

FY 2019 Burkina Faso Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

November 2019



Acknowledgements

The Burkina Faso Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Burkina Faso country team and the independent fielding agency Centre d'Analyse des Politiques Economiques et Sociales (CAPES). In particular, PORG is grateful for the support from Mariam Diop (Senior Operations Officer) and Lionel Yaro (Communications Officer) who coordinated the survey related activities from Ouagadougou, Burkina Faso.





Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Burkina Faso	9
V. Overall Attitudes toward the World Bank Group.....	17
VI. Sectoral Effectiveness.....	22
VII. How the World Bank Group Operates	25
VIII. World Bank Group's Knowledge and Instruments	31
IX. The Future Role of the WBG in Burkina Faso	35
X. Communication and Outreach	39
XI. Appendices.....	43

BURKINA FASO





I. Objectives

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

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

II. Methodology

From March to May 2019, 510 stakeholders of the WBG in Burkina Faso were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; 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 263 stakeholders participated in the survey (52% response rate). Respondents received the questionnaire via courier or via email and returned it accordingly.

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'16 (response rate was 72%, N=413). 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'16 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 82).

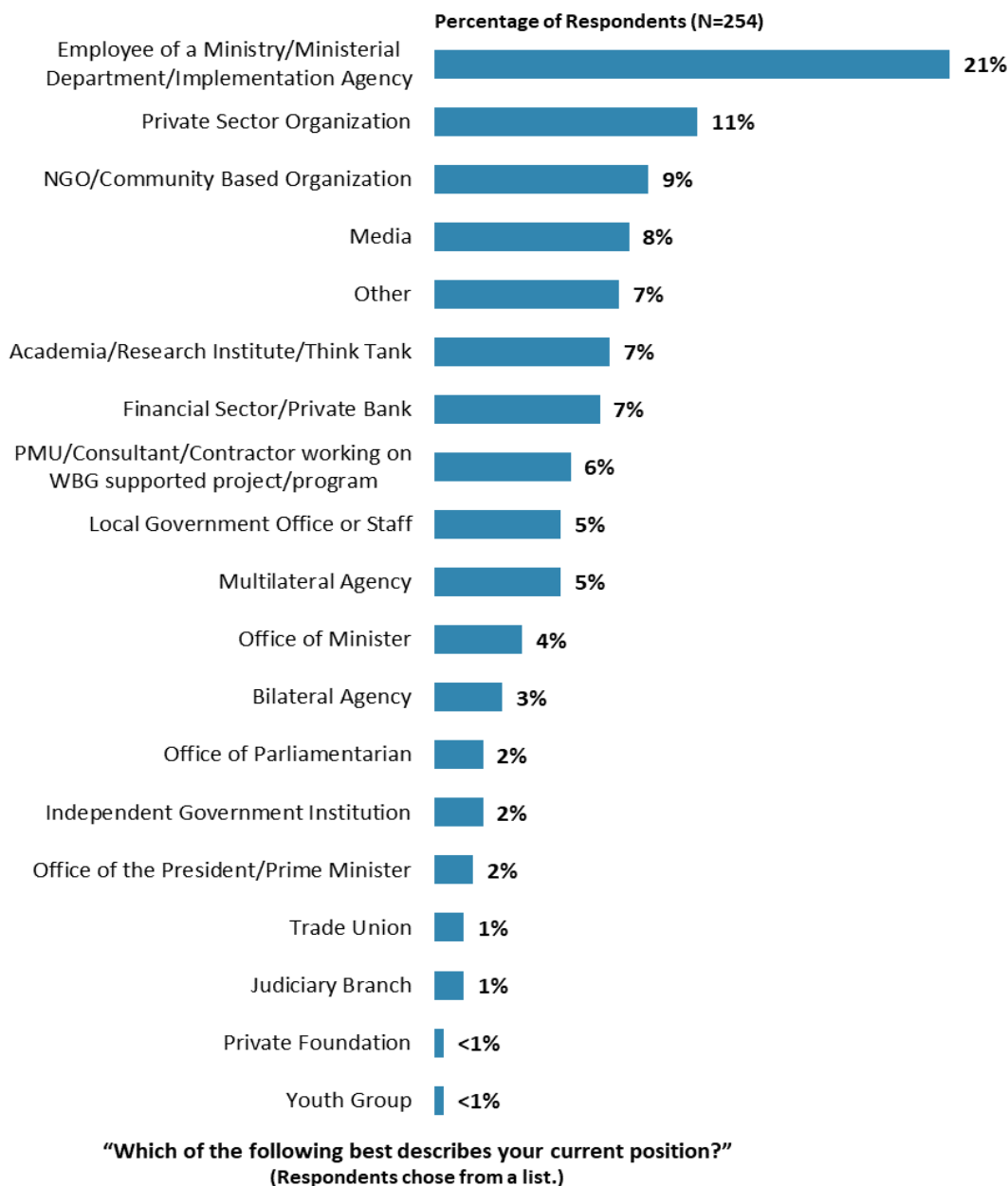
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹

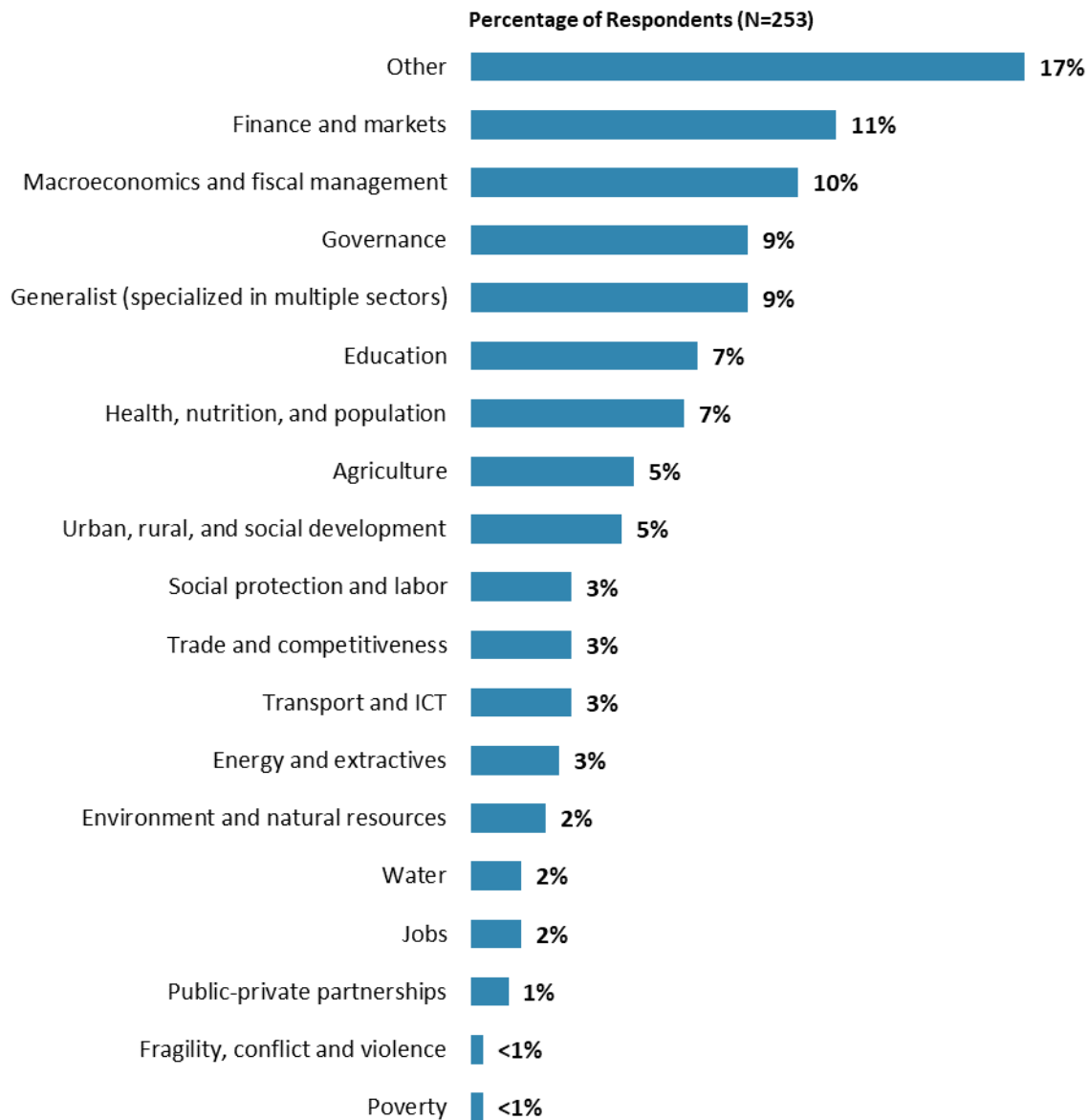


¹ Respondents from the office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, trade unions, and youth groups were combined in the “CSO” category. A small number of respondents from the office of parliamentarian, independent government institutions, and the judiciary branch were combined in the “Other” category. There were no respondents from faith-based groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization



"Please identify the primary specialization of your work."

(Respondents chose from a list.)

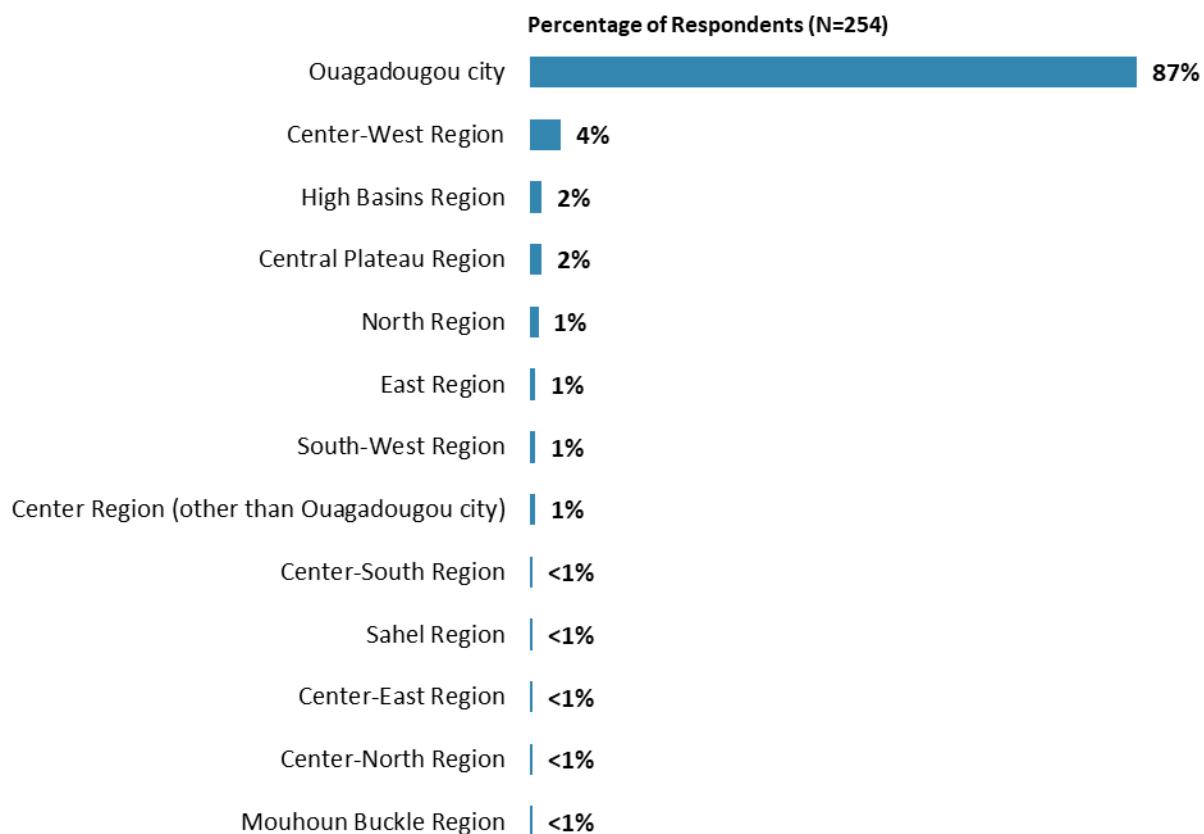
Note: no respondents selected "Gender" and "Climate change" response options



III. Demographics of the Sample (continued)

Geographic Locations

- Because of the small number of respondents from the areas outside of Ouagadougou city, they were combined in one category: “Outside Ouagadougou city”. Geographic location comparisons can be found in Appendix C (page 72).



“Which of the following best describes your current position?”

(Respondents chose from a list.)

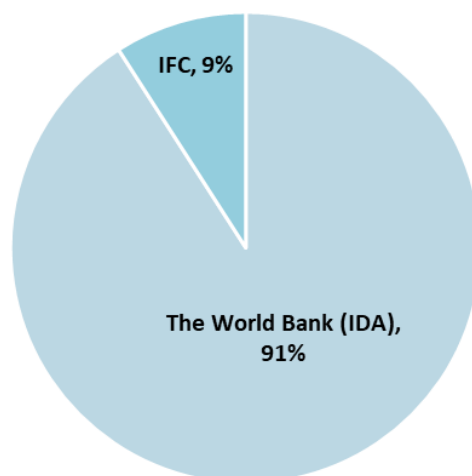
Note: no respondents selected “Cascades Region” response option



III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=121)



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

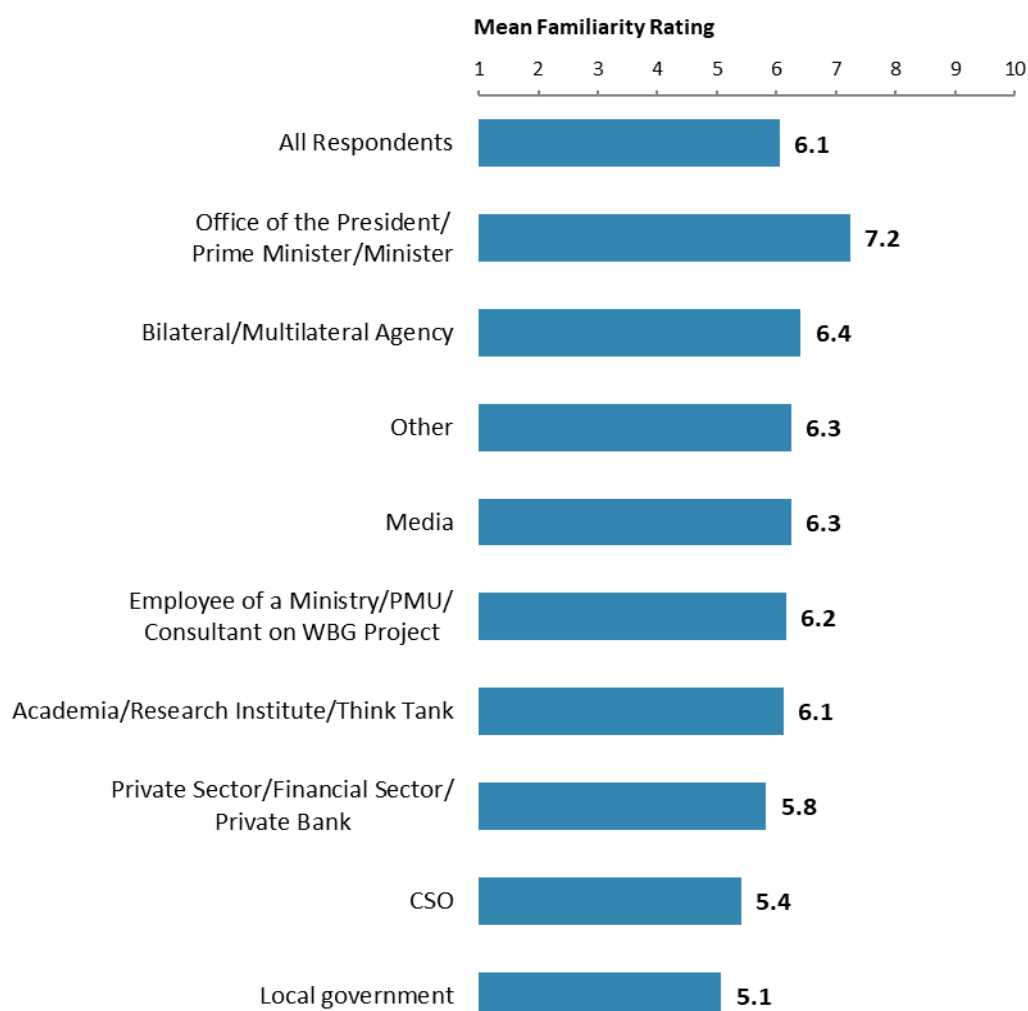
Note: no respondents selected "MIGA" and "ICSID" response options



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'16 Country Survey (weighted mean in FY'19 = 6.0; weighted mean in FY'16 = 5.5)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in Burkina Faso and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Burkina Faso's development and their ratings of the extent to which the WBG's work helps to achieve development results in Burkina Faso.



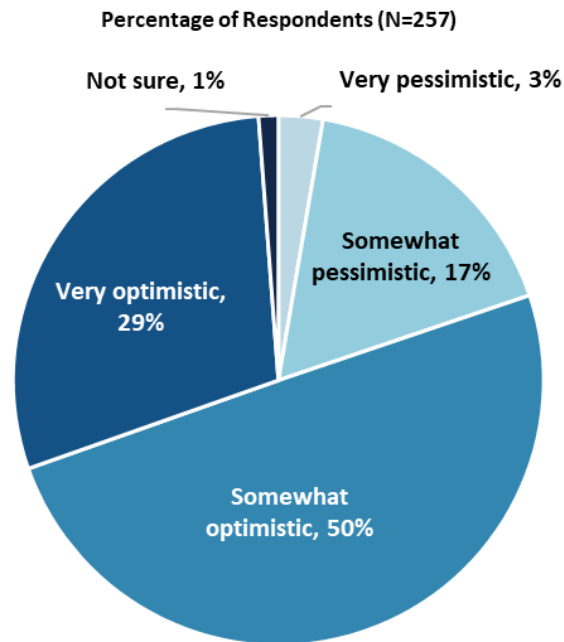
"How familiar are you with the work of the World Bank Group in Burkina Faso?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix E (page 82) for more details on weighting.



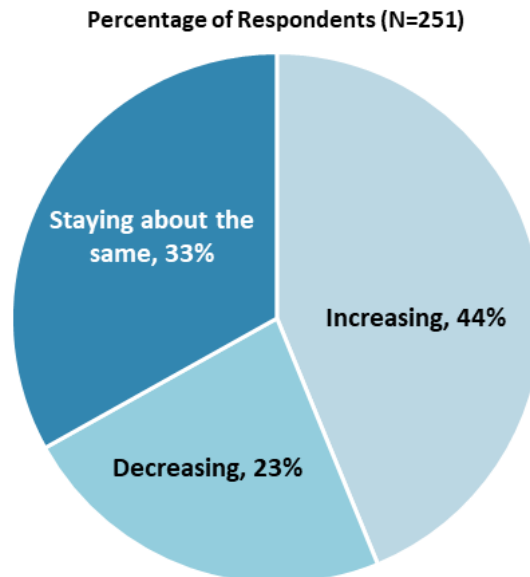
IV. General Issues Facing Burkina Faso

Optimism for the Future of Burkina Faso



"When you think about the future in Burkina Faso, are you ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity

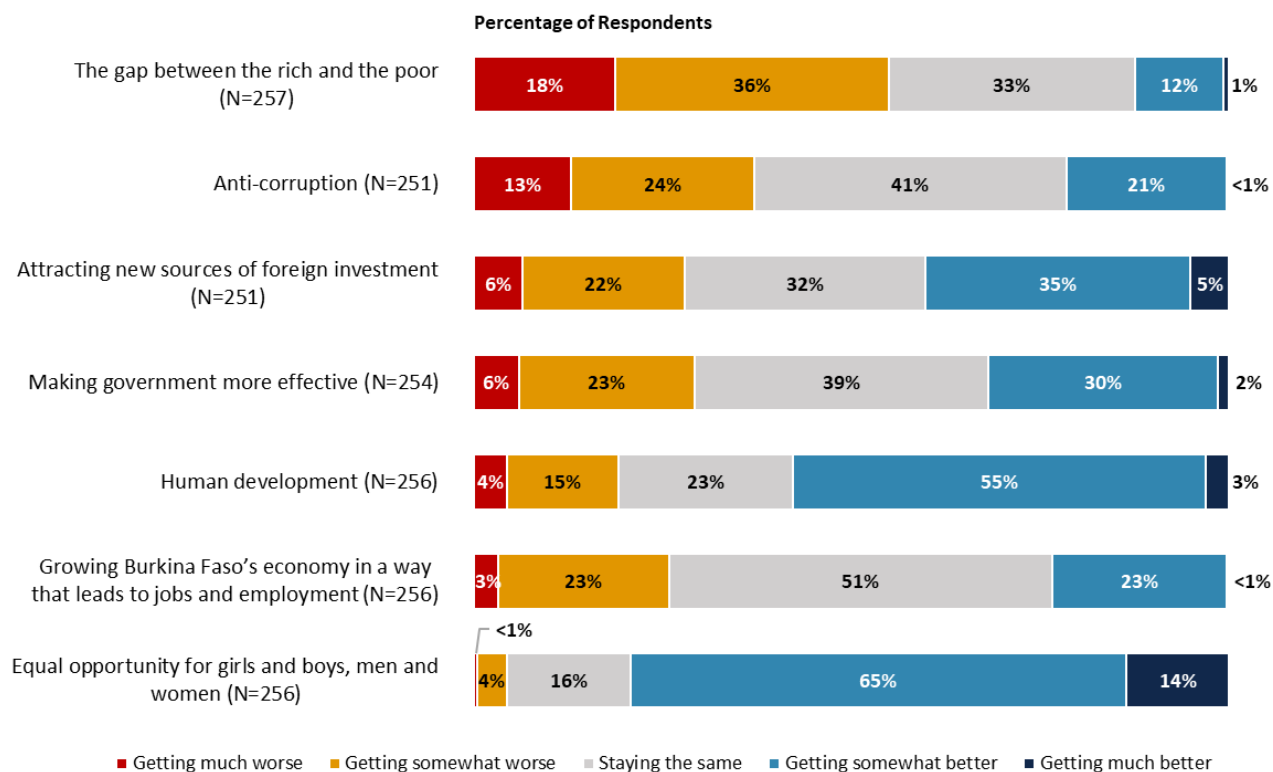


"Do you think that economic opportunity for citizens in Burkina Faso is ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Burkina Faso (continued)

Perceptions of Improvement and Decline in Specific Areas



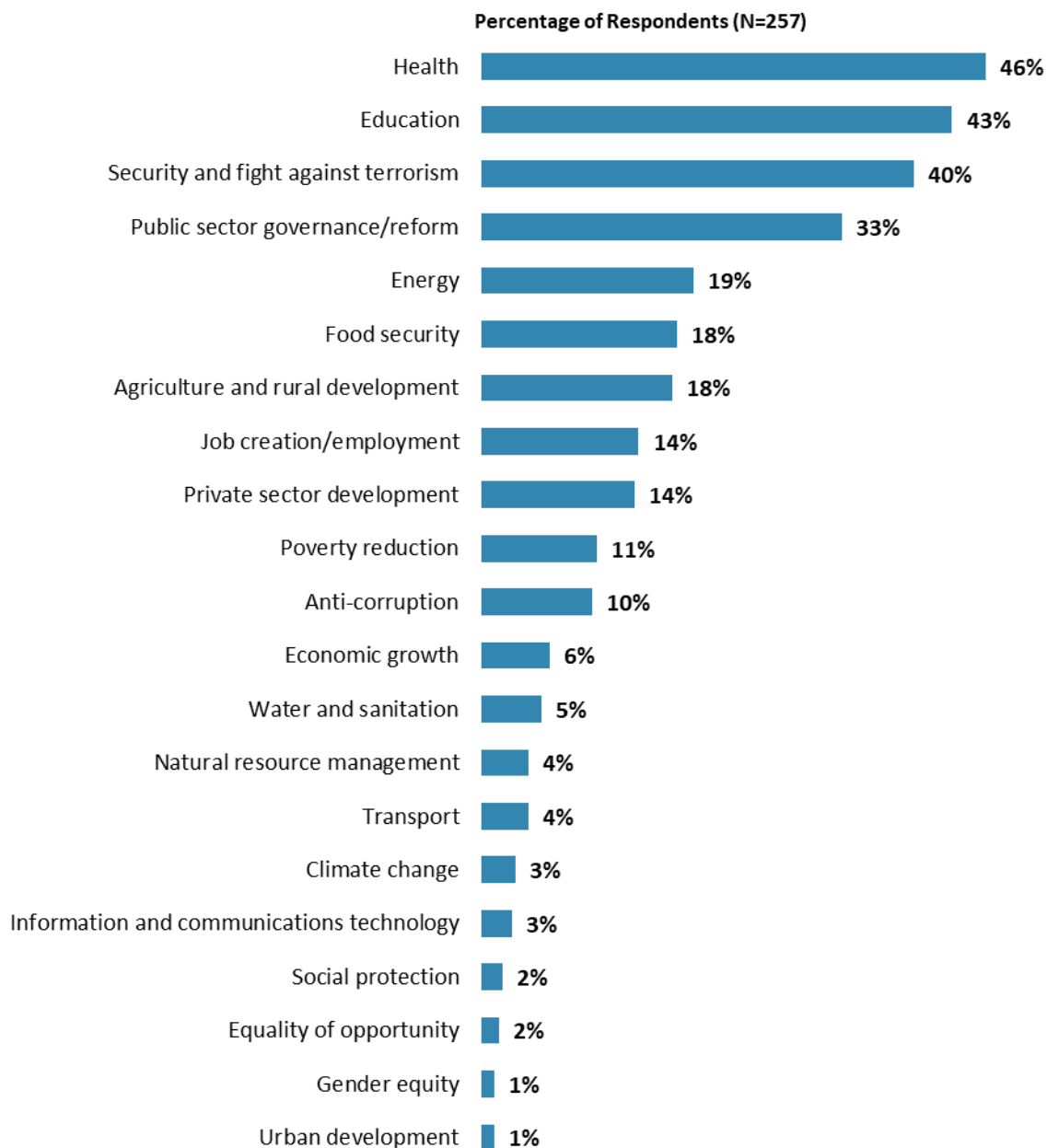
"Please describe the direction Burkina Faso is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Burkina Faso (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Burkina Faso were “*food security*” (40%) and “*public sector governance/reform*” (37%).



