

FY 2020 Tanzania Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

July 2020



Acknowledgements

The Tanzania Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Tanzania country team and the independent fielding agency Ipsos Tanzania. In particular, PORG is grateful for the support from Loy Nabeta (External Affairs Officer) who coordinated the survey related activities from Washington, DC.



Country Opinion Surveys
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Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. Overall Context	8
V. Overall Attitudes Toward the World Bank Group	16
VI. World Bank Group's Support in Development Areas.....	21
VII. World Bank Group's Engagement on the Ground.....	24
VIII. World Bank Group's Knowledge and Instruments	29
IX. The Future Role of the WBG in Tanzania	32
X. Communication and Outreach	36
XI. Appendices.....	40

TANZANIA





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Tanzania*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to May 2020, 334 stakeholders of the WBG in Tanzania 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; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judiciary system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 250 stakeholders participated in the survey (75% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via email and returned it accordingly, or they filled out the questionnaire via the online survey platform.

Every country that engages in the Country Opinion Survey (COS) 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 in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 78%, N=267). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. 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'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 79).

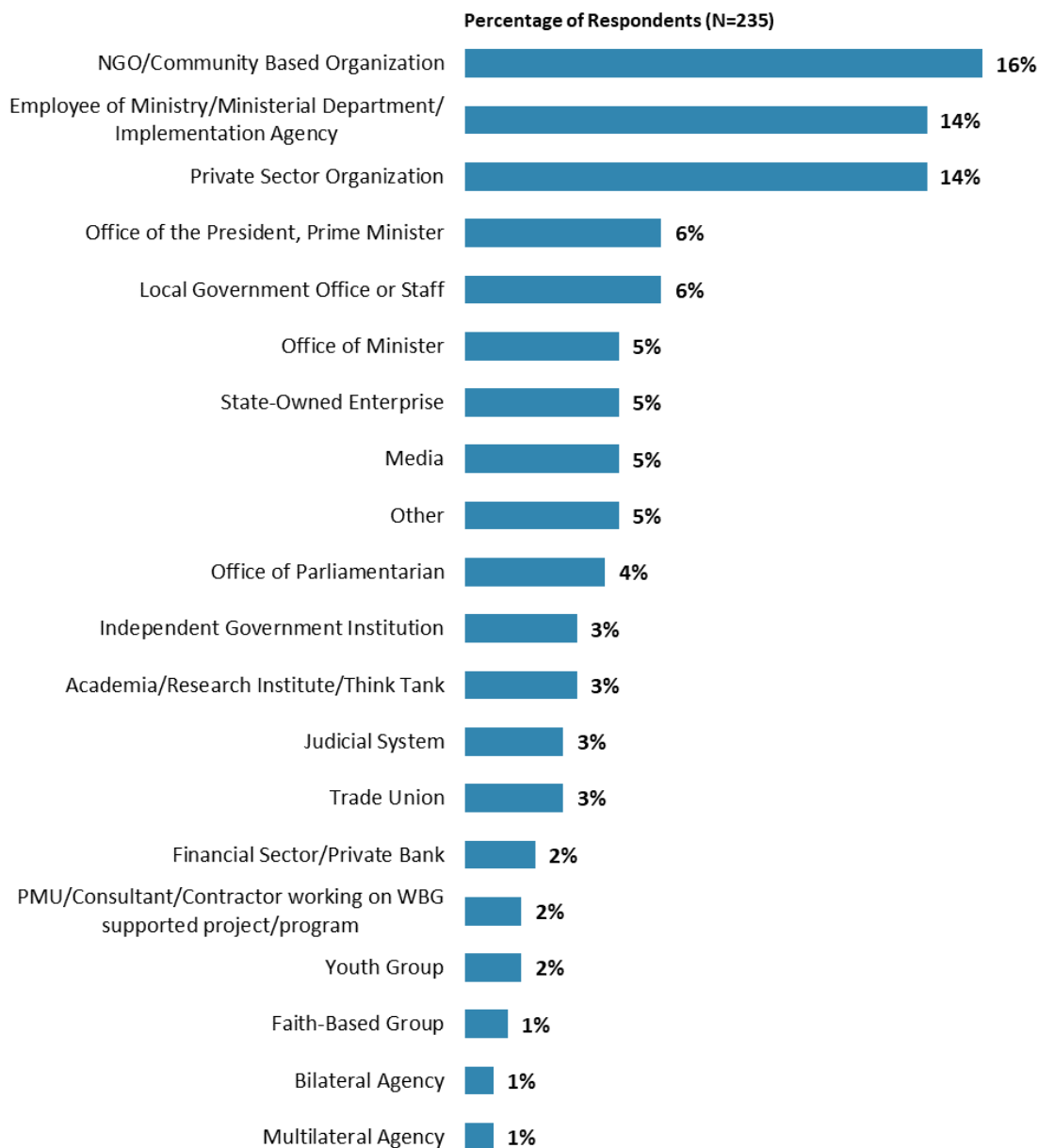
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



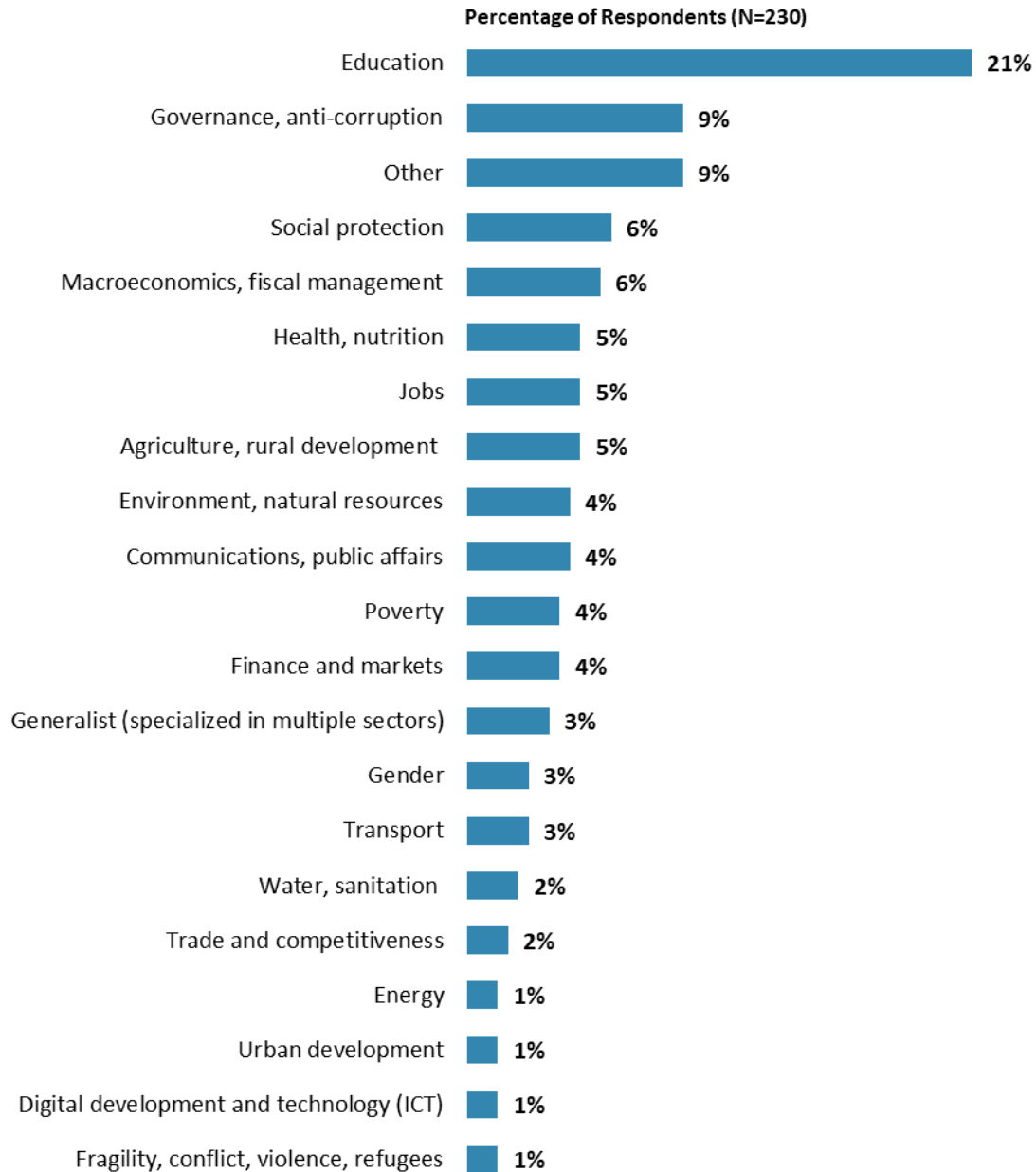
"Which of the following best describes your current position?"
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, trade unions, faith-based groups, and youth groups were combined in the "CSO" category. A small number of respondents from bilateral and multilateral agencies were combined in the "Other" category. There were no respondents from private foundations.



III. Demographics of the Sample (continued)

Area of Primary Specialization

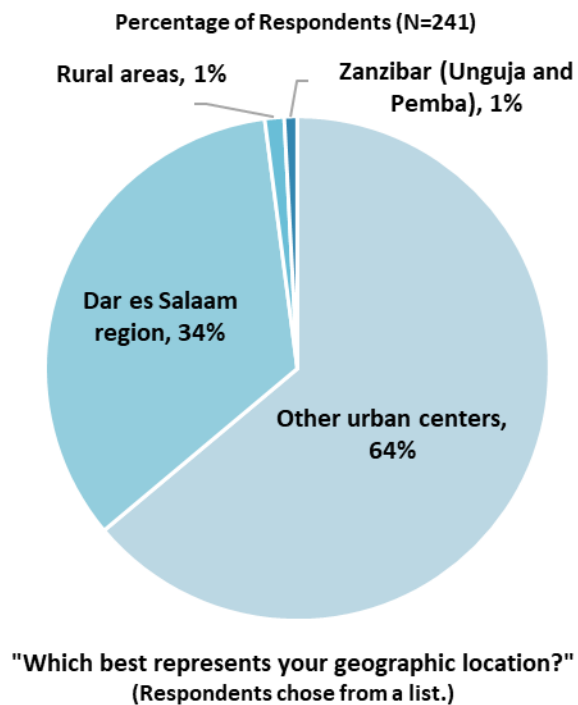


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)

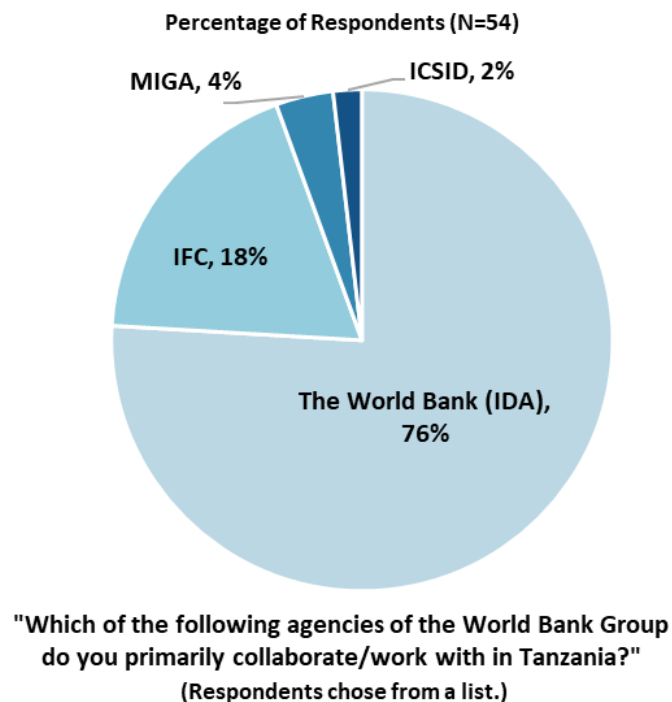


III. Demographics of the Sample (continued)

Geographic Locations



Exposure to Agencies within the World Bank Group

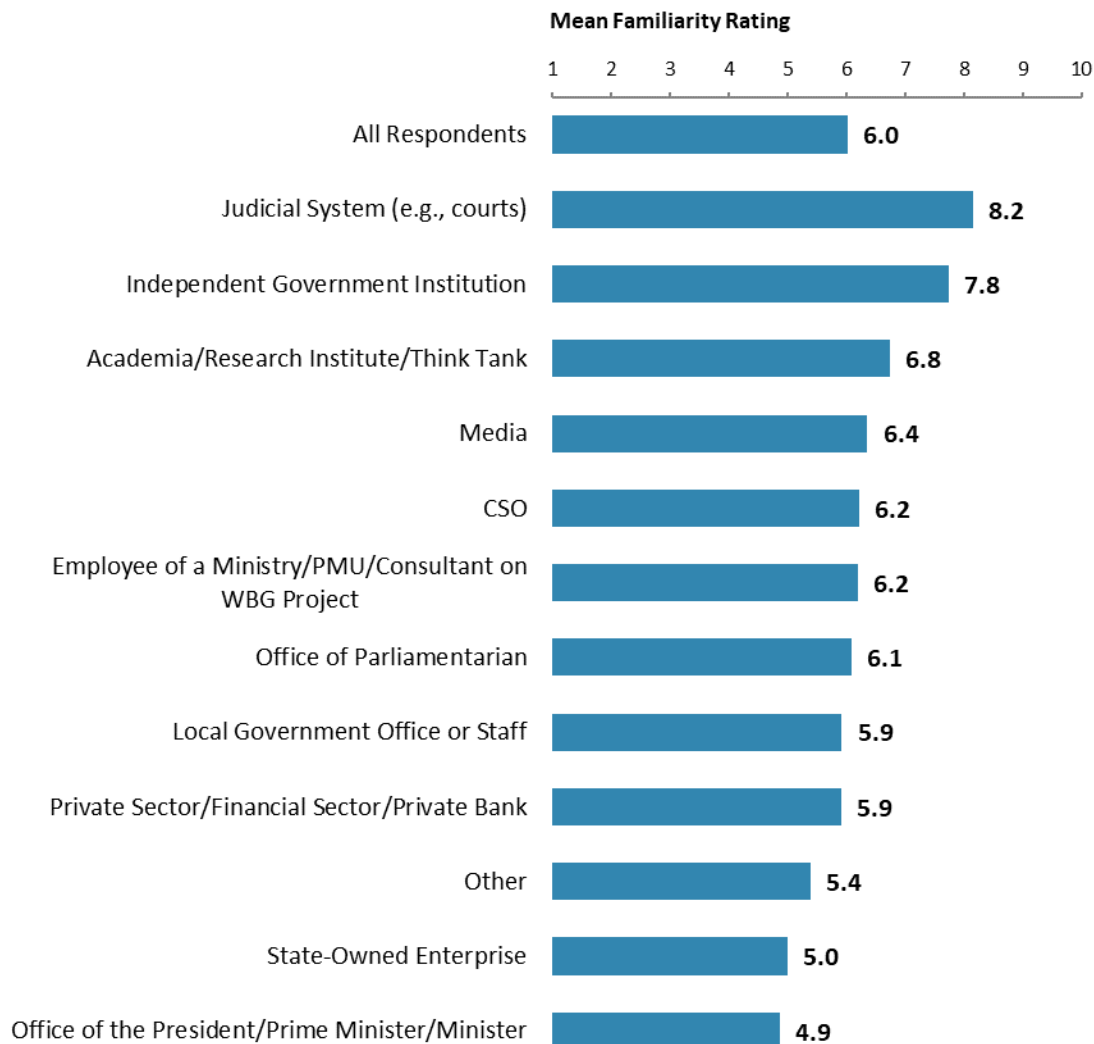




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 6.2; weighted mean in FY'17 = 6.6)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Tanzania's development and with their ratings for the WBG's overall effectiveness in Tanzania.



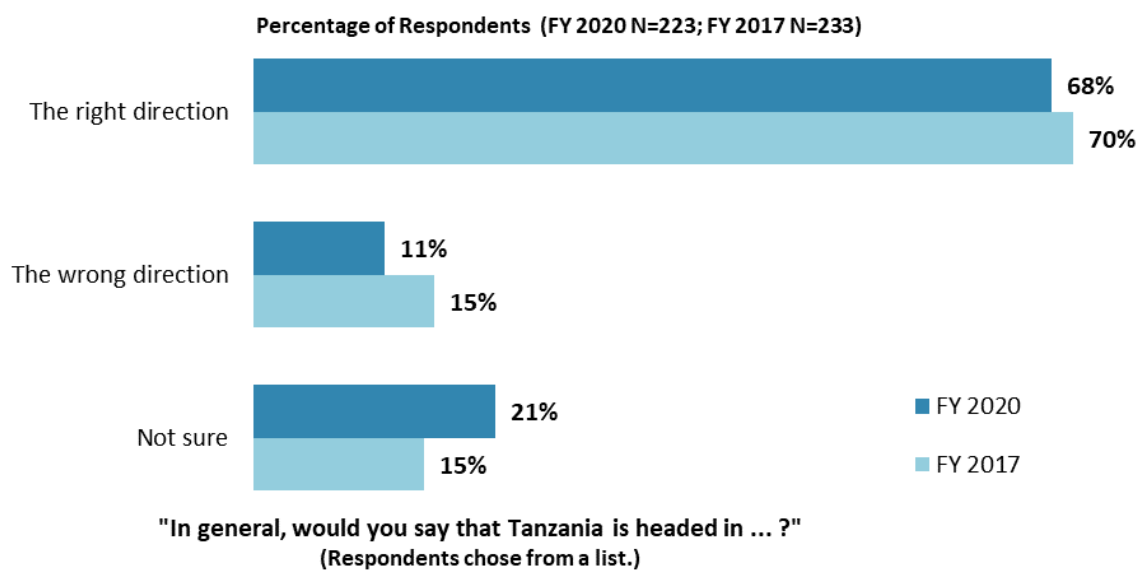
"How familiar are you with the work of the World Bank Group in Tanzania?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 79) for more details on weighting.

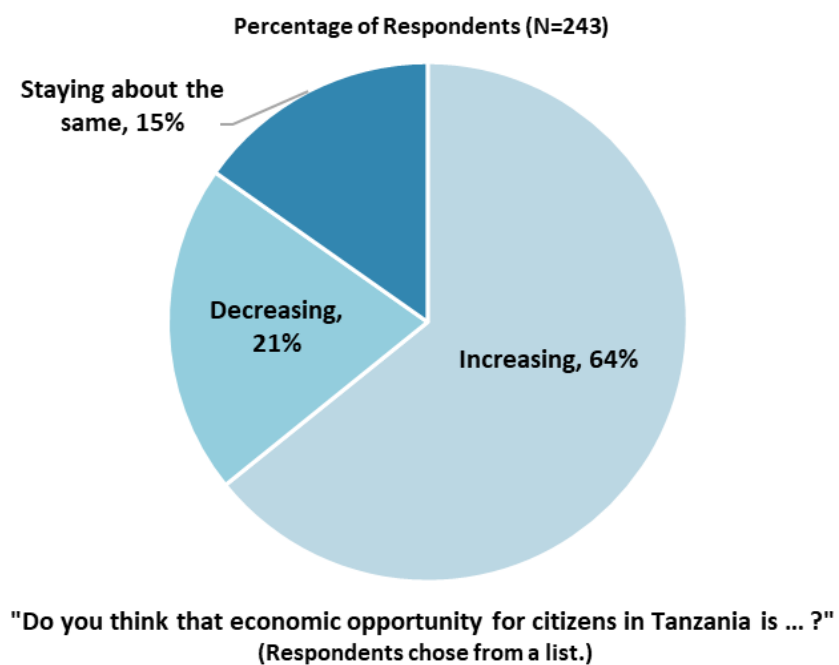


IV. Overall Context

Headed in the Right Direction³



Perceptions of Economic Opportunity

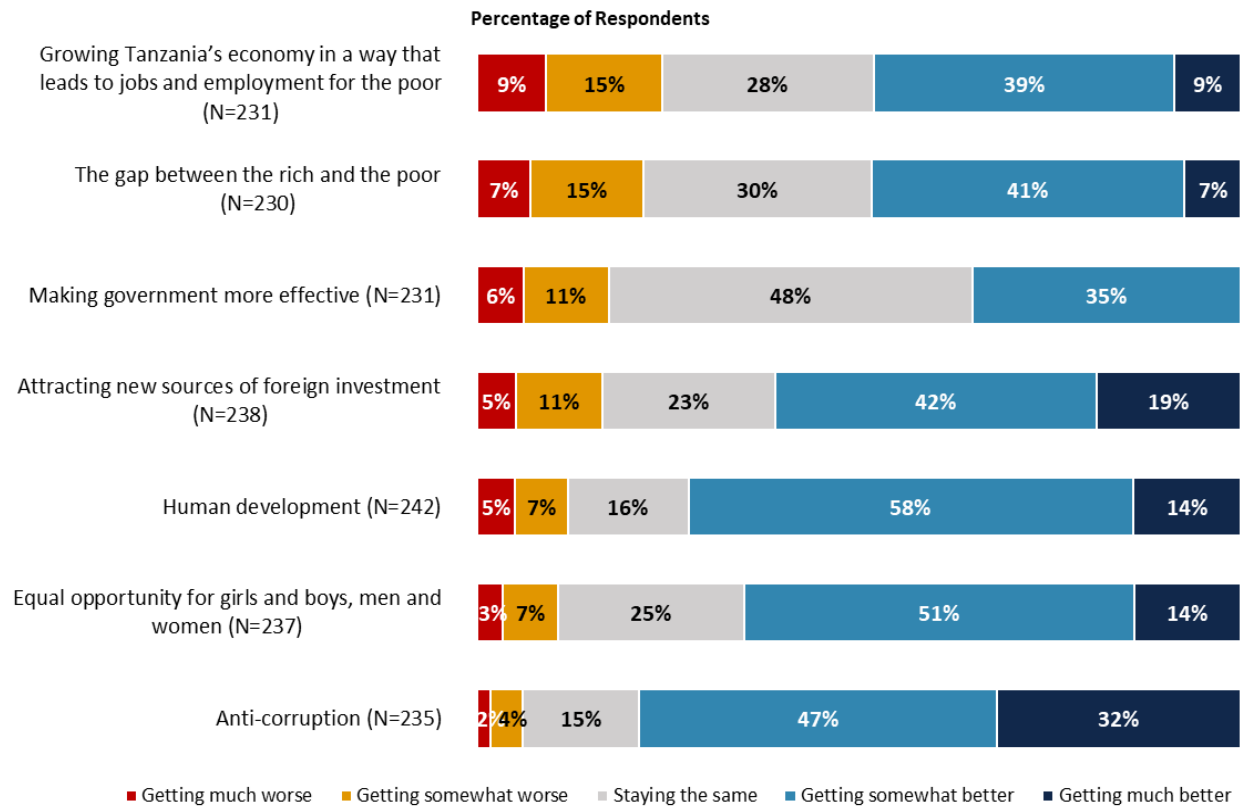


³ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



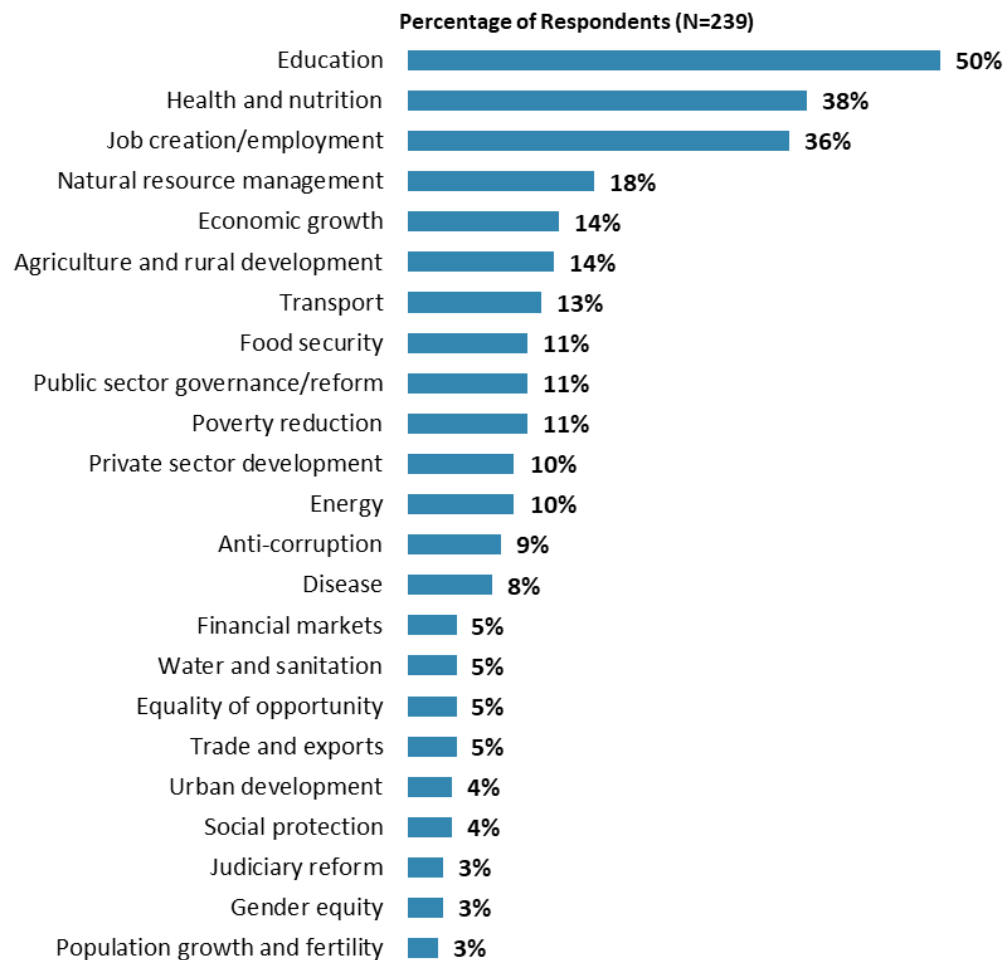
"Please describe the direction Tanzania is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Tanzania were “*education*” (56%), “*public sector governance/reform*” (27%), “*natural resource management*” (27%), “*health*” (21%), “*economic growth*” (19%), and “*agriculture and rural development*” (18%).
- “*Job creation/employment*” emerged among the top development priorities, with significant increase from 11% in FY'17 to 36% in FY'20.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (21% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Tanzania, compared to the rest of respondents in other areas of work (education specialists = 72%; others = 45%).⁴



