

FY 2016 Democratic Republic of Congo Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



November 2016



Acknowledgements

The DRC 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, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Isabel Tepedino, Dania Mendoza, and Noreen Wambui provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the DRC country team and the local fielding agency LES POINTS. In particular, PORG is grateful for the support from Louise Mekonda Engulu (Senior Communications Officer) and Olga Kadima (Operations Officer) who coordinated the survey related activities from Kinshasa, the DRC.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

- *General Issues Facing the DRC*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in the DRC*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to June 2016, 400 stakeholders of the WBG in the DRC 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; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 317 stakeholders participated in the survey (79% response rate).

Respondents completed the questionnaire with a representative from the fielding agency. Respondents were asked about: general issues facing the DRC; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in the DRC; and the WBG's communication and information sharing.

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.

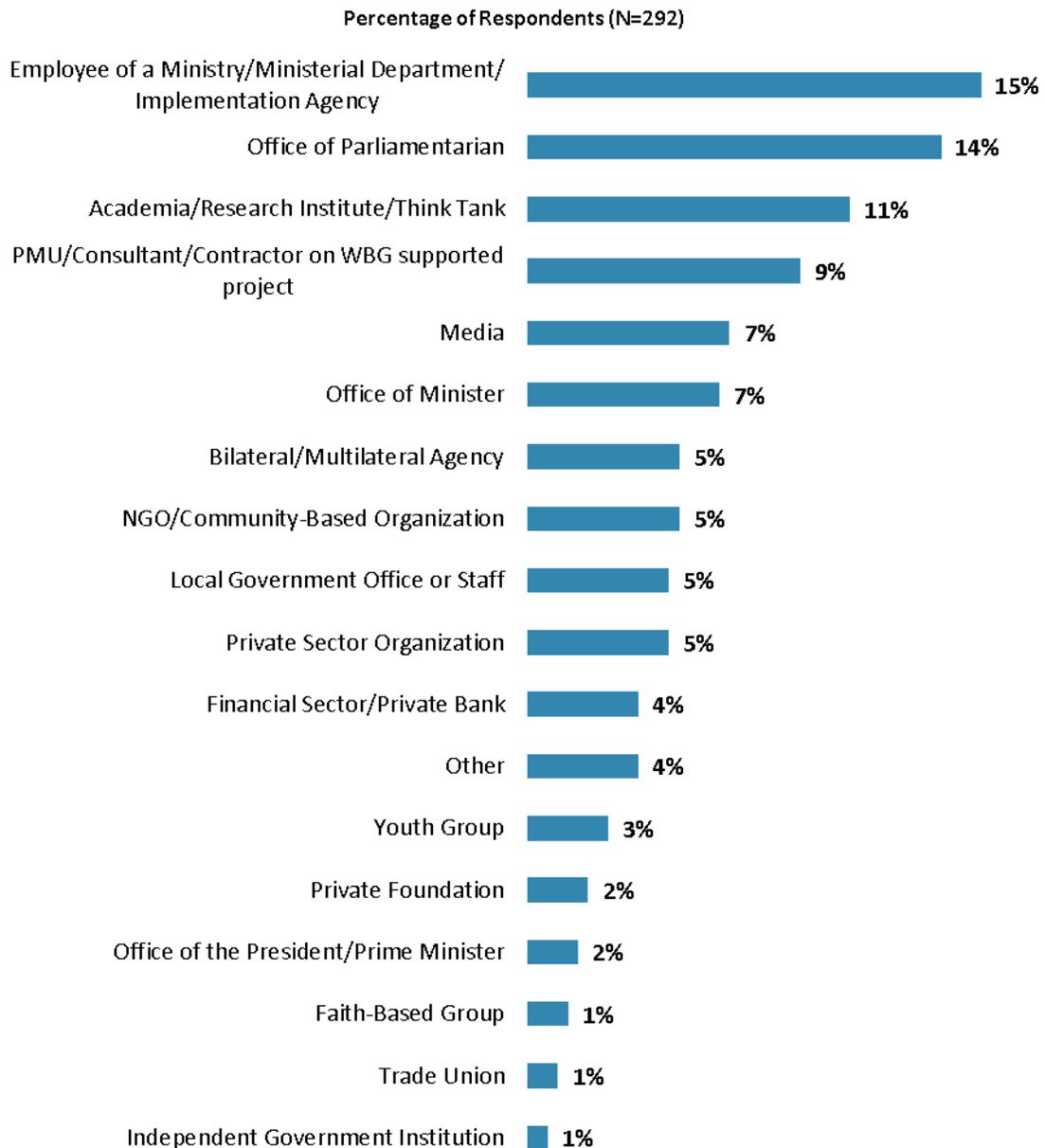
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 83%, N=331). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 95).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, youth groups, private foundations, faith-based groups, and trade unions were combined in the “CSO” category; and the few respondents from independent government institutions were included in the “Other” category. There were no respondents from the judiciary branch.

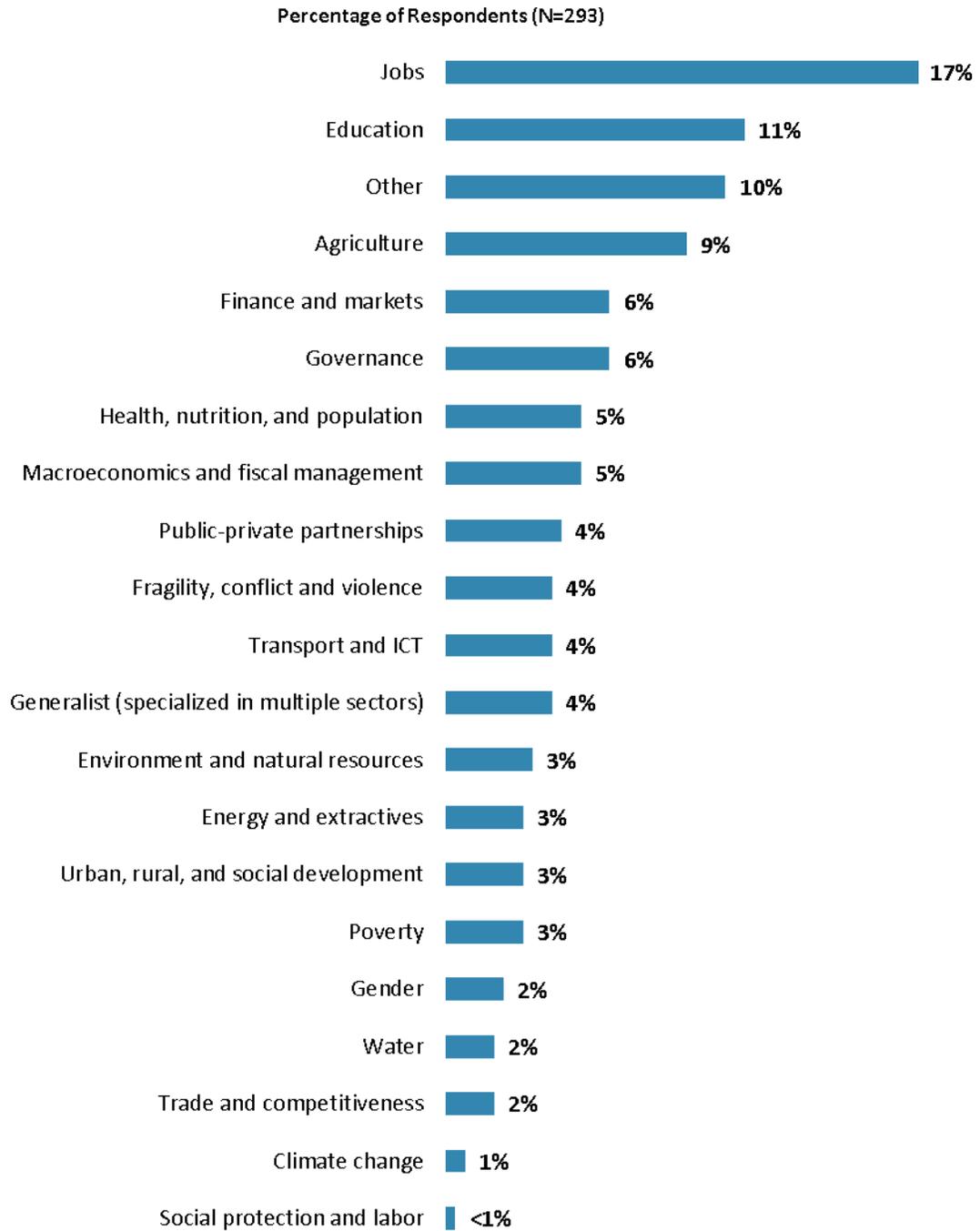


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



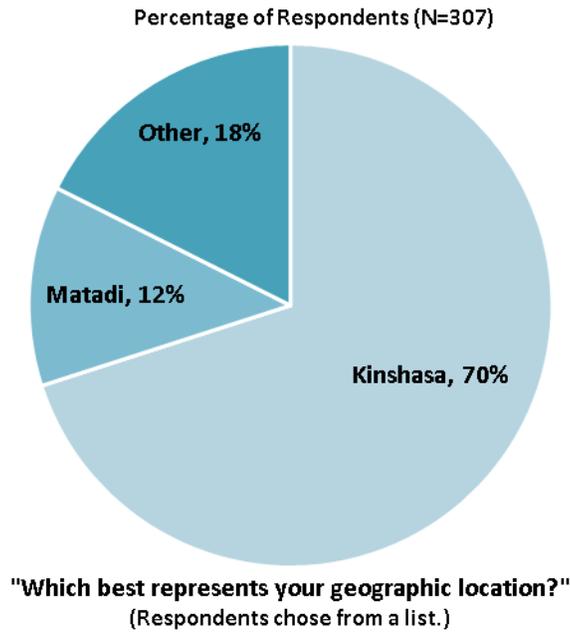
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



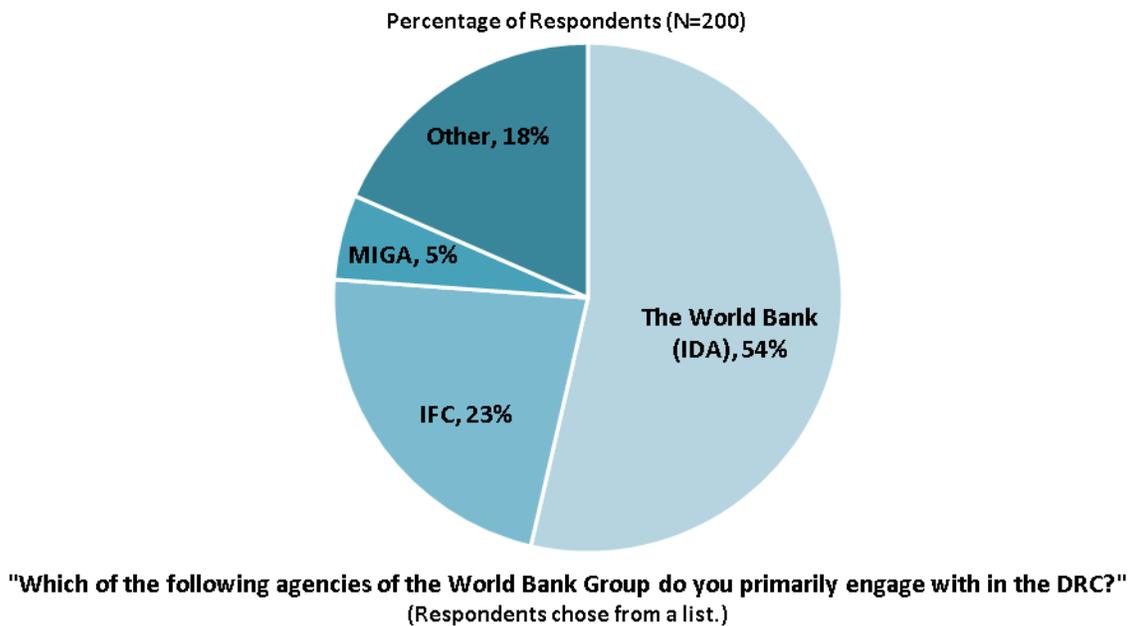
III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from Matadi and other areas were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 86).



