



# Kenya

The World Bank  
Country Survey FY 2012

Report of Findings  
September 2012

## Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues facing Kenya .....	10
V. Overall Attitudes toward the World Bank .....	14
VI. Sectoral Effectiveness.....	21
VII. World Bank Knowledge and Instruments .....	25
VIII. How the World Bank Operates .....	36
IX. The Future Role of the World Bank in Kenya .....	39
X. Communication and Openness.....	42
XI. Appendices.....	49



## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

In April-June 2012, 600 stakeholders of the World Bank in Kenya 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, Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 373 stakeholders participated in the country survey (62%).

Respondents received questionnaires via post or email and returned them accordingly. Respondents were asked about: general issues facing Kenya, 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 Kenya, and the Bank's communication and information sharing in Kenya.

- A. General Issues facing Kenya: Respondents were asked to indicate whether Kenya 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 Kenya.

## II. Methodology (continued)

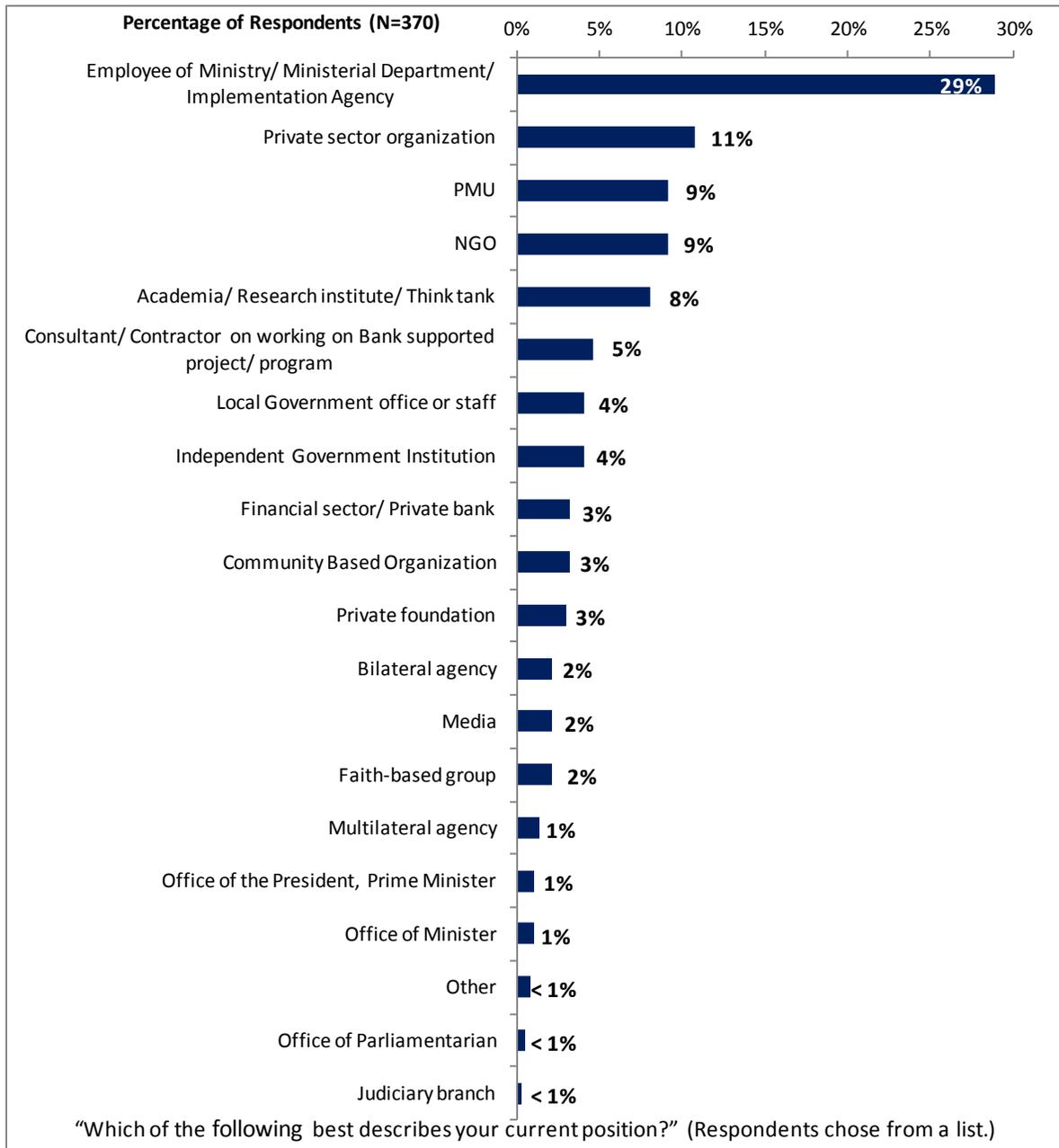
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Kenya, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements 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 Kenya, with which groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Kenya, the extent to which the Bank meets Kenya's need for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-five development areas, such as poverty reduction, economic growth, governance, 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, the Bank's effectiveness at providing linkage to non-Bank expertise, and the extent to which Kenya received value for money from the Bank's fee-for-service products.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Kenya's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Kenya: Respondents were asked to rate how significant a role the Bank should play in Kenya's development in the near future and to indicate what the Bank should do to make itself of greater value in Kenya.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. 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 Kenya, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 413 respondents (83% response rate) who completed the country survey in FY 2005. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

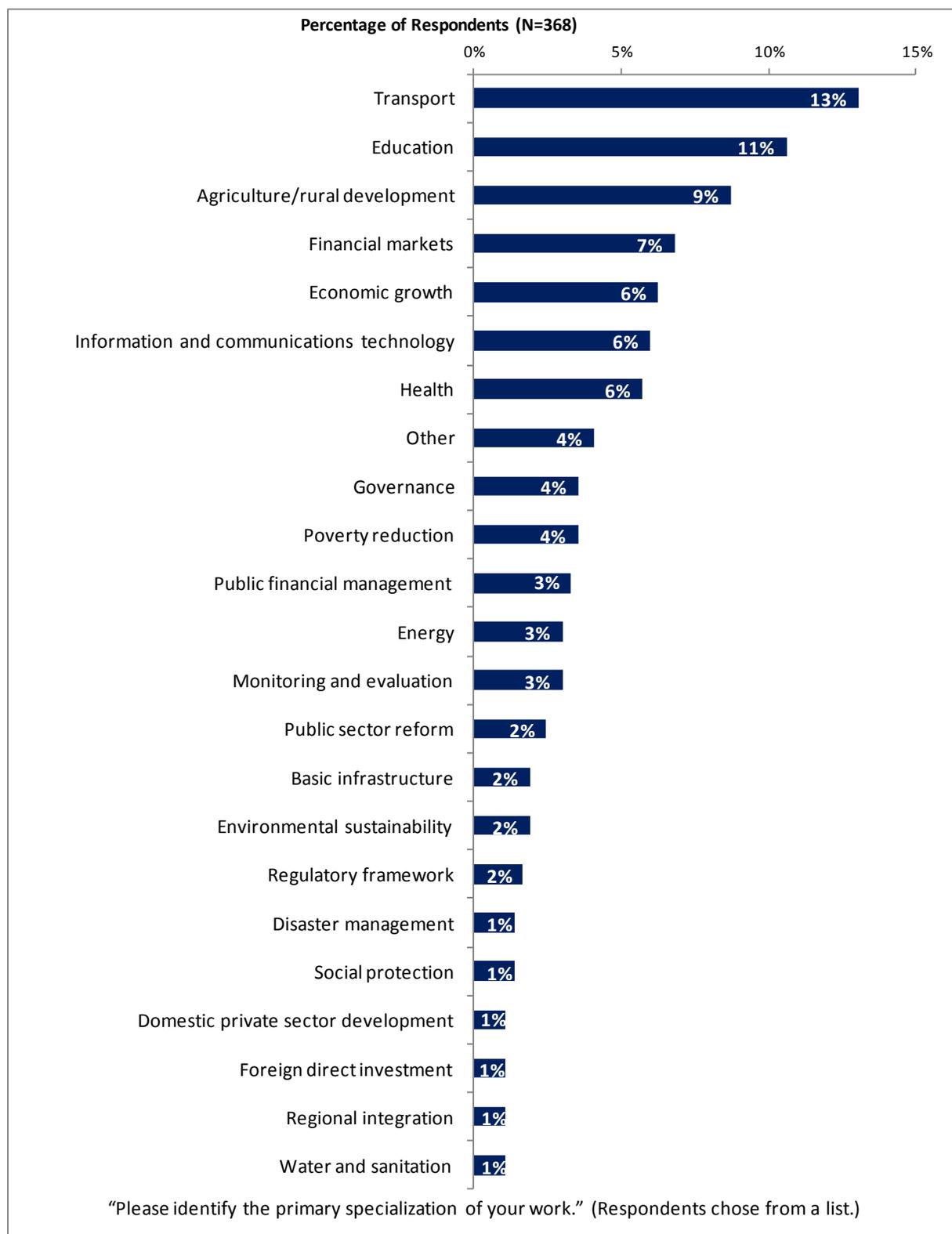
#### Current Position

- For further analyses, the small number of respondents from the office of Minister were combined with respondents from the office of the President and the office of Prime Minister; consultants/contractors 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 Parliamentarian and the judiciary branch were included in the “Other” category. Note that respondents from NGOs, community based organizations, private foundations, and faith-based groups were combined under the “CSO” category. There were no respondents from trade unions.



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

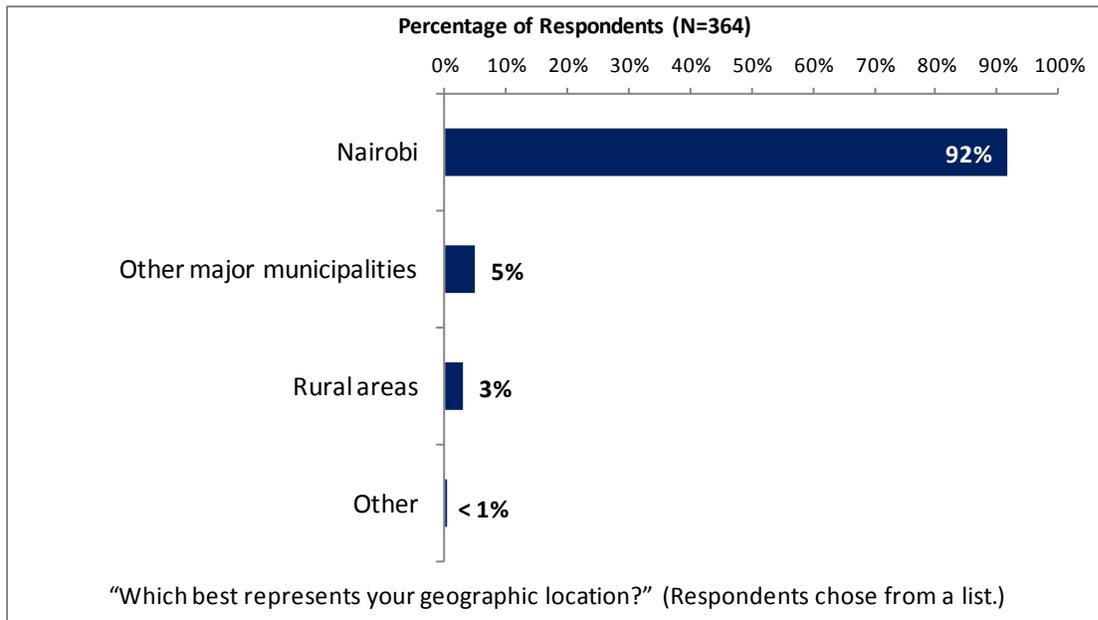
#### Area of Primary Specialization



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

#### Geographic Location

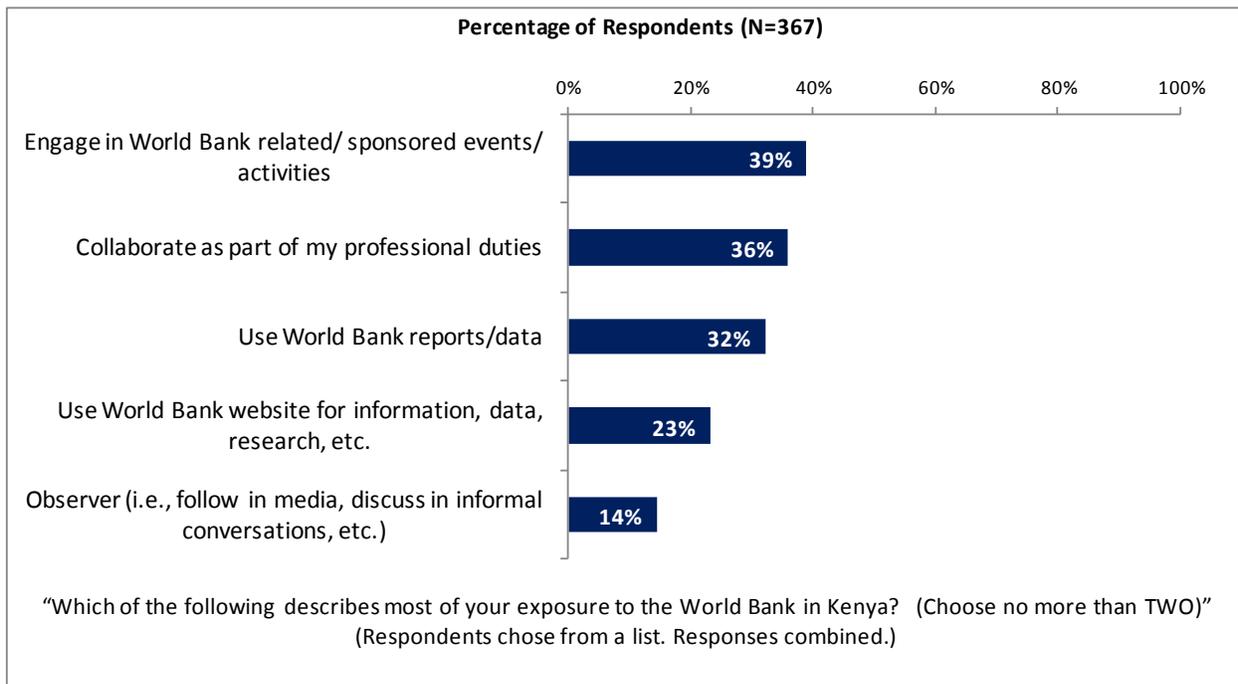
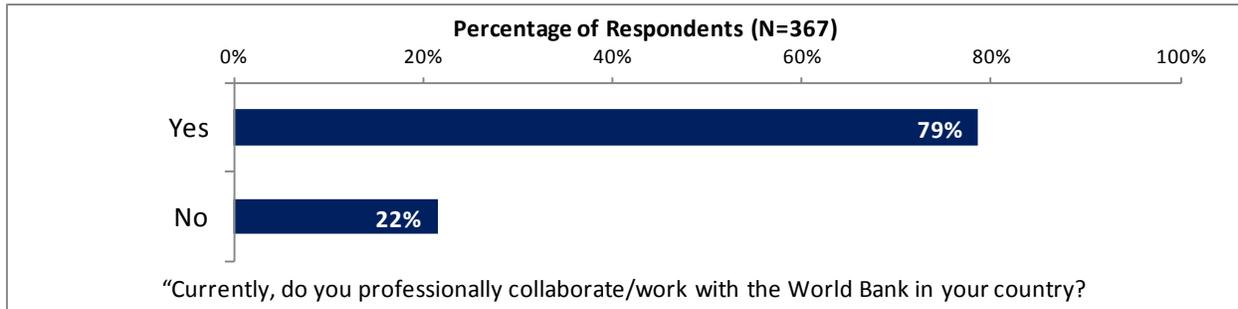
- The vast majority of respondents indicated that they were located in Nairobi. Because of the small number of respondents from other major municipalities and rural areas, these locations were included in the “Other” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix (see page 90). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



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

#### Collaboration with and Exposure to the World Bank

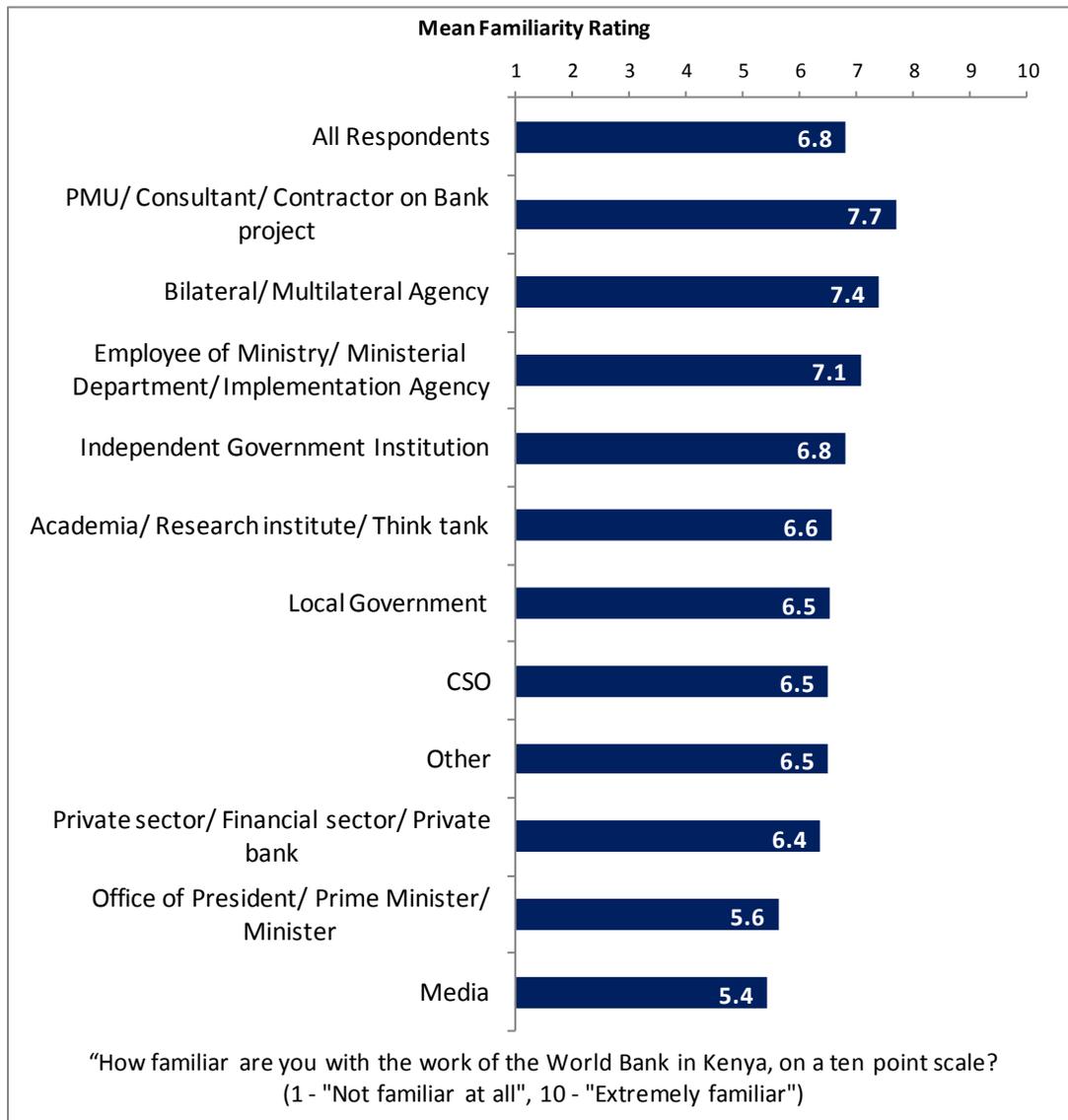
- Differences in responding to indicator questions based on collaborating with and exposure to the World Bank in Kenya can be found in the Appendix (see page 106).



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

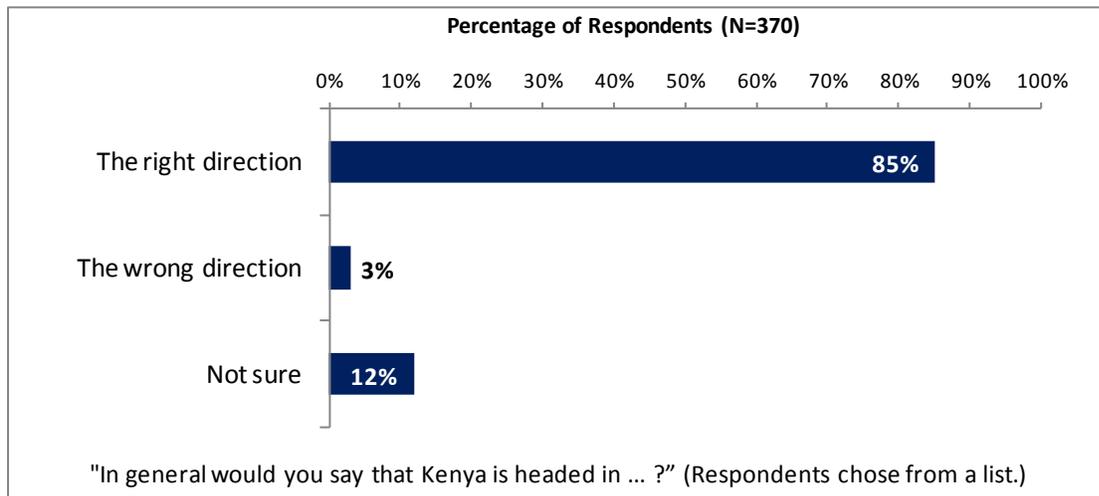
#### Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.8; this was significantly higher than the mean rating received in the FY '05 country survey (6.3).
  - Respondents from PMUs/consultants on Bank supported projects and respondents from bilateral/multilateral agencies indicated the highest levels of familiarity whereas respondents from the media and the office of the President/Prime Minister/Minister 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 Kenya, the Bank's ability to help achieve development results, and the Bank's relevance to Kenya's development.



## IV. General Issues facing Kenya

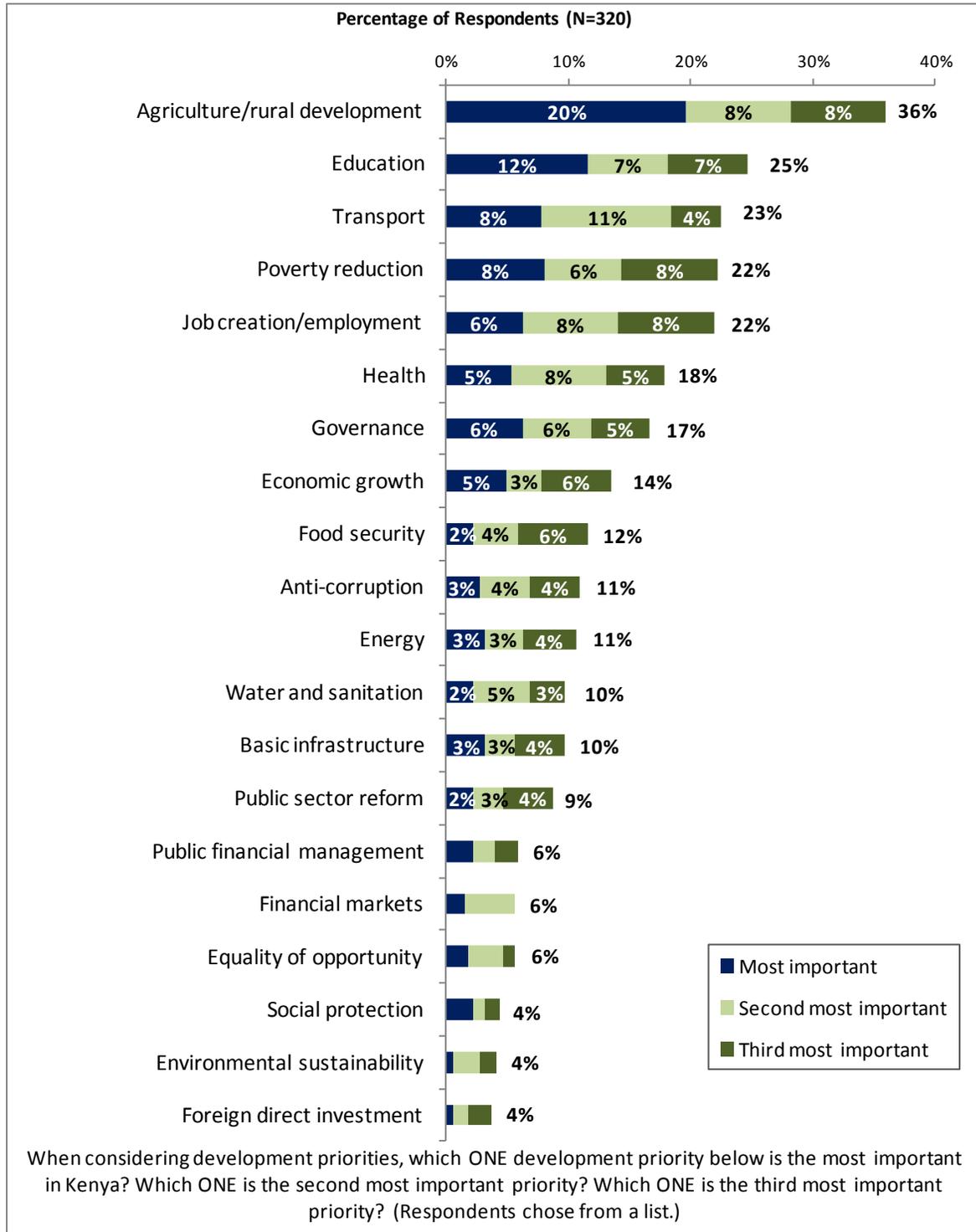
### Headed in the Right Direction



## IV. General Issues facing Kenya (continued)

### Development Priority

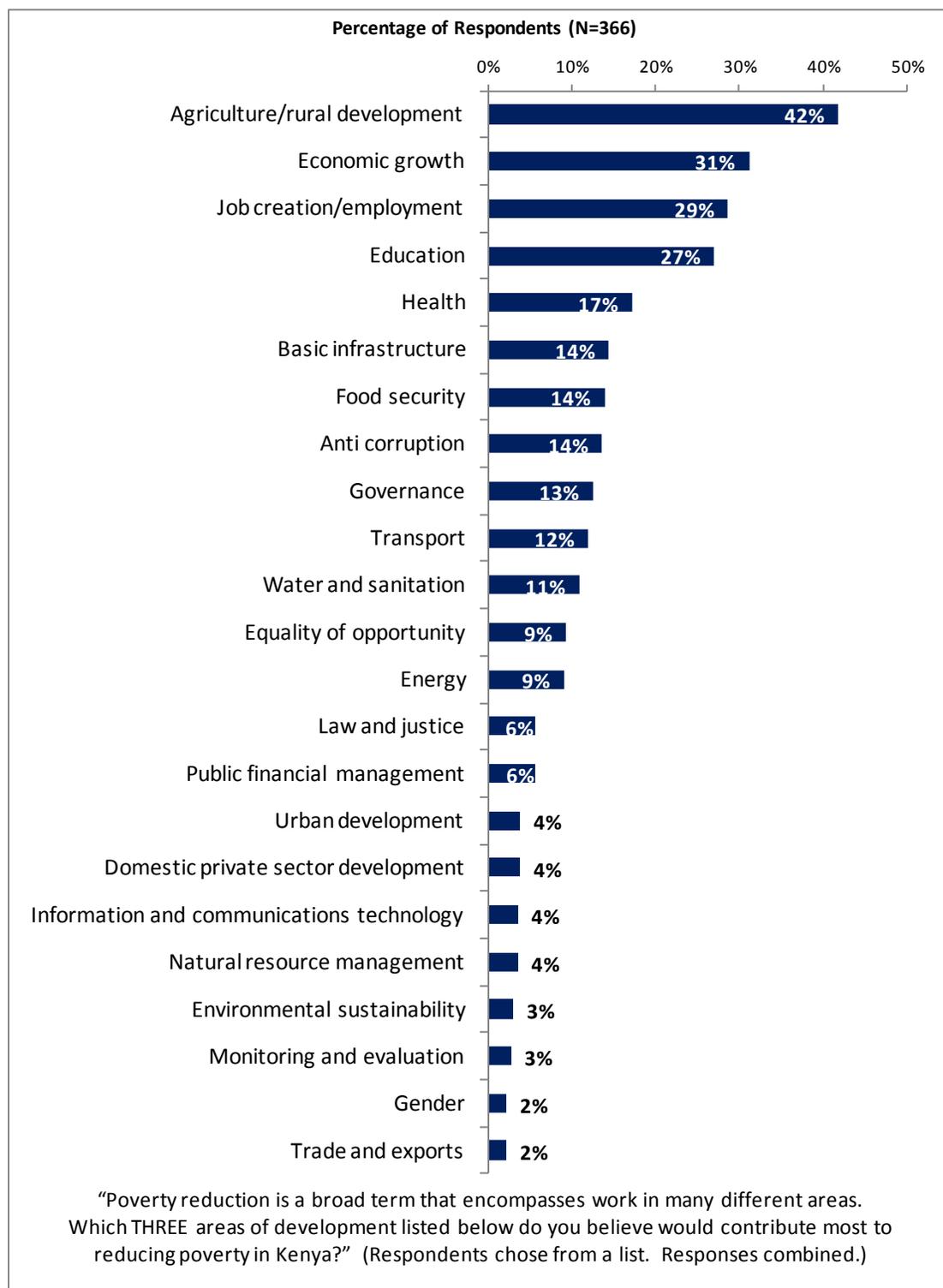
- In the FY '05 country survey\*, reducing poverty (59%) was considered the most important development priority for Kenya.



\*Not all of the response options provided in the FY '12 survey were provided in the FY '05 survey.

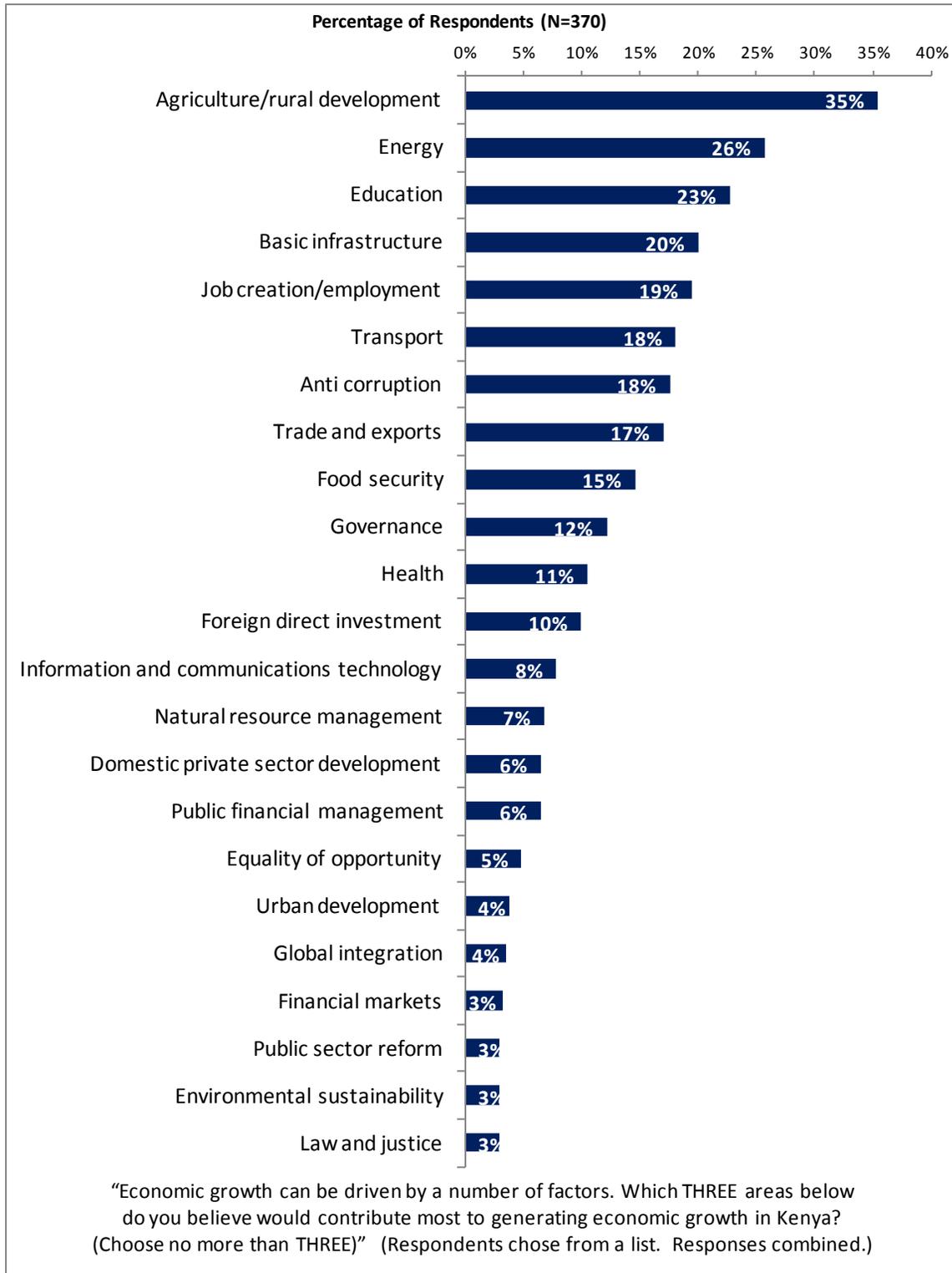
## IV. General Issues facing Kenya (continued)

### Reducing Poverty



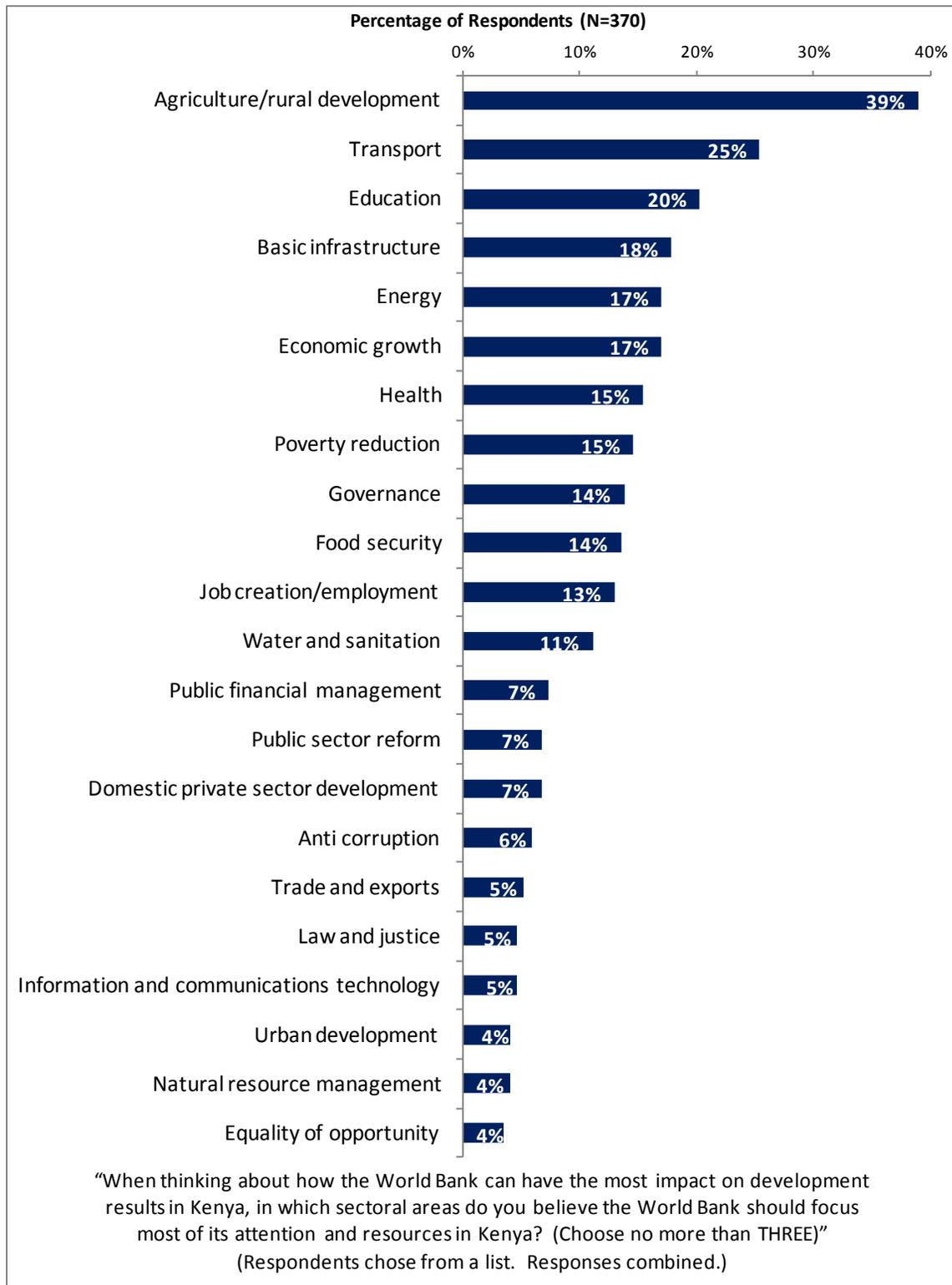
## IV. General Issues facing Kenya (continued)