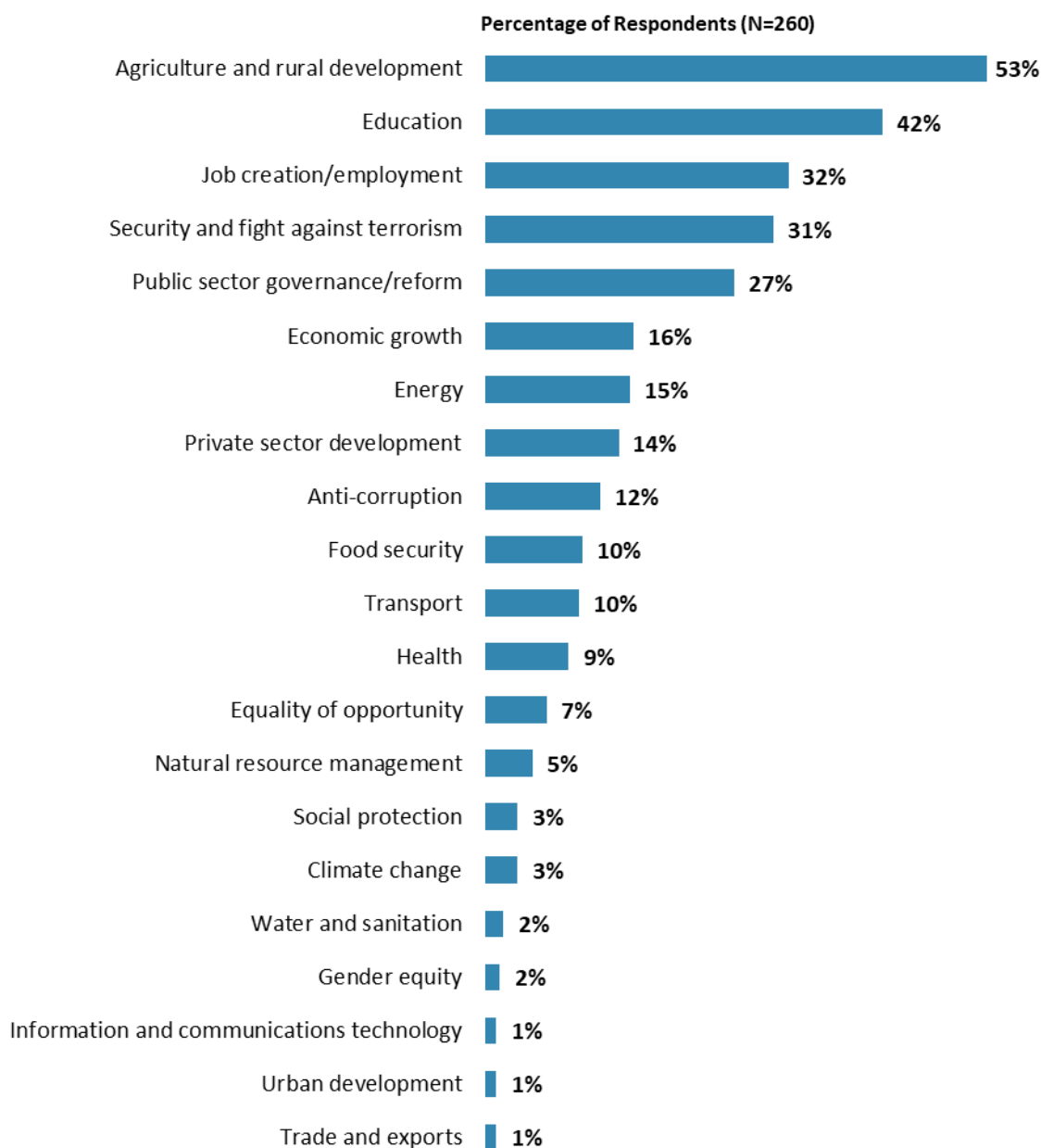
▪ "Listed below are a number of development priorities in Burkina Faso. Please identify which of the following you consider the most important development priorities in Burkina Faso. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 21 of 24 response options shown)



IV. General Issues Facing Burkina Faso (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Burkina Faso were “*agricultural development*” (30%), “*job creation/employment*” (26%), and “*education*” (26%).



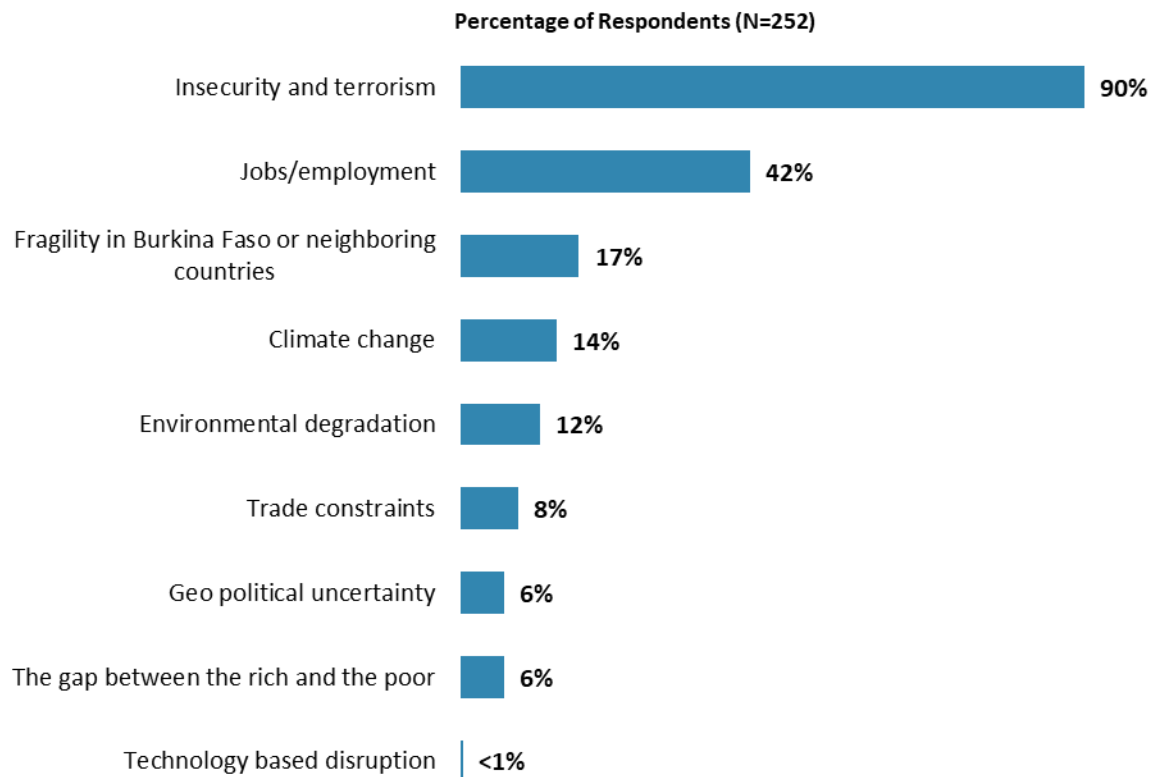
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burkina Faso? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 21 of 23 response options shown)



IV. General Issues Facing Burkina Faso (continued)

The Impact of Global Challenges on Burkina Faso



"Listed below are global challenges. Which do you think have the most serious impact on Burkina Faso? (Choose no more than TWO)"

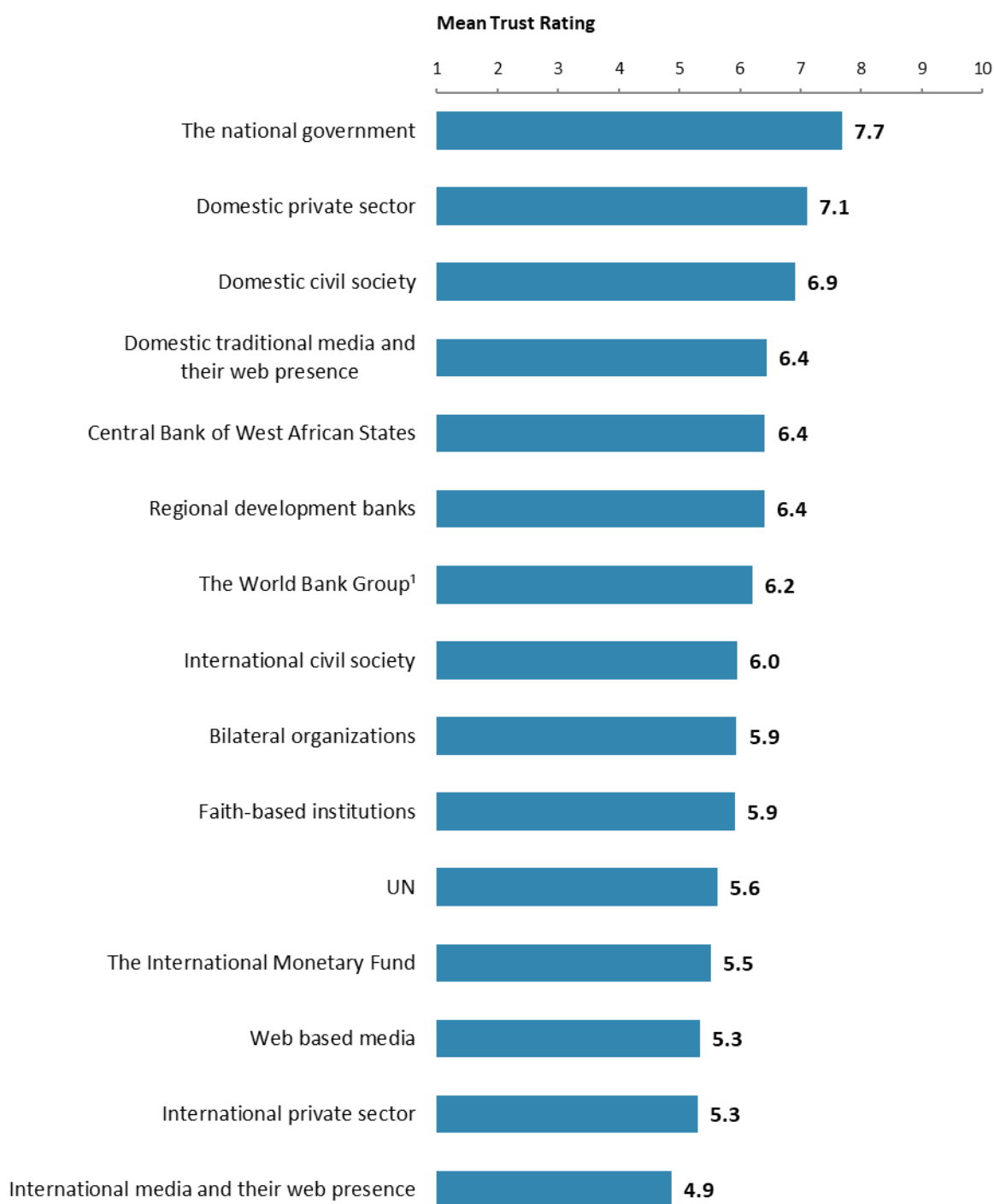
(Respondents chose from a list. Responses combined.)

Note: no respondents selected "Migrants and refugees" response option



IV. General Issues Facing Burkina Faso (continued)

Trust in Institutions



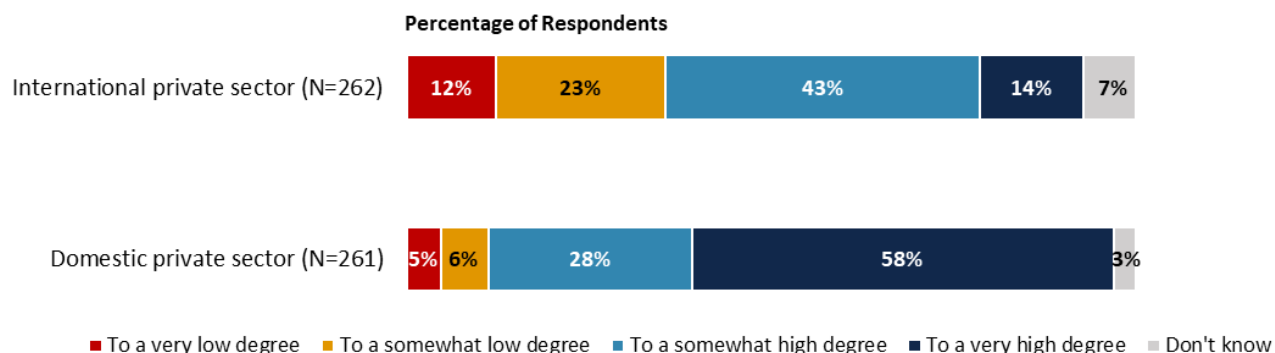
"To what extent do you trust each of the following groups to do what is right? "
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question



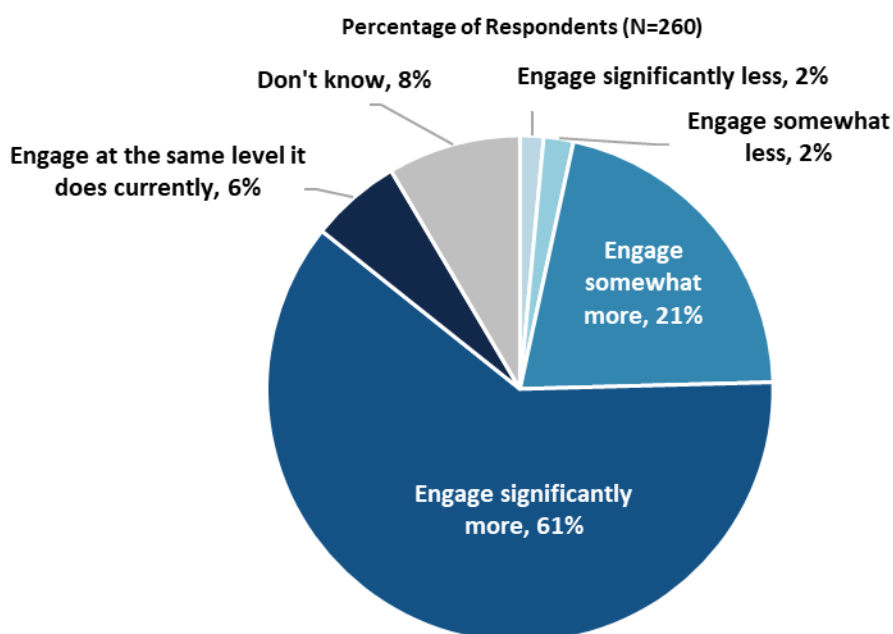
IV. General Issues Facing Burkina Faso (continued)

Trust in the Private Sector



"To what extent do you trust _____ to engage in public service delivery in Burkina Faso?"
(Respondents chose from a list.)

Civil Society Engagement

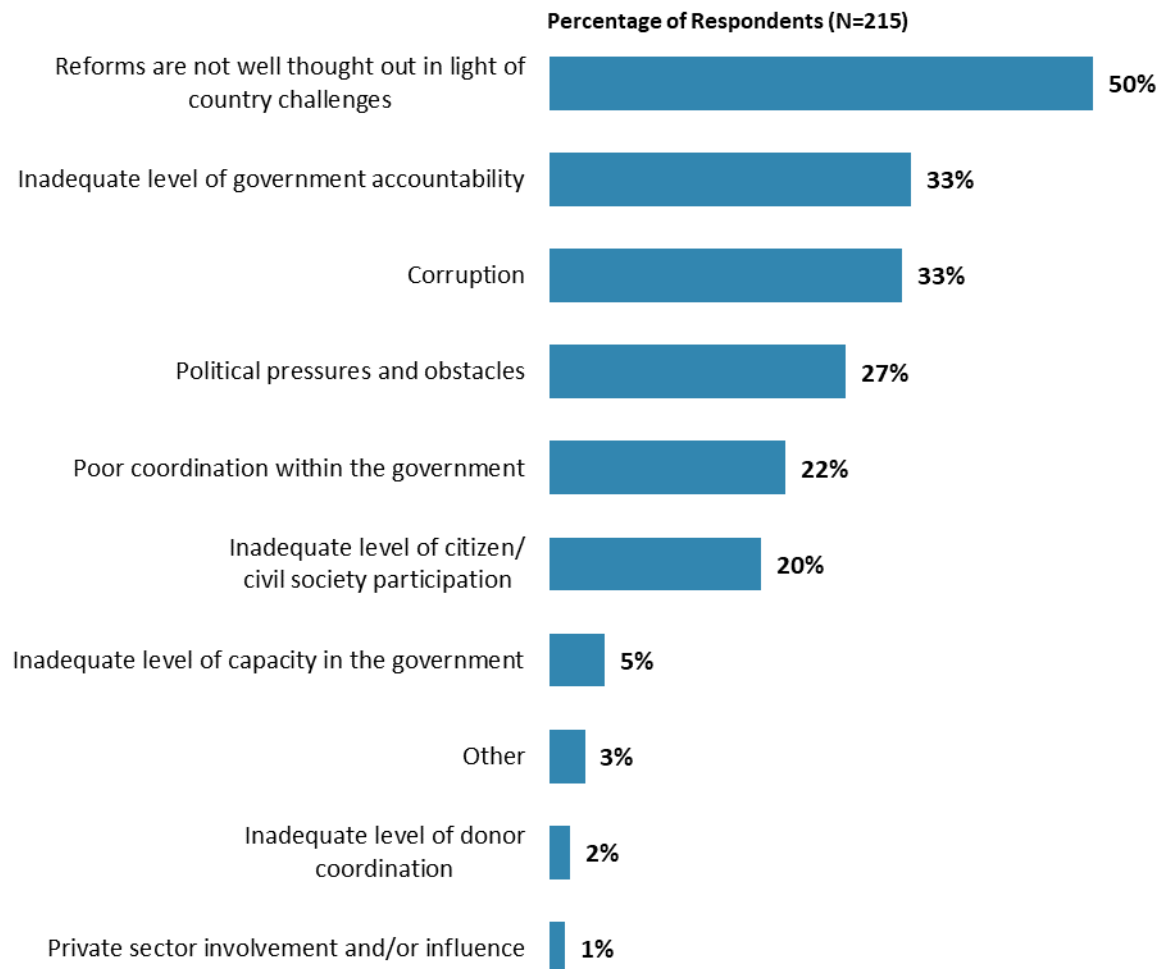


"When thinking about development efforts in Burkina Faso, do you think that civil society (e.g., NGOs, CBOs) should ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Burkina Faso (continued)

Attributions for Slow/Failed Reform Efforts

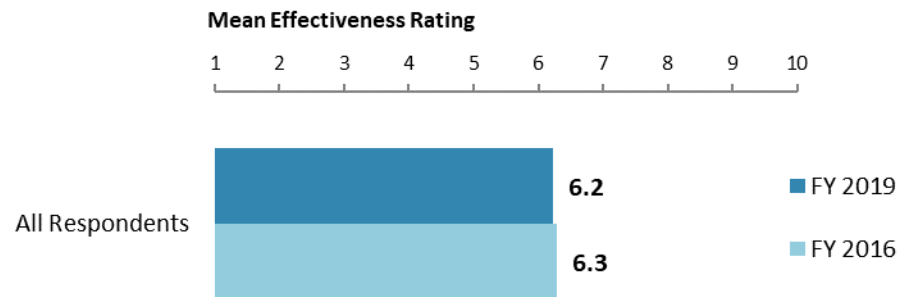


"When economic and/or social reform efforts fail or are slow to take place in Burkina Faso, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



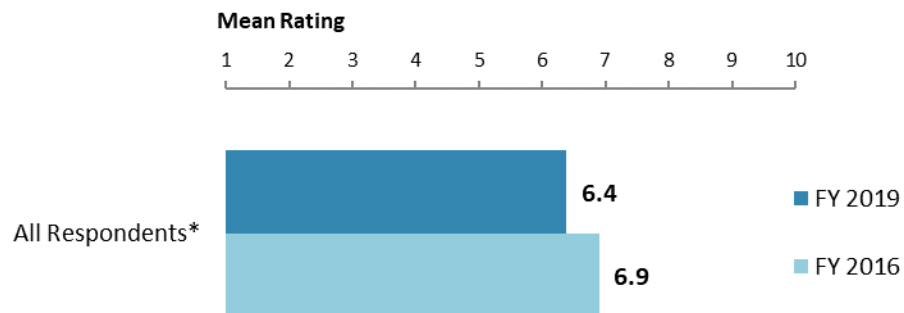
V. Overall Attitudes toward the World Bank Group

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



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

Achieving Development Results (*Indicator Question*)



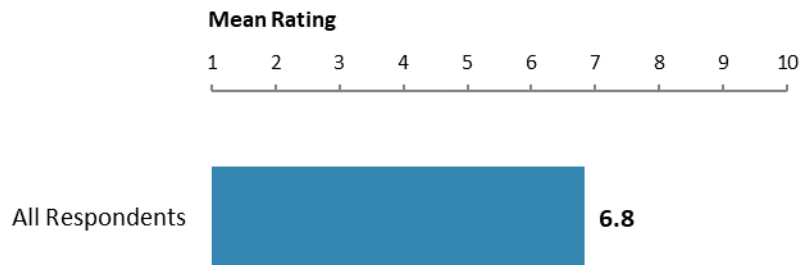
"To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2019 and FY 2016)

³ Means presented in the charts on this page were calculated based on weighted data.