Exposure to Agencies within the World Bank Group

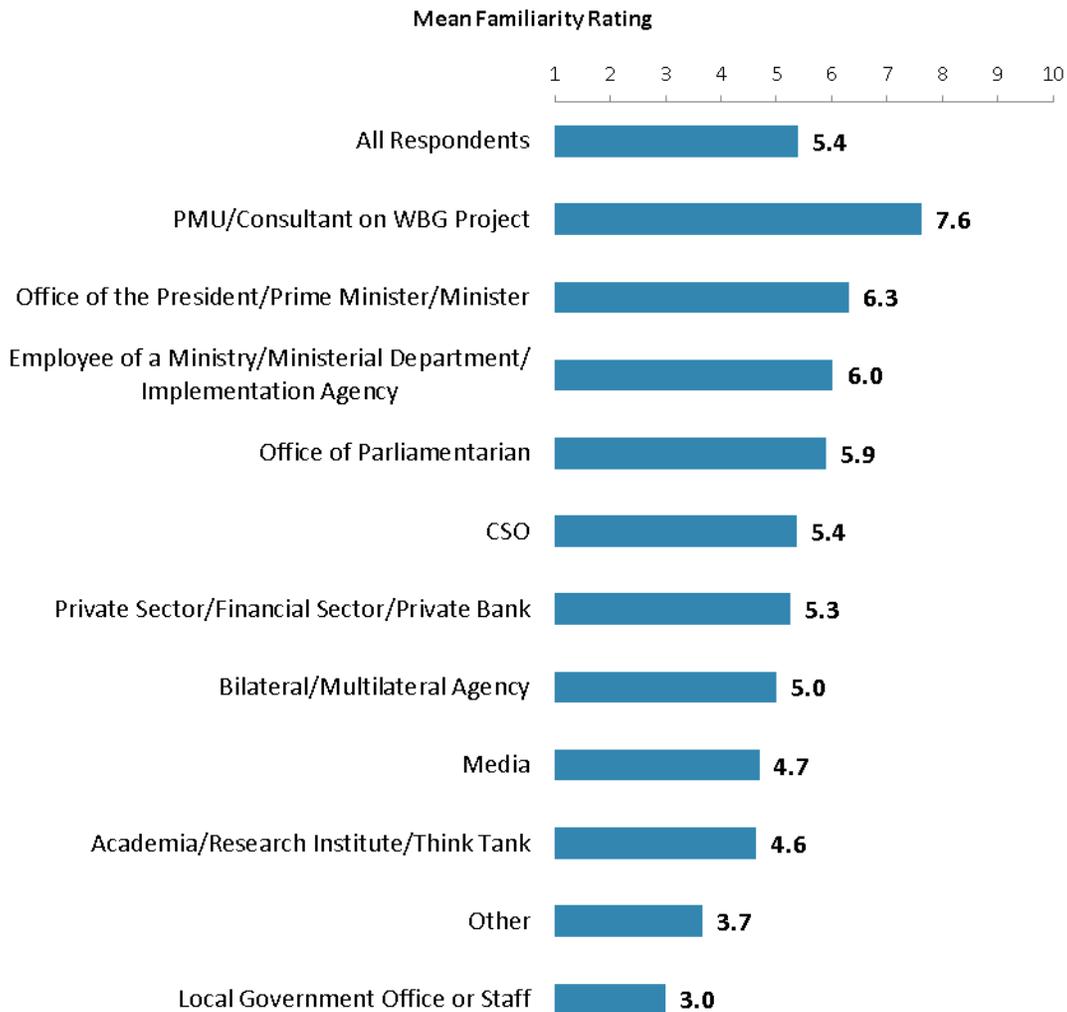




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year’s Country Survey were significantly more familiar with the WBG than respondents in the previous FY’13 Country Survey (mean familiarity rating in FY’16 = 5.5; mean familiarity rating in FY’13 = 4.4).¹
- Respondents’ levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG’s overall effectiveness in the DRC, the extent to which the WBG plays a relevant role in development in the DRC, and the extent to which the WBG contributes to the country’s development results.



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

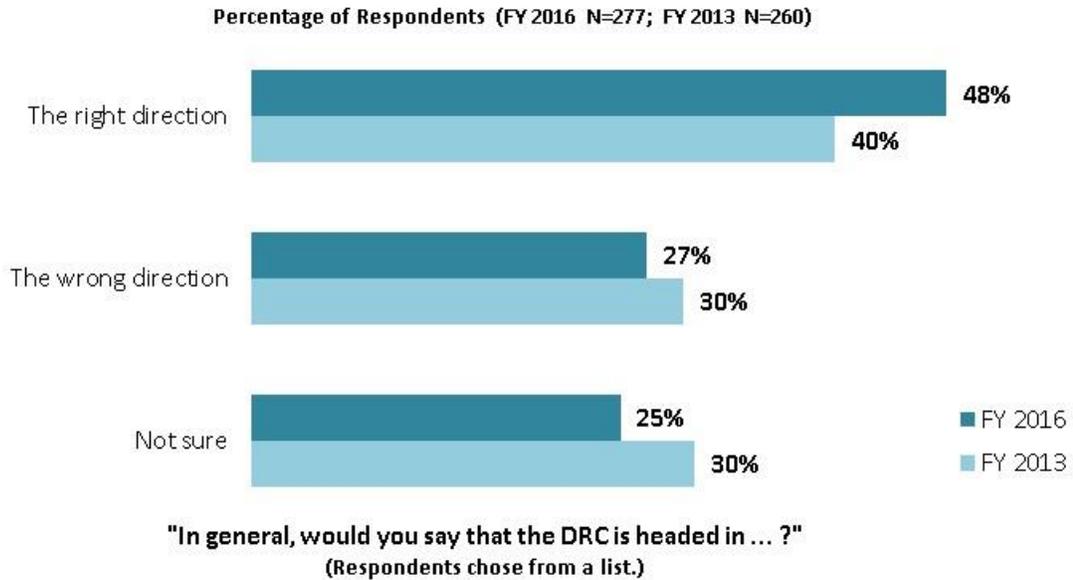
¹ Please refer to Appendix E (page 95) for more details on data comparisons across years. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing the DRC

Headed in the Right Direction²

- **Stakeholder groups:** In this year's Country Survey, respondents from bilateral/multilateral agencies were significantly more likely to indicate that the DRC is headed in the right direction, whereas respondents from CSOs and the media were significantly less positive about the prospect of the DRC.



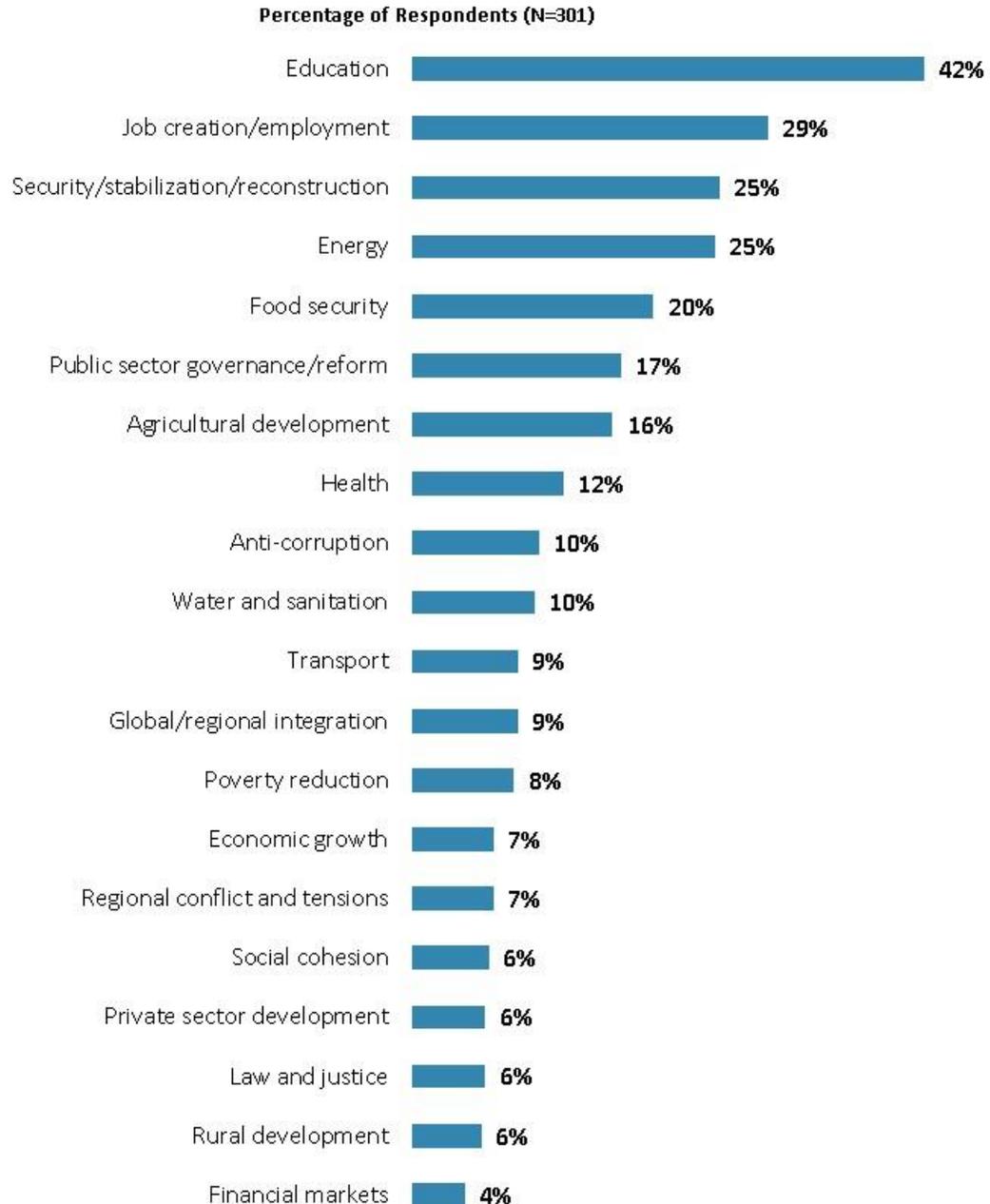
² Percentages in the chart were calculated based on weighted data.



