

Democratic Republic of Congo

The World Bank
Country Survey FY 2013

Report of Findings
May 2013

Table of Contents

- I. Objectives3
- II. Methodology.....3
- III. Demographics of the Sample.....5
- IV. General Issues Facing the DRC.....10
- V. Overall Attitudes toward the World Bank14
- VI. Sectoral Effectiveness.....19
- VII. World Bank Knowledge and Instruments22
- VIII. How the World Bank Operates31
- IX. The Future Role of the World Bank in the DRC.....35
- X. Communication and Openness.....41
- XI. Appendices.....48



I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In February 2013, 400 stakeholders of the World Bank in the DRC were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 331 stakeholders participated in the country survey (83% response rate).

Respondents completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing the DRC; their overall attitudes toward the World Bank; the World Bank's effectiveness and results; the World Bank's knowledge work and activities; working with the World Bank; the Bank's future role in the DRC; and the Bank's communication and information sharing in the DRC.

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

- A. General Issues Facing the DRC: Respondents were asked to indicate whether the DRC is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth in the DRC.

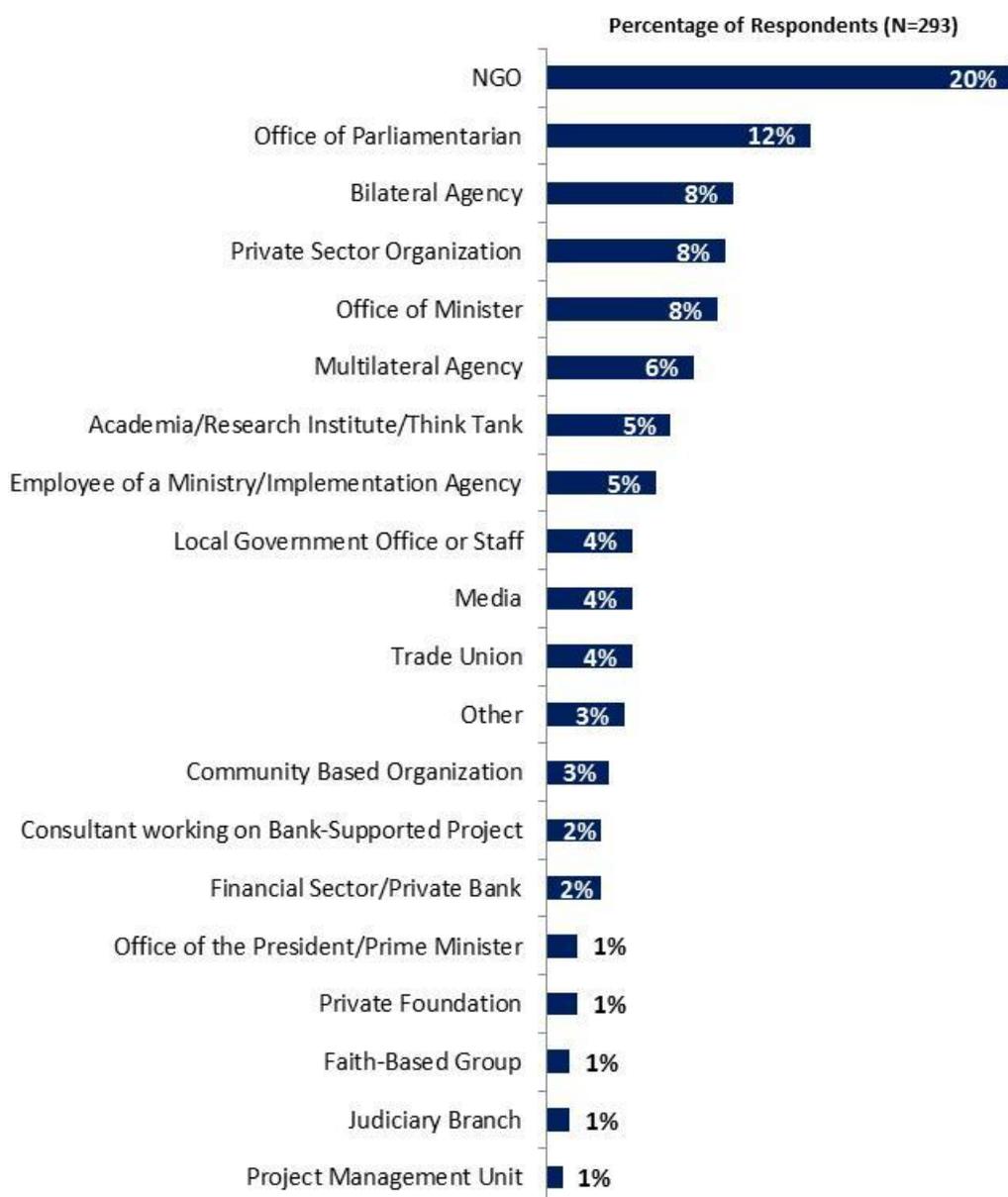
II. Methodology (continued)

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

III. Demographics of the Sample

Current Position

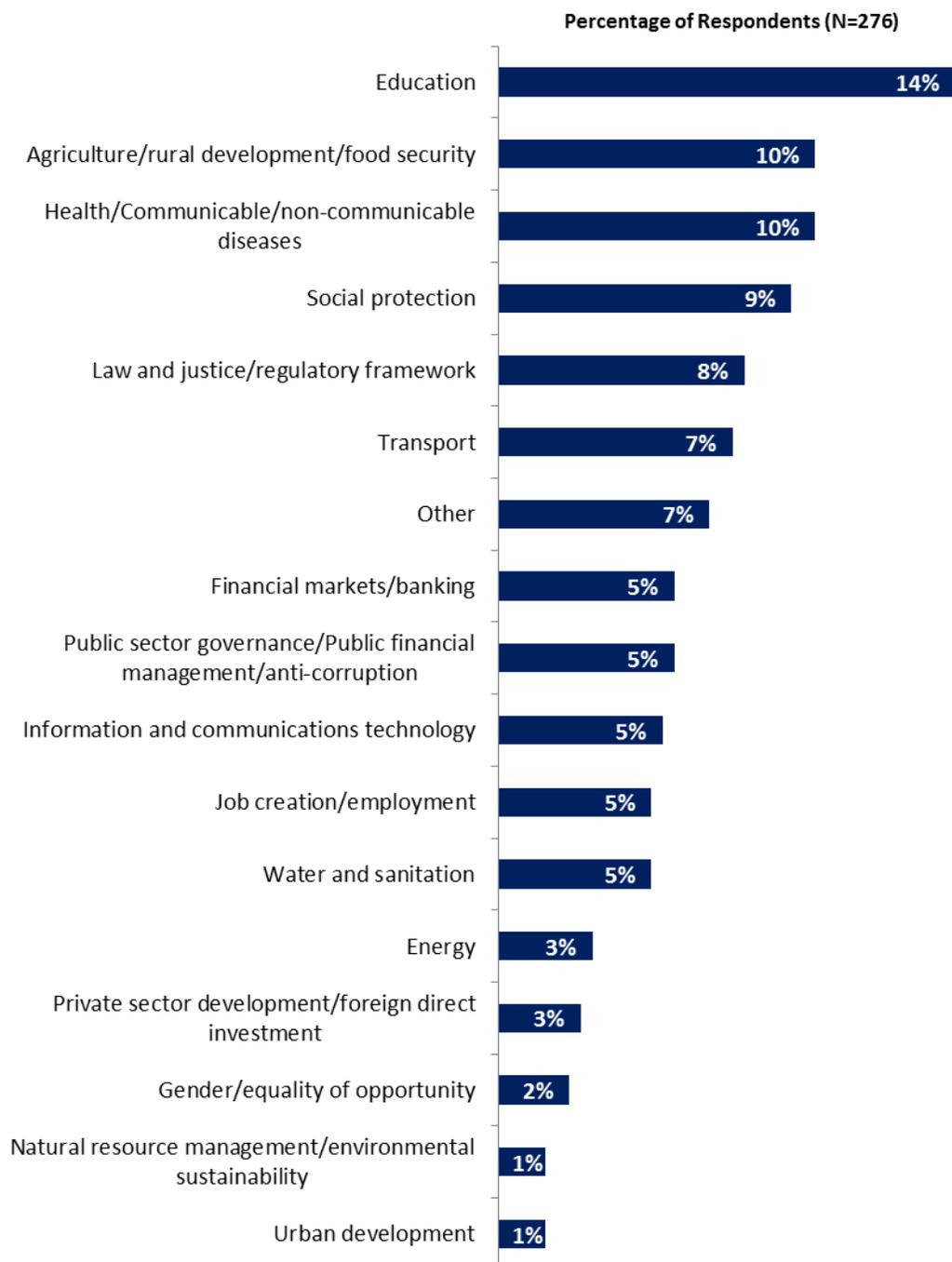
- For further analyses, the small number of respondents from the office of the President and the office of the Prime Minister were combined with respondents from the office of a Minister; consultants/contractors working on Bank-supported projects were combined with respondents from PMUs; respondents from private foundations were combined with those from NGOs, CBOs, trade unions, and faith-based groups to create a Civil Society Organization (CSO) category; respondents from the financial sector and private banks were combined with those from private sector organizations; and the few respondents from the judiciary branch were included in the “Other” category. Note that there were no respondents from independent government institutions.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

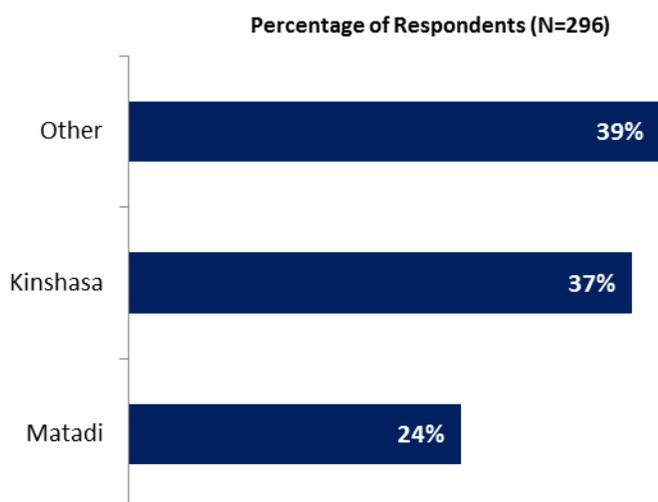


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 87). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

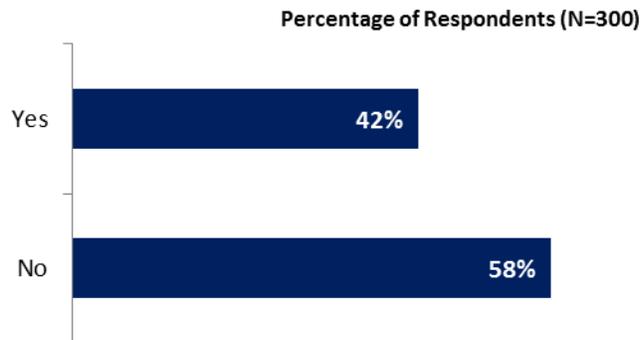


“Which best represents your geographic location?” (Respondents chose from a list.)

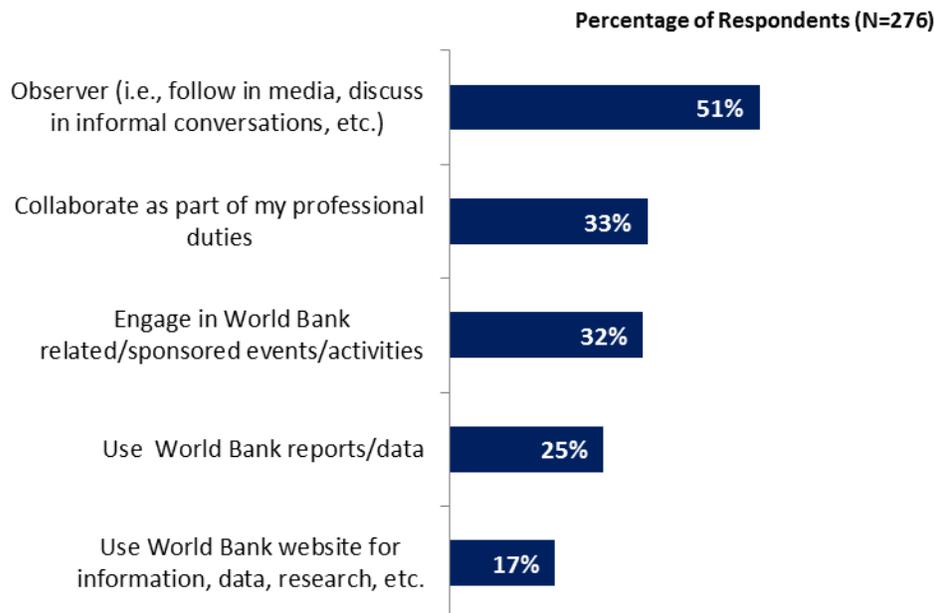
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in the DRC, can be found in the Appendix D (see page 101). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



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

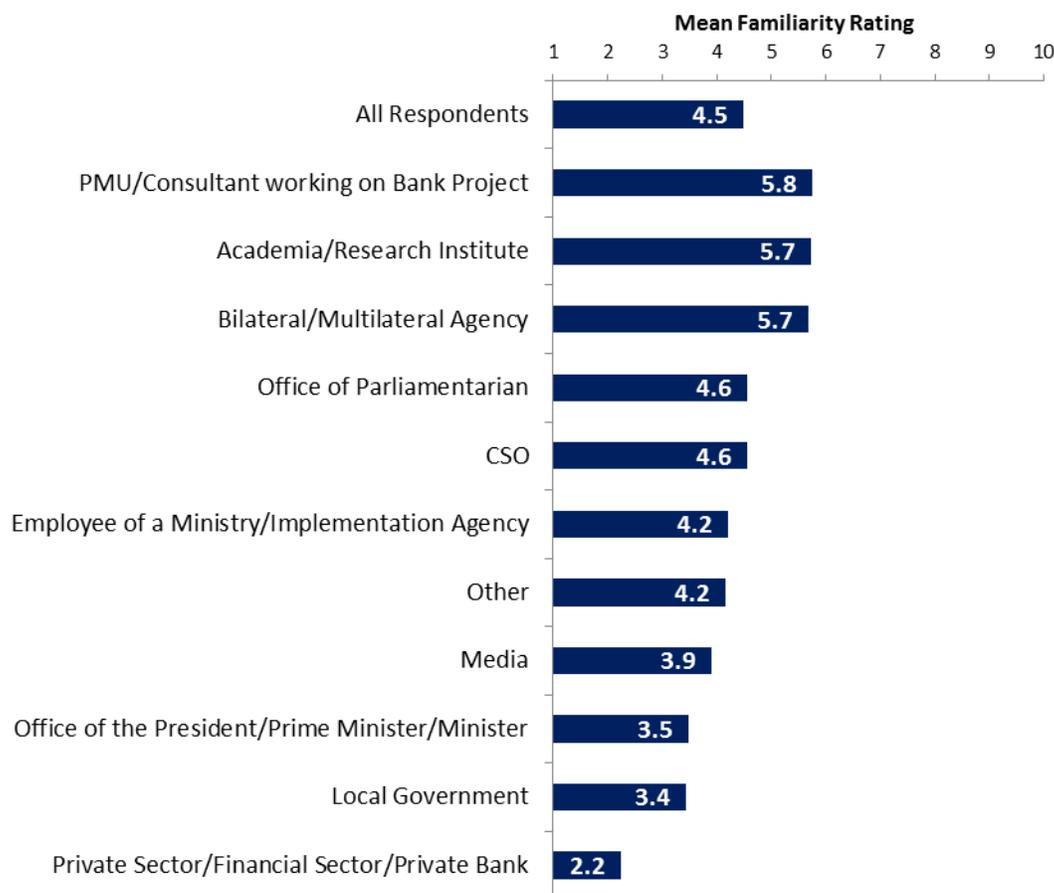


"Which of the following describes most of your exposure to the World Bank in the DRC? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Respondents from PMUs/consultants working on Bank-supported projects, academia/research institutes, and bilateral/multilateral agencies indicated the highest levels of familiarity with the Bank whereas respondents from the office of the President/Prime Minister/Minister, local government, and the private sector/financial sector/private banks indicated significantly lower levels.
- Respondents from Matadi and Kinshasa indicated significantly higher levels of familiarity with the Bank (5.1 and 4.8, respectively) compared to respondents from Other locations (3.9).
- It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in the DRC and the Bank's relevance to the DRC's development, as well as significantly, moderately correlated with perceptions of the Bank's ability to help achieve development results in the DRC.

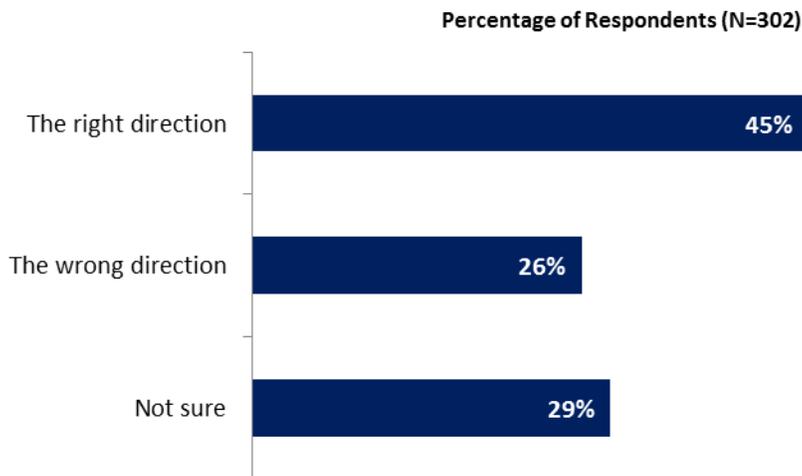


"How familiar are you with the work of the World Bank in the DRC, on a ten-point scale?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing the DRC

Headed in the Right Direction

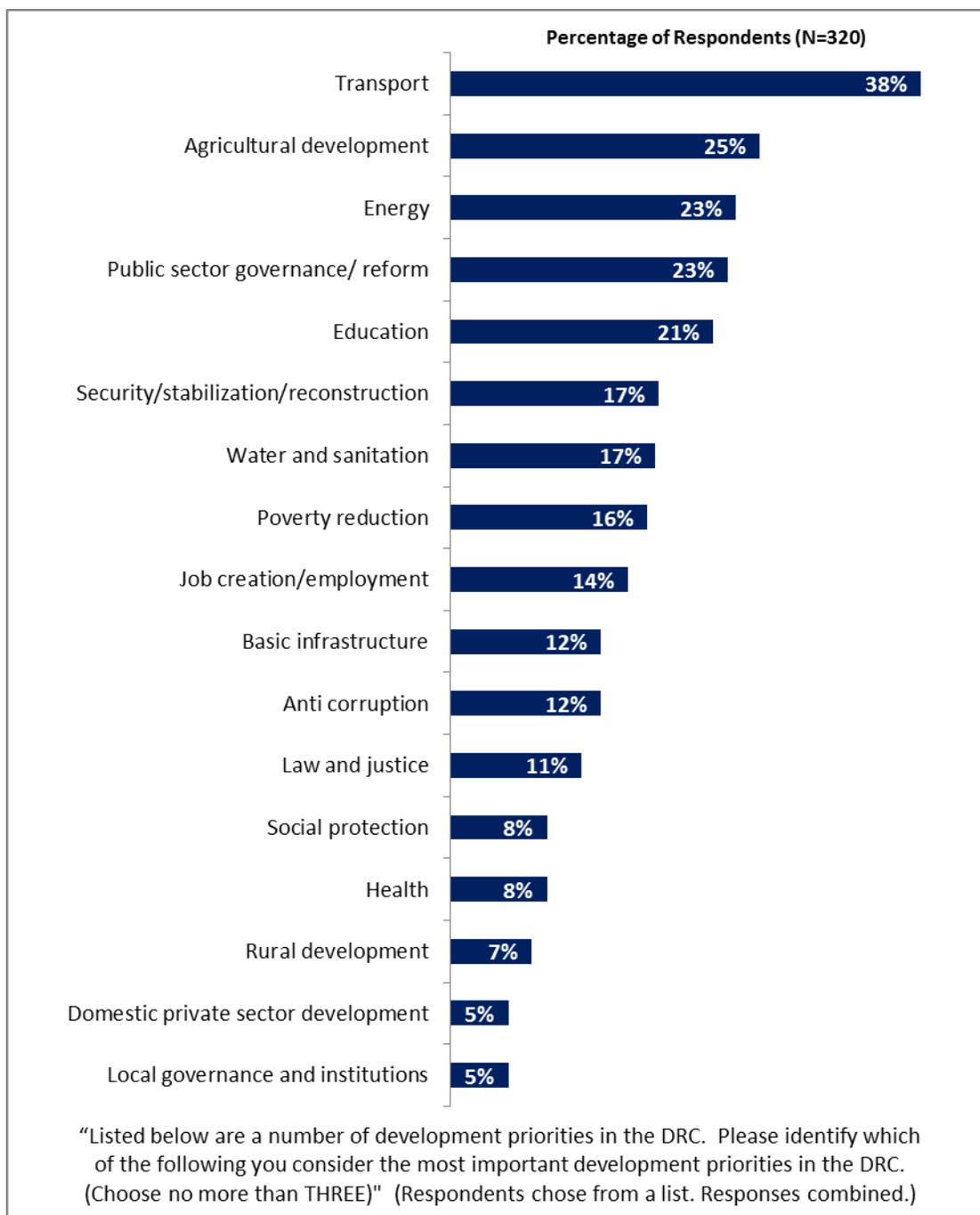
- The majority of respondents from the office of a Parliamentarian, PMUs/consultants working on Bank-supported projects, and bilateral/multilateral agencies indicated that the DRC was headed in the right direction.
- The majority of respondents from other organizations indicated that the DRC was headed in the wrong direction.
- The majority of employees of ministries/implementation agencies indicated that they were not sure whether the DRC was headed in the right or wrong direction.
- Respondents from other stakeholder groups were fairly split between indicating that the DRC was headed in the right direction, wrong direction, and being not sure.



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

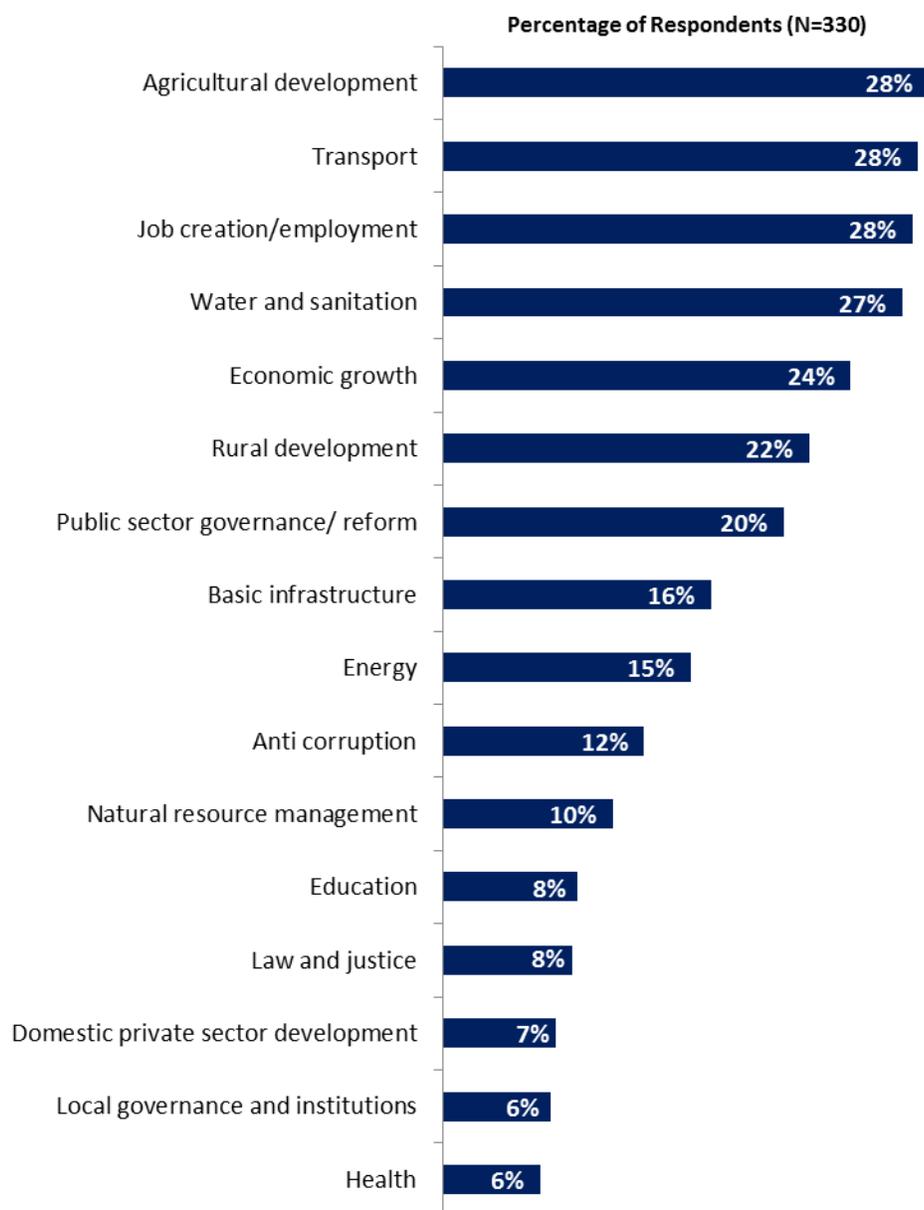
IV. General Issues Facing the DRC (continued)

Development Priority



IV. General Issues Facing the DRC (continued)

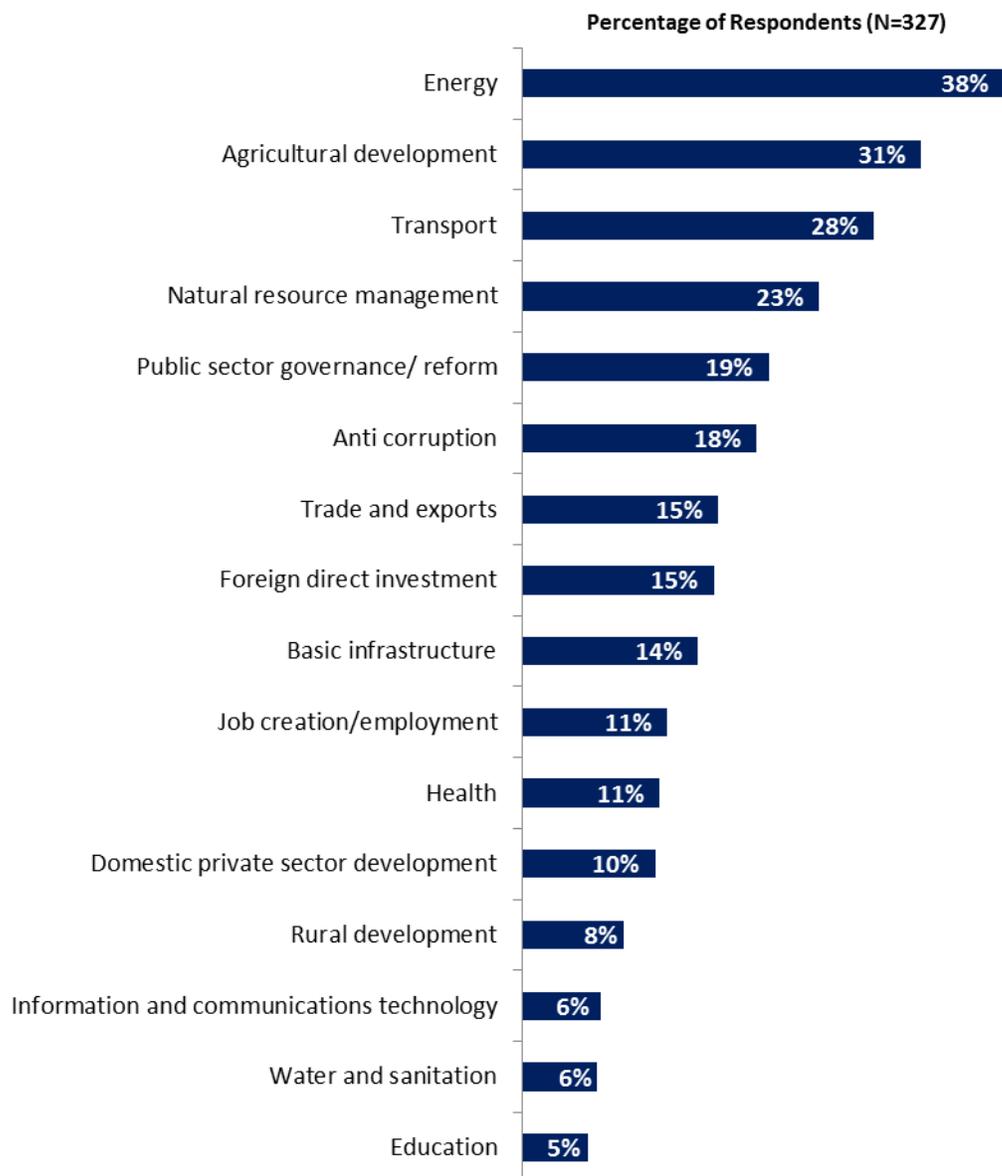
Factors Contributing to Poverty Reduction



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

IV. General Issues Facing the DRC (continued)

Factors Contributing to Economic Growth

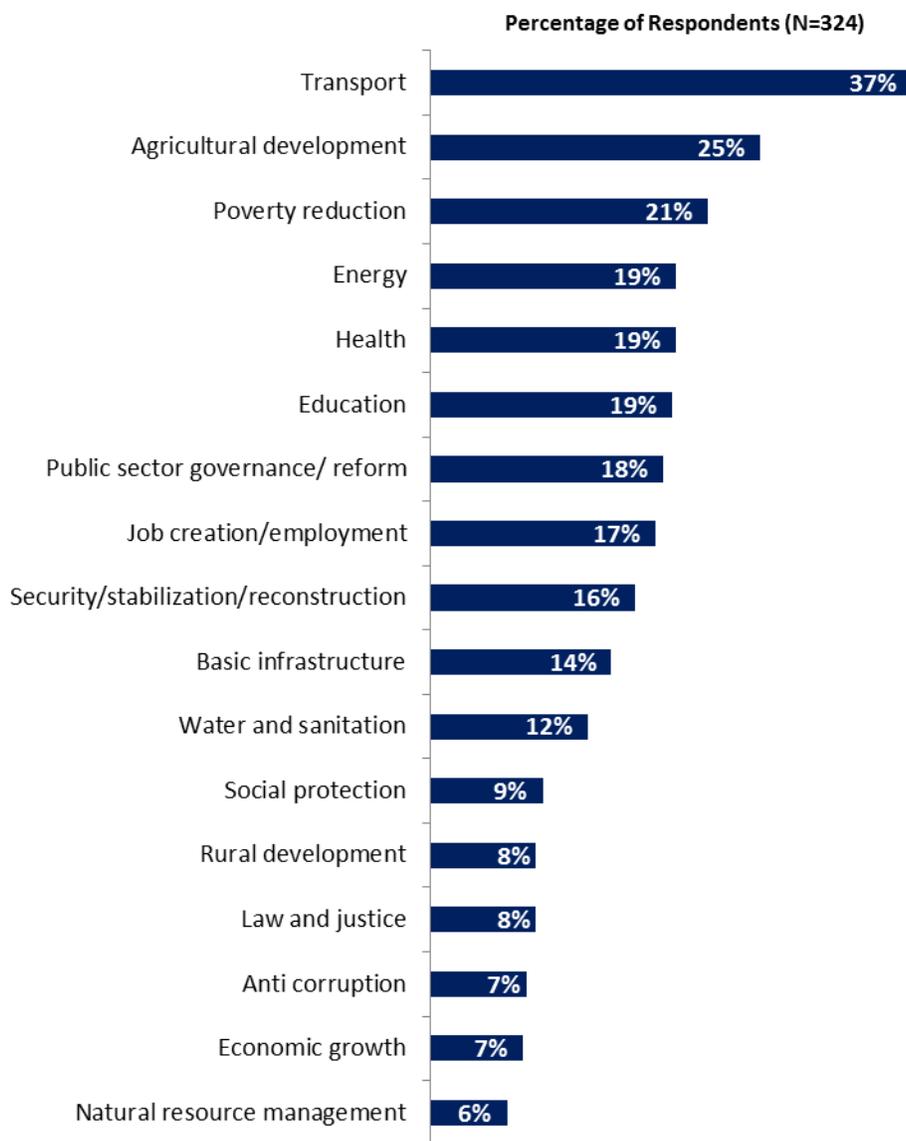


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the DRC? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

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 Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

Focusing World Bank Resources



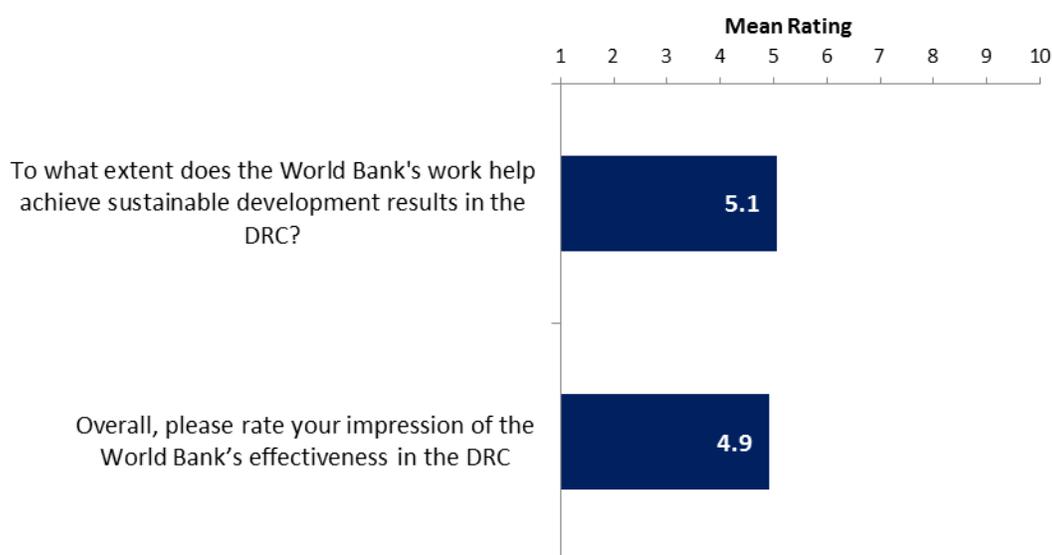
“When thinking about how the World Bank can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in the DRC? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank (continued)

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

- Across all respondents, the extent to which the World Bank's work helps achieve development results in the DRC received a mean rating of 5.1.
 - Respondents from bilateral/ multilateral agencies gave the highest ratings for the extent to which the World Bank's work helps achieve development results in the DRC whereas respondents from academia/research institutes and the office of a Parliamentarian gave significantly lower ratings.
 - Respondents across all geographic areas gave statistically similar ratings for the extent to which the World Bank's work helps achieve development results in the DRC.

- Across all respondents, ratings of the World Bank's overall effectiveness in the DRC received a mean rating of 4.9.
 - Respondents from bilateral/ multilateral agencies and PMUs/consultants working on Bank-supported projects gave the highest ratings for the Bank's overall effectiveness in the DRC whereas respondents from local government and the private sector/financial sector/private banks gave significantly lower ratings.
 - Respondents across all geographic areas gave statistically similar ratings for the World Bank's overall effectiveness in the DRC.

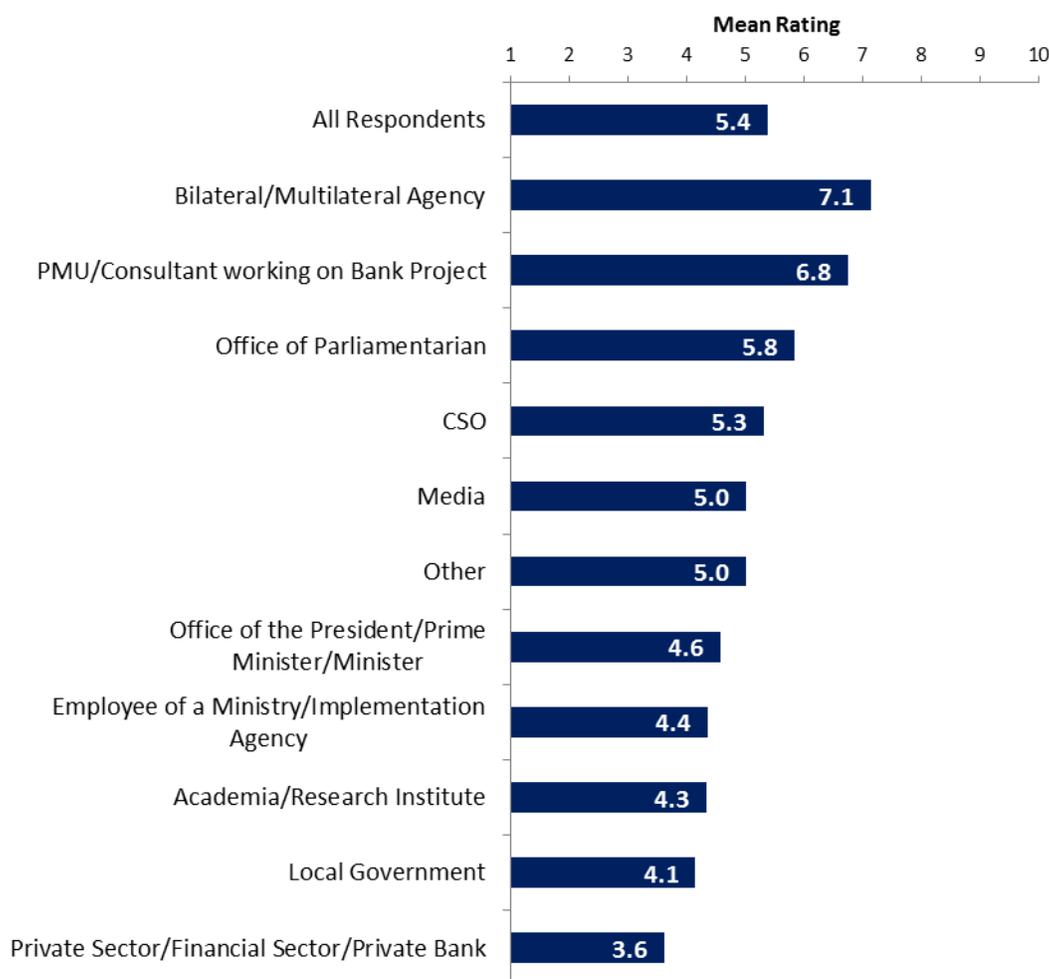


(Both asked on a ten-point scale, 1-"Not effective at all"/"To no degree at all", 10-"Very effective"/"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness

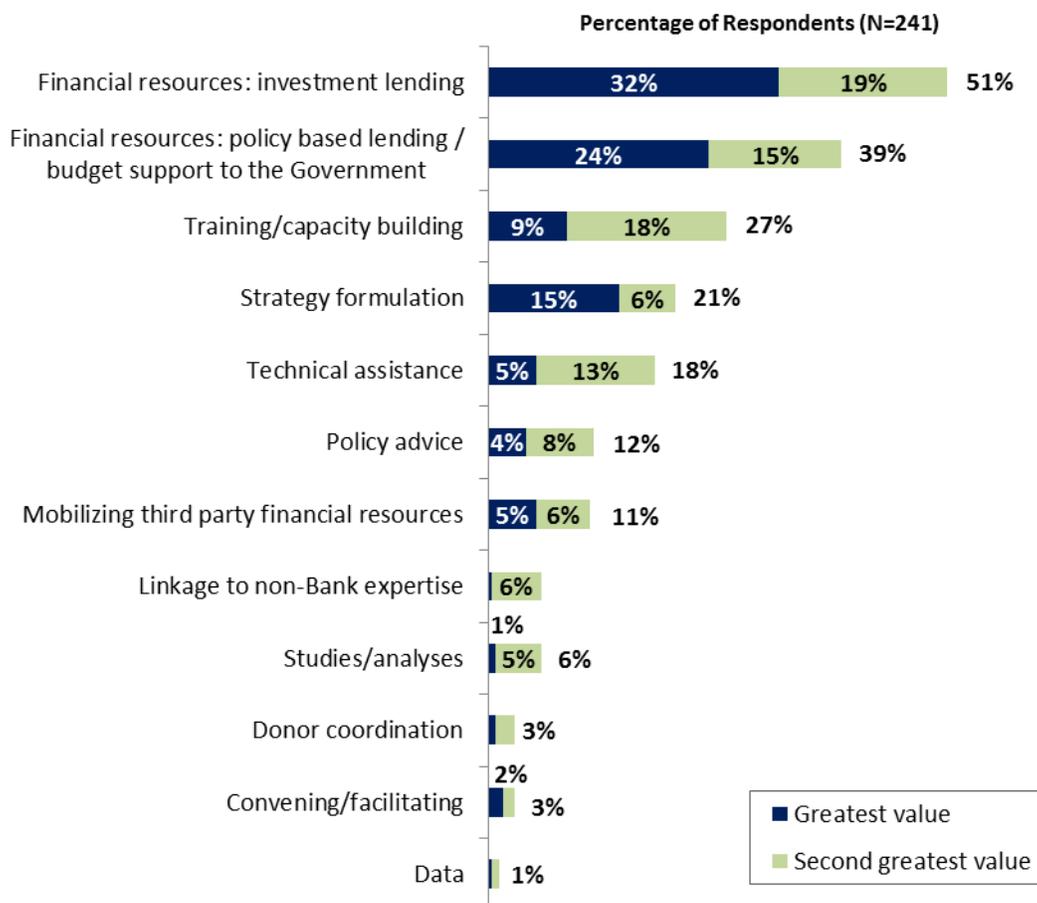
- Respondents from bilateral or multilateral agencies and PMUs/consultants working on Bank-supported projects had the highest ratings for the World Bank's staff being well prepared to help the DRC solve its most complicated development challenges whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.