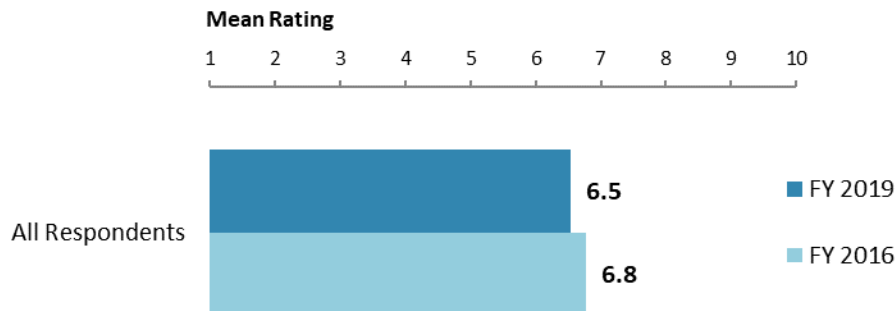
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Burkina Faso's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Burkina Faso?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness⁴



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

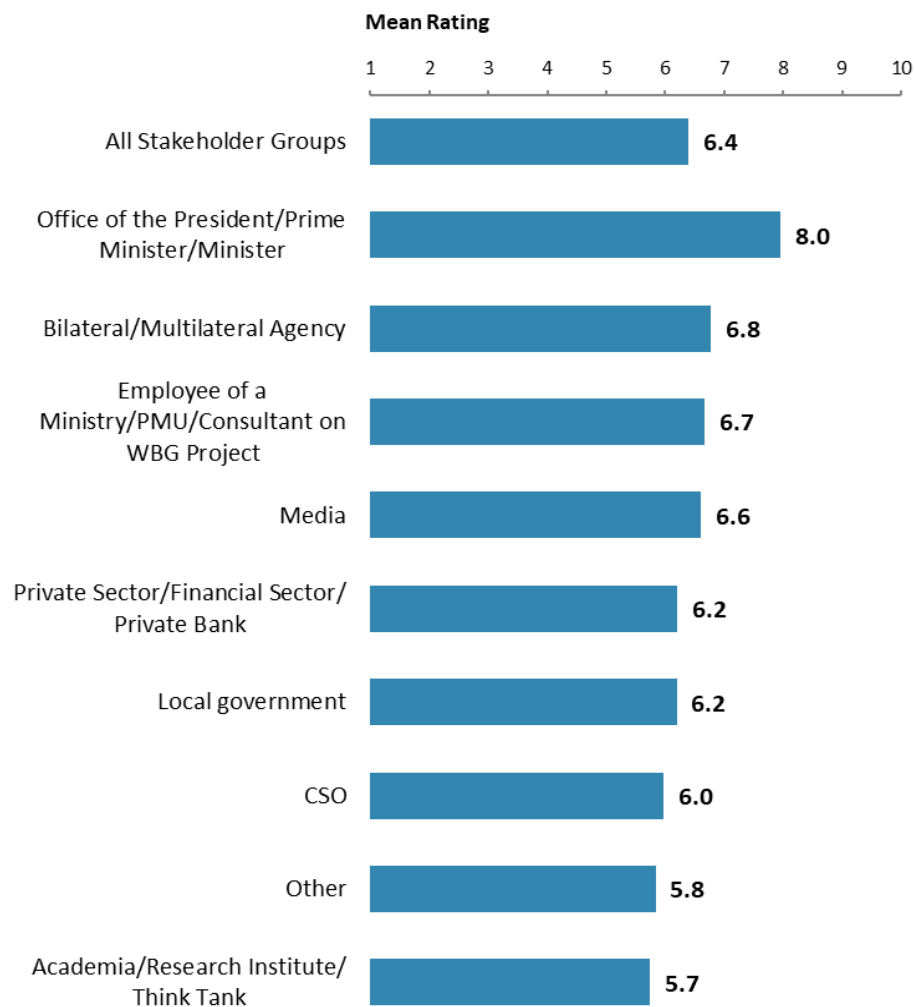
⁴ Means presented in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from 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/research institutes/think tanks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (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 = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 87).



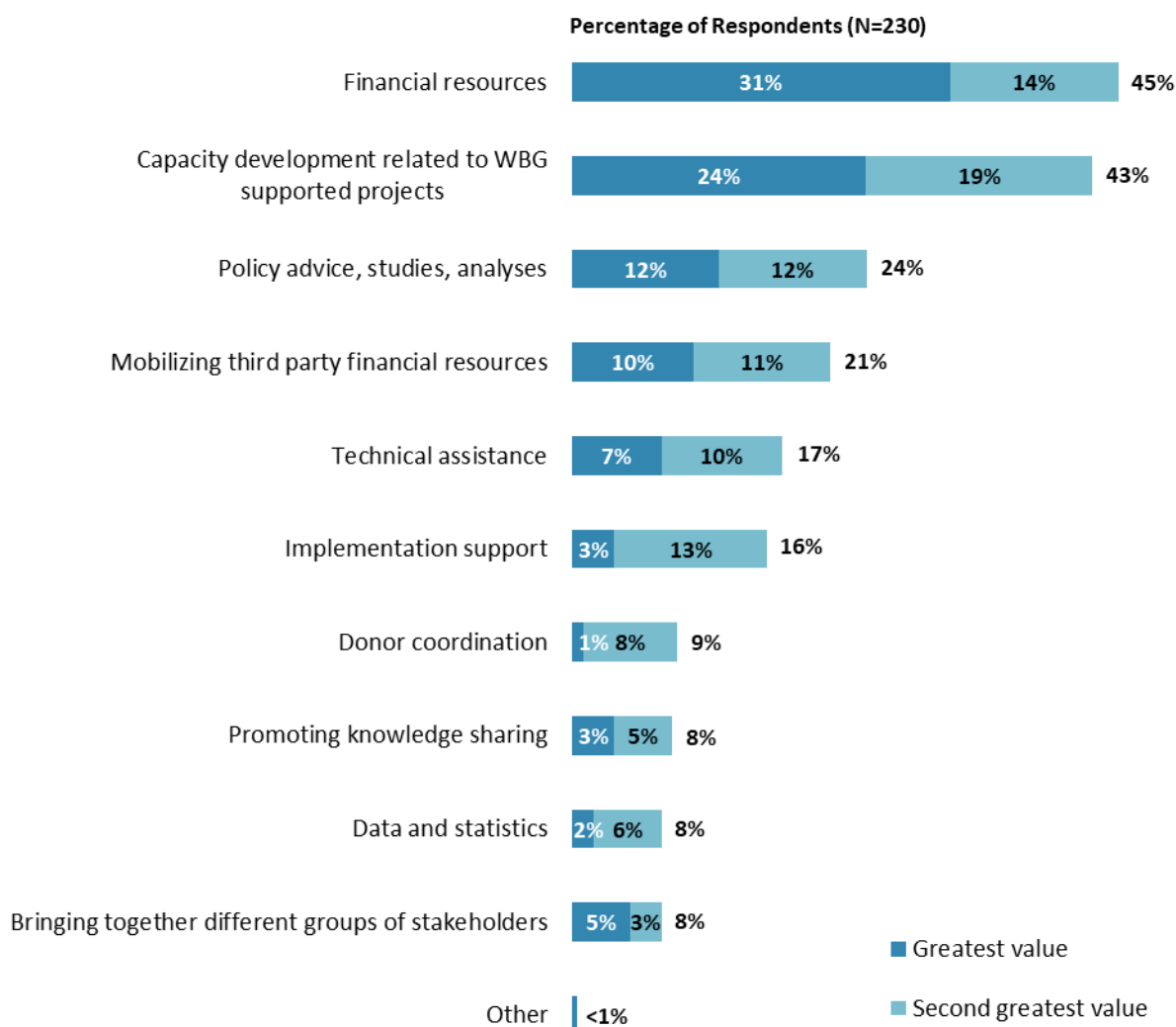
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Burkina Faso were its "*financial resources*" (61%), "*policy advice, studies, analyses*" (33%), and "*capacity development*" (61%).



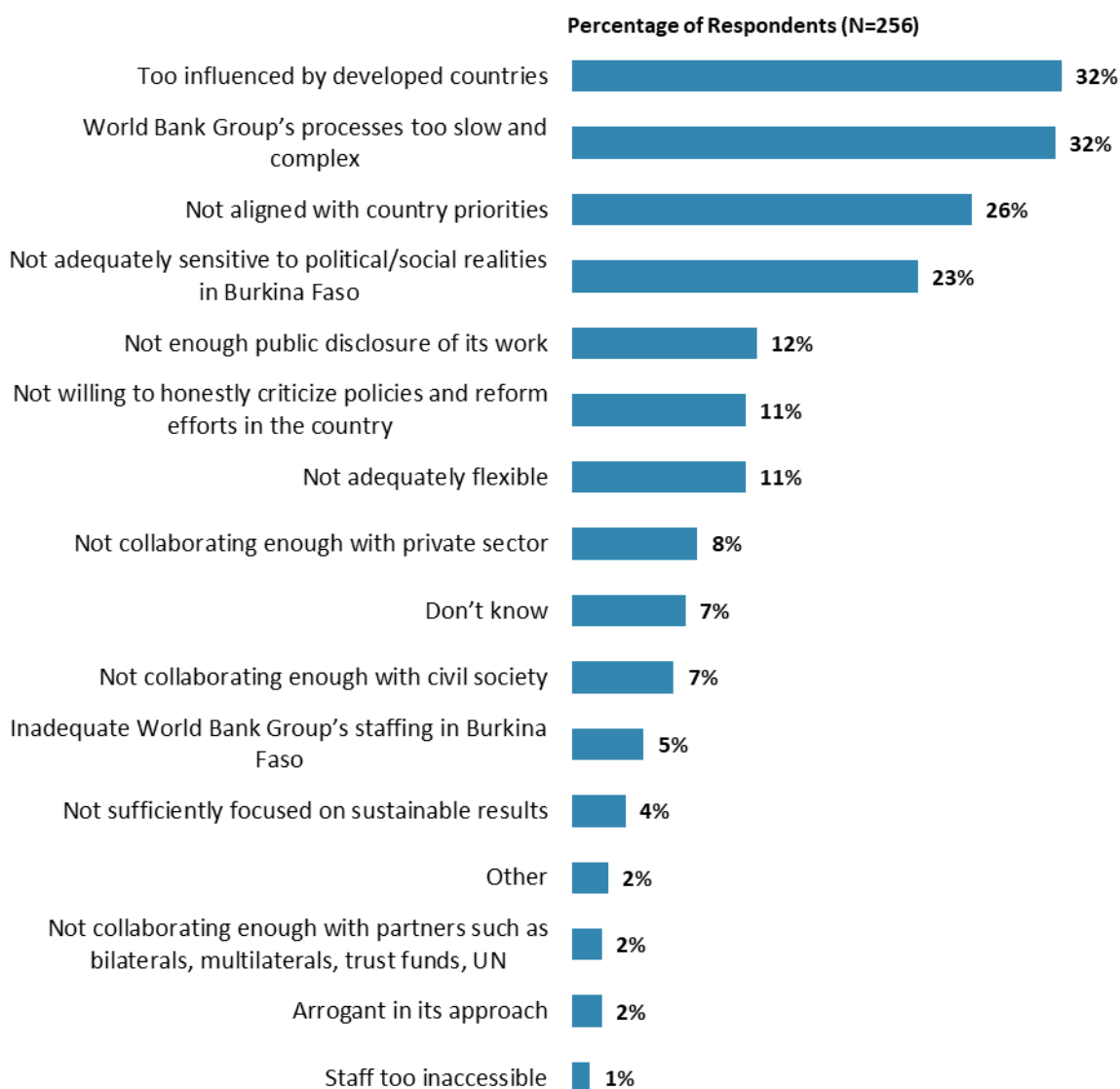
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burkina Faso?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Burkina Faso were "*World Bank Group's processes too slow and complex*" (34%) and "*too influenced by developed countries*" (30%).

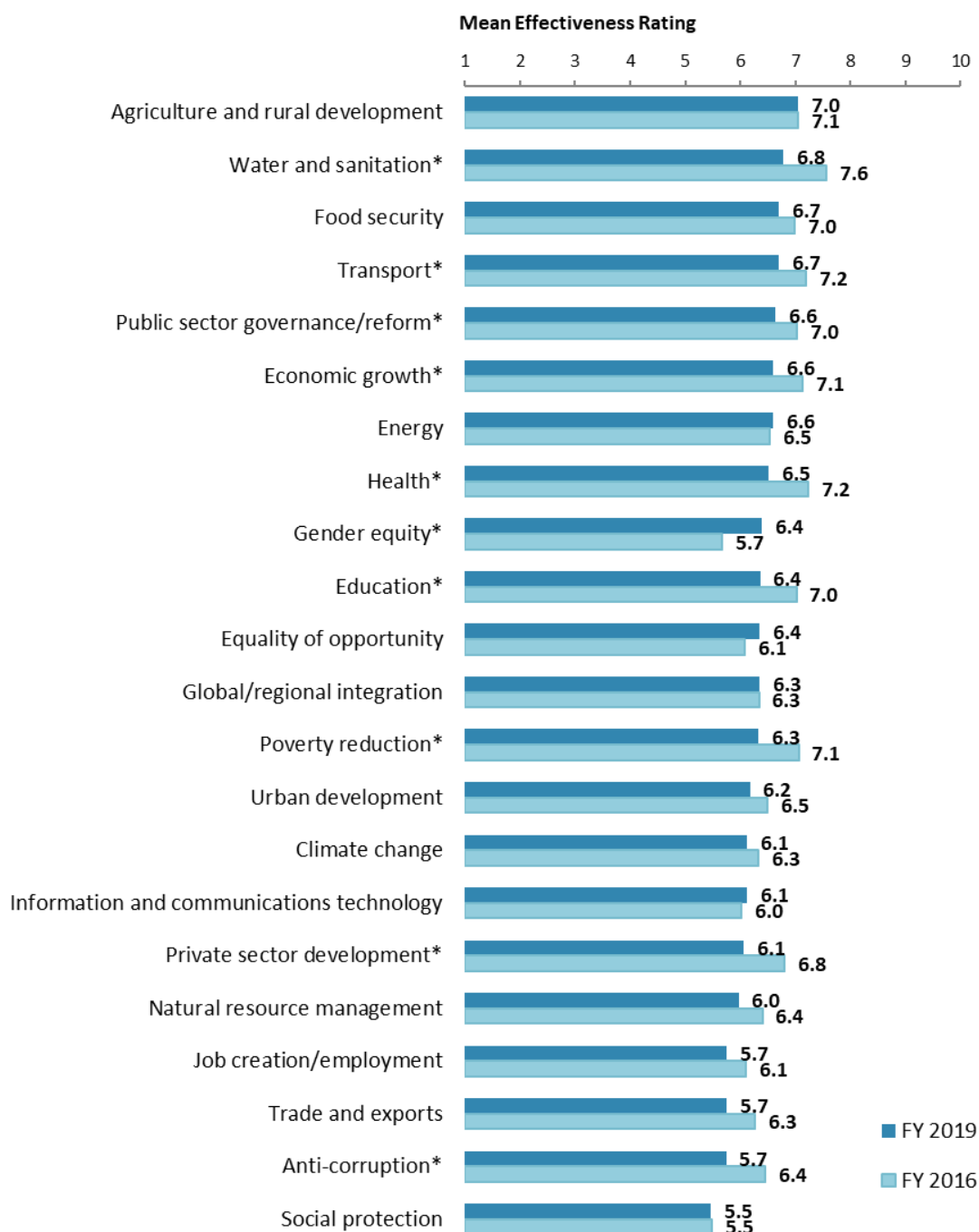


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



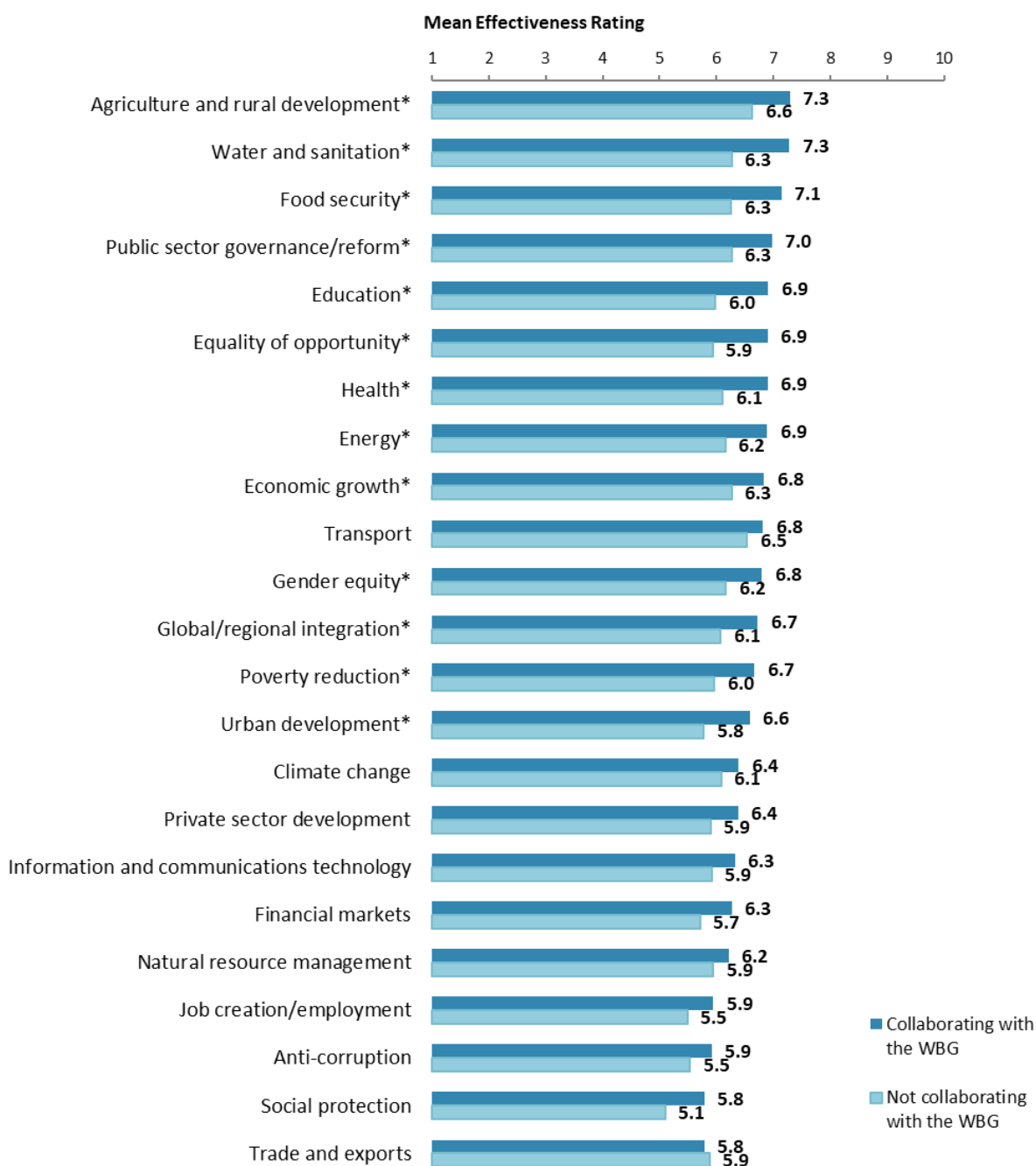
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burkina Faso?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2019 and FY 2016)*

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



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



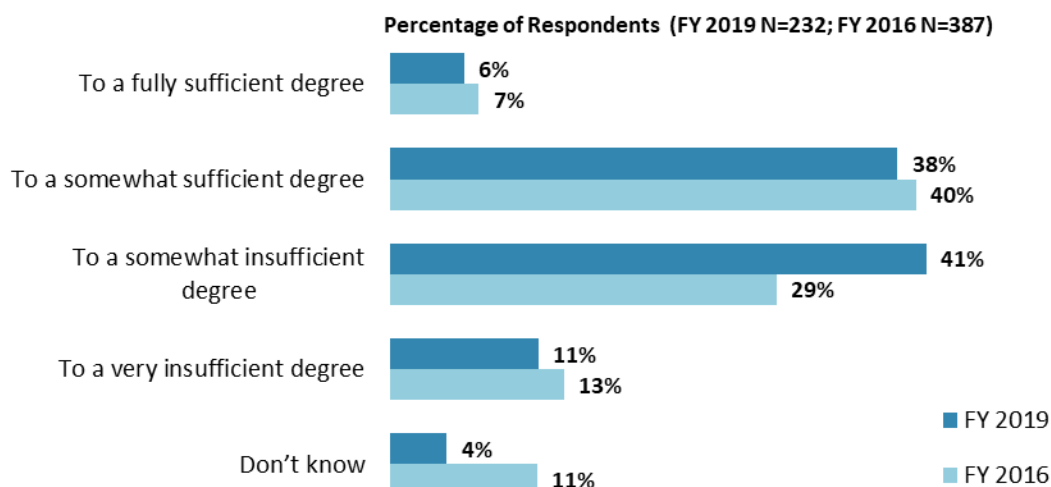
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burkina Faso?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) 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.



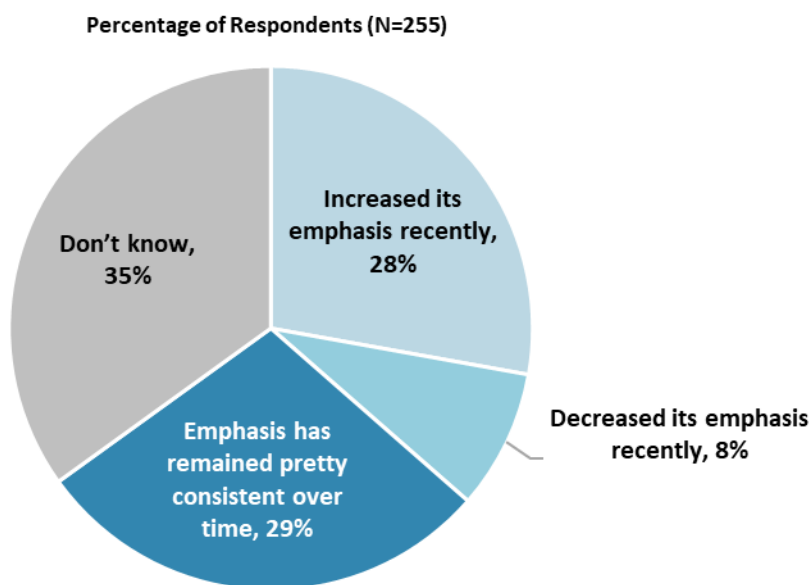
VI. Sectoral Effectiveness (continued)

Helping the Poorest⁷



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

The WBG's Human Capital Investment



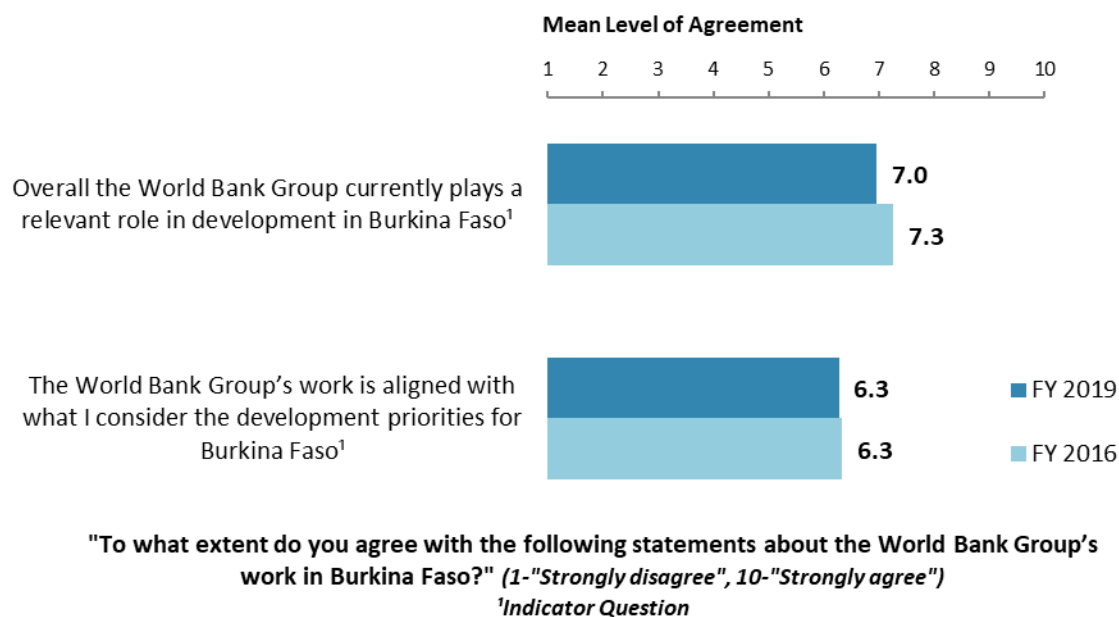
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁷ Percentages presented in this chart were calculated based on weighted data.

