

FY 2020 Mali Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



June 2021



Acknowledgements

The Mali Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Mali country team and the local fielding agency CEDREF. In particular, SI is grateful for the support from Habibatou Gologo (Communications Officer) who coordinated the survey related activities from Bamako, Mali.



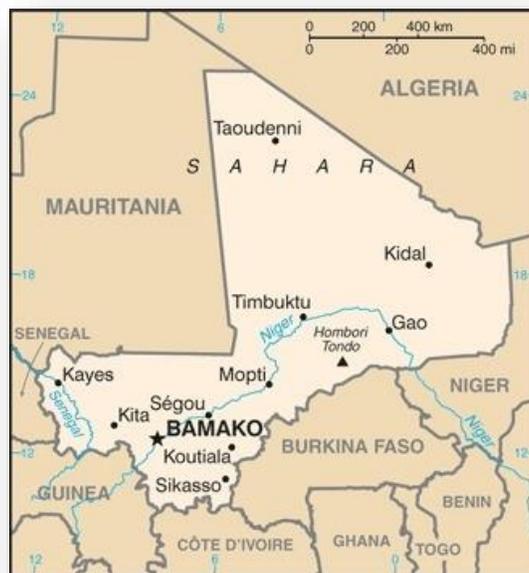
Country Opinion Surveys
THE WORLD BANK GROUP



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MALI





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Mali*
- *Communication and Information Sharing*
- *Background Information (i.e., respondent demographics)*

II. Methodology

From March to July 2020, 938 stakeholders of the WBG in Mali were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; offices of a Minister; offices of a Parliamentarian; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 505 stakeholders participated in the survey (54% response rate). Respondents received and completed the questionnaire via courier or the online survey platform Qualtrics.

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'17 (N=309, response rate = 43%). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. Due to this weighting, 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'17 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (see page 92).

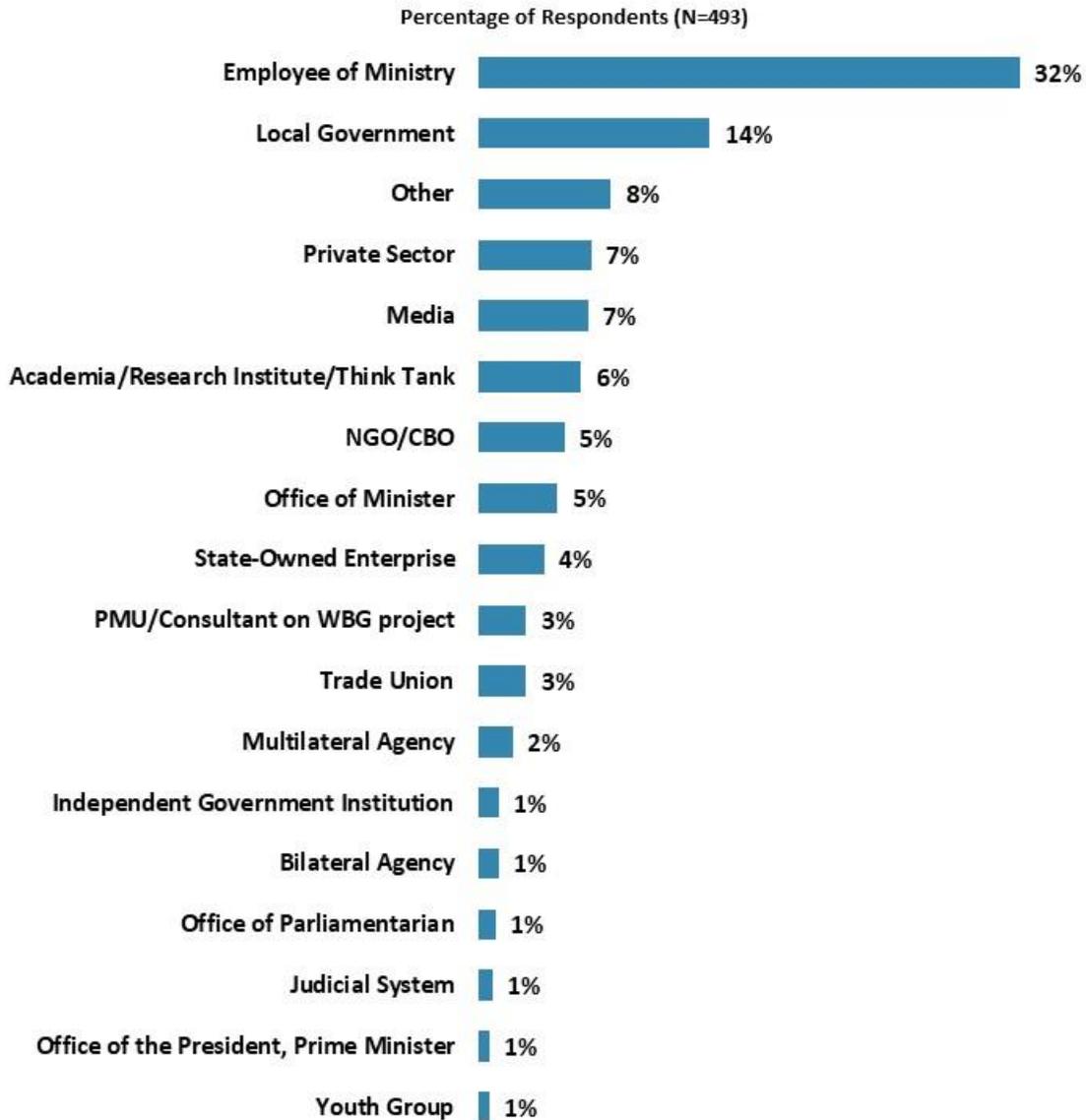
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on select questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note, some stakeholder groups were combined to facilitate further comparison analyses.¹



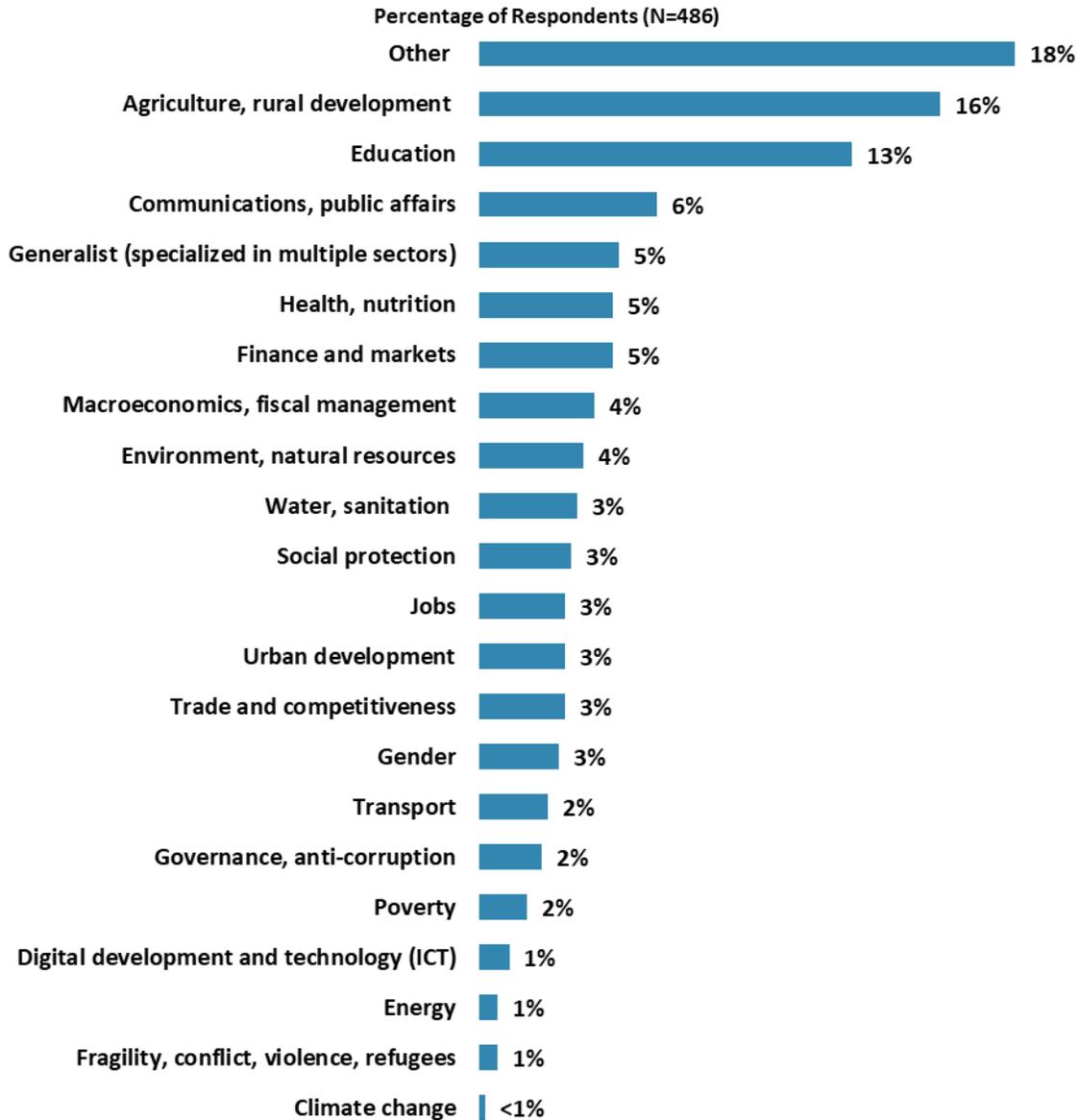
“Which of the following best describes your current affiliation? (Select only ONE response)”
(Respondents chose from a list.)

¹ Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a Minister and respondents from bilateral agencies were combined with those from multilateral agencies. A small number of respondents from the office of a Parliamentarian, independent government institutions, the judicial system, and youth groups were combined into the “Other” category. There were no respondents from the financial sector/private banks, faith-based groups, or private foundations.



III. Demographics of the Sample (continued)

Area of Primary Specialization



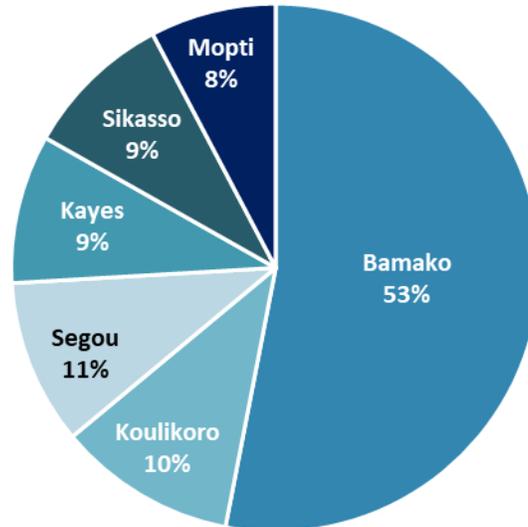
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Location

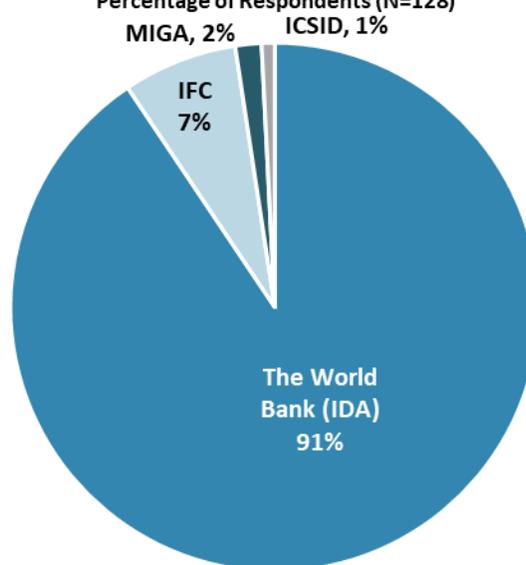
Percentage of Respondents (N=494)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=128)



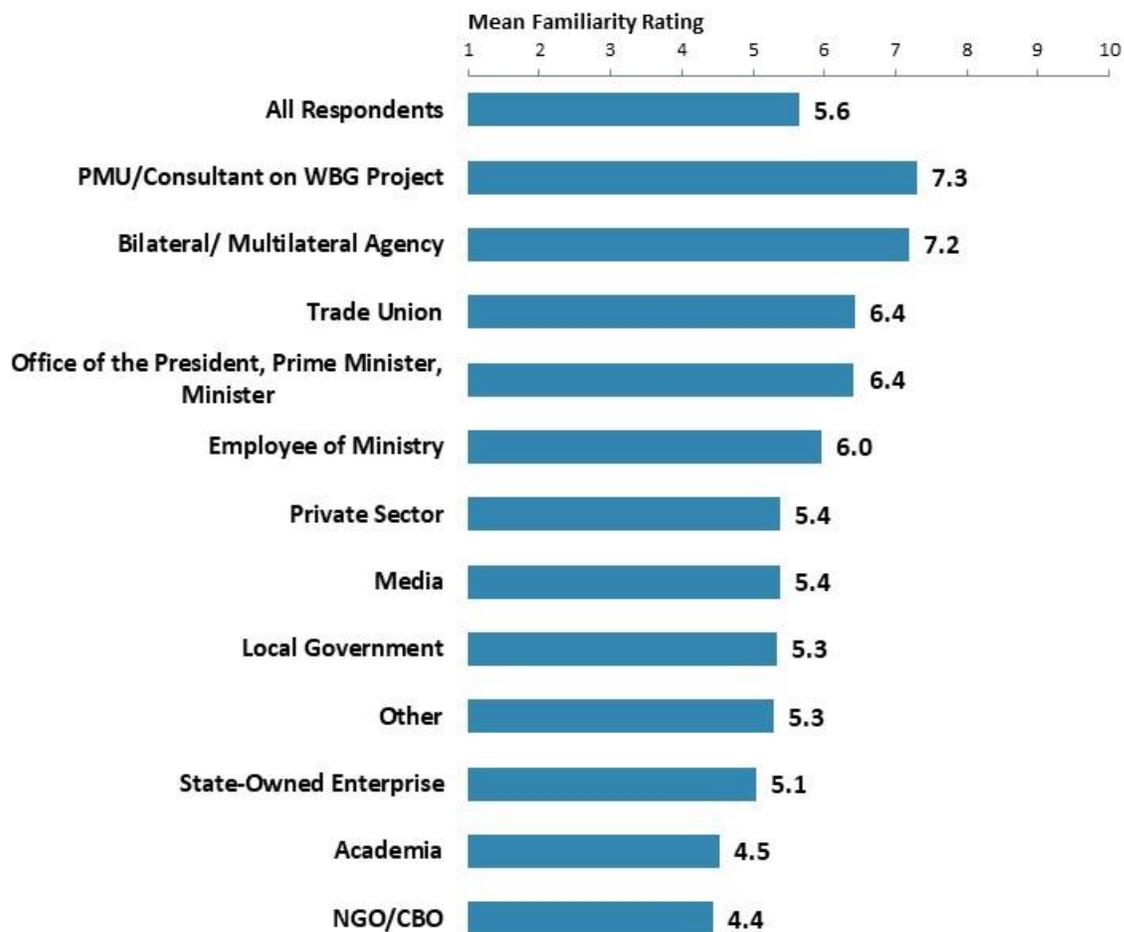
"If yes [professionally collaborate with the WBG], which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mali? (Select only ONE response)"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 5.7; weighted mean in FY'17 = 4.7).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Mali's development, with their ratings for the WBG's overall effectiveness in Mali, and with the ratings of the extent to which the WBG's work helps to achieve development results in Mali.

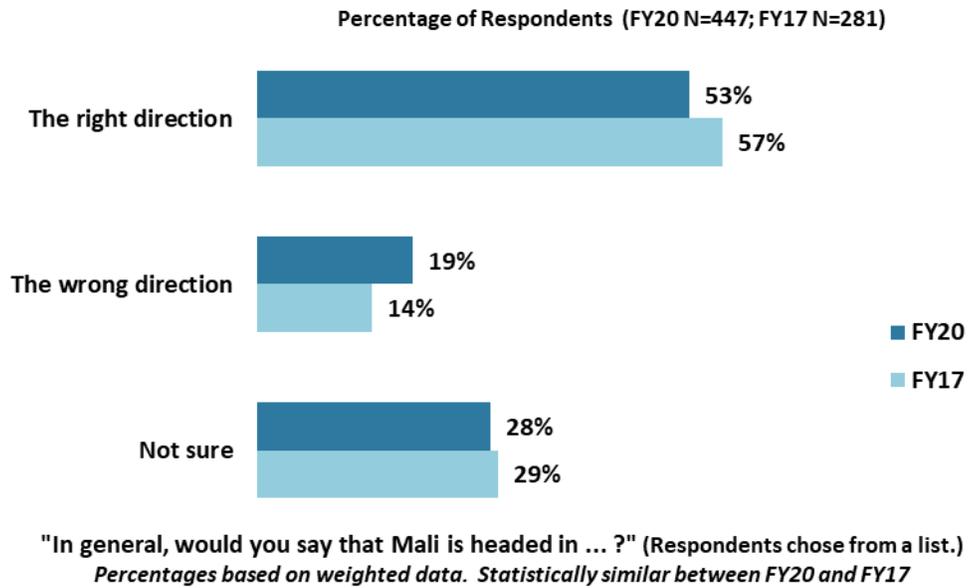


"How familiar are you with the work of the World Bank Group in Mali?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

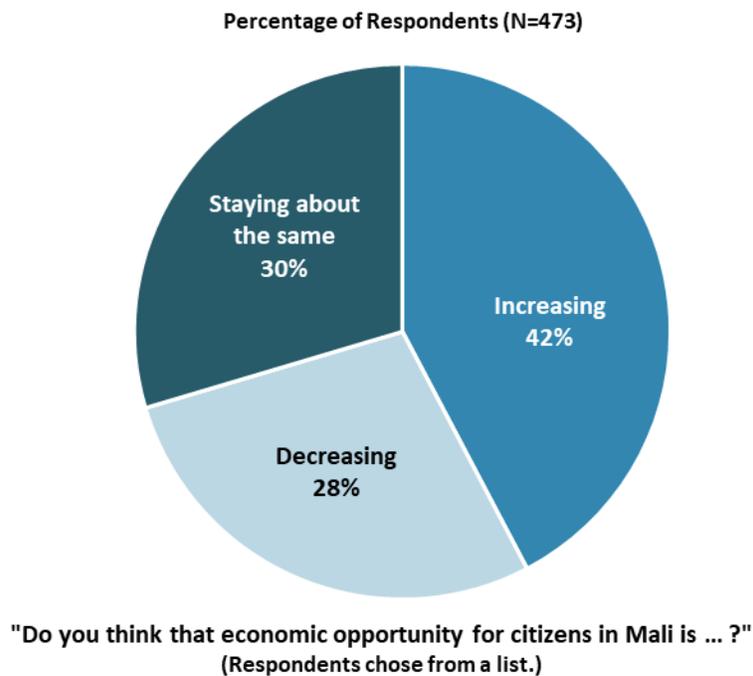


IV. Overall Context

Headed in the Right Direction



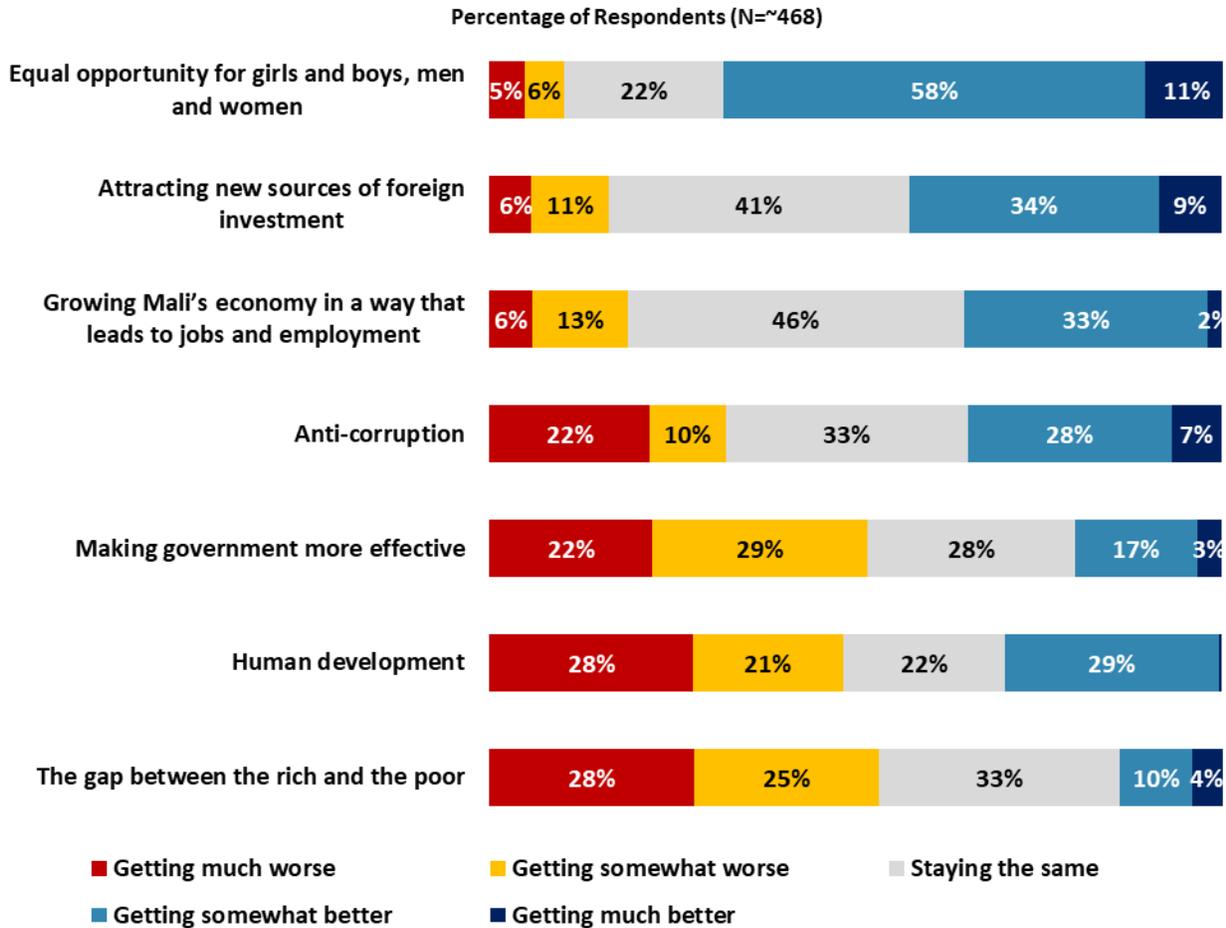
Perceptions of Economic Opportunity





IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



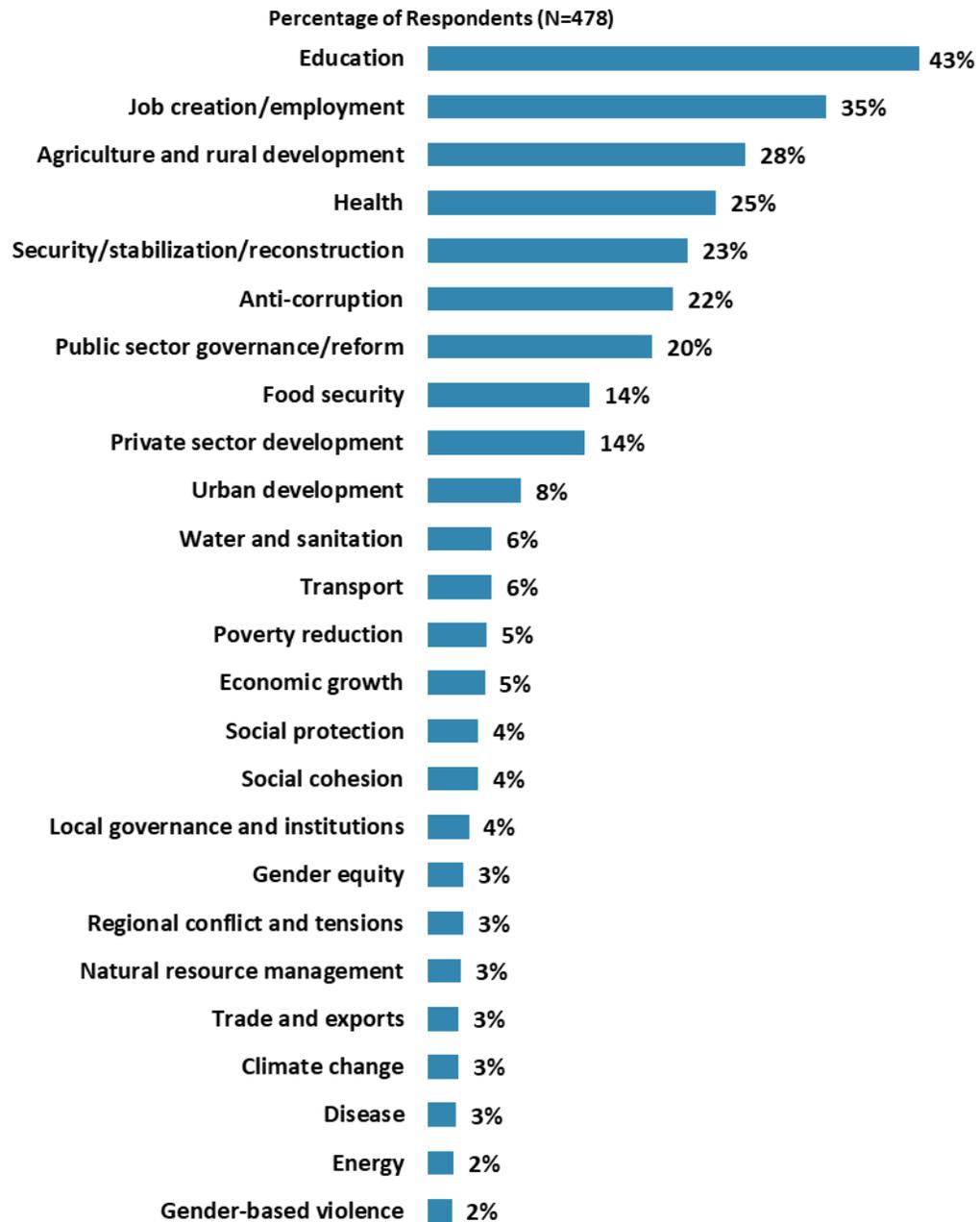
"Please describe the direction Mali is moving in, when considering...?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the most important development priorities in Mali were “*Education*” (48%), “*Security/stabilization/reconstruction*” (38%), “*Public sector governance/reform*” (25%), “*Agriculture and rural development*” (24%), “*Health*” (20%), and “*Job creation/ employment*” (18%).



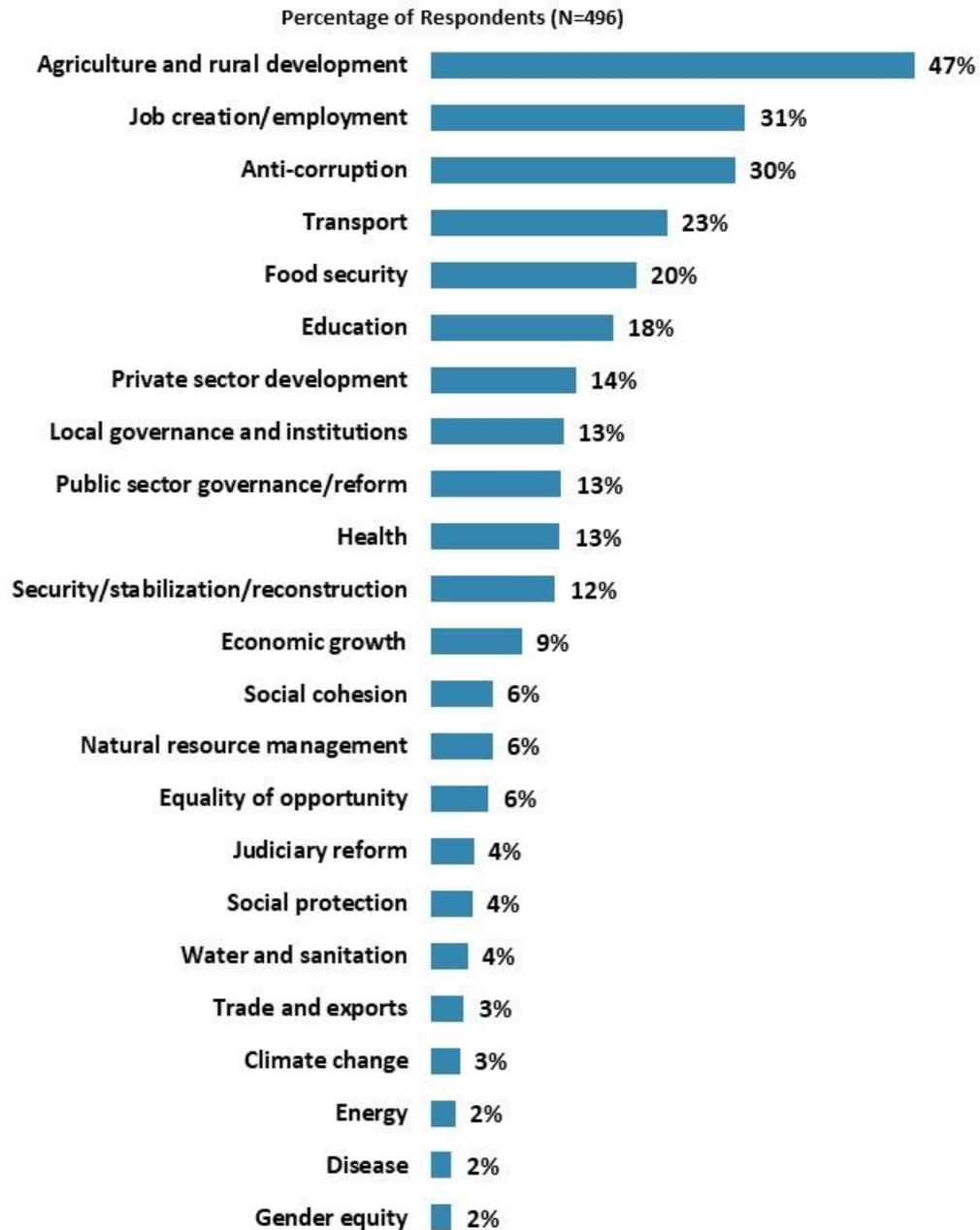
"Listed below are a number of development priorities in Mali. Please identify which of the following you consider the most important development priorities in Mali. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Mali were “Agriculture and rural development” (45%), “Job creation/employment” (35%), “Economic growth” (34%), “Anti-corruption” (28%), and “Education” (20%).

