

FY2017 Burundi
Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

August 2017



Acknowledgements

The Burundi Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from Burundi country team and Institut de Développement Economique "IDEC", a local independent fielding agency. In particular, PORG is grateful for the support from Nestor Coffi (Country Manager) and Innocent Nsabimana (Communications Consultant) who provided guidance on the survey related activities from Bujumbura, Burundi.



Country Opinion Surveys
THE WORLD BANK GROUP

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I. Objectives

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

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

II. Methodology

From May to June 2017, 374 stakeholders of the WBG in Burundi were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 218 stakeholders participated in the survey (58% response rate). Respondents either received the questionnaires via courier and returned it accordingly, or completed the questionnaire with an independent fielding consultant.

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.

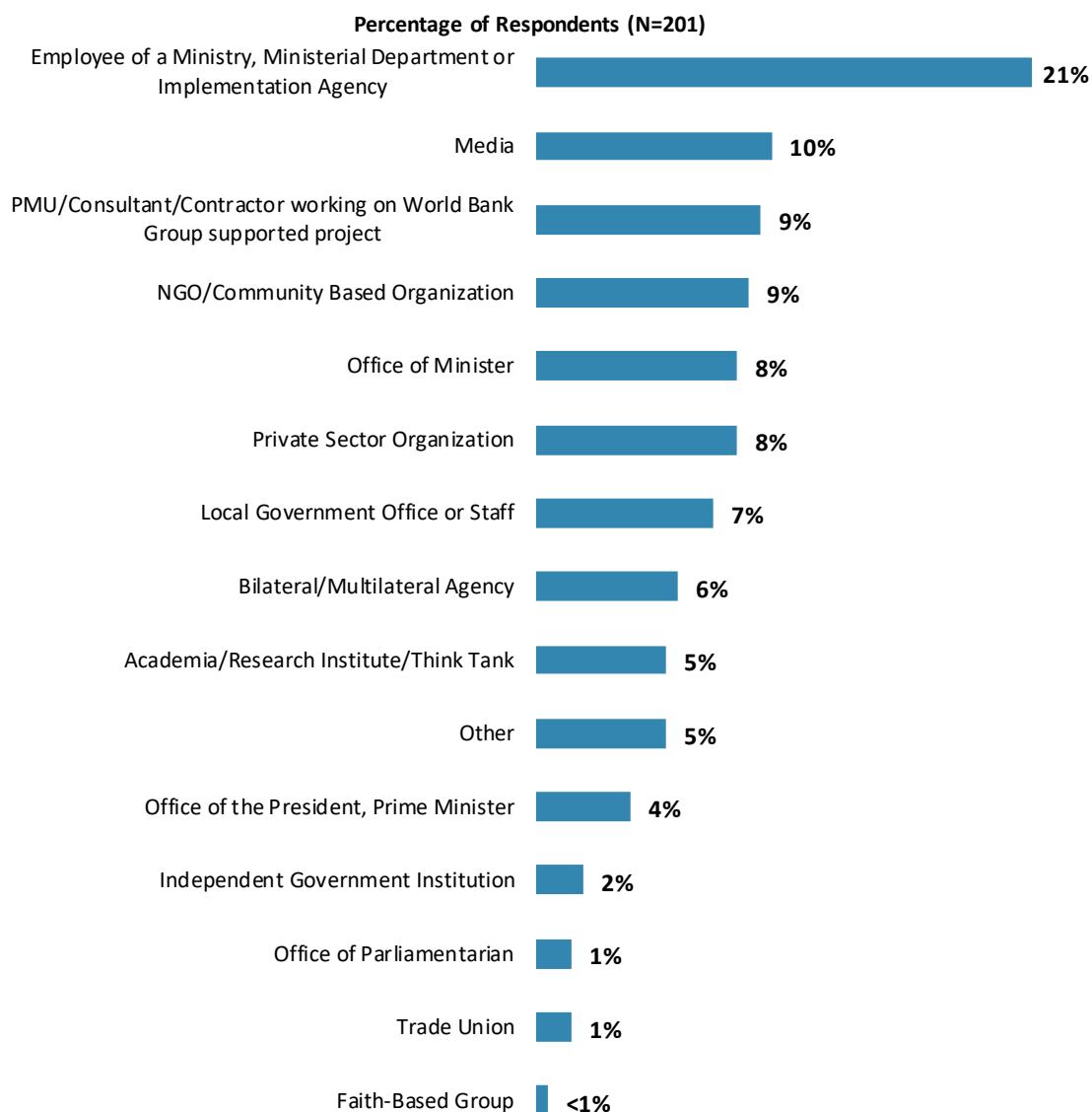
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 67%, N=209). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 102).



III. Demographics of the Sample

Current Position

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

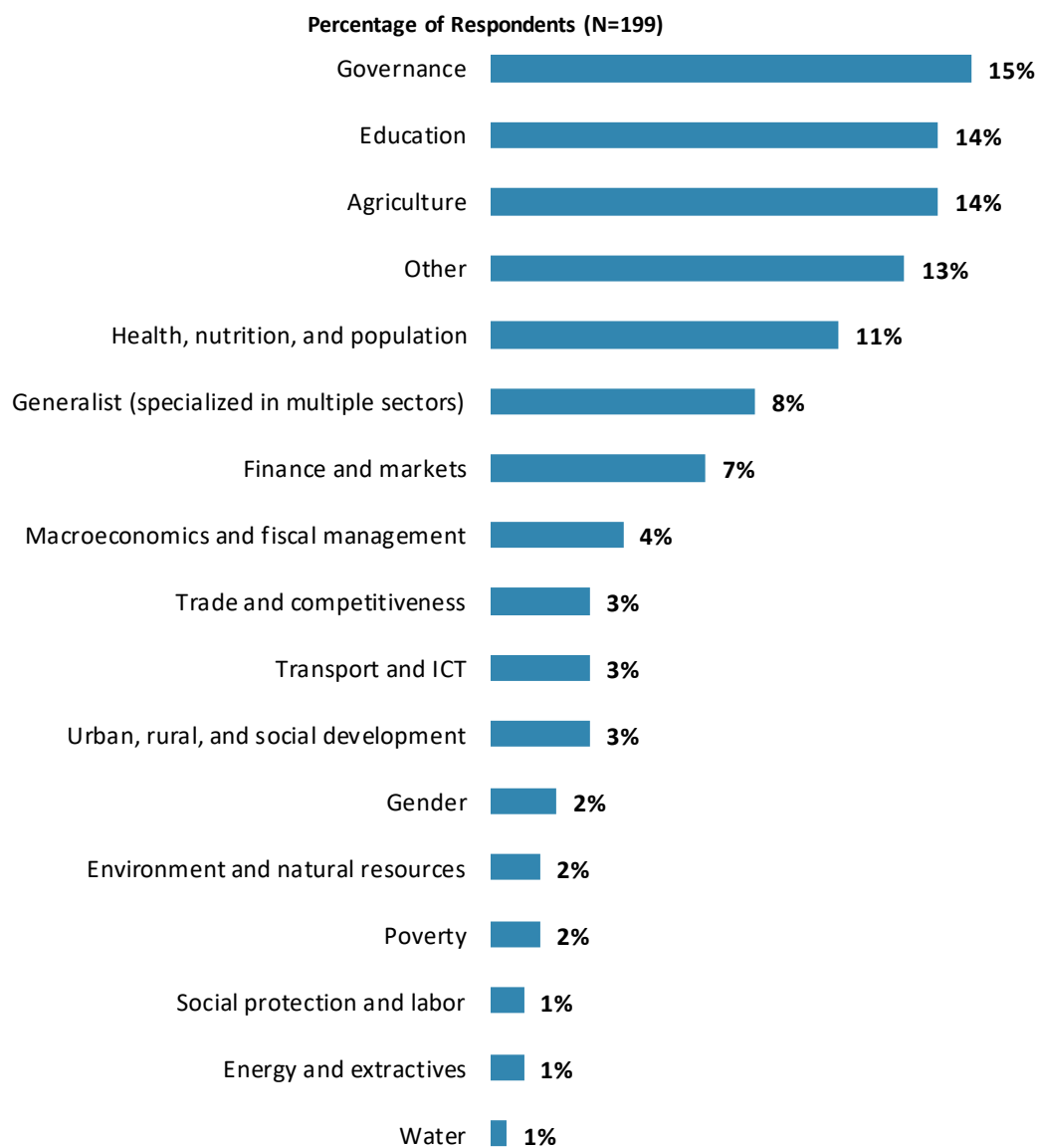


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



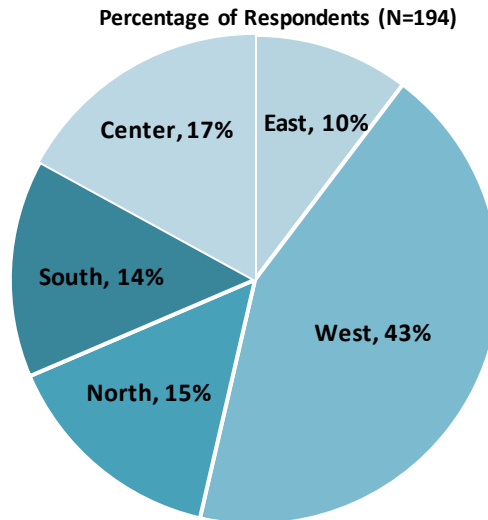
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

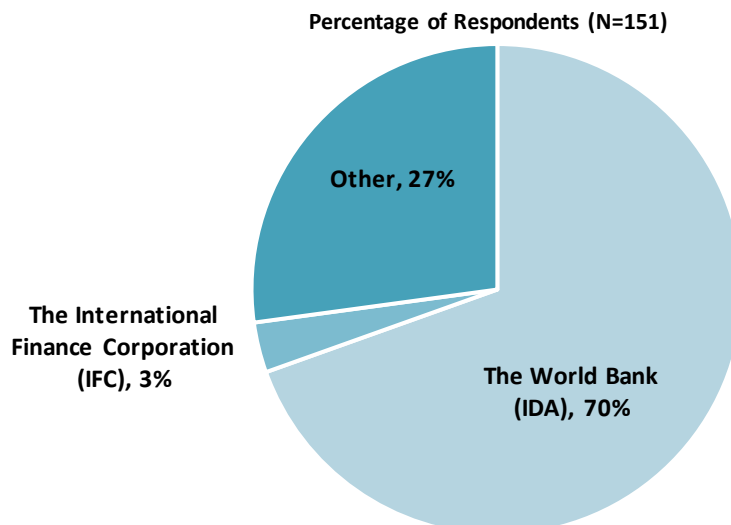
Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 92).



"Which best represents your geographic location?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

Exposure to Agencies within the World Bank Group



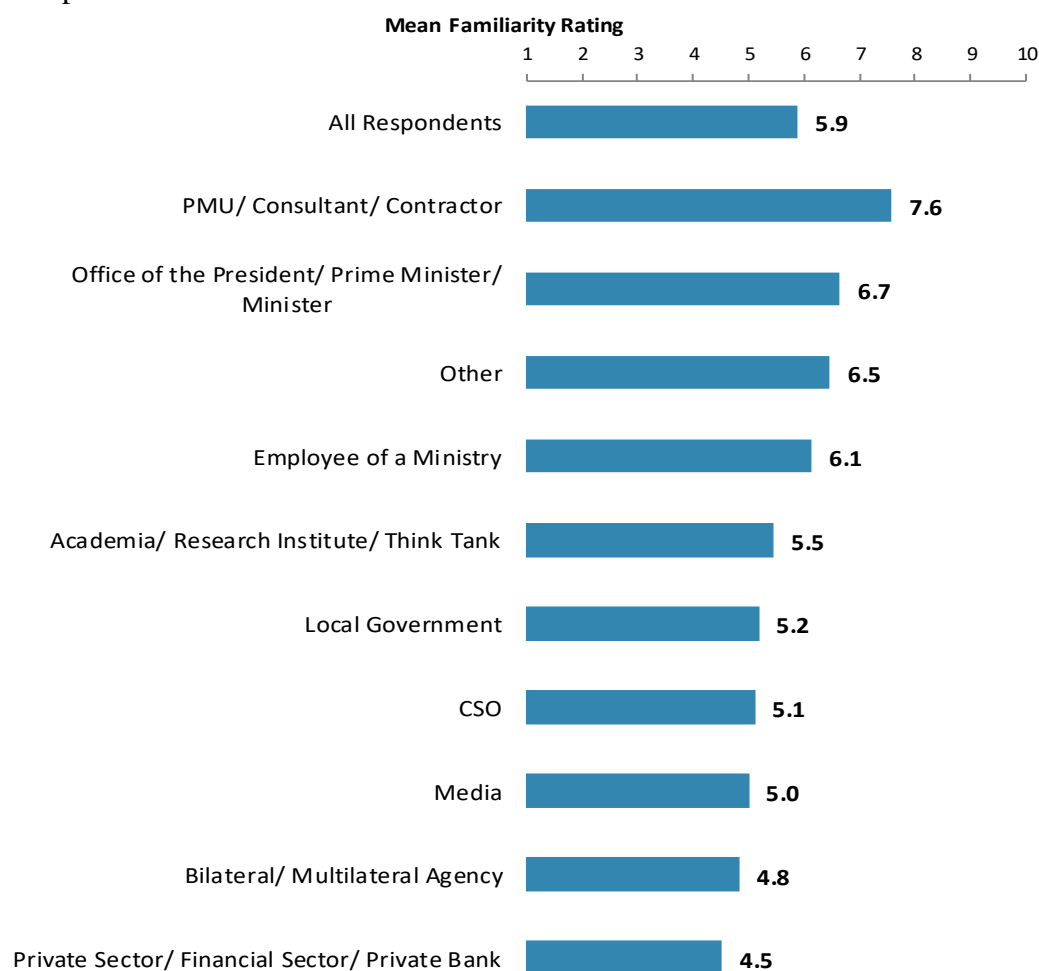
"Which of the following agencies of the World Bank Group do you primarily engage with in Burundi?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'15 Country Survey (weighted mean in FY'17 = 5.7; weighted mean in FY'15 = 6.3)¹.
- **Stakeholder groups:** Respondents from the PMU and consultants working on WBG projects were significantly more familiar with the WBG than other stakeholder groups.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Burundi, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Burundi, and the extent to which the WBG contributes to the country's development results.



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

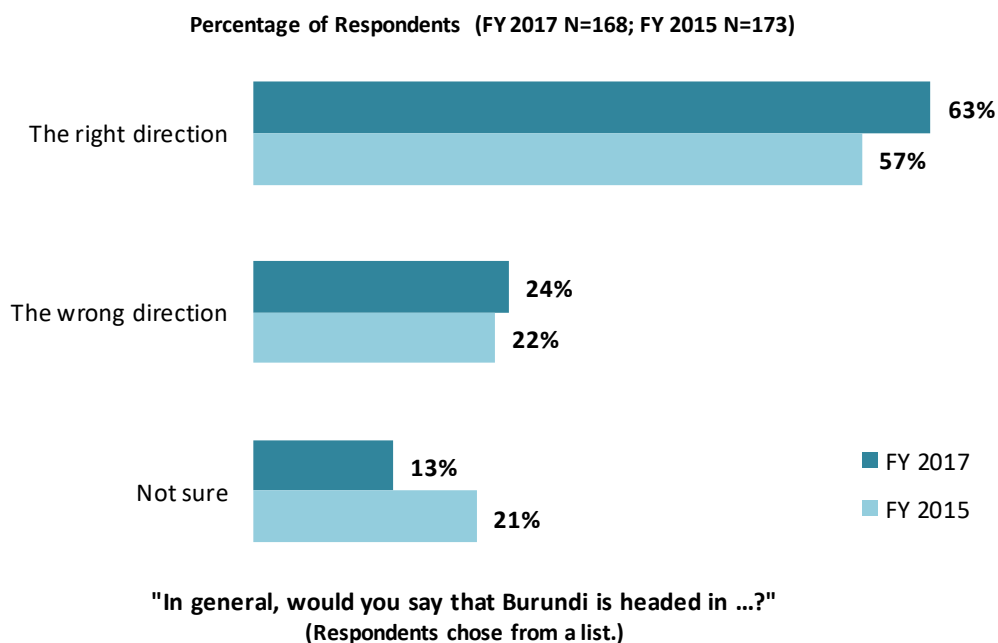
¹ Please refer to Appendix E (page 98) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Burundi

Headed in the Right Direction²

- **Year comparison:** This year's respondents and the respondents in the FY'15 had statistically similar views about the direction in which Burundi is headed.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and local governments were significantly more likely to indicate that Burundi is headed in the right direction, while respondents from CSOs and bilateral/multilateral agencies were significantly less positive about the prospect of Burundi.



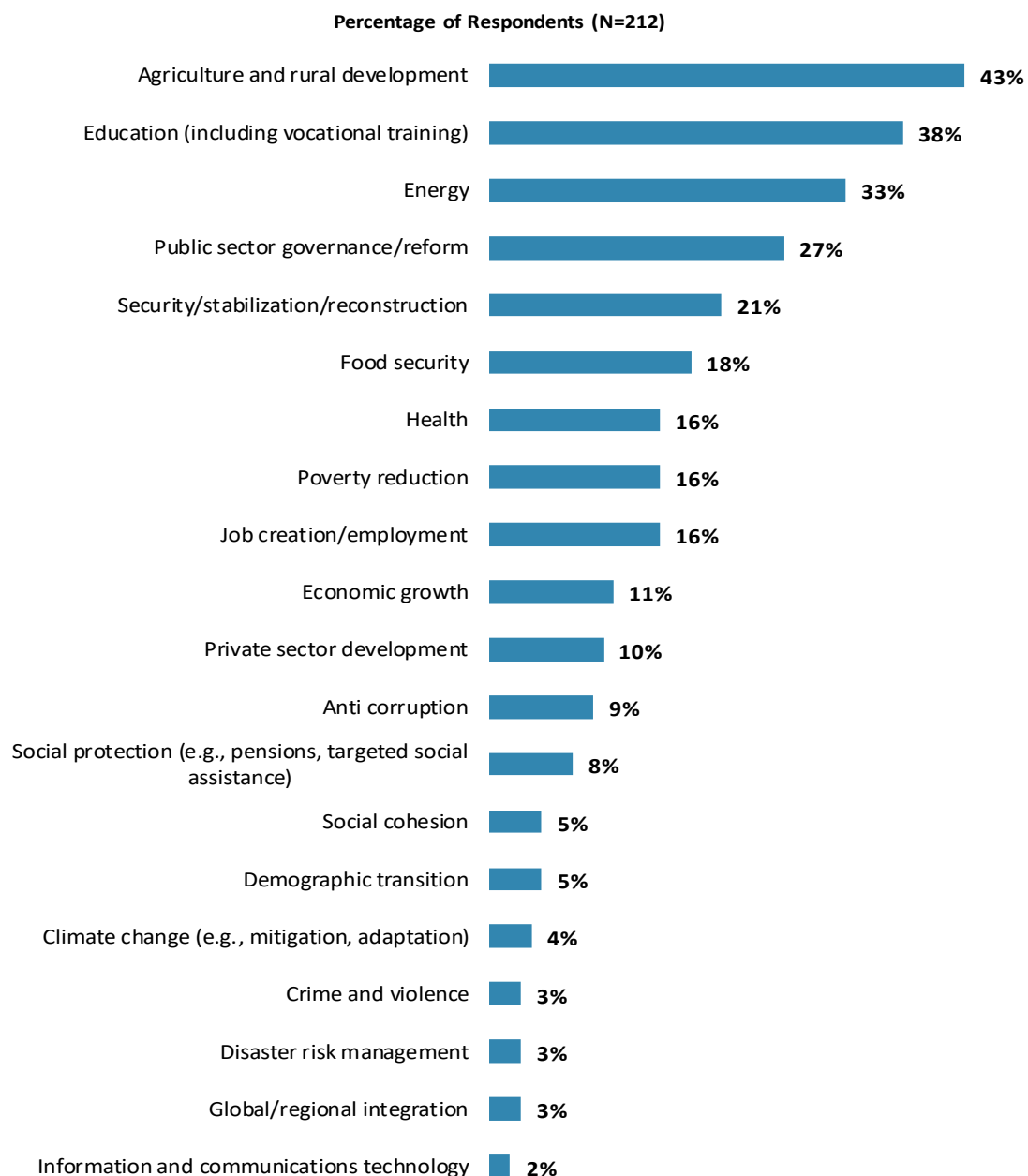
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'15.



IV. General Issues Facing Burundi (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Burundi were “*governance*” (31%), “*food security*” (31%), and “*energy*” (30%).



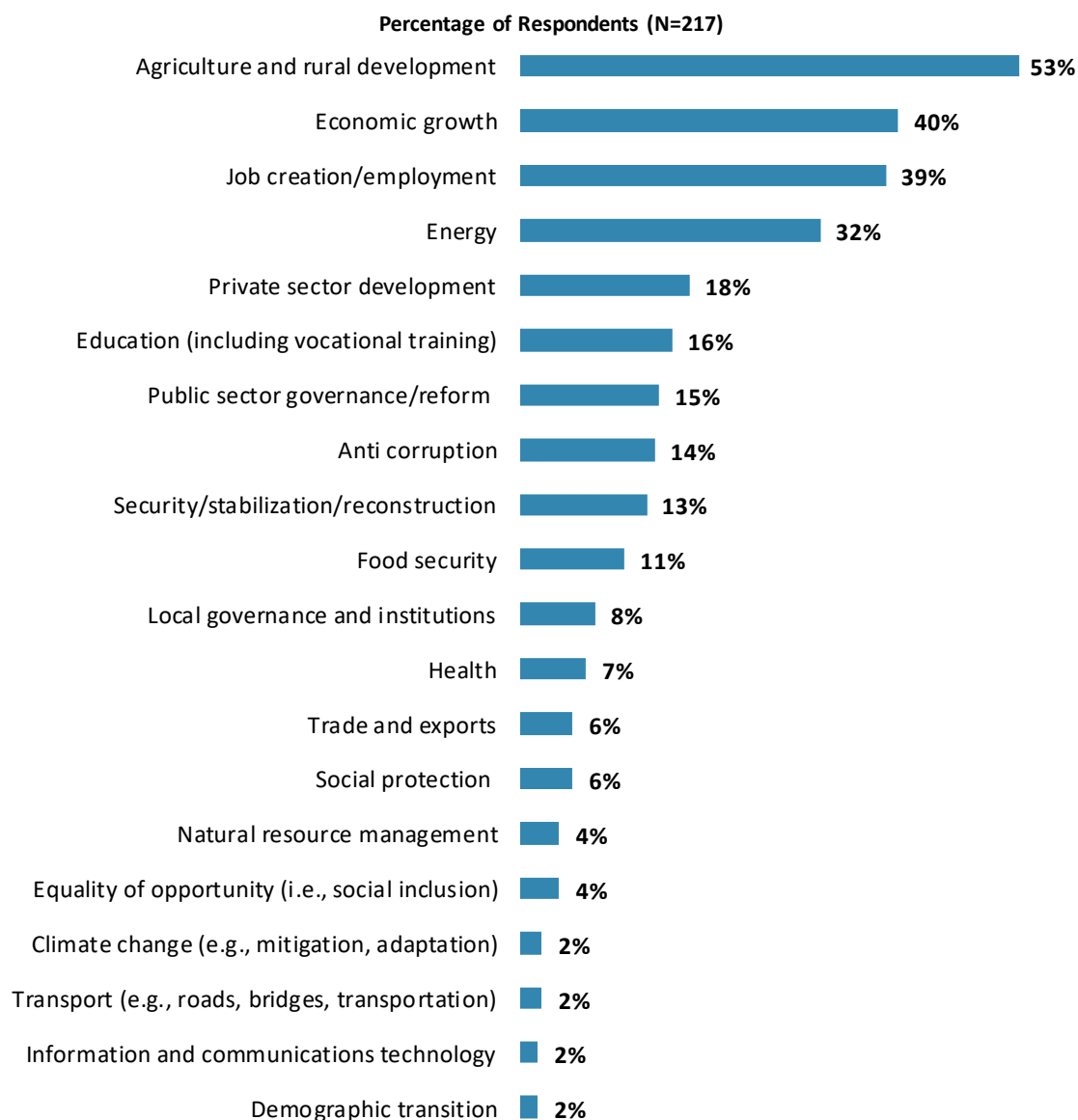
"Listed below are a number of development priorities in Burundi. Please identify which of the following you consider the most important development priorities in Burundi. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



IV. General Issues Facing Burundi (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Burundi were “*economic growth*” (38%), “*rural development*” (26%), “*agricultural development*” (26%) and “*private sector development*” (25%).



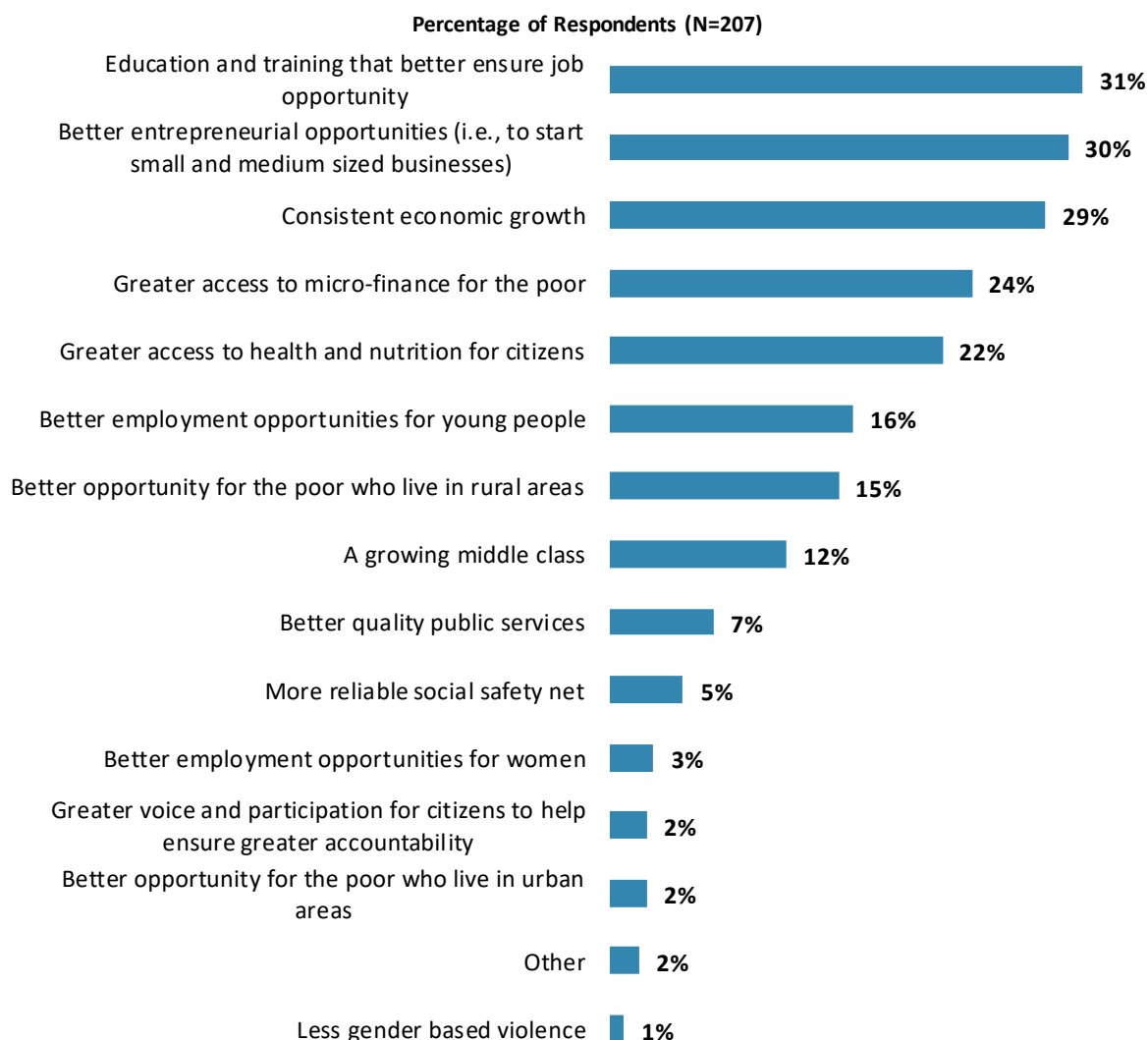
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IV. General Issues Facing Burundi (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity can be best achieved through “*consistent economic growth*” (35%), “*better employment opportunities for young people*” (32%), and “*greater access to micro-finance for the poor*” (25%).



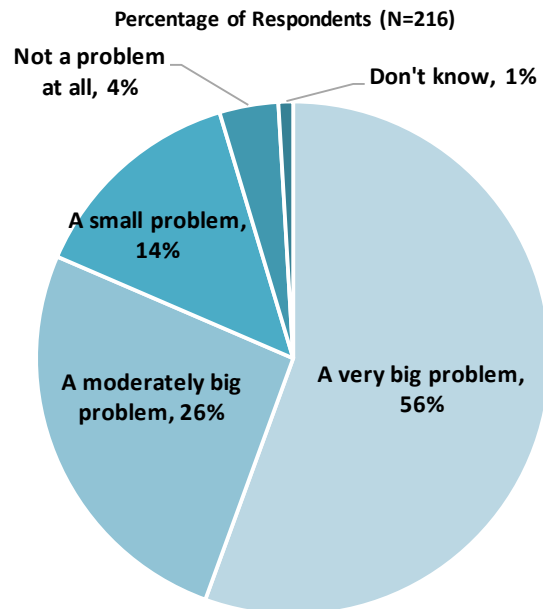
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



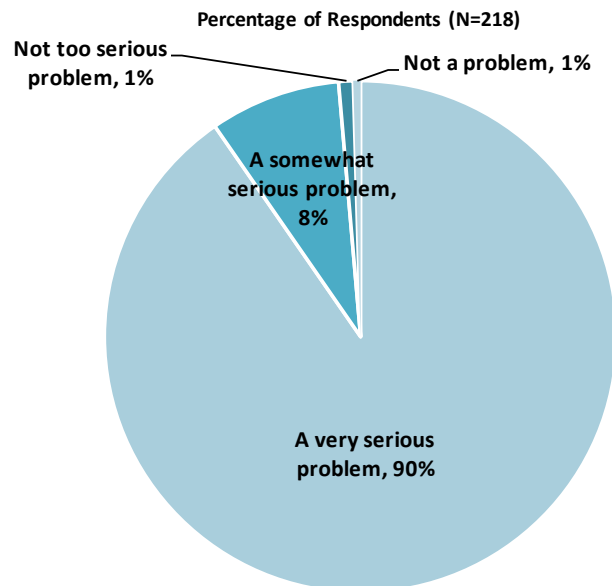
IV. General Issues Facing Burundi (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Burundi?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

Global Climate Change

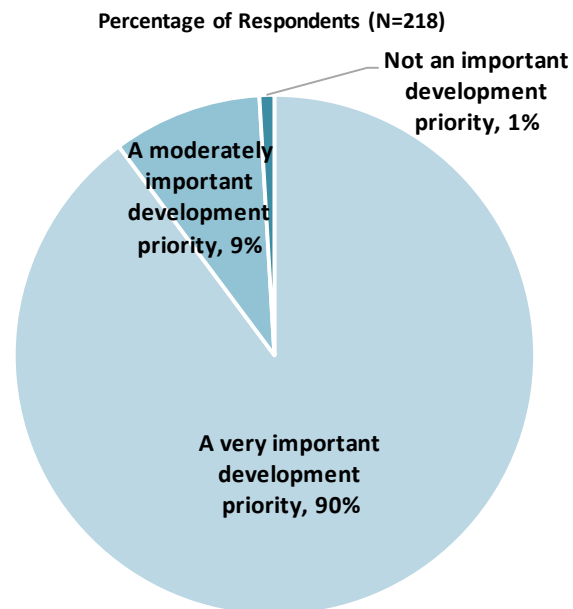


"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



IV. General Issues Facing Burundi (continued)

Early Childhood Development



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

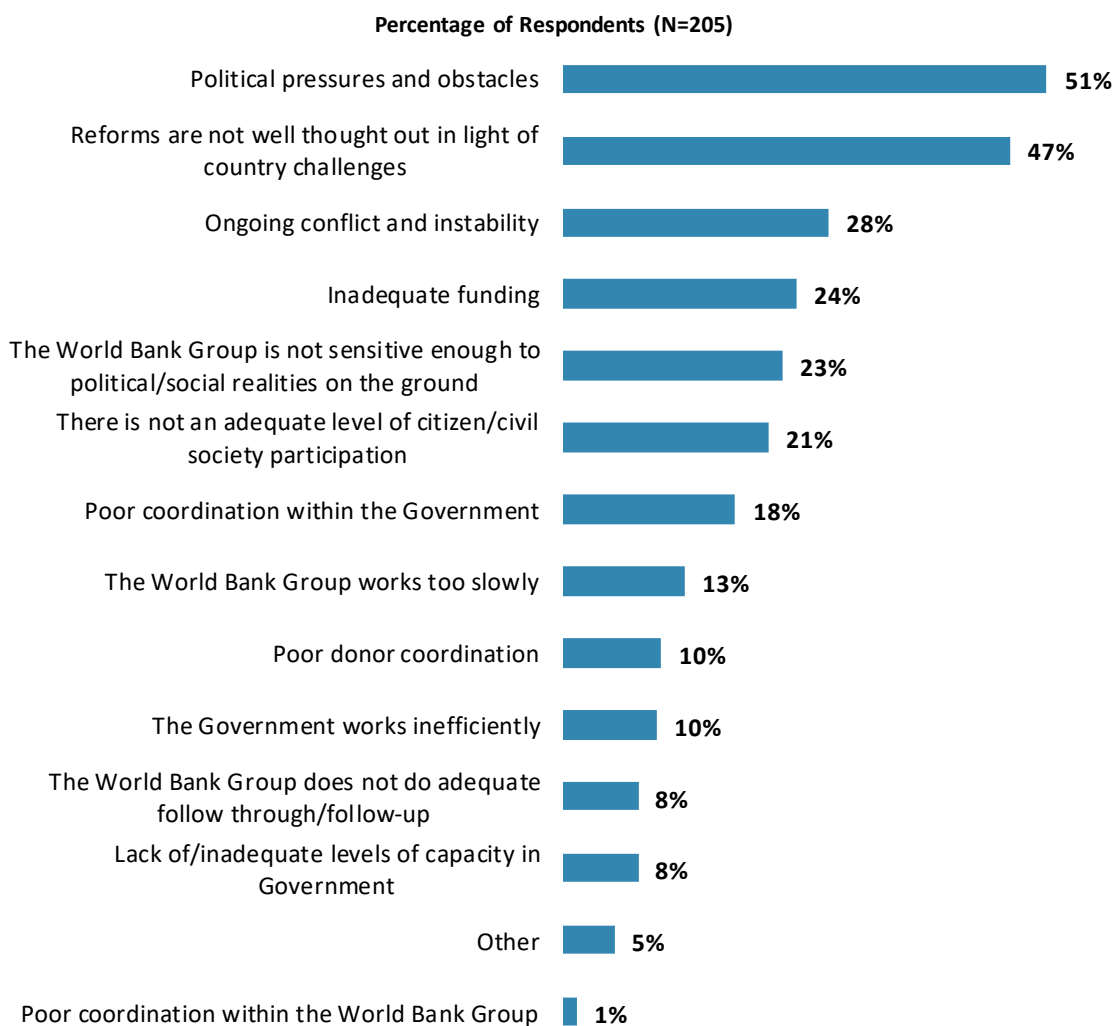
(Note: percentages may not total 100 due to rounding)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow World Bank Group assisted reform efforts to “*inadequate funding*” (38%), “*political pressures and obstacles*” (35%), and “*inadequate level of citizen/civil society participation*” (34%).



