Tanzania

The World Bank Group
Country Opinion Survey FY14

Report of Findings
July 2014

Acknowledgements

The Tanzania Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jessica Cameron, Svetlana Markova, Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Tanzania country team and the local fielding agency Ipsos Synovate. In particular, PORG is grateful to Monthe Bienvenu Biyoudi (Senior Operations Officer) and Loy Nabeta (Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

From March to May 2014, 318 stakeholders of the World Bank Group in Tanzania were invited to provide their opinions on the WBG's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or 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 Group-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 277 stakeholders participated in the survey (87% response rate).

Respondents received the questionnaire via courier or post, and returned it accordingly. Respondents were asked about: general issues facing Tanzania; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Tanzania; and the WBG's communication and information sharing in Tanzania. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 348 respondents (43% response rate) who completed the country survey in FY '11. Notations and/or charts are included when these comparisons were possible. It should be noted that respondents' stakeholder group distributions were fairly similar between FY '11 and FY '14; however, the FY '14 country survey did not include respondents from local government, trade unions, or the judiciary whereas the FY '11 country survey did not include consultants on WBG-supported projects/PMUs and the category of employees of ministries also included regional administrators. The geographic location distribution is also fairly similar. Detailed comparisons can be found in the Appendix (see page 143).

II. Methodology (continued)

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

B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, its effectiveness in Tanzania, WBG staff preparedness, the effectiveness of its activities, to what extent it should provide capacity building support to certain groups, the importance and effectiveness of the WBG's current capacity building work, their agreement with various statements regarding the WBG's work, and the extent to which it is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the WBG to focus its resources, the WBG's greatest values and greatest weaknesses, its most effective instruments, with which stakeholder groups the WBG should collaborate more, if the WBG should have more or less of a local presence in Tanzania, and to what they attributed slowed or failed reform efforts.

C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Tanzania, the extent to which the WBG meets Tanzania's needs for knowledge services and financial instruments, the extent to which the WBG's internal evaluation mechanisms hold it accountable for achieving results, and the importance of the WBG's involvement and the WBG's level of effectiveness across thirty-one development areas. Respondents were also asked to indicate if WBG decisions regarding its Tanzania program were made primarily in country or at Headquarters.

D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG knowledge work and to rate the quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.

E. Working with the World Bank: Respondents were asked to rate the extent to which various aspects of the WBG's delivery work contribute to solving Tanzania's development challenges and their agreement with a series of statements regarding working with the WBG. Respondents were asked to indicate if the WBG operates with too much risk.

F. The Future Role of the World Bank Group in Tanzania: Respondents were asked to indicate what the WBG should do to make itself of greater value in Tanzania, which of its services the WBG should offer more of in Tanzania, and whether the WBG exerts too much or too little pressure on the Government. Respondents were also asked to indicate the extent to which the WBG should have greater visibility and ensure stronger reform efforts are tied to its lending.

G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, their Internet access, and their usage and evaluation of the WBG's websites. Respondents were asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the World Bank Group as a result of the WBG's Open Data policy. Respondents were also asked to evaluate the WBG's information accessibility and responsiveness to information requests.

H. Background Information: Respondents were asked to indicate their current position, specialization, whether they currently collaborate with the WBG, with which WBG agencies they work, their exposure to the WBG in Tanzania, and their geographic location.

III. Demographics of the Sample

Current Position

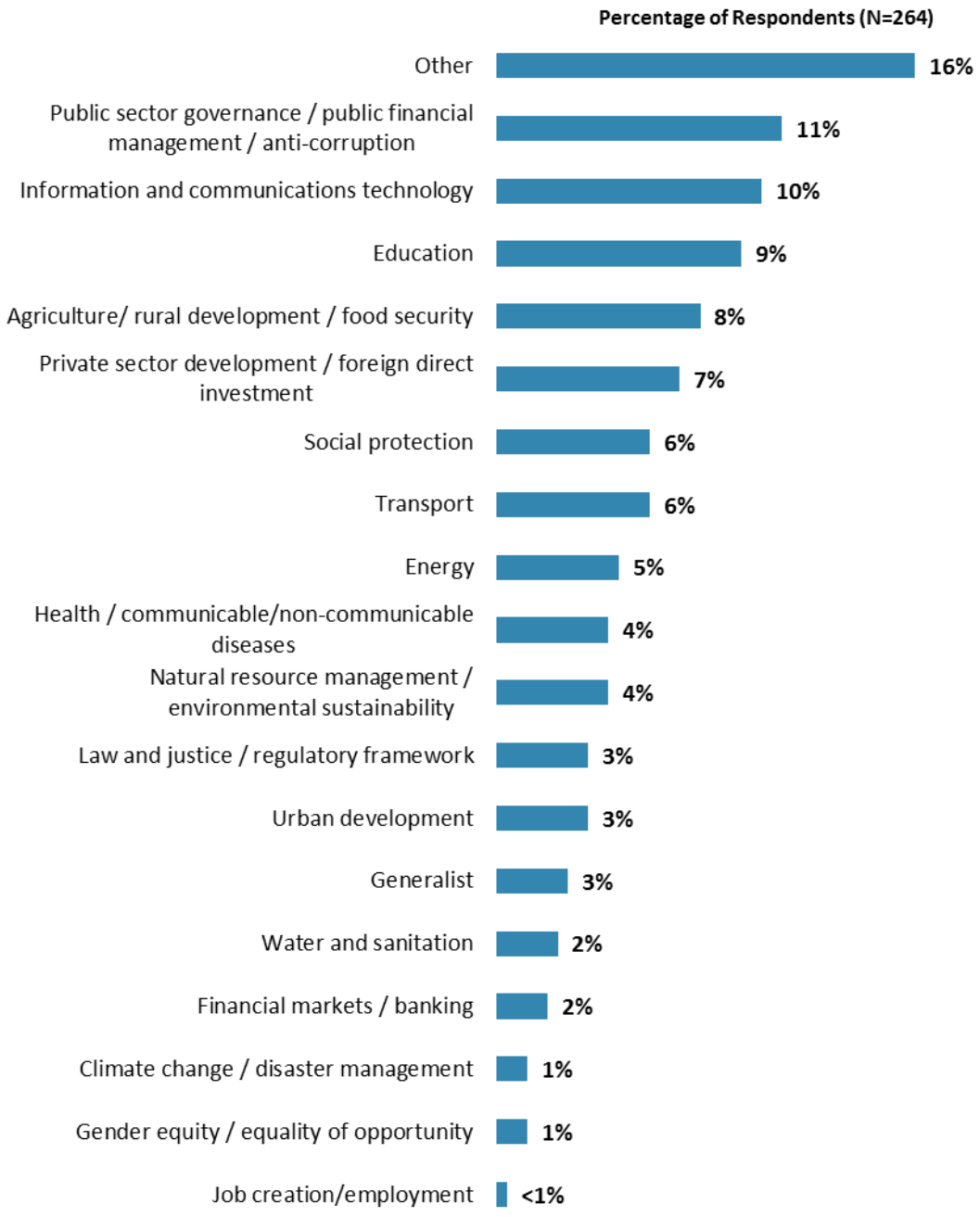
- For further analyses, the few respondents from the office of Minister were combined with the respondents from the office of the President, the few consultants on WBG-supported projects were combined with respondents from PMUs, respondents from multilateral agencies were combined with those from bilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, respondents from CBOs and private foundations were combined with those from NGOs, and the few respondents from the office of a Parliamentarian, local government, and trade unions were included in the "Other" category.

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

III. Demographics of the Sample (continued)

Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 147).

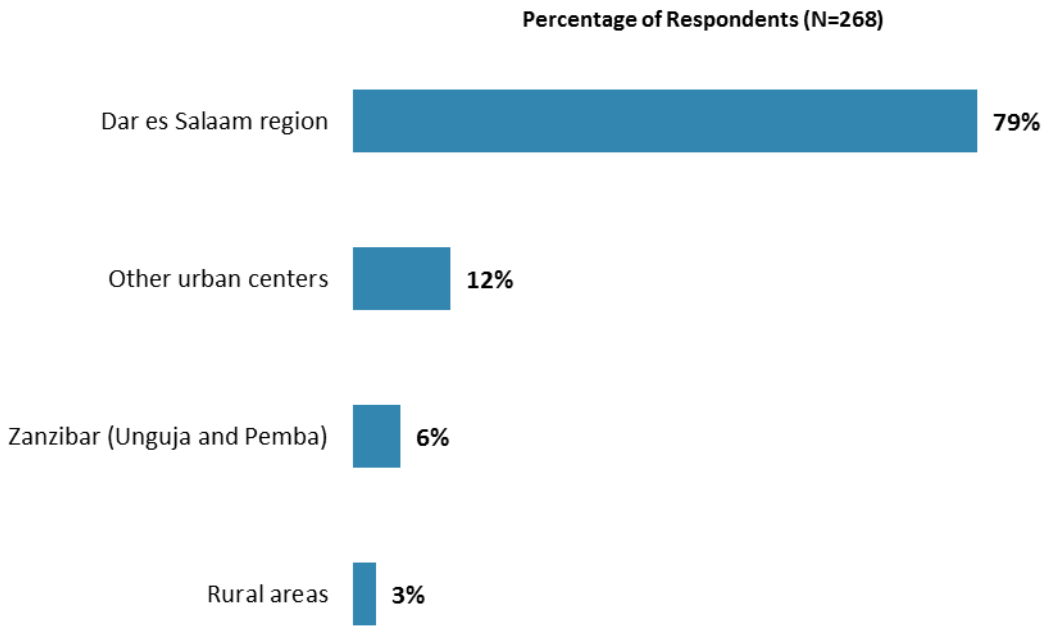


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- The majority of respondents were from the Dar es Salaam region. The few respondents from Zanzibar, other urban areas, and rural areas were combined into one "Other Areas" category for all further analyses. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 109).

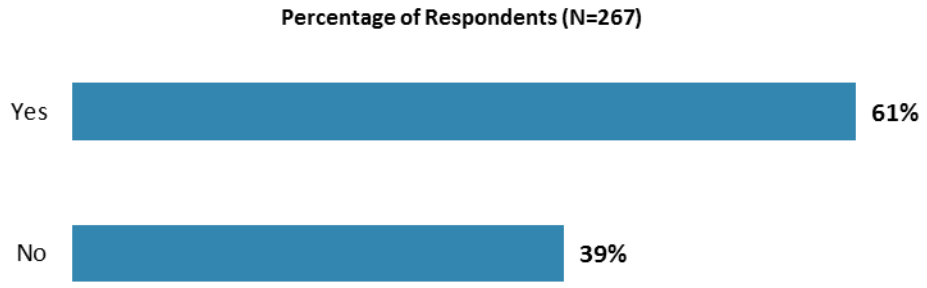


"Which best represents your geographic location?" (Respondents chose from a list.)

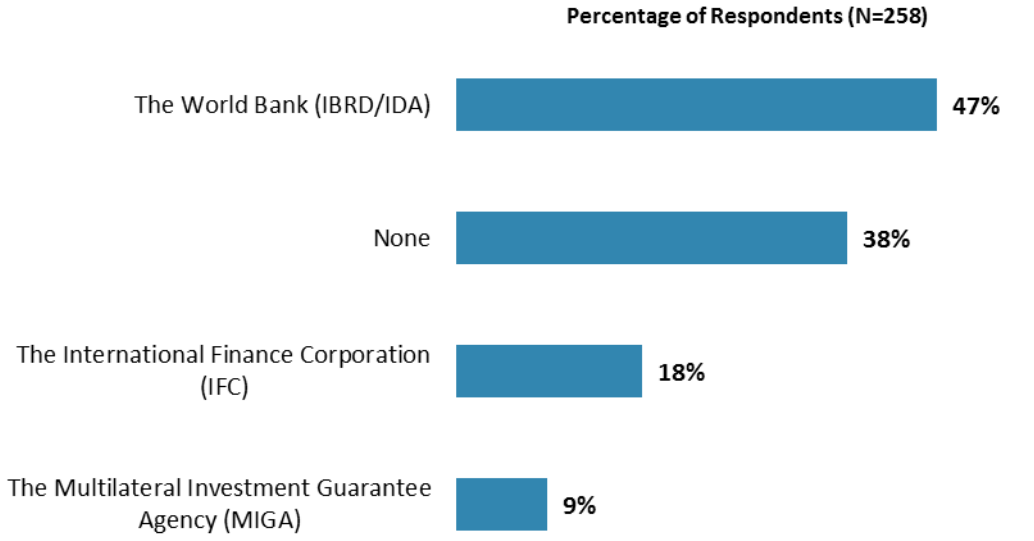
III. Demographics of the Sample (continued)

Collaboration with the World Bank Group

- Differences in responding, based on collaboration with the World Bank Group in Tanzania, can be found in the Appendix (see page 126).



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

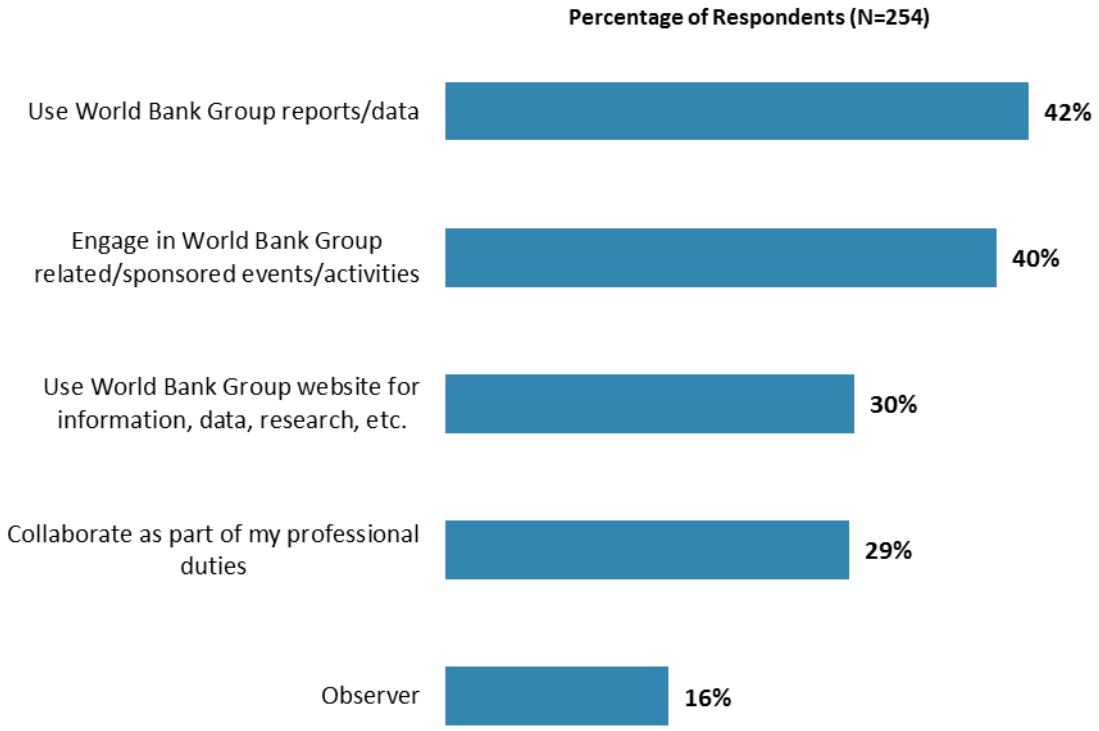


"Which of the following agencies of the World Bank Group do you work with in Tanzania? (Select all that apply)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Tanzania, can be found in the Appendix (see page 155). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that table.

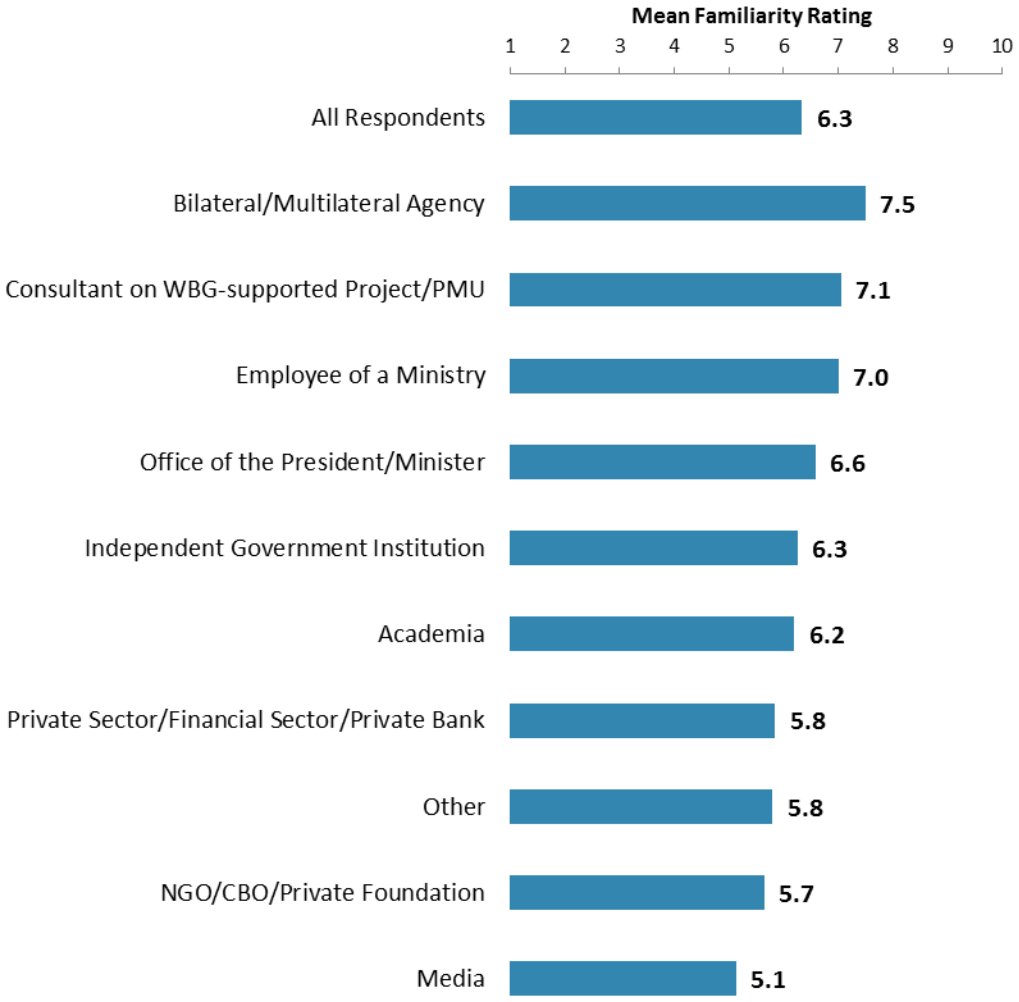


"Which of the following describes most of your exposure to the World Bank Group in Tanzania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents in this year's country survey had statistically similar levels of familiarity with the World Bank Group in Tanzania compared to respondents from the FY '11 country survey (6.6).
- Respondents from bilateral/multilateral agencies had the highest levels of familiarity with the World Bank Group in Tanzania whereas respondents from the media had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Tanzania, and significantly, moderately correlated with their perceptions of the WBG's work achieving development results in Tanzania and the WBG's relevance to development in Tanzania.

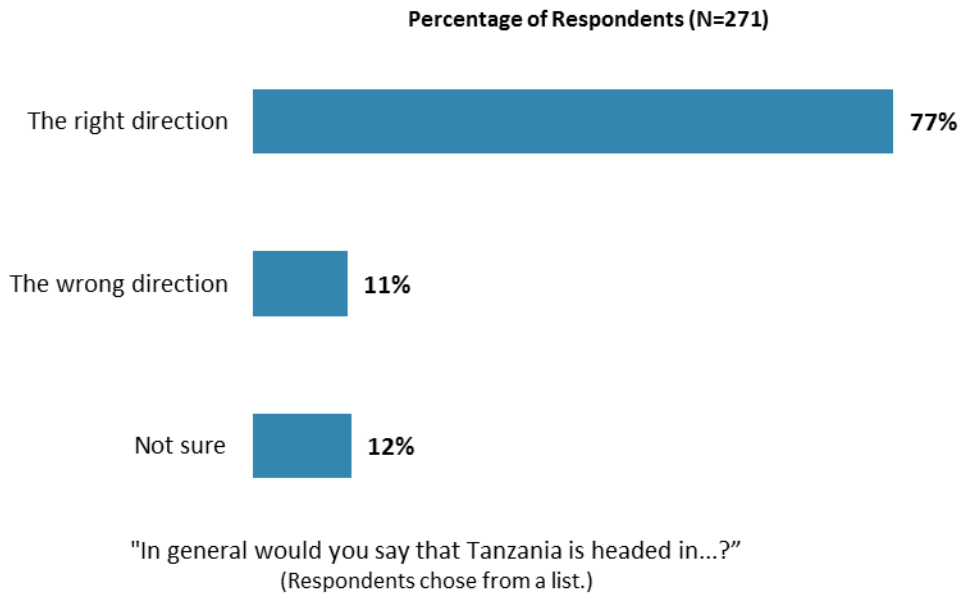


"How familiar are you with the work of the World Bank Group in Tanzania?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Tanzania

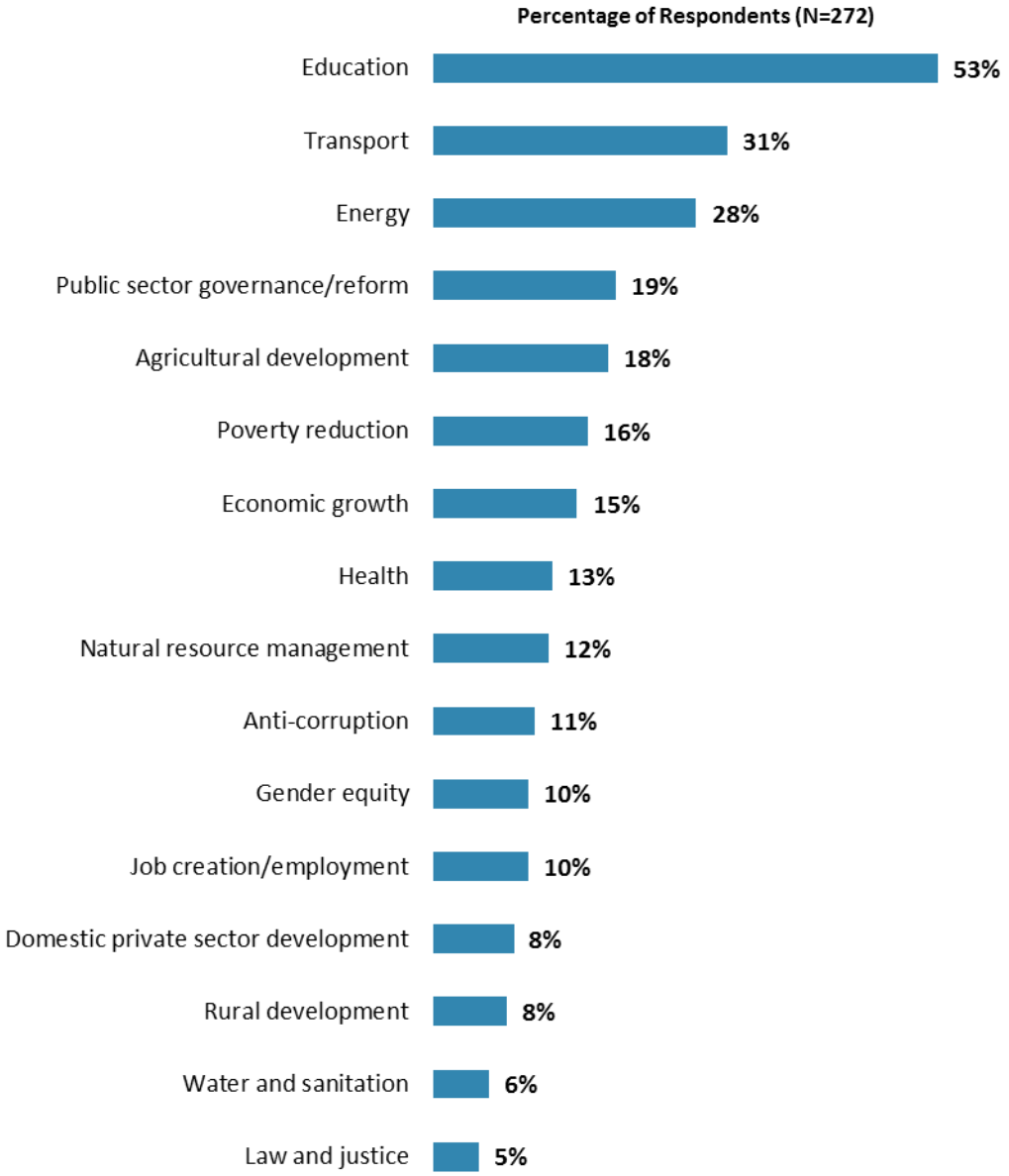
Tanzania Heading in the Right Direction

- Although the majority of respondents across all stakeholder groups indicate that Tanzania is headed in the right direction, employees of ministries and respondents from bilateral/multilateral agencies and the media were significantly more likely to do so compared to respondents from other stakeholder groups.
- Respondents who collaborated with the WBG in Tanzania were significantly more likely to indicate that Tanzania is headed in the right direction compared to respondents who do not collaborate with the WBG, who were more likely to indicate that they are not sure whether Tanzania was headed in the right or wrong direction (however, the majority of respondents who do not collaborate with the WBG still indicated that Tanzania is headed in the right direction).



IV. General Issues Facing Tanzania (continued)

Development Priority

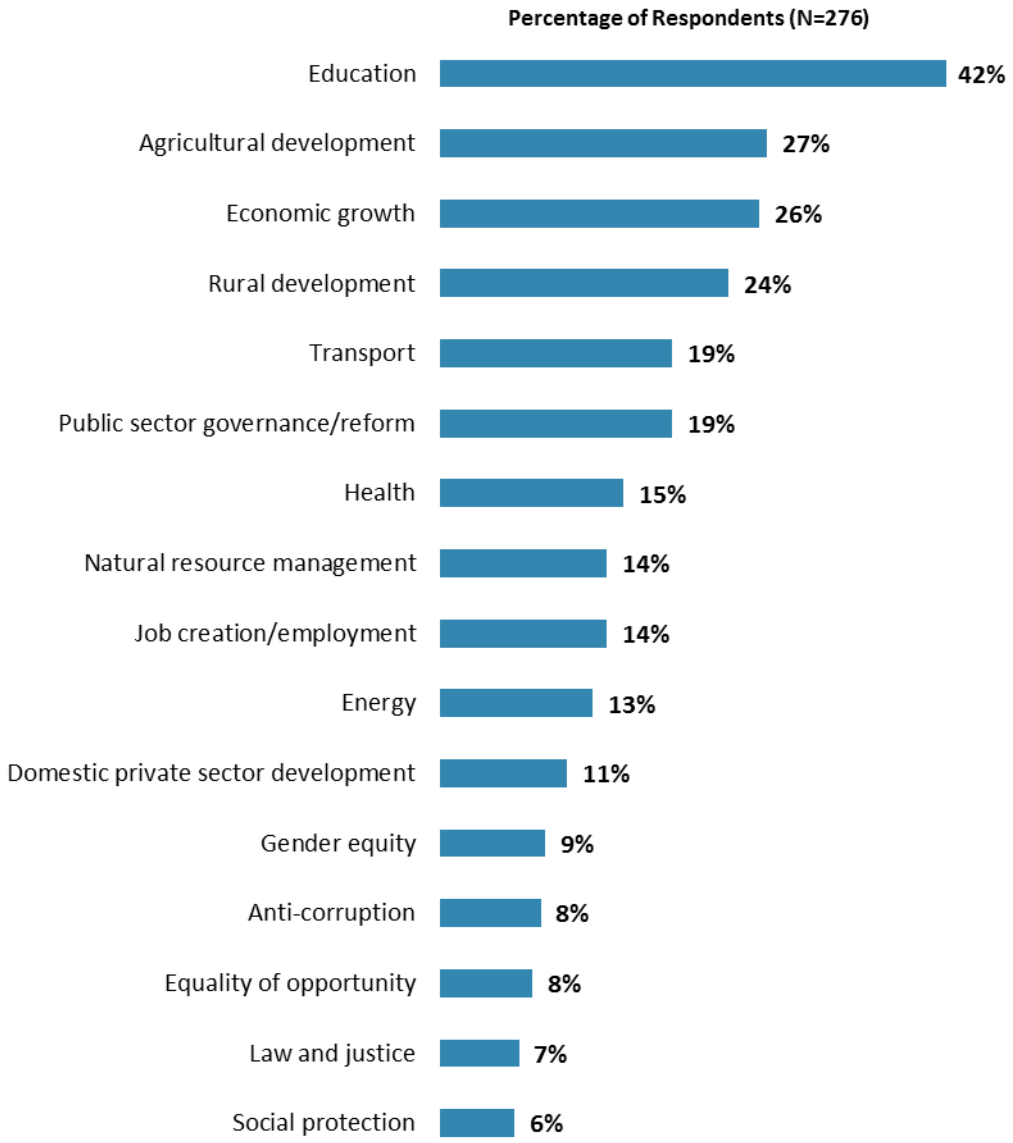


"Listed below are a number of development priorities in Tanzania. Please identify which of the following you consider the most important development priorities in Tanzania. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 16 shown.)

IV. General Issues Facing Tanzania (continued)

Factors Contributing to Poverty Reduction

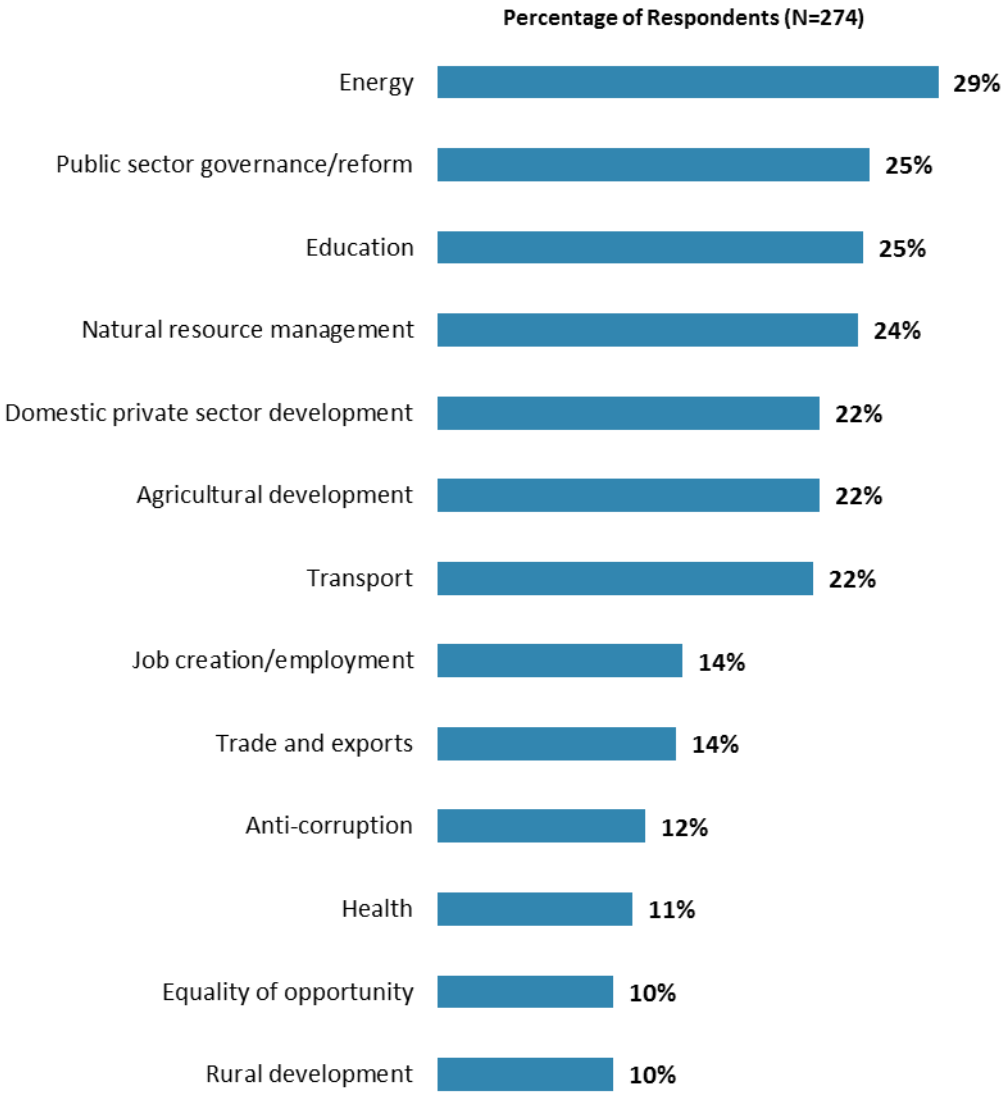
- Consultants on WBG-supported projects/PMUs were significantly more likely to indicate that natural resources management would contribute most to poverty reduction compared to respondents from other stakeholder groups.



"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 Tanzania?"
(Respondents chose from a list. Responses combined. Top 16 shown.)

IV. General Issues Facing Tanzania (continued)

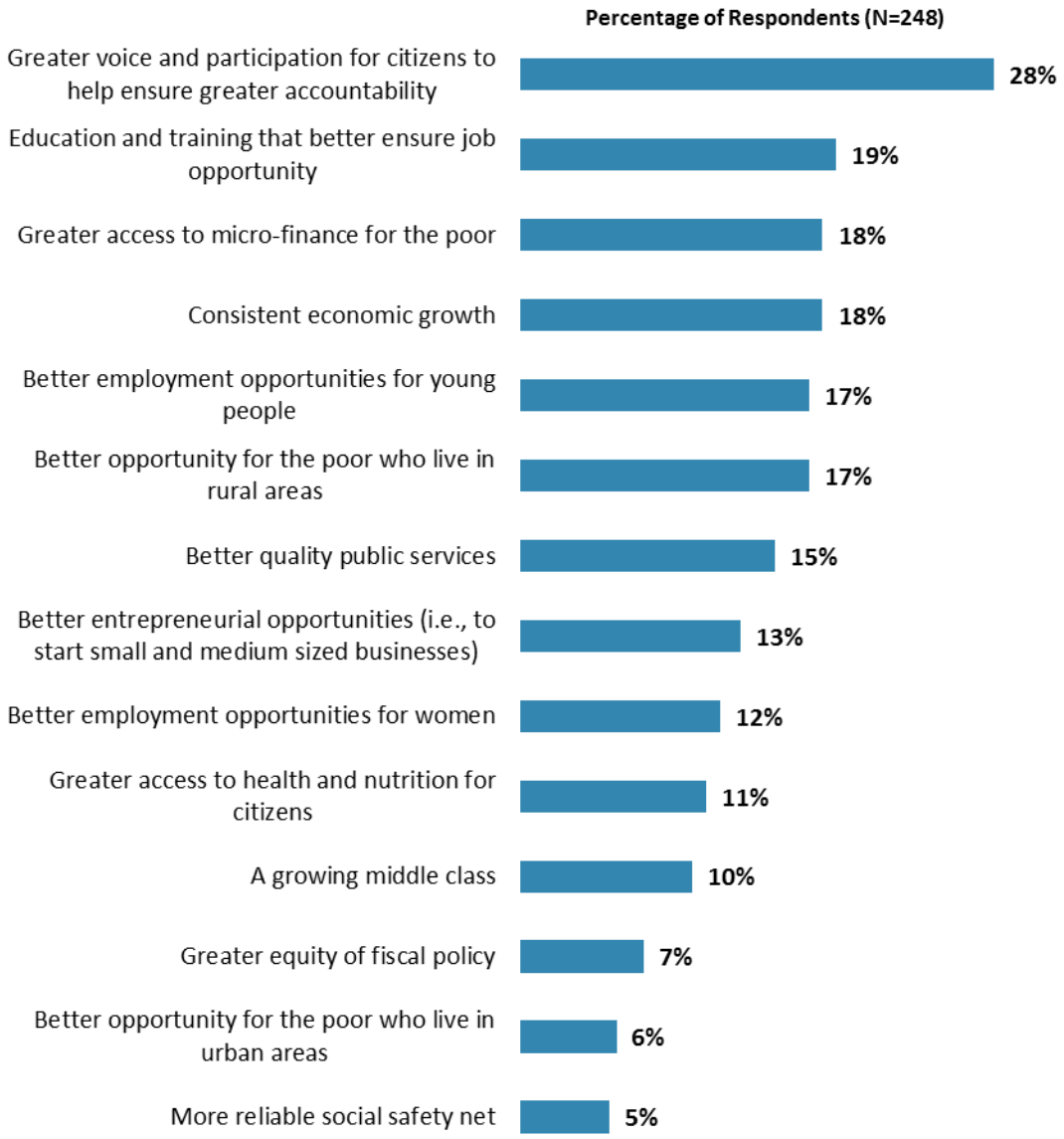
Factors Contributing to Economic Growth



"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Tanzania? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 13 shown.)

IV. General Issues Facing Tanzania (continued)

Achieving "Shared Prosperity"



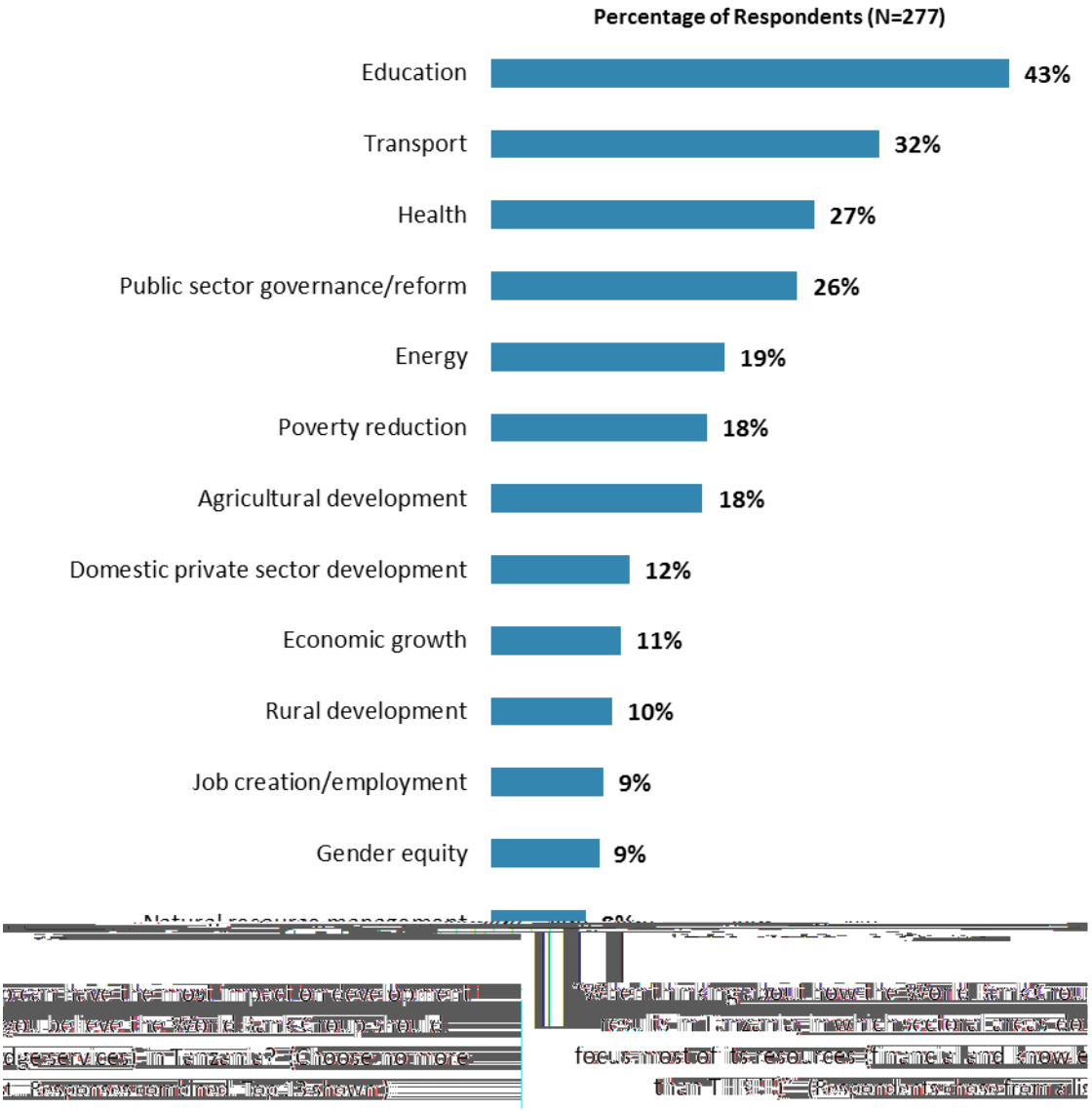
"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank Group

As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

Focusing World Bank Group Resources

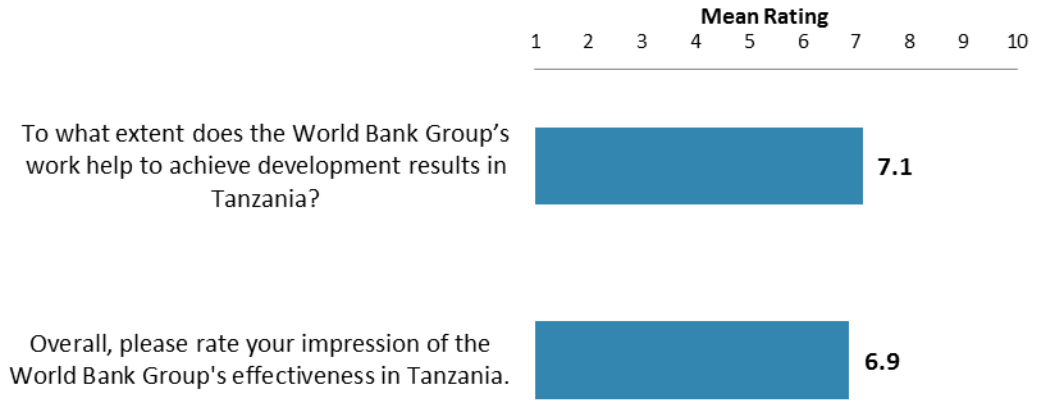
- Although response options were different in the FY 11 Country survey, it is worth noting that respondents in the FY '11 country survey indicated that it would be most productive for the Bank to focus most of its resources on improving basic infrastructure for average Tanzanians (48%), improving government effectiveness/governance and public financial management (47%), and improving access to and quality of education (40%).



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

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

- Respondents from this year's country survey gave significantly higher ratings for the WBG's effectiveness in Tanzania compared to respondents from the FY '11 country survey (6.5).
- Employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from bilateral/multilateral agencies gave the highest ratings for the WBG's effectiveness in Tanzania whereas respondents from other organizations gave significantly lower ratings. Employees of ministries and respondents from bilateral/multilateral agencies gave the highest ratings for the extent to which the WBG's work achieves development results in Tanzania whereas respondents from the private sector/financial sector/private banks, NGOs/CBOs/private foundations, and independent government institutions gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness in Tanzania and for the extent to which the WBG's work achieves development results in Tanzania compared to respondents who do not collaborate with the WBG.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the WBG's work achieves development results in Tanzania and for the WBG's effectiveness in Tanzania.



