



Republic of Congo

The World Bank
Country Survey FY 2012

Report of Findings
October 2012

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in the 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.

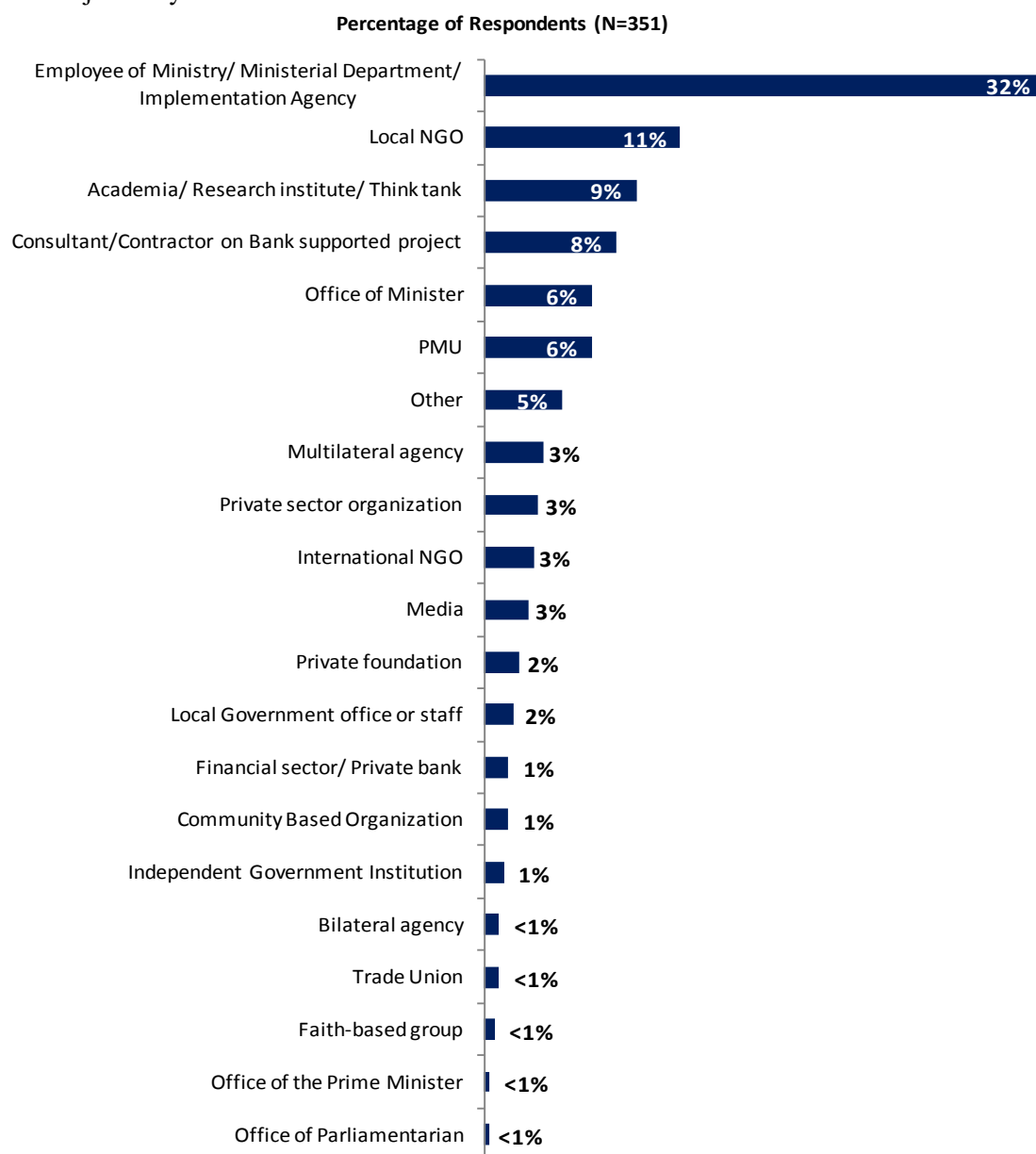
II. Methodology (continued)

- 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

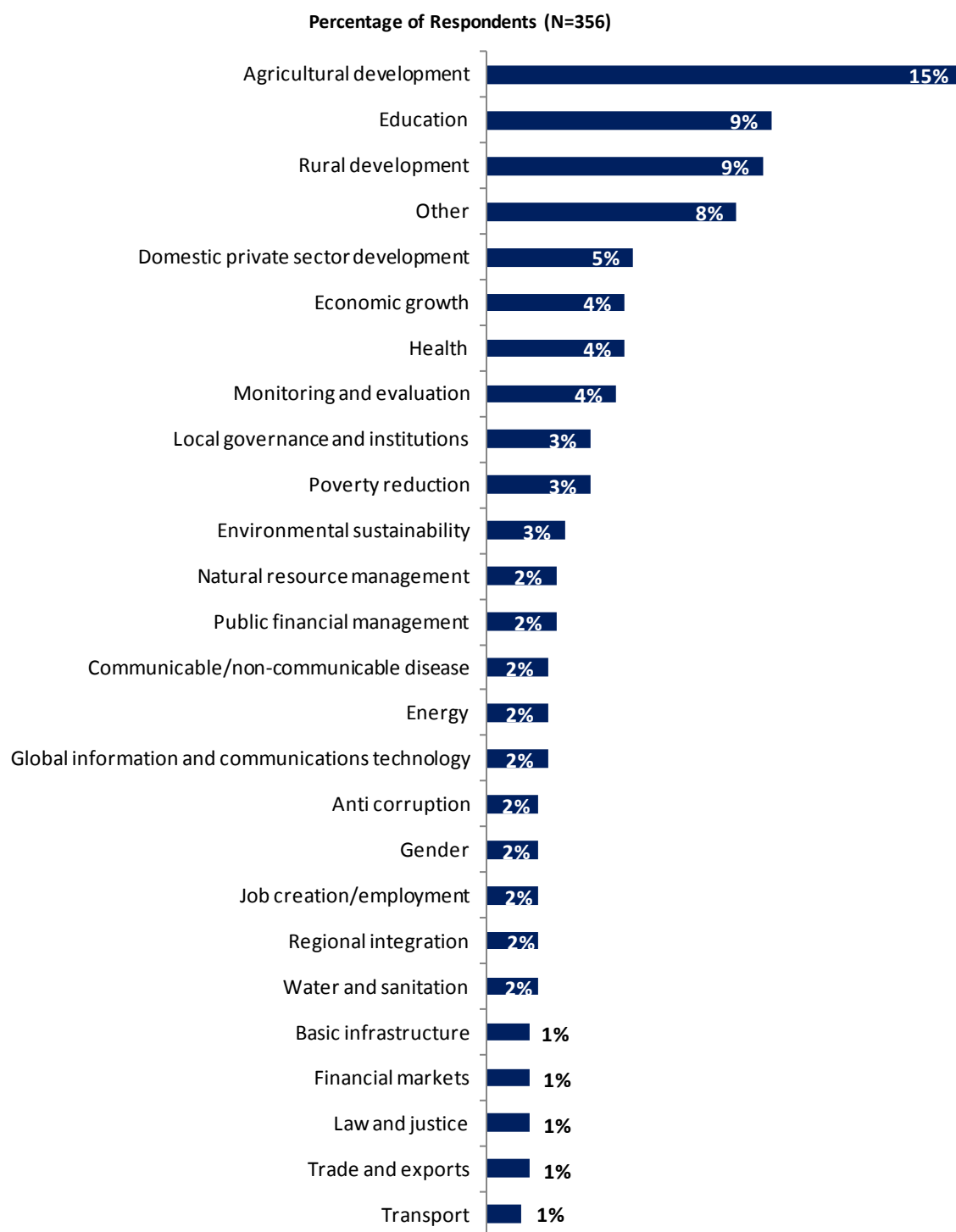
- For further analyses, the small number of respondents from the office of the Prime Minister were combined with those from the office of a Minister; consultants working on Bank-supported projects were combined with respondents from PMUs; respondents from bilateral agencies were combined with those from 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

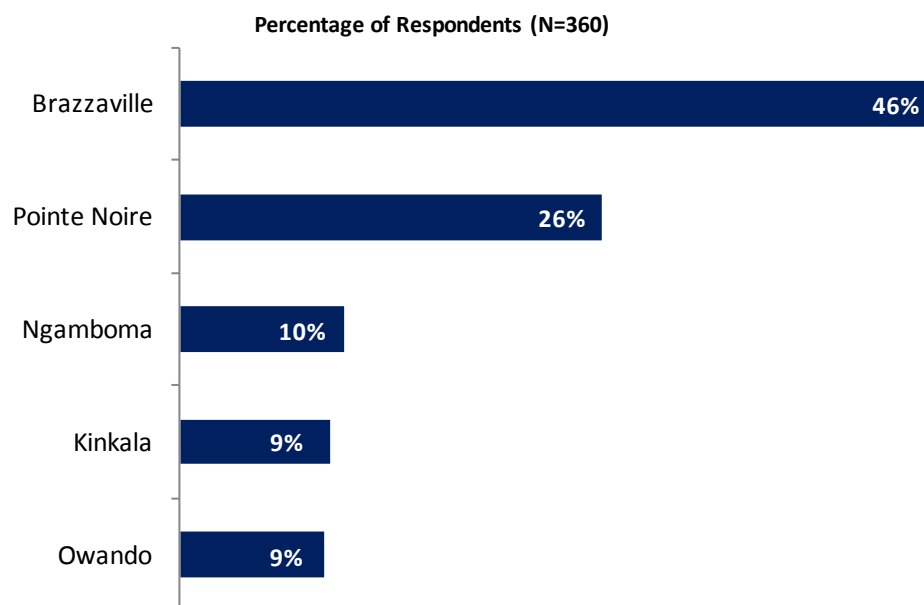


"Please identify the primary specialization of your work." (Respondents chose from a list.)

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.

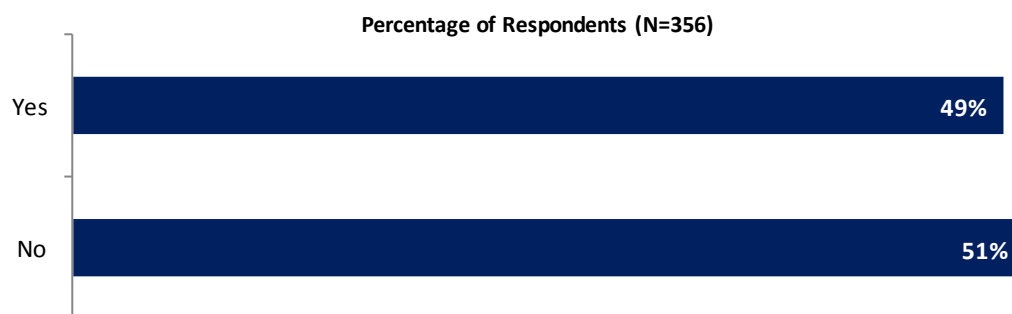


“Which best represents your geographic location?” (Respondents chose from a list.)

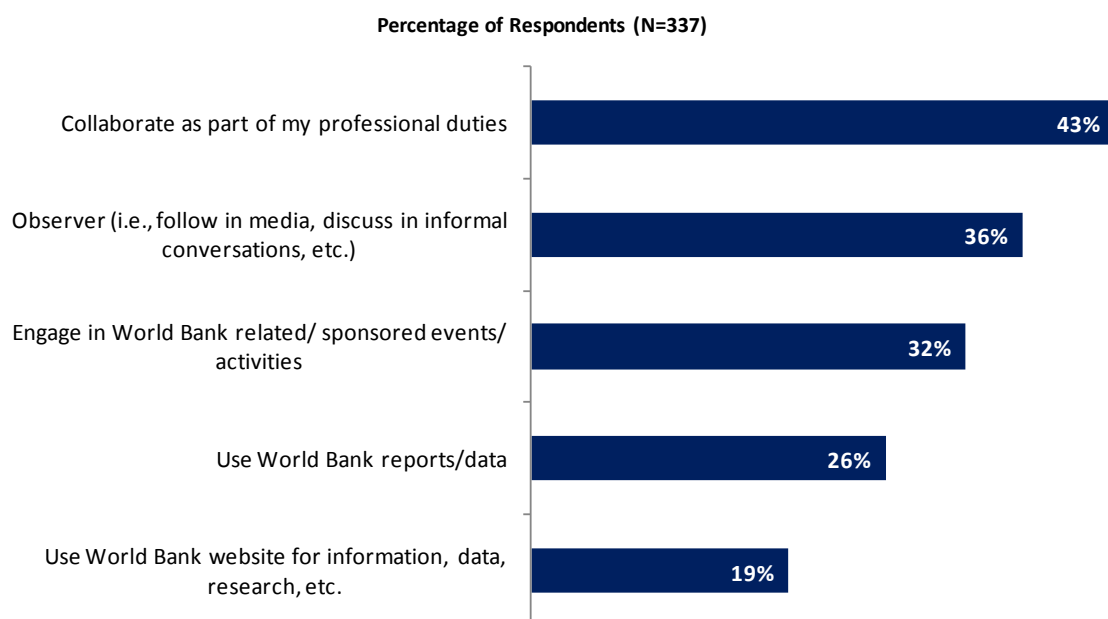
III. Demographics of the Sample (continued)

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?"

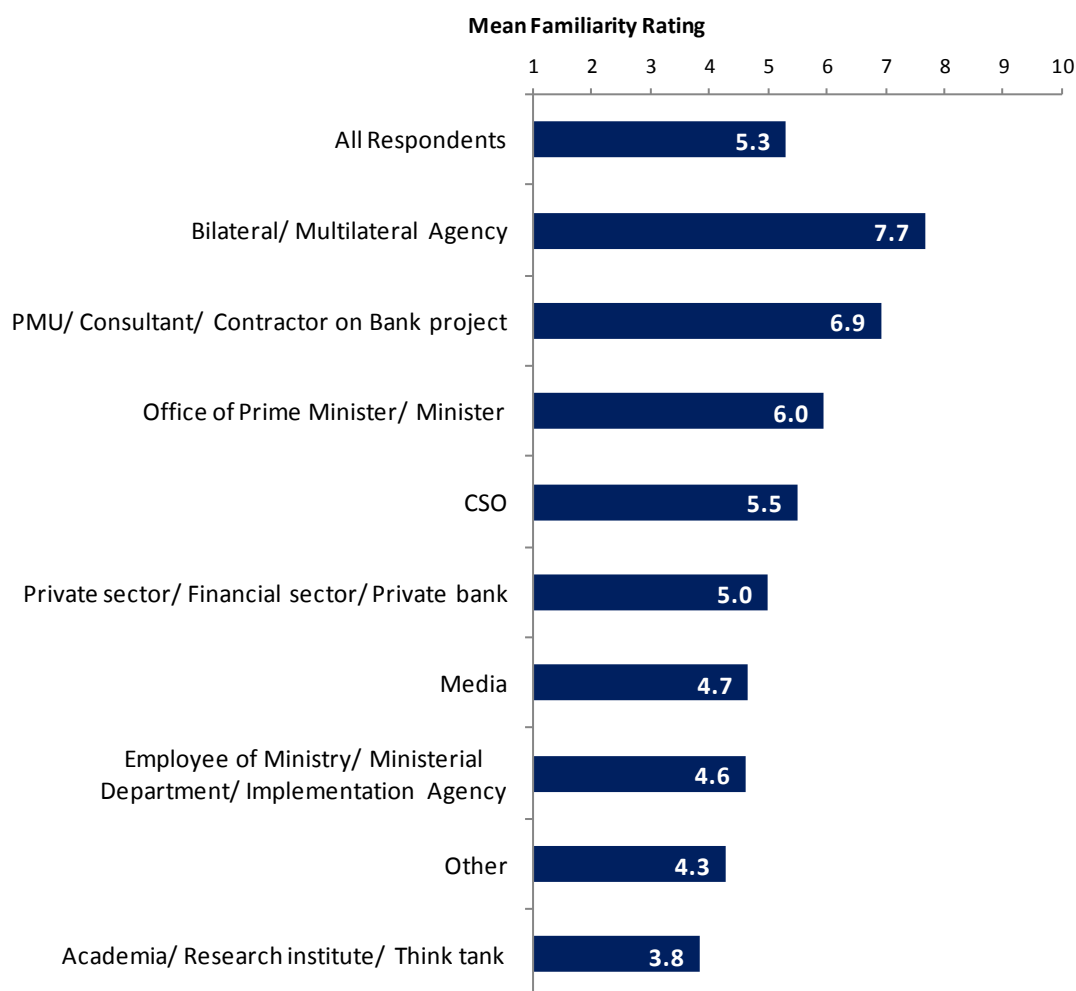


"Which of the following describes most of your exposure to the World Bank in Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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.

