

FY15 Kenya Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group

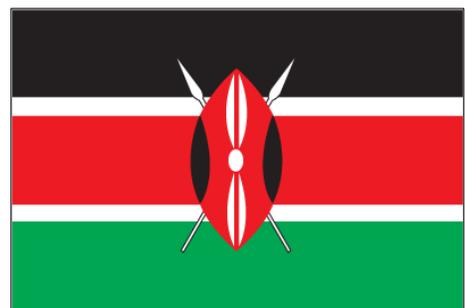


September 2015



Acknowledgements

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Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Kenya perceive the WBG. The survey explored:

- *General Issues facing Kenya*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Sectoral Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Kenya*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to April 2015, 646 stakeholders of the WBG in Kenya were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of a project or consultants working on WBG-supported projects, local governments, bilateral/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, youth groups, academia/research institutes/think tanks, and the judiciary branch. A total of 558 stakeholders participated in the survey (86% response rate).

Respondents received the questionnaire via courier or post and returned them accordingly. Respondents were asked about: general issues facing Kenya, their overall attitudes toward the WBG, the WBG's effectiveness and results, WBG's knowledge work and activities, working with the WBG, the WBG's future role in Kenya; and the WBG's communication and information sharing.

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

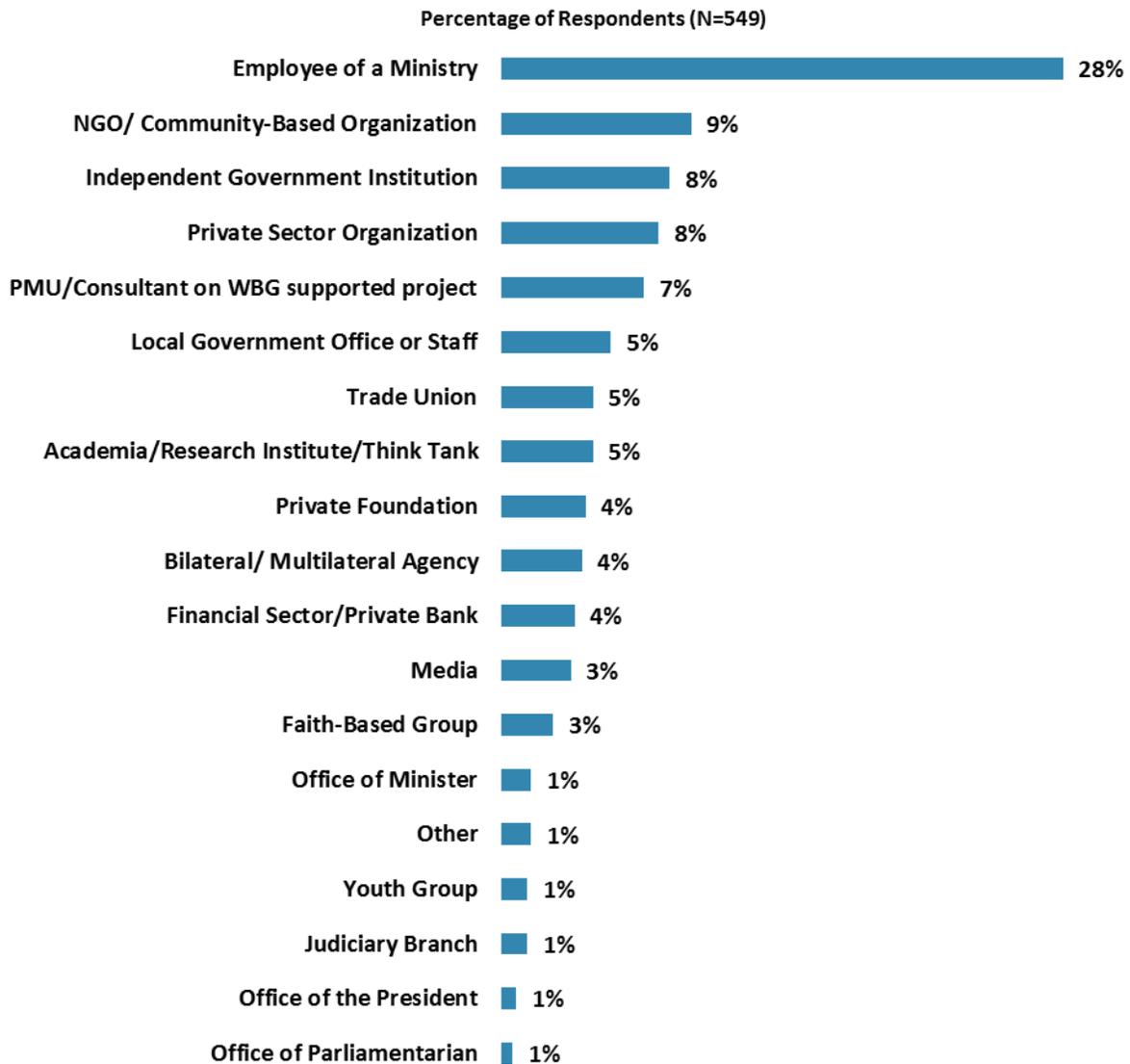
The results of this year's Country Survey were compared to the Country Survey conducted in FY '12 (response rate was 62%, N=373). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Stakeholders who identified themselves as "other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '12 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (see page 117).



III. Demographics of the Sample

Current Position

- **Note:** For all further analyses, the small number of respondents from the office of a Minister were combined with those from the office of the President. The few respondents from the office of a Parliamentarian, youth groups, and the judiciary branch were included in the “Other” category.

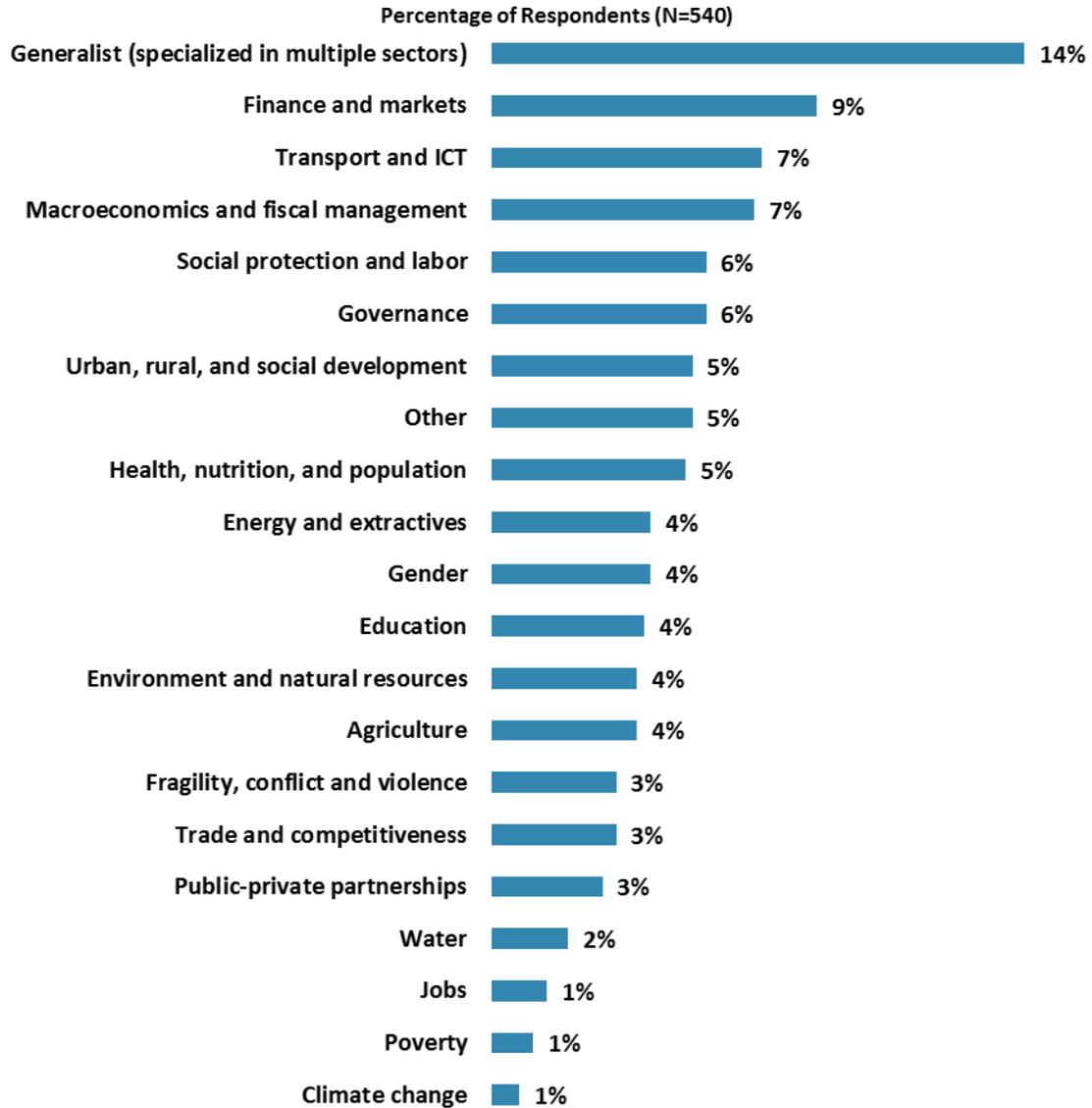


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



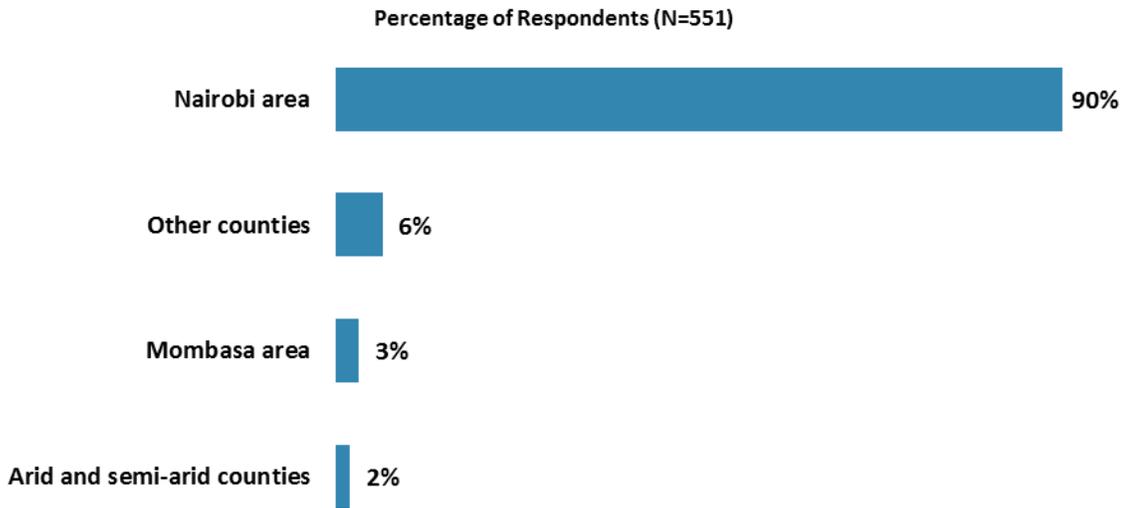
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

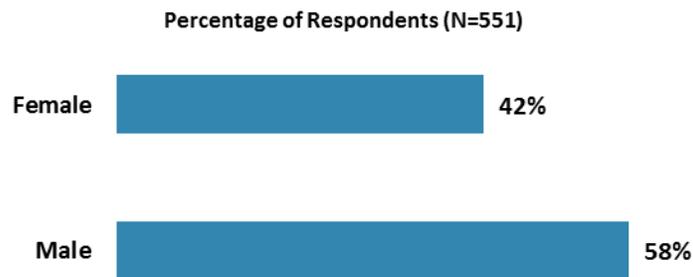
Geographic Location

- **Note:** Because of the small number of respondents from outside of the Nairobi area, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



“Which best represents your geographic location?” (Respondents chose from a list.)
(Note, percentages may not equal 100 due to rounding.)

Gender



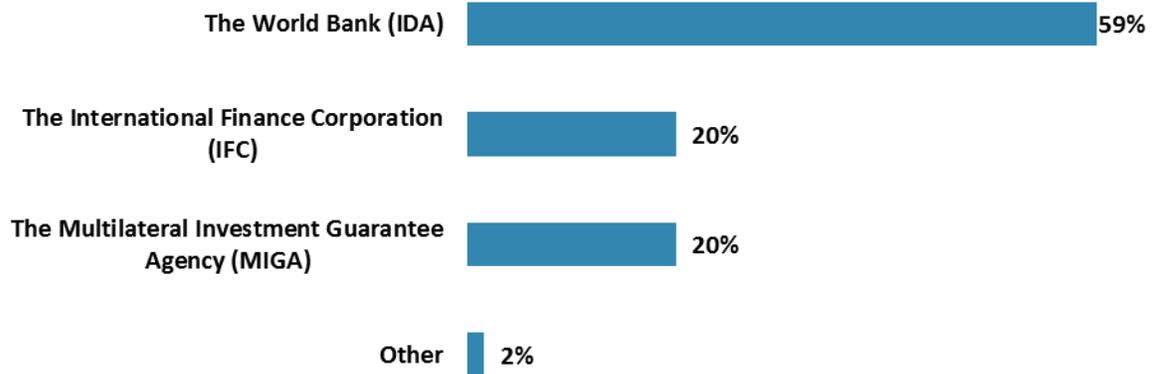
“What’s your gender?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

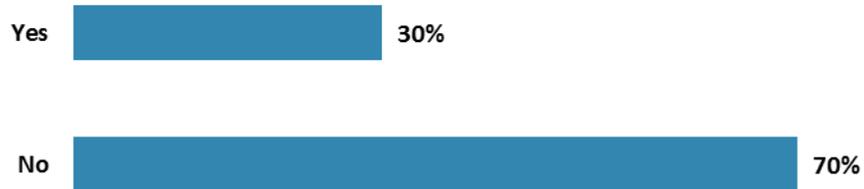
Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=514)



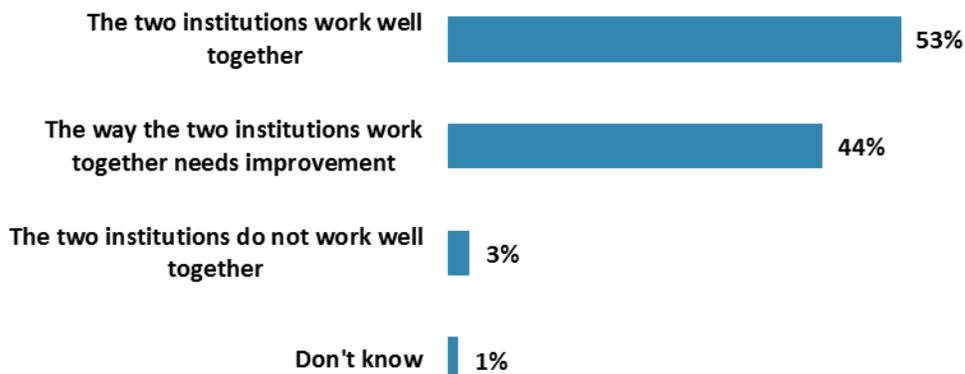
"Which of the following agencies of the World Bank Group do you primarily engage with in Kenya? (Select only ONE response)" (Respondents choose from a list)

Percentage of Respondents (N=529)



"Do your projects involve both the World Bank and IFC?" (Respondents chose from a list.)

Percentage of Respondents (N=154)



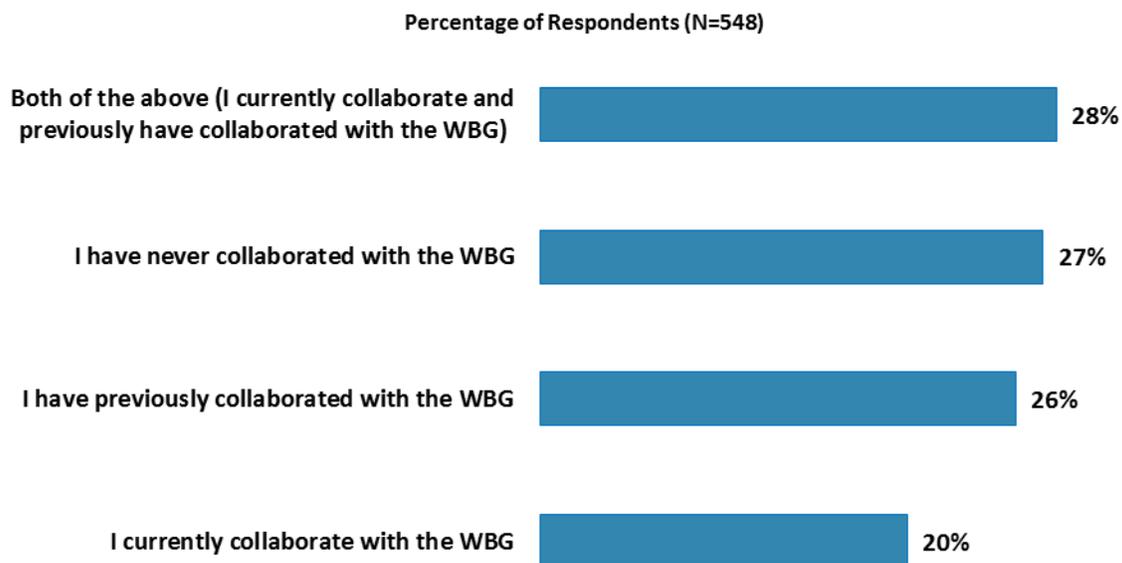
"If your projects involve both the World Bank and IFC, what was your view of how the two institutions work together in Kenya? (Select only ONE response)" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Collaboration with the WBG

- **Note:** For all further analyses, respondents who indicated that they had previously collaborated with the WBG were combined with those who had never collaborated to make one group of those not collaborating with the WBG. Those who indicated both (that they currently collaborate and had collaborated in the past) were combined with those who are currently collaborate to create one group of those collaborating with the WBG.
- **Year comparison:** Respondents in this year's Country Survey were significantly *less* likely to be currently collaborating with the WBG (weighted percentage of respondents collaborating = 47%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents collaborating = 78%)¹.



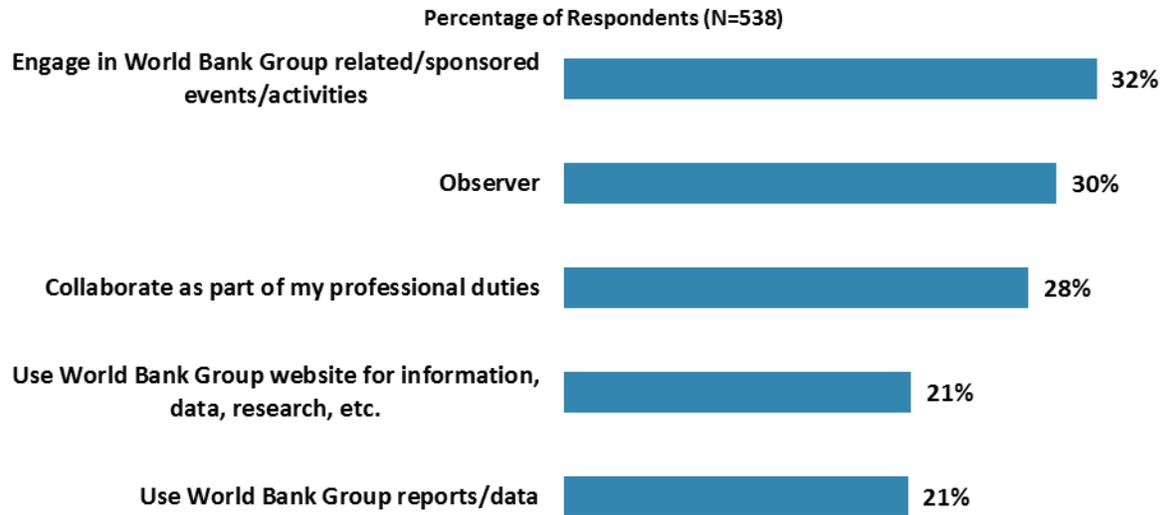
"Which of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)" (Respondents choose from a list)

¹ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



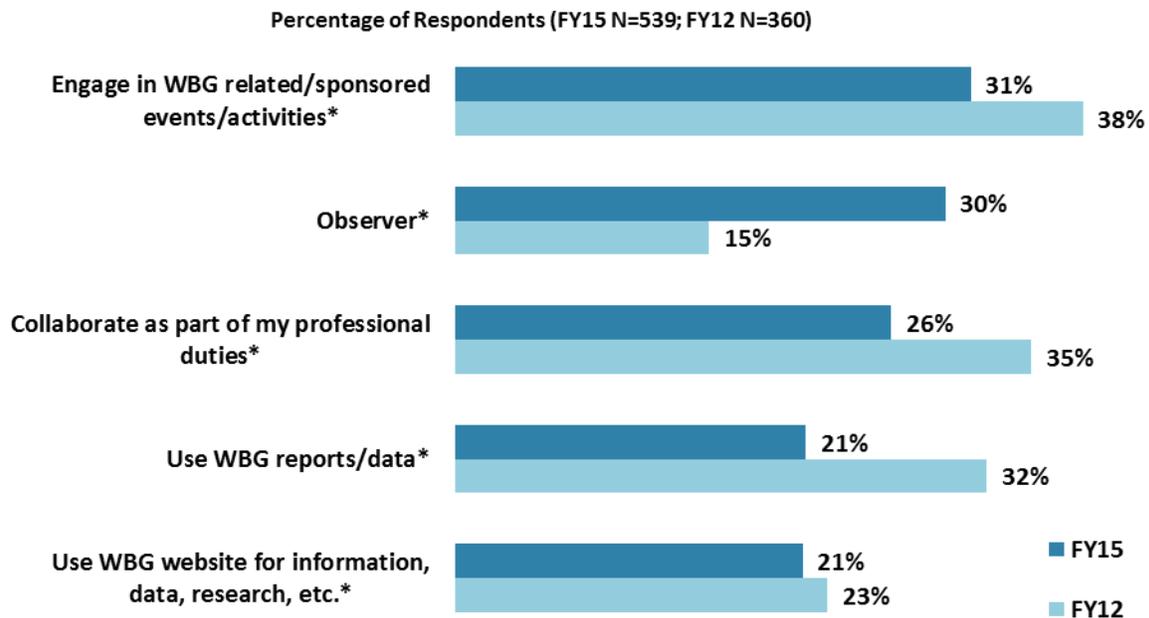
III. Demographics of the Sample (continued)

Exposure to the WBG in Kenya



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

Exposure to the WBG in Kenya: Year Comparison²



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

*Significantly different between FY15 and FY12

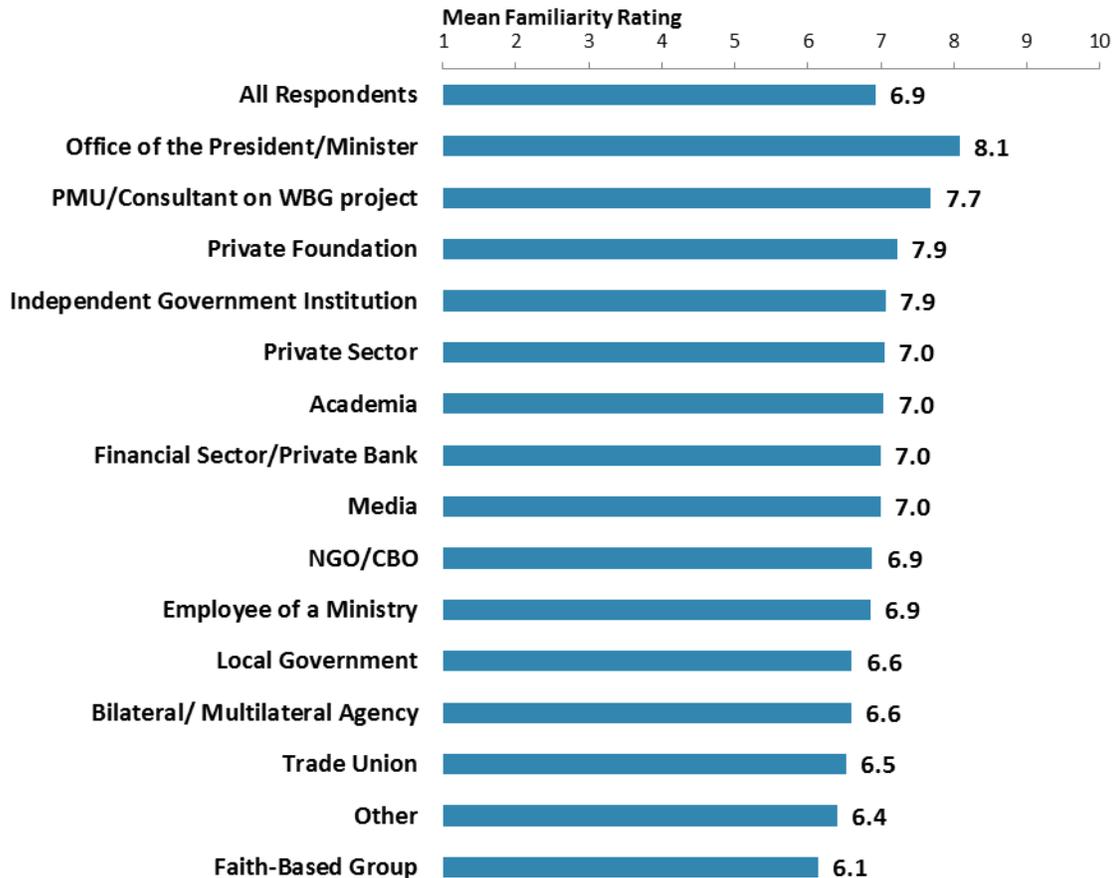
²All percentages presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings of familiarity with the WBG (weighted mean rating = 6.9) compared to respondents from the FY '12 Country Survey (weighted mean rating = 6.8)³.
- **Stakeholders:** As shown in the chart below, respondents from the office of the President/Minister had the highest ratings of familiarity with the WBG whereas respondents from faith-based groups had significantly lower familiarity ratings.
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness, and had small, but significant, correlations with the extent to which the WBG achieves development results in Kenya, and the extent to which the WBG plays a relevant role in development in Kenya.



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

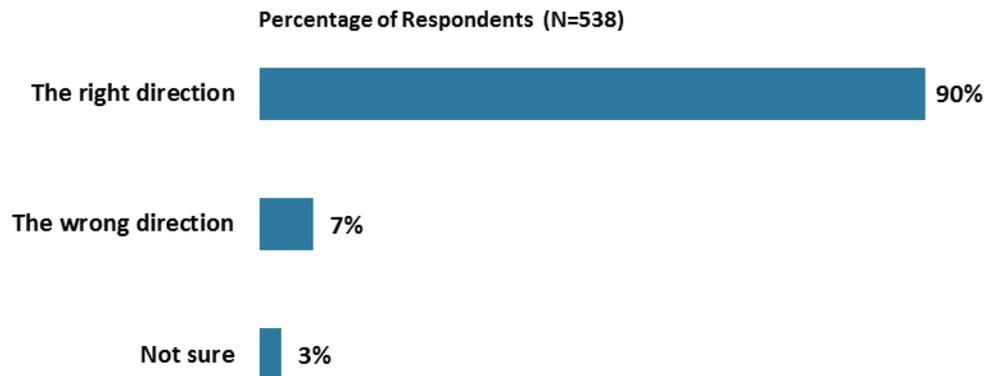
³ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Kenya

Headed in the Right Direction

- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to indicate that Kenya is headed in the right direction (weighted percentage of respondents = 90%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents = 84%)⁴.
- **Stakeholders:** Although the majority of respondents across all stakeholder groups indicated that Kenya is headed in the right direction, respondents from faith-based groups were significantly *less* likely to indicate that Kenya is headed in the right direction than respondents from other stakeholder groups.



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

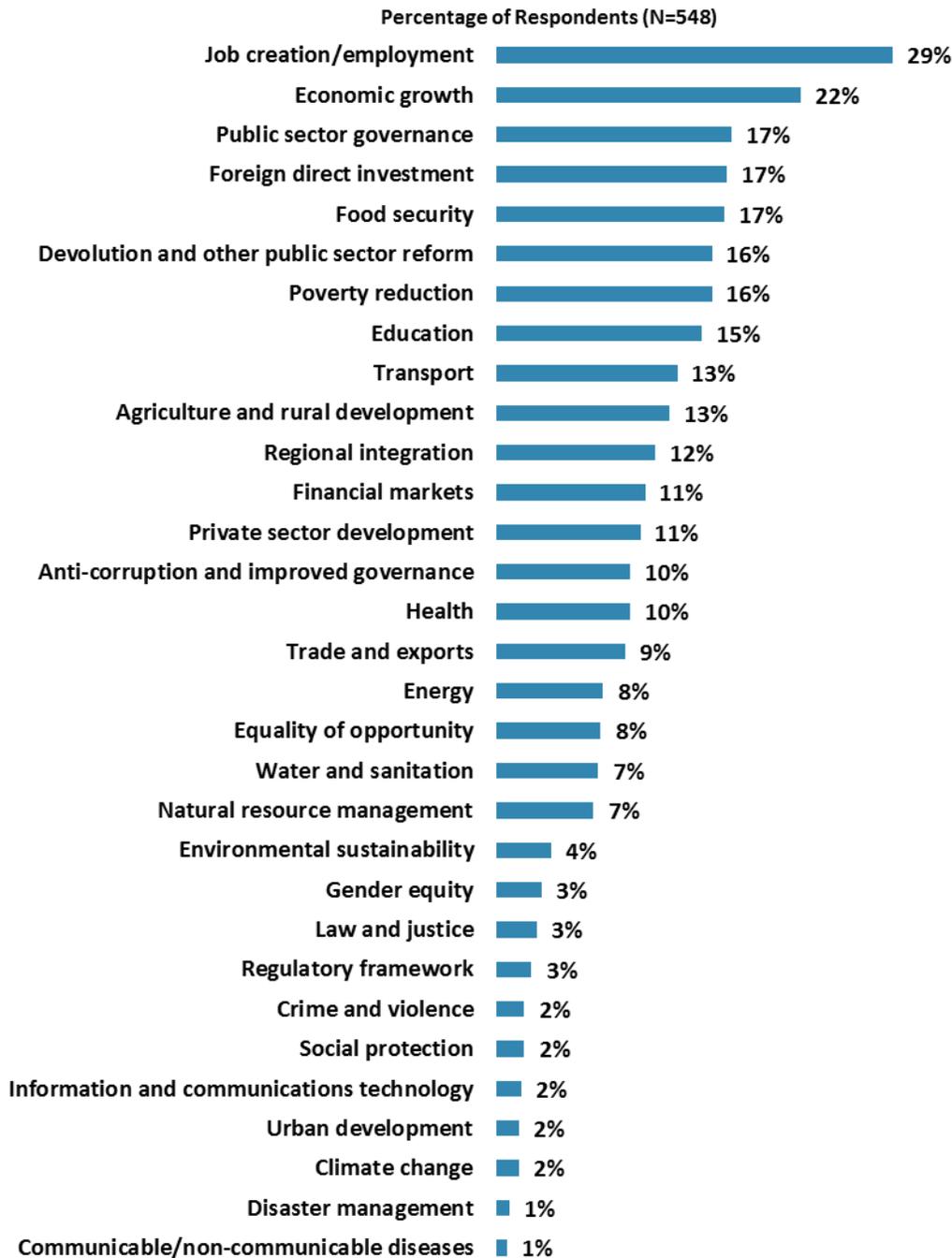
⁴ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



IV. General Issues Facing Kenya (continued)

Development Priority

- **Year comparison:** Respondents in FY '12 indicated that the most important development priority was agriculture/rural development (percentage of respondents = 36%), followed by education (25%), transport (23%), poverty (22%), and job creation/employment (22%).



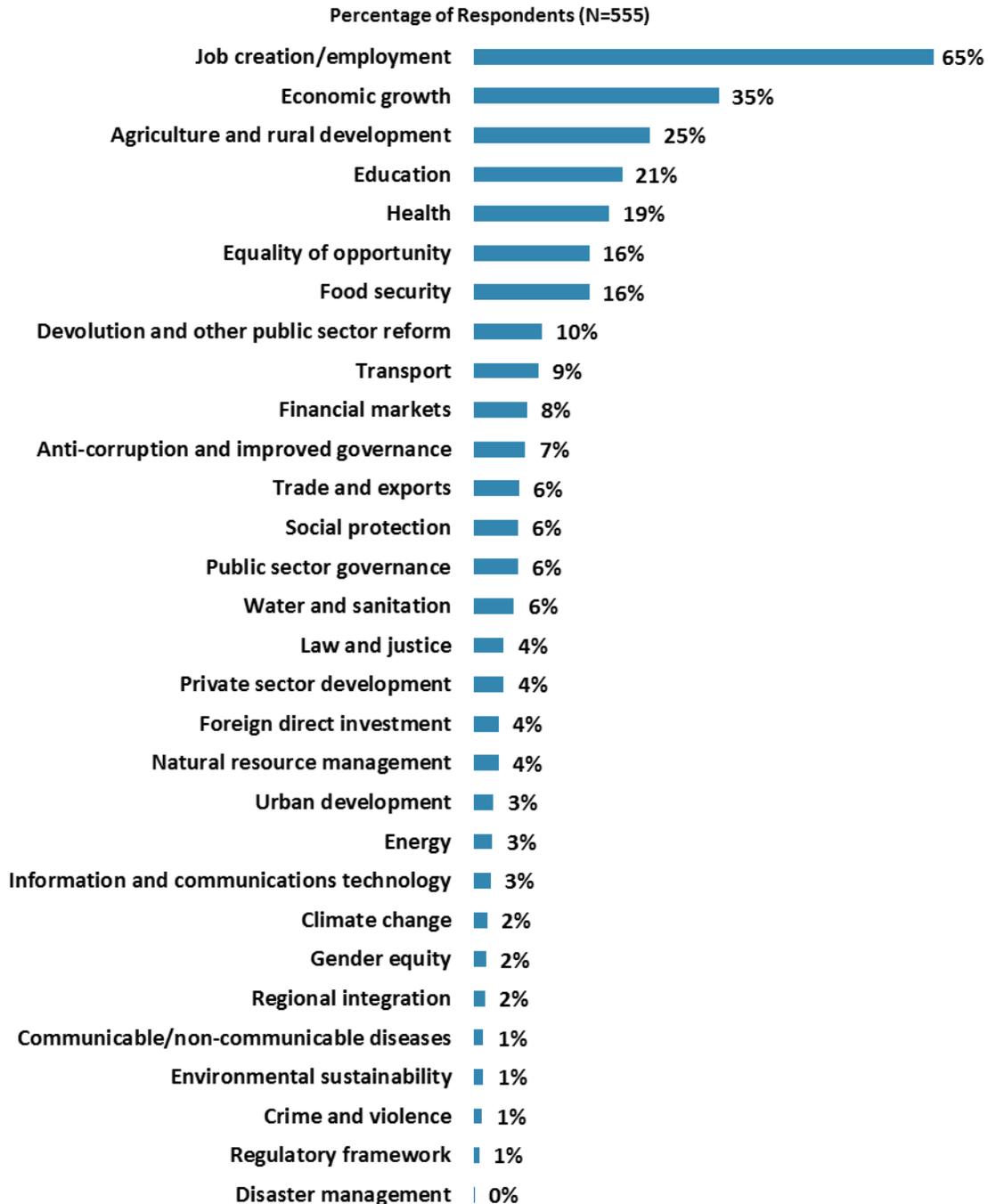
"Listed below are a number of development priorities in Kenya. Please identify which of the following you consider the most important development priorities in Kenya. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Kenya (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that agriculture/rural development (percentage of respondents = 42%), followed by economic growth (31%), job creation/employment (29%), and education (27%) would contribute most to poverty reduction.