IV. General Issues Facing the DRC (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in the DRC were “*transport*” (38%), “*agricultural development*” (25%), “*energy*” (23%), “*public sector governance/reform*” (23%), and “*education*” (21%).



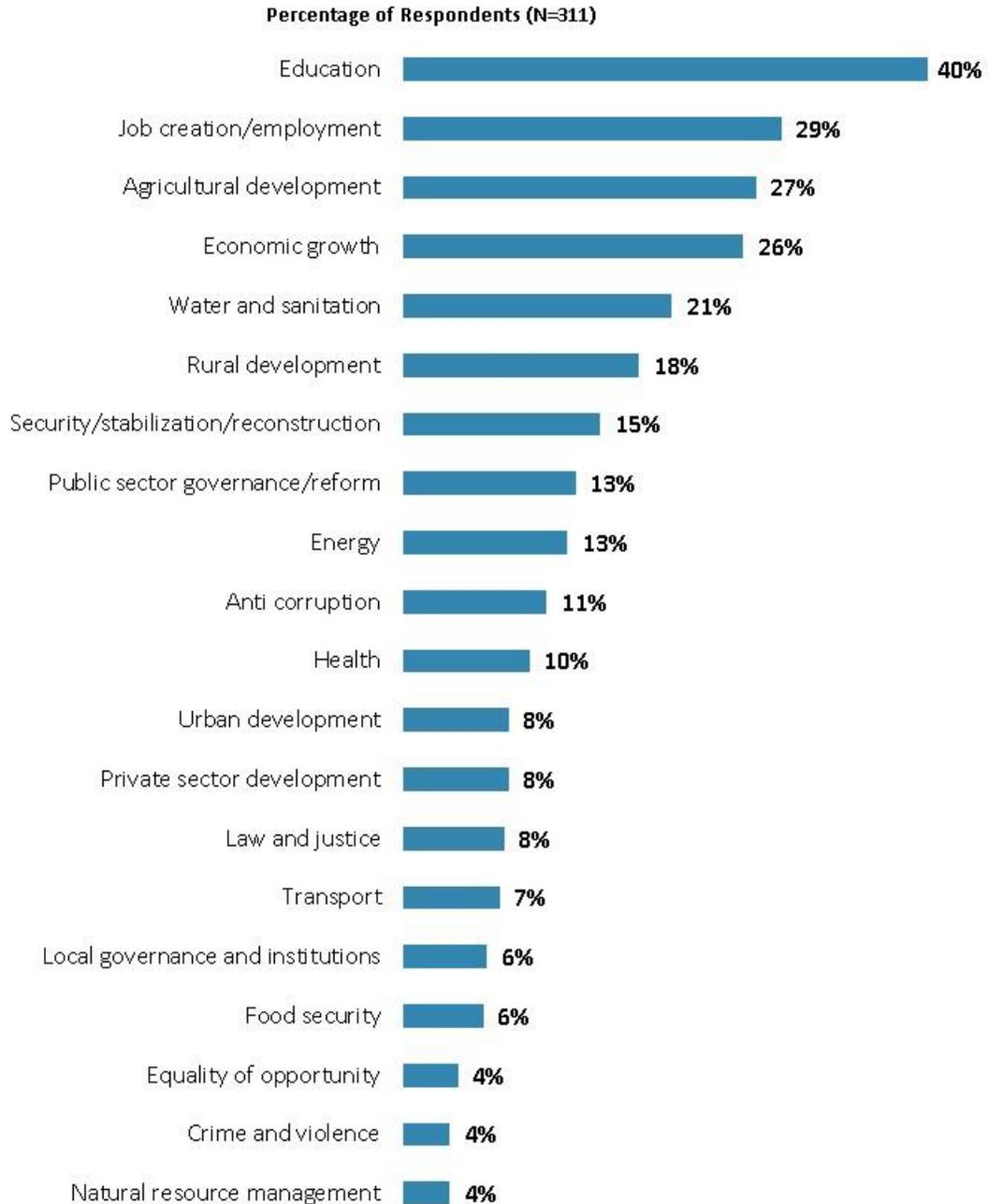
"Listed below are a number of development priorities in the DRC. Please identify which of the following you consider the most important development priorities in the DRC. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



IV. General Issues Facing the DRC (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in the DRC were “*agricultural development*” (28%), “*transport*” (28%), “*job creation/employment*” (28%), and “*water and sanitation*” (27%).

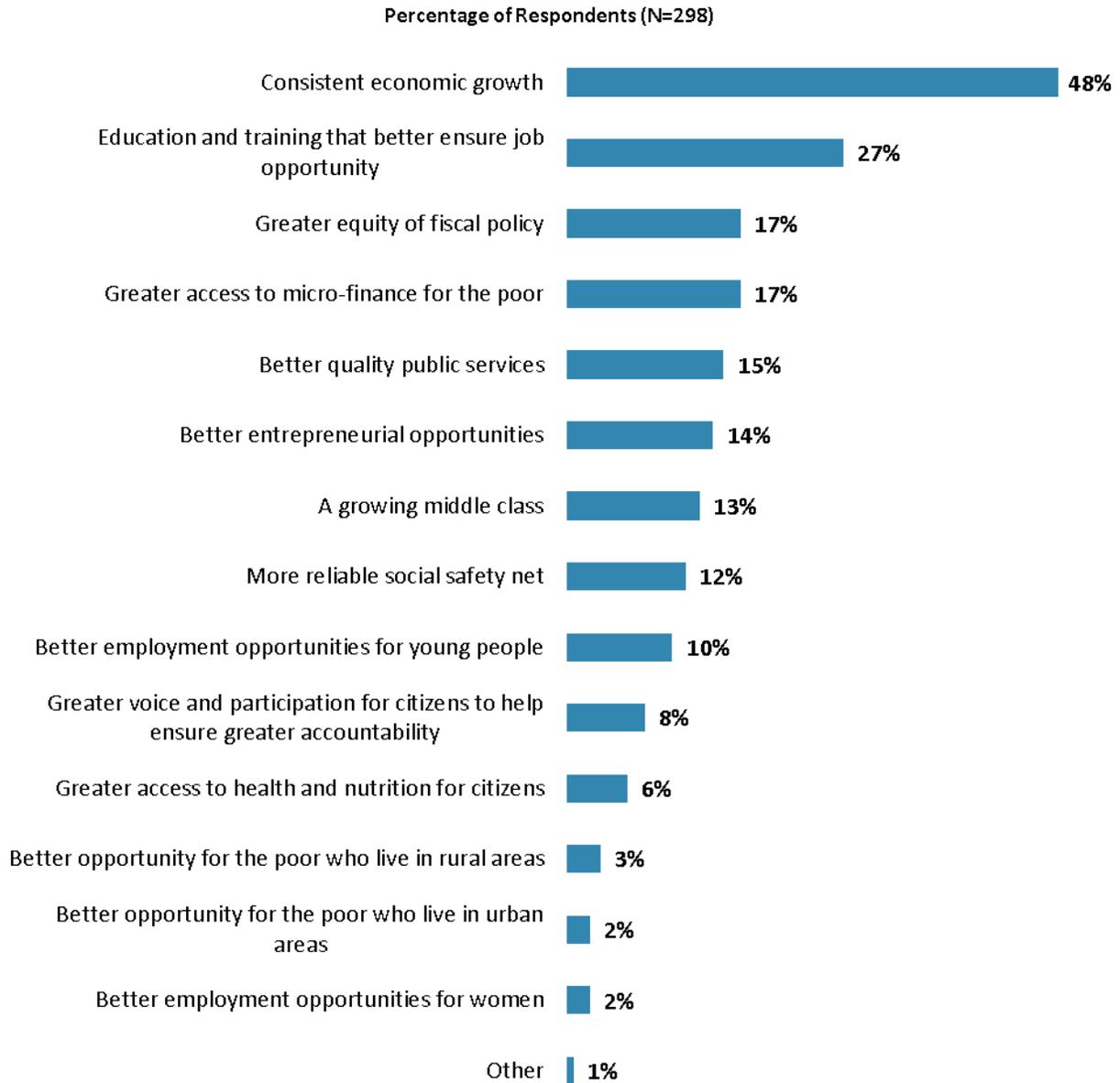


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the DRC? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



IV. General Issues Facing the DRC (continued)

Factors Contributing to “Shared Prosperity”



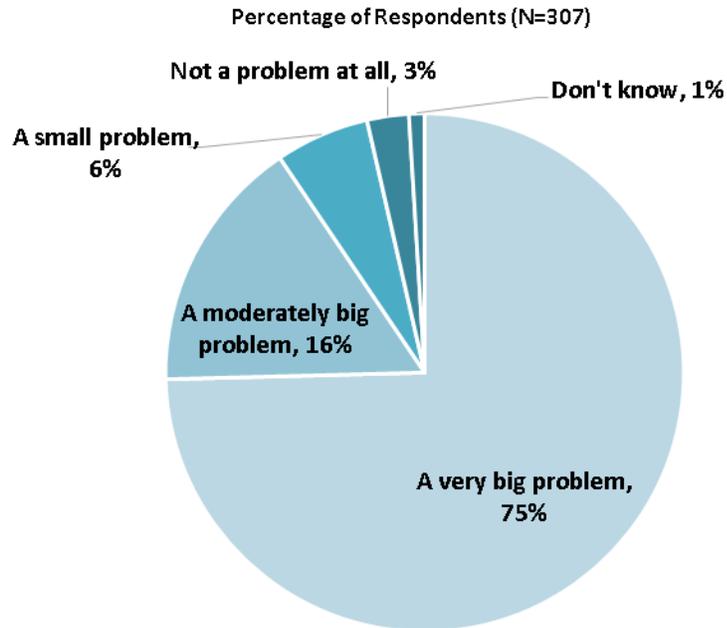
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in the DRC? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



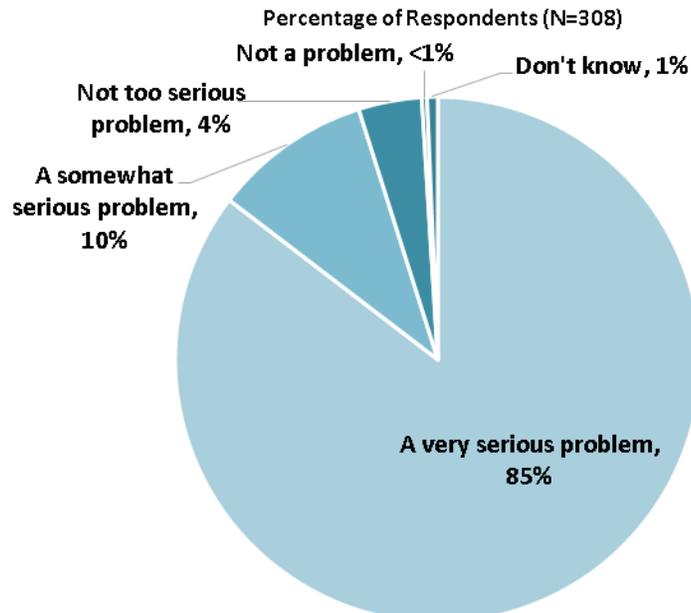
IV. General Issues Facing the DRC (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the DRC?" (Respondents chose from a list.)

