relevant role in development in Mali	7.07	7.44	7.23	7.19	7.32	7.05	7.21	7.25	7.05	7.45	7.39	6.77
The World Bank Group's work is aligned with what I consider the development priorities for Mali	6.28	6.21	6.25	6.30	6.51	5.89	6.12	6.72	6.28	6.26	6.48	5.73
Responsiveness to needs	5.37	5.74	5.64	5.23	5.33	5.78	5.30	6.10	5.47	5.59	5.50	5.56
Flexibility (in terms of the institution's products and services)	4.72	5.01	4.84	4.71	4.56	5.15	4.88	4.60	4.72	4.91	4.85	4.69
Flexibility (in terms of changing country circumstances)	4.72	5.37	5.04	5.20	4.85	5.45	5.03	5.22	5.02	5.19	5.20	4.84
Being inclusive	5.07	6.18	5.90	5.52	5.81	5.77	5.70	6.05	5.52	6.12	5.77	5.85
Openness (sharing data and other information)	5.65	6.46	6.30	5.74	5.89	6.46	6.22	5.83	5.66	6.71	6.07	6.22
Collaboration with the Government	6.78	7.73	7.65	6.78	7.37	7.32	7.14	7.92	7.06	7.77	7.48	7.05
The speed in which it gets things accomplished on the ground	5.29	5.77	5.66	5.17	5.38	5.68	5.47	5.57	5.17	5.90	5.63	5.20
Helping to bring discipline/effective supervision to implementation of investment projects	6.10	6.73	6.53	6.36	6.59	6.28	6.28	6.96	6.32	6.70	6.57	6.26
Collaboration with civil society	4.51	5.63	5.50	4.32	4.91	5.43	4.99	5.40	4.83	5.52	5.24	4.81
Staff accessibility	4.27	5.51	5.42	4.25	4.70	5.65	5.14	4.90	4.71	5.59	5.12	4.96
Collaboration with other donors and development partners	6.04	7.33	6.97	6.40	6.73	6.92	6.75	6.93	6.47	7.23	7.05	6.20
Collaboration with the private sector	5.36	6.31	6.00	5.85	5.79	6.23	5.90	6.09	5.85	6.12	6.11	5.65
Collaboration with the UN	7.70	7.99	7.70	7.80	7.69	7.80	7.67	7.88	7.63	7.88	7.90	7.32
Straightforwardness and honesty	6.21	7.10	7.01	6.10	6.48	7.19	6.89	6.48	6.19	7.53	6.95	6.36
Treating clients and stakeholders in Mali with respect	5.84	6.81	6.69	5.85	6.17	6.84	6.43	6.48	6.03	6.99	6.73	5.83
Being a long-term partner	6.70	7.71	7.49	7.14	7.20	7.67	7.24	7.72	6.98	7.97	7.72	6.59
To what extent does the World Bank Group's work help to achieve development results in Mali?	6.81	7.05	7.04	7.01	6.97	7.14	7.03	7.03	6.93	7.17	7.14	6.74
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?	6.37	7.01	7.05	6.48	6.68	7.16	7.01	6.46	6.54	7.37	6.89	6.81
The World Bank Group's financial instruments meet the needs of Mali	5.94	6.28	6.28	5.97	6.34	5.90	6.11	6.34	6.02	6.40	6.32	5.79
The World Bank Group meets Mali's needs for knowledge services	6.01	6.10	6.41	5.67	6.16	6.16	6.37	5.59	6.00	6.39	6.10	6.32
The World Bank Group's knowledge work and activities are adaptable to Mali's specific development challenges and country circumstances	6.13	6.77	6.87	6.07	6.48	6.80	6.65	6.49	6.39	6.93	6.63	6.56
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.07	6.94	7.12	6.90	7.06	7.03	7.16	6.76	6.95	7.18	7.08	6.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.64	6.94	7.21	6.19	6.70	7.19	6.98	6.63	6.65	7.19	6.87	6.88
The World Bank Group takes decisions quickly in Mali	4.57	4.78	5.08	4.10	4.61	4.97	4.80	4.59	4.54	5.07	4.63	4.96
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.87	6.59	6.68	6.76	6.68	6.75	6.65	6.88	6.57	6.91	6.96	6.15