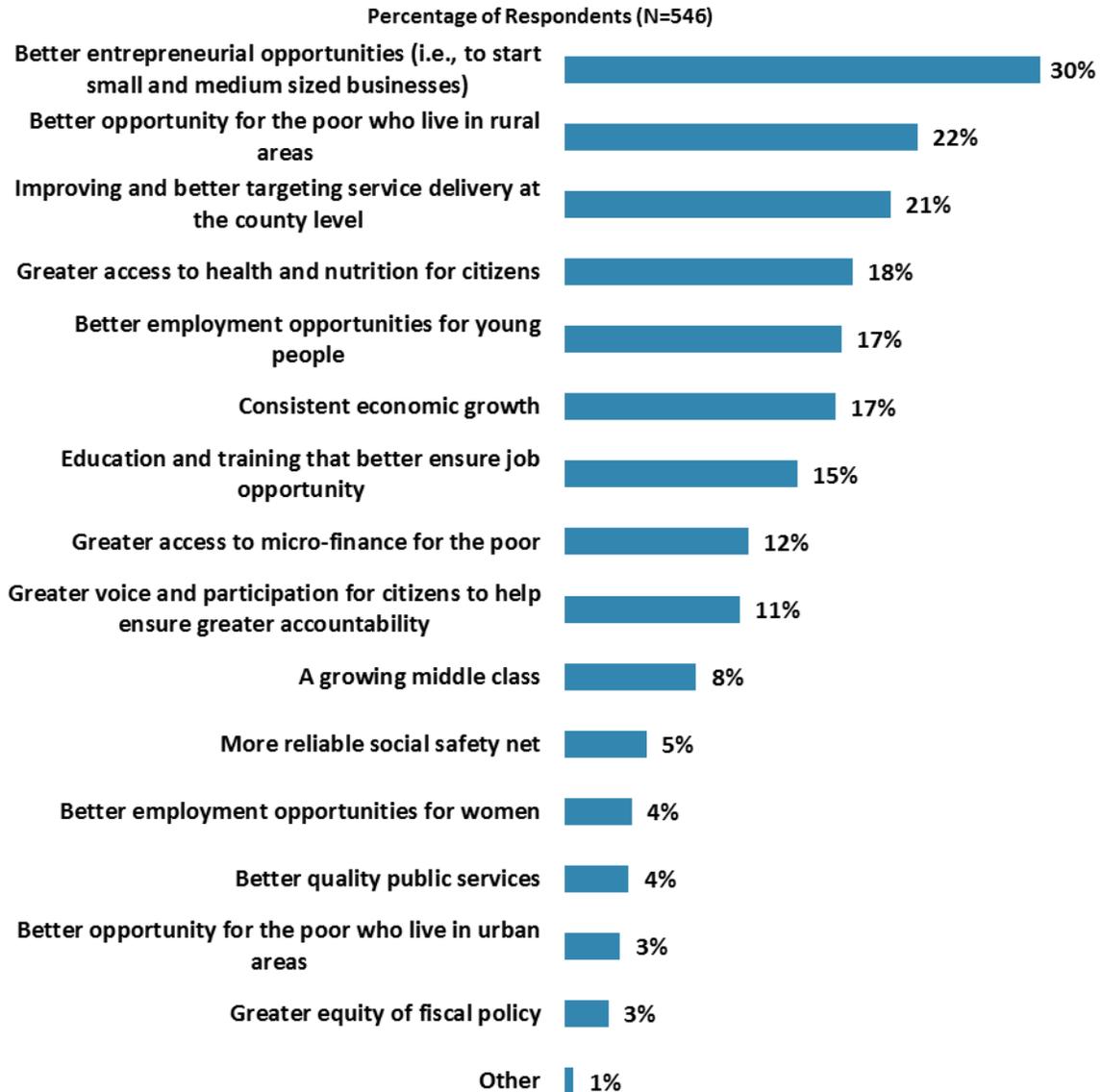


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kenya?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Kenya (continued)

Factors Contributing to “Shared Prosperity”

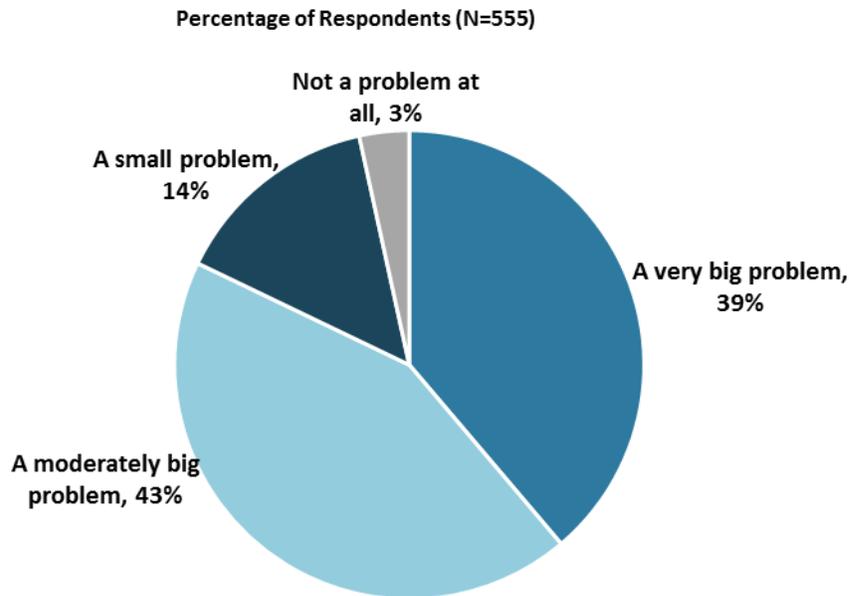


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Kenya? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



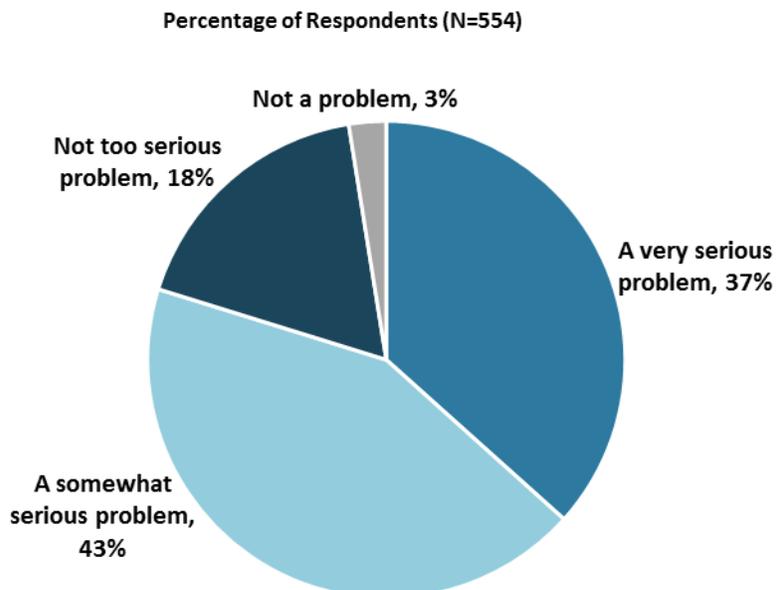
IV. General Issues Facing Kenya (continued)

Assessing the Gap between the Rich and the Poor in Kenya



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kenya? (Select only ONE response)"
(Respondents chose from a list.)

Assessing Global Climate Change



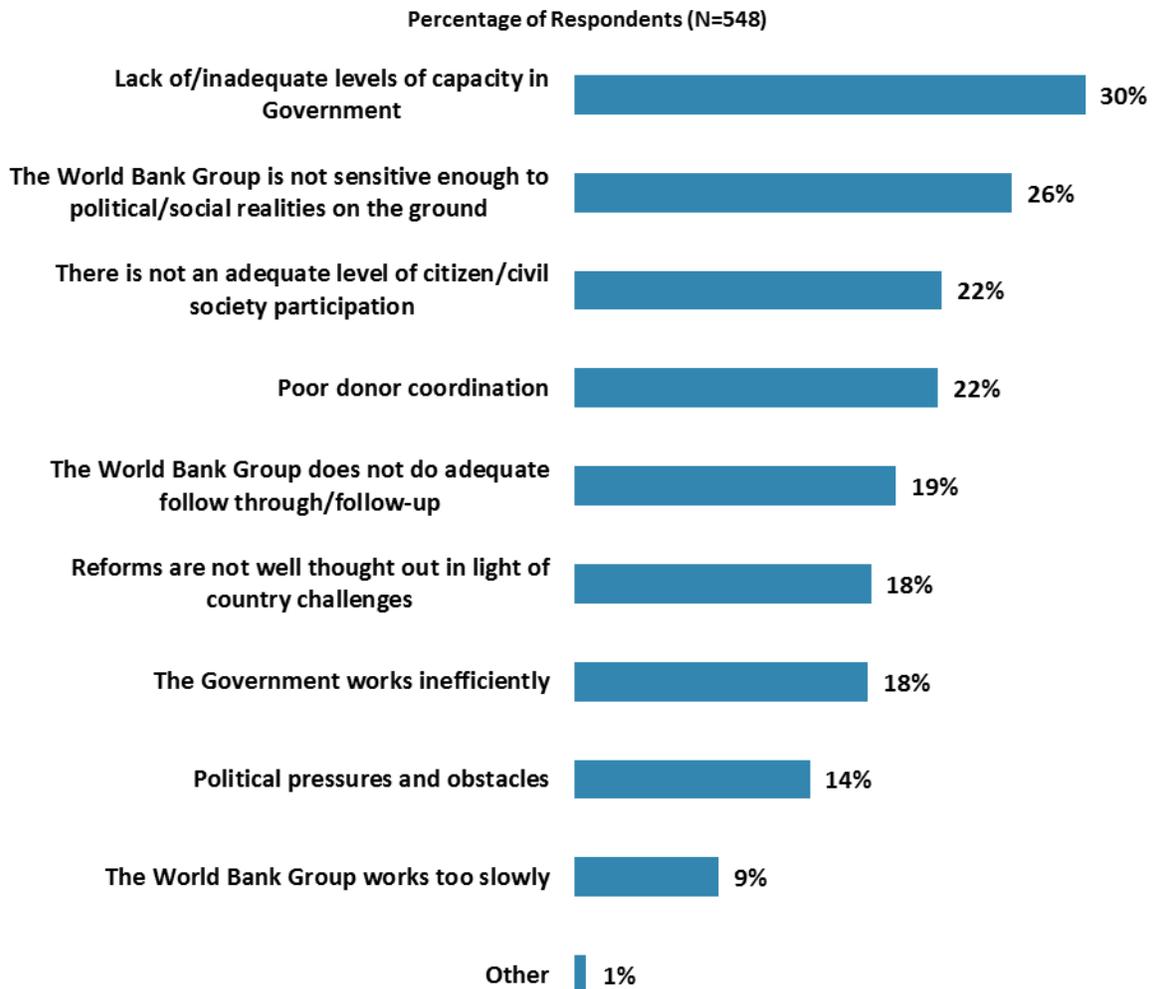
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they most often attributed failed or slow reform efforts to the government working inefficiently (percentage of respondents = 29%) and political pressures and obstacles (28%).



"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.)

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 Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.



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

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

- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the WBG's overall effectiveness in Kenya (weighted mean = 7.0) compared to respondents from the FY '12 Country Survey (weighted mean = 6.5)⁵.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's overall effectiveness in Kenya (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 6.8).



"Overall, please rate your impression of the World Bank Group's effectiveness in Kenya."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 7.0) compared to respondents from the FY '12 Country Survey (weighted mean = 6.8)⁵.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 6.8).



"To what extent does the World Bank Group's work help to achieve development results in Kenya?" (1 - "To no degree at all", 10 - "To a very significant degree")

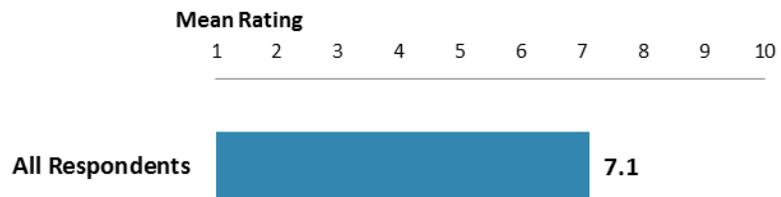
⁵ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the WBG's staff being well prepared to help Kenya (weighted mean = 7.1) compared to respondents from the FY '12 Country Survey (weighted mean = 6.9)⁶.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.3) compared to respondents who are not collaborating (mean rating = 7.0).



"To what extent do you believe the World Bank Group's staff is well prepared to help Kenya solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

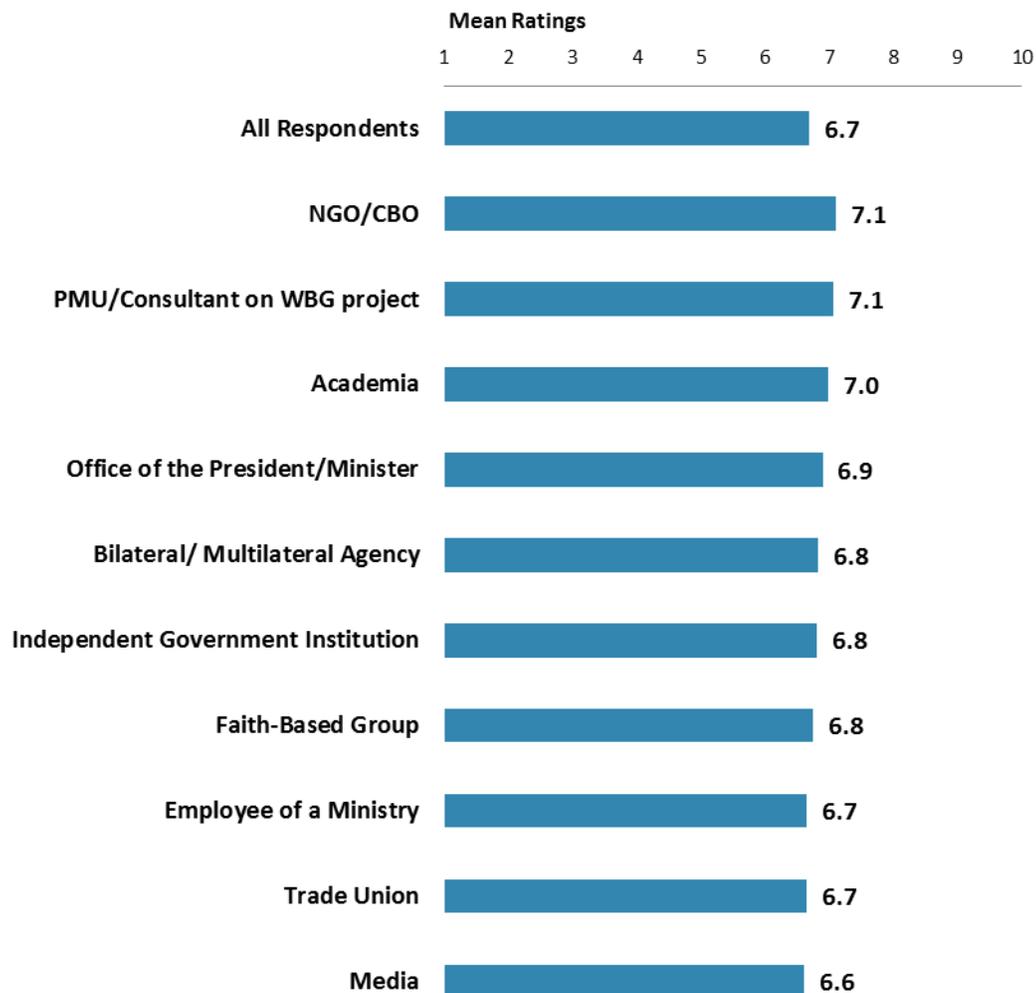
⁶ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from NGOs/CBOs, PMUs/Consultants on WBG projects, and academia had the highest mean rating for the aggregated responses to the twenty-six COS indicator questions whereas employees of ministries and respondents from trade unions and media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 76).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 123).



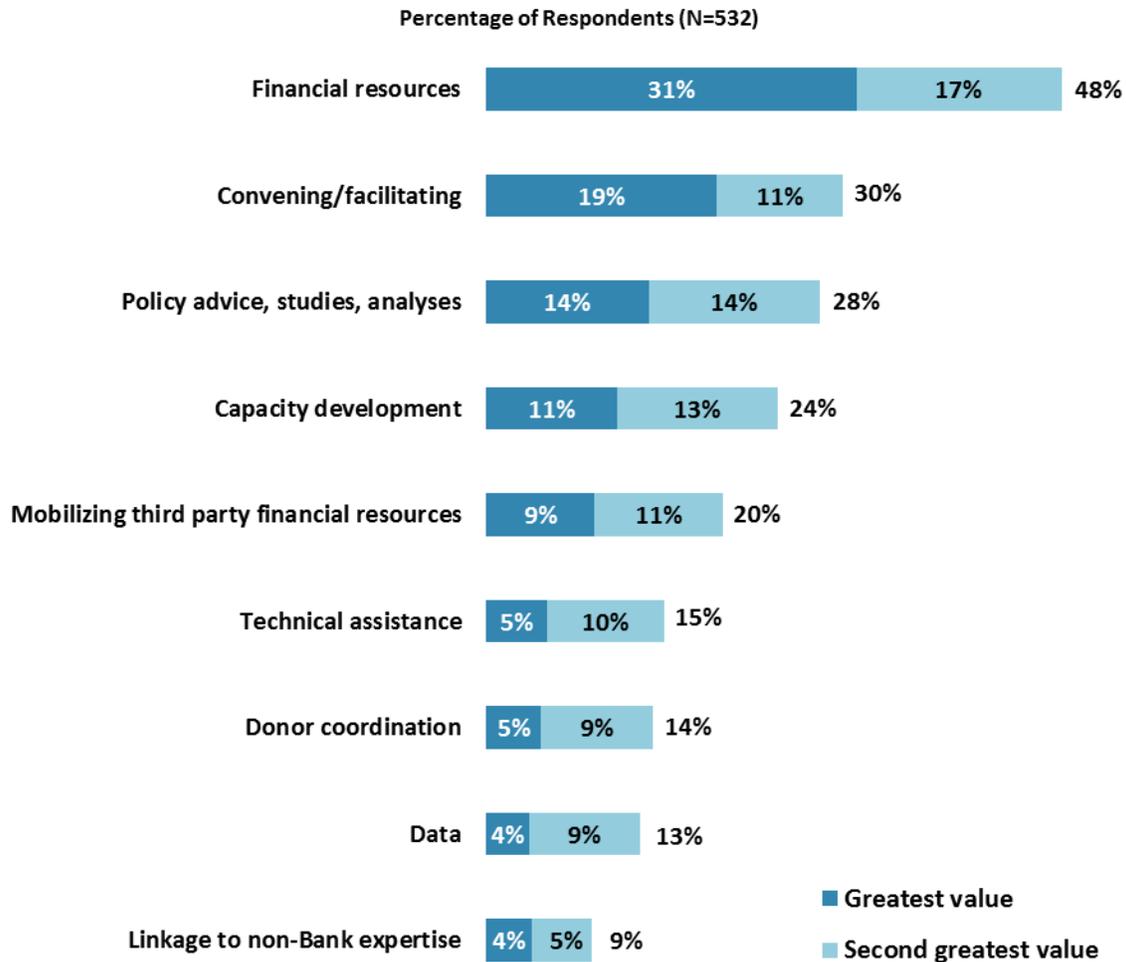
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank's greatest value to Kenya was its financial resources (percentage of respondents = 61%), followed by its technical assistance (27%) and training/capacity building (24%).



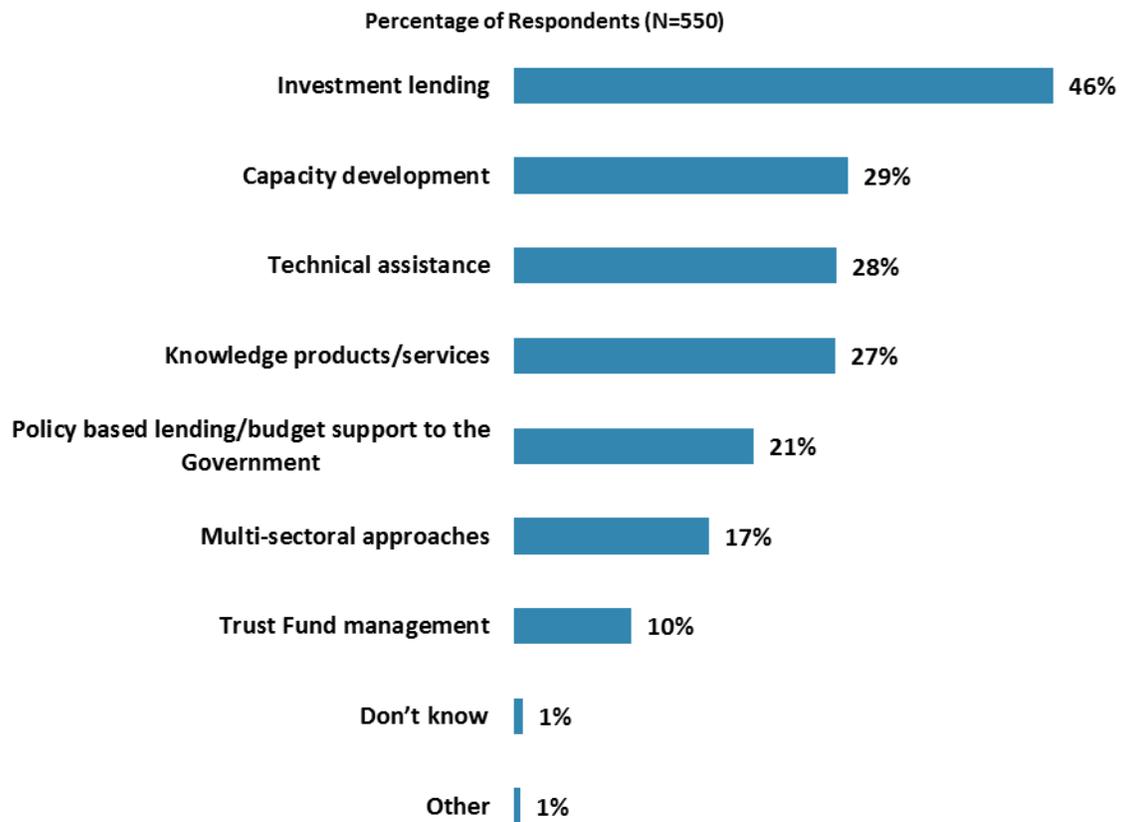
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kenya?" (Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank's most effective instrument at reduce poverty in Kenya was its investment lending (percentage of respondents = 52%), followed by capacity development (34%) and technical assistance (33%).



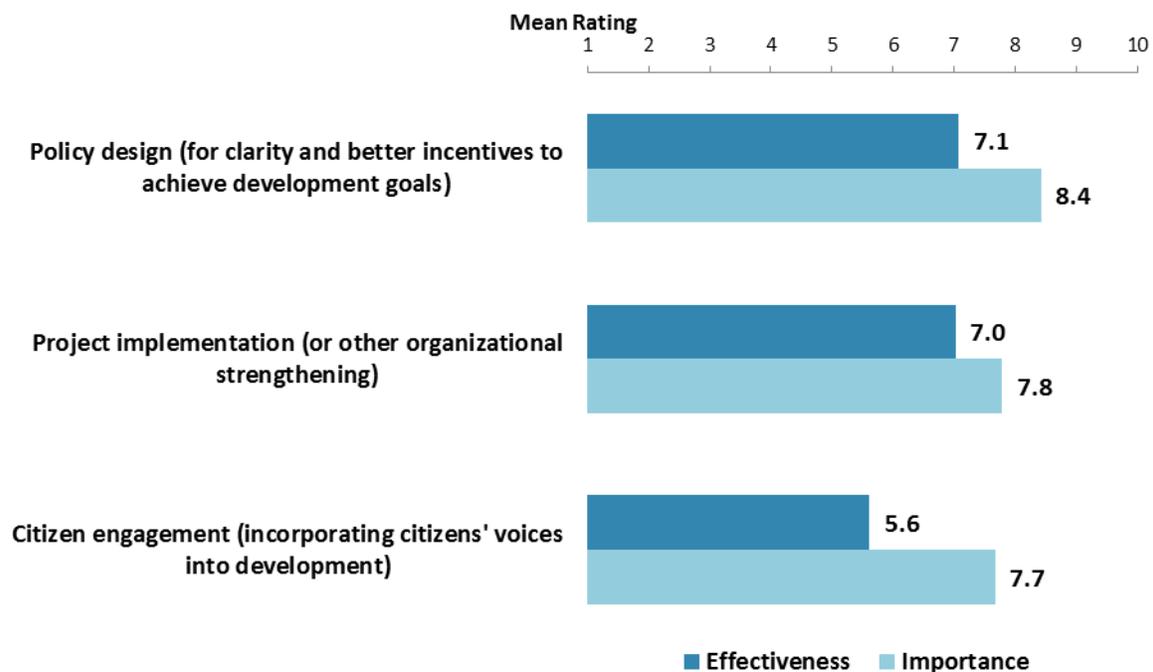
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kenya?" (Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG’s Capacity Building Work

- **Stakeholders:** Respondents from NGOs/CBOs, independent government institutions, faith-based groups, and academia gave the highest ratings for the WBG’s effectiveness at citizen engagement whereas respondents from the office of the President/Minister, PMUs/Consultants on WBG projects, local government, bilateral/multilateral agencies, and other organizations gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s effectiveness at citizen engagement and policy design (mean ratings = 6.4 and 7.2, respectively) compared to respondents who are not collaborating (mean ratings = 5.8 and 6.6, respectively). In contrast, respondents who are not collaborating with the WBG gave significantly higher ratings for the importance of the WBG’s involvement in project implementation, citizen engagement and policy design (mean ratings = 8.7, 8.7 and 8.8, respectively) compared to respondents who are collaborating (mean ratings = 8.4, 8.3 and 8.5, respectively).



"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 Kenya?" (1 - "Not effective at all", 10 - "Very effective")

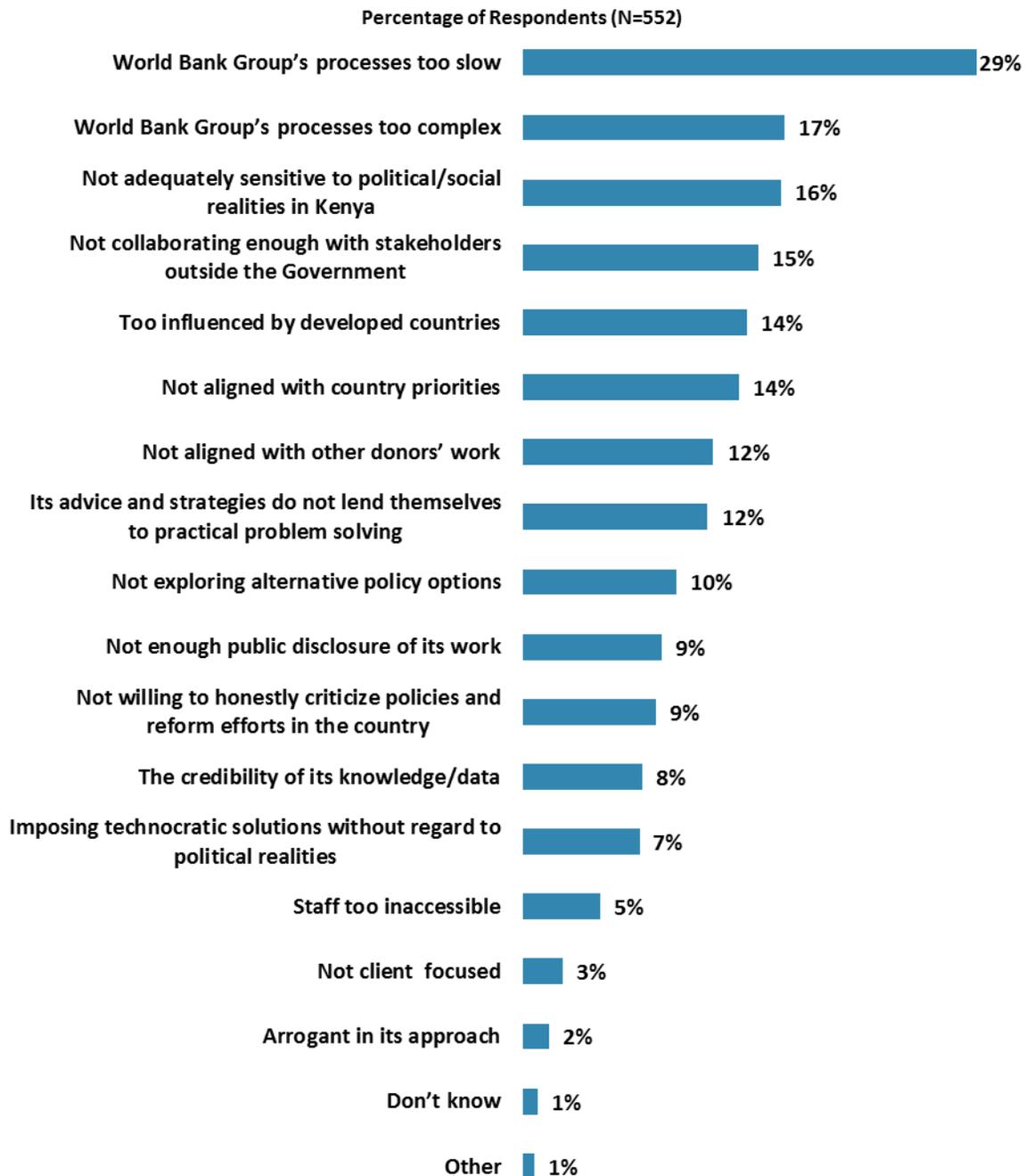
"When thinking about how to improve capacity building in Kenya to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?" (1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in FY '12 indicated that the World Bank's greatest weaknesses in its work in Kenya were being too bureaucratic in its operational policies and procedures (percentage of respondents = 28%), being too influenced by developed countries (22%), and World Bank processes being too slow and complex (19%).

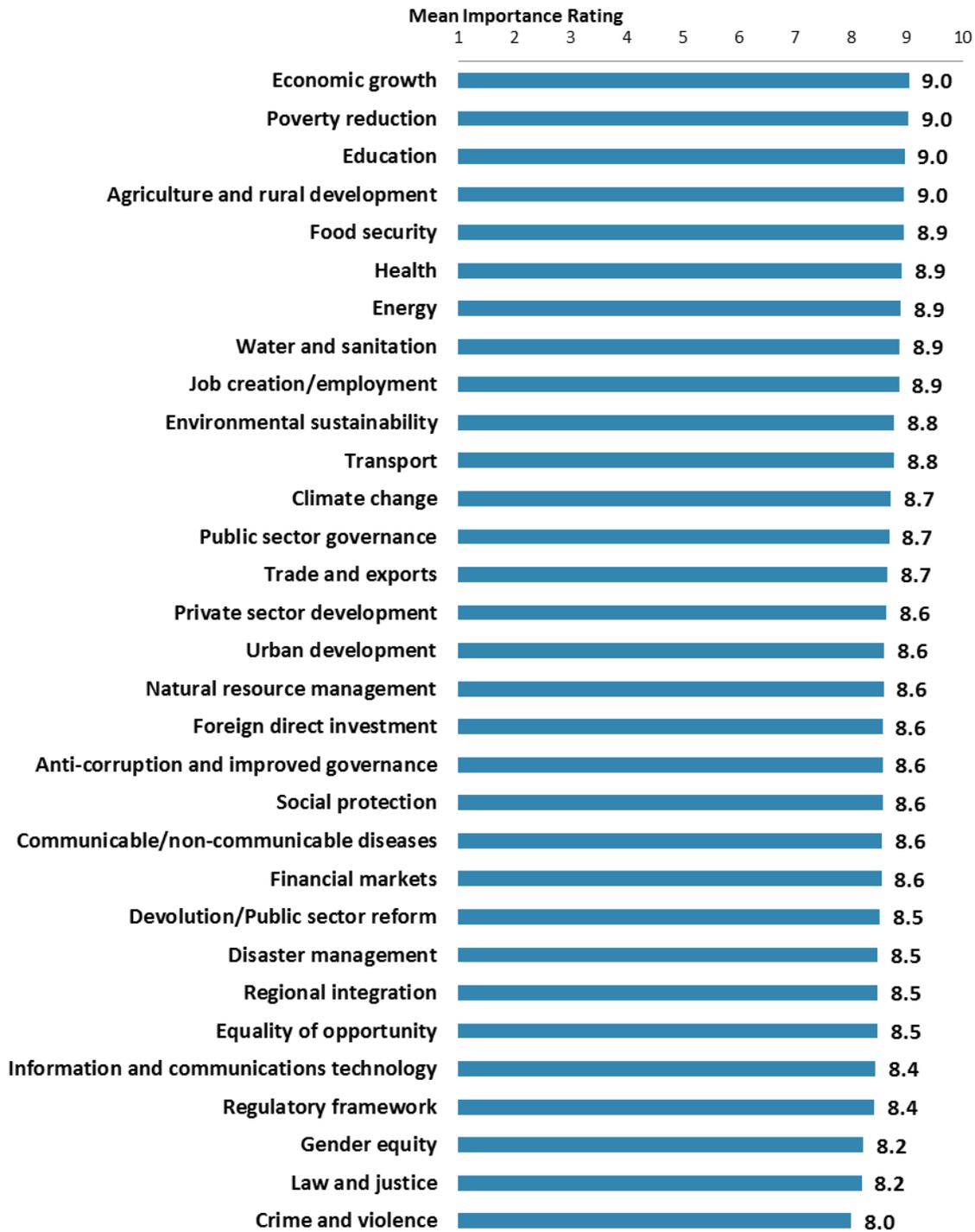


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas



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



VI. Sectoral Importance and Effectiveness (continued)

Importance of WBG's Support in Sectoral Areas (continued)

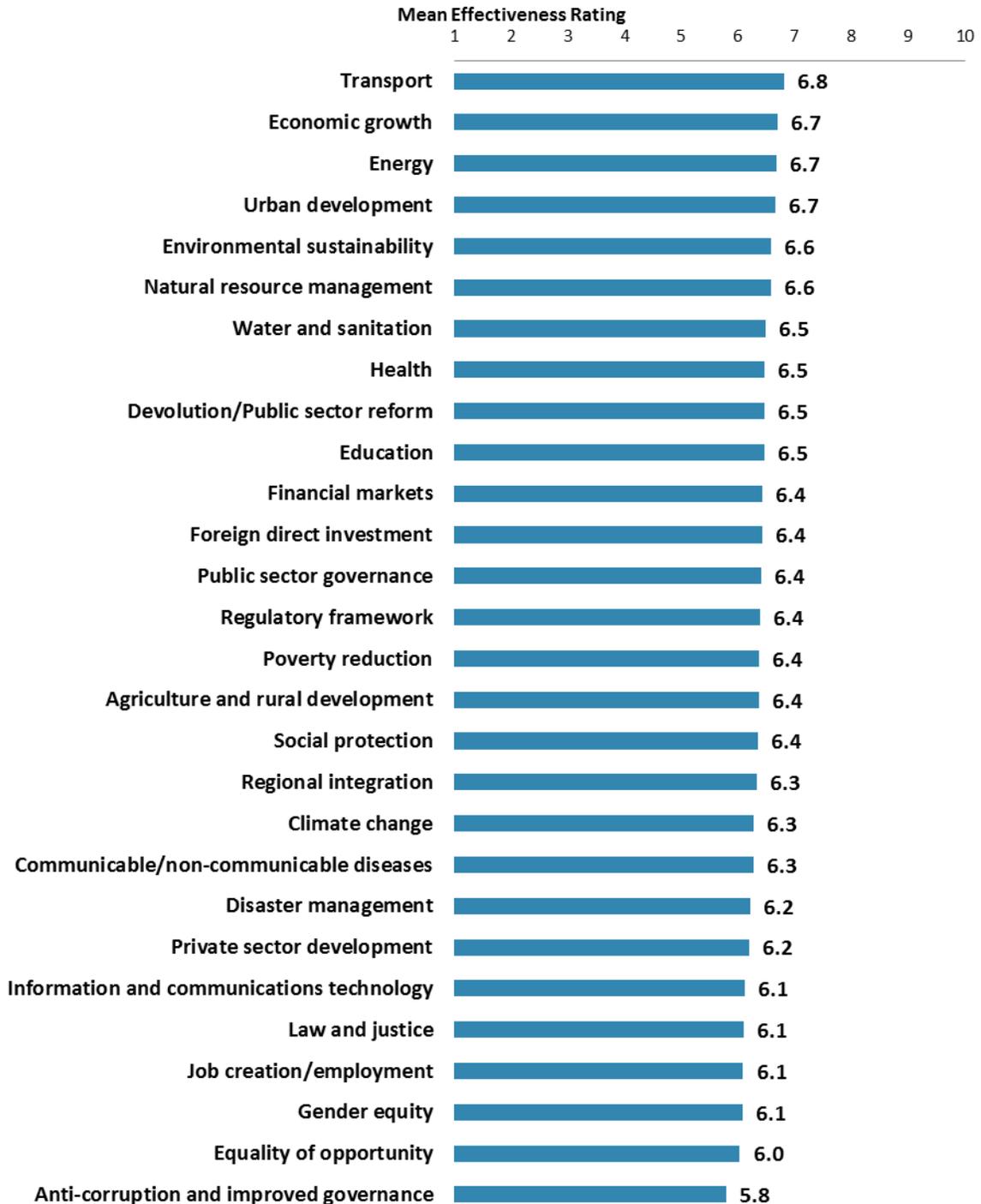
- **Stakeholders:** There were significant stakeholder group differences across seven of these thirty-one development areas (refer to Appendix B, page 76, for a complete breakdown). For the most part, respondents from the office of the President/Minister, local government, and the financial sector/private banks gave the highest ratings for the importance of the WBG's involvement in these areas whereas respondents from PMUs/Consultants on WBG projects and bilateral/multilateral agencies tended to give significantly lower ratings. Those development areas with significant stakeholder group differences were:
 - Private sector development;
 - Foreign direct investment;
 - Trade and exports;
 - Financial markets;
 - Equality of opportunity;
 - Regional integration; and
 - Food security.

- **Collaboration:** Compared to respondents who are collaborating with the WBG, respondents who are not collaborating with the WBG had significantly higher ratings for the importance of the WBG's involvement in (refer to Appendix C, page 100, for a complete breakdown):
 - Crime and violence;
 - Law and justice;
 - Communicable/non-communicable diseases;
 - Gender equity;
 - Foreign direct investment;
 - Trade and exports;
 - Disaster management;
 - Financial markets;
 - Equality of opportunity;
 - Regional integration;
 - Social protection; and
 - Natural resource management.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas⁷



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

⁷ Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 60) for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas (continued)

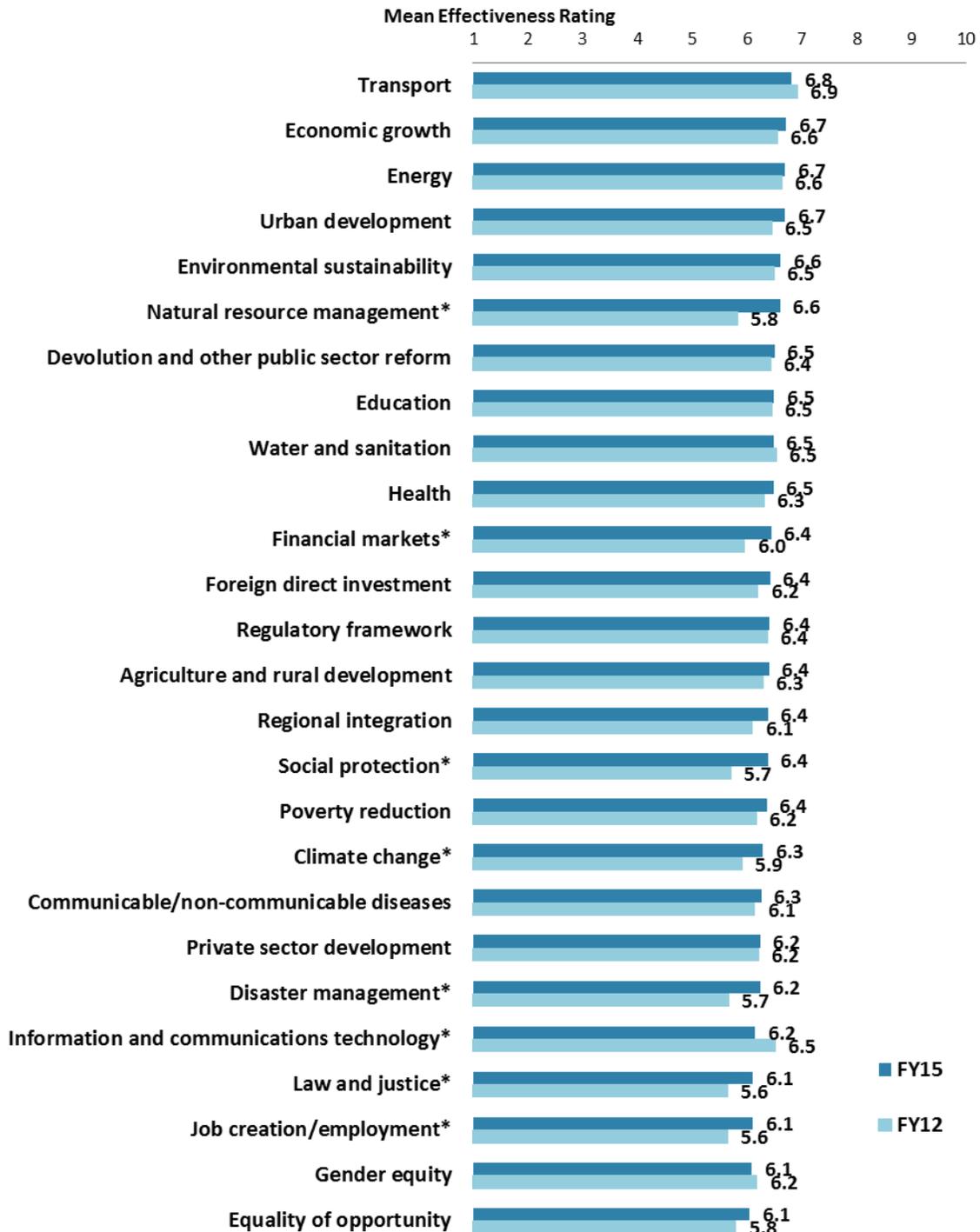
- **Stakeholders:** There were significant stakeholder group differences across seven of these twenty-eight development areas (refer to Appendix B, page 76, for a complete breakdown). For the most part, respondents from NGOs/CBOs and trade unions tended to give the highest ratings for the WBG's effectiveness in these areas whereas respondents from the office of the President/Minister, local government, the financial sector/private banks, and other organizations tended to give significantly lower ratings of effectiveness. Those development areas with significant stakeholder group differences were:
 - Making devolution work and other public sector reform;
 - Anti-corruption and improved governance;
 - Poverty reduction;
 - Gender equity;
 - Private sector development;
 - Disaster management;
 - Job creation/employment;
 - Financial markets; and
 - Natural resource management.

- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings for the WBG's effectiveness in nearly all of these development areas compared to respondents who are not collaborating with the WBG (refer to Appendix C, page 100, for a complete breakdown). The few areas that did *not* reach statistical significance were:
 - Making devolution work and other public sector reform;
 - Private sector development;
 - Equality of opportunity;
 - Education; and
 - Natural resource management.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁸



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kenya?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY15 and FY12)

⁸All means presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.



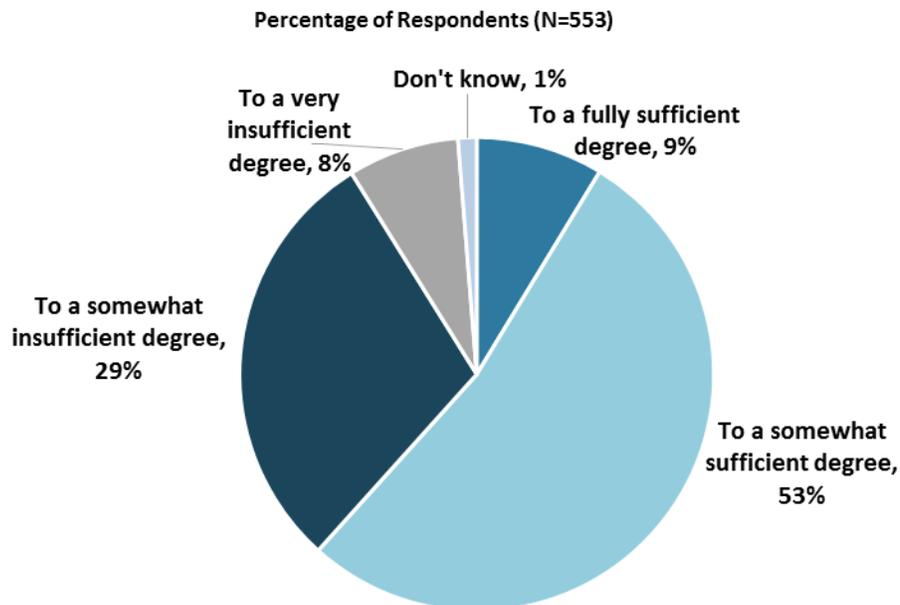
VI. Sectoral Importance and Effectiveness (continued)

WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kenya?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest in Kenya



"To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya? (Select only ONE response)" (Respondents chose from a list.)



VI. Sectoral 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 Kenya, bivariate correlational analyses were conducted using respondents' ratings of the twenty-eight specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group'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 Bank Group'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 Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Kenya. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at public sector governance;
 - The WBG's effectiveness at making devolution work and other public sector reform;
 - The WBG's effectiveness at regional integration;
 - The WBG's effectiveness at job creation/employment; and
 - The WBG's effectiveness at anti-corruption and improved governance.

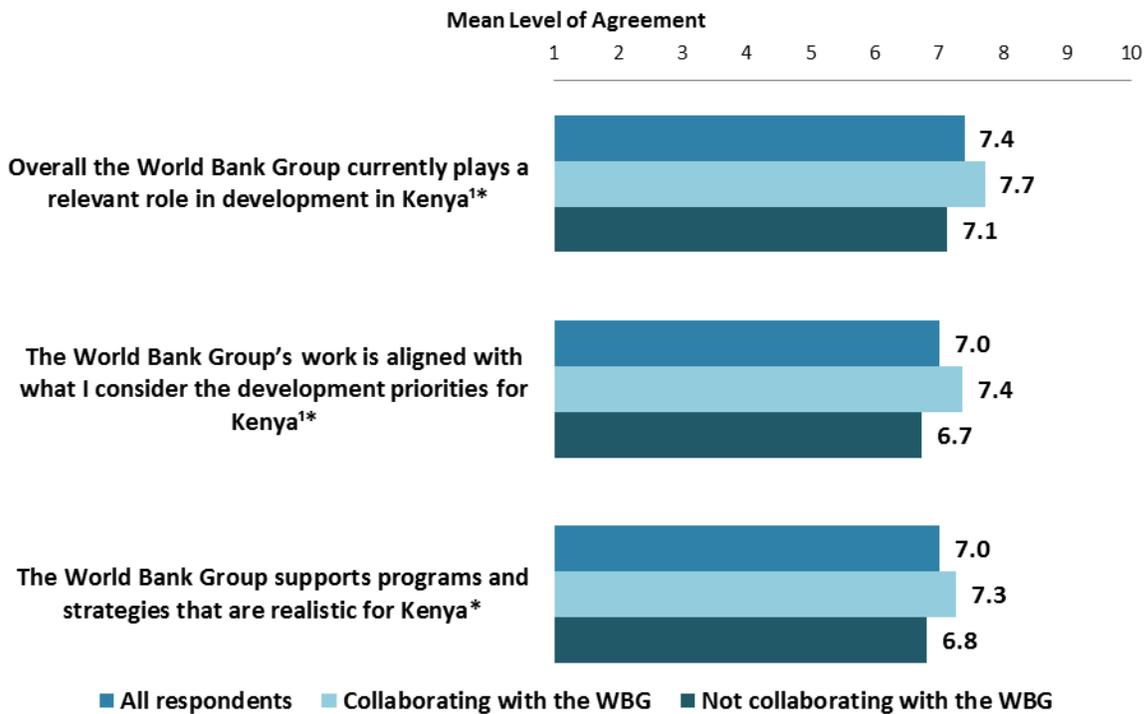
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Kenya, suggesting that ratings of effectiveness in those specific areas 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 environmental sustainability;
 - The WBG's effectiveness at foreign direct investment;
 - The WBG's effectiveness at social protection; and
 - The WBG's effectiveness at education.



VII. How the World Bank Group Operates

The World Bank Group's Work in Kenya

- **Stakeholders:** Respondents from the office of the President/Minister had the highest levels of agreement that the WBG plays a relevant role in development whereas respondents from local government had significantly lower levels of agreement. Respondents from PMUs/Consultants on WBG projects and NGOs/CBOs had the highest levels of agreement that the WBG is aligned with country priorities whereas respondents from other organizations had significantly lower levels of agreement.

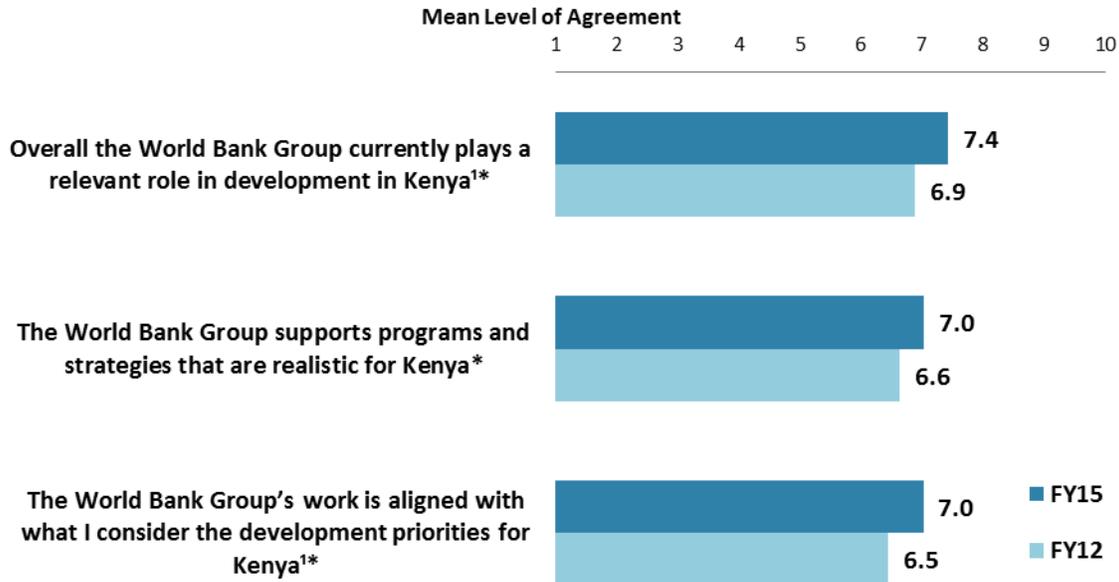


"To what extent do you agree with the following statements about the World Bank Group's work in Kenya?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question



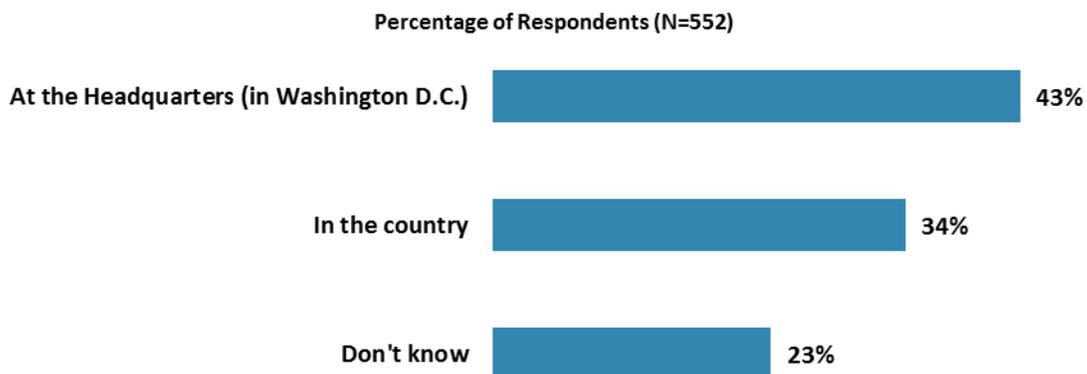
VII. How the World Bank Group Operates

The World Bank Group's Work in Kenya: Year Comparison⁹



"To what extent do you agree with the following statements about the World Bank Group's work in Kenya?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY15 and FY12) ¹Indicator Question

The World Bank Group's Decisions



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

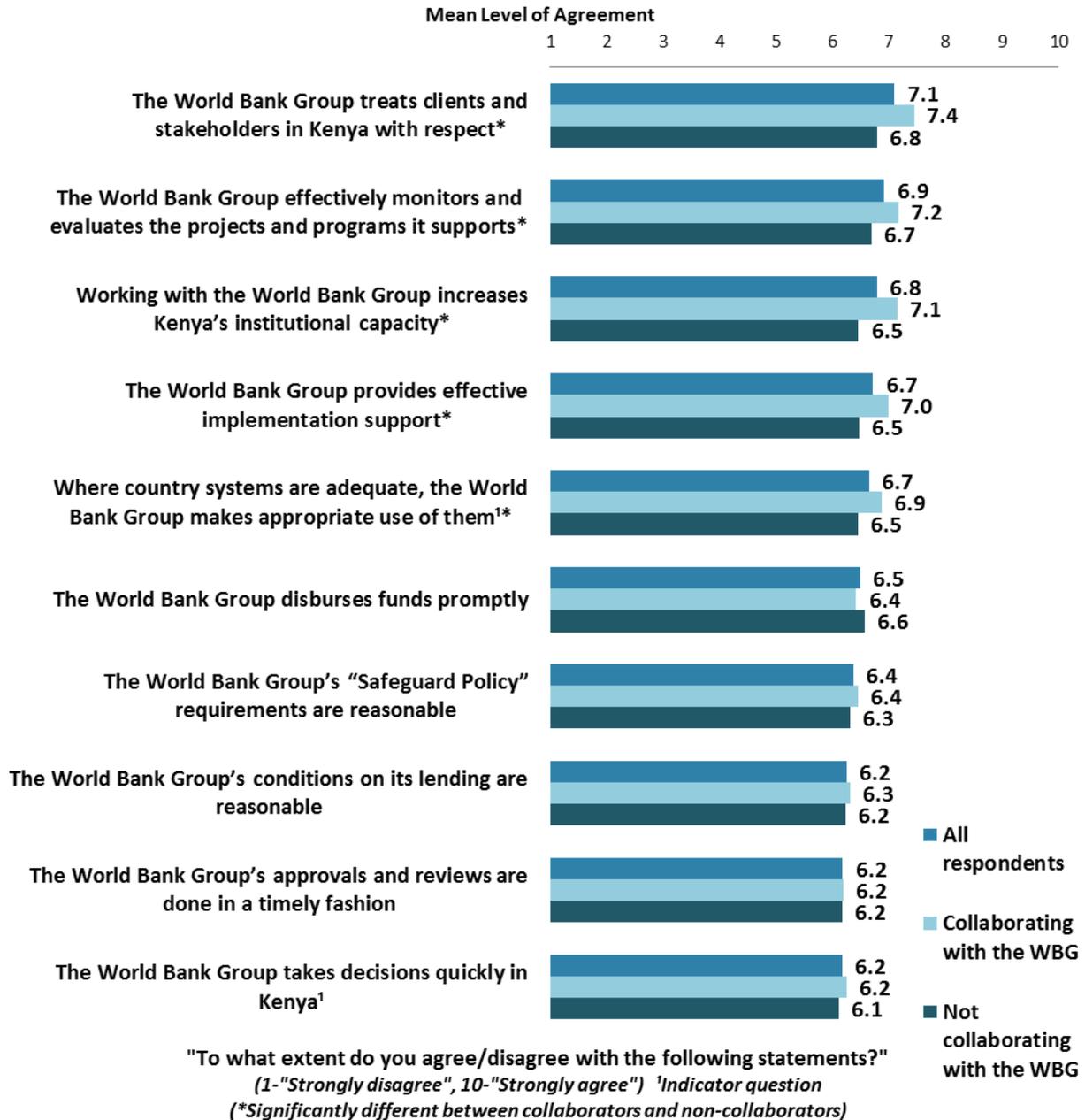
⁹All means presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.



VII. How the World Bank Group Operates (continued)

Overall Perceptions

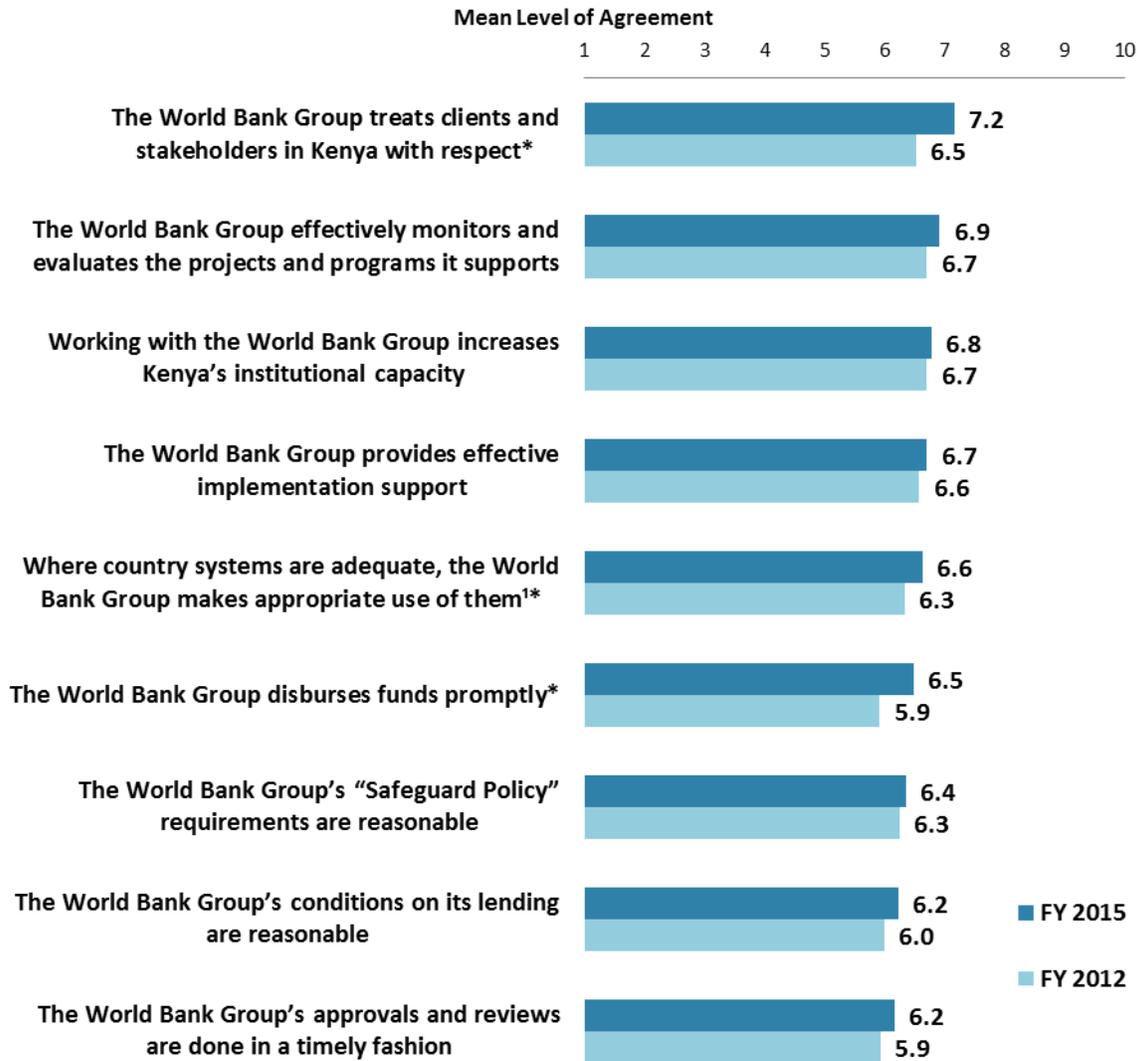
- **Stakeholders:** Respondents from academia had the highest levels of agreement that the WBG treats stakeholders with respect whereas respondents from other organizations had significantly lower levels of agreement.





VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹⁰



"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") 'Indicator question
 (*Significantly different between FY15 and FY12)

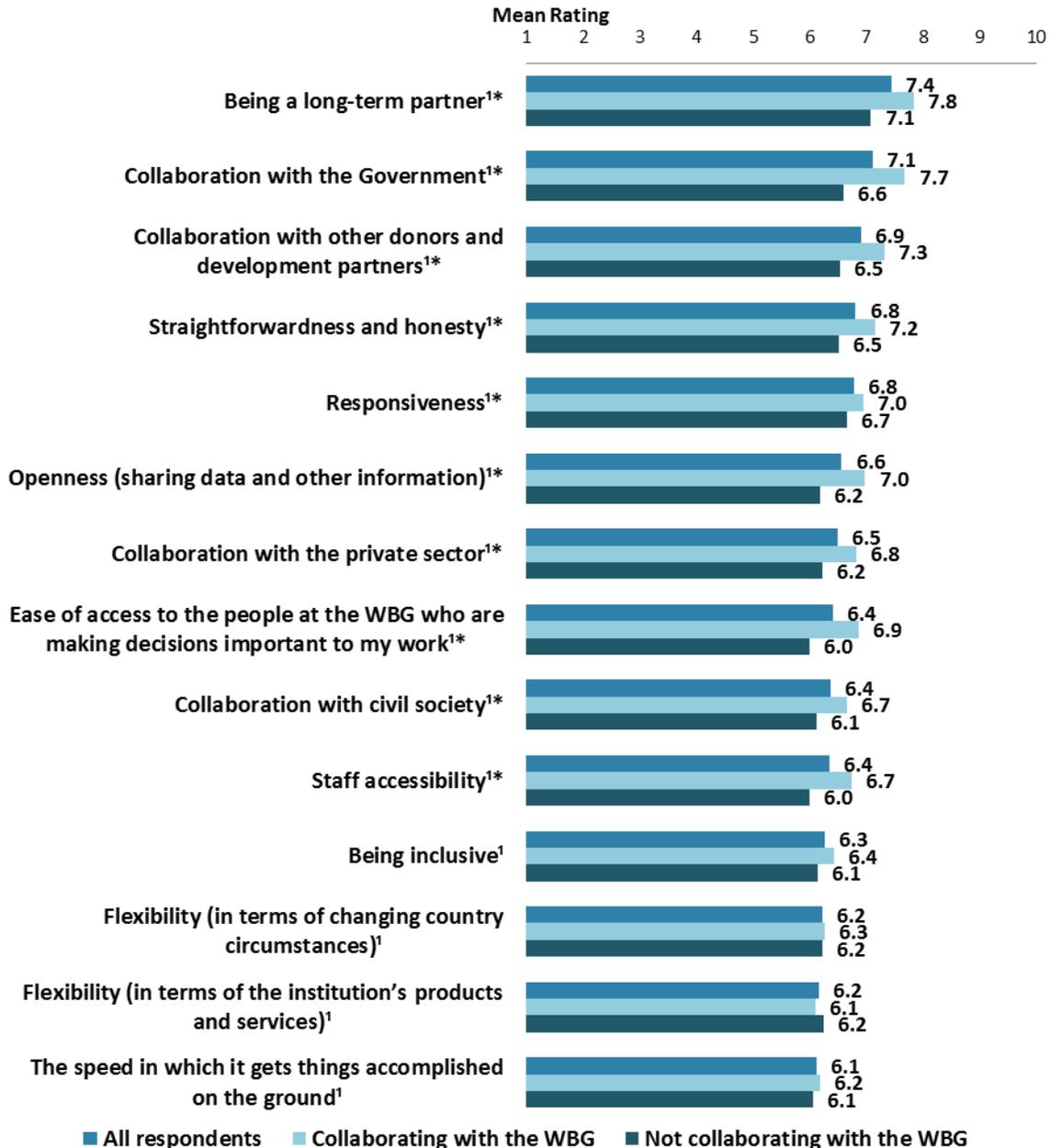
¹⁰All means presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in Kenya. For the most part, respondents from NGOs/CBOs and PMUs/Consultants on WBG projects tended to have the highest levels of agreement whereas respondents from local government and private foundations tended to have significantly lower levels of agreement. For a complete breakdown of stakeholder group differences see Appendix B (page 76).

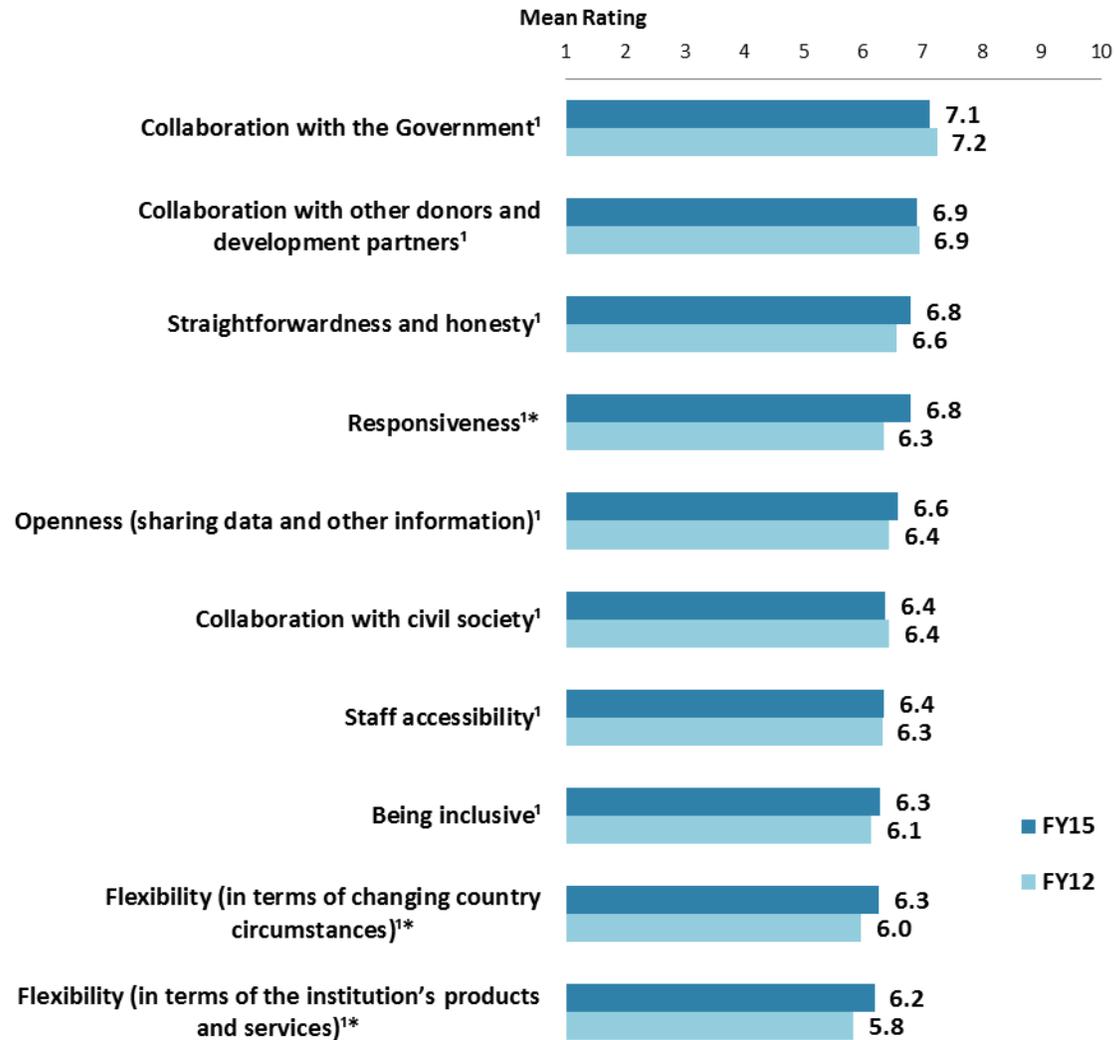


"To what extent is the World Bank Group an effective development partner in Kenya in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹¹



"To what extent is the World Bank Group an effective development partner in Kenya in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY15 and FY12) ¹Indicator Question

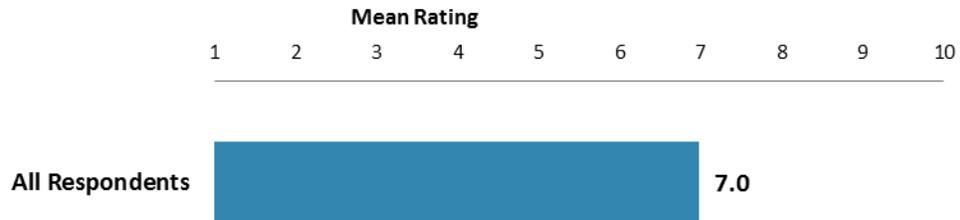
¹¹All means presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.



VII. How the World Bank Group Operates (continued)

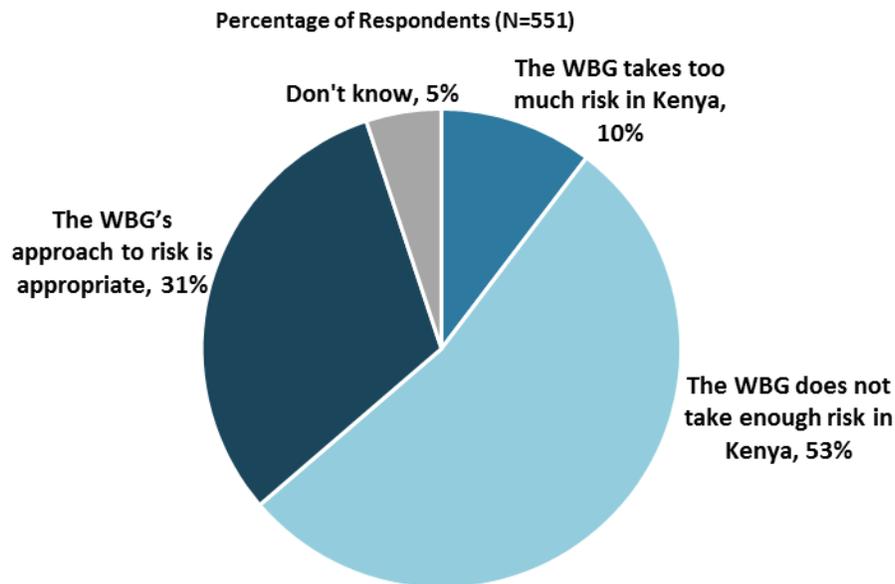
Internal Measuring and Monitoring

- **Collaboration:** Respondents who are not collaborating with the WBG had significantly higher ratings that the WBG measures and corrects its work in real time (mean rating = 7.1) compared to those who are collaborating (mean rating = 6.8).



"To what extent do you believe the World Bank Group measures and corrects its work in real time in Kenya?" (1-"To no degree at all", 10-"To a very significant degree")

The WBG's Approach to Risk in Kenya



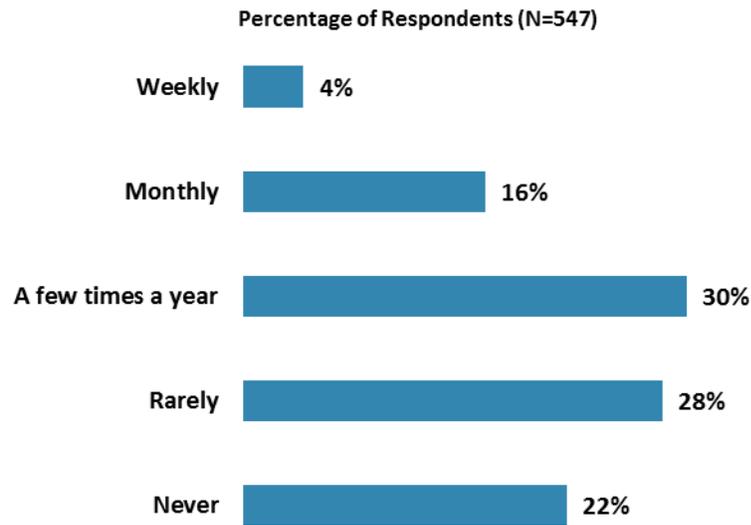
"Which of the following best describes the way the World Bank Group operates in Kenya? (Select only ONE response)" (Respondents chose from a list.)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work/Activities

- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects indicated the most frequent usage of the WBG's knowledge work and activities (percentage of respondents = 33% weekly/monthly) whereas respondents from local government and private foundations indicated significantly less frequent usage (73% and 74% rarely/never, respectively).
- **Collaboration:** Respondents who are collaborating with the WBG indicated significantly more frequent usage of the WBG's knowledge work and activities (percentage of respondents = 35% weekly/monthly) compared to respondents who are not collaborating with the WBG (70% rarely/never).

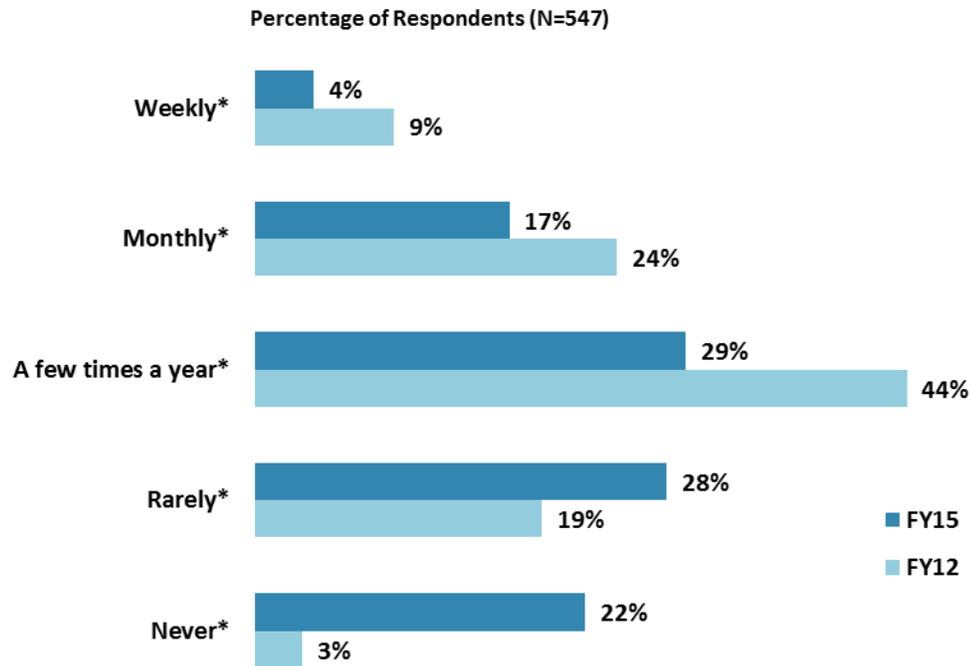


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)



VIII. World Bank Group's Knowledge and Instruments (continued)

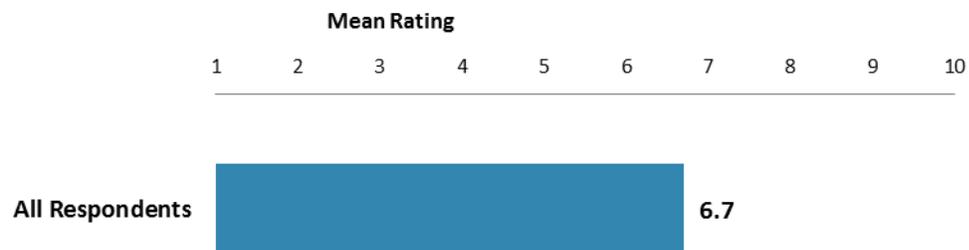
Frequency of Consulting WBG Knowledge Work/Activities: Year Comparison¹²



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) *Significantly different between FY15 and FY12

Meeting Kenya's Knowledge Needs (Indicator Question)

- Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG meets Kenya's needs for knowledge services (weighted mean = 6.7) compared to respondents from the FY '12 Country Survey (weighted mean = 6.1)¹³.



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

¹²All percentages presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.

¹³The mean in the chart was calculated based on un-weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 7.2) compared to respondents from the FY '12 Country Survey (weighted mean = 6.8)¹⁴.



"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")

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 7.3) compared to respondents from the FY '12 Country Survey (weighted mean = 7.2)¹⁴.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.6) compared to respondents who are not collaborating with the WBG (mean rating = 7.0).



"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")

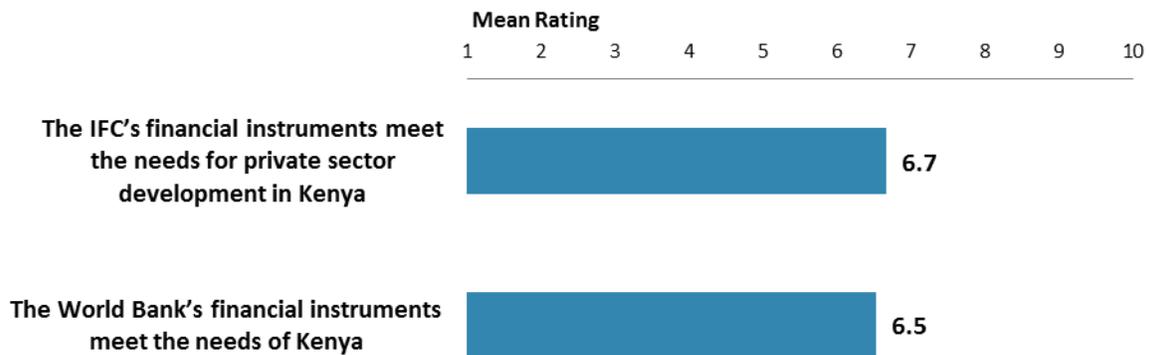
¹⁴ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the World Bank's financial instruments meet Kenya's needs (weighted mean = 6.6) compared to respondents from the FY '12 Country Survey (weighted mean = 5.9)¹⁵.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the World Bank's financial instruments meet Kenya's needs (mean rating = 6.7) compared to respondents who are not collaborating (mean rating = 6.4).