(1-"To no degree at all", 10-"To a very significant degree" and 1-"Not effective at all", 10-"Very effective")

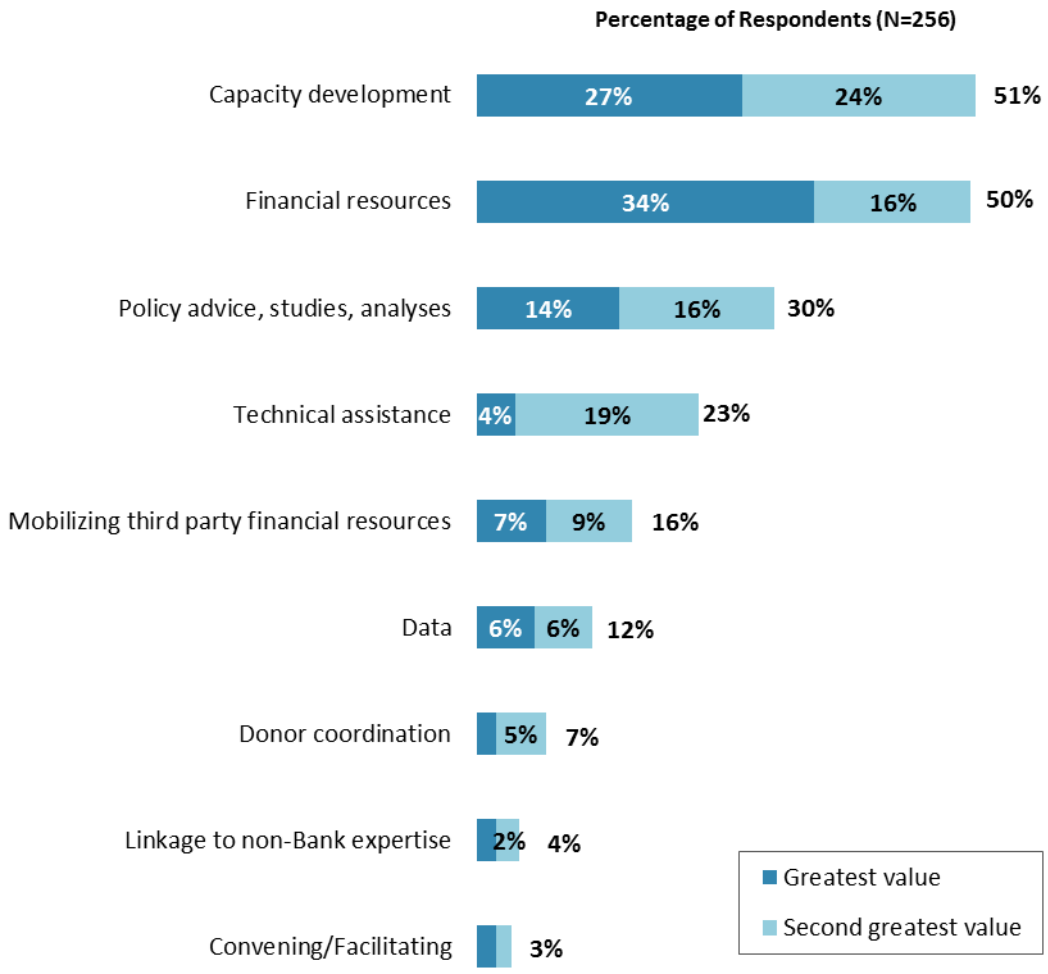
V. Overall Attitudes toward the World Bank Group (continued)

Staff Preparedness *(Indicator Question)*

- Respondents from the office of the President/Minister gave the highest ratings for the extent to which the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges whereas respondents from independent government institutions gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ragher rag collabor xten

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

WBG Activities: Greatest Value

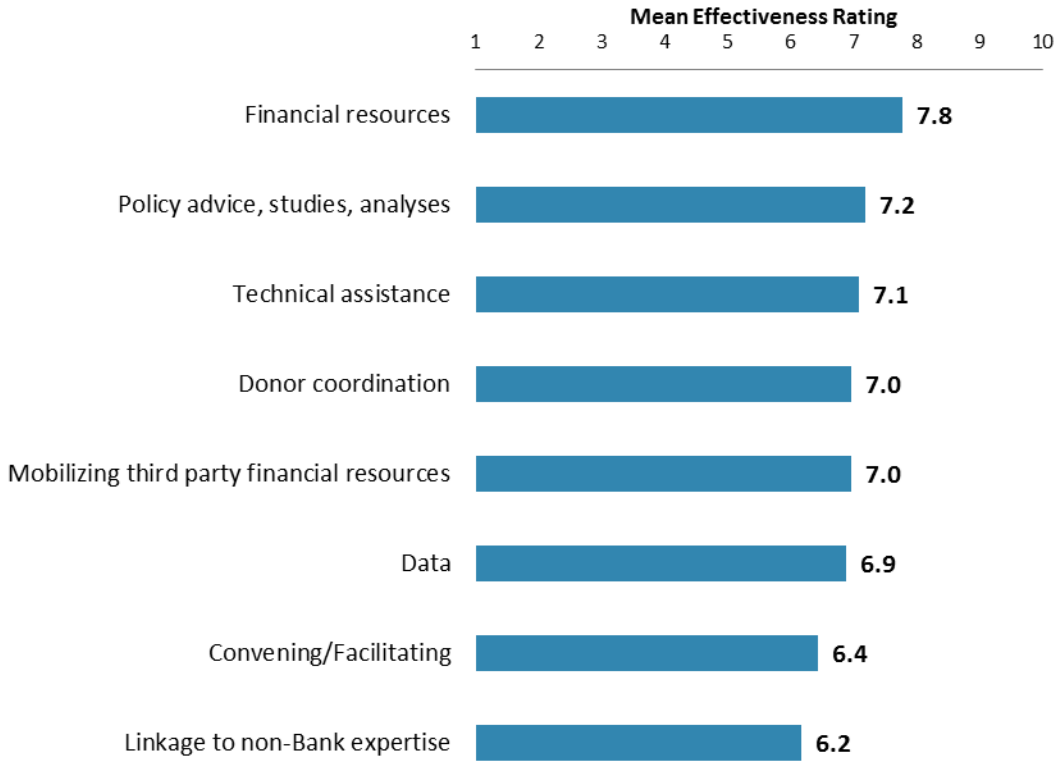


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tanzania?" (Respondents chose from a list.)

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

WBG Activities: Effectiveness

- Employees of ministries and respondents from bilateral/multilateral agencies gave the highest ratings for the effectiveness of the WBG's financial resources whereas respondents from NGOs/CBOs/private foundations and independent government institutions gave significantly lower ratings. Employees of ministries and respondents from the media and other organizations gave the highest ratings for the effectiveness of the WBG's technical assistance whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings. Employees of ministries and respondents from other organizations gave the highest ratings for the effectiveness of the WBG's mobilizing third party financial resources whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings. Employees of ministries and respondents from the office of the President/Minister gave the highest ratings for the effectiveness of the WBG's donor coordination whereas respondents from academia gave significantly lower ratings. Respondents from the media gave the highest ratings for the effectiveness of the WBG's linkage to non-Bank expertise whereas respondents from NGOs/CBOs/ private foundations gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the effectiveness of the WBG's convening/facilitating, policy advice/studies/analyses, financial resources, and donor coordination compared to respondents who do not collaborate with the WBG.

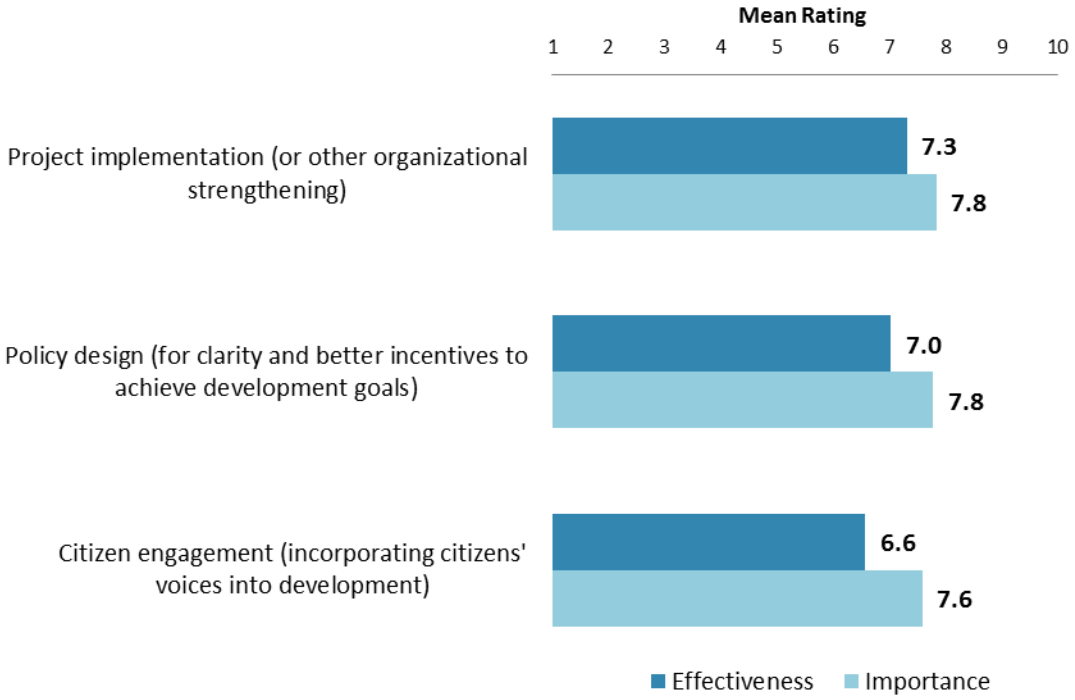


"How effectively do the World Bank Group's activities below support Tanzania's efforts to achieve development results?" *(1-"Not effective at all", 10-"Very effective")*

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

Capacity Building

- Employees of ministries, consultants on WBG-supported projects/PMUs and respondents from other organizations gave the highest ratings for the WBG's effectiveness at and for the importance of the WBG being involved project implementation (or other organizational strengthening) whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness at project implementation (or other organizational strengthening) compared to respondents who do not collaborate with the WBG.



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tanzania?"

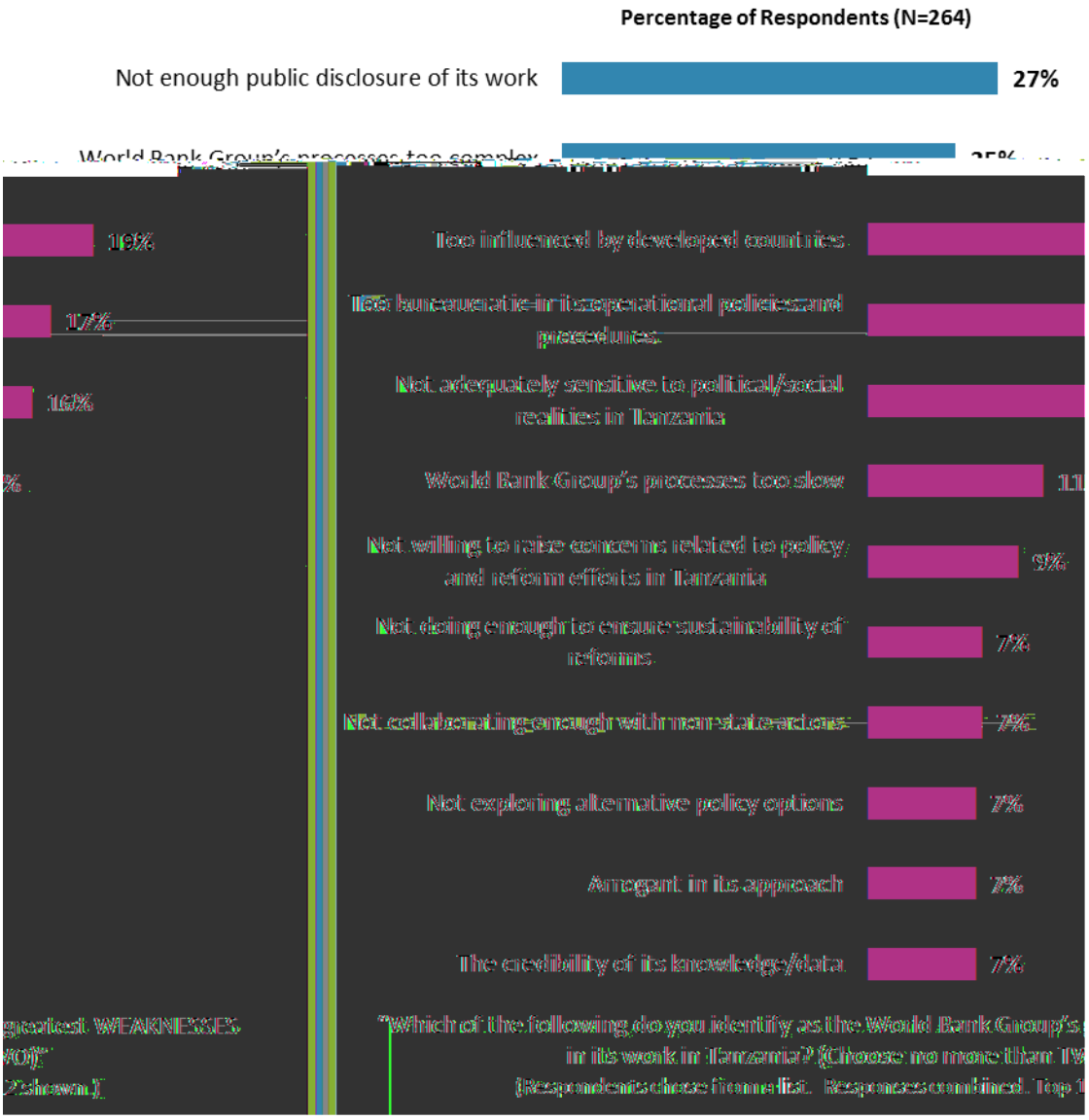
"When thinking about how to improve capacity building in Tanzania to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"

(1-"Not effective/important at all", 10-"Very effective/important")

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

Greatest Weakness

- Respondents from the media were significantly more likely to indicate that the WBG's greatest weakness is that it does not collaborate enough with non-state actors compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG's greatest weaknessess are that its processes are too complex and not adequately sensitive to political/social realities whereas respondents who do not collaborate with the WBG were significantly more likely to indicate that its greatest weaknesses are not enough public disclosure of its work and being too influenced by developed countries.

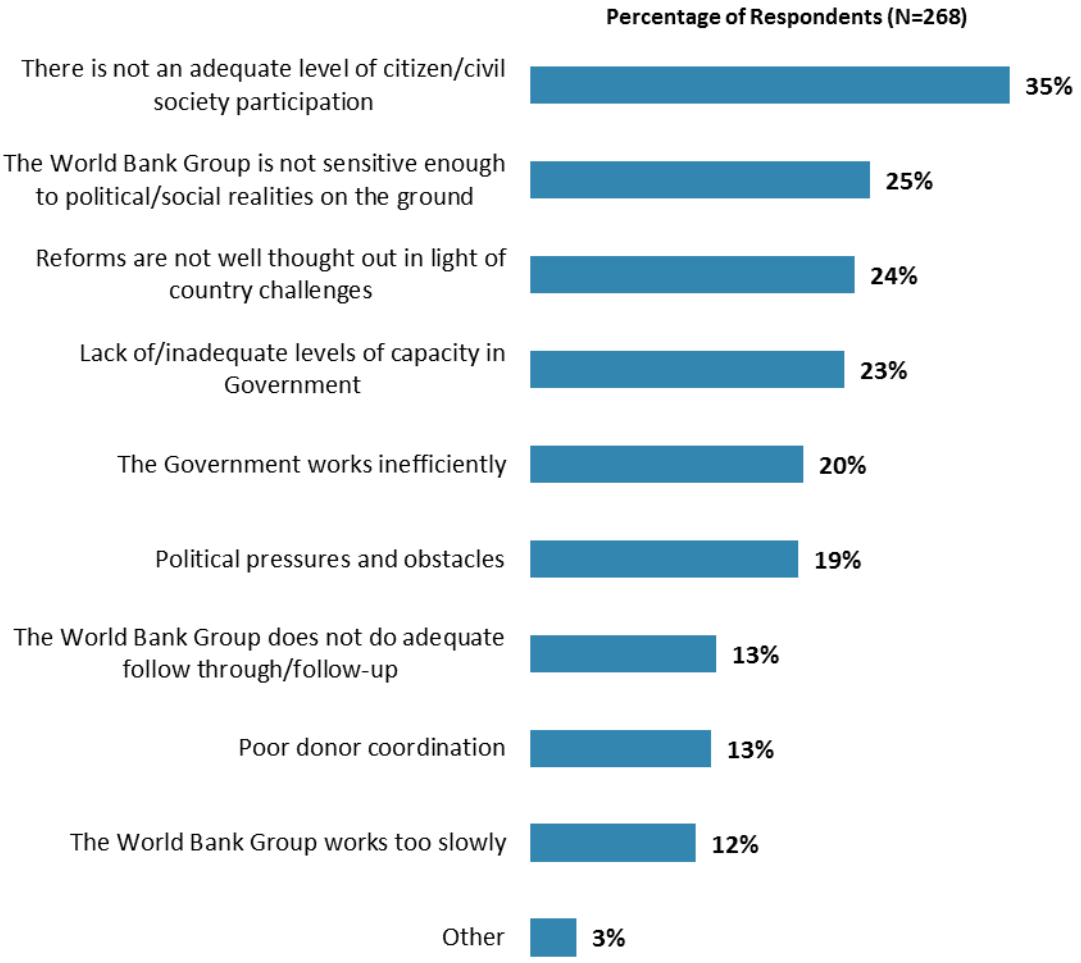


V. Overall Attitudes toward the World Bank Group (continued)

Attributing Failed/Slow Reform Efforts

- Consultants on WBG-supported projects/PMUs were significantly more likely to indicate that they attributed failed or slow reform efforts to a lack of/inadequate levels of capacity in Government compared to respondents from other stakeholder groups. Respondents from bilateral/multilateral agencies were significantly more likely to indicate that they attributed failed or slow reform efforts to political pressures and obstacles compared to respondents from other stakeholder groups.

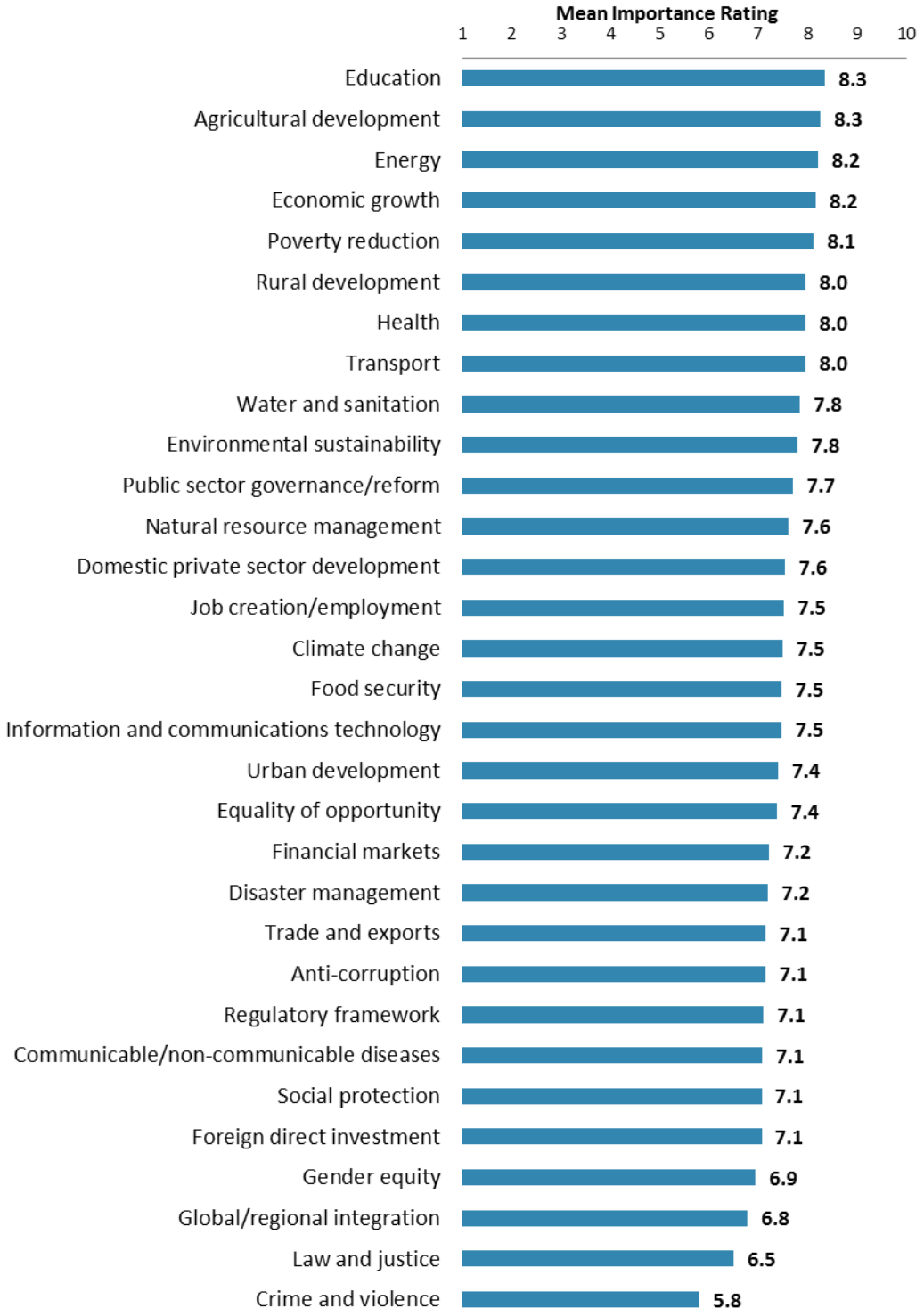
- Respondents who do not collaborate with the WBG were significantly more likely to indicate that they attribute failed or slow reform efforts to there not being an adequate level of citizen/civil society participation compared to respondents who collaborate with the WBG.



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

VI. Sectors: Importance and Effectiveness

Importance of Specific Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania?" *(1-"Not important at all", 10-"Very important")*

VI. Sectors: Importance and Effectiveness (continued)

Importance of Specific Areas (continued)

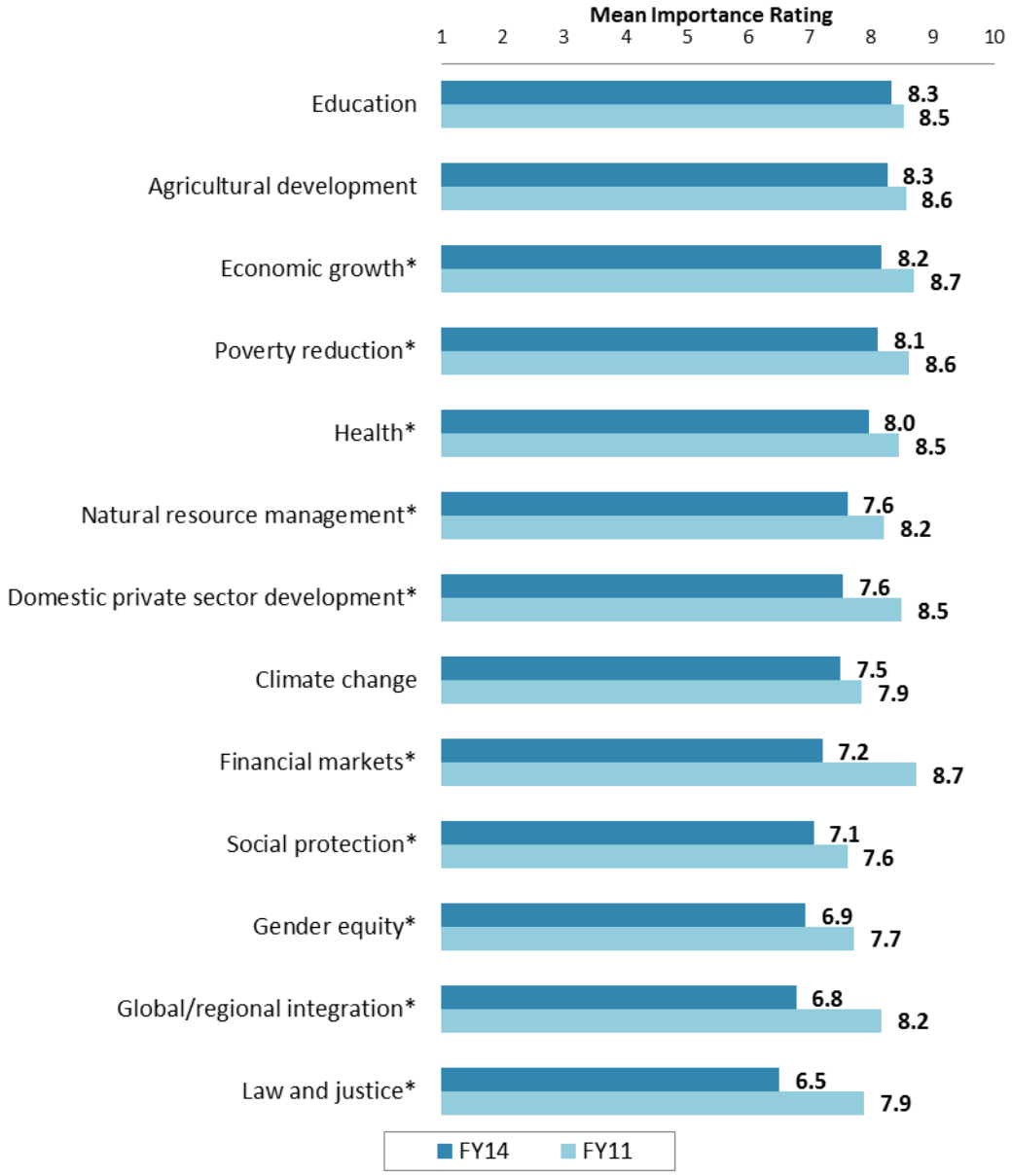
- There were statistically significant stakeholder group differences among six of these thirty-one areas of development. Those areas with significant stakeholder group differences were:
  - Respondents from bilateral/multilateral agencies gave the highest ratings for the importance of the WBG being involved in "Anti-corruption" whereas respondents from the office of the President/Minister and employees of ministries gave significantly lower importance ratings.
  - Respondents from other organizations gave the highest ratings for the importance of the WBG being involved in "Information and communications technology" whereas respondents from the office of the President/Minister and the private sector/financial sector/private banks gave significantly lower importance ratings.
  - Respondents from bilateral/multilateral agencies and the media gave the highest ratings for the importance of the WBG being involved in "Regulatory framework" whereas respondents from academia gave significantly lower importance ratings.
  - Consultants on WBG-supported projects/PMUs gave the highest ratings for the importance of the WBG being involved in "Communicable/non-communicable diseases" whereas respondents from bilateral/multilateral agencies gave significantly lower importance ratings.
  - Respondents from bilateral/multilateral agencies gave the highest ratings for the importance of the WBG being involved in "Economic growth" whereas respondents from the office of the President/Minister, NGOs/CBOs/private foundations, and independent government institutions gave significantly lower importance ratings.
  - Respondents from bilateral/multilateral agencies gave the highest ratings for the importance of the WBG being involved in "Financial markets" whereas respondents from NGOs/CBOs/private foundations and academia gave significantly lower importance ratings.

- Respondents who collaborate with the WBG gave significantly higher ratings of importance for "Foreign direct investment" and "Financial markets", but significantly lower importance ratings for "Food security" compared to respondents who do not collaborate with the WBG.

VI. Sectors: Importance and Effectiveness (continued)

Importance of Specific Areas (continued)

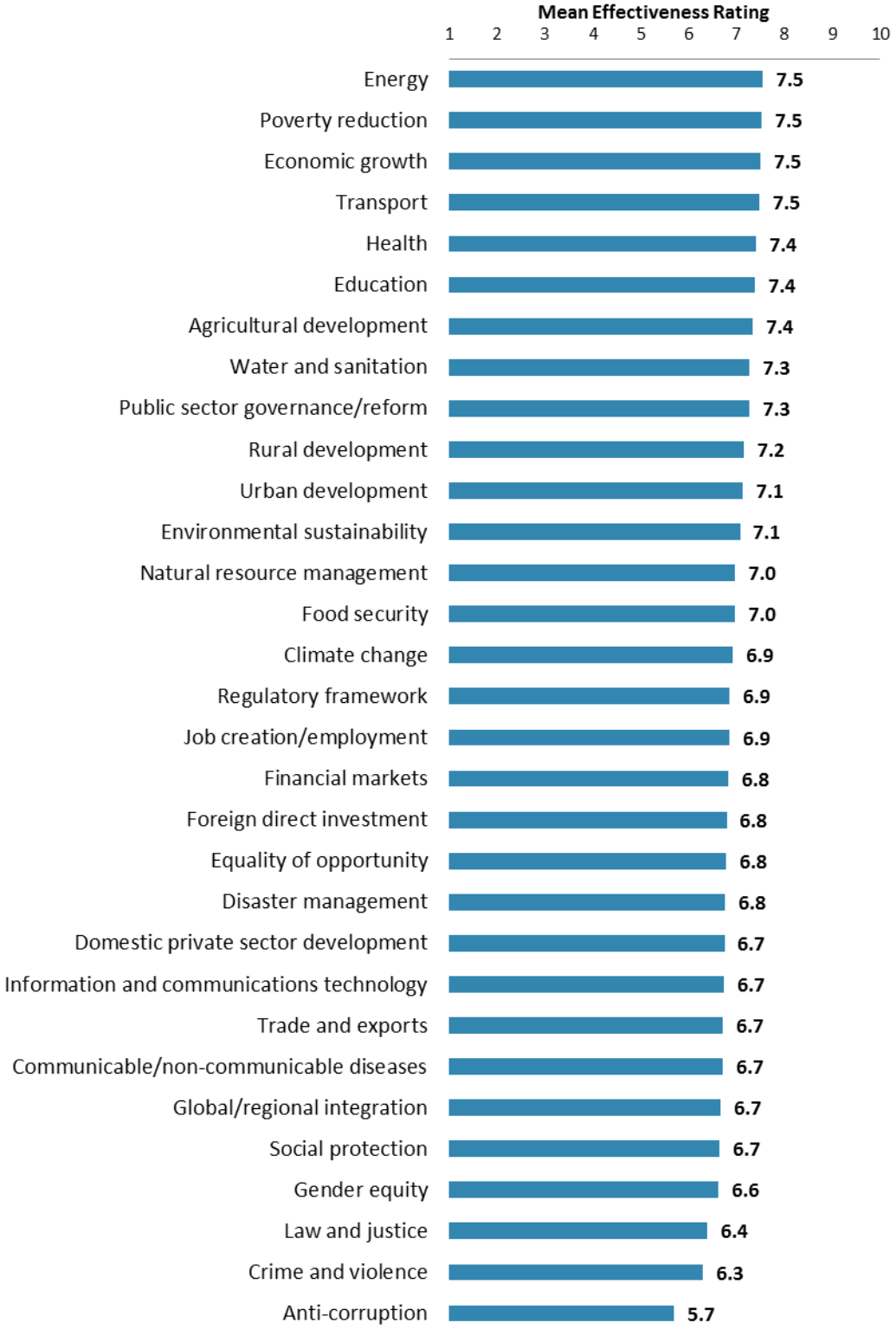
- Respondents in this year's country survey had lower ratings of importance across all areas that could be compared to respondents from the FY '11 country survey. Those differences that reached statistical significance are noted in the graph.



*(*Significantly different between FY14 and FY11)*

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania?" *(1-"Not effective at all", 10-"Very effective")*

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas (continued)

- Please note the complete breakdown of respondents' effectiveness ratings for the WBG's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 65), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 83), by geographic locations in Appendix C (see page 109), by WBG-collaborators in Appendix D (see page 126), and by respondents' specializations/sectors in Appendix F (see page 147).

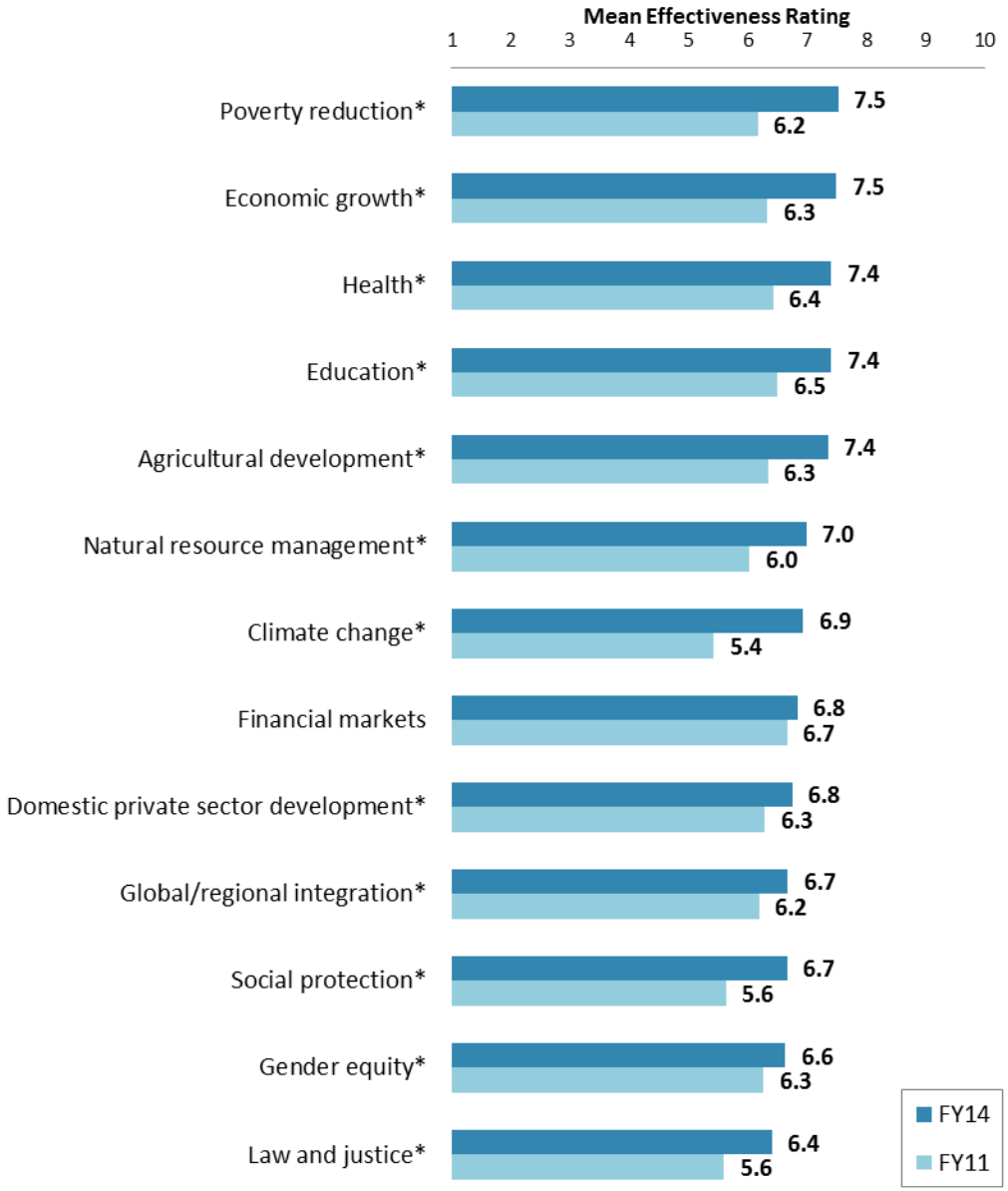
- There were statistically significant stakeholder group differences among fourteen of these thirty-one areas of development. For the most part, respondents from the media and other organizations tended to give the highest ratings for the WBG's effectiveness across these areas whereas respondents from NGOs/CBOs/private foundations tended to give significantly lower effectiveness ratings. Those areas with statistically similar stakeholder group ratings were:
  - "Anti-corruption";
  - "Information and communications technology";
  - "Crime and violence";
  - "Law and justice";
  - "Poverty reduction";
  - "Domestic private sector development";
  - "Energy";
  - "Disaster management";
  - "Public sector governance/reform";
  - "Financial markets";
  - "Equality of opportunity";
  - "Health";
  - "Rural development"; and
  - "Food security".

- Respondents who collaborate with the WBG gave higher ratings for the WBG's effectiveness across all areas compared to respondents who do not collaborate with the WBG, significantly so for:
  - "Crime and violence";
  - "Regulatory framework";
  - "Poverty reduction";
  - "Gender equity";
  - "Domestic private sector development";
  - "Foreign direct investment";
  - "Trade and exports";
  - "Economic growth";
  - "Disaster management";
  - "Public sector governance/reform";
  - "Job creation/employment";
  - "Financial markets";
  - "Equality of opportunity";
  - "Rural development"; and
  - "Global/regional integration".

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas (continued)

- Respondents in this year's country survey gave higher ratings for the WBG's effectiveness across all areas that could be compared to respondents from the FY '11 country survey. Those differences that reached statistical significance are noted in the graph.



*(*Significantly different between FY14 and FY11)*

VI. Sectors: Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

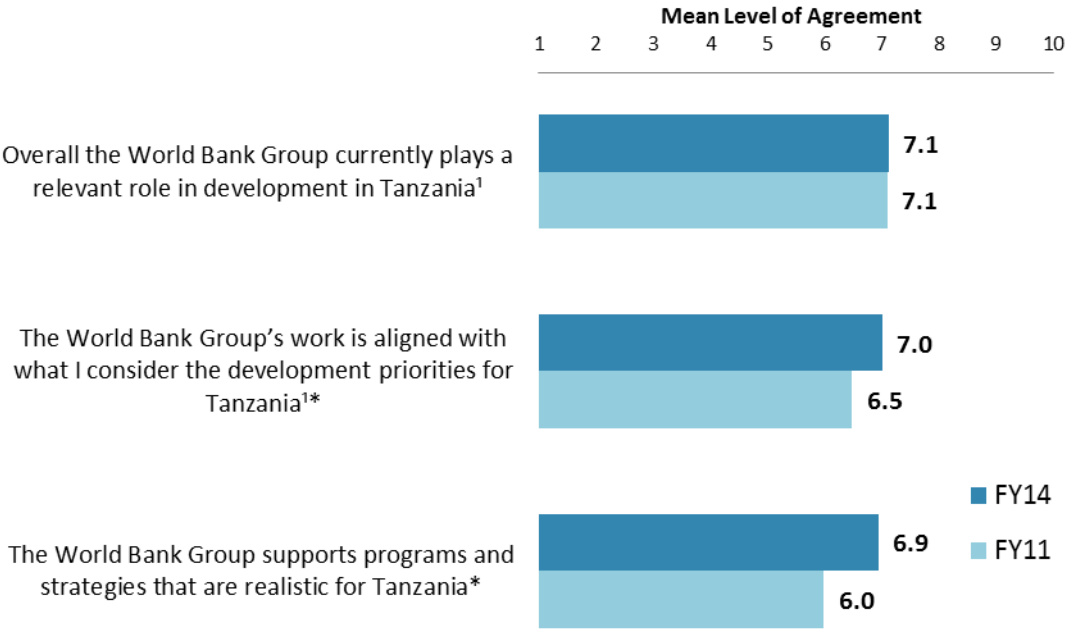
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Tanzania. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at public sector governance/reform; and
  - The WBG's effectiveness at social protection.

- 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 WBG's ability to help achieve development results in Tanzania, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at education;
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at agricultural development; and
  - The WBG's effectiveness at environmental sustainability.

VII. How the World Bank Group Operates

The World Bank Group's Work in Tanzania

- Respondents in this year's country survey had significantly higher levels of agreement that the WBG is aligned with their development priorities and that the WBG supports realistic programs for Tanzania compared to respondents from the FY '11 country survey.
- Respondents from bilateral/multilateral agencies had the highest levels of agreement that the WBG plays a relevant role in development and that the WBG is aligned with their development priorities whereas respondents from the private sector/financial sector/ private banks had significantly lower levels of agreement. Employees of ministries and respondents from bilateral/multilateral agencies had the highest levels of agreement that the WBG supports realistic programs and strategies for Tanzania whereas respondents from the private sector/financial sector/private banks, NGOs/CBOs/private foundations, and the media had significantly lower levels of agreement.
- Respondents who collaborate with the WBG gave significantly higher ratings for all three of these aspects of the WBG's work in Tanzania compared to respondents who do not collaborate with the WBG.

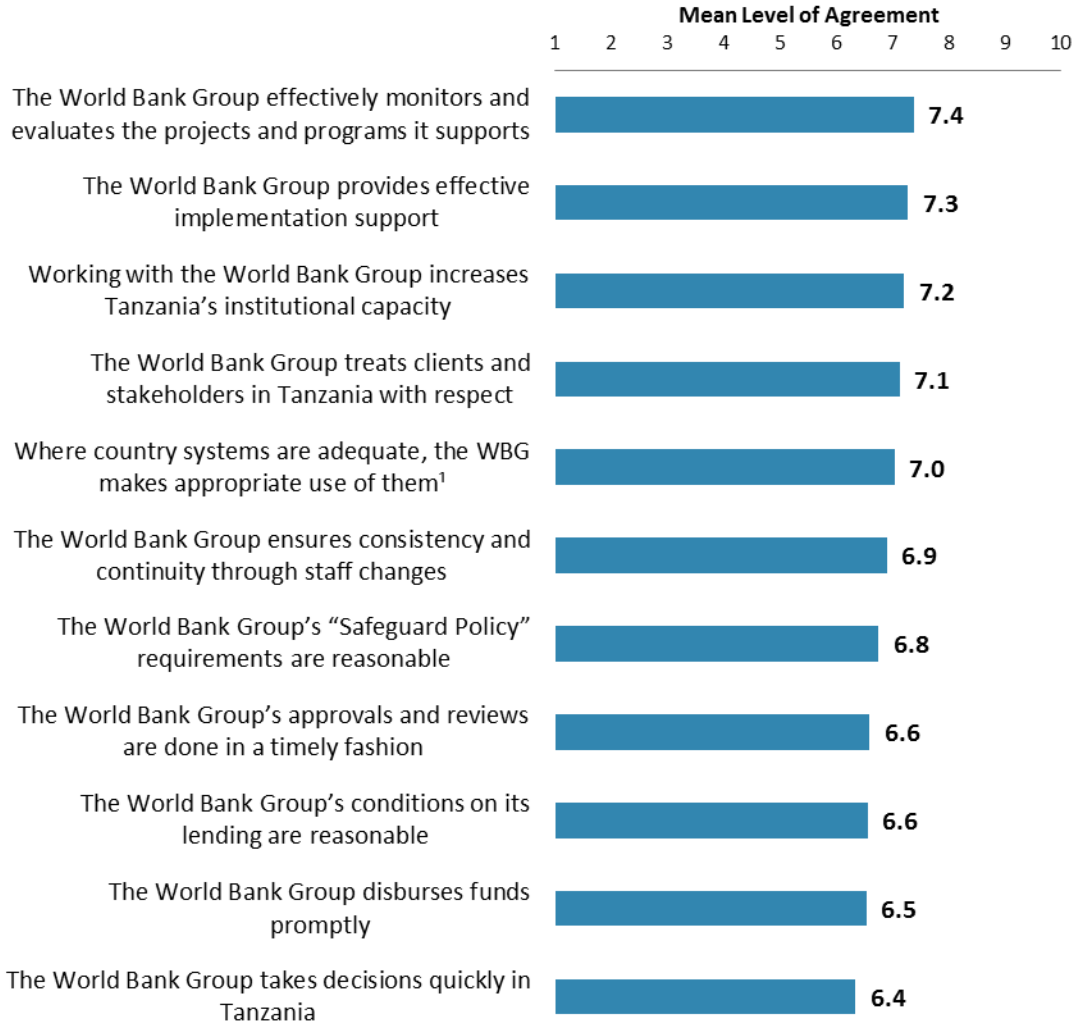


"To what extent do you agree with the following statements about the World Bank Group's work in Tanzania?" *(1-"Strongly disagree", 10-"Strongly agree")*
*¹Indicator Question *Significantly different between FY14 and FY11*

VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had significantly higher levels of agreement that "The World Bank Group treats clients and stakeholders in Tanzania with respect" and that "The World Bank Group disburses funds promptly" compared to respondents from the FY '11 country survey (6.5 and 6.0, respectively).



