



# Republic of Congo

The World Bank  
Country Survey FY 2012

Report of Findings  
October 2012

# Table of Contents

- I. Objectives .....3
- II. Methodology.....3
- III. Demographics of the Sample.....5
- IV. General Issues facing the Republic of Congo .....10
- V. Overall Attitudes toward the World Bank .....14
- VI. Sectoral Effectiveness.....21
- VII. World Bank Knowledge and Instruments .....24
- VIII. How the World Bank Operates .....34
- IX. The Future Role of the World Bank in the Republic of Congo....37
- X. Communication and Openness.....40
- XI. Appendices.....45



## 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 Republic of Congo perceive the Bank;
- Obtain systematic feedback from stakeholders in the Republic of Congo regarding:
  - Their views regarding the general environment in the Republic of Congo;
  - Their overall attitudes toward the World Bank in the Republic of Congo;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in the Republic of Congo; and
  - Perceptions of the World Bank's future role in the Republic of Congo.
- Use data to help inform the Republic of Congo country team's strategy.

## II. Methodology

In May-June 2012, 402 stakeholders of the World Bank in the Republic of Congo 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; local NGOs; international 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 361 stakeholders participated in the country survey (90%).

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

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

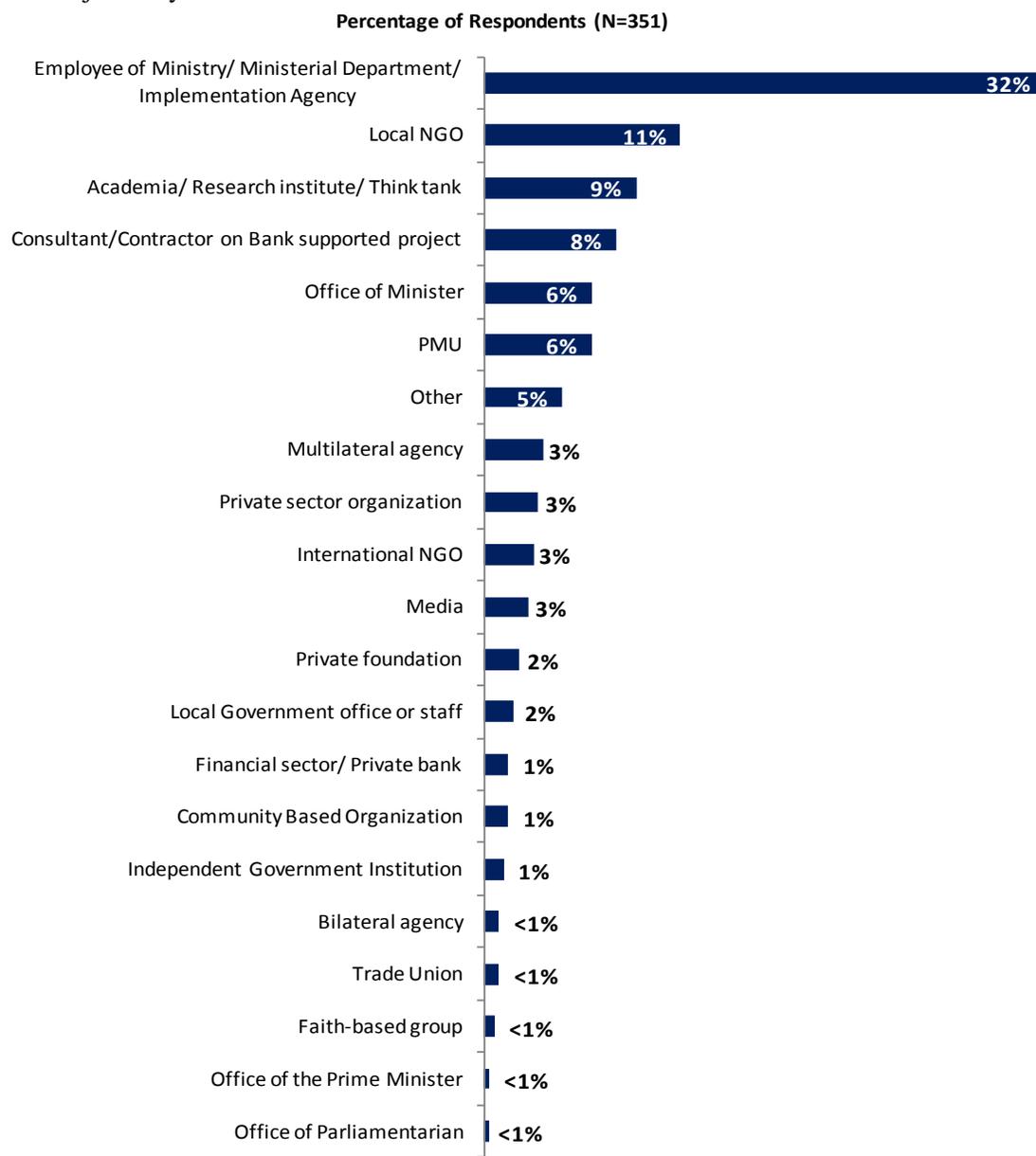
## II. Methodology (continued)

- A. General Issues facing the Republic of Congo: Respondents were asked to indicate whether the Republic of Congo 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 Republic of Congo.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in the Republic of Congo, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, 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 and least effective instruments in helping to reduce poverty in Congo, with which groups the Bank should work 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 sustainable development results in the Republic of Congo, the extent to which the Bank meets Congo's need for knowledge services and financial instruments, and the Bank's level of effectiveness across forty development areas, such as economic growth, governance, education, health, and others.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results, its technical quality, and the Bank's effectiveness at providing linkage to non-Bank expertise.
- 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 and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Congo: Respondents were asked to rate how significant a role the Bank should play in the Republic of Congo's development in the near future and to indicate what the Bank should do to make itself of greater value in Congo.
- 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, their access to the Internet, and their usage and evaluation of the Bank's website. 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 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 Republic of Congo, and their geographic location.

### III. Demographics of the Sample

#### Current Position

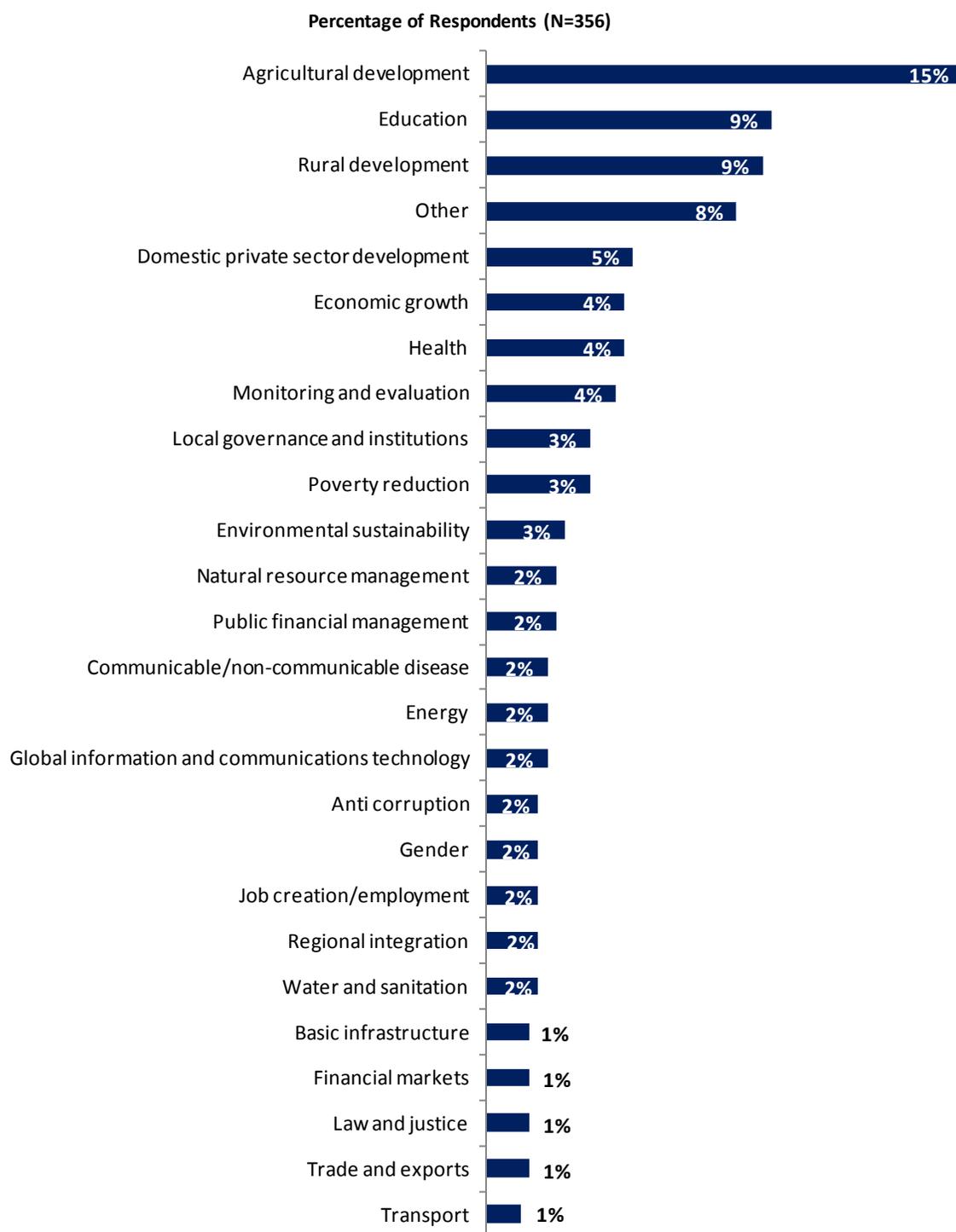
- For further analyses, the small number of respondents from the office of the Prime Minister were combined with those from the office of a Minister; consultants working on Bank-supported projects were combined with respondents from PMUs; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and the few respondents from the office of a Parliamentarian, local government, and independent government institutions were included in the “Other” category. Note that respondents from local and international NGOs, private foundations, community based organizations, trade unions, and faith-based groups were combined under the “CSO” category. There were no respondents from the Office of the President and the judiciary branch.



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

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

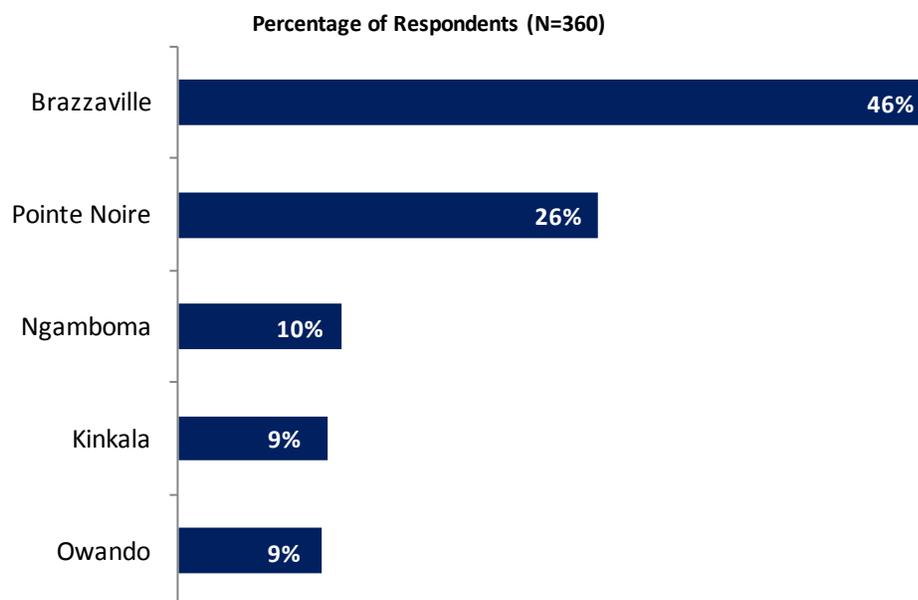


"Please identify the primary specialization of your work." (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 88). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

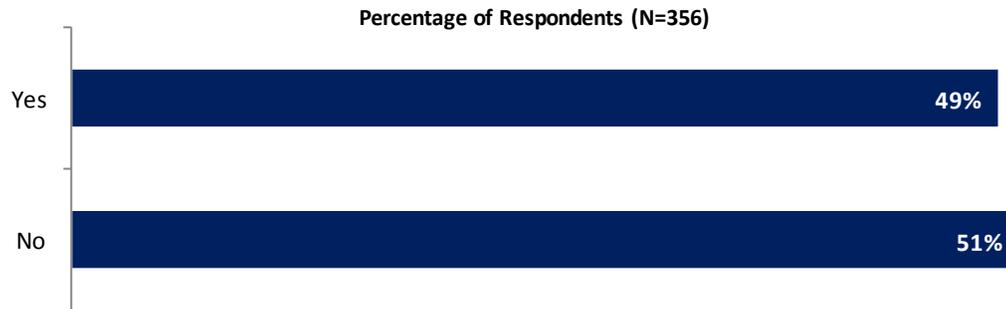


“Which best represents your geographic location?” (Respondents chose from a list.)

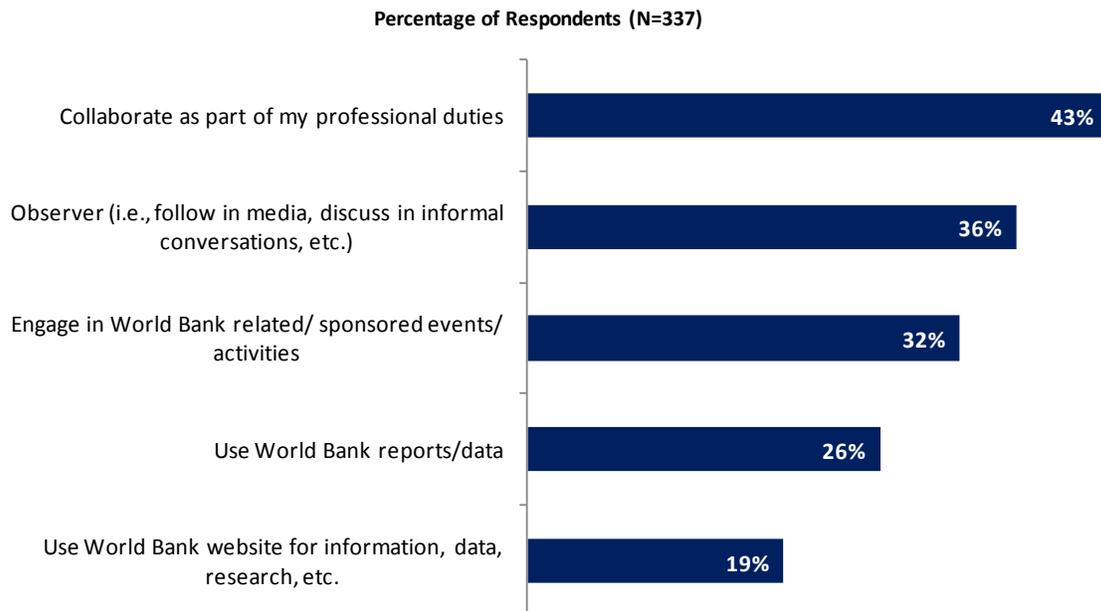
### III. Demographics of the Sample (continued)

#### 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 Congo, can be found in the Appendix (see page 102). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



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

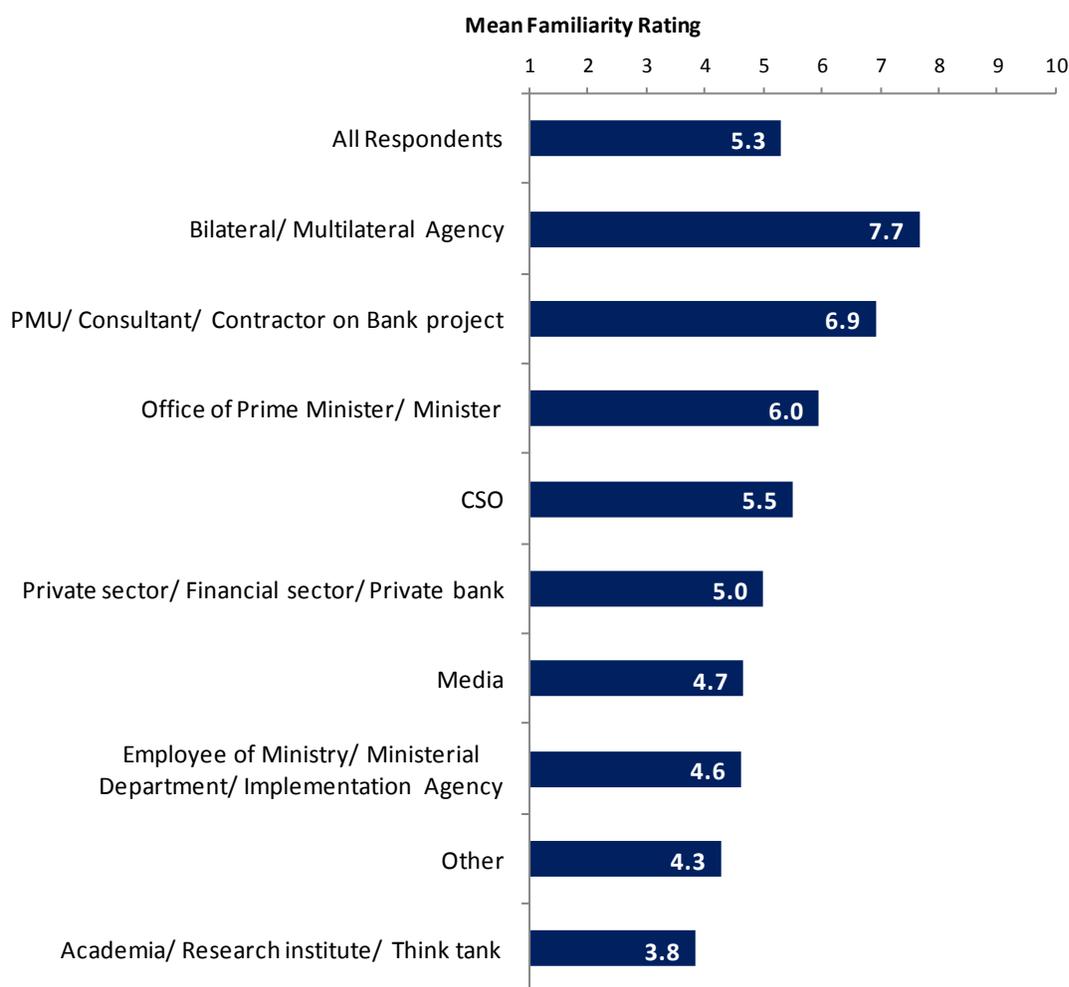


"Which of the following describes most of your exposure to the World Bank in Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects indicated the highest levels of familiarity whereas respondents from academia/research institutes/think tanks indicated significantly lower levels.
- Respondents from Brazzaville indicated the highest levels of familiarity whereas respondents from Kinkala, Ngamboma, and Owando indicated significantly lower levels.
- 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 Congo, the Bank's ability to help achieve sustainable development results, and the Bank's relevance to Congo's development.

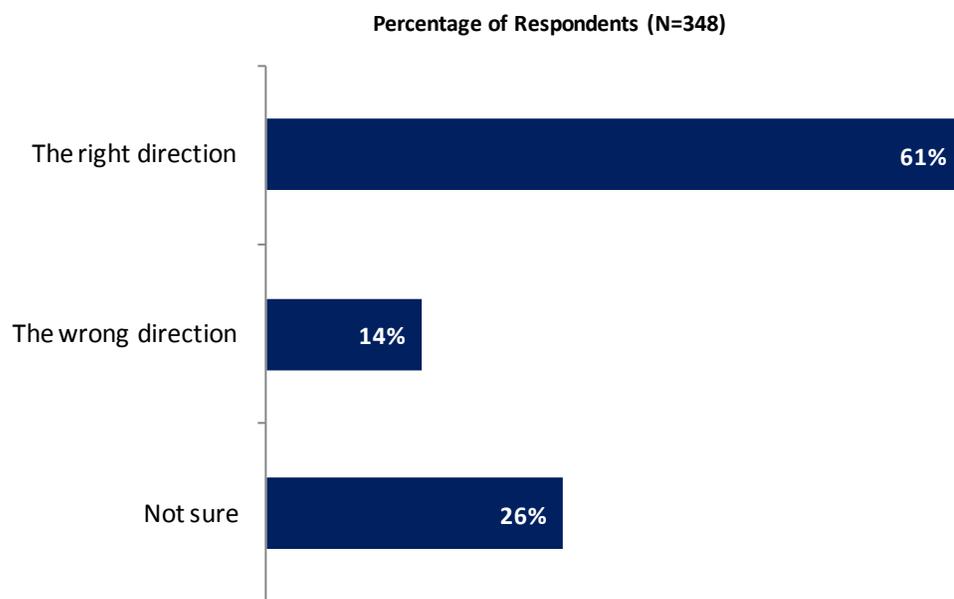


"How familiar are you with the work of the World Bank in Congo, on a ten-point scale?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues facing the Republic of Congo

### Headed in the Right Direction

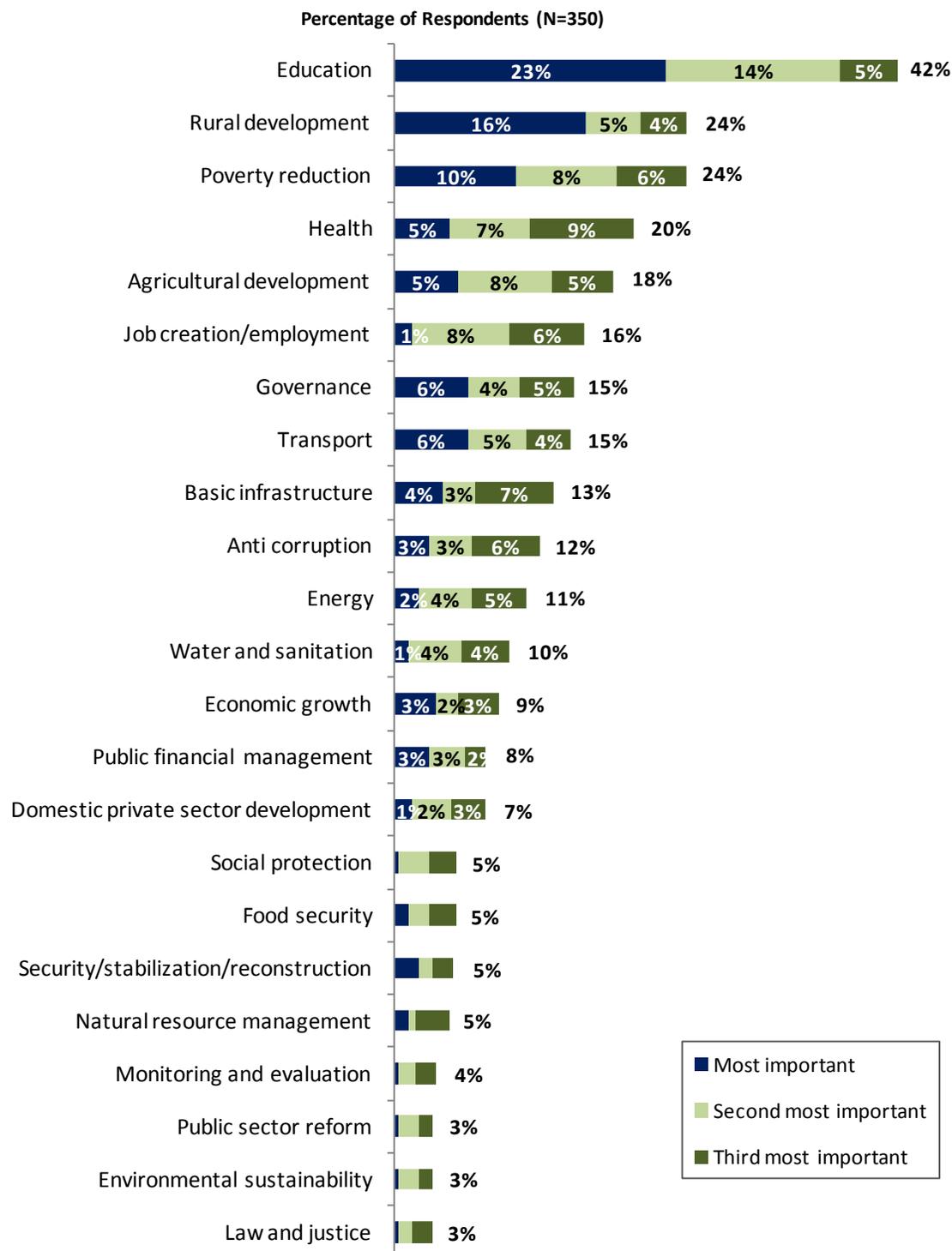
- A majority of respondents across most stakeholder groups indicated that Congo was headed in the right direction, except respondents from the media and academia/research institutes/think tanks who tended to indicate that they were not sure whether Congo was headed in the right or wrong direction.



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

## IV. General Issues facing the Republic of Congo (continued)

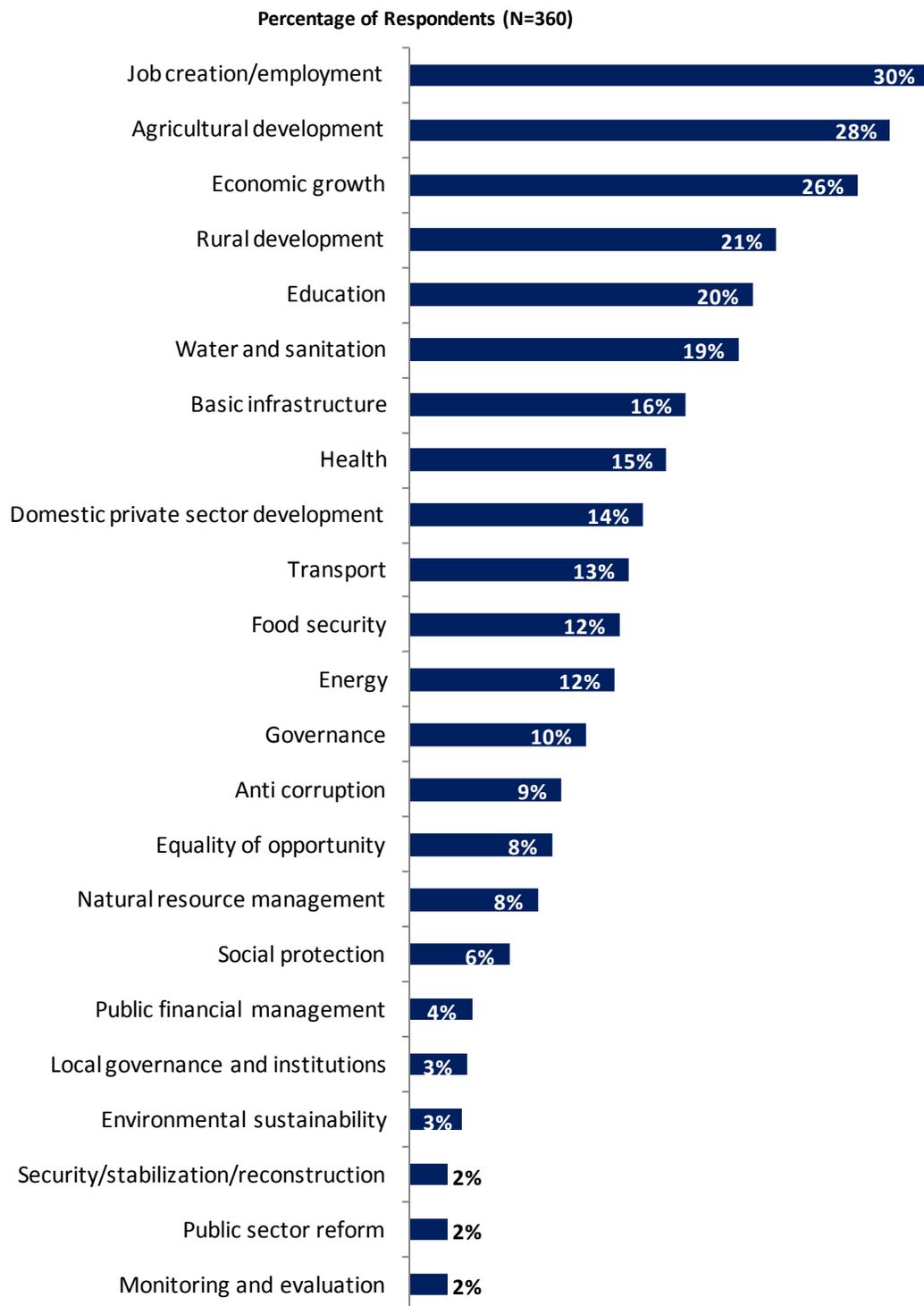
### Development Priority



Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority. (Respondents chose from a list.)

## IV. General Issues facing the Republic of Congo (continued)

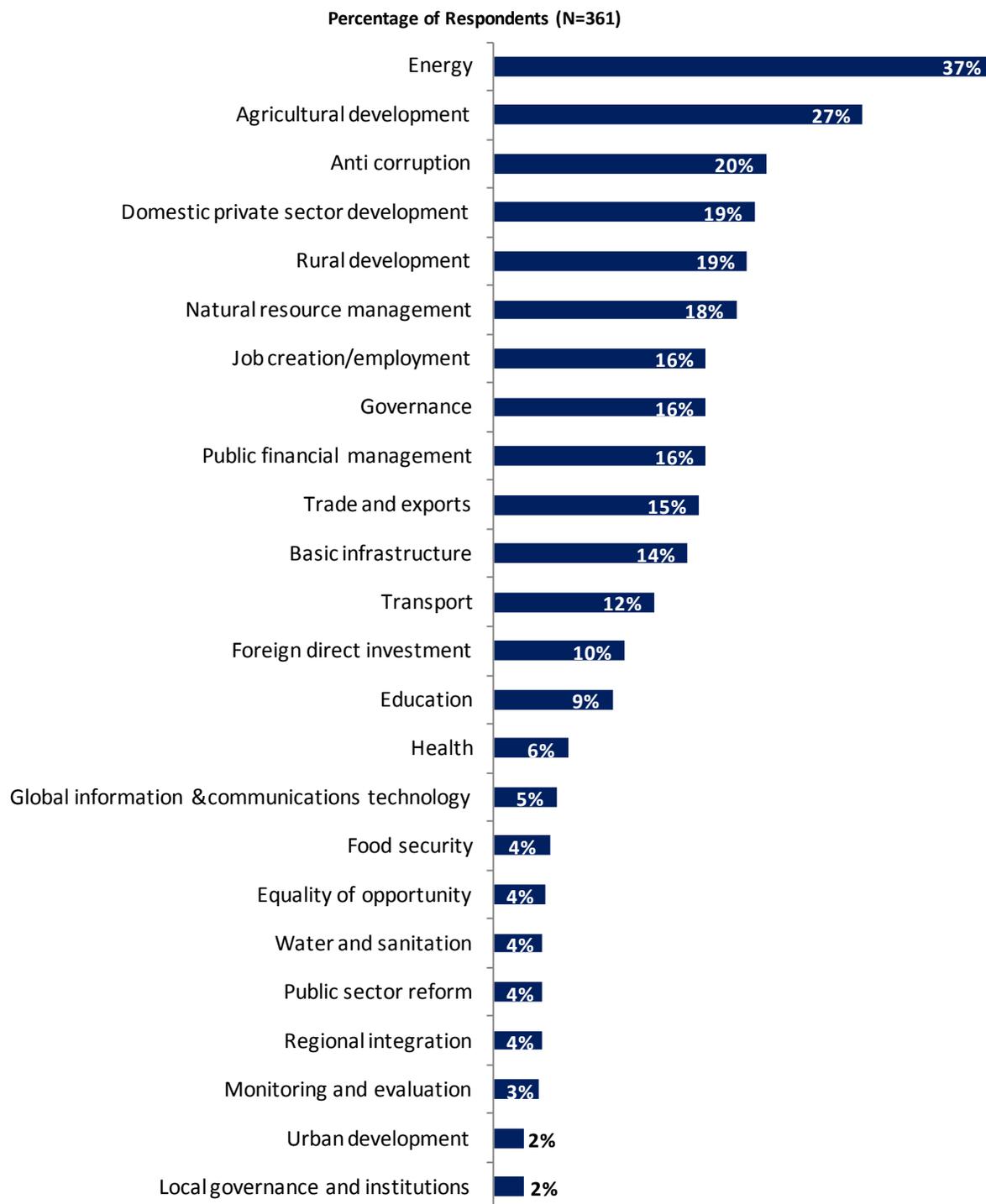
### Reducing Poverty



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

## IV. General Issues facing the Republic of Congo (continued)

### Economic Growth

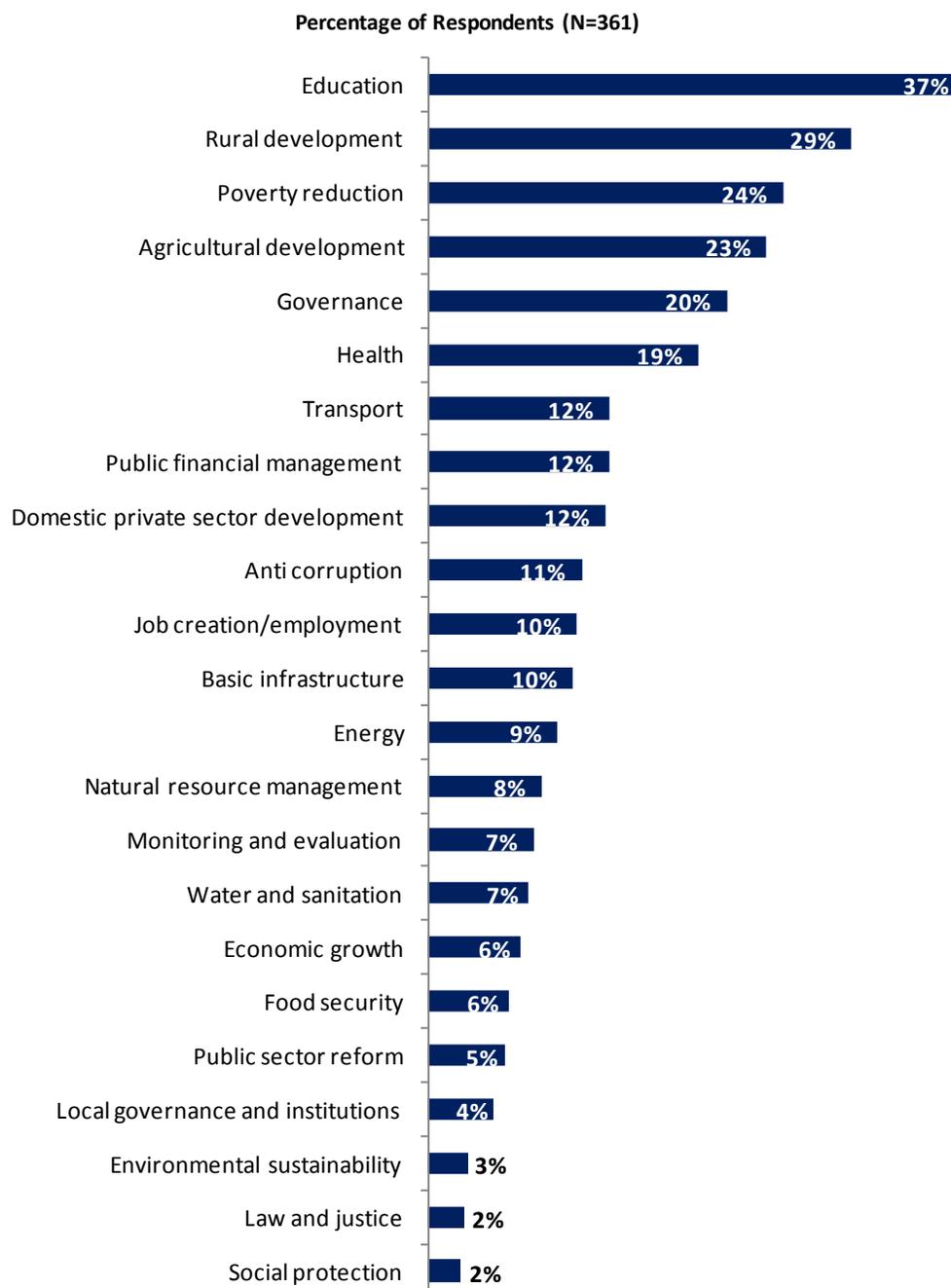


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Congo? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## 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

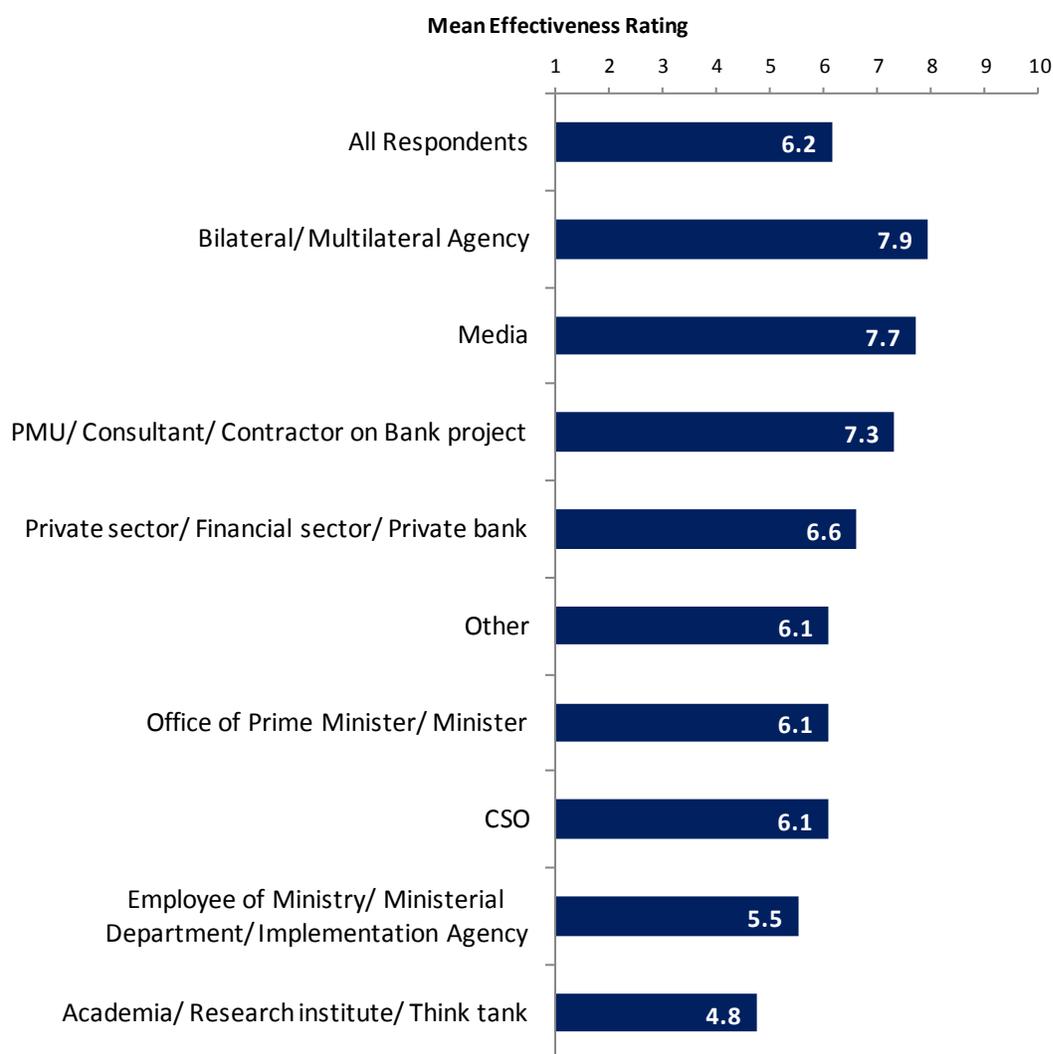


“When thinking about how the World Bank can have the most impact on development results in Congo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Congo? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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

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

- Across all respondents, ratings of the World Bank's overall effectiveness in Congo received a mean rating of 6.2.
  - Respondents from bilateral/multilateral agencies, the media, and PMUs/consultants on Bank supported projects gave the highest ratings for the Bank's overall effectiveness whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
  - Respondents across all geographic locations gave statistically similar ratings for the World Bank's overall effectiveness in Congo.

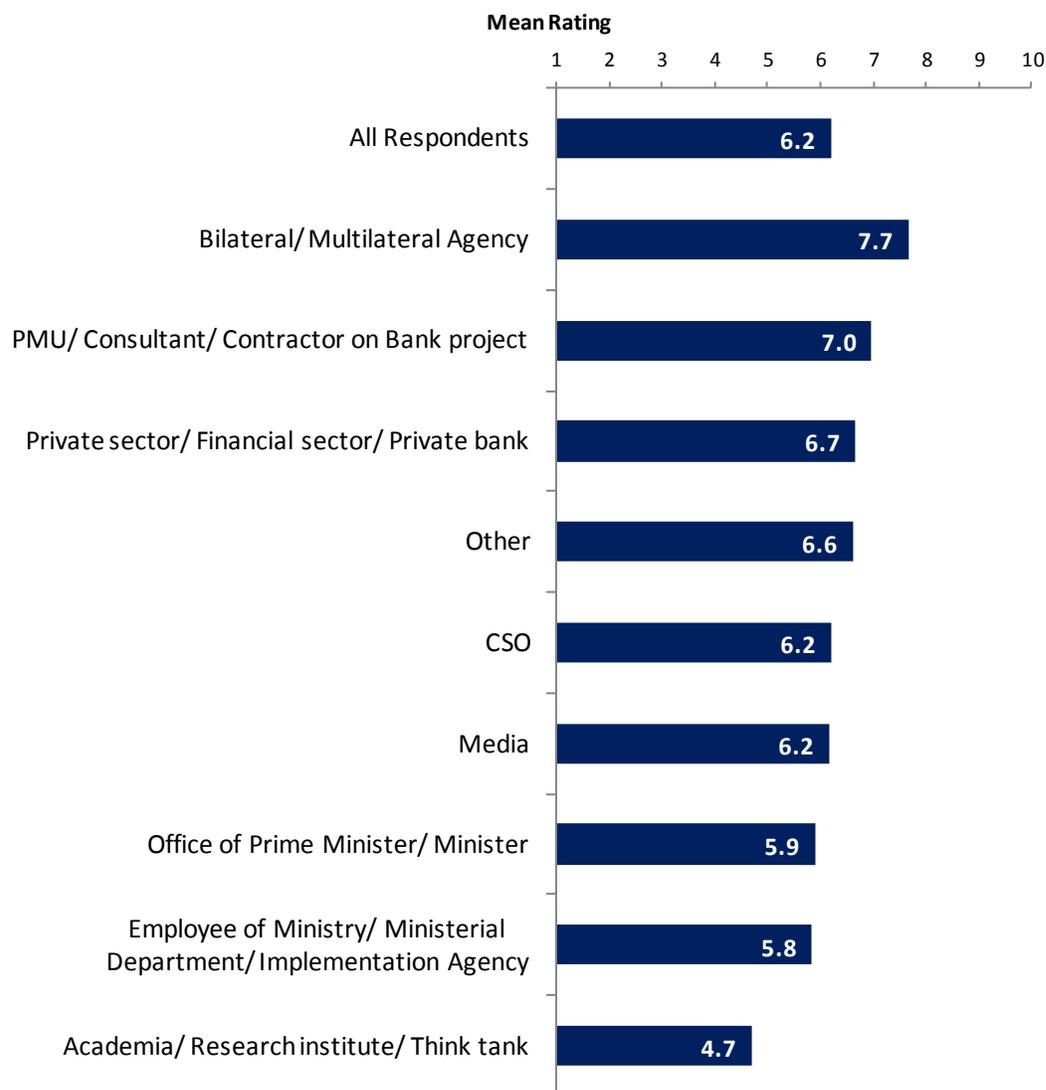


"Overall, please rate your impression of the World Bank's effectiveness in Congo, on a ten point scale." (1-"Not effective at all", 10-"Very effective")

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

### Achieving Sustainable Development Results (*Indicator Question*)

- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects gave the highest ratings for the World Bank helping achieve sustainable development results in Congo whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across all geographic locations had statistically similar ratings.

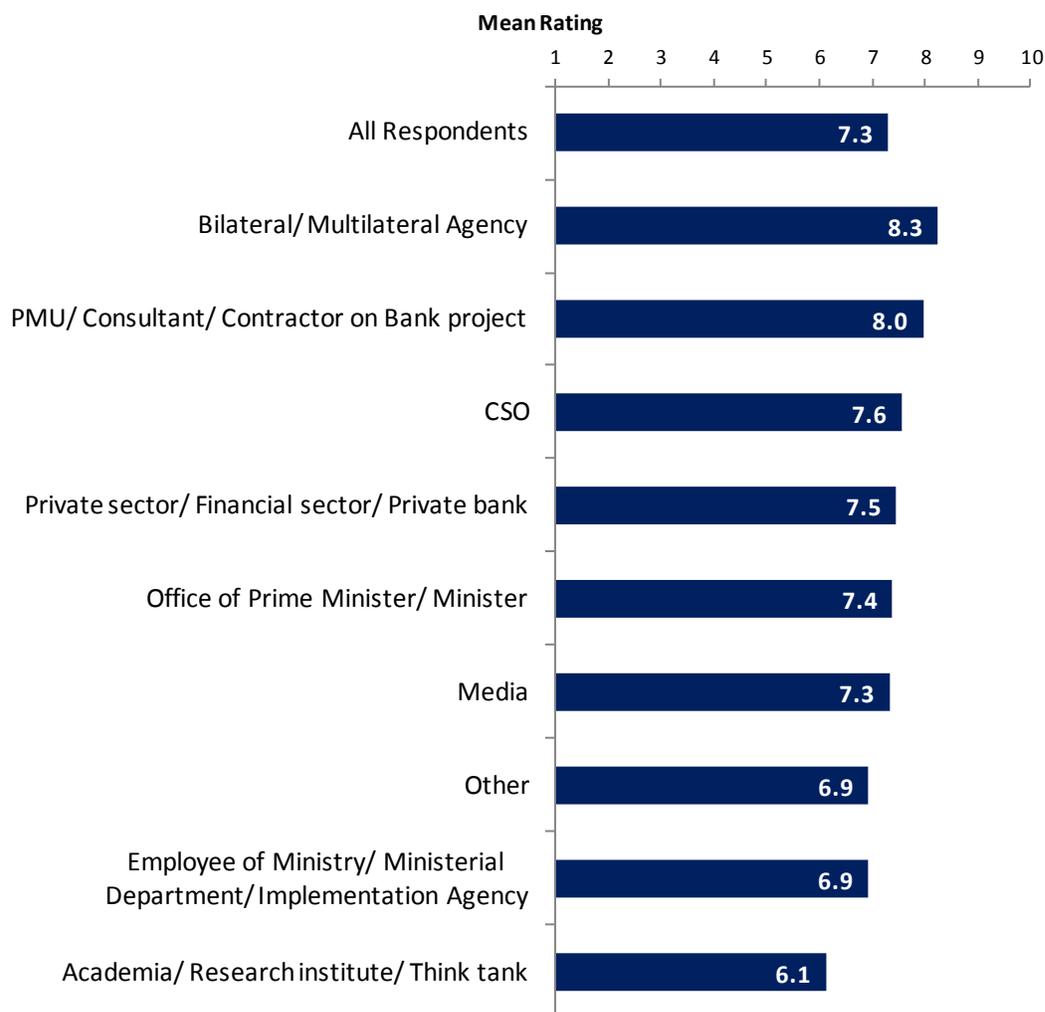


"To what degree does the World Bank's work help achieve sustainable development results in Congo, on a ten point scale?" (1- "To no degree at all", 10- "To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

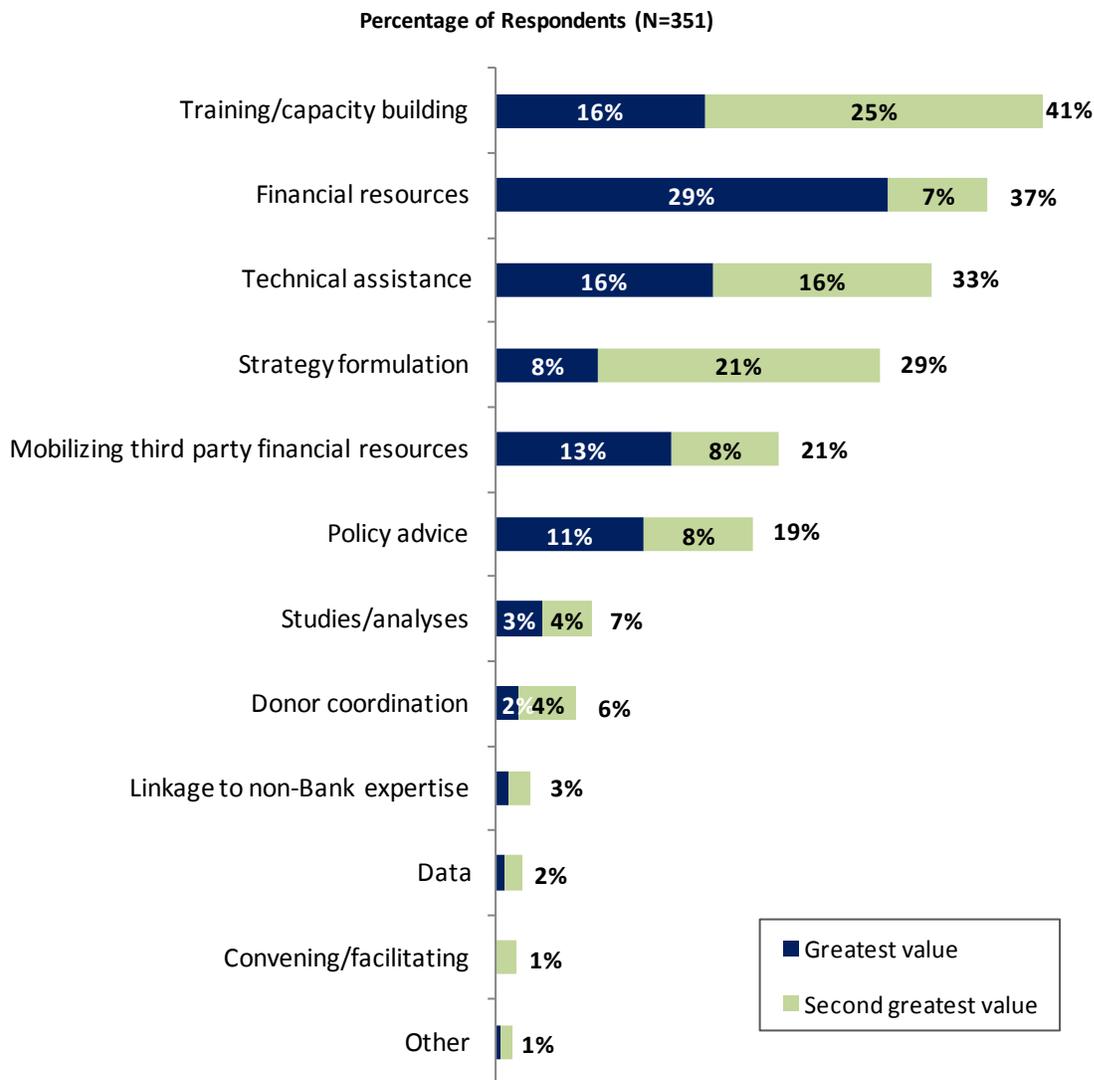
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's staff being well prepared to help Congo solve its most complicated development challenges.



