



World Bank Group Country Survey FY16 – Rwanda

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

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 RWANDA

A1. Listed below are a number of development priorities in Rwanda.

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

1	Food security	15	Global/regional integration
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Health (incl. communicable/non-communicable diseases)
3	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))	17	Natural resource management (e.g., oil, gas, mining)
4	Gender equality	18	Poverty reduction
5	Private sector development	19	Transport (e.g., roads, bridges, transportation)
6	Foreign direct investment	20	Education
7	Urban development	21	Trade and exports
8	Energy	22	Anti corruption
9	Job creation/employment	23	Law and justice (e.g., judicial system)
10	Rural and agricultural development	24	Climate change (e.g., mitigation, adaptation)
11	Financial markets	25	Economic growth
12	Water and sanitation	26	Disaster management
13	Environmental sustainability	27	Information and communications technology
14	Equality of opportunity (i.e., equity)		

A2. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Rwanda? (Choose no more than THREE)

1	Water and sanitation	14	Anti corruption
2	Equality of opportunity (i.e., equity)	15	Education
3	Rural and agricultural development	16	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	17	Energy
5	Global/regional integration	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equality	19	Private sector development
7	Economic growth	20	Natural resource management (e.g., oil, gas, mining)
8	Urban development	21	Environmental sustainability
9	Health (incl. communicable/non-communicable diseases)	22	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))
10	Law and justice (e.g., judicial system)	23	Job creation/employment
11	Transport (e.g., roads, bridges, transportation)	24	Financial markets
12	Information and communications technology	25	Trade and exports
13	Disaster management	26	Food security

SECTION A: GENERAL ISSUES FACING RWANDA

A3. 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 Rwanda? (Choose no more than TWO)

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

A4. 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 Rwanda? (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

A5. 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

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”.

B1. How familiar are you with the work of the World Bank Group in Rwanda?									
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 Rwanda.										
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 Rwanda 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 Rwanda, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Rwanda? (Choose no more than THREE)			
1	Natural resource management (e.g., oil, gas, mining)	15	Health (incl. communicable/non-communicable diseases)
2	Transport (e.g., roads, bridges, transportation)	16	Economic growth
3	Global/regional integration	17	Private sector development
4	Job creation/employment	18	Water and sanitation
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))
6	Trade and exports	20	Climate change (e.g., mitigation, adaptation)
7	Rural and agricultural development	21	Information and communications technology
8	Foreign direct investment	22	Gender equality
9	Education	23	Equality of opportunity (i.e., equity)
10	Energy	24	Law and justice (e.g., judicial system)
11	Food security	25	Poverty reduction
12	Financial markets	26	Anti corruption
13	Urban development	27	Disaster management
14	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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”.

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 Rwanda?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
5	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Help to bring discipline/effective supervision to implementation of investment projects	<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	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
10	Don’t know	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Rwanda? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group’s processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group’s processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors’ work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Rwanda
17	Other (please specify): _____
18	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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”.

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

B8. To what extent do you believe that the World Bank Group’s work and support help the poorest in Rwanda? (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

B9. 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	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Other (please specify): _____
5	Private sector		
6	Academia/think tanks/research institutes	11	Don’t know

To what extent do you agree with the following statements about the World Bank Group’s work in Rwanda?														
		Strongly disagree										Strongly agree		Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Rwanda	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B11	The World Bank Group’s work is aligned with what I consider the development priorities for Rwanda	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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”.

To what extent is the World Bank Group an effective development partner in Rwanda, in terms of each of the following?		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B12	Responsiveness to needs											<input type="checkbox"/>	
B13	Flexibility (in terms of the institution’s products and services)											<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B15	Being inclusive											<input type="checkbox"/>	
B16	Openness (sharing data and other information)											<input type="checkbox"/>	
B17	Collaboration with the Government											<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B20	Collaboration with civil society											<input type="checkbox"/>	
B21	Staff accessibility											<input type="checkbox"/>	
B22	Collaboration with other donors and development partners											<input type="checkbox"/>	
B23	Collaboration with the private sector											<input type="checkbox"/>	
B24	Straightforwardness and honesty											<input type="checkbox"/>	
B25	Treating clients and stakeholders in Rwanda with respect											<input type="checkbox"/>	
B26	Being a long-term partner											<input type="checkbox"/>	

B27. 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 Government works inefficiently
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 World Bank Group does not do adequate follow through/follow-up
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 Rwanda?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural and agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Health (incl. communicable/non-communicable diseases)	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	Education	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 Rwanda? *(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	Gender equality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health (incl. communicable/non-communicable diseases)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Rural and agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Rwanda?												
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 Rwanda?														
		Strongly disagree										Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Rwanda	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C5	The World Bank Group meets Rwanda'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"/>		

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Rwanda?												
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 Rwanda, 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 adaptable to Rwanda's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D9. 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

D10. 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

If you have NO exposure to/experience in working in any of the areas listed below, please respond “Don’t know”.

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Rwanda? (Choose no more than TWO)

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Rwanda's economy
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Rwanda's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Rwanda, 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 Rwanda? (Select only ONE response)

1	Financial services
2	Knowledge products
3	None of the above
4	The combination is appropriate for Rwanda
5	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 Rwanda? (Choose no more than TWO)

1	Facebook	7	International television
2	Twitter	8	Local newspapers
3	International newspapers	9	Internet
4	Local radio	10	Mobile phones
5	International radio	11	Other (please specify): _____
6	Local television		

G2. How would you prefer to receive 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
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
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 Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. 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
		1	2	3	4	5	6	7	8	9	10		
G11	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"/>
G12	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"/>
G13	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"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	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	CSO/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 Agency	14	Trade Union
5	Single Project Implementation Unit (SPIU)	15	Faith-Based Group
6	Consultant/Contractor working on World Bank Group supported project/program	16	Youth Group
7	Local Government Office or Staff	17	Academia/Research Institute/Think Tank
8	Bilateral/Multilateral Agency	18	Judiciary Branch
9	Private Sector Organization	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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

1	Water and sanitation	12	Gender
2	Social protection and labor	13	Transport
3	ICT	14	Urban, rural, and social development
4	Environment and natural resource management	15	Governance
5	Private sector development	16	Youth development
6	Education	17	Job creation/employment
7	Health	18	Agriculture/food security
8	Energy and extractives	19	Climate change/disaster management
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)

1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Rwanda? (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): _____

SECTION H: BACKGROUND INFORMATION

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 Rwanda?
(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 Rwanda?
(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 (e.g., oversee/work on a WBG project) |
| 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 | Kigali City |
| 2 | Northern Province |
| 3 | Eastern Province |
| 4 | Western Province |
| 5 | Southern Province |

Thank you for completing the survey!