



## **World Bank Group Country Survey FY 2019 – 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 (i.e., combating malnutrition and stunting)	14	Poverty reduction
2	Water and sanitation	15	Economic growth
3	Job creation/employment	16	Equality of opportunity (i.e., social inclusion)
4	Health (including communicable/non-communicable diseases)	17	Information and communications technology
5	Skills development	18	Disaster risk management
6	Natural resource management (e.g., gas, minerals, and forests)	19	Financial markets
7	Private sector development	20	Agriculture and rural development
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))
9	Quality of education	22	Trade and exports
10	Energy	23	Judiciary reform
11	Regional integration	24	Climate change (e.g., mitigation, adaptation)
12	Urban development	25	Anti-corruption
13	Gender equality (closing the gap between women and men, and boys and girls)	26	Transport (e.g., roads, feeder roads, transportation)

**A2. 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	Agriculture and rural development	14	Gender equality (closing the gap between women and men, and boys and girls)
2	Trade and exports	15	Private sector development
3	Climate change (e.g., mitigation, adaptation)	16	Quality of education
4	Transport (e.g., roads, feeder roads, transportation)	17	Regional integration
5	Energy	18	Food security (i.e., combating malnutrition and stunting)
6	Anti-corruption	19	Urban development
7	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Economic growth	21	Skills development
9	Disaster risk management	22	Job creation/employment
10	Equality of opportunity (i.e., social inclusion)	23	Health (including communicable/non-communicable diseases)
11	Information and communications technology	24	Financial markets
12	Judiciary reform	25	Natural resource management (e.g., gas, minerals, and forests)
13	Water and sanitation		

## SECTION A: GENERAL ISSUES

**A3. When economic and/or social reform efforts fail or are slow to take place in Rwanda, which of the following would you attribute this to? (Choose no more than TWO)**

1	Private sector involvement and/or influence
2	Inadequate level of capacity in the government
3	Fraud and corruption
4	Inadequate level of donor coordination
5	Political pressures and obstacles
6	Reforms are not well thought out in light of country challenges
7	Inadequate level of private sector participation
8	Poor coordination within the government
9	Inadequate level of citizen/civil society participation
10	Inadequate level of government accountability
11	Other (please specify): _____

**A4. To what extent do you trust each of the following groups to do what is right?**

		To no degree at all										To a very significant degree	Don't know
1	The national/local government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	UN agencies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Rwanda's Central Bank	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Local civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Local media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	International media and their web presence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION A: GENERAL ISSUES

### A5. Please describe the direction Rwanda is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Rwanda's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### A6. Listed below are global challenges. Which do you think have the most serious impact on Rwanda? (Choose no more than TWO)

1	Jobs/employment	6	Technology based disruption
2	Geo political uncertainty	7	The gap between the rich and the poor
3	Migrants and refugees	8	Fragility in neighboring countries
4	Trade constraints	9	Climate change
5	Environmental degradation		

### A7. When thinking about development efforts in Rwanda, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

## SECTION A: GENERAL ISSUES

### **A8. To what extent do you trust domestic private sector to engage in public service delivery in Rwanda?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

### **A9. To what extent do you trust international private sector to engage in public service delivery in Rwanda?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

<b>B1. How familiar are you with the work of the World Bank Group in Rwanda?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Rwanda, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Rwanda? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance, Vision 2020 Umurenge Program (VUP))	14	Transport (e.g., roads, feeder roads, transportation)
2	Regional integration	15	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Climate change (e.g., mitigation, adaptation)
4	Energy	17	Urban development
5	Food security (i.e., combating malnutrition and stunting)	18	Anti-corruption
6	Water and sanitation	19	Judiciary reform
7	Quality of education	20	Natural resource management (e.g., gas, minerals, and forests)
8	Skills development	21	Economic growth
9	Health (including communicable/non-communicable diseases)	22	Equality of opportunity (i.e., social inclusion)
10	Job creation/employment	23	Disaster risk management
11	Financial markets	24	Information and communications technology
12	Gender equality (closing the gap between women and men, and boys and girls)	25	Agriculture and rural development
13	Private sector development	26	Trade and exports