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

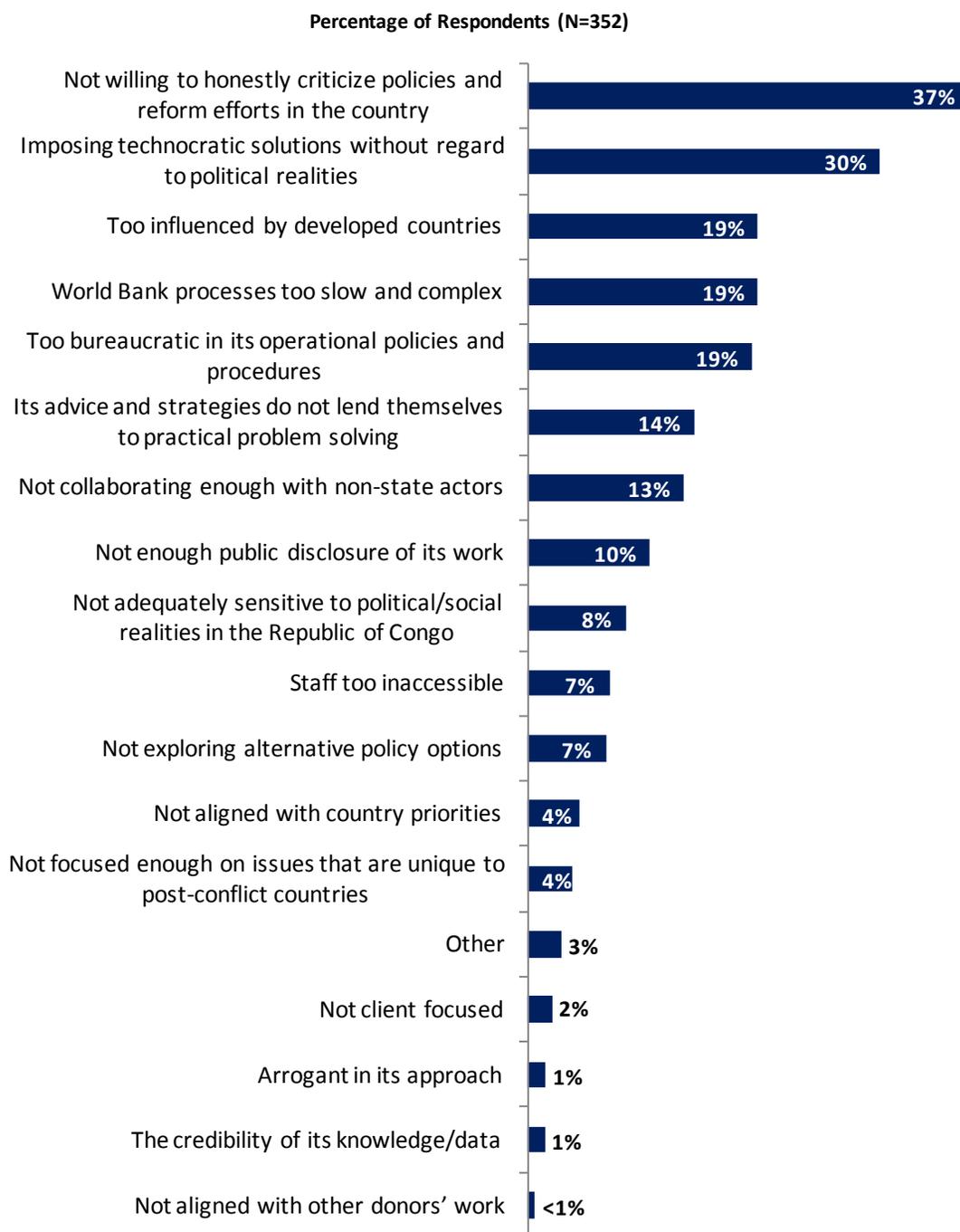
### Greatest Value



“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 Congo?” (Respondents chose from a list.)

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

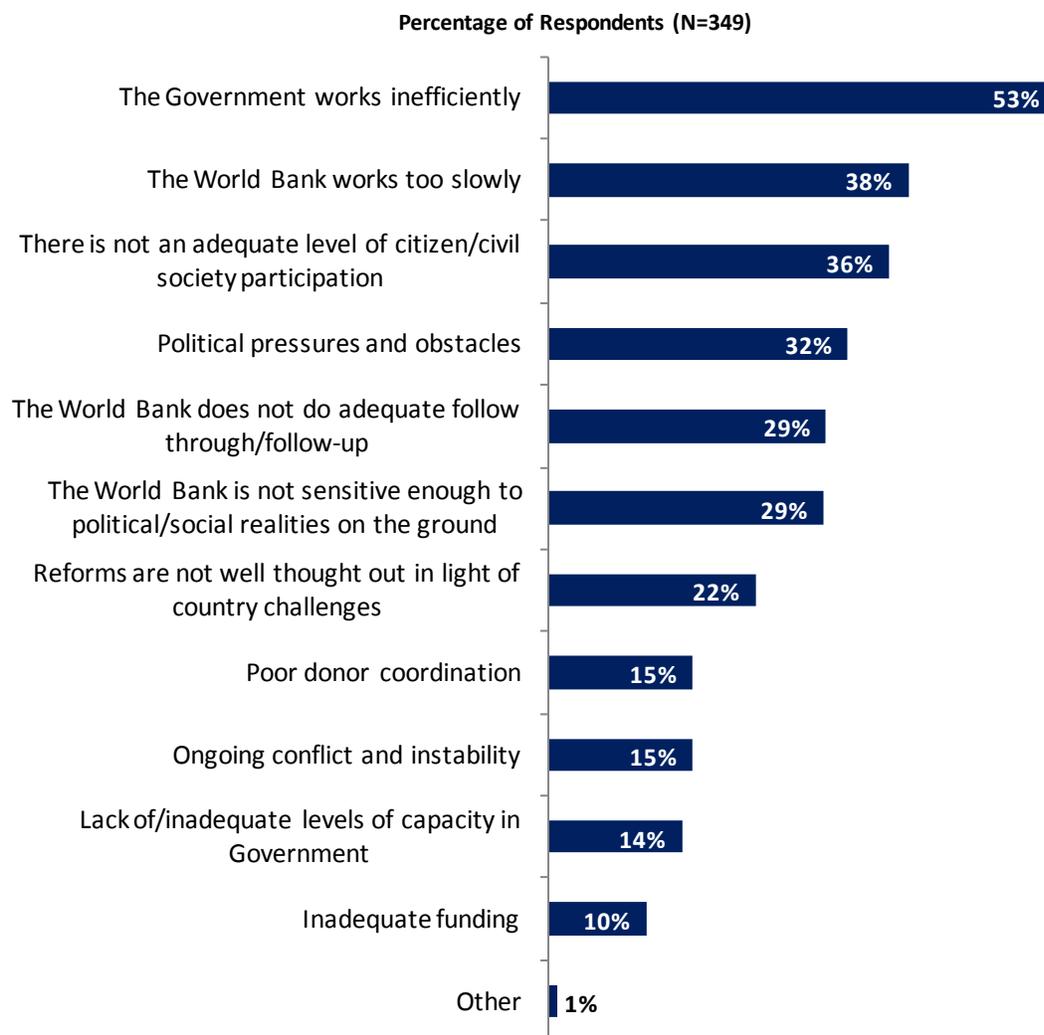
### Greatest Weakness



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

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

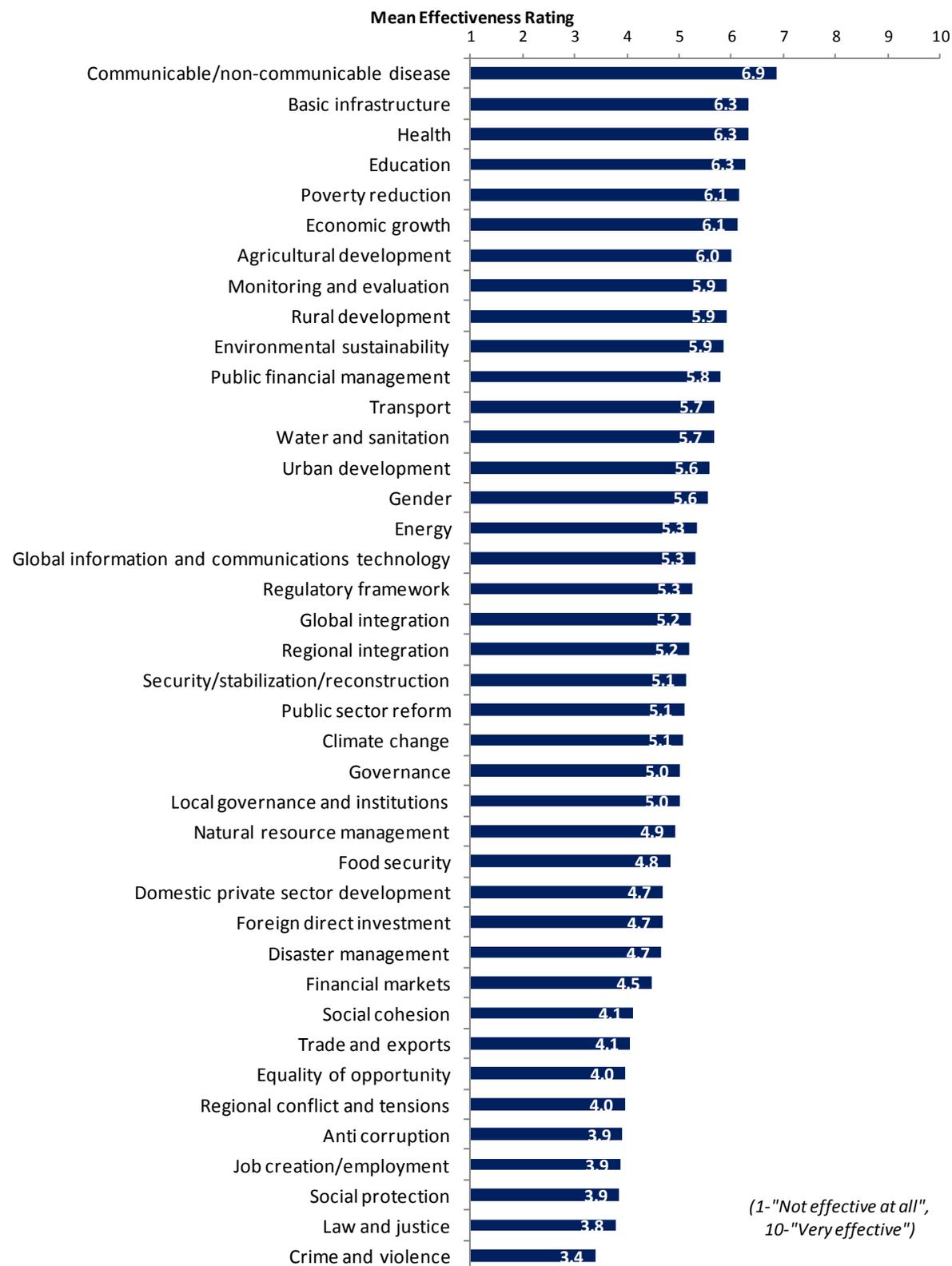
### Attributing Slow or Failed Reform Efforts



“When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)”  
(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 group differences in ratings of the World Bank's effectiveness across nineteen of these forty areas of development. For the most part, respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects tended to have the highest ratings for the Bank's effectiveness in these areas whereas respondents from the Office of the Prime Minister/Minister and academia/research institutes/think tanks tended to have significantly lower ratings for the Bank's effectiveness. Those areas with significant stakeholder group differences were:
  - Communicable/non-communicable disease;
  - Basic infrastructure;
  - Health;
  - Poverty reduction;
  - Agricultural development;
  - Rural development;
  - Transport;
  - Water and sanitation;
  - Urban development;
  - Regulatory framework;
  - Regional integration;
  - Food security;
  - Domestic private sector development;
  - Trade and exports;
  - Equality of opportunity;
  - Anti-corruption;
  - Job creation/employment;
  - Law and justice; and
  - Crime and violence.

## 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 sustainable development results in Congo, bivariate correlational analyses were conducted using respondents' ratings of the forty specific areas of effectiveness.

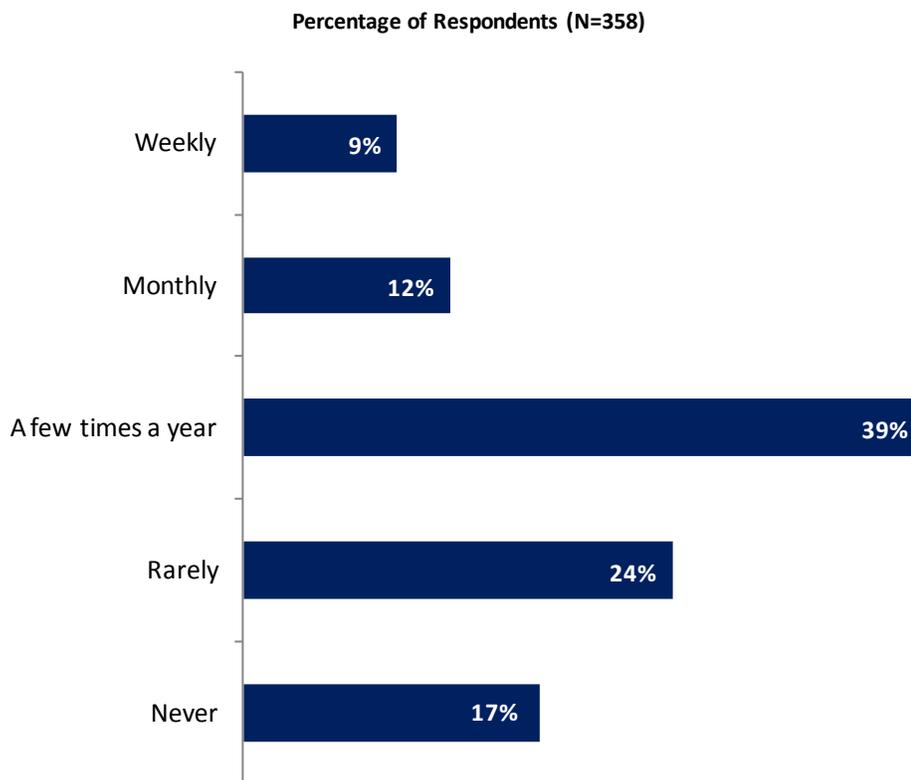
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 sustainable 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 sustainable 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 Congo. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at health;
  - The Bank's effectiveness at water and sanitation;
  - The Bank's effectiveness at basic infrastructure;
  - The Bank's effectiveness at rural development; and
  - The Bank's effectiveness at education.
- **Achieving Sustainable 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 sustainable development results in Congo, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at poverty reduction;
  - The Bank's effectiveness at monitoring and evaluation;
  - The Bank's effectiveness at education;
  - The Bank's effectiveness at health; and
  - The Bank's effectiveness at water and sanitation.

## VII. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use

- Respondents from bilateral/multilateral agencies and the Office of the Prime Minister/Minister utilized World Bank knowledge and research significantly more often than respondents from other stakeholder groups.
- Respondents from Brazzaville utilized World Bank knowledge and research significantly more often than respondents from other geographic locations.

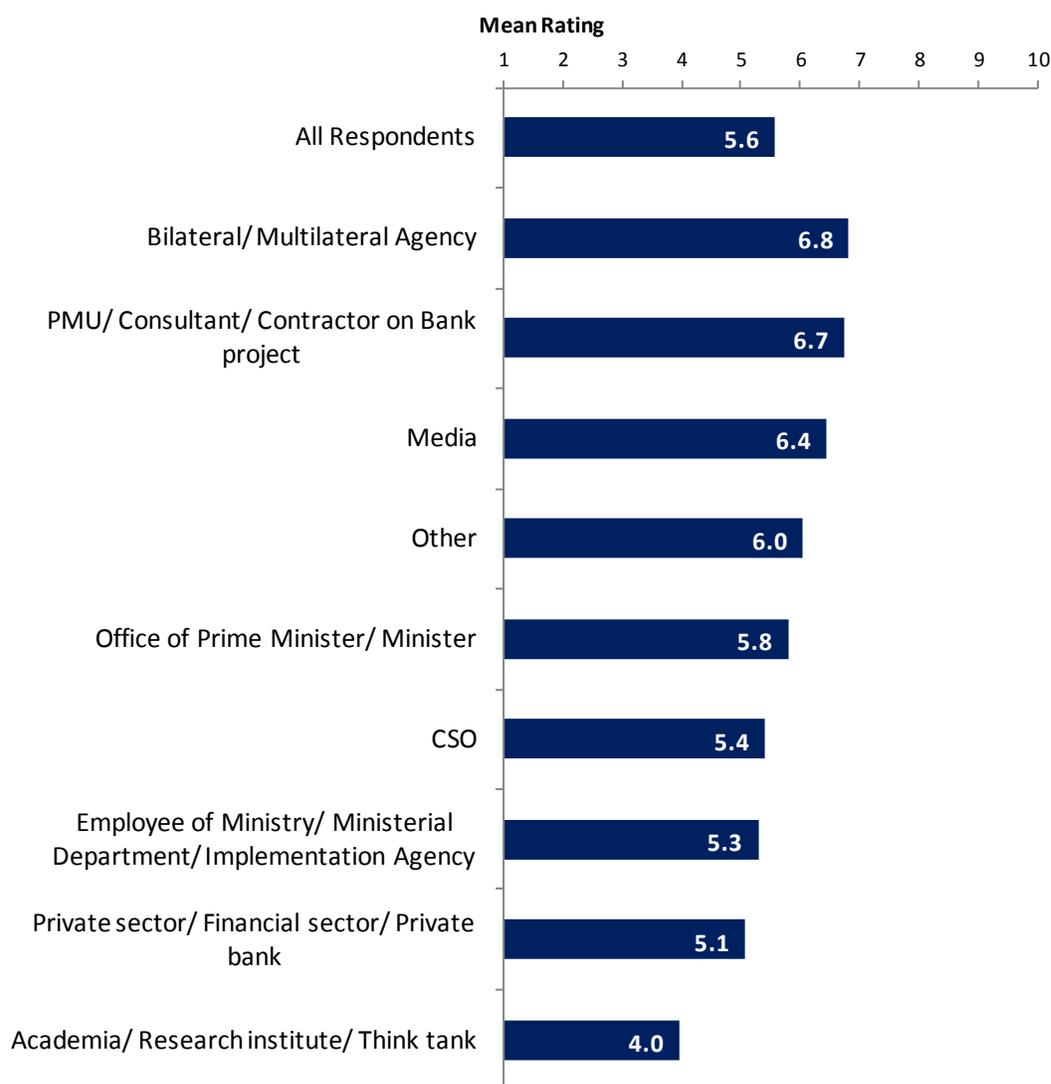


"How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?" (Respondents chose from a list.)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Meeting Congo's Knowledge Needs (*Indicator Question*)

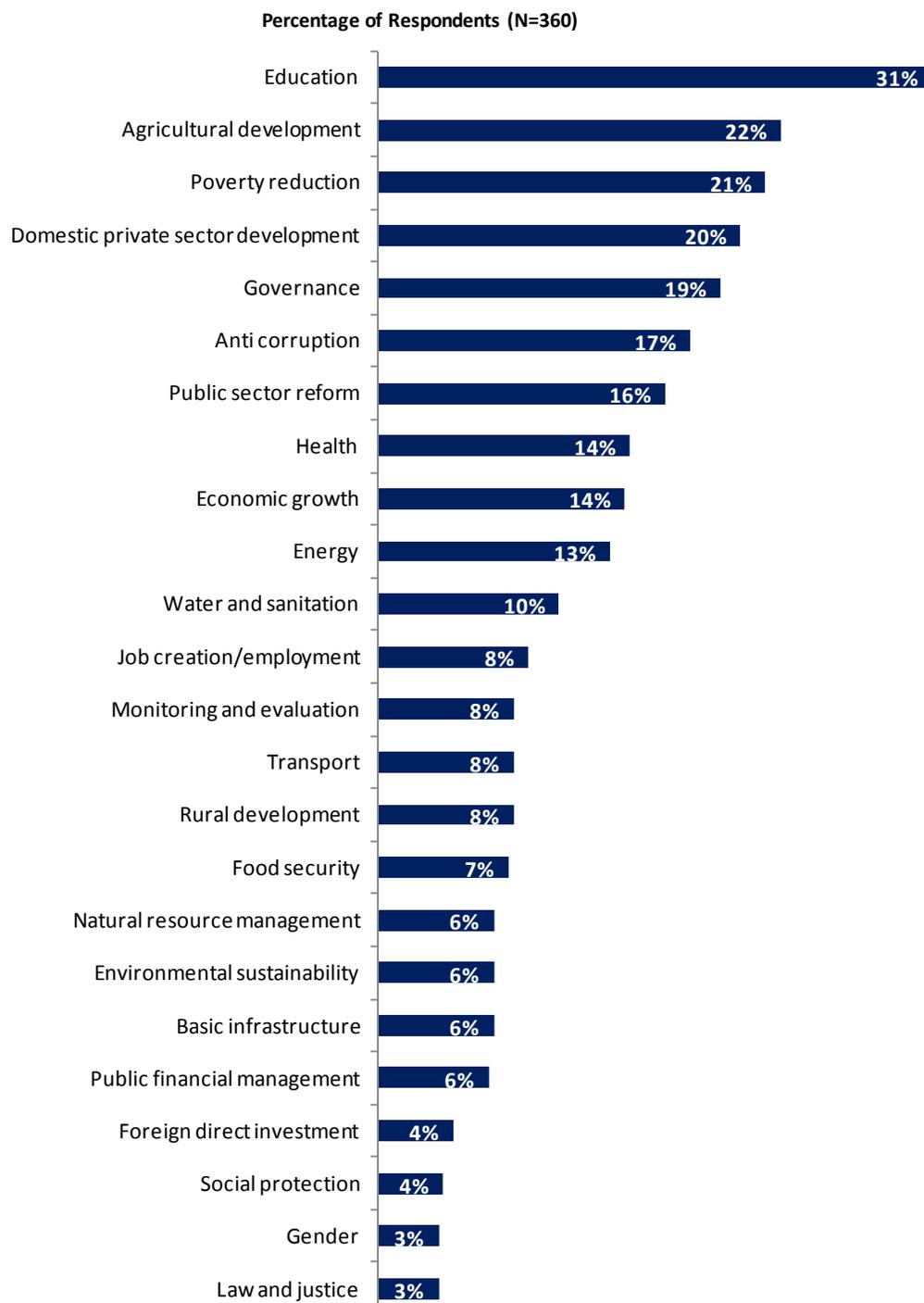
- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects gave the highest ratings for the Bank meeting Congo's needs for knowledge services whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the Bank meeting Congo's needs for knowledge services.



"The World Bank meets Congo's needs for knowledge services (e.g., research analysis, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

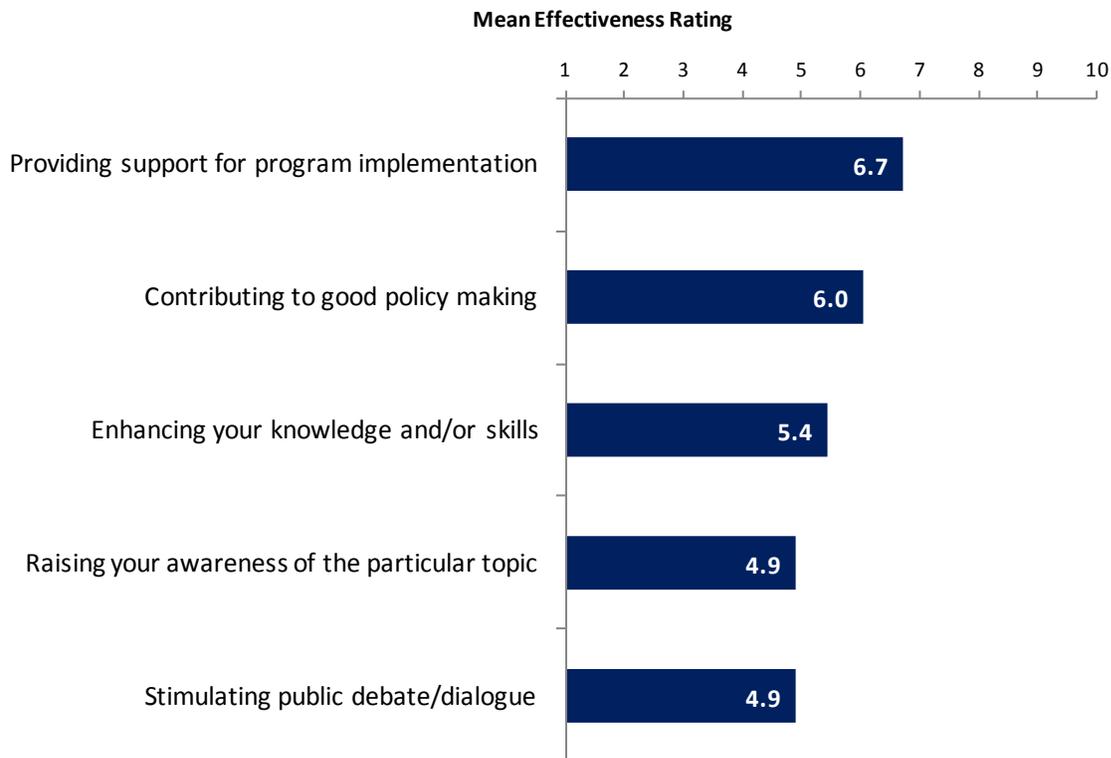


“When thinking about the development challenges in Congo, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness across all five of these aspects. For the most part, respondents from bilateral/multilateral agencies tended to have the highest ratings whereas respondents from academia/research institutes/think tanks tended to have significantly lower ratings.
- There were significant differences between geographic locations. Respondents from Brazzaville gave significantly higher ratings for the Bank's knowledge and research effectiveness at contributing to good policy making, enhancing knowledge and/or skills, and raising awareness of the particular topic than respondents from Ngamboma and Owando.

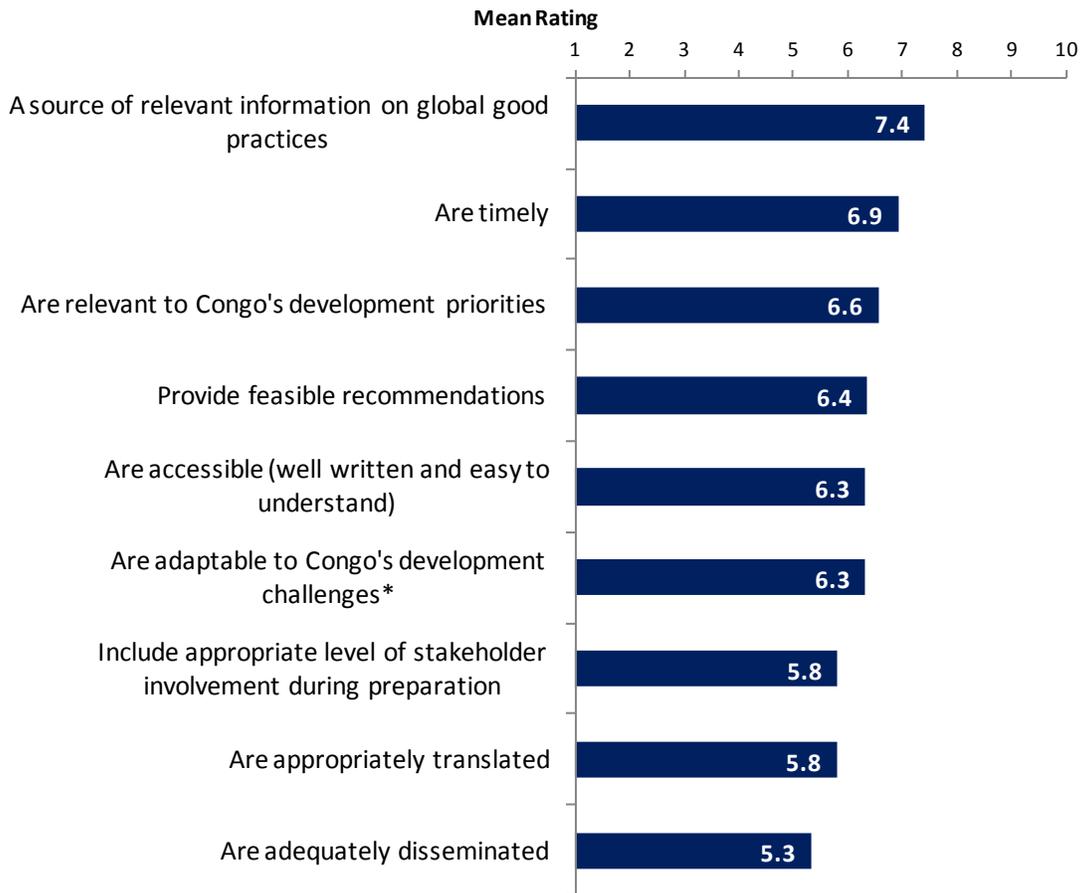


"How effective do you believe the World Bank's knowledge and research are at ... in Congo?"  
 (1-"Not effective at all", 10-"Very effective")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

- There were significant differences between stakeholder groups across four of these qualities of the World Bank's knowledge and research: relevance to Congo's development priorities, providing feasible recommendations, adaptability to Congo's development challenges, and translation. For the most part, respondents from bilateral/multilateral agencies tended to give the highest ratings regarding these four aspects of the Bank's knowledge and research whereas respondents from academia/research institutes/think tanks tended to give significantly lower ratings.

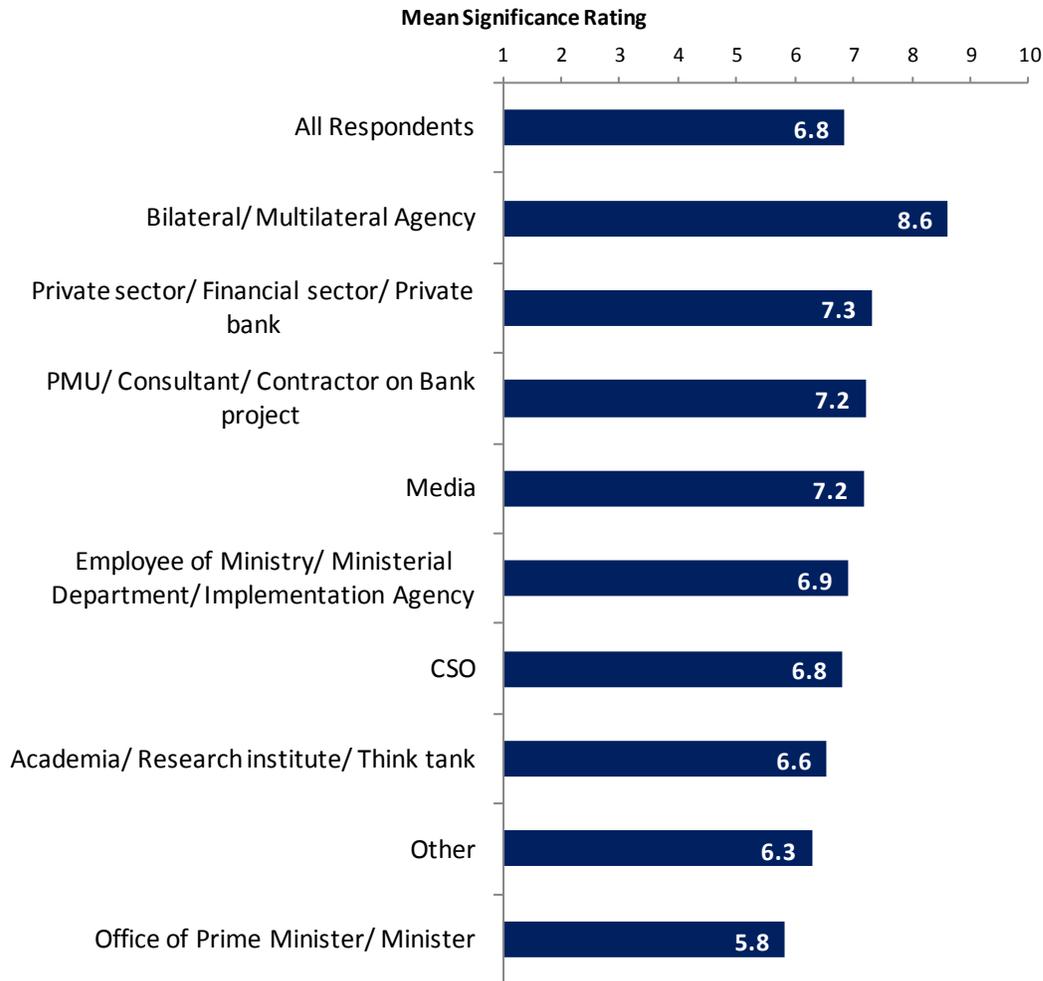


"To what extent do you believe that the World Bank's knowledge and research ... in Congo?"  
 (1-"To no degree at all", 10-"To a very significant degree") **\*Indicator Question**

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

- Although it was not a significant difference, respondents from bilateral/multilateral agencies gave the highest ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Congo whereas respondents from the Office of the Prime Minister/Minister gave the lowest ratings.
- Respondents across all geographic locations gave statistically similar ratings.

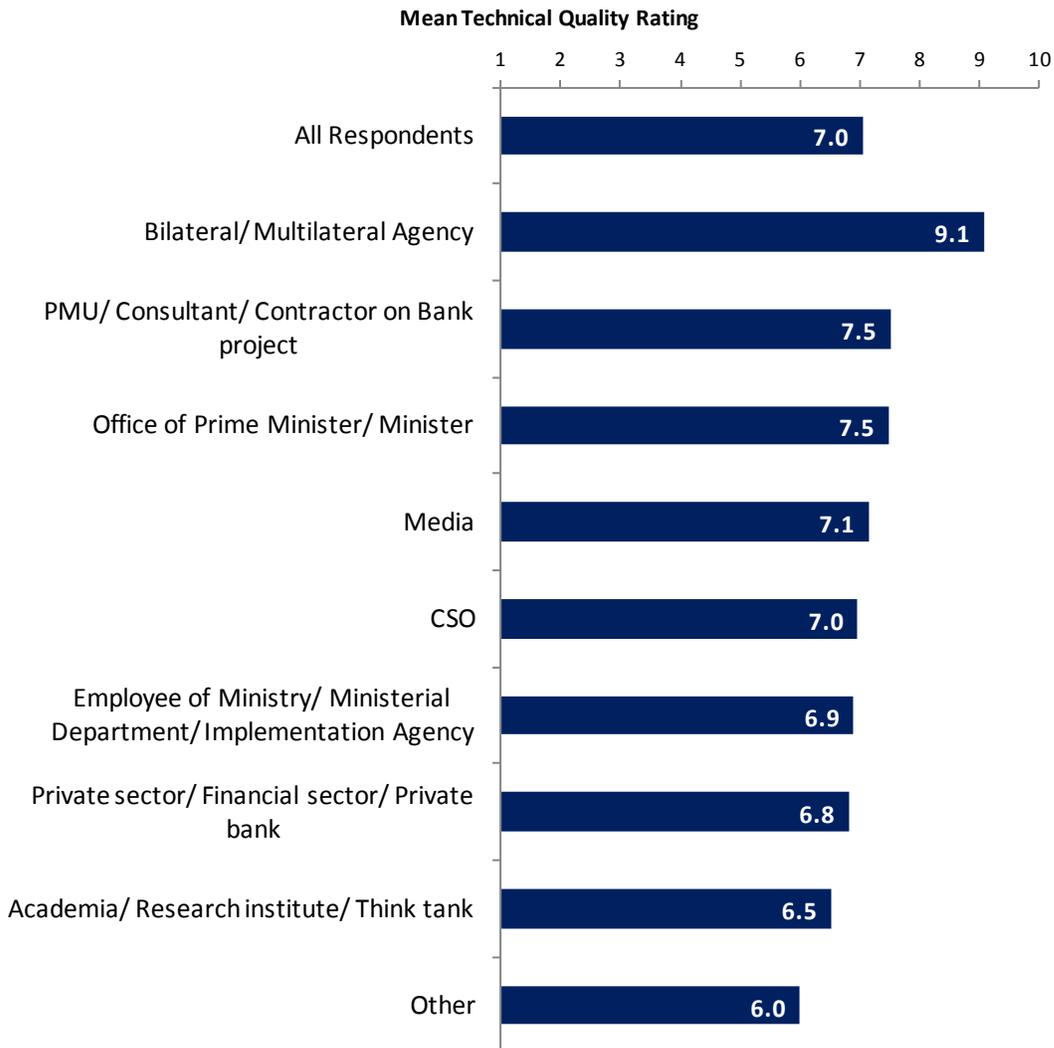


“Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?  
(1-“Not significant at all”, 10-“Very significant”)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality (*Indicator Question*)

- Respondents from bilateral/multilateral agencies gave the highest ratings for the technical quality of the World Bank's knowledge and research whereas respondents from academia/research institutes/think tanks and "other" organizations gave significantly lower ratings.
- Respondents from Brazzaville gave the highest ratings for the technical quality of the Bank's knowledge and research whereas respondents from Ngamboma gave significantly lower ratings.

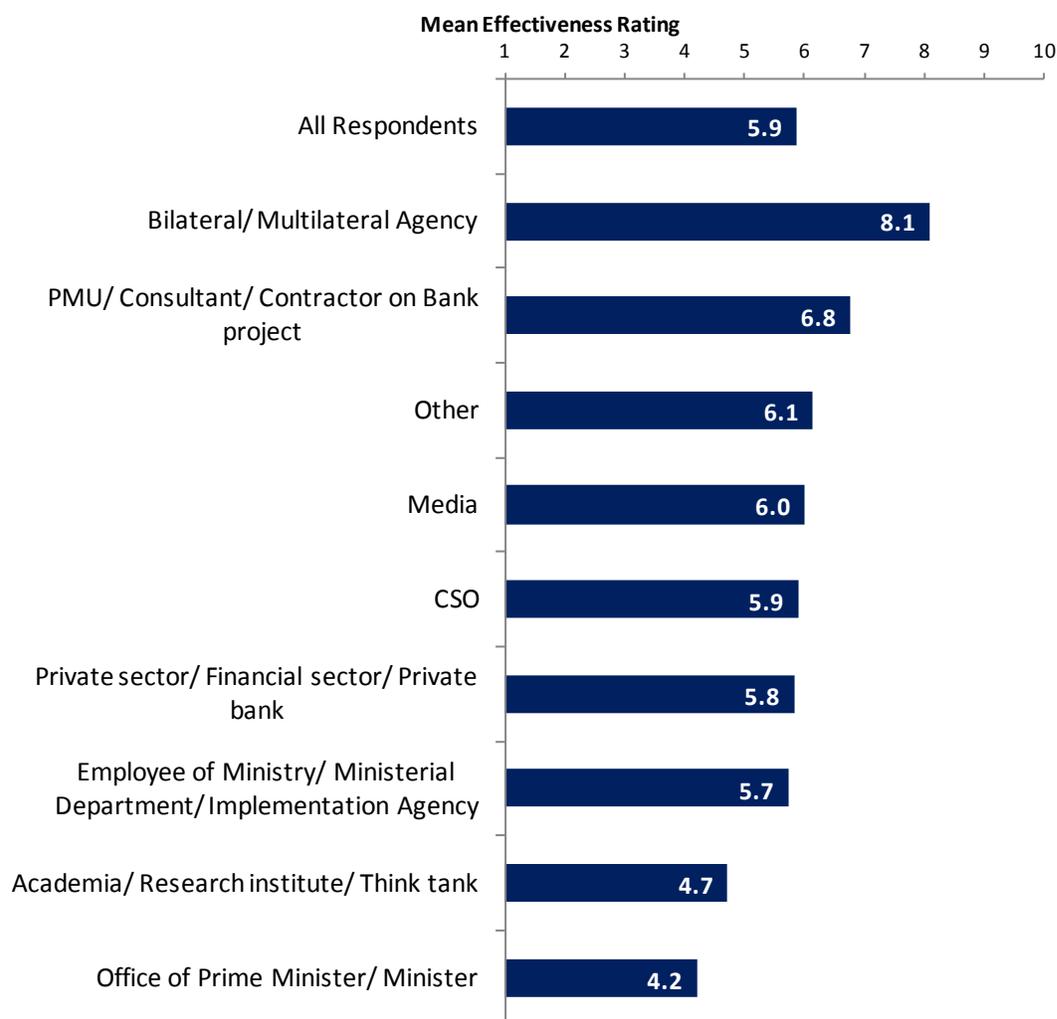


"Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?" (1-"Very low technical quality", 10-"Very high technical quality")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Linkage to Non-Bank Expertise

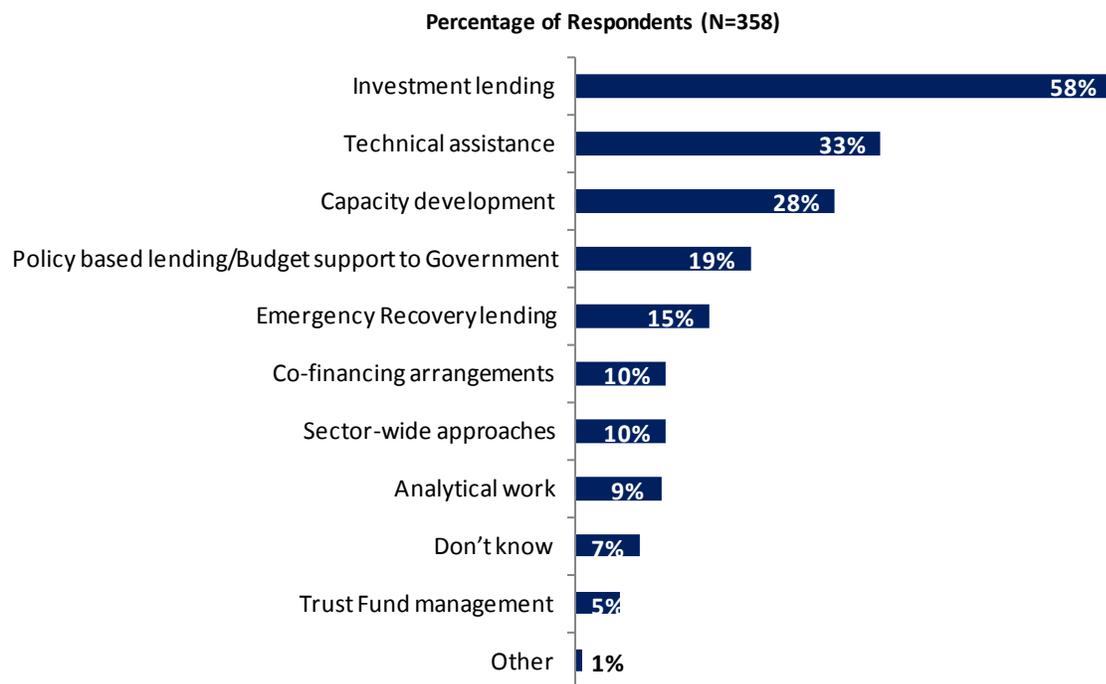
- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects gave the highest ratings for the World Bank's effectiveness at providing linkage to non-Bank expertise whereas respondents from the Office of the Prime Minister/Minister and academia/research institutes/think tanks gave significantly lower ratings.



"Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?" (1- "Not effective at all", 10- "Very effective")

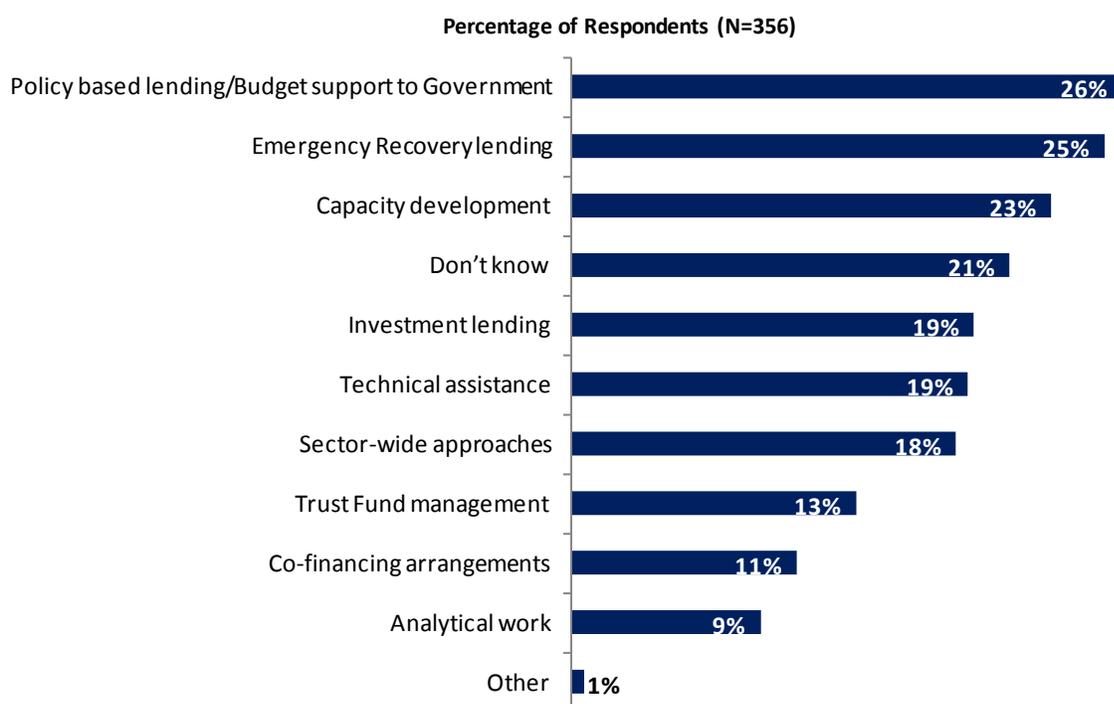
## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



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

### Instruments: Least Effective

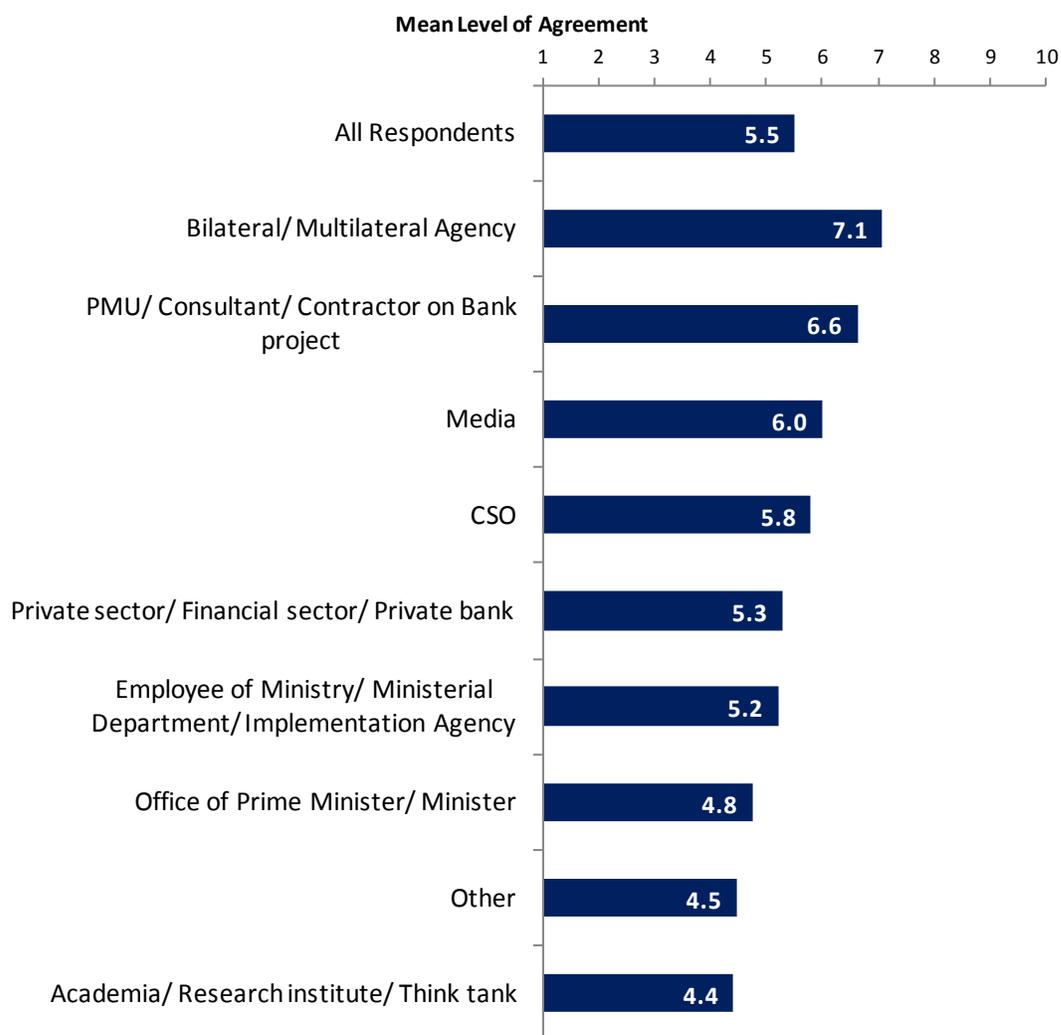


“Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

### Financial Instruments: Meeting Congo's Needs (*Indicator Question*)

- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects had the highest levels of agreement that the Bank's financial instruments meet Congo's needs whereas respondents from academia/research institutes/think tanks and "other" organizations had significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement.



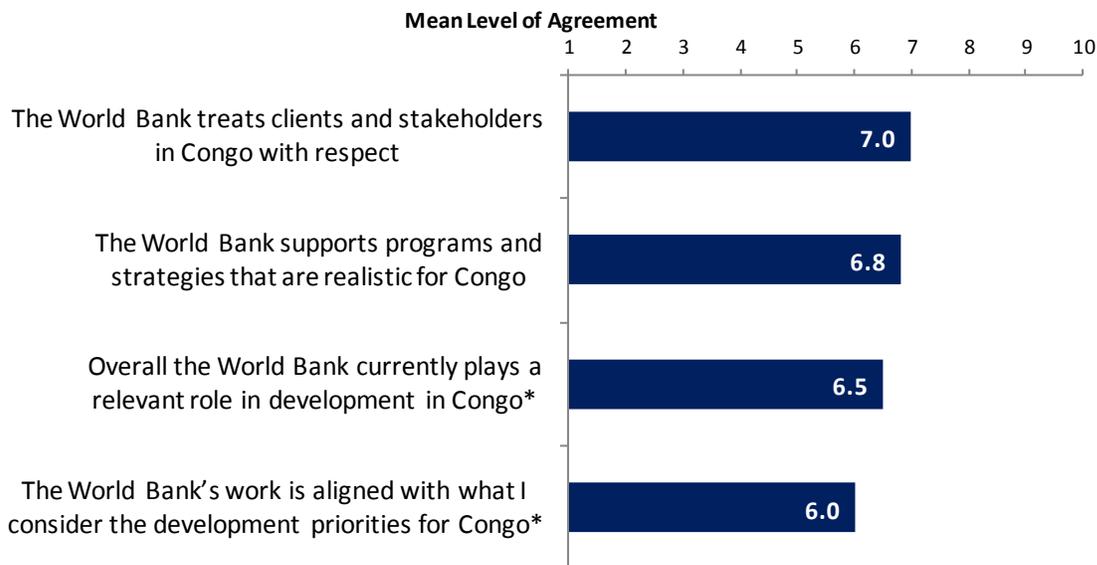
"The World Bank's financial instruments meet the needs of Congo"

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

## VIII. How the World Bank Operates

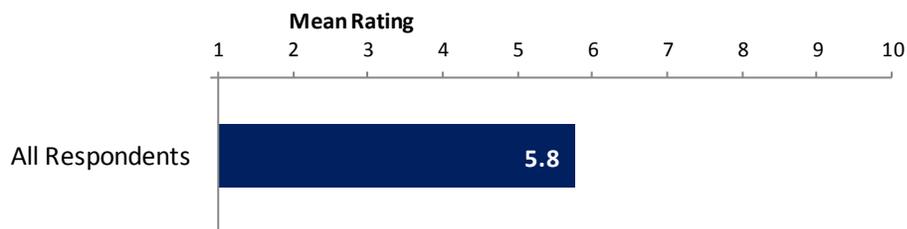
### The World Bank’s Work in Congo

- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects tended to have the highest levels of agreement that the Bank’s programs and strategies are realistic for Congo, that the Bank plays a relevant role in Congo’s development, and that the Bank’s work is aligned with respondents’ development priorities whereas respondents from academia/research institutes/think tanks tended to have significantly lower levels of agreement.
- Respondents from Brazzaville, Kinkala, and Owando had significantly higher levels of agreement that the Bank treats clients and stakeholders in Congo with respect than respondents from Ngamboma.