Global Climate Change



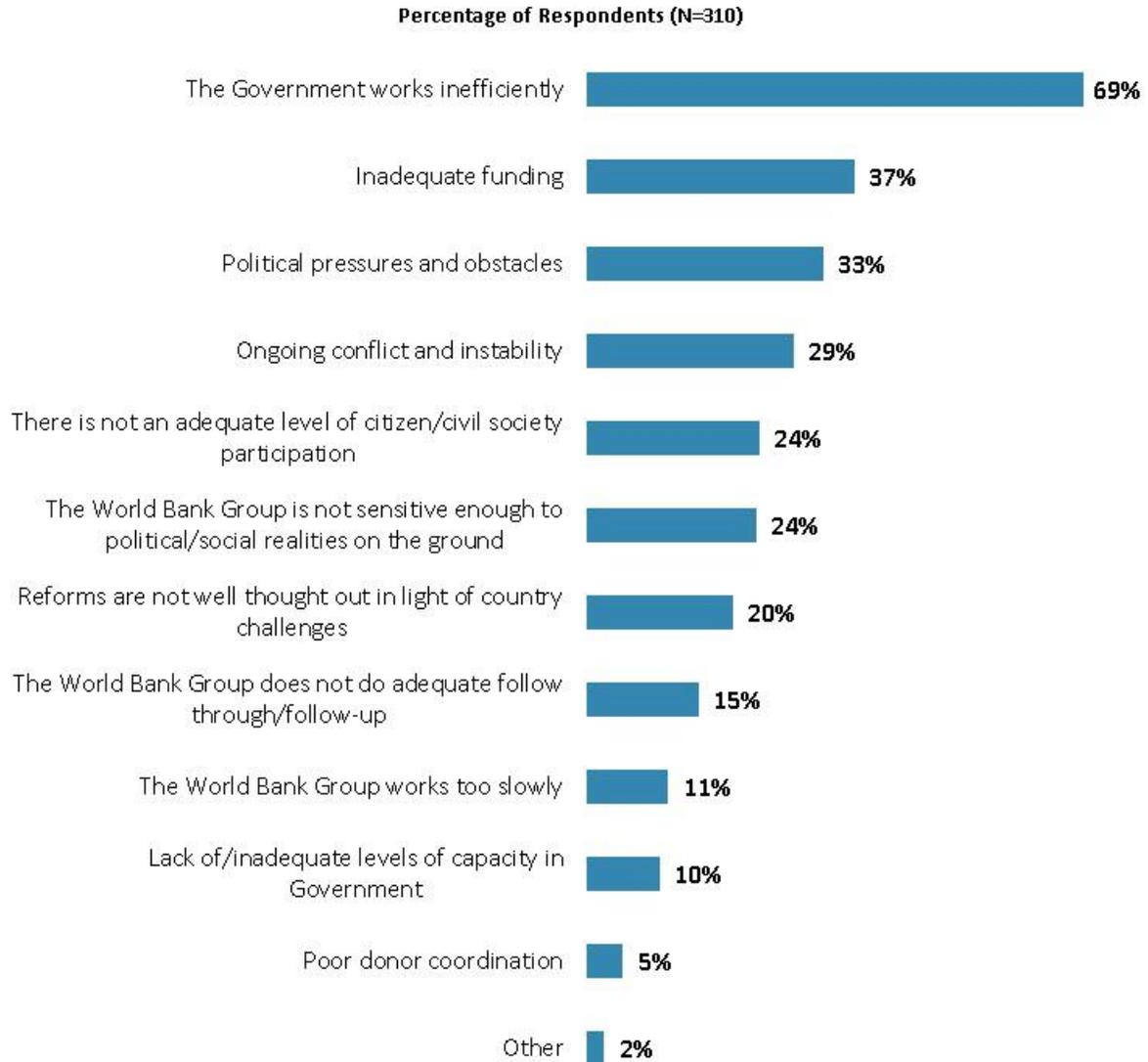
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that “*the Government works inefficiently*” (48%) and “*the World Bank works too slowly*” (48%).



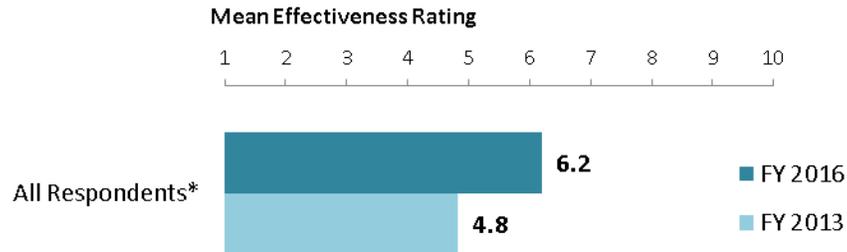
"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



"Overall, please rate your impression of the World Bank Group's effectiveness in the DRC."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2016 and FY 2013)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group’s work help to achieve development results in the DRC?" (1- "To no degree at all", 10- "To a very significant degree")
(*Significantly different between FY 2016 and FY 2013)

Building/Strengthening Existing Country Systems (Indicator Question)



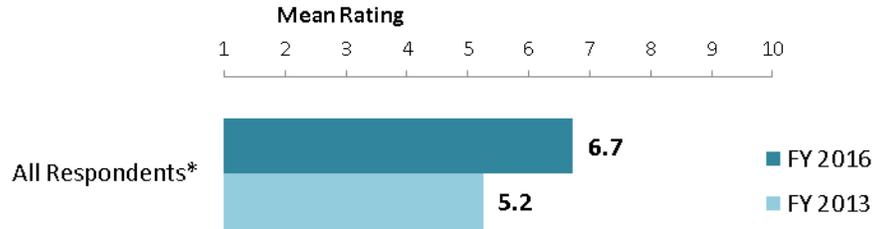
"To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?" (1- "To no degree at all", 10- "To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data from FY’ 16 and FY’13.



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

WBG Staff Preparedness⁴

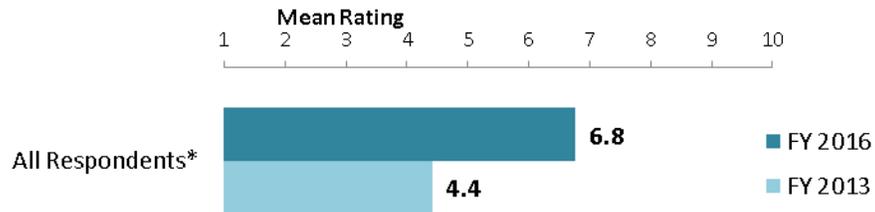


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges?"

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

(*Significantly different between FY 2016 and FY 2013)

WBG Staffing in the DRC



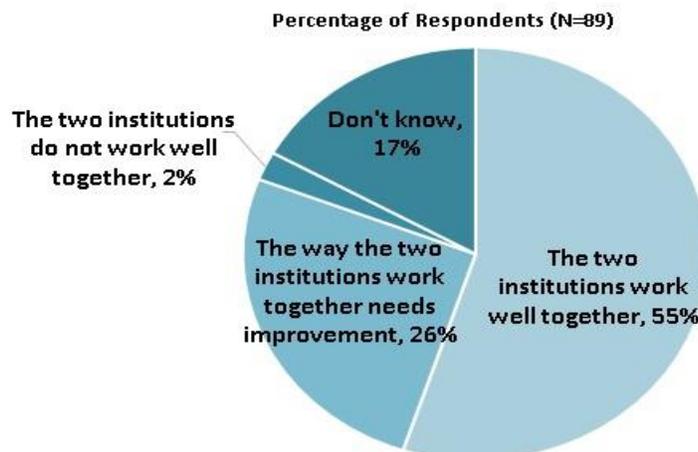
"To what extent do you believe the World Bank Group is adequately staffed in the DRC?"

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

(*Significantly different between FY 2016 and FY 2013)

The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "Do your projects involve both the World Bank and the IFC?" provided their views on the working relationship between the World Bank and the IFC.



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in the DRC?" (Respondents chose from a list.)

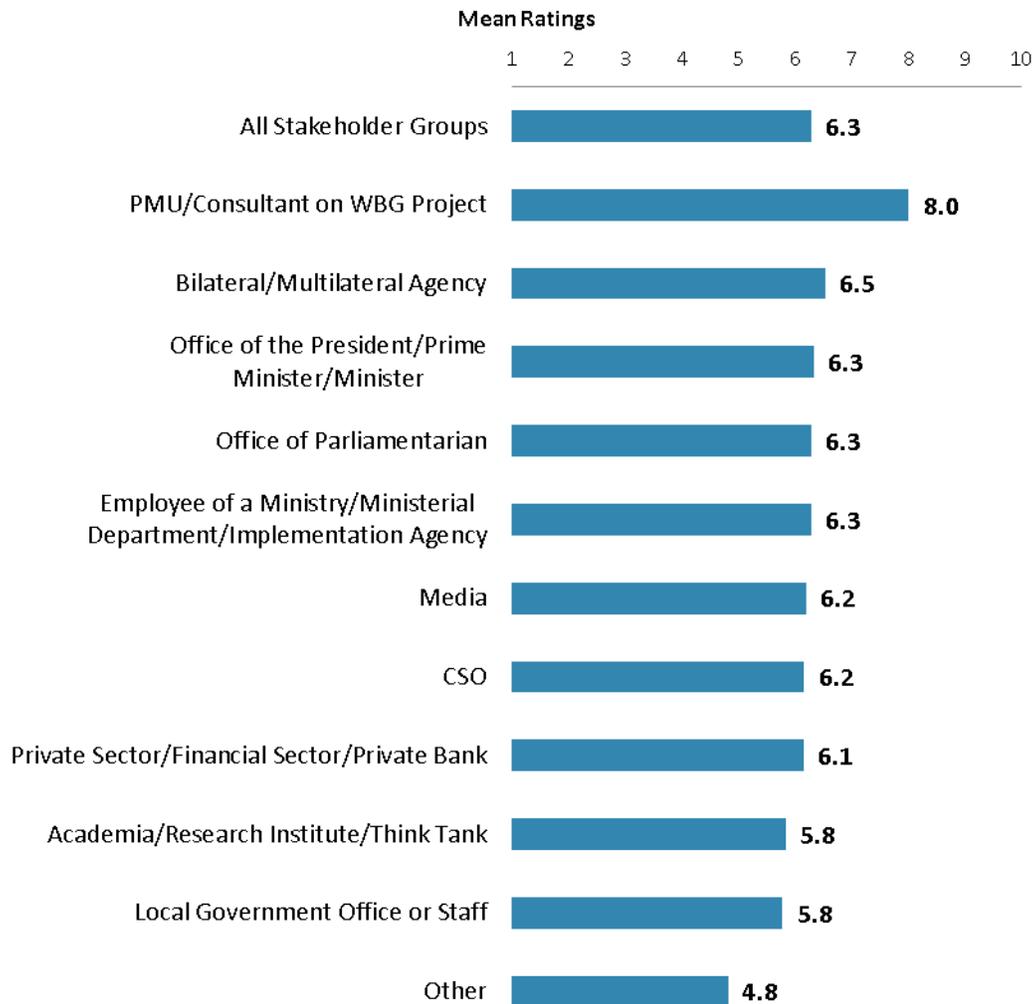
⁴ Means presented in the charts on this page were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty eight COS indicator questions, whereas respondents from other organizations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 62).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty eight COS indicator questions (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 101).