## 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 Rwanda?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<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	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
2	Not collaborating enough with civil society (e.g., NGOs, CBOs)
3	Not aligned with country priorities
4	Not adequately sensitive to political/social realities in Rwanda
5	Inadequate World Bank Group's staffing in Rwanda
6	Too influenced by developed countries
7	World Bank Group's processes too slow and complex
8	Not adequately flexible
9	Not willing to honestly criticize policies and reform efforts in the country
10	Staff too inaccessible
11	Not collaborating enough with private sector
12	Not sufficiently focused on sustainable results
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Other (please specify): _____
16	Don't know

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

**B7. 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

**B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	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	Media	7	Donor community
2	Local government	8	Private sector
3	NGOs/CSOs/Church Based Organizations	9	Academia/think tanks/research institutes
4	Youth/university groups	10	Parliament
5	Foundations	11	Other (please specify): _____
6	Beneficiaries	12	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
<b>B10</b>	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"/>
<b>B11</b>	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

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	
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Rwanda with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**C1. 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	Social protection (e.g., targeted social assistance, Vision 2020 Umurenge Program (VUP))	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equality (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Quality of education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	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"/>
6	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security (i.e., combating malnutrition and stunting)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Skills development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health (including communicable/non-communicable diseases)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Transport (e.g., roads, feeder roads, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agriculture and rural development	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	Natural resource management (e.g., gas, minerals, and forests)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C2. 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

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

<b>C3. To what extent does the World Bank Group influence the development agenda in Rwanda?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>To what extent do you agree with the following statements about the World Bank Group in Rwanda?</b>														
		Strongly disagree										Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Rwanda	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C5</b>	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"/>		

<b>C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Rwanda? (Select only ONE response)</b>	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

<b>How effectively does the World Bank Group support Rwanda's efforts ... ?</b>														
		Not effectively at all										Very effectively		Don't know
<b>C7</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C8</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C9</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C10</b>	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>C11. How effectively does the World Bank Group's SCD and CPF activities support Rwanda's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effectively at all									Very effectively		Don't know	

**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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are adaptable to Rwanda's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D8. 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

**D9. 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
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Rwanda	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Rwanda's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	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. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees 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

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Rwanda? (Choose no more than TWO)	
1	Social cohesion
2	Jobs
3	Health
4	Supporting hosting communities surrounding refugee camps
5	Business development
6	Education
7	Infrastructure
8	Public services
9	Supporting poor and marginalized local communities
10	Other (please specify): _____
11	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 knowledge services
2	Ensure greater selectivity in its work
3	Engage more effectively with private sector
4	Collaborate more effectively with Government clients (e.g., national, state, local)
5	Engage more directly with beneficiaries
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Engage more effectively with civil society (e.g., NGOs, CBOs)
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Offer more innovative financial products
11	Provide more adequate data/knowledge/statistics/figures on Rwanda's economy
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Rwanda's specific challenges
14	Help to bring discipline/effective supervision to implementation of World Bank Group projects
15	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	Convening services
4	None of the above
5	The combination is appropriate for Rwanda
6	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How frequently do you interact with the World Bank Group now in Rwanda?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

### G2. How do you get most of your information about economic and social development issues in Rwanda? (Choose no more than TWO)

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

### G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Mobile phones (sms alerts)	5	World Bank Group's website
2	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	e-Newsletters		

### G4. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/4G LTE/WiFi
2	Dial-up

### G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender and family promotion
2	Social protection and labor	13	Transport
3	Information and Communication Technologies (ICT)	14	Urban development
4	Environment and natural resource management	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture/rural development/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		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Rwanda? (Select only ONE response)</b>	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)



## SECTION H: BACKGROUND INFORMATION

### H5. Do your projects involve both the World Bank and the IFC?

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

### H6. 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 (i.e., work on a World Bank project) |
| 5 | Use World Bank Group website for information, data, research, etc.                 |
| 6 | Development partner (other donors)   |

### H7. What's your gender?

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

### H8. What's your age?

- |   |              |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35        |
| 3 | 36-45        |
| 4 | 46-55        |
| 5 | 56 and above |

### H9. Which best represents your geographic location?

- |   |                   |
|---|-------------------|
| 1 | Kigali City       |
| 2 | Eastern Province  |
| 3 | Western Province  |
| 4 | Southern Province |
| 5 | Northern Province |

**Thank you for completing the survey!**