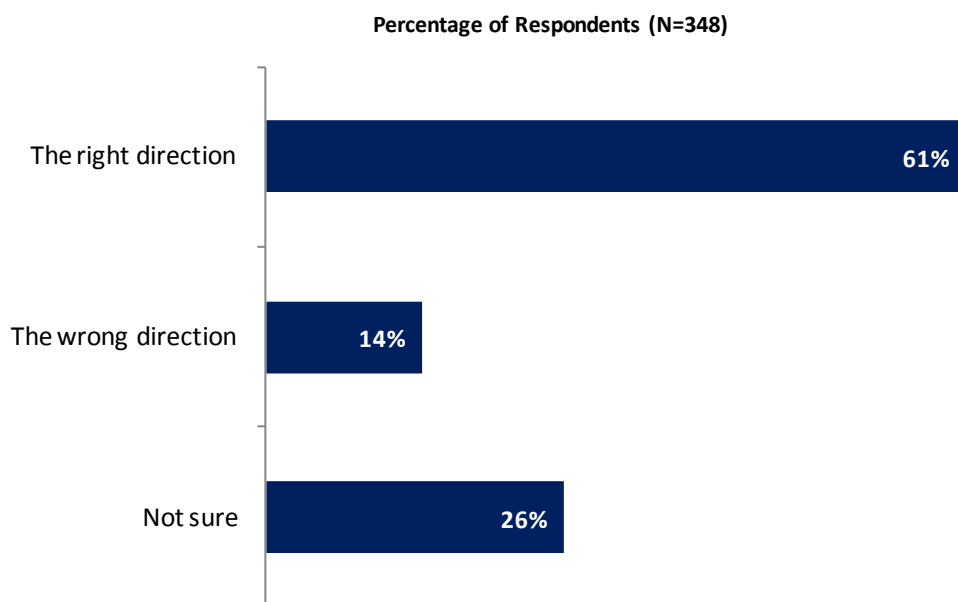


"How familiar are you with the work of the World Bank in Congo, on a ten-point scale?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues facing the Republic of Congo

Headed in the Right Direction

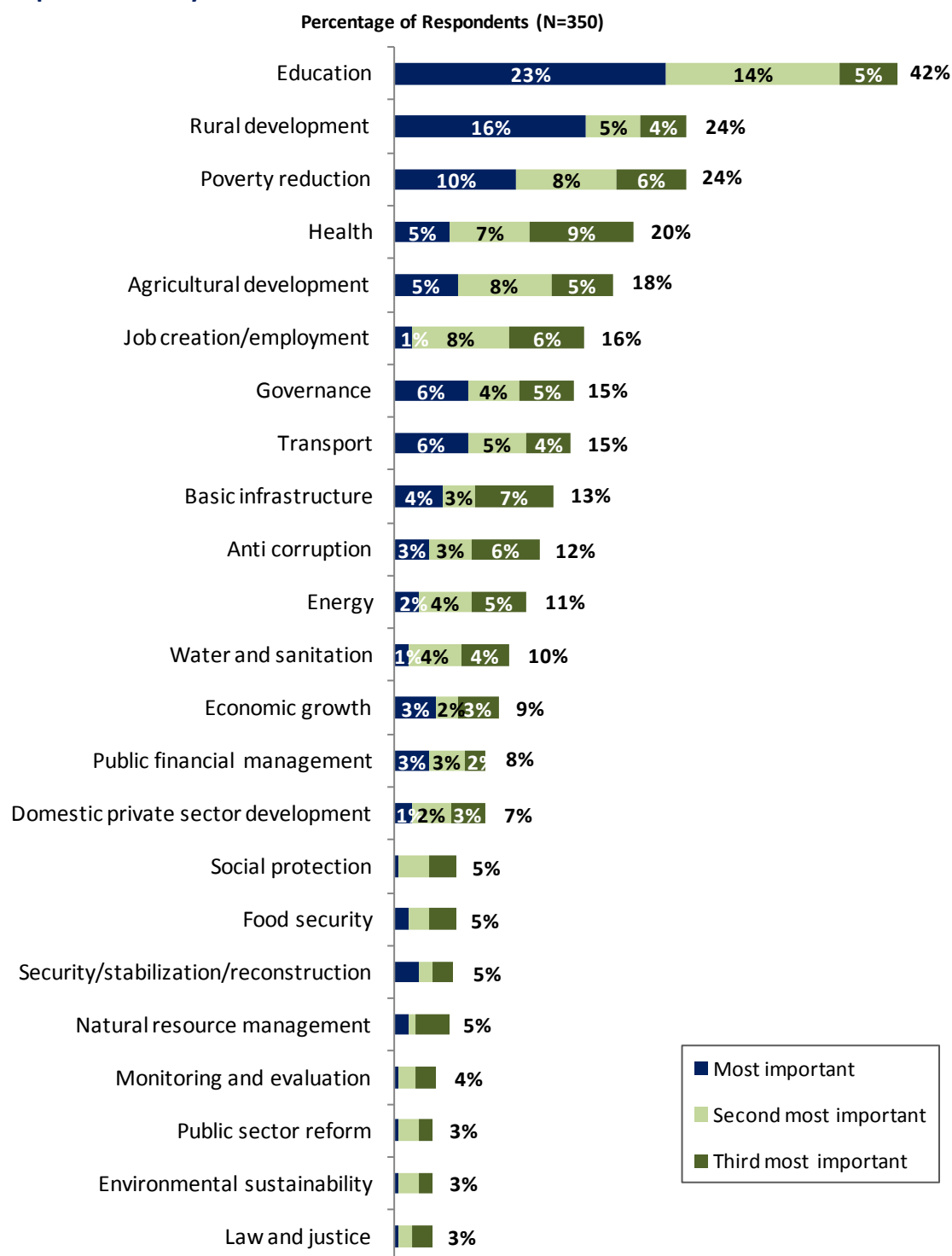
- A majority of respondents across most stakeholder groups indicated that Congo was headed in the right direction, except respondents from the media and academia/research institutes/think tanks who tended to indicate that they were not sure whether Congo was headed in the right or wrong direction.



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

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

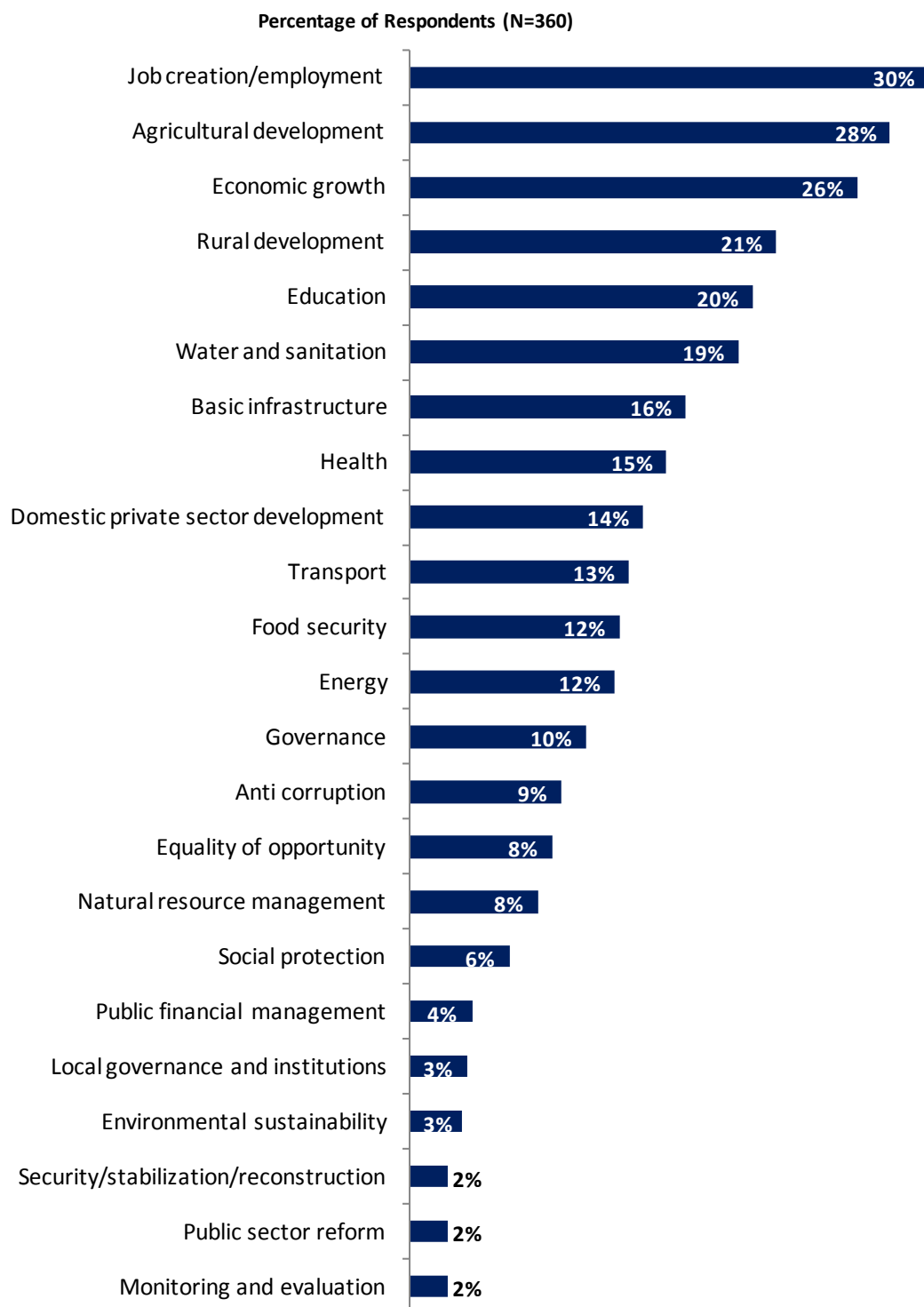
Development Priority



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)

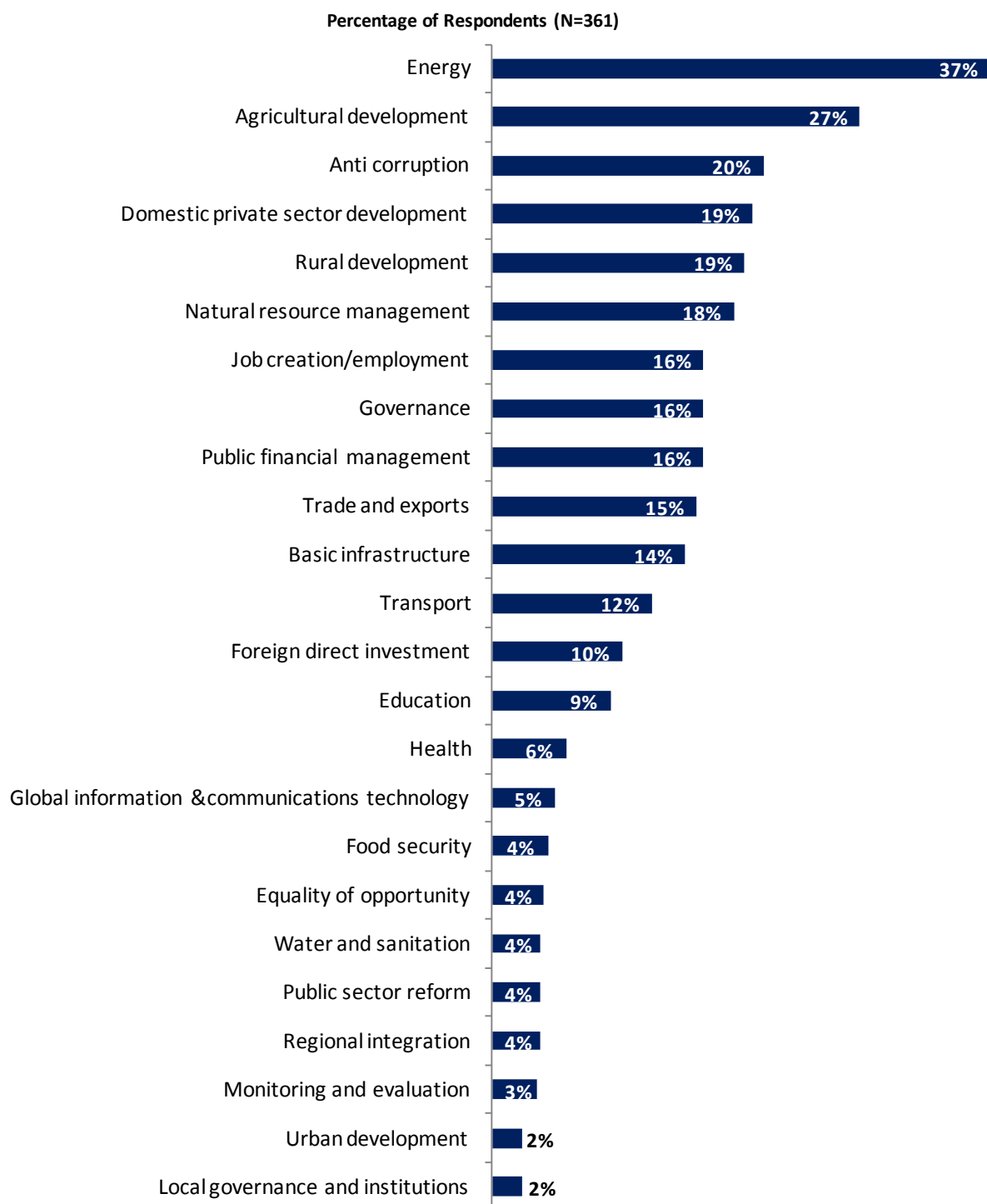
Reducing Poverty



"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

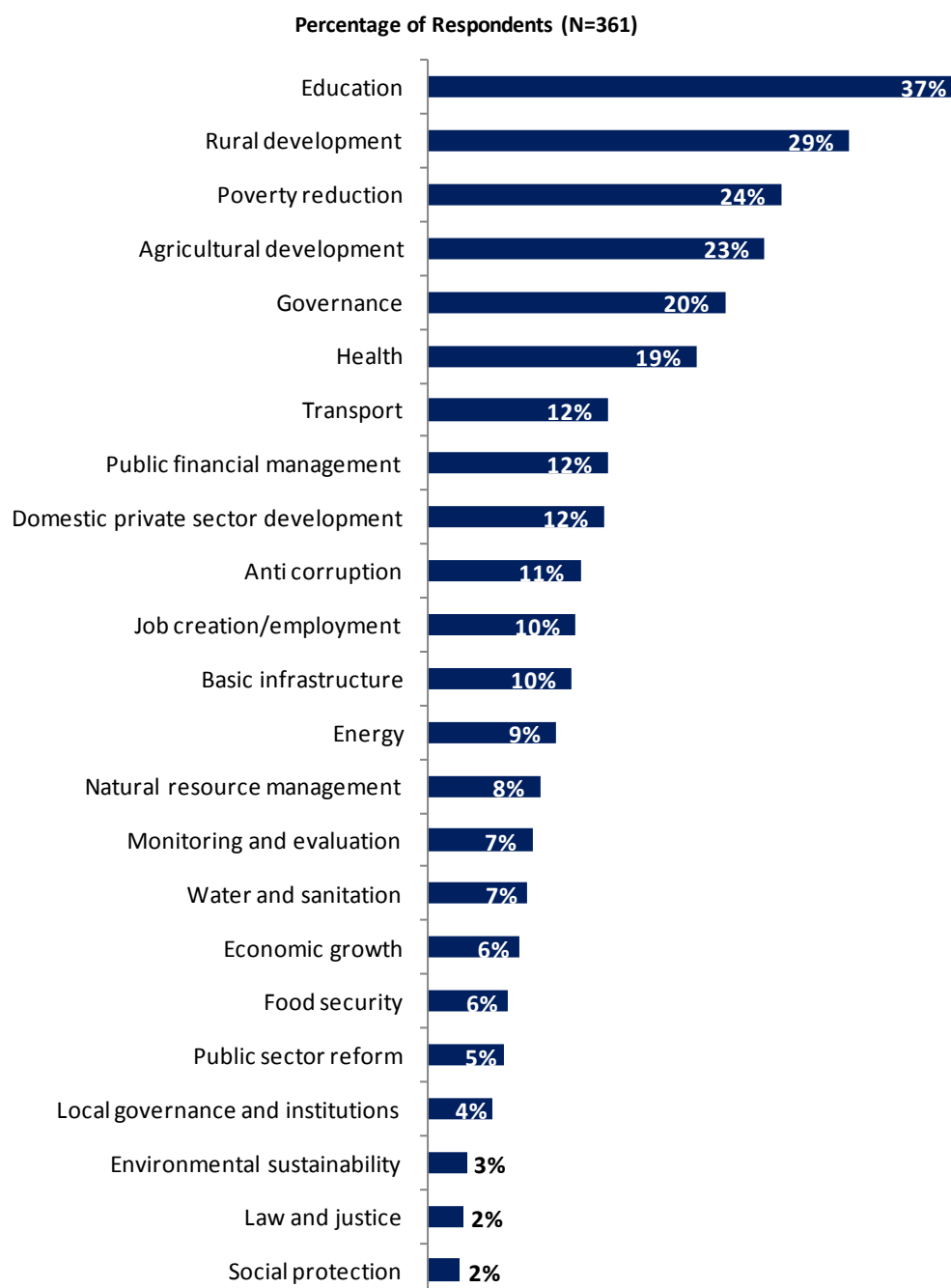


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Congo? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

