



Democratic Republic of Congo

The World Bank
Country Survey FY 2013

Report of Findings
May 2013

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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.

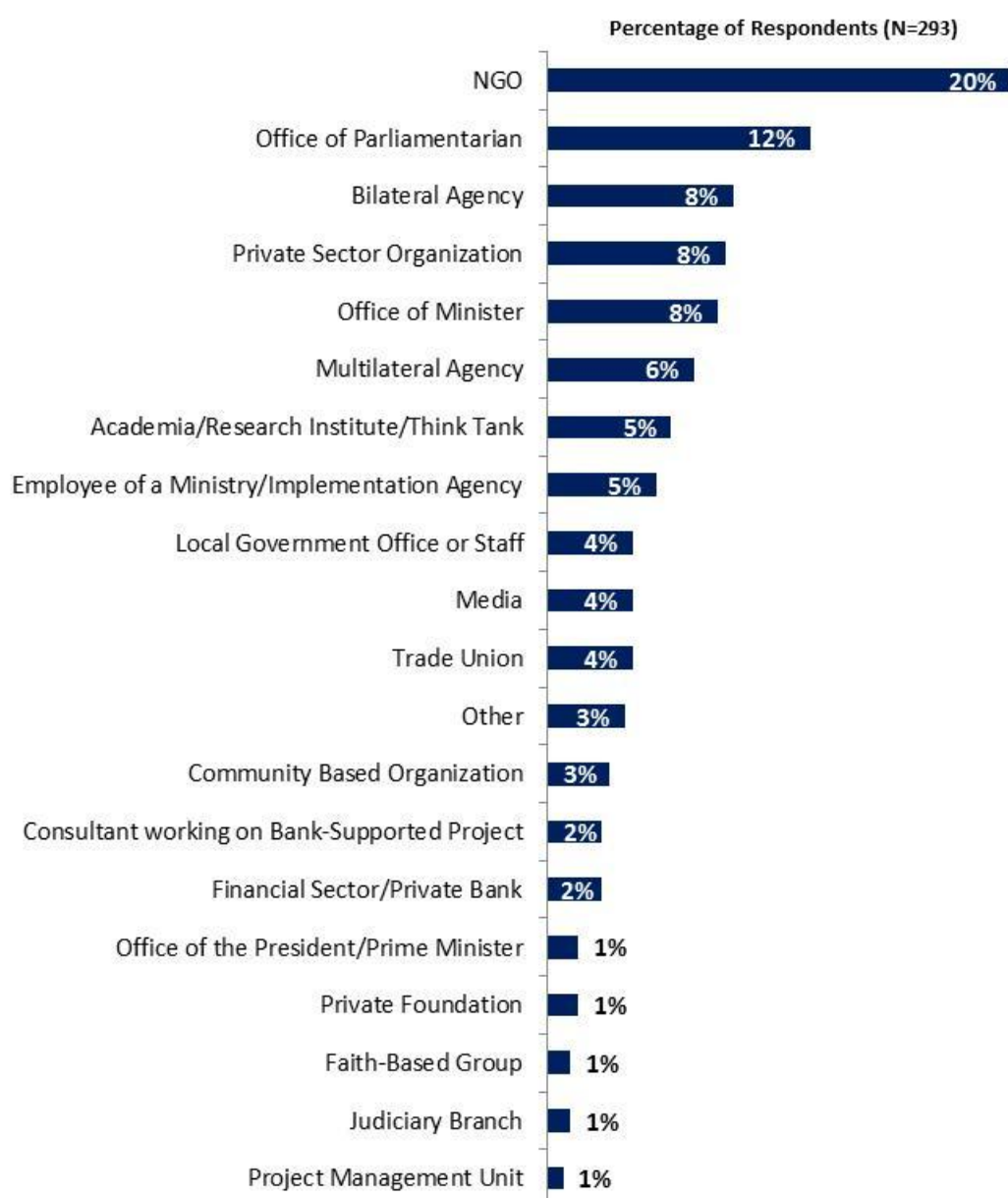
II. Methodology (continued)

- 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

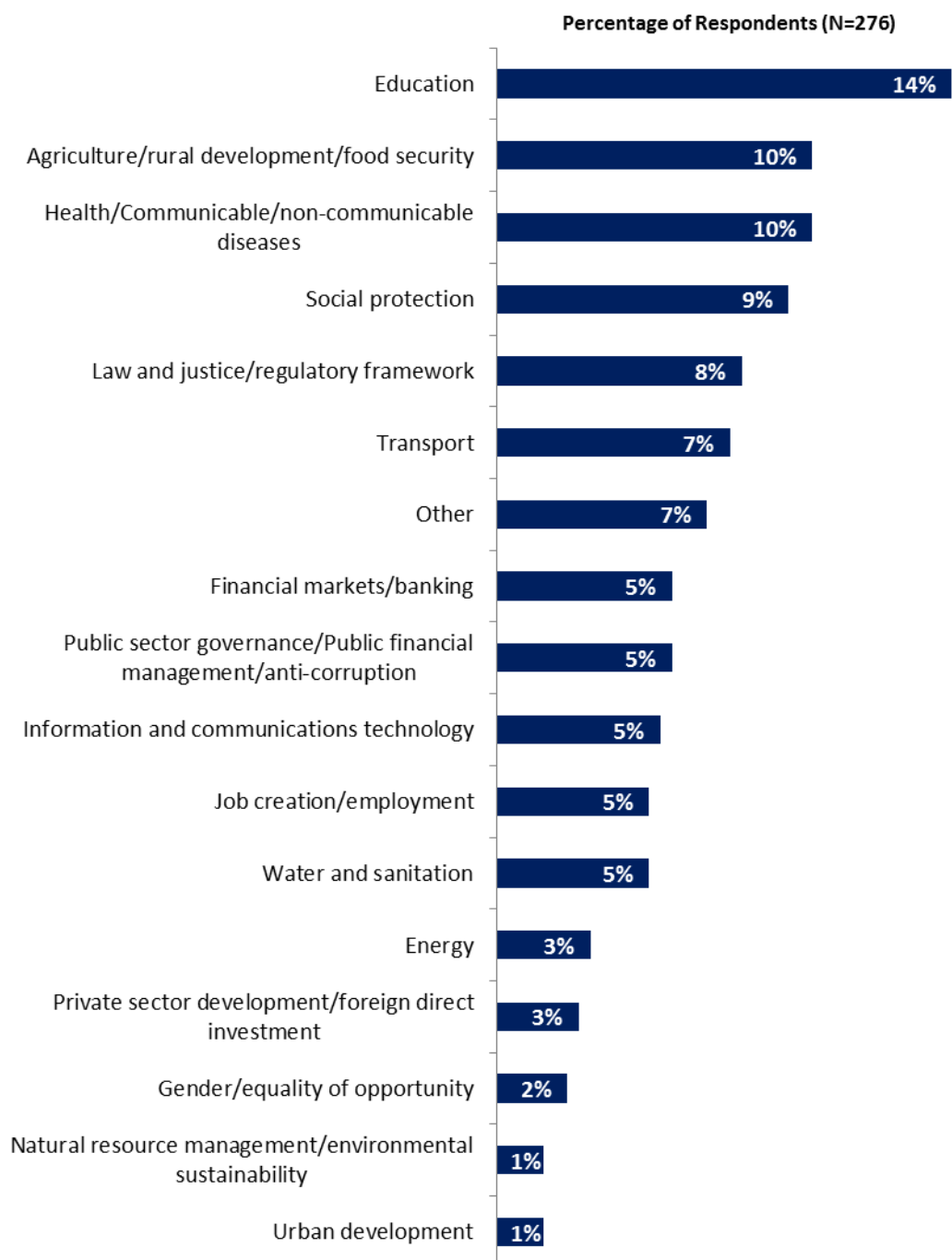
- For further analyses, the small number of respondents from the office of the President and the office of the Prime Minister were combined with respondents from the office of a Minister; consultants/contractors working on Bank-supported projects were combined with respondents from PMUs; respondents 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

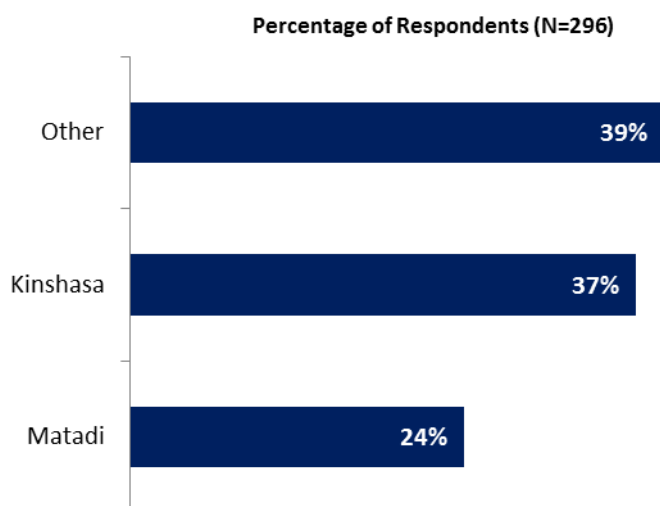


"Please identify the primary specialization of your work." (Respondents chose from a list.)

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.

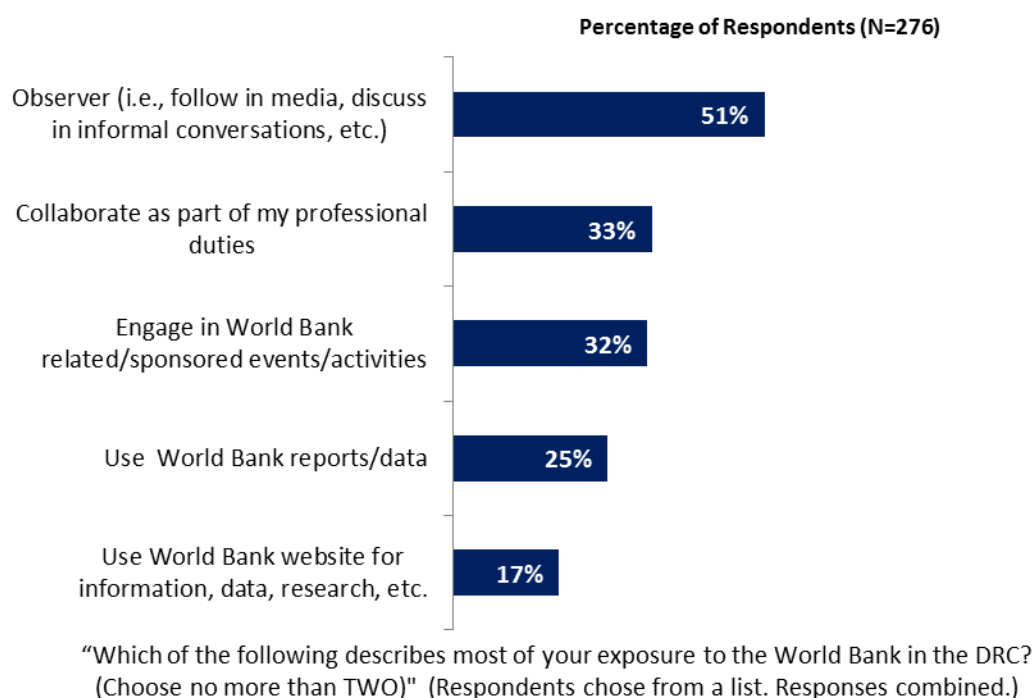
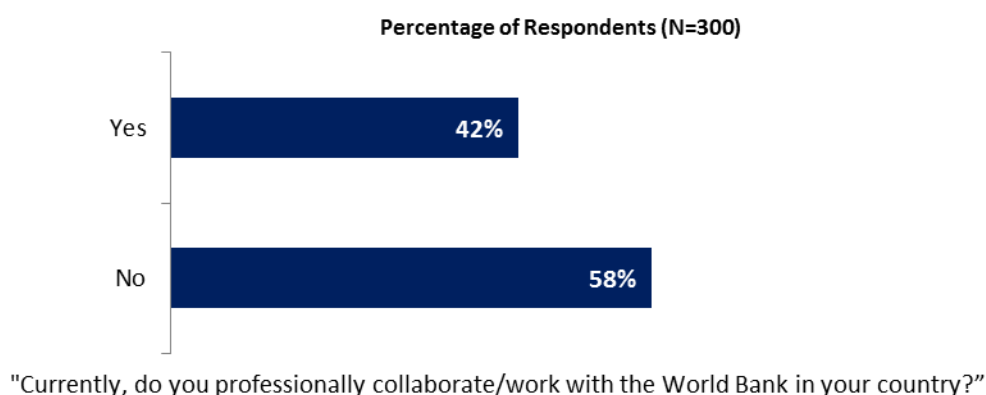


“Which best represents your geographic location?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

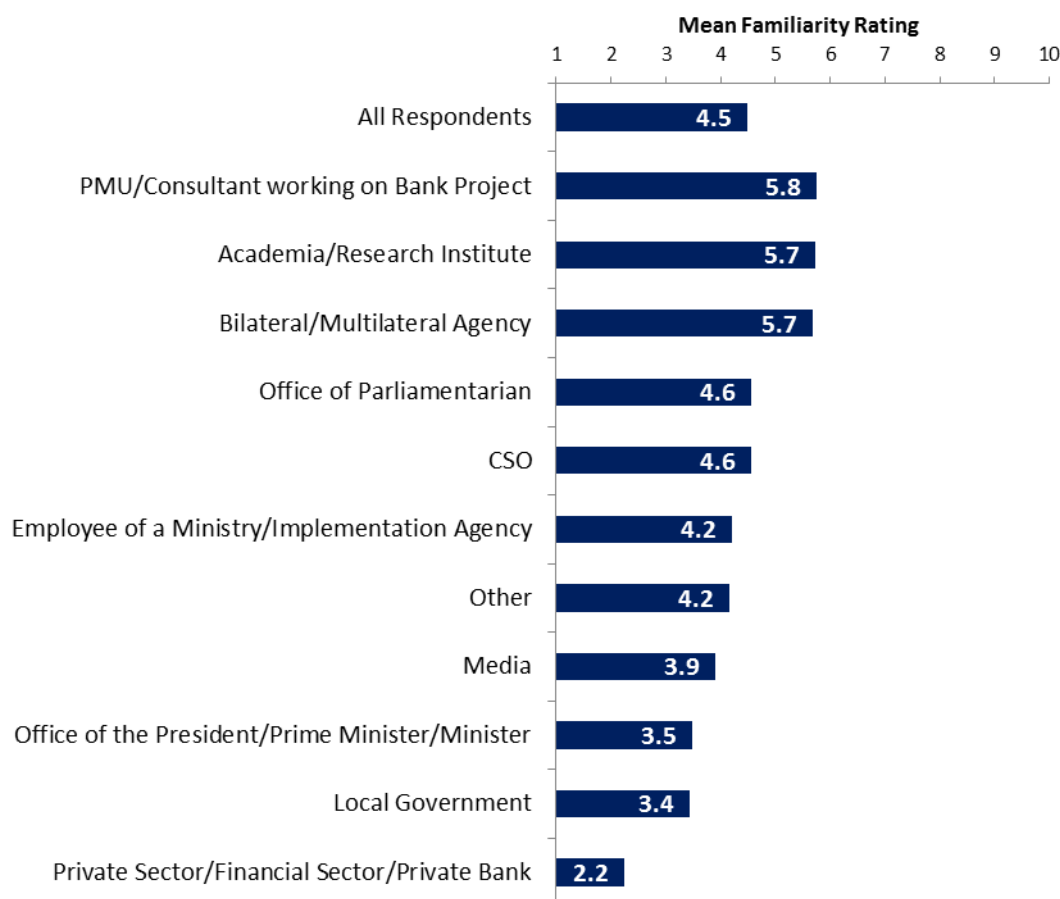
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in the DRC, can be found in the Appendix D (see page 101). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted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



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.