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

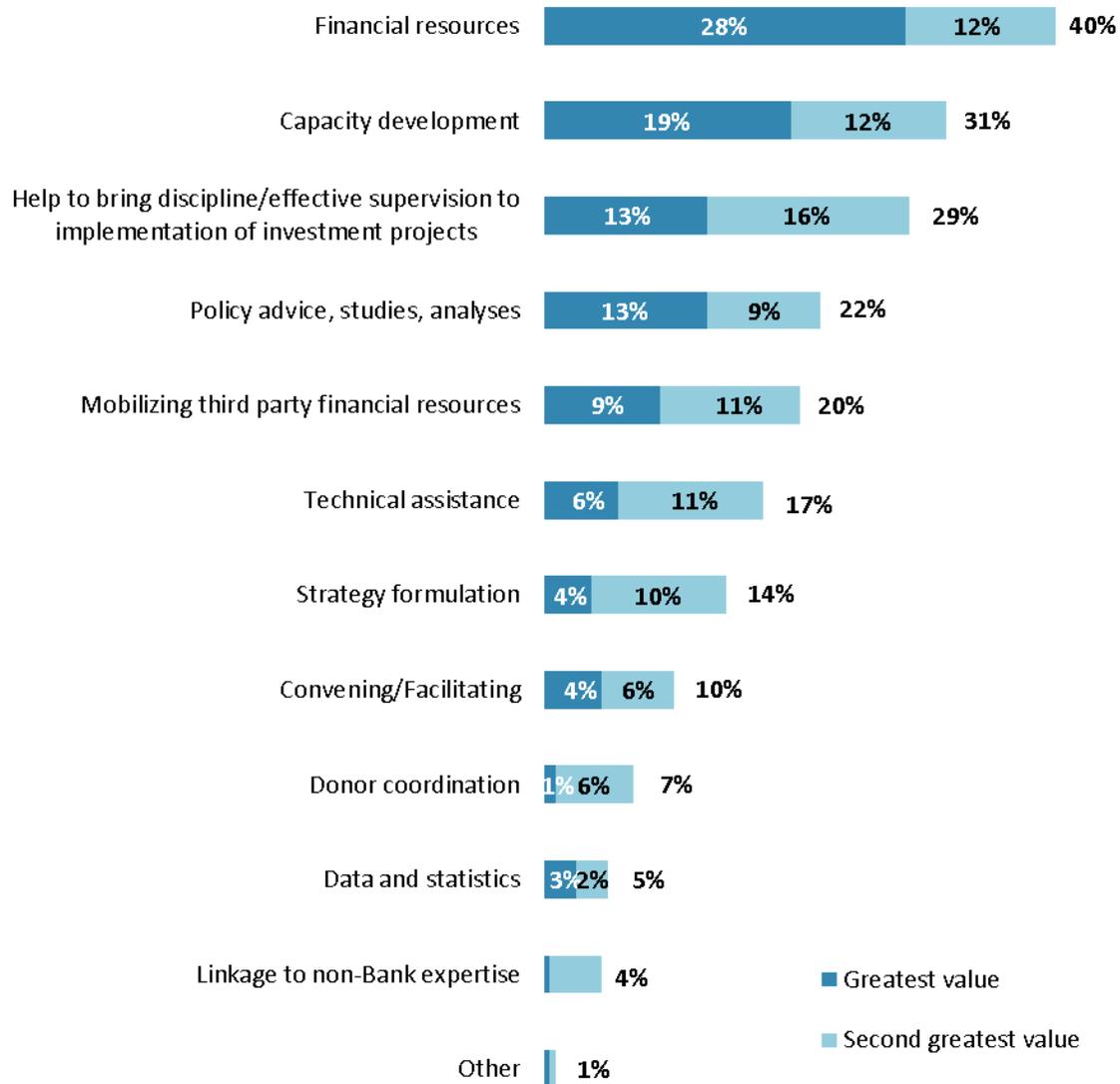


V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to the DRC was its "*financial resources*": "*investment lending*" (51%) and "*policy based lending/budget support to the Government*" (39%).

Percentage of Respondents (N=247)



"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?"

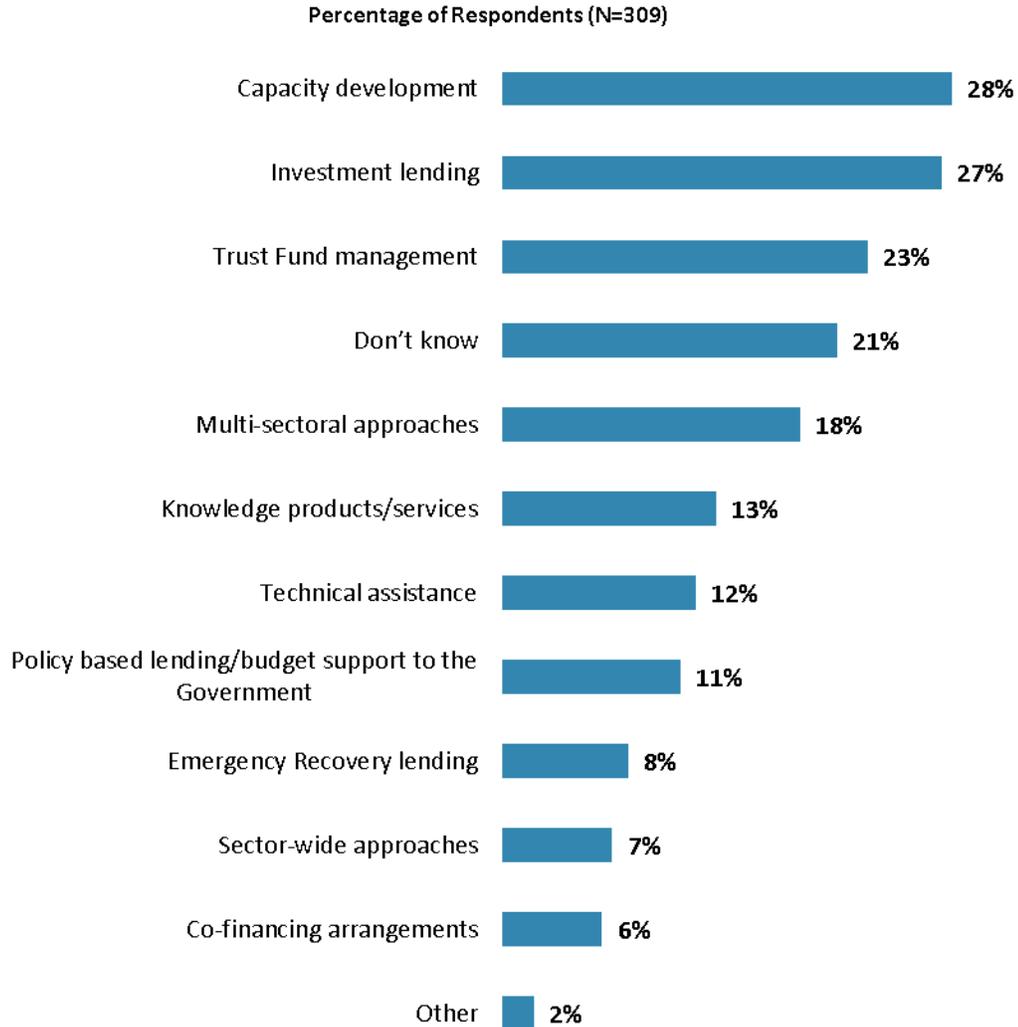
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in the DRC were “*capacity development*” (54%) and “*investment lending*” (44%).



“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)”

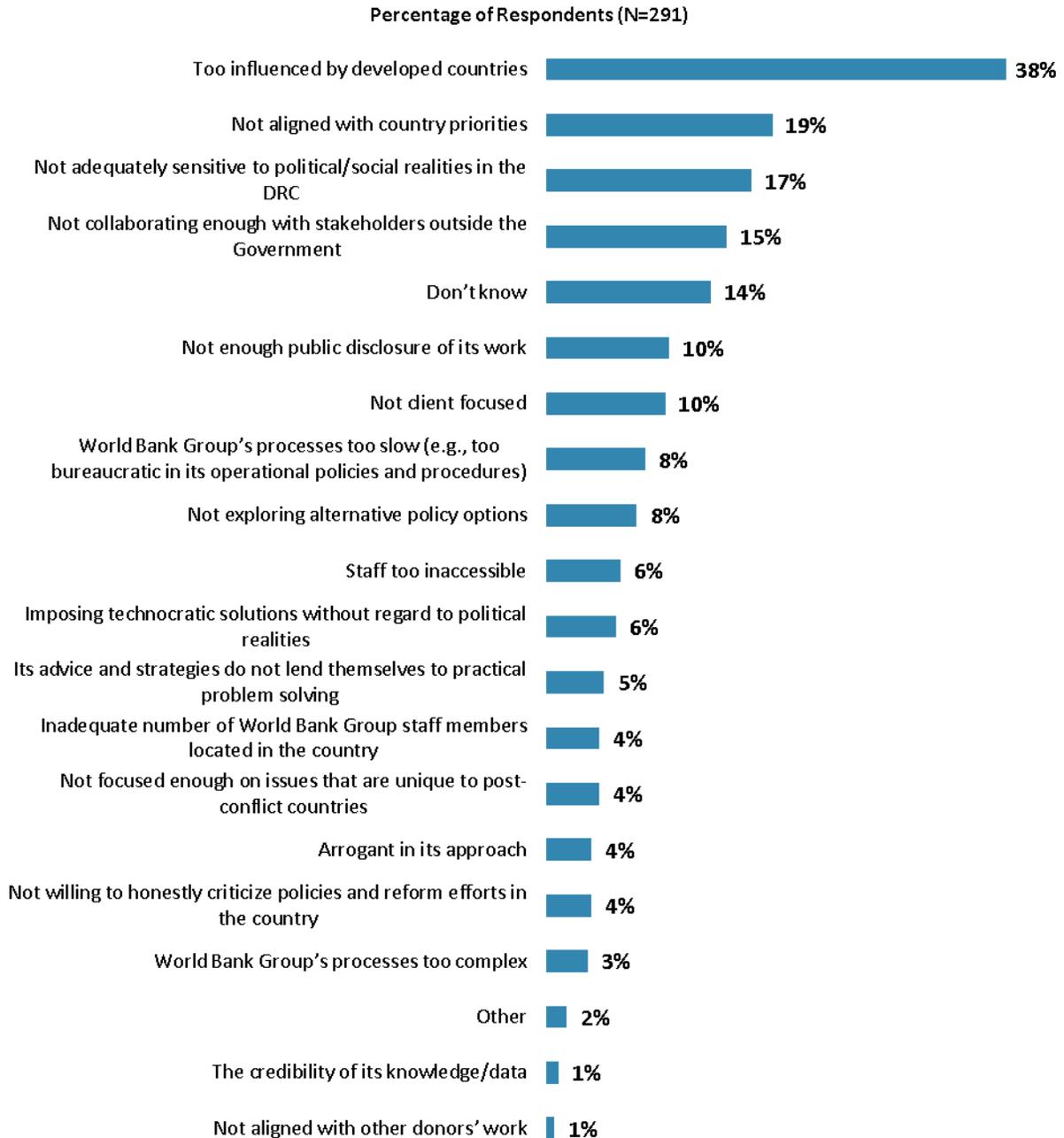
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weaknesses in its work in the DRC were being "*too bureaucratic in its operational policies and procedures*" (34%) and "*too influenced by developed countries*" (31%).