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

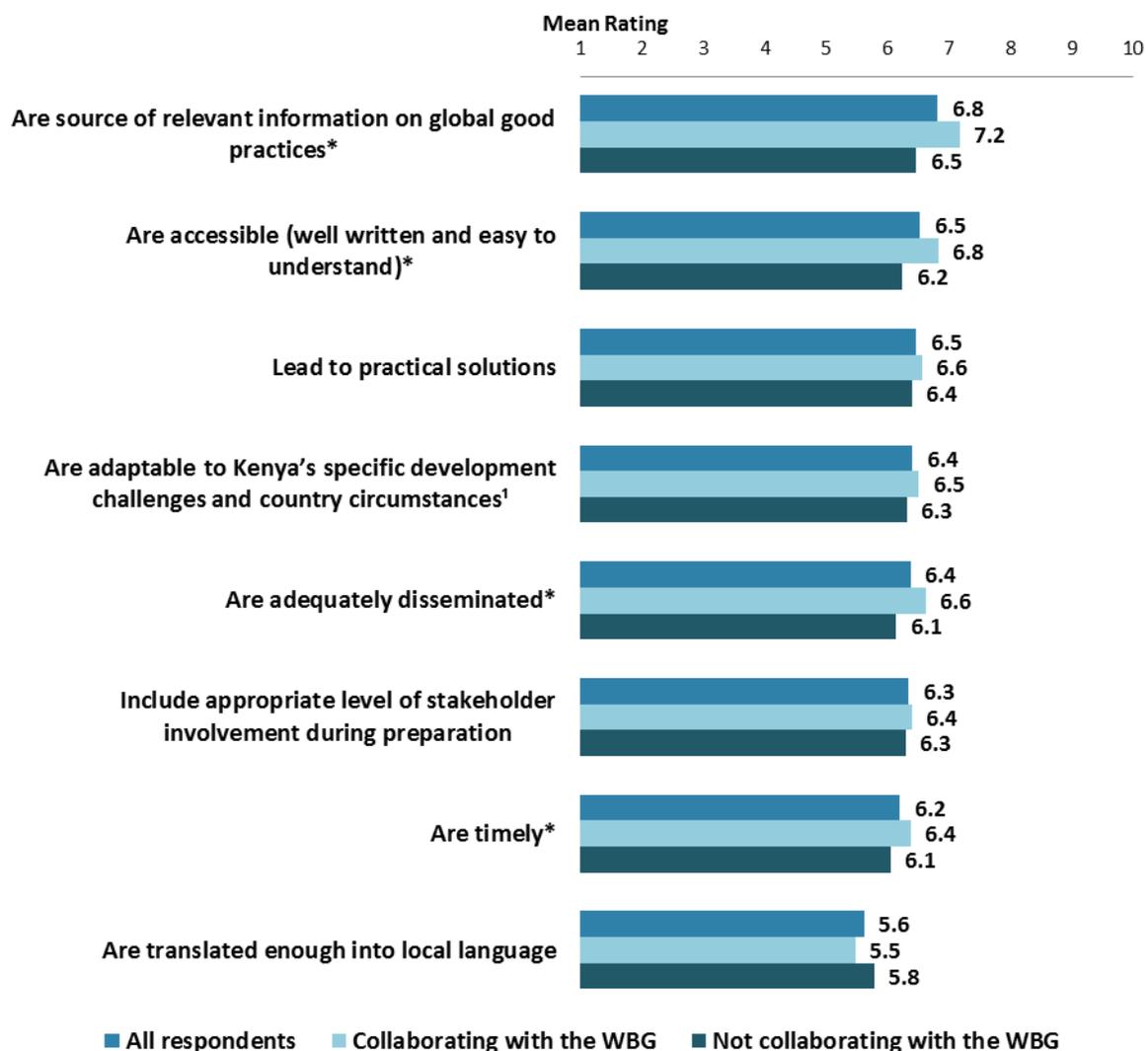
¹⁵ Please refer to Appendix D (page 117) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

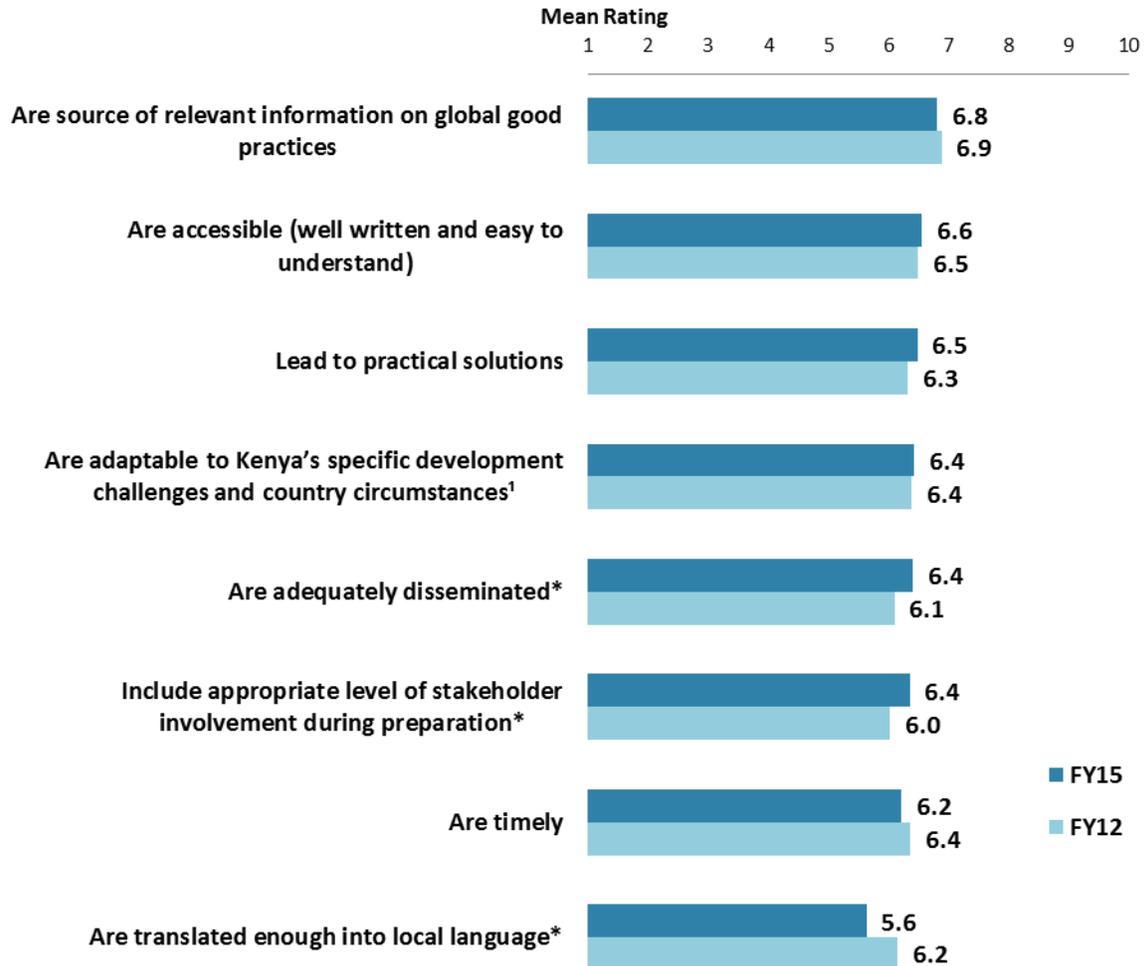
- Stakeholders:** Respondents from the office of the President/Minister and academia gave the highest ratings that the WBG's knowledge work are accessible whereas respondents from local government, private foundations, and other organizations gave significantly lower ratings. Respondents from the office of the President/Minister and PMUs/Consultants on WBG projects gave the highest ratings that the WBG's knowledge work is a source for global good practices whereas respondents from local government gave significantly lower ratings.



"In Kenya, 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")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities: Year Comparison¹⁶

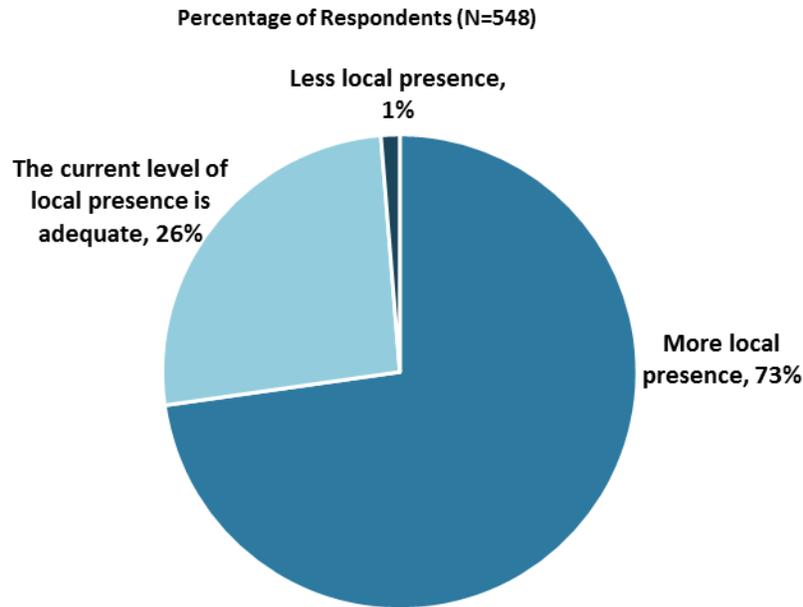
"In Kenya, to what extent do you believe that the World Bank Group's knowledge work and activities?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY15 and FY12) ¹Indicator Question

¹⁶All means presented in this chart are calculated based on weighted data. See Appendix D (page 117) for details.



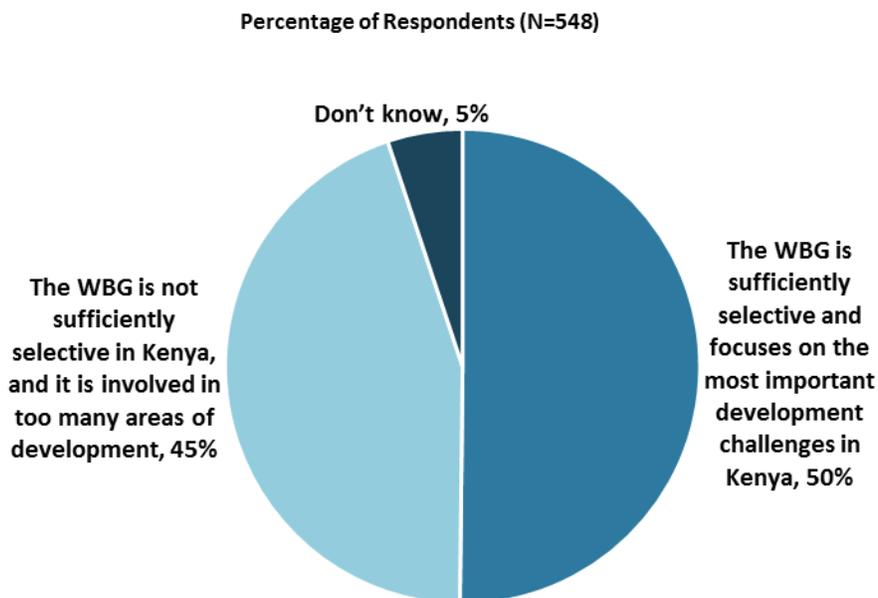
IX. The Future Role of the World Bank Group in Kenya

The World Bank Group's Local Presence in Kenya



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

Selectivity of the World Bank Group's Support



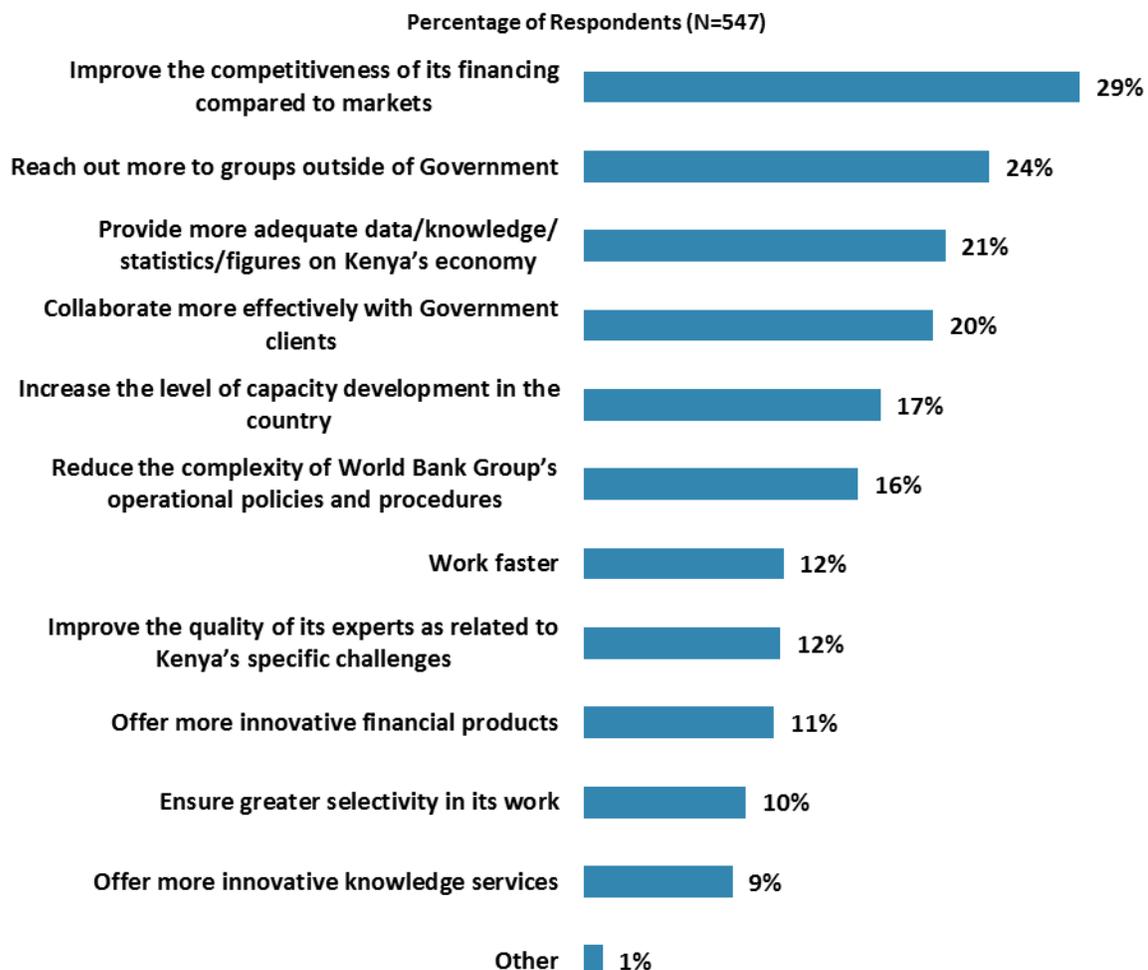
"Which of the following best describes the World Bank Group's support in Kenya? (Select only ONE response)" (Respondents chose from a list.)



IX. The Future Role of the WBG in Kenya (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank should reduce the complexity of obtaining Bank financing (percentage of respondents = 43%) to make itself of greater value in Kenya.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that the WBG should collaborate more effectively with Government clients (percentage of respondents = 27%), increase capacity development in Kenya (24%), reduce the complexity of Bank operational policies and procedures (23%), and work faster (16%) compared to respondents who are not collaborating (15%, 11%, 9%, and 7%, respectively). In contrast, respondents who are not collaborating with the WBG were significantly more likely to indicate that the WBG should provide more adequate data on Kenya's economy (29%) compared to respondents who are collaborating (13%).



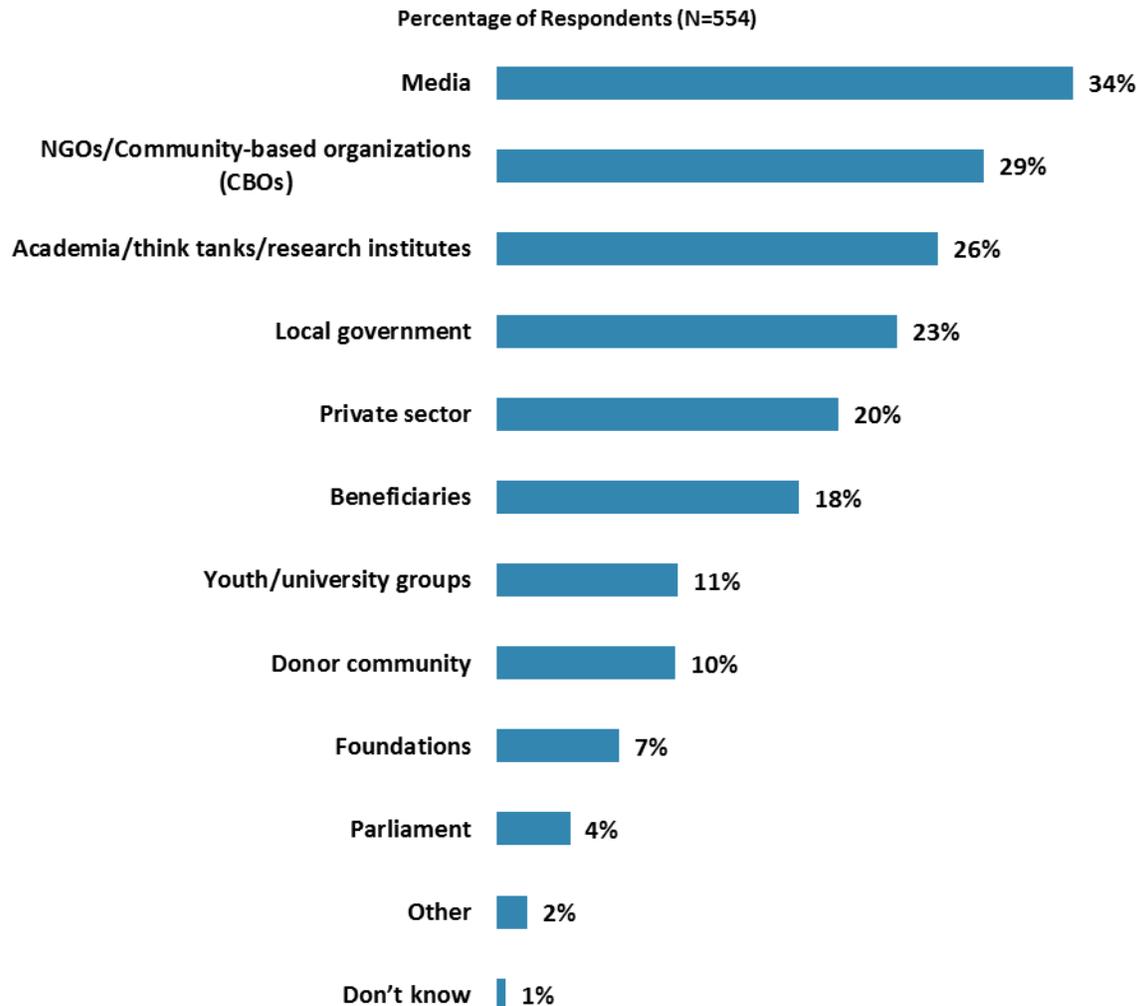
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Kenya? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Kenya (continued)

World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank should collaborate more with private sector (percentage of respondents = 28%), CBOs (26%), and beneficiaries (24%) to ensure better development results.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that the WBG should collaborate more with the private sector (percentage of respondents = 28%), NGOs/CBOs (33%), beneficiaries (24%), and donor community (14%) compared to respondents who are not collaborating with the WBG (12%, 25%, 12%, and 8%, respectively). In contrast, respondents who are not collaborating with the WBG were significantly more likely to indicate that the WBG should collaborate more with the media (54%) compared to respondents who are not collaborating with the WBG (13%).



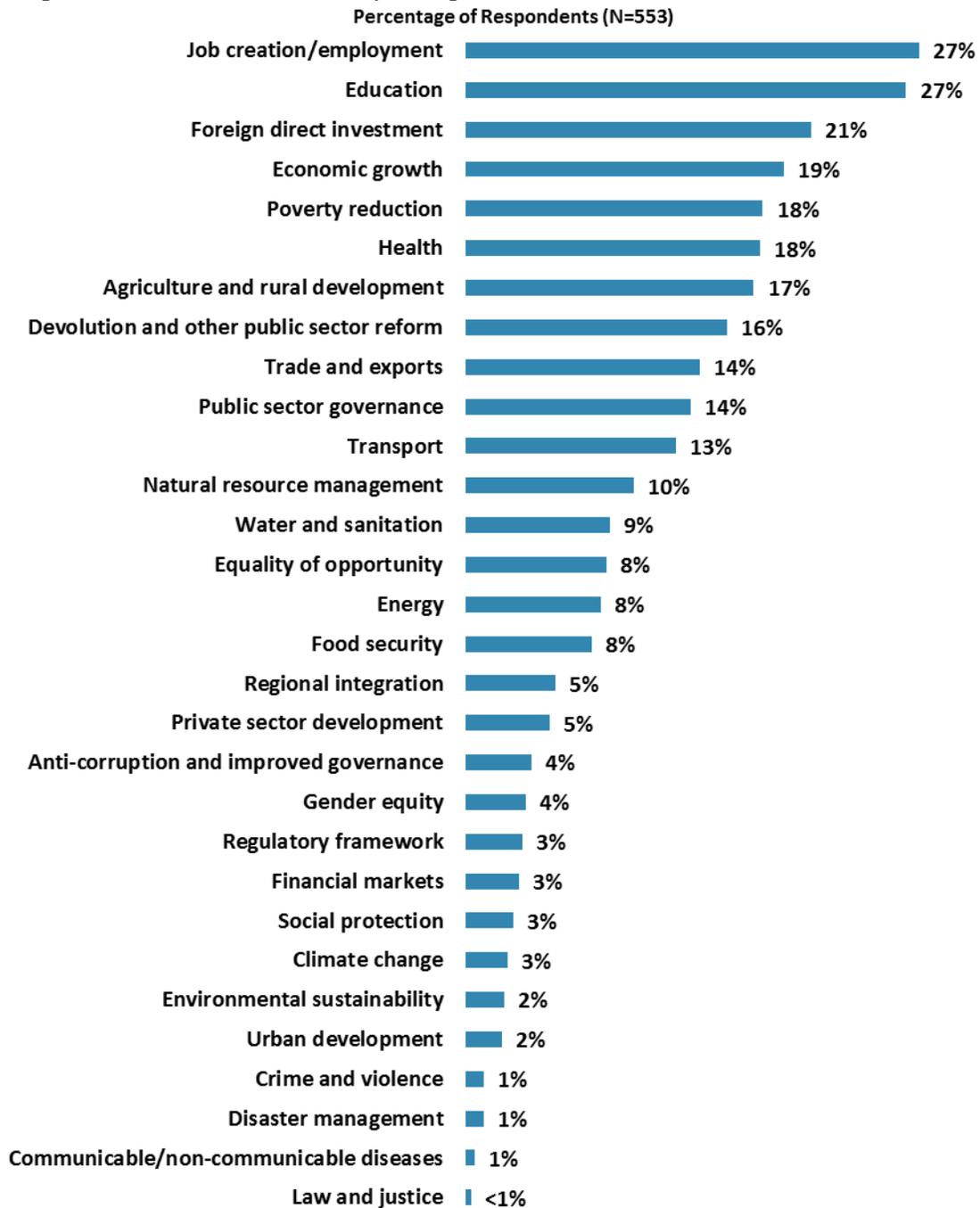
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Kenya (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents from the FY '12 Country Survey indicated that the World Bank should focus its resources on agriculture/rural development (percentage of respondents = 39%), followed by transport (25%) and education (20%).



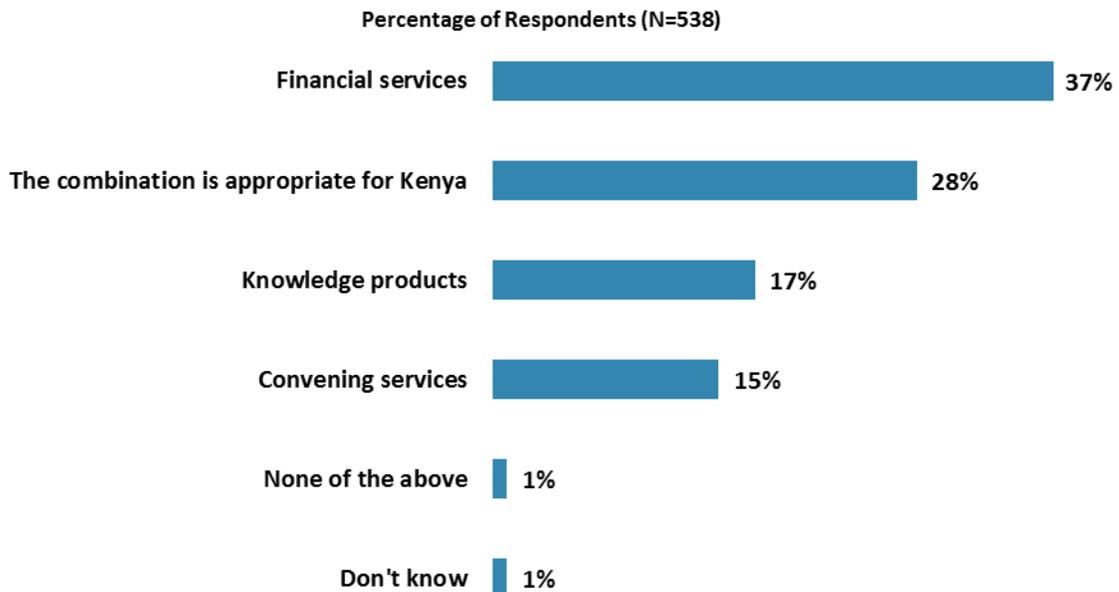
“When thinking about how the World Bank Group can have the most impact on development results in Kenya in which sectoral areas do you believe the World Bank Group should focus most of its resources in Kenya? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Kenya (continued)

Future Combination of WBG services

- **Stakeholders:** Respondents from local government and bilateral/multilateral agencies were significantly more likely to indicate that the WBG should offer more convening services in Kenya compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that the WBG should offer more financial services (percentage of respondents = 44%) or that the combination of services is appropriate for Kenya (33%) compared to respondents who are not collaborating with the WBG (32% and 23%, respectively). In contrast, respondents who are not collaborating with the WBG were significantly more likely to indicate that the WBG should offer more convening services (22%) and knowledge products (21%) compared to respondents who are collaborating with the WBG (7% and 13%, respectively).



"When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya?" (Respondents chose from a list.)

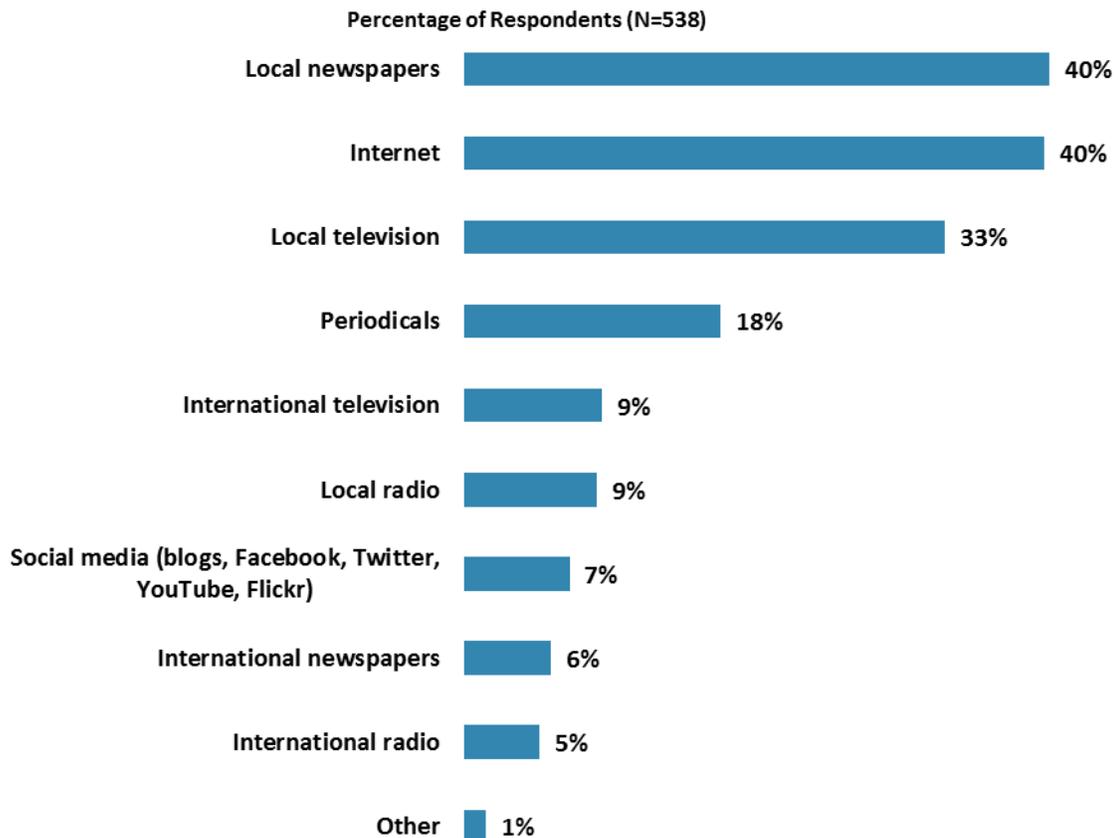


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 76) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they got most of their information about economic and social development issues in Kenya from local newspapers (percentage of respondents = 70%), followed by the Internet (36%) and local television (33%).
- **Stakeholders:** Respondents from the office of the President/Minister, local government, and other organizations were significantly *less* likely to indicate that they utilized the Internet compared to respondents from other stakeholder groups. Respondents from NGOs/CBOs, the media, faith-based groups, and academia were significantly more likely to indicate using social media compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that they utilized the Internet (percentage of respondents = 47%), periodicals (26%), and local radio (12%) compared to respondents who are not collaborating (34%, 11%, and 7%, respectively). In contrast, respondents who are not collaborating with the WBG were significantly more likely to indicate that they utilized local television (43%) compared to respondents who are collaborating (22%).



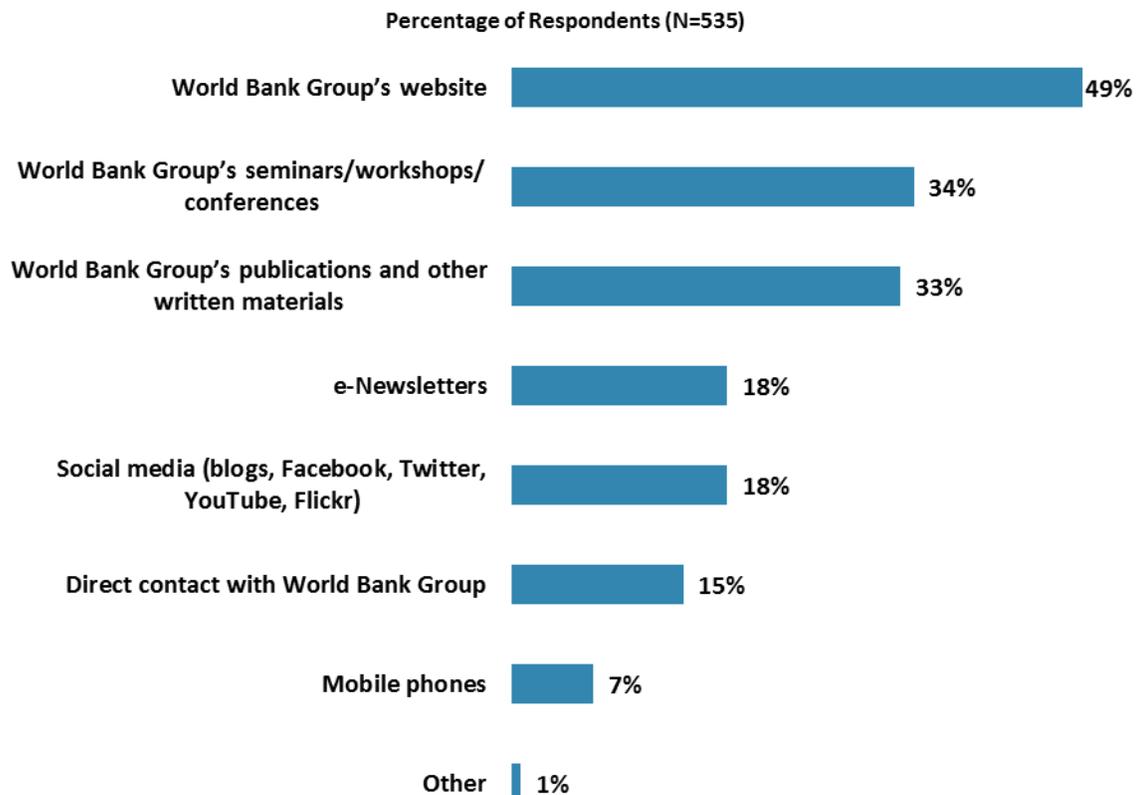
"How do you get most of your information about economic and social development issues in Kenya? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they preferred to get their information from the World Bank website (percentage of respondents = 50%), World Bank seminars (32%), e-Newsletters (24%) and World Bank publications (23%).
- **Stakeholders:** Respondents from the financial sector, faith-based groups, bilateral/multilateral agencies, and the office of the President/Minister were significantly more likely to indicate that they preferred to get their information from WBG publications compared to respondents from other stakeholder groups. Employees of ministries and respondents from local government were significantly *less* likely to indicate that they preferred to get their information from social media compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that they preferred to get their information from WBG seminars (percentage of respondents = 46%) and direct contact (20%) compared to respondents who are not collaborating (25% and 10%, respectively).



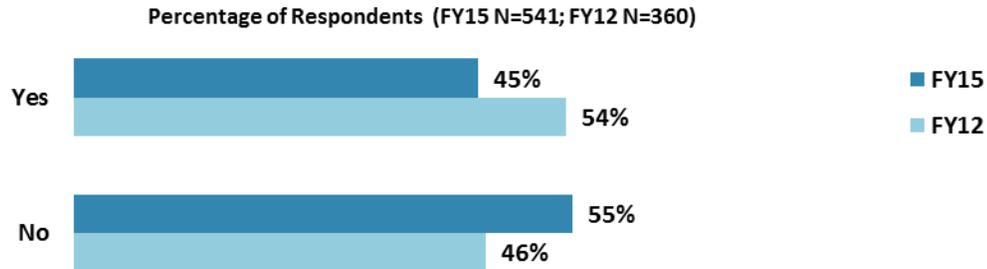
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

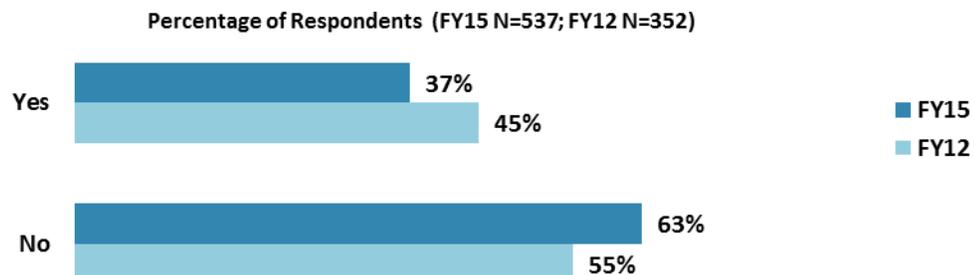
Access to Information

- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to be aware of the WBG's Access to Information Policy (percentage of respondents aware = 57%) compared to respondents who are not collaborating (percentage of respondents aware = 35%).

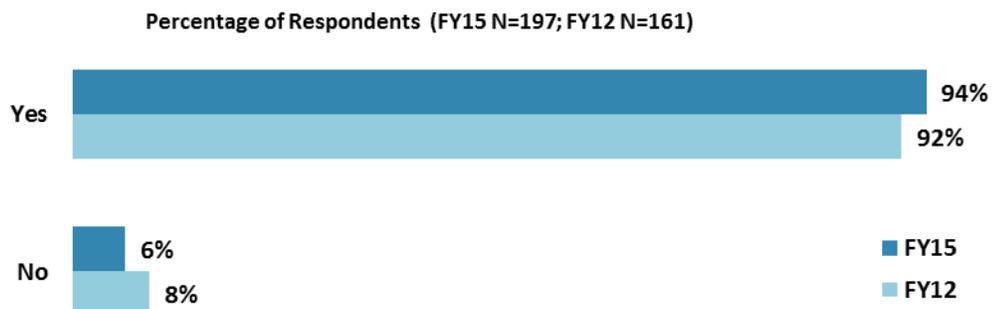


"Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?"
Significantly different between FY15 and FY12 (Note, these percentages were calculated based on weighted data.)

- **Collaboration:** Respondents who are currently collaborating with the WBG were significantly more likely to have requested information from the WBG in the past year (percentage of respondents who requested = 45%) compared to respondents who are not collaborating (percentage of respondents who requested = 31%).



"Have you requested information from the World Bank Group on its activities in the past year?"
Significantly different between FY15 and FY12 (Note, these percentages were calculated based on weighted data.)

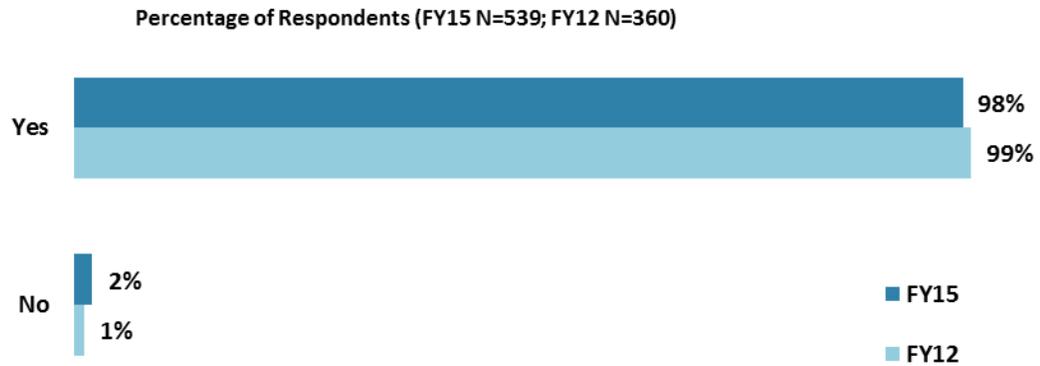


"Were you able to obtain this information?"
(Note, these percentages were calculated based on weighted data.)



X. Communication and Outreach (continued)

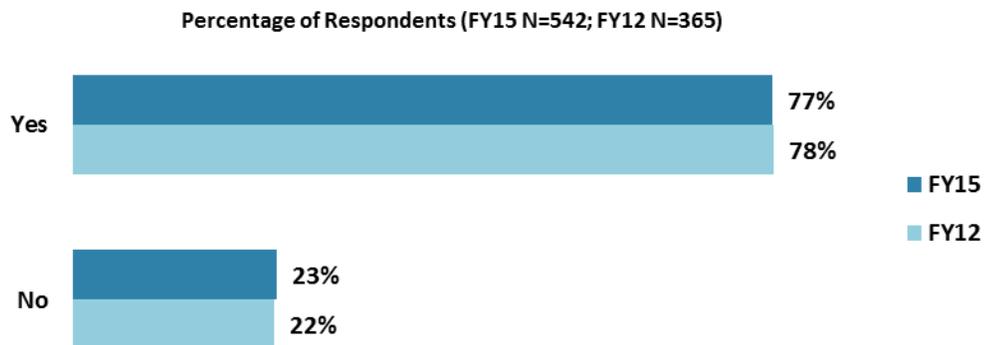
Access to the Internet



"Do you have access to the Internet?"
(Note, these percentages were calculated based on weighted data.)

WBG Website Usage

- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to have used the WBG's website (percentage of respondents = 94%) compared to respondents who are not collaborating (64%).



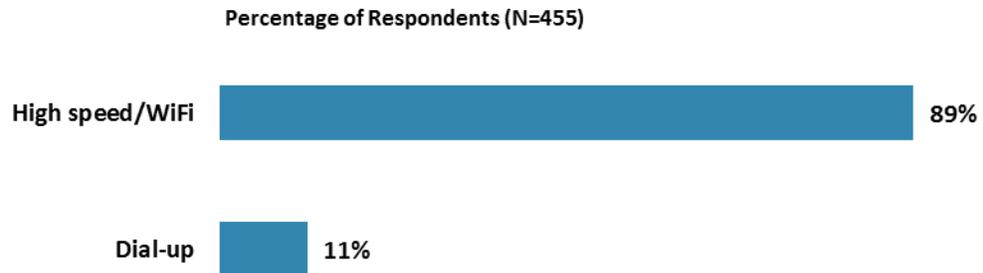
"Do you use/have you used the World Bank Group website?"
(Note, these percentages were calculated based on weighted data.)