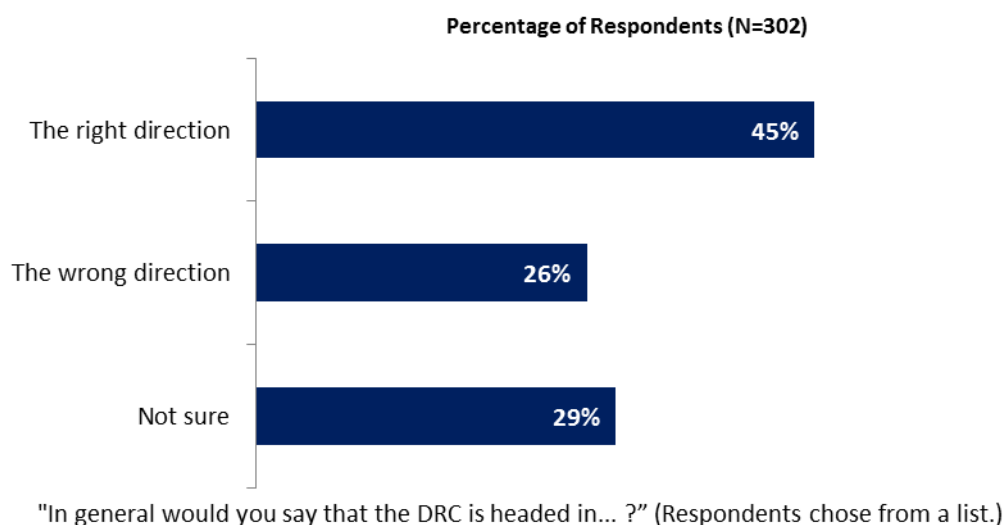


"How familiar are you with the work of the World Bank in the DRC, on a ten-point scale?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing the DRC

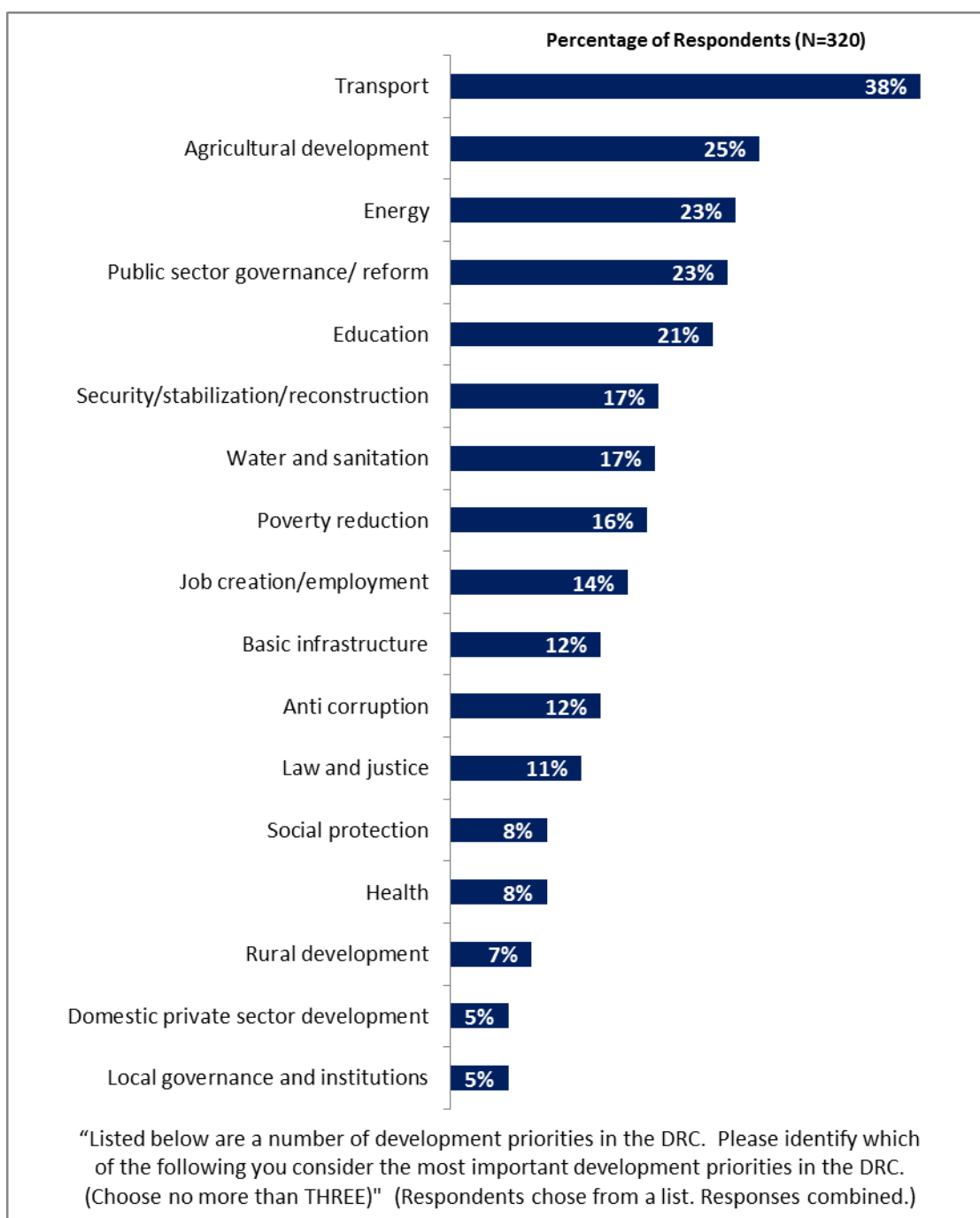
Headed in the Right Direction

- 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.



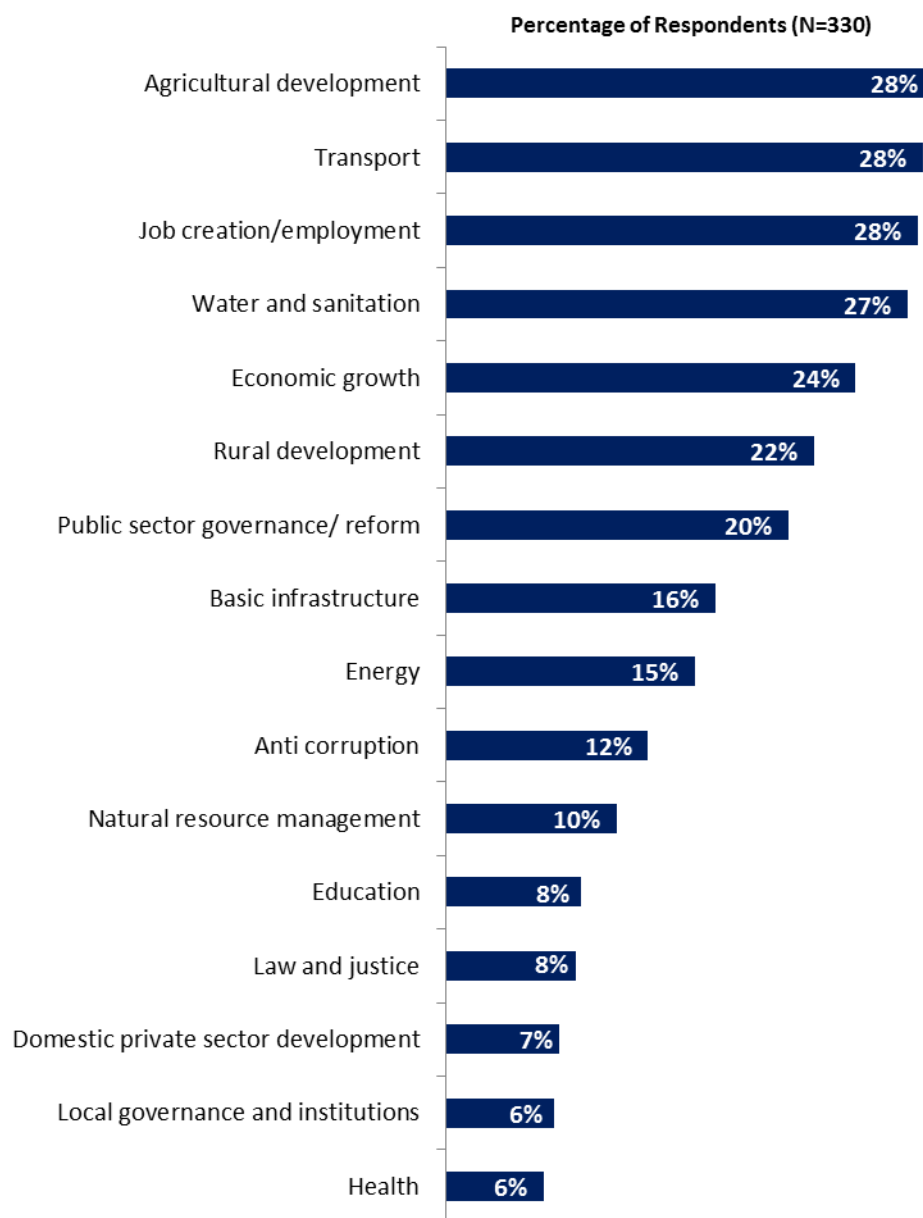
IV. General Issues Facing the DRC (continued)

Development Priority



IV. General Issues Facing the DRC (continued)

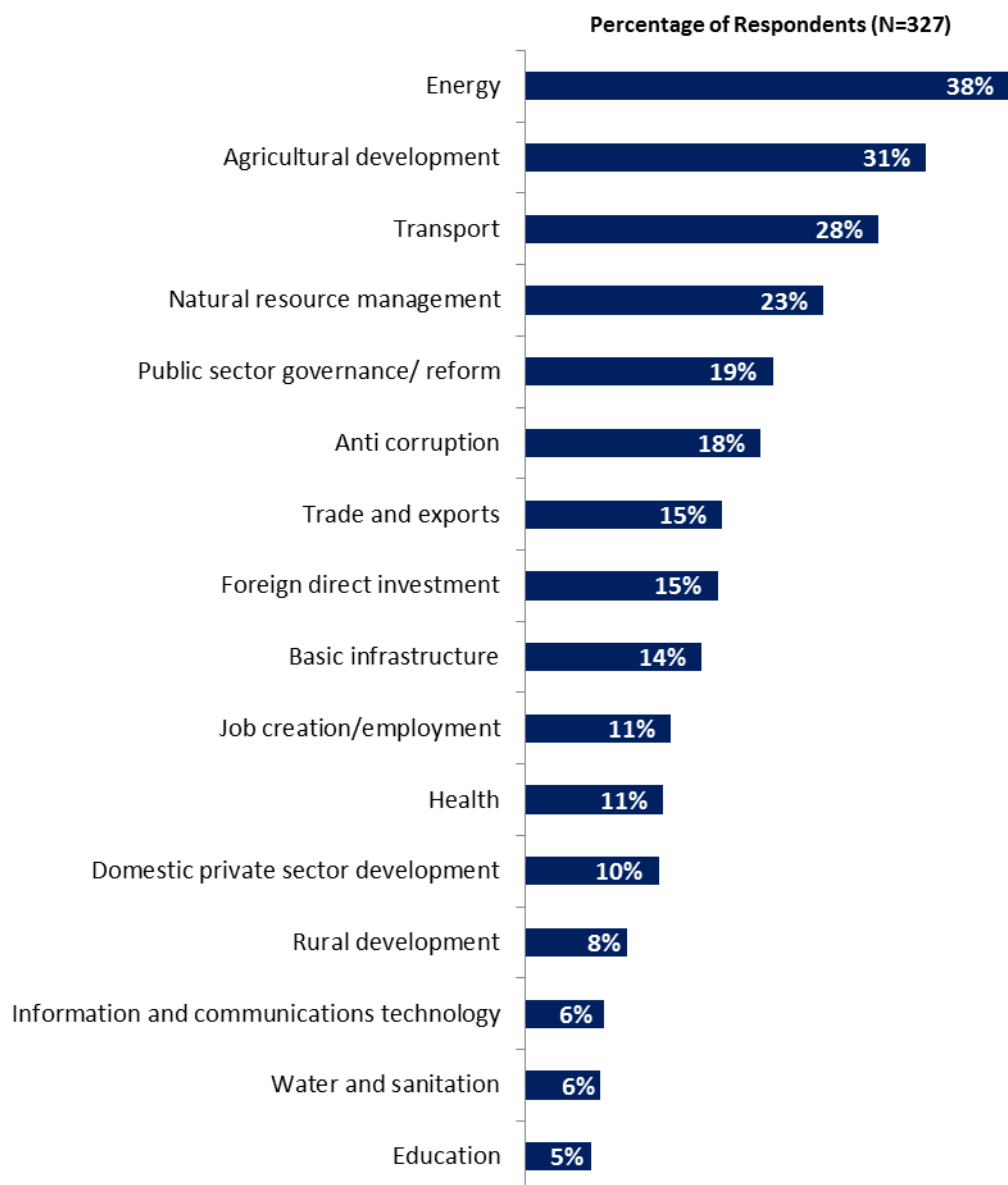
Factors Contributing to Poverty Reduction



“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

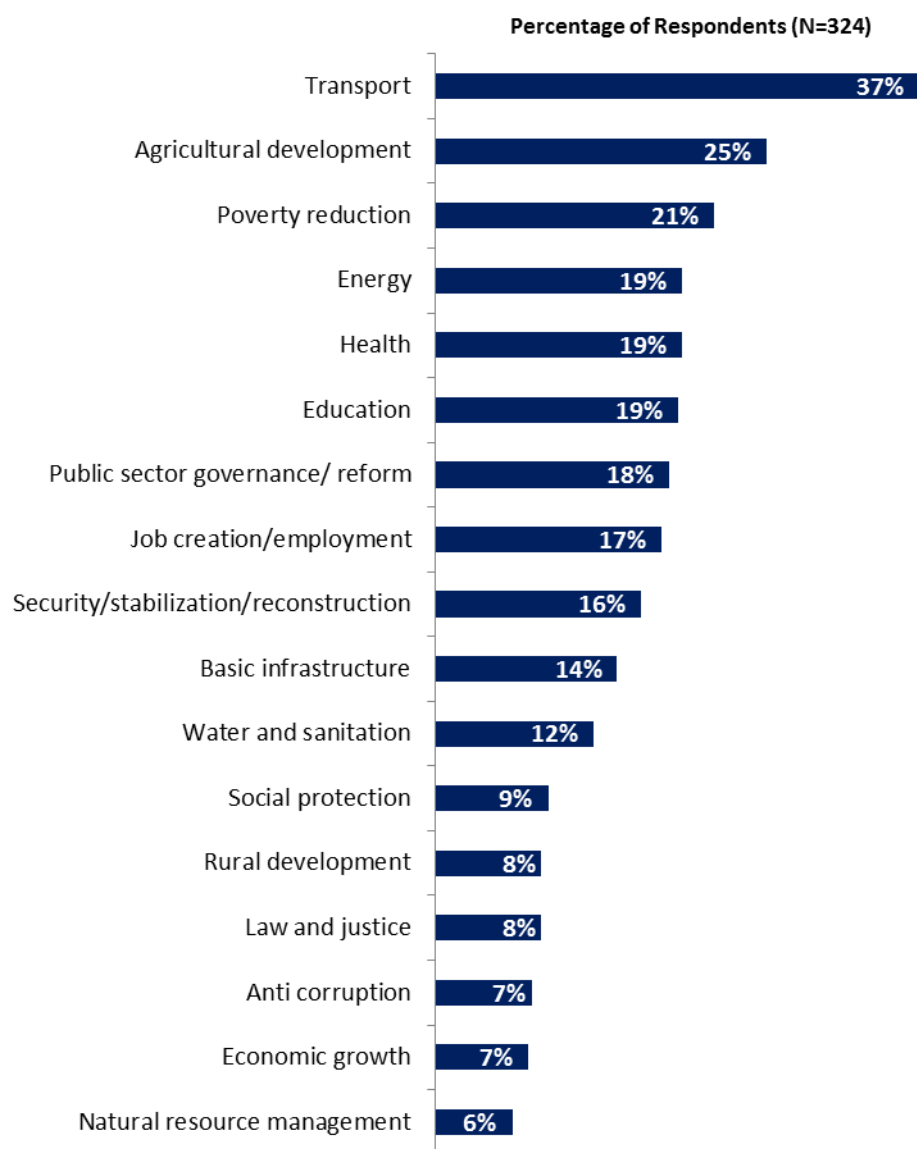


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the DRC? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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



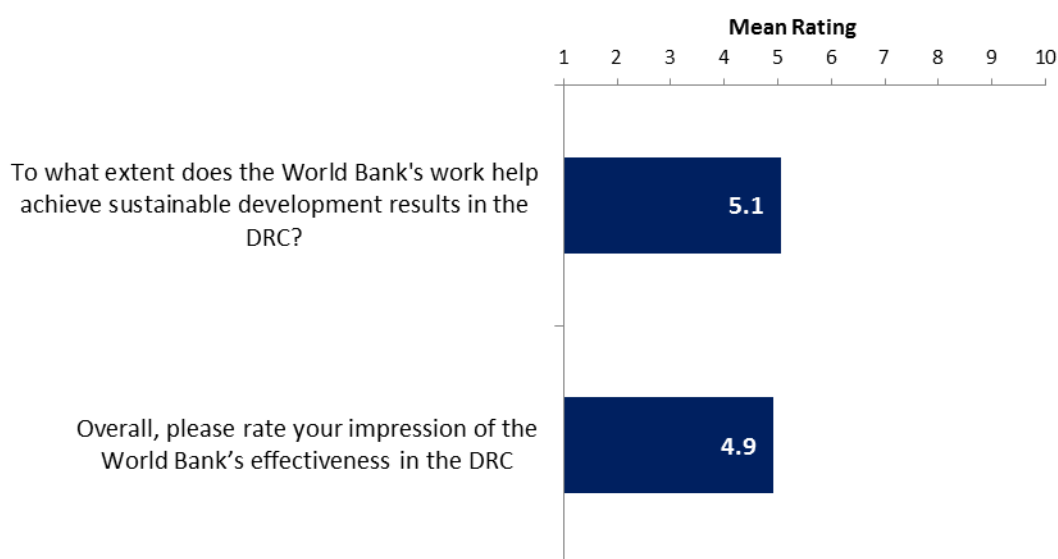
“When thinking about how the World Bank can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in the DRC? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

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.