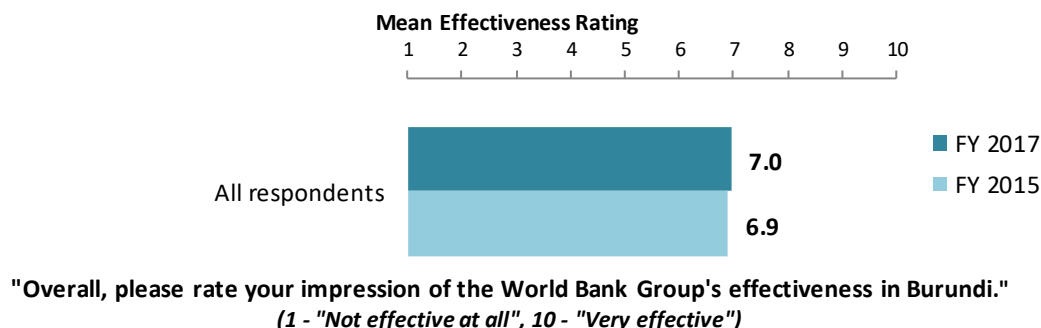
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



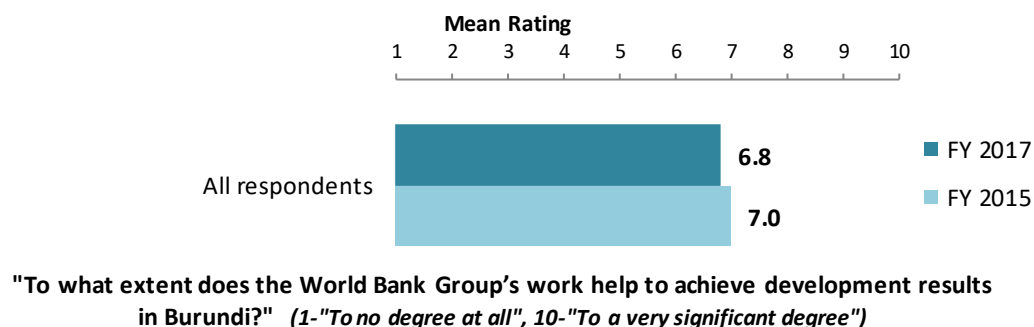
V. Overall Attitudes toward the World Bank Group (continued)

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

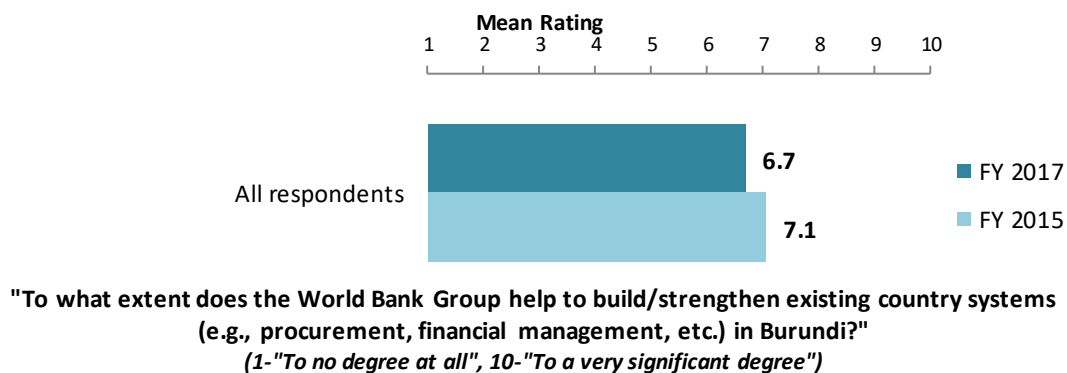
The World Bank Group’s Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)



Building/Strengthening Existing Country Systems (Indicator Question)

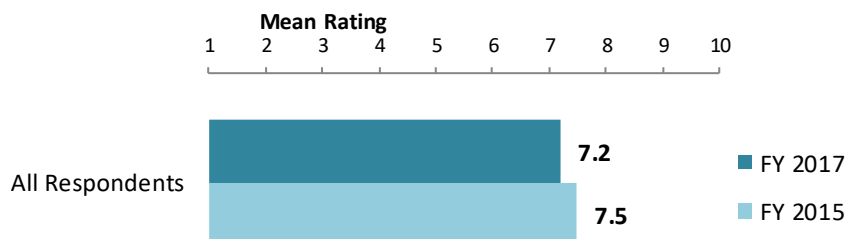


³ Means presented in the charts on this page were calculated based on weighted data.



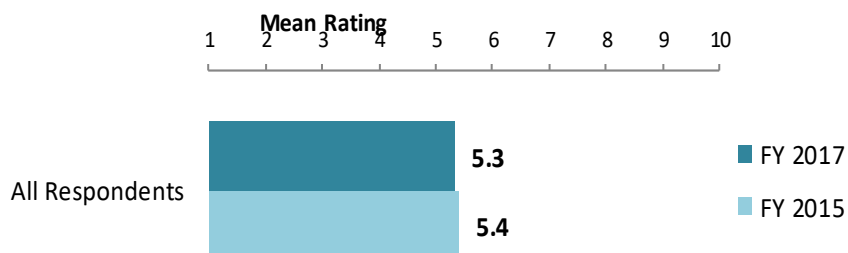
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staff Preparedness⁴



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

WBG Staffing in Burundi



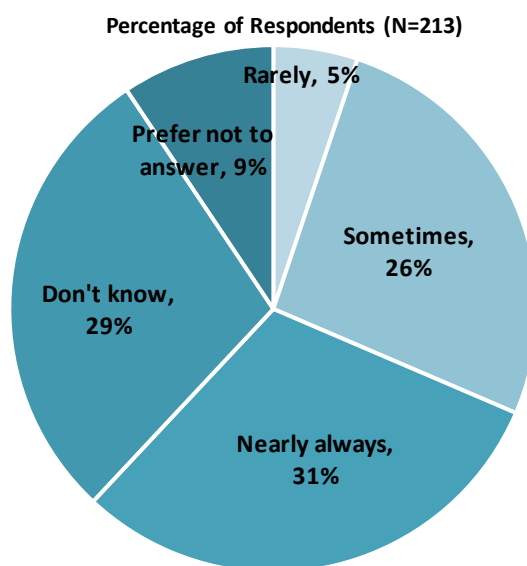
"To what extent do you believe the World Bank Group is adequately staffed in Burundi?"
(1-"To no degree at all", 10-"To a very significant degree")

⁴ Means presented in the two charts were calculated based on weighted data.



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

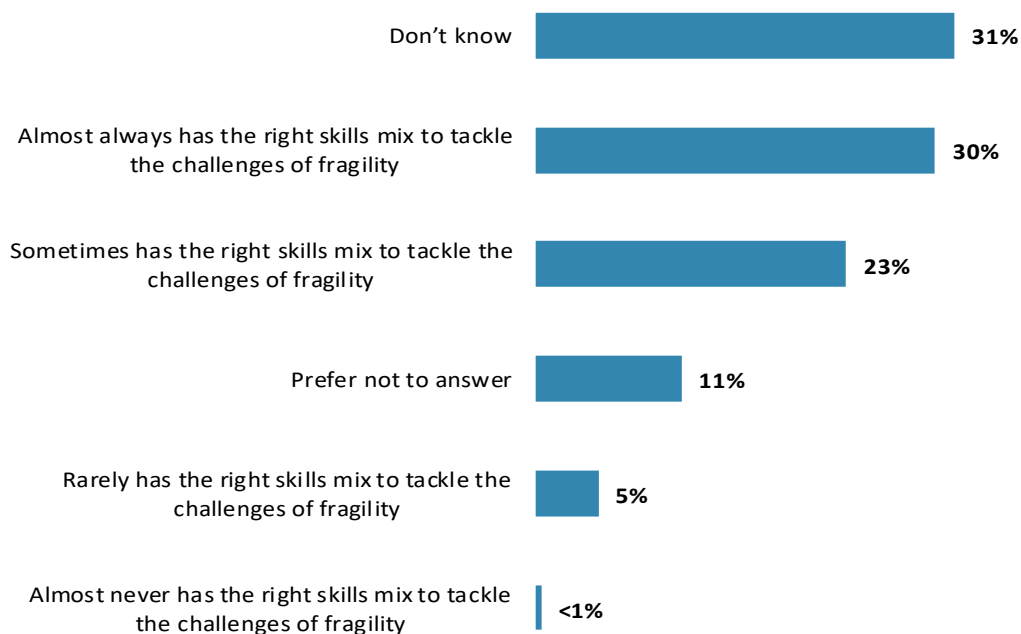
The World Bank Group Partnering with the Right People on the Ground



"To what extent does the World Bank Group partner with the right people to support work on the ground in Burundi?" (Respondents chose from a list.)

The World Bank Group Staff's Skills Mix to Tackle Fragility

Percentage of Respondents (N=212)



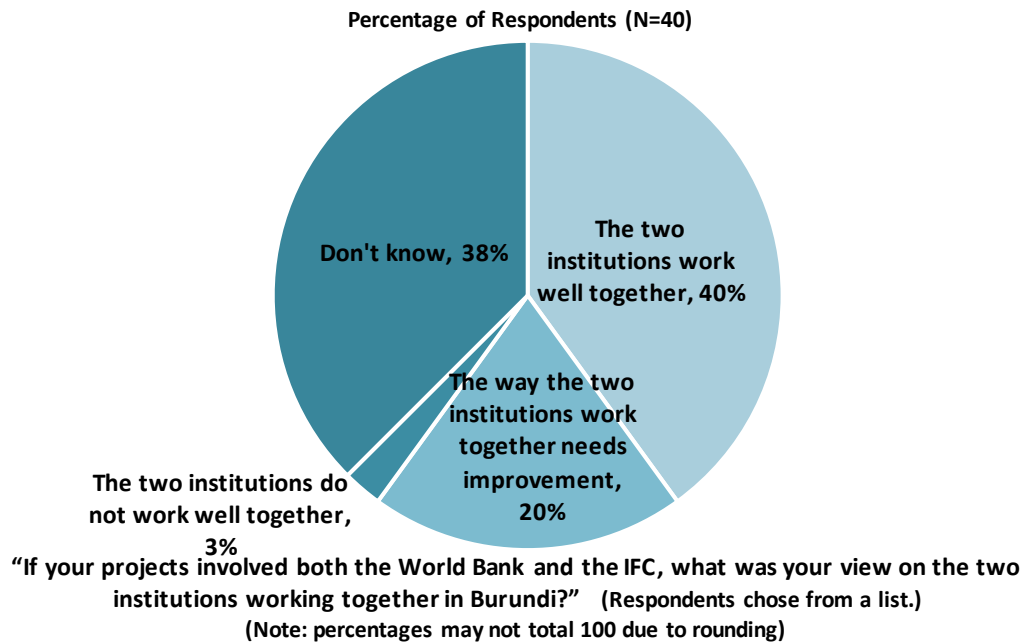
"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...?"
(Respondents chose from a list. Responses combined.)



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

The World Bank and the IFC Working Together

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

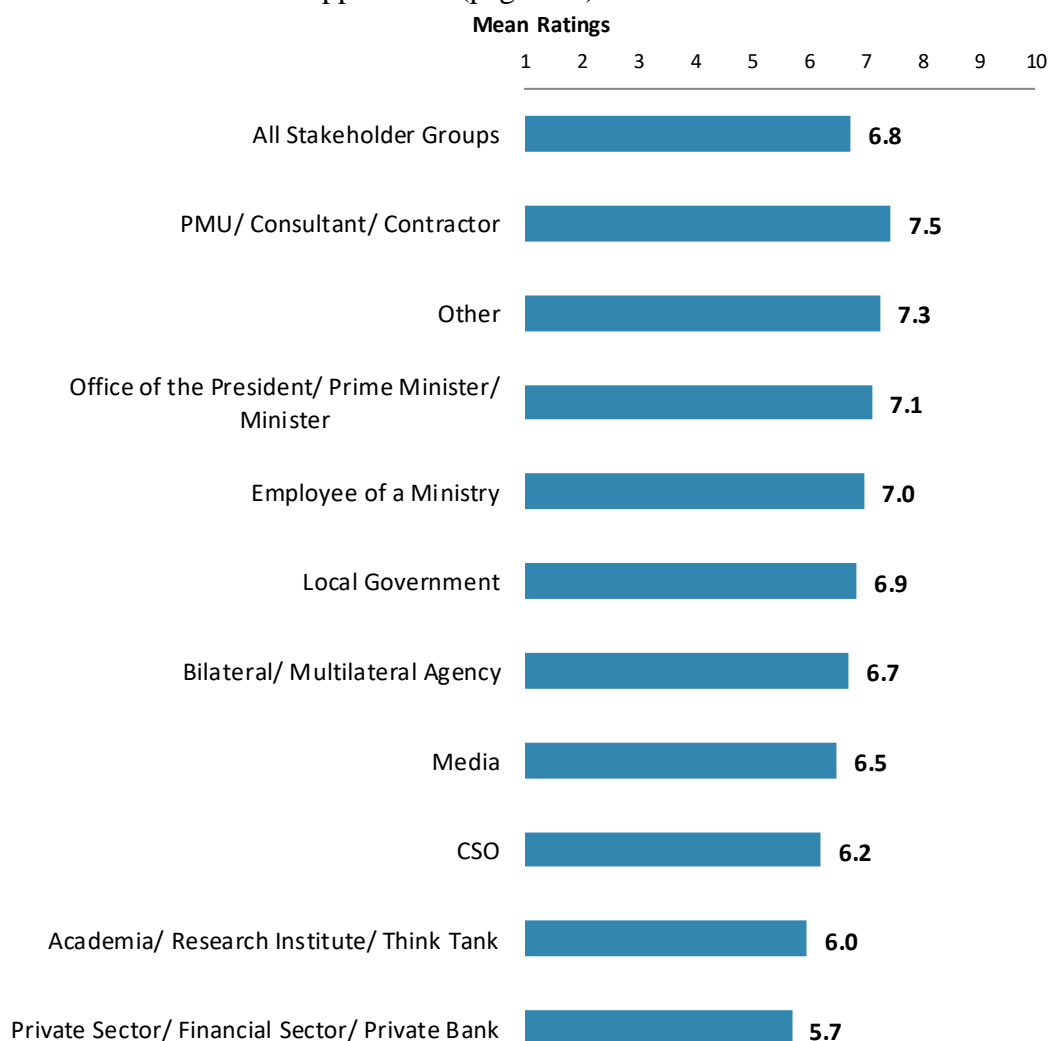




V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from private sector and academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 67).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 109).



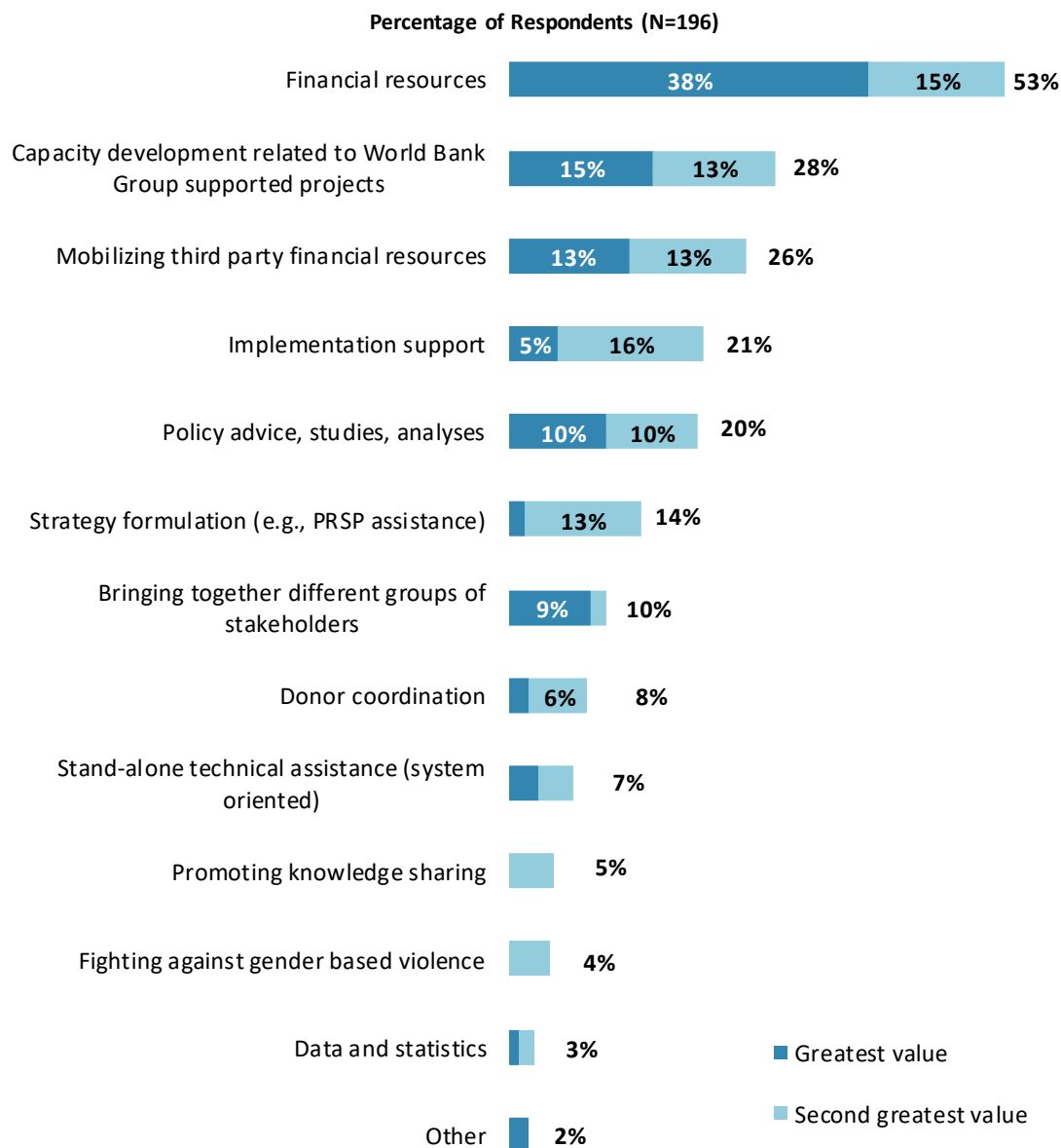
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group's greatest value to Burundi was its "*financial services*" (43%) and "*policy advice, studies, analyses*" (37%).



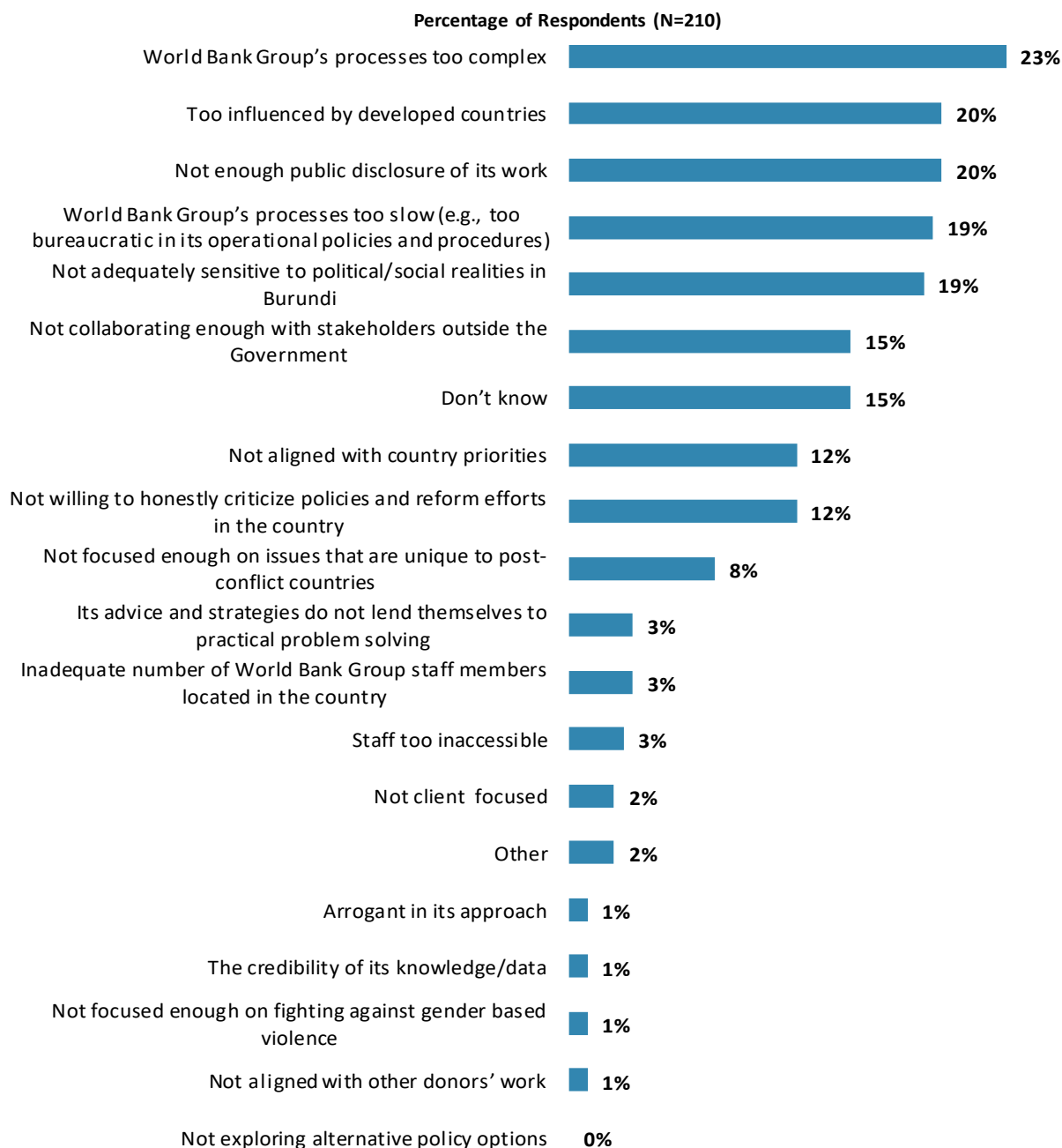
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group's greatest weaknesses in its work in Burundi were being "*its process being too complex*" (23%) and "*not enough public disclosure of its work*" (20%).

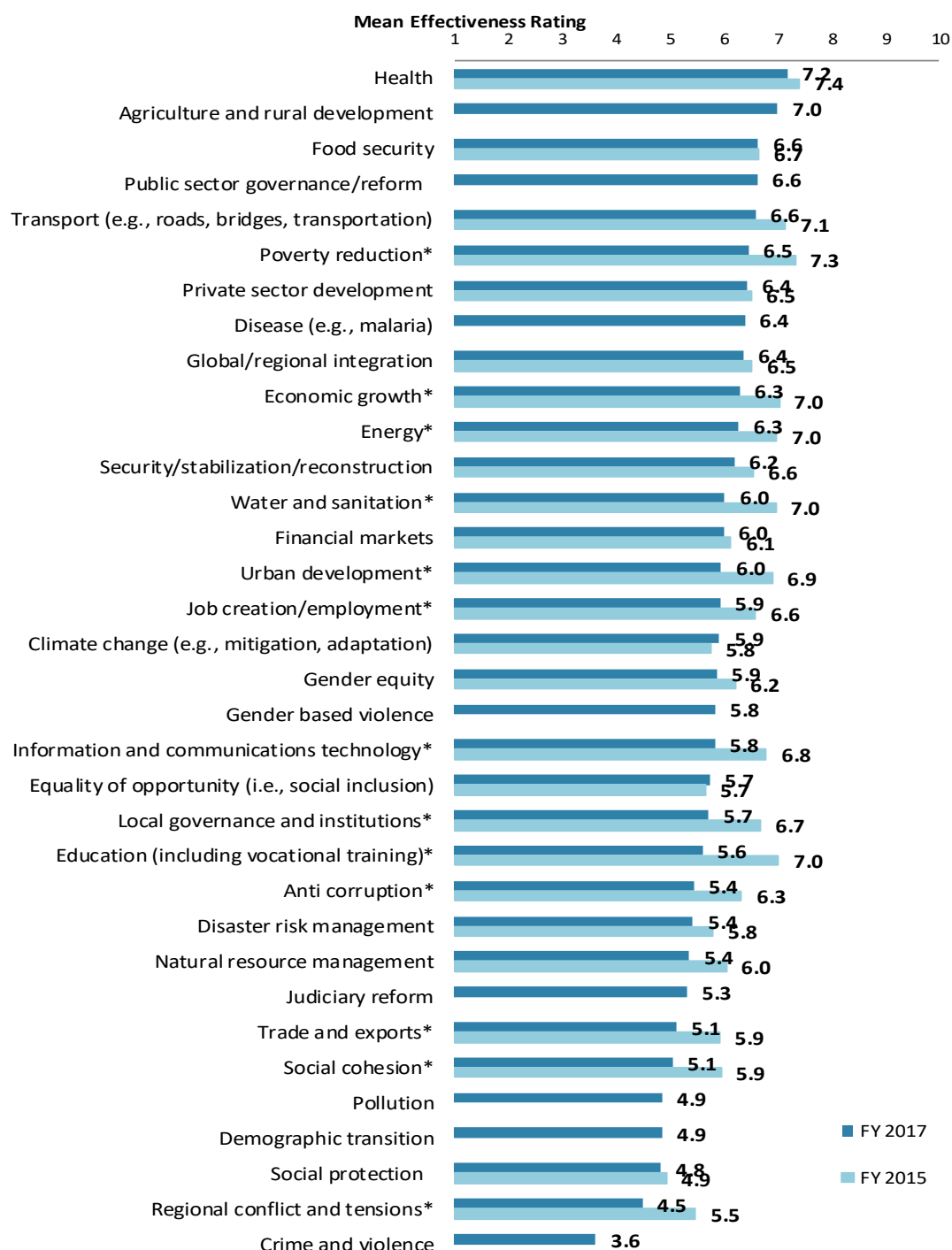


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



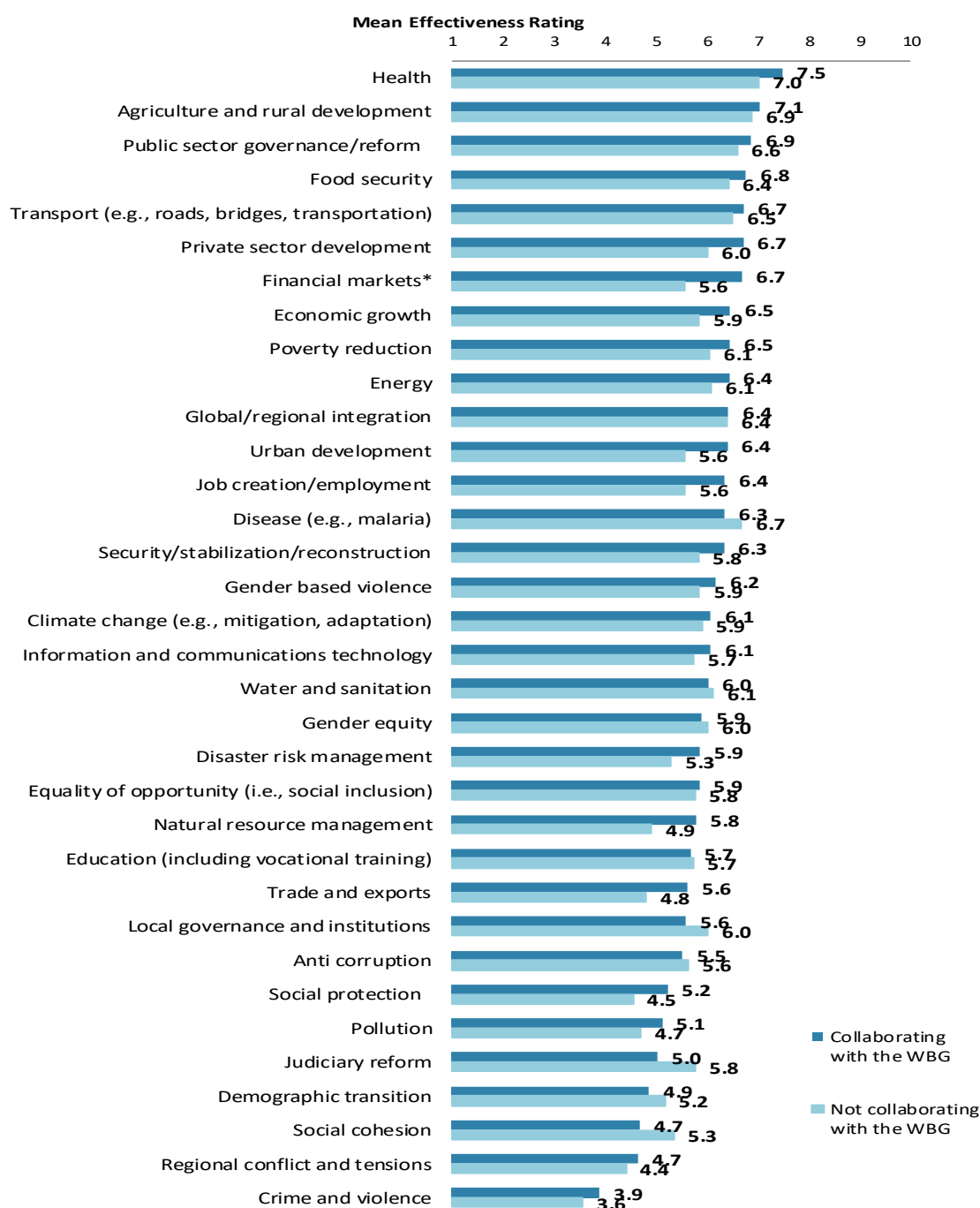
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2015)

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



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



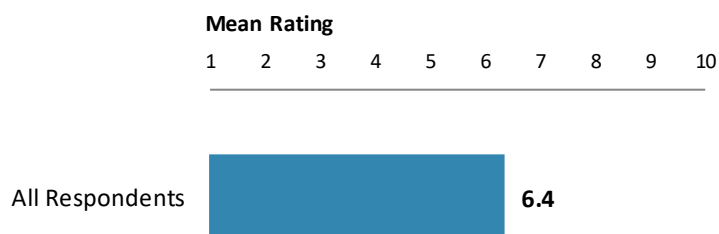
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 48) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



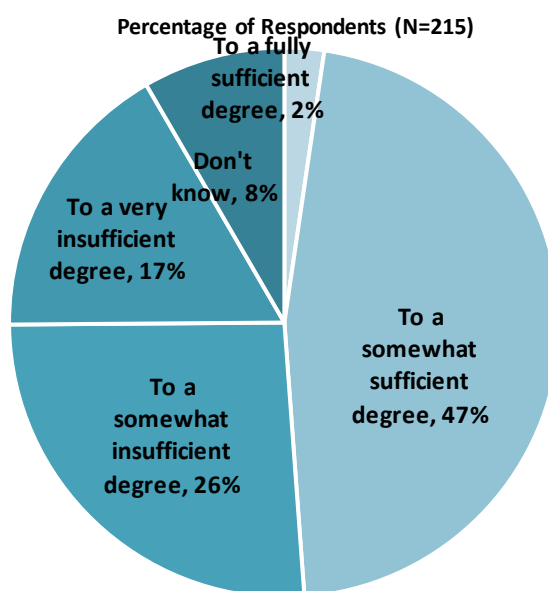
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest

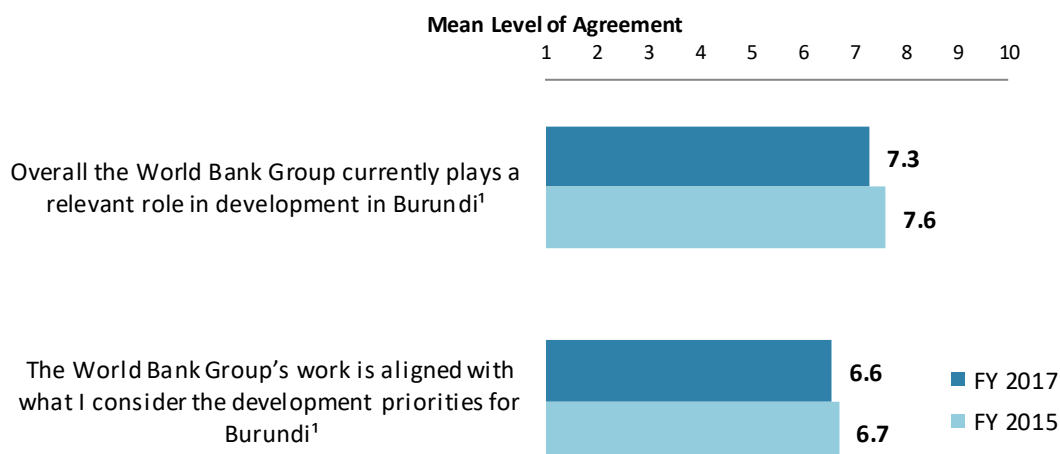


"To what extent do you believe that the World Bank Group's work and support help the poorest in Burundi?" (Respondents chose from a list.)