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

V. Overall Attitudes toward the World Bank (continued)

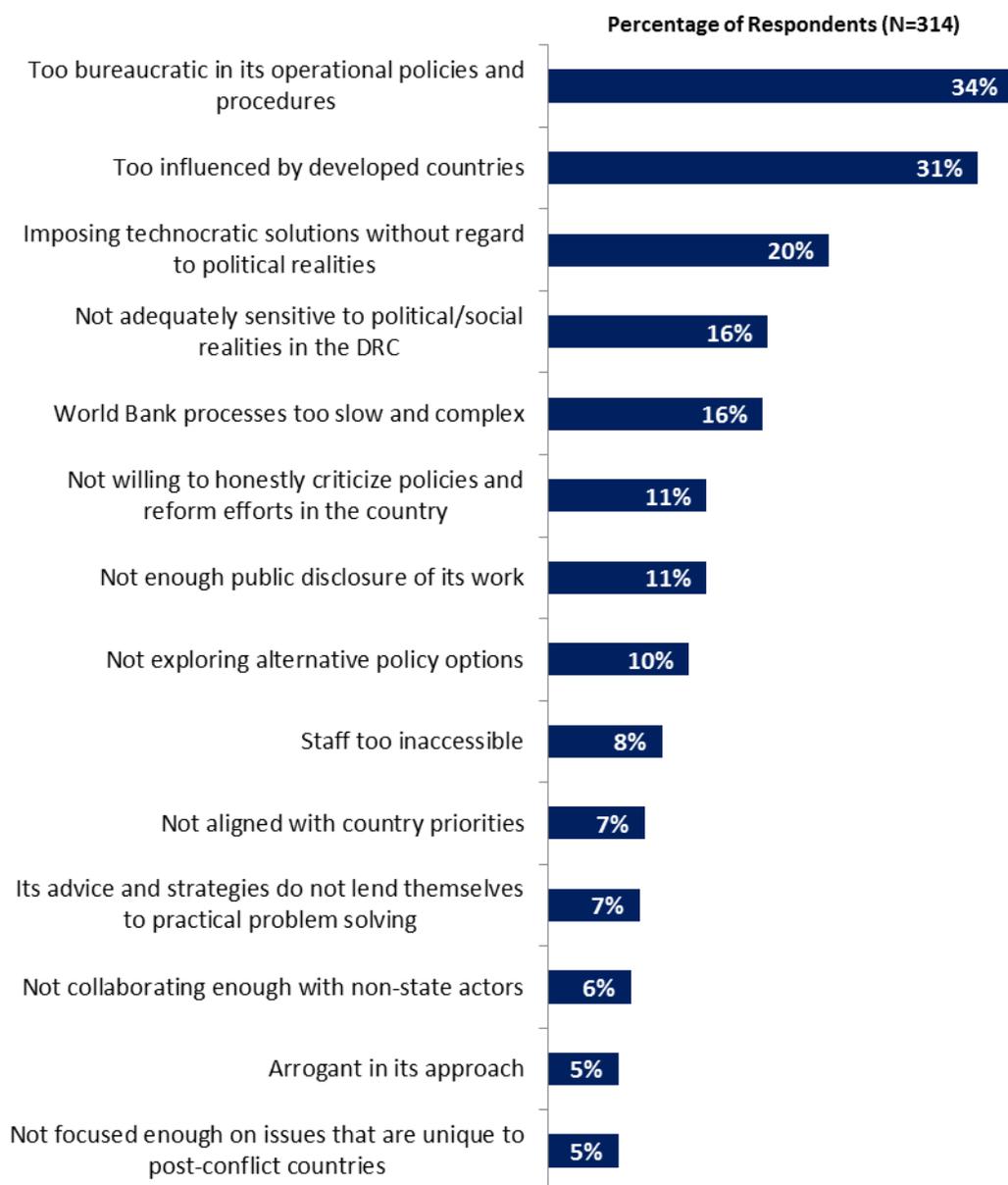
Greatest Value



“When thinking about the World Bank’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?” (Respondents chose from a list.)

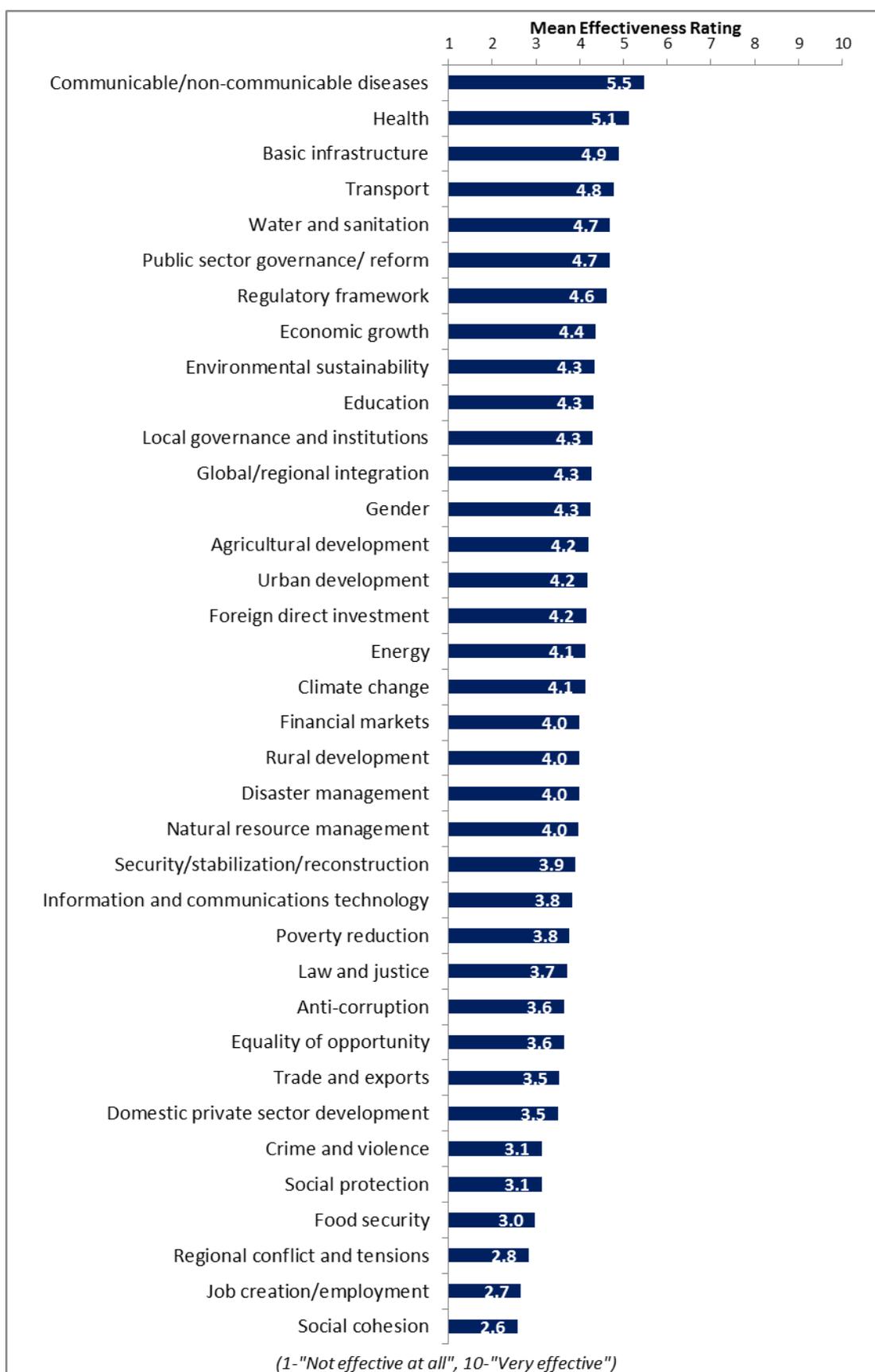
V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness



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

VI. Sectoral Effectiveness: **Specific Areas of Effectiveness**



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank’s effectiveness across twenty-three of these thirty-six areas. For the most part, respondents from PMUs/consultants working on Bank-supported projects, the local government, and the media had the highest ratings across these areas whereas employees of ministries/ implementation agencies and respondents from bilateral/multilateral agencies, the private sector/financial sector/private banks, CSOs, and academia/research institutes tended to have significantly lower ratings for the Bank’s effectiveness across these areas. Those areas with significant stakeholder group differences were:
 - “Anti-corruption”;
 - “Information and communications technology”;
 - “Transport”;
 - “Law and justice”;
 - “Urban development”;
 - “Basic infrastructure”;
 - “Communicable/non-communicable diseases”;
 - “Poverty reduction”;
 - “Gender”;
 - “Domestic private sector development”;
 - “Local governance and institutions”;
 - “Water and sanitation”;
 - “Trade and exports”;
 - “Energy”;
 - “Job creation/employment”;
 - “Social cohesion”;
 - “Financial markets”;
 - “Equality of opportunity”;
 - “Rural development”;
 - “Food security”;
 - “Education”;
 - “Security/stabilization/reconstruction”; and
 - “Agricultural development”.

- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

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

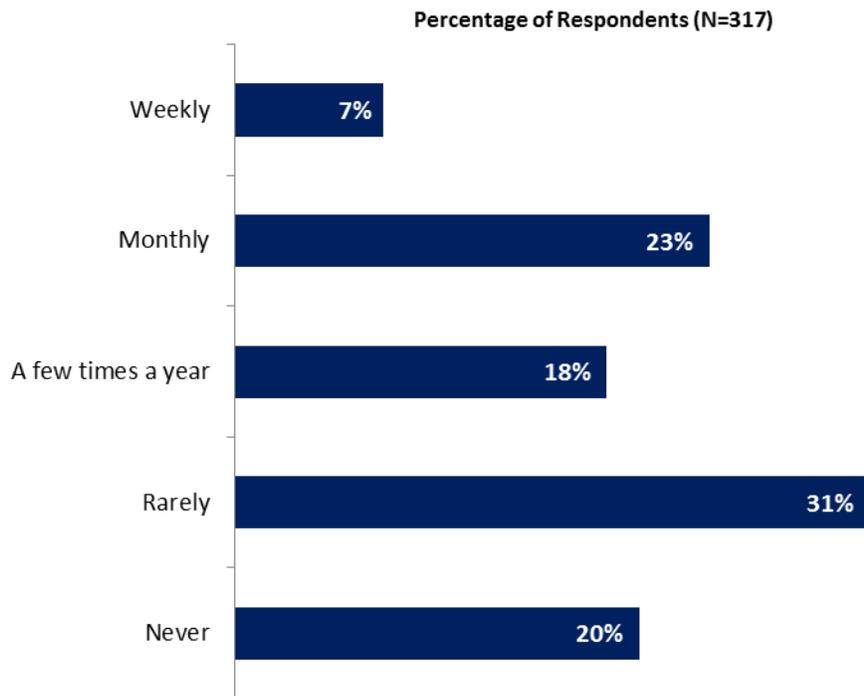
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in the DRC. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at basic infrastructure;
 - The Bank's effectiveness at rural development; and
 - The Bank's effectiveness at regulatory framework.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in the DRC, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at transport;
 - The Bank's effectiveness at urban development;
 - The Bank's effectiveness at water and sanitation; and
 - The Bank's effectiveness at global/regional integration.

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

- Respondents from bilateral/multilateral agencies consulted World Bank knowledge work and activities significantly more frequently than respondents from other stakeholder groups (78% of respondents from bilateral/multilateral agencies indicated weekly or monthly consultations).
 - Employees of ministries/implementation agencies and respondents from the private sector/financial sector/private banks were the least frequent users of World Bank knowledge work and activities compared to other stakeholder groups (7% and 10% indicated monthly usage, respectively).

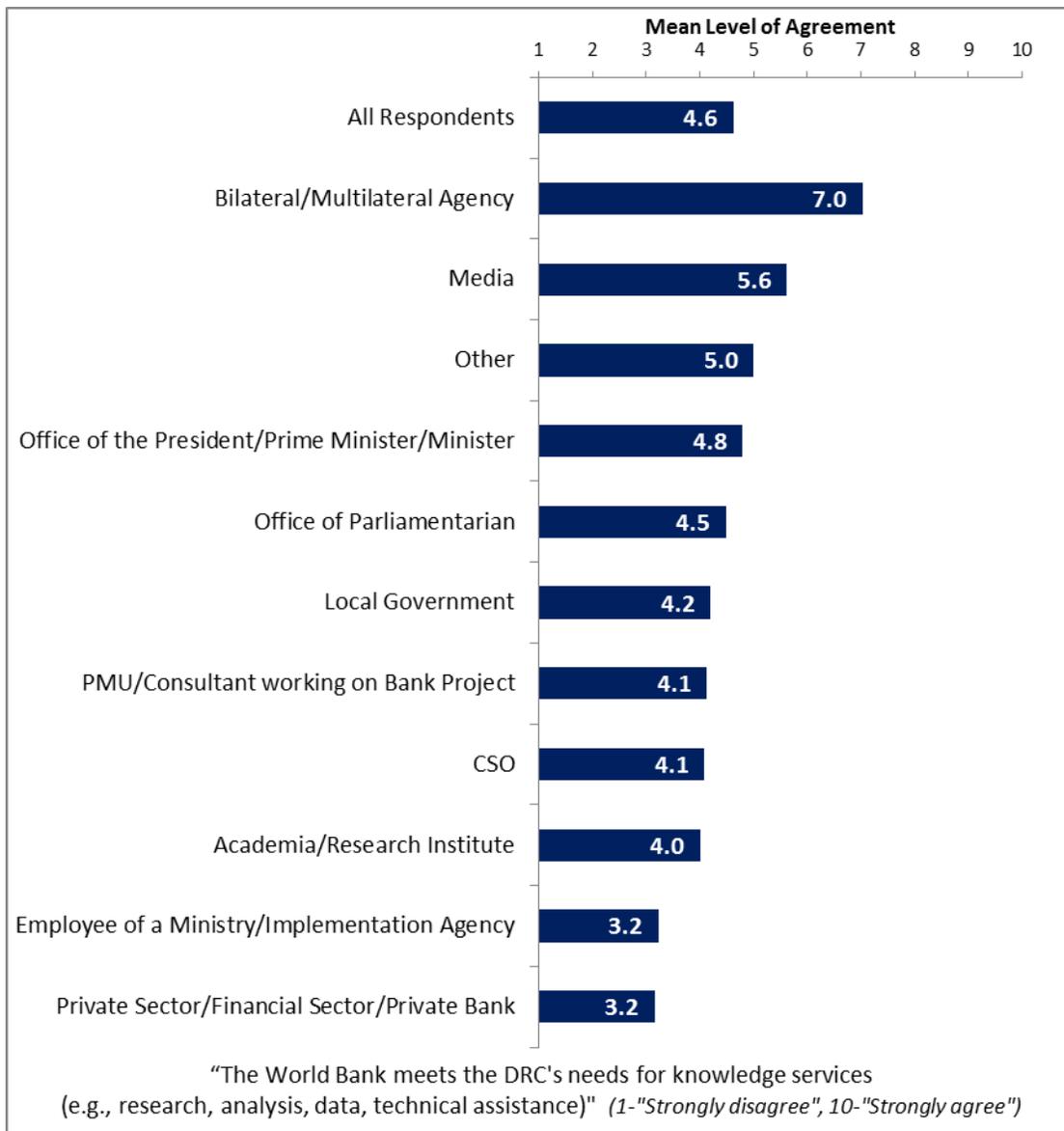


“How frequently do you consult World Bank knowledge work and activities in the work you do?”
(Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

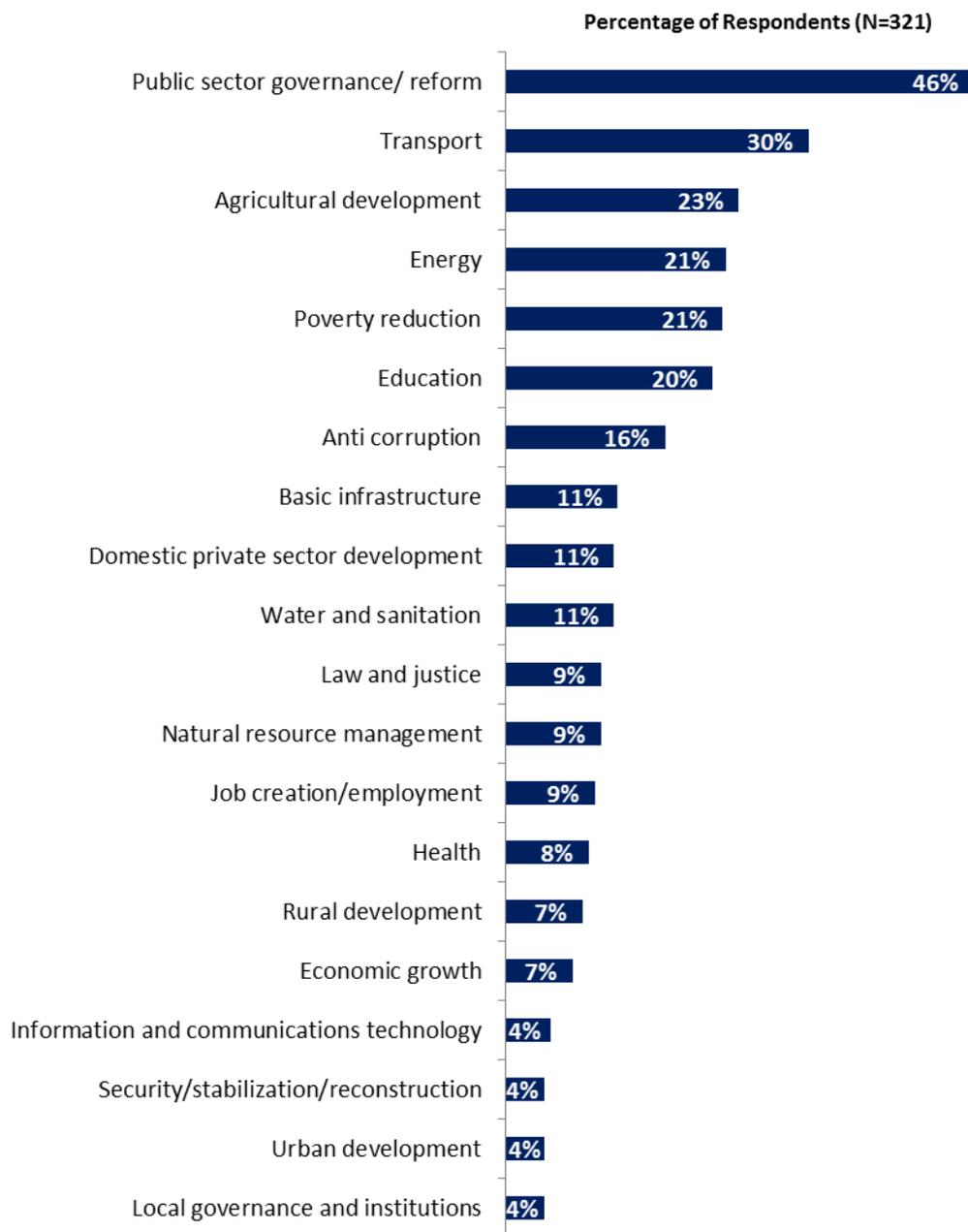
Knowledge: Meeting the DRC's Knowledge Needs (*Indicator Question*)

- Respondents from bilateral/multilateral agencies had the highest levels of agreement that the World Bank meets the DRC's needs for knowledge services whereas employees of ministries/implementation agencies and respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.
- Respondents from Kinshasa had the highest levels of agreement that the World Bank meets the DRC's needs for knowledge services (5.3) whereas respondents from Matadi had significantly lower levels of agreement (3.8).



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

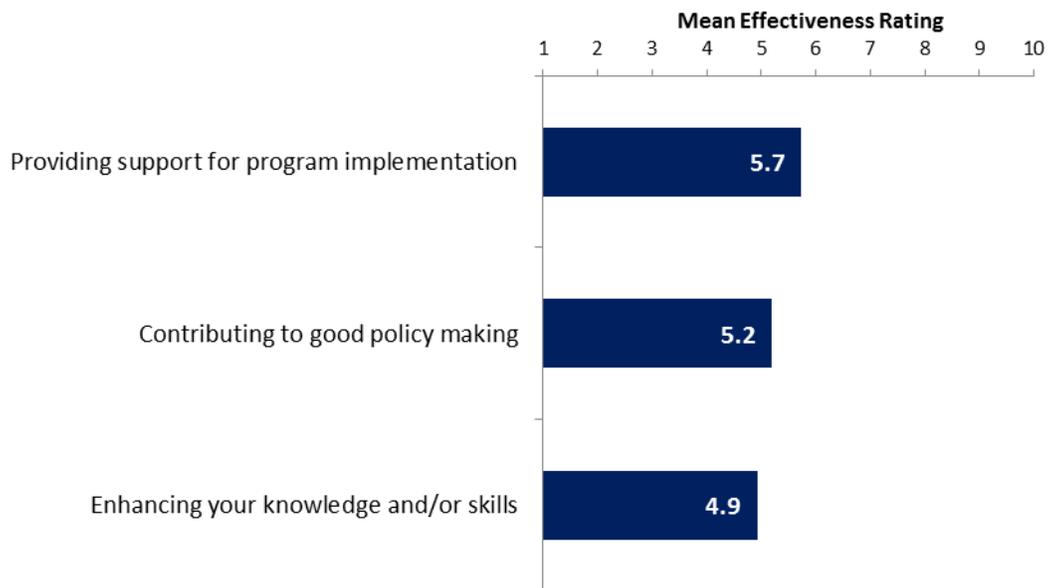


“When thinking about the development challenges in the DRC, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Respondents from bilateral/multilateral agencies gave the highest ratings for the effectiveness of the Bank's knowledge work and activities to enhance knowledge and/or skills whereas respondents from local government, the private sector/financial sector/private banks, and CSOs gave significantly lower ratings.
- Respondents from PMUs/consultants working on Bank-supported projects gave the highest ratings for the effectiveness of the Bank's knowledge work and activities to contribute to good policy making whereas respondents from local government gave significantly lower ratings.
- Respondents from PMUs/consultants working on Bank-supported projects gave the highest ratings for the effectiveness of the Bank's knowledge work and activities to provide support for program implementation whereas employees of ministries/implementation agencies and respondents from CSOs gave significantly lower ratings.

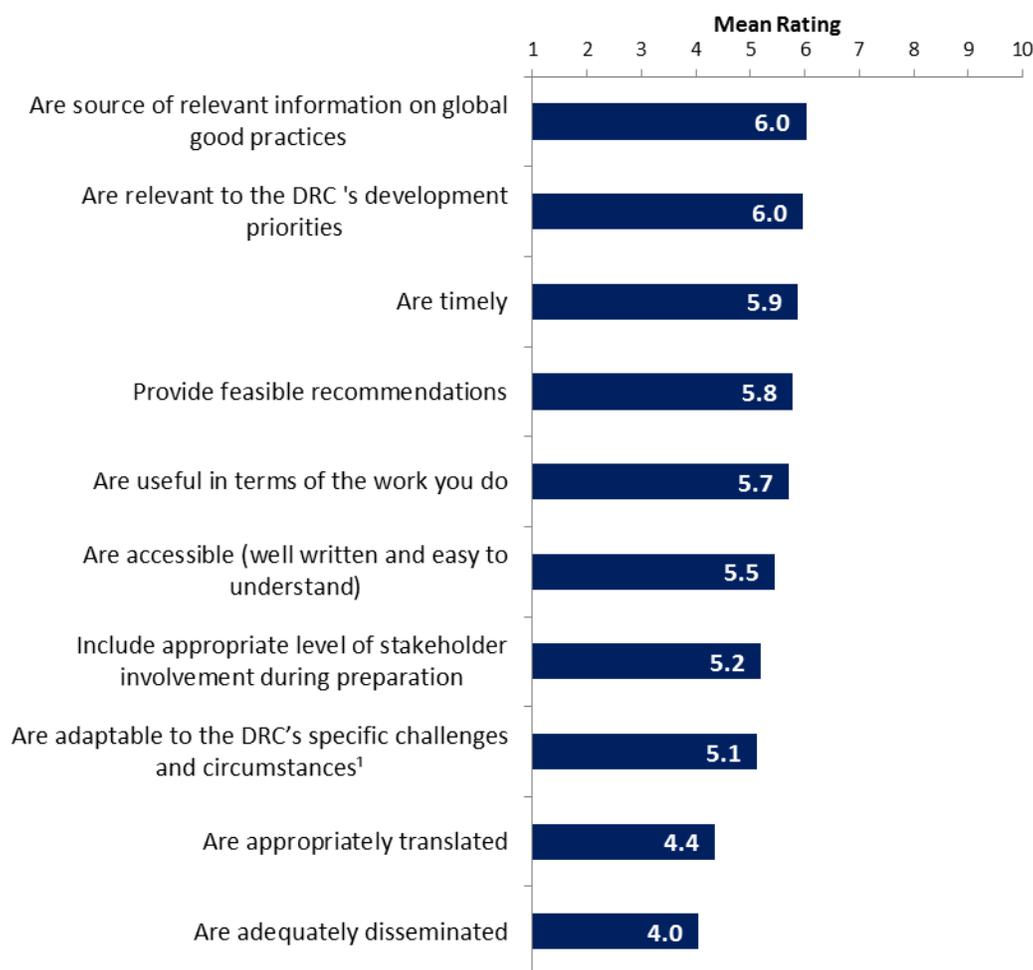


"In the DRC, how effective do you believe the World Bank's knowledge work and activities are at:"
 (1-"Not effective at all", 10-"Very effective")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

- There were significant differences between stakeholder groups across six of these qualities of the World Bank's knowledge work and activities: being relevant to the DRC's development priorities, providing feasible recommendations, being a source of relevant information on global good practices, adequately disseminated, appropriately translated, and adaptable to the DRC's specific development challenges and country circumstances. Respondents from PMUs/consultants working on Bank-supported projects and other organizations tended to give the highest ratings regarding these qualities of the Bank's knowledge work and activities whereas employees of ministries/implementation agencies and respondents from local government and the private sector/financial sector/private banks tended to give significantly lower ratings.
- Respondents from Kinshasa gave significantly higher ratings that the Bank's knowledge work and activities are adaptable to the DRC's specific development challenges and country circumstances compared to respondents from Matadi and other geographic areas. (See the Appendix for other geographic location comparisons.)

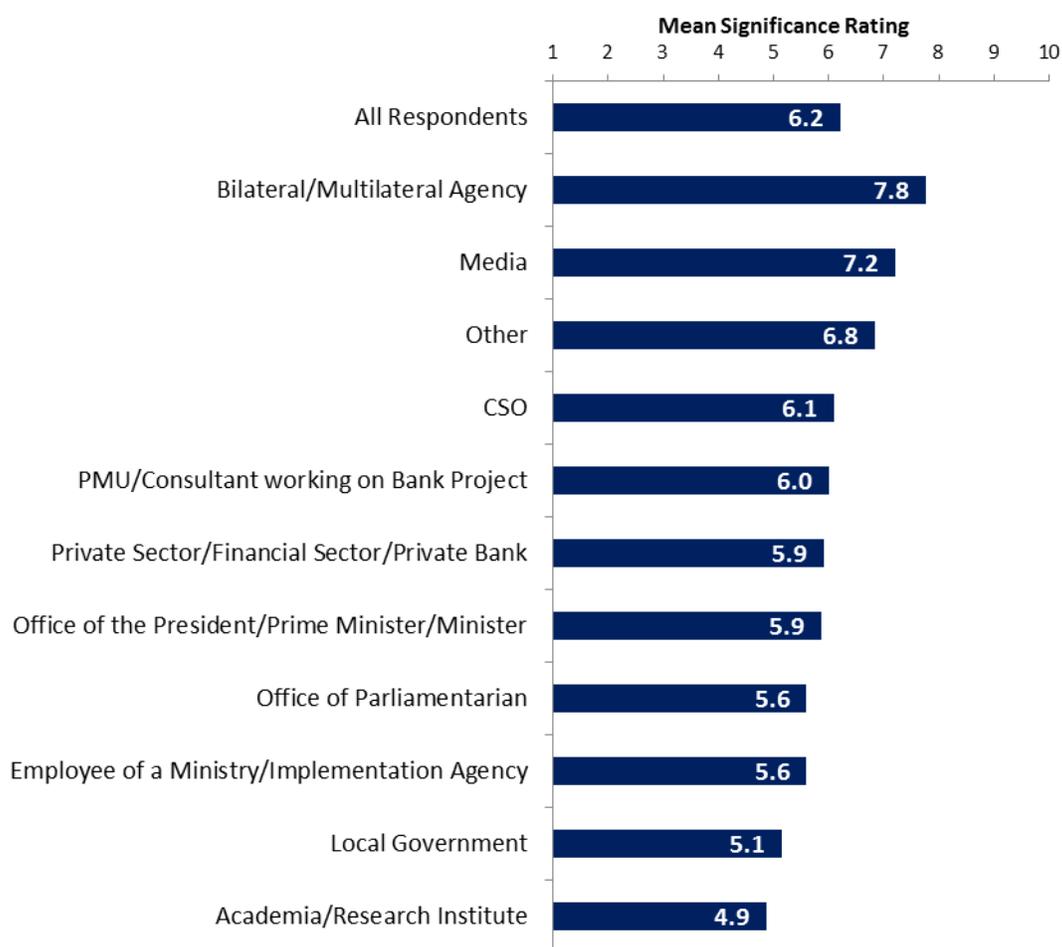


"In the DRC, to what extent do you believe that the World Bank's knowledge work and activities:"
(1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

- Respondents from bilateral/multilateral agencies, the media, and other organizations gave the highest ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in the DRC whereas respondents from local government and academia/research institutes gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in the DRC.

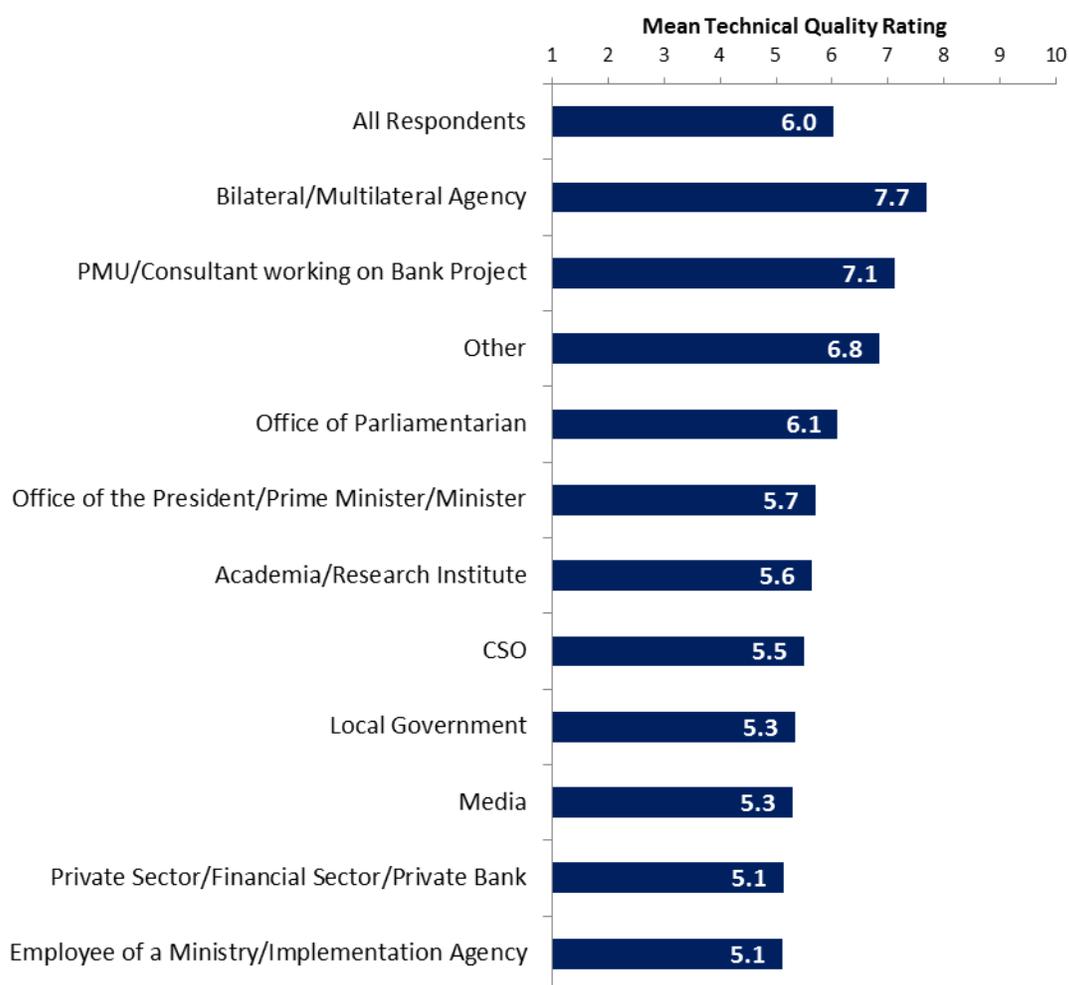


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten-point scale?
(1- "Not significant at all", 10- "Very significant")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality (*Indicator Question*)

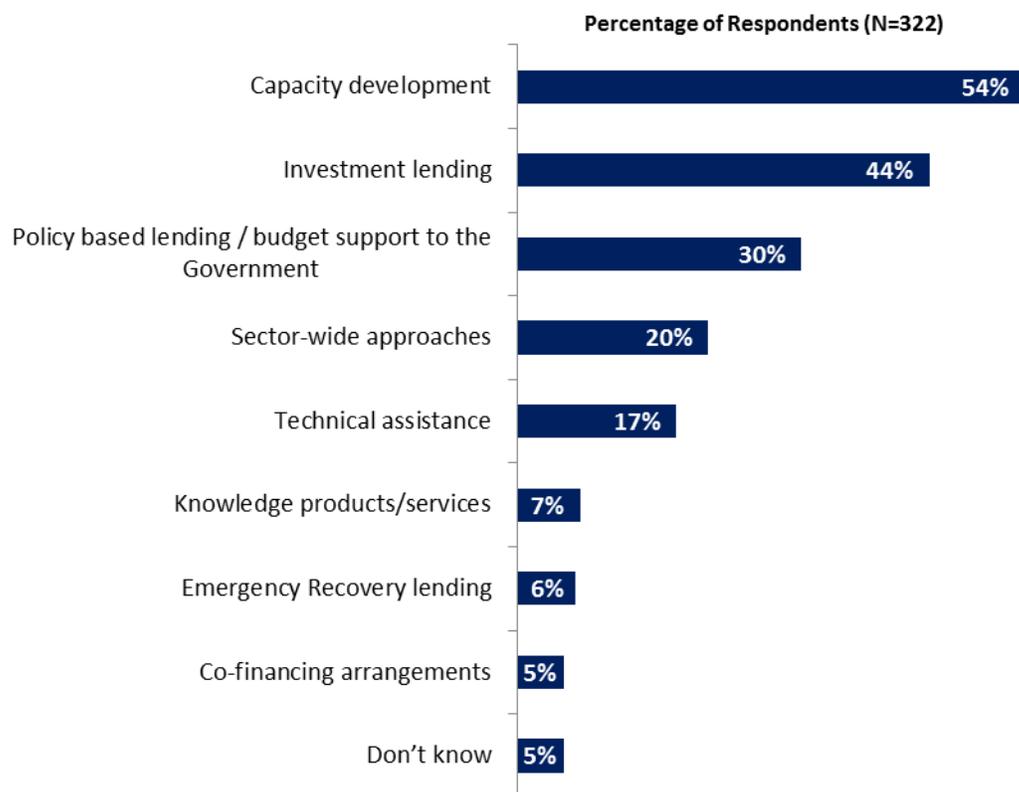
- Respondents from bilateral/multilateral agencies, PMUs/consultants working on Bank-supported projects, and other organizations gave the highest ratings for the technical quality of the World Bank's knowledge work and activities whereas respondents from the private sector/financial sector/private banks and employees of ministries/implementation agencies gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



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

VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective

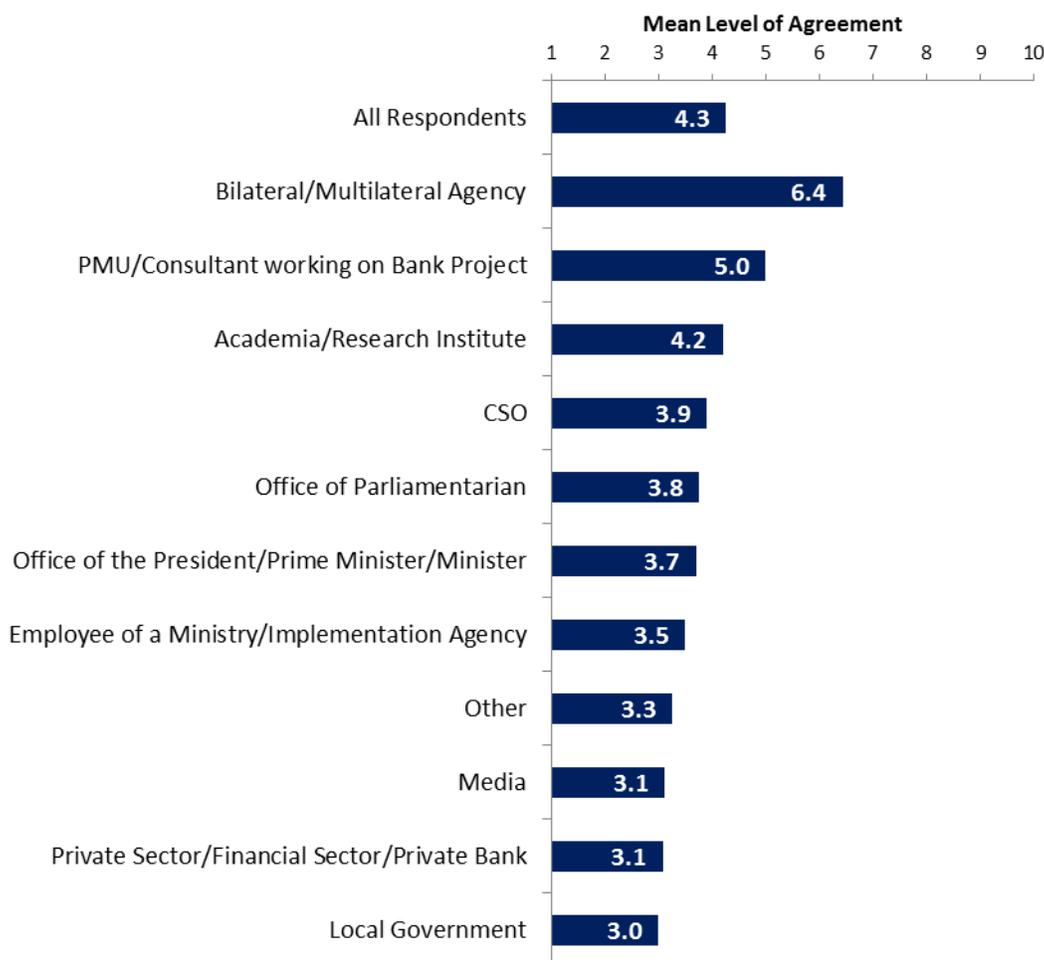


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting the DRC's Needs (*Indicator Question*)

- Respondents from bilateral/multilateral agencies had the highest levels of agreement that the Bank's financial instruments meet the DRC's needs whereas respondents from local government had significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet the DRC's needs.