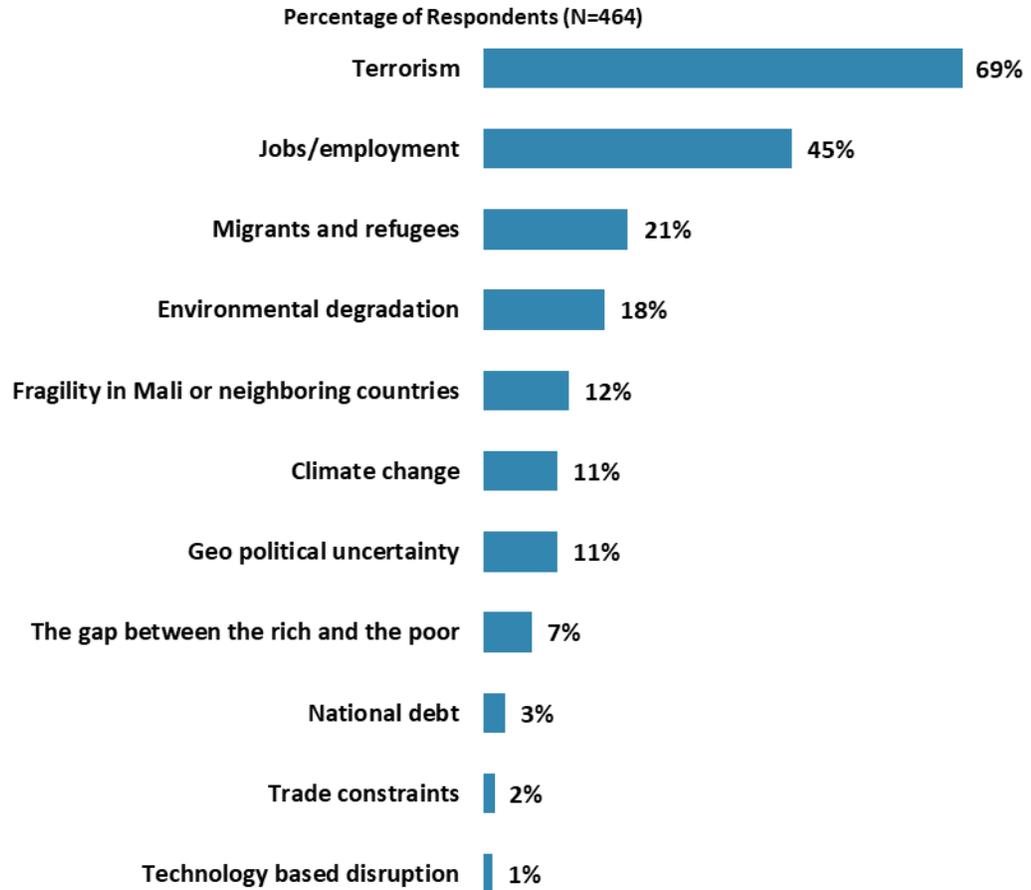


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mali?" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

The Impact of Global Challenges on Mali



"Listed below are global challenges. Which do you think have the most serious impact on Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions

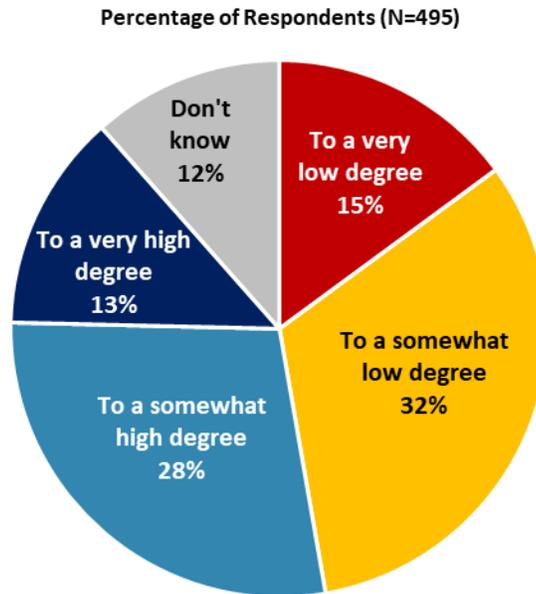


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")



IV. Overall Context (continued)

Trust in the Private Sector

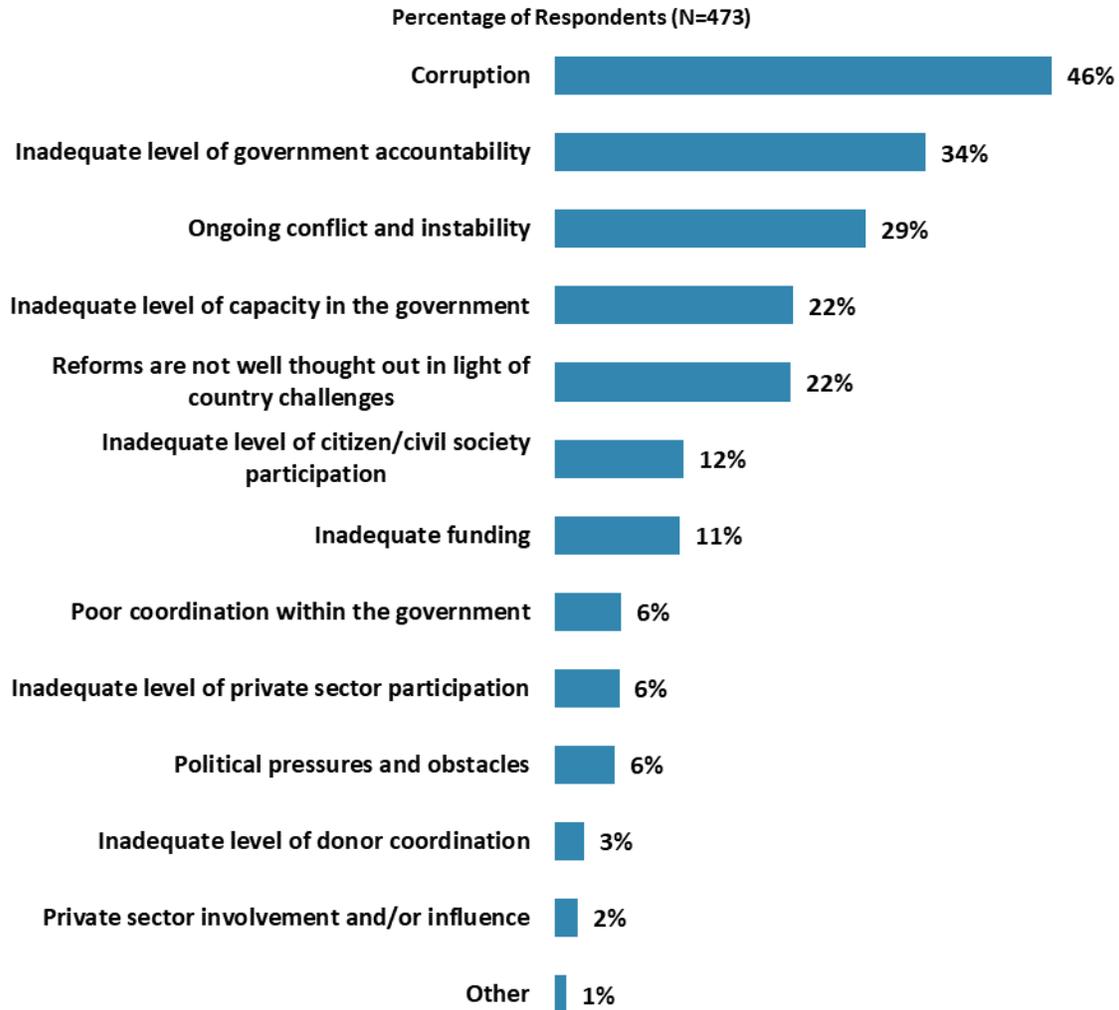


"To what extent do you trust private sector to engage in public service delivery in Mali?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

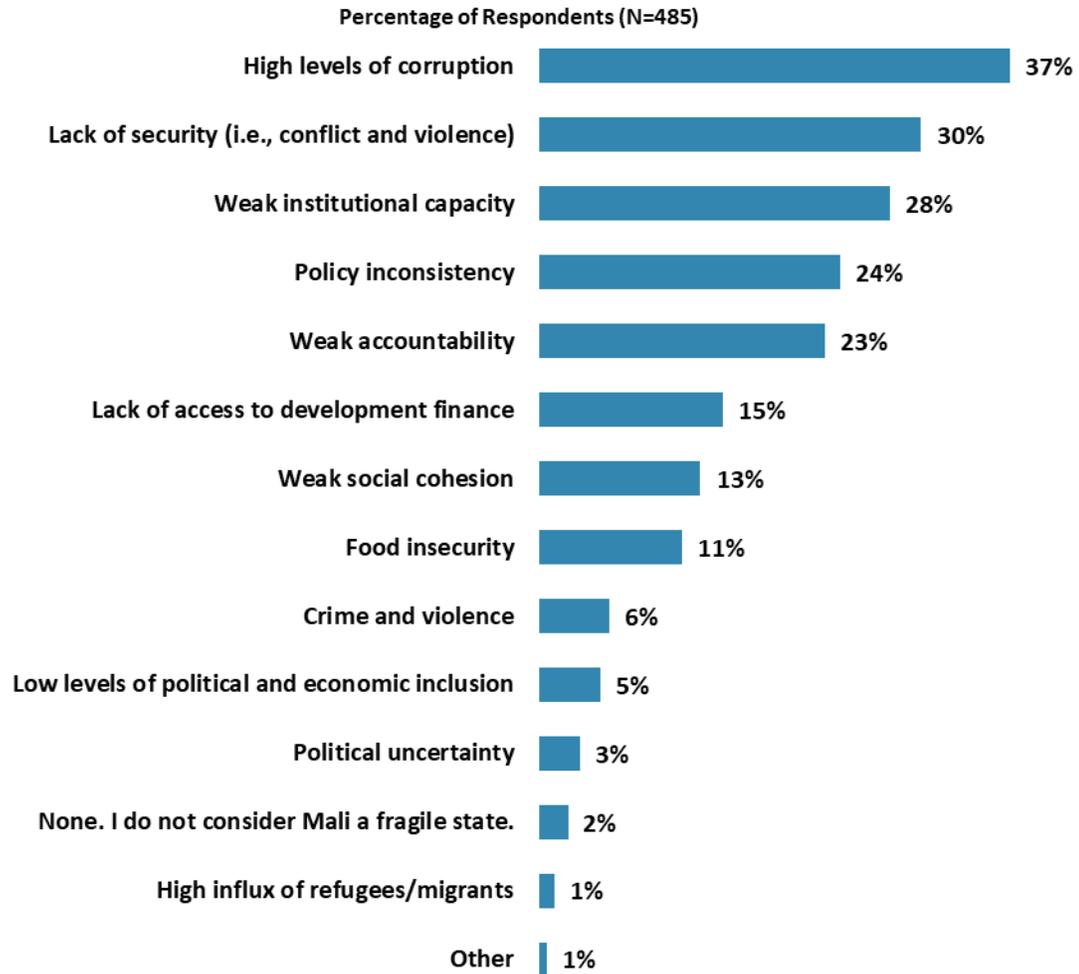


"When economic and/or social reform efforts fail or are slow to take place in Mali, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Mali as a Fragile State

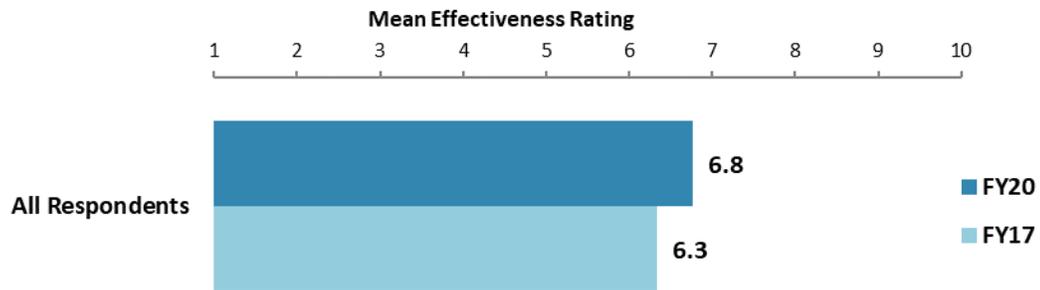


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mali. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes Toward the World Bank Group

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



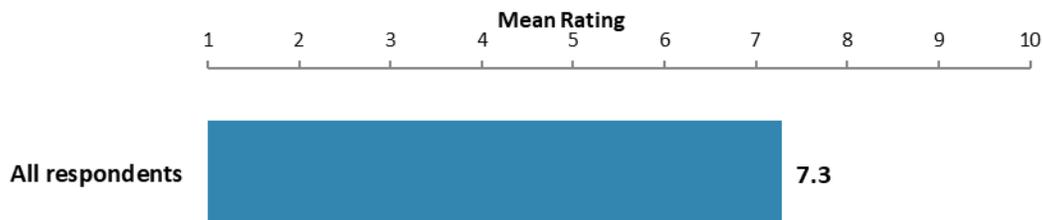
"Overall, please rate your impression of the World Bank Group's effectiveness in Mali."
(1 - "Not effective at all", 10 - "Very effective")
Means based on weighted data. Significantly different between FY20 and FY17

Achieving Development Results (*Indicator Question*)



"To what extent does the World Bank Group's work help to achieve development results in Mali?"
(1 - "To no degree at all", 10 - "To a very significant degree")
Means based on weighted data. Statistically similar between FY20 and FY17

Influence on Mali's Development Agenda (*Indicator Question*)

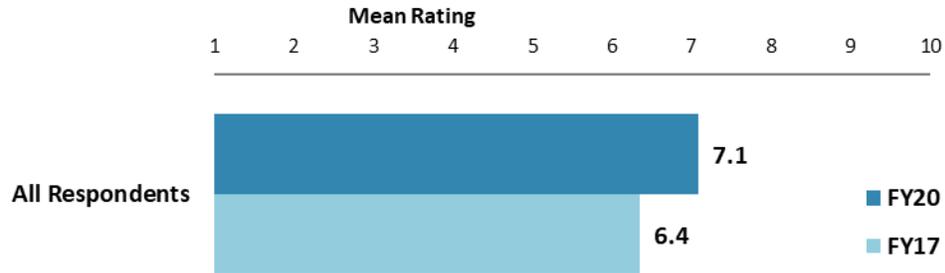


"To what extent does the World Bank Group influence the development agenda in Mali?" (1 - "To no degree at all", 10 - "To a very significant degree")



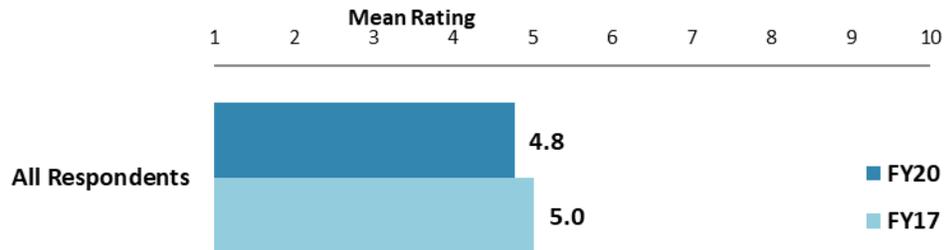
V. Overall Attitudes Toward the World Bank Group (continued)

WBG Staff Preparedness



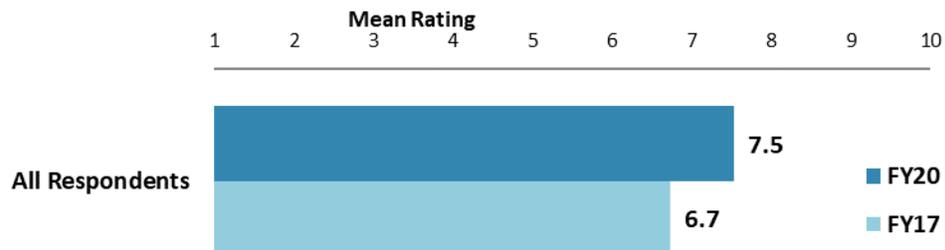
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mali solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data.
Significantly different between FY20 and FY17

Adequate WBG Staffing



"To what extent do you believe the World Bank Group is adequately staffed in Mali?"
(1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data.
Statistically similar between FY20 and FY17

Building/Strengthening Existing Country Systems (Indicator Question)



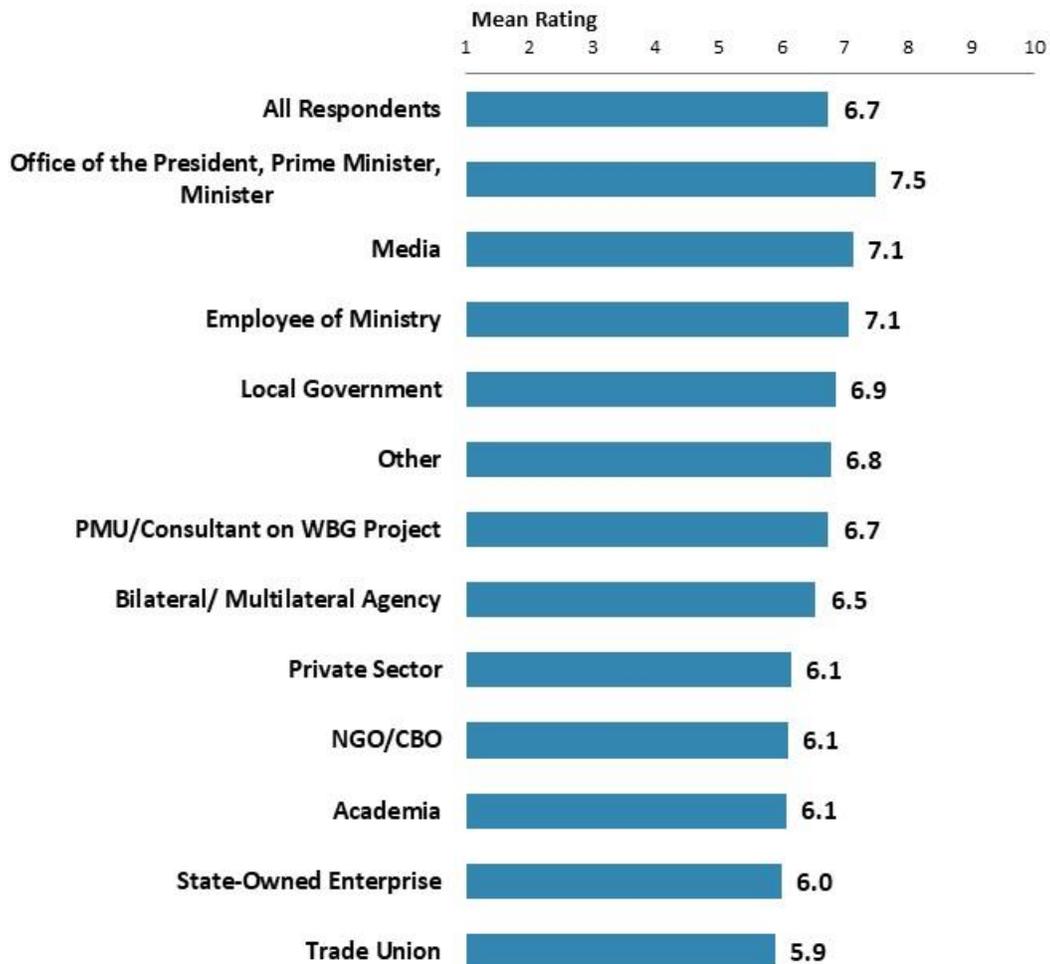
"To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?" (1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data.
Significantly different between FY20 and FY17



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from the office of the President, Prime Minister, or Minister had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions whereas respondents from trade unions had significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 62).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 99).



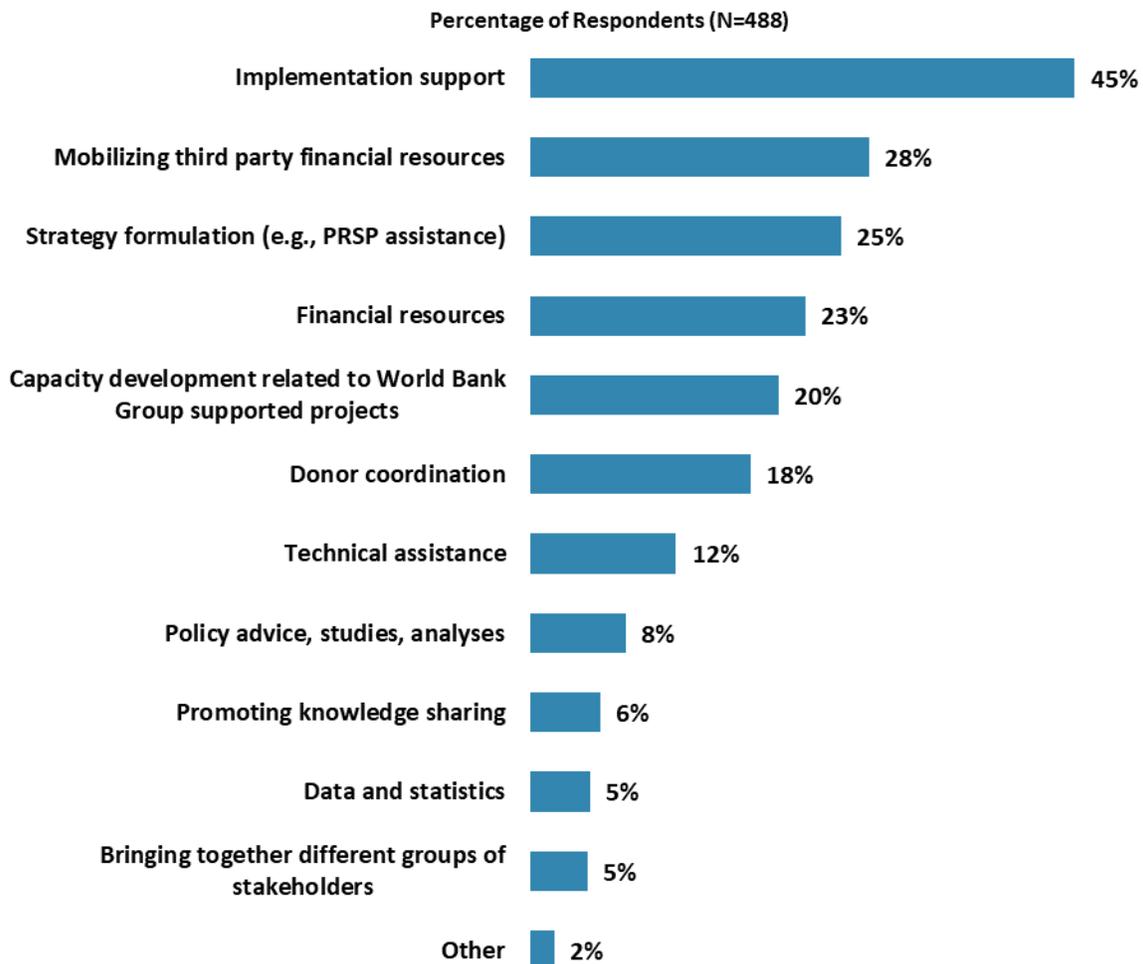
Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG's greatest values to Mali were "*Capacity development related to WBG supported projects*" (42%) and "*Financial resources*" (37%), followed by "*Mobilizing third party financial resources*" (20%), "*Technical assistance*" (20%), "*Policy advice, studies, analyses*" (14%), "*Implementation support*" (14%), and "*Strategy formulation*" (14%).