VII. How the World Bank Group Operates

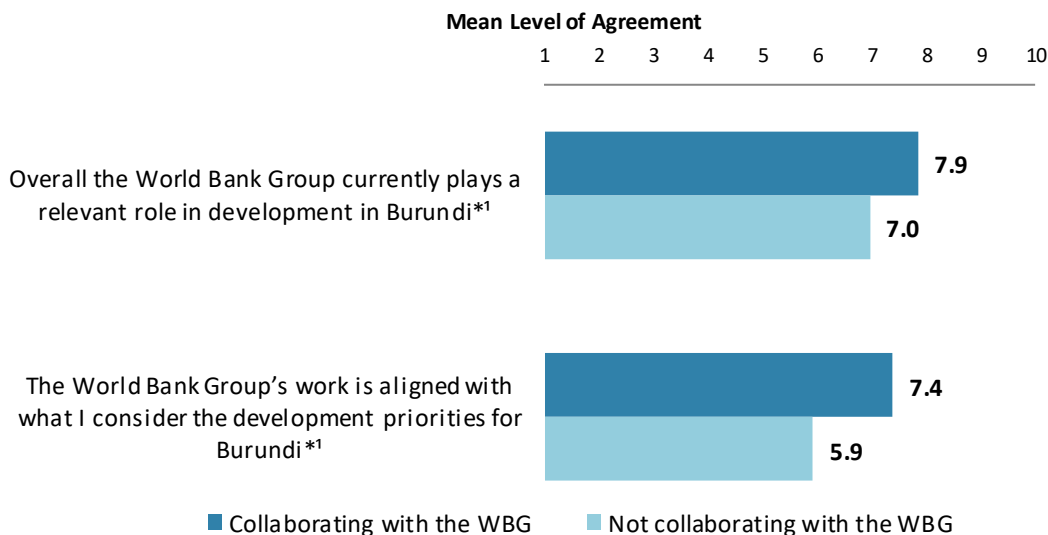
The World Bank Group's Work in Burundi: Year Comparison⁷



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

¹Indicator Question

The World Bank Group's Work in Burundi: Collaboration



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

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

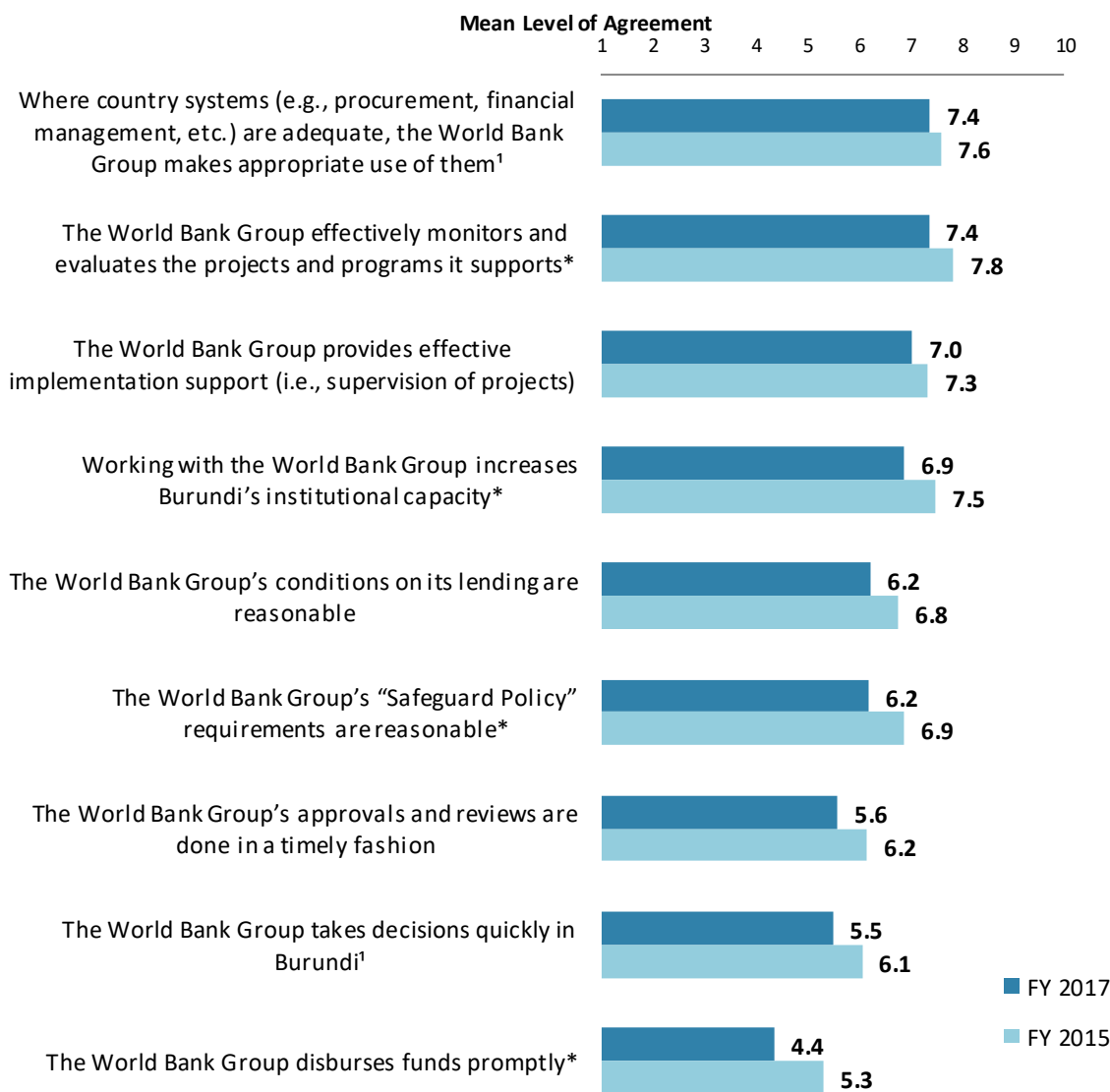
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

*(*Significantly different between FY 2017 and FY 2015)*

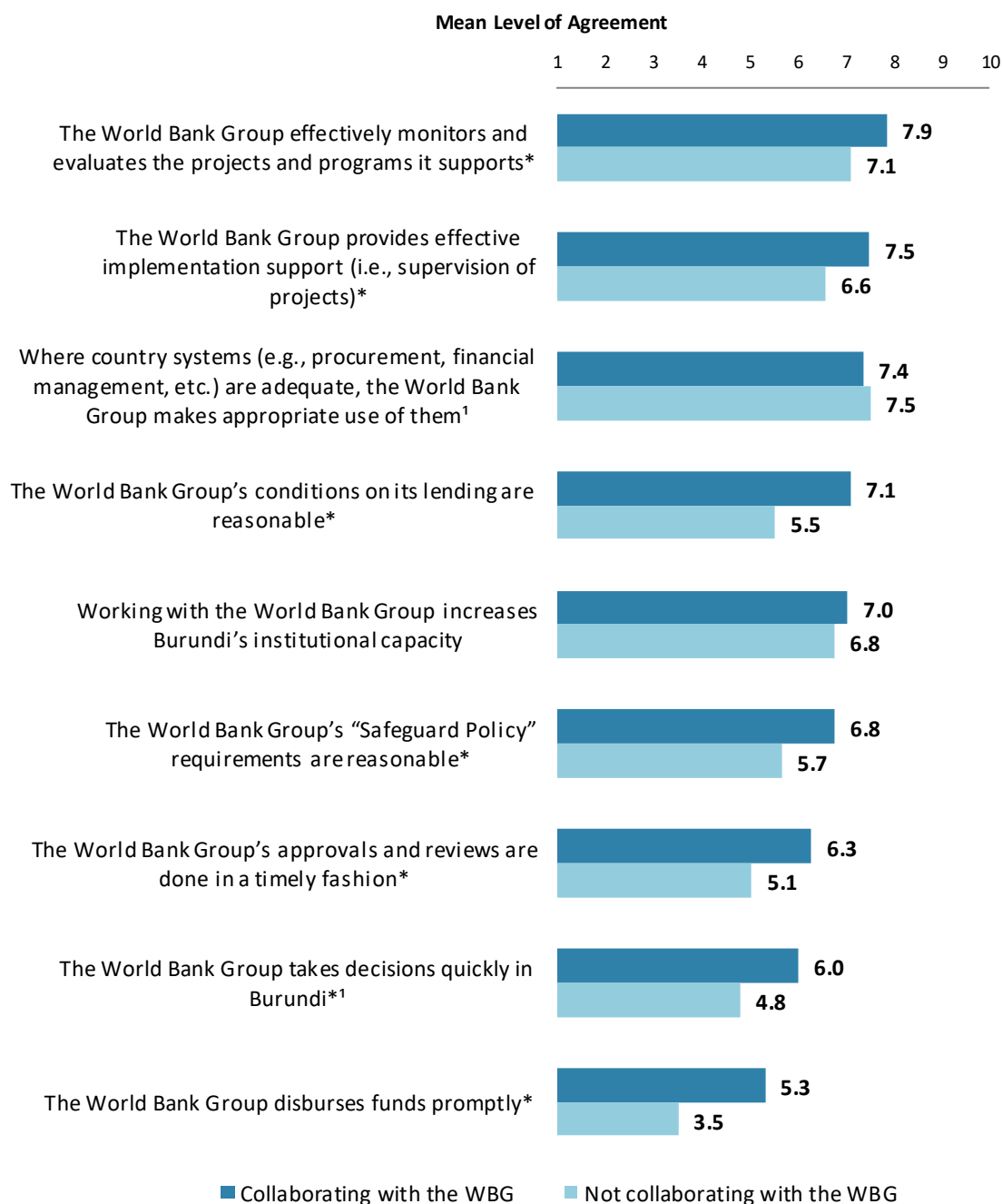
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

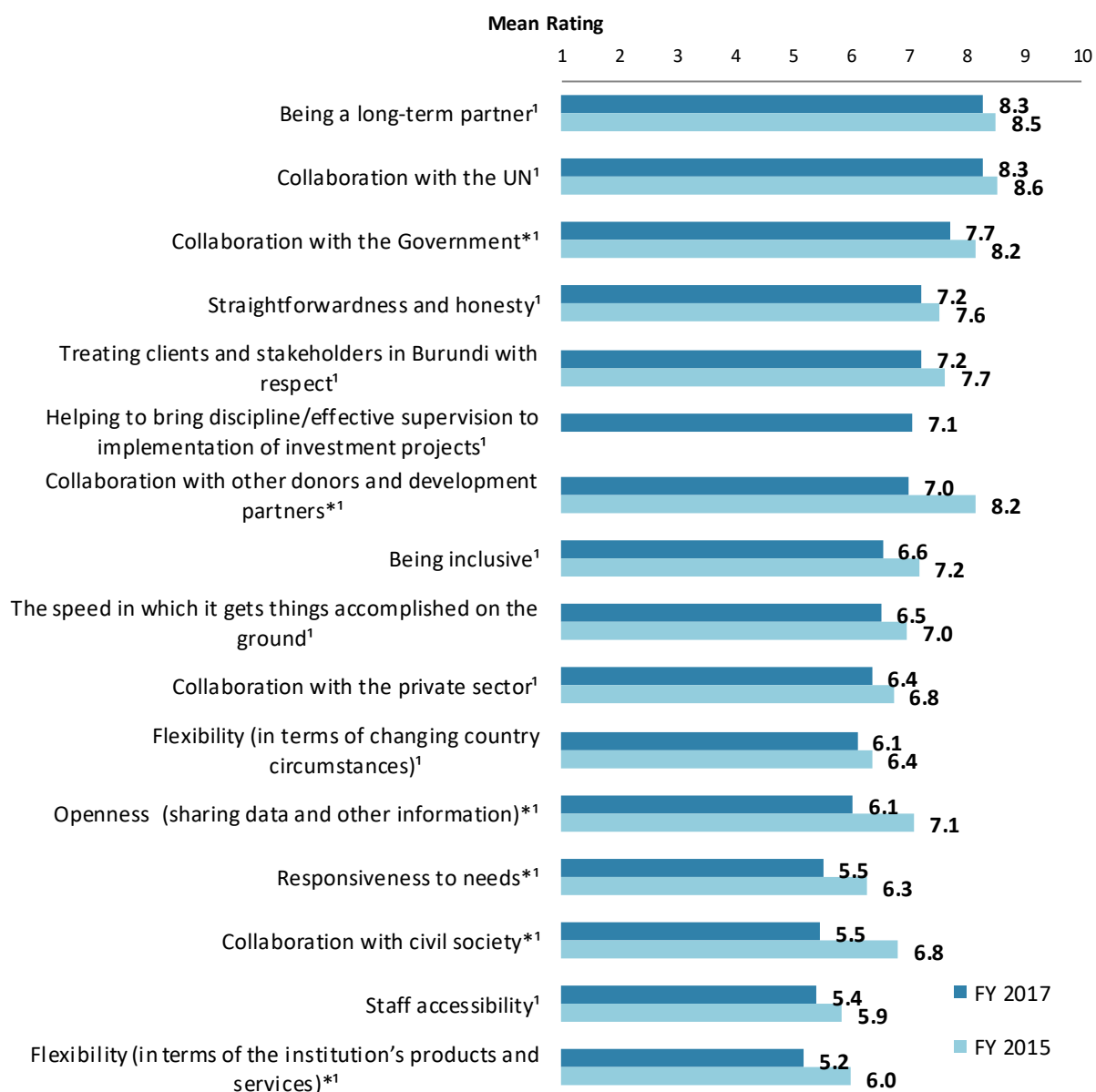


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

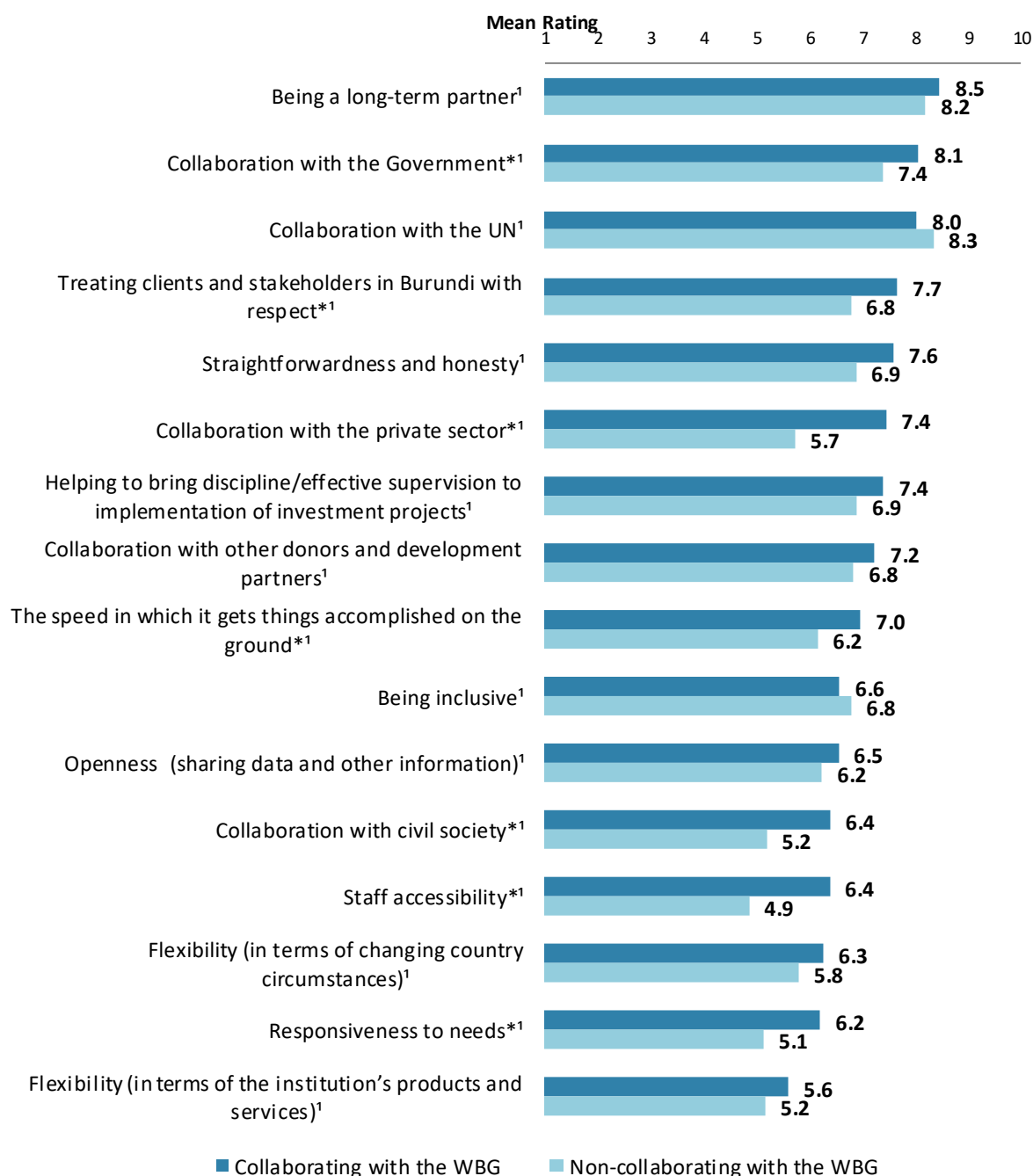
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

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

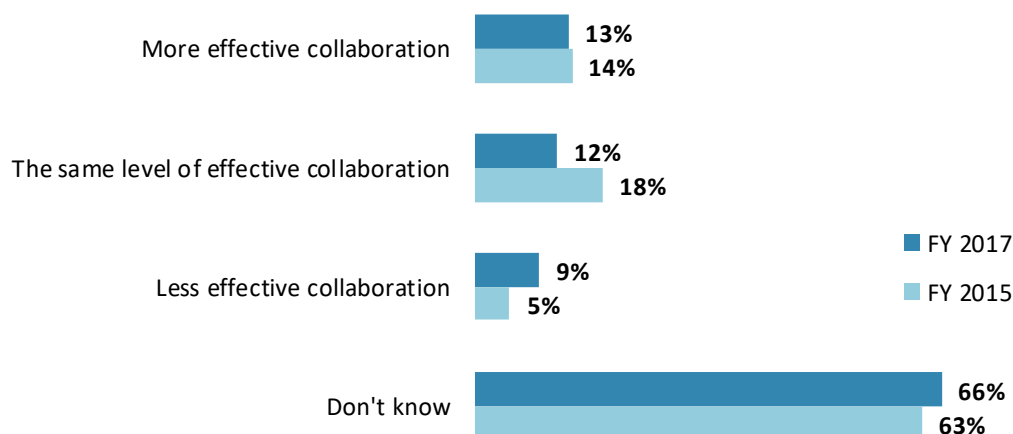
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG¹⁰

Percentage of Respondents (FY 2017 N=188; FY 2015 N=182)



"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

Partnering with UN Organizations

Percentage of Respondents (N=210)



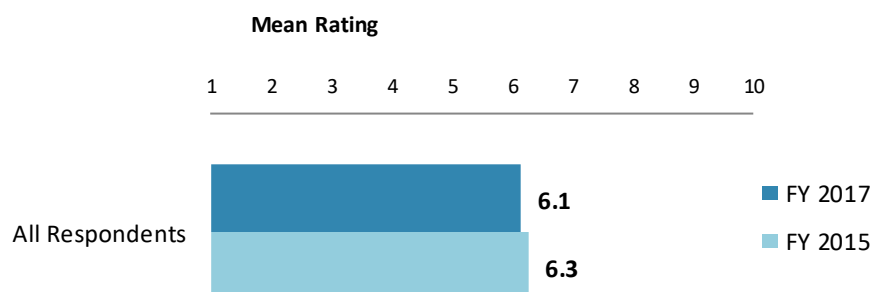
"Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Burundi? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

¹⁰ Percentages in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring¹¹



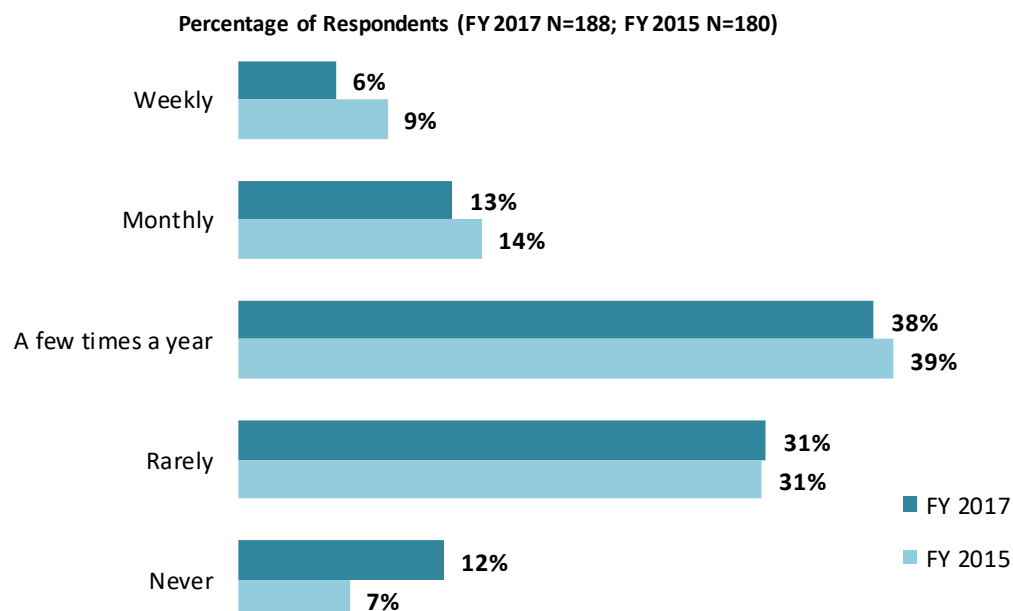
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?" (1-"To no degree at all", 10-"To a very significant degree")

¹¹ Means in the chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹²



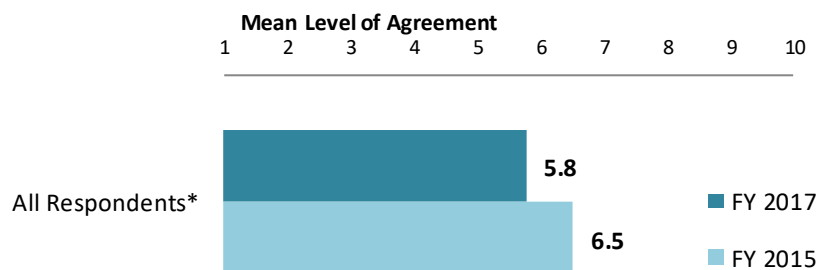
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹² Means in the charts on this page were calculated based on weighted data.



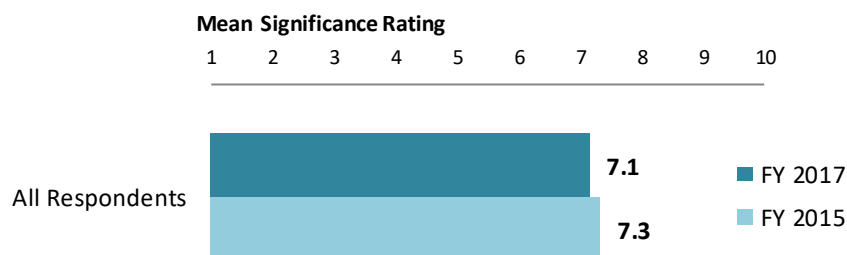
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Burundi's Knowledge Needs¹³ (Indicator Question)



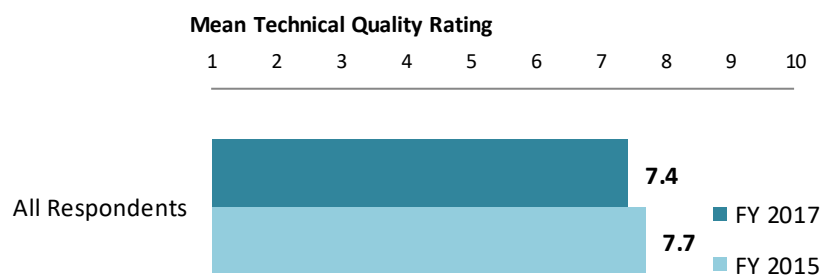
"The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2015)

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



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

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



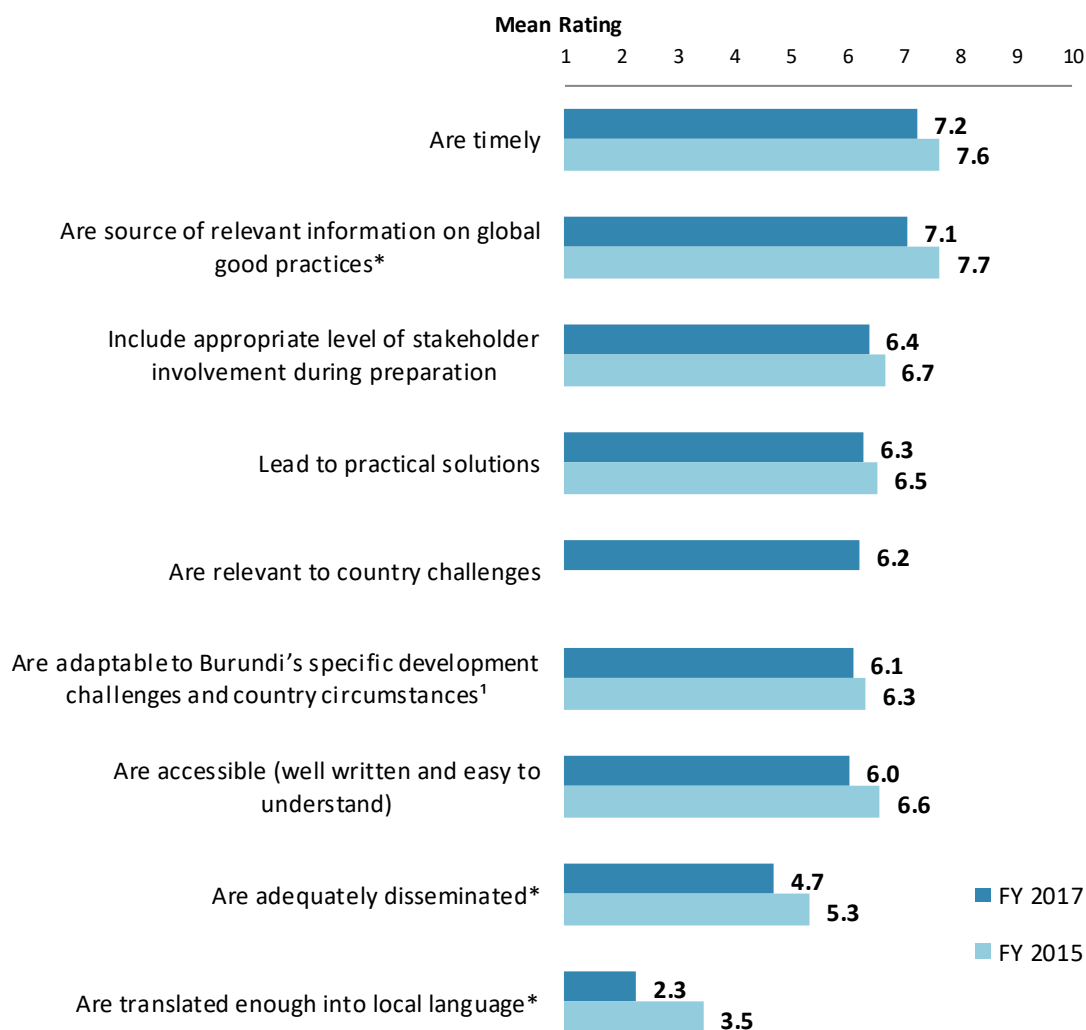
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹³ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹⁴



"In Burundi, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2017 and FY 2015)

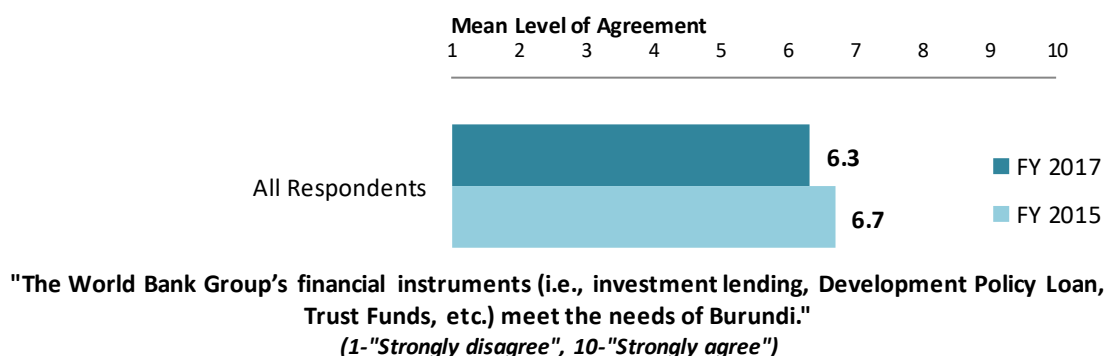
¹Indicator Question

¹⁴ Means in the chart were calculated based on weighted data.