"Listed below are a number of development priorities in Tanzania. Please identify which of the following you consider the most important development priorities in Tanzania. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 23 of 29 response options shown)

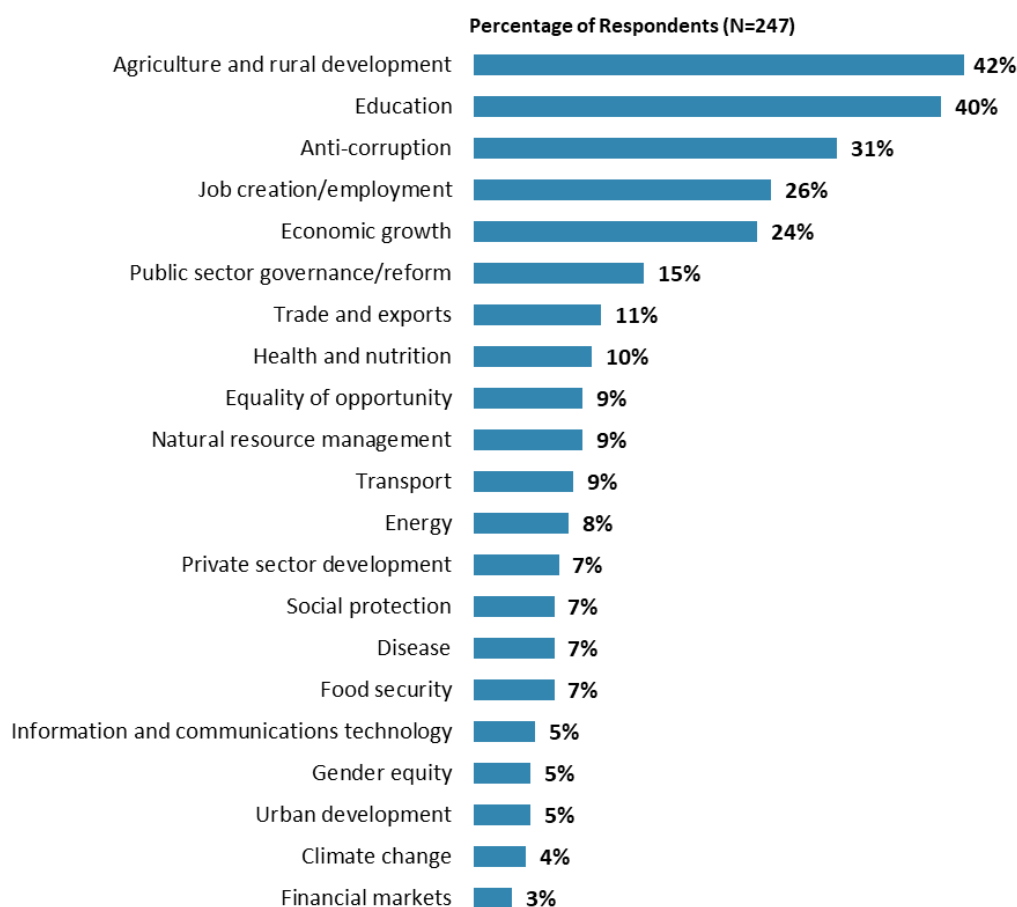
⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Tanzania were “*agriculture and rural development*” (57%), “*education*” (52%), “*health*” (22%), “*public sector governance/reform*” (22%), and “*job creation/employment*” (18%).
- “*Anti-corruption*” emerged among the top factors that contribute to poverty reduction in Tanzania, with significant increase from 9% in FY'17 to 31% in FY'20.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (21% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Tanzania compared to the rest of respondents in other areas of work (education specialists = 55%; others = 37%).⁵



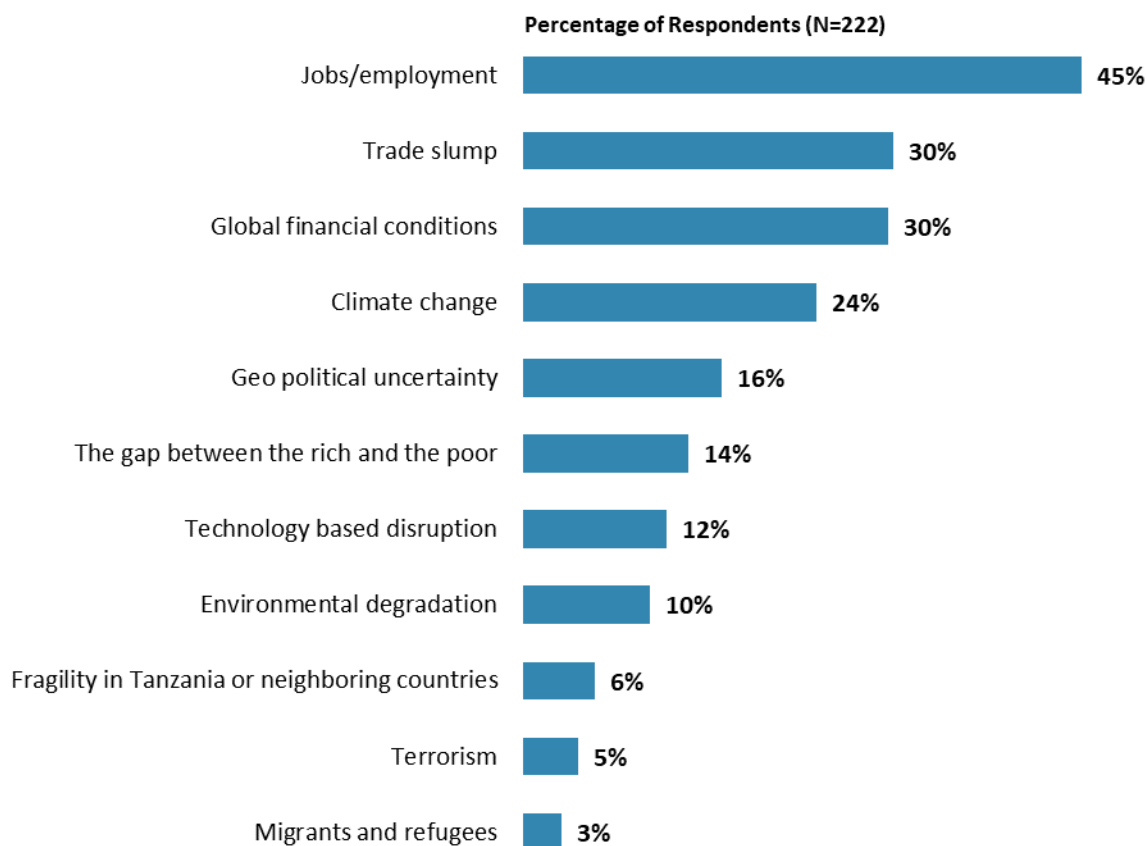
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tanzania? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 21 of 28 response options shown)

⁵ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



IV. Overall Context (continued)

The Impact of Global Challenges on Tanzania

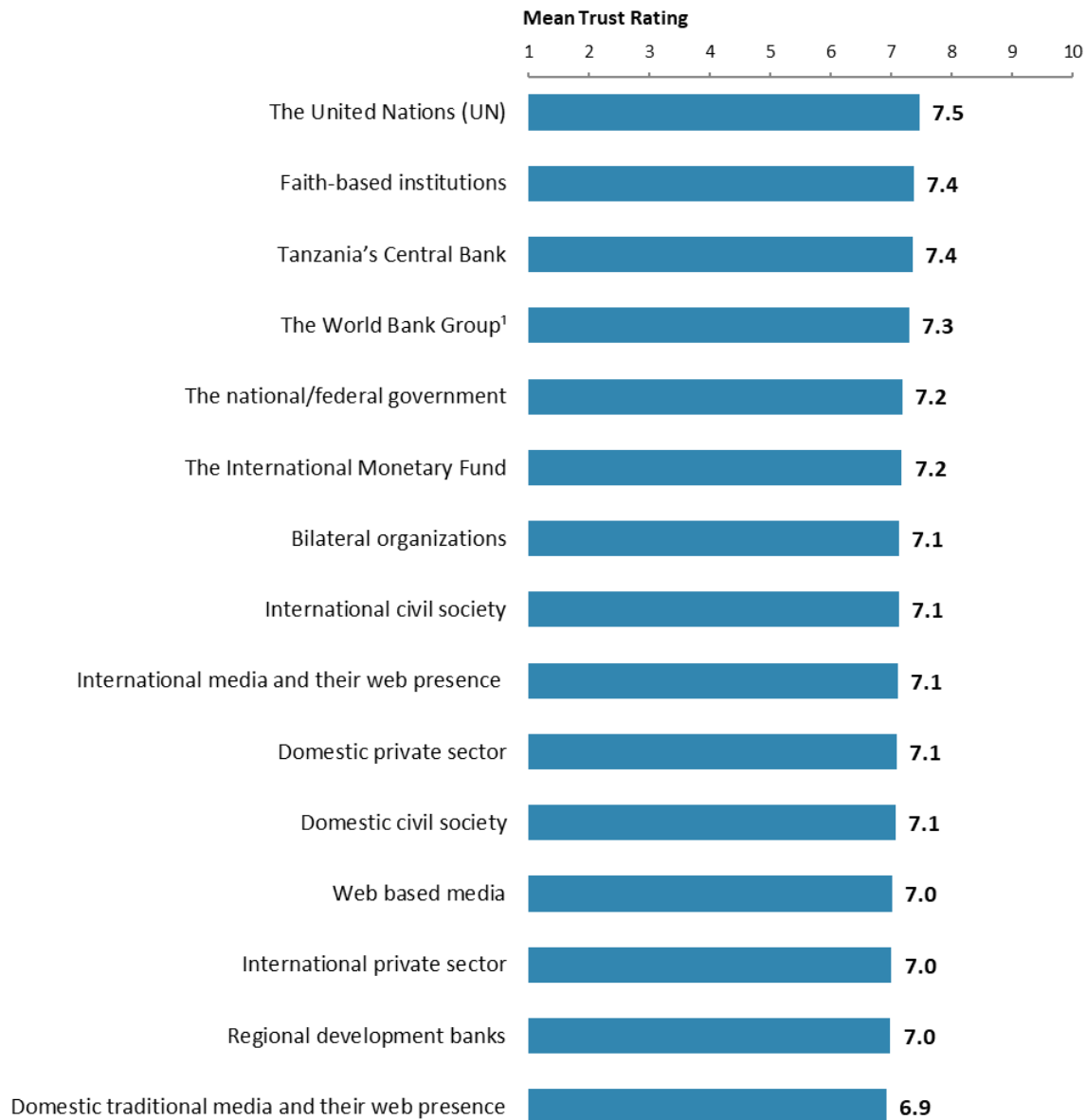


"Listed below are global challenges. Which do you think have the most serious impact on Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



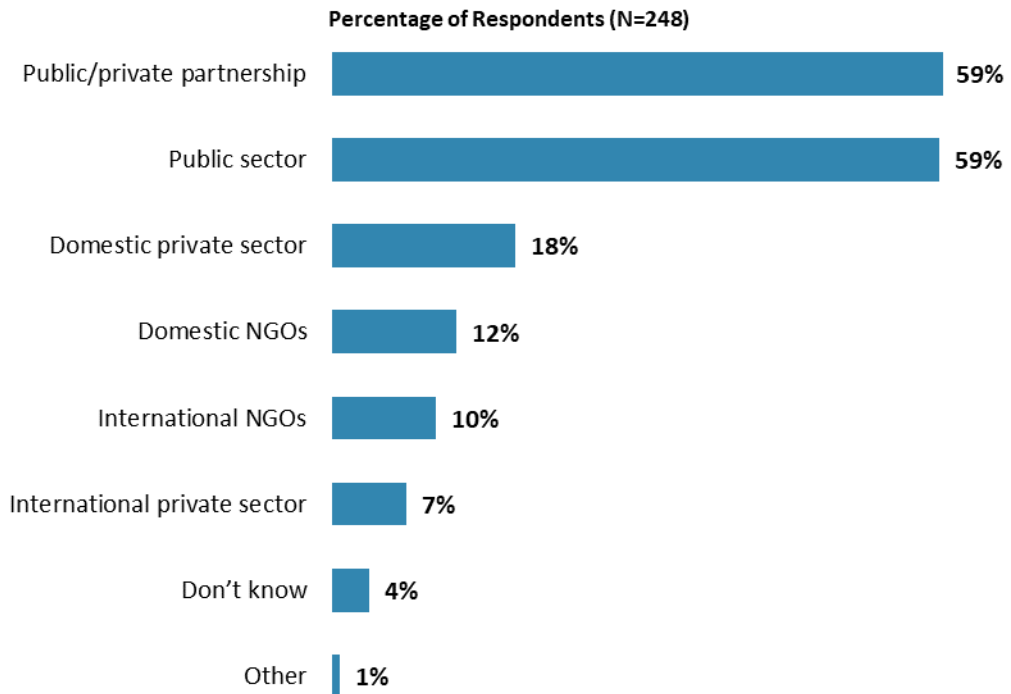
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question



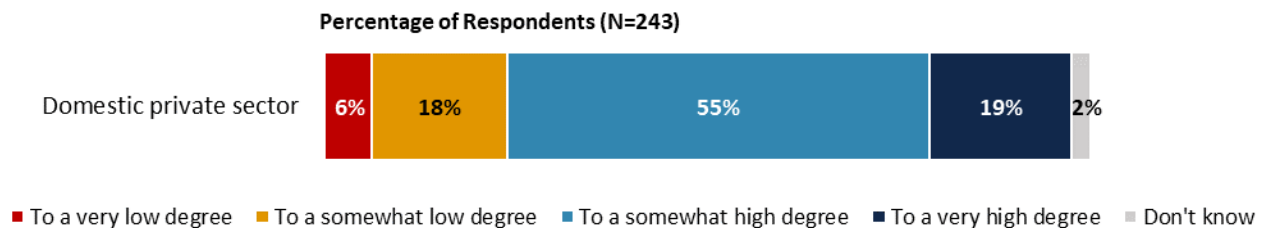
IV. Overall Context (continued)

Public Service Delivery in Tanzania



"When thinking about public service delivery in Tanzania, do you think that it should be done by ... ? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

Trust in the Private Sector

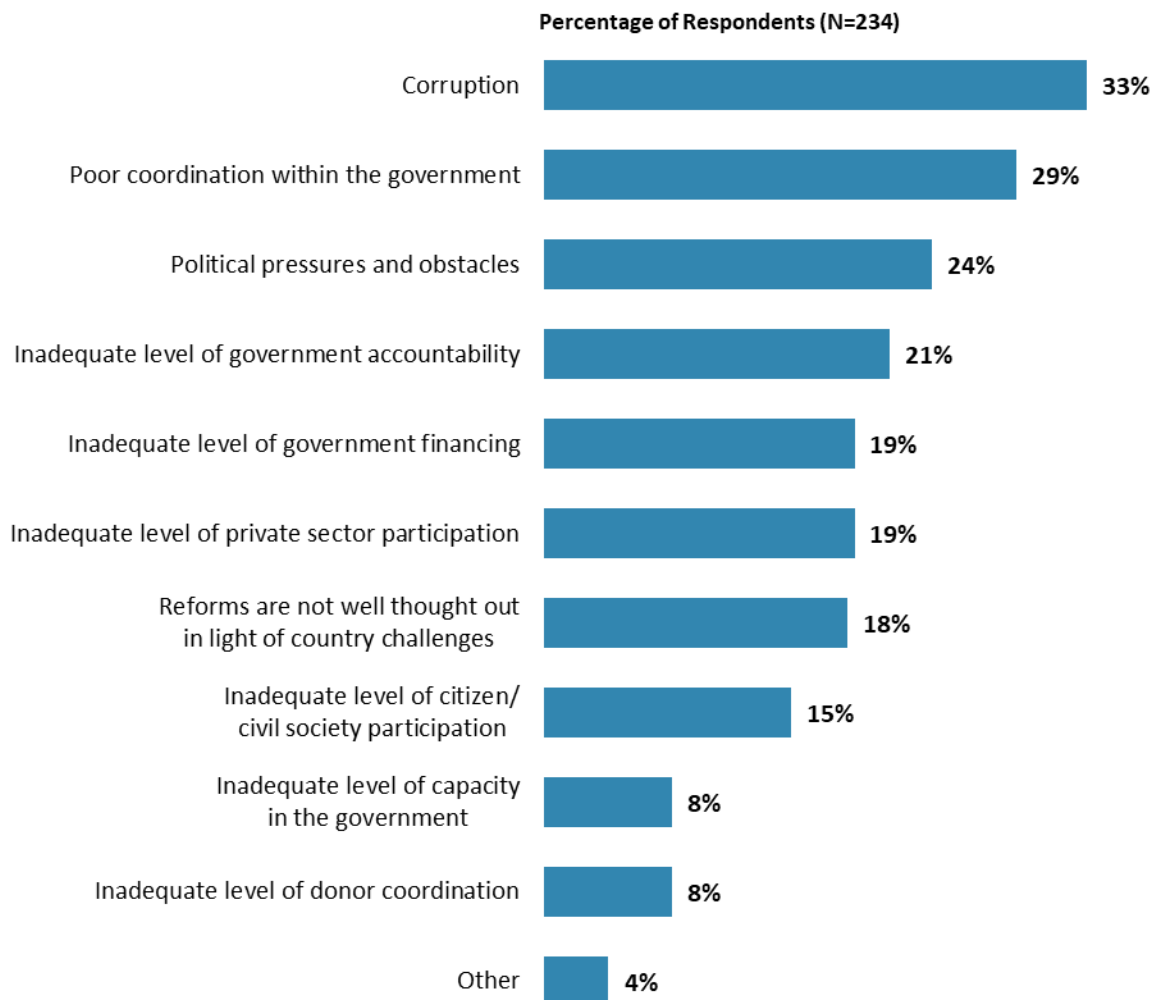


"To what extent do you trust domestic private sector to engage in public service delivery in Tanzania?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

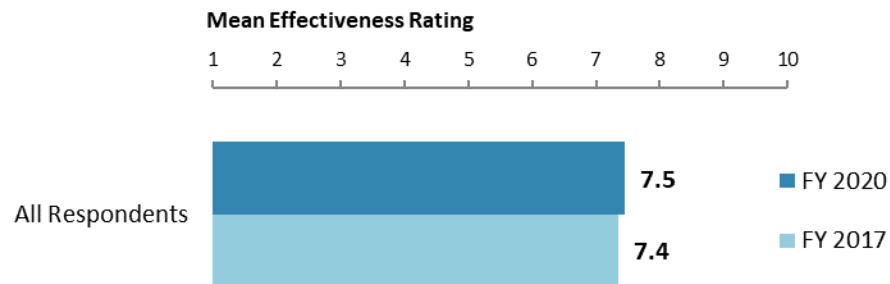


"When economic and/or social reform efforts fail or are slow to take place in Tanzania, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



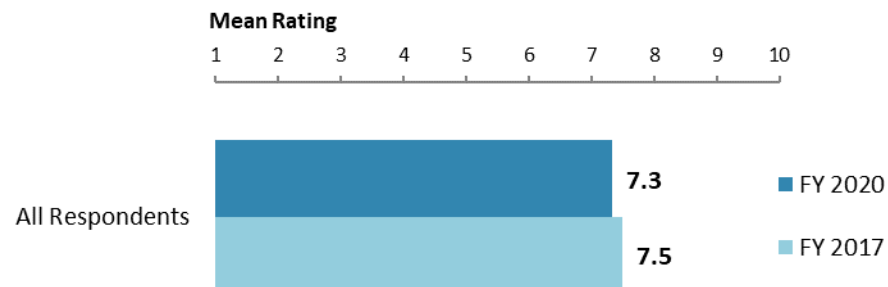
V. Overall Attitudes Toward the World Bank Group

The World Bank Group's Overall Effectiveness⁶ (*Indicator Question*)



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

Achieving Development Results (*Indicator Question*)



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

⁶ Means in the charts on this page were calculated based on weighted data.



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

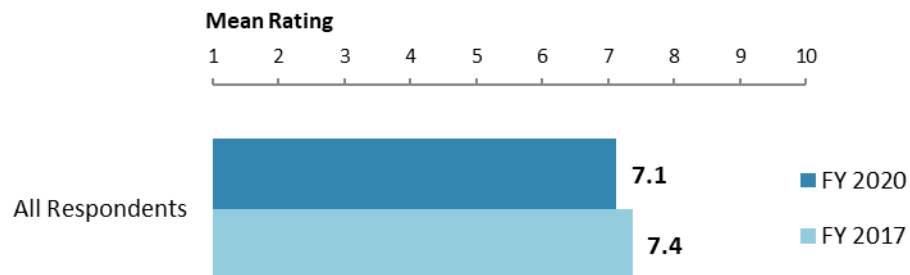
Influence on Tanzania's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Tanzania?"

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

WBG Staff Preparedness⁷



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

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

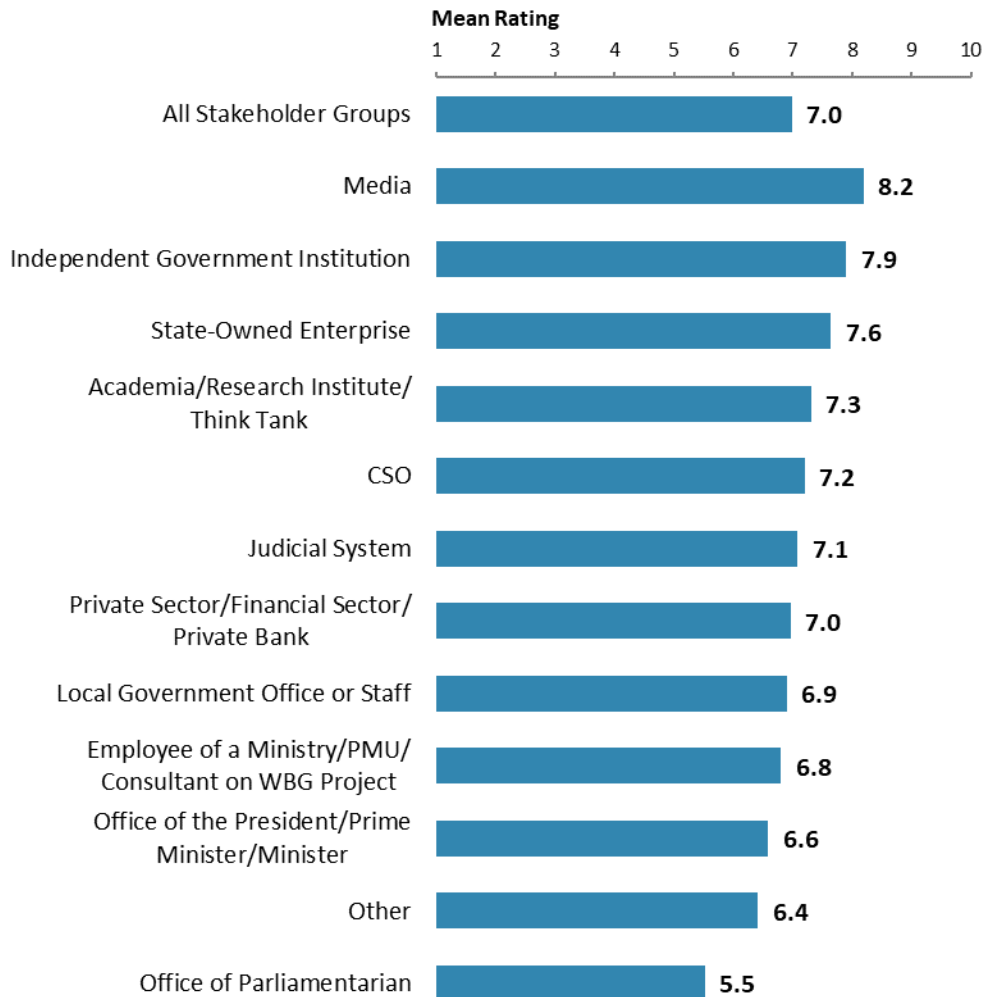
⁷ Means in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the media had the highest mean ratings for the aggregated responses to the twenty eight COS indicator questions, whereas respondents from the office of a parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 58).