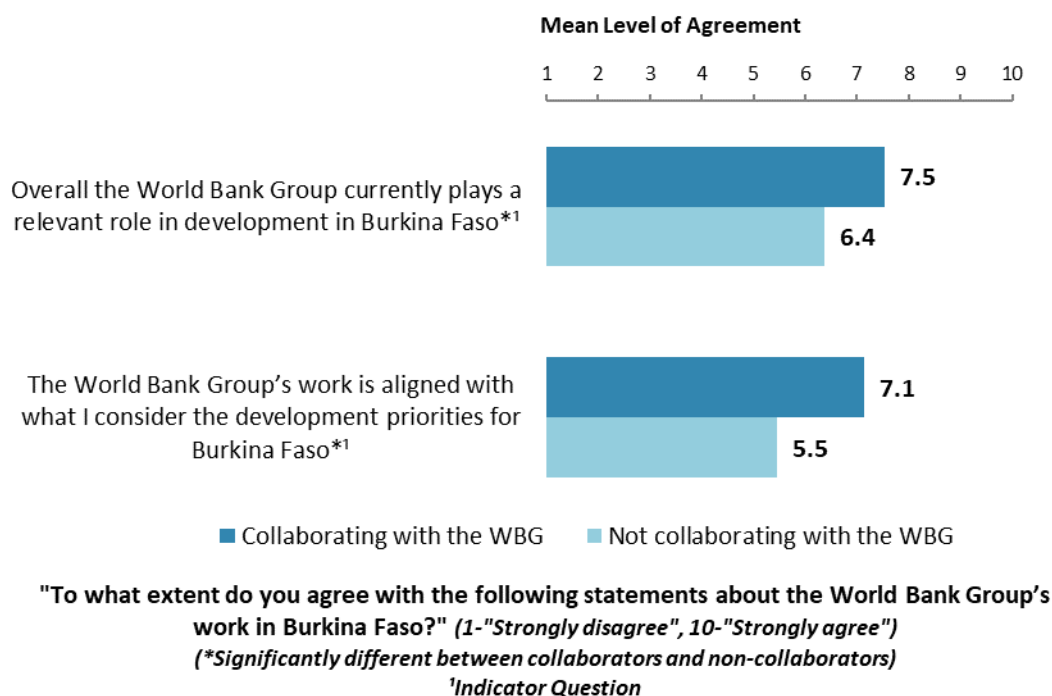


VII. How the World Bank Group Operates

The World Bank Group's Work in Burkina Faso: Year Comparison⁸



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

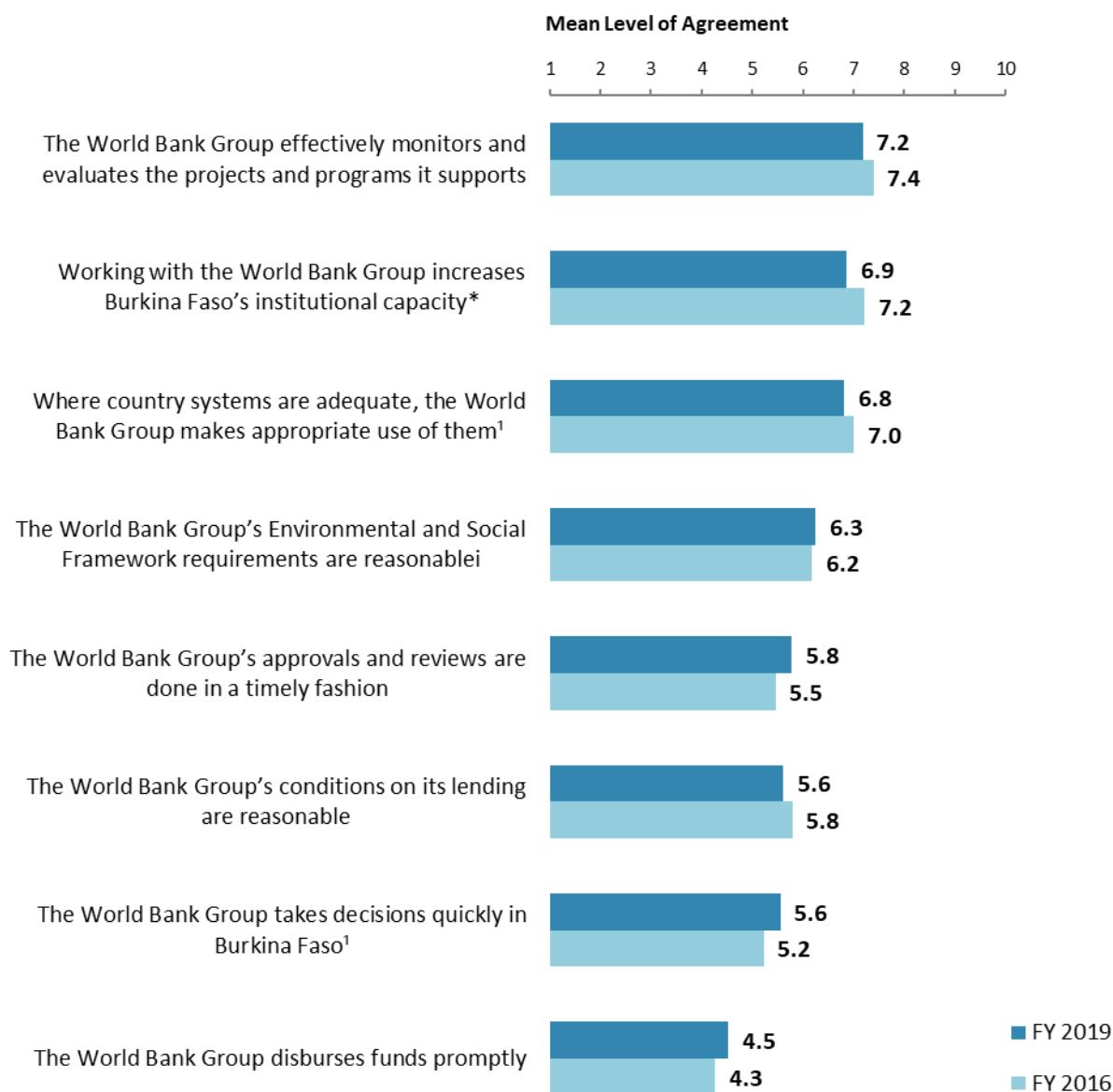


⁸ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



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

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

(*Significantly different between FY 2019 and FY 2016)

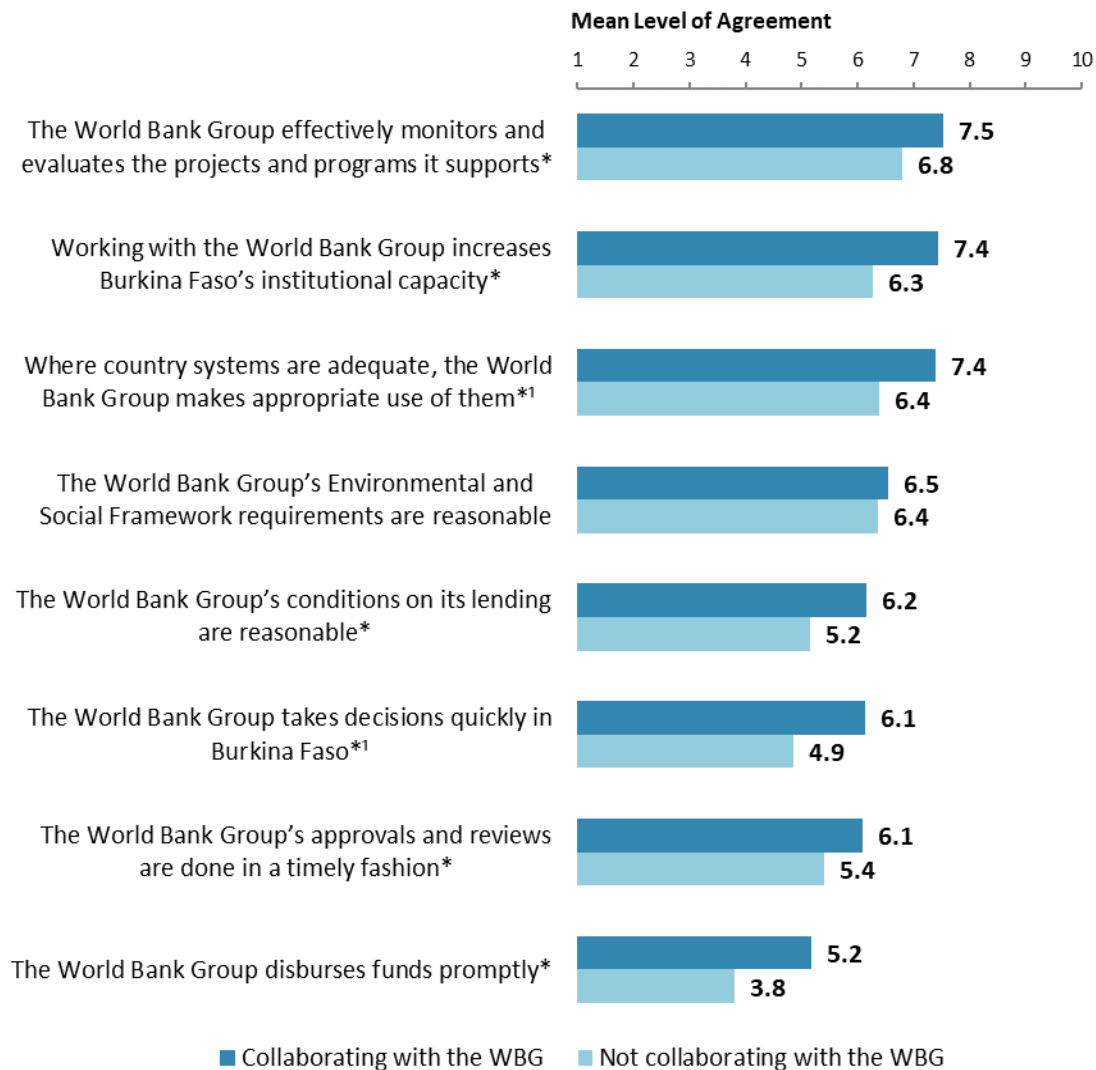
¹Indicator Question

⁹ Means in this 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)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



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

(*Significantly different between FY 2019 and FY 2016)

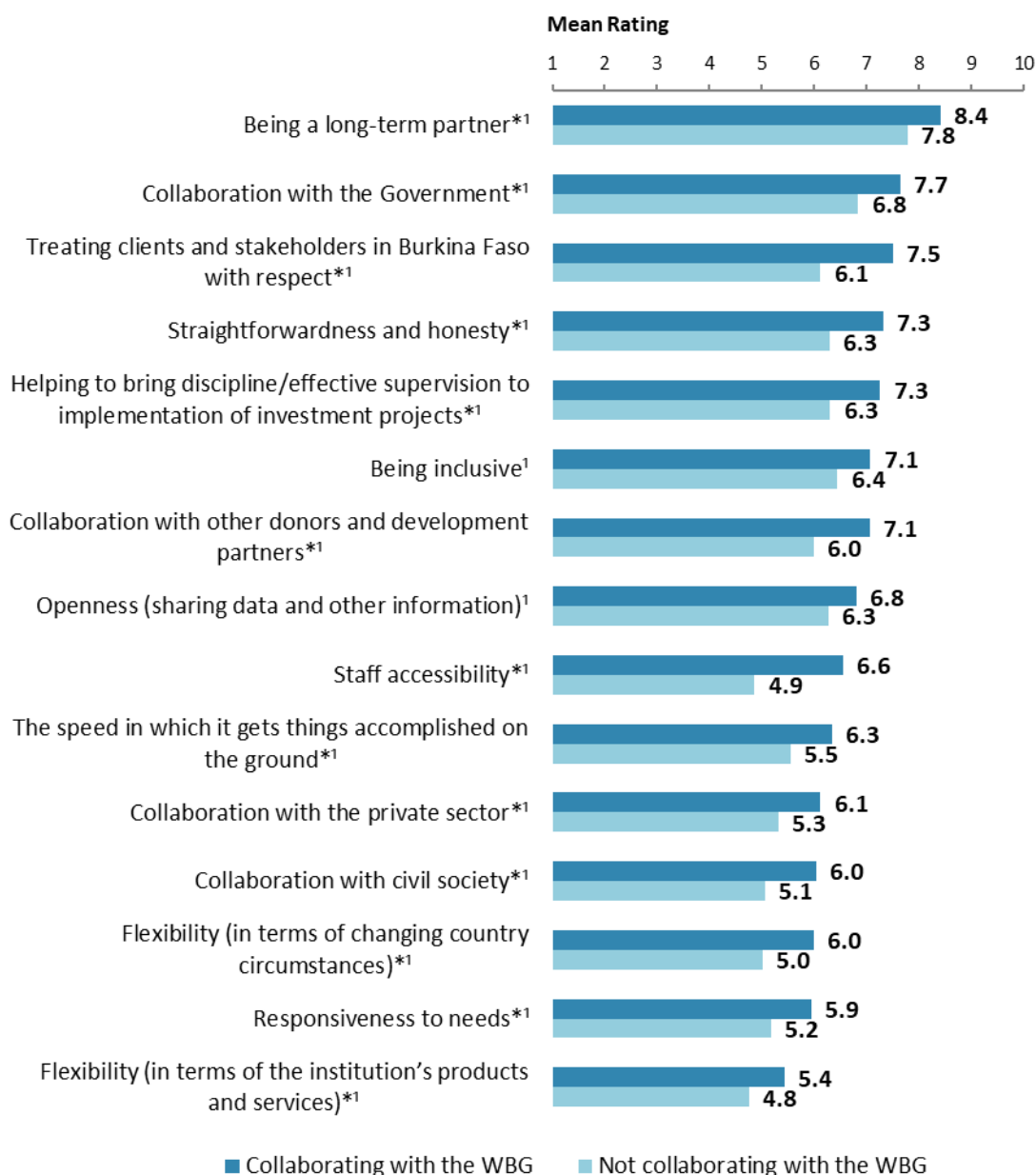
¹Indicator Question

¹⁰ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



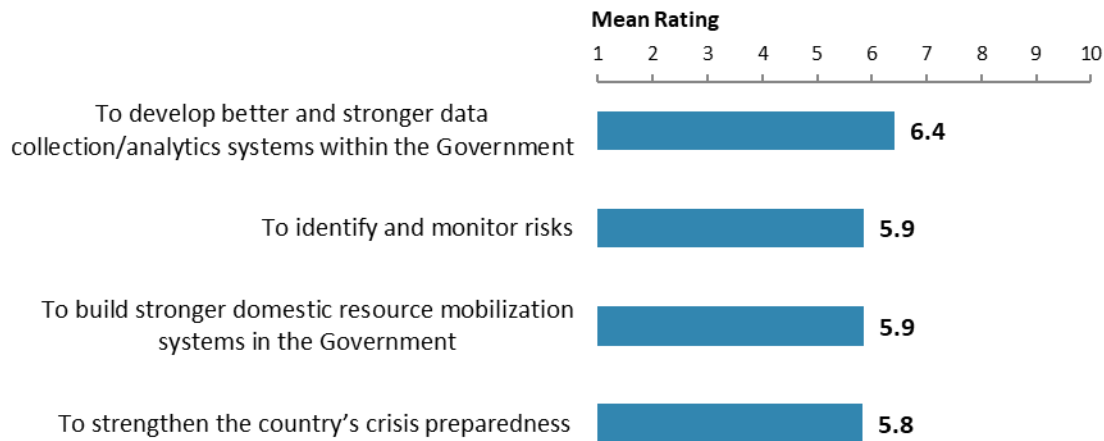
"To what extent is the World Bank Group an effective development partner in Burkina Faso, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators)

¹Indicator Question



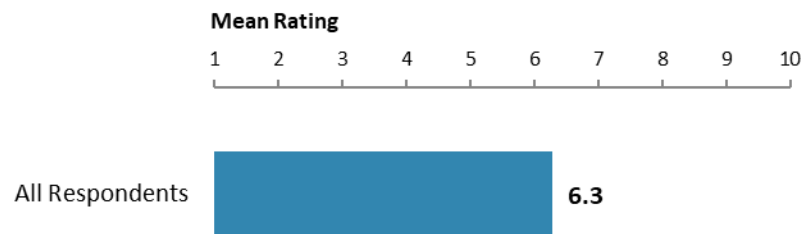
VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support



"How effectively does the World Bank Group support Burkina Faso's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")

Effectiveness of WBG's Support for Management of Crisis Related Risks

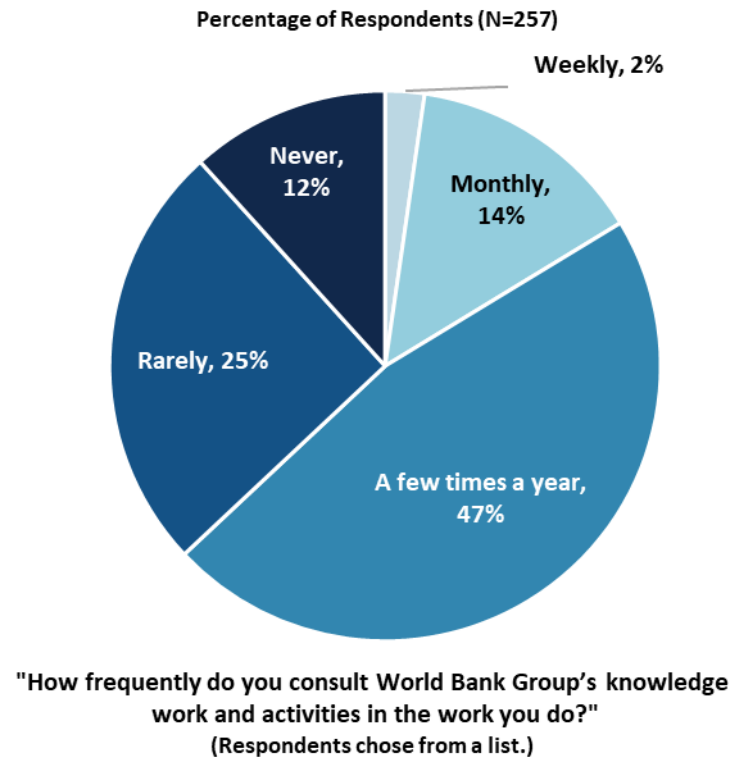


"How effectively does the World Bank Group's SCD and CPF activities support Burkina Faso's efforts to manage crisis related risks?"
(1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

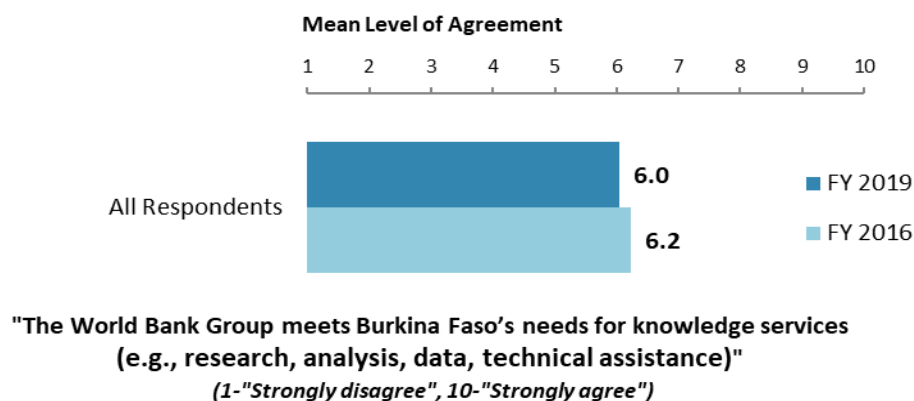
Frequency of Consulting WBG Knowledge Work and Activities



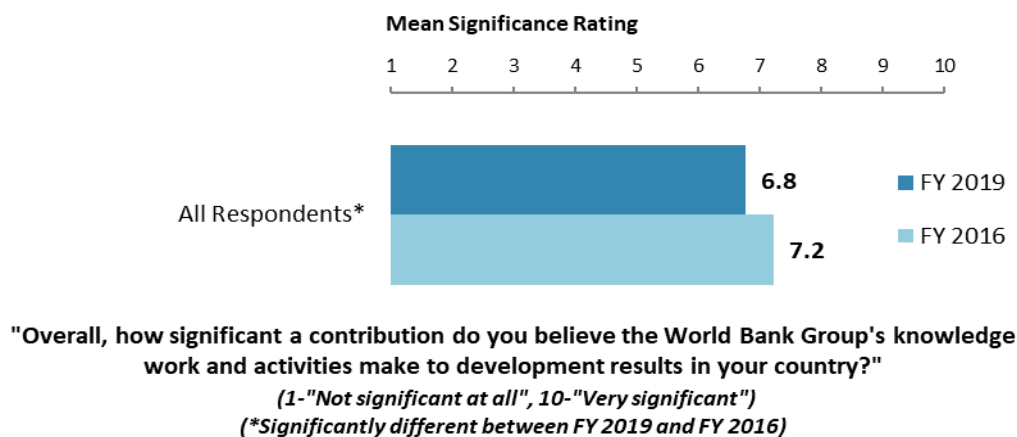


VIII. World Bank Group's Knowledge and Instruments (continued)

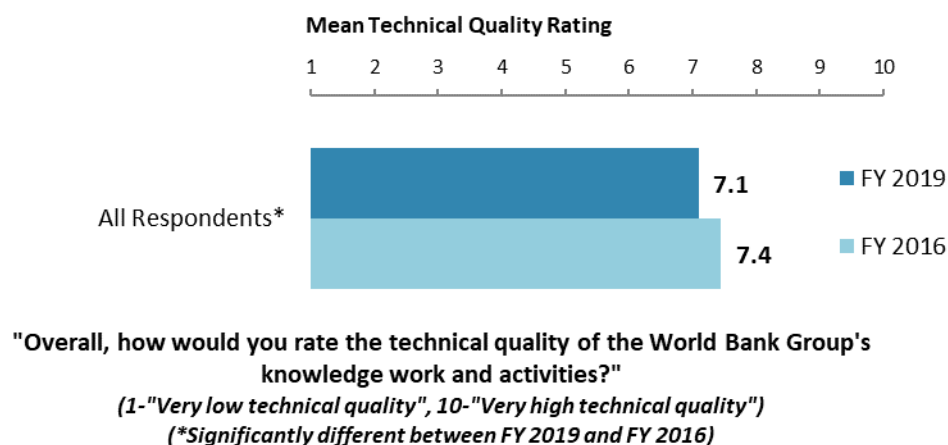
Meeting Burkina Faso's Knowledge Needs¹¹ (Indicator Question)



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



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



¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²



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

(*Significantly different between FY 2019 and FY 2016)

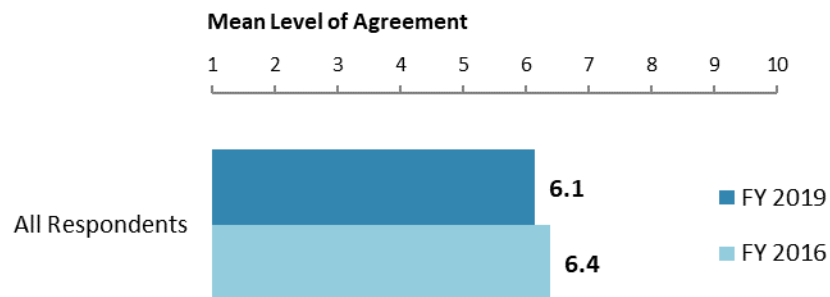
'Indicator Question

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



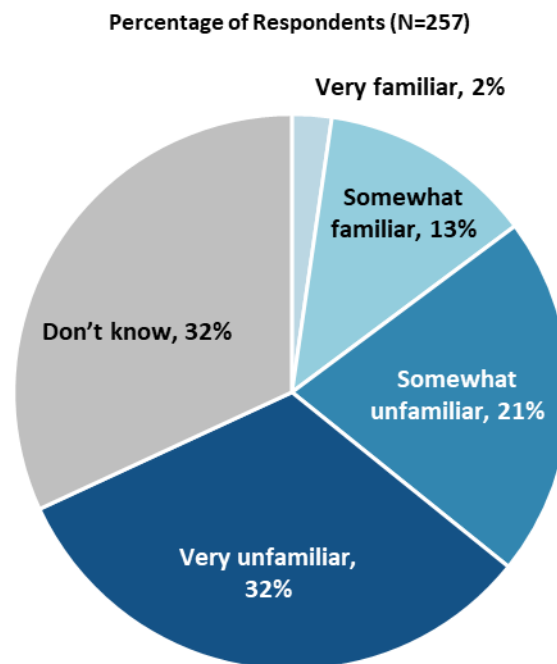
VIII. World Bank Group's Knowledge and Instruments (continued)

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



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

Familiarity with WBG's New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Burkina Faso?" (Respondents chose from a list.)