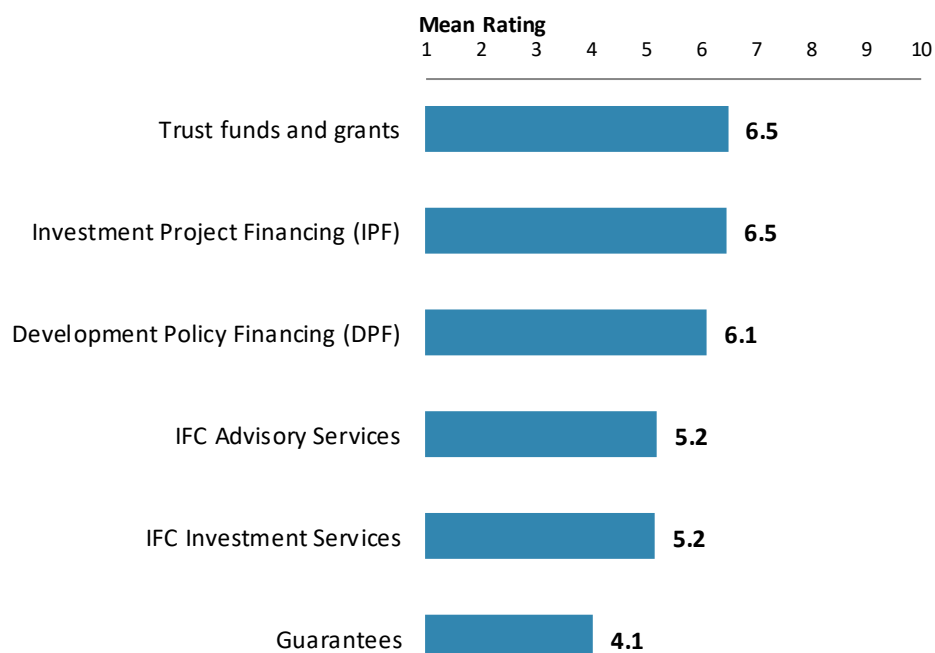


VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Burundi's Needs for Financial Instruments¹⁵ (Indicator Question)



Effectiveness of WBG's Instruments



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

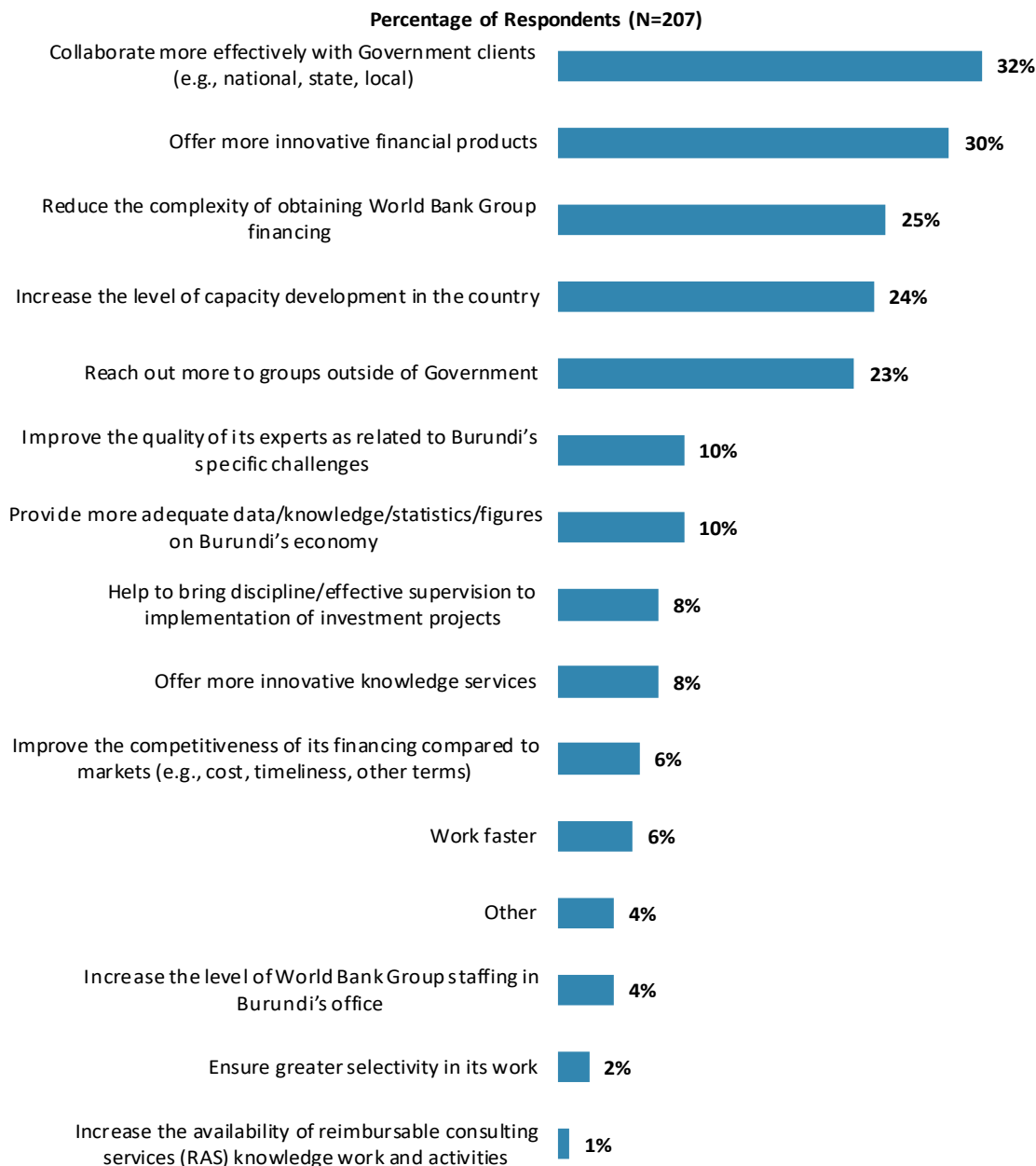
¹⁵ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Burundi

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank should “*reach out more to groups outside of Government*” (25%), “*increase the level of capacity development in the country*” (25%), “*reduce the complexity of obtaining Bank financing*” (20%), and “*offer more innovative financial products*” (20%) to make itself of greater value in Burundi.



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

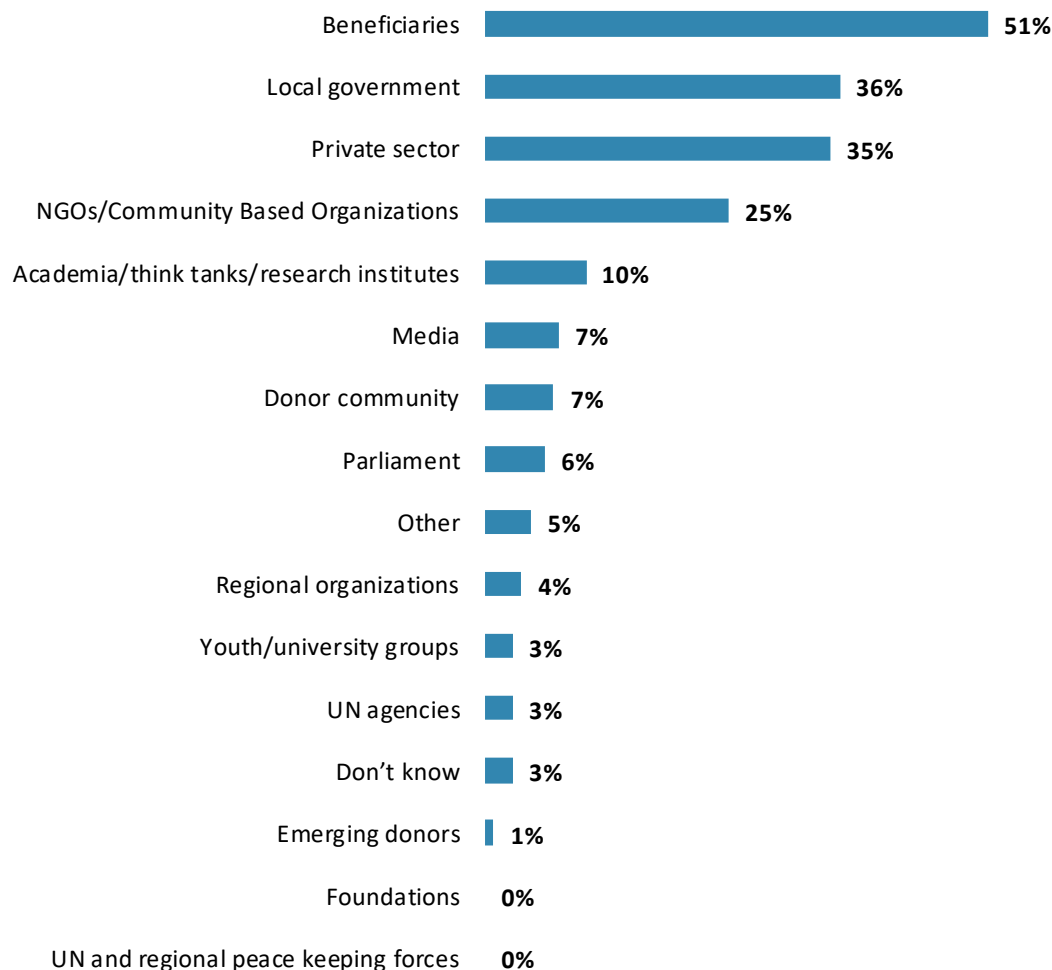


IX. The Future Role of the World Bank Group in Burundi (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should work more with “*private sector*” (37%), “*beneficiaries*” (33%), and “*NGOs/CBOs*” (27%) to ensure better development results in Burundi.

Percentage of Respondents (N=215)



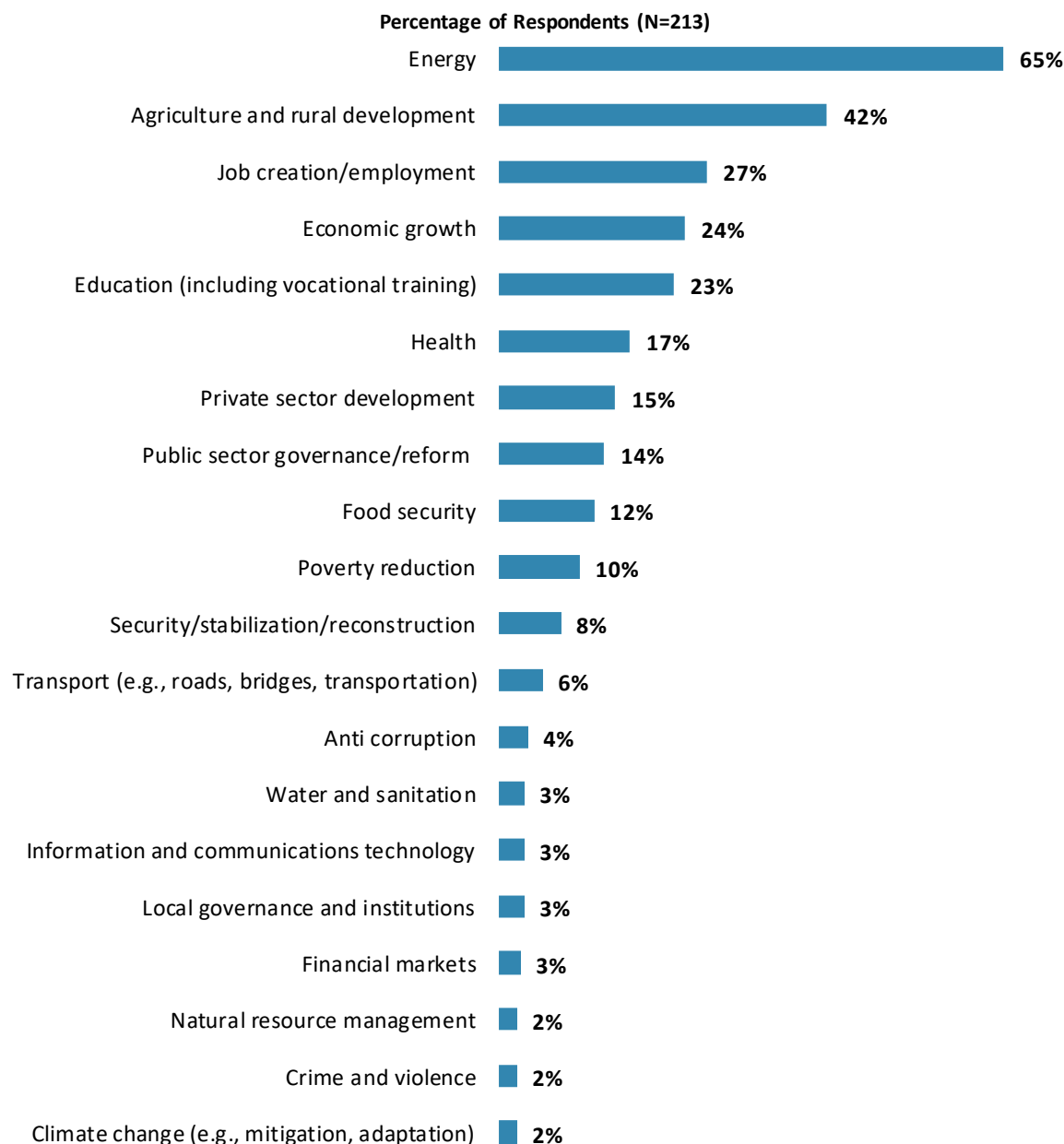
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should focus its resources on “*agricultural development*” (43%), “*energy*” (38%), and “*job creation/employment*” (28%).



“When thinking about how the World Bank Group can have the most impact on development results in Burundi, in which sectoral areas do you believe the WBG should focus most of its resources in Burundi?

(Choose no more than THREE)” (Respondents chose from a list. Responses combined.

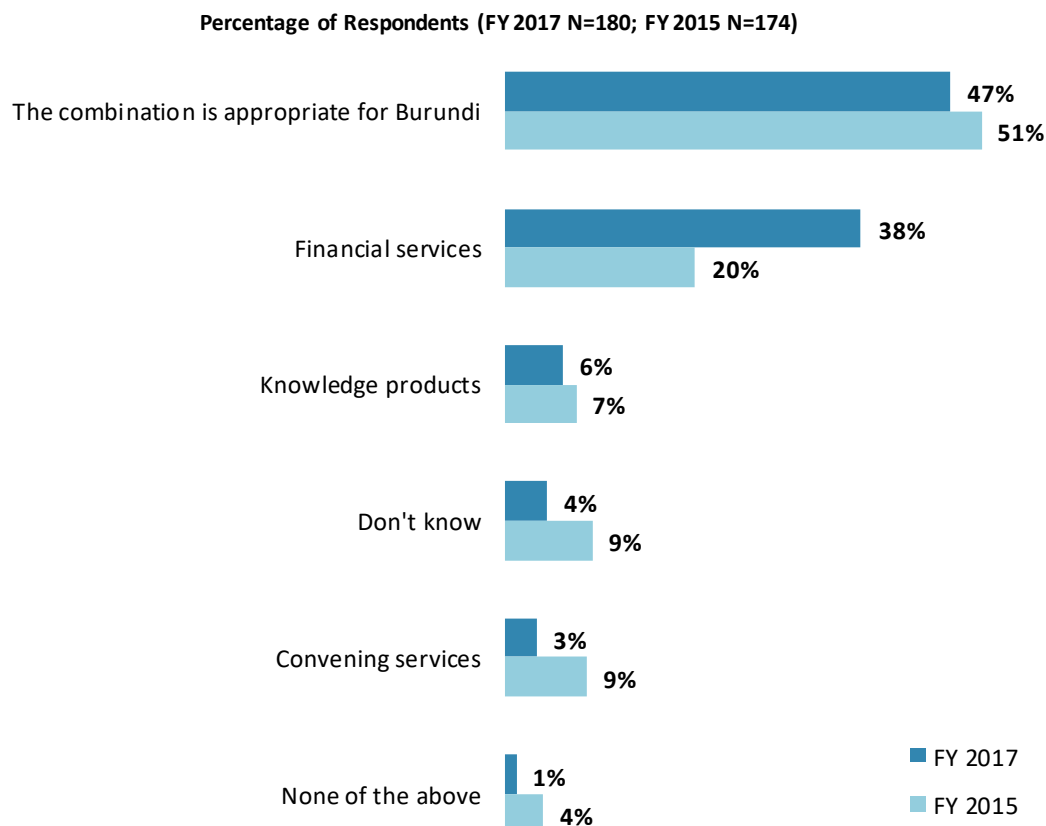
Top 20 of 34 response options shown.)



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

Future Combination of the WBG Services¹⁶

- **Year comparison:** This year's respondents were significantly more likely to indicate that the WBG should offer more financial services compared to respondents in the FY'15 Country Survey.



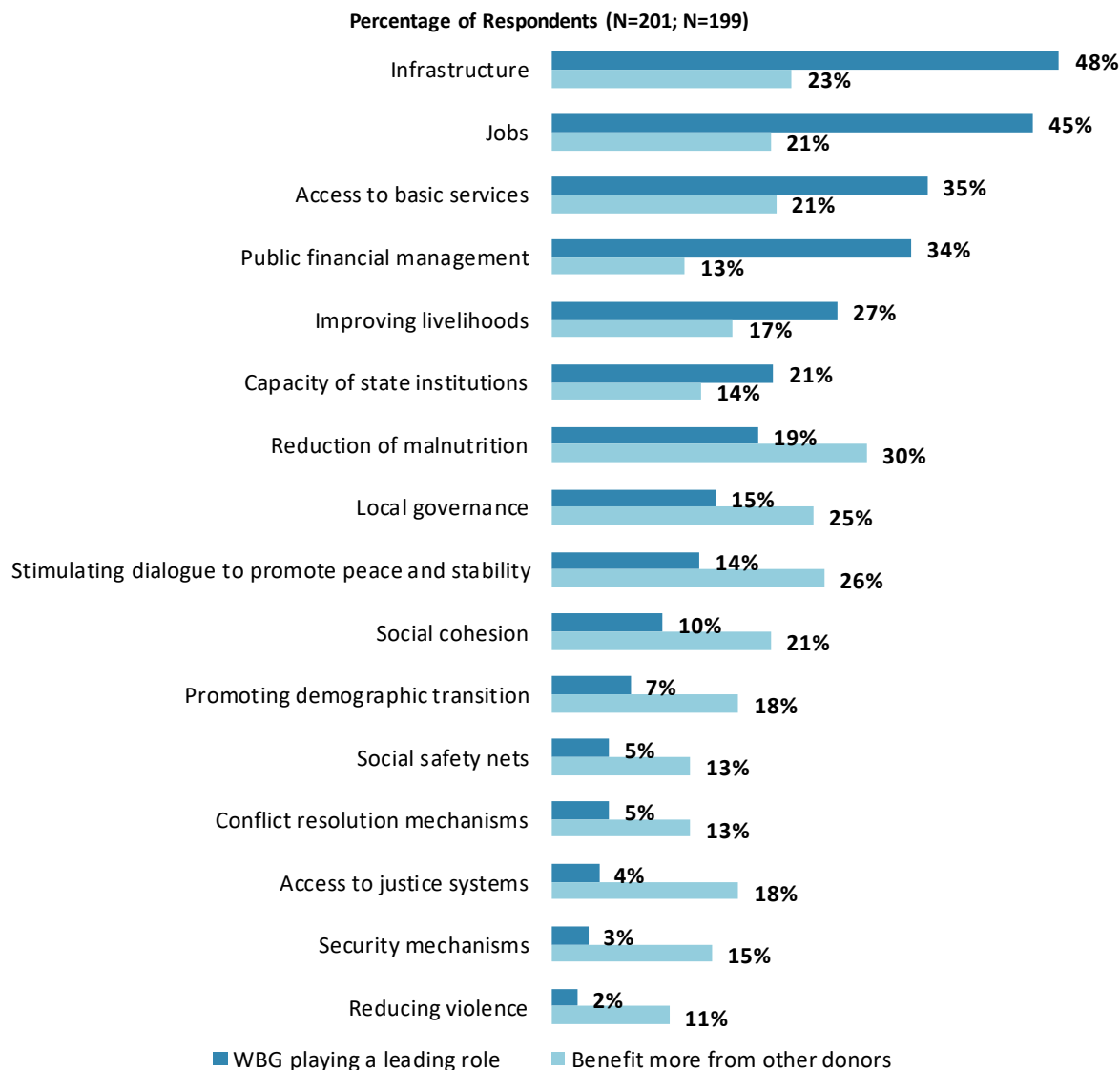
"When considering the combination of services that the World Bank Group offers in Burundi, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Burundi?"
(Respondents chose from a list. Responses combined.) (Percentages may not total 100 due to rounding)

¹⁶ Percentages in the chart were calculated based on weighted data.



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

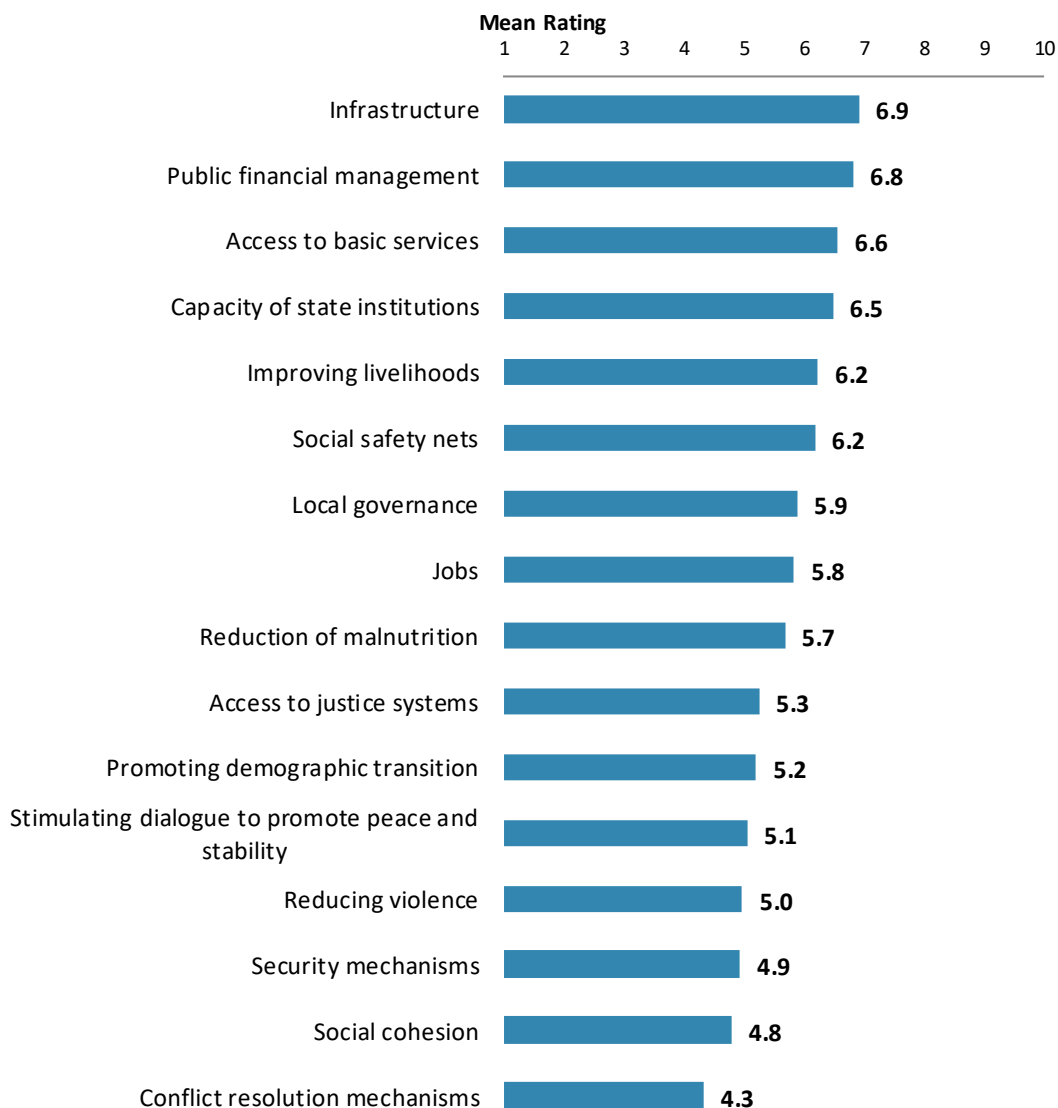
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Burundi?

B. Which THREE areas below would benefit most from other donors in Burundi after the 2015 crisis?"
(Respondents chose from a list. Responses combined.)



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

World Bank Group Support



"To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?"
(1-"To no degree at all", 10-"To a very significant degree")

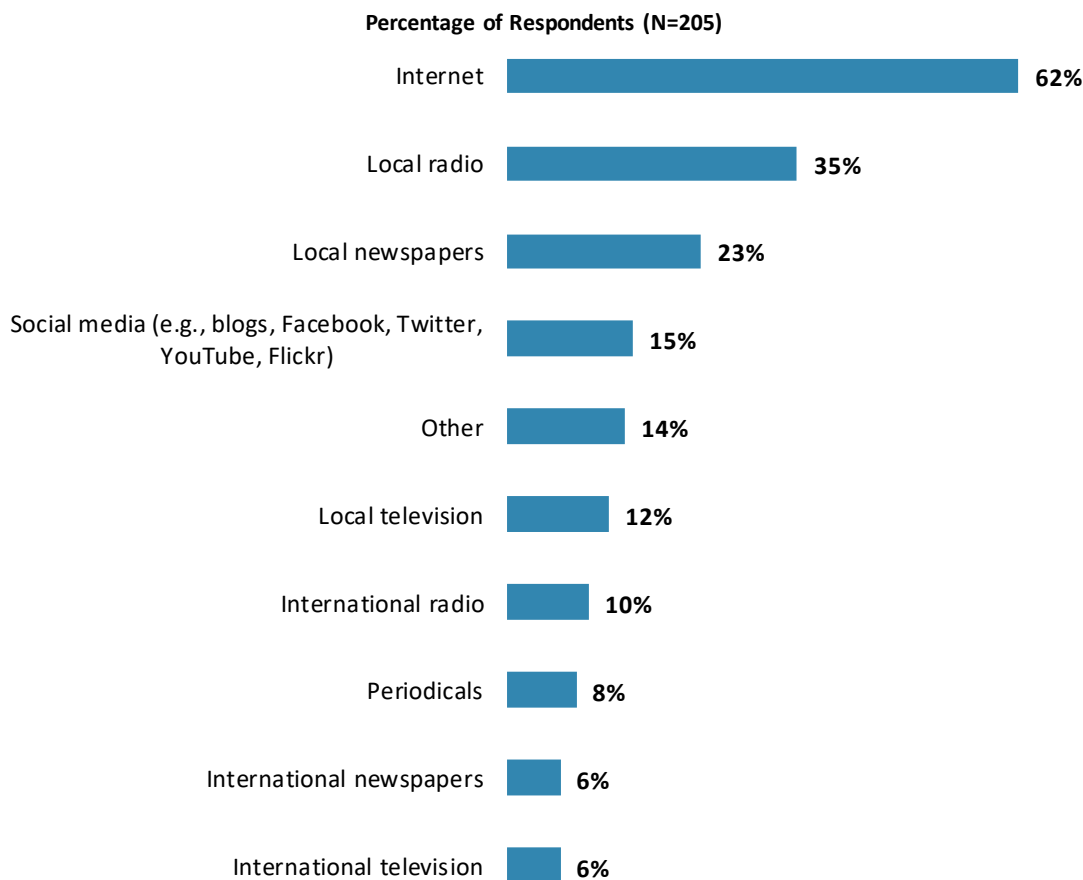


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in Burundi from “the Internet” (58%) and “local radio” (45%).



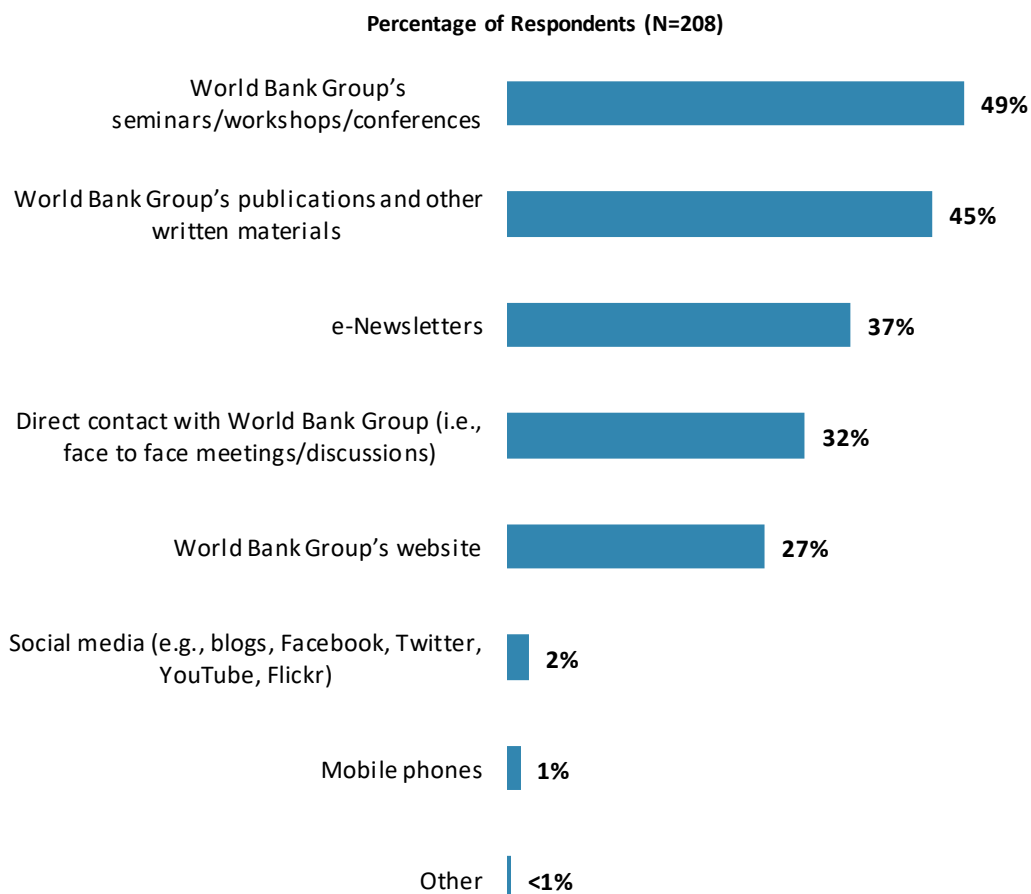
"How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the World Bank Group through its “*seminars/ workshops/conferences*” (44%) and “*direct contact*” (39%).

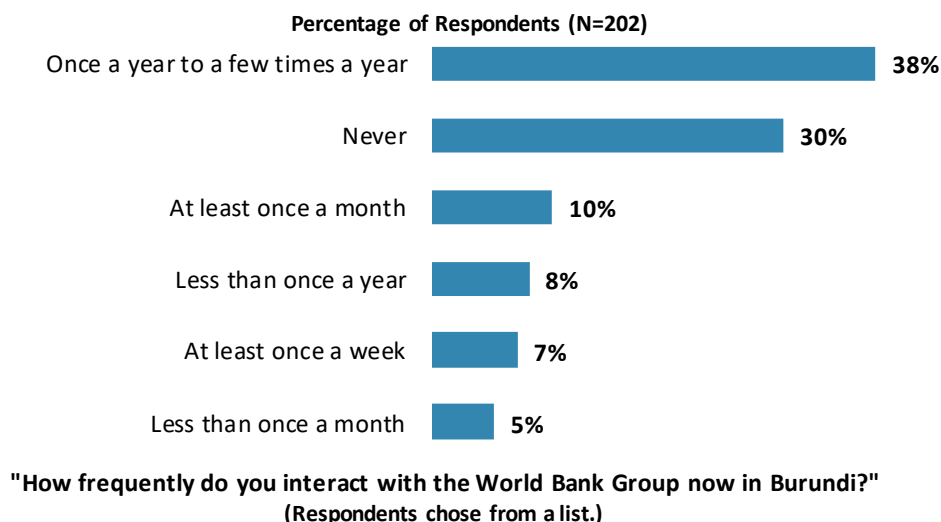


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**

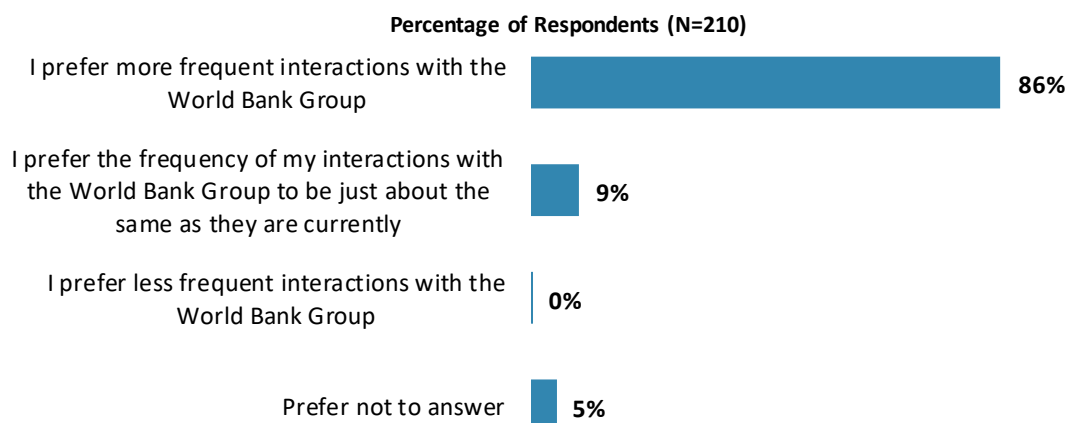


X. Communication and Outreach (continued)

Frequency of Interacting with the WBG



Face to Face Interaction with the WBG



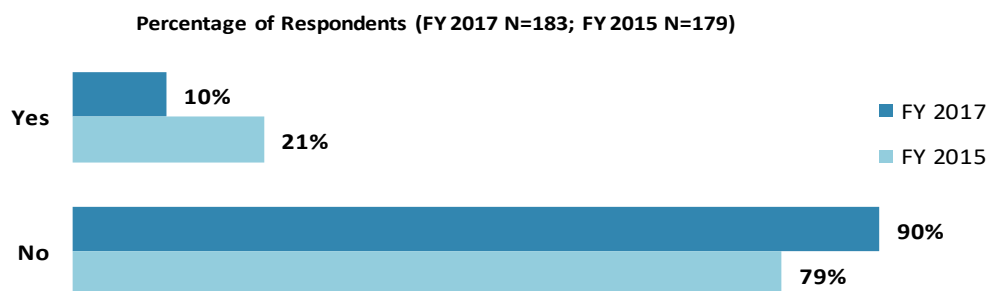
How much face to face access would you like to have with the World Bank Group in Burundi (i.e., discussions, meetings, conferences, workshops, training, etc.)?" (Respondents chose from a list.)