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Mali FY 2017 Questionnaire



### **World Bank Group Country Survey FY 2017 – 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

<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)	17	Transport (e.g., roads, bridges, transportation)
2	Gender equity	18	Agriculture and rural development
3	Private sector development	19	Trade and exports
4	Education	20	Crime and violence
5	Security/stabilization/reconstruction	21	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management (renewable)
7	Global/regional integration	23	Natural resource management (non-renewable)
8	Food security	24	Climate change (e.g., mitigation, adaptation)
9	Urban development	25	Poverty reduction
10	Energy	26	Anti corruption
11	Water and sanitation	27	Judiciary reform
12	Regional conflict and tensions	28	Economic growth
13	Pollution	29	Local governance and institutions
14	Job creation/employment	30	Disaster risk management
15	Health	31	Equality of opportunity (i.e., social inclusion)
16	Financial markets	32	Information and communications technology

**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	Economic growth	17	Pollution
2	Disaster risk management	18	Job creation/employment
3	Equality of opportunity (i.e., social inclusion)	19	Health
4	Local governance and institutions	20	Security/stabilization/reconstruction
5	Information and communications technology	21	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	23	Gender equity
8	Trade and exports	24	Private sector development
9	Crime and violence	25	Education
10	Climate change (e.g., mitigation, adaptation)	26	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	27	Food security
12	Social cohesion	28	Regional conflict and tensions
13	Energy	29	Urban development
14	Anti corruption	30	Natural resource management (renewable)
15	Judiciary reform	31	Natural resource management (non-renewable)
16	Water and sanitation		



**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

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

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

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

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

**A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Mali? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

**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 sectors 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	Energy
2	Water and sanitation
3	Pollution
4	Job creation/employment
5	Health
6	Regional conflict and tensions
7	Financial markets
8	Social protection (e.g., pensions, targeted social assistance)
9	Gender equity
10	Private sector development
11	Education
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
13	Security/stabilization/reconstruction
14	Global/regional integration
15	Food security
16	Urban development
17	Judiciary reform
18	Economic growth
19	Disaster risk management
20	Equality of opportunity (i.e., social inclusion)
21	Local governance and institutions
22	Information and communications technology
23	Transport (e.g., roads, bridges, transportation)
24	Agriculture and rural development
25	Trade and exports
26	Crime and violence
27	Natural resource management (renewable)
28	Natural resource management (non-renewable)
29	Social cohesion
30	Climate change (e.g., mitigation, adaptation)
31	Poverty reduction
32	Anti corruption

**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	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. 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	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Mali
8	Technical support and assistance quality not adequate
9	Too influenced by developed countries
10	Not exploring alternative policy options
11	Not collaborating enough with stakeholders outside the Government
12	Its advice and strategies do not lend themselves to practical problem solving
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Not client focused
16	The credibility of its knowledge/data
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mali? (Select only ONE response)**

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

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

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

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

1	Beneficiaries	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations (e.g., UEMOA, CEDEAO, G5 SAHEL)
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

To what extent do you agree with the following statements about the World Bank Group's work in Mali?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Mali											<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Mali											<input type="checkbox"/>

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

<b>B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)</b>			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

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

<b>B29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	The Government works inefficiently
5	Poor donor coordination
6	The World Bank Group is not sensitive enough to political/social realities on the ground
7	Lack of/inadequate levels of capacity in Government
8	There is not an adequate level of citizen/civil society participation
9	The World Bank Group works too slowly
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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

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



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

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

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in 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>C4. 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>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
<b>C5</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>C6</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"/>		

**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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</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>D11. 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	

<b>D12. 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	

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Mali's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships 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>E11. 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	

<b>E12. To what extent do you believe the World Bank Group measures and corrects its work in real time 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	

**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	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of investment projects
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Mali's economy
9	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Improve the quality of its experts as related to Mali's specific challenges
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	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<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 radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

**G7. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</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>											<input type="checkbox"/>	
<b>G10</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>											<input type="checkbox"/>	
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
<b>G12</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.)											<input type="checkbox"/>	
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	



**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

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

1	Yes
2	No

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

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

**H7. Which of the following describes most of your exposure to the World Bank Group in 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.

**H8. What's your gender?**

1	Female
2	Male

**H9. Which best represents your geographic location?**

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

**Thank you for completing the survey!**