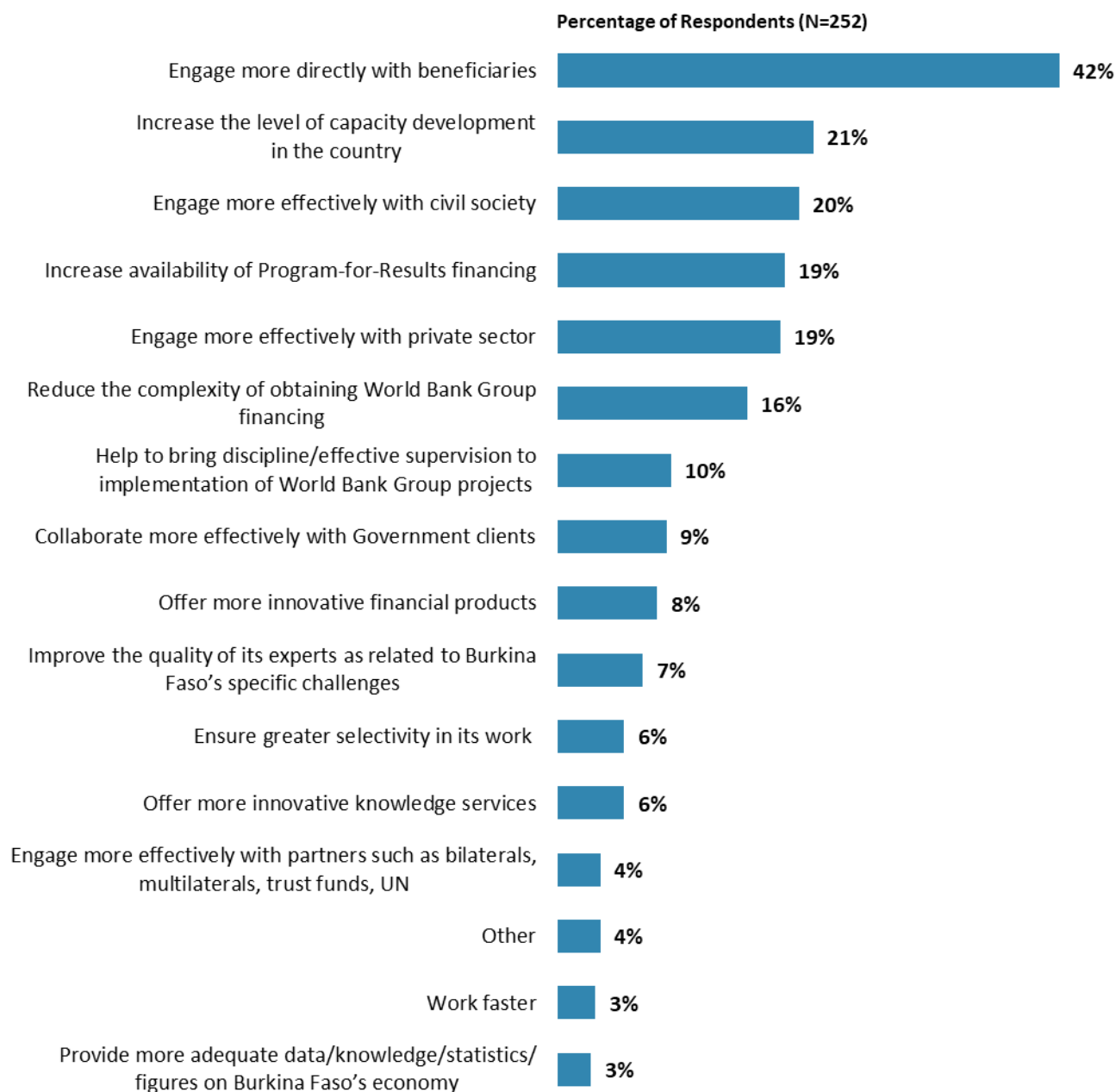
¹³ Means in this chart were calculated based on weighted data.



IX. The Future Role of the WBG in Burkina Faso

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*reduce the complexity of obtaining World Bank financing*” (39%) and “*reach out more to groups outside of Government*” (32%) to make itself of greater value in Burkina Faso.



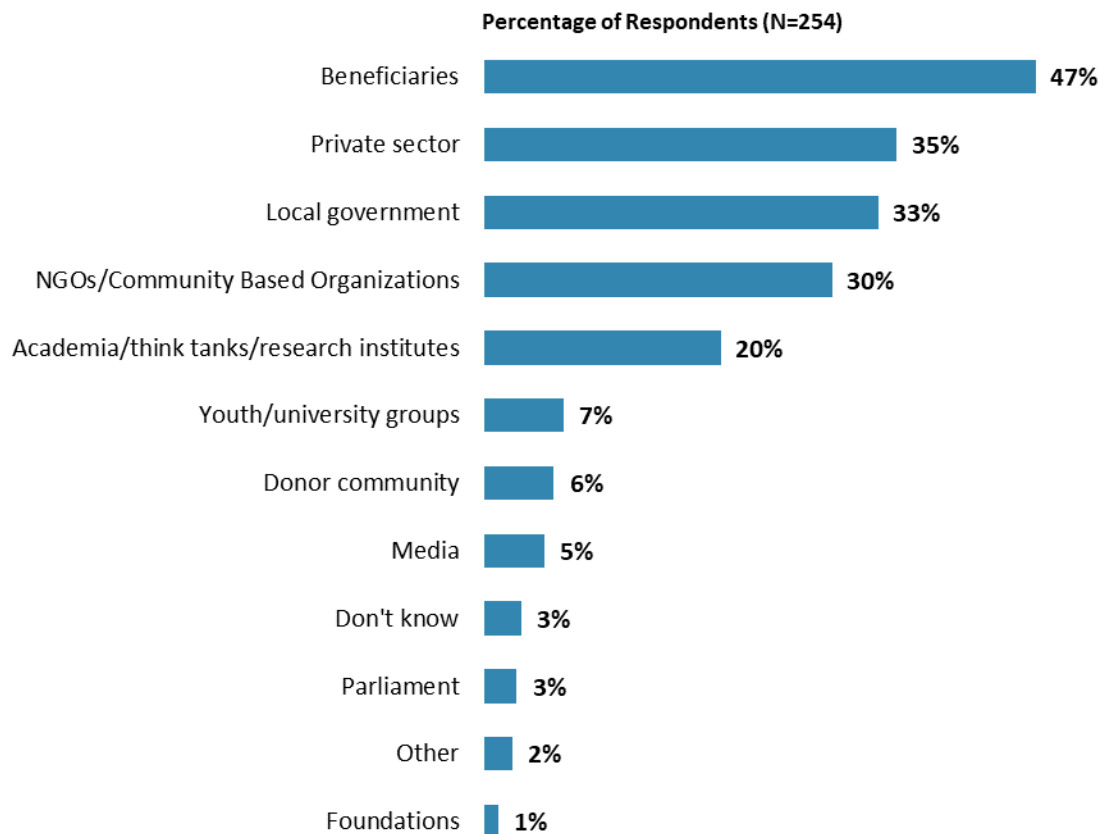
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG should collaborate more with beneficiaries (42%), private sector (37%), and local government (36%).



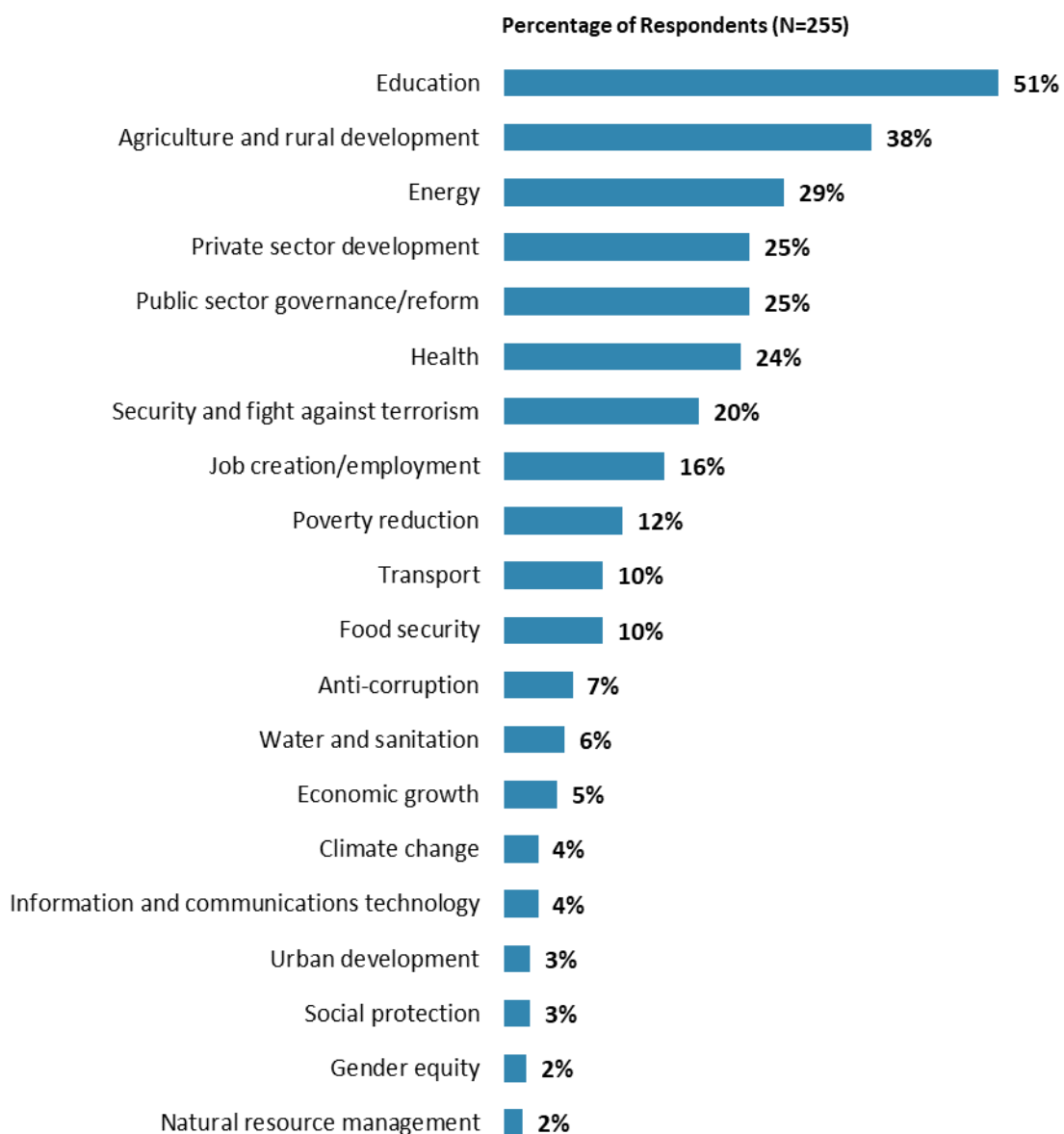
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*health*” (30%) and “*education*” (30%).

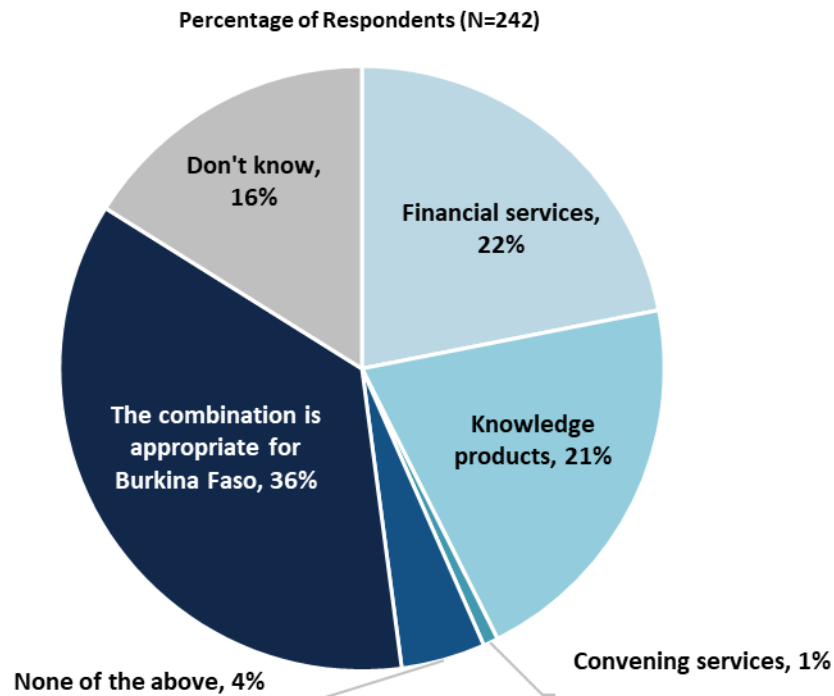


“When thinking about how the World Bank Group can have the most impact on development results in Burkina Faso, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burkina Faso? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 20 of 24 response options shown)



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

Future Combination of the WBG Services



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

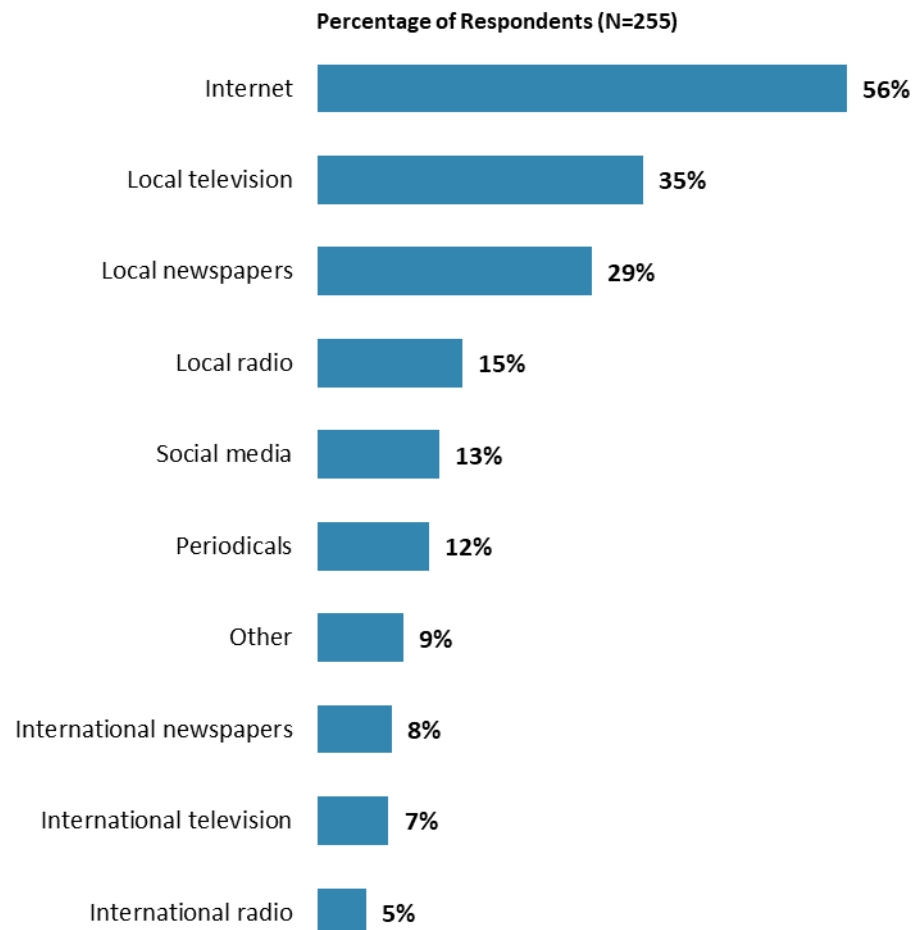


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Burkina Faso from the “Internet” (50%) and from “local newspapers” (48%).



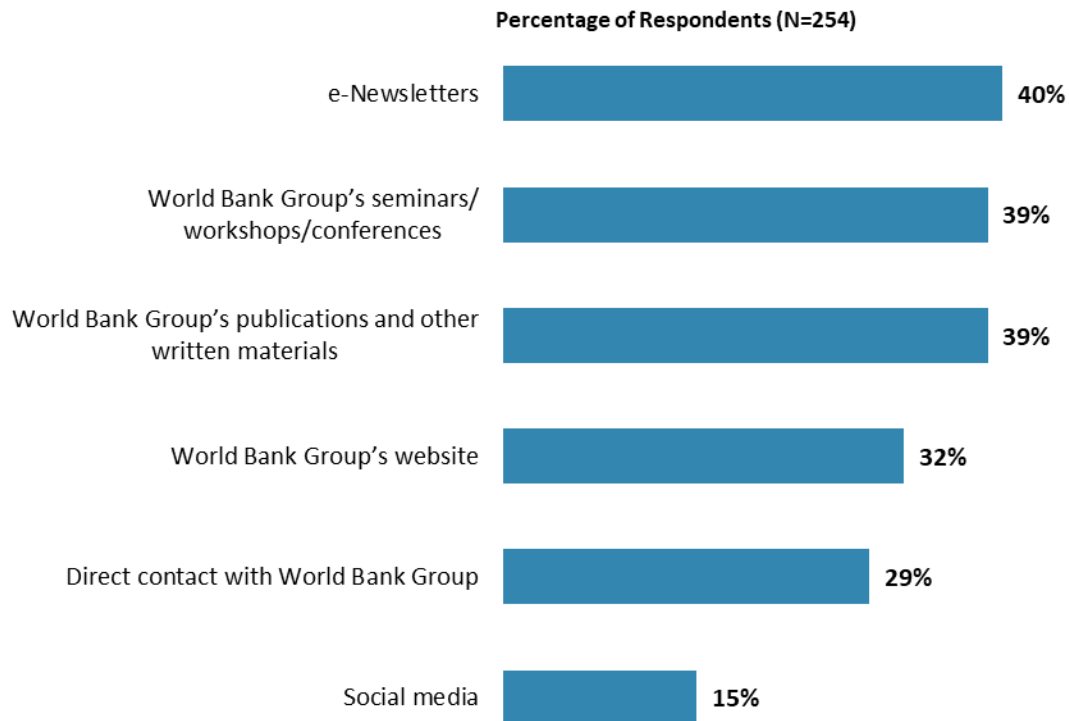
"How do you get most of your information about economic and social development issues in Burkina Faso? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (41%), “*World Bank Group’s website*” (41%), “*e-Newsletters*” (40%), and through “*World Bank Group’s publications and other written materials*” (38%).

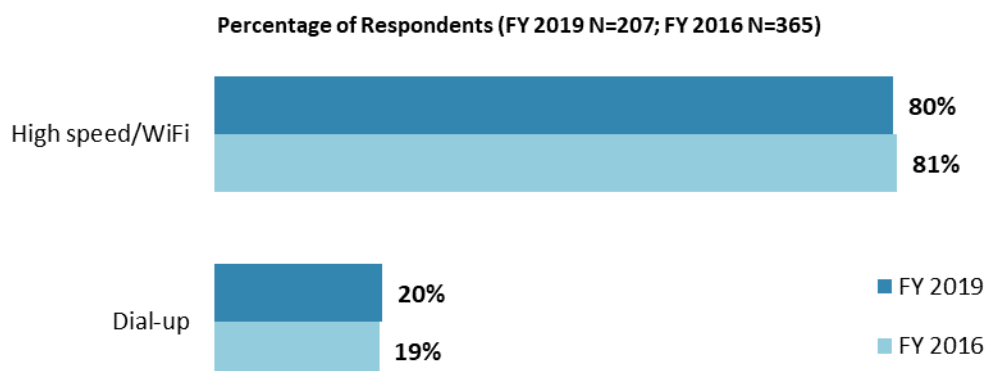


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



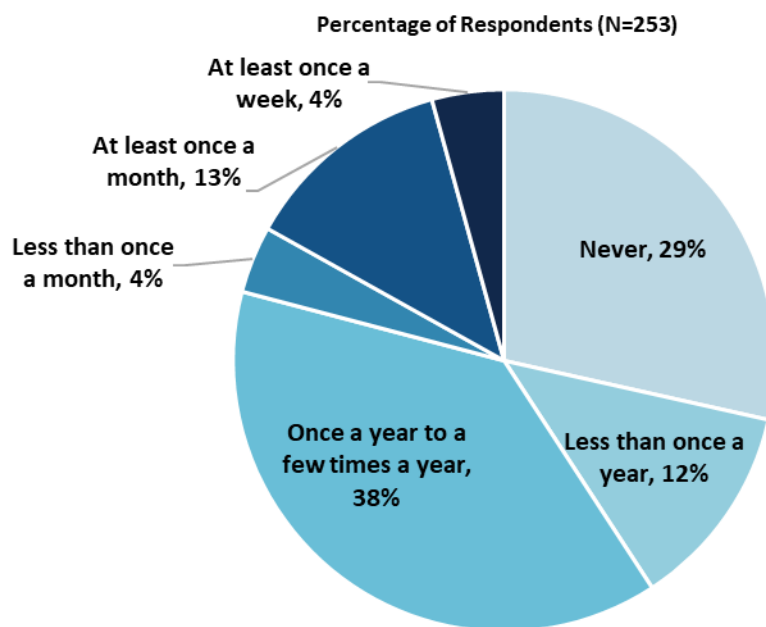
X. Communication and Outreach (continued)

Access to the Internet



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

WBG Interaction Frequency

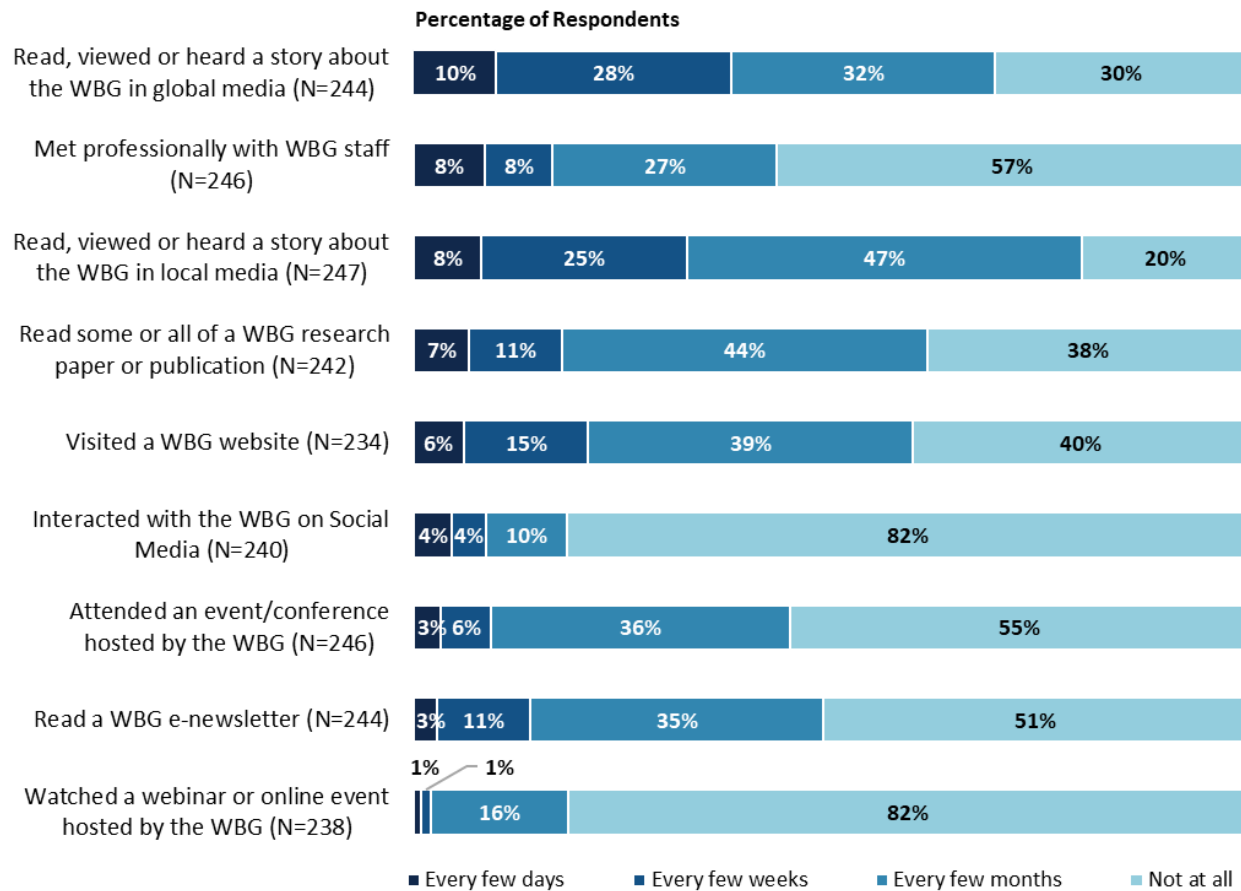


"How frequently do you interact with the World Bank Group now in Burkina Faso?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	44
B. Responses to Selected Questions by Stakeholder Groups	61
C. Responses to Indicator Questions by Geographic Location	72
D. Responses to Selected Questions by Levels of Collaboration with the World Bank Group	75
E. Responses to Selected Questions by Year.....	82
F. Indicator Questions as a Function of Exposure to the World Bank Group	87
G. Burkina Faso FY 2019 COS Questionnaire	88