X. Communication and Outreach (continued)

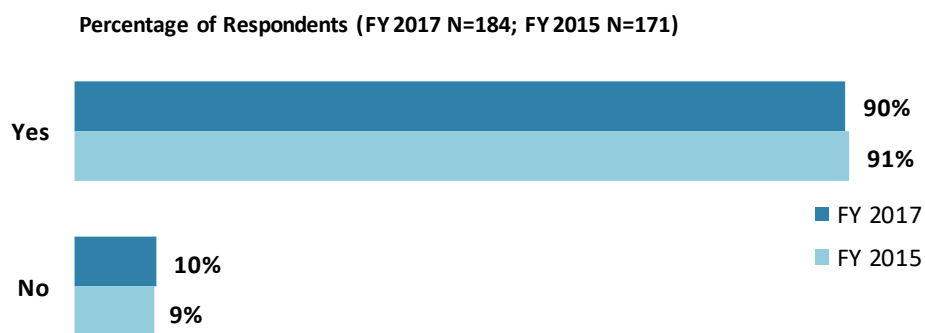
Access to Information¹⁷

- **Year comparison:** This year's respondents were significantly less likely to be aware of the AI policy than the respondents in the FY'15 Country Survey.

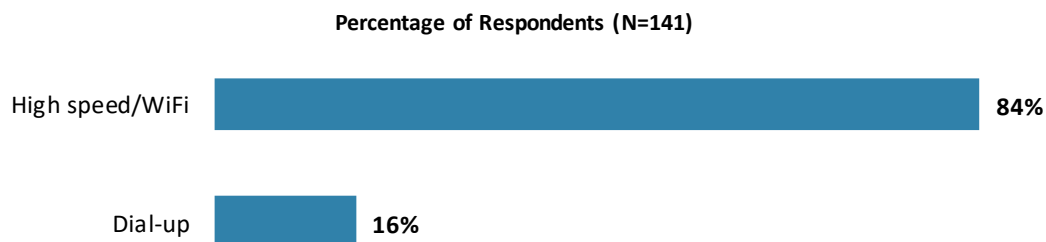


"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Access to the Internet



"Do you have access to the Internet?"



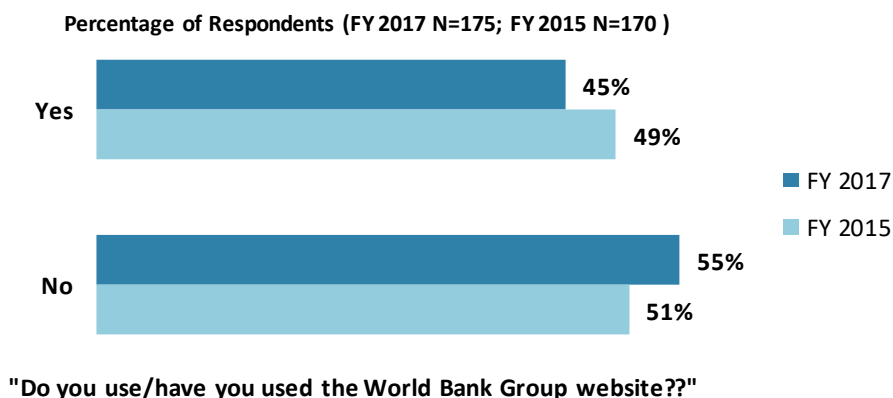
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹⁷ Percentages presented in the first two charts were calculated based on weighted data.

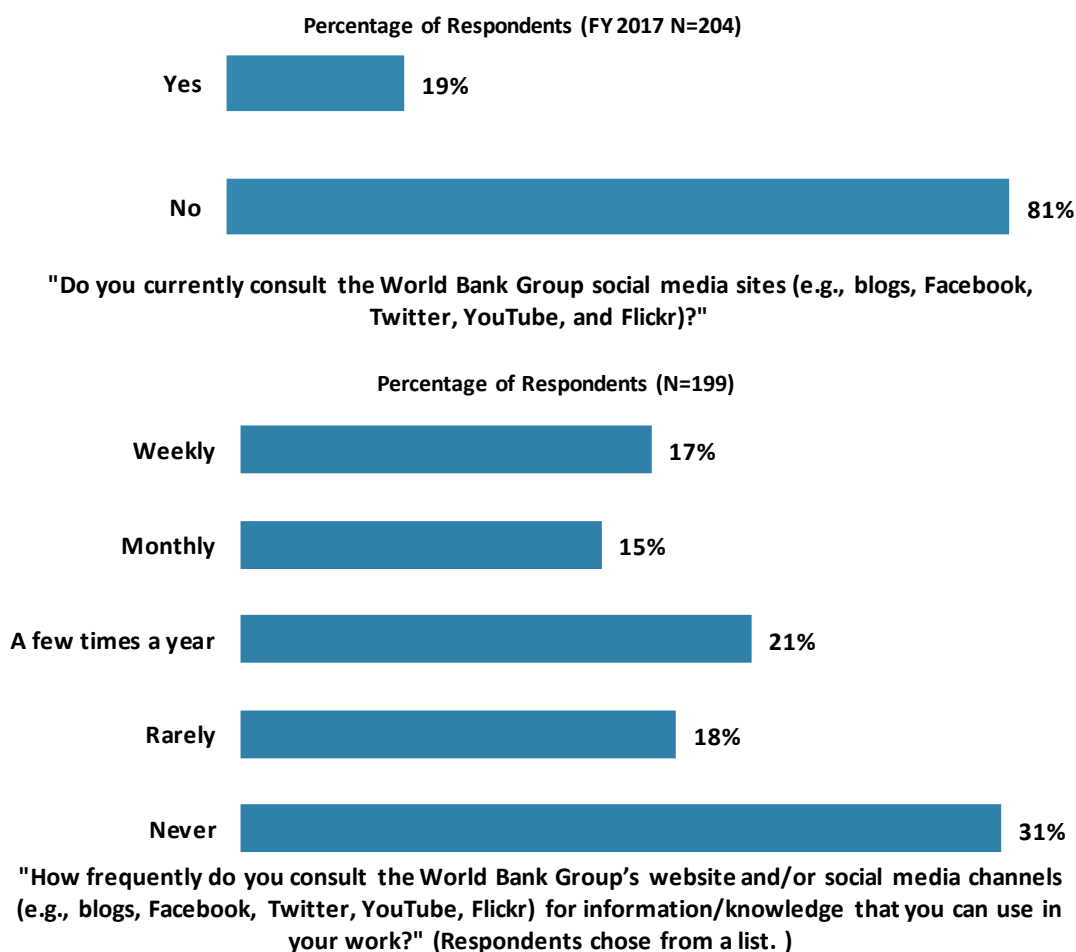


X. Communication and Outreach (continued)

The WBG Website Usage¹⁸



Use of the WBG's Social Media Channels



¹⁸ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Burundi





Appendix A: Responses to All Questions across All Respondents (N=218)

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

A. General Issues Facing Burundi

1. In general would you say that Burundi is headed in ... ?	Percentage of Respondents (N=194)
The right direction	65.5%
The wrong direction	20.1%
Not sure	14.4%

2. Listed below are a number of development priorities in Burundi. Please identify which of the following you consider the most important development priorities in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=212)
Agriculture and rural development	43.4%
Education (including vocational training)	37.7%
Energy	32.5%
Public sector governance/reform	26.9%
Security/stabilization/reconstruction	21.2%
Food security	18.4%
Health	15.6%
Poverty reduction	15.6%
Job creation/employment	15.6%
Economic growth	11.3%
Private sector development	10.4%
Anti corruption	9.4%
Social protection (e.g., pensions, targeted social assistance)	7.5%
Social cohesion	4.7%
Demographic transition	4.7%
Climate change (e.g., mitigation, adaptation)	3.8%
Crime and violence	2.8%
Disaster risk management	2.8%
Global/regional integration	2.8%
Information and communications technology	1.9%
Local governance and institutions	1.4%
Water and sanitation	1.4%
Regional conflict and tensions	1.4%
Transport (e.g., roads, bridges, transportation)	1.4%
Trade and exports	0.9%
Disease (e.g., malaria)	0.9%
Judiciary reform	0.9%
Natural resource management	0.5%
Gender based violence	0.5%
Gender equity	0.5%
Equality of opportunity (i.e., social inclusion)	0.5%
Urban development	0.0%
Pollution	0.0%
Financial markets	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=217)
Agriculture and rural development	53.0%
Economic growth	40.1%
Job creation/employment	38.7%
Energy	31.8%
Private sector development	18.0%
Education (including vocational training)	16.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.7%
Anti corruption	14.3%
Security/stabilization/reconstruction	13.4%
Food security	11.1%
Local governance and institutions	7.8%
Health	6.9%
Trade and exports	5.5%
Social protection (e.g., pensions, targeted social assistance)	5.5%
Natural resource management	4.1%
Equality of opportunity (i.e., social inclusion)	4.1%
Climate change (e.g., mitigation, adaptation)	2.3%
Transport (e.g., roads, bridges, transportation)	2.3%
Information and communications technology	1.8%
Demographic transition	1.8%
Crime and violence	1.4%
Disease (e.g., malaria)	0.9%
Judiciary reform	0.9%
Disaster risk management	0.9%
Financial markets	0.9%
Gender equity	0.5%
Social cohesion	0.0%
Water and sanitation	0.0%
Pollution	0.0%
Global/regional integration	0.0%
Regional conflict and tensions	0.0%
Urban development	0.0%
Gender based violence	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=207)
Education and training that better ensure job opportunity	30.9%
Better entrepreneurial opportunities	30.0%
Consistent economic growth	28.5%
Greater access to micro-finance for the poor	23.7%
Greater access to health and nutrition for citizens	21.7%
Better employment opportunities for young people	15.9%
Better opportunity for the poor who live in rural areas	15.0%
A growing middle class	11.6%
Better quality public services	6.8%
More reliable social safety net	4.8%
Better employment opportunities for women	2.9%
Greater voice and participation for citizens to help ensure greater accountability	2.4%
Better opportunity for the poor who live in urban areas	2.4%
Other	1.9%
Less gender based violence	1.0%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Burundi? (Select only ONE response)	Percentage of Respondents (N=216)
A very big problem	55.6%
A moderately big problem	25.9%
A small problem	13.9%
Not a problem at all	3.7%
Don't know	.9%

6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=218)
A very serious problem	90.4%
A somewhat serious problem	8.3%
Not too serious problem	.9%
Not a problem	.5%

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Burundi? (Select only ONE response)	Percentage of Respondents (N=218)
A very important development priority	89.8%
A moderately important development priority	9.3%
Not an important development priority	.9%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Burundi? (1-Not familiar at all, 10-Extremely familiar)	190	0	5.88	2.49
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Burundi. (1-Not effective at all, 10-Very effective)	177	32	7.09	2.15
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	156	53	7.20	1.97
4. When thinking about how the World Bank Group can have the most impact on development results in Burundi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=213)			
Energy	64.8%			
Agriculture and rural development	42.3%			
Job creation/employment	26.8%			
Economic growth	23.9%			
Education (including vocational training)	22.5%			
Health	16.9%			
Private sector development	15.0%			
Public sector governance/reform	13.6%			
Food security	12.2%			
Poverty reduction	10.3%			
Security/stabilization/reconstruction	8.0%			
Transport (e.g., roads, bridges, transportation)	5.6%			
Anti corruption	3.8%			
Water and sanitation	3.3%			
Information and communications technology	3.3%			
Local governance and institutions	3.3%			
Financial markets	2.8%			
Natural resource management	2.3%			
Crime and violence	2.3%			
Climate change (e.g., mitigation, adaptation)	2.3%			
Equality of opportunity (i.e., social inclusion)	1.9%			
Demographic transition	1.9%			
Social protection (e.g., pensions, targeted social assistance)	1.9%			
Global/regional integration	1.4%			
Pollution	1.4%			
Disease (e.g., malaria)	1.4%			
Judiciary reform	0.9%			
Trade and exports	0.9%			
Gender based violence	0.9%			
Gender equity	0.9%			
Regional conflict and tensions	0.0%			
Urban development	0.0%			
Disaster risk management	0.0%			
Social cohesion	0.0%			

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?	Percentage of Respondents (N=196)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	38.3%	14.6%	52.8%
Capacity development related to WBG supported projects	15.3%	13.0%	28.3%
Mobilizing third party financial resources	12.8%	12.5%	25.3%
Implementation support	5.1%	15.6%	20.7%
Policy advice, studies, analyses	10.2%	9.9%	20.1%
Strategy formulation (e.g., PRSP assistance)	1.5%	12.5%	14.0%
Bringing together different groups of stakeholders	8.7%	1.6%	10.2%
Donor coordination	2.0%	6.3%	8.3%
Stand-alone technical assistance (system oriented)	3.1%	3.6%	6.7%
Promoting knowledge sharing	0.0%	4.7%	4.7%
Fighting against gender based violence	0.0%	4.2%	4.2%
Data and statistics	1.0%	1.6%	2.6%
Other	2.0%	0.0%	2.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
World Bank Group's processes too complex	22.9%
Too influenced by developed countries	19.5%
Not enough public disclosure of its work	19.5%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	19.0%
Not adequately sensitive to political/social realities in Burundi	18.6%
Not collaborating enough with stakeholders outside the Government	14.8%
Don't know	14.8%
Not aligned with country priorities	11.9%
Not willing to honestly criticize policies and reform efforts in the country	11.9%
Not focused enough on issues that are unique to post-conflict countries	7.6%
Its advice and strategies do not lend themselves to practical problem solving	3.3%
Inadequate number of World Bank Group staff members located in the country	3.3%
Staff too inaccessible	2.9%
Not client focused	2.4%
Other	2.4%
Arrogant in its approach	1.0%
The credibility of its knowledge/data	1.0%
Not focused enough on fighting against gender based violence	1.0%
Not aligned with other donors' work	1.0%
Not exploring alternative policy options	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Burundi? (Select only ONE response)	Percentage of Respondents (N=215)
To a fully sufficient degree	2.3%
To a somewhat sufficient degree	46.5%
To a somewhat insufficient degree	26.0%
To a very insufficient degree	16.7%
Don't know	8.4%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting Burundi Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	120	87	6.48	2.17
2. Development Policy Financing (DPF)	114	89	6.12	2.22
3. Trust funds and grants	91	110	6.51	2.36
4. Guarantees	52	142	4.06	2.37
5. IFC Investment Services	60	132	5.18	2.30
6. IFC Advisory Services	59	135	5.22	2.08

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=215)
Beneficiaries	50.7%
Local government	35.8%
Private sector	34.9%
NGOs/Community Based Organizations	24.7%
Academia/think tanks/research institutes	10.2%
Media	7.4%
Donor community	7.0%
Parliament	6.0%
Other	4.7%
Regional organizations (e.g., EAC, COMESA, ICGLR, Lake Tanganyika Authority, etc)	3.7%
Youth/university groups	2.8%
UN agencies	2.8%
Don't know	2.8%
Emerging donors	0.9%
Foundations	0.0%
UN and regional peace keeping forces	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Burundi? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Burundi*	185	19	7.40	2.10
11. The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	159	33	6.56	2.37

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

To what extent is the World Bank Group an effective development partner in Burundi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	132	70	5.67	2.07
13. Flexibility (in terms of the institution's products and services)*	117	82	5.40	2.02
14. Flexibility (in terms of changing country circumstances)*	132	66	6.01	2.35
15. Being inclusive*	122	72	6.65	2.37
16. Openness (sharing data and other information)*	137	61	6.37	2.21
17. Collaboration with the Government*	165	36	7.73	1.85
18. The speed in which it gets things accomplished on the ground*	135	63	6.65	2.11
19. Helping to bring discipline/effective supervision to implementation of investment projects*	131	67	7.17	2.05
20. Collaboration with civil society*	125	74	5.74	2.44
21. Staff accessibility*	136	61	5.52	2.31
22. Collaboration with other donors and development partners**	121	78	6.99	2.02
23. Collaboration with the private sector*	121	71	6.43	2.16
24. Collaboration with the UN*	96	97	8.23	1.99
25. Straightforwardness and honesty*	117	84	7.26	2.30
26. Treating clients and stakeholders in Burundi with respect*	135	68	7.24	2.19
27. Being a long-term partner*	156	46	8.36	1.87

28. To what extent does the World Bank Group partner with the right people to support work on the ground in Burundi? (Select only ONE response)	Percentage of Respondents (N=213)
Rarely	5.2%
Sometimes	26.3%
Nearly always	30.5%
Don't know	28.6%
Prefer not to answer	9.4%

29. Which TWO UN organizations do you think it is most important for the WBG to partner with, to tackle the challenges of fragility in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
United Nations Development Program (UNDP)	54.8%
World Health Organization (WHO)	32.9%
The United Nations International Children's Emergency Fund (UNICEF)	19.5%
United Nations Population Fund (UNFPA)	18.1%
World Food Program (WFP)	18.1%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	12.4%
Don't know	7.6%
United Nations Peacekeeping	5.7%
Prefer not to answer	4.8%

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

30. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (Responses Combined; N=215)
More effective collaboration	12.6%
The same level of effective collaboration	12.6%
Less effective collaboration	10.2%
Don't know	64.7%

31. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=205)
Political pressures and obstacles	50.7%
Reforms are not well thought out in light of country challenges	46.8%
Ongoing conflict and instability	27.8%
Inadequate funding	24.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.9%
There is not an adequate level of citizen/civil society participation	21.5%
Poor coordination within the Government	18.0%
The World Bank Group works too slowly	12.7%
Poor donor coordination	10.2%
The Government works inefficiently	9.8%
The World Bank Group does not do adequate follow through/follow-up	7.8%
Lack of/inadequate levels of capacity in Government	7.8%
Other	5.4%
Poor coordination within the World Bank Group	1.5%

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	80	107	4.85	2.43
2. Gender equity	85	104	5.92	1.82
3. Demographic transition	72	118	5.03	2.48
4. Private sector development	122	73	6.34	2.09
5. Education (including vocational training)	113	80	5.72	2.30
6. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	126	66	6.71	2.25
7. Global/regional integration	74	112	6.38	2.09
8. Food security	125	73	6.56	2.10
9. Urban development	107	87	5.93	2.41
10. Energy	128	68	6.17	2.48
11. Water and sanitation	104	87	6.08	2.24
12. Pollution	70	117	4.86	2.25
13. Job creation/employment	121	75	5.94	2.15
14. Health	137	62	7.19	1.83
15. Financial markets	80	107	6.00	2.37
16. Transport (e.g., roads, bridges, transportation)	113	76	6.58	2.40
17. Agriculture and rural development	141	56	6.93	1.98
18. Trade and exports	76	114	5.16	2.38
19. Crime and violence	53	142	3.68	2.56
20. Natural resource management	84	108	5.29	2.20
21. Climate change (e.g., mitigation, adaptation)	110	87	5.92	2.26
22. Poverty reduction	146	54	6.19	2.30
23. Anti corruption	95	98	5.60	2.36
24. Judiciary reform	77	117	5.48	2.36
25. Economic growth	134	64	6.13	2.30
26. Disaster risk management	95	97	5.48	2.41
27. Equality of opportunity (i.e., social inclusion)	95	103	5.79	2.20
28. Disease (e.g., malaria)	109	88	6.50	2.16
29. Information and communications technology	88	112	5.92	2.09
30. Security/stabilization/reconstruction	78	119	6.01	2.13
31. Regional conflict and tensions	63	136	4.49	2.25
32. Local governance and institutions	95	99	5.83	2.24
33. Social cohesion	79	120	5.06	2.26
34. Gender based violence	88	111	5.90	2.22

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

Achieving Development Results*	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Burundi? <i>(1-To no degree at all, 10-To a very significant degree)</i>	165	41	6.82	2.08

Building and Strengthening Country Systems*	N	DK	Mean	SD
3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi? <i>(1-To no degree at all, 10-To a very significant degree)</i>	144	59	6.79	2.09

To what extent do you agree with the following statements about the World Bank Group in Burundi? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi	142	62	6.41	2.09
5. The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	139	67	5.68	2.44

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=211)
Weekly	5.2%
Monthly	12.8%
A few times a year	39.3%
Rarely	28.4%
Never	14.2%

In Burundi, 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	138	58	7.17	2.10
3. Include appropriate level of stakeholder involvement during preparation	122	75	6.21	2.17
4. Lead to practical solutions	129	69	6.17	2.17
5. Are accessible (well written and easy to understand)	137	63	5.99	2.16
6. Are source of relevant information on global good practices	135	67	7.01	2.09
7. Are relevant to country challenges	87	31	6.34	2.19
8. Are adequately disseminated	141	57	4.59	2.31
9. Are translated enough into local language	121	80	2.36	1.88
10. Are adaptable to Burundi's specific development challenges and country circumstances*	143	57	6.17	2.19

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	160	49	7.23	2.07
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	152	57	7.43	1.79

E. Working with the World Bank Group

1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...?	Percentage of Respondents (N=212)
Almost never has the right skills mix to tackle the challenges of fragility	.5%
Rarely has the right skills mix to tackle the challenges of fragility	4.7%
Sometimes has the right skills mix to tackle the challenges of fragility	23.1%
Almost always has the right skills mix to tackle the challenges of fragility	29.7%
Don't know	31.1%
Prefer not to answer	10.8%

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. The World Bank Group disburses funds promptly	128	73	4.41	2.53
3. The World Bank Group effectively monitors and evaluates the projects and programs it supports	156	46	7.43	1.96
4. The World Bank Group's approvals and reviews are done in a timely fashion	140	61	5.56	2.30
5. The World Bank Group's "Safeguard Policy" requirements are reasonable	101	102	6.16	2.19
6. The World Bank Group's conditions on its lending are reasonable	95	106	6.16	2.46
7. The World Bank Group takes decisions quickly in Burundi*	118	83	5.36	2.22
8. Working with the World Bank Group increases Burundi's institutional capacity	152	53	6.89	2.04
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	135	72	7.41	2.11
10. The World Bank Group provides effective implementation support (i.e., supervision of projects)	143	62	6.97	2.33
WBG Promoting PPP in Burundi				
11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi? (1-To no degree at all, 10-To a very significant degree)	150	60	6.36	2.21
WBG Staffing in Burundi				
12. To what extent do you believe the World Bank Group is adequately staffed in Burundi? (1-To no degree at all, 10-To a very significant degree)	111	99	5.15	2.48
Measuring and Correcting the World Bank Group's Work				
13. To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi? (1-To no degree at all, 10-To a very significant degree)	115	95	6.02	2.22

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=207)
Collaborate more effectively with Government clients (e.g., national, state, local)	32.4%
Offer more innovative financial products	30.0%
Reduce the complexity of obtaining World Bank Group financing	25.1%
Increase the level of capacity development in the country	24.2%
Reach out more to groups outside of Government	22.7%
Improve the quality of its experts as related to Burundi's specific challenges	9.7%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	9.7%
Help to bring discipline/effective supervision to implementation of investment projects	7.7%
Offer more innovative knowledge services	7.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.3%
Work faster	5.8%
Other	4.3%
Increase the level of World Bank Group staffing in Burundi's office	4.3%
Ensure greater selectivity in its work	2.4%
Increase the availability of reimbursable consulting services (RAS) knowledge work and activities	1.0%

2. When considering the combination of services that the World Bank Group offers in Burundi, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Burundi? (Select only ONE response)	Percentage of Respondents (N=199)
The combination is appropriate for Burundi	42.2%
Financial services	40.2%
Knowledge products	7.5%
Convening services	4.5%
Don't know	4.5%
None of the above	1.0%

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

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=201)
Infrastructure	47.8%
Jobs	45.3%
Access to basic services	35.3%
Public financial management	33.8%
Improving livelihoods	26.9%
Capacity of state institutions	20.9%
Reduction of malnutrition	19.4%
Local governance	15.4%
Stimulating dialogue to promote peace and stability	13.9%
Social cohesion	10.4%
Promoting demographic transition	7.5%
Social safety nets	5.5%
Conflict resolution mechanisms	5.5%
Access to justice systems	4.5%
Security mechanisms	3.5%
Reducing violence	2.5%

3B. Which THREE areas below would benefit most from other donors in Burundi after the 2015 crisis? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=199)
Reduction of malnutrition	29.6%
Stimulating dialogue to promote peace and stability	25.6%
Local governance	24.6%
Infrastructure	22.6%
Access to basic services	21.1%
Social cohesion	20.6%
Jobs	20.6%
Promoting demographic transition	17.6%
Access to justice systems	17.6%
Improving livelihoods	17.1%
Security mechanisms	15.1%
Capacity of state institutions	14.1%
Conflict resolution mechanisms	13.1%
Social safety nets	13.1%
Public financial management	12.6%
Reducing violence	11.1%

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

4. To what degree does the World Bank Group support its resources (financial, technical, knowledge, and convening power)? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement				
	N	DK	Prefer not to answer	Mean	SD
1. Social cohesion	71	86	27	4.80	2.00
2. Public financial management	115	63	18	6.83	2.25
3. Reducing violence	70	91	25	4.99	2.27
4. Access to justice systems	73	96	23	5.26	2.40
5. Security mechanisms	69	103	20	4.94	2.31
6. Conflict resolution mechanisms	77	93	22	4.34	2.19
7. Access to basic services	102	69	14	6.57	2.08
8. Capacity of state institutions	109	64	17	6.49	2.22
9. Jobs	106	65	14	5.85	2.26
10. Improving livelihoods	103	76	14	6.24	2.19
11. Reduction of malnutrition	122	60	11	5.69	2.09
12. Social safety nets	86	79	21	6.19	2.37
13. Stimulating dialogue to promote peace and stability	68	99	24	5.06	2.42
14. Promoting demographic transition	79	93	18	5.22	2.30
15. Infrastructure	134	50	10	6.92	2.06
16. Local governance	105	70	21	5.90	2.26

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Burundi?	Percentage of Respondents (N=202)
Never	30.2%
Less than once a year	8.4%
Once a year to a few times a year	38.1%
Less than once a month	5.4%
At least once a month	10.4%
At least once a week	7.4%

2. How much face to face access would you like to have with the World Bank Group in Burundi (i.e., discussions, meetings, conferences, workshops, training, etc.)?	Percentage of Respondents (N=210)
I prefer more frequent interactions with the World Bank Group	85.7%
I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently	9.0%
I prefer less frequent interactions with the World Bank Group	.5%
Prefer not to answer	4.8%

3. How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=205)
Internet	62.0%
Local radio	35.1%
Local newspapers	23.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.1%
Other	14.1%
Local television	12.2%
International radio	9.8%
Periodicals	8.3%
International newspapers	6.3%
International television	6.3%

4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=208)
World Bank Group's seminars/workshops/conferences	48.6%
World Bank Group's publications and other written materials	45.2%
e-Newsletters	36.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.7%
World Bank Group's website	27.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	2.4%
Mobile phones	1.4%
Other	0.5%

5. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=201)
Yes	10.9%
No	89.1%

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

6. Do you have reliable access to the Internet?	Percentage of Respondents (N=204)
Yes	87.7%
No	12.3%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=196)
Yes	44.9%
No	55.1%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=204)
Yes	18.6%
No	81.4%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=141)
High speed/WiFi	84.4%
Dial-up	15.6%

10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=199)
Weekly	16.6%
Monthly	14.6%
A few times a year	20.6%
Rarely	17.6%
Never	30.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	90	97	6.87	2.39
12. I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	93	86	7.56	2.00
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	60	125	6.72	2.82
14. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	115	78	6.08	2.90
15. The World Bank Group is responsive to my information requests and inquiries	82	108	6.28	2.80

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=201)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.9%
Media	10.0%
PMU/Consultant/Contractor working on World Bank Group supported project	9.5%
NGO/Community Based Organization	9.0%
Office of Minister	8.5%
Private Sector Organization	8.5%
Local Government Office or Staff	7.5%
Bilateral/Multilateral Agency	6.0%
Academia/Research Institute/Think Tank	5.5%
Other	5.5%
Office of the President, Prime Minister	4.0%
Independent Government Institution	2.0%
Office of Parliamentarian	1.5%
Trade Union	1.5%
Faith-Based Group	.5%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=199)
Governance	14.6%
Education	13.6%
Agriculture	13.6%
Other	12.6%
Health, nutrition, and population	10.6%
Generalist (specialized in multiple sectors)	8.0%
Finance and markets	6.5%
Macroeconomics and fiscal management	4.0%
Trade and competitiveness	3.0%
Transport and ICT	3.0%
Urban, rural, and social development	3.0%
Gender	2.0%
Environment and natural resources	1.5%
Poverty	1.5%
Social protection and labor	1.0%
Energy and extractives	1.0%
Water	.5%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=204)
Yes	40.2%
No	59.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Burundi? (Select only ONE response)	Percentage of Respondents (N=151)
The World Bank (IDA)	69.5%
The International Finance Corporation (IFC)	3.3%
Other	27.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=177)
Yes	22.0%
No	78.0%

6. If yes, what was your view of how the two institutions work together in Burundi? (Select only ONE response)	Percentage of Respondents (N=40)
The two institutions work well together	40.0%
The way the two institutions work together needs improvement	20.0%
The two institutions do not work well together	2.5%
Don't know	37.5%

7. Which of the following describes most of your exposure to the World Bank Group in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=170)
Collaborate as part of my professional duties	45.3%
Use World Bank Group reports/data	30.6%
Engage in World Bank Group related/sponsored events/activities	30.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.9%
Use World Bank Group website for information, data, research, etc.	21.2%

8. What's your gender?	Percentage of Respondents (N=208)
Female	14.4%
Male	85.6%

9. Which best represents your geographic location?	Percentage of Respondents (N=262)
East	10.3%
West	43.3%
North	14.9%
South	14.4%
Center	17.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁹

- Office of the President/Prime Minister/Minister N=25 ● Employee of a Ministry N=42 ● PMU/Consultant on a WBG-supported Project N=19
- Local Government N=15 ● Bilateral/Multilateral Agency N=12 ● Private Sector/Financial Sector/Private Bank N=17
- CSO N=22 ● Media N=20 ● Academia/Research Institute/Think Tank N=11 ● Other N=18

A. General Issues facing Burundi

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	96.0%	97.4%	44.4%	100.0%	14.3%	30.8%	26.3%	27.8%	45.5%	62.5%
The wrong direction	4.0%	0.0%	38.9%	0.0%	57.1%	53.8%	47.4%	27.8%	36.4%	12.5%
Not sure	0.0%	2.6%	16.7%	0.0%	28.6%	15.4%	26.3%	44.4%	18.2%	25.0%