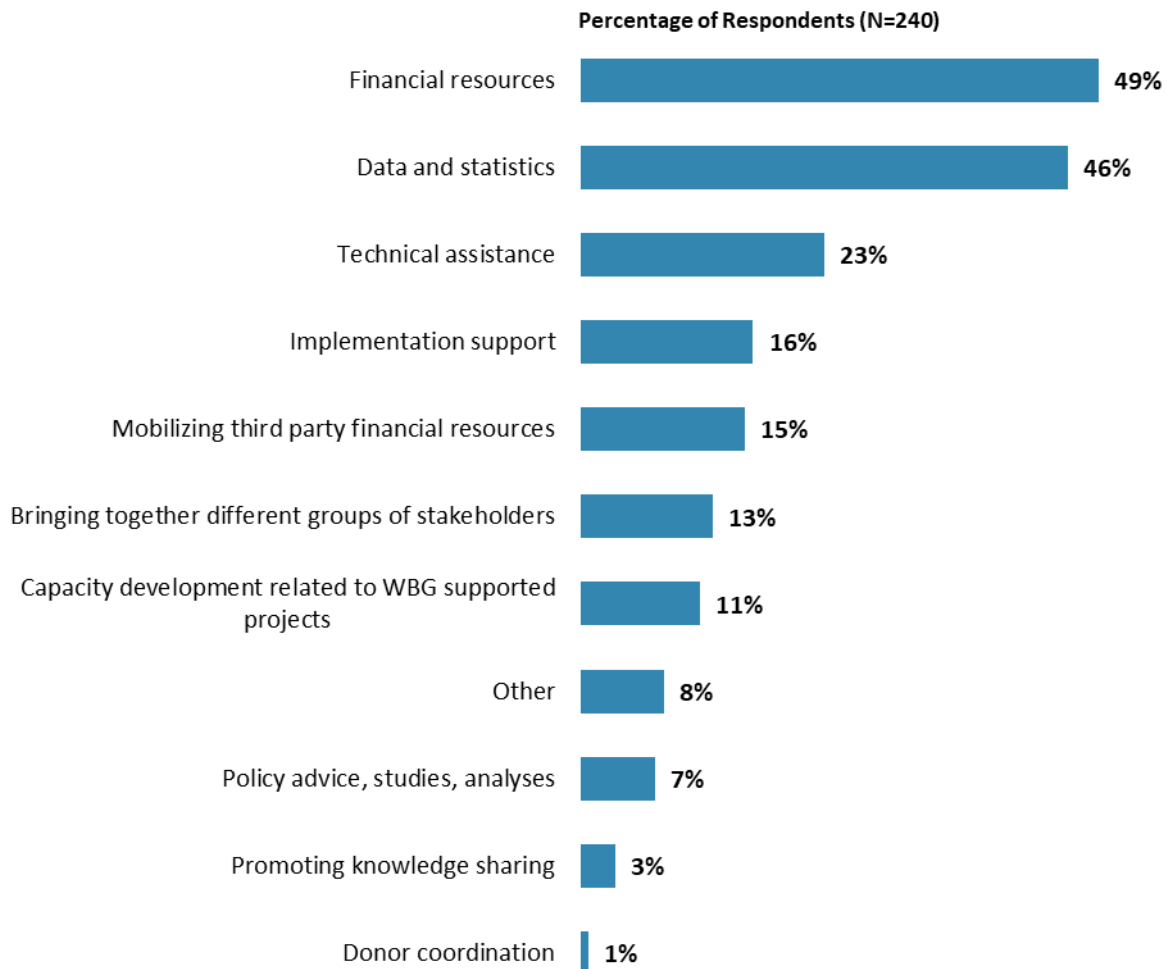
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Tanzania were "*financial resources*" (39%), "*capacity development related to WBG supported projects*" (36%), and "*policy advice, studies, analyses*" (31%).



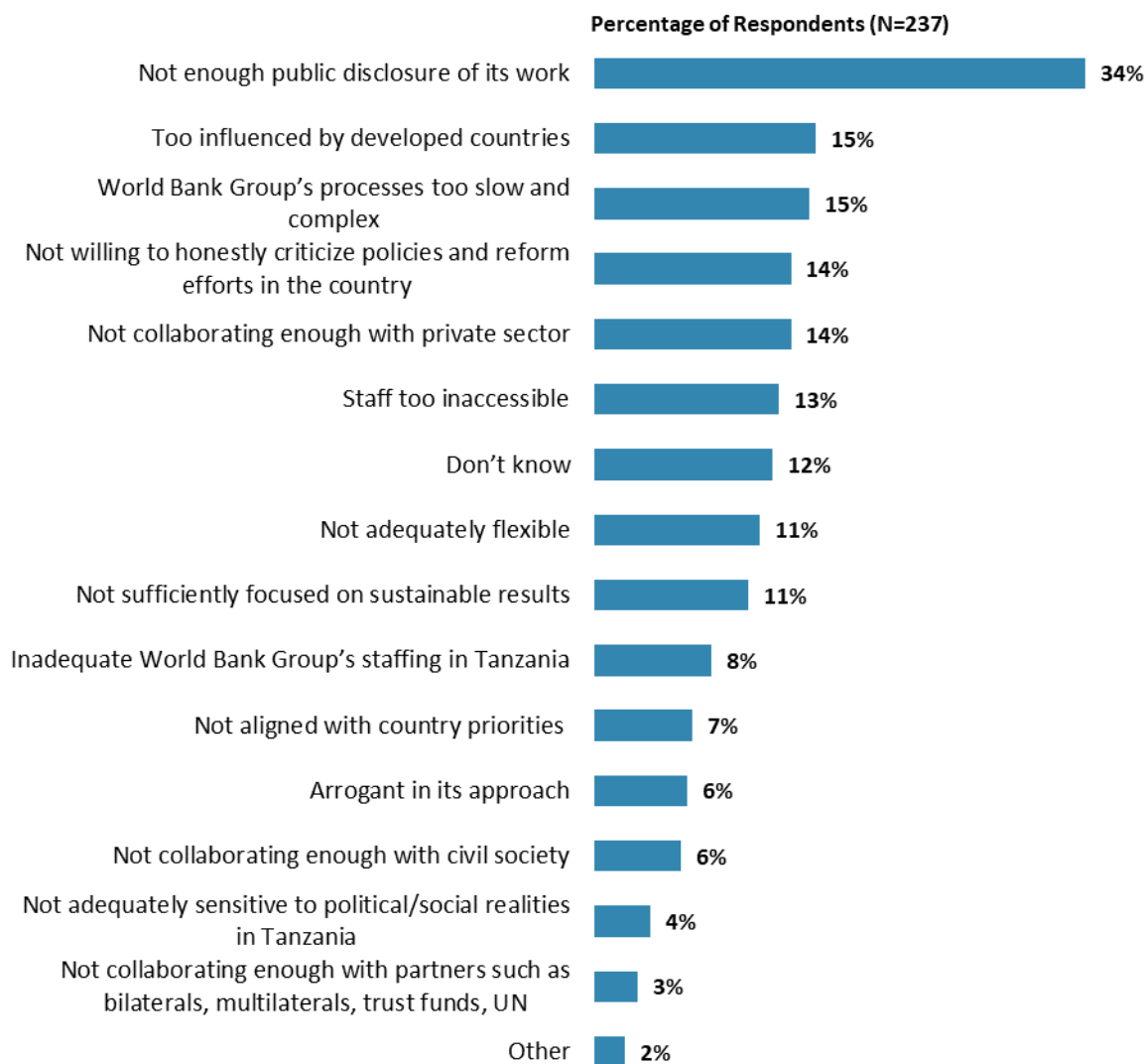
"When thinking about the World Bank Group's role in Tanzania, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weakness in its work in Tanzania was being "*not aligned with country priorities*" (27%).

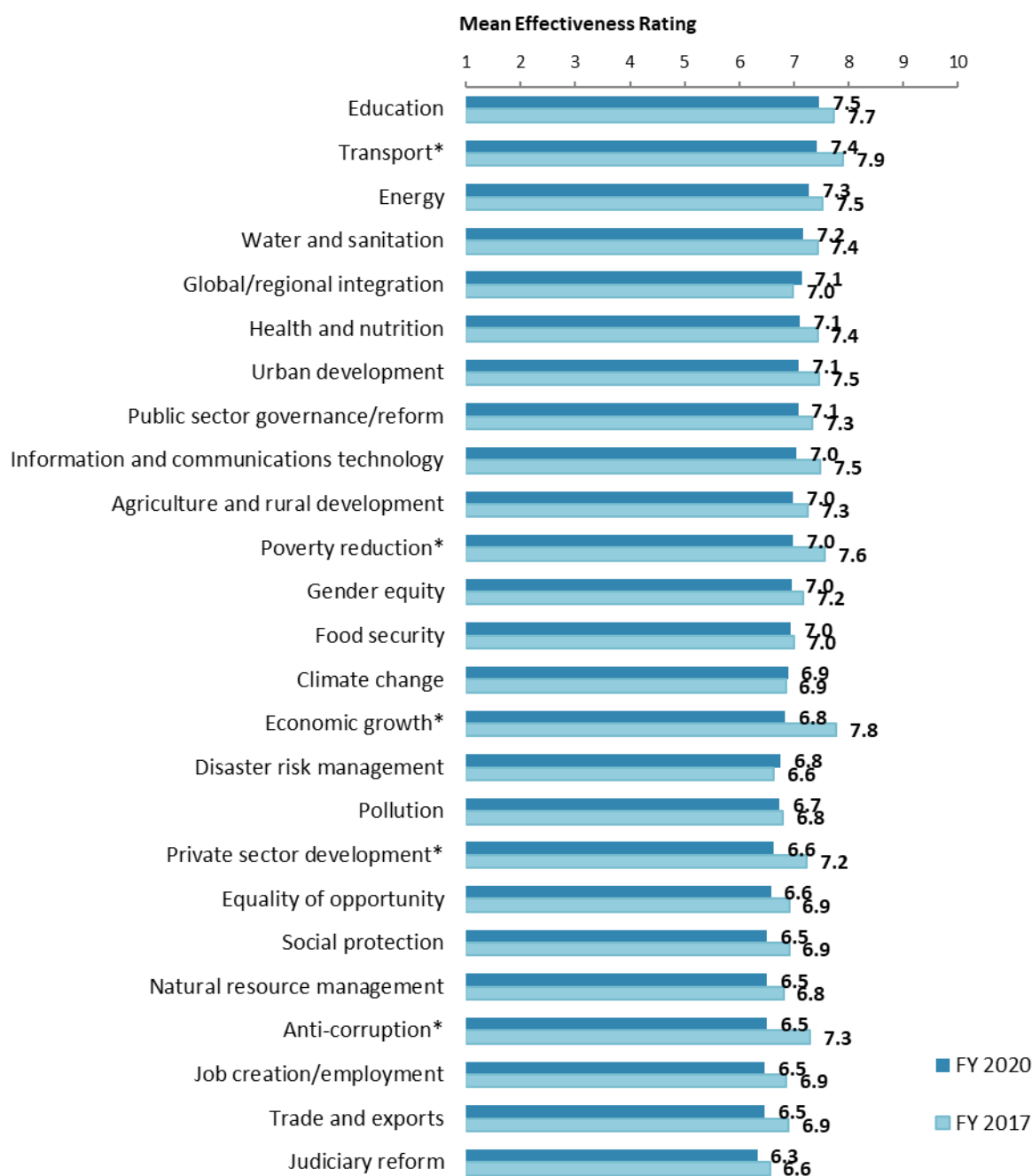


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

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



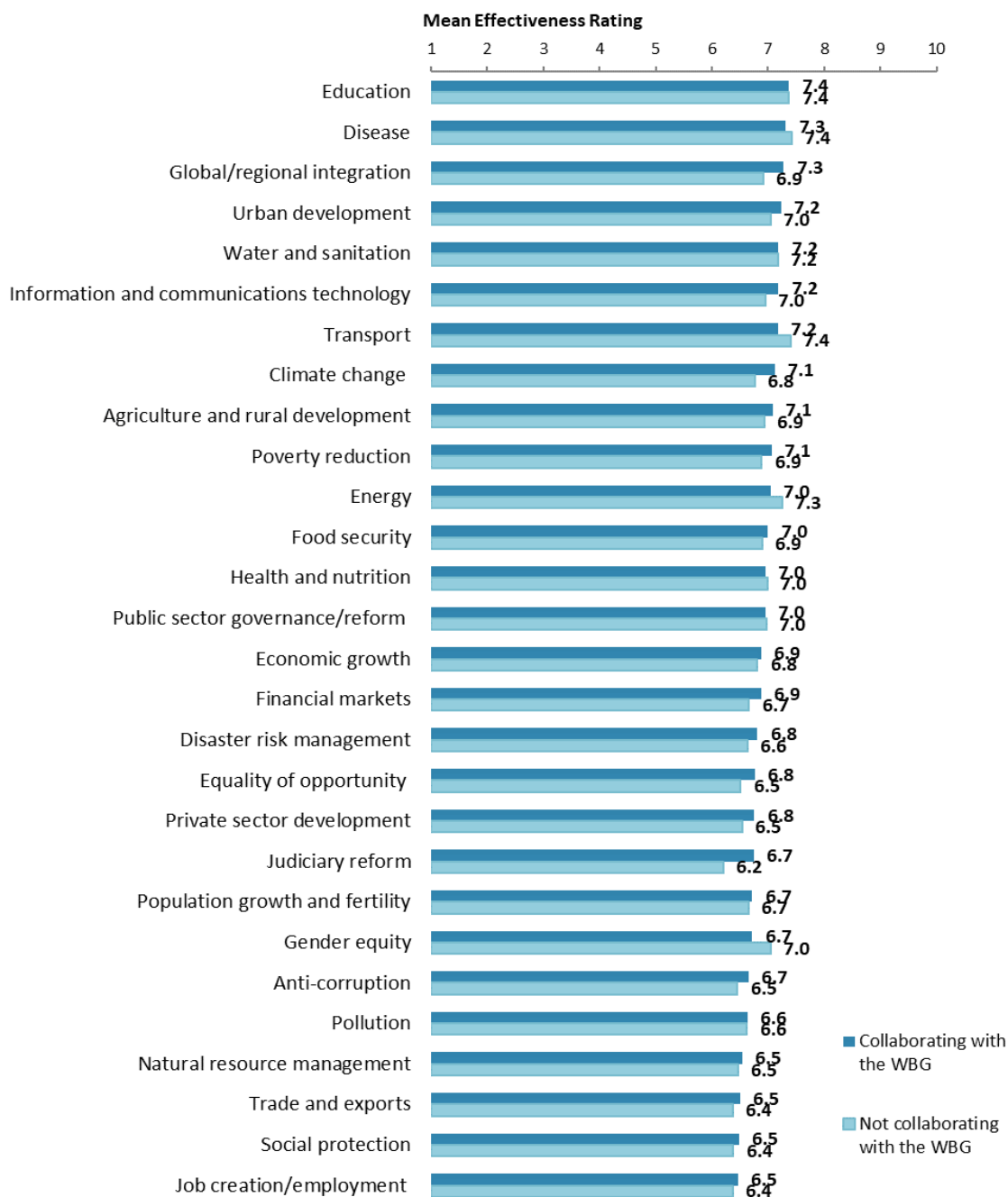
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2020 and FY 2017)*

⁸ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁹



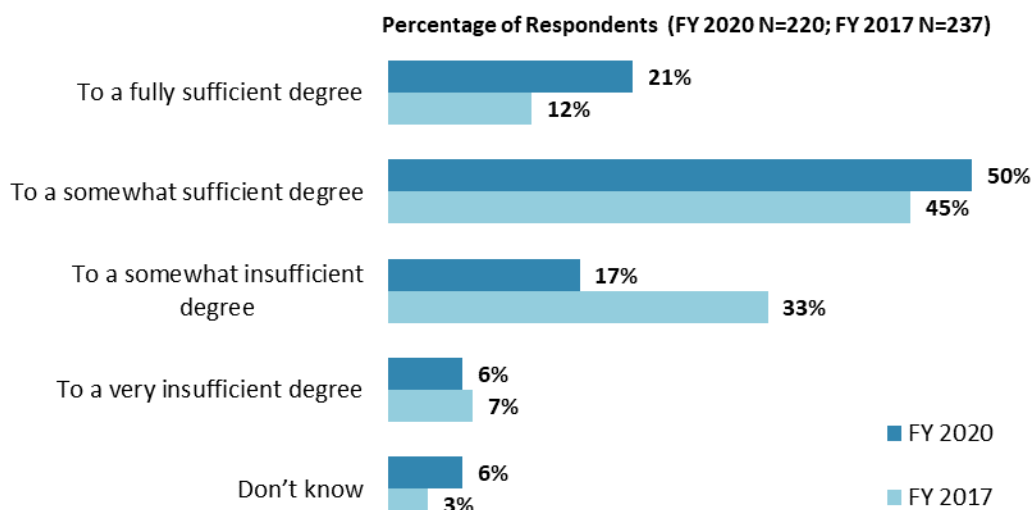
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania?"
(1-"Not effective at all", 10-"Very effective")

⁹ Note in the Appendix on the sectoral effectiveness (Appendix A, page 41) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



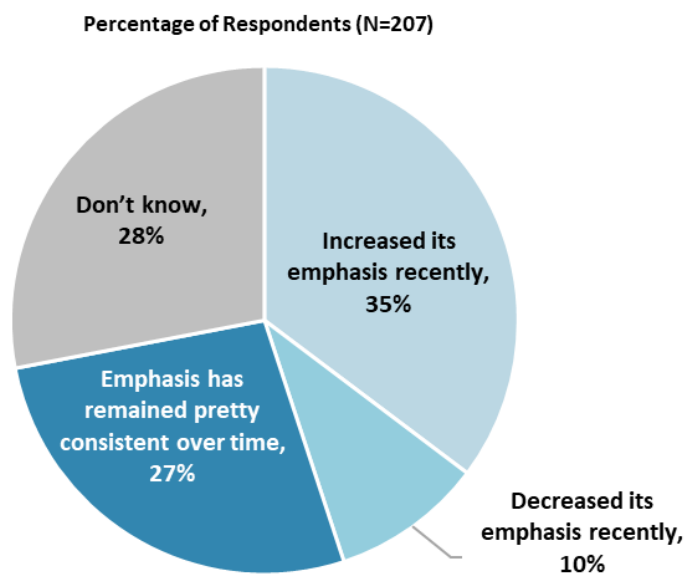
VI. WBG's Support in Development Areas (continued)

Helping the Poorest¹⁰



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

The WBG's Human Capital Investment



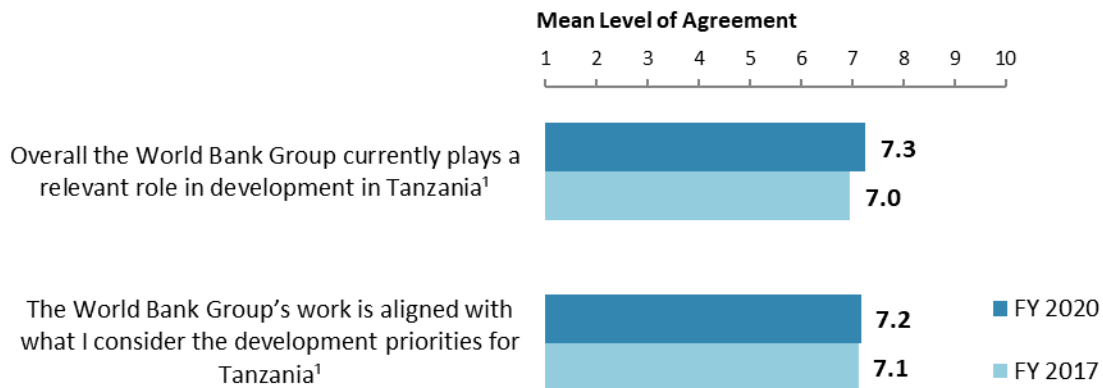
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

¹⁰ Percentages presented in this chart were calculated based on weighted data.



VII. World Bank Group's Work and Engagement on the Ground

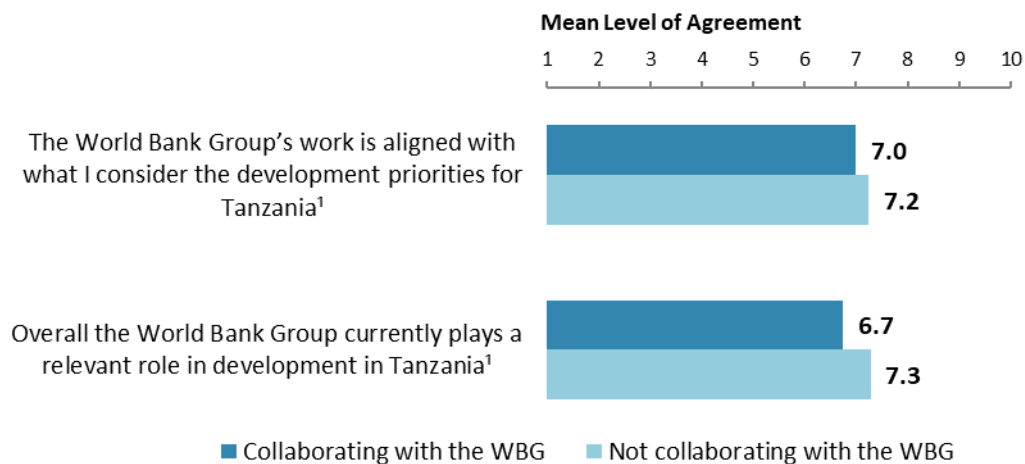
The World Bank Group's Work in Tanzania: Year Comparison¹¹



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

¹Indicator Question

The World Bank Group's Work in Tanzania: Collaboration



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

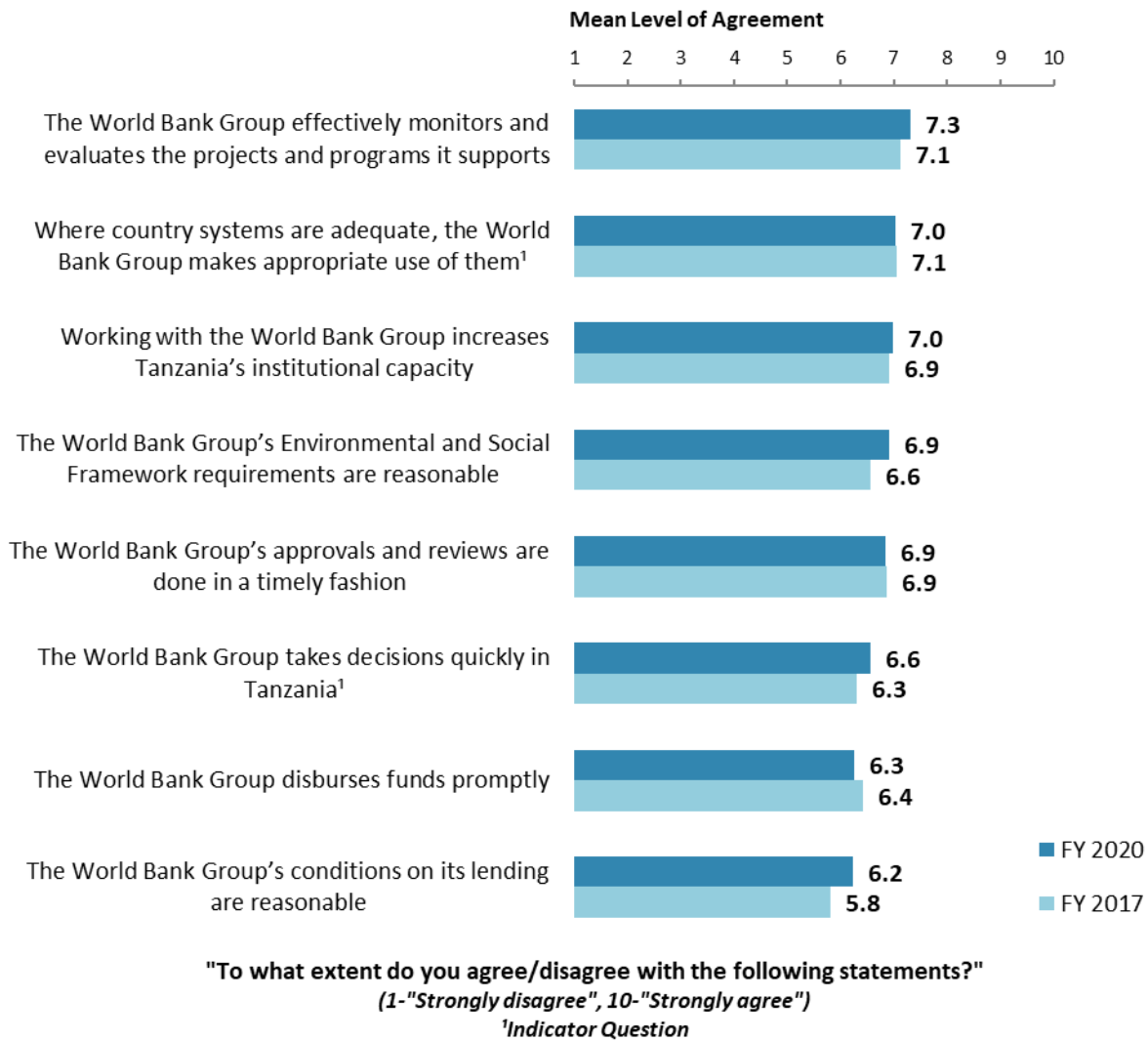
¹Indicator Question

¹¹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹²

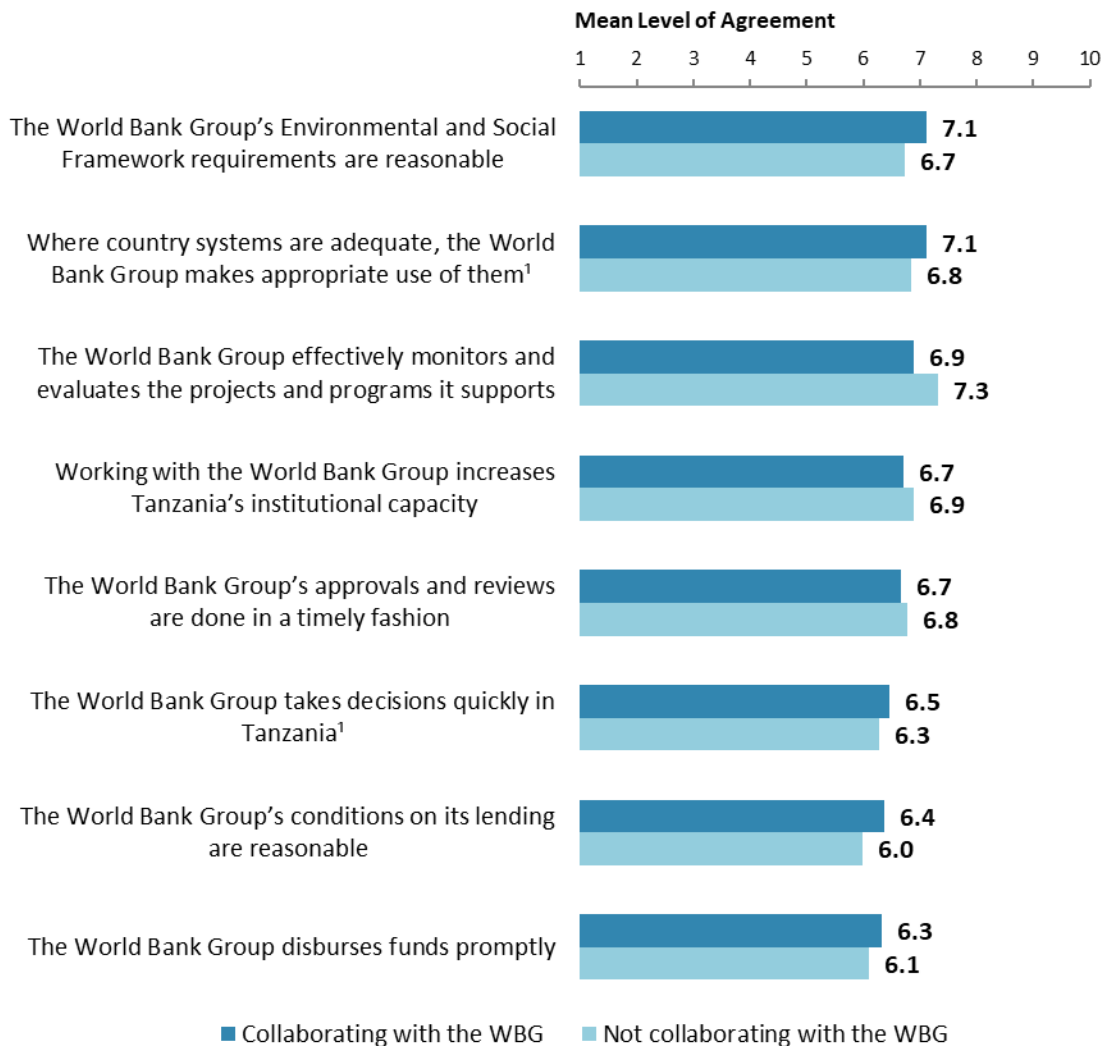


¹² Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹³



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

(*Significantly different between FY 2020 and FY 2017)