“To what extent do you agree with the following statements about the World Bank’s work in Congo, on a ten point scale?” (1-“Strongly disagree”, 10-“Strongly agree”) **\*Indicator Question**

### Adequate Staffing

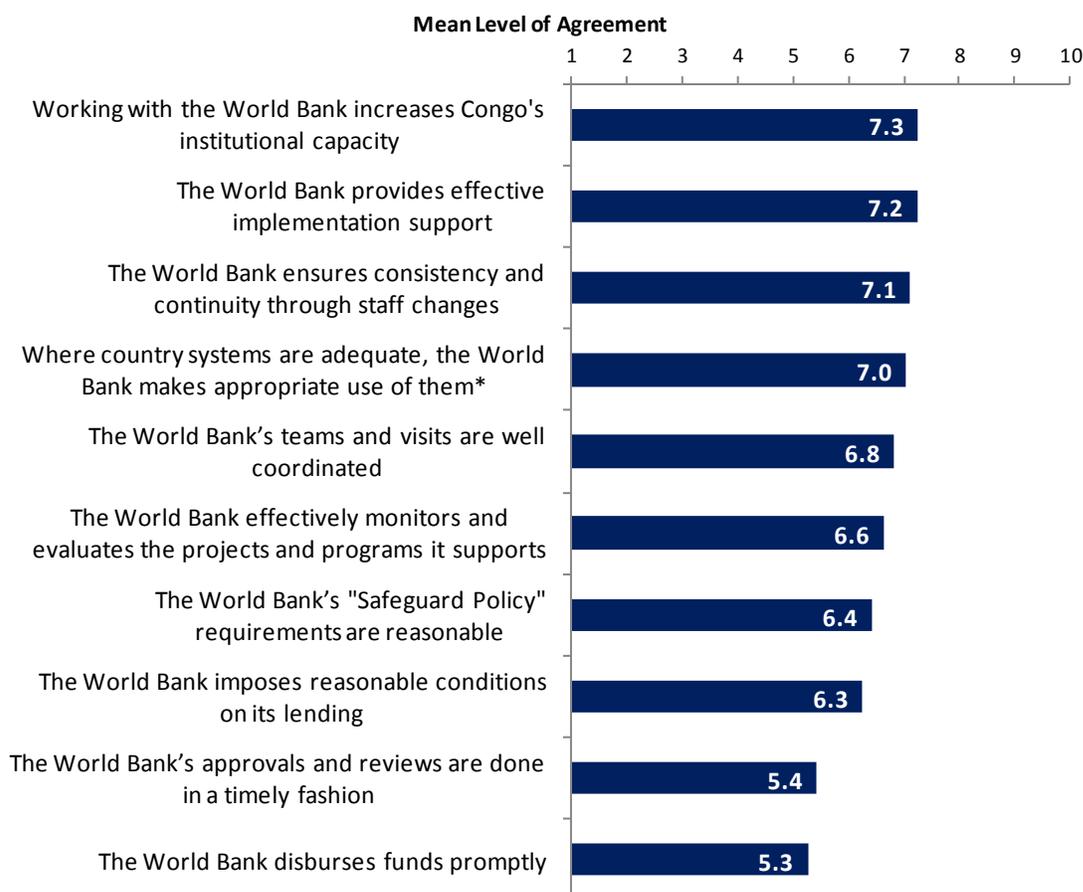


“To what extent do you believe the World Bank is adequately staffed in Congo, on a ten point scale?” (1-“To no degree at all”, 10-“To a very significant degree”)

## VIII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents from PMUs/consultants on Bank supported projects and bilateral/multilateral agencies had the highest levels of agreement that working with the World Bank increases Congo's institutional capacity and that the Bank effectively monitors and evaluates projects and programs it supports whereas respondents from academia/research institutes/think tanks and the media had significantly lower levels of agreement.
- Respondents from the Office of the Prime Minister/Minister and PMUs/consultants on Bank supported projects had the highest levels of agreement that the World Bank provides effective implementation support whereas respondents from academia/research institutes/think tanks and CSOs had significantly lower levels of agreement.
- Respondents from private sector organizations/financial sector/private banks and PMUs/consultants on Bank supported projects had the highest levels of agreement that the World Bank disburses funds promptly whereas respondents from academia/research institutes/think tanks and the media had significantly lower levels of agreement.
- Respondents from Owando had the highest levels of agreement that the World Bank makes appropriate use of country systems whereas respondents from Ngamboma had significantly lower levels of agreement.



"To what extent do you agree/disagree with the following statements, on a ten point scale?"

(1-"Strongly disagree", 10-"Strongly agree") \*Indicator Question

## VIII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

- Respondents from PMUs/consultants on Bank supported projects, bilateral/multilateral agencies, and the media tended to give the highest ratings for the extent to which the World Bank is straightforward and honest, responsive, and follows through over time whereas respondents from academia/research institutes/think tanks and the Office of the Prime Minister/Minister tended to give significantly lower ratings.
- Respondents from bilateral/multilateral agencies, the media, and private sector organizations/financial sector/private banks tended to give the highest ratings regarding the Bank's collaboration with the Government and with groups outside of the Government whereas respondents from academia/research institutes/think tanks and employees of ministries/ministerial departments/implementation agencies tended to give significantly lower ratings.



"To what extent is the World Bank an effective development partner in Congo in terms of ... , on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree") \*Indicator Question

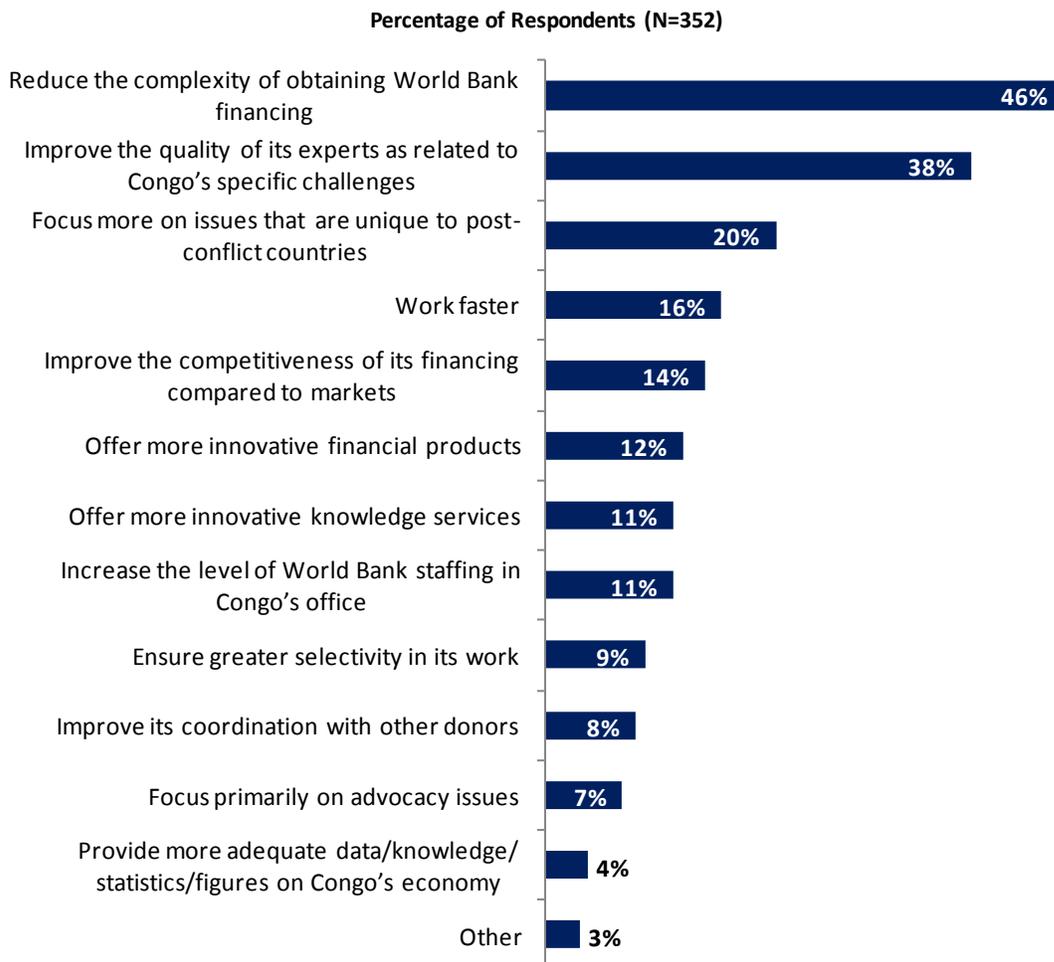
## IX. The Future Role of the World Bank in the Republic of Congo

### Role Significance



“How significant a role do you believe the Bank SHOULD play in Congo’s development in the near future, on a ten point scale?” (1-“Not significant at all”, 10-“Very significant role”)

### Making the Bank of Greater Value

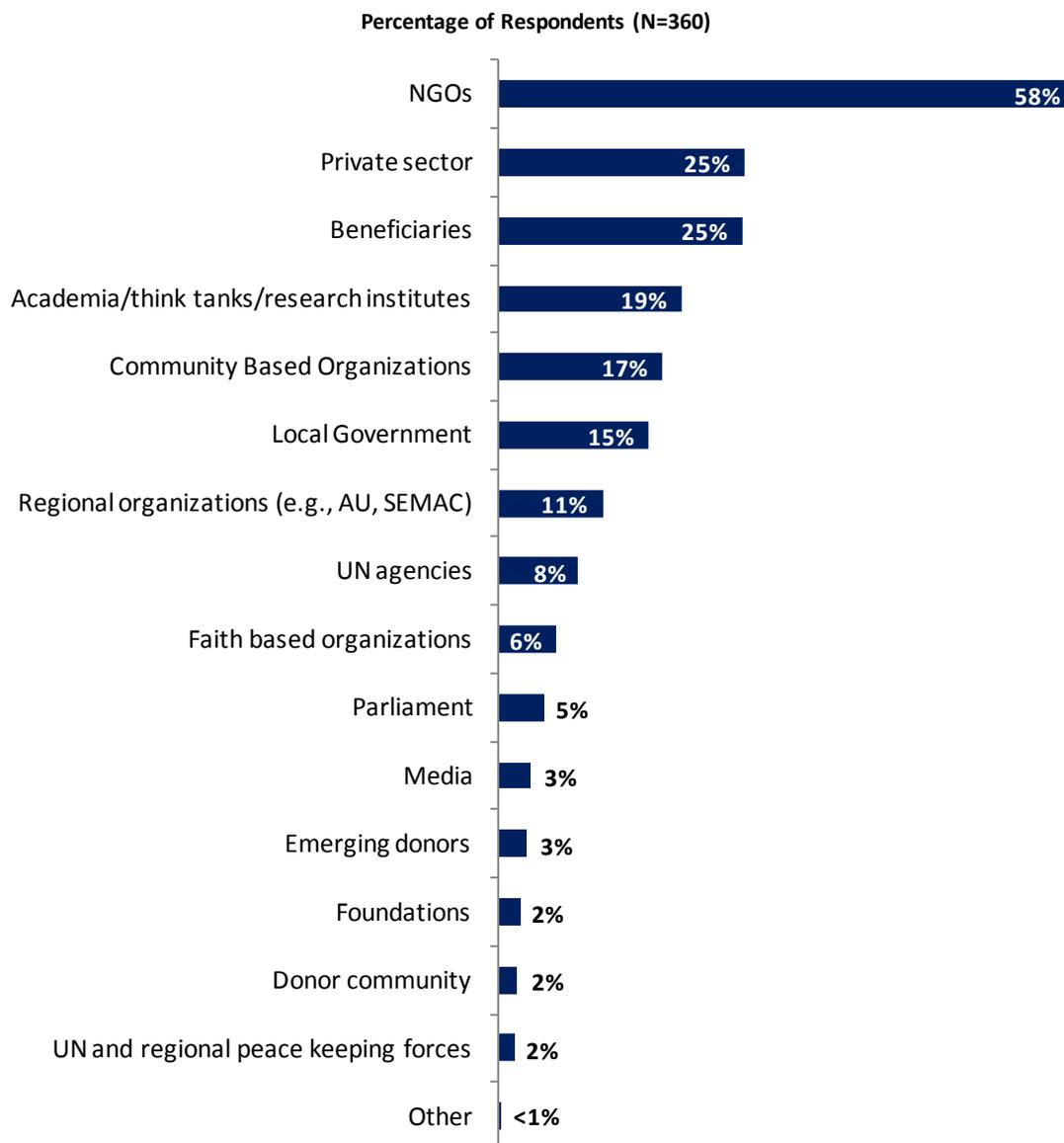


“Which of the following SHOULD the World Bank do to make itself of greater value in Congo? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

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

### Collaborating in Congo

- Majority of respondents across all stakeholder groups except the media and academia/research institutes/think tanks indicated that the World Bank should work more with NGOs in Congo to ensure better development results.

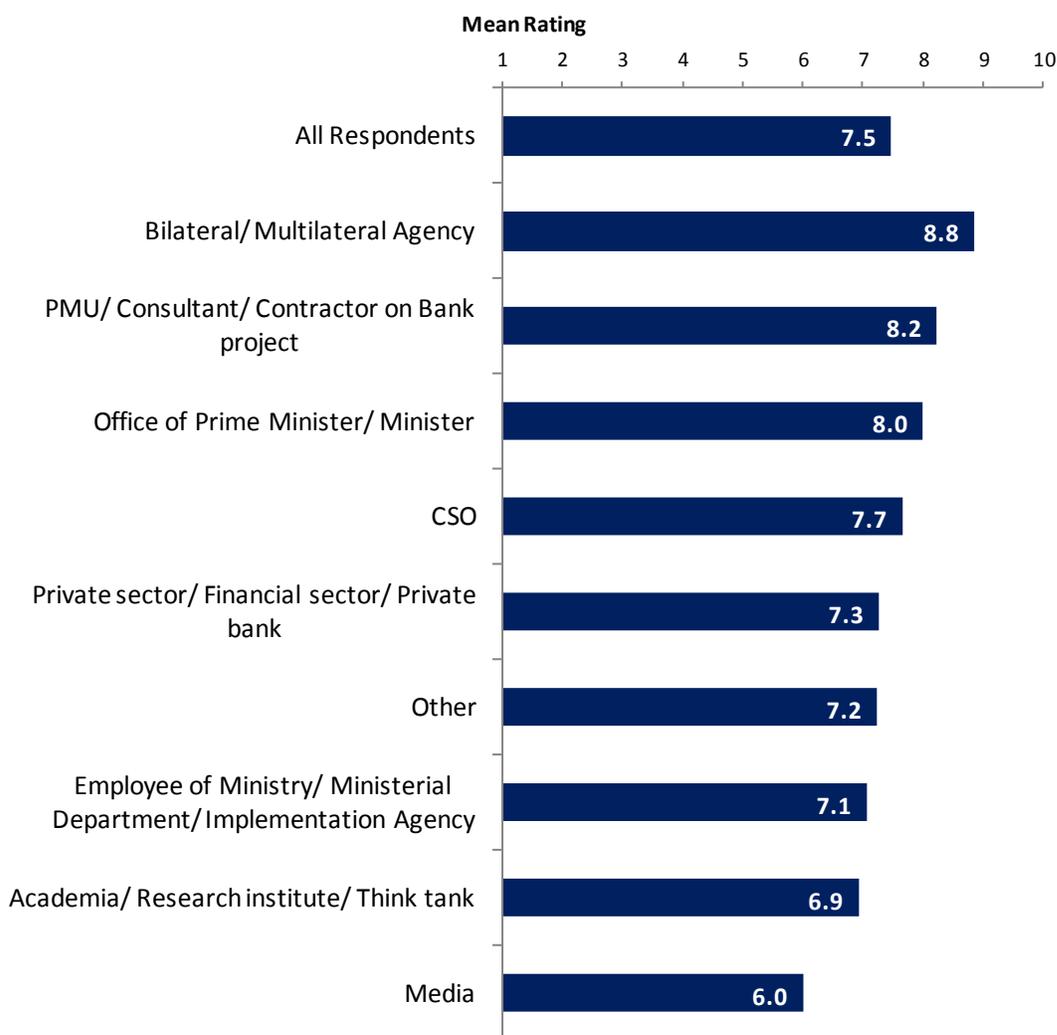


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

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

### Influencing the Global Development Agenda

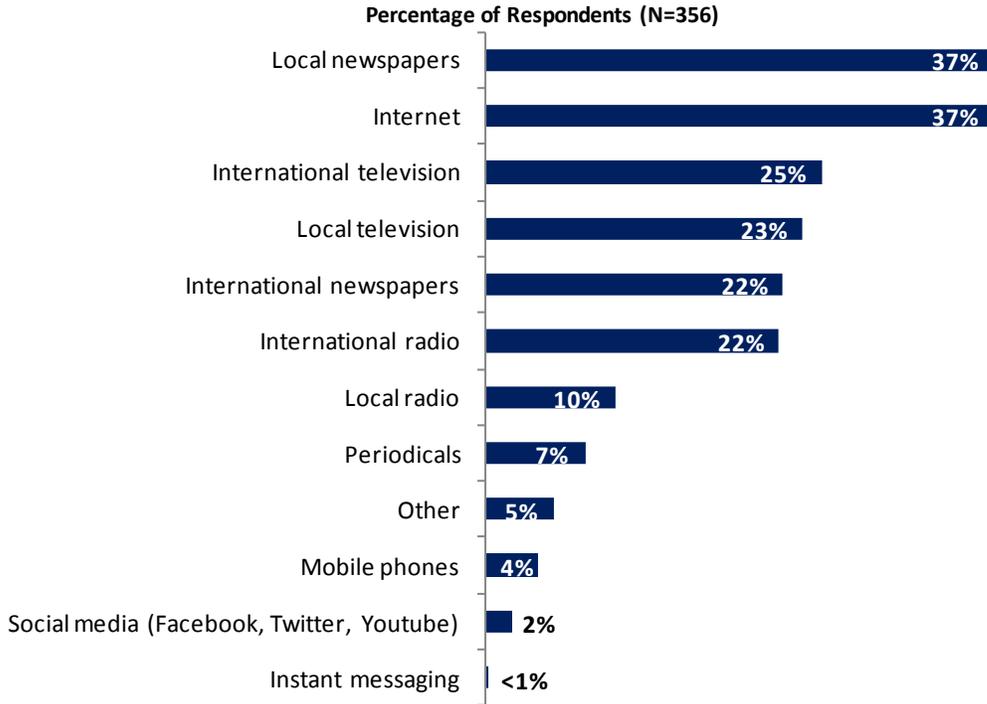
- Respondents from bilateral/multilateral agencies, PMUs/consultants on Bank supported projects, and the Office of the Prime Minister/Minister had the highest ratings that the World Bank should seek to influence the global development agenda whereas respondents the media had significantly lower ratings.
- Respondents from Brazzaville had significantly higher ratings than respondents from Ngamboma and Owando.



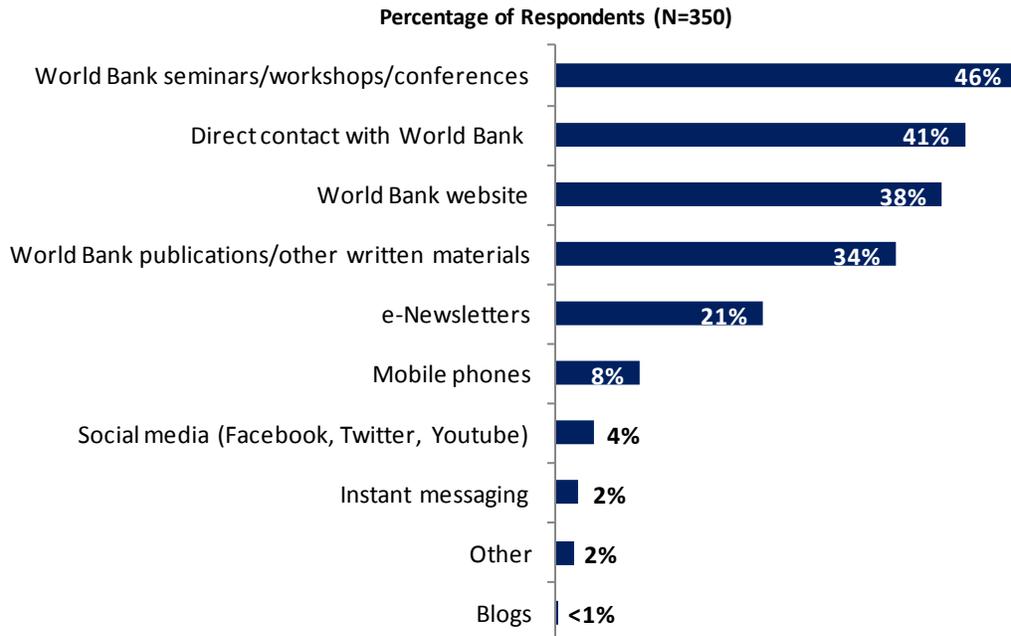
"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?"  
 (1 - "To no degree at all", 10 - "To a very significant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

# X. Communication and Openness

## Information Sources



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

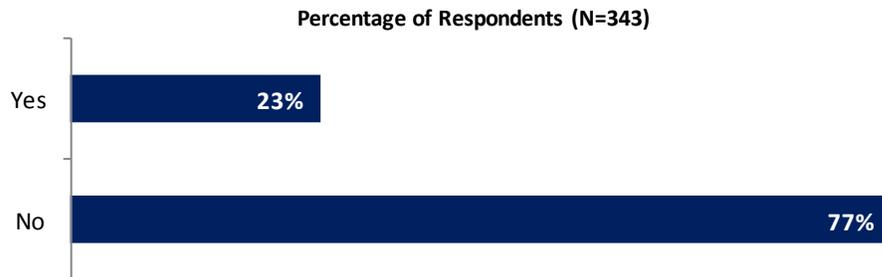


“How would you prefer to receive information from the World Bank? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

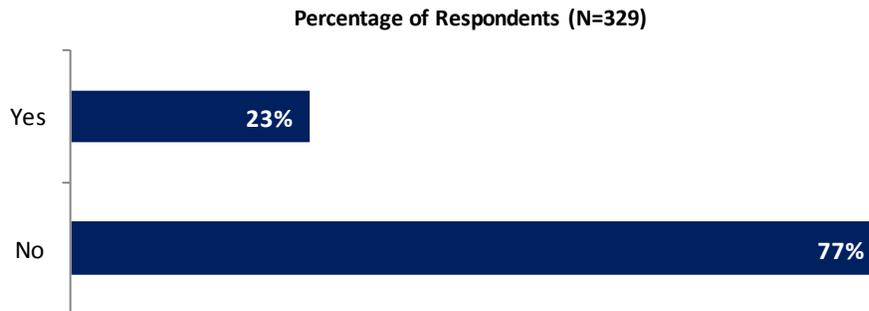
### Access to Information

- Respondents from the Office of the Prime Minister/Minister, CSOs, and PMUs/consultants on Bank supported projects had significantly higher levels of awareness for the World Bank’s Access to Information policy compared to respondents from other stakeholder groups.
- Respondents from Brazzaville and Owando had significantly higher levels of awareness for the World Bank’s Access to Information policy compared to respondents from other geographic locations.

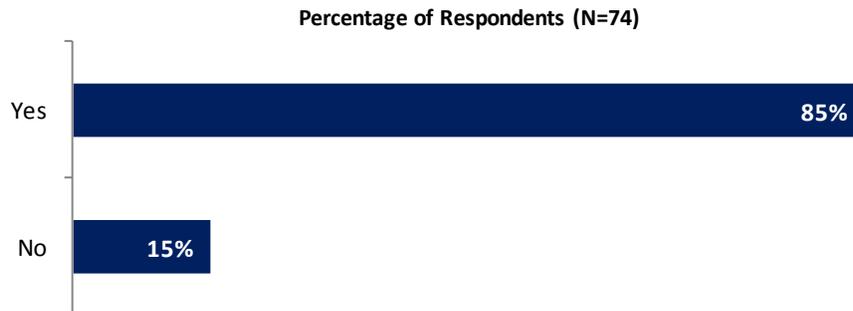


“Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?”

- Respondents from bilateral/multilateral agencies, private sector organizations/financial sector/private banks, CSOs, and the Office of the Prime Minister/Minister had significantly higher rates of requesting information from the World Bank compared to respondents from other stakeholder groups.



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

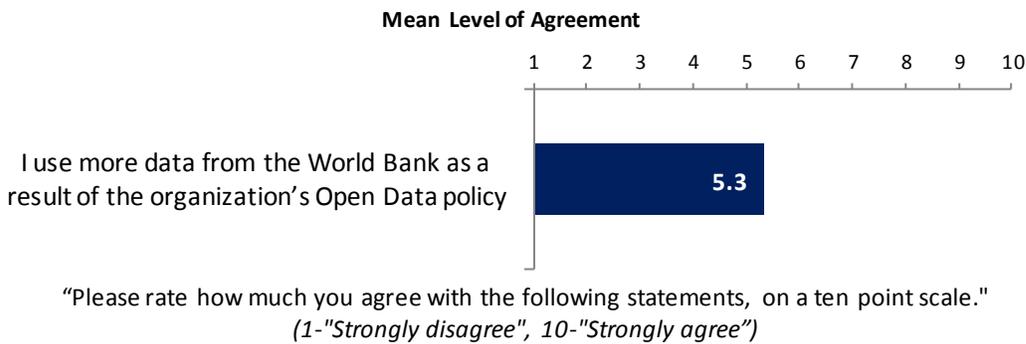


“Were you able to obtain this information?”

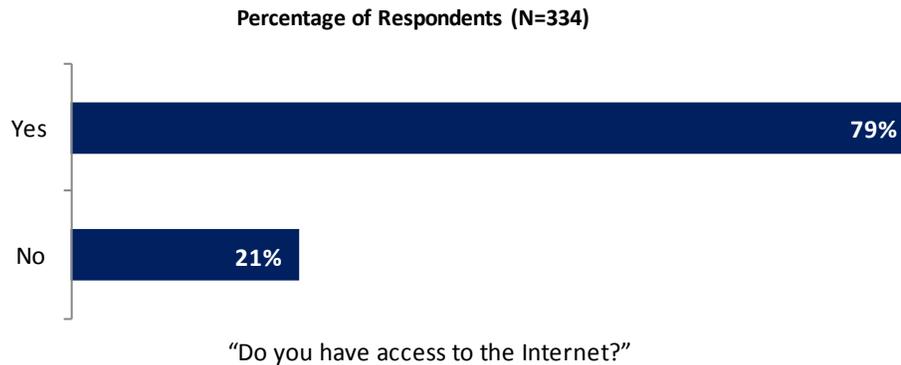
## X. Communication and Openness (continued)

### Access to Information (continued)

- Respondents from academia/research institutes/think tanks and PMUs/consultants on Bank supported projects had the highest levels of agreement that they use more data from the World Bank as a result of the organization’s Open Data policy whereas respondents from private sector organizations/financial sector/private banks and “other” organizations had significantly lower levels of agreement.
- Respondents from Brazzaville had significantly higher levels of agreement than respondents from other geographic locations.



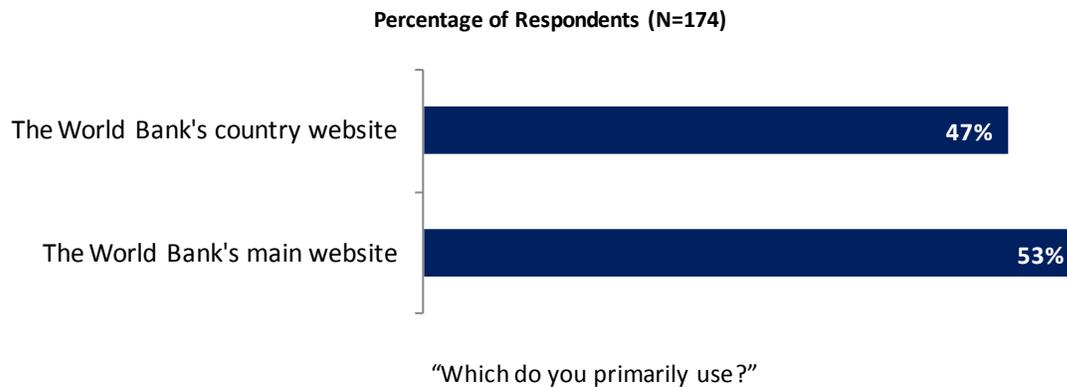
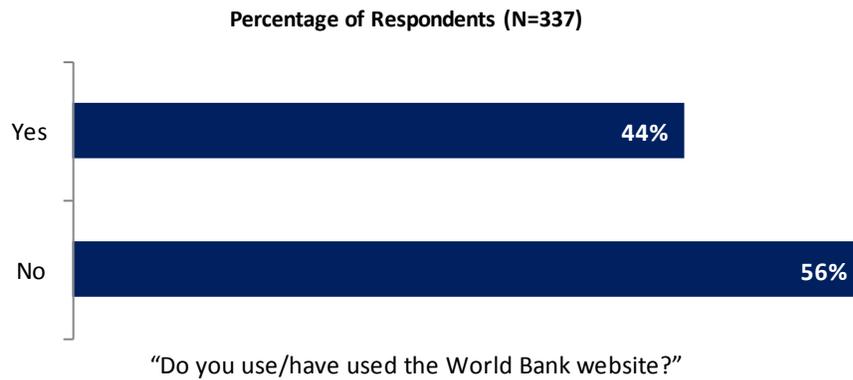
### Internet Access



## X. Communication and Openness (continued)

### Website Usage

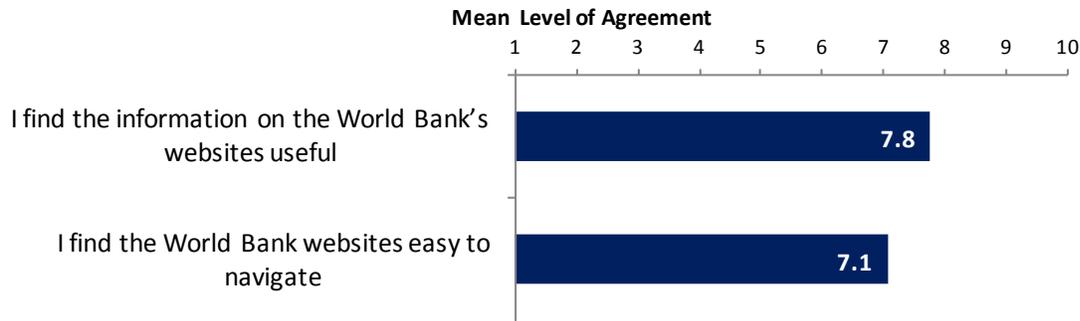
- Respondents from bilateral/multilateral agencies, academia/research institutes/think tanks, PMUs/consultants on Bank supported projects, private sector organizations/financial sector/private banks, and CSOs were significantly more likely to have used the World Bank's website compared to respondents from other stakeholder groups.
- Respondents from Brazzaville were significantly more likely to have used the World Bank's website compared to respondents from other geographic locations.



## X. Communication and Openness (continued)

### Website Evaluation

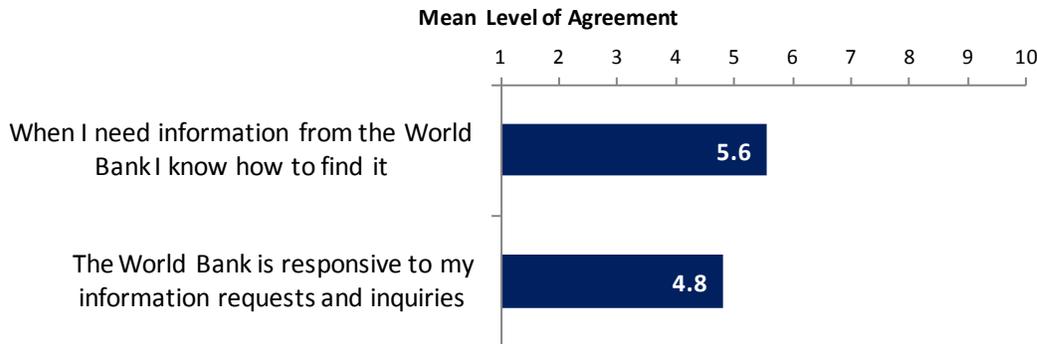
- Respondents from bilateral/multilateral agencies, academia/research institutes/think tanks, PMUs/consultants on Bank supported projects, and CSOs had the highest levels of agreement that the information on the World Bank’s websites is useful whereas respondents from the media had significantly lower levels of agreement.



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

### Information Sharing

- Respondents from Brazzaville had the highest levels of agreement that when they need information from the Bank they know how to find it and that the Bank is responsive to their information requests and inquiries whereas respondents from Ngamboma and Owando had significantly lower levels of agreement.



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

## XI. Appendices

|                                                                   |     |
|-------------------------------------------------------------------|-----|
| A. Responses to All Questions across All Respondents .....        | 46  |
| B. Responses to All Questions by Stakeholder Groups .....         | 63  |
| C. Responses to All Questions by Geographic Location .....        | 85  |
| D. Indicator Questions as a Function of Exposure to the Bank..... | 99  |
| E. World Bank Country Survey 2012 – Congo Questionnaire .....     | 100 |

### REPUBLIC OF CONGO



## Appendix A: Responses to All Questions across All Respondents (N=361)

### A. General Issues facing the Republic of Congo

| 1. In general, would you say that Congo is headed in...? | Percentage of Respondents (N=348) |
|----------------------------------------------------------|-----------------------------------|
| The right direction                                      | 60.6%                             |
| The wrong direction                                      | 13.5%                             |
| Not sure                                                 | 25.9%                             |

| 2. Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> most important development priority. | Percentage of Respondents (N=350) |                                      |                                      |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------|--------------------------------------|-----------------|
|                                                                                                                                                                                                               | <i>Most Important</i>             | <i>2<sup>nd</sup> Most Important</i> | <i>3<sup>rd</sup> Most Important</i> | <i>Combined</i> |
| Education                                                                                                                                                                                                     | 22.5%                             | 14.5%                                | 4.9%                                 | 41.9%           |
| Rural development                                                                                                                                                                                             | 15.9%                             | 4.6%                                 | 3.7%                                 | 24.2%           |
| Poverty reduction                                                                                                                                                                                             | 10.1%                             | 8.4%                                 | 5.7%                                 | 24.2%           |
| Health                                                                                                                                                                                                        | 4.6%                              | 6.7%                                 | 8.6%                                 | 19.9%           |
| Agricultural development                                                                                                                                                                                      | 5.2%                              | 7.8%                                 | 5.1%                                 | 18.2%           |
| Job creation/employment                                                                                                                                                                                       | 1.4%                              | 8.1%                                 | 6.3%                                 | 15.8%           |
| Governance                                                                                                                                                                                                    | 6.1%                              | 4.3%                                 | 4.6%                                 | 15.0%           |
| Transport                                                                                                                                                                                                     | 6.1%                              | 4.9%                                 | 3.7%                                 | 14.7%           |
| Basic infrastructure                                                                                                                                                                                          | 4.0%                              | 2.6%                                 | 6.6%                                 | 13.2%           |
| Anti corruption                                                                                                                                                                                               | 2.9%                              | 3.5%                                 | 5.7%                                 | 12.1%           |
| Energy                                                                                                                                                                                                        | 2.0%                              | 4.3%                                 | 4.6%                                 | 10.9%           |
| Water and sanitation                                                                                                                                                                                          | 1.2%                              | 4.3%                                 | 4.0%                                 | 9.5%            |
| Economic growth                                                                                                                                                                                               | 3.5%                              | 1.7%                                 | 3.4%                                 | 8.6%            |
| Public financial management                                                                                                                                                                                   | 2.9%                              | 2.9%                                 | 1.7%                                 | 7.5%            |
| Domestic private sector development                                                                                                                                                                           | 1.4%                              | 3.2%                                 | 2.9%                                 | 7.5%            |
| Social protection                                                                                                                                                                                             | 0.3%                              | 2.6%                                 | 2.3%                                 | 5.2%            |
| Food security                                                                                                                                                                                                 | 1.2%                              | 1.7%                                 | 2.3%                                 | 5.2%            |
| Security/stabilization/reconstruction                                                                                                                                                                         | 2.0%                              | 1.2%                                 | 1.7%                                 | 4.9%            |
| Natural resource management                                                                                                                                                                                   | 1.2%                              | 0.6%                                 | 2.9%                                 | 4.6%            |
| Monitoring and evaluation                                                                                                                                                                                     | 0.3%                              | 1.4%                                 | 1.7%                                 | 3.5%            |
| Public sector reform                                                                                                                                                                                          | 0.3%                              | 1.7%                                 | 1.1%                                 | 3.2%            |
| Environmental sustainability                                                                                                                                                                                  | 0.3%                              | 1.7%                                 | 1.1%                                 | 3.2%            |
| Law and justice                                                                                                                                                                                               | 0.3%                              | 1.2%                                 | 1.7%                                 | 3.2%            |
| Equality of opportunity                                                                                                                                                                                       | 1.4%                              | 0.9%                                 | 0.6%                                 | 2.9%            |
| Local governance and institutions                                                                                                                                                                             | 0.3%                              | 0.3%                                 | 2.3%                                 | 2.9%            |
| Regional integration                                                                                                                                                                                          | 0.3%                              | 0.6%                                 | 1.7%                                 | 2.6%            |
| Foreign direct investment                                                                                                                                                                                     | 0.3%                              | 0.3%                                 | 2.0%                                 | 2.6%            |
| Regional conflict and tensions                                                                                                                                                                                | 0.6%                              | 0.3%                                 | 0.9%                                 | 1.7%            |
| Global information and communications technology                                                                                                                                                              | 0.0%                              | 0.0%                                 | 1.7%                                 | 1.7%            |
| Urban development                                                                                                                                                                                             | 0.9%                              | 0.3%                                 | 0.3%                                 | 1.4%            |
| Financial markets                                                                                                                                                                                             | 0.3%                              | 0.6%                                 | 0.3%                                 | 1.2%            |
| Disaster management                                                                                                                                                                                           | 0.0%                              | 0.0%                                 | 1.1%                                 | 1.1%            |
| Communicable/non-communicable disease                                                                                                                                                                         | 0.0%                              | 0.9%                                 | 0.0%                                 | 0.9%            |
| Gender                                                                                                                                                                                                        | 0.3%                              | 0.6%                                 | 0.0%                                 | 0.9%            |
| Trade and exports                                                                                                                                                                                             | 0.0%                              | 0.6%                                 | 0.3%                                 | 0.9%            |
| Regulatory framework                                                                                                                                                                                          | 0.0%                              | 0.0%                                 | 0.9%                                 | 0.9%            |
| Crime and violence                                                                                                                                                                                            | 0.0%                              | 0.3%                                 | 0.3%                                 | 0.6%            |
| Global integration                                                                                                                                                                                            | 0.0%                              | 0.0%                                 | 0.6%                                 | 0.6%            |
| Social cohesion                                                                                                                                                                                               | 0.0%                              | 0.0%                                 | 0.6%                                 | 0.6%            |
| Climate change                                                                                                                                                                                                | 0.0%                              | 0.3%                                 | 0.0%                                 | 0.3%            |

**A. General Issues facing the Republic of Congo (continued)**

| <b>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 Congo? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=360)</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Job creation/employment                                                                                                                                                                                                                 | 30.3%                                                        |
| Agricultural development                                                                                                                                                                                                                | 28.1%                                                        |
| Economic growth                                                                                                                                                                                                                         | 26.1%                                                        |
| Rural development                                                                                                                                                                                                                       | 21.4%                                                        |
| Education                                                                                                                                                                                                                               | 20.0%                                                        |
| Water and sanitation                                                                                                                                                                                                                    | 19.2%                                                        |
| Basic infrastructure                                                                                                                                                                                                                    | 16.1%                                                        |
| Health                                                                                                                                                                                                                                  | 15.0%                                                        |
| Domestic private sector development                                                                                                                                                                                                     | 13.6%                                                        |
| Transport                                                                                                                                                                                                                               | 12.8%                                                        |
| Food security                                                                                                                                                                                                                           | 12.2%                                                        |
| Energy                                                                                                                                                                                                                                  | 11.9%                                                        |
| Governance                                                                                                                                                                                                                              | 10.3%                                                        |
| Anti corruption                                                                                                                                                                                                                         | 8.9%                                                         |
| Equality of opportunity                                                                                                                                                                                                                 | 8.3%                                                         |
| Natural resource management                                                                                                                                                                                                             | 7.5%                                                         |
| Social protection                                                                                                                                                                                                                       | 5.8%                                                         |
| Public financial management                                                                                                                                                                                                             | 3.6%                                                         |
| Local governance and institutions                                                                                                                                                                                                       | 3.3%                                                         |
| Environmental sustainability                                                                                                                                                                                                            | 3.1%                                                         |
| Security/stabilization/reconstruction                                                                                                                                                                                                   | 2.2%                                                         |
| Public sector reform                                                                                                                                                                                                                    | 2.2%                                                         |
| Monitoring and evaluation                                                                                                                                                                                                               | 2.2%                                                         |
| Regional integration                                                                                                                                                                                                                    | 1.9%                                                         |
| Urban development                                                                                                                                                                                                                       | 1.9%                                                         |
| Foreign direct investment                                                                                                                                                                                                               | 1.9%                                                         |
| Gender                                                                                                                                                                                                                                  | 1.4%                                                         |
| Law and justice                                                                                                                                                                                                                         | 1.4%                                                         |
| Communicable/non-communicable disease                                                                                                                                                                                                   | 1.4%                                                         |
| Disaster management                                                                                                                                                                                                                     | 0.8%                                                         |
| Crime and violence                                                                                                                                                                                                                      | 0.8%                                                         |
| Trade and exports                                                                                                                                                                                                                       | 0.8%                                                         |
| Climate change                                                                                                                                                                                                                          | 0.6%                                                         |
| Global information and communications technology                                                                                                                                                                                        | 0.6%                                                         |
| Social cohesion                                                                                                                                                                                                                         | 0.6%                                                         |
| Financial markets                                                                                                                                                                                                                       | 0.6%                                                         |
| Regulatory framework                                                                                                                                                                                                                    | 0.3%                                                         |
| Global integration                                                                                                                                                                                                                      | 0.3%                                                         |
| Regional conflict and tensions                                                                                                                                                                                                          | 0.0%                                                         |

**A. General Issues facing the Republic of Congo (continued)**

| <b>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 Congo? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=361)</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Energy                                                                                                                                                                                           | 37.1%                                                        |
| Agricultural development                                                                                                                                                                         | 27.4%                                                        |
| Anti corruption                                                                                                                                                                                  | 20.2%                                                        |
| Domestic private sector development                                                                                                                                                              | 19.4%                                                        |
| Rural development                                                                                                                                                                                | 18.8%                                                        |
| Natural resource management                                                                                                                                                                      | 18.0%                                                        |
| Job creation/employment                                                                                                                                                                          | 15.8%                                                        |
| Governance                                                                                                                                                                                       | 15.8%                                                        |
| Public financial management                                                                                                                                                                      | 15.8%                                                        |
| Trade and exports                                                                                                                                                                                | 15.2%                                                        |
| Basic infrastructure                                                                                                                                                                             | 14.4%                                                        |
| Transport                                                                                                                                                                                        | 11.9%                                                        |
| Foreign direct investment                                                                                                                                                                        | 9.7%                                                         |
| Education                                                                                                                                                                                        | 8.9%                                                         |
| Health                                                                                                                                                                                           | 5.5%                                                         |
| Global information and communications technology                                                                                                                                                 | 4.7%                                                         |
| Food security                                                                                                                                                                                    | 4.2%                                                         |
| Equality of opportunity                                                                                                                                                                          | 3.9%                                                         |
| Water and sanitation                                                                                                                                                                             | 3.6%                                                         |
| Public sector reform                                                                                                                                                                             | 3.6%                                                         |
| Regional integration                                                                                                                                                                             | 3.6%                                                         |
| Monitoring and evaluation                                                                                                                                                                        | 3.3%                                                         |
| Urban development                                                                                                                                                                                | 2.2%                                                         |
| Local governance and institutions                                                                                                                                                                | 2.2%                                                         |
| Social cohesion                                                                                                                                                                                  | 1.7%                                                         |
| Security/stabilization/reconstruction                                                                                                                                                            | 1.7%                                                         |
| Financial markets                                                                                                                                                                                | 1.7%                                                         |
| Social protection                                                                                                                                                                                | 1.4%                                                         |
| Global integration                                                                                                                                                                               | 1.4%                                                         |
| Regulatory framework                                                                                                                                                                             | 1.1%                                                         |
| Environmental sustainability                                                                                                                                                                     | 1.1%                                                         |
| Law and justice                                                                                                                                                                                  | 1.1%                                                         |
| Climate change                                                                                                                                                                                   | 0.8%                                                         |
| Communicable/non-communicable disease                                                                                                                                                            | 0.8%                                                         |
| Gender                                                                                                                                                                                           | 0.8%                                                         |
| Disaster management                                                                                                                                                                              | 0.6%                                                         |
| Regional conflict and tensions                                                                                                                                                                   | 0.3%                                                         |
| Crime and violence                                                                                                                                                                               | 0.3%                                                         |

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

| <b>Familiarity</b>                                                                                                                            | <b>N</b> | <b>Mean</b> | <b>SD</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank in Congo, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i> | 359      | 5.31        | 3.00      |

| <b>Overall Effectiveness</b>                                                                                                                                 | <b>N</b> | <b>Mean</b> | <b>SD</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank's effectiveness in Congo, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i> | 322      | 6.15        | 2.64      |

| <b>Staff Preparedness</b>                                                                                                                                                                                                                                    | <b>N</b> | <b>Mean</b> | <b>SD</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Congo solve its most complicated development challenges, on a ten point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i> | 282      | 7.31        | 2.35      |

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

| <b>4. When thinking about how the World Bank can have the most impact on development results in Congo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Congo? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=361)</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Education                                                                                                                                                                                                                                               | 36.8%                                                        |
| Rural development                                                                                                                                                                                                                                       | 29.1%                                                        |
| Poverty reduction                                                                                                                                                                                                                                       | 24.4%                                                        |
| Agricultural development                                                                                                                                                                                                                                | 23.3%                                                        |
| Governance                                                                                                                                                                                                                                              | 20.5%                                                        |
| Health                                                                                                                                                                                                                                                  | 18.6%                                                        |
| Transport                                                                                                                                                                                                                                               | 12.5%                                                        |
| Public financial management                                                                                                                                                                                                                             | 12.5%                                                        |
| Domestic private sector development                                                                                                                                                                                                                     | 12.2%                                                        |
| Anti corruption                                                                                                                                                                                                                                         | 10.5%                                                        |
| Job creation/employment                                                                                                                                                                                                                                 | 10.2%                                                        |
| Basic infrastructure                                                                                                                                                                                                                                    | 10.0%                                                        |
| Energy                                                                                                                                                                                                                                                  | 8.9%                                                         |
| Natural resource management                                                                                                                                                                                                                             | 7.8%                                                         |
| Monitoring and evaluation                                                                                                                                                                                                                               | 7.2%                                                         |
| Water and sanitation                                                                                                                                                                                                                                    | 6.9%                                                         |
| Economic growth                                                                                                                                                                                                                                         | 6.4%                                                         |
| Food security                                                                                                                                                                                                                                           | 5.5%                                                         |
| Public sector reform                                                                                                                                                                                                                                    | 5.3%                                                         |
| Local governance and institutions                                                                                                                                                                                                                       | 4.4%                                                         |
| Environmental sustainability                                                                                                                                                                                                                            | 2.8%                                                         |
| Law and justice                                                                                                                                                                                                                                         | 2.5%                                                         |
| Social protection                                                                                                                                                                                                                                       | 2.2%                                                         |
| Regional integration                                                                                                                                                                                                                                    | 1.9%                                                         |
| Foreign direct investment                                                                                                                                                                                                                               | 1.9%                                                         |
| Communicable/non-communicable disease                                                                                                                                                                                                                   | 1.9%                                                         |
| Gender                                                                                                                                                                                                                                                  | 1.7%                                                         |
| Equality of opportunity                                                                                                                                                                                                                                 | 1.7%                                                         |
| Security/stabilization/reconstruction                                                                                                                                                                                                                   | 1.4%                                                         |
| Financial markets                                                                                                                                                                                                                                       | 1.4%                                                         |
| Urban development                                                                                                                                                                                                                                       | 1.4%                                                         |
| Trade and exports                                                                                                                                                                                                                                       | 1.4%                                                         |
| Global information and communications technology                                                                                                                                                                                                        | 1.4%                                                         |
| Regulatory framework                                                                                                                                                                                                                                    | 0.8%                                                         |
| Crime and violence                                                                                                                                                                                                                                      | 0.6%                                                         |
| Social cohesion                                                                                                                                                                                                                                         | 0.6%                                                         |
| Global integration                                                                                                                                                                                                                                      | 0.6%                                                         |
| Climate change                                                                                                                                                                                                                                          | 0.6%                                                         |
| Regional conflict and tensions                                                                                                                                                                                                                          | 0.0%                                                         |
| Disaster management                                                                                                                                                                                                                                     | 0.0%                                                         |

**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 Congo? | Percentage of Respondents (N=351) |                                |          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------|----------|
|                                                                                                                                                           | Greatest Value                    | 2 <sup>nd</sup> Greatest Value | Combined |
| Training/capacity building                                                                                                                                | 15.7%                             | 25.4%                          | 41.0%    |
| Financial resources                                                                                                                                       | 29.3%                             | 7.5%                           | 36.8%    |
| Technical assistance                                                                                                                                      | 16.2%                             | 16.4%                          | 32.7%    |
| Strategy formulation                                                                                                                                      | 7.7%                              | 21.0%                          | 28.7%    |
| Mobilizing third party financial resources                                                                                                                | 13.1%                             | 8.1%                           | 21.2%    |
| Policy advice                                                                                                                                             | 11.1%                             | 8.1%                           | 19.2%    |
| Studies/analyses                                                                                                                                          | 3.4%                              | 3.7%                           | 7.2%     |
| Donor coordination                                                                                                                                        | 1.7%                              | 4.3%                           | 6.0%     |
| Linkage to non-Bank expertise                                                                                                                             | 0.9%                              | 1.7%                           | 2.6%     |
| Data                                                                                                                                                      | 0.6%                              | 1.4%                           | 2.0%     |
| Convening/facilitating                                                                                                                                    | 0.0%                              | 1.4%                           | 1.4%     |
| Other                                                                                                                                                     | 0.3%                              | 0.9%                           | 1.1%     |

| 6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Congo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=352) |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Not willing to honestly criticize policies and reform efforts in the country                                                      | 36.9%                                                 |
| Imposing technocratic solutions without regard to political realities                                                             | 29.5%                                                 |
| Too influenced by developed countries                                                                                             | 19.3%                                                 |
| World Bank processes too slow and complex                                                                                         | 19.3%                                                 |
| Too bureaucratic in its operational policies and procedures                                                                       | 18.8%                                                 |
| Its advice and strategies do not lend themselves to practical problem solving                                                     | 13.9%                                                 |
| Not collaborating enough with non-state actors                                                                                    | 13.1%                                                 |
| Not enough public disclosure of its work                                                                                          | 10.2%                                                 |
| Not adequately sensitive to political/social realities in the Republic of Congo                                                   | 8.2%                                                  |
| Staff too inaccessible                                                                                                            | 6.8%                                                  |
| Not exploring alternative policy options                                                                                          | 6.5%                                                  |
| Not aligned with country priorities                                                                                               | 4.3%                                                  |
| Not focused enough on issues that are unique to post-conflict countries                                                           | 3.7%                                                  |
| Other                                                                                                                             | 2.8%                                                  |
| Not client focused                                                                                                                | 2.0%                                                  |
| Arrogant in its approach                                                                                                          | 1.4%                                                  |
| The credibility of its knowledge/data                                                                                             | 1.4%                                                  |
| Not aligned with other donors' work                                                                                               | 0.6%                                                  |

| 7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Congo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=358) |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Investment lending                                                                                                            | 58.4%                                                 |
| Technical assistance                                                                                                          | 33.2%                                                 |
| Capacity development                                                                                                          | 28.2%                                                 |
| Policy based lending / Budget support to the Government                                                                       | 19.0%                                                 |
| Emergency Recovery lending                                                                                                    | 14.5%                                                 |
| Co-financing arrangements                                                                                                     | 9.8%                                                  |
| Sector-wide approaches                                                                                                        | 9.8%                                                  |
| Analytical work                                                                                                               | 9.2%                                                  |
| Don't know                                                                                                                    | 7.0%                                                  |
| Trust Fund management                                                                                                         | 4.7%                                                  |
| Other                                                                                                                         | 0.6%                                                  |