*Significantly different between stakeholder groups

¹⁹ Only 201 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection (e.g., pensions, targeted social assistance)	8.3%	7.1%	0.0%	20.0%	8.3%	5.9%	9.5%	10.5%	0.0%	5.9%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Private sector development*	16.7%	2.4%	22.2%	26.7%	0.0%	29.4%	9.5%	5.3%	0.0%	5.9%
Education (including vocational training)	45.8%	45.2%	27.8%	46.7%	33.3%	11.8%	42.9%	15.8%	45.5%	41.2%
Security/stabilization/reconstruction*	20.8%	16.7%	27.8%	6.7%	8.3%	41.2%	14.3%	47.4%	18.2%	11.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	16.7%	7.1%	33.3%	20.0%	50.0%	29.4%	42.9%	63.2%	36.4%	29.4%
Global/regional integration	12.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Food security*	12.5%	23.8%	5.6%	33.3%	25.0%	11.8%	38.1%	0.0%	9.1%	5.9%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy*	4.2%	38.1%	44.4%	26.7%	16.7%	41.2%	14.3%	42.1%	63.6%	41.2%
Water and sanitation	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	5.9%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	8.3%	23.8%	27.8%	0.0%	25.0%	11.8%	28.6%	5.3%	18.2%	0.0%
Health*	41.7%	23.8%	0.0%	26.7%	0.0%	0.0%	9.5%	0.0%	0.0%	5.9%
Demographic transition*	0.0%	0.0%	11.1%	0.0%	16.7%	23.5%	0.0%	5.3%	0.0%	5.9%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	5.9%
Agriculture and rural development	58.3%	50.0%	44.4%	33.3%	25.0%	23.5%	38.1%	42.1%	63.6%	41.2%
Trade and exports	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Crime and violence	0.0%	0.0%	11.1%	0.0%	0.0%	11.8%	4.8%	0.0%	0.0%	0.0%
Social cohesion	8.3%	2.4%	5.6%	13.3%	16.7%	0.0%	0.0%	0.0%	9.1%	5.9%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	4.2%	4.8%	0.0%	6.7%	0.0%	11.8%	4.8%	0.0%	0.0%	5.9%
Poverty reduction	20.8%	21.4%	5.6%	0.0%	8.3%	17.6%	14.3%	5.3%	18.2%	29.4%
Anti corruption	0.0%	7.1%	11.1%	26.7%	16.7%	11.8%	4.8%	21.1%	0.0%	11.8%
Judiciary reform*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Economic growth	4.2%	14.3%	16.7%	6.7%	33.3%	11.8%	14.3%	10.5%	0.0%	5.9%
Local governance and institutions*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	11.8%
Disaster risk management	8.3%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Equality of opportunity (i.e., social inclusion)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Disease (e.g., malaria)	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	5.9%
Gender based violence	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth	45.8%	35.7%	36.8%	46.7%	75.0%	52.9%	36.4%	40.0%	18.2%	38.9%
Disaster risk management	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Equality of opportunity (i.e., social inclusion)	0.0%	7.1%	0.0%	6.7%	0.0%	0.0%	9.1%	0.0%	0.0%	16.7%
Disease (e.g., malaria)	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	10.5%	20.0%	16.7%	11.8%	9.1%	10.0%	9.1%	16.7%
Information and communications technology	4.2%	2.4%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	5.6%
Social protection (e.g., pensions, targeted social assistance)	4.2%	9.5%	0.0%	13.3%	8.3%	5.9%	4.5%	0.0%	0.0%	5.6%
Agriculture and rural development	66.7%	50.0%	68.4%	46.7%	16.7%	41.2%	40.9%	60.0%	72.7%	55.6%
Trade and exports	8.3%	9.5%	10.5%	6.7%	0.0%	5.9%	0.0%	0.0%	9.1%	5.6%
Crime and violence	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	4.8%	0.0%	6.7%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%	4.8%	5.3%	0.0%	0.0%	0.0%	4.5%	5.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	41.7%	38.1%	21.1%	26.7%	25.0%	29.4%	13.6%	25.0%	54.5%	27.8%
Anti corruption	0.0%	14.3%	21.1%	6.7%	16.7%	17.6%	18.2%	35.0%	0.0%	5.6%
Judiciary reform*	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	45.8%	28.6%	26.3%	33.3%	58.3%	47.1%	31.8%	35.0%	36.4%	38.9%
Health*	0.0%	16.7%	5.3%	6.7%	0.0%	0.0%	18.2%	0.0%	9.1%	0.0%
Security/stabilization/reconstruction	16.7%	9.5%	26.3%	0.0%	0.0%	11.8%	22.7%	20.0%	9.1%	16.7%
Financial markets	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	4.2%	7.1%	15.8%	13.3%	33.3%	5.9%	22.7%	25.0%	18.2%	16.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Private sector development	16.7%	19.0%	21.1%	20.0%	25.0%	41.2%	22.7%	0.0%	18.2%	5.6%
Education (including vocational training)	33.3%	19.0%	5.3%	13.3%	0.0%	17.6%	4.5%	10.0%	36.4%	22.2%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	8.3%	11.9%	5.3%	20.0%	8.3%	0.0%	18.2%	5.0%	9.1%	16.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	4.2%	7.1%	0.0%	6.7%	0.0%	0.0%	4.5%	5.0%	0.0%	5.6%
Demographic transition*	0.0%	0.0%	0.0%	0.0%	16.7%	5.9%	0.0%	0.0%	0.0%	0.0%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	21.7%	23.1%	31.6%	6.7%	33.3%	6.7%	28.6%	10.0%	36.4%	18.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)*	17.4%	23.1%	21.1%	53.3%	0.0%	26.7%	38.1%	50.0%	27.3%	25.0%
A growing middle class	21.7%	10.3%	5.3%	13.3%	16.7%	13.3%	4.8%	10.0%	9.1%	25.0%
Better opportunity for the poor who live in rural areas	8.7%	15.4%	10.5%	0.0%	16.7%	6.7%	28.6%	20.0%	9.1%	12.5%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	9.5%	0.0%	0.0%	6.3%
Consistent economic growth	43.5%	30.8%	21.1%	26.7%	50.0%	40.0%	19.0%	10.0%	27.3%	18.8%
More reliable social safety net	8.7%	7.7%	0.0%	13.3%	16.7%	6.7%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	17.4%	25.6%	31.6%	26.7%	25.0%	20.0%	23.8%	45.0%	9.1%	12.5%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	12.5%
Education and training that better ensure job opportunity	34.8%	35.9%	36.8%	33.3%	16.7%	40.0%	14.3%	25.0%	54.5%	37.5%
Better quality public services	8.7%	7.7%	5.3%	0.0%	0.0%	13.3%	14.3%	10.0%	0.0%	0.0%
Better employment opportunities for young people	13.0%	17.9%	26.3%	20.0%	25.0%	0.0%	23.8%	5.0%	9.1%	12.5%
Better employment opportunities for women	4.3%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	15.0%	0.0%	6.3%
Less gender based violence	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	5.3%	0.0%	0.0%	6.7%	0.0%	0.0%	9.1%	6.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	40.0%	47.6%	47.4%	60.0%	75.0%	64.7%	63.6%	65.0%	63.6%	55.6%
A moderately big problem	40.0%	31.0%	36.8%	26.7%	8.3%	17.6%	18.2%	25.0%	9.1%	27.8%
A small problem	20.0%	16.7%	15.8%	0.0%	0.0%	17.6%	9.1%	10.0%	27.3%	16.7%
Not a problem at all	0.0%	4.8%	0.0%	13.3%	16.7%	0.0%	9.1%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	100.0%	88.1%	84.2%	93.3%	75.0%	100.0%	95.5%	85.0%	90.9%	88.9%
A somewhat serious problem	0.0%	7.1%	10.5%	6.7%	25.0%	0.0%	4.5%	15.0%	9.1%	11.1%
Not too serious problem	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not a problem	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	100.0%	100.0%	73.7%	86.7%	100.0%	76.5%	86.4%	80.0%	90.9%	94.4%
A moderately important development priority	0.0%	0.0%	21.1%	13.3%	0.0%	17.6%	13.6%	20.0%	9.1%	5.6%
Not an important development priority	0.0%	0.0%	5.3%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burundi?*	20	6.65	1.87	37	6.14	2.49	19	7.58	1.84	11	5.18	2.86	12	4.83	3.01	17	4.53	2.10	18	5.11	1.97	18	5.00	3.27	11	5.45	2.30	17	6.47	2.12

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.*	22	7.14	2.19	38	7.68	2.05	18	7.56	1.72	10	8.10	2.13	10	7.50	.85	14	5.86	2.41	16	6.25	2.84	15	6.60	2.44	10	5.60	2.01	15	7.73	1.58

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?	21	6.86	2.22	30	7.47	1.96	16	7.88	1.96	9	7.33	1.66	10	7.30	.95	15	6.53	2.17	16	7.69	2.18	11	7.55	1.63	8	6.00	2.45	13	7.38	1.76

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



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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	70.8%	68.3%	78.9%	53.8%	50.0%	58.8%	50.0%	63.2%	81.8%	72.2%
Water and sanitation	0.0%	4.9%	5.3%	0.0%	0.0%	0.0%	4.5%	10.5%	0.0%	5.6%
Pollution	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Demographic transition*	0.0%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	5.3%	0.0%	0.0%
Job creation/employment	20.8%	34.1%	10.5%	30.8%	25.0%	23.5%	18.2%	21.1%	36.4%	33.3%
Health*	4.2%	29.3%	26.3%	38.5%	0.0%	5.9%	22.7%	10.5%	9.1%	5.6%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	2.4%	10.5%	0.0%	0.0%	0.0%	4.5%	10.5%	0.0%	0.0%
Social protection (e.g., pensions, targeted social assistance)	4.2%	2.4%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Private sector development	16.7%	12.2%	26.3%	7.7%	0.0%	41.2%	13.6%	10.5%	9.1%	22.2%
Education (including vocational training)	25.0%	19.5%	15.8%	38.5%	41.7%	11.8%	13.6%	31.6%	45.5%	11.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	8.3%	7.3%	10.5%	0.0%	41.7%	23.5%	13.6%	10.5%	9.1%	11.1%
Security/stabilization/reconstruction	8.3%	9.8%	10.5%	0.0%	0.0%	5.9%	13.6%	5.3%	9.1%	11.1%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%
Food security	16.7%	14.6%	5.3%	23.1%	0.0%	11.8%	18.2%	0.0%	9.1%	11.1%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Economic growth*	33.3%	19.5%	10.5%	30.8%	58.3%	41.2%	13.6%	31.6%	9.1%	11.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity (i.e., social inclusion)	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Disease (e.g., malaria)	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Local governance and institutions	8.3%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	9.1%	16.7%
Information and communications technology	4.2%	2.4%	5.3%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	5.6%
Transport (e.g., roads, bridges, transportation)	16.7%	2.4%	15.8%	7.7%	16.7%	0.0%	0.0%	5.3%	0.0%	0.0%
Agriculture and rural development	45.8%	43.9%	42.1%	46.2%	33.3%	23.5%	40.9%	31.6%	63.6%	50.0%
Trade and exports	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Crime and violence	0.0%	0.0%	5.3%	0.0%	0.0%	11.8%	0.0%	10.5%	0.0%	0.0%
Natural resource management	0.0%	4.9%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	4.2%	2.4%	5.3%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	12.5%	2.4%	5.3%	7.7%	8.3%	0.0%	22.7%	15.8%	9.1%	11.1%
Anti corruption	0.0%	4.9%	0.0%	7.7%	16.7%	5.9%	0.0%	5.3%	0.0%	0.0%
Gender based violence	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	4.2%	13.5%	10.5%	0.0%	0.0%	11.8%	0.0%	10.0%	10.0%	18.8%
Capacity development related to World Bank Group supported projects	20.8%	10.8%	5.3%	23.1%	11.1%	17.6%	25.0%	5.0%	10.0%	18.8%
Stand-alone technical assistance (system oriented)	0.0%	0.0%	0.0%	7.7%	11.1%	5.9%	5.0%	0.0%	0.0%	6.3%
Policy advice, studies, analyses	8.3%	0.0%	5.3%	23.1%	33.3%	23.5%	15.0%	10.0%	10.0%	6.3%
Financial resources	41.7%	48.6%	52.6%	23.1%	44.4%	23.5%	25.0%	25.0%	60.0%	31.3%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	5.0%	0.0%	0.0%
Promoting knowledge sharing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Implementation support	0.0%	8.1%	10.5%	7.7%	0.0%	0.0%	5.0%	10.0%	0.0%	6.3%
Mobilizing third party financial resources	20.8%	16.2%	15.8%	0.0%	0.0%	11.8%	10.0%	15.0%	10.0%	12.5%
Donor coordination*	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	0.0%	2.7%	0.0%	0.0%	0.0%	5.9%	0.0%	5.0%	0.0%	0.0%
Fighting against gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	5.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	5.3%	5.3%	0.0%	0.0%
Capacity development related to World Bank Group supported projects*	30.4%	13.5%	0.0%	7.7%	0.0%	11.8%	0.0%	15.8%	33.3%	25.0%
Stand-alone technical assistance (system oriented)	0.0%	5.4%	10.5%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Policy advice, studies, analyses	0.0%	10.8%	5.3%	0.0%	22.2%	23.5%	10.5%	15.8%	11.1%	12.5%
Financial resources*	4.3%	16.2%	0.0%	46.2%	11.1%	17.6%	21.1%	15.8%	0.0%	12.5%
Data and statistics	0.0%	2.7%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	6.3%
Promoting knowledge sharing	8.7%	0.0%	10.5%	0.0%	0.0%	5.9%	5.3%	10.5%	11.1%	0.0%
Implementation support	30.4%	21.6%	21.1%	0.0%	0.0%	5.9%	10.5%	15.8%	0.0%	6.3%
Mobilizing third party financial resources*	4.3%	13.5%	10.5%	0.0%	66.7%	5.9%	15.8%	0.0%	33.3%	0.0%
Donor coordination*	0.0%	0.0%	26.3%	15.4%	0.0%	0.0%	10.5%	0.0%	11.1%	12.5%
Strategy formulation (e.g., PRSP assistance)	21.7%	10.8%	5.3%	7.7%	0.0%	23.5%	10.5%	21.1%	0.0%	12.5%
Fighting against gender based violence	0.0%	5.4%	10.5%	7.7%	0.0%	0.0%	10.5%	0.0%	0.0%	6.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex	16.0%	17.1%	31.6%	30.8%	33.3%	23.5%	27.3%	23.5%	9.1%	23.5%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	7.3%	15.8%	7.7%	16.7%	41.2%	9.1%	17.6%	0.0%	11.8%
Staff too inaccessible	0.0%	9.8%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	9.1%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)*	36.0%	31.7%	0.0%	46.2%	8.3%	11.8%	13.6%	5.9%	18.2%	17.6%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities*	16.0%	4.9%	15.8%	23.1%	0.0%	11.8%	22.7%	5.9%	18.2%	5.9%
Not adequately sensitive to political/social realities in Burundi	32.0%	19.5%	5.3%	0.0%	16.7%	23.5%	9.1%	23.5%	27.3%	41.2%
Too influenced by developed countries	32.0%	24.4%	15.8%	23.1%	0.0%	5.9%	18.2%	5.9%	36.4%	17.6%
Not exploring alternative policy options	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	0.0%	7.3%	31.6%	7.7%	0.0%	35.3%	36.4%	11.8%	9.1%	17.6%
Its advice and strategies do not lend themselves to practical problem solving	12.0%	7.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	24.0%	14.6%	26.3%	7.7%	41.7%	17.6%	13.6%	29.4%	27.3%	23.5%
Arrogant in its approach*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%
Not client focused	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	9.1%	0.0%
The credibility of its knowledge/data*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	8.0%	2.4%	10.5%	0.0%	0.0%	5.9%	4.5%	17.6%	0.0%	11.8%
Inadequate number of World Bank Group staff members located in the country	4.0%	0.0%	5.3%	15.4%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Not focused enough on fighting against gender based violence	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Other*	0.0%	0.0%	15.8%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	5.9%
Don't know	8.0%	19.5%	10.5%	15.4%	16.7%	11.8%	13.6%	17.6%	18.2%	5.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	7.7%	16.7%	0.0%	0.0%	0.0%	0.0%	5.6%
To a somewhat sufficient degree	44.0%	54.8%	57.9%	61.5%	41.7%	29.4%	40.9%	40.0%	18.2%	50.0%
To a somewhat insufficient degree	20.0%	31.0%	21.1%	7.7%	16.7%	29.4%	31.8%	30.0%	63.6%	27.8%
To a very insufficient degree	20.0%	9.5%	15.8%	23.1%	8.3%	35.3%	13.6%	30.0%	18.2%	11.1%
Don't know	16.0%	4.8%	5.3%	0.0%	16.7%	5.9%	13.6%	0.0%	0.0%	5.6%



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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	13	6.46	1.61	26	6.65	2.30	12	7.58	1.62	9	7.22	1.30	5	7.80	1.79	12	5.67	1.92	7	5.71	2.87	12	5.08	2.81	7	5.86	2.27	13	7.31	1.97
Development Policy Financing (DPF)*	14	6.86	2.07	26	6.96	1.87	9	6.89	2.20	8	6.13	.99	5	6.80	2.17	11	4.45	1.69	7	5.57	1.99	13	4.08	2.90	7	5.71	1.70	12	6.67	2.10
Trust funds and grants*	9	7.56	1.42	19	7.11	2.11	11	7.91	1.22	7	4.71	1.70	5	8.00	1.41	8	5.38	2.20	9	6.67	2.78	7	5.86	4.38	5	4.80	.84	9	6.22	1.56
Guarantees*	8	5.75	2.12	9	5.00	2.55	6	2.50	2.35	5	3.40	2.41	3	6.00	2.65	4	2.00	1.41	4	3.25	2.22	3	2.33	2.31	2	3.50	.71	6	5.00	1.26
IFC Investment Services*	7	5.71	.76	11	6.09	1.87	7	5.29	3.15	6	6.67	.82	2	8.00	1.41	7	3.00	2.65	4	5.00	1.41	4	2.25	1.89	3	5.33	3.21	7	5.57	1.27
IFC Advisory Services	7	5.86	.90	11	5.36	2.29	5	4.00	2.00	6	6.17	.98	2	7.50	.71	8	4.50	2.73	4	5.25	1.26	3	2.67	2.89	3	6.00	2.65	8	6.00	1.41

*Significantly different between stakeholder groups

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more to successfully deliver new projects in Burundi after the 2015 crisis? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries*	64.0%	63.4%	36.8%	46.7%	16.7%	41.2%	31.8%	55.0%	36.4%	66.7%
Youth/university groups	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	18.2%	5.6%
Private sector*	28.0%	24.4%	63.2%	13.3%	50.0%	58.8%	22.7%	35.0%	36.4%	50.0%
Local government*	76.0%	41.5%	31.6%	80.0%	0.0%	29.4%	13.6%	15.0%	27.3%	16.7%
Donor community*	12.0%	2.4%	0.0%	6.7%	41.7%	11.8%	0.0%	5.0%	0.0%	11.1%
NGOs/Community Based Organizations*	0.0%	34.1%	26.3%	13.3%	16.7%	11.8%	72.7%	45.0%	0.0%	16.7%
Academia/think tanks/research institutes	8.0%	2.4%	10.5%	13.3%	0.0%	23.5%	13.6%	15.0%	27.3%	11.1%
Parliament*	0.0%	12.2%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	27.3%	11.1%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Media*	4.0%	0.0%	21.1%	0.0%	0.0%	11.8%	0.0%	25.0%	0.0%	0.0%
UN and regional peace keeping forces*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	9.1%	0.0%
UN agencies	0.0%	2.4%	0.0%	0.0%	25.0%	0.0%	0.0%	5.0%	9.1%	0.0%
Regional organizations (e.g., EAC, COMESA, ICGLR, Lake Tanganyika Authority, etc)	0.0%	4.9%	5.3%	0.0%	0.0%	5.9%	13.6%	0.0%	0.0%	0.0%
Other	8.0%	9.8%	0.0%	0.0%	0.0%	5.9%	9.1%	0.0%	0.0%	5.6%
Don't know*	0.0%	0.0%	0.0%	13.3%	16.7%	0.0%	4.5%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi*	21	7.29	1.65	38	7.92	1.96	18	8.44	1.72	12	7.83	2.29	9	8.00	.87	15	6.40	2.38	17	6.88	1.96	16	6.69	3.00	11	6.45	1.97	14	7.07	1.82
The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	18	6.72	1.78	33	7.58	1.85	17	7.59	1.77	11	6.64	3.17	9	6.78	2.33	14	5.50	2.50	14	5.71	3.00	13	6.08	3.09	9	5.33	2.29	12	6.83	1.85

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	18	6.22	1.44	25	6.12	1.48	12	6.67	2.23	7	3.71	2.14	8	7.13	.83	12	5.25	1.76	11	5.27	2.24	13	4.69	2.95	8	4.75	1.98	12	5.17	2.08
Flexibility (in terms of the institution's products and services)*	16	6.31	1.66	19	5.53	1.58	11	7.09	2.17	9	4.33	2.12	4	5.75	1.26	11	4.09	1.14	8	4.88	2.70	11	4.00	2.32	8	5.13	1.46	14	5.57	1.95
Flexibility (in terms of changing country circumstances)*	15	7.20	1.21	29	6.86	2.07	10	7.50	2.72	8	4.88	2.42	10	5.50	2.46	13	5.62	1.76	9	6.89	2.32	12	3.42	2.68	8	5.50	2.14	12	5.25	2.05
Being inclusive	14	7.00	1.84	25	6.92	1.91	10	7.90	2.64	6	7.67	2.16	8	6.38	1.77	8	6.13	2.53	11	5.82	2.44	13	6.31	3.47	8	6.00	2.78	12	6.58	1.68
Openness (sharing data and other information)	16	7.25	1.88	24	6.17	1.66	14	7.21	2.12	8	6.38	2.45	6	5.67	2.07	12	5.67	1.78	15	5.07	2.15	11	6.64	2.69	8	5.75	1.49	15	7.33	3.02
Collaboration with the Government	20	7.85	1.60	34	8.09	1.42	17	8.06	1.71	10	6.40	2.63	10	7.80	1.14	12	7.08	2.23	16	7.88	1.41	13	6.77	3.09	8	7.75	1.39	15	7.87	1.36
The speed in which it gets things accomplished on the ground*	16	6.63	1.67	25	6.76	2.01	17	7.82	1.88	7	5.29	2.43	6	7.50	1.05	12	5.17	1.99	11	7.00	1.61	13	6.15	3.08	8	5.63	1.69	14	6.71	1.59
Helping to bring discipline/effective supervision to implementation of investment projects	15	7.80	1.08	26	7.65	1.83	16	7.94	1.29	8	5.88	2.90	7	6.86	1.35	11	6.09	2.12	11	7.09	1.87	12	6.75	3.55	7	6.00	1.91	12	7.42	1.68
Collaboration with civil society*	16	7.06	1.39	22	6.50	2.24	12	6.67	2.31	5	7.20	1.30	7	6.00	1.41	10	4.10	2.23	16	4.38	2.45	13	4.15	3.36	7	4.57	2.44	9	5.89	1.45
Staff accessibility*	19	6.26	1.82	28	5.46	2.15	13	7.38	2.26	6	3.50	2.43	8	6.25	2.31	12	4.25	2.22	12	5.00	2.04	10	4.30	2.11	9	5.44	2.60	14	5.93	2.30
Collaboration with other donors and development partners*	15	7.80	1.74	23	7.70	1.26	10	8.70	1.06	8	5.13	2.80	10	5.70	2.45	6	6.33	2.50	12	6.83	1.40	13	6.85	2.51	7	5.86	1.35	11	6.73	1.62
Collaboration with the private sector*	17	7.35	1.58	21	7.00	2.00	11	7.91	1.81	7	4.57	1.51	6	7.33	1.97	12	5.42	1.83	10	5.20	2.66	10	6.20	2.57	7	5.29	1.89	14	6.79	2.04
Collaboration with the UN	12	8.50	1.88	17	8.18	1.91	7	9.29	.76	5	8.20	2.05	8	6.00	2.20	6	8.17	1.17	8	8.88	1.13	11	7.73	3.07	7	9.00	1.41	8	8.25	1.49
Straightforwardness and honesty	17	6.94	2.01	22	7.45	2.18	12	8.08	1.73	5	6.20	3.83	9	7.33	1.50	8	6.13	2.85	13	7.38	1.56	9	6.22	3.56	6	7.00	2.10	12	8.42	1.93
Treating clients and stakeholders in Burundi with respect*	20	6.95	1.99	25	7.44	1.76	15	8.33	1.18	8	5.38	3.62	7	7.57	1.27	12	6.50	2.68	13	7.62	1.39	8	5.38	3.81	8	7.13	1.96	13	7.92	1.71
Being a long-term partner	20	8.50	1.79	32	9.00	1.32	16	8.50	1.51	10	7.40	2.91	8	7.50	1.31	15	7.87	2.17	14	7.93	1.59	10	7.70	3.20	9	8.00	1.94	15	8.93	1.39

*Significantly different between stakeholder groups

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

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

(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Rarely	0.0%	0.0%	5.3%	15.4%	0.0%	17.6%	0.0%	21.1%	0.0%	5.6%
Sometimes	36.0%	39.0%	21.1%	15.4%	0.0%	35.3%	13.6%	21.1%	54.5%	16.7%
Nearly always	36.0%	26.8%	47.4%	46.2%	0.0%	11.8%	40.9%	26.3%	27.3%	38.9%
Don't know	28.0%	29.3%	5.3%	23.1%	75.0%	29.4%	36.4%	5.3%	0.0%	33.3%
Prefer not to answer	0.0%	4.9%	21.1%	0.0%	8.3%	5.9%	9.1%	26.3%	18.2%	5.6%

*Significantly different between stakeholder groups

Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Burundi? (Select no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Food Program (WFP)	13.6%	22.0%	10.5%	20.0%	25.0%	23.5%	13.6%	22.2%	18.2%	11.8%
World Health Organization (WHO)	63.6%	29.3%	31.6%	40.0%	33.3%	23.5%	18.2%	33.3%	36.4%	23.5%
United Nations Development Program (UNDP)	54.5%	65.9%	52.6%	46.7%	50.0%	76.5%	36.4%	55.6%	63.6%	52.9%
United Nations Peacekeeping*	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	27.8%	9.1%	5.9%
United Nations Population Fund (UNFPA)	9.1%	12.2%	21.1%	6.7%	0.0%	35.3%	18.2%	22.2%	9.1%	17.6%
The United Nations International Children's Emergency Fund (UNICEF)	31.8%	17.1%	31.6%	20.0%	8.3%	17.6%	13.6%	27.8%	18.2%	17.6%
None. I don't believe the World Bank Group needs to partner with the UN organizations.*	4.5%	9.8%	15.8%	13.3%	16.7%	5.9%	40.9%	5.6%	9.1%	11.8%
Don't know	4.5%	9.8%	10.5%	6.7%	0.0%	5.9%	4.5%	0.0%	9.1%	11.8%
Prefer not to answer	0.0%	4.9%	0.0%	13.3%	8.3%	0.0%	0.0%	0.0%	9.1%	17.6%

*Significantly different between stakeholder groups

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

(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	20.0%	15.0%	31.6%	0.0%	25.0%	11.8%	9.1%	5.0%	9.1%	5.6%
The same level of effective collaboration	16.0%	12.5%	10.5%	20.0%	25.0%	11.8%	9.1%	20.0%	0.0%	5.6%
Less effective collaboration	24.0%	2.5%	10.5%	6.7%	0.0%	5.9%	9.1%	15.0%	27.3%	5.6%
Don't know	40.0%	70.0%	47.4%	73.3%	50.0%	70.6%	72.7%	60.0%	63.6%	83.3%

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	12.0%	7.5%	5.6%	7.7%	0.0%	0.0%	0.0%	25.0%	9.1%	5.6%
Political pressures and obstacles*	16.0%	35.0%	72.2%	53.8%	70.0%	75.0%	59.1%	80.0%	54.5%	50.0%
Reforms are not well thought out in light of country challenges	68.0%	52.5%	33.3%	46.2%	10.0%	37.5%	36.4%	50.0%	45.5%	44.4%
Poor coordination within the Government*	8.0%	10.0%	33.3%	0.0%	40.0%	6.3%	18.2%	40.0%	27.3%	27.8%
The Government works inefficiently*	0.0%	0.0%	27.8%	0.0%	20.0%	12.5%	4.5%	35.0%	27.3%	0.0%
Poor donor coordination	20.0%	7.5%	0.0%	23.1%	20.0%	6.3%	0.0%	0.0%	9.1%	11.1%
The World Bank Group is not sensitive enough to political/social realities on the ground*	40.0%	37.5%	22.2%	30.8%	0.0%	25.0%	9.1%	10.0%	27.3%	11.1%
Lack of/inadequate levels of capacity in Government*	8.0%	5.0%	5.6%	15.4%	50.0%	12.5%	4.5%	5.0%	0.0%	0.0%
There is not an adequate level of citizen/civil society participation	24.0%	25.0%	27.8%	15.4%	0.0%	37.5%	31.8%	5.0%	9.1%	27.8%
The World Bank Group works too slowly	4.0%	25.0%	5.6%	15.4%	0.0%	6.3%	13.6%	5.0%	9.1%	5.6%
Poor coordination within the World Bank Group	0.0%	5.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ongoing conflict and instability*	16.0%	17.5%	33.3%	15.4%	70.0%	25.0%	36.4%	20.0%	27.3%	55.6%
Inadequate funding*	72.0%	22.5%	5.6%	38.5%	0.0%	12.5%	0.0%	5.0%	36.4%	22.2%
Other	0.0%	7.5%	0.0%	0.0%	0.0%	6.3%	18.2%	0.0%	9.1%	11.1%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	11	4.82	1.83	20	5.20	2.26	5	6.00	4.64	4	6.75	3.30	7	6.14	2.48	5	3.40	1.34	6	5.00	2.37	8	2.88	2.23	5	4.20	1.30	6	4.33	2.16
Gender equity*	11	6.64	2.06	16	5.69	1.66	7	8.00	2.08	7	6.86	1.21	5	5.00	1.41	11	5.55	1.44	4	4.50	1.29	10	5.60	2.41	4	5.00	.82	7	5.43	.98
Demographic transition*	9	6.22	1.79	13	4.92	2.36	7	7.57	2.76	8	6.13	2.23	7	4.14	1.86	6	4.50	.84	4	3.75	2.63	7	3.00	3.46	4	3.75	.96	5	4.60	2.19
Private sector development	17	6.47	1.97	22	6.91	2.04	13	7.46	2.44	8	5.88	2.30	8	7.38	1.51	13	6.00	1.22	7	6.14	.90	12	5.58	2.78	6	4.33	2.42	14	5.93	1.86
Education (including vocational training)	18	6.44	2.01	28	5.61	2.31	10	6.50	2.99	7	6.43	1.27	7	6.43	1.51	7	3.86	1.57	11	5.09	1.87	8	4.88	3.48	7	4.86	2.41	8	6.38	1.92
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	7.43	1.80	22	6.64	2.68	12	7.83	2.41	11	6.82	1.94	9	6.78	1.20	10	5.20	1.55	10	6.60	2.17	11	6.27	3.58	6	5.83	2.14	11	6.73	1.68
Global/regional integration	16	6.31	1.89	15	6.80	2.31	7	7.86	1.77	4	6.50	2.08	5	6.20	1.30	6	5.17	1.94	3	5.67	1.15	5	5.20	4.02	4	6.25	1.71	7	6.71	1.80
Food security	19	6.79	2.02	30	6.83	2.13	9	7.33	2.74	9	7.44	1.59	6	7.00	.63	11	5.55	2.21	11	6.91	1.92	10	5.40	3.10	7	5.71	1.70	9	6.00	1.41
Urban development*	18	6.39	2.35	23	6.48	2.31	12	7.42	2.02	5	6.40	2.19	7	6.57	1.51	8	4.63	1.51	9	5.44	1.51	7	3.86	3.93	5	3.80	2.59	10	5.60	2.17
Energy*	17	6.59	2.58	27	6.52	2.19	14	7.14	2.41	10	6.00	2.31	9	6.44	1.24	10	3.70	1.77	11	7.09	2.02	10	5.80	3.74	6	4.50	2.07	9	6.89	1.90
Water and sanitation	15	6.60	2.10	22	6.41	2.32	10	7.00	2.49	6	5.50	2.26	7	6.43	1.40	9	4.11	1.83	9	6.00	1.80	10	6.10	3.25	5	5.40	1.67	8	5.88	1.73
Pollution*	11	5.36	1.57	15	4.93	2.02	7	6.29	3.59	6	6.67	1.97	4	6.00	.82	4	3.25	2.63	5	3.40	1.52	7	2.14	1.21	4	5.50	1.73	6	4.50	.84
Job creation/employment*	19	5.63	1.86	26	6.12	2.10	10	7.80	1.55	8	6.63	1.85	7	7.14	.69	11	4.64	2.11	8	5.88	1.96	11	4.64	2.91	6	4.33	1.75	11	6.45	1.37
Health	17	7.24	1.60	33	7.94	1.71	14	7.64	1.95	8	7.50	.93	7	7.00	.82	8	6.00	1.41	15	7.00	1.93	11	6.73	2.69	7	5.71	2.50	10	7.10	1.52
Financial markets	14	5.64	2.71	16	6.38	2.33	10	7.60	2.59	4	5.25	.50	4	6.75	1.89	7	5.00	1.41	4	5.50	1.00	7	4.71	3.45	4	5.25	1.89	9	6.11	1.96
Transport (e.g., roads, bridges, transportation)*	19	6.47	2.82	21	7.33	1.88	10	7.90	2.02	7	5.43	2.37	8	7.25	1.58	9	3.56	2.30	9	6.89	1.27	9	7.33	3.08	7	5.29	2.56	10	6.90	1.60
Agriculture and rural development	18	6.67	2.28	32	7.44	1.88	12	7.42	2.23	9	7.67	1.41	8	7.50	.53	14	6.21	1.76	13	7.00	1.47	12	6.67	2.99	6	5.67	2.80	12	6.58	1.56
Trade and exports	13	5.31	2.75	13	4.92	1.93	7	7.43	2.94	4	3.25	1.50	4	6.50	1.00	8	3.25	1.58	6	5.50	1.38	7	5.43	3.15	3	5.00	2.65	9	5.11	1.96
Crime and violence*	8	5.13	2.59	10	5.20	2.66	4	6.25	4.35	2	3.50	3.54	1	3.00		7	2.14	.90	5	2.40	2.07	7	1.57	.98	3	3.33	.58	5	3.40	1.14
Natural resource management	10	5.90	1.73	16	5.38	2.03	8	6.13	3.64	6	6.17	1.33	3	5.00	1.73	8	4.25	2.05	10	5.70	2.06	7	3.71	3.09	4	3.75	.50	10	5.50	1.65
Climate change (e.g., mitigation, adaptation)	16	6.19	1.91	27	6.52	2.17	8	6.25	3.37	7	7.43	1.13	2	7.50	.71	8	3.75	2.55	10	5.30	1.77	10	5.70	3.27	5	4.60	.55	10	5.90	1.52
Poverty reduction*	20	6.15	1.90	30	6.80	2.48	11	7.00	2.72	11	6.64	2.01	8	7.25	.71	14	5.29	2.23	13	7.08	1.98	12	4.42	2.94	8	5.00	1.85	13	6.31	1.75
Anti corruption*	17	6.82	1.51	16	6.00	2.48	8	6.63	3.02	9	6.33	1.73	3	5.33	.58	9	3.11	1.96	8	4.63	2.45	7	4.86	3.18	5	3.80	1.92	11	5.91	1.76
Judiciary reform*	15	6.73	1.49	18	5.72	2.52	6	5.50	3.51	7	6.71	1.98	3	4.67	.58	4	2.75	.50	9	5.22	2.49	4	4.00	2.45	3	3.00	1.73	7	4.86	2.04
Economic growth*	20	6.10	2.15	29	5.97	2.54	10	7.90	1.60	10	6.60	1.84	8	7.63	.92	11	5.45	2.21	12	6.58	1.44	11	4.64	3.17	7	5.00	2.77	14	6.14	1.88
Disaster risk management	15	5.33	1.95	21	5.67	2.46	9	6.89	2.67	6	7.67	1.37	2	6.00	1.41	5	2.80	1.64	9	5.33	2.06	11	5.36	3.35	4	3.75	2.22	8	5.38	2.07
Equality of opportunity (i.e., social inclusion)*	17	6.82	1.91	14	5.64	2.44	8	8.50	1.51	7	5.00	1.91	3	5.33	1.53	11	4.18	2.23	9	5.33	1.66	8	5.38	3.07	4	4.75	.96	11	5.73	1.35
Disease (e.g., malaria)	15	7.07	1.94	28	6.82	2.11	9	7.33	2.96	9	6.78	1.72	4	6.75	.50	8	5.00	2.51	11	6.00	2.14	7	6.71	2.21	5	5.00	2.92	7	6.71	1.70
Information and communications technology*	12	5.25	1.91	16	5.69	1.99	9	8.11	1.54	3	6.33	2.31	4	6.50	1.00	8	4.38	1.69	8	5.75	1.98	10	6.20	2.82	5	5.60	1.52	10	5.80	1.93
Security/stabilization/reconstruction*	12	7.25	1.29	15	6.87	1.88	7	7.71	2.21	5	5.60	1.34	3	7.00	1.00	6	4.00	2.00	8	6.13	1.55	7	4.14	3.18	4	5.00	2.00	8	4.75	.71
Regional conflict and tensions*	10	5.90	1.73	13	6.08	2.40	3	3.67	1.15	6	4.83	2.48	1	4.00		6	3.17	2.32	7	4.14	1.77	7	1.86	1.57	3	4.33	.58	6	3.83	.98
Local governance and institutions	14	6.79	1.25	15	6.40	2.23	8	7.00	2.98	9	6.11	2.26	2	4.50	.71	10	4.40	2.27	10	5.60	1.51	9	5.44	3.13	7	3.86	1.57	8	5.88	2.23
Social cohesion*	14	5.93	2.09	15	5.80	1.97	6	5.67	3.67	7	6.29	1.89	2	4.50	.71	7	2.57	1.13	10	5.60	1.51	5	2.00	1.41	6	4.00	1.55	6	5.17	1.72
Gender based violence	12	7.00	1.86	17	6.41	1.80	7	7.14	3.02	9	6.56	2.65	1	4.00		7	4.57	2.57	10	5.40	2.07	7	5.14	3.24	5	5.00	.71	7	5.14	1.21