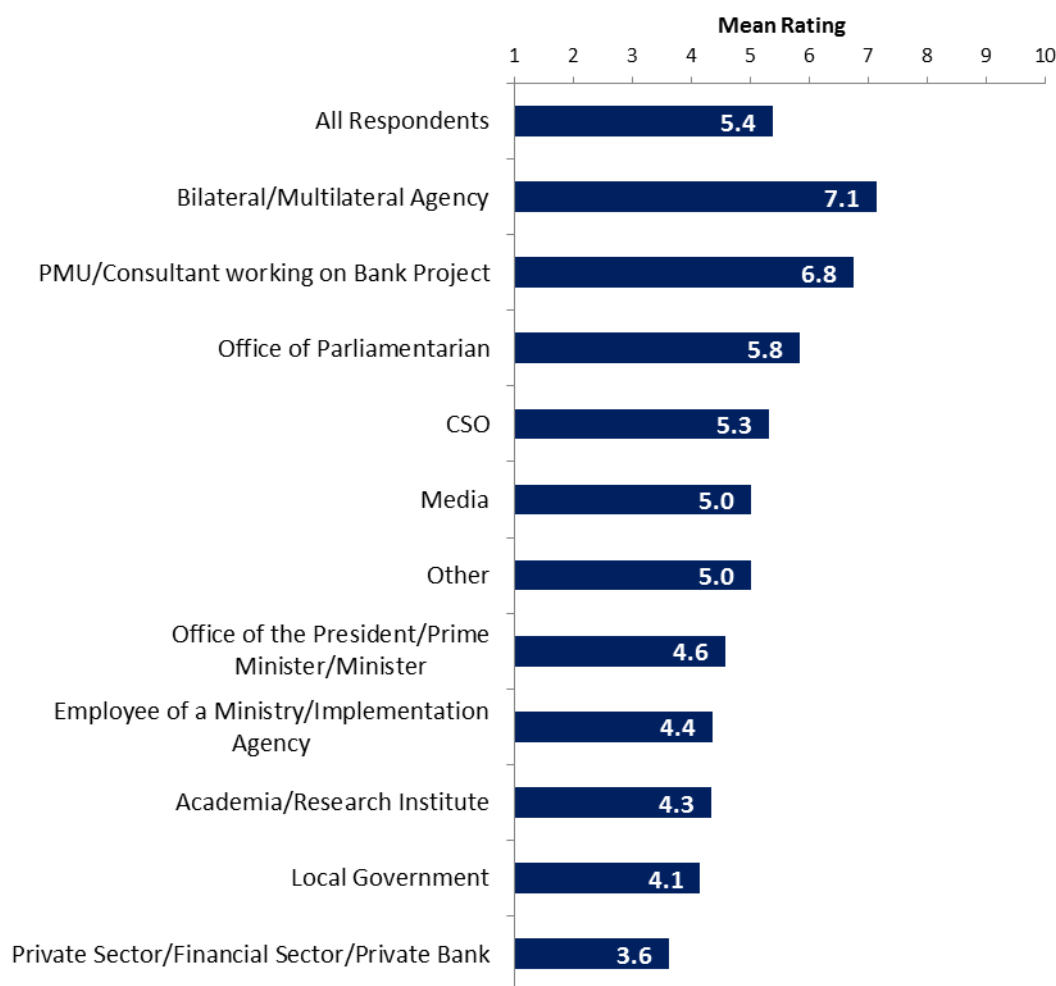


(Both asked on a ten-point scale, 1- "Not effective at all"/"To no degree at all", 10- "Very effective"/"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness

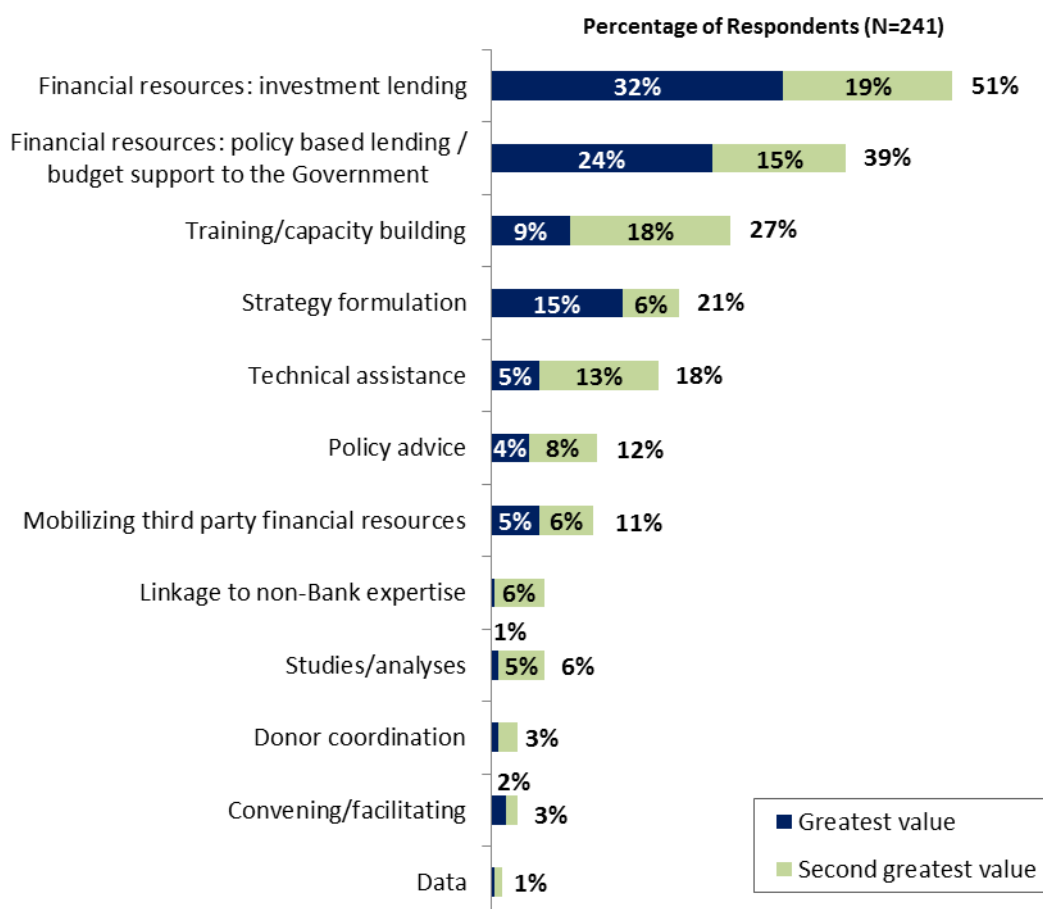
- Respondents from bilateral or multilateral agencies and PMUs/consultants working on Bank-supported projects had the highest ratings for the World Bank's staff being well prepared to help the DRC solve its most complicated development challenges whereas respondents from the private sector/financial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

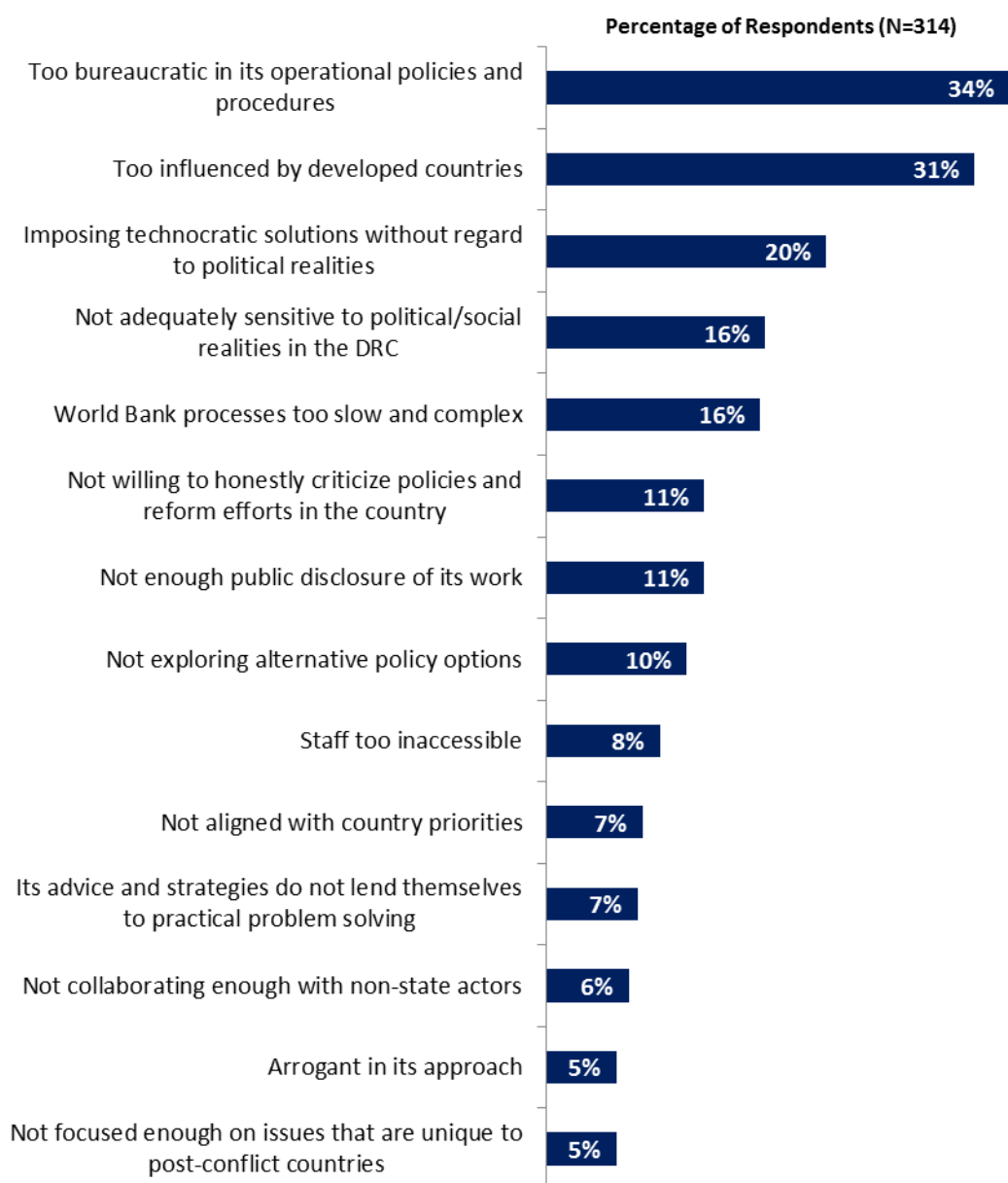
Greatest Value



“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.)

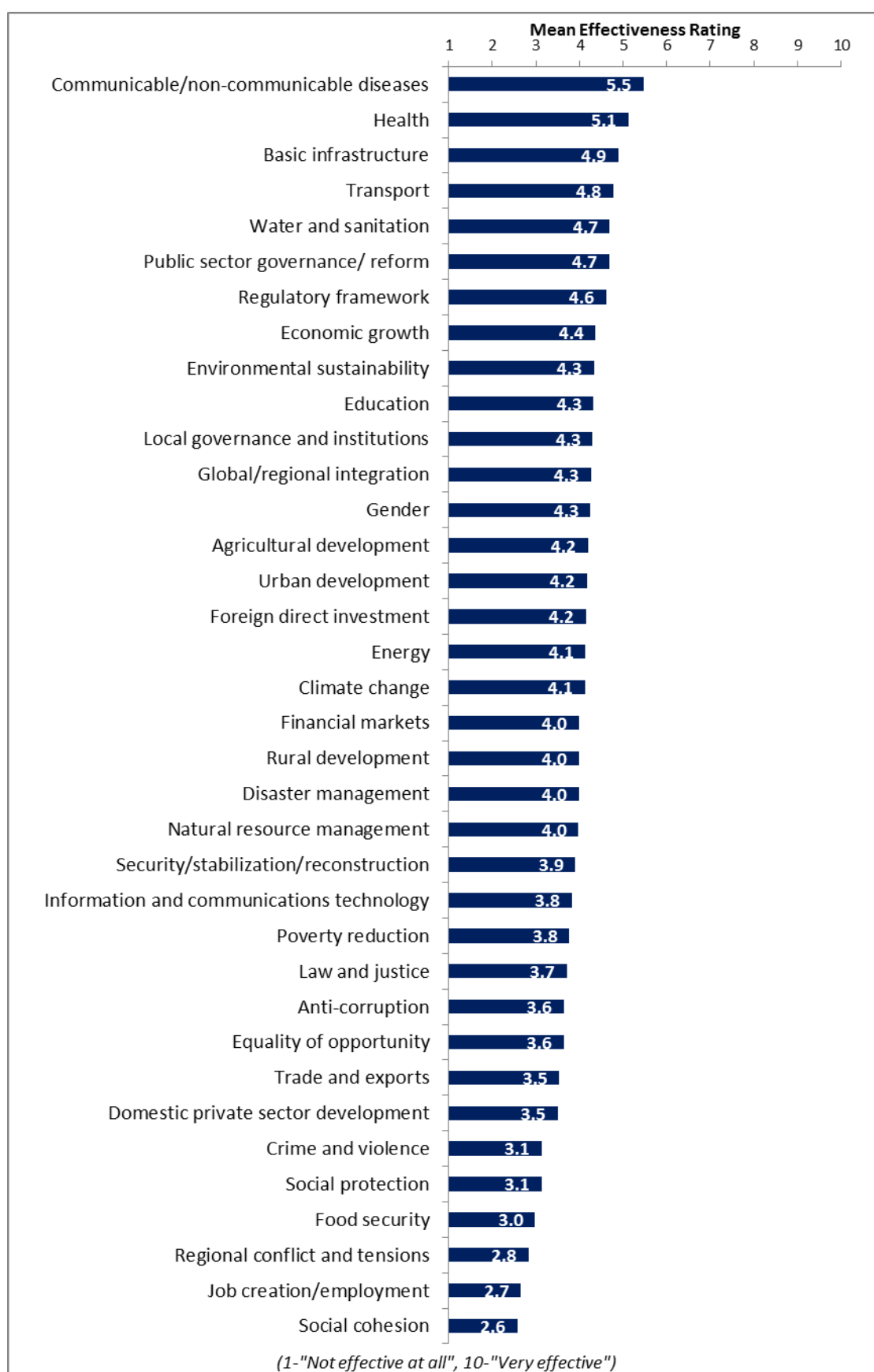
V. Overall Attitudes toward the World Bank (continued)

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.