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

| <b>8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=356)</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Policy based lending / Budget support to the Government                                                                                    | 26.1%                                                        |
| Emergency Recovery lending                                                                                                                 | 25.3%                                                        |
| Capacity development                                                                                                                       | 22.8%                                                        |
| Don't know                                                                                                                                 | 20.8%                                                        |
| Investment lending                                                                                                                         | 19.1%                                                        |
| Technical assistance                                                                                                                       | 18.8%                                                        |
| Sector-wide approaches                                                                                                                     | 18.3%                                                        |
| Trust Fund management                                                                                                                      | 13.5%                                                        |
| Co-financing arrangements                                                                                                                  | 10.7%                                                        |
| Analytical work                                                                                                                            | 9.0%                                                         |
| Other                                                                                                                                      | 0.6%                                                         |

| <b>Global Development Agenda</b>                                                                                                                                                                                                                                                                                       | <b>N</b> | <b>Mean</b> | <b>SD</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 9. 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) | 289      | 7.47        | 2.20      |

| <b>10. 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)</b> | <b>Percentage of Respondents (Responses Combined; N=360)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| NGOs                                                                                                                                                                                                                                                                       | 58.3%                                                        |
| Private sector                                                                                                                                                                                                                                                             | 25.0%                                                        |
| Beneficiaries                                                                                                                                                                                                                                                              | 24.7%                                                        |
| Academia/think tanks/research institutes                                                                                                                                                                                                                                   | 18.6%                                                        |
| Community Based Organizations                                                                                                                                                                                                                                              | 16.7%                                                        |
| Local Government                                                                                                                                                                                                                                                           | 15.3%                                                        |
| Regional organizations (e.g., AU, SEMAC)                                                                                                                                                                                                                                   | 10.6%                                                        |
| UN agencies                                                                                                                                                                                                                                                                | 8.1%                                                         |
| Faith based organizations                                                                                                                                                                                                                                                  | 5.8%                                                         |
| Parliament                                                                                                                                                                                                                                                                 | 4.7%                                                         |
| Media                                                                                                                                                                                                                                                                      | 3.3%                                                         |
| Emerging donors                                                                                                                                                                                                                                                            | 2.8%                                                         |
| Foundations                                                                                                                                                                                                                                                                | 2.2%                                                         |
| Donor community                                                                                                                                                                                                                                                            | 1.9%                                                         |
| UN and regional peace keeping forces                                                                                                                                                                                                                                       | 1.7%                                                         |
| Other                                                                                                                                                                                                                                                                      | 0.3%                                                         |

**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 Congo, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement |      |      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------|------|
|                                                                                                                                                                | N                  | Mean | SD   |
| 11. Overall the World Bank currently plays a relevant role in development in Congo                                                                             | 326                | 6.49 | 2.82 |
| 12. The World Bank's work is aligned with what I consider the development priorities for this country                                                          | 315                | 6.00 | 2.80 |
| 13. The World Bank supports programs and strategies that are realistic for Congo                                                                               | 326                | 6.80 | 2.70 |
| 14. The World Bank treats clients and stakeholders in Congo with respect                                                                                       | 264                | 6.97 | 2.80 |

| To what extent is the World Bank an effective development partner in Congo in terms of ..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | Degree |      |      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|
|                                                                                                                                                                            | N      | Mean | SD   |
| 15. Responsiveness                                                                                                                                                         | 234    | 6.02 | 2.57 |
| 16. Flexibility (in terms of the institution's products and services)                                                                                                      | 228    | 5.74 | 2.37 |
| 17. Flexibility (in terms of changing country circumstances)                                                                                                               | 247    | 5.83 | 2.55 |
| 18. Being inclusive                                                                                                                                                        | 227    | 6.34 | 2.52 |
| 19. Openness (sharing data and other information)                                                                                                                          | 274    | 6.66 | 2.71 |
| 20. Staff accessibility                                                                                                                                                    | 254    | 5.58 | 2.73 |
| 21. Straightforwardness and honesty                                                                                                                                        | 260    | 7.04 | 2.70 |
| 22. Collaboration with groups outside of the Government                                                                                                                    | 291    | 6.30 | 2.75 |
| 23. Collaboration with the Government                                                                                                                                      | 309    | 8.22 | 2.00 |
| 24. Collaboration with other donors                                                                                                                                        | 241    | 6.97 | 2.49 |
| 25. Follow through over time                                                                                                                                               | 299    | 7.05 | 2.57 |

| 26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=349) |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| The Government works inefficiently                                                                                                                          | 53.3%                                                 |
| The World Bank works too slowly                                                                                                                             | 37.8%                                                 |
| There is not an adequate level of citizen/civil society participation                                                                                       | 35.8%                                                 |
| Political pressures and obstacles                                                                                                                           | 31.5%                                                 |
| The World Bank does not do adequate follow through/follow-up                                                                                                | 29.2%                                                 |
| The World Bank is not sensitive enough to political/social realities on the ground                                                                          | 28.9%                                                 |
| Reforms are not well thought out in light of country challenges                                                                                             | 21.8%                                                 |
| Poor donor coordination                                                                                                                                     | 15.2%                                                 |
| Ongoing conflict and instability                                                                                                                            | 15.2%                                                 |
| Lack of/inadequate levels of capacity in Government                                                                                                         | 14.0%                                                 |
| Inadequate funding                                                                                                                                          | 10.3%                                                 |
| Other                                                                                                                                                       | 0.9%                                                  |

### 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 Congo, on a ten point scale?<br>(1-Not effective at all, 10-Very effective) | Effectiveness |      |      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------|------|
|                                                                                                                                                                                                  | N             | Mean | SD   |
| 1. Anti corruption                                                                                                                                                                               | 298           | 3.92 | 2.82 |
| 2. Global information and communications technology                                                                                                                                              | 253           | 5.32 | 2.49 |
| 3. Transport                                                                                                                                                                                     | 296           | 5.68 | 2.63 |
| 4. Crime and violence                                                                                                                                                                            | 225           | 3.39 | 2.44 |
| 5. Regional conflict and tensions                                                                                                                                                                | 239           | 3.95 | 2.68 |
| 6. Law and justice                                                                                                                                                                               | 244           | 3.78 | 2.50 |
| 7. Urban development                                                                                                                                                                             | 296           | 5.58 | 2.54 |
| 8. Environmental sustainability                                                                                                                                                                  | 280           | 5.85 | 2.42 |
| 9. Regulatory framework                                                                                                                                                                          | 216           | 5.25 | 2.54 |
| 10. Basic infrastructure                                                                                                                                                                         | 307           | 6.34 | 2.48 |
| 11. Communicable/non-communicable disease                                                                                                                                                        | 276           | 6.86 | 2.54 |
| 12. Poverty reduction                                                                                                                                                                            | 323           | 6.15 | 2.76 |
| 13. Gender                                                                                                                                                                                       | 246           | 5.56 | 2.54 |
| 14. Domestic private sector development                                                                                                                                                          | 269           | 4.68 | 2.59 |
| 15. Foreign direct investment                                                                                                                                                                    | 212           | 4.67 | 2.46 |
| 16. Local governance and institutions                                                                                                                                                            | 253           | 5.02 | 2.53 |
| 17. Water and sanitation                                                                                                                                                                         | 308           | 5.66 | 2.71 |
| 18. Trade and exports                                                                                                                                                                            | 232           | 4.06 | 2.48 |
| 19. Economic growth                                                                                                                                                                              | 281           | 6.11 | 2.48 |
| 20. Energy                                                                                                                                                                                       | 283           | 5.33 | 2.68 |
| 21. Disaster management                                                                                                                                                                          | 252           | 4.66 | 2.57 |
| 22. Monitoring and evaluation                                                                                                                                                                    | 282           | 5.92 | 2.76 |
| 23. Public financial management                                                                                                                                                                  | 285           | 5.80 | 2.91 |
| 24. Job creation/employment                                                                                                                                                                      | 283           | 3.87 | 2.47 |
| 25. Social cohesion                                                                                                                                                                              | 237           | 4.13 | 2.38 |
| 26. Financial markets                                                                                                                                                                            | 197           | 4.47 | 2.62 |
| 27. Equality of opportunity                                                                                                                                                                      | 244           | 3.97 | 2.52 |
| 28. Health                                                                                                                                                                                       | 309           | 6.33 | 2.49 |
| 29. Rural development                                                                                                                                                                            | 301           | 5.91 | 2.64 |
| 30. Global integration                                                                                                                                                                           | 232           | 5.23 | 2.50 |
| 31. Governance                                                                                                                                                                                   | 293           | 5.02 | 2.86 |
| 32. Food security                                                                                                                                                                                | 291           | 4.82 | 2.75 |
| 33. Education                                                                                                                                                                                    | 308           | 6.28 | 2.50 |
| 34. Security/stabilization/reconstruction                                                                                                                                                        | 256           | 5.14 | 2.41 |
| 35. Social protection                                                                                                                                                                            | 236           | 3.86 | 2.41 |
| 36. Climate change                                                                                                                                                                               | 260           | 5.08 | 2.55 |
| 37. Public sector reform                                                                                                                                                                         | 279           | 5.09 | 2.75 |
| 38. Regional integration                                                                                                                                                                         | 247           | 5.21 | 2.62 |
| 39. Agricultural development                                                                                                                                                                     | 323           | 5.99 | 2.77 |
| 40. Natural resource management                                                                                                                                                                  | 264           | 4.93 | 2.77 |

**C. World Bank Effectiveness and Results (continued)**

| <b>Achieving Sustainable Results</b>                                                                                                                                                   | <b>N</b> | <b>Mean</b> | <b>SD</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 41. To what degree does the World Bank's work help achieve sustainable development results in Congo, on a ten point scale?<br>(1-To no degree at all, 10-To a very significant degree) | 313      | 6.20        | 2.29      |

| <b>To what extent do you agree with the following statements about the World Bank in Congo, on a ten point scale?</b><br>(1-Strongly disagree, 10-Strongly agree) | <b>N</b> | <b>Mean</b> | <b>SD</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 42. The World Bank's financial instruments meet the needs of Congo                                                                                                | 290      | 5.51        | 2.44      |
| 43. The World Bank meets Congo's needs for knowledge services (e.g., research, analysis, technical assistance)                                                    | 312      | 5.57        | 2.64      |

**D. The World Bank's Knowledge**

| <b>1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b> | <b>Percentage of Respondents (N=358)</b> |
|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Weekly                                                                                                                        | 8.7%                                     |
| Monthly                                                                                                                       | 11.7%                                    |
| A few times a year                                                                                                            | 38.5%                                    |
| Rarely                                                                                                                        | 24.3%                                    |
| Never                                                                                                                         | 16.8%                                    |

**D. The World Bank's Knowledge (continued)**

| <b>2. When thinking about the development challenges in Congo, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years?<br/>(Choose no more than THREE)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=360)</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Education                                                                                                                                                                                                                               | 30.6%                                                            |
| Agricultural development                                                                                                                                                                                                                | 22.2%                                                            |
| Poverty reduction                                                                                                                                                                                                                       | 21.4%                                                            |
| Domestic private sector development                                                                                                                                                                                                     | 20.0%                                                            |
| Governance                                                                                                                                                                                                                              | 18.9%                                                            |
| Anti corruption                                                                                                                                                                                                                         | 17.2%                                                            |
| Public sector reform                                                                                                                                                                                                                    | 15.8%                                                            |
| Health                                                                                                                                                                                                                                  | 13.9%                                                            |
| Economic growth                                                                                                                                                                                                                         | 13.6%                                                            |
| Energy                                                                                                                                                                                                                                  | 12.8%                                                            |
| Water and sanitation                                                                                                                                                                                                                    | 10.0%                                                            |
| Job creation/employment                                                                                                                                                                                                                 | 8.3%                                                             |
| Monitoring and evaluation                                                                                                                                                                                                               | 7.5%                                                             |
| Transport                                                                                                                                                                                                                               | 7.5%                                                             |
| Rural development                                                                                                                                                                                                                       | 7.5%                                                             |
| Food security                                                                                                                                                                                                                           | 7.2%                                                             |
| Natural resource management                                                                                                                                                                                                             | 6.4%                                                             |
| Environmental sustainability                                                                                                                                                                                                            | 6.4%                                                             |
| Basic infrastructure                                                                                                                                                                                                                    | 6.4%                                                             |
| Public financial management                                                                                                                                                                                                             | 6.1%                                                             |
| Foreign direct investment                                                                                                                                                                                                               | 4.2%                                                             |
| Social protection                                                                                                                                                                                                                       | 3.6%                                                             |
| Gender                                                                                                                                                                                                                                  | 3.3%                                                             |
| Law and justice                                                                                                                                                                                                                         | 3.3%                                                             |
| Trade and exports                                                                                                                                                                                                                       | 2.8%                                                             |
| Climate change                                                                                                                                                                                                                          | 2.8%                                                             |
| Local governance and institutions                                                                                                                                                                                                       | 2.8%                                                             |
| Equality of opportunity                                                                                                                                                                                                                 | 2.5%                                                             |
| Urban development                                                                                                                                                                                                                       | 2.5%                                                             |
| Communicable/non-communicable disease                                                                                                                                                                                                   | 2.2%                                                             |
| Social cohesion                                                                                                                                                                                                                         | 1.9%                                                             |
| Regional integration                                                                                                                                                                                                                    | 1.9%                                                             |
| Global information and communications technology                                                                                                                                                                                        | 1.7%                                                             |
| Disaster management                                                                                                                                                                                                                     | 1.4%                                                             |
| Security/stabilization/reconstruction                                                                                                                                                                                                   | 0.8%                                                             |
| Crime and violence                                                                                                                                                                                                                      | 0.8%                                                             |
| Regional conflict and tensions                                                                                                                                                                                                          | 0.6%                                                             |
| Global integration                                                                                                                                                                                                                      | 0.6%                                                             |
| Financial markets                                                                                                                                                                                                                       | 0.3%                                                             |
| Regulatory framework                                                                                                                                                                                                                    | 0.3%                                                             |

**D. The World Bank's Knowledge (continued)**

| How effective do you believe the World Bank's knowledge and research are at ...<br>in Congo? (1-Not effective at all, 10-Very effective) | Level of Effectiveness |      |      |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------|------|
|                                                                                                                                          | N                      | Mean | SD   |
| 3. Raising your awareness of the particular topic                                                                                        | 271                    | 4.91 | 2.67 |
| 4. Stimulating public debate/dialogue                                                                                                    | 285                    | 4.91 | 2.68 |
| 5. Enhancing your knowledge and/or skills                                                                                                | 306                    | 5.45 | 2.74 |
| 6. Contributing to good policy making                                                                                                    | 302                    | 6.05 | 2.72 |
| 7. Providing support for program implementation                                                                                          | 316                    | 6.73 | 2.48 |

| To what extent do you believe that the World Bank's knowledge and research ...<br>in Congo? (1-To no degree at all, 10-To a very significant degree) | Degree |      |      |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|
|                                                                                                                                                      | N      | Mean | SD   |
| 8. Are timely                                                                                                                                        | 267    | 6.92 | 2.46 |
| 9. Include appropriate level of stakeholder involvement during preparation                                                                           | 257    | 5.82 | 2.63 |
| 10. Are relevant to Congo's development priorities                                                                                                   | 308    | 6.56 | 2.53 |
| 11. Provide feasible recommendations                                                                                                                 | 304    | 6.36 | 2.49 |
| 12. Are accessible (well written and easy to understand)                                                                                             | 293    | 6.33 | 2.66 |
| 13. A source of relevant information on global good practices                                                                                        | 289    | 7.42 | 2.31 |
| 14. Are adequately disseminated                                                                                                                      | 296    | 5.33 | 2.76 |
| 15. Are appropriately translated                                                                                                                     | 272    | 5.79 | 2.76 |
| 16. Are adaptable to Congo's development challenges                                                                                                  | 306    | 6.33 | 2.73 |

| Overall Evaluations                                                                                                                                                                                                   | N   | Mean | SD   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------|------|
| 17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant) | 318 | 6.85 | 2.35 |
| 18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)                                   | 326 | 7.05 | 2.21 |
| 19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)? (1-Not effective at all, 10-Very effective)                                      | 261 | 5.87 | 2.45 |

### 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                                                                                          | 278                | 5.26 | 3.06 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports                                          | 329                | 6.63 | 2.87 |
| 3. The World Bank's approvals and reviews are done in a timely fashion                                                              | 272                | 5.43 | 2.80 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable                                                                  | 277                | 6.42 | 2.69 |
| 5. The World Bank imposes reasonable conditions on its lending                                                                      | 288                | 6.26 | 2.77 |
| 6. Working with the World Bank increases Congo's institutional capacity                                                             | 313                | 7.26 | 2.53 |
| 7. The World Bank ensures consistency and continuity through staff changes                                                          | 279                | 7.12 | 2.53 |
| 8. The World Bank's teams and visits are well coordinated                                                                           | 275                | 6.83 | 2.70 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 250                | 7.04 | 2.78 |
| 10. The World Bank provides effective implementation support (i.e., supervision of projects)                                        | 303                | 7.24 | 2.47 |

| Adequate Staffing                                                                                                                                                               | Degree |      |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|
|                                                                                                                                                                                 | N      | Mean | SD   |
| 11. To what extent do you believe the World Bank is adequately staffed in the Republic of Congo, on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 238    | 5.76 | 2.57 |

### F. The Future Role of the World Bank in the Republic of Congo

| The Bank's Role                                                                                                                                                                                            | N   | Mean | SD   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------|------|
| 1. How significant a role do you believe the Bank SHOULD play in the Republic of Congo's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role) | 338 | 7.77 | 2.01 |

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in the Republic of Congo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=352) |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Reduce the complexity of obtaining World Bank financing                                                                                | 46.0%                                                 |
| Improve the quality of its experts as related to Congo's specific challenges                                                           | 37.8%                                                 |
| Focus more on issues that are unique to post-conflict countries                                                                        | 20.5%                                                 |
| Work faster                                                                                                                            | 15.6%                                                 |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)                             | 14.2%                                                 |
| Offer more innovative financial products                                                                                               | 12.2%                                                 |
| Offer more innovative knowledge services                                                                                               | 11.4%                                                 |
| Increase the level of World Bank staffing in Congo's office                                                                            | 11.4%                                                 |
| Ensure greater selectivity in its work                                                                                                 | 8.8%                                                  |
| Improve its coordination with other donors                                                                                             | 8.0%                                                  |
| Focus primarily on advocacy issues                                                                                                     | 6.8%                                                  |
| Provide more adequate data/knowledge/statistics/figures on Congo's economy                                                             | 3.7%                                                  |
| Other                                                                                                                                  | 3.1%                                                  |

**G. Communication and Information Sharing**

| <b>1. How do you get most of your information about economic and social development issues in Congo? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=356)</b> |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Local newspapers                                                                                                                   | 37.4%                                                        |
| Internet                                                                                                                           | 37.4%                                                        |
| International television                                                                                                           | 24.7%                                                        |
| Local television                                                                                                                   | 23.3%                                                        |
| International newspapers                                                                                                           | 21.9%                                                        |
| International radio                                                                                                                | 21.6%                                                        |
| Local radio                                                                                                                        | 9.6%                                                         |
| Periodicals                                                                                                                        | 7.3%                                                         |
| Other                                                                                                                              | 5.1%                                                         |
| Mobile phones                                                                                                                      | 3.9%                                                         |
| Social media (Facebook, Twitter, Youtube)                                                                                          | 2.0%                                                         |
| Instant messaging                                                                                                                  | 0.3%                                                         |
| Blogs                                                                                                                              | 0.0%                                                         |

| <b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=350)</b> |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| World Bank seminars/workshops/conferences                                                            | 45.7%                                                        |
| Direct contact with World Bank (i.e., face to face meetings/discussions)                             | 40.6%                                                        |
| World Bank website                                                                                   | 38.3%                                                        |
| World Bank publications and other written materials                                                  | 33.7%                                                        |
| e-Newsletters                                                                                        | 20.6%                                                        |
| Mobile phones                                                                                        | 8.3%                                                         |
| Social media (Facebook, Twitter, Youtube)                                                            | 3.7%                                                         |
| Instant messaging                                                                                    | 2.3%                                                         |
| Other                                                                                                | 1.7%                                                         |
| Blogs                                                                                                | 0.3%                                                         |

| <b>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?</b> | <b>Percentage of Respondents (N=343)</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Yes                                                                                                                                                                                 | 23.3%                                    |
| No                                                                                                                                                                                  | 76.7%                                    |

| <b>4. Have you requested information from the World Bank on its activities in the past year?</b> | <b>Percentage of Respondents (N=329)</b> |
|--------------------------------------------------------------------------------------------------|------------------------------------------|
| Yes                                                                                              | 22.8%                                    |
| No                                                                                               | 77.2%                                    |

| <b>5. Were you able to obtain this information?</b> | <b>Percentage of Respondents (N=74)</b> |
|-----------------------------------------------------|-----------------------------------------|
| Yes                                                 | 85.1%                                   |
| No                                                  | 14.9%                                   |

| <b>6. Do you have access to the Internet?</b> | <b>Percentage of Respondents (N=334)</b> |
|-----------------------------------------------|------------------------------------------|
| Yes                                           | 78.7%                                    |
| No                                            | 21.3%                                    |

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

| 7. Do you use/have used the World Bank website? | Percentage of Respondents<br>(N=337) |
|-------------------------------------------------|--------------------------------------|
| Yes                                             | 43.6%                                |
| No                                              | 56.4%                                |

| 8. Which do you primarily use?                             | Percentage of Respondents<br>(N=174) |
|------------------------------------------------------------|--------------------------------------|
| The World Bank's country website (www.worldbank.org/congo) | 47.1%                                |
| The World Bank's main website (www.worldbank.org)          | 52.9%                                |

| 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   |
| 9. I use more data from the World Bank as a result of the organization's Open Data policy                                    | 243                | 5.31 | 3.16 |
| 10. I find the World Bank websites easy to navigate                                                                          | 170                | 7.06 | 2.55 |
| 11. I find the information on the World Bank's websites useful                                                               | 178                | 7.77 | 2.50 |
| 12. When I need information from the World Bank I know how to find it                                                        | 238                | 5.56 | 3.32 |
| 13. The World Bank is responsive to my information requests and inquiries                                                    | 184                | 4.80 | 3.24 |

**H. Background Information**

| 1. Which of the following best describes your current position?<br>(Please mark only ONE response) | Percentage of Respondents<br>(N=351) |
|----------------------------------------------------------------------------------------------------|--------------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency                            | 32.5%                                |
| Local NGO                                                                                          | 11.4%                                |
| Academia/Research institute/Think tank                                                             | 8.8%                                 |
| Consultant/Contractor working on World Bank supported project/program                              | 7.7%                                 |
| Office of Minister                                                                                 | 6.3%                                 |
| Project Management Unit (PMU) overseeing implementation of project                                 | 6.3%                                 |
| Other                                                                                              | 4.6%                                 |
| Multilateral agency                                                                                | 3.4%                                 |
| Private sector organization                                                                        | 3.1%                                 |
| International NGO                                                                                  | 2.8%                                 |
| Media (Press, Radio, TV, Web, etc.)                                                                | 2.6%                                 |
| Private foundation                                                                                 | 2.0%                                 |
| Local Government office or staff                                                                   | 1.7%                                 |
| Financial sector/Private bank                                                                      | 1.4%                                 |
| Community Based Organization                                                                       | 1.4%                                 |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)   | 1.1%                                 |
| Bilateral agency                                                                                   | 0.9%                                 |
| Trade Union                                                                                        | 0.9%                                 |
| Faith-based group                                                                                  | 0.6%                                 |
| Office of the Prime Minister                                                                       | 0.3%                                 |
| Office of Parliamentarian                                                                          | 0.3%                                 |
| Office of the President                                                                            | 0.0%                                 |
| Judiciary Branch                                                                                   | 0.0%                                 |

**H. Background Information (continued)**

| <b>2. Please identify the primary specialization of your work.<br/>(Please mark only ONE response)</b> | <b>Percentage of Respondents<br/>(N=356)</b> |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Agricultural development                                                                               | 15.4%                                        |
| Education                                                                                              | 9.3%                                         |
| Rural development                                                                                      | 9.0%                                         |
| Other                                                                                                  | 8.1%                                         |
| Domestic private sector development                                                                    | 4.8%                                         |
| Economic growth                                                                                        | 4.5%                                         |
| Health                                                                                                 | 4.5%                                         |
| Monitoring and evaluation                                                                              | 4.2%                                         |
| Local governance and institutions                                                                      | 3.4%                                         |
| Poverty reduction                                                                                      | 3.4%                                         |
| Environmental sustainability                                                                           | 2.5%                                         |
| Natural resource management                                                                            | 2.2%                                         |
| Public financial management                                                                            | 2.2%                                         |
| Communicable/non-communicable disease                                                                  | 2.0%                                         |
| Energy                                                                                                 | 2.0%                                         |
| Global information and communications technology                                                       | 2.0%                                         |
| Anti corruption                                                                                        | 1.7%                                         |
| Gender                                                                                                 | 1.7%                                         |
| Job creation/employment                                                                                | 1.7%                                         |
| Regional integration                                                                                   | 1.7%                                         |
| Water and sanitation                                                                                   | 1.7%                                         |
| Basic infrastructure                                                                                   | 1.4%                                         |
| Financial markets                                                                                      | 1.4%                                         |
| Law and justice                                                                                        | 1.4%                                         |
| Trade and exports                                                                                      | 1.4%                                         |
| Transport                                                                                              | 1.1%                                         |
| Equality of opportunity                                                                                | 0.8%                                         |
| Governance                                                                                             | 0.8%                                         |
| Urban development                                                                                      | 0.8%                                         |
| Food security                                                                                          | 0.6%                                         |
| Global integration                                                                                     | 0.6%                                         |
| Security/stabilization/reconstruction                                                                  | 0.6%                                         |
| Crime and violence                                                                                     | 0.3%                                         |
| Foreign direct investment                                                                              | 0.3%                                         |
| Regulatory framework                                                                                   | 0.3%                                         |
| Social protection                                                                                      | 0.3%                                         |

**H. Background Information (continued)**

| <b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b> | <b>Percentage of Respondents (N=356)</b> |
|--------------------------------------------------------------------------------------------------|------------------------------------------|
| Yes                                                                                              | 49.4%                                    |
| No                                                                                               | 50.6%                                    |

| <b>4. Which of the following describes most of your exposure to the World Bank in the Republic of Congo? (Choose no more than TWO)</b> | <b>Percentage of Respondents (N=337)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Collaborate as part of my professional duties                                                                                          | 43.0%                                    |
| Observer (i.e., follow in media, discuss in informal conversations, etc.)                                                              | 36.2%                                    |
| Engage in World Bank related/sponsored events/activities                                                                               | 32.0%                                    |
| Use World Bank reports/data                                                                                                            | 26.1%                                    |
| Use World Bank website for information, data, research, etc.                                                                           | 19.0%                                    |

| <b>5. Which best represents your geographic location?</b> | <b>Percentage of Respondents (N=360)</b> |
|-----------------------------------------------------------|------------------------------------------|
| Brazzaville                                               | 46.1%                                    |
| Pointe Noire                                              | 25.8%                                    |
| Ngamboma                                                  | 10.0%                                    |
| Kinkala                                                   | 9.2%                                     |
| Owando                                                    | 8.9%                                     |

## Appendix B: Responses to All Questions by Stakeholder Groups

### *A. General Issues facing the Republic of Congo*

In general, would you say that the Republic of Congo is headed in...?\*

| Percentage of Respondents | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
| The right direction       | 72.7%                              | 69.4%                                                        | 62.5%                                      | 73.3%                          | 56.3%                                          | 54.0% | 44.4% | 30.0%                                    | 55.6% |
| The wrong direction       | 4.5%                               | 11.7%                                                        | 18.8%                                      | 13.3%                          | 6.3%                                           | 20.6% | 0.0%  | 16.7%                                    | 11.1% |
| Not sure                  | 22.7%                              | 18.9%                                                        | 18.8%                                      | 13.3%                          | 37.5%                                          | 25.4% | 55.6% | 53.3%                                    | 33.3% |

\*Significantly different between stakeholder groups

### A. General Issues facing the Republic of Congo (continued)

Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

| 1 <sup>st</sup> Most Important                   | Percentage of Respondents          |                                                              |                                            |                                |                                                |       |       |                                          |       |
|--------------------------------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
|                                                  | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
| Rural development                                | 27.3%                              | 18.2%                                                        | 16.7%                                      | 20.0%                          | 13.3%                                          | 14.3% | 11.1% | 3.3%                                     | 14.8% |
| Education                                        | 18.2%                              | 21.8%                                                        | 22.9%                                      | 26.7%                          | 33.3%                                          | 17.5% | 22.2% | 26.7%                                    | 29.6% |
| Social protection                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Transport                                        | 0.0%                               | 6.4%                                                         | 8.3%                                       | 0.0%                           | 0.0%                                           | 7.9%  | 11.1% | 3.3%                                     | 7.4%  |
| Security/stabilization/reconstruction*           | 0.0%                               | 1.8%                                                         | 0.0%                                       | 0.0%                           | 26.7%                                          | 0.0%  | 0.0%  | 3.3%                                     | 0.0%  |
| Poverty reduction                                | 9.1%                               | 9.1%                                                         | 16.7%                                      | 6.7%                           | 0.0%                                           | 12.7% | 11.1% | 3.3%                                     | 11.1% |
| Public sector reform*                            | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 11.1% | 0.0%                                     | 0.0%  |
| Regional integration                             | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Gender                                           | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Domestic private sector development              | 4.5%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 3.2%  | 0.0%  | 3.3%                                     | 3.7%  |
| Foreign direct investment                        | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Water and sanitation*                            | 0.0%                               | 0.0%                                                         | 0.0%                                       | 20.0%                          | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Energy*                                          | 0.0%                               | 0.9%                                                         | 2.1%                                       | 0.0%                           | 13.3%                                          | 1.6%  | 22.2% | 0.0%                                     | 0.0%  |
| Regional conflict and tensions                   | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 3.3%                                     | 0.0%  |
| Monitoring and evaluation                        | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Public financial management                      | 0.0%                               | 2.7%                                                         | 4.2%                                       | 6.7%                           | 0.0%                                           | 4.8%  | 0.0%  | 3.3%                                     | 0.0%  |
| Job creation/employment                          | 4.5%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 3.2%  | 0.0%  | 0.0%                                     | 0.0%  |
| Governance                                       | 4.5%                               | 7.3%                                                         | 8.3%                                       | 0.0%                           | 0.0%                                           | 4.8%  | 0.0%  | 13.3%                                    | 3.7%  |
| Financial markets                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Urban development                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 3.3%                                     | 0.0%  |
| Environmental sustainability                     | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Equality of opportunity                          | 0.0%                               | 0.0%                                                         | 2.1%                                       | 6.7%                           | 0.0%                                           | 1.6%  | 0.0%  | 6.7%                                     | 0.0%  |
| Health                                           | 4.5%                               | 4.5%                                                         | 6.3%                                       | 6.7%                           | 0.0%                                           | 6.3%  | 0.0%  | 3.3%                                     | 3.7%  |
| Global integration                               | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Food security                                    | 4.5%                               | 1.8%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Social cohesion                                  | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Climate change                                   | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Agricultural development                         | 0.0%                               | 10.0%                                                        | 6.3%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 6.7%                                     | 3.7%  |
| Trade and exports                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Crime and violence                               | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Economic growth                                  | 9.1%                               | 0.9%                                                         | 2.1%                                       | 6.7%                           | 0.0%                                           | 1.6%  | 0.0%  | 6.7%                                     | 11.1% |
| Law and justice                                  | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Regulatory framework                             | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Communicable/non-communicable disease            | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Basic infrastructure                             | 4.5%                               | 7.3%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 3.2%  | 0.0%  | 3.3%                                     | 0.0%  |
| Local governance and institutions                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 0.0%  |
| Natural resource management*                     | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 0.0%  | 0.0%                                     | 11.1% |
| Anti corruption                                  | 9.1%                               | 2.7%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 1.6%  | 11.1% | 6.7%                                     | 0.0%  |
| Disaster management                              | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Global information and communications technology | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |

\*Significantly different between stakeholder groups

### A. General Issues facing the Republic of Congo (continued)

Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

| 2 <sup>nd</sup> Most Important                   | Percentage of Respondents          |                                                              |                                            |                                |                                                |       |       |                                          |       |  |
|--------------------------------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|--|
|                                                  | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |  |
| Rural development                                | 9.5%                               | 2.8%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 7.7%  | 12.5% | 6.5%                                     | 7.4%  |  |
| Education                                        | 19.0%                              | 15.7%                                                        | 12.5%                                      | 13.3%                          | 20.0%                                          | 13.8% | 25.0% | 9.7%                                     | 14.8% |  |
| Social protection                                | 4.8%                               | 3.7%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 0.0%                                     | 7.4%  |  |
| Transport*                                       | 0.0%                               | 10.2%                                                        | 2.1%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 6.5%                                     | 11.1% |  |
| Security/stabilization/reconstruction            | 4.8%                               | 0.0%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 0.0%  | 0.0%                                     | 3.7%  |  |
| Poverty reduction                                | 9.5%                               | 9.3%                                                         | 8.3%                                       | 0.0%                           | 26.7%                                          | 7.7%  | 0.0%  | 3.2%                                     | 7.4%  |  |
| Public sector reform                             | 4.8%                               | 0.9%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 0.0%                                     | 3.7%  |  |
| Regional integration                             | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Gender                                           | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Domestic private sector development              | 0.0%                               | 2.8%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 9.2%  | 0.0%  | 3.2%                                     | 0.0%  |  |
| Foreign direct investment                        | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Water and sanitation                             | 0.0%                               | 3.7%                                                         | 10.4%                                      | 13.3%                          | 6.7%                                           | 4.6%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Energy                                           | 4.8%                               | 6.5%                                                         | 2.1%                                       | 6.7%                           | 6.7%                                           | 1.5%  | 0.0%  | 3.2%                                     | 3.7%  |  |
| Regional conflict and tensions                   | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Monitoring and evaluation                        | 0.0%                               | 0.9%                                                         | 4.2%                                       | 6.7%                           | 6.7%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Public financial management                      | 4.8%                               | 2.8%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 3.2%                                     | 11.1% |  |
| Job creation/employment                          | 9.5%                               | 7.4%                                                         | 10.4%                                      | 6.7%                           | 0.0%                                           | 3.1%  | 25.0% | 16.1%                                    | 3.7%  |  |
| Governance                                       | 4.8%                               | 6.5%                                                         | 2.1%                                       | 6.7%                           | 6.7%                                           | 1.5%  | 0.0%  | 6.5%                                     | 3.7%  |  |
| Financial markets                                | 0.0%                               | 0.0%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Urban development                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Environmental sustainability*                    | 0.0%                               | 0.0%                                                         | 2.1%                                       | 20.0%                          | 0.0%                                           | 1.5%  | 0.0%  | 3.2%                                     | 0.0%  |  |
| Equality of opportunity                          | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 1.5%  | 0.0%  | 3.2%                                     | 0.0%  |  |
| Health                                           | 4.8%                               | 5.6%                                                         | 8.3%                                       | 26.7%                          | 6.7%                                           | 6.2%  | 0.0%  | 3.2%                                     | 7.4%  |  |
| Global integration                               | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Food security                                    | 0.0%                               | 3.7%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Social cohesion                                  | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Climate change                                   | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 3.7%  |  |
| Agricultural development                         | 14.3%                              | 8.3%                                                         | 10.4%                                      | 0.0%                           | 6.7%                                           | 7.7%  | 25.0% | 3.2%                                     | 3.7%  |  |
| Trade and exports*                               | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 6.5%                                     | 0.0%  |  |
| Crime and violence                               | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Economic growth                                  | 0.0%                               | 0.9%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 6.5%                                     | 0.0%  |  |
| Law and justice                                  | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 3.2%                                     | 0.0%  |  |
| Regulatory framework                             | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Communicable/non-communicable disease            | 0.0%                               | 0.0%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 3.1%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Basic infrastructure                             | 0.0%                               | 1.9%                                                         | 6.3%                                       | 0.0%                           | 0.0%                                           | 1.5%  | 12.5% | 0.0%                                     | 3.7%  |  |
| Local governance and institutions                | 0.0%                               | 0.0%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Natural resource management                      | 0.0%                               | 1.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Anti corruption                                  | 4.8%                               | 2.8%                                                         | 2.1%                                       | 0.0%                           | 6.7%                                           | 1.5%  | 0.0%  | 12.9%                                    | 3.7%  |  |
| Disaster management                              | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |
| Global information and communications technology | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |  |

\*Significantly different between stakeholder groups

### A. General Issues facing the Republic of Congo (continued)

Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

| 3 <sup>rd</sup> Most Important                   | Percentage of Respondents          |                                                              |                                            |                                |                                                |      |       |                                          |       |
|--------------------------------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|------|-------|------------------------------------------|-------|
|                                                  | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO  | Media | Academia/ Research Institute/ Think Tank | Other |
| Rural development                                | 4.8%                               | 2.7%                                                         | 2.0%                                       | 0.0%                           | 13.3%                                          | 6.3% | 0.0%  | 6.5%                                     | 0.0%  |
| Education                                        | 0.0%                               | 8.0%                                                         | 10.2%                                      | 6.7%                           | 0.0%                                           | 1.6% | 0.0%  | 3.2%                                     | 0.0%  |
| Social protection                                | 0.0%                               | 1.8%                                                         | 4.1%                                       | 6.7%                           | 0.0%                                           | 1.6% | 0.0%  | 6.5%                                     | 0.0%  |
| Transport                                        | 0.0%                               | 7.1%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 4.7% | 0.0%  | 0.0%                                     | 3.7%  |
| Security/stabilization/reconstruction            | 0.0%                               | 1.8%                                                         | 2.0%                                       | 0.0%                           | 0.0%                                           | 3.1% | 0.0%  | 0.0%                                     | 3.7%  |
| Poverty reduction                                | 4.8%                               | 7.1%                                                         | 2.0%                                       | 13.3%                          | 0.0%                                           | 1.6% | 11.1% | 9.7%                                     | 11.1% |
| Public sector reform                             | 0.0%                               | 0.0%                                                         | 4.1%                                       | 0.0%                           | 0.0%                                           | 1.6% | 11.1% | 0.0%                                     | 0.0%  |
| Regional integration                             | 0.0%                               | 1.8%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 1.6% | 11.1% | 3.2%                                     | 0.0%  |
| Gender                                           | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 0.0%                                     | 0.0%  |
| Domestic private sector development              | 0.0%                               | 3.6%                                                         | 2.0%                                       | 0.0%                           | 6.7%                                           | 0.0% | 0.0%  | 0.0%                                     | 7.4%  |
| Foreign direct investment                        | 9.5%                               | 1.8%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 3.2%                                     | 3.7%  |
| Water and sanitation                             | 4.8%                               | 3.6%                                                         | 10.2%                                      | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 3.2%                                     | 7.4%  |
| Energy                                           | 4.8%                               | 3.6%                                                         | 6.1%                                       | 6.7%                           | 0.0%                                           | 6.3% | 0.0%  | 6.5%                                     | 3.7%  |
| Regional conflict and tensions                   | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 3.2%                                     | 0.0%  |
| Monitoring and evaluation                        | 4.8%                               | 0.9%                                                         | 4.1%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 3.2%                                     | 0.0%  |
| Public financial management                      | 0.0%                               | 0.9%                                                         | 2.0%                                       | 0.0%                           | 0.0%                                           | 4.7% | 0.0%  | 0.0%                                     | 3.7%  |
| Job creation/employment                          | 4.8%                               | 4.5%                                                         | 8.2%                                       | 0.0%                           | 13.3%                                          | 4.7% | 11.1% | 6.5%                                     | 11.1% |
| Governance                                       | 14.3%                              | 3.6%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 7.8% | 0.0%  | 0.0%                                     | 11.1% |
| Financial markets                                | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 0.0%                                     | 0.0%  |
| Urban development                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 0.0%                                     | 0.0%  |
| Environmental sustainability                     | 0.0%                               | 2.7%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 0.0%                                     | 0.0%  |
| Equality of opportunity                          | 0.0%                               | 0.9%                                                         | 2.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 0.0%                                     | 0.0%  |
| Health                                           | 4.8%                               | 7.1%                                                         | 16.3%                                      | 6.7%                           | 26.7%                                          | 6.3% | 0.0%  | 6.5%                                     | 7.4%  |
| Global integration                               | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 0.0%                                     | 0.0%  |
| Food security                                    | 4.8%                               | 2.7%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 4.7% | 11.1% | 0.0%                                     | 0.0%  |
| Social cohesion                                  | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 1.6% | 0.0%  | 0.0%                                     | 0.0%  |
| Climate change                                   | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 0.0%                                     | 0.0%  |
| Agricultural development                         | 0.0%                               | 8.0%                                                         | 6.1%                                       | 0.0%                           | 0.0%                                           | 4.7% | 11.1% | 0.0%                                     | 3.7%  |
| Trade and exports                                | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 3.2%                                     | 0.0%  |
| Crime and violence                               | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 0.0%                                     | 0.0%  |
| Economic growth*                                 | 9.5%                               | 1.8%                                                         | 4.1%                                       | 20.0%                          | 6.7%                                           | 0.0% | 11.1% | 0.0%                                     | 3.7%  |
| Law and justice                                  | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 3.1% | 11.1% | 0.0%                                     | 3.7%  |
| Regulatory framework                             | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 1.6% | 0.0%  | 0.0%                                     | 0.0%  |
| Communicable/non-communicable disease            | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 0.0%                                     | 0.0%  |
| Basic infrastructure                             | 9.5%                               | 7.1%                                                         | 4.1%                                       | 13.3%                          | 0.0%                                           | 7.8% | 11.1% | 9.7%                                     | 0.0%  |
| Local governance and institutions*               | 0.0%                               | 0.0%                                                         | 2.0%                                       | 13.3%                          | 0.0%                                           | 6.3% | 0.0%  | 3.2%                                     | 0.0%  |
| Natural resource management                      | 9.5%                               | 3.6%                                                         | 4.1%                                       | 0.0%                           | 0.0%                                           | 0.0% | 0.0%  | 6.5%                                     | 0.0%  |
| Anti corruption                                  | 9.5%                               | 4.5%                                                         | 2.0%                                       | 6.7%                           | 0.0%                                           | 3.1% | 0.0%  | 12.9%                                    | 14.8% |
| Disaster management                              | 0.0%                               | 0.9%                                                         | 2.0%                                       | 6.7%                           | 0.0%                                           | 0.0% | 0.0%  | 3.2%                                     | 0.0%  |
| Global information and communications technology | 0.0%                               | 1.8%                                                         | 0.0%                                       | 0.0%                           | 6.7%                                           | 4.7% | 0.0%  | 0.0%                                     | 0.0%  |

\*Significantly different between stakeholder groups

### A. General Issues facing the Republic of Congo (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 Congo?  
(Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| Water and sanitation                              | 21.7%                                 | 19.5%                                                              | 22.4%                                            | 33.3%                             | 31.3%                                                | 16.4% | 11.1% | 9.7%                                           | 14.8% |
| Equality of opportunity                           | 8.7%                                  | 6.2%                                                               | 4.1%                                             | 6.7%                              | 12.5%                                                | 13.4% | 22.2% | 9.7%                                           | 3.7%  |
| Economic growth                                   | 26.1%                                 | 22.1%                                                              | 26.5%                                            | 13.3%                             | 25.0%                                                | 25.4% | 11.1% | 32.3%                                          | 51.9% |
| Climate change                                    | 0.0%                                  | 0.9%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Regional conflict and tensions                    | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Disaster management                               | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Regional integration                              | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 3.2%                                           | 3.7%  |
| Gender*                                           | 8.7%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Rural development                                 | 21.7%                                 | 25.7%                                                              | 20.4%                                            | 6.7%                              | 25.0%                                                | 25.4% | 11.1% | 3.2%                                           | 25.9% |
| Urban development                                 | 0.0%                                  | 1.8%                                                               | 0.0%                                             | 6.7%                              | 6.3%                                                 | 3.0%  | 0.0%  | 3.2%                                           | 0.0%  |
| Education                                         | 17.4%                                 | 21.2%                                                              | 24.5%                                            | 13.3%                             | 18.8%                                                | 17.9% | 22.2% | 16.1%                                          | 22.2% |
| Regulatory framework                              | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Local governance and institutions*                | 17.4%                                 | 0.9%                                                               | 6.1%                                             | 6.7%                              | 6.3%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Basic infrastructure                              | 21.7%                                 | 10.6%                                                              | 14.3%                                            | 33.3%                             | 6.3%                                                 | 17.9% | 22.2% | 12.9%                                          | 22.2% |
| Social protection                                 | 4.3%                                  | 2.7%                                                               | 2.0%                                             | 13.3%                             | 12.5%                                                | 7.5%  | 11.1% | 16.1%                                          | 0.0%  |
| Law and justice                                   | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 11.1% | 3.2%                                           | 0.0%  |
| Transport                                         | 4.3%                                  | 19.5%                                                              | 14.3%                                            | 0.0%                              | 6.3%                                                 | 9.0%  | 0.0%  | 12.9%                                          | 14.8% |
| Crime and violence                                | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Communicable/non-communicable disease             | 0.0%                                  | 1.8%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Security/stabilization/reconstruction             | 4.3%                                  | 1.8%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 3.2%                                           | 3.7%  |
| Global information and communications technology  | 0.0%                                  | 0.0%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Public sector reform                              | 0.0%                                  | 3.5%                                                               | 0.0%                                             | 0.0%                              | 6.3%                                                 | 0.0%  | 11.1% | 3.2%                                           | 0.0%  |
| Domestic private sector development               | 21.7%                                 | 16.8%                                                              | 10.2%                                            | 6.7%                              | 31.3%                                                | 11.9% | 0.0%  | 9.7%                                           | 0.0%  |
| Foreign direct investment                         | 8.7%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 6.5%                                           | 0.0%  |
| Global integration                                | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Energy                                            | 4.3%                                  | 9.7%                                                               | 18.4%                                            | 20.0%                             | 18.8%                                                | 11.9% | 0.0%  | 16.1%                                          | 11.1% |
| Food security                                     | 8.7%                                  | 15.0%                                                              | 16.3%                                            | 6.7%                              | 25.0%                                                | 9.0%  | 0.0%  | 9.7%                                           | 11.1% |
| Monitoring and evaluation                         | 0.0%                                  | 2.7%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Governance*                                       | 8.7%                                  | 3.5%                                                               | 10.2%                                            | 13.3%                             | 6.3%                                                 | 20.9% | 22.2% | 12.9%                                          | 11.1% |
| Social cohesion                                   | 0.0%                                  | 0.0%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Natural resource management*                      | 17.4%                                 | 6.2%                                                               | 10.2%                                            | 0.0%                              | 0.0%                                                 | 1.5%  | 22.2% | 16.1%                                          | 11.1% |
| Environmental sustainability                      | 8.7%                                  | 2.7%                                                               | 4.1%                                             | 6.7%                              | 6.3%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 3.7%  |
| Health                                            | 4.3%                                  | 19.5%                                                              | 14.3%                                            | 20.0%                             | 25.0%                                                | 11.9% | 22.2% | 6.5%                                           | 14.8% |
| Public financial management                       | 0.0%                                  | 2.7%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 6.0%  | 11.1% | 3.2%                                           | 7.4%  |
| Agricultural development*                         | 30.4%                                 | 40.7%                                                              | 12.2%                                            | 33.3%                             | 6.3%                                                 | 25.4% | 22.2% | 25.8%                                          | 25.9% |
| Job creation/employment                           | 30.4%                                 | 23.9%                                                              | 40.8%                                            | 40.0%                             | 25.0%                                                | 23.9% | 33.3% | 38.7%                                          | 40.7% |
| Financial markets                                 | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Trade and exports                                 | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Anti corruption*                                  | 0.0%                                  | 8.8%                                                               | 8.2%                                             | 20.0%                             | 0.0%                                                 | 9.0%  | 33.3% | 19.4%                                          | 0.0%  |

\*Significantly different between stakeholder groups

### A. General Issues facing the Republic of Congo (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 Congo? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank |       | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank |  | Other |
|---------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|-------|------------------------------------------------|--|-------|
|                                                   |                                       |                                                                    |                                                  |                                   |                                                      |       |       |       |                                                |  |       |
| Energy                                            | 30.4%                                 | 38.6%                                                              | 44.9%                                            | 20.0%                             | 31.3%                                                | 29.9% | 55.6% | 29.0% | 51.9%                                          |  |       |
| Equality of opportunity                           | 0.0%                                  | 2.6%                                                               | 2.0%                                             | 13.3%                             | 0.0%                                                 | 6.0%  | 0.0%  | 9.7%  | 0.0%                                           |  |       |
| Social protection                                 | 0.0%                                  | 0.9%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 11.1% | 0.0%  | 0.0%                                           |  |       |
| Global integration                                | 0.0%                                  | 0.0%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 3.2%  | 0.0%                                           |  |       |
| Climate change                                    | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 6.7%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Anti corruption                                   | 17.4%                                 | 15.8%                                                              | 16.3%                                            | 13.3%                             | 25.0%                                                | 20.9% | 33.3% | 29.0% | 29.6%                                          |  |       |
| Disaster management                               | 0.0%                                  | 0.0%                                                               | 2.0%                                             | 6.7%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Regional conflict and tensions                    | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 3.2%  | 0.0%                                           |  |       |
| Rural development                                 | 30.4%                                 | 18.4%                                                              | 20.4%                                            | 0.0%                              | 18.8%                                                | 20.9% | 11.1% | 9.7%  | 22.2%                                          |  |       |
| Foreign direct investment*                        | 8.7%                                  | 7.9%                                                               | 6.1%                                             | 26.7%                             | 0.0%                                                 | 7.5%  | 0.0%  | 19.4% | 22.2%                                          |  |       |
| Urban development                                 | 0.0%                                  | 3.5%                                                               | 2.0%                                             | 13.3%                             | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Water and sanitation                              | 4.3%                                  | 2.6%                                                               | 2.0%                                             | 0.0%                              | 6.3%                                                 | 6.0%  | 0.0%  | 6.5%  | 3.7%                                           |  |       |
| Education                                         | 8.7%                                  | 7.0%                                                               | 4.1%                                             | 0.0%                              | 25.0%                                                | 10.4% | 0.0%  | 12.9% | 18.5%                                          |  |       |
| Global information and communications technology  | 0.0%                                  | 5.3%                                                               | 6.1%                                             | 20.0%                             | 6.3%                                                 | 4.5%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Regulatory framework                              | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 3.2%  | 0.0%                                           |  |       |
| Communicable/non-communicable disease             | 0.0%                                  | 0.0%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 11.1% | 0.0%  | 0.0%                                           |  |       |
| Trade and exports                                 | 17.4%                                 | 12.3%                                                              | 10.2%                                            | 33.3%                             | 37.5%                                                | 10.4% | 11.1% | 19.4% | 11.1%                                          |  |       |
| Social cohesion                                   | 4.3%                                  | 0.9%                                                               | 6.1%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Public sector reform                              | 4.3%                                  | 1.8%                                                               | 4.1%                                             | 13.3%                             | 6.3%                                                 | 6.0%  | 0.0%  | 0.0%  | 3.7%                                           |  |       |
| Regional integration                              | 0.0%                                  | 2.6%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 7.5%  | 0.0%  | 3.2%  | 3.7%                                           |  |       |
| Domestic private sector development               | 21.7%                                 | 22.8%                                                              | 12.2%                                            | 26.7%                             | 31.3%                                                | 19.4% | 11.1% | 16.1% | 14.8%                                          |  |       |
| Job creation/employment*                          | 8.7%                                  | 14.0%                                                              | 26.5%                                            | 20.0%                             | 6.3%                                                 | 10.4% | 55.6% | 19.4% | 11.1%                                          |  |       |
| Agricultural development                          | 39.1%                                 | 32.5%                                                              | 26.5%                                            | 20.0%                             | 31.3%                                                | 26.9% | 0.0%  | 25.8% | 18.5%                                          |  |       |
| Food security                                     | 8.7%                                  | 3.5%                                                               | 6.1%                                             | 6.7%                              | 6.3%                                                 | 1.5%  | 0.0%  | 9.7%  | 0.0%                                           |  |       |
| Governance                                        | 17.4%                                 | 14.0%                                                              | 16.3%                                            | 13.3%                             | 12.5%                                                | 19.4% | 22.2% | 12.9% | 18.5%                                          |  |       |
| Transport                                         | 17.4%                                 | 14.9%                                                              | 10.2%                                            | 0.0%                              | 12.5%                                                | 10.4% | 11.1% | 9.7%  | 11.1%                                          |  |       |
| Security/stabilization/reconstruction             | 4.3%                                  | 0.0%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 11.1% | 3.2%  | 0.0%                                           |  |       |
| Monitoring and evaluation                         | 0.0%                                  | 2.6%                                                               | 6.1%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 11.1% | 9.7%  | 3.7%                                           |  |       |
| Gender*                                           | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 13.3%                             | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Natural resource management*                      | 4.3%                                  | 28.9%                                                              | 12.2%                                            | 0.0%                              | 18.8%                                                | 17.9% | 22.2% | 12.9% | 11.1%                                          |  |       |
| Environmental sustainability                      | 0.0%                                  | 1.8%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%  | 3.7%                                           |  |       |
| Health                                            | 8.7%                                  | 7.9%                                                               | 4.1%                                             | 6.7%                              | 12.5%                                                | 1.5%  | 0.0%  | 3.2%  | 7.4%                                           |  |       |
| Basic infrastructure                              | 21.7%                                 | 14.9%                                                              | 16.3%                                            | 13.3%                             | 6.3%                                                 | 11.9% | 0.0%  | 12.9% | 18.5%                                          |  |       |
| Law and justice                                   | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 3.2%  | 0.0%                                           |  |       |
| Local governance and institutions                 | 4.3%                                  | 0.9%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 0.0%  | 3.7%                                           |  |       |
| Crime and violence                                | 0.0%                                  | 0.0%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%  | 0.0%                                           |  |       |
| Public financial management                       | 17.4%                                 | 18.4%                                                              | 18.4%                                            | 13.3%                             | 6.3%                                                 | 19.4% | 11.1% | 9.7%  | 11.1%                                          |  |       |
| Financial markets                                 | 0.0%                                  | 1.8%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 11.1% | 3.2%  | 0.0%                                           |  |       |