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") *¹Indicator Question*

VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

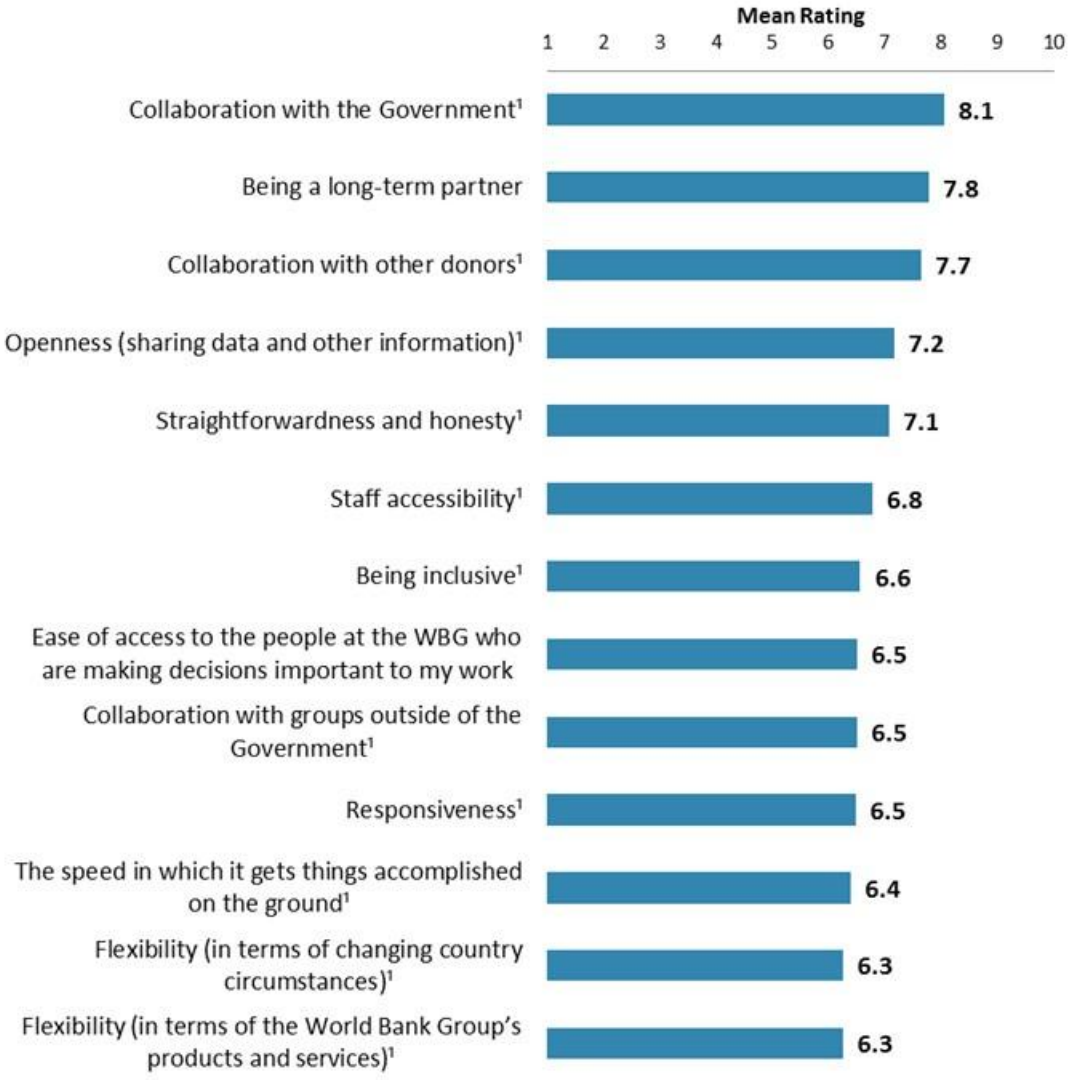
- There were several instances in which there were significant stakeholder group differnces in their levels of agreement regarding these aspects of how the WBG operates in Tanzania:
  - Respondents from bilateral/multilateral agencies had the highest levels of agreement that "The World Bank Group treats clients and stakeholders in Tanzania with respect" whereas respondents from NGOs/CBOs/private foundations had significantly lower levels of agreement.
  - Employees of ministries and consultants on WBG-supported projects/PMUs had the highest levels of agreement that "The World Bank Group disburses funds promptly" whereas respondents from independent government institutions had significantly lower levels of agreement.
  - Consultants on WBG-supported projects/PMUs and respondents from academia and other organizations had the highest levels of agreement that "The World Bank Group effectively monitors and evaluates the projects and programs it supports" whereas respondents from the office of the President/Minister, the private sector/financial sector/private banks, NGOs/CBOs/private foundations, and independent government institutions had significantly lower levels of agreement.
  - Employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from other organizations had the highest levels of agreement that "The World Bank Group's conditions on its lending are reasonable" whereas respondents from NGOs/CBOs/private foundations, the media, and independent government institutions had significantly lower levels of agreement.
  - Consultants on WBG-supported projects/PMUs had the highest levels of agreement that "The World Bank Group takes decisions quickly in Tanzania" whereas respondents from the media had significantly lower levels of agreement.
  - Employees of ministries had the highest levels of agreement that "Working with the World Bank Group increases Tanzania's institutional capacity" whereas respondents from bilateral/multilateral agencies, the private sector/financial sector/private banks, and NGOs/CBOs/private foundations had significantly lower levels of agreement.
  - Employees of ministries and consultants on WBG-supported projects/PMUs had the highest levels of agreement that "The World Bank Group provides effective implementation support" whereas respondents from private sector/financial sector/private banks and NGOs/CBOs/private foundations had significantly lower levels of agreement.

- Respondents who collaborate with the WBG had significantly higher levels of agreement across all of these aspects of how the WBG operates in Tanzania compared to respondents who do not collaborate with the WBG.

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- Respondents from this year's country survey gave statistically similar ratings for the WBG's "Staff accessibility" and "Straightforwardness and honesty" compared to respondents from the FY '11 country survey (6.8 and 6.8, respectively).
- There were statistically significant stakeholder group differences among six of these aspects of the WBG being an effective development partner. For the most part, employees of ministries and consultants on WBG-supported projects/PMUs tended to have the highest ratings across these aspects whereas respondents from NGOs/CBOs/ private foundations tended to have significantly lower ratings. Those aspects with significant differences were: "Flexibility (in terms of changing country circumstances)", "Being inclusive", "Staff accessibility", "Ease of access to the people at the World Bank Group who are making decisions important to my work", "Collaboration with groups outside of the Government", and "Being a long-term partner".

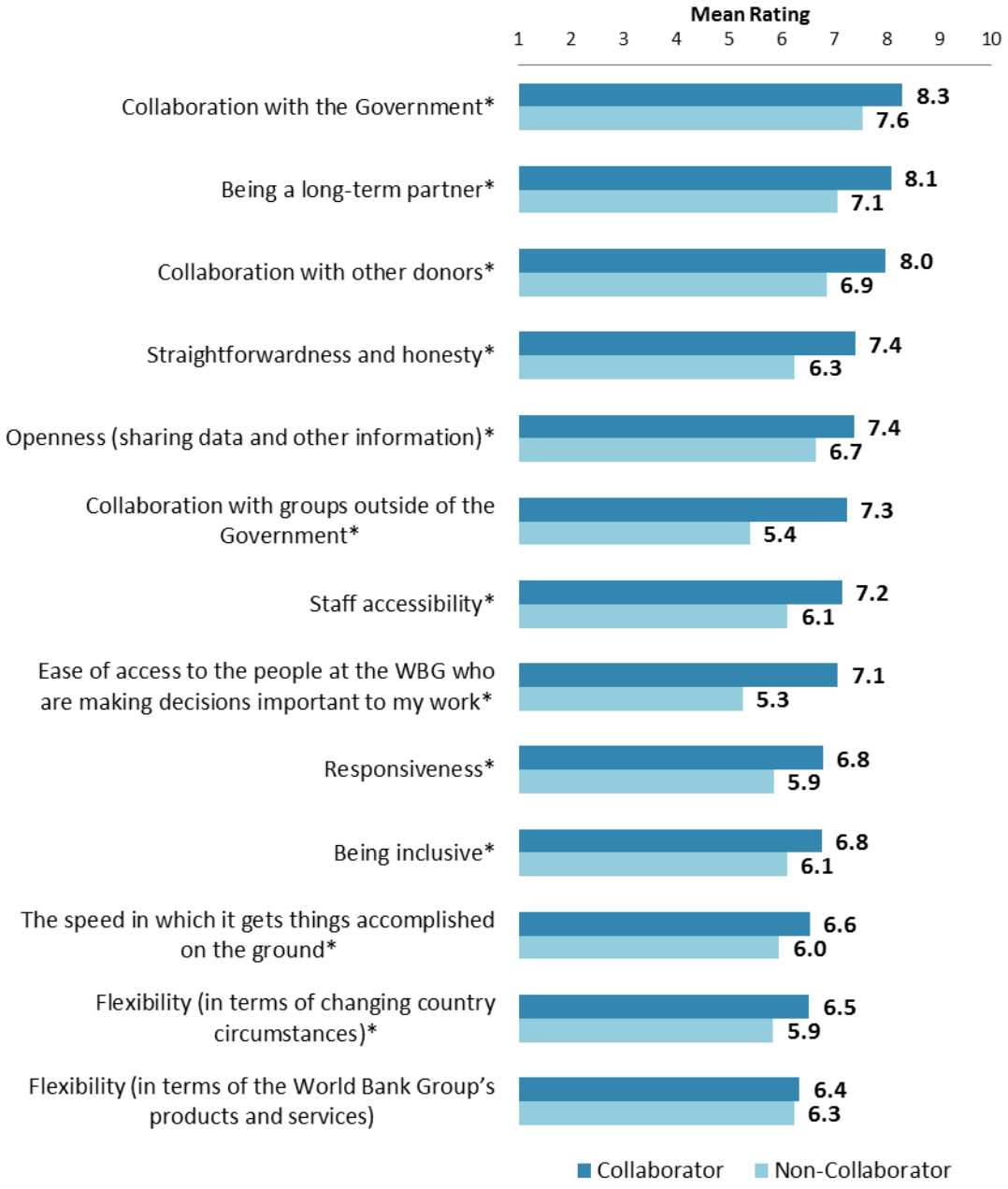


"To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following?" *(1-"To no degree at all", 10-"To a very significant degree")* *¹Indicator Question*

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

- Respondents who indicated that they collaborated with the WBG gave higher ratings across all aspects of the WBG being an effective development partner compared to respondents who indicated that they did not collaborate. Those differences that reached statistical significance are noted in the graph.

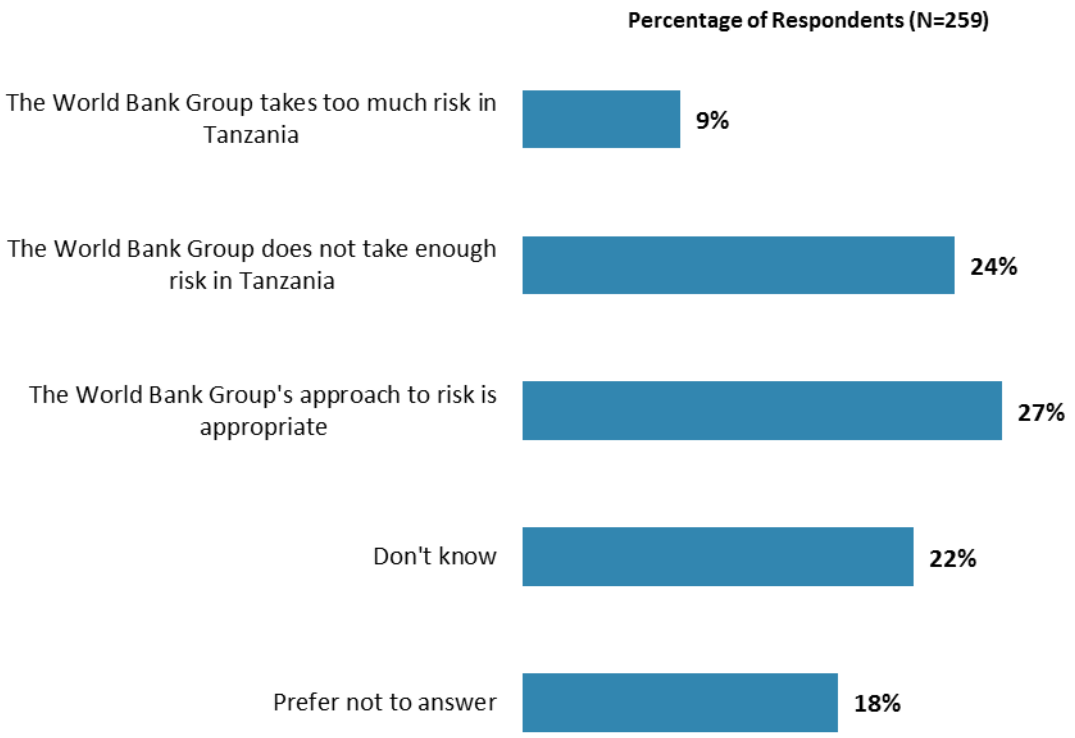


"To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following?" *(1-"To no degree at all", 10-"To a very significant degree")*
**Significantly different between those who collaborate and those who do not*

VII. How the World Bank Group Operates (continued)

Risk-Taking

- A plurality of employees of ministries and respondents from the office of the President/ Minister and independent government institutions indicated that the WBG's approach is appropriate whereas a plurality of consultants on WBG-supported projects/PMUs and respondents from the private sector/financial sector/private banks, NGOs/CBOs/private foundations, academia, and other organizations indicated that the WBG does not take enough risk in Tanzania. The majority of respondents from bilateral/multilateral agencies and a plurality of respondents from the media indicated that they didn't know.
- Respondents who collaborated with the WBG indicated either that the WBG's approach is appropriate or that the WBG does not take enough risk in Tanzania whereas respondents who do not collaborate with the WBG were more likely to indicate that the WBG's approach is appropriate or that they didn't know.

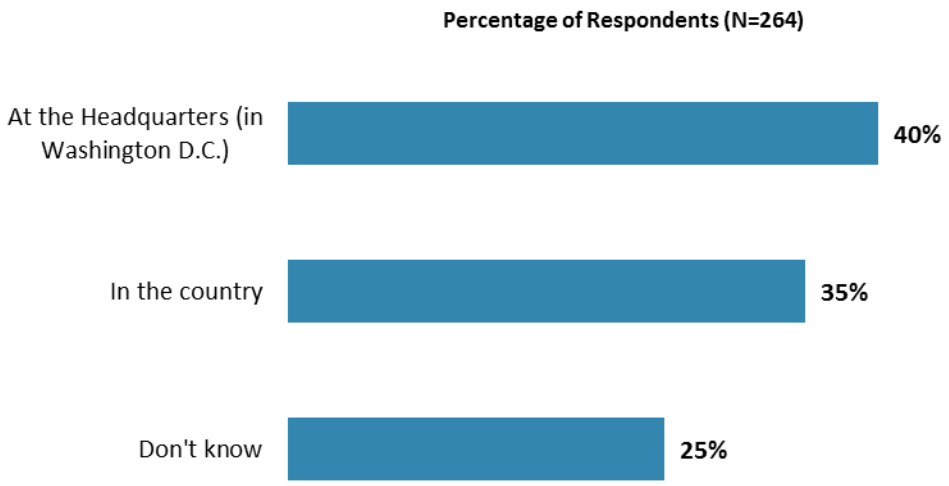


"Which of the following best describes the way the World Bank Group operates in Tanzania?"
(Respondents chose from a list.)

VII. How the World Bank Group Operates (continued)

Where Decisions are Made

- A plurality of employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from NGOs/CBOs/private foundations and academia indicated that the WBG's decisions are made at Headquarters whereas a plurality of respondents from the office of the President/Minister, the private sector/financial sector/private banks, and independent government institutions indicated that the WBG's decisions are made in Tanzania. A plurality of respondents from bilateral/multilateral agencies, the media, and other organizations indicated that they didn't know.
- Among those respondents who collaborated with the WBG, slightly more indicated that decisions were made at Headquarters than in Tanzania whereas a clear plurality of respondents who do not collaborate with the WBG indicated that they didn't know.

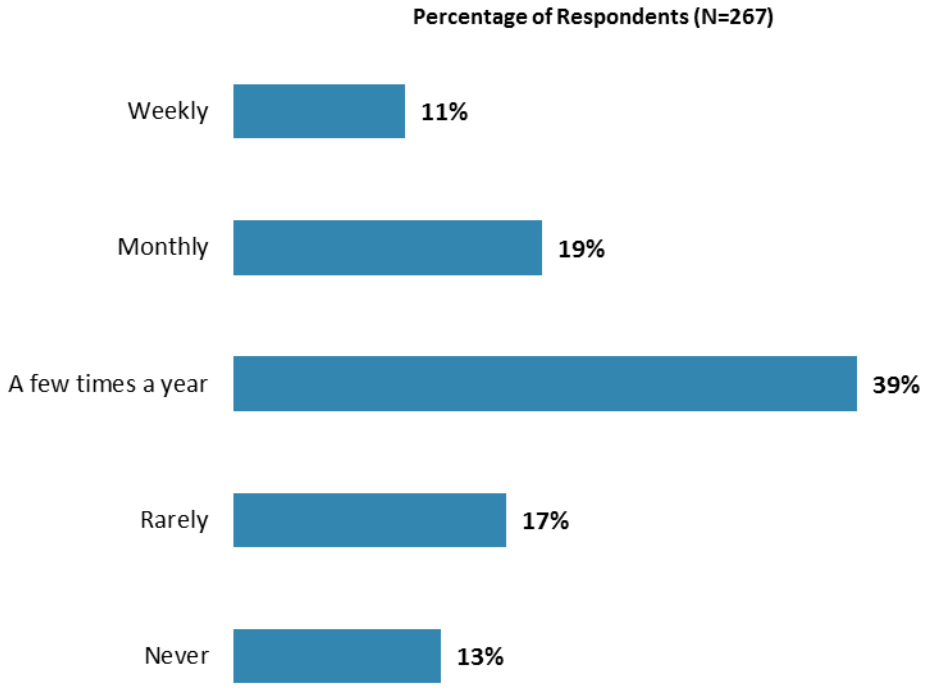


"Where are the World Bank Group's decisions made primarily that support the program in Tanzania?" (Respondents chose from a list.)

VIII. World Bank Group Knowledge and Instruments

Frequency of Consulting World Bank Group Knowledge Work and Activities

- Consultants on WBG-supported projects/PMUs and respondents from bilateral/ multilateral agencies reported the most frequent usage of WBG knowledge work and activities (more than half indicated weekly/monthly usage) whereas respondents from NGOs/CBOs/private foundations and the media reported significantly less frequent usage (more than half indicated rarely or never using).
- Respondents who indicated that they collaborated with the WBG reported significantly more frequent usage of WBG knowledge work and activities (nearly half indicated weekly/monthly usage) compared to respondents who indicated that they did not collaborate (more than half indicated rarely or never using).

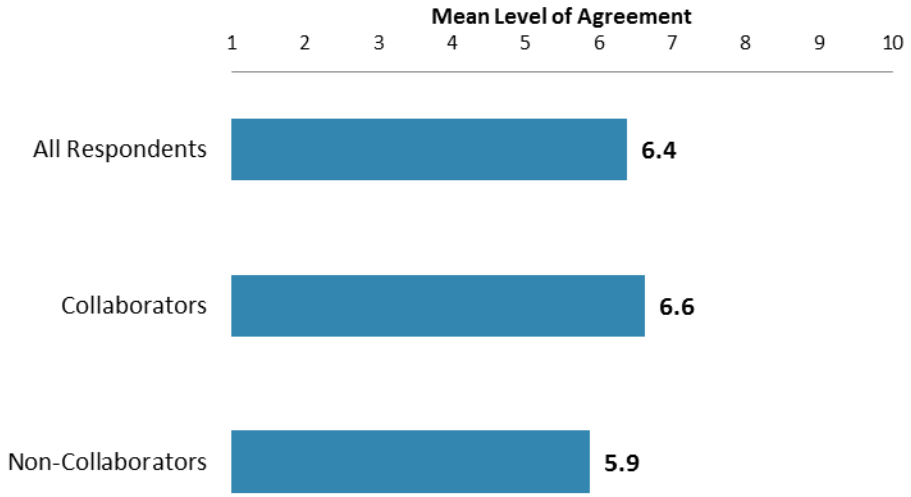


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

VIII. World Bank Group Knowledge and Instruments (continued)

Meeting Tanzania's Knowledge Needs *(Indicator Question)*

- Respondents who collaborate with the WBG had significantly higher levels of agreement that the World Bank Group meets Tanzania's needs for knowledge services compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group meets Tanzania's needs for knowledge services.

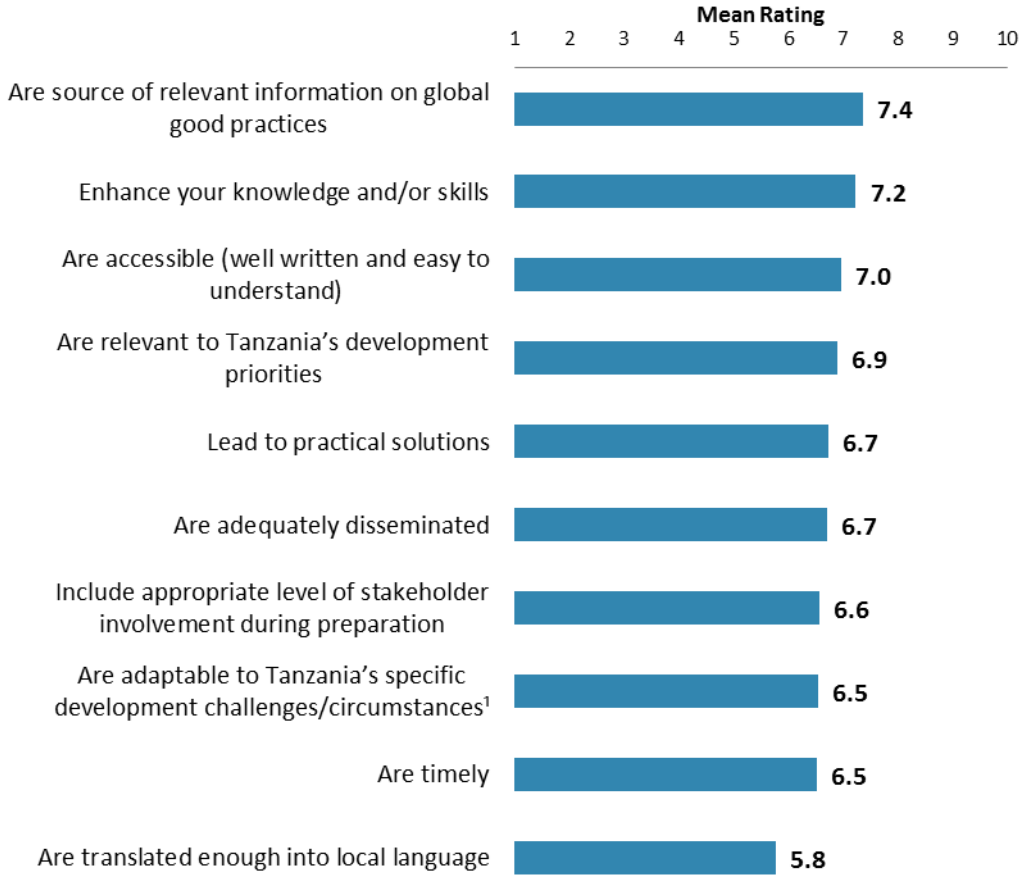


"The World Bank Group meets Tanzania's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

- Respondents in this year's country survey gave statistically similar ratings for the extent to which the WBG's knowledge work and activities "Are adaptable to Tanzania's specific development challenges and country circumstances" and "Are source of relevant information on global good practices" compared to respondents from the FY '11 country survey (6.7 and 7.1, respectively).
- There were statistically significant stakeholder group differences among all but two of these qualities of the WBG's knowledge work and activities. For the most part, employees of ministries, consultants on WBG-supported projects/PMUs and respondents from the office of the President/Minister and bilateral/multilateral agencies tended to have the highest ratings across these qualities whereas respondents from NGOs/CBOs/ private foundations, the media, the private sector/financial sector/private banks, and independent government institutions tended to have significantly lower ratings. The two qualities with statistically similar stakeholder group ratings were "Are accessible" and "Are source of relevant information on global good practices".

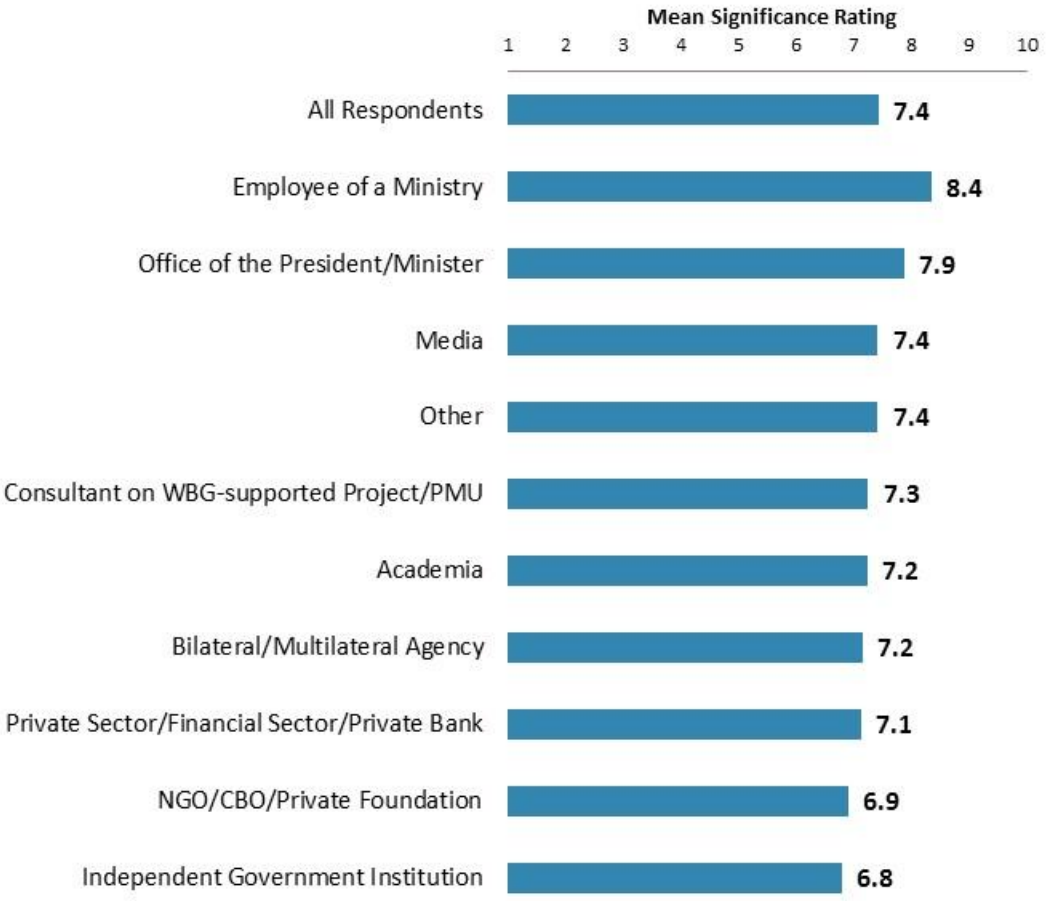


"In Tanzania, to what extent do you believe that the World Bank Group's knowledge work and activities:" *(1-"To no degree at all", 10-"To a very significant degree")* [1]*Indicator Question*

VIII. World Bank Group Knowledge and Instruments (continued)

Contribution of the WBG's Knowledge Work and Activities *(Indicator Question)*

- Employees of ministries and respondents from the office of the President/Minister had the highest ratings regarding the significance of the contribution of the WBG's knowledge work whereas respondents from NGOs/CBOs/private foundations and independent government institutions had significantly lower ratings.
- Respondents who collaborate with the WBG had significantly higher ratings regarding the significance of the contribution of the WBG's knowledge work compared to respondents who do not collaborate with the WBG.
- Respondents across geographic locations had statistically similar ratings regarding the significance of the contribution of the WBG's knowledge work.

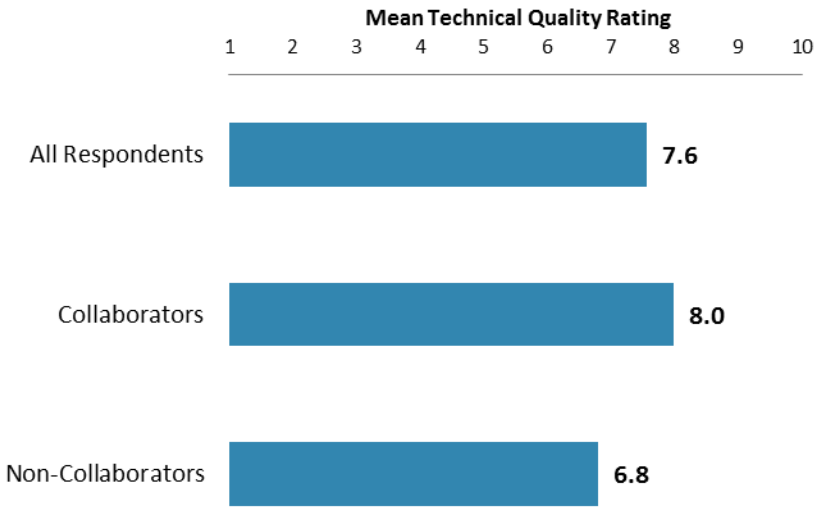


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?
(1-"Not significant at all", 10-"Very significant")

VIII. World Bank Group Knowledge and Instruments (continued)

Technical Quality of the WBG's Knowledge Work and Activities *(Indicator Question)*

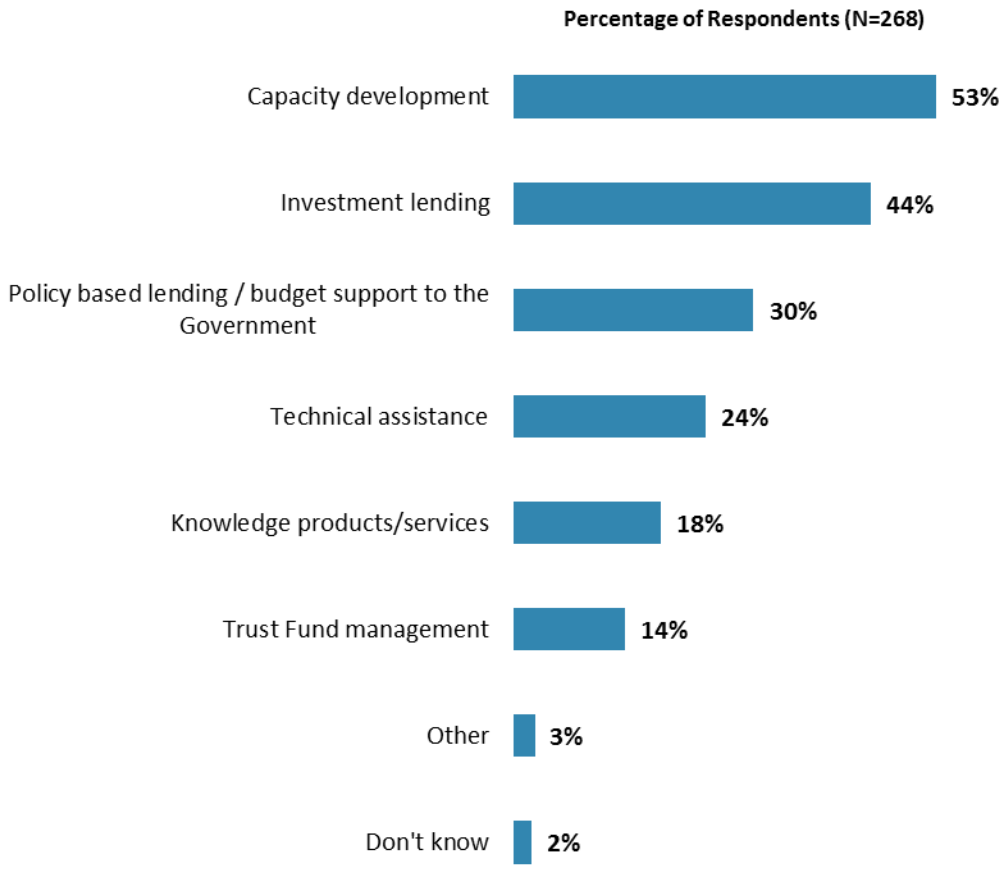
- Respondents who collaborate with the WBG had significantly higher ratings regarding the technical quality of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG.
- Respondents across stakeholder groups and geographic locations had statistically similar ratings regarding the technical quality of the WBG's knowledge work and activities.



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

VIII. World Bank Group Knowledge and Instruments (continued)

Most Effective Instruments

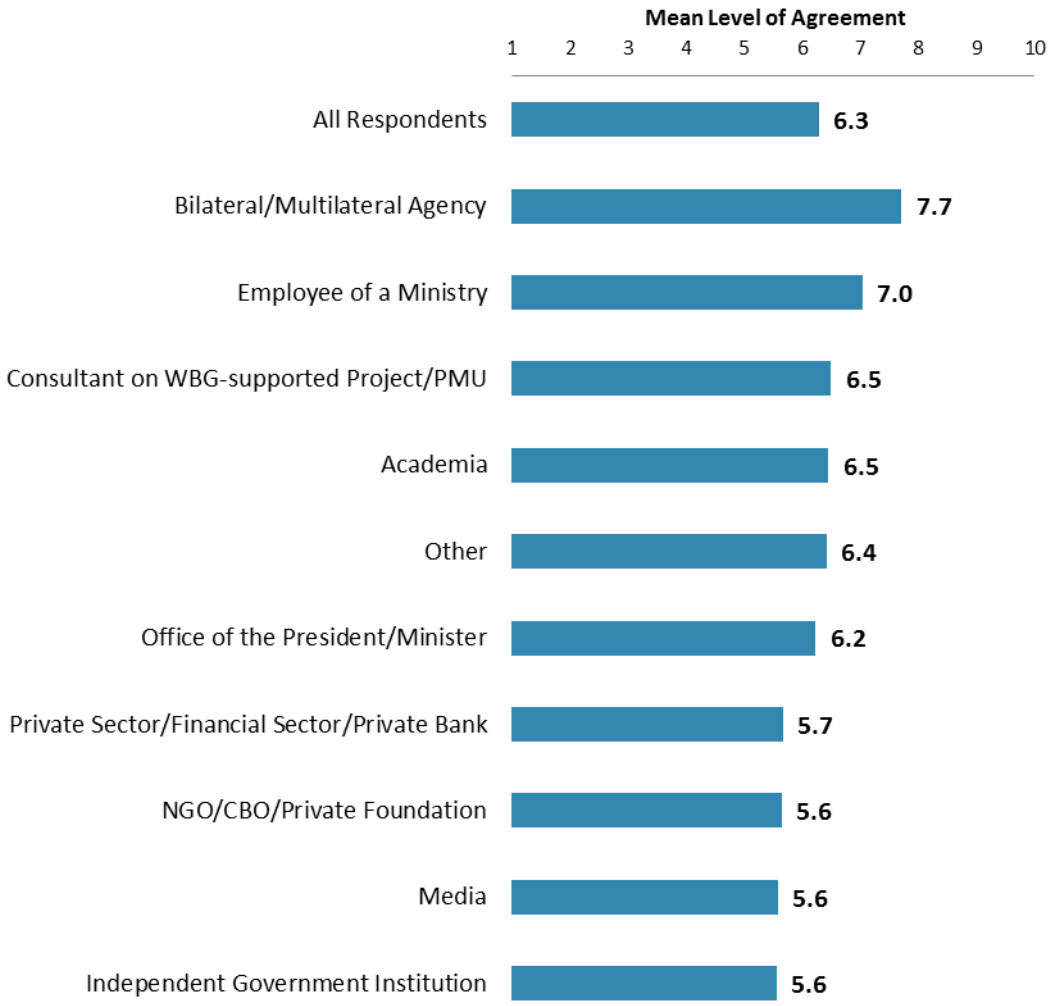


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

VIII. World Bank Group Knowledge and Instruments (continued)

Meeting Tanzania's Needs for Financial Instruments *(Indicator Question)*

- Respondents from bilateral/multilateral agencies and employees of ministries had the highest levels of agreement that the World Bank Group's financial instruments meet the needs of Tanzania whereas respondents from the private sector/financial sector/private bank, NGOs/CBOs/private foundations, the media, and independent government institutions had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that the World Bank Group's financial instruments meet the needs of Tanzania compared to respondents who do not collaborate with the WBG.
- Respondents across geographic locations had statistically similar levels of agreement that the World Bank Group's financial instruments meet the needs of Tanzania.

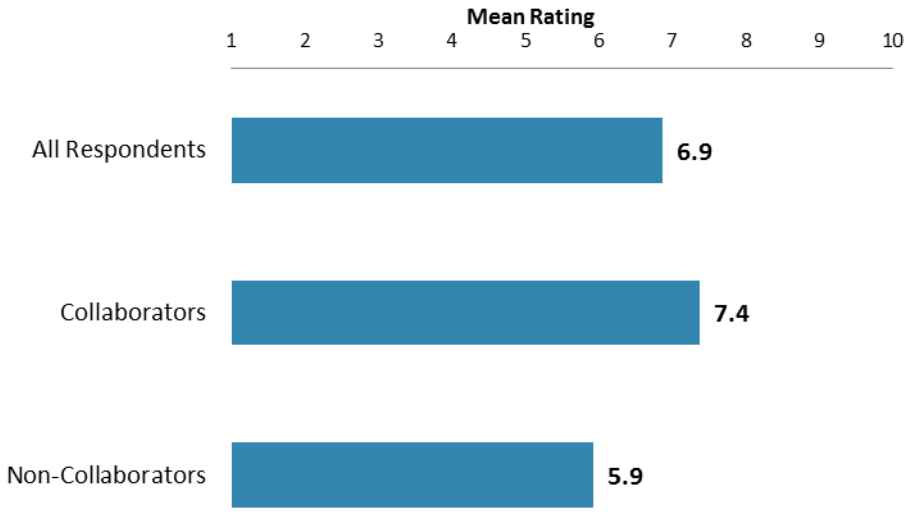


"The World Bank Group's financial instruments meet the needs of Tanzania"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group Knowledge and Instruments (continued)

Internal Evaluation Mechanisms

- Respondents who collaborate with the WBG had significantly higher ratings that the World Bank Group's internal evaluation mechanisms hold it accountable for achieving results compared to respondents who do not collaborate with the WBG.

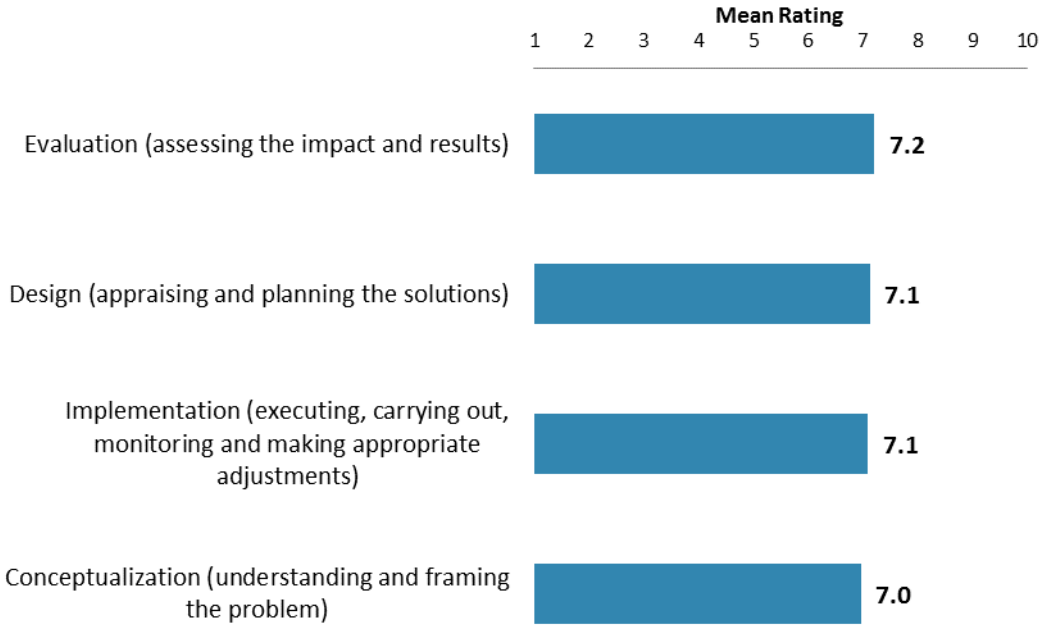


"To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Tanzania"
(1-"To no degree at all", 10-"To a very significant degree")

VIII. World Bank Group Knowledge and Instruments (continued)

Delivery Work

- Employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from other organizations gave the highest ratings that the WBG's delivery work contributes to evaluation whereas respondents from NGOs/CBOs/private foundations, the private sector/financial sector/private banks, and independent government institutions gave significantly lower ratings. Employees of ministries gave the highest ratings that the WBG's delivery work contributes to design whereas respondents from independent government institutions gave significantly lower ratings. Respondents from other organizations gave the highest ratings that the WBG's delivery work contributes to implementation whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings. Employees of ministries and respondents from bilateral/ multilateral agencies gave the highest ratings that the WBG's delivery work contributes to conceptualization whereas respondents from NGOs/CBOs/private foundations and independent government institutions gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings that the WBG's delivery work contributes to evaluation, design, implementation, and conceptualization compared to respondents who do not collaborate with the WBG.