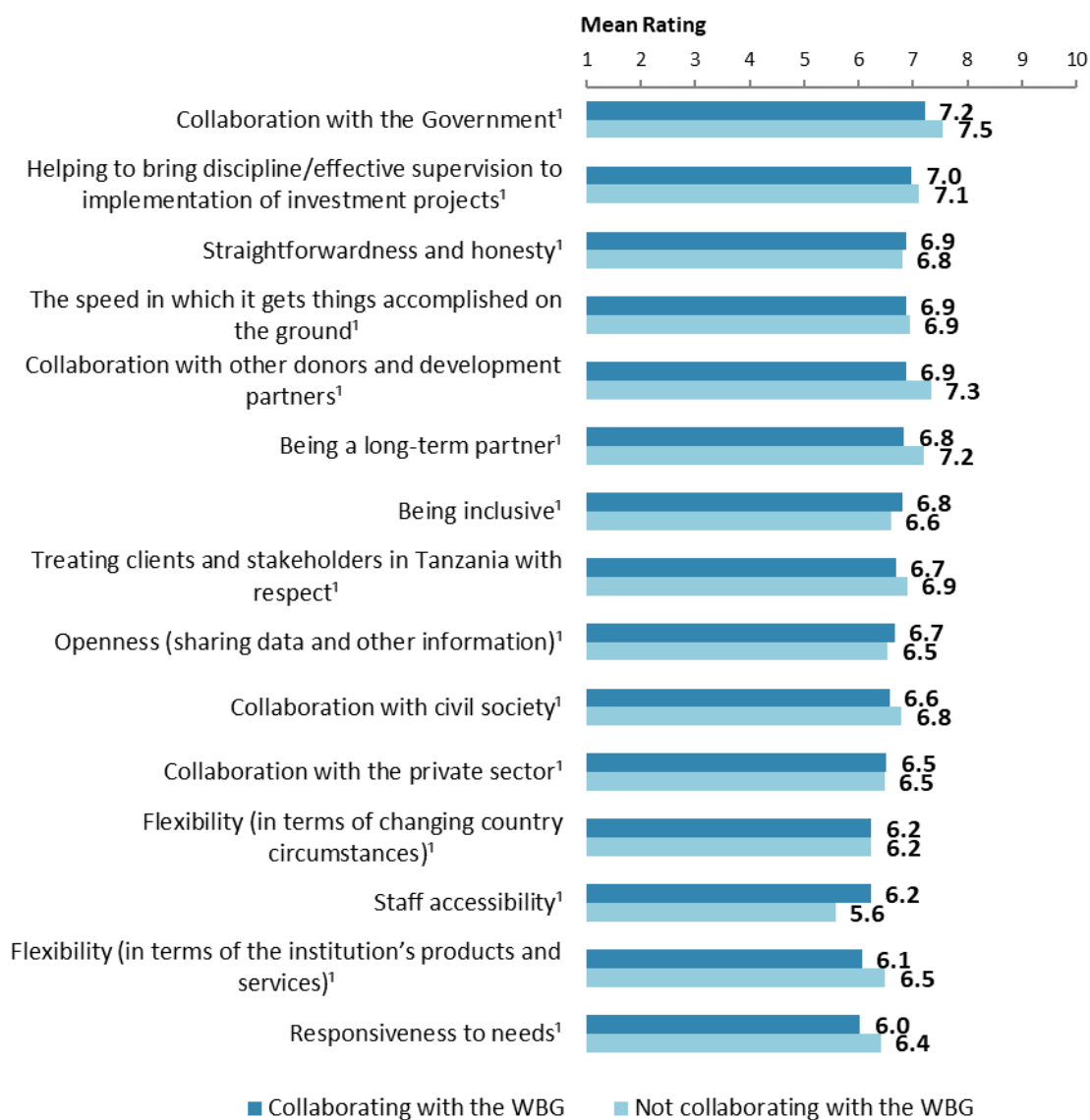
¹Indicator Question

¹³ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



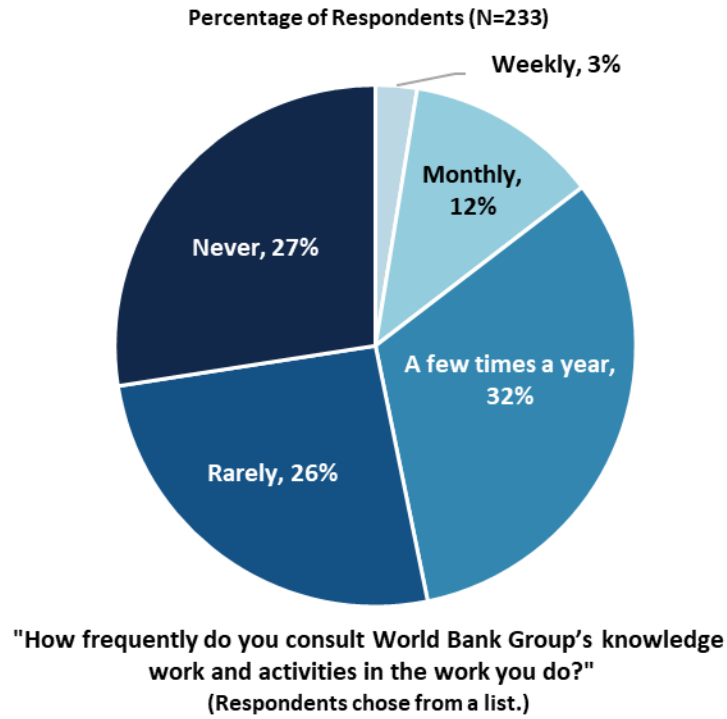
"To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

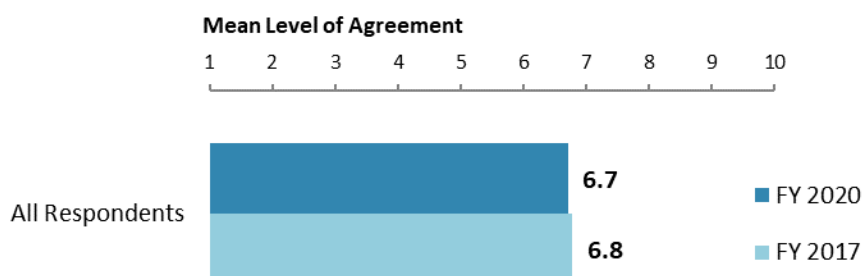
Frequency of Consulting WBG Knowledge Work and Activities





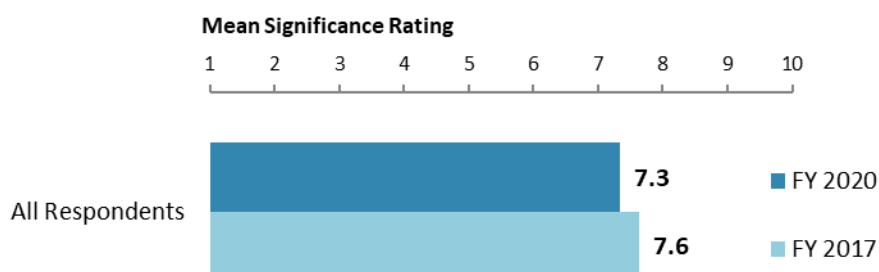
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Tanzania's Knowledge Needs¹⁴ (Indicator Question)



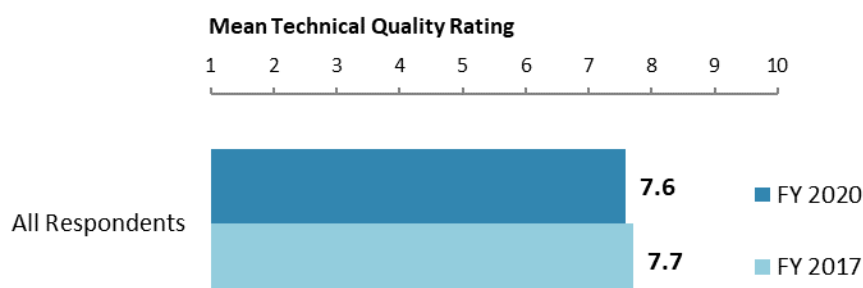
"The World Bank Group meets Tanzania's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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



"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)



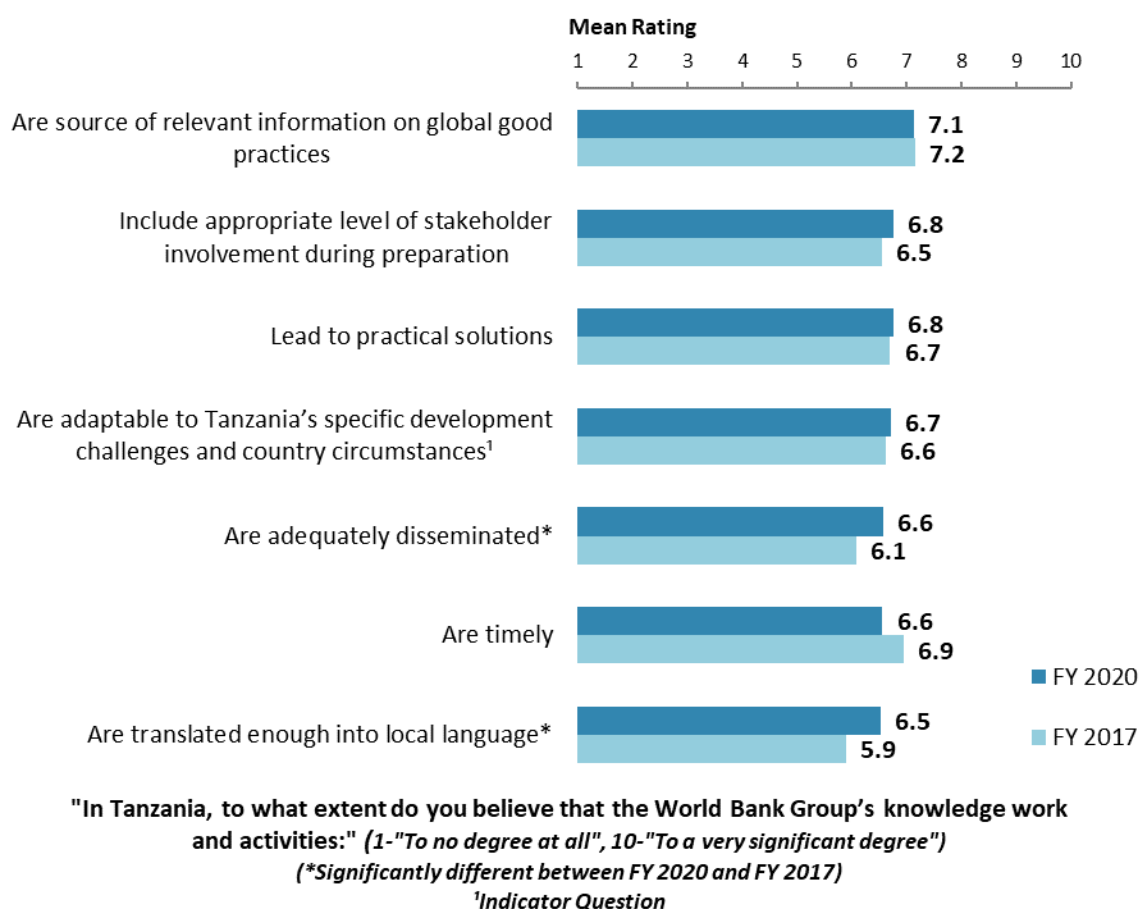
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹⁴ Means in the charts on this page were calculated based on weighted data.

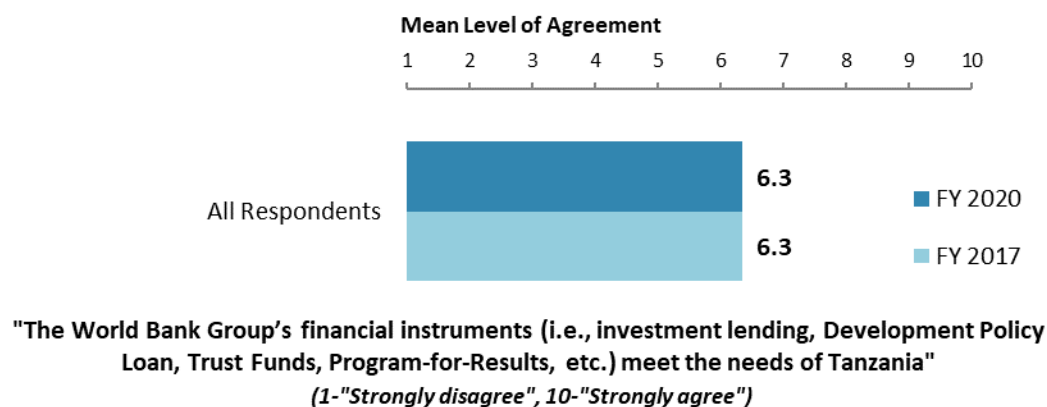


VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹⁵



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



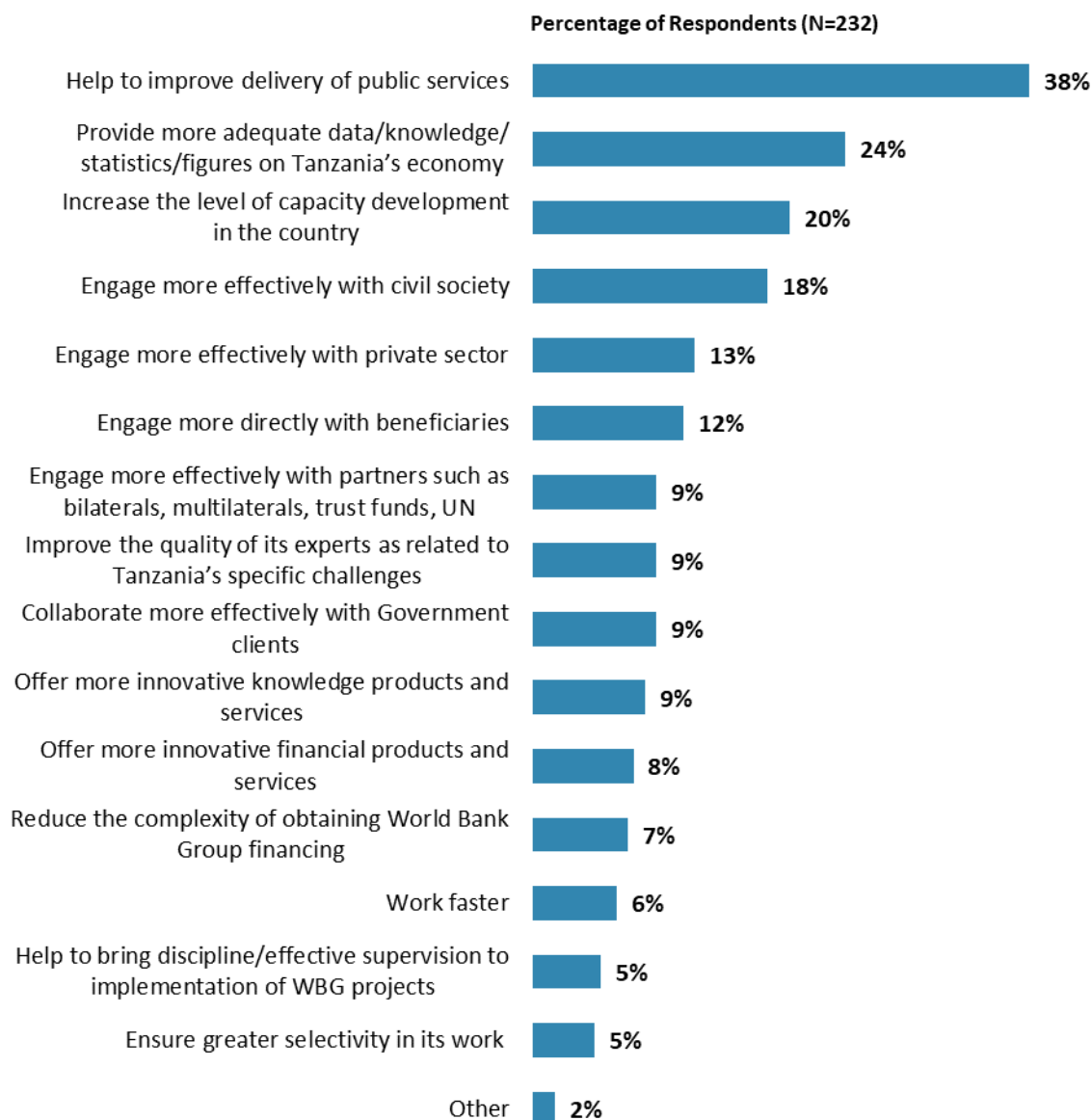
¹⁵ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the WBG in Tanzania

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients*” (29%), “*reduce the complexity of obtaining WBG financing*” (23%), “*increase the level of capacity development in the country*” (23%), and “*reach out more to groups outside of Government*” (22%) to make itself of greater value in Tanzania.



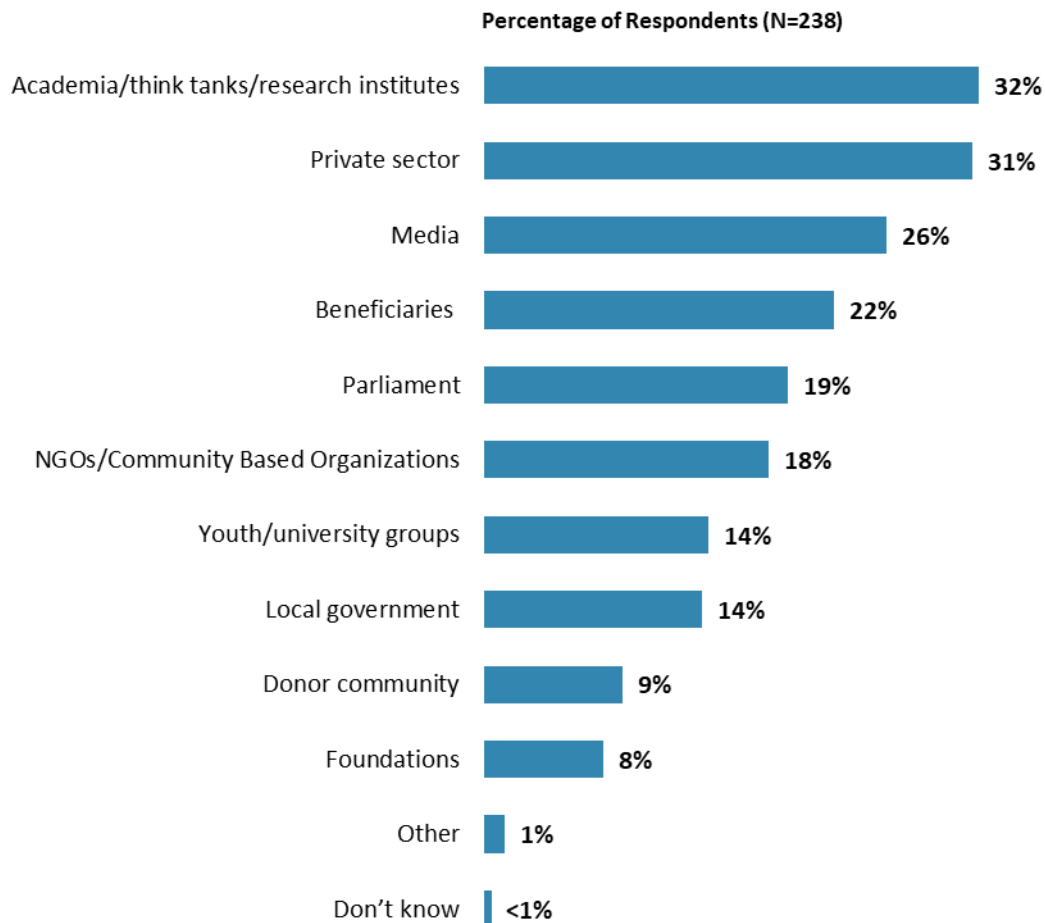
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “youth/university groups” (40%), “beneficiaries” (32%), “private sector” (28%), and “academia/think tanks/research institutes” (27%) to ensure better development results in Tanzania.