\*Significantly different between stakeholder groups

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

|                                                                 | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|-----------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                 | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                 | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| How familiar are you with the work of the World Bank in Congo?* | 23                                                           | 5.96 | 3.18 | 114                                                                | 4.62 | 2.84 | 49                                                | 6.92 | 2.90 | 15                                | 7.67 | 1.95 | 16                                                | 5.00 | 3.50 | 67  | 5.51 | 2.89 | 9     | 4.67 | 2.78 | 31                                          | 3.84 | 2.77 | 25    | 4.28 | 2.56 |

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

|                                                                                   | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                   | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                   | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| Overall, please rate your impression of the World Bank's effectiveness in Congo.* | 23                                                           | 6.09 | 2.87 | 100                                                                | 5.52 | 2.72 | 44                                                | 7.32 | 2.10 | 15                                | 7.93 | 1.58 | 13                                                | 6.62 | 2.10 | 60  | 6.08 | 2.60 | 7     | 7.71 | 2.50 | 28                                          | 4.75 | 2.07 | 22    | 6.09 | 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 Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                                                                        | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| To what extent do you believe the World Bank's staff is well prepared to help Congo solve its most complicated development challenges? | 18                                                           | 7.39 | 2.70 | 88                                                                 | 6.93 | 2.39 | 46                                                | 7.96 | 2.08 | 12                                | 8.25 | 1.22 | 13                                                | 7.46 | 1.81 | 53  | 7.57 | 2.31 | 3     | 7.33 | 1.15 | 23                                          | 6.13 | 3.02 | 16    | 6.94 | 2.52 |

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

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

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

| Percentage of Respondents<br>(Responses Combined) | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| Rural development                                 | 43.5%                                 | 35.1%                                                              | 20.4%                                            | 20.0%                             | 37.5%                                                | 25.4% | 33.3% | 9.7%                                           | 33.3% |
| Education                                         | 43.5%                                 | 36.8%                                                              | 38.8%                                            | 33.3%                             | 31.3%                                                | 31.3% | 22.2% | 45.2%                                          | 40.7% |
| Governance                                        | 21.7%                                 | 18.4%                                                              | 22.4%                                            | 13.3%                             | 25.0%                                                | 26.9% | 22.2% | 22.6%                                          | 11.1% |
| Security/stabilization/reconstruction*            | 4.3%                                  | 0.0%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 9.7%                                           | 0.0%  |
| Social protection*                                | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 22.2% | 6.5%                                           | 0.0%  |
| Transport                                         | 0.0%                                  | 17.5%                                                              | 16.3%                                            | 6.7%                              | 0.0%                                                 | 11.9% | 11.1% | 6.5%                                           | 14.8% |
| Poverty reduction                                 | 26.1%                                 | 19.3%                                                              | 28.6%                                            | 46.7%                             | 31.3%                                                | 26.9% | 11.1% | 16.1%                                          | 37.0% |
| Public sector reform                              | 8.7%                                  | 5.3%                                                               | 2.0%                                             | 20.0%                             | 6.3%                                                 | 3.0%  | 22.2% | 3.2%                                           | 3.7%  |
| Regional integration                              | 0.0%                                  | 2.6%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Gender                                            | 0.0%                                  | 0.9%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 6.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Crime and violence                                | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Domestic private sector development               | 4.3%                                  | 12.3%                                                              | 6.1%                                             | 13.3%                             | 25.0%                                                | 13.4% | 0.0%  | 19.4%                                          | 14.8% |
| Foreign direct investment                         | 4.3%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 6.3%                                                 | 0.0%  | 0.0%  | 3.2%                                           | 3.7%  |
| Water and sanitation                              | 13.0%                                 | 10.5%                                                              | 4.1%                                             | 6.7%                              | 12.5%                                                | 3.0%  | 11.1% | 0.0%                                           | 7.4%  |
| Energy                                            | 13.0%                                 | 12.3%                                                              | 8.2%                                             | 0.0%                              | 0.0%                                                 | 9.0%  | 11.1% | 6.5%                                           | 7.4%  |
| Monitoring and evaluation                         | 0.0%                                  | 7.0%                                                               | 10.2%                                            | 6.7%                              | 0.0%                                                 | 7.5%  | 0.0%  | 12.9%                                          | 3.7%  |
| Social cohesion*                                  | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 6.7%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Public financial management                       | 17.4%                                 | 10.5%                                                              | 12.2%                                            | 6.7%                              | 6.3%                                                 | 10.4% | 33.3% | 6.5%                                           | 22.2% |
| Job creation/employment*                          | 13.0%                                 | 3.5%                                                               | 6.1%                                             | 13.3%                             | 18.8%                                                | 11.9% | 0.0%  | 25.8%                                          | 18.5% |
| Financial markets                                 | 0.0%                                  | 0.9%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Urban development                                 | 4.3%                                  | 1.8%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 6.5%                                           | 0.0%  |
| Environmental sustainability                      | 0.0%                                  | 5.3%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Equality of opportunity                           | 0.0%                                  | 0.9%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 11.1% | 3.2%                                           | 0.0%  |
| Regional conflict and tensions                    | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Health                                            | 26.1%                                 | 17.5%                                                              | 24.5%                                            | 13.3%                             | 25.0%                                                | 19.4% | 22.2% | 9.7%                                           | 14.8% |
| Global integration                                | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 3.7%  |
| Food security                                     | 0.0%                                  | 9.6%                                                               | 4.1%                                             | 13.3%                             | 0.0%                                                 | 4.5%  | 11.1% | 3.2%                                           | 0.0%  |
| Climate change*                                   | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 6.7%                              | 6.3%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Agricultural development                          | 13.0%                                 | 27.2%                                                              | 30.6%                                            | 20.0%                             | 12.5%                                                | 20.9% | 0.0%  | 22.6%                                          | 25.9% |
| Trade and exports                                 | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 3.2%                                           | 0.0%  |
| Economic growth                                   | 13.0%                                 | 4.4%                                                               | 4.1%                                             | 13.3%                             | 18.8%                                                | 6.0%  | 11.1% | 3.2%                                           | 7.4%  |
| Law and justice                                   | 0.0%                                  | 2.6%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 6.0%  | 0.0%  | 3.2%                                           | 0.0%  |
| Local governance and institutions                 | 4.3%                                  | 3.5%                                                               | 0.0%                                             | 6.7%                              | 12.5%                                                | 6.0%  | 0.0%  | 9.7%                                           | 3.7%  |
| Regulatory framework                              | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 6.7%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Communicable/non-communicable disease             | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 4.5%  | 0.0%  | 0.0%                                           | 3.7%  |
| Basic infrastructure                              | 17.4%                                 | 6.1%                                                               | 16.3%                                            | 20.0%                             | 12.5%                                                | 7.5%  | 0.0%  | 6.5%                                           | 14.8% |
| Natural resource management                       | 0.0%                                  | 9.6%                                                               | 8.2%                                             | 0.0%                              | 6.3%                                                 | 9.0%  | 11.1% | 9.7%                                           | 7.4%  |
| Anti corruption                                   | 8.7%                                  | 8.8%                                                               | 14.3%                                            | 6.7%                              | 6.3%                                                 | 10.4% | 33.3% | 16.1%                                          | 0.0%  |
| Disaster management                               | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Global information and communications technology  | 0.0%                                  | 1.8%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 3.2%                                           | 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 Congo?

| Greatest Value<br>Percentage of Respondents | Office of Prime    | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------------------------|--------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
|                                             | Minister/ Minister |                                                                    |                                                  |                                   |                                                      |       |       |                                                |       |
| Financial resources                         | 19.0%              | 35.1%                                                              | 29.8%                                            | 20.0%                             | 20.0%                                                | 33.8% | 33.3% | 19.4%                                          | 25.9% |
| Mobilizing third party financial resources  | 4.8%               | 12.6%                                                              | 17.0%                                            | 13.3%                             | 6.7%                                                 | 16.9% | 0.0%  | 16.1%                                          | 7.4%  |
| Technical assistance                        | 28.6%              | 15.3%                                                              | 14.9%                                            | 33.3%                             | 26.7%                                                | 9.2%  | 22.2% | 12.9%                                          | 18.5% |
| Policy advice                               | 9.5%               | 8.1%                                                               | 10.6%                                            | 6.7%                              | 26.7%                                                | 12.3% | 11.1% | 19.4%                                          | 7.4%  |
| Donor coordination                          | 0.0%               | 2.7%                                                               | 6.4%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Data                                        | 4.8%               | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Training/capacity building                  | 19.0%              | 14.4%                                                              | 12.8%                                            | 13.3%                             | 0.0%                                                 | 18.5% | 22.2% | 12.9%                                          | 25.9% |
| Studies/analyses                            | 0.0%               | 2.7%                                                               | 0.0%                                             | 6.7%                              | 13.3%                                                | 1.5%  | 0.0%  | 6.5%                                           | 7.4%  |
| Convening/facilitating                      | 0.0%               | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Linkage to non-Bank expertise               | 4.8%               | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 3.2%                                           | 0.0%  |
| Strategy formulation                        | 9.5%               | 8.1%                                                               | 6.4%                                             | 6.7%                              | 6.7%                                                 | 7.7%  | 11.1% | 9.7%                                           | 7.4%  |
| Other                                       | 0.0%               | 0.0%                                                               | 2.1%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |

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 Congo?

| 2 <sup>nd</sup> Greatest Value<br>Percentage of Respondents | Office of Prime    | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|-------------------------------------------------------------|--------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
|                                                             | Minister/ Minister |                                                                    |                                                  |                                   |                                                      |       |       |                                                |       |
| Financial resources                                         | 4.8%               | 7.3%                                                               | 6.3%                                             | 6.7%                              | 0.0%                                                 | 15.6% | 0.0%  | 6.5%                                           | 3.7%  |
| Mobilizing third party financial resources                  | 4.8%               | 2.8%                                                               | 10.4%                                            | 0.0%                              | 13.3%                                                | 15.6% | 14.3% | 9.7%                                           | 7.4%  |
| Technical assistance                                        | 14.3%              | 18.3%                                                              | 16.7%                                            | 26.7%                             | 13.3%                                                | 10.9% | 14.3% | 6.5%                                           | 29.6% |
| Policy advice                                               | 14.3%              | 7.3%                                                               | 2.1%                                             | 20.0%                             | 13.3%                                                | 7.8%  | 14.3% | 6.5%                                           | 7.4%  |
| Donor coordination                                          | 9.5%               | 5.5%                                                               | 4.2%                                             | 0.0%                              | 6.7%                                                 | 3.1%  | 14.3% | 3.2%                                           | 0.0%  |
| Data                                                        | 9.5%               | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.6%  | 0.0%  | 3.2%                                           | 0.0%  |
| Training/capacity building                                  | 14.3%              | 30.3%                                                              | 22.9%                                            | 20.0%                             | 20.0%                                                | 25.0% | 14.3% | 22.6%                                          | 29.6% |
| Studies/analyses                                            | 9.5%               | 2.8%                                                               | 6.3%                                             | 6.7%                              | 0.0%                                                 | 3.1%  | 0.0%  | 3.2%                                           | 0.0%  |
| Convening/facilitating                                      | 0.0%               | 0.0%                                                               | 2.1%                                             | 6.7%                              | 6.7%                                                 | 1.6%  | 0.0%  | 3.2%                                           | 0.0%  |
| Linkage to non-Bank expertise                               | 4.8%               | 1.8%                                                               | 0.0%                                             | 6.7%                              | 0.0%                                                 | 1.6%  | 0.0%  | 3.2%                                           | 0.0%  |
| Strategy formulation                                        | 14.3%              | 22.0%                                                              | 27.1%                                            | 6.7%                              | 20.0%                                                | 14.1% | 28.6% | 32.3%                                          | 22.2% |
| Other                                                       | 0.0%               | 0.9%                                                               | 2.1%                                             | 0.0%                              | 6.7%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |

**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 Congo? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined)                               | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| Imposing technocratic solutions without regard to political realities*          | 14.3%                                 | 38.4%                                                              | 25.0%                                            | 14.3%                             | 37.5%                                                | 23.1% | 66.7% | 25.8%                                          | 26.9% |
| Not exploring alternative policy options                                        | 4.8%                                  | 3.6%                                                               | 8.3%                                             | 21.4%                             | 0.0%                                                 | 6.2%  | 0.0%  | 12.9%                                          | 7.7%  |
| Too bureaucratic in its operational policies and procedures                     | 14.3%                                 | 17.9%                                                              | 27.1%                                            | 14.3%                             | 31.3%                                                | 24.6% | 0.0%  | 6.5%                                           | 11.5% |
| Staff too inaccessible                                                          | 9.5%                                  | 4.5%                                                               | 4.2%                                             | 7.1%                              | 12.5%                                                | 9.2%  | 0.0%  | 9.7%                                           | 11.5% |
| Arrogant in its approach*                                                       | 0.0%                                  | 0.0%                                                               | 4.2%                                             | 14.3%                             | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Not client focused                                                              | 0.0%                                  | 1.8%                                                               | 2.1%                                             | 7.1%                              | 0.0%                                                 | 4.6%  | 0.0%  | 0.0%                                           | 0.0%  |
| The credibility of its knowledge/data                                           | 0.0%                                  | 0.9%                                                               | 2.1%                                             | 0.0%                              | 6.3%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Not willing to honestly criticize policies and reform efforts in the country    | 61.9%                                 | 39.3%                                                              | 37.5%                                            | 28.6%                             | 37.5%                                                | 29.2% | 44.4% | 35.5%                                          | 30.8% |
| Its advice and strategies do not lend themselves to practical problem solving   | 14.3%                                 | 10.7%                                                              | 12.5%                                            | 14.3%                             | 6.3%                                                 | 10.8% | 33.3% | 29.0%                                          | 15.4% |
| Too influenced by developed countries                                           | 19.0%                                 | 27.7%                                                              | 6.3%                                             | 7.1%                              | 12.5%                                                | 18.5% | 22.2% | 12.9%                                          | 30.8% |
| Not enough public disclosure of its work*                                       | 0.0%                                  | 7.1%                                                               | 8.3%                                             | 14.3%                             | 37.5%                                                | 12.3% | 0.0%  | 19.4%                                          | 3.8%  |
| World Bank processes too slow and complex                                       | 14.3%                                 | 17.0%                                                              | 27.1%                                            | 21.4%                             | 6.3%                                                 | 23.1% | 11.1% | 19.4%                                          | 15.4% |
| Not aligned with country priorities                                             | 9.5%                                  | 4.5%                                                               | 0.0%                                             | 0.0%                              | 6.3%                                                 | 3.1%  | 11.1% | 6.5%                                           | 3.8%  |
| Not aligned with other donors' work*                                            | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 7.7%  |
| Not collaborating enough with non-state actors                                  | 14.3%                                 | 8.9%                                                               | 14.6%                                            | 14.3%                             | 6.3%                                                 | 23.1% | 11.1% | 12.9%                                          | 3.8%  |
| Not focused enough on issues that are unique to post-conflict countries         | 14.3%                                 | 1.8%                                                               | 4.2%                                             | 7.1%                              | 0.0%                                                 | 3.1%  | 0.0%  | 0.0%                                           | 7.7%  |
| Not adequately sensitive to political/social realities in the Republic of Congo | 4.8%                                  | 10.7%                                                              | 10.4%                                            | 7.1%                              | 0.0%                                                 | 6.2%  | 0.0%  | 6.5%                                           | 15.4% |
| Other                                                                           | 0.0%                                  | 3.6%                                                               | 4.2%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 11.5% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents<br>(Responses Combined)       | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| Investment lending*                                     | 50.0%                                 | 67.3%                                                              | 65.3%                                            | 20.0%                             | 37.5%                                                | 59.7% | 55.6% | 48.4%                                          | 57.7% |
| Capacity development                                    | 27.3%                                 | 20.4%                                                              | 34.7%                                            | 33.3%                             | 31.3%                                                | 31.3% | 44.4% | 29.0%                                          | 30.8% |
| Policy based lending / Budget support to the Government | 18.2%                                 | 16.8%                                                              | 14.3%                                            | 33.3%                             | 25.0%                                                | 16.4% | 22.2% | 22.6%                                          | 30.8% |
| Analytical work                                         | 0.0%                                  | 8.0%                                                               | 6.1%                                             | 13.3%                             | 0.0%                                                 | 10.4% | 11.1% | 16.1%                                          | 15.4% |
| Technical assistance                                    | 45.5%                                 | 36.3%                                                              | 32.7%                                            | 60.0%                             | 43.8%                                                | 23.9% | 33.3% | 25.8%                                          | 19.2% |
| Trust Fund management                                   | 4.5%                                  | 3.5%                                                               | 8.2%                                             | 0.0%                              | 0.0%                                                 | 9.0%  | 0.0%  | 3.2%                                           | 3.8%  |
| Co-financing arrangements                               | 9.1%                                  | 8.8%                                                               | 14.3%                                            | 20.0%                             | 0.0%                                                 | 11.9% | 0.0%  | 3.2%                                           | 7.7%  |
| Sector-wide approaches                                  | 9.1%                                  | 5.3%                                                               | 10.2%                                            | 20.0%                             | 18.8%                                                | 9.0%  | 11.1% | 19.4%                                          | 7.7%  |
| Emergency Recovery lending                              | 13.6%                                 | 15.9%                                                              | 10.2%                                            | 0.0%                              | 18.8%                                                | 16.4% | 22.2% | 12.9%                                          | 19.2% |
| Other                                                   | 0.0%                                  | 0.9%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Don't know                                              | 13.6%                                 | 8.8%                                                               | 2.0%                                             | 0.0%                              | 18.8%                                                | 4.5%  | 0.0%  | 12.9%                                          | 3.8%  |

\*Significantly different between stakeholder groups

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

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined)       | Office of Prime<br>Minister/ Minister |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |       |      | PMU/Consultant/<br>Contractor on<br>Bank project |       |      | Bilateral/<br>Multilateral Agency |       |      | Private Sector/<br>Financial Sector/<br>Private Bank |       |      | CSO |       |      | Media |       |      | Academia/<br>Research Institute/<br>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 |
| Investment lending*                                     | 30.4%                                 |      |                                                                    | 15.2% |      |                                                  | 12.2% |      |                                   | 40.0% |      |                                                      | 50.0% |      |     | 19.4% |      |       | 12.5% |      |                                                | 23.3% |      |       | 7.7%  |      |
| Capacity development                                    | 34.8%                                 |      |                                                                    | 21.4% |      |                                                  | 26.5% |      |                                   | 13.3% |      |                                                      | 25.0% |      |     | 19.4% |      |       | 12.5% |      |                                                | 23.3% |      |       | 23.1% |      |
| Policy based lending / Budget support to the Government | 8.7%                                  |      |                                                                    | 33.0% |      |                                                  | 26.5% |      |                                   | 6.7%  |      |                                                      | 12.5% |      |     | 28.4% |      |       | 25.0% |      |                                                | 20.0% |      |       | 23.1% |      |
| Analytical work                                         | 17.4%                                 |      |                                                                    | 7.1%  |      |                                                  | 14.3% |      |                                   | 6.7%  |      |                                                      | 10.4% |      |     | 10.4% |      |       | 0.0%  |      |                                                | 6.7%  |      |       | 0.0%  |      |
| Technical assistance                                    | 26.1%                                 |      |                                                                    | 17.9% |      |                                                  | 14.3% |      |                                   | 13.3% |      |                                                      | 12.5% |      |     | 19.4% |      |       | 25.0% |      |                                                | 23.3% |      |       | 26.9% |      |
| Trust Fund management                                   | 8.7%                                  |      |                                                                    | 17.9% |      |                                                  | 8.2%  |      |                                   | 20.0% |      |                                                      | 6.3%  |      |     | 11.9% |      |       | 0.0%  |      |                                                | 20.0% |      |       | 7.7%  |      |
| Co-financing arrangements                               | 13.0%                                 |      |                                                                    | 12.5% |      |                                                  | 8.2%  |      |                                   | 20.0% |      |                                                      | 6.3%  |      |     | 7.5%  |      |       | 0.0%  |      |                                                | 6.7%  |      |       | 19.2% |      |
| Sector-wide approaches                                  | 13.0%                                 |      |                                                                    | 16.1% |      |                                                  | 12.2% |      |                                   | 33.3% |      |                                                      | 12.5% |      |     | 23.9% |      |       | 25.0% |      |                                                | 23.3% |      |       | 11.5% |      |
| Emergency Recovery lending                              | 17.4%                                 |      |                                                                    | 26.8% |      |                                                  | 42.9% |      |                                   | 33.3% |      |                                                      | 31.3% |      |     | 22.4% |      |       | 25.0% |      |                                                | 16.7% |      |       | 7.7%  |      |
| Other                                                   | 0.0%                                  |      |                                                                    | 0.0%  |      |                                                  | 0.0%  |      |                                   | 0.0%  |      |                                                      | 6.3%  |      |     | 1.5%  |      |       | 0.0%  |      |                                                | 0.0%  |      |       | 0.0%  |      |
| Don't know                                              | 17.4%                                 |      |                                                                    | 18.8% |      |                                                  | 20.4% |      |                                   | 6.7%  |      |                                                      | 18.8% |      |     | 19.4% |      |       | 50.0% |      |                                                | 23.3% |      |       | 38.5% |      |

\*Significantly different between stakeholder groups

|                                                                                                                                          | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                                                                          | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                                                                          | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"? | 18                                                           | 8.00 | 1.81 | 90                                                                 | 7.07 | 2.41 | 39                                                | 8.23 | 1.63 | 13                                | 8.85 | 1.21 | 15                                                | 7.27 | 2.71 | 55  | 7.65 | 2.07 | 4     | 6.00 | 1.63 | 28                                          | 6.93 | 2.37 | 17    | 7.24 | 2.46 |

(1-To no degree at all, 10-To a very significant degree) \*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<br>(Responses Combined) | Office of Prime<br>Minister/ Minister |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |       |      | PMU/Consultant/<br>Contractor on<br>Bank project |       |      | Bilateral/<br>Multilateral Agency |       |      | Private Sector/<br>Financial Sector/<br>Private Bank |       |      | CSO |       |      | Media |       |      | Academia/<br>Research Institute/<br>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 |
| NGOs*                                             | 56.5%                                 |      |                                                                    | 54.4% |      |                                                  | 51.0% |      |                                   | 73.3% |      |                                                      | 80.0% |      |     | 76.1% |      |       | 44.4% |      |                                                | 38.7% |      |       | 51.9% |      |
| Local Government*                                 | 30.4%                                 |      |                                                                    | 22.8% |      |                                                  | 16.3% |      |                                   | 0.0%  |      |                                                      | 13.3% |      |     | 6.0%  |      |       | 11.1% |      |                                                | 12.9% |      |       | 11.1% |      |
| Beneficiaries                                     | 21.7%                                 |      |                                                                    | 31.6% |      |                                                  | 26.5% |      |                                   | 6.7%  |      |                                                      | 6.7%  |      |     | 22.4% |      |       | 11.1% |      |                                                | 22.6% |      |       | 22.2% |      |
| Private sector                                    | 30.4%                                 |      |                                                                    | 21.9% |      |                                                  | 34.7% |      |                                   | 20.0% |      |                                                      | 33.3% |      |     | 19.4% |      |       | 0.0%  |      |                                                | 29.0% |      |       | 22.2% |      |
| Community Based Organizations                     | 17.4%                                 |      |                                                                    | 14.9% |      |                                                  | 18.4% |      |                                   | 6.7%  |      |                                                      | 20.0% |      |     | 22.4% |      |       | 22.2% |      |                                                | 9.7%  |      |       | 18.5% |      |
| Donor community                                   | 4.3%                                  |      |                                                                    | 2.6%  |      |                                                  | 4.1%  |      |                                   | 0.0%  |      |                                                      | 0.0%  |      |     | 1.5%  |      |       | 0.0%  |      |                                                | 0.0%  |      |       | 0.0%  |      |
| Foundations                                       | 0.0%                                  |      |                                                                    | 3.5%  |      |                                                  | 2.0%  |      |                                   | 6.7%  |      |                                                      | 0.0%  |      |     | 3.0%  |      |       | 0.0%  |      |                                                | 0.0%  |      |       | 0.0%  |      |
| Academia/think tanks/research institutes*         | 13.0%                                 |      |                                                                    | 14.0% |      |                                                  | 10.2% |      |                                   | 6.7%  |      |                                                      | 40.0% |      |     | 13.4% |      |       | 22.2% |      |                                                | 58.1% |      |       | 14.8% |      |
| Parliament                                        | 8.7%                                  |      |                                                                    | 4.4%  |      |                                                  | 6.1%  |      |                                   | 13.3% |      |                                                      | 0.0%  |      |     | 4.5%  |      |       | 11.1% |      |                                                | 0.0%  |      |       | 3.7%  |      |
| Media*                                            | 0.0%                                  |      |                                                                    | 2.6%  |      |                                                  | 2.0%  |      |                                   | 20.0% |      |                                                      | 0.0%  |      |     | 1.5%  |      |       | 22.2% |      |                                                | 6.5%  |      |       | 0.0%  |      |
| Faith based organizations                         | 8.7%                                  |      |                                                                    | 7.0%  |      |                                                  | 8.2%  |      |                                   | 0.0%  |      |                                                      | 0.0%  |      |     | 7.5%  |      |       | 0.0%  |      |                                                | 0.0%  |      |       | 3.7%  |      |
| UN and regional peace keeping forces              | 0.0%                                  |      |                                                                    | 1.8%  |      |                                                  | 2.0%  |      |                                   | 0.0%  |      |                                                      | 0.0%  |      |     | 0.0%  |      |       | 0.0%  |      |                                                | 6.5%  |      |       | 3.7%  |      |
| Emerging donors                                   | 0.0%                                  |      |                                                                    | 4.4%  |      |                                                  | 4.1%  |      |                                   | 0.0%  |      |                                                      | 0.0%  |      |     | 1.5%  |      |       | 0.0%  |      |                                                | 3.2%  |      |       | 3.7%  |      |
| UN agencies*                                      | 4.3%                                  |      |                                                                    | 5.3%  |      |                                                  | 8.2%  |      |                                   | 26.7% |      |                                                      | 6.7%  |      |     | 4.5%  |      |       | 33.3% |      |                                                | 3.2%  |      |       | 22.2% |      |
| Regional organizations (e.g., AU, SEMAC)          | 4.3%                                  |      |                                                                    | 8.8%  |      |                                                  | 6.1%  |      |                                   | 20.0% |      |                                                      | 0.0%  |      |     | 14.9% |      |       | 22.2% |      |                                                | 9.7%  |      |       | 22.2% |      |
| Other                                             | 0.0%                                  |      |                                                                    | 0.0%  |      |                                                  | 0.0%  |      |                                   | 0.0%  |      |                                                      | 0.0%  |      |     | 1.5%  |      |       | 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 Congo, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)**

|                                                                                             | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|---------------------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                             | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                             | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| Overall the World Bank currently plays a relevant role in development in Congo*             | 20                                                           | 6.30 | 3.36 | 99                                                                 | 6.09 | 3.01 | 45                                                | 7.36 | 2.45 | 15                                | 8.53 | 1.51 | 16                                                | 6.75 | 2.93 | 63  | 6.59 | 2.47 | 6     | 7.33 | 2.25 | 27                                          | 4.59 | 2.12 | 25    | 6.60 | 3.14 |
| The World Bank's work is aligned with what I consider the development priorities for Congo* | 20                                                           | 5.35 | 3.44 | 96                                                                 | 5.78 | 2.86 | 43                                                | 7.40 | 2.47 | 13                                | 7.69 | 1.25 | 16                                                | 6.19 | 2.46 | 57  | 6.32 | 2.46 | 8     | 5.75 | 3.77 | 28                                          | 4.14 | 2.30 | 24    | 5.17 | 2.85 |
| The World Bank supports programs and strategies that are realistic for Congo*               | 23                                                           | 7.39 | 3.00 | 99                                                                 | 6.57 | 2.65 | 44                                                | 7.68 | 2.16 | 14                                | 8.29 | 2.33 | 16                                                | 6.44 | 2.83 | 61  | 6.84 | 2.68 | 8     | 8.00 | 3.16 | 27                                          | 4.85 | 2.44 | 24    | 6.67 | 2.79 |
| The World Bank treats clients and stakeholders in Congo with respect                        | 19                                                           | 8.16 | 2.69 | 79                                                                 | 6.68 | 2.72 | 40                                                | 7.70 | 2.33 | 10                                | 6.80 | 2.82 | 14                                                | 6.86 | 2.63 | 53  | 7.13 | 2.86 | 6     | 7.50 | 3.73 | 18                                          | 5.56 | 2.77 | 16    | 5.94 | 3.04 |

\*Significantly different between stakeholder groups

**To what extent is the World Bank an effective development partner in Congo in terms of ..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)**

|                                                                   | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|-------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                   | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                   | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| Responsiveness*                                                   | 13                                                           | 4.62 | 3.66 | 67                                                                 | 6.07 | 2.61 | 38                                                | 7.18 | 2.37 | 11                                | 7.09 | 2.63 | 15                                                | 6.13 | 2.95 | 45  | 5.71 | 2.24 | 4     | 7.00 | 2.16 | 19                                          | 5.16 | 1.95 | 15    | 5.47 | 2.17 |
| Flexibility (in terms of the institution's products and services) | 13                                                           | 5.46 | 2.47 | 68                                                                 | 5.85 | 2.56 | 39                                                | 6.67 | 2.23 | 12                                | 5.67 | 2.61 | 11                                                | 6.55 | 1.69 | 40  | 5.28 | 2.35 | 5     | 5.60 | 2.19 | 17                                          | 5.65 | 1.80 | 15    | 4.87 | 2.26 |
| Flexibility (in terms of changing country circumstances)          | 14                                                           | 4.71 | 3.47 | 76                                                                 | 5.53 | 2.67 | 41                                                | 6.49 | 2.34 | 10                                | 6.20 | 2.82 | 10                                                | 6.50 | 2.07 | 47  | 5.83 | 2.50 | 6     | 6.83 | 3.25 | 18                                          | 5.17 | 1.58 | 16    | 6.06 | 2.46 |
| Being inclusive                                                   | 12                                                           | 5.75 | 2.96 | 65                                                                 | 6.17 | 2.65 | 33                                                | 7.15 | 2.00 | 13                                | 8.38 | 1.26 | 11                                                | 6.64 | 1.96 | 47  | 6.23 | 2.75 | 4     | 6.00 | 2.58 | 18                                          | 5.61 | 2.70 | 15    | 6.13 | 2.23 |
| Openness (sharing data and other information)                     | 18                                                           | 7.17 | 2.87 | 77                                                                 | 6.40 | 2.56 | 42                                                | 7.45 | 2.46 | 14                                | 7.50 | 3.20 | 14                                                | 5.71 | 2.27 | 51  | 6.39 | 2.74 | 5     | 7.20 | 2.95 | 24                                          | 6.54 | 2.67 | 19    | 6.79 | 2.97 |
| Staff accessibility                                               | 15                                                           | 5.07 | 3.49 | 74                                                                 | 5.27 | 2.61 | 39                                                | 6.59 | 2.76 | 12                                | 7.33 | 2.50 | 14                                                | 5.50 | 2.14 | 50  | 5.32 | 2.79 | 5     | 6.60 | 1.52 | 20                                          | 5.00 | 2.79 | 16    | 5.19 | 2.46 |
| Straightforwardness and honesty*                                  | 15                                                           | 6.00 | 3.55 | 80                                                                 | 6.66 | 2.60 | 37                                                | 7.54 | 2.40 | 13                                | 9.08 | 1.19 | 15                                                | 6.87 | 2.64 | 52  | 7.25 | 2.62 | 3     | 8.00 | 1.00 | 16                                          | 6.00 | 3.14 | 20    | 7.15 | 3.01 |
| Collaboration with groups outside of the Government*              | 14                                                           | 5.21 | 3.36 | 98                                                                 | 6.06 | 2.83 | 42                                                | 6.48 | 2.20 | 12                                | 8.08 | 1.44 | 15                                                | 7.67 | 2.41 | 56  | 6.54 | 2.94 | 8     | 7.38 | 3.07 | 18                                          | 5.00 | 2.45 | 18    | 6.44 | 2.59 |
| Collaboration with the Government*                                | 18                                                           | 8.33 | 2.33 | 98                                                                 | 7.65 | 2.26 | 41                                                | 8.56 | 1.92 | 15                                | 9.00 | 1.07 | 15                                                | 8.47 | 1.36 | 60  | 8.53 | 1.73 | 8     | 9.38 | 1.41 | 23                                          | 7.65 | 2.39 | 21    | 8.57 | 1.66 |
| Collaboration with other donors                                   | 17                                                           | 6.65 | 3.35 | 63                                                                 | 7.21 | 2.25 | 40                                                | 7.20 | 2.24 | 13                                | 6.31 | 2.18 | 15                                                | 6.73 | 2.43 | 49  | 7.31 | 2.55 | 8     | 7.63 | 3.20 | 14                                          | 6.36 | 2.62 | 15    | 6.00 | 2.62 |
| Follow through over time*                                         | 19                                                           | 7.47 | 2.25 | 93                                                                 | 7.24 | 2.42 | 42                                                | 7.71 | 2.47 | 15                                | 7.33 | 2.44 | 16                                                | 6.38 | 2.63 | 53  | 6.38 | 2.67 | 8     | 8.50 | 2.27 | 23                                          | 5.65 | 2.77 | 20    | 6.90 | 2.88 |

\*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 of the following would you attribute this to? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined)                                  | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| The World Bank works too slowly                                                    | 52.2%                                 | 34.5%                                                              | 39.6%                                            | 33.3%                             | 37.5%                                                | 36.5% | 50.0% | 23.3%                                          | 54.2% |
| The Government works inefficiently                                                 | 47.8%                                 | 47.8%                                                              | 54.2%                                            | 73.3%                             | 56.3%                                                | 52.4% | 50.0% | 63.3%                                          | 58.3% |
| There is not an adequate level of citizen/civil society participation              | 30.4%                                 | 33.6%                                                              | 22.9%                                            | 33.3%                             | 37.5%                                                | 42.9% | 25.0% | 43.3%                                          | 45.8% |
| Poor donor coordination                                                            | 26.1%                                 | 15.0%                                                              | 14.6%                                            | 26.7%                             | 12.5%                                                | 12.7% | 25.0% | 6.7%                                           | 16.7% |
| The World Bank does not do adequate follow through/follow-up                       | 26.1%                                 | 31.0%                                                              | 25.0%                                            | 13.3%                             | 18.8%                                                | 39.7% | 37.5% | 33.3%                                          | 25.0% |
| Lack of/inadequate levels of capacity in Government*                               | 8.7%                                  | 6.2%                                                               | 29.2%                                            | 6.7%                              | 25.0%                                                | 17.5% | 12.5% | 16.7%                                          | 12.5% |
| Political pressures and obstacles                                                  | 17.4%                                 | 38.9%                                                              | 35.4%                                            | 40.0%                             | 12.5%                                                | 30.2% | 25.0% | 26.7%                                          | 29.2% |
| Reforms are not well thought out in light of country challenges                    | 21.7%                                 | 23.9%                                                              | 18.8%                                            | 20.0%                             | 37.5%                                                | 19.0% | 25.0% | 26.7%                                          | 12.5% |
| The World Bank is not sensitive enough to political/social realities on the ground | 34.8%                                 | 31.0%                                                              | 35.4%                                            | 6.7%                              | 18.8%                                                | 22.2% | 37.5% | 40.0%                                          | 25.0% |
| Ongoing conflict and instability                                                   | 21.7%                                 | 17.7%                                                              | 12.5%                                            | 26.7%                             | 31.3%                                                | 9.5%  | 12.5% | 6.7%                                           | 12.5% |
| Inadequate funding                                                                 | 4.3%                                  | 14.2%                                                              | 8.3%                                             | 0.0%                              | 6.3%                                                 | 12.7% | 0.0%  | 13.3%                                          | 0.0%  |
| Other                                                                              | 0.0%                                  | 1.8%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 4.2%  |

\*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 Congo, on a ten point scale? (1-Not effective at all, 10-Very effective)

|                                                  | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|--------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                  | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>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   |
| Anti corruption*                                 | 21                                                           | 3.05 | 2.64 | 87                                                                 | 3.69 | 2.81 | 39                                                | 4.72 | 3.16 | 14                                | 6.36 | 2.56 | 13                                                | 4.85 | 2.51 | 57  | 3.84 | 2.53 | 7     | 4.71 | 3.55 | 29                                          | 2.41 | 2.13 | 22    | 4.23 | 2.74 |
| Global information and communications technology | 19                                                           | 4.00 | 3.11 | 79                                                                 | 5.58 | 2.61 | 34                                                | 6.03 | 2.22 | 9                                 | 6.00 | 1.58 | 12                                                | 5.58 | 1.68 | 48  | 5.23 | 2.35 | 4     | 5.25 | 1.71 | 23                                          | 4.39 | 2.31 | 16    | 5.38 | 2.73 |
| Transport*                                       | 21                                                           | 4.48 | 2.94 | 94                                                                 | 5.65 | 2.73 | 40                                                | 6.10 | 2.62 | 13                                | 7.00 | 1.58 | 15                                                | 5.87 | 2.07 | 51  | 5.94 | 2.48 | 7     | 7.29 | 2.14 | 26                                          | 4.58 | 2.59 | 20    | 5.35 | 2.66 |
| Crime and violence*                              | 16                                                           | 2.38 | 1.82 | 66                                                                 | 2.95 | 2.24 | 26                                                | 3.54 | 2.21 | 8                                 | 4.38 | 2.07 | 11                                                | 3.27 | 1.74 | 43  | 4.49 | 2.90 | 6     | 4.00 | 3.10 | 27                                          | 2.85 | 2.48 | 15    | 3.40 | 2.32 |
| Regional conflict and tensions                   | 19                                                           | 3.05 | 2.74 | 75                                                                 | 3.76 | 2.70 | 28                                                | 4.57 | 2.54 | 10                                | 4.50 | 2.37 | 11                                                | 4.00 | 1.95 | 43  | 4.70 | 2.81 | 5     | 4.00 | 3.00 | 25                                          | 3.76 | 2.95 | 15    | 3.13 | 2.07 |
| Law and justice*                                 | 19                                                           | 2.74 | 2.05 | 75                                                                 | 3.35 | 2.19 | 27                                                | 3.41 | 2.27 | 9                                 | 5.44 | 2.51 | 12                                                | 4.67 | 1.78 | 47  | 4.96 | 2.79 | 7     | 4.57 | 3.10 | 25                                          | 2.84 | 2.34 | 14    | 3.50 | 2.53 |
| Urban development*                               | 23                                                           | 5.35 | 2.85 | 85                                                                 | 5.21 | 2.45 | 40                                                | 6.35 | 2.43 | 14                                | 7.71 | 2.33 | 14                                                | 6.29 | 1.82 | 56  | 5.63 | 2.64 | 7     | 6.00 | 2.31 | 28                                          | 4.46 | 2.25 | 20    | 5.40 | 2.48 |
| Environmental sustainability                     | 20                                                           | 5.75 | 2.63 | 84                                                                 | 5.98 | 2.36 | 39                                                | 5.72 | 2.63 | 14                                | 6.07 | 2.02 | 13                                                | 6.15 | 2.27 | 49  | 5.94 | 2.35 | 7     | 6.29 | 2.98 | 24                                          | 5.33 | 2.32 | 21    | 5.81 | 2.42 |
| Regulatory framework*                            | 17                                                           | 3.53 | 2.60 | 59                                                                 | 5.17 | 2.39 | 33                                                | 5.33 | 2.45 | 12                                | 6.83 | 1.19 | 10                                                | 5.80 | 1.55 | 42  | 5.71 | 2.72 | 3     | 5.67 | 0.58 | 22                                          | 4.59 | 2.91 | 12    | 4.42 | 2.75 |
| Basic infrastructure*                            | 22                                                           | 6.14 | 2.53 | 94                                                                 | 5.76 | 2.59 | 42                                                | 7.24 | 2.12 | 15                                | 7.93 | 0.88 | 15                                                | 6.40 | 1.99 | 58  | 6.86 | 2.47 | 5     | 7.00 | 2.35 | 25                                          | 5.08 | 2.55 | 22    | 6.09 | 2.56 |
| Communicable/non-communicable disease*           | 17                                                           | 6.24 | 2.84 | 86                                                                 | 6.63 | 2.46 | 39                                                | 7.59 | 2.40 | 14                                | 8.29 | 1.27 | 14                                                | 5.79 | 2.81 | 50  | 6.70 | 2.79 | 6     | 9.00 | 1.26 | 23                                          | 6.39 | 2.69 | 17    | 6.71 | 2.23 |
| Poverty reduction*                               | 22                                                           | 6.73 | 2.64 | 100                                                                | 5.88 | 2.78 | 43                                                | 7.02 | 2.52 | 15                                | 8.13 | 1.13 | 16                                                | 6.00 | 2.58 | 58  | 5.71 | 2.97 | 7     | 6.86 | 1.86 | 29                                          | 4.90 | 2.83 | 23    | 6.30 | 2.95 |
| Gender                                           | 15                                                           | 6.07 | 2.94 | 77                                                                 | 5.32 | 2.33 | 30                                                | 5.50 | 2.81 | 14                                | 6.71 | 0.99 | 13                                                | 5.38 | 2.40 | 50  | 5.60 | 2.76 | 3     | 5.33 | 0.58 | 22                                          | 5.14 | 2.53 | 13    | 5.85 | 3.16 |
| Domestic private sector development*             | 21                                                           | 4.00 | 2.19 | 78                                                                 | 4.18 | 2.52 | 35                                                | 5.14 | 2.77 | 14                                | 6.86 | 1.46 | 15                                                | 5.53 | 2.26 | 51  | 4.86 | 2.55 | 5     | 4.20 | 3.70 | 25                                          | 4.24 | 2.42 | 16    | 5.06 | 2.93 |
| Foreign direct investment                        | 19                                                           | 3.00 | 2.31 | 56                                                                 | 4.55 | 2.36 | 27                                                | 5.44 | 2.49 | 11                                | 5.09 | 1.97 | 11                                                | 5.00 | 1.34 | 42  | 5.07 | 2.53 | 6     | 4.17 | 3.37 | 21                                          | 4.43 | 2.48 | 11    | 4.55 | 2.81 |
| Local governance and institutions                | 20                                                           | 5.15 | 2.76 | 72                                                                 | 4.60 | 2.42 | 32                                                | 5.41 | 2.72 | 13                                | 6.85 | 1.07 | 12                                                | 4.92 | 1.88 | 49  | 4.96 | 2.74 | 4     | 4.00 | 2.16 | 25                                          | 4.76 | 2.63 | 17    | 4.94 | 2.56 |
| Water and sanitation*                            | 20                                                           | 5.45 | 2.89 | 97                                                                 | 4.99 | 2.52 | 39                                                | 6.92 | 2.37 | 13                                | 8.00 | 1.08 | 16                                                | 5.56 | 2.87 | 58  | 5.64 | 2.80 | 7     | 6.71 | 2.56 | 28                                          | 4.71 | 2.68 | 21    | 5.43 | 3.04 |
| Trade and exports*                               | 20                                                           | 2.30 | 1.63 | 70                                                                 | 3.63 | 2.37 | 27                                                | 3.85 | 2.21 | 12                                | 7.17 | 1.11 | 10                                                | 4.60 | 2.01 | 45  | 4.20 | 2.43 | 6     | 5.33 | 3.44 | 20                                          | 4.05 | 2.50 | 14    | 4.50 | 2.71 |
| Economic growth                                  | 22                                                           | 5.95 | 2.95 | 87                                                                 | 5.70 | 2.48 | 34                                                | 6.47 | 2.40 | 14                                | 7.79 | 0.70 | 14                                                | 6.36 | 2.62 | 49  | 6.22 | 2.69 | 5     | 5.80 | 1.79 | 25                                          | 6.16 | 2.56 | 21    | 6.05 | 2.29 |
| Energy                                           | 21                                                           | 4.71 | 2.88 | 92                                                                 | 4.85 | 2.71 | 36                                                | 5.83 | 2.89 | 13                                | 6.85 | 1.57 | 13                                                | 4.69 | 2.56 | 51  | 5.73 | 2.45 | 5     | 4.40 | 2.97 | 26                                          | 5.12 | 2.60 | 17    | 6.06 | 2.66 |
| Disaster management                              | 18                                                           | 3.61 | 2.38 | 79                                                                 | 4.66 | 2.68 | 30                                                | 4.97 | 2.28 | 12                                | 5.33 | 1.56 | 13                                                | 5.31 | 2.32 | 47  | 4.79 | 2.60 | 5     | 4.20 | 1.30 | 24                                          | 4.50 | 2.98 | 15    | 4.87 | 3.00 |
| Monitoring and evaluation                        | 19                                                           | 6.21 | 2.99 | 89                                                                 | 5.61 | 2.78 | 38                                                | 6.97 | 2.55 | 13                                | 6.46 | 1.81 | 15                                                | 6.40 | 2.69 | 48  | 5.71 | 2.79 | 6     | 6.67 | 3.08 | 23                                          | 4.83 | 2.82 | 22    | 5.55 | 2.97 |
| Public financial management                      | 20                                                           | 6.60 | 3.36 | 85                                                                 | 5.42 | 3.06 | 37                                                | 6.00 | 2.84 | 14                                | 7.43 | 1.95 | 13                                                | 6.54 | 2.30 | 54  | 5.39 | 2.79 | 6     | 6.50 | 3.39 | 26                                          | 5.15 | 2.89 | 20    | 5.90 | 2.97 |
| Job creation/employment*                         | 19                                                           | 2.84 | 2.27 | 92                                                                 | 3.66 | 2.29 | 31                                                | 4.39 | 2.65 | 12                                | 6.08 | 2.35 | 14                                                | 4.86 | 2.57 | 55  | 3.87 | 2.19 | 7     | 4.57 | 2.51 | 27                                          | 2.63 | 1.88 | 17    | 4.82 | 3.32 |
| Social cohesion                                  | 19                                                           | 3.32 | 2.81 | 74                                                                 | 4.04 | 2.47 | 24                                                | 4.92 | 2.75 | 12                                | 5.50 | 1.88 | 12                                                | 4.67 | 1.72 | 48  | 4.06 | 2.24 | 5     | 3.40 | 2.19 | 21                                          | 3.81 | 2.27 | 14    | 3.93 | 2.40 |
| Financial markets                                | 17                                                           | 3.88 | 3.10 | 54                                                                 | 4.61 | 2.54 | 22                                                | 4.23 | 2.88 | 10                                | 4.10 | 2.42 | 10                                                | 4.60 | 1.84 | 41  | 4.95 | 2.67 | 4     | 3.75 | 2.22 | 17                                          | 4.41 | 2.85 | 14    | 4.79 | 2.83 |
| Equality of opportunity*                         | 18                                                           | 2.50 | 1.95 | 78                                                                 | 4.00 | 2.42 | 22                                                | 4.86 | 2.71 | 11                                | 5.36 | 2.25 | 12                                                | 4.58 | 1.83 | 47  | 4.17 | 2.83 | 9     | 2.67 | 1.87 | 24                                          | 3.29 | 2.07 | 14    | 3.93 | 2.92 |
| Health*                                          | 20                                                           | 5.75 | 2.67 | 96                                                                 | 5.91 | 2.60 | 41                                                | 7.17 | 2.40 | 13                                | 8.08 | 1.61 | 16                                                | 6.44 | 2.13 | 57  | 6.49 | 2.44 | 8     | 5.00 | 3.07 | 25                                          | 5.36 | 2.04 | 23    | 6.48 | 2.39 |
| Rural development*                               | 22                                                           | 5.77 | 2.79 | 92                                                                 | 5.49 | 2.33 | 39                                                | 6.77 | 2.42 | 13                                | 8.15 | 1.91 | 14                                                | 6.43 | 2.28 | 58  | 6.10 | 2.89 | 7     | 4.14 | 1.35 | 26                                          | 4.77 | 2.78 | 21    | 5.43 | 3.08 |
| Global integration                               | 20                                                           | 4.00 | 3.13 | 67                                                                 | 5.12 | 2.35 | 30                                                | 5.60 | 2.33 | 11                                | 5.91 | 2.88 | 11                                                | 6.00 | 1.55 | 45  | 5.49 | 2.59 | 4     | 6.00 | 1.83 | 19                                          | 5.37 | 2.45 | 16    | 4.88 | 2.80 |
| Governance                                       | 21                                                           | 4.62 | 3.14 | 93                                                                 | 4.73 | 2.86 | 36                                                | 5.22 | 2.61 | 13                                | 7.08 | 1.85 | 14                                                | 5.57 | 2.82 | 55  | 5.07 | 3.04 | 6     | 5.33 | 3.20 | 27                                          | 4.26 | 2.74 | 18    | 5.44 | 3.13 |
| Food security*                                   | 21                                                           | 3.86 | 2.76 | 90                                                                 | 4.74 | 2.78 | 34                                                | 5.35 | 2.52 | 13                                | 7.15 | 1.77 | 15                                                | 5.60 | 2.26 | 54  | 4.87 | 2.88 | 7     | 5.86 | 2.85 | 27                                          | 3.37 | 2.22 | 21    | 5.00 | 2.88 |
| Education                                        | 22                                                           | 5.86 | 2.71 | 97                                                                 | 5.89 | 2.57 | 37                                                | 6.92 | 2.51 | 14                                | 7.71 | 1.94 | 13                                                | 6.62 | 1.85 | 56  | 6.32 | 2.49 | 7     | 6.14 | 3.13 | 29                                          | 5.72 | 2.52 | 23    | 6.57 | 2.46 |
| Security/stabilization/<br>reconstruction        | 19                                                           | 4.11 | 2.54 | 75                                                                 | 4.83 | 2.29 | 35                                                | 5.77 | 2.38 | 9                                 | 5.78 | 2.44 | 11                                                | 5.73 | 1.62 | 50  | 5.72 | 2.44 | 4     | 5.25 | 3.50 | 24                                          | 4.46 | 2.28 | 20    | 5.15 | 2.83 |
| Social protection                                | 19                                                           | 3.16 | 2.59 | 75                                                                 | 3.83 | 2.50 | 25                                                | 4.28 | 2.57 | 11                                | 5.09 | 1.30 | 11                                                | 4.64 | 2.16 | 45  | 4.20 | 2.47 | 4     | 2.75 | 1.50 | 22                                          | 3.18 | 2.22 | 16    | 3.69 | 2.63 |
| Climate change                                   | 18                                                           | 3.72 | 2.49 | 79                                                                 | 4.82 | 2.63 | 34                                                | 4.82 | 2.48 | 12                                | 5.50 | 1.51 | 11                                                | 5.55 | 2.16 | 52  | 5.52 | 2.37 | 6     | 5.17 | 2.71 | 21                                          | 5.14 | 2.94 | 18    | 5.72 | 2.59 |
| Public sector reform                             | 21                                                           | 4.24 | 3.24 | 86                                                                 | 4.69 | 2.70 | 34                                                | 5.53 | 2.48 | 15                                | 6.40 | 1.59 | 13                                                | 5.69 | 2.32 | 52  | 5.25 | 2.85 | 6     | 6.50 | 2.66 | 27                                          | 4.41 | 2.66 | 16    | 6.13 | 3.03 |
| Regional integration*                            | 19                                                           | 3.89 | 2.71 | 77                                                                 | 5.17 | 2.71 | 32                                                | 5.91 | 2.62 | 13                                | 7.31 | 1.38 | 11                                                | 5.09 | 2.63 | 46  | 5.11 | 2.48 | 4     | 4.75 | 1.50 | 19                                          | 4.16 | 2.67 | 17    | 5.82 | 2.40 |
| Agricultural development*                        | 21                                                           | 6.38 | 3.02 | 103                                                                | 5.74 | 2.68 | 40                                                | 6.75 | 2.57 | 14                                | 8.57 | 1.22 | 16                                                | 6.56 | 2.53 | 60  | 5.98 | 2.89 | 8     | 4.88 | 2.85 | 29                                          | 4.86 | 2.60 | 23    | 5.70 | 2.93 |
| Natural resource management                      | 17                                                           | 5.00 | 2.94 | 81                                                                 | 4.65 | 2.89 | 34                                                | 5.09 | 2.59 | 13                                | 7.08 | 1.71 | 14                                                | 5.21 | 2.94 | 49  | 4.92 | 2.72 | 4     | 6.75 | 2.50 | 25                                          | 3.92 | 2.60 | 19    | 5.53 | 2.86 |