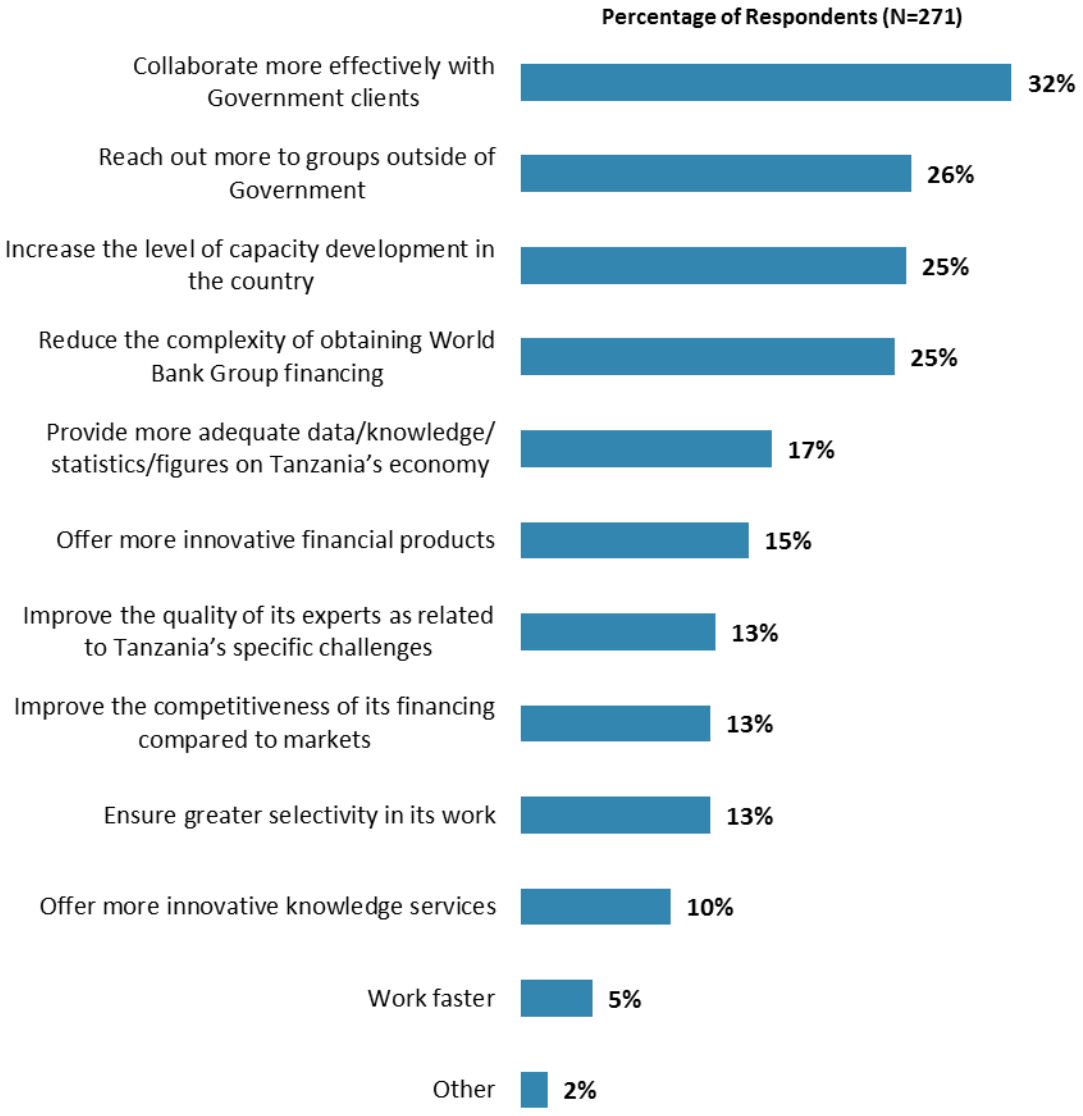


"To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Tanzania's development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

IX. The Future Role of the World Bank Group in Tanzania

Making the World Bank Group of Greater Value

- Respondents from academia and other organizations were the most likely to indicate that the WBG should collaborate more effectively with Government clients whereas respondents from NGOs/CBOs/private foundations and the media were significantly less likely. Respondents from NGOs/CBOs/private foundations were the most likely to indicate that the WBG should reach out more to groups outside of Government whereas respondents from the office of the President/Minister and consultants on WBG-supported projects/PMUs were significantly less likely. Respondents from NGOs/CBOs/private foundations, academia, and other organizations were significantly *less* likely to indicate that the WBG should improve the competitiveness of its financing compared to markets compared to respondents from other stakeholder groups.

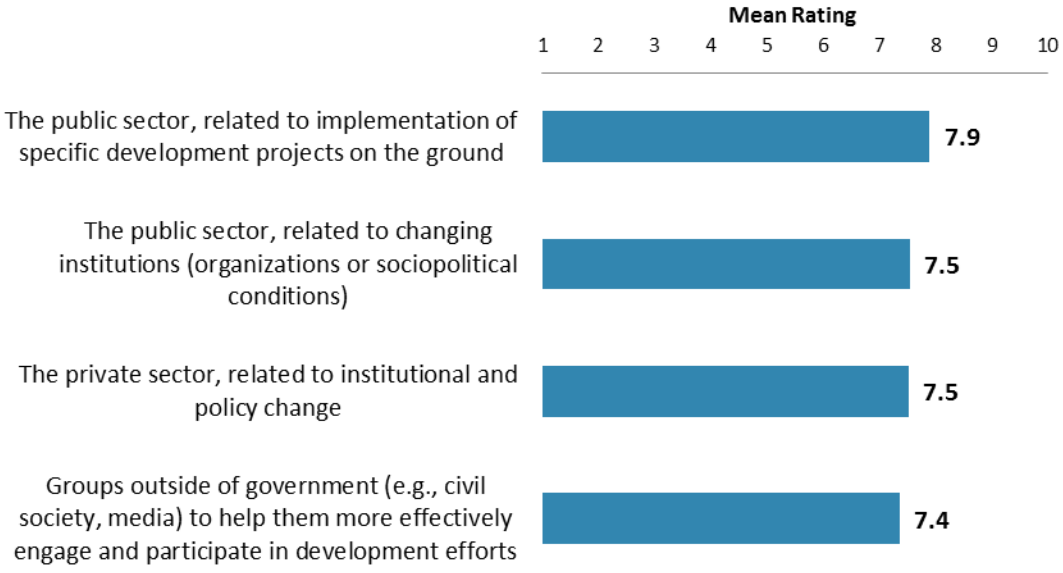


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Tanzania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Tanzania (cont.)

Capacity Building

- Employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from other organizations gave the highest ratings for the extent to which Tanzania would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects, whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings. Respondents from bilateral/multilateral agencies and the private sector/financial sector/private banks gave the highest ratings for the extent to which Tanzania would benefit from WBG capacity building support to the public sector, related to changing institutions, whereas respondents from NGOs/CBOs/private foundations, the media, and academia gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which Tanzania would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects, and the public sector, related to changing institutions, compared to respondents who do not collaborate with the WBG.

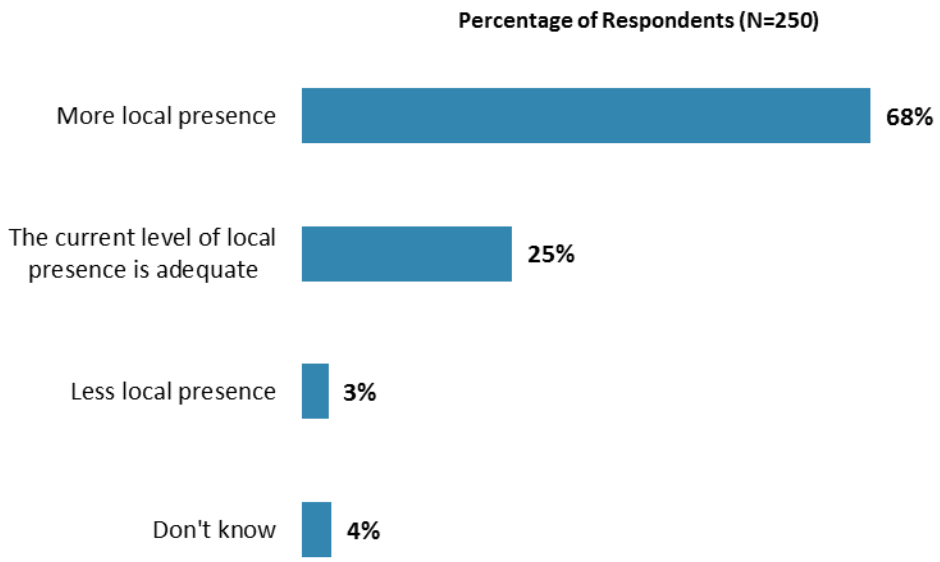


"The World Bank Group can provide capacity building support in a number of ways in Tanzania. To what degree would Tanzania benefit, if capacity building were to support?"
(1-"To no degree at all", 10-"To a very significant degree")

IX. The Future Role of the World Bank Group in Tanzania (cont.)

Local Presence in Tanzania

- Respondents who do not collaborate with the WBG were significantly more likely to indicate that to be a more effective development partner to Tanzania, the WBG should have more local presence (80%) compared to respondents who collaborate with the WBG, who still had a majority indicate that the WBG should have more local presence (58%), but also a sizeable number who indicated that the current level of local presence in adequate (34%).

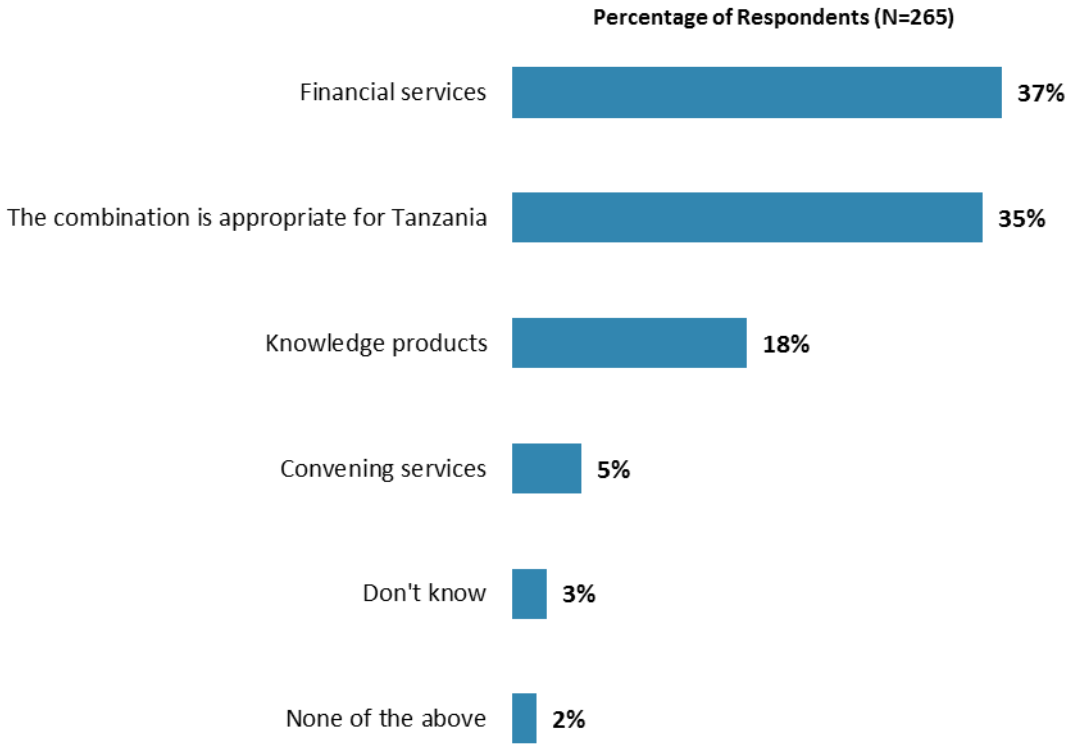


"To be a more effective development partner in Tanzania, do you believe that the World Bank Group should have…?" (Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Tanzania (cont.)

Focusing Services

- A majority of respondents from the office of the President/Minister and employees of ministries indicated that the WBG should offer more financial services in Tanzania. Consultants on WBG-supported projects/PMUs and respondents from bilateral/ multilateral agencies and academia indicated that the combination of services is appropriate. Respondents from the private sector/financial sector/private banks, NGOs/ CBOs/private foundations, the media, independent government institutions, and other organizations were split between indicating that the WBG should offer more financial services, knowledge products, and that the combination of services is appropriate.

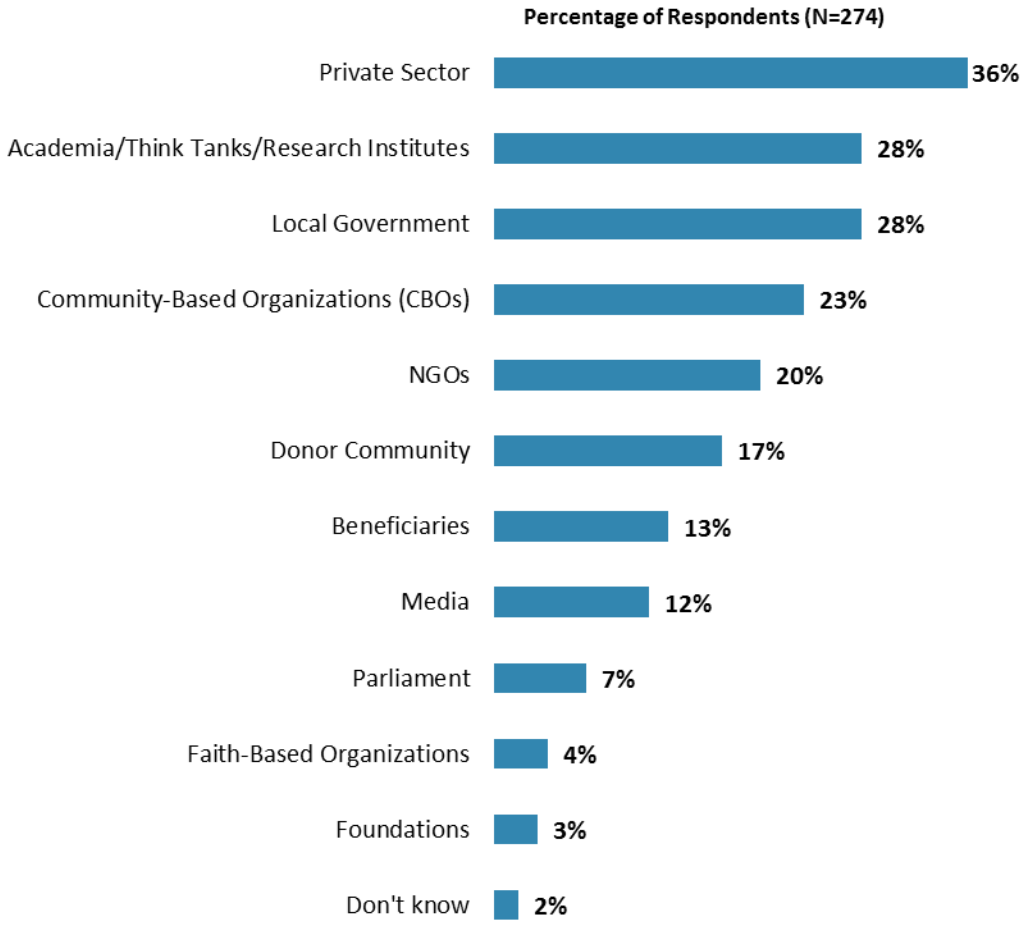


"When considering the combination of services that the World Bank Group offers in Tanzania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tanzania? (Select only ONE response)"
(Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Tanzania (cont.)

Collaborating with Stakeholders in Tanzania

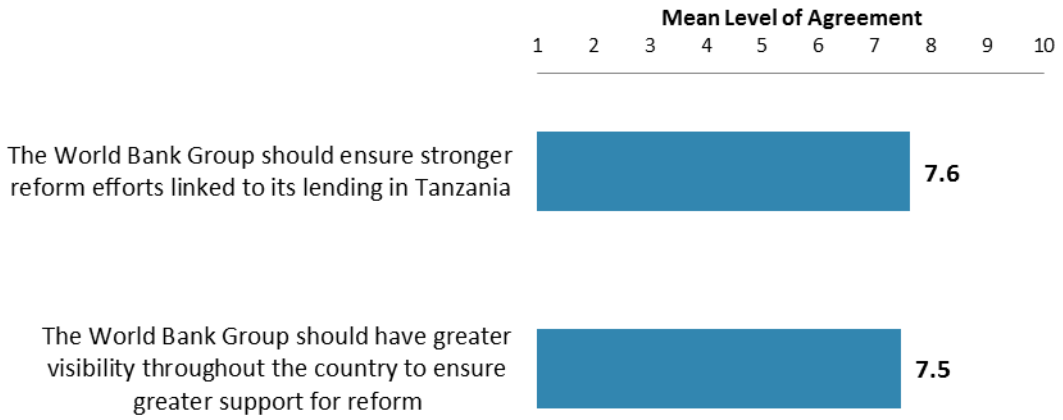
- Respondents from academia were significantly more likely to indicate that the WBG should collaborate more with academia/research institutes/think tanks, whereas employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from the office of the President/Minister and bilateral/multilateral agencies were significantly more likely to indicate that the WBG should collaborate more with donor communities, respondents from the media were significantly more likely to indicate that the WBG should collaborate more with the media, respondents from NGOs/CBOs/private foundations and other organizations were significantly more likely to indicate that the WBG should collaborate more with NGOs, and respondents from the private sector/financial sector/private banks, bilateral/multilateral agencies, and independent government institutions were significantly more likely to indicate that the WBG should collaborate more with the private sector, compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should collaborate more with donor communities, local government, and Parliament compared to respondents who do not collaborate with the WBG, who were significantly more likely to indicate that the WBG should collaborate more with the media, NGOs, and CBOs.



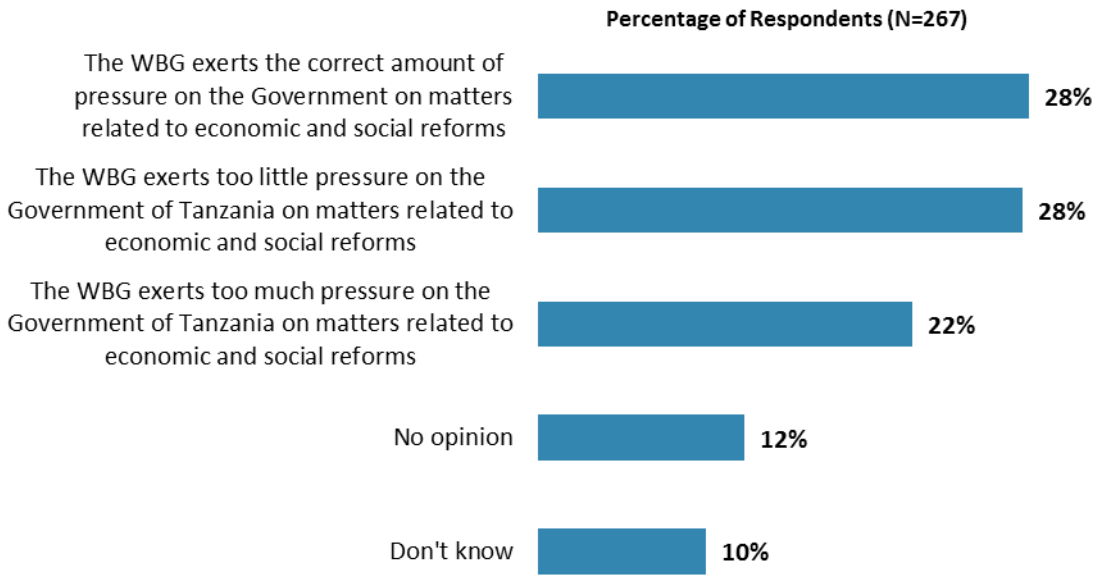
"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Tanzania (cont.)

Reform Efforts



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

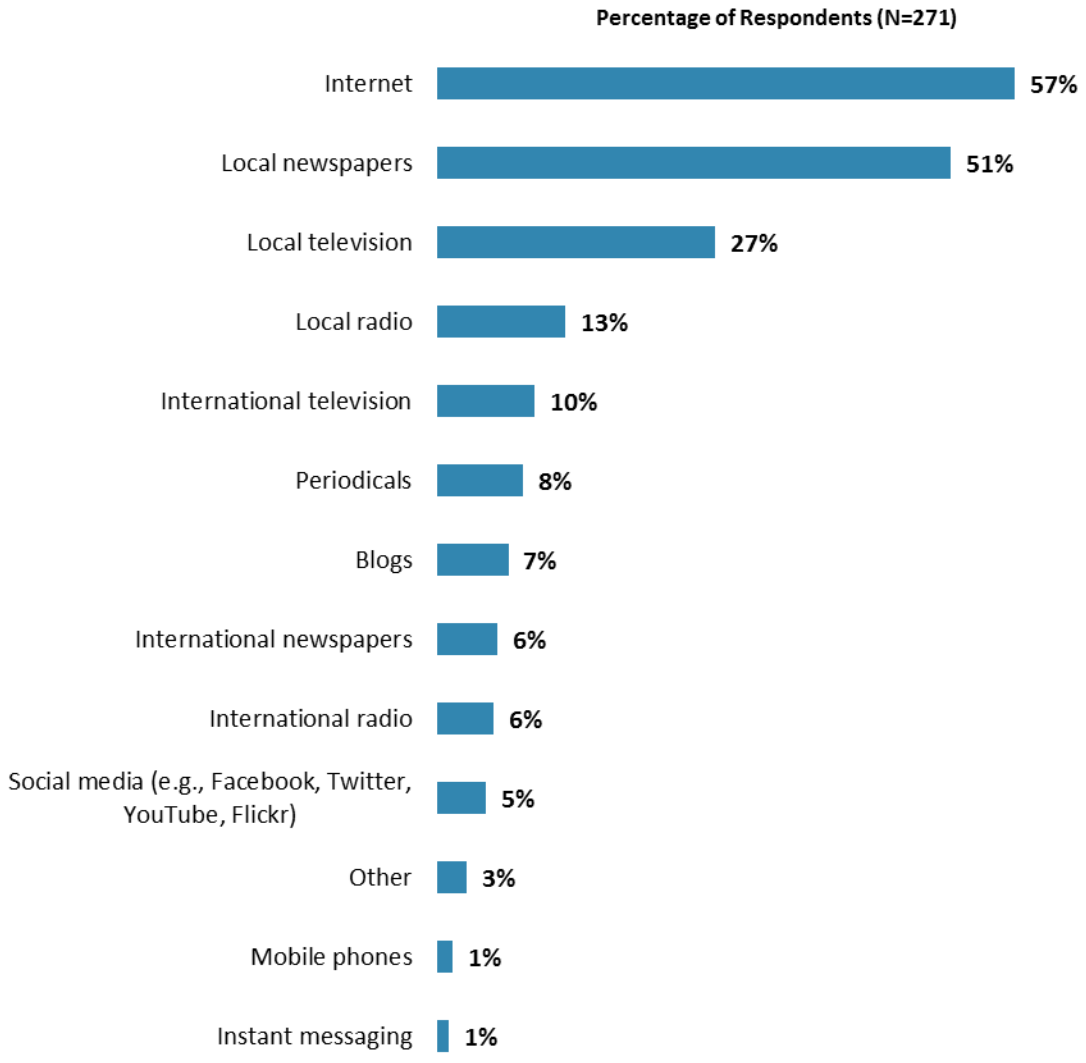


"Please indicate which of the following best represents your views. (Select only ONE response)"
(Respondents chose from a list.)

X. Communication and Openness

Information Sources

- The vast majority of respondents in the FY '11 country survey indicated that they got most of their information about economic and social development issues in Tanzania from local newspapers in Kiswahili (70%).
- Respondents from bilateral/multilateral agencies and academia were significantly more likely to indicate that they got most of their information from the Internet compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that they got most of their information from the Internet compared to respondents who do not collaborate with the WBG, who were significantly more likely to utilize local television.

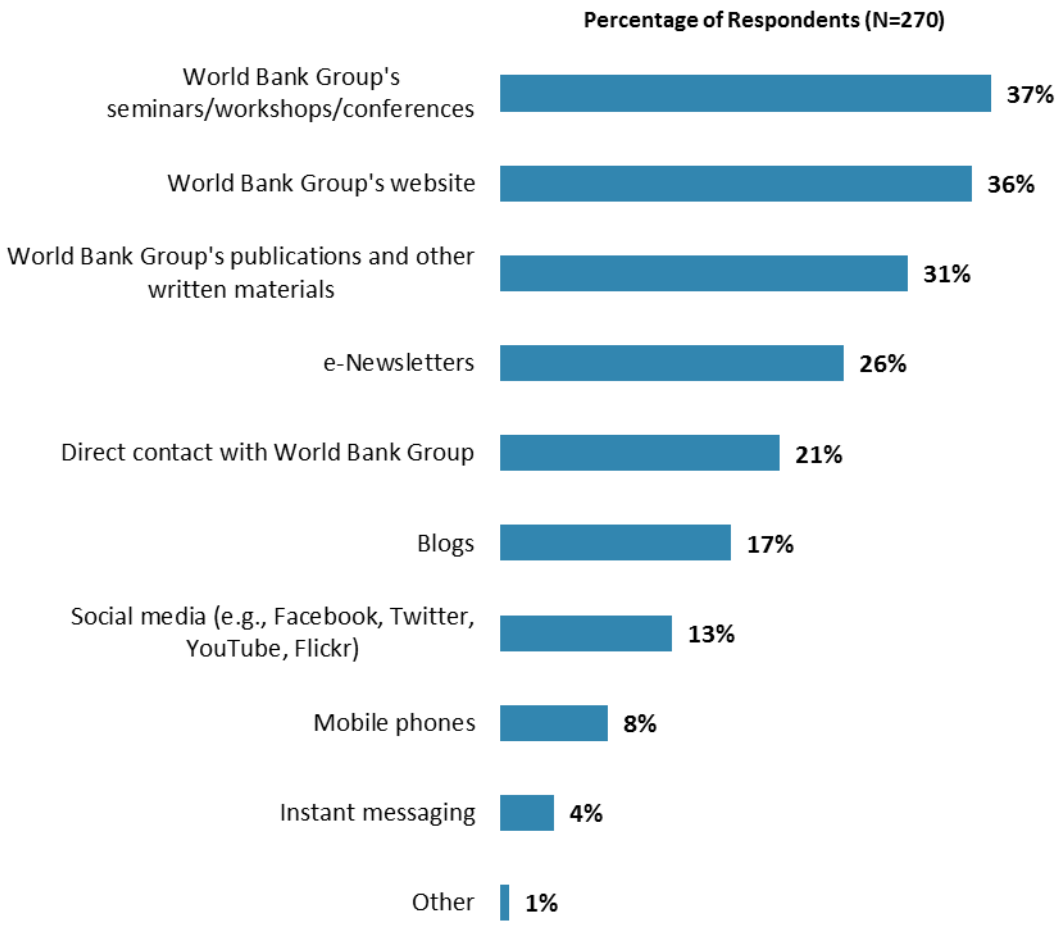


"How do you get most of your information about economic and social development issues in Tanzania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- Respondents from the private sector/financial sector/private banks were the most likely to indicate that they preferred to get their information from e-Newsletters whereas respondents from independent government institutions were significantly less likely.

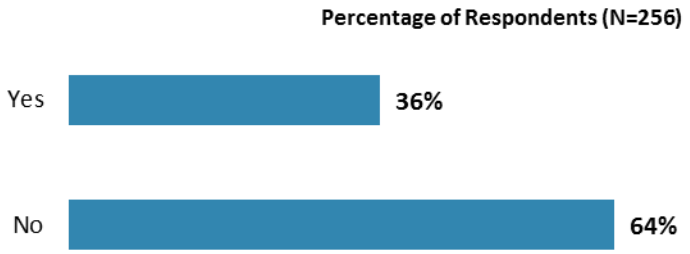


"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

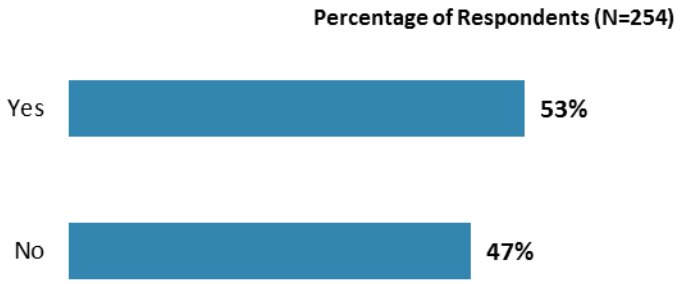
Access to Information

- Respondents from the office of the President/Minister were the most likely to be aware of the WBG's Access to Information Policy whereas respondents from the media and academia were significantly less likely.
- Respondents who collaborate with the WBG were significantly more likely to be aware of the WBG's Access to Information Policy compared to respondents who do not collaborate with the WBG.



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

- Respondents from the office of the President/Minister were significantly more likely to have requested information from the WBG in the past year whereas respondents from independent government institutions were significantly less likely.
- Respondents who collaborate with the WBG were significantly more likely to have requested information from the WBG in the past year compared to respondents who do not collaborate with the WBG.

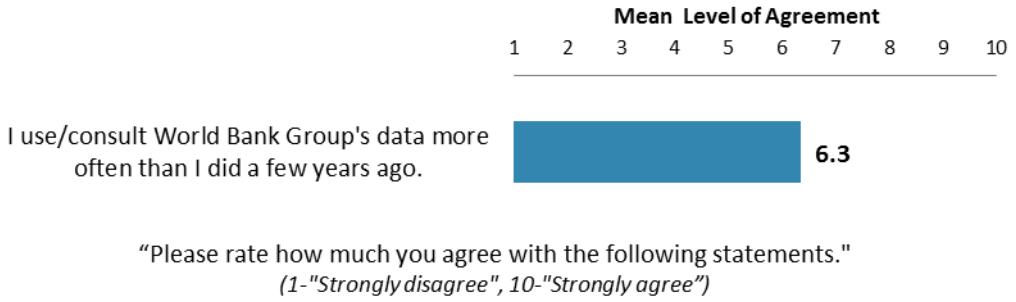


"Have you requested information from the World Bank Group on its activities in the past year?"

X. Communication and Openness (continued)

Access to Information (continued)

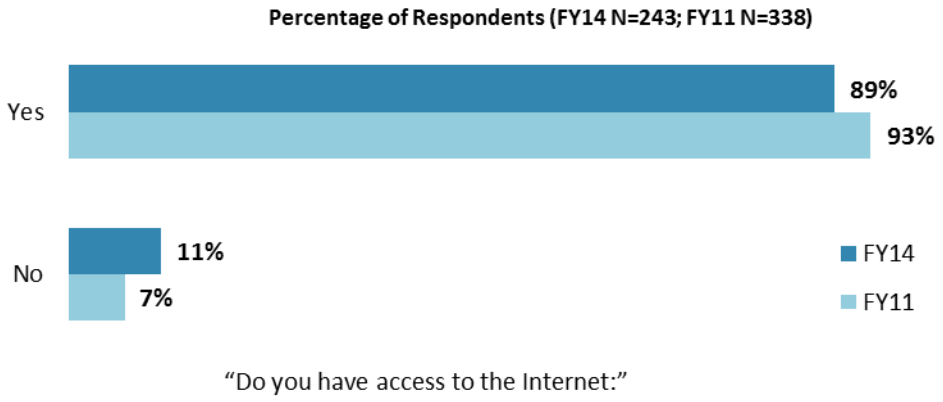
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they consult the WBG's data more often than they did a few years ago compa ed to



X. Communication and Openness (continued)

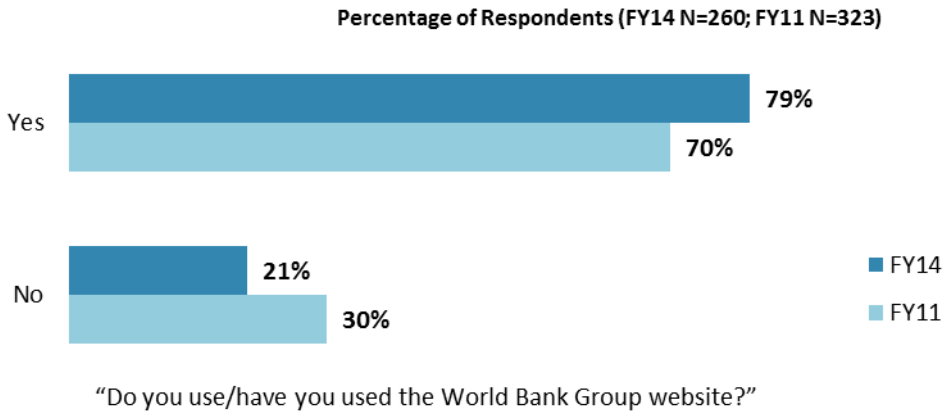
Internet Access

- Respondents from this year's country survey had statistically similar rates of Internet access compared to respondents from the FY '11 country survey.
- Respondents who collaborate with the WBG were significantly more likely to have Internet access compared to respondents who do not collaborate with the WBG.



Website Usage

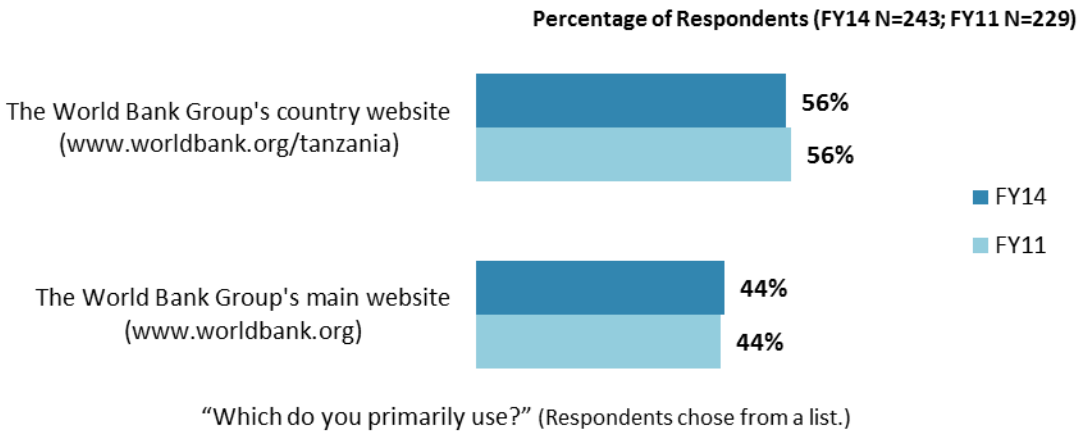
- Respondents in this year's country survey had significantly higher rates of usage of the WBG's website compared to respondents from the FY '11 country survey.
- Respondents from NGOs/CBOs/private foundations, the media, and academia were significantly *less* likely to have used the WBG's website compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to have used the WBG's website compared to respondents who do not collaborate with the WBG.



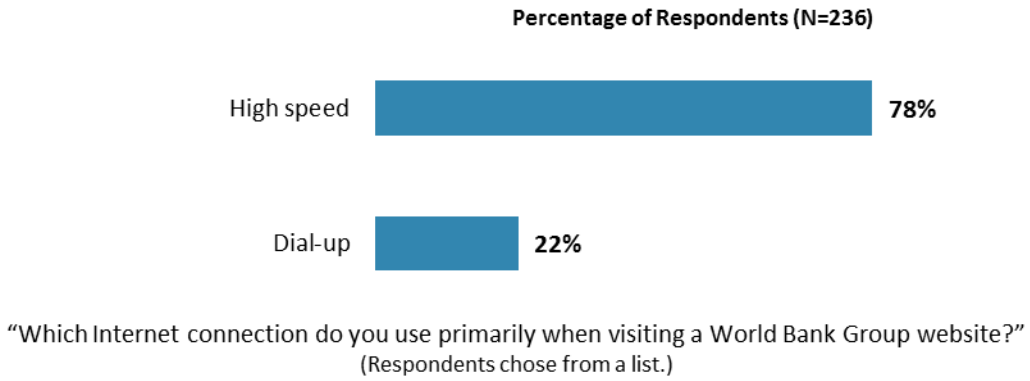
X. Communication and Openness (continued)

Website Usage (continued)

- Respondents in this year's country survey had statistically similar usage of the WBG's country and main websites compared to respondents from the FY '11 country survey.
- Employees of ministries and respondents from the office of the President/Minister, the private sector/financial sector/private banks, NGOs/CBOs/private foundations, the media, and other organizations were significantly more likely to have used the WBG's country website compared to respondents from other stakeholder groups.



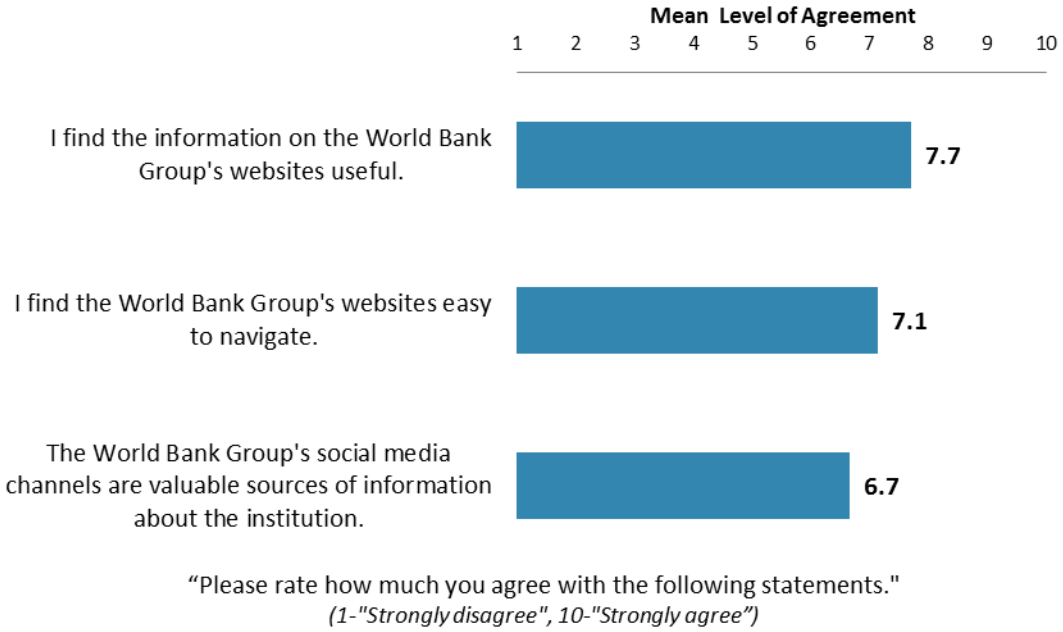
- Respondents from NGOs/CBOs/private foundations were significantly *less* likely to use high speed connections when visiting the WBG's website compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to use high speed connections when visiting the WBG's website compared to respondents who do not collaborate with the WBG.



X. Communication and Openness (continued)

Website/Social Media Evaluation

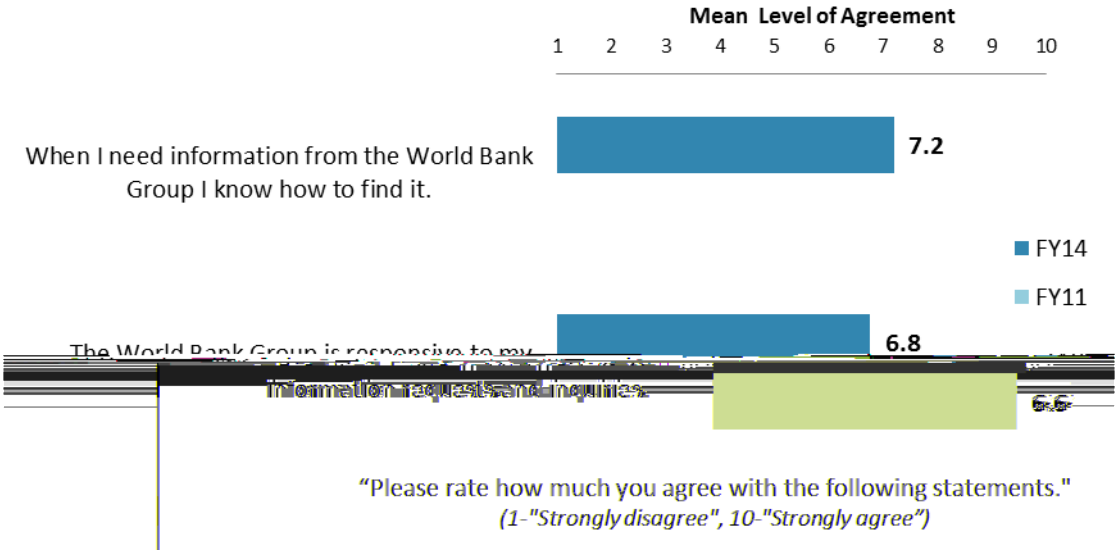
- Respondents from bilateral/multilateral agencies and independent government institutions had significantly higher levels of agreement that they find the information on the WBG's websites useful whereas respondents from NGOs/CBOs/private foundations and the media had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they find the WBG's websites easy to navigate and that they find the information on the websites useful compared to respondents who do not collaborate with the WBG.



X. Communication and Openness (continued)

Information Sharing

- Respondents in this year's country survey had statistically similar levels of agreement that the WBG is responsive to their information requests compared to respondents from the FY '11 country survey.
- Consultants on WBG-supported projects/PMUs and respondents from academia had significantly higher levels of agreement that the WBG is responsive to their information requests whereas respondents from NGOs/CBOs/private foundations, the media, and other organizations had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that when they need information from the WBG they know how to find it and that the WBG is responsive to their information requests compared to respondents who do not collaborate with the WBG.