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burundi?	21	7.24	1.95	30	7.27	1.98	18	7.28	2.14	12	6.92	2.23	8	7.13	.83	15	5.67	1.63	17	6.76	1.64	16	7.13	3.20	9	5.56	1.81	15	6.80	1.70

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Burundi?*	16	7.31	2.12	27	6.85	1.92	16	7.88	1.89	10	6.40	1.58	7	7.14	.38	15	4.80	1.78	13	6.69	1.75	17	7.47	2.94	8	5.88	1.89	13	7.08	1.66

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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi	18	6.67	1.91	24	6.46	2.04	17	7.24	1.75	8	6.38	2.39	8	7.50	.53	11	5.27	1.74	14	5.64	2.47	17	6.47	3.08	8	5.63	1.30	14	6.64	1.69
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	18	6.11	2.47	29	6.38	2.13	13	5.77	2.45	6	4.67	1.63	6	7.33	1.63	13	4.69	2.10	14	6.00	2.96	15	4.40	3.20	9	4.11	2.15	13	6.38	1.66

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	7.3%	21.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	16.7%
Monthly	20.0%	4.9%	15.8%	13.3%	8.3%	17.6%	13.6%	10.0%	27.3%	11.1%
A few times a year	32.0%	36.6%	26.3%	46.7%	58.3%	35.3%	45.5%	50.0%	27.3%	44.4%
Rarely	24.0%	39.0%	31.6%	13.3%	16.7%	41.2%	22.7%	15.0%	45.5%	22.2%
Never	24.0%	12.2%	5.3%	26.7%	16.7%	5.9%	13.6%	25.0%	0.0%	5.6%

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

In Burundi, 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)

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	16	6.81	1.56	28	8.14	1.65	9	8.11	1.83	9	5.11	2.15	6	7.00	1.55	14	6.00	2.25	13	7.15	1.91	16	7.63	2.66	8	7.38	2.00	13	7.77	1.83
Include appropriate level of stakeholder involvement during preparation*	15	7.07	1.79	27	6.48	2.36	8	7.75	1.91	10	4.80	1.55	7	5.57	1.51	14	5.64	2.02	10	6.90	2.38	9	4.33	2.87	7	5.86	1.77	13	6.69	1.60
Lead to practical solutions*	16	6.69	1.66	25	6.32	2.15	10	7.90	1.73	8	5.25	1.49	6	6.33	1.97	14	5.29	1.94	13	7.00	1.83	12	5.17	3.59	5	5.40	1.34	14	6.57	1.79
Are accessible (well written and easy to understand)*	16	6.56	1.41	30	6.33	2.41	10	7.70	1.83	10	4.40	1.78	6	5.83	1.72	14	5.57	2.24	14	6.14	1.88	11	4.55	3.17	8	6.13	1.55	13	6.08	1.71
Are source of relevant information on global good practices	13	7.38	1.39	27	7.22	2.04	11	8.18	1.54	10	6.40	2.22	5	6.60	1.52	13	6.23	2.17	14	7.57	1.87	14	6.79	2.94	8	8.13	1.96	13	6.69	2.10
Are relevant to country challenges	10	7.20	1.14	12	7.08	2.19	3	5.67	1.15	7	6.57	1.13	4	6.25	.96	12	5.67	1.44	8	5.63	3.29	11	5.36	3.38	7	7.57	2.15	10	6.70	2.00
Are adequately disseminated*	14	6.29	1.77	27	5.04	2.07	10	4.70	3.09	9	4.11	2.52	7	4.86	2.27	15	4.67	1.84	14	4.50	1.91	17	2.12	1.76	8	5.13	2.59	13	5.00	2.27
Are translated enough into local language*	10	2.80	1.93	24	2.71	2.24	11	2.27	2.05	10	1.80	1.23	4	5.50	1.73	14	2.21	1.25	14	2.00	1.36	11	1.45	.69	6	2.83	2.40	12	1.75	1.76
Are adaptable to Burundi's specific development challenges and country circumstances	16	7.06	.93	28	6.39	2.39	10	5.50	2.95	10	5.20	1.81	7	6.71	1.80	14	5.79	1.67	14	5.71	2.73	16	6.56	3.01	7	6.14	1.21	14	6.71	1.77

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	19	7.58	2.06	32	7.59	2.01	14	7.50	1.83	11	7.00	2.49	8	6.63	1.19	16	6.44	1.82	17	7.06	1.92	17	7.59	2.67	9	6.56	2.79	14	7.07	1.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	7.50	1.03	27	7.70	2.03	14	7.86	.95	10	6.90	2.77	8	7.50	.53	16	7.31	1.35	15	7.27	1.58	16	7.94	2.32	10	7.00	2.87	14	7.36	1.69

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



E. Working with the World Bank Group

When working with the World Bank Group on programs, projects, and other activities, do you believe that the team...?* (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Almost never has the right skills mix to tackle the challenges of fragility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Rarely has the right skills mix to tackle the challenges of fragility	0.0%	4.8%	0.0%	0.0%	0.0%	17.6%	0.0%	15.0%	0.0%	11.1%
Sometimes has the right skills mix to tackle the challenges of fragility	32.0%	26.2%	21.1%	46.7%	0.0%	29.4%	13.6%	15.0%	27.3%	22.2%
Almost always has the right skills mix to tackle the challenges of fragility	28.0%	26.2%	42.1%	20.0%	33.3%	23.5%	45.5%	20.0%	36.4%	27.8%
Don't know	40.0%	38.1%	10.5%	13.3%	58.3%	11.8%	27.3%	40.0%	18.2%	22.2%
Prefer not to answer		4.8%	26.3%	20.0%	8.3%	17.6%	13.6%	5.0%	18.2%	16.7%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	13	6.15	1.77	28	3.96	2.25	16	5.19	3.35	10	2.50	1.43	3	7.00	0.00	8	3.13	1.81	12	4.75	2.38	9	2.44	1.51	7	3.43	.98	15	6.40	2.61
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	17	7.59	1.58	31	7.65	2.07	18	8.67	1.33	11	6.73	2.61	5	7.80	.45	13	6.38	1.94	15	7.20	1.97	16	7.50	1.75	7	5.86	2.04	16	7.69	1.74
The World Bank Group's approvals and reviews are done in a timely fashion*	17	6.06	1.89	30	5.97	2.27	17	6.71	2.52	10	4.40	1.26	2	7.50	.71	12	5.17	2.04	14	5.14	2.60	10	4.10	2.88	7	3.86	2.04	16	6.38	1.63
The World Bank Group's "Safeguard Policy" requirements are reasonable	14	6.71	1.38	18	6.72	2.16	10	6.00	2.83	8	5.50	2.00	2	6.50	.71	6	5.67	2.07	12	6.25	2.26	10	5.90	3.07	5	5.00	2.92	13	6.46	1.71
The World Bank Group's conditions on its lending are reasonable	15	7.27	1.94	17	6.82	1.81	10	7.00	3.23	7	5.14	2.04				7	5.86	3.02	9	5.89	2.52	10	5.40	2.88	5	4.40	2.61	11	6.27	2.10
The World Bank Group takes decisions quickly in Burundi*	17	6.53	2.00	26	5.50	1.92	11	5.82	2.89	9	3.33	1.32	2	6.50	.71	9	5.44	1.81	13	5.85	1.82	11	3.73	2.76	5	3.80	1.92	13	6.08	1.80
Working with the World Bank Group increases Burundi's institutional capacity	18	7.61	1.97	30	7.10	1.77	15	7.87	1.60	10	6.00	1.89	8	5.88	2.36	12	6.00	1.60	16	6.81	1.97	13	7.00	3.14	9	6.00	2.12	16	7.13	2.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	16	7.19	2.10	27	7.85	1.66	12	8.75	1.54	9	7.00	2.24	6	6.50	2.35	11	7.00	2.19	14	7.50	1.95	14	7.79	2.78	7	6.14	2.67	16	6.94	2.05
The World Bank Group provides effective implementation support (i.e., supervision of projects)	16	7.06	2.14	28	7.64	1.66	15	7.33	2.89	11	6.18	2.56	5	5.00	2.55	10	6.70	1.77	15	7.20	2.34	14	6.50	3.44	8	6.50	2.51	17	7.24	1.92

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?	18	6.72	2.08	27	6.41	2.06	15	7.33	2.23	9	7.11	2.62	6	7.33	1.03	13	5.62	1.56	16	5.81	1.97	18	5.94	3.24	7	5.14	2.41	15	6.73	1.22

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Burundi?	17	5.88	2.74	16	5.25	2.65	12	5.67	2.87	7	2.86	1.21	3	4.67	2.08	9	5.11	1.76	13	5.92	2.43	7	4.29	2.36	8	3.75	2.19	12	6.42	1.73

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?*	18	6.67	2.25	21	6.29	1.85	12	7.50	2.07	6	5.50	2.81	2	4.50	.71	10	5.90	2.13	12	6.25	1.54	10	4.80	2.10	6	4.33	2.42	12	6.58	1.93

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



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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	0.0%	7.1%	15.8%	0.0%	0.0%	0.0%	18.2%	15.0%	10.0%	5.6%
Collaborate more effectively with Government clients (e.g., national, state, local)*	41.7%	52.4%	15.8%	40.0%	30.0%	6.7%	9.1%	25.0%	30.0%	27.8%
Work faster	0.0%	7.1%	5.3%	6.7%	0.0%	13.3%	0.0%	10.0%	10.0%	5.6%
Reduce the complexity of obtaining World Bank Group financing	25.0%	23.8%	26.3%	46.7%	0.0%	33.3%	13.6%	15.0%	30.0%	27.8%
Increase the availability of reimbursable consulting services (RAS) knowledge work and activities	0.0%	2.4%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	8.3%	4.8%	0.0%	6.7%	0.0%	26.7%	4.5%	15.0%	0.0%	16.7%
Offer more innovative financial products	33.3%	38.1%	36.8%	26.7%	30.0%	33.3%	18.2%	30.0%	30.0%	22.2%
Ensure greater selectivity in its work	0.0%	2.4%	5.3%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	5.6%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy*	8.3%	2.4%	10.5%	0.0%	40.0%	13.3%	18.2%	20.0%	0.0%	5.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)*	0.0%	4.8%	0.0%	13.3%	0.0%	0.0%	4.5%	5.0%	20.0%	22.2%
Reach out more to groups outside of Government	4.2%	14.3%	26.3%	20.0%	30.0%	26.7%	45.5%	40.0%	30.0%	22.2%
Increase the level of capacity development in the country	50.0%	19.0%	26.3%	20.0%	20.0%	20.0%	22.7%	20.0%	30.0%	16.7%
Improve the quality of its experts as related to Burundi's specific challenges	16.7%	7.1%	15.8%	6.7%	0.0%	13.3%	13.6%	5.0%	0.0%	16.7%
Increase the level of World Bank Group staffing in Burundi's office*	4.2%	2.4%	5.3%	0.0%	30.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Other	4.2%	7.1%	5.3%	0.0%	20.0%	0.0%	0.0%	0.0%	10.0%	5.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	52.2%	42.5%	55.6%	53.3%	10.0%	26.7%	28.6%	25.0%	27.3%	47.1%
Knowledge products	0.0%	5.0%	11.1%	6.7%	0.0%	6.7%	4.8%	30.0%	9.1%	5.9%
Convening services	0.0%	2.5%	5.6%	6.7%	0.0%	0.0%	4.8%	10.0%	0.0%	11.8%
None of the above	4.3%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Burundi	39.1%	50.0%	27.8%	33.3%	60.0%	66.7%	52.4%	25.0%	54.5%	29.4%
Don't know	4.3%	0.0%	0.0%	0.0%	20.0%	0.0%	9.5%	10.0%	9.1%	5.9%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	4.3%	7.1%	16.7%	6.7%	0.0%	5.9%	19.0%	10.0%	9.1%	11.1%
Public financial management*	43.5%	23.8%	33.3%	6.7%	62.5%	58.8%	52.4%	10.0%	27.3%	55.6%
Reducing violence	0.0%	2.4%	0.0%	6.7%	0.0%	5.9%	0.0%	5.0%	0.0%	0.0%
Access to justice systems*	0.0%	2.4%	22.2%	0.0%	0.0%	5.9%	4.8%	10.0%	0.0%	0.0%
Security mechanisms	8.7%	2.4%	5.6%	0.0%	0.0%	5.9%	0.0%	10.0%	0.0%	0.0%
Conflict resolution mechanisms	0.0%	7.1%	11.1%	0.0%	12.5%	5.9%	4.8%	5.0%	0.0%	11.1%
Access to basic services	30.4%	42.9%	38.9%	60.0%	12.5%	35.3%	33.3%	25.0%	45.5%	22.2%
Capacity of state institutions	17.4%	11.9%	22.2%	26.7%	50.0%	29.4%	23.8%	25.0%	27.3%	11.1%
Jobs*	43.5%	59.5%	33.3%	60.0%	25.0%	52.9%	9.5%	35.0%	54.5%	44.4%
Improving livelihoods	39.1%	28.6%	22.2%	20.0%	25.0%	17.6%	33.3%	25.0%	18.2%	27.8%
Reduction of malnutrition	17.4%	26.2%	22.2%	26.7%	12.5%	11.8%	9.5%	20.0%	9.1%	16.7%
Social safety nets	4.3%	14.3%	0.0%	0.0%	12.5%	0.0%	4.8%	0.0%	9.1%	5.6%
Stimulating dialogue to promote peace and stability*	8.7%	9.5%	5.6%	6.7%	25.0%	0.0%	23.8%	40.0%	9.1%	16.7%
Promoting demographic transition*	0.0%	2.4%	0.0%	13.3%	0.0%	0.0%	14.3%	10.0%	9.1%	33.3%
Infrastructure	73.9%	50.0%	50.0%	26.7%	50.0%	52.9%	47.6%	35.0%	63.6%	22.2%
Local governance*	8.7%	7.1%	16.7%	40.0%	12.5%	5.9%	9.5%	35.0%	18.2%	22.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	8.0%	22.0%	27.8%	35.7%	33.3%	11.8%	13.6%	20.0%	36.4%	22.2%
Public financial management	16.0%	19.5%	11.1%	0.0%	0.0%	0.0%	4.5%	30.0%	18.2%	5.6%
Reducing violence	4.0%	17.1%	22.2%	0.0%	0.0%	5.9%	22.7%	5.0%	9.1%	11.1%
Access to justice systems	16.0%	22.0%	11.1%	21.4%	16.7%	5.9%	18.2%	30.0%	9.1%	22.2%
Security mechanisms	0.0%	22.0%	11.1%	7.1%	0.0%	17.6%	27.3%	20.0%	18.2%	16.7%
Conflict resolution mechanisms*	8.0%	7.3%	5.6%	14.3%	0.0%	41.2%	18.2%	0.0%	18.2%	27.8%
Access to basic services	20.0%	29.3%	22.2%	28.6%	33.3%	23.5%	9.1%	20.0%	9.1%	11.1%
Capacity of state institutions*	32.0%	4.9%	16.7%	7.1%	0.0%	11.8%	0.0%	30.0%	9.1%	11.1%
Jobs	44.0%	17.1%	22.2%	14.3%	0.0%	5.9%	22.7%	30.0%	0.0%	22.2%
Improving livelihoods	20.0%	17.1%	11.1%	7.1%	50.0%	23.5%	22.7%	5.0%	9.1%	11.1%
Reduction of malnutrition	36.0%	36.6%	22.2%	35.7%	50.0%	17.6%	18.2%	30.0%	45.5%	11.1%
Social safety nets	8.0%	4.9%	22.2%	28.6%	0.0%	23.5%	9.1%	0.0%	27.3%	22.2%
Stimulating dialogue to promote peace and stability	20.0%	12.2%	33.3%	28.6%	50.0%	11.8%	40.9%	25.0%	27.3%	44.4%
Promoting demographic transition	36.0%	19.5%	5.6%	7.1%	0.0%	29.4%	13.6%	20.0%	18.2%	11.1%
Infrastructure	8.0%	17.1%	27.8%	50.0%	16.7%	23.5%	22.7%	20.0%	27.3%	27.8%
Local governance	24.0%	24.4%	27.8%	14.3%	50.0%	41.2%	27.3%	5.0%	18.2%	22.2%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Burundi (continued)****To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?**

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social cohesion	8	6.50	1.20	15	5.00	1.93	6	4.67	2.42	5	4.00	.71	3	5.67	.58	5	5.80	2.17	8	3.50	2.45	7	4.00	2.08	4	3.25	1.71	7	4.86	1.95
Public financial management*	16	7.69	1.25	17	6.65	2.45	12	8.50	1.24	9	5.44	1.81	6	8.50	.84	7	6.14	1.21	12	6.75	2.30	16	5.88	3.38	6	5.50	2.26	11	6.91	1.97
Reducing violence*	9	6.11	1.62	14	4.64	2.44	9	6.67	2.45	7	6.00	.58	1	3.00		4	5.25	2.50	11	3.91	2.47	7	3.57	1.90	3	3.67	.58	3	3.67	2.52
Access to justice systems	8	6.50	2.27	18	4.44	2.55	7	6.43	3.05	6	7.00	1.41	1	2.00		3	4.33	2.52	9	4.67	1.87	10	5.30	2.95	3	4.33	1.53	5	5.20	1.10
Security mechanisms	7	5.71	1.60	17	5.24	2.73	7	6.57	2.82	6	6.33	1.51	1	3.00		3	4.00	2.00	10	4.10	2.02	7	3.14	1.68	3	4.00	1.00	5	4.20	1.92
Conflict resolution mechanisms	9	4.56	1.88	19	4.11	2.18	7	5.71	3.50	6	6.17	1.83				4	3.75	2.22	11	4.27	2.10	10	2.90	1.37	3	4.00	1.00	5	4.40	2.19
Access to basic services*	11	6.18	1.40	23	7.22	1.78	11	7.91	1.64	9	6.44	1.42	5	7.00	.71	9	5.89	1.36	10	7.30	2.11	10	5.40	3.63	5	4.20	2.28	6	6.00	2.10
Capacity of state institutions*	16	6.94	1.57	18	7.17	2.23	14	7.36	2.21	7	4.43	1.99	3	6.33	2.08	8	5.38	1.06	10	7.00	1.70	12	5.67	3.28	7	4.86	2.41	11	7.09	1.58
Jobs*	12	6.25	2.56	23	5.78	2.13	13	7.54	2.15	6	5.00	1.41	6	7.67	.52	7	6.71	1.11	11	5.64	1.96	9	4.33	3.00	5	4.00	2.24	9	5.67	1.32
Improving livelihoods	13	6.15	1.82	19	6.74	2.21	12	7.00	2.86	7	5.14	2.41	4	7.25	.50	7	7.14	1.57	13	6.77	2.35	9	5.22	2.68	5	4.40	1.14	11	6.00	1.34
Reduction of malnutrition*	14	5.79	1.48	27	5.78	1.95	12	6.92	2.50	11	6.18	2.52	6	5.33	1.75	9	6.67	1.50	11	6.00	2.14	11	3.82	2.52	7	4.29	1.98	9	5.67	1.22
Social safety nets	12	6.33	.89	17	6.76	2.22	10	6.90	2.73	4	6.75	2.50	4	7.25	1.26	6	5.67	1.97	10	5.70	2.91	7	3.43	2.82	5	5.60	1.95	8	6.75	2.96
Stimulating dialogue to promote peace and stability	7	6.57	1.13	14	4.64	2.59	7	5.71	3.45	6	6.33	1.63	1	7.00		3	6.00	2.65	11	4.36	2.29	7	3.14	2.34	4	4.75	1.71	5	4.20	1.92
Promoting demographic transition	11	5.64	1.36	14	4.79	2.58	9	6.67	3.00	7	5.71	.76	1	3.00		5	6.40	2.19	12	4.92	2.31	7	3.14	2.34	4	4.00	.82	6	5.00	2.45
Infrastructure	14	7.14	1.83	29	6.97	1.88	14	7.86	1.99	10	6.00	2.49	8	8.00	.76	9	6.33	1.87	14	7.00	1.84	12	6.00	3.05	7	5.86	2.27	14	7.00	1.80
Local governance	11	6.91	1.76	19	5.16	2.32	12	6.92	2.54	9	6.22	1.92	3	6.33	2.52	8	5.63	2.20	12	5.67	1.97	13	5.38	3.23	6	4.83	2.14	9	6.22	1.48

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Never	24.0%	40.0%	10.5%	33.3%	16.7%	11.8%	36.4%	60.0%	33.3%	6.3%
Less than once a year	4.0%	7.5%	5.3%	6.7%		23.5%	9.1%	15.0%	22.2%	0.0%
Once a year to a few times a year	32.0%	32.5%	26.3%	60.0%	25.0%	52.9%	45.5%	25.0%	33.3%	56.3%
Less than once a month	12.0%	0.0%	0.0%	0.0%	41.7%	11.8%	0.0%	0.0%	0.0%	6.3%
At least once a month	20.0%	12.5%	26.3%	0.0%	16.7%	0.0%	0.0%	0.0%	11.1%	18.8%
At least once a week	8.0%	7.5%	31.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups

How much face to face access would you like to have with the World Bank Group in Burundi?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
I prefer more frequent interactions with the World Bank Group	84.0%	78.6%	63.2%	100.0%	100.0%	87.5%	90.9%	90.0%	100.0%	88.9%
I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently	16.0%	11.9%	36.8%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	11.1%
I prefer less frequent interactions with the World Bank Group	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Prefer not to answer	0.0%	7.1%	0.0%	0.0%	0.0%	6.3%	9.1%	10.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio*	37.5%	42.9%	21.1%	60.0%	0.0%	11.8%	40.9%	61.1%	10.0%	11.1%
International radio	25.0%	4.8%	15.8%	0.0%	0.0%	0.0%	13.6%	16.7%	0.0%	5.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	26.2%	21.1%	26.7%	0.0%	29.4%	9.1%	16.7%	10.0%	5.6%
International newspapers	12.5%	4.8%	0.0%	6.7%	10.0%	0.0%	9.1%	0.0%	10.0%	16.7%
Local television	25.0%	16.7%	10.5%	13.3%	0.0%	17.6%	0.0%	16.7%	0.0%	11.1%
Internet*	25.0%	59.5%	78.9%	53.3%	40.0%	76.5%	72.7%	72.2%	80.0%	88.9%
Periodicals*	16.7%	9.5%	0.0%	0.0%	30.0%	5.9%	0.0%	0.0%	30.0%	5.6%
International television	0.0%	9.5%	15.8%	0.0%	10.0%	5.9%	4.5%	0.0%	10.0%	11.1%
Local newspapers	12.5%	16.7%	21.1%	6.7%	30.0%	35.3%	27.3%	16.7%	30.0%	38.9%
Other*	45.8%	7.1%	0.0%	26.7%	50.0%	5.9%	9.1%	0.0%	10.0%	11.1%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials*	80.0%	45.2%	22.2%	26.7%	50.0%	47.1%	31.8%	27.8%	45.5%	50.0%
e-Newsletters	20.0%	28.6%	44.4%	20.0%	33.3%	58.8%	54.5%	44.4%	36.4%	50.0%
World Bank Group's seminars/workshops/conferences	48.0%	54.8%	55.6%	80.0%	25.0%	35.3%	45.5%	50.0%	45.5%	22.2%
Mobile phones	0.0%	2.4%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	5.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.0%	31.0%	22.2%	40.0%	66.7%	11.8%	31.8%	27.8%	45.5%	33.3%
World Bank Group's website	16.0%	33.3%	50.0%	26.7%	8.3%	41.2%	22.7%	16.7%	27.3%	38.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Other	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	8.3%	12.5%	21.1%	7.1%	0.0%	6.3%	4.8%	20.0%	20.0%	6.3%
No	91.7%	87.5%	78.9%	92.9%	100.0%	93.8%	95.2%	80.0%	80.0%	93.8%

Do you have reliable access to the Internet?*

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	84.0%	70.0%	100.0%	92.3%	100.0%	93.8%	100.0%	95.0%	90.9%	100.0%
No	16.0%	30.0%	0.0%	7.7%	0.0%	6.3%	0.0%	5.0%	9.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	45.8%	44.7%	52.9%	23.1%	45.5%	50.0%	35.0%	55.0%	54.5%	52.9%
No	54.2%	55.3%	47.1%	76.9%	54.5%	50.0%	65.0%	45.0%	45.5%	47.1%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	8.0%	22.5%	15.8%	38.5%	16.7%	31.3%	0.0%	15.0%	27.3%	17.6%
No	92.0%	77.5%	84.2%	61.5%	83.3%	68.8%	100.0%	85.0%	72.7%	82.4%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	71.4%	76.0%	93.8%	90.0%	66.7%	100.0%	92.9%	78.6%	88.9%	85.7%
Dial-up	28.6%	24.0%	6.3%	10.0%	33.3%	0.0%	7.1%	21.4%	11.1%	14.3%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	4.0%	17.9%	33.3%	13.3%	0.0%	18.8%	0.0%	30.0%	9.1%	43.8%
Monthly	16.0%	7.7%	44.4%	13.3%	14.3%	18.8%	27.3%	5.0%	9.1%	0.0%
A few times a year	20.0%	15.4%	11.1%	26.7%	28.6%	31.3%	18.2%	25.0%	36.4%	18.8%
Rarely	20.0%	17.9%	0.0%	13.3%	0.0%	18.8%	18.2%	15.0%	27.3%	31.3%
Never	40.0%	41.0%	11.1%	33.3%	57.1%	12.5%	36.4%	25.0%	18.2%	6.3%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant/ Contractor			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	6	7.67	1.21	11	8.55	2.02	11	6.36	2.25	5	7.40	2.19	4	5.50	.58	12	6.33	1.56	9	7.33	2.00	12	6.08	3.45	7	6.86	2.91	10	7.20	1.93
I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	6	8.33	.82	11	9.00	1.79	11	7.55	1.29	6	7.33	2.07	4	6.00	2.83	12	7.08	1.44	10	7.90	1.45	12	7.25	2.63	8	6.88	2.85	10	8.10	1.52
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	6	6.33	1.51	9	8.00	3.04	5	7.80	3.90	8	5.13	3.23	1	9.00		6	6.17	1.94	4	6.50	.58	10	6.60	3.78	2	7.00	4.24	6	7.17	1.17
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	10	8.00	.94	17	5.35	3.89	18	7.33	2.17	8	3.50	2.45	8	5.38	1.06	10	5.90	2.73	11	5.36	2.46	13	6.08	3.52	7	6.57	2.07	10	7.40	3.03
The World Bank Group is responsive to my information requests and inquiries*	12	6.42	2.68	12	7.50	3.18	12	7.67	2.27	5	2.80	2.68	8	5.63	.92	7	5.43	2.44	9	5.11	2.62	5	6.40	3.51	5	7.40	2.70	6	7.00	2.68

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	29.2%	31.0%	89.5%	28.6%	83.3%	41.2%	31.8%	10.0%	36.4%	64.7%
No	70.8%	69.0%	10.5%	71.4%	16.7%	58.8%	68.2%	90.0%	63.6%	35.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	52.6%	73.3%	94.7%	60.0%	100.0%	75.0%	37.5%	53.3%	71.4%	84.6%
The International Finance Corporation (IFC)	5.3%	3.3%	5.3%	10.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Other	42.1%	23.3%	0.0%	30.0%	0.0%	25.0%	56.3%	46.7%	28.6%	15.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	23.8%	23.5%	15.8%	54.5%	30.0%	26.7%	9.5%	0.0%	0.0%	53.3%
No	76.2%	76.5%	84.2%	45.5%	70.0%	73.3%	90.5%	100.0%	100.0%	46.7%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	20.0%	37.5%	66.7%	50.0%	0.0%	50.0%	50.0%	0.0%	0.0%	50.0%
The way the two institutions work together needs improvement	20.0%	12.5%	0.0%	33.3%	0.0%	50.0%	0.0%	0.0%	0.0%	25.0%
The two institutions do not work well together	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	60.0%	50.0%	0.0%	16.7%	100.0%	0.0%	50.0%	0.0%	0.0%	25.0%

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.1%	29.4%	11.8%	27.3%	0.0%	18.8%	35.0%	50.0%	20.0%	33.3%
Use World Bank Group reports/data	57.9%	20.6%	23.5%	9.1%	30.0%	37.5%	35.0%	27.8%	40.0%	33.3%
Engage in World Bank Group related/sponsored events/activities	42.1%	38.2%	11.8%	63.6%	30.0%	12.5%	30.0%	16.7%	40.0%	25.0%
Collaborate as part of my professional duties*	57.9%	44.1%	82.4%	72.7%	80.0%	31.3%	20.0%	5.6%	20.0%	50.0%
Use World Bank Group website for information, data, research, etc.*	0.0%	8.8%	11.8%	0.0%	20.0%	43.8%	35.0%	38.9%	40.0%	25.0%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	20.0%	7.1%	0.0%	6.7%	11.1%	17.6%	22.7%	25.0%	0.0%	22.2%
Male	80.0%	92.9%	100.0%	93.3%	88.9%	82.4%	77.3%	75.0%	100.0%	77.8%



Appendix C: Responses to Indicator Questions by Geographic Location²⁰

● East N=20 ● West N=84 ● North N=29 ● South N=28 ● Center N=33

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi. (1-Not effective at all, 10-Very effective)	14	7.50	1.51	67	6.91	2.18	25	7.16	2.36	22	6.95	2.42	28	7.43	2.08

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi	18	7.94	1.70	73	7.19	1.90	27	7.22	2.38	22	7.64	2.26	27	7.33	2.47
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	11	7.18	2.23	64	6.20	2.35	24	6.33	2.50	16	6.81	2.40	26	7.15	2.20

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

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	8	5.75	1.58	56	5.54	2.01	22	5.55	1.77	15	5.60	2.85	16	5.81	1.64
Flexibility (in terms of the institution's products and services)	7	5.29	1.38	48	5.13	1.93	19	5.00	1.63	15	6.20	2.51	15	5.47	2.13
Flexibility (in terms of changing country circumstances)	11	6.91	1.87	48	5.38	2.26	22	5.64	2.36	17	7.00	2.26	18	6.17	2.43
Being inclusive	11	6.91	1.76	49	6.69	2.34	16	6.19	2.34	16	7.88	1.78	15	6.00	2.51
Openness (sharing data and other information)	11	6.55	1.63	57	6.32	2.35	19	5.68	1.77	16	7.19	1.72	17	6.53	2.74
Collaboration with the Government	13	8.00	1.53	68	7.56	1.65	23	7.91	1.88	18	8.06	1.86	25	7.40	2.52
The speed in which it gets things accomplished on the ground	11	6.55	1.51	61	6.70	2.02	16	6.19	2.61	15	6.53	2.59	19	6.68	1.95
Helping to bring discipline/effective supervision to implementation of investment projects	10	7.30	.67	59	7.34	1.98	18	6.50	2.43	16	7.31	2.06	17	6.88	2.69
Collaboration with civil society	11	5.36	2.20	59	5.31	2.62	16	5.56	1.97	14	7.43	1.09	14	5.21	2.83
Staff accessibility	11	5.73	1.19	56	5.14	2.28	21	5.57	2.46	15	6.73	2.84	17	4.82	2.38
Collaboration with other donors and development partners	10	7.20	.79	51	7.04	1.85	15	5.67	2.72	14	7.50	2.44	17	7.41	1.94
Collaboration with the private sector	9	6.00	1.22	57	6.16	2.37	14	6.29	1.59	13	7.54	1.98	15	6.27	2.31
Collaboration with the UN	7	7.00	1.63	43	8.35	2.00	9	8.78	.83	13	8.23	2.28	15	8.73	1.94
Straightforwardness and honesty	11	5.91	1.58	49	7.22	2.27	18	7.22	2.34	15	7.87	2.29	15	7.00	2.78
Treating clients and stakeholders in Burundi with respect	12	7.00	1.13	59	7.20	1.91	16	7.00	2.66	14	7.79	2.36	19	6.42	3.19
Being a long-term partner	12	8.50	1.73	65	8.32	1.94	23	8.00	2.07	18	8.78	1.52	21	8.19	2.06

²⁰ 194 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.