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results (continued)

|                                                                                                   | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                                   | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                                   | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| To what degree does the World Bank's work help achieve sustainable development results in Congo?* | 20                                                           | 5.90 | 2.61 | 95                                                                 | 5.84 | 2.38 | 44                                                | 6.98 | 2.12 | 15                                | 7.67 | 1.29 | 15                                                | 6.67 | 2.19 | 63  | 6.21 | 2.17 | 6     | 6.17 | 2.14 | 27                                          | 4.70 | 1.84 | 18    | 6.61 | 2.62 |

(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 Congo, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

|                                                                 | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|-----------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                 | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                 | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| The World Bank's financial instruments meet the needs of Congo* | 16                                                           | 4.75 | 2.98 | 91                                                                 | 5.21 | 2.50 | 45                                                | 6.62 | 2.36 | 12                                | 7.08 | 1.44 | 14                                                | 5.29 | 1.64 | 55  | 5.80 | 2.40 | 6     | 6.00 | 2.76 | 24                                          | 4.42 | 1.67 | 17    | 4.47 | 2.32 |
| The World Bank meets Congo's needs for knowledge services*      | 19                                                           | 5.79 | 2.62 | 98                                                                 | 5.29 | 2.68 | 46                                                | 6.74 | 2.52 | 11                                | 6.82 | 1.47 | 14                                                | 5.07 | 2.40 | 57  | 5.40 | 2.66 | 9     | 6.44 | 3.17 | 27                                          | 3.96 | 2.12 | 21    | 6.05 | 2.56 |

\*Significantly different between stakeholder groups

### D. The World Bank's Knowledge

#### How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?\*

| Percentage of Respondents | Office of Prime Minister/<br>Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
|                           | Weekly                                | 13.0%                                                              | 2.6%                                             | 16.7%                             | 20.0%                                                | 12.5% | 4.5%  | 0.0%                                           | 19.4% |
| Monthly                   | 26.1%                                 | 9.6%                                                               | 8.3%                                             | 26.7%                             | 18.8%                                                | 9.1%  | 12.5% | 12.9%                                          | 3.7%  |
| A few times a year        | 26.1%                                 | 30.7%                                                              | 45.8%                                            | 33.3%                             | 25.0%                                                | 50.0% | 50.0% | 51.6%                                          | 37.0% |
| Rarely                    | 21.7%                                 | 35.1%                                                              | 20.8%                                            | 20.0%                             | 25.0%                                                | 18.2% | 25.0% | 9.7%                                           | 25.9% |
| Never                     | 13.0%                                 | 21.9%                                                              | 8.3%                                             | 0.0%                              | 18.8%                                                | 18.2% | 12.5% | 6.5%                                           | 25.9% |

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

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

| Percentage of Respondents<br>(Responses Combined) | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|---------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| Public sector reform                              | 34.8%                                 | 19.3%                                                              | 12.2%                                            | 13.3%                             | 18.8%                                                | 11.9% | 37.5% | 6.5%                                           | 7.4%  |
| Gender                                            | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 13.3%                             | 0.0%                                                 | 6.0%  | 0.0%  | 6.5%                                           | 3.7%  |
| Social cohesion                                   | 4.3%                                  | 1.8%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Education                                         | 30.4%                                 | 30.7%                                                              | 30.6%                                            | 13.3%                             | 37.5%                                                | 26.9% | 50.0% | 35.5%                                          | 33.3% |
| Domestic private sector development               | 21.7%                                 | 17.5%                                                              | 30.6%                                            | 20.0%                             | 31.3%                                                | 16.4% | 25.0% | 12.9%                                          | 14.8% |
| Foreign direct investment                         | 4.3%                                  | 1.8%                                                               | 4.1%                                             | 0.0%                              | 6.3%                                                 | 6.0%  | 0.0%  | 6.5%                                           | 3.7%  |
| Water and sanitation                              | 13.0%                                 | 8.8%                                                               | 6.1%                                             | 26.7%                             | 12.5%                                                | 13.4% | 12.5% | 3.2%                                           | 11.1% |
| Trade and exports                                 | 4.3%                                  | 4.4%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 6.5%                                           | 0.0%  |
| Economic growth                                   | 4.3%                                  | 14.0%                                                              | 10.2%                                            | 13.3%                             | 25.0%                                                | 10.4% | 0.0%  | 19.4%                                          | 22.2% |
| Energy                                            | 8.7%                                  | 13.2%                                                              | 16.3%                                            | 20.0%                             | 12.5%                                                | 11.9% | 0.0%  | 9.7%                                           | 14.8% |
| Regional conflict and tensions                    | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 6.7%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Disaster management*                              | 0.0%                                  | 0.0%                                                               | 4.1%                                             | 6.7%                              | 0.0%                                                 | 0.0%  | 12.5% | 3.2%                                           | 0.0%  |
| Monitoring and evaluation                         | 0.0%                                  | 7.9%                                                               | 10.2%                                            | 13.3%                             | 0.0%                                                 | 9.0%  | 0.0%  | 12.9%                                          | 3.7%  |
| Governance                                        | 34.8%                                 | 16.7%                                                              | 20.4%                                            | 13.3%                             | 12.5%                                                | 22.4% | 37.5% | 6.5%                                           | 22.2% |
| Social protection*                                | 13.0%                                 | 4.4%                                                               | 0.0%                                             | 6.7%                              | 0.0%                                                 | 0.0%  | 25.0% | 0.0%                                           | 3.7%  |
| Climate change                                    | 0.0%                                  | 1.8%                                                               | 6.1%                                             | 6.7%                              | 0.0%                                                 | 4.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Poverty reduction                                 | 21.7%                                 | 21.9%                                                              | 18.4%                                            | 6.7%                              | 37.5%                                                | 25.4% | 12.5% | 6.5%                                           | 37.0% |
| Law and justice                                   | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 7.5%  | 12.5% | 6.5%                                           | 3.7%  |
| Security/stabilization/reconstruction             | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 6.5%                                           | 0.0%  |
| Anti corruption                                   | 21.7%                                 | 18.4%                                                              | 12.2%                                            | 13.3%                             | 25.0%                                                | 14.9% | 25.0% | 12.9%                                          | 14.8% |
| Financial markets                                 | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Equality of opportunity                           | 4.3%                                  | 0.9%                                                               | 2.0%                                             | 6.7%                              | 6.3%                                                 | 4.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Urban development                                 | 0.0%                                  | 3.5%                                                               | 4.1%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 3.7%  |
| Crime and violence                                | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 6.5%                                           | 0.0%  |
| Regional integration                              | 0.0%                                  | 1.8%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 3.0%  | 0.0%  | 6.5%                                           | 0.0%  |
| Global information and communications technology  | 0.0%                                  | 2.6%                                                               | 2.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 3.2%                                           | 0.0%  |
| Local governance and institutions                 | 4.3%                                  | 2.6%                                                               | 0.0%                                             | 0.0%                              | 6.3%                                                 | 3.0%  | 0.0%  | 6.5%                                           | 3.7%  |
| Transport                                         | 4.3%                                  | 10.5%                                                              | 10.2%                                            | 6.7%                              | 6.3%                                                 | 4.5%  | 0.0%  | 3.2%                                           | 7.4%  |
| Agricultural development                          | 21.7%                                 | 28.9%                                                              | 18.4%                                            | 0.0%                              | 6.3%                                                 | 20.9% | 0.0%  | 16.1%                                          | 25.9% |
| Natural resource management                       | 4.3%                                  | 6.1%                                                               | 2.0%                                             | 13.3%                             | 12.5%                                                | 3.0%  | 12.5% | 9.7%                                           | 14.8% |
| Public financial management                       | 0.0%                                  | 7.9%                                                               | 6.1%                                             | 6.7%                              | 0.0%                                                 | 6.0%  | 0.0%  | 9.7%                                           | 7.4%  |
| Job creation/employment*                          | 13.0%                                 | 3.5%                                                               | 8.2%                                             | 13.3%                             | 0.0%                                                 | 3.0%  | 0.0%  | 35.5%                                          | 14.8% |
| Health                                            | 17.4%                                 | 14.0%                                                              | 16.3%                                            | 6.7%                              | 18.8%                                                | 16.4% | 12.5% | 9.7%                                           | 7.4%  |
| Rural development                                 | 0.0%                                  | 10.5%                                                              | 12.2%                                            | 6.7%                              | 0.0%                                                 | 7.5%  | 12.5% | 0.0%                                           | 3.7%  |
| Global integration*                               | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 13.3%                             | 0.0%                                                 | 0.0%  | 0.0%  | 0.0%                                           | 0.0%  |
| Food security                                     | 4.3%                                  | 8.8%                                                               | 8.2%                                             | 26.7%                             | 6.3%                                                 | 7.5%  | 0.0%  | 0.0%                                           | 3.7%  |
| Environmental sustainability                      | 0.0%                                  | 5.3%                                                               | 2.0%                                             | 6.7%                              | 6.3%                                                 | 9.0%  | 12.5% | 12.9%                                          | 11.1% |
| Regulatory framework                              | 0.0%                                  | 0.0%                                                               | 0.0%                                             | 0.0%                              | 0.0%                                                 | 1.5%  | 0.0%  | 0.0%                                           | 0.0%  |
| Basic infrastructure                              | 8.7%                                  | 7.0%                                                               | 8.2%                                             | 0.0%                              | 12.5%                                                | 6.0%  | 0.0%  | 6.5%                                           | 0.0%  |
| Communicable/non-communicable disease*            | 0.0%                                  | 0.0%                                                               | 6.1%                                             | 0.0%                              | 0.0%                                                 | 7.5%  | 0.0%  | 0.0%                                           | 0.0%  |

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)****How effective do you believe the World Bank's knowledge and research are at ... in Congo? (1-Not effective at all, 10-Very effective)**

|                                                  | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|--------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                  | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>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   |
| Raising your awareness of the particular topic*  | 20                                                           | 3.90 | 2.53 | 82                                                                 | 4.26 | 2.39 | 39                                                | 5.67 | 2.53 | 9                                 | 7.56 | 2.01 | 10                                                | 4.60 | 2.41 | 51  | 5.51 | 2.74 | 4     | 6.50 | 3.00 | 27                                          | 4.89 | 2.44 | 20    | 4.70 | 3.26 |
| Stimulating public debate/<br>dialogue*          | 18                                                           | 4.06 | 2.73 | 90                                                                 | 4.49 | 2.61 | 40                                                | 5.15 | 2.52 | 13                                | 8.31 | 1.32 | 14                                                | 5.14 | 2.98 | 54  | 5.13 | 2.69 | 4     | 3.75 | 1.89 | 27                                          | 4.04 | 2.12 | 18    | 4.78 | 3.00 |
| Enhancing your knowledge<br>and/or skills*       | 20                                                           | 5.00 | 3.28 | 94                                                                 | 4.78 | 2.45 | 45                                                | 6.24 | 2.81 | 12                                | 8.33 | 1.37 | 16                                                | 5.31 | 2.91 | 54  | 5.65 | 2.73 | 7     | 5.57 | 2.57 | 30                                          | 5.60 | 2.71 | 20    | 4.70 | 2.74 |
| Contributing to good policy<br>making*           | 19                                                           | 6.58 | 3.22 | 94                                                                 | 5.62 | 2.51 | 45                                                | 6.73 | 2.77 | 14                                | 8.79 | 1.12 | 14                                                | 6.14 | 2.66 | 54  | 5.83 | 2.64 | 6     | 6.83 | 1.60 | 28                                          | 5.36 | 2.87 | 20    | 5.65 | 2.81 |
| Providing support for program<br>implementation* | 21                                                           | 6.95 | 2.69 | 99                                                                 | 6.58 | 2.37 | 45                                                | 7.87 | 2.16 | 14                                | 8.50 | 1.45 | 14                                                | 7.50 | 1.99 | 58  | 6.28 | 2.56 | 7     | 7.43 | 2.23 | 27                                          | 5.78 | 2.75 | 22    | 5.77 | 2.62 |

\*Significantly different between stakeholder groups

**To what extent do you believe that the World Bank's knowledge and research ... in Congo? (1-To no degree at all, 10-To a very significant degree)**

|                                                                                   | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                   | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>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   |
| Are timely                                                                        | 16                                                           | 6.50 | 3.18 | 89                                                                 | 6.97 | 2.31 | 38                                                | 7.26 | 2.51 | 8                                 | 7.25 | 2.25 | 11                                                | 6.27 | 2.69 | 47  | 7.04 | 2.66 | 6     | 7.50 | 2.07 | 24                                          | 7.00 | 2.19 | 19    | 6.05 | 2.46 |
| Include appropriate level of<br>stakeholder involvement during<br>preparation     | 14                                                           | 4.93 | 3.10 | 75                                                                 | 5.88 | 2.51 | 42                                                | 6.33 | 2.44 | 12                                | 7.92 | 1.44 | 10                                                | 5.10 | 3.00 | 49  | 5.71 | 2.76 | 4     | 6.75 | 2.50 | 24                                          | 5.00 | 2.45 | 18    | 5.44 | 2.77 |
| Are relevant to Congo's<br>development priorities*                                | 21                                                           | 6.48 | 3.19 | 94                                                                 | 6.47 | 2.60 | 44                                                | 6.75 | 2.26 | 15                                | 8.73 | 1.22 | 15                                                | 6.80 | 2.24 | 58  | 6.72 | 2.29 | 5     | 7.80 | 2.05 | 26                                          | 4.92 | 2.53 | 21    | 6.24 | 2.70 |
| Provide feasible<br>recommendations*                                              | 21                                                           | 6.19 | 3.34 | 90                                                                 | 6.26 | 2.50 | 45                                                | 6.33 | 2.39 | 15                                | 8.67 | 1.40 | 14                                                | 6.57 | 2.41 | 57  | 6.12 | 2.28 | 6     | 7.17 | 2.14 | 27                                          | 5.78 | 2.56 | 20    | 6.45 | 2.46 |
| Are accessible (well written and<br>easy to understand)                           | 19                                                           | 6.95 | 2.72 | 87                                                                 | 5.90 | 2.73 | 41                                                | 6.76 | 2.52 | 14                                | 8.21 | 1.67 | 15                                                | 6.47 | 2.29 | 56  | 6.29 | 2.86 | 5     | 4.60 | 0.55 | 25                                          | 6.40 | 2.71 | 21    | 6.29 | 2.65 |
| A source of relevant information<br>on global good practices                      | 18                                                           | 7.50 | 2.98 | 90                                                                 | 7.31 | 2.23 | 42                                                | 8.19 | 1.82 | 14                                | 8.21 | 2.46 | 13                                                | 7.23 | 2.52 | 52  | 7.29 | 2.27 | 4     | 7.25 | 2.50 | 26                                          | 7.00 | 2.45 | 20    | 7.05 | 2.37 |
| Are adequately disseminated                                                       | 17                                                           | 6.24 | 3.17 | 94                                                                 | 5.09 | 2.82 | 43                                                | 5.95 | 2.36 | 15                                | 6.40 | 2.97 | 14                                                | 5.50 | 3.20 | 54  | 5.09 | 2.69 | 5     | 5.60 | 2.51 | 26                                          | 4.58 | 2.69 | 18    | 5.06 | 2.90 |
| Are appropriately translated*                                                     | 14                                                           | 6.57 | 2.85 | 86                                                                 | 5.52 | 2.69 | 43                                                | 6.58 | 2.67 | 13                                | 7.85 | 2.44 | 12                                                | 6.58 | 2.81 | 46  | 5.22 | 2.67 | 4     | 5.00 | 1.83 | 25                                          | 5.04 | 3.01 | 19    | 5.89 | 2.54 |
| Are adaptable to Congo's<br>specific development<br>challenges and circumstances* | 18                                                           | 5.39 | 3.03 | 94                                                                 | 6.18 | 2.69 | 45                                                | 6.98 | 2.54 | 15                                | 8.33 | 0.98 | 15                                                | 6.60 | 2.56 | 56  | 6.34 | 2.75 | 6     | 6.50 | 2.17 | 27                                          | 4.67 | 2.73 | 20    | 6.35 | 2.94 |

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

|                                                                                                                                             | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                                                                             | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                                                                             | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country? | 18                                                           | 5.83 | 2.90 | 99                                                                 | 6.91 | 2.36 | 49                                                | 7.20 | 2.07 | 13                                | 8.62 | 0.96 | 16                                                | 7.31 | 2.12 | 58  | 6.81 | 2.25 | 6     | 7.17 | 1.72 | 29                                          | 6.55 | 2.72 | 21    | 6.29 | 2.39 |
| Overall, how would you rate the technical quality of the World Bank's knowledge/research?*                                                  | 21                                                           | 7.48 | 2.20 | 101                                                                | 6.90 | 2.16 | 45                                                | 7.51 | 1.71 | 14                                | 9.07 | 1.07 | 16                                                | 6.81 | 2.17 | 61  | 6.97 | 2.13 | 7     | 7.14 | 2.91 | 27                                          | 6.52 | 2.29 | 24    | 6.00 | 2.99 |
| Overall, how effective is the World Bank at providing linkage to non-Bank expertise?*                                                       | 20                                                           | 4.20 | 3.02 | 81                                                                 | 5.73 | 2.39 | 37                                                | 6.76 | 1.83 | 12                                | 8.08 | 1.38 | 11                                                | 5.82 | 2.27 | 54  | 5.89 | 2.57 | 5     | 6.00 | 1.00 | 18                                          | 4.72 | 2.22 | 14    | 6.14 | 2.60 |

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

**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)

|                                                                                          | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                          | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                          | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| The World Bank disburses funds promptly*                                                 | 20                                                           | 4.80 | 3.52 | 93                                                                 | 4.96 | 3.10 | 40                                                | 7.03 | 2.51 | 11                                | 4.91 | 2.88 | 11                                                | 6.27 | 3.55 | 53  | 5.51 | 2.97 | 6     | 3.33 | 1.63 | 17                                          | 3.47 | 2.03 | 18    | 5.06 | 3.21 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 21                                                           | 7.29 | 2.39 | 104                                                                | 6.42 | 2.79 | 49                                                | 7.82 | 2.59 | 14                                | 7.71 | 2.23 | 15                                                | 6.93 | 2.74 | 57  | 6.37 | 2.87 | 7     | 5.86 | 3.29 | 31                                          | 4.90 | 3.29 | 22    | 6.64 | 2.72 |
| The World Bank's approvals and reviews are done in a timely fashion                      | 15                                                           | 4.93 | 3.01 | 82                                                                 | 5.07 | 2.58 | 44                                                | 5.93 | 2.86 | 12                                | 6.25 | 2.93 | 12                                                | 6.42 | 3.34 | 50  | 5.46 | 2.86 | 5     | 5.40 | 2.88 | 23                                          | 4.61 | 3.04 | 19    | 5.58 | 2.67 |
| The World Bank's "Safeguard Policy" requirements are reasonable                          | 14                                                           | 5.79 | 3.04 | 94                                                                 | 6.20 | 2.73 | 42                                                | 7.29 | 2.63 | 12                                | 7.17 | 2.66 | 12                                                | 7.17 | 2.33 | 48  | 6.54 | 2.48 | 6     | 6.33 | 2.88 | 23                                          | 5.30 | 3.11 | 16    | 6.50 | 2.56 |
| The World Bank imposes reasonable conditions on its lending                              | 16                                                           | 6.81 | 2.88 | 98                                                                 | 6.16 | 2.83 | 43                                                | 6.84 | 2.52 | 12                                | 4.83 | 3.30 | 12                                                | 6.33 | 3.47 | 52  | 6.17 | 2.60 | 6     | 5.50 | 2.88 | 22                                          | 5.95 | 3.08 | 17    | 6.76 | 2.49 |
| Working with the World Bank increases Congo's institutional capacity*                    | 18                                                           | 6.83 | 3.24 | 98                                                                 | 6.82 | 2.58 | 48                                                | 7.83 | 2.30 | 13                                | 9.00 | 1.29 | 16                                                | 7.31 | 2.65 | 54  | 7.59 | 1.80 | 6     | 7.00 | 2.90 | 28                                          | 6.36 | 3.18 | 22    | 7.27 | 2.68 |
| The World Bank ensures consistency and continuity through staff changes                  | 15                                                           | 7.13 | 3.44 | 86                                                                 | 7.33 | 2.27 | 45                                                | 7.67 | 2.13 | 12                                | 7.50 | 2.43 | 14                                                | 6.00 | 2.54 | 49  | 6.98 | 2.66 | 7     | 7.43 | 2.51 | 23                                          | 5.96 | 2.92 | 20    | 7.15 | 2.85 |
| The World Bank's teams and visits are well coordinated                                   | 14                                                           | 6.86 | 2.77 | 87                                                                 | 6.99 | 2.67 | 46                                                | 7.65 | 2.34 | 13                                | 7.62 | 2.10 | 14                                                | 6.36 | 2.79 | 49  | 6.31 | 2.90 | 6     | 6.17 | 2.71 | 21                                          | 6.05 | 3.26 | 15    | 6.87 | 2.70 |
| Where country systems are adequate, the World Bank makes appropriate use of them         | 14                                                           | 6.86 | 3.01 | 76                                                                 | 7.17 | 2.70 | 38                                                | 6.71 | 2.90 | 13                                | 7.92 | 2.50 | 13                                                | 7.85 | 1.68 | 43  | 7.16 | 2.76 | 4     | 8.50 | 1.29 | 22                                          | 5.36 | 3.30 | 18    | 7.61 | 2.70 |
| The World Bank provides effective implementation support*                                | 21                                                           | 7.67 | 2.31 | 92                                                                 | 7.40 | 2.44 | 46                                                | 8.28 | 2.14 | 12                                | 7.75 | 1.86 | 16                                                | 7.19 | 2.51 | 54  | 6.83 | 2.23 | 6     | 7.17 | 2.79 | 23                                          | 5.70 | 3.18 | 24    | 6.83 | 2.58 |

\*Significantly different between stakeholder groups

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

|                                                                               | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|-------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                               | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                               | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| To what extent do you believe the World Bank is adequately staffed in Congo?* | 15                                                           | 6.07 | 2.66 | 61                                                                 | 5.15 | 2.46 | 35                                                | 6.57 | 2.45 | 12                                | 7.58 | 1.78 | 13                                                | 5.77 | 2.45 | 47  | 6.09 | 2.63 | 5     | 5.20 | 0.45 | 21                                          | 4.10 | 2.41 | 19    | 5.00 | 2.54 |

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

**F. The Future Role of the World Bank in the Republic of Congo**

|                                                                                                                                  | Which of the following best describes your current position? |      |      |                                                                    |      |      |                                                   |      |      |                                   |      |      |                                                   |      |      |     |      |      |       |      |      |                                             |      |      |       |      |      |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|---------------------------------------------------|------|------|-----------------------------------|------|------|---------------------------------------------------|------|------|-----|------|------|-------|------|------|---------------------------------------------|------|------|-------|------|------|
|                                                                                                                                  | Office of Prime Minister/<br>Minister                        |      |      | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on Bank<br>project |      |      | Bilateral/ Multilateral<br>Agency |      |      | Private sector/ Financial<br>sector/ Private bank |      |      | CSO |      |      | Media |      |      | Academia/ Research<br>institute/ Think tank |      |      | Other |      |      |
|                                                                                                                                  | N                                                            | Mean | SD   | N                                                                  | Mean | SD   | N                                                 | Mean | SD   | N                                 | Mean | SD   | N                                                 | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                           | Mean | SD   | N     | Mean | SD   |
| How significant a role do you believe the World Bank SHOULD play in Congo's development over the medium term in the near future? | 23                                                           | 7.17 | 2.79 | 101                                                                | 7.71 | 2.01 | 47                                                | 8.13 | 1.86 | 15                                | 8.53 | 1.36 | 16                                                | 8.06 | 1.69 | 65  | 7.92 | 1.87 | 7     | 7.71 | 2.36 | 29                                          | 7.14 | 2.31 | 25    | 7.48 | 1.94 |

(1-Not a significant role at all, 10-Very significant role)

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

| Percentage of Respondents<br>(Responses Combined)                                                          | Office of Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>Bank project | Bilateral/<br>Multilateral Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Academia/<br>Research Institute/<br>Think Tank | Other |
|------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|-----------------------------------|------------------------------------------------------|-------|-------|------------------------------------------------|-------|
| Improve the quality of its experts as related to Congo's specific challenges*                              | 54.5%                                 | 31.6%                                                              | 32.6%                                            | 40.0%                             | 18.8%                                                | 43.1% | 33.3% | 58.1%                                          | 25.9% |
| Reduce the complexity of obtaining World Bank financing                                                    | 45.5%                                 | 56.1%                                                              | 41.3%                                            | 46.7%                             | 43.8%                                                | 36.9% | 50.0% | 32.3%                                          | 51.9% |
| Focus primarily on advocacy issues                                                                         | 0.0%                                  | 5.3%                                                               | 13.0%                                            | 6.7%                              | 12.5%                                                | 6.2%  | 16.7% | 9.7%                                           | 3.7%  |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms) | 9.1%                                  | 15.8%                                                              | 15.2%                                            | 13.3%                             | 18.8%                                                | 13.8% | 16.7% | 6.5%                                           | 18.5% |
| Ensure greater selectivity in its work                                                                     | 9.1%                                  | 9.6%                                                               | 8.7%                                             | 6.7%                              | 12.5%                                                | 7.7%  | 16.7% | 9.7%                                           | 3.7%  |
| Provide more adequate data/knowledge/statistics/figures on Congo's economy                                 | 0.0%                                  | 2.6%                                                               | 2.2%                                             | 0.0%                              | 0.0%                                                 | 6.2%  | 0.0%  | 12.9%                                          | 0.0%  |
| Offer more innovative financial products                                                                   | 13.6%                                 | 14.9%                                                              | 8.7%                                             | 20.0%                             | 0.0%                                                 | 13.8% | 0.0%  | 3.2%                                           | 18.5% |
| Offer more innovative knowledge services                                                                   | 13.6%                                 | 8.8%                                                               | 8.7%                                             | 13.3%                             | 18.8%                                                | 13.8% | 16.7% | 12.9%                                          | 7.4%  |
| Work faster                                                                                                | 13.6%                                 | 14.9%                                                              | 21.7%                                            | 13.3%                             | 12.5%                                                | 18.5% | 0.0%  | 12.9%                                          | 14.8% |
| Increase the level of World Bank staffing in Congo's office                                                | 0.0%                                  | 11.4%                                                              | 10.9%                                            | 20.0%                             | 6.3%                                                 | 10.8% | 0.0%  | 19.4%                                          | 18.5% |
| Improve its coordination with other donors                                                                 | 4.5%                                  | 5.3%                                                               | 8.7%                                             | 6.7%                              | 6.3%                                                 | 13.8% | 16.7% | 3.2%                                           | 14.8% |
| Focus more on issues that are unique to post-conflict countries                                            | 36.4%                                 | 21.9%                                                              | 26.1%                                            | 13.3%                             | 31.3%                                                | 7.7%  | 33.3% | 16.1%                                          | 22.2% |
| Other                                                                                                      | 0.0%                                  | 0.9%                                                               | 2.2%                                             | 0.0%                              | 12.5%                                                | 7.7%  | 0.0%  | 3.2%                                           | 0.0%  |

\*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 Congo? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
|------------------------------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
| Local newspapers                               | 34.8%                              | 36.9%                                                        | 39.6%                                      | 26.7%                          | 43.8%                                          | 39.4% | 33.3% | 29.0%                                    | 40.7% |
| International newspapers                       | 26.1%                              | 22.5%                                                        | 12.5%                                      | 20.0%                          | 43.8%                                          | 21.2% | 44.4% | 16.1%                                    | 25.9% |
| Local radio                                    | 8.7%                               | 13.5%                                                        | 0.0%                                       | 13.3%                          | 12.5%                                          | 15.2% | 0.0%  | 0.0%                                     | 11.1% |
| International radio                            | 30.4%                              | 27.0%                                                        | 25.0%                                      | 0.0%                           | 0.0%                                           | 19.7% | 44.4% | 19.4%                                    | 14.8% |
| Local television                               | 39.1%                              | 27.9%                                                        | 10.4%                                      | 6.7%                           | 25.0%                                          | 19.7% | 33.3% | 22.6%                                    | 33.3% |
| International television                       | 17.4%                              | 35.1%                                                        | 20.8%                                      | 20.0%                          | 18.8%                                          | 18.2% | 11.1% | 22.6%                                    | 25.9% |
| Periodicals                                    | 4.3%                               | 4.5%                                                         | 12.5%                                      | 20.0%                          | 0.0%                                           | 4.5%  | 0.0%  | 16.1%                                    | 7.4%  |
| Internet*                                      | 34.8%                              | 25.2%                                                        | 50.0%                                      | 66.7%                          | 43.8%                                          | 39.4% | 22.2% | 54.8%                                    | 25.9% |
| Social media (Facebook, Twitter, Youtube)      | 0.0%                               | 0.9%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 4.5%  | 11.1% | 3.2%                                     | 0.0%  |
| Blogs                                          | 0.0%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Mobile phones*                                 | 0.0%                               | 0.0%                                                         | 10.4%                                      | 0.0%                           | 0.0%                                           | 7.6%  | 0.0%  | 0.0%                                     | 3.7%  |
| Instant messaging                              | 0.0%                               | 0.0%                                                         | 2.1%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Other                                          | 4.3%                               | 1.8%                                                         | 8.3%                                       | 0.0%                           | 6.3%                                           | 7.6%  | 0.0%  | 6.5%                                     | 3.7%  |

\*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 Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
|--------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
| World Bank website*                                                      | 26.1%                              | 34.3%                                                        | 43.8%                                      | 73.3%                          | 43.8%                                          | 33.8% | 12.5% | 51.6%                                    | 38.5% |
| Direct contact with World Bank (i.e., face to face meetings/discussions) | 43.5%                              | 38.9%                                                        | 41.7%                                      | 33.3%                          | 43.8%                                          | 47.7% | 25.0% | 32.3%                                    | 34.6% |
| e-Newsletters                                                            | 30.4%                              | 16.7%                                                        | 20.8%                                      | 20.0%                          | 18.8%                                          | 23.1% | 25.0% | 25.8%                                    | 11.5% |
| Instant messaging                                                        | 0.0%                               | 0.9%                                                         | 4.2%                                       | 6.7%                           | 0.0%                                           | 1.5%  | 0.0%  | 3.2%                                     | 7.7%  |
| World Bank seminars/workshops/conferences*                               | 47.8%                              | 54.6%                                                        | 47.9%                                      | 0.0%                           | 43.8%                                          | 40.0% | 50.0% | 32.3%                                    | 50.0% |
| World Bank publications and other written materials                      | 39.1%                              | 41.7%                                                        | 25.0%                                      | 40.0%                          | 25.0%                                          | 29.2% | 62.5% | 35.5%                                    | 23.1% |
| Mobile phones                                                            | 0.0%                               | 4.6%                                                         | 12.5%                                      | 0.0%                           | 12.5%                                          | 12.3% | 12.5% | 6.5%                                     | 19.2% |
| Social media (Facebook, Twitter, Youtube)                                | 0.0%                               | 2.8%                                                         | 4.2%                                       | 0.0%                           | 0.0%                                           | 4.6%  | 12.5% | 6.5%                                     | 7.7%  |
| Blogs                                                                    | 0.0%                               | 0.9%                                                         | 0.0%                                       | 0.0%                           | 0.0%                                           | 0.0%  | 0.0%  | 0.0%                                     | 0.0%  |
| Other                                                                    | 4.3%                               | 0.0%                                                         | 0.0%                                       | 0.0%                           | 6.3%                                           | 3.1%  | 0.0%  | 3.2%                                     | 3.8%  |

\*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 Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
| Yes                       | 38.1%                              | 14.2%                                                        | 31.9%                                      | 13.3%                          | 18.8%                                          | 36.9% | 14.3% | 17.2%                                    | 11.1% |
| No                        | 61.9%                              | 85.8%                                                        | 68.1%                                      | 86.7%                          | 81.3%                                          | 63.1% | 85.7% | 82.8%                                    | 88.9% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
| Yes                       | 33.3%                              | 6.1%                                                         | 17.8%                                      | 60.0%                          | 37.5%                                          | 35.5% | 14.3% | 27.6%                                    | 8.0%  |
| No                        | 66.7%                              | 93.9%                                                        | 82.2%                                      | 40.0%                          | 62.5%                                          | 64.5% | 85.7% | 72.4%                                    | 92.0% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of Prime Minister/ Minister |      | Employee of Ministry/ Ministerial Dep/ Implementation Agency |        |      | PMU/Consultant/ Contractor on Bank project |       |      | 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 |
| Yes                       | 71.4%                              |      |                                                              | 100.0% |      |                                            | 85.7% |      |                                | 77.8% |      |                                                | 100.0% |      |     | 82.6% |      |       | 100.0% |      |                                          | 71.4% |      |       | 100.0% |      |    |
| No                        | 28.6%                              |      |                                                              | 0.0%   |      |                                            | 14.3% |      |                                | 22.2% |      |                                                | 0.0%   |      |     | 17.4% |      |       | 0.0%   |      |                                          | 28.6% |      |       | 0.0%   |      |    |

**Do you have access to the Internet?\***

| Percentage of Respondents | Office of Prime Minister/ Minister |      | Employee of Ministry/ Ministerial Dep/ Implementation Agency |       |      | PMU/Consultant/ Contractor on Bank project |       |      | 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 |
| Yes                       | 77.3%                              |      |                                                              | 62.4% |      |                                            | 93.3% |      |                                | 100.0% |      |                                                | 100.0% |      |     | 82.3% |      |       | 66.7% |      |                                          | 93.3% |      |       | 63.0% |      |    |
| No                        | 22.7%                              |      |                                                              | 37.6% |      |                                            | 6.7%  |      |                                | 0.0%   |      |                                                | 0.0%   |      |     | 17.7% |      |       | 33.3% |      |                                          | 6.7%  |      |       | 37.0% |      |    |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of Prime Minister/ Minister |      | Employee of Ministry/ Ministerial Dep/ Implementation Agency |       |      | PMU/Consultant/ Contractor on Bank project |       |      | 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 |
| Yes                       | 38.1%                              |      |                                                              | 24.3% |      |                                            | 56.5% |      |                                | 86.7% |      |                                                | 56.3% |      |     | 54.7% |      |       | 33.3% |      |                                          | 58.6% |      |       | 22.2% |      |    |
| No                        | 61.9%                              |      |                                                              | 75.7% |      |                                            | 43.5% |      |                                | 13.3% |      |                                                | 43.8% |      |     | 45.3% |      |       | 66.7% |      |                                          | 41.4% |      |       | 77.8% |      |    |

\*Significantly different between stakeholder groups

**Which do you primarily use?**

| Percentage of Respondents        | Office of Prime Minister/ Minister |      | Employee of Ministry/ Ministerial Dep/ Implementation Agency |       |      | PMU/Consultant/ Contractor on Bank project |       |      | Bilateral/ Multilateral Agency |       |      | Private Sector/ Financial Sector/ Private Bank |       |      | CSO |       |      | Media |       |      | Academia/ Research Institute/ Think Tank |       |      | Other |       |      |    |
|----------------------------------|------------------------------------|------|--------------------------------------------------------------|-------|------|--------------------------------------------|-------|------|--------------------------------|-------|------|------------------------------------------------|-------|------|-----|-------|------|-------|-------|------|------------------------------------------|-------|------|-------|-------|------|----|
|                                  | N                                  | Mean | SD                                                           | N     | Mean | SD                                         | N     | Mean | SD                             | N     | Mean | SD                                             | N     | Mean | SD  | N     | Mean | SD    | N     | Mean | SD                                       | N     | Mean | SD    | N     | Mean | SD |
| The World Bank's country website | 41.7%                              |      |                                                              | 54.1% |      |                                            | 25.0% |      |                                | 50.0% |      |                                                | 44.4% |      |     | 52.9% |      |       | 75.0% |      |                                          | 56.0% |      |       | 50.0% |      |    |
| The World Bank's main website    | 58.3%                              |      |                                                              | 45.9% |      |                                            | 75.0% |      |                                | 50.0% |      |                                                | 55.6% |      |     | 47.1% |      |       | 25.0% |      |                                          | 44.0% |      |       | 50.0% |      |    |

**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 Prime Minister/ Minister                           |      |      | Employee of Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/Consultant/ Contractor on Bank project |      |      | 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   |
| I use more data from the World Bank as a result of the organization's Open Data policy* | 17                                                           | 5.00 | 3.89 | 65                                                           | 4.29 | 2.90 | 32                                         | 7.00 | 2.79 | 12                             | 5.92 | 2.87 | 14                                             | 4.00 | 2.75 | 47  | 5.60 | 3.03 | 7     | 4.57 | 3.21 | 23                                       | 7.26 | 2.47 | 17    | 3.76 | 3.09 |
| I find the World Bank websites easy to navigate                                         | 13                                                           | 6.46 | 3.41 | 33                                                           | 6.45 | 2.67 | 29                                         | 7.86 | 1.83 | 13                             | 8.54 | 1.13 | 11                                             | 6.55 | 2.50 | 36  | 7.50 | 2.26 | 1     | 6.00 |      | 19                                       | 7.11 | 2.42 | 7     | 6.00 | 3.32 |
| I find the information on the World Bank's websites useful*                             | 14                                                           | 6.43 | 3.59 | 36                                                           | 7.58 | 2.22 | 27                                         | 8.33 | 1.82 | 13                             | 9.31 | 1.11 | 11                                             | 7.55 | 2.16 | 39  | 7.95 | 2.13 | 3     | 4.33 | 3.06 | 19                                       | 8.79 | 1.78 | 8     | 7.38 | 3.74 |
| When I need information from the World Bank I know how to find it                       | 17                                                           | 4.35 | 3.60 | 57                                                           | 5.28 | 3.22 | 39                                         | 6.79 | 3.23 | 14                             | 4.64 | 3.86 | 13                                             | 5.31 | 3.52 | 45  | 5.84 | 3.25 | 3     | 4.33 | 1.15 | 25                                       | 5.92 | 3.08 | 16    | 5.44 | 3.27 |
| The World Bank is responsive to my information requests and inquiries                   | 18                                                           | 3.61 | 3.09 | 39                                                           | 3.79 | 2.75 | 28                                         | 5.75 | 3.82 | 12                             | 5.25 | 3.70 | 12                                             | 5.67 | 3.31 | 35  | 5.80 | 3.22 | 5     | 4.40 | 3.13 | 18                                       | 4.06 | 2.51 | 9     | 5.22 | 3.23 |

\*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 Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media  | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|--------|------------------------------------------|-------|
| Yes                       | 60.9%                              | 36.3%                                                        | 72.9%                                      | 100.0%                         | 37.5%                                          | 53.8% | 0.0%   | 41.9%                                    | 33.3% |
| No                        | 39.1%                              | 63.7%                                                        | 27.1%                                      | 0.0%                           | 62.5%                                          | 46.2% | 100.0% | 58.1%                                    | 66.7% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined)                             | Office of Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia/ Research Institute/ Think Tank | Other |
|----------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------|--------------------------------------------|--------------------------------|------------------------------------------------|-------|-------|------------------------------------------|-------|
| Observer (i.e., follow in media, discuss in informal conversations, etc.)* | 23.8%                              | 39.4%                                                        | 28.3%                                      | 6.7%                           | 33.3%                                          | 39.7% | 87.5% | 33.3%                                    | 48.0% |
| Use World Bank reports/data*                                               | 28.6%                              | 20.2%                                                        | 15.2%                                      | 53.3%                          | 6.7%                                           | 25.4% | 37.5% | 50.0%                                    | 28.0% |
| Engage in World Bank related/sponsored events/activities*                  | 47.6%                              | 28.8%                                                        | 50.0%                                      | 6.7%                           | 26.7%                                          | 38.1% | 12.5% | 20.0%                                    | 20.0% |
| Collaborate as part of my professional duties*                             | 42.9%                              | 53.8%                                                        | 47.8%                                      | 53.3%                          | 46.7%                                          | 36.5% | 12.5% | 26.7%                                    | 20.0% |
| Use World Bank website for information, data, research, etc.*              | 4.8%                               | 10.6%                                                        | 15.2%                                      | 40.0%                          | 33.3%                                          | 22.2% | 12.5% | 40.0%                                    | 24.0% |

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing the Republic of Congo

In general, would you say that the Republic of Congo is headed in...?\*

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| The right direction       | 62.4%       | 48.9%        | 60.6%   | 66.7%    | 82.6%  |
| The wrong direction       | 12.1%       | 15.6%        | 24.2%   | 8.3%     | 8.7%   |
| Not sure                  | 25.5%       | 35.6%        | 15.2%   | 25.0%    | 8.7%   |

\*Significantly different between locations

Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

| 1st Most Important                               |             |              |         |          |        |
|--------------------------------------------------|-------------|--------------|---------|----------|--------|
| Percentage of Respondents                        | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
| Rural development                                | 12.0%       | 15.9%        | 18.8%   | 25.7%    | 21.9%  |
| Education                                        | 25.3%       | 17.0%        | 31.3%   | 8.6%     | 31.3%  |
| Social protection                                | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Transport                                        | 5.1%        | 5.7%         | 12.5%   | 8.6%     | 3.1%   |
| Security/stabilization/reconstruction            | 3.2%        | 0.0%         | 0.0%    | 0.0%     | 6.3%   |
| Poverty reduction                                | 7.6%        | 8.0%         | 15.6%   | 17.1%    | 12.5%  |
| Public sector reform*                            | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 3.1%   |
| Regional integration                             | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Gender                                           | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Domestic private sector development              | 0.6%        | 2.3%         | 0.0%    | 0.0%     | 6.3%   |
| Foreign direct investment                        | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Water and sanitation                             | 1.9%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Energy                                           | 2.5%        | 2.3%         | 0.0%    | 2.9%     | 0.0%   |
| Regional conflict and tensions                   | 0.6%        | 0.0%         | 3.1%    | 0.0%     | 0.0%   |
| Monitoring and evaluation                        | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Public financial management                      | 3.8%        | 4.5%         | 0.0%    | 0.0%     | 0.0%   |
| Job creation/employment                          | 1.3%        | 1.1%         | 0.0%    | 5.7%     | 0.0%   |
| Governance                                       | 6.3%        | 10.2%        | 0.0%    | 5.7%     | 0.0%   |
| Financial markets*                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 3.1%   |
| Urban development                                | 0.6%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Environmental sustainability                     | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Equality of opportunity                          | 1.3%        | 3.4%         | 0.0%    | 0.0%     | 0.0%   |
| Health*                                          | 3.8%        | 10.2%        | 0.0%    | 2.9%     | 0.0%   |
| Global integration                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Food security                                    | 1.9%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Social cohesion                                  | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Climate change                                   | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Agricultural development                         | 4.4%        | 4.5%         | 9.4%    | 8.6%     | 3.1%   |
| Trade and exports                                | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Crime and violence                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Economic growth                                  | 4.4%        | 2.3%         | 0.0%    | 8.6%     | 0.0%   |
| Law and justice                                  | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Regulatory framework                             | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Communicable/non-communicable disease            | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Basic infrastructure                             | 4.4%        | 2.3%         | 9.4%    | 5.7%     | 0.0%   |
| Local governance and institutions                | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Natural resource management                      | 2.5%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Anti corruption                                  | 2.5%        | 4.5%         | 0.0%    | 0.0%     | 6.3%   |
| Disaster management                              | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Global information and communications technology | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |

\*Significantly different between locations

### A. General Issues facing the Republic of Congo (continued)

Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

| 2 <sup>nd</sup> Most Important                   |             |              |         |          |        |
|--------------------------------------------------|-------------|--------------|---------|----------|--------|
| Percentage of Respondents                        | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
| Rural development                                | 6.3%        | 2.3%         | 3.1%    | 5.7%     | 3.2%   |
| Education                                        | 11.3%       | 17.2%        | 9.4%    | 25.7%    | 16.1%  |
| Social protection                                | 1.9%        | 3.4%         | 3.1%    | 5.7%     | 0.0%   |
| Transport                                        | 5.7%        | 3.4%         | 6.3%    | 8.6%     | 0.0%   |
| Security/stabilization/reconstruction            | 1.3%        | 0.0%         | 0.0%    | 2.9%     | 3.2%   |
| Poverty reduction                                | 8.8%        | 8.0%         | 6.3%    | 5.7%     | 12.9%  |
| Public sector reform                             | 1.9%        | 2.3%         | 0.0%    | 0.0%     | 3.2%   |
| Regional integration                             | 1.3%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Gender                                           | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 3.2%   |
| Domestic private sector development              | 3.8%        | 3.4%         | 0.0%    | 0.0%     | 6.5%   |
| Foreign direct investment*                       | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 3.2%   |
| Water and sanitation                             | 5.0%        | 6.9%         | 0.0%    | 0.0%     | 3.2%   |
| Energy                                           | 4.4%        | 3.4%         | 9.4%    | 5.7%     | 0.0%   |
| Regional conflict and tensions                   | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Monitoring and evaluation*                       | 1.3%        | 0.0%         | 0.0%    | 8.6%     | 0.0%   |
| Public financial management                      | 1.3%        | 2.3%         | 3.1%    | 5.7%     | 9.7%   |
| Job creation/employment                          | 5.7%        | 11.5%        | 12.5%   | 2.9%     | 9.7%   |
| Governance                                       | 5.7%        | 1.1%         | 6.3%    | 2.9%     | 6.5%   |
| Financial markets*                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 6.5%   |
| Urban development                                | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Environmental sustainability                     | 3.1%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Equality of opportunity                          | 1.3%        | 0.0%         | 0.0%    | 0.0%     | 3.2%   |
| Health                                           | 6.9%        | 6.9%         | 12.5%   | 2.9%     | 3.2%   |
| Global integration                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Food security                                    | 1.3%        | 3.4%         | 3.1%    | 0.0%     | 0.0%   |
| Social cohesion                                  | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Climate change                                   | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Agricultural development*                        | 7.5%        | 9.2%         | 21.9%   | 0.0%     | 0.0%   |
| Trade and exports                                | 1.3%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Crime and violence                               | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Economic growth                                  | 2.5%        | 0.0%         | 0.0%    | 5.7%     | 0.0%   |
| Law and justice                                  | 2.5%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Regulatory framework                             | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Communicable/non-communicable disease            | 1.3%        | 0.0%         | 0.0%    | 2.9%     | 0.0%   |
| Basic infrastructure                             | 1.9%        | 2.3%         | 3.1%    | 5.7%     | 3.2%   |
| Local governance and institutions                | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Natural resource management                      | 0.0%        | 2.3%         | 0.0%    | 0.0%     | 0.0%   |
| Anti corruption                                  | 1.9%        | 8.0%         | 0.0%    | 2.9%     | 3.2%   |
| Disaster management                              | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Global information and communications technology | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |

\*Significantly different between locations

### A. General Issues facing the Republic of Congo (continued)

Listed below are a number of development priorities in Congo. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

| 3 <sup>rd</sup> Most Important                   |             |              |         |          |        |
|--------------------------------------------------|-------------|--------------|---------|----------|--------|
| Percentage of Respondents                        | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
| Rural development                                | 3.1%        | 5.6%         | 3.1%    | 0.0%     | 6.3%   |
| Education                                        | 5.7%        | 4.4%         | 6.3%    | 5.6%     | 0.0%   |
| Social protection                                | 1.9%        | 2.2%         | 6.3%    | 2.8%     | 0.0%   |
| Transport*                                       | 1.9%        | 3.3%         | 12.5%   | 8.3%     | 0.0%   |
| Security/stabilization/reconstruction            | 1.3%        | 3.3%         | 0.0%    | 2.8%     | 0.0%   |
| Poverty reduction                                | 5.7%        | 8.9%         | 3.1%    | 5.6%     | 0.0%   |
| Public sector reform                             | 1.9%        | 0.0%         | 3.1%    | 0.0%     | 0.0%   |
| Regional integration                             | 1.9%        | 1.1%         | 0.0%    | 0.0%     | 6.3%   |
| Gender                                           | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Domestic private sector development              | 2.5%        | 3.3%         | 3.1%    | 2.8%     | 3.1%   |
| Foreign direct investment                        | 1.3%        | 3.3%         | 0.0%    | 2.8%     | 3.1%   |
| Water and sanitation                             | 2.5%        | 7.8%         | 3.1%    | 5.6%     | 0.0%   |
| Energy                                           | 7.5%        | 1.1%         | 3.1%    | 5.6%     | 0.0%   |
| Regional conflict and tensions                   | 1.3%        | 0.0%         | 3.1%    | 0.0%     | 0.0%   |
| Monitoring and evaluation                        | 3.8%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Public financial management                      | 1.9%        | 2.2%         | 3.1%    | 0.0%     | 0.0%   |
| Job creation/employment                          | 6.9%        | 4.4%         | 3.1%    | 8.3%     | 9.4%   |
| Governance                                       | 2.5%        | 5.6%         | 0.0%    | 8.3%     | 12.5%  |
| Financial markets                                | 0.0%        | 0.0%         | 0.0%    | 2.8%     | 0.0%   |
| Urban development                                | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Environmental sustainability                     | 1.9%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Equality of opportunity                          | 0.0%        | 1.1%         | 0.0%    | 2.8%     | 0.0%   |
| Health                                           | 8.8%        | 7.8%         | 9.4%    | 11.1%    | 6.3%   |
| Global integration*                              | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 6.3%   |
| Food security                                    | 1.9%        | 1.1%         | 9.4%    | 0.0%     | 3.1%   |
| Social cohesion                                  | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Climate change                                   | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Agricultural development                         | 4.4%        | 7.8%         | 3.1%    | 2.8%     | 6.3%   |
| Trade and exports                                | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Crime and violence                               | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Economic growth                                  | 2.5%        | 2.2%         | 9.4%    | 2.8%     | 6.3%   |
| Law and justice                                  | 2.5%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Regulatory framework                             | 0.0%        | 0.0%         | 3.1%    | 2.8%     | 3.1%   |
| Communicable/non-communicable disease            | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Basic infrastructure                             | 7.5%        | 6.7%         | 0.0%    | 8.3%     | 6.3%   |
| Local governance and institutions                | 3.1%        | 1.1%         | 0.0%    | 0.0%     | 6.3%   |
| Natural resource management                      | 3.8%        | 2.2%         | 6.3%    | 0.0%     | 0.0%   |
| Anti corruption                                  | 5.7%        | 4.4%         | 6.3%    | 2.8%     | 9.4%   |
| Disaster management                              | 2.5%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Global information and communications technology | 1.9%        | 2.2%         | 0.0%    | 2.8%     | 0.0%   |