BURKINA FASO





Appendix A: Responses to All Questions across All Respondents (N=263)

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

A. General Issues Facing Burkina Faso

1. When you think about the future in Burkina Faso, are you ... ?	Percentage of Respondents (N=257)
Very pessimistic	2.7%
Somewhat pessimistic	17.1%
Somewhat optimistic	49.8%
Very optimistic	29.2%
Not sure	1.2%

2. Do you think that economic opportunity for citizens in Burkina Faso is ... ?	Percentage of Respondents (N=251)
Increasing	43.8%
Decreasing	23.1%
Staying about the same	33.1%

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

3. Listed below are a number of development priorities in Burkina Faso. Please identify which of the following you consider the most important development priorities in Burkina Faso. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=257)
Health	46.3%
Education	43.2%
Security and fight against terrorism	39.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.1%
Energy	19.5%
Food security	17.9%
Agriculture and rural development	17.5%
Job creation/employment	14.4%
Private sector development	14.0%
Poverty reduction	10.5%
Anti-corruption	10.1%
Economic growth	6.2%
Water and sanitation	5.4%
Natural resource management (e.g., mining)	4.3%
Transport (e.g., roads, bridges, transportation)	4.3%
Climate change (e.g., mitigation, adaptation)	3.1%
Information and communications technology	2.7%
Social protection (e.g., pensions, targeted social assistance)	1.9%
Equality of opportunity (i.e., social inclusion)	1.6%
Gender equity (closing the gap between women and men, and boys and girls)	1.2%
Urban development	1.2%
Global/regional integration	0.0%
Financial markets	0.0%
Trade and exports	0.0%

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

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burkina Faso? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=260)
Agriculture and rural development	53.5%
Education	42.3%
Job creation/employment	32.3%
Security and fight against terrorism	30.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.5%
Economic growth	15.8%
Energy	15.4%
Private sector development	14.2%
Anti-corruption	12.3%
Food security	10.4%
Transport (e.g., roads, bridges, transportation)	10.0%
Health	8.8%
Equality of opportunity (i.e., social inclusion)	6.5%
Natural resource management (e.g., mining)	5.0%
Social protection (e.g., pensions, targeted social assistance)	3.5%
Climate change (e.g., mitigation, adaptation)	3.5%
Water and sanitation	1.9%
Gender equity (closing the gap between women and men, and boys and girls)	1.5%
Information and communications technology	1.2%
Urban development	1.2%
Trade and exports	1.2%
Global/regional integration	0.4%
Financial markets	0.0%

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

5. When economic and/or social reform efforts fail or are slow to take place in Burkina Faso, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=215)
Reforms are not well thought out in light of country challenges	50.2%
Inadequate level of government accountability	33.5%
Corruption	32.6%
Political pressures and obstacles	27.4%
Poor coordination within the government	21.9%
Inadequate level of citizen/civil society participation	19.5%
Inadequate level of capacity in the government	5.1%
Other	3.3%
Inadequate level of donor coordination	1.9%
Private sector involvement and/or influence	1.4%

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	232	5	7.69	2.20
2. Bilateral organizations (e.g., AFD, JICA, GIZ, USAID)	211	17	5.94	2.15
3. The World Bank Group*	216	14	6.20	2.21
4. The International Monetary Fund	211	16	5.52	2.30
5. UN	205	16	5.62	2.31
6. Regional development banks (e.g., BOAD)	210	15	6.40	2.01
7. Central Bank of West African States (BCEAO)	213	11	6.41	2.06
8. International private sector	202	23	5.30	2.06
9. Domestic private sector	221	4	7.11	1.95
10. International civil society (e.g., NGOs, CBOs)	210	14	5.95	2.19
11. Domestic civil society (e.g., NGOs, CBOs)	218	9	6.90	2.08
12. Faith-based institutions	207	19	5.92	2.19
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	219	10	6.43	2.17
14. International media and their web presence	210	17	4.87	1.91
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	212	15	5.34	2.11

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

7. Please describe the direction Burkina Faso is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	256	4.3%	14.8%	23.0%	54.7%	3.1%
2. Equal opportunity for girls and boys, men and women	256	0.4%	3.9%	16.4%	65.6%	13.7%
3. Growing Burkina Faso's economy in a way that leads to jobs and employment	256	3.1%	22.7%	50.8%	23.0%	0.4%
4. The gap between the rich and the poor	257	18.7%	36.2%	32.7%	11.7%	0.8%
5. Making government more effective	254	5.9%	23.2%	39.0%	30.3%	1.6%
6. Anti-corruption	251	12.7%	24.3%	41.4%	21.1%	0.4%
7. Attracting new sources of foreign investment	251	6.4%	21.5%	31.9%	35.1%	5.2%

8. Listed below are global challenges. Which do you think have the most serious impact on Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=252)
Insecurity and terrorism	89.7%
Jobs/employment	41.7%
Fragility in Burkina Faso or neighboring countries	17.1%
Climate change	13.9%
Environmental degradation	11.5%
Trade constraints	8.3%
Geo political uncertainty	6.3%
The gap between the rich and the poor	6.3%
Technology based disruption	0.4%
Migrants and refugees	0.0%

9. When thinking about development efforts in Burkina Faso, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=260)
Engage significantly less	1.5%
Engage somewhat less	1.9%
Engage somewhat more	21.2%
Engage significantly more	61.2%
Engage at the same level it does currently	5.8%
Don't know	8.5%

10. To what extent do you trust domestic private sector to engage in public service delivery in Burkina Faso?	Percentage of Respondents (N=261)
To a very low degree	4.6%
To a somewhat low degree	6.5%
To a somewhat high degree	28.0%
To a very high degree	57.9%
Don't know	3.1%

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

11. To what extent do you trust international private sector to engage in public service delivery in Burkina Faso?	Percentage of Respondents (N=262)
To a very low degree	12.2%
To a somewhat low degree	23.3%
To a somewhat high degree	43.1%
To a very high degree	14.1%
Don't know	7.3%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Burkina Faso? (1-Not familiar at all, 10-Extremely familiar)	253	n/a	6.04	2.13

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.* (1-Not effective at all, 10-Very effective)	227	28	6.23	2.02

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burkina Faso solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	223	31	6.55	1.92

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

4. When thinking about how the World Bank Group can have the most impact on development results in Burkina Faso, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burkina Faso? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=255)
Education	50.6%
Agriculture and rural development	37.6%
Energy	28.6%
Private sector development	25.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.1%
Health	24.3%
Security and fight against terrorism	20.0%
Job creation/employment	16.5%
Poverty reduction	12.2%
Transport (e.g., roads, bridges, transportation)	10.2%
Food security	10.2%
Anti-corruption	7.1%
Water and sanitation	6.3%
Economic growth	5.5%
Climate change (e.g., mitigation, adaptation)	3.5%
Information and communications technology	3.5%
Urban development	2.7%
Social protection (e.g., pensions, targeted social assistance)	2.7%
Gender equity (closing the gap between women and men, and boys and girls)	2.4%
Natural resource management (e.g., mining)	2.0%
Global/regional integration	0.8%
Trade and exports	0.4%
Equality of opportunity (i.e., social inclusion)	0.4%
Financial markets	0.0%

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burkina Faso?	Percentage of Respondents (N=230)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	31.3%	14.0%	45.3%
Capacity development related to World Bank Group supported projects	24.3%	18.8%	43.1%
Policy advice, studies, analyses	12.2%	12.2%	24.4%
Mobilizing third party financial resources	10.0%	11.4%	21.4%
Technical assistance	7.4%	10.0%	17.4%
Implementation support	3.5%	12.7%	16.1%
Donor coordination	0.9%	7.9%	8.7%
Promoting knowledge sharing	3.5%	4.8%	8.3%
Data and statistics	1.7%	5.7%	7.4%
Bringing together different groups of stakeholders	4.8%	2.6%	7.4%
Other	0.4%	0.0%	0.4%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=256)
Too influenced by developed countries	32.0%
World Bank Group's processes too slow and complex	31.6%
Not aligned with country priorities	26.2%
Not adequately sensitive to political/social realities in Burkina Faso	22.7%
Not enough public disclosure of its work	12.1%
Not willing to honestly criticize policies and reform efforts in the country	11.3%
Not adequately flexible	11.3%
Not collaborating enough with private sector	8.2%
Don't know	7.4%
Not collaborating enough with civil society	6.6%
Inadequate World Bank Group's staffing in Burkina Faso	4.7%
Not sufficiently focused on sustainable results	3.5%
Other	2.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.0%
Arrogant in its approach	2.0%
Staff too inaccessible	1.2%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=257)
To a fully sufficient degree	6.2%
To a somewhat sufficient degree	37.0%
To a somewhat insufficient degree	39.7%
To a very insufficient degree	11.7%
Don't know	5.4%

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=255)
Increased its emphasis recently	27.8%
Decreased its emphasis recently	8.6%
Emphasis has remained pretty consistent over time	28.6%
Don't know	34.9%

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

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=254)
Beneficiaries	46.9%
Private sector	35.0%
Local government	33.5%
NGOs/Community Based Organizations	29.5%
Academia/think tanks/research institutes	20.1%
Youth/university groups	6.7%
Donor community	5.9%
Media	5.1%
Don't know	3.1%
Parliament	2.8%
Other	2.4%
Foundations	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in Burkina Faso? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	232	16	6.95	1.98
11. The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	220	21	6.32	2.22

To what extent is the World Bank Group an effective development partner in Burkina Faso, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	200	46	5.55	1.80
13. Flexibility (in terms of the institution's products and services)*	178	65	5.15	1.79
14. Flexibility (in terms of changing country circumstances)*	195	48	5.55	1.87
15. Being inclusive*	151	90	6.75	1.94
16. Openness (sharing data and other information)*	175	68	6.56	1.90
17. Collaboration with the Government*	225	23	7.26	1.66
18. The speed in which it gets things accomplished on the ground*	199	44	5.96	1.74
19. Helping to bring discipline/effective supervision to implementation of investment projects*	212	38	6.77	1.74
20. Collaboration with civil society*	176	68	5.50	2.03
21. Staff accessibility*	161	82	5.87	2.35
22. Collaboration with other donors and development partners*	151	93	6.57	1.94
23. Collaboration with the private sector*	166	78	5.73	2.07
24. Straightforwardness and honesty*	150	92	6.88	1.82
25. Treating clients and stakeholders in Burkina Faso with respect*	164	84	6.85	1.84
26. Being a long-term partner*	209	44	8.10	1.48

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burkina Faso? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	110	136	5.50	1.93
2. Gender equity (closing the gap between women and men, and boys and girls)	147	96	6.49	1.89
3. Private sector development	141	99	6.14	1.90
4. Education	185	55	6.44	1.75
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	184	60	6.63	1.84
6. Global/regional integration	145	97	6.39	1.65
7. Food security	166	77	6.73	1.79
8. Urban development	129	116	6.23	1.85
9. Energy	153	91	6.58	1.87
10. Water and sanitation	161	81	6.76	1.80
11. Job creation/employment	143	100	5.74	1.95
12. Health	162	80	6.54	1.73
13. Financial markets	109	131	6.00	1.71
14. Transport (e.g., roads, bridges, transportation)	151	91	6.69	1.69
15. Agriculture and rural development	167	75	6.99	1.63
16. Trade and exports	94	149	5.83	1.66
17. Natural resource management (e.g., mining)	116	127	6.09	1.75
18. Climate change (e.g., mitigation, adaptation)	123	121	6.25	1.71
19. Poverty reduction	200	45	6.32	1.87
20. Anti-corruption	150	94	5.71	2.02
21. Economic growth	169	76	6.56	1.84
22. Equality of opportunity (i.e., social inclusion)	142	101	6.42	1.75
23. Information and communications technology	105	137	6.17	1.92

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?* (1-To no degree at all, 10-To a very significant degree)	223	30	6.37	1.78

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Burkina Faso?* (1-To no degree at all, 10-To a very significant degree)	228	25	6.82	1.76

To what extent do you agree with the following statements about the World Bank Group in Burkina Faso? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Burkina Faso*	219	40	6.11	1.96
5. The World Bank Group meets Burkina Faso's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	201	51	6.00	1.88

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

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=257)
Very familiar	2.3%
Somewhat familiar	12.5%
Somewhat unfamiliar	21.0%
Very unfamiliar	32.3%
Don't know	31.9%

How effectively does the World Bank Group support Burkina Faso's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	148	106	5.85	2.11
8. To develop better and stronger data collection/analytics systems within the Government	174	78	6.42	1.69
9. To strengthen the country's crisis preparedness	166	86	5.83	2.10
10. To identify and monitor risks	157	93	5.86	2.09

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
11. How effectively does the World Bank Group's SCD and CPF activities support Burkina Faso's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	47	188	6.28	1.99

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=257)
Weekly	2.3%
Monthly	14.0%
A few times a year	46.7%
Rarely	25.3%
Never	11.7%

In Burkina Faso, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	213	42	6.89	1.78
3. Include appropriate level of stakeholder involvement during preparation	179	71	6.42	1.74
4. Lead to practical solutions	187	65	6.30	1.72
5. Are source of relevant information on global good practices	192	59	7.11	1.74
6. Are adequately disseminated and accessible	178	73	5.94	1.75
7. Are translated enough into local language	146	104	3.72	1.82
8. Are adaptable to Burkina Faso's specific development challenges and country circumstances*	196	53	6.45	1.97

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

Overall Evaluations	N	DK	Mean	SD
9. 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)	196	52	6.80	1.84
10. 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)	200	53	7.10	1.69

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	183	71	4.55	2.24
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	213	42	7.19	1.90
3. The World Bank Group's approvals and reviews are done in a timely fashion	165	88	5.82	2.03
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	140	114	6.39	1.84
5. The World Bank Group's conditions on its lending are reasonable	155	100	5.64	2.08
6. The World Bank Group takes decisions quickly in Burkina Faso*	150	102	5.57	2.16
7. Working with the World Bank Group increases Burkina Faso's institutional capacity	206	46	6.85	1.73
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	165	89	6.92	1.91

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Burkina Faso? (1-To no degree at all, 10-To a very significant degree)	165	89	6.19	1.67

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=251)
Education	38.2%
Supporting poor and marginalized local communities	35.1%
Health	32.3%
Social cohesion	21.5%
Jobs	19.5%
Infrastructure	12.4%
Skills development	10.8%
Business development	9.6%
Public services	6.0%
Don't know	5.2%
Other	2.4%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=252)
Engage more directly with beneficiaries	42.1%
Increase the level of capacity development in the country	21.4%
Engage more effectively with civil society (e.g., NGOs, CBOs)	20.2%
Increase availability of Program-for-Results financing	19.0%
Engage more effectively with private sector	18.7%
Reduce the complexity of obtaining World Bank Group financing	15.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	9.1%
Offer more innovative financial products	8.3%
Improve the quality of its experts as related to Burkina Faso's specific challenges	7.1%
Ensure greater selectivity in its work	5.6%
Offer more innovative knowledge services	5.6%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	3.6%
Other	3.6%
Work faster	3.2%
Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy	2.8%

2. When considering the combination of services that the World Bank Group offers in Burkina Faso, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=242)
Financial services	21.9%
Knowledge products	20.7%
Convening services	0.8%
None of the above	4.5%
The combination is appropriate for Burkina Faso	36.0%
Don't know	16.1%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Burkina Faso?	Percentage of Respondents (N=253)
Never	28.5%
Less than once a year	12.3%
Once a year to a few times a year	38.3%
Less than once a month	4.0%
At least once a month	12.6%
At least once a week	4.3%

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

2. How do you get most of your information about economic and social development issues in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=255)
Internet	56.1%
Local television	34.5%
Local newspapers	29.0%
Local radio	15.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, WhatsApp)	12.9%
Periodicals	11.8%
Other	9.0%
International newspapers	7.8%
International television	7.5%
International radio	5.1%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=254)
e-Newsletters	39.8%
World Bank Group's seminars/workshops/conferences	38.6%
World Bank Group's publications and other written materials	38.6%
World Bank Group's website	31.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	29.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, WhatsApp)	15.4%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=228)
High speed/WiFi	82.0%
Dial-up	18.0%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	247	8.1%	24.7%	47.4%	19.8%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	244	9.8%	28.3%	31.6%	30.3%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	240	4.6%	4.2%	9.6%	81.7%
Visited a WBG website (e.g. read a blog, used data)	234	6.0%	15.0%	38.9%	40.2%
Attended an event/conference hosted by the WBG	246	3.3%	6.1%	35.8%	54.9%
Watched a webinar or online event hosted by the WBG	238	0.8%	1.3%	16.4%	81.5%
Read some or all of a WBG research paper or publication	242	6.6%	11.2%	43.8%	38.4%
Met professionally with WBG staff	246	8.5%	8.1%	26.8%	56.5%
Read a WBG e-newsletter	244	2.9%	11.1%	35.2%	50.8%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=254)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.9%
Private Sector Organization	10.6%
NGO/Community Based Organization	8.7%
Media (press, radio, TV, web, etc.)	7.9%
Other	7.5%
Academia/Research Institute/Think Tank	7.1%
Financial Sector/Private Bank	6.7%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	5.5%
Local Government Office or Staff	5.1%
Multilateral Agency	5.1%
Office of Minister	3.5%
Bilateral Agency	2.8%
Office of Parliamentarian	2.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.0%
Office of the President, Prime Minister	1.6%
Trade Union	1.2%
Judiciary Branch	1.2%
Private Foundation	0.4%
Youth Group	0.4%
Faith-Based Group	0.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=253)
Other	17.4%
Finance and markets	11.5%
Macroeconomics and fiscal management	10.3%
Governance	8.7%
Generalist (specialized in multiple sectors)	8.7%
Education	7.1%
Health, nutrition, and population	6.7%
Agriculture	5.1%
Urban, rural, and social development	4.7%
Social protection and labor	3.2%
Trade and competitiveness	3.2%
Transport and ICT	3.2%
Energy and extractives	2.8%
Environment and natural resources	2.4%
Water	1.6%
Jobs	1.6%
Public-private partnerships	1.2%
Fragility, conflict and violence	0.4%
Poverty	0.4%
Gender	0.0%
Climate change	0.0%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=251)
Yes	48.6%
No	51.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=121)
The World Bank (IDA)	90.9%
The International Finance Corporation (IFC)	9.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=218)
Yes	26.6%
No	73.4%

6. Which of the following describes most of your exposure to the World Bank Group in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=240)
Collaborate as part of my professional duties	39.2%
Use World Bank Group reports/data	35.8%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	29.6%
Engage in World Bank Group related/sponsored events/activities	28.3%
Use World Bank Group website for information, data, research, etc.	26.7%

7. What's your gender?	Percentage of Respondents (N=249)
Female	17.3%
Male	82.7%

8. What's your age?	Percentage of Respondents (N=247)
25 and under	0.8%
26-35	18.2%
36-45	32.4%
46-55	33.2%
56 and above	15.4%

**H. Background Information (continued)**

9. Which best represents your geographic location?	Percentage of Respondents (N=254)
Ouagadougou city	87.0%
Center-West Region	4.3%
High Basins Region	1.6%
Central Plateau Region	1.6%
North Region	1.2%
East Region	0.8%
South-West Region	0.8%
Center Region (other than Ouagadougou city)	0.8%
Center-South Region	0.4%
Sahel Region	0.4%
Center-East Region	0.4%
Center-North Region	0.4%
Mouhoun Buckle Region	0.4%
Cascades Region	0.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁴

- Office of President/Prime Minister/Minister N=13 ● Employee of a Ministry/PMU/Consultant on WBG Project N=67 ● Local Government N=13 ● Bilateral/Multilateral Agency N=20
 ● Private Sector/Financial Sector/Private Bank N=44 ● CSO N=27 ● Media N=20 ● Academia/Research Institute/Think Tank N=18 ● Other¹⁵ N=32

A. General Issues facing Burkina Faso

When you think about the future in Burkina Faso, are you ... ?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Very pessimistic	0.0%	1.5%	0.0%	10.5%	2.3%	3.7%	0.0%	5.6%	0.0%
Somewhat pessimistic	7.7%	12.3%	7.7%	31.6%	23.3%	14.8%	20.0%	27.8%	6.5%
Somewhat optimistic	30.8%	46.2%	46.2%	42.1%	53.5%	59.3%	50.0%	44.4%	61.3%
Very optimistic	61.5%	38.5%	46.2%	15.8%	18.6%	22.2%	25.0%	22.2%	32.3%
Not sure	0.0%	1.5%	0.0%	0.0%	2.3%	0.0%	5.0%	0.0%	0.0%

¹⁴ Only 254 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁵ Includes the following categories: Office of Parliamentarian (N=5), Independent Government Institution (N=5), Judiciary Branch (N=3), and Other (N=19).