### Economic Growth



## V. Overall Attitudes toward the World Bank

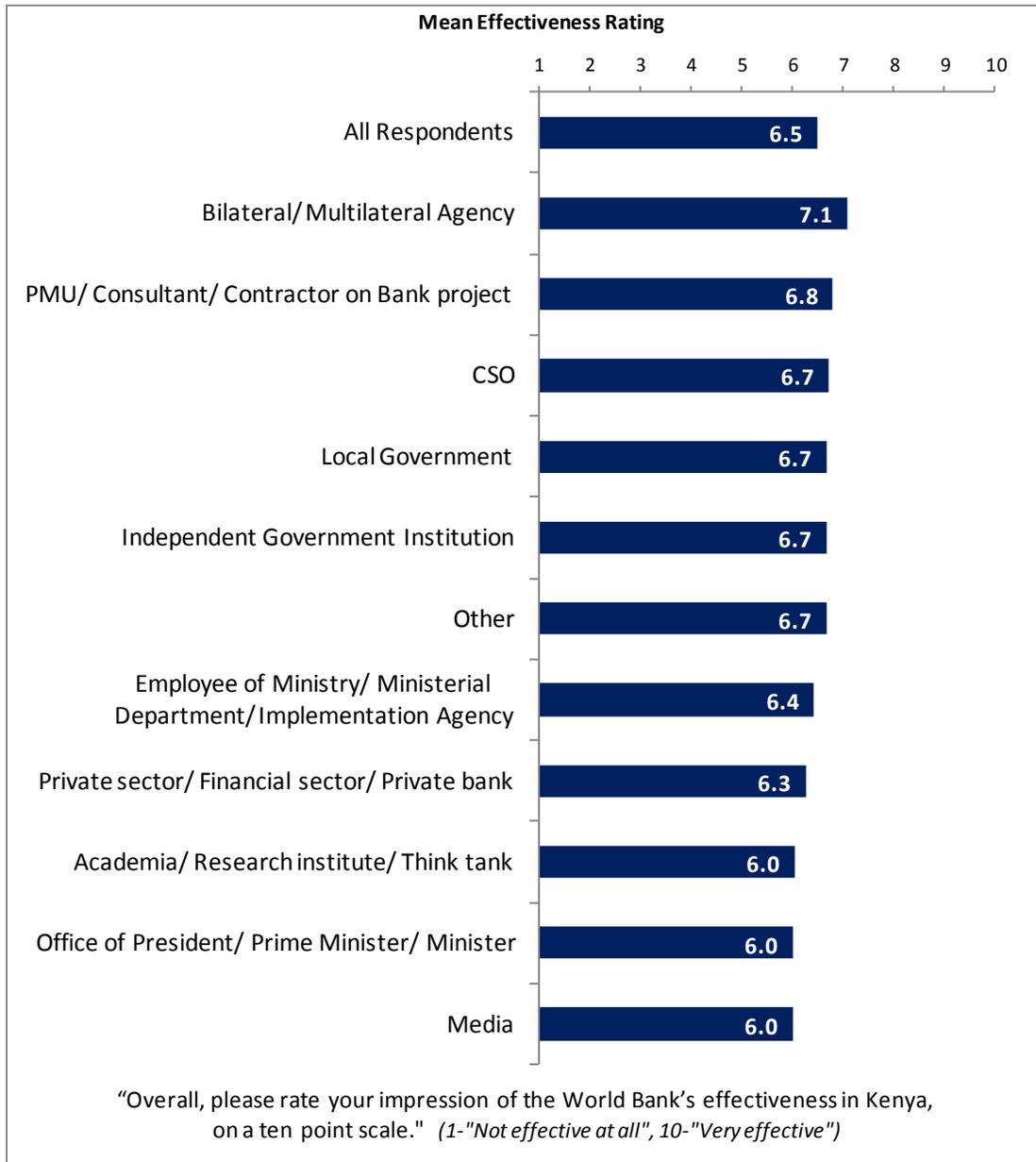
### Focusing World Bank Resources



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

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

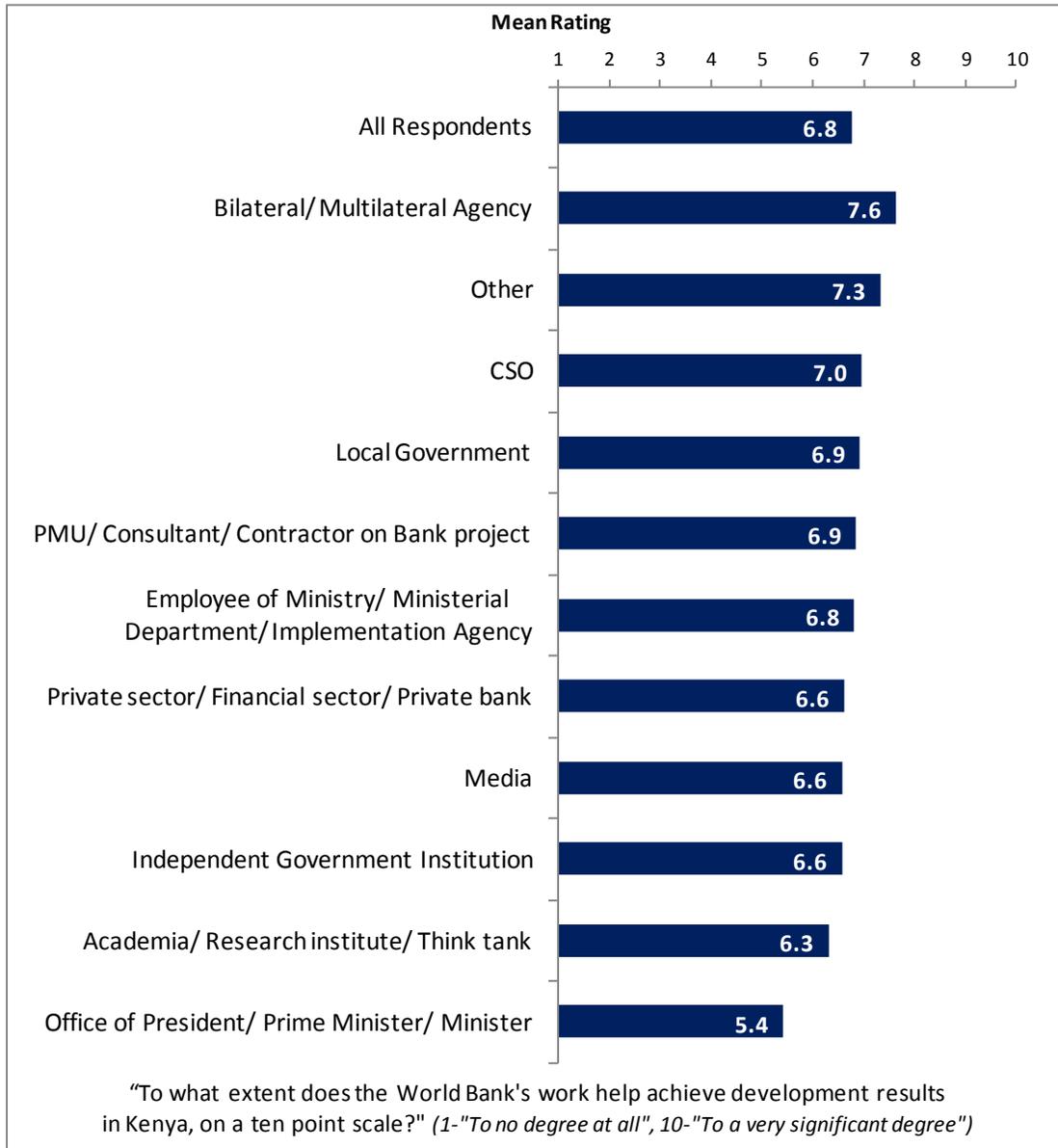
- Across all respondents, ratings of the World Bank's overall effectiveness in Kenya received a mean rating of 6.5.
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's overall effectiveness in Kenya.



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

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

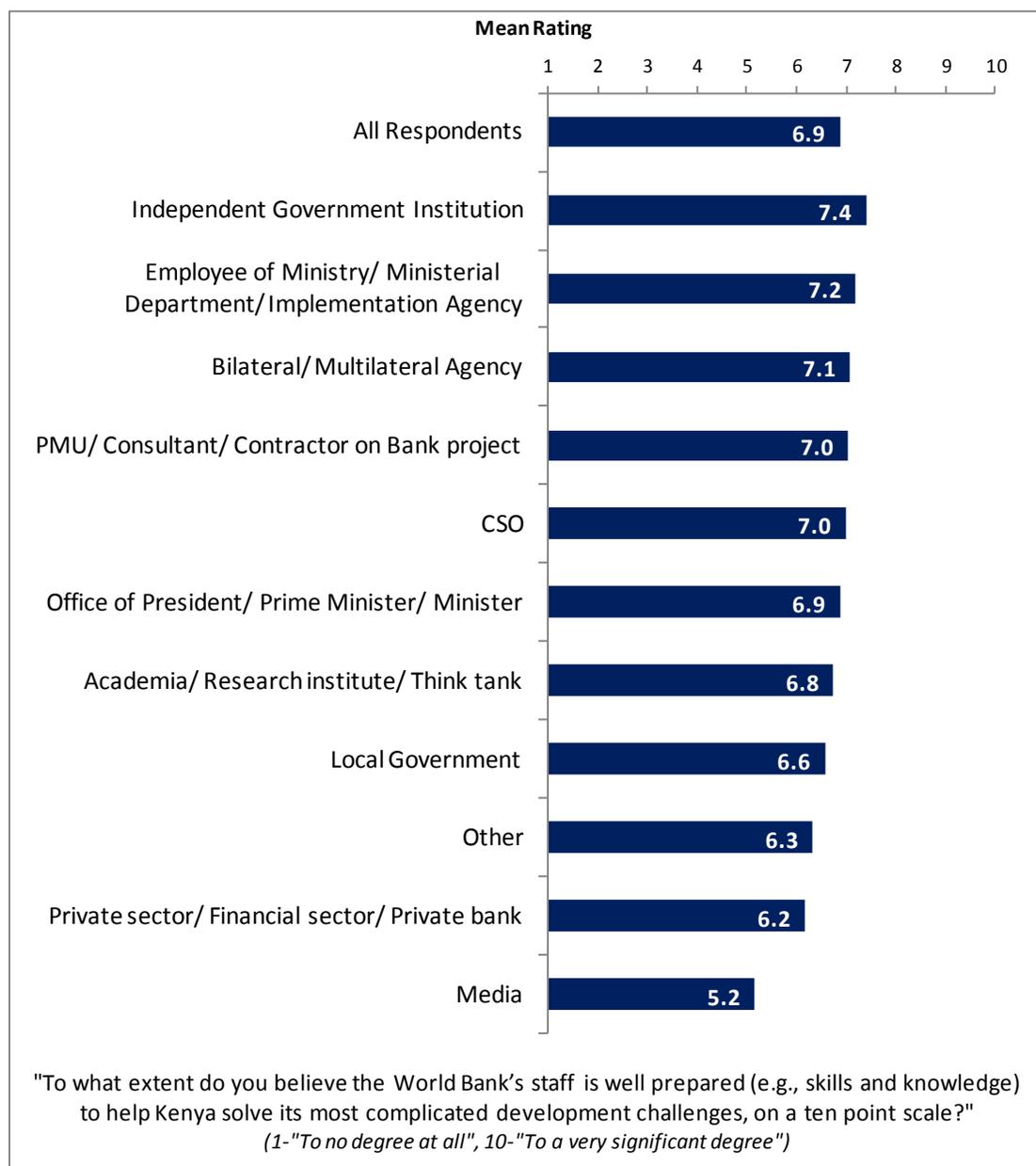
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank helping achieve development results in Kenya.



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

### Staff Preparedness (*Indicator Question*)

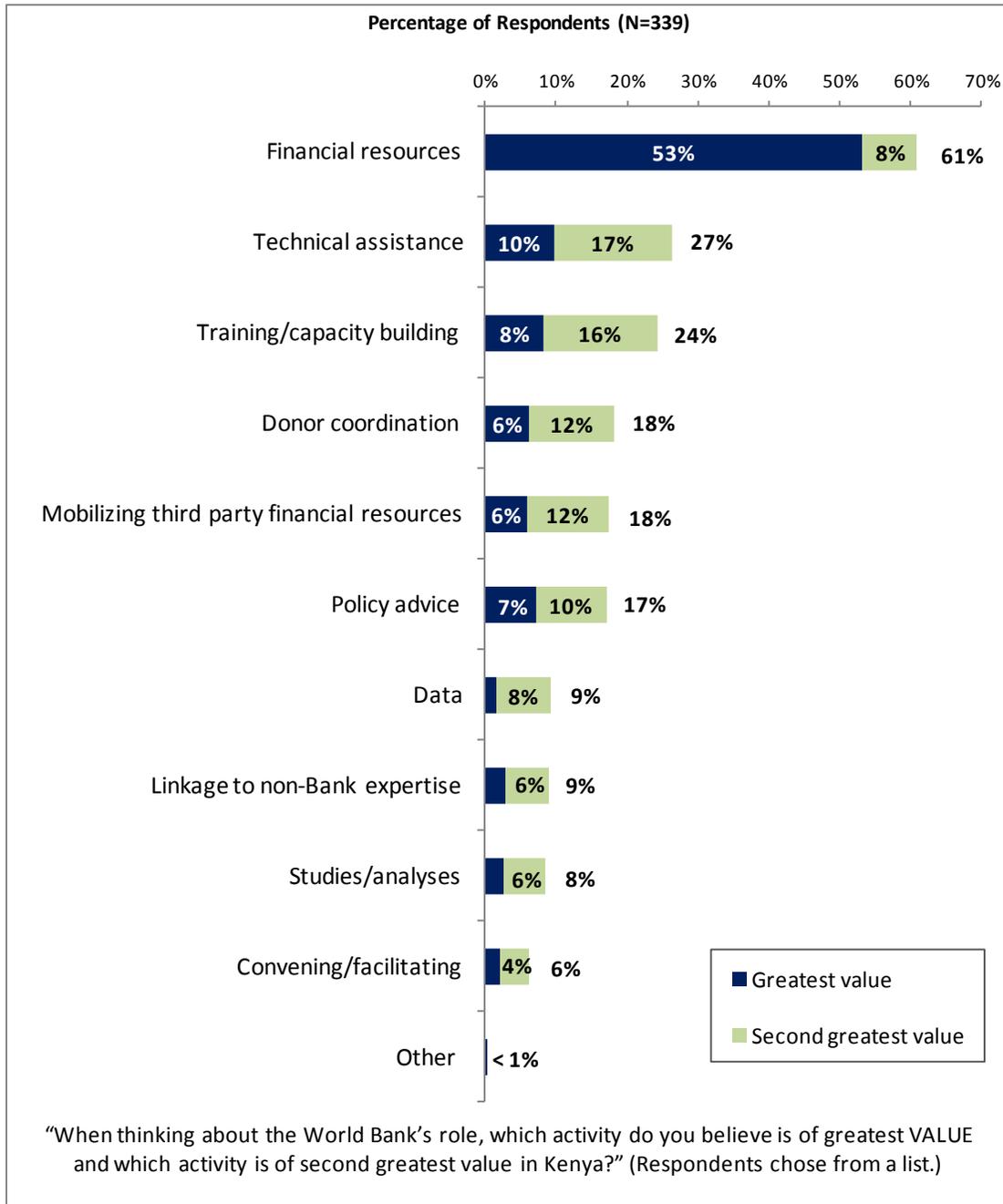
- Respondents from independent government institutions and employees of ministries/ ministerial departments/implementation agencies gave the highest ratings for the World Bank's staff being well prepared whereas respondents from the media gave significantly lower ratings.



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

### Greatest Value

- Respondents in the FY '05 country survey\* indicated that the Bank's greatest values to Kenya were financial resources (64%), policy and economic advice (37%), and the Bank's knowledge (29%).

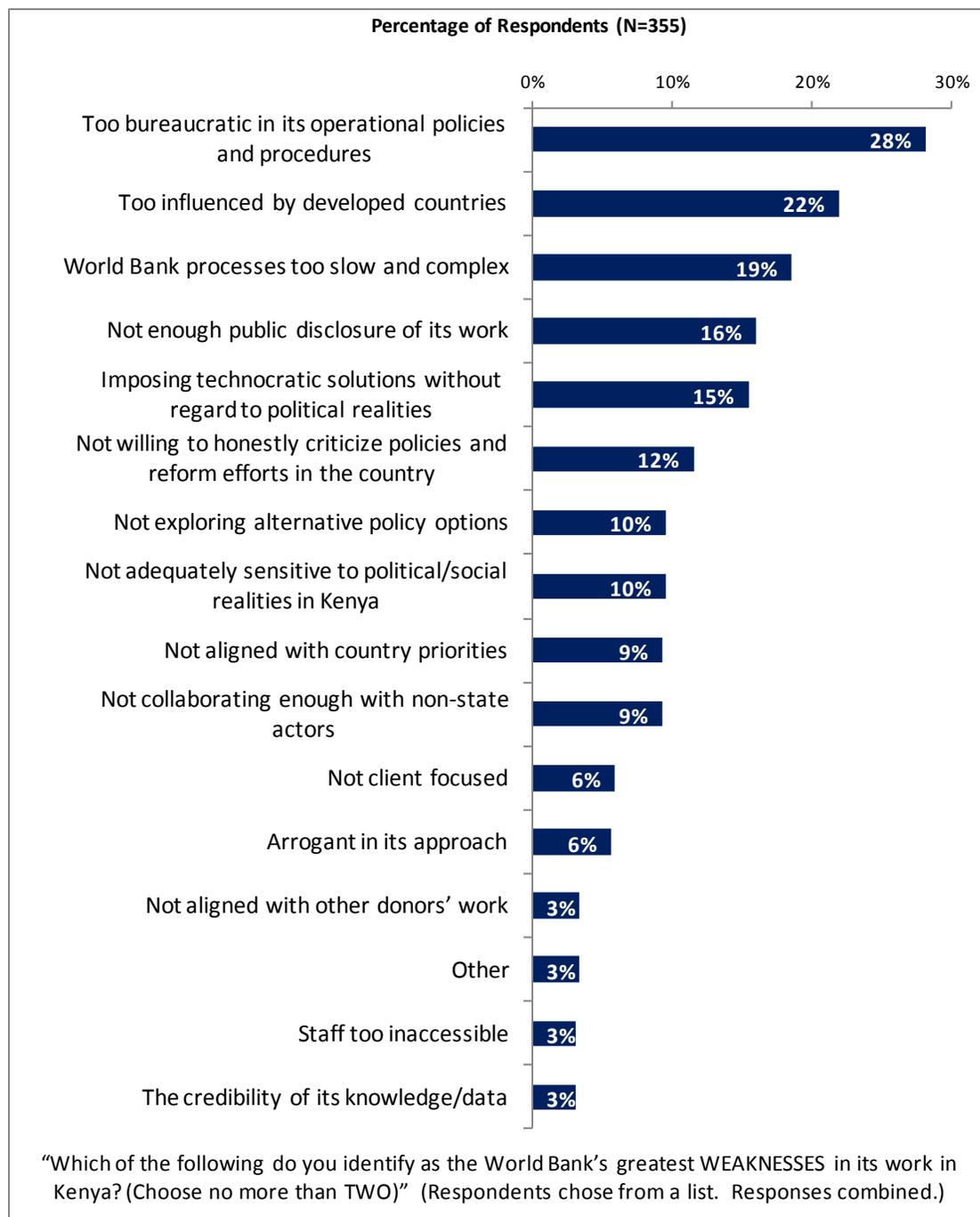


\*Not all of the response options provided in the FY '12 survey were provided in the FY '05 survey.

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

### Greatest Weakness

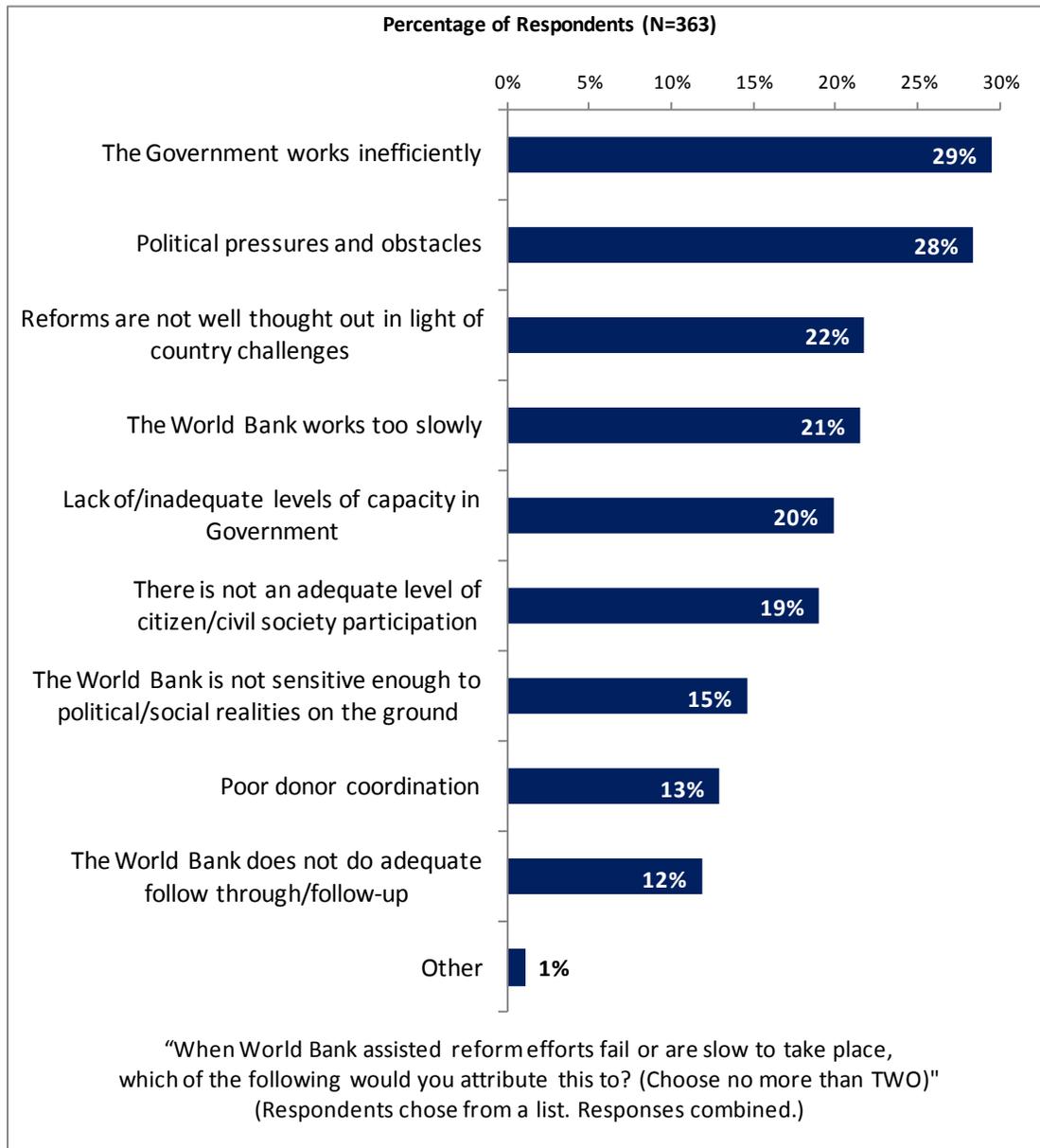
- Respondents in the FY '05 survey\* indicated that the Bank's greatest weaknesses in its work were imposing technocratic solutions without regard to political realities (28%) and being too influenced by the US (24%) in Kenya.



\*Not all of the response options provided in the FY '12 survey were provided in the FY '05 survey.

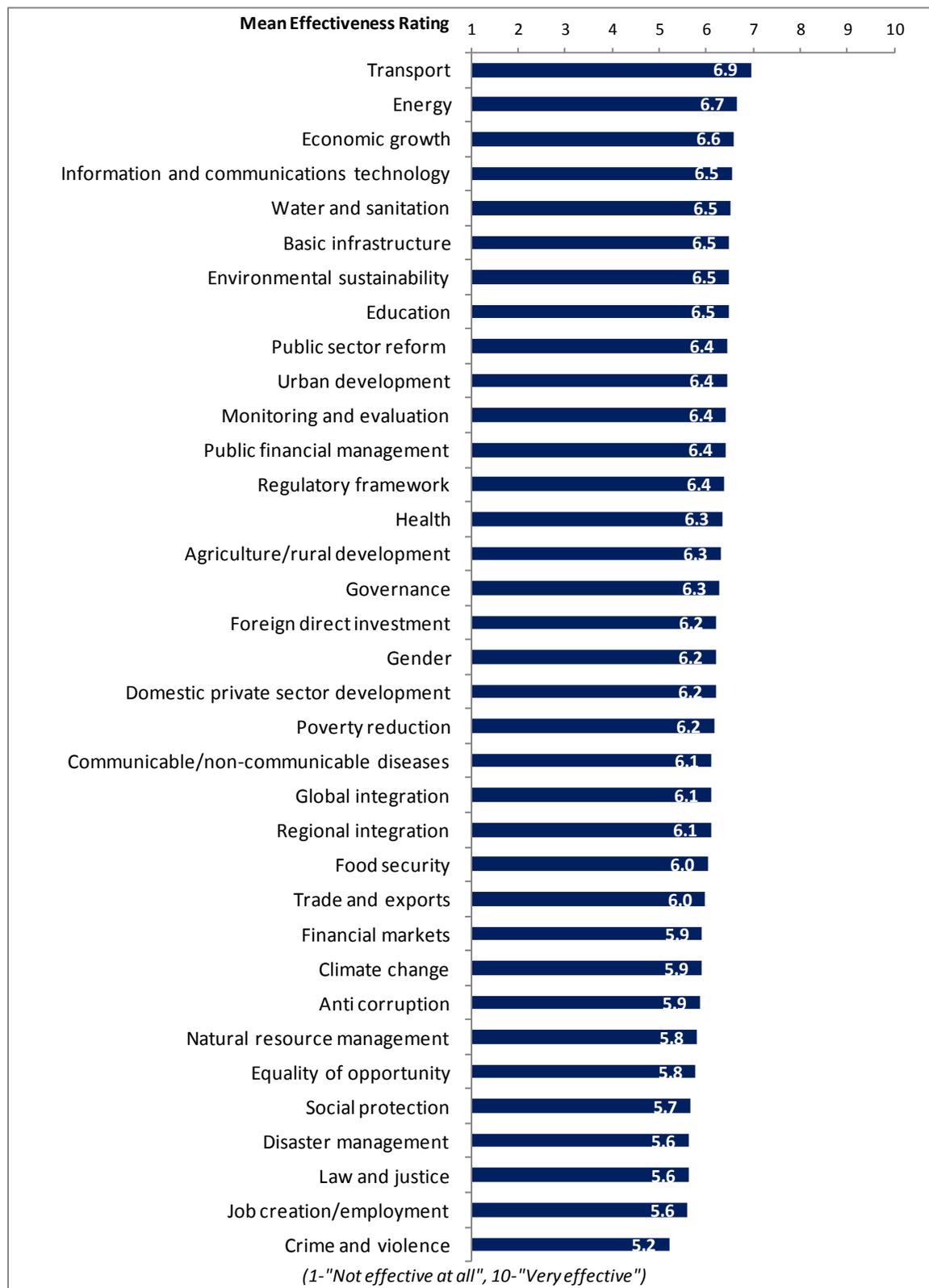
## V. Overall Attitudes toward the World Bank (continued)

### Attributing Slow or Failed Reform Efforts



## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

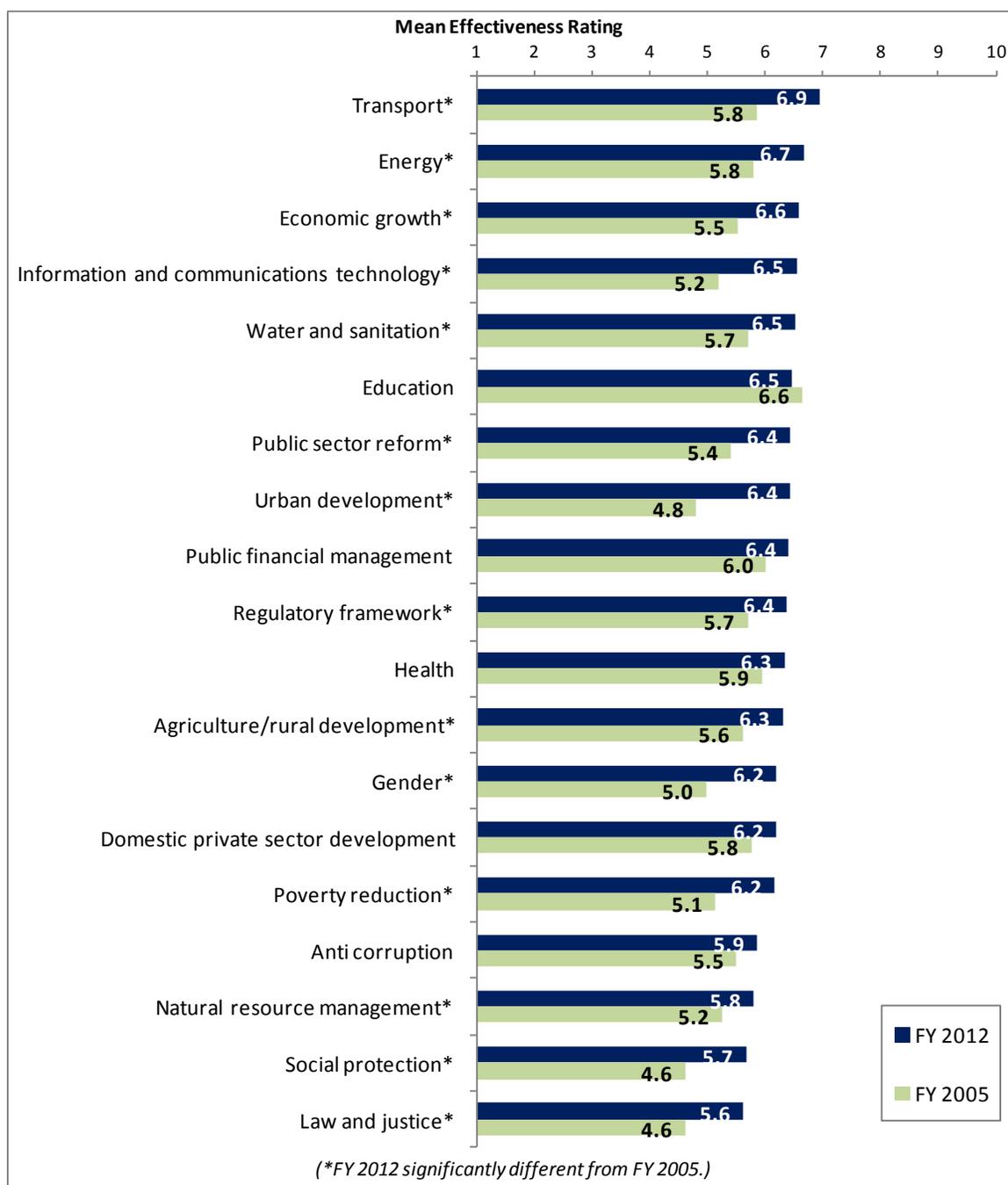
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across three of these thirty-five areas. For the most part, respondents from local government, CSOs, and PMUs/consultants on Bank supported projects had the highest ratings across these areas whereas respondents from academia/research institutes/think tanks, the media, and the private sector tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
  - "Information and communications technology";
  - "Crime and violence"; and
  - "Disaster management".
  
- There were significant differences between geographic locations across six of these thirty-five areas. In all six instances, respondents from Nairobi had significantly higher ratings for the Bank's effectiveness across these areas than respondents from other locations. Those areas with significant differences were:
  - "Information and communications technology";
  - "Crime and violence";
  - "Law and justice";
  - "Regulatory framework";
  - "Domestic private sector development"; and
  - "Social protection".
  
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly higher ratings for the Bank's effectiveness at transport, energy, economic growth, information and communication technology, water and sanitation, public sector reform, urban development, regulatory framework, agriculture/rural development, gender, poverty reduction, natural resource management, social protection, and law and justice compared to respondents in the FY'05 country survey.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

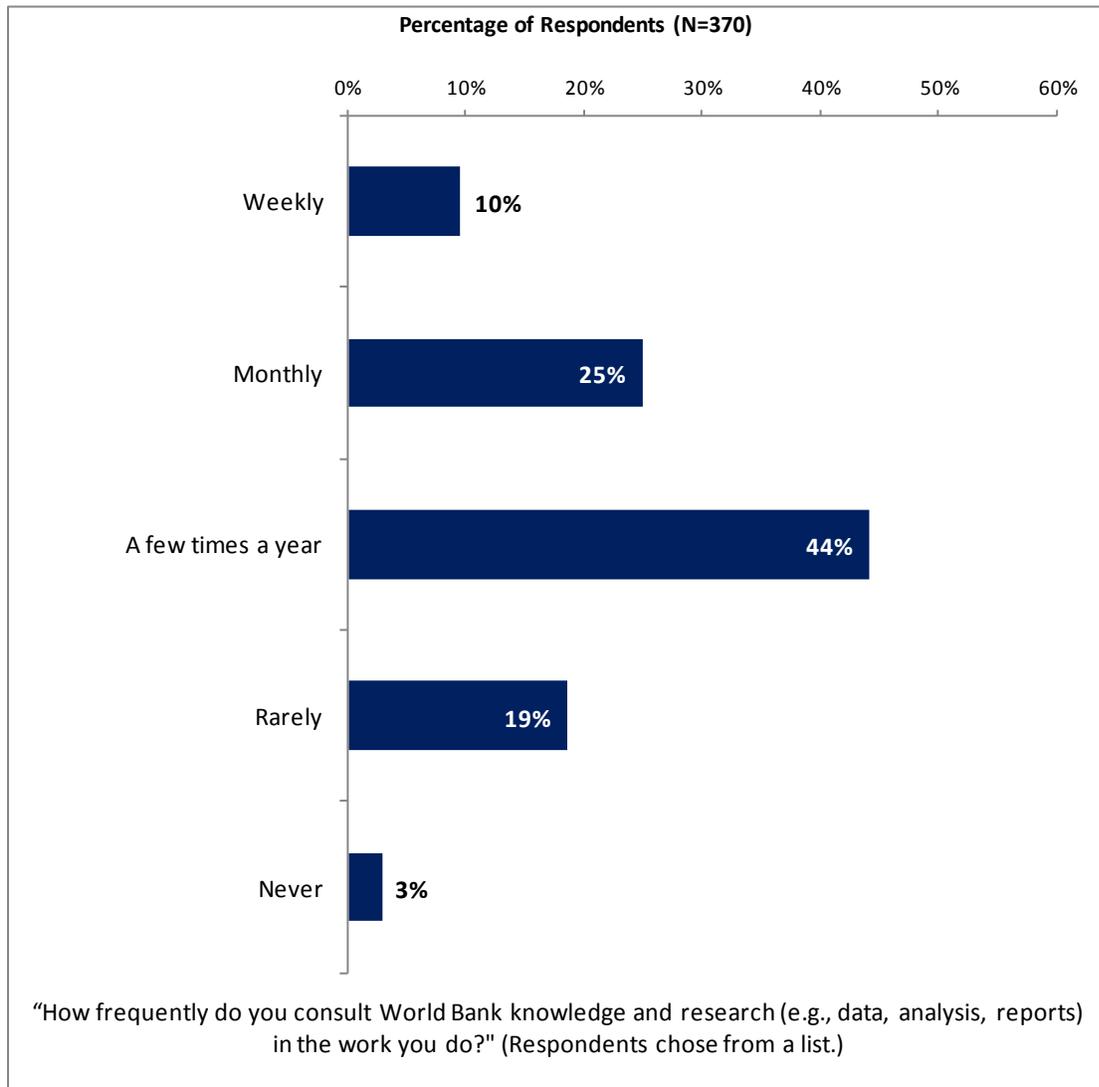
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Kenya, bivariate correlational analyses were conducted using respondents' ratings of the thirty-five specific areas of effectiveness.

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Kenya. The areas determined to be key drivers from these analyses were:
  - Monitoring and evaluation;
  - Job creation/employment;
  - Governance; and
  - Regulatory framework.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Kenya, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - Regional integration;
  - Urban development; and
  - Economic growth.