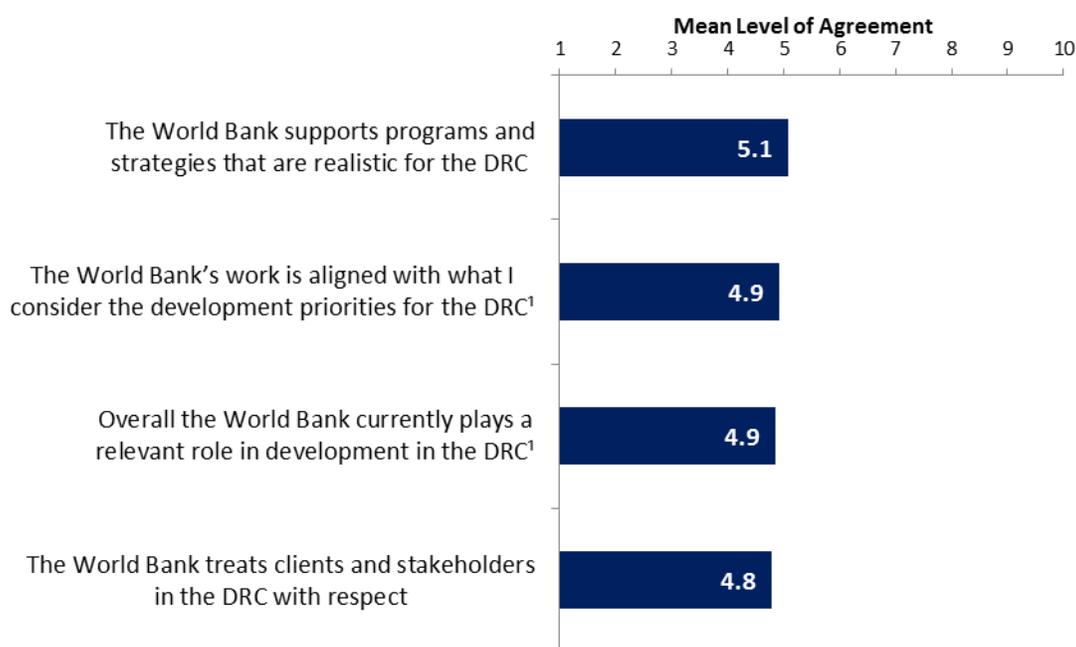


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the DRC"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. How the World Bank Operates

The World Bank's Work in the DRC

- Respondents from bilateral/multilateral agencies and PMUs/consultants working on Bank-supported projects had the highest levels of agreement that, overall, the World Bank currently plays a relevant role in development in the DRC whereas respondents from local government had significantly lower levels of agreement.
- Respondents from bilateral/multilateral agencies had the highest levels of agreement that the World Bank's work is aligned with their development priorities for the DRC whereas respondents from local government had significantly lower levels of agreement.
- Respondents from local government had the highest levels of agreement that the World Bank supports programs and strategies that are realistic for the DRC whereas respondents from academia/research institutes had significantly lower levels of agreement.
- Respondents from local government and PMUs/consultants working on Bank-supported projects had the highest levels of agreement that the World Bank treats clients and stakeholders in the DRC with respect whereas employees of ministries/implementation agencies and respondents from academia/research institutes had significantly lower levels of agreement.
- Respondents from Matadi had the highest levels of agreement that, overall, the World Bank currently plays a relevant role in development in the DRC whereas respondents from Kinshasa and Other locations had significantly lower levels of agreement. Respondents across all geographic locations had statistically similar levels of agreement that the World Bank's work is aligned with their development priorities for the DRC.

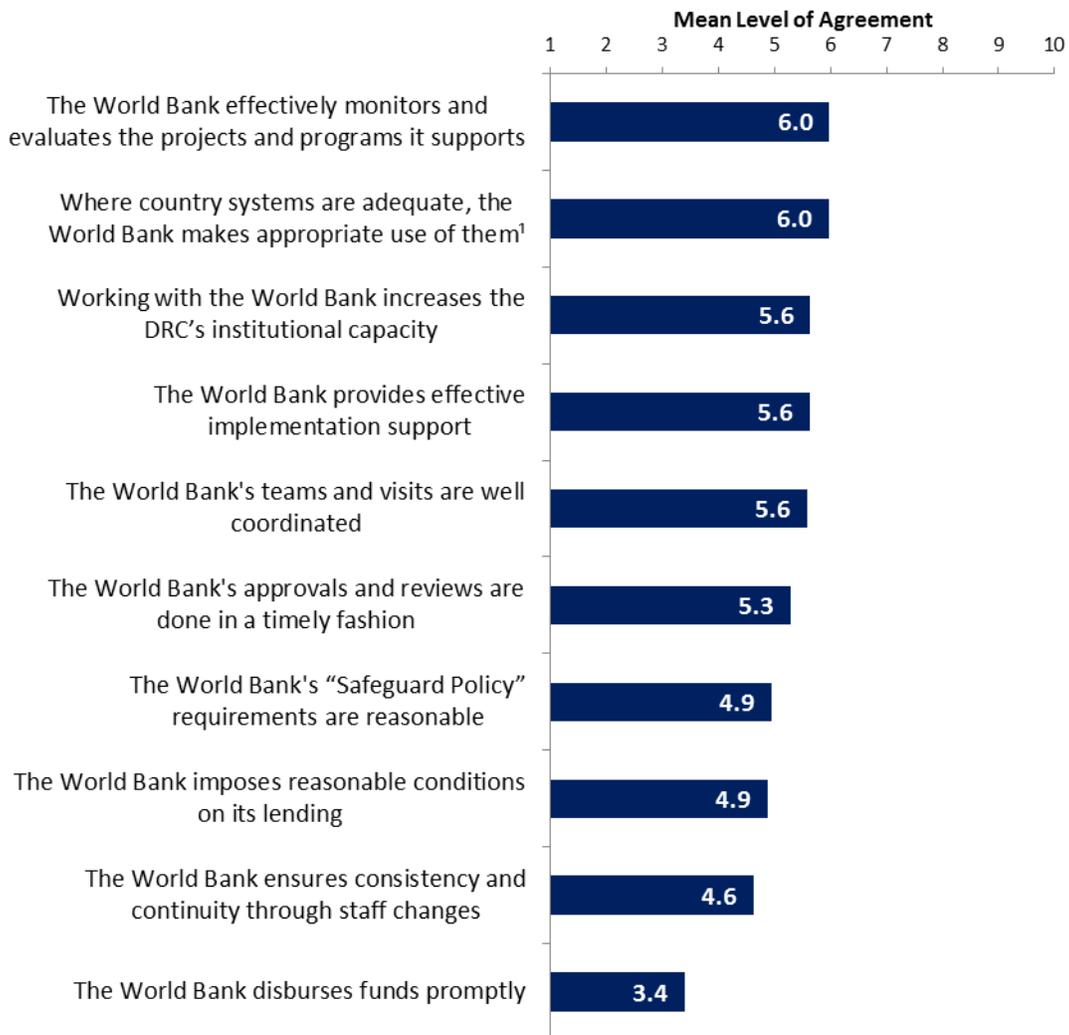


"To what extent do you agree with the following statements about the World Bank's work in the DRC, on a ten-point scale?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VIII. How the World Bank Operates (continued)

Overall Perceptions

- There were significant stakeholder group differences in their ratings across all of these aspects of how the Bank operates. For the most part, respondents from PMUs/consultants on Bank-supported projects and local government tended to have the highest levels of agreement for these statements whereas respondents from the private sector/financial sector/private banks tended to have significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement that where country systems are adequate, the Bank makes appropriate use of them. (See the Appendix for a complete comparison of geographic locations.)

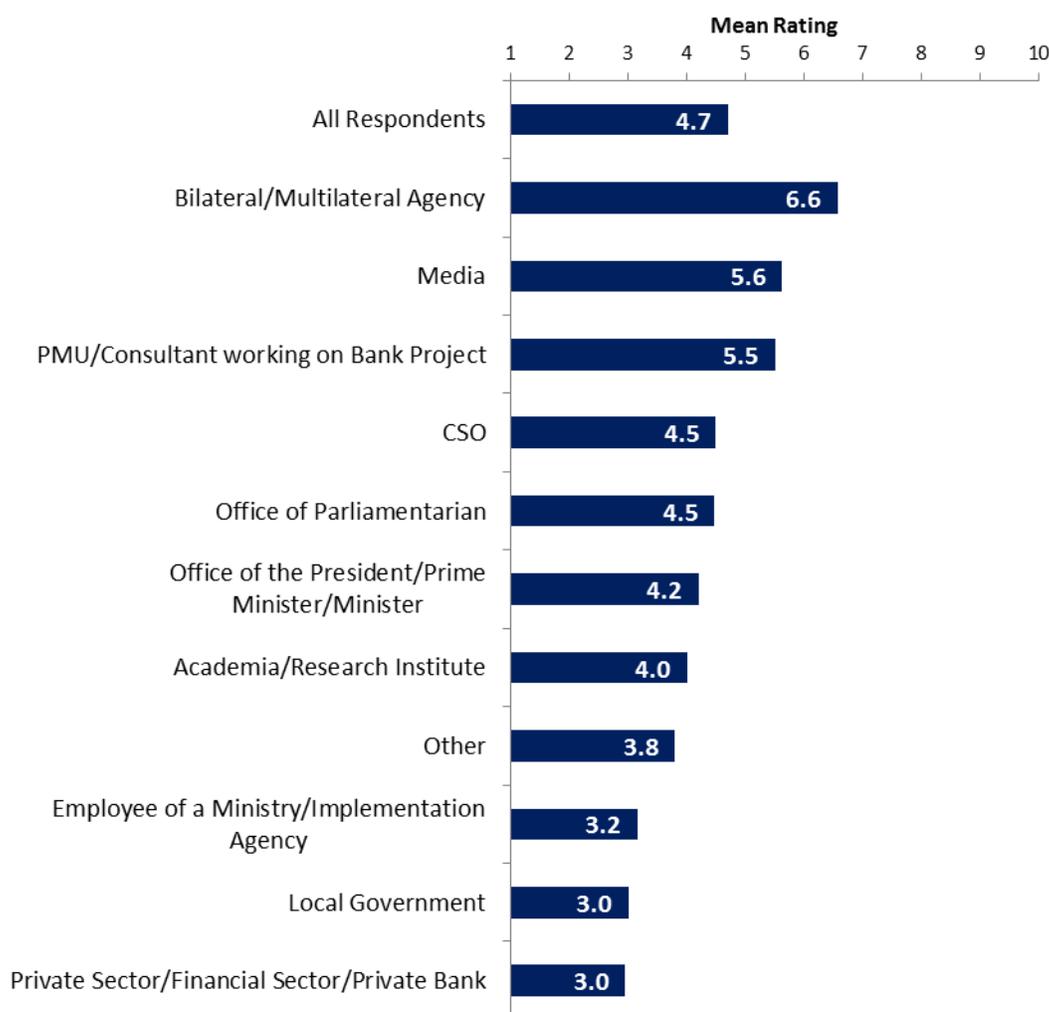


"To what extent do you agree/disagree with the following statements, on a ten-point scale?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VIII. How the World Bank Operates (continued)

Adequately Staffed in the DRC

- Respondents from bilateral/multilateral agencies had the highest ratings for the extent to which the World Bank is adequately staffed in the DRC whereas employees of ministries/implementation agencies and respondents from local government and the private sector/financial sector/private banks had significantly lower ratings.

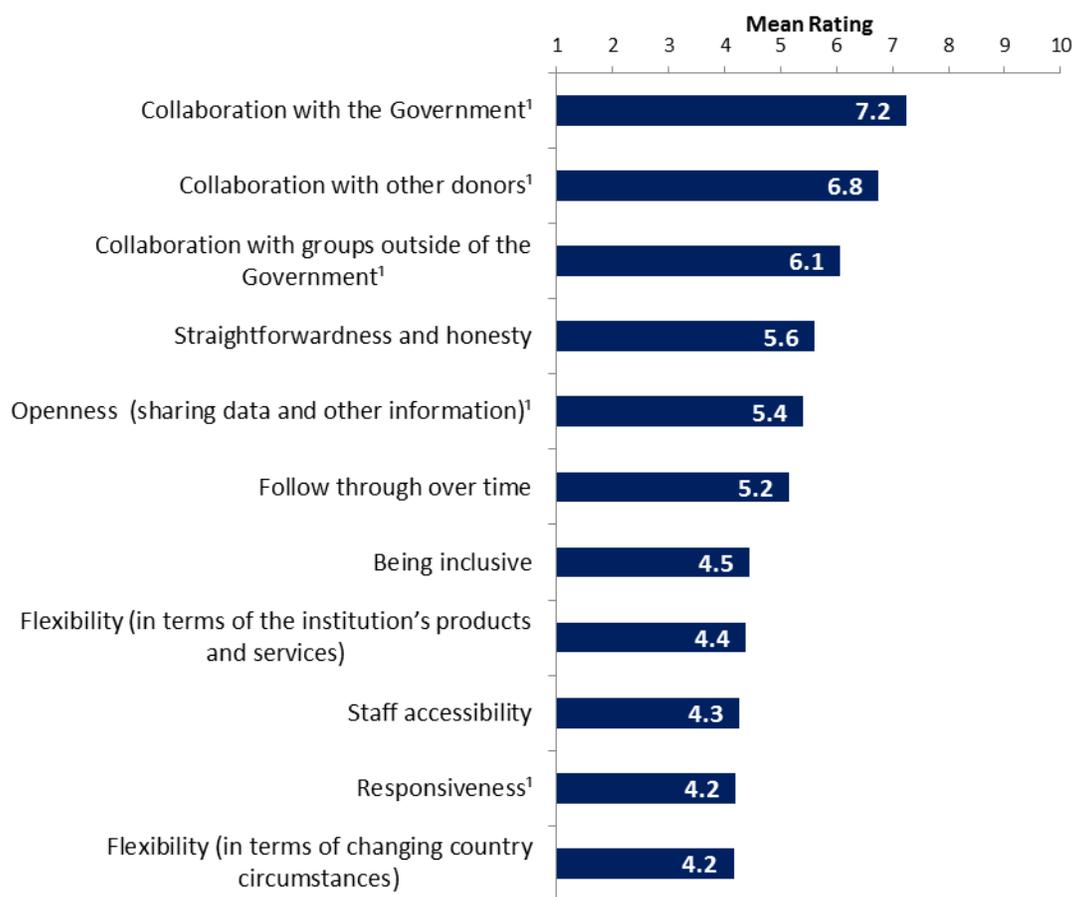


"To what extent do you believe the World Bank is adequately staffed in the DRC, on a ten-point scale?" (1-"To no degree at all", 10-"To a very significant degree")

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- There were significant stakeholder group differences in their ratings across all but one (“Flexibility (in terms of changing country circumstances)”) of these aspects of the Bank as an effective development partner. For the most part, respondents from PMUs/consultants on Bank-supported projects, local government, bilateral/multilateral agencies, and other organizations tended to have the highest ratings for these statements whereas respondents from the private sector/financial sector/private banks tended to have significantly lower ratings.
- Respondents from Kinshasa had significantly higher ratings for “Responsiveness” compared to respondents from Matadi and Other locations. Respondents from Kinshasa and Matadi had significantly higher ratings for “Openness” compared to respondents from Other locations. Respondents from Other locations had the highest ratings for “Collaboration with groups outside of the government” whereas respondents from Matadi had significantly lower ratings. (See the Appendix for a complete comparison of geographic locations.)

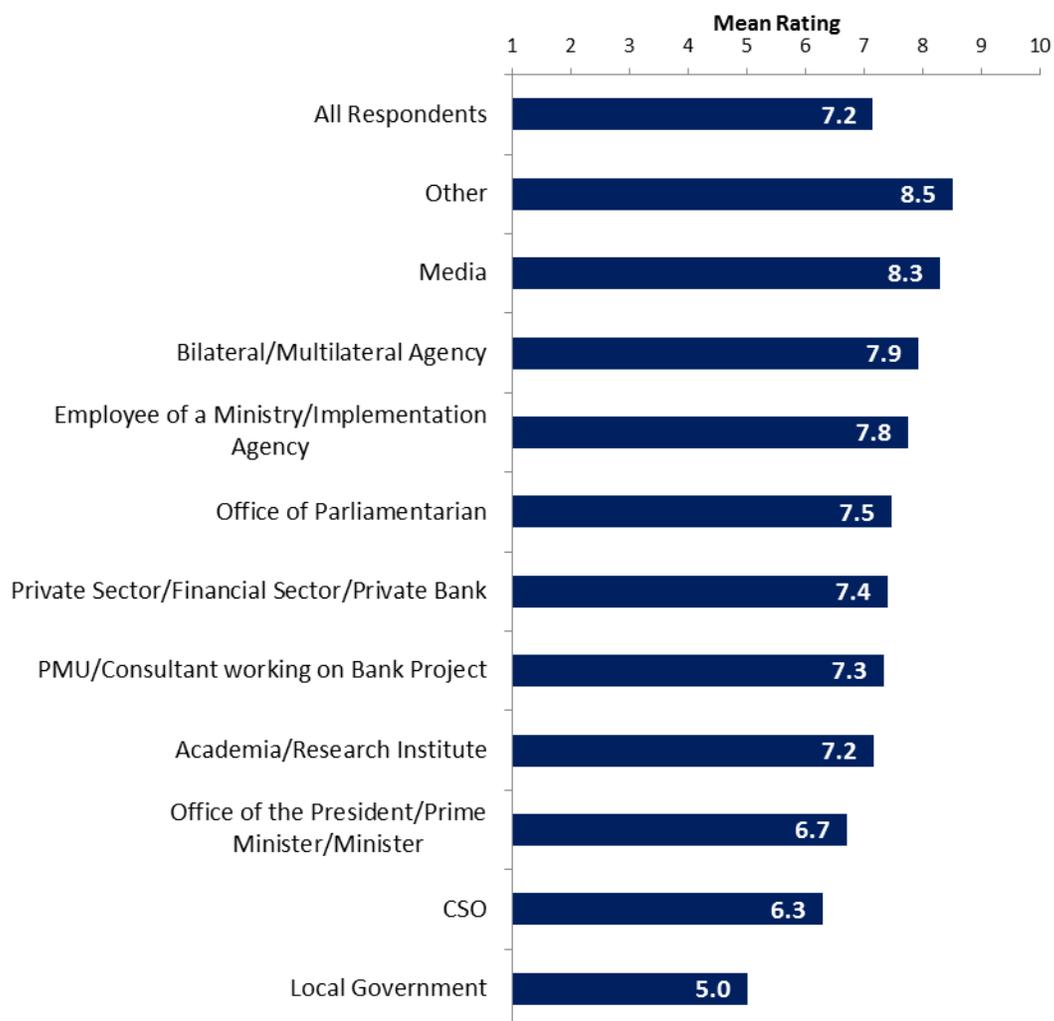


“To what extent is the World Bank an effective development partner in the DRC, in terms of each of the following?” (1- “To no degree at all”, 10- “To a very significant degree”) ¹Indicator Question

IX. The Future Role of the World Bank in the DRC

Role Significance

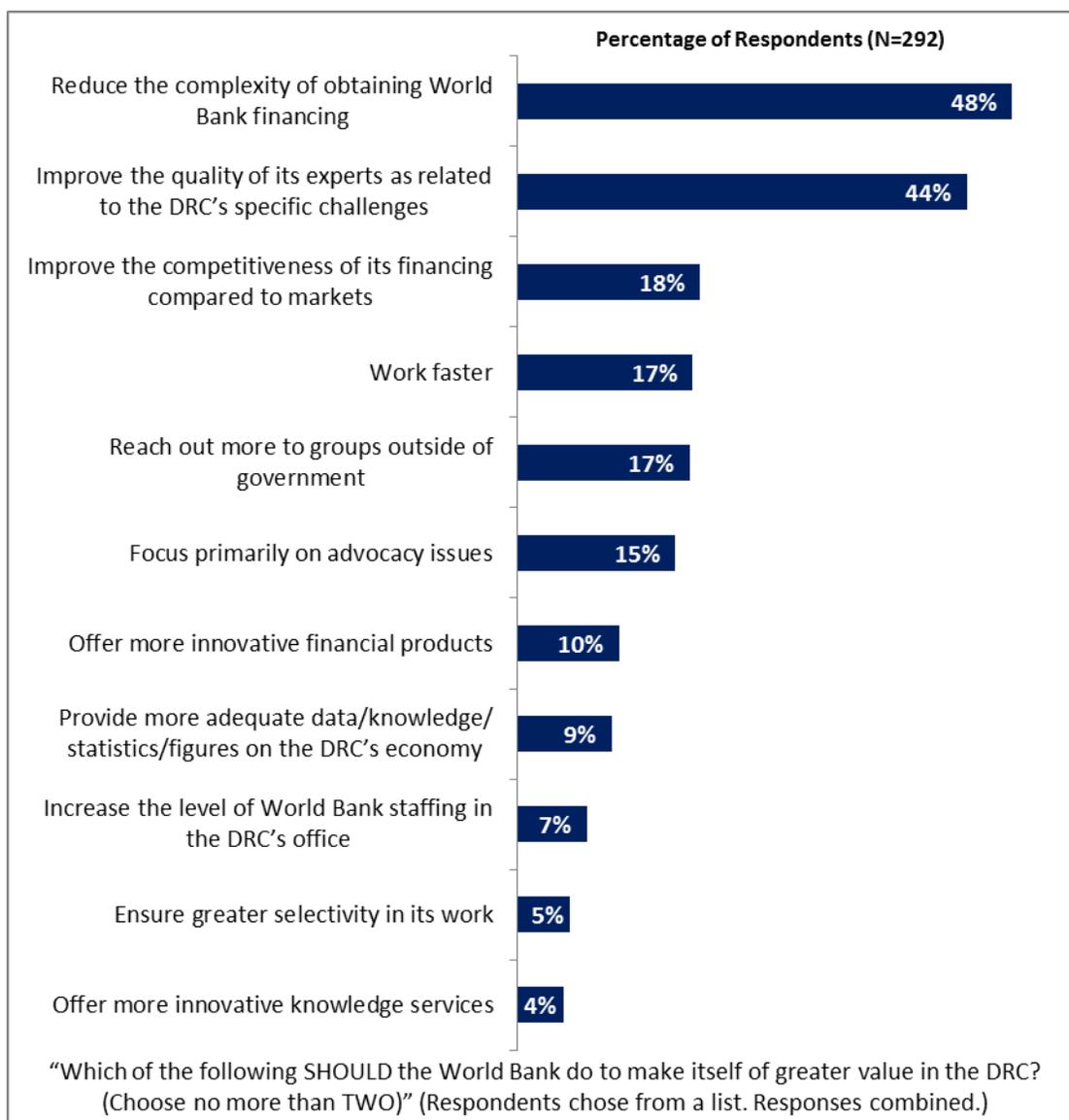
- Respondents from other organizations and the media had the highest ratings that the Bank should play a significant role in the DRC's development in the near future whereas respondents from local government had significantly lower ratings.



"How significant a role do you believe the World Bank SHOULD play in the DRC's development in the near future, on a ten-point scale?" (1-"Not a significant role at all", 10-"Very significant role")

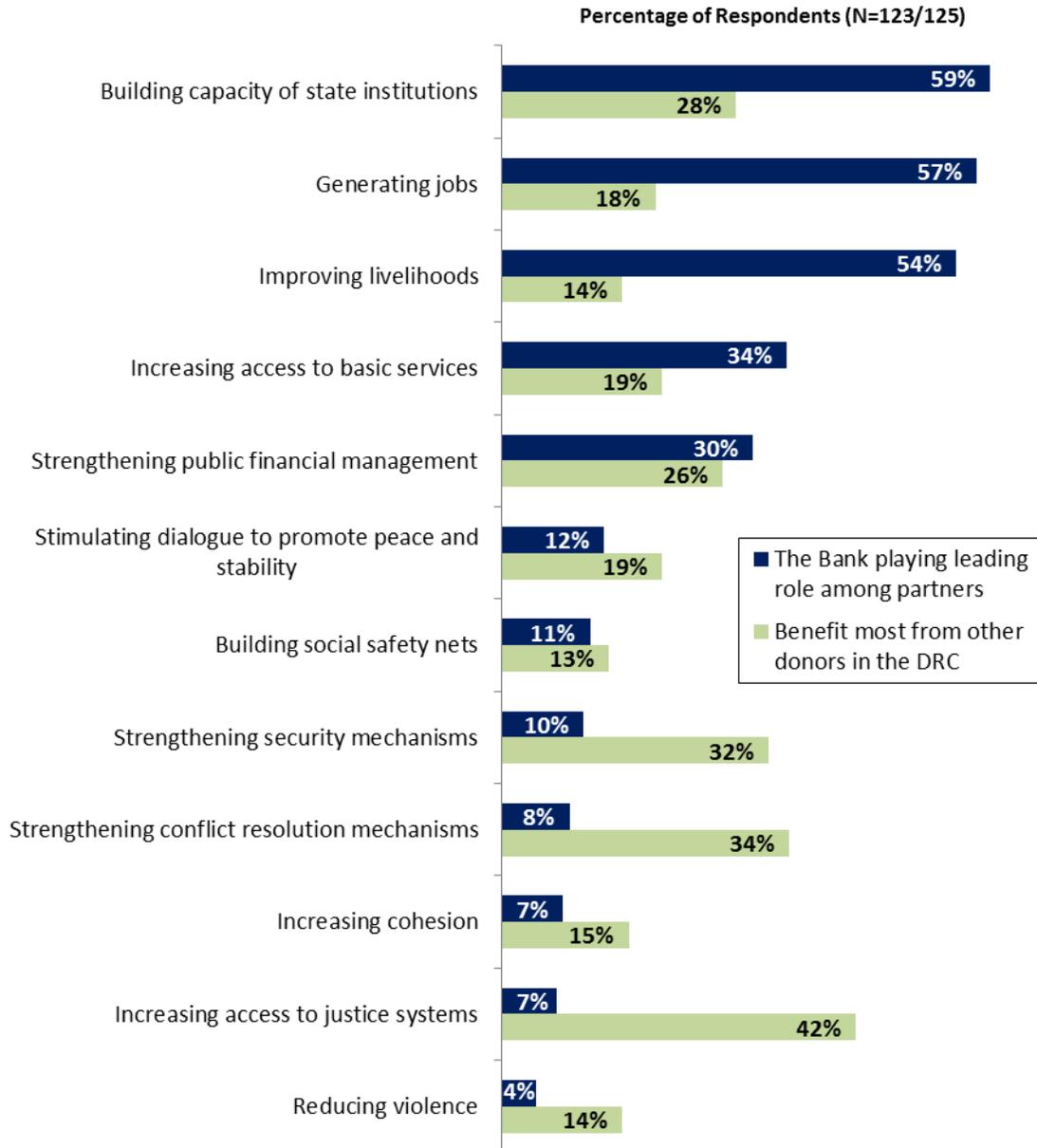
IX. The Future Role of the World Bank in the DRC (continued)

Making the World Bank of Greater Value



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

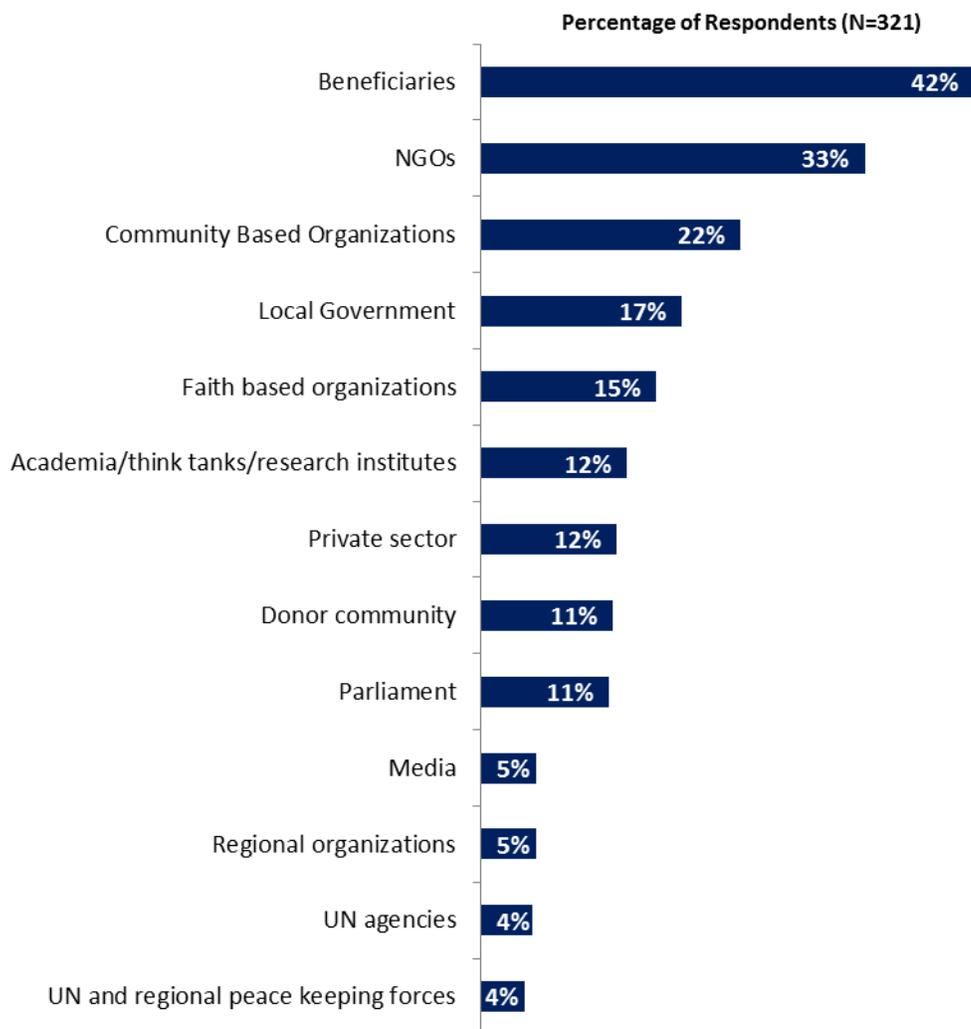
The Bank's Role among Other Donors



“Below is a list of development priorities in the DRC. Please answer the following questions: Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in DRC? Which THREE areas below would benefit most from other donors in DRC? (Choose no more than THREE for each column)” (Respondents chose from a list. Responses combined.)

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

Collaborating with Stakeholders in the DRC

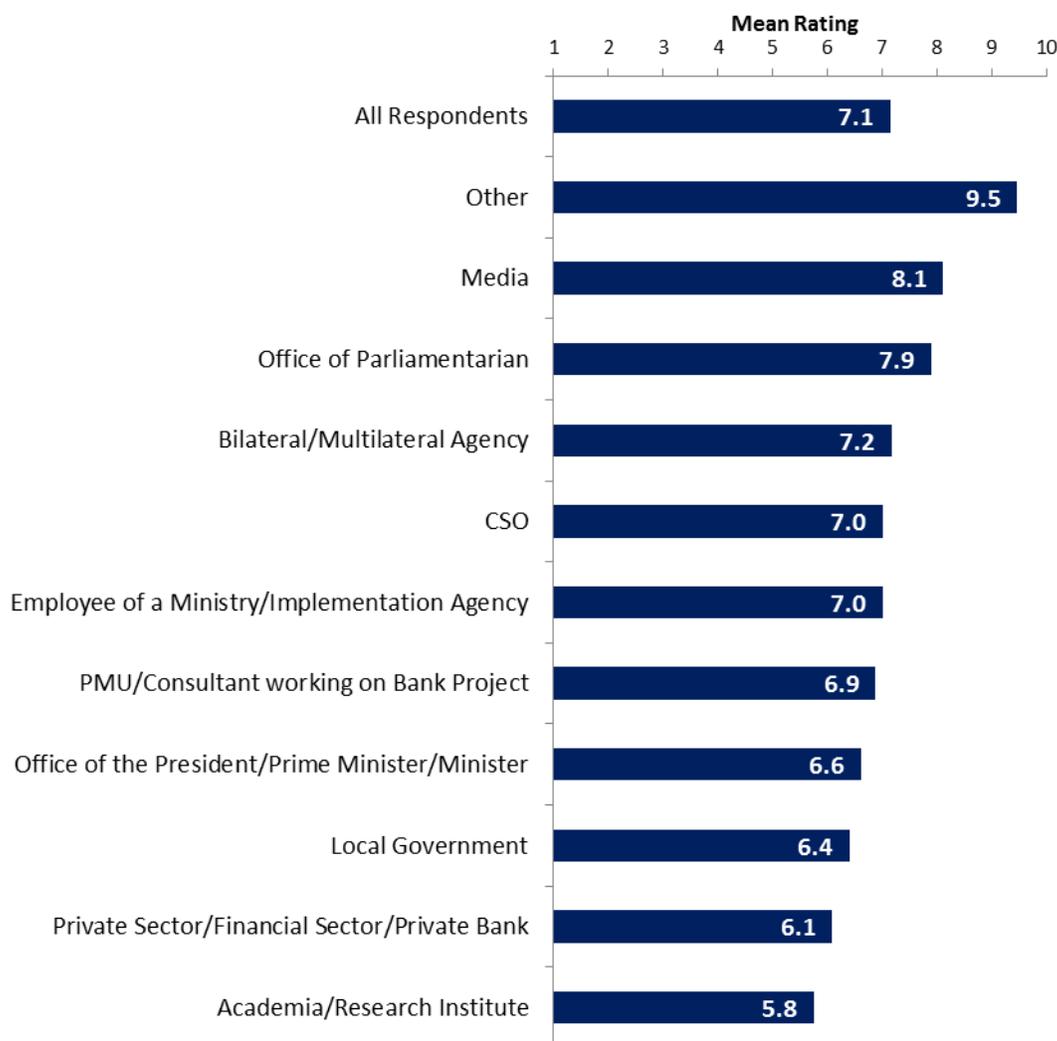


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)

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

Influencing the Global Development Agenda

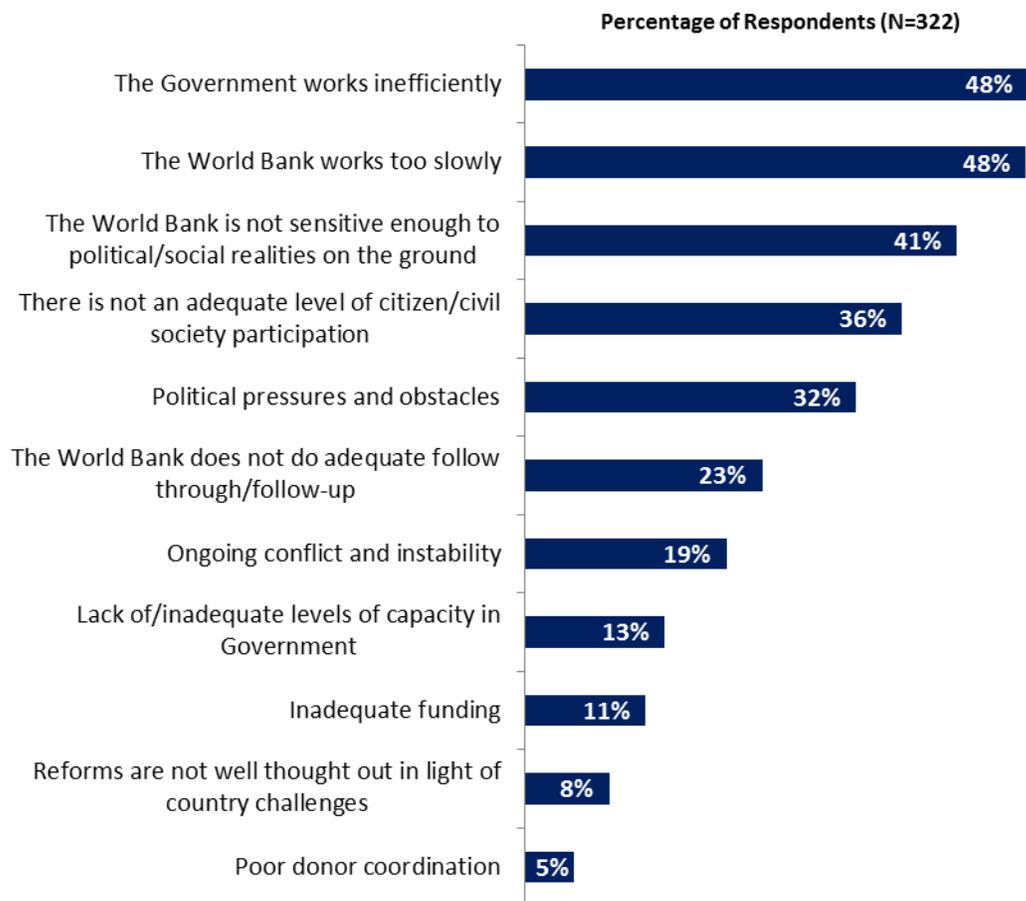
- Respondents from other organizations had the highest ratings that the World Bank should seek to influence the global development agenda as related to “Global public goods” whereas respondents from academia/research institutes had significantly lower ratings.