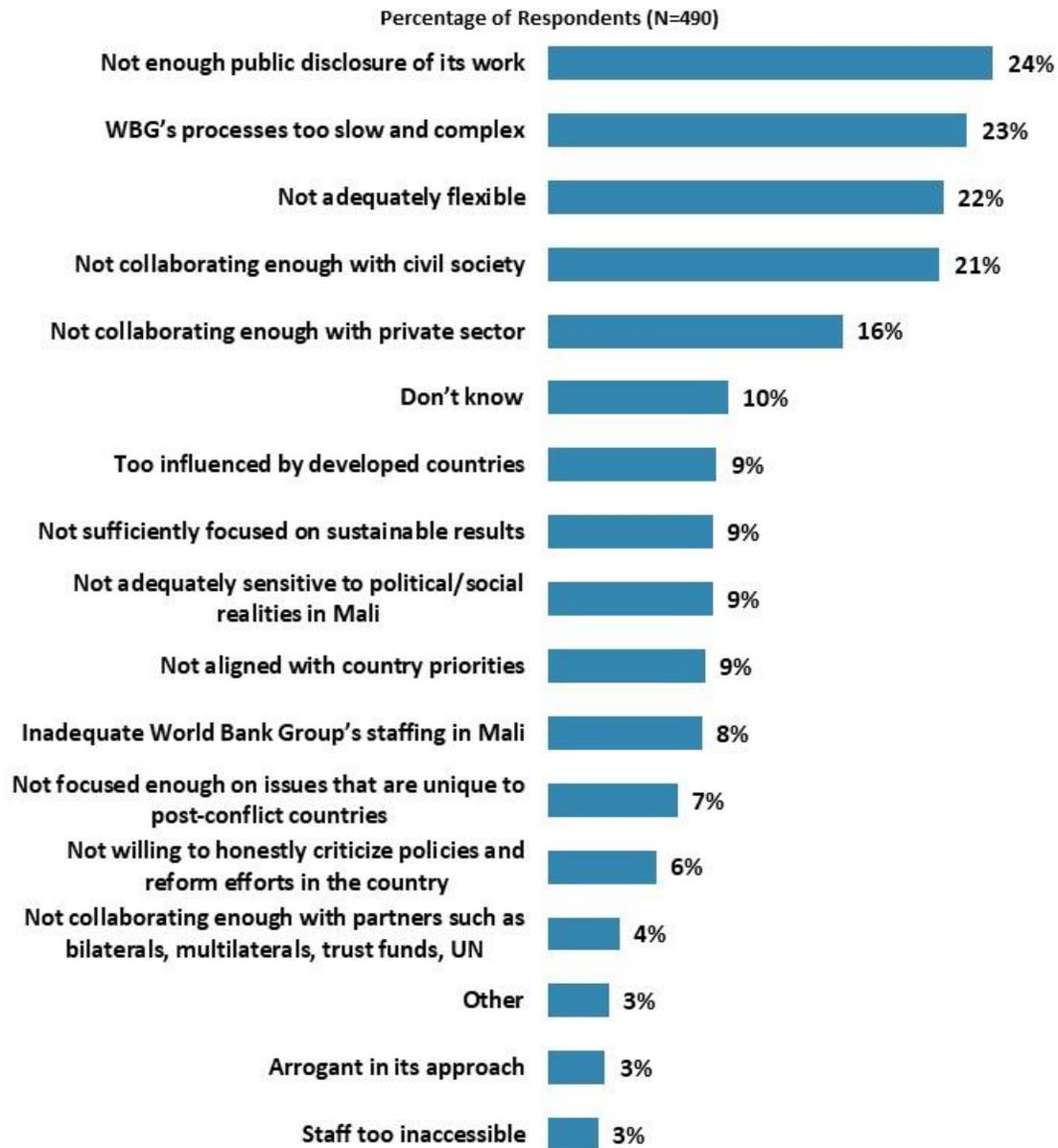
"When thinking about the World Bank Group's role in Mali, which activity do you VALUE the most? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Greatest Weakness

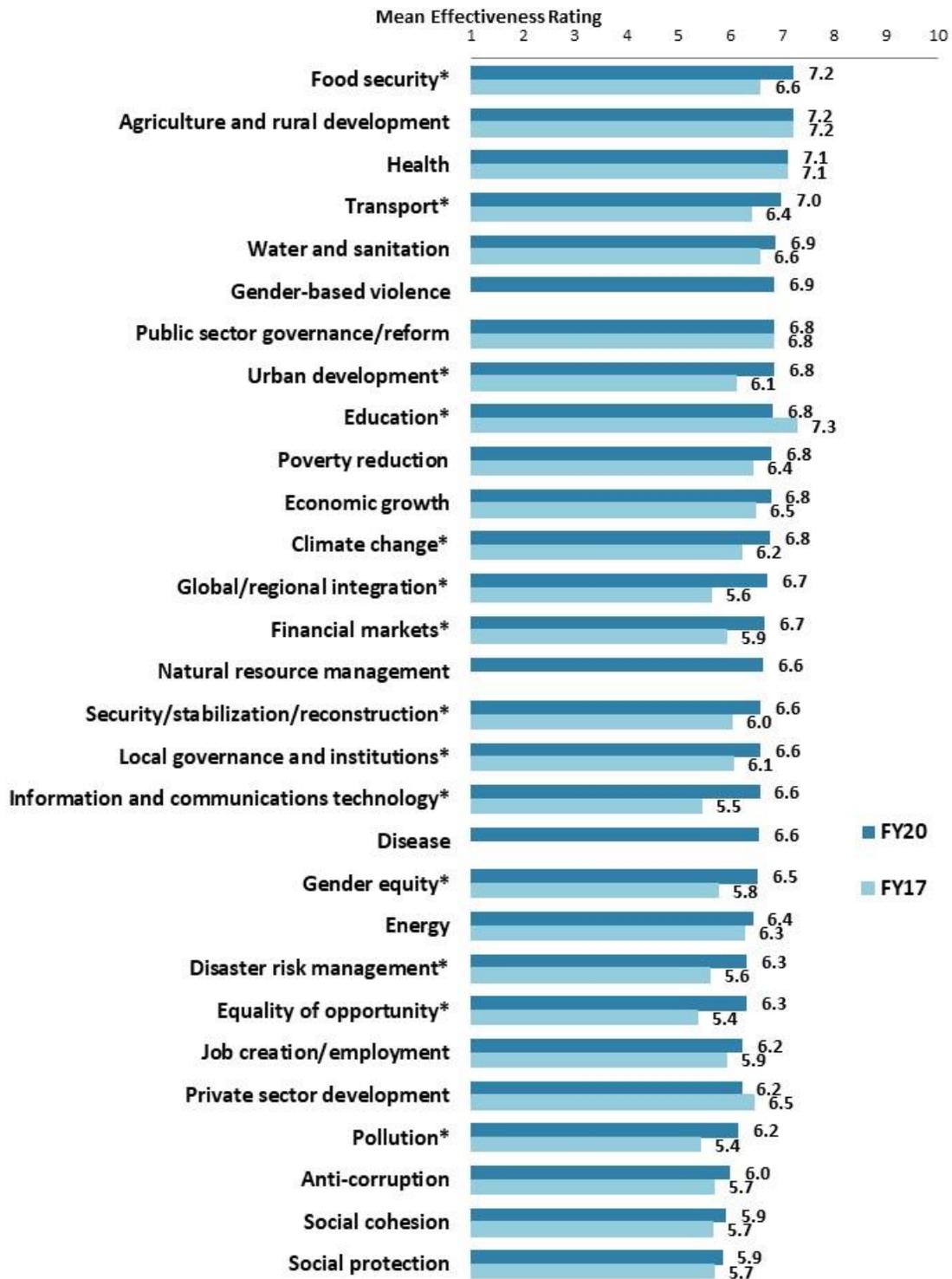
- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG's greatest weakness in its work in Mali was “WBG's processes too complex” (42%), followed by “WBG's processes too slow” (24%), “Not adequately sensitive to political/social realities in Mali” (19%), “Too influenced by developed countries” (18%), “Not aligned with country priorities” (14%), and “Not collaborating enough with stakeholders outside the Government” (10%).



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



VI. World Bank Group's Support in Development Areas Effectiveness of WBG's Support in Sectoral Areas: Year Comparison



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mali?" (1-"Not effective at all", 10-"Very effective")
 Means calculated using weighted data. *Significantly different between FY20 and FY17



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration



Note, in 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.

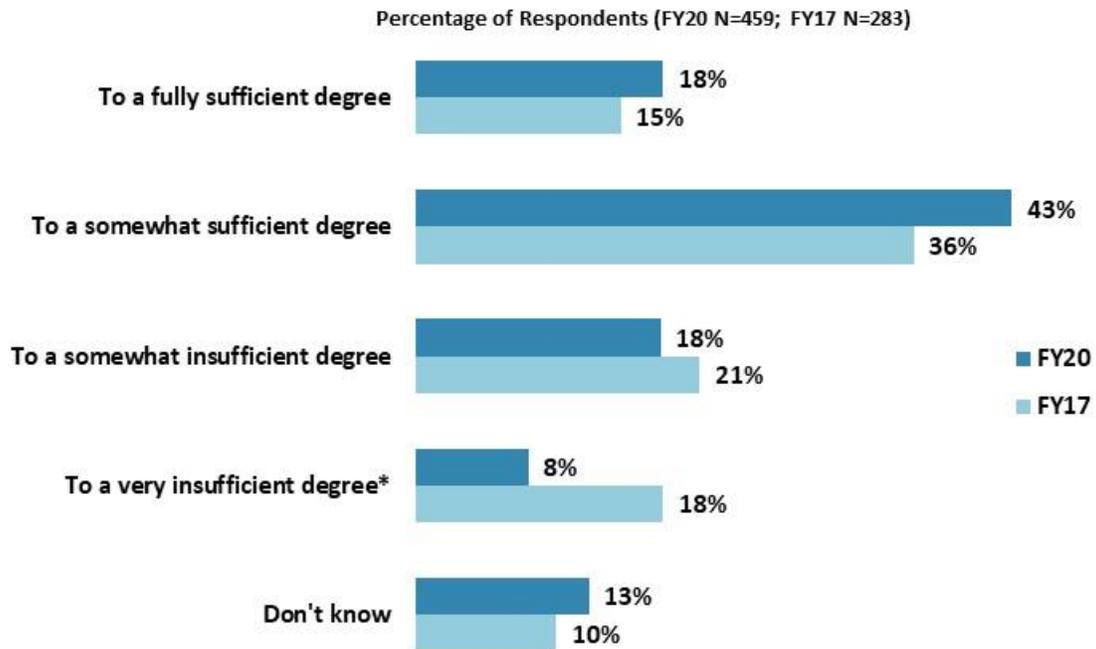
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mali?" (1-"Not effective at all", 10-"Very effective")

*Significantly different between collaborators and non-collaborators



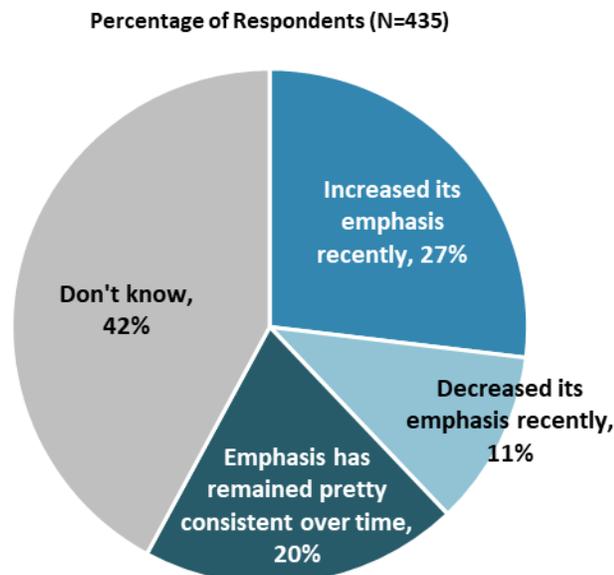
VI. WBG's Support in Development Areas (continued)

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Mali? (Select only ONE response)" (Respondents chose from a list.)
Percentages based on weighted data. *Significantly different between FY20 and FY17

The WBG's Human Capital Investment

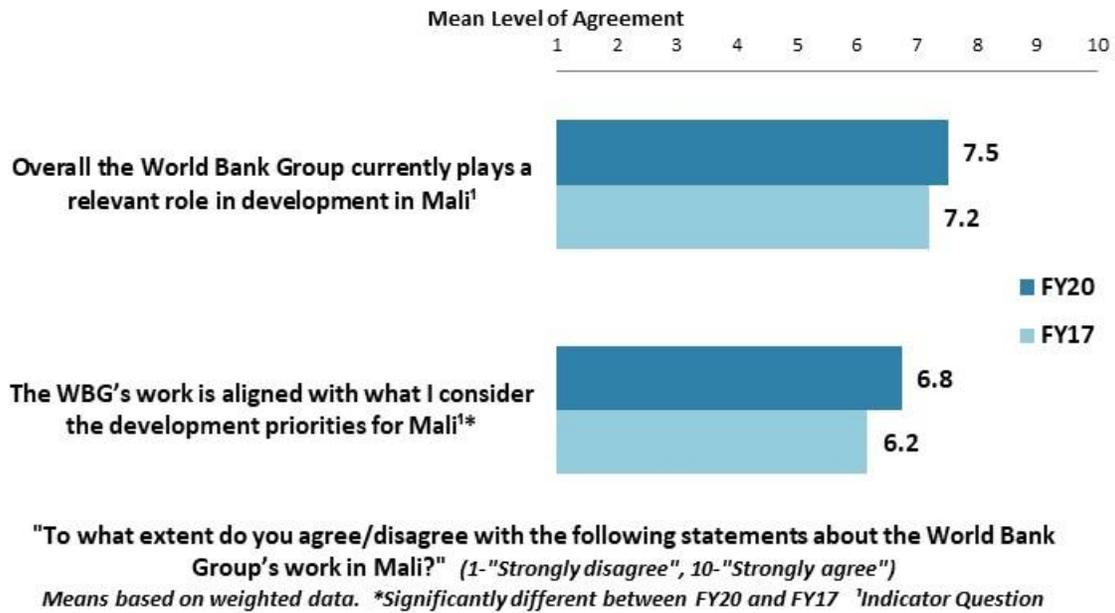


"From your perspective, which of the following best describes the WBG's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

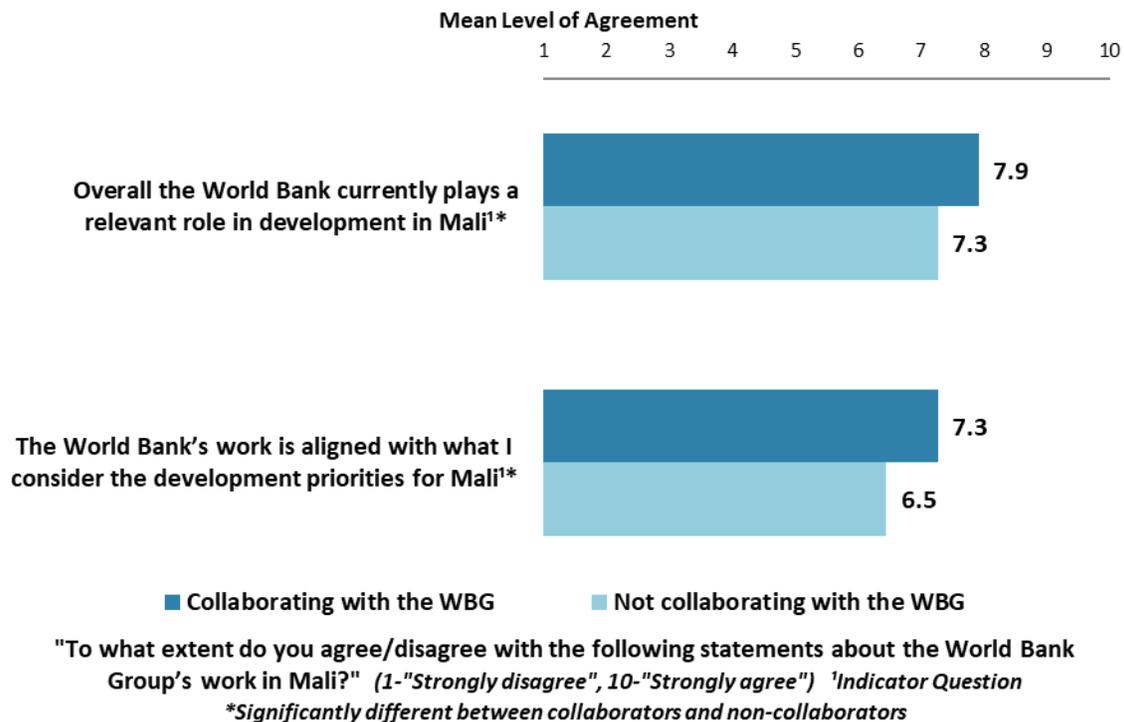


VII. World Bank Group’s Work and Engagement on the Ground

The World Bank Group’s Work in Mali: Year Comparison



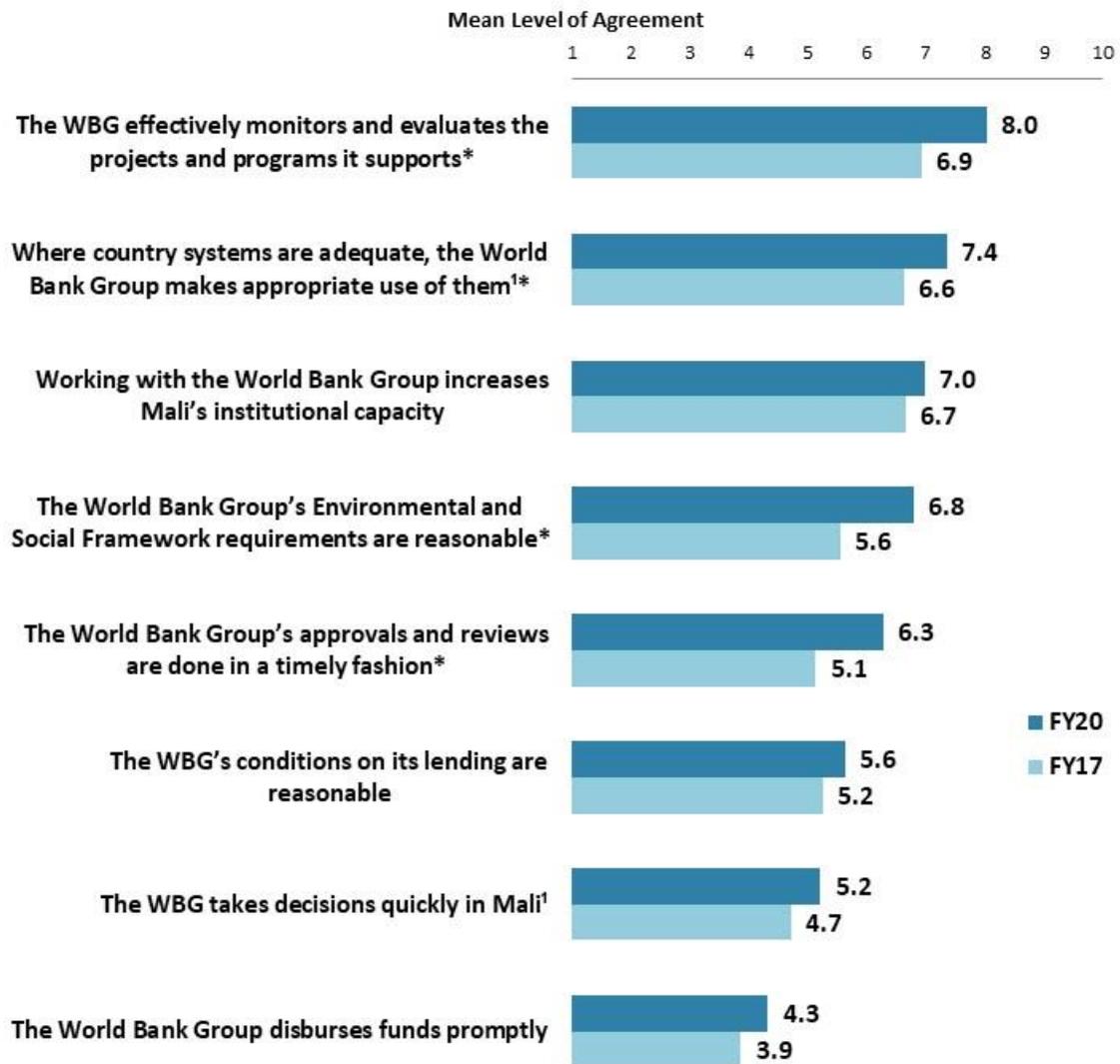
The World Bank Group’s Work in Mali: Collaboration





VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison



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

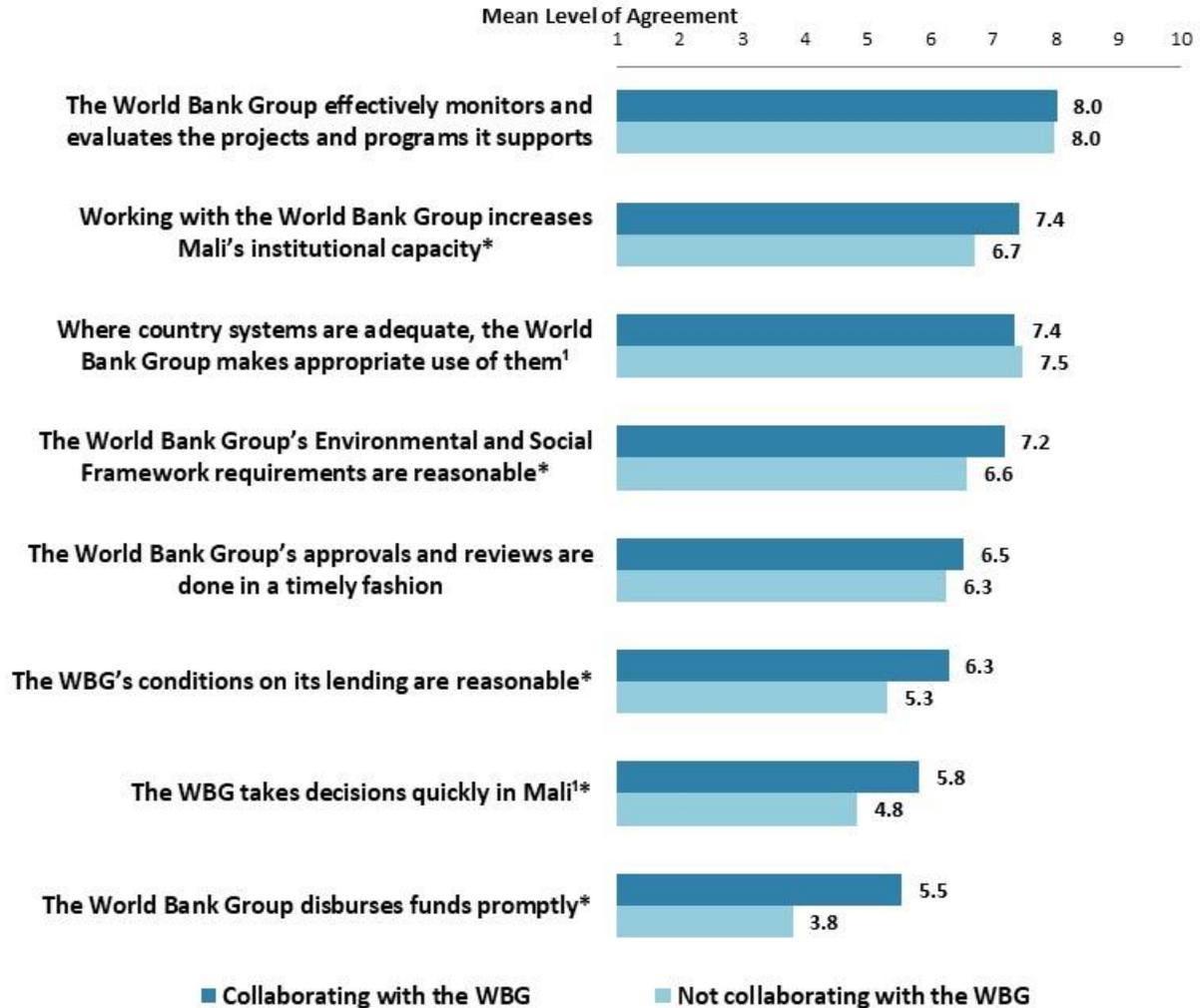
(1-"Strongly disagree", 10-"Strongly agree")

Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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

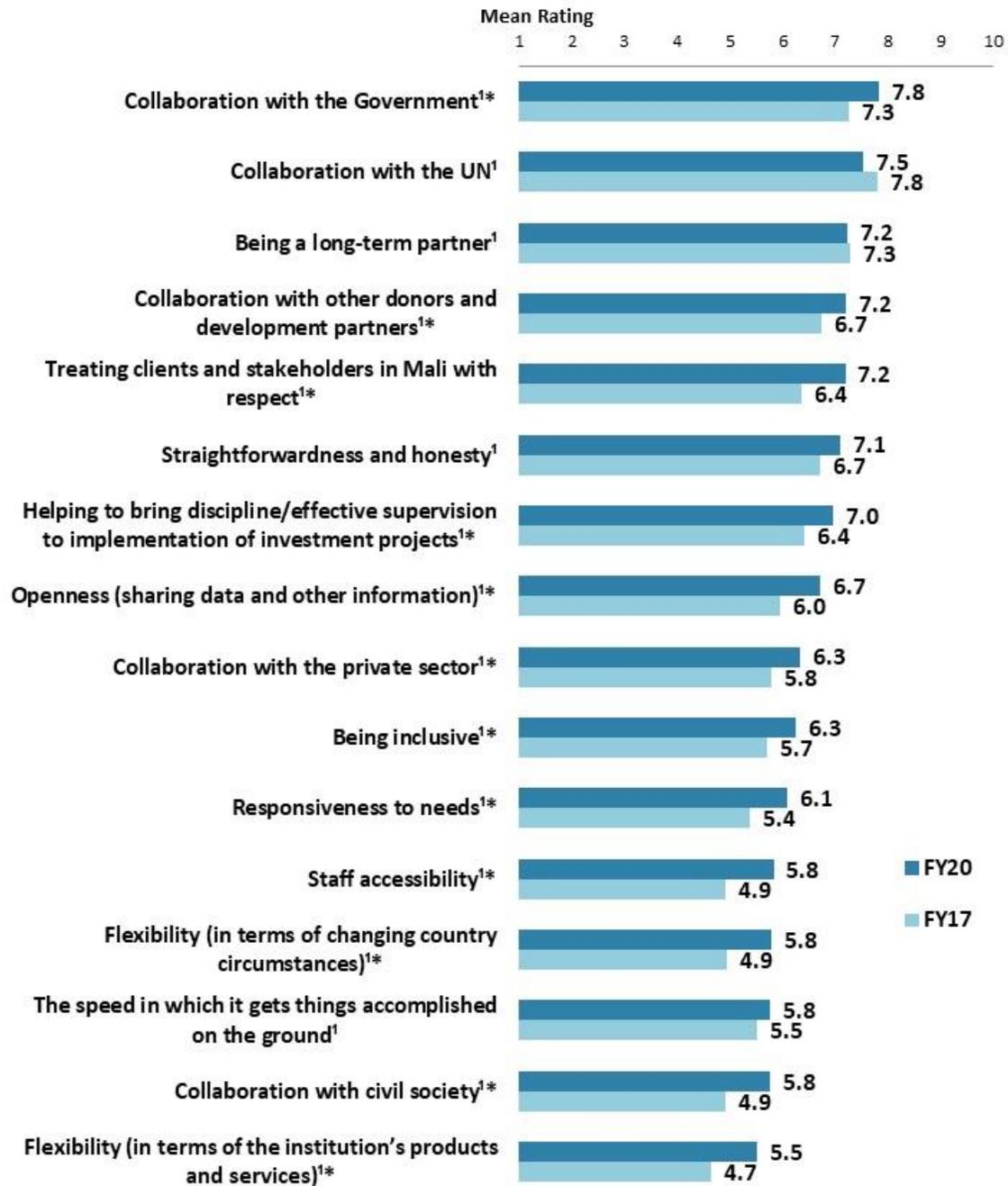
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question

*Significantly different between collaborators and non-collaborators



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison

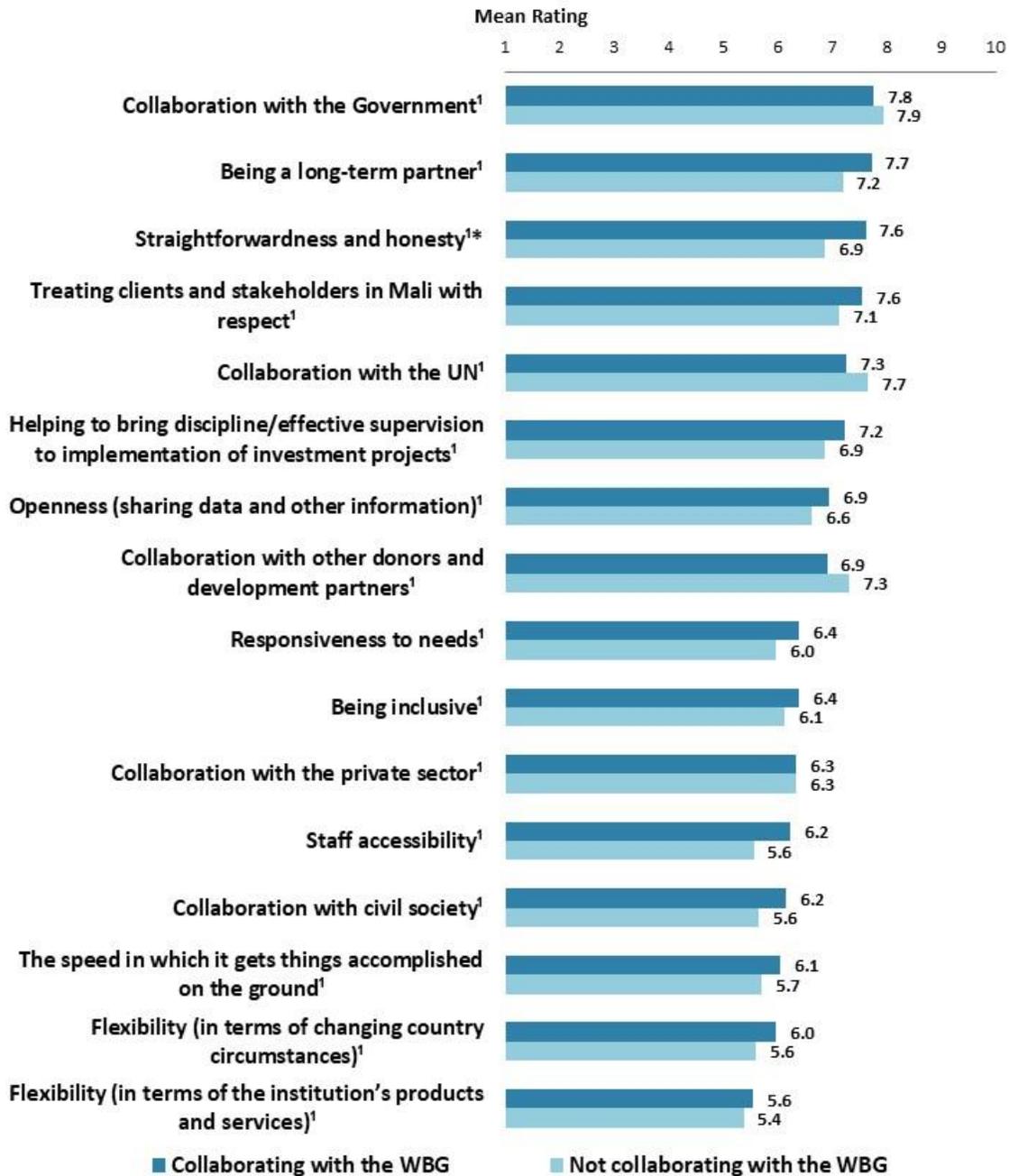


"To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question



VII. WBG’s Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



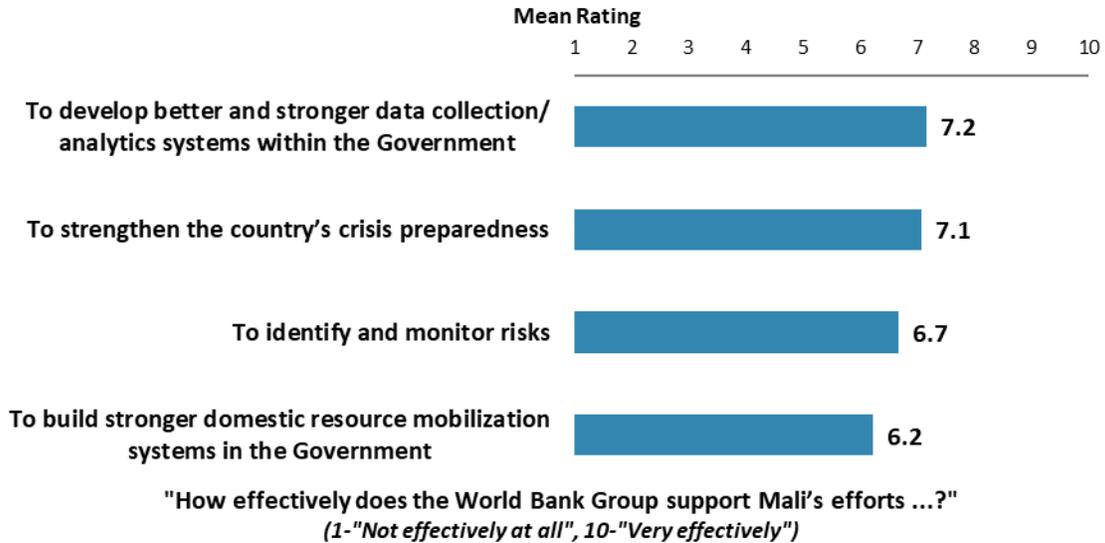
"To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