## VII. World Bank Knowledge and Instruments

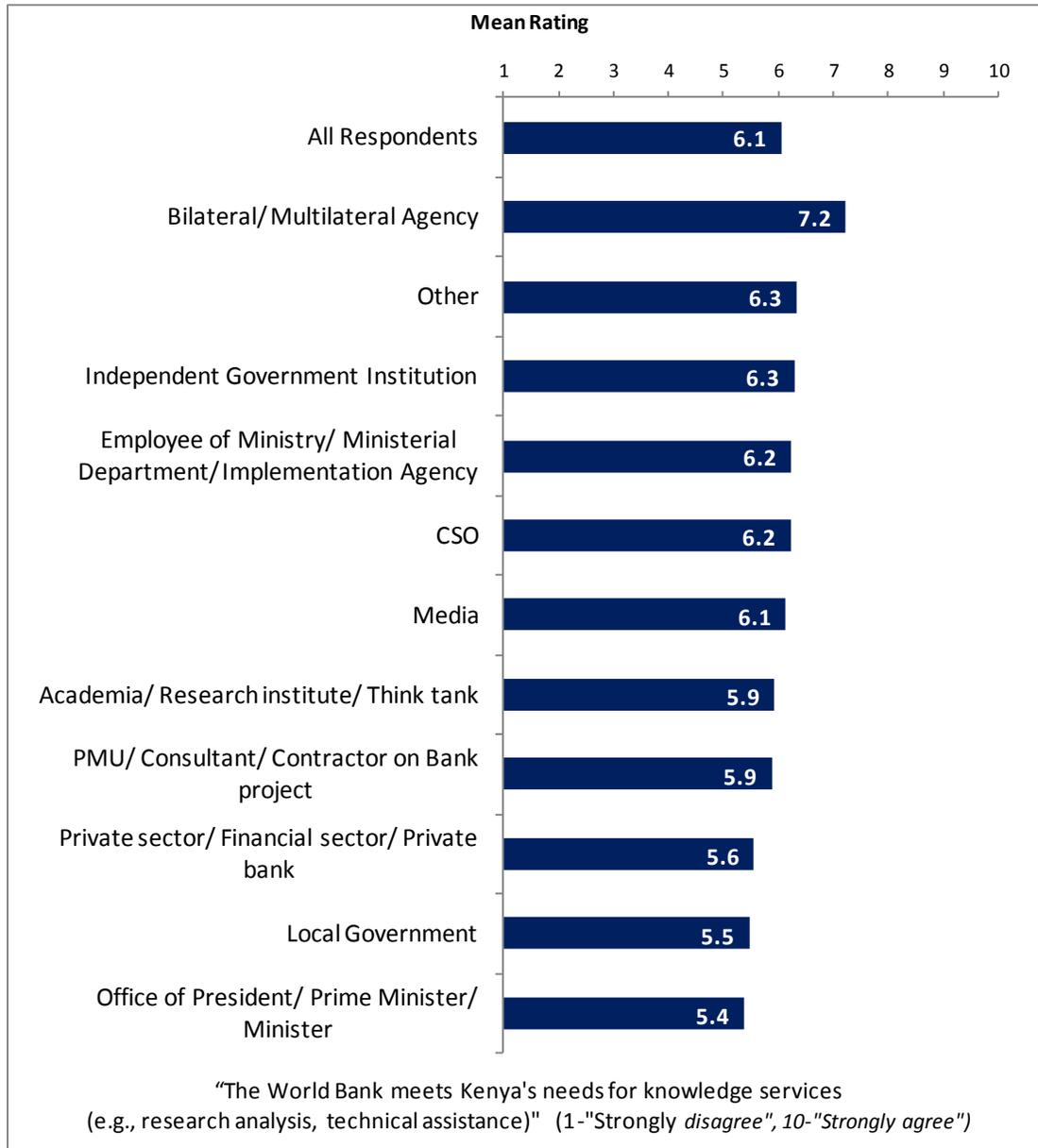
### Knowledge: Frequency of Use



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

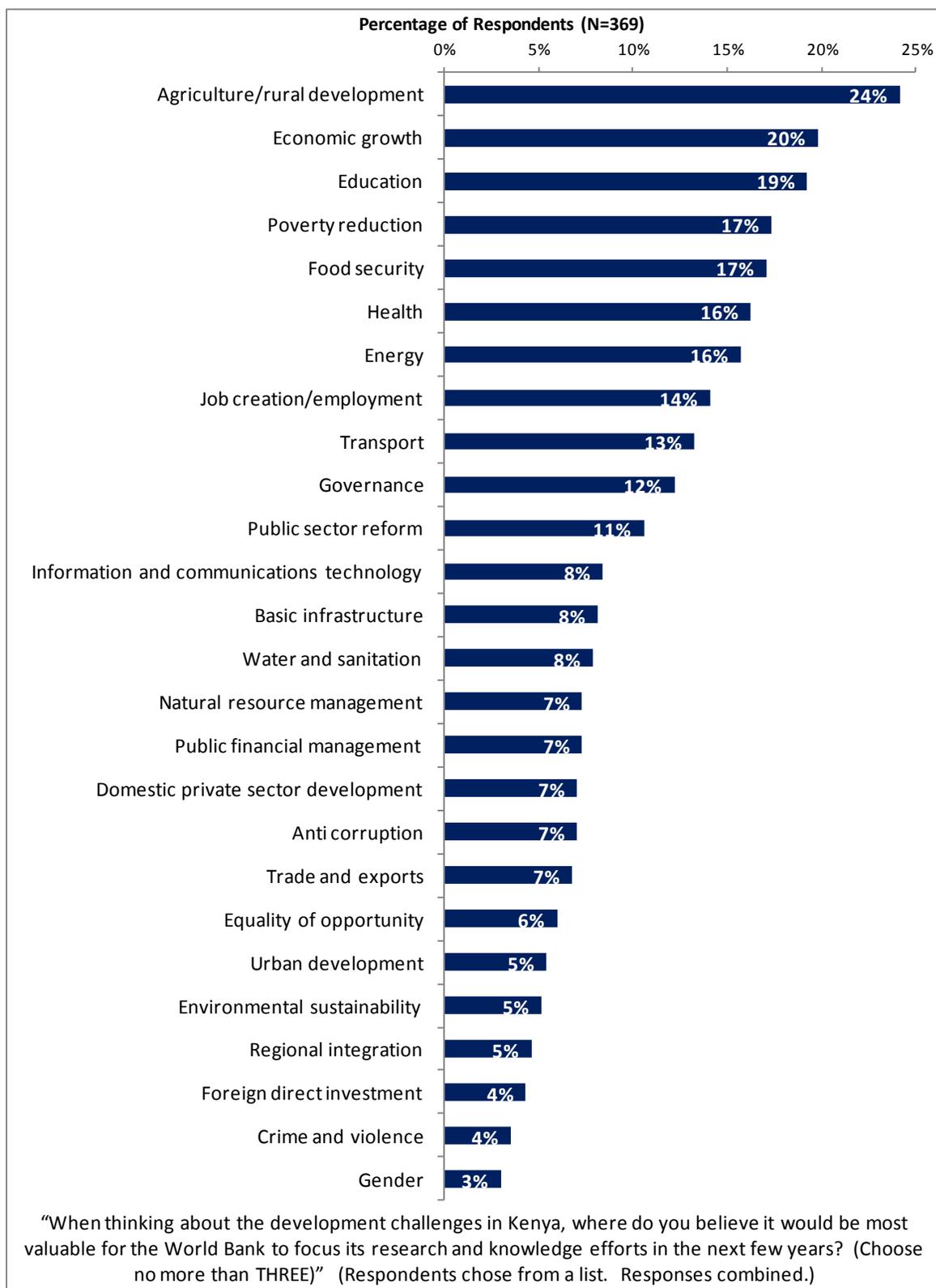
### Knowledge: Meeting Kenya's Knowledge Needs (*Indicator Question*)

- Respondents from bilateral/multilateral agencies gave the highest ratings for the Bank meeting Kenya's needs for knowledge services whereas respondents from local government and the office of the President/Prime Minister/Minister gave significantly lower ratings.



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

### Knowledge: Focusing Bank Research



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

### Knowledge: Effectiveness

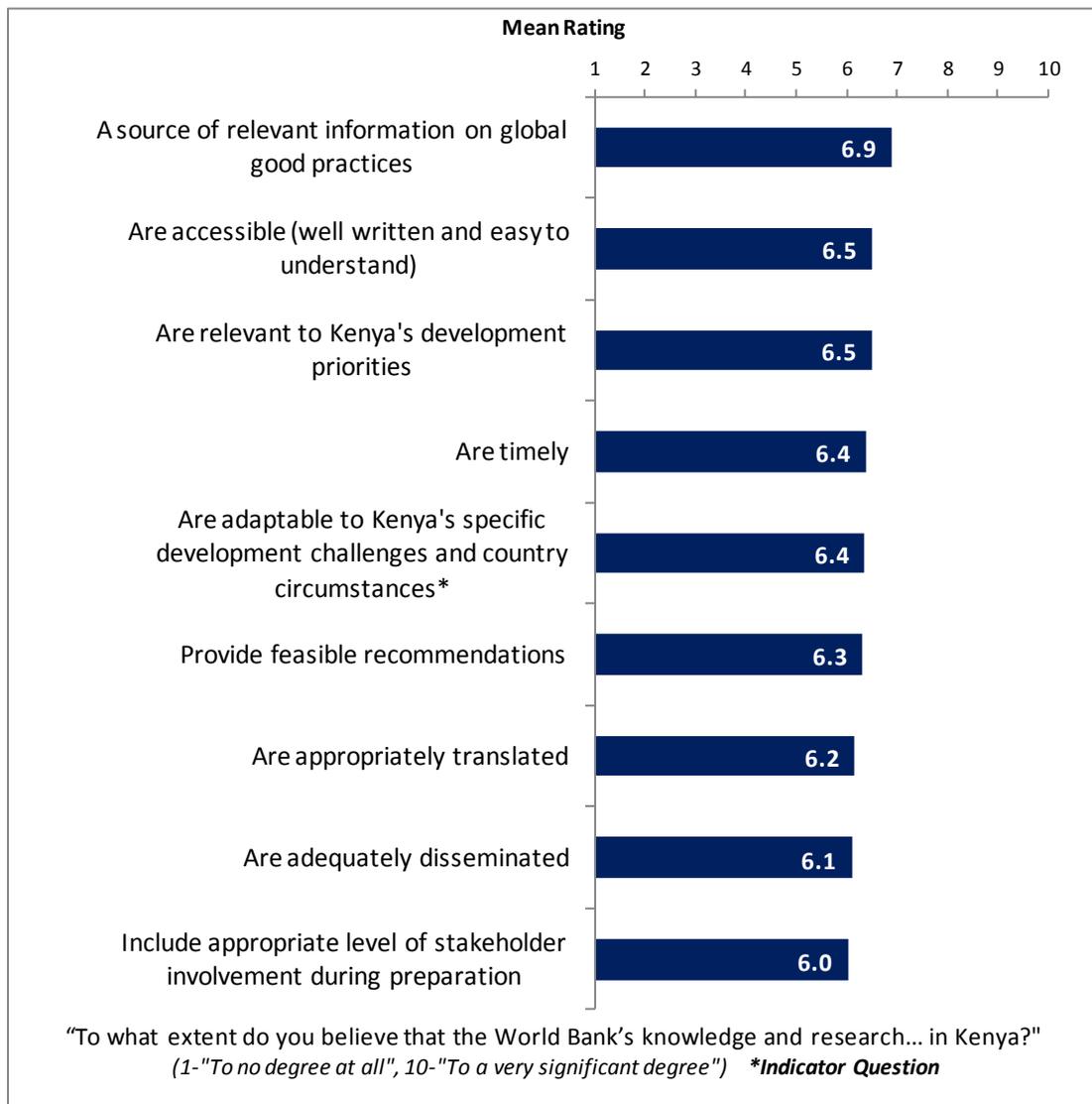
- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness in terms of stimulating public debate/dialogue. Respondents from bilateral/multilateral agencies, local government, and CSOs gave the highest ratings for the Bank's effectiveness whereas respondents from academia/research institutes/think tanks and other organizations gave significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Nairobi gave significantly higher ratings for the Bank's knowledge and research effectiveness at stimulating public debate/dialogue than respondents from other geographic areas in Kenya.



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

### Knowledge: Qualities

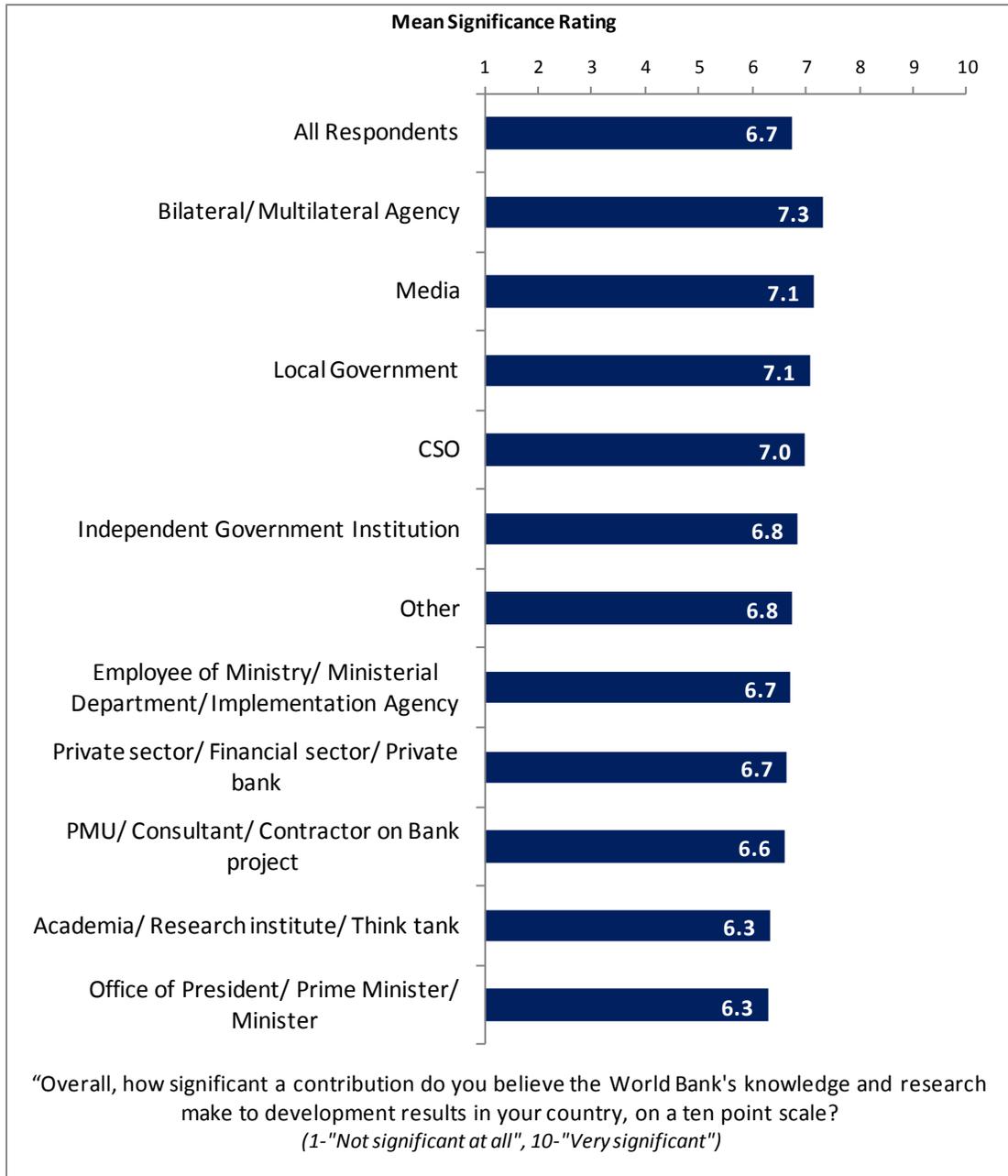
- There were significant differences between stakeholder groups across three of these qualities of the World Bank’s knowledge and research: accessibility (well written and easy to understand), relevance to Kenya’s development priorities, and timeliness. For the most part, respondents from bilateral/multilateral agencies and independent government institutions gave the highest ratings regarding these three aspects of the Bank’s knowledge and research whereas respondents from the office of the President/Prime Minister/Minister, academia/research institutes/think tanks, and the media tended to give significantly lower ratings.



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

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

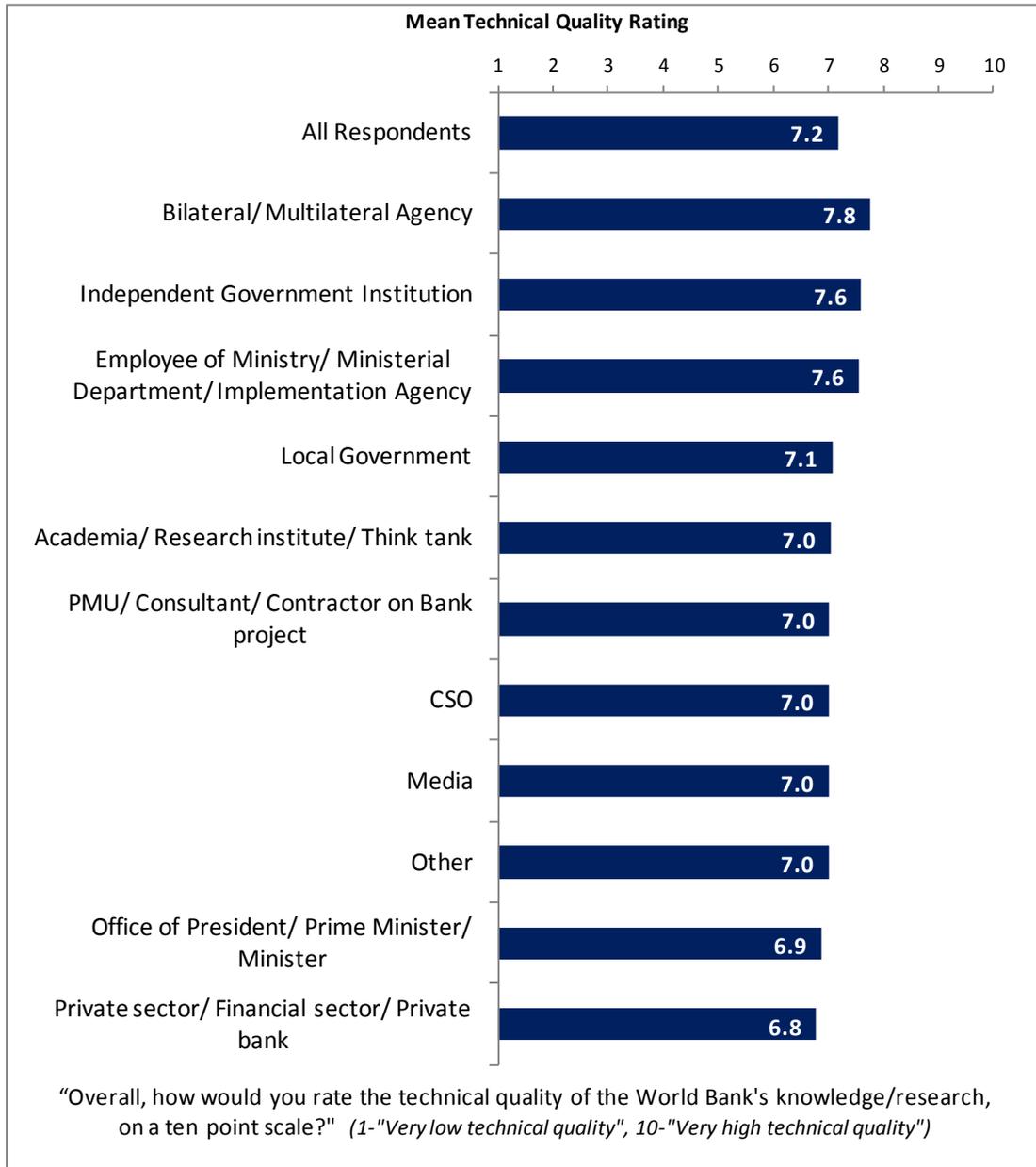
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the significance of the contribution that the World Bank’s knowledge and research make to development results in Kenya.



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

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

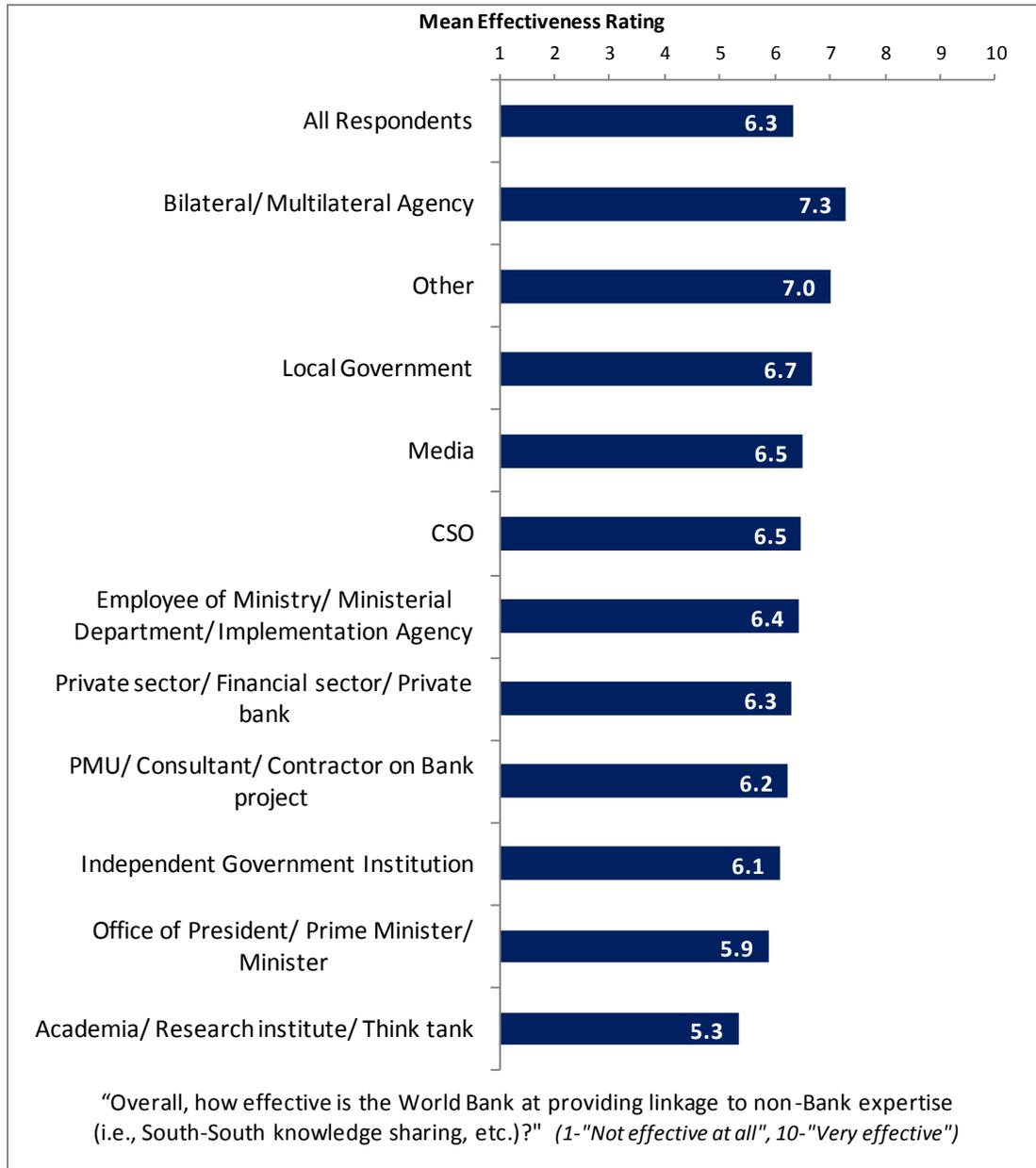
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the technical quality of the World Bank’s knowledge and research.



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

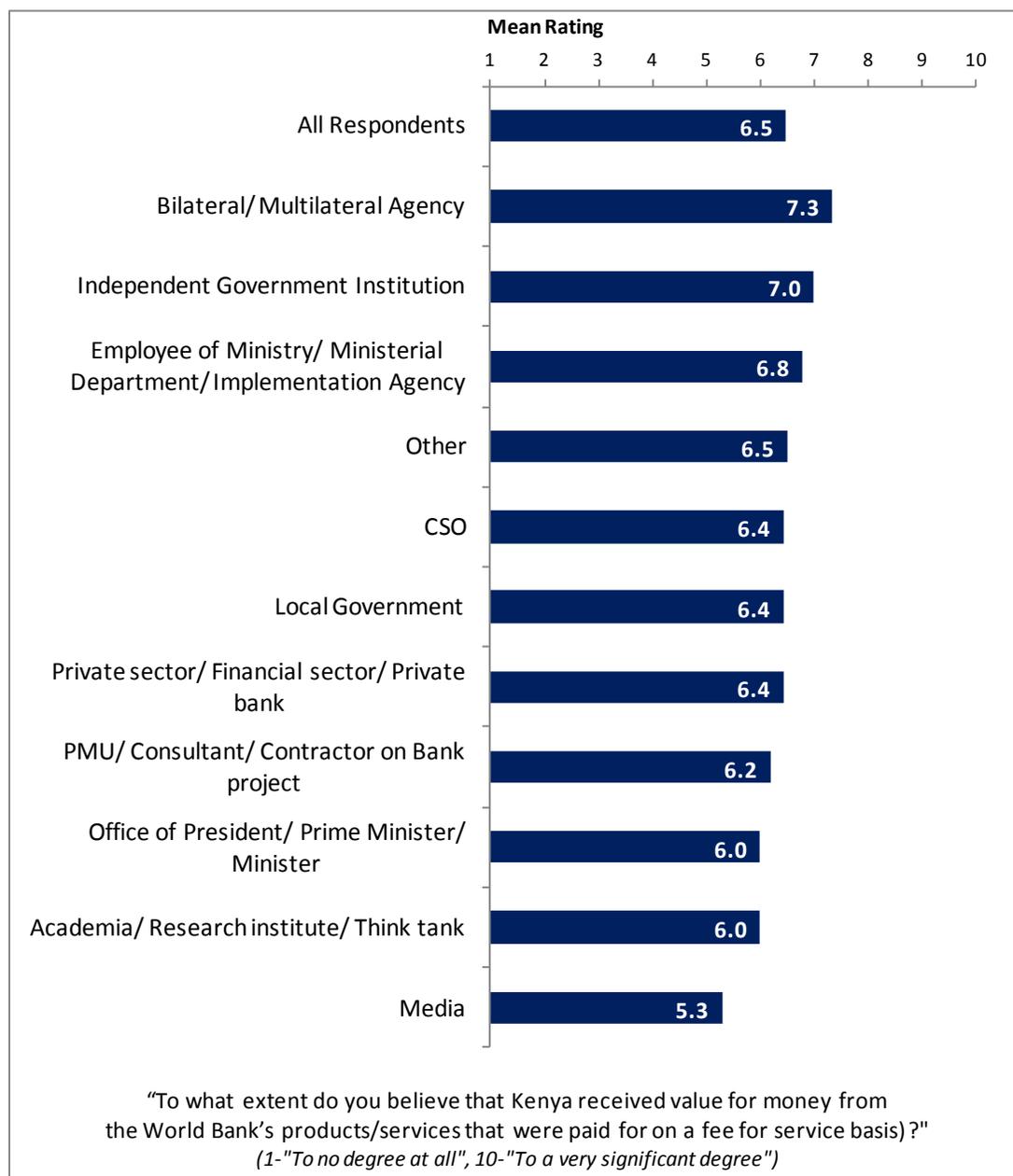
### Knowledge: Linkage to Non-Bank Expertise

- There were significant differences between two geographic locations. Respondents from Nairobi gave significantly higher ratings for the World Bank's effectiveness at providing linkage to non-Bank expertise than respondents from other geographic areas.



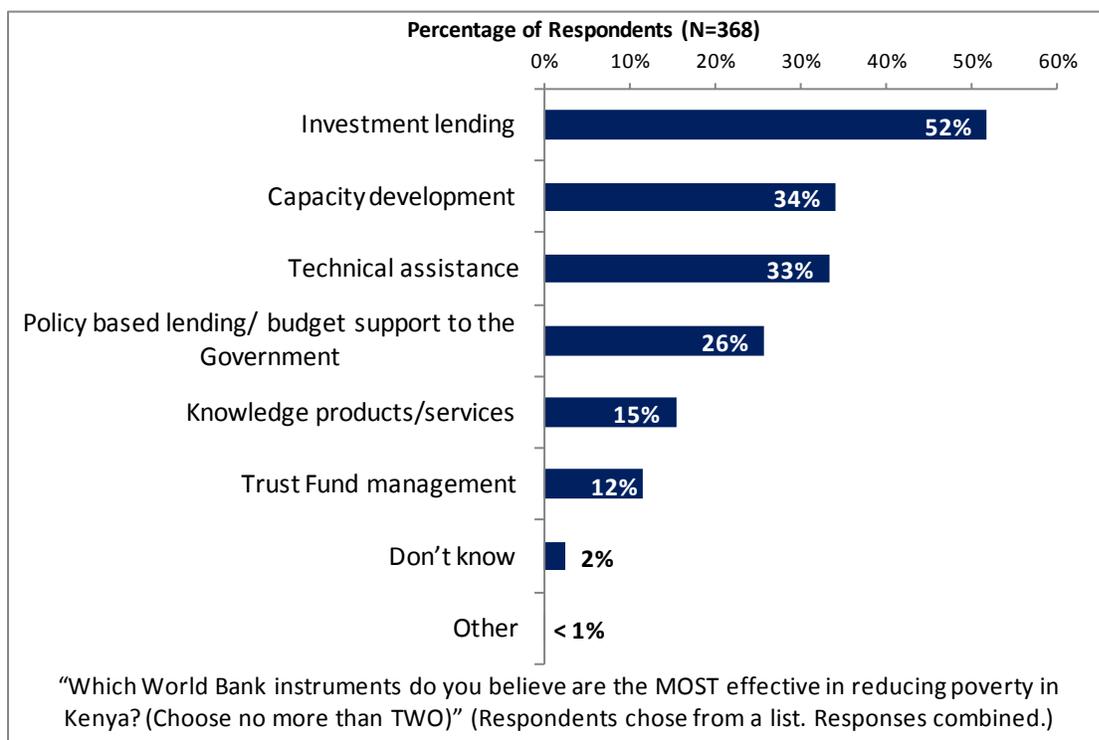
## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: World Bank' Fee-For-Service Products/Services

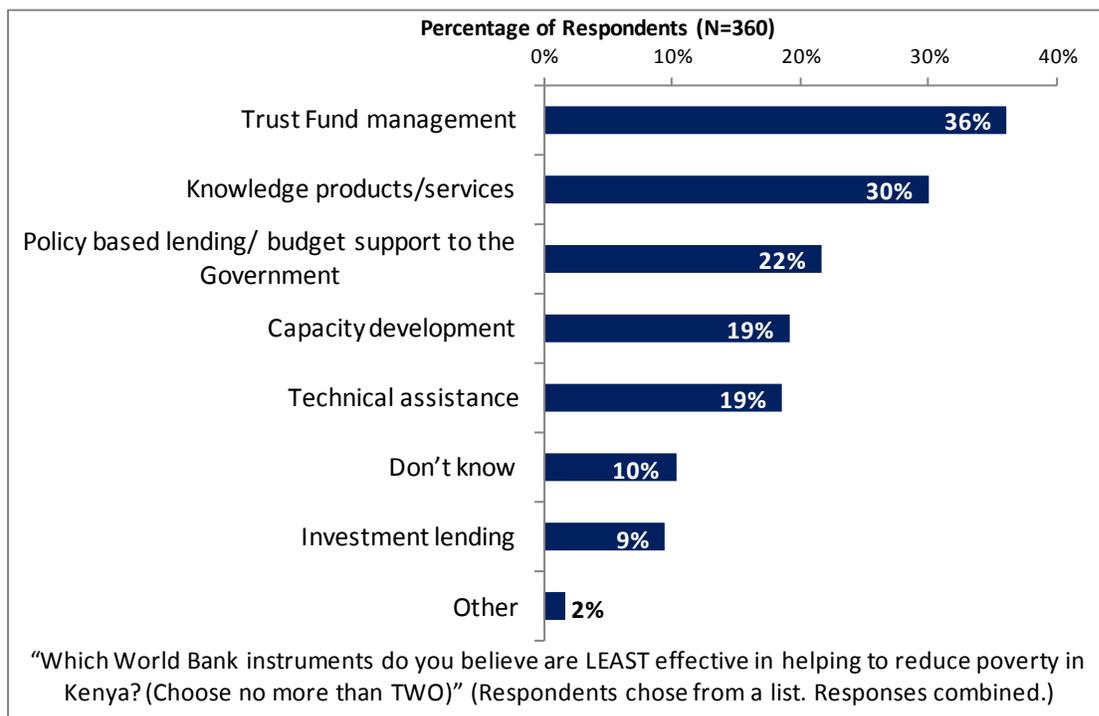


## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



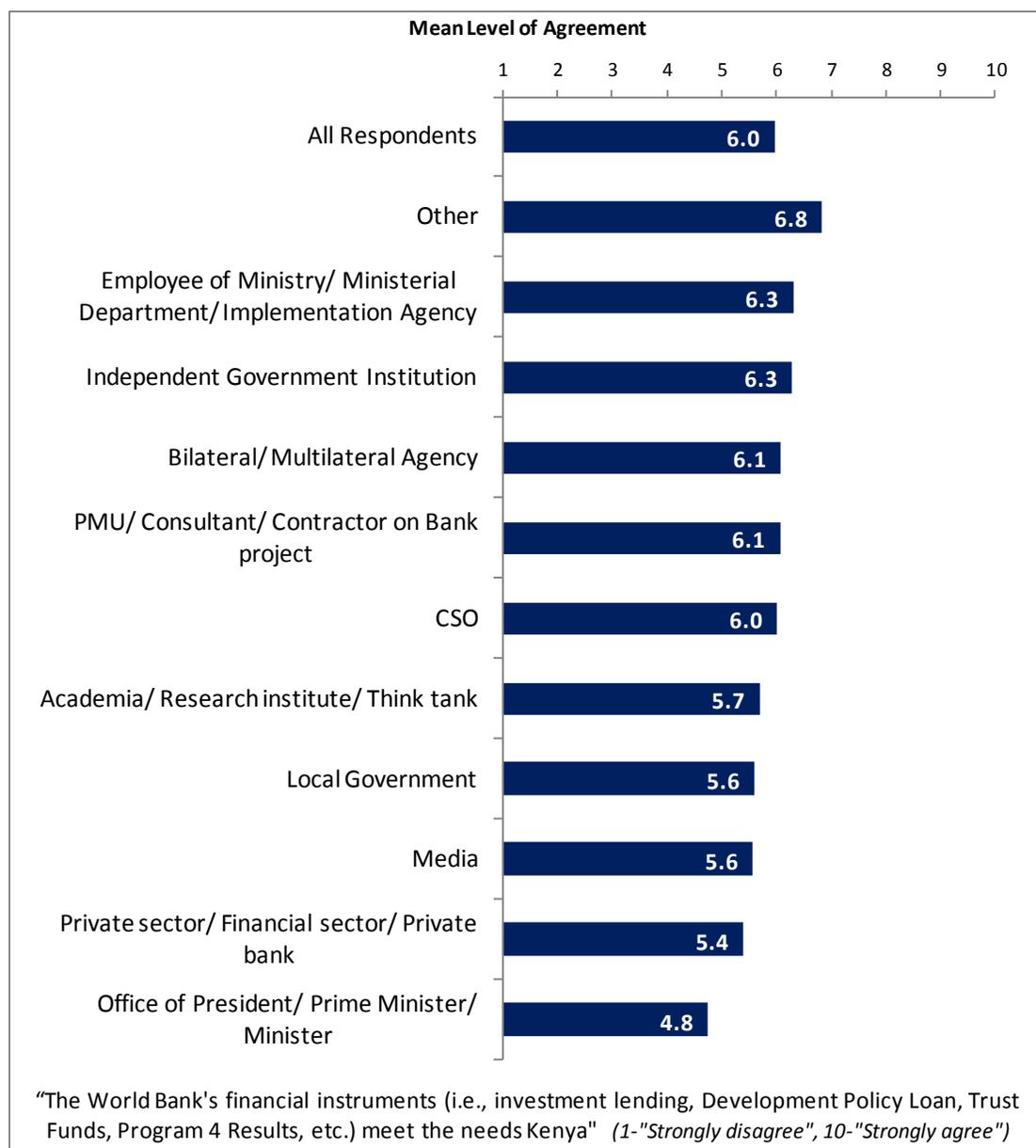
### Instruments: Least Effective



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

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

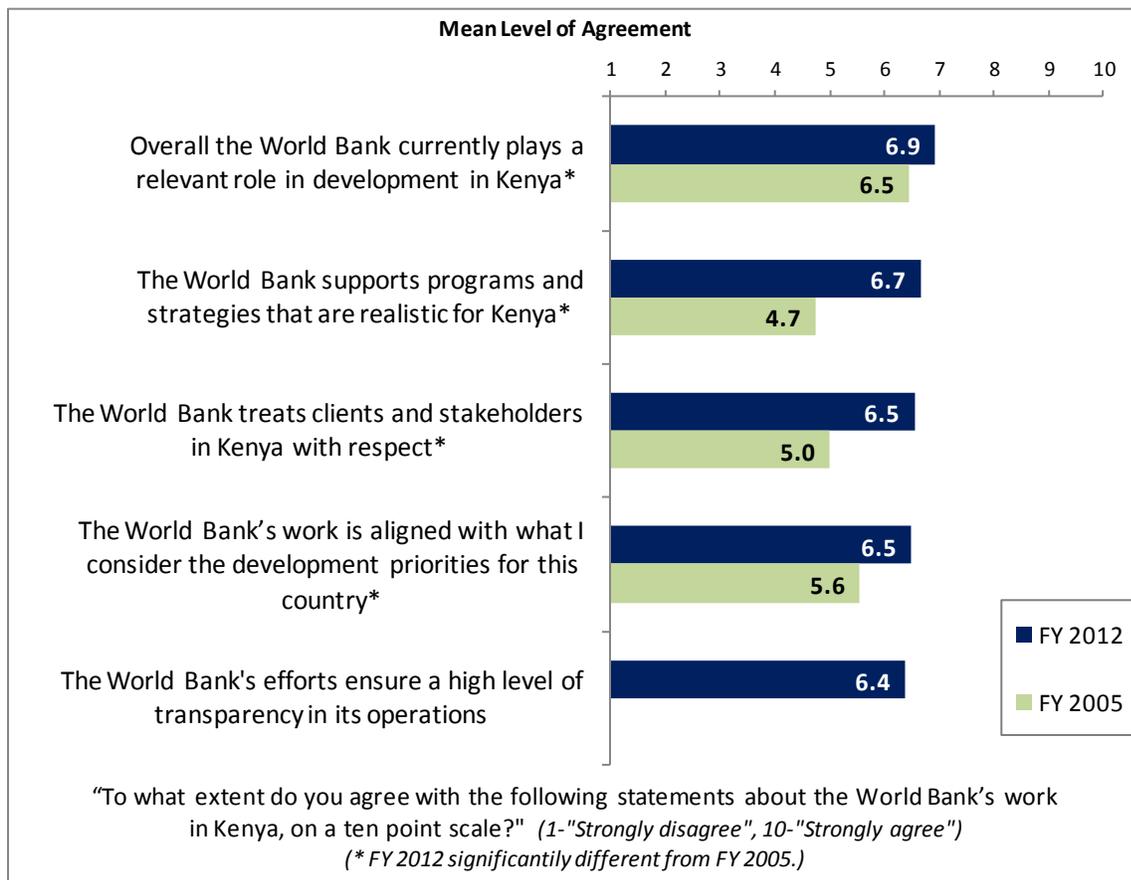
- Respondents from other organizations had the highest levels of agreement that the Bank's financial instruments meet Kenya's needs whereas respondents from the office of the President/Prime Minister/Minister had significantly lower levels of agreement.