“To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods' (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten-point scale?"
 (1 - "To no degree at all", 10 - "To a very significant degree")

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

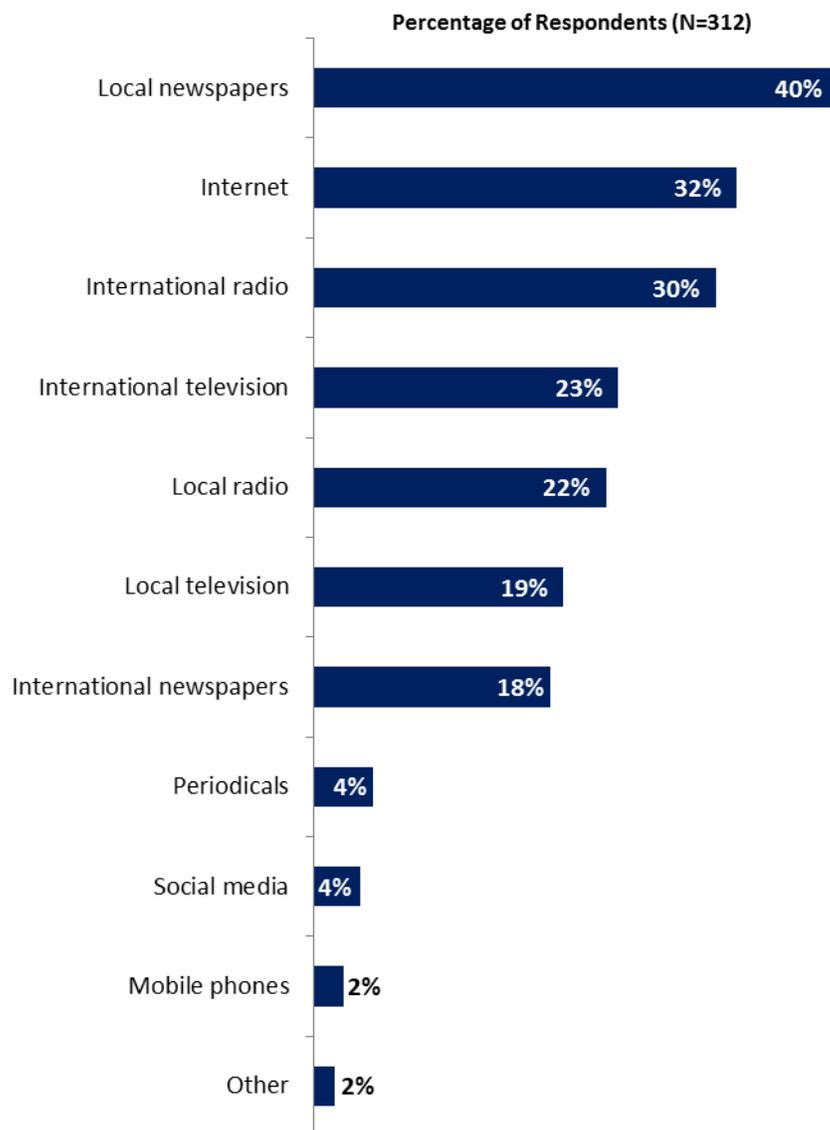
Attributing Slow or Failed Reform Efforts



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

X. Communication and Openness

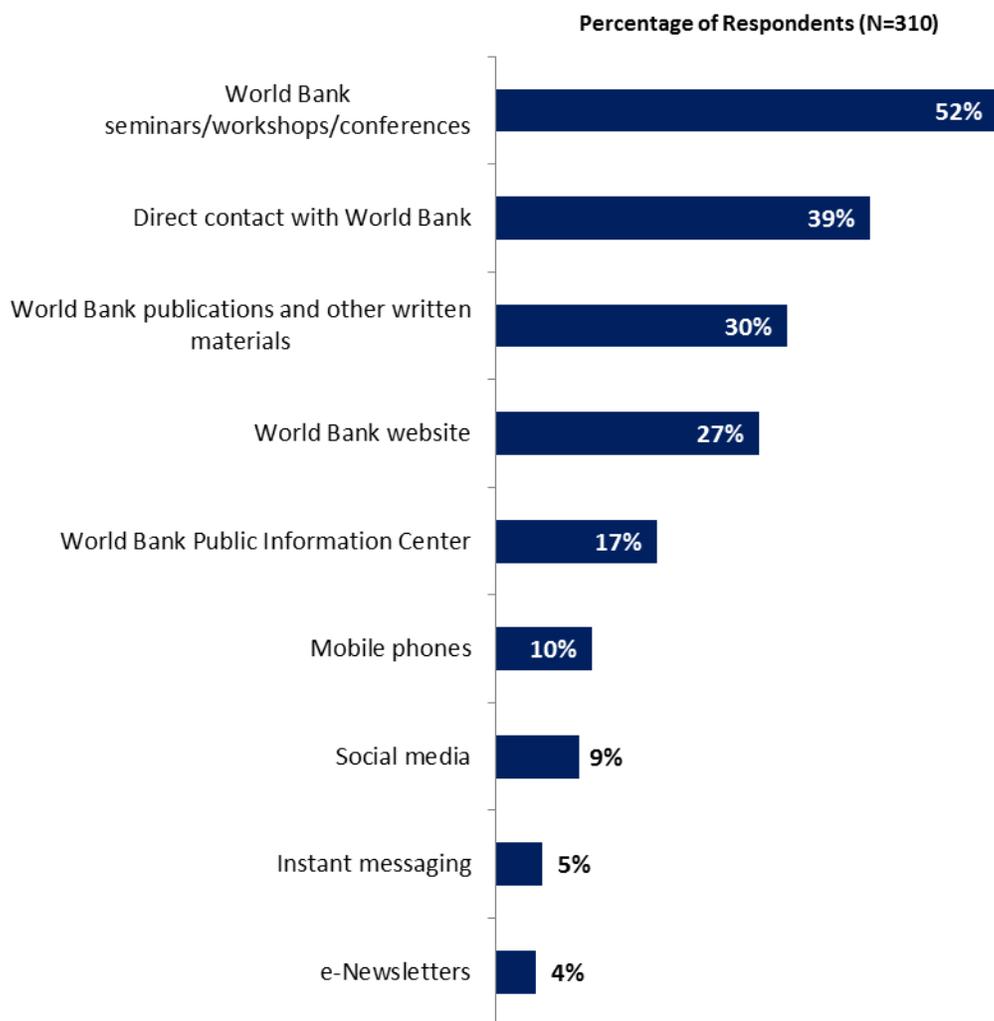
Information Sources



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

X. Communication and Openness (continued)

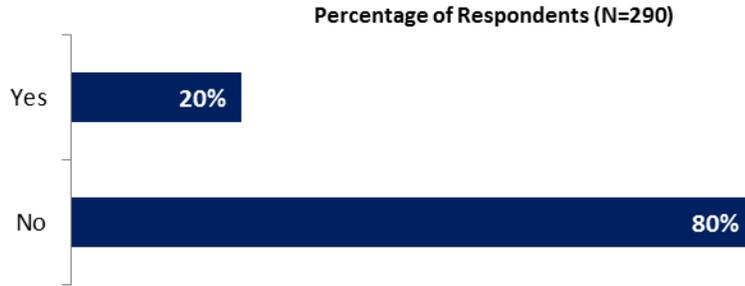
Preferred Information Sources



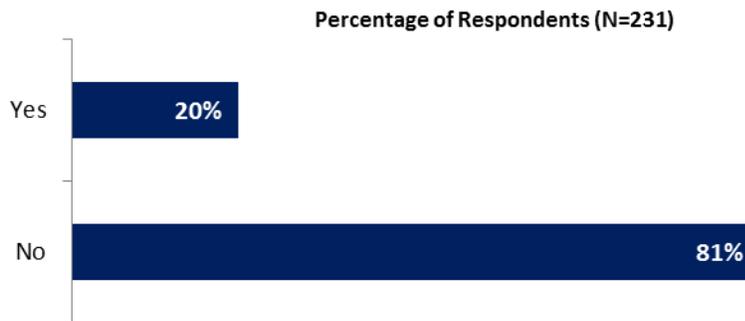
“How would you prefer to receive information from the World Bank?
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

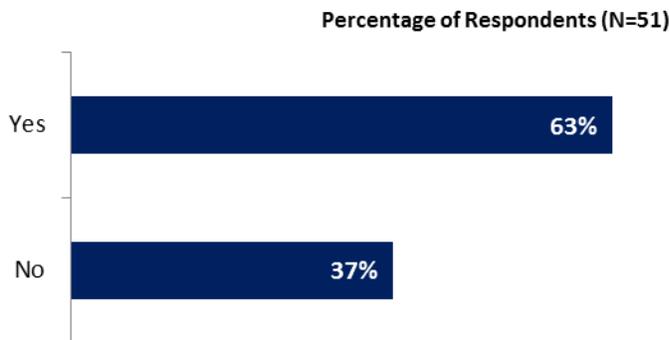
Access to Information



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



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



“Were you able to obtain this information?”

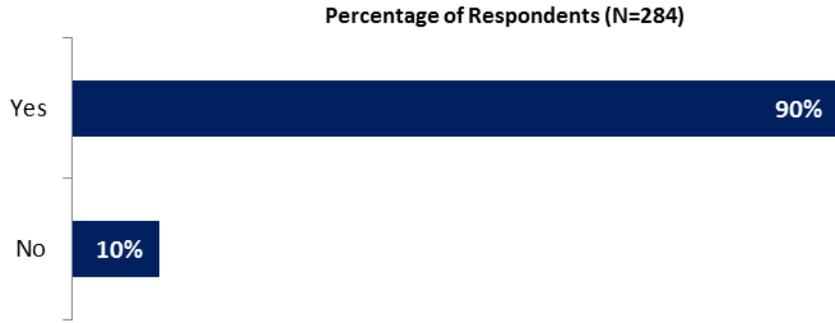


“Please rate how much you agree with the following statements, on a ten-point scale.”
 (1-“Strongly disagree”, 10-“Strongly agree”)

X. Communication and Openness (continued)

Internet Access

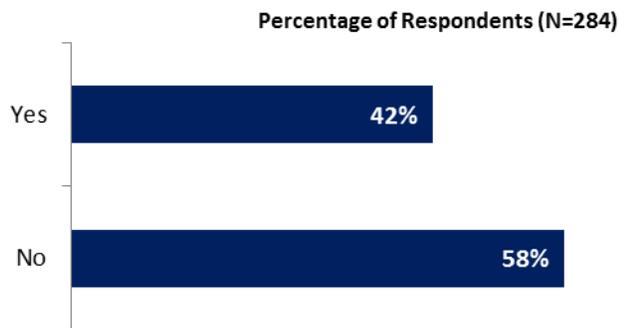
- Respondents from local government were significantly less likely to have Internet access compared to respondents from other stakeholder groups.



“Do you have access to the Internet?” (Respondents chose from a list.)

Website Usage

- Respondents from bilateral/multilateral agencies were significantly more likely to indicate that they use/have used the World Bank website compared to respondents from other stakeholder groups.

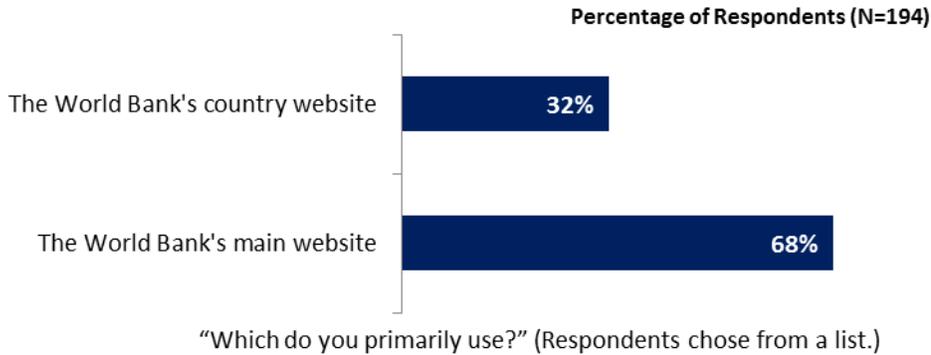


“Do you use/have you used the World Bank website?” (Respondents chose from a list.)

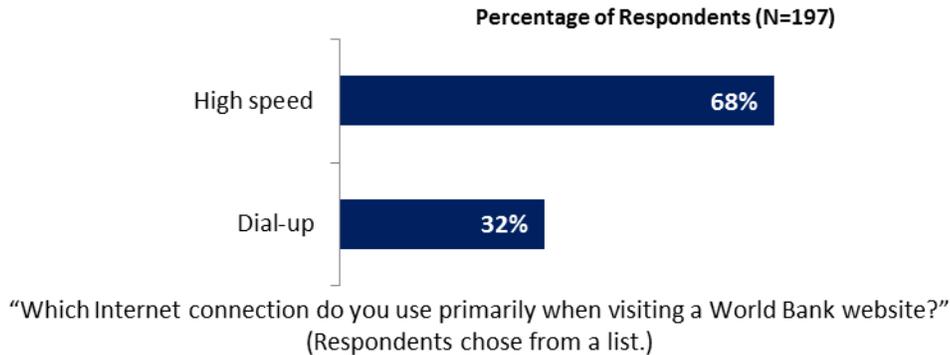
X. Communication and Openness (continued)

Website Usage (continued)

- Respondents from the office of the President/Prime Minister/Minister, the office of a Parliamentarian, and other organizations were significantly more likely to use the World Bank's country website compared to respondents from other stakeholder groups.



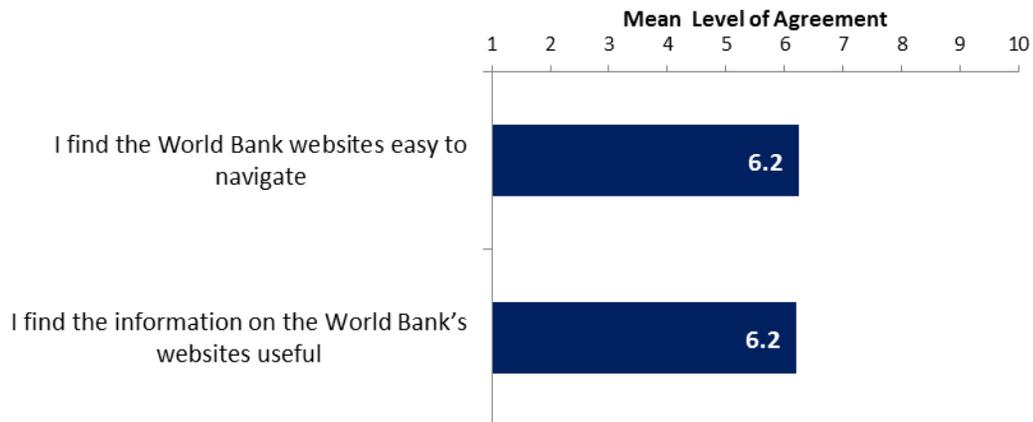
- Respondents from local government were significantly more likely to utilize dial-up Internet connections compared to respondents from other stakeholder groups.



X. Communication and Openness (continued)

Website Evaluation

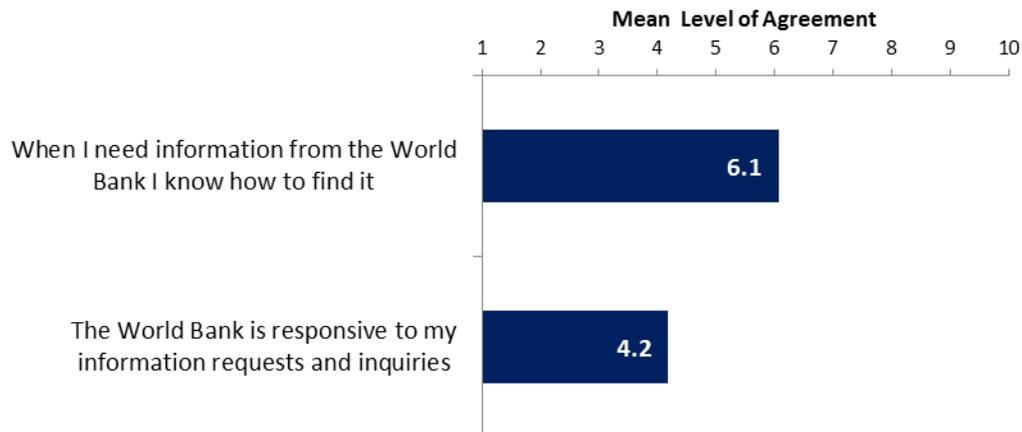
- Respondents from the office of the President, bilateral/multilateral agencies, and the media had the highest levels of agreement that the World Bank websites are easy to navigate whereas respondents from the office of a Parliamentarian, PMUs/consultants working on Bank-supported projects, local government, and other organizations had significantly lower levels of agreement.



"Please rate how much you agree with the following statements, on a ten-point scale."
(1-"Strongly disagree", 10-"Strongly agree")

Information Sharing

- Respondents from bilateral/multilateral agencies and academia/research institutes had the highest levels of agreement that when they need information from the Bank they know how to find it whereas respondents from local government, the media, and the office of a Parliamentarian had significantly lower levels of agreement.

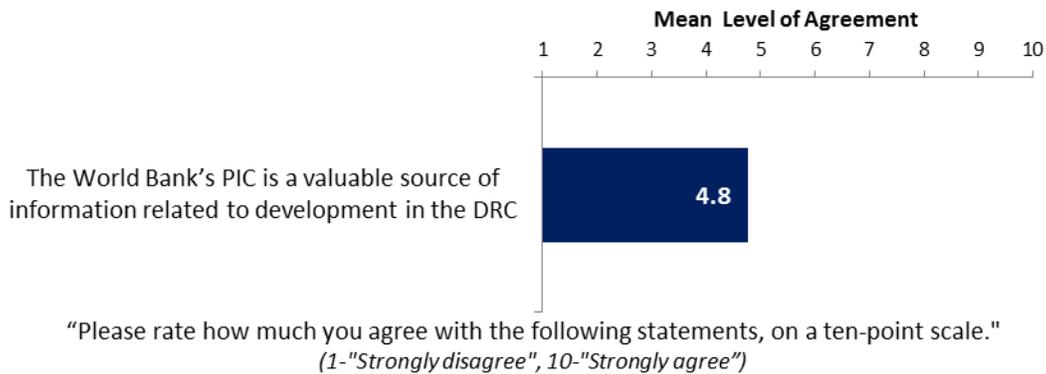
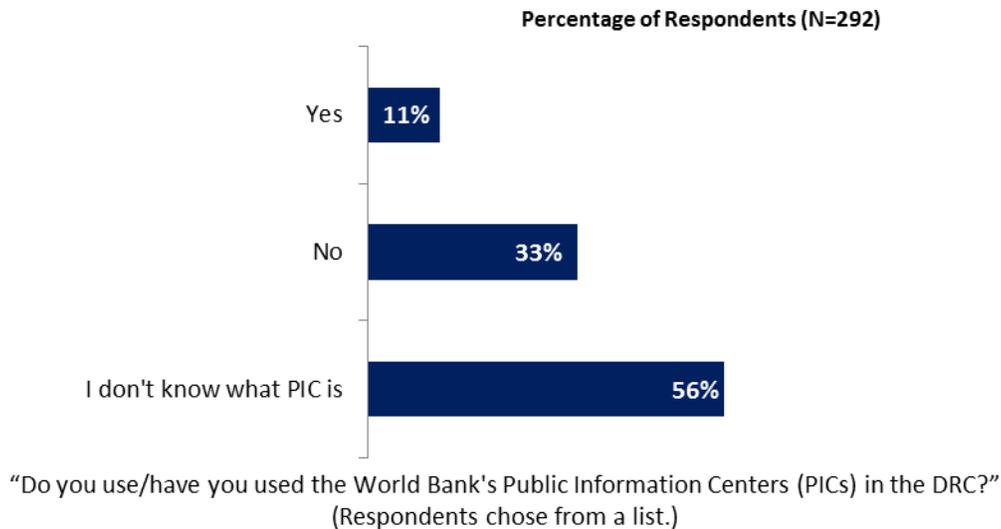


"Please rate how much you agree with the following statements, on a ten-point scale."
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Public Information Centers (PICs)

- Respondents from PMUs/consultants working on Bank-supported projects and CSOs were significantly more likely to have used the World Bank's PICs in the DRC compared to respondents from other stakeholder groups.



XI. Appendices

| | |
|---|-----|
| A. Responses to All Questions across All Respondents | 49 |
| B. Responses to All Questions by Stakeholder Groups | 65 |
| C. Responses to All Questions by Geographic Location | 85 |
| D. Indicator Questions as a Function of Exposure to the Bank..... | 99 |
| E. World Bank Country Survey 2013 – DRC Questionnaire | 100 |

DEMOCRATIC REPUBLIC OF CONGO



Appendix A: Responses to All Questions across All Respondents (N=331)

A. General Issues Facing the DRC

| 1. In general, would you say that the DRC is headed in...? | Percentage of Respondents (N=302) |
|--|--------------------------------------|
| The right direction | 44.7% |
| The wrong direction | 26.5% |
| Not sure | 28.8% |

| 2. Listed below are a number of development priorities in the DRC. Please identify which of the following you consider the most important development priorities in the DRC? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=320) |
|--|--|
| Transport | 38.1% |
| Agricultural development | 25.0% |
| Energy | 23.1% |
| Public sector governance/ reform | 22.5% |
| Education | 21.3% |
| Security/stabilization/reconstruction | 16.9% |
| Water and sanitation | 16.6% |
| Poverty reduction | 15.9% |
| Job creation/employment | 14.4% |
| Basic infrastructure | 12.2% |
| Anti corruption | 12.2% |
| Law and justice | 10.6% |
| Social protection | 7.8% |
| Health | 7.8% |
| Rural development | 6.6% |
| Domestic private sector development | 4.7% |
| Local governance and institutions | 4.7% |
| Food security | 4.4% |
| Economic growth | 4.1% |
| Natural resource management | 4.1% |
| Regional conflict and tensions | 3.8% |
| Information and communications technology | 3.8% |
| Foreign direct investment | 2.8% |
| Global/regional integration | 2.5% |
| Social cohesion | 2.2% |
| Environmental sustainability | 1.9% |
| Financial markets | 1.6% |
| Urban development | 1.6% |
| Regulatory framework | 1.3% |
| Gender | 0.9% |
| Climate change | 0.9% |
| Equality of opportunity | 0.6% |
| Trade and exports | 0.6% |
| Communicable/non-communicable diseases | 0.6% |
| Crime and violence | 0.3% |
| Disaster management | 0.3% |

A. General Issues Facing the DRC (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 the DRC? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=330) |
|---|--|
| Agricultural development | 28.5% |
| Transport | 27.9% |
| Job creation/employment | 27.6% |
| Water and sanitation | 27.0% |
| Economic growth | 23.9% |
| Rural development | 21.5% |
| Public sector governance/ reform | 20.0% |
| Basic infrastructure | 15.8% |
| Energy | 14.5% |
| Anti corruption | 11.8% |
| Natural resource management | 10.0% |
| Education | 7.9% |
| Law and justice | 7.6% |
| Domestic private sector development | 6.7% |
| Local governance and institutions | 6.4% |
| Health | 5.8% |
| Food security | 4.5% |
| Security/stabilization/reconstruction | 4.2% |
| Equality of opportunity | 3.0% |
| Regional conflict and tensions | 2.7% |
| Foreign direct investment | 2.7% |
| Global/regional integration | 2.1% |
| Social protection | 2.1% |
| Urban development | 1.8% |
| Social cohesion | 1.8% |
| Gender | 1.5% |
| Regulatory framework | 1.5% |
| Information and communications technology | 1.2% |
| Environmental sustainability | 1.2% |
| Communicable/non-communicable diseases | 0.9% |
| Climate change | 0.6% |
| Crime and violence | 0.6% |
| Disaster management | 0.6% |
| Financial markets | 0.3% |
| Trade and exports | 0.3% |

A. General Issues Facing the DRC (continued)

| 4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the DRC? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=327) |
|--|--|
| Energy | 37.6% |
| Agricultural development | 31.2% |
| Transport | 27.5% |
| Natural resource management | 23.2% |
| Public sector governance/ reform | 19.3% |
| Anti corruption | 18.3% |
| Trade and exports | 15.3% |
| Foreign direct investment | 15.0% |
| Basic infrastructure | 13.8% |
| Job creation/employment | 11.3% |
| Health | 10.7% |
| Domestic private sector development | 10.4% |
| Rural development | 8.0% |
| Information and communications technology | 6.1% |
| Water and sanitation | 5.8% |
| Education | 5.2% |
| Local governance and institutions | 4.9% |
| Financial markets | 4.3% |
| Law and justice | 4.0% |
| Regional conflict and tensions | 3.1% |
| Regulatory framework | 3.1% |
| Security/stabilization/reconstruction | 2.8% |
| Global/regional integration | 2.4% |
| Social protection | 2.4% |
| Equality of opportunity | 2.1% |
| Social cohesion | 2.1% |
| Urban development | 1.5% |
| Gender | 1.2% |
| Disaster management | 1.2% |
| Food security | 1.2% |
| Climate change | 0.6% |
| Communicable/non-communicable diseases | 0.6% |
| Environmental sustainability | 0.6% |
| Crime and violence | 0.0% |

B. Overall Attitudes toward the World Bank

| Familiarity | N | Mean | SD |
|--|----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank in the DRC, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar) | 307 | 4.49 | 2.59 |

| Overall Effectiveness | N | Mean | SD |
|---|----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank's effectiveness in the DRC, on a ten-point scale. (1-Not effective at all, 10-Very effective) | 292 | 4.91 | 2.50 |

B. Overall Attitudes toward the World Bank (continued)

| Staff Preparedness | N | Mean | SD |
|---|----------|-------------|-----------|
| 3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree) | 277 | 5.37 | 2.65 |

| 4. When thinking about how the World Bank can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in the DRC? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=324) |
|---|--|
| Transport | 37.0% |
| Agricultural development | 25.3% |
| Poverty reduction | 21.3% |
| Energy | 18.8% |
| Health | 18.8% |
| Education | 18.5% |
| Public sector governance/ reform | 17.9% |
| Job creation/employment | 17.3% |
| Security/stabilization/reconstruction | 15.7% |
| Basic infrastructure | 13.9% |
| Water and sanitation | 12.0% |
| Social protection | 8.6% |
| Rural development | 8.0% |
| Law and justice | 8.0% |
| Anti corruption | 7.4% |
| Economic growth | 7.1% |
| Natural resource management | 5.9% |
| Domestic private sector development | 4.3% |
| Local governance and institutions | 4.0% |
| Food security | 3.4% |
| Global/regional integration | 3.1% |
| Financial markets | 3.1% |
| Information and communications technology | 2.8% |
| Foreign direct investment | 2.5% |
| Equality of opportunity | 2.2% |
| Environmental sustainability | 1.9% |
| Gender | 1.5% |
| Regional conflict and tensions | 1.5% |
| Social cohesion | 1.2% |
| Regulatory framework | 1.2% |
| Urban development | 0.9% |
| Communicable/non-communicable diseases | 0.9% |
| Climate change | 0.6% |
| Trade and exports | 0.6% |
| Crime and violence | 0.3% |
| Disaster management | 0.3% |

B. Overall Attitudes toward the World Bank (continued)

| 5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC? | Percentage of Respondents (N=241) | | |
|---|-----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Financial resources: investment lending | 32.4% | 18.7% | 51.1% |
| Financial resources: policy based lending / budget support to the Government | 24.5% | 14.9% | 39.4% |
| Training/capacity building | 8.7% | 17.9% | 26.6% |
| Strategy formulation | 14.5% | 6.4% | 20.9% |
| Technical assistance | 5.4% | 13.2% | 18.6% |
| Policy advice | 4.1% | 7.7% | 11.8% |
| Mobilizing third party financial resources | 5.4% | 6.0% | 11.4% |
| Linkage to non-Bank expertise | 0.4% | 5.5% | 5.9% |
| Studies/analyses | 0.8% | 5.1% | 5.9% |
| Donor coordination | 0.8% | 2.1% | 3.0% |
| Convening/facilitating | 1.7% | 1.3% | 2.9% |
| Data | 0.4% | 0.9% | 1.3% |
| Other | 0.8% | 0.4% | 1.3% |

| 6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=314) |
|---|---|
| Too bureaucratic in its operational policies and procedures | 33.8% |
| Too influenced by developed countries | 31.2% |
| Imposing technocratic solutions without regard to political realities | 20.4% |
| Not adequately sensitive to political/social realities in the DRC | 15.9% |
| World Bank processes too slow and complex | 15.6% |
| Not willing to honestly criticize policies and reform efforts in the country | 11.5% |
| Not enough public disclosure of its work | 11.5% |
| Not exploring alternative policy options | 10.2% |
| Staff too inaccessible | 8.3% |
| Not aligned with country priorities | 7.0% |
| Its advice and strategies do not lend themselves to practical problem solving | 6.7% |
| Not collaborating enough with non-state actors | 6.1% |
| Arrogant in its approach | 5.1% |
| Not focused enough on issues that are unique to post-conflict countries | 5.1% |
| Inadequate number of World Bank staff members located in the country | 3.8% |
| Not client focused | 3.5% |
| The credibility of its knowledge/data | 1.3% |
| Other | 0.6% |
| Not aligned with other donors' work | 0.3% |

B. Overall Attitudes toward the World Bank (continued)

| 7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=322) |
|--|--|
| Capacity development | 54.3% |
| Investment lending | 44.1% |
| Policy based lending / budget support to the Government | 30.4% |
| Sector-wide approaches | 20.5% |
| Technical assistance | 17.1% |
| Knowledge products/services | 6.8% |
| Emergency Recovery lending | 6.2% |
| Co-financing arrangements | 5.0% |
| Don't know | 5.0% |
| Trust Fund management | 3.7% |
| Other | 0.6% |

| Global Development Agenda | N | Mean | SD |
|--|----------|-------------|-----------|
| 8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 251 | 7.14 | 2.60 |

| 9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=321) |
|---|--|
| Beneficiaries | 42.1% |
| NGOs | 32.7% |
| Community Based Organizations | 22.1% |
| Local Government | 17.1% |
| Faith based organizations | 15.0% |
| Academia/think tanks/research institutes | 12.5% |
| Private sector | 11.5% |
| Donor community | 11.2% |
| Parliament | 10.9% |
| Media | 4.7% |
| Regional organizations | 4.7% |
| UN agencies | 4.4% |
| UN and regional peace keeping forces | 3.7% |
| Emerging donors | 2.2% |
| Other | 1.2% |
| Foundations | 0.9% |

B. Overall Attitudes toward the World Bank (continued)

| To what extent do you agree with the following statements about the World Bank's work in the DRC, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | |
|--|--------------------|------|------|
| | N | Mean | SD |
| 10. Overall the World Bank currently plays a relevant role in development in the DRC | 293 | 4.86 | 2.80 |
| 11. The World Bank's work is aligned with what I consider the development priorities for the DRC | 270 | 4.92 | 2.75 |
| 12. The World Bank supports programs and strategies that are realistic for the DRC | 272 | 5.09 | 2.73 |
| 13. The World Bank treats clients and stakeholders in the DRC with respect | 245 | 4.78 | 2.85 |

| To what extent is the World Bank an effective development partner in the DRC in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | |
|--|--------|------|------|
| | N | Mean | SD |
| 14. Responsiveness | 169 | 4.20 | 2.60 |
| 15. Flexibility (in terms of the institution's products and services) | 182 | 4.38 | 2.62 |
| 16. Flexibility (in terms of changing country circumstances) | 198 | 4.16 | 2.73 |
| 17. Being inclusive | 212 | 4.45 | 2.85 |
| 18. Openness (sharing data and other information) | 216 | 5.40 | 2.73 |
| 19. Staff accessibility | 232 | 4.26 | 2.69 |
| 20. Straightforwardness and honesty | 212 | 5.60 | 2.85 |
| 21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 255 | 6.07 | 2.91 |
| 22. Collaboration with the Government | 253 | 7.24 | 2.63 |
| 23. Collaboration with other donors | 201 | 6.75 | 2.92 |
| 24. Follow through over time | 173 | 5.15 | 2.99 |

| 25. When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=322) |
|---|---|
| The Government works inefficiently | 48.1% |
| The World Bank works too slowly | 47.8% |
| The World Bank is not sensitive enough to political/social realities on the ground | 41.3% |
| There is not an adequate level of citizen/civil society participation | 36.0% |
| Political pressures and obstacles | 31.7% |
| The World Bank does not do adequate follow through/follow-up | 22.7% |
| Ongoing conflict and instability | 19.3% |
| Lack of/inadequate levels of capacity in Government | 13.4% |
| Inadequate funding | 11.5% |
| Reforms are not well thought out in light of country challenges | 8.1% |
| Poor donor coordination | 4.7% |
| Other | 1.6% |

C. World Bank Effectiveness and Results

| How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the DRC, on a ten point scale? (1-Not effective at all, 10-Very effective) | Effectiveness | | |
|--|---------------|------|------|
| | N | Mean | SD |
| 1. Anti corruption | 242 | 3.64 | 2.63 |
| 2. Information and communications technology | 235 | 3.83 | 2.68 |
| 3. Transport | 262 | 4.78 | 2.70 |
| 4. Crime and violence | 228 | 3.13 | 2.28 |
| 5. Regional conflict and tensions | 207 | 2.83 | 2.38 |
| 6. Law and justice | 244 | 3.71 | 2.43 |
| 7. Urban development | 245 | 4.17 | 2.48 |
| 8. Environmental sustainability | 220 | 4.34 | 2.57 |
| 9. Regulatory framework | 192 | 4.62 | 2.50 |
| 10. Basic infrastructure | 250 | 4.89 | 2.54 |
| 11. Communicable/non-communicable diseases | 253 | 5.47 | 2.61 |
| 12. Poverty reduction | 255 | 3.77 | 2.62 |
| 13. Gender | 202 | 4.25 | 2.98 |
| 14. Domestic private sector development | 200 | 3.51 | 2.66 |
| 15. Foreign direct investment | 185 | 4.16 | 2.74 |
| 16. Local governance and institutions | 238 | 4.30 | 2.53 |
| 17. Water and sanitation | 252 | 4.69 | 2.62 |
| 18. Trade and exports | 183 | 3.54 | 2.66 |
| 19. Economic growth | 232 | 4.37 | 2.82 |
| 20. Energy | 243 | 4.14 | 2.57 |
| 21. Disaster management | 190 | 3.98 | 2.65 |
| 22. Public sector governance/ reform | 218 | 4.68 | 2.56 |
| 23. Job creation/employment | 221 | 2.66 | 2.41 |
| 24. Social cohesion | 212 | 2.58 | 2.35 |
| 25. Financial markets | 199 | 3.99 | 2.61 |
| 26. Equality of opportunity | 197 | 3.63 | 2.68 |
| 27. Health | 257 | 5.12 | 2.47 |
| 28. Rural development | 251 | 3.99 | 2.49 |
| 29. Global/regional integration | 207 | 4.27 | 2.60 |
| 30. Food security | 239 | 2.98 | 2.55 |
| 31. Education | 252 | 4.33 | 2.53 |
| 32. Security/stabilization/reconstruction | 230 | 3.90 | 2.53 |
| 33. Social protection | 205 | 3.13 | 2.60 |
| 34. Climate change | 188 | 4.12 | 2.65 |
| 35. Agricultural development | 245 | 4.20 | 2.87 |
| 36. Natural resource management | 195 | 3.98 | 2.96 |

C. World Bank Effectiveness and Results (continued)

| Achieving Development Results | N | Mean | SD |
|---|----------|-------------|-----------|
| 37. To what extent does the World Bank's work help to achieve development results in the DRC, on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 283 | 5.06 | 2.56 |

| To what extent do you agree with the following statements about the World Bank in the DRC, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | N | Mean | SD |
|--|----------|-------------|-----------|
| 38. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of the DRC | 266 | 4.26 | 2.52 |
| 39. The World Bank meets the DRC's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 256 | 4.62 | 2.73 |

D. The World Bank's Knowledge Work and Activities

| 1. How frequently do you consult World Bank knowledge work and activities in the work you do? | Percentage of Respondents (N=317) |
|--|--|
| Weekly | 7.3% |
| Monthly | 23.3% |
| A few times a year | 18.3% |
| Rarely | 31.2% |
| Never | 19.9% |

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

| 2. When thinking about the development challenges in the DRC, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=321) |
|--|--|
| Public sector governance/ reform | 45.8% |
| Transport | 29.6% |
| Agricultural development | 22.7% |
| Energy | 21.5% |
| Poverty reduction | 21.2% |
| Education | 20.2% |
| Anti corruption | 15.6% |
| Basic infrastructure | 10.9% |
| Domestic private sector development | 10.6% |
| Water and sanitation | 10.6% |
| Law and justice | 9.3% |
| Natural resource management | 9.3% |
| Job creation/employment | 8.7% |
| Health | 8.1% |
| Rural development | 7.5% |
| Economic growth | 6.5% |
| Information and communications technology | 4.4% |
| Security/stabilization/reconstruction | 3.7% |
| Urban development | 3.7% |
| Local governance and institutions | 3.7% |
| Foreign direct investment | 3.4% |
| Regional conflict and tensions | 3.4% |
| Social protection | 3.4% |
| Crime and violence | 2.2% |
| Gender | 1.9% |
| Social cohesion | 1.2% |
| Trade and exports | 1.2% |
| Climate change | 1.2% |
| Environmental sustainability | 1.2% |
| Disaster management | 0.9% |
| Global/regional integration | 0.9% |
| Regulatory framework | 0.9% |
| Food security | 0.6% |
| Financial markets | 0.3% |
| Equality of opportunity | 0.3% |
| Communicable/non-communicable diseases | 0.0% |

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

| In the DRC, how effective do you believe the World Bank's knowledge work and activities are at: <i>(1-Not effective at all, 10-Very effective)</i> | Level of Effectiveness | | |
|--|------------------------|------|------|
| | N | Mean | SD |
| 3. Enhancing your knowledge and/or skills | 272 | 4.93 | 2.63 |
| 4. Contributing to good policy making | 264 | 5.19 | 2.45 |
| 5. Providing support for program implementation | 264 | 5.74 | 2.40 |

| In the DRC, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i> | Degree | | |
|--|--------|------|------|
| | N | Mean | SD |
| 6. Are timely | 242 | 5.86 | 2.66 |
| 7. Include appropriate level of stakeholder involvement during preparation | 233 | 5.18 | 2.60 |
| 8. Are relevant to the DRC's development priorities | 263 | 5.97 | 2.69 |
| 9. Provide feasible recommendations | 242 | 5.79 | 2.37 |
| 10. Are source of relevant information on global good practices | 245 | 6.02 | 2.43 |
| 11. Are accessible (well written and easy to understand) | 222 | 5.45 | 2.83 |
| 12. Are useful in terms of the work you do | 251 | 5.72 | 2.62 |
| 13. Are adequately disseminated | 215 | 4.04 | 3.02 |
| 14. Are appropriately translated | 205 | 4.36 | 2.94 |
| 15. Are adaptable to the DRC's specific development challenges and country circumstances | 227 | 5.11 | 3.22 |

| Overall Evaluations | N | Mean | SD |
|---|-----|------|------|
| 16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? <i>(1-Not significant at all, 10-Very significant)</i> | 280 | 6.22 | 2.59 |
| 17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i> | 282 | 6.03 | 2.53 |

E. Working with the World Bank

| To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | |
|---|--------------------|------|------|
| | N | Mean | SD |
| 1. The World Bank disburses funds promptly | 256 | 3.39 | 2.72 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports | 277 | 5.97 | 2.82 |
| 3. The World Bank's approvals and reviews are done in a timely fashion | 233 | 5.28 | 2.81 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable | 216 | 4.94 | 2.73 |
| 5. The World Bank imposes reasonable conditions on its lending | 248 | 4.87 | 3.02 |
| 6. Working with the World Bank increases the DRC's institutional capacity | 274 | 5.64 | 2.74 |
| 7. The World Bank ensures consistency and continuity through staff changes | 197 | 4.63 | 2.95 |
| 8. The World Bank's teams and visits are well coordinated | 220 | 5.57 | 2.83 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 225 | 5.96 | 2.74 |
| 10. The World Bank provides effective implementation support (i.e., supervision of projects) | 265 | 5.62 | 2.84 |

| Adequate Staffing | N | Mean | SD |
|---|-----|------|------|
| 11. To what extent do you believe the World Bank is adequately staffed in the DRC, on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 219 | 4.70 | 2.81 |

F. The Future Role of the World Bank in the DRC

| The Bank's Role | N | Mean | SD |
|--|-----|------|------|
| 1. How significant a role do you believe the World Bank SHOULD play in the DRC's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role) | 280 | 7.15 | 2.72 |

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in the DRC? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=292) |
|--|---|
| Reduce the complexity of obtaining World Bank financing | 48.3% |
| Improve the quality of its experts as related to the DRC's specific challenges | 43.8% |
| Improve the competitiveness of its financing compared to markets | 17.8% |
| Work faster | 17.1% |
| Reach out more to groups outside of government | 16.8% |
| Focus primarily on advocacy issues | 15.4% |
| Offer more innovative financial products | 9.9% |
| Provide more adequate data/knowledge/statistics/figures on the DRC's economy | 9.2% |
| Increase the level of World Bank staffing in the DRC's office | 6.8% |
| Ensure greater selectivity in its work | 5.1% |
| Offer more innovative knowledge services | 4.5% |
| Other | 1.0% |