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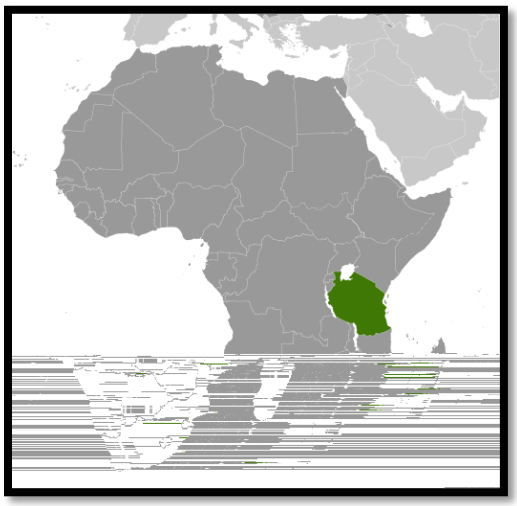
TANZANIA



Appendix A: Responses to All Questions across All Respondents (N=277)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Tanzania

1. In general would you say that Tanzania is headed in...?	**Percentage of Respondents (N=271)**
The right direction	76.8%
The wrong direction	11.4%
Not sure	11.8%

2. Listed below are a number of development priorities in Tanzania. Please identify which of the following you consider the most important development priorities in Tanzania. (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=272)**
Education	52.9%
Transport	30.9%
Energy	27.6%
Public sector governance/reform	19.1%
Agricultural development	18.4%
Poverty reduction	16.2%
Economic growth	15.1%
Health	12.5%
Natural resource management	12.1%
Anti-corruption	10.7%
Gender equity	9.9%
Job creation/employment	9.9%
Domestic private sector development	8.5%
Rural development	7.7%
Water and sanitation	5.9%
Law and justice	4.8%
Food security	4.4%
Urban development	3.3%
Crime and violence	3.3%
Global/regional integration	2.9%
Trade and exports	2.9%
Information and communications technology	2.9%
Foreign direct investment	2.6%
Climate change	2.6%
Environmental sustainability	1.8%
Regulatory framework	1.8%
Social protection	1.5%
Disaster management	1.1%
Equality of opportunity	0.7%
Financial markets	0.0%
Communicable/non-communicable diseases	0.0%

A. General Issues Facing Tanzania (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tanzania? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=276)**
Education	42.0%
Agricultural development	27.2%
Economic growth	26.4%
Rural development	23.9%
Transport	19.2%
Public sector governance/reform	19.2%
Health	15.2%
Natural resource management	13.8%
Job creation/employment	13.8%
Energy	12.7%
Domestic private sector development	10.5%
Gender equity	8.7%
Anti-corruption	8.3%
Equality of opportunity	7.6%
Law and justice	6.5%
Social protection	6.2%
Water and sanitation	5.1%
Environmental sustainability	3.6%
Global/regional integration	3.3%
Information and communications technology	3.3%
Trade and exports	2.9%
Foreign direct investment	2.5%
Food security	2.5%
Urban development	2.2%
Disaster management	1.8%
Crime and violence	1.4%
Climate change	1.1%
Financial markets	1.1%
Communicable/non-communicable diseases	0.7%
Regulatory framework	0.4%

A. General Issues Facing Tanzania (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Tanzania? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=274)**
Energy	29.2%
Public sector governance/reform	25.2%
Education	24.8%
Natural resource management	24.5%
Domestic private sector development	22.3%
Agricultural development	22.3%
[redacted]	21.9%
Job creation/employment	14.2%

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

4. When thinking about how the World Bank Group can have the most impact on development results in Tanzania, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tanzania? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=277)**
Education	43.3%
Transport	32.5%
Health	27.1%
Public sector governance/reform	25.6%
Energy	19.5%
Poverty reduction	18.1%
Agricultural development	17.7%
Domestic private sector development	11.6%
Economic growth	10.8%
Rural development	10.1%
Job creation/employment	9.4%
Gender equity	9.0%
Natural resource management	7.9%
Water and sanitation	5.8%
Anti-corruption	5.8%
Trade and exports	5.4%
Social protection	4.3%
Law and justice	4.0%
Global/regional integration	3.6%
Food security	3.6%
Climate change	2.5%
Regulatory framework	2.2%
Crime and violence	2.2%
Information and communications technology	1.8%
Foreign direct investment	1.8%
Financial markets	1.8%
Equality of opportunity	1.8%
Environmental sustainability	1.8%
Communicable/non-communicable diseases	1.8%
Urban development	1.4%
Disaster management	1.1%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tanzania?	**Percentage of Respondents (N=256)**		
	Greatest Value	**2nd Greatest Value**	**Combined**
Capacity development	27.0%	23.8%	50.8%
Financial resources	34.4%	15.9%	50.2%
Policy advice, studies, analyses	14.5%	15.9%	30.3%
Technical assistance	3.9%	18.7%	22.6%
Mobilizing third party financial resources	7.0%	8.7%	15.8%
Data	5.9%	6.0%	11.8%
Donor coordination	2.0%	5.2%	7.1%
Linkage to non-Bank expertise	2.0%	2.4%	4.3%
Convening/Facilitating	2.0%	1.6%	3.5%
Other	1.2%	1.6%	2.8%

How effectively to the World Bank Groups' activities below support Tanzania's efforts to achieve development results? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
6. Convening/Facilitating	213	24	6.44	2.01
7. Data	229	17	6.88	1.97
8. Policy advice, studies, analyses	233	9	7.18	2.05
9. Financial resources	237	11	7.78	1.70
10. Technical assistance	228	15	7.09	1.96
11. Mobilizing third party financial resources	212	33	6.96	1.93
12. Donor coordination	218	27	6.96	1.90
13. Linkage to non-Bank expertise	190	55	6.17	2.06

The World Bank Group can provide capacity building support in a number of ways in Tanzania. To what degree would Tanzania benefit, if capacity building were to support…? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
14. **Groups outside of government** (e.g., civil society, media) to help them more effectively engage and participate in development efforts	250	5	7.35	2.27
15. **The public sector**, related to implementation of specific development projects on the ground	258	2	7.90	2.09
16. **The public sector**, related to changing institutions (organizations or sociopolitical conditions)	248	1	7.55	2.19
17. **The private sector**, related to institutional and policy change	248	3	7.52	2.25

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tanzania? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know") *(1-Not effective at all, 10-Very*

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

25. Which of the World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tanzania? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=268)**
Capacity development	52.6%
Investment lending	44.4%
Policy based lending / budget support to the Government	29.9%
Technical assistance	23.9%
Knowledge products/services	18.3%
Trust Fund management	13.8%
Other	2.6%
Don't know	2.2%

26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=274)**
Private Sector	35.8%
Academia/Think Tanks/Research Institutes	27.7%
Local Government	27.7%
Community-Based Organizations (CBOs)	23.4%
NGOs	20.1%
Donor Community	17.2%
Beneficiaries	13.1%
Media	11.7%
Parliament	6.9%
Faith-Based Organizations	4.0%
Foundations	3.3%
Don't know	1.8%
Other	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Tanzania? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
27. Overall the World Bank Group currently plays a relevant role in development in Tanzania*	256	13	7.13	2.22
28. The World Bank Group's work is aligned with what I consider the development priorities for Tanzania*	250	14	7.01	1.99
29. The World Bank Group supports programs and strategies that are realistic for Tanzania	252	11	6.95	2.14
30. The World Bank Group treats clients and stakeholders in Tanzania with respect	236	25	7.14	2.15

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

To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
31. Responsiveness*	229	39	6.48	1.99
32. Flexibility (in terms of the World Bank Group's products and services)*	225	37	6.26	1.98
33. Flexibility (in terms of changing country circumstances)*	230	29	6.27	2.04
34. Being inclusive*	229	29	6.57	2.00
35. Openness (sharing data and other information)*	235	22	7.17	2.11

C. World Bank Group Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*	**Importance**			
	N	**DK**	**Mean**	**SD**
1. Anti-corruption	253	10	7.14	2.69
2. Information and communications technology	253	3	7.46	2.30
3. Transport	256	3	7.96	2.20
4. Crime and violence	239	20	5.81	2.37
5. Law and justice	245	11	6.51	2.50
6. Urban development	250	5	7.40	2.27
7. Environmental sustainability	251	4	7.79	2.07
8. Regulatory framework	248	7	7.09	2.33
9. Communicable/non-communicable diseases	240	14	7.08	2.30
10. Poverty reduction	261	3	8.11	2.22
11. Gender equity	249	7	6.94	2.44
12. Domestic private sector development	255	3	7.55	2.12
13. Foreign direct investment	254	3	7.07	2.36
14. Water and sanitation	252	2	7.83	2.19
15. Trade and exports	252	7	7.14	2.33
16. Economic growth	260	2	8.17	2.00
17. Energy	253	5	8.21	1.93
18. Disaster management	242	9	7.19	2.41
19. Public sector governance/reform	253	4	7.70	2.24
20. Job creation/employment	250	9	7.53	2.18
21. Financial markets	247	10	7.21	2.26
22. Equality of opportunity	242	13	7.39	2.20
23. Health	254	3	7.96	2.08
24. Rural development	257	4	7.96	2.21
25. Global/regional integration	247	6	6.78	2.16
26. Food security	245	9	7.47	2.24
27. Education	259	3	8.34	1.97
28. Social protection	251	6	7.07	2.35
29. Climate change	254	9	7.50	2.21
30. Agricultural development	258	4	8.27	2.14
31. Natural resource management	258	5	7.62	2.43

C. World Bank Group Effectiveness and Results (continued)

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
1. Anti-corruption	174	81	5.70	2.57
2. Information and communications technology	186	66	6.74	2.32
3. Transport	221	32	7.47	2.06
4. Crime and violence	159	94	6.31	2.27
5. Law and justice	168	82	6.40	2.33
6. Urban development	205	48	7.13	2.09
7. Environmental sustainability	206	53	7.07	2.17
8. Regulatory framework	194	60	6.86	2.12
9. Communicable/non-communicable diseases	[illegible]	[illegible]	[illegible]	[illegible]

C. World Bank Group Effectiveness and Results (continued)

3. Where are the World Bank Group's decisions made primarily that support the program in Tanzania?	**Percentage of Respondents (N=264)**
At the Headquarters (in Washington D.C.)	39.8%
In the country	34.8%
Don't know	25.4%

Achieving Development Results	**N**	**DK**	**Mean**	**SD**
4. To what extent does the World Bank Group's work help to achieve development results in Tanzania?* *(1-To no degree at all, 10-To a very significant degree)*	260	12	7.12	1.91

To what extent do you agree with the following statements about the World Bank Group in Tanzania? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**DK**	**Mean**	**SD**
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, trust funds/grants, Program 4 Result, etc.) meet the needs of Tanzania*	246	24	6.29	2.10
6. The World Bank Group meets Tanzania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	246	20	6.38	2.05

Internal Evaluation Mechanisms	**N**	**DK**	**Mean**	**SD**
7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Tanzania? *(1-To no degree at all, 10-To a very significant degree)*	210	62	6.87	1.95

D. The World Bank Group's Knowledge Work and Activities

(i.e., Analysis, Studies, Data, Reports, Conferences)

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	**Percentage of Respondents (N=267)**
Weekly	10.9%
Monthly	19.5%
A few times a year	39.3%
Rarely	17.2%
Never	13.1%

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

In Tanzania, to what extent do you believe that the World Bank Group's knowledge work and activities: *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
2. Are timely	231	34	6.52	1.96
3. Include appropriate level of stakeholder involvement during preparation	223	41	6.57	2.02
4. Are relevant to Tanzania's development priorities	246	20	6.89	2.01
5. Lead to practical solutions	233	31	6.72	1.87
6. Are accessible (well written and easy to understand)	234	32	6.96	1.92
7. Are source of relevant information on global good practices	238	30	7.37	1.92
8. Enhance your knowledge and/or skills	238	25	7.23	2.03
9. Are adequately disseminated	230	33	6.70	2.02
10. Are translated enough into local language	214	53	5.76	2.22
11. Are adaptable to Tanzania's specific development challenges and country circumstances*	234	34	6.54	1.99

Overall Evaluations	**N**	**DK**	**Mean**	**SD**
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* *(1-Not significant at all, 10-Very significant)*	257	15	7.43	1.85
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* *(1-Very low technical quality, 10-Very high technical quality)*	253	20	7.57	1.71

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Tanzania's development challenges? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
1. Conceptualization (understanding and framing the problem)	228	31	6.96	1.94
2. Design (appraising and planning the solutions)	232	25	7.14	2.01

3. Implementa8(m)4(e)4(n)-4(ta.8 0.47998 re[illegible]*(E[illegible]6.864 229.25 319.97 24.48

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

2. When considering the combination of services that the World Bank Group offers in Tanzania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tanzania? (Select only ONE response)	**Percentage of Respondents (N=265)**
Financial services	37.0%
The combination is appropriate for Tanzania	35.5%
Knowledge products	17.7%
Convening services	5.3%
Don't know	2.6%
None of the above	1.9%

To what extent do you agree/disagree with the following statements? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
3. The World Bank Group should ensure stronger reform efforts linked to its lending in Tanzania	261	6	7.63	2.22
4. The World Bank Group should have greater visibility throughout the country to ensure greater support for reform	258	8	7.47	2.28

5. Please indicate which of the following best represents your views. (Select only ONE response)	**Percentage of Respondents (N=267)**
The WBG exerts **the correct amount** of pressure on the Government on matters related to economic and social reforms	28.5%
The WBG exerts **too little** pressure on the Government of Tanzania on matters related to economic and social reforms	28.1%
The WBG exerts **too much** pressure on the Government of Tanzania on matters related to economic and social reforms	21.7%
No opinion	12.0%
Don't know	9.7%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Tanzania? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=271)**
Internet	56.8%
Local newspapers	50.6%
Local television	27.3%
Local radio	12.5%
International television	9.6%
Periodicals	8.5%
Blogs	7.0%
International newspapers	5.9%
International radio	5.5%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	4.8%
Other	3.0%
Mobile phones	1.5%
Instant messaging	1.1%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=270)
World Bank Group's seminars/workshops/conferences	37.0%
World Bank Group's website	35.6%
World Bank Group's publications and other written materials	30.7%
e-Newsletters	25.9%
Direct contact with World Bank Group	21.1%
Blogs	17.4%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	13.0%
Mobile phones	8.1%
Instant messaging	4.1%
Other	0.7%

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=256)
Yes	36.3%
No	63.7%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=254)
Yes	53.1%
No	46.9%

5. Were you able to obtain this information?	Percentage of Respondents (N=136)
Yes	92.6%
No	7.4%

6. Do you have access to the Internet?	Percentage of Respondents (N=243)
Yes	89.3%
No	10.7%

7. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=260)
Yes	79.2%
No	20.8%

8. Which do you primarily use?	Percentage of Respondents (N=243)
The World Bank Group's country website (www.worldbank.org/tanzania)	55.6%
The World Bank Group's main website (www.worldbank.org)	44.4%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=236)
High speed	77.5%
Dial-up	22.5%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
10. I use/consult World Bank Group's data more often than I did a few years ago	238	16	6.34	2.55
11. I find the World Bank Group's websites easy to navigate.	228	19	7.14	2.06
12. I find the information on the World Bank Group's websites useful.	220	22	7.70	1.95
13. The World Bank Group's social media channels are valuable sources of information about the institution.	172	78	6.65	2.69
14. When I need information from the World Bank Group I know how to find it.	226	24	7.19	2.37
15. The World Bank Group is responsive to my information requests and inquiries.	209	38	6.76	2.36

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	**Percentage of Respondents (N=264)**
Other	15.5%
Public sector governance / public financial management / anti-corruption	10.6%
Information and communications technology	9.8%
Education	9.1%
Agriculture/ rural development / food security	7.6%
Private sector development / foreign direct investment	6.8%
Social protection	5.7%
Transport	5.7%
Energy	4.5%
Health / communicable/non-communicable diseases	4.2%
Natural resource management / environmental sustainability	4.2%
Law and justice / regulatory framework	3.4%
Urban development	3.4%
Generalist	2.7%
Water and sanitation	2.3%
Financial markets / banking	1.9%
Climate change / disaster management	1.1%
Gender equity / equality of opportunity	1.1%
Job creation/employment	.4%

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	**Percentage of Respondents (N=267)**
Yes	39.4%
No	60.6%

4. Which of the following agencies of the World Bank Group do you work with in Tanzania? (Select all that apply)	**Percentage of Respondents (N=258)**
The World Bank (IBRD/IDA)	47.3%
None	38.4%
The International Finance Corporation (IFC)	18.2%
The Multilateral Investment Guarantee Agency (MIGA)	8.9%

5. Which of the following describes most of your exposure to the World Bank Group in Tanzania? (Choose no more than TWO)	**Percentage of Respondents (N=254)**
Use World Bank Group reports/data	42.1%
Engage in World Bank Group related/sponsored events/activities	39.8%
Use World Bank Group website for information, data, research, etc.	29.5%
Collaborate as part of my professional duties	29.1%
Observer	16.1%

6. Which best represents your geographic location?	**Percentage of Respondents (N=268)**
Dar es Salaam region	78.7%
Other urban centers	12.3%
Zanzibar (Unguja and Pemba)	6.0%
Rural areas	3.0%

Appendix B: Responses to All Questions by Stakeholder Groups

Office of the President/Minister N=26 Employee of a Ministry N=56 Consultant on WBG-supported Project/PMU N=20 Bilateral/ Multilateral Agency N=14 Private Sector/Financial Sector/Private Bank N=33 NGO/CBO/Private Foundation N=54 Media N=17 Independent Government Institution N=19 Academia N=15 Other N=15

A. General Issues Facing Tanzania

In general, how would you say that Tanzania is headed in...?*

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
The right direction	76.9%	89.3%	70.0%	100.0%	66.7%	67.3%	93.8%	68.4%	73.3%	69.2%
The wrong direction	19.2%	3.6%	5.0%	-	15.2%	21.2%	6.3%	5.3%	6.7%	23.1%
Not sure	3.8%	7.1%	25.0%	-	18.2%	11.5%	-	26.3%	20.0%	7.7%

**Significantly different between stakeholder groups*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Water and sanitation*	3.8%	1.8%	10.0%	7.1%	0.0%	11.1%	0.0%	0.0%	0.0%	20.0%
Equality of opportunity*	19.2%	5.4%	0.0%	7.1%	6.1%	16.7%	6.3%	0.0%	0.0%	0.0%

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Energy*	11.5%	23.6%	40.0%	42.9%	18.2%	25.9%	40.0%	63.2%	20.0%	53.3%
Gender equity	3.8%	3.6%	0.0%	0.0%	6.1%	5.6%	13.3%	10.5%	6.7%	6.7%
Equality of opportunity	7.7%	10.9%	15.0%	7.1%	18.2%	14.8%	0.0%	0.0%	0.0%	6.7%
Social protection	0.0%	5.5%	0.0%	0.0%	3.0%	9.3%	0.0%	0.0%	0.0%	6.7%
Global/regional integration	11.5%	5.5%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	6.7%	0.0%
Climate change	7.7%	7.3%	0.0%	0.0%	0.0%	5.6%	6.7%	0.0%	13.3%	6.7%
Anti-corruption	7.7%	12.7%	20.0%	0.0%	9.1%	9.3%	13.3%	21.1%	33.3%	0.0%
Disaster management	7.7%	0.0%	0.0%	0.0%	3.0%	1.9%	0.0%	0.0%	6.7%	0.0%
Rural development	7.7%	7.3%	15.0%	0.0%	9.1%	14.8%	33.3%	5.3%	6.7%	6.7%
Foreign direct investment	11.5%	0.0%	0.0%	0.0%	6.1%	5.6%	0.0%	10.5%	6.7%	20.0%
Urban development*	11.5%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	5.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	19.2%	25.5%	25.0%	7.1%	24.2%		46.7%	42.1%	26.7%	20.0%
Information and communications technology	0.0%	5.5%	5.0%	0.0%	15.2%	3.7%	0.0%	0.0%		

A. General Issues Facing Tanzania (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Tanzania? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Better employment opportunities for young people	12.5%	15.7%	0.0%	33.3%	22.6%	19.6%	26.7%	6.7%	7.1%	26.7%
Better employment opportunities for women*	8.3%	9.8%	0.0%	0.0%	29.0%	4.3%	20.0%	6.7%	21.4%	26.7%
Greater access to micro-finance for the poor	29.2%	15.7%	21.1%	0.0%	19.4%	23.9%	20.0%	0.0%	28.6%	6.7%
Greater voice and participation for citizens to help ensure greater accountability	37.5%	23.5%	26.3%	0.0%	12.9%	39.1%	40.0%	33.3%	28.6%	33.3%
Greater access to health and nutrition for citizens	8.3%	19.6%	0.0%	16.7%	0.0%	15.2%	6.7%	6.7%	7.1%	20.0%
Better entrepreneurial opportunities*	8.3%	13.7%	36.8%	16.7%	6.5%	0.0%	6.7%	26.7%	7.1%	26.7%
A growing middle class	16.7%	3.9%	26.3%	8.3%	12.9%	6.5%	0.0%	20.0%	14.3%	0.0%
Better opportunity for the poor who live in rural areas*	12.5%	15.7%	10.5%	58.3%	6.5%	32.6%	6.7%	6.7%	14.3%	0.0%
Better opportunity for the poor who live in urban areas	8.3%	5.9%	5.3%	0.0%	16.1%	4.3%	0.0%	0.0%	7.1%	0.0%
Consistent economic growth*	12.5%	31.4%	5.3%	0.0%	19.4%	15.2%	40.0%			

B. Overall Attitudes toward the World Bank Group

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?*	26	6.58	1.86	56	7.00	1.77	20	7.05	1.19	14	7.50	1.29	33	5.85	2.24	52	5.65	2.51	16	5.13	2.36	19	6.26	1.70	15	6.20	2.08	15	5.80	2.01

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

	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 Group's effectiveness in Tanzania.*	26	7.15	1.52	55	7.64	1.73	20	7.40	1.19	14	7.64	1.45	31	6.48	2.26	50	**6.26**	2.47	14	6.50	1.79	19	6.21	2.20	12	6.92	1.24	12	5.83	1.90

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

																NGO/CBO/ Private Foundation			Media			Independent Government								
	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 Group's staff is well prepared to help Tanzania solve its most complicated development challen	24	8.08	1.44	52	7.94	1.26	20	7.85	1.18	14	7.71	1.38	27	6.37	2.53	47	6.66	2.51	12	6.83	1.99	19	5.95	2.09	12	6.92	1.78	14	7.79	1.72

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

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Staff too inaccessible	0.0%	5.9%	0.0%	7.1%	9.7%	5.8%	12.5%	5.3%	0.0%	0.0%
Not exploring alternative policy options*	0.0%	5.9%	5.0%	7.1%	6.5%	0.0%	12.5%	21.1%	26.7%	7.1%
Not adequately sensitive to political/social realities in Tanzania	29.2%	17.6%	30.0%	28.6%	9.7%	15.4%	6.3%	5.3%	6.7%	7.1%
Not enough public disclosure of its work*	20.8%	21.6%	10.0%	7.1%	29.0%	44.2%	37.5%	15.8%	33.3%	35.7%
Arrogant in its approach	4.2%	11.8%	5.0%	21.4%	9.7%	5.8%	0.0%	5.3%	0.0%	0.0%
Not aligned with country priorities	8.3%	13.7%	0.0%	0.0%	0.0%	7.7%	6.3%	0.0%	6.7%	0.0%
The credibility of its knowledge/data*	16.7%	2.0%	0.0%	0.0%	25.8%	5.8%	0.0%	0.0%	0.0%	7.1%
World Bank Group's processes too complex*	33.3%	25.5%	60.0%	21.4%	16.1%	15.4%	12.5%	36.8%	20.0%	21.4%
Not willing to raise concerns related to policy and reform efforts in Tanzania*	8.3%	13.7%	0.0%	0.0%	19.4%	7.7%	0.0%	5.3%	0.0%	28.6%
Too influenced by developed countries	12.5%	13.7%	10.0%	21.4%	16.1%	25.0%	31.3%	26.3%	26.7%	14.3%
Not doing enough to ensure sustainability of reforms	8.3%	3.9%	10.0%	7.1%	9.7%	5.8%	0.0%	21.1%	6.7%	7.1%
Imposing technocratic solutions without regard to political realities	4.2%	7.8%	5.0%	0.0%	3.2%	3.8%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow*	12.5%	11.8%	25.0%	14.3%	12.9%	3.8%	0.0%	0.0%	0.0%	28.6%
Too bureaucratic in its operational policies and procedures	16.7%	13.7%	35.0%	21.4%	12.9%	9.6%	12.5%	31.6%	13.3%	28.6%
Not aligned with other donors' work*	0.0%	3.9%	0.0%	21.4%	0.0%	0.0%	6.3%	0.0%	6.7%	0.0%
Not collaborating enough with non-state actors*	4.2%	2.0%	0.0%	0.0%	9.7%	7.7%	43.8%	0.0%	6.7%	0.0%
Not client focused*	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	15.8%	6.7%	0.0%
Other	0.0%	7.8%	5.0%	21.4%	3.2%	1.9%	0.0%	0.0%	6.7%	0.0%
Don't know	4.2%	3.9%	0.0%	0.0%	0.0%	9.6%	0.0%	5.3%	13.3%	0.0%

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Capacity development	36.0%	62.3%	70.0%	28.6%	53.3%	42.6%	50.0%	68.4%	66.7%	60.0%
Policy based lending / budget support to the Government	56.0%	22.6%	25.0%	50.0%	33.3%	24.1%	18.8%	31.6%	33.3%	20.0%
Knowledge products/services	20.0%	13.2%	15.0%	28.6%	13.3%	27.8%	12.5%	21.1%	6.7%	26.7%
Investment lending*	36.0%	56.6%	30.0%	78.6%	36.7%	33.3%	50.0%	47.4%	53.3%	33.3%
Technical assistance	20.0%	17.0%	25.0%	0.0%	40.0%	22.2%	37.5%	26.3%	33.3%	13.3%
Trust Fund management	0.0%	13.2%	15.0%	14.3%	20.0%	20.4%	12.5%	5.3%	6.7%	26.7%
Other	4.0%	3.8%	10.0%	0.0%	3.3%	1.9%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%

**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 Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Academia/Think Tanks/Research Institutes*	34.6%	37.5%	20.0%	7.7%	18.2%	14.8%	37.5%	21.1%	60.0%	33.3%
Donor Community*	23.1%	30.4%	35.0%	46.2%	15.2%	1.9%	6.3%	5.3%	6.7%	6.7%
Media*	11.5%	0.0%	0.0%	7.7%	27.3%	7.4%	43.8%	26.3%	6.7%	6.7%
NGOs*	19.2%	10.7%	20.0%	15.4%	18.2%	40.7%	0.0%	5.3%	13.3%	46.7%
Local Government*	34.6%	35.7%	60.0%	23.1%	12.1%	18.5%	0.0%	36.8%	33.3%	26.7%
Private Sector*	15.4%	30.4%	20.0%	61.5%	63.6%	35.2%	37.5%	52.6%	20.0%	20.0%
Parliament	11.5%	12.5%	0.0%	15.4%	3.0%	3.7%	0.0%	5.3%	6.7%	13.3%
Community-Based Organizations (CBOs)	19.2%	19.6%	20.0%	15.4%	12.1%	38.9%	12.5%	26.3%	26.7%	40.0%
Beneficiaries	3.8%	16.1%	20.0%	0.0%	15.2%	14.8%	12.5%	21.1%	6.7%	0.0%
Foundations	7.7%	0.0%	5.0%	0.0%	0.0%	5.6%	12.5%	0.0%	6.7%	0.0%
Faith-Based Organizations	0.0%	5.4%	0.0%	0.0%	0.0%	11.1%	12.5%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	3.0%	1.9%	12.5%	0.0%	6.7%	0.0%

**Significantly different between stakeholder groups*

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

To what extent do you agree with the following statements about the World Bank Group's work in Tanzania? *(1-Strongly disagree, 10-Strongly agree)*

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania*	26	7.15	1.87	56	7.91	1.95	20	6.85	1.42	14	8.43	1.87	32	6.03	2.28	44	6.45	2.90	13	6.15	2.04	17	7.35	1.62	15	7.33	2.09	12	7.25	1.91
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania*	24	7.25	1.54	55	7.71	1.74	20	7.40	1.27	14	8.07	1.90	32	5.97	2.24	43	6.49	2.32	13	6.31	1.44	16	7.06	1.48	14	6.36	2.17	13	6.85	1.91
The World Bank Group supports programs and strategies that are realistic for Tanzania*	25	7.52	1.61	56	7.93	1.62	20	7.30	1.49	14	8.00	1.30	30	5.87	2.27	45	5.91	2.65	12	5.92	1.73	16	6.94	1.39	15	6.80	2.08	13	7.54	2.37
The World Bank Group treats clients and stakeholders in Tanzania with respect*	24	7.08	2.00	53	7.79	1.70	20	7.75	1.45	13	8.08	1.89	28	6.86	2.32	42	6.19	2.92	13	7.08	1.44	15	6.67	1.80	11	7.09	1.51	11	6.91	2.51

**Significantly different between stakeholder groups*

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

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	23	6.17	1.83	53	6.98	1.77	20	6.75	1.33	10	7.10	1.10	28	6.11	2.03	40	6.18	2.58	11	6.36	1.43	16	5.56	1.63	10	6.90	2.42	11	7.09	2.17
Flexibility (in terms of the World Bank Group's products and services)	23	6.57	1.88	55	6.60	1.82	18	5.89	1.45	10	6.30	1.49	28	5.93	1.63	37	6.11	2.76	9	7.11	1.62	16	5.19	1.38	10	7.10	1.20	12	6.33	2.54
Flexibility (in terms of changing country circumstances)*	23	6.78	2.13	53	6.87	1.84	17	5.88	1.17	12	6.08	2.11	28	5.96	1.71	41	5.41	2.56	8	6.75	1.58	17	5.71	1.96	10	6.30	1.49	15	7.20	2.08
Being inclusive*	23	7.09	1.70	52	7.23	1.58	18	6.83	1.25	12	5.83	1.64	32	5.84	1.82	37	5.49	2.57	9	7.00	1.87	19	6.53	2.14	10	7.40	1.43	10	7.20	2.15
Openness (sharing data and other information)	23	7.13	1.89	52	7.40	1.99	20	7.45	1.28	14	6.93	2.30	31	6.94	1.93	37	6.68	2.64	8	6.75	2.55	18	6.67	2.47	12	7.92	1.68	14	8.14	2.07
Staff accessibility*	23	7.00	1.17	55	7.36	2.14	19	7.84	1.43	13	7.15	1.86	29	6.00	2.04	37	6.22	2.45	8	6.75	0.71	17	5.76	2.17	9	7.11	1.45	15	6.87	2.33
Straightforwardness and honesty	24	6.96	2.26	55	7.49	1.93	19	8.21	1.23	13	7.08	1.26	29	7.24	2.23	36	6.53	2.68	9	5.89	2.89	18	6.33	2.20	11	7.00	1.95	11	6.91	2.30
Ease of access to the people at the World Bank Group who are making decisions important to my work*	23	6.87	1.49	54	7.17	2.31	19	7.58	1.92	13	7.38	1.45	29	6.34	2.02	40	4.70	2.07	11	5.73	2.28	17	5.76	2.11	10	7.30	2.00	14	7.14	2.18
Collaboration with groups outside of the Government*	21	6.76	1.64	43	7.28	1.76	12	7.25	1.96	5	6.40	1.34	31	6.55	2.19	44	5.23	2.60	11	7.00	2.41	17	6.12	2.21	12	6.75	1.36	12	6.92	2.19
Collaboration with the Government	25	7.96	1.70	54	8.57	1.35	20	8.10	1.25	13	8.15	1.35	29	7.66	2.13	46	7.72	2.11	11	8.18	1.83	18	7.17	2.38	12	8.25	1.22	13	8.38	1.33
Collaboration with other donors	23	7.57	1.59	50	8.28	1.33	16	7.56	1.41	14	7.36	1.65	27	7.30	2.32	39	7.03	2.46	10	7.80	2.04	16	7.56	2.37	9	7.22	1.86	9	8.44	1.81
The speed in which it gets things accomplished on the ground	23	6.87	1.58	53	6.72	1.92	20	6.65	1.31	11	6.09	1.30	29	5.86	2.13	40	5.60	2.53	11	7.36	1.29	18	6.22	1.90	11	7.27	1.42	15	6.20	2.70
Being a long-term partner*	24	7.67	1.81	54	8.43	1.70	19	8.11	1.49	12	8.58	1.08	30	6.93	2.23	37	7.00	2.51	11	7.64	2.42	17	7.41	2.18	12	8.00	2.05	12	8.08	1.83

**Significantly different between stakeholder groups*

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

To be a more effective development partner in Tanzania, do you believe that the World Bank Group should have…?

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
More local presence	42.9%	63.3%	78.9%	71.4%	58.6%	72.9%	81.3%	76.5%	66.7%	73.3%
The current level of local presence is adequate	52.4%	30.6%	21.1%	28.6%	20.7%	18.8%	12.5%	23.5%	26.7%	26.7%
Less local presence	-	4.1%	-	-	6.9%	6.3%	-	-	-	-
Don't know	4.8%	2.0%	-	-	13.8%	2.1%	6.3%	-	6.7%	-

When World Bank Group 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 the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	13.0%	23.2%	10.0%	7.1%	6.1%	15.4%	18.8%	15.8%	0.0%	0.0%
There is not an adequate level of citizen/civil society participation	43.5%	26.8%	20.0%	21.4%	27.3%	50.0%	56.3%	42.1%	28.6%	28.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.7%	25.0%	10.0%	28.6%	21.2%	32.7%	18.8%	36.8%	0.0%	21.4%
Lack of/inadequate levels of capacity in Government*	21.7%	17.9%	55.0%	7.1%	33.3%	7.7%	12.5%	36.8%	42.9%	28.6%
Poor donor coordination	34.8%	10.7%	0.0%	7.1%	18.2%	15.4%	12.5%	0.0%	14.3%	14.3%
The World Bank Group works too slowly	17.4%	12.5%	10.0%	0.0%	9.1%	9.6%	12.5%	5.3%	14.3%	42.9%
The Government works inefficiently	8.7%	16.1%	30.0%	35.7%	21.2%	25.0%	18.8%	15.8%	21.4%	7.1%
Political pressures and obstacles*	4.3%	16.1%	30.0%	50.0%	27.3%	23.1%	12.5%	5.3%	21.4%	14.3%
Reforms are not well thought out in light of country challenges	21.7%	28.6%	25.0%	21.4%	30.3%	7.7%	18.8%	31.6%	42.9%	14.3%
Other	0.0%	7.1%	0.0%	0.0%	3.0%	1.9%	0.0%	5.3%	7.1%	7.1%

**Significantly different between stakeholder groups*

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
Anti-corruption*	24	6.29	2.31	54	6.13	2.96	20	7.75	1.45	13	8.92	1.94	33	7.61	2.42	45	6.96	3.13	13	7.85	2.58	17	7.29	2.73	14	7.21	2.58	13	7.54	2.47
Information and communications technology*	24	6.71	1.71	55	7.76	2.19	19	7.95	1.18	14	7.79	2.19	33	6.79	2.75	42	7.00	2.66	13	7.23	2.32	16	7.31	2.89	15	7.73	1.98	15	9.20	0.86
Transport	26	7.15	2.09	56	8.21	2.17	18	8.06	1.80	14	8.71	1.14	33	8.27	2.16	44	7.36	2.58	11	7.27	2.41	18	7.72	2.45	15	8.27	1.79	14	8.64	2.27
Crime and violence	24	6.25	2.17	51	5.69	2.46	20	5.50	1.50	10	5.10	2.18	31	6.39	2.46	41	5.59	2.39	10	6.80	2.15	18	5.00	2.25	15	5.27	2.52	13	5.92	3.04
Law and justice	24	6.75	1.94	48	6.31	2.85	19	6.74	1.49	12	6.00	1.71	32	7.03	2.36	44	6.52	2.70	13	7.85	1.73	19	5.16	2.54	15	5.33	2.35	14	7.14	3.21
Urban development	22	7.32	1.81	54	7.70	2.22	20	8.35	1.50	14	7.57	1.91	33	7.79	2.15	45	6.69	2.67	10	6.70	2.36	18	6.94	2.58	14	6.43	2.38	14	7.71	2.40
Environmental sustainability	24	7.38	1.50	53	7.81	2.10	20	8.20	1.44	14	8.86	1.56	33	8.00	2.36	45	7.49	2.25	12	7.08	2.43	18	7.00	2.17	13	7.31	1.97	13	9.00	1.87
Regulatory framework*	24	6.54	1.96	51	7.10	2.61	16	7.31	1.54	14	8.14	1.83	31	7.94	1.65	45	6.49	2.40	13	8.08	1.75	19	7.16	2.46	15	5.07	2.55	14	7.14	2.57
Communicable/non-communicable diseases*	24	7.04	1.88	48	7.08	1.96	18	8.11	1.94	13	4.54	2.44	31	6.87	2.63	42	7.02	2.37	12	6.25	2.18	16	7.75	2.18	15	7.33	1.84	15	7.40	2.64
Poverty reduction	26	7.54	2.14	54	8.19	1.59	20	8.80	1.44	14	8.57	1.99	31	8.19	2.27	48	7.46	3.08	13	8.46	1.45	18	8.11	2.52	15	8.53	1.64	15	7.93	2.74
Gender equity	24	6.88	1.99	52	7.00	2.50	19	6.68	1.86	14	8.50	1.95	32	6.97	2.65	43	6.49	2.65	13	6.31	2.69	16	6.50	2.34	15	6.93	2.69	15	7.27	2.55
Domestic private sector development	23	6.87	1.87	53	7.32	2.14	20	7.15	1.46	14	8.50	1.35	32	7.69	2.60	44	7.34	2.01	13	8.62	1.71	19	8.11	2.40	15	7.00	2.36	15	7.53	2.23
Foreign direct investment	24	6.75	2.05	53	7.32	2.05	19	7.21	1.58	14	8.14	1.23	33	7.79	2.15	45	6.27	2.80	12	6.33	2.15	18	7.39	2.36	15	6.60	2.50	14	6.36	3.84
Water and sanitation	24	7.71	2.16	54	7.76	1.99	18	8.28	2.30	14	8.36	1.08	33	7.64	2.50	45	7.24	2.52	12	7.00	2.59	16	7.94	2.05	15	8.00	1.81	15	9.07	1.62
Trade and exports	24	7.08	1.93	53	7.23	1.97	19	7.00	2.08	14	8.36	1.15	33	7.30	2.53	43	6.65	2.72	11	6.27	1.95	18	6.83	2.96	15	6.80	2.60	15	7.40	2.61
Economic growth*	25	7.40	1.80	54	8.48	1.56	20	8.80	1.15	14	9.29	0.99	33	8.06	2.44	46	7.39	2.41	13	8.08	2.29	18	7.50	2.46	15	8.27	1.79	15	9.27	0.80
Energy	24	7.46	1.91	53	8.42	1.50	18	8.94	1.16	14	8.64	1.22	32	7.88	2.54	45	7.80	2.21	13	7.62	2.14	18	8.28	2.47	15	8.20	1.27	14	9.14	1.41
Disaster management	22	6.27	2.21	53	7.15	2.35	19	7.84	1.83	14	6.86	2.07	31	7.45	2.47	38	6.66	2.88	13	6.85	2.08	18	7.22	2.69	15	7.07	2.34	12	8.33	1.97
Public sector governance/reform	23	6.83	2.02	54	7.91	2.19	20	7.80	1.88	14	8.86	1.23	33	8.06	2.08	41	6.78	2.64	13	7.92	2.10	19	7.63	2.41	14	7.86	2.41	15	7.67	2.26
Job creation/employment	24	6.96	2.35	51	7.53	1.87	19	7.74	1.97	14	9.00	1.47	33	7.48	2.15	43	7.02	2.33	12	6.83	2.37	18	7.28	2.59	15	8.13	2.13	14	7.93	2.09
Financial markets*	24	7.83	2.01	48	7.67	2.06	19	7.21	1.87	14	8.14	1.17	33	7.45	1.99	43	6.23	2.26	13	6.54	2.60	18	7.17	2.96	14	6.00	2.45	14	7.29	2.87
Equality of opportunity	24	7.38	1.88	47	7.34	2.28	18	7.39	1.15	14	8.71	1.27	33	7.42	2.32	44	7.36	2.30	12	6.75	2.38	17	6.18	3.15	15	6.93	1.62	11	8.00	2.15
Health	24	7.83	2.10	54	8.22	1.76	19	8.26	1.79	12	6.75	1.82	33	7.67	2.48	45	7.78	2.11	13	6.54	3.05	18	8.39	2.12	15	8.33	1.45	14	8.57	1.60
Rural development	25	7.96	1.74	55	8.11	2.22	19	8.63	1.57	14	8.07	1.33	33	7.76	2.26	45	7.51	2.79	13	7.46	2.40	17	7.47	2.48	15	8.27	2.02	14	8.21	2.05
Global/regional integration	22	7.41	1.68	51	6.86	2.15	20	6.55	1.79	14	7.79	1.67	33	6.94	1.82	43	6.33	2.28	13	6.77	2.17	15	6.40	2.13	15	5.93	2.02	14	5.93	3.45
Food security	24	7.54	1.64	51	7.47	2.29	19	7.89	1.70	14	6.71	2.53	31	7.19	2.32	43	7.14	2.59	12	7.58	2.39	18	6.61	2.23	15	8.47	1.85	11	8.64	1.69
Education	24	7.88	1.96	56	8.66	1.47	19	8.89	1.29	14	7.71	1.90	33	7.79	2.60	44	8.11	2.30	13	8.46	1.94	19	7.95	2.30	15	9.20	1.37	15	8.73	1.71
Social protection	24	7.54	1.64	51	6.55	2.56	19	6.89	1.70	14	8.36	1.82	33	7.06	2.36	46	6.76	2.49	13	7.23	2.49	17	6.94	2.36	15	5.93	2.52	12	8.42	2.07
Climate change	25	7.36	2.27	55	7.09	2.34	20	8.30	1.38	14	7.71	1.77	31	7.32	2.34	43	7.51	2.34	13	6.69	2.59	18	6.94	2.36	14	7.36	2.10	14	9.00	1.11
Agricultural development	26	8.12	2.29	56	8.38	2.06	18	8.78	1.17	14	8.07	1.86	33	7.76	2.44	43	8.00	2.43	13	8.31	2.10	18	8.06	2.31	15	8.53	2.10	15	8.93	2.05
Natural resource management	24	7.67	1.79	55	7.13	2.84	19	8.68	1.57	14	8.29	1.44	33	7.48	2.09	44	7.07	3.02	15	7.80	2.21	18	7.22	2.29	14	7.79	2.33	15	8.87	1.55

**Significantly different between stakeholder groups*

C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
Anti-corruption*	22	6.86	2.36	35	5.89	2.56	8	6.88	1.73	9	4.78	1.48	24	4.83	2.44	35	4.40	2.35	8	7.00	3.21	11	5.82	2.71	10	5.80	2.66	6	7.67	2.25
Information and communications technology*	23	6.87	2.24	41	6.71	2.37	10	7.00	1.16	7	7.14	1.07	24	6.71	2.39	33	5.27	2.21	9	8.11	2.47	14	7.07	2.76	9	6.89	1.76	10	7.90	1.79
Transport	24	7.42	2.10	48	7.98	1.90	19	7.79	1.48	12	7.08	1.00	27	6.52	2.33	39	6.90	2.34	11	7.91	2.02	17	7.88	2.40	7	6.57	1.72	11	8.00	1.48
Crime and violence*	20	7.60	1.39	34	6.65	2.07	8	7.13	1.25	4	5.00	3.46	23	5.83	2.39	29	5.07	2.03	6	7.50	2.17	13	5.69	2.29	7	5.86	2.12	9	6.89	2.98
Law and justice*	22	7.59	1.65	36	6.58	2.17	7	7.29	0.76	4	5.50	2.89	24	6.08	2.69	31	5.00	2.05	7	7.43	2.94	14	6.36	2.59	9	6.11	2.42	8	7.25	2.19
Urban development	22	7.55	1.57	44	7.36	2.07	17	7.65	1.06	7	7.29	1.38	28	6.54	2.20	38	6.63	2.57	11	6.82	2.32	15	6.73	2.34	8	7.13	1.13	9	8.11	1.45
Environmental sustainability	22	7.59	1.82	45	7.42	1.98	18	7.61	1.72	4	6.50	1.73	28	6.50	2.29	38	6.34	2.57	9	7.33	2.18	16	6.69	2.52	11	6.82	1.83	9	7.89	1.45
Regulatory framework	21	7.43	1.75	42	7.12	2.14	16	7.31	1.08	10	7.20	1.32	27	6.41	2.22	34	6.06	2.28	6	8.50	1.05	15	6.60	2.53	8	6.38	2.83	9	7.22	1.99
Communicable/non-communicable diseases	22	7.05	1.79	43	7.16	2.25	13	7.62	1.50	5	5.80	0.84	22	6.64	1.65	40	5.63	2.26	7	7.43	2.23	13	6.54	2.67	8	6.13	2.03	8	6.88	3.18
Poverty reduction*	24	7.71	1.76	50	8.28	1.62	20	7.65	1.73	12	7.00	1.35	29	6.76	2.26	43	6.93	2.43	10	8.10	1.97	14	7.00	2.57	9	7.22	2.73	8	8.38	1.77
Gender equity	22	6.86	1.55	46	7.17	1.78	14	6.93	1.14	9	5.89	0.93	24	6.13	1.80	39	6.18	2.35	7	6.86	2.80	13	6.69	2.59	10	6.70	1.42	8	5.88	2.75
Domestic private sector development*	20	6.90	1.62	45	7.42	2.05	11	7.18	0.98	12	6.33	1.30	28	6.18	2.06	39	5.51	2.26	8	6.88	3.23	15	7.20	2.37	6	8.50	1.23	9	6.78	1.99
Foreign direct investment	22	6.86	2.01	42	7.40	2.12	13	7.08	1.32	9	6.33	1.80	25	6.64	2.14	36	5.78	2.33	6	8.00	2.10	14	6.57	2.59	8	5.88	2.64	9	7.22	3.03
Water and sanitation	24	7.29	1.83	45	7.84	2.10	19	7.42	2.17	12	7.00	1.48	27	6.44	2.56	42	6.57	2.52	6	8.17	2.23	13	6.92	2.72	7	7.57	2.99	11	8.27	1.56
Trade and exports	22	7.18	1.89	40	6.90	2.10	10	6.90	0.88	9	6.89	0.93	25	6.48	2.45	34	5.88	1.89	6	7.83	2.04	14	6.71	3.27	9	5.56	2.19	9	6.56	2.19
Economic growth	23	7.57	1.90	54	7.93	1.79	20	7.80	1.70	13	7.38	1.26	29	6.69	2.22	43	7.16	2.44	10	8.20	1.93	14	6.93	3.08	9	7.56	2.24	11	7.73	1.56
Energy*	23	7.52	1.83	47	8.09	1.77	17	8.35	1.37	12	8.08	1.24	25	7.04	1.43	41	6.56	2.21	8	8.50	2.00	16	7.31	2.24	8	6.75	1.91	9	8.56	1.67
Disaster management*	22	7.45	1.95	38	7.11	1.74	10	7.70	1.95	5	6.40	0.55	22	6.86	2.62	35	5.51	1.58	7	8.29	2.63	11	5.82	2.93	7	6.00	2.94	8	7.00	2.00
Public sector governance/reform*	22	7.82	1.79	47	7.96	2.14	17	7.94	1.52	12	6.25	2.34	30	7.00	2.07	43	6.05	2.34	5	8.20	1.79	14	7.43	2.38	10	7.30	2.50	9	7.89	2.03
Job creation/employment	23	6.87	1.96	44	7.50	1.75	14	7.36	1.69	9	7.11	1.45	28	6.46	2.22	39	5.72	2.68	7	6.57	3.41	14	7.29	2.49	8	7.00	2.67	8	7.00	2.20
Financial markets*	21	7.05	2.04	38	7.05	1.69	9	8.00	1.00	6	7.83	0.41	24	6.92	1.89	32	5.66	2.15	6	7.50	2.35	15	6.87	2.97	8	6.25	1.67	8	6.88	1.73
Equality of opportunity*	22	7.32	1.17	43	7.35	2.00	12	7.33	1.07	6	6.17	2.48	25	7.04	2.09	37	5.65	2.52	6	7.67	2.25	13	5.92	2.87	7	6.00	1.73	9	7.00	1.87
Health*	24	7.67	1.55	48	7.94	1.87	16	7.88	1.50	9	6.56	1.13	24	7.38	2.08	39	6.31	2.21	8	7.75	2.49	15	7.33	2.72	9	6.56	2.19	10	8.70	1.64
Rural development*	24	7.71	1.71	45	7.87	1.75	17	7.59	1.70	11	7.36	1.50	29	6.76	2.28	40	5.83	2.87	9	7.67	2.18	14	6.14	3.13	9	6.89	2.76	9	8.11	1.97
Global/regional integration	21	6.90	1.92	40	6.93	2.06	14	6.86	0.95	9	7.33	0.71	26	6.62	2.59	36	5.75	2.18	7	6.29	2.98	13	6.38	3.23	6	6.67	2.66	9	6.78	2.68
Food security*	22	7.41	1.89	39	7.15	2.06	17	7.41	1.50	9	7.11	1.17	27	6.93	2.40	41	5.90	2.50	6	8.50	1.52	13	6.31	2.98	9	6.56	2.60	8	8.25	1.91
Education	23	7.39	1.90	48	7.77	1.87	18	7.78	1.31	12	7.58	1.00	27	7.30	2.80	38	6.82	2.64	9	7.44	2.13	16	7.00	2.90	9	7.22	2.17	11	8.09	1.76
Social protection	22	7.32	1.84	39	6.77	2.07	11	6.91	1.51	13	7.15	1.77	23	6.78	1.98	36	5.53	2.34	7	6.29	3.30	13	6.38	2.63	8	6.50	1.77	8	7.88	2.03
Climate change	23	7.39	1.67	40	7.60	1.96	18	7.50	2.26	6	7.17	2.64	23	6.52	2.19	37	6.32	2.12	7	6.00	2.89	13	6.23	2.65	7	5.57	2.23	7	6.71	2.06
Agricultural development	24	7.83	1.55	43	7.56	2.14	18	7.22	2.29	10	8.10	1.60	27	7.00	2.08	45	6.53	2.56	9	7.78	2.11	14	7.64	2.02	11	7.27	2.41	10	8.10	2.03
Natural resource management	23	7.13	2.05	45	7.29	2.40	17	7.59	2.55	7	7.57	1.99	27	6.78	2.28	42	6.31	2.27	6	7.00	2.53	12	6.67	2.57	7	7.29	2.93	8	7.25	1.75

**Significantly different between stakeholder groups*

C. World Bank Group Effectiveness and Results (continued)

Where are the World Bank Group's decisions made primarily that support the program in Tanzania?