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

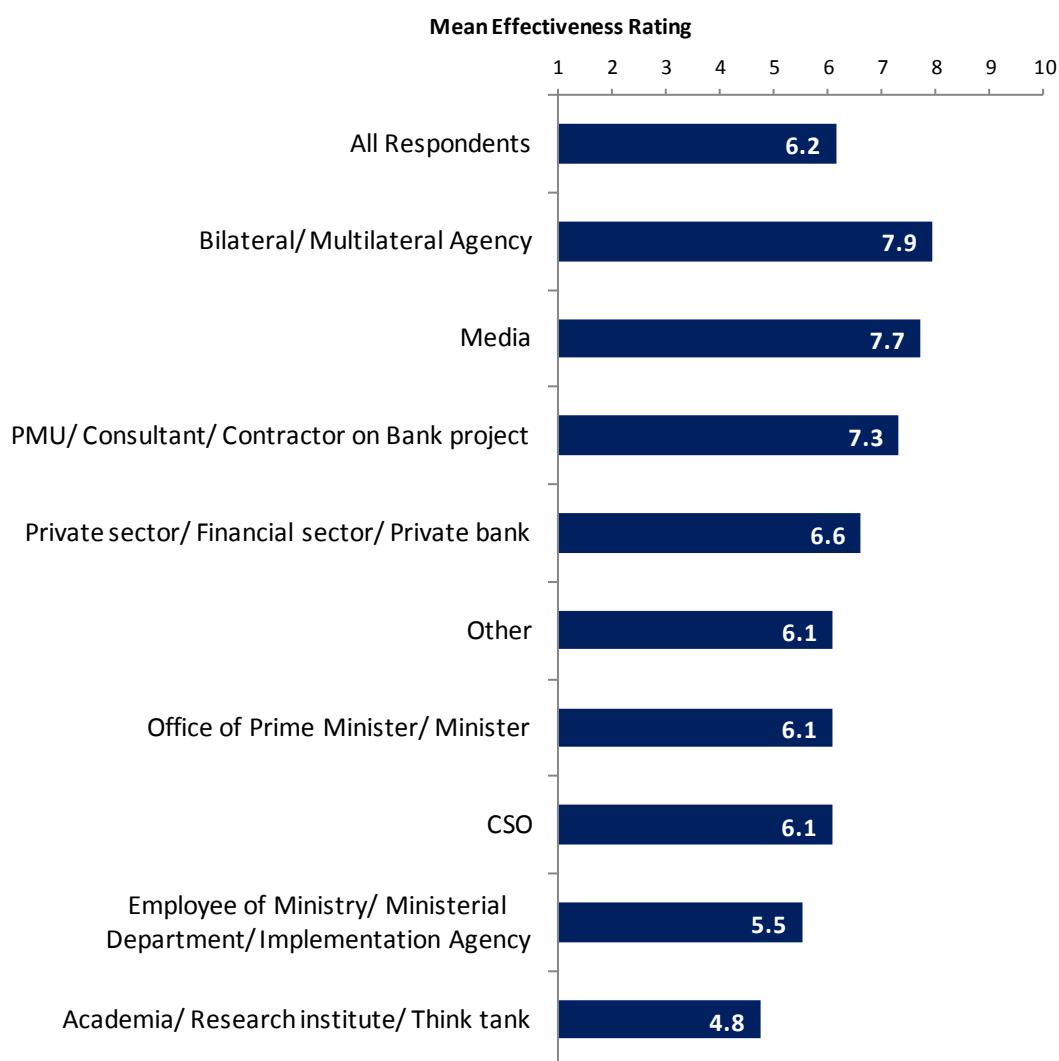


“When thinking about how the World Bank can have the most impact on development results in Congo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Congo? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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.

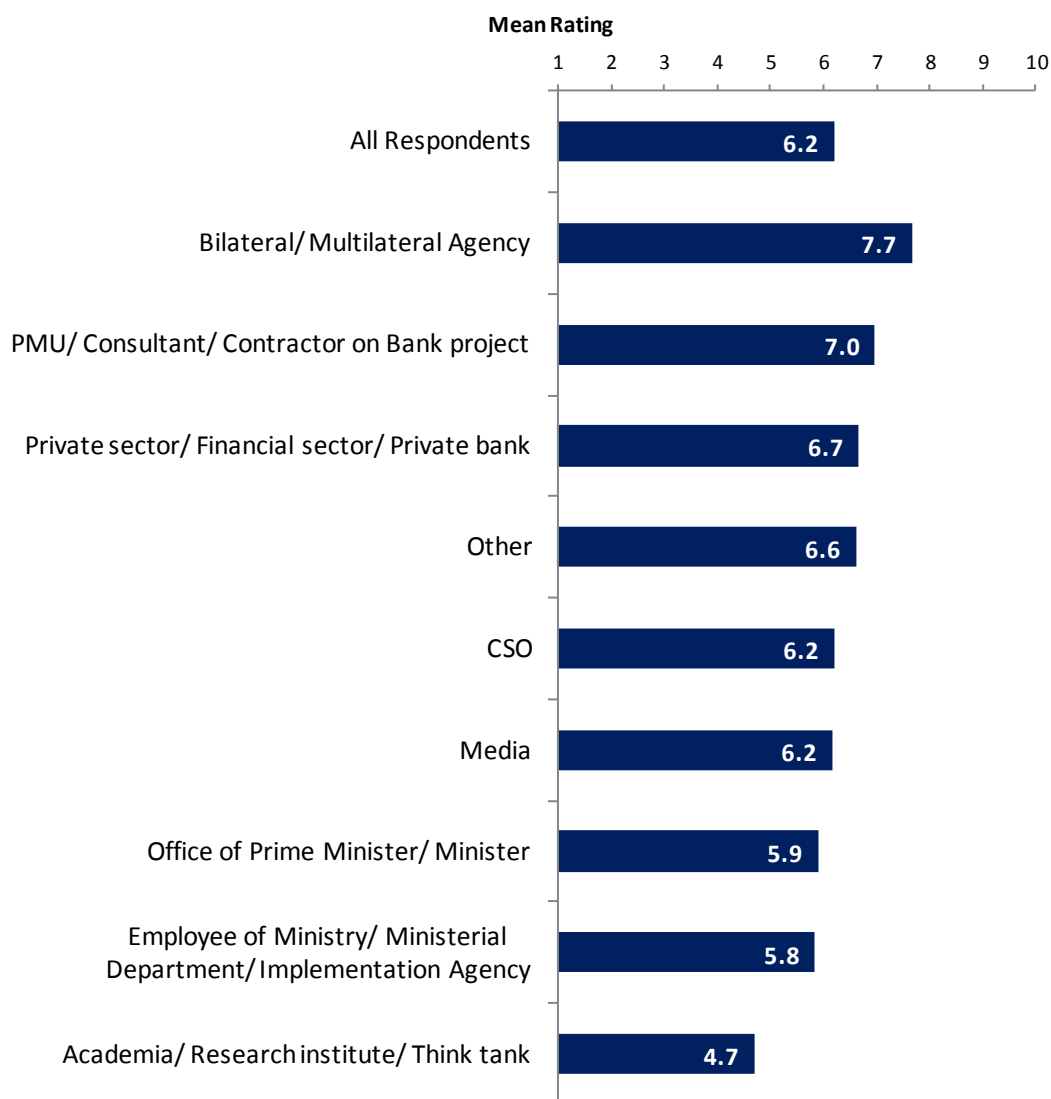


"Overall, please rate your impression of the World Bank's effectiveness in Congo, on a ten point scale." (1- "Not effective at all", 10- "Very effective")

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.

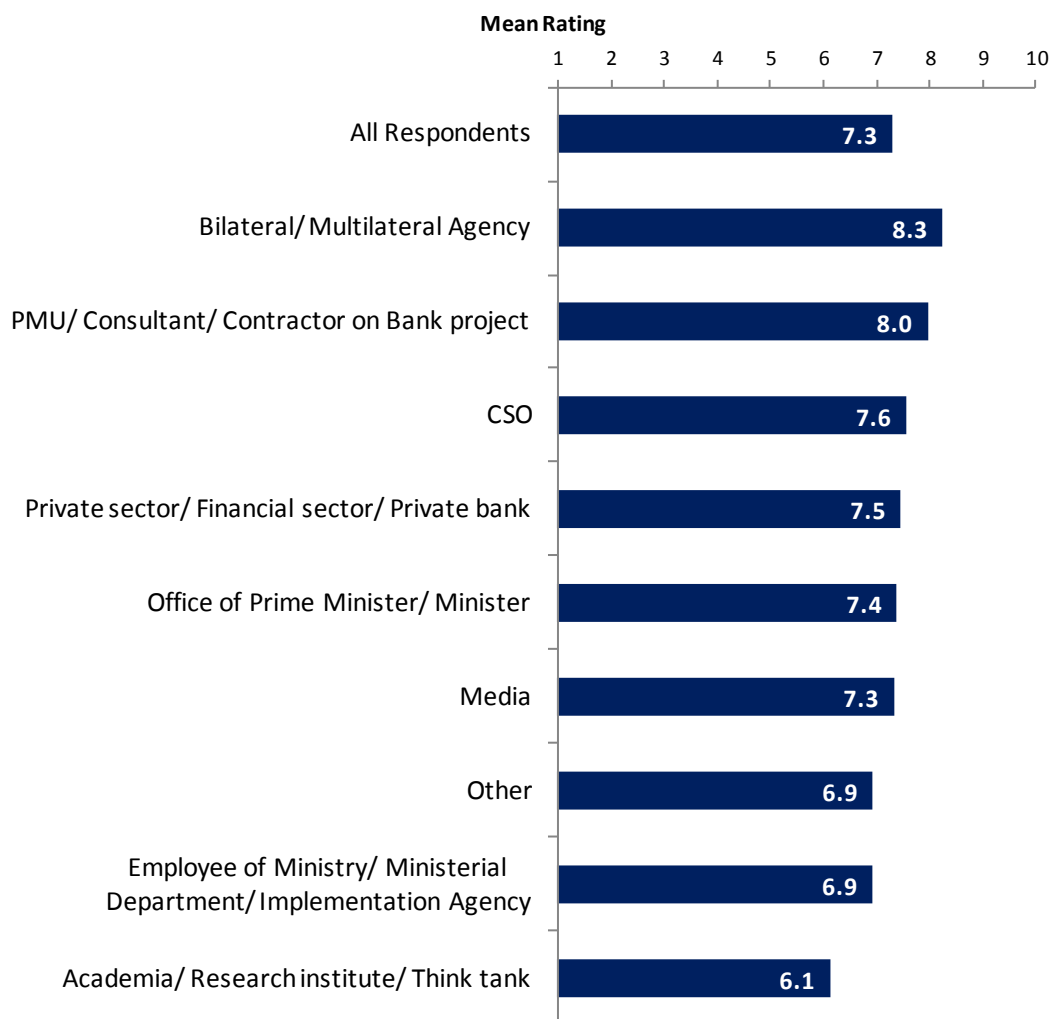


"To what degree does the World Bank's work help achieve sustainable development results in Congo, on a ten point scale?" (1- "To no degree at all", 10- "To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

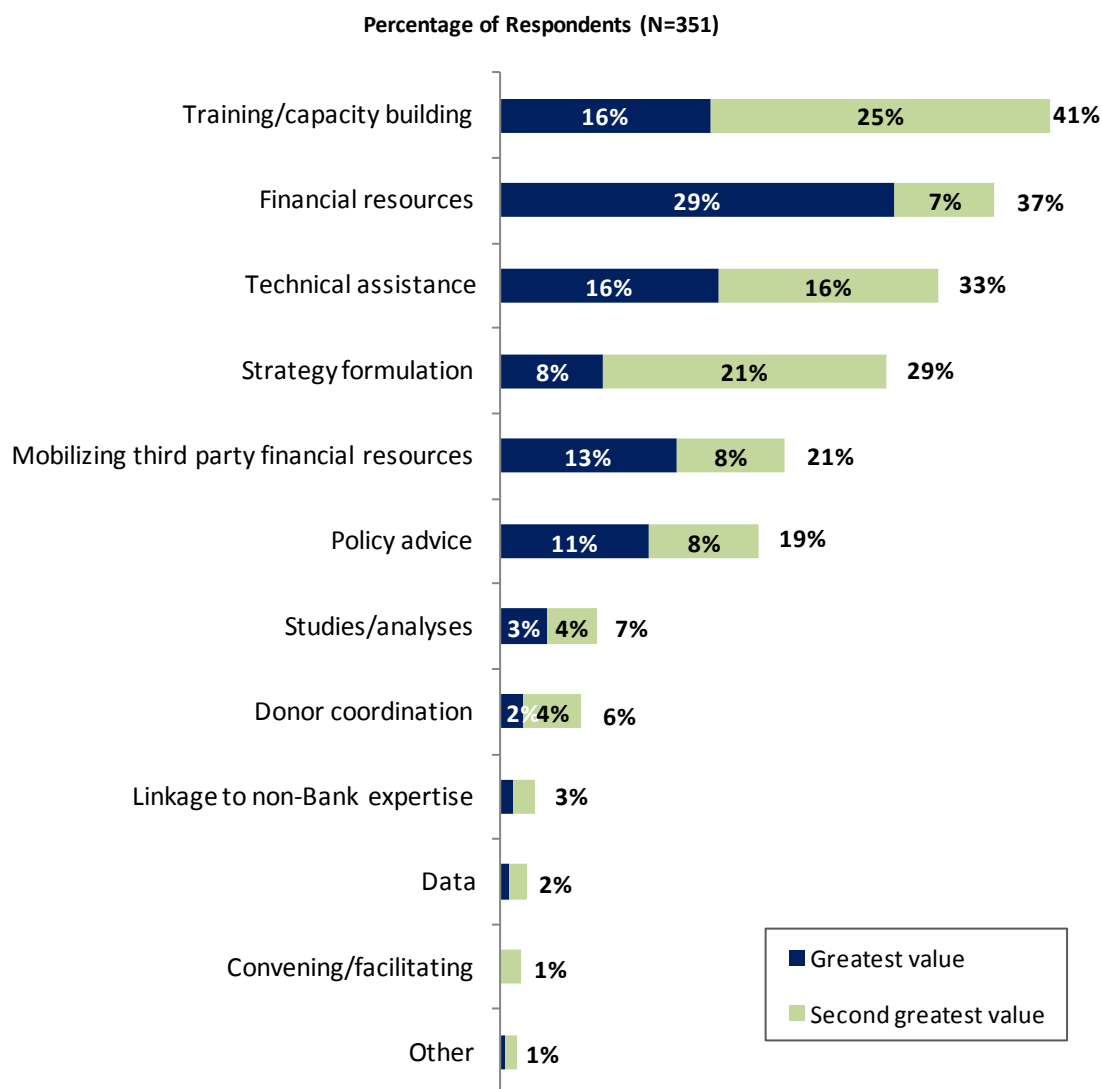
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's staff being well prepared to help Congo solve its most complicated development challenges.



