

Appendix E: Burundi FY 2012 Questionnaire



World Bank Client Survey FY12 – BURUNDI

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Burundi or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Burundi, more in-depth insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Burundi. The World Bank commissioned an independent firm to oversee the logistics of this effort in Burundi. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES FACING BURUNDI

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

SECTION A: GENERAL ISSUES FACING BURUNDI (CONT...)

A2. Listed below are a number of development priorities in Burundi.				
Please identify which of these you consider the 1st, 2nd, and 3d most important development priority		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Security/stabilization/reconstruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Regional conflict and tensions (Great Lakes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Communicable/non-communicable disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Local governance and institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Natural resource management (e.g., mining, forests, Lake Tanganyika)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Global information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING BURUNDI (CONT...)

A3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Regional conflict and tensions (Great Lakes)
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Local governance and institutions
14	Basic infrastructure
15	Social protection
16	Law and justice (e.g., judicial system)
17	Transport (e.g., roads, dams, transportation means)
18	Crime and violence
19	Communicable/non-communicable disease
20	Security/stabilization/reconstruction
21	Global information and communications technology
22	Public sector reform
23	Domestic private sector development
24	Foreign direct investment
25	Global integration
26	Energy
27	Food security
28	Monitoring and evaluation
29	Governance
30	Social cohesion
31	Natural resource management (e.g., mining, forests, Lake Tanganyika)
32	Environmental sustainability
33	Health
34	Public financial management (e.g., public expenditure, fiscal system reform)
35	Agricultural development
36	Job creation/employment
37	Financial markets
38	Trade and exports
39	Anti corruption

SECTION A: GENERAL ISSUES FACING BURUNDI (CONT...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Burundi? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Regional conflict and tensions (Great Lakes)
9	Rural development
10	Foreign direct investment
11	Urban development
12	Water and sanitation
13	Education
14	Global information and communications technology
15	Regulatory framework
16	Communicable/non-communicable disease
17	Trade and exports
18	Social cohesion
19	Public sector reform
20	Regional integration
21	Domestic private sector development
22	Job creation/employment
23	Agricultural development
24	Food security
25	Governance
26	Transport (e.g., roads, dams, transportation means)
27	Security/stabilization/reconstruction
28	Monitoring and evaluation
29	Gender
30	Natural resource management (e.g., mining, forests, Lake Tanganyika)
31	Environmental sustainability
32	Health
33	Basic infrastructure
34	Law and justice (e.g., judicial system)
35	Local governance and institutions
36	Crime and violence
37	Public financial management (e.g., public expenditure, fiscal system reform)
38	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Burundi, on a ten point scale?

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

B2. Overall, please rate your impression of the World Bank's effectiveness in Burundi, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all					Very effective					Don't Know

To what extent do you believe that...

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B3	The World Bank's financial instruments meet the needs of Burundi, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B4	The World Bank meets Burundi's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B5. When thinking about how the World Bank can have the most impact on development results in Burundi, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Burundi? (Please choose no more than THREE)

1	Rural development
2	Education
3	Governance
4	Security/stabilization/reconstruction
5	Social protection
6	Transport (e.g., roads, dams, transportation means)
7	Poverty reduction
8	Public sector reform
9	Regional integration
10	Gender
11	Crime and violence
12	Domestic private sector development
13	Foreign direct investment
14	Water and sanitation
15	Energy
16	Monitoring and evaluation
17	Social cohesion
18	Public financial management (e.g., public expenditure, fiscal system reform)
19	Job creation/employment
20	Financial markets
21	Urban development
22	Environmental sustainability
23	Equality of opportunity (i.e., equity)
24	Regional conflict and tensions (Great Lakes)
25	Health
26	Global integration
27	Food security
28	Climate change (e.g., mitigation, adaptation)
29	Agricultural development
30	Trade and exports
31	Economic growth
32	Law and justice (e.g., judicial system)
33	Local governance and institutions
34	Regulatory framework
35	Communicable/non-communicable disease
36	Basic infrastructure
37	Natural resource management (e.g., mining, forests, Lake Tanganyika)
38	Anti corruption
39	Disaster management
40	Global information and communications technology

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Burundi? (Please choose no more than TWO)	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not have to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B8. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity building
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Don't know

B9. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Burundi? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Don't know