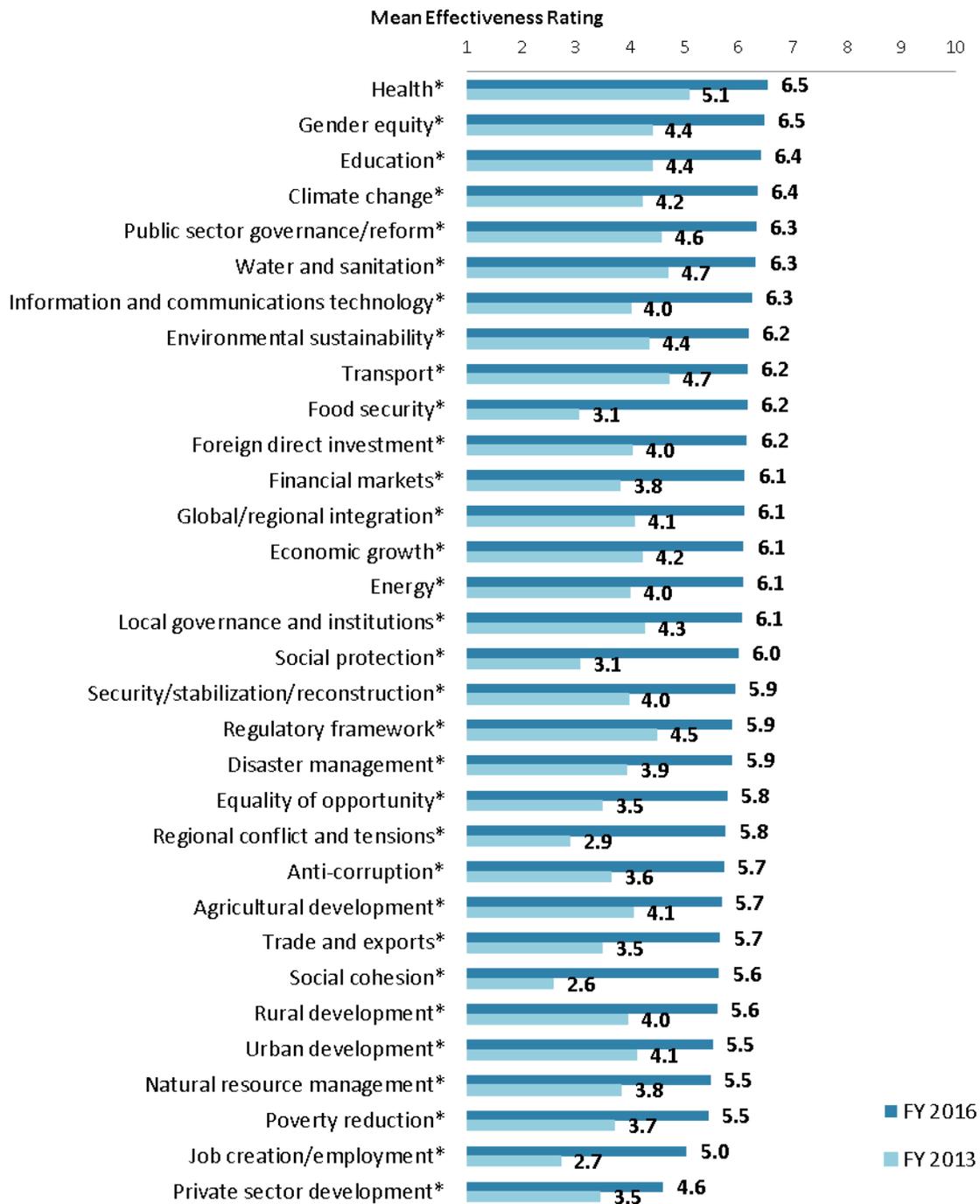


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



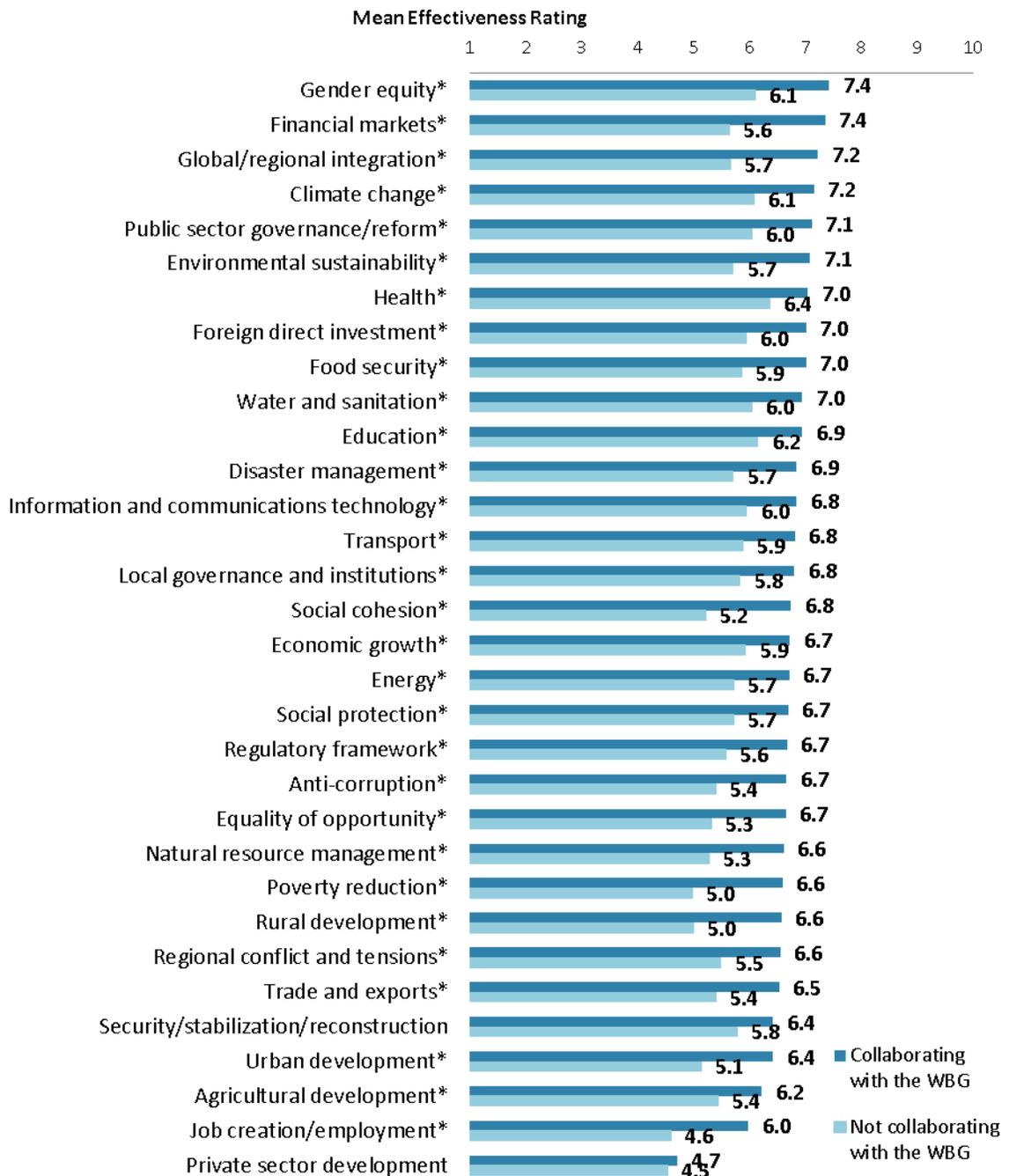
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the DRC?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2016 and FY 2013)*

⁵ All means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

(*Significantly different between collaborators and non-collaborators with the WBG)

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 45) 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. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in the DRC, bivariate correlational analyses were conducted using respondents' ratings of the thirty two specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

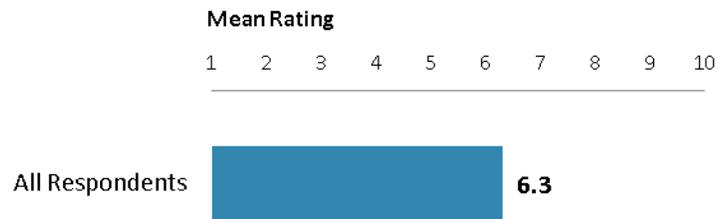
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in the DRC. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at energy; and
 - The WBG's effectiveness at social protection.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in the DRC, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at social cohesion;
 - The WBG's effectiveness at energy;
 - The WBG's effectiveness at social protection; and
 - The WBG's effectiveness at health.