F. The Future Role of the World Bank in the DRC (continued)

| 3a. Below is a list of development priorities in the DRC. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in the DRC? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=123) |
|---|--|
| Building capacity of state institutions | 58.5% |
| Generating jobs | 56.9% |
| Improving livelihoods | 54.5% |
| Increasing access to basic services | 34.1% |
| Strengthening public financial management | 30.1% |
| Stimulating dialogue to promote peace and stability | 12.2% |
| Building social safety nets | 10.6% |
| Strengthening security mechanisms | 9.8% |
| Strengthening conflict resolution mechanisms | 8.1% |
| Increasing cohesion | 7.3% |
| Increasing access to justice systems | 6.5% |
| Reducing violence | 4.1% |

| 3b. Below is a list of development priorities in the DRC. Which THREE areas below would benefit most from other donors in the DRC? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=125) |
|---|--|
| Increasing access to justice systems | 42.4% |
| Strengthening conflict resolution mechanisms | 34.4% |
| Strengthening security mechanisms | 32.0% |
| Building capacity of state institutions | 28.0% |
| Strengthening public financial management | 26.4% |
| Increasing access to basic services | 19.2% |
| Stimulating dialogue to promote peace and stability | 19.2% |
| Generating jobs | 18.4% |
| Increasing cohesion | 15.2% |
| Reducing violence | 14.4% |
| Improving livelihoods | 14.4% |
| Building social safety nets | 12.8% |

G. Communication and Information Sharing

| 1. How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=312) |
|--|--|
| Local newspapers | 39.7% |
| Internet | 32.1% |
| International radio | 30.4% |
| International television | 23.1% |
| Local radio | 22.1% |
| Local television | 18.9% |
| International newspapers | 17.9% |
| Periodicals | 4.5% |
| Social media | 3.5% |
| Mobile phones | 2.2% |
| Other | 1.6% |
| Instant messaging | 0.3% |
| Blogs | 0.0% |

G. Communication and Information Sharing (continued)

| 2. How would you prefer to receive information from the World Bank? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=310) |
|--|--|
| World Bank seminars/workshops/conferences | 52.3% |
| Direct contact with World Bank | 39.0% |
| World Bank publications and other written materials | 30.3% |
| World Bank website | 27.4% |
| World Bank Public Information Center | 16.8% |
| Mobile phones | 10.0% |
| Social media | 8.7% |
| Instant messaging | 4.8% |
| e-newsletters | 4.2% |
| Other | 0.3% |
| Blogs | 0.0% |

| 3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions? | Percentage of Respondents (N=290) |
|---|--|
| Yes | 20.0% |
| No | 80.0% |

| 4. Have you requested information from the World Bank on its activities in the past year? | Percentage of Respondents (N=231) |
|--|--|
| Yes | 19.5% |
| No | 80.5% |

| 5. Were you able to obtain this information? | Percentage of Respondents (N=51) |
|---|---|
| Yes | 62.7% |
| No | 37.3% |

| 6. Do you have access to the Internet? | Percentage of Respondents (N=284) |
|---|--|
| Yes | 89.8% |
| No | 10.2% |

| 7. Do you use/have used the World Bank website? | Percentage of Respondents (N=284) |
|--|--|
| Yes | 42.3% |
| No | 57.7% |

| 8. Which do you primarily use? | Percentage of Respondents (N=194) |
|---------------------------------------|--|
| The World Bank's country website | 32.5% |
| The World Bank's main website | 67.5% |

| 9. Which Internet connection do you use primarily when visiting a World Bank website? | Percentage of Respondents (N=197) |
|--|--|
| High speed | 68.0% |
| Dial-up | 32.0% |

G. Communication and Information Sharing (continued)

| 10. Do you use/have you used the World Bank's Public Information Centers (PICs) in the DRC? | Percentage of Respondents (N=292) |
|---|-----------------------------------|
| Yes | 11.3% |
| No | 32.9% |
| I don't know what PIC is | 55.8% |

| Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | |
|--|--------------------|------|------|
| | N | Mean | SD |
| 11. I use/consult World Bank data more currently than I did a few years ago | 137 | 4.38 | 3.22 |
| 12. The World Bank's PIC is a valuable source of information related to development in the DRC | 67 | 4.76 | 3.66 |
| 13. I find the World Bank websites easy to navigate | 86 | 6.24 | 3.18 |
| 14. I find the information on the World Bank's websites useful | 83 | 6.20 | 3.19 |
| 15. When I need information from the World Bank I know how to find it | 110 | 6.07 | 3.42 |
| 16. The World Bank is responsive to my information requests and inquiries | 102 | 4.19 | 3.17 |

H. Background Information

| 1. Which of the following best describes your current position? (Please mark only ONE response) | Percentage of Respondents (N=293) |
|---|-----------------------------------|
| NGO | 20.5% |
| Office of Parliamentarian | 11.6% |
| Bilateral Agency | 8.2% |
| Private Sector Organization | 7.8% |
| Office of Minister | 7.5% |
| Multilateral Agency | 6.5% |
| Academia/Research Institute/Think Tank | 5.5% |
| Employee of a Ministry, Ministerial Department or Implementation Agency | 4.8% |
| Local Government Office or Staff | 3.8% |
| Media | 3.8% |
| Trade Union | 3.8% |
| Other | 3.4% |
| Community Based Organization | 2.7% |
| Consultant/Contractor working on World Bank supported project/program | 2.4% |
| Financial Sector/Private Bank | 2.4% |
| Office of the President, Prime Minister | 1.4% |
| Private Foundation | 1.4% |
| Faith-Based Group | 1.0% |
| Judiciary Branch | 1.0% |
| Project Management Unit | 0.7% |

H. Background Information (continued)

| 2. Please identify the primary specialization of your work. (Please mark only ONE response) | Percentage of Respondents (N=276) |
|--|--|
| Education | 14.1% |
| Agriculture/rural development/food security | 9.8% |
| Health/Communicable/non-communicable diseases | 9.8% |
| Social protection | 9.1% |
| Law and justice/regulatory framework | 7.6% |
| Transport | 7.2% |
| Other | 6.5% |
| Financial markets/banking | 5.4% |
| Public sector governance/Public financial management/anti corruption | 5.4% |
| Information and communications technology | 5.1% |
| Job creation/employment | 4.7% |
| Water and sanitation | 4.7% |
| Energy | 2.9% |
| Private sector development/foreign direct investment | 2.5% |
| Gender/equality of opportunity | 2.2% |
| Natural resource management/environmental sustainability | 1.4% |
| Urban development | 1.4% |

| 3. Currently, do you professionally collaborate/work with the World Bank in your country? | Percentage of Respondents (N=300) |
|--|--|
| Yes | 42.0% |
| No | 58.0% |

| 4. Which of the following describes most of your exposure to the World Bank in the DRC? (Choose no more than TWO) | Percentage of Respondents (N=276) |
|--|--|
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 51.1% |
| Collaborate as part of my professional duties | 32.6% |
| Engage in World Bank related/sponsored events/activities | 31.9% |
| Use World Bank reports/data | 25.4% |
| Use World Bank website for information, data, research, etc. | 17.4% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=296) |
|---|--|
| Kinshasa | 36.8% |
| Matadi | 24.3% |
| Other | 38.9% |

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing the DRC

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| The right direction | 36.0% | 55.9% | 15.4% | 87.5% | 11.1% | 75.0% | 32.1% | 30.1% | 36.4% | 28.6% | 33.3% |
| The wrong direction | 28.0% | 17.6% | 30.8% | 12.5% | 44.4% | 0.0% | 35.7% | 39.7% | 27.3% | 42.9% | 50.0% |
| Not sure | 36.0% | 26.5% | 53.8% | 0.0% | 44.4% | 25.0% | 32.1% | 30.1% | 36.4% | 28.6% | 16.7% |

*Significantly different between stakeholder groups

Listed below are a number of development priorities in the DRC. Please identify which of the following you consider the most important development priorities in the DRC?

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Social protection* | 12.5% | 3.0% | 0.0% | 0.0% | 9.1% | 0.0% | 3.3% | 16.7% | 0.0% | 6.7% | 15.4% |
| Transport* | 45.8% | 27.3% | 61.5% | 25.0% | 36.4% | 73.8% | 70.0% | 19.0% | 50.0% | 13.3% | 7.7% |
| Security/stabilization/reconstruction* | 20.8% | 33.3% | 7.7% | 37.5% | 9.1% | 4.8% | 3.3% | 15.5% | 20.0% | 26.7% | 15.4% |
| Public sector governance/ reform | 33.3% | 21.2% | 7.7% | 12.5% | 36.4% | 16.7% | 6.7% | 28.6% | 20.0% | 33.3% | 38.5% |
| Global/regional integration | 4.2% | 6.1% | 0.0% | 12.5% | 0.0% | 2.4% | 3.3% | 1.2% | 0.0% | 6.7% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 6.7% | 0.0% |
| Domestic private sector development | 4.2% | 3.0% | 7.7% | 0.0% | 0.0% | 7.1% | 6.7% | 4.8% | 20.0% | 6.7% | 0.0% |
| Foreign direct investment | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 6.7% | 1.2% | 0.0% | 0.0% | 7.7% |
| Water and sanitation* | 33.3% | 3.0% | 53.8% | 25.0% | 18.2% | 23.8% | 36.7% | 8.3% | 30.0% | 0.0% | 0.0% |
| Energy* | 29.2% | 9.1% | 38.5% | 12.5% | 27.3% | 57.1% | 43.3% | 15.5% | 10.0% | 6.7% | 7.7% |
| Regional conflict and tensions | 0.0% | 6.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 10.0% | 6.7% | 0.0% |
| Job creation/employment* | 0.0% | 18.2% | 15.4% | 12.5% | 45.5% | 4.8% | 3.3% | 16.7% | 40.0% | 13.3% | 7.7% |
| Rural development | 0.0% | 6.1% | 7.7% | 0.0% | 9.1% | 2.4% | 10.0% | 8.3% | 10.0% | 0.0% | 15.4% |
| Financial markets | 4.2% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 6.7% | 0.0% |
| Urban development | 4.2% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 3.3% | 2.4% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 4.2% | 3.0% | 0.0% | 0.0% | 0.0% | 2.4% | 3.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Health | 4.2% | 0.0% | 7.7% | 25.0% | 0.0% | 7.1% | 6.7% | 10.7% | 0.0% | 6.7% | 23.1% |
| Education | 12.5% | 18.2% | 30.8% | 37.5% | 0.0% | 19.0% | 23.3% | 21.4% | 10.0% | 46.7% | 15.4% |
| Poverty reduction* | 16.7% | 9.1% | 0.0% | 0.0% | 27.3% | 9.5% | 6.7% | 29.8% | 0.0% | 20.0% | 7.7% |
| Food security* | 0.0% | 15.2% | 0.0% | 0.0% | 0.0% | 0.0% | 13.3% | 4.8% | 10.0% | 0.0% | 0.0% |
| Social cohesion | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 3.6% | 10.0% | 6.7% | 0.0% |
| Climate change | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% |
| Agricultural development* | 25.0% | 42.4% | 0.0% | 37.5% | 18.2% | 14.3% | 16.7% | 34.5% | 0.0% | 33.3% | 23.1% |
| Trade and exports* | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 0.0% | 3.0% | 0.0% | 0.0% | 9.1% | 4.8% | 3.3% | 6.0% | 10.0% | 6.7% | 0.0% |
| Law and justice* | 8.3% | 18.2% | 15.4% | 0.0% | 18.2% | 4.8% | 10.0% | 11.9% | 0.0% | 0.0% | 38.5% |
| Regulatory framework | 4.2% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure* | 4.2% | 15.2% | 7.7% | 25.0% | 0.0% | 31.0% | 6.7% | 7.1% | 20.0% | 6.7% | 7.7% |
| Local governance and institutions | 4.2% | 6.1% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 0.0% | 6.7% | 15.4% |
| Natural resource management | 12.5% | 3.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 6.0% | 0.0% | 0.0% | 7.7% |
| Anti corruption* | 0.0% | 21.2% | 0.0% | 25.0% | 18.2% | 4.8% | 10.0% | 6.0% | 20.0% | 26.7% | 30.8% |
| Disaster management | 0.0% | 0.0% | 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% | 15.4% | 0.0% | 0.0% | 9.5% | 0.0% | 1.2% | 0.0% | 6.7% | 7.7% |

*Significantly different between stakeholder groups

A. General Issues facing The DRC (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 the DRC?

| Percentage of Respondents (Responses Combined) | Office of | Office of | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|--------------------------------------|-----------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| | President/Prime Minister/Minister | Parliamentarian | | | | | | | | | |
| Water and sanitation* | 34.6% | 3.0% | 50.0% | 33.3% | 18.2% | 58.1% | 53.3% | 22.1% | 18.2% | 6.3% | 0.0% |
| Equality of opportunity* | 0.0% | 12.1% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 1.2% | 18.2% | 0.0% | 7.7% |
| Economic growth* | 19.2% | 24.2% | 14.3% | 66.7% | 36.4% | 9.3% | 6.7% | 29.1% | 36.4% | 50.0% | 7.7% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% |
| Regional conflict and tensions | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.7% | 9.1% | 6.3% | 7.7% |
| Global/regional integration | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 2.3% | 3.3% | 2.3% | 0.0% | 6.3% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development* | 23.1% | 24.2% | 7.1% | 11.1% | 36.4% | 14.0% | 46.7% | 15.1% | 27.3% | 18.8% | 15.4% |
| Urban development* | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 9.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 3.0% | 7.1% | 11.1% | 0.0% | 2.3% | 3.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions | 7.7% | 6.1% | 0.0% | 22.2% | 18.2% | 7.0% | 3.3% | 4.7% | 9.1% | 25.0% | 0.0% |
| Basic infrastructure* | 19.2% | 15.2% | 0.0% | 11.1% | 27.3% | 25.6% | 20.0% | 4.7% | 27.3% | 25.0% | 15.4% |
| Social protection* | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 6.3% | 15.4% |
| Law and justice | 7.7% | 12.1% | 7.1% | 11.1% | 9.1% | 4.7% | 6.7% | 8.1% | 9.1% | 6.3% | 15.4% |
| Transport* | 42.3% | 12.1% | 42.9% | 22.2% | 18.2% | 58.1% | 33.3% | 18.6% | 27.3% | 6.3% | 15.4% |
| Crime and violence* | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.5% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% |
| Security/stabilization/reconstruction | 3.8% | 6.1% | 0.0% | 11.1% | 9.1% | 0.0% | 3.3% | 4.7% | 9.1% | 0.0% | 7.7% |
| Anti corruption | 7.7% | 21.2% | 21.4% | 0.0% | 27.3% | 9.3% | 3.3% | 14.0% | 27.3% | 6.3% | 7.7% |
| Domestic private sector development | 11.5% | 6.1% | 0.0% | 0.0% | 9.1% | 2.3% | 6.7% | 8.1% | 9.1% | 12.5% | 0.0% |
| Foreign direct investment | 3.8% | 6.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.5% | 0.0% | 0.0% | 7.7% |
| Energy* | 23.1% | 6.1% | 42.9% | 11.1% | 0.0% | 23.3% | 10.0% | 12.8% | 0.0% | 12.5% | 7.7% |
| Public sector governance/ reform* | 3.8% | 18.2% | 7.1% | 0.0% | 9.1% | 23.3% | 6.7% | 32.6% | 9.1% | 31.3% | 38.5% |
| Social cohesion | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 4.7% | 3.3% | 2.3% | 0.0% | 0.0% | 0.0% |
| Education | 7.7% | 3.0% | 0.0% | 11.1% | 0.0% | 2.3% | 13.3% | 10.5% | 9.1% | 6.3% | 0.0% |
| Natural resource management* | 11.5% | 30.3% | 7.1% | 11.1% | 9.1% | 0.0% | 3.3% | 9.3% | 18.2% | 0.0% | 7.7% |
| Environmental sustainability | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 3.3% | 1.2% | 0.0% | 0.0% | 0.0% |
| Health | 0.0% | 0.0% | 14.3% | 22.2% | 9.1% | 7.0% | 6.7% | 7.0% | 0.0% | 12.5% | 0.0% |
| Agricultural development | 30.8% | 24.2% | 42.9% | 22.2% | 27.3% | 30.2% | 23.3% | 32.6% | 9.1% | 25.0% | 61.5% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 1.2% | 0.0% | 0.0% | 0.0% |
| Job creation/employment* | 23.1% | 39.4% | 7.1% | 22.2% | 36.4% | 0.0% | 16.7% | 37.2% | 18.2% | 25.0% | 53.8% |
| Financial markets | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Food security* | 3.8% | 18.2% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 3.5% | 0.0% | 6.3% | 7.7% |

*Significantly different between stakeholder groups

A. General Issues facing The DRC (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the DRC?

| Percentage of Respondents (Responses Combined) | Office of | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | PMU/Consultant/ Contractor on Bank project | | Bilateral/ Multilateral Agency | | Private Sector/ Financial Sector/ Private Bank | | Academia/ Research institute/ Think tank | | Other |
|---|--------------------------------------|------------------------------|--|-------|--|-------|--------------------------------------|-------|--|-------|--|--|-------|
| | President/Prime Minister/Minister | Office of Parliamentarian | | | Local Gov. | | | CSO | Media | | | | |
| Energy* | 53.8% | 17.6% | 42.9% | 33.3% | 36.4% | 69.8% | 63.3% | 24.7% | 30.0% | 18.8% | 30.8% | | |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 1.2% | 0.0% | 6.3% | 0.0% | | |
| Equality of opportunity* | 0.0% | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% | 13.3% | 2.4% | 0.0% | 0.0% | 0.0% | | |
| Global/regional integration | 0.0% | 2.9% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 0.0% | | |
| Social protection | 3.8% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 3.3% | 2.4% | 0.0% | 12.5% | 0.0% | | |
| Climate change | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% | | |
| Anti corruption* | 15.4% | 38.2% | 21.4% | 22.2% | 18.2% | 4.7% | 10.0% | 16.5% | 30.0% | 12.5% | 30.8% | | |
| Disaster management* | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 6.3% | 0.0% | | |
| Regional conflict and tensions | 0.0% | 2.9% | 7.1% | 0.0% | 0.0% | 0.0% | 3.3% | 2.4% | 0.0% | 6.3% | 7.7% | | |
| Rural development* | 15.4% | 0.0% | 14.3% | 0.0% | 18.2% | 11.6% | 16.7% | 1.2% | 20.0% | 12.5% | 0.0% | | |
| Foreign direct investment | 11.5% | 20.6% | 7.1% | 11.1% | 0.0% | 7.0% | 13.3% | 23.5% | 20.0% | 12.5% | 30.8% | | |
| Urban development | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.5% | 0.0% | 0.0% | 0.0% | | |
| Water and sanitation | 7.7% | 2.9% | 14.3% | 0.0% | 9.1% | 11.6% | 10.0% | 5.9% | 0.0% | 0.0% | 0.0% | | |
| Trade and exports* | 15.4% | 20.6% | 7.1% | 33.3% | 27.3% | 0.0% | 13.3% | 15.3% | 10.0% | 12.5% | 38.5% | | |
| Information and communications technology | 7.7% | 0.0% | 7.1% | 11.1% | 0.0% | 9.3% | 6.7% | 3.5% | 20.0% | 0.0% | 0.0% | | |
| Regulatory framework | 3.8% | 2.9% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 4.7% | 0.0% | 0.0% | 7.7% | | |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% | | |
| Social cohesion | 3.8% | 2.9% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 3.5% | 0.0% | 0.0% | 7.7% | | |
| Public sector governance/ reform* | 3.8% | 41.2% | 7.1% | 33.3% | 9.1% | 9.3% | 0.0% | 21.2% | 30.0% | 43.8% | 30.8% | | |
| Domestic private sector development | 7.7% | 14.7% | 0.0% | 11.1% | 18.2% | 9.3% | 3.3% | 10.6% | 0.0% | 18.8% | 23.1% | | |
| Job creation/employment | 7.7% | 8.8% | 7.1% | 11.1% | 18.2% | 7.0% | 0.0% | 20.0% | 20.0% | 6.3% | 0.0% | | |
| Agricultural development | 26.9% | 35.3% | 21.4% | 33.3% | 45.5% | 32.6% | 46.7% | 31.8% | 20.0% | 31.3% | 15.4% | | |
| Food security | 0.0% | 2.9% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% | | |
| Transport* | 38.5% | 17.6% | 28.6% | 11.1% | 18.2% | 69.8% | 36.7% | 16.5% | 40.0% | 12.5% | 0.0% | | |
| Security/stabilization/reconstruction | 3.8% | 0.0% | 7.1% | 11.1% | 0.0% | 2.3% | 0.0% | 4.7% | 0.0% | 0.0% | 0.0% | | |
| Education | 7.7% | 0.0% | 7.1% | 0.0% | 0.0% | 4.7% | 0.0% | 9.4% | 0.0% | 12.5% | 0.0% | | |
| Natural resource management* | 23.1% | 38.2% | 28.6% | 33.3% | 27.3% | 4.7% | 10.0% | 20.0% | 20.0% | 25.0% | 53.8% | | |
| Environmental sustainability | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 0.0% | 0.0% | | |
| Health* | 0.0% | 2.9% | 7.1% | 0.0% | 0.0% | 20.9% | 3.3% | 23.5% | 0.0% | 6.3% | 7.7% | | |
| Basic infrastructure | 23.1% | 8.8% | 14.3% | 11.1% | 9.1% | 16.3% | 10.0% | 12.9% | 10.0% | 25.0% | 7.7% | | |
| Law and justice* | 3.8% | 2.9% | 0.0% | 22.2% | 0.0% | 2.3% | 13.3% | 1.2% | 10.0% | 0.0% | 0.0% | | |
| Local governance and institutions | 3.8% | 2.9% | 14.3% | 0.0% | 0.0% | 4.7% | 6.7% | 4.7% | 10.0% | 12.5% | 0.0% | | |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | |
| Financial markets | 0.0% | 8.8% | 7.1% | 0.0% | 9.1% | 0.0% | 3.3% | 3.5% | 10.0% | 0.0% | 7.7% | | |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| How familiar are you with the work of the World Bank in the DRC?* | 23 | 3.48 | 2.48 | 32 | 4.56 | 2.29 | 14 | 4.21 | 2.78 | 8 | 5.75 | 1.67 | 9 | 3.44 | 2.19 | 42 | 5.69 | 1.99 | 30 | 2.23 | 1.94 | 79 | 4.56 | 2.64 | 10 | 3.90 | 3.25 | 15 | 5.73 | 2.69 | 12 | 4.17 | 2.69 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in the DRC?* | 20 | 4.65 | 2.37 | 32 | 4.38 | 2.20 | 14 | 4.29 | 2.20 | 8 | 6.25 | 2.49 | 9 | 2.89 | 1.90 | 42 | 7.33 | 1.49 | 26 | 3.65 | 1.92 | 76 | 4.63 | 2.46 | 10 | 4.00 | 2.83 | 14 | 5.14 | 2.66 | 12 | 4.50 | 2.97 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges?* | 21 | 4.57 | 2.34 | 29 | 5.83 | 2.77 | 14 | 4.36 | 3.10 | 8 | 6.75 | 1.58 | 7 | 4.14 | 3.34 | 42 | 7.14 | 1.30 | 26 | 3.62 | 1.96 | 71 | 5.31 | 2.57 | 9 | 5.00 | 3.08 | 12 | 4.33 | 2.15 | 11 | 5.00 | 3.00 |

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

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| Social protection | 16.0% | 3.0% | 0.0% | 12.5% | 18.2% | 0.0% | 3.3% | 15.5% | 9.1% | 12.5% | 8.3% |
| Security/stabilization/reconstruction* | 12.0% | 18.2% | 0.0% | 0.0% | 9.1% | 4.7% | 6.7% | 15.5% | 54.5% | 50.0% | 8.3% |
| Public sector governance/ reform* | 4.0% | 39.4% | 7.1% | 25.0% | 36.4% | 11.6% | 3.3% | 15.5% | 18.2% | 31.3% | 25.0% |
| Transport* | 44.0% | 27.3% | 42.9% | 12.5% | 36.4% | 79.1% | 56.7% | 20.2% | 63.6% | 25.0% | 25.0% |
| Poverty reduction* | 20.0% | 21.2% | 28.6% | 12.5% | 18.2% | 4.7% | 10.0% | 33.3% | 18.2% | 31.3% | 33.3% |
| Global/regional integration | 8.0% | 0.0% | 7.1% | 12.5% | 0.0% | 0.0% | 0.0% | 3.6% | 0.0% | 0.0% | 8.3% |
| Gender | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 3.3% | 1.2% | 0.0% | 6.3% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Rural development | 0.0% | 6.1% | 0.0% | 0.0% | 18.2% | 9.3% | 13.3% | 8.3% | 9.1% | 6.3% | 8.3% |
| Domestic private sector development | 8.0% | 3.0% | 0.0% | 0.0% | 18.2% | 0.0% | 6.7% | 4.8% | 0.0% | 12.5% | 0.0% |
| Foreign direct investment | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 6.7% | 3.6% | 0.0% | 0.0% | 8.3% |
| Water and sanitation* | 12.0% | 0.0% | 28.6% | 37.5% | 18.2% | 18.6% | 20.0% | 9.5% | 9.1% | 0.0% | 8.3% |
| Energy* | 32.0% | 12.1% | 7.1% | 25.0% | 18.2% | 37.2% | 33.3% | 11.9% | 18.2% | 0.0% | 8.3% |
| Social cohesion | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 0.0% | 2.4% | 9.1% | 0.0% | 0.0% |
| Job creation/employment* | 8.0% | 6.1% | 21.4% | 25.0% | 18.2% | 16.3% | 6.7% | 27.4% | 0.0% | 6.3% | 33.3% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 6.7% | 6.0% | 0.0% | 6.3% | 8.3% |
| Urban development* | 4.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 4.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 3.3% | 3.6% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 3.6% | 0.0% | 0.0% | 8.3% |
| Regional conflict and tensions | 0.0% | 6.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 8.3% |
| Health* | 16.0% | 15.2% | 14.3% | 37.5% | 18.2% | 37.2% | 20.0% | 14.3% | 0.0% | 6.3% | 8.3% |
| Education | 16.0% | 24.2% | 14.3% | 37.5% | 9.1% | 18.6% | 16.7% | 19.0% | 18.2% | 18.8% | 8.3% |
| Food security* | 4.0% | 12.1% | 0.0% | 12.5% | 9.1% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 32.0% | 39.4% | 28.6% | 0.0% | 9.1% | 25.6% | 33.3% | 22.6% | 9.1% | 25.0% | 33.3% |
| Trade and exports* | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% |
| Economic growth | 4.0% | 6.1% | 7.1% | 12.5% | 0.0% | 0.0% | 6.7% | 10.7% | 0.0% | 18.8% | 0.0% |
| Law and justice | 4.0% | 12.1% | 21.4% | 0.0% | 18.2% | 4.7% | 3.3% | 9.5% | 0.0% | 6.3% | 8.3% |
| Local governance and institutions | 8.0% | 6.1% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 18.2% | 6.3% | 0.0% |
| Regulatory framework | 4.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 4.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 16.0% | 9.1% | 21.4% | 0.0% | 9.1% | 14.0% | 13.3% | 19.0% | 27.3% | 12.5% | 0.0% |
| Natural resource management* | 16.0% | 12.1% | 0.0% | 0.0% | 0.0% | 2.3% | 3.3% | 2.4% | 0.0% | 6.3% | 25.0% |
| Information and communications technology | 4.0% | 0.0% | 0.0% | 12.5% | 0.0% | 7.0% | 3.3% | 2.4% | 9.1% | 0.0% | 0.0% |
| Anti corruption | 0.0% | 18.2% | 7.1% | 12.5% | 9.1% | 2.3% | 3.3% | 4.8% | 0.0% | 12.5% | 8.3% |
| Disaster management* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

| Greatest Value | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| Financial resources: investment lending* | 15.0% | 45.2% | 10.0% | 75.0% | 50.0% | 26.3% | 38.5% | 35.5% | 10.0% | 14.3% | 36.4% |
| Financial resources: policy based lending / budget support to the Government | 45.0% | 16.1% | 10.0% | 0.0% | 10.0% | 21.1% | 15.4% | 21.0% | 40.0% | 21.4% | 45.5% |
| Mobilizing third party financial resources | 5.0% | 0.0% | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.7% | 0.0% | 7.1% | 9.1% |
| Technical assistance | 5.0% | 3.2% | 20.0% | 0.0% | 20.0% | 0.0% | 0.0% | 6.5% | 0.0% | 7.1% | 0.0% |
| Policy advice* | 5.0% | 12.9% | 0.0% | 0.0% | 0.0% | 0.0% | 30.8% | 1.6% | 0.0% | 0.0% | 0.0% |
| Donor coordination | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% |
| Data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Training/capacity building* | 0.0% | 9.7% | 10.0% | 12.5% | 10.0% | 5.3% | 0.0% | 6.5% | 20.0% | 35.7% | 0.0% |
| Studies/analyses | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Convening/facilitating | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 7.1% | 9.1% |
| Linkage to non-Bank expertise | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 0.0% |
| Strategy formulation* | 20.0% | 12.9% | 20.0% | 12.5% | 10.0% | 47.4% | 0.0% | 14.5% | 30.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.2% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

| 2 nd Greatest Value | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| Financial resources: investment lending | 15.0% | 9.7% | 40.0% | 0.0% | 20.0% | 45.0% | 8.3% | 16.4% | 20.0% | 25.0% | 9.1% |
| Financial resources: policy based lending / budget support to the Government* | 5.0% | 29.0% | 0.0% | 50.0% | 0.0% | 10.0% | 8.3% | 21.3% | 0.0% | 0.0% | 18.2% |
| Mobilizing third party financial resources | 5.0% | 3.2% | 0.0% | 0.0% | 20.0% | 5.0% | 16.7% | 9.8% | 0.0% | 8.3% | 0.0% |
| Technical assistance | 10.0% | 19.4% | 10.0% | 12.5% | 0.0% | 10.0% | 33.3% | 18.0% | 0.0% | 0.0% | 9.1% |
| Policy advice* | 0.0% | 6.5% | 0.0% | 0.0% | 10.0% | 10.0% | 8.3% | 4.9% | 40.0% | 8.3% | 0.0% |
| Donor coordination* | 0.0% | 0.0% | 20.0% | 0.0% | 0.0% | 0.0% | 8.3% | 1.6% | 0.0% | 0.0% | 0.0% |
| Data* | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% |
| Training/capacity building | 20.0% | 16.1% | 0.0% | 25.0% | 30.0% | 10.0% | 16.7% | 11.5% | 30.0% | 8.3% | 45.5% |
| Studies/analyses | 5.0% | 9.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.6% | 0.0% | 16.7% | 9.1% |
| Convening/facilitating | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 0.0% |
| Linkage to non-Bank expertise* | 20.0% | 6.5% | 20.0% | 0.0% | 10.0% | 5.0% | 0.0% | 1.6% | 0.0% | 0.0% | 9.1% |
| Strategy formulation | 20.0% | 0.0% | 10.0% | 12.5% | 0.0% | 5.0% | 0.0% | 4.9% | 0.0% | 25.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| Imposing technocratic solutions without regard to political realities | 28.0% | 18.8% | 38.5% | 0.0% | 30.0% | 19.0% | 24.0% | 23.8% | 30.0% | 6.3% | 23.1% |
| Not exploring alternative policy options | 8.0% | 9.4% | 7.7% | 0.0% | 10.0% | 7.1% | 16.0% | 14.3% | 0.0% | 12.5% | 0.0% |
| Too bureaucratic in its operational policies and procedures* | 40.0% | 12.5% | 23.1% | 33.3% | 10.0% | 66.7% | 60.0% | 36.9% | 30.0% | 12.5% | 15.4% |
| Staff too inaccessible* | 8.0% | 0.0% | 23.1% | 0.0% | 40.0% | 4.8% | 20.0% | 8.3% | 0.0% | 12.5% | 0.0% |
| Arrogant in its approach | 12.0% | 0.0% | 7.7% | 11.1% | 0.0% | 2.4% | 8.0% | 2.4% | 10.0% | 6.3% | 7.7% |
| Not client focused | 8.0% | 9.4% | 0.0% | 11.1% | 0.0% | 4.8% | 4.0% | 2.4% | 0.0% | 0.0% | 0.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% | 0.0% | 6.3% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country* | 8.0% | 9.4% | 0.0% | 44.4% | 20.0% | 14.3% | 0.0% | 14.3% | 20.0% | 0.0% | 15.4% |
| Its advice and strategies do not lend themselves to practical problem solving* | 0.0% | 9.4% | 15.4% | 0.0% | 20.0% | 7.1% | 0.0% | 2.4% | 0.0% | 18.8% | 0.0% |
| Too influenced by developed countries | 24.0% | 46.9% | 23.1% | 11.1% | 10.0% | 42.9% | 24.0% | 28.6% | 20.0% | 31.3% | 30.8% |
| Not enough public disclosure of its work | 20.0% | 15.6% | 0.0% | 33.3% | 10.0% | 9.5% | 12.0% | 9.5% | 20.0% | 6.3% | 0.0% |
| World Bank processes too slow and complex | 4.0% | 15.6% | 15.4% | 44.4% | 20.0% | 2.4% | 12.0% | 20.2% | 10.0% | 12.5% | 15.4% |
| Not aligned with country priorities | 8.0% | 12.5% | 0.0% | 0.0% | 10.0% | 2.4% | 12.0% | 3.6% | 0.0% | 12.5% | 15.4% |
| Not aligned with other donors' work | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Not collaborating enough with non-state actors | 4.0% | 9.4% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 9.5% | 20.0% | 6.3% | 15.4% |
| Not adequately sensitive to political/social realities in the DRC | 16.0% | 18.8% | 23.1% | 11.1% | 10.0% | 11.9% | 0.0% | 13.1% | 10.0% | 31.3% | 30.8% |
| Not focused enough on issues that are unique to post-conflict countries | 8.0% | 6.3% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 10.0% | 18.8% | 0.0% |
| Inadequate number of World Bank staff members located in the country | 4.0% | 3.1% | 0.0% | 0.0% | 0.0% | 2.4% | 4.0% | 3.6% | 10.0% | 0.0% | 7.7% |
| Other* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 6.3% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| Capacity development* | 50.0% | 26.5% | 36.4% | 77.8% | 54.5% | 93.0% | 75.9% | 51.8% | 72.7% | 40.0% | 58.3% |
| Policy based lending / budget support to the Government | 42.3% | 32.4% | 18.2% | 33.3% | 36.4% | 30.2% | 37.9% | 18.8% | 36.4% | 20.0% | 41.7% |
| Knowledge products/services | 0.0% | 8.8% | 18.2% | 0.0% | 9.1% | 0.0% | 0.0% | 11.8% | 9.1% | 13.3% | 0.0% |
| Investment lending* | 50.0% | 55.9% | 27.3% | 66.7% | 63.6% | 20.9% | 27.6% | 51.8% | 27.3% | 53.3% | 50.0% |
| Technical assistance* | 3.8% | 23.5% | 18.2% | 11.1% | 9.1% | 4.7% | 10.3% | 30.6% | 27.3% | 13.3% | 16.7% |
| Trust Fund management | 7.7% | 5.9% | 0.0% | 0.0% | 9.1% | 0.0% | 6.9% | 2.4% | 0.0% | 6.7% | 0.0% |
| Co-financing arrangements | 3.8% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 10.3% | 7.1% | 9.1% | 0.0% | 0.0% |
| Sector-wide approaches* | 19.2% | 14.7% | 45.5% | 0.0% | 0.0% | 48.8% | 17.2% | 11.8% | 18.2% | 20.0% | 8.3% |
| Emergency Recovery lending | 7.7% | 5.9% | 18.2% | 11.1% | 0.0% | 2.3% | 0.0% | 4.7% | 0.0% | 13.3% | 16.7% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Don't know | 7.7% | 5.9% | 18.2% | 0.0% | 9.1% | 0.0% | 6.9% | 2.4% | 0.0% | 6.7% | 0.0% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?* | 18 | 6.61 | 3.29 | 26 | 7.88 | 2.58 | 9 | 7.00 | 2.40 | 8 | 6.88 | 1.13 | 5 | 6.40 | 3.51 | 36 | 7.17 | 1.56 | 24 | 6.08 | 2.60 | 70 | 7.00 | 2.82 | 9 | 8.11 | 3.14 | 12 | 5.75 | 2.63 | 11 | 9.45 | 1.21 |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| NGOs* | 23.1% | 32.4% | 15.4% | 11.1% | 40.0% | 10.0% | 36.7% | 51.2% | 40.0% | 18.8% | 41.7% |
| Local Government* | 15.4% | 29.4% | 23.1% | 22.2% | 20.0% | 12.5% | 6.7% | 10.7% | 10.0% | 37.5% | 8.3% |
| Beneficiaries* | 57.7% | 41.2% | 38.5% | 33.3% | 20.0% | 82.5% | 66.7% | 22.6% | 10.0% | 31.3% | 50.0% |
| Private sector | 7.7% | 8.8% | 7.7% | 33.3% | 10.0% | 2.5% | 13.3% | 13.1% | 30.0% | 6.3% | 8.3% |
| Community Based Organizations* | 15.4% | 23.5% | 15.4% | 22.2% | 20.0% | 5.0% | 10.0% | 34.5% | 20.0% | 12.5% | 25.0% |
| Donor community | 3.8% | 0.0% | 23.1% | 22.2% | 10.0% | 20.0% | 13.3% | 13.1% | 20.0% | 6.3% | 8.3% |
| Foundations | 3.8% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Academia/think tanks/research institutes* | 0.0% | 5.9% | 30.8% | 11.1% | 20.0% | 2.5% | 13.3% | 14.3% | 10.0% | 50.0% | 8.3% |
| Parliament* | 3.8% | 32.4% | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 15.5% | 0.0% | 18.8% | 33.3% |
| Media* | 3.8% | 2.9% | 0.0% | 11.1% | 30.0% | 2.5% | 3.3% | 1.2% | 20.0% | 0.0% | 8.3% |
| Faith based organizations* | 15.4% | 8.8% | 23.1% | 22.2% | 10.0% | 35.0% | 3.3% | 11.9% | 20.0% | 12.5% | 8.3% |
| UN and regional peace keeping forces* | 3.8% | 0.0% | 7.7% | 0.0% | 0.0% | 7.5% | 16.7% | 0.0% | 10.0% | 0.0% | 0.0% |
| Emerging donors | 11.5% | 2.9% | 0.0% | 0.0% | 0.0% | 2.5% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| UN agencies* | 23.1% | 5.9% | 0.0% | 0.0% | 0.0% | 2.5% | 0.0% | 3.6% | 10.0% | 6.3% | 0.0% |
| Regional organizations* | 11.5% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% | 13.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 7.7% | 0.0% | 10.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in the DRC, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in the DRC* | 21 | 4.90 | 3.08 | 30 | 5.17 | 2.93 | 14 | 3.57 | 2.50 | 8 | 6.75 | 2.55 | 9 | 2.33 | 2.18 | 43 | 6.67 | 1.51 | 29 | 3.17 | 1.23 | 72 | 4.92 | 2.96 | 8 | 5.75 | 2.92 | 14 | 4.14 | 2.28 | 13 | 2.77 | 2.20 |
| The World Bank's work is aligned with what I consider the development priorities for the DRC* | 20 | 4.65 | 3.05 | 25 | 4.64 | 3.09 | 12 | 4.42 | 2.84 | 9 | 5.89 | 2.98 | 7 | 3.14 | 2.79 | 43 | 7.02 | 1.28 | 28 | 3.57 | 1.40 | 73 | 4.48 | 2.77 | 8 | 6.13 | 2.59 | 14 | 3.71 | 2.33 | 9 | 4.11 | 2.98 |
| The World Bank supports programs and strategies that are realistic for the DRC* | 20 | 5.35 | 3.17 | 29 | 4.79 | 2.94 | 11 | 3.82 | 2.09 | 8 | 6.63 | 1.77 | 8 | 7.75 | 3.01 | 43 | 6.91 | 1.81 | 27 | 3.78 | 1.50 | 67 | 4.22 | 2.66 | 9 | 6.78 | 2.28 | 14 | 3.43 | 1.74 | 10 | 4.70 | 3.06 |
| The World Bank treats clients and stakeholders in the DRC with respect* | 19 | 4.37 | 3.39 | 26 | 4.50 | 2.64 | 12 | 3.17 | 2.82 | 8 | 6.88 | 2.23 | 7 | 6.71 | 3.04 | 37 | 6.43 | 1.74 | 17 | 3.41 | 2.62 | 67 | 4.39 | 2.71 | 6 | 5.17 | 3.43 | 13 | 3.15 | 1.95 | 12 | 5.58 | 3.75 |