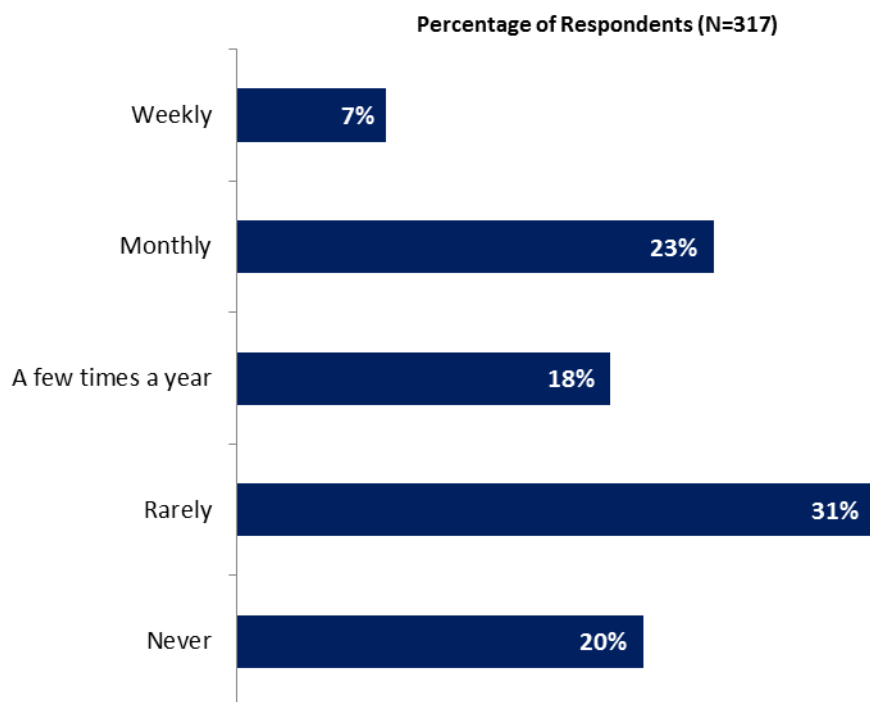
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings 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).

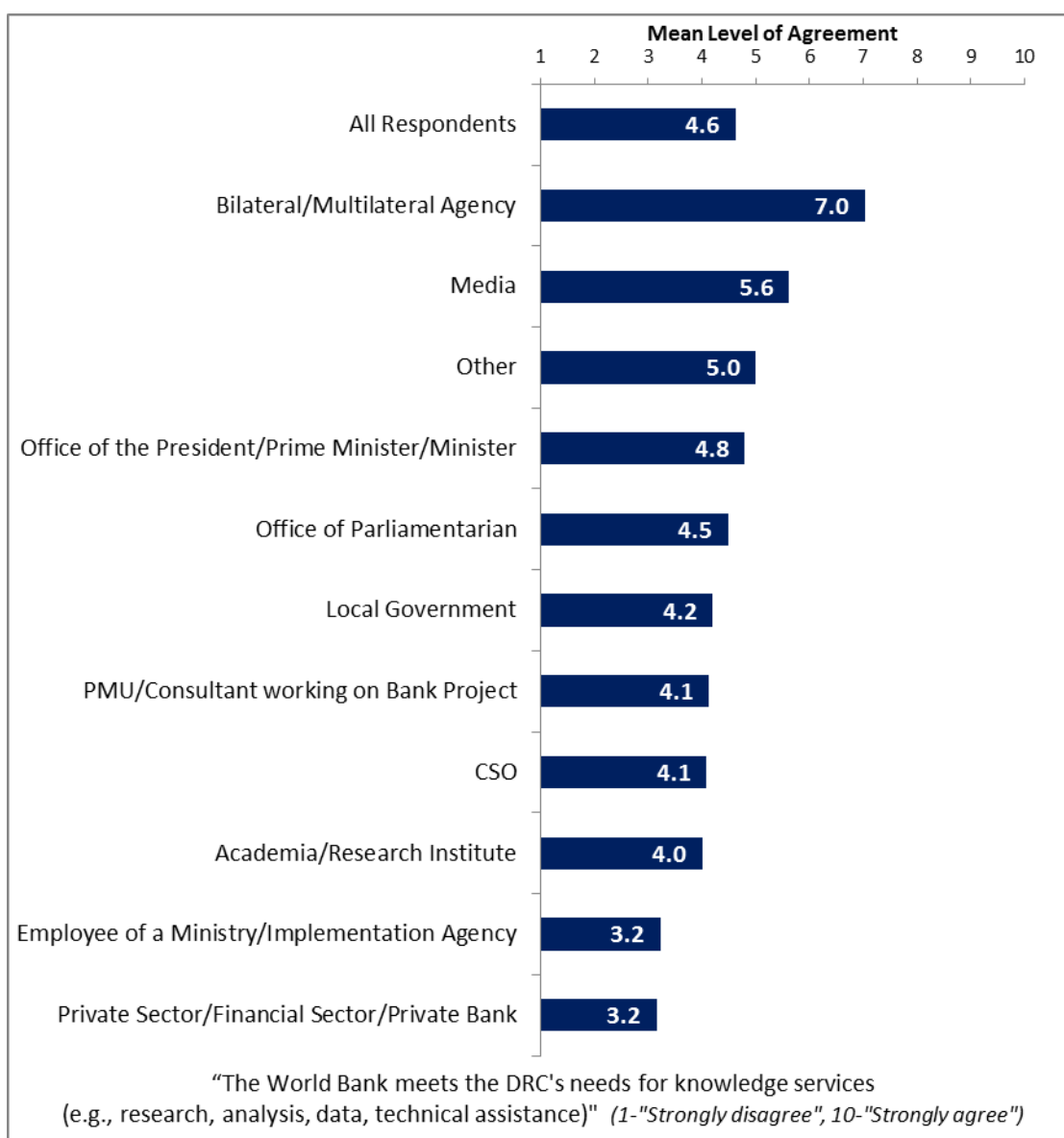


“How frequently do you consult World Bank knowledge work and activities in the work you do?”
(Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

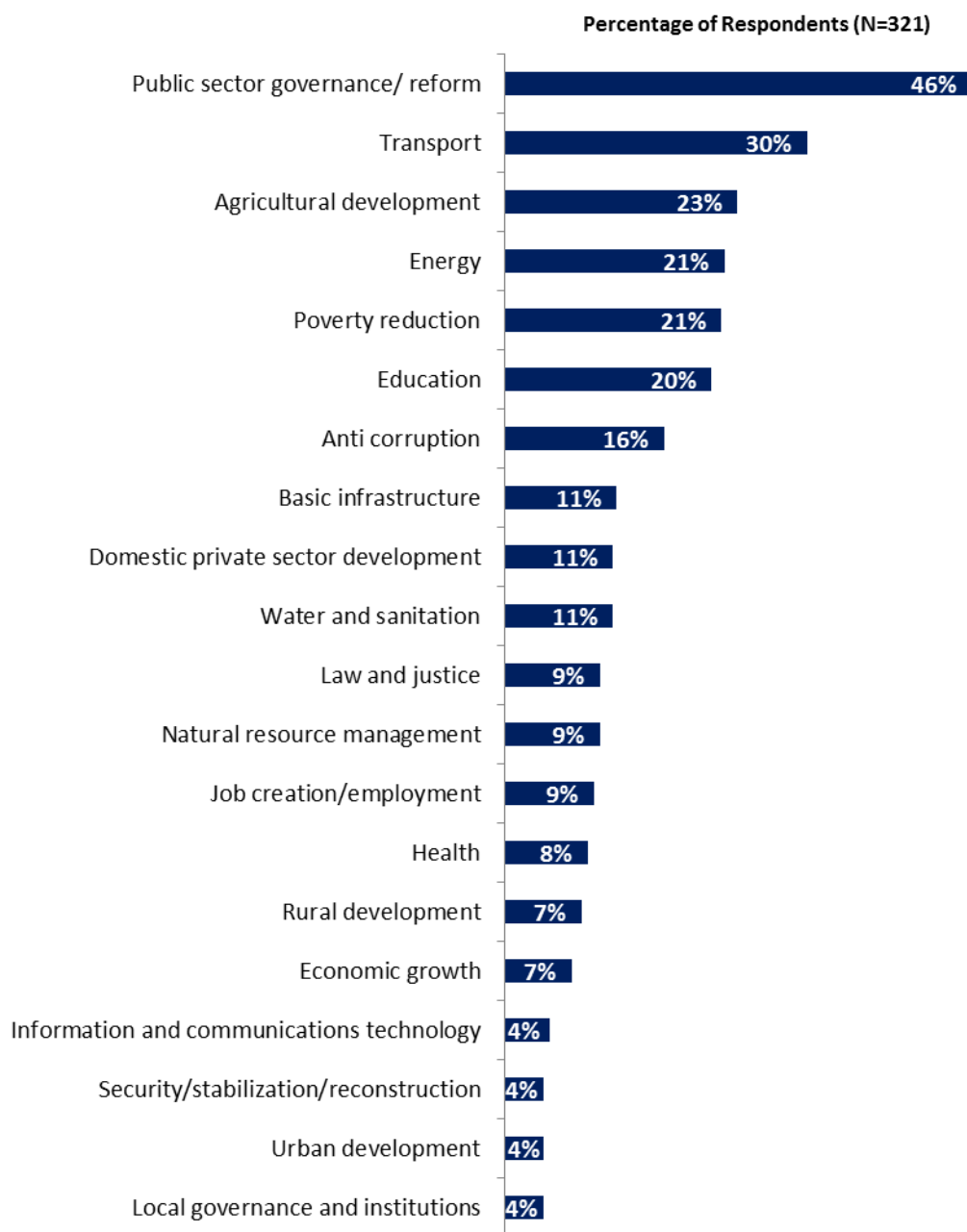
Knowledge: Meeting the DRC's Knowledge Needs (*Indicator Question*)

- 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

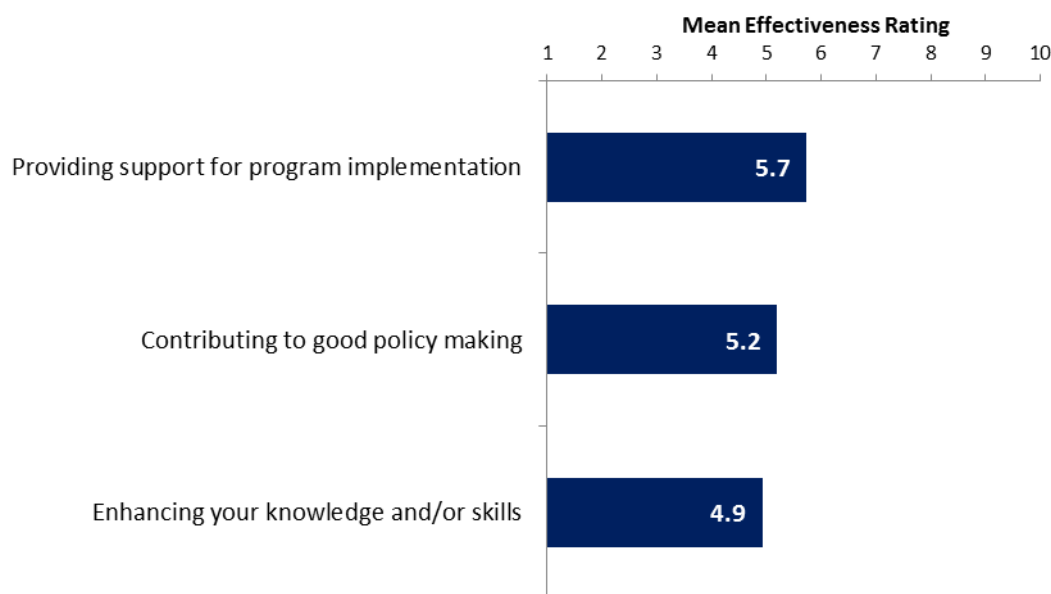


“When thinking about the development challenges in the DRC, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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.

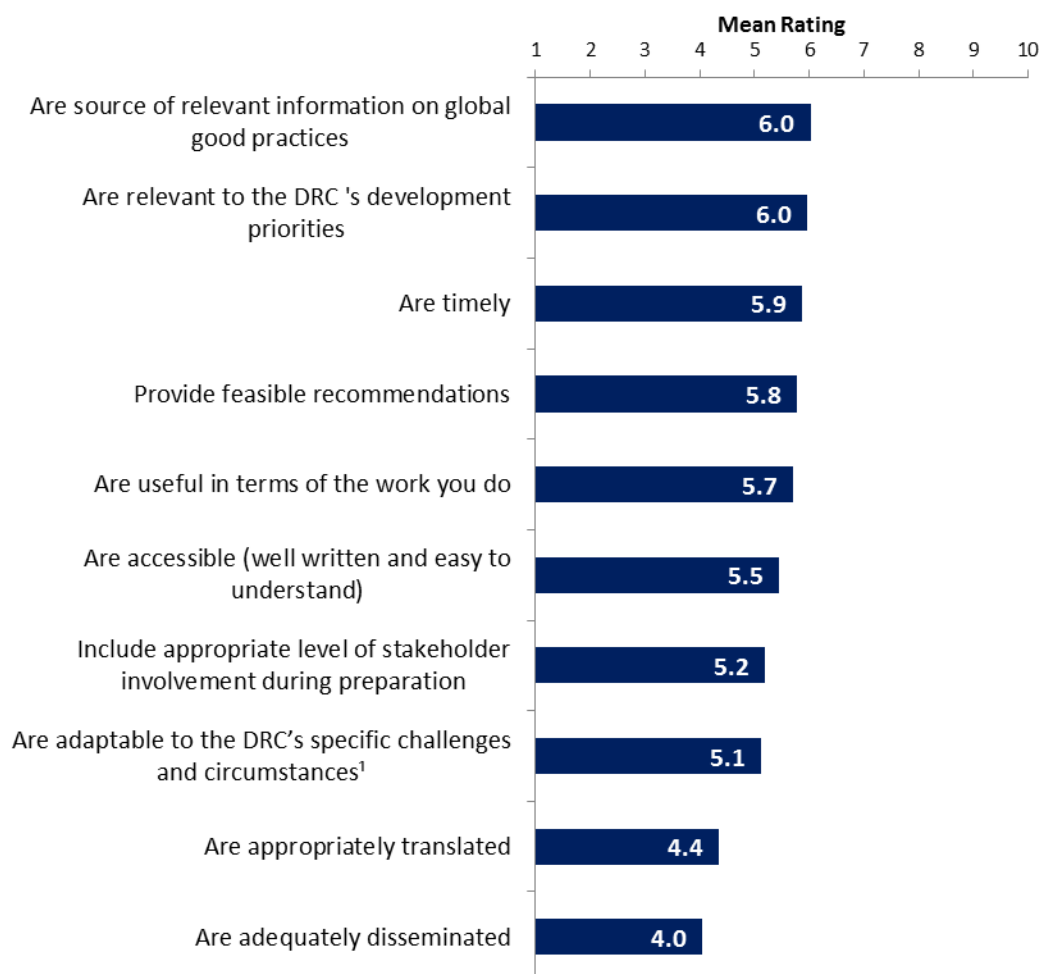


"In the DRC, how effective do you believe the World Bank's knowledge work and activities are at:"
 (1-"Not effective at all", 10-"Very effective")

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.)