C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burundi?	15	6.13	1.73	68	6.82	1.96	26	6.58	2.00	19	7.21	2.10	24	6.83	2.43

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?	13	6.54	1.33	59	7.03	2.11	22	5.95	2.15	15	7.13	1.88	23	6.48	2.19

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

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi	11	5.82	1.25	63	6.49	2.12	23	6.09	2.09	15	6.40	1.30	19	6.21	2.82
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	12	5.33	1.50	57	5.67	2.59	24	5.79	2.48	15	5.53	1.85	19	5.32	2.47

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

In Burundi, 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)

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Burundi's specific development challenges and country circumstances*	11	4.64	1.91	60	6.63	2.00	22	6.64	1.71	14	4.86	2.54	23	6.09	2.31

*Significantly different between geographic locations

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	13	7.15	1.72	66	7.33	2.00	20	6.80	2.26	23	7.52	1.95	24	7.25	2.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	11	7.18	1.08	64	7.67	1.67	20	7.45	2.06	18	7.44	1.76	23	7.00	2.41

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

E. Working with the World Bank Group

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Burundi	13	5.23	2.05	48	5.73	1.90	16	5.44	2.03	14	4.64	2.41	18	4.22	2.44
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	12	7.33	1.97	61	7.48	2.05	14	7.57	1.87	14	7.79	2.33	22	6.86	2.36



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²¹

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

● Collaborating with the WBG N=82 ● Not collaborating with the WBG N=122

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burundi?*	79	6.62	2.16	103	5.25	2.60

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.*	78	7.74	1.73	92	6.55	2.37

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?	73	7.51	1.87	78	7.04	2.00

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

²¹ Only 204 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	70.4%	61.0%
Water and sanitation	1.2%	5.1%
Pollution	1.2%	1.7%
Demographic transition	0.0%	3.4%
Job creation/employment	22.2%	27.1%
Health	21.0%	15.3%
Regional conflict and tensions	0.0%	0.0%
Financial markets	2.5%	3.4%
Social protection (e.g., pensions, targeted social assistance)	2.5%	0.8%
Gender equity	0.0%	1.7%
Private sector development	18.5%	14.4%
Education (including vocational training)	22.2%	22.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.6%	12.7%
Security/stabilization/reconstruction	8.6%	8.5%
Global/regional integration	1.2%	1.7%
Food security	11.1%	11.0%
Urban development	0.0%	0.0%
Judiciary reform	0.0%	1.7%
Economic growth	21.0%	27.1%
Disaster risk management	0.0%	0.0%
Equality of opportunity (i.e., social inclusion)	1.2%	2.5%
Disease (e.g., malaria)	1.2%	0.8%
Local governance and institutions	3.7%	3.4%
Information and communications technology	4.9%	2.5%
Transport (e.g., roads, bridges, transportation)	3.7%	7.6%
Agriculture and rural development	45.7%	39.0%
Trade and exports	2.5%	0.0%
Crime and violence	1.2%	3.4%
Natural resource management	1.2%	1.7%
Social cohesion	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	3.7%	1.7%
Poverty reduction	9.9%	11.0%
Anti corruption	3.7%	3.4%
Gender based violence	0.0%	1.7%

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	53	7.09	2.17	65	6.00	2.09
Development Policy Financing (DPF)*	50	6.78	2.01	62	5.61	2.29
Trust funds and grants*	45	7.24	2.05	44	5.75	2.50
Guarantees	23	3.87	2.47	28	4.25	2.35
IFC Investment Services	27	5.33	2.50	32	5.00	2.17
IFC Advisory Services	25	5.08	2.29	32	5.25	1.98

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi*	76	7.86	1.85	97	6.97	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	73	7.40	2.09	79	5.94	2.42

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	58	6.21	1.64	68	5.13	2.23
Flexibility (in terms of the institution's products and services)	50	5.60	1.73	61	5.16	2.23
Flexibility (in terms of changing country circumstances)	62	6.26	2.36	64	5.80	2.42
Being inclusive	54	6.57	2.20	61	6.79	2.43
Openness (sharing data and other information)	62	6.55	1.95	67	6.24	2.44
Collaboration with the Government*	73	8.07	1.65	83	7.39	1.92
The speed in which it gets things accomplished on the ground*	65	6.97	1.94	64	6.16	2.15
Helping to bring discipline/effective supervision to implementation of investment projects	59	7.41	1.70	67	6.90	2.32
Collaboration with civil society*	51	6.39	2.25	68	5.19	2.48
Staff accessibility*	60	6.38	2.15	71	4.86	2.26
Collaboration with other donors and development partners	50	7.24	2.01	66	6.83	2.04
Collaboration with the private sector*	49	7.45	1.84	67	5.73	2.14
Collaboration with the UN	34	8.03	2.07	56	8.34	1.95
Straightforwardness and honesty	56	7.59	2.06	58	6.88	2.46
Treating clients and stakeholders in Burundi with respect*	62	7.66	1.71	68	6.78	2.52
Being a long-term partner	73	8.47	1.52	76	8.20	2.20

**Significantly different between collaborators and non-collaborators*



C. World Bank Group's Effectiveness and Results

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	35	5.23	2.39	42	4.55	2.54
Gender equity	33	5.91	1.65	48	6.02	1.96
Demographic transition	31	4.87	2.28	40	5.18	2.68
Private sector development	55	6.71	2.09	65	6.02	2.08
Education (including vocational training)	52	5.67	2.19	60	5.73	2.41
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	57	6.88	2.17	67	6.60	2.34
Global/regional integration	28	6.43	1.87	45	6.40	2.23
Food security	53	6.77	1.87	69	6.42	2.30
Urban development	50	6.40	2.20	55	5.56	2.57
Energy	55	6.44	2.14	69	6.09	2.65
Water and sanitation	41	6.02	2.13	61	6.13	2.36
Pollution	25	5.12	1.90	44	4.70	2.45
Job creation/employment	48	6.35	1.91	69	5.58	2.25
Health	58	7.48	1.78	74	7.01	1.87
Financial markets*	32	6.69	2.25	46	5.57	2.39
Transport (e.g., roads, bridges, transportation)	47	6.72	2.29	62	6.52	2.55
Agriculture and rural development	58	7.05	1.89	79	6.89	2.09
Trade and exports	32	5.63	2.38	43	4.81	2.38
Crime and violence	20	3.90	2.13	32	3.56	2.85
Natural resource management	33	5.79	2.37	49	4.92	2.07
Climate change (e.g., mitigation, adaptation)	36	6.08	2.16	69	5.90	2.35
Poverty reduction	64	6.45	2.27	76	6.05	2.33
Anti corruption	36	5.53	2.41	57	5.63	2.39
Judiciary reform	28	5.04	2.46	48	5.77	2.30
Economic growth	58	6.47	2.23	74	5.85	2.36
Disaster risk management	36	5.86	2.39	56	5.30	2.47
Equality of opportunity (i.e., social inclusion)	40	5.85	2.19	51	5.76	2.31
Disease (e.g., malaria)	43	6.35	2.22	61	6.69	2.20
Information and communications technology	37	6.08	2.02	47	5.74	2.18
Security/stabilization/reconstruction	27	6.33	2.00	49	5.84	2.24
Regional conflict and tensions	23	4.65	1.97	39	4.41	2.45
Local governance and institutions	37	5.59	2.34	56	6.02	2.22
Social cohesion	32	4.69	1.84	46	5.35	2.51
Gender based violence	33	6.18	2.19	50	5.86	2.30

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burundi?	75	7.07	1.95	86	6.69	2.18

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?	68	6.97	2.00	75	6.65	2.17

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi*	66	6.91	1.87	74	5.96	2.22
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	63	6.13	2.24	74	5.28	2.56

*Significantly different between collaborators and non-collaborators

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	56	7.64	1.80	76	7.00	2.22
Include appropriate level of stakeholder involvement during preparation*	55	6.85	1.82	65	5.71	2.33
Lead to practical solutions*	55	7.04	1.77	68	5.68	2.24
Are accessible (well written and easy to understand)*	57	6.75	1.83	76	5.49	2.27
Are source of relevant information on global good practices	55	7.25	2.05	74	7.03	2.09
Are relevant to country challenges	36	6.83	1.80	48	6.10	2.43
Are adequately disseminated*	59	5.15	2.38	77	4.26	2.23
Are translated enough into local language	51	2.49	2.05	67	2.31	1.78
Are adaptable to Burundi's specific development challenges and country circumstances*	61	6.87	1.89	77	5.75	2.31

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	68	7.09	1.95	89	7.30	2.18
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	69	7.64	1.62	79	7.29	1.96

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	62	5.32	2.80	61	3.52	1.90
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	69	7.86	1.75	81	7.11	2.02
The World Bank Group's approvals and reviews are done in a timely fashion*	62	6.29	2.11	74	5.05	2.29
The World Bank Group's "Safeguard Policy" requirements are reasonable*	44	6.77	1.99	55	5.67	2.28
The World Bank Group's conditions on its lending are reasonable*	41	7.10	2.40	52	5.54	2.27
The World Bank Group takes decisions quickly in Burundi*	52	6.02	1.98	64	4.81	2.30
Working with the World Bank Group increases Burundi's institutional capacity	71	7.04	1.92	77	6.77	2.19
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	61	7.36	2.24	72	7.51	1.96
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	67	7.49	2.09	72	6.58	2.48

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?	66	6.59	1.95	79	6.20	2.38

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Burundi?	47	5.57	2.70	60	4.95	2.30

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?	49	6.43	1.98	62	5.81	2.39

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



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

To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social cohesion	28	4.39	2.10	43	5.07	1.91
Public financial management	50	7.20	2.24	63	6.52	2.27
Reducing violence*	28	4.25	2.22	41	5.54	2.18
Access to justice systems*	30	4.50	2.40	42	5.88	2.22
Security mechanisms*	28	4.04	2.06	40	5.63	2.28
Conflict resolution mechanisms	31	3.77	2.01	46	4.72	2.24
Access to basic services	48	7.00	2.15	53	6.21	1.97
Capacity of state institutions	51	6.86	2.11	56	6.18	2.30
Jobs*	47	6.43	2.11	55	5.47	2.26
Improving livelihoods*	51	6.76	2.26	52	5.73	2.02
Reduction of malnutrition	55	5.96	2.09	64	5.55	2.08
Social safety nets*	42	6.71	2.37	44	5.68	2.29
Stimulating dialogue to promote peace and stability*	26	4.08	2.08	42	5.67	2.44
Promoting demographic transition	36	5.08	2.36	42	5.38	2.27
Infrastructure*	65	7.34	1.95	67	6.48	2.11
Local governance	43	5.53	2.44	60	6.18	2.13

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	51	7.27	2.11	37	6.57	2.52
I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	52	7.94	1.89	38	7.24	1.99
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	24	7.29	2.27	32	6.50	3.07
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	68	6.97	2.45	45	4.87	3.07
The World Bank Group is responsive to my information requests and inquiries*	52	7.10	2.41	30	4.87	2.91

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²²

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2017 Number of comparable respondents = 190
- FY 2015 Number of comparable respondents = 184

By weighting, the FY 2017 and FY 2015 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2015	FY 2017
Office of the President/ Prime Minister/ Minister	10%	10%
Office of Parliamentarian	5%	5%
Government Institutions	35%	35%
Local Government	5%	5%
Bilateral/Multilateral Agency	5%	5%
CSO	20%	20%
Private Sector	10%	10%
Academia/ Research Institute/ Think Tank	5%	5%
Media	5%	5%

A. General Issues facing Burundi

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

Percentage of Respondents	FY 2015	FY 2017
The right direction	56.6%	63.1%
The wrong direction	22.5%	23.8%
Not sure	20.8%	13.1%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burundi?*	152	6.25	2.45	171	5.69	2.41

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2017 and FY2015

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.	149	6.91	2.30	160	6.96	2.25

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?	132	7.49	2.24	146	7.20	2.04

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

²² Only those questions that were asked in the FY 2015 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi	160	7.63	2.42	164	7.31	2.07
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	146	6.72	2.48	144	6.58	2.40

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

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	117	6.29	2.63	119	5.53	2.06
Flexibility (in terms of the institution's products and services)*	109	6.01	2.38	103	5.20	2.03
Flexibility (in terms of changing country circumstances)	118	6.38	2.42	119	6.12	2.35
Being inclusive	98	7.19	2.47	109	6.56	2.30
Openness (sharing data and other information)*	126	7.11	2.40	125	6.05	2.08
Collaboration with the Government*	147	8.17	2.16	149	7.72	1.70
The speed in which it gets things accomplished on the ground	110	6.99	2.17	121	6.53	1.97
Helping to bring discipline/effective supervision to implementation of investment projects				116	7.08	1.95
Collaboration with civil society*	109	6.83	2.78	111	5.48	2.46
Staff accessibility	127	5.86	2.78	126	5.42	2.27
Collaboration with other donors and development partners*	113	8.17	1.92	106	7.01	1.90
Collaboration with the private sector	120	6.75	2.53	110	6.38	2.18
Collaboration with the UN	90	8.56	2.08	79	8.30	1.82
Straightforwardness and honesty	100	7.56	2.21	108	7.23	2.10
Treating clients and stakeholders in Burundi with respect	136	7.65	2.32	123	7.23	2.04
Being a long-term partner	126	8.52	2.06	144	8.31	1.77

*Significantly different between FY2017 and FY2015

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	FY 2015	FY 2017
More effective collaboration	13.7%	13.3%
The same level of effective collaboration	18.1%	11.7%
Less effective collaboration	4.9%	9.0%
Don't know	63.2%	66.0%



C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	75	4.94	2.78	69	4.83	2.49
Gender equity	92	6.22	2.19	77	5.87	1.81
Demographic transition				61	4.85	2.57
Private sector development	105	6.51	2.61	110	6.43	1.97
Education (including vocational training)*	113	7.02	2.53	103	5.60	2.25
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)				114	6.62	2.26
Global/regional integration	86	6.53	2.35	63	6.36	2.05
Food security	121	6.65	2.65	114	6.64	2.09
Urban development*	110	6.90	2.44	99	5.95	2.25
Energy*	119	6.99	2.66	116	6.27	2.37
Water and sanitation*	107	6.96	2.38	96	6.02	2.18
Pollution				61	4.86	2.28
Job creation/employment*	114	6.59	2.69	110	5.93	2.10
Health	116	7.40	2.34	124	7.18	1.85
Financial markets	80	6.14	2.56	75	6.00	2.20
Transport (e.g., roads, bridges, transportation)	123	7.14	2.58	101	6.58	2.34
Agriculture and rural development				131	7.00	1.90
Trade and exports*	85	5.93	2.52	69	5.12	2.29
Crime and violence				48	3.63	2.63
Natural resource management	92	6.05	2.87	82	5.36	2.16
Climate change (e.g., mitigation, adaptation)	83	5.76	2.76	97	5.93	2.26
Poverty reduction*	141	7.32	2.32	134	6.46	2.28
Anti corruption*	97	6.33	2.97	85	5.44	2.42
Judiciary reform				71	5.32	2.49
Economic growth*	128	7.03	2.50	125	6.29	2.17
Disaster risk management	83	5.80	2.49	81	5.44	2.46
Equality of opportunity (i.e., social inclusion)	77	5.66	2.51	88	5.74	2.17
Disease (e.g., malaria)				97	6.39	2.26
Information and communications technology*	89	6.79	2.57	80	5.83	2.05
Security/stabilization/reconstruction	103	6.55	2.54	71	6.19	2.02
Regional conflict and tensions*	78	5.48	2.72	56	4.49	2.29
Local governance and institutions*	100	6.68	2.37	91	5.72	2.19
Social cohesion*	72	5.95	2.41	74	5.05	2.22
Gender based violence				76	5.84	2.30

*Significantly different between FY2017 and FY2015

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burundi?	148	6.99	2.17	153	6.82	1.97

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

	year					
	FY 2015			FY 2017		
	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 Burundi?	131	7.06	2.29	134	6.68	2.04

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi	131	6.71	2.69	131	6.34	2.07
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	130	6.52	2.55	131	5.77	2.44

*Significantly different between FY2017 and FY2015

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

Percentage of Respondents	FY 2015	FY 2017
Weekly	8.9%	5.9%
Monthly	14.4%	12.8%
A few times a year	38.9%	37.8%
Rarely	31.1%	31.4%
Never	6.7%	12.2%

In Burundi, 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)*

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	119	7.64	2.09	122	7.25	2.02
Include appropriate level of stakeholder involvement during preparation	116	6.67	2.09	115	6.39	2.15
Lead to practical solutions	124	6.55	2.38	118	6.30	2.10
Are accessible (well written and easy to understand)	126	6.60	2.62	128	6.05	2.11
Are source of relevant information on global good practices*	130	7.66	2.14	123	7.08	2.09
Are relevant to country challenges				77	6.23	2.25
Are adequately disseminated*	134	5.34	2.77	128	4.71	2.20
Are translated enough into local language*	125	3.46	2.85	116	2.27	1.76
Are adaptable to Burundi's specific development challenges and country circumstances	129	6.34	2.46	129	6.12	2.22

**Significantly different between FY2017 and FY2015*

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	148	7.32	2.30	150	7.14	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	141	7.70	1.90	138	7.43	1.72

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

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

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	101	5.32	2.71	113	4.36	2.50
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	137	7.84	2.10	141	7.36	1.95
The World Bank Group's approvals and reviews are done in a timely fashion	107	6.16	2.37	130	5.59	2.30
The World Bank Group's "Safeguard Policy" requirements are reasonable*	79	6.88	2.00	95	6.19	2.12
The World Bank Group's conditions on its lending are reasonable	98	6.77	2.38	84	6.23	2.46
The World Bank Group takes decisions quickly in Burundi	102	6.06	2.81	112	5.50	2.12
Working with the World Bank Group increases Burundi's institutional capacity*	132	7.49	2.31	141	6.88	1.98
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	103	7.60	2.07	125	7.39	2.03
The World Bank Group provides effective implementation support (i.e., supervision of projects)	132	7.35	2.51	131	7.04	2.24

*Significantly different between FY2017 and FY2015

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?	123	6.37	2.49	137	6.34	2.09

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Burundi?	97	5.41	2.69	103	5.33	2.43

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?	99	6.26	2.17	106	6.14	2.04

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



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

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

Percentage of Respondents	FY 2015	FY 2017
Financial services	20.1%	37.8%
Knowledge products	7.5%	6.1%
Convening services	8.6%	3.3%
None of the above	4.0%	1.1%
The combination is appropriate for Burundi	50.6%	47.2%
Don't know	9.2%	4.4%

*Significantly different between FY2017 and FY2015

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2015	FY 2017
Yes	21.2%	10.4%
No	78.8%	89.6%

*Significantly different between FY2017 and FY2015

Do you have reliable access to the Internet?

Percentage of Respondents	FY 2015	FY 2017
Yes	90.6%	90.2%
No	9.4%	9.8%

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

Percentage of Respondents	FY 2015	FY 2017
Yes	49.4%	44.6%
No	50.6%	55.4%

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

	year					
	FY 2015			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	87	6.85	2.62	77	7.05	2.19
I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	81	8.00	1.68	80	7.71	1.88
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	79	7.51	2.65	49	6.72	2.68
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	108	6.89	2.96	101	6.02	2.83
The World Bank Group is responsive to my information requests and inquiries	78	7.09	3.06	75	6.28	2.78

*Significantly different between FY2017 and FY2015



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Burundi? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.	6.55	7.74	7.29	6.67	7.01	7.45	6.98	7.47	6.76	7.57	7.29	6.44
Overall the World Bank Group currently plays a relevant role in development in Burundi	6.97	7.86	7.54	6.74	7.32	7.43	7.38	7.30	6.94	7.84	7.39	7.21
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	5.94	7.40	6.95	5.59	6.31	7.36	6.55	6.84	6.21	7.11	6.81	5.87
Responsiveness to needs	5.13	6.21	5.81	5.08	5.43	6.11	5.51	5.90	5.31	5.98	5.74	5.33
Flexibility (in terms of the institution's products and services)	5.16	5.60	5.63	4.40	5.12	5.88	5.45	5.22	5.00	5.73	5.49	5.00
Flexibility (in terms of changing country circumstances)	5.80	6.26	6.32	5.14	5.88	6.53	6.05	6.15	5.87	6.29	6.13	5.92
Being inclusive	6.79	6.57	6.80	6.32	6.63	6.80	6.70	6.69	6.39	7.04	6.61	7.00
Openness (sharing data and other information)	6.24	6.55	6.62	5.52	5.96	7.18	6.24	6.60	6.18	6.55	6.45	6.04
Collaboration with the Government	7.39	8.07	7.90	7.11	7.41	8.40	7.60	8.00	7.61	7.89	7.93	7.00
The speed in which it gets things accomplished on the ground	6.16	6.97	7.02	5.32	6.51	7.05	6.72	6.62	6.40	7.00	6.73	6.56
Helping to bring discipline/effective supervision to implementation of investment projects	6.90	7.41	7.51	5.71	6.81	7.75	7.16	7.03	7.00	7.25	7.07	7.32
Collaboration with civil society	5.19	6.39	5.84	5.04	5.43	6.00	5.65	5.61	5.05	6.43	5.87	4.77
Staff accessibility	4.86	6.38	5.83	4.96	5.41	6.11	6.03	4.85	5.05	6.21	5.68	5.39
Collaboration with other donors and development partners	6.83	7.24	7.25	6.46	6.68	7.85	7.12	6.94	7.00	7.13	7.23	6.35
Collaboration with the private sector	5.73	7.45	6.63	5.88	6.12	7.12	6.41	6.53	6.00	6.94	6.80	5.22
Collaboration with the UN	8.34	8.03	8.20	7.67	7.84	8.45	7.97	8.32	8.15	7.94	8.27	7.29
Straightforwardness and honesty	6.88	7.59	7.28	6.95	7.00	7.58	7.17	7.33	7.00	7.42	7.37	6.38
Treating clients and stakeholders in Burundi with respect	6.78	7.66	7.35	6.52	6.96	7.58	7.28	6.88	7.00	7.32	7.20	7.00
Being a long-term partner	8.20	8.47	8.36	8.07	8.07	8.80	8.43	8.02	8.33	8.26	8.42	7.81
To what extent does the World Bank Group's work help to achieve development results in Burundi?	6.69	7.07	6.85	6.74	6.60	7.27	6.93	6.60	6.74	6.93	6.88	6.62
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?	6.65	6.97	6.82	6.41	6.39	7.37	6.87	6.39	6.52	6.95	6.84	6.30
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi	5.96	6.91	6.47	6.00	6.35	6.37	6.37	6.32	5.99	6.79	6.43	6.08
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.28	6.13	6.03	4.37	5.35	6.26	5.60	5.81	5.39	6.02	5.72	5.50
The World Bank Group knowledge work and activities are adaptable to Burundi's specific development challenges and country circumstances	5.75	6.87	6.52	5.40	6.03	6.60	6.13	6.51	6.07	6.46	6.29	6.08
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.30	7.09	7.08	7.19	6.74	7.76	7.36	6.46	7.22	6.97	7.09	7.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.29	7.64	7.53	7.00	7.29	7.65	7.62	6.95	7.40	7.44	7.27	7.93
The World Bank Group takes decisions quickly in Burundi	4.81	6.02	5.75	4.56	5.50	5.35	5.52	5.32	4.81	6.19	5.46	5.44
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.51	7.36	7.44	7.46	7.41	7.51	7.65	6.97	7.56	7.31	7.31	7.96

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Burundi FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Burundi

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Burundi or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Burundi, 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 Burundi.

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

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

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

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

**SECTION A: GENERAL ISSUES FACING BURUNDI**

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

A2. Listed below are a number of development priorities in Burundi.			
Please identify which of the following you consider the most important development priorities in Burundi. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
2	Gender equity	19	Agriculture and rural development
3	Private sector development	20	Trade and exports
4	Education (including vocational training)	21	Crime and violence
5	Security/stabilization/reconstruction	22	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management
7	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
8	Food security	25	Poverty reduction
9	Urban development	26	Anti corruption
10	Energy	27	Judiciary reform
11	Water and sanitation	28	Economic growth
12	Regional conflict and tensions	29	Local governance and institutions
13	Pollution	30	Disaster risk management
14	Job creation/employment	31	Equality of opportunity (i.e., social inclusion)
15	Health	32	Disease (e.g., malaria)
16	Demographic transition	33	Information and communications technology
17	Financial markets	34	Gender based violence

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)

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

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

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

**SECTION A: GENERAL ISSUES**

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

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

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

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

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

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

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

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

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

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

B4. When thinking about the World Bank Group's impact on development results in Burundi, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) to reduce the drivers of fragility in Burundi? (Choose no more than THREE)			
1	Energy	18	Judiciary reform
2	Water and sanitation	19	Economic growth
3	Pollution	20	Disaster risk management
4	Demographic transition	21	Equality of opportunity (i.e., social inclusion)
5	Job creation/employment	22	Disease (e.g., malaria)
6	Health	23	Local governance and institutions
7	Regional conflict and tensions	24	Information and communications technology
8	Financial markets	25	Transport (e.g., roads, bridges, transportation)
9	Social protection (e.g., pensions, targeted social assistance)	26	Agriculture and rural development
10	Gender equity	27	Trade and exports
11	Private sector development	28	Crime and violence
12	Education (including vocational training)	29	Natural resource management
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30	Social cohesion
14	Security/stabilization/reconstruction	31	Climate change (e.g., mitigation, adaptation)
15	Global/regional integration	32	Poverty reduction
16	Food security	33	Anti corruption
17	Urban development	34	Gender based violence

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Fighting against gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
13	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Burundi
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Not focused enough on issues that are unique to post-conflict countries
17	Inadequate number of World Bank Group staff members located in the country
18	Not focused enough on fighting against gender based violence
19	Other (please specify): _____
20	Don't know

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

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

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

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

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

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more to successfully deliver new projects in Burundi after the 2015 crisis? (Choose no more than TWO)

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

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

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

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

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

	To no degree at all	To a very significant degree	Don't know
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B12

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

B30. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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B31. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)

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

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

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

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Demographic transition	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Education (including vocational training)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	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"/>
7	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Disease (e.g., malaria)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Gender based violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C2. To what extent does the World Bank Group's work help to achieve development results in Burundi?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?											
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 with the following statements about the World Bank Group in Burundi?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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



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

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

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

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response)

1	Almost never has the right skills mix to tackle the challenges of fragility
2	Rarely has the right skills mix to tackle the challenges of fragility
3	Sometimes has the right skills mix to tackle the challenges of fragility
4	Almost always has the right skills mix to tackle the challenges of fragility
5	Don't know
6	Prefer not to answer

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E2	The World Bank Group disburses funds promptly												<input type="checkbox"/>
E3	The World Bank Group effectively monitors and evaluates the projects and programs it supports												<input type="checkbox"/>
E4	The World Bank Group's approvals and reviews are done in a timely fashion												<input type="checkbox"/>
E5	The World Bank Group's "Safeguard Policy" requirements are reasonable												<input type="checkbox"/>
E6	The World Bank Group's conditions on its lending are reasonable												<input type="checkbox"/>
E7	The World Bank Group takes decisions quickly in Burundi												<input type="checkbox"/>
E8	Working with the World Bank Group increases Burundi's institutional capacity												<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them												<input type="checkbox"/>
E10	The World Bank Group provides effective implementation support (i.e., supervision of projects)												<input type="checkbox"/>

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

E11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?											
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

E12. To what extent do you believe the World Bank Group is adequately staffed in Burundi?											
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

E13. To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)	
1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase the availability of reimbursable consulting services (RAS) knowledge work and activities
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Burundi's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Burundi's specific challenges
14	Increase the level of World Bank Group staffing in Burundi's office
15	Other (please specify): _____

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

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

F3. 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 Burundi after the 2015 crisis?	B. Which THREE areas below would benefit most from other donors in Burundi after the 2015 crisis?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Reduction of malnutrition	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>
14	Promoting demographic transition	<input type="checkbox"/>	<input type="checkbox"/>
15	Infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
16	Local governance	<input type="checkbox"/>	<input type="checkbox"/>

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

F4. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?													
		To no degree at all					To a very significant degree					Don't know	Prefer not to answer
		1	2	3	4	5	6	7	8	9	10		
1	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Reduction of malnutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
14	Promoting demographic transition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
15	Infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
16	Local governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Burundi?	
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 much face to face access would you like to have with the World Bank Group in Burundi (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)	
1	I prefer more frequent interactions with the World Bank Group
2	I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently
3	I prefer less frequent interactions with the World Bank Group
4	I prefer to have no face to face interactions with the World Bank Group
5	Prefer not to answer

G3. How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

G5	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G6	Do you have reliable access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

G10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

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

1	Yes
2	No

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

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

H7. Which of the following describes most of your exposure to the World Bank Group in Burundi?**(Choose no more than TWO)**

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

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	East
2	West
3	North
4	South
5	Center

Thank you for completing the survey!