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Health	46.2%	41.5%	53.8%	26.3%	59.5%	25.9%	65.0%	50.0%	50.0%
Food security	38.5%	18.5%	23.1%	15.8%	11.9%	25.9%	15.0%	11.1%	12.5%
Water and sanitation	7.7%	4.6%	7.7%	0.0%	2.4%	7.4%	10.0%	0.0%	12.5%
Energy	15.4%	18.5%	15.4%	15.8%	23.8%	18.5%	25.0%	16.7%	21.9%
Job creation/employment	0.0%	15.4%	0.0%	36.8%	14.3%	14.8%	10.0%	16.7%	6.3%
Public sector governance/reform	38.5%	32.3%	38.5%	47.4%	31.0%	40.7%	30.0%	22.2%	28.1%
Social protection	0.0%	3.1%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Private sector development*	15.4%	12.3%	7.7%	5.3%	35.7%	11.1%	15.0%	5.6%	6.3%
Education	38.5%	49.2%	46.2%	31.6%	28.6%	44.4%	55.0%	50.0%	53.1%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	7.7%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	7.7%	4.6%	0.0%	0.0%	4.8%	3.7%	0.0%	0.0%	0.0%
Poverty reduction	15.4%	15.4%	15.4%	0.0%	2.4%	11.1%	10.0%	16.7%	9.4%
Economic growth	15.4%	3.1%	7.7%	5.3%	9.5%	0.0%	10.0%	5.6%	6.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	1.5%	0.0%	10.5%	0.0%	0.0%	0.0%	5.6%	0.0%
Natural resource management	7.7%	6.2%	15.4%	0.0%	2.4%	3.7%	0.0%	0.0%	3.1%
Transport	15.4%	7.7%	7.7%	0.0%	0.0%	0.0%	5.0%	0.0%	6.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Security and fight against terrorism	15.4%	41.5%	38.5%	52.6%	35.7%	33.3%	30.0%	44.4%	46.9%
Agriculture and rural development	15.4%	16.9%	0.0%	10.5%	19.0%	22.2%	15.0%	22.2%	25.0%
Climate change*	0.0%	0.0%	0.0%	15.8%	0.0%	7.4%	0.0%	5.6%	6.3%
Anti-corruption	7.7%	6.2%	15.4%	21.1%	9.5%	11.1%	5.0%	27.8%	6.3%

*Significantly different between stakeholder groups

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

When economic and/or social reform efforts fail or are slow to take place in Burkina Faso, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Poor coordination within the government	20.0%	22.6%	37.5%	18.8%	14.7%	23.8%	38.5%	23.5%	18.5%
Inadequate level of government accountability	40.0%	30.6%	25.0%	31.3%	38.2%	33.3%	30.8%	41.2%	37.0%
Inadequate level of capacity in the government	10.0%	4.8%	0.0%	6.3%	8.8%	4.8%	7.7%	0.0%	3.7%
Corruption	30.0%	29.0%	50.0%	25.0%	29.4%	33.3%	23.1%	29.4%	48.1%
Private sector involvement and/or influence	0.0%	1.6%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	3.7%
Political pressures and obstacles	40.0%	21.0%	25.0%	31.3%	26.5%	28.6%	38.5%	29.4%	25.9%
Inadequate level of citizen/civil society participation	30.0%	17.7%	25.0%	18.8%	14.7%	38.1%	15.4%	5.9%	18.5%
Inadequate level of donor coordination	10.0%	3.2%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	20.0%	61.3%	37.5%	50.0%	58.8%	33.3%	46.2%	64.7%	37.0%
Other	0.0%	3.2%	0.0%	6.3%	0.0%	4.8%	0.0%	0.0%	7.4%

	Office of President/Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	10	6.80	1.40	54	6.39	1.94	12	6.00	3.36	16	7.13	1.82	36	6.64	2.26	26	5.77	2.07	17	6.00	1.84	16	5.94	2.77	28	5.32	2.34

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

B. Overall Attitudes toward the World Bank Group

	Office of President/Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burkina Faso?	13	7.23	2.68	65	6.15	1.98	13	5.08	2.93	17	6.41	1.46	41	5.83	2.41	27	5.41	1.65	20	6.25	1.41	17	6.12	1.80	32	6.25	2.48

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



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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.*	9	8.00	1.66	59	6.41	1.74	12	5.33	3.26	16	6.00	0.97	39	6.54	2.16	25	5.84	1.49	18	6.89	1.68	15	5.87	2.67	31	5.74	2.14

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Private sector development*	7.7%	12.1%	7.7%	23.5%	56.1%	37.0%	25.0%	16.7%	25.0%
Education	38.5%	62.1%	53.8%	35.3%	39.0%	55.6%	55.0%	50.0%	50.0%
Public sector governance/reform	30.8%	24.2%	30.8%	41.2%	29.3%	25.9%	25.0%	22.2%	12.5%
Social protection*	0.0%	3.0%	0.0%	5.9%	0.0%	14.8%	0.0%	0.0%	0.0%
Energy	7.7%	24.2%	23.1%	35.3%	31.7%	33.3%	35.0%	33.3%	34.4%
Water and sanitation	0.0%	6.1%	7.7%	5.9%	2.4%	3.7%	15.0%	0.0%	9.4%
Job creation/employment	15.4%	16.7%	15.4%	29.4%	7.3%	22.2%	10.0%	22.2%	15.6%
Health	7.7%	27.3%	30.8%	17.6%	29.3%	3.7%	30.0%	38.9%	25.0%
Gender equity	7.7%	0.0%	0.0%	0.0%	0.0%	7.4%	5.0%	5.6%	0.0%
Global/regional integration	0.0%	1.5%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Food security	23.1%	9.1%	23.1%	5.9%	4.9%	7.4%	15.0%	5.6%	15.6%
Urban development	0.0%	1.5%	7.7%	0.0%	7.3%	0.0%	5.0%	5.6%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Security and fight against terrorism	23.1%	18.2%	23.1%	11.8%	24.4%	7.4%	25.0%	27.8%	15.6%
Natural resource management	7.7%	4.5%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Transport	30.8%	10.6%	15.4%	17.6%	4.9%	3.7%	10.0%	0.0%	15.6%
Economic growth	0.0%	7.6%	0.0%	5.9%	7.3%	3.7%	5.0%	5.6%	3.1%
Equality of opportunity	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	7.7%	6.1%	0.0%	0.0%	2.4%	3.7%	0.0%	0.0%	6.3%
Agriculture and rural development	46.2%	42.4%	30.8%	17.6%	39.0%	40.7%	30.0%	27.8%	40.6%
Climate change*	0.0%	0.0%	15.4%	0.0%	0.0%	14.8%	0.0%	5.6%	6.3%
Poverty reduction	23.1%	15.2%	0.0%	17.6%	9.8%	7.4%	5.0%	16.7%	12.5%
Anti-corruption	0.0%	4.5%	15.4%	23.5%	2.4%	3.7%	5.0%	16.7%	6.3%

*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Increased its emphasis recently	38.5%	32.3%	33.3%	20.0%	21.4%	11.1%	40.0%	44.4%	28.1%
Decreased its emphasis recently	0.0%	6.2%	0.0%	5.0%	14.3%	14.8%	10.0%	11.1%	6.3%
Emphasis has remained pretty consistent over time	30.8%	20.0%	25.0%	25.0%	35.7%	37.0%	25.0%	27.8%	37.5%
Don't know	30.8%	41.5%	41.7%	50.0%	28.6%	37.0%	25.0%	16.7%	28.1%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
NGOs/Community Based Organizations*	46.2%	20.0%	23.1%	10.0%	22.0%	85.2%	35.0%	0.0%	34.4%
Donor community*	7.7%	9.2%	0.0%	35.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Beneficiaries	53.8%	49.2%	53.8%	40.0%	43.9%	40.7%	50.0%	47.1%	50.0%
Youth/university groups	15.4%	4.6%	0.0%	5.0%	9.8%	0.0%	0.0%	11.8%	15.6%
Private sector*	30.8%	30.8%	23.1%	30.0%	70.7%	18.5%	40.0%	41.2%	15.6%
Local government*	23.1%	36.9%	76.9%	40.0%	26.8%	37.0%	20.0%	17.6%	34.4%
Foundations	0.0%	1.5%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%
Media*	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	6.3%
Academia/think tanks/research institutes*	15.4%	24.6%	7.7%	5.0%	14.6%	11.1%	5.0%	64.7%	28.1%
Parliament	0.0%	3.1%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Other	0.0%	1.5%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	9.4%
Don't know	0.0%	4.6%	0.0%	10.0%	2.4%	0.0%	5.0%	5.9%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	11	8.64	1.36	61	7.41	1.73	13	6.15	3.05	16	7.31	1.35	38	6.95	2.03	25	6.60	1.61	19	7.37	1.80	16	5.31	2.41	29	6.62	1.78
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	10	8.60	2.07	58	6.57	1.94	11	5.73	3.69	17	7.59	1.18	35	6.34	2.22	25	5.88	1.90	17	6.53	2.10	16	4.75	2.44	28	5.61	1.97

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	9	7.33	1.12	53	5.87	1.63	11	4.91	2.47	12	5.75	1.82	36	5.61	1.96	20	4.95	1.36	14	6.07	1.07	16	4.94	2.05	25	5.20	1.73
Flexibility (in terms of the institution's products and services)*	10	6.70	1.83	50	5.58	1.60	9	4.56	2.88	13	4.92	2.25	29	5.03	1.52	17	4.76	1.82	11	5.27	1.01	13	5.08	1.61	23	4.48	1.75
Flexibility (in terms of changing country circumstances)*	10	7.00	1.33	49	6.12	1.48	10	4.50	2.84	15	5.40	2.20	31	5.39	2.06	23	5.30	1.77	14	6.14	1.61	16	4.81	1.60	24	5.00	1.72
Being inclusive	7	7.71	1.70	43	6.98	1.67	9	6.67	1.87	12	6.67	1.67	23	6.78	2.19	15	6.53	2.20	11	7.64	1.50	10	5.50	1.90	18	6.44	2.45
Openness (sharing data and other information)*	10	8.60	1.65	44	7.00	1.31	8	6.38	2.26	12	6.00	1.95	30	6.20	2.09	19	6.05	2.01	16	7.00	1.67	11	6.18	1.72	23	5.91	2.09
Collaboration with the Government*	12	9.17	1.11	60	7.37	1.33	10	8.20	2.04	17	7.65	1.32	39	6.82	1.92	25	6.92	1.63	19	7.05	1.81	15	6.27	1.58	27	7.30	1.41
The speed in which it gets things accomplished on the ground*	10	7.60	1.51	54	6.11	1.67	11	5.91	2.47	12	6.33	2.02	33	6.06	1.48	21	4.90	1.55	18	5.94	1.63	14	5.79	1.58	24	5.71	1.81
Helping to bring discipline/effective supervision to implementation of investment projects*	12	8.58	1.08	54	7.07	1.54	12	7.17	2.48	11	6.45	1.57	35	6.51	1.85	27	6.11	1.63	19	6.84	2.01	14	6.07	1.59	26	6.69	1.32
Collaboration with civil society*	6	7.33	2.66	39	6.03	1.69	8	5.50	3.02	9	5.67	2.24	33	5.33	2.07	26	4.62	1.77	17	6.41	1.97	13	4.92	1.50	23	5.04	1.97
Staff accessibility*	9	8.11	2.85	46	6.41	1.94	7	4.29	3.25	13	6.23	1.96	26	5.58	2.56	16	4.94	1.77	11	6.36	2.01	9	5.44	2.07	23	5.17	2.50
Collaboration with other donors and development partners	8	8.25	1.49	41	7.10	1.43	8	6.88	3.31	11	5.82	2.40	25	6.40	2.00	14	5.86	1.70	15	6.53	1.64	10	5.80	1.75	18	6.22	2.13
Collaboration with the private sector	9	7.11	2.32	45	6.09	1.82	6	5.00	2.83	8	5.63	1.41	35	5.34	2.36	17	5.06	1.60	14	6.36	1.91	10	5.20	1.40	21	5.76	2.47
Straightforwardness and honesty	11	8.27	1.74	40	7.05	1.62	9	7.33	2.87	12	6.50	1.62	22	7.00	1.95	10	6.30	0.82	13	7.08	1.71	11	6.00	2.00	20	6.35	1.81
Treating clients and stakeholders in Burkina Faso with respect	9	8.22	1.99	44	7.20	1.49	11	6.36	2.94	11	6.82	1.83	26	6.81	1.79	17	6.12	1.54	15	7.33	1.54	10	6.50	1.65	20	6.30	2.08
Being a long-term partner*	11	8.73	2.61	55	8.47	1.15	10	9.20	1.03	16	8.31	1.54	36	7.53	1.56	24	7.71	1.12	16	8.19	1.22	14	7.93	1.21	26	7.77	1.61

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?*	9	8.67	1.22	60	6.72	1.35	13	6.08	2.96	14	7.07	1.69	37	6.22	1.93	25	6.16	1.55	18	6.28	1.07	14	5.43	2.10	29	5.72	1.60

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Burkina Faso?*	10	8.20	1.14	62	6.95	1.32	12	7.58	2.57	16	7.19	1.68	36	6.33	2.06	25	7.16	1.40	19	6.42	1.71	14	6.43	2.06	31	6.35	1.91

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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso*	11	8.27	1.56	59	6.41	1.55	9	5.67	3.61	15	6.60	2.13	33	5.94	2.03	25	5.68	1.46	18	6.44	1.34	17	5.47	2.24	28	5.57	1.97
The World Bank Group meets Burkina Faso's needs for knowledge services*	7	8.43	1.51	58	6.38	1.50	9	5.44	3.17	13	5.92	2.14	27	6.07	2.00	25	5.72	1.59	17	6.29	1.86	14	5.07	1.27	27	5.48	1.93

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	3.1%	7.7%	0.0%	2.3%	0.0%	10.0%	0.0%	0.0%
Monthly	0.0%	15.4%	0.0%	35.0%	9.3%	11.1%	30.0%	11.8%	12.5%
A few times a year	84.6%	49.2%	23.1%	30.0%	30.2%	63.0%	40.0%	64.7%	53.1%
Rarely	15.4%	24.6%	38.5%	30.0%	25.6%	25.9%	15.0%	23.5%	21.9%
Never	0.0%	7.7%	30.8%	5.0%	32.6%	0.0%	5.0%	0.0%	12.5%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Burkina Faso, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Burkina Faso's specific development challenges and country circumstances*	9	8.22	1.56	53	6.77	1.53	9	6.22	2.44	13	7.00	1.47	27	6.19	2.40	23	6.26	1.89	17	6.88	2.20	15	4.80	1.57	27	6.07	2.00

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	10	8.10	1.29	51	6.96	1.25	8	7.13	2.42	14	7.43	1.50	33	6.82	2.26	23	6.13	1.71	16	7.06	1.61	14	6.14	2.51	26	6.31	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	10	8.40	0.97	50	7.44	1.26	8	7.38	1.69	16	7.69	1.49	32	6.84	2.11	24	6.71	1.57	17	7.12	1.50	13	6.62	2.14	29	6.52	1.84

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

E. Working with the World Bank Group

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Burkina Faso*	9	7.44	1.42	50	6.34	1.81	6	3.00	1.41	10	5.40	2.32	22	5.32	1.84	13	4.23	1.88	11	6.55	1.81	11	4.27	1.74	18	4.94	2.67
Where country systems are adequate, the World Bank Group makes appropriate use of them*	9	8.56	1.51	52	6.73	1.79	8	7.63	2.77	12	7.25	1.91	28	7.18	1.63	14	5.64	1.78	12	7.25	1.71	10	6.20	1.62	19	6.95	2.22

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Engage more effectively with civil society*	23.1%	9.2%	15.4%	15.8%	7.1%	61.5%	26.3%	17.6%	28.1%
Increase the level of capacity development in the country*	38.5%	38.5%	15.4%	26.3%	9.5%	7.7%	15.8%	17.6%	12.5%
Engage more directly with beneficiaries	30.8%	30.8%	30.8%	21.1%	52.4%	50.0%	52.6%	58.8%	50.0%
Improve the quality of its experts as related to Burkina Faso's specific challenges	7.7%	9.2%	7.7%	0.0%	11.9%	3.8%	5.3%	5.9%	6.3%
Engage more effectively with private sector*	15.4%	9.2%	7.7%	21.1%	45.2%	15.4%	21.1%	17.6%	9.4%
Offer more innovative knowledge services	7.7%	7.7%	7.7%	0.0%	4.8%	3.8%	0.0%	11.8%	6.3%
Collaborate more effectively with Government clients	7.7%	7.7%	7.7%	10.5%	9.5%	19.2%	10.5%	11.8%	3.1%
Work faster	0.0%	1.5%	15.4%	0.0%	4.8%	0.0%	5.3%	5.9%	3.1%
Reduce the complexity of obtaining World Bank Group financing	7.7%	18.5%	23.1%	15.8%	21.4%	0.0%	21.1%	11.8%	18.8%
Increase availability of Program-for-Results financing	15.4%	21.5%	30.8%	26.3%	7.1%	26.9%	15.8%	5.9%	21.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.4%	18.5%	7.7%	5.3%	4.8%	7.7%	5.3%	11.8%	3.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	7.7%	3.1%	0.0%	21.1%	2.4%	0.0%	5.3%	0.0%	0.0%
Offer more innovative financial products	15.4%	12.3%	0.0%	5.3%	9.5%	0.0%	5.3%	5.9%	9.4%
Ensure greater selectivity in its work	0.0%	6.2%	0.0%	10.5%	7.1%	0.0%	5.3%	0.0%	6.3%
Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy	0.0%	3.1%	0.0%	10.5%	2.4%	0.0%	0.0%	0.0%	6.3%
Other*	0.0%	0.0%	23.1%	5.3%	0.0%	0.0%	5.3%	0.0%	12.5%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Burkina Faso?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Never	9.1%	20.0%	76.9%	10.0%	54.5%	19.2%	20.0%	17.6%	25.8%
Less than once a year	9.1%	12.3%	0.0%	5.0%	18.2%	15.4%	5.0%	29.4%	6.5%
Once a year to a few times a year	27.3%	36.9%	23.1%	35.0%	22.7%	65.4%	40.0%	23.5%	58.1%
Less than once a month	18.2%	3.1%	0.0%	15.0%	2.3%	0.0%	0.0%	5.9%	3.2%
At least once a month	36.4%	13.8%	0.0%	35.0%	0.0%	0.0%	30.0%	23.5%	6.5%
At least once a week	0.0%	13.8%	0.0%	0.0%	2.3%	0.0%	5.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio	8.3%	10.8%	15.4%	5.0%	25.6%	26.9%	20.0%	5.6%	6.3%
International radio	8.3%	4.6%	0.0%	10.0%	9.3%	3.8%	5.0%	0.0%	3.1%
Social media	0.0%	9.2%	15.4%	15.0%	11.6%	23.1%	15.0%	16.7%	15.6%
International newspapers	25.0%	9.2%	0.0%	5.0%	7.0%	11.5%	10.0%	0.0%	3.1%
Local television*	33.3%	43.1%	69.2%	10.0%	39.5%	23.1%	5.0%	27.8%	43.8%
Internet	41.7%	58.5%	30.8%	55.0%	48.8%	65.4%	70.0%	77.8%	56.3%
Periodicals	16.7%	7.7%	7.7%	20.0%	9.3%	7.7%	25.0%	11.1%	12.5%
International television	8.3%	3.1%	15.4%	5.0%	14.0%	3.8%	5.0%	5.6%	9.4%
Local newspapers	50.0%	32.3%	38.5%	40.0%	23.3%	15.4%	30.0%	27.8%	25.0%
Other	0.0%	12.3%	0.0%	20.0%	0.0%	15.4%	10.0%	0.0%	12.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials*	58.3%	43.8%	15.4%	15.0%	30.2%	42.3%	25.0%	72.2%	40.6%
e-Newsletters	33.3%	37.5%	30.8%	55.0%	41.9%	30.8%	55.0%	33.3%	34.4%
World Bank Group's seminars/workshops/conferences	41.7%	42.2%	53.8%	30.0%	37.2%	38.5%	35.0%	38.9%	34.4%
Direct contact with World Bank Group*	41.7%	18.8%	46.2%	55.0%	23.3%	23.1%	45.0%	27.8%	31.3%
World Bank Group's website	25.0%	43.8%	23.1%	30.0%	34.9%	30.8%	20.0%	0.0%	37.5%
Social media	0.0%	10.9%	30.8%	15.0%	16.3%	23.1%	15.0%	11.1%	21.9%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	91.7%	71.4%	54.5%	88.2%	85.3%	85.7%	88.2%	94.1%	90.3%
Dial-up	8.3%	28.6%	45.5%	11.8%	14.7%	14.3%	11.8%	5.9%	9.7%

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	61.5%	64.1%	27.3%	70.0%	38.6%	25.9%	50.0%	38.9%	46.9%
No	38.5%	35.9%	72.7%	30.0%	61.4%	74.1%	50.0%	61.1%	53.1%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Burkina Faso? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	100.0%	97.5%	100.0%	100.0%	52.9%	85.7%	100.0%	100.0%	93.3%
The International Finance Corporation (IFC)	0.0%	2.5%	0.0%	0.0%	47.1%	14.3%	0.0%	0.0%	6.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	23.1%	18.0%	66.7%	25.0%	40.5%	25.9%	47.4%	29.4%	18.5%
Use World Bank Group reports/data*	38.5%	24.6%	8.3%	30.0%	31.0%	59.3%	47.4%	52.9%	44.4%
Engage in World Bank Group related/sponsored events/activities	23.1%	32.8%	25.0%	10.0%	23.8%	37.0%	21.1%	29.4%	40.7%
Collaborate as part of my professional duties*	76.9%	55.7%	33.3%	65.0%	21.4%	14.8%	21.1%	23.5%	40.7%
Use World Bank Group website for information, data, research, etc.	23.1%	21.3%	16.7%	40.0%	35.7%	25.9%	21.1%	29.4%	25.9%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁶

● Ouagadougou city N=221 ● Outside Ouagadougou city N=33

A. General Issues Facing Burkina Faso

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	188	6.26	2.08	24	5.63	3.00

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

B. Overall Attitudes toward the World Bank Group

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.	194	6.28	1.84	28	5.89	2.99

(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 Burkina Faso?

(1-Strongly disagree, 10-Strongly agree)

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso	199	7.04	1.89	29	6.34	2.51
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso	189	6.42	2.09	27	5.56	3.02

¹⁶ 201 respondents provided information about their geographic location (question H9 in the questionnaire).

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

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

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	168	5.67	1.73	25	4.92	2.06
Flexibility (in terms of the institution's products and services)	150	5.23	1.73	21	4.62	2.27
Flexibility (in terms of changing country circumstances)*	166	5.70	1.80	23	4.57	2.13
Being inclusive	126	6.87	1.91	20	6.10	2.17
Openness (sharing data and other information)	148	6.59	1.89	21	6.24	2.17
Collaboration with the Government	196	7.26	1.65	24	7.29	1.83
The speed in which it gets things accomplished on the ground	168	5.98	1.66	25	5.68	2.32
Helping to bring discipline/effective supervision to implementation of investment projects	181	6.77	1.73	27	6.70	1.84
Collaboration with civil society	149	5.57	2.00	23	5.09	2.29
Staff accessibility*	138	6.06	2.26	21	4.71	2.69
Collaboration with other donors and development partners	126	6.66	1.86	21	5.95	2.42
Collaboration with the private sector	145	5.85	2.03	18	4.89	2.40
Straightforwardness and honesty	123	6.85	1.78	24	6.92	2.12
Treating clients and stakeholders in Burkina Faso with respect	135	6.93	1.75	24	6.29	2.29
Being a long-term partner	180	8.09	1.48	24	8.25	1.45

*Significantly different between geographic locations

C. World Bank Group's Effectiveness and Results

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?	191	6.38	1.67	27	6.30	2.48

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

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Burkina Faso?	196	6.77	1.68	27	7.15	2.33

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Burkina Faso?***(1-Strongly disagree, 10-Strongly agree)*

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso	186	6.19	1.81	28	5.68	2.87
The World Bank Group meets Burkina Faso's needs for knowledge services*	170	6.14	1.80	25	5.32	2.30

Significantly different between geographic locations*D. The World Bank Group's Knowledge Work and Activities****In Burkina Faso, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
Are adaptable to Burkina Faso's specific development challenges and country circumstances	167	6.50	1.97	25	6.12	2.03

	Ouagadougou city			Outside Ouagadougou city		
	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?	168	6.79	1.79	24	6.83	2.30
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	171	7.15	1.65	25	6.76	2.07

*(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)**

	Ouagadougou city			Outside Ouagadougou city		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Burkina Faso*	129	5.74	2.14	19	4.53	2.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	141	6.91	1.87	22	7.00	2.27

**Significantly different between geographic locations*



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁷

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 FY19 Burkina Faso COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.