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
At the Headquarters (in Washington D.C.)	20.0%	47.3%	70.0%	28.6%	34.4%	39.6%	33.3%	21.1%	60.0%	21.4%
In the country	64.0%	41.8%	25.0%	28.6%	43.8%	25.0%	13.3%	47.4%	13.3%	28.6%
Don't know	16.0%	10.9%	5.0%	42.9%	21.9%	35.4%	53.3%	31.6%	26.7%	50.0%

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
To what extent does the World Bank Group's work help to achieve development results in Tanzania?*	26	7.27	1.46	56	7.96	1.44	20	7.10	1.12	14	7.86	1.23	31	6.45	2.01	49	6.57	2.65	12	6.83	1.90	17	6.47	1.59	13	7.00	1.47	15	**7.53**	1.96

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

To what extent do you agree with the following statements about the World Bank Group in Tanzania? *(1-Strongly disagree, 10-Strongly agree)*

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
The World Bank Group's financial instruments meet the needs of Tanzania*	26	6.23	1.90	56	7.04	1.61	20	6.50	1.28	14	7.71	1.73	30	5.67	1.99	42	5.64	2.66	12	5.58	1.98	16	5.56	1.83	11	6.45	2.02	12	6.42	2.75
The World Bank Group meets Tanzania's needs for knowledge services	25	6.28	1.62	56	6.86	1.84	20	6.10	1.41	14	7.21	1.42	30	6.50	2.36	43	6.12	2.37	12	5.33	2.64	18	5.56	1.95	12	6.58	1.73	9	6.44	2.70

**Significantly different between stakeholder groups*

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Tanzania?	23	7.09	1.62	46	7.48	1.47	20	7.25	1.41	7	6.43	1.40	26	6.73	2.57	39	6.41	2.27	12	6.25	2.18	15	6.13	1.36	8	7.50	1.31	8	6.13	2.90

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

D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Weekly	7.7%	14.3%	35.0%	35.7%	3.0%	7.8%	-	5.6%	-	7.1%
Monthly	26.9%	39.3%	25.0%	28.6%	18.2%	2.0%	5.9%	-	30.8%	14.3%
A few times a year	50.0%	32.1%	30.0%	21.4%	48.5%	33.3%	29.4%	55.6%	30.8%	64.3%
Rarely	11.5%	10.7%	10.0%	14.3%	12.1%	25.5%	29.4%	33.3%	23.1%	14.3%
Never	3.8%	3.6%	-	-	18.2%	31.4%	35.3%	5.6%	15.4%	-

**Significantly different between stakeholder groups*

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

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	24	6.33	1.27	52	7.27	1.84	20	6.40	1.31	14	7.36	1.28	30	6.57	2.21	40	5.70	2.44	9	5.56	1.94	17	6.12	1.69	10	7.00	1.33	9	5.89	1.76
Include appropriate level of stakeholder involvement during preparation*	25	7.40	1.94	52	7.27	1.90	19	6.74	0.65	12	5.83	1.19	28	5.79	2.25	34	5.44	2.03	10	5.90	2.38	16	6.69	1.30	10	7.20	1.32	11	6.73	2.41
Are relevant to Tanzania's development priorities*	24	6.75	1.80	54	7.56	2.05	20	6.85	1.04	14	8.07	1.69	32	6.28	2.20	44	6.39	2.16	13	6.46	1.81	17	6.35	1.66	10	7.50	1.78	12	6.92	2.23
Lead to practical solutions*	23	6.96	1.75	54	7.22	1.99	20	7.35	0.88	12	6.67	0.99	30	5.83	1.88	38	6.18	2.07	11	6.73	1.90	17	5.76	1.89	10	7.20	1.14	12	7.25	2.18
Are accessible (well written and easy to understand)	24	7.21	1.64	52	7.52	1.78	20	7.30	1.66	14	7.21	1.81	31	6.77	2.49	37	6.32	1.81	11	6.00	2.00	18	6.56	1.54	9	6.78	1.39	12	7.17	2.13
Are source of relevant information on global good practices	25	7.52	1.64	52	7.85	1.91	18	7.50	1.38	14	7.86	1.46	32	7.53	2.11	40	6.53	2.23	11	6.82	2.23	17	6.88	1.50	11	7.45	1.29	12	7.50	2.15
Enhance your knowledge and/or skills*	24	7.29	1.65	53	7.96	1.52	18	8.17	0.86	14	7.86	1.10	32	6.91	2.21	42	6.21	2.48	11	5.82	2.56	16	6.94	1.34	10	7.60	1.96	12	8.00	2.09
Are adequately disseminated*	24	7.67	1.37	52	7.42	1.41	20	6.95	1.96	14	7.21	1.48	30	6.03	2.50	41	5.59	2.28	9	5.78	1.86	14	6.43	1.60	8	6.75	1.28	12	7.25	1.77
Are translated enough into local language*	22	6.95	1.29	48	6.15	2.22	19	5.74	1.24	7	5.57	3.10	27	5.89	2.49	41	4.80	2.27	10	5.90	2.47	17	5.12	1.87	8	5.88	1.73	9	6.11	2.42
Are adaptable to Tanzania's specific development challenges and country circumstances*	24	7.13	1.83	52	6.52	1.75	19	7.37	0.90	13	7.77	1.83	29	5.97	2.29	38	6.00	2.22	13	6.46	2.22	16	5.69	1.20	11	6.91	1.76	13	7.15	1.82

**Significantly different between stakeholder groups*

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

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	26	7.88	1.37	54	8.35	1.08	20	7.25	1.21	13	7.15	1.07	32	7.13	2.21	50	6.90	2.23	12	7.42	1.83	19	6.79	2.15	13	7.23	1.83	12	7.42	1.98
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	26	7.62	1.44	55	8.18	1.22	20	7.70	0.73	14	7.79	0.89	32	7.19	2.01	46	7.13	2.26	12	7.58	1.78	18	6.94	1.96	11	7.73	1.74	13	7.77	1.92

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

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Tanzania's development challenges?

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
Conceptualization (understanding and framing the problem)*	26	6.96	2.05	48	7.79	1.62	20	6.95	0.95	12	7.58	0.90	29	6.69	2.44	41	5.98	2.16	8	7.25	1.04	16	6.13	2.09	11	6.82	1.08	12	7.67	2.02
Design (appraising and planning the solutions)*	23	7.22	1.91	47	8.09	1.60	20	7.80	0.77	12	7.33	1.37	30	6.83	2.25	43	6.30	2.46	12	6.58	1.78	16	6.06	2.05	10	6.80	1.32	13	7.62	2.22
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)*	26	7.38	1.84	49	7.65	1.61	18	7.61	1.29	13	7.00	1.08	31	6.74	2.16	44	6.23	2.30	13	6.77	1.79	15	6.53	2.00	11	7.18	1.40	12	7.92	1.51
Evaluation (assessing the impact and results)*	26	7.08	1.67	49	7.88	1.30	18	7.83	1.47	12	7.25	1.29	31	6.55	2.17	41	6.49	2.31	13	7.31	1.84	15	6.53	2.03	10	7.20	1.55	13	8.08	1.98

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

E. Working with the World Bank Group (continued)

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

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
The World Bank Group disburses funds promptly*	25	6.56	2.29	51	7.35	2.01	20	7.50	1.32	12	6.67	1.44	25	6.16	2.32	34	5.65	3.07	9	5.89	3.30	15	5.27	1.87	9	7.00	1.00	13	6.08	2.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	23	6.96	2.12	54	7.83	1.67	20	8.20	1.28	13	7.23	0.93	28	6.71	2.07	44	6.89	2.48	9	7.11	1.83	16	6.88	1.89	11	8.09	1.45	15	8.07	1.62
The World Bank Group's approvals and reviews are done in a timely fashion	25	6.24	1.88	52	7.15	1.96	20	6.95	1.15	13	7.00	1.16	28	6.36	2.39	35	6.43	2.32	9	5.67	2.92	15	6.20	2.08	11	6.64	1.36	12	5.75	2.18
The World Bank Group's "Safeguard Policy" requirements are reasonable	25	6.36	2.34	46	7.11	1.83	17	7.53	1.23	9	6.89	1.90	26	6.50	2.57	34	6.71	1.96	10	6.40	2.41	15	6.07	1.75	6	7.33	1.37	12	6.50	2.20
The World Bank Group's conditions on its lending are reasonable*	25	6.64	1.63	47	7.34	1.88	17	7.29	1.45	9	7.00	0.71	28	6.21	2.50	37	5.78	2.49	9	5.78	2.11	15	5.67	2.06	9	6.44	1.59	14	7.21	2.42
The World Bank Group takes decisions quickly in Tanzania*	24	6.71	1.99	50	6.92	1.85	19	7.21	1.55	12	6.42	1.38	29	6.21	2.37	37	5.54	2.89	12	4.67	2.57	15	6.07	1.91	10	7.10	0.74	12	6.17	1.80
Working with the World Bank Group increases Tanzania's institutional capacity*	25	7.24	1.79	52	8.06	1.38	20	7.85	1.04	14	6.50	1.56	28	6.64	2.42	37	6.43	2.33	13	6.85	2.64	16	7.06	2.11	11	7.64	1.50	13	7.62	1.94
The World Bank Group ensures consistency and continuity through staff changes	23	6.78	1.86	41	7.32	1.60	18	7.56	0.78	9	6.67	1.50	23	6.52	2.09	33	6.27	2.07	10	7.40	1.78	9	6.56	1.67	7	6.86	1.07	11	7.36	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	25	6.68	2.34	46	7.67	1.70	20	7.45	1.73	10	6.30	2.11	28	6.79	2.22	37	6.78	2.06	11	6.09	2.95	14	6.79	2.05	9	7.22	1.48	12	7.50	1.68
The World Bank Group provides effective implementation support*	25	7.40	2.02	50	8.04	1.74	20	7.90	1.25	11	7.27	1.35	28	6.36	2.33	42	6.48	2.63	9	7.22	1.99	16	7.31	1.99	10	7.30	1.42	15	7.73	1.34

**Significantly different between stakeholder groups*

Which of the following best describes the way the World Bank Group operates in Tanzania?*

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
The World Bank Group takes too much risk in Tanzania	4.2%	19.6%	-	-	15.6%	2.1%	-	11.8%	-	7.1%
The World Bank Group does not take enough risk in Tanzania	33.3%	16.1%	42.1%	7.1%	31.3%	25.5%	6.7%	29.4%	33.3%	28.6%
The World Bank Group's approach to risk is appropriate	37.5%	28.6%	36.8%	35.7%	21.9%	19.1%	26.7%	41.2%	26.7%	14.3%
Don't know	12.5%	16.1%	10.5%	57.1%	28.1%	23.4%	40.0%	5.9%	33.3%	14.3%
Prefer not to answer	12.5%	19.6%	10.5%	-	3.1%	29.8%	26.7%	11.8%	6.7%	35.7%

**Significantly different between stakeholder groups*

F. The Future Role of the World Bank Group in Tanzania

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Provide more adequate data/ knowledge/statistics/figures on Tanzania's economy	11.5%	16.4%	15.0%	21.4%	30.3%	9.6%	31.3%	5.3%	13.3%	7.1%
Collaborate more effectively with Government clients*	38.5%	47.3%	40.0%	21.4%	21.2%	15.4%	12.5%	36.8%	53.3%	50.0%
Offer more innovative financial products	23.1%	14.5%	20.0%	14.3%	18.2%	19.2%	18.8%	5.3%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets*	23.1%	14.5%	30.0%	7.1%	15.2%	1.9%	18.8%	10.5%	0.0%	0.0%
Reach out more to groups outside of Government*	3.8%	14.5%	5.0%	35.7%	24.2%	50.0%	31.3%	36.8%	20.0%	35.7%
Improve the quality of its experts as related to Tanzania's specific challenges	23.1%	12.7%	10.0%	0.0%	6.1%	13.5%	18.8%	15.8%	6.7%	28.6%
Offer more innovative knowledge services	19.2%	7.3%	5.0%	7.1%	9.1%	13.5%	6.3%	5.3%	20.0%	0.0%
Ensure greater selectivity in its work	26.9%	7.3%	0.0%	14.3%	15.2%	17.3%	18.8%	0.0%	13.3%	14.3%
Increase the level of capacity development in the country	15.4%	23.6%	30.0%	28.6%	36.4%	13.5%	18.8%	36.8%	53.3%	28.6%
Reduce the complexity of obtaining World Bank Group financing	15.4%	25.5%	30.0%	35.7%	15.2%	28.8%	12.5%	47.4%	20.0%	28.6%
Work faster	0.0%	10.9%	5.0%	7.1%	3.0%	3.8%	6.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	5.0%	7.1%	3.0%	3.8%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

When considering the combination of services that the World Bank Group offers in Tanzania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tanzania?*

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Financial services	57.7%	50.9%	22.2%	21.4%	33.3%	36.0%	18.8%	26.3%	20.0%	33.3%
Knowledge products	19.2%	7.5%	16.7%	14.3%	24.2%	12.0%	31.3%	31.6%	20.0%	20.0%
Convening services	11.5%	-	-	-	6.1%	10.0%	18.8%	-	-	6.7%
None of the above	-	-	-	-	9.1%	-	6.3%	-	6.7%	-
The combination is appropriate for Tanzania	11.5%	41.5%	61.1%	57.1%	24.2%	36.0%	25.0%	36.8%	46.7%	40.0%
Don't know	-	-	-	7.1%	3.0%	6.0%	-	5.3%	6.7%	-

**Significantly different between stakeholder groups*

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

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

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
The World Bank Group should ensure stronger reform efforts linked to its lending in Tanzania	25	7.12	2.13	54	7.63	2.17	20	6.75	1.83	14	7.86	1.46	33	7.97	2.22	46	7.39	2.65	14	8.36	2.21	19	7.16	2.73	15	7.73	1.62	15	8.27	1.71
The World Bank Group should have greater visibility throughout the country to ensure greater support for reform	26	7.58	1.90	53	7.30	2.28	20	7.75	1.33	12	6.92	2.28	32	7.78	2.12	46	7.59	2.54	15	7.67	2.44	18	6.50	2.90	15	7.20	1.97	15	7.07	2.71

Please indicate which of the following best represents your views.

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
The WBG exerts **too much** pressure on the Government of Tanzania on matters related to economic and social reforms	-	28.6%	10.0%	-	9.7%	45.1%	-	33.3%	20.0%	28.6%
The WBG exerts **too little** pressure on the Government of Tanzania on matters related to economic and social reforms	53.8%	19.6%	25.0%	7.1%	61.3%	17.6%	37.5%	16.7%	6.7%	35.7%
The WBG exerts **the correct amount** of pressure on the Government on matters related to economic and social reforms	34.6%	32.1%	45.0%	71.4%	6.5%	17.6%	25.0%	27.8%	46.7%	7.1%
Don't know	3.8%	7.1%	-	14.3%	12.9%	15.7%	18.8%	5.6%	13.3%	7.1%
No opinion	7.7%	12.5%	20.0%	7.1%	9.7%	3.9%	18.8%	16.7%	13.3%	21.4%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Local newspapers	42.3%	51.8%	50.0%	71.4%	48.5%	54.9%	68.8%	42.1%	40.0%	42.9%
International newspapers	7.7%	10.7%	5.0%	0.0%	3.0%	2.0%	0.0%	5.3%	6.7%	21.4%
Local radio	23.1%	12.5%	10.0%	0.0%	9.1%	15.7%	18.8%	10.5%	6.7%	14.3%
International radio	3.8%	3.6%	5.0%	14.3%	0.0%	5.9%	12.5%	10.5%	0.0%	7.1%
Local television	15.4%	25.0%	45.0%	7.1%	33.3%	25.5%	18.8%	36.8%	20.0%	57.1%
International television	11.5%	10.7%	20.0%	0.0%	12.1%	11.8%	12.5%	0.0%	6.7%	0.0%
Periodicals	7.7%	10.7%	0.0%	0.0%	12.1%	9.8%	0.0%	21.1%	6.7%	7.1%
Internet*	57.7%	58.9%	50.0%	85.7%	51.5%	47.1%	43.8%	57.9%	100.0%	35.7%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	7.7%	0.0%	5.0%	0.0%	9.1%	7.8%	12.5%	0.0%	0.0%	0.0%
Blogs	7.7%	10.7%	0.0%	7.1%	3.0%	13.7%	0.0%	0.0%	6.7%	7.1%
Mobile phones	0.0%	0.0%	0.0%	0.0%	6.1%	3.9%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.6%	5.0%	14.3%	6.1%	0.0%	0.0%	5.3%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Blogs	30.8%	17.9%	10.0%	7.1%	15.2%	25.5%	11.8%	15.8%	7.7%	7.1%
Direct contact with World Bank Group	19.2%	17.9%	25.0%	21.4%	15.2%	11.8%	29.4%	26.3%	30.8%	42.9%
e-Newsletters*	23.1%	21.4%	35.0%	14.3%	45.5%	25.5%	29.4%	0.0%	38.5%	21.4%
Instant messaging	3.8%	1.8%	5.0%	0.0%	15.2%	2.0%	0.0%	5.3%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	53.8%	33.9%	30.0%	42.9%	18.2%	45.1%	52.9%	52.6%	30.8%	21.4%
World Bank Group's publications and other written materials	26.9%	30.4%	25.0%	64.3%	24.2%	25.5%	23.5%	31.6%	53.8%	35.7%
Mobile phones	11.5%	8.9%	0.0%	0.0%	15.2%	7.8%	5.9%	15.8%	0.0%	7.1%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	11.5%	16.1%	10.0%	14.3%	12.1%	21.6%	11.8%	0.0%	7.7%	7.1%
World Bank Group's website	11.5%	44.6%	55.0%	35.7%	36.4%	27.5%	29.4%	52.6%	30.8%	28.6%
Other	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Yes	87.5%	35.8%	35.0%	28.6%	44.8%	32.7%	5.9%	22.2%	7.1%	38.5%
No	12.5%	64.2%	65.0%	71.4%	55.2%	67.3%	94.1%	77.8%	92.9%	61.5%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Yes	92.0%	62.3%	45.0%	50.0%	65.5%	35.4%	33.3%	26.3%	40.0%	50.0%
No	8.0%	37.7%	55.0%	50.0%	34.5%	64.6%	66.7%	73.7%	60.0%	50.0%

**Significantly different between stakeholder groups*

Were you able to obtain this information?

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Yes	95.7%	93.8%	100.0%	100.0%	83.3%	94.7%	80.0%	100.0%	100.0%	85.7%
No	4.3%	6.3%	-	-	16.7%	5.3%	20.0%	-	-	14.3%

Do you have access to the Internet?

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Yes	76.2%	90.2%	100.0%	100.0%	92.9%	82.6%	78.6%	100.0%	92.3%	85.7%
No	23.8%	9.8%	-	-	7.1%	17.4%	21.4%	-	7.7%	14.3%

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

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Yes	91.7%	81.8%	100.0%	92.3%	79.3%	67.3%	52.9%	89.5%	64.3%	71.4%
No	8.3%	18.2%	-	7.7%	20.7%	32.7%	47.1%	10.5%	35.7%	28.6%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

Which do you primarily use?*

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
The World Bank Group's country website	84.0%	50.0%	20.0%	35.7%	76.7%	69.0%	50.0%	35.3%	33.3%	63.6%
The World Bank Group's main website	16.0%	50.0%	80.0%	64.3%	23.3%	31.0%	50.0%	64.7%	66.7%	36.4%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
High speed	78.3%	86.3%	63.2%	100.0%	76.7%	57.5%	81.3%	88.2%	90.9%	72.7%
Dial-up	21.7%	13.7%	36.8%	-	23.3%	42.5%	18.8%	11.8%	9.1%	27.3%

**Significantly different between stakeholder groups*

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

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			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
I use/consult World Bank Group's data more often than I did a few years ago.	25	7.20	1.92	52	6.96	2.34	17	6.76	1.20	14	6.50	1.29	32	6.06	2.81	39	5.74	2.96	15	4.80	3.23	16	6.13	2.50	12	5.75	2.83	12	6.33	3.03
I find the World Bank Group's websites easy to navigate.	25	7.16	1.97	49	7.59	1.53	20	7.25	1.25	14	7.00	1.66	30	7.07	2.27	37	6.57	2.71	12	6.33	2.46	16	7.00	2.22	10	7.60	1.08	11	7.64	2.54
I find the information on the World Bank Group's websites useful.*	24	7.38	1.79	47	8.15	1.44	20	7.45	1.67	14	8.57	1.09	30	7.63	1.94	33	6.67	2.78	12	6.75	2.22	15	8.60	1.35	10	7.90	1.73	11	8.09	1.70
The World Bank Group's social media channels are valuable sources of information about the institution.	20	6.55	1.88	35	6.69	2.29	17	6.47	1.74	4	5.75	4.92	21	6.62	2.84	33	6.24	3.40	13	6.38	3.53	12	7.08	2.84	5	7.00	1.23	8	7.75	2.77
When I need information from the World Bank Group I know how to find it.	25	7.28	1.93	50	7.20	1.70	19	7.32	2.19	13	8.08	1.44	29	7.24	2.52	32	6.72	3.05	13	5.69	2.75	17	7.47	2.24	12	7.00	3.16	12	7.67	3.00
The World Bank Group is responsive to my information requests and inquiries.*	25	6.84	1.77	48	7.19	1.76	19	8.16	1.30	13	7.62	1.39	27	6.63	2.29	31	5.71	3.40	13	4.92	2.40	13	6.23	1.92	7	8.86	0.90	9	5.89	3.06

**Significantly different between stakeholder groups*

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Tanzania? (Select all that apply)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD/IDA)*	50.0%	79.2%	95.0%	85.7%	28.1%	9.4%	6.7%	55.6%	40.0%	60.0%
The International Finance Corporation (IFC)*	33.3%	25.0%	0.0%	7.1%	28.1%	9.4%	6.7%	44.4%	6.7%	13.3%
The Multilateral Investment Guarantee Agency (MIGA)	16.7%	8.3%	0.0%	14.3%	15.6%	3.8%	13.3%	11.1%	6.7%	6.7%
None*	8.3%	10.4%	5.0%	0.0%	50.0%	79.2%	73.3%	33.3%	53.3%	40.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Independent Government Institution	Academia	Other
Observer	20.0%	17.6%	5.0%	14.3%	12.5%	24.0%	13.3%	11.1%	21.4%	0.0%
Use World Bank Group reports/data	44.0%	39.2%	35.0%	64.3%	50.0%	36.0%	26.7%	50.0%	35.7%	61.5%
Engage in World Bank Group related/sponsored events/activities*	28.0%	52.9%	60.0%	7.1%	37.5%	36.0%	20.0%	61.1%	28.6%	46.2%
Collaborate as part of my professional duties*	40.0%	37.3%	45.0%	71.4%	21.9%	16.0%	20.0%	22.2%	7.1%	23.1%
Use World Bank Group website for information, data, research, etc.*	20.0%	17.6%	20.0%	21.4%	34.4%	38.0%	60.0%	16.7%	42.9%	38.5%

**Significantly different between stakeholder groups*

Appendix C: Responses to All Questions across Geographic Locations

Dar es Salaam Region N=211 Other Areas N=57

A. General Issues Facing Tanzania

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
The right direction	78.5%	68.5%
The wrong direction	9.6%	20.4%
Not sure	12.0%	11.1%

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Social protection	1.4%	1.8%
Transport	28.8%	36.4%
Public sector governance/reform	19.2%	20.0%
Global/regional integration	2.4%	5.5%
Gender equity	9.1%	10.9%
Domestic private sector development	8.2%	10.9%
Foreign direct investment	2.9%	1.8%
Water and sanitation*	7.7%	0.0%
Anti-corruption	10.6%	12.7%
Job creation/employment	9.1%	10.9%
Rural development	6.7%	10.9%
Financial markets	0.0%	0.0%
Urban development	2.9%	5.5%
Environmental sustainability	1.4%	3.6%
Equality of opportunity	1.0%	0.0%
Health	13.9%	5.5%
Education	56.3%	41.8%
Poverty reduction*	13.9%	27.3%
Energy	29.3%	21.8%
Food security	4.8%	1.8%
Climate change*	0.5%	9.1%
Agricultural development	17.8%	20.0%
Trade and exports	2.4%	5.5%
Crime and violence	3.8%	1.8%
Economic growth	15.9%	12.7%
Law and justice	6.3%	0.0%
Regulatory framework	2.4%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	13.0%	10.9%
Disaster management	1.0%	1.8%
Information and communications technology	3.4%	1.8%

**Significantly different between locations*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Water and sanitation	5.7%	3.6%
Equality of opportunity	8.5%	5.4%
Economic growth	24.2%	33.9%
Climate change	1.4%	0.0%
Global/regional integration	4.3%	0.0%
Gender equity	9.0%	8.9%
Rural development	21.8%	33.9%
Urban development	1.9%	3.6%
Regulatory framework	0.5%	0.0%
Social protection	6.6%	5.4%
Law and justice	7.1%	5.4%
Transport	19.4%	16.1%
Crime and violence	1.9%	0.0%
Communicable/non-communicable diseases	0.9%	0.0%
Information and communications technology*	1.9%	7.1%
Anti-corruption	7.6%	7.1%
Domestic private sector development	10.9%	10.7%
Foreign direct investment*	1.4%	7.1%
Education	44.5%	32.1%
Energy	14.7%	5.4%
Public sector governance/reform*	16.1%	30.4%
Natural resource management	14.2%	10.7%
Environmental sustainability	4.3%	1.8%
Disaster management	2.4%	0.0%
Health	15.6%	16.1%
Agricultural development	27.0%	28.6%
Job creation/employment	14.7%	8.9%
Financial markets	1.4%	0.0%
Trade and exports	3.3%	1.8%
Food security	2.8%	1.8%

**Significantly different between locations*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Energy	31.6%	19.6%
Gender equity	5.3%	5.4%
Equality of opportunity	9.6%	14.3%
Social protection	4.3%	1.8%
Global/regional integration	2.9%	5.4%
Climate change	4.8%	7.1%
Anti-corruption	12.0%	14.3%
Disaster management	2.9%	0.0%
Rural development*	8.1%	17.9%
Foreign direct investment	6.2%	3.6%
Urban development	2.4%	0.0%
Water and sanitation	1.4%	0.0%
Education	22.5%	33.9%
Information and communications technology	5.3%	1.8%
Regulatory framework	2.9%	0.0%
Communicable/non-communicable diseases	1.0%	0.0%
Trade and exports	13.9%	14.3%
Public sector governance/reform	22.0%	32.1%
Domestic private sector development	23.9%	17.9%
Job creation/employment*	10.5%	26.8%
Agricultural development	21.5%	19.6%
Food security	3.8%	5.4%
Transport	23.4%	16.1%
Natural resource management*	28.7%	12.5%
Environmental sustainability	2.4%	7.1%
Health	12.0%	10.7%
Law and justice	1.4%	0.0%
Crime and violence	1.0%	0.0%
Financial markets	6.2%	3.6%

**Significantly different between locations*

A. General Issues Facing Tanzania (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Tanzania? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Better employment opportunities for young people	16.0%	16.7%
Better employment opportunities for women	10.7%	16.7%
Greater access to micro-finance for the poor	16.0%	25.9%
Greater voice and participation for citizens to help ensure greater accountability	25.7%	31.5%
Greater access to health and nutrition for citizens	11.8%	9.3%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.4%	5.6%
A growing middle class	10.7%	7.4%
Better opportunity for the poor who live in rural areas	16.0%	20.4%
Better opportunity for the poor who live in urban areas*	7.5%	0.0%
Consistent economic growth	16.6%	24.1%
More reliable social safety net	6.4%	1.9%
Greater equity of fiscal policy	7.5%	5.6%
Education and training that better ensure job opportunity	19.3%	18.5%
Better quality public services	17.1%	9.3%
Other	0.5%	1.9%

**Significantly different between locations*

B. Overall Attitudes toward the World Bank Group

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?	209	6.46	2.01	56	5.88	2.34

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.	202	6.89	2.04	50	6.80	2.00

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges?	192	7.28	1.98	48	7.15	2.22

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

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

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Social protection	5.2%	1.8%
Public sector governance/reform	25.6%	24.6%
Transport	32.7%	31.6%
Poverty reduction	16.6%	26.3%
Global/regional integration	3.8%	3.5%
Gender equity*	11.4%	1.8%
Crime and violence	2.4%	1.8%
Domestic private sector development	12.3%	8.8%
Rural development*	7.6%	19.3%
Foreign direct investment	2.4%	0.0%
Water and sanitation	5.2%	8.8%
Energy	20.4%	17.5%
Job creation/employment*	6.2%	19.3%
Financial markets	2.4%	0.0%
Urban development	1.9%	0.0%
Environmental sustainability*	0.0%	8.8%
Equality of opportunity	2.4%	0.0%
Health*	30.8%	17.5%
Education	41.2%	52.6%
Food security	4.3%	1.8%
Climate change	1.9%	3.5%
Agricultural development	15.6%	22.8%
Trade and exports	5.7%	0.0%
Economic growth*	13.7%	1.8%
Law and justice	5.2%	0.0%
Regulatory framework	1.9%	3.5%
Communicable/non-communicable diseases	2.4%	0.0%
Natural resource management	9.5%	3.5%
Anti-corruption	4.3%	8.8%
Information and communications technology	1.9%	1.8%
Disaster management	1.4%	0.0%

**Significantly different between locations*

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE…

Greatest Value Percentage of Respondents	Dar es Salaam Region	Other Areas
Convening/Facilitating	2.1%	1.9%
Data	6.2%	5.6%
Policy advice, studies, analyses	13.0%	22.2%
Financial resources*	38.9%	20.4%
Capacity development	25.4%	29.6%
Technical assistance	3.6%	3.7%
Mobilizing third party financial resources*	5.2%	13.0%
Donor coordination	2.1%	1.9%
Linkage to non-Bank expertise	2.1%	1.9%
Other	1.6%	0.0%

**Significantly different between locations*

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

… and which activity is of second greatest value in Tanzania?

2nd Greatest Value Percentage of Respondents	Dar es Salaam Region	Other Areas
Convening/Facilitating	2.1%	0.0%
Data*	7.3%	0.0%
Policy advice, studies, analyses	16.1%	17.3%
Financial resources	17.2%	13.5%
Capacity development	24.5%	21.2%
Technical assistance*	15.1%	26.9%
Mobilizing third party financial resources	8.3%	11.5%
Donor coordination	4.7%	7.7%
Linkage to non-Bank expertise	2.6%	1.9%
Other	2.1%	0.0%

**Significantly different between locations*

How effectively do the World Bank Groups' activities below support Tanzania's efforts to achieve development results?

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	171	6.45	1.92	36	6.19	2.29
Data	182	6.90	1.87	40	6.60	2.35
Policy advice, studies, analyses	183	7.28	1.94	43	6.60	2.32
Financial resources	186	7.85	1.71	44	7.41	1.53
Technical assistance	180	7.12	1.97	41	6.93	1.94
Mobilizing third party financial resources	163	7.01	1.78	44	6.73	2.42
Donor coordination	174	7.07	1.86	38	6.53	2.08
Linkage to non-Bank expertise	151	6.17	2.02	35	6.34	2.27

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

The World Bank Group can provide capacity building support in a number of ways in Tanzania. To what degree would Tanzania benefit, if capacity building were to support…?

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	195	7.36	2.23	47	7.32	2.47
The public sector, related to implementation of specific development projects on the ground*	201	8.04	1.99	49	7.29	2.39
The public sector, related to changing institutions (organizations or sociopolitical conditions)*	194	7.76	2.10	46	6.50	2.38
The private sector, related to institutional and policy change	197	7.58	2.25	43	7.21	2.34

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

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tanzania?

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	183	7.23	2.08	38	7.63	1.87
Citizen engagement (incorporating citizens' voices into development)	167	6.47	2.20	39	7.03	2.42
Policy design (for clarity and better incentives to achieve development goals)	182	7.13	2.07	35	6.49	2.55

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

When thinking about how to improve capacity building in Tanzania to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	189	7.77	2.24	38	8.08	2.08
Citizen engagement (incorporating citizens' voices into development)	184	7.52	2.26	42	7.76	2.14
Policy design (for clarity and better incentives to achieve development goals)	185	7.71	2.35	34	7.97	2.13

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

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Staff too inaccessible	5.0%	5.5%
Not exploring alternative policy options	8.0%	3.6%
Not adequately sensitive to political/social realities in Tanzania	17.5%	10.9%
Not enough public disclosure of its work	25.5%	32.7%
Arrogant in its approach*	9.0%	0.0%
Not aligned with country priorities	5.5%	7.3%
The credibility of its knowledge/data	6.5%	9.1%
World Bank Group's processes too complex	27.0%	14.5%
Not willing to raise concerns related to policy and reform efforts in Tanzania*	12.0%	1.8%
Too influenced by developed countries*	13.0%	40.0%
Not doing enough to ensure sustainability of reforms	7.5%	7.3%
Imposing technocratic solutions without regard to political realities	3.5%	0.0%
World Bank Group's processes too slow	10.0%	10.9%
Too bureaucratic in its operational policies and procedures	19.0%	10.9%
Not aligned with other donors' work	3.0%	1.8%
Not collaborating enough with non-state actors	6.0%	10.9%
Not client focused	1.5%	3.6%
Other	5.0%	3.6%
Don't know	5.0%	1.8%

**Significantly different between locations*

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

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Capacity development	52.0%	58.2%
Policy based lending / budget support to the Government	30.4%	30.9%
Knowledge products/services	20.6%	12.7%
Investment lending	46.1%	38.2%
Technical assistance	21.6%	27.3%
Trust Fund management	13.7%	16.4%
Other	3.4%	0.0%
Don't know	1.5%	3.6%

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Academia/Think Tanks/Research Institutes	25.8%	30.4%
Donor Community	19.1%	12.5%
Media	12.9%	7.1%
NGOs*	16.3%	35.7%
Local Government	28.2%	23.2%
Private Sector*	39.2%	23.2%
Parliament*	9.1%	0.0%
Community-Based Organizations (CBOs)	21.5%	33.9%
Beneficiaries	13.9%	8.9%
Foundations	2.9%	5.4%
Faith-Based Organizations	3.8%	5.4%
Other	0.0%	0.0%
Don't know*	1.0%	5.4%

**Significantly different between locations*

To what extent do you agree with the following statements about the World Bank Group's work in Tanzania?
(1-Strongly disagree, 10-Strongly agree)

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania	204	7.04	2.22	44	7.30	2.28
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	199	7.05	1.96	44	6.68	2.13
The World Bank Group supports programs and strategies that are realistic for Tanzania	198	7.04	2.10	47	6.66	2.34
The World Bank Group treats clients and stakeholders in Tanzania with respect	188	7.19	2.12	41	6.98	2.40

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

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness	182	6.48	1.92	39	6.54	2.28
Flexibility (in terms of the World Bank Group's products and services)	182	6.29	1.97	35	6.43	2.06
Flexibility (in terms of changing country circumstances)	183	6.38	1.99	40	6.05	2.28
Being inclusive	189	6.66	1.97	33	6.18	2.17
Openness (sharing data and other information)	193	7.18	2.07	37	7.16	2.44
Staff accessibility	190	6.85	2.09	35	6.57	2.03
Straightforwardness and honesty	190	7.08	2.18	35	7.09	2.39
Ease of access to the people at the World Bank Group who are making decisions important to my work*	189	6.72	2.14	40	5.73	2.62
Collaboration with groups outside of the Government*	171	6.76	2.09	38	5.45	2.49
Collaboration with the Government*	195	7.91	1.77	46	8.65	1.65
Collaboration with other donors	179	7.65	1.80	35	7.63	2.55
The speed in which it gets things accomplished on the ground	189	6.39	1.97	41	6.61	2.28
Being a long-term partner	191	7.82	2.02	36	7.47	2.18

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

To be a more effective development partner in Tanzania, do you believe that the World Bank Group should have…?

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
More local presence	65.4%	76.9%
The current level of local presence is adequate	26.7%	19.2%
Less local presence	3.7%	1.9%
Don't know	4.2%	1.9%

When World Bank Group 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)	Dar es Salaam Region	Other Areas
The World Bank Group does not do adequate follow through/follow-up	13.2%	16.7%
There is not an adequate level of citizen/civil society participation*	29.8%	51.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.9%	16.7%
Lack of/inadequate levels of capacity in Government	22.9%	25.9%
Poor donor coordination	11.7%	18.5%
The World Bank Group works too slowly	12.7%	7.4%
The Government works inefficiently	21.5%	14.8%
Political pressures and obstacles	21.5%	14.8%
Reforms are not well thought out in light of country challenges	23.9%	22.2%
Other	4.4%	0.0%

**Significantly different between locations*

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption	201	6.96	2.73	44	7.82	2.48
Information and communications technology*	201	7.31	2.41	44	8.14	1.56
Transport	204	7.88	2.24	44	8.18	2.03
Crime and violence*	188	5.62	2.34	43	6.47	2.40
Law and justice*	192	6.33	2.51	45	7.16	2.45
Urban development	202	7.45	2.24	40	7.05	2.56
Environmental sustainability	200	7.77	2.09	43	7.88	2.11
Regulatory framework	199	7.21	2.24	42	6.43	2.68
Communicable/non-communicable diseases*	187	6.84	2.35	45	7.98	1.75
Poverty reduction*	203	7.96	2.33	50	8.70	1.66
Gender equity	198	6.83	2.52	43	7.37	2.13
Domestic private sector development	203	7.52	2.15	46	7.46	2.00
Foreign direct investment	200	7.16	2.34	46	6.57	2.48
Water and sanitation*	199	7.68	2.24	45	8.40	1.80
Trade and exports	198	7.12	2.25	46	7.09	2.62
Economic growth	206	8.08	2.03	46	8.46	1.86
Energy	199	8.18	1.97	46	8.22	1.79
Disaster management	190	7.03	2.41	44	7.61	2.44
Public sector governance/reform	203	7.58	2.27	42	8.19	2.10
Job creation/employment	197	7.50	2.14	45	7.67	2.34
Financial markets	198	7.26	2.26	44	6.89	2.31
Equality of opportunity	191	7.31	2.30	45	7.69	1.56
Health	201	7.82	2.09	45	8.47	1.80
Rural development*	202	7.81	2.28	47	8.53	1.83
Global/regional integration	196	6.72	2.17	45	6.80	2.12
Food security*	194	7.27	2.30	43	8.12	1.85
Education*	205	8.14	2.05	46	9.15	1.30
Social protection	198	7.06	2.34	45	6.87	2.41
Climate change	200	7.36	2.19	46	7.91	2.30
Agricultural development	204	8.14	2.19	46	8.76	1.70
Natural resource management	203	7.53	2.42	47	7.85	2.38

**Significantly different between locations*

C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption	140	5.66	2.56	29	5.90	2.77
Information and communications technology	149	6.60	2.39	32	7.19	1.91
Transport	178	7.37	2.07	38	7.79	1.98
Crime and violence	133	6.28	2.27	22	6.27	2.37
Law and justice	135	6.33	2.35	27	6.59	2.45
Urban development	161	6.95	2.12	40	7.58	1.88
Environmental sustainability	165	7.00	2.13	37	7.30	2.25
Regulatory framework	160	6.88	2.09	31	6.81	2.33
Communicable/non-communicable diseases	149	6.66	2.22	34	6.76	2.12
Poverty reduction	174	7.45	2.14	44	7.59	1.97
Gender equity	157	6.54	2.01	35	6.89	2.00
Domestic private sector development	166	6.77	2.09	29	6.38	2.43
Foreign direct investment	153	6.86	2.17	33	6.30	2.56
Water and sanitation	170	7.21	2.30	37	7.35	2.24
Trade and exports	148	6.73	2.13	32	6.41	2.20
Economic growth	183	7.54	2.02	42	7.36	2.28
Energy	171	7.61	1.83	36	7.36	2.23
Disaster management	136	6.79	2.22	31	6.48	2.20
Public sector governance/reform	172	7.32	2.18	37	6.95	2.67
Job creation/employment	162	6.90	2.19	33	6.48	2.67
Financial markets*	143	7.00	1.97	24	5.83	2.22
Equality of opportunity	150	6.81	2.14	32	6.53	2.48
Health	164	7.35	2.10	38	7.50	1.98
Rural development	168	7.11	2.23	41	7.20	2.80
Global/regional integration	153	6.61	2.24	30	6.70	2.35
Food security	155	6.81	2.28	37	7.46	2.21
Education	173	7.36	2.25	38	7.53	2.19
Social protection	153	6.52	2.25	29	7.21	2.04
Climate change	148	6.95	2.19	35	6.66	2.46
Agricultural development	168	7.35	2.14	44	7.27	2.45
Natural resource management	160	6.99	2.20	36	7.06	2.84

**Significantly different between locations*

C. World Bank Group Effectiveness and Results (continued)

Where are the World Bank Group's decisions made primarily that support the program in Tanzania?