## VIII. How the World Bank Operates

### The World Bank's Work in Kenya

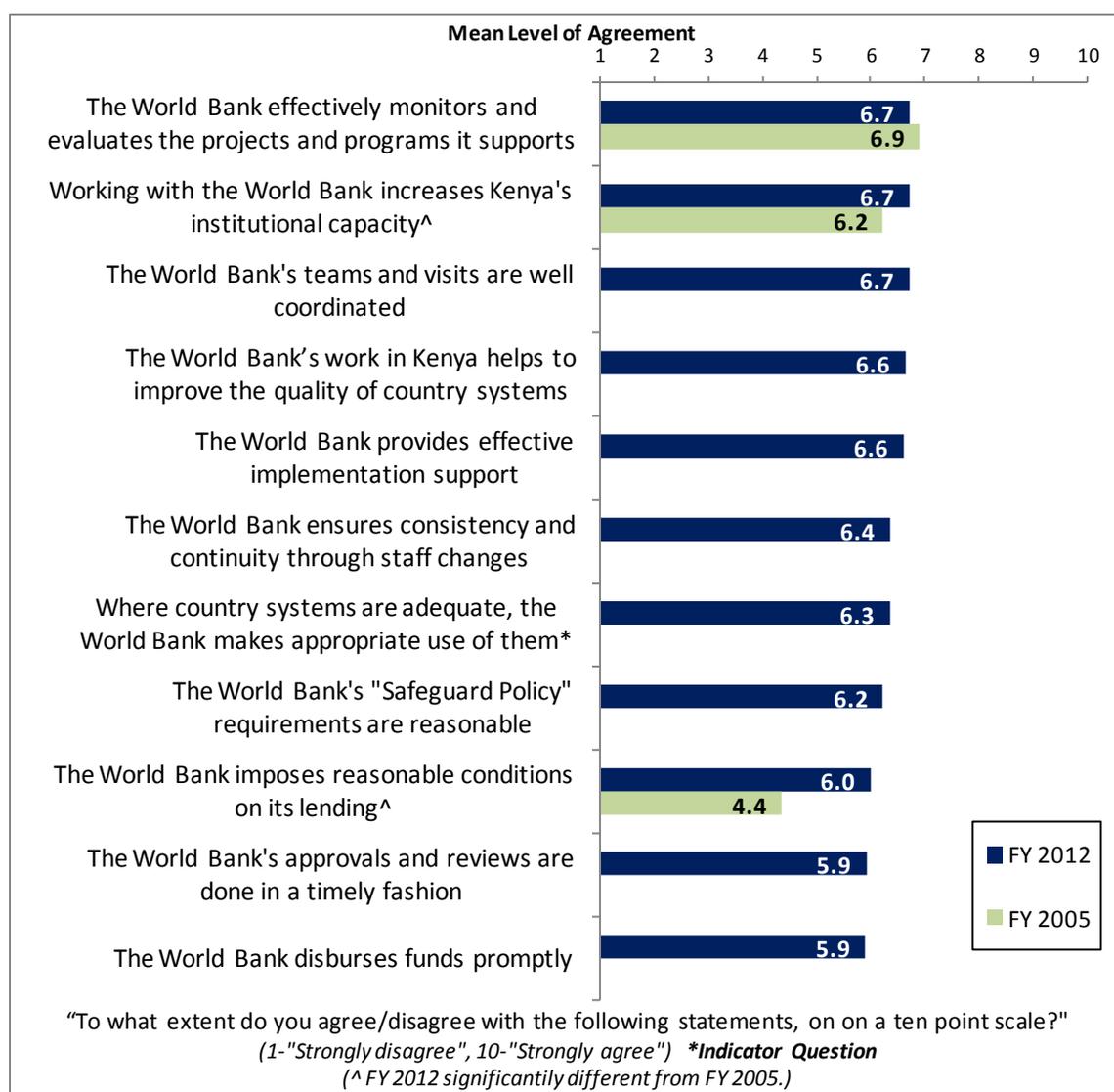
- Respondents in this year's country survey had significantly higher levels of agreement regarding all of the compatible aspects of the World Bank's work in Kenya compared to respondents from the FY '05 country survey.
- There were significant stakeholder group differences in their levels of agreement that the Bank currently plays a relevant role in development in Kenya, that its programs and strategies are realistic, that the Bank treats clients and stakeholders with respect, and that its work is aligned with respondents' development priorities. Respondents from bilateral/multilateral agencies, PMUs/consultants/contractors on Bank supported projects, and employees of ministries/ministerial departments/implementation agencies tended to have the highest levels of agreement with these statements, whereas respondents from the media, academia/research institutes/think tanks, and local government tended to have significantly lower levels of agreement.



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

### Overall Perceptions

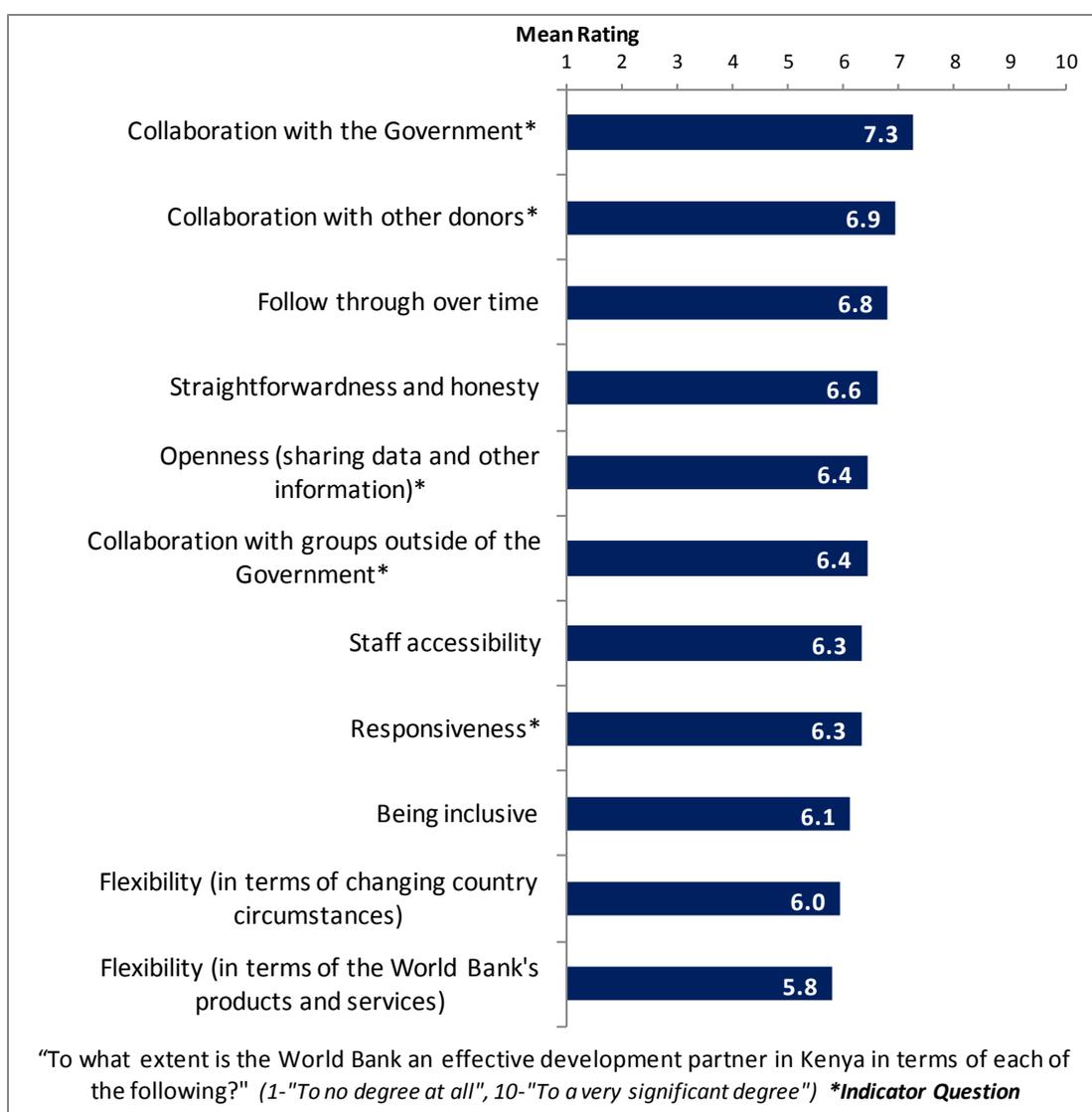
- Respondents in this year's country survey had significantly higher levels of agreement that working with the Bank increases Kenya's institutional capacity and that the Bank imposes reasonable conditions on its lending compared to respondents from the FY '05 country survey.
- There were significant stakeholder group differences in their levels of agreement across two of these aspects of how the Bank operates: "The World Bank's teams and visits are well coordinated" and "The World Bank provides effective implementation support". Employees of ministries/ministerial departments/implementation agencies and respondents from PMUs/consultants/contractors on Bank supported projects tended to have the highest levels of agreement with these statements whereas respondents from the office of the President/Prime Minister/Minister tended to have significantly lower levels of agreement.



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

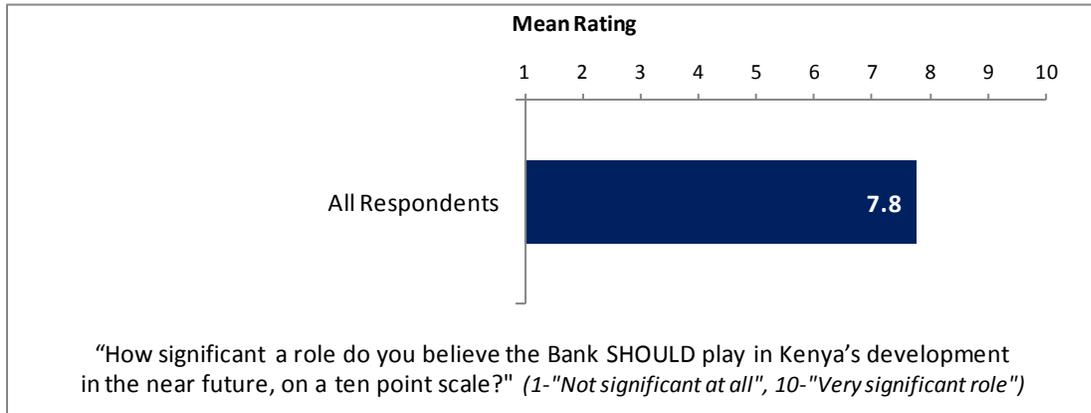
### The World Bank as an Effective Development Partner

- There were significant stakeholder group differences in their ratings across three of these aspects of the Bank being an effective development partner: straightforwardness and honesty, openness, and staff accessibility. Respondents from PMUs/consultants/contractors on Bank supported projects tended to have the highest ratings for these three aspects whereas respondents from private sector organizations/financial sector/private banks and academia/research institutes/think tanks tended to have significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Nairobi gave significantly higher ratings for collaboration with groups outside of the Government and for staff accessibility than respondent from other geographic areas.

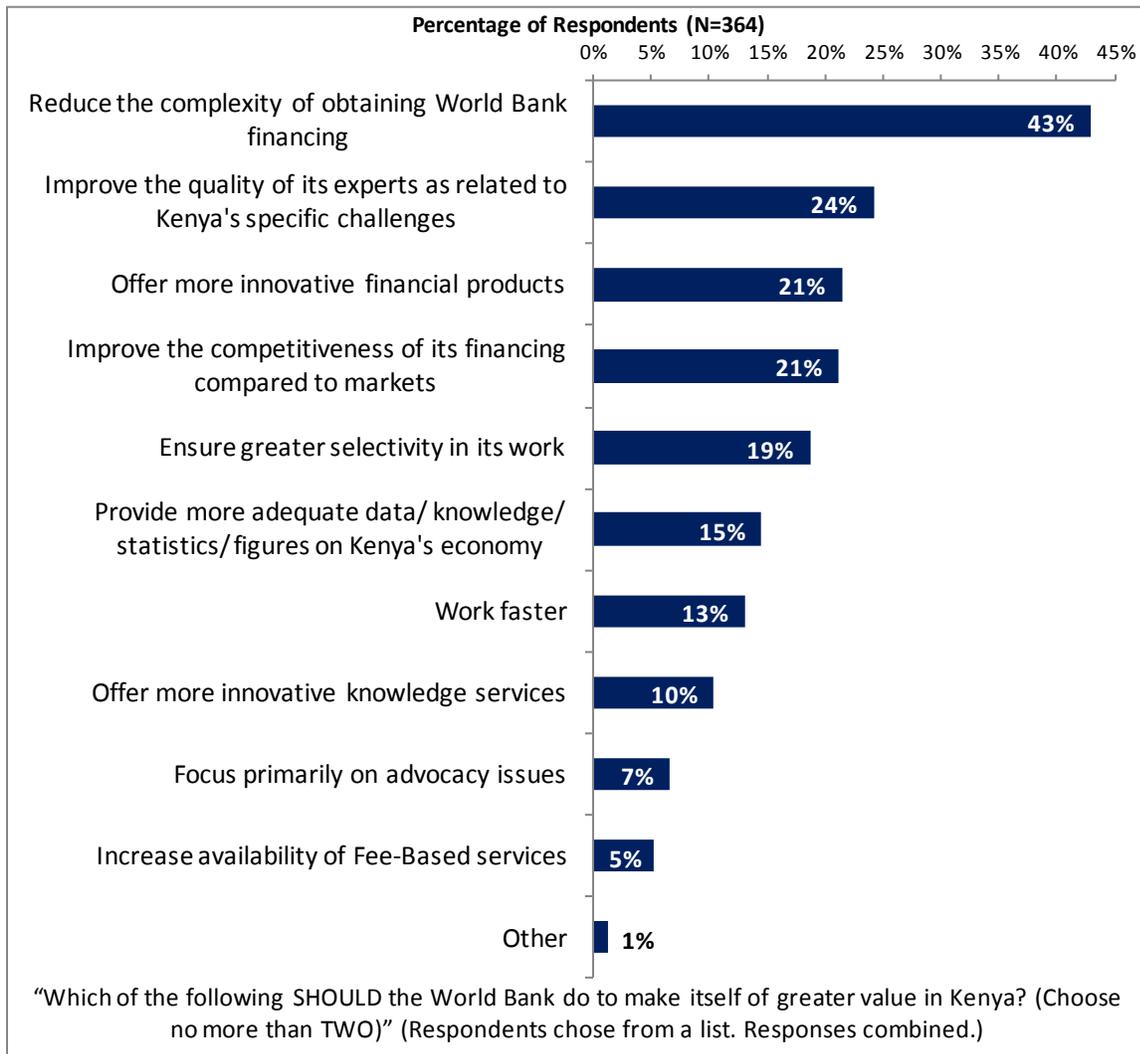


## IX. The Future Role of the World Bank in Kenya

### Role Significance



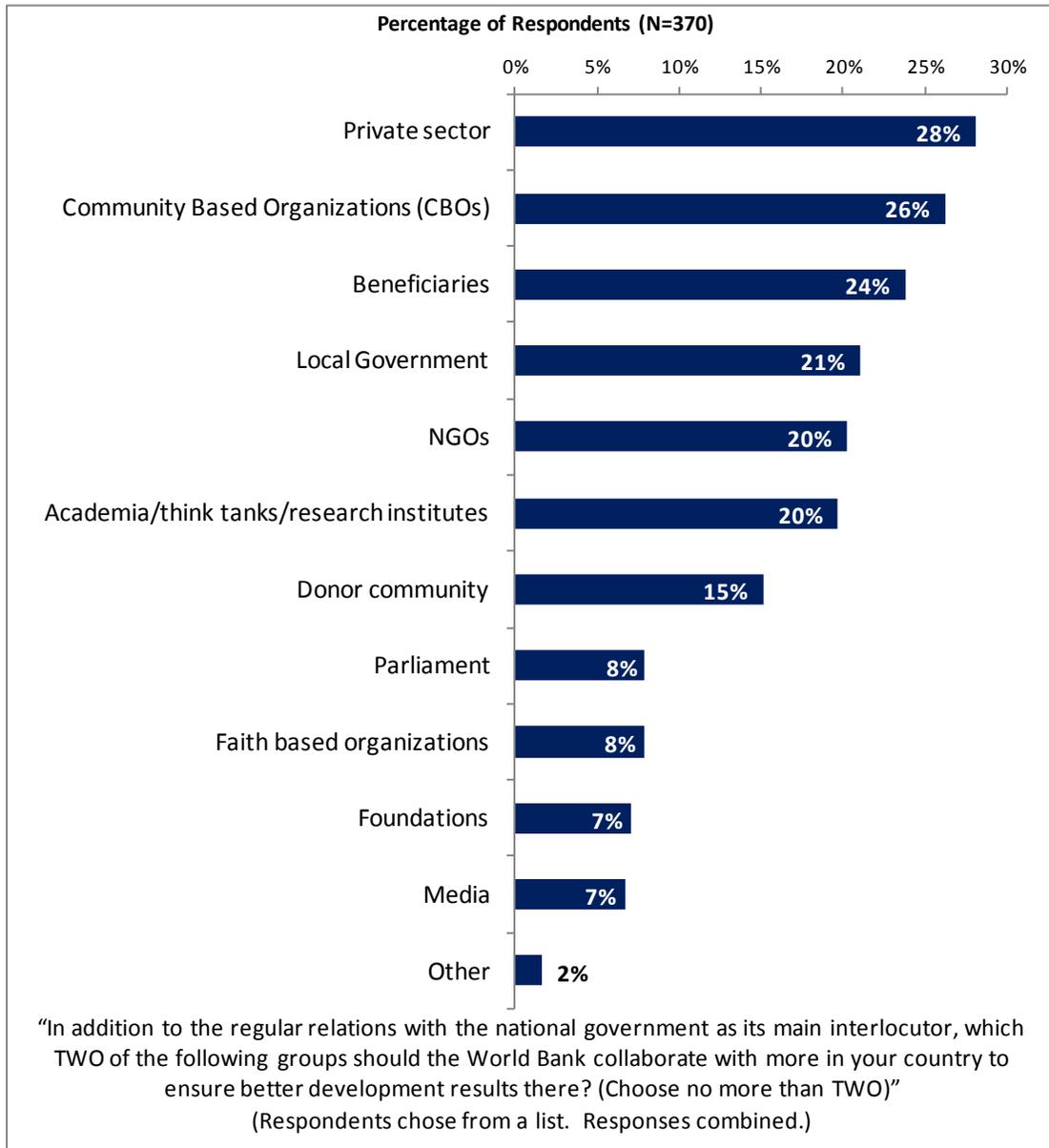
### Making the Bank of Greater Value



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

### Collaborating in Kenya

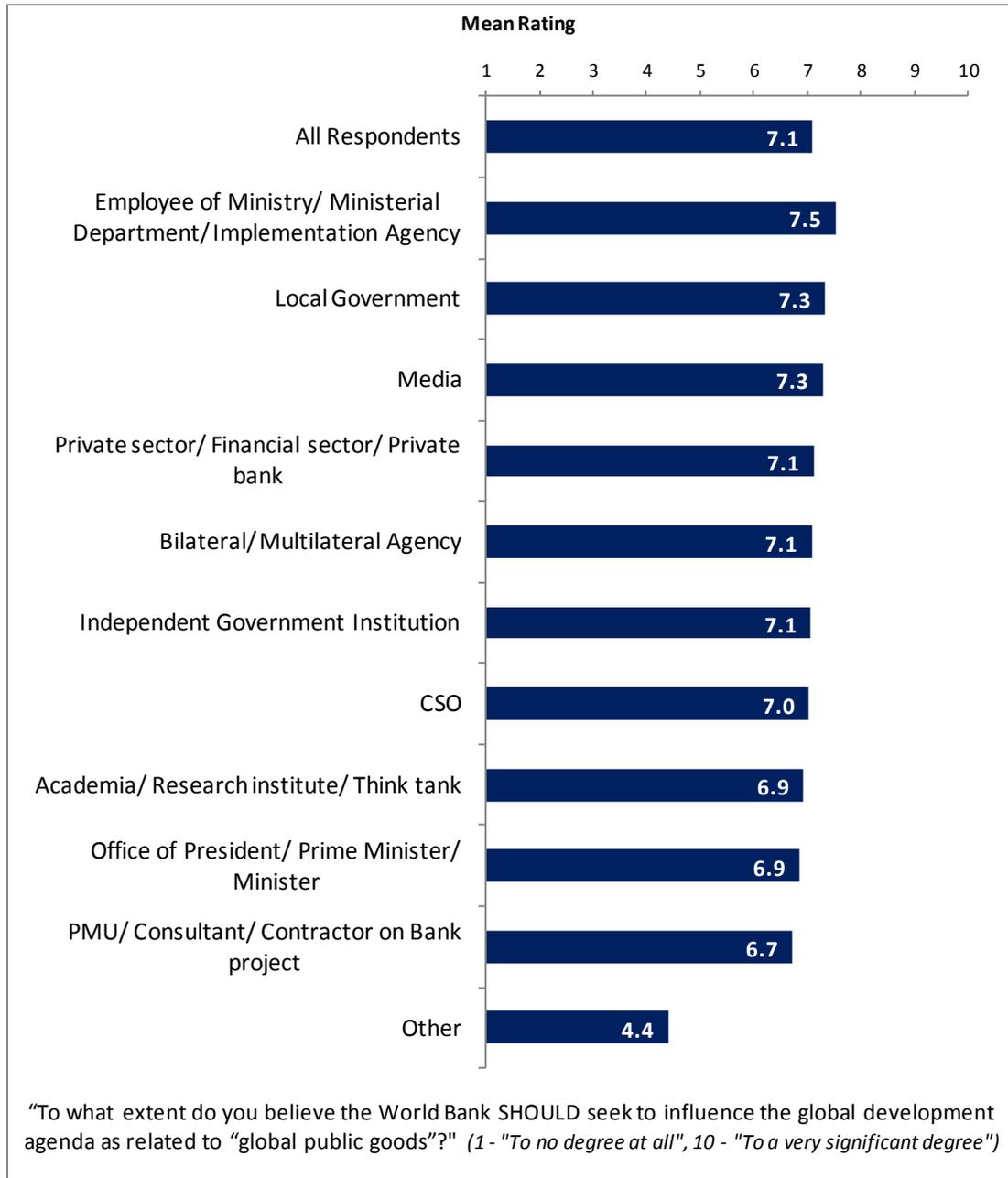
- Respondents indicated that the World Bank should work more closely with the private sector, community based organizations, and beneficiaries to ensure better development results in Kenya.



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

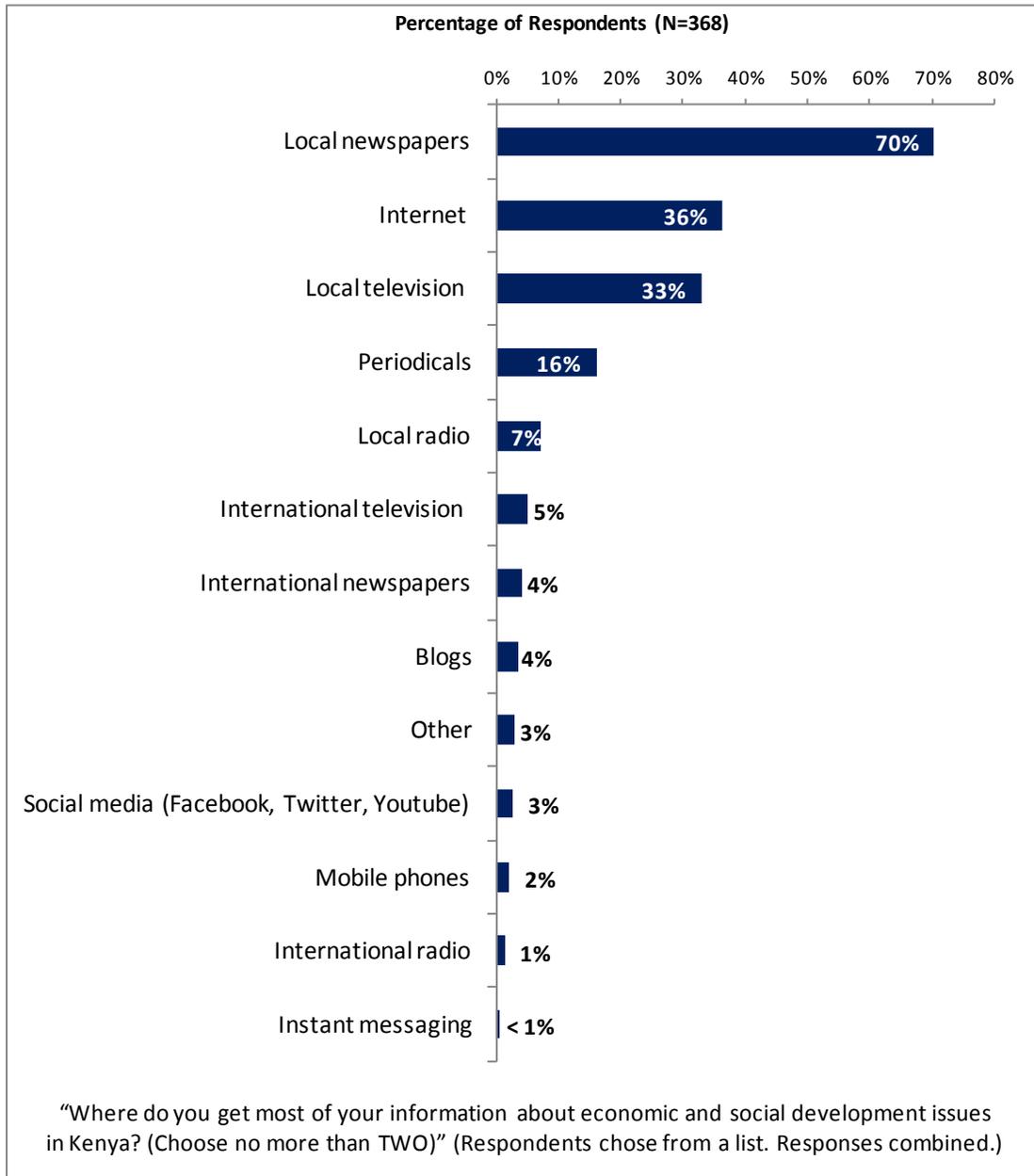
### Influencing the Global Development Agenda

- Respondents across all stakeholder groups had statistically similar ratings for the extent to which the World Bank should seek to influence the global development agenda as related to “global public goods”, except respondents from other organizations.



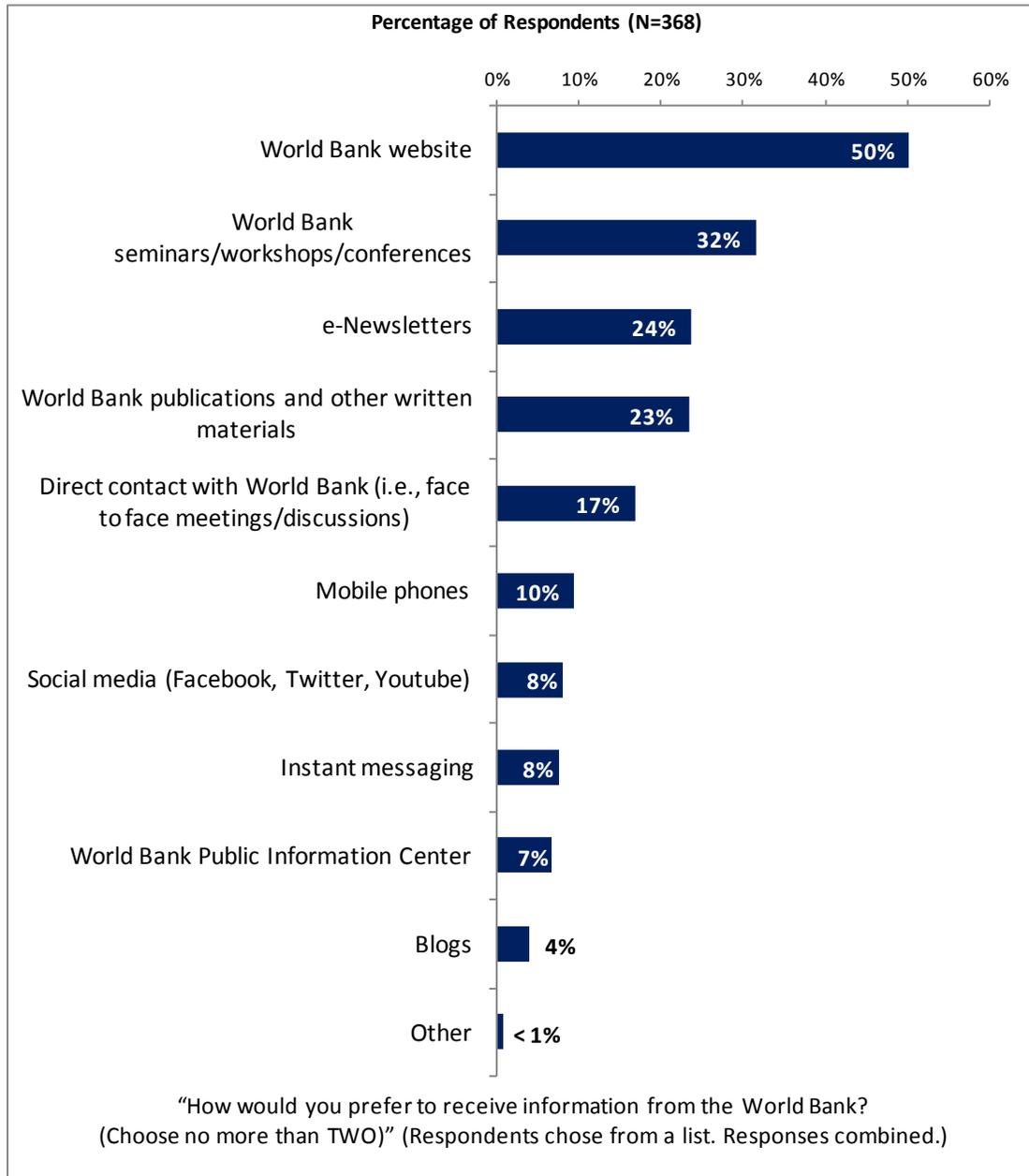
## X. Communication and Openness

### Information Sources



## X. Communication and Openness (continued)

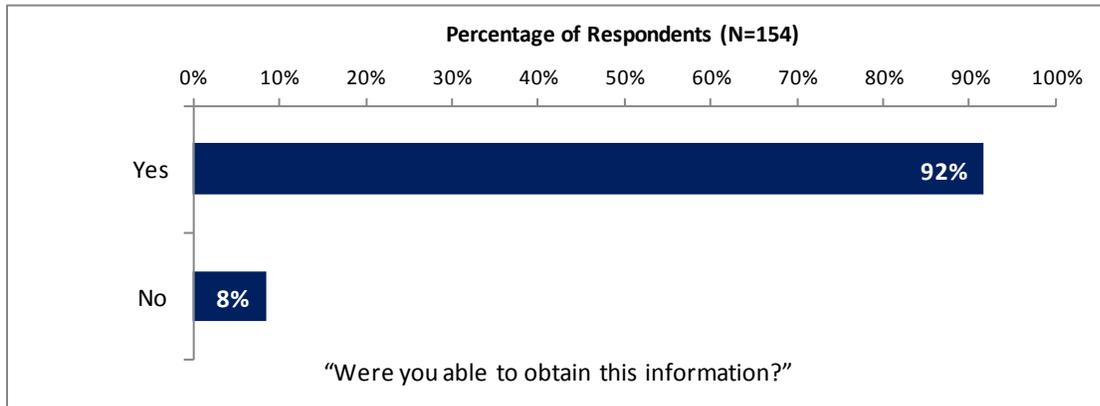
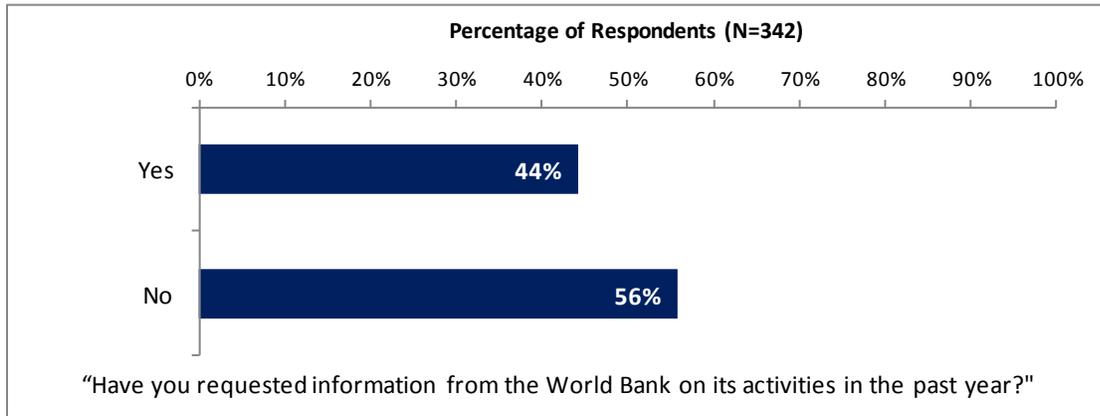
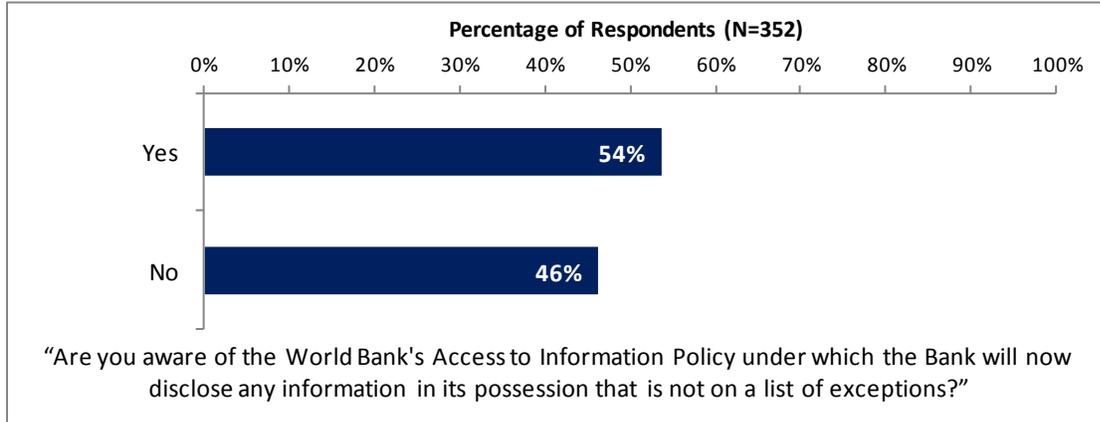
### Information Sources (continued)



## X. Communication and Openness (continued)

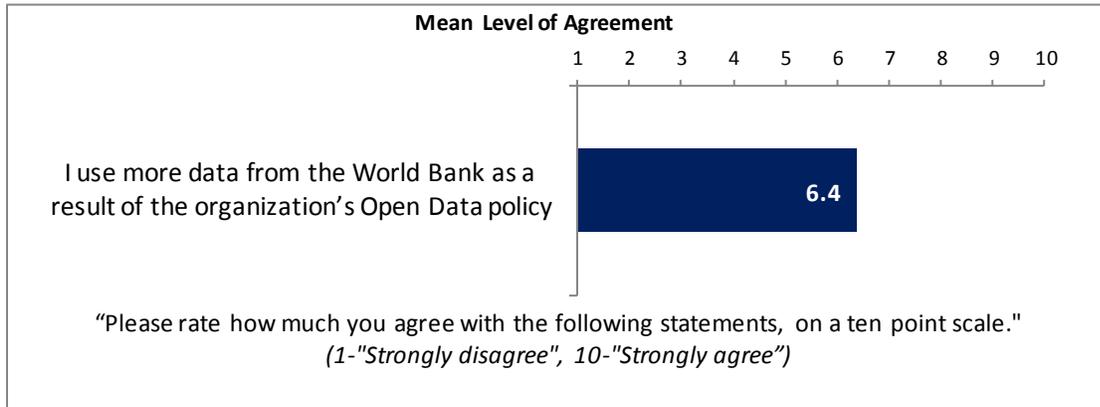
### Access to Information

- Although respondents from bilateral/multilateral agencies were significantly more likely to be aware of the Bank’s Access to Information Policy and more likely to have requested information from the Bank in the past year compared to respondents from other stakeholder groups, respondents across all stakeholder groups had statistically similar rates of obtaining their requested information.