\*Significantly different between locations

### A. General Issues facing the Republic of Congo (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 Congo? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------------------------------|-------------|--------------|---------|----------|--------|
| Water and sanitation                              | 19.9%       | 22.6%        | 15.6%   | 25.0%    | 3.1%   |
| Equality of opportunity                           | 8.4%        | 10.8%        | 0.0%    | 2.8%     | 15.6%  |
| Economic growth*                                  | 25.9%       | 17.2%        | 18.8%   | 47.2%    | 37.5%  |
| Climate change                                    | 0.6%        | 0.0%         | 3.1%    | 0.0%     | 0.0%   |
| Regional conflict and tensions                    | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Disaster management                               | 1.2%        | 0.0%         | 0.0%    | 2.8%     | 0.0%   |
| Regional integration                              | 1.8%        | 2.2%         | 3.1%    | 0.0%     | 3.1%   |
| Gender                                            | 3.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Rural development                                 | 18.1%       | 24.7%        | 37.5%   | 11.1%    | 21.9%  |
| Urban development                                 | 3.0%        | 0.0%         | 3.1%    | 2.8%     | 0.0%   |
| Education                                         | 20.5%       | 15.1%        | 21.9%   | 33.3%    | 15.6%  |
| Regulatory framework                              | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Local governance and institutions                 | 4.8%        | 2.2%         | 0.0%    | 0.0%     | 6.3%   |
| Basic infrastructure                              | 16.9%       | 15.1%        | 18.8%   | 16.7%    | 12.5%  |
| Social protection                                 | 7.2%        | 6.5%         | 3.1%    | 2.8%     | 0.0%   |
| Law and justice                                   | 1.8%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Transport*                                        | 12.7%       | 17.2%        | 25.0%   | 2.8%     | 0.0%   |
| Crime and violence*                               | 0.0%        | 0.0%         | 0.0%    | 8.3%     | 0.0%   |
| Communicable/non-communicable disease             | 0.6%        | 2.2%         | 0.0%    | 2.8%     | 3.1%   |
| Security/stabilization/reconstruction             | 3.0%        | 0.0%         | 6.3%    | 2.8%     | 0.0%   |
| Global information and communications technology  | 0.0%        | 0.0%         | 0.0%    | 2.8%     | 3.1%   |
| Public sector reform                              | 3.0%        | 1.1%         | 0.0%    | 0.0%     | 6.3%   |
| Domestic private sector development               | 14.5%       | 14.0%        | 6.3%    | 5.6%     | 25.0%  |
| Foreign direct investment                         | 2.4%        | 1.1%         | 0.0%    | 0.0%     | 6.3%   |
| Global integration                                | 0.0%        | 0.0%         | 0.0%    | 2.8%     | 0.0%   |
| Energy                                            | 10.8%       | 15.1%        | 12.5%   | 11.1%    | 9.4%   |
| Food security                                     | 11.4%       | 17.2%        | 12.5%   | 5.6%     | 9.4%   |
| Monitoring and evaluation*                        | 1.2%        | 0.0%         | 0.0%    | 16.7%    | 0.0%   |
| Governance*                                       | 15.1%       | 6.5%         | 0.0%    | 0.0%     | 18.8%  |
| Social cohesion                                   | 0.6%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Natural resource management                       | 6.6%        | 8.6%         | 9.4%    | 8.3%     | 6.3%   |
| Environmental sustainability                      | 5.4%        | 2.2%         | 0.0%    | 0.0%     | 0.0%   |
| Health                                            | 12.7%       | 17.2%        | 9.4%    | 27.8%    | 12.5%  |
| Public financial management                       | 4.2%        | 3.2%         | 3.1%    | 0.0%     | 6.3%   |
| Agricultural development*                         | 22.9%       | 32.3%        | 46.9%   | 19.4%    | 34.4%  |
| Job creation/employment                           | 29.5%       | 30.1%        | 28.1%   | 36.1%    | 28.1%  |
| Financial markets                                 | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Trade and exports                                 | 1.8%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Anti corruption                                   | 6.6%        | 12.9%        | 15.6%   | 2.8%     | 9.4%   |

\*Significantly different between locations

### A. General Issues facing the Republic of Congo (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 Congo? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Brazzaville |      | Pointe Noire |      | Kinkala |      | Ngamboma |      | Owando |      |
|---------------------------------------------------|-------------|------|--------------|------|---------|------|----------|------|--------|------|
|                                                   | N           | Mean | N            | Mean | N       | Mean | N        | Mean | N      | Mean |
| Energy                                            | 33.1%       |      | 37.6%        |      | 48.5%   |      | 41.7%    |      | 40.6%  |      |
| Equality of opportunity*                          | 3.0%        |      | 4.3%         |      | 0.0%    |      | 0.0%     |      | 15.6%  |      |
| Social protection                                 | 1.8%        |      | 1.1%         |      | 0.0%    |      | 2.8%     |      | 0.0%   |      |
| Global integration*                               | 0.0%        |      | 1.1%         |      | 0.0%    |      | 0.0%     |      | 12.5%  |      |
| Climate change                                    | 1.2%        |      | 0.0%         |      | 0.0%    |      | 2.8%     |      | 0.0%   |      |
| Anti corruption                                   | 22.9%       |      | 19.4%        |      | 9.1%    |      | 22.2%    |      | 15.6%  |      |
| Disaster management                               | 1.2%        |      | 0.0%         |      | 0.0%    |      | 0.0%     |      | 0.0%   |      |
| Regional conflict and tensions                    | 0.6%        |      | 0.0%         |      | 0.0%    |      | 0.0%     |      | 0.0%   |      |
| Rural development                                 | 15.1%       |      | 23.7%        |      | 18.2%   |      | 11.1%    |      | 31.3%  |      |
| Foreign direct investment                         | 13.3%       |      | 5.4%         |      | 12.1%   |      | 5.6%     |      | 6.3%   |      |
| Urban development                                 | 3.0%        |      | 1.1%         |      | 3.0%    |      | 2.8%     |      | 0.0%   |      |
| Water and sanitation                              | 3.0%        |      | 3.2%         |      | 6.1%    |      | 8.3%     |      | 0.0%   |      |
| Education                                         | 9.0%        |      | 5.4%         |      | 6.1%    |      | 19.4%    |      | 9.4%   |      |
| Global information and communications technology  | 6.6%        |      | 4.3%         |      | 6.1%    |      | 0.0%     |      | 0.0%   |      |
| Regulatory framework                              | 1.2%        |      | 1.1%         |      | 0.0%    |      | 0.0%     |      | 3.1%   |      |
| Communicable/non-communicable disease             | 0.6%        |      | 2.2%         |      | 0.0%    |      | 0.0%     |      | 0.0%   |      |
| Trade and exports                                 | 18.1%       |      | 10.8%        |      | 15.2%   |      | 8.3%     |      | 18.8%  |      |
| Social cohesion*                                  | 0.6%        |      | 2.2%         |      | 0.0%    |      | 0.0%     |      | 9.4%   |      |
| Public sector reform                              | 4.2%        |      | 2.2%         |      | 3.0%    |      | 5.6%     |      | 3.1%   |      |
| Regional integration                              | 4.8%        |      | 2.2%         |      | 0.0%    |      | 0.0%     |      | 9.4%   |      |
| Domestic private sector development               | 22.3%       |      | 18.3%        |      | 15.2%   |      | 19.4%    |      | 12.5%  |      |
| Job creation/employment                           | 17.5%       |      | 15.1%        |      | 12.1%   |      | 16.7%    |      | 12.5%  |      |
| Agricultural development                          | 21.7%       |      | 30.1%        |      | 42.4%   |      | 36.1%    |      | 25.0%  |      |
| Food security                                     | 3.0%        |      | 6.5%         |      | 3.0%    |      | 5.6%     |      | 3.1%   |      |
| Governance                                        | 14.5%       |      | 17.2%        |      | 21.2%   |      | 5.6%     |      | 25.0%  |      |
| Transport*                                        | 10.2%       |      | 11.8%        |      | 30.3%   |      | 13.9%    |      | 0.0%   |      |
| Security/stabilization/reconstruction             | 1.8%        |      | 1.1%         |      | 0.0%    |      | 5.6%     |      | 0.0%   |      |
| Monitoring and evaluation                         | 4.2%        |      | 2.2%         |      | 0.0%    |      | 8.3%     |      | 0.0%   |      |
| Gender                                            | 1.8%        |      | 0.0%         |      | 0.0%    |      | 0.0%     |      | 0.0%   |      |
| Natural resource management                       | 15.7%       |      | 23.7%        |      | 21.2%   |      | 16.7%    |      | 12.5%  |      |
| Environmental sustainability                      | 1.8%        |      | 1.1%         |      | 0.0%    |      | 0.0%     |      | 0.0%   |      |
| Health                                            | 4.8%        |      | 3.2%         |      | 9.1%    |      | 13.9%    |      | 3.1%   |      |
| Basic infrastructure                              | 16.3%       |      | 11.8%        |      | 6.1%    |      | 22.2%    |      | 12.5%  |      |
| Law and justice                                   | 1.2%        |      | 2.2%         |      | 0.0%    |      | 0.0%     |      | 0.0%   |      |
| Local governance and institutions                 | 2.4%        |      | 2.2%         |      | 0.0%    |      | 0.0%     |      | 6.3%   |      |
| Crime and violence                                | 0.0%        |      | 0.0%         |      | 0.0%    |      | 2.8%     |      | 0.0%   |      |
| Public financial management*                      | 15.7%       |      | 24.7%        |      | 12.1%   |      | 2.8%     |      | 9.4%   |      |
| Financial markets                                 | 1.8%        |      | 2.2%         |      | 0.0%    |      | 0.0%     |      | 3.1%   |      |

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank

|                                                                 | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-----------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                 | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                 | 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 Congo?* | 165                                             | 5.96 | 2.92 | 93           | 5.06 | 2.96 | 33      | 4.30 | 2.69 | 36       | 4.39 | 3.47 | 31     | 4.65 | 2.56 |

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

|                                                                                  | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|----------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                  | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                  | 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 Congo. | 154                                             | 6.34 | 2.50 | 86           | 6.06 | 2.74 | 25      | 5.68 | 2.91 | 28       | 5.54 | 3.01 | 28     | 6.46 | 2.53 |

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

|                                                                                                                                        | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                                                                        | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                                                                        | 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 to help Congo solve its most complicated development challenges? | 126                                             | 7.53 | 2.37 | 78           | 6.79 | 2.45 | 23      | 7.43 | 2.09 | 26       | 7.35 | 2.43 | 28     | 7.61 | 2.04 |

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

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

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

| Percentage of Respondents<br>(Responses Combined) | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------------------------------|-------------|--------------|---------|----------|--------|
| Rural development                                 | 24.7%       | 30.1%        | 45.5%   | 33.3%    | 25.0%  |
| Education                                         | 36.7%       | 31.2%        | 30.3%   | 52.8%    | 43.8%  |
| Governance                                        | 22.3%       | 19.4%        | 18.2%   | 11.1%    | 28.1%  |
| Security/stabilization/reconstruction             | 1.2%        | 0.0%         | 0.0%    | 2.8%     | 6.3%   |
| Social protection                                 | 1.2%        | 4.3%         | 6.1%    | 0.0%     | 0.0%   |
| Transport*                                        | 12.7%       | 9.7%         | 27.3%   | 13.9%    | 3.1%   |
| Poverty reduction                                 | 27.7%       | 23.7%        | 15.2%   | 30.6%    | 12.5%  |
| Public sector reform                              | 5.4%        | 4.3%         | 6.1%    | 5.6%     | 6.3%   |
| Regional integration*                             | 1.8%        | 0.0%         | 0.0%    | 2.8%     | 9.4%   |
| Gender                                            | 3.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Crime and violence                                | 0.6%        | 0.0%         | 0.0%    | 2.8%     | 0.0%   |
| Domestic private sector development               | 13.3%       | 11.8%        | 12.1%   | 2.8%     | 18.8%  |
| Foreign direct investment                         | 1.8%        | 3.2%         | 0.0%    | 0.0%     | 3.1%   |
| Water and sanitation                              | 6.0%        | 8.6%         | 3.0%    | 16.7%    | 0.0%   |
| Energy*                                           | 10.8%       | 12.9%        | 6.1%    | 0.0%     | 0.0%   |
| Monitoring and evaluation                         | 9.6%        | 4.3%         | 9.1%    | 5.6%     | 3.1%   |
| Social cohesion                                   | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 3.1%   |
| Public financial management                       | 13.9%       | 11.8%        | 3.0%    | 13.9%    | 15.6%  |
| Job creation/employment                           | 12.0%       | 10.8%        | 3.0%    | 2.8%     | 12.5%  |
| Financial markets*                                | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 15.6%  |
| Urban development                                 | 1.2%        | 2.2%         | 0.0%    | 2.8%     | 0.0%   |
| Environmental sustainability                      | 2.4%        | 4.3%         | 3.0%    | 2.8%     | 0.0%   |
| Equality of opportunity                           | 0.6%        | 4.3%         | 0.0%    | 2.8%     | 0.0%   |
| Regional conflict and tensions                    | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Health                                            | 17.5%       | 22.6%        | 12.1%   | 22.2%    | 15.6%  |
| Global integration                                | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Food security                                     | 4.2%        | 6.5%         | 15.2%   | 2.8%     | 3.1%   |
| Climate change                                    | 1.2%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Agricultural development*                         | 16.3%       | 29.0%        | 51.5%   | 22.2%    | 15.6%  |
| Trade and exports*                                | 0.6%        | 1.1%         | 0.0%    | 0.0%     | 9.4%   |
| Economic growth                                   | 7.2%        | 3.2%         | 3.0%    | 13.9%    | 6.3%   |
| Law and justice                                   | 3.6%        | 3.2%         | 0.0%    | 0.0%     | 0.0%   |
| Local governance and institutions                 | 5.4%        | 5.4%         | 6.1%    | 0.0%     | 0.0%   |
| Regulatory framework                              | 0.6%        | 1.1%         | 0.0%    | 2.8%     | 0.0%   |
| Communicable/non-communicable disease*            | 2.4%        | 0.0%         | 0.0%    | 8.3%     | 0.0%   |
| Basic infrastructure                              | 12.7%       | 6.5%         | 9.1%    | 5.6%     | 12.5%  |
| Natural resource management                       | 7.2%        | 6.5%         | 6.1%    | 5.6%     | 18.8%  |
| Anti corruption                                   | 9.0%        | 14.0%        | 6.1%    | 11.1%    | 9.4%   |
| Disaster management                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Global information and communications technology  | 2.4%        | 0.0%         | 3.0%    | 0.0%     | 0.0%   |

\*Significantly different between locations

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 Congo?

| Greatest Value                                                      |             |              |         |          |        |
|---------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| Percentage of Respondents                                           | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
| Financial resources                                                 | 30.3%       | 25.0%        | 31.3%   | 37.1%    | 26.7%  |
| Mobilizing third party financial resources*                         | 9.1%        | 17.0%        | 31.3%   | 14.3%    | 3.3%   |
| Technical assistance                                                | 19.4%       | 12.5%        | 9.4%    | 11.4%    | 23.3%  |
| Policy advice                                                       | 10.9%       | 14.8%        | 9.4%    | 5.7%     | 10.0%  |
| Donor coordination                                                  | 0.6%        | 3.4%         | 0.0%    | 5.7%     | 0.0%   |
| Data                                                                | 0.6%        | 0.0%         | 3.1%    | 0.0%     | 0.0%   |
| Training/capacity building                                          | 10.9%       | 18.2%        | 15.6%   | 20.0%    | 26.7%  |
| Studies/analyses                                                    | 5.5%        | 2.3%         | 0.0%    | 0.0%     | 3.3%   |
| Convening/facilitating                                              | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Linkage to non-Bank expertise (e.g., South-South knowledge sharing) | 1.2%        | 0.0%         | 0.0%    | 2.9%     | 0.0%   |
| Strategy formulation (e.g., PRSP assistance)                        | 11.5%       | 5.7%         | 0.0%    | 2.9%     | 6.7%   |
| Other                                                               | 0.0%        | 1.1%         | 0.0%    | 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 Congo?

| 2 <sup>nd</sup> Greatest Value                                      |             |              |         |          |        |
|---------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| Percentage of Respondents                                           | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
| Financial resources                                                 | 7.2%        | 9.2%         | 6.3%    | 3.1%     | 10.3%  |
| Mobilizing third party financial resources                          | 9.6%        | 9.2%         | 0.0%    | 3.1%     | 10.3%  |
| Technical assistance                                                | 15.1%       | 14.9%        | 21.9%   | 21.9%    | 17.2%  |
| Policy advice                                                       | 7.8%        | 4.6%         | 15.6%   | 9.4%     | 10.3%  |
| Donor coordination                                                  | 3.6%        | 5.7%         | 9.4%    | 0.0%     | 3.4%   |
| Data                                                                | 2.4%        | 0.0%         | 3.1%    | 0.0%     | 0.0%   |
| Training/capacity building                                          | 24.7%       | 32.2%        | 25.0%   | 12.5%    | 24.1%  |
| Studies/analyses                                                    | 4.2%        | 2.3%         | 3.1%    | 3.1%     | 3.4%   |
| Convening/facilitating                                              | 1.2%        | 1.1%         | 0.0%    | 6.3%     | 0.0%   |
| Linkage to non-Bank expertise (e.g., South-South knowledge sharing) | 0.6%        | 3.4%         | 6.3%    | 0.0%     | 0.0%   |
| Strategy formulation (e.g., PRSP assistance)*                       | 22.9%       | 16.1%        | 9.4%    | 37.5%    | 20.7%  |
| Other                                                               | 0.6%        | 1.1%         | 0.0%    | 3.1%     | 0.0%   |

\*Significantly different between locations

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

| Percentage of Respondents (Responses Combined)                                  | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| Imposing technocratic solutions without regard to political realities           | 30.7%       | 31.1%        | 16.1%   | 34.3%    | 28.1%  |
| Not exploring alternative policy options                                        | 9.8%        | 3.3%         | 3.2%    | 2.9%     | 6.3%   |
| Too bureaucratic in its operational policies and procedures                     | 20.9%       | 21.1%        | 16.1%   | 5.7%     | 15.6%  |
| Staff too inaccessible                                                          | 8.0%        | 6.7%         | 3.2%    | 8.6%     | 3.1%   |
| Arrogant in its approach                                                        | 1.8%        | 1.1%         | 0.0%    | 2.9%     | 0.0%   |
| Not client focused                                                              | 1.8%        | 1.1%         | 6.5%    | 2.9%     | 0.0%   |
| The credibility of its knowledge/data                                           | 2.5%        | 0.0%         | 3.2%    | 0.0%     | 0.0%   |
| Not willing to honestly criticize policies and reform efforts in the country    | 36.8%       | 37.8%        | 35.5%   | 28.6%    | 43.8%  |
| Its advice and strategies do not lend themselves to practical problem solving   | 17.8%       | 10.0%        | 3.2%    | 14.3%    | 15.6%  |
| Too influenced by developed countries*                                          | 14.7%       | 16.7%        | 35.5%   | 34.3%    | 18.8%  |
| Not enough public disclosure of its work                                        | 12.9%       | 11.1%        | 6.5%    | 8.6%     | 0.0%   |
| World Bank processes too slow and complex                                       | 17.2%       | 20.0%        | 22.6%   | 17.1%    | 28.1%  |
| Not aligned with country priorities                                             | 3.1%        | 2.2%         | 9.7%    | 5.7%     | 9.4%   |
| Not aligned with other donors' work                                             | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 3.1%   |
| Not collaborating enough with non-state actors                                  | 12.9%       | 18.9%        | 12.9%   | 8.6%     | 3.1%   |
| Not focused enough on issues that are unique to post-conflict countries*        | 1.2%        | 2.2%         | 6.5%    | 8.6%     | 12.5%  |
| Not adequately sensitive to political/social realities in the Republic of Congo | 5.5%        | 12.2%        | 9.7%    | 8.6%     | 9.4%   |
| Other                                                                           | 1.8%        | 1.1%         | 9.7%    | 5.7%     | 3.1%   |

\*Significantly different between locations

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

| Percentage of Respondents (Responses Combined)          | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------------------------------------|-------------|--------------|---------|----------|--------|
| Investment lending                                      | 53.0%       | 65.6%        | 66.7%   | 52.8%    | 61.3%  |
| Capacity development                                    | 30.5%       | 25.8%        | 15.2%   | 33.3%    | 32.3%  |
| Policy based lending / Budget support to the Government | 21.3%       | 12.9%        | 24.2%   | 19.4%    | 19.4%  |
| Analytical work                                         | 9.8%        | 7.5%         | 12.1%   | 11.1%    | 6.5%   |
| Technical assistance                                    | 34.1%       | 38.7%        | 27.3%   | 22.2%    | 32.3%  |
| Trust Fund management                                   | 5.5%        | 4.3%         | 3.0%    | 5.6%     | 3.2%   |
| Co-financing arrangements                               | 11.0%       | 10.8%        | 3.0%    | 8.3%     | 9.7%   |
| Sector-wide approaches*                                 | 14.6%       | 8.6%         | 6.1%    | 0.0%     | 0.0%   |
| Emergency Recovery lending                              | 11.0%       | 14.0%        | 24.2%   | 13.9%    | 25.8%  |
| Other                                                   | 0.0%        | 1.1%         | 0.0%    | 2.8%     | 0.0%   |
| Don't know                                              | 5.5%        | 5.4%         | 9.1%    | 16.7%    | 6.5%   |

\*Significantly different between locations

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

**Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)**

| Percentage of Respondents<br>(Responses Combined)       | Brazzaville |       | Pointe Noire |       | Kinkala |       | Ngamboma |       | Owando |       |
|---------------------------------------------------------|-------------|-------|--------------|-------|---------|-------|----------|-------|--------|-------|
|                                                         | N           | Mean  | N            | Mean  | N       | Mean  | N        | Mean  | N      | Mean  |
| Investment lending                                      |             | 20.2% |              | 18.3% |         | 21.2% |          | 16.7% |        | 16.7% |
| Capacity development                                    |             | 25.2% |              | 19.4% |         | 15.2% |          | 22.2% |        | 30.0% |
| Policy based lending / Budget support to the Government |             | 21.5% |              | 31.2% |         | 24.2% |          | 25.0% |        | 36.7% |
| Analytical work                                         |             | 11.7% |              | 4.3%  |         | 15.2% |          | 5.6%  |        | 6.7%  |
| Technical assistance                                    |             | 19.6% |              | 14.0% |         | 21.2% |          | 22.2% |        | 23.3% |
| Trust Fund management                                   |             | 12.9% |              | 19.4% |         | 15.2% |          | 0.0%  |        | 10.0% |
| Co-financing arrangements                               |             | 12.3% |              | 8.6%  |         | 6.1%  |          | 5.6%  |        | 20.0% |
| Sector-wide approaches                                  |             | 17.8% |              | 22.6% |         | 15.2% |          | 13.9% |        | 16.7% |
| Emergency Recovery lending                              |             | 24.5% |              | 21.5% |         | 39.4% |          | 27.8% |        | 23.3% |
| Other                                                   |             | 0.0%  |              | 0.0%  |         | 3.0%  |          | 0.0%  |        | 3.3%  |
| Don't know                                              |             | 20.2% |              | 23.7% |         | 15.2% |          | 33.3% |        | 6.7%  |

|                                                                                                                                           | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                                                                           | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                                                                           | 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"?* | 135                                             | 7.81 | 2.08 | 75           | 7.61 | 1.99 | 25      | 7.12 | 2.40 | 28       | 6.82 | 2.70 | 25     | 6.40 | 2.31 |

(1-To no degree at all, 10-To a very significant degree) \*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<br>(Responses Combined) | Brazzaville |       | Pointe Noire |       | Kinkala |       | Ngamboma |       | Owando |       |
|---------------------------------------------------|-------------|-------|--------------|-------|---------|-------|----------|-------|--------|-------|
|                                                   | N           | Mean  | N            | Mean  | N       | Mean  | N        | Mean  | N      | Mean  |
| NGOs                                              |             | 53.6% |              | 64.5% |         | 51.5% |          | 69.4% |        | 61.3% |
| Local Government                                  |             | 13.9% |              | 19.4% |         | 15.2% |          | 19.4% |        | 6.5%  |
| Beneficiaries*                                    |             | 21.7% |              | 24.7% |         | 45.5% |          | 13.9% |        | 29.0% |
| Private sector                                    |             | 25.9% |              | 21.5% |         | 30.3% |          | 22.2% |        | 29.0% |
| Community Based Organizations                     |             | 15.1% |              | 23.7% |         | 12.1% |          | 8.3%  |        | 19.4% |
| Donor community                                   |             | 2.4%  |              | 1.1%  |         | 6.1%  |          | 0.0%  |        | 0.0%  |
| Foundations                                       |             | 1.8%  |              | 1.1%  |         | 3.0%  |          | 2.8%  |        | 6.5%  |
| Academia/think tanks/research institutes*         |             | 27.7% |              | 14.0% |         | 3.0%  |          | 11.1% |        | 9.7%  |
| Parliament                                        |             | 6.6%  |              | 1.1%  |         | 3.0%  |          | 8.3%  |        | 3.2%  |
| Media                                             |             | 3.0%  |              | 3.2%  |         | 9.1%  |          | 2.8%  |        | 0.0%  |
| Faith based organizations*                        |             | 4.2%  |              | 7.5%  |         | 0.0%  |          | 0.0%  |        | 19.4% |
| UN and regional peace keeping forces*             |             | 1.2%  |              | 0.0%  |         | 3.0%  |          | 8.3%  |        | 0.0%  |
| Emerging donors                                   |             | 3.6%  |              | 2.2%  |         | 0.0%  |          | 2.8%  |        | 3.2%  |
| UN agencies                                       |             | 8.4%  |              | 5.4%  |         | 9.1%  |          | 11.1% |        | 9.7%  |
| Regional organizations (e.g., AU, SEMAC)          |             | 10.8% |              | 9.7%  |         | 9.1%  |          | 19.4% |        | 3.2%  |
| Other                                             |             | 0.0%  |              | 1.1%  |         | 0.0%  |          | 0.0%  |        | 0.0%  |

\*Significantly different between locations

**To what extent do you agree with the following statements about the World Bank's work in Congo, on a ten point scale?**

(1-Strongly disagree, 10-Strongly agree)

|                                                                                            | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|--------------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                            | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                            | 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 Congo             | 154                                             | 6.62 | 2.76 | 83           | 6.46 | 2.92 | 29      | 6.59 | 2.65 | 30       | 5.33 | 2.97 | 29     | 6.97 | 2.73 |
| The World Bank's work is aligned with what I consider the development priorities for Congo | 146                                             | 6.05 | 2.68 | 86           | 6.21 | 3.12 | 26      | 6.38 | 2.38 | 28       | 4.79 | 2.57 | 28     | 6.00 | 2.91 |
| The World Bank supports programs and strategies that are realistic for Congo               | 155                                             | 6.88 | 2.80 | 82           | 6.84 | 2.59 | 28      | 6.57 | 2.27 | 31       | 5.94 | 3.00 | 29     | 7.34 | 2.50 |
| The World Bank treats clients and stakeholders in Congo with respect*                      | 128                                             | 7.05 | 2.75 | 66           | 6.83 | 2.87 | 21      | 7.05 | 2.20 | 21       | 5.19 | 2.82 | 27     | 8.19 | 2.73 |

\*Significantly different between locations

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

**To what extent is the World Bank an effective development partner in Congo in terms of ..., on a ten point scale?**

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

|                                                                   | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                   | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                   | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| Responsiveness                                                    | 122                                             | 6.20 | 2.58 | 56           | 5.96 | 2.58 | 15      | 5.80 | 2.60 | 15       | 5.53 | 2.36 | 25     | 5.76 | 2.73 |
| Flexibility (in terms of the institution's products and services) | 115                                             | 5.79 | 2.29 | 55           | 5.85 | 2.52 | 16      | 4.88 | 2.33 | 18       | 5.67 | 2.40 | 23     | 5.87 | 2.58 |
| Flexibility (in terms of changing country circumstances)*         | 119                                             | 5.74 | 2.57 | 59           | 5.95 | 2.68 | 21      | 5.86 | 2.48 | 21       | 4.57 | 2.18 | 26     | 6.92 | 2.19 |
| Being inclusive                                                   | 117                                             | 6.71 | 2.38 | 49           | 6.18 | 2.77 | 17      | 6.24 | 1.89 | 17       | 5.18 | 2.81 | 26     | 5.85 | 2.65 |
| Openness (sharing data and other information)                     | 142                                             | 7.02 | 2.62 | 62           | 6.21 | 2.72 | 21      | 6.62 | 2.69 | 22       | 6.18 | 2.77 | 26     | 6.08 | 2.94 |
| Staff accessibility*                                              | 129                                             | 6.00 | 2.68 | 55           | 4.95 | 2.72 | 17      | 4.12 | 2.00 | 24       | 5.42 | 2.96 | 28     | 5.82 | 2.82 |
| Straightforwardness and honesty*                                  | 124                                             | 7.17 | 2.66 | 61           | 6.90 | 2.63 | 21      | 7.05 | 2.48 | 25       | 5.52 | 2.73 | 28     | 8.18 | 2.79 |
| Collaboration with groups outside of the Government               | 138                                             | 6.52 | 2.72 | 71           | 6.08 | 2.96 | 27      | 6.26 | 2.26 | 28       | 5.68 | 3.19 | 26     | 6.38 | 2.25 |
| Collaboration with the Government                                 | 153                                             | 8.22 | 2.00 | 70           | 8.24 | 1.84 | 29      | 8.03 | 2.18 | 29       | 7.76 | 2.42 | 27     | 8.89 | 1.69 |
| Collaboration with other donors                                   | 117                                             | 7.16 | 2.62 | 52           | 6.79 | 2.47 | 19      | 7.05 | 2.25 | 25       | 6.76 | 2.68 | 27     | 6.59 | 2.00 |
| Follow through over time                                          | 144                                             | 6.97 | 2.60 | 74           | 7.12 | 2.62 | 25      | 6.16 | 2.44 | 27       | 6.85 | 2.90 | 28     | 8.21 | 1.69 |

\*Significantly different between locations

**When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to?**

(Choose no more than THREE)

| Percentage of Respondents (Responses Combined)                                     | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|------------------------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| The World Bank works too slowly                                                    | 33.1%       | 35.2%        | 50.0%   | 42.9%    | 50.0%  |
| The Government works inefficiently                                                 | 52.8%       | 61.4%        | 53.1%   | 34.3%    | 53.3%  |
| There is not an adequate level of citizen/civil society participation              | 36.2%       | 36.4%        | 34.4%   | 45.7%    | 23.3%  |
| Poor donor coordination                                                            | 12.9%       | 15.9%        | 21.9%   | 25.7%    | 6.7%   |
| The World Bank does not do adequate follow through/follow-up                       | 27.6%       | 23.9%        | 40.6%   | 40.0%    | 30.0%  |
| Lack of/inadequate levels of capacity in Government*                               | 19.6%       | 9.1%         | 3.1%    | 14.3%    | 6.7%   |
| Political pressures and obstacles                                                  | 28.2%       | 38.6%        | 31.3%   | 25.7%    | 36.7%  |
| Reforms are not well thought out in light of country challenges*                   | 30.7%       | 12.5%        | 15.6%   | 11.4%    | 20.0%  |
| The World Bank is not sensitive enough to political/social realities on the ground | 24.5%       | 31.8%        | 31.3%   | 34.3%    | 36.7%  |
| Ongoing conflict and instability                                                   | 17.8%       | 12.5%        | 12.5%   | 17.1%    | 10.0%  |
| Inadequate funding                                                                 | 10.4%       | 12.5%        | 6.3%    | 5.7%     | 13.3%  |
| Other                                                                              | 0.6%        | 1.1%         | 0.0%    | 0.0%     | 3.3%   |

\*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 Congo, on a ten point scale? (1-Not effective at all, 10-Very effective)

|                                                  | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|--------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                  | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                  | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| Anti corruption*                                 | 145                                             | 4.15 | 2.89 | 68           | 3.59 | 2.69 | 25      | 3.28 | 2.42 | 30       | 5.03 | 3.33 | 29     | 3.00 | 2.05 |
| Global information and communications technology | 122                                             | 5.15 | 2.52 | 58           | 5.67 | 2.54 | 19      | 5.63 | 2.22 | 26       | 5.08 | 2.42 | 27     | 5.30 | 2.57 |
| Transport*                                       | 142                                             | 5.32 | 2.54 | 70           | 6.10 | 2.43 | 26      | 5.42 | 2.69 | 32       | 5.63 | 3.34 | 25     | 6.92 | 2.23 |
| Crime and violence                               | 110                                             | 3.38 | 2.47 | 47           | 3.53 | 2.51 | 19      | 2.89 | 1.85 | 24       | 4.21 | 2.99 | 24     | 2.63 | 1.81 |
| Regional conflict and tensions                   | 112                                             | 3.88 | 2.67 | 57           | 4.04 | 2.67 | 21      | 3.67 | 2.15 | 24       | 4.33 | 2.85 | 24     | 3.96 | 3.20 |
| Law and justice                                  | 113                                             | 3.65 | 2.55 | 58           | 3.76 | 2.43 | 23      | 3.70 | 2.36 | 25       | 4.20 | 2.81 | 24     | 3.88 | 2.29 |
| Urban development*                               | 147                                             | 5.50 | 2.51 | 70           | 6.29 | 2.48 | 25      | 4.32 | 2.36 | 27       | 5.67 | 2.83 | 26     | 5.31 | 2.33 |
| Environmental sustainability                     | 133                                             | 5.88 | 2.34 | 65           | 6.20 | 2.30 | 27      | 5.04 | 2.79 | 28       | 5.71 | 2.55 | 26     | 5.69 | 2.53 |
| Regulatory framework*                            | 116                                             | 5.59 | 2.52 | 44           | 5.14 | 2.40 | 16      | 5.44 | 2.56 | 18       | 3.11 | 2.32 | 21     | 5.05 | 2.29 |
| Basic infrastructure*                            | 146                                             | 6.35 | 2.41 | 74           | 6.35 | 2.56 | 29      | 5.59 | 2.26 | 32       | 5.88 | 2.85 | 25     | 7.80 | 1.83 |
| Communicable/non-communicable disease*           | 124                                             | 6.80 | 2.52 | 69           | 6.84 | 2.30 | 25      | 5.84 | 2.78 | 32       | 6.50 | 2.99 | 25     | 8.68 | 1.49 |
| Poverty reduction                                | 155                                             | 6.47 | 2.74 | 80           | 5.78 | 2.79 | 29      | 5.62 | 2.72 | 34       | 6.35 | 2.63 | 24     | 5.58 | 2.99 |
| Gender                                           | 124                                             | 5.81 | 2.49 | 50           | 5.46 | 2.51 | 24      | 5.13 | 2.80 | 25       | 5.36 | 2.46 | 22     | 4.91 | 2.65 |
| Domestic private sector development              | 137                                             | 5.00 | 2.57 | 60           | 4.73 | 2.69 | 23      | 4.09 | 2.56 | 24       | 4.00 | 2.57 | 24     | 3.88 | 2.25 |
| Foreign direct investment                        | 115                                             | 4.70 | 2.53 | 42           | 4.71 | 2.55 | 20      | 4.65 | 2.46 | 15       | 4.73 | 2.37 | 19     | 4.32 | 2.11 |
| Local governance and institutions                | 129                                             | 5.26 | 2.55 | 54           | 4.89 | 2.64 | 24      | 5.00 | 2.28 | 22       | 5.09 | 2.43 | 23     | 3.70 | 2.18 |
| Water and sanitation                             | 146                                             | 5.84 | 2.65 | 73           | 5.53 | 2.77 | 29      | 4.90 | 2.78 | 32       | 5.81 | 3.06 | 27     | 5.70 | 2.38 |
| Trade and exports                                | 118                                             | 4.16 | 2.47 | 46           | 4.13 | 2.56 | 22      | 3.41 | 2.02 | 21       | 3.81 | 3.01 | 24     | 4.21 | 2.32 |
| Economic growth*                                 | 144                                             | 6.57 | 2.43 | 60           | 5.83 | 2.44 | 23      | 5.26 | 2.36 | 28       | 5.11 | 2.87 | 25     | 6.04 | 2.05 |
| Energy*                                          | 140                                             | 5.46 | 2.58 | 62           | 5.10 | 2.70 | 25      | 3.76 | 2.18 | 31       | 5.19 | 3.16 | 24     | 7.00 | 2.04 |
| Disaster management                              | 122                                             | 4.65 | 2.57 | 53           | 4.43 | 2.63 | 22      | 4.14 | 2.27 | 28       | 5.36 | 2.34 | 26     | 4.96 | 2.92 |
| Monitoring and evaluation*                       | 137                                             | 5.99 | 2.79 | 69           | 5.90 | 2.90 | 22      | 4.55 | 2.69 | 27       | 5.63 | 2.73 | 26     | 6.96 | 1.91 |
| Public financial management*                     | 141                                             | 6.25 | 2.87 | 63           | 5.92 | 2.97 | 24      | 5.08 | 2.67 | 31       | 4.16 | 2.89 | 25     | 5.64 | 2.56 |
| Job creation/employment                          | 137                                             | 3.96 | 2.55 | 66           | 4.09 | 2.64 | 24      | 3.29 | 1.68 | 31       | 3.68 | 2.71 | 24     | 3.67 | 1.81 |
| Social cohesion                                  | 113                                             | 4.04 | 2.29 | 55           | 4.51 | 2.57 | 19      | 3.68 | 1.95 | 25       | 4.52 | 2.71 | 24     | 3.71 | 2.37 |
| Financial markets                                | 102                                             | 4.13 | 2.56 | 39           | 5.36 | 2.58 | 16      | 3.63 | 1.86 | 18       | 4.89 | 3.07 | 21     | 4.71 | 2.78 |
| Equality of opportunity                          | 116                                             | 4.19 | 2.55 | 59           | 3.71 | 2.43 | 20      | 4.55 | 2.78 | 26       | 3.50 | 2.49 | 22     | 3.50 | 2.41 |
| Health*                                          | 144                                             | 6.36 | 2.37 | 80           | 6.08 | 2.54 | 25      | 5.64 | 2.68 | 32       | 6.16 | 2.81 | 27     | 7.70 | 2.02 |
| Rural development                                | 147                                             | 6.24 | 2.68 | 70           | 5.43 | 2.65 | 28      | 5.75 | 2.37 | 29       | 5.14 | 2.81 | 26     | 6.27 | 2.29 |
| Global integration                               | 112                                             | 5.08 | 2.59 | 48           | 5.15 | 2.41 | 22      | 6.14 | 2.03 | 26       | 4.73 | 2.69 | 23     | 5.91 | 2.33 |
| Governance                                       | 142                                             | 5.26 | 2.97 | 65           | 4.86 | 2.65 | 27      | 4.44 | 2.75 | 32       | 5.25 | 3.11 | 26     | 4.42 | 2.59 |
| Food security                                    | 136                                             | 5.02 | 2.85 | 70           | 4.40 | 2.60 | 26      | 5.00 | 2.50 | 32       | 4.97 | 2.76 | 26     | 4.62 | 2.89 |
| Education*                                       | 151                                             | 6.37 | 2.39 | 72           | 5.81 | 2.66 | 27      | 5.74 | 2.54 | 32       | 6.25 | 2.76 | 25     | 7.72 | 1.81 |
| Security/stabilization/reconstruction            | 122                                             | 5.11 | 2.46 | 57           | 4.86 | 2.43 | 23      | 5.70 | 2.12 | 28       | 5.21 | 2.59 | 25     | 5.40 | 2.27 |
| Social protection                                | 116                                             | 3.97 | 2.42 | 56           | 3.73 | 2.54 | 19      | 3.32 | 1.70 | 23       | 4.61 | 3.03 | 21     | 3.38 | 1.60 |
| Climate change                                   | 129                                             | 5.10 | 2.69 | 63           | 5.06 | 2.47 | 20      | 4.80 | 2.63 | 27       | 4.67 | 2.60 | 20     | 5.75 | 1.74 |
| Public sector reform                             | 137                                             | 5.41 | 2.78 | 65           | 4.88 | 2.81 | 24      | 5.17 | 2.62 | 28       | 4.57 | 2.86 | 24     | 4.38 | 2.32 |
| Regional integration                             | 120                                             | 4.96 | 2.63 | 58           | 5.62 | 2.78 | 19      | 5.32 | 2.58 | 24       | 5.63 | 2.60 | 25     | 4.92 | 2.29 |
| Agricultural development                         | 151                                             | 6.37 | 2.66 | 83           | 5.45 | 2.96 | 29      | 6.07 | 2.20 | 33       | 5.55 | 3.23 | 26     | 5.92 | 2.53 |
| Natural resource management                      | 127                                             | 5.10 | 2.63 | 60           | 4.98 | 3.01 | 21      | 4.10 | 2.30 | 31       | 5.00 | 3.10 | 24     | 4.38 | 2.75 |

\*Significantly different between locations

|                                                                                                  | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                                  | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                                  | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| To what degree does the World Bank's work help achieve sustainable development results in Congo? | 153                                             | 6.25 | 2.30 | 77           | 6.17 | 2.34 | 29      | 5.76 | 2.31 | 29       | 5.79 | 2.40 | 24     | 6.92 | 1.84 |

(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 Congo, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

|                                                                | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|----------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                | 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 Congo | 132                                             | 5.73 | 2.42 | 77           | 5.69 | 2.59 | 24      | 5.13 | 2.07 | 28       | 4.68 | 2.36 | 28     | 5.07 | 2.28 |
| The World Bank meets Congo's needs for knowledge services      | 140                                             | 5.66 | 2.66 | 84           | 5.58 | 2.71 | 25      | 5.88 | 2.44 | 32       | 5.03 | 2.66 | 30     | 5.33 | 2.59 |

### D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?\*

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Weekly                    | 15.2%       | 5.4%         | 0.0%    | 0.0%     | 3.1%   |
| Monthly                   | 19.4%       | 8.7%         | 6.3%    | 0.0%     | 0.0%   |
| A few times a year        | 37.0%       | 41.3%        | 50.0%   | 38.9%    | 25.0%  |
| Rarely                    | 21.8%       | 23.9%        | 25.0%   | 33.3%    | 28.1%  |
| Never                     | 6.7%        | 20.7%        | 18.8%   | 27.8%    | 43.8%  |

\*Significantly different between locations

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

| Percentage of Respondents (Responses Combined)   | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|--------------------------------------------------|-------------|--------------|---------|----------|--------|
| Public sector reform                             | 12.7%       | 18.5%        | 18.2%   | 16.7%    | 21.9%  |
| Gender                                           | 4.2%        | 2.2%         | 3.0%    | 5.6%     | 0.0%   |
| Social cohesion                                  | 0.6%        | 3.3%         | 3.0%    | 5.6%     | 0.0%   |
| Education*                                       | 31.9%       | 22.8%        | 27.3%   | 52.8%    | 25.0%  |
| Domestic private sector development              | 22.3%       | 17.4%        | 18.2%   | 11.1%    | 28.1%  |
| Foreign direct investment                        | 6.0%        | 3.3%         | 0.0%    | 0.0%     | 6.3%   |
| Water and sanitation*                            | 7.2%        | 18.5%        | 12.1%   | 2.8%     | 6.3%   |
| Trade and exports                                | 3.6%        | 3.3%         | 0.0%    | 0.0%     | 3.1%   |
| Economic growth*                                 | 15.7%       | 5.4%         | 12.1%   | 16.7%    | 25.0%  |
| Energy                                           | 13.9%       | 16.3%        | 6.1%    | 16.7%    | 0.0%   |
| Regional conflict and tensions                   | 1.2%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Disaster management                              | 1.8%        | 0.0%         | 3.0%    | 2.8%     | 0.0%   |
| Monitoring and evaluation                        | 9.0%        | 7.6%         | 6.1%    | 8.3%     | 0.0%   |
| Governance                                       | 21.1%       | 18.5%        | 21.2%   | 13.9%    | 12.5%  |
| Social protection                                | 2.4%        | 7.6%         | 0.0%    | 0.0%     | 3.1%   |
| Climate change*                                  | 3.0%        | 1.1%         | 12.1%   | 0.0%     | 0.0%   |
| Poverty reduction                                | 18.7%       | 27.2%        | 12.1%   | 25.0%    | 25.0%  |
| Law and justice                                  | 4.2%        | 2.2%         | 0.0%    | 2.8%     | 6.3%   |
| Security/stabilization/reconstruction            | 1.2%        | 0.0%         | 0.0%    | 2.8%     | 0.0%   |
| Anti corruption                                  | 16.3%       | 15.2%        | 15.2%   | 19.4%    | 25.0%  |
| Financial markets*                               | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 3.1%   |
| Equality of opportunity                          | 3.0%        | 2.2%         | 0.0%    | 2.8%     | 3.1%   |
| Urban development                                | 0.6%        | 3.3%         | 6.1%    | 5.6%     | 3.1%   |
| Crime and violence                               | 1.2%        | 0.0%         | 0.0%    | 2.8%     | 0.0%   |
| Regional integration                             | 3.6%        | 0.0%         | 0.0%    | 0.0%     | 3.1%   |
| Global information and communications technology | 1.2%        | 1.1%         | 3.0%    | 5.6%     | 0.0%   |
| Local governance and institutions                | 4.2%        | 3.3%         | 0.0%    | 0.0%     | 0.0%   |
| Transport*                                       | 7.2%        | 7.6%         | 24.2%   | 0.0%     | 0.0%   |
| Agricultural development                         | 18.7%       | 21.7%        | 39.4%   | 22.2%    | 21.9%  |
| Natural resource management                      | 6.6%        | 4.3%         | 9.1%    | 0.0%     | 15.6%  |
| Public financial management                      | 4.8%        | 5.4%         | 3.0%    | 13.9%    | 9.4%   |
| Job creation/employment                          | 10.2%       | 8.7%         | 0.0%    | 0.0%     | 15.6%  |
| Health*                                          | 12.0%       | 19.6%        | 3.0%    | 25.0%    | 6.3%   |
| Rural development                                | 6.0%        | 7.6%         | 12.1%   | 5.6%     | 12.5%  |
| Global integration                               | 1.2%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Food security                                    | 9.0%        | 4.3%         | 15.2%   | 0.0%     | 6.3%   |
| Environmental sustainability                     | 7.2%        | 7.6%         | 9.1%    | 0.0%     | 3.1%   |
| Regulatory framework                             | 0.0%        | 1.1%         | 0.0%    | 0.0%     | 0.0%   |
| Basic infrastructure                             | 4.8%        | 7.6%         | 0.0%    | 13.9%    | 9.4%   |
| Communicable/non-communicable disease            | 1.2%        | 4.3%         | 6.1%    | 0.0%     | 0.0%   |

\*Significantly different between locations

How effective do you believe the World Bank's knowledge and research are at ... in Congo? (1-Not effective at all, 10-Very effective)

|                                                 | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                 | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                 | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| Raising your awareness of the particular topic* | 133                                             | 5.35 | 2.69 | 66           | 4.58 | 2.71 | 22      | 5.18 | 2.61 | 24       | 4.33 | 2.71 | 25     | 3.76 | 2.11 |
| Stimulating public debate/dialogue              | 138                                             | 5.26 | 2.65 | 68           | 4.63 | 2.75 | 23      | 5.13 | 3.00 | 28       | 4.18 | 2.28 | 27     | 4.33 | 2.66 |
| Enhancing your knowledge and/or skills*         | 151                                             | 6.14 | 2.63 | 73           | 4.71 | 2.74 | 27      | 5.56 | 2.69 | 27       | 4.07 | 2.35 | 27     | 4.70 | 2.64 |
| Contributing to good policy making*             | 148                                             | 6.39 | 2.66 | 80           | 5.91 | 2.68 | 22      | 6.27 | 2.55 | 24       | 4.46 | 2.70 | 27     | 5.70 | 2.89 |
| Providing support for program implementation    | 153                                             | 6.76 | 2.53 | 79           | 7.06 | 2.22 | 27      | 6.67 | 2.67 | 29       | 6.41 | 2.69 | 27     | 5.89 | 2.50 |

\*Significantly different between locations

**D. The World Bank's Knowledge (continued)**

To what extent do you believe that the World Bank's knowledge and research ... in Congo? (1-To no degree at all, 10-To a very significant degree)

|                                                                            | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|----------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                            | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                            | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| Are timely                                                                 | 122                                             | 7.09 | 2.47 | 72           | 6.85 | 2.58 | 25      | 6.60 | 2.16 | 22       | 6.32 | 2.48 | 25     | 7.08 | 2.48 |
| Include appropriate level of stakeholder involvement during preparation*   | 124                                             | 6.25 | 2.62 | 65           | 5.95 | 2.65 | 22      | 5.55 | 1.99 | 20       | 4.25 | 2.45 | 25     | 4.64 | 2.48 |
| Are relevant to Congo's development priorities                             | 150                                             | 6.47 | 2.67 | 76           | 6.50 | 2.55 | 26      | 6.77 | 2.23 | 26       | 6.19 | 2.38 | 29     | 7.24 | 2.12 |
| Provide feasible recommendations                                           | 146                                             | 6.48 | 2.62 | 78           | 6.26 | 2.37 | 27      | 6.44 | 2.34 | 23       | 5.65 | 2.19 | 29     | 6.41 | 2.50 |
| Are accessible (well written and easy to understand)                       | 147                                             | 6.54 | 2.58 | 70           | 6.07 | 2.82 | 23      | 6.61 | 2.46 | 23       | 5.17 | 2.17 | 29     | 6.41 | 3.02 |
| A source of relevant information on global good practices*                 | 140                                             | 7.46 | 2.35 | 72           | 7.42 | 2.16 | 26      | 7.81 | 2.15 | 22       | 6.00 | 2.78 | 28     | 7.89 | 1.97 |
| Are adequately disseminated*                                               | 142                                             | 5.75 | 2.73 | 75           | 5.24 | 2.80 | 25      | 4.88 | 2.54 | 26       | 3.92 | 2.45 | 27     | 5.07 | 2.96 |
| Are appropriately translated*                                              | 135                                             | 6.30 | 2.56 | 68           | 6.00 | 2.78 | 21      | 4.71 | 2.43 | 20       | 3.85 | 2.18 | 27     | 4.89 | 3.37 |
| Are adaptable to Congo's specific development challenges and circumstances | 146                                             | 6.27 | 2.72 | 80           | 6.39 | 2.76 | 25      | 6.40 | 2.75 | 24       | 5.08 | 2.59 | 30     | 7.30 | 2.59 |