*Significantly different between stakeholder groups

To what extent is the World Bank an effective development partner in the DRC, 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 President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| Responsiveness* | 13 | 4.85 | 4.02 | 20 | 4.15 | 2.48 | 6 | 3.50 | 2.07 | 6 | 6.00 | 2.61 | 7 | 6.14 | 3.18 | 13 | 3.46 | 2.44 | 10 | 3.10 | 1.79 | 55 | 3.65 | 2.19 | 5 | 3.40 | 2.51 | 11 | 3.82 | 2.23 | 4 | 7.00 | 2.45 |
| Flexibility (in terms of the institution's products and services)* | 16 | 3.19 | 2.71 | 18 | 4.17 | 2.85 | 6 | 4.50 | 2.66 | 6 | 5.00 | 2.28 | 5 | 3.60 | 2.70 | 19 | 6.37 | 2.22 | 15 | 2.53 | 1.81 | 56 | 3.96 | 2.32 | 6 | 5.50 | 3.83 | 13 | 3.77 | 1.79 | 4 | 6.25 | 2.63 |
| Flexibility (in terms of changing country circumstances) | 18 | 3.56 | 2.97 | 20 | 3.90 | 2.94 | 5 | 3.20 | 1.79 | 9 | 6.00 | 2.24 | 6 | 3.83 | 3.13 | 20 | 3.55 | 2.46 | 16 | 2.88 | 2.22 | 60 | 4.08 | 2.70 | 5 | 4.00 | 2.65 | 13 | 3.46 | 1.39 | 7 | 6.71 | 2.43 |
| Being inclusive* | 18 | 3.94 | 3.28 | 20 | 4.90 | 2.38 | 6 | 4.00 | 2.83 | 9 | 5.22 | 2.39 | 7 | 6.71 | 2.87 | 36 | 2.86 | 2.22 | 18 | 3.11 | 2.56 | 59 | 4.63 | 2.63 | 5 | 5.40 | 4.28 | 13 | 4.31 | 2.25 | 5 | 6.80 | 3.11 |
| Openness (sharing data and other information)* | 20 | 4.95 | 3.39 | 19 | 6.53 | 2.70 | 4 | 4.00 | 3.16 | 7 | 6.57 | 1.40 | 8 | 6.38 | 3.58 | 39 | 6.05 | 1.30 | 17 | 3.12 | 1.90 | 63 | 5.27 | 2.78 | 7 | 3.86 | 3.39 | 12 | 5.42 | 2.94 | 5 | 7.60 | 2.88 |
| Staff accessibility* | 20 | 3.80 | 3.47 | 20 | 5.50 | 2.95 | 8 | 4.75 | 3.41 | 7 | 6.29 | 2.43 | 6 | 4.67 | 3.39 | 41 | 5.24 | 1.61 | 25 | 2.20 | 1.61 | 60 | 4.27 | 2.53 | 6 | 1.50 | .84 | 14 | 4.14 | 2.77 | 7 | 3.29 | 1.89 |
| Straightforwardness and honesty* | 13 | 5.23 | 3.22 | 18 | 4.89 | 3.01 | 5 | 4.80 | 1.92 | 9 | 5.67 | 2.83 | 7 | 8.29 | 3.30 | 39 | 7.10 | 1.48 | 18 | 3.56 | 2.06 | 65 | 5.14 | 2.87 | 3 | 6.33 | 4.73 | 12 | 4.83 | 2.98 | 8 | 7.00 | 2.62 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)* | 19 | 6.32 | 3.04 | 20 | 5.45 | 2.37 | 11 | 4.91 | 1.92 | 9 | 7.00 | 1.58 | 6 | 7.00 | 3.52 | 42 | 8.55 | 1.80 | 26 | 6.15 | 2.62 | 71 | 4.63 | 2.86 | 8 | 6.00 | 3.55 | 13 | 4.54 | 3.10 | 8 | 7.38 | 2.45 |
| Collaboration with the Government* | 20 | 6.95 | 3.10 | 24 | 6.71 | 2.60 | 10 | 6.80 | 3.16 | 7 | 7.86 | 1.21 | 8 | 9.13 | 1.46 | 43 | 8.58 | .96 | 23 | 7.35 | 2.95 | 64 | 6.63 | 3.03 | 7 | 7.71 | 3.20 | 14 | 6.29 | 2.58 | 8 | 7.13 | 2.30 |
| Collaboration with other donors* | 13 | 7.23 | 3.17 | 16 | 6.31 | 3.05 | 7 | 6.00 | 2.31 | 7 | 6.86 | 1.95 | 5 | 7.60 | 2.88 | 40 | 8.70 | 1.96 | 10 | 5.50 | 3.72 | 60 | 6.08 | 2.85 | 6 | 9.00 | 1.67 | 9 | 5.33 | 3.12 | 7 | 4.00 | 2.31 |
| Follow through over time* | 10 | 6.70 | 3.59 | 16 | 5.19 | 3.06 | 5 | 4.60 | 2.61 | 6 | 6.83 | 2.48 | 4 | 6.00 | 3.37 | 25 | 6.28 | 1.95 | 11 | 3.64 | 3.14 | 55 | 4.11 | 2.97 | 7 | 5.57 | 3.87 | 10 | 5.60 | 3.03 | 6 | 7.00 | 2.53 |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| The World Bank works too slowly* | 50.0% | 25.0% | 64.3% | 33.3% | 45.5% | 76.7% | 73.3% | 42.9% | 27.3% | 18.8% | 69.2% |
| The Government works inefficiently* | 25.0% | 31.3% | 35.7% | 55.6% | 36.4% | 55.8% | 70.0% | 58.3% | 54.5% | 43.8% | 30.8% |
| There is not an adequate level of citizen/civil society participation | 50.0% | 37.5% | 35.7% | 44.4% | 27.3% | 20.9% | 30.0% | 40.5% | 45.5% | 37.5% | 30.8% |
| Poor donor coordination | 4.2% | 9.4% | 0.0% | 11.1% | 0.0% | 4.7% | 0.0% | 3.6% | 0.0% | 6.3% | 0.0% |
| The World Bank does not do adequate follow through/follow-up* | 8.3% | 50.0% | 14.3% | 11.1% | 36.4% | 9.3% | 26.7% | 25.0% | 9.1% | 31.3% | 23.1% |
| Lack of/inadequate levels of capacity in Government | 8.3% | 12.5% | 21.4% | 0.0% | 18.2% | 7.0% | 10.0% | 13.1% | 27.3% | 18.8% | 23.1% |
| Political pressures and obstacles* | 33.3% | 34.4% | 28.6% | 33.3% | 9.1% | 65.1% | 20.0% | 29.8% | 36.4% | 18.8% | 15.4% |
| Reforms are not well thought out in light of country challenges | 8.3% | 6.3% | 7.1% | 22.2% | 9.1% | 0.0% | 16.7% | 8.3% | 9.1% | 6.3% | 0.0% |
| The World Bank is not sensitive enough to political/social realities on the ground | 54.2% | 40.6% | 50.0% | 11.1% | 45.5% | 39.5% | 30.0% | 36.9% | 45.5% | 56.3% | 38.5% |
| Ongoing conflict and instability | 25.0% | 28.1% | 14.3% | 33.3% | 27.3% | 9.3% | 3.3% | 19.0% | 27.3% | 18.8% | 23.1% |
| Inadequate funding* | 16.7% | 21.9% | 7.1% | 22.2% | 36.4% | 0.0% | 3.3% | 8.3% | 0.0% | 18.8% | 23.1% |
| Other* | 4.2% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 15.4% |

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the DRC, on a ten point scale? (1-Not effective at all, 10-Very effective)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| Anti corruption* | 20 | 2.60 | 2.19 | 29 | 3.17 | 2.71 | 11 | 3.55 | 2.77 | 6 | 4.33 | 3.01 | 9 | 5.33 | 3.97 | 39 | 4.41 | 2.01 | 23 | 2.96 | 1.61 | 54 | 2.96 | 2.52 | 6 | 6.33 | 3.01 | 14 | 3.21 | 2.67 | 9 | 5.44 | 3.32 |
| Information and communications technology* | 19 | 3.95 | 3.06 | 27 | 4.22 | 2.19 | 10 | 4.30 | 3.20 | 8 | 6.13 | 2.85 | 5 | 6.40 | 3.36 | 34 | 2.82 | 1.82 | 23 | 3.17 | 2.57 | 62 | 3.32 | 2.67 | 5 | 4.60 | 2.70 | 13 | 3.92 | 2.87 | 8 | 5.63 | 3.07 |
| Transport* | 22 | 4.68 | 2.87 | 27 | 4.11 | 2.56 | 13 | 3.85 | 2.51 | 8 | 5.88 | 3.04 | 8 | 6.38 | 3.34 | 38 | 5.82 | 1.90 | 27 | 3.93 | 1.96 | 65 | 4.37 | 2.72 | 7 | 8.29 | 1.50 | 15 | 3.67 | 2.64 | 9 | 4.44 | 2.96 |
| Crime and violence | 18 | 3.39 | 3.03 | 25 | 2.80 | 1.53 | 7 | 2.71 | 3.30 | 4 | 5.00 | 4.24 | 8 | 2.38 | 2.45 | 36 | 4.06 | 1.96 | 24 | 2.75 | 1.48 | 63 | 2.94 | 2.35 | 3 | 3.67 | 2.31 | 15 | 2.13 | 1.30 | 8 | 3.50 | 3.12 |
| Regional conflict and tensions | 15 | 3.20 | 3.08 | 23 | 2.70 | 1.99 | 8 | 3.00 | 2.98 | 5 | 3.80 | 2.68 | 9 | 2.89 | 1.83 | 20 | 2.35 | 2.21 | 17 | 2.59 | 1.73 | 60 | 2.68 | 2.24 | 5 | 1.80 | .84 | 16 | 2.88 | 2.25 | 11 | 4.82 | 3.82 |
| Law and justice* | 21 | 4.05 | 2.97 | 24 | 3.33 | 2.08 | 13 | 3.08 | 2.43 | 6 | 5.00 | 3.85 | 8 | 4.25 | 3.01 | 37 | 5.19 | 2.08 | 23 | 3.35 | 1.58 | 66 | 2.92 | 1.96 | 6 | 6.17 | 2.56 | 14 | 2.71 | 1.77 | 7 | 4.29 | 3.73 |
| Urban development* | 17 | 4.12 | 3.08 | 26 | 3.77 | 1.97 | 12 | 4.33 | 2.84 | 7 | 5.57 | 3.31 | 8 | 5.88 | 3.27 | 35 | 5.14 | 1.85 | 25 | 3.52 | 1.98 | 62 | 3.18 | 2.04 | 4 | 5.00 | 1.41 | 13 | 3.38 | 2.53 | 10 | 5.40 | 2.84 |
| Environmental sustainability | 17 | 4.41 | 2.79 | 23 | 4.57 | 2.23 | 8 | 4.38 | 2.88 | 6 | 5.33 | 2.94 | 9 | 5.56 | 3.71 | 32 | 4.97 | 1.98 | 26 | 3.85 | 2.31 | 54 | 3.72 | 2.46 | 5 | 4.60 | 2.07 | 12 | 3.08 | 2.61 | 9 | 5.56 | 2.96 |
| Regulatory framework | 14 | 4.21 | 2.99 | 24 | 4.75 | 2.15 | 10 | 5.10 | 2.96 | 5 | 5.00 | 3.00 | 6 | 4.50 | 2.59 | 30 | 4.77 | 1.89 | 15 | 2.87 | 2.26 | 49 | 4.35 | 2.39 | 3 | 4.67 | 1.53 | 10 | 3.90 | 2.60 | 7 | 5.71 | 2.63 |
| Basic infrastructure* | 22 | 4.36 | 2.59 | 27 | 4.11 | 2.22 | 14 | 3.86 | 2.03 | 5 | 5.80 | 2.28 | 8 | 5.50 | 2.83 | 35 | 6.34 | 1.55 | 27 | 4.37 | 2.36 | 61 | 4.48 | 2.78 | 6 | 6.17 | 2.93 | 14 | 4.21 | 2.46 | 8 | 6.00 | 3.21 |
| Communicable/non-communicable diseases* | 21 | 5.57 | 2.68 | 29 | 5.00 | 2.09 | 12 | 5.00 | 2.41 | 4 | 5.25 | 2.06 | 8 | 7.38 | 3.16 | 38 | 6.89 | 1.86 | 24 | 4.08 | 2.10 | 61 | 5.07 | 2.82 | 5 | 5.60 | 2.88 | 13 | 4.15 | 2.08 | 12 | 6.25 | 3.41 |
| Poverty reduction* | 20 | 4.10 | 3.11 | 27 | 3.81 | 2.11 | 13 | 3.62 | 2.90 | 8 | 5.63 | 2.97 | 9 | 5.22 | 2.82 | 34 | 2.06 | 1.63 | 26 | 2.35 | 1.52 | 63 | 3.95 | 2.59 | 5 | 4.80 | 2.39 | 13 | 2.92 | 1.44 | 11 | 4.91 | 3.18 |
| Gender* | 18 | 4.00 | 3.51 | 24 | 5.79 | 2.50 | 8 | 4.25 | 3.28 | 5 | 5.80 | 3.70 | 7 | 6.00 | 2.58 | 17 | 1.94 | 2.14 | 16 | 3.81 | 3.12 | 59 | 3.97 | 2.75 | 2 | 2.00 | 1.41 | 14 | 4.21 | 3.14 | 11 | 4.45 | 3.21 |
| Domestic private sector development* | 18 | 2.56 | 2.20 | 22 | 3.59 | 2.22 | 8 | 3.75 | 3.15 | 9 | 4.11 | 2.52 | 7 | 4.57 | 2.51 | 13 | 2.00 | 1.87 | 16 | 1.63 | .81 | 60 | 3.72 | 2.69 | 4 | 4.50 | 3.42 | 11 | 3.64 | 3.14 | 9 | 4.44 | 3.84 |
| Foreign direct investment | 16 | 3.56 | 3.18 | 21 | 4.48 | 2.34 | 8 | 3.50 | 3.30 | 5 | 5.40 | 1.52 | 6 | 3.50 | 2.26 | 19 | 2.89 | 2.64 | 16 | 3.38 | 1.93 | 53 | 4.55 | 2.84 | 3 | 3.33 | 2.52 | 12 | 4.08 | 2.50 | 8 | 4.88 | 3.64 |
| Local governance and institutions* | 20 | 4.10 | 3.08 | 24 | 4.29 | 2.03 | 8 | 4.38 | 2.45 | 6 | 5.50 | 2.88 | 7 | 3.57 | 1.99 | 36 | 5.61 | 2.00 | 22 | 3.73 | 2.07 | 63 | 3.51 | 2.53 | 5 | 5.40 | 2.61 | 14 | 3.57 | 2.50 | 9 | 4.67 | 2.96 |
| Water and sanitation* | 23 | 3.96 | 2.55 | 26 | 4.69 | 2.04 | 13 | 4.62 | 2.60 | 9 | 6.33 | 1.80 | 9 | 6.67 | 2.92 | 32 | 6.09 | 2.05 | 22 | 4.14 | 1.86 | 64 | 3.89 | 2.73 | 6 | 6.00 | 2.37 | 14 | 3.07 | 2.59 | 10 | 5.50 | 2.99 |
| Trade and exports* | 18 | 3.72 | 2.91 | 24 | 3.96 | 2.16 | 7 | 5.14 | 3.58 | 4 | 4.25 | 2.06 | 6 | 3.67 | 1.63 | 15 | 2.67 | 2.69 | 16 | 2.06 | 1.48 | 53 | 2.70 | 2.07 | 2 | 7.00 | 2.83 | 10 | 3.00 | 1.94 | 8 | 3.88 | 3.44 |
| Economic growth | 20 | 4.10 | 3.29 | 23 | 4.09 | 2.50 | 11 | 4.18 | 3.46 | 7 | 5.14 | 2.12 | 9 | 5.56 | 2.88 | 29 | 5.17 | 2.70 | 21 | 3.00 | 2.17 | 65 | 3.77 | 2.70 | 4 | 5.75 | 1.71 | 12 | 3.67 | 2.74 | 7 | 5.29 | 2.98 |
| Energy* | 21 | 3.71 | 2.59 | 26 | 3.58 | 2.00 | 12 | 3.83 | 2.17 | 8 | 5.63 | 2.50 | 9 | 4.89 | 2.93 | 30 | 4.93 | 2.61 | 25 | 3.68 | 1.95 | 60 | 3.40 | 2.47 | 5 | 6.80 | 1.64 | 12 | 2.75 | 1.60 | 9 | 4.44 | 3.28 |
| Disaster management | 16 | 4.94 | 3.71 | 25 | 3.84 | 1.62 | 7 | 4.29 | 3.55 | 6 | 3.83 | 2.79 | 7 | 4.57 | 2.23 | 16 | 4.25 | 2.74 | 14 | 2.43 | 1.60 | 56 | 3.82 | 2.42 | 4 | 2.75 | 2.36 | 12 | 3.83 | 2.69 | 8 | 4.25 | 3.37 |
| Public sector governance/ reform | 18 | 5.00 | 2.57 | 26 | 4.38 | 2.47 | 10 | 4.00 | 2.58 | 6 | 5.67 | 2.73 | 8 | 3.50 | 2.27 | 30 | 6.10 | 2.06 | 15 | 4.00 | 1.46 | 59 | 4.34 | 2.66 | 4 | 4.75 | 3.86 | 12 | 4.00 | 2.49 | 9 | 4.56 | 2.92 |
| Job creation/employment* | 19 | 3.42 | 2.97 | 27 | 2.70 | 1.73 | 7 | 1.86 | .90 | 7 | 3.57 | 2.76 | 9 | 4.33 | 3.74 | 24 | 1.25 | .85 | 22 | 1.64 | 1.47 | 59 | 2.47 | 2.44 | 3 | 4.67 | 1.53 | 14 | 3.07 | 2.34 | 9 | 3.56 | 3.09 |
| Social cohesion* | 18 | 3.89 | 3.48 | 24 | 2.58 | 1.47 | 9 | 2.11 | 1.36 | 5 | 2.00 | 1.73 | 8 | 3.75 | 3.11 | 28 | 1.29 | .81 | 17 | 1.82 | 1.88 | 59 | 2.44 | 2.41 | 4 | 4.50 | 1.73 | 12 | 2.92 | 2.57 | 9 | 3.11 | 3.06 |
| Financial markets* | 20 | 4.35 | 3.65 | 21 | 3.71 | 2.19 | 6 | 1.83 | .41 | 4 | 3.50 | 1.73 | 8 | 5.88 | 3.56 | 23 | 2.57 | 1.97 | 22 | 3.50 | 1.57 | 56 | 4.27 | 2.42 | 3 | 4.33 | 2.31 | 10 | 3.90 | 2.69 | 8 | 5.63 | 3.46 |
| Equality of opportunity* | 17 | 5.00 | 3.61 | 24 | 3.42 | 2.52 | 8 | 4.00 | 3.66 | 3 | 2.33 | 1.53 | 8 | 4.00 | 3.25 | 24 | 2.08 | 2.22 | 14 | 2.14 | 1.46 | 54 | 3.57 | 2.19 | 3 | 5.33 | 2.52 | 12 | 3.42 | 2.57 | 8 | 4.00 | 3.21 |
| Health | 22 | 5.00 | 3.12 | 25 | 5.28 | 2.44 | 12 | 4.25 | 2.01 | 8 | 6.13 | 2.10 | 9 | 6.33 | 2.55 | 37 | 5.81 | 1.87 | 25 | 4.36 | 2.20 | 63 | 4.86 | 2.60 | 6 | 7.17 | 1.47 | 14 | 4.07 | 2.40 | 9 | 5.11 | 2.89 |
| Rural development* | 20 | 4.20 | 3.02 | 25 | 3.64 | 2.23 | 11 | 4.36 | 2.38 | 7 | 4.00 | 2.08 | 9 | 3.44 | 2.60 | 37 | 5.73 | 2.04 | 26 | 3.12 | 2.07 | 64 | 3.34 | 2.30 | 5 | 6.20 | 2.86 | 14 | 3.21 | 2.39 | 9 | 3.89 | 3.14 |
| Global/regional integration | 15 | 3.87 | 2.80 | 21 | 3.67 | 2.31 | 7 | 3.71 | 1.89 | 4 | 4.75 | 3.77 | 8 | 3.38 | 2.67 | 33 | 5.67 | 2.55 | 16 | 3.25 | 2.14 | 57 | 3.89 | 2.42 | 5 | 4.60 | 2.19 | 12 | 3.83 | 2.48 | 9 | 5.11 | 3.10 |
| Food security* | 21 | 2.90 | 2.83 | 25 | 4.12 | 2.54 | 11 | 2.55 | 2.66 | 6 | 5.00 | 3.16 | 9 | 4.11 | 3.18 | 31 | 1.74 | 1.73 | 26 | 1.54 | 1.14 | 62 | 2.98 | 2.65 | 5 | 4.00 | 2.74 | 14 | 3.29 | 2.73 | 8 | 4.25 | 3.24 |
| Education* | 23 | 4.57 | 2.84 | 26 | 5.19 | 2.38 | 11 | 3.00 | 1.10 | 8 | 6.38 | 2.13 | 9 | 5.78 | 2.82 | 33 | 5.21 | 2.18 | 26 | 2.88 | 1.99 | 63 | 3.60 | 2.47 | 5 | 7.00 | 2.35 | 14 | 3.57 | 2.31 | 8 | 6.00 | 2.51 |
| Security/stabilization/reconstruction* | 17 | 3.94 | 3.25 | 26 | 3.19 | 1.86 | 8 | 4.13 | 3.00 | 7 | 5.57 | 3.31 | 8 | 4.88 | 2.95 | 36 | 4.92 | 2.47 | 19 | 2.53 | 1.39 | 61 | 3.75 | 2.40 | 5 | 3.80 | 1.64 | 12 | 3.75 | 2.42 | 9 | 4.11 | 3.41 |
| Social protection | 19 | 2.95 | 2.68 | 23 | 3.13 | 1.98 | 7 | 3.29 | 3.20 | 7 | 4.43 | 3.78 | 8 | 3.00 | 2.62 | 17 | 1.94 | 2.11 | 20 | 1.95 | 1.28 | 57 | 2.98 | 2.62 | 4 | 4.00 | 2.94 | 10 | 3.20 | 2.57 | 9 | 4.22 | 3.49 |
| Climate change | 15 | 5.13 | 3.11 | 22 | 4.45 | 2.72 | 7 | 4.86 | 3.13 | 7 | 5.00 | 3.32 | 8 | 4.50 | 3.16 | 17 | 4.41 | 2.24 | 18 | 2.83 | 1.79 | 53 | 3.38 | 2.33 | 5 | 5.40 | 1.82 | 11 | 3.64 | 2.69 | 5 | 6.20 | 3.27 |
| Agricultural development* | 23 | 4.26 | 2.86 | 26 | 4.19 | 2.64 | 13 | 3.85 | 2.41 | 6 | 4.50 | 1.97 | 9 | 4.56 | 3.64 | 36 | 6.08 | 2.70 | 24 | 2.79 | 1.53 | 56 | 2.93 | 2.60 | 5 | 6.80 | 2.39 | 14 | 3.50 | 2.59 | 9 | 4.33 | 3.50 |
| Natural resource management | 14 | 4.50 | 3.70 | 24 | 3.71 | 2.56 | 5 | 5.40 | 3.78 | 6 | 4.50 | 2.43 | 9 | 4.00 | 3.91 | 16 | 2.31 | 2.27 | 15 | 2.47 | 1.64 | 56 | 3.79 | 2.76 | 4 | 6.25 | 3.86 | 13 | 3.38 | 2.43 | 8 | 4.50 | 3.55 |

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in the DRC?* | 21 | 4.48 | 2.60 | 29 | 4.17 | 2.24 | 12 | 4.75 | 2.70 | 7 | 5.71 | 2.81 | 7 | 4.43 | 3.36 | 42 | 7.29 | 1.45 | 29 | 4.72 | 2.10 | 77 | 4.58 | 2.51 | 8 | 6.00 | 2.14 | 13 | 3.92 | 2.36 | 12 | 4.58 | 3.29 |

(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 in the DRC, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| The World Bank's financial instruments meet the needs of the DRC* | 20 | 3.70 | 2.79 | 28 | 3.75 | 2.43 | 10 | 3.50 | 1.51 | 8 | 5.00 | 2.33 | 7 | 3.00 | 2.77 | 37 | 6.43 | 1.56 | 25 | 3.08 | 1.29 | 73 | 3.90 | 2.68 | 8 | 3.13 | 1.96 | 15 | 4.20 | 2.76 | 8 | 3.25 | 2.05 |
| The World Bank meets the DRC's needs for knowledge services* | 19 | 4.79 | 2.94 | 27 | 4.48 | 2.31 | 9 | 3.22 | 1.86 | 8 | 4.13 | 2.17 | 5 | 4.20 | 2.59 | 37 | 7.03 | 1.77 | 25 | 3.16 | 1.91 | 73 | 4.08 | 2.87 | 8 | 5.63 | 3.02 | 14 | 4.00 | 2.99 | 8 | 5.00 | 3.21 |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Weekly | 12.5% | 6.1% | 7.1% | 11.1% | 9.1% | 12.2% | 0.0% | 4.9% | 18.2% | 6.3% | 0.0% |
| Monthly | 12.5% | 15.2% | 0.0% | 11.1% | 9.1% | 65.9% | 10.0% | 34.1% | 0.0% | 12.5% | 0.0% |
| A few times a year | 12.5% | 30.3% | 7.1% | 11.1% | 27.3% | 2.4% | 16.7% | 15.9% | 9.1% | 37.5% | 33.3% |
| Rarely | 37.5% | 21.2% | 42.9% | 66.7% | 54.5% | 19.5% | 33.3% | 26.8% | 45.5% | 37.5% | 41.7% |
| Never | 25.0% | 27.3% | 42.9% | 0.0% | 0.0% | 0.0% | 40.0% | 18.3% | 27.3% | 6.3% | 25.0% |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in the DRC, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?
(Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|---|------------------------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| Public sector governance/ reform | 33.3% | 48.5% | 35.7% | 44.4% | 36.4% | 50.0% | 23.3% | 52.4% | 36.4% | 62.5% | 61.5% |
| Gender | 4.2% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 3.3% | 1.2% | 0.0% | 6.3% | 0.0% |
| Social cohesion | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 1.2% | 0.0% | 6.3% | 0.0% |
| Domestic private sector development | 25.0% | 15.2% | 0.0% | 22.2% | 18.2% | 2.4% | 10.0% | 8.3% | 9.1% | 18.8% | 7.7% |
| Foreign direct investment | 8.3% | 0.0% | 7.1% | 0.0% | 9.1% | 0.0% | 10.0% | 0.0% | 9.1% | 6.3% | 0.0% |
| Water and sanitation* | 20.8% | 6.1% | 21.4% | 11.1% | 45.5% | 14.3% | 20.0% | 2.4% | 18.2% | 0.0% | 7.7% |
| Trade and exports | 0.0% | 6.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% |
| Energy* | 29.2% | 9.1% | 35.7% | 11.1% | 36.4% | 19.0% | 46.7% | 14.3% | 45.5% | 0.0% | 15.4% |
| Regional conflict and tensions | 0.0% | 9.1% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 3.6% | 9.1% | 0.0% | 7.7% |
| Disaster management* | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social protection | 0.0% | 9.1% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 3.6% | 9.1% | 12.5% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% |
| Poverty reduction* | 12.5% | 12.1% | 28.6% | 44.4% | 18.2% | 4.8% | 13.3% | 32.1% | 18.2% | 37.5% | 7.7% |
| Law and justice | 4.2% | 9.1% | 14.3% | 0.0% | 0.0% | 19.0% | 10.0% | 7.1% | 18.2% | 6.3% | 23.1% |
| Security/stabilization/reconstruction | 8.3% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.0% | 0.0% | 12.5% | 0.0% |
| Anti corruption* | 8.3% | 33.3% | 7.1% | 11.1% | 0.0% | 38.1% | 6.7% | 9.5% | 0.0% | 12.5% | 15.4% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% |
| Urban development | 8.3% | 3.0% | 14.3% | 0.0% | 0.0% | 2.4% | 0.0% | 4.8% | 0.0% | 6.3% | 0.0% |
| Education | 12.5% | 12.1% | 7.1% | 22.2% | 9.1% | 11.9% | 20.0% | 28.6% | 9.1% | 31.3% | 46.2% |
| Crime and violence* | 0.0% | 3.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 1.2% | 9.1% | 0.0% | 23.1% |
| Global/regional integration | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology* | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 7.1% | 20.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions | 12.5% | 3.0% | 0.0% | 22.2% | 0.0% | 2.4% | 3.3% | 3.6% | 0.0% | 6.3% | 0.0% |
| Transport* | 45.8% | 18.2% | 28.6% | 11.1% | 9.1% | 66.7% | 53.3% | 20.2% | 27.3% | 0.0% | 15.4% |
| Agricultural development | 8.3% | 24.2% | 14.3% | 0.0% | 9.1% | 21.4% | 20.0% | 33.3% | 36.4% | 18.8% | 23.1% |
| Natural resource management | 8.3% | 15.2% | 14.3% | 11.1% | 18.2% | 0.0% | 6.7% | 7.1% | 9.1% | 0.0% | 30.8% |
| Job creation/employment | 12.5% | 15.2% | 0.0% | 11.1% | 27.3% | 0.0% | 10.0% | 10.7% | 0.0% | 6.3% | 0.0% |
| Health* | 0.0% | 3.0% | 7.1% | 33.3% | 0.0% | 14.3% | 3.3% | 11.9% | 9.1% | 0.0% | 0.0% |
| Economic growth | 8.3% | 6.1% | 14.3% | 11.1% | 9.1% | 0.0% | 3.3% | 6.0% | 0.0% | 18.8% | 7.7% |
| Rural development | 4.2% | 12.1% | 0.0% | 11.1% | 0.0% | 0.0% | 6.7% | 9.5% | 9.1% | 6.3% | 7.7% |
| Food security | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 2.4% | 3.3% | 1.2% | 0.0% | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 9.1% | 0.0% | 0.0% |
| Basic infrastructure | 16.7% | 12.1% | 28.6% | 11.1% | 0.0% | 19.0% | 0.0% | 7.1% | 9.1% | 18.8% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 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

D. The World Bank's Knowledge (continued)

In the DRC, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| Enhancing your knowledge and/or skills* | 24 | 4.50 | 2.86 | 31 | 4.65 | 2.32 | 10 | 4.90 | 2.69 | 8 | 6.00 | 2.39 | 7 | 3.86 | 2.48 | 40 | 6.55 | 1.48 | 28 | 3.89 | 1.91 | 70 | 4.03 | 2.73 | 9 | 5.56 | 2.74 | 12 | 5.17 | 3.49 | 10 | 5.60 | 3.10 |
| Contributing to good policy making* | 23 | 5.04 | 3.10 | 28 | 4.57 | 2.08 | 9 | 5.00 | 1.66 | 7 | 7.29 | 2.50 | 7 | 3.14 | 2.73 | 41 | 6.90 | 1.37 | 26 | 4.92 | 1.94 | 70 | 4.46 | 2.39 | 7 | 4.43 | 2.44 | 12 | 5.17 | 3.19 | 9 | 5.78 | 2.91 |
| Providing support for program implementation* | 23 | 6.09 | 2.56 | 30 | 5.57 | 2.34 | 9 | 4.78 | 2.44 | 7 | 7.71 | 1.89 | 8 | 6.88 | 3.18 | 41 | 6.71 | 1.55 | 26 | 5.27 | 1.48 | 67 | 4.76 | 2.54 | 7 | 6.43 | 1.90 | 11 | 5.55 | 3.27 | 10 | 7.20 | 2.35 |

*Significantly different between stakeholder groups

In the DRC, to what extent do you believe that the World Bank'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 President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD | N | Mean |
| Are timely | 22 | 5.41 | 3.03 | 24 | 6.38 | 2.60 | 12 | 5.58 | 2.71 | 9 | 6.67 | 2.06 | 7 | 4.86 | 3.76 | 40 | 6.55 | 1.63 | 28 | 4.61 | 2.31 | 51 | 5.71 | 2.95 | 8 | 5.63 | 2.72 | 12 | 5.00 | 2.89 | 8 | 7.13 | 2.80 | | |
| Include appropriate level of stakeholder involvement during preparation | 19 | 4.68 | 3.27 | 22 | 5.55 | 2.94 | 10 | 4.10 | 3.21 | 7 | 6.86 | .90 | 6 | 4.33 | 3.08 | 39 | 6.31 | 1.24 | 19 | 4.63 | 2.24 | 64 | 4.78 | 2.66 | 7 | 4.86 | 2.19 | 13 | 4.54 | 2.99 | 8 | 5.88 | 2.85 | | |
| Are relevant to the DRC's development priorities* | 20 | 5.15 | 2.50 | 25 | 6.00 | 3.07 | 12 | 6.33 | 2.96 | 9 | 6.78 | 2.05 | 5 | 3.60 | 3.44 | 41 | 7.07 | 1.03 | 29 | 5.38 | 2.69 | 70 | 5.79 | 2.86 | 7 | 5.71 | 1.80 | 14 | 4.64 | 2.84 | 9 | 7.78 | 3.19 | | |
| Provide feasible recommendations* | 23 | 5.74 | 3.00 | 25 | 6.12 | 2.35 | 10 | 5.20 | 2.49 | 9 | 6.56 | 2.55 | 6 | 5.50 | 2.95 | 40 | 6.75 | .90 | 25 | 4.60 | 2.04 | 64 | 5.63 | 2.36 | 5 | 5.00 | .71 | 12 | 4.58 | 2.81 | 10 | 7.30 | 2.54 | | |
| Are source of relevant information on global good practices* | 20 | 5.15 | 2.58 | 22 | 6.82 | 2.28 | 10 | 5.50 | 2.68 | 9 | 7.22 | 1.64 | 5 | 5.20 | 3.70 | 40 | 6.90 | 1.10 | 24 | 4.29 | 2.20 | 68 | 5.74 | 2.57 | 6 | 5.67 | 1.51 | 13 | 6.15 | 2.88 | 8 | 7.63 | 1.60 | | |
| Are accessible (well written and easy to understand) | 19 | 4.89 | 3.35 | 22 | 6.18 | 2.52 | 10 | 4.40 | 3.44 | 9 | 7.22 | 1.64 | 6 | 5.50 | 3.21 | 35 | 4.80 | 2.41 | 18 | 4.00 | 2.54 | 59 | 5.27 | 2.93 | 6 | 4.67 | 2.07 | 13 | 6.15 | 2.91 | 10 | 7.00 | 2.87 | | |
| Are useful in terms of the work you do | 21 | 5.38 | 2.97 | 27 | 5.85 | 2.85 | 9 | 4.11 | 3.22 | 8 | 6.75 | 2.31 | 7 | 4.29 | 2.93 | 40 | 6.43 | 1.34 | 25 | 4.84 | 2.21 | 67 | 5.85 | 2.72 | 7 | 6.29 | 2.43 | 13 | 5.46 | 2.67 | 9 | 7.11 | 3.06 | | |
| Are adequately disseminated* | 17 | 4.24 | 3.78 | 23 | 5.39 | 2.73 | 10 | 2.20 | 1.62 | 9 | 7.00 | 2.29 | 5 | 2.40 | 1.14 | 33 | 2.45 | 2.32 | 23 | 2.87 | 2.38 | 53 | 4.34 | 3.08 | 7 | 4.86 | 3.67 | 11 | 5.36 | 2.94 | 7 | 4.86 | 2.91 | | |
| Are appropriately translated* | 19 | 4.21 | 3.43 | 21 | 4.95 | 2.69 | 7 | 2.14 | 1.57 | 7 | 6.86 | 2.54 | 6 | 4.17 | 1.72 | 32 | 3.69 | 2.71 | 22 | 3.14 | 2.40 | 48 | 4.48 | 3.05 | 7 | 4.86 | 3.39 | 10 | 4.90 | 2.81 | 10 | 6.90 | 2.96 | | |
| Are adaptable to the DRC's specific development challenges and country circumstances* | 21 | 4.86 | 3.73 | 24 | 5.21 | 2.83 | 11 | 3.45 | 2.84 | 7 | 6.29 | 2.87 | 6 | 3.83 | 2.79 | 23 | 4.52 | 3.38 | 19 | 2.47 | 1.95 | 66 | 5.58 | 3.15 | 7 | 5.86 | 3.76 | 14 | 5.21 | 2.97 | 9 | 7.00 | 3.50 | | |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* | 22 | 5.86 | 2.78 | 30 | 5.60 | 2.80 | 10 | 5.60 | 2.12 | 9 | 6.00 | 2.29 | 7 | 5.14 | 3.48 | 40 | 7.78 | 1.25 | 26 | 5.92 | 1.74 | 74 | 6.11 | 2.82 | 10 | 7.20 | 2.35 | 15 | 4.87 | 2.77 | 12 | 6.83 | 3.13 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* | 21 | 5.71 | 2.57 | 29 | 6.10 | 2.08 | 9 | 5.11 | 2.03 | 8 | 7.13 | 1.64 | 6 | 5.33 | 3.33 | 42 | 7.69 | 1.05 | 28 | 5.14 | 1.86 | 78 | 5.50 | 2.89 | 10 | 5.30 | 3.37 | 11 | 5.64 | 2.50 | 13 | 6.85 | 2.85 |

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1- To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