**Significantly different between collaborators and non-collaborators ¹Indicator Question*

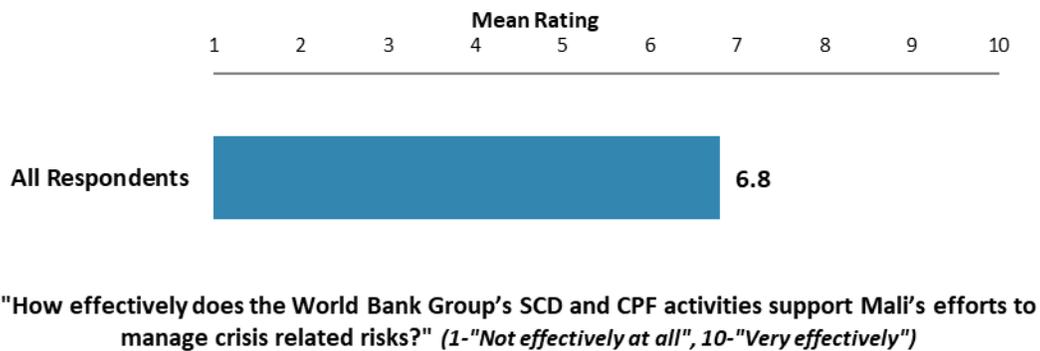


VII. WBG's Work and Engagement on the Ground (continued)

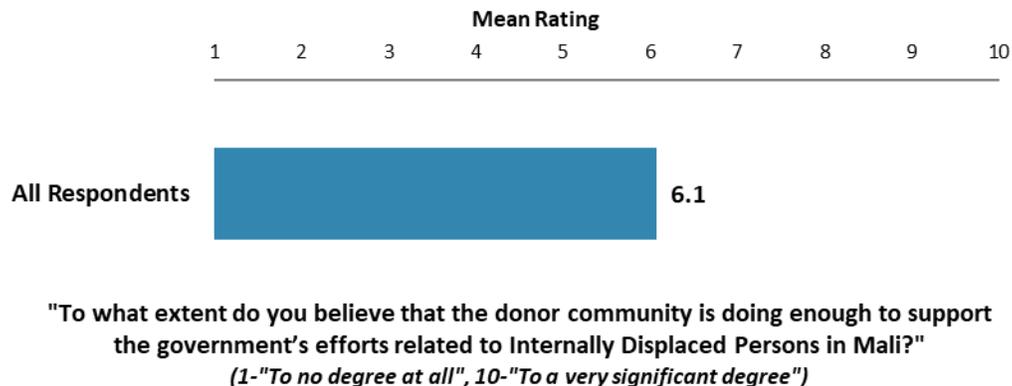
Effectiveness of WBG's Support



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



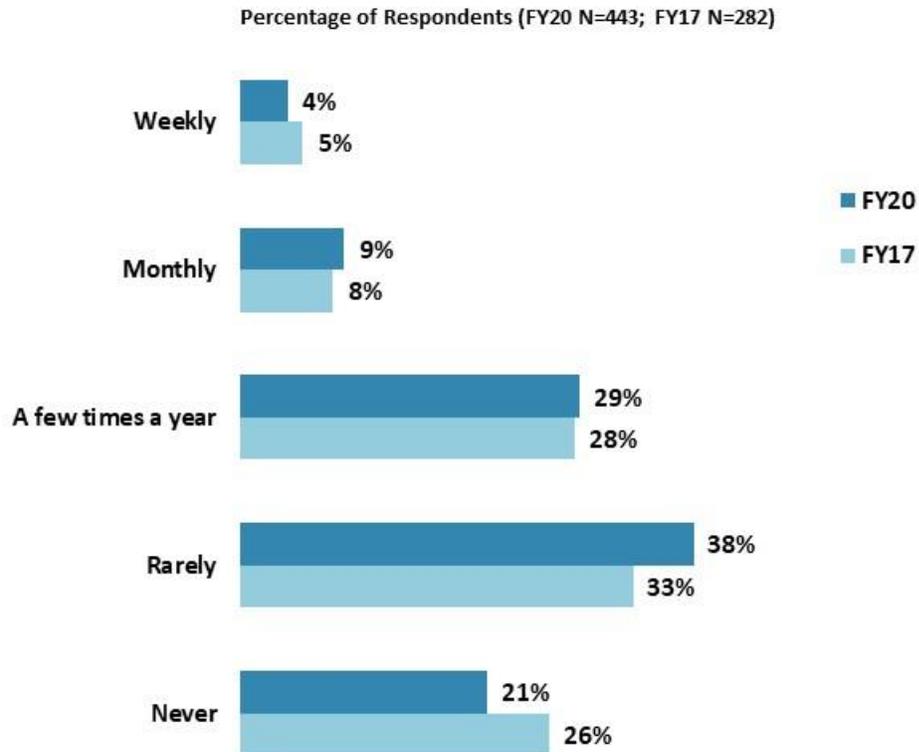
Donor Community Support for Internally Displaced Persons





VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

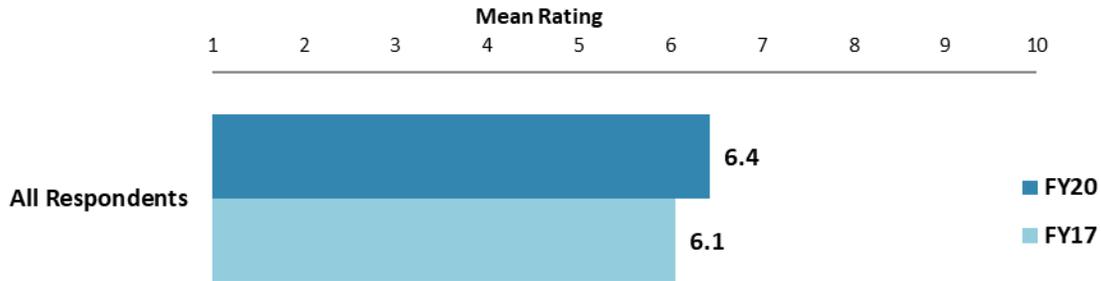


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" Percentages based on weighted data. Statistically similar between FY20 and FY17



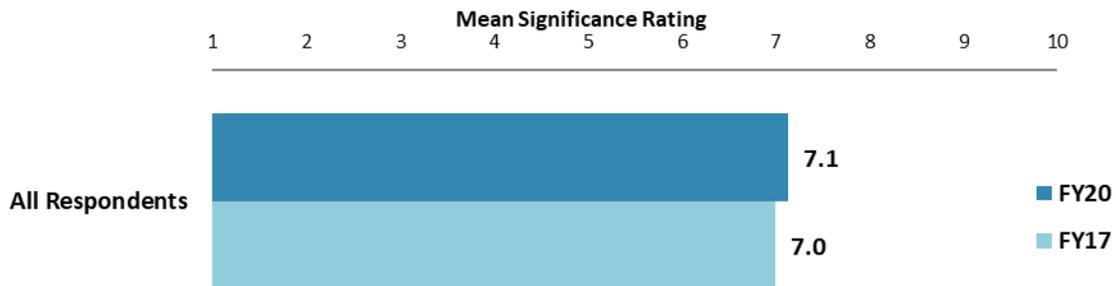
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Mali's Knowledge Needs (*Indicator Question*)



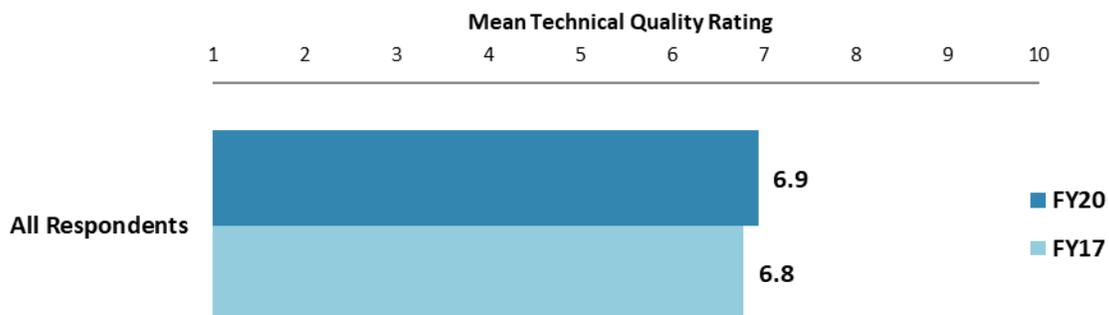
"The World Bank Group meets Mali's needs for knowledge services."
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.
Statistically similar between FY20 and FY17

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



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

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

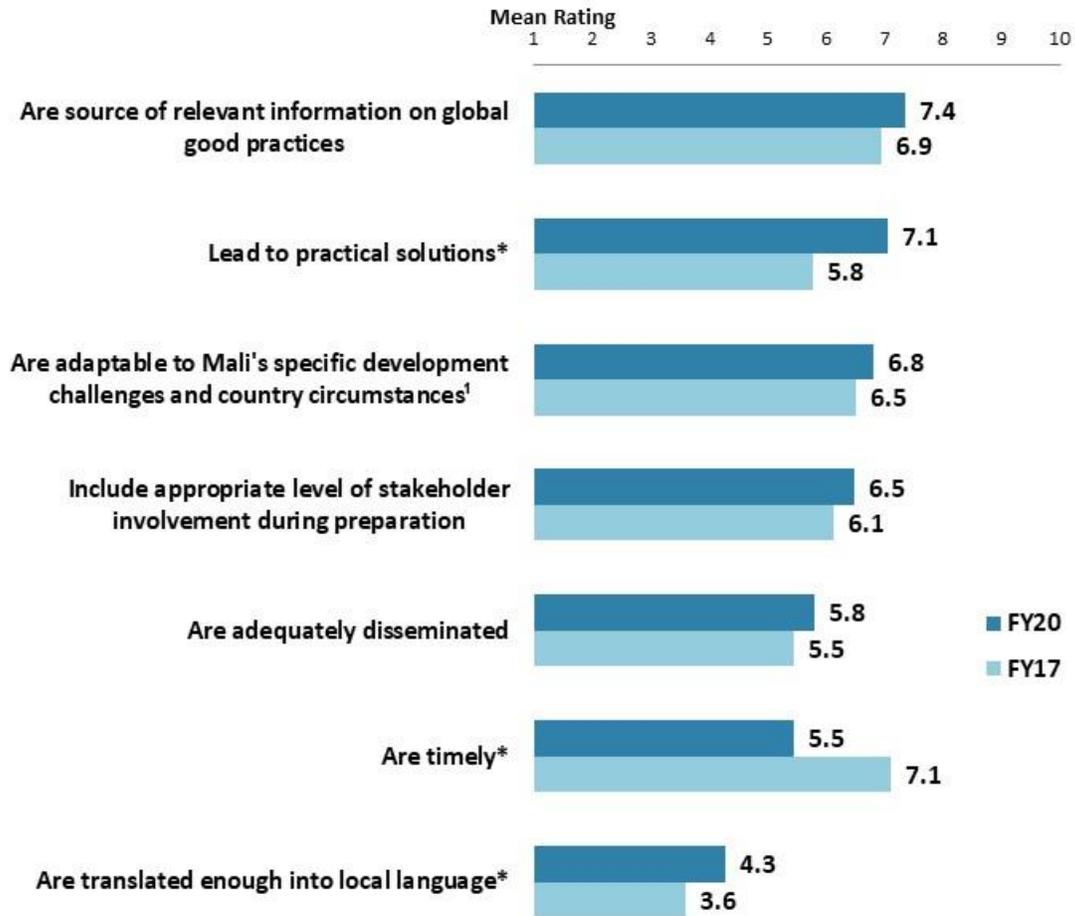


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality") Means based on weighted data.



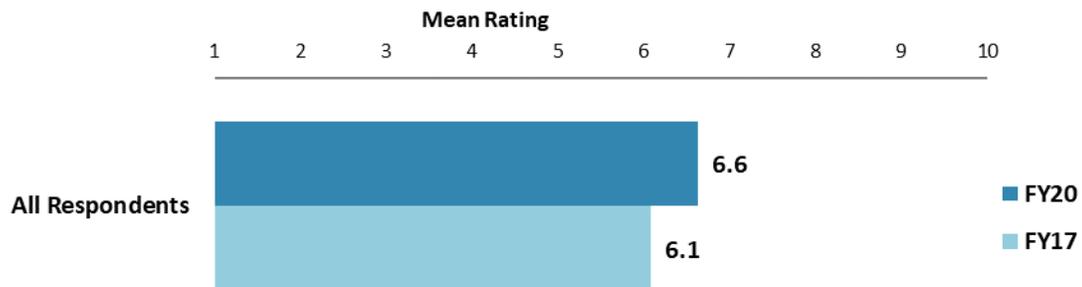
VIII. World Bank Group’s Knowledge and Instruments (continued)

Qualities of the WBG’s Knowledge Work and Activities



"In Mali, to what extent do you believe that the World Bank Group’s knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question

Meeting Mali’s Needs for Financial Instruments (Indicator Question)



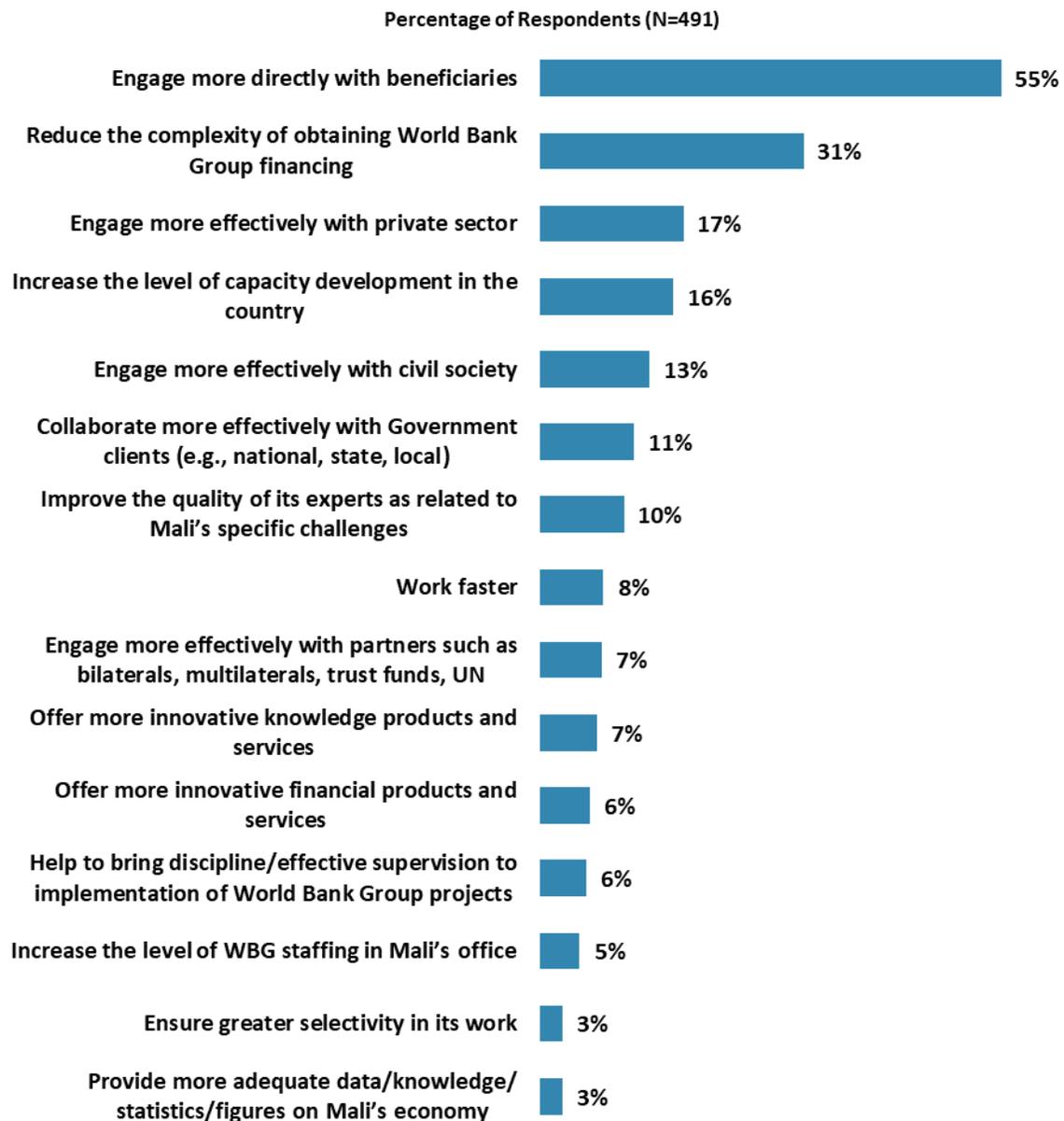
"The World Bank Group’s financial instruments meet the needs of Mali." (1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data. Significantly different between FY20 and FY17



IX. The Future Role of the WBG in Mali

Making the World Bank Group of Greater Value

- Year comparison:** To make itself of greater value in Mali, respondents in the FY'17 Country Survey indicated that the WBG should “Reduce the complexity of obtaining WBG financing” (33%), “Reach out more to groups outside of Government” (25%), “Collaborate more effectively with Government clients” (25%), “Increase the level of capacity development in the country” (21%), “Work faster” (19%), and “Offer more innovative knowledge services” (17%).



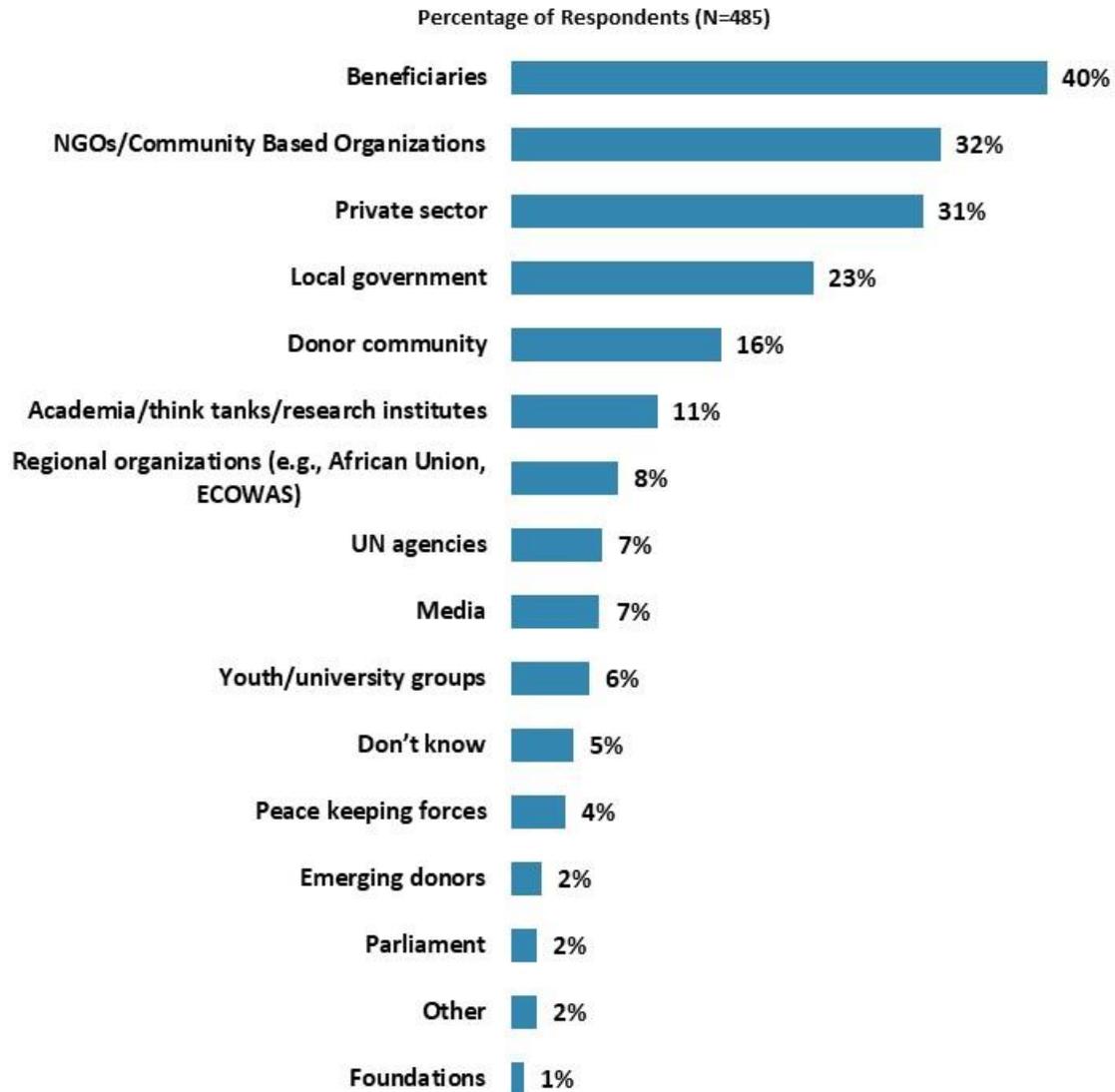
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “Beneficiaries” (48%), “Private sector” (32%), “Local government” (27%), “NGOs/Community Based Organizations” (21%), and “Academia/think tanks/research institutes” (17%).



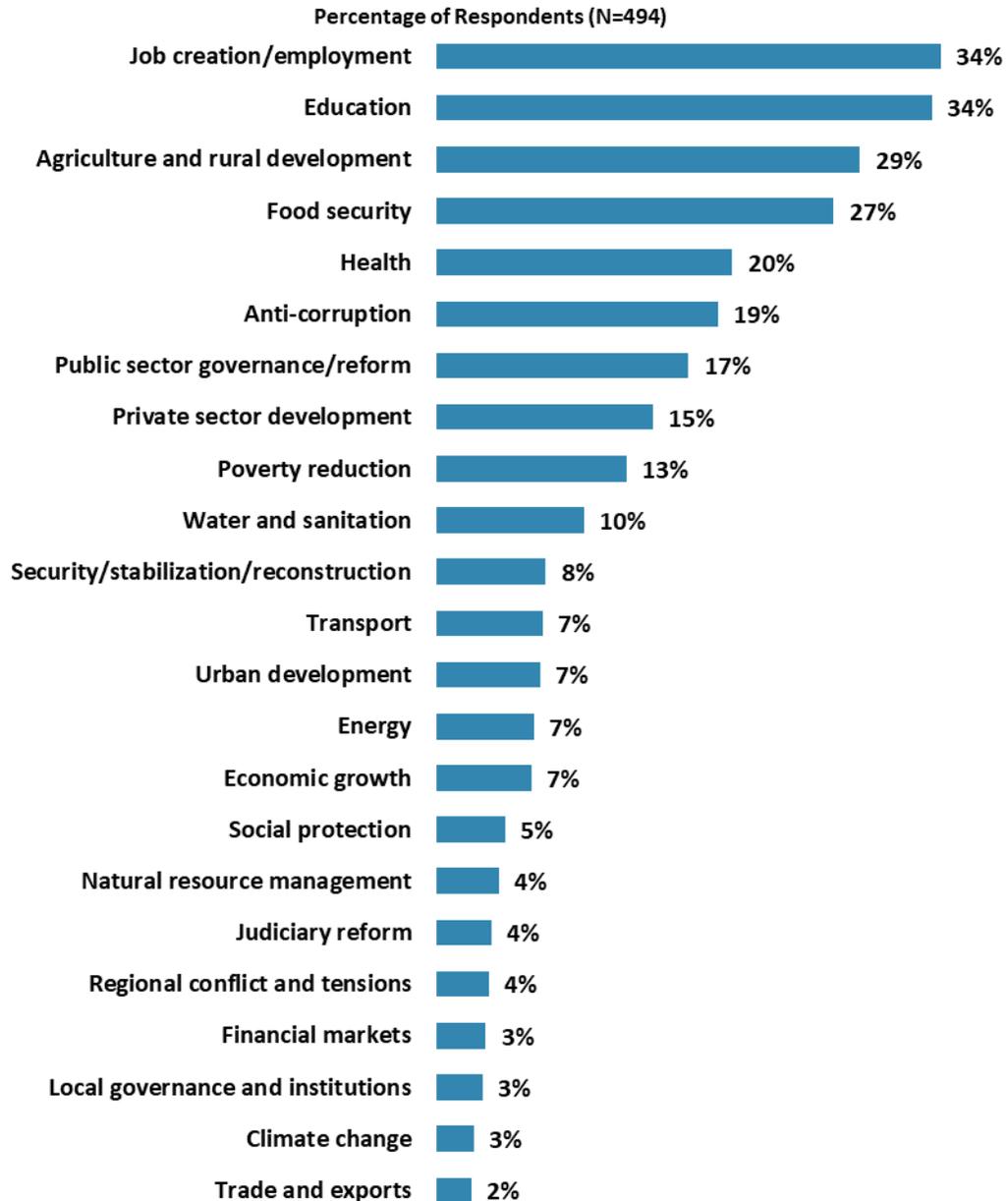
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should focus its resources on “*Education*” (40%), “*Agriculture and rural development*” (35%), “*Health*” (28%), “*Job creation/employment*” (28%), “*Public sector governance/reform*” (24%), and “*Energy*” (19%). Of note, “*Food security*” was identified by 9% of respondents in the FY'17 Country Survey compared to 27% respondents in FY'20.