\*Significantly different between locations

|                                                                                                                                             | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                                                                             | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                                                                             | 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 and research make to development results in your country? | 146                                             | 7.12 | 2.30 | 85           | 6.76 | 2.41 | 27      | 6.70 | 2.16 | 32       | 5.91 | 2.48 | 27     | 6.93 | 2.35 |
| Overall, how would you rate the technical quality of the World Bank's knowledge/research?*                                                  | 159                                             | 7.49 | 2.09 | 80           | 6.79 | 2.08 | 27      | 6.93 | 1.71 | 30       | 5.37 | 2.88 | 29     | 7.10 | 2.04 |
| Overall, how effective is the World Bank at providing linkage to non-Bank expertise?                                                        | 126                                             | 6.10 | 2.43 | 64           | 5.86 | 2.20 | 20      | 5.65 | 2.58 | 25       | 5.28 | 2.82 | 25     | 5.56 | 2.66 |

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

\*Significantly different between locations

**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)

|                                                                                         | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-----------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                         | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                         | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| The World Bank disburses funds promptly                                                 | 125                                             | 5.10 | 3.03 | 69           | 5.22 | 3.09 | 26      | 6.15 | 3.22 | 28       | 5.14 | 3.24 | 29     | 5.48 | 2.87 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 157                                             | 6.73 | 2.79 | 85           | 6.71 | 2.98 | 27      | 5.59 | 3.13 | 30       | 6.17 | 2.82 | 29     | 7.24 | 2.63 |
| The World Bank's approvals and reviews are done in a timely fashion                     | 127                                             | 5.49 | 2.76 | 67           | 5.48 | 2.97 | 26      | 5.69 | 2.80 | 24       | 4.54 | 2.77 | 27     | 5.63 | 2.66 |
| The World Bank's "Safeguard Policy" requirements are reasonable                         | 122                                             | 6.77 | 2.67 | 75           | 6.37 | 2.74 | 22      | 6.27 | 2.55 | 30       | 5.10 | 2.67 | 27     | 6.52 | 2.55 |
| The World Bank imposes reasonable conditions on its lending                             | 132                                             | 5.92 | 2.77 | 71           | 6.76 | 2.57 | 27      | 6.07 | 2.80 | 30       | 6.17 | 2.88 | 27     | 6.81 | 3.09 |
| Working with the World Bank increases Congo's institutional capacity*                   | 154                                             | 7.51 | 2.52 | 75           | 7.01 | 2.45 | 26      | 7.27 | 2.07 | 31       | 5.55 | 2.86 | 26     | 8.50 | 1.79 |
| The World Bank ensures consistency and continuity through staff changes*                | 136                                             | 7.05 | 2.62 | 67           | 7.60 | 2.08 | 25      | 7.00 | 2.31 | 26       | 5.46 | 2.98 | 24     | 8.00 | 2.04 |
| The World Bank's teams and visits are well coordinated*                                 | 125                                             | 6.86 | 2.70 | 69           | 7.38 | 2.52 | 26      | 6.38 | 2.45 | 29       | 5.21 | 3.35 | 25     | 7.44 | 1.87 |
| Where country systems are adequate, the World Bank makes appropriate use of them*       | 124                                             | 6.78 | 2.76 | 58           | 7.29 | 2.88 | 19      | 7.53 | 2.17 | 24       | 5.38 | 3.05 | 25     | 8.92 | 1.32 |
| The World Bank provides effective implementation support*                               | 142                                             | 7.39 | 2.32 | 78           | 7.56 | 2.33 | 25      | 7.28 | 2.11 | 31       | 5.16 | 3.27 | 26     | 7.88 | 1.73 |

\*Significantly different between locations

|                                                                               | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                               | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                               | 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 Congo?* | 120                                             | 5.87 | 2.53 | 53           | 5.53 | 2.27 | 16      | 5.69 | 2.57 | 24       | 4.42 | 2.59 | 24     | 7.08 | 2.89 |

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

### F. The Future Role of the World Bank in the Republic of Congo

|                                                                                                                                  | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                                                                  | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                                                                  | 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 Congo's development over the medium term in the near future? | 158                                             | 7.75 | 2.07 | 87           | 7.77 | 2.06 | 27      | 7.41 | 1.82 | 33       | 7.88 | 1.92 | 32     | 8.03 | 1.93 |

(1-Not a significant role at all, 10-Very significant role)

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

| Percentage of Respondents (Responses Combined)                                                             | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|------------------------------------------------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| Improve the quality of its experts as related to Congo's specific challenges                               | 40.7%       | 34.1%        | 25.0%   | 38.2%    | 46.9%  |
| Reduce the complexity of obtaining World Bank financing                                                    | 41.4%       | 48.4%        | 59.4%   | 35.3%    | 59.4%  |
| Focus primarily on advocacy issues                                                                         | 7.4%        | 6.6%         | 6.3%    | 5.9%     | 6.3%   |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms) | 11.7%       | 20.9%        | 9.4%    | 14.7%    | 12.5%  |
| Ensure greater selectivity in its work                                                                     | 6.8%        | 12.1%        | 6.3%    | 14.7%    | 6.3%   |
| Provide more adequate data/knowledge/statistics/figures on Congo's economy                                 | 4.9%        | 5.5%         | 0.0%    | 0.0%     | 0.0%   |
| Offer more innovative financial products*                                                                  | 9.9%        | 11.0%        | 6.3%    | 17.6%    | 28.1%  |
| Offer more innovative knowledge services*                                                                  | 17.3%       | 6.6%         | 9.4%    | 5.9%     | 3.1%   |
| Work faster*                                                                                               | 11.1%       | 17.6%        | 25.0%   | 29.4%    | 6.3%   |
| Increase the level of World Bank staffing in Congo's office                                                | 13.6%       | 11.0%        | 3.1%    | 8.8%     | 12.5%  |
| Improve its coordination with other donors                                                                 | 6.8%        | 9.9%         | 15.6%   | 8.8%     | 0.0%   |
| Focus more on issues that are unique to post-conflict countries                                            | 24.1%       | 11.0%        | 31.3%   | 20.6%    | 18.8%  |
| Other                                                                                                      | 3.7%        | 4.4%         | 3.1%    | 0.0%     | 0.0%   |

\*Significantly different between locations

### G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|------------------------------------------------|-------------|--------------|---------|----------|--------|
| Local newspapers                               | 34.3%       | 35.9%        | 33.3%   | 42.9%    | 56.3%  |
| International newspapers                       | 23.5%       | 19.6%        | 20.0%   | 25.7%    | 18.8%  |
| Local radio*                                   | 3.6%        | 13.0%        | 16.7%   | 22.9%    | 9.4%   |
| International radio*                           | 15.1%       | 32.6%        | 26.7%   | 22.9%    | 18.8%  |
| Local television                               | 23.5%       | 19.6%        | 16.7%   | 28.6%    | 31.3%  |
| International television                       | 19.3%       | 29.3%        | 40.0%   | 25.7%    | 21.9%  |
| Periodicals*                                   | 12.7%       | 3.3%         | 3.3%    | 2.9%     | 0.0%   |
| Internet*                                      | 50.0%       | 35.9%        | 23.3%   | 17.1%    | 12.5%  |
| Social media (Facebook, Twitter, Youtube)      | 1.2%        | 5.4%         | 0.0%    | 0.0%     | 0.0%   |
| Blogs                                          | 0.0%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Mobile phones*                                 | 0.6%        | 0.0%         | 3.3%    | 8.6%     | 28.1%  |
| Instant messaging                              | 0.6%        | 0.0%         | 0.0%    | 0.0%     | 0.0%   |
| Other                                          | 5.4%        | 5.4%         | 10.0%   | 2.9%     | 0.0%   |

\*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)                           | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|--------------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| World Bank website*                                                      | 50.9%       | 34.4%        | 31.0%   | 14.7%    | 16.1%  |
| Direct contact with World Bank (i.e., face to face meetings/discussions) | 36.4%       | 35.6%        | 44.8%   | 50.0%    | 61.3%  |
| e-Newsletters                                                            | 21.2%       | 26.7%        | 17.2%   | 14.7%    | 6.5%   |
| Instant messaging*                                                       | 0.6%        | 2.2%         | 0.0%    | 8.8%     | 6.5%   |
| World Bank seminars/workshops/conferences*                               | 35.8%       | 54.4%        | 58.6%   | 50.0%    | 58.1%  |
| World Bank publications and other written materials                      | 36.4%       | 34.4%        | 31.0%   | 32.4%    | 22.6%  |
| Mobile phones*                                                           | 4.8%        | 4.4%         | 10.3%   | 20.6%    | 22.6%  |
| Social media (Facebook, Twitter, Youtube)                                | 3.0%        | 5.6%         | 0.0%    | 2.9%     | 6.5%   |
| Blogs                                                                    | 0.0%        | 0.0%         | 0.0%    | 2.9%     | 0.0%   |
| Other                                                                    | 2.4%        | 1.1%         | 3.4%    | 0.0%     | 0.0%   |

\*Significantly different between locations

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

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 | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Yes                       | 30.1%       | 11.5%        | 3.3%    | 23.5%    | 42.9%  |
| No                        | 69.9%       | 88.5%        | 96.7%   | 76.5%    | 57.1%  |

\*Significantly different between locations

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

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Yes                       | 32.7%       | 11.3%        | 0.0%    | 15.2%    | 32.0%  |
| No                        | 67.3%       | 88.8%        | 100.0%  | 84.8%    | 68.0%  |

\*Significantly different between locations

Were you able to obtain this information?

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Yes                       | 83.0%       | 88.9%        | 0.0%    | 75.0%    | 100.0% |
| No                        | 17.0%       | 11.1%        | 0.0%    | 25.0%    | 0.0%   |

Do you have access to the Internet?\*

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Yes                       | 92.6%       | 71.3%        | 63.3%   | 54.5%    | 64.3%  |
| No                        | 7.4%        | 28.8%        | 36.7%   | 45.5%    | 35.7%  |

\*Significantly different between locations

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

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Yes                       | 58.3%       | 28.4%        | 33.3%   | 20.6%    | 42.9%  |
| No                        | 41.7%       | 71.6%        | 66.7%   | 79.4%    | 57.1%  |

\*Significantly different between locations

Which do you primarily use?

| Percentage of Respondents        | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|----------------------------------|-------------|--------------|---------|----------|--------|
| The World Bank's country website | 45.4%       | 45.2%        | 62.5%   | 33.3%    | 100.0% |
| The World Bank's main website    | 54.6%       | 54.8%        | 37.5%   | 66.7%    | 0.0%   |

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

|                                                                                         | Which best represents your geographic location? |      |      |              |      |      |         |      |      |          |      |      |        |      |      |
|-----------------------------------------------------------------------------------------|-------------------------------------------------|------|------|--------------|------|------|---------|------|------|----------|------|------|--------|------|------|
|                                                                                         | Brazzaville                                     |      |      | Pointe Noire |      |      | Kinkala |      |      | Ngamboma |      |      | Owando |      |      |
|                                                                                         | N                                               | Mean | SD   | N            | Mean | SD   | N       | Mean | SD   | N        | Mean | SD   | N      | Mean | SD   |
| I use more data from the World Bank as a result of the organization's Open Data policy* | 139                                             | 6.08 | 3.00 | 51           | 4.90 | 3.35 | 17      | 4.76 | 2.41 | 16       | 3.56 | 2.97 | 20     | 2.90 | 2.63 |
| I find the World Bank websites easy to navigate*                                        | 110                                             | 7.57 | 2.16 | 28           | 7.25 | 2.88 | 11      | 6.82 | 1.66 | 13       | 4.38 | 2.29 | 8      | 4.13 | 3.48 |
| I find the information on the World Bank's websites useful*                             | 115                                             | 8.23 | 2.10 | 29           | 7.90 | 2.58 | 11      | 7.82 | 1.66 | 15       | 6.07 | 2.89 | 8      | 3.75 | 3.20 |
| When I need information from the World Bank I know how to find it*                      | 141                                             | 6.07 | 3.22 | 51           | 5.73 | 3.45 | 15      | 5.47 | 2.97 | 18       | 3.11 | 2.97 | 12     | 3.00 | 2.17 |
| The World Bank is responsive to my information requests and inquiries*                  | 119                                             | 5.34 | 3.17 | 33           | 4.55 | 3.29 | 8       | 3.75 | 3.33 | 11       | 2.73 | 2.97 | 13     | 3.00 | 2.83 |

\*Significantly different between locations

### H. Background Information

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

| Percentage of Respondents | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|---------------------------|-------------|--------------|---------|----------|--------|
| Yes                       | 60.8%       | 36.7%        | 51.5%   | 22.9%    | 51.6%  |
| No                        | 39.2%       | 63.3%        | 48.5%   | 77.1%    | 48.4%  |

\*Significantly different between locations

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

| Percentage of Respondents (Responses Combined)                             | Brazzaville | Pointe Noire | Kinkala | Ngamboma | Owando |
|----------------------------------------------------------------------------|-------------|--------------|---------|----------|--------|
| Observer (i.e., follow in media, discuss in informal conversations, etc.)* | 18.3%       | 44.0%        | 41.4%   | 71.0%    | 75.0%  |
| Use World Bank reports/data                                                | 32.3%       | 20.2%        | 20.7%   | 25.8%    | 14.3%  |
| Engage in World Bank related/sponsored events/activities*                  | 32.9%       | 39.3%        | 37.9%   | 9.7%     | 21.4%  |
| Collaborate as part of my professional duties                              | 45.1%       | 40.5%        | 41.4%   | 32.3%    | 53.6%  |
| Use World Bank website for information, data, research, etc.               | 23.8%       | 15.5%        | 20.7%   | 12.9%    | 7.1%   |

\*Significantly different between locations

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

| Indicator Question                                                                                                                          | Currently, do you professionally collaborate/work with the World Bank in your country? |          | Which of the following describes most of your exposure to the World Bank in Congo? (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 Congo.                                                            | 5.51                                                                                   | 6.71     | 6.59                                                                                                         | 5.57     | 6.25                | 6.20     | 6.17                    | 6.39     | 5.64        | 7.00     | 6.29           | 6.03     |
| To what extent do you believe the World Bank's staff is well prepared to help Congo solve its most complicated development challenges?      | 6.97                                                                                   | 7.57     | 7.53                                                                                                         | 7.01     | 7.31                | 7.51     | 7.19                    | 7.70     | 7.05        | 7.70     | 7.47           | 6.86     |
| Overall the World Bank currently plays a relevant role in development in Congo                                                              | 5.85                                                                                   | 7.05     | 6.78                                                                                                         | 5.98     | 6.53                | 6.42     | 6.22                    | 7.09     | 6.18        | 6.92     | 6.56           | 6.27     |
| The World Bank's work is aligned with what I consider the development priorities for Congo                                                  | 5.04                                                                                   | 6.86     | 6.33                                                                                                         | 5.39     | 5.98                | 6.06     | 5.74                    | 6.56     | 5.49        | 6.64     | 6.16           | 5.35     |
| Responsiveness                                                                                                                              | 5.50                                                                                   | 6.39     | 6.37                                                                                                         | 5.51     | 6.23                | 5.67     | 5.78                    | 6.72     | 5.80        | 6.43     | 6.19           | 5.73     |
| Openness (sharing data and other information)                                                                                               | 5.98                                                                                   | 7.20     | 7.08                                                                                                         | 5.89     | 6.52                | 7.19     | 6.36                    | 7.39     | 6.62        | 6.77     | 6.73           | 6.53     |
| Collaboration with groups outside of the Government                                                                                         | 5.99                                                                                   | 6.55     | 6.62                                                                                                         | 5.79     | 6.25                | 6.53     | 6.19                    | 6.61     | 6.23        | 6.44     | 6.34           | 6.24     |
| Collaboration with the Government                                                                                                           | 7.90                                                                                   | 8.50     | 8.41                                                                                                         | 8.08     | 8.38                | 8.03     | 8.08                    | 8.73     | 8.30        | 8.29     | 8.29           | 8.30     |
| Collaboration with other donors                                                                                                             | 6.50                                                                                   | 7.31     | 7.20                                                                                                         | 6.79     | 7.14                | 6.81     | 6.82                    | 7.54     | 6.94        | 7.18     | 7.18           | 6.51     |
| To what degree does the World Bank's work help achieve sustainable development results in Congo?                                            | 5.73                                                                                   | 6.61     | 6.55                                                                                                         | 5.70     | 6.27                | 6.24     | 6.11                    | 6.59     | 5.92        | 6.68     | 6.27           | 6.25     |
| The World Bank's financial instruments meet the needs of Congo                                                                              | 4.87                                                                                   | 6.10     | 5.83                                                                                                         | 4.96     | 5.57                | 5.39     | 5.23                    | 6.13     | 5.28        | 5.80     | 5.54           | 5.45     |
| The World Bank meets Congo's needs for knowledge services                                                                                   | 4.90                                                                                   | 6.20     | 5.86                                                                                                         | 5.02     | 5.52                | 5.67     | 5.24                    | 6.22     | 5.29        | 5.89     | 5.74           | 4.74     |
| The World Bank's knowledge and research are adaptable to Congo's specific development challenges and circumstances                          | 5.80                                                                                   | 6.79     | 6.59                                                                                                         | 5.91     | 6.27                | 6.62     | 6.09                    | 6.92     | 6.00        | 6.79     | 6.39           | 6.26     |
| Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country? | 6.40                                                                                   | 7.28     | 7.12                                                                                                         | 6.51     | 6.87                | 7.01     | 6.79                    | 7.15     | 6.65        | 7.21     | 6.91           | 6.91     |
| Overall, how would you rate the technical quality of the World Bank's knowledge/research?                                                   | 6.45                                                                                   | 7.65     | 7.48                                                                                                         | 6.46     | 6.99                | 7.51     | 6.90                    | 7.60     | 6.98        | 7.31     | 7.11           | 7.23     |
| Where country systems are adequate, the World Bank makes appropriate use of them                                                            | 6.92                                                                                   | 7.11     | 6.99                                                                                                         | 7.04     | 7.21                | 6.41     | 6.72                    | 7.71     | 6.82        | 7.21     | 7.11           | 6.59     |

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Republic of Congo FY 2012 Questionnaire



### **World Bank Client Survey FY12 – Congo**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Congo 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 Congo, more in-depth 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 Congo. The World Bank commissioned an independent firm to oversee the logistics of this effort in Congo. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **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 CONGO**

| <b>A1. In general would you say that Congo is headed in ... ?</b> |                     |
|-------------------------------------------------------------------|---------------------|
| 1                                                                 | The right direction |
| 2                                                                 | The wrong direction |
| 3                                                                 | Not sure            |

**SECTION A: GENERAL ISSUES FACING CONGO (CONT...)**

| <b>A2. Listed below are a number of development priorities in Congo.</b>                                 |                                                                              |                                             |                                              |                                             |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------|---------------------------------------------|
| <b>Please identify which of these you consider the 1st, 2nd, 3rd most important development priority</b> |                                                                              | <b>FIRST priority<br/>(Choose only ONE)</b> | <b>SECOND priority<br/>(Choose only ONE)</b> | <b>THIRD priority<br/>(Choose only ONE)</b> |
| 1                                                                                                        | Rural development                                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 2                                                                                                        | Education                                                                    | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 3                                                                                                        | Social protection                                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 4                                                                                                        | Transport (e.g., roads, bridges, transportation)                             | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 5                                                                                                        | Security/stabilization/reconstruction                                        | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 6                                                                                                        | Poverty reduction                                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 7                                                                                                        | Public sector reform                                                         | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 8                                                                                                        | Regional integration                                                         | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 9                                                                                                        | Gender                                                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 10                                                                                                       | Domestic private sector development                                          | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 11                                                                                                       | Foreign direct investment                                                    | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 12                                                                                                       | Water and sanitation                                                         | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 13                                                                                                       | Energy                                                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 14                                                                                                       | Regional conflict and tensions                                               | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 15                                                                                                       | Monitoring and evaluation                                                    | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 16                                                                                                       | Public financial management (e.g., public expenditure, fiscal system reform) | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 17                                                                                                       | Job creation/employment                                                      | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 18                                                                                                       | Governance                                                                   | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 19                                                                                                       | Financial markets                                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 20                                                                                                       | Urban development                                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 21                                                                                                       | Environmental sustainability                                                 | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 22                                                                                                       | Equality of opportunity (i.e., equity)                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 23                                                                                                       | Health                                                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 24                                                                                                       | Global integration                                                           | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 25                                                                                                       | Food security                                                                | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 26                                                                                                       | Social cohesion                                                              | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 27                                                                                                       | Climate change (e.g., mitigation, adaptation)                                | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 28                                                                                                       | Agricultural development                                                     | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 29                                                                                                       | Trade and exports                                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 30                                                                                                       | Crime and violence                                                           | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 31                                                                                                       | Economic growth                                                              | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 32                                                                                                       | Law and justice (e.g., judicial system)                                      | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 33                                                                                                       | Regulatory framework                                                         | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 34                                                                                                       | Communicable/non-communicable disease                                        | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 35                                                                                                       | Basic infrastructure                                                         | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 36                                                                                                       | Local governance and institutions                                            | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 37                                                                                                       | Natural resource management (e.g., oil, gas, mining)                         | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 38                                                                                                       | Anti corruption                                                              | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 39                                                                                                       | Disaster management                                                          | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| 40                                                                                                       | Global information and communications technology                             | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                    |

**SECTION A: GENERAL ISSUES FACING CONGO (CONT...)**

| <b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>                                                         |                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Congo? (Choose no more than THREE)</b> |                                                                              |
| 1                                                                                                                                                   | Water and sanitation                                                         |
| 2                                                                                                                                                   | Equality of opportunity (i.e., equity)                                       |
| 3                                                                                                                                                   | Economic growth                                                              |
| 4                                                                                                                                                   | Climate change (e.g., mitigation, adaptation)                                |
| 5                                                                                                                                                   | Regional conflict and tensions                                               |
| 6                                                                                                                                                   | Disaster management                                                          |
| 7                                                                                                                                                   | Regional integration                                                         |
| 8                                                                                                                                                   | Gender                                                                       |
| 9                                                                                                                                                   | Rural development                                                            |
| 10                                                                                                                                                  | Urban development                                                            |
| 11                                                                                                                                                  | Education                                                                    |
| 12                                                                                                                                                  | Regulatory framework                                                         |
| 13                                                                                                                                                  | Local governance and institutions                                            |
| 14                                                                                                                                                  | Basic infrastructure                                                         |
| 15                                                                                                                                                  | Social protection                                                            |
| 16                                                                                                                                                  | Law and justice (e.g., judicial system)                                      |
| 17                                                                                                                                                  | Transport (e.g., roads, bridges, transportation)                             |
| 18                                                                                                                                                  | Crime and violence                                                           |
| 19                                                                                                                                                  | Communicable/non-communicable disease                                        |
| 20                                                                                                                                                  | Security/stabilization/reconstruction                                        |
| 21                                                                                                                                                  | Global information and communications technology                             |
| 22                                                                                                                                                  | Public sector reform                                                         |
| 23                                                                                                                                                  | Domestic private sector development                                          |
| 24                                                                                                                                                  | Foreign direct investment                                                    |
| 25                                                                                                                                                  | Global integration                                                           |
| 26                                                                                                                                                  | Energy                                                                       |
| 27                                                                                                                                                  | Food security                                                                |
| 28                                                                                                                                                  | Monitoring and evaluation                                                    |
| 29                                                                                                                                                  | Governance                                                                   |
| 30                                                                                                                                                  | Social cohesion                                                              |
| 31                                                                                                                                                  | Natural resource management (e.g., oil, gas, mining)                         |
| 32                                                                                                                                                  | Environmental sustainability                                                 |
| 33                                                                                                                                                  | Health                                                                       |
| 34                                                                                                                                                  | Public financial management (e.g., public expenditure, fiscal system reform) |
| 35                                                                                                                                                  | Agricultural development                                                     |
| 36                                                                                                                                                  | Job creation/employment                                                      |
| 37                                                                                                                                                  | Financial markets                                                            |
| 38                                                                                                                                                  | Trade and exports                                                            |
| 39                                                                                                                                                  | Anti corruption                                                              |

**SECTION A: GENERAL ISSUES FACING CONGO (CONT...)**

| <b>A4. Economic growth can be driven by a number of factors.</b>                                                                        |                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>Which THREE areas below do you believe would contribute most to generating economic growth in Congo? (Choose no more than THREE)</b> |                                                                              |
| 1                                                                                                                                       | Energy                                                                       |
| 2                                                                                                                                       | Equality of opportunity (i.e., equity)                                       |
| 3                                                                                                                                       | Social protection                                                            |
| 4                                                                                                                                       | Global integration                                                           |
| 5                                                                                                                                       | Climate change (e.g., mitigation, adaptation)                                |
| 6                                                                                                                                       | Anti corruption                                                              |
| 7                                                                                                                                       | Disaster management                                                          |
| 8                                                                                                                                       | Regional conflict and tensions                                               |
| 9                                                                                                                                       | Rural development                                                            |
| 10                                                                                                                                      | Foreign direct investment                                                    |
| 11                                                                                                                                      | Urban development                                                            |
| 12                                                                                                                                      | Water and sanitation                                                         |
| 13                                                                                                                                      | Education                                                                    |
| 14                                                                                                                                      | Global information and communications technology                             |
| 15                                                                                                                                      | Regulatory framework                                                         |
| 16                                                                                                                                      | Communicable/non-communicable disease                                        |
| 17                                                                                                                                      | Trade and exports                                                            |
| 18                                                                                                                                      | Social cohesion                                                              |
| 19                                                                                                                                      | Public sector reform                                                         |
| 20                                                                                                                                      | Regional integration                                                         |
| 21                                                                                                                                      | Domestic private sector development                                          |
| 22                                                                                                                                      | Job creation/employment                                                      |
| 23                                                                                                                                      | Agricultural development                                                     |
| 24                                                                                                                                      | Food security                                                                |
| 25                                                                                                                                      | Governance                                                                   |
| 26                                                                                                                                      | Transport (e.g., roads, bridges, transportation)                             |
| 27                                                                                                                                      | Security/stabilization/reconstruction                                        |
| 28                                                                                                                                      | Monitoring and evaluation                                                    |
| 29                                                                                                                                      | Gender                                                                       |
| 30                                                                                                                                      | Natural resource management (e.g., oil, gas, mining)                         |
| 31                                                                                                                                      | Environmental sustainability                                                 |
| 32                                                                                                                                      | Health                                                                       |
| 33                                                                                                                                      | Basic infrastructure                                                         |
| 34                                                                                                                                      | Law and justice (e.g., judicial system)                                      |
| 35                                                                                                                                      | Local governance and institutions                                            |
| 36                                                                                                                                      | Crime and violence                                                           |
| 37                                                                                                                                      | Public financial management (e.g., public expenditure, fiscal system reform) |
| 38                                                                                                                                      | Financial markets                                                            |

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

|                                                                                                 |   |   |   |   |   |   |   |                    |    |
|-------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|--------------------|----|
| <b>B1. How familiar are you with the work of the World Bank in Congo, on a ten point scale?</b> |   |   |   |   |   |   |   |                    |    |
| 1                                                                                               | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                  | 10 |
| Not familiar at all                                                                             |   |   |   |   |   |   |   | Extremely familiar |    |

|                                                                                                                   |   |   |   |   |   |   |   |                |    |                          |
|-------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| <b>B2. Overall, please rate your impression of the World Bank's effectiveness in Congo, on a ten point scale?</b> |   |   |   |   |   |   |   |                |    |                          |
| 1                                                                                                                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| Not effective at all                                                                                              |   |   |   |   |   |   |   | Very effective |    | Don't know               |

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

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

**B4. When thinking about how the World Bank can have the most impact on development results in Congo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Congo? (Choose no more than THREE)**

|    |                                                                              |
|----|------------------------------------------------------------------------------|
| 1  | Rural development                                                            |
| 2  | Education                                                                    |
| 3  | Governance                                                                   |
| 4  | Security/stabilization/reconstruction                                        |
| 5  | Social protection                                                            |
| 6  | Transport (e.g., roads, bridges, transportation)                             |
| 7  | Poverty reduction                                                            |
| 8  | Public sector reform                                                         |
| 9  | Regional integration                                                         |
| 10 | Gender                                                                       |
| 11 | Crime and violence                                                           |
| 12 | Domestic private sector development                                          |
| 13 | Foreign direct investment                                                    |
| 14 | Water and sanitation                                                         |
| 15 | Energy                                                                       |
| 16 | Monitoring and evaluation                                                    |
| 17 | Social cohesion                                                              |
| 18 | Public financial management (e.g., public expenditure, fiscal system reform) |
| 19 | Job creation/employment                                                      |
| 20 | Financial markets                                                            |
| 21 | Urban development                                                            |
| 22 | Environmental sustainability                                                 |
| 23 | Equality of opportunity (i.e., equity)                                       |
| 24 | Regional conflict and tensions                                               |
| 25 | Health                                                                       |
| 26 | Global integration                                                           |
| 27 | Food security                                                                |
| 28 | Climate change (e.g., mitigation, adaptation)                                |
| 29 | Agricultural development                                                     |
| 30 | Trade and exports                                                            |
| 31 | Economic growth                                                              |
| 32 | Law and justice (e.g., judicial system)                                      |
| 33 | Local governance and institutions                                            |
| 34 | Regulatory framework                                                         |
| 35 | Communicable/non-communicable disease                                        |
| 36 | Basic infrastructure                                                         |
| 37 | Natural resource management (e.g., oil, gas, mining)                         |
| 38 | Anti corruption                                                              |
| 39 | Disaster management                                                          |
| 40 | Global information and communications technology                             |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

| <b>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 Congo?</b> |                                                                     | <b>Greatest Value<br/>(Choose only ONE)</b> | <b>Second Greatest Value<br/>(Choose only ONE)</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------|
| 1                                                                                                                                                                 | Financial resources                                                 | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 2                                                                                                                                                                 | Mobilizing third party financial resources                          | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 3                                                                                                                                                                 | Technical assistance                                                | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 4                                                                                                                                                                 | Policy advice                                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 5                                                                                                                                                                 | Donor coordination                                                  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 6                                                                                                                                                                 | Data                                                                | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 7                                                                                                                                                                 | Training/capacity building                                          | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 8                                                                                                                                                                 | Studies/analyses                                                    | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 9                                                                                                                                                                 | Convening/facilitating                                              | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 10                                                                                                                                                                | Linkage to non-Bank expertise (e.g., South-South knowledge sharing) | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 11                                                                                                                                                                | Strategy formulation (e.g., PRSP assistance)                        | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 12                                                                                                                                                                | Other (please specify): _____                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                           |

| <b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Congo? (Choose no more than TWO)</b> |                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| 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 focused enough on issues that are unique to post-conflict countries         |
| 17                                                                                                                                        | Not adequately sensitive to political/social realities in the Republic of Congo |
| 18                                                                                                                                        | Other (please specify): _____                                                   |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

| <b>B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Congo? (Choose no more than TWO)</b> |                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1                                                                                                                                     | Investment lending (financing specific projects)                       |
| 2                                                                                                                                     | Capacity development                                                   |
| 3                                                                                                                                     | Policy based lending / Budget support to the Government                |
| 4                                                                                                                                     | Analytical work (studies, surveys, etc.)                               |
| 5                                                                                                                                     | Technical assistance (advice, best practice, international experience) |
| 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                                                             |

| <b>B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)</b> |                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1                                                                                                                                           | Investment lending (financing specific projects)                       |
| 2                                                                                                                                           | Capacity development                                                   |
| 3                                                                                                                                           | Policy based lending / Budget support to the Government                |
| 4                                                                                                                                           | Analytical work (studies, surveys, etc.)                               |
| 5                                                                                                                                           | Technical assistance (advice, best practice, international experience) |
| 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                                                             |

| <b>B9. 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?</b> |   |   |   |   |   |   |   |   |                              |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| 1                                                                                                                                                                                                                                                                     | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           | <input type="checkbox"/> |
| To no degree at all                                                                                                                                                                                                                                                   |   |   |   |   |   |   |   |   | To a very significant degree | Don't know               |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

**B10. 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., AU, SEMAC) |
| 16 | Other (please specify): _____            |

**To what extent do you agree with the following statements about the World Bank's work in Congo, on a ten point scale?**

|            |                                                                                                   | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know |
|------------|---------------------------------------------------------------------------------------------------|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|            |                                                                                                   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |            |
| <b>B11</b> | Overall the World Bank currently plays a relevant role in development in Congo                    | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>B12</b> | The World Bank's work is aligned with what I consider the development priorities for this country | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>B13</b> | The World Bank supports programs and strategies that are realistic for Congo                      | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>B14</b> | The World Bank treats clients and stakeholders in Congo with respect                              | 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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

| To what extent is the World Bank an effective development partner in Congo in terms of ..., on a ten point scale? |                                                                   |                     |   |   |   |   |   |   |   |                              |    |                          |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
|                                                                                                                   |                                                                   | To no degree at all |   |   |   |   |   |   |   | To a very significant degree |    | Don't know               |
|                                                                                                                   |                                                                   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 |                          |
| <b>B15</b>                                                                                                        | Responsiveness                                                    | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B16</b>                                                                                                        | Flexibility (in terms of the institution's products and services) | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B17</b>                                                                                                        | Flexibility (in terms of changing country circumstances)          | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B18</b>                                                                                                        | Being inclusive                                                   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B19</b>                                                                                                        | Openness (sharing data and other information)                     | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B20</b>                                                                                                        | Staff accessibility                                               | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B21</b>                                                                                                        | Straightforwardness and honesty                                   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B22</b>                                                                                                        | Collaboration with groups outside of the Government               | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B23</b>                                                                                                        | Collaboration with the Government                                 | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B24</b>                                                                                                        | Collaboration with other donors                                   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B25</b>                                                                                                        | Follow through over time                                          | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |

| <b>B26. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than THREE)</b> |                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 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): _____                                                      |

## 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 Congo, 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                                                                                                                                                | Global 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 disease                                        | 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                                                                                                                                               | Monitoring and evaluation                                                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C23                                                                                                                                               | Public financial management (e.g., public expenditure, fiscal system reform) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C24                                                                                                                                               | Job creation/employment                                                      | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C25                                                                                                                                               | Social cohesion                                                              | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C26                                                                                                                                               | Financial markets                                                            | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C27                                                                                                                                               | Equality of opportunity (i.e., equity)                                       | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C28                                                                                                                                               | Health                                                                       | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C29                                                                                                                                               | Rural development                                                            | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C30                                                                                                                                               | Global integration                                                           | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C31                                                                                                                                               | Governance                                                                   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C32                                                                                                                                               | Food security                                                                | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C33                                                                                                                                               | Education                                                                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C34                                                                                                                                               | Security/stabilization/reconstruction                                        | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C35                                                                                                                                               | Social protection                                                            | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C36                                                                                                                                               | Climate change (e.g., mitigation, adaptation)                                | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C37                                                                                                                                               | Public sector reform                                                         | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C38                                                                                                                                               | Regional integration                                                         | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C39                                                                                                                                               | Agricultural development                                                     | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| C40                                                                                                                                               | 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 (CONT...)**

|                                                                                                                                     |   |   |   |   |   |   |   |   |                              |                          |            |
|-------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| <b>C41. To what degree does the World Bank's work, help achieve sustainable development results in Congo, on a ten point scale?</b> |   |   |   |   |   |   |   |   |                              |                          |            |
| 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 |

|                                                                                                                       |                                                                                                                  |  |  |  |  |  |  |  |  |  |                   |   |   |                |            |   |   |   |   |   |    |                          |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|-------------------|---|---|----------------|------------|---|---|---|---|---|----|--------------------------|
| <b>To what extent do you agree with the following statements about the World Bank in Congo, on a ten point scale?</b> |                                                                                                                  |  |  |  |  |  |  |  |  |  |                   |   |   |                |            |   |   |   |   |   |    |                          |
|                                                                                                                       |                                                                                                                  |  |  |  |  |  |  |  |  |  | Strongly disagree |   |   | Strongly agree | Don't know |   |   |   |   |   |    |                          |
| <b>C42</b>                                                                                                            | The World Bank's financial instruments meet the needs of Congo                                                   |  |  |  |  |  |  |  |  |  |                   | 1 | 2 | 3              | 4          | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C43</b>                                                                                                            | The World Bank meets Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance) |  |  |  |  |  |  |  |  |  |                   | 1 | 2 | 3              | 4          | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

| <b>D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b> |                    |
|--------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1                                                                                                                              | Weekly             |
| 2                                                                                                                              | Monthly            |
| 3                                                                                                                              | A few times a year |
| 4                                                                                                                              | Rarely             |
| 5                                                                                                                              | Never              |

**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**

| <b>D2. When thinking about the development challenges in Congo, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b> |                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 1                                                                                                                                                                                                                                    | Public sector reform                                                         |
| 2                                                                                                                                                                                                                                    | Gender                                                                       |
| 3                                                                                                                                                                                                                                    | Social cohesion                                                              |
| 4                                                                                                                                                                                                                                    | Education                                                                    |
| 5                                                                                                                                                                                                                                    | Domestic private sector development                                          |
| 6                                                                                                                                                                                                                                    | Foreign direct investment                                                    |
| 7                                                                                                                                                                                                                                    | Water and sanitation                                                         |
| 8                                                                                                                                                                                                                                    | Trade and exports                                                            |
| 9                                                                                                                                                                                                                                    | Economic growth                                                              |
| 10                                                                                                                                                                                                                                   | Energy                                                                       |
| 11                                                                                                                                                                                                                                   | Regional conflict and tensions                                               |
| 12                                                                                                                                                                                                                                   | Disaster management                                                          |
| 13                                                                                                                                                                                                                                   | Monitoring and evaluation                                                    |
| 14                                                                                                                                                                                                                                   | Governance                                                                   |
| 15                                                                                                                                                                                                                                   | Social protection                                                            |
| 16                                                                                                                                                                                                                                   | Climate change (e.g., mitigation, adaptation)                                |
| 17                                                                                                                                                                                                                                   | Poverty reduction                                                            |
| 18                                                                                                                                                                                                                                   | Law and justice (e.g., judicial system)                                      |
| 19                                                                                                                                                                                                                                   | Security/stabilization/reconstruction                                        |
| 20                                                                                                                                                                                                                                   | Anti corruption                                                              |
| 21                                                                                                                                                                                                                                   | Financial markets                                                            |
| 22                                                                                                                                                                                                                                   | Equality of opportunity (i.e., equity)                                       |
| 23                                                                                                                                                                                                                                   | Urban development                                                            |
| 24                                                                                                                                                                                                                                   | Crime and violence                                                           |
| 25                                                                                                                                                                                                                                   | Regional integration                                                         |
| 26                                                                                                                                                                                                                                   | Global information and communications technology                             |
| 27                                                                                                                                                                                                                                   | Local governance and institutions                                            |
| 28                                                                                                                                                                                                                                   | Transport (e.g., roads, bridges, transportation)                             |
| 29                                                                                                                                                                                                                                   | Agricultural development                                                     |
| 30                                                                                                                                                                                                                                   | Natural resource management (e.g., oil, gas, mining)                         |
| 31                                                                                                                                                                                                                                   | Public financial management (e.g., public expenditure, fiscal system reform) |
| 32                                                                                                                                                                                                                                   | Job creation/employment                                                      |
| 33                                                                                                                                                                                                                                   | Health                                                                       |
| 34                                                                                                                                                                                                                                   | Rural development                                                            |
| 35                                                                                                                                                                                                                                   | Global integration                                                           |
| 36                                                                                                                                                                                                                                   | Food security                                                                |
| 37                                                                                                                                                                                                                                   | Environmental sustainability                                                 |
| 38                                                                                                                                                                                                                                   | Regulatory framework                                                         |
| 39                                                                                                                                                                                                                                   | Basic infrastructure                                                         |
| 40                                                                                                                                                                                                                                   | Communicable/non-communicable disease                                        |

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

| <b>How effective do you believe the World Bank's knowledge and research are at ... in Congo?</b> |                                                |                      |   |   |   |   |   |   |   |   |    |                          |            |
|--------------------------------------------------------------------------------------------------|------------------------------------------------|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|                                                                                                  |                                                | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           | Don't know |
|                                                                                                  |                                                | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |            |
| <b>D3</b>                                                                                        | Raising your awareness of the particular topic | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>D4</b>                                                                                        | Stimulating public debate/dialogue             | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>D5</b>                                                                                        | Enhancing your knowledge and/or skills         | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>D6</b>                                                                                        | Contributing to good policy making             | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>D7</b>                                                                                        | Providing support for program implementation   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

| <b>To what extent do you believe that the World Bank's knowledge and research ... in Congo?</b> |                                                                         |                     |   |   |   |   |   |   |   |   |    |                              |            |
|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------|---|---|---|---|---|---|---|---|----|------------------------------|------------|
|                                                                                                 |                                                                         | To no degree at all |   |   |   |   |   |   |   |   |    | To a very significant degree | Don't know |
|                                                                                                 |                                                                         | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                              |            |
| <b>D8</b>                                                                                       | Are timely                                                              | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D9</b>                                                                                       | Include appropriate level of stakeholder involvement during preparation | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D10</b>                                                                                      | Are relevant to Congo's development priorities                          | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D11</b>                                                                                      | Provide feasible recommendations                                        | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D12</b>                                                                                      | Are accessible (well written and easy to understand)                    | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D13</b>                                                                                      | A source of relevant information on global good practices               | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D14</b>                                                                                      | Are adequately disseminated                                             | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D15</b>                                                                                      | Are appropriately translated                                            | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |
| <b>D16</b>                                                                                      | Are adaptable to Congo's development challenges                         | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     |            |

**D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research 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               |

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

|                                                                                                                              |   |   |   |   |   |   |   |   |                                    |                          |
|------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|------------------------------------|--------------------------|
| <b>D18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale?</b> |   |   |   |   |   |   |   |   |                                    |                          |
| 1                                                                                                                            | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                                 | <input type="checkbox"/> |
| <b>Very low technical quality</b>                                                                                            |   |   |   |   |   |   |   |   | <b>Very high technical quality</b> | Don't know               |

|                                                                                                                                                                    |   |   |   |   |   |   |   |   |                       |                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| <b>D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?</b> |   |   |   |   |   |   |   |   |                       |                          |
| 1                                                                                                                                                                  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                    | <input type="checkbox"/> |
| <b>Not effective at all</b>                                                                                                                                        |   |   |   |   |   |   |   |   | <b>Very effective</b> | Don't know               |

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

| <b>To what extent do you agree/disagree with the following statements, on a ten point scale?</b> |                                                                                                                                  |                          |   |   |   |   |   |   |   |                       |    |                          |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|--------------------------|---|---|---|---|---|---|---|-----------------------|----|--------------------------|
|                                                                                                  |                                                                                                                                  | <b>Strongly disagree</b> |   |   |   |   |   |   |   | <b>Strongly agree</b> |    | <b>Don't know</b>        |
| <b>E1</b>                                                                                        | The World Bank disburses funds promptly                                                                                          | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                     | 10 | <input type="checkbox"/> |
| <b>E2</b>                                                                                        | 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"/> |
| <b>E3</b>                                                                                        | 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"/> |
| <b>E4</b>                                                                                        | The World Bank's safeguard policy requirements are reasonable                                                                    | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                     | 10 | <input type="checkbox"/> |
| <b>E5</b>                                                                                        | The World Bank imposes reasonable conditions on its lending                                                                      | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                     | 10 | <input type="checkbox"/> |
| <b>E6</b>                                                                                        | Working with the World Bank increases Congo's institutional capacity                                                             | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                     | 10 | <input type="checkbox"/> |
| <b>E7</b>                                                                                        | The World Bank ensures consistency and continuity through staff changes                                                          | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                     | 10 | <input type="checkbox"/> |
| <b>E8</b>                                                                                        | The World Bank's teams and visits are well coordinated                                                                           | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                     | 10 | <input type="checkbox"/> |
| <b>E9</b>                                                                                        | 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"/> |
| <b>E10</b>                                                                                       | 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"/> |

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN CONGO**

|                                                                                                                                                                   |   |   |   |   |   |   |   |   |                       |                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| <b>F1. How significant a role do you believe the World Bank SHOULD play in Congo's development over the medium term in the near future, on a ten point scale?</b> |   |   |   |   |   |   |   |   |                       |                          |
| 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               |

|                                                                                                                                |                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Congo? (Choose no more than TWO)</b> |                                                                                                            |
| 1                                                                                                                              | Improve the quality of its experts as related to Congo'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                                                                                                                              | Ensure greater selectivity in its work                                                                     |
| 6                                                                                                                              | Provide more adequate data/knowledge/statistics/figures on Congo's economy                                 |
| 7                                                                                                                              | Offer more innovative financial products                                                                   |
| 8                                                                                                                              | Offer more innovative knowledge services                                                                   |
| 9                                                                                                                              | Work faster                                                                                                |
| 10                                                                                                                             | Increase the level of World Bank staffing in Congo's office                                                |
| 11                                                                                                                             | Improve its coordination with other donors                                                                 |
| 12                                                                                                                             | Focus more on issues that are unique to post-conflict countries                                            |
| 13                                                                                                                             | Others (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 G: COMMUNICATION AND INFORMATION SHARING**

| <b>G1. How do you get most of your information about economic and social development issues in Congo? (Choose no more than TWO)</b> |                                           |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| 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): _____             |

| <b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b> |                                                                          |
|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 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 publications and other written materials                      |
| 7                                                                                                     | Mobile phones                                                            |
| 8                                                                                                     | Social media (Facebook, Twitter, Youtube)                                |
| 9                                                                                                     | Blogs                                                                    |
| 10                                                                                                    | Others (please specify): _____                                           |

|           |                                                                                                                                                                              |            |           |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|
| <b>G3</b> | 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? | <b>Yes</b> | <b>No</b> |
| <b>G4</b> | Have you requested information from the World Bank on its activities in the past year?<br>(If YES please go to Question G5; if NO please go to G6)                           | <b>Yes</b> | <b>No</b> |
| <b>G5</b> | Were you able to obtain this information?                                                                                                                                    | <b>Yes</b> | <b>No</b> |
| <b>G6</b> | Do you have access to the Internet?                                                                                                                                          | <b>Yes</b> | <b>No</b> |
| <b>G7</b> | Do you use/have you used the World Bank website?                                                                                                                             | <b>Yes</b> | <b>No</b> |

**SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)**

| <b>G8. Which do you primarily use?</b> |                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1                                      | The World Bank's country website ( <a href="http://www.worldbank.org/congo">www.worldbank.org/congo</a> ) |
| 2                                      | The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )                |

| <b>Please rate how much you agree with the following statements, on a ten point scale.</b> |                                                                                                                        |                          |   |   |   |   |   |   |   |   |    |                          |                   |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|--------------------------|---|---|---|---|---|---|---|---|----|--------------------------|-------------------|
|                                                                                            |                                                                                                                        | <b>Strongly disagree</b> |   |   |   |   |   |   |   |   |    | <b>Strongly agree</b>    | <b>Don't know</b> |
|                                                                                            |                                                                                                                        | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |                   |
| <b>G9</b>                                                                                  | I use more data from the World Bank as a result of the organization's Open Data policy                                 | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>G10</b>                                                                                 | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>            | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>G11</b>                                                                                 | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>G12</b>                                                                                 | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)      | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>G13</b>                                                                                 | The World Bank is responsive to my information requests and inquiries                                                  | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |

**SECTION H: BACKGROUND INFORMATION**

| <b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b> |                                                                                                  |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 1                                                                                                       | Office of the President                                                                          |
| 2                                                                                                       | Office of the Prime Minister                                                                     |
| 3                                                                                                       | Office of Minister                                                                               |
| 4                                                                                                       | Office of Parliamentarian                                                                        |
| 5                                                                                                       | Employee of a Ministry, Ministerial Department or Implementation Agency                          |
| 6                                                                                                       | Consultant/Contractor working on World Bank supported Project/Program                            |
| 7                                                                                                       | Project Management Unit (PMU) overseeing implementation of project                               |
| 8                                                                                                       | Local Government Office or Staff                                                                 |
| 9                                                                                                       | Bilateral Agency                                                                                 |
| 10                                                                                                      | Multilateral Agency                                                                              |
| 11                                                                                                      | Private Sector Organization                                                                      |
| 12                                                                                                      | Private Foundation                                                                               |
| 13                                                                                                      | Financial Sector/Private Bank                                                                    |
| 14                                                                                                      | Local NGO                                                                                        |
| 15                                                                                                      | International NGO                                                                                |
| 16                                                                                                      | Community Based Organization                                                                     |
| 17                                                                                                      | Media (Press, Radio, TV, Web, etc.)                                                              |
| 18                                                                                                      | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 19                                                                                                      | Trade Union                                                                                      |
| 20                                                                                                      | Faith-Based Group                                                                                |
| 21                                                                                                      | Academia/Research Institute/Think Tank                                                           |
| 22                                                                                                      | Judiciary Branch                                                                                 |
| 23                                                                                                      | 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 H: BACKGROUND INFORMATION (CONT...)**

| <b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b> |                                                                              |
|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 1                                                                                                   | Agricultural development                                                     |
| 2                                                                                                   | Anti corruption                                                              |
| 3                                                                                                   | Basic infrastructure                                                         |
| 4                                                                                                   | Climate change (e.g., mitigation, adaptation)                                |
| 5                                                                                                   | Communicable/non-communicable disease                                        |
| 6                                                                                                   | Crime and violence                                                           |
| 7                                                                                                   | Disaster management                                                          |
| 8                                                                                                   | Domestic private sector development                                          |
| 9                                                                                                   | Economic growth                                                              |
| 10                                                                                                  | Education                                                                    |
| 11                                                                                                  | Energy                                                                       |
| 12                                                                                                  | Environmental sustainability                                                 |
| 13                                                                                                  | Equality of opportunity (i.e., equity)                                       |
| 14                                                                                                  | Financial markets                                                            |
| 15                                                                                                  | Food security                                                                |
| 16                                                                                                  | Foreign direct investment                                                    |
| 17                                                                                                  | Gender                                                                       |
| 18                                                                                                  | Global information and communications technology                             |
| 19                                                                                                  | Global integration                                                           |
| 20                                                                                                  | Governance                                                                   |
| 21                                                                                                  | Health                                                                       |
| 22                                                                                                  | Job creation/employment                                                      |
| 23                                                                                                  | Law and justice (e.g., judicial system)                                      |
| 24                                                                                                  | Local governance and institutions                                            |
| 25                                                                                                  | Monitoring and evaluation                                                    |
| 26                                                                                                  | Natural resource management (e.g., oil, gas, mining)                         |
| 27                                                                                                  | Poverty reduction                                                            |
| 28                                                                                                  | Public financial management (e.g., public expenditure, fiscal system reform) |
| 29                                                                                                  | Public sector reform                                                         |
| 30                                                                                                  | Regional conflict and tensions                                               |
| 31                                                                                                  | Regional integration                                                         |
| 32                                                                                                  | Regulatory framework                                                         |
| 33                                                                                                  | Rural development                                                            |
| 34                                                                                                  | Security/stabilization/reconstruction                                        |
| 35                                                                                                  | Social cohesion                                                              |
| 36                                                                                                  | Social protection                                                            |
| 37                                                                                                  | Trade and exports                                                            |
| 38                                                                                                  | Transport (e.g., roads, bridges, transportation)                             |
| 39                                                                                                  | Urban development                                                            |
| 40                                                                                                  | Water and sanitation                                                         |
| 41                                                                                                  | Other (please specify): _____                                                |

**SECTION H: BACKGROUND INFORMATION (CONT...)**

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

| <b>H4. Which of the following describes most of your exposure to the World Bank in Congo? (Choose no more than TWO)</b> |                                                                           |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| 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.              |

| <b>H5. Which best represents your geographic location?</b> |              |
|------------------------------------------------------------|--------------|
| 1                                                          | Brazzaville  |
| 2                                                          | Pointe Noire |
| 3                                                          | Kinkala      |
| 4                                                          | Ngamboma     |
| 5                                                          | Owando       |

**Thank you for completing the survey!**