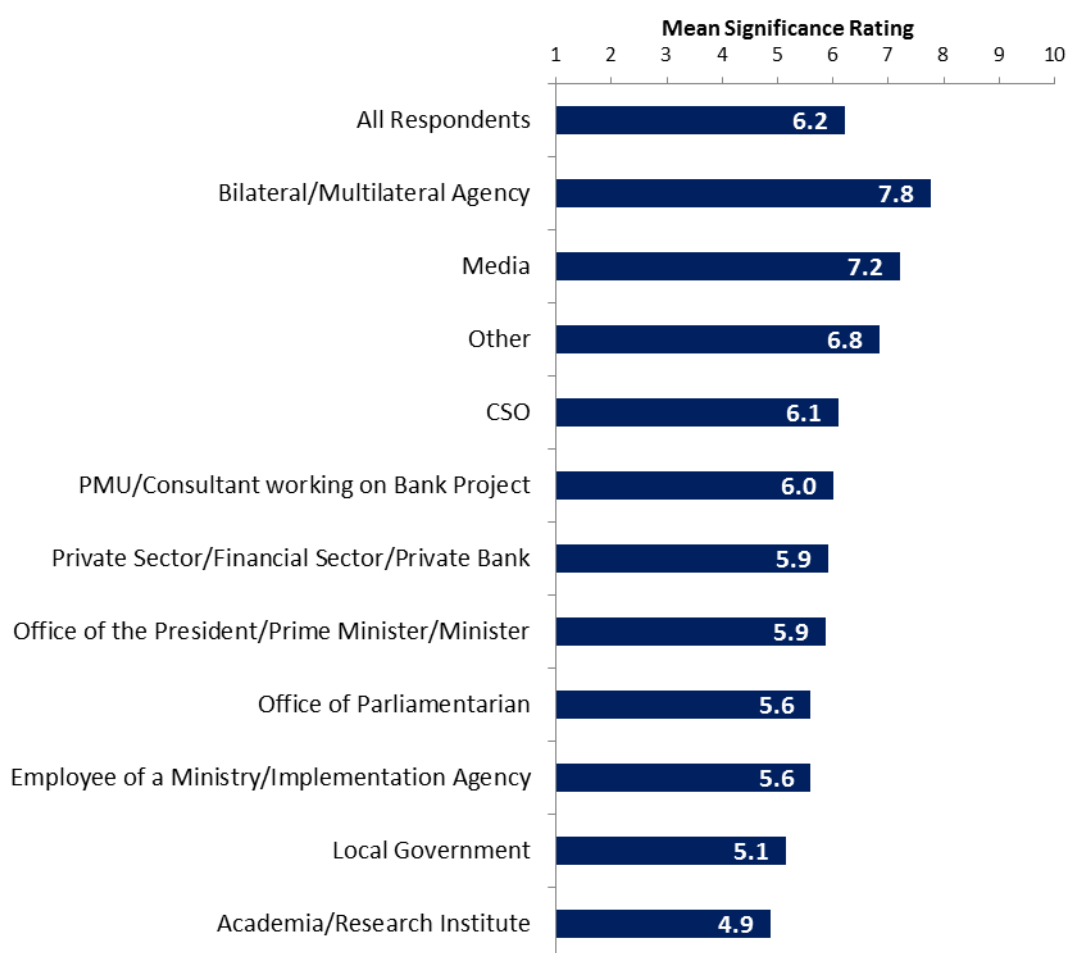


"In the DRC, to what extent do you believe that the World Bank's knowledge work and activities:"
 (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

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.

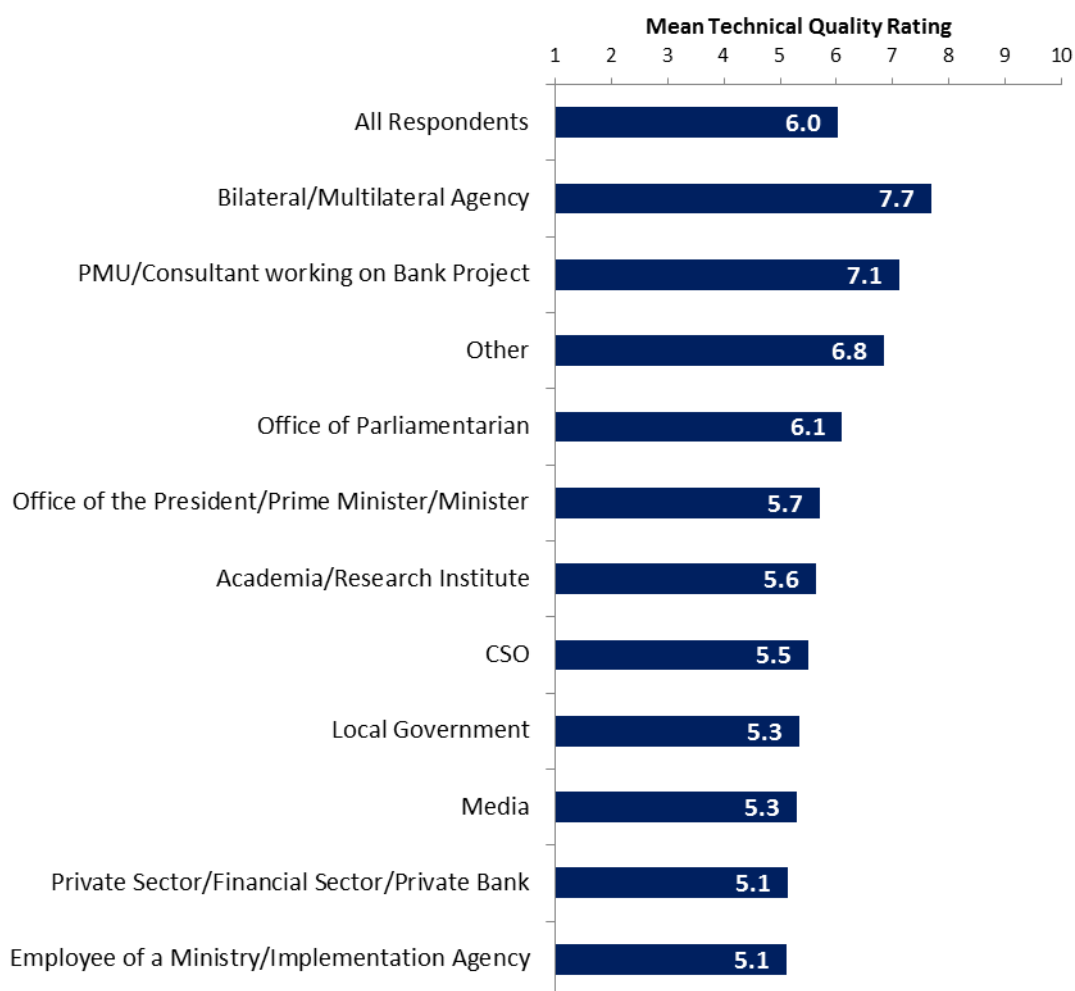


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten-point scale?
(1-“Not significant at all”, 10-“Very significant”)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality (*Indicator Question*)

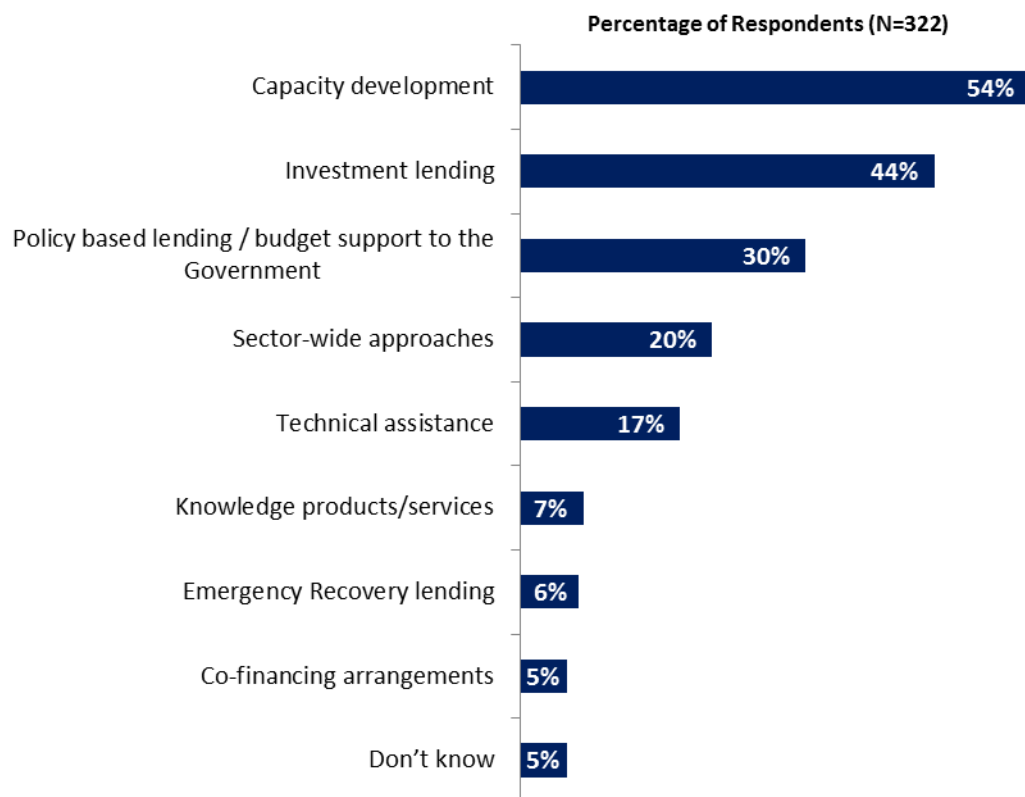
- Respondents from bilateral/multilateral agencies, PMUs/consultants working on Bank-supported projects, and other organizations gave the highest ratings for the technical quality of the World Bank's knowledge work and activities whereas respondents from the private sector/financial sector/private banks 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

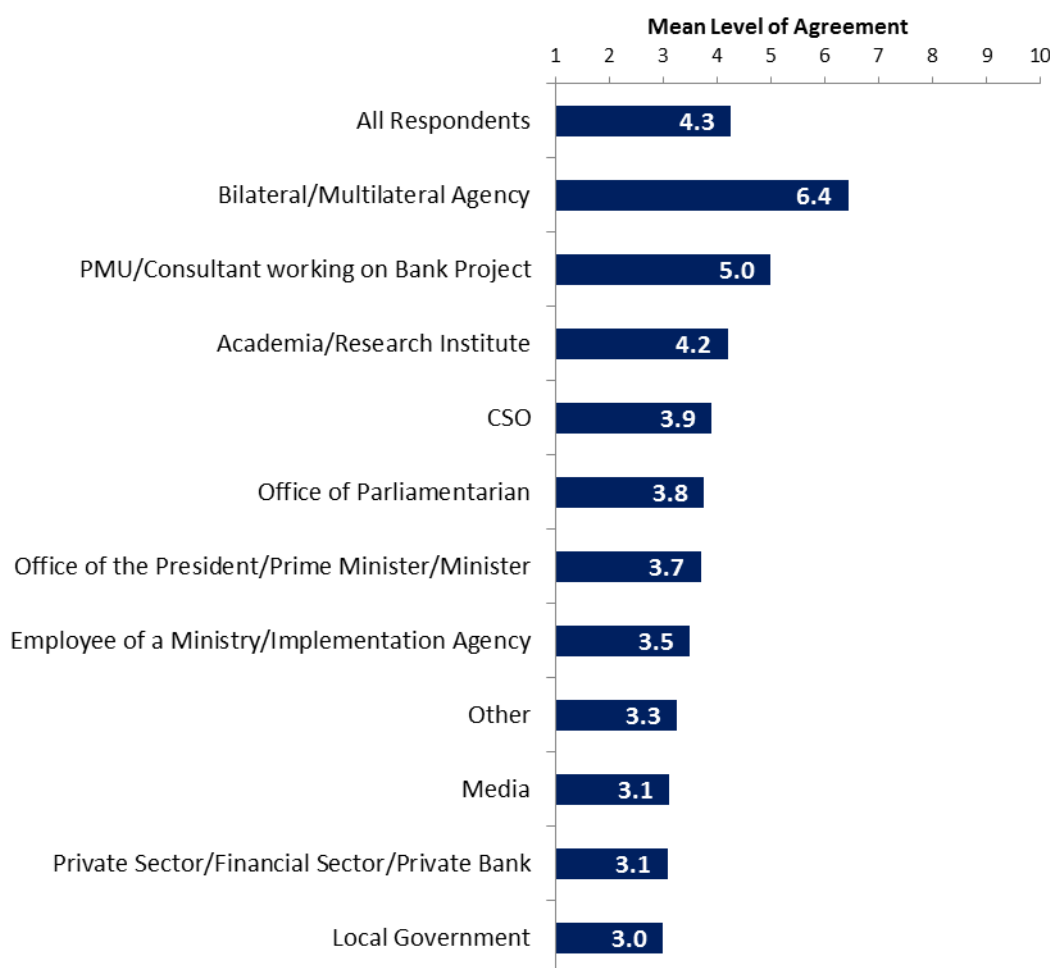


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

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.

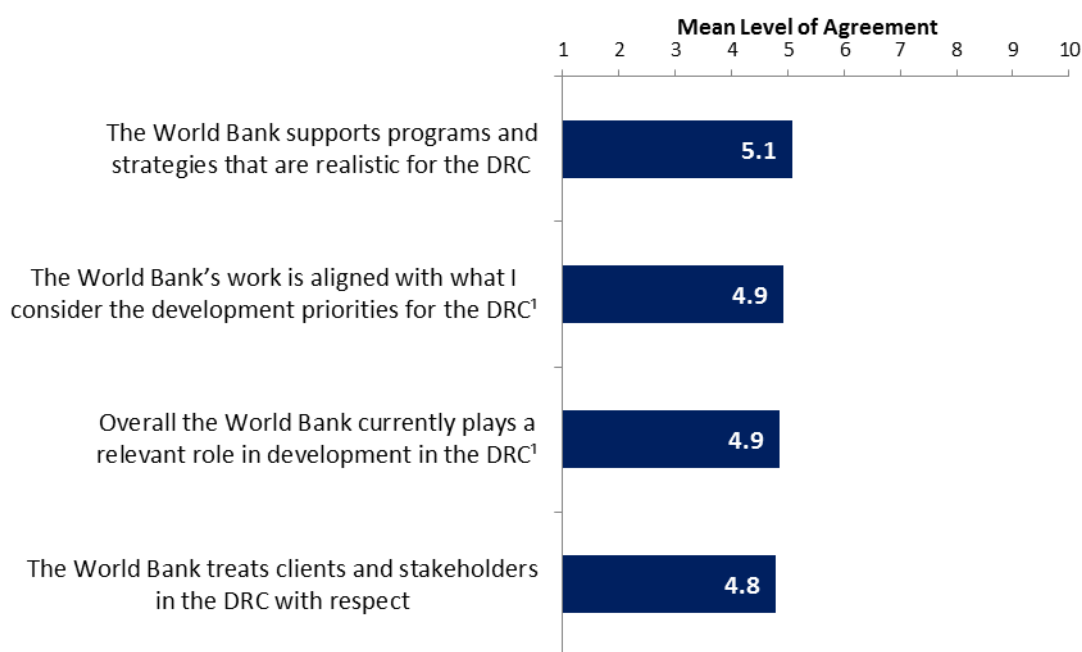


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the DRC"
 (1-"Strongly disagree", 10-"Strongly agree")

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.

