



World Bank Group Country Survey FY 2025 – Democratic Republic of Congo

The World Bank Group seeks your insights regarding our engagement and activities in the Democratic Republic of Congo (DRC). You have been identified as an integral partner, leader, or decision-maker in the DRC, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in the DRC but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged Target SARL, a reputable local firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

Q1. What is your primary professional affiliation? <i>(Select only 1 response)</i>	
1	Office of the President
2	Office of the Prime Minister or a Minister
3	Office of a Parliamentarian (National Assembly, Senate)
4	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary
5	Employee of a State-Owned Enterprise
6	Local Government Office or Staff
7	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN system)
8	Regional Organization (e.g., African Union, East African Community (EAC), Southern African Development Community (SADC))
9	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
10	Private Sector: Private Company / Financial Sector Organization / Private Bank
11	Academia / Research Centers
12	Media
13	Other (please specify): _____

Q2. How familiar are you with the World Bank Group's work in the DRC?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Very familiar

Q3. In the past 3 years, have you worked or collaborated with the World Bank Group (WBG) in the DRC?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following WBG agencies have you worked or collaborated with in the DRC? <i>(Select all that apply)</i>	
1	World Bank (IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

[ASK ALL]

A1. How much do you trust each of the following institutions to do what is right for the DRC?													
		Not at all										Very much	Don't know
1	Government of the DRC	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	United Nations peacebuilding mission (MONUSCO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	United Nations agencies (UNDP, UNICEF, WHO, WFP, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development bank (African Development Bank (AfDB))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Civil society (NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Faith-based organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Academia / think tanks / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How relevant is each of the following organizations to the DRC's development?													
		Not at all										Very much	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development bank (AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	United Nations agencies (UNDP, UNICEF, WHO, WFP, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How effective is each of the following organizations in helping the DRC achieve development results?													
		Not at all										Very much	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development bank (AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	United Nations agencies (UNDP, UNICEF, WHO, WFP, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A4. Based on your experience, in the past two years, how has the WBG changed in terms of...		Became significantly worse	Became somewhat worse	Stayed the same	Became somewhat better	Became significantly better	Don't know
1	[ASK ALL] Its work to improve people's lives in the DRC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	[ASK ALL] Its work to improve the overall business environment in the DRC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	[ASK GOVT Q1=1-6, BI/MULTI Q1=7,8, COLLAB ONLY FOR Q1 9-13, Q3=1] Being easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	[ASK GOVT Q1=1-6, BI/MULTI Q1=7,8, COLLAB ONLY FOR Q1 9-13, Q3=1] The speed of WBG project approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	[ASK GOVT Q1=1-6, BI/MULTI Q1=7,8, COLLAB ONLY FOR Q1 9-13, Q3=1] Partnering with others to increase development finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	[ASK GOVT & PS ONLY, Q1=1-6 OR 10] Creating new investment opportunities in the DRC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	[ASK GOVT Q1=1-6, BI/MULTI Q1=7,8, COLLAB ONLY FOR Q1 9-13, Q3=1] Improving the technical quality of WBG-supported projects in the DRC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	[ASK GOVT Q1=1-6, BI/MULTI Q1=7,8, COLLAB ONLY FOR Q1 9-13, Q3=1] Working across its institutions as one World Bank Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[ASK WB COLLABORATORS, Q3=1]

Please think about a specific WBG-supported project or initiative that you are most familiar with.

B1. Please select the **development area that this WBG-supported project or initiative supported. (Select all that apply)**

1	Agriculture / food security	8	Health
2	Climate change / environmental sustainability	9	Private sector development
3	Digital infrastructure and services	10	Social protection
4	Education	11	Transport
5	Energy / electricity	12	Water / sanitation
6	Financial / micro-economic management	13	Other (please specify): _____
7	Urban development		

B2. If you recall, what was the name of this WBG-supported project or initiative?

B3. How **helpful was the WBG in achieving the goals of this project or initiative?**

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

[ASK IF B3=1-4] B4a. How could the WBG have been **more helpful** on this project or initiative? *(Please be specific)*

[ASK IF B3=5-10] B4b. How did this WBG-supported project or initiative **impact the people** of the DRC? *(Please be specific)*

[ASK ALL]

C1. To what extent is the WBG an effective development partner in terms 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		
1	Responsiveness to needs in the DRC	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Being a long-term partner to the DRC	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C2. To what extent is the WBG an effective development partner in the DRC, in terms of collaborating with the following groups?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Other donors and development partners (UN agencies, AfDB, EU, USAID, AFD, German Cooperation, FCDO, Belgium Cooperation, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Academia / think tanks / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in the DRC? (<i>Select up to 2</i>)			
1	Academia / research centers	5	Other donors and development partners
2	Civil society (e.g., NGOs, CBOs)	6	Local government
3	Private sector	7	Other (please specify): _____
4	Parliament / legislative branch		

The WBG supports the Government of the DRC's **engagement with civil society** (including citizens, CBOs, and CSOs) in development policy dialogue and implementation (including the design, preparation, implementation, and oversight of WBG-supported operations).