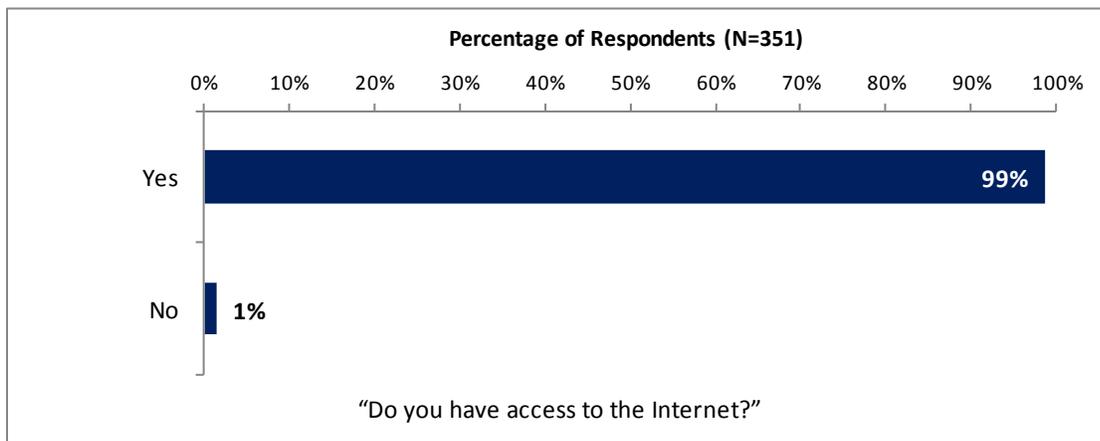


## X. Communication and Openness (continued)

### Access to Information (continued)



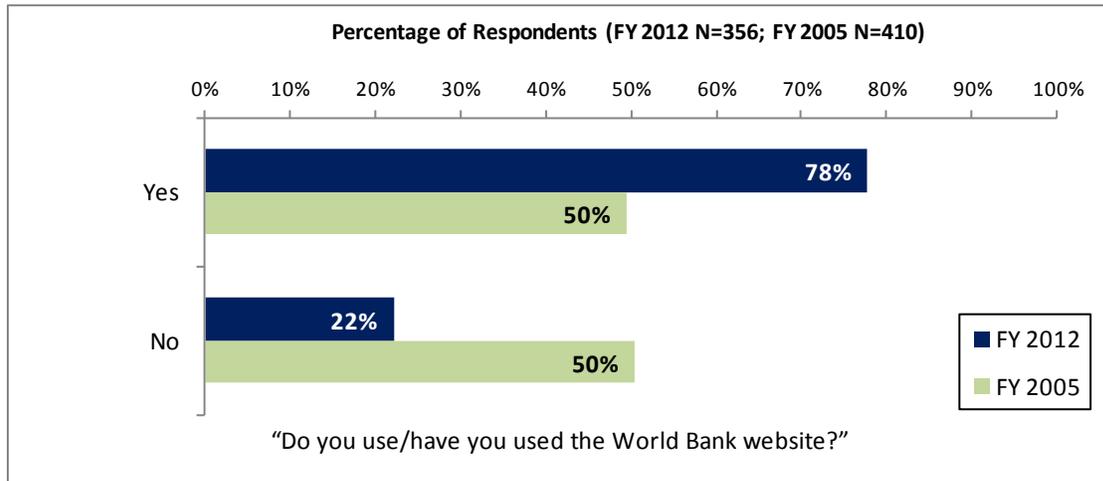
### Internet Access



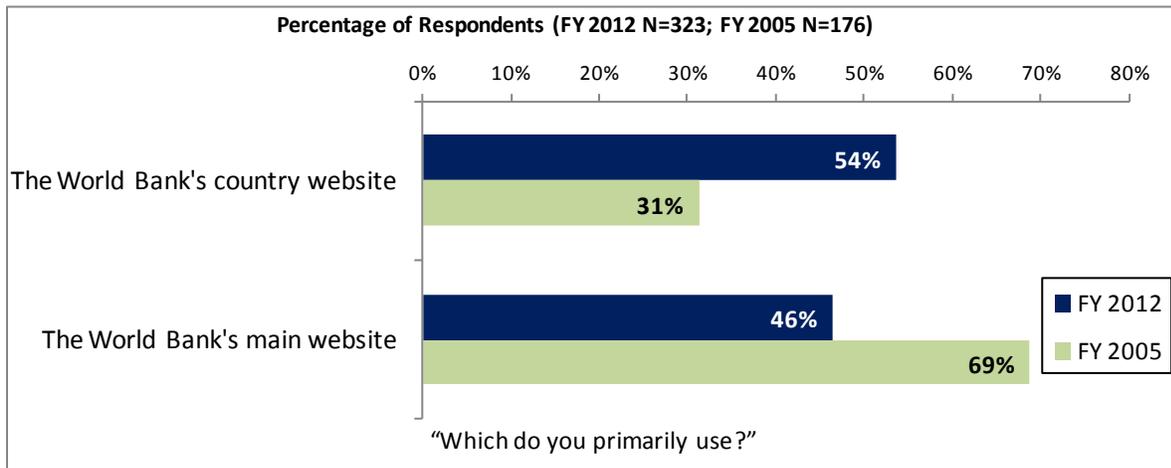
## X. Communication and Openness (continued)

### Website Usage

- Significantly higher number of respondents in this year’s country survey indicated that they use/have used the World Bank website compared to respondents from the FY ’05 country survey.

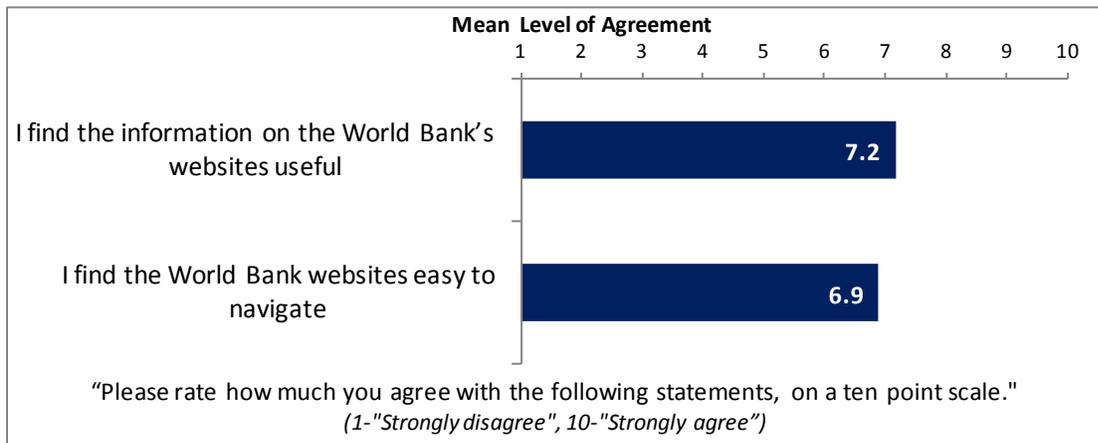


- Significantly higher number of respondents in this year’s country survey indicated that they used the World Bank’s country website compared to respondents from the FY ’05 country survey.



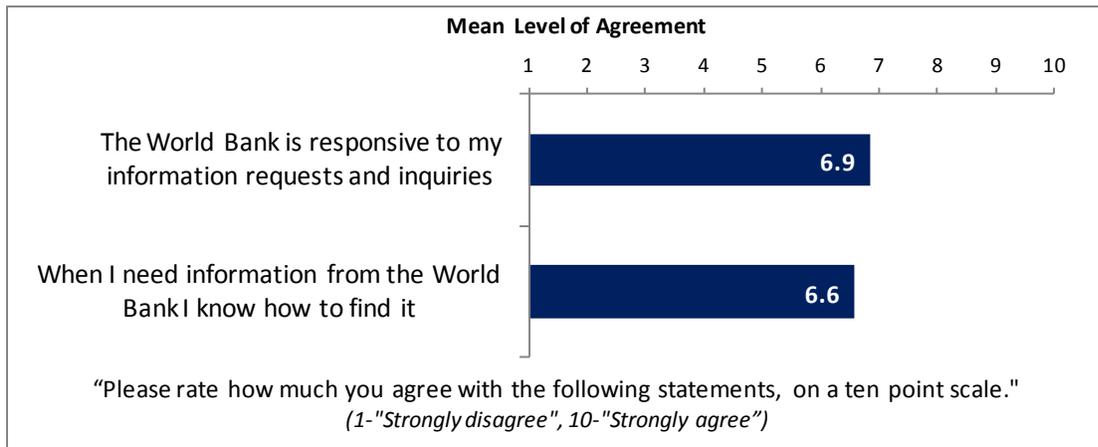
## X. Communication and Openness (continued)

### Website Evaluation



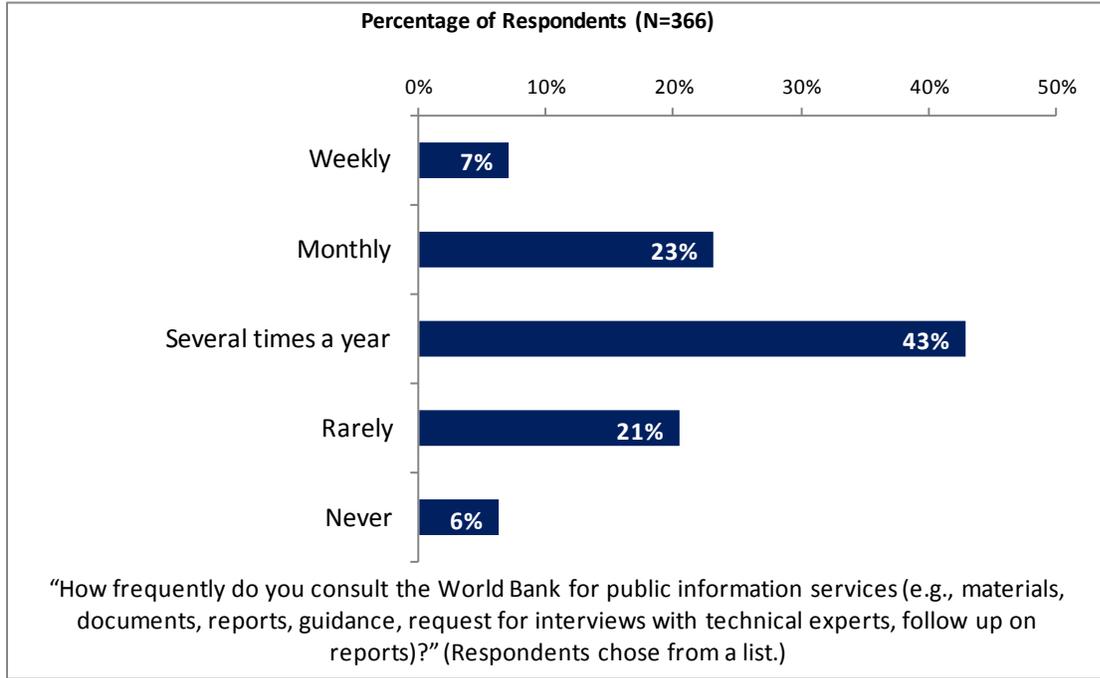
### Information Sharing

- Employees of ministries/ministerial departments/implementation agencies and respondents from bilateral/multilateral agencies had the highest levels of agreement that the World Bank is responsive to their information requests and inquiries whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement.

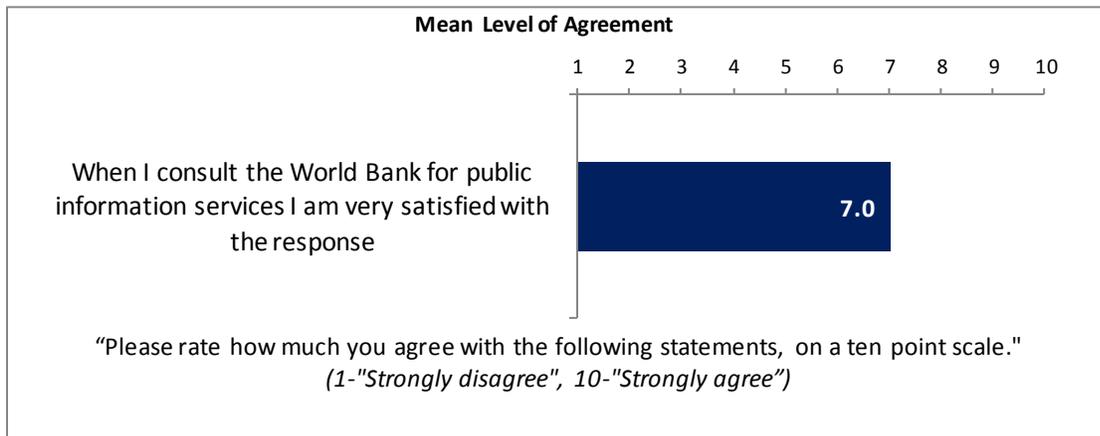


## X. Communication and Openness (continued)

### Public Information Services



- Respondents from the office of the President/Prime Minister/Minister and employees of ministries/ministerial departments/implementation agencies had the highest levels of agreement that they were satisfied with the response from the World Bank public information services whereas respondents from the media and academia/research institutes/think tanks had significantly lower levels of agreement.



## XI. Appendices

A. Responses to All Questions across All Respondents .....	50
B. Responses to All Questions by Stakeholder Groups .....	67
C. Responses to All Questions by Geographic Location .....	87
D. Responses to All Questions by Year.....	101
E. Indicator Questions as a Function of Exposure to the Bank.....	103
F. World Bank Client Survey 2012 – Kenya Questionnaire .....	104

### KENYA



## Appendix A: Responses to All Questions across All Respondents (N=373)

### A. General Issues facing Kenya

1. In general, would you say that Kenya is headed in...?	Percentage of Respondents (N=370)
The right direction	85.1%
The wrong direction	3.0%
Not sure	11.9%

2. When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=320)			
	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>	<i>Combined</i>
Agriculture/rural development	19.7%	8.5%	7.8%	36.0%
Education	11.6%	6.6%	6.6%	24.7%
Transport	7.8%	10.7%	4.1%	22.5%
Poverty reduction	8.1%	6.3%	7.8%	22.2%
Job creation/employment	6.3%	7.8%	7.8%	21.9%
Health	5.3%	7.8%	4.7%	17.9%
Governance	6.3%	5.6%	4.7%	16.6%
Economic growth	5.0%	2.8%	5.6%	13.5%
Food security	2.2%	3.8%	5.6%	11.6%
Anti-corruption	2.8%	4.1%	4.1%	11.0%
Energy	3.1%	3.1%	4.4%	10.6%
Water and sanitation	2.2%	4.7%	2.8%	9.7%
Basic infrastructure	3.1%	2.5%	4.1%	9.7%
Public sector reform	2.2%	2.5%	4.1%	8.8%
Public financial management	2.2%	1.9%	1.9%	5.9%
Financial markets	1.6%	4.1%	0.0%	5.6%
Equality of opportunity	1.9%	2.8%	0.9%	5.6%
Social protection	2.2%	0.9%	1.3%	4.4%
Environmental sustainability	0.6%	2.2%	1.3%	4.1%
Foreign direct investment	0.6%	1.3%	1.9%	3.8%
Trade and exports	0.6%	1.6%	1.3%	3.4%
Gender	0.9%	1.3%	1.3%	3.4%
Law and justice	1.3%	0.6%	1.6%	3.4%
Domestic private sector development	0.3%	1.6%	1.3%	3.1%
Urban development	0.3%	0.9%	1.9%	3.1%
Monitoring and evaluation	0.6%	0.9%	0.9%	2.5%
Climate change	0.6%	0.3%	1.6%	2.5%
Regional integration	0.3%	0.9%	0.9%	2.2%
Regulatory framework	0.0%	0.0%	1.9%	1.9%
Crime and violence	0.0%	0.3%	1.3%	1.6%
Natural resource management	0.0%	0.9%	0.6%	1.6%
Information and communications technology	0.0%	0.0%	1.6%	1.6%
Communicable/non-communicable diseases	0.0%	0.3%	0.9%	1.3%
Disaster management	0.3%	0.3%	0.6%	1.3%
Global integration	0.3%	0.0%	0.0%	0.3%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kenya? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=366)</b>
Agriculture/rural development	41.8%
Economic growth	31.1%
Job creation/employment	28.7%
Education	27.0%
Health	17.2%
Basic infrastructure	14.5%
Food security	13.9%
Anti corruption	13.7%
Governance	12.6%
Transport	12.0%
Water and sanitation	10.9%
Equality of opportunity	9.3%
Energy	9.0%
Law and justice	5.7%
Public financial management	5.7%
Urban development	3.8%
Domestic private sector development	3.8%
Information and communications technology	3.6%
Natural resource management	3.6%
Environmental sustainability	3.0%
Monitoring and evaluation	2.7%
Gender	2.2%
Trade and exports	2.2%
Social protection	1.9%
Foreign direct investment	1.9%
Climate change	1.6%
Regulatory framework	1.6%
Crime and violence	1.6%
Public sector reform	1.4%
Disaster management	1.1%
Regional integration	1.1%
Financial markets	1.1%
Global integration	0.8%
Communicable/non-communicable diseases	0.0%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kenya? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=370)</b>
Agriculture/rural development	35.4%
Energy	25.7%
Education	22.7%
Basic infrastructure	20.0%
Job creation/employment	19.5%
Transport	18.1%
Anti corruption	17.6%
Trade and exports	17.0%
Food security	14.6%
Governance	12.2%
Health	10.5%
Foreign direct investment	10.0%
Information and communications technology	7.8%
Natural resource management	6.8%
Domestic private sector development	6.5%
Public financial management	6.5%
Equality of opportunity	4.9%
Urban development	3.8%
Global integration	3.5%
Financial markets	3.2%
Public sector reform	3.0%
Environmental sustainability	3.0%
Law and justice	3.0%
Water and sanitation	2.7%
Climate change	2.4%
Regulatory framework	2.4%
Regional integration	2.4%
Gender	1.9%
Disaster management	1.6%
Crime and violence	1.6%
Monitoring and evaluation	1.1%
Social protection	0.5%
Communicable/non-communicable diseases	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Kenya, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	370	6.81	1.72

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Kenya, on a ten-point scale. (1-Not effective at all, 10-Very effective)	365	6.49	1.74

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

<b>Staff Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Kenya solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	355	6.87	1.72

<b>4. When thinking about how the World Bank can have the most impact on development results in Kenya, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Kenya? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=370)</b>
Agriculture/rural development	38.9%
Transport	25.4%
Education	20.3%
Basic infrastructure	17.8%
Energy	17.0%
Economic growth	17.0%
Health	15.4%
Poverty reduction	14.6%
Governance	13.8%
Food security	13.5%
Job creation/employment	13.0%
Water and sanitation	11.1%
Public financial management	7.3%
Public sector reform	6.8%
Domestic private sector development	6.8%
Anti corruption	5.9%
Trade and exports	5.1%
Law and justice	4.6%
Information and communications technology	4.6%
Urban development	4.1%
Natural resource management	4.1%
Equality of opportunity	3.5%
Regional integration	2.4%
Monitoring and evaluation	2.4%
Gender	2.2%
Crime and violence	2.2%
Foreign direct investment	2.2%
Global integration	2.2%
Social protection	1.9%
Environmental sustainability	1.9%
Regulatory framework	1.6%
Climate change	1.4%
Communicable/non-communicable diseases	1.1%
Disaster management	0.8%
Financial markets	0.5%

**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 Kenya?	Percentage of Respondents (N=339)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	53.3%	7.7%	60.9%
Technical assistance	9.8%	16.5%	26.3%
Training/capacity building	8.3%	15.9%	24.2%
Donor coordination	6.2%	12.1%	18.3%
Mobilizing third party financial resources	5.9%	11.5%	17.4%
Policy advice	7.1%	10.0%	17.1%
Data	1.5%	7.7%	9.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.0%	5.9%	8.9%
Studies/analyses	2.7%	5.9%	8.6%
Convening/facilitating	2.1%	4.1%	6.2%
Other	0.3%	0.0%	0.3%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=355)
Too bureaucratic in its operational policies and procedures	28.2%
Too influenced by developed countries	22.0%
World Bank processes too slow and complex	18.6%
Not enough public disclosure of its work	16.1%
Imposing technocratic solutions without regard to political realities	15.5%
Not willing to honestly criticize policies and reform efforts in the country	11.5%
Not exploring alternative policy options	9.6%
Not adequately sensitive to political/social realities in Kenya	9.6%
Not aligned with country priorities	9.3%
Not collaborating enough with non-state actors	9.3%
Not client focused	5.9%
Arrogant in its approach	5.6%
Not aligned with other donors' work	3.4%
Other	3.4%
Staff too inaccessible	3.1%
The credibility of its knowledge/data	3.1%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=368)
Investment lending	51.9%
Capacity development	34.2%
Technical assistance	33.4%
Policy based lending/ budget support to the Government	25.8%
Knowledge products/services	15.5%
Trust Fund management	11.7%
Don't know	2.4%
Other	0.3%

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

<b>8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Kenya? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=360)</b>
Trust Fund management	36.1%
Knowledge products/services	30.0%
Policy based lending/ budget support to the Government	21.7%
Capacity development	19.2%
Technical assistance	18.6%
Don't know	10.3%
Investment lending	9.4%
Other	1.7%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	361	7.11	1.83

<b>10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=370)</b>
Private sector	28.1%
Community Based Organizations (CBOs)	26.2%
Beneficiaries	23.8%
Local Government	21.1%
NGOs	20.3%
Academia/think tanks/research institutes	19.7%
Donor community	15.1%
Parliament	7.8%
Faith based organizations	7.8%
Foundations	7.0%
Media	6.8%
Other	1.6%

<b>To what extent do you agree with the following statements about the World Bank's work in Kenya, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
11. Overall the World Bank currently plays a relevant role in development in Kenya	363	6.93	1.81
12. The World Bank's efforts ensure a high level of transparency in its operations (i.e. through its Access to Information Policy, helping to support Civil Society and citizens to engage more proactively in accountability efforts, etc.)	357	6.38	1.94
13. The World Bank's work is aligned with what I consider the development priorities for this country	356	6.49	1.92
14. The World Bank supports programs and strategies that are realistic for Kenya	356	6.66	1.93
15. The World Bank treats clients and stakeholders in Kenya with respect	351	6.54	2.01

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

To what extent is the World Bank an effective development partner in Kenya in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
16. Responsiveness	354	6.33	1.67
17. Flexibility (in terms of the institution's products and services)	345	5.81	1.85
18. Flexibility (in terms of changing country circumstances)	342	5.95	1.74
19. Being inclusive	349	6.13	1.80
20. Openness (sharing data and other information)	354	6.43	1.93
21. Staff accessibility	338	6.34	1.99
22. Straightforwardness and honesty	339	6.60	1.89
23. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	335	6.42	1.80
24. Collaboration with the Government	346	7.27	1.73
25. Collaboration with other donors	328	6.95	1.79
26. Follow through over time	332	6.81	1.72

27. 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 TWO)	Percentage of Respondents (Responses Combined; N=363)
The Government works inefficiently	29.5%
Political pressures and obstacles	28.4%
Reforms are not well thought out in light of country challenges	21.8%
The World Bank works too slowly	21.5%
Lack of/inadequate levels of capacity in Government	19.8%
There is not an adequate level of citizen/civil society participation	19.0%
The World Bank is not sensitive enough to political/social realities on the ground	14.6%
Poor donor coordination	12.9%
The World Bank does not do adequate follow through/follow-up	11.8%
Other	1.1%

### 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 Kenya, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti corruption	325	5.86	2.16
2. Information and communications technology	318	6.54	1.83
3. Transport	331	6.95	1.83
4. Crime and violence	292	5.21	2.07
5. Law and justice	296	5.62	1.99
6. Urban development	326	6.44	1.74
7. Environmental sustainability	312	6.50	1.73
8. Regulatory framework	313	6.38	1.73
9. Basic infrastructure	322	6.50	1.72
10. Communicable/non-communicable diseases	289	6.12	1.89
11. Poverty reduction	330	6.16	1.97
12. Gender	305	6.20	1.80
13. Domestic private sector development	295	6.20	1.73
14. Foreign direct investment	290	6.22	1.74
15. Water and sanitation	311	6.52	1.87
16. Trade and exports	284	5.98	1.79
17. Economic growth	324	6.58	1.83
18. Energy	318	6.66	1.88
19. Disaster management	286	5.63	2.02
20. Monitoring and evaluation	302	6.43	1.77
21. Public financial management	315	6.41	1.86
22. Job creation/employment	308	5.61	2.06
23. Financial markets	281	5.92	1.90
24. Equality of opportunity	285	5.78	1.99
25. Health	307	6.34	1.84
26. Agriculture/rural development	307	6.31	1.81
27. Global integration	283	6.11	1.89
28. Governance	318	6.28	1.98
29. Food security	302	6.03	1.96
30. Education	312	6.47	1.83
31. Social protection	282	5.67	2.00
32. Climate change	298	5.90	1.96
33. Public sector reform	306	6.44	1.90
34. Regional integration	296	6.09	1.90
35. Natural resource management	280	5.80	1.99

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

<b>Achieving Development Results</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
36. To what extent does the World Bank's work help achieve development results in Kenya, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	363	6.77	1.62

<b>To what extent do you agree with the following statements about the World Bank in Kenya, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
37. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Kenya	360	5.96	1.63
38. The World Bank meets Kenya's needs for knowledge services (e.g., research analysis, technical assistance)	357	6.05	1.69

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

<b>1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	<b>Percentage of Respondents (N=370)</b>
Weekly	9.5%
Monthly	24.9%
A few times a year	44.1%
Rarely	18.6%
Never	3.0%

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

<b>2. When thinking about the development challenges in Kenya, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=369)</b>
Agriculture/rural development	24.1%
Economic growth	19.8%
Education	19.2%
Poverty reduction	17.3%
Food security	17.1%
Health	16.3%
Energy	15.7%
Job creation/employment	14.1%
Transport	13.3%
Governance	12.2%
Public sector reform	10.6%
Information and communications technology	8.4%
Basic infrastructure	8.1%
Water and sanitation	7.9%
Natural resource management	7.3%
Public financial management	7.3%
Domestic private sector development	7.0%
Anti corruption	7.0%
Trade and exports	6.8%
Equality of opportunity	6.0%
Urban development	5.4%
Environmental sustainability	5.1%
Regional integration	4.6%
Foreign direct investment	4.3%
Crime and violence	3.5%
Gender	3.0%
Monitoring and evaluation	2.7%
Law and justice	2.7%
Disaster management	2.4%
Climate change	2.4%
Financial markets	1.6%
Social protection	1.4%
Global integration	1.1%
Communicable/non-communicable diseases	1.1%
Regulatory framework	0.3%

<b>How effective do you believe the World Bank's knowledge and research are at... in Kenya? (1-Not effective at all, 10-Very effective)</b>	<b>Level of Effectiveness</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. Raising your awareness of the particular topic	347	6.35	1.84
4. Stimulating public debate/dialogue	341	5.82	1.89
5. Enhancing your knowledge and/or skills	342	6.53	1.88
6. Contributing to good policy making	342	6.49	1.76
7. Providing support for program implementation	344	6.80	1.68

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

To what extent do you believe that the World Bank's knowledge and research... in Kenya? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	339	6.38	1.72
9. Include appropriate level of stakeholder involvement during preparation	337	6.02	1.62
10. Are relevant to Kenya's development priorities	344	6.50	1.67
11. Provide feasible recommendations	339	6.33	1.68
12. Are accessible (well written and easy to understand)	342	6.51	1.87
13. A source of relevant information on global good practices	344	6.89	1.75
14. Are adequately disseminated	344	6.10	1.88
15. Are appropriately translated	321	6.17	1.84
16. Are adaptable to Kenya's specific development challenges and country circumstances	345	6.37	1.67

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)	350	6.74	1.67
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)	361	7.18	1.53
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)	311	6.32	1.71
20. To what extent do you believe that Kenya received value for money from the World Bank's products/services that were paid for on a fee for service basis? (1-To no degree at all, 10-To a very significant degree)	333	6.48	1.82

### 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	345	5.90	1.99
2. The World Bank effectively monitors and evaluates the projects and programs it supports	353	6.72	1.82
3. The World Bank's approvals and reviews are done in a timely fashion	348	5.91	1.99
4. The World Bank's "Safeguard Policy" requirements are reasonable	322	6.23	1.81
5. The World Bank imposes reasonable conditions on its lending	350	5.99	1.92
6. The World Bank's work in Kenya helps to improve the quality of country systems	352	6.63	1.73
7. Working with the World Bank increases Kenya's institutional capacity	352	6.72	1.82
8. The World Bank ensures consistency and continuity through staff changes	304	6.35	1.83
9. The World Bank's teams and visits are well coordinated	328	6.71	1.99
10. Where country systems are adequate, the World Bank makes appropriate use of them	335	6.35	2.12
11. The World Bank provides effective implementation support	350	6.60	1.78

### F. The Future Role of the World Bank in Kenya

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Kenya's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	361	7.76	1.60

2. Which of the following SHOULD the World Bank do to make itself of greater value in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=364)
Reduce the complexity of obtaining World Bank financing	42.9%
Improve the quality of its experts as related to Kenya's specific challenges	24.2%
Offer more innovative financial products	21.4%
Improve the competitiveness of its financing compared to markets	21.2%
Ensure greater selectivity in its work	18.7%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy	14.6%
Work faster	13.2%
Offer more innovative knowledge services	10.4%
Focus primarily on advocacy issues	6.6%
Increase availability of Fee-Based services	5.2%
Other	1.4%

**G. Communication and Information Sharing**

<b>1. Where do you get most of your information about economic and social development issues in Kenya? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=368)</b>
Local newspapers	70.4%
Internet	36.4%
Local television	32.9%
Periodicals	16.0%
Local radio	7.1%
International television	5.2%
International newspapers	4.1%
Blogs	3.5%
Other	3.0%
Social media (Facebook, Twitter, Youtube)	2.7%
Mobile phones	2.2%
International radio	1.4%
Instant messaging	0.5%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=368)</b>
World Bank website	50.3%
World Bank seminars/workshops/conferences	31.5%
e-Newsletters	23.6%
World Bank publications and other written materials	23.4%
Direct contact with World Bank (i.e., face to face meetings/discussions)	16.8%
Mobile phones	9.5%
Social media (Facebook, Twitter, Youtube)	8.2%
Instant messaging	7.6%
World Bank Public Information Center	6.8%
Blogs	4.1%
Other	0.8%

<b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b>	<b>Percentage of Respondents (N=352)</b>
Yes	53.7%
No	46.3%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=342)</b>
Yes	44.2%
No	55.8%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=154)</b>
Yes	91.6%
No	8.4%

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

6. Do you have access to the Internet?	Percentage of Respondents (N=351)
Yes	98.6%
No	1.4%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=356)
Yes	77.8%
No	22.2%

8. Which do you primarily use?	Percentage of Respondents (N=323)
The World Bank's country website	53.6%
The World Bank's main website	46.4%

9. How frequently do you consult the World Bank for public information services (e.g., materials, documents, reports, guidance, request for interviews with technical experts, follow up on reports)?	Percentage of Respondents (N=366)
Weekly	7.1%
Monthly	23.2%
Several times a year	42.9%
Rarely	20.5%
Never	6.3%

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
10. When I consult the World Bank for public information services I am very satisfied with the response	316	7.03	1.74
11. I use more data from the World Bank as a result of the organization's Open Data policy	305	6.37	2.07
12. I find the World Bank websites easy to navigate	316	6.90	1.84
13. I find the information on the World Bank's websites useful	320	7.17	1.75
14. When I need information from the World Bank I know how to find it	329	6.59	2.09
15. The World Bank is responsive to my information requests and inquiries	304	6.86	1.75

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=370)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	28.9%
Private sector organization	10.8%
Project Management Unit (PMU) overseeing implementation of project	9.2%
NGO	9.2%
Academia/Research institute/Think tank	8.1%
Consultant/Contractor working on World Bank supported Project/Program	4.6%
Local Government office or staff	4.1%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.1%
Financial sector/Private bank	3.2%
Community Based Organization	3.2%
Private foundation	3.0%
Bilateral agency	2.2%
Media (Press, Radio, TV, Web, etc.)	2.2%
Faith-based group	2.2%
Multilateral agency	1.4%
Office of the President, Prime Minister	1.1%
Office of Minister	1.1%
Other	0.8%
Office of Parliamentarian	0.5%
Judiciary branch	0.3%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=368)</b>
Transport	13.0%
Education	10.6%
Agriculture/rural development	8.7%
Financial markets	6.8%
Economic growth	6.3%
Information and communications technology	6.0%
Health	5.7%
Other	4.1%
Governance	3.5%
Poverty reduction	3.5%
Public financial management	3.3%
Energy	3.0%
Monitoring and evaluation	3.0%
Public sector reform	2.4%
Basic infrastructure	1.9%
Environmental sustainability	1.9%
Regulatory framework	1.6%
Disaster management	1.4%
Social protection	1.4%
Domestic private sector development	1.1%
Foreign direct investment	1.1%
Regional integration	1.1%
Water and sanitation	1.1%
Equality of opportunity	0.8%
Food security	0.8%
Global integration	0.8%
Job creation/employment	0.8%
Law and justice	0.8%
Trade and exports	0.8%
Urban development	0.8%
Crime and violence	0.5%
Natural resource management	0.5%
Anti corruption	0.3%
Communicable/non-communicable disease	0.3%
Gender	0.3%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=367)</b>
Yes	78.5%
No	21.5%

<b>4. Which of the following describes most of your exposure to the World Bank in Kenya? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=367)</b>
Engage in World Bank related/sponsored events/activities	39.0%
Collaborate as part of my professional duties	36.0%
Use World Bank reports/data	32.2%
Use World Bank website for information, data, research, etc.	23.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	14.4%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=364)</b>
Nairobi	91.8%
Other major municipalities	4.9%
Rural areas	3.0%
Other	0.3%

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

### A. General Issues facing Kenya

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	87.5%	94.9%	86.7%	83.3%	46.2%	86.0%	80.0%	66.7%	71.4%	86.2%	83.3%
The wrong direction	0.0%	1.0%	2.2%	8.3%	7.7%	4.7%	5.0%	16.7%	0.0%	0.0%	0.0%
Not sure	12.5%	4.1%	11.1%	8.3%	46.2%	9.3%	15.0%	16.7%	28.6%	13.8%	16.7%

\*Significantly different between stakeholder groups

When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 <sup>st</sup> Most Important	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Agriculture/rural development	28.6%	27.6%	22.2%	21.4%	0.0%	9.1%	18.0%	20.0%	7.7%	26.1%	20.0%
Education	0.0%	12.6%	15.6%	7.1%	15.4%	18.2%	3.3%	20.0%	7.7%	13.0%	20.0%
Social protection	0.0%	2.3%	2.2%	0.0%	7.7%	2.3%	1.6%	0.0%	0.0%	4.3%	0.0%
Transport	14.3%	17.2%	4.4%	7.1%	0.0%	2.3%	6.6%	0.0%	0.0%	4.3%	0.0%
Poverty reduction*	0.0%	5.7%	6.7%	14.3%	7.7%	6.8%	8.2%	0.0%	38.5%	4.3%	20.0%
Public sector reform*	0.0%	1.1%	0.0%	14.3%	7.7%	0.0%	3.3%	0.0%	0.0%	0.0%	20.0%
Regional integration	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	1.1%	0.0%	0.0%	0.0%	2.3%	1.6%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development*	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	1.1%	2.2%	0.0%	0.0%	4.5%	4.9%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	1.1%	6.7%	0.0%	7.7%	2.3%	4.9%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation*	14.3%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	2.2%	7.1%	7.7%	2.3%	3.3%	0.0%	7.7%	0.0%	0.0%
Job creation/employment	0.0%	6.9%	2.2%	7.1%	15.4%	0.0%	4.9%	0.0%	15.4%	17.4%	0.0%
Governance	28.6%	5.7%	6.7%	7.1%	7.7%	6.8%	6.6%	0.0%	0.0%	0.0%	0.0%
Financial markets*	14.3%	0.0%	0.0%	0.0%	7.7%	2.3%	1.6%	20.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	1.6%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	7.1%	7.7%	2.3%	3.3%	0.0%	0.0%	4.3%	0.0%
Health*	0.0%	3.4%	0.0%	0.0%	0.0%	4.5%	14.8%	20.0%	15.4%	0.0%	0.0%
Energy	0.0%	2.3%	6.7%	0.0%	7.7%	0.0%	4.9%	0.0%	0.0%	4.3%	0.0%
Food security	0.0%	1.1%	2.2%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	8.7%	0.0%
Climate change	0.0%	1.1%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	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%	0.0%	0.0%
Economic growth*	0.0%	2.3%	13.3%	0.0%	0.0%	6.8%	0.0%	20.0%	0.0%	13.0%	20.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	3.3%	0.0%	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%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	4.6%	2.2%	0.0%	0.0%	6.8%	1.6%	0.0%	7.7%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Kenya (continued)

When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?