X. Communication and Outreach (continued)

WBG Website – Internet Connection

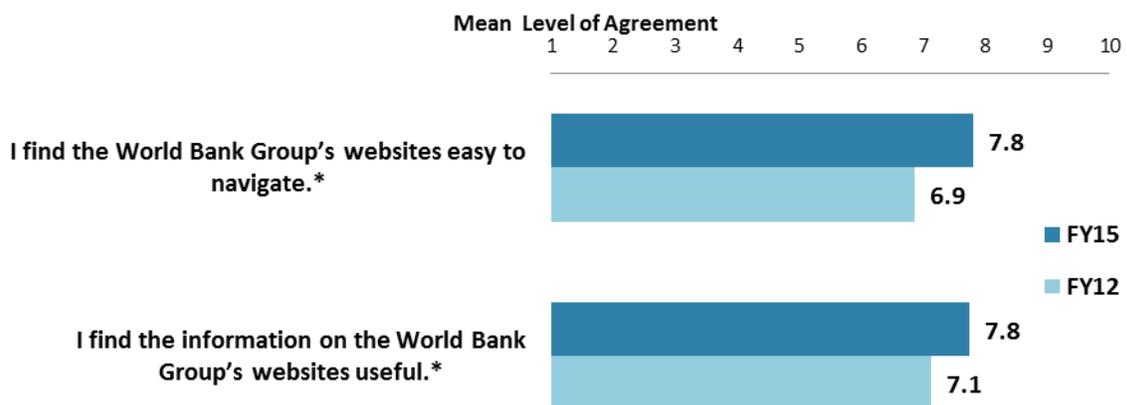
- **Collaboration:** Respondents who are not collaborating with the WBG were significantly more likely to utilize high speed Internet access (percentage of respondents = 92%) compared to respondents who are collaborating (86%).



“Which Internet connection do you use primarily when visiting a World Bank Group website?”
(Respondents chose from a list.)

WBG Website Evaluation

- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher levels of agreement that the information on the WBG’s websites is useful (mean rating = 8.0) compared to respondents who are not collaborating (mean rating = 7.5).



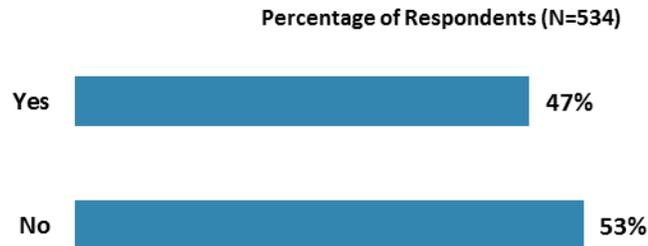
“Please rate how much you agree with the following statements.”
(1-“Strongly disagree”, 10-“Strongly agree”) *Significantly different between FY15 and FY12
(Note, these means calculated based on weighted data.)



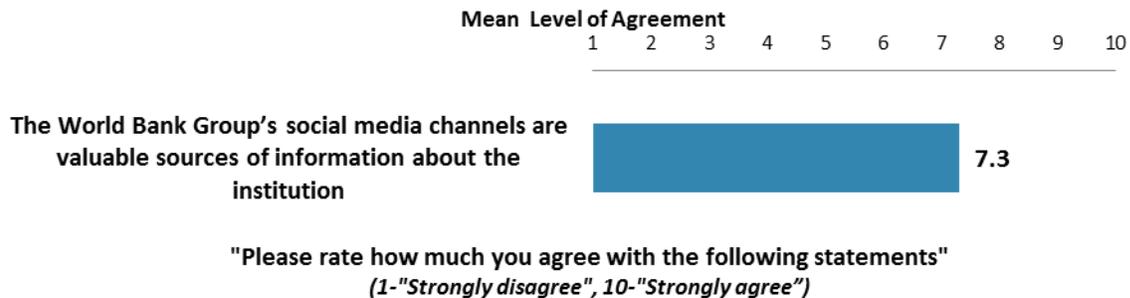
X. Communication and Outreach (continued)

WBG Social Media and Evaluation

- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to consult the WBG social media sites (percentage of respondents = 54%) compared to respondents who are not collaborating (42%).



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?" (Respondents chose from a list.)

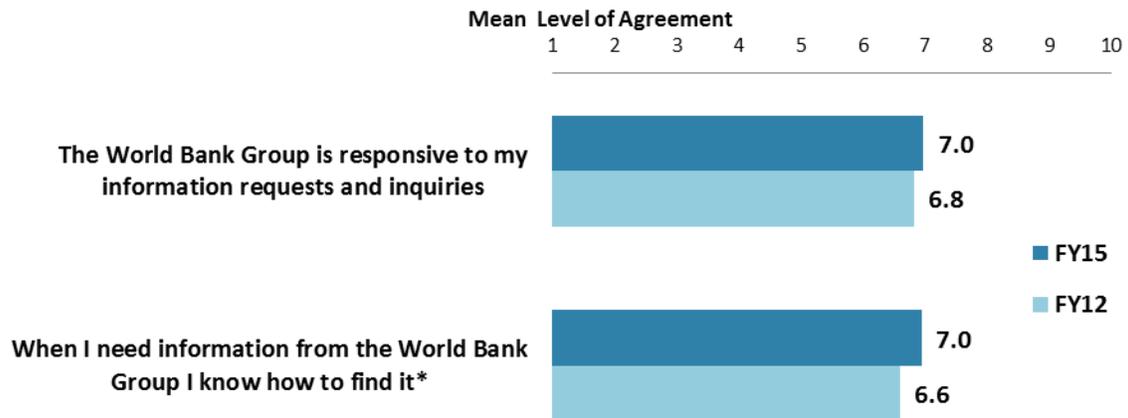




X. Communication and Outreach (continued)

Information Sharing

- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG is responsive to their information requests and that when they need information from the WBG they know how to find it (mean ratings = 7.3 and 7.1, respectively) compared to respondents who are not collaborating (mean rating = 6.6 and 6.7, respectively).



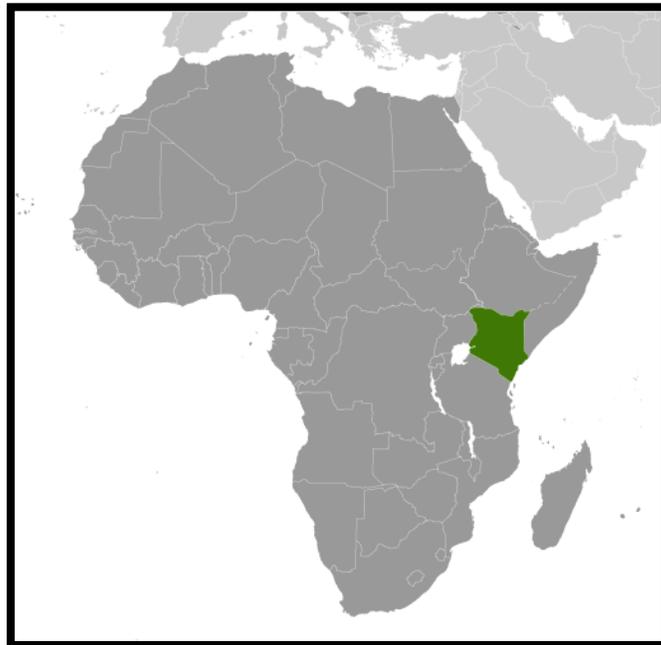
"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree") *Significantly different between FY15 and FY12
(Note, these means calculated based on weighted data.)



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Kenya





Appendix A: Responses to All Questions across All Respondents (N=558)

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 Kenya

1. In general would you say that Kenya is headed in ... ?	Percentage of Respondents (N=558)
The right direction	89.8%
The wrong direction	7.2%
Not sure	3.0%

2. Listed below are a number of development priorities in Kenya. Please identify which of the following you consider the most important development priorities in Kenya? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=548)
Job creation/employment	29.2%
Economic growth	22.4%
Public sector governance	17.3%
Foreign direct investment	17.0%
Food security	16.8%
Making devolution work and other public sector reform	15.9%
Poverty reduction	15.9%
Education	15.1%
Transport	13.3%
Agriculture and rural development	12.8%
Regional integration	11.7%
Financial markets	10.9%
Private sector development	10.6%
Anti-corruption and improved governance	9.9%
Health	9.9%
Trade and exports	9.5%
Energy	7.8%
Equality of opportunity	7.7%
Water and sanitation	7.5%
Natural resource management	7.1%
Environmental sustainability	4.0%
Gender equity	3.3%
Law and justice	2.9%
Regulatory framework	2.6%
Crime and violence	2.0%
Social protection	2.0%
Information and communications technology	1.8%
Urban development	1.6%
Climate change	1.6%
Disaster management	0.9%
Communicable/non-communicable diseases	0.7%

**A. General Issues Facing Kenya (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 Kenya? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=555)
Job creation/employment	65.2%
Economic growth	34.8%
Agriculture and rural development	25.0%
Education	21.1%
Health	19.3%
Equality of opportunity	16.4%
Food security	16.4%
Making devolution work and other public sector reform	9.7%
Transport	9.2%
Financial markets	7.6%
Anti-corruption and improved governance	7.4%
Trade and exports	6.5%
Social protection	6.3%
Public sector governance	6.3%
Water and sanitation	5.8%
Law and justice	4.3%
Private sector development	4.3%
Foreign direct investment	3.6%
Natural resource management	3.6%
Urban development	2.9%
Energy	2.7%
Information and communications technology	2.5%
Climate change	2.0%
Gender equity	1.8%
Regional integration	1.6%
Communicable/non-communicable diseases	1.4%
Environmental sustainability	1.4%
Crime and violence	1.3%
Regulatory framework	0.9%
Disaster management	0.2%

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

4. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=546)
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	29.9%
Better opportunity for the poor who live in rural areas	22.2%
Improving and better targeting service delivery at the county level	20.5%
Greater access to health and nutrition for citizens	18.1%
Better employment opportunities for young people	17.4%
Consistent economic growth	17.0%
Education and training that better ensure job opportunity	14.7%
Greater access to micro-finance for the poor	11.5%
Greater voice and participation for citizens to help ensure greater accountability	11.0%
A growing middle class	8.2%
More reliable social safety net	5.1%
Better employment opportunities for women	4.2%
Better quality public services	4.0%
Better opportunity for the poor who live in urban areas	3.5%
Greater equity of fiscal policy	2.7%
Other	0.5%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kenya? (Select only ONE response)	Percentage of Respondents (N=555)
A very big problem	38.7%
A moderately big problem	43.2%
A small problem	14.4%
Not a problem at all	3.4%
Don't know	.2%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=554)
A very serious problem	36.6%
A somewhat serious problem	43.1%
Not too serious problem	17.7%
Not a problem	2.5%
Don't know	0.0%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Kenya? (1-Not familiar at all, 10-Extremely familiar)	552	0	6.92	1.64

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Kenya? (1-Not effective at all, 10-Very effective)	543	8	6.99	1.52

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Kenya solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	529	19	7.12	1.55

4. When thinking about how the World Bank Group can have the most impact on development results in Kenya, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kenya? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=553)
Job creation/employment	27.3%
Education	26.5%
Foreign direct investment	20.8%
Economic growth	19.2%
Poverty reduction	17.9%
Health	17.7%
Agriculture and rural development	17.4%
Making devolution work and other public sector reform	15.7%
Trade and exports	14.1%
Public sector governance	13.6%
Transport	12.7%
Natural resource management	10.1%
Water and sanitation	8.7%
Equality of opportunity	8.5%
Energy	8.1%
Food security	7.6%
Regional integration	5.4%
Private sector development	5.1%
Anti-corruption and improved governance	4.0%
Gender equity	3.6%
Regulatory framework	3.4%
Financial markets	3.2%
Social protection	2.9%
Climate change	2.5%
Environmental sustainability	2.4%
Urban development	2.2%
Crime and violence	1.1%
Disaster management	1.1%
Communicable/non-communicable diseases	0.5%
Law and justice	0.4%
Information and communications technology	0.0%

**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 Kenya?	Percentage of Respondents		
	Greatest Value (N=532)	2 nd Greatest Value (N=533)	Combined
Financial resources	30.8%	17.1%	47.9%
Convening/facilitating	19.2%	10.5%	29.7%
Policy advice, studies, analyses	13.5%	14.3%	27.8%
Capacity development	10.9%	13.3%	24.2%
Mobilizing third party financial resources	9.0%	10.7%	19.7%
Technical assistance	5.1%	9.7%	14.8%
Donor coordination	4.5%	9.4%	13.9%
Data	3.6%	9.2%	12.8%
Linkage to non-Bank expertise	3.8%	5.1%	8.8%
Other	0.0%	0.0%	0.0%

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 Kenya? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	530	24	7.08	1.63
7. Citizen engagement (incorporating citizens' voices into development)	502	52	6.05	1.94
8. Policy design (for clarity and better incentives to achieve development goals)	518	37	6.85	1.64

When thinking about how to improve capacity building in Kenya 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? <i>(1-Not important at all, 10-Very important)</i>	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	539	14	8.58	1.50
10. Citizen engagement (incorporating citizens' voices into development)	530	24	8.52	1.65
11. Policy design (for clarity and better incentives to achieve development goals)	533	20	8.68	1.51

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=552)
World Bank Group's processes too slow	29.0%
World Bank Group's processes too complex	16.7%
Not adequately sensitive to political/social realities in Kenya	16.5%
Not collaborating enough with stakeholders outside the Government	15.0%
Too influenced by developed countries	14.3%
Not aligned with country priorities	13.8%
Not aligned with other donors' work	12.1%
Its advice and strategies do not lend themselves to practical problem solving	11.8%
Not exploring alternative policy options	9.8%
Not enough public disclosure of its work	8.9%
Not willing to honestly criticize policies and reform efforts in the country	8.5%
The credibility of its knowledge/data	7.6%
Imposing technocratic solutions without regard to political realities	7.4%
Staff too inaccessible	4.9%
Not client focused	2.5%
Arrogant in its approach	1.6%
Don't know	0.9%
Other	0.7%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=550)
Investment lending	46.2%
Capacity development	28.5%
Technical assistance	27.6%
Knowledge products/services	27.5%
Policy based lending/budget support to the Government	20.5%
Multi-sectoral approaches	16.7%
Trust Fund management	10.0%
Don't know	0.7%
Other	0.5%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya? (Select only ONE response)	Percentage of Respondents (N=553)
To a fully sufficient degree	8.7%
To a somewhat sufficient degree	53.0%
To a somewhat insufficient degree	29.5%
To a very insufficient degree	7.6%
Don't know	1.3%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=554)
Media	33.8%
NGOs/Community-based organizations (CBOs)	28.5%
Academia/think tanks/research institutes	25.8%
Local government	23.5%
Private sector	20.0%
Beneficiaries	17.7%
Youth/university groups	10.6%
Donor community	10.5%
Foundations	7.2%
Parliament	4.3%
Other	1.8%
Don't know	0.5%

To what extent do you agree with the following statements about the World Bank Group's work in Kenya? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Kenya*	551	2	7.40	1.69
17. The World Bank Group's work is aligned with what I consider the development priorities for Kenya*	547	4	7.01	1.74
18. The World Bank Group supports programs and strategies that are realistic for Kenya	545	4	7.01	1.62
19. The World Bank Group treats clients and stakeholders in Kenya with respect	536	12	7.10	1.77

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

To what extent is the World Bank Group an effective development partner in Kenya, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	540	11	6.78	1.67
21. Flexibility (in terms of the institution's products and services)*	534	16	6.16	1.71
22. Flexibility (in terms of changing country circumstances)*	538	13	6.23	1.72
23. Being inclusive*	526	16	6.27	1.81
24. Openness (sharing data and other information)*	542	4	6.56	1.91
25. Staff accessibility*	531	14	6.35	1.97
26. Straightforwardness and honesty*	533	12	6.81	1.80
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	528	17	6.40	1.89
28. Collaboration with civil society*	494	51	6.37	1.78
29. Collaboration with the Government*	543	6	7.11	1.87
30. Collaboration with donors and development partners*	528	20	6.90	1.90
31. Collaboration with the private sector*	508	36	6.49	1.76
32. The speed in which it gets things accomplished on the ground*	535	13	6.12	1.82
33. Being a long-term partner*	543	7	7.44	1.79

34. To be a more effective development partner in Kenya, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=548)
More local presence	72.6%
The current level of local presence is adequate	25.9%
Less local presence	1.3%
Don't know	.2%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=548)
Lack of/inadequate levels of capacity in Government	30.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.1%
There is not an adequate level of citizen/civil society participation	21.9%
Poor donor coordination	21.7%
The World Bank Group does not do adequate follow through/follow-up	19.2%
Reforms are not well thought out in light of country challenges	17.7%
The Government works inefficiently	17.5%
Political pressures and obstacles	14.1%
The World Bank Group works too slowly	8.6%
Other	0.7%

**C. World Bank Group's 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 Kenya? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Making devolution work and other public sector reform	549	4	8.52	1.81
2. Anti-corruption and improved governance	549	1	8.57	1.65
3. Information and communications technology	546	2	8.44	1.61
4. Transport	550	0	8.78	1.49
5. Crime and violence	541	5	8.01	2.10
6. Law and justice	539	4	8.19	1.91
7. Urban development	549	2	8.60	1.49
8. Environmental sustainability	544	2	8.78	1.42
9. Regulatory framework	544	2	8.42	1.72
10. Communicable/non-communicable diseases	543	3	8.56	1.67
11. Poverty reduction	546	1	9.03	1.32
12. Gender equity	546	1	8.22	1.91
13. Private sector development	549	0	8.64	1.54
14. Foreign direct investment	546	3	8.57	1.69
15. Water and sanitation	544	0	8.87	1.41
16. Trade and exports	542	4	8.66	1.62
17. Economic growth	549	0	9.04	1.40
18. Energy	546	0	8.89	1.35
19. Disaster management	547	2	8.48	1.71
20. Public sector governance	548	2	8.69	1.57
21. Job creation/employment	549	0	8.86	1.58
22. Financial markets	545	6	8.55	1.67
23. Equality of opportunity	546	2	8.47	1.75
24. Health	543	2	8.92	1.41
25. Regional integration	548	2	8.47	1.82
26. Food security	547	2	8.95	1.38
27. Education	546	2	8.96	1.42
28. Social protection	548	2	8.57	1.66
29. Climate change	550	2	8.72	1.56
30. Agriculture and rural development	548	2	8.95	1.41
31. Natural resource management	550	2	8.59	1.70

**C. World Bank Group's 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 Kenya? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Making devolution work and other public sector reform	491	54	6.48	1.87
2. Anti-corruption and improved governance	484	55	5.80	2.10
3. Information and communications technology	483	48	6.13	2.05
4. Transport	525	15	6.82	2.05
5. Law and justice	461	77	6.11	2.03
6. Urban development	497	33	6.67	2.02
7. Environmental sustainability	500	32	6.59	2.01
8. Regulatory framework	495	35	6.39	1.94
9. Communicable/non-communicable diseases	463	66	6.27	1.89
10. Poverty reduction	509	26	6.38	2.14
11. Gender equity	484	50	6.09	2.05
12. Private sector development	496	36	6.21	1.92
13. Foreign direct investment	493	43	6.43	2.08
14. Water and sanitation	513	25	6.48	1.89
15. Economic growth	522	18	6.70	2.09
16. Energy	509	28	6.69	1.96
17. Disaster management	476	63	6.22	1.93
18. Public sector governance	507	35	6.41	1.92
19. Job creation/employment	503	37	6.10	2.13
20. Financial markets	480	55	6.44	2.05
21. Equality of opportunity	475	49	6.04	1.95
22. Health	503	30	6.48	1.99
23. Regional integration	482	50	6.34	2.01
24. Education	502	30	6.47	2.05
25. Social protection	487	52	6.36	2.03
26. Climate change	497	40	6.28	2.11
27. Agriculture and rural development	507	36	6.38	2.02
28. Natural resource management	482	57	6.59	1.93

3. Where are the World Bank Group's decisions made primarily that support the program in Kenya? (Select only ONE response)	Percentage of Respondents (N=552)
At the Headquarters (in Washington D.C.)	43.3%
In the country	33.9%
Don't know	22.8%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Kenya? (1-To no degree at all, 10-To a very significant degree)	546	5	6.96	1.48

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

To what extent do you agree with the following statements about the World Bank Group in Kenya? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank's financial instruments meet the needs of Kenya	537	15	6.53	1.69
6. The IFC's financial instruments meet the needs for private sector development in Kenya	508	43	6.68	1.54
7. The World Bank Group meets Kenya's needs for knowledge services	530	22	6.71	1.62

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kenya? (1-To no degree at all, 10-To a very significant degree)	525	28	6.98	1.50

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=547)
Weekly	4.0%
Monthly	16.3%
A few times a year	29.8%
Rarely	28.2%
Never	21.8%

In Kenya, 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	524	21	6.20	1.65
3. Include appropriate level of stakeholder involvement during preparation	516	29	6.34	1.60
4. Lead to practical solutions	525	15	6.47	1.65
5. Are accessible (well written and easy to understand)	525	19	6.53	1.72
6. Are source of relevant information on global good practices	534	12	6.81	1.72
7. Are adequately disseminated	529	15	6.38	1.71
8. Are translated enough into local language	487	54	5.62	2.00
9. Are adaptable to Kenya's specific development challenges and country circumstances*	532	13	6.40	1.69

Overall Evaluations	N	DK	Mean	SD
10. 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)	537	13	7.24	1.41
11. 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)	539	11	7.28	1.45

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	526	23	6.48	1.84
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	542	10	6.92	1.65
3. The World Bank Group's approvals and reviews are done in a timely fashion	540	11	6.18	1.78
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	514	34	6.37	1.74
5. The World Bank Group's conditions on its lending are reasonable	528	19	6.24	1.80
6. The World Bank Group takes decisions quickly in Kenya	525	22	6.17	1.80
7. Working with the World Bank Group increases Kenya's institutional capacity	538	10	6.79	1.79
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	529	19	6.65	1.76
9. The World Bank Group provides effective implementation support	536	14	6.72	1.73

WBG Promoting PPP in Kenya	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kenya? <i>(1-To no degree at all, 10-To a very significant degree)</i>	516	36	6.98	1.40

11. Which of the following best describes the way the World Bank Group operates in Kenya? (Select only one response)	Percentage of Respondents (N=551)
The World Bank Group takes too much risk in Kenya	10.3%
The World Bank Group does not take enough risk in Kenya	53.4%
The World Bank Group's approach to risk is appropriate	31.2%
Don't know	5.1%

12. Which of the following best describes the World Bank Group's support in Kenya? (Select only one response)	Percentage of Respondents (N=548)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kenya	50.2%
The World Bank Group is not sufficiently selective in Kenya, and it is involved in too many areas of development	44.7%
Don't know	5.1%

**F. The Future Role of the World Bank Group in Kenya**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=547)
Improve the competitiveness of its financing compared to markets	29.1%
Reach out more to groups outside of Government	23.8%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy	21.2%
Collaborate more effectively with Government clients	20.5%
Increase the level of capacity development in the country	17.4%
Reduce the complexity of World Bank Group's operational policies and procedures	16.1%
Work faster	11.7%
Improve the quality of its experts as related to Kenya's specific challenges	11.5%
Offer more innovative financial products	11.2%
Ensure greater selectivity in its work	9.5%
Offer more innovative knowledge services	8.8%
Other	1.1%

2. When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya? (Select only ONE response)	Percentage of Respondents (N=538)
Financial services	37.4%
The combination is appropriate for Kenya	28.3%
Knowledge products	17.5%
Convening services	15.1%
None of the above	.9%
Don't know	.9%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=538)
Local newspapers	40.3%
Internet	40.0%
Local television	33.1%
Periodicals	17.7%
International television	9.5%
Local radio	9.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	7.2%
International newspapers	5.9%
International radio	5.2%
Other	1.5%

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

2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=535)
World Bank Group's website	48.6%
World Bank Group's seminars/workshops/ conferences	34.2%
World Bank Group's publications and other written materials	33.1%
e-Newsletters	18.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	18.3%
Direct contact with World Bank Group	14.6%
Mobile phones	6.9%
Other	0.7%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=532)
Yes	45.1%
No	54.9%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=528)
Yes	36.9%
No	63.1%

5. Were you able to obtain this information?	Percentage of Respondents (N=193)
Yes	94.3%
No	5.7%

6. Do you have access to the Internet?	Percentage of Respondents (N=529)
Yes	97.9%
No	2.1%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=534)
Yes	77.5%
No	22.5%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=534)
Yes	47.2%
No	52.8%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=455)
High speed/WiFi	88.8%
Dial-up	11.2%

**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 find the World Bank Group's websites easy to navigate	437	89	7.76	1.69
11. I find the information on the World Bank Group's websites useful	437	87	7.72	1.61
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	350	178	7.32	1.69
13. When I need information from the World Bank Group I know how to find it	444	84	6.93	1.92
14. The World Bank Group is responsive to my information requests and inquiries	413	117	6.98	1.90

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=549)
Employee of a Ministry, Ministerial Department or Implementation Agency	28.1%
NGO/ Community-Based Organization	9.5%
Independent Government Institution	8.4%
Private Sector Organization	7.8%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	7.1%
Local Government Office or Staff	5.5%
Trade Union	4.6%
Academia/Research Institute/Think Tank	4.6%
Private Foundation	4.2%
Bilateral/ Multilateral Agency	4.0%
Financial Sector/Private Bank	3.6%
Media	3.5%
Faith-Based Group	2.6%
Office of Minister	1.5%
Other	1.5%
Youth Group	1.3%
Judiciary Branch	1.3%
Office of the President	.7%
Office of Parliamentarian	.5%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=540)
Generalist (specialized in multiple sectors)	14.3%
Finance and markets	8.7%
Transport and ICT	7.2%
Macroeconomics and fiscal management	7.0%
Social protection and labor	5.7%
Governance	5.7%
Urban, rural, and social development	5.4%
Other	5.4%
Health, nutrition, and population	5.2%
Energy and extractives	4.3%
Gender	4.3%
Education	4.1%
Environment and natural resources	3.9%
Agriculture	3.9%
Fragility, conflict and violence	3.3%
Trade and competitiveness	3.3%
Public-private partnerships	3.0%
Water	2.0%
Jobs	1.5%
Poverty	1.1%
Climate change	.7%

3. Which of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=548)
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	27.7%
I have never collaborated with the World Bank Group	27.0%
I have previously collaborated with the World Bank Group	25.5%
I currently collaborate with the World Bank Group	19.7%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Kenya? (Select only ONE response)	Percentage of Respondents (N=514)
The World Bank (IDA)	59.1%
The International Finance Corporation (IFC)	19.6%
The Multilateral Investment Guarantee Agency (MIGA)	19.6%
Other	1.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=529)
Yes	29.9%
No	70.1%

6. If yes, what was your view of how the two institutions work together in Kenya? (Select only ONE response)	Percentage of Respondents (N=154)
The two institutions work well together	52.6%
The way the two institutions work together needs improvement	43.5%
The two institutions do not work well together	2.6%
Don't know	1.3%



7. Which of the following describes most of your exposure to the World Bank Group in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=538)
Engage in World Bank Group related/sponsored events/activities	32.0%
Observer	29.6%
Collaborate as part of my professional duties	27.9%
Use World Bank Group website for information, data, research, etc.	20.8%
Use World Bank Group reports/data	20.6%

8. What's your gender?	Percentage of Respondents (N=551)
Female	41.7%
Male	58.3%

9. Which best represents your geographic location?	Percentage of Respondents (N=551)
Nairobi area	89.5%
Other counties	5.8%
Mombasa area	2.9%
Arid and semi-arid counties	1.8%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

Office of the President/Minister N= 12 ● Employee of a Ministry N= 154 ● PMU/Consultant on WBG project N=39 ● Local Government N=30
 Bilateral/Multilateral Agency N=22 ● Private Sector N=43 ● Private Foundation N=23 ● Financial Sector/Private Bank N=20 ● NGO/CBO N=52
 Media N=19 ● Independent Government Institution N=46 ● Trade Union N=25 ● Faith-Based Group N=14 ● Academia N=25 ● Other N=25

A. General Issues facing Kenya

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
The right direction	100.0%	96.0%	94.6%	100%	81.8%	93.0%	90.9%	95.0%	77.1%	83.3%	81.0%	88.0%	71.4%	87.5%	78.3%
The wrong direction	-	2.0%	2.7%	-	9.1%	4.7%	4.5%	5.0%	22.9%	16.7%	11.9%	4.0%	21.4%	8.3%	17.4%
Not sure	-	2.0%	2.7%	-	9.1%	2.3%	4.5%	-	-	-	7.1%	8.0%	7.1%	4.2%	4.3%

*Significantly different between stakeholder groups

¹⁷ Only 549 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Regional integration	25.0%	17.1%	7.7%	23.3%	9.1%	4.9%	8.7%	20.0%	11.8%	0.0%	6.7%	12.0%	0.0%	4.2%	8.3%
Gender equity	0.0%	4.6%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	11.8%	0.0%	4.4%	4.0%	0.0%	0.0%	4.2%
Private sector development	0.0%	9.2%	15.4%	13.3%	13.6%	26.8%	17.4%	15.0%	3.9%	5.6%	8.9%	4.0%	7.1%	4.2%	12.5%
Foreign direct investment*	33.3%	7.9%	15.4%	40.0%	27.3%	22.0%	39.1%	20.0%	11.8%	11.1%	22.2%	20.0%	21.4%	12.5%	4.2%
Water and sanitation	25.0%	8.6%	15.4%	6.7%	4.5%	0.0%	0.0%	5.0%	7.8%	5.6%	6.7%	8.0%	0.0%	4.2%	12.5%
Making devolution work and other public sector reform	25.0%	14.5%	10.3%	16.7%	9.1%	26.8%	21.7%	10.0%	11.8%	27.8%	20.0%	16.0%	7.1%	25.0%	8.3%
Food security*	0.0%	20.4%	35.9%	20.0%	4.5%	9.8%	8.7%	15.0%	9.8%	22.2%	6.7%	20.0%	7.1%	20.8%	20.8%
Public sector governance	16.7%	17.8%	23.1%	20.0%	27.3%	17.1%	13.0%	15.0%	11.8%	16.7%	13.3%	12.0%	28.6%	20.8%	16.7%
Anti-corruption and improved governance	16.7%	8.6%	12.8%	16.7%	13.6%	19.5%	8.7%	5.0%	5.9%	5.6%	8.9%	8.0%	7.1%	8.3%	4.2%
Job creation/employment	16.7%	28.9%	23.1%	23.3%	27.3%	31.7%	26.1%	20.0%	37.3%	27.8%	31.1%	28.0%	7.1%	33.3%	50.0%
Education	16.7%	12.5%	2.6%	16.7%	18.2%	9.8%	8.7%	20.0%	21.6%	16.7%	24.4%	28.0%	14.3%	4.2%	16.7%
Financial markets	16.7%	10.5%	7.7%	3.3%	13.6%	12.2%	13.0%	25.0%	9.8%	11.1%	6.7%	12.0%	7.1%	20.8%	12.5%
Urban development	0.0%	2.6%	2.6%	0.0%	0.0%	0.0%	4.3%	0.0%	2.0%	5.6%	0.0%	0.0%	7.1%	0.0%	0.0%
Environmental sustainability*	0.0%	3.3%	5.1%	0.0%	9.1%	9.8%	17.4%	0.0%	5.9%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	25.0%	5.9%	5.1%	26.7%	0.0%	7.3%	8.7%	0.0%	5.9%	11.1%	11.1%	0.0%	7.1%	0.0%	12.5%
Health	0.0%	13.2%	12.8%	6.7%	4.5%	4.9%	13.0%	0.0%	7.8%	16.7%	6.7%	12.0%	14.3%	4.2%	16.7%
Energy	8.3%	11.8%	5.1%	0.0%	9.1%	0.0%	0.0%	5.0%	5.9%	22.2%	13.3%	12.0%	7.1%	0.0%	4.2%
Climate change	0.0%	1.3%	2.6%	0.0%	0.0%	2.4%	0.0%	5.0%	2.0%	11.1%	2.2%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.7%	10.3%	0.0%	4.5%	2.4%	0.0%	5.0%	2.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Trade and exports	8.3%	6.6%	7.7%	3.3%	4.5%	12.2%	13.0%	25.0%	19.6%	5.6%	8.9%	8.0%	21.4%	8.3%	4.2%
Crime and violence	0.0%	2.6%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%	5.6%	2.2%	0.0%	7.1%	0.0%	4.2%
Social protection	0.0%	3.9%	0.0%	0.0%	0.0%	2.4%	0.0%	5.0%	0.0%	0.0%	2.2%	0.0%	0.0%	8.3%	0.0%
Poverty reduction	8.3%	15.8%	7.7%	23.3%	27.3%	12.2%	13.0%	5.0%	15.7%	27.8%	8.9%	20.0%	14.3%	25.0%	25.0%
Transport*	0.0%	22.4%	20.5%	3.3%	4.5%	2.4%	4.3%	5.0%	7.8%	22.2%	11.1%	16.0%	14.3%	8.3%	12.5%
Economic growth*	41.7%	17.8%	17.9%	13.3%	13.6%	29.3%	21.7%	25.0%	33.3%	0.0%	35.6%	28.0%	14.3%	37.5%	12.5%
Law and justice	8.3%	3.9%	0.0%	3.3%	0.0%	2.4%	0.0%	0.0%	3.9%	0.0%	2.2%	0.0%	14.3%	0.0%	4.2%
Regulatory framework*	0.0%	0.0%	0.0%	0.0%	4.5%	2.4%	0.0%	0.0%	5.9%	0.0%	11.1%	4.0%	7.1%	4.2%	4.2%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	2.2%	0.0%	14.3%	0.0%	0.0%
Natural resource management	0.0%	6.6%	5.1%	0.0%	13.6%	14.6%	8.7%	5.0%	7.8%	5.6%	8.9%	4.0%	7.1%	8.3%	4.2%
Disaster management	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	4.3%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
Agriculture and rural development	0.0%	10.5%	20.5%	13.3%	18.2%	2.4%	26.1%	20.0%	7.8%	16.7%	8.9%	20.0%	28.6%	20.8%	8.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Job creation/employment	50.0%	66.2%	53.8%	66.7%	50.0%	79.1%	78.3%	55.0%	66.7%	63.2%	63.0%	60.0%	64.3%	70.8%	72.0%
Law and justice	0.0%	3.2%	0.0%	6.7%	4.5%	2.3%	8.7%	5.0%	9.8%	0.0%	8.7%	0.0%	0.0%	0.0%	12.0%
Social protection*	16.7%	3.2%	2.6%	3.3%	18.2%	11.6%	4.3%	15.0%	3.9%	0.0%	8.7%	4.0%	21.4%	8.3%	4.0%
Crime and violence	0.0%	0.6%	0.0%	3.3%	0.0%	2.3%	0.0%	5.0%	0.0%	5.3%	0.0%	4.0%	0.0%	0.0%	4.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	4.5%	2.3%	0.0%	5.0%	3.9%	0.0%	2.2%	4.0%	0.0%	4.2%	0.0%
Information and communications technology	0.0%	3.9%	7.7%	3.3%	4.5%	0.0%	0.0%	0.0%	2.0%	5.3%	0.0%	0.0%	0.0%	4.2%	0.0%
Water and sanitation	8.3%	7.8%	5.1%	0.0%	4.5%	0.0%	0.0%	5.0%	3.9%	10.5%	4.3%	4.0%	21.4%	4.2%	12.0%
Equality of opportunity	0.0%	25.3%	12.8%	20.0%	13.6%	11.6%	8.7%	20.0%	13.7%	0.0%	13.0%	12.0%	21.4%	4.2%	24.0%
Economic growth	50.0%	31.2%	33.3%	26.7%	36.4%	39.5%	60.9%	40.0%	37.3%	26.3%	37.0%	44.0%	28.6%	33.3%	24.0%
Climate change	0.0%	1.9%	2.6%	0.0%	0.0%	0.0%	0.0%	5.0%	3.9%	5.3%	0.0%	4.0%	0.0%	4.2%	4.0%
Regional integration	0.0%	1.9%	0.0%	0.0%	0.0%	2.3%	0.0%	5.0%	3.9%	5.3%	2.2%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	41.7%	27.9%	43.6%	13.3%	18.2%	23.3%	13.0%	5.0%	17.6%	31.6%	21.7%	24.0%	35.7%	33.3%	28.0%
Gender equity	0.0%	2.6%	0.0%	3.3%	0.0%	2.3%	0.0%	5.0%	2.0%	5.3%	2.2%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	2.6%	0.0%	3.3%	0.0%	2.3%	4.3%	10.0%	5.9%	0.0%	2.2%	0.0%	7.1%	0.0%	8.0%
Regulatory framework	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	2.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Health	8.3%	18.2%	23.1%	23.3%	22.7%	14.0%	8.7%	20.0%	27.5%	26.3%	15.2%	12.0%	14.3%	8.3%	32.0%
Transport	8.3%	12.3%	15.4%	13.3%	4.5%	7.0%	4.3%	5.0%	9.8%	10.5%	8.7%	8.0%	7.1%	0.0%	0.0%
Making devolution work and other public sector reform*	16.7%	6.5%	2.6%	10.0%	13.6%	9.3%	17.4%	0.0%	3.9%	15.8%	19.6%	16.0%	0.0%	29.2%	4.0%
Financial markets	8.3%	10.4%	2.6%	3.3%	9.1%	9.3%	4.3%	5.0%	9.8%	5.3%	6.5%	12.0%	7.1%	0.0%	8.0%
Trade and exports	8.3%	6.5%	5.1%	13.3%	4.5%	7.0%	8.7%	5.0%	7.8%	5.3%	2.2%	16.0%	7.1%	4.2%	0.0%
Food security	33.3%	16.2%	17.9%	16.7%	18.2%	11.6%	21.7%	10.0%	15.7%	21.1%	8.7%	20.0%	21.4%	12.5%	12.0%
Anti-corruption and improved governance	8.3%	9.1%	7.7%	13.3%	0.0%	4.7%	4.3%	0.0%	7.8%	5.3%	6.5%	4.0%	7.1%	8.3%	12.0%
Private sector development	0.0%	3.9%	10.3%	0.0%	9.1%	2.3%	0.0%	0.0%	2.0%	0.0%	6.5%	8.0%	0.0%	12.5%	8.0%
Foreign direct investment	8.3%	1.3%	10.3%	3.3%	9.1%	4.7%	13.0%	5.0%	2.0%	0.0%	2.2%	0.0%	0.0%	4.2%	4.0%
Education	8.3%	14.9%	23.1%	20.0%	31.8%	23.3%	26.1%	35.0%	23.5%	15.8%	26.1%	28.0%	21.4%	20.8%	12.0%
Energy	8.3%	1.9%	5.1%	10.0%	0.0%	4.7%	4.3%	5.0%	2.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Public sector governance*	8.3%	6.5%	5.1%	10.0%	13.6%	2.3%	0.0%	0.0%	0.0%	26.3%	15.2%	4.0%	0.0%	8.3%	0.0%
Natural resource management	0.0%	2.6%	2.6%	3.3%	0.0%	4.7%	4.3%	5.0%	2.0%	10.5%	6.5%	4.0%	7.1%	8.3%	0.0%
Environmental sustainability	0.0%	1.3%	0.0%	3.3%	0.0%	2.3%	0.0%	10.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Greater access to health and nutrition for citizens*	0.0%	28.9%	13.2%	35.7%	13.6%	9.5%	0.0%	5.0%	21.6%	11.8%	11.1%	4.0%	7.1%	4.3%	32.0%
Better entrepreneurial opportunities	16.7%	33.6%	23.7%	17.9%	40.9%	31.0%	30.4%	40.0%	25.5%	47.1%	28.9%	24.0%	14.3%	26.1%	40.0%
Improving and better targeting service delivery at county level	25.0%	21.7%	23.7%	28.6%	13.6%	14.3%	39.1%	5.0%	15.7%	0.0%	22.2%	28.0%	28.6%	17.4%	24.0%
A growing middle class	25.0%	5.9%	5.3%	7.1%	9.1%	11.9%	8.7%	10.0%	9.8%	11.8%	6.7%	8.0%	21.4%	8.7%	0.0%
Better opportunity for the poor who live in rural areas	25.0%	17.8%	39.5%	21.4%	18.2%	19.0%	21.7%	25.0%	17.6%	17.6%	17.8%	40.0%	21.4%	34.8%	20.0%
Better opportunity for the poor who live in urban areas	8.3%	3.3%	2.6%	3.6%	9.1%	2.4%	8.7%	0.0%	3.9%	0.0%	4.4%	4.0%	0.0%	4.3%	0.0%
Better employment opportunities for young people	33.3%	20.4%	18.4%	14.3%	18.2%	16.7%	4.3%	10.0%	11.8%	0.0%	28.9%	16.0%	14.3%	13.0%	16.0%
Better employment opportunities for women*	16.7%	2.0%	5.3%	3.6%	4.5%	4.8%	4.3%	0.0%	9.8%	0.0%	2.2%	0.0%	28.6%	4.3%	0.0%
Greater access to micro-finance for the poor	16.7%	12.5%	7.9%	17.9%	9.1%	11.9%	8.7%	25.0%	5.9%	29.4%	6.7%	4.0%	14.3%	8.7%	16.0%
Greater voice and participation for citizens to help ensure greater accountability	8.3%	7.2%	7.9%	14.3%	0.0%	14.3%	17.4%	15.0%	13.7%	11.8%	13.3%	16.0%	7.1%	21.7%	8.0%
Consistent economic growth*	8.3%	11.2%	7.9%	14.3%	13.6%	14.3%	43.5%	20.0%	21.6%	23.5%	22.2%	20.0%	14.3%	30.4%	12.0%
More reliable social safety net*	0.0%	2.0%	5.3%	0.0%	18.2%	4.8%	0.0%	15.0%	15.7%	0.0%	2.2%	0.0%	14.3%	8.7%	4.0%
Greater equity of fiscal policy	0.0%	2.6%	0.0%	0.0%	0.0%	4.8%	0.0%	10.0%	0.0%	11.8%	6.7%	4.0%	0.0%	0.0%	4.0%
Education and training that better ensure job opportunity	0.0%	18.4%	15.8%	3.6%	18.2%	11.9%	8.7%	5.0%	13.7%	29.4%	13.3%	20.0%	7.1%	21.7%	4.0%
Better quality public services	0.0%	5.3%	13.2%	7.1%	0.0%	2.4%	0.0%	0.0%	3.9%	5.9%	4.4%	0.0%	0.0%	4.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.5%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kenya? (Select only ONE response)*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
A very big problem	50.0%	40.5%	46.2%	20.0%	23.8%	34.9%	39.1%	20.0%	34.6%	57.9%	47.8%	40.0%	14.3%	41.7%	40.0%
A moderately big problem	33.3%	48.4%	41.0%	66.7%	47.6%	48.8%	21.7%	60.0%	28.8%	21.1%	39.1%	48.0%	35.7%	45.8%	44.0%
A small problem	16.7%	10.5%	12.8%	10.0%	28.6%	16.3%	30.4%	15.0%	26.9%	10.5%	8.7%	8.0%	28.6%	8.3%	12.0%
Not a problem at all	-	.7%	-	3.3%	-	-	8.7%	5.0%	9.6%	10.5%	4.3%	4.0%	14.3%	4.2%	4.0%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	7.1%	-	-