"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)

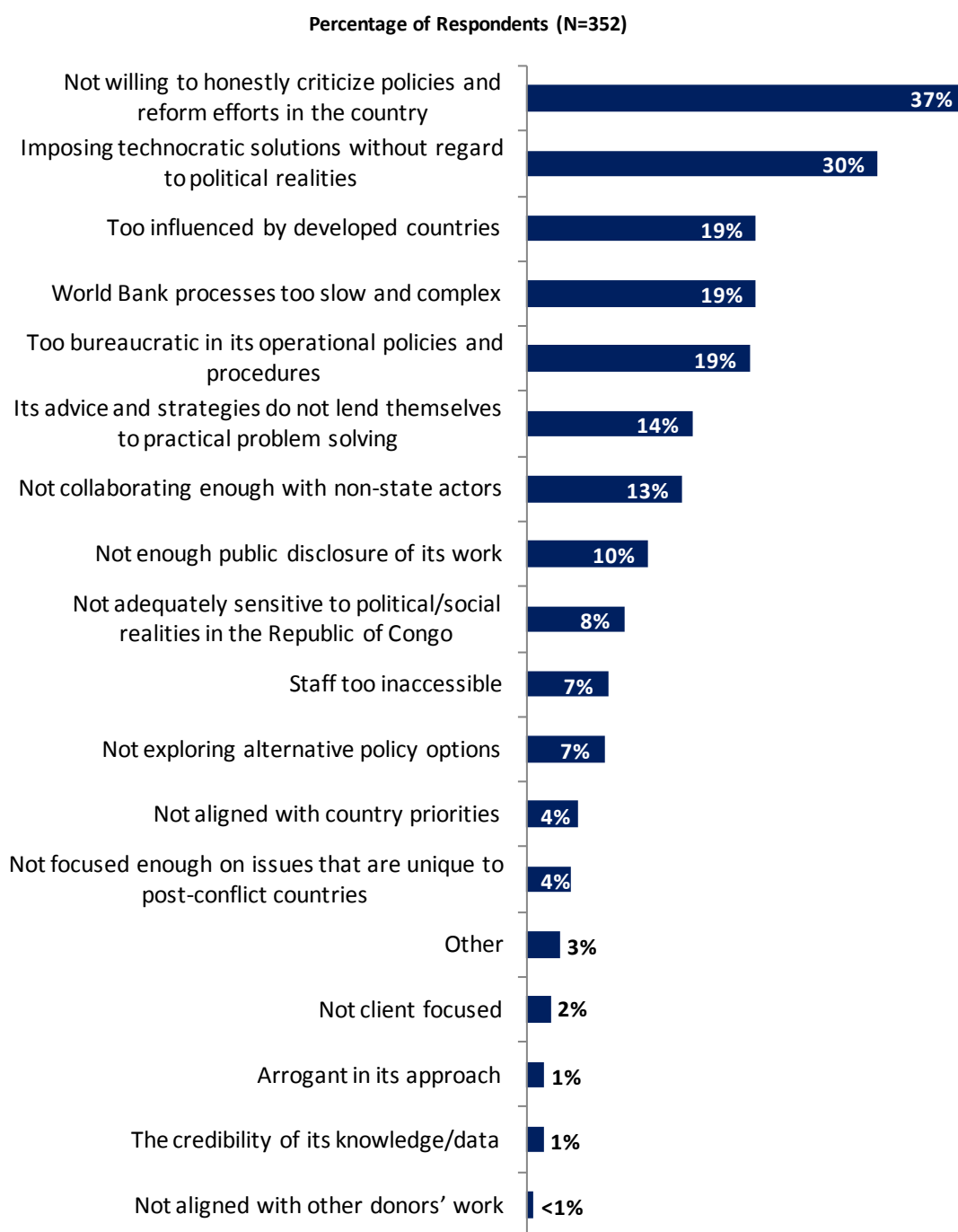
Greatest Value



"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)

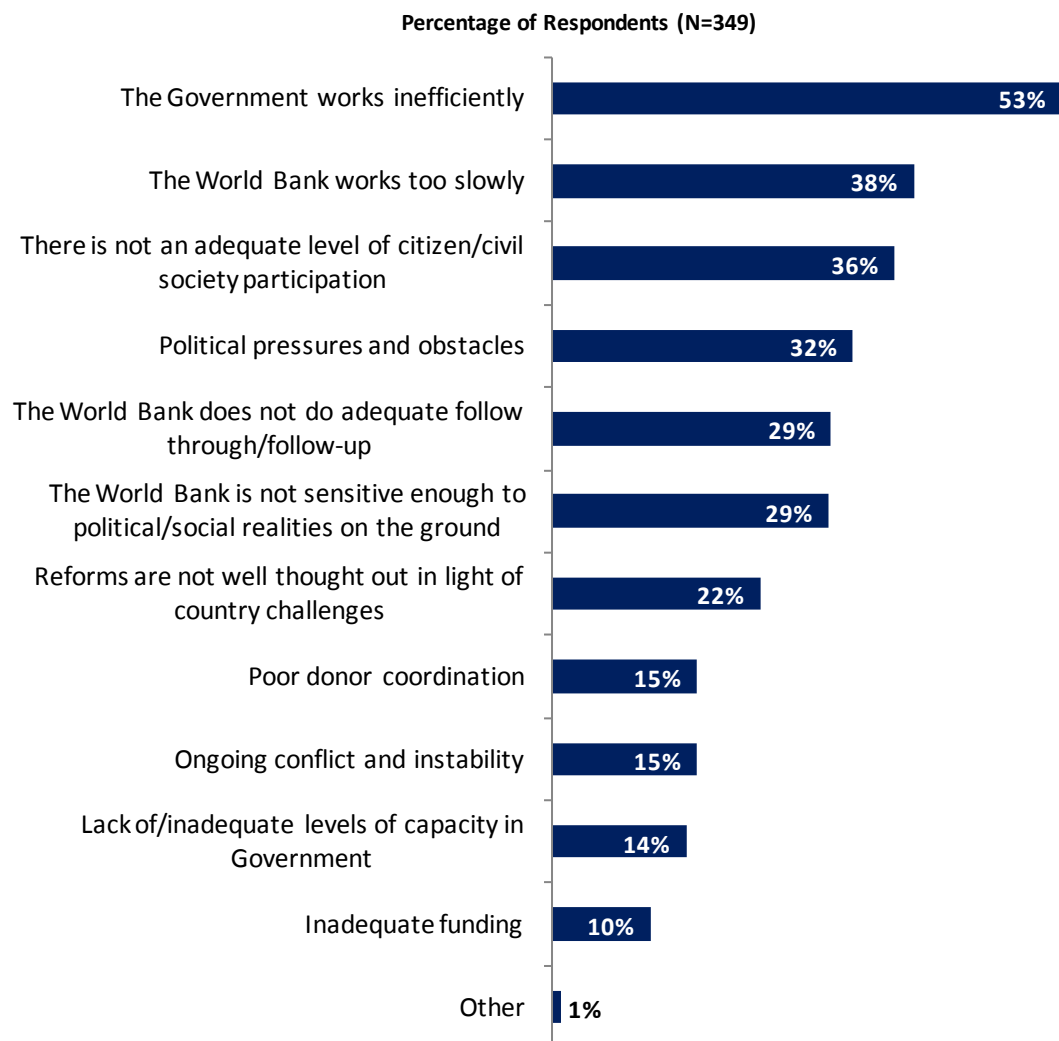
Greatest Weakness



"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)

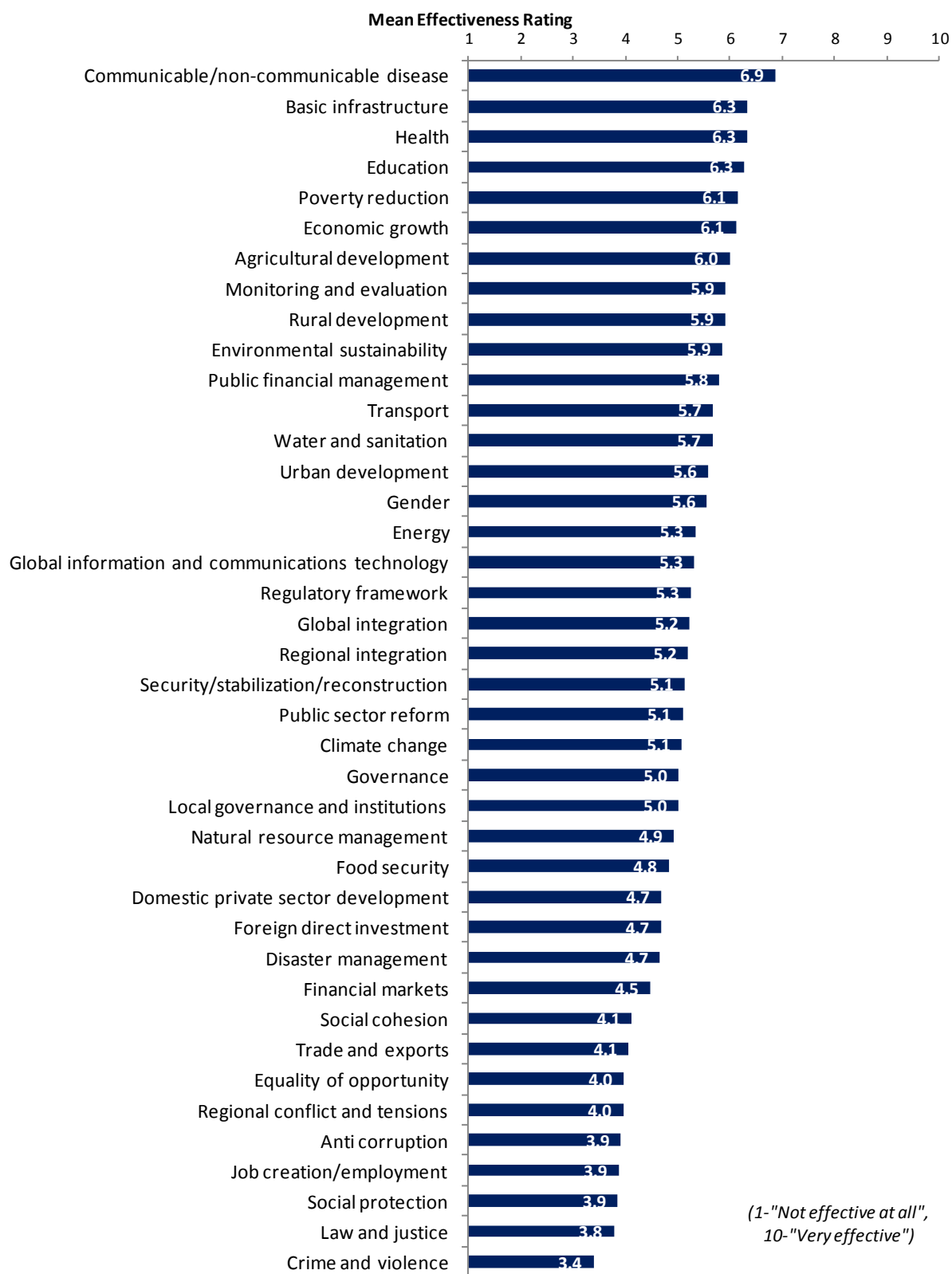
Attributing Slow or Failed Reform Efforts



"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.

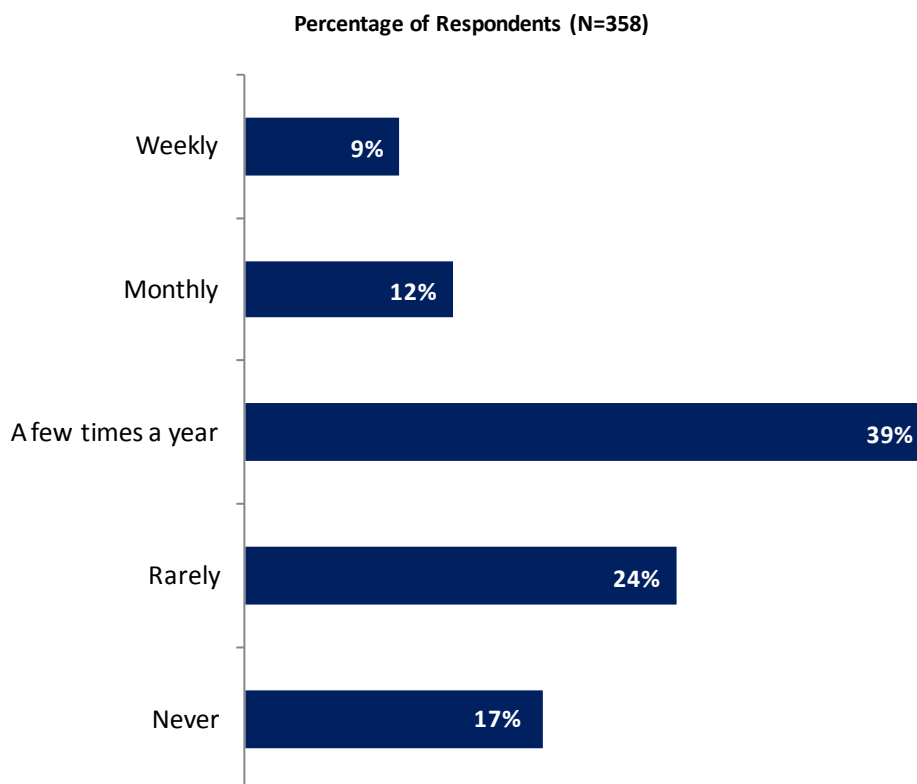
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

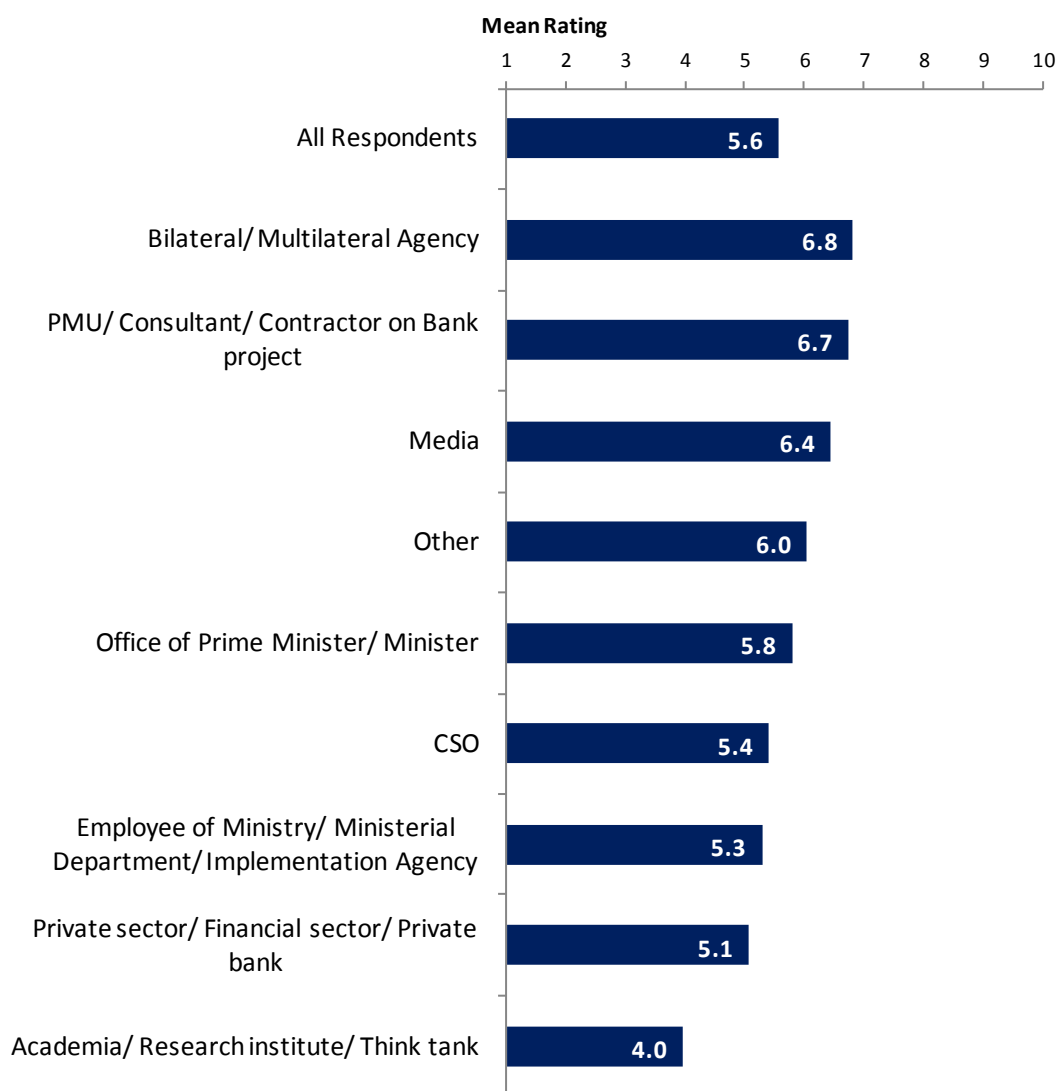


"How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?" (Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

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

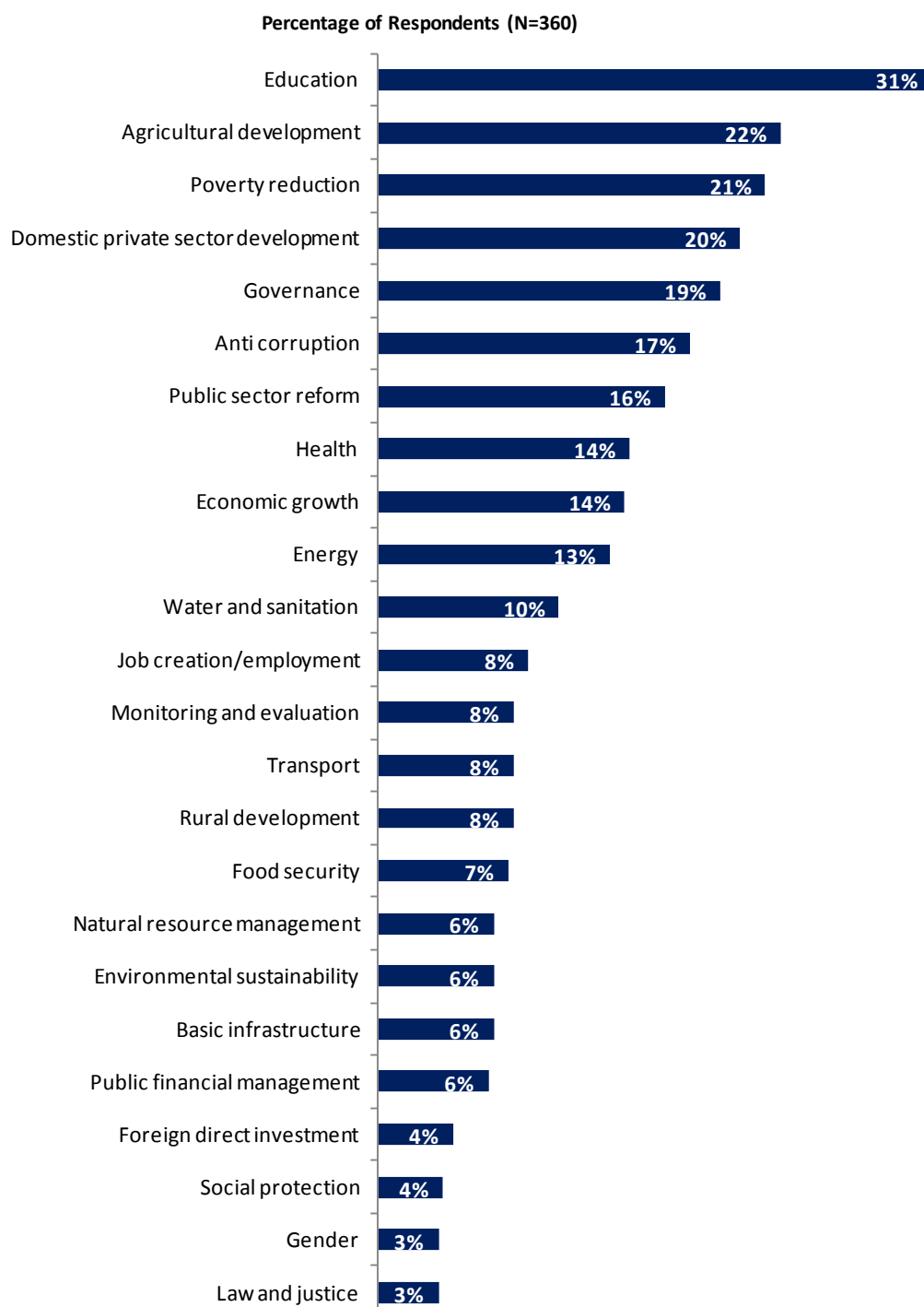
- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects gave the highest ratings for the Bank meeting Congo's needs for knowledge services whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across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