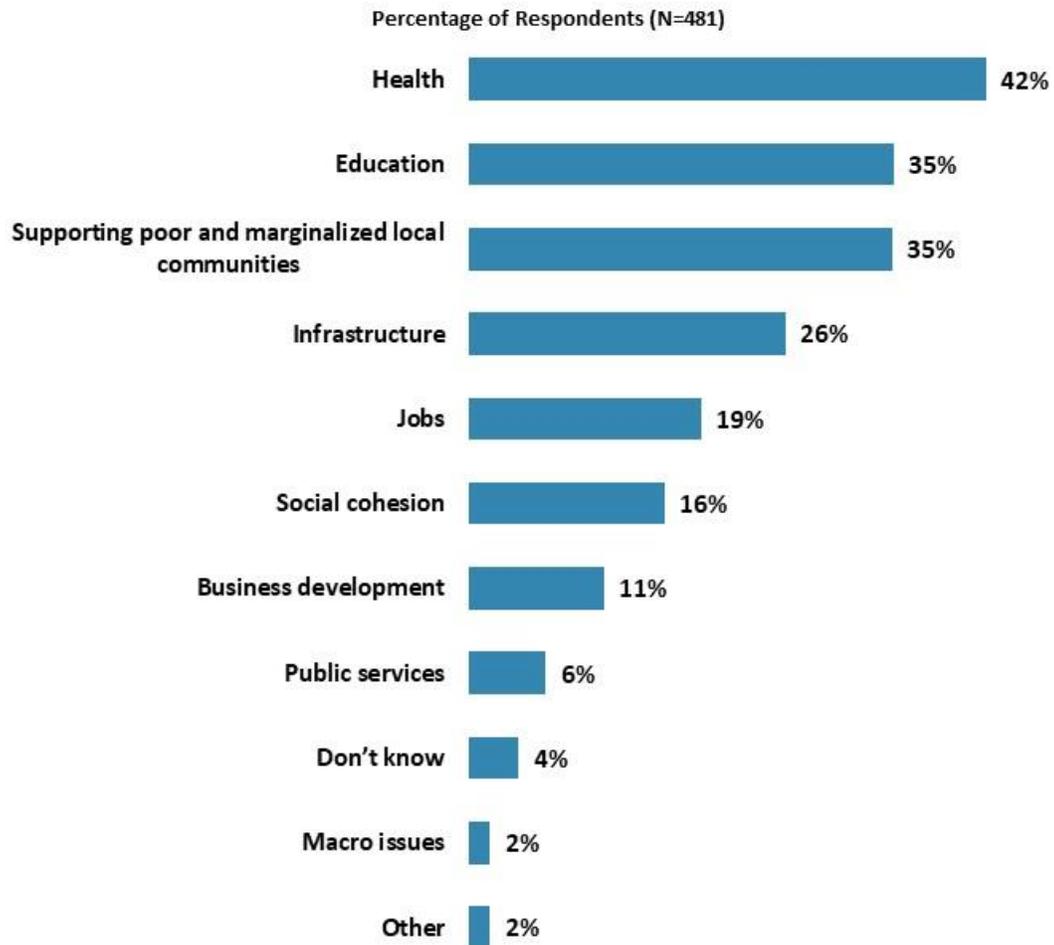


“When thinking about how the World Bank Group can have the most impact on development results in Mali, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mali? (Choose no more than THREE)”
(Respondents chose from a list. Responses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



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

Support for the Displacement Crisis



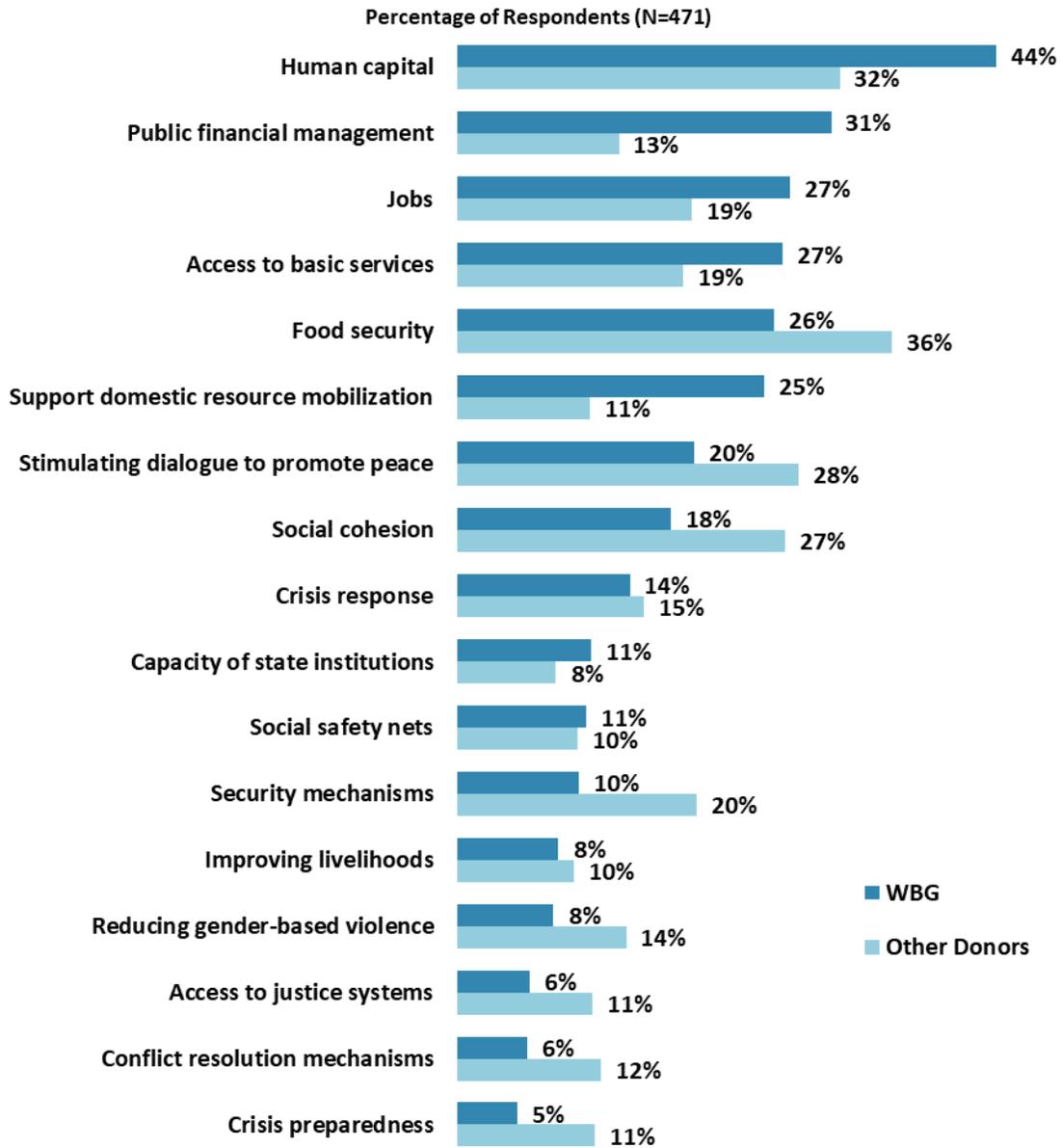
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the displacement crisis in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The WBG Playing a Leading Role vs. Other Donors

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should play a leading role in “Access to basic services” (53%), “Public financial management” (49%), and “Jobs” (40%). “Stimulating dialogue to promote peace and stability” was most often chosen as benefitting from other donors playing a leading role (38%).



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

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

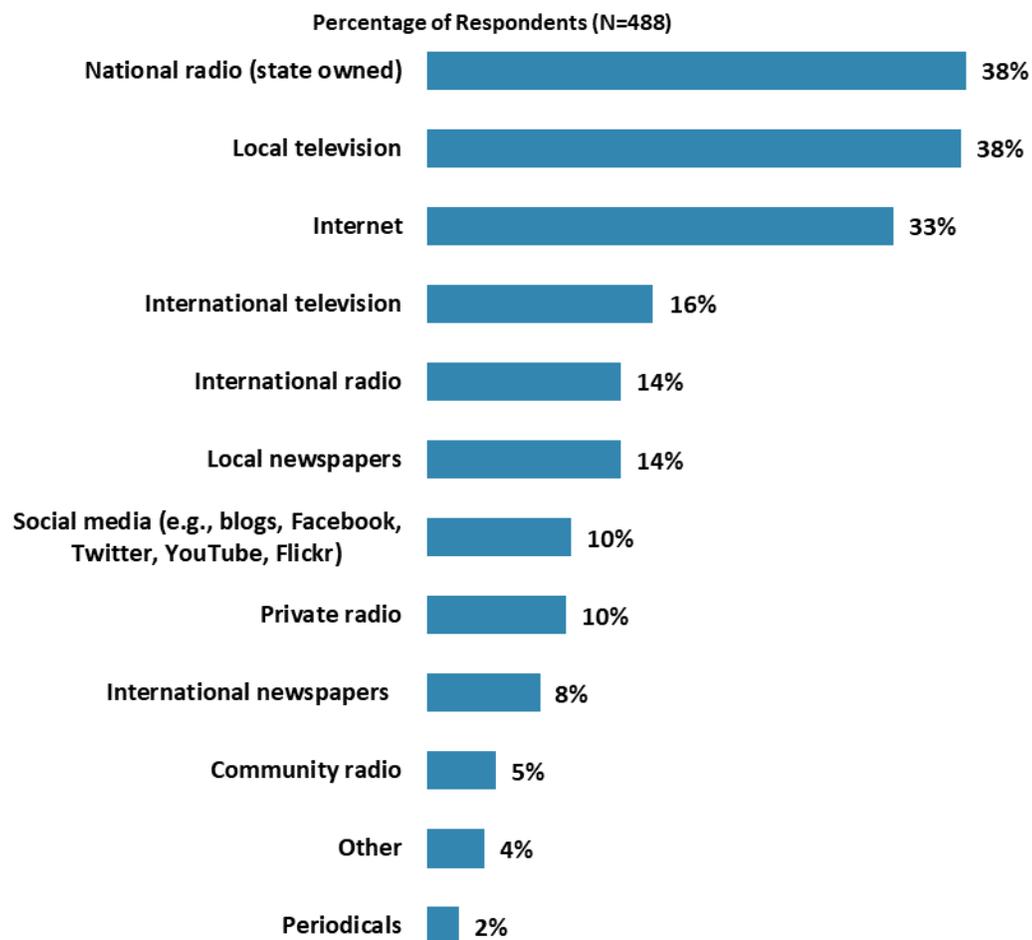


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Mali from the "Internet" (46%), followed by "Local television" (30%), "International television" (22%), "International radio" (21%), "Local radio" (20%), and "Local newspapers" (19%).



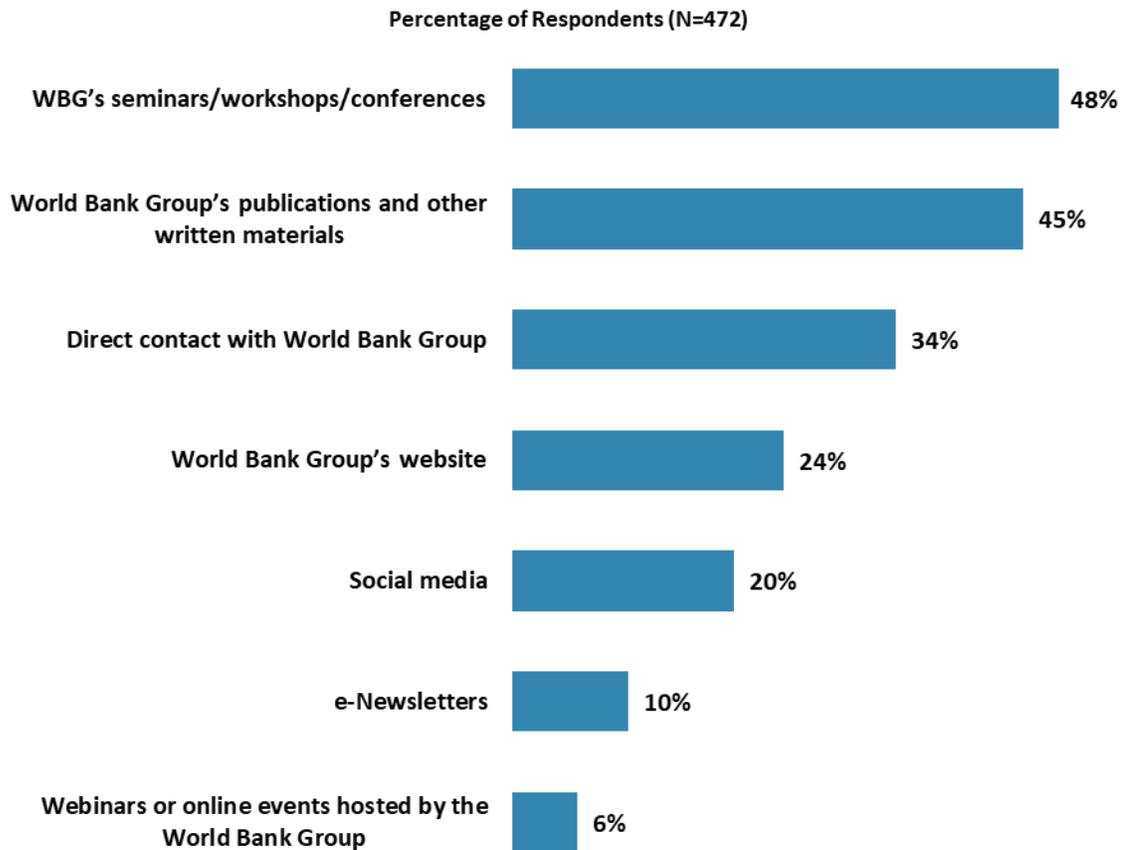
"How do you get most of your information about economic and social development issues in Mali? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s publications and other written materials*” (50%), “*World Bank Group’s seminars/workshops/conferences*” (35%), “*e-Newsletters*” (32%), “*World Bank Group’s website*” (25%), and “*Direct contact with World Bank Group*” (20%).

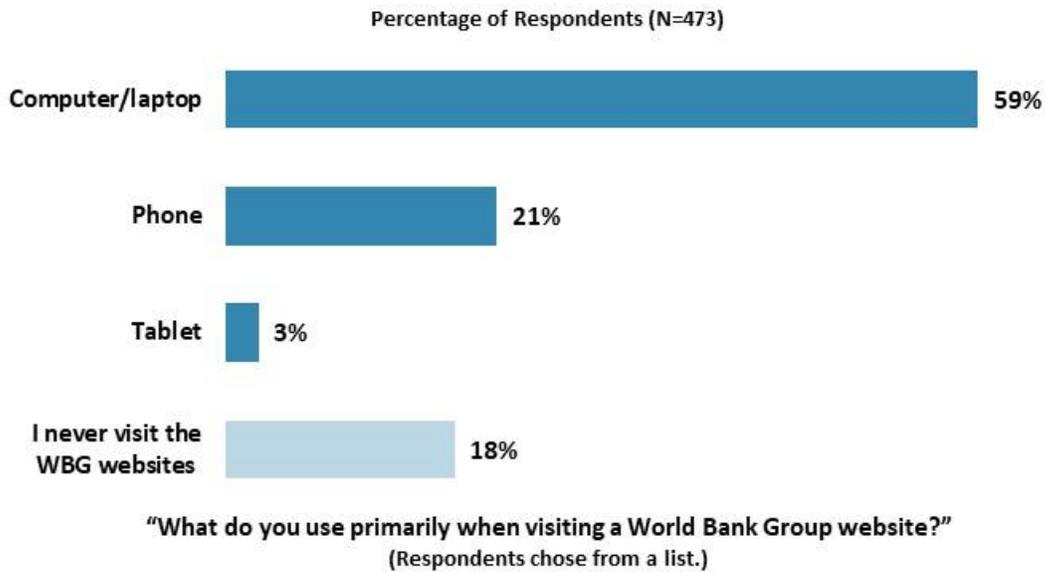


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

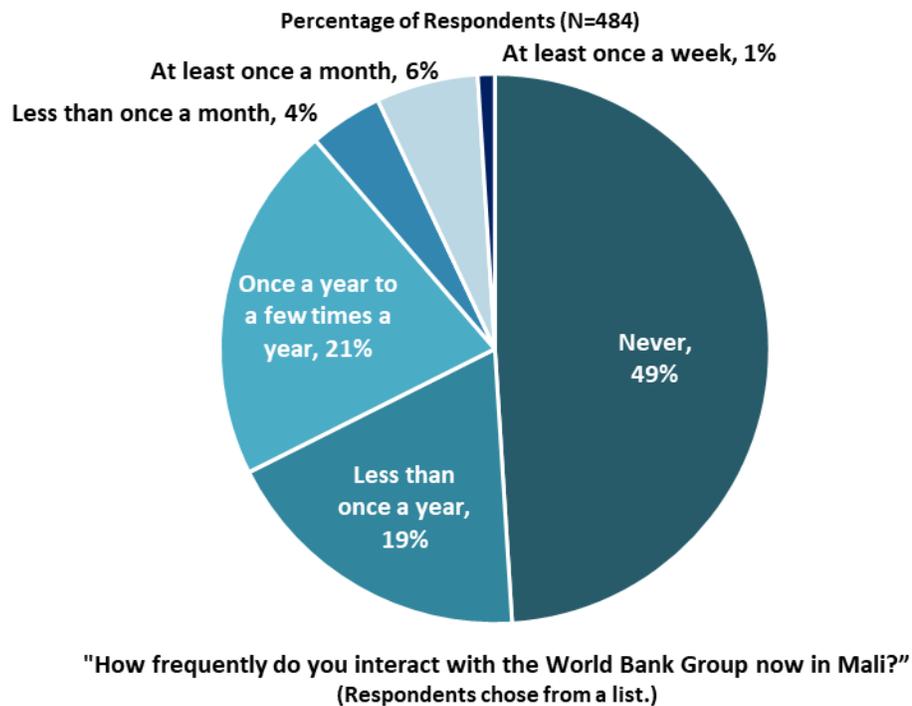


X. Communication and Outreach (continued)

Devices Accessing WBG Website



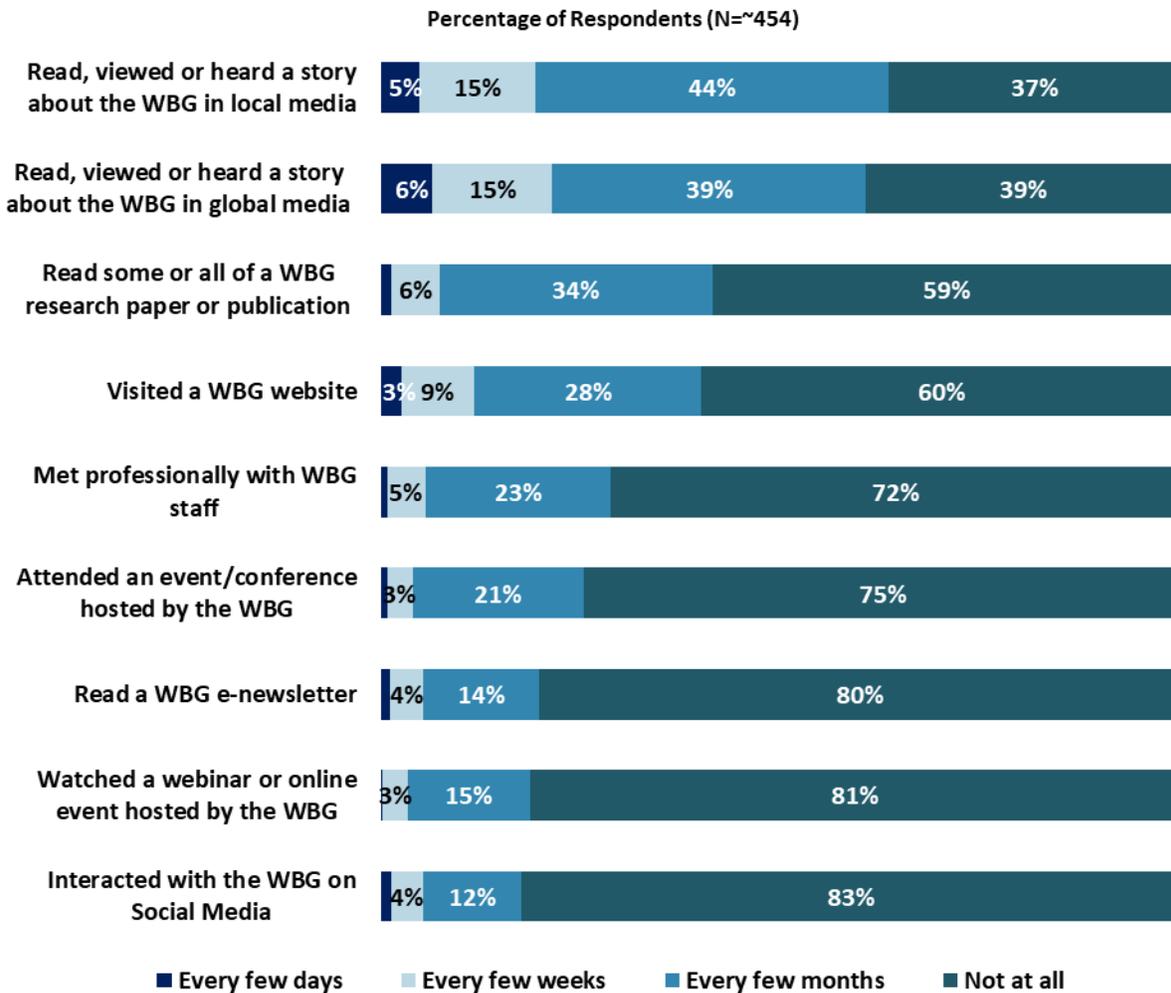
WBG Interaction Frequency





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

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MALI





Appendix A: Responses to All Questions across All Respondents (N=505)

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. Overall Context

1. In general, would you say that Mali is headed in ... ?	Percentage of Respondents (N= 485)
The right direction	50.9%
The wrong direction	19.8%
Not sure	29.3%

2. Do you think that economic opportunity for citizens in Mali is ... ?	Percentage of Respondents (N= 473)
Increasing	42.3%
Decreasing	28.1%
Staying about the same	29.6%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Mali. Please identify which of the following you consider the most important development priorities in Mali. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=478)
Education	43.1%
Job creation/employment	34.9%
Agriculture and rural development	27.8%
Health	25.3%
Security/stabilization/reconstruction	22.8%
Anti-corruption	21.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19.7%
Food security	14.2%
Private sector development	13.8%
Urban development	8.2%
Water and sanitation	5.6%
Transport (e.g., roads, bridges, transportation)	5.6%
Poverty reduction	5.2%
Economic growth	5.0%
Social protection (e.g., pensions, targeted social assistance)	4.4%
Social cohesion	4.4%
Local governance and institutions	3.6%
Gender equity (closing the gap between women and men, and boys and girls)	3.1%
Regional conflict and tensions	3.1%
Natural resource management	2.9%
Trade and exports	2.7%
Climate change (e.g., mitigation, adaptation)	2.7%
Disease (e.g., neglected tropical diseases)	2.5%
Energy	2.3%
Gender based violence	2.1%
Information and communications technology	1.9%
Equality of opportunity (i.e., social inclusion)	1.7%
Judiciary reform	1.7%
Crime and violence	1.3%
Global/regional integration	1.0%
Pollution	0.6%
Financial markets	0.6%
Disaster risk management	0.4%
National debt	0.2%

**A. Overall Context (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 Mali? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=496)
Agriculture and rural development	47.2%
Job creation/employment	30.6%
Anti-corruption	29.6%
Transport (e.g., roads, bridges, transportation)	23.0%
Food security	20.0%
Education	17.7%
Private sector development	14.1%
Local governance and institutions	12.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.7%
Health	12.5%
Security/stabilization/reconstruction	12.1%
Economic growth	8.9%
Social cohesion	6.0%
Natural resource management	6.0%
Equality of opportunity (i.e., social inclusion)	5.6%
Judiciary reform	4.2%
Social protection (e.g., pensions, targeted social assistance)	4.0%
Water and sanitation	3.6%
Trade and exports	3.2%
Climate change (e.g., mitigation, adaptation)	2.8%
Energy	2.4%
Disease (e.g., neglected tropical diseases)	2.0%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Urban development	1.8%
Information and communications technology	1.6%
Global/regional integration	1.6%
Regional conflict and tensions	1.4%
Disaster risk management	1.2%
Gender based violence	1.2%
Financial markets	1.0%
National debt	0.8%
Crime and violence	0.4%
Pollution	0.4%

**A. Overall Context (continued)**

5. Please describe the direction Mali 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)	483	27.7%	20.5%	22.2%	29.2%	0.4%
2. Equal opportunity for girls and boys, men and women	473	4.7%	5.5%	21.8%	57.5%	10.6%
3. Growing Mali's economy in a way that leads to jobs and employment	462	5.8%	13.0%	46.1%	33.1%	1.9%
4. The gap between the rich and the poor	465	28.0%	25.2%	32.9%	9.9%	4.1%
5. Making government more effective	459	22.2%	29.4%	28.3%	16.8%	3.3%
6. Anti-corruption	475	21.9%	10.3%	33.1%	27.8%	6.9%
7. Attracting new sources of foreign investment	457	5.7%	10.5%	41.1%	34.1%	8.5%

6. Listed below are global challenges. Which do you think have the most serious impact on Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=464)
Terrorism	69.4%
Jobs/employment	44.6%
Migrants and refugees	20.9%
Environmental degradation	17.5%
Fragility in Mali or neighboring countries	12.3%
Climate change	10.6%
Geo political uncertainty	10.6%
The gap between the rich and the poor	6.9%
National debt	3.0%
Trade constraints	1.5%
Technology based disruption	1.3%

7. When economic and/or social reform efforts fail or are slow to take place in Mali, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=473)
Corruption	45.5%
Inadequate level of government accountability	34.0%
Ongoing conflict and instability	28.5%
Inadequate level of capacity in the government	21.8%
Reforms are not well thought out in light of country challenges	21.6%
Inadequate level of citizen/civil society participation	11.8%
Inadequate funding	11.4%
Poor coordination within the government	6.1%
Inadequate level of private sector participation	5.9%
Political pressures and obstacles	5.5%
Inadequate level of donor coordination	2.7%
Private sector involvement and/or influence	2.1%
Other	1.1%

**A. Overall Context (continued)**

8. 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/federal government	399	70	5.23	2.95
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	413	64	7.15	2.34
3. The World Bank Group*	424	54	7.30	2.46
4. The International Monetary Fund	395	80	6.47	2.60
5. The United Nations (UN)	406	73	6.01	2.87
6. Regional development banks	391	82	6.75	2.39
7. The Central Bank of West African States (BCEAO)	415	63	7.35	2.39
8. International private sector	379	94	6.04	2.67
9. Domestic private sector	421	52	5.99	2.69
10. International civil society (e.g., NGOs, CBOs)	415	59	6.05	2.61
11. Domestic civil society (e.g., NGOs, CBOs)	425	47	5.88	2.57
12. Faith-based institutions	388	86	5.52	2.66
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	422	62	5.67	2.61
14. International media and their web presence	395	82	5.39	2.45
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	404	77	4.55	2.64

9. To what extent do you trust private sector to engage in public service delivery in Mali?	Percentage of Respondents (N=495)
To a very low degree	14.9%
To a somewhat low degree	32.3%
To a somewhat high degree	28.1%
To a very high degree	13.1%
Don't know	11.5%

10. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mali. (Choose no more than TWO)	Percentage of Respondents (N=485)
High levels of corruption	37.3%
Lack of security (i.e., conflict and violence)	30.3%
Weak institutional capacity	27.8%
Policy inconsistency	23.9%
Weak accountability	22.7%
Lack of access to development finance	14.6%
Weak social cohesion	12.8%
Food insecurity	11.3%
Crime and violence	5.6%
Low levels of political and economic inclusion	4.9%
Political uncertainty	3.3%
None. I do not consider Mali a fragile state.	2.3%
High influx of refugees/migrants	1.2%
Other	0.6%

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

1. Familiarity (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Mali?	485	n/a	5.64	2.81
2. How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in Mali?	489	n/a	4.11	2.90

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mali? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Mali*	441	53	7.47	2.57
3. The World Bank Group's work is aligned with what I consider the development priorities for Mali*	415	63	6.71	2.59

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Mali.* (1-Not effective at all, 10-Very effective)	423	72	6.74	2.50

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Mali?* (1-To no degree at all, 10-To a very significant degree)	437	58	7.04	2.41

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Mali?* (1-To no degree at all, 10-To a very significant degree)	429	66	7.28	2.58

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mali? (Select only ONE response)	Percentage of Respondents (N=498)
To a fully sufficient degree	17.3%
To a somewhat sufficient degree	42.6%
To a somewhat insufficient degree	17.3%
To a very insufficient degree	8.8%
Don't know	14.1%

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

8. When thinking about the World Bank Group's role in Mali, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=488)
Implementation support	44.5%
Mobilizing third party financial resources	27.7%
Strategy formulation (e.g., PRSP assistance)	25.4%
Financial resources	22.5%
Capacity development related to World Bank Group supported projects	20.3%
Donor coordination	18.0%
Technical assistance	11.9%
Policy advice, studies, analyses	7.8%
Promoting knowledge sharing	5.7%
Data and statistics	4.9%
Bringing together different groups of stakeholders	4.7%
Other	2.0%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=490)
Not enough public disclosure of its work	24.3%
World Bank Group's processes too slow and complex	22.9%
Not adequately flexible	21.6%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	21.4%
Not collaborating enough with private sector	16.1%
Don't know	9.8%
Too influenced by developed countries	9.2%
Not sufficiently focused on sustainable results	9.0%
Not adequately sensitive to political/social realities in Mali	9.0%
Not aligned with country priorities	8.6%
Inadequate World Bank Group's staffing in Mali	8.4%
Not focused enough on issues that are unique to post-conflict countries	7.1%
Not willing to honestly criticize policies and reform efforts in the country	5.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.9%
Other	3.3%
Arrogant in its approach	3.1%
Staff too inaccessible	2.7%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Mali, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mali? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=494)
Job creation/employment	34.4%
Education	33.8%
Agriculture and rural development	28.9%
Food security	27.1%
Health	20.2%
Anti-corruption	19.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.2%
Private sector development	14.8%
Poverty reduction	13.0%
Water and sanitation	10.1%
Security/stabilization/reconstruction	7.5%
Transport (e.g., roads, bridges, transportation)	7.3%
Urban development	7.1%
Energy	6.7%
Economic growth	6.5%
Social protection (e.g., pensions, targeted social assistance)	4.7%
Natural resource management	4.3%
Judiciary reform	3.8%
Regional conflict and tensions	3.6%
Financial markets	3.4%
Local governance and institutions	3.2%
Climate change (e.g., mitigation, adaptation)	2.6%
Trade and exports	2.4%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%
Information and communications technology	1.4%
Disaster risk management	1.2%
Disease (e.g., neglected tropical diseases)	1.2%
Global/regional integration	1.0%
Equality of opportunity (i.e., social inclusion)	1.0%
Social cohesion	1.0%
Pollution	0.8%
Gender based violence	0.4%
National debt	0.2%
Crime and violence	0.2%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mali solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	350	144	7.07	2.49

Staffing Adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Mali? (1-To no degree at all, 10-To a very significant degree)	254	238	4.72	2.77