*Significantly different between stakeholder groups



A. General Issues Facing Kenya (continued)

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
A very serious problem	41.7%	45.4%	41.0%	23.3%	22.7%	31.0%	13.0%	10.0%	25.0%	36.8%	41.3%	28.0%	28.6%	41.7%	68.0%
A somewhat serious problem	41.7%	42.1%	35.9%	46.7%	50.0%	50.0%	47.8%	55.0%	53.8%	36.8%	34.8%	64.0%	35.7%	37.5%	16.0%
Not too serious problem	16.7%	11.2%	20.5%	26.7%	22.7%	19.0%	39.1%	25.0%	19.2%	26.3%	17.4%	8.0%	21.4%	16.7%	16.0%
Not a problem	-	1.3%	2.6%	3.3%	4.5%	-	-	10.0%	1.9%	-	6.5%	-	14.3%	4.2%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
How familiar are you with the work of the World Bank Group in Kenya?*	12	8.08	154	6.85	38	7.68	30	6.60	22	6.59	42	7.05	23	7.22	20	7.00	52	6.88	18	7.00	45	7.07	25	6.52	14	6.14	24	7.04	25	6.40

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Overall, please rate your impression of the WBG's effectiveness in Kenya.	12	7.83	153	6.89	38	7.37	30	6.53	20	6.65	42	7.17	23	6.96	20	7.05	48	7.60	17	6.71	45	7.09	25	6.76	14	6.50	24	6.96	24	6.58

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
To what extent do you believe the WBG's staff is well prepared to help Kenya solve its most complicated development challenges?	12	7.67	146	6.94	38	7.32	30	6.80	22	7.27	40	7.20	22	6.59	19	6.53	46	7.52	16	7.00	45	7.64	24	7.08	14	7.14	23	7.30	24	7.04

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Foreign direct investment	41.7%	18.4%	15.4%	26.7%	31.8%	25.6%	43.5%	30.0%	23.1%	5.6%	15.2%	24.0%	7.1%	8.0%	16.0%
Education	25.0%	21.1%	25.6%	40.0%	31.8%	16.3%	13.0%	50.0%	36.5%	15.8%	23.9%	36.0%	35.7%	32.0%	24.0%
Energy*	33.3%	13.8%	7.7%	0.0%	9.1%	7.0%	4.3%	10.0%	0.0%	22.2%	8.7%	4.0%	0.0%	0.0%	0.0%
Trade and exports*	16.7%	13.8%	7.7%	36.7%	13.6%	23.3%	26.1%	10.0%	11.5%	5.6%	6.5%	12.0%	28.6%	8.0%	0.0%
Crime and violence	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	5.6%	0.0%	4.0%	0.0%	0.0%	4.0%
Making devolution work and other public sector reform*	8.3%	9.2%	7.7%	16.7%	9.1%	20.9%	26.1%	5.0%	17.3%	16.7%	26.1%	24.0%	0.0%	44.0%	16.0%
Disaster management*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	3.8%	5.6%	0.0%	0.0%	7.1%	0.0%	0.0%
Regional integration	0.0%	3.3%	2.6%	0.0%	9.1%	4.7%	8.7%	5.0%	11.5%	0.0%	6.5%	8.0%	0.0%	20.0%	4.0%
Gender equity	0.0%	3.3%	0.0%	6.7%	4.5%	4.7%	0.0%	0.0%	5.8%	0.0%	6.5%	8.0%	0.0%	8.0%	0.0%
Public sector governance	0.0%	17.8%	20.5%	3.3%	27.3%	14.0%	8.7%	10.0%	1.9%	16.7%	13.0%	8.0%	14.3%	16.0%	16.0%
Health	33.3%	17.1%	15.4%	16.7%	13.6%	16.3%	13.0%	20.0%	21.2%	16.7%	15.2%	16.0%	28.6%	4.0%	32.0%
Water and sanitation	25.0%	8.6%	15.4%	3.3%	4.5%	7.0%	0.0%	10.0%	9.6%	16.7%	13.0%	4.0%	7.1%	0.0%	8.0%
Job creation/employment	16.7%	30.9%	23.1%	33.3%	22.7%	32.6%	30.4%	10.0%	21.2%	27.8%	28.3%	20.0%	7.1%	36.0%	36.0%
Financial markets	0.0%	2.6%	5.1%	0.0%	0.0%	4.7%	0.0%	0.0%	3.8%	0.0%	6.5%	4.0%	7.1%	4.0%	8.0%
Urban development	0.0%	2.6%	5.1%	3.3%	0.0%	2.3%	0.0%	0.0%	1.9%	5.6%	0.0%	4.0%	0.0%	0.0%	4.0%
Environmental sustainability	0.0%	2.6%	5.1%	0.0%	4.5%	0.0%	0.0%	5.0%	0.0%	0.0%	2.2%	0.0%	0.0%	8.0%	0.0%
Regulatory framework	0.0%	1.3%	0.0%	3.3%	9.1%	2.3%	8.7%	5.0%	1.9%	0.0%	8.7%	12.0%	7.1%	0.0%	4.0%
Communicable/non-communicable diseases	0.0%	0.7%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Natural resource management	8.3%	8.6%	5.1%	3.3%	9.1%	7.0%	26.1%	20.0%	13.5%	5.6%	13.0%	8.0%	21.4%	8.0%	12.0%
Equality of opportunity	0.0%	6.6%	10.3%	16.7%	13.6%	4.7%	4.3%	10.0%	15.4%	11.1%	8.7%	4.0%	0.0%	4.0%	12.0%
Private sector development	0.0%	4.6%	2.6%	0.0%	13.6%	11.6%	4.3%	5.0%	3.8%	5.6%	2.2%	4.0%	7.1%	12.0%	4.0%
Agriculture and rural development*	25.0%	20.4%	33.3%	13.3%	4.5%	16.3%	13.0%	10.0%	11.5%	44.4%	10.9%	12.0%	21.4%	24.0%	4.0%
Food security	8.3%	9.9%	7.7%	3.3%	0.0%	2.3%	17.4%	5.0%	9.6%	16.7%	2.2%	0.0%	7.1%	4.0%	12.0%
Climate change	0.0%	1.3%	7.7%	3.3%	4.5%	4.7%	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Poverty reduction*	8.3%	24.3%	10.3%	26.7%	13.6%	2.3%	4.3%	10.0%	15.4%	22.2%	21.7%	16.0%	21.4%	12.0%	36.0%
Social protection	0.0%	2.0%	0.0%	3.3%	0.0%	7.0%	0.0%	0.0%	3.8%	5.6%	6.5%	0.0%	14.3%	0.0%	4.0%
Economic growth	25.0%	13.2%	20.5%	13.3%	13.6%	23.3%	17.4%	30.0%	30.8%	11.1%	26.1%	24.0%	28.6%	16.0%	12.0%
Law and justice	0.0%	0.7%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption and improved governance	0.0%	2.6%	7.7%	0.0%	9.1%	2.3%	4.3%	0.0%	0.0%	0.0%	8.7%	8.0%	0.0%	12.0%	4.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	25.0%	21.7%	15.4%	13.3%	13.6%	4.7%	0.0%	5.0%	1.9%	11.1%	17.4%	8.0%	0.0%	12.0%	4.0%

*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE in Kenya?

GREATEST VALUE Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi- lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independ- ent Govt. Inst.	Trade Union	Faith- Based Group	Academia	Other
Convening/facilitating	18.2%	20.4%	27.0%	27.6%	18.2%	20.5%	26.1%	20.0%	11.8%	0.0%	16.7%	12.0%	14.3%	4.3%	33.3%
Data	9.1%	2.7%	2.7%	10.3%	9.1%	0.0%	0.0%	15.0%	7.8%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	18.2%	10.9%	5.4%	10.3%	31.8%	7.7%	17.4%	25.0%	17.6%	27.8%	11.9%	4.0%	14.3%	17.4%	16.7%
Financial resources	18.2%	32.7%	40.5%	31.0%	18.2%	41.0%	34.8%	25.0%	23.5%	22.2%	33.3%	40.0%	14.3%	30.4%	16.7%
Capacity development	18.2%	15.6%	5.4%	0.0%	9.1%	10.3%	4.3%	0.0%	11.8%	5.6%	11.9%	12.0%	21.4%	13.0%	12.5%
Technical assistance	0.0%	6.1%	5.4%	3.4%	0.0%	5.1%	4.3%	5.0%	3.9%	5.6%	4.8%	12.0%	0.0%	4.3%	8.3%
Mobilizing third party financial resources	9.1%	7.5%	10.8%	10.3%	9.1%	10.3%	8.7%	10.0%	11.8%	22.2%	9.5%	8.0%	14.3%	0.0%	4.2%
Donor coordination*	0.0%	2.7%	0.0%	0.0%	4.5%	2.6%	4.3%	0.0%	9.8%	5.6%	4.8%	8.0%	14.3%	21.7%	0.0%
Linkage to non-Bank expertise	9.1%	2.7%	5.4%	6.9%	0.0%	2.6%	0.0%	0.0%	2.0%	11.1%	4.8%	4.0%	7.1%	8.7%	4.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

When thinking about the World Bank Group's role, which activity do you believe is of SECOND GREATEST VALUE in Kenya?

2 ND GREATEST VALUE Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi- lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independ- ent Govt. Inst.	Trade Union	Faith- Based Group	Academia	Other
Convening/facilitating	0.0%	12.2%	8.1%	20.7%	4.5%	12.8%	13.0%	20.0%	5.9%	5.6%	4.8%	12.0%	21.4%	8.7%	8.3%
Data	9.1%	10.1%	0.0%	6.9%	9.1%	10.3%	0.0%	5.0%	9.8%	11.1%	9.5%	16.0%	7.1%	4.3%	29.2%
Policy advice, studies, analyses	27.3%	12.8%	18.9%	6.9%	18.2%	7.7%	17.4%	0.0%	17.6%	27.8%	11.9%	28.0%	7.1%	17.4%	8.3%
Financial resources	18.2%	23.6%	16.2%	24.1%	18.2%	12.8%	8.7%	10.0%	7.8%	0.0%	16.7%	8.0%	7.1%	26.1%	25.0%
Capacity development	0.0%	10.8%	13.5%	17.2%	18.2%	20.5%	17.4%	15.0%	11.8%	16.7%	16.7%	4.0%	21.4%	13.0%	4.2%
Technical assistance	8.3%	8.8%	8.1%	6.9%	18.2%	7.7%	4.3%	15.0%	5.9%	5.6%	19.0%	12.0%	7.1%	13.0%	12.5%
Mobilizing third party financial resources	18.2%	6.8%	16.2%	17.2%	4.5%	7.7%	17.4%	5.0%	23.5%	11.1%	9.5%	0.0%	21.4%	13.0%	4.2%
Donor coordination*	18.2%	5.4%	13.5%	0.0%	9.1%	17.9%	21.7%	20.0%	9.8%	16.7%	9.5%	12.0%	0.0%	0.0%	4.2%
Linkage to non-Bank expertise	0.0%	8.1%	2.7%	0.0%	0.0%	2.6%	0.0%	10.0%	7.8%	5.6%	2.4%	8.0%	7.1%	4.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank 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 Kenya? (1-Not effective at all, 10-Very effective)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Project implementation (or other organizational strengthening)	12	7.25	151	7.04	37	7.00	29	6.76	17	6.94	39	7.13	23	7.00	20	6.75	49	7.63	18	7.28	45	7.04	22	6.95	14	7.50	23	7.48	23	6.48
Citizen engagement (incorporating citizens' voices into development)*	12	5.08	136	5.87	31	5.55	29	5.34	17	5.29	40	6.48	23	6.22	19	6.37	50	6.62	18	5.94	41	6.56	20	6.15	13	6.62	23	6.65	22	5.41
Policy design (for clarity and better incentives to achieve development goals)	12	7.00	148	6.76	33	6.55	28	6.46	17	6.76	39	7.23	23	6.91	19	6.26	49	7.43	17	7.29	43	6.91	22	6.50	14	6.93	24	7.17	22	6.32

*Significantly different between stakeholder groups

When thinking about how to improve capacity building in Kenya 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 important at all, 10-Very important)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Project implementation (or other organizational strengthening)	12	8.50	152	8.63	37	8.78	30	8.30	21	8.62	41	8.66	22	8.68	20	8.90	49	8.33	18	9.00	45	8.62	24	8.42	14	8.29	23	8.91	24	8.00
Citizen engagement (incorporating citizens' voices into development)	12	8.67	146	8.53	36	8.28	29	8.38	21	8.67	41	8.27	22	8.55	20	9.05	49	8.55	18	8.78	45	8.47	22	8.59	14	8.21	24	9.29	24	8.04
Policy design (for clarity and better incentives to achieve development goals)	12	8.67	150	8.65	36	8.64	29	8.34	21	8.90	41	8.80	22	9.14	20	8.80	49	8.61	18	9.06	44	8.68	23	8.87	14	8.21	23	9.09	24	8.17

**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 Kenya? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi- lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independ- ent Govt. Inst.	Trade Union	Faith- Based Group	Academia	Other
Not aligned with other donors' work	0.0%	16.4%	10.3%	16.7%	4.8%	4.7%	8.7%	15.0%	13.5%	0.0%	8.7%	4.0%	7.1%	8.3%	28.0%
Not aligned with country priorities*	8.3%	16.4%	0.0%	16.7%	0.0%	14.0%	4.3%	5.0%	17.3%	5.3%	15.2%	12.0%	7.1%	25.0%	32.0%
Not adequately sensitive to political/social realities in Kenya	16.7%	18.4%	17.9%	10.0%	9.5%	18.6%	13.0%	10.0%	13.5%	15.8%	13.0%	32.0%	7.1%	20.8%	12.0%
WBG's processes too slow*	25.0%	33.6%	51.3%	40.0%	14.3%	23.3%	21.7%	35.0%	13.5%	31.6%	30.4%	12.0%	21.4%	29.2%	28.0%
Not exploring alternative policy options	8.3%	7.2%	7.7%	3.3%	23.8%	4.7%	8.7%	25.0%	17.3%	5.3%	10.9%	16.0%	21.4%	0.0%	8.0%
Not collaborating enough with stakeholders outside the Government*	0.0%	12.5%	15.4%	20.0%	33.3%	4.7%	13.0%	5.0%	17.3%	15.8%	23.9%	8.0%	7.1%	33.3%	20.0%
Its advice and strategies do not lend themselves to practical problem solving	8.3%	10.5%	10.3%	13.3%	28.6%	11.6%	21.7%	25.0%	7.7%	5.3%	6.5%	16.0%	21.4%	0.0%	16.0%
Not enough public disclosure of its work	0.0%	5.9%	15.4%	16.7%	19.0%	4.7%	8.7%	15.0%	3.8%	5.3%	13.0%	16.0%	0.0%	4.2%	16.0%
Arrogant in its approach	8.3%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	10.5%	2.2%	0.0%	7.1%	4.2%	0.0%
Not client focused*	0.0%	1.3%	5.1%	0.0%	4.8%	0.0%	0.0%	0.0%	9.6%	0.0%	0.0%	0.0%	14.3%	8.3%	0.0%
The credibility of its knowledge/data	25.0%	4.6%	2.6%	16.7%	4.8%	11.6%	17.4%	10.0%	7.7%	10.5%	6.5%	0.0%	14.3%	0.0%	8.0%
Staff too inaccessible	16.7%	4.6%	0.0%	0.0%	4.8%	4.7%	0.0%	5.0%	7.7%	5.3%	4.3%	4.0%	21.4%	8.3%	4.0%
WBG's processes too complex	16.7%	18.4%	17.9%	3.3%	4.8%	23.3%	17.4%	10.0%	19.2%	21.1%	23.9%	28.0%	14.3%	8.3%	4.0%
Not willing to honestly criticize policies and reform efforts in the country	8.3%	5.9%	10.3%	16.7%	9.5%	11.6%	8.7%	5.0%	5.8%	5.3%	13.0%	8.0%	7.1%	12.5%	8.0%
Too influenced by developed countries*	33.3%	12.5%	10.3%	3.3%	0.0%	23.3%	21.7%	10.0%	15.4%	47.4%	13.0%	20.0%	7.1%	12.5%	4.0%
Imposing technocratic solutions without regard to political realities	0.0%	7.2%	7.7%	3.3%	4.8%	9.3%	8.7%	0.0%	9.6%	5.3%	6.5%	12.0%	7.1%	16.7%	4.0%
Other	0.0%	2.6%	0.0%	0.0%	0.0%	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%	0.7%	0.0%	0.0%	4.8%	2.3%	0.0%	0.0%	1.9%	5.3%	0.0%	0.0%	0.0%	0.0%	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 Kenya? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi- lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independ- ent Govt. Inst.	Trade Union	Faith- Based Group	Academia	Other
Knowledge products/services*	16.7%	34.4%	15.8%	43.3%	27.3%	18.6%	26.1%	25.0%	17.6%	5.3%	26.1%	24.0%	7.1%	33.3%	48.0%
Investment lending	58.3%	43.0%	52.6%	36.7%	45.5%	46.5%	30.4%	50.0%	52.9%	63.2%	58.7%	32.0%	50.0%	45.8%	40.0%
Technical assistance	8.3%	28.5%	26.3%	33.3%	31.8%	25.6%	39.1%	30.0%	15.7%	42.1%	23.9%	28.0%	42.9%	20.8%	32.0%
Capacity development	41.7%	28.5%	21.1%	20.0%	31.8%	41.9%	30.4%	30.0%	27.5%	26.3%	26.1%	44.0%	14.3%	20.8%	28.0%
Policy based lending/budget support to the Government	16.7%	21.2%	34.2%	30.0%	13.6%	16.3%	30.4%	15.0%	15.7%	21.1%	17.4%	16.0%	7.1%	37.5%	8.0%
Multi-sectoral approaches*	25.0%	15.9%	18.4%	0.0%	13.6%	11.6%	4.3%	5.0%	31.4%	10.5%	21.7%	20.0%	50.0%	12.5%	16.0%
Trust Fund management*	16.7%	4.0%	13.2%	3.3%	18.2%	11.6%	8.7%	0.0%	25.5%	15.8%	10.9%	8.0%	7.1%	16.7%	4.0%
Other*	0.0%	0.0%	0.0%	6.7%	4.5%	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%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya? (Select only ONE response)

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi- lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independ- ent Govt. Inst.	Trade Union	Faith- Based Group	Academia	Other
To a fully sufficient degree	-	9.2%	10.3%	-	13.6%	9.3%	4.3%	10.0%	5.9%	5.3%	4.3%	16.0%	14.3%	8.3%	20.0%
To a somewhat sufficient degree	41.7%	61.4%	56.4%	50.0%	63.6%	53.5%	56.5%	55.0%	43.1%	57.9%	56.5%	44.0%	28.6%	50.0%	28.0%
To a somewhat insufficient degree	33.3%	24.2%	28.2%	46.7%	18.2%	25.6%	39.1%	35.0%	33.3%	26.3%	30.4%	28.0%	35.7%	33.3%	28.0%
To a very insufficient degree	25.0%	4.6%	2.6%	3.3%	-	11.6%	-	-	13.7%	10.5%	8.7%	8.0%	21.4%	4.2%	24.0%
Don't know	-	.7%	2.6%	-	4.5%	-	-	-	3.9%	-	-	4.0%	-	4.2%	-



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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Academia/think tanks/research institutes	41.7%	28.8%	30.8%	36.7%	31.8%	26.2%	26.1%	15.0%	15.4%	15.8%	17.8%	20.0%	28.6%	48.0%	12.0%
Donor community	0.0%	12.4%	12.8%	3.3%	22.7%	2.4%	0.0%	10.0%	11.5%	15.8%	15.6%	8.0%	14.3%	12.0%	8.0%
Media*	41.7%	24.2%	30.8%	63.3%	54.5%	45.2%	52.2%	50.0%	26.9%	36.8%	26.7%	32.0%	57.1%	24.0%	20.0%
Local government	41.7%	23.5%	25.6%	23.3%	4.5%	31.0%	17.4%	15.0%	21.2%	26.3%	22.2%	28.0%	14.3%	20.0%	32.0%
Private sector	8.3%	20.9%	23.1%	3.3%	13.6%	26.2%	17.4%	20.0%	23.1%	15.8%	28.9%	16.0%	14.3%	24.0%	16.0%
Parliament	0.0%	4.6%	2.6%	10.0%	0.0%	0.0%	4.3%	0.0%	5.8%	0.0%	15.6%	4.0%	0.0%	0.0%	4.0%
NGOs/CBOs*	25.0%	23.5%	17.9%	20.0%	9.1%	26.2%	17.4%	20.0%	53.8%	26.3%	28.9%	44.0%	28.6%	36.0%	52.0%
Youth/university groups	8.3%	16.3%	10.3%	0.0%	9.1%	7.1%	4.3%	20.0%	5.8%	15.8%	6.7%	16.0%	7.1%	8.0%	12.0%
Beneficiaries	8.3%	18.3%	25.6%	10.0%	18.2%	7.1%	26.1%	10.0%	17.3%	21.1%	24.4%	12.0%	14.3%	20.0%	16.0%
Foundations	0.0%	7.8%	0.0%	3.3%	4.5%	4.8%	4.3%	5.0%	11.5%	10.5%	6.7%	12.0%	7.1%	4.0%	16.0%
Other	0.0%	3.3%	0.0%	3.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	4.0%	0.0%	0.0%	0.0%
Don't know*	8.3%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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		
Overall the World Bank Group currently plays a relevant role in development in Kenya*	12	8.17	153	7.47	39	7.79	29	6.48	22	7.09	41	7.39	22	6.91	20	7.25	52	7.83	19	7.21	46	7.46	25	7.04	14	7.79	24	7.83	25	6.92
The World Bank Group's work is aligned with what I consider the development priorities for Kenya*	12	7.42	152	6.98	39	7.62	29	6.59	21	6.90	42	6.98	23	6.78	20	6.45	51	7.57	19	7.26	45	7.31	24	6.71	14	7.29	23	6.65	25	6.24
The World Bank Group supports programs and strategies that are realistic for Kenya	12	7.83	151	6.87	39	7.36	29	6.66	21	6.71	41	7.10	23	6.74	20	6.90	49	7.37	19	7.21	45	7.16	25	7.12	14	7.43	24	7.21	25	6.36
The World Bank Group treats clients and stakeholders in Kenya with respect*	11	7.00	149	6.91	38	7.74	28	6.68	20	7.30	42	7.40	23	6.91	20	6.40	47	7.49	18	6.83	45	6.98	25	7.32	14	7.00	23	8.30	25	6.32

*Significantly different between stakeholder groups



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

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Responsiveness*	12	7.25	150	6.69	39	7.36	28	6.21	21	7.19	41	6.56	23	6.52	19	7.16	48	7.50	19	6.42	45	6.60	24	6.21	14	7.21	24	7.00	25	6.20
Flexibility (in terms of the institution's products and services)	12	6.08	150	5.99	39	6.33	27	5.56	19	6.00	40	6.18	21	5.86	20	6.15	48	6.98	19	5.63	45	6.38	23	6.39	14	6.43	24	6.50	25	5.88
Flexibility (in terms of changing country circumstances)*	12	6.17	148	6.03	39	6.33	29	6.14	19	6.16	40	6.35	23	6.48	20	6.70	49	6.86	19	5.53	45	6.29	24	6.29	14	6.71	24	6.67	25	5.12
Being inclusive	12	6.67	144	6.26	38	6.42	29	6.10	18	5.78	39	6.15	23	6.00	19	6.05	49	6.88	19	6.05	42	6.36	23	6.39	14	6.50	24	6.54	25	5.44
Openness (sharing data and other information)	12	6.92	150	6.74	39	7.05	29	5.93	21	6.48	40	6.48	22	5.82	20	6.25	50	6.70	18	7.00	46	6.35	24	6.25	14	6.57	24	7.13	25	6.00
Staff accessibility*	11	5.64	145	6.35	37	7.59	30	5.83	20	6.90	41	5.93	22	5.36	19	5.79	49	6.88	19	5.37	46	6.50	22	5.95	14	6.50	24	6.96	24	6.08
Straightforwardness and honesty	12	7.00	148	6.84	38	7.26	27	6.22	20	6.95	38	6.53	23	6.35	20	6.70	50	6.94	19	6.74	44	6.84	24	6.58	14	6.71	24	7.50	24	6.54
Ease of access to the people at the World Bank Group who are making decisions important to my work*	11	7.00	150	6.47	38	7.63	27	5.33	18	6.33	41	5.80	22	5.77	19	6.42	50	6.72	19	5.74	45	6.89	22	5.91	14	6.43	23	6.35	24	6.33
Collaboration with civil society*	12	5.50	126	6.56	30	6.57	27	5.59	18	6.17	41	6.07	23	5.52	20	6.15	49	6.90	19	6.47	41	6.73	24	6.29	13	5.92	21	6.81	25	6.24
Collaboration with the Government	12	7.50	151	7.07	39	7.56	29	6.48	20	6.90	41	7.20	23	6.65	19	5.89	52	7.31	19	7.16	46	7.33	23	6.91	14	7.14	24	8.04	25	7.04
Collaboration with other donors and development partners*	12	7.00	144	6.90	36	7.17	28	5.75	21	6.24	40	6.55	23	6.17	20	6.00	50	7.26	18	7.33	45	6.98	24	7.46	14	7.43	23	8.17	24	7.04
Collaboration with the private sector	11	7.36	131	6.25	32	6.69	28	6.29	19	6.58	41	6.46	23	6.52	20	5.75	50	6.98	19	6.53	43	6.65	24	6.75	14	6.14	24	7.08	25	6.04
The speed in which it gets things accomplished on the ground	12	5.33	150	5.92	37	6.11	29	5.66	18	5.94	41	5.90	22	5.95	19	6.26	50	6.82	19	6.47	46	6.20	24	6.46	14	6.29	23	6.87	25	5.80
Being a long-term partner*	12	8.42	151	7.39	39	8.18	29	6.97	21	7.38	41	7.51	22	7.59	20	6.55	50	7.42	19	7.11	46	7.59	24	7.33	14	7.07	23	8.39	25	6.72

*Significantly different between stakeholder groups

To be more effective development partner in Kenya, do you believe that the World Bank Group should have? (Select only ONE response)*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
More local presence	90.9%	69.1%	78.4%	93.1%	66.7%	74.4%	95.7%	65.0%	67.3%	52.6%	76.1%	80.0%	64.3%	66.7%	64.0%
The current level of local presence is adequate	9.1%	28.9%	18.9%	6.9%	33.3%	23.3%	4.3%	35.0%	30.8%	42.1%	23.9%	20.0%	35.7%	33.3%	32.0%
Less local presence	-	1.3%	2.7%	-	-	2.3%	-	-	1.9%	5.3%	-	-	-	-	4.0%
Don't know	-	.7%	-	-	-	-	-	-	-	-	-	-	-	-	-

*Significantly different between stakeholder groups

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

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	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi- lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independ- ent Govt. Inst.	Trade Union	Faith- Based Group	Academia	Other
The WBG does not do adequate follow through/follow-up	8.3%	24.3%	10.5%	26.7%	14.3%	16.7%	13.0%	30.0%	11.5%	10.5%	19.6%	16.0%	0.0%	25.0%	24.0%
Poor donor coordination*	0.0%	18.4%	13.2%	13.3%	4.8%	35.7%	13.0%	20.0%	40.4%	31.6%	26.1%	16.0%	21.4%	16.7%	32.0%
The WBG is not sensitive enough to political/social realities on the ground	41.7%	30.9%	15.8%	30.0%	19.0%	23.8%	21.7%	20.0%	17.3%	15.8%	34.8%	28.0%	21.4%	20.8%	36.0%
Lack of/inadequate levels of capacity in Government	33.3%	32.9%	42.1%	30.0%	52.4%	19.0%	30.4%	25.0%	23.1%	10.5%	23.9%	28.0%	50.0%	45.8%	24.0%
There is not an adequate level of citizen/civil society participation	33.3%	17.8%	15.8%	26.7%	23.8%	19.0%	34.8%	30.0%	19.2%	31.6%	23.9%	28.0%	7.1%	25.0%	20.0%
The WBG works too slowly	8.3%	7.9%	10.5%	3.3%	4.8%	14.3%	0.0%	10.0%	9.6%	21.1%	6.5%	4.0%	7.1%	8.3%	12.0%
The Government works inefficiently*	0.0%	9.9%	18.4%	23.3%	4.8%	19.0%	21.7%	15.0%	30.8%	31.6%	19.6%	16.0%	50.0%	16.7%	16.0%
Political pressures and obstacles	0.0%	7.9%	21.1%	6.7%	33.3%	14.3%	26.1%	10.0%	17.3%	5.3%	19.6%	16.0%	14.3%	20.8%	16.0%
Reforms are not well thought out in light of country challenges	25.0%	19.7%	31.6%	10.0%	23.8%	14.3%	8.7%	10.0%	13.5%	36.8%	13.0%	28.0%	14.3%	12.5%	4.0%
Other	0.0%	2.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Sectoral 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 Kenya? (1-Not important at all, 10-Very important)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Making devolution work and other public sector reform	12	8.50	151	8.32	38	8.39	30	9.03	22	8.27	43	8.56	22	7.86	20	8.70	52	9.06	19	8.68	45	8.27	25	8.24	14	8.43	24	9.29	24	8.63
Anti-corruption and improved governance	12	7.92	151	8.50	37	8.76	30	8.77	21	8.67	42	8.62	23	7.57	20	8.75	52	8.85	19	8.84	46	8.50	25	8.28	14	8.14	24	8.79	25	9.00
Information and communications technology	12	8.00	153	8.22	37	8.24	30	9.07	21	8.24	41	8.41	22	8.23	20	8.80	52	8.87	18	8.61	45	8.13	25	8.52	14	8.21	24	8.42	24	9.04
Transport	12	9.17	152	8.84	39	9.03	30	9.07	22	8.14	42	8.74	23	8.35	20	9.05	52	8.94	19	8.84	45	8.44	25	8.68	14	8.79	23	8.35	24	8.79
Crime and violence	12	7.50	149	7.91	37	7.62	30	8.90	22	7.27	42	8.07	20	8.05	20	8.85	51	8.49	19	7.74	45	7.60	25	7.84	14	8.36	23	7.57	24	8.58
Law and justice	12	7.58	148	8.05	38	7.95	30	9.07	22	8.05	41	8.20	22	8.59	18	8.89	51	8.59	19	7.68	44	7.70	24	8.33	14	8.71	24	7.83	24	8.33
Urban development	12	8.50	151	8.54	39	8.44	30	8.90	22	7.86	41	8.71	22	8.82	20	9.00	52	9.02	19	8.32	46	8.48	25	8.68	14	8.36	24	8.29	24	8.71
Environmental sustainability	12	8.92	149	8.71	39	8.72	30	9.23	22	8.55	41	8.78	22	8.86	20	9.35	52	8.79	19	8.53	44	8.41	25	9.00	14	8.50	23	8.70	24	8.92
Regulatory framework	12	8.42	151	8.21	36	8.25	30	9.10	22	8.41	40	8.58	23	8.30	20	8.90	52	8.60	18	8.11	45	8.07	25	8.20	14	8.57	24	8.63	24	8.88
Communicable/non-communicable diseases	12	8.92	150	8.50	38	8.61	30	9.13	22	7.45	42	8.67	21	8.67	19	9.11	52	8.56	19	8.16	45	8.09	24	8.58	14	8.93	23	8.52	24	8.92
Poverty reduction	12	8.75	152	9.12	38	9.34	30	9.43	22	8.41	42	9.07	22	8.95	19	9.21	51	8.96	19	8.79	44	8.57	25	9.08	14	8.64	24	9.17	24	9.04
Gender equity	12	8.42	152	8.03	38	7.71	30	8.90	22	7.77	41	8.15	23	8.65	20	8.60	52	8.73	19	7.63	43	7.81	25	8.36	14	8.71	22	8.14	25	8.80
Private sector development*	12	9.33	152	8.47	39	8.03	30	9.07	22	8.27	41	8.93	23	8.78	20	9.40	52	9.02	19	8.63	44	8.25	25	8.64	14	9.07	24	8.75	24	8.75
Foreign direct investment*	12	8.42	152	8.53	38	7.87	29	9.14	21	8.19	42	8.52	22	8.91	20	9.10	52	8.98	19	8.16	45	8.16	25	8.28	14	9.00	23	8.74	24	9.00
Water and sanitation	12	9.25	150	9.01	38	9.18	30	9.03	22	8.27	42	8.81	22	8.64	20	9.05	51	8.86	18	8.22	45	8.67	25	8.68	14	8.93	24	8.58	23	9.00
Trade and exports*	12	8.83	150	8.39	37	8.35	30	9.23	22	7.86	42	8.76	23	8.83	20	9.20	51	9.10	19	8.74	43	8.40	24	8.63	14	9.07	24	9.00	23	9.00
Economic growth	12	9.42	153	8.95	39	8.92	30	9.37	22	8.50	42	9.07	23	8.96	20	9.20	52	9.17	19	8.95	44	8.70	24	9.21	13	9.38	24	9.33	24	9.13
Energy	11	9.27	150	9.12	37	8.86	30	9.10	22	8.32	43	8.72	23	8.70	20	9.10	52	8.69	19	8.79	45	8.76	24	8.67	14	8.71	24	8.75	24	8.96
Disaster management	12	8.75	151	8.56	38	8.18	30	8.80	22	7.82	41	8.59	22	9.05	20	9.00	52	8.38	18	8.32	45	8.00	25	8.16	14	8.64	23	8.52	25	8.68
Public sector governance	12	8.67	152	8.44	39	8.51	30	9.00	22	8.68	42	8.45	22	9.05	20	9.05	51	8.94	18	8.61	45	8.69	25	8.60	14	9.00	24	9.04	24	9.17
Job creation/employment	12	9.17	153	8.71	39	8.82	30	9.03	22	8.55	41	8.88	23	9.00	20	9.35	51	9.18	19	8.58	45	8.49	24	8.63	13	9.46	24	9.25	25	8.96
Financial markets*	12	8.83	151	8.27	36	7.81	29	9.00	22	7.95	43	8.84	23	8.48	20	9.05	52	9.10	19	8.68	45	8.24	25	8.92	14	9.07	24	8.79	24	8.54
Equality of opportunity*	12	9.08	152	8.16	37	7.76	30	9.03	22	8.18	42	8.40	22	8.91	20	9.05	52	8.85	19	8.47	45	8.49	25	8.44	14	9.00	23	8.57	24	8.83
Health	12	9.08	152	9.01	38	9.16	30	9.27	21	7.86	41	8.98	20	9.35	20	9.00	51	8.82	18	8.89	45	8.67	25	8.40	14	8.79	24	8.88	24	9.00
Regional integration*	12	8.42	151	8.35	37	7.73	30	9.13	22	7.91	43	8.70	23	9.04	20	9.35	52	8.79	19	8.68	43	8.02	25	8.00	14	8.36	24	8.96	25	8.68
Food security*	12	9.42	151	9.12	39	9.21	30	9.23	22	8.00	42	8.79	22	9.09	20	9.25	50	8.94	19	8.68	44	8.52	25	8.44	14	8.71	24	9.33	25	8.84
Education	12	9.42	151	8.86	39	9.10	30	9.13	21	8.00	42	9.12	22	9.36	20	9.40	51	9.18	19	8.84	45	8.64	25	8.80	14	9.14	23	9.04	24	8.88
Social protection	12	8.83	151	8.40	39	8.08	30	9.27	22	7.82	43	8.53	21	8.95	20	9.10	51	9.02	19	8.26	45	8.49	25	8.08	14	8.93	24	8.83	24	8.67
Climate change	12	9.08	152	8.63	39	8.36	29	9.31	22	8.05	43	8.67	22	8.82	20	9.25	51	8.92	19	8.53	46	8.37	25	8.56	14	8.93	24	8.75	24	9.42
Agriculture and rural development	12	9.42	152	8.95	39	9.13	30	9.47	22	8.09	43	8.86	21	9.14	20	9.30	51	9.14	19	9.00	45	8.47	25	8.72	14	9.07	23	8.96	24	9.04
Natural resource management	12	9.25	153	8.39	39	8.05	30	9.07	22	8.41	43	8.30	21	9.19	20	9.30	52	8.94	19	8.21	44	8.48	25	8.60	14	8.86	24	8.46	24	8.92