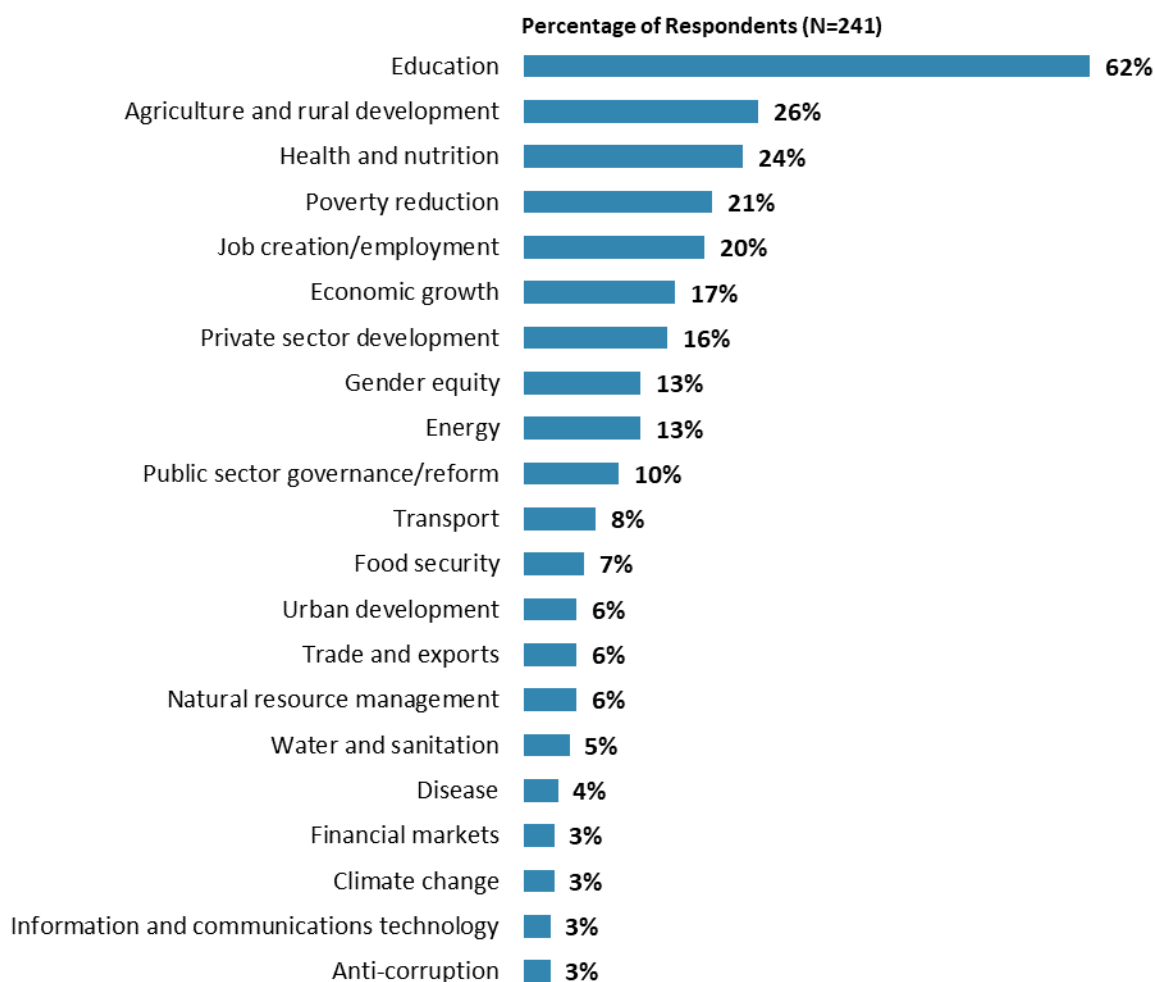
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*energy*” (41%), “*health*” (40%), and “*agriculture and rural development*” (39%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (21% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 77%; others = 57%).¹⁶



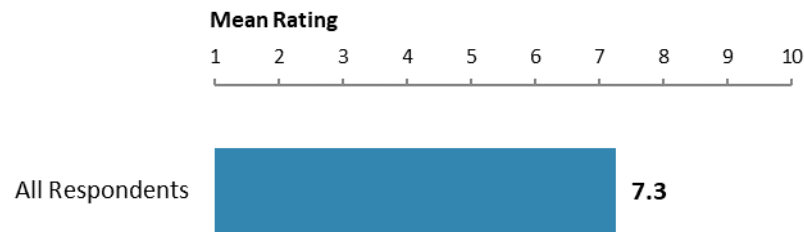
“When thinking about how the World Bank Group can have the most impact on development results in Tanzania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Tanzania? (Choose no more than THREE)”
 (Respondents chose from a list. Responses combined. Top 21 of 29 response options shown)

¹⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



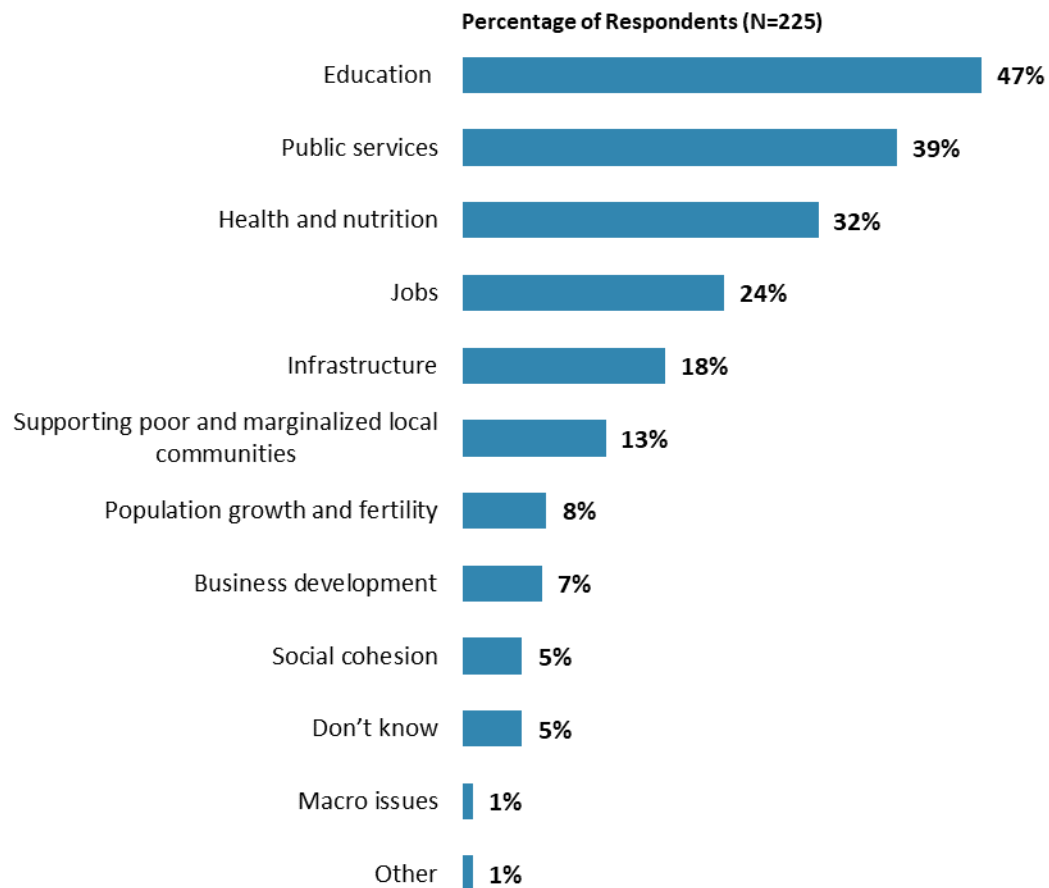
IX. The Future Role of the WBG in Tanzania (continued)

Refugees: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Tanzania?"
(1-"To no degree at all", 10-"To a very significant degree")

Refugees: WBG's Support



"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 Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

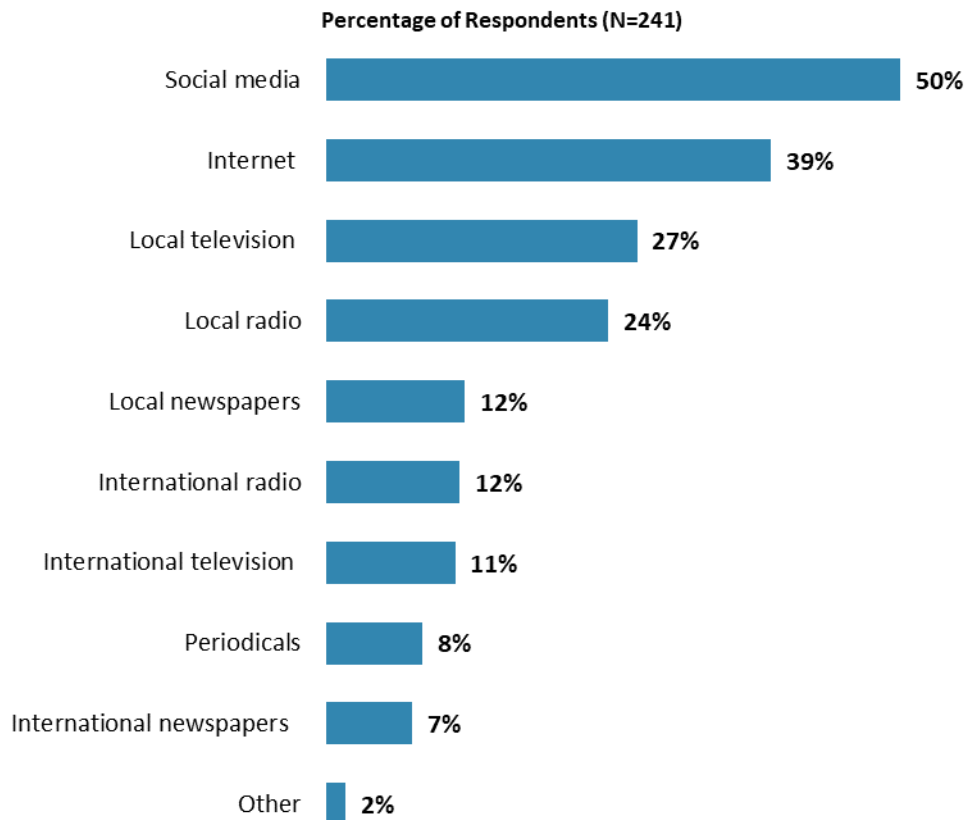


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Tanzania from “local newspapers” (34%), “local television” (30%), “social media” (29%), and the “Internet” (29%).



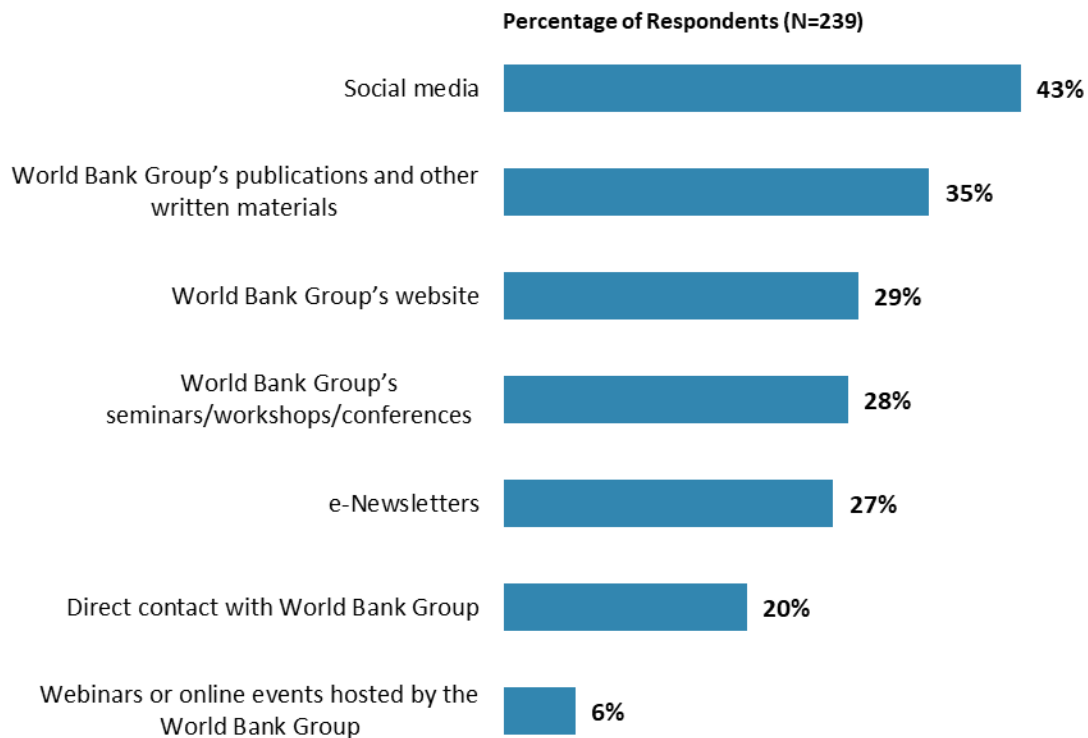
"How do you get most of your information about economic and social development issues in Tanzania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s website*” (38%), through “*social media*” (34%), and through “*World Bank Group’s seminars/workshops/conferences*” (34%).



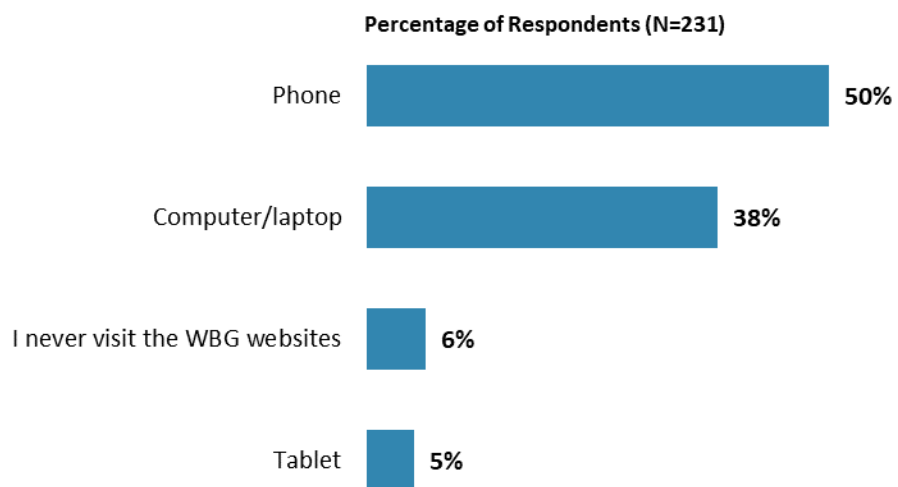
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



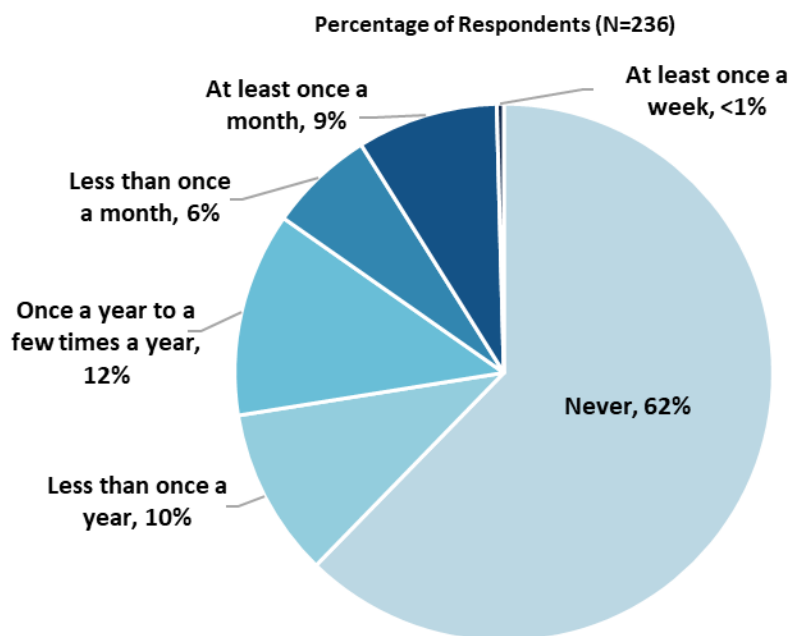
X. Communication and Outreach (continued)

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Interaction Frequency

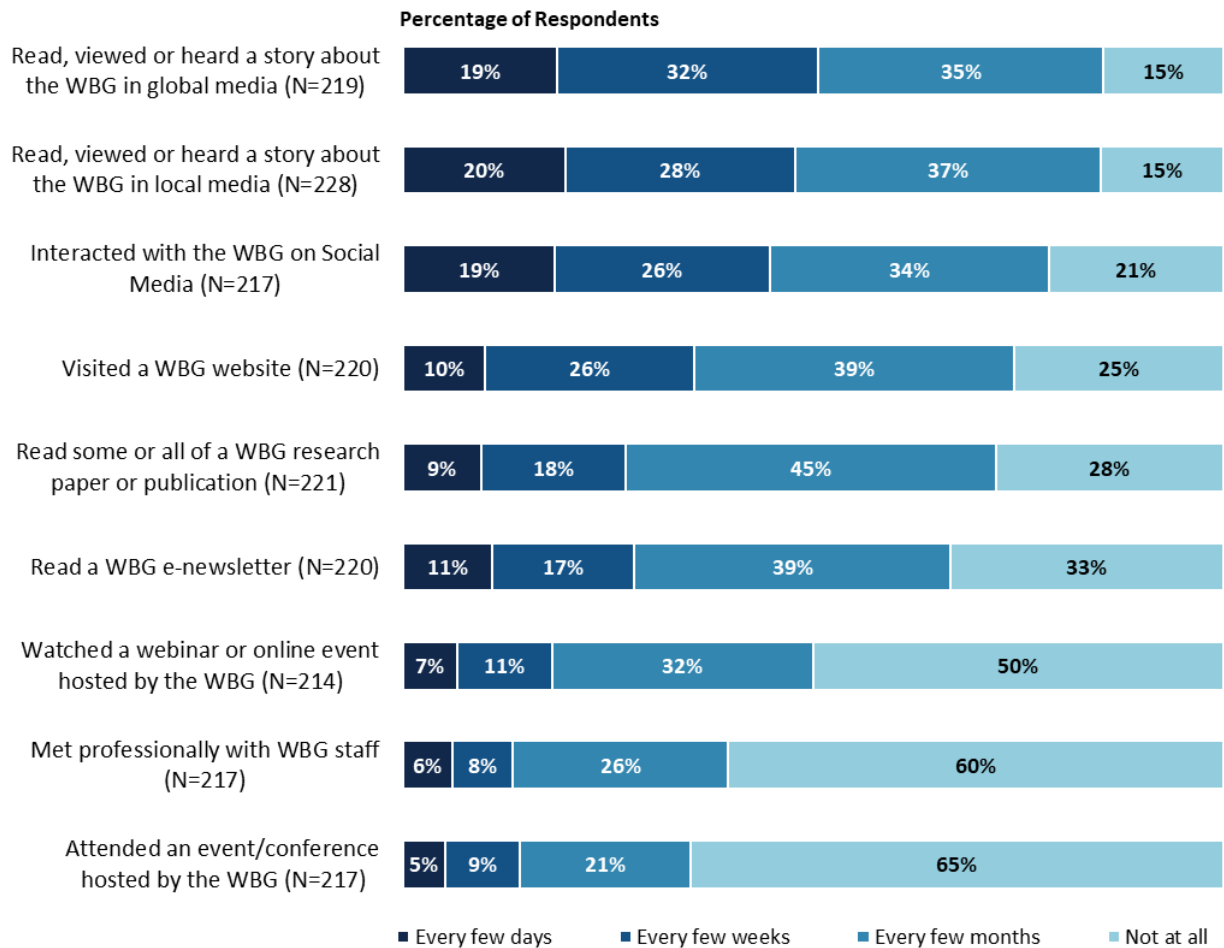


"How frequently do you interact with the World Bank Group now in Tanzania?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



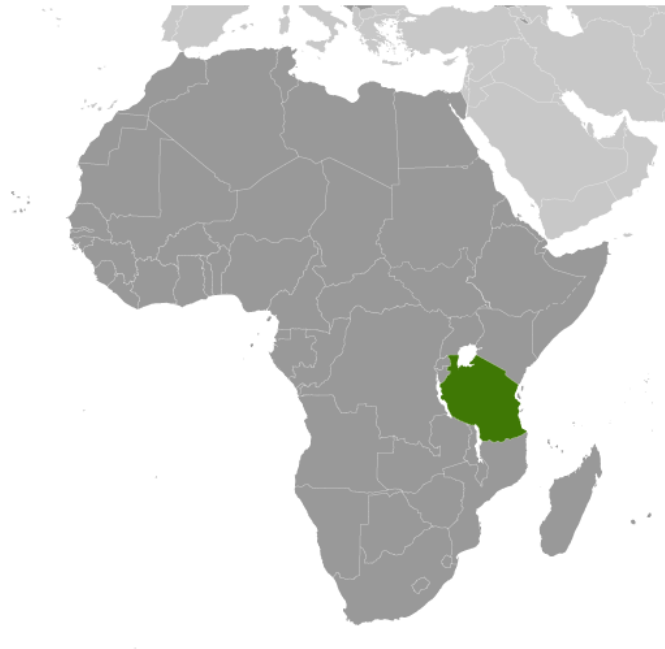
"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	41
B. Responses to Selected Questions by Stakeholder Groups	58
C. Responses to Selected Questions by Levels of Collaboration with the World Bank Group	71
D. Responses to Selected Questions by Year.....	79
E. Indicator Questions as a Function of Exposure to the World Bank Group	84
F. Tanzania FY 2020 COS Questionnaire	85

TANZANIA





Appendix A: Responses to All Questions across All Respondents (N=250)

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. Overall Context

1. In general, would you say that Tanzania is headed in ... ?	Percentage of Respondents (N=248)
The right direction	70.6%
The wrong direction	11.7%
Not sure	17.7%

2. Do you think that economic opportunity for citizens in Tanzania is ... ?	Percentage of Respondents (N=243)
Increasing	64.2%
Decreasing	20.6%
Staying about the same	15.2%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Tanzania. Please identify which of the following you consider the most important development priorities in Tanzania. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=239)
Education	50.2%
Health and nutrition	37.7%
Job creation/employment (e.g., income opportunities for the poor)	36.0%
Natural resource management	17.6%
Economic growth (e.g., higher growth in pro-poor sectors)	14.2%
Agriculture and rural development	13.8%
Transport (e.g., roads, bridges, transportation)	12.6%
Food security	11.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.3%
Poverty reduction	11.3%
Private sector development	10.0%
Energy	10.0%
Anti-corruption	8.8%
Disease (e.g., malaria tuberculosis, HIV/AIDS)	7.9%
Financial markets	4.6%
Water and sanitation	4.6%
Equality of opportunity (i.e., social inclusion)	4.6%
Trade and exports	4.6%
Urban development	4.2%
Social protection (e.g., pensions, targeted social assistance)	4.2%
Judiciary reform	3.3%
Gender equity (closing the gap between women and men, and boys and girls)	3.3%
Population growth and fertility	2.9%
Information and communications technology	1.3%
Pollution	0.8%
Global/regional integration	0.8%
Disaster risk management	0.8%
Climate change (e.g., mitigation, adaptation)	0.8%
Crime and violence	0.4%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tanzania? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
Agriculture and rural development	42.1%
Education	40.1%
Anti-corruption	31.2%
Job creation/employment (e.g., income opportunities for the poor)	25.5%
Economic growth (e.g., higher growth in pro-poor sectors)	24.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.6%
Trade and exports	10.9%
Health and nutrition	10.1%
Equality of opportunity (i.e., social inclusion)	9.3%
Natural resource management	9.3%
Transport (e.g., roads, bridges, transportation)	8.5%
Energy	8.1%
Private sector development	7.3%
Social protection (e.g., pensions, targeted social assistance)	6.9%
Disease (e.g., malaria tuberculosis, HIV/AIDS)	6.9%
Food security	6.9%
Information and communications technology	5.3%
Gender equity (closing the gap between women and men, and boys and girls)	4.9%
Urban development	4.9%
Climate change (e.g., mitigation, adaptation)	4.5%
Financial markets	3.2%
Disaster risk management	2.4%
Water and sanitation	2.0%
Crime and violence	1.6%
Judiciary reform	0.8%
Global/regional integration	0.8%
Population growth and fertility	0.4%
Pollution	0.4%

**A. Overall Context (continued)**

5. Please describe the direction Tanzania is moving in, when considering ... ?	N	Direction				
		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)	242	5.0%	7.0%	15.7%	58.3%	14.0%
2. Equal opportunity for girls and boys, men and women	237	3.4%	7.2%	24.5%	51.1%	13.9%
3. Growing Tanzania's economy in a way that leads to jobs and employment for the poor	231	9.1%	15.2%	27.7%	39.4%	8.7%
4. The gap between the rich and the poor	230	7.0%	14.8%	30.0%	40.9%	7.4%
5. Making government more effective	231	6.1%	11.3%	47.6%	35.1%	0.0%
6. Anti-corruption	235	1.7%	4.3%	15.3%	46.8%	31.9%
7. Attracting new sources of foreign investment	238	5.0%	11.3%	22.7%	42.0%	18.9%

6. Listed below are global challenges. Which do you think have the most serious impact on Tanzania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=222)
Jobs/employment	45.5%
Trade slump	30.2%
Global financial conditions	29.7%
Climate change	23.9%
Geo political uncertainty	16.2%
The gap between the rich and the poor	13.5%
Technology based disruption	11.7%
Environmental degradation	10.4%
Fragility in Tanzania or neighboring countries	5.9%
Terrorism	4.5%
Migrants and refugees	3.2%

7. When economic and/or social reform efforts fail or are slow to take place in Tanzania, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=234)
Corruption	32.9%
Poor coordination within the government	28.6%
Political pressures and obstacles	23.5%
Inadequate level of government accountability	20.9%
Inadequate level of government financing	18.8%
Inadequate level of private sector participation	18.8%
Reforms are not well thought out in light of country challenges	18.4%
Inadequate level of citizen/civil society participation	15.0%
Inadequate level of capacity in the government	7.7%
Inadequate level of donor coordination	7.7%
Other	3.8%

**A. Overall Context (continued)**

8. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	221	14	7.18	2.29
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	219	13	7.13	2.13
3. The World Bank Group*	220	13	7.30	2.24
4. The International Monetary Fund	207	15	7.17	2.15
5. The United Nations (UN)	224	8	7.46	2.09
6. Regional development banks	208	23	6.98	2.18
7. Tanzania's Central Bank	214	11	7.35	2.18
8. International private sector	204	22	7.00	2.03
9. Domestic private sector	205	17	7.09	2.04
10. International civil society (e.g., NGOs, CBOs)	209	19	7.12	2.28
11. Domestic civil society (e.g., NGOs, CBOs)	199	18	7.07	2.29
12. Faith-based institutions	212	16	7.37	2.21
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	220	12	6.91	2.25
14. International media and their web presence	219	15	7.10	2.28
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	226	11	7.01	2.21

9. When thinking about development efforts in Tanzania, do you think that civil society (e.g., NGOs, CBOs, corporations, private financial institutions) should ... ?	Percentage of Respondents (N=235)
Engage significantly less	3.4%
Engage somewhat less	8.1%
Engage somewhat more	20.0%
Engage significantly more	61.3%
Engage at the same level it does currently	1.3%
Don't know	6.0%

10. When thinking about public service delivery in Tanzania, do you think that it should be done by ... ? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=248)
Public/private partnership	59.3%
Public sector	58.9%
Domestic private sector	17.7%
Domestic NGOs	12.1%
International NGOs	10.1%
International private sector	7.3%
Don't know	3.6%
Other	0.8%

11. To what extent do you trust domestic private sector to engage in public service delivery in Tanzania?	Percentage of Respondents (N=243)
To a very low degree	6.2%
To a somewhat low degree	17.7%
To a somewhat high degree	55.1%
To a very high degree	18.5%
Don't know	2.5%

**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 Tanzania? (1-Not familiar at all, 10-Extremely familiar)	244	n/a	6.00	2.40

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Tanzania? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Tanzania*	211	25	7.14	2.13
3. The World Bank Group's work is aligned with what I consider the development priorities for Tanzania*	206	21	7.18	2.11

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.* (1-Not effective at all, 10-Very effective)	223	20	7.34	1.95

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Tanzania?* (1-To no degree at all, 10-To a very significant degree)	230	11	7.31	1.91

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Tanzania?* (1-To no degree at all, 10-To a very significant degree)	233	10	7.40	1.98

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Tanzania? (Select only ONE response)	Percentage of Respondents (N=244)
To a fully sufficient degree	20.5%
To a somewhat sufficient degree	51.2%
To a somewhat insufficient degree	14.8%
To a very insufficient degree	6.1%
Don't know	7.4%