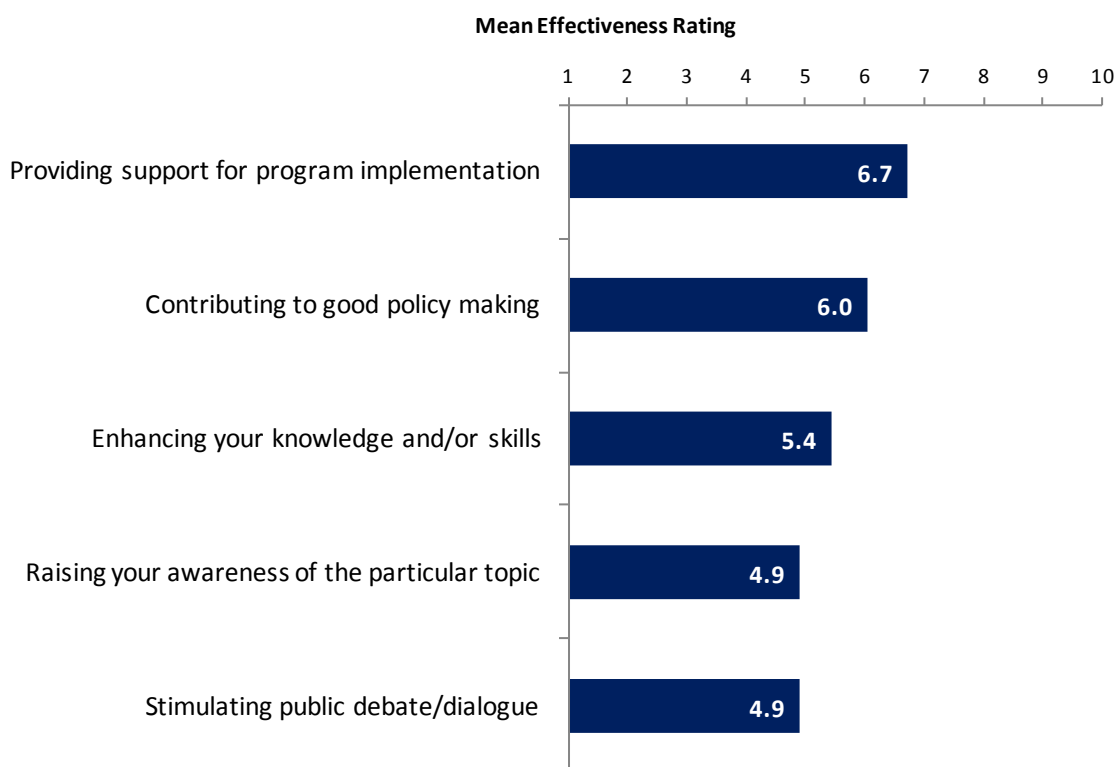


“When thinking about the development challenges in Congo, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

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.

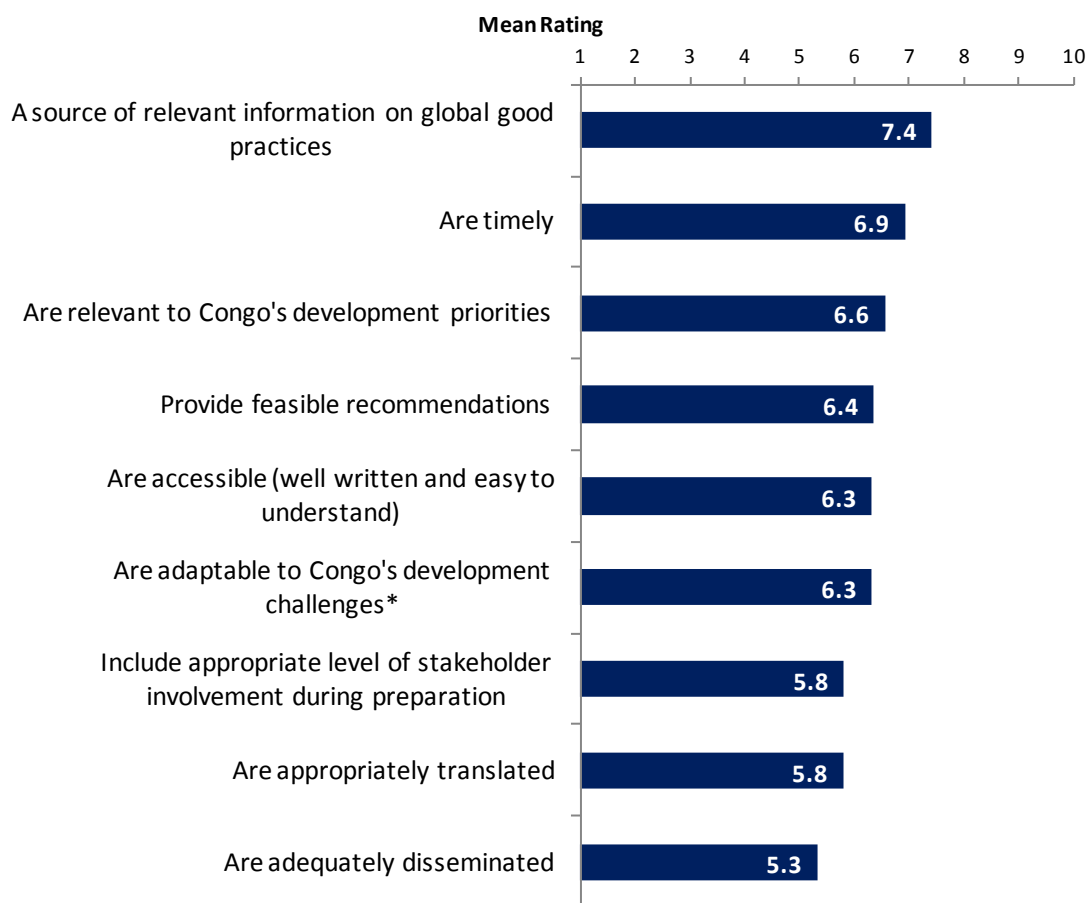


"How effective do you believe the World Bank's knowledge and research are at ... in Congo?"
 (1-"Not effective at all", 10-"Very effective")

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.

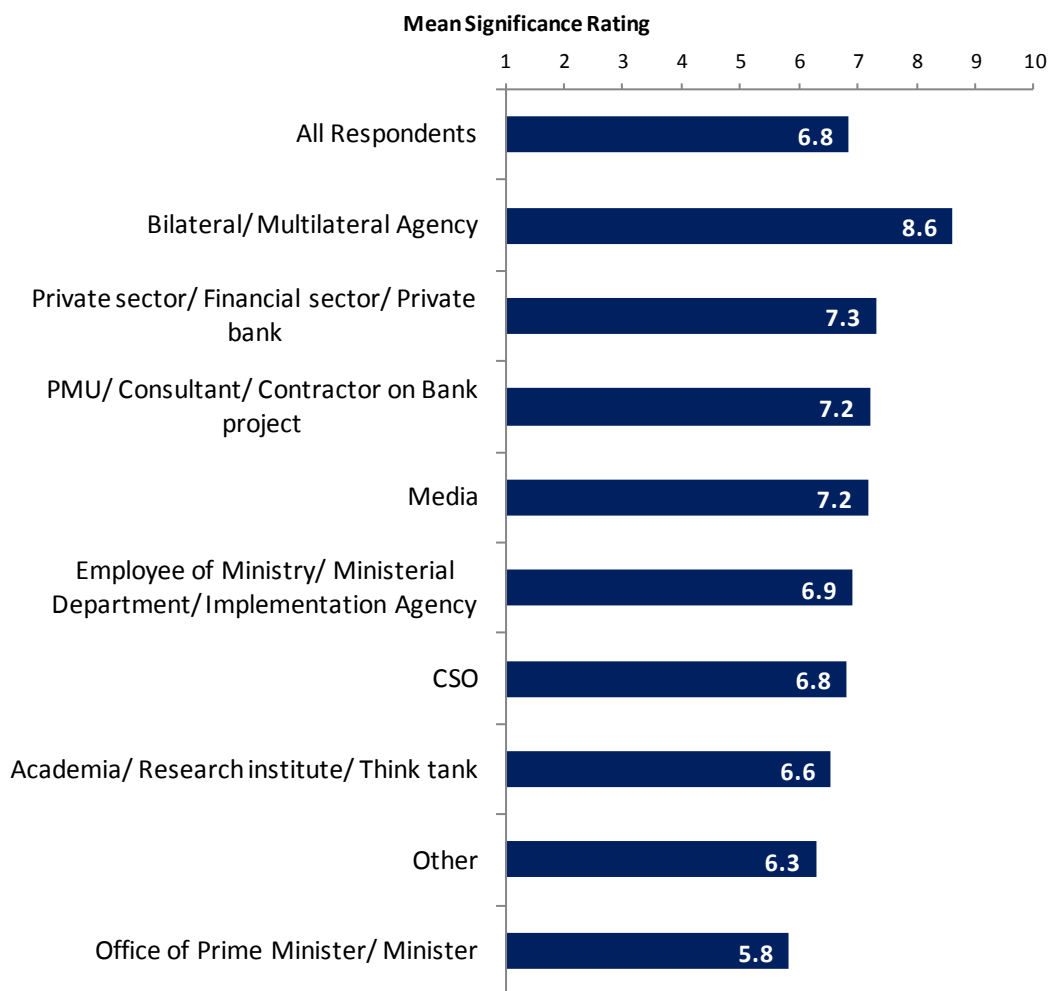


"To what extent do you believe that the World Bank's knowledge and research ... in Congo?"
 (1- "To no degree at all", 10- "To a very significant degree") ***Indicator Question**

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.

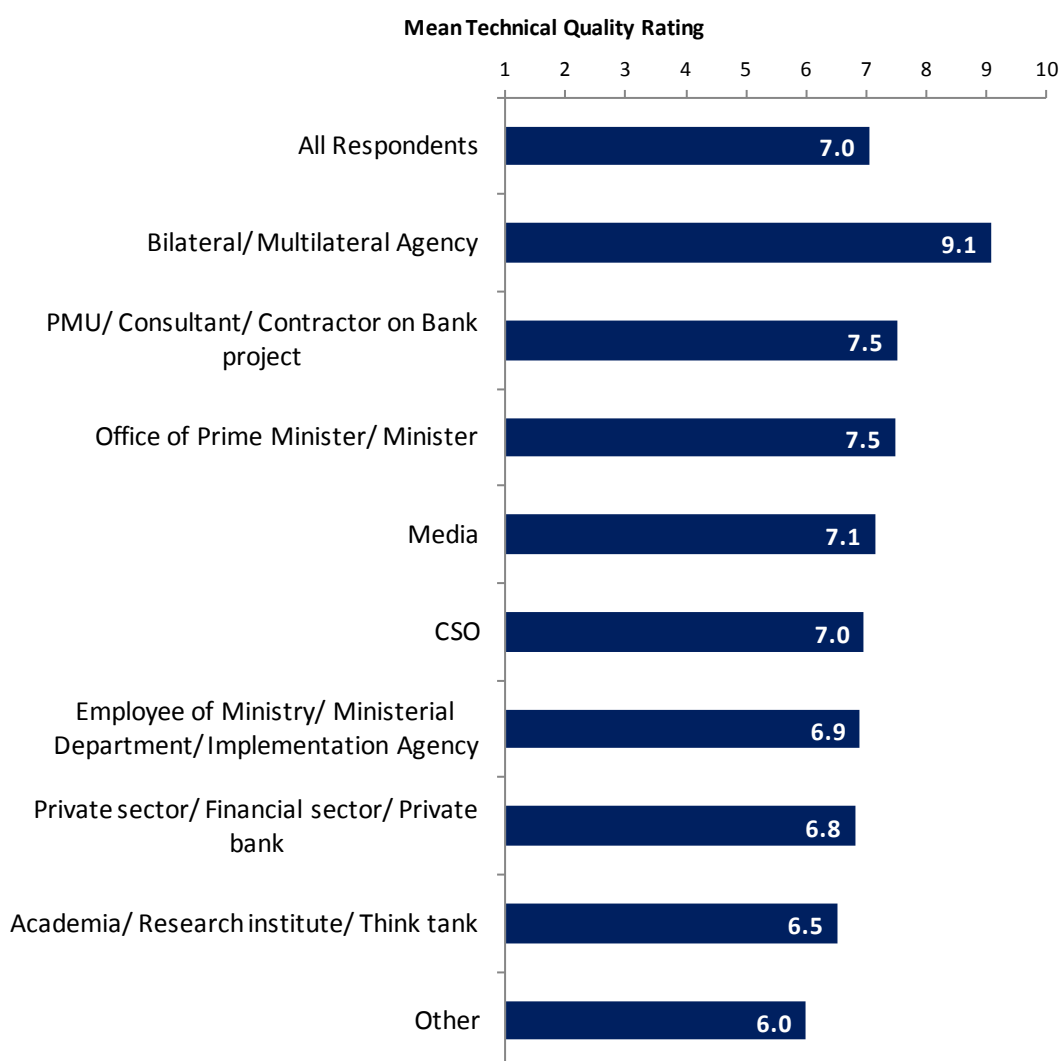


"Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?
(1- "Not significant at all", 10- "Very significant")

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.

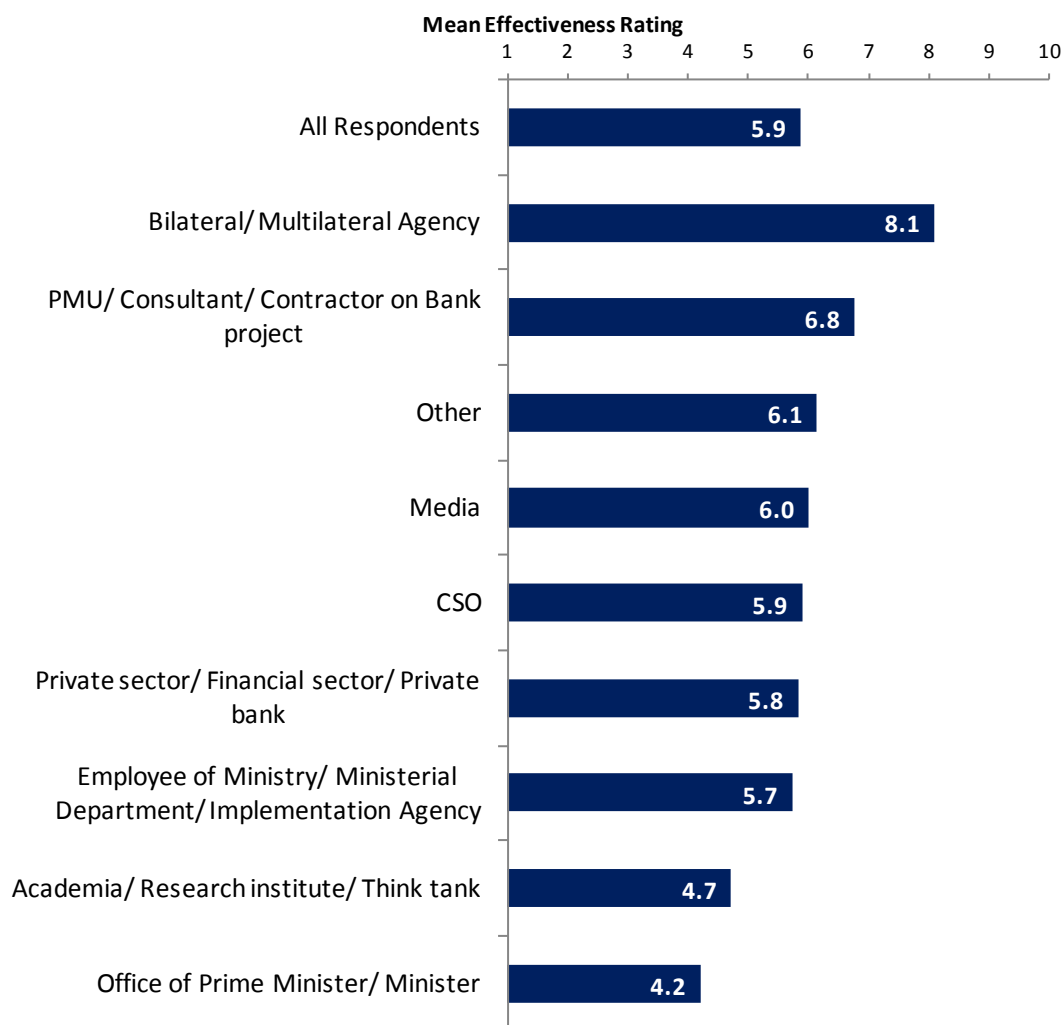


"Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?" (1- "Very low technical quality", 10- "Very high technical quality")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Linkage to Non-Bank Expertise