Percentage of Respondents	Dar es Salaam Region	Other Areas
At the Headquarters (in Washington D.C.)	39.8%	36.4%
In the country	36.8%	29.1%
Don't know	23.4%	34.5%

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tanzania?	204	7.14	1.92	48	7.13	1.95

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

To what extent do you agree with the following statements about the World Bank Group in Tanzania?
(1-Strongly disagree, 10-Strongly agree)

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tanzania	197	6.24	2.17	42	6.60	1.82
The World Bank Group meets Tanzania's needs for knowledge services	198	6.39	2.10	41	6.39	1.94

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Tanzania?	169	6.85	1.99	35	6.91	1.88

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

D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Weekly	13.2%	3.7%
Monthly	21.5%	14.8%
A few times a year	40.5%	31.5%
Rarely	18.0%	14.8%
Never	6.8%	35.2%

**Significantly different between locations*

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

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Are timely	189	6.60	1.95	36	6.17	2.10
Include appropriate level of stakeholder involvement during preparation	184	6.55	1.99	33	6.67	2.13
Are relevant to Tanzania's development priorities	199	6.85	2.02	40	7.13	1.96
Lead to practical solutions	188	6.64	1.88	39	6.97	1.93
Are accessible (well written and easy to understand)	193	6.95	1.92	34	7.15	2.05
Are source of relevant information on global good practices	197	7.38	1.86	34	7.26	2.39
Enhance your knowledge and/or skills	193	7.28	1.93	38	7.11	2.55
Are adequately disseminated	185	6.74	1.98	38	6.53	2.28
Are translated enough into local language	176	5.89	2.16	33	5.30	2.54
Are adaptable to Tanzania's specific development challenges and country circumstances	190	6.56	1.90	37	6.70	2.26

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	201	7.52	1.83	49	7.18	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	202	7.59	1.67	44	7.57	1.97

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

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Tanzania's development challenges? *(1-To no degree at all, 10-To a very significant degree)*

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	181	7.01	1.99	41	6.76	1.76
Design (appraising and planning the solutions)	184	7.22	2.04	41	6.80	1.95
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	188	7.13	1.93	43	6.84	1.80
Evaluation (assessing the impact and results)	186	7.22	1.88	41	7.05	2.02

E. Working with the World Bank Group (continued)

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	177	6.67	2.21	36	6.22	2.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports	192	7.31	1.91	40	7.73	2.00
The World Bank Group's approvals and reviews are done in a timely fashion	182	6.67	1.92	38	6.47	2.54
The World Bank Group's "Safeguard Policy" requirements are reasonable	167	6.84	1.99	33	6.58	2.19
The World Bank Group's conditions on its lending are reasonable*	175	6.77	1.94	35	5.74	2.74
The World Bank Group takes decisions quickly in Tanzania	180	6.44	2.02	40	6.10	2.94
Working with the World Bank Group increases Tanzania's institutional capacity	190	7.21	1.92	39	7.49	2.30
The World Bank Group ensures consistency and continuity through staff changes	155	6.81	1.73	29	7.52	2.18
Where country systems are adequate, the World Bank Group makes appropriate use of them	175	7.03	1.92	37	7.14	2.59
The World Bank Group provides effective implementation support	187	7.30	2.04	39	7.28	2.16

**Significantly different between locations*

Which of the following best describes the way the World Bank Group operates in Tanzania?*

Percentage of Respondents	Dar es Salaam Region	Other Areas
The World Bank Group takes too much risk in Tanzania	10.7%	3.6%
The World Bank Group does not take enough risk in Tanzania	25.9%	21.8%
The World Bank Group's approach to risk is appropriate	29.9%	20.0%
Don't know	19.3%	30.9%
Prefer not to answer	14.2%	23.6%

**Significantly different between locations*

F. The Future Role of the World Bank Group in Tanzania

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Provide more adequate data/knowledge/statistics/figures on Tanzania's economy	17.3%	12.7%
Collaborate more effectively with Government clients	32.7%	34.5%
Offer more innovative financial products	16.3%	10.9%
Improve the competitiveness of its financing compared to markets	12.5%	10.9%
Reach out more to groups outside of Government	23.1%	34.5%
Improve the quality of its experts as related to Tanzania's specific challenges	13.5%	12.7%
Offer more innovative knowledge services	10.1%	7.3%
Ensure greater selectivity in its work	14.9%	5.5%
Increase the level of capacity development in the country	25.5%	29.1%
Reduce the complexity of obtaining World Bank Group financing	23.6%	29.1%
Work faster	5.8%	0.0%
Other	1.9%	1.8%

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

When considering the combination of services that the World Bank Group offers in Tanzania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tanzania?

Percentage of Respondents	Dar es Salaam Region	Other Areas
Financial services	38.1%	33.9%
Knowledge products	17.8%	16.1%
Convening services	4.5%	8.9%
None of the above	1.5%	3.6%
The combination is appropriate for Tanzania	35.1%	35.7%
Don't know	3.0%	1.8%

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group should ensure stronger reform efforts linked to its lending in Tanzania	204	7.54	2.25	50	7.82	2.10
The World Bank Group should have greater visibility throughout the country to ensure greater support for reform*	198	7.24	2.34	53	8.09	1.96

**Significantly different between locations*

Please indicate which of the following best represents your views.

Percentage of Respondents	Dar es Salaam Region	Other Areas
The WBG exerts **too much** pressure on the Government of Tanzania on matters related to economic and social reforms	21.7%	22.8%
The WBG exerts **too little** pressure on the Government of Tanzania on matters related to economic and social reforms	31.0%	21.1%
The WBG exerts **the correct amount** of pressure on the Government on matters related to economic and social reforms	26.1%	31.6%
Don't know	8.9%	14.0%
No opinion	12.3%	10.5%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Local newspapers	49.8%	55.4%
International newspapers	7.2%	1.8%
Local radio*	10.6%	21.4%
International radio	5.3%	7.1%
Local television	26.1%	30.4%
International television	9.2%	8.9%
Periodicals	9.2%	7.1%
Internet*	60.9%	42.9%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	3.9%	8.9%
Blogs	6.8%	7.1%
Mobile phones	1.0%	3.6%
Instant messaging	1.4%	0.0%
Other	3.9%	0.0%

**Significantly different between locations*

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Blogs*	20.8%	7.3%
Direct contact with World Bank Group	21.3%	18.2%
e-Newsletters	24.6%	27.3%
Instant messaging	4.3%	3.6%
World Bank Group's seminars/workshops/conferences	35.7%	47.3%
World Bank Group's publications and other written materials	32.9%	23.6%
Mobile phones	7.2%	12.7%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	14.0%	10.9%
World Bank Group's website	34.8%	36.4%
Other	0.5%	1.8%

**Significantly different between locations*

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

Percentage of Respondents	Dar es Salaam Region	Other Areas
Yes	41.6%	18.5%
No	58.4%	81.5%

**Significantly different between locations*

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

Percentage of Respondents	Dar es Salaam Region	Other Areas
Yes	59.1%	29.6%
No	40.9%	70.4%

**Significantly different between locations*

Were you able to obtain this information?

Percentage of Respondents	Dar es Salaam Region	Other Areas
Yes	93.9%	82.4%
No	6.1%	17.6%

Do you have access to the Internet?*

Percentage of Respondents	Dar es Salaam Region	Other Areas
Yes	92.9%	75.0%
No	7.1%	25.0%

**Significantly different between locations*

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

Percentage of Respondents	Dar es Salaam Region	Other Areas
Yes	84.9%	55.6%
No	15.1%	44.4%

**Significantly different between locations*

G. Communication and Information Sharing (continued)

Which do you primarily use?

Percentage of Respondents	Dar es Salaam Region	Other Areas
The World Bank Group's country website	54.7%	60.9%
The World Bank Group's main website	45.3%	39.1%

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

Percentage of Respondents	Dar es Salaam Region	Other Areas
High speed	82.7%	56.5%
Dial-up	17.3%	43.5%

**Significantly different between locations*

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

	Dar es Salaam region			Other Areas		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago.	193	6.48	2.40	40	5.75	3.24
I find the World Bank Group's websites easy to navigate.	188	7.06	2.01	35	7.51	2.38
I find the information on the World Bank Group's websites useful.	182	7.71	1.92	33	7.64	2.18
The World Bank Group's social media channels are valuable sources of information about the institution.	138	6.64	2.55	30	6.60	3.42
When I need information from the World Bank Group I know how to find it.	186	7.18	2.22	35	7.20	3.19
The World Bank Group is responsive to my information requests and inquiries.	172	6.85	2.13	32	6.28	3.45

**Significantly different between locations*

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Tanzania? (Select all that apply)

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
The World Bank (IBRD/IDA)*	55.0%	18.5%
The International Finance Corporation (IFC)*	22.0%	5.6%
The Multilateral Investment Guarantee Agency (MIGA)	10.5%	3.7%
None*	29.0%	74.1%

**Significantly different between locations*

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

Percentage of Respondents (Responses Combined)	Dar es Salaam Region	Other Areas
Observer*	13.5%	28.0%
Use World Bank Group reports/data*	46.5%	26.0%
Engage in World Bank Group related/sponsored events/activities	40.5%	36.0%
Collaborate as part of my professional duties	27.0%	36.0%
Use World Bank Group website for information, data, research, etc.	30.0%	28.0%

**Significantly different between locations*

Appendix D: Responses to All Questions across Collaborators

Collaborators N=164 Non-Collaborators N=103

A. General Issues Facing Tanzania

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The right direction	82.8%	66.0%
The wrong direction	10.4%	14.0%
Not sure	6.7%	20.0%

**Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	1.9%	1.0%
Transport	29.4%	31.4%
Public sector governance/reform	19.4%	19.6%
Global/regional integration	3.8%	2.0%
Gender equity	10.0%	8.8%
Domestic private sector development	8.1%	9.8%
Foreign direct investment	2.5%	2.9%
Water and sanitation	8.1%	2.9%
Anti-corruption*	7.5%	16.7%
Job creation/employment	8.1%	10.8%
Rural development	8.1%	7.8%
Financial markets	0.0%	0.0%
Urban development	5.0%	1.0%
Environmental sustainability	1.3%	2.9%
Equality of opportunity	1.3%	0.0%
Health	13.1%	12.7%
Education	53.1%	53.9%
Poverty reduction	16.9%	15.7%
Energy	31.3%	21.6%
Food security	3.8%	4.9%
Climate change*	0.0%	6.9%
Agricultural development	18.1%	17.6%
Trade and exports	2.5%	3.9%
Crime and violence	3.8%	2.0%
Economic growth	14.4%	16.7%
Law and justice	5.6%	2.9%
Regulatory framework	1.9%	2.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	13.1%	11.8%
Disaster management*	0.0%	2.9%
Information and communications technology	2.5%	3.9%

**Significantly different between collaborators and non-collaborators*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Water and sanitation	5.5%	4.9%
Equality of opportunity	8.6%	6.8%
Economic growth	27.0%	26.2%
Climate change	1.2%	1.0%
Global/regional integration	3.7%	2.9%
Gender equity	6.7%	12.6%
Rural development	20.9%	28.2%
Urban development	2.5%	1.9%
Regulatory framework	0.6%	0.0%
Social protection	6.7%	5.8%
Law and justice	6.7%	6.8%
Transport	16.6%	21.4%
Crime and violence	1.8%	1.0%
Communicable/non-communicable diseases	1.2%	0.0%
Information and communications technology	2.5%	3.9%
Anti-corruption	6.1%	12.6%
Domestic private sector development	11.7%	9.7%
Foreign direct investment	1.8%	2.9%
Education	42.3%	40.8%
Energy*	16.6%	6.8%
Public sector governance/reform	16.6%	22.3%
Natural resource management	14.7%	11.7%
Environmental sustainability	3.7%	3.9%
Disaster management	2.5%	0.0%
Health*	20.9%	7.8%
Agricultural development	25.2%	31.1%
Job creation/employment	14.1%	12.6%
Financial markets	1.2%	1.0%
Trade and exports	3.7%	1.9%
Food security	1.8%	3.9%

**Significantly different between collaborators and non-collaborators*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Energy	28.6%	31.1%
Gender equity	4.3%	6.8%
Equality of opportunity	12.4%	7.8%
Social protection	3.7%	3.9%
Global/regional integration	5.0%	1.0%
Climate change	4.3%	5.8%
Anti-corruption	12.4%	11.7%
Disaster management	2.5%	1.0%
Rural development	7.5%	12.6%
Foreign direct investment	4.3%	6.8%
Urban development	3.1%	0.0%
Water and sanitation	0.6%	1.9%
Education*	20.5%	34.0%
Information and communications technology	5.6%	2.9%
Regulatory framework	3.1%	1.0%
Communicable/non-communicable diseases	0.6%	1.0%
Trade and exports	16.8%	9.7%
Public sector governance/reform	23.0%	28.2%
Domestic private sector development	26.1%	17.5%
Job creation/employment*	9.3%	20.4%
Agricultural development	19.9%	25.2%
Food security	3.7%	4.9%
Transport	24.8%	16.5%
Natural resource management	27.3%	20.4%
Environmental sustainability	3.1%	3.9%
Health	14.3%	7.8%
Law and justice	1.2%	1.0%
Crime and violence	0.0%	1.9%
Financial markets	4.3%	7.8%

**Significantly different between collaborators and non-collaborators*

A. General Issues Facing Tanzania (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Tanzania? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people	14.3%	20.4%
Better employment opportunities for women	13.6%	9.7%
Greater access to micro-finance for the poor	20.4%	15.1%
Greater voice and participation for citizens to help ensure greater accountability	24.5%	34.4%
Greater access to health and nutrition for citizens	10.2%	12.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)*	17.7%	4.3%
A growing middle class	11.6%	7.5%
Better opportunity for the poor who live in rural areas	15.6%	16.1%
Better opportunity for the poor who live in urban areas	4.8%	7.5%
Consistent economic growth	16.3%	21.5%
More reliable social safety net	6.1%	3.2%
Greater equity of fiscal policy	6.8%	7.5%
Education and training that better ensure job opportunity*	15.0%	25.8%
Better quality public services*	19.0%	7.5%
Other	0.0%	2.2%

**Significantly different between collaborators and non-collaborators*

B. Overall Attitudes toward the World Bank Group

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?*	163	7.02	1.67	101	5.30	2.19

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.*	161	7.25	1.82	91	6.16	2.18

*(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges?*	156	7.68	1.60	83	6.48	2.37

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	3.7%	5.8%
Public sector governance/reform	26.2%	24.3%
Transport	34.1%	29.1%
Poverty reduction*	14.6%	24.3%
Global/regional integration	4.9%	1.9%
Gender equity	10.4%	7.8%
Crime and violence	2.4%	1.9%
Domestic private sector development	9.8%	13.6%
Rural development*	6.1%	15.5%
Foreign direct investment	1.8%	1.9%
Water and sanitation	6.1%	5.8%
Energy	23.2%	14.6%
Job creation/employment	7.9%	10.7%
Financial markets	3.0%	0.0%
Urban development	2.4%	0.0%
Environmental sustainability*	0.0%	4.9%
Equality of opportunity	2.4%	1.0%
Health*	33.5%	18.4%
Education	39.6%	49.5%
Food security	3.7%	3.9%
Climate change	1.8%	3.9%
Agricultural development*	13.4%	23.3%
Trade and exports	6.1%	3.9%
Economic growth*	14.0%	5.8%
Law and justice	3.7%	4.9%
Regulatory framework	3.0%	1.0%
Communicable/non-communicable diseases	2.4%	1.0%
Natural resource management	7.9%	8.7%
Anti-corruption	4.9%	6.8%
Information and communications technology	1.8%	1.9%
Disaster management	1.8%	0.0%

**Significantly different between collaborators and non-collaborators*

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE…

Greatest Value Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	1.4%	3.1%
Data	5.4%	7.1%
Policy advice, studies, analyses*	10.1%	20.4%
Financial resources*	43.9%	20.4%
Capacity development	27.0%	27.6%
Technical assistance	4.7%	2.0%
Mobilizing third party financial resources	5.4%	9.2%
Donor coordination	0.7%	4.1%
Linkage to non-Bank expertise	0.7%	4.1%
Other	0.7%	2.0%

**Significantly different between collaborators and non-collaborators*

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

… and which activity is of second greatest value in Tanzania?

2nd Greatest Value Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	1.4%	2.1%
Data	5.4%	7.4%
Policy advice, studies, analyses	17.6%	13.7%
Financial resources	16.2%	16.8%
Capacity development	20.3%	27.4%
Technical assistance	20.9%	13.7%
Mobilizing third party financial resources	9.5%	8.4%
Donor coordination	6.8%	3.2%
Linkage to non-Bank expertise*	0.7%	5.3%
Other	1.4%	2.1%

**Significantly different between collaborators and non-collaborators*

How effectively do the World Bank Groups' activities below support Tanzania's efforts to achieve development results?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating*	139	6.69	1.89	67	5.78	2.04
Data	148	6.89	1.74	74	6.70	2.32
Policy advice, studies, analyses*	148	7.44	1.89	76	6.61	2.17
Financial resources*	150	8.01	1.62	79	7.29	1.67
Technical assistance	145	7.26	1.82	76	6.74	2.16
Mobilizing third party financial resources	133	7.11	1.80	70	6.59	2.14
Donor coordination*	140	7.19	1.76	70	6.51	2.13
Linkage to non-Bank expertise	121	6.33	1.95	62	5.90	2.29

*(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators*

The World Bank Group can provide capacity building support in a number of ways in Tanzania. To what degree would Tanzania benefit, if capacity building were to support…?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	153	7.29	2.24	88	7.55	2.31
The public sector, related to implementation of specific development projects on the ground*	159	8.11	1.81	90	7.53	2.47
The public sector, related to changing institutions (organizations or sociopolitical conditions)*	152	7.87	2.02	87	7.05	2.39
The private sector, related to institutional and policy change	156	7.38	2.23	83	7.76	2.28

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tanzania?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	149	7.51	1.83	72	6.85	2.37
Citizen engagement (incorporating citizens' voices into development)	138	6.54	2.12	68	6.59	2.56
Policy design (for clarity and better incentives to achieve development goals)	147	7.17	2.04	69	6.78	2.41

*(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators*

When thinking about how to improve capacity building in Tanzania to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	153	7.99	2.07	74	7.49	2.45
Citizen engagement (incorporating citizens' voices into development)	149	7.54	2.19	77	7.60	2.34
Policy design (for clarity and better incentives to achieve development goals)	149	7.81	2.12	70	7.61	2.68

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Staff too inaccessible	4.5%	6.1%
Not exploring alternative policy options	5.8%	9.1%
Not adequately sensitive to political/social realities in Tanzania*	21.9%	7.1%
Not enough public disclosure of its work*	21.3%	36.4%
Arrogant in its approach	6.5%	8.1%
Not aligned with country priorities	5.2%	6.1%
The credibility of its knowledge/data	9.0%	3.0%
World Bank Group's processes too complex*	32.9%	13.1%
Not willing to raise concerns related to policy and reform efforts in Tanzania*	12.9%	5.1%
Too influenced by developed countries*	11.6%	30.3%
Not doing enough to ensure sustainability of reforms*	3.9%	13.1%
Imposing technocratic solutions without regard to political realities	5.2%	1.0%
World Bank Group's processes too slow	12.3%	7.1%
Too bureaucratic in its operational policies and procedures	20.6%	12.1%
Not aligned with other donors' work	3.2%	2.0%
Not collaborating enough with non-state actors*	2.6%	14.1%
Not client focused	1.3%	3.0%
Other	5.2%	2.0%
Don't know	3.2%	6.1%

**Significantly different between collaborators and non-collaborators*

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Capacity development	56.7%	48.5%
Policy based lending / budget support to the Government	33.1%	25.7%
Knowledge products/services	19.7%	17.8%
Investment lending	42.0%	46.5%
Technical assistance	20.4%	27.7%
Trust Fund management*	10.8%	19.8%
Other	3.2%	2.0%
Don't know	0.6%	4.0%

**Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Academia/Think Tanks/Research Institutes	24.8%	32.0%
Donor Community*	24.8%	5.8%
Media*	8.1%	17.5%
NGOs*	15.5%	29.1%
Local Government*	34.8%	14.6%
Private Sector	32.3%	39.8%
Parliament*	11.2%	1.0%
Community-Based Organizations (CBOs)*	18.6%	32.0%
Beneficiaries	14.3%	10.7%
Foundations	1.9%	5.8%
Faith-Based Organizations	3.7%	4.9%
Other	0.0%	0.0%
Don't know	0.6%	3.9%

**Significantly different between collaborators and non-collaborators*

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania*	157	7.53	2.02	90	6.34	2.38
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania*	156	7.48	1.69	86	5.99	2.09
The World Bank Group supports programs and strategies that are realistic for Tanzania*	158	7.41	1.89	86	6.12	2.30
The World Bank Group treats clients and stakeholders in Tanzania with respect*	149	7.44	1.99	79	6.48	2.30

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between collaborators and non-collaborators*

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	148	6.80	1.88	73	5.86	2.03
Flexibility (in terms of the World Bank Group's products and services)	147	6.35	1.94	69	6.25	2.07
Flexibility (in terms of changing country circumstances)*	146	6.53	1.95	75	5.85	2.12
Being inclusive*	147	6.77	1.83	74	6.11	2.21
Openness (sharing data and other information)*	155	7.38	1.95	73	6.66	2.36
Staff accessibility*	150	7.15	2.00	74	6.12	2.09
Straightforwardness and honesty*	153	7.41	2.08	70	6.26	2.25
Ease of access to the people at the World Bank Group who are making decisions important to my work*	154	7.08	2.00	75	5.27	2.21
Collaboration with groups outside of the Government*	125	7.25	1.88	84	5.40	2.21
Collaboration with the Government*	153	8.31	1.48	85	7.55	2.13
Collaboration with other donors*	141	7.99	1.51	70	6.86	2.44
The speed in which it gets things accomplished on the ground*	152	6.55	1.79	77	5.96	2.35
Being a long-term partner*	151	8.10	1.87	76	7.07	2.20

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

To be a more effective development partner in Tanzania, do you believe that the World Bank Group should have…?*

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
More local presence	58.4%	80.6%
The current level of local presence is adequate	34.2%	12.9%
Less local presence	3.4%	3.2%
Don't know	4.0%	3.2%

**Significantly different between collaborators and non-collaborators*

When World Bank Group 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)	Collaborators	Non-Collaborators
The World Bank Group does not do adequate follow through/follow-up	13.8%	13.3%
There is not an adequate level of citizen/civil society participation*	26.9%	50.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.6%	19.4%
Lack of/inadequate levels of capacity in Government	25.0%	19.4%
Poor donor coordination	11.3%	16.3%
The World Bank Group works too slowly	15.0%	8.2%
The Government works inefficiently	18.1%	23.5%
Political pressures and obstacles	18.8%	21.4%
Reforms are not well thought out in light of country challenges	25.6%	20.4%
Other	4.4%	2.0%

**Significantly different between collaborators and non-collaborators*

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption	153	7.04	2.65	91	7.34	2.69
Information and communications technology	154	7.54	2.24	90	7.40	2.36
Transport	158	7.96	2.10	89	7.85	2.39
Crime and violence	148	5.75	2.29	82	5.89	2.38
Law and justice	147	6.38	2.36	89	6.76	2.60
Urban development	154	7.55	2.13	87	7.17	2.53
Environmental sustainability	153	7.88	1.89	89	7.66	2.39
Regulatory framework	150	7.20	2.11	89	6.96	2.52
Communicable/non-communicable diseases	143	7.12	2.31	88	6.92	2.28
Poverty reduction	161	8.04	2.21	91	8.15	2.30
Gender equity	153	7.14	2.27	87	6.70	2.60
Domestic private sector development	156	7.46	1.98	91	7.65	2.34
Foreign direct investment*	154	7.29	2.13	91	6.65	2.70
Water and sanitation	153	7.92	1.98	90	7.64	2.48
Trade and exports	154	7.34	2.03	89	6.83	2.65
Economic growth	159	8.22	1.78	92	8.02	2.36
Energy	155	8.35	1.63	89	7.88	2.36
Disaster management	150	7.31	2.29	83	6.95	2.43
Public sector governance/reform	157	7.68	2.22	87	7.66	2.31
Job creation/employment	153	7.56	1.97	88	7.51	2.42
Financial markets*	153	7.54	2.04	86	6.70	2.47
Equality of opportunity	147	7.56	1.97	86	7.20	2.39
Health	156	8.08	1.78	89	7.69	2.47
Rural development	159	7.86	2.17	89	8.04	2.30
Global/regional integration	153	6.90	2.00	86	6.53	2.28
Food security*	151	7.19	2.21	85	7.92	2.22
Education	161	8.20	1.85	89	8.54	2.17
Social protection	153	7.09	2.24	91	6.91	2.51
Climate change	156	7.47	2.15	89	7.56	2.25
Agricultural development	159	8.20	2.10	90	8.34	2.18
Natural resource management	157	7.52	2.33	92	7.79	2.47

**Significantly different between collaborators and non-collaborators*

C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption	105	5.96	2.42	61	5.43	2.69
Information and communications technology	116	6.78	2.19	63	6.63	2.48
Transport	144	7.53	2.01	70	7.17	2.13
Crime and violence*	98	6.59	2.20	54	5.83	2.26
Law and justice	104	6.52	2.40	56	6.27	2.27
Urban development	130	7.13	2.01	68	6.93	2.26
Environmental sustainability	132	7.14	1.96	66	6.85	2.51
Regulatory framework*	126	7.16	1.84	61	6.43	2.42
Communicable/non-communicable diseases	116	6.84	2.21	63	6.33	2.17
Poverty reduction*	143	7.76	1.88	75	6.96	2.42
Gender equity*	125	6.81	1.88	65	6.18	2.17
Domestic private sector development*	123	7.00	1.88	68	6.07	2.46
Foreign direct investment*	122	7.01	2.04	60	6.12	2.54
Water and sanitation	133	7.35	2.05	71	6.94	2.69
Trade and exports*	116	7.01	2.00	60	5.97	2.27
Economic growth*	146	7.86	1.73	78	6.82	2.45
Energy	137	7.73	1.66	67	7.18	2.29
Disaster management*	109	7.09	2.02	54	5.96	2.43
Public sector governance/reform*	136	7.46	2.00	72	6.69	2.58
Job creation/employment*	124	7.11	2.02	68	6.22	2.60
Financial markets*	110	7.22	1.79	55	6.02	2.30
Equality of opportunity*	116	7.03	1.90	62	6.29	2.59
Health	135	7.43	2.02	65	7.22	2.20
Rural development*	133	7.37	2.12	72	6.54	2.63
Global/regional integration*	118	6.94	2.05	61	6.18	2.36
Food security	120	7.06	2.18	69	6.57	2.40
Education	142	7.56	2.07	67	7.01	2.54
Social protection	118	6.86	2.17	60	6.20	2.17
Climate change	116	7.14	2.15	63	6.51	2.32
Agricultural development	138	7.46	2.20	71	7.03	2.23
Natural resource management	127	7.22	2.24	65	6.60	2.42

**Significantly different between collaborators and non-collaborators*

Where are the World Bank Group's decisions made primarily that support the program in Tanzania?*

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	45.9%	27.1%
In the country	40.3%	28.1%
Don't know	13.8%	44.8%

**Significantly different between collaborators and non-collaborators*

C. World Bank Group Effectiveness and Results (continued)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tanzania?*	162	7.44	1.74	90	6.56	2.09

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

To what extent do you agree with the following statements about the World Bank Group in Tanzania?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tanzania*	158	6.74	2.04	79	5.37	1.90
The World Bank Group meets Tanzania's needs for knowledge services*	155	6.63	2.01	83	5.88	2.05

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between collaborators and non-collaborators*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Tanzania?*	136	7.37	1.53	67	5.93	2.32

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Weekly	18.2%	
Monthly	27.7%	8.0%
A few times a year	40.9%	35.0%
Rarely	11.9%	27.0%
Never	1.3%	30.0%

**Significantly different between collaborators and non-collaborators*

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	152	6.88	1.70	71	5.65	2.21
Include appropriate level of stakeholder involvement during preparation*	146	6.99	1.81	70	5.60	2.05
Are relevant to Tanzania's development priorities*	155	7.26	1.80	83	6.20	2.18
Lead to practical solutions*	149	7.03	1.70	77	5.99	2.02
Are accessible (well written and easy to understand)*	153	7.27	1.84	73	6.32	1.96
Are source of relevant information on global good practices*	153	7.56	1.69	77	7.01	2.24
Enhance your knowledge and/or skills*	154	7.60	1.72	76	6.53	2.38
Are adequately disseminated*	148	7.16	1.79	74	5.78	2.18
Are translated enough into local language*	133	6.08	2.12	74	5.22	2.33
Are adaptable to Tanzania's specific development challenges and country circumstances*	152	6.89	1.75	75	6.01	2.17

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	156	7.87	1.55	94	6.71	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	158	7.99	1.33	87	6.80	2.03

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)
**Significantly different between collaborators and non-collaborators*

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Tanzania's development challenges? *(1-To no degree at all, 10-To a very significant degree)*

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	147	7.33	1.65	75	6.23	2.25
Design (appraising and planning the solutions)*	147	7.44	1.81	78	6.58	2.27
Implementation (executing, carrying out, monitoring and making appropriate adjustments)*	147	7.37	1.71	84	6.60	2.12
Evaluation (assessing the impact and results)*	147	7.44	1.61	80	6.79	2.27

**Significantly different between collaborators and non-collaborators*

E. Working with the World Bank Group (continued)

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	147	7.05	2.04	65	5.37	2.51
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	153	7.73	1.64	79	6.80	2.23
The World Bank Group's approvals and reviews are done in a timely fashion*	151	6.97	1.81	68	5.81	2.25
The World Bank Group's "Safeguard Policy" requirements are reasonable*	135	7.09	1.87	66	6.21	2.17
The World Bank Group's conditions on its lending are reasonable*	144	7.14	1.83	67	5.46	2.26
The World Bank Group takes decisions quickly in Tanzania*	150	6.92	1.91	71	5.20	2.32
Working with the World Bank Group increases Tanzania's institutional capacity*	153	7.63	1.66	75	6.43	2.32
The World Bank Group ensures consistency and continuity through staff changes*	124	7.13	1.60	61	6.48	2.10
Where country systems are adequate, the World Bank Group makes appropriate use of them*	143	7.48	1.92	70	6.21	2.05
The World Bank Group provides effective implementation support*	152	7.62	1.86	75	6.67	2.29

**Significantly different between collaborators and non-collaborators*

Which of the following best describes the way the World Bank Group operates in Tanzania?*

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Tanzania	9.5%	7.4%
The World Bank Group does not take enough risk in Tanzania	29.7%	17.0%
The World Bank Group's approach to risk is appropriate	28.5%	24.5%
Don't know	15.8%	31.9%
Prefer not to answer	16.5%	19.1%

**Significantly different between collaborators and non-collaborators*

F. The Future Role of the World Bank Group in Tanzania

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Tanzania's economy	18.4%	12.0%
Collaborate more effectively with Government clients	35.6%	28.0%
Offer more innovative financial products	16.0%	14.0%
Improve the competitiveness of its financing compared to markets*	15.3%	7.0%
Reach out more to groups outside of Government*	17.8%	40.0%
Improve the quality of its experts as related to Tanzania's specific challenges*	9.2%	20.0%
Offer more innovative knowledge services	11.0%	8.0%
Ensure greater selectivity in its work	13.5%	12.0%
Increase the level of capacity development in the country	25.2%	25.0%
Reduce the complexity of obtaining World Bank Group financing	25.2%	26.0%
Work faster	6.1%	2.0%
Other	1.8%	2.0%

**Significantly different between collaborators and non-collaborators*

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

When considering the combination of services that the World Bank Group offers in Tanzania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tanzania?

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	40.1%	29.7%
Knowledge products	14.6%	21.8%
Convening services	3.8%	7.9%
None of the above	-	5.0%
The combination is appropriate for Tanzania	40.1%	30.7%
Don't know	1.3%	5.0%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group should ensure stronger reform efforts linked to its lending in Tanzania	157	7.68	1.99	96	7.59	2.49
The World Bank Group should have greater visibility throughout the country to ensure greater support for reform	151	7.33	2.07	99	7.60	2.56

Please indicate which of the following best represents your views.

Percentage of Respondents	Collaborators	Non-Collaborators
The WBG exerts **too much** pressure on the Government of Tanzania on matters related to economic and social reforms	21.3%	20.2%
The WBG exerts **too little** pressure on the Government of Tanzania on matters related to economic and social reforms	27.5%	31.3%
The WBG exerts **the correct amount** of pressure on the Government on matters related to economic and social reforms	31.9%	22.2%
Don't know	6.3%	16.2%
No opinion	13.1%	10.1%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Local newspapers	46.3%	57.0%
International newspapers	8.0%	3.0%
Local radio	12.3%	14.0%
International radio	3.7%	8.0%
Local television*	22.8%	36.0%
International television	11.1%	8.0%
Periodicals	6.8%	12.0%
Internet*	65.4%	43.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	3.7%	7.0%
Blogs	8.0%	5.0%
Mobile phones	2.5%	0.0%
Instant messaging	0.0%	2.0%
Other*	4.9%	0.0%

**Significantly different between collaborators and non-collaborators*

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Blogs	18.4%	16.3%
Direct contact with World Bank Group	19.0%	23.5%
e-Newsletters	23.3%	30.6%
Instant messaging	3.1%	6.1%
World Bank Group's seminars/workshops/conferences	36.2%	41.8%
World Bank Group's publications and other written materials	31.9%	26.5%
Mobile phones	7.4%	10.2%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	12.9%	14.3%
World Bank Group's website	39.9%	28.6%
Other	0.6%	1.0%

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	Collaborators	Non-Collaborators
Yes	45.8%	22.1%
No	54.2%	77.9%

**Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	65.1%	33.0%
No	34.9%	67.0%

**Significantly different between collaborators and non-collaborators*

Were you able to obtain this information?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	92.8%	91.2%
No	7.2%	8.8%

Do you have access to the Internet?*

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	92.9%	83.0%
No	7.1%	17.0%

**Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	90.4%	60.4%
No	9.6%	39.6%

**Significantly different between collaborators and non-collaborators*

G. Communication and Information Sharing (continued)

Which do you primarily use?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group's country website	52.2%	63.8%
The World Bank Group's main website	47.8%	36.3%

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

Percentage of Respondents	Collaborators	Non-Collaborators
High speed	85.5%	62.0%
Dial-up	14.5%	38.0%

**Significantly different between collaborators and non-collaborators*

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago.*	154	6.96	2.02	78	5.12	2.98
I find the World Bank Group's websites easy to navigate.*	150	7.43	1.72	72	6.40	2.49
I find the information on the World Bank Group's websites useful.*	148	7.96	1.62	69	7.12	2.43
The World Bank Group's social media channels are valuable sources of information about the institution.	108	6.71	2.47	58	6.55	3.13
When I need information from the World Bank Group I know how to find it.*	149	7.62	1.83	72	6.33	3.06
The World Bank Group is responsive to my information requests and inquiries.*	142	7.40	1.80	64	5.33	2.81

**Significantly different between collaborators and non-collaborators*

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Tanzania? (Select all that apply)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank (IBRD/IDA)*	75.2%	4.1%
The International Finance Corporation (IFC)*	25.5%	7.1%
The Multilateral Investment Guarantee Agency (MIGA)	10.2%	7.1%
None*	9.6%	83.7%

**Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer*	11.3%	25.6%
Use World Bank Group reports/data	46.3%	36.7%
Engage in World Bank Group related/sponsored events/activities*	47.5%	25.6%
Collaborate as part of my professional duties*	37.5%	14.4%
Use World Bank Group website for information, data, research, etc.*	19.4%	48.9%

**Significantly different between collaborators and non-collaborators*

Appendix E: Responses to Questions across Country Surveys[1]

FY11 N=348 FY14 N=277

B. Overall Attitudes toward the World Bank Group

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?	341	6.61	2.07	273	6.34	2.08

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

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.*	308	6.49	2.07	260	6.88	2.01

*(1-Not effective at all, 10-Very effective) **Significantly different FY14 and FY11 country surveys*

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

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania	328	7.10	2.46	256	7.13	2.22
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania*	324	6.48	2.35	250	7.01	2.00
The World Bank Group supports programs and strategies that are realistic for Tanzania*	320	5.99	2.48	252	6.95	2.14
The World Bank Group treats clients and stakeholders in Tanzania with respect*	305	6.51	2.56	236	7.14	2.15

*(1-Strongly disagree, 10-Strongly agree) *Significantly different FY14 and FY11 country surveys*

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

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
Staff accessibility	290	6.75	2.26	232	6.78	2.09
Straightforwardness and honesty	289	6.75	2.46	232	7.08	2.19

(1-To no degree at all, 10-To a very significant degree)
Note the response scales for these questions in FY11 were converted from a 5-pt to 10-pt scale for comparison with FY14.

[1] Only those questions with similar response scales/options could be compared.

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
Law and justice*	302	7.89	2.35	245	6.51	2.50
Poverty reduction*	330	8.62	1.88	261	8.11	2.22
Gender equity*	313	7.73	2.09	249	6.94	2.44
Domestic private sector development*	317	8.50	1.79	255	7.55	2.12
Economic growth*	322	8.70	1.74	260	8.17	2.00
Financial markets*	315	8.74	1.66	247	7.21	2.27
Health*	310	8.46	1.90	254	7.96	2.08
Global/regional integration*	305	8.17	1.94	247	6.78	2.16
Education	318	8.53	1.95	259	8.34	1.97
Social protection*	295	7.62	2.26	251	7.07	2.35
Climate change	310	7.85	2.24	254	7.50	2.21
Agricultural development	309	8.57	1.81	258	8.27	2.14
Natural resource management*	303	8.21	1.91	258	7.62	2.43

**Significantly different FY14 and FY11country surveys*

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
Law and justice*	278	5.59	2.36	168	6.40	2.34
Poverty reduction*	314	6.17	2.22	225	7.52	2.11
Gender equity*	286	6.26	2.11	198	6.63	2.00
Domestic private sector development*	292	6.29	2.30	199	6.75	2.16
Economic growth*	300	6.33	2.15	233	7.49	2.07
Financial markets	292	6.66	2.19	173	6.83	2.05
Health*	284	6.42	2.12	207	7.40	2.07
Global/regional integration*	279	6.19	2.08	187	6.67	2.26
Education*	290	6.50	2.17	217	7.40	2.22
Social protection*	261	5.63	2.16	186	6.66	2.22
Climate change*	267	5.42	2.33	187	6.93	2.25
Agricultural development*	287	6.34	2.21	217	7.35	2.20
Natural resource management*	283	6.02	2.17	200	6.98	2.33

**Significantly different FY14 and FY11 country surveys*

D. The World Bank Group's Knowledge Work and Activities

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

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	304	7.06	2.29	238	7.37	1.92
Are adaptable to Tanzania's specific development challenges and country circumstances	302	6.65	2.11	234	6.54	1.99

(1-To no degree at all, 10-To a very significant degree)
Note the response scales for these questions in FY11 were converted from a 5-pt to 10-pt scale for comparison with FY14.

E. Working with the World Bank Group

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

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	197	6.04	2.45	219	6.53	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports	197	7.39	2.16	238	7.39	1.94
The World Bank Group's requirements on its lending are reasonable	191	6.47	2.52	216	6.56	2.15
Working with the World Bank Group increases Tanzania's institutional capacity	197	6.85	2.33	235	7.21	2.01

**Significantly different FY14 and FY11 country surveys*

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY11	FY14
Yes	93.5%	89.3%
No	6.5%	10.7%

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

Percentage of Respondents	FY11	FY14
Yes	70.0%	79.2%
No	30.0%	20.8%

**Significantly different FY14 and FY11 country surveys*

Which do you primarily use?

Percentage of Respondents	FY11	FY14
The World Bank Group's country website	56.3%	55.6%
The World Bank Group's main website	43.7%	44.4%

G. Communication and Information Sharing (continued)

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

	FY11			FY14		
	N	Mean	SD	N	Mean	SD
The World Bank Group is responsive to my information requests and inquiries.	287	6.58	2.60	209	6.76	2.36

H. Background Information

Which of the following best describes your current position? (Select only ONE response)

Percentage of Respondents	FY11 (N=343)	Percentage of Respondents	FY14 (N=269)
Employee of a Ministry	20.8%	NGO	18.7%
NGO/CBO/Private Foundation	20.1%	Ministry/Regional Administration	15.5%
Private Sector/Financial Sector/Private Bank	12.3%	Bilateral or Multilateral Agency	12.8%
Office of the President/Prime Minister/Minister	9.7%	Private Sector	12.2%
Consultant on WBG-supported Project/PMU	7.4%	Office of the President/Permanent Secretary	10.8%
Independent Government Institution	7.1%	Media	7.9%
Media	6.3%	Independent Government Institution	5.8%
Academia	5.6%	Local Government	5.5%
Other	5.6%	Other	4.1%
Bilateral/Multilateral Agency	5.2%	Academia	3.2%
		Trade Union	1.7%
		Judiciary	1.7%

Which best represents your geographic location?