8. When thinking about the World Bank Group's role in Tanzania, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=240)
Financial resources	48.8%
Data and statistics	45.8%
Technical assistance	22.9%
Implementation support	16.3%
Mobilizing third party financial resources (Reimbursable Advisory Services (RAS), Facility for Refugees in Tanzania (FRIT))	15.4%
Bringing together different groups of stakeholders	12.5%
Capacity development related to World Bank Group supported projects	11.3%
Other	7.9%
Policy advice, studies, analyses	7.1%
Promoting knowledge sharing	3.3%
Donor coordination	0.8%

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

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tanzania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=237)
Not enough public disclosure of its work	33.8%
Too influenced by developed countries	15.2%
World Bank Group's processes too slow and complex	14.8%
Not willing to honestly criticize policies and reform efforts in the country	13.5%
Not collaborating enough with private sector	13.5%
Staff too inaccessible	12.7%
Don't know	12.2%
Not adequately flexible	11.4%
Not sufficiently focused on sustainable results	10.5%
Inadequate World Bank Group's staffing in Tanzania	8.0%
Not aligned with country priorities	6.8%
Arrogant in its approach	6.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	5.9%
Not adequately sensitive to political/social realities in Tanzania	3.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.0%
Other	2.1%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Tanzania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Tanzania? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=241)
Education	62.2%
Agriculture and rural development	25.7%
Health and nutrition	24.1%
Poverty reduction	20.7%
Job creation/employment (e.g., income opportunities for the poor)	19.9%
Economic growth (e.g., higher growth in pro-poor sectors)	16.6%
Private sector development	15.8%
Gender equity (closing the gap between women and men, and boys and girls)	12.9%
Energy	12.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.4%
Transport (e.g., roads, bridges, transportation)	7.9%
Food security	6.6%
Urban development	5.8%
Trade and exports	5.8%
Natural resource management	5.8%
Water and sanitation	5.0%
Disease (e.g., malaria tuberculosis, HIV/AIDS)	3.7%
Financial markets	3.3%
Climate change (e.g., mitigation, adaptation)	3.3%
Information and communications technology	2.9%
Anti-corruption	2.9%
Social protection (e.g., pensions, targeted social assistance)	2.5%
Pollution	2.5%
Equality of opportunity (i.e., social inclusion)	2.5%
Global/regional integration	2.1%
Disaster risk management	1.7%
Population growth and fertility	1.2%
Judiciary reform	0.8%
Crime and violence	0.0%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Tanzania solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	172	56	7.02	2.00

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	190	40	6.32	2.10
3. Flexibility (in terms of the institution's products and services)*	188	30	6.45	2.00
4. Flexibility (in terms of changing country circumstances)*	190	27	6.25	2.01
5. Being inclusive*	183	28	6.67	2.12
6. Openness (sharing data and other information)*	193	22	6.61	2.27
7. Collaboration with the Government*	207	11	7.43	1.96
8. The speed in which it gets things accomplished on the ground*	196	21	6.96	2.04
9. Helping to bring discipline/effective supervision to implementation of investment projects*	198	20	7.06	2.11
10. Collaboration with civil society*	195	25	6.76	2.27
11. Staff accessibility*	186	29	5.74	2.29
12. Collaboration with other donors and development partners*	197	18	7.19	2.04
13. Collaboration with the private sector*	189	23	6.51	2.04
14. Straightforwardness and honesty*	195	22	6.75	2.29
15. Treating clients and stakeholders in Tanzania with respect*	189	27	6.84	2.23
16. Being a long-term partner*	199	27	7.13	2.26

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	178	58	6.19	2.12
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	201	26	7.25	2.07
19. The World Bank Group's approvals and reviews are done in a timely fashion	184	42	6.84	2.10
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	187	37	6.90	2.09
21. The World Bank Group's conditions on its lending are reasonable	188	38	6.21	2.40
22. The World Bank Group takes decisions quickly in Tanzania*	176	44	6.40	2.31
23. Working with the World Bank Group increases Tanzania's institutional capacity	198	29	6.98	2.17
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	182	43	6.94	2.17

To what extent do you agree/disagree with the following statements about the World Bank Group in Tanzania? (1-Strongly disagree, 10-Strongly agree)				
	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Tanzania*	203	32	6.30	2.15
26. The World Bank Group meets Tanzania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	207	27	6.67	2.14

**C. World Bank Group's Work and Engagement on the Ground (continued)**

27. 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 Tanzania? (Select only ONE response)	Percentage of Respondents (N=234)
Very familiar	4.7%
Somewhat familiar	29.1%
Somewhat unfamiliar	36.3%
Very unfamiliar	14.5%
Don't know	15.4%

How effectively does the World Bank Group support Tanzania's efforts ... ? (1- Not effectively at all, 10- Very effectively)	Level of Agreement			
	N	DK	Mean	SD
28. To improve public service delivery	228	6	7.19	2.18
29. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	189	35	6.51	2.09
30. To develop better and stronger data collection/analytics systems within the Government	201	28	6.78	2.07
31. To strengthen the country's crisis preparedness	194	34	6.52	2.15
32. To identify and monitor risks	195	36	6.73	2.30

Systematic Country Diagnostic and Country Partnership Framework	N	DK	Mean	SD
33. How effectively does the World Bank Group's SCD and CPF activities support Tanzania's efforts to manage crisis related risks? (1- Not effectively at all, 10- Very effectively)	138	78	7.13	1.95

Support for Refugees	N	DK	Mean	SD
34. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Tanzania? (1-To no degree at all, 10-To a very significant degree)	197	34	7.27	1.97

35. 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 Tanzania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=225)
Education	46.7%
Public services	39.1%
Health and nutrition	32.0%
Jobs	23.6%
Infrastructure	18.2%
Supporting poor and marginalized local communities	12.9%
Population growth and fertility	7.6%
Business development	7.1%
Social cohesion	5.3%
Don't know	5.3%
Macro issues (fiscal accounts, balance of payments, etc.)	0.9%
Other	0.9%

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	158	70	6.44	1.93
2. Gender equity (closing the gap between women and men, and boys and girls)	175	46	6.95	1.76
3. Private sector development	173	40	6.57	1.92
4. Education	184	20	7.38	1.87
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	166	52	6.99	1.88
6. Global/regional integration	156	56	7.04	1.79
7. Food security	167	44	6.92	1.86
8. Urban development	178	32	7.16	1.83
9. Energy	178	41	7.22	1.93
10. Water and sanitation	181	34	7.16	1.99
11. Pollution	161	50	6.65	2.02
12. Job creation/employment (e.g., income opportunities for the poor)	177	36	6.47	2.07
13. Health and nutrition	184	28	7.05	1.92
14. Financial markets	159	56	6.80	1.87
15. Transport (e.g., roads, bridges, transportation)	182	30	7.43	1.91
16. Agriculture and rural development	174	33	6.99	1.99
17. Trade and exports	153	54	6.46	2.08
18. Natural resource management	160	47	6.55	2.05
19. Climate change (e.g., mitigation, adaptation)	166	47	6.83	1.92
20. Poverty reduction	194	21	6.96	2.09
21. Anti-corruption	165	48	6.48	1.98
22. Judiciary reform	143	64	6.34	1.99
23. Economic growth (e.g., higher growth in pro-poor sectors)	179	33	6.82	2.03
24. Disaster risk management	163	44	6.69	1.96
25. Equality of opportunity (i.e., social inclusion)	175	33	6.55	1.96
26. Disease (e.g., malaria tuberculosis, HIV/AIDS)	186	29	7.43	1.88
27. Information and communications technology	179	39	7.02	1.91
28. Population growth and fertility	168	52	6.74	2.07

2. 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)?	Percentage of Respondents (N=207)
Increased its emphasis recently	35.3%
Decreased its emphasis recently	9.7%
Emphasis has remained pretty consistent over time	27.1%
Don't know	28.0%

**E. 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=233)
Weekly	2.6%
Monthly	12.0%
A few times a year	32.2%
Rarely	25.8%
Never	27.5%

In Tanzania, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	189	41	6.46	2.04
3. Include appropriate level of stakeholder involvement during preparation	184	37	6.72	1.97
4. Lead to practical solutions	185	32	6.75	2.02
5. Are source of relevant information on global good practices	184	35	7.10	1.93
6. Are adequately disseminated and accessible	178	37	6.48	2.26
7. Are translated enough into local language	187	33	6.55	2.36
8. Are adaptable to Tanzania's specific development challenges and country circumstances*	197	27	6.71	2.24

Overall Evaluations	N	DK	Mean	SD
9. 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)	216	22	7.37	1.86
10. 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)	208	31	7.46	1.76

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tanzania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=238)
Help to improve delivery of public services	38.4%
Provide more adequate data/knowledge/statistics/figures on Tanzania's economy (e.g., monitoring macroeconomic and fiscal performance)	24.1%
Increase the level of capacity development in the country	19.8%
Engage more effectively with civil society (e.g., NGOs, CBOs)	18.1%
Engage more effectively with private sector	12.5%
Engage more directly with beneficiaries	11.6%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.5%
Improve the quality of its experts as related to Tanzania's specific challenges	9.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	9.5%
Offer more innovative knowledge products and services	8.6%
Offer more innovative financial products and services	7.8%
Reduce the complexity of obtaining World Bank Group financing	7.3%
Work faster	6.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	5.2%
Ensure greater selectivity in its work	4.7%
Other	1.7%

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

2. 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=238)
Academia/think tanks/research institutes	31.5%
Private sector	31.1%
Media	25.6%
Beneficiaries	22.3%
Parliament	19.3%
NGOs/Community Based Organizations	18.1%
Youth/university groups	14.3%
Local government	13.9%
Donor community	8.8%
Foundations	7.6%
Other	1.3%
Don't know	0.4%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Tanzania?	Percentage of Respondents (N=236)
Never	62.3%
Less than once a year	10.2%
Once a year to a few times a year	12.3%
Less than once a month	6.4%
At least once a month	8.5%
At least once a week	0.4%

2. How do you get most of your information about economic and social development issues in Tanzania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=241)
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	49.8%
Internet	38.6%
Local television	27.0%
Local radio	24.5%
Local newspapers	12.0%
International radio	11.6%
International television	11.2%
Periodicals	8.3%
International newspapers	7.5%
Other	1.7%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=239)
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	42.7%
World Bank Group's publications and other written materials	35.1%
World Bank Group's website	29.3%
World Bank Group's seminars/workshops/conferences	28.5%
e-Newsletters	27.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.1%
Webinars or online events hosted by the World Bank Group	5.9%

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

4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=224)
High speed/WiFi	65.6%
Dial-up	34.4%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=231)
Phone	50.2%
Computer/laptop	38.1%
I never visit the WBG websites	6.5%
Tablet	5.2%

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	228	19.7%	28.1%	37.3%	14.9%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	219	18.7%	32.0%	34.7%	14.6%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	217	18.4%	26.3%	34.1%	21.2%
Visited a WBG website (e.g., read a blog, used data)	220	10.0%	25.5%	39.1%	25.5%
Attended an event/conference hosted by the WBG	217	5.1%	9.2%	20.7%	65.0%
Watched a webinar or online event hosted by the WBG	214	6.5%	11.7%	31.8%	50.0%
Read some or all of a WBG research paper or publication	221	9.5%	17.6%	45.2%	27.6%
Met professionally with WBG staff	217	6.0%	7.4%	26.3%	60.4%
Read a WBG e-newsletter	220	10.9%	17.3%	38.6%	33.2%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=235)
NGO/Community Based Organization	15.7%
Employee of Ministry, Ministerial Department, Implementation Agency	14.0%
Private Sector Organization	14.0%
Office of the President, Prime Minister	6.0%
Local Government Office or Staff	6.0%
Office of Minister	4.7%
State-Owned Enterprise	4.7%
Media (press, radio, TV, web, etc.)	4.7%
Other	4.7%
Office of Parliamentarian	4.3%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.4%
Academia/Research Institute/Think Tank	3.4%
Judicial System (e.g., courts)	3.0%
Trade Union	3.0%
Financial Sector/Private Bank	2.1%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.7%
Youth Group	1.7%
Faith-Based Group	1.3%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.9%
Multilateral Agency (e.g., UN, regional development bank)	0.9%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=230)
Education	21.3%
Governance, anti-corruption	9.1%
Other	9.1%
Social protection	6.1%
Macroeconomics, fiscal management	5.7%
Health, nutrition	4.8%
Jobs	4.8%
Agriculture, rural development	4.8%
Environment, natural resources	4.3%
Communications, public affairs	4.3%
Poverty	3.9%
Finance and markets	3.9%
Generalist (specialized in multiple sectors)	3.5%
Gender	2.6%
Transport	2.6%
Water, sanitation	2.2%
Trade and competitiveness	1.7%
Energy	1.3%
Urban development	1.3%
Digital development and technology (ICT)	1.3%
Fragility, conflict, violence, refugees	1.3%
Climate change	0.0%
Tourism	0.0%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=229)
Yes	23.6%
No	76.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Tanzania? (Select only ONE response)	Percentage of Respondents (N=54)
The World Bank (IDA)	75.9%
The International Finance Corporation (IFC)	18.5%
The Multilateral Investment Guarantee Agency (MIGA)	3.7%
International Centre for Settlement of Investment Disputes (ICSID)	1.9%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=230)
Yes	23.9%
No	76.1%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Tanzania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=219)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	56.2%
Use World Bank Group website for information, data, research, etc.	39.7%
Use World Bank Group reports/data	25.6%
Collaborate as part of my professional duties	15.1%
Engage in World Bank Group related/sponsored events/activities	9.1%

7. What's your gender?	Percentage of Respondents (N=239)
Female	36.0%
Male	64.0%

8. What's your age?	Percentage of Respondents (N=241)
25 and under	4.1%
26-35	30.3%
36-45	40.2%
46-55	19.1%
56 and above	6.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=241)
Other urban centers (regional centers, district centers, or municipal centers)	63.9%
Dar es Salaam region	34.0%
Rural areas	1.2%
Zanzibar (Unguja and Pemba)	0.8%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁷

- Office of the President/Prime Minister/Minister N=25 ● Office of Parliamentarian N=10 ● Employee of a Ministry/PMU/Consultant on WBG Project N=37
- Local Government Office or Staff N=14 ● Independent Government Institution N=8 ● Judicial System N=7 ● State-Owned Enterprise N=11
- Private Sector/Financial Sector/Private Bank N=38 ● CSO N=51 ● Academia/Research Institute/Think Tank (Academia) N=8 ● Media N=11 ● Other¹⁸ N=15

A. Overall Context

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State-Owned Enterprise	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The right direction	76.0%	60.0%	78.4%	76.9%	87.5%	83.3%	63.6%	73.7%	64.7%	50.0%	54.5%	53.3%
The wrong direction	4.0%	10.0%	13.5%	15.4%	12.5%	0.0%	0.0%	10.5%	15.7%	0.0%	9.1%	33.3%
Not sure	20.0%	30.0%	8.1%	7.7%	0.0%	16.7%	36.4%	15.8%	19.6%	50.0%	36.4%	13.3%

¹⁷ Only 230 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁸ Includes the following categories: Bilateral Agency (N=2), Multilateral Agency (N=2), and Other (11).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Health and nutrition*	21.7%	40.0%	40.5%	53.8%	12.5%	71.4%	36.4%	33.3%	28.6%	14.3%	54.5%	73.3%
Job creation/employment	21.7%	50.0%	35.1%	46.2%	12.5%	42.9%	27.3%	41.7%	38.8%	85.7%	27.3%	26.7%
Population growth and fertility	4.3%	10.0%	0.0%	7.7%	12.5%	0.0%	9.1%	0.0%	2.0%	14.3%	0.0%	0.0%
Natural resource management	26.1%	30.0%	16.2%	7.7%	37.5%	14.3%	18.2%	16.7%	18.4%	0.0%	9.1%	20.0%
Food security	8.7%	30.0%	8.1%	0.0%	0.0%	0.0%	18.2%	22.2%	10.2%	14.3%	9.1%	6.7%
Judiciary reform	0.0%	0.0%	5.4%	0.0%	0.0%	14.3%	18.2%	2.8%	4.1%	0.0%	0.0%	0.0%
Private sector development	4.3%	10.0%	10.8%	7.7%	12.5%	28.6%	9.1%	13.9%	8.2%	14.3%	9.1%	6.7%
Education	78.3%	40.0%	45.9%	46.2%	62.5%	57.1%	63.6%	44.4%	42.9%	28.6%	45.5%	46.7%
Public sector governance/reform	8.7%	20.0%	18.9%	7.7%	12.5%	0.0%	9.1%	8.3%	10.2%	0.0%	9.1%	20.0%
Pollution	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Financial markets	8.7%	10.0%	2.7%	0.0%	0.0%	0.0%	0.0%	5.6%	4.1%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	2.0%	0.0%	0.0%	0.0%
Urban development	4.3%	10.0%	2.7%	0.0%	12.5%	0.0%	0.0%	5.6%	4.1%	0.0%	0.0%	6.7%
Energy*	26.1%	10.0%	5.4%	0.0%	37.5%	0.0%	27.3%	2.8%	10.2%	0.0%	9.1%	13.3%
Water and sanitation	4.3%	10.0%	2.7%	7.7%	0.0%	14.3%	0.0%	5.6%	2.0%	0.0%	18.2%	6.7%
Disease	8.7%	0.0%	13.5%	7.7%	12.5%	0.0%	0.0%	2.8%	6.1%	0.0%	36.4%	6.7%
Social protection	4.3%	0.0%	2.7%	15.4%	0.0%	14.3%	9.1%	2.8%	4.1%	0.0%	0.0%	6.7%
Equality of opportunity	4.3%	10.0%	5.4%	0.0%	12.5%	0.0%	0.0%	5.6%	8.2%	0.0%	0.0%	0.0%
Transport	13.0%	0.0%	16.2%	15.4%	12.5%	0.0%	0.0%	8.3%	12.2%	28.6%	27.3%	13.3%
Poverty reduction*	13.0%	10.0%	2.7%	0.0%	12.5%	0.0%	9.1%	13.9%	8.2%	71.4%	18.2%	20.0%
Agriculture and rural development*	4.3%	0.0%	13.5%	7.7%	25.0%	0.0%	18.2%	13.9%	28.6%	14.3%	0.0%	0.0%
Trade and exports	8.7%	0.0%	2.7%	7.7%	0.0%	0.0%	18.2%	0.0%	8.2%	0.0%	9.1%	0.0%
Crime and violence	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	4.3%	10.0%	16.2%	30.8%	0.0%	28.6%	0.0%	27.8%	12.2%	14.3%	0.0%	13.3%
Disaster risk management	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	2.8%	2.0%	0.0%	0.0%	0.0%
Climate change	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Anti-corruption	4.3%	0.0%	10.8%	23.1%	12.5%	14.3%	0.0%	5.6%	10.2%	0.0%	18.2%	6.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	10.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Poor coordination within the government*	41.7%	70.0%	25.0%	14.3%	12.5%	42.9%	12.5%	28.9%	22.9%	0.0%	27.3%	57.1%
Inadequate level of government accountability	20.8%	40.0%	9.4%	14.3%	25.0%	0.0%	37.5%	18.4%	31.3%	0.0%	9.1%	21.4%
Inadequate level of government financing	16.7%	0.0%	28.1%	35.7%	12.5%	14.3%	25.0%	26.3%	14.6%	0.0%	18.2%	7.1%
Inadequate level of capacity in the government	8.3%	0.0%	9.4%	14.3%	12.5%	28.6%	0.0%	7.9%	6.3%	16.7%	0.0%	7.1%
Corruption	50.0%	30.0%	18.8%	50.0%	50.0%	28.6%	62.5%	23.7%	29.2%	0.0%	45.5%	28.6%
Political pressures and obstacles	16.7%	20.0%	25.0%	21.4%	12.5%	14.3%	25.0%	28.9%	20.8%	50.0%	36.4%	21.4%
Inadequate level of private sector participation	16.7%	20.0%	9.4%	21.4%	37.5%	28.6%	12.5%	18.4%	20.8%	0.0%	18.2%	14.3%
Inadequate level of citizen/civil society participation	4.2%	10.0%	21.9%	21.4%	0.0%	14.3%	12.5%	15.8%	20.8%	16.7%	9.1%	14.3%
Inadequate level of donor coordination*	12.5%	0.0%	6.3%	0.0%	12.5%	0.0%	0.0%	10.5%	6.3%	50.0%	9.1%	0.0%
Reforms are not well thought out in light of country challenges	8.3%	10.0%	25.0%	7.1%	25.0%	0.0%	12.5%	18.4%	22.9%	66.7%	18.2%	21.4%
Other	0.0%	0.0%	12.5%	0.0%	0.0%	14.3%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	21	7.14	2.08	10	5.10	0.74	34	7.82	2.18	11	6.27	2.72	7	9.14	1.21	5	7.80	1.48	11	7.55	1.81	31	7.84	1.66	47	7.47	2.08	8	7.38	2.72	9	8.11	2.52	13	6.00	2.97

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?*	24	4.83	2.55	10	6.10	1.52	36	6.19	2.25	14	5.93	2.27	8	7.75	1.75	5	8.20	1.30	11	5.00	2.53	35	6.09	2.58	48	6.25	2.37	8	6.75	2.05	11	6.36	2.25	14	5.36	2.53

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania	19	6.63	2.67	10	5.40	1.17	31	7.35	1.80	13	6.92	1.61	7	8.71	1.50	6	7.50	1.05	7	7.14	2.41	33	7.39	2.21	44	7.34	1.92	7	6.86	1.07	10	8.40	1.65	12	6.42	3.18
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	20	6.45	2.37	10	5.50	1.35	30	7.23	1.89	12	7.42	2.35	8	8.00	1.41	5	7.60	2.30	8	7.88	1.64	32	7.25	2.02	43	7.53	2.16	8	6.88	1.96	8	8.50	2.00	13	6.54	2.40

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.*	23	6.13	2.49	10	5.80	1.03	37	7.27	1.90	14	7.86	1.51	7	8.14	1.07	6	8.67	1.03	6	7.50	1.38	33	7.33	1.88	45	7.89	1.70	6	7.33	2.07	11	8.09	1.76	12	7.33	2.57

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tanzania?	24	6.50	2.25	10	6.50	0.97	37	7.24	1.96	14	7.50	2.03	8	8.00	1.51	6	7.83	0.75	9	7.78	1.72	33	7.55	1.89	44	7.68	1.76	8	6.88	1.81	11	7.82	2.18	14	6.86	2.28

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Tanzania?*	23	6.35	2.25	10	6.50	0.71	37	7.38	2.03	14	8.07	1.64	8	8.38	1.19	6	7.33	1.63	8	7.63	2.13	36	7.83	1.95	46	7.67	2.00	8	6.13	0.64	11	8.45	1.37	13	6.92	2.14

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Gender equity	4.2%	30.0%	8.1%	14.3%	12.5%	16.7%	18.2%	13.9%	16.3%	0.0%	9.1%	21.4%
Private sector development*	8.3%	60.0%	16.2%	14.3%	25.0%	0.0%	27.3%	22.2%	10.2%	25.0%	9.1%	0.0%
Education	75.0%	50.0%	59.5%	50.0%	87.5%	50.0%	63.6%	58.3%	63.3%	25.0%	81.8%	57.1%
Public sector governance/reform	16.7%	10.0%	5.4%	21.4%	0.0%	16.7%	9.1%	5.6%	10.2%	0.0%	9.1%	28.6%
Global/regional integration	4.2%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	2.8%	4.1%	0.0%	0.0%	0.0%
Food security	4.2%	10.0%	0.0%	7.1%	0.0%	0.0%	9.1%	11.1%	10.2%	12.5%	9.1%	0.0%
Urban development	4.2%	20.0%	2.7%	0.0%	0.0%	0.0%	0.0%	11.1%	6.1%	0.0%	9.1%	14.3%
Population growth and fertility*	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	25.0%	20.0%	8.1%	7.1%	37.5%	0.0%	9.1%	2.8%	12.2%	12.5%	9.1%	7.1%
Water and sanitation	0.0%	20.0%	2.7%	14.3%	0.0%	0.0%	18.2%	2.8%	4.1%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	2.8%	4.1%	0.0%	0.0%	7.1%
Natural resource management	12.5%	0.0%	5.4%	0.0%	0.0%	16.7%	0.0%	2.8%	8.2%	0.0%	9.1%	0.0%
Health and nutrition	41.7%	10.0%	27.0%	14.3%	37.5%	0.0%	27.3%	22.2%	22.4%	25.0%	18.2%	14.3%
Financial markets*	4.2%	0.0%	2.7%	7.1%	0.0%	33.3%	9.1%	2.8%	0.0%	0.0%	0.0%	0.0%
Transport	4.2%	0.0%	16.2%	14.3%	0.0%	0.0%	9.1%	2.8%	6.1%	12.5%	0.0%	21.4%
Agriculture and rural development	16.7%	0.0%	43.2%	21.4%	12.5%	33.3%	18.2%	27.8%	28.6%	50.0%	9.1%	21.4%
Trade and exports	8.3%	10.0%	10.8%	7.1%	0.0%	33.3%	0.0%	5.6%	2.0%	0.0%	0.0%	7.1%
Disease*	8.3%	0.0%	0.0%	0.0%	12.5%	33.3%	0.0%	2.8%	4.1%	0.0%	9.1%	0.0%
Job creation/employment	4.2%	0.0%	29.7%	28.6%	12.5%	16.7%	9.1%	27.8%	18.4%	50.0%	9.1%	21.4%
Climate change	0.0%	0.0%	2.7%	7.1%	0.0%	0.0%	0.0%	2.8%	6.1%	0.0%	0.0%	0.0%
Poverty reduction	20.8%	10.0%	16.2%	21.4%	37.5%	16.7%	27.3%	22.2%	22.4%	50.0%	27.3%	14.3%
Anti-corruption	8.3%	0.0%	0.0%	7.1%	12.5%	0.0%	9.1%	0.0%	2.0%	0.0%	9.1%	0.0%
Equality of opportunity	4.2%	10.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	2.0%	0.0%	0.0%	14.3%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	9.1%	0.0%
Information and communications technology	0.0%	0.0%	8.1%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	14.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	2.8%	4.1%	0.0%	0.0%	0.0%
Economic growth	8.3%	10.0%	18.9%	21.4%	0.0%	0.0%	9.1%	19.4%	16.3%	37.5%	36.4%	21.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	4.2%	10.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	2.0%	0.0%	9.1%	7.1%