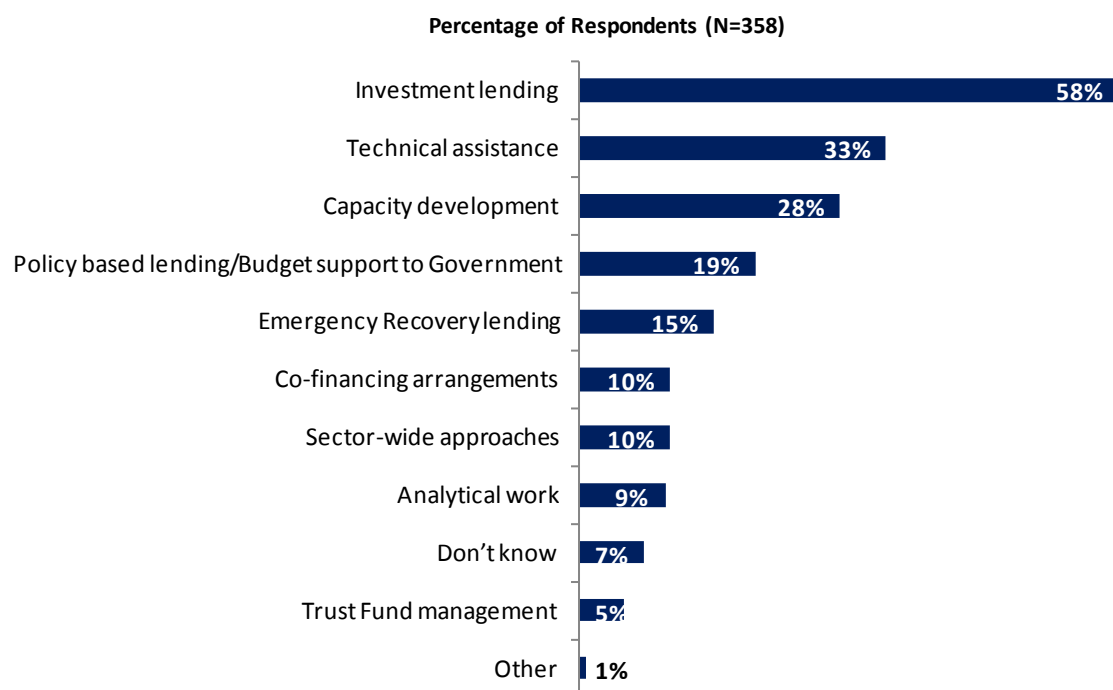
- Respondents from bilateral/multilateral agencies and PMUs/consultants on Bank supported projects gave the highest ratings for the World Bank's effectiveness at providing linkage to non-Bank expertise whereas respondents from the Office of the Prime Minister/Minister and academia/research institutes/think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

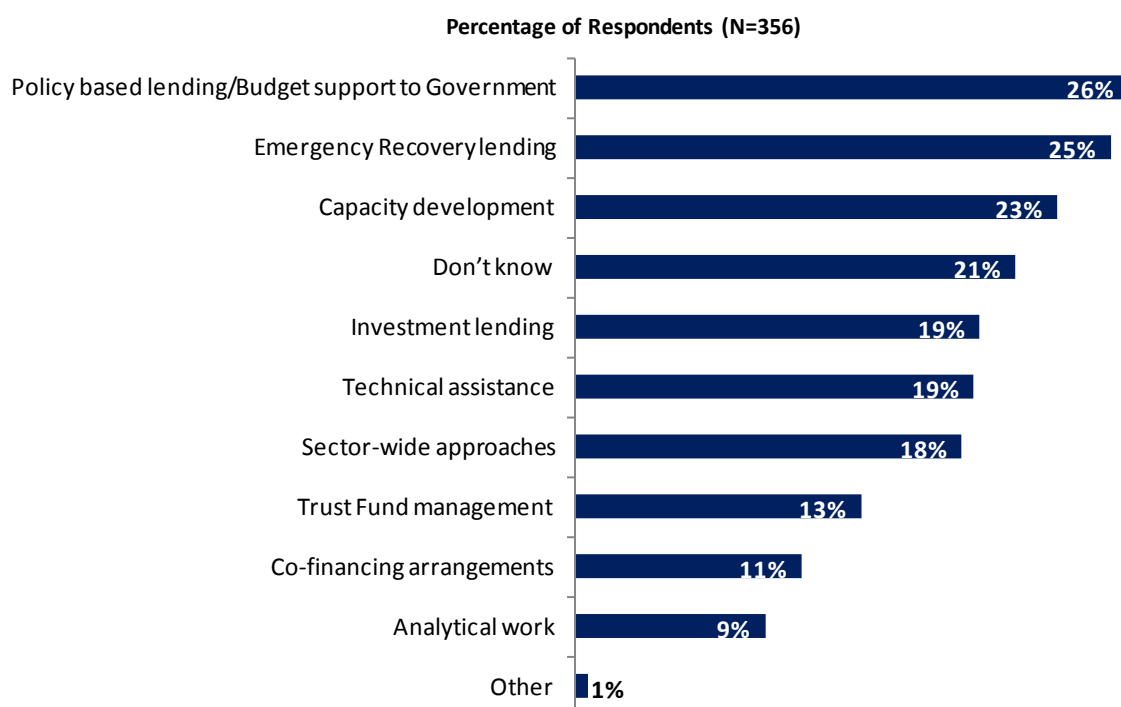
VII. World Bank Knowledge and Instruments (continued)

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

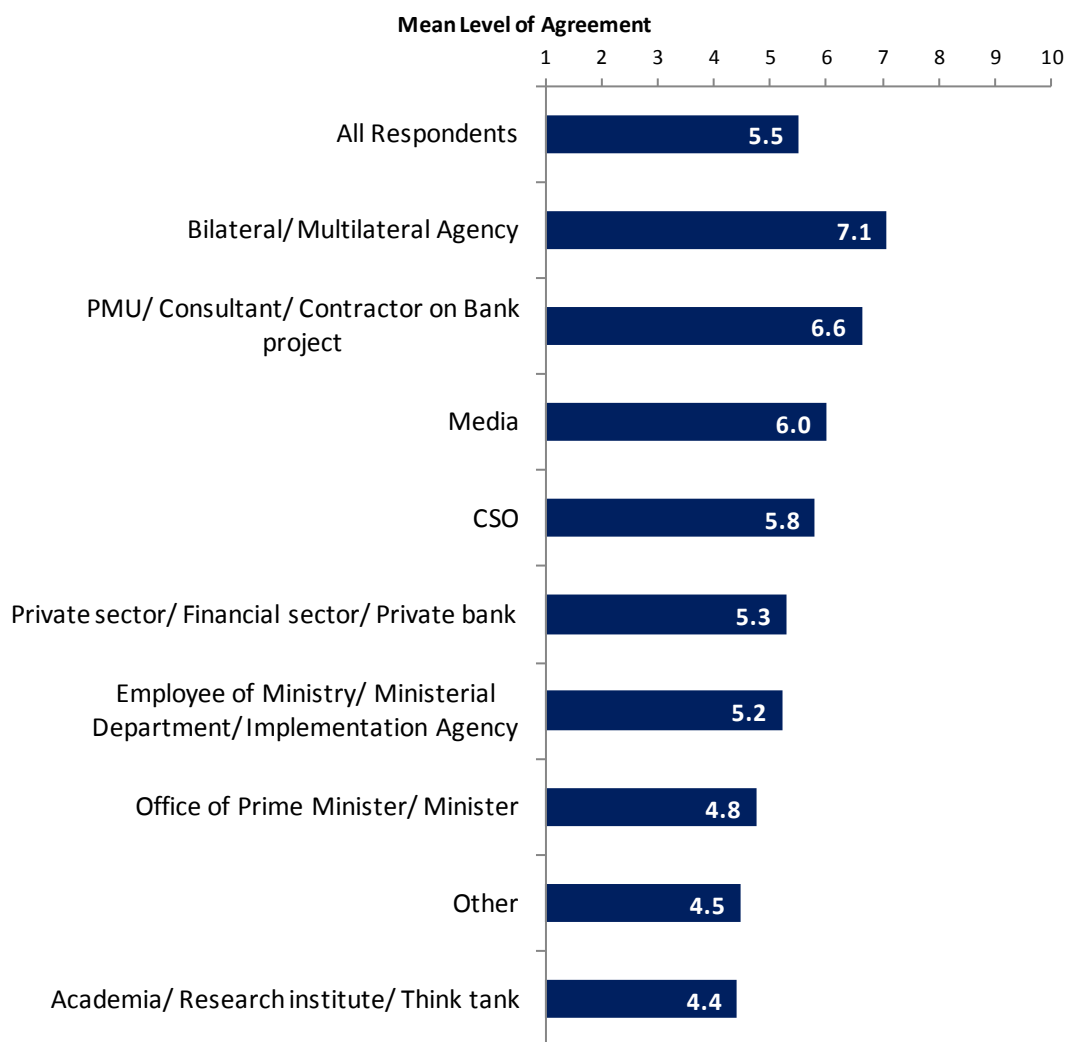


"Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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.



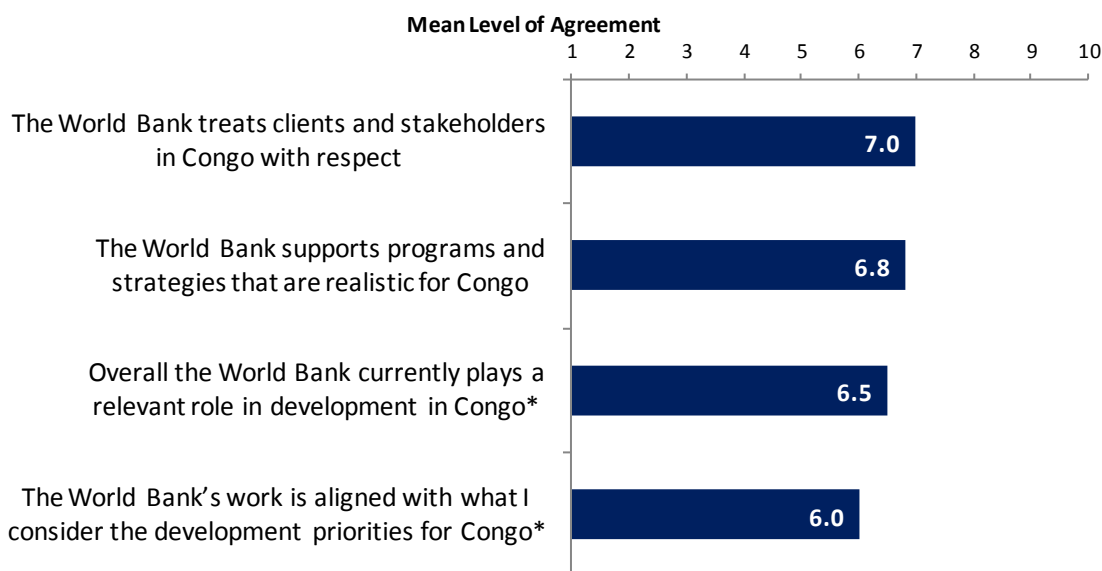
"The World Bank's financial instruments meet the needs of Congo"

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

VIII. How the World Bank Operates

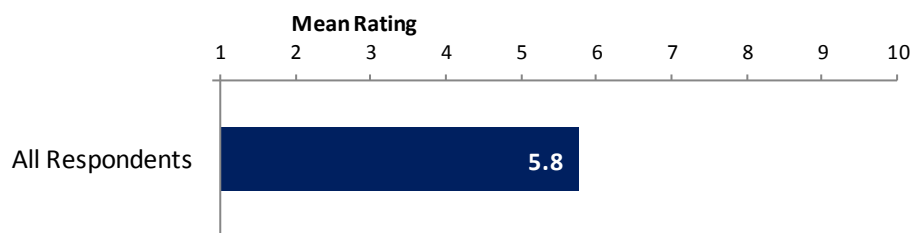
The World Bank's Work in Congo

- 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

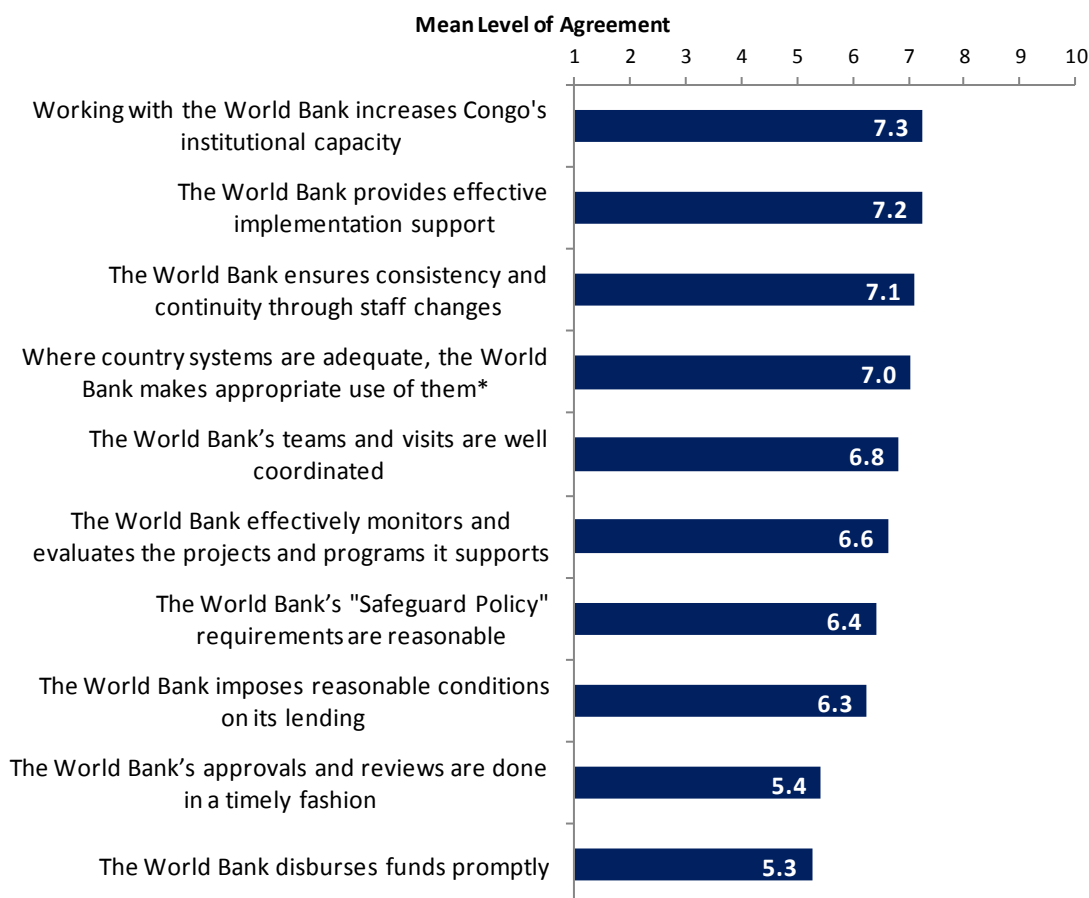


"To what extent do you believe the World Bank is adequately staffed in Congo, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

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.