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	325	142	6.12	2.66
4. Flexibility (in terms of the institution's products and services) *	293	166	5.48	2.35
5. Flexibility (in terms of changing country circumstances) *	300	158	5.78	2.33
6. Being inclusive*	327	142	6.25	2.63
7. Openness (sharing data and other information) *	317	144	6.72	2.32
8. Collaboration with the Government*	390	81	7.89	2.21
9. The speed in which it gets things accomplished on the ground*	329	140	5.90	2.62
10. Helping to bring discipline/effective supervision to implementation of investment projects*	338	137	7.05	2.46
11. Collaboration with civil society*	334	133	5.85	2.73
12. Staff accessibility*	272	192	5.90	2.59
13. Collaboration with other donors and development partners*	287	181	7.24	2.30
14. Collaboration with the private sector*	307	163	6.36	2.58
15. Collaboration with the UN*	264	206	7.52	2.47
16. Straightforwardness and honesty*	270	200	7.11	2.56
17. Treating clients and stakeholders in Mali with respect*	293	179	7.23	2.34
18. Being a long-term partner*	317	161	7.32	2.70

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
19. The World Bank Group disburses funds promptly	332	163	4.37	2.88
20. The World Bank Group effectively monitors and evaluates the projects and programs it supports	405	87	7.98	2.22
21. The World Bank Group's approvals and reviews are done in a timely fashion	362	130	6.29	2.61
22. The World Bank Group's Environmental and Social Framework requirements are reasonable	309	171	6.75	2.39
23. The World Bank Group's conditions on its lending are reasonable	270	219	5.67	2.68
24. The World Bank Group takes decisions quickly in Mali*	292	195	5.24	2.61
25. Working with the World Bank Group increases Mali's institutional capacity	370	120	6.92	2.66
26. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	310	182	7.40	2.45

Building and Strengthening Country Systems	N	DK	Mean	SD
27. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mali? (1-To no degree at all, 10-To a very significant degree)	317	173	7.55	2.31

To what extent do you agree/disagree with the following statements about the World Bank Group in Mali? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
28. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mali*	350	149	6.65	2.58
29. The World Bank Group meets Mali's needs for knowledge services (e.g., research, analysis, data, technical assistance) *	341	151	6.49	2.66

**C. World Bank Group's Work and Engagement on the Ground (continued)**

30. 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 Mali? (Select only ONE response)	Percentage of Respondents (Responses Combined; N=489)
Very familiar	8.8%
Somewhat familiar	23.3%
Somewhat unfamiliar	16.4%
Very unfamiliar	23.1%
Don't know	28.4%

How effectively does the World Bank Group support Mali's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
31. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	324	163	6.22	2.87
32. To develop better and stronger data collection/analytics systems within the Government	346	126	7.16	2.31
33. To strengthen the country's crisis preparedness	352	121	7.07	2.62
34. To identify and monitor risks	328	146	6.67	2.58

SCD and CPF crisis risk management	N	DK	Mean	SD
35. How effectively does the World Bank Group's SCD and CPF activities support Mali's efforts to manage crisis related risks? (1- Not effectively at all, 10- Very effectively)	187	242	6.81	2.44

Support to Internally Displaced Persons	N	DK	Mean	SD
36. To what extent do you believe that the donor community is doing enough to support the government's efforts related to Internally Displaced Persons in Mali? (1-To no degree at all, 10-To a very significant degree)	366	125	6.07	2.77

37. 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 displacement crisis in Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=481)
Health	42.2%
Education	34.7%
Supporting poor and marginalized local communities	34.5%
Infrastructure	25.8%
Jobs	18.9%
Social cohesion	16.0%
Business development	11.0%
Public services	6.2%
Don't know	4.0%
Macro issues (fiscal accounts, balance of payments, etc.)	1.7%
Other	1.7%

**D. World Bank Group's Support in Development Areas**

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 Mali? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	195	277	5.79	2.40
2. Gender equity (closing the gap between women and men, and boys and girls)	258	215	6.56	2.56
3. Private sector development	281	194	6.21	2.57
4. Education	327	142	6.80	2.46
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	307	172	6.82	2.30
6. Global/regional integration	230	234	6.64	2.27
7. Food security	310	154	7.16	2.44
8. Urban development	280	178	6.78	2.45
9. Energy	274	187	6.39	2.46
10. Water and sanitation	300	169	6.87	2.35
11. Pollution	226	240	6.09	2.50
12. Job creation/employment	278	186	6.13	2.54
13. Health	321	146	7.04	2.36
14. Financial markets	226	229	6.62	2.44
15. Transport (e.g., roads, bridges, transportation)	277	184	6.84	2.44
16. Agriculture and rural development	318	150	7.10	2.46
17. Natural resource management	245	220	6.53	2.53
18. Climate change (e.g., mitigation, adaptation)	265	200	6.77	2.47
19. Poverty reduction	316	147	6.73	2.50
20. Anti-corruption	267	199	5.97	2.55
21. Economic growth	293	175	6.77	2.35
22. Disaster risk management	249	224	6.26	2.50
23. Equality of opportunity (i.e., social inclusion)	224	242	6.28	2.40
24. Disease (e.g., neglected tropical diseases)	231	231	6.55	2.62
25. Information and communications technology	220	242	6.52	2.42
26. Gender based violence	251	216	6.84	2.53
27. Security/stabilization/reconstruction	231	231	6.55	2.62
28. Local governance and institutions	220	242	6.52	2.42
29. Social cohesion	251	216	6.84	2.53

2. 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=435)
Increased its emphasis recently	26.9%
Decreased its emphasis recently	11.0%
Emphasis has remained pretty consistent over time	20.0%
Don't know	42.1%

**E. 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=478)
Weekly	3.6%
Monthly	8.8%
A few times a year	27.4%
Rarely	38.9%
Never	21.3%

In Mali, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	229	253	5.50	2.56
3. Include appropriate level of stakeholder involvement during preparation	260	220	6.56	2.55
4. Lead to practical solutions	287	193	7.02	2.43
5. Are source of relevant information on global good practices	276	200	7.29	2.40
6. Are adequately disseminated	273	197	5.85	2.70
7. Are translated enough into local language	253	224	4.39	2.78
8. Are adaptable to Mali's specific development challenges and country circumstances*	298	186	6.87	2.52

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)	360	130	7.10	2.47
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)	336	156	6.96	2.43

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=491)
Engage more directly with beneficiaries	55.0%
Reduce the complexity of obtaining World Bank Group financing	31.4%
Engage more effectively with private sector	17.1%
Increase the level of capacity development in the country	15.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	13.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.2%
Improve the quality of its experts as related to Mali's specific challenges	10.0%
Work faster	7.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.3%
Offer more innovative knowledge products and services	6.7%
Offer more innovative financial products and services	5.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	5.5%
Increase the level of World Bank Group staffing in Mali's office	4.7%
Ensure greater selectivity in its work	2.6%
Provide more adequate data/knowledge/statistics/figures on Mali's economy	2.6%
Other	1.6%

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

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mali? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=471)
Human capital (education, health, social protection)	44.4%
Public financial management	30.8%
Jobs	27.4%
Access to basic services	26.8%
Food security	26.1%
Support domestic resource mobilization	25.3%
Stimulating dialogue to promote peace and stability	19.5%
Social cohesion	17.6%
Crisis response	14.2%
Capacity of state institutions	11.0%
Social safety nets	10.6%
Security mechanisms	10.0%
Improving livelihoods	8.3%
Reducing gender-based violence	7.9%
Access to justice systems	5.9%
Conflict resolution mechanisms	5.7%
Crisis preparedness	4.9%

2B. Which THREE areas below would benefit most from other donors in Mali? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N= 467)
Food security	35.8%
Human capital (education, health, social protection)	31.5%
Stimulating dialogue to promote peace and stability	28.1%
Social cohesion	27.0%
Security mechanisms	19.7%
Jobs	19.3%
Access to basic services	18.6%
Crisis response	15.4%
Reducing gender-based violence	13.9%
Public financial management	13.3%
Conflict resolution mechanisms	11.8%
Crisis preparedness	11.3%
Access to justice systems	11.1%
Support domestic resource mobilization	10.9%
Social safety nets	9.9%
Improving livelihoods	9.6%
Capacity of state institutions	8.1%

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

3. 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=485)
Beneficiaries	40.0%
NGOs/Community Based Organizations	32.0%
Private sector	30.7%
Local government	22.5%
Donor community	15.7%
Academia/think tanks/research institutes	10.9%
Regional organizations (e.g., African Union, ECOWAS)	8.0%
UN agencies	6.8%
Media	6.6%
Youth/university groups	5.8%
Don't know	4.7%
Peace keeping forces	4.1%
Emerging donors	2.3%
Parliament	1.9%
Other	1.9%
Foundations	1.0%

4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Mali? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=487)
World Food Program (WFP)	31.6%
United Nations Development Program (UNDP)	26.7%
World Health Organization (WHO)	25.1%
The United Nations International Children's Emergency Fund (UNICEF)	17.5%
Don't know	17.0%
United States Agency for International Development (USAID)	15.2%
United Nations Peacekeeping (MINUSMA)	13.8%
European Union (EU)	9.9%
United Nations Population Fund (UNFPA)	6.6%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	6.6%
Swiss Agency for Development and Cooperation (EDA)	5.3%
French Development Agency (AFD)	3.7%

5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=474)
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	40.5%
Organize more joint meetings and missions with the UN	34.4%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	34.2%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	29.3%
Share more information about the World Bank Group's activities, products, and knowledge	26.4%
Involve UN experts to a greater degree in World Bank Group activities	11.6%
Other	9.9%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Mali?	Percentage of Respondents (N=484)
Never	49.0%
Less than once a year	18.6%
Once a year to a few times a year	21.1%
Less than once a month	4.3%
At least once a month	6.0%
At least once a week	1.0%

2. How do you get most of your information about economic and social development issues in Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=488)
National radio (state owned)	38.1%
Local television	37.7%
Internet	33.0%
International television	16.0%
International radio	13.7%
Local newspapers	13.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	10.2%
Private radio	9.8%
International newspapers	8.0%
Community radio	4.9%
Other	4.1%
Periodicals	2.3%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=472)
World Bank Group's seminars/workshops/conferences	48.1%
World Bank Group's publications and other written materials	44.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	33.7%
World Bank Group's website	23.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.5%
e-Newsletters	10.2%
Webinars or online events hosted by the World Bank Group	5.7%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=424)
High speed/WiFi	76.9%
Dial-up	23.1%

5. What do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=473)
Computer/laptop	58.6%
Phone	21.1%
I never visit the WBG websites	17.8%
Tablet	2.5%

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

6. 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)	465	4.7%	14.6%	44.1%	36.6%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	457	6.3%	15.1%	39.2%	39.4%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	457	1.3%	3.9%	12.3%	82.5%
Visited a WBG website (e.g., read a blog, used data)	455	2.6%	9.0%	28.4%	60.0%
Attended an event/conference hosted by the WBG	443	0.7%	3.2%	21.4%	74.7%
Watched a webinar or online event hosted by the WBG	445	0.2%	3.1%	15.3%	81.3%
Read some or all of a WBG research paper or publication	451	1.3%	6.0%	34.1%	58.5%
Met professionally with WBG staff	459	0.7%	4.8%	23.1%	71.5%
Read a WBG e-newsletter	452	1.1%	4.2%	14.4%	80.3%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=493)
Employee of Ministry, Ministerial Department, Implementation Agency	32.3%
Local Government Office or Staff	13.8%
Other	7.9%
Private Sector Organization	6.7%
Media (press, radio, TV, web, etc.)	6.5%
Academia/Research Institute/Think Tank	6.1%
NGO/Community Based Organization	5.1%
Office of Minister	4.7%
State-Owned Enterprise	3.9%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	2.8%
Trade Union	2.8%
Multilateral Agency (UN, regional development bank)	2.0%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	1.2%
Bilateral Agency (e.g., embassy, diplomatic, military)	1.2%
Office of Parliamentarian	1.0%
Judicial System (e.g., courts)	0.8%
Office of the President, Prime Minister	0.6%
Youth Group	0.6%
Financial Sector/Private Bank	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
Faith-Based Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=486)
Other	18.1%
Agriculture, rural development	15.6%
Education	12.6%
Communications, public affairs	6.0%
Generalist (specialized in multiple sectors)	4.7%
Health, nutrition	4.5%
Finance and markets	4.5%
Macroeconomics, fiscal management	3.9%
Environment, natural resources	3.5%
Water, sanitation	3.3%
Social protection	3.1%
Jobs	2.9%
Urban development	2.9%
Trade and competitiveness	2.9%
Gender	2.7%
Transport	2.3%
Governance, anti-corruption	2.1%
Poverty	1.6%
Digital development and technology (ICT)	1.0%
Energy	0.6%
Fragility, conflict, violence, refugees	0.6%
Climate change	0.2%
Tourism	0.2%
Demographics, migration	0.2%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?*	Percentage of Respondents (N=451)
Yes	28.6%
No	71.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Mali? (Select only ONE response)*	Percentage of Respondents (N=128)
The World Bank (IDA)	90.6%
The International Finance Corporation (IFC)	7.0%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%
International Centre for Settlement of Investment Disputes (ICSID)	0.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=353)
Yes	22.7%
No	77.3%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Mali? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=380)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	45.5%
Collaborate as part of my professional duties	35.8%
Use World Bank Group reports/data	24.5%
Use World Bank Group website for information, data, research, etc.	22.6%
Engage in World Bank Group related/sponsored events/activities	16.6%

7. What's your gender?	Percentage of Respondents (N=488)
Female	13.7%
Male	86.3%

8. What's your age?	Percentage of Respondents (N=488)
25 and under	0.4%
26-35	7.6%
36-45	21.7%
46-55	42.0%
56 and above	28.3%

9. Which best represents your geographic location?	Percentage of Respondents (N=494)
Bamako	53.0%
Segou	10.9%
Koulikoro	10.1%
Kayes	9.1%
Sikasso	9.1%
Mopti	7.7%
Tombouctou	0.0%
Gao	0.0%
Kidal	0.0%
Taoudenit	0.0%
Menaka	0.0%



Appendix B: Responses to Select Questions by Stakeholder Groups

- Office of the President, Prime Minister, Minister N=26
- Employee of a Ministry N=159
- PMU/Consultant on WBG Project N=14
- Local Government N=68
- State-Owned Enterprise N=19
- Bilateral/Multilateral Agency N=16
- Private Sector N=33
- NGO/CBO N=25
- Trade Union N=14
- Academia N=30
- Media N=32
- Other² N=57

A. Overall Context

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
The right direction	76.0%	55.6%	50.0%	57.6%	57.9%	25.0%	24.2%	45.8%	42.9%	55.2%	53.6%	40.0%
The wrong direction	4.0%	12.6%	14.3%	16.7%	21.1%	25.0%	39.4%	29.2%	14.3%	34.5%	25.0%	29.1%
Not sure	20.0%	31.8%	35.7%	25.8%	21.1%	50.0%	36.4%	25.0%	42.9%	10.3%	21.4%	30.9%

*Significantly different between stakeholder groups

² Includes the following categories: Office of Parliamentarian (N=5), Independent Government Institution (N=6), Judicial System (N=4), and Youth Group (N=3). 12 respondents did not answer this question and, therefore, could not be included in these analyses.



Listed below are a number of development priorities in Mali. Please identify which of the following you consider the most important development priorities in Mali. (Choose no more than THREE) *Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Gender based violence	0.0%	0.7%	0.0%	1.5%	0.0%	6.3%	0.0%	8.0%	0.0%	3.3%	6.7%	3.8%
Urban development	19.0%	9.2%	7.1%	9.2%	11.1%	12.5%	9.4%	0.0%	0.0%	3.3%	13.3%	3.8%
Job creation/employment	23.8%	32.9%	35.7%	46.2%	27.8%	25.0%	28.1%	36.0%	35.7%	43.3%	30.0%	41.5%
Health	19.0%	33.6%	28.6%	26.2%	16.7%	12.5%	12.5%	28.0%	7.1%	20.0%	20.0%	28.3%
Social protection	4.8%	5.3%	7.1%	3.1%	5.6%	0.0%	3.1%	0.0%	14.3%	0.0%	10.0%	3.8%
Gender equity	9.5%	4.6%	0.0%	1.5%	0.0%	6.3%	0.0%	4.0%	7.1%	0.0%	3.3%	1.9%
Private sector development*	9.5%	7.2%	21.4%	10.8%	22.2%	18.8%	37.5%	8.0%	28.6%	13.3%	16.7%	15.1%
Education	42.9%	47.4%	50.0%	29.2%	38.9%	18.7%	40.6%	44.0%	42.9%	66.7%	40.0%	47.2%
Security/stabilization/reconstruction	33.3%	21.7%	14.3%	26.2%	22.2%	18.8%	28.1%	16.0%	42.9%	20.0%	16.7%	20.8%
Public sector governance/reform	28.6%	18.4%	14.3%	30.8%	27.8%	25.0%	9.4%	16.0%	7.1%	13.3%	16.7%	20.8%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	1.9%
Food security	9.5%	13.8%	14.3%	16.9%	16.7%	18.7%	12.5%	20.0%	7.1%	13.3%	6.7%	11.3%
Energy	0.0%	3.3%	0.0%	1.5%	5.6%	6.3%	0.0%	4.0%	0.0%	0.0%	3.3%	1.9%
Water and sanitation	0.0%	9.9%	7.1%	7.7%	0.0%	0.0%	0.0%	12.0%	0.0%	3.3%	3.3%	1.9%
Regional conflict and tensions	0.0%	2.0%	7.1%	7.7%	5.6%	0.0%	0.0%	4.0%	0.0%	3.3%	6.7%	0.0%
Pollution	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.7%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%
Information and comm. technology*	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	6.3%	4.0%	7.1%	0.0%	13.3%	0.0%
Anti-corruption	19.0%	21.7%	14.3%	13.8%	16.7%	37.5%	37.5%	12.0%	0.0%	26.7%	26.7%	22.6%
Equality of opportunity*	9.5%	2.0%	0.0%	0.0%	5.6%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%
Disease	9.5%	1.3%	0.0%	3.1%	5.6%	0.0%	3.1%	8.0%	0.0%	0.0%	0.0%	3.8%
Transport	0.0%	3.3%	7.1%	4.6%	16.7%	0.0%	9.4%	12.0%	0.0%	13.3%	3.3%	5.7%
Agriculture and rural development	23.8%	28.9%	28.6%	30.8%	27.8%	18.7%	18.8%	20.0%	50.0%	30.0%	16.7%	30.2%
Trade and exports*	0.0%	0.7%	0.0%	4.6%	0.0%	0.0%	9.4%	4.0%	14.3%	0.0%	6.7%	1.9%
Crime and violence*	9.5%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%
Social cohesion	0.0%	3.9%	21.4%	4.6%	11.1%	0.0%	3.1%	0.0%	0.0%	6.7%	6.7%	3.8%
Natural resource management	0.0%	4.6%	7.1%	3.1%	0.0%	6.3%	3.1%	0.0%	0.0%	3.3%	0.0%	0.0%
Climate change	4.8%	3.3%	7.1%	3.1%	0.0%	12.5%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	4.8%	3.9%	7.1%	4.6%	0.0%	18.8%	9.4%	4.0%	7.1%	13.3%	3.3%	1.9%
Judiciary reform*	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	9.4%	4.0%	0.0%	0.0%	6.7%	1.9%
Economic growth	4.8%	5.9%	0.0%	1.5%	0.0%	12.5%	0.0%	12.0%	14.3%	0.0%	6.7%	7.5%
Local governance and institutions	0.0%	3.3%	0.0%	4.6%	5.6%	18.8%	0.0%	0.0%	0.0%	3.3%	0.0%	7.5%
Disaster risk management	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Inadequate level of government accountability*	13.0%	25.2%	53.8%	46.2%	26.3%	53.3%	40.0%	34.8%	35.7%	33.3%	31.0%	46.3%
Inadequate level of capacity in the government	26.1%	26.5%	7.7%	16.9%	15.8%	20.0%	23.3%	26.1%	0.0%	13.3%	27.6%	18.5%
Corruption	43.5%	42.2%	30.8%	40.0%	47.4%	40.0%	63.3%	39.1%	35.7%	63.3%	55.2%	48.1%
Private sector involvement and/or influence	4.3%	1.4%	0.0%	1.5%	10.5%	0.0%	3.3%	0.0%	0.0%	6.7%	0.0%	1.9%
Ongoing conflict and instability	30.4%	31.3%	30.8%	26.2%	26.3%	26.7%	13.3%	30.4%	28.6%	23.3%	44.8%	27.8%
Inadequate funding	21.7%	12.9%	15.4%	6.2%	10.5%	0.0%	16.7%	8.7%	21.4%	10.0%	3.4%	11.1%
Political pressures and obstacles	0.0%	5.4%	15.4%	6.2%	0.0%	6.7%	3.3%	8.7%	7.1%	0.0%	3.4%	7.4%
Inadequate level of private sector participation	8.7%	6.1%	7.7%	1.5%	0.0%	6.7%	10.0%	0.0%	0.0%	16.7%	0.0%	11.1%
Inadequate level of citizen/civil society participation*	4.3%	11.6%	7.7%	10.8%	42.1%	13.3%	3.3%	26.1%	14.3%	13.3%	10.3%	5.6%
Inadequate level of donor coordination	4.3%	2.7%	7.7%	1.5%	0.0%	6.7%	0.0%	0.0%	7.1%	6.7%	6.9%	0.0%
Reforms are not well thought out in light of country challenges*	13.0%	25.2%	7.7%	33.8%	10.5%	20.0%	20.0%	13.0%	42.9%	10.0%	10.3%	16.7%
Poor coordination within the government	17.4%	4.8%	15.4%	4.6%	10.5%	6.7%	3.3%	13.0%	7.1%	3.3%	3.4%	5.6%
Other	4.3%	2.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mali. (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
None. I do not consider Mali a fragile state.	4.3%	0.6%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	6.7%	6.9%	5.6%
Policy inconsistency	13.0%	20.8%	0.0%	24.2%	21.1%	18.7%	29.0%	40.0%	21.4%	30.0%	31.0%	29.6%
Weak social cohesion	17.4%	14.3%	14.3%	9.1%	26.3%	0.0%	9.7%	8.0%	0.0%	13.3%	13.8%	11.1%
Weak institutional capacity	30.4%	27.3%	28.6%	27.3%	26.3%	31.3%	6.5%	40.0%	50.0%	20.0%	17.2%	38.9%
Food insecurity*	26.1%	10.4%	7.1%	6.1%	26.3%	0.0%	6.5%	24.0%	0.0%	26.7%	6.9%	7.4%
High levels of corruption	26.1%	35.1%	42.9%	30.3%	26.3%	43.8%	54.8%	32.0%	50.0%	46.7%	37.9%	42.6%
Weak accountability*	8.7%	26.0%	28.6%	39.4%	15.8%	6.3%	25.8%	12.0%	14.3%	16.7%	13.8%	18.5%
Lack of security	39.1%	27.9%	35.7%	34.8%	26.3%	50.0%	29.0%	24.0%	7.1%	26.7%	41.4%	27.8%
Political uncertainty	8.7%	1.9%	7.1%	0.0%	5.3%	12.5%	0.0%	4.0%	0.0%	3.3%	6.9%	5.6%
Low levels of political and economic inclusion	0.0%	4.5%	21.4%	6.1%	10.5%	12.5%	3.2%	0.0%	7.1%	6.7%	3.4%	1.9%
Crime and violence	8.7%	5.8%	0.0%	1.5%	5.3%	6.3%	12.9%	0.0%	14.3%	3.3%	10.3%	1.9%
High influx of refugees/migrants	0.0%	3.2%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lack of access to development finance*	17.4%	19.5%	7.1%	19.7%	0.0%	12.5%	16.1%	16.0%	35.7%	0.0%	10.3%	7.4%
Other	0.0%	1.3%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group*	21	7.62	130	7.63	14	8.00	53	7.74	19	6.84	14	6.64	30	6.47	21	7.81	13	6.23	25	6.28	25	7.68	50	6.88

*Significantly different between stakeholder groups



B. Overall Attitudes Toward the World Bank Group

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Mali?*	26	6.42	150	5.97	13	7.31	64	5.34	19	5.05	16	7.19	33	5.39	25	4.44	14	6.43	28	4.54	30	5.37	57	5.30

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

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

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in Mali*	22	8.45	138	7.88	14	7.57	62	8.00	16	7.06	16	6.81	31	6.58	19	6.21	14	6.29	25	7.56	24	7.50	51	6.96
The World Bank Group's work is aligned with what I consider the development priorities for Mali*	20	8.00	128	6.80	14	7.43	57	7.46	14	5.86	15	7.27	30	5.63	20	5.80	13	5.77	25	6.28	23	6.91	48	6.25

*Significantly different between stakeholder groups

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Mali.*	22	7.73	134	7.04	13	7.23	57	7.25	15	6.20	16	6.19	28	5.32	19	5.74	14	6.07	24	6.33	26	6.69	47	6.68

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



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

	Office of President, PM, Minister		Employee of Ministry		PMU/Consultant		Local Government		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Mali?	22	7.91	139	7.42	13	7.38	58	7.14	15	6.40	16	6.19	29	6.14	20	6.85	14	6.07	25	7.00	27	7.15	50	6.74

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

	Office of President, PM, Minister		Employee of Ministry		PMU/Consultant		Local Government		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Mali?*	22	8.00	132	7.62	14	7.71	59	7.29	16	6.81	16	6.88	30	5.60	19	7.68	14	6.50	25	7.48	26	6.46	47	7.64

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



When thinking about how the World Bank Group can have the most impact on development results in Mali, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mali? (Choose no more than THREE) **Significantly different between stakeholder groups*

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Food security	20.8%	24.2%	21.4%	32.4%	36.8%	13.3%	18.8%	36.0%	7.7%	40.0%	30.0%	30.4%
Urban development	8.3%	5.7%	7.1%	11.8%	5.3%	0.0%	12.5%	0.0%	0.0%	6.7%	10.0%	8.9%
Gender based violence	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	8.3%	7.0%	7.1%	7.4%	5.3%	20.0%	6.3%	12.0%	0.0%	0.0%	3.3%	3.6%
Water and sanitation	0.0%	11.5%	0.0%	16.2%	5.3%	13.3%	3.1%	16.0%	0.0%	0.0%	16.7%	12.5%
Pollution*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	5.4%
Job creation/employment	20.8%	32.5%	28.6%	36.8%	47.4%	33.3%	50.0%	24.0%	30.8%	36.7%	50.0%	26.8%
Health	20.8%	27.4%	14.3%	22.1%	10.5%	6.7%	21.9%	24.0%	0.0%	16.7%	6.7%	19.6%
Regional conflict and tensions	4.2%	3.2%	0.0%	4.4%	15.8%	0.0%	0.0%	4.0%	0.0%	0.0%	3.3%	7.1%
Financial markets	0.0%	1.9%	0.0%	5.9%	5.3%	6.7%	3.1%	4.0%	0.0%	3.3%	6.7%	3.6%
Social protection*	16.7%	3.2%	7.1%	1.5%	0.0%	20.0%	3.1%	0.0%	23.1%	3.3%	3.3%	5.4%
Gender equity	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	6.7%	0.0%
Private sector development	8.3%	12.7%	21.4%	13.2%	15.8%	20.0%	25.0%	0.0%	23.1%	13.3%	16.7%	19.6%
Education*	37.5%	35.0%	42.9%	23.5%	21.1%	26.7%	25.0%	36.0%	46.2%	63.3%	23.3%	35.7%
Public sector governance/reform	16.7%	18.5%	14.3%	19.1%	10.5%	26.7%	9.4%	24.0%	0.0%	10.0%	10.0%	25.0%
Security/stabilization/reconstruction*	0.0%	6.4%	28.6%	11.8%	10.5%	0.0%	3.1%	4.0%	23.1%	3.3%	10.0%	3.6%
Global/regional integration*	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	15.4%	0.0%	3.3%	0.0%
Poverty reduction	16.7%	13.4%	14.3%	10.3%	15.8%	0.0%	18.8%	20.0%	0.0%	13.3%	20.0%	8.9%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	12.5%	22.9%	7.1%	14.7%	10.5%	6.7%	28.1%	24.0%	7.7%	33.3%	23.3%	16.1%
Judiciary reform	4.2%	5.7%	0.0%	1.5%	5.3%	0.0%	6.3%	12.0%	7.7%	0.0%	3.3%	0.0%
Economic growth	8.3%	7.0%	0.0%	7.4%	10.5%	20.0%	3.1%	8.0%	7.7%	0.0%	0.0%	8.9%
Disaster risk management	0.0%	0.0%	0.0%	1.5%	5.3%	6.7%	0.0%	0.0%	0.0%	0.0%	3.3%	1.8%
Equality of opportunity	4.2%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	1.8%
Disease	8.3%	1.3%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	1.8%
Local governance and institutions*	0.0%	3.2%	0.0%	11.8%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%
Information and comm. technology*	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	6.7%	3.6%
Transport	16.7%	6.4%	0.0%	7.4%	26.3%	13.3%	9.4%	4.0%	0.0%	6.7%	3.3%	5.4%
Agriculture and rural development	33.3%	25.5%	28.6%	27.9%	21.1%	33.3%	34.4%	24.0%	69.2%	36.7%	23.3%	26.8%
Trade and exports*	4.2%	2.5%	0.0%	1.5%	0.0%	0.0%	6.3%	0.0%	23.1%	0.0%	0.0%	1.8%
Crime and violence	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	6.4%	14.3%	0.0%	5.3%	20.0%	0.0%	4.0%	0.0%	3.3%	6.7%	1.8%
Social cohesion*	0.0%	0.6%	14.3%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%
Climate change	4.2%	3.2%	14.3%	2.9%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	3.6%