[ASK ALL]

C4. How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in the DRC?										
<i>If you are not familiar with this area of the WBG's work, please select "Don't know"</i>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

[ASK IF C4=1-4] C4a. How could the WBG be **more effective** in facilitating civil society participation in development policy dialogue and implementation? *(Please be specific)*

[ASK IF C4=5-10] C4b. Please share examples of the WBG's **effective facilitation of civil society participation** in development policy dialogue and implementation. *(Please be specific)*

[ASK ALL] D1. Which WBG instruments do you **value the most** in the DRC?
(Select up to 2)

1	Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3 rd party financial resources)
2	Advisory services (e.g., capacity building and training, policy advice, technical assistance)
3	Financial resources (e.g., budget support, investment lending, grants, trust funds)
4	Data and research (e.g., statistics, reports, research on global development issues)
5	Other (please specify): _____

[ASK GOVT Q1=1-6, COLLAB ONLY FOR Q1 7-13, Q3=1]

D2. To what extent do you agree with the following statements about the WBG's **financial support** to the DRC?
(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")

		Strongly disagree										Strongly agree		Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of the DRC	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	The conditions of the WBG's financing are competitive compared to markets (private sector or other development banks)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	The standards and requirements for the WBG's financing are reasonable	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
4	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

The following questions ask about the WBG's **knowledge work, including data, research, training, and advisory services**, in the DRC.

[ASK ALL] D3. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in the DRC?

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

[ASK ALL] D4. In the past 3 years, what WBG knowledge work have you used? <i>(Select all that apply)</i>			
1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify) _____
4	Advisory services	8	I have not used WBG knowledge work

[ASK D5 & D6 IF USED KNOWLEDGE, D4=1-7]

[ADD SKIP INSTRUCTION FOR PAPER VERSION – If you have not used WBG knowledge work, please skip to Section E]

Please think about a **specific WBG knowledge work** that you most recently utilized.

D5. If you recall, what was the name of this WBG knowledge work?

D6. For what purpose did you use this WBG knowledge work?

[ASK D7 IF USED POLICY ADVICE, D4=1-7]

D7. In your opinion, has the WBG's policy advice influenced a new or existing government policy in the DRC?	
1	Yes
2	No

[ASK IF D7=1] D8. What government policy or action did the WBG's advice influence and in what way? (Please be specific)

[ASK IF USED KNOWLEDGE, D4=1-7]

D9. To what extent do you agree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
1	Working with the WBG increases the DRC's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	I am satisfied with the quality of the WBG's knowledge work in the DRC	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

[ASK IF NOT SATISFIED WITH QUALITY, D9_2=1-4] D9a. How could the WBG **improve the quality** of its knowledge work in the DRC? *(Please be specific)*

[ASK ALL]

E1. Which areas should the WBG prioritize to have the most impact on development results in the DRC? (Select up to 5)

1	Gender equity	10	Climate change
2	Debt management	11	Agriculture / food security
3	Transport infrastructure	12	Digital infrastructure development
4	Health	13	Private sector development
5	Energy	14	Social protection
6	Public sector governance	15	Jobs
7	Environment / natural resource management	16	Water / sanitation
8	Fragility, conflict and violence	17	Urban development
9	Education	18	Other (please specify): _____

E2. What is the most important thing the WBG could do to increase its effectiveness in these priority areas in the DRC? (Please be specific)

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[ASK ALL]

E3. When economic and/or social reform efforts fail or are slow to take place in the DRC, which of the following would you attribute this to? (Select up to 3)

1	Inadequate government accountability	8	Inadequate private sector participation
2	Inadequate donor coordination	9	Reforms are not well thought out in light of country challenges
3	Donor assistance favoring certain sectors or foreign interests	10	Ongoing conflict and instability
4	Inadequate funding	11	Inadequate citizen/civil society participation
5	Inadequate capacity in the government	12	Pressure from outside interest groups (e.g., private sector, unions)
6	Political pressures and obstacles	13	Other (please specify): _____
7	Corruption		

[ASK GOVT & PRIVATE SECTOR, Q1=1-6, 10]

E4. What are the biggest challenges facing private sector development in DRC? (<i>Select up to 3</i>)			
1	Access to finance	6	Political instability
2	Regulatory environment	7	Corruption
3	Infrastructure gaps	8	Market size / demand
4	Investment climate	9	Other (please specify): _____
5	Skilled workforce availability		

[ASK ALL] F1. How would you prefer to obtain information from the WBG? <i>(Select up to 3)</i>			
1	WBG e-Newsletters	6	WBG website (including blogs)
2	Direct contact with WBG staff (e.g., in person, virtually, phone, email)	7	WBG podcasts
3	WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	WBG publications
4	WBG direct messaging (e.g., WhatsApp)	9	Other (please specify): _____
5	WBG event / conference / workshop (in person or online)		

[ASK ALL] F2. Do you recall seeing or hearing anything about the WBG recently?	
1	Yes
2	No

[ASK IF RECALL, F2=1] F3. Where do you recall seeing or hearing this information? <i>(Select all that apply)</i>			
1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG website (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

[ASK IF F2=1] F4. What do you recall seeing or hearing about the WBG? <i>(Select all that apply)</i>			
1	WBG economic forecasts	8	WBG's efforts to support economic governance reforms in DRC
2	WBG reforms to become a better bank	9	WBG's efforts to Mpox response in DRC
3	WBG's efforts to support small and medium enterprises in DRC	10	WBG's efforts to increase access to electricity in DRC
4	WBG's efforts to support digital development in DRC	11	WBG's efforts to support food security in DRC
5	WBG's efforts to support access to water in DRC	12	WBG's efforts to support primary education in DRC
6	WBG efforts to protect forests	13	Other (please specify): _____
7	WBG mission to end poverty on a livable planet		

[ASK ALL] F5. What information would be most helpful to you in understanding the WBG's role in the DRC? (Select up to 3)			
1	Case studies of WBG projects	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations	6	Regular updates on WBG activities
3	Sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

[ASK ALL]

G1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

G2. What is your age ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

G3. Within your organization , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

G4. Which best represents your geographic location ?	
1	Kinshasa
2	City/town (please specify): _____
3	Province/territory (please specify): _____

Thank you for completing this survey!