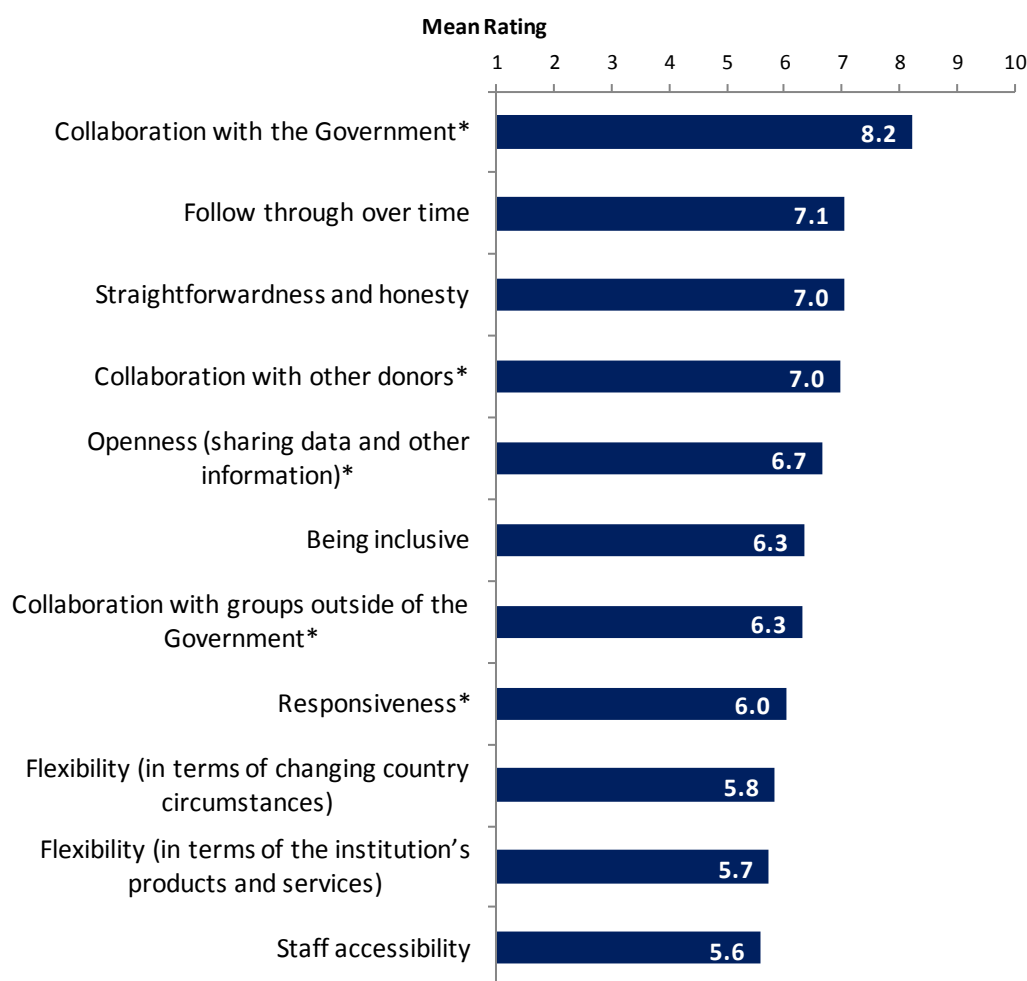
"To what extent do you agree/disagree with the following statements, on a ten point scale?"

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

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

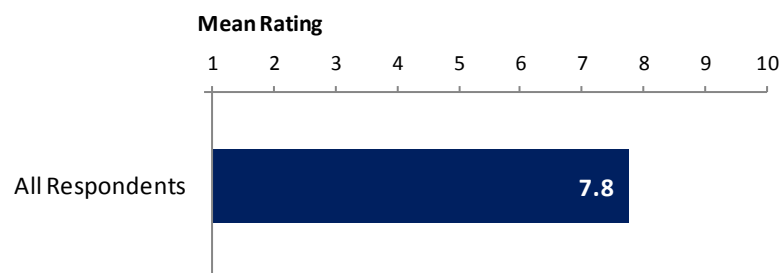
- Respondents from PMUs/consultants on Bank supported projects, bilateral/multilateral agencies, and the media tended to give the highest ratings for the extent to which the World Bank is straightforward and honest, responsive, and follows through over time whereas respondents from academia/research 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**

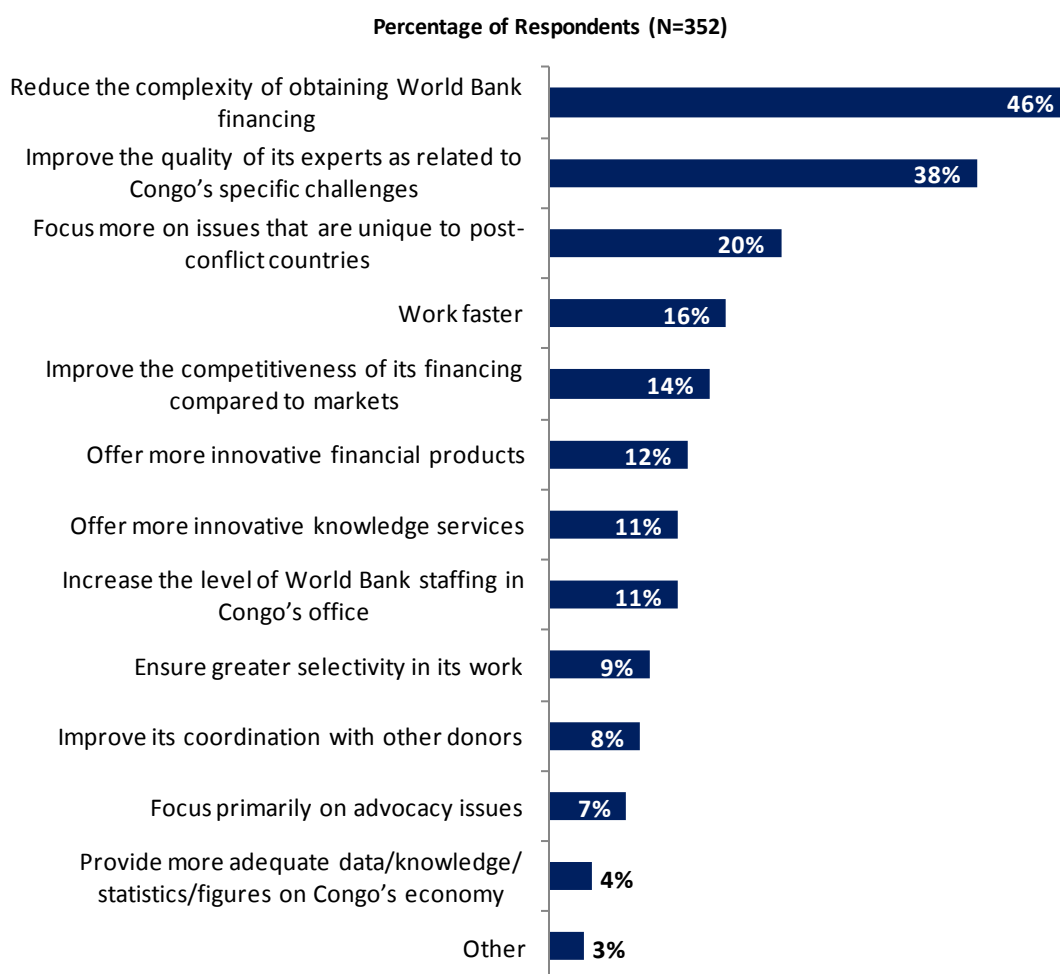
IX. The Future Role of the World Bank in the Republic of Congo

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

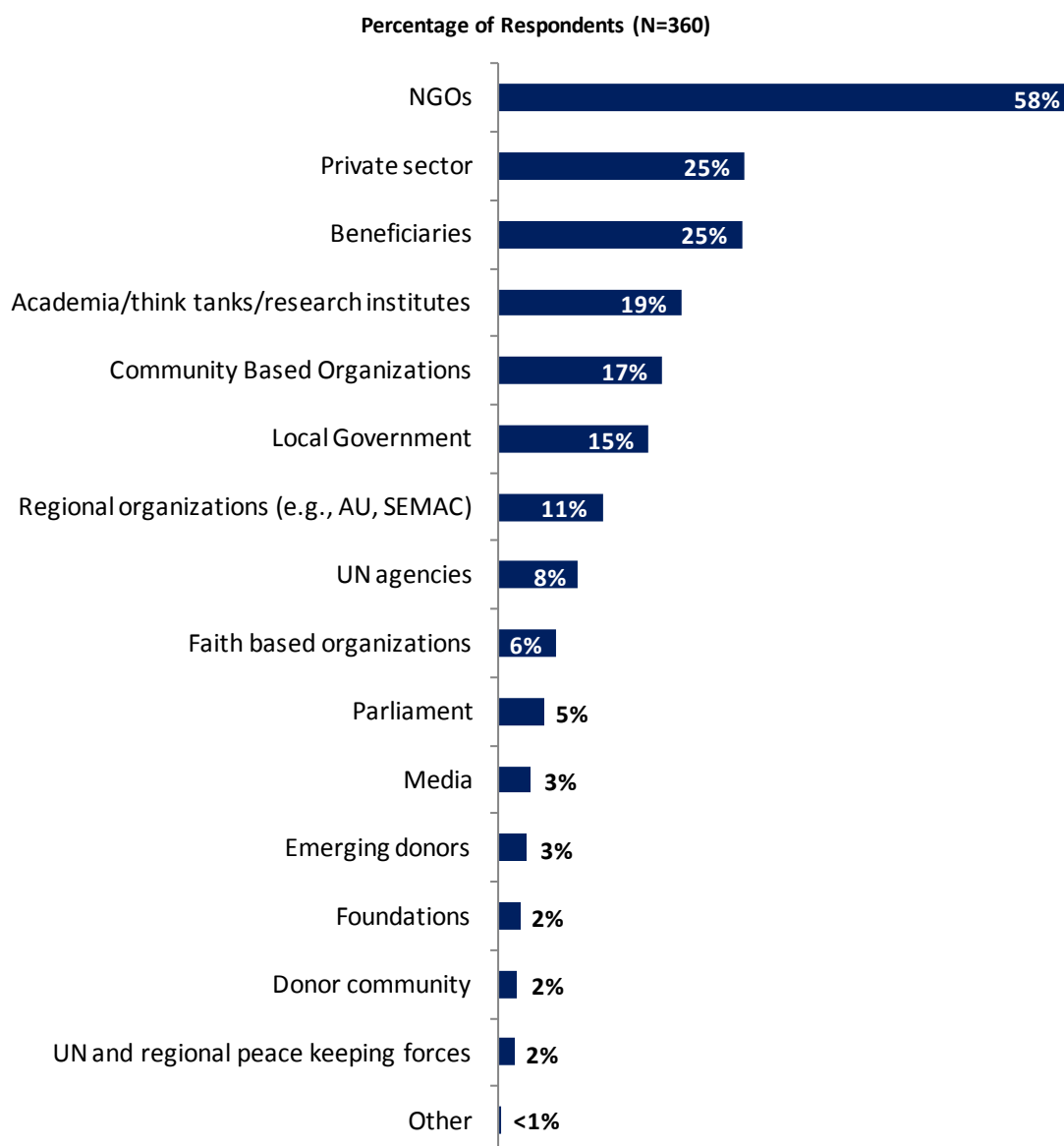


"Which of the following SHOULD the World Bank do to make itself of greater value in Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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.

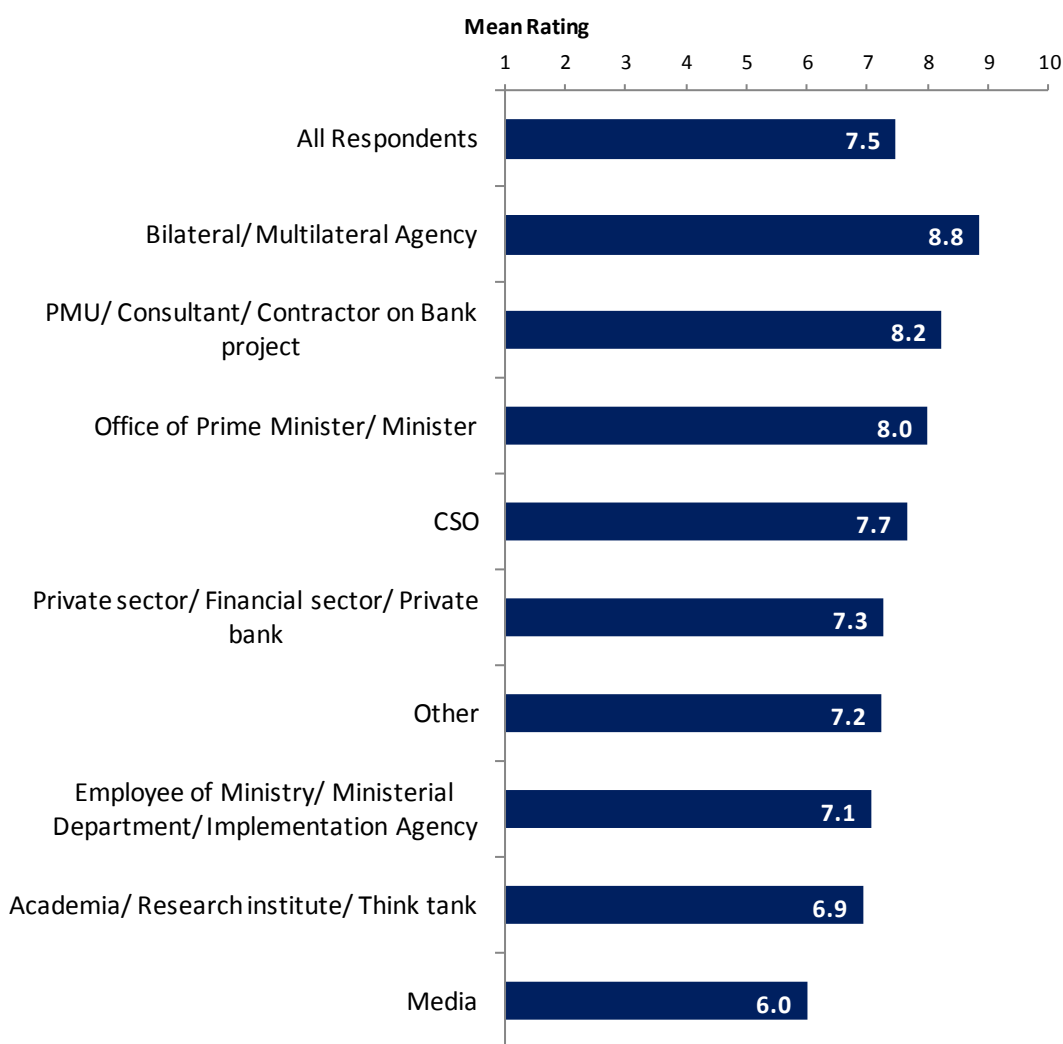


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

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

Influencing the Global Development Agenda

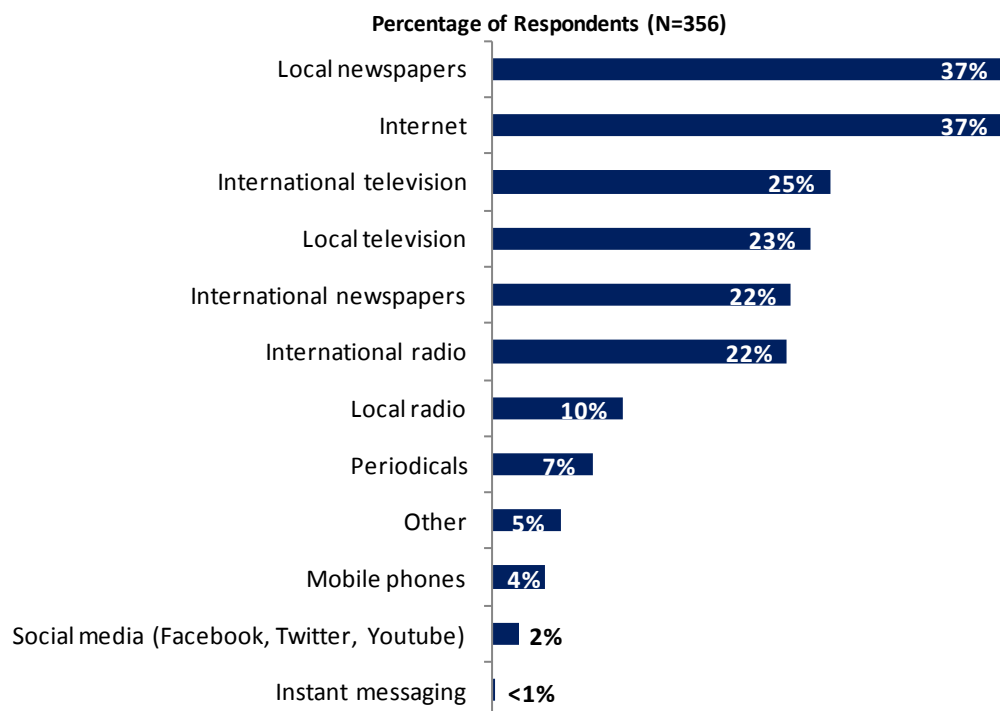
- Respondents from bilateral/multilateral agencies, PMUs/consultants on Bank supported projects, and the Office of the Prime Minister/Minister had the highest ratings that the World Bank should seek to influence the global development agenda whereas respondents the media had significantly lower ratings.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