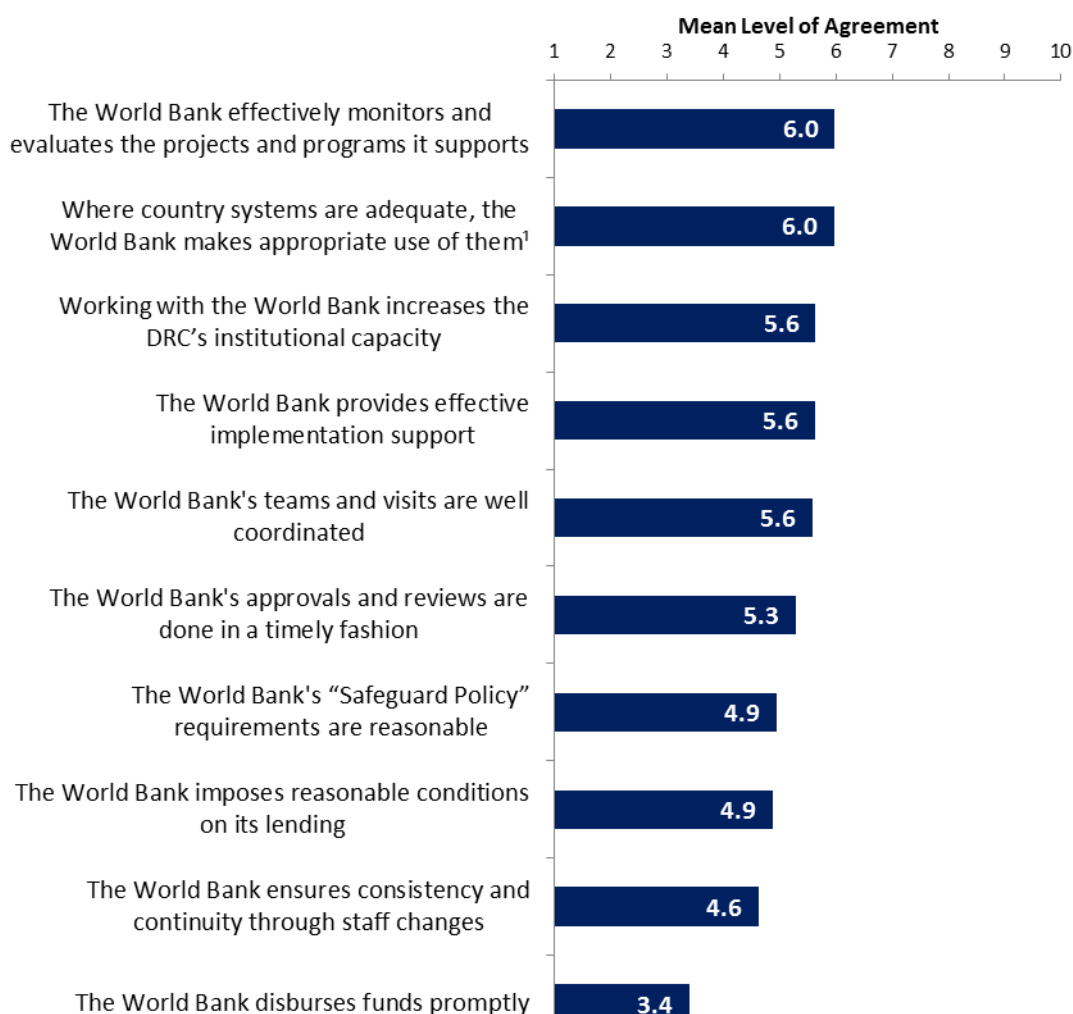


"To what extent do you agree with the following statements about the World Bank's work in the DRC, on a ten-point scale?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

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.)

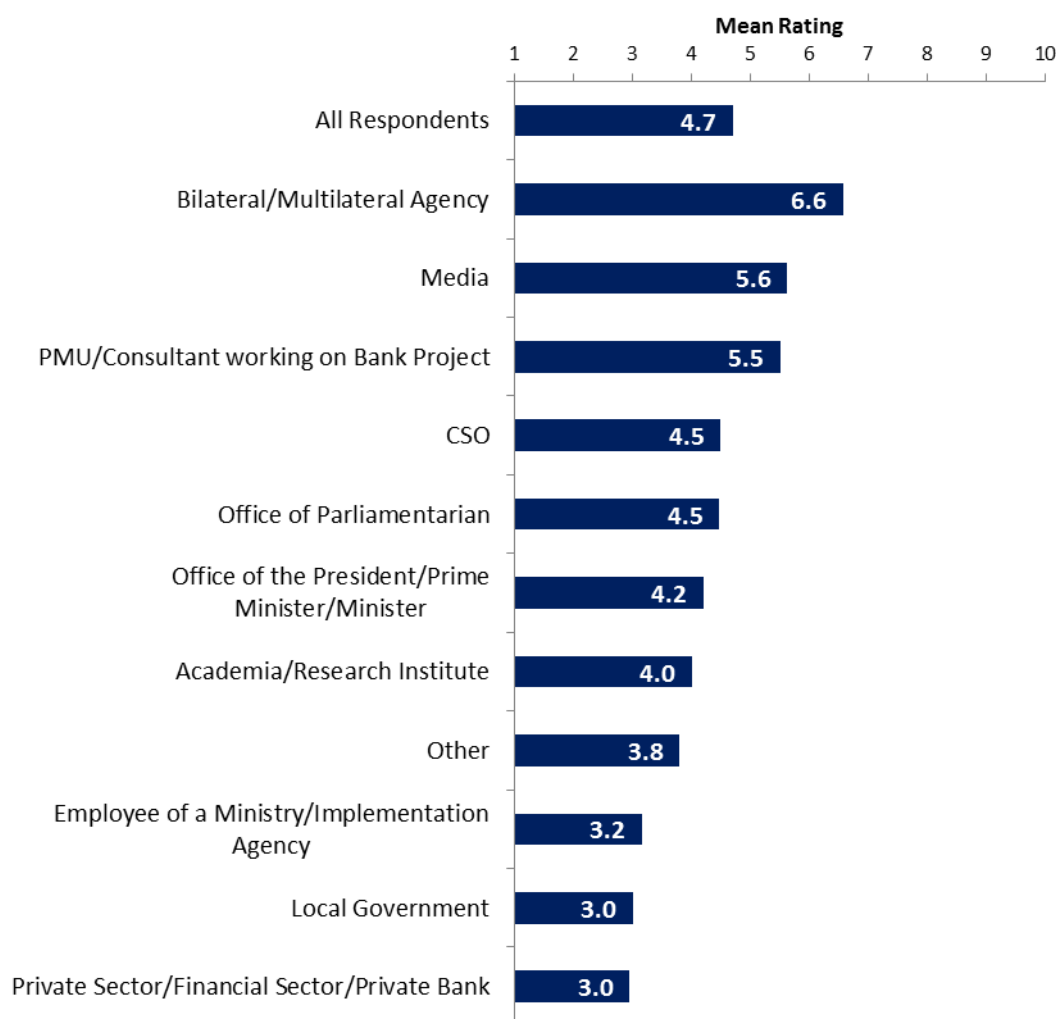


"To what extent do you agree/disagree with the following statements, on a ten-point scale?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

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.)

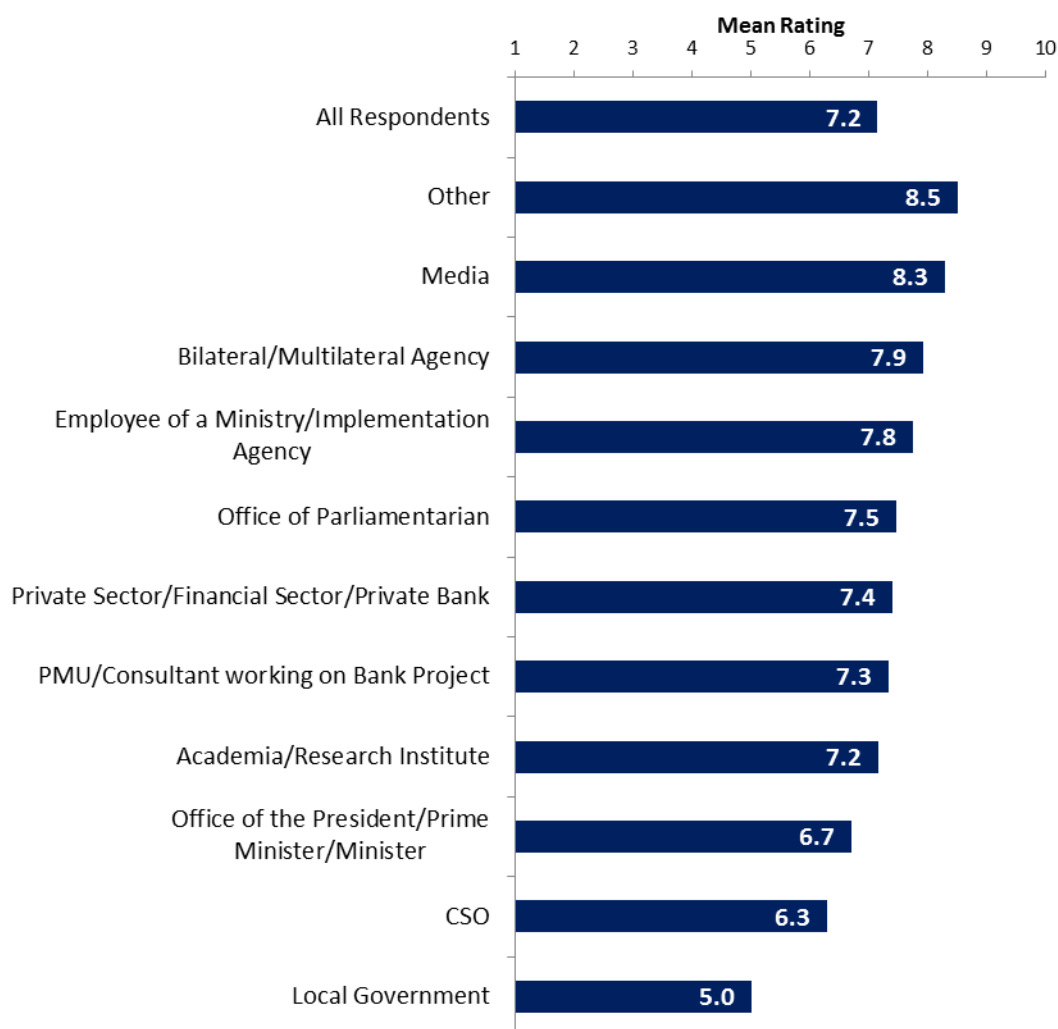


“To what extent is the World Bank an effective development partner in the DRC, in terms of each of the following?” (1- “To no degree at all”, 10- “To a very significant degree”) ¹Indicator Question

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

Role Significance

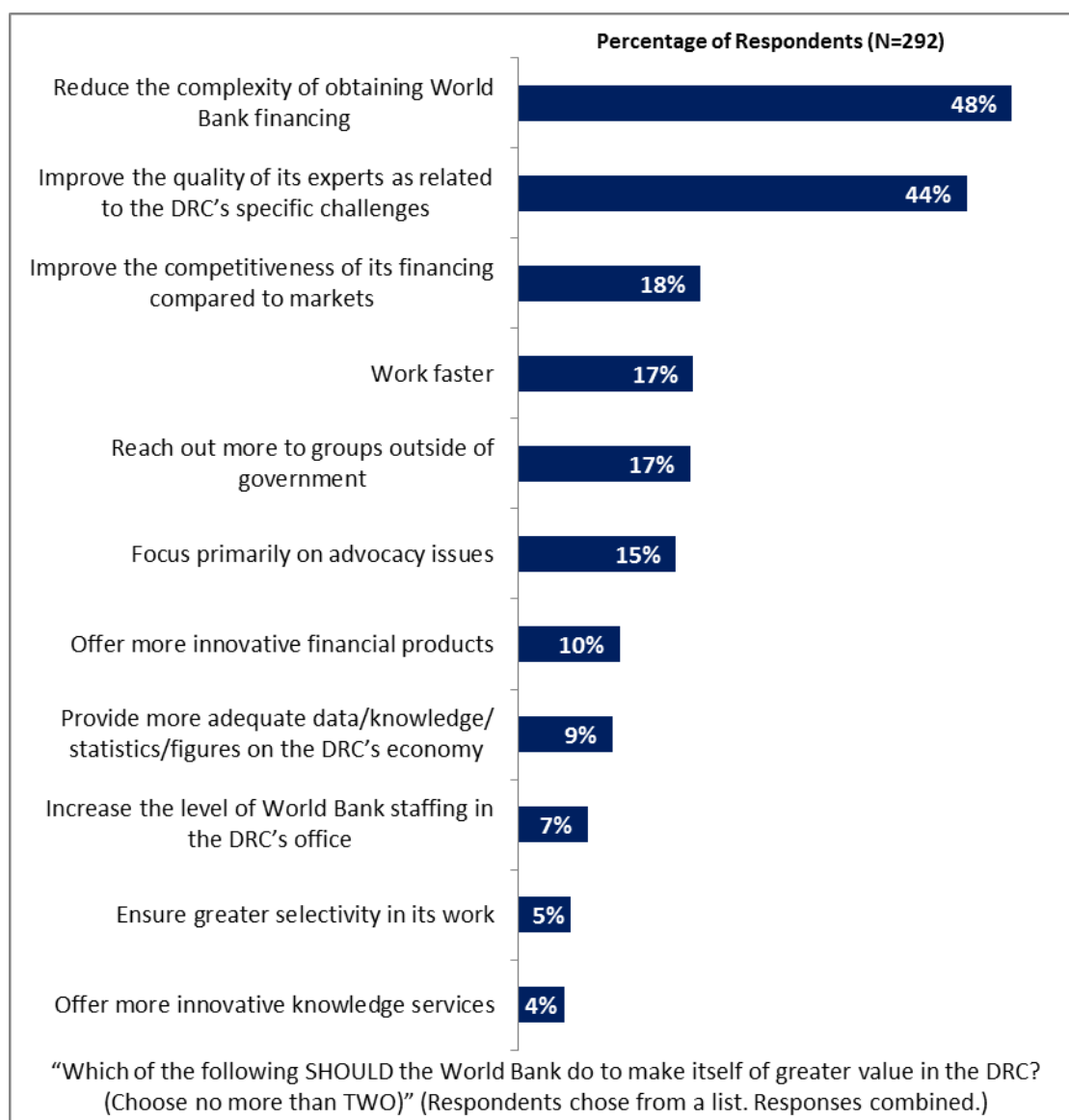
- Respondents from other organizations and the media had the highest ratings that the Bank should play a significant role in the DRC's development in the near future whereas respondents from local government had significantly lower ratings.