● Collaborating with the WBG N=122 ● Not collaborating with the WBG N=129

A. General Issues Facing Burkina Faso

To what extent do you trust each of the following groups to do what is right? (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
The national government	109	7.83	2.24	115	7.54	2.21
Bilateral organizations*	95	6.41	2.10	109	5.51	2.15
The World Bank Group*	99	6.80	1.88	111	5.63	2.34
The International Monetary Fund*	95	5.84	2.28	110	5.20	2.32
UN*	90	6.08	2.12	107	5.18	2.43
Regional development banks	95	6.48	2.05	108	6.27	2.00
Central Bank of West African States	97	6.41	2.15	109	6.35	2.02
International private sector	94	5.50	2.07	101	5.11	2.05
Domestic private sector	104	7.13	2.07	109	7.11	1.85
International civil society*	95	6.31	2.13	108	5.60	2.17
Domestic civil society	102	7.17	2.00	108	6.64	2.15
Faith-based institutions	93	6.13	1.98	106	5.71	2.29
Domestic traditional media and their web presence	101	6.54	2.22	110	6.34	2.13
International media and their web presence*	95	5.20	1.75	107	4.56	1.99
Web based media	98	5.58	2.07	106	5.10	2.13

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burkina Faso?*	119	6.95	1.65	124	5.20	2.20

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.*	113	6.94	1.66	107	5.50	2.08

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

¹⁷ Only 251 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)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Burkina Faso solve its most complicated development challenges?*	110	7.13	1.69	104	5.94	1.92

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Private sector development	21.2%	29.4%
Education	52.5%	50.8%
Public sector governance/reform*	31.4%	19.8%
Social protection	4.2%	1.6%
Energy	26.3%	31.7%
Water and sanitation	4.2%	7.9%
Job creation/employment	15.3%	16.7%
Health	24.6%	23.0%
Gender equity	1.7%	2.4%
Global/regional integration	0.8%	0.8%
Food security	13.6%	7.1%
Urban development	2.5%	3.2%
Trade and exports	0.0%	0.8%
Security and fight against terrorism	16.1%	22.2%
Natural resource management	2.5%	1.6%
Transport	11.9%	9.5%
Economic growth	5.9%	4.0%
Equality of opportunity	0.0%	0.0%
Financial markets	0.0%	0.0%
Information and communications technology	2.5%	4.8%
Agriculture and rural development	39.0%	35.7%
Climate change	1.7%	5.6%
Poverty reduction	11.9%	12.7%
Anti-corruption	6.8%	7.1%

*Significantly different between collaborators and non-collaborators



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities*	19.3%	34.6%
Not adequately sensitive to political/social realities in Burkina Faso	22.7%	23.6%
Too influenced by developed countries	26.1%	37.0%
World Bank Group's processes too slow and complex	37.0%	26.0%
Not willing to honestly criticize policies and reform efforts in the country	10.1%	11.8%
Staff too inaccessible	0.8%	1.6%
Not collaborating enough with private sector	5.0%	11.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	1.7%	2.4%
Not adequately flexible*	17.6%	5.5%
Not sufficiently focused on sustainable results	4.2%	2.4%
Not collaborating enough with civil society	4.2%	9.4%
Not enough public disclosure of its work	13.4%	11.0%
Arrogant in its approach	2.5%	0.8%
Inadequate World Bank Group's staffing in Burkina Faso	7.6%	2.4%
Other	1.7%	3.1%
Don't know	9.2%	4.7%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	7.4%	4.8%
To a somewhat sufficient degree	42.6%	31.0%
To a somewhat insufficient degree	37.7%	42.1%
To a very insufficient degree	8.2%	15.9%
Don't know	4.1%	6.3%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	113	7.52	1.72	112	6.38	2.06
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	107	7.14	1.90	109	5.46	2.20

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	95	5.95	1.67	97	5.18	1.83
Flexibility (in terms of the institution's products and services)*	94	5.44	1.81	77	4.75	1.69
Flexibility (in terms of changing country circumstances)*	101	6.00	1.83	88	5.01	1.78
Being inclusive	78	7.08	1.81	67	6.45	2.08
Openness (sharing data and other information)	89	6.81	1.91	81	6.27	1.90
Collaboration with the Government*	107	7.65	1.40	113	6.84	1.78
The speed in which it gets things accomplished on the ground*	96	6.33	1.73	97	5.55	1.68
Helping to bring discipline/effective supervision to implementation of investment projects*	99	7.26	1.67	108	6.31	1.69
Collaboration with civil society*	77	6.04	2.11	94	5.06	1.89
Staff accessibility*	92	6.55	2.15	66	4.86	2.25
Collaboration with other donors and development partners*	75	7.07	1.70	72	5.99	2.02
Collaboration with the private sector*	84	6.12	2.01	79	5.32	2.07
Straightforwardness and honesty*	80	7.33	1.70	66	6.29	1.84
Treating clients and stakeholders in Burkina Faso with respect*	83	7.51	1.70	76	6.12	1.75
Being a long-term partner*	102	8.41	1.28	103	7.78	1.58

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	57	5.79	2.01	51	5.10	1.78
Gender equity*	68	6.79	1.94	76	6.17	1.81
Private sector development	73	6.38	1.64	67	5.90	2.13
Education*	88	6.91	1.74	94	5.98	1.65
Public sector governance/reform*	91	6.98	1.82	88	6.27	1.82
Global/regional integration*	72	6.72	1.66	70	6.07	1.58
Food security*	84	7.14	1.60	78	6.26	1.87
Urban development*	67	6.58	1.77	58	5.78	1.87
Energy*	79	6.89	1.73	70	6.16	1.99
Water and sanitation*	79	7.28	1.69	79	6.27	1.80
Job creation/employment	70	5.94	1.86	70	5.49	2.03
Health*	79	6.90	1.80	79	6.11	1.57
Financial markets	52	6.27	1.85	55	5.71	1.56
Transport	76	6.82	1.69	71	6.54	1.70
Agriculture and rural development*	84	7.29	1.58	79	6.63	1.65
Trade and exports	51	5.78	1.77	41	5.88	1.55
Natural resource management	61	6.21	1.78	53	5.94	1.75
Climate change	62	6.39	1.71	58	6.09	1.73
Poverty reduction*	99	6.67	1.81	96	5.96	1.89
Anti-corruption	69	5.91	2.15	78	5.54	1.93
Economic growth*	83	6.83	1.81	82	6.27	1.81
Equality of opportunity*	72	6.90	1.56	66	5.94	1.84
Information and communications technology	55	6.33	2.08	47	5.91	1.69

*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 Burkina Faso?*	109	6.89	1.61	107	5.85	1.79

(1-To no degree at all, 10-To a very significant degree) *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 influence the development agenda in Burkina Faso?*	111	7.07	1.64	110	6.57	1.85

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso*	107	6.70	1.90	105	5.54	1.83
The World Bank Group meets Burkina Faso's needs for knowledge services*	96	6.49	1.88	98	5.57	1.79

(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)****How effectively does the World Bank Group support Burkina Faso's efforts ... ?** (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government*	76	6.41	1.93	70	5.23	2.16
To develop better and stronger data collection/analytics systems within the Government*	87	6.80	1.76	83	5.99	1.53
To strengthen the country's crisis preparedness*	78	6.36	1.99	85	5.32	2.11
To identify and monitor risks*	74	6.24	1.90	78	5.44	2.22

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Burkina Faso's efforts to manage crisis related risks?	30	6.60	1.99	16	5.88	1.82

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	105	7.37	1.65	100	6.32	1.79
Include appropriate level of stakeholder involvement during preparation*	92	7.00	1.55	81	5.72	1.74
Lead to practical solutions*	95	6.73	1.64	85	5.82	1.71
Are source of relevant information on global good practices*	102	7.56	1.58	84	6.61	1.79
Are adequately disseminated and accessible*	90	6.32	1.66	81	5.51	1.77
Are translated enough into local language	74	3.95	1.96	66	3.44	1.69
Are adaptable to Burkina Faso's specific development challenges and country circumstances*	97	6.97	2.01	92	5.88	1.78

*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?*	96	7.26	1.69	95	6.33	1.89

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	103	7.51	1.51	92	6.63	1.78

(1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators

**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*	97	5.18	2.31	80	3.80	1.92
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	109	7.52	1.79	98	6.80	1.98
The World Bank Group's approvals and reviews are done in a timely fashion*	94	6.10	1.89	66	5.41	2.13
The World Bank Group's Environmental and Social Framework requirements are reasonable	77	6.55	1.82	59	6.37	1.76
The World Bank Group's conditions on its lending are reasonable*	76	6.16	2.05	77	5.16	2.02
The World Bank Group takes decisions quickly in Burkina Faso*	80	6.14	2.10	67	4.87	2.06
Working with the World Bank Group increases Burkina Faso's institutional capacity*	108	7.43	1.53	92	6.26	1.72
Where country systems are adequate, the World Bank Group makes appropriate use of them*	91	7.38	1.74	71	6.39	1.93

*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 donor community is doing enough to support the government's efforts related to refugees in Burkina Faso?	68	6.41	1.61	90	6.08	1.68

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

F. The future role of the World Bank Group in Burkina Faso**Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more effectively with civil society	16.8%	24.4%
Increase the level of capacity development in the country*	29.4%	12.2%
Engage more directly with beneficiaries*	32.8%	50.4%
Improve the quality of its experts as related to Burkina Faso's specific challenges	5.9%	8.9%
Engage more effectively with private sector	17.6%	20.3%
Offer more innovative knowledge services	5.9%	5.7%
Collaborate more effectively with Government clients	8.4%	10.6%
Work faster	4.2%	2.4%
Reduce the complexity of obtaining World Bank Group financing	15.1%	16.3%
Increase availability of Program-for-Results financing	21.8%	16.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.4%	6.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	2.5%	4.9%
Offer more innovative financial products	9.2%	6.5%
Ensure greater selectivity in its work	4.2%	5.7%
Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy	4.2%	1.6%
Other	4.2%	3.3%

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁸

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 391
- FY 2019 Number of comparable respondents = 235

By weighting, the FY 2016 and FY 2019 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 2016	FY 2019
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	4.0%	4.0%
Government Institutions	36.0%	36.0%
Local Government Office or Staff	5.5%	5.5%
Bilateral/Multilateral Agency/Embassy	7.0%	7.0%
Civil Society	12.5%	12.5%
Private Sector	15.0%	15.0%
Academia	7.5%	7.5%
Media	7.5%	7.5%

B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burkina Faso?*	385	5.54	2.43	227	5.96	2.09

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.	326	6.29	2.07	206	6.23	2.04

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Burkina Faso solve its most complicated development challenges?	310	6.78	2.09	200	6.54	1.90

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

¹⁸ Only those questions that were asked in the FY 2016 and FY 2019 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 believe that the World Bank Group's work and support help the poorest in Burkina Faso?*

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	6.7%	5.6%
To a somewhat sufficient degree	39.8%	38.4%
To a somewhat insufficient degree	29.2%	40.5%
To a very insufficient degree	13.2%	11.2%
Don't know	11.1%	4.3%

*Significantly different between FY2016 and FY2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso	361	7.26	2.20	210	6.96	2.03
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso	341	6.34	2.40	203	6.28	2.29

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	282	5.54	2.05	177	5.61	1.75
Flexibility (in terms of the institution's products and services)	265	4.99	2.14	161	5.25	1.76
Flexibility (in terms of changing country circumstances)	259	5.74	2.03	177	5.62	1.85
Being inclusive	228	6.78	2.16	134	6.80	1.88
Openness (sharing data and other information)	277	6.70	2.15	157	6.60	1.81
Collaboration with the Government*	329	7.75	1.69	205	7.25	1.64
The speed in which it gets things accomplished on the ground	279	5.72	2.05	181	5.94	1.72
Helping to bring discipline/effective supervision to implementation of investment projects ¹				192	6.76	1.75
Collaboration with civil society	263	5.20	2.31	158	5.54	1.98
Staff accessibility	260	5.73	2.53	146	5.96	2.27
Collaboration with other donors and development partners	253	6.77	2.01	140	6.66	1.87
Collaboration with the private sector	245	5.69	2.28	151	5.76	2.06
Straightforwardness and honesty	233	7.15	2.15	136	6.85	1.81
Treating clients and stakeholders in Burkina Faso with respect	270	7.20	2.10	151	6.83	1.80
Being a long-term partner	299	8.05	1.91	189	8.17	1.42

*Significantly different between FY2016 and FY2019

¹ Only FY 2019 questionnaire had this response option.



C. World Bank Group's Effectiveness and Results

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection	156	5.48	2.26	103	5.46	1.94
Gender equity*	121	5.67	2.23	135	6.40	1.85
Private sector development* ⁱ	223	6.81	2.06	130	6.05	1.86
Education*	249	7.02	2.13	168	6.36	1.75
Public sector governance/reform*	232	7.03	1.99	168	6.63	1.76
Global/regional integration	144	6.34	2.16	134	6.34	1.60
Food security	213	6.98	2.22	152	6.70	1.80
Urban development	176	6.50	2.06	120	6.18	1.86
Energy	203	6.53	2.31	138	6.60	1.86
Water and sanitation*	220	7.56	1.83	145	6.78	1.78
Job creation/employment	198	6.10	2.20	129	5.75	1.95
Health*	232	7.24	2.08	148	6.51	1.74
Financial markets ⁱⁱ				102	5.99	1.63
Transport*	205	7.19	1.97	138	6.69	1.62
Agriculture and rural development ⁱⁱⁱ	267	7.05	1.99	149	7.04	1.61
Trade and exports	149	6.26	2.19	88	5.74	1.64
Natural resource management	176	6.40	2.29	102	5.97	1.74
Climate change	181	6.33	2.25	110	6.13	1.72
Poverty reduction*	275	7.06	2.15	180	6.33	1.84
Anti-corruption* ^{iv}	198	6.45	2.34	139	5.74	1.90
Economic growth*	228	7.13	1.99	155	6.60	1.75
Equality of opportunity	147	6.08	2.19	133	6.35	1.73
Information and communications technology	130	6.02	2.02	97	6.12	1.82

*Significantly different between FY2016 and FY2019

ⁱ In FY 2016, the category was "Domestic private sector development"

ⁱⁱ Only FY 2019 questionnaire had this response option

ⁱⁱⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture, irrigation, and rural development" category.

^{iv} In FY 2016, the category was "Fight against corruption"

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?*	341	6.90	1.96	202	6.38	1.82

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2019

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Burkina Faso?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso	310	6.38	2.20	200	6.13	1.97
The World Bank Group meets Burkina Faso's needs for knowledge services	279	6.23	2.19	184	6.04	1.82

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 2016	FY 2019
Weekly	2.6%	2.6%
Monthly	14.2%	14.3%
A few times a year	39.6%	46.3%
Rarely	33.4%	26.4%
Never	10.1%	10.4%

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	286	7.43	1.96	195	6.79	1.82
Include appropriate level of stakeholder involvement during preparation	263	6.39	2.22	168	6.34	1.79
Lead to practical solutions	258	6.25	2.13	172	6.23	1.72
Are source of relevant information on global good practices*	270	7.53	1.91	178	7.01	1.75
Are adequately disseminated	271	5.99	2.32	163	5.84	1.76
Are translated enough into local language	244	3.61	2.28	134	3.77	1.85
Are adaptable to Burkina Faso's specific development challenges and country circumstances	292	6.77	1.99	181	6.42	1.94

**Significantly different between FY2016 and FY2019*

	FY 2016			FY 2019		
	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?*	309	7.22	1.91	181	6.76	1.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	289	7.44	1.67	183	7.09	1.70

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between FY2016 and FY2019*

**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 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	274	4.27	2.46	167	4.52	2.28
The World Bank Group effectively monitors and evaluates the projects and programs it supports	323	7.39	2.09	193	7.18	1.90
The World Bank Group's approvals and reviews are done in a timely fashion	258	5.46	2.23	153	5.78	2.04
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	184	6.18	1.87	128	6.26	1.80
The World Bank Group's conditions on its lending are reasonable	232	5.79	2.37	146	5.62	2.09
The World Bank Group takes decisions quickly in Burkina Faso	226	5.22	2.23	144	5.55	2.14
Working with the World Bank Group increases Burkina Faso's institutional capacity*	312	7.22	1.98	189	6.86	1.73
Where country systems are adequate, the World Bank Group makes appropriate use of them	252	7.00	2.15	153	6.82	1.89

*Significantly different between FY2016 and FY2019

ⁱ In FY 2016, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

F. The future role of the World Bank Group in Burkina Faso

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

Percentage of Respondents	FY 2016	FY 2019
Financial services	30.9%	23.2%
Knowledge products	14.4%	20.5%
Convening services	4.0%	0.9%
None of the above	1.1%	3.6%
The combination is appropriate for Burkina Faso	41.8%	37.3%
Don't know	8.0%	14.5%

*Significantly different between FY2016 and FY2019

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2016	FY 2019
High speed/WiFi	80.5%	80.2%
Dial-up	19.5%	19.8%



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Burkina Faso? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust The World Bank Group to do what is right?	5.63	6.80	6.38	5.88	6.35	6.06	6.20	6.33	6.10	6.44	6.09	6.61
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.	5.50	6.94	6.58	5.42	6.43	5.95	5.99	6.89	5.91	6.75	6.21	6.36
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso	6.38	7.52	7.33	6.11	7.21	6.60	6.73	7.60	6.55	7.61	6.89	7.26
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso	5.46	7.14	6.61	5.66	6.66	5.84	6.12	6.91	5.91	6.99	6.26	6.56
Responsiveness to needs	5.18	5.95	5.80	5.07	5.75	5.30	5.31	6.23	5.44	5.79	5.43	6.09
Flexibility (in terms of the institution's products and services)	4.75	5.44	5.34	4.67	5.20	5.07	4.93	5.71	5.09	5.23	5.10	5.32
Flexibility (in terms of changing country circumstances)	5.01	6.00	5.85	4.85	5.68	5.40	5.32	6.25	5.38	5.81	5.38	6.06
Being inclusive	6.45	7.08	7.03	6.16	6.63	7.10	6.84	6.68	6.51	7.14	6.70	7.02
Openness (sharing data and other information)	6.27	6.81	6.87	5.84	6.38	7.02	6.50	6.82	6.51	6.71	6.45	7.00
Collaboration with the Government	6.84	7.65	7.53	6.70	7.44	7.03	7.11	7.72	6.88	7.88	7.18	7.57
The speed in which it gets things accomplished on the ground	5.55	6.33	6.17	5.46	6.06	5.76	5.87	6.16	5.65	6.40	5.91	6.07
Helping to bring discipline/effective supervision to implementation of investment projects	6.31	7.26	7.15	5.98	6.79	6.83	6.58	7.34	6.51	7.24	6.72	7.09
Collaboration with civil society	5.06	6.04	5.75	4.93	5.33	5.71	5.40	5.68	5.25	5.88	5.41	5.70
Staff accessibility	4.86	6.55	6.26	4.73	5.70	6.32	5.73	6.25	5.39	6.39	5.66	6.55
Collaboration with other donors and development partners	5.99	7.07	6.82	5.93	6.67	6.36	6.36	7.05	6.18	7.08	6.36	7.17
Collaboration with the private sector	5.32	6.12	6.10	4.74	5.71	5.67	5.53	6.08	5.35	6.18	5.59	6.06
Straightforwardness and honesty	6.29	7.33	7.10	6.26	6.89	6.82	6.67	7.33	6.69	7.07	6.78	7.14
Treating clients and stakeholders in Burkina Faso with respect	6.12	7.51	7.26	5.84	6.93	6.74	6.67	7.32	6.52	7.30	6.79	7.05
Being a long-term partner	7.78	8.41	8.30	7.77	8.07	8.26	8.08	8.27	7.96	8.41	8.03	8.45
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?	5.85	6.89	6.68	5.71	6.48	6.28	6.24	6.80	6.06	6.93	6.33	6.60
To what extent does the World Bank Group influence the development agenda in Burkina Faso?	6.57	7.07	6.97	6.59	6.85	6.86	6.74	7.18	6.66	7.16	6.77	7.09
The World Bank Group's financial instruments meet the needs of Burkina Faso	5.54	6.70	6.43	5.41	6.24	6.01	6.01	6.48	5.78	6.71	6.12	6.25
The World Bank Group meets Burkina Faso's needs for knowledge services	5.57	6.49	6.15	5.60	6.03	5.99	5.90	6.25	5.81	6.32	5.96	6.18
The World Bank Group's knowledge work and activities are adaptable to Burkina Faso's specific development challenges and country circumstances	5.88	6.97	6.72	5.80	6.72	6.12	6.30	6.89	6.05	7.13	6.39	6.69
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.33	7.26	6.96	6.48	7.06	6.49	6.76	6.96	6.50	7.29	6.62	7.42
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.63	7.51	7.42	6.38	7.27	6.95	7.03	7.40	6.77	7.63	6.99	7.51
The World Bank Group takes decisions quickly in Burkina Faso	4.87	6.14	5.95	4.54	5.67	5.51	5.33	6.33	5.36	5.95	5.45	6.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.39	7.38	7.31	5.83	6.91	6.92	6.75	7.30	6.53	7.42	6.84	7.14

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Burkina Faso FY19 COS Questionnaire



World Bank Group Country Survey FY 2019 – Burkina Faso

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING BURKINA FASO

A1. When you think about the future in Burkina Faso, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Burkina Faso is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Burkina Faso.			
Please identify which of the following you consider the most important development priorities in Burkina Faso. (Choose no more than THREE)			
1	Health	13	Information and communications technology
2	Food security	14	Poverty reduction
3	Water and sanitation	15	Economic growth
4	Energy	16	Financial markets
5	Job creation/employment	17	Equality of opportunity (i.e., social inclusion)
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (e.g., mining)
7	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
8	Private sector development	20	Trade and exports
9	Education	21	Security and fight against terrorism
10	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
11	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
12	Urban development	24	Anti-corruption

SECTION A: GENERAL ISSUES

A4. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burkina Faso? (Choose no more than THREE)			
1	Security and fight against terrorism	13	Education
2	Climate change (e.g., mitigation, adaptation)	14	Global/regional integration
3	Transport (e.g., roads, bridges, transportation)	15	Food security
4	Energy	16	Urban development
5	Economic growth	17	Water and sanitation
6	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
7	Information and communications technology	19	Health
8	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
10	Trade and exports	22	Private sector development
11	Anti-corruption	23	Natural resource management (e.g., mining)
12	Financial markets		

A5. When economic and/or social reform efforts fail or are slow to take place in Burkina Faso, which of the following would you attribute this to? (Choose no more than TWO)	
1	Poor coordination within the government
2	Inadequate level of government accountability
3	Inadequate level of capacity in the government
4	Corruption
5	Private sector involvement and/or influence
6	Political pressures and obstacles
7	Inadequate level of citizen/civil society participation
8	Inadequate level of donor coordination
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., AFD, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (e.g., BOAD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Central Bank of West African States (BCEAO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A7. Please describe the direction Burkina Faso is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Burkina Faso's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Burkina Faso? (Choose no more than TWO)

1	Jobs/employment	6	Technology based disruption
2	Trade constraints	7	Geo political uncertainty
3	Climate change	8	The gap between the rich and the poor
4	Insecurity and terrorism	9	Environmental degradation
5	Migrants and refugees	10	Fragility in Burkina Faso or neighboring countries

A9. When thinking about development efforts in Burkina Faso, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Burkina Faso?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Burkina Faso?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Burkina Faso, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burkina Faso? (Choose no more than THREE)			
1	Private sector development	13	Trade and exports
2	Education	14	Security and fight against terrorism
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Natural resource management (e.g., mining)
4	Social protection (e.g., pensions, targeted social assistance)	16	Transport (e.g., roads, bridges, transportation)
5	Energy	17	Economic growth
6	Water and sanitation	18	Equality of opportunity (i.e., social inclusion)
7	Job creation/employment	19	Financial markets
8	Health	20	Information and communications technology
9	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
10	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
11	Food security	23	Poverty reduction
12	Urban development	24	Anti-corruption

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burkina Faso?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	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	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (Choose no more than TWO)	
1	Not aligned with country priorities
2	Not adequately sensitive to political/social realities in Burkina Faso
3	Too influenced by developed countries
4	World Bank Group's processes too slow and complex
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not collaborating enough with private sector
8	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
9	Not adequately flexible
10	Not sufficiently focused on sustainable results
11	Not collaborating enough with civil society (e.g., NGOs, CBOs)
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Inadequate World Bank Group's staffing in Burkina Faso
15	Other (please specify): _____
16	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 Burkina Faso? (Select only ONE response)

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

B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burkina Faso? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	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	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Natural resource management (e.g., mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C2. To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

C3. To what extent does the World Bank Group influence the development agenda in Burkina Faso?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

To what extent do you agree with the following statements about the World Bank Group in Burkina Faso?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Burkina Faso	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Burkina Faso's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Burkina Faso? (Select only ONE response)

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Burkina Faso's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
C7	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C11. How effectively does the World Bank Group's SCD and CPF activities support Burkina Faso's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effectively at all									Very effectively	Don't know

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Burkina Faso's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Burkina Faso?											
1	2	3	4	5	6	7	8	9	10		
To no degree at all									To a very significant degree		<input type="checkbox"/>
											Don't know

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Burkina Faso? (Choose no more than TWO)	
1	Jobs
2	Business development
3	Skills development
4	Education
5	Health
6	Supporting poor and marginalized local communities
7	Infrastructure
8	Social cohesion
9	Public services
10	Other (please specify): _____
11	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)	
1	Engage more effectively with civil society (e.g., NGOs, CBOs)
2	Increase the level of capacity development in the country
3	Engage more directly with beneficiaries
4	Improve the quality of its experts as related to Burkina Faso's specific challenges
5	Engage more effectively with private sector
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Work faster
9	Reduce the complexity of obtaining World Bank Group financing
10	Increase availability of Program-for-Results financing
11	Help to bring discipline/effective supervision to implementation of World Bank Group projects
12	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
13	Offer more innovative financial products
14	Ensure greater selectivity in its work
15	Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy
16	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Burkina Faso, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Burkina Faso? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Burkina Faso
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Burkina Faso?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Burkina Faso? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, WhatsApp)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. 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	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, WhatsApp)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

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

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Burkina Faso? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Burkina Faso? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Ouagadougou city
2	East Region
3	North Region
4	Center-South Region
5	High Basins Region
6	Center-West Region
7	South-West Region
8	Center Region (other than Ouagadougou city)
9	Sahel Region
10	Central Plateau Region
11	Center-East Region
12	Cascades Region
13	Center-North Region
14	Mouhoun Buckle Region

Thank you for completing the survey!