E. Working with the World Bank

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 President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| The World Bank disburses funds promptly* | 21 | 2.95 | 2.42 | 23 | 2.52 | 1.62 | 11 | 2.82 | 2.60 | 9 | 6.44 | 3.78 | 8 | 2.00 | 1.51 | 41 | 5.59 | 1.61 | 27 | 1.89 | 1.97 | 63 | 3.11 | 2.73 | 7 | 2.71 | 1.70 | 12 | 3.67 | 3.28 | 12 | 1.75 | 1.22 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 24 | 5.63 | 2.76 | 29 | 5.10 | 3.28 | 10 | 5.20 | 3.08 | 9 | 8.33 | 1.50 | 10 | 6.30 | 3.71 | 42 | 7.21 | 1.46 | 28 | 4.14 | 1.80 | 69 | 5.45 | 2.89 | 8 | 6.75 | 3.58 | 15 | 6.13 | 2.61 | 10 | 5.90 | 3.25 |
| The World Bank's approvals and reviews are done in a timely fashion* | 22 | 4.64 | 3.42 | 25 | 5.84 | 2.72 | 9 | 6.00 | 2.74 | 8 | 7.13 | 1.55 | 8 | 7.25 | 3.28 | 39 | 6.08 | 1.44 | 20 | 3.60 | 2.44 | 60 | 4.30 | 2.91 | 6 | 5.33 | 2.73 | 10 | 4.40 | 2.50 | 9 | 5.78 | 3.67 |
| The World Bank's "Safeguard Policy" requirements are reasonable* | 19 | 3.58 | 2.81 | 22 | 5.59 | 2.61 | 8 | 5.63 | 2.97 | 6 | 6.83 | 1.83 | 8 | 8.13 | 3.23 | 38 | 5.45 | 1.77 | 16 | 4.19 | 2.20 | 57 | 4.12 | 2.90 | 6 | 3.67 | 2.16 | 10 | 4.10 | 2.69 | 8 | 6.25 | 2.71 |
| The World Bank imposes reasonable conditions on its lending* | 16 | 3.38 | 2.19 | 25 | 4.48 | 3.02 | 10 | 4.60 | 3.34 | 9 | 7.22 | 2.54 | 9 | 7.44 | 3.47 | 42 | 6.10 | 2.02 | 22 | 3.95 | 2.52 | 65 | 4.02 | 3.03 | 5 | 6.60 | 3.71 | 11 | 4.91 | 3.39 | 12 | 5.42 | 3.40 |
| Working with the World Bank increases the DRC's institutional capacity* | 21 | 5.00 | 2.57 | 28 | 5.29 | 2.85 | 13 | 5.23 | 2.55 | 9 | 7.56 | 2.65 | 8 | 5.00 | 3.59 | 40 | 6.75 | 1.61 | 28 | 4.82 | 1.93 | 72 | 5.17 | 2.99 | 8 | 8.00 | 2.00 | 14 | 5.14 | 2.48 | 9 | 6.44 | 3.17 |
| The World Bank ensures consistency and continuity through staff changes* | 19 | 4.11 | 3.13 | 21 | 5.19 | 2.89 | 9 | 3.56 | 3.50 | 7 | 7.43 | 1.81 | 7 | 4.29 | 3.15 | 21 | 4.76 | 2.95 | 19 | 2.63 | 1.77 | 56 | 4.34 | 2.70 | 6 | 5.67 | 4.08 | 9 | 5.11 | 2.76 | 8 | 5.25 | 3.06 |
| The World Bank's teams and visits are well coordinated* | 18 | 5.00 | 3.20 | 21 | 5.67 | 2.71 | 10 | 5.20 | 3.33 | 9 | 8.67 | 1.50 | 8 | 7.00 | 3.51 | 38 | 6.11 | 2.13 | 20 | 3.65 | 1.76 | 55 | 4.73 | 2.70 | 6 | 7.50 | 3.51 | 11 | 5.45 | 2.62 | 8 | 6.13 | 2.30 |
| Where country systems are adequate, the World Bank makes appropriate use of them* | 20 | 5.10 | 2.49 | 21 | 5.90 | 2.84 | 10 | 4.90 | 3.45 | 8 | 7.38 | 1.51 | 8 | 6.88 | 3.31 | 41 | 6.46 | 1.31 | 22 | 4.18 | 2.08 | 54 | 6.00 | 3.14 | 5 | 4.20 | 2.39 | 10 | 5.60 | 2.99 | 9 | 7.56 | 2.55 |
| The World Bank provides effective implementation support* | 22 | 4.82 | 2.91 | 26 | 5.19 | 2.84 | 12 | 5.00 | 3.16 | 9 | 8.22 | 2.91 | 9 | 6.00 | 3.61 | 40 | 7.08 | 1.29 | 24 | 4.00 | 2.23 | 66 | 4.95 | 2.79 | 8 | 6.75 | 3.11 | 15 | 4.33 | 2.61 | 10 | 5.30 | 2.83 |

*Significantly different between stakeholder groups

E. Working with the World Bank (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| To what extent do you believe the World Bank is adequately staffed in the DRC?* | 20 | 4.20 | 2.65 | 17 | 4.47 | 2.55 | 13 | 3.15 | 2.54 | 6 | 5.50 | 2.43 | 6 | 3.00 | 2.45 | 37 | 6.57 | 2.95 | 20 | 2.95 | 2.01 | 59 | 4.49 | 2.58 | 8 | 5.63 | 2.62 | 9 | 4.00 | 2.69 | 5 | 3.80 | 1.30 |

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in the DRC

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in the DRC's development in the near future?* | 23 | 6.70 | 3.01 | 28 | 7.46 | 2.96 | 12 | 7.75 | 2.26 | 9 | 7.33 | 2.45 | 8 | 5.00 | 4.21 | 38 | 7.92 | 1.34 | 27 | 7.41 | 2.86 | 76 | 6.29 | 2.93 | 10 | 8.30 | 2.67 | 13 | 7.15 | 2.70 | 10 | 8.50 | 1.65 |

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

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Improve the quality of its experts as related to the DRC's specific challenges | 56.0% | 28.1% | 23.1% | 50.0% | 45.5% | 45.7% | 61.5% | 38.2% | 70.0% | 35.7% | 61.5% |
| Reduce the complexity of obtaining World Bank financing* | 60.0% | 50.0% | 53.8% | 25.0% | 27.3% | 80.0% | 42.3% | 44.7% | 20.0% | 35.7% | 46.2% |
| Focus primarily on advocacy issues | 20.0% | 21.9% | 15.4% | 0.0% | 27.3% | 14.3% | 19.2% | 14.5% | 10.0% | 14.3% | 0.0% |
| Improve the competitiveness of its financing compared to markets | 16.0% | 25.0% | 7.7% | 25.0% | 27.3% | 2.9% | 15.4% | 17.1% | 30.0% | 35.7% | 15.4% |
| Reach out more to groups outside of government | 4.0% | 31.3% | 15.4% | 25.0% | 18.2% | 11.4% | 11.5% | 13.2% | 20.0% | 28.6% | 23.1% |
| Ensure greater selectivity in its work | 4.0% | 6.3% | 7.7% | 12.5% | 0.0% | 2.9% | 7.7% | 5.3% | 10.0% | 0.0% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on the DRC's economy* | 0.0% | 3.1% | 15.4% | 0.0% | 18.2% | 2.9% | 0.0% | 15.8% | 0.0% | 0.0% | 23.1% |
| Offer more innovative financial products* | 8.0% | 9.4% | 7.7% | 12.5% | 27.3% | 0.0% | 0.0% | 19.7% | 10.0% | 21.4% | 0.0% |
| Offer more innovative knowledge services | 0.0% | 3.1% | 7.7% | 0.0% | 0.0% | 5.7% | 0.0% | 5.3% | 10.0% | 7.1% | 0.0% |
| Work faster | 24.0% | 15.6% | 23.1% | 25.0% | 0.0% | 25.7% | 30.8% | 13.2% | 10.0% | 0.0% | 30.8% |
| Increase the level of World Bank staffing in the DRC's office | 8.0% | 3.1% | 7.7% | 25.0% | 0.0% | 8.6% | 3.8% | 7.9% | 10.0% | 7.1% | 7.7% |
| Other* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.3% | 0.0% | 14.3% | 0.0% |

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in the DRC (continued)

Below is a list of development priorities in the DRC. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in the DRC? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Building capacity of state institutions | 61.5% | 55.6% | 28.6% | 50.0% | | 64.5% | 57.1% | 64.3% | 33.3% | 50.0% | 60.0% |
| Strengthening public financial management* | 23.1% | 77.8% | 14.3% | 66.7% | | 16.1% | 0.0% | 32.1% | 33.3% | 33.3% | 20.0% |
| Strengthening conflict resolution mechanisms | 7.7% | 11.1% | 0.0% | 33.3% | | 3.2% | 0.0% | 10.7% | 0.0% | 16.7% | 20.0% |
| Increasing access to justice systems | 0.0% | 11.1% | 28.6% | 16.7% | | 3.2% | 28.6% | 3.6% | 0.0% | 0.0% | 0.0% |
| Strengthening security mechanisms* | 0.0% | 11.1% | 14.3% | 16.7% | | 0.0% | 28.6% | 7.1% | 0.0% | 33.3% | 40.0% |
| Reducing violence* | 7.7% | 22.2% | 0.0% | 0.0% | | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% |
| Increasing access to basic services | 53.8% | 22.2% | 28.6% | 66.7% | | 22.6% | 57.1% | 32.1% | 33.3% | 50.0% | 40.0% |
| Building social safety nets* | 7.7% | 0.0% | 28.6% | 0.0% | | 22.6% | 0.0% | 3.6% | 66.7% | 0.0% | 0.0% |
| Generating jobs | 61.5% | 22.2% | 85.7% | 33.3% | | 71.0% | 42.9% | 57.1% | 66.7% | 50.0% | 20.0% |
| Improving livelihoods | 61.5% | 44.4% | 57.1% | 16.7% | | 80.6% | 28.6% | 53.6% | 66.7% | 33.3% | 40.0% |
| Increasing cohesion | 0.0% | 0.0% | 14.3% | 0.0% | | 12.9% | 14.3% | 3.6% | 0.0% | 16.7% | 0.0% |
| Stimulating dialogue to promote peace and stability | 7.7% | 11.1% | 0.0% | 0.0% | | 3.2% | 0.0% | 28.6% | 0.0% | 16.7% | 40.0% |

*Significantly different between stakeholder groups

Below is a list of development priorities in the DRC. Which THREE areas below would benefit most from other donors in the DRC? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Building capacity of state institutions | 27.3% | 37.5% | 71.4% | 50.0% | | 28.1% | 0.0% | 17.2% | 66.7% | 33.3% | 25.0% |
| Strengthening public financial management | 45.5% | 12.5% | 57.1% | 0.0% | | 21.9% | 27.3% | 20.7% | 66.7% | 16.7% | 50.0% |
| Strengthening conflict resolution mechanisms | 18.2% | 50.0% | 14.3% | 0.0% | | 31.3% | 72.7% | 37.9% | 0.0% | 50.0% | 25.0% |
| Increasing access to justice systems | 45.5% | 37.5% | 28.6% | 33.3% | | 68.8% | 27.3% | 34.5% | 66.7% | 33.3% | 0.0% |
| Strengthening security mechanisms | 45.5% | 0.0% | 14.3% | 50.0% | | 46.9% | 9.1% | 31.0% | 33.3% | 50.0% | 25.0% |
| Reducing violence | 9.1% | 12.5% | 0.0% | 33.3% | | 18.8% | 0.0% | 24.1% | 0.0% | 16.7% | 0.0% |
| Increasing access to basic services | 18.2% | 37.5% | 14.3% | 33.3% | | 18.8% | 18.2% | 13.8% | 33.3% | 0.0% | 25.0% |
| Building social safety nets | 27.3% | 0.0% | 14.3% | 0.0% | | 12.5% | 9.1% | 17.2% | 0.0% | 16.7% | 0.0% |
| Generating jobs | 36.4% | 25.0% | 0.0% | 33.3% | | 6.3% | 9.1% | 27.6% | 33.3% | 16.7% | 25.0% |
| Improving livelihoods* | 9.1% | 37.5% | 14.3% | 16.7% | | 9.4% | 9.1% | 6.9% | 0.0% | 0.0% | 75.0% |
| Increasing cohesion | 9.1% | 25.0% | 14.3% | 0.0% | | 3.1% | 27.3% | 27.6% | 0.0% | 16.7% | 25.0% |
| Stimulating dialogue to promote peace and stability* | 9.1% | 25.0% | 28.6% | 50.0% | | 0.0% | 27.3% | 24.1% | 0.0% | 50.0% | 25.0% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Office of | Office of | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---|--------------------------------------|-----------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| | President/Prime Minister/Minister | Parliamentarian | | | | | | | | | |
| Local newspapers* | 50.0% | 27.3% | 57.1% | 44.4% | 54.5% | 68.3% | 43.3% | 30.6% | 27.3% | 6.7% | 36.4% |
| International newspapers* | 0.0% | 15.2% | 7.1% | 11.1% | 9.1% | 7.3% | 13.3% | 30.6% | 18.2% | 20.0% | 27.3% |
| Local radio* | 36.4% | 27.3% | 35.7% | 11.1% | 9.1% | 39.0% | 40.0% | 12.9% | 27.3% | 0.0% | 9.1% |
| International radio* | 45.5% | 33.3% | 35.7% | 22.2% | 18.2% | 48.8% | 20.0% | 20.0% | 54.5% | 13.3% | 54.5% |
| Local television | 13.6% | 27.3% | 21.4% | 33.3% | 18.2% | 4.9% | 30.0% | 17.6% | 0.0% | 13.3% | 9.1% |
| International television* | 4.5% | 6.1% | 0.0% | 11.1% | 45.5% | 17.1% | 16.7% | 32.9% | 27.3% | 53.3% | 27.3% |
| Periodicals* | 9.1% | 12.1% | 0.0% | 11.1% | 9.1% | 0.0% | 0.0% | 1.2% | 0.0% | 20.0% | 9.1% |
| Internet | 36.4% | 42.4% | 21.4% | 44.4% | 18.2% | 17.1% | 23.3% | 41.2% | 36.4% | 46.7% | 27.3% |
| Social media | 4.5% | 6.1% | 14.3% | 0.0% | 0.0% | 0.0% | 10.0% | 2.4% | 0.0% | 0.0% | 0.0% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Mobile phones | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 3.5% | 0.0% | 13.3% | 0.0% |
| Instant messaging | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Other* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 13.3% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of | Office of | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|--------------------------------------|-----------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| | President/Prime Minister/Minister | Parliamentarian | | | | | | | | | |
| World Bank website | 22.7% | 35.3% | 23.1% | 33.3% | 20.0% | 28.6% | 10.3% | 23.8% | 18.2% | 46.7% | 38.5% |
| Direct contact with World Bank* | 36.4% | 38.2% | 30.8% | 33.3% | 0.0% | 66.7% | 34.5% | 36.9% | 45.5% | 26.7% | 30.8% |
| e-newsletters | 0.0% | 5.9% | 7.7% | 11.1% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 6.7% | 7.7% |
| Instant messaging | 4.5% | 8.8% | 7.7% | 11.1% | 10.0% | 0.0% | 10.3% | 4.8% | 0.0% | 0.0% | 0.0% |
| World Bank seminars/workshops/conferences* | 77.3% | 58.8% | 61.5% | 66.7% | 40.0% | 16.7% | 79.3% | 56.0% | 72.7% | 26.7% | 46.2% |
| World Bank Public Information Center | 13.6% | 17.6% | 0.0% | 11.1% | 30.0% | 35.7% | 6.9% | 17.9% | 9.1% | 20.0% | 7.7% |
| World Bank publications and other written materials* | 36.4% | 23.5% | 15.4% | 11.1% | 50.0% | 47.6% | 10.3% | 31.0% | 9.1% | 40.0% | 30.8% |
| Mobile phones | 13.6% | 2.9% | 15.4% | 11.1% | 10.0% | 2.4% | 27.6% | 9.5% | 27.3% | 6.7% | 15.4% |
| Social media* | 4.5% | 5.9% | 30.8% | 11.1% | 20.0% | 0.0% | 10.3% | 6.0% | 18.2% | 13.3% | 23.1% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.4% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of | Office of | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|--------------------------------------|-----------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| | President/Prime Minister/Minister | Parliamentarian | | | | | | | | | |
| Yes | 4.3% | 12.9% | 25.0% | 22.2% | 55.6% | 15.8% | 17.9% | 20.3% | 20.0% | 26.7% | 15.4% |
| No | 95.7% | 87.1% | 75.0% | 77.8% | 44.4% | 84.2% | 82.1% | 79.7% | 80.0% | 73.3% | 84.6% |

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

| Percentage of Respondents | Office of | Office of | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|--------------------------------------|-----------------|--|--|------------|--------------------------------------|--|-------|-------|--|-------|
| | President/Prime Minister/Minister | Parliamentarian | | | | | | | | | |
| Yes | 40.0% | 12.0% | 22.2% | 0.0% | 25.0% | 32.4% | 0.0% | 15.9% | 14.3% | 21.4% | 9.1% |
| No | 60.0% | 88.0% | 77.8% | 100.0% | 75.0% | 67.6% | 100.0% | 84.1% | 85.7% | 78.6% | 90.9% |

G. Communication and Information Sharing (continued)**Were you able to obtain this information?**

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|--------|--------|--|-------|
| | Yes | 83.3% | 50.0% | 50.0% | | 100.0% | 100.0% | 100.0% | 42.9% | 0.0% | 33.3% |
| No | 16.7% | 50.0% | 50.0% | | 0.0% | 0.0% | 0.0% | 57.1% | 100.0% | 66.7% | 0.0% |

Do you have access to the Internet?*

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| | Yes | 100.0% | 81.8% | 90.9% | 33.3% | 40.0% | 100.0% | 96.2% | 92.2% | 80.0% | 86.7% |
| No | 0.0% | 18.2% | 9.1% | 0.0% | 60.0% | 0.0% | 3.8% | 7.8% | 20.0% | 13.3% | 7.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| | Yes | 28.6% | 34.4% | 36.4% | 33.3% | 20.0% | 100.0% | 34.6% | 39.0% | 22.2% | 33.3% |
| No | 71.4% | 65.6% | 63.6% | 66.7% | 80.0% | 0.0% | 65.4% | 61.0% | 77.8% | 66.7% | 92.3% |

*Significantly different between stakeholder groups

Which do you primarily use?*

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|-------------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| | The World Bank's country website | 64.3% | 62.5% | 20.0% | 0.0% | 0.0% | 20.9% | 50.0% | 30.2% | 42.9% | 33.3% |
| The World Bank's main website | 35.7% | 37.5% | 80.0% | 100.0% | 100.0% | 79.1% | 50.0% | 69.8% | 57.1% | 66.7% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| | High speed | 64.7% | 50.0% | 80.0% | 66.7% | 25.0% | 97.7% | 43.8% | 65.1% | 62.5% | 50.0% |
| Dial-up | 35.3% | 50.0% | 20.0% | 33.3% | 75.0% | 2.3% | 56.3% | 34.9% | 37.5% | 50.0% | 0.0% |

*Significantly different between stakeholder groups

Do you use/have you used the World Bank's Public Information Centers (PICs) in the DRC?*

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| | Yes | 4.2% | 6.7% | 7.7% | 25.0% | 0.0% | 0.0% | 3.4% | 23.8% | 0.0% | 14.3% |
| No | 25.0% | 33.3% | 23.1% | 25.0% | 80.0% | 9.8% | 20.7% | 40.0% | 63.6% | 35.7% | 16.7% |
| I don't know what PIC is | 70.8% | 60.0% | 69.2% | 50.0% | 20.0% | 90.2% | 75.9% | 36.3% | 36.4% | 50.0% | 75.0% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|---------------------------|------|------|--|------|------|---|------|------|------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Office of Parliamentarian | | | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant/ Contractor on Bank project | | | Local Gov. | | | 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 | N | Mean | SD |
| I use/consult World Bank data more currently than I did a few years ago | 11 | 5.45 | 3.62 | 20 | 3.00 | 2.51 | 1 | 4.00 | 0.00 | 7 | 6.00 | 3.46 | 6 | 4.17 | 3.54 | 6 | 6.33 | 2.66 | 5 | 2.40 | 1.95 | 43 | 4.47 | 3.15 | 6 | 4.67 | 4.23 | 10 | 4.90 | 3.18 | 10 | 2.00 | 1.25 |
| The World Bank's PIC is a valuable source of information related to development in the DRC. | 3 | 6.67 | 4.93 | 7 | 1.71 | 1.89 | | | | 2 | 9.00 | 1.41 | 3 | 3.00 | 1.73 | 2 | 4.50 | 4.95 | 3 | 4.33 | 2.89 | 30 | 5.03 | 3.78 | 4 | 2.25 | 2.50 | 3 | 6.67 | 3.51 | 2 | 2.50 | 2.12 |
| I find the World Bank websites easy to navigate. * | 3 | 8.33 | 2.89 | 9 | 3.56 | 3.17 | | | | 3 | 4.67 | 3.51 | 3 | 4.33 | 3.51 | 3 | 8.67 | 1.53 | 8 | 6.25 | 1.91 | 36 | 6.31 | 3.19 | 3 | 9.67 | .58 | 4 | 7.25 | 2.06 | 4 | 4.50 | 3.87 |
| I find the information on the World Bank's websites useful. | 4 | 7.75 | 4.50 | 9 | 4.33 | 3.57 | | | | 3 | 4.67 | 3.51 | 3 | 4.67 | 3.21 | 4 | 7.75 | 2.22 | 7 | 5.57 | 1.13 | 34 | 6.35 | 3.12 | 4 | 7.50 | 4.36 | 5 | 6.80 | 1.92 | 3 | 5.00 | 4.58 |
| When I need information from the World Bank I know how to find it * | 6 | 7.00 | 3.79 | 16 | 4.06 | 3.86 | | | | 1 | 4.00 | | 5 | 3.20 | 3.03 | 3 | 8.67 | 2.31 | 7 | 5.43 | 2.15 | 47 | 6.83 | 3.18 | 4 | 3.75 | 2.75 | 9 | 7.44 | 2.55 | 3 | 5.33 | 4.51 |
| The World Bank is responsive to my information requests and inquiries | 5 | 6.20 | 4.09 | 15 | 2.53 | 2.88 | | | | 1 | 1.00 | | 5 | 3.60 | 3.97 | 3 | 5.67 | 1.15 | 5 | 4.20 | 2.05 | 48 | 4.02 | 2.79 | 2 | 8.50 | 2.12 | 8 | 5.00 | 3.38 | 5 | 3.00 | 3.94 |

*Significantly different between stakeholder groups

H. Background Information

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Yes | 42.3% | 31.3% | 25.0% | 100.0% | 45.5% | 75.6% | 35.7% | 35.4% | 18.2% | 18.8% | 53.8% |
| No | 57.7% | 68.8% | 75.0% | 0.0% | 54.5% | 24.4% | 64.3% | 64.6% | 81.8% | 81.3% | 46.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Gov. | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research institute/ Think tank | Other |
|--|---|---------------------------|--|--|------------|--------------------------------|--|-------|-------|--|-------|
| Observer* | 66.7% | 48.3% | 77.8% | 0.0% | 75.0% | 21.4% | 73.1% | 60.3% | 36.4% | 42.9% | 53.8% |
| Use World Bank reports/data* | 14.3% | 20.7% | 11.1% | 44.4% | 25.0% | 71.4% | 3.8% | 15.4% | 9.1% | 14.3% | 15.4% |
| Engage in World Bank related/sponsored events/activities* | 33.3% | 41.4% | 11.1% | 33.3% | 50.0% | 2.4% | 26.9% | 50.0% | 36.4% | 28.6% | 15.4% |
| Collaborate as part of my professional duties* | 23.8% | 13.8% | 33.3% | 66.7% | 37.5% | 83.3% | 23.1% | 17.9% | 18.2% | 28.6% | 46.2% |
| Use World Bank website for information, data, research, etc. | 9.5% | 20.7% | 11.1% | 11.1% | 0.0% | 4.8% | 7.7% | 24.4% | 27.3% | 28.6% | 23.1% |

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing the DRC

In general would you say that the DRC is headed in ...?*

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| The right direction | 52.4% | 37.9% | 38.7% |
| The wrong direction | 25.7% | 37.9% | 24.5% |
| Not sure | 21.9% | 24.1% | 36.8% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Social protection | 8.7% | 10.1% | 6.3% |
| Transport* | 37.5% | 21.7% | 50.9% |
| Security/stabilization/reconstruction* | 24.0% | 15.9% | 10.7% |
| Public sector governance/ reform | 19.2% | 27.5% | 24.1% |
| Global/regional integration | 0.0% | 2.9% | 2.7% |
| Gender | 0.0% | 1.4% | 1.8% |
| Domestic private sector development | 6.7% | 1.4% | 5.4% |
| Foreign direct investment* | 0.0% | 0.0% | 6.3% |
| Water and sanitation* | 11.5% | 10.1% | 28.6% |
| Energy | 22.1% | 23.2% | 25.0% |
| Regional conflict and tensions | 2.9% | 2.9% | 3.6% |
| Job creation/employment | 20.2% | 13.0% | 12.5% |
| Rural development | 5.8% | 2.9% | 9.8% |
| Financial markets | 0.0% | 1.4% | 2.7% |
| Urban development | 1.9% | 1.4% | 0.9% |
| Environmental sustainability | 2.9% | 0.0% | 1.8% |
| Equality of opportunity | 1.0% | 0.0% | 0.9% |
| Health | 7.7% | 11.6% | 8.0% |
| Education* | 25.0% | 30.4% | 10.7% |
| Poverty reduction* | 12.5% | 30.4% | 8.9% |
| Food security* | 1.9% | 10.1% | 4.5% |
| Social cohesion | 1.0% | 1.4% | 1.8% |
| Climate change | 1.9% | 0.0% | 0.0% |
| Agricultural development* | 18.3% | 37.7% | 23.2% |
| Trade and exports | 1.0% | 0.0% | 0.9% |
| Crime and violence | 0.0% | 1.4% | 0.0% |
| Economic growth | 4.8% | 2.9% | 3.6% |
| Law and justice | 10.6% | 8.7% | 10.7% |
| Regulatory framework* | 1.0% | 4.3% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 1.8% |
| Basic infrastructure* | 20.2% | 5.8% | 8.9% |
| Local governance and institutions | 8.7% | 1.4% | 3.6% |
| Natural resource management | 3.8% | 2.9% | 2.7% |
| Anti corruption | 12.5% | 13.0% | 10.7% |
| Disaster management | 1.0% | 0.0% | 0.0% |
| Information and communications technology | 2.9% | 0.0% | 5.4% |

*Significantly different between locations

A. General Issues facing the DRC (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 the DRC? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Water and sanitation | 29.4% | 20.8% | 35.1% |
| Equality of opportunity | 4.6% | 0.0% | 4.4% |
| Economic growth | 25.7% | 29.2% | 20.2% |
| Climate change | 0.0% | 1.4% | 0.9% |
| Regional conflict and tensions | 2.8% | 0.0% | 4.4% |
| Global/regional integration | 1.8% | 0.0% | 3.5% |
| Gender | 1.8% | 0.0% | 2.6% |
| Rural development | 17.4% | 19.4% | 28.9% |
| Urban development* | 4.6% | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 2.8% | 2.6% |
| Local governance and institutions | 8.3% | 4.2% | 7.0% |
| Basic infrastructure* | 9.2% | 11.1% | 23.7% |
| Social protection | 0.9% | 1.4% | 3.5% |
| Law and justice | 10.1% | 6.9% | 4.4% |
| Transport | 28.4% | 20.8% | 34.2% |
| Crime and violence | 1.8% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 1.4% | 0.9% |
| Information and communications technology | 0.9% | 1.4% | 1.8% |
| Security/stabilization/reconstruction | 5.5% | 5.6% | 3.5% |
| Anti corruption | 12.8% | 11.1% | 11.4% |
| Domestic private sector development | 9.2% | 5.6% | 3.5% |
| Foreign direct investment | 1.8% | 4.2% | 2.6% |
| Energy | 13.8% | 18.1% | 10.5% |
| Public sector governance/ reform* | 22.9% | 27.8% | 9.6% |
| Social cohesion | 0.9% | 4.2% | 1.8% |
| Education | 10.1% | 9.7% | 3.5% |
| Natural resource management | 10.1% | 8.3% | 7.9% |
| Environmental sustainability | 0.9% | 2.8% | 0.0% |
| Health | 3.7% | 9.7% | 6.1% |
| Agricultural development | 22.9% | 27.8% | 35.1% |
| Disaster management* | 0.0% | 2.8% | 0.0% |
| Job creation/employment | 30.3% | 31.9% | 22.8% |
| Financial markets | 0.0% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 1.4% | 0.0% |
| Food security | 3.7% | 5.6% | 4.4% |

*Significantly different between locations

A. General Issues facing the DRC (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the DRC? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Energy* | 42.1% | 23.6% | 47.4% |
| Gender | 0.9% | 1.4% | 1.8% |
| Equality of opportunity | 1.9% | 1.4% | 2.6% |
| Global/regional integration | 0.0% | 4.2% | 3.5% |
| Social protection | 2.8% | 0.0% | 4.4% |
| Climate change | 0.9% | 0.0% | 0.9% |
| Anti corruption | 16.8% | 16.7% | 16.7% |
| Disaster management | 0.9% | 2.8% | 0.9% |
| Regional conflict and tensions | 4.7% | 2.8% | 0.9% |
| Rural development | 6.5% | 4.2% | 12.3% |
| Foreign direct investment* | 7.5% | 23.6% | 18.4% |
| Urban development | 0.9% | 0.0% | 3.5% |
| Water and sanitation | 8.4% | 5.6% | 5.3% |
| Trade and exports | 19.6% | 16.7% | 8.8% |
| Information and communications technology | 3.7% | 4.2% | 10.5% |
| Regulatory framework | 5.6% | 1.4% | 0.9% |
| Communicable/non-communicable diseases | 0.0% | 1.4% | 0.9% |
| Social cohesion | 0.0% | 2.8% | 4.4% |
| Public sector governance/ reform | 15.9% | 19.4% | 22.8% |
| Domestic private sector development | 11.2% | 6.9% | 11.4% |
| Job creation/employment* | 6.5% | 27.8% | 3.5% |
| Agricultural development | 27.1% | 36.1% | 33.3% |
| Food security | 0.9% | 2.8% | 0.9% |
| Transport* | 24.3% | 23.6% | 37.7% |
| Security/stabilization/reconstruction | 3.7% | 1.4% | 0.9% |
| Education | 6.5% | 6.9% | 1.8% |
| Natural resource management* | 29.9% | 11.1% | 21.1% |
| Environmental sustainability | 0.9% | 1.4% | 0.0% |
| Health* | 15.0% | 22.2% | 2.6% |
| Basic infrastructure | 13.1% | 13.9% | 13.2% |
| Law and justice* | 4.7% | 6.9% | 0.0% |
| Local governance and institutions* | 8.4% | 4.2% | 0.9% |
| Crime and violence | 0.0% | 0.0% | 0.0% |
| Financial markets | 4.7% | 2.8% | 5.3% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in the DRC?* | 98 | 4.84 | 2.55 | 69 | 5.12 | 2.62 | 109 | 3.89 | 2.59 |

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

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in the DRC? | 92 | 5.07 | 2.58 | 67 | 5.34 | 2.48 | 103 | 4.64 | 2.40 |

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

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges? | 82 | 5.40 | 2.63 | 64 | 5.75 | 2.40 | 101 | 5.35 | 2.75 |

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

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|--|----------|--------|-------|
| Social protection | 11.3% | 8.5% | 5.4% |
| Security/stabilization/reconstruction | 16.0% | 15.5% | 12.5% |
| Public sector governance/ reform | 15.1% | 12.7% | 22.3% |
| Transport* | 29.2% | 26.8% | 56.3% |
| Poverty reduction* | 18.9% | 33.8% | 14.3% |
| Global/regional integration | 0.9% | 4.2% | 2.7% |
| Gender | 0.9% | 0.0% | 3.6% |
| Crime and violence | 0.9% | 0.0% | 0.0% |
| Rural development | 8.5% | 4.2% | 10.7% |
| Domestic private sector development | 6.6% | 4.2% | 2.7% |
| Foreign direct investment | 0.0% | 2.8% | 4.5% |
| Water and sanitation* | 6.6% | 11.3% | 18.8% |
| Energy* | 27.4% | 11.3% | 17.0% |
| Social cohesion | 0.0% | 4.2% | 0.9% |
| Job creation/employment* | 12.3% | 29.6% | 14.3% |
| Financial markets | 4.7% | 1.4% | 3.6% |
| Urban development | 1.9% | 0.0% | 0.0% |
| Environmental sustainability | 0.9% | 4.2% | 0.9% |
| Equality of opportunity | 1.9% | 1.4% | 0.9% |
| Regional conflict and tensions | 0.9% | 2.8% | 1.8% |
| Health* | 27.4% | 15.5% | 15.2% |
| Education* | 22.6% | 22.5% | 10.7% |
| Food security | 3.8% | 4.2% | 2.7% |
| Climate change | 0.0% | 1.4% | 0.9% |
| Agricultural development | 19.8% | 23.9% | 32.1% |
| Trade and exports | 0.9% | 0.0% | 0.9% |
| Economic growth | 10.4% | 5.6% | 4.5% |
| Law and justice | 9.4% | 7.0% | 6.3% |
| Local governance and institutions | 7.5% | 2.8% | 2.7% |
| Regulatory framework | 1.9% | 1.4% | 0.0% |
| Communicable/non-communicable diseases | 0.9% | 0.0% | 1.8% |
| Basic infrastructure* | 9.4% | 26.8% | 12.5% |
| Natural resource management | 6.6% | 1.4% | 6.3% |
| Information and communications technology* | 0.9% | 1.4% | 6.3% |
| Anti corruption | 10.4% | 8.5% | 3.6% |
| Disaster management | 0.9% | 0.0% | 0.0% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

| 1st Greatest Value | | | |
|--|----------|--------|-------|
| Percentage of Respondents | Kinshasa | Matadi | Other |
| Financial resources: investment lending | 31.8% | 35.7% | 35.2% |
| Financial resources: policy based lending / budget support to the Government | 24.7% | 14.3% | 23.9% |
| Mobilizing third party financial resources | 7.1% | 1.8% | 2.8% |
| Technical assistance | 7.1% | 3.6% | 5.6% |
| Policy advice | 3.5% | 7.1% | 2.8% |
| Donor coordination | 1.2% | 0.0% | 0.0% |
| Data | 1.2% | 0.0% | 0.0% |
| Training/capacity building | 8.2% | 8.9% | 9.9% |
| Studies/analyses | 0.0% | 1.8% | 1.4% |
| Convening/facilitating | 2.4% | 1.8% | 1.4% |
| Linkage to non-Bank expertise | 0.0% | 0.0% | 1.4% |
| Strategy formulation | 12.9% | 21.4% | 15.5% |
| Other | 0.0% | 3.6% | 0.0% |

| 2nd Greatest Value | | | |
|--|----------|--------|-------|
| Percentage of Respondents | Kinshasa | Matadi | Other |
| Financial resources: investment lending* | 10.8% | 35.2% | 15.3% |
| Financial resources: policy based lending / budget support to the Government | 14.5% | 16.7% | 15.3% |
| Mobilizing third party financial resources | 7.2% | 3.7% | 8.3% |
| Technical assistance | 9.6% | 18.5% | 16.7% |
| Policy advice | 8.4% | 3.7% | 9.7% |
| Donor coordination | 2.4% | 1.9% | 2.8% |
| Data | 1.2% | 0.0% | 1.4% |
| Training/capacity building* | 25.3% | 7.4% | 18.1% |
| Studies/analyses | 4.8% | 7.4% | 0.0% |
| Convening/facilitating | 1.2% | 0.0% | 2.8% |
| Linkage to non-Bank expertise | 8.4% | 0.0% | 4.2% |
| Strategy formulation | 6.0% | 5.6% | 4.2% |
| Other | 0.0% | 0.0% | 1.4% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Imposing technocratic solutions without regard to political realities | 25.7% | 18.6% | 19.8% |
| Not exploring alternative policy options* | 4.8% | 15.7% | 9.4% |
| Too bureaucratic in its operational policies and procedures | 33.3% | 34.3% | 38.7% |
| Staff too inaccessible | 8.6% | 7.1% | 8.5% |
| Arrogant in its approach | 4.8% | 2.9% | 7.5% |
| Not client focused | 1.0% | 4.3% | 3.8% |
| The credibility of its knowledge/data | 1.9% | 1.4% | 0.9% |
| Not willing to honestly criticize policies and reform efforts in the country | 12.4% | 10.0% | 11.3% |
| Its advice and strategies do not lend themselves to practical problem solving | 5.7% | 4.3% | 6.6% |
| Too influenced by developed countries | 35.2% | 28.6% | 30.2% |
| Not enough public disclosure of its work | 14.3% | 12.9% | 8.5% |
| World Bank processes too slow and complex* | 10.5% | 25.7% | 15.1% |
| Not aligned with country priorities | 6.7% | 10.0% | 5.7% |
| Not aligned with other donors' work | 1.0% | 0.0% | 0.0% |
| Not collaborating enough with non-state actors | 6.7% | 2.9% | 7.5% |
| Not adequately sensitive to political/social realities in the DRC | 14.3% | 15.7% | 15.1% |
| Not focused enough on issues that are unique to post-conflict countries | 4.8% | 2.9% | 4.7% |
| Inadequate number of World Bank staff members located in the country | 3.8% | 4.3% | 3.8% |
| Other | 1.0% | 0.0% | 0.9% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Capacity development* | 53.8% | 39.4% | 67.0% |
| Policy based lending / budget support to the Government | 27.4% | 22.5% | 34.8% |
| Knowledge products/services | 8.5% | 8.5% | 3.6% |
| Investment lending | 40.6% | 53.5% | 39.3% |
| Technical assistance* | 17.9% | 32.4% | 8.9% |
| Trust Fund management | 5.7% | 2.8% | 2.7% |
| Co-financing arrangements | 5.7% | 4.2% | 4.5% |
| Sector-wide approaches | 21.7% | 21.1% | 20.5% |
| Emergency Recovery lending | 4.7% | 5.6% | 7.1% |
| Other | 0.9% | 0.0% | 0.9% |
| Don't know | 7.5% | 2.8% | 4.5% |

*Significantly different between locations

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"??* | 77 | 6.86 | 2.78 | 55 | 6.42 | 2.65 | 94 | 7.73 | 2.29 |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| NGOs | 32.4% | 35.2% | 33.3% |
| Local Government | 18.6% | 14.1% | 15.8% |
| Beneficiaries* | 31.4% | 40.8% | 52.6% |
| Private sector* | 22.5% | 7.0% | 3.5% |
| Community Based Organizations* | 26.5% | 31.0% | 14.0% |
| Donor community* | 18.6% | 4.2% | 9.6% |
| Foundations | 1.0% | 1.4% | 0.0% |
| Academia/think tanks/research institutes | 15.7% | 12.7% | 7.0% |
| Parliament* | 2.9% | 21.1% | 12.3% |
| Media | 4.9% | 2.8% | 5.3% |
| Faith based organizations | 10.8% | 14.1% | 21.9% |
| UN and regional peace keeping forces | 2.9% | 1.4% | 7.0% |
| Emerging donors | 2.0% | 2.8% | 1.8% |
| UN agencies | 2.0% | 2.8% | 6.1% |
| Regional organizations | 2.9% | 2.8% | 7.0% |
| Other | 2.0% | 0.0% | 1.8% |

*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in the DRC* | 90 | 4.81 | 3.10 | 65 | 5.72 | 2.72 | 108 | 4.53 | 2.47 |
| The World Bank's work is aligned with what I consider the development priorities for the DRC | 86 | 4.97 | 2.91 | 63 | 5.10 | 2.65 | 99 | 4.85 | 2.72 |
| The World Bank supports programs and strategies that are realistic for the DRC | 85 | 5.38 | 3.12 | 65 | 5.23 | 2.67 | 98 | 4.84 | 2.36 |
| The World Bank treats clients and stakeholders in the DRC with respect | 74 | 5.32 | 3.06 | 62 | 4.76 | 2.42 | 84 | 4.39 | 2.85 |

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in the DRC, 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? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness* | 58 | 5.09 | 2.75 | 48 | 3.79 | 2.17 | 49 | 3.55 | 2.45 |
| Flexibility (in terms of the institution's products and services)* | 60 | 4.92 | 2.86 | 50 | 4.70 | 2.28 | 57 | 3.54 | 2.61 |
| Flexibility (in terms of changing country circumstances) | 66 | 4.58 | 2.84 | 50 | 4.38 | 2.58 | 65 | 3.57 | 2.74 |
| Being inclusive* | 69 | 5.12 | 3.13 | 56 | 4.48 | 2.34 | 70 | 3.73 | 2.89 |
| Openness (sharing data and other information)* | 74 | 5.78 | 2.85 | 52 | 5.90 | 2.25 | 71 | 4.72 | 2.77 |
| Staff accessibility* | 75 | 4.35 | 2.66 | 57 | 4.86 | 2.28 | 81 | 3.44 | 2.66 |
| Straightforwardness and honesty | 68 | 5.68 | 3.22 | 59 | 6.17 | 2.56 | 67 | 5.10 | 2.65 |
| Collaboration with groups outside of the Government* | 84 | 6.10 | 2.88 | 59 | 5.20 | 3.00 | 92 | 6.66 | 2.71 |
| Collaboration with the Government | 81 | 7.19 | 2.78 | 56 | 7.43 | 2.68 | 96 | 7.54 | 2.29 |
| Collaboration with other donors | 67 | 6.81 | 2.99 | 54 | 6.78 | 2.68 | 63 | 7.14 | 2.93 |
| Follow through over time* | 64 | 6.00 | 2.80 | 46 | 4.59 | 3.10 | 47 | 4.70 | 3.01 |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| The World Bank works too slowly* | 35.2% | 51.4% | 63.4% |
| The Government works inefficiently* | 52.8% | 57.1% | 36.6% |
| There is not an adequate level of citizen/civil society participation | 39.8% | 31.4% | 33.9% |
| Poor donor coordination | 3.7% | 2.9% | 3.6% |
| The World Bank does not do adequate follow through/follow-up | 20.4% | 27.1% | 24.1% |
| Lack of/inadequate levels of capacity in Government | 15.7% | 15.7% | 9.8% |
| Political pressures and obstacles | 38.9% | 28.6% | 27.7% |
| Reforms are not well thought out in light of country challenges | 7.4% | 10.0% | 8.0% |
| The World Bank is not sensitive enough to political/social realities on the ground* | 36.1% | 35.7% | 50.9% |
| Ongoing conflict and instability | 17.6% | 18.6% | 20.5% |
| Inadequate funding* | 16.7% | 7.1% | 7.1% |
| Other | 3.7% | 1.4% | 0.0% |

*Significantly different between locations

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the DRC?