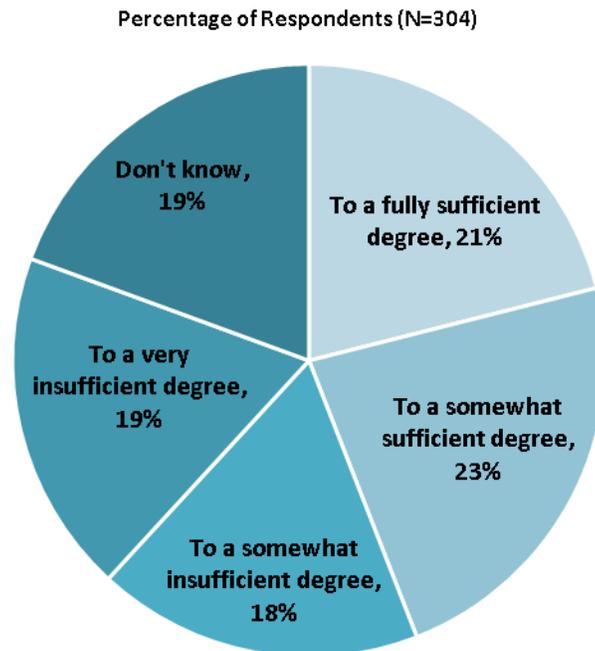
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



“To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in the DRC?”
(1 - “To no degree at all”, 10 - “To a very significant degree”)

Helping the Poorest

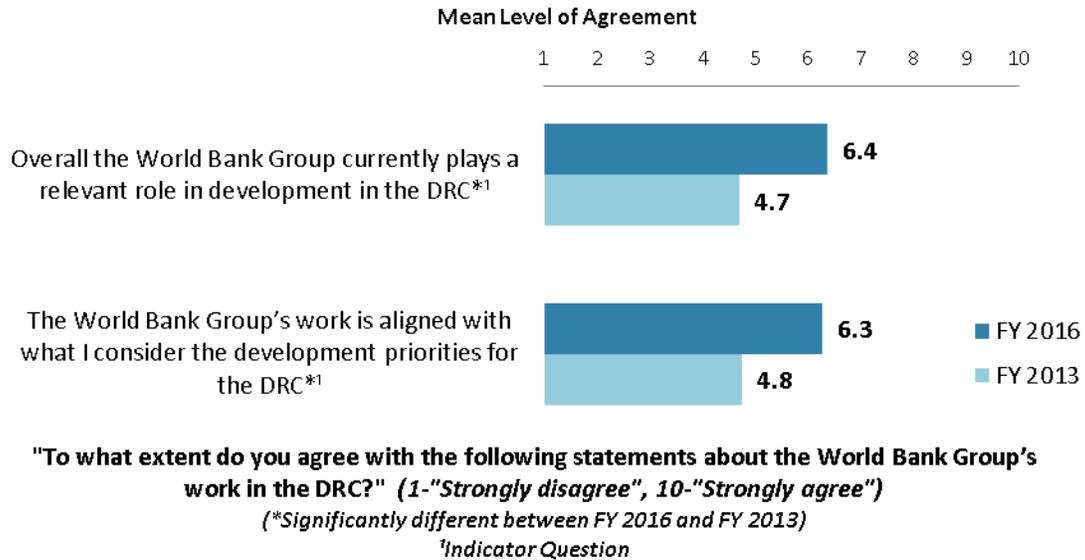


“To what extent do you believe that the World Bank Group's work and support help the poorest in the DRC?”
(Respondents chose from a list.)

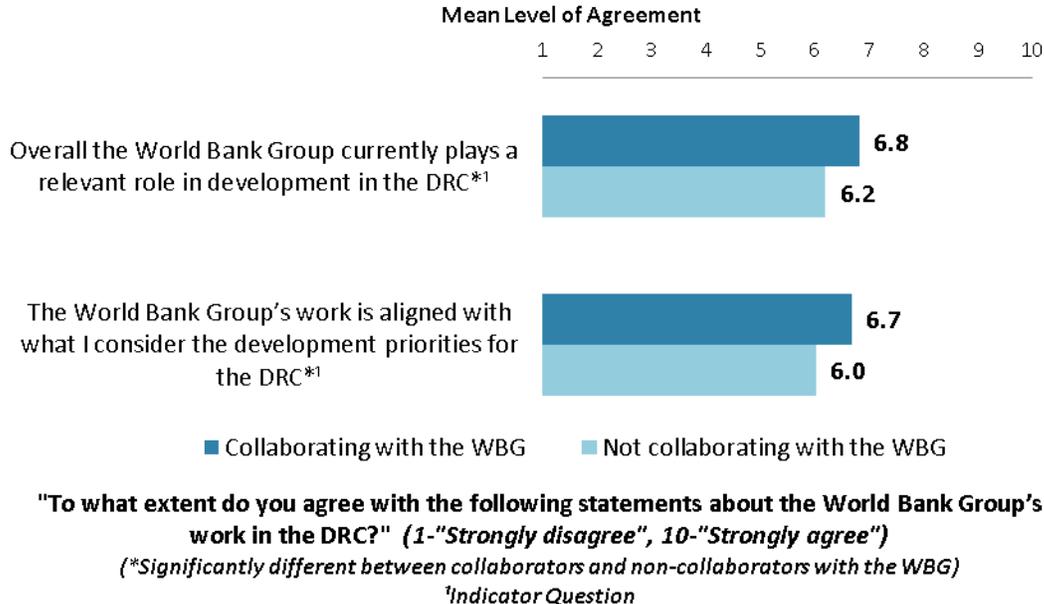


VII. How the World Bank Group Operates

The World Bank Group's Work in the DRC: Year Comparison⁷



The World Bank Group's Work in the DRC: Collaboration

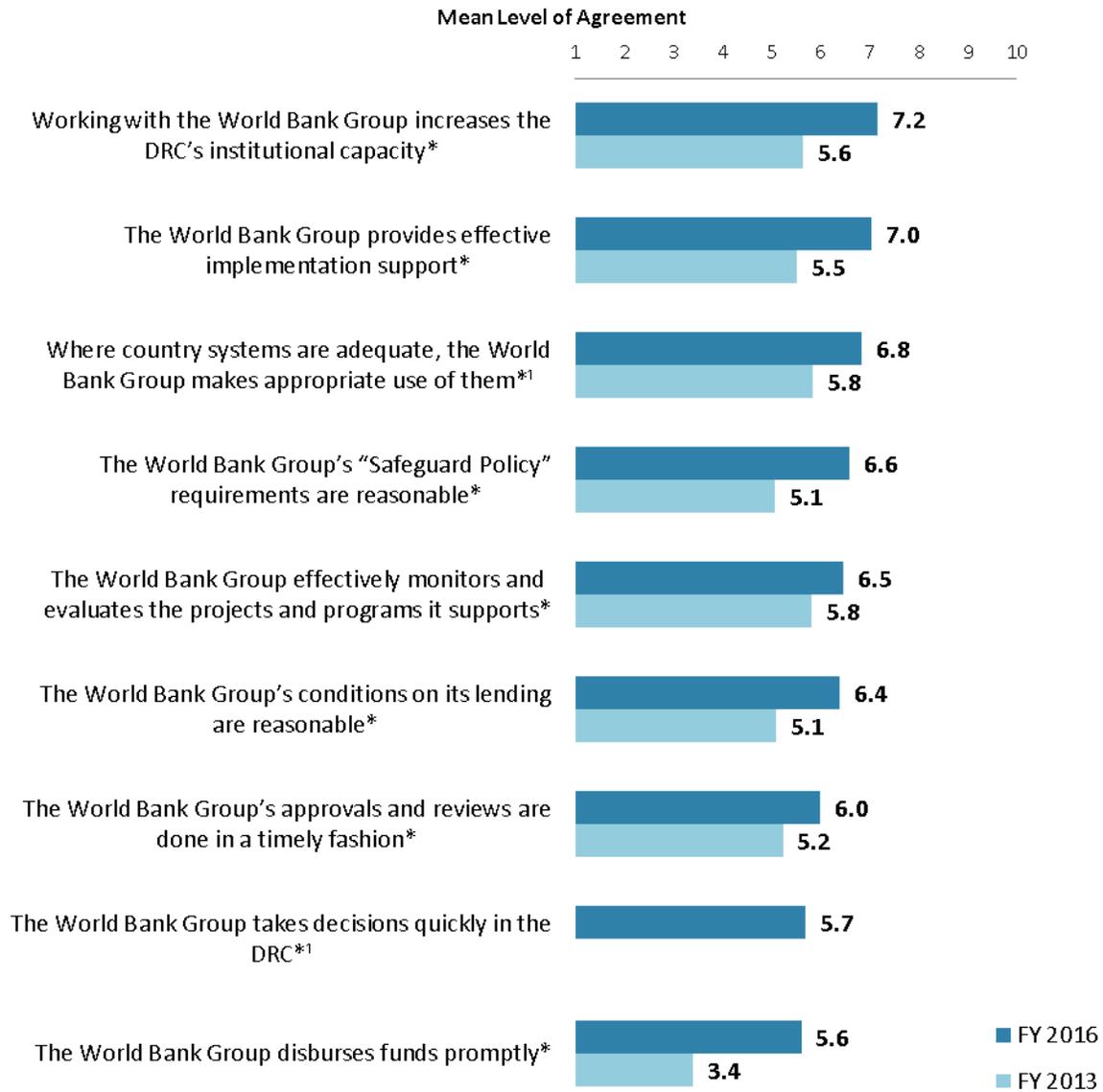


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2016 and FY 2013)

¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

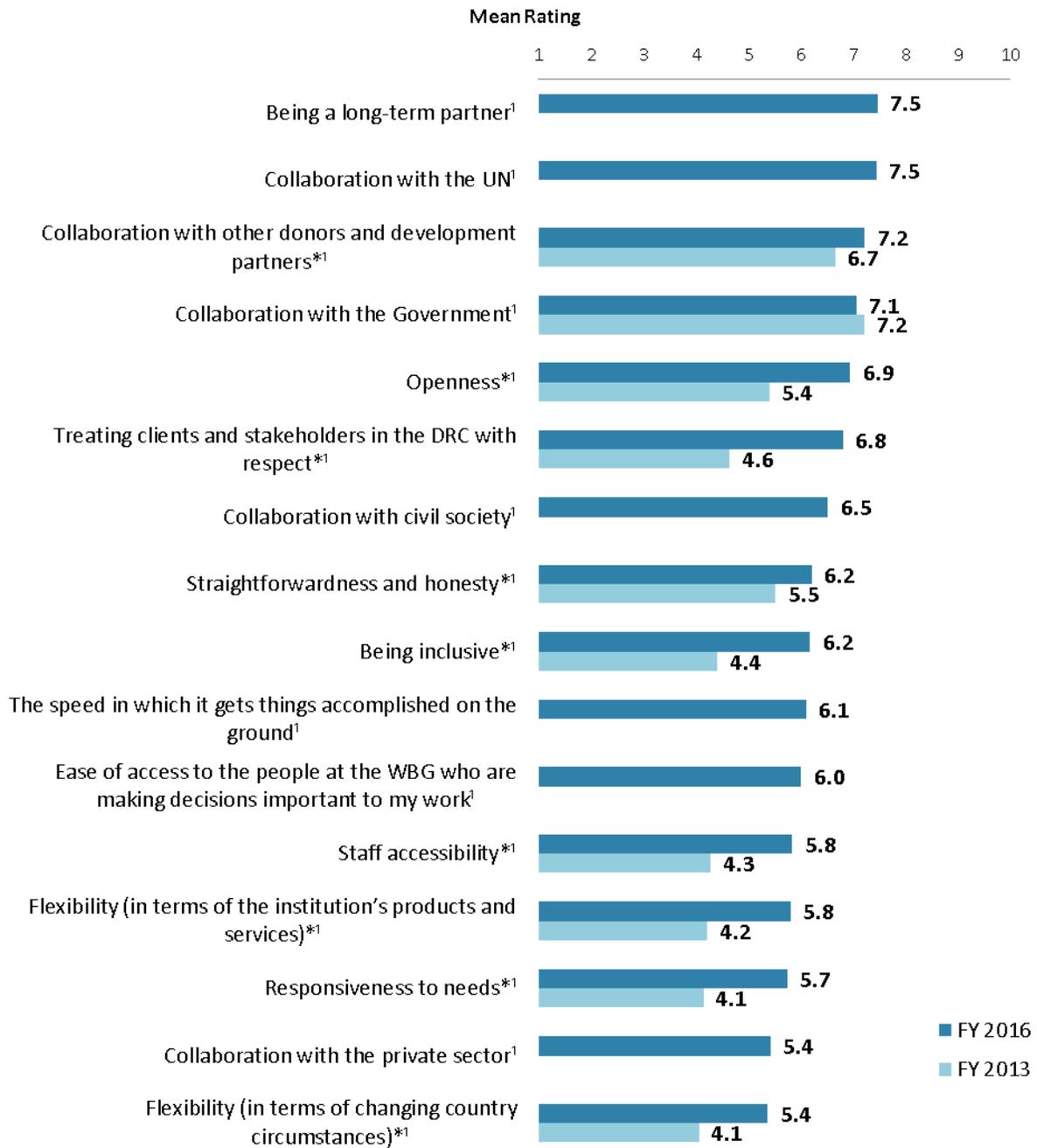


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2016 and FY 2013)