Percentage of Respondents	FY11 (N=335)	Percentage of Respondents	FY14 (N=268)
Dar es Salaam region	60.3%	Dar es Salaam region	78.7%
Other districts	17.3%	Other urban centers	12.3%
Other urban centers	14.9%	Zanzibar (Unguja and Pemba)	6.0%
Zanzibar (Unguja and Pemba)	7.5%	Rural areas	3.0%

Appendix F: Responses to Key Questions by Respondents' Specializations/Sectors

C. World Bank Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*

	Agriculture/ rural development / food security		Climate change / disaster management		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable /non-communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption*	18	5.67	3	6.00	18	5.50	11	8.18	4	8.00	2	9.00	11	8.64	24	7.29	1	8.00	8	9.38	11	5.73	18	7.06	24	8.00	15	7.40	13	7.62	8	8.63	6	6.17	6	9.67	40	6.15
Information and communications tech.	18	7.39	3	6.00	19	6.42	11	7.64	4	6.25	2	9.00	9	8.33	25	7.64	1	9.00	7	8.86	11	7.91	18	6.33	26	8.19	13	7.15	15	8.00	8	8.25	5	6.60	7	6.86	39	6.95
Transport	18	7.50	3	6.33	19	7.00	12	8.50	4	8.25	3	8.67	11	8.09	23	7.65	1	9.00	7	9.71	11	7.82	18	8.50	28	8.29	15	7.40	15	8.60	6	9.33	6	7.33	7	8.43	37	7.16
Crime and violence*	17	5.65	3	6.33	19	4.21	11	5.82	4	7.00	1	5.00	9	6.33	22	7.23	1	8.00	7	7.57	11	5.09	14	5.14	26	5.88	13	6.38	13	6.69	8	5.63	6	5.33	6	5.17	36	5.14
Law and justice*	18	5.56	3	6.00	19	5.00	12	6.75	4	7.75	1	5.00	9	6.78	25	7.52	1	8.00	8	8.13	11	6.09	17	6.53	26	6.85	14	7.00	13	6.92	8	7.38	5	6.40	6	8.00	36	5.31
Urban development*	17	6.47	3	5.00	19	6.63	12	7.92	4	8.00	1	9.00	11	8.09	21	7.14	1	7.00	7	8.29	11	8.27	18	6.89	24	7.54	15	6.60	15	8.67	8	8.75	6	7.33	7	8.86	40	6.78
Environmental sustainability	17	6.71	3	6.00	18	7.61	12	8.00	4	7.00	1	8.00	11	8.64	23	7.61	1	8.00	7	8.29	11	8.36	18	8.28	26	8.31	15	7.20	15	8.67	8	8.25	6	8.00	7	8.57	38	6.82
Regulatory framework*	17	5.47	3	7.00	19	5.89	12	8.58	4	7.50	1	5.00	11	6.91	24	7.50	1	9.00	8	8.75	11	7.36	18	7.83	26	7.38	15	7.00	11	7.55	8	7.38	5	7.40	7	8.29	37	5.84
(Non)Communicable diseases*	18	7.22	3	7.67	19	6.00	11	9.09	4	5.75	1	5.00	9	7.22	24	7.25			7	9.00	11	7.73	18	5.39	24	7.54	13	6.92	11	8.45	8	7.50	5	7.00	6	5.67	38	6.11
Poverty reduction*	18	7.56	3	7.00	22	7.18	12	9.08	4	7.25	2	9.00	11	8.91	25	8.16	1	9.00	7	9.29	11	8.45	18	7.28	28	8.86	15	6.47	15	8.53	8	8.88	4	9.50	7	9.43	40	7.60
Gender equity	18	5.89	3	7.33	19	6.63	11	8.55	4	6.75	1	10.00	10	7.90	25	7.12	1	9.00	7	8.14	11	6.64	17	6.41	24	7.75	15	5.53	15	6.60	8	6.88	6	6.67	7	8.14	37	6.30
Domestic private sector development*	17	6.18	3	7.00	19	6.89	12	7.92	4	6.75	2	5.50	10	7.40	25	8.28	1	8.00	8	9.63	10	7.50	18	7.89	26	8.23	15	7.20	15	7.87	8	7.00	6	7.33	7	8.00	39	6.69
Foreign direct investment*	18	6.33	3	7.00	19	6.63	12	8.00	4	8.00	2	7.50	10	7.50	24	7.33	1	8.00	7	9.57	11	7.55	18	8.00	26	7.15	15	6.07	15	6.93	8	8.13	4	6.25	7	6.71	40	5.95
Water and sanitation	18	7.11	3	7.67	19	7.79	10	9.20	4	6.50	1	8.00	11	8.09	24	7.58	1	8.00	7	9.29	11	7.64	18	8.00	26	8.19	15	7.47	15	8.00	8	8.25	4	7.50	7	8.29	40	7.03
Trade and exports*	18	6.72	3	7.67	19	6.16	11	7.55	4	6.50	2	8.00	11	7.18	23	7.52	1	7.00	7	9.14	10	6.60	18	7.00	26	7.62	13	7.77	15	7.33	8	7.38	6	7.50	7	8.86	40	5.90
Economic growth	18	8.22	3	5.67	19	7.47	12	8.75	4	8.00	2	10.00	11	8.82	25	8.20	1	9.00	7	9.43	11	8.64	18	8.22	27	8.30	15	7.47	15	8.60	8	8.50	6	8.17	7	9.14	41	7.41
Energy*	18	8.17	3	5.33	19	8.11	12	9.42	4	8.00	2	9.00	10	7.80	25	7.76			7	9.86	11	9.00	18	7.89	26	8.23	15	7.07	15	8.67	8	8.50	6	8.00	7	9.29	37	7.84
Disaster management*	18	6.78	3	6.67	17	6.94	12	8.75	4	6.75	2	9.50	11	8.27	25	7.56			7	9.29	10	7.40	16	6.31	24	6.83	15	5.80	15	8.33	8	7.63	5	7.60	7	6.57	36	6.08
Public sector governance/reform*	17	7.47	3	8.33	19	7.26	11	8.55	4	7.75	2	9.50	10	8.00	25	7.96	1	9.00	8	9.75	11	7.09	18	7.61	25	8.44	15	5.73	15	8.27	8	7.75	6	7.83	7	8.29	40	6.83
Job creation/ employment	18	7.39	3	5.33	19	7.00	11	8.18	4	7.25	2	9.50	11	8.55	24	6.96	1	8.00	7	9.14	11	7.18	18	7.11	26	7.62	15	7.27	13	8.15	8	7.88	6	6.83	7	9.29	36	6.97
Financial markets	16	6.69	3	6.33	17	5.76	11	7.55	4	7.50	2	8.50	10	7.30	25	7.08	1	8.00	7	9.43	10	6.80	18	7.28	27	7.59	15	7.07	11	8.27	8	7.75	5	5.60	7	7.86	38	6.68
Equality of opportunity	18	6.50	3	6.67	17	7.24	11	8.18	4	8.50	2	10.00	10	8.30	24	6.54	1	6.00	7	9.00	10	7.20	18	6.89	24	7.46	14	8.00	11	7.82	8	6.75	6	6.67	7	9.00	35	6.74
Health	18	8.28	3	6.00	20	7.90	12	9.25	4	8.00	2	9.50	10	8.20	25	7.84	1	6.00	7	9.00	11	7.82	16	7.38	26	8.19	14	8.07	14	8.43	8	8.13	6	7.33	7	7.86	38	6.84
Rural development	18	8.44	3	5.33	20	7.10	12	8.75	4	8.00	2	9.50	9	8.56	24	7.67	1	7.00	7	9.00	11	8.45	18	7.61	27	8.22	15	7.20	15	8.93	8	8.50	6	7.83	7	8.43	38	7.42
Global/regional integration*	18	6.00	3	5.33	17	5.76	12	7.75	4	8.75	2	8.50	10	6.80	24	6.88	1	8.00	7	8.43	11	7.27	18	6.39	21	7.14	14	6.64	15	7.27	8	7.13	5	5.60	7	7.00	38	5.82
Food security	16	7.31	3	5.67	19	6.47	12	8.58	4	7.75	2	7.50	10	7.90	24	7.88	1	9.00	7	8.00	11	6.73	16	7.31	24	7.42	14	7.00	13	7.92	8	8.13	6	7.00	7	7.29	36	6.89
Education	18	8.28	2	6.00	20	8.20	12	9.42	4	7.75	2	10.00	11	8.64	25	8.60	1	9.00	8	9.50	11	8.82	18	7.89	26	8.38	15	7.87	15	8.07	8	9.13	6	7.67	7	9.00	38	7.50
Social protection	16	6.25	3	6.00	19	6.26	12	7.58	4	7.25	2	9.50	10	7.40	25	7.24	1	7.00	7	8.43	11	6.36	18	7.28	26	7.85	15	7.00	13	7.46	8	6.63	6	6.83	7	8.00	36	6.58
Climate change	18	6.78	3	5.67	18	7.39	11	9.00	4	6.75	2	8.50	11	7.45	25	7.40	1	8.00	7	7.86	11	8.18	18	7.67	25	7.28	15	6.47	15	7.27	8	8.25	6	9.00	7	8.57	37	7.19
Agricultural development	18	7.72	3	5.67	18	8.28	11	9.27	4	8.25	2	9.00	11	8.45	25	8.84	1	7.00	7	9.86	11	8.45	18	7.67	28	8.46	15	7.33	15	8.07	7	8.86	6	7.50	7	9.00	39	7.69
Natural resource management	18	6.94	3	6.00	21	7.33	12	8.92	4	7.75	2	9.50	11	7.64	25	7.28	1	8.00	6	7.83	11	8.09	18	7.67	26	8.04	15	6.47	15	6.93	8	8.75	6	7.50	7	9.43	37	7.24

**Significantly different between sectors*

C. World Bank Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*

	Agriculture/ rural development / food security		Climate change / disaster management		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable /non-communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	16	4.75	3	5.00	10	3.50	6	6.67	3	4.67	2	5.50	6	6.17	15	6.47	1	9.00	5	5.80	8	6.75	11	4.73	18	6.72	13	5.38	8	6.63	5	7.80	4	5.00	6	5.50	27	4.96
Information and communications	14	4.86	3	6.00	10	4.80	7	7.57	3	8.00	2	6.00	6	7.67	20	6.95	1	10.00	4	7.50	10	7.80	10	5.50	19	8.00	13	5.92	11	6.64	4	7.75	4	5.75	3	8.67	33	6.21
Transport*	16	6.56	3	6.00	12	5.92	11	8.55	4	6.75	1	8.00	7	8.00	21	7.24			7	9.00	11	7.64	14	5.93	21	8.48	13	6.92	15	8.40	8	8.00	6	6.67	7	8.29	33	7.00
Crime and violence*	15	5.00	3	5.00	9	6.00	6	7.00	3	6.33	1	2.00	5	6.00	15	6.80	1	9.00	2	5.00	8	7.50	9	5.33	15	7.27	11	7.00	9	7.56	5	7.00	4	5.25	3	3.67	28	5.54
Law and justice*	14	5.14	3	6.00	12	5.25	7	7.29	3	6.00	1	3.00	5	7.60	14	6.79	1	10.00	5	5.80	9	7.78	9	5.67	19	7.26	13	6.54	9	7.33	3	8.33	4	4.75	3	5.00	27	5.63
Urban development	15	6.87	3	5.67	12	7.25	11	7.91	3	8.33	2	5.50	7	6.86	21	6.38	1	8.00	6	7.83	10	7.80	10	6.50	20	7.30	12	5.75	13	7.85	8	8.38	4	5.00	7	7.43	31	6.94
Environmental sustainability	17	6.06	3	5.67	12	7.08	11	8.00	4	7.75	2	6.50	7	7.43	19	6.53	1	7.00	6	8.83	11	7.64	10	5.80	19	7.74	13	6.08	11	7.27	8	7.63	5	6.20	4	6.00	32	6.81
Regulatory framework	15	5.07	3	6.33	12	7.25	10	7.30	4	7.00	1	3.00	6	7.33	17	7.12	1	8.00	8	8.63	7	7.29	11	6.18	19	6.84	13	7.00	11	7.27	8	7.50	4	6.25	4	6.25	31	6.35
Communicable/non-communicable	15	5.87	3	5.67	12	5.17	9	7.89	2	7.50	1	4.00	7	5.86	18	6.89	1	7.00	6	7.67	9	7.22	8	5.88	19	7.37	13	5.92	9	6.89	6	6.67	4	7.50	6	7.00	28	6.46
Poverty reduction	16	6.56	3	7.00	18	8.22	9	8.89	4	6.75	2	6.00	10	7.70	20	7.60	1	7.00	6	8.50	11	7.64	12	6.42	21	7.76	13	6.23	13	8.31	8	8.38	6	6.33	7	8.00	34	7.00
Gender equity	17	6.12	3	6.33	16	7.13	7	7.43	3	7.67	2	6.00	6	5.67	18	6.28	1	5.00	6	7.67	9	7.33	11	5.55	17	7.12	13	6.38	9	7.78	8	6.88	4	5.50	4	6.00	33	5.94
Domestic private sector development	15	6.20	3	6.67	10	7.00	7	7.00	4	6.00	1	5.00	8	6.38	18	7.17	1	6.00	7	7.57	10	7.60	13	5.77	19	7.42	13	7.23	11	6.64	6	6.33	4	6.25	5	6.00	33	6.15
Foreign direct investment	15	5.27	3	7.33	10	6.80	8	7.63	4	5.75	1	6.00	8	6.25	17	6.94	1	8.00	6	7.67	10	8.10	9	5.56	20	7.50	13	7.38	10	7.00	6	7.67	4	5.25	4	5.25	30	6.20
Water and sanitation	16	6.56	3	6.33	11	7.45	10	8.60	3	7.33	1	5.00	7	7.29	16	6.75	1	6.00	6	7.17	11	7.73	14	6.50	22	7.59	13	6.31	13	7.46	8	8.00	6	6.83	7	8.14	33	6.79
Trade and exports	13	5.15	3	7.67	10	7.00	5	8.40	3	5.33	1	7.00	8	6.63	17	6.65	1	8.00	6	6.83	8	7.50	11	6.36	19	7.11	13	7.08	10	6.20	6	7.17	4	6.00	4	6.75	31	5.94
Economic growth	16	6.50	3	6.67	16	8.38	10	8.30	4	6.75	2	9.00	9	8.22	20	7.20	1	7.00	7	7.00	11	7.64	16	6.19	21	7.95	13	7.69	15	7.53	8	8.88	5	6.00	7	8.29	37	7.03
Energy*	16	6.38	3	6.00	13	7.62	11	8.45	3	6.67	1	5.00	8	7.13	18	7.39	1	8.00	6	9.00	11	7.91	12	6.25	21	7.86	13	7.00	11	7.91	8	8.50	5	6.20	7	8.71	33	7.67
Disaster management*	14	5.64	3	6.67	10	6.40	6	7.33	2	7.50	1	2.00	6	7.00	18	7.44	1	10.00	4	6.25	10	7.20	8	5.88	19	6.79	13	7.77	6	7.17	7	8.14	3	5.33	3	6.67	28	5.68
Public sector governance/reform	18	6.56	3	7.00	14	7.29	10	7.70	4	7.25	3	6.67	8	6.75	16	7.44	1	9.00	7	7.86	7	7.43	13	6.77	21	8.29	13	7.23	13	8.38	8	8.25	5	5.60	7	6.43	33	6.58
Job creation/ employment	16	5.56	3	6.33	11	7.45	9	7.44	3	7.33	2	6.00	8	7.50	15	6.80	1	9.00	6	5.50	11	7.27	11	6.00	21	7.52	13	5.85	11	6.91	8	7.13	4	4.75	6	7.67	30	6.57
Financial markets	15	5.53	3	5.67	12	7.08	6	6.83	3	5.67	2	5.00	7	6.86	13	6.54			7	6.29	7	7.14	9	6.56	18	7.50	13	7.23	8	7.13	6	8.33	4	5.25	3	7.67	28	6.54
Equality of opportunity*	15	5.33	3	7.00	12	6.50	6	7.67	3	7.00	2	5.50	7	6.71	17	6.88	1	8.00	6	4.33	8	7.75	9	6.00	19	7.26	13	7.23	11	8.09	5	7.60	5	6.60	3	5.33	30	6.07
Health	16	7.19	3	7.00	15	7.13	11	8.73	3	7.33	2	5.50	9	7.67	18	6.94	1	9.00	6	7.83	10	7.60	11	5.91	21	8.29	13	6.31	11	7.73	8	7.75	5	6.20	6	6.17	28	7.43
Rural development	15	6.87	3	6.67	15	6.93	9	8.44	4	6.75	2	7.50	8	6.88	20	7.20	1	9.00	6	4.67	11	7.73	13	5.85	21	7.62	13	5.92	11	8.36	8	7.63	5	5.80	7	7.14	32	7.03
Global/regional integration*	15	4.67	2	9.00	11	6.55	9	7.22	3	6.00	2	8.50	7	7.00	14	6.64	1	10.00	7	8.43	9	7.78	11	6.18	19	6.21	13	6.92	9	7.22	8	7.88	4	5.50	4	7.50	28	5.54
Food security	16	6.13	3	8.33	12	5.67	8	7.88	3	7.67	2	6.50	8	7.13	14	7.07	1	9.00	6	7.17	9	7.56	12	6.42	19	7.32	13	6.15	11	7.64	8	7.75	4	4.50	6	7.17	31	6.39
Education*	16	6.31	3	7.67	18	8.83	11	8.45	3	7.33	2	5.00	9	8.11	19	7.11	1	10.00	4	8.50	11	7.55	12	6.33	22	7.68	13	6.69	11	7.45	8	8.13	6	6.50	6	8.50	33	6.52
Social protection	14	5.36	3	7.67	11	6.18	9	6.44	3	7.00	1	1.00	9	7.11	14	7.07	1	9.00	4	6.50	9	7.00	11	6.27	21	7.10	14	5.93	8	7.50	5	7.60	4	5.50	5	7.00	29	6.21
Climate change*	14	5.71	3	7.00	11	6.55	9	8.44	3	7.67	1	1.00	6	6.33	15	6.73	1	5.00	6	8.33	11	8.00	8	6.25	22	7.00	13	6.23	11	6.55	7	8.14	3	7.00	5	7.80	28	6.18
Agricultural development	19	7.42	3	7.67	14	8.21	12	7.75	3	6.33	2	6.00	7	7.43	17	6.88	1	5.00	6	8.33	11	8.36	12	7.17	22	7.55	13	5.77	13	6.85	8	7.25	5	6.80	6	6.67	32	7.03
Natural resource management	15	6.07	3	8.33	11	7.09	10	8.00	4	5.75	2	6.00	7	7.29	15	6.40	1	8.00	6	6.33	11	8.09	9	6.33	21	7.05	13	6.46	13	6.92	6	8.33	6	6.83	7	7.43	29	6.69

**Significantly different between sectors*

In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Tanzania, there were 11% of respondents from the Public sector governance/public financial management/anti-corruption sector.

Public Sector vs. Others

Public Sector Governance/Public Financial Management/Anti-Corruption Sector N=28
All Others N=236

A. General Issues Facing Tanzania

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

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Social protection	3.6%	1.3%
Transport	17.9%	32.8%
Public sector governance/reform	14.3%	19.0%
Global/regional integration	0.0%	3.4%
Gender equity	7.1%	9.9%
Domestic private sector development*	17.9%	6.5%
Foreign direct investment	0.0%	3.0%
Water and sanitation	0.0%	6.9%
Anti-corruption	7.1%	11.6%
Job creation/employment	17.9%	8.6%
Rural development	17.9%	6.5%
Financial markets	0.0%	0.0%
Urban development	0.0%	3.9%
Environmental sustainability	0.0%	2.2%
Equality of opportunity	0.0%	0.9%
Health	10.7%	13.4%
Education	64.3%	53.0%
Poverty reduction	25.0%	15.5%
Energy	35.7%	27.6%
Food security	0.0%	4.7%
Climate change	0.0%	2.2%
Agricultural development	10.7%	19.8%
Trade and exports	7.1%	2.6%
Crime and violence	7.1%	2.6%
Economic growth	17.9%	13.8%
Law and justice	7.1%	4.3%
Regulatory framework	0.0%	2.2%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.6%	13.8%
Disaster management	0.0%	1.3%
Information and communications technology	7.1%	2.6%

**Significantly different between sectors*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Water and sanitation	3.6%	5.5%
Equality of opportunity*	21.4%	6.4%
Economic growth	35.7%	26.0%
Climate change	0.0%	1.3%
Global/regional integration	7.1%	3.0%
Gender equity	3.6%	9.8%
Rural development	28.6%	24.7%
Urban development	0.0%	2.6%
Regulatory framework	0.0%	0.4%
Social protection	7.1%	6.4%
Law and justice	3.6%	7.2%
Transport	14.3%	19.6%
Crime and violence	0.0%	1.7%
Communicable/non-communicable diseases	0.0%	0.9%
Information and communications technology	0.0%	3.8%
Anti-corruption	10.7%	8.5%
Domestic private sector development	14.3%	9.8%
Foreign direct investment	7.1%	2.1%
Education	35.7%	43.0%
Energy	14.3%	12.3%
Public sector governance/reform	10.7%	18.7%
Natural resource management*	0.0%	14.5%
Environmental sustainability	0.0%	4.3%
Disaster management	0.0%	1.7%
Health	3.6%	16.2%
Agricultural development*	53.6%	24.7%
Job creation/employment	10.7%	13.6%
Financial markets*	7.1%	0.0%
Trade and exports	7.1%	1.7%
Food security	0.0%	3.0%

**Significantly different between sectors*

A. General Issues Facing Tanzania (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 Tanzania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Energy	33.3%	28.6%
Gender equity	0.0%	6.0%
Equality of opportunity	14.8%	10.3%
Social protection	0.0%	4.3%
Global/regional integration	3.7%	3.4%
Climate change	0.0%	5.6%
Anti-corruption	11.1%	12.8%
Disaster management	3.7%	1.7%
Rural development	14.8%	9.8%
Foreign direct investment*	14.8%	4.3%
Urban development	0.0%	2.1%
Water and sanitation	0.0%	1.3%
Education	29.6%	24.8%
Information and communications technology	3.7%	4.7%
Regulatory framework	7.4%	1.7%
Communicable/non-communicable diseases	3.7%	0.4%
Trade and exports	18.5%	13.2%
Public sector governance/reform*	7.4%	26.9%
Domestic private sector development	18.5%	22.6%
Job creation/employment	7.4%	14.1%
Agricultural development	22.2%	22.2%
Food security	0.0%	4.7%
Transport	29.6%	21.4%
Natural resource management	37.0%	23.5%
Environmental sustainability	0.0%	3.8%
Health	3.7%	12.4%
Law and justice	0.0%	1.3%
Crime and violence	0.0%	0.9%
Financial markets	11.1%	3.8%

**Significantly different between sectors*

B. Overall Attitudes toward the World Bank Group

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

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Social protection	10.7%	3.8%
Public sector governance/reform	28.6%	24.6%
Transport	32.1%	32.6%
Poverty reduction	10.7%	19.9%
Global/regional integration	0.0%	4.2%
Gender equity	3.6%	10.2%
Crime and violence	3.6%	2.1%
Domestic private sector development*	25.0%	8.9%
Rural development	14.3%	9.7%
Foreign direct investment	0.0%	2.1%
Water and sanitation	0.0%	6.8%
Energy	14.3%	20.8%
Job creation/employment	7.1%	9.3%
Financial markets	3.6%	1.7%
Urban development	0.0%	1.7%
Environmental sustainability	3.6%	1.7%
Equality of opportunity	0.0%	2.1%
Health*	7.1%	29.2%
Education	57.1%	41.5%
Food security	3.6%	3.8%
Climate change	0.0%	3.0%
Agricultural development*	35.7%	15.3%
Trade and exports	10.7%	4.7%
Economic growth	7.1%	10.2%
Law and justice	0.0%	4.7%
Regulatory framework	0.0%	2.5%
Communicable/non-communicable diseases	3.6%	1.7%
Natural resource management	14.3%	7.2%
Anti-corruption	3.6%	6.4%
Information and communications technology	0.0%	2.1%
Disaster management	0.0%	1.3%

**Significantly different between sectors*

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania? *(1-Not important at all, 10-Very important)*

	Public Sector Gov./ Public Financial Mgmt./Anti-Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	24	8.00	2.41	217	7.01	2.68
Information and communications technology	26	8.19	1.90	215	7.30	2.33
Transport	28	8.29	2.09	216	7.84	2.23
Crime and violence	26	5.88	2.37	201	5.77	2.32
Law and justice	26	6.85	2.05	210	6.42	2.55
Urban development	24	7.54	2.09	216	7.32	2.32
Environmental sustainability	26	8.31	1.52	215	7.67	2.14
Regulatory framework	26	7.38	2.02	212	6.98	2.36
Communicable/non-communicable diseases	24	7.54	2.32	206	6.91	2.28
Poverty reduction*	28	8.86	1.69	223	7.96	2.29
Gender equity	24	7.75	2.13	215	6.78	2.47
Domestic private sector development	26	8.23	1.68	219	7.38	2.15
Foreign direct investment	26	7.15	2.44	218	7.00	2.38
Water and sanitation	26	8.19	2.04	216	7.70	2.21
Trade and exports	26	7.62	2.25	216	7.01	2.32
Economic growth	27	8.30	1.77	223	8.12	2.04
Energy	26	8.23	1.93	217	8.15	1.95
Disaster management	24	6.83	2.67	211	7.14	2.37
Public sector governance/reform	25	8.44	1.58	220	7.57	2.29
Job creation/employment	26	7.62	2.65	214	7.45	2.11
Financial markets	27	7.59	2.53	208	7.08	2.23
Equality of opportunity	24	7.46	2.50	206	7.28	2.17
Health	26	8.19	1.79	216	7.84	2.12
Rural development	27	8.22	2.04	218	7.91	2.15
Global/regional integration	21	7.14	2.01	214	6.63	2.15
Food security	24	7.42	2.23	209	7.35	2.24
Education	26	8.38	1.90	221	8.28	2.01
Social protection	26	7.85	2.13	213	6.98	2.28
Climate change	25	7.28	2.30	217	7.49	2.13
Agricultural development	28	8.46	1.77	218	8.17	2.21
Natural resource management	26	8.04	2.20	220	7.51	2.44

**Significantly different between sectors*

C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Tanzania? *(1-Not effective at all, 10-Very effective)*

	Public Sector Gov./ Public Financial Mgmt./Anti-Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	18	6.72	2.47	149	5.49	2.55
Information and communications technology*	19	8.00	1.92	158	6.43	2.28
Transport*	21	8.48	1.81	189	7.25	2.05
Crime and violence	15	7.27	2.74	137	6.08	2.18
Law and justice	19	7.26	2.64	142	6.20	2.29
Urban development	20	7.30	2.00	176	7.02	2.11
Environmental sustainability	19	7.74	2.10	176	6.86	2.16
Regulatory framework	19	6.84	2.52	166	6.78	2.06
Communicable/non-communicable diseases	19	7.37	2.06	157	6.49	2.17
Poverty reduction	21	7.76	1.81	193	7.40	2.14
Gender equity	17	7.12	2.37	170	6.46	1.94
Domestic private sector development	19	7.42	1.98	169	6.59	2.08
Foreign direct investment	20	7.50	2.54	159	6.62	2.14
Water and sanitation	22	7.59	1.97	179	7.08	2.32
Trade and exports	19	7.11	2.64	154	6.51	2.06
Economic growth	21	7.95	2.04	200	7.38	2.09
Energy	21	7.86	1.49	180	7.46	1.96
Disaster management	19	6.79	2.55	143	6.64	2.14
Public sector governance/reform*	21	8.29	1.74	183	7.12	2.24
Job creation/employment	21	7.52	2.34	168	6.62	2.26
Financial markets	18	7.50	2.36	146	6.62	1.97
Equality of opportunity	19	7.26	2.56	156	6.56	2.11
Health*	21	8.29	1.93	176	7.20	2.07
Rural development	21	7.62	2.38	183	6.97	2.33
Global/regional integration	19	6.21	2.96	157	6.59	2.13
Food security	19	7.32	2.85	167	6.75	2.18
Education	22	7.68	2.68	186	7.30	2.17
Social protection	21	7.10	2.66	154	6.45	2.13
Climate change	22	7.00	2.74	155	6.76	2.14
Agricultural development	22	7.55	2.46	184	7.21	2.17
Natural resource management	21	7.05	2.48	168	6.90	2.30

**Significantly different between sectors*

Appendix G: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	H3. Currently, do you professionally collaborate/ work with the WBG?		H5. Which of the following describes most of your exposure to the World Bank in Tanzania? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	No Mean	Yes Mean	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 Group's effectiveness in Tanzania.	6.16	7.25	6.77	7.49	6.67	7.17	6.95	6.78	6.86	6.93	6.91	6.81
To what extent do you believe the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges?	6.48	7.68	7.17	7.64	7.25	7.24	7.22	7.28	7.12	7.54	7.32	7.06
Overall the World Bank Group currently plays a relevant role in development in Tanzania	6.34	7.53	7.16	6.84	6.93	7.34	6.90	7.43	6.89	7.65	7.27	6.74
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	5.99	7.48	6.98	7.08	6.85	7.18	6.89	7.16	6.72	7.71	7.20	6.54
Responsiveness	5.86	6.80	6.44	6.94	6.32	6.76	6.48	6.55	6.36	6.90	6.63	6.23
Flexibility (in terms of the World Bank Group's products and services)	6.25	6.35	6.09	7.39	6.21	6.39	6.48	6.04	6.23	6.41	6.20	6.52
Flexibility (in terms of changing country circumstances)	5.85	6.53	6.20	7.00	6.06	6.66	6.69	5.85	6.23	6.52	6.34	6.26
Being inclusive	6.11	6.77	6.46	7.13	6.45	6.71	6.70	6.36	6.45	6.82	6.52	6.69
Openness (sharing data and other information)	6.66	7.38	7.27	6.68	6.78	7.66	7.17	7.19	7.10	7.36	7.31	6.84
Staff accessibility	6.12	7.15	6.91	6.44	6.81	6.87	6.67	7.05	6.47	7.66	6.96	6.51
Straightforwardness and honesty	6.26	7.41	7.13	7.09	7.03	7.23	6.98	7.30	6.96	7.46	7.25	6.77
Collaboration with groups outside of the Government	5.40	7.25	6.63	5.91	6.32	6.74	6.44	6.62	6.29	7.16	6.71	6.08
Collaboration with the Government	7.55	8.31	7.97	8.29	7.79	8.32	8.07	7.95	7.91	8.30	8.09	7.87
Collaboration with other donors	6.86	7.99	7.62	7.70	7.41	7.92	7.69	7.56	7.40	8.25	7.76	7.34
The speed in which it gets things accomplished on the ground	5.96	6.55	6.30	7.13	6.36	6.51	6.57	6.23	6.46	6.34	6.42	6.43
To what extent does the World Bank Group's work help to achieve development results in Tanzania?	6.56	7.44	7.01	7.78	6.99	7.32	7.23	6.99	7.06	7.29	7.26	6.82
The World Bank Group's financial instruments meet the needs of Tanzania	5.37	6.74	6.33	6.43	6.05	6.74	6.23	6.51	6.21	6.70	6.60	5.75
The World Bank Group meets Tanzania's needs for knowledge services	5.88	6.63	6.36	6.59	6.10	6.78	6.38	6.41	6.35	6.49	6.60	5.94
Are adaptable to Tanzania's specific development challenges and country circumstances	6.01	6.89	6.59	6.41	6.43	6.73	6.54	6.60	6.39	6.98	6.66	6.34
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.71	7.87	7.37	7.97	7.26	7.74	7.45	7.48	7.46	7.46	7.60	7.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.80	7.99	7.60	7.77	7.47	7.83	7.53	7.77	7.48	7.99	7.82	7.19
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.21	7.48	7.15	6.94	6.81	7.51	7.10	7.13	6.97	7.43	7.29	6.64

Yellow highlight indicates significant difference between Yes and No mean.

Appendix H: Indicator Questions as a Function of Stakeholder Group

	Office of the President/Minister			Employee of a Ministry			Consultant on WBG-supported Project/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania*	26	7.15	1.52	55	7.64	1.73	20	7.40	1.19	14	7.64	1.45	31	6.48	2.26	50	6.26	2.47	14	6.50	1.79	19	6.21	2.20	12	6.92	1.24	12	5.83	1.90
To what extent do you believe the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges?*	24	8.08	1.44	52	7.94	1.26	20	7.85	1.18	14	7.71	1.38	27	6.37	2.53	47	6.66	2.51	12	6.83	1.99	19	5.95	2.09	12	6.92	1.78	14	7.79	1.72
Overall the World Bank Group currently plays a relevant role in development in Tanzania*	26	7.15	1.87	56	7.91	1.95	20	6.85	1.42	14	8.43	1.87	32	6.03	2.28	44	6.45	2.90	13	6.15	2.04	17	7.35	1.62	15	7.33	2.09	12	7.25	1.91
The WBG's work is aligned with what I consider the development priorities for Tanzania*	24	7.25	1.54	55	7.71	1.74	20	7.40	1.27	14	8.07	1.90	32	5.97	2.24	43	6.49	2.32	13	6.31	1.44	16	7.06	1.48	14	6.36	2.17	13	6.85	1.91
Responsiveness	23	6.17	1.83	53	6.98	1.77	20	6.75	1.33	10	7.10	1.10	28	6.11	2.03	40	6.18	2.58	11	6.36	1.43	16	5.56	1.63	10	6.90	2.42	11	7.09	2.17
Flexibility (in terms of the WBG's products and services)	23	6.57	1.88	55	6.60	1.82	18	5.89	1.45	10	6.30	1.49	28	5.93	1.63	37	6.11	2.76	9	7.11	1.62	16	5.19	1.38	10	7.10	1.20	12	6.33	2.54
Flexibility (in terms of changing country circumstances)*	23	6.78	2.13	53	6.87	1.84	17	5.88	1.17	12	6.08	2.11	28	5.96	1.71	41	5.41	2.56	8	6.75	1.58	17	5.71	1.96	10	6.30	1.49	15	7.20	2.08
Being inclusive*	23	7.09	1.70	52	7.23	1.58	18	6.83	1.25	12	5.83	1.64	32	5.84	1.82	37	5.49	2.57	9	7.00	1.87	19	6.53	2.14	10	7.40	1.43	10	7.20	2.15
Openness (sharing data and other information)	23	7.13	1.89	52	7.40	1.99	20	7.45	1.28	14	6.93	2.30	31	6.94	1.93	37	6.68	2.64	8	6.75	2.55	18	6.67	2.47	12	7.92	1.68	14	8.14	2.07
Staff accessibility*	23	7.00	1.17	55	7.36	2.14	19	7.84	1.43	13	7.15	1.86	29	6.00	2.04	37	6.22	2.45	8	6.75	0.71	17	5.76	2.17	9	7.11	1.45	15	6.87	2.33
Straightforwardness and honesty	24	6.96	2.26	55	7.49	1.93	19	8.21	1.23	13	7.08	1.26	29	7.24	2.23	36	6.53	2.68	9	5.89	2.89	18	6.33	2.20	11	7.00	1.95	11	6.91	2.30
Collaboration with groups outside of the Government*	21	6.76	1.64	43	7.28	1.76	12	7.25	1.96	5	6.40	1.34	31	6.55	2.19	44	5.23	2.60	11	7.00	2.41	17	6.12	2.21	12	6.75	1.36	12	6.92	2.19
Collaboration with the Government	25	7.96	1.70	54	8.57	1.35	20	8.10	1.25	13	8.15	1.35	29	7.66	2.13	46	7.72	2.11	11	8.18	1.83	18	7.17	2.38	12	8.25	1.22	13	8.38	1.33
Collaboration with other donors	23	7.57	1.59	50	8.28	1.33	16	7.56	1.41	14	7.36	1.65	27	7.30	2.32	39	7.03	2.46	10	7.80	2.04	16	7.56	2.37	9	7.22	1.86	9	8.44	1.81
The speed in which it gets things accomplished on the ground	23	6.87	1.58	53	6.72	1.92	20	6.65	1.31	11	6.09	1.30	29	5.86	2.13	40	5.60	2.53	11	7.36	1.29	18	6.22	1.90	11	7.27	1.42	15	6.20	2.70
To what extent does the World Bank Group's work help to achieve development results in Tanzania?*	26	7.27	1.46	56	7.96	1.44	20	7.10	1.12	14	7.86	1.23	31	6.45	2.01	49	6.57	2.65	12	6.83	1.90	17	6.47	1.59	13	7.00	1.47	15	7.53	1.96
The WBG's financial instruments meet the needs of Tanzania*	26	6.23	1.90	56	7.04	1.61	20	6.50	1.28	14	7.71	1.73	30	5.67	1.99	42	5.64	2.66	12	5.58	1.98	16	5.56	1.83	11	6.45	2.02	12	6.42	2.75
The WBG meets Tanzania's needs for knowledge services	25	6.28	1.62	56	6.86	1.84	20	6.10	1.41	14	7.21	1.42	30	6.50	2.36	43	6.12	2.37	12	5.33	2.64	18	5.56	1.95	12	6.58	1.73	9	6.44	2.70
Are adaptable to Tanzania's specific development challenges and country circumstances*	24	7.13	1.83	52	6.52	1.75	19	7.37	0.90	13	7.77	1.83	29	5.97	2.29	38	6.00	2.22	13	6.46	2.22	16	5.69	1.20	11	6.91	1.76	13	7.15	1.82
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	26	7.88	1.37	54	8.35	1.08	20	7.25	1.21	13	7.15	1.07	32	7.13	2.21	50	6.90	2.23	12	7.42	1.83	19	6.79	2.15	13	7.23	1.83	12	7.42	1.98
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	26	7.62	1.44	55	8.18	1.22	20	7.70	0.73	14	7.79	0.89	32	7.19	2.01	46	7.13	2.26	12	7.58	1.78	18	6.94	1.96	11	7.73	1.74	13	7.77	1.92
Where country systems are adequate, the World Bank Group makes appropriate use of them	25	6.68	2.34	46	7.67	1.70	20	7.45	1.73	10	6.30	2.11	28	6.79	2.22	37	6.78	2.06	11	6.09	2.95	14	6.79	2.05	9	7.22	1.48	12	7.50	1.68

**Significantly different between stakeholder groups*

Appendix I: Tanzania FY 2014 Questionnaire

World Bank Group Country Survey FY14 – Tanzania

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Tanzania or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Tanzania, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Tanzania.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check "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 A: GENERAL ISSUES FACING TANZANIA

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

SECTION A: GENERAL ISSUES

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

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tanzania? (Choose no more than THREE)			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Domestic private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Communicable/non-communicable diseases	29	Trade and exports
15	Information and communications technology	30	Food security

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

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

A5. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tanzania? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify):_____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Tanzania?

1	2	3	4	5	6	7	8	9	10
Not familiar at all									**Extremely familiar**

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.

1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									**Very effective**	Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Tanzania solve its most complicated development challenges?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

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

1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tanzania?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	☐	☐
2	Data	☐	☐
3	Policy advice, studies, analyses	☐	☐
4	Financial resources	☐	☐
5	Capacity development (e.g., institutional development, training for staff at state institutions in such sectors as PFM, agriculture, energy, transport, etc.)	☐	☐
6	Technical assistance	☐	☐
7	Mobilizing third party financial resources	☐	☐
8	Donor coordination	☐	☐
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	☐	☐
10	Other (please specify): _____	☐	☐

How effectively do the World Bank Group's activities below support Tanzania's efforts to achieve development results?

		Not effective at all									Very effective	Don't know
B6	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	☐
B7	Data	1	2	3	4	5	6	7	8	9	10	☐
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	☐
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	☐
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	☐
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	☐
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	☐
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	☐

The World Bank Group can provide capacity building support in a number of ways in Tanzania. To which degree would Tanzania benefit, if capacity building were to support...?

		To no degree at all									To a very significant degree	Don't know
B14	**Groups outside of government** (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	☐
B15	**The public sector**, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	☐
B16	**The public sector**, related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	☐
B17	**The private sector**, related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tanzania? *(If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")*

		Not effective at all									**Very effective**	Don't know
B18	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	☐
B19	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	☐
B20	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	☐

When thinking about how to improve capacity building in Tanzania to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? *(If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")*

		Not important at all									**Very important**	Don't know
B21	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	☐
B22	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	☐
B23	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	☐

B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tanzania? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Tanzania
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to raise concerns related to policy and reform efforts in Tanzania
10	Too influenced by developed countries
11	Not doing enough to ensure sustainability of reforms
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow
14	Too bureaucratic in its operational policies and procedures
15	Not aligned with other donors' work
16	Not collaborating enough with non-state actors
17	Not client focused
18	Other (please specify): _____
19	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tanzania? (Choose no more than TWO)	
1	Capacity development (e.g., institutional development, training for staff at state institutions in such sectors as PFM, agriculture, energy, transport, etc.)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

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

		Strongly disagree									**Strongly agree**	Don't know
B27	Overall the World Bank Group currently plays a relevant role in development in Tanzania	1	2	3	4	5	6	7	8	9	10	☐
B28	The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	1	2	3	4	5	6	7	8	9	10	☐
B29	The World Bank Group supports programs and strategies that are realistic for Tanzania	1	2	3	4	5	6	7	8	9	10	☐
B30	The World Bank Group treats clients and stakeholders in Tanzania with respect	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

		To no degree at all									To a very significant degree	Don't know
B31	Responsiveness	1	2	3	4	5	6	7	8	9	10	☐
B32	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	☐
B33	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐
B34	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
B35	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
B36	Staff accessibility	1	2	3	4	5	6	7	8	9	10	☐
B37	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
B38	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	☐
B39	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	☐
B40	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
B41	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	☐
B42	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	☐
B43	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	☐

B44. To be a more effective development partner in Tanzania, do you believe that the World Bank Group should have… ? (Select only ONE response)

☐ More local presence	☐ The current level of local presence is adequate	☐ Less local presence	☐ Don't know

B45. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tanzania?

		Not important at all									**Very important**	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	☐
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	☐
6	Urban development	1	2	3	4	5	6	7	8	9	10	☐
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	☐
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	☐
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
11	Gender equity	1	2	3	4	5	6	7	8	9	10	☐
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	☐
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
16	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
17	Energy	1	2	3	4	5	6	7	8	9	10	☐
18	Disaster management	1	2	3	4	5	6	7	8	9	10	☐
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	☐
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
21	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	☐
23	Health	1	2	3	4	5	6	7	8	9	10	☐
24	Rural development	1	2	3	4	5	6	7	8	9	10	☐
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	☐
26	Food security	1	2	3	4	5	6	7	8	9	10	☐
27	Education	1	2	3	4	5	6	7	8	9	10	☐
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	☐
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	☐

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all									**Very effective**	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	☐
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	☐
6	Urban development	1	2	3	4	5	6	7	8	9	10	☐
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	☐
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	☐
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
11	Gender equity	1	2	3	4	5	6	7	8	9	10	☐
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	☐
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
16	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
17	Energy	1	2	3	4	5	6	7	8	9	10	☐
18	Disaster management	1	2	3	4	5	6	7	8	9	10	☐
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	☐
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
21	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	☐
23	Health	1	2	3	4	5	6	7	8	9	10	☐
24	Rural development	1	2	3	4	5	6	7	8	9	10	☐
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	☐
26	Food security	1	2	3	4	5	6	7	8	9	10	☐
27	Education	1	2	3	4	5	6	7	8	9	10	☐
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	☐
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	☐

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Tanzania? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Tanzania?										
1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

To what extent do you agree with the following statements about the World Bank Group in Tanzania?												
		Strongly disagree									**Strongly agree**	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Tanzania	1	2	3	4	5	6	7	8	9	10	☐
C6	The World Bank Group meets Tanzania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

C7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Tanzania?										
1	2	3	4	5	6	7	8	9	10	☐
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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

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

		To no degree at all									**To a very significant degree**	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	☐
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
D4	Are relevant to Tanzania's development priorities	1	2	3	4	5	6	7	8	9	10	☐
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	☐
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	☐
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	☐
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	☐
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	☐
D11	Are adaptable to Tanzania's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									**Very significant**	Don't know

D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	☐
Very low technical quality									**Very high technical quality**	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Tanzania's development challenges?

		To no degree at all									To a very significant degree	Don't know
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	☐
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	☐
E3	Implementation (executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	☐
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	☐

To what extent do you agree/disagree with the following statements?

		Strongly disagree									Strongly agree	Don't know
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	☐
E7	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E9	The World Bank Group's requirements on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E10	The World Bank Group takes decisions quickly in Tanzania	1	2	3	4	5	6	7	8	9	10	☐
E11	Working with the World Bank Group increases Tanzania's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	☐
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	☐
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	☐

E15. Which of the following best describes the way the World Bank Group operates in Tanzania?
(Select only one response)

1	The World Bank Group takes too much risk in Tanzania
2	The World Bank Group does not take enough risk in Tanzania
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TANZANIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tanzania? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Tanzania's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Tanzania's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country (e.g., institutional development, training for staff at state institutions)
10	Reduce the complexity of obtaining World Bank Group financing
11	Work faster
12	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Tanzania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tanzania? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Tanzania
6	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TANZANIA

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									**Strongly agree**	Don't know
F3	The World Bank Group should ensure stronger reform efforts linked to its lending in Tanzania	1	2	3	4	5	6	7	8	9	10	☐
F4	The World Bank Group should have greater visibility throughout the country to ensure greater support for reform	1	2	3	4	5	6	7	8	9	10	☐

F5. Please indicate which of the following best represents your views? (Select only ONE response)	
1	The World Bank Group exerts too **much** pressure on the Government of Tanzania on matters related to economic and social reforms
2	The World Bank Group exerts too **little** pressure on the Government of Tanzania on matters related to economic and social reforms
3	The World Bank Group exerts **the correct amount** of pressure on the Government of Tanzania on matters related to economic and social reforms
4	Don’t know
5	No opinion

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/tanzania)
2	The World Bank Group's main website (www.worldbank.org)

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

Please rate how much you agree with the following statements.

		Strongly disagree									Strongly agree	Don't know
G10	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10	☐
G11	I find the World Bank Group's websites easy to navigate. *(Only answer if you have used a World Bank Group website)*	1	2	3	4	5	6	7	8	9	10	☐
G12	I find the information on the World Bank Group's websites useful. *(Only answer if you have used a World Bank Group website)*	1	2	3	4	5	6	7	8	9	10	☐
G13	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	☐
G14	When I need information from the World Bank Group 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	☐
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	☐

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SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. **(Select only ONE response)**			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION H: BACKGROUND INFORMATION

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

H4. Which of the following agencies of the World Bank Group do you work with in Tanzania? **(Select all that apply)**	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

H5. Which of the following describes most of your exposure to the World Bank Group in Tanzania? **(Choose no more than TWO)**	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H6. Which best represents your geographic location?	
1	Dar es Salaam region
2	Zanzibar (Unguja and Pemba)
3	Other urban centers (regional centers, district centers, or municipal centers)
4	Rural areas

Thank you for completing the survey!