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

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Anti corruption* | 94 | 3.95 | 2.92 | 47 | 2.81 | 2.20 | 81 | 3.77 | 2.40 |
| Information and communications technology* | 87 | 4.25 | 2.83 | 54 | 3.00 | 2.40 | 74 | 3.82 | 2.65 |
| Transport | 92 | 5.23 | 2.95 | 59 | 4.37 | 2.50 | 90 | 4.68 | 2.39 |
| Crime and violence | 78 | 3.13 | 2.53 | 57 | 2.95 | 1.88 | 73 | 3.10 | 2.20 |
| Regional conflict and tensions | 72 | 2.67 | 2.32 | 57 | 2.60 | 1.92 | 61 | 2.95 | 2.55 |
| Law and justice* | 83 | 3.99 | 2.71 | 58 | 2.79 | 1.78 | 79 | 4.16 | 2.23 |
| Urban development* | 85 | 4.78 | 2.64 | 56 | 3.64 | 2.36 | 83 | 4.00 | 2.26 |
| Environmental sustainability | 80 | 4.39 | 2.70 | 49 | 4.08 | 2.48 | 72 | 4.67 | 2.48 |
| Regulatory framework | 75 | 4.76 | 2.70 | 44 | 4.00 | 2.39 | 57 | 4.89 | 2.13 |
| Basic infrastructure | 84 | 5.40 | 2.76 | 53 | 4.83 | 2.46 | 92 | 4.57 | 2.31 |
| Communicable/non-communicable diseases | 85 | 5.68 | 2.87 | 55 | 5.18 | 2.61 | 90 | 5.47 | 2.38 |
| Poverty reduction* | 86 | 4.28 | 2.85 | 55 | 3.29 | 2.25 | 91 | 3.30 | 2.48 |
| Gender* | 67 | 4.94 | 2.89 | 53 | 3.85 | 2.76 | 64 | 3.47 | 2.88 |
| Domestic private sector development | 68 | 3.88 | 2.59 | 49 | 3.29 | 2.57 | 64 | 3.19 | 2.81 |
| Foreign direct investment | 63 | 4.52 | 2.74 | 51 | 3.92 | 2.52 | 57 | 3.86 | 2.88 |
| Local governance and institutions* | 79 | 4.44 | 2.58 | 57 | 3.56 | 2.45 | 80 | 4.66 | 2.41 |
| Water and sanitation* | 88 | 5.15 | 2.76 | 57 | 4.02 | 2.60 | 85 | 4.73 | 2.35 |
| Trade and exports* | 65 | 4.32 | 2.63 | 45 | 2.07 | 1.56 | 56 | 3.38 | 2.78 |
| Economic growth* | 84 | 5.48 | 2.79 | 51 | 2.94 | 2.01 | 77 | 4.00 | 2.76 |
| Energy* | 80 | 4.98 | 2.85 | 56 | 3.27 | 2.24 | 84 | 3.92 | 2.21 |
| Disaster management | 63 | 4.06 | 2.71 | 50 | 3.58 | 2.23 | 59 | 4.03 | 2.71 |
| Public sector governance/ reform | 76 | 4.86 | 2.59 | 55 | 4.29 | 2.62 | 68 | 4.84 | 2.51 |
| Job creation/employment* | 68 | 3.41 | 2.61 | 57 | 1.79 | 1.86 | 74 | 2.34 | 2.15 |
| Social cohesion | 68 | 2.82 | 2.49 | 56 | 2.16 | 2.08 | 69 | 2.38 | 2.25 |
| Financial markets* | 61 | 4.80 | 2.94 | 54 | 3.78 | 2.31 | 67 | 3.46 | 2.29 |
| Equality of opportunity* | 71 | 4.14 | 2.95 | 50 | 3.44 | 2.37 | 59 | 2.95 | 2.46 |
| Health* | 89 | 5.83 | 2.51 | 58 | 4.69 | 2.41 | 89 | 4.71 | 2.22 |
| Rural development* | 84 | 4.43 | 2.66 | 58 | 3.21 | 2.22 | 88 | 4.00 | 2.29 |
| Global/regional integration | 74 | 4.43 | 2.82 | 53 | 3.79 | 2.20 | 64 | 4.59 | 2.62 |
| Food security | 76 | 3.28 | 2.64 | 57 | 2.46 | 2.44 | 83 | 2.81 | 2.31 |
| Education* | 86 | 4.99 | 2.77 | 60 | 3.33 | 2.12 | 86 | 4.33 | 2.31 |
| Security/stabilization/reconstruction | 76 | 4.39 | 2.89 | 55 | 3.47 | 2.12 | 77 | 3.78 | 2.32 |
| Social protection | 68 | 3.41 | 2.65 | 50 | 2.96 | 2.63 | 70 | 2.91 | 2.55 |
| Climate change | 69 | 4.43 | 2.94 | 48 | 3.71 | 2.10 | 57 | 3.84 | 2.52 |
| Agricultural development* | 82 | 4.83 | 3.07 | 54 | 2.91 | 2.69 | 87 | 4.26 | 2.53 |
| Natural resource management | 66 | 4.50 | 3.21 | 54 | 3.41 | 2.61 | 56 | 3.55 | 2.66 |

*Significantly different between locations

C. World Bank Effectiveness and Results (continued)

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in the DRC? | 91 | 5.04 | 2.76 | 64 | 5.16 | 2.25 | 100 | 5.24 | 2.53 |

(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 in the DRC?

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of the DRC | 90 | 4.40 | 2.66 | 62 | 4.11 | 2.41 | 88 | 4.38 | 2.51 |
| The World Bank meets the DRC's needs for knowledge services* | 86 | 5.33 | 2.85 | 63 | 3.83 | 2.74 | 85 | 4.72 | 2.55 |

*Significantly different between locations

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

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Weekly | 9.4% | 8.7% | 4.5% |
| Monthly | 28.3% | 40.6% | 10.7% |
| A few times a year | 25.5% | 10.1% | 17.0% |
| Rarely | 25.5% | 27.5% | 36.6% |
| Never | 11.3% | 13.0% | 31.3% |

*Significantly different between locations

When thinking about the development challenges in the DRC, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|--|----------|--------|-------|
| Public sector governance/ reform | 45.3% | 45.1% | 45.6% |
| Gender | 2.8% | 0.0% | 1.8% |
| Social cohesion | 0.9% | 2.8% | 0.9% |
| Domestic private sector development | 14.2% | 8.5% | 7.9% |
| Foreign direct investment | 2.8% | 1.4% | 5.3% |
| Water and sanitation* | 7.5% | 5.6% | 17.5% |
| Trade and exports | 0.0% | 4.2% | 0.9% |
| Energy* | 21.7% | 12.7% | 28.9% |
| Regional conflict and tensions | 1.9% | 5.6% | 3.5% |
| Disaster management | 0.9% | 0.0% | 1.8% |
| Social protection | 2.8% | 2.8% | 4.4% |
| Climate change | 0.9% | 2.8% | 0.0% |
| Poverty reduction | 18.9% | 31.0% | 17.5% |
| Law and justice | 6.6% | 7.0% | 12.3% |
| Security/stabilization/reconstruction* | 8.5% | 0.0% | 2.6% |
| Anti corruption | 19.8% | 8.5% | 13.2% |
| Financial markets | 0.9% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 1.4% | 0.0% |
| Urban development | 5.7% | 2.8% | 0.9% |
| Education* | 23.6% | 29.6% | 11.4% |
| Crime and violence | 1.9% | 1.4% | 1.8% |
| Global/regional integration | 0.9% | 1.4% | 0.9% |
| Information and communications technology | 1.9% | 2.8% | 7.0% |
| Local governance and institutions* | 7.5% | 1.4% | 1.8% |
| Transport* | 24.5% | 25.4% | 42.1% |
| Agricultural development* | 15.1% | 40.8% | 20.2% |
| Natural resource management | 10.4% | 11.3% | 6.1% |
| Job creation/employment | 12.3% | 4.2% | 8.8% |
| Health | 11.3% | 11.3% | 5.3% |
| Economic growth* | 10.4% | 1.4% | 5.3% |
| Rural development | 5.7% | 7.0% | 9.6% |
| Food security* | 0.0% | 2.8% | 0.0% |
| Environmental sustainability | 0.9% | 1.4% | 0.9% |
| Regulatory framework | 0.9% | 2.8% | 0.0% |
| Basic infrastructure | 6.6% | 9.9% | 13.2% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% |

*Significantly different between locations

D. The World Bank's Knowledge (continued)

In the DRC, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Enhancing your knowledge and/or skills* | 86 | 5.37 | 3.00 | 61 | 4.15 | 2.44 | 102 | 4.91 | 2.34 |
| Contributing to good policy making | 81 | 5.36 | 2.75 | 62 | 4.87 | 2.47 | 97 | 5.31 | 2.17 |
| Providing support for program implementation | 84 | 5.69 | 2.75 | 59 | 5.56 | 2.35 | 97 | 6.02 | 2.07 |

*Significantly different between locations

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

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

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are timely | 77 | 5.75 | 2.86 | 45 | 6.04 | 2.70 | 97 | 5.90 | 2.44 |
| Include appropriate level of stakeholder involvement during preparation | 78 | 4.86 | 2.55 | 57 | 5.67 | 2.47 | 79 | 5.00 | 2.68 |
| Are relevant to the DRC's development priorities | 81 | 5.98 | 2.83 | 64 | 5.89 | 2.87 | 96 | 6.06 | 2.52 |
| Provide feasible recommendations | 72 | 6.13 | 2.52 | 58 | 6.00 | 1.76 | 94 | 5.39 | 2.38 |
| Are source of relevant information on global good practices | 80 | 6.13 | 2.69 | 58 | 6.07 | 2.20 | 87 | 5.91 | 2.27 |
| Are accessible (well written and easy to understand) | 72 | 5.63 | 2.89 | 48 | 5.63 | 2.65 | 83 | 5.02 | 2.92 |
| Are useful in terms of the work you do* | 77 | 5.99 | 2.81 | 59 | 6.27 | 2.51 | 93 | 5.16 | 2.40 |
| Are adequately disseminated* | 75 | 4.15 | 3.03 | 43 | 5.33 | 2.96 | 78 | 3.01 | 2.62 |
| Are appropriately translated* | 72 | 4.63 | 2.91 | 43 | 5.40 | 2.81 | 74 | 3.39 | 2.85 |
| Are adaptable to the DRC's specific development challenges and country circumstances* | 66 | 6.12 | 3.10 | 60 | 4.82 | 2.95 | 81 | 4.37 | 3.34 |

*Significantly different between locations

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your | 86 | 6.35 | 2.75 | 64 | 6.14 | 2.67 | 104 | 6.26 | 2.35 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities? | 91 | 6.43 | 2.70 | 65 | 5.68 | 2.51 | 101 | 5.98 | 2.27 |

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

E. Working with the World Bank

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

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly | 76 | 3.80 | 2.88 | 62 | 3.48 | 2.78 | 94 | 3.10 | 2.56 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 92 | 6.33 | 3.10 | 66 | 5.89 | 2.64 | 97 | 5.54 | 2.59 |
| The World Bank's approvals and reviews are done in a timely fashion* | 80 | 6.00 | 2.92 | 61 | 4.79 | 2.67 | 73 | 4.84 | 2.67 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 69 | 5.41 | 2.81 | 60 | 4.70 | 2.73 | 69 | 4.84 | 2.63 |
| The World Bank imposes reasonable conditions on its lending | 82 | 5.49 | 3.09 | 64 | 4.56 | 3.09 | 80 | 4.60 | 2.82 |
| Working with the World Bank increases the DRC's institutional capacity | 87 | 6.21 | 3.04 | 70 | 5.19 | 2.71 | 97 | 5.53 | 2.41 |
| The World Bank ensures consistency and continuity through staff changes* | 63 | 5.40 | 3.28 | 56 | 4.38 | 2.39 | 64 | 4.08 | 3.03 |
| The World Bank's teams and visits are well coordinated* | 78 | 6.53 | 2.90 | 57 | 4.95 | 2.45 | 73 | 5.12 | 2.78 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 74 | 6.12 | 2.93 | 54 | 6.50 | 2.77 | 83 | 5.53 | 2.48 |
| The World Bank provides effective implementation support | 88 | 6.08 | 3.12 | 65 | 5.95 | 2.60 | 93 | 5.25 | 2.63 |

*Significantly different between locations

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank is adequately staffed in the DRC?* | 67 | 5.33 | 2.68 | 54 | 4.89 | 2.56 | 79 | 4.10 | 2.99 |

*Significantly different between locations

F. The Future Role of the World Bank in the DRC

| | Which best represents your geographic location? | | | | | | | | |
|--|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in the DRC's development in the near future?* | 85 | 6.80 | 2.90 | 68 | 6.75 | 2.86 | 101 | 7.77 | 2.37 |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Improve the quality of its experts as related to the DRC's specific challenges* | 51.6% | 24.6% | 46.7% |
| Reduce the complexity of obtaining World Bank financing | 43.0% | 60.7% | 46.7% |
| Focus primarily on advocacy issues | 15.1% | 19.7% | 12.1% |
| Improve the competitiveness of its financing compared to markets | 17.2% | 18.0% | 17.8% |
| Reach out more to groups outside of government | 20.4% | 13.1% | 16.8% |
| Ensure greater selectivity in its work | 5.4% | 6.6% | 3.7% |
| Provide more adequate data/knowledge/statistics/figures on the DRC's economy | 14.0% | 8.2% | 5.6% |
| Offer more innovative financial products* | 7.5% | 21.3% | 7.5% |
| Offer more innovative knowledge services | 5.4% | 4.9% | 3.7% |
| Work faster* | 12.9% | 9.8% | 26.2% |
| Increase the level of World Bank staffing in the DRC's office | 4.3% | 6.6% | 10.3% |
| Other | 0.0% | 1.6% | 0.9% |

*Significantly different between locations

F. The Future Role of the World Bank in the DRC (continued)

Below is a list of development priorities in DRC. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in the DRC? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Building capacity of state institutions* | 81.6% | 46.2% | 51.9% |
| Strengthening public financial management | 26.3% | 23.1% | 33.3% |
| Strengthening conflict resolution mechanisms | 2.6% | 7.7% | 13.0% |
| Increasing access to justice systems | 2.6% | 7.7% | 7.4% |
| Strengthening security mechanisms | 2.6% | 15.4% | 13.0% |
| Reducing violence | 7.9% | 0.0% | 3.7% |
| Increasing access to basic services | 34.2% | 46.2% | 25.9% |
| Building social safety nets | 7.9% | 3.8% | 16.7% |
| Generating jobs | 50.0% | 50.0% | 64.8% |
| Improving livelihoods | 50.0% | 65.4% | 57.4% |
| Increasing cohesion | 13.2% | 7.7% | 3.7% |
| Stimulating dialogue to promote peace and stability | 10.5% | 23.1% | 7.4% |

*Significantly different between locations

Below is a list of development priorities in DRC. Which THREE areas below would benefit most from other donors in the DRC? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Building capacity of state institutions* | 10.3% | 28.0% | 42.9% |
| Strengthening public financial management | 25.6% | 16.0% | 33.9% |
| Strengthening conflict resolution mechanisms | 41.0% | 28.0% | 33.9% |
| Increasing access to justice systems* | 53.8% | 60.0% | 26.8% |
| Strengthening security mechanisms | 28.2% | 24.0% | 39.3% |
| Reducing violence | 20.5% | 8.0% | 14.3% |
| Increasing access to basic services | 12.8% | 32.0% | 19.6% |
| Building social safety nets | 10.3% | 16.0% | 14.3% |
| Generating jobs | 17.9% | 16.0% | 17.9% |
| Improving livelihoods | 20.5% | 8.0% | 8.9% |
| Increasing cohesion | 7.7% | 28.0% | 14.3% |
| Stimulating dialogue to promote peace and stability | 15.4% | 28.0% | 16.1% |

*Significantly different between locations

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Local newspapers | 43.3% | 30.4% | 39.6% |
| International newspapers* | 14.4% | 34.8% | 14.4% |
| Local radio* | 7.7% | 24.6% | 37.8% |
| International radio* | 27.9% | 17.4% | 42.3% |
| Local television* | 25.0% | 10.1% | 17.1% |
| International television* | 30.8% | 30.4% | 12.6% |
| Periodicals | 4.8% | 1.4% | 5.4% |
| Internet* | 33.7% | 43.5% | 20.7% |
| Social media | 3.8% | 5.8% | 1.8% |
| Blogs | 0.0% | 0.0% | 0.0% |
| Mobile phones | 1.9% | 0.0% | 3.6% |
| Instant messaging | 1.0% | 0.0% | 0.0% |
| Other | 1.9% | 0.0% | 1.8% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Kinshasa | Matadi | Other |
|--|----------|--------|-------|
| World Bank website | 24.5% | 36.2% | 22.3% |
| Direct contact with World Bank | 47.1% | 33.3% | 33.0% |
| e-newsletters* | 10.8% | 1.4% | 0.9% |
| Instant messaging | 5.9% | 2.9% | 6.3% |
| World Bank seminars/workshops/conferences | 42.2% | 50.7% | 58.0% |
| World Bank Public Information Center* | 27.5% | 10.1% | 13.4% |
| World Bank publications and other written materials* | 14.7% | 47.8% | 38.4% |
| Mobile phones | 11.8% | 2.9% | 13.4% |
| Social media | 7.8% | 8.7% | 9.8% |
| Blogs | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.9% |

*Significantly different between locations

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

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 27.1% | 22.7% | 11.7% |
| No | 72.9% | 77.3% | 88.3% |

*Significantly different between locations

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

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 20.7% | 20.7% | 12.9% |
| No | 79.3% | 79.3% | 87.1% |

Were you able to obtain this information?

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 55.0% | 84.6% | 70.0% |
| No | 45.0% | 15.4% | 30.0% |

Do you have access to the Internet?

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 87.9% | 95.5% | 87.5% |
| No | 12.1% | 4.5% | 12.5% |

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

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 49.4% | 48.5% | 31.7% |
| No | 50.6% | 51.5% | 68.3% |

*Significantly different between locations

G. Communication and Information Sharing (continued)

Which do you primarily use?

| Percentage of Respondents | Kinshasa | Matadi | Other |
|----------------------------------|----------|--------|-------|
| The World Bank's country website | 26.7% | 20.0% | 40.0% |
| The World Bank's main website | 73.3% | 80.0% | 60.0% |

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

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| High speed | 73.3% | 57.4% | 77.4% |
| Dial-up | 26.7% | 42.6% | 22.6% |

Do you use/have you used the World Bank's Public Information Centers (PICs) in the DRC?*

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 9.4% | 19.7% | 7.1% |
| No | 49.1% | 34.8% | 19.2% |
| I don't know what PIC is | 41.5% | 45.5% | 73.7% |

*Significantly different between locations

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

| | Which best represents your geographic location? | | | | | | | | |
|---|---|------|------|--------|------|------|-------|------|------|
| | Kinshasa | | | Matadi | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| I use/consult World Bank data more currently than I did a few years ago | 56 | 4.79 | 3.44 | 32 | 3.94 | 2.78 | 39 | 4.10 | 3.20 |
| The World Bank's PIC is a valuable source of information related to development in the DRC. | 26 | 4.31 | 3.70 | 19 | 4.95 | 3.67 | 17 | 5.24 | 3.68 |
| I find the World Bank websites easy to navigate.* | 35 | 6.97 | 2.96 | 26 | 6.50 | 2.97 | 19 | 4.53 | 3.39 |
| I find the information on the World Bank's websites useful.* | 32 | 7.06 | 2.75 | 26 | 6.31 | 3.11 | 19 | 4.37 | 3.24 |
| When I need information from the World Bank I know how to find it | 35 | 5.69 | 3.55 | 43 | 6.23 | 3.35 | 25 | 5.76 | 3.39 |
| The World Bank is responsive to my information requests and inquiries | 31 | 4.74 | 3.36 | 38 | 3.79 | 2.49 | 25 | 4.00 | 3.51 |

*Significantly different between locations

H. Background Information

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

| Percentage of Respondents | Kinshasa | Matadi | Other |
|---------------------------|----------|--------|-------|
| Yes | 46.3% | 38.8% | 36.4% |
| No | 53.7% | 61.2% | 63.6% |

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

| Percentage of Respondents (responses combined) | Kinshasa | Matadi | Other |
|---|----------|--------|-------|
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 47.5% | 51.5% | 57.6% |
| Use World Bank reports/data | 20.2% | 32.4% | 27.3% |
| Engage in World Bank related/sponsored events/activities* | 38.4% | 38.2% | 20.2% |
| Collaborate as part of my professional duties | 34.3% | 33.8% | 27.3% |
| Use World Bank website for information, data, research, etc. | 20.2% | 14.7% | 17.2% |

*Significantly different between locations

Appendix D: Indicator Questions as a Function of Exposure to the Bank

| Indicator Question | H3. Currently, do you professionally collaborate/work with the World Bank? | | H4. Which of the following describes most of your exposure to the World Bank in the DRC? (Choose no more than TWO) | | | | | | | | | |
|---|--|----------|--|----------|---------------------|----------|-------------------------|----------|-------------|----------|----------------|----------|
| | No Mean | Yes Mean | Observer | | Use WB reports/data | | Engage in WB activities | | Collaborate | | Use WB 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's effectiveness in the DRC? | 4.34 | 5.72 | 5.37 | 4.60 | 4.76 | 5.60 | 5.03 | 4.87 | 4.65 | 5.61 | 4.90 | 5.36 |
| The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the DRC | 3.55 | 5.29 | 4.73 | 3.96 | 4.10 | 5.05 | 4.57 | 3.89 | 4.05 | 4.92 | 4.26 | 4.76 |
| The World Bank meets the DRC's needs for knowledge services | 4.11 | 5.32 | 5.08 | 4.39 | 4.46 | 5.53 | 4.97 | 4.25 | 4.45 | 5.28 | 4.71 | 4.85 |
| Overall the World Bank currently plays a relevant role in development in the DRC | 4.56 | 5.45 | 5.39 | 4.73 | 4.88 | 5.53 | 5.05 | 5.05 | 4.93 | 5.28 | 4.98 | 5.40 |
| The World Bank's work is aligned with what I consider the development priorities for the DRC | 4.53 | 5.53 | 5.43 | 4.56 | 4.73 | 5.66 | 5.08 | 4.76 | 4.58 | 5.81 | 4.94 | 5.18 |
| Responsiveness | 4.03 | 4.53 | 4.70 | 3.71 | 3.90 | 5.05 | 4.45 | 3.77 | 4.13 | 4.37 | 3.97 | 5.03 |
| Openness (sharing data and other information) | 5.04 | 5.86 | 5.78 | 5.25 | 5.44 | 5.70 | 5.22 | 6.13 | 5.48 | 5.59 | 5.45 | 5.84 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 5.58 | 6.59 | 6.26 | 5.85 | 5.88 | 6.52 | 6.45 | 5.12 | 5.59 | 6.94 | 6.08 | 5.92 |
| Collaboration with the Government | 7.41 | 7.14 | 7.53 | 7.15 | 7.10 | 7.97 | 7.41 | 7.15 | 7.19 | 7.63 | 7.23 | 7.86 |
| Collaboration with other donors | 7.09 | 6.49 | 7.35 | 6.41 | 6.43 | 7.91 | 7.10 | 6.38 | 6.45 | 7.68 | 6.98 | 6.41 |
| To what extent does the World Bank's work help to achieve development results in the DRC? | 4.58 | 5.63 | 5.47 | 4.91 | 4.91 | 6.00 | 5.46 | 4.62 | 4.95 | 5.65 | 5.15 | 5.34 |
| Are adaptable to the DRC's specific development challenges and country circumstances | 4.62 | 5.87 | 5.87 | 4.39 | 5.27 | 4.88 | 4.94 | 5.56 | 5.34 | 4.74 | 4.96 | 6.08 |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country? | 5.84 | 6.75 | 6.79 | 5.82 | 6.12 | 6.77 | 6.43 | 5.97 | 6.03 | 6.79 | 6.27 | 6.37 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities? | 5.41 | 6.79 | 6.88 | 5.52 | 5.96 | 6.89 | 6.46 | 5.63 | 5.88 | 6.79 | 6.09 | 6.63 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 5.64 | 6.29 | 6.12 | 5.74 | 5.73 | 6.35 | 5.84 | 6.15 | 5.88 | 6.00 | 5.85 | 6.30 |

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Democratic Republic of Congo FY 2013 Questionnaire



World Bank Client Survey FY13 – Democratic Republic of Congo

The World Bank is interested in gauging the views of clients and partners who are either involved in development in the DRC or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in the DRC, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in the DRC. The World Bank commissioned an independent firm to oversee the logistics of this effort in the DRC. This ensures anonymity and confidentiality. We hope you'll be candid. 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.

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 THE DRC

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

SECTION A: GENERAL ISSUES

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

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

SECTION A: GENERAL ISSUES

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

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| B1. How familiar are you with the work of the World Bank in the DRC, on a ten point scale? | | | | | | | | | |
|---|---|---|---|---|--------------------|---|---|---|----|
| 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's effectiveness in the DRC, on a ten point scale? | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----------------|--------------------------|
| 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's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges, on a ten point scale? | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| To no degree at all | | | | | | | | | To a very significant degree | Don't know |

| B4. When thinking about how the World Bank can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in the DRC? (Choose no more than THREE) | | | |
|--|--|----|--|
| 1 | Social protection (e.g., pensions, targeted social assistance) | 19 | Equality of opportunity (i.e., equity) |
| 2 | Security/stabilization/reconstruction | 20 | Regional conflict and tensions |
| 3 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 21 | Health |
| 4 | Transport (e.g., roads, bridges, transportation) | 22 | Education |
| 5 | Poverty reduction | 23 | Food security |
| 6 | Global/regional integration | 24 | Climate change (e.g., mitigation, adaptation) |
| 7 | Gender | 25 | Agricultural development |
| 8 | Crime and violence | 26 | Trade and exports |
| 9 | Rural development | 27 | Economic growth |
| 10 | Domestic private sector development | 28 | Law and justice (e.g., judicial system) |
| 11 | Foreign direct investment | 29 | Local governance and institutions |
| 12 | Water and sanitation | 30 | Regulatory framework |
| 13 | Energy | 31 | Communicable/non-communicable diseases |
| 14 | Social cohesion | 32 | Basic infrastructure |
| 15 | Job creation/employment | 33 | Natural resource management (e.g., oil, gas, mining) |
| 16 | Financial markets | 34 | Information and communications technology |
| 17 | Urban development | 35 | Anti corruption |
| 18 | Environmental sustainability | 36 | Disaster management |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC? | | | |
|---|--|---|--|
| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
| 1 | Financial resources: investment lending | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Financial resources: policy based lending / budget support to the Government | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Technical assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Policy advice | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Data | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Training/capacity building | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Studies/analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Convening/facilitating | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Linkage to non-Bank expertise (e.g., South-South knowledge sharing) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Strategy formulation (e.g., PRSP assistance) | <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's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO) | |
|---|---|
| 1 | Imposing technocratic solutions without regard to political realities |
| 2 | Not exploring alternative policy options |
| 3 | Too bureaucratic in its operational policies and procedures |
| 4 | Staff too inaccessible |
| 5 | Arrogant in its approach |
| 6 | Not client focused |
| 7 | The credibility of its knowledge/data |
| 8 | Not willing to honestly criticize policies and reform efforts in the country |
| 9 | Its advice and strategies do not lend themselves to practical problem solving |
| 10 | Too influenced by developed countries |
| 11 | Not enough public disclosure of its work |
| 12 | World Bank processes too slow and complex |
| 13 | Not aligned with country priorities |
| 14 | Not aligned with other donors' work |
| 15 | Not collaborating enough with non-state actors |
| 16 | Not adequately sensitive to political/social realities in the DRC |
| 17 | Not focused enough on issues that are unique to post-conflict countries |
| 18 | Inadequate number of World Bank staff members located in the country |
| 19 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)**

| | |
|----|--|
| 1 | Capacity development |
| 2 | Policy based lending / budget support to the Government |
| 3 | Knowledge products/services (analytical work, studies, surveys, etc.) |
| 4 | Investment lending (financing specific projects) |
| 5 | Technical assistance (advice, best practice, international experience, etc.) |
| 6 | Trust Fund management |
| 7 | Co-financing arrangements (i.e., with other donors) |
| 8 | Sector-wide approaches |
| 9 | Emergency Recovery lending |
| 10 | Other (please specify): _____ |
| 11 | Don't know |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? | | | | | | | | | | |
| 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 |

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

| | |
|----|--|
| 1 | NGOs |
| 2 | Local Government |
| 3 | Beneficiaries |
| 4 | Private sector |
| 5 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Foundations |
| 8 | Academia/think tanks/research institutes |
| 9 | Parliament |
| 10 | Media |
| 11 | Faith based organizations |
| 12 | UN and regional peace keeping forces |
| 13 | Emerging donors |
| 14 | UN agencies |
| 15 | Regional organizations (e.g., the African Union, SADC, CPGL) |
| 16 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| To what extent do you agree with the following statements about the World Bank's work in the DRC, on a ten point scale? | | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| B10 | Overall the World Bank currently plays a relevant role in development in the DRC | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B11 | The World Bank's work is aligned with what I consider the development priorities for the DRC | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B12 | The World Bank supports programs and strategies that are realistic for the DRC | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B13 | The World Bank treats clients and stakeholders in the DRC with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| To what extent is the World Bank an effective development partner in the DRC, in terms of each of the following? | | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|---|---|---|---|----|------------------------------|------------|
| | | To no degree at all | | | | | | | | | | To a very significant degree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| B14 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B15 | Flexibility (in terms of the institution's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B16 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B17 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B18 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B19 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B20 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B21 | Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B22 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B23 | Collaboration with other donors | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B24 | Follow through over time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| B25. When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE) | |
|---|--|
| 1 | The World Bank works too slowly |
| 2 | The Government works inefficiently |
| 3 | There is not an adequate level of citizen/civil society participation |
| 4 | Poor donor coordination |
| 5 | The World Bank does not do adequate follow through/follow-up |
| 6 | Lack of/inadequate levels of capacity in Government |
| 7 | Political pressures and obstacles |
| 8 | Reforms are not well thought out in light of country challenges |
| 9 | The World Bank is not sensitive enough to political/social realities on the ground |
| 10 | Ongoing conflict and instability |
| 11 | Inadequate funding |
| 12 | Other (please specify): _____ |

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 C: WORLD BANK EFFECTIVENESS AND RESULTS

| How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the DRC, on a ten point scale? | | Not effective at all | | | | | | | | | | Very effective | Don't know |
|---|--|----------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| C1 | Anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C2 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C3 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C4 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C5 | Regional conflict and tensions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C6 | Law and justice (e.g., judicial system) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C7 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C8 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C9 | Regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C10 | Basic infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C11 | Communicable/non-communicable diseases | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C12 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C13 | Gender | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C14 | Domestic private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C15 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C16 | Local governance and institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C17 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C18 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C19 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C20 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C21 | Disaster management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C22 | 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"/> |
| C23 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C24 | Social cohesion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C25 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C26 | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C27 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C28 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C29 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C30 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C31 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C32 | Security/stabilization/reconstruction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C33 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C34 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C35 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C36 | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C37. To what extent does the World Bank's work help to achieve development results in the DRC, on a ten point scale? | | | | | | | | | | | |
| 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 in the DRC, on a ten point scale? | | | | | | | | | | | | |
| | | Strongly disagree | | | | | Strongly agree | | | | | Don't know |
| C38 | The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the DRC | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C39 | The World Bank meets the DRC'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'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

| D2. When thinking about the development challenges in the DRC, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE) | | | |
|---|--|----|--|
| 1 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 19 | Urban development |
| 2 | Gender | 20 | Education |
| 3 | Social cohesion | 21 | Crime and violence |
| 4 | Domestic private sector development | 22 | Global/regional integration |
| 5 | Foreign direct investment | 23 | Information and communications technology |
| 6 | Water and sanitation | 24 | Local governance and institutions |
| 7 | Trade and exports | 25 | Transport (e.g., roads, bridges, transportation) |
| 8 | Energy | 26 | Agricultural development |
| 9 | Regional conflict and tensions | 27 | Natural resource management (e.g., oil, gas, mining) |
| 10 | Disaster management | 28 | Job creation/employment |
| 11 | Social protection (e.g., pensions, targeted social assistance) | 29 | Health |
| 12 | Climate change (e.g., mitigation, adaptation) | 30 | Economic growth |
| 13 | Poverty reduction | 31 | Rural development |
| 14 | Law and justice (e.g., judicial system) | 32 | Food security |
| 15 | Security/stabilization/reconstruction | 33 | Environmental sustainability |
| 16 | Anti corruption | 34 | Regulatory framework |
| 17 | Financial markets | 35 | Basic infrastructure |
| 18 | Equality of opportunity (i.e., equity) | 36 | Communicable/non-communicable diseases |

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

| In the DRC, how effective do you believe the World Bank's knowledge work and activities are at: | | | | | | | | | | | | |
|---|--|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Not effective at all | | | | | | | | Very effective | | Don't know |
| D3 | Enhancing your knowledge and/or skills | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D4 | Contributing to good policy making | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D5 | Providing support for program implementation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| In the DRC, to what extent do you believe that the World Bank's knowledge work and activities: | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | To no degree at all | | | | | | | | To a very significant degree | | Don't know |
| D6 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D7 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D8 | Are relevant to the DRC 's development priorities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D9 | Provide feasible recommendations | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D10 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D11 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D12 | Are useful in terms of the work you do | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D13 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D14 | Are appropriately translated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D15 | Are adaptable to the DRC's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?

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

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?

| | | | | | | | | | | |
|----------------------------|---|---|---|---|---|-----------------------------|---|---|----|--------------------------|
| 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

| To what extent do you agree/disagree with the following statements, on a ten point scale? | | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E1 | The World Bank disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E2 | The World Bank effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E3 | The World Bank's approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E4 | The World Bank's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E5 | The World Bank imposes reasonable conditions on its lending | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | Working with the World Bank increases the DRC's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E7 | The World Bank ensures consistency and continuity through staff changes | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E8 | The World Bank's teams and visits are well coordinated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E9 | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E10 | The World Bank provides effective implementation support (i.e., supervision of projects) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| E11. To what extent do you believe the World Bank is adequately staffed in the DRC, on a ten point scale? | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| To no degree at all | | | | | | | | | To a very significant degree | | Don't know |

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN THE DRC

| F1. How significant a role do you believe the World Bank SHOULD play in the DRC's development in the near future, on a ten point scale? | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Not a significant role at all | | | | | | | | | Very significant role | Don't know |

| F2. Which of the following SHOULD the World Bank do to make itself of greater value in the DRC? (Choose no more than TWO) | |
|---|--|
| 1 | Improve the quality of its experts as related to the DRC's specific challenges |
| 2 | Reduce the complexity of obtaining World Bank financing |
| 3 | Focus primarily on advocacy issues |
| 4 | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms) |
| 5 | Reach out more to groups outside of government |
| 6 | Ensure greater selectivity in its work |
| 7 | Provide more adequate data/knowledge/statistics/figures on the DRC's economy |
| 8 | Offer more innovative financial products |
| 9 | Offer more innovative knowledge services |
| 10 | Work faster |
| 11 | Increase the level of World Bank staffing in the DRC's office |
| 12 | Other (please specify): _____ |

| F3. Below is a list of development priorities in DRC. 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 playing a leading role among international partners in DRC? | B. Which THREE areas below would benefit most from other donors in DRC? |
| 1 | Building capacity of state institutions | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Strengthening public financial management | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Strengthening conflict resolution mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Increasing access to justice systems | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Strengthening security mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Reducing violence | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Increasing access to basic services | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Building social safety nets | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Generating jobs | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Improving livelihoods | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Increasing cohesion | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Stimulating dialogue to promote peace and stability | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G1. How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO) | |
|---|---|
| 1 | Local newspapers |
| 2 | International newspapers |
| 3 | Local radio |
| 4 | International radio |
| 5 | Local television |
| 6 | International television |
| 7 | Periodicals |
| 8 | Internet |
| 9 | Social media (Facebook, Twitter, YouTube) |
| 10 | Blogs |
| 11 | Mobile phones |
| 12 | Instant messaging |
| 13 | Other (please specify): _____ |

| G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO) | |
|---|--|
| 1 | World Bank website |
| 2 | Direct contact with World Bank (i.e., face to face meetings/discussions) |
| 3 | e-newsletters |
| 4 | Instant messaging |
| 5 | World Bank seminars/workshops/conferences |
| 6 | World Bank Public Information Center |
| 7 | World Bank publications and other written materials |
| 8 | Mobile phones |
| 9 | Social media (Facebook, Twitter, YouTube) |
| 10 | Blogs |
| 11 | Other (please specify): _____ |

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G8. Which do you primarily use? (Please mark only ONE response) | |
|--|---|
| 1 | The World Bank's country website (www.worldbank.org/cd) |
| 2 | The World Bank's main website (www.worldbank.org) |

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

| G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in the DRC? | |
|---|--------------------------|
| 1 | Yes |
| 2 | No |
| 3 | I don't know what PIC is |

| Please rate how much you agree with the following statements, on a ten point scale. | | | | | | | | | | | | | | |
|--|---|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | <input type="checkbox"/> |
| G11 | I use/consult World Bank data more currently than I did a few years ago | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | <input type="checkbox"/> |
| G12 | The World Bank's PIC is a valuable source of information related to development in the DRC. <i>(Only answer if you have used the PIC)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | <input type="checkbox"/> |
| G13 | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | <input type="checkbox"/> |
| G14 | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | <input type="checkbox"/> |
| G15 | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | <input type="checkbox"/> |
| G16 | The World Bank is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 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 H: BACKGROUND INFORMATION

| H1. Which of the following best describes your current position? (Please mark only ONE response) | |
|---|--|
| 1 | Office of the President, Prime Minister |
| 2 | Office of Minister |
| 3 | Office of Parliamentarian |
| 4 | Employee of a Ministry, Ministerial Department or Implementation Agency |
| 5 | Consultant/Contractor working on World Bank supported Project/Program |
| 6 | Project Management Unit (PMU) overseeing implementation of project |
| 7 | Local Government Office or Staff |
| 8 | Bilateral Agency |
| 9 | Multilateral Agency |
| 10 | Private Sector Organization |
| 11 | Private Foundation |
| 12 | Financial Sector/Private Bank |
| 13 | NGO |
| 14 | Community Based Organization |
| 15 | Media (Press, Radio, TV, Web, etc.) |
| 16 | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 17 | Trade Union |
| 18 | Faith-Based Group |
| 19 | Academia/Research Institute/Think Tank |
| 20 | Judiciary Branch |
| 21 | Other (please specify): _____ |

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

SECTION H: BACKGROUND INFORMATION

| H3. Currently, do you professionally collaborate/work with the World Bank in your country? | |
|---|-----|
| 1 | Yes |
| 2 | No |

| H4. Which of the following describes most of your exposure to the World Bank in the DRC? (Choose no more than TWO) | |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank reports/data |
| 3 | Engage in World Bank related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank website for information, data, research, etc. |

| H5. Which best represents your geographic location? | |
|--|----------|
| 1 | Kinshasa |
| 2 | Matadi |
| 3 | Other |

Thank you for completing the survey!