*Significantly different between stakeholder groups



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

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Making devolution work and other public sector reform*	12	6.83	129	6.18	32	6.41	29	6.45	19	5.89	37	7.03	22	6.73	18	6.17	48	7.42	19	6.11	37	6.30	22	6.68	14	6.86	24	6.71	23	5.78
Anti-corruption and improved governance*	11	6.00	130	5.62	34	6.03	26	5.23	19	5.53	38	5.63	20	5.30	18	5.06	45	6.78	19	6.58	38	5.92	22	5.59	13	6.31	22	6.32	23	5.22
Information and communications technology	12	5.92	130	5.98	31	6.29	27	5.67	17	5.71	38	6.18	20	6.20	18	6.22	47	6.43	19	6.42	38	6.26	21	6.95	14	6.21	24	6.21	22	5.59
Transport	12	7.42	145	6.79	38	7.42	28	6.29	19	6.37	40	6.73	22	6.50	20	6.00	48	7.27	19	7.53	43	6.88	25	7.28	14	6.93	24	6.58	22	5.82
Law and justice	12	5.75	123	5.69	30	6.30	26	5.77	16	6.00	36	5.97	20	6.25	18	6.33	44	7.07	18	6.50	37	6.57	21	5.81	13	6.38	20	6.20	21	5.57
Urban development	11	7.36	131	6.48	34	6.85	28	6.07	17	6.59	39	6.38	20	7.05	20	6.45	48	7.19	19	6.74	42	7.02	24	7.42	14	6.71	22	6.91	22	5.55
Environmental sustainability	12	6.75	132	6.32	32	6.84	27	6.00	20	5.95	41	6.73	20	6.50	20	6.25	47	7.13	19	6.89	41	6.76	23	7.17	14	6.86	24	7.13	22	6.14
Regulatory framework	11	6.36	134	6.16	31	6.58	28	6.21	19	6.42	40	6.48	22	6.27	20	6.05	45	6.78	18	6.50	40	6.63	23	6.70	13	6.23	22	6.77	23	6.00
Communicable/non-communicable diseases	11	6.27	123	6.16	29	6.55	25	5.84	15	6.13	38	6.32	21	5.86	20	6.05	45	6.67	19	6.63	37	6.19	18	6.67	13	6.77	22	6.14	22	5.82
Poverty reduction*	12	5.75	135	6.01	36	6.81	28	6.32	19	6.00	43	6.30	23	6.61	20	5.75	49	7.16	19	6.26	41	6.37	21	7.67	12	6.50	24	6.46	22	6.09
Gender equity*	11	5.64	127	5.68	34	6.71	28	5.61	15	6.20	41	6.02	22	5.82	19	5.84	46	6.87	19	6.79	38	5.82	23	6.48	12	6.08	23	6.74	21	5.86
Private sector development*	11	6.36	129	5.77	33	5.97	26	5.38	18	5.72	41	6.27	23	5.96	19	5.89	48	7.35	19	6.89	41	6.27	24	6.88	13	6.69	23	7.00	23	5.96
Foreign direct investment	12	6.83	128	6.10	30	6.43	28	5.75	18	6.50	40	6.48	23	5.91	19	6.53	50	7.36	19	7.05	41	6.37	21	6.95	14	6.21	24	6.63	21	5.95
Water and sanitation	11	6.91	136	6.33	35	6.86	28	6.04	20	6.25	41	6.80	23	6.04	20	5.85	48	6.96	19	6.63	44	6.57	23	6.96	13	6.77	23	6.43	23	5.87
Economic growth	12	7.17	137	6.45	37	6.76	28	6.07	20	6.65	43	6.81	22	6.73	20	6.40	51	7.16	19	7.00	43	6.86	25	7.32	13	6.54	24	7.00	22	6.18
Energy	11	6.55	141	6.69	35	7.46	27	5.93	19	6.32	40	6.68	22	6.18	19	6.47	47	7.06	19	6.95	43	6.93	22	7.14	13	6.15	22	6.59	23	6.09
Disaster management*	11	5.36	126	6.02	29	6.86	25	5.96	15	6.07	40	6.38	22	6.09	20	5.55	46	6.98	19	6.11	38	6.21	22	6.59	12	6.50	23	6.65	22	5.27
Public sector governance	12	6.42	134	6.10	37	6.68	28	6.14	18	5.72	40	6.55	22	5.91	20	6.70	49	7.24	19	6.42	41	6.32	23	6.52	12	6.75	23	7.13	24	6.17
Job creation/employment*	12	5.92	133	5.60	32	6.59	27	5.59	17	5.71	42	6.36	23	6.48	19	5.53	49	6.71	19	6.26	42	6.21	23	6.91	12	6.33	24	6.54	23	5.57
Financial markets*	11	6.91	122	5.83	31	6.10	26	5.88	17	5.76	41	6.41	22	6.73	18	5.61	49	7.47	19	6.84	40	6.90	23	7.57	11	7.09	24	7.21	21	5.57
Equality of opportunity	11	6.00	125	5.85	32	5.59	29	5.72	17	5.24	38	6.24	21	6.43	18	5.44	42	6.67	19	6.05	39	6.10	24	6.92	12	6.42	21	6.57	22	5.55
Health	12	7.00	135	6.29	37	6.78	29	6.07	19	5.84	40	6.68	22	6.23	20	5.70	46	6.98	19	7.05	39	6.41	21	7.43	13	6.92	22	6.55	23	5.96
Regional integration	11	4.91	124	6.12	31	6.58	27	6.11	18	5.78	38	6.66	22	6.05	20	5.85	48	6.63	19	6.53	37	6.62	24	7.04	13	7.00	24	6.96	21	5.95
Education	12	7.33	138	6.18	33	6.76	27	6.15	18	6.33	40	6.80	22	6.68	18	5.83	48	6.92	19	6.37	40	6.40	23	6.78	13	6.31	23	6.96	22	6.09
Social protection	12	6.83	129	6.21	29	6.52	27	6.19	17	5.94	38	6.58	22	6.05	20	5.75	48	6.88	19	6.63	38	6.29	24	6.79	13	6.46	23	6.74	23	5.61
Climate change	12	6.67	134	5.88	34	6.59	25	6.40	17	6.24	40	6.40	22	6.41	20	5.45	47	6.89	19	6.58	43	6.51	22	6.45	14	6.71	23	6.52	20	5.60
Agriculture and rural development	12	7.00	137	6.18	36	6.58	27	6.19	18	5.67	41	6.56	22	6.32	20	5.70	48	6.92	19	6.89	41	6.37	22	7.23	12	6.08	24	6.50	23	5.87
Natural resource management*	12	7.08	124	6.09	29	6.55	25	6.32	18	6.28	39	6.82	22	7.45	20	6.55	48	7.21	19	6.21	39	6.85	22	7.36	14	7.14	24	6.42	21	6.14

*Significantly different between stakeholder groups



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

Where are the World Bank Group's decisions made primarily that support the program in Kenya? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multilateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
At the Headquarters (in Washington D.C.)	41.7%	41.8%	56.4%	40.0%	36.4%	51.2%	52.2%	35.0%	36.0%	47.4%	35.6%	52.0%	21.4%	44.0%	48.0%
In the country	33.3%	38.6%	33.3%	26.7%	27.3%	23.3%	26.1%	40.0%	44.0%	31.6%	42.2%	24.0%	50.0%	28.0%	24.0%
Don't know	25.0%	19.6%	10.3%	33.3%	36.4%	25.6%	21.7%	25.0%	20.0%	21.1%	22.2%	24.0%	28.6%	28.0%	28.0%

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
To what extent does the World Bank Group's work help to achieve development results in Kenya?	12	7.25	153	7.01	39	7.26	30	6.67	22	7.27	42	6.83	23	6.65	20	6.55	50	7.18	18	7.11	43	7.09	24	6.88	14	6.71	24	6.71	25	6.48

(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 Kenya? (1-Strongly disagree, 10-Strongly agree)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
The World Bank's financial instruments meet the needs of Kenya	11	6.73	150	6.49	38	6.66	29	6.21	21	6.62	42	6.76	23	6.26	20	5.90	50	7.08	18	6.78	43	6.58	25	6.36	13	6.08	24	6.63	23	5.96
The IFC's financial instruments meet the needs for private sector development in Kenya	11	6.64	135	6.44	33	6.30	28	6.71	21	7.19	41	6.61	23	7.26	20	6.45	49	7.10	18	7.06	42	6.95	23	6.74	12	6.67	24	6.42	22	6.32
The World Bank Group meets Kenya's needs for knowledge services	11	6.18	148	6.59	34	6.47	29	6.34	21	6.90	42	7.12	23	6.65	20	6.25	49	7.29	18	7.00	42	6.95	25	6.68	13	6.69	24	6.63	24	6.33

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
To what extent do you believe the World Bank Group measures and corrects its work in real time in Kenya?	11	7.18	145	6.86	37	6.84	29	7.14	19	7.42	42	7.05	23	7.13	20	6.95	51	7.00	17	6.76	41	6.78	24	7.63	14	7.29	22	6.95	23	6.39

(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? (Select only ONE response)*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multilateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Weekly	-	5.9%	7.7%	-	13.6%	4.7%	-	-	2.0%	5.3%	-	4.3%	-	4.0%	4.0%
Monthly	-	23.5%	25.6%	6.7%	18.2%	18.6%	4.3%	25.0%	8.0%	15.8%	15.6%	8.7%	-	20.0%	8.0%
A few times a year	40.0%	30.7%	33.3%	20.0%	27.3%	23.3%	21.7%	10.0%	48.0%	26.3%	33.3%	26.1%	42.9%	24.0%	28.0%
Rarely	30.0%	26.1%	20.5%	33.3%	9.1%	25.6%	39.1%	35.0%	24.0%	36.8%	26.7%	21.7%	35.7%	32.0%	44.0%
Never	30.0%	13.7%	12.8%	40.0%	31.8%	27.9%	34.8%	30.0%	18.0%	15.8%	24.4%	39.1%	21.4%	20.0%	16.0%

*Significantly different between stakeholder groups

In Kenya, 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 President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Are timely	12	6.33	143	6.14	36	6.58	29	5.79	20	5.90	41	6.22	22	5.73	20	6.05	50	6.34	18	6.50	44	6.55	23	6.00	14	6.36	24	6.38	22	6.05
Include appropriate level of stakeholder involvement during preparation	12	5.92	146	6.23	34	6.74	29	5.79	17	6.47	39	6.44	22	6.91	19	6.05	49	6.82	18	6.28	43	6.28	23	6.57	14	6.43	23	6.52	22	5.73
Lead to practical solutions	11	6.64	147	6.23	36	6.83	29	6.03	20	6.20	40	6.78	22	6.45	20	6.10	49	7.04	18	7.06	45	6.53	22	6.36	14	6.71	24	6.63	23	6.17
Are accessible (well written and easy to understand)*	11	7.18	146	6.34	36	6.89	30	5.70	20	6.90	40	6.40	22	5.82	19	6.42	49	6.96	18	7.00	44	7.05	24	6.21	14	6.79	24	7.21	22	5.95
Are source of relevant information on global good practices*	12	7.58	148	6.77	36	7.56	28	5.96	21	7.19	42	6.52	23	6.39	20	6.25	49	7.08	19	7.26	46	6.87	24	6.75	14	6.93	23	7.13	23	6.26
Are adequately disseminated	12	7.00	146	6.27	35	6.54	28	6.21	21	6.67	42	6.33	22	6.14	20	6.55	49	6.73	19	6.16	46	6.67	22	6.05	14	6.36	24	6.54	23	5.74
Are translated enough into local language	11	5.18	127	5.37	33	5.85	29	5.03	19	6.05	35	5.89	21	5.67	20	5.90	48	6.42	18	5.06	39	5.74	23	5.39	13	6.08	23	5.43	22	5.50
Are adaptable to Kenya's specific development challenges and country circumstances	12	6.33	147	6.07	36	6.78	28	6.43	20	6.75	42	6.45	23	6.52	20	6.55	50	7.00	19	6.68	45	6.36	23	6.57	14	6.79	24	6.58	23	5.57

*Significantly different between stakeholder groups

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	12	7.58	150	7.16	36	7.22	28	7.18	19	7.42	43	6.86	23	7.39	20	6.95	50	7.62	18	7.44	46	7.43	25	7.32	14	7.71	24	7.04	23	6.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.17	152	7.31	36	7.56	28	7.25	20	7.45	42	7.02	23	7.22	20	7.05	50	7.30	18	7.94	46	7.39	25	7.32	14	6.71	24	7.04	23	7.17

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
The World Bank Group disburses funds promptly	12	7.25	147	6.50	38	6.95	28	6.50	19	6.58	41	6.56	23	6.57	19	6.53	49	6.57	17	6.18	43	6.30	24	6.13	14	6.14	23	5.91	23	6.70
The World Bank Group effectively monitors and evaluates the projects and programs it supports	12	7.58	152	6.91	38	7.32	29	6.52	19	6.68	42	6.90	23	6.74	20	6.50	52	7.04	18	7.78	45	6.80	24	7.25	14	6.29	24	6.96	24	6.46
The World Bank Group's approvals and reviews are done in a timely fashion	11	6.73	149	5.87	38	6.21	29	6.00	19	5.95	42	6.24	23	6.09	20	6.25	51	6.80	19	6.63	46	6.20	24	6.33	14	6.43	24	5.96	25	6.44
The World Bank Group's "Safeguard Policy" requirements are reasonable	12	6.25	143	6.20	37	6.65	27	6.04	19	5.68	38	6.42	23	5.91	20	6.00	49	6.96	18	7.22	39	6.44	24	6.54	14	6.64	23	6.04	22	6.82
The World Bank Group's conditions on its lending are reasonable	12	6.08	144	6.15	38	6.68	30	5.67	18	6.33	41	6.10	23	5.70	19	6.11	51	6.53	19	6.53	44	6.36	24	6.29	13	6.62	23	6.04	23	6.65
The World Bank Group takes decisions quickly in Kenya	12	6.42	144	6.01	38	6.68	29	5.97	18	6.61	40	5.88	22	6.45	20	5.90	52	6.46	17	6.06	43	5.98	23	6.13	14	6.43	24	6.25	23	6.22
Working with the World Bank Group increases Kenya's institutional capacity	12	7.33	151	6.86	38	7.00	28	6.29	20	6.55	40	6.45	23	6.35	20	6.25	51	7.06	17	7.71	44	6.86	25	7.20	14	6.50	24	6.83	25	6.36
Where country systems are adequate, the World Bank Group makes appropriate use of them	12	7.58	148	6.52	38	6.76	27	6.59	20	6.30	39	6.54	23	6.78	20	6.25	51	7.20	19	6.32	43	6.35	24	7.00	14	6.64	24	6.75	21	6.81
The World Bank Group provides effective implementation support	12	7.00	149	6.72	38	6.87	28	6.07	19	6.58	42	6.57	23	6.74	20	6.10	51	7.04	19	7.00	44	6.64	24	7.33	14	6.14	24	6.75	23	7.09

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kenya?	12	7.17	140	6.86	29	6.79	29	7.07	21	7.43	41	7.07	23	6.96	20	6.95	52	7.17	19	7.37	40	7.10	24	6.58	14	6.93	23	6.74	24	7.08

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

Which of the following best describes the way the World Bank Group operates in Kenya? (Select only ONE response)*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
The World Bank Group takes too much risk in Kenya	8.3%	7.2%	2.6%	6.7%	-	11.6%	4.3%	-	26.9%	5.3%	15.6%	12.0%	14.3%	8.3%	20.0%
The World Bank Group does not take enough risk in Kenya	41.7%	53.3%	44.7%	70.0%	59.1%	51.2%	60.9%	80.0%	50.0%	42.1%	46.7%	44.0%	71.4%	50.0%	56.0%
The World Bank Group's approach to risk is appropriate	33.3%	34.2%	44.7%	20.0%	36.4%	34.9%	34.8%	15.0%	21.2%	42.1%	31.1%	36.0%	14.3%	37.5%	16.0%
Don't know	16.7%	5.3%	7.9%	3.3%	4.5%	2.3%	-	5.0%	1.9%	10.5%	6.7%	8.0%	-	4.2%	8.0%

*Significantly different between stakeholder groups



E. Working with the World Bank Group (continued)

Which of the following best describes the World Bank Group's support in Kenya? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
The WBG is sufficiently selective and focuses on the most important development challenges in Kenya	50.0%	55.0%	51.3%	36.7%	22.7%	47.6%	34.8%	35.0%	61.5%	61.1%	54.5%	48.0%	42.9%	41.7%	56.0%
The WBG is not sufficiently selective in Kenya, and it is involved in too many areas of development	41.7%	39.7%	38.5%	60.0%	68.2%	47.6%	60.9%	60.0%	38.5%	38.9%	34.1%	52.0%	57.1%	54.2%	36.0%
Don't know	8.3%	5.3%	10.3%	3.3%	9.1%	4.8%	4.3%	5.0%	-	-	11.4%	-	-	4.2%	8.0%

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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Improve competitiveness of its financing compared to markets	58.3%	35.1%	17.9%	36.7%	9.1%	28.6%	26.1%	20.0%	23.1%	16.7%	23.9%	37.5%	21.4%	25.0%	41.7%
Reach out more to groups outside of Government	25.0%	20.5%	20.5%	30.0%	13.6%	23.8%	21.7%	35.0%	28.8%	11.1%	23.9%	20.8%	35.7%	29.2%	37.5%
Work faster	0.0%	13.9%	7.7%	6.7%	13.6%	4.8%	4.3%	15.0%	17.3%	22.2%	8.7%	16.7%	0.0%	12.5%	16.7%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy	25.0%	17.2%	15.4%	33.3%	22.7%	21.4%	39.1%	10.0%	21.2%	27.8%	17.4%	16.7%	35.7%	16.7%	20.8%
Ensure greater selectivity in its work	8.3%	9.3%	5.1%	13.3%	18.2%	7.1%	4.3%	20.0%	9.6%	11.1%	13.0%	4.2%	14.3%	4.2%	8.3%
Offer more innovative financial products	8.3%	5.3%	15.4%	6.7%	22.7%	14.3%	13.0%	10.0%	15.4%	11.1%	8.7%	16.7%	7.1%	25.0%	8.3%
Improve the quality of its experts as related to Kenya's challenges	8.3%	6.0%	17.9%	20.0%	18.2%	11.9%	13.0%	15.0%	15.4%	27.8%	10.9%	8.3%	7.1%	8.3%	4.2%
Offer more innovative knowledge services*	0.0%	7.3%	5.1%	10.0%	0.0%	4.7%	8.7%	20.0%	13.5%	5.6%	10.9%	0.0%	42.9%	20.8%	0.0%
Collaborate more effectively with Government clients	8.3%	23.2%	28.2%	0.0%	27.3%	19.0%	13.0%	15.0%	17.3%	33.3%	32.6%	16.7%	7.1%	12.5%	20.8%
Increase the level of capacity development in the country	8.3%	21.2%	20.5%	6.7%	22.7%	21.4%	17.4%	5.0%	13.5%	5.6%	21.7%	20.8%	7.1%	25.0%	12.5%
Reduce the complexity of WBG's operational policies & procedures	25.0%	19.9%	25.6%	16.7%	9.1%	14.3%	13.0%	10.0%	9.6%	22.2%	15.2%	16.7%	7.1%	12.5%	12.5%
Other	0.0%	2.0%	2.6%	0.0%	4.5%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Financial services*	60.0%	44.7%	33.3%	22.2%	13.6%	46.3%	39.1%	20.0%	33.3%	38.9%	33.3%	43.5%	7.1%	45.8%	39.1%
Knowledge products	10.0%	15.1%	7.7%	11.1%	13.6%	19.5%	17.4%	25.0%	29.4%	11.1%	17.8%	8.7%	35.7%	20.8%	30.4%
Convening services*	20.0%	7.9%	10.3%	37.0%	45.5%	14.6%	17.4%	20.0%	13.7%	5.6%	8.9%	26.1%	28.6%	20.8%	4.3%
None of the above	-	.7%	-	3.7%	4.5%	-	-	-	-	-	2.2%	-	-	-	4.3%
The combination is appropriate for Kenya	10.0%	30.3%	48.7%	25.9%	18.2%	17.1%	26.1%	35.0%	23.5%	44.4%	35.6%	21.7%	28.6%	12.5%	21.7%
Don't know	-	1.3%	-	-	4.5%	2.4%	-	-	-	-	2.2%	-	-	-	-

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/ Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Periodicals	33.3%	20.3%	26.3%	13.8%	13.6%	7.5%	9.1%	10.0%	15.7%	15.8%	21.7%	28.0%	21.4%	17.4%	8.7%
International newspapers	0.0%	3.4%	2.6%	3.4%	13.6%	2.5%	4.5%	10.0%	11.8%	10.5%	6.5%	4.0%	7.1%	17.4%	4.3%
Local radio*	25.0%	7.4%	5.3%	10.3%	0.0%	7.5%	13.6%	5.0%	11.8%	10.5%	2.2%	8.0%	7.1%	4.3%	34.8%
International radio	0.0%	4.1%	2.6%	0.0%	4.5%	2.4%	4.5%	10.0%	9.8%	5.3%	8.7%	8.0%	0.0%	4.3%	13.0%
Local television	41.7%	32.4%	44.7%	51.7%	27.3%	40.0%	36.4%	45.0%	13.7%	15.8%	34.8%	36.0%	28.6%	21.7%	39.1%
International television	16.7%	6.1%	5.3%	3.4%	9.1%	5.0%	9.1%	0.0%	21.6%	10.5%	13.0%	4.0%	21.4%	13.0%	17.4%
Local newspapers	33.3%	50.7%	52.6%	37.9%	40.9%	35.0%	31.8%	25.0%	33.3%	26.3%	45.7%	32.0%	21.4%	21.7%	39.1%
Internet*	8.3%	42.6%	26.3%	17.2%	54.5%	50.0%	45.5%	50.0%	39.2%	52.6%	41.3%	44.0%	42.9%	47.8%	21.7%
Social media*	0.0%	4.7%	0.0%	6.9%	9.1%	7.5%	9.1%	0.0%	19.6%	15.8%	6.5%	0.0%	21.4%	17.4%	0.0%
Other	0.0%	1.4%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	2.0%	0.0%	4.3%	0.0%	0.0%	8.7%	0.0%

*Significantly different between stakeholder groups

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

How would you prefer to obtain 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	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Direct contact with WBG	8.3%	16.6%	18.4%	21.4%	9.1%	17.5%	0.0%	10.0%	9.8%	36.8%	17.4%	20.0%	0.0%	0.0%	13.0%
e-Newsletters	16.7%	18.6%	15.8%	21.4%	18.2%	12.5%	8.7%	20.0%	35.3%	5.3%	21.7%	16.0%	14.3%	13.0%	13.0%
WBG's seminars/workshops/conferences	41.7%	38.6%	31.6%	39.3%	27.3%	30.0%	21.7%	30.0%	25.5%	26.3%	45.7%	20.0%	21.4%	47.8%	43.5%
World Bank Group's publications and other written materials*	50.0%	30.3%	31.6%	28.6%	54.5%	17.5%	43.5%	70.0%	23.5%	36.8%	34.8%	20.0%	64.3%	21.7%	34.8%
World Bank Group's website	50.0%	53.1%	52.6%	28.6%	50.0%	62.5%	52.2%	40.0%	35.3%	47.4%	39.1%	56.0%	50.0%	60.9%	43.5%
Social media*	33.3%	9.7%	21.1%	10.7%	13.6%	20.0%	30.4%	15.0%	37.3%	21.1%	19.6%	20.0%	21.4%	21.7%	13.0%
Mobile phones	0.0%	4.8%	5.3%	3.6%	0.0%	10.0%	13.0%	0.0%	13.7%	0.0%	4.3%	20.0%	0.0%	13.0%	8.7%
Other	0.0%	0.7%	0.0%	3.6%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the WBG 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	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Yes	50.0%	50.3%	45.9%	48.3%	45.5%	48.8%	26.1%	45.0%	54.9%	36.8%	36.4%	28.0%	50.0%	36.4%	45.5%
No	50.0%	49.7%	54.1%	51.7%	54.5%	51.2%	73.9%	55.0%	45.1%	63.2%	63.6%	72.0%	50.0%	63.6%	54.5%

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	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Yes	54.5%	41.3%	39.5%	31.0%	40.9%	31.7%	39.1%	40.0%	42.0%	29.4%	22.2%	37.5%	35.7%	40.9%	30.4%
No	45.5%	58.7%	60.5%	69.0%	59.1%	68.3%	60.9%	60.0%	58.0%	70.6%	77.8%	62.5%	64.3%	59.1%	69.6%

Were you able to obtain this information?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Yes	71.4%	96.5%	92.9%	100%	88.9%	100%	88.9%	75.0%	100%	100%	100%	88.9%	100%	100%	85.7%
No	28.6%	3.5%	7.1%	-	11.1%	-	11.1%	25.0%	-	-	-	11.1%	-	-	14.3%

Do you have access to the Internet?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Yes	100%	98.6%	94.7%	96.4%	95.5%	100%	100%	95.0%	96.0%	100%	100%	96.0%	100%	100%	95.5%
No	-	1.4%	5.3%	3.6%	4.5%	-	-	5.0%	4.0%	-	-	4.0%	-	-	4.5%



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multilateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank		NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
	Yes	91.7%	85.6%	78.9%	69.0%	72.7%	73.2%	65.2%	70.0%	80.4%	83.3%	81.8%	60.0%	71.4%	72.7%	65.2%
No	8.3%	14.4%	21.1%	31.0%	27.3%	26.8%	34.8%	30.0%	19.6%	16.7%	18.2%	40.0%	28.6%	27.3%	34.8%	

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multilateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank		NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
	Yes	58.3%	43.8%	28.9%	55.2%	40.9%	53.7%	56.5%	55.0%	64.7%	38.9%	43.2%	44.0%	64.3%	54.5%	26.1%
No	41.7%	56.2%	71.1%	44.8%	59.1%	46.3%	43.5%	45.0%	35.3%	61.1%	56.8%	56.0%	35.7%	45.5%	73.9%	

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	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multilateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank		NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
	High speed/WiFi	100%	85.7%	96.9%	80.8%	94.7%	88.9%	89.5%	93.8%	94.9%	80.0%	94.6%	89.5%	81.8%	84.2%	84.2%
Dial-up	-	14.3%	3.1%	19.2%	5.3%	11.1%	10.5%	6.3%	5.1%	20.0%	5.4%	10.5%	18.2%	15.8%	15.8%	

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Private Foundation		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Trade Union		Faith-Based Group		Academia		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
I find the World Bank Group's websites easy to navigate.	12	8.42	131	7.66	31	8.00	21	7.57	17	7.82	31	7.61	13	7.77	14	7.71	45	7.98	16	7.88	39	7.74	18	7.33	12	7.58	17	8.71	16	7.19
I find the information on the World Bank Group's websites useful.	12	8.33	131	7.63	31	8.06	21	7.10	17	7.71	31	7.74	13	7.54	14	7.00	45	7.96	17	7.94	39	7.72	17	7.47	12	7.58	17	8.76	16	7.31
The World Bank Group's social media channels are valuable sources of information about the institution	9	8.00	88	7.09	22	7.45	19	6.95	11	6.91	25	7.36	14	7.93	14	7.29	44	7.95	13	7.23	29	7.21	17	6.82	11	6.55	16	8.25	14	6.71
When I need information from the World Bank Group I know how to find it	10	7.20	131	6.89	32	7.66	21	6.19	16	6.88	32	6.66	16	6.13	15	7.13	47	7.21	18	7.17	38	6.89	16	6.50	11	7.27	19	7.16	16	6.88
The World Bank Group is responsive to my information requests and inquiries	9	6.89	131	7.02	31	7.48	19	6.37	16	6.75	22	6.91	12	5.67	15	6.60	42	7.43	18	7.17	33	7.12	17	6.35	11	7.45	15	7.07	16	6.63

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
I currently collaborate with the World Bank Group	16.7%	24.2%	35.9%	6.9%	36.4%	25.6%	13.0%	15.0%	13.5%	10.5%	22.2%	8.3%	7.7%	16.0%	8.3%
I have previously collaborated with the World Bank Group	25.0%	20.9%	10.3%	20.7%	9.1%	30.2%	30.4%	10.0%	48.1%	52.6%	20.0%	29.2%	61.5%	32.0%	16.7%
Both of the above (I currently collaborate and previously have collaborated with the WBG)	41.7%	35.3%	38.5%	17.2%	13.6%	16.3%	13.0%	25.0%	19.2%	26.3%	33.3%	12.5%	-	32.0%	45.8%
I have never collaborated with the World Bank Group	16.7%	19.6%	15.4%	55.2%	40.9%	27.9%	43.5%	50.0%	19.2%	10.5%	24.4%	50.0%	30.8%	20.0%	29.2%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Kenya? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
The World Bank (IBRD)	66.7%	66.4%	84.2%	48.1%	42.9%	43.9%	47.8%	55.0%	63.6%	50.0%	53.3%	60.0%	44.4%	45.8%	65.0%
The International Finance Corporation (IFC)	16.7%	12.8%	10.5%	37.0%	38.1%	34.1%	17.4%	15.0%	22.7%	35.7%	22.2%	15.0%	22.2%	12.5%	10.0%
The Multilateral Investment Guarantee Agency (MIGA)	16.7%	20.8%	5.3%	11.1%	19.0%	22.0%	34.8%	30.0%	11.4%	7.1%	20.0%	20.0%	33.3%	41.7%	20.0%
Other	-	-	-	3.7%	-	-	-	-	2.3%	7.1%	4.4%	5.0%	-	-	5.0%

Do your projects involve both the World Bank and the IFC?*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Yes	54.5%	33.3%	26.3%	30.0%	54.5%	34.1%	21.7%	36.8%	16.0%	56.3%	34.9%	16.0%	7.1%	21.7%	8.7%
No	45.5%	66.7%	73.7%	70.0%	45.5%	65.9%	78.3%	63.2%	84.0%	43.8%	65.1%	84.0%	92.9%	78.3%	91.3%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

If yes, what was your view of how the two institutions work together in Kenya? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
The two institutions work well together	50.0%	41.7%	33.3%	33.3%	41.7%	64.3%	100%	71.4%	71.4%	37.5%	78.6%	50.0%	-	100%	50.0%
The way the two institutions work together needs improvement	50.0%	52.1%	55.6%	66.7%	50.0%	35.7%	-	28.6%	28.6%	50.0%	21.4%	50.0%	100%	-	50.0%
The two institutions do not work well together	-	2.1%	11.1%	-	8.3%	-	-	-	-	12.5%	-	-	-	-	-
Don't know	-	4.2%	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Observer*	8.3%	22.8%	10.3%	50.0%	28.6%	33.3%	38.1%	36.8%	39.2%	41.2%	28.3%	30.4%	64.3%	20.0%	34.8%
Use World Bank Group reports/data*	8.3%	20.1%	23.1%	13.3%	23.8%	7.1%	14.3%	10.5%	19.6%	29.4%	21.7%	39.1%	7.1%	52.0%	21.7%
Engage in World Bank Group related/sponsored events/activities*	50.0%	43.0%	43.6%	20.0%	23.8%	35.7%	33.3%	21.1%	25.5%	17.6%	32.6%	13.0%	14.3%	16.0%	21.7%
Collaborate as part of my professional duties*	50.0%	38.3%	38.5%	23.3%	28.6%	19.0%	14.3%	5.3%	21.6%	11.8%	26.1%	17.4%	14.3%	16.0%	39.1%
Use WBG website for information, data, research, etc.	16.7%	16.1%	28.2%	16.7%	14.3%	23.8%	38.1%	31.6%	13.7%	35.3%	23.9%	21.7%	7.1%	28.0%	13.0%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU/Consult. on WBG project	Local Govt.	Bi-/ Multi-lateral Agency	Private Sector	Private Found.	Financial Sect./Private Bank	NGO/CBO	Media	Independent Govt. Inst.	Trade Union	Faith-Based Group	Academia	Other
Female	45.5%	33.8%	23.1%	41.4%	54.5%	55.8%	47.8%	45.0%	69.2%	42.1%	37.0%	40.0%	57.1%	32.0%	28.0%
Male	54.5%	66.2%	76.9%	58.6%	45.5%	44.2%	52.2%	55.0%	30.8%	57.9%	63.0%	60.0%	42.9%	68.0%	72.0%

*Significantly different between stakeholder groups

**Appendix C: Responses to All Questions by Level of Collaboration with the WBG¹⁸****Collaborating with the WBG N=260 ● Not collaborating with the WBG N=288****A. General Issues facing Kenya****In general, would you say that Kenya is headed in...?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The right direction	89.2%	90.7%
The wrong direction	8.0%	6.5%
Not sure	2.8%	2.9%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Regional integration*	8.6%	14.8%
Gender equity	3.1%	3.5%
Private sector development*	7.8%	13.4%
Foreign direct investment*	4.3%	28.9%
Water and sanitation*	10.2%	4.6%
Making devolution work and other public sector reform*	20.0%	12.3%
Food security*	23.5%	10.9%
Public sector governance	15.3%	18.7%
Anti-corruption and improved governance	10.6%	8.8%
Job creation/employment	32.2%	26.8%
Education	14.1%	15.5%
Financial markets*	6.7%	14.8%
Urban development	0.8%	2.5%
Environmental sustainability	3.9%	3.5%
Equality of opportunity	7.1%	7.7%
Health	10.2%	9.5%
Energy*	10.6%	5.6%
Climate change	2.4%	1.1%
Information and communications technology	2.4%	1.4%
Trade and exports*	5.9%	13.0%
Crime and violence*	3.5%	0.7%
Social protection	3.1%	1.1%
Poverty reduction*	23.5%	8.8%
Transport*	17.3%	9.9%
Economic growth	20.8%	23.9%
Law and justice	3.5%	2.5%
Regulatory framework	3.1%	1.8%
Communicable/non-communicable diseases	0.4%	1.1%
Natural resource management*	3.1%	10.6%
Disaster management	0.8%	1.1%
Agriculture and rural development	12.2%	13.7%

*Significantly different between those who collaborate with the WBG and those who do not.

¹⁸ Only 548 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Job creation/employment	64.9%	66.2%
Law and justice	5.8%	3.1%
Social protection	5.4%	7.3%
Crime and violence	0.8%	1.7%
Communicable/non-communicable diseases	2.3%	0.7%
Information and communications technology	1.9%	3.1%
Water and sanitation	7.3%	3.8%
Equality of opportunity	14.3%	18.5%
Economic growth	33.6%	35.9%
Climate change	1.9%	2.1%
Regional integration	1.2%	2.1%
Agriculture and rural development	28.2%	22.3%
Gender equity	1.5%	1.7%
Urban development	3.1%	2.4%
Regulatory framework	1.2%	0.7%
Health	22.0%	17.1%
Transport*	13.5%	4.9%
Making devolution work and other public sector reform	10.8%	8.7%
Financial markets	5.8%	9.4%
Trade and exports*	3.9%	9.1%
Food security	19.3%	13.6%
Anti-corruption and improved governance	8.5%	5.9%
Private sector development	4.2%	4.5%
Foreign direct investment	2.3%	4.9%
Education	17.8%	23.7%
Energy	2.3%	3.1%
Public sector governance	7.3%	5.6%
Natural resource management*	1.2%	5.9%
Environmental sustainability	1.5%	1.0%
Disaster management	0.0%	0.3%

*Significantly different between those who collaborate with the WBG and those who do not.

**A. General Issues Facing Kenya (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 Kenya? (Choose no more than TWO)*

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Greater access to health and nutrition for citizens*	24.2%	12.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	30.1%	30.6%
Improving and better targeting service delivery at the county level	19.9%	21.4%
A growing middle class	6.3%	10.3%
Better opportunity for the poor who live in rural areas	22.3%	21.4%
Better opportunity for the poor who live in urban areas	2.0%	4.6%
Better employment opportunities for young people*	21.1%	14.2%
Better employment opportunities for women	4.3%	3.9%
Greater access to micro-finance for the poor	11.3%	12.1%
Greater voice and participation for citizens to help ensure greater accountability*	7.8%	13.9%
Consistent economic growth	17.2%	15.7%
More reliable social safety net	5.5%	5.0%
Greater equity of fiscal policy	3.5%	2.1%
Education and training that better ensure job opportunity	16.4%	12.8%
Better quality public services	5.1%	3.2%
Other	0.0%	1.1%

*Significantly different between those who collaborate with the WBG and those who do not.

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kenya? (Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
A very big problem	54.8%	23.1%
A moderately big problem	33.2%	52.8%
A small problem	9.3%	19.6%
Not a problem at all	2.7%	4.2%
Don't know	-	.3%

*Significantly different between those who collaborate with the WBG and those who do not.

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
A very big problem	52.5%	21.6%
A moderately big problem	32.3%	53.0%
A small problem	12.1%	23.3%
Not a problem at all	3.1%	2.1%
Don't know	-	-

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kenya?*	257	7.20	1.64	286	6.73	1.57

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.*	254	7.20	1.52	280	6.84	1.46

(1-Not effective at all, 10-Very effective) *Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Kenya solve its most complicated development challenges?*	248	7.32	1.62	272	6.99	1.40

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Foreign direct investment*	8.9%	31.7%
Education	24.8%	28.6%
Energy*	12.5%	4.5%
Trade and exports*	6.6%	21.3%
Crime and violence	0.8%	1.4%
Making devolution work and other public sector reform*	19.5%	12.5%
Disaster management*	0.0%	2.1%
Regional integration	5.8%	5.2%
Gender equity	4.3%	2.8%
Public sector governance	15.6%	11.8%
Health	18.3%	17.4%
Water and sanitation*	12.1%	5.6%
Job creation/employment	26.1%	28.6%
Financial markets	1.9%	4.5%
Urban development	2.3%	1.7%
Environmental sustainability*	4.3%	0.0%
Regulatory framework	2.7%	3.8%
Communicable/non-communicable diseases	0.4%	0.7%
Natural resource management*	6.6%	13.6%
Equality of opportunity	8.6%	8.7%
Private sector development*	7.4%	3.1%
Agriculture and rural development	19.8%	15.0%
Food security*	11.7%	3.8%
Climate change	3.5%	1.4%
Poverty reduction	19.5%	16.0%
Social protection	2.7%	3.1%
Economic growth	19.8%	18.5%
Law and justice	0.4%	0.3%
Anti-corruption and improved governance	3.5%	3.8%
Information and communications technology	0.0%	0.0%
Transport*	18.7%	7.0%

*Significantly different between those who collaborate with the WBG and those who do not.