2 <sup>nd</sup> Most Important	Office of	Employee of Ministry/	PMU/ Consultant/	Local	Bilateral/	Private Sector/	Independent	Academia/	Other		
	President/ Prime	Ministerial Dep/	Contractor on		Multilateral	Financial Sector/				Government	Research institute/
Percentage of Respondents	Minister/ Minister	Implementation Agency	Bank project	Govt.	Agency	Private Bank	CSO	Media	Institution	Think tank	
Agriculture/rural development	0.0%	14.9%	6.7%	0.0%	7.7%	11.4%	1.7%	0.0%	0.0%	13.0%	0.0%
Education	14.3%	5.7%	8.9%	21.4%	0.0%	6.8%	3.3%	0.0%	0.0%	13.0%	0.0%
Social protection	0.0%	1.1%	0.0%	7.1%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	11.5%	15.6%	0.0%	23.1%	11.4%	6.7%	20.0%	7.7%	8.7%	0.0%
Poverty reduction	28.6%	6.9%	4.4%	0.0%	0.0%	4.5%	5.0%	0.0%	7.7%	13.0%	20.0%
Public sector reform*	28.6%	0.0%	0.0%	14.3%	0.0%	4.5%	1.7%	0.0%	0.0%	4.3%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	3.3%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	7.1%	0.0%	2.3%	3.3%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	7.7%	2.3%	1.7%	20.0%	0.0%	4.3%	0.0%
Foreign direct investment	0.0%	1.1%	2.2%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	1.1%	6.7%	0.0%	7.7%	6.8%	10.0%	20.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	2.3%	6.7%	14.3%	7.7%	2.3%	6.7%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	2.3%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	1.1%	6.7%	0.0%	7.7%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	14.3%	11.5%	4.4%	0.0%	0.0%	4.5%	10.0%	0.0%	15.4%	8.7%	0.0%
Governance*	0.0%	5.7%	6.7%	7.1%	7.7%	0.0%	1.7%	0.0%	23.1%	17.4%	0.0%
Financial markets*	0.0%	2.3%	2.2%	0.0%	0.0%	2.3%	10.0%	0.0%	23.1%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	8.7%	0.0%
Environmental sustainability	0.0%	1.1%	8.9%	0.0%	0.0%	2.3%	1.7%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	2.2%	7.1%	0.0%	0.0%	5.0%	0.0%	15.4%	0.0%	20.0%
Health*	0.0%	13.8%	0.0%	14.3%	0.0%	6.8%	8.3%	20.0%	0.0%	0.0%	40.0%
Energy	0.0%	4.6%	4.4%	0.0%	0.0%	2.3%	3.3%	0.0%	0.0%	0.0%	20.0%
Food security	0.0%	4.6%	6.7%	0.0%	15.4%	2.3%	1.7%	0.0%	0.0%	4.3%	0.0%
Climate change	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	7.7%	4.5%	1.7%	0.0%	7.7%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Economic growth	14.3%	1.1%	2.2%	0.0%	0.0%	4.5%	3.3%	20.0%	0.0%	4.3%	0.0%
Law and justice	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	1.7%	0.0%	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%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	4.6%	2.2%	0.0%	7.7%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	7.7%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	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 Kenya (continued)

When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?

3 <sup>rd</sup> Most Important	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Agriculture/rural development	0.0%	11.5%	11.1%	7.1%	0.0%	6.8%	3.3%	0.0%	0.0%	17.4%	0.0%
Education	14.3%	8.0%	4.4%	0.0%	7.7%	6.8%	6.7%	20.0%	0.0%	8.7%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	4.3%	0.0%
Transport	0.0%	6.9%	4.4%	0.0%	7.7%	0.0%	1.7%	0.0%	15.4%	4.3%	0.0%
Poverty reduction	0.0%	8.0%	4.4%	0.0%	15.4%	15.9%	6.7%	20.0%	7.7%	0.0%	0.0%
Public sector reform	0.0%	3.4%	4.4%	0.0%	7.7%	6.8%	3.3%	0.0%	0.0%	8.7%	0.0%
Regional integration	0.0%	1.1%	2.2%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	2.2%	7.1%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	1.7%	0.0%	7.7%	4.3%	0.0%
Foreign direct investment*	0.0%	1.1%	0.0%	0.0%	0.0%	6.8%	0.0%	20.0%	0.0%	4.3%	0.0%
Water and sanitation	14.3%	3.4%	2.2%	7.1%	0.0%	2.3%	3.3%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	4.6%	2.2%	7.1%	0.0%	2.3%	8.3%	0.0%	0.0%	0.0%	20.0%
Monitoring and evaluation	0.0%	1.1%	2.2%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	2.3%	0.0%	0.0%	0.0%	2.3%	1.7%	20.0%	7.7%	0.0%	0.0%
Job creation/employment	0.0%	5.7%	6.7%	14.3%	0.0%	9.1%	11.7%	0.0%	15.4%	4.3%	20.0%
Governance	14.3%	4.6%	2.2%	7.1%	15.4%	6.8%	3.3%	0.0%	0.0%	4.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	1.1%	2.2%	0.0%	0.0%	2.3%	1.7%	0.0%	0.0%	0.0%	40.0%
Environmental sustainability	0.0%	1.1%	4.4%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	4.3%	0.0%
Health	14.3%	3.4%	6.7%	7.1%	0.0%	0.0%	5.0%	0.0%	0.0%	13.0%	20.0%
Energy	0.0%	5.7%	2.2%	7.1%	7.7%	6.8%	1.7%	0.0%	0.0%	8.7%	0.0%
Food security	0.0%	6.9%	6.7%	0.0%	0.0%	2.3%	8.3%	0.0%	23.1%	0.0%	0.0%
Climate change	0.0%	2.3%	4.4%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	1.1%	2.2%	0.0%	0.0%	2.3%	1.7%	0.0%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	1.1%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%
Economic growth	0.0%	5.7%	4.4%	7.1%	7.7%	6.8%	6.7%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	1.1%	0.0%	0.0%	0.0%	6.8%	0.0%	0.0%	0.0%	4.3%	0.0%
Regulatory framework	14.3%	1.1%	2.2%	7.1%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	2.2%	0.0%	0.0%	2.3%	1.7%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	14.3%	2.3%	6.7%	7.1%	7.7%	4.5%	1.7%	0.0%	0.0%	8.7%	0.0%
Natural resource management	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	14.3%	2.3%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Kenya (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 Kenya? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water and sanitation*	0.0%	3.8%	9.8%	6.7%	0.0%	17.3%	15.9%	25.0%	28.6%	10.0%	40.0%
Equality of opportunity	0.0%	14.2%	7.8%	6.7%	0.0%	13.5%	7.9%	0.0%	7.1%	3.3%	0.0%
Economic growth	50.0%	32.1%	29.4%	20.0%	36.4%	26.9%	25.4%	37.5%	71.4%	26.7%	20.0%
Climate change	12.5%	0.9%	0.0%	0.0%	0.0%	1.9%	1.6%	0.0%	0.0%	6.7%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Regional integration*	12.5%	0.0%	2.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	20.0%
Gender	0.0%	0.0%	2.0%	0.0%	9.1%	1.9%	4.8%	12.5%	0.0%	3.3%	0.0%
Agriculture/rural development*	37.5%	51.9%	51.0%	6.7%	27.3%	36.5%	27.0%	37.5%	42.9%	53.3%	60.0%
Urban development	12.5%	2.8%	2.0%	6.7%	0.0%	7.7%	3.2%	0.0%	0.0%	3.3%	0.0%
Education	25.0%	27.4%	19.6%	20.0%	18.2%	25.0%	33.3%	62.5%	28.6%	30.0%	0.0%
Regulatory framework*	12.5%	0.9%	7.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	25.0%	17.9%	13.7%	6.7%	0.0%	17.3%	9.5%	12.5%	14.3%	16.7%	20.0%
Social protection	12.5%	2.8%	2.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	20.0%
Law and justice	0.0%	1.9%	7.8%	13.3%	0.0%	5.8%	9.5%	0.0%	7.1%	3.3%	20.0%
Transport	12.5%	20.8%	11.8%	6.7%	18.2%	11.5%	4.8%	0.0%	7.1%	3.3%	20.0%
Crime and violence	0.0%	0.9%	0.0%	6.7%	0.0%	1.9%	3.2%	0.0%	0.0%	3.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.8%	3.9%	6.7%	0.0%	3.8%	7.9%	0.0%	0.0%	0.0%	0.0%
Anti corruption	12.5%	12.3%	9.8%	6.7%	27.3%	17.3%	12.7%	0.0%	7.1%	23.3%	20.0%
Domestic private sector development	0.0%	2.8%	3.9%	6.7%	9.1%	7.7%	3.2%	0.0%	0.0%	3.3%	0.0%
Foreign direct investment	0.0%	1.9%	3.9%	0.0%	9.1%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	6.7%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy*	25.0%	4.7%	21.6%	20.0%	9.1%	3.8%	9.5%	0.0%	14.3%	3.3%	0.0%
Public sector reform	12.5%	0.0%	3.9%	0.0%	0.0%	1.9%	0.0%	0.0%	7.1%	0.0%	0.0%
Monitoring and evaluation*	0.0%	2.8%	3.9%	26.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Governance*	0.0%	12.3%	19.6%	6.7%	36.4%	3.8%	11.1%	0.0%	7.1%	16.7%	40.0%
Natural resource management	0.0%	2.8%	3.9%	6.7%	9.1%	3.8%	3.2%	0.0%	0.0%	6.7%	0.0%
Environmental sustainability	0.0%	3.8%	3.9%	6.7%	0.0%	0.0%	1.6%	12.5%	14.3%	0.0%	0.0%
Health*	12.5%	17.0%	3.9%	6.7%	18.2%	19.2%	33.3%	25.0%	7.1%	16.7%	0.0%
Public financial management*	0.0%	2.8%	0.0%	20.0%	0.0%	5.8%	6.3%	12.5%	21.4%	13.3%	0.0%
Job creation/employment	12.5%	36.8%	23.5%	13.3%	9.1%	34.6%	28.6%	37.5%	14.3%	26.7%	0.0%
Financial markets*	0.0%	0.9%	0.0%	13.3%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	2.0%	6.7%	0.0%	0.0%	6.3%	0.0%	0.0%	6.7%	0.0%
Food security	12.5%	17.9%	13.7%	6.7%	9.1%	11.5%	12.7%	12.5%	0.0%	20.0%	20.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Kenya (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 Kenya? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of	Employee of Ministry/	PMU/ Consultant/	Local	Bilateral/	Private Sector/	Independent			Academia/		
	President/ Prime Minister/ Minister	Ministerial Dep/ Implementation Agency	Contractor on Bank project	Govt.	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Government Institution	Research institute/ Think tank	Other	
Energy	25.0%	37.7%	31.4%	21.4%	23.1%	17.6%	13.8%	12.5%	20.0%	20.0%	33.3%	
Equality of opportunity*	0.0%	0.9%	0.0%	0.0%	23.1%	5.9%	12.3%	0.0%	13.3%	3.3%	0.0%	
Social protection	0.0%	0.9%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Global integration*	0.0%	2.8%	3.9%	21.4%	0.0%	5.9%	0.0%	0.0%	6.7%	3.3%	0.0%	
Climate change*	12.5%	0.0%	3.9%	7.1%	0.0%	0.0%	4.6%	12.5%	0.0%	0.0%	16.7%	
Anti corruption	0.0%	17.0%	15.7%	35.7%	30.8%	17.6%	20.0%	25.0%	0.0%	20.0%	0.0%	
Disaster management	0.0%	0.0%	0.0%	7.1%	7.7%	2.0%	4.6%	0.0%	0.0%	0.0%	0.0%	
Agriculture/rural development	37.5%	38.7%	39.2%	21.4%	0.0%	35.3%	32.3%	50.0%	33.3%	46.7%	16.7%	
Foreign direct investment	25.0%	14.2%	9.8%	0.0%	15.4%	5.9%	4.6%	0.0%	0.0%	16.7%	16.7%	
Urban development*	12.5%	0.0%	0.0%	0.0%	7.7%	5.9%	3.1%	0.0%	20.0%	10.0%	16.7%	
Water and sanitation	0.0%	0.9%	2.0%	0.0%	7.7%	3.9%	3.1%	0.0%	6.7%	3.3%	16.7%	
Education	12.5%	17.0%	19.6%	28.6%	7.7%	29.4%	33.8%	25.0%	33.3%	13.3%	33.3%	
Information and communications technology*	25.0%	7.5%	13.7%	0.0%	0.0%	7.8%	0.0%	0.0%	13.3%	20.0%	0.0%	
Regulatory framework	0.0%	0.0%	5.9%	7.1%	7.7%	2.0%	4.6%	0.0%	0.0%	0.0%	0.0%	
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Trade and exports	12.5%	22.6%	17.6%	0.0%	23.1%	21.6%	6.2%	12.5%	26.7%	13.3%	16.7%	
Public sector reform	12.5%	0.9%	5.9%	7.1%	0.0%	0.0%	4.6%	0.0%	6.7%	0.0%	0.0%	
Regional integration	0.0%	0.9%	5.9%	0.0%	7.7%	3.9%	1.5%	0.0%	0.0%	0.0%	0.0%	
Domestic private sector development	12.5%	4.7%	3.9%	0.0%	7.7%	3.9%	6.2%	12.5%	0.0%	20.0%	16.7%	
Job creation/employment	25.0%	23.6%	15.7%	21.4%	7.7%	19.6%	23.1%	12.5%	13.3%	13.3%	0.0%	
Food security*	25.0%	9.4%	5.9%	21.4%	15.4%	5.9%	32.3%	25.0%	20.0%	13.3%	0.0%	
Governance	0.0%	16.0%	9.8%	7.1%	30.8%	11.8%	3.1%	12.5%	20.0%	20.0%	0.0%	
Transport*	0.0%	26.4%	25.5%	0.0%	7.7%	15.7%	12.3%	37.5%	6.7%	10.0%	33.3%	
Monitoring and evaluation*	0.0%	0.0%	2.0%	7.1%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	16.7%	
Gender	0.0%	1.9%	0.0%	7.1%	0.0%	2.0%	1.5%	0.0%	13.3%	0.0%	0.0%	
Natural resource management	0.0%	3.8%	11.8%	0.0%	0.0%	15.7%	6.2%	0.0%	0.0%	10.0%	0.0%	
Environmental sustainability	0.0%	1.9%	2.0%	14.3%	7.7%	2.0%	4.6%	0.0%	0.0%	0.0%	16.7%	
Health*	12.5%	6.6%	0.0%	7.1%	7.7%	9.8%	30.8%	12.5%	13.3%	3.3%	0.0%	
Basic infrastructure	50.0%	26.4%	19.6%	0.0%	7.7%	17.6%	16.9%	0.0%	26.7%	20.0%	16.7%	
Law and justice	0.0%	1.9%	3.9%	7.1%	7.7%	3.9%	3.1%	0.0%	0.0%	3.3%	0.0%	
Crime and violence	0.0%	0.0%	3.9%	7.1%	0.0%	2.0%	1.5%	0.0%	0.0%	3.3%	0.0%	
Public financial management*	0.0%	7.5%	9.8%	0.0%	0.0%	7.8%	1.5%	25.0%	0.0%	6.7%	33.3%	
Financial markets	0.0%	5.7%	2.0%	0.0%	0.0%	2.0%	3.1%	12.5%	0.0%	3.3%	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 President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Kenya?	8	5.63	1.77	106	7.07	1.90	51	7.69	1.67	15	6.53	1.73	13	7.38	1.45	52	6.37	1.84	64	6.50	1.27	7	5.43	1.62	15	6.80	1.08	30	6.57	1.50	6	6.50	1.64

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

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Kenya.	8	6.00	1.07	105	6.43	1.87	51	6.80	1.44	15	6.67	1.80	13	7.08	1.50	50	6.26	1.85	63	6.71	1.68	6	6.00	2.00	15	6.67	1.99	30	6.03	1.69	6	6.67	1.51

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Kenya solve its most complicated development challenges?*	8	6.88	1.89	100	7.20	1.84	51	7.04	1.39	14	6.57	1.95	12	7.08	1.38	51	6.18	1.82	61	6.98	1.41	6	5.17	1.94	15	7.40	1.30	28	6.75	1.94	6	6.33	2.07

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Agriculture/rural development*	37.5%	50.5%	41.2%	13.3%	7.7%	34.6%	29.7%	50.0%	13.3%	63.3%	16.7%
Education	12.5%	19.0%	17.6%	13.3%	7.7%	25.0%	18.8%	50.0%	20.0%	26.7%	33.3%
Social protection	0.0%	1.9%	2.0%	6.7%	0.0%	1.9%	1.6%	0.0%	6.7%	0.0%	0.0%
Governance	12.5%	13.3%	17.6%	20.0%	15.4%	5.8%	12.5%	12.5%	6.7%	30.0%	0.0%
Transport*	0.0%	42.9%	31.4%	20.0%	30.8%	7.7%	14.1%	12.5%	13.3%	20.0%	33.3%
Poverty reduction	37.5%	11.4%	9.8%	20.0%	23.1%	17.3%	21.9%	0.0%	20.0%	6.7%	0.0%
Public sector reform	25.0%	6.7%	9.8%	0.0%	0.0%	9.6%	4.7%	0.0%	6.7%	6.7%	0.0%
Regional integration*	0.0%	0.0%	2.0%	13.3%	15.4%	1.9%	1.6%	12.5%	0.0%	0.0%	16.7%
Gender	0.0%	1.0%	2.0%	0.0%	7.7%	5.8%	1.6%	0.0%	6.7%	0.0%	0.0%
Crime and violence	0.0%	1.0%	2.0%	6.7%	7.7%	1.9%	1.6%	12.5%	0.0%	3.3%	0.0%
Domestic private sector development	0.0%	1.9%	9.8%	13.3%	15.4%	1.9%	7.8%	0.0%	0.0%	16.7%	0.0%
Foreign direct investment	0.0%	2.9%	0.0%	6.7%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	12.5%	9.5%	7.8%	6.7%	7.7%	7.7%	14.1%	12.5%	33.3%	13.3%	16.7%
Energy	12.5%	23.8%	17.6%	0.0%	23.1%	7.7%	12.5%	12.5%	13.3%	23.3%	33.3%
Monitoring and evaluation	0.0%	1.0%	3.9%	0.0%	0.0%	9.6%	1.6%	0.0%	0.0%	0.0%	0.0%
Public financial management	12.5%	5.7%	7.8%	13.3%	23.1%	1.9%	4.7%	12.5%	20.0%	6.7%	16.7%
Job creation/employment	12.5%	14.3%	11.8%	0.0%	0.0%	15.4%	14.1%	0.0%	13.3%	13.3%	33.3%
Financial markets	0.0%	1.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	12.5%	1.9%	5.9%	20.0%	0.0%	3.8%	1.6%	0.0%	13.3%	0.0%	0.0%
Environmental sustainability	0.0%	1.0%	2.0%	6.7%	7.7%	0.0%	1.6%	0.0%	0.0%	6.7%	0.0%
Equality of opportunity	0.0%	1.9%	5.9%	6.7%	7.7%	7.7%	3.1%	0.0%	0.0%	0.0%	0.0%
Health*	12.5%	17.1%	3.9%	13.3%	0.0%	9.6%	29.7%	37.5%	33.3%	3.3%	16.7%
Global integration	0.0%	1.9%	0.0%	0.0%	0.0%	5.8%	3.1%	12.5%	0.0%	0.0%	0.0%
Food security	12.5%	14.3%	11.8%	6.7%	7.7%	7.7%	25.0%	12.5%	20.0%	0.0%	16.7%
Climate change	0.0%	1.0%	3.9%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Trade and exports	12.5%	2.9%	5.9%	0.0%	7.7%	11.5%	4.7%	0.0%	0.0%	3.3%	0.0%
Economic growth	12.5%	14.3%	17.6%	20.0%	15.4%	15.4%	21.9%	37.5%	20.0%	13.3%	16.7%
Law and justice*	12.5%	0.0%	3.9%	0.0%	0.0%	9.6%	10.9%	0.0%	6.7%	0.0%	16.7%
Regulatory framework	0.0%	1.9%	0.0%	6.7%	0.0%	1.9%	3.1%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	2.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Basic infrastructure	25.0%	18.1%	21.6%	20.0%	15.4%	25.0%	10.9%	0.0%	20.0%	16.7%	16.7%
Natural resource management	0.0%	4.8%	2.0%	0.0%	0.0%	5.8%	3.1%	0.0%	13.3%	3.3%	0.0%
Anti corruption	0.0%	5.7%	3.9%	6.7%	0.0%	7.7%	7.8%	0.0%	0.0%	10.0%	16.7%
Information and communications technology	25.0%	4.8%	5.9%	0.0%	7.7%	3.8%	3.1%	0.0%	0.0%	6.7%	0.0%
Disaster management	0.0%	0.0%	0.0%	6.7%	0.0%	1.9%	1.6%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

<b>Greatest Value</b>	<b>Office of President/ Prime Minister/ Minister</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/ Consultant/ Contractor on Bank project</b>	<b>Local Govt.</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>CSO</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources*	42.9%	69.1%	53.3%	35.7%	23.1%	53.2%	50.0%	57.1%	50.0%	29.6%	60.0%
Mobilizing third party financial resources	14.3%	4.3%	11.1%	0.0%	0.0%	8.5%	6.5%	0.0%	7.1%	3.7%	0.0%
Technical assistance	0.0%	9.6%	6.7%	0.0%	7.7%	8.5%	11.3%	28.6%	14.3%	14.8%	20.0%
Policy advice	14.3%	4.3%	6.7%	14.3%	23.1%	2.1%	8.1%	0.0%	7.1%	14.8%	0.0%
Donor coordination	14.3%	2.1%	6.7%	21.4%	7.7%	10.6%	4.8%	0.0%	14.3%	3.7%	0.0%
Data	0.0%	0.0%	2.2%	7.1%	7.7%	2.1%	1.6%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	4.3%	6.7%	21.4%	7.7%	8.5%	11.3%	14.3%	0.0%	18.5%	0.0%
Studies/analyses	0.0%	1.1%	2.2%	0.0%	15.4%	4.3%	3.2%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	2.1%	2.2%	0.0%	7.7%	2.1%	0.0%	0.0%	0.0%	7.4%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	14.3%	3.2%	2.2%	0.0%	0.0%	0.0%	3.2%	0.0%	7.1%	3.7%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%

\*Significantly different between stakeholder groups

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 Kenya?

<b>2<sup>nd</sup> Greatest Value</b>	<b>Office of President/ Prime Minister/ Minister</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/ Consultant/ Contractor on Bank project</b>	<b>Local Govt.</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>CSO</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	0.0%	9.6%	2.2%	0.0%	7.7%	6.3%	8.1%	0.0%	7.1%	22.2%	0.0%
Mobilizing third party financial resources*	28.6%	8.5%	22.2%	7.1%	15.4%	16.7%	0.0%	28.6%	14.3%	7.4%	20.0%
Technical assistance*	42.9%	21.3%	17.8%	35.7%	30.8%	12.5%	12.9%	0.0%	7.1%	3.7%	0.0%
Policy advice	0.0%	11.7%	11.1%	7.1%	23.1%	10.4%	6.5%	0.0%	7.1%	7.4%	20.0%
Donor coordination	0.0%	11.7%	8.9%	7.1%	15.4%	18.8%	16.1%	0.0%	0.0%	14.8%	0.0%
Data*	0.0%	2.1%	4.4%	7.1%	0.0%	4.2%	19.4%	28.6%	21.4%	3.7%	0.0%
Training/capacity building	14.3%	19.1%	11.1%	0.0%	7.7%	14.6%	12.9%	14.3%	35.7%	25.9%	20.0%
Studies/analyses	14.3%	4.3%	6.7%	14.3%	0.0%	0.0%	6.5%	14.3%	7.1%	11.1%	20.0%
Convening/facilitating	0.0%	3.2%	6.7%	0.0%	0.0%	10.4%	3.2%	0.0%	0.0%	3.7%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	5.3%	4.4%	21.4%	0.0%	4.2%	9.7%	14.3%	0.0%	0.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**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 Kenya? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities*	40.0%	13.6%	12.2%	0.0%	0.0%	6.0%	27.4%	62.5%	15.4%	17.2%	0.0%
Not exploring alternative policy options	40.0%	9.7%	12.2%	7.1%	7.7%	14.0%	6.5%	0.0%	0.0%	10.3%	0.0%
Too bureaucratic in its operational policies and procedures*	20.0%	35.9%	36.7%	14.3%	7.7%	32.0%	11.3%	0.0%	23.1%	44.8%	16.7%
Staff too inaccessible	0.0%	2.9%	4.1%	0.0%	0.0%	2.0%	4.8%	12.5%	7.7%	0.0%	0.0%
Arrogant in its approach*	0.0%	3.9%	6.1%	35.7%	0.0%	4.0%	3.2%	12.5%	7.7%	3.4%	16.7%
Not client focused	0.0%	1.0%	6.1%	7.1%	7.7%	6.0%	9.7%	0.0%	23.1%	6.9%	0.0%
The credibility of its knowledge/data	0.0%	4.9%	2.0%	7.1%	15.4%	2.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	20.0%	6.8%	12.2%	7.1%	30.8%	14.0%	12.9%	0.0%	0.0%	13.8%	50.0%
Too influenced by developed countries	0.0%	19.4%	22.4%	7.1%	7.7%	30.0%	22.6%	50.0%	23.1%	31.0%	0.0%
Not enough public disclosure of its work	20.0%	11.7%	8.2%	28.6%	7.7%	24.0%	19.4%	0.0%	15.4%	24.1%	33.3%
World Bank processes too slow and complex*	20.0%	33.0%	16.3%	7.1%	15.4%	8.0%	6.5%	0.0%	38.5%	13.8%	16.7%
Not aligned with country priorities*	20.0%	10.7%	2.0%	0.0%	0.0%	12.0%	19.4%	12.5%	0.0%	0.0%	0.0%
Not aligned with other donors' work	0.0%	2.9%	6.1%	7.1%	7.7%	4.0%	1.6%	0.0%	0.0%	0.0%	16.7%
Not collaborating enough with non-state actors	0.0%	4.9%	8.2%	14.3%	0.0%	10.0%	17.7%	0.0%	0.0%	17.2%	16.7%
Not adequately sensitive to political/social realities in Kenya	20.0%	14.6%	8.2%	7.1%	7.7%	8.0%	4.8%	12.5%	15.4%	3.4%	16.7%
Other	0.0%	4.9%	6.1%	0.0%	0.0%	2.0%	1.6%	0.0%	0.0%	6.9%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending*	62.5%	58.9%	66.0%	40.0%	30.8%	42.3%	43.5%	25.0%	40.0%	69.0%	16.7%
Capacity development	37.5%	39.3%	22.0%	20.0%	30.8%	34.6%	33.9%	50.0%	33.3%	41.4%	33.3%
Policy based lending/ budget support to the Government	25.0%	30.8%	38.0%	20.0%	7.7%	23.1%	17.7%	25.0%	26.7%	20.7%	16.7%
Knowledge products/services	12.5%	8.4%	16.0%	20.0%	46.2%	23.1%	16.1%	12.5%	13.3%	13.8%	0.0%
Technical assistance	50.0%	40.2%	26.0%	40.0%	46.2%	32.7%	29.0%	25.0%	26.7%	24.1%	50.0%
Trust Fund management*	12.5%	7.5%	4.0%	6.7%	0.0%	11.5%	19.4%	12.5%	33.3%	13.8%	33.3%
Other	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.9%	2.0%	6.7%	0.0%	3.8%	0.0%	12.5%	6.7%	3.4%	16.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	12.5%	9.6%	2.1%	0.0%	0.0%	9.8%	14.8%	12.5%	21.4%	13.8%	0.0%
Capacity development	25.0%	17.3%	16.7%	20.0%	30.8%	17.6%	23.0%	0.0%	14.3%	24.1%	16.7%
Policy based lending/ budget support to the Government	12.5%	19.2%	20.8%	40.0%	38.5%	23.5%	18.0%	25.0%	28.6%	17.2%	0.0%
Knowledge products/services	25.0%	39.4%	33.3%	33.3%	0.0%	31.4%	18.0%	50.0%	21.4%	24.1%	50.0%
Technical assistance	25.0%	24.0%	29.2%	6.7%	7.7%	13.7%	9.8%	25.0%	7.1%	20.7%	16.7%
Trust Fund management	50.0%	45.2%	29.2%	26.7%	23.1%	39.2%	36.1%	0.0%	28.6%	31.0%	16.7%
Other	0.0%	1.0%	2.1%	6.7%	0.0%	2.0%	0.0%	0.0%	7.1%	3.4%	0.0%
Don't know	0.0%	5.8%	16.7%	0.0%	23.1%	9.8%	6.6%	12.5%	21.4%	17.2%	33.3%

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	7	6.86	1.21	103	7.52	1.85	50	6.72	1.75	15	7.33	1.91	13	7.08	.95	50	7.12	1.92	64	7.03	1.51	7	7.29	2.14	14	7.07	1.38	30	6.93	2.30	5	4.40	1.95

(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 President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs*	25.0%	7.5%	7.8%	20.0%	0.0%	25.0%	53.1%	37.5%	21.4%	6.7%	40.0%
Local Government	25.0%	27.1%	19.6%	33.3%	23.1%	13.5%	15.6%	12.5%	28.6%	16.7%	20.0%
Beneficiaries*	12.5%	30.8%	31.4%	26.7%	15.4%	25.0%	6.3%	25.0%	14.3%	33.3%	0.0%
Private sector	37.5%	27.1%	37.3%	20.0%	23.1%	36.5%	18.8%	25.0%	35.7%	23.3%	40.0%
Community Based Organizations (CBOs)	0.0%	27.1%	29.4%	33.3%	7.7%	23.1%	25.0%	37.5%	35.7%	33.3%	20.0%
Donor community	12.5%	19.6%	11.8%	0.0%	38.5%	9.6%	17.2%	0.0%	21.4%	6.7%	0.0%
Foundations	0.0%	4.7%	7.8%	6.7%	0.0%	13.5%	12.5%	0.0%	0.0%	3.3%	0.0%
Academia/think tanks/research institutes*	25.0%	26.2%	15.7%	13.3%	15.4%	9.6%	6.3%	12.5%	21.4%	53.3%	20.0%
Parliament*	37.5%	5.6%	3.9%	6.7%	23.1%	7.7%	7.8%	0.0%	7.1%	6.7%	40.0%
Media	0.0%	6.5%	5.9%	0.0%	0.0%	11.5%	7.8%	25.0%	7.1%	0.0%	20.0%
Faith based organizations	12.5%	7.5%	7.8%	0.0%	7.7%	7.7%	12.5%	12.5%	0.0%	6.7%	0.0%
Other	0.0%	1.9%	3.9%	0.0%	0.0%	0.0%	1.6%	0.0%	7.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Kenya*	8	6.38	1.41	105	7.32	1.76	50	7.24	1.77	14	6.07	1.94	13	6.77	1.79	50	6.78	1.97	64	6.69	1.34	8	5.50	1.60	14	7.29	1.86	29	6.72	2.33	5	7.40	2.07
The World Bank's efforts ensure a high level of transparency in its operations	8	5.38	2.39	104	6.73	1.97	49	6.69	2.06	14	6.36	1.34	12	6.58	1.38	50	6.02	1.99	64	6.33	1.79	8	4.88	2.17	14	6.79	1.48	26	5.88	1.97	5	5.60	2.79
The World Bank's work is aligned with what I consider the development priorities for this country*	8	6.13	1.89	104	6.83	2.09	50	6.98	1.86	13	5.54	1.61	11	7.55	1.57	49	6.02	1.92	63	6.37	1.51	8	5.50	2.07	14	6.50	1.95	29	5.86	2.07	4	7.25	1.89
The World Bank supports programs and strategies that are realistic for Kenya*	8	5.50	1.93	105	6.98	2.05	50	7.08	1.78	14	6.86	1.46	11	7.36	1.29	49	6.14	2.13	64	6.44	1.66	8	6.00	1.41	14	7.21	1.76	26	6.00	2.21	4	7.00	2.31
The World Bank treats clients and stakeholders in Kenya with respect*	8	7.13	1.46	104	7.14	1.98	49	6.92	2.06	14	5.86	1.88	11	7.36	1.50	47	5.94	1.74	62	6.37	1.71	8	5.00	2.67	14	6.29	1.98	27	5.89	2.21	4	4.75	3.30

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																																		
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Responsiveness	8	5.88	1.96	103	6.45	1.76	49	6.55	1.79	15	6.40	1.40	10	6.40	1.51	48	6.10	1.70	65	6.40	1.36	7	6.29	2.14	15	6.33	1.88	27	5.93	1.71	4	6.75	1.71		
Flexibility (in terms of the World Bank's products and services)	8	4.63	2.07	101	5.75	1.88	48	5.96	1.76	15	6.60	1.64	10	6.80	1.40	47	6.04	2.08	62	5.73	1.67	7	5.29	1.38	15	6.07	1.79	26	5.31	1.89	3	6.00	2.65		
Flexibility (in terms of changing country circumstances)	8	5.50	2.07	99	5.78	1.89	46	6.43	1.78	15	6.27	1.53	9	6.33	1.73	49	5.61	1.67	64	6.20	1.64	7	5.29	1.11	14	6.50	1.70	26	5.58	1.50	3	6.33	2.08		
Being inclusive	8	6.38	2.13	98	6.38	1.93	47	6.45	1.72	15	5.73	1.33	12	6.92	1.08	49	5.90	2.28	65	5.98	1.21	6	5.33	1.63	15	6.47	1.60	29	5.59	1.96	3	5.33	1.53		
Openness (sharing data and other information)*	7	6.71	2.29	101	6.80	1.97	48	7.29	1.73	15	6.53	1.92	11	6.27	1.68	50	5.60	1.87	63	6.35	1.50	8	6.38	2.77	15	6.47	1.46	29	5.52	2.26	4	6.25	1.50		
Staff accessibility*	8	6.00	1.60	98	6.80	2.02	49	6.84	2.10	15	6.00	1.60	10	6.40	1.51	44	5.57	2.36	60	6.13	1.67	7	6.00	2.58	14	6.79	2.12	26	5.77	1.61	4	6.50	1.73		
Straightforwardness and honesty*	8	7.00	1.31	99	6.89	1.88	48	7.25	2.05	15	6.53	1.73	11	6.73	1.19	46	6.04	2.14	58	6.28	1.50	6	5.17	2.48	15	6.60	2.26	26	6.31	1.78	4	6.50	1.91		
Collaboration with groups outside of the Government	8	6.88	1.64	91	6.70	1.79	47	6.74	1.71	15	6.73	1.94	11	6.18	1.25	49	6.33	1.94	63	6.17	1.85	7	6.00	1.83	14	6.00	1.57	25	5.96	1.74	3	6.00	2.00		
Collaboration with the Government	7	6.71	1.89	102	7.57	1.75	49	7.67	1.81	15	6.53	1.88	11	7.00	1.41	45	7.16	1.69	62	7.05	1.57	7	5.86	1.86	15	7.20	1.47	26	7.38	1.81	4	7.25	.96		
Collaboration with other donors	7	6.71	1.80	96	7.26	1.77	46	7.48	1.70	15	6.47	2.10	12	6.25	1.82	40	6.95	1.58	62	6.73	1.67	7	6.14	1.77	14	6.86	1.92	22	6.55	1.92	4	6.25	2.36		
Follow through over time	8	6.88	1.25	97	7.06	1.88	47	7.21	1.69	15	6.47	1.85	9	6.67	1.22	40	6.10	1.55	64	6.69	1.48	6	6.83	1.72	15	7.27	1.94	25	6.52	1.90	3	7.33	1.15		