**C. World Bank Group's Work and Engagement on the Ground**

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

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	22	6.77	106	6.39	13	6.31	43	6.00	14	5.71	12	6.42	18	4.44	13	5.85	4	8.00	21	4.86	19	7.05	35	6.23
Flexibility (in terms of the institution's products and services)	20	6.25	95	5.81	12	5.00	36	5.75	13	5.54	11	6.00	17	4.59	11	4.45	3	5.67	19	4.37	14	5.93	37	4.95
Flexibility (in terms of changing country circumstances)*	19	6.53	100	6.31	12	5.33	34	5.41	12	5.58	10	6.30	19	4.84	12	5.42	4	7.25	20	4.10	16	6.56	37	5.24
Being inclusive*	22	6.86	102	6.56	12	6.42	42	6.48	13	5.54	12	6.67	18	4.44	15	6.07	4	7.50	19	4.68	20	7.25	42	5.86
Openness (sharing data and other information)*	21	7.48	105	7.09	11	6.18	36	6.53	13	5.38	13	7.15	20	6.40	14	7.21	3	7.00	23	5.96	16	7.63	37	6.05
Collaboration with the Government	24	8.04	123	7.86	14	7.86	55	7.82	15	6.47	15	8.00	24	7.75	15	7.20	10	8.50	24	8.17	24	8.67	41	7.93
The speed in which it gets things accomplished on the ground	19	7.16	103	5.99	13	5.46	47	5.45	13	5.15	13	6.08	20	5.65	15	5.33	4	5.00	20	4.50	16	7.25	40	6.30
Helping to bring discipline/ effective supervision to implementation of investment projects	21	7.10	113	7.29	13	7.23	38	6.97	14	6.43	13	6.54	23	6.13	14	7.21	5	7.20	20	6.05	20	8.10	38	7.11
Collaboration with civil society*	19	7.05	107	6.41	13	5.92	45	5.31	13	4.00	10	5.30	20	5.50	16	5.81	8	2.75	23	4.91	21	6.48	35	5.94
Staff accessibility	16	7.00	87	6.31	11	5.55	31	5.42	14	5.57	11	6.00	20	5.75	12	5.67	4	4.25	17	4.35	11	5.55	33	6.06
Collaboration with other donors and development partners	17	7.18	86	7.28	9	6.67	39	7.59	12	6.17	14	6.57	19	6.79	11	6.73	4	7.50	21	7.57	17	8.71	33	6.94
Collaboration with the private sector	16	7.00	98	6.54	10	6.30	39	6.00	11	6.09	11	5.91	23	6.57	13	7.15	8	4.00	20	6.40	16	7.25	36	5.83
Collaboration with the UN	17	7.18	84	7.46	5	6.60	36	8.50	12	6.83	11	6.82	18	6.72	11	7.45	4	8.75	19	7.00	15	9.20	29	7.28
Straightforwardness and honesty	17	6.71	87	7.31	6	8.00	28	7.75	15	6.27	12	7.42	16	6.38	11	7.91	6	8.17	21	6.33	14	6.86	31	6.71
Treating clients and stakeholders in Mali with respect	17	6.82	95	7.28	11	7.55	34	7.00	13	6.23	12	8.00	22	7.23	12	7.67	5	8.00	21	7.05	15	7.60	31	7.06
Being a long-term partner	20	7.00	107	7.10	11	7.73	38	7.84	13	7.54	14	8.14	19	6.63	12	7.92	6	7.33	20	5.90	19	7.68	32	7.69

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG takes decisions quickly in Mali*	17	6.35	90	5.69	10	6.10	42	4.12	13	5.31	14	6.29	18	4.83	14	4.93	5	7.60	21	4.05	12	4.92	28	4.71
Where country systems are adequate, the WBG makes appropriate use of them	19	7.16	100	7.63	10	6.60	44	7.70	15	6.13	12	7.17	19	6.89	16	7.44	6	8.33	18	6.56	12	7.50	31	8.06

*Significantly different between stakeholder groups

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Mali solve its most complicated development challenges?	17	6.88	112	7.54	13	7.54	47	7.17	14	6.71	16	7.19	22	6.32	16	6.75	9	7.11	22	6.36	19	6.63	35	6.77
To what extent do you believe the WBG is adequately staffed in Mali?*	15	6.07	78	5.22	11	5.27	34	4.50	10	5.30	11	5.64	18	4.06	12	3.50	5	8.20	15	2.87	18	3.17	22	4.23

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

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?*	22	8.41	95	7.98	10	8.10	48	7.48	14	5.71	15	6.33	20	6.95	16	7.75	6	8.50	16	6.94	12	7.25	35	7.49

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



C. World Bank Group's Work and Engagement on the Ground (continued)

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

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Mali	23	7.48	107	6.94	10	6.70	48	6.79	14	5.36	13	6.00	23	6.35	16	6.69	8	7.00	23	5.74	21	6.86	37	6.22
The World Bank Group meets Mali's needs for knowledge services	21	6.76	109	6.67	10	6.70	43	6.02	16	6.13	15	6.00	20	6.50	15	6.27	8	6.13	24	6.58	18	7.33	34	6.21

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the donor community is doing enough to support government efforts related to Internally Displaced Persons in Mali?*	22	6.68	105	6.70	13	5.54	55	5.80	16	5.87	13	5.85	25	5.44	19	4.89	6	9.00	25	5.08	19	5.32	41	6.07

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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 displacement crisis in Mali? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Infrastructure	25.0%	20.6%	21.4%	33.8%	38.9%	12.5%	24.2%	29.2%	30.8%	10.7%	10.7%	28.6%
Health*	54.2%	50.3%	28.6%	33.8%	27.8%	31.3%	48.5%	58.3%	38.5%	53.6%	21.4%	34.7%
Social cohesion	4.2%	10.3%	21.4%	23.5%	16.7%	18.8%	27.3%	20.8%	0.0%	14.3%	25.0%	16.3%
Public services	16.7%	4.5%	7.1%	5.9%	11.1%	12.5%	0.0%	0.0%	0.0%	3.6%	7.1%	14.3%
Macro issues	4.2%	3.2%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Supporting poor and marginalized local communities	29.2%	33.5%	57.1%	41.2%	27.8%	31.3%	27.3%	33.3%	30.8%	32.1%	35.7%	34.7%
Jobs	29.2%	20.0%	21.4%	14.7%	22.2%	6.3%	12.1%	12.5%	38.5%	14.3%	21.4%	22.4%
Education*	20.8%	40.0%	21.4%	23.5%	44.4%	56.3%	27.3%	33.3%	30.8%	64.3%	28.6%	24.5%
Business development*	4.2%	7.1%	7.1%	14.7%	11.1%	6.3%	24.2%	0.0%	7.7%	3.6%	21.4%	18.4%
Other	0.0%	2.6%	0.0%	0.0%	0.0%	6.3%	3.0%	0.0%	7.7%	0.0%	0.0%	2.0%
Don't know	8.3%	3.2%	7.1%	2.9%	0.0%	6.3%	3.0%	4.2%	7.7%	0.0%	14.3%	2.0%

*Significantly different between stakeholder groups

E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Weekly		4.0%	21.4%	3.0%		6.3%	6.1%			6.9%		1.9%
Monthly	20.0%	8.1%	14.3%	4.5%	5.6%	37.5%	12.1%	14.3%		3.4%	6.7%	1.9%
A few times a year	16.0%	32.9%	21.4%	23.9%	27.8%	50.0%	24.2%	14.3%	14.3%	55.2%	26.7%	15.1%
Rarely	48.0%	37.6%	35.7%	34.3%	55.6%	6.3%	33.3%	47.6%	42.9%	27.6%	40.0%	50.9%
Never	16.0%	17.4%	7.1%	34.3%	11.1%		24.2%	23.8%	42.9%	6.9%	26.7%	30.2%

*Significantly different between stakeholder groups



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

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

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Mali's specific development challenges and country circumstances	16	7.06	95	7.32	10	6.90	40	7.03	15	6.13	14	5.50	22	6.86	11	6.00	2	9.00	23	6.39	15	6.20	29	6.97

	Office of President, PM, Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		NGO/CBO		Trade Union		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	18	7.78	122	7.46	11	7.55	44	7.20	15	6.20	15	5.87	27	7.07	13	7.08	6	6.00	23	7.04	21	7.33	39	6.26
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	16	8.13	110	7.35	12	7.42	37	6.46	15	6.73	16	6.69	23	6.35	16	6.87	5	7.40	24	7.04	18	6.00	37	6.59

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

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

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Engage more directly with beneficiaries*	45.8%	51.9%	50.0%	62.7%	26.3%	18.8%	66.7%	64.0%	78.6%	56.7%	70.0%	53.7%
Improve the quality of its experts as related to Mali's specific challenges	20.8%	8.3%	14.3%	14.9%	21.1%	0.0%	3.0%	8.0%	0.0%	3.3%	6.7%	14.8%
Engage more effectively with private sector*	12.5%	13.5%	7.1%	6.0%	10.5%	18.8%	54.5%	8.0%	7.1%	20.0%	26.7%	27.8%
Increase the level of World Bank Group staffing in Mali's office*	4.2%	3.2%	0.0%	6.0%	0.0%	25.0%	6.1%	0.0%	0.0%	6.7%	10.0%	3.7%
Offer more innovative knowledge products and services	8.3%	8.3%	7.1%	6.0%	15.8%	6.3%	6.1%	8.0%	0.0%	10.0%	0.0%	3.7%
Collaborate more effectively with Government clients	12.5%	12.2%	7.1%	20.9%	10.5%	6.3%	3.0%	4.0%	7.1%	3.3%	10.0%	14.8%
Work faster	4.2%	7.1%	21.4%	10.4%	5.3%	0.0%	3.0%	12.0%	14.3%	3.3%	10.0%	5.6%
Reduce the complexity of obtaining World Bank Group financing*	37.5%	41.7%	21.4%	28.4%	47.4%	18.7%	18.2%	12.0%	35.7%	16.7%	26.7%	29.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.3%	5.1%	0.0%	3.0%	5.3%	12.5%	6.1%	4.0%	0.0%	10.0%	0.0%	7.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	8.3%	3.8%	7.1%	4.5%	21.1%	31.3%	3.0%	12.0%	0.0%	16.7%	3.3%	7.4%
Offer more innovative financial products and services	0.0%	6.4%	7.1%	6.0%	5.3%	25.0%	3.0%	4.0%	0.0%	0.0%	6.7%	9.3%
Ensure greater selectivity in its work*	4.2%	3.2%	0.0%	1.5%	5.3%	0.0%	3.0%	0.0%	21.4%	0.0%	0.0%	1.9%
Provide more adequate data/knowledge/statistics/figures on Mali's economy	0.0%	3.2%	0.0%	1.5%	0.0%	6.3%	0.0%	8.0%	0.0%	10.0%	0.0%	1.9%
Engage more effectively with civil society*	8.3%	10.3%	7.1%	6.0%	10.5%	0.0%	15.2%	40.0%	21.4%	23.3%	23.3%	9.3%
Increase the level of capacity development in the country	25.0%	17.3%	42.9%	14.9%	15.8%	18.8%	9.1%	12.0%	14.3%	20.0%	6.7%	7.4%
Other	0.0%	1.9%	7.1%	4.5%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Social cohesion*	9.1%	11.5%	38.5%	27.7%	0.0%	6.3%	18.8%	20.0%	21.4%	32.1%	22.6%	11.8%
Public financial management*	18.2%	35.1%	23.1%	21.5%	21.1%	43.8%	15.6%	36.0%	64.3%	25.0%	35.5%	39.2%
Reducing gender-based violence	22.7%	7.4%	0.0%	4.6%	5.3%	0.0%	9.4%	4.0%	14.3%	21.4%	3.2%	7.8%
Human capital	40.9%	49.3%	69.2%	40.0%	57.9%	68.8%	37.5%	36.0%	21.4%	42.9%	45.2%	35.3%
Crisis preparedness	0.0%	4.7%	0.0%	9.2%	5.3%	0.0%	9.4%	0.0%	7.1%	7.1%	0.0%	3.9%
Crisis response	13.6%	16.9%	7.7%	6.2%	10.5%	12.5%	21.9%	8.0%	0.0%	14.3%	16.1%	17.6%
Access to justice systems	4.5%	5.4%	0.0%	4.6%	10.5%	0.0%	12.5%	8.0%	7.1%	3.6%	6.5%	7.8%
Security mechanisms*	13.6%	6.1%	7.7%	7.7%	15.8%	0.0%	21.9%	28.0%	0.0%	3.6%	16.1%	9.8%
Conflict resolution mechanisms	0.0%	7.4%	7.7%	7.7%	10.5%	0.0%	3.1%	4.0%	7.1%	7.1%	3.2%	2.0%
Support domestic resource mobilization	27.3%	19.6%	15.4%	26.2%	31.6%	18.8%	15.6%	28.0%	42.9%	25.0%	25.8%	45.1%
Access to basic services	36.4%	30.4%	23.1%	30.8%	15.8%	37.5%	18.8%	28.0%	28.6%	10.7%	22.6%	23.5%
Capacity of state institutions	27.3%	8.1%	7.7%	15.4%	26.3%	18.8%	6.3%	8.0%	0.0%	10.7%	9.7%	9.8%
Jobs	27.3%	31.1%	38.5%	15.4%	26.3%	25.0%	40.6%	36.0%	28.6%	35.7%	25.8%	13.7%
Improving livelihoods	9.1%	6.1%	7.7%	13.8%	10.5%	6.3%	3.1%	8.0%	7.1%	3.6%	0.0%	17.6%
Food security	13.6%	31.1%	30.8%	23.1%	31.6%	18.8%	46.9%	16.0%	35.7%	17.9%	12.9%	19.6%
Social safety nets*	9.1%	10.8%	0.0%	23.1%	5.3%	25.0%	0.0%	8.0%	0.0%	0.0%	19.4%	5.9%
Stimulating dialogue to promote peace and stability	27.3%	16.9%	15.4%	20.0%	10.5%	6.3%	18.8%	24.0%	14.3%	32.1%	35.5%	17.6%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Social cohesion	39.1%	26.8%	15.4%	28.6%	25.0%	18.8%	25.8%	29.2%	30.8%	34.5%	18.8%	29.4%
Public financial management	17.4%	10.7%	15.4%	12.7%	25.0%	18.8%	16.1%	20.8%	15.4%	10.3%	12.5%	9.8%
Reducing gender-based violence	4.3%	13.4%	0.0%	15.9%	12.5%	12.5%	12.9%	16.7%	23.1%	17.2%	12.5%	13.7%
Human capital	43.5%	32.9%	23.1%	33.3%	43.8%	25.0%	22.6%	16.7%	61.5%	24.1%	34.4%	27.5%
Crisis preparedness	0.0%	12.1%	7.7%	9.5%	6.3%	12.5%	29.0%	12.5%	7.7%	6.9%	15.6%	9.8%
Crisis response	17.4%	17.4%	7.7%	15.9%	25.0%	12.5%	6.5%	12.5%	0.0%	31.0%	12.5%	11.8%
Access to justice systems	21.7%	9.4%	7.7%	12.7%	6.3%	12.5%	6.5%	25.0%	7.7%	13.8%	9.4%	7.8%
Security mechanisms	8.7%	22.8%	15.4%	20.6%	18.8%	18.7%	25.8%	12.5%	15.4%	6.9%	21.9%	23.5%
Conflict resolution mechanisms	21.7%	14.1%	0.0%	12.7%	12.5%	12.5%	9.7%	12.5%	7.7%	6.9%	6.3%	9.8%
Support domestic resource mobilization	4.3%	10.1%	0.0%	7.9%	6.3%	18.8%	16.1%	12.5%	23.1%	10.3%	15.6%	11.8%
Access to basic services	13.0%	15.4%	38.5%	19.0%	12.5%	31.3%	16.1%	12.5%	15.4%	20.7%	12.5%	29.4%
Capacity of state institutions	8.7%	6.0%	7.7%	9.5%	0.0%	12.5%	9.7%	12.5%	15.4%	10.3%	6.3%	7.8%
Jobs	21.7%	18.1%	38.5%	15.9%	18.8%	18.8%	19.4%	16.7%	7.7%	27.6%	21.9%	19.6%
Improving livelihoods	13.0%	6.0%	23.1%	11.1%	12.5%	6.3%	12.9%	0.0%	7.7%	6.9%	9.4%	17.6%
Food security	39.1%	39.6%	46.2%	36.5%	25.0%	25.0%	32.3%	37.5%	15.4%	37.9%	37.5%	33.3%
Social safety nets	0.0%	8.7%	15.4%	14.3%	25.0%	0.0%	12.9%	16.7%	0.0%	10.3%	3.1%	11.8%
Stimulating dialogue to promote peace and stability	21.7%	32.9%	30.8%	22.2%	12.5%	25.0%	22.6%	33.3%	46.2%	17.2%	46.9%	17.6%

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

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Donor community*	17.4%	22.2%	42.9%	16.4%	15.8%	31.3%	9.7%	8.0%	0.0%	0.0%	3.4%	9.1%
NGOs/Community Based Organizations*	21.7%	22.2%	35.7%	34.3%	31.6%	25.0%	51.6%	64.0%	30.8%	30.0%	37.9%	36.4%
Beneficiaries*	56.5%	41.8%	28.6%	50.7%	26.3%	0.0%	38.7%	32.0%	76.9%	26.7%	24.1%	43.6%
Youth/university groups*	4.3%	2.6%	0.0%	1.5%	5.3%	25.0%	3.2%	0.0%	7.7%	6.7%	13.8%	14.5%
Private sector*	26.1%	34.0%	50.0%	10.4%	42.1%	12.5%	61.3%	32.0%	38.5%	36.7%	27.6%	25.5%
Local government*	21.7%	23.5%	7.1%	50.7%	15.8%	18.8%	6.5%	8.0%	7.7%	10.0%	17.2%	20.0%
Academia/think tanks/research institutes*	13.0%	9.8%	7.1%	3.0%	10.5%	12.5%	6.5%	12.0%	0.0%	60.0%	3.4%	5.5%
Parliament	0.0%	1.3%	0.0%	1.5%	0.0%	6.3%	6.5%	0.0%	7.7%	0.0%	3.4%	1.8%
UN agencies*	8.7%	7.2%	0.0%	3.0%	5.3%	37.5%	0.0%	12.0%	0.0%	16.7%	3.4%	1.8%
Regional organizations	13.0%	9.2%	0.0%	11.9%	5.3%	6.3%	9.7%	16.0%	7.7%	3.3%	3.4%	3.6%
Foundations	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	3.3%	0.0%	1.8%
Media*	0.0%	7.2%	14.3%	1.5%	10.5%	12.5%	0.0%	4.0%	0.0%	0.0%	41.4%	1.8%
Peace keeping forces	4.3%	1.3%	7.1%	3.0%	15.8%	0.0%	3.2%	0.0%	0.0%	6.7%	10.3%	9.1%
Emerging donors	0.0%	2.0%	0.0%	1.5%	5.3%	6.3%	0.0%	0.0%	0.0%	0.0%	3.4%	5.5%
Other*	4.3%	0.0%	7.1%	0.0%	0.0%	6.3%	0.0%	0.0%	23.1%	0.0%	0.0%	5.5%
Don't know	4.3%	6.5%	0.0%	6.0%	5.3%	0.0%	0.0%	4.0%	0.0%	0.0%	3.4%	7.3%

*Significantly different between stakeholder groups

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

Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Mali? (Select no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
World Food Program (WFP)	39.1%	35.1%	21.4%	28.4%	31.6%	31.3%	31.3%	37.5%	21.4%	23.3%	23.3%	35.2%
World Health Organization (WHO)	17.4%	29.2%	14.3%	20.9%	10.5%	25.0%	18.8%	33.3%	21.4%	26.7%	30.0%	25.9%
United Nations Development Program (UNDP)	26.1%	28.6%	14.3%	29.9%	26.3%	37.5%	31.3%	12.5%	7.1%	30.0%	33.3%	22.2%
United Nations Population Fund (UNFPA)	8.7%	5.2%	0.0%	4.5%	26.3%	6.3%	6.3%	4.2%	0.0%	6.7%	10.0%	7.4%
United Nations Peacekeeping (MINUSMA)	21.7%	13.6%	7.1%	11.9%	10.5%	25.0%	9.4%	12.5%	7.1%	26.7%	10.0%	13.0%
French Development Agency (AFD)	4.3%	1.9%	7.1%	4.5%	5.3%	0.0%	3.1%	4.2%	7.1%	0.0%	13.3%	3.7%
European Union (EU)	21.7%	7.1%	21.4%	11.9%	5.3%	25.0%	15.6%	4.2%	14.3%	10.0%	3.3%	7.4%
The United Nations International Children's Emergency Fund (UNICEF)	17.4%	17.5%	14.3%	23.9%	21.1%	12.5%	6.3%	25.0%	14.3%	26.7%	20.0%	9.3%
United States Agency for International Development (USAID)	8.7%	14.9%	21.4%	13.4%	10.5%	0.0%	9.4%	16.7%	21.4%	20.0%	13.3%	22.2%
Swiss Agency for Development and Cooperation (EDA)	0.0%	5.2%	14.3%	7.5%	0.0%	6.3%	0.0%	16.7%	14.3%	0.0%	6.7%	3.7%
None. I don't believe the World Bank Group needs to partner with the UN organizations.*	0.0%	5.8%	0.0%	6.0%	5.3%	0.0%	15.6%	0.0%	28.6%	10.0%	6.7%	7.4%
Don't know	17.4%	14.3%	28.6%	17.9%	21.1%	18.8%	21.9%	12.5%	21.4%	6.7%	13.3%	22.2%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Never	40.0%	44.4%	28.6%	56.1%	47.4%	6.3%	48.5%	56.5%	57.1%	71.4%	58.1%	54.5%
Less than once a year	20.0%	17.9%	14.3%	21.2%	26.3%	6.3%	18.2%	21.7%	28.6%	7.1%	22.6%	16.4%
Once a year to a few times a year	20.0%	25.2%	7.1%	18.2%	21.1%	31.3%	21.2%	21.7%	14.3%	14.3%	16.1%	21.8%
Less than once a month	12.0%	6.6%	7.1%	1.5%	5.3%	18.8%	6.1%					
At least once a month	8.0%	6.0%	35.7%	1.5%		31.3%	3.0%			7.1%	3.2%	5.5%
At least once a week			7.1%	1.5%		6.3%	3.0%					1.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
National radio (state owned)*	40.0%	43.9%	28.6%	51.5%	31.6%	0.0%	20.7%	45.8%	28.6%	27.6%	29.0%	40.0%
Private radio	8.0%	8.3%	0.0%	6.1%	21.1%	0.0%	24.1%	20.8%	7.1%	13.8%	12.9%	5.5%
Community radio	4.0%	3.8%	0.0%	6.1%	5.3%	0.0%	10.3%	8.3%	7.1%	0.0%	9.7%	3.6%
International radio	8.0%	14.6%	14.3%	15.2%	5.3%	26.7%	20.7%	20.8%	14.3%	3.4%	16.1%	7.3%
Periodicals	4.0%	3.2%	7.1%	1.5%	0.0%	6.7%	0.0%	0.0%	0.0%	3.4%	0.0%	1.8%
Social media*	8.0%	5.7%	28.6%	1.5%	5.3%	13.3%	20.7%	0.0%	0.0%	31.0%	22.6%	14.5%
Internet*	32.0%	31.2%	50.0%	33.3%	31.6%	73.3%	27.6%	12.5%	21.4%	51.7%	38.7%	25.5%
Local television*	44.0%	42.7%	42.9%	45.5%	36.8%	0.0%	17.2%	37.5%	71.4%	13.8%	16.1%	47.3%
International television	12.0%	14.6%	0.0%	9.1%	31.6%	20.0%	24.1%	12.5%	28.6%	24.1%	16.1%	18.2%
Local newspapers	12.0%	9.6%	21.4%	13.6%	5.3%	33.3%	10.3%	20.8%	7.1%	13.8%	16.1%	20.0%
International newspapers	8.0%	12.1%	0.0%	4.5%	10.5%	20.0%	10.3%	4.2%	0.0%	10.3%	3.2%	3.6%
Other	4.0%	4.5%	0.0%	3.0%	0.0%	6.7%	3.4%	4.2%	14.3%	0.0%	6.5%	5.5%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
World Bank Group's publications and other written materials	38.5%	44.4%	50.0%	50.0%	52.6%	50.0%	42.9%	59.1%	38.5%	40.0%	25.0%	50.0%
e-Newsletters	11.5%	13.1%	7.1%	4.8%	5.3%	18.8%	10.7%	9.1%	0.0%	23.3%	0.0%	9.3%
WBG's seminars/workshops/conferences	46.2%	47.7%	50.0%	53.2%	31.6%	37.5%	35.7%	68.2%	53.8%	40.0%	64.3%	46.3%
World Bank Group's website*	26.9%	32.0%	28.6%	17.7%	31.6%	6.3%	35.7%	9.1%	23.1%	10.0%	21.4%	16.7%
Direct contact with World Bank Group	42.3%	31.4%	28.6%	32.3%	21.1%	50.0%	25.0%	36.4%	53.8%	30.0%	32.1%	40.7%
Social media*	19.2%	13.1%	21.4%	22.6%	31.6%	12.5%	32.1%	9.1%	7.7%	33.3%	35.7%	16.7%
Webinars or online events hosted by the World Bank Group	0.0%	9.2%	7.1%	3.2%	0.0%	18.7%	7.1%	0.0%	7.7%	3.3%	0.0%	5.6%

*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 the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Yes	33.3%	37.1%	92.3%	26.2%	18.8%	43.8%	32.3%	4.3%	14.3%	7.1%	8.3%	21.2%
No	66.7%	62.9%	7.7%	73.8%	81.3%	56.3%	67.7%	95.7%	85.7%	92.9%	91.7%	78.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
The World Bank (IBRD)	75.0%	90.2%	100.0%	100.0%	66.7%	100.0%	70.0%	100.0%	100.0%	100.0%	100.0%	90.9%
The International Finance Corporation (IFC)	25.0%	3.9%			33.3%		30.0%					9.1%
The Multilateral Investment Guarantee Agency (MIGA)		3.9%										
International Centre for Settlement of Investment Disputes (ICSID)		2.0%										

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	NGO/ CBO	Trade Union	Academia	Media	Other
Observer*	33.3%	37.0%	28.6%	55.3%	50.0%	6.3%	38.5%	46.7%	80.0%	65.2%	59.3%	62.2%
Use World Bank Group reports/data*	27.8%	28.3%	7.1%	14.9%	0.0%	43.8%	42.3%	40.0%	10.0%	17.4%	22.2%	18.9%
Engage in World Bank Group related/sponsored events/activities	22.2%	18.9%	14.3%	17.0%	0.0%	18.8%	15.4%	6.7%	30.0%	8.7%	25.9%	13.5%
Collaborate as part of my professional duties*	55.6%	44.9%	78.6%	36.2%	43.8%	62.5%	30.8%	20.0%	0.0%	13.0%	7.4%	21.6%
Use World Bank Group website for information, data, research, etc.	11.1%	26.0%	21.4%	12.8%	12.5%	31.3%	30.8%	26.7%	20.0%	34.8%	25.9%	13.5%

*Significantly different between stakeholder groups



Appendix C: Responses to Select Questions by Collaboration with the WBG³

- Collaborating with the WBG N=129
- Not collaborating with the WBG N=322

A. Overall Context

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 WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The national/federal government	109	5.65	2.76	257	5.04	3.00
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	113	7.19	1.97	263	7.05	2.50
The World Bank Group	113	7.53	2.04	270	7.16	2.61
The International Monetary Fund	103	6.41	2.36	258	6.51	2.70
The United Nations (UN)	106	6.08	2.60	263	6.02	2.96
Regional development banks	105	7.09	1.99	250	6.63	2.51
The Central Bank of West African States (BCEAO)	109	7.36	2.06	267	7.34	2.47
International private sector	103	6.20	2.29	238	5.98	2.78
Domestic private sector*	112	6.49	2.18	271	5.80	2.81
International civil society (e.g., NGOs, CBOs)	110	6.38	2.17	264	5.97	2.73
Domestic civil society (e.g., NGOs, CBOs)	115	5.90	2.15	271	5.99	2.67
Faith-based institutions	101	5.61	2.33	251	5.55	2.78
Domestic traditional media and their web presence	111	5.69	2.27	272	5.68	2.67
International media and their web presence	100	5.43	2.08	260	5.35	2.56
Web based media	105	4.91	2.26	262	4.33	2.74

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?*	123	6.84	2.35	314	5.23	2.86
How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in Mali?*	123	4.93	2.88	318	3.82	2.86

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

*Significantly different between collaborators and non-collaborators

³ Collaboration with the World Bank Group is based on respondents' response to question H3 in the questionnaire. 54 respondents did not answer this question and, therefore, could not be included in these analyses.