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground**

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	17	5.82	2.40	10	4.60	0.97	24	5.63	2.18	12	6.08	2.31	4	7.75	2.63	3	6.00	3.61	6	7.17	1.72	29	6.34	2.07	37	6.70	1.81	3	8.00	2.00	4	8.00	2.45	7	6.71	2.21
Flexibility (in terms of the institution's products and services)	15	6.07	2.43	9	4.78	0.83	23	6.13	2.01	13	7.08	1.85	6	8.17	1.72	4	7.00	2.16	6	6.17	1.17	26	6.04	1.99	30	6.43	1.85	1	10.00	.	3	7.00	1.73	8	6.25	2.12
Flexibility (in terms of changing country circumstances)*	18	5.78	2.13	10	5.10	1.10	28	5.57	2.03	11	6.55	2.16	6	7.50	1.76	6	5.83	1.60	5	7.00	1.22	32	6.09	2.15	43	6.70	2.02	3	8.67	0.58	7	7.71	1.70	11	6.18	1.72
Being inclusive*	19	6.16	2.43	10	5.30	1.42	25	6.00	1.96	12	6.42	2.11	5	7.60	1.67	6	5.83	2.32	5	7.80	1.64	34	6.94	2.27	40	7.10	1.96	3	8.67	1.53	4	8.75	0.50	11	6.91	1.81
Openness (sharing data and other information)*	18	6.06	2.41	10	4.90	0.99	30	6.03	2.30	11	6.00	2.90	6	7.83	1.83	6	6.17	1.60	5	7.20	2.28	30	6.63	2.16	44	7.45	2.08	5	8.40	1.67	8	7.75	1.91	9	6.00	2.55
Collaboration with the Government*	19	6.84	2.22	10	5.50	0.85	33	7.15	2.03	13	7.31	1.44	7	8.57	1.27	5	7.60	2.30	6	7.67	1.63	31	7.42	2.13	46	8.09	1.67	5	8.20	1.10	7	9.14	1.07	12	7.42	1.93
The speed in which it gets things accomplished on the ground*	20	7.30	2.13	10	5.60	0.84	28	6.11	2.23	12	7.17	2.44	7	8.00	1.63	5	8.00	1.41	6	7.50	1.76	31	6.68	2.20	43	7.47	1.75	3	9.00	1.00	8	7.88	2.53	12	6.58	1.56
Helping to bring discipline/effective supervision to implementation of investment projects	22	7.00	2.02	10	5.10	1.20	30	6.93	2.15	11	6.91	2.07	6	8.00	1.26	5	8.00	2.45	6	7.50	1.64	32	7.19	2.01	43	7.44	2.05	3	8.33	1.53	9	7.89	1.96	10	6.40	2.76
Collaboration with civil society	19	6.74	2.16	10	5.30	1.06	26	6.58	2.35	12	6.92	1.38	6	8.00	1.90	6	6.83	2.71	7	7.00	1.83	30	6.73	2.53	45	7.09	2.30	5	6.40	4.10	7	8.00	2.00	11	6.64	2.34
Staff accessibility	19	5.47	2.22	10	4.90	1.37	26	5.15	2.68	12	5.58	2.31	6	7.50	1.52	4	6.50	1.29	6	6.17	1.72	30	5.90	2.12	43	5.91	2.45	4	7.25	2.06	5	7.80	1.64	10	5.40	2.46
Collaboration with other donors and development partners*	17	6.82	2.13	10	5.70	1.16	31	7.10	1.96	11	6.64	1.69	7	8.57	1.13	6	7.83	2.23	5	6.80	2.17	31	6.97	2.37	45	7.56	1.84	6	8.50	1.22	7	9.29	0.95	10	6.40	2.41
Collaboration with the private sector	19	6.89	2.08	10	5.20	0.79	26	6.77	1.99	12	5.42	1.93	6	7.00	2.53	6	6.50	2.07	3	5.67	0.58	33	6.39	2.52	45	6.82	1.86	3	8.33	1.53	5	8.20	1.48	11	5.55	1.57
Straightforwardness and honesty	18	6.89	2.17	10	5.80	1.03	31	6.39	2.35	13	5.92	2.90	5	8.00	1.87	5	7.60	3.05	5	7.40	2.70	31	6.68	2.34	45	7.27	1.98	3	7.67	2.52	8	7.50	2.93	10	7.00	1.83
Treating clients and stakeholders in Tanzania with respect	16	6.75	2.65	10	5.90	0.99	30	6.90	2.28	13	6.31	2.84	7	6.71	1.50	5	7.80	2.68	5	6.80	2.05	32	6.81	2.10	43	7.16	1.85	5	8.20	1.10	4	8.75	1.89	9	6.78	3.07
Being a long-term partner	17	6.71	2.44	10	5.60	0.70	28	6.93	2.34	13	6.15	2.54	7	7.86	1.57	5	6.60	3.21	6	7.67	2.42	33	7.00	2.41	44	7.55	2.08	6	8.50	1.22	6	8.50	1.87	12	7.58	2.15

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Tanzania	18	6.39	2.09	10	5.40	0.84	25	5.44	2.26	12	6.67	2.90	6	6.33	2.07	4	4.75	3.30	6	6.33	1.63	30	6.87	2.08	38	6.66	2.43	3	9.33	1.15	5	8.20	2.05	10	6.50	2.42
Where country systems are adequate, the World Bank Group makes appropriate use of them	16	6.06	2.59	10	5.80	0.79	26	6.92	2.21	14	7.21	2.42	6	6.50	1.22	5	7.00	3.08	7	7.43	1.62	32	6.72	2.17	40	7.38	2.18	3	9.33	1.15	2	7.50	2.12	10	7.50	2.32

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tanzania	22	5.86	2.03	10	5.50	0.71	30	5.77	2.42	12	6.83	1.85	7	7.57	1.90	6	6.33	2.16	6	7.33	1.75	31	6.26	2.21	46	6.61	2.28	6	6.00	1.26	7	8.14	1.46	10	6.30	2.31
The World Bank Group meets Tanzania's needs for knowledge services*	21	6.71	2.37	10	5.30	0.95	29	5.55	2.31	12	7.67	1.50	7	7.29	1.80	6	6.50	1.97	7	7.00	2.16	31	6.61	2.17	45	7.16	1.91	8	7.00	1.51	8	8.38	1.92	12	6.25	2.60

*Significantly different between stakeholder groups

D. World Bank Group's Support in Development Areas

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)?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Increased its emphasis recently	55.6%	60.0%	37.1%	53.8%	50.0%	25.0%	0.0%	38.7%	28.9%	20.0%	30.0%	16.7%
Decreased its emphasis recently	5.6%	0.0%	5.7%	7.7%	0.0%	0.0%	22.2%	12.9%	11.1%	20.0%	20.0%	16.7%
Emphasis has remained pretty consistent over time	16.7%	30.0%	22.9%	30.8%	16.7%	75.0%	33.3%	25.8%	37.8%	40.0%	10.0%	8.3%
Don't know	22.2%	10.0%	34.3%	7.7%	33.3%	0.0%	44.4%	22.6%	22.2%	20.0%	40.0%	58.3%



E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Weekly	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	14.3%	20.0%	0.0%
Monthly	16.7%	70.0%	3.0%	7.1%	25.0%	0.0%	18.2%	5.3%	10.9%	28.6%	0.0%	7.1%
A few times a year	29.2%	20.0%	27.3%	21.4%	37.5%	50.0%	9.1%	42.1%	37.0%	57.1%	10.0%	42.9%
Rarely	16.7%	10.0%	39.4%	21.4%	12.5%	33.3%	45.5%	21.1%	32.6%	0.0%	20.0%	14.3%
Never	33.3%	0.0%	30.3%	50.0%	25.0%	16.7%	9.1%	31.6%	19.6%	0.0%	50.0%	35.7%

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Tanzania, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Tanzania's specific development challenges and country circumstances	19	6.32	2.08	10	4.60	0.70	26	6.35	2.38	12	7.75	1.71	8	7.00	1.77	5	6.40	2.51	6	7.50	1.97	31	6.97	2.04	41	6.93	2.40	8	6.75	1.83	8	7.75	2.31	12	6.42	2.91

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Judicial System			State-Owned Enterprise			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	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?*	20	7.05	1.96	10	6.30	0.95	33	6.70	1.99	14	7.64	1.91	8	7.88	1.89	6	7.67	1.75	8	8.50	1.20	34	7.65	1.70	46	7.46	1.96	7	6.29	1.50	8	8.50	1.41	11	8.00	1.55
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	19	7.11	1.94	10	7.30	1.25	32	6.97	1.98	13	7.54	1.51	8	7.75	1.83	6	7.50	1.76	7	8.29	1.11	33	7.39	1.85	43	7.67	1.77	7	8.00	1.15	8	8.63	1.51	12	6.92	1.73

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Provide more adequate data/knowledge/statistics/figures on Tanzania's economy	33.3%	40.0%	17.1%	21.4%	50.0%	0.0%	10.0%	25.0%	17.4%	25.0%	30.0%	42.9%
Help to improve delivery of public services*	45.8%	10.0%	45.7%	71.4%	37.5%	66.7%	60.0%	30.6%	28.3%	37.5%	40.0%	21.4%
Offer more innovative knowledge products and services	4.2%	30.0%	14.3%	7.1%	0.0%	0.0%	0.0%	8.3%	13.0%	0.0%	0.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	16.7%	20.0%	2.9%	7.1%	12.5%	0.0%	0.0%	11.1%	8.7%	12.5%	10.0%	7.1%
Offer more innovative financial products and services	4.2%	10.0%	5.7%	7.1%	0.0%	16.7%	30.0%	2.8%	10.9%	0.0%	10.0%	7.1%
Ensure greater selectivity in its work	12.5%	0.0%	2.9%	7.1%	0.0%	0.0%	10.0%	5.6%	2.2%	12.5%	0.0%	7.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)	12.5%	0.0%	14.3%	14.3%	25.0%	0.0%	20.0%	27.8%	23.9%	12.5%	50.0%	0.0%
Increase the level of capacity development in the country	29.2%	30.0%	31.4%	14.3%	0.0%	0.0%	10.0%	19.4%	13.0%	12.5%	20.0%	28.6%
Engage more directly with beneficiaries	0.0%	10.0%	11.4%	0.0%	25.0%	33.3%	10.0%	11.1%	13.0%	37.5%	0.0%	14.3%
Improve the quality of its experts as related to Tanzania's specific challenges	16.7%	0.0%	14.3%	0.0%	12.5%	0.0%	10.0%	8.3%	8.7%	0.0%	20.0%	14.3%
Engage more effectively with private sector	4.2%	20.0%	8.6%	21.4%	0.0%	33.3%	0.0%	8.3%	19.6%	25.0%	0.0%	0.0%
Collaborate more effectively with Government clients	4.2%	10.0%	2.9%	14.3%	0.0%	0.0%	20.0%	13.9%	10.9%	12.5%	10.0%	21.4%
Work faster	4.2%	10.0%	2.9%	14.3%	12.5%	0.0%	10.0%	5.6%	6.5%	12.5%	0.0%	7.1%
Reduce the complexity of obtaining World Bank Group financing	4.2%	0.0%	8.6%	0.0%	12.5%	33.3%	10.0%	0.0%	17.4%	0.0%	0.0%	7.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	4.2%	10.0%	5.7%	0.0%	0.0%	0.0%	0.0%	11.1%	2.2%	0.0%	0.0%	7.1%
Other	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	5.6%	2.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Tanzania (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/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Academia/think tanks/research institutes*	28.0%	20.0%	45.9%	0.0%	25.0%	14.3%	60.0%	16.7%	29.8%	62.5%	27.3%	50.0%
Parliament*	24.0%	70.0%	18.9%	35.7%	12.5%	0.0%	0.0%	22.2%	14.9%	25.0%	9.1%	14.3%
Foundations	16.0%	10.0%	0.0%	7.1%	0.0%	0.0%	10.0%	8.3%	10.6%	12.5%	0.0%	7.1%
Media	32.0%	20.0%	10.8%	28.6%	0.0%	28.6%	30.0%	36.1%	19.1%	37.5%	45.5%	21.4%
Donor community	12.0%	10.0%	2.7%	7.1%	37.5%	0.0%	30.0%	2.8%	12.8%	0.0%	9.1%	7.1%
NGOs/Community Based Organizations	8.0%	20.0%	13.5%	7.1%	25.0%	14.3%	0.0%	22.2%	36.2%	0.0%	9.1%	21.4%
Beneficiaries	20.0%	0.0%	27.0%	14.3%	50.0%	42.9%	40.0%	19.4%	19.1%	25.0%	36.4%	7.1%
Youth/university groups	8.0%	10.0%	29.7%	7.1%	25.0%	14.3%	0.0%	11.1%	14.9%	0.0%	0.0%	28.6%
Private sector	32.0%	30.0%	29.7%	50.0%	0.0%	57.1%	20.0%	33.3%	25.5%	37.5%	27.3%	21.4%
Local government	20.0%	10.0%	10.8%	35.7%	12.5%	14.3%	10.0%	13.9%	10.6%	0.0%	18.2%	14.3%
Other	0.0%	0.0%	5.4%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Tanzania?*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	66.7%	0.0%	73.5%	78.6%	25.0%	100.0%	54.5%	66.7%	58.3%	25.0%	81.8%	66.7%
Less than once a year	8.3%	10.0%	8.8%	7.1%	12.5%	0.0%	18.2%	8.3%	14.6%	12.5%	9.1%	6.7%
Once a year to a few times a year	8.3%	10.0%	5.9%	0.0%	25.0%	0.0%	18.2%	19.4%	18.8%	12.5%	0.0%	13.3%
Less than once a month	8.3%	20.0%	5.9%	0.0%	25.0%	0.0%	0.0%	2.8%	2.1%	25.0%	0.0%	13.3%
At least once a month	8.3%	60.0%	5.9%	14.3%	12.5%	0.0%	9.1%	2.8%	6.3%	12.5%	9.1%	0.0%
At least once a week	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Tanzania? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio*	45.8%	0.0%	22.2%	35.7%	25.0%	14.3%	18.2%	21.1%	20.0%	0.0%	54.5%	28.6%
International radio	12.5%	30.0%	2.8%	14.3%	12.5%	14.3%	9.1%	13.2%	10.0%	0.0%	9.1%	21.4%
Social media	45.8%	20.0%	50.0%	57.1%	75.0%	71.4%	45.5%	47.4%	56.0%	87.5%	45.5%	35.7%
International newspapers	0.0%	10.0%	2.8%	14.3%	12.5%	0.0%	18.2%	10.5%	8.0%	0.0%	9.1%	7.1%
Local television	25.0%	50.0%	27.8%	28.6%	25.0%	28.6%	45.5%	21.1%	24.0%	25.0%	27.3%	28.6%
Internet	37.5%	30.0%	50.0%	14.3%	25.0%	42.9%	9.1%	36.8%	38.0%	50.0%	27.3%	57.1%
Periodicals	4.2%	0.0%	16.7%	0.0%	0.0%	0.0%	27.3%	5.3%	8.0%	12.5%	0.0%	7.1%
International television	16.7%	30.0%	5.6%	7.1%	0.0%	0.0%	18.2%	10.5%	14.0%	12.5%	9.1%	7.1%
Local newspapers	4.2%	30.0%	11.1%	7.1%	12.5%	14.3%	9.1%	21.1%	14.0%	12.5%	9.1%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	12.5%	14.3%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State- Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	43.5%	50.0%	45.9%	30.8%	37.5%	14.3%	9.1%	27.0%	42.0%	25.0%	18.2%	35.7%
e-Newsletters*	39.1%	60.0%	16.2%	15.4%	12.5%	57.1%	45.5%	18.9%	28.0%	25.0%	9.1%	35.7%
World Bank Group's seminars/workshops/ conferences*	34.8%	10.0%	40.5%	46.2%	25.0%	57.1%	9.1%	18.9%	26.0%	12.5%	45.5%	7.1%
World Bank Group's website	30.4%	40.0%	32.4%	38.5%	12.5%	0.0%	27.3%	24.3%	32.0%	37.5%	27.3%	35.7%
Direct contact with World Bank Group	13.0%	30.0%	10.8%	15.4%	12.5%	28.6%	27.3%	35.1%	16.0%	12.5%	36.4%	21.4%
Social media	34.8%	10.0%	35.1%	15.4%	50.0%	28.6%	63.6%	62.2%	46.0%	50.0%	36.4%	42.9%
Webinars or online events hosted by the World Bank Group	4.3%	0.0%	5.4%	7.7%	0.0%	0.0%	0.0%	8.1%	4.0%	25.0%	9.1%	14.3%

*Significantly different between stakeholder groups



H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	36.0%	80.0%	17.1%	21.4%	25.0%	0.0%	27.3%	15.2%	20.4%	42.9%	0.0%	28.6%
No	64.0%	20.0%	82.9%	78.6%	75.0%	100.0%	72.7%	84.8%	79.6%	57.1%	100.0%	71.4%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Tanzania? (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
IDA	77.8%	87.5%	83.3%	33.3%	100.0%	33.3%	66.7%	80.0%	66.7%	100.0%	77.8%	87.5%
IFC	22.2%	12.5%	16.7%	33.3%	0.0%	33.3%	16.7%	20.0%	33.3%	0.0%	22.2%	12.5%
MIGA	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Judicial System	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer	60.0%	30.0%	54.8%	38.5%	75.0%	33.3%	45.5%	61.1%	67.3%	28.6%	66.7%	50.0%
Use World Bank Group reports/data*	50.0%	80.0%	32.3%	23.1%	0.0%	50.0%	18.2%	5.6%	20.4%	42.9%	11.1%	20.0%
Engage in World Bank Group related/ sponsored events/ activities*	5.0%	20.0%	9.7%	0.0%	25.0%	0.0%	0.0%	8.3%	6.1%	57.1%	0.0%	10.0%
Collaborate as part of my professional duties	10.0%	30.0%	12.9%	15.4%	0.0%	16.7%	45.5%	8.3%	18.4%	42.9%	0.0%	10.0%
Use World Bank Group website for information, data, research, etc.	40.0%	30.0%	32.3%	61.5%	12.5%	66.7%	18.2%	44.4%	44.9%	14.3%	33.3%	60.0%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY20 Tanzania COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

For 10-point scale questions that were asked both in FY17 and FY20 Tanzania COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY17 N=76
- Collaborating with the WBG, FY20 N=54
- Not collaborating with the WBG, FY20 N=175

A. Overall Context

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	51	6.96	2.24	154	7.22	2.28
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	51	6.90	1.95	154	7.14	2.18
The World Bank Group	51	7.10	2.06	152	7.39	2.25
The International Monetary Fund	49	6.92	2.02	143	7.21	2.16
The United Nations (UN)	51	7.29	1.89	158	7.46	2.17
Regional development banks	49	7.22	1.79	142	6.85	2.29
Tanzania's Central Bank	50	7.44	1.96	148	7.28	2.28
International private sector	47	6.66	1.94	140	7.06	2.07
Domestic private sector	47	7.02	1.87	140	7.09	2.12
International civil society (e.g., NGOs, CBOs)	47	6.68	2.15	146	7.19	2.36
Domestic civil society (e.g., NGOs, CBOs)	46	6.74	2.11	138	7.17	2.36
Faith-based institutions	49	7.22	2.19	160	7.72	2.33
Domestic traditional media and their web presence	51	6.90	2.04	162	7.21	2.40
International media and their web presence*	51	6.78	2.35	164	7.58	2.38
Web based media	51	6.65	1.73	166	7.32	2.47

**Significantly different between collaborators and non-collaborators*

B. Overall Attitudes Toward the World Bank Group

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?	76	7.54	1.71	54	6.54	1.75	170	5.83	2.52

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

¹⁹ Only 229 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania	74	7.45	1.61	47	6.74	1.73	149	7.28	2.21
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	75	7.45	1.96	48	7.00	1.65	145	7.25	2.25

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.	75	7.87	1.73	51	6.94	1.73	154	7.50	2.01

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tanzania?	73	7.75	1.54	52	7.42	1.47	160	7.26	2.02

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Tanzania?	51	7.16	1.67	164	7.47	2.01

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Tanzania?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	15.1%	21.5%
To a somewhat sufficient degree	49.1%	52.9%
To a somewhat insufficient degree	22.6%	13.4%
To a very insufficient degree	1.9%	7.0%
Don't know	11.3%	5.2%

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tanzania?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not enough public disclosure of its work*	15.1%	41.0%
Arrogant in its approach	9.4%	5.4%
Staff too inaccessible	9.4%	13.3%
Inadequate World Bank Group's staffing in Tanzania	5.7%	8.4%
World Bank Group's processes too slow and complex	22.6%	13.9%
Not adequately flexible	13.2%	10.2%
Not sufficiently focused on sustainable results	17.0%	9.0%
Not willing to honestly criticize policies and reform efforts in the country	11.3%	15.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	11.3%	4.2%
Not collaborating enough with private sector	15.1%	13.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.8%	2.4%
Not aligned with country priorities	9.4%	6.6%
Not adequately sensitive to political/social realities in Tanzania	3.8%	4.2%
Too influenced by developed countries	7.5%	15.7%
Other	1.9%	2.4%
Don't know	18.9%	9.6%

*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Gender equity (closing the gap between women and men, and boys and girls)	13.2%	13.6%
Private sector development	18.9%	16.0%
Education	69.8%	58.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	9.4%	11.2%
Global/regional integration	3.8%	1.8%
Food security	9.4%	5.3%
Urban development	11.3%	4.7%
Population growth and fertility	3.8%	0.6%
Energy	18.9%	9.5%
Water and sanitation	5.7%	4.7%
Pollution	0.0%	3.0%
Natural resource management	3.8%	6.5%
Health and nutrition	26.4%	21.9%
Financial markets	0.0%	4.7%
Transport (e.g., roads, bridges, transportation)	11.3%	6.5%
Agriculture and rural development	20.8%	26.6%
Trade and exports	9.4%	4.7%
Disease (e.g., malaria tuberculosis, HIV/AIDS)	5.7%	3.6%
Job creation/employment (e.g., income opportunities for the poor)	13.2%	22.5%
Climate change (e.g., mitigation, adaptation)	0.0%	4.1%
Poverty reduction	22.6%	20.7%
Anti-corruption	1.9%	3.0%
Equality of opportunity (i.e., social inclusion)	3.8%	2.4%
Judiciary reform	0.0%	1.2%
Information and communications technology	1.9%	3.0%
Disaster risk management	0.0%	2.4%
Economic growth (e.g., higher growth in pro-poor sectors)*	1.9%	21.9%
Crime and violence	0.0%	0.0%
Social protection (e.g., pensions, targeted social assistance)	3.8%	2.4%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges?	68	7.90	1.96	42	7.07	1.67	119	6.96	2.10

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	73	6.70	1.93	44	6.02	1.84	134	6.41	2.16
Flexibility (in terms of the institution's products and services)	71	6.56	2.20	46	6.07	1.72	128	6.49	2.03
Flexibility (in terms of changing country circumstances)	72	6.57	2.17	46	6.24	1.55	130	6.23	2.10
Being inclusive	68	6.21	2.13	45	6.80	1.84	125	6.59	2.19
Openness (sharing data and other information)	73	6.99	2.00	44	6.66	2.15	135	6.53	2.29
Collaboration with the Government	72	8.03	1.73	50	7.22	1.89	142	7.55	2.00
The speed in which it gets things accomplished on the ground	70	7.17	2.29	45	6.87	1.79	137	6.94	2.11
Helping to bring discipline/effective supervision to implementation of investment projects	74	7.69	1.74	47	6.98	1.98	138	7.11	2.15
Collaboration with civil society	50	6.76	1.94	46	6.57	2.17	135	6.79	2.28
Staff accessibility	71	6.92	2.42	46	6.22	1.93	127	5.57	2.32
Collaboration with other donors and development partners	68	7.26	2.11	45	6.87	1.90	137	7.34	2.03
Collaboration with the private sector	63	6.83	1.95	41	6.51	1.63	136	6.48	2.10
Straightforwardness and honesty	71	7.30	2.13	46	6.87	1.82	135	6.80	2.37
Treating clients and stakeholders in Tanzania with respect	72	7.72	1.78	47	6.68	1.76	131	6.89	2.37
Being a long-term partner	61	8.07	1.81	49	6.84	1.97	135	7.20	2.37

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	60	7.43	2.24	47	6.32	1.46	120	6.10	2.31
The World Bank Group effectively monitors and evaluates the projects and programs it supports	67	7.79	2.02	47	6.89	1.78	140	7.32	2.16
The World Bank Group's approvals and reviews are done in a timely fashion	68	7.41	2.17	45	6.67	1.76	127	6.79	2.19
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	53	6.91	2.08	41	7.12	1.75	136	6.74	2.20
The World Bank Group's conditions on its lending are reasonable	58	6.34	2.20	45	6.38	2.04	131	5.99	2.50
The World Bank Group takes decisions quickly in Tanzania	59	6.92	2.37	41	6.46	1.80	123	6.28	2.45
Working with the World Bank Group increases Tanzania's institutional capacity	67	7.12	2.21	45	6.71	1.77	139	6.90	2.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	59	7.59	2.31	45	7.11	1.72	124	6.85	2.31

ⁱIn FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".**To what extent do you agree/disagree with the following statements about the World Bank Group in Tanzania? (1- Strongly disagree, 10- Strongly agree)**

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tanzania	76	6.62	1.37	47	6.64	1.80	141	6.22	2.27
The World Bank Group meets Tanzania's needs for knowledge services	71	6.89	1.89	51	6.65	1.79	141	6.68	2.26