\*Significantly different between stakeholder groups

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 TWO)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly*	28.6%	24.5%	6.0%	0.0%	0.0%	18.0%	32.8%	28.6%	33.3%	27.6%	20.0%
The Government works inefficiently	0.0%	33.0%	22.0%	20.0%	25.0%	38.0%	26.6%	28.6%	46.7%	27.6%	20.0%
There is not an adequate level of citizen/civil society participation*	42.9%	21.7%	20.0%	13.3%	16.7%	24.0%	6.3%	0.0%	20.0%	24.1%	60.0%
Poor donor coordination	14.3%	12.3%	10.0%	26.7%	16.7%	12.0%	18.8%	14.3%	6.7%	6.9%	0.0%
The World Bank does not do adequate follow through/follow-up	0.0%	7.5%	12.0%	13.3%	16.7%	18.0%	12.5%	14.3%	6.7%	10.3%	20.0%
Lack of/inadequate levels of capacity in Government	0.0%	19.8%	38.0%	33.3%	25.0%	14.0%	15.6%	14.3%	13.3%	10.3%	20.0%
Political pressures and obstacles	14.3%	31.1%	22.0%	13.3%	25.0%	18.0%	39.1%	14.3%	40.0%	37.9%	20.0%
Reforms are not well thought out in light of country challenges	42.9%	21.7%	26.0%	20.0%	0.0%	24.0%	15.6%	28.6%	13.3%	27.6%	20.0%
The World Bank is not sensitive enough to political/social realities on the ground	42.9%	14.2%	22.0%	13.3%	8.3%	14.0%	7.8%	14.3%	13.3%	17.2%	20.0%
Other	14.3%	1.9%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	5	4.00	2.24	95	6.24	2.16	45	6.24	2.37	14	5.93	2.16	10	6.10	1.37	47	5.62	2.38	58	5.69	1.96	7	5.71	1.38	14	6.36	1.82	24	4.75	1.98	5	4.60	1.82
Anti corruption	5	4.00	2.24	95	6.24	2.16	45	6.24	2.37	14	5.93	2.16	10	6.10	1.37	47	5.62	2.38	58	5.69	1.96	7	5.71	1.38	14	6.36	1.82	24	4.75	1.98	5	4.60	1.82
Information and communications technology*	6	6.50	2.07	89	6.76	1.96	44	7.34	1.76	14	6.29	2.27	9	5.56	1.51	46	6.26	1.88	59	6.54	1.57	6	5.33	.82	14	6.57	1.74	25	5.92	1.32	4	4.50	1.91
Transport	5	7.00	2.83	99	7.28	1.92	46	7.24	1.62	13	6.85	2.34	10	7.10	.57	46	6.76	1.82	61	6.67	1.70	6	5.83	1.83	15	7.13	1.85	24	6.33	1.88	4	6.00	2.58
Crime and violence*	4	4.75	2.87	81	5.00	2.16	39	5.36	2.11	14	5.86	2.57	7	4.86	.69	42	4.86	2.05	58	5.93	1.79	7	5.57	1.99	13	5.23	1.69	23	4.04	2.06	3	6.00	1.73
Law and justice	4	4.75	2.50	85	5.54	2.08	41	5.66	2.01	13	5.92	2.25	7	6.43	1.40	45	5.36	2.13	55	5.98	1.90	7	6.29	1.80	13	6.08	1.85	21	4.71	1.49	4	5.25	.96
Urban development	5	6.60	1.95	98	6.52	1.74	41	6.54	1.64	14	6.86	2.57	10	6.80	1.40	48	6.27	1.83	60	6.60	1.53	6	6.33	1.37	15	6.67	1.40	22	5.64	1.84	4	5.00	2.45
Environmental sustainability	5	6.60	2.19	93	6.62	1.79	41	6.51	1.68	14	6.21	2.29	7	6.29	.76	43	6.58	1.93	62	6.55	1.50	6	6.17	1.94	11	6.45	1.37	25	6.04	1.90	4	6.75	.96
Regulatory framework	5	7.20	1.10	91	6.58	1.98	42	6.67	1.52	14	6.29	2.20	9	6.67	1.73	45	5.84	1.69	59	6.44	1.48	7	6.43	1.27	14	6.64	1.39	21	5.71	1.62	4	5.50	1.73
Basic infrastructure	5	6.60	1.52	93	6.73	1.62	44	6.73	1.59	14	6.14	2.28	9	6.56	1.24	46	5.91	1.88	61	6.49	1.84	6	6.83	1.47	14	6.43	1.45	25	6.60	1.68	4	5.25	1.26
Communicable/non-communicable diseases	4	5.75	2.75	79	6.49	1.76	40	5.88	1.77	14	6.21	2.36	6	6.00	.89	43	5.79	2.13	54	6.02	1.89	7	7.14	2.12	13	5.92	1.66	23	5.96	1.92	4	6.75	1.71
Poverty reduction	5	6.00	1.00	95	6.57	2.08	45	6.04	1.76	15	6.13	2.42	10	6.60	1.51	48	5.77	2.20	61	6.41	1.70	4	6.00	1.63	13	5.31	2.18	26	5.73	1.87	5	5.40	2.19
Gender	5	6.00	2.45	87	6.37	1.59	39	6.64	1.77	13	5.77	2.24	8	6.38	1.60	44	5.66	2.02	61	6.36	1.64	7	5.29	2.56	13	6.00	2.48	23	6.04	1.36	4	6.50	2.65
Domestic private sector development	5	5.00	2.83	80	6.19	1.58	39	6.13	1.75	15	6.47	1.68	9	6.78	1.48	42	6.02	1.87	59	6.49	1.71	5	6.20	1.79	12	6.67	2.19	23	5.48	1.59	4	7.25	1.50
Foreign direct investment	5	5.20	1.48	78	6.27	1.84	39	6.23	1.84	13	6.15	2.08	8	6.88	.83	41	6.49	1.93	61	6.36	1.47	7	4.86	1.46	12	6.17	1.99	20	5.50	1.47	4	6.50	1.73
Water and sanitation	4	6.00	1.83	90	6.80	1.72	41	6.85	1.78	13	7.15	2.30	8	6.38	1.69	46	6.20	2.06	60	6.25	1.77	6	6.83	1.17	14	6.57	2.14	22	6.18	1.87	5	6.00	2.92
Trade and exports	4	5.50	.58	78	6.12	1.90	35	5.89	1.76	15	6.53	2.07	7	6.86	1.57	43	5.70	1.97	57	5.98	1.71	7	5.29	1.50	13	6.23	1.74	20	5.55	1.39	4	6.75	1.50
Economic growth	5	5.60	2.30	97	6.84	1.87	42	6.74	1.40	13	6.54	2.33	9	7.44	1.51	46	6.00	2.17	59	6.63	1.59	6	6.17	2.04	14	6.50	1.51	25	6.12	1.96	5	7.80	1.10
Energy	5	5.20	2.59	93	6.95	2.03	44	7.05	1.68	14	5.86	2.03	7	6.29	1.38	44	6.16	1.96	61	6.77	1.68	7	7.14	1.57	12	6.83	1.34	23	5.96	1.89	5	7.40	1.95
Disaster management*	4	5.25	.50	79	5.47	2.06	36	5.42	2.05	15	6.60	2.23	8	6.88	1.36	43	4.95	2.08	57	6.18	1.53	7	5.43	2.70	11	6.27	2.28	21	5.19	2.16	4	5.50	2.65
Monitoring and evaluation	5	5.60	1.95	87	6.64	1.81	40	6.95	1.54	13	5.54	2.47	6	6.00	1.55	44	6.00	1.83	59	6.42	1.63	7	6.86	1.46	13	7.23	1.69	23	5.87	1.66	4	5.75	1.71
Public financial management	5	7.00	1.41	91	6.78	1.87	42	6.69	1.60	14	6.21	2.86	10	7.10	1.37	45	5.87	2.00	58	6.21	1.56	7	6.71	1.70	14	6.64	2.34	23	5.65	1.77	4	6.00	1.41
Job creation/employment	4	5.25	.50	88	5.36	2.11	40	5.85	1.93	15	5.67	2.35	7	7.29	1.25	44	5.45	2.21	62	5.76	2.12	7	6.57	1.99	14	5.57	1.50	22	5.14	2.08	4	6.25	2.22
Financial markets	3	5.33	1.15	76	5.67	2.00	34	5.85	1.88	14	6.71	1.86	7	6.43	1.40	45	5.87	1.97	59	6.02	1.75	7	6.86	1.86	12	6.08	2.19	18	5.94	2.01	4	5.25	2.22
Equality of opportunity	5	5.00	3.08	80	5.55	2.10	37	5.84	2.09	12	6.08	1.98	8	6.75	1.58	38	5.39	2.10	58	6.17	1.63	7	6.14	1.35	13	5.54	2.54	22	5.55	1.74	4	7.00	2.16
Health	4	7.50	1.73	89	6.64	1.69	40	6.20	1.54	15	5.87	2.36	7	6.71	1.25	46	6.26	2.09	59	6.31	1.86	7	5.86	1.68	13	6.00	2.16	21	5.95	2.01	4	5.75	2.36
Agriculture/rural development	4	6.00	1.15	91	6.55	1.86	42	6.48	1.76	15	6.27	1.98	6	6.83	1.47	44	5.59	2.07	57	6.39	1.49	6	6.00	1.41	13	6.38	1.85	24	6.25	1.96	4	6.25	2.06
Global integration	4	6.25	2.22	79	5.97	1.89	38	6.13	2.02	13	5.85	2.30	6	5.67	1.21	40	6.23	2.01	58	6.38	1.62	6	6.67	1.86	13	6.00	2.24	21	5.67	2.08	4	6.75	1.50
Governance	6	5.67	2.25	92	6.54	2.01	41	6.71	1.83	15	6.73	2.15	8	7.25	1.75	44	5.70	2.13	62	6.32	1.79	6	7.00	1.26	14	5.57	1.87	23	5.78	2.13	4	4.75	1.26
Food security	5	5.40	1.52	88	6.02	2.06	38	5.58	1.75	14	5.93	2.23	8	6.75	2.12	42	5.71	2.27	57	6.47	1.58	7	6.43	1.99	12	5.58	2.23	26	6.12	2.01	4	7.00	1.41
Education	5	6.40	2.61	93	6.81	1.80	42	6.36	1.57	13	6.23	2.35	8	6.63	1.60	47	5.94	2.04	54	6.65	1.65	7	5.71	.76	12	6.17	2.12	25	6.52	2.08	4	6.50	1.29
Social protection	5	4.60	2.07	75	5.48	2.01	34	5.35	2.16	15	6.47	1.88	6	6.00	1.55	42	5.24	2.05	60	6.22	1.85	7	6.00	2.38	13	5.69	2.14	20	5.40	1.96	4	6.75	1.50
Climate change	5	6.60	1.82	81	5.96	2.08	39	5.38	1.83	15	6.00	2.07	9	7.00	1.32	43	5.40	1.99	59	6.19	1.80	7	6.00	1.91	13	6.38	2.02	22	5.82	2.02	4	6.50	2.65
Public sector reform	6	5.50	2.35	89	6.81	1.86	41	6.83	2.11	14	6.14	2.18	9	6.89	1.62	41	5.66	1.93	57	6.42	1.64	7	7.00	1.63	13	6.00	2.08	23	6.43	1.85	4	5.25	.96
Regional integration	5	5.00	.71	83	6.05	2.11	36	6.22	1.82	14	6.07	1.94	9	7.00	1.73	43	5.56	1.89	60	6.33	1.77	7	6.71	.95	13	6.62	2.26	21	5.95	1.69	4	5.50	1.29
Natural resource management	5	4.60	1.14	73	5.77	2.19	37	5.84	1.80	14	6.36	2.13	8	6.88	1.55	42	5.31	2.26	56	6.25	1.53	7	6.14	2.27	12	6.17	2.25	21	4.90	1.87	4	5.75	1.50

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	7	5.43	1.13	106	6.82	1.74	50	6.86	1.39	15	6.93	1.67	11	7.64	1.03	50	6.62	1.89	65	6.97	1.32	7	6.57	1.27	14	6.57	1.55	29	6.31	1.87	6	7.33	1.63
To what extent does the World Bank's work help to achieve development results in Kenya?	7	5.43	1.13	106	6.82	1.74	50	6.86	1.39	15	6.93	1.67	11	7.64	1.03	50	6.62	1.89	65	6.97	1.32	7	6.57	1.27	14	6.57	1.55	29	6.31	1.87	6	7.33	1.63

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

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

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Kenya*	8	4.75	2.19	105	6.30	1.74	50	6.06	1.53	15	5.60	2.10	12	6.08	1.78	48	5.40	1.65	63	6.02	1.16	7	5.57	1.51	14	6.29	1.38	29	5.69	1.67	6	6.83	1.60
The World Bank meets Kenya's needs for knowledge services*	8	5.38	2.07	102	6.24	1.79	48	5.88	1.54	15	5.47	1.30	13	7.23	1.59	46	5.57	1.63	65	6.22	1.54	7	6.14	1.21	14	6.29	1.49	30	5.93	2.10	6	6.33	1.03

\*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 President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	0.0%	7.5%	20.0%	13.3%	15.4%	7.7%	6.2%	12.5%	0.0%	10.0%	0.0%
Monthly	37.5%	26.2%	32.0%	40.0%	38.5%	13.5%	15.4%	25.0%	23.1%	30.0%	33.3%
A few times a year	50.0%	48.6%	36.0%	26.7%	30.8%	44.2%	53.8%	25.0%	61.5%	30.0%	50.0%
Rarely	12.5%	16.8%	10.0%	20.0%	7.7%	23.1%	24.6%	25.0%	7.7%	30.0%	16.7%
Never	0.0%	0.9%	2.0%	0.0%	7.7%	11.5%	0.0%	12.5%	7.7%	0.0%	0.0%

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

When thinking about the development challenges in Kenya, 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 President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Public sector reform	12.5%	12.1%	16.0%	6.7%	7.7%	13.5%	4.6%	12.5%	7.7%	6.9%	16.7%
Gender	0.0%	0.9%	2.0%	0.0%	0.0%	1.9%	7.7%	12.5%	7.7%	0.0%	16.7%
Education	50.0%	15.9%	14.0%	13.3%	0.0%	21.2%	24.6%	50.0%	15.4%	24.1%	16.7%
Domestic private sector development	25.0%	4.7%	14.0%	6.7%	15.4%	5.8%	1.5%	12.5%	7.7%	10.3%	0.0%
Foreign direct investment	0.0%	3.7%	8.0%	6.7%	0.0%	9.6%	3.1%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	8.4%	0.0%	6.7%	0.0%	11.5%	6.2%	0.0%	30.8%	10.3%	33.3%
Trade and exports	25.0%	6.5%	8.0%	6.7%	15.4%	9.6%	3.1%	0.0%	0.0%	3.4%	16.7%
Economic growth	25.0%	17.8%	18.0%	40.0%	30.8%	19.2%	26.2%	12.5%	15.4%	6.9%	16.7%
Energy	0.0%	18.7%	22.0%	6.7%	0.0%	13.5%	10.8%	0.0%	15.4%	27.6%	16.7%
Disaster management	12.5%	1.9%	4.0%	0.0%	15.4%	1.9%	1.5%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	3.7%	4.0%	6.7%	7.7%	1.9%	1.5%	0.0%	0.0%	0.0%	0.0%
Governance	12.5%	13.1%	14.0%	13.3%	23.1%	7.7%	7.7%	0.0%	15.4%	24.1%	0.0%
Social protection	0.0%	0.9%	0.0%	0.0%	7.7%	1.9%	0.0%	0.0%	7.7%	3.4%	0.0%
Climate change	0.0%	3.7%	0.0%	0.0%	7.7%	1.9%	0.0%	0.0%	0.0%	10.3%	0.0%
Poverty reduction	0.0%	18.7%	10.0%	6.7%	0.0%	28.8%	23.1%	12.5%	7.7%	17.2%	16.7%
Law and justice	0.0%	0.9%	6.0%	6.7%	0.0%	1.9%	4.6%	0.0%	0.0%	0.0%	16.7%
Anti corruption	0.0%	12.1%	0.0%	0.0%	15.4%	11.5%	1.5%	12.5%	7.7%	6.9%	0.0%
Financial markets	0.0%	1.9%	0.0%	0.0%	0.0%	3.8%	1.5%	12.5%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	6.5%	2.0%	6.7%	7.7%	3.8%	7.7%	0.0%	15.4%	6.9%	16.7%
Urban development	12.5%	4.7%	4.0%	0.0%	7.7%	5.8%	6.2%	0.0%	7.7%	6.9%	0.0%
Crime and violence	0.0%	2.8%	2.0%	13.3%	0.0%	1.9%	7.7%	0.0%	0.0%	3.4%	0.0%
Regional integration	0.0%	2.8%	4.0%	13.3%	15.4%	5.8%	7.7%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	25.0%	8.4%	16.0%	6.7%	0.0%	3.8%	4.6%	0.0%	15.4%	10.3%	16.7%
Transport*	12.5%	19.6%	28.0%	0.0%	0.0%	7.7%	7.7%	0.0%	15.4%	3.4%	0.0%
Natural resource management	0.0%	5.6%	6.0%	13.3%	7.7%	11.5%	4.6%	0.0%	15.4%	13.8%	0.0%
Public financial management	12.5%	8.4%	10.0%	6.7%	15.4%	3.8%	6.2%	12.5%	15.4%	0.0%	0.0%
Job creation/employment	12.5%	15.9%	22.0%	13.3%	7.7%	5.8%	15.4%	12.5%	7.7%	17.2%	0.0%
Health*	25.0%	15.9%	4.0%	13.3%	7.7%	9.6%	30.8%	37.5%	30.8%	13.8%	0.0%
Agriculture/rural development	12.5%	29.9%	26.0%	13.3%	7.7%	23.1%	15.4%	25.0%	7.7%	37.9%	50.0%
Global integration	0.0%	0.0%	0.0%	0.0%	7.7%	1.9%	1.5%	0.0%	0.0%	3.4%	0.0%
Food security*	0.0%	18.7%	8.0%	0.0%	7.7%	13.5%	30.8%	37.5%	15.4%	13.8%	16.7%
Environmental sustainability*	0.0%	2.8%	4.0%	20.0%	23.1%	0.0%	9.2%	0.0%	0.0%	3.4%	16.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%
Basic infrastructure	12.5%	8.4%	10.0%	6.7%	0.0%	13.5%	4.6%	12.5%	7.7%	3.4%	0.0%
Communicable/non-communicable diseases	0.0%	0.9%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	7.7%	3.4%	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 Kenya? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	7	6.00	1.91	99	6.48	1.97	46	5.98	1.84	15	6.20	2.24	11	7.55	1.57	48	6.13	1.93	62	6.71	1.30	8	5.88	2.30	15	6.67	1.88	29	5.86	1.90	5	5.80	1.30
Stimulating public debate/dialogue*	7	5.43	2.15	97	5.84	1.92	47	5.60	1.58	14	6.29	2.02	10	7.80	1.23	47	5.64	1.97	61	6.25	1.65	8	5.50	2.67	15	6.07	2.25	28	4.96	1.82	5	4.60	1.14
Enhancing your knowledge and/or skills	7	6.43	2.76	94	6.72	1.82	47	6.72	1.69	15	6.33	1.88	11	7.55	1.37	47	5.91	2.39	62	6.69	1.48	8	6.13	2.70	14	6.64	1.95	30	6.23	1.91	5	5.60	1.52
Contributing to good policy making	7	6.57	.98	98	6.61	1.97	45	6.31	1.83	15	6.73	1.39	10	7.00	1.70	48	6.56	1.79	62	6.55	1.26	7	6.00	2.16	15	7.07	1.62	28	5.75	2.12	5	5.60	1.14
Providing support for program implementation	6	5.67	1.97	100	7.11	1.82	46	7.15	1.51	15	6.60	1.55	10	6.80	1.23	45	6.47	2.00	65	6.75	1.25	7	6.43	1.72	15	6.80	1.70	28	6.43	1.79	5	6.40	1.14

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	8	5.88	1.64	96	6.45	1.78	43	6.23	1.67	15	6.13	1.73	11	8.00	1.26	43	6.14	1.73	65	6.51	1.60	8	5.63	2.13	15	7.13	1.06	28	5.75	1.86	5	7.60	1.14
Include appropriate level of stakeholder involvement during preparation	8	5.50	1.20	95	6.17	1.75	45	5.76	1.63	15	6.33	1.63	9	6.56	1.59	44	6.25	1.77	64	5.91	1.42	7	5.29	1.38	14	6.50	1.34	29	5.69	1.61	5	6.60	1.14
Are relevant to Kenya's development priorities*	8	5.25	1.75	94	6.74	1.73	48	6.63	1.42	15	6.67	1.50	11	7.64	1.57	46	6.28	1.75	64	6.47	1.46	8	6.38	2.72	15	6.80	1.32	29	6.00	1.81	4	4.75	.50
Provide feasible recommendations	7	6.14	1.21	97	6.53	1.79	44	6.14	1.49	13	6.31	1.49	11	7.18	1.66	47	6.40	1.96	63	5.98	1.46	7	6.00	1.63	15	6.80	1.26	28	6.07	1.84	5	7.20	1.30
Are accessible (well written and easy to understand)*	8	5.88	2.53	99	6.68	1.95	47	6.96	1.71	15	6.40	2.06	10	8.30	.95	44	6.32	1.84	63	6.00	1.68	7	6.00	2.58	14	6.71	2.02	29	6.28	1.73	4	7.00	.82
A source of relevant information on global good practices	8	7.13	1.55	97	7.18	1.70	46	6.98	1.74	15	6.40	1.84	9	7.67	1.66	46	6.89	1.79	65	6.54	1.66	7	6.71	1.60	15	7.13	1.46	29	6.69	2.25	5	5.80	1.30
Are adequately disseminated	8	6.63	1.51	97	6.16	1.91	45	5.91	1.83	14	6.00	1.71	11	7.73	1.62	46	5.54	2.00	65	6.37	1.65	8	5.88	3.00	15	6.27	2.02	28	5.61	1.77	5	6.80	1.30
Are appropriately translated	7	6.86	1.35	91	6.32	1.99	44	6.11	1.96	14	6.50	2.03	9	7.00	1.87	42	5.64	1.64	63	6.38	1.49	8	4.88	2.17	12	6.50	2.02	25	5.80	1.94	5	5.80	1.64
Are adaptable to Kenya's specific development challenges and country circumstances	7	6.14	1.46	98	6.43	1.88	47	6.19	1.58	15	5.93	1.33	11	7.64	1.21	46	6.54	1.66	64	6.31	1.42	7	7.00	2.00	15	6.53	1.13	29	6.00	1.98	4	6.00	1.15

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	7	6.29	1.11	102	6.72	1.75	48	6.60	1.50	15	7.07	1.22	12	7.33	1.30	49	6.65	2.19	63	6.98	1.20	7	7.14	2.12	13	6.85	1.41	28	6.32	1.96	4	6.75	2.06
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	8	6.88	1.36	101	7.55	1.48	48	7.02	1.38	15	7.07	1.28	13	7.77	1.36	50	6.78	2.01	64	7.00	1.23	8	7.00	1.51	15	7.60	1.40	30	7.03	1.79	6	7.00	1.41
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?	8	5.88	1.36	81	6.43	1.88	44	6.23	1.58	15	6.67	1.40	10	7.30	1.42	42	6.31	1.77	62	6.48	1.54	6	6.50	.84	12	6.08	1.88	24	5.33	1.74	5	7.00	2.24
To what extent do you believe that Kenya received value for money from the World Bank's products/services that were paid for on a fee for service basis?	7	6.00	1.15	96	6.78	1.94	49	6.18	1.70	14	6.43	1.79	9	7.33	1.22	45	6.42	2.09	63	6.43	1.43	7	5.29	1.70	13	7.00	1.78	25	6.00	2.24	4	6.50	1.29

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

### 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 President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	7	4.29	2.43	103	5.74	2.25	50	6.44	1.91	15	5.93	1.98	9	6.22	2.17	48	6.17	1.88	58	6.00	1.49	6	5.83	2.32	15	5.40	1.72	27	5.63	1.98	4	6.25	.96
The World Bank effectively monitors and evaluates the projects and programs it supports	8	6.00	2.33	102	7.04	1.97	50	6.96	1.69	14	6.50	1.99	12	6.75	1.29	50	6.48	1.95	60	6.42	1.55	7	6.00	1.00	15	7.13	1.77	28	6.71	1.84	4	5.75	.96
The World Bank's approvals and reviews are done in a timely fashion	7	5.86	1.07	102	5.84	2.19	47	5.94	1.95	15	5.73	1.83	12	6.25	2.30	50	5.70	1.97	60	6.27	1.60	6	6.17	2.32	15	5.27	1.67	28	6.07	2.18	3	7.67	.58
The World Bank's "Safeguard Policy" requirements are reasonable	7	6.29	1.50	94	6.52	1.97	48	5.90	1.70	13	5.77	2.20	7	6.57	1.27	45	6.18	1.74	57	6.35	1.67	6	5.83	2.32	13	6.08	1.71	26	6.19	1.58	3	6.67	1.53
The World Bank imposes reasonable conditions on its lending	7	5.71	2.43	104	6.18	2.07	47	5.83	1.74	14	6.29	2.33	10	7.10	1.73	51	5.78	1.78	60	6.02	1.67	7	6.00	2.24	15	6.00	1.77	28	5.39	2.02	4	6.75	1.50
The World Bank's work in Kenya helps to improve the quality of country systems	8	6.00	1.31	103	7.12	1.95	48	6.40	1.67	15	6.80	1.47	12	6.83	1.53	51	6.41	1.70	59	6.63	1.41	7	6.14	1.35	15	6.60	1.64	27	6.26	1.70	4	5.25	.96
Working with the World Bank increases Kenya's institutional capacity	8	6.25	1.58	105	7.13	2.00	48	6.79	1.89	15	6.07	1.28	12	6.92	1.62	47	6.51	1.74	58	6.59	1.44	7	6.14	1.21	15	6.93	1.75	29	6.38	2.09	5	6.20	1.10
The World Bank ensures consistency and continuity through staff changes	8	4.75	1.67	87	6.69	1.89	43	6.37	1.95	14	6.00	2.11	10	6.90	1.52	37	6.32	1.53	58	6.38	1.70	6	6.33	1.21	13	6.62	1.76	22	5.77	2.02	3	5.33	1.15
The World Bank's teams and visits are well coordinated*	7	5.14	2.41	100	7.39	2.06	45	6.78	1.92	15	6.00	2.33	10	6.70	1.49	43	6.12	1.80	60	6.70	1.59	6	6.67	2.25	14	6.64	2.41	21	6.10	1.67	4	6.75	.50
Where country systems are adequate, the World Bank makes appropriate use of them	8	5.63	1.30	98	6.61	2.46	45	6.58	2.21	15	5.20	2.14	10	6.40	2.41	46	6.41	1.78	60	6.33	1.77	6	6.00	2.00	14	6.21	2.01	27	6.19	1.69	3	7.00	1.73
The World Bank provides effective implementation support*	8	5.63	.74	101	7.30	1.90	48	6.63	1.82	15	5.80	1.70	12	6.83	1.34	49	6.29	1.67	61	6.33	1.51	7	5.71	.95	15	6.47	1.92	27	6.44	1.67	4	6.00	2.00

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Kenya

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Kenya's development in the near future?	8	6.88	1.73	104	8.06	1.66	47	7.81	1.42	15	7.80	1.26	13	7.46	1.51	51	7.88	1.77	64	7.48	1.04	8	7.88	1.46	15	7.87	1.51	28	7.64	2.16	6	6.33	2.16

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Kenya's specific challenges	42.9%	20.0%	20.0%	15.4%	8.3%	32.7%	26.6%	25.0%	33.3%	26.7%	33.3%
Reduce the complexity of obtaining World Bank financing	42.9%	55.2%	40.0%	23.1%	33.3%	38.5%	31.3%	37.5%	46.7%	50.0%	33.3%
Focus primarily on advocacy issues	14.3%	4.8%	4.0%	0.0%	8.3%	5.8%	10.9%	12.5%	6.7%	6.7%	16.7%
Improve the competitiveness of its financing compared to markets	0.0%	27.6%	26.0%	30.8%	16.7%	17.3%	14.1%	0.0%	13.3%	30.0%	0.0%
Ensure greater selectivity in its work	14.3%	15.2%	20.0%	30.8%	25.0%	21.2%	20.3%	0.0%	20.0%	16.7%	16.7%
Provide more adequate data/knowledge/ statistics/figures on Kenya's economy	14.3%	16.2%	4.0%	15.4%	8.3%	23.1%	10.9%	12.5%	20.0%	13.3%	33.3%
Offer more innovative financial products	28.6%	20.0%	22.0%	15.4%	16.7%	23.1%	26.6%	50.0%	13.3%	13.3%	16.7%
Offer more innovative knowledge services	14.3%	5.7%	8.0%	15.4%	16.7%	7.7%	12.5%	37.5%	20.0%	13.3%	16.7%
Increase availability of Fee-Based services	0.0%	4.8%	0.0%	7.7%	0.0%	5.8%	14.1%	0.0%	0.0%	3.3%	0.0%
Work faster	14.3%	18.1%	22.0%	0.0%	8.3%	9.6%	3.1%	0.0%	20.0%	16.7%	0.0%
Other	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	3.3%	0.0%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers*	87.5%	76.6%	62.0%	33.3%	41.7%	72.5%	73.0%	75.0%	86.7%	76.7%	16.7%
International newspapers*	12.5%	3.7%	0.0%	6.7%	0.0%	3.9%	3.2%	12.5%	6.7%	3.3%	33.3%
Local radio	0.0%	5.6%	8.0%	13.3%	8.3%	9.8%	9.5%	0.0%	0.0%	6.7%	0.0%
International radio	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.6%	0.0%	6.7%	3.3%	16.7%
Local television	25.0%	42.1%	30.0%	20.0%	8.3%	29.4%	38.1%	50.0%	26.7%	23.3%	0.0%
International television*	0.0%	1.9%	4.0%	20.0%	8.3%	3.9%	7.9%	25.0%	0.0%	0.0%	33.3%
Periodicals	25.0%	15.0%	14.0%	20.0%	8.3%	13.7%	9.5%	12.5%	20.0%	40.0%	16.7%
Internet	37.5%	36.4%	42.0%	26.7%	66.7%	37.3%	33.3%	12.5%	33.3%	30.0%	33.3%
Social media (Facebook, Twitter, Youtube)*	0.0%	0.9%	6.0%	13.3%	8.3%	0.0%	3.2%	0.0%	0.0%	0.0%	16.7%
Blogs	12.5%	1.9%	8.0%	0.0%	8.3%	5.9%	3.2%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	1.9%	4.0%	0.0%	0.0%	3.9%	1.6%	0.0%	6.7%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.7%	4.0%	0.0%	0.0%	2.0%	0.0%	0.0%	6.7%	6.7%	16.7%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website	37.5%	57.5%	58.8%	26.7%	25.0%	37.3%	54.7%	50.0%	53.3%	51.7%	16.7%
Direct contact with World Bank (i.e., face to face meetings/discussions)*	37.5%	20.8%	9.8%	20.0%	41.7%	5.9%	15.6%	12.5%	13.3%	13.8%	66.7%
e-Newsletters	12.5%	26.4%	17.6%	6.7%	25.0%	37.3%	17.2%	25.0%	33.3%	24.1%	16.7%
Instant messaging*	0.0%	1.9%	5.9%	33.3%	16.7%	5.9%	15.6%	25.0%	0.0%	3.4%	0.0%
World Bank seminars/workshops/conferences	50.0%	34.9%	41.2%	26.7%	33.3%	23.5%	21.9%	0.0%	46.7%	37.9%	33.3%
World Bank Public Information Center	12.5%	4.7%	7.8%	0.0%	8.3%	7.8%	9.4%	0.0%	6.7%	3.4%	16.7%
World Bank publications and other written materials*	12.5%	27.4%	13.7%	13.3%	8.3%	35.3%	12.5%	37.5%	20.0%	41.4%	16.7%
Mobile phones	0.0%	10.4%	5.9%	13.3%	0.0%	5.9%	18.8%	12.5%	13.3%	3.4%	0.0%
Social media (Facebook, Twitter, Youtube)	12.5%	4.7%	9.8%	13.3%	0.0%	15.7%	4.7%	12.5%	13.3%	6.9%	16.7%
Blogs	12.5%	2.8%	5.9%	0.0%	0.0%	5.9%	6.3%	12.5%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	50.0%	44.9%	66.7%	71.4%	75.0%	45.1%	65.6%	42.9%	60.0%	37.9%	50.0%
No	50.0%	55.1%	33.3%	28.6%	25.0%	54.9%	34.4%	57.1%	40.0%	62.1%	50.0%

\*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 President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	50.0%	32.3%	47.8%	57.1%	75.0%	47.9%	60.7%	37.5%	33.3%	15.4%	60.0%
No	50.0%	67.7%	52.2%	42.9%	25.0%	52.1%	39.3%	62.5%	66.7%	84.6%	40.0%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	96.7%	100.0%	80.0%	100.0%	100.0%	81.1%	100.0%	100.0%	80.0%	66.7%
No	0.0%	3.3%	0.0%	20.0%	0.0%	0.0%	18.9%	0.0%	0.0%	20.0%	33.3%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	99.0%	97.8%	100.0%	100.0%	98.0%	98.4%	100.0%	100.0%	100.0%	83.3%
No	0.0%	1.0%	2.2%	0.0%	0.0%	2.0%	1.6%	0.0%	0.0%	0.0%	16.7%

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	87.5%	76.0%	87.5%	71.4%	91.7%	74.5%	74.2%	87.5%	73.3%	75.9%	66.7%
No	12.5%	24.0%	12.5%	28.6%	8.3%	25.5%	25.8%	12.5%	26.7%	24.1%	33.3%

#### Which do you primarily use?\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	28.6%	45.5%	36.7%	54.5%	50.0%	66.7%	77.0%	57.1%	42.9%	40.9%	75.0%
The World Bank's main website	71.4%	54.5%	63.3%	45.5%	50.0%	33.3%	23.0%	42.9%	57.1%	59.1%	25.0%

\*Significantly different between stakeholder groups

#### How frequently do you consult the World Bank for public information services?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	0.0%	6.6%	15.7%	23.1%	7.7%	2.0%	4.6%	12.5%	0.0%	3.4%	0.0%
Monthly	12.5%	24.5%	29.4%	46.2%	46.2%	15.7%	16.9%	12.5%	26.7%	17.2%	40.0%
Several times a year	75.0%	41.5%	33.3%	23.1%	38.5%	35.3%	58.5%	50.0%	46.7%	41.4%	40.0%
Rarely	12.5%	21.7%	17.6%	.0%	7.7%	31.4%	20.0%	25.0%	20.0%	20.7%	20.0%
Never	0.0%	5.7%	3.9%	7.7%	0.0%	15.7%	0.0%	0.0%	6.7%	17.2%	0.0%

#### 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 President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Govt.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I consult the World Bank for public information services I am very satisfied with the response*	7	8.14	1.46	87	7.60	1.49	44	7.07	1.72	14	6.36	1.60	12	6.58	2.02	40	6.78	2.19	63	6.79	1.60	6	6.17	1.60	14	7.00	1.57	23	6.48	1.97	5	6.60	1.52
I use more data from the World Bank as a result of the organization's Open Data policy	6	6.00	1.90	82	6.74	2.16	42	6.07	2.18	14	6.50	1.61	10	5.90	2.18	37	6.30	2.25	62	6.45	1.81	6	5.50	1.76	14	6.71	1.86	27	5.93	2.38	4	5.25	.50
I find the World Bank websites easy to navigate	8	7.00	1.41	82	7.32	1.85	45	6.96	1.49	13	5.62	2.14	11	6.91	1.22	40	6.70	2.17	62	6.71	1.68	7	6.57	1.90	14	6.93	2.20	27	6.89	2.06	5	7.00	1.41
I find the information on the World Bank's websites useful	8	7.75	1.83	83	7.70	1.81	45	7.38	1.57	13	6.69	1.65	12	7.08	1.00	41	6.88	1.82	63	6.65	1.62	7	6.71	1.80	14	6.93	1.64	27	7.22	2.17	5	6.60	.89
When I need information from the World Bank I know how to find it	8	5.00	2.00	91	6.91	2.36	47	7.13	1.81	14	6.14	1.61	12	6.50	1.98	42	6.24	2.27	65	6.51	1.62	5	7.60	1.67	14	6.64	2.10	23	5.91	2.37	6	5.67	2.34
The World Bank is responsive to my information requests and inquiries*	6	7.00	2.10	85	7.52	1.68	45	7.00	1.49	14	6.57	1.70	11	7.45	1.21	38	6.61	1.76	63	6.25	1.69	5	6.40	1.82	12	7.17	1.27	18	5.89	2.37	6	6.33	1.37

\*Significantly different between stakeholder groups

## H. Background Information

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	87.5%	89.5%	91.8%	80.0%	92.3%	53.8%	77.8%	50.0%	86.7%	60.0%	66.7%
No	12.5%	10.5%	8.2%	20.0%	7.7%	46.2%	22.2%	50.0%	13.3%	40.0%	33.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on Bank project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer*	12.5%	6.6%	8.2%	13.3%	0.0%	38.5%	23.8%	28.6%	6.7%	3.3%	0.0%
Use World Bank reports/data	50.0%	29.2%	26.5%	46.7%	30.8%	19.2%	34.9%	42.9%	53.3%	43.3%	16.7%
Engage in World Bank related/sponsored events/activities	50.0%	48.1%	49.0%	26.7%	30.8%	36.5%	25.4%	14.3%	26.7%	40.0%	50.0%
Collaborate as part of my professional duties	50.0%	43.4%	32.7%	26.7%	61.5%	26.9%	34.9%	0.0%	33.3%	30.0%	33.3%
Use World Bank website for information, data, research, etc.	12.5%	20.8%	34.7%	13.3%	0.0%	25.0%	14.3%	28.6%	33.3%	36.7%	33.3%

\*Significantly different between stakeholder groups

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

### A. General Issues facing Kenya

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

Percentage of Respondents	Nairobi	Other
The right direction	84.4%	88.9%
The wrong direction	3.0%	3.7%
Not sure	12.6%	7.4%

When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 <sup>st</sup> Most Important		
Percentage of Respondents	Nairobi	Other
Agriculture/rural development*	18.0%	52.9%
Education	11.2%	17.6%
Social protection	2.4%	0.0%
Transport	7.1%	17.6%
Poverty reduction	8.5%	5.9%
Public sector reform	2.4%	0.0%
Regional integration	0.3%	0.0%
Gender	1.0%	0.0%
Domestic private sector development	0.3%	0.0%
Foreign direct investment	0.7%	0.0%
Water and sanitation	2.4%	0.0%
Anti-corruption	3.1%	0.0%
Monitoring and evaluation	0.7%	0.0%
Public financial management	2.4%	0.0%
Job creation/employment	6.8%	0.0%
Governance	6.1%	0.0%
Financial markets	1.4%	5.9%
Urban development	0.3%	0.0%
Environmental sustainability	0.7%	0.0%
Equality of opportunity	2.0%	0.0%
Health	5.8%	0.0%
Energy	2.4%	0.0%
Food security	2.4%	0.0%
Climate change	0.7%	0.0%
Trade and exports	0.7%	0.0%
Crime and violence	0.0%	0.0%
Economic growth	5.4%	0.0%
Law and justice	1.4%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure	3.4%	0.0%
Natural resource management	0.0%	0.0%
Global integration	0.3%	0.0%
Disaster management	0.3%	0.0%
Information and communications technology	0.0%	0.0%

\*Significantly different between locations

### A. General Issues facing Kenya (continued)

When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?