"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")

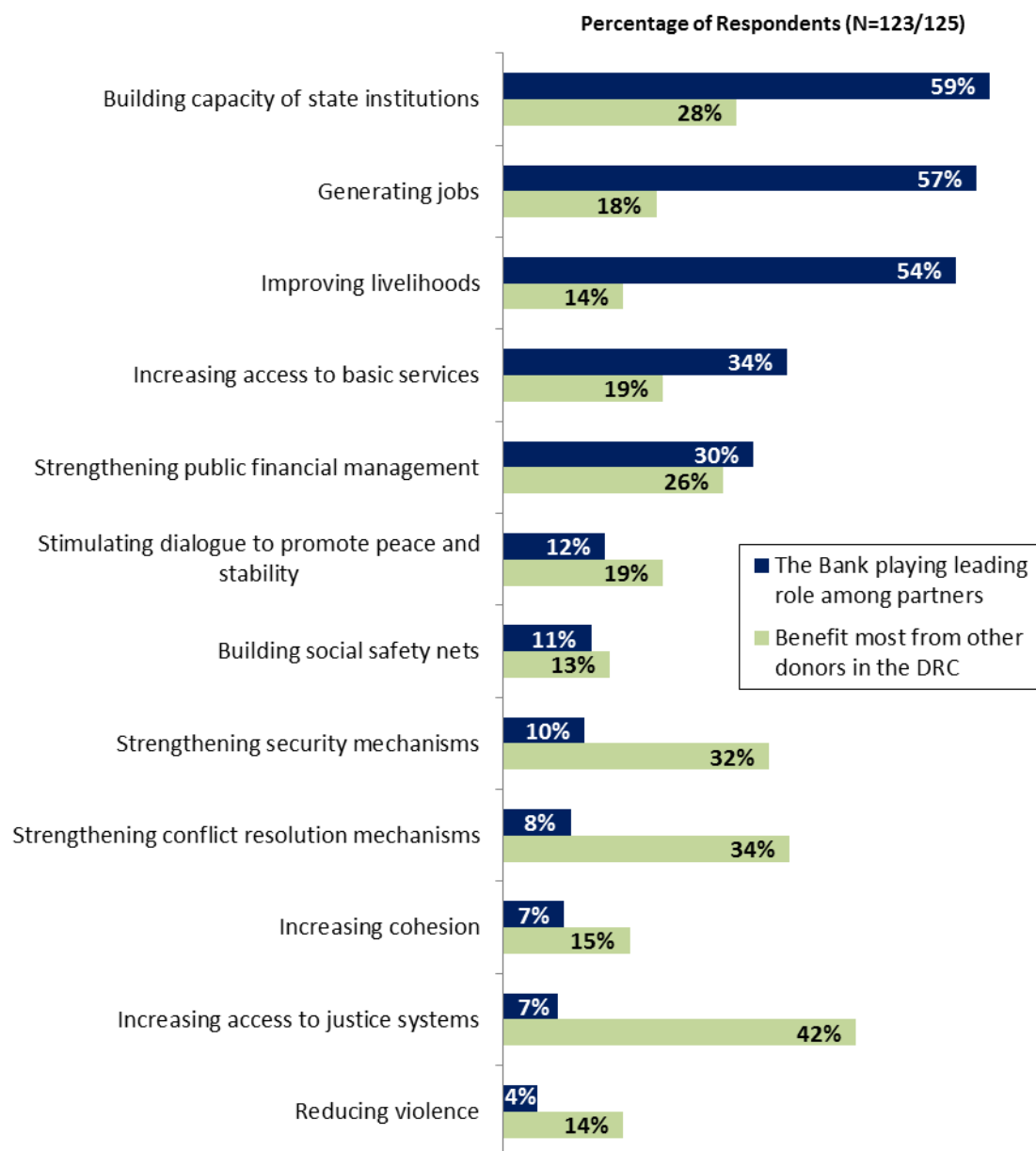
IX. The Future Role of the World Bank in the DRC (continued)

Making the World Bank of Greater Value



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

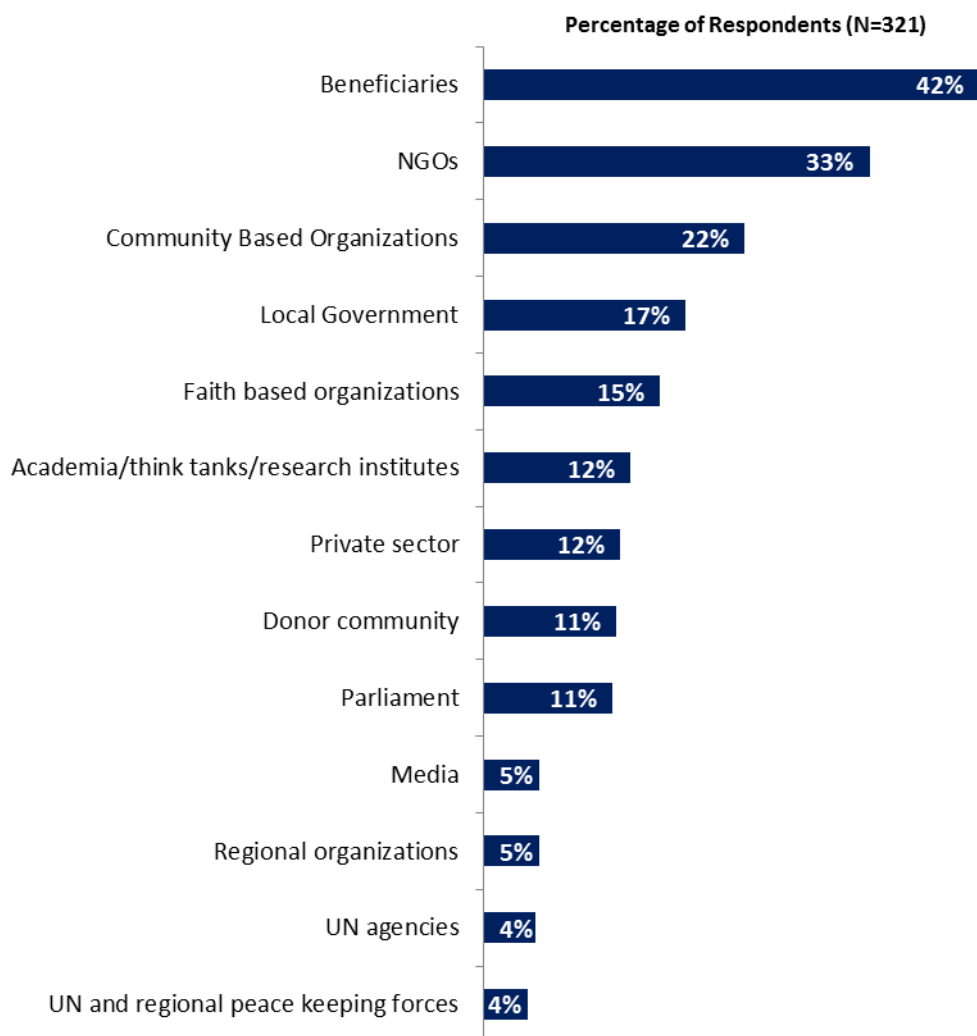
The Bank's Role among Other Donors



"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

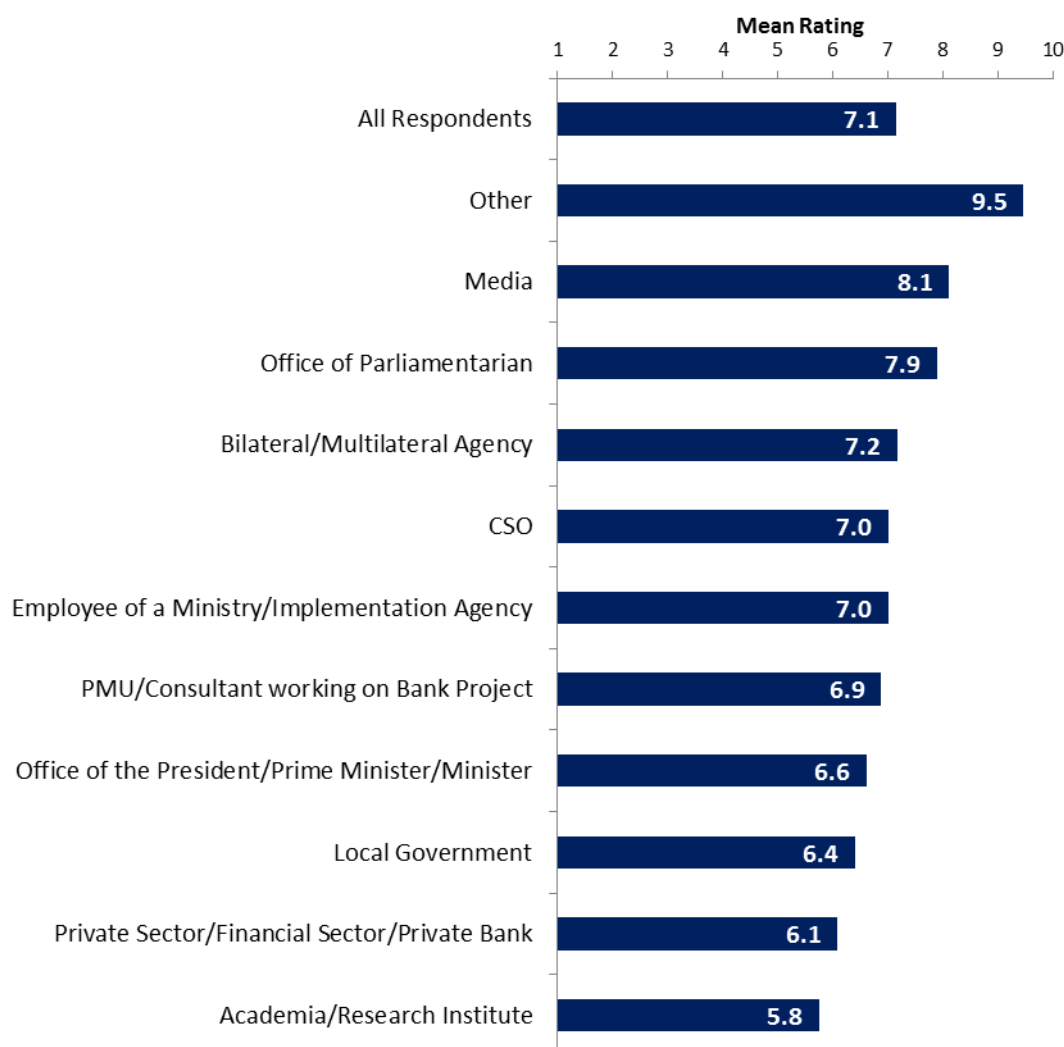


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

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

Influencing the Global Development Agenda

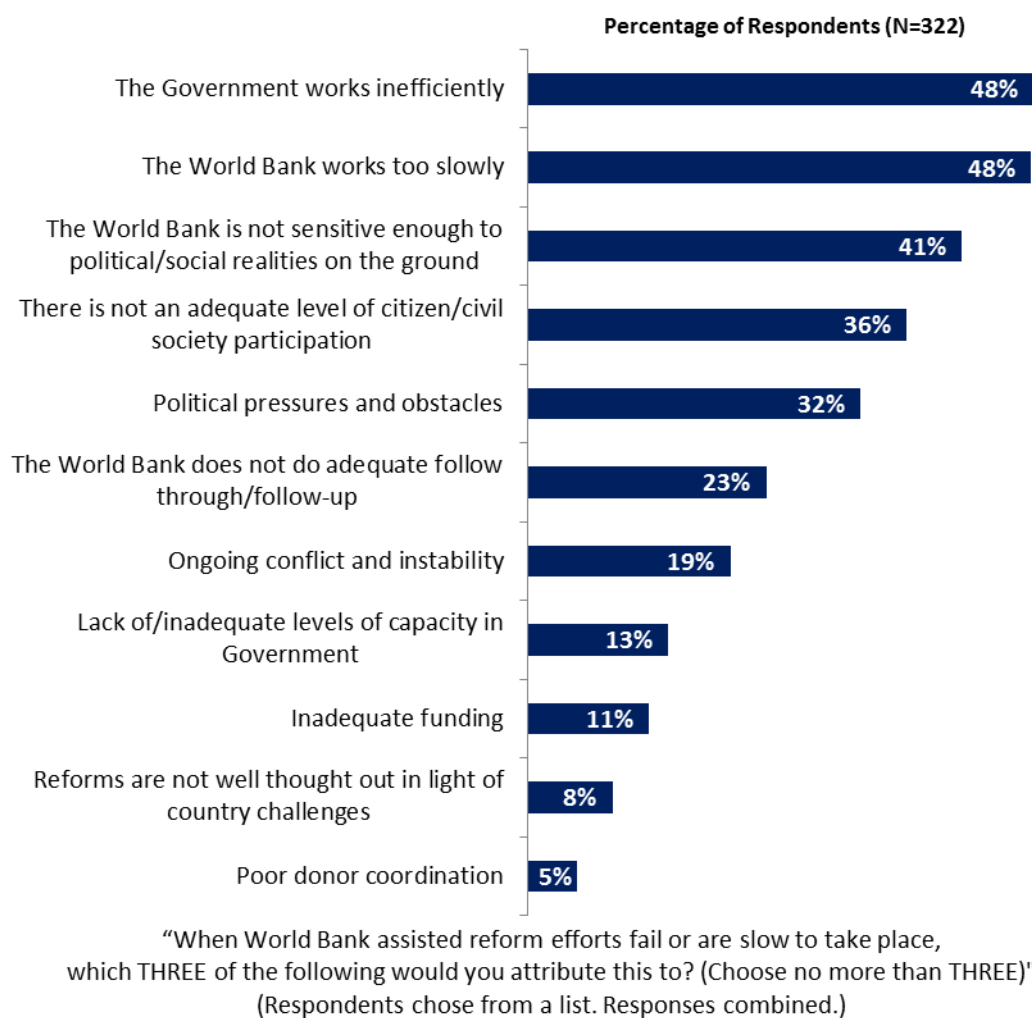
- Respondents from other organizations had the highest ratings that the World Bank should seek to influence the global development agenda as related to “Global public goods” whereas respondents from academia/research institutes had significantly lower ratings.



“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")

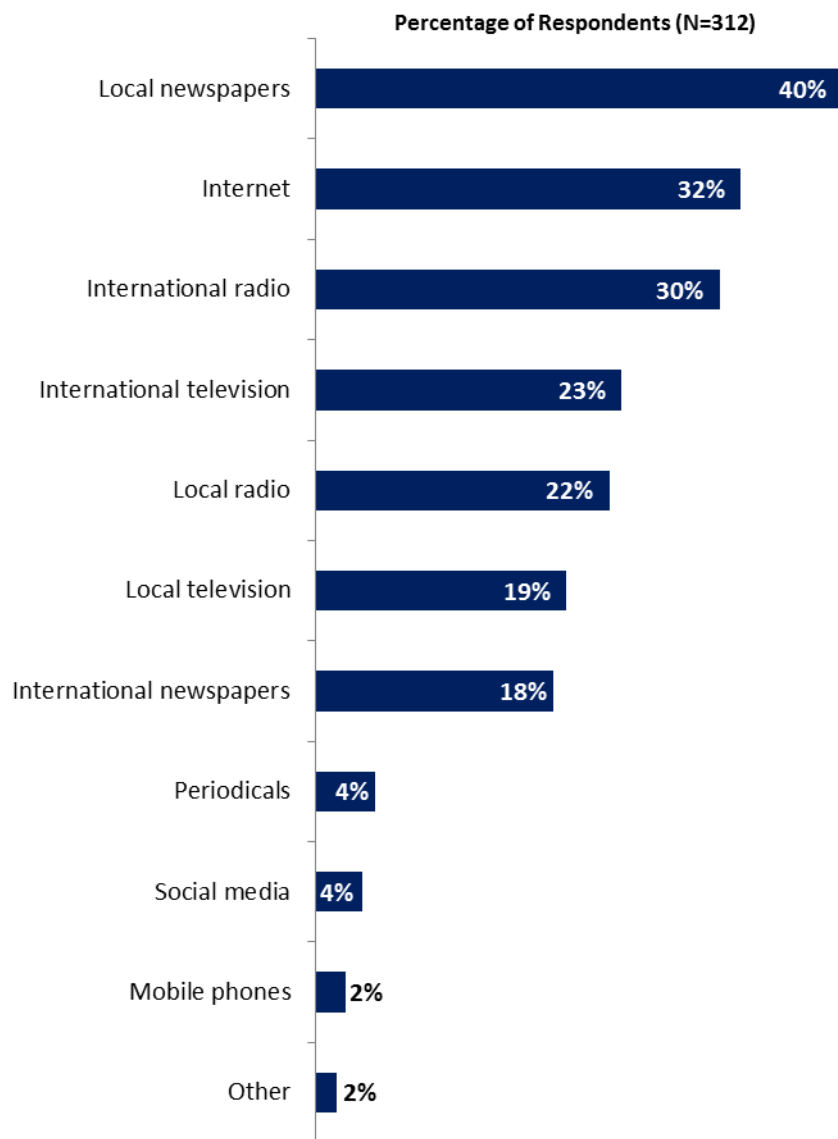
IX. The Future Role of the World Bank in the DRC (continued)