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

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali*	122	7.92	2.09	278	7.27	2.69
The World Bank Group's work is aligned with what I consider the development priorities for Mali*	119	7.27	2.36	260	6.45	2.62

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.*	118	7.13	2.16	265	6.54	2.59

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?*	121	7.54	2.06	276	6.70	2.54

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

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Mali?	118	7.67	2.28	272	7.16	2.61

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

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

Percentage of Respondents	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
To a fully sufficient degree*	24.6%	15.3%
To a somewhat sufficient degree	49.2%	39.6%
To a somewhat insufficient degree	16.7%	16.5%
To a very insufficient degree*	4.0%	10.9%
Don't know*	5.6%	17.8%

*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 Mali?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Not adequately flexible	20.6%	22.5%
Not sufficiently focused on sustainable results	8.7%	8.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)*	12.7%	24.4%
Not enough public disclosure of its work	25.4%	22.9%
Arrogant in its approach	5.6%	2.5%
Inadequate World Bank Group's staffing in Mali	8.7%	7.6%
Not focused enough on issues that are unique to post-conflict countries	4.0%	8.6%
Not willing to honestly criticize policies and reform efforts in the country	8.7%	4.8%
Staff too inaccessible	4.0%	1.9%
Not collaborating enough with private sector	11.9%	18.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.2%	3.8%
Not aligned with country priorities	4.8%	9.8%
Not adequately sensitive to political/social realities in Mali	10.3%	9.2%
Too influenced by developed countries	7.1%	10.2%
World Bank Group's processes too slow and complex*	29.4%	20.0%
Other	5.6%	2.5%
Don't know	9.5%	10.2%

*Significantly different between collaborators and non-collaborators

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

...in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mali? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Food security	28.1%	26.0%
Urban development*	10.9%	5.4%
Gender based violence	0.0%	0.6%
Energy	8.6%	6.3%
Water and sanitation	10.9%	9.5%
Pollution	1.6%	0.6%
Job creation/employment	34.4%	34.3%
Health	21.1%	20.0%
Regional conflict and tensions	4.7%	3.2%
Financial markets	3.9%	3.2%
Social protection	5.5%	4.4%
Gender equity	0.8%	1.6%
Private sector development	14.1%	14.6%
Education	32.0%	34.9%
Public sector governance/reform	13.3%	18.7%
Security/stabilization/reconstruction	7.0%	7.3%
Global/regional integration	0.0%	1.3%
Poverty reduction	12.5%	12.4%
National debt	0.0%	0.3%
Anti-corruption	18.8%	19.4%
Judiciary reform	0.8%	4.1%
Economic growth	8.6%	6.7%
Disaster risk management	0.8%	1.3%
Equality of opportunity	1.6%	1.0%
Disease (e.g., neglected tropical diseases)	2.3%	1.0%
Local governance and institutions	3.1%	2.9%
Information and communications technology	0.8%	1.9%
Transport	5.5%	9.2%
Agriculture and rural development	31.3%	28.9%
Trade and exports	2.3%	2.9%
Crime and violence	0.0%	0.3%
Natural resource management	1.6%	5.7%
Social cohesion	2.3%	0.6%
Climate change (e.g., mitigation, adaptation)	4.7%	2.2%

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground**

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mali solve its most complicated development challenges?*	104	7.64	1.75	214	6.89	2.66
To what extent do you believe the World Bank Group is adequately staffed in Mali?	75	5.17	2.66	150	4.54	2.80

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

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	103	6.39	2.43	194	5.97	2.74
Flexibility (in terms of the institution's products and services)	94	5.55	2.24	175	5.37	2.39
Flexibility (in terms of changing country circumstances)	92	5.96	2.17	184	5.59	2.41
Being inclusive	99	6.39	2.33	200	6.13	2.75
Openness (sharing data and other information)	96	6.94	2.13	190	6.62	2.34
Collaboration with the Government	113	7.76	2.09	242	7.93	2.23
The speed in which it gets things accomplished on the ground	102	6.05	2.37	200	5.71	2.72
Helping to bring discipline/effective supervision to implementation of investment projects	103	7.24	2.08	205	6.86	2.63
Collaboration with civil society	96	6.15	2.35	211	5.64	2.84
Staff accessibility	87	6.22	2.32	164	5.56	2.69
Collaboration with other donors and development partners	80	6.90	2.11	183	7.31	2.37
Collaboration with the private sector	85	6.34	2.26	196	6.33	2.69
Collaboration with the UN	69	7.25	2.23	172	7.66	2.52
Straightforwardness and honesty*	74	7.61	2.01	169	6.86	2.74
Treating clients and stakeholders in Mali with respect	88	7.55	1.92	178	7.12	2.48
Being a long-term partner	97	7.72	2.14	190	7.19	2.86

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	99	5.54	3.01	199	3.80	2.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports	121	8.02	1.92	244	7.98	2.29
The World Bank Group's approvals and reviews are done in a timely fashion	112	6.53	2.23	216	6.25	2.77
The World Bank Group's Environmental and Social Framework requirements are reasonable*	91	7.18	2.05	187	6.58	2.42
The WBG's conditions on its lending are reasonable*	82	6.29	2.42	160	5.32	2.66
The World Bank Group takes decisions quickly in Mali*	96	5.82	2.38	168	4.84	2.66
Working with the World Bank Group increases Mali's institutional capacity*	114	7.41	1.96	221	6.71	2.89
Where country systems are adequate, the World Bank Group makes appropriate use of them	93	7.35	2.10	186	7.47	2.54

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mali?	93	7.61	2.10	198	7.46	2.41

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

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

(1- Strongly disagree, 10- Strongly agree)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mali	103	6.96	2.10	211	6.45	2.73
The World Bank Group meets Mali's needs for knowledge services	101	6.75	2.23	208	6.36	2.80

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	84	6.31	2.47	207	6.24	2.95
To develop better and stronger data collection/analytics systems within the Government	95	7.09	2.13	221	7.17	2.40
To strengthen the country's crisis preparedness	93	7.03	2.28	227	7.07	2.71
To identify and monitor risks	90	6.79	2.19	206	6.61	2.75

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Mali's efforts to manage crisis related risks?*	61	7.30	2.02	105	6.50	2.51

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

	Collaborating with the WB			Not Collaborating with the WB		
	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 Internally Displaced Persons in Mali?	102	6.11	2.53	229	6.05	2.87

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

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 displacement crisis in Mali? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Infrastructure	28.0%	22.1%
Health	39.2%	44.0%
Social cohesion	14.4%	16.9%
Public services	8.8%	5.5%
Macro issues	3.2%	1.3%
Supporting poor and marginalized local communities	40.8%	31.9%
Jobs	18.4%	18.9%
Education	29.6%	35.5%
Business development	10.4%	11.4%
Other	3.2%	1.3%
Don't know	2.4%	4.9%

**D. World Bank Group's Support in Development Areas**

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Social protection	51	5.59	2.28	124	5.85	2.45
Gender equity	71	6.52	2.16	165	6.56	2.69
Private sector development*	85	6.76	2.13	175	5.96	2.69
Education	98	6.72	2.21	204	6.84	2.54
Public sector governance/reform	91	6.62	2.06	190	6.88	2.43
Global/regional integration*	68	6.03	2.16	146	6.87	2.31
Food security	94	7.17	2.03	192	7.07	2.67
Urban development	78	6.67	2.07	184	6.81	2.60
Energy	79	6.34	2.09	175	6.38	2.62
Water and sanitation	89	6.87	2.01	188	6.87	2.48
Pollution	61	6.25	2.12	149	5.83	2.60
Job creation/employment	86	6.08	2.24	173	6.13	2.66
Health	98	7.09	2.10	197	6.97	2.51
Financial markets	60	6.18	2.27	146	6.79	2.46
Transport	81	6.68	2.07	172	6.92	2.57
Agriculture and rural development	96	7.22	2.07	197	7.02	2.65
Natural resource management	69	6.87	1.93	157	6.30	2.74
Climate change	81	6.86	2.10	165	6.68	2.67
Poverty reduction	92	6.73	2.16	200	6.63	2.65
Anti-corruption	88	6.39	2.22	156	5.73	2.69
Economic growth	92	6.87	2.04	178	6.70	2.52
Disaster risk management	74	6.59	2.07	155	6.12	2.67
Equality of opportunity	65	6.57	2.03	140	6.14	2.52
Disease	70	6.61	2.36	141	6.62	2.72
Information and communications technology	57	6.86	2.18	145	6.30	2.48
Gender based violence	68	7.10	2.15	164	6.79	2.64
Security/stabilization/reconstruction	78	6.42	2.08	170	6.52	2.53
Local governance and institutions*	83	6.98	2.12	175	6.28	2.66
Social cohesion	73	6.11	2.32	160	5.80	2.69

*Significantly different between collaborators and non-collaborators



E. World Bank Group's Knowledge Work and Activities

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

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Are timely*	75	6.03	2.32	131	5.27	2.72
Include appropriate level of stakeholder involvement during preparation	77	6.82	2.15	155	6.44	2.69
Lead to practical solutions	86	7.06	2.26	170	6.89	2.47
Are source of relevant information on global good practices	86	7.26	2.17	162	7.32	2.44
Are adequately disseminated	85	6.26	2.34	160	5.71	2.82
Are translated enough into local language	72	4.57	2.58	153	4.39	2.93
Are adaptable to Mali's specific development challenges and country circumstances	96	6.93	2.40	173	6.84	2.54

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	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?*	108	7.43	2.18	218	6.77	2.59
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	109	7.40	2.08	197	6.65	2.61

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

*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Engage more directly with beneficiaries	51.6%	57.0%
Improve the quality of its experts as related to Mali's specific challenges	9.4%	10.8%
Engage more effectively with private sector	16.4%	18.5%
Increase the level of WBG staffing in Mali's office	3.1%	5.1%
Offer more innovative knowledge products and services	6.2%	6.1%
Collaborate more effectively with Government clients	10.2%	12.1%
Work faster	7.8%	7.3%
Reduce the complexity of obtaining WBG financing	36.7%	29.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.3%	5.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.8%	6.7%
Offer more innovative financial products and services	5.5%	7.0%
Ensure greater selectivity in its work	2.3%	2.5%
Provide more adequate data/knowledge/statistics/figures on Mali's economy	2.3%	3.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	7.8%	14.0%
Increase the level of capacity development in the country	19.5%	13.4%
Other*	3.9%	0.6%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY17 and FY20 were weighted to have equivalent stakeholder groups.

Percentage of Respondents	Original Distribution	
	FY17	FY20
Office of the President, Prime Minister, Minister	3.1%	5.7%
Government Institutions (includes office of Parliamentarians, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	44.7%	45.6%
Bilateral/Multilateral Agencies	1.4%	3.5%
Private Sector	4.4%	7.3%
Academia	8.2%	6.6%
Media	5.1%	7.0%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, and trade unions)	9.9%	9.3%
Local Government	23.2%	15.0%
Total Number of Respondents (Un-Weighted)	293	454

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Percentage of Respondents	Weighted Distribution	
	FY17	FY20
Office of the President, Prime Minister, Minister	5.3%	5.4%
Government Institutions	44.0%	44.4%
Bilateral/Multilateral Agencies	3.2%	3.4%
Private Sector	5.3%	5.4%
Academia	7.4%	7.5%
Media	5.3%	5.4%
Civil Society	9.9%	9.4%
Local Government	19.5%	19.1%
Total Number of Respondents (Weighted)	282	466

All data presented in this Appendix are weighted. As a result, means of the FY20 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY17 respondents and the total number of respondents indicated may differ from those reported in that COS report.

**A. Overall Context****In general, would you say that Mali is headed in ... ?**

Percentage of Respondents	FY17	FY20
The right direction	56.7%	52.7%
The wrong direction	13.9%	18.9%
Not sure	29.4%	28.4%

B. Overall Attitudes toward the World Bank Group

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mali?*	279	4.67	2.92	445	5.66	2.77

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY17 and FY20***To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mali? (1-Strongly disagree, 10-Strongly agree)**

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mali	244	7.19	2.66	409	7.51	2.55
The World Bank Group's work is aligned with what I consider the development priorities for Mali*	212	6.18	2.87	385	6.75	2.57

**Significantly different between FY17 and FY20*

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.*	227	6.34	2.67	395	6.77	2.49

*(1-Not effective at all, 10-Very effective) *Significantly different between FY17 and FY20*

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mali?	232	6.89	2.45	405	7.06	2.39

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY20***To what extent do you believe that the World Bank Group's work and support help the poorest in Mali? (Select only ONE response)**

Percentage of Respondents	FY17	FY20
To a fully sufficient degree	14.9%	18.0%
To a somewhat sufficient degree	36.2%	43.3%
To a somewhat insufficient degree	20.6%	17.8%
To a very insufficient degree*	18.0%	8.2%
Don't know	10.2%	12.6%

**Significantly different between FY17 and FY20*

**C. World Bank Group's Work and Engagement on the Ground**

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mali solve its most complicated development challenges?*	222	6.35	2.63	330	7.08	2.51
To what extent do you believe the World Bank Group is adequately staffed in Mali?	122	5.02	2.57	241	4.77	2.78

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY20

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	181	5.38	2.63	308	6.09	2.66
Flexibility (in terms of the institution's products and services)*	164	4.65	2.36	273	5.51	2.37
Flexibility (in terms of changing country circumstances)*	172	4.94	2.41	279	5.78	2.37
Being inclusive*	150	5.70	2.78	301	6.25	2.64
Openness (sharing data and other information)*	161	5.96	2.67	296	6.72	2.32
Collaboration with the Government*	217	7.26	2.50	369	7.83	2.26
The speed in which it gets things accomplished on the ground	182	5.51	2.53	308	5.76	2.64
Helping to bring discipline/effective supervision to implementation of investment projects*	184	6.42	2.55	314	6.97	2.47
Collaboration with civil society*	173	4.92	2.85	318	5.75	2.73
Staff accessibility*	176	4.91	2.82	254	5.83	2.61
Collaboration with other donors and development partners*	169	6.73	2.56	270	7.21	2.31
Collaboration with the private sector*	160	5.78	2.78	286	6.33	2.60
Collaboration with the UN	135	7.81	2.46	252	7.52	2.50
Straightforwardness and honesty	148	6.71	2.81	253	7.09	2.58
Treating clients and stakeholders in Mali with respect*	170	6.36	2.71	275	7.19	2.36
Being a long-term partner	170	7.28	2.70	300	7.24	2.73

*Significantly different between FY17 and FY20

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	192	3.86	2.68	311	4.32	2.88
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	217	6.92	2.75	376	8.03	2.18
The World Bank Group's approvals and reviews are done in a timely fashion*	180	5.13	2.73	337	6.27	2.61
The World Bank Group's Environmental and Social Framework requirements are reasonable^*	133	5.55	2.67	290	6.79	2.39
The WBG's conditions on its lending are reasonable	150	5.24	2.73	258	5.63	2.69
The World Bank Group takes decisions quickly in Mali	148	4.72	2.56	278	5.21	2.63
Working with the World Bank Group increases Mali's institutional capacity	199	6.66	2.68	346	6.98	2.64
Where country systems are adequate, the World Bank Group makes appropriate use of them*	165	6.63	2.80	293	7.35	2.48

^In FY17, the statement was worded as "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

*Significantly different between FY17 and FY20

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mali?*	197	6.72	2.67	295	7.53	2.33

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY20

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Mali*	208	6.08	2.57	329	6.63	2.57
The WBG meets Mali's needs for knowledge services	193	6.05	2.59	322	6.43	2.69

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY20

**D. World Bank Group's Support in Development Areas**

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Social protection	109	5.69	2.97	188	5.85	2.41
Gender equity*	109	5.77	2.53	244	6.52	2.59
Private sector development	148	6.46	2.41	266	6.22	2.62
Education*	177	7.28	2.50	313	6.81	2.48
Public sector governance/reform	153	6.82	2.55	288	6.84	2.32
Global/regional integration*	112	5.63	2.52	220	6.71	2.29
Food security*	154	6.57	2.61	293	7.21	2.42
Urban development*	128	6.11	2.48	262	6.84	2.39
Energy	145	6.27	2.56	257	6.43	2.47
Water and sanitation	153	6.55	2.64	282	6.87	2.36
Pollution*	114	5.42	2.83	220	6.16	2.47
Job creation/employment	148	5.93	2.77	261	6.24	2.53
Health	172	7.10	2.64	300	7.11	2.34
Financial markets*	111	5.93	2.70	211	6.65	2.42
Transport*	139	6.40	2.67	263	6.97	2.37
Agriculture and rural development	165	7.21	2.49	303	7.20	2.40
Natural resource management				232	6.63	2.50
Climate change*	129	6.21	2.74	249	6.76	2.48
Poverty reduction	165	6.43	2.66	297	6.79	2.45
Anti-corruption	145	5.68	3.14	247	6.00	2.55
Economic growth	153	6.48	2.63	275	6.78	2.35
Disaster risk management*	114	5.60	2.68	237	6.32	2.49
Equality of opportunity*	105	5.37	2.64	211	6.31	2.36
Disease				221	6.55	2.61
Information and communications technology*	114	5.45	2.73	208	6.56	2.40
Gender based violence				237	6.85	2.49
Security/stabilization/reconstruction*	140	6.03	2.73	254	6.58	2.35
Local governance and institutions*	140	6.05	2.67	263	6.58	2.48
Social cohesion	125	5.66	3.01	242	5.91	2.54

*Significantly different between FY17 and FY20

**E. 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	FY17	FY20
Weekly	5.2%	3.9%
Monthly	7.7%	8.7%
A few times a year	28.1%	28.5%
Rarely	33.0%	38.1%
Never	26.0%	20.7%

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Are timely*	184	7.11	2.33	216	5.46	2.58
Include appropriate level of stakeholder involvement during preparation	163	6.14	2.58	241	6.49	2.55
Lead to practical solutions*	164	5.77	2.39	263	7.05	2.42
Are source of relevant information on global good practices	165	6.94	2.58	255	7.35	2.40
Are adequately disseminated	151	5.45	2.61	248	5.81	2.73
Are translated enough into local language*	153	3.59	2.67	235	4.27	2.68
Are adaptable to Mali's specific development challenges and country circumstances	181	6.51	2.50	281	6.82	2.54

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY20*

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	218	6.99	2.39	336	7.13	2.42
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	210	6.78	2.43	311	6.94	2.44

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



G. Communication and Information Sharing

Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

Percentage of Respondents	FY17	FY20
High speed/WiFi	78.7%	75.9%
Dial-up	21.3%	24.1%

H. Background Information

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

Percentage of Respondents	FY17	FY20
Yes	47.9%	28.8%
No	52.1%	71.2%

*Significantly different between FY17 and FY20



Appendix E: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	Currently, do you professionally collaborate/ work with the WBG in your country?	
	Not Collaborating with the WBG	Currently Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.16	7.53
Overall the WBG currently plays a relevant role in development in Mali	7.27	7.92
The World Bank Group's work is aligned with what I consider the development priorities for Mali	6.45	7.27
Overall, please rate your impression of the World Bank Group's effectiveness in Mali.	6.54	7.13
To what extent does the World Bank Group's work help to achieve development results in Mali?	6.70	7.54
To what extent does the World Bank Group influence the development agenda in Mali?	7.16	7.67
Responsiveness to needs	5.97	6.39
Flexibility (in terms of the institution's products and services)	5.37	5.55
Flexibility (in terms of changing country circumstances)	5.59	5.96
Being inclusive	6.13	6.39
Openness (sharing data and other information)	6.62	6.94
Collaboration with the Government	7.93	7.76
The speed in which it gets things accomplished on the ground	5.71	6.05
Helping to bring discipline/effective supervision to implementation of investment projects	6.86	7.24
Collaboration with civil society	5.64	6.15
Staff accessibility	5.56	6.22
Collaboration with other donors and development partners	7.31	6.90
Collaboration with the private sector	6.33	6.34
Collaboration with the UN	7.66	7.25
Straightforwardness and honesty	6.86	7.61
Treating clients and stakeholders in Mali with respect	7.12	7.55
Being a long-term partner	7.19	7.72
The World Bank Group takes decisions quickly in Mali	4.84	5.82
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.47	7.35
The World Bank Group's financial instruments meet the needs of Mali	6.45	6.96
The World Bank Group meets Mali's needs for knowledge services	6.36	6.75
Are adaptable to Mali's specific development challenges and country circumstances	6.84	6.93
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.77	7.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.65	7.40

Yellow highlight indicates significant difference between those who collaborate with the WBG and those who do not.



Appendix F: Mali FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Mali

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

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

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

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

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

**SECTION A: OVERALL CONTEXT**

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

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

A3. Listed below are a number of development priorities in Mali.			
Please identify which of the following you consider the most important development priorities in Mali. (Choose no more than THREE)			
1	Gender based violence	18	Information and communications technology
2	Urban development	19	Anti-corruption
3	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
4	Health	21	Disease (e.g., neglected tropical diseases)
5	Social protection (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
6	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
7	Private sector development	24	Trade and exports
8	Education	25	Crime and violence
9	Security/stabilization/reconstruction	26	Social cohesion
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Natural resource management
11	Global/regional integration	28	Climate change (e.g., mitigation, adaptation)
12	Food security	29	Poverty reduction
13	Energy	30	Judiciary reform
14	Water and sanitation	31	Economic growth
15	Regional conflict and tensions	32	Local governance and institutions
16	Pollution	33	Disaster risk management
17	Financial markets	34	National debt

**SECTION A: OVERALL CONTEXT**

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 Mali? (Choose no more than THREE)

1	Transport (e.g., roads, bridges, transportation)	18	Food security
2	Social cohesion	19	Regional conflict and tensions
3	National debt	20	Water and sanitation
4	Disaster risk management	21	Pollution
5	Equality of opportunity (i.e., social inclusion)	22	Job creation/employment
6	Disease (e.g., neglected tropical diseases)	23	Health
7	Local governance and institutions	24	Security/stabilization/reconstruction
8	Information and communications technology	25	Financial markets
9	Social protection (e.g., pensions, targeted social assistance)	26	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
10	Agriculture and rural development	27	Gender equity (closing the gap between women and men, and boys and girls)
11	Trade and exports	28	Private sector development
12	Crime and violence	29	Education
13	Climate change (e.g., mitigation, adaptation)	30	Global/regional integration
14	Energy	31	Urban development
15	Anti-corruption	32	Natural resource management
16	Judiciary reform	33	Gender based violence
17	Economic growth		

A5. Please describe the direction Mali 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"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing Mali's economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				

A6. Listed below are global challenges. Which do you think have the most serious impact on Mali? (Choose no more than TWO)

1	Migrants and refugees	7	Fragility in Mali or neighboring countries
2	Jobs/employment	8	Technology based disruption
3	Climate change	9	The gap between the rich and the poor
4	Terrorism	10	Environmental degradation
5	National debt	11	Geo political uncertainty
6	Trade constraints		

**SECTION A: OVERALL CONTEXT**

A7. When economic and/or social reform efforts fail or are slow to take place in Mali, which of the following would you attribute this to? (Choose no more than TWO)	
1	Inadequate level of government accountability
2	Inadequate level of capacity in the government
3	Corruption
4	Private sector involvement and/or influence
5	Ongoing conflict and instability
6	Inadequate funding
7	Political pressures and obstacles
8	Inadequate level of private sector participation
9	Inadequate level of citizen/civil society participation
10	Inadequate level of donor coordination
11	Reforms are not well thought out in light of country challenges
12	Poor coordination within the government
13	Other (please specify): _____

A8. 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/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Bilateral organizations (e.g., DFID, 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	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The 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"/>	

**SECTION A: OVERALL CONTEXT**

A9. To what extent do you trust private sector to engage in public service delivery in Mali?	
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

A10. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mali. (Choose no more than TWO)	
1	None. I do not consider Mali a fragile state.
2	Policy inconsistency
3	Weak social cohesion
4	Weak institutional capacity
5	Food insecurity
6	High levels of corruption
7	Weak accountability
8	Lack of security (i.e., conflict and violence)
9	Political uncertainty
10	Low levels of political and economic inclusion
11	Crime and violence
12	High influx of refugees/migrants
13	Lack of access to development finance
14	Other (please specify): _____

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

B1a. How familiar are you with the work of the World Bank Group in Mali?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B1b. How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in Mali?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mali?																					
											Strongly disagree		Strongly agree		Don't know						
B2	Overall the World Bank Group currently plays a relevant role in development in Mali										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Mali										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Mali.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all					Very effective					Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Mali?										
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

B6. To what extent does the World Bank Group influence the development agenda in Mali?										
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mali? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group's role in Mali, which activity do you VALUE the most? (Choose no more than TWO)**

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

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mali? (Choose no more than TWO)

1	Not adequately flexible
2	Not sufficiently focused on sustainable results
3	Not collaborating enough with civil society (e.g., NGOs, CBOs)
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Inadequate World Bank Group's staffing in Mali
7	Not focused enough on issues that are unique to post-conflict countries
8	Not willing to honestly criticize policies and reform efforts in the country
9	Staff too inaccessible
10	Not collaborating enough with private sector
11	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
12	Not aligned with country priorities
13	Not adequately sensitive to political/social realities in Mali
14	Too influenced by developed countries
15	World Bank Group's processes too slow and complex
16	Other (please specify): _____
17	Don't know

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

B10. When thinking about how the World Bank Group can have the most impact on development results in Mali, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mali? (Choose no more than THREE)

1	Food security	18	Poverty reduction
2	Urban development	19	National debt
3	Gender based violence	20	Anti-corruption
4	Energy	21	Judiciary reform
5	Water and sanitation	22	Economic growth
6	Pollution	23	Disaster risk management
7	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
8	Health	25	Disease (e.g., neglected tropical diseases)
9	Regional conflict and tensions	26	Local governance and institutions
10	Financial markets	27	Information and communications technology
11	Social protection (e.g., pensions, targeted social assistance)	28	Transport (e.g., roads, bridges, transportation)
12	Gender equity (closing the gap between women and men, and boys and girls)	29	Agriculture and rural development
13	Private sector development	30	Trade and exports
14	Education	31	Crime and violence
15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	32	Natural resource management
16	Security/stabilization/reconstruction	33	Social cohesion
17	Global/regional integration	34	Climate change (e.g., mitigation, adaptation)

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mali 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

C2. To what extent do you believe the World Bank Group is adequately staffed in Mali?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

To what extent is the World Bank Group an effective development partner in Mali, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Treating clients and stakeholders in Mali with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
C19	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	The World Bank Group takes decisions quickly in Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Working with the World Bank Group increases Mali's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C27. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mali?												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all										To a very significant degree	Don't know	

To what extent do you agree/disagree with the following statements about the World Bank Group in Mali?													
		Strongly disagree										Strongly agree	Don't know
C28	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mali	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	The World Bank Group meets Mali's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C30. 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 Mali? (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 Mali's efforts ... ?

		Not effectively at all										Very effectively	Don't know
C31	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"/>	
C32	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"/>	
C33	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C34	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C35. How effectively does the World Bank Group's SCD and CPF activities support Mali's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnostic (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 C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C36. To what extent do you believe that the donor community is doing enough to support the government's efforts related to Internally Displaced Persons in Mali?										
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

C37. 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 displacement crisis in Mali? (Choose no more than TWO)	
1	Infrastructure
2	Health
3	Social cohesion
4	Public services
5	Macro issues (fiscal accounts, balance of payments, etc.)
6	Supporting poor and marginalized local communities
7	Jobs
8	Education
9	Business development
10	Other (please specify): _____
11	Don't know

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mali? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (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	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Natural resource management	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	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Disease (e.g., neglected tropical diseases)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Gender based violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D2. 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



SECTION E: WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Mali, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Mali’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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	

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MALI**

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

F2. Please answer the following questions: (Choose no more than THREE for each column)		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mali?	B. Which THREE areas below would benefit most from other donors in Mali?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
10	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
11	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
12	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
13	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
14	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
15	Food security	<input type="checkbox"/>	<input type="checkbox"/>
16	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
17	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

F3. 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	Donor community	9	UN agencies
2	NGOs/Community Based Organizations	10	Regional organizations (e.g., African Union, ECOWAS)
3	Beneficiaries	11	Foundations
4	Youth/university groups	12	Media
5	Private sector	13	Peace keeping forces
6	Local government	14	Emerging donors
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

F4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Mali? (Select no more than TWO)

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Population Fund (UNFPA)
5	United Nations Peacekeeping (MINUSMA)
6	French Development Agency (AFD)
7	European Union (EU)
8	The United Nations International Children's Emergency Fund (UNICEF)
9	United States Agency for International Development (USAID)
10	Swiss Agency for Development and Cooperation (EDA)
11	None. I don't believe the World Bank Group needs to partner with the UN organizations.
12	Don't know

F5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)

1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Share more information about the World Bank Group's activities, products, and knowledge
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How frequently do you interact with the World Bank Group now in Mali?**

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 Mali? (Choose no more than TWO)

1	National radio (state owned)	7	Internet
2	Private radio	8	Local television
3	Community radio	9	International television
4	International radio	10	Local newspapers
5	Periodicals	11	International newspapers
6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	12	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	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G6. 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	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

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	Bamako
2	Kayes
3	Koulikoro
4	Sikasso
5	Segou
6	Mopti
7	Tombouctou
8	Gao
9	Kidal
10	Taoudenit
11	Menaka

Thank you for completing the survey!