To what extent do you believe that ...													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	The World Bank SHOULD seek to influence the global development agenda, on a ten point scale?											<input type="checkbox"/>	
B11	The World Bank DOES seek to influence the global development agenda, on a ten point scale?											<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B12. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations
16	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Burundi, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
B13	Overall the World Bank currently plays a relevant role in development in Burundi	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B15	The World Bank supports programs and strategies that are realistic for Burundi	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B16	The World Bank treats clients and stakeholders in Burundi with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Burundi in terms of ..., on a ten point scale?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B17	Follow up and follow through	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Collaboration with groups outside of the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B28. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	Ongoing conflict and instability
10	Inadequate funding
11	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C1. To what degree does the World Bank's work, help achieve sustainable development results in Burundi, on a ten point scale?

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

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Burundi, on a ten point scale?												Not effective at all	Very effective	Don't know
C2	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C3	Global information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C4	Transport (e.g., roads, dams, transportation means)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C5	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C6	Regional conflict and tensions (Great Lakes)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C7	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C9	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C10	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C11	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C12	Communicable/non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C14	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C15	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C16	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C17	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C18	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C19	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C20	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C21	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C22	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C23	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C24	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C25	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C26	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C27	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C28	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C29	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C30	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C31	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C32	Governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C33	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C34	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C35	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C36	Social protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C37	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C38	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C39	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C40	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C41	Natural resource management (e.g., mining, forests, Lake Tanganyika)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. When thinking about the development challenges in Burundi, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector reform
2	Gender
3	Social cohesion
4	Education
5	Domestic private sector development
6	foreign direct investment
7	Water and sanitation
8	Trade and exports
9	Economic growth
10	Energy
11	Regional conflict and tensions (Great Lakes)
12	Disaster management
13	Monitoring and evaluation
14	Governance
15	Social protection
16	Climate change (e.g., mitigation, adaptation)
17	Poverty reduction
18	Law and justice (e.g., judicial system)
19	Security/stabilization/reconstruction
20	Anti corruption
21	Financial markets
22	Equality of opportunity (i.e., equity)
23	Urban development
24	Crime and violence
25	Regional integration
26	Global information and communications technology
27	Local governance and institutions
28	Transport (e.g., roads, dams, transportation means)
29	Agricultural development
30	Natural resource management (e.g., mining, forests, Lake Tanganyika)
31	Public financial management (e.g., public expenditure, fiscal system reform)
32	Job creation/employment
33	Health
34	Rural development
35	Global integration
36	Food security
37	Environmental sustainability
38	Regulatory framework
39	Basic infrastructure
40	Communicable/non-communicable disease

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in Burundi?												
		Not effective at all								Very effective	Don't know	
D2	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Burundi, to what extent do you believe that the World Bank's knowledge and research ...												
		To no degree at all								To a very significant degree	Don't know	
D7	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are relevant to Burundi's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are applicable to Burundi's development challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D17. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

D18. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank's safeguard policy requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Burundi's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E11. To what extent do you believe the World Bank is adequately staffed in Burundi, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't Know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN BURUNDI

F1. How significant a role do you believe the World Bank SHOULD play in Burundi's development over the medium term in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't Know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Burundi? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Burundi's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Burundi's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Increase the level of World Bank staffing in Burundi's office (number of people)
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Where do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Blogs
10	Mobile phones
11	Instant messaging
12	Other (please specify): _____

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/burundi)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Burundi?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	The World Bank's PIC is a valuable source of information related to development in Burundi. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	1st Vice-Président of the Republic Cabinet
22	2 nd Vice-Président of the Republic Cabinet
23	Others (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable disease
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global information and communications technology
19	Global integration
20	Governance
21	Health
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Local governance and institutions
25	Monitoring and evaluation
26	Natural resource management (e.g., mining, forests, Lake Tanganyika)
27	Poverty reduction
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Public sector reform
30	Regional conflict and tensions (Great Lakes)
31	Regional integration
32	Regulatory framework
33	Rural development
34	Security/stabilization/reconstruction
35	Social cohesion
36	Social protection
37	Trade and exports
38	Transport (e.g., roads, transportation)
39	Urban development
40	Water and sanitation
41	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Burundi? (Choose no more than TWO)

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?

1	East
2	West
3	North
4	South
5	Center

Thank you for completing the survey!