Attributing Slow or Failed Reform Efforts



X. Communication and Openness

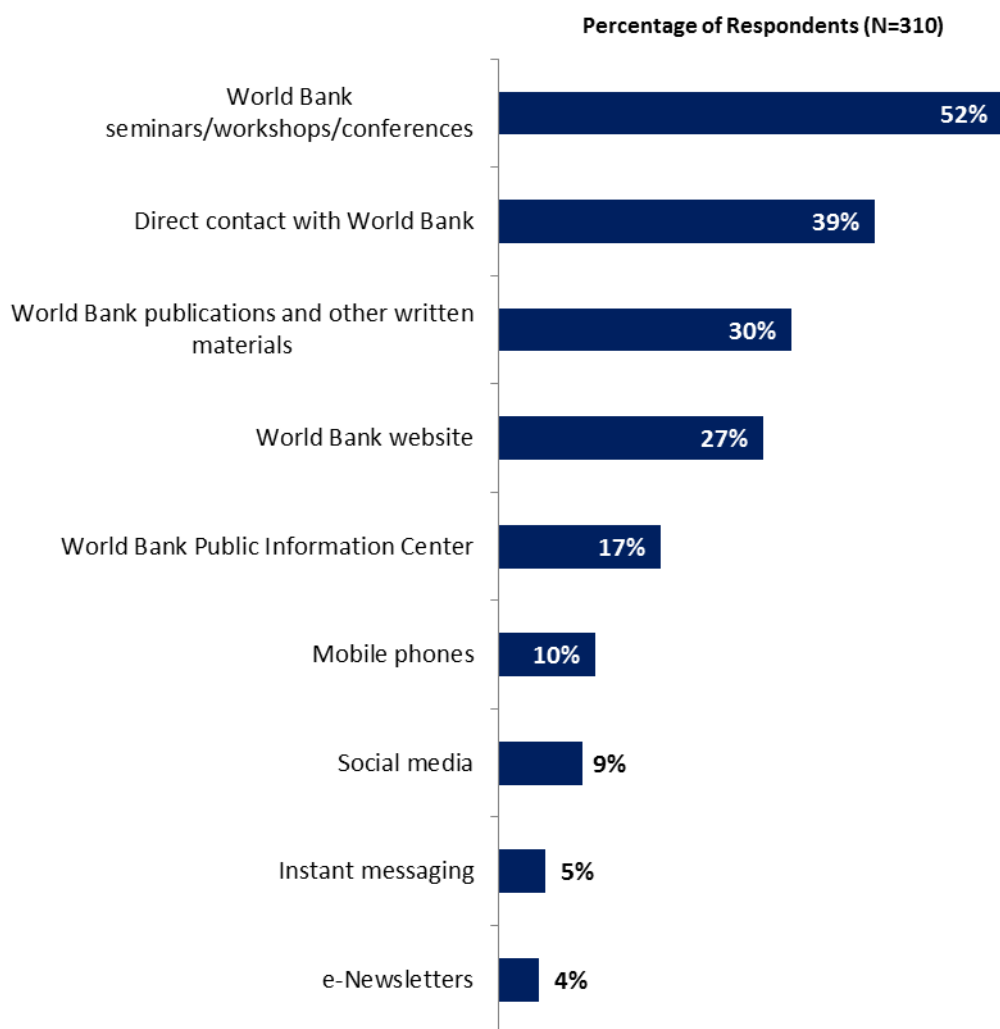
Information Sources



“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

Percentage of Respondents (N=290)



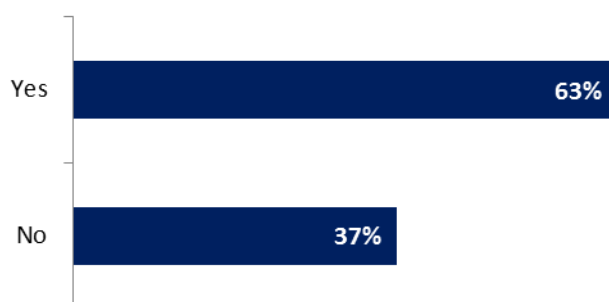
"Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (N=231)



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

Percentage of Respondents (N=51)



"Were you able to obtain this information?"

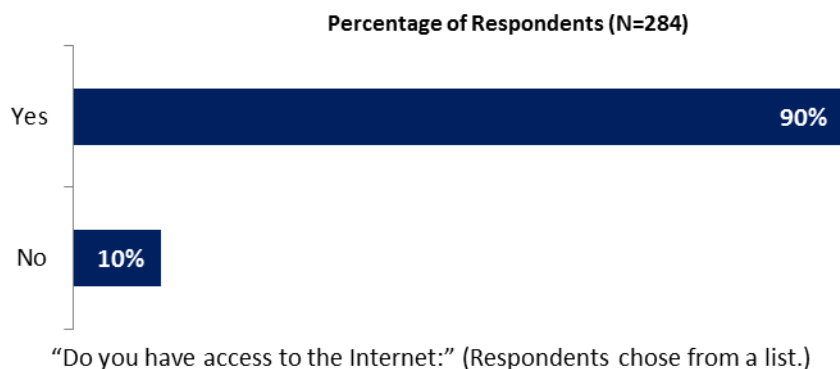


"Please rate how much you agree with the following statements, on a ten-point scale."
(1- "Strongly disagree", 10- "Strongly agree")

X. Communication and Openness (continued)

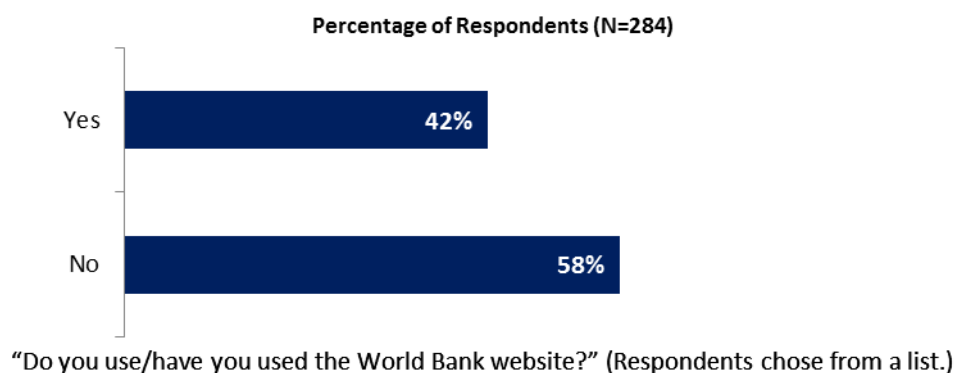
Internet Access

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



Website Usage

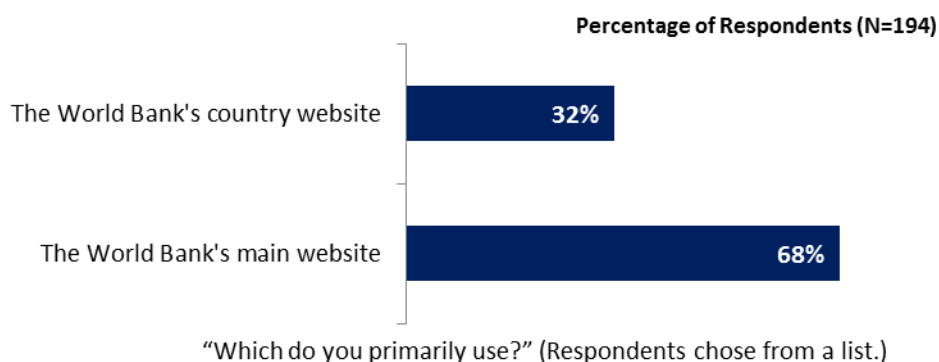
- Respondents from bilateral/multilateral agencies were significantly more likely to indicate that they use/have used the World Bank website compared to respondents from other stakeholder groups.



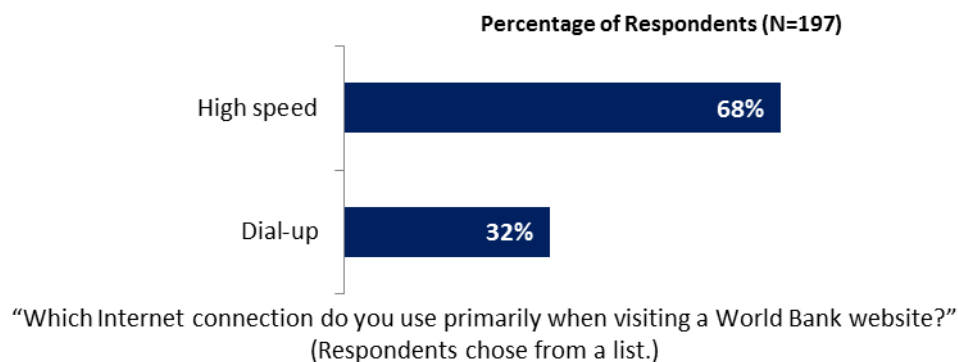
X. Communication and Openness (continued)

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.



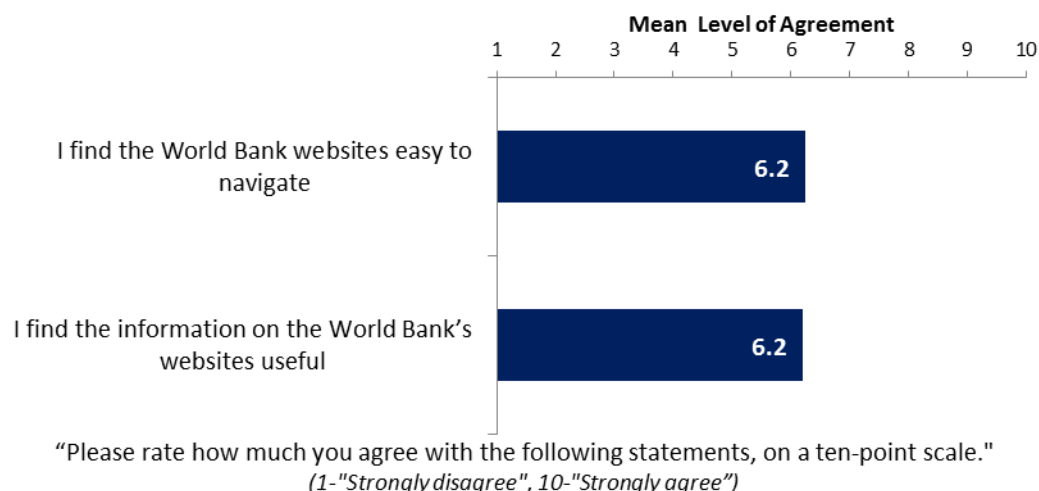
- Respondents from local government were significantly more likely to utilize dial-up Internet connections compared to respondents from other stakeholder groups.



X. Communication and Openness (continued)

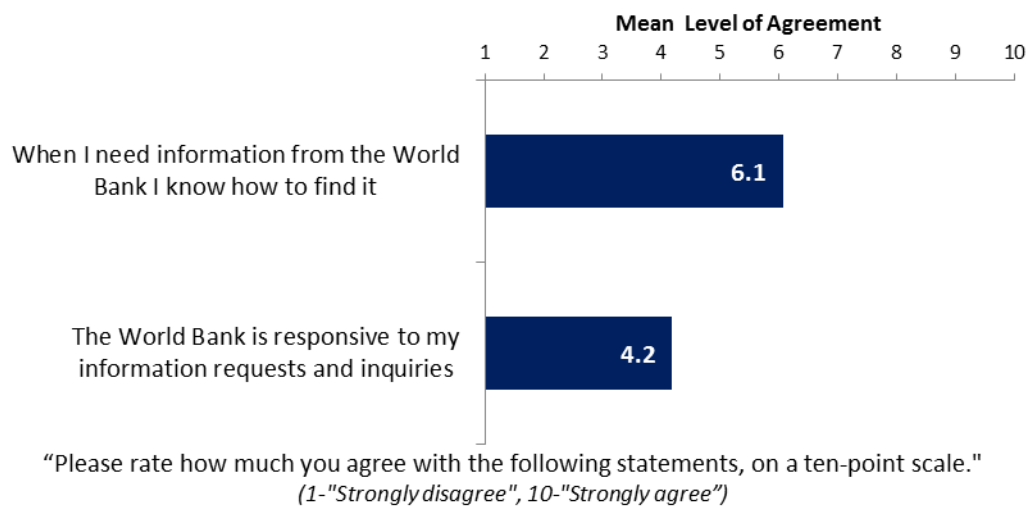
Website Evaluation

- 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.



Information Sharing

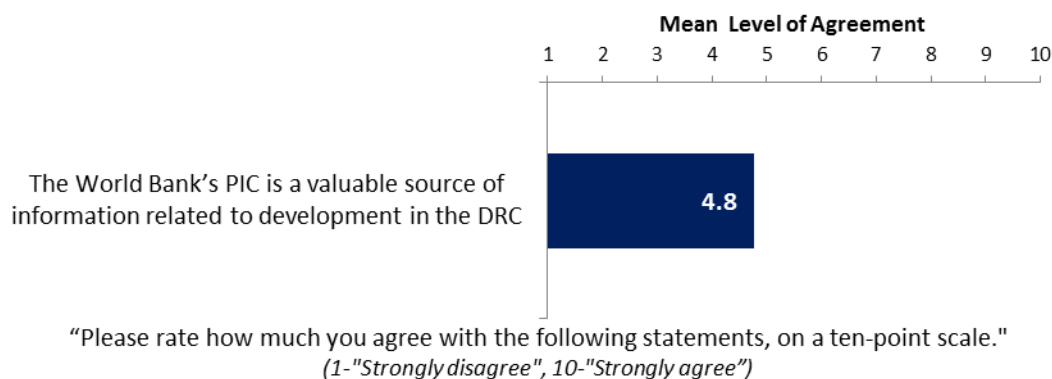
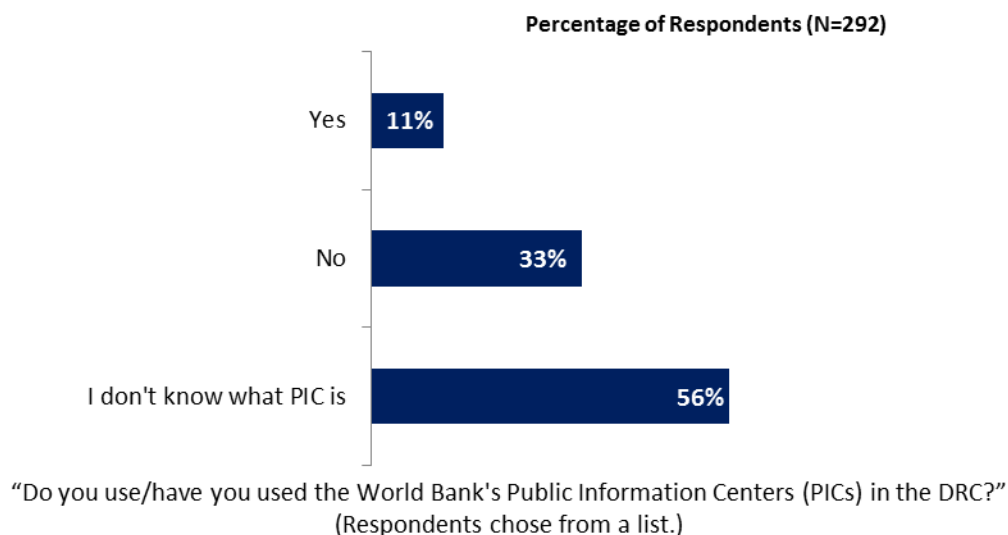
- Respondents from bilateral/multilateral agencies and academia/research institutes had the highest levels of agreement that when they need information from the Bank they know how to find it whereas respondents from local government, the media, and the office of a Parliamentarian had significantly lower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



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

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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 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
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 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
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			
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

2nd 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			
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			
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			
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			
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			
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 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
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 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
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 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	4.3%	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 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	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%	100.0%
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%	100.0%	40.0%	100.0%	96.2%	92.2%	80.0%	86.7%	92.3%
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%	7.7%
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%	100.0%
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%	100.0%
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%	8.3%
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												<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for the DRC												<input type="checkbox"/>
B12	The World Bank supports programs and strategies that are realistic for the DRC												<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in the DRC with respect												<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												<input type="checkbox"/>
B15	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B17	Being inclusive												<input type="checkbox"/>
B18	Openness (sharing data and other information)												<input type="checkbox"/>
B19	Staff accessibility												<input type="checkbox"/>
B20	Straightforwardness and honesty												<input type="checkbox"/>
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)												<input type="checkbox"/>
B22	Collaboration with the Government												<input type="checkbox"/>
B23	Collaboration with other donors												<input type="checkbox"/>
B24	Follow through over time												<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		
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	

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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		
G11	I use/consult World Bank data more currently than I did a few years ago												<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>												<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>												<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>												<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.)												<input type="checkbox"/>
G16	The World Bank is responsive to my information requests and inquiries												<input type="checkbox"/>

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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!