**C. World Bank Group's Work and Engagement on the Ground (continued)****How effectively does the World Bank Group support Tanzania's efforts ... ?** *(1-Not effectively at all, 10-Very effectively)*

	2020					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To improve public service delivery	52	6.98	1.99	160	7.22	2.21
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	42	6.29	1.69	134	6.49	2.21
To develop better and stronger data collection/analytics systems within the Government	44	6.30	1.68	146	6.90	2.17
To strengthen the country's crisis preparedness	41	6.20	1.76	140	6.60	2.23
To identify and monitor risks	43	6.42	1.79	141	6.77	2.42

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Tanzania's efforts to manage crisis related risks?	37	7.03	1.67	92	7.18	2.06

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Tanzania?	48	7.29	1.74	135	7.26	2.02

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



D. World Bank Group's Support in Development Areas

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	53	7.53	1.93	46	6.48	1.76	100	6.38	2.04
Gender equity	49	6.90	2.21	42	6.71	1.58	121	7.05	1.80
Private sector development	51	6.94	2.16	44	6.75	1.51	117	6.54	1.99
Education	60	7.75	1.89	46	7.37	1.55	126	7.37	2.01
Public sector governance/reform	57	7.47	1.93	42	6.95	1.72	114	6.97	1.88
Global/regional integration	45	7.36	2.35	40	7.28	1.55	106	6.92	1.84
Food security	46	6.83	2.11	39	7.00	1.50	117	6.90	1.93
Urban development	63	7.98	1.59	44	7.23	1.65	122	7.05	1.93
Energy	58	7.59	1.73	43	7.05	1.85	122	7.25	1.98
Water and sanitation	54	7.63	1.61	43	7.19	1.50	125	7.18	2.13
Pollution	45	6.84	2.37	38	6.63	1.84	110	6.63	2.08
Job creation/employment	61	7.10	1.77	41	6.46	1.82	124	6.37	2.14
Health and nutrition ⁱ	55	7.65	1.87	45	6.96	1.81	124	6.99	1.96
Financial markets ⁱⁱ				40	6.88	1.60	108	6.66	1.92
Transport	65	8.31	1.51	46	7.17	1.60	123	7.40	2.05
Agriculture and rural development	60	6.88	2.14	38	7.08	2.03	124	6.93	1.98
Trade and exports	48	6.81	2.18	36	6.50	1.83	106	6.37	2.17
Natural resource management	50	7.10	2.04	41	6.54	1.75	110	6.46	2.18
Climate change	46	7.00	2.08	42	7.12	1.67	115	6.77	2.02
Poverty reduction	72	7.69	1.63	45	7.07	1.72	133	6.89	2.20
Anti-corruption	55	7.67	2.13	40	6.65	1.66	114	6.46	2.11
Judiciary reform	43	6.65	2.52	35	6.74	1.63	97	6.21	2.14
Economic growth	72	7.88	1.53	42	6.88	1.73	125	6.81	2.10
Disaster risk management	43	6.72	2.22	37	6.81	1.71	117	6.63	2.07
Equality of opportunity	53	7.43	2.21	43	6.77	1.73	122	6.51	2.01
Disease ⁱⁱ				41	7.32	1.68	131	7.42	1.96
Information and communications technology	50	7.74	1.72	43	7.19	1.53	122	6.95	2.00
Population growth and fertility ⁱⁱ				43	6.72	1.87	116	6.66	2.14

ⁱ In FY 2017, the category was "Health"

ⁱⁱ Only FY 2020 questionnaire had this response option

E. World Bank Group's Knowledge Work and Activities

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	73	7.60	1.49	49	6.51	1.89	127	6.43	2.03
Include appropriate level of stakeholder involvement during preparation	71	7.21	2.16	48	6.75	1.63	124	6.69	2.05
Lead to practical solutions	71	7.41	2.18	48	6.96	1.52	125	6.70	2.15
Are source of relevant information on global good practices	70	7.84	1.66	43	7.07	1.50	129	7.10	1.97
Are adequately disseminated	60	6.73	2.02	46	6.72	1.91	120	6.35	2.32
Are translated enough into local language	65	5.22	2.63	48	6.48	2.11	126	6.56	2.47
Are adaptable to Tanzania's specific development challenges and country circumstances	69	7.19	2.02	49	6.69	2.10	135	6.68	2.28

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	75	7.79	1.66	51	7.20	1.58	151	7.46	1.94

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	74	7.97	1.35	51	7.39	1.63	144	7.47	1.80

(1- Very low technical quality, 10- Very high technical quality)

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Tanzania?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on Tanzania's economy	25.9%	24.7%
Help to improve delivery of public services	38.9%	37.7%
Offer more innovative knowledge products and services	7.4%	9.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	13.0%	8.0%
Offer more innovative financial products and services	13.0%	6.2%
Ensure greater selectivity in its work	7.4%	4.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	9.3%	20.4%
Increase the level of capacity development in the country	22.2%	19.8%
Engage more directly with beneficiaries	13.0%	11.1%
Improve the quality of its experts as related to Tanzania's specific challenges	3.7%	11.7%
Engage more effectively with private sector	13.0%	12.3%
Collaborate more effectively with Government clients	11.1%	9.9%
Work faster	5.6%	6.2%
Reduce the complexity of obtaining World Bank Group financing	3.7%	8.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	5.6%	3.7%
Other	3.7%	1.2%



Appendix D: Responses to Selected Questions by Year²⁰

All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 239
- FY 2020 Number of comparable respondents = 224

By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2020
Office of the President/Prime Minister/Minister	8.5%	8.5%
Government Institutions	4.5%	4.5%
Local Government	25.0%	25.0%
Bilateral/Multilateral Agency	5.5%	5.5%
Civil Society	4.5%	4.5%
Private Sector	24.0%	24.0%
Academia/Research Institute/Think Tank	15.0%	15.0%
Media	7.0%	7.0%

A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	70.0%	68.2%
The wrong direction	15.5%	11.2%
Not sure	14.6%	20.6%

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tanzania?*	235	6.62	2.20	220	6.16	2.35

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2017 and FY2020

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tanzania	228	6.95	1.99	193	7.25	1.97
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	226	7.12	2.28	190	7.17	2.09

²⁰ Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.	228	7.35	2.08	202	7.45	1.91

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tanzania?	224	7.49	1.86	209	7.32	1.91

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

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

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	12.2%	20.9%
To a somewhat sufficient degree	44.7%	50.0%
To a somewhat insufficient degree	32.5%	16.4%
To a very insufficient degree	7.2%	6.4%
Don't know	3.4%	6.4%

*Significantly different between FY2017 and FY2020

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tanzania solve its most complicated development challenges?	211	7.37	2.13	159	7.12	1.97

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	207	6.42	2.10	172	6.41	2.07
Flexibility (in terms of the institution's products and services)	202	6.49	2.19	169	6.51	2.04
Flexibility (in terms of changing country circumstances)	202	6.45	2.20	172	6.30	2.05
Being inclusive*	198	6.01	2.29	165	6.76	2.09
Openness (sharing data and other information)	210	6.98	2.12	178	6.74	2.27
Collaboration with the Government	217	7.78	1.84	186	7.58	1.88
The speed in which it gets things accomplished on the ground	216	6.84	2.29	175	7.13	2.03
Helping to bring discipline/effective supervision to implementation of investment projects	221	7.10	1.99	179	7.12	2.13
Collaboration with civil society	183	6.50	2.24	178	6.82	2.35
Staff accessibility*	208	6.50	2.47	168	5.83	2.32
Collaboration with other donors and development partners	197	7.00	2.01	179	7.33	1.99
Collaboration with the private sector	192	6.54	2.05	170	6.62	2.02
Straightforwardness and honesty	205	7.02	2.23	177	6.85	2.24
Treating clients and stakeholders in Tanzania with respect*	216	7.41	2.04	174	6.92	2.18
Being a long-term partner	207	7.64	2.16	180	7.25	2.22

*Significantly different between FY2017 and FY2020

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	191	6.42	2.24	157	6.26	2.09
The World Bank Group effectively monitors and evaluates the projects and programs it supports	211	7.12	2.06	179	7.32	2.03
The World Bank Group's approvals and reviews are done in a timely fashion	193	6.87	2.10	164	6.85	2.17
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	167	6.56	2.13	166	6.92	2.11
The World Bank Group's conditions on its lending are reasonable	179	5.81	2.36	168	6.24	2.47
The World Bank Group takes decisions quickly in Tanzania	194	6.31	2.18	159	6.55	2.32
Working with the World Bank Group increases Tanzania's institutional capacity	210	6.92	2.21	179	6.98	2.21
Where country systems are adequate, the World Bank Group makes appropriate use of them	178	7.05	2.19	163	7.02	2.16

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tanzania	227	6.34	1.82	187	6.34	2.17
The World Bank Group meets Tanzania's needs for knowledge services	220	6.78	1.98	191	6.71	2.14

D. World Bank Group's Support in Development Areas

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	164	6.91	2.378	143	6.51	1.91
Gender equity	165	7.17	2.12	159	6.96	1.71
Private sector development*	180	7.23	2.20	157	6.63	1.88
Education	200	7.74	2.01	166	7.46	1.85
Public sector governance/reform	196	7.33	2.20	154	7.08	1.87
Global/regional integration	160	6.99	2.33	141	7.14	1.81
Food security	164	7.00	2.14	152	6.95	1.81
Urban development	185	7.45	1.99	160	7.09	1.82
Energy	179	7.52	1.93	161	7.28	1.93
Water and sanitation	175	7.43	2.22	164	7.17	1.98
Pollution	164	6.80	2.22	142	6.73	1.95
Job creation/employment	190	6.86	2.23	162	6.47	2.02
Health and nutrition ⁱ	183	7.43	1.98	167	7.11	1.91
Financial markets ⁱⁱ				143	6.78	1.90
Transport*	203	7.90	1.94	163	7.42	1.89
Agriculture and rural development	194	7.25	2.05	157	6.99	2.00
Trade and exports	169	6.90	2.03	141	6.46	2.04
Natural resource management	172	6.81	2.26	144	6.51	2.04
Climate change	170	6.85	2.14	151	6.89	1.94
Poverty reduction*	210	7.56	2.01	175	6.98	2.07
Anti-corruption*	178	7.29	2.50	151	6.51	1.97
Judiciary reform	161	6.56	2.54	132	6.33	1.96
Economic growth*	211	7.78	1.94	162	6.84	2.01
Disaster risk management	162	6.63	2.50	150	6.75	1.92
Equality of opportunity	174	6.91	2.30	159	6.58	1.96
Disease (e.g., malaria tuberculosis, HIV/AIDS) ⁱⁱ				171	7.47	1.88
Information and communications technology	173	7.48	2.17	163	7.04	1.91
Population growth and fertility ⁱⁱ				155	6.76	2.04

*Significantly different between FY2017 and FY2020

ⁱ In FY 2017, the category was "Health"

ⁱⁱ Only FY 2020 questionnaire had this response option

**E. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	FY 2017	FY 2020
Weekly	7.3%	3.3%
Monthly	15.9%	13.8%
A few times a year	34.1%	33.3%
Rarely	28.9%	24.3%
Never	13.8%	25.2%

*Significantly different between FY2017 and FY2020

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

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	206	6.94	1.94	176	6.56	2.03
Include appropriate level of stakeholder involvement during preparation	210	6.54	2.23	169	6.76	1.96
Lead to practical solutions	203	6.70	2.27	170	6.76	2.02
Are source of relevant information on global good practices	220	7.15	1.97	168	7.13	1.87
Are adequately disseminated*	203	6.08	2.21	160	6.57	2.23
Are translated enough into local language*	200	5.90	2.49	170	6.52	2.39
Are adaptable to Tanzania's specific development challenges and country circumstances	215	6.62	2.36	181	6.71	2.23

*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	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?	232	7.63	1.85	199	7.33	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	222	7.71	1.80	191	7.59	1.71

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



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Tanzania? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	7.39	7.10	7.00	7.77	7.69	6.70	7.37	7.89	7.55	6.75	7.63	7.10
Overall the World Bank Group currently plays a relevant role in development in Tanzania	7.28	6.74	7.17	7.24	7.41	6.67	7.11	8.11	7.34	6.52	7.15	7.28
The World Bank Group's work is aligned with what I consider the development priorities for Tanzania	7.25	7.00	7.11	7.36	7.45	6.70	7.23	7.41	7.34	6.76	7.22	7.28
Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.	7.50	6.94	7.39	7.40	7.56	6.96	7.33	8.12	7.45	7.07	7.26	7.59
To what extent does the World Bank Group's work help to achieve development results in Tanzania?	7.26	7.42	7.25	7.42	7.54	6.80	7.30	7.80	7.38	7.16	7.32	7.39
To what extent does the World Bank Group influence the development agenda in Tanzania?	7.47	7.16	7.43	7.39	7.65	6.77	7.34	8.10	7.46	7.13	7.37	7.48
Responsiveness to needs	6.41	6.02	6.29	6.53	6.66	5.79	6.31	7.50	6.44	6.32	6.46	6.37
Flexibility (in terms of the institution's products and services)	6.49	6.07	6.47	6.59	6.73	6.04	6.46	7.25	6.60	6.20	6.54	6.52
Flexibility (in terms of changing country circumstances)	6.23	6.24	6.09	6.54	6.59	5.65	6.22	7.38	6.30	6.45	6.42	6.20
Being inclusive	6.59	6.80	6.70	6.70	6.92	6.13	6.60	7.67	6.64	7.00	6.83	6.51
Openness (sharing data and other information)	6.53	6.66	6.65	6.69	6.90	6.06	6.54	7.78	6.58	7.14	6.74	6.57
Collaboration with the Government	7.55	7.22	7.35	7.61	7.72	6.85	7.43	8.18	7.46	7.72	7.63	7.31
The speed in which it gets things accomplished on the ground	6.94	6.87	7.03	7.10	7.33	6.31	6.99	7.93	7.12	6.83	7.04	7.11
Helping to bring discipline/effective supervision to implementation of investment projects	7.11	6.98	7.03	7.25	7.27	6.83	7.06	8.19	7.15	7.21	7.23	7.05
Collaboration with civil society	6.79	6.57	6.64	7.05	7.06	6.28	6.87	6.88	6.93	6.58	6.93	6.78
Staff accessibility	5.57	6.22	5.75	5.83	5.92	5.43	5.65	7.00	5.76	5.97	5.75	5.87
Collaboration with other donors and development partners	7.34	6.87	7.19	7.35	7.39	6.96	7.19	8.12	7.28	7.30	7.46	7.03
Collaboration with the private sector	6.48	6.51	6.34	6.82	6.77	6.15	6.54	7.33	6.58	6.75	6.82	6.29
Straightforwardness and honesty	6.80	6.87	6.66	6.97	6.95	6.51	6.72	8.00	6.80	7.00	6.85	6.81
Treating clients and stakeholders in Tanzania with respect	6.89	6.68	6.75	7.00	7.04	6.44	6.74	8.11	6.84	7.10	6.99	6.73
Being a long-term partner	7.20	6.84	7.13	7.26	7.35	6.78	7.05	8.50	7.18	7.28	7.30	7.04
The World Bank Group takes decisions quickly in Tanzania	6.28	6.46	6.20	6.70	6.82	5.55	6.38	7.19	6.37	6.96	6.71	6.16
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.85	7.11	6.73	7.20	7.32	6.09	6.91	7.67	6.87	7.54	7.09	6.85
The World Bank Group's financial instruments meet the needs of Tanzania	6.22	6.64	6.33	6.47	6.68	5.73	6.32	7.17	6.29	7.00	6.50	6.28
The World Bank Group meets Tanzania's needs for knowledge services	6.68	6.65	6.63	6.81	6.89	6.31	6.66	7.32	6.71	6.81	6.85	6.56
In Tanzania, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Tanzania's specific development challenges and country circumstances	6.68	6.69	6.57	6.90	6.92	6.27	6.72	6.89	6.70	6.94	6.77	6.70
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.46	7.20	7.45	7.48	7.67	6.91	7.41	7.90	7.37	7.91	7.42	7.51
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.47	7.39	7.72	7.40	7.60	7.42	7.46	8.35	7.57	7.47	7.46	7.67

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Tanzania FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Tanzania

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

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

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

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: OVERALL CONTEXT

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

A2. Do you think that economic opportunity for citizens in Tanzania is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Tanzania.			
Please identify which of the following you consider the most important development priorities in Tanzania. (Choose no more than THREE)			
1	Health and nutrition	16	Disease (e.g., malaria tuberculosis, HIV/AIDS)
2	Job creation/employment (e.g., income opportunities for the poor)	17	Social protection (e.g., pensions, targeted social assistance)
3	Population growth and fertility	18	Equality of opportunity (i.e., social inclusion)
4	Natural resource management	19	Transport (e.g., roads, bridges, transportation)
5	Food security	20	Poverty reduction
6	Judiciary reform	21	Agriculture and rural development
7	Private sector development	22	Trade and exports
8	Education	23	Crime and violence
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Economic growth (e.g., higher growth in pro-poor sectors)
10	Pollution	25	Disaster risk management
11	Financial markets	26	Information and communications technology
12	Global/regional integration	27	Climate change (e.g., mitigation, adaptation)
13	Urban development	28	Anti-corruption
14	Energy	29	Gender equity (closing the gap between women and men, and boys and girls)
15	Water and sanitation		

SECTION A: OVERALL CONTEXT

A4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tanzania? (Choose no more than THREE)

1	Anti-corruption	15	Natural resource management
2	Social protection (e.g., pensions, targeted social assistance)	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Agriculture and rural development	17	Gender equity (closing the gap between women and men, and boys and girls)
4	Judiciary reform	18	Population growth and fertility
5	Transport (e.g., roads, bridges, transportation)	19	Food security
6	Energy	20	Urban development
7	Economic growth (e.g., higher growth in pro-poor sectors)	21	Job creation/employment (e.g., income opportunities for the poor)
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Disaster risk management	24	Pollution
11	Equality of opportunity (i.e., social inclusion)	25	Water and sanitation
12	Disease (e.g., malaria tuberculosis, HIV/AIDS)	26	Health and nutrition
13	Information and communications technology	27	Financial markets
14	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration

A5. Please describe the direction Tanzania 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 Tanzania's economy in a way that leads to jobs and employment for the poor	<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 Tanzania? (Choose no more than TWO)

1	Global financial conditions	7	Terrorism
2	Trade slump	8	Geo political uncertainty
3	Climate change	9	The gap between the rich and the poor
4	Technology based disruption	10	Environmental degradation
5	Migrants and refugees	11	Fragility in Tanzania or neighboring countries
6	Jobs/employment		

SECTION A: OVERALL CONTEXT

A7. When economic and/or social reform efforts fail or are slow to take place in Tanzania, which of the following would you attribute this to? (Choose no more than TWO)

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

A8. 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	2	3	4	5	6	7	8	9	10	
1	The national/federal 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	The United Nations (UN)	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	Tanzania'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	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	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: OVERALL CONTEXT

A9. When thinking about development efforts in Tanzania, do you think that civil society (e.g., NGOs, CBOs, corporations, private financial institutions) 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

A10. When thinking about public service delivery in Tanzania, do you think that it should be done by ... ? (Choose no more than TWO)	
1	Public sector
2	Domestic private sector
3	International private sector
4	Domestic NGOs
5	International NGOs
6	Public/private partnership
7	Other (please specify): _____
8	Don't know

A11. To what extent do you trust domestic private sector to engage in public service delivery in Tanzania?	
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

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Tanzania?																						
												Strongly disagree			Strongly agree	Don't know						
B2	Overall the World Bank Group currently plays a relevant role in development in Tanzania											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Tanzania											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Tanzania.											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Tanzania?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

B6. To what extent does the World Bank Group influence the development agenda in Tanzania?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Tanzania? (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

B8. When thinking about the World Bank Group's role in Tanzania, which activity do you VALUE the most? (Choose no more than TWO)

1	Promoting knowledge sharing
2	Financial resources
3	Bringing together different groups of stakeholders
4	Implementation support
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Policy advice, studies, analyses
8	Data and statistics
9	Mobilizing third party financial resources
10	Donor coordination
11	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tanzania? (Choose no more than TWO)

1	Not enough public disclosure of its work
2	Arrogant in its approach
3	Staff too inaccessible
4	Inadequate World Bank Group's staffing in Tanzania
5	World Bank Group's processes too slow and complex
6	Not adequately flexible
7	Not sufficiently focused on sustainable results
8	Not willing to honestly criticize policies and reform efforts in the country
9	Not collaborating enough with civil society (e.g., NGOs, CBOs)
10	Not collaborating enough with private sector
11	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
12	Not aligned with country priorities
13	Not adequately sensitive to political/social realities in Tanzania
14	Too influenced by developed countries
15	Other (please specify): _____
16	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Tanzania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Tanzania? (Choose no more than THREE)

1	Gender equity (closing the gap between women and men, and boys and girls)	16	Agriculture and rural development
2	Private sector development	17	Trade and exports
3	Education	18	Disease (e.g., malaria tuberculosis, HIV/AIDS)
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Job creation/employment (e.g., income opportunities for the poor)
5	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
6	Food security	21	Poverty reduction
7	Urban development	22	Anti-corruption
8	Population growth and fertility	23	Equality of opportunity (i.e., social inclusion)
9	Energy	24	Judiciary reform
10	Water and sanitation	25	Information and communications technology
11	Pollution	26	Disaster risk management
12	Natural resource management	27	Economic growth (e.g., higher growth in pro-poor sectors)
13	Health and nutrition	28	Crime and violence
14	Financial markets	29	Social protection (e.g., pensions, targeted social assistance)
15	Transport (e.g., roads, bridges, transportation)		

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Tanzania 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	

To what extent is the World Bank Group an effective development partner in Tanzania, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Tanzania with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

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	
C17	The World Bank Group disburses funds promptly											<input type="checkbox"/>
C18	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
C19	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
C20	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>
C21	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
C22	The World Bank Group takes decisions quickly in Tanzania											<input type="checkbox"/>
C23	Working with the World Bank Group increases Tanzania's institutional capacity											<input type="checkbox"/>
C24	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Tanzania?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Tanzania											<input type="checkbox"/>
C26	The World Bank Group meets Tanzania's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C27. 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 Tanzania? (Select only ONE response)												
1	Very familiar											
2	Somewhat familiar											
3	Somewhat unfamiliar											
4	Very unfamiliar											
5	Don't know											

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

How effectively does the World Bank Group support Tanzania's efforts ... ?													
		Not effectively at all								Very effectively			Don't know
C28	To improve public service delivery	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C29	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"/>
C30	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"/>
C31	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C32	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C33. How effectively does the World Bank Group's SCD and CPF activities support Tanzania's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF)]													
1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
Not effectively at all								Very effectively			Don't know		

C34. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Tanzania?													
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		

C35. 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 Tanzania? (Choose no more than TWO)													
1	Population growth and fertility												
2	Public services												
3	Health and nutrition												
4	Supporting poor and marginalized local communities												
5	Jobs												
6	Education												
7	Business development												
8	Infrastructure												
9	Social cohesion												
10	Macro issues (fiscal accounts, balance of payments, etc.)												
11	Other (please specify): _____												
12	Don't know												

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tanzania? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)											<input type="checkbox"/>	
3	Private sector development											<input type="checkbox"/>	
4	Education											<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>	
6	Global/regional integration											<input type="checkbox"/>	
7	Food security											<input type="checkbox"/>	
8	Urban development											<input type="checkbox"/>	
9	Energy											<input type="checkbox"/>	
10	Water and sanitation											<input type="checkbox"/>	
11	Pollution											<input type="checkbox"/>	
12	Job creation/employment (e.g., income opportunities for the poor)											<input type="checkbox"/>	
13	Health and nutrition											<input type="checkbox"/>	
14	Financial markets											<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>	
16	Agriculture and rural development											<input type="checkbox"/>	
17	Trade and exports											<input type="checkbox"/>	
18	Natural resource management											<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>	
20	Poverty reduction											<input type="checkbox"/>	
21	Anti-corruption											<input type="checkbox"/>	
22	Judiciary reform											<input type="checkbox"/>	
23	Economic growth (e.g., higher growth in pro-poor sectors)											<input type="checkbox"/>	
24	Disaster risk management											<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)											<input type="checkbox"/>	
26	Disease (e.g., malaria tuberculosis, HIV/AIDS)											<input type="checkbox"/>	
27	Information and communications technology											<input type="checkbox"/>	
28	Population growth and fertility											<input type="checkbox"/>	

D2. 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

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

		To no degree at all					To a very significant degree					Don't know
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Tanzania's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TANZANIA

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

1	Provide more adequate data/knowledge/statistics/figures on Tanzania's economy (e.g., monitoring macroeconomic and fiscal performance)
2	Help to improve delivery of public services
3	Offer more innovative knowledge products and services
4	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
5	Offer more innovative financial products and services
6	Ensure greater selectivity in its work
7	Engage more effectively with civil society (e.g., NGOs, CBOs)
8	Increase the level of capacity development in the country
9	Engage more directly with beneficiaries
10	Improve the quality of its experts as related to Tanzania's specific challenges
11	Engage more effectively with private sector
12	Collaborate more effectively with Government clients (e.g., national, state, local)
13	Work faster
14	Reduce the complexity of obtaining World Bank Group financing
15	Help to bring discipline/effective supervision to implementation of World Bank Group projects
16	Other (please specify): _____

F2. 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	Beneficiaries
2	Parliament	8	Youth/university groups
3	Foundations	9	Private sector
4	Media	10	Local government
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Tanzania?	
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 Tanzania? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. 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"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (e.g., UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Tanzania? (Select only ONE response)	
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 Tanzania? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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	Dar es Salaam region
2	Zanzibar (Unguja and Pemba)
3	Other urban centers (regional centers, district centers, or municipal centers)
4	Rural areas

Thank you for completing the survey!