2 <sup>nd</sup> Most Important		
Percentage of Respondents	Nairobi	Other
Agriculture/rural development	8.5%	5.9%
Education	6.5%	11.8%
Social protection	0.7%	0.0%
Transport	9.9%	17.6%
Poverty reduction	6.1%	5.9%
Public sector reform	2.7%	0.0%
Regional integration	1.0%	0.0%
Gender	1.4%	0.0%
Domestic private sector development	1.4%	5.9%
Foreign direct investment	1.4%	0.0%
Water and sanitation	5.1%	0.0%
Anti-corruption	3.4%	11.8%
Monitoring and evaluation	1.0%	0.0%
Public financial management	2.0%	0.0%
Job creation/employment	8.2%	5.9%
Governance	6.1%	0.0%
Financial markets	4.4%	0.0%
Urban development	1.0%	0.0%
Environmental sustainability	1.7%	5.9%
Equality of opportunity	3.1%	0.0%
Health	8.5%	0.0%
Energy*	2.4%	11.8%
Food security	3.4%	11.8%
Climate change	0.0%	0.0%
Trade and exports	1.7%	0.0%
Crime and violence	0.3%	0.0%
Economic growth	3.1%	0.0%
Law and justice	0.7%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.3%	0.0%
Basic infrastructure	2.4%	5.9%
Natural resource management	1.0%	0.0%
Global integration	0.0%	0.0%
Disaster management	0.3%	0.0%
Information and communications technology	0.0%	0.0%

\*Significantly different between locations

### A. General Issues facing Kenya (continued)

When considering development priorities, which ONE development priority below is the most important in Kenya? Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>3<sup>rd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Nairobi</b>	<b>Other</b>
Agriculture/rural development	7.5%	17.6%
Education	7.1%	0.0%
Social protection	1.4%	0.0%
Transport	3.7%	11.8%
Poverty reduction	8.5%	0.0%
Public sector reform	3.7%	0.0%
Regional integration	1.0%	0.0%
Gender	1.4%	0.0%
Domestic private sector development	1.4%	0.0%
Foreign direct investment	2.0%	0.0%
Water and sanitation*	1.7%	23.5%
Anti-corruption	4.4%	0.0%
Monitoring and evaluation	1.0%	0.0%
Public financial management	1.7%	5.9%
Job creation/employment	8.2%	0.0%
Governance	4.4%	11.8%
Financial markets	0.0%	0.0%
Urban development	2.0%	0.0%
Environmental sustainability	1.0%	5.9%
Equality of opportunity	1.0%	0.0%
Health	4.8%	5.9%
Energy	4.4%	5.9%
Food security	6.1%	0.0%
Climate change	1.4%	0.0%
Trade and exports	1.0%	0.0%
Crime and violence	1.4%	0.0%
Economic growth	5.8%	5.9%
Law and justice	1.4%	0.0%
Regulatory framework	1.4%	5.9%
Communicable/non-communicable diseases	1.0%	0.0%
Basic infrastructure	4.1%	0.0%
Natural resource management	0.7%	0.0%
Global integration	0.0%	0.0%
Disaster management	0.7%	0.0%
Information and communications technology	1.7%	0.0%

\*Significantly different between locations

### A. General Issues facing Kenya (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 Kenya? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Nairobi	Other
Water and sanitation	10.4%	17.2%
Equality of opportunity	9.1%	6.9%
Economic growth	31.7%	27.6%
Climate change	1.8%	0.0%
Disaster management	1.2%	0.0%
Regional integration	0.9%	3.4%
Gender	2.4%	0.0%
Agriculture/rural development*	38.7%	72.4%
Urban development	4.3%	0.0%
Education	27.1%	24.1%
Regulatory framework	1.8%	0.0%
Basic infrastructure	14.3%	20.7%
Social protection	2.1%	0.0%
Law and justice	5.8%	3.4%
Transport	11.6%	13.8%
Crime and violence	1.8%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	4.0%	0.0%
Anti corruption	13.7%	13.8%
Domestic private sector development	4.0%	3.4%
Foreign direct investment	1.8%	0.0%
Global integration	0.9%	0.0%
Energy	8.8%	6.9%
Public sector reform	1.2%	0.0%
Monitoring and evaluation	2.7%	0.0%
Governance	12.2%	17.2%
Natural resource management	3.7%	3.4%
Environmental sustainability	3.4%	0.0%
Health*	19.2%	0.0%
Public financial management	6.4%	0.0%
Job creation/employment	27.4%	41.4%
Financial markets	1.2%	0.0%
Trade and exports	1.8%	6.9%
Food security	14.0%	17.2%

\*Significantly different between locations

### A. General Issues facing Kenya (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 Kenya? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Nairobi		Other	
Energy*	23.6%		43.3%	
Equality of opportunity	5.1%		3.3%	
Social protection	0.6%		0.0%	
Global integration	3.9%		0.0%	
Climate change	2.7%		0.0%	
Anti corruption	18.1%		13.3%	
Disaster management	1.8%		0.0%	
Agriculture/rural development	34.1%		46.7%	
Foreign direct investment	9.4%		16.7%	
Urban development	4.2%		0.0%	
Water and sanitation	2.7%		3.3%	
Education	23.3%		16.7%	
Information and communications technology	7.9%		10.0%	
Regulatory framework	2.7%		0.0%	
Communicable/non-communicable diseases	0.0%		0.0%	
Trade and exports	16.0%		26.7%	
Public sector reform	3.0%		0.0%	
Regional integration*	1.8%		10.0%	
Domestic private sector development	6.0%		13.3%	
Job creation/employment	20.2%		16.7%	
Food security*	16.0%		0.0%	
Governance	11.8%		13.3%	
Transport	17.8%		16.7%	
Monitoring and evaluation	1.2%		0.0%	
Gender	1.8%		0.0%	
Natural resource management	7.3%		3.3%	
Environmental sustainability	2.7%		6.7%	
Health	11.2%		6.7%	
Basic infrastructure	20.8%		13.3%	
Law and justice	2.4%		3.3%	
Crime and violence	1.5%		3.3%	
Public financial management	6.9%		3.3%	
Financial markets	3.0%		3.3%	

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Kenya?	333	6.80	1.70	28	6.61	1.73

(1-Not familiar at all, 10-Extremely familiar)

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Kenya.	328	6.44	1.74	28	6.64	1.75

(1-Not effective at all, 10-Very effective) \*Significantly different between locations

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Kenya solve its most complicated development challenges?	321	6.85	1.69	26	6.81	2.06

(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 Kenya, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Kenya? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Nairobi	Other
Agriculture/rural development*	36.6%	63.3%
Education	19.6%	30.0%
Social protection	2.1%	0.0%
Governance	14.5%	3.3%
Transport*	23.0%	46.7%
Poverty reduction	15.1%	13.3%
Public sector reform	7.3%	3.3%
Regional integration	2.7%	0.0%
Gender	2.4%	0.0%
Crime and violence	2.1%	3.3%
Domestic private sector development	7.3%	3.3%
Foreign direct investment	2.4%	0.0%
Water and sanitation	11.8%	6.7%
Energy	16.0%	23.3%
Monitoring and evaluation	2.1%	3.3%
Public financial management	7.6%	6.7%
Job creation/employment	12.7%	10.0%
Financial markets	0.6%	0.0%
Urban development	4.5%	0.0%
Environmental sustainability	1.8%	3.3%
Equality of opportunity	3.6%	0.0%
Health	16.9%	3.3%
Global integration	1.8%	6.7%
Food security*	14.8%	0.0%
Climate change	1.5%	0.0%
Trade and exports	4.8%	3.3%
Economic growth	16.9%	16.7%
Law and justice	5.1%	0.0%
Regulatory framework	1.5%	0.0%
Communicable/non-communicable diseases*	0.6%	6.7%
Basic infrastructure	18.7%	10.0%
Natural resource management	3.9%	6.7%
Anti corruption	5.4%	13.3%
Information and communications technology	4.5%	6.7%
Disaster management	0.9%	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 Kenya?

Greatest Value	Nairobi	Other
Financial resources	52.9%	60.9%
Mobilizing third party financial resources	5.6%	8.7%
Technical assistance	10.5%	4.3%
Policy advice	7.2%	4.3%
Donor coordination	5.9%	8.7%
Data	1.6%	0.0%
Training/capacity building	8.2%	4.3%
Studies/analyses	2.9%	0.0%
Convening/facilitating	2.3%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.3%	0.0%
Other*	0.0%	4.3%

\*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 Kenya?

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Nairobi	Other
Financial resources	8.5%	0.0%
Mobilizing third party financial resources	11.7%	4.3%
Technical assistance	15.3%	30.4%
Policy advice	10.4%	8.7%
Donor coordination	12.4%	13.0%
Data	8.1%	4.3%
Training/capacity building	15.3%	17.4%
Studies/analyses	6.2%	0.0%
Convening/facilitating	3.9%	4.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	5.9%	8.7%
Other	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Nairobi	Other
Imposing technocratic solutions without regard to political realities	15.4%	21.4%
Not exploring alternative policy options	9.7%	7.1%
Too bureaucratic in its operational policies and procedures	27.7%	28.6%
Staff too inaccessible	3.5%	0.0%
Arrogant in its approach	6.3%	0.0%
Not client focused	6.3%	3.6%
The credibility of its knowledge/data	2.8%	3.6%
Not willing to honestly criticize policies and reform efforts in the country	11.3%	14.3%
Too influenced by developed countries	23.0%	17.9%
Not enough public disclosure of its work*	13.8%	35.7%
World Bank processes too slow and complex	18.9%	14.3%
Not aligned with country priorities	10.1%	3.6%
Not aligned with other donors' work	3.1%	3.6%
Not collaborating enough with non-state actors*	7.5%	25.0%
Not adequately sensitive to political/social realities in Kenya	10.1%	7.1%
Other	3.5%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Nairobi	Other
Investment lending	51.4%	62.1%
Capacity development	33.8%	37.9%
Policy based lending/ budget support to the Government	25.4%	31.0%
Knowledge products/services	16.0%	10.3%
Technical assistance	33.5%	34.5%
Trust Fund management	12.1%	6.9%
Other	0.3%	0.0%
Don't know	2.4%	0.0%

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

Percentage of Respondents (Responses Combined)	Nairobi	Other
Investment lending*	8.7%	20.0%
Capacity development	18.6%	26.7%
Policy based lending/ budget support to the Government*	23.8%	3.3%
Knowledge products/services	30.0%	23.3%
Technical assistance	17.6%	23.3%
Trust Fund management	36.2%	36.7%
Other	1.5%	3.3%
Don't know	9.6%	16.7%

\*Significantly different between locations

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

	Which best represents your geographic location?					
	Nairobi			Other		
	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"?	323	7.07	1.78	30	7.73	2.13

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

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)	Nairobi	Other
NGOs	20.5%	23.3%
Local Government	21.8%	20.0%
Beneficiaries	23.3%	26.7%
Private sector	26.9%	33.3%
Community Based Organizations (CBOs)*	24.8%	43.3%
Donor community	15.7%	6.7%
Foundations	7.9%	0.0%
Academia/think tanks/research institutes	19.3%	20.0%
Parliament	8.5%	3.3%
Media	7.6%	0.0%
Faith based organizations	6.9%	13.3%
Other	1.5%	3.3%

\*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Kenya	326	6.90	1.77	29	7.03	2.24
The World Bank's efforts ensure a high level of transparency in its operations	321	6.34	1.92	28	6.64	2.26
The World Bank's work is aligned with what I consider the development priorities for this country	319	6.47	1.89	28	6.43	2.44
The World Bank supports programs and strategies that are realistic for Kenya	320	6.62	1.90	27	6.93	2.38
The World Bank treats clients and stakeholders in Kenya with respect	316	6.52	1.98	26	6.73	2.36

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

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

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	317	6.33	1.64	28	6.18	2.09
Flexibility (in terms of the World Bank's products and services)	309	5.83	1.82	27	5.15	2.13
Flexibility (in terms of changing country circumstances)	306	5.95	1.72	27	5.48	1.91
Being inclusive	312	6.16	1.78	28	5.57	2.06
Openness (sharing data and other information)	317	6.48	1.88	28	5.82	2.42
Staff accessibility*	302	6.38	1.99	27	5.52	2.03
Straightforwardness and honesty	302	6.56	1.90	28	6.71	1.82
Collaboration with groups outside of the Government*	302	6.50	1.75	25	5.36	2.22
Collaboration with the Government	309	7.27	1.69	28	7.14	2.14
Collaboration with other donors	294	6.94	1.75	25	6.68	2.29
Follow through over time	298	6.79	1.70	25	6.80	2.10

\*Significantly different between locations

### 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 TWO)

Percentage of Respondents (Responses Combined)	Nairobi	Other
The World Bank works too slowly	22.5%	17.2%
The Government works inefficiently	28.9%	37.9%
There is not an adequate level of citizen/civil society participation	18.8%	24.1%
Poor donor coordination	13.2%	10.3%
The World Bank does not do adequate follow through/follow-up	11.7%	10.3%
Lack of/inadequate levels of capacity in Government	19.7%	13.8%
Political pressures and obstacles	28.0%	31.0%
Reforms are not well thought out in light of country challenges	20.9%	34.5%
The World Bank is not sensitive enough to political/social realities on the ground	14.8%	10.3%
Other	1.2%	0.0%

### 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 Kenya, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	291	5.90	2.11	28	5.18	2.50
Information and communications technology*	285	6.62	1.80	27	5.70	1.98
Transport	296	6.96	1.81	26	6.69	1.95
Crime and violence*	261	5.28	2.01	25	4.36	2.53
Law and justice*	266	5.70	1.96	25	4.80	2.24
Urban development	294	6.46	1.70	26	6.23	2.25
Environmental sustainability	282	6.52	1.69	24	6.33	2.16
Regulatory framework*	282	6.45	1.66	25	5.44	2.14
Basic infrastructure	290	6.50	1.68	25	6.20	2.02
Communicable/non-communicable diseases	258	6.11	1.87	25	6.32	2.06
Poverty reduction	296	6.15	1.94	28	6.18	2.47
Gender	272	6.19	1.78	27	6.04	2.07
Domestic private sector development*	265	6.28	1.63	25	5.44	2.55
Foreign direct investment	262	6.25	1.72	23	5.78	2.13
Water and sanitation	279	6.56	1.82	27	6.22	2.33
Trade and exports	258	5.99	1.75	23	5.83	2.31
Economic growth	292	6.59	1.81	27	6.48	2.10
Energy	285	6.61	1.81	25	6.96	2.34
Disaster management	255	5.65	1.95	27	5.26	2.61
Monitoring and evaluation	272	6.42	1.75	25	6.48	2.14
Public financial management	283	6.40	1.85	27	6.41	2.02
Job creation/employment	276	5.62	2.01	26	5.00	2.56
Financial markets	256	5.93	1.84	21	5.67	2.56
Equality of opportunity	254	5.80	1.95	25	5.44	2.27
Health	279	6.31	1.81	23	6.48	2.15
Agriculture/rural development	276	6.25	1.75	26	6.65	2.43
Global integration	256	6.11	1.88	23	6.17	2.04
Governance	288	6.30	1.97	25	5.92	2.18
Food security	273	6.02	1.93	25	5.96	2.39
Education	283	6.45	1.75	24	6.67	2.63
Social protection*	255	5.77	1.95	23	4.39	2.25
Climate change	268	5.90	1.90	25	5.80	2.66
Public sector reform	276	6.43	1.85	25	6.32	2.44
Regional integration	269	6.10	1.86	23	5.83	2.37
Natural resource management	254	5.84	1.94	22	5.27	2.57

\*Significantly different between locations

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

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Kenya? <i>(1-To no degree at all, 10-To a very significant degree)</i>	324	6.76	1.58	30	6.83	2.12

### To what extent do you agree with the following statements about the World Bank in Kenya, on a ten point scale?

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

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Kenya	322	5.97	1.60	29	5.59	2.03
The World Bank meets Kenya's needs for knowledge services	320	6.09	1.70	29	5.59	1.74

### 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	Nairobi	Other
Weekly	9.9%	0.0%
Monthly	25.0%	20.0%
A few times a year	44.6%	46.7%
Rarely	18.1%	23.3%
Never	2.4%	10.0%

#### When thinking about the development challenges in Kenya, 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)	Nairobi	Other
Public sector reform	10.0%	13.3%
Gender	3.3%	0.0%
Education	18.8%	20.0%
Domestic private sector development	7.9%	0.0%
Foreign direct investment	4.5%	3.3%
Water and sanitation	7.3%	16.7%
Trade and exports	6.7%	0.0%
Economic growth	19.4%	30.0%
Energy	14.5%	23.3%
Disaster management	2.4%	3.3%
Monitoring and evaluation	2.4%	6.7%
Governance	11.8%	10.0%
Social protection	1.5%	0.0%
Climate change	2.1%	6.7%
Poverty reduction	17.9%	16.7%
Law and justice	2.7%	3.3%
Anti corruption	7.3%	6.7%
Financial markets	1.8%	0.0%
Equality of opportunity	6.7%	0.0%
Urban development	5.5%	3.3%
Crime and violence	3.3%	3.3%
Regional integration	4.5%	6.7%
Information and communications technology	9.1%	3.3%
Transport	12.1%	13.3%
Natural resource management	7.9%	3.3%
Public financial management	7.9%	0.0%
Job creation/employment	14.8%	3.3%
Health*	17.9%	3.3%
Agriculture/rural development*	21.8%	50.0%
Global integration	1.2%	0.0%
Food security	17.9%	13.3%
Environmental sustainability*	4.5%	13.3%
Regulatory framework	0.3%	0.0%
Basic infrastructure	8.8%	3.3%
Communicable/non-communicable diseases	0.9%	3.3%

\*Significantly different between locations

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

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

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	310	6.37	1.83	28	6.14	2.07
Stimulating public debate/dialogue*	305	5.89	1.88	27	5.00	2.04
Enhancing your knowledge and/or skills	305	6.55	1.88	28	6.14	2.12
Contributing to good policy making	305	6.49	1.75	29	6.38	1.99
Providing support for program implementation	306	6.75	1.66	29	7.28	1.87

\*Significantly different between locations

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

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
Are timely	305	6.35	1.64	27	6.78	2.41
Include appropriate level of stakeholder involvement during preparation	304	6.04	1.60	26	5.77	1.92
Are relevant to Kenya's development priorities	309	6.47	1.66	26	6.65	1.90
Provide feasible recommendations	304	6.30	1.63	26	6.35	2.17
Are accessible (well written and easy to understand)	307	6.48	1.83	26	6.54	2.44
A source of relevant information on global good practices	308	6.87	1.71	27	6.96	2.36
Are adequately disseminated	308	6.11	1.89	27	5.81	1.94
Are appropriately translated	285	6.21	1.83	27	5.63	1.96
Are adaptable to Kenya's specific development challenges and country circumstances	309	6.36	1.66	27	6.33	1.88

	Which best represents your geographic location?					
	Nairobi			Other		
	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?	316	6.77	1.64	27	6.33	2.11
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	324	7.21	1.50	28	7.00	1.85
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?*	281	6.38	1.69	22	5.55	1.97
To what extent do you believe that Kenya received value for money from the World Bank's products/services that were paid for on a fee for service basis?	300	6.52	1.80	24	5.88	2.09

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

\*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?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	309	5.91	1.97	27	5.30	2.07
The World Bank effectively monitors and evaluates the projects and programs it supports	316	6.71	1.78	28	6.71	2.24
The World Bank's approvals and reviews are done in a timely fashion	314	5.94	1.96	25	5.32	2.17
The World Bank's "Safeguard Policy" requirements are reasonable	291	6.25	1.80	22	6.36	2.11
The World Bank imposes reasonable conditions on its lending	312	6.01	1.89	29	5.69	2.35
The World Bank's work in Kenya helps to improve the quality of country systems	316	6.65	1.69	29	6.24	2.17
Working with the World Bank increases Kenya's institutional capacity	318	6.69	1.78	27	6.85	2.27
The World Bank ensures consistency and continuity through staff changes	277	6.35	1.78	20	6.00	2.47
The World Bank's teams and visits are well coordinated	297	6.68	1.98	23	6.83	2.31
Where country systems are adequate, the World Bank makes appropriate use of them	300	6.33	2.10	26	6.73	2.41
The World Bank provides effective implementation support	313	6.58	1.76	29	6.72	2.09

### F. The Future Role of the World Bank in Kenya

	Which best represents your geographic location?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Kenya's development in the near future?	324	7.74	1.56	30	7.83	1.95

(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 Kenya? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Nairobi	Other
Improve the quality of its experts as related to Kenya's specific challenges	23.9%	24.1%
Reduce the complexity of obtaining World Bank financing	42.3%	48.3%
Focus primarily on advocacy issues	7.4%	0.0%
Improve the competitiveness of its financing compared to markets	20.2%	34.5%
Ensure greater selectivity in its work	20.2%	6.9%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy*	13.5%	27.6%
Offer more innovative financial products	20.2%	27.6%
Offer more innovative knowledge services	11.3%	3.4%
Increase availability of Fee-Based services	5.5%	3.4%
Work faster	12.9%	6.9%
Other	1.2%	3.4%

\*Significantly different between locations

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Nairobi	Other
Local newspapers	70.3%	79.3%
International newspapers	4.5%	0.0%
Local radio	6.4%	13.8%
International radio	0.9%	3.4%
Local television	32.7%	34.5%
International television	4.8%	10.3%
Periodicals	15.2%	17.2%
Internet	38.2%	24.1%
Social media (Facebook, Twitter, Youtube)	2.7%	0.0%
Blogs	2.7%	3.4%
Mobile phones	2.4%	0.0%
Instant messaging	0.6%	0.0%
Other	3.0%	3.4%

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

Percentage of Respondents (Responses Combined)	Nairobi	Other
World Bank website	51.1%	42.9%
Direct contact with World Bank (i.e., face to face meetings/ discussions)	16.0%	28.6%
e-Newsletters	24.5%	21.4%
Instant messaging	8.5%	0.0%
World Bank seminars/workshops/conferences	29.9%	42.9%
World Bank Public Information Center	6.0%	7.1%
World Bank publications and other written materials	23.0%	28.6%
Mobile phones	10.3%	3.6%
Social media (Facebook, Twitter, Youtube)	8.5%	7.1%
Blogs	3.9%	0.0%
Other	0.9%	0.0%

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	Nairobi	Other
Yes	55.0%	34.6%
No	45.0%	65.4%

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

Percentage of Respondents	Nairobi	Other
Yes	44.5%	29.2%
No	55.5%	70.8%

Were you able to obtain this information?

Percentage of Respondents	Nairobi	Other
Yes	90.8%	100.0%
No	9.2%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Nairobi	Other
Yes	98.7%	96.0%
No	1.3%	4.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Nairobi	Other
Yes	78.3%	69.2%
No	21.7%	30.8%

Which do you primarily use?

Percentage of Respondents	Nairobi	Other
The World Bank's country website	54.1%	57.1%
The World Bank's main website	45.9%	42.9%

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

How frequently do you consult the World Bank for public information services?

Percentage of Respondents	Nairobi	Other
Weekly	7.9%	0.0%
Monthly	23.4%	14.3%
Several times a year	43.2%	39.3%
Rarely	19.5%	35.7%
Never	6.1%	10.7%

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?					
	Nairobi			Other		
	N	Mean	SD	N	Mean	SD
When I consult the World Bank for public information services I am very satisfied with the response	286	7.05	1.70	22	6.55	2.36
I use more data from the World Bank as a result of the organization's Open Data policy	275	6.39	2.04	22	6.09	2.31
I find the World Bank websites easy to navigate	288	6.88	1.86	20	7.05	1.73
I find the information on the World Bank's websites useful	290	7.12	1.75	22	7.41	1.79
When I need information from the World Bank I know how to find it	296	6.58	2.00	24	6.33	2.88
The World Bank is responsive to my information requests and inquiries	275	6.91	1.71	21	6.29	2.19

### H. Background Information

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

Percentage of Respondents	Nairobi	Other
Yes	80.0%	60.0%
No	20.0%	40.0%

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

Percentage of Respondents (Responses Combined)	Nairobi	Other
Observer	13.6%	24.1%
Use World Bank reports/data	32.3%	34.5%
Engage in World Bank related/sponsored events/activities	39.3%	24.1%
Collaborate as part of my professional duties	37.8%	20.7%
Use World Bank website for information, data, research, etc.	22.7%	27.6%

## Appendix D: Responses to All Questions by Year<sup>1</sup>

FY '05 Response Number = 413 • FY '12 Response Number = 373

### B. Overall Attitudes toward the World Bank

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Kenya?*	412	6.28	1.81	370	6.81	1.72

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY12 and FY05 country surveys.

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Kenya*	411	6.45	2.34	363	6.93	1.81
The World Bank's work is aligned with what I consider the development priorities for this country*	408	5.55	2.42	356	6.49	1.92
The World Bank supports programs and strategies that are realistic for Kenya*	408	4.74	2.38	356	6.66	1.93
The World Bank treats clients and stakeholders in Kenya with respect*	392	5.01	2.49	351	6.54	2.01

\*Significantly different between FY12 and FY05 country surveys.

### 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 Kenya, on a ten point scale? (1-Not effective at all, 10-Very effective)

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
Anti corruption	396	5.51	2.65	325	5.86	2.16
Information and communications technology*	380	5.19	2.14	318	6.54	1.83
Transport*	395	5.85	2.48	331	6.95	1.83
Law and justice*	383	4.61	2.34	296	5.62	1.99
Urban development*	393	4.81	2.42	326	6.44	1.74
Regulatory framework*	387	5.69	2.13	313	6.38	1.73
Poverty reduction*	401	5.14	2.20	330	6.16	1.97
Gender*	374	4.97	2.26	305	6.20	1.80
Domestic private sector development	386	5.76	2.18	295	6.20	1.73
Water and sanitation*	388	5.70	2.22	311	6.52	1.87
Economic growth*	401	5.52	2.19	324	6.58	1.83
Energy*	386	5.79	2.37	318	6.66	1.88
Public financial management	394	6.02	2.18	315	6.41	1.86
Health	401	5.94	2.35	307	6.34	1.84
Agriculture/rural development*	393	5.60	2.09	307	6.31	1.81
Education	401	6.64	2.40	312	6.47	1.83
Social protection*	364	4.61	2.15	282	5.67	2.00
Public sector reform*	397	5.41	2.16	306	6.44	1.90
Natural resource management*	377	5.25	2.16	280	5.80	1.99

\*Significantly different between FY12 and FY05 country surveys.

<sup>1</sup> Only those questions that were asked in the FY '05 and FY '12 country surveys, with similar response scales/options, are presented.

### 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)

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank effectively monitors and evaluates the projects and programs it supports	143	6.90	2.30	353	6.72	1.82
The World Bank imposes reasonable conditions on its lending*	402	4.36	2.58	350	5.99	1.92
Working with the World Bank increases Kenya's institutional capacity*	144	6.23	2.17	352	6.72	1.82

\*Significantly different between FY12 and FY05 country surveys.

### G. Communication and Information Sharing

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

Percentage of Respondents	2005	2012
Yes	49.5%	77.8%
No	50.5%	22.2%

\*Significantly different between FY12 and FY05 country surveys.

Which do you primarily use?\*

Percentage of Respondents	2005	2012
The World Bank's country website	31.3%	53.6%
The World Bank's main website	68.8%	46.4%

\*Significantly different between FY12 and FY05 country surveys.

## Appendix E: 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 Kenya? (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 Kenya.	5.87	6.67	6.55	6.08	6.47	6.53	6.34	6.73	6.51	6.45	6.55	6.28
To what extent do you believe the World Bank's staff is well prepared to help Kenya solve its most complicated development challenges?	6.36	7.03	6.95	6.45	6.90	6.84	6.67	7.21	6.79	7.03	6.87	6.91
Overall the World Bank currently plays a relevant role in development in Kenya	6.47	7.07	7.03	6.27	7.00	6.77	6.64	7.36	6.92	6.92	6.88	7.05
The World Bank's work is aligned with what I consider the development priorities for this country	5.82	6.68	6.60	5.87	6.59	6.28	6.27	6.82	6.38	6.67	6.59	6.16
Responsiveness	5.90	6.45	6.41	5.90	6.31	6.39	6.20	6.54	6.32	6.37	6.36	6.28
Openness (sharing data and other information)	5.93	6.57	6.55	5.65	6.48	6.27	6.23	6.71	6.28	6.65	6.27	6.87
Collaboration with groups outside of the Government	5.67	6.61	6.46	6.23	6.47	6.33	6.28	6.66	6.32	6.61	6.44	6.36
Collaboration with the Government	7.08	7.32	7.32	6.87	7.35	7.06	7.03	7.60	7.23	7.30	7.17	7.54
Collaboration with other donors	6.56	7.03	6.97	6.73	7.04	6.72	6.75	7.22	6.90	7.01	6.86	7.22
To what extent does the World Bank's work help to achieve development results in Kenya?	6.26	6.92	6.82	6.46	6.76	6.79	6.72	6.84	6.74	6.82	6.81	6.65
The World Bank's financial instruments meet the needs of Kenya	5.46	6.11	6.00	5.68	5.95	5.97	5.83	6.14	5.92	6.02	5.99	5.85
The World Bank meets Kenya's needs for knowledge services	5.58	6.20	6.14	5.66	6.09	6.02	5.96	6.23	5.96	6.25	6.14	5.85
The World Bank's knowledge and research are adaptable to Kenya's specific development challenges and country circumstances	5.93	6.50	6.45	5.91	6.37	6.38	6.25	6.58	6.26	6.59	6.46	6.13
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.01	6.96	6.80	6.48	6.73	6.80	6.62	6.96	6.75	6.75	6.78	6.65
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.03	7.24	7.26	6.80	7.19	7.22	7.16	7.26	7.06	7.43	7.15	7.35
Where country systems are adequate, the World Bank makes appropriate use of them	5.91	6.47	6.41	6.18	6.36	6.41	6.22	6.63	6.46	6.22	6.36	6.43

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Kenya FY 2012 Questionnaire



### **World Bank Country Survey FY12 – KENYA**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in KENYA 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 KENYA, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in KENYA. The World Bank commissioned an independent firm to oversee the logistics of this effort in KENYA. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

#### **SECTION A: GENERAL ISSUES FACING KENYA**

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

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

**A2. When considering development priorities, which ONE development priority below is the most important in KENYA? Which ONE is the second most important priority? Which ONE is the third most important priority?**

<b>Choose only ONE for each column</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
1	Agriculture/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 (e.g., pensions, targeted social assistance)	<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	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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

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

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

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

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

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

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

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

<b>B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in KENYA?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in KENYA? (Choose no more than TWO)</b>	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in KENYA
16	Other (please specify): _____

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

<b>B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in KENYA? (Choose no more than TWO)</b>	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in KENYA? (Choose no more than TWO)</b>	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

**B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B11</b>	Overall the World Bank currently plays a relevant role in development in KENYA	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B12</b>	The World Bank's efforts ensure a high level of transparency in its operations (i.e. through its Access to Information Policy, helping to support Civil Society and citizens to engage more proactively in accountability efforts, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B13</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank supports programs and strategies that are realistic for KENYA	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank treats clients and stakeholders in KENYA 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...)**

<b>To what extent is the World Bank an effective development partner in KENYA, in terms of each of the following?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>B27. 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 TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	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 KENYA, on a ten point scale?**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C1</b>	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C2</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C25</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	Agriculture/Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C27</b>	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C28</b>	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C29</b>	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C30</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C31</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C32</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C33</b>	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C34</b>	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C35</b>	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)**

<b>C36. To what extent does the World Bank's work help to achieve development results in KENYA, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank in KENYA, on a ten point scale?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C37</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of KENYA	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C38</b>	The World Bank meets KENYA'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 (CONT...)**

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

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

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

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

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

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

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

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

<b>D20. To what extent do you believe that KENYA received value for money from the World Bank's products/services that were paid for on a fee for service basis?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all						To a very significant degree				Don't know	

**SECTION 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
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank's work in Kenya helps to improve the quality of country systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank increases KENYA's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E11</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in KENYA? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to KENYA'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 KENYA's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

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

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

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

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

<b>G9. How frequently do you consult the World Bank for public information services (e.g., materials, documents, reports, guidance, request for interviews with technical experts, follow up on reports)?</b>	
1	Weekly
2	Monthly
3	Several times a year
4	Rarely
5	Never

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	When I consult the World Bank for public information services (as described above) I am very satisfied with the response	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G11</b>	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G12</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G13</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G15</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

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

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

<b>H5. Which best represents your geographic location?</b>	
1	Nairobi
2	Other major municipalities
3	Rural areas
4	Other

**Thank you for completing the survey!**