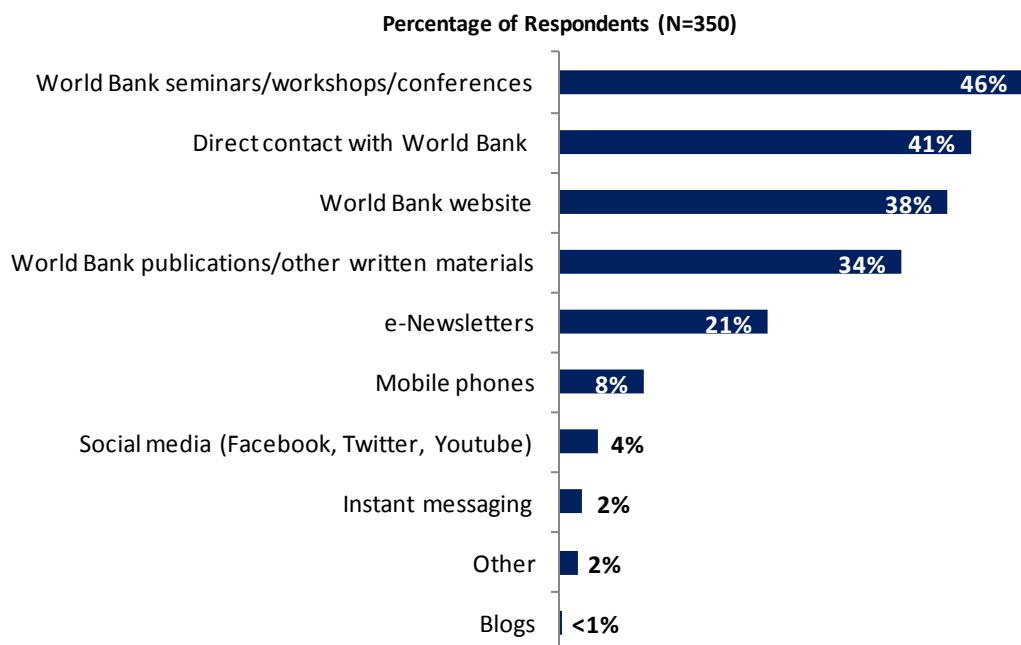
"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?"
 (1 - "To no degree at all", 10 - "To a very significant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

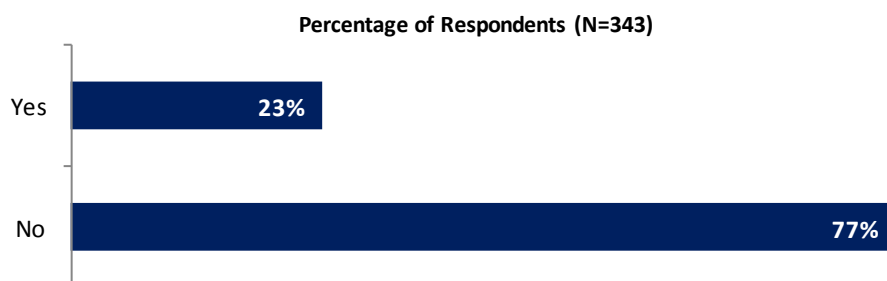


“How would you prefer to receive information from the World Bank? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

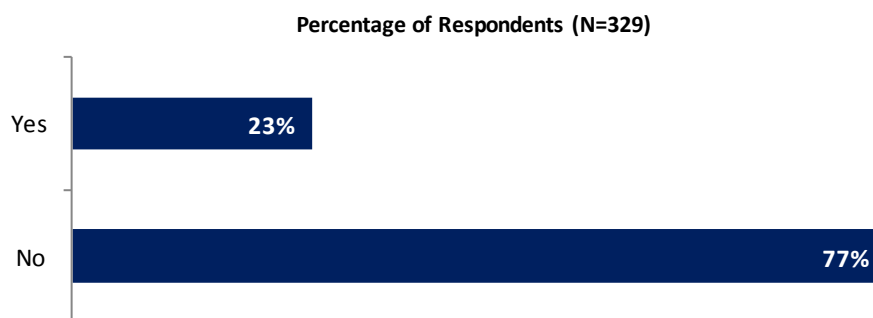
Access to Information

- 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.

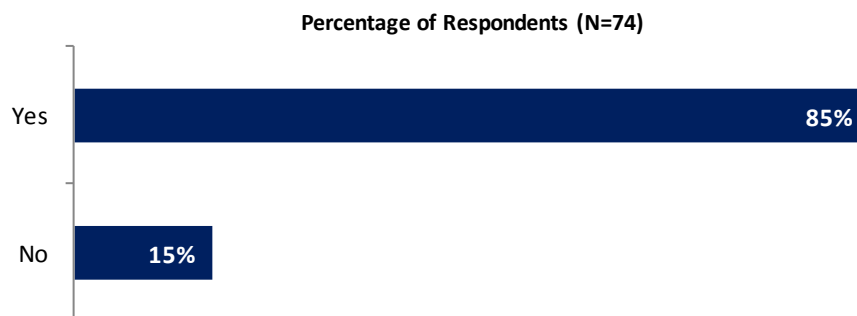


"Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

- 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?"

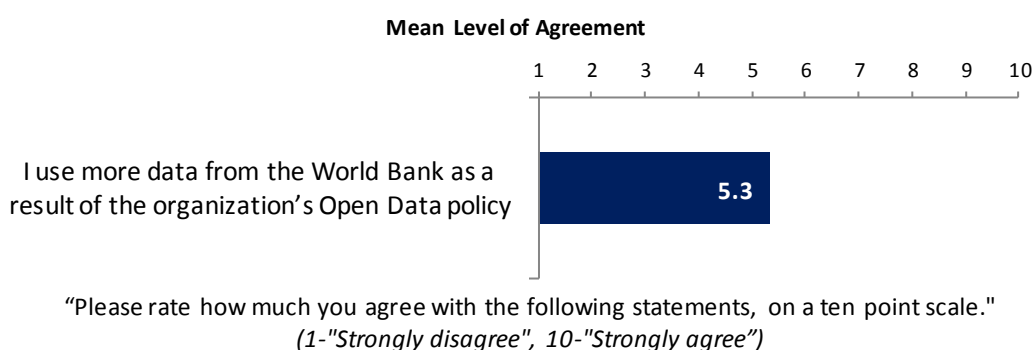


"Were you able to obtain this information?"

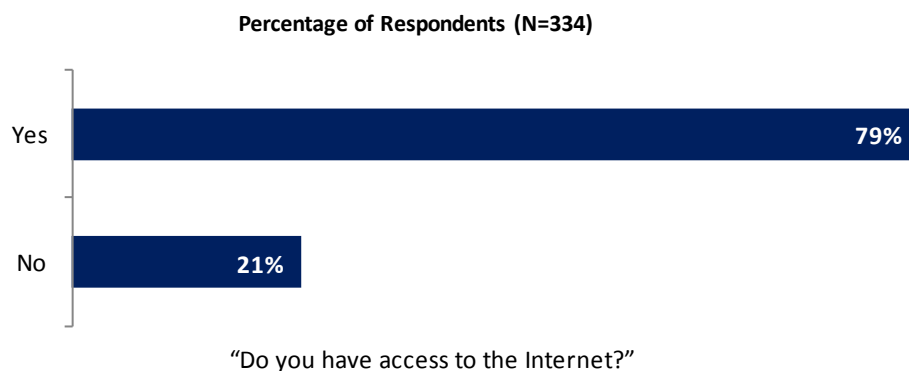
X. Communication and Openness (continued)

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.



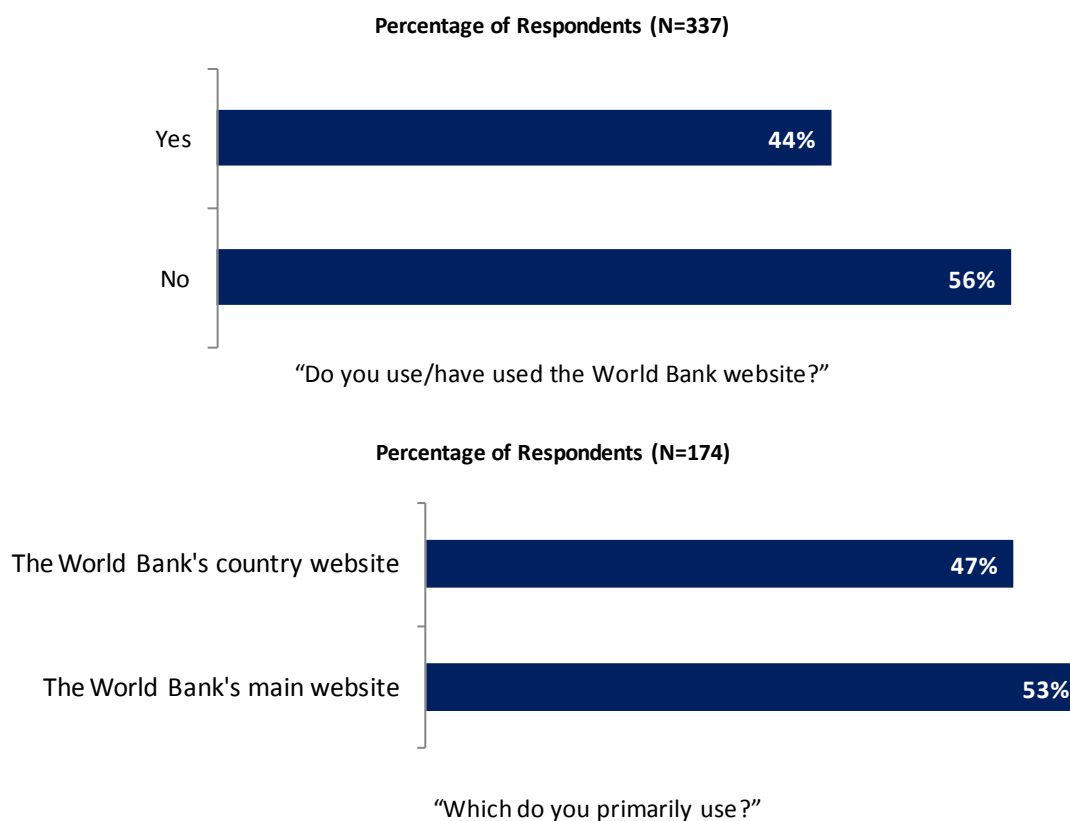
Internet Access



X. Communication and Openness (continued)

Website Usage

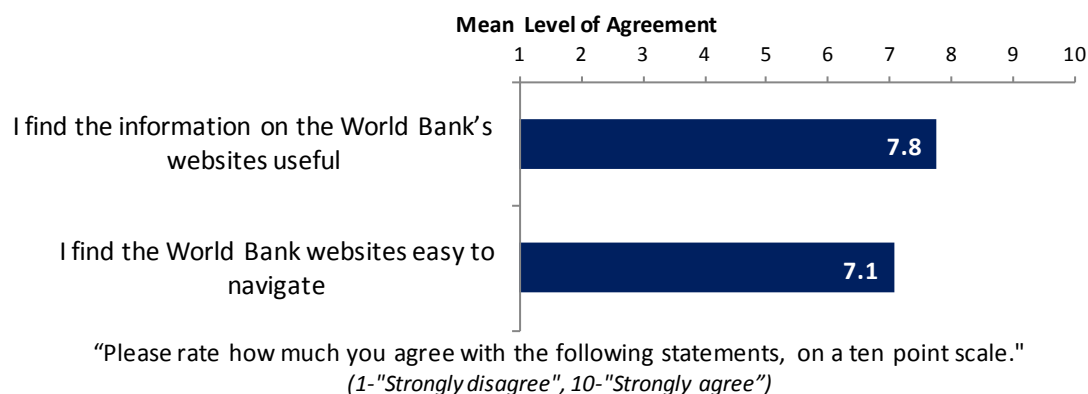
- Respondents from bilateral/multilateral agencies, academia/research institutes/think tanks, PMUs/consultants on Bank supported projects, private sector organizations/financial sector/private banks, and CSOs were significantly more likely to have used the World Bank's website compared to respondents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

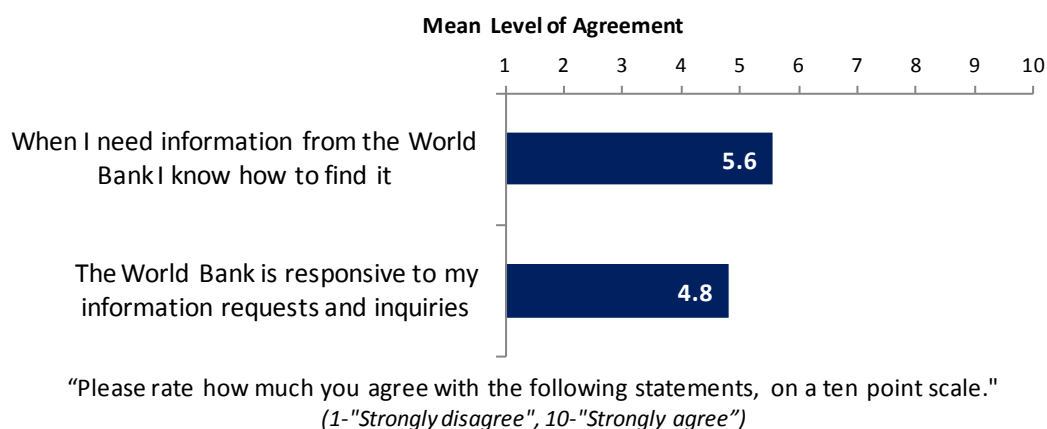
Website Evaluation

- 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.



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.



XI. Appendices

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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 st , 2 nd , and 3 rd most important development priority.	Percentage of Respondents (N=350)			
	Most Important	2 nd Most Important	3 rd Most Important	Combined
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)

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)	Percentage of Respondents (Responses Combined; N=360)
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)

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)	Percentage of Respondents (Responses Combined; N=361)
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

Familiarity	N	Mean	SD
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

Overall Effectiveness	N	Mean	SD
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

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help 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)

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)	Percentage of Respondents (Responses Combined; N=361)
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 nd 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)

8. 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 (Responses Combined; N=356)
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%

Global Development Agenda	N	Mean	SD
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

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)	Percentage of Respondents (Responses Combined; N=360)
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? (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)

Achieving Sustainable Results	N	Mean	SD
41. 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)	313	6.20	2.29

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)	N	Mean	SD
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

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=358)
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)

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? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=360)
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 ... 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 ... 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

1. 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; N=356)
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%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=350)
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%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=343)
Yes	23.3%
No	76.7%

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

5. Were you able to obtain this information?	Percentage of Respondents (N=74)
Yes	85.1%
No	14.9%

6. Do you have access to the Internet?	Percentage of Respondents (N=334)
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 (N=337)
Yes	43.6%
No	56.4%

8. Which do you primarily use?	Percentage of Respondents (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? (Please mark only ONE response)	Percentage of Respondents (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)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=356)
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)

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

4. Which of the following describes most of your exposure to the World Bank in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (N=337)
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%

5. Which best represents your geographic location?	Percentage of Respondents (N=360)
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 3d most important development priority.

1 st Most Important	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
Percentage of Respondents									
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.

2nd Most Important	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 rd Most Important	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
Percentage of Respondents									
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 (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
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 (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
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/ 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
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/ 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
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/ 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
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 (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
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	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
Percentage of Respondents									
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?

2nd Greatest Value	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
Percentage of Respondents									
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 (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
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 (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
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 (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
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%	6.3%	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/ 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
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 (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
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/ 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
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/ 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
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 (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
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/ 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
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/ 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/ 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
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/ 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 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/ 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
Weekly	13.0%	2.6%	16.7%	20.0%	12.5%	4.5%	0.0%	19.4%	7.4%
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 (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
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/ 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
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/ 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 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 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 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/ 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
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 stakeholder involvement during 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 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 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 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 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 specific development 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/ 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
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/ 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 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/ 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
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/ 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
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 (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
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
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
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
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
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 3d most important development priority.

2nd 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.

3rd 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 (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 (Responses Combined)	Brazzaville	Pointe Noire	Kinkala	Ngamboma	Owando
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 (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 nd 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 (Responses Combined)	Brazzaville	Pointe Noire	Kinkala	Ngamboma	Owando
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 (Responses Combined)	Brazzaville	Pointe Noire	Kinkala	Ngamboma	Owando
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

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

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

A2. Listed below are a number of development priorities in Congo.				
Please identify which of these you consider the 1st, 2nd, 3rd most important development priority		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
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...)

A3. Poverty reduction is a broad term that encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Congo? (Choose no more than THREE)	
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...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Congo? (Choose no more than THREE)	
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

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

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

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

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...)

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?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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"/>

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)	
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...)**B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Congo? (Choose no more than TWO)**

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

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)

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

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?

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		
B11	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"/>
B12	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"/>
B13	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"/>
B14	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		
B15	Responsiveness											<input type="checkbox"/>	
B16	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B18	Being inclusive											<input type="checkbox"/>	
B19	Openness (sharing data and other information)											<input type="checkbox"/>	
B20	Staff accessibility											<input type="checkbox"/>	
B21	Straightforwardness and honesty											<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government											<input type="checkbox"/>	
B23	Collaboration with the Government											<input type="checkbox"/>	
B24	Collaboration with other donors											<input type="checkbox"/>	
B25	Follow through over time											<input type="checkbox"/>	

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)	
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...)

C41. To what degree does the World Bank's work, help achieve sustainable development results in Congo, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Congo, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
C42	The World Bank's financial instruments meet the needs of Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C43	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

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

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

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)

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...)

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

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

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

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

SECTION E: WORKING WITH THE WORLD BANK

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

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

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

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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Congo? (Choose no more than TWO)	
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): _____

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SECTION G: COMMUNICATION AND INFORMATION SHARING**G1. How do you get most of your information about economic and social development issues in Congo? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Others (please specify): _____

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

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

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/congo)
2	The World Bank's main website (www.worldbank.org)

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
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): _____

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SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
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...)

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

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

H5. Which best represents your geographic location?	
1	Brazzaville
2	Pointe Noire
3	Kinkala
4	Ngamboma
5	Owando

Thank you for completing the survey!