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

When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE in Kenya?

GREATEST VALUE Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	17.0%	21.6%
Data	2.8%	4.3%
Policy advice, studies, analyses	15.8%	11.9%
Financial resources*	37.7%	24.5%
Capacity development	10.5%	10.8%
Technical assistance	4.5%	5.8%
Mobilizing third party financial resources	6.9%	11.2%
Donor coordination	2.4%	5.8%
Linkage to non-Bank expertise	2.4%	5.0%
Other	0.0%	0.0%

*Significantly different between those who collaborate with the WBG and those who do not.

When thinking about the World Bank Group's role, which activity do you believe is of 2ND GREATEST VALUE in Kenya?

2 ND GREATEST VALUE Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating*	5.7%	14.6%
Data	9.3%	9.3%
Policy advice, studies, analyses	14.2%	14.6%
Financial resources	18.3%	16.1%
Capacity development	14.6%	12.1%
Technical assistance*	12.2%	6.8%
Mobilizing third party financial resources	9.3%	12.1%
Donor coordination	11.4%	7.5%
Linkage to non-Bank expertise	4.9%	5.4%
Other	0.0%	0.0%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	251	7.16	1.76	270	7.02	1.51
Citizen engagement (incorporating citizens' voices into development)*	230	6.37	1.77	263	5.76	2.04
Policy design (for clarity and better incentives to achieve development goals)*	241	7.20	1.69	268	6.55	1.54

*Significantly different between those who collaborate with the WBG and those who do not.

When thinking about how to improve capacity building in Kenya 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 important at all, 10-Very important)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	254	8.42	1.57	277	8.73	1.42
Citizen engagement (incorporating citizens' voices into development)*	247	8.32	1.72	275	8.71	1.57
Policy design (for clarity and better incentives to achieve development goals)*	249	8.53	1.62	276	8.83	1.41

*Significantly different between those who collaborate with the WBG and those who do not.

**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 Kenya? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with other donors' work*	15.9%	9.1%
Not aligned with country priorities*	17.4%	10.1%
Not adequately sensitive to political/social realities in Kenya	17.1%	15.7%
World Bank Group's processes too slow	30.2%	27.5%
Not exploring alternative policy options	8.1%	11.5%
Not collaborating enough with stakeholders outside the Government	14.3%	16.0%
Its advice and strategies do not lend themselves to practical problem solving*	7.0%	16.0%
Not enough public disclosure of its work	7.0%	10.8%
Arrogant in its approach	0.8%	2.4%
Not client focused	2.7%	2.4%
The credibility of its knowledge/data*	4.7%	10.5%
Staff too inaccessible	5.0%	4.9%
World Bank Group's processes too complex	19.0%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	8.5%	8.4%
Too influenced by developed countries*	17.4%	11.5%
Imposing technocratic solutions without regard to political realities	7.8%	7.3%
Other	1.2%	0.3%
Don't know	1.2%	0.7%

*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Knowledge products/services	24.2%	31.1%
Investment lending	47.7%	45.1%
Technical assistance	31.6%	24.5%
Capacity development*	32.4%	24.5%
Policy based lending/budget support to the Government	22.3%	18.9%
Multi-sectoral approaches	19.1%	14.3%
Trust Fund management	10.5%	9.8%
Other	0.8%	0.3%
Don't know	0.0%	1.0%

*Significantly different between those who collaborate with the WBG and those who do not.

To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya?
(Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	11.2%	6.6%
To a somewhat sufficient degree	58.3%	48.6%
To a somewhat insufficient degree	23.6%	34.6%
To a very insufficient degree	5.8%	8.7%
Don't know	1.2%	1.4%

*Significantly different between those who collaborate with the WBG and those who do not.

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Academia/think tanks/research institutes	25.3%	26.7%
Donor community*	14.0%	7.6%
Media*	12.5%	53.5%
Local government	26.8%	20.5%
Private sector*	28.0%	11.8%
Parliament	3.1%	5.6%
NGOs/Community-based organizations (CBOs)*	32.7%	24.7%
Youth/university groups	12.1%	9.7%
Beneficiaries*	23.7%	11.8%
Foundations	8.6%	5.9%
Other	2.3%	1.0%
Don't know	0.8%	0.3%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kenya*	258	7.72	1.69	284	7.14	1.61
The World Bank Group's work is aligned with what I consider the development priorities for Kenya*	256	7.37	1.77	282	6.74	1.63
The World Bank Group supports programs and strategies that are realistic for Kenya*	254	7.27	1.68	282	6.82	1.50
The World Bank Group treats clients and stakeholders in Kenya with respect*	251	7.44	1.89	276	6.79	1.59

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	250	6.95	1.66	281	6.66	1.63
Flexibility (in terms of the institution's products and services)	248	6.10	1.80	277	6.24	1.63
Flexibility (in terms of changing country circumstances)	250	6.26	1.82	279	6.22	1.63
Being inclusive	247	6.43	1.82	270	6.14	1.76
Openness (sharing data and other information)*	254	6.98	1.92	279	6.18	1.84
Staff accessibility*	251	6.74	1.95	272	5.99	1.92
Straightforwardness and honesty*	247	7.15	1.87	277	6.52	1.68
Ease of access to the people at the World Bank Group who are making decisions important to my work*	251	6.87	1.89	271	6.00	1.79
Collaboration with civil society*	211	6.66	1.78	277	6.12	1.73
Collaboration with the Government*	254	7.68	1.73	281	6.59	1.84
Collaboration with other donors and development partners*	238	7.32	1.87	282	6.54	1.86
Collaboration with the private sector*	226	6.82	1.73	276	6.23	1.75
The speed in which it gets things accomplished on the ground	252	6.18	2.07	275	6.06	1.57
Being a long-term partner*	255	7.83	1.80	279	7.08	1.71

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

(Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
More local presence	66.8%	77.5%
The current level of local presence is adequate	32.0%	20.8%
Less local presence	.8%	1.8%
Don't know	.4%	-

*Significantly different between those who collaborate with the WBG and those who do not.

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)	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group does not do adequate follow through/follow-up	18.5%	19.9%
Poor donor coordination	23.9%	19.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.4%	29.1%
Lack of/inadequate levels of capacity in Government	33.6%	28.4%
There is not an adequate level of citizen/civil society participation	18.5%	24.8%
The World Bank Group works too slowly	10.4%	6.7%
The Government works inefficiently	15.4%	19.5%
Political pressures and obstacles*	17.0%	10.6%
Reforms are not well thought out in light of country challenges*	21.6%	13.8%
Other	1.2%	0.4%

*Significantly different between those who collaborate with the WBG and those who do not.



C. World Bank Group's Sectoral 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 Kenya? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Making devolution work and other public sector reform	255	8.59	1.71	285	8.50	1.85
Anti-corruption and improved governance	258	8.64	1.56	282	8.52	1.72
Information and communications technology	257	8.44	1.64	280	8.42	1.59
Transport	258	8.88	1.46	283	8.67	1.51
Crime and violence*	250	7.74	2.22	282	8.26	1.96
Law and justice*	250	7.98	1.95	280	8.40	1.87
Urban development	256	8.48	1.60	284	8.71	1.40
Environmental sustainability	254	8.74	1.56	281	8.81	1.29
Regulatory framework	253	8.30	1.75	282	8.53	1.69
Communicable/non-communicable diseases*	254	8.31	1.75	280	8.77	1.58
Poverty reduction	256	8.99	1.33	281	9.07	1.29
Gender equity*	254	7.82	2.04	283	8.59	1.70
Private sector development	257	8.56	1.59	283	8.75	1.49
Foreign direct investment*	257	8.30	1.85	280	8.82	1.49
Water and sanitation	253	8.75	1.46	282	8.97	1.37
Trade and exports*	250	8.44	1.70	283	8.84	1.53
Economic growth	257	8.98	1.44	283	9.09	1.36
Energy	257	8.90	1.34	280	8.88	1.36
Disaster management*	255	8.29	1.76	283	8.65	1.64
Public sector governance	258	8.62	1.62	281	8.77	1.52
Job creation/employment	256	8.80	1.60	284	8.93	1.56
Financial markets*	254	8.27	1.81	285	8.80	1.49
Equality of opportunity*	255	8.12	1.90	283	8.81	1.49
Health	254	8.86	1.43	280	8.97	1.40
Regional integration*	254	8.32	1.89	285	8.65	1.68
Food security	257	8.95	1.42	281	8.94	1.36
Education	256	8.89	1.48	281	9.04	1.36
Social protection*	256	8.31	1.74	283	8.80	1.55
Climate change	258	8.62	1.71	283	8.80	1.43
Agriculture and rural development	256	8.95	1.52	283	8.95	1.31
Natural resource management*	258	8.33	1.94	283	8.81	1.43

*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Making devolution work and other public sector reform	223	6.57	1.90	261	6.43	1.84
Anti-corruption and improved governance*	218	6.18	2.08	260	5.47	2.07
Information and communications technology*	217	6.64	2.03	261	5.69	1.97
Transport*	243	7.21	2.06	275	6.44	1.97
Law and justice*	207	6.34	2.05	247	5.92	2.00
Urban development*	225	6.88	2.07	265	6.52	1.95
Environmental sustainability*	230	6.95	1.96	263	6.26	2.02
Regulatory framework*	225	6.72	1.97	263	6.10	1.88
Communicable/non-communicable diseases*	205	6.52	1.89	254	6.06	1.88
Poverty reduction*	234	6.69	2.15	270	6.10	2.10
Gender equity*	209	6.38	1.92	269	5.86	2.11
Private sector development	223	6.36	2.03	268	6.09	1.83
Foreign direct investment*	217	6.71	2.10	272	6.20	2.05
Water and sanitation*	232	6.81	1.91	274	6.21	1.83
Economic growth*	236	6.99	2.15	279	6.43	2.02
Energy*	238	7.06	2.01	264	6.36	1.84
Disaster management*	210	6.46	1.95	260	6.00	1.90
Public sector governance*	231	6.74	1.95	270	6.14	1.83
Job creation/employment*	224	6.32	2.15	272	5.91	2.10
Financial markets*	210	6.68	2.11	267	6.25	1.98
Equality of opportunity	208	6.11	2.03	261	5.98	1.91
Health*	231	6.75	1.95	266	6.22	2.00
Regional integration*	209	6.60	2.09	268	6.15	1.94
Education	227	6.66	2.11	268	6.31	1.97
Social protection*	215	6.60	2.16	266	6.16	1.92
Climate change*	227	6.53	2.27	263	6.05	1.95
Agriculture and rural development*	230	6.64	2.15	271	6.14	1.88
Natural resource management	209	6.53	2.14	266	6.62	1.76

*Significantly different between those who collaborate with the WBG and those who do not.

Where are the World Bank Group's decisions made primarily that support the program in Kenya? (Select only 1 response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
At the Headquarters (in Washington D.C.)	53.1%	34.3%
In the country	32.2%	36.0%
Don't know	14.7%	29.7%

*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kenya?*	257	7.19	1.56	282	6.76	1.37

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Kenya*	250	6.68	1.70	280	6.39	1.67
The IFC's financial instruments meet the needs for private sector development in Kenya	228	6.55	1.67	273	6.79	1.39
The World Bank Group meets Kenya's needs for knowledge services	243	6.81	1.76	279	6.60	1.50

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Kenya?*	241	6.81	1.66	276	7.12	1.32

(1-To no degree at all, 10-To a very significant degree) *Significantly different between those who collaborate with the WBG and those who do not.

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?

(Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Weekly	8.2%	.4%
Monthly	26.5%	6.7%
A few times a year	37.4%	23.0%
Rarely	25.7%	30.4%
Never	2.3%	39.6%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	246	6.37	1.77	272	6.05	1.53
Include appropriate level of stakeholder involvement during preparation	241	6.40	1.77	268	6.30	1.44
Lead to practical solutions	242	6.56	1.84	276	6.40	1.47
Are accessible (well written and easy to understand)*	247	6.83	1.82	271	6.24	1.58
Are source of relevant information on global good practices*	247	7.18	1.73	280	6.47	1.64
Are adequately disseminated*	245	6.62	1.82	277	6.14	1.57
Are translated enough into local language	220	5.47	2.21	260	5.78	1.78
Are adaptable to Kenya's specific development challenges and country circumstances	244	6.51	1.90	282	6.31	1.47

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	249	7.31	1.59	282	7.20	1.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	251	7.55	1.51	282	7.04	1.36

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

*Significantly different between those who collaborate with the WBG and those who do not.

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	247	6.42	2.09	273	6.57	1.55
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	255	7.16	1.69	280	6.69	1.58
The World Bank Group's approvals and reviews are done in a timely fashion	254	6.19	1.94	279	6.17	1.62
The World Bank Group's "Safeguard Policy" requirements are reasonable	240	6.44	1.96	269	6.30	1.52
The World Bank Group's conditions on its lending are reasonable	244	6.30	2.03	277	6.22	1.56
The World Bank Group takes decisions quickly in Kenya	248	6.25	1.97	271	6.11	1.62
Working with the World Bank Group increases Kenya's institutional capacity*	256	7.14	1.82	275	6.46	1.70
Where country systems are adequate, the World Bank Group makes appropriate use of them*	247	6.87	1.97	276	6.45	1.55
The World Bank Group provides effective implementation support*	251	6.98	1.88	278	6.47	1.56

*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kenya?	234	7.02	1.58	276	6.96	1.20

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

Which of the following best describes the way the World Bank Group operates in Kenya? (Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group takes too much risk in Kenya	12.4%	8.8%
The World Bank Group does not take enough risk in Kenya	41.1%	64.6%
The World Bank Group's approach to risk is appropriate	40.7%	22.1%
Don't know	5.8%	4.6%

*Significantly different between those who collaborate with the WBG and those who do not.

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

Which of the following best describes the World Bank Group's support in Kenya? (Select only ONE response)*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kenya	66.1%	35.2%
The World Bank Group is not sufficiently selective in Kenya, and it is involved in too many areas of development	26.8%	61.3%
Don't know	7.0%	3.5%

*Significantly different between those who collaborate with the WBG and those who do not.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the competitiveness of its financing compared to markets	28.5%	29.9%
Reach out more to groups outside of Government	20.3%	26.4%
Work faster*	16.4%	7.4%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy*	13.3%	28.5%
Ensure greater selectivity in its work	7.8%	10.9%
Offer more innovative financial products	9.4%	12.7%
Improve the quality of its experts as related to Kenya's specific challenges	10.9%	12.3%
Offer more innovative knowledge services	8.2%	9.5%
Collaborate more effectively with Government clients*	26.6%	15.1%
Increase the level of capacity development in the country*	23.8%	11.3%
Reduce the complexity of World Bank Group's operational policies and procedures*	23.4%	8.8%
Other	1.6%	0.7%

*Significantly different between those who collaborate with the WBG and those who do not.

When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Financial services*	44.4%	31.9%
Knowledge products*	13.2%	20.9%
Convening services*	7.2%	22.0%
None of the above	1.2%	0.7%
The combination is appropriate for Kenya*	33.2%	23.4%
Don't know	0.8%	1.1%

*Significantly different between those who collaborate with the WBG and those who do not.

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Kenya?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Periodicals*	25.5%	11.3%
International newspapers	6.9%	5.3%
Local radio*	12.1%	6.7%
International radio	6.5%	4.2%
Local television*	21.9%	43.3%
International television	9.3%	9.2%
Local newspapers	44.1%	36.6%
Internet*	46.6%	33.5%
Social media	6.9%	7.4%
Other*	3.2%	0.0%

*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Direct contact with World Bank Group*	19.5%	10.3%
e-Newsletters	19.5%	16.7%
World Bank Group's seminars/workshops/ conferences*	46.3%	24.5%
World Bank Group's publications and other written materials	28.9%	36.5%
World Bank Group's website	45.9%	51.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	15.0%	21.6%
Mobile phones	8.5%	5.3%
Other	0.8%	0.7%

*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	57.2%	35.1%
No	42.8%	64.9%

*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	45.0%	30.8%
No	55.0%	69.2%

*Significantly different between those who collaborate with the WBG and those who do not.

Were you able to obtain this information?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	94.4%	94.2%
No	5.6%	5.8%

Do you have access to the Internet?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	99.2%	97.1%
No	.8%	2.9%

**G. Communication and Information Sharing (continued)****Do you use/have used the World Bank Group website?***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	93.5%	63.7%
No	6.5%	36.3%

*Significantly different between those who collaborate with the WBG and those who do not.

Do you currently consult the World Bank Group social media sites?*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	53.7%	42.0%
No	46.3%	58.0%

*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
High speed/WiFi	85.6%	91.7%
Dial-up	14.4%	8.3%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	234	7.77	1.80	198	7.76	1.58
I find the information on the World Bank Group's websites useful.*	234	7.95	1.66	198	7.45	1.53
The World Bank Group's social media channels are valuable sources of information about the institution	173	7.39	1.86	173	7.27	1.46
When I need information from the World Bank Group I know how to find it*	236	7.13	2.08	202	6.69	1.70
The World Bank Group is responsive to my information requests and inquiries*	217	7.31	1.95	190	6.59	1.79

*Significantly different between those who collaborate with the WBG and those who do not.

H Background Information**Which of the following agencies of the World Bank Group do you primarily engage with in Kenya? (Select only 1 response)***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank (IBRD)	72.4%	45.5%
The International Finance Corporation (IFC)	13.0%	26.5%
The Multilateral Investment Guarantee Agency (MIGA)	12.6%	26.8%
Other	2.0%	1.2%

*Significantly different between those who collaborate with the WBG and those who do not.

Do your projects involve both the World Bank and the IFC?*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	39.3%	20.8%
No	60.7%	79.2%

*Significantly different between those who collaborate with the WBG and those who do not.

**H Background Information (continued)**

If yes, what was your view of how the two institutions work together in Kenya? (Select only 1 response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The two institutions work well together	61.1%	38.2%
The way the two institutions work together needs improvement	33.7%	60.0%
The two institutions do not work well together	3.2%	1.8%
Don't know	2.1%	-

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Observer*	7.3%	49.5%
Use World Bank Group reports/data	21.8%	19.4%
Engage in World Bank Group related/sponsored events/activities*	46.4%	19.4%
Collaborate as part of my professional duties*	45.2%	12.7%
Use World Bank Group website for information, data, research, etc.	17.7%	23.0%

*Significantly different between those who collaborate with the WBG and those who do not.

What's your gender?*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Female	36.3%	46.8%
Male	63.7%	53.2%

*Significantly different between those who collaborate with the WBG and those who do not.



Appendix D: Responses to All Questions by Year

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Although the FY12 and FY15 samples were fairly similar, the samples from both years were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Minister	2.2%	2.2%
Government institutions (includes Office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and the judiciary branch)	47.6%	45.4%
Local government	4.1%	5.5%
Bilateral/multilateral agencies	3.5%	4.0%
Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups)	15.4%	22.0%
Private sector (includes financial sector/private banks)	14.1%	11.5%
Academia	8.1%	4.6%
Media	2.2%	3.5%
Total Number of Respondents (Un-Weighted)	370	549

(Note, respondents who indicated "Other" were excluded.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Minister	2.1%	2.1%
Government Institutions	43.6%	43.6%
Local Government	5.3%	5.3%
Bilateral/Multilateral Agency	3.9%	3.9%
Private Sector	14.5%	14.5%
Academia	7.9%	7.8%
Media	3.4%	3.4%
Civil Society	19.4%	19.4%
Total Number of Respondents (Weighted)	382	566

All data presented in this appendix are weighted. As a result, means of the FY15 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY12 respondents and the total number of respondents indicated may differ from those reported in the FY12 COS report.

A. General Issues facing Kenya

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

Percentage of Respondents	FY12	FY15
The right direction	84.2%	89.9%
The wrong direction	3.4%	7.2%
Not sure	12.4%	2.9%

*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kenya?	378	6.78	1.72	560	6.94	1.65

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.*	373	6.50	1.74	551	7.00	1.52

*(1-Not effective at all, 10-Very effective) *Significantly different between FY15 and FY12*

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kenya solve its most complicated development challenges?*	362	6.85	1.72	536	7.14	1.55

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY15 and FY12***To what extent do you agree with the following statements about the World Bank Group's work in Kenya?**

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Pakistan*	384	5.25	2.12	189	6.06	2.17
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan*	380	5.05	2.05	188	5.65	2.13
The World Bank Group supports programs and strategies that are realistic for Pakistan*	380	4.87	2.02	187	5.65	2.23
The World Bank Group treats clients and stakeholders in Pakistan with respect*	362	5.83	2.26	173	6.57	2.27

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12***To what extent is the World Bank Group an effective development partner in Kenya in terms of each of the following?**

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Responsiveness*	363	6.34	1.66	548	6.80	1.67
Flexibility (in terms of the institution's products and services)*	355	5.84	1.83	542	6.19	1.69
Flexibility (in terms of changing country circumstances)*	353	5.97	1.73	546	6.27	1.70
Being inclusive	360	6.13	1.77	533	6.29	1.79
Openness (sharing data and other information)	364	6.43	1.93	550	6.58	1.89
Staff accessibility	347	6.32	1.99	539	6.35	1.97
Straightforwardness and honesty	347	6.57	1.89	540	6.81	1.77
Collaboration with civil society	347	6.43	1.79	503	6.38	1.78
Collaboration with the Government	355	7.24	1.73	553	7.13	1.87
Collaboration with other donors and development partners	337	6.94	1.77	537	6.91	1.90

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY15 and FY12*

**C. World Bank Group's Effectiveness and Results**

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Making devolution work and other public sector reform	316	6.44	1.90	501	6.50	1.86
Information and communications technology*	328	6.51	1.82	495	6.15	2.04
Transport	340	6.92	1.83	536	6.82	2.02
Law and justice*	307	5.64	1.99	470	6.10	2.02
Urban development	335	6.46	1.75	508	6.69	2.00
Environmental sustainability	323	6.49	1.74	513	6.61	2.01
Regulatory framework	324	6.38	1.73	504	6.41	1.93
Communicable/non-communicable diseases	299	6.14	1.91	474	6.26	1.87
Poverty reduction	337	6.17	1.97	522	6.36	2.12
Gender equity	317	6.18	1.82	498	6.09	2.04
Private sector development	305	6.22	1.74	508	6.24	1.92
Foreign direct investment	301	6.20	1.75	506	6.42	2.07
Water and sanitation	320	6.53	1.86	524	6.48	1.88
Economic growth	331	6.56	1.84	534	6.71	2.07
Energy	326	6.64	1.88	519	6.70	1.94
Disaster management*	298	5.67	2.02	488	6.24	1.91
Job creation/employment*	320	5.64	2.08	515	6.10	2.13
Financial markets*	293	5.96	1.90	493	6.44	2.04
Equality of opportunity	296	5.80	1.97	486	6.05	1.92
Health	318	6.32	1.85	513	6.48	1.98
Regional integration	308	6.10	1.89	496	6.38	2.00
Education	322	6.45	1.84	513	6.49	2.03
Social protection*	295	5.71	2.01	498	6.38	2.01
Climate change*	311	5.91	1.95	511	6.29	2.09
Agriculture and rural development	318	6.30	1.81	520	6.40	1.98
Natural resource management*	292	5.83	1.99	495	6.60	1.90

*Significantly different between FY15 and FY12

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kenya?	371	6.78	1.61	555	6.95	1.47

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY15 and FY12

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Kenya*	368	5.94	1.63	546	6.55	1.68
The World Bank Group meets Kenya's needs for knowledge services*	366	6.05	1.68	540	6.71	1.63

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12

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? (Select only 1 response)

Percentage of Respondents	FY12	FY15
Weekly*	9.3%	4.0%
Monthly*	24.4%	17.1%
A few times a year*	43.8%	29.0%
Rarely*	19.3%	27.7%
Never*	3.2%	22.2%

*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Are timely	350	6.37	1.73	535	6.21	1.65
Include appropriate level of stakeholder involvement during preparation*	347	6.03	1.61	526	6.35	1.60
Lead to practical solutions	349	6.32	1.68	537	6.48	1.64
Are accessible (well written and easy to understand)	352	6.49	1.89	536	6.56	1.70
Are source of relevant information on global good practices	354	6.88	1.75	545	6.81	1.70
Are adequately disseminated*	355	6.10	1.89	541	6.40	1.69
Are translated enough into local language*	333	6.15	1.85	497	5.63	1.99
Are adaptable to Kenya's specific development challenges and country circumstances	355	6.38	1.66	544	6.43	1.69

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY15 and FY12

	FY12			FY15		
	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?*	360	6.77	1.66	549	7.23	1.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	370	7.16	1.53	550	7.27	1.46

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

*Significantly different between FY15 and FY12

**E. Working with the World Bank Group**

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	352	5.92	1.97	535	6.49	1.82
The World Bank Group effectively monitors and evaluates the projects and programs it supports	362	6.71	1.80	553	6.92	1.66
The World Bank Group's approvals and reviews are done in a timely fashion	357	5.94	1.96	550	6.17	1.77
The World Bank Group's "Safeguard Policy" requirements are reasonable	330	6.25	1.79	523	6.36	1.73
The World Bank Group's conditions on its lending are reasonable	358	6.00	1.91	537	6.23	1.80
Working with the World Bank Group increases Kenya's institutional capacity	359	6.71	1.78	548	6.78	1.77
Where country systems are adequate, the World Bank Group makes appropriate use of them*	344	6.34	2.08	539	6.64	1.75
The World Bank Group provides effective implementation support	359	6.58	1.75	546	6.71	1.71

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12***G. Communication and Information Sharing**

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

Percentage of Respondents	FY12	FY15
Yes	54.5%	44.8%
No	45.5%	55.2%

**Significantly different between FY15 and FY12*

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

Percentage of Respondents	FY12	FY15
Yes	44.8%	37.1%
No	55.2%	62.9%

**Significantly different between FY15 and FY12*

Were you able to obtain this information?

Percentage of Respondents	FY12	FY15
Yes	91.6%	94.3%
No	8.4%	5.7%

Do you have access to the Internet?

Percentage of Respondents	FY12	FY15
Yes	98.9%	98.0%
No	1.1%	2.0%

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

Percentage of Respondents	FY12	FY15
Yes	77.7%	77.5%
No	22.3%	22.5%

**G. Communication and Information Sharing**

Please rate how much you agree with the following statements.

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	326	6.86	1.85	444	7.81	1.68
I find the information on the World Bank Group's websites useful.*	330	7.12	1.75	445	7.75	1.61
When I need information from the World Bank Group I know how to find it*	337	6.60	2.06	451	6.95	1.91
The World Bank Group is responsive to my information requests and inquiries	313	6.82	1.75	415	6.98	1.93

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12***H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?*

Percentage of Respondents	FY12	FY15
I currently collaborate with the WBG	49.1%	32.1%
I am not currently collaborating with the WBG	32.1%	27.3%

**Significantly different between FY15 and FY12*

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

Percentage of Respondents (Responses combined)	FY12	FY15
Observer*	15.4%	29.7%
Use World Bank Group reports/data*	32.2%	21.2%
Engage in World Bank Group related/sponsored events/activities*	38.0%	31.2%
Collaborate as part of my professional duties*	34.9%	26.4%
Use World Bank Group website for information, data, research, etc.	22.5%	21.1%

**Significantly different between FY15 and FY12*



Appendix E Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Which one of the following best describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Kenya? (Choose no more than TWO)									
	Never Collaborated	Currently Collaborating	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
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.	6.84	7.20	7.12	6.70	6.99	7.00	6.87	7.26	6.98	7.03	6.98	7.06
Overall the World Bank Group currently plays a relevant role in development in Kenya	7.14	7.72	7.56	7.05	7.40	7.43	7.33	7.57	7.35	7.56	7.40	7.42
The World Bank Group's work is aligned with what I consider the development priorities for Kenya	6.74	7.37	7.18	6.59	6.95	7.23	6.89	7.26	6.94	7.17	7.10	6.65
Responsiveness	6.66	6.95	6.84	6.71	6.84	6.68	6.81	6.79	6.80	6.81	6.86	6.57
Flexibility (in terms of the institution's products and services)	6.24	6.10	6.17	6.23	6.22	6.06	6.23	6.07	6.22	6.08	6.25	5.92
Flexibility (in terms of changing country circumstances)	6.22	6.26	6.24	6.26	6.28	6.13	6.31	6.11	6.31	6.10	6.27	6.14
Being inclusive	6.14	6.43	6.38	5.99	6.21	6.48	6.17	6.47	6.30	6.18	6.32	6.04
Openness (sharing data and other information)	6.18	6.98	6.84	5.87	6.49	6.80	6.44	6.80	6.40	6.95	6.53	6.63
Staff accessibility	5.99	6.74	6.53	6.03	6.42	6.23	6.22	6.72	6.31	6.54	6.43	6.19
Straightforwardness and honesty	6.52	7.15	7.07	6.18	6.76	6.97	6.70	7.04	6.65	7.22	6.77	6.93
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.00	6.87	6.62	5.98	6.44	6.38	6.25	6.82	6.31	6.74	6.46	6.32
Collaboration with civil society	6.12	6.66	6.55	6.02	6.33	6.54	6.27	6.63	6.31	6.60	6.42	6.22
Collaboration with the Government	6.59	7.68	7.47	6.19	7.02	7.38	6.90	7.50	6.89	7.63	7.04	7.32
Collaboration with other donors and development partners	6.54	7.32	7.22	6.12	6.77	7.33	6.76	7.16	6.69	7.44	6.85	7.06
Collaboration with the private sector	6.23	6.82	6.67	6.03	6.38	6.83	6.42	6.59	6.42	6.63	6.43	6.66
The speed in which it gets things accomplished on the ground	6.06	6.18	6.18	5.97	6.13	6.07	6.10	6.14	6.09	6.18	6.13	6.08
Being a long-term partner	7.08	7.83	7.73	6.72	7.34	7.76	7.29	7.73	7.29	7.78	7.34	7.79
To what extent does the World Bank Group's work help to achieve development results in Kenya?	6.76	7.19	7.08	6.61	6.91	7.09	6.88	7.08	6.84	7.21	6.91	7.06
The World Bank's financial instruments meet the needs of Kenya	6.39	6.68	6.62	6.27	6.50	6.57	6.50	6.55	6.46	6.67	6.54	6.42
The IFC's financial instruments meet the needs for private sector development in Kenya	6.79	6.55	6.61	6.78	6.63	6.79	6.68	6.63	6.77	6.36	6.65	6.71
The World Bank Group meets Kenya's needs for knowledge services	6.60	6.81	6.80	6.43	6.63	6.89	6.63	6.82	6.66	6.75	6.65	6.83
Are adaptable to Kenya's specific development challenges and country circumstances	6.31	6.51	6.54	6.03	6.36	6.46	6.30	6.55	6.40	6.35	6.31	6.66
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.20	7.31	7.27	7.15	7.24	7.20	7.19	7.33	7.25	7.17	7.18	7.42
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.04	7.55	7.43	6.86	7.21	7.46	7.17	7.46	7.21	7.40	7.19	7.52
The World Bank Group takes decisions quickly in Kenya	6.11	6.25	6.24	6.03	6.23	5.97	6.07	6.40	6.21	6.08	6.20	6.08
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.45	6.87	6.89	6.02	6.62	6.69	6.49	6.93	6.52	6.92	6.57	6.86

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Kenya FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Kenya

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Kenya or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Kenya, 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 Kenya.

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 KENYA

A1. In general would you say that Kenya 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 Kenya.**

Please identify which of the following you consider the most important development priorities in Kenya? (Choose no more than THREE)

1	Regional integration	17	Energy
2	Gender equity	18	Climate change (e.g., mitigation, adaptation)
3	Private sector development	19	Information and communications technology
4	Foreign direct investment	20	Trade and exports
5	Water and sanitation	21	Crime and violence
6	Making devolution work and other public sector reform	22	Social protection (e.g., targeted social assistance for the vulnerable)
7	Food security	23	Poverty reduction
8	Public sector governance (i.e., country level service delivery, fiscal sustainability, public financial management, public expenditure)	24	Transport (e.g., roads, bridges, transportation, ports, airports)
9	Anti-corruption and improved governance	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Education	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	Agriculture and rural development (e.g., extension services, rural feeder roads)
16	Health		

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 Kenya? (Choose no more than THREE)

1	Job creation/employment	16	Health
2	Law and justice (e.g., judicial system)	17	Transport (e.g., roads, bridges, transportation, ports, airports)
3	Social protection (e.g., targeted social assistance for the vulnerable)	18	Making devolution work and other public sector reform
4	Crime and violence	19	Financial markets
5	Communicable/non-communicable diseases	20	Trade and exports
6	Information and communications technology	21	Food security
7	Water and sanitation	22	Anti-corruption and improved governance
8	Equality of opportunity (i.e., equity)	23	Private sector development
9	Economic growth	24	Foreign direct investment
10	Climate change (e.g., mitigation, adaptation)	25	Education
11	Regional integration	26	Energy
12	Agriculture and rural development (e.g., extension services, rural feeder roads)	27	Public sector governance (i.e., country level service delivery, fiscal sustainability, public financial management, public expenditure)
13	Gender equity	28	Natural resource management (e.g., oil, gas, mining)
14	Urban development	29	Environmental sustainability
15	Regulatory framework	30	Disaster management

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Kenya? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	Improving and better targeting service delivery at the county level
4	A growing middle class
5	Better opportunity for the poor who live in rural areas
6	Better opportunity for the poor who live in urban areas
7	Better employment opportunities for young people
8	Better employment opportunities for women
9	Greater access to micro-finance for the poor
10	Greater voice and participation for citizens to help ensure greater accountability
11	Consistent economic growth
12	More reliable social safety net
13	Greater equity of fiscal policy
14	Education and training that better ensure job opportunity
15	Better quality public services
16	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kenya? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

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

B1. How familiar are you with the work of the World Bank Group in Kenya?									
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 Kenya.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Kenya, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kenya? (Choose no more than THREE)			
1	Foreign direct investment	17	Regulatory framework
2	Education	18	Communicable/non-communicable diseases
3	Energy	19	Natural resource management (e.g., oil, gas, mining)
4	Trade and exports	20	Equality of opportunity (i.e., equity)
5	Crime and violence	21	Private sector development
6	Making devolution work and other public sector reform	22	Agriculture and rural development (e.g., extension services, rural feeder roads)
7	Disaster management	23	Food security
8	Regional integration	24	Climate change (e.g., mitigation, adaptation)
9	Gender equity	25	Poverty reduction
10	Public sector governance (i.e., country level service delivery, fiscal sustainability, public financial management, public expenditure)	26	Social protection (e.g., targeted social assistance for the vulnerable)
11	Health	27	Economic growth
12	Water and sanitation	28	Law and justice (e.g., judicial system)
13	Job creation/employment	29	Anti-corruption and improved governance
14	Financial markets	30	Information and communications technology
15	Urban development	31	Transport (e.g., roads, bridges, transportation, ports, airports)
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 Kenya?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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 Kenya? (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
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When thinking about how to improve capacity building in Kenya 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
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)**

1	Not aligned with other donors' work
2	Not aligned with country priorities
3	Not adequately sensitive to political/social realities in Kenya
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not exploring alternative policy options
6	Not collaborating enough with stakeholders outside the Government
7	Its advice and strategies do not lend themselves to practical problem solving
8	Not enough public disclosure of its work
9	Arrogant in its approach
10	Not client focused
11	The credibility of its knowledge/data
12	Staff too inaccessible
13	World Bank Group's processes too complex
14	Not willing to honestly criticize policies and reform efforts in the country
15	Too influenced by developed countries
16	Imposing technocratic solutions without regard to political realities
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kenya? (Choose no more than TWO)

1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Policy based lending/budget support to the Government
6	Multi-sectoral approaches
7	Trust Fund management
8	Other (please specify): _____
9	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in Kenya	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The World Bank Group's work is aligned with what I consider the development priorities for Kenya	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The World Bank Group supports programs and strategies that are realistic for Kenya	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	The World Bank Group treats clients and stakeholders in Kenya with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

		To no degree at all										To a very significant degree	Don't know
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	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	<input type="checkbox"/>	
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

B34. To be a more effective development partner in Kenya, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B35. 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	Poor donor coordination
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	There is not an adequate level of citizen/civil society participation
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 Kenya?		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Making devolution work and other public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Anti-corruption and improved governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Transport (e.g., roads, bridges, transportation, ports, airports)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Public sector governance (i.e., country level service delivery, fiscal sustainability, public financial management, public expenditure)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., targeted social assistance for the vulnerable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agriculture and rural development (e.g., extension services, rural feeder roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK 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 Kenya? (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	2	3	4	5	6	7	8	9	10		
1	Making devolution work and other public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Anti-corruption and improved governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Transport (e.g., roads, bridges, transportation, ports, airports)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance (i.e., country level service delivery, fiscal sustainability, public financial management, public expenditure)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., targeted social assistance for the vulnerable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Agriculture and rural development (e.g., extension services, rural feeder roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS****C3. Where are the World Bank Group's decisions made primarily that support the program in Kenya? (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 Kenya?

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

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

		Strongly disagree								Strongly agree		Don't know
C5	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Kenya	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The IFC's financial instruments (i.e., private investment in companies, advisory services, etc.) meet the needs for private sector development in Kenya	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The World Bank Group meets Kenya's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kenya?

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

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



SECTION 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 Kenya, 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	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Kenya's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. 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	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D11. 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	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kenya?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all											To a very significant degree	Don't know

E11. Which of the following best describes the way the World Bank Group operates in Kenya? (Select only one response)	
1	The World Bank Group takes too much risk in Kenya
2	The World Bank Group does not take enough risk in Kenya
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in Kenya? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kenya
2	The World Bank Group is not sufficiently selective in Kenya, and it is involved in too many areas of development
3	Don't know

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

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

F2. When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Kenya
6	Don't know

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

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website (www.worldbank.org/kenya)
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	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 (www.worldbank.org/kenya)?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G10	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	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	<input type="checkbox"/>	
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Kenya? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)**

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

**H6. If yes, what was your view of how the two institutions work together in Kenya?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**H7. Which of the following describes most of your exposure to the World Bank Group in Kenya?
(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. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|-----------------------------|
| 1 | Nairobi area |
| 2 | Mombasa area |
| 3 | Arid and semi-arid counties |
| 4 | Other counties |

Thank you for completing the survey!