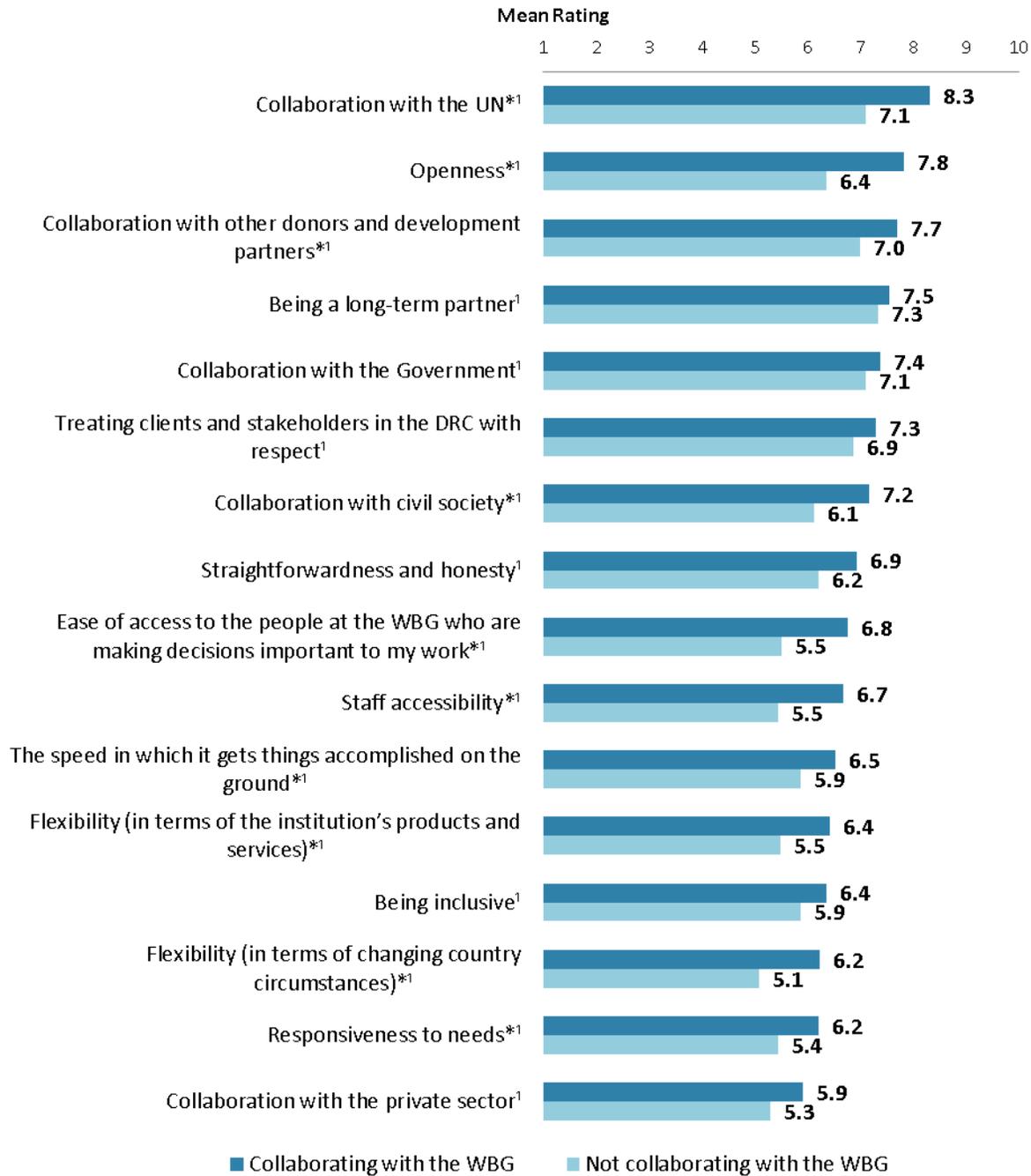
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

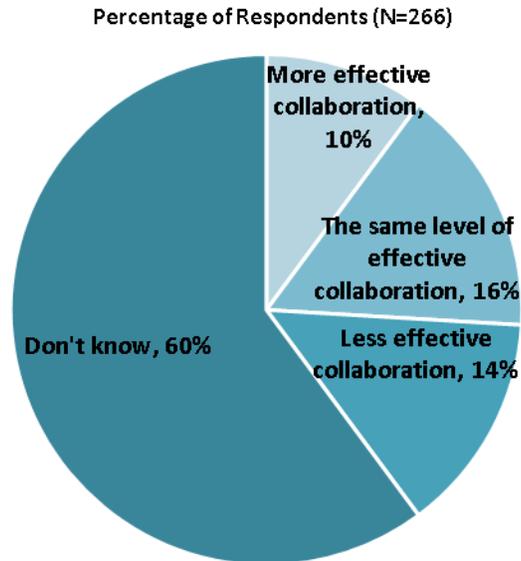
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG



"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?" (Respondents chose from a list.)

Internal Measuring and Monitoring



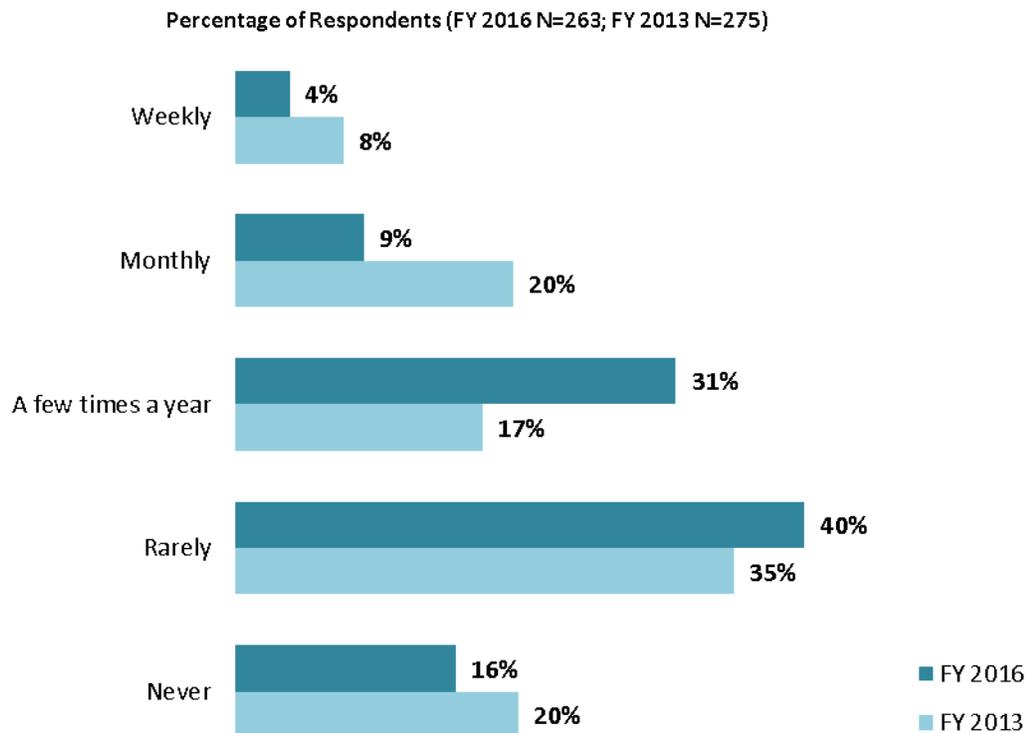
"To what extent do you believe the World Bank Group measures and corrects its work in real time in the DRC?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year’s respondents were significantly less likely to consult the WBG’s knowledge work and activities on a “*monthly*” basis and significantly more likely to consult the WBG’s knowledge “*a few times a year*” compared to respondents in the previous FY’13 Country Survey.
- **Stakeholder groups:** In this year’s Country Survey, respondents from the Office of the President/Prime Minister/Minister and PMUs/consultants on WBG-supported projects indicated the most frequent usage (*weekly/monthly*) of the WBG’s knowledge work and activities compared to respondents from other stakeholder groups.



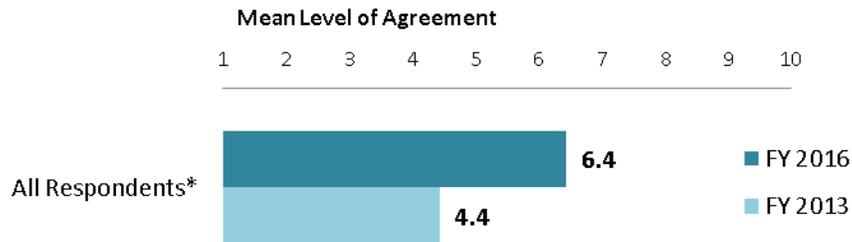
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages in the chart were calculated based on weighted data.



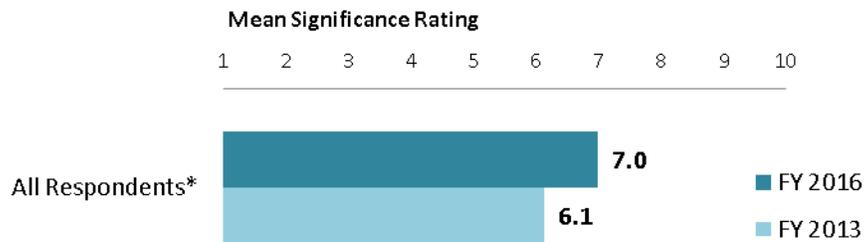
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting the DRC’ Knowledge Needs¹¹ (Indicator Question)



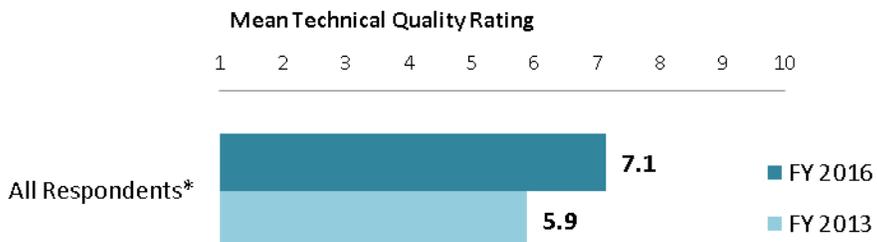
"The World Bank Group meets the DRC's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2016 and FY 2013)

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")
 (*Significantly different between FY 2016 and FY 2013)

Technical Quality of the WBG’s Knowledge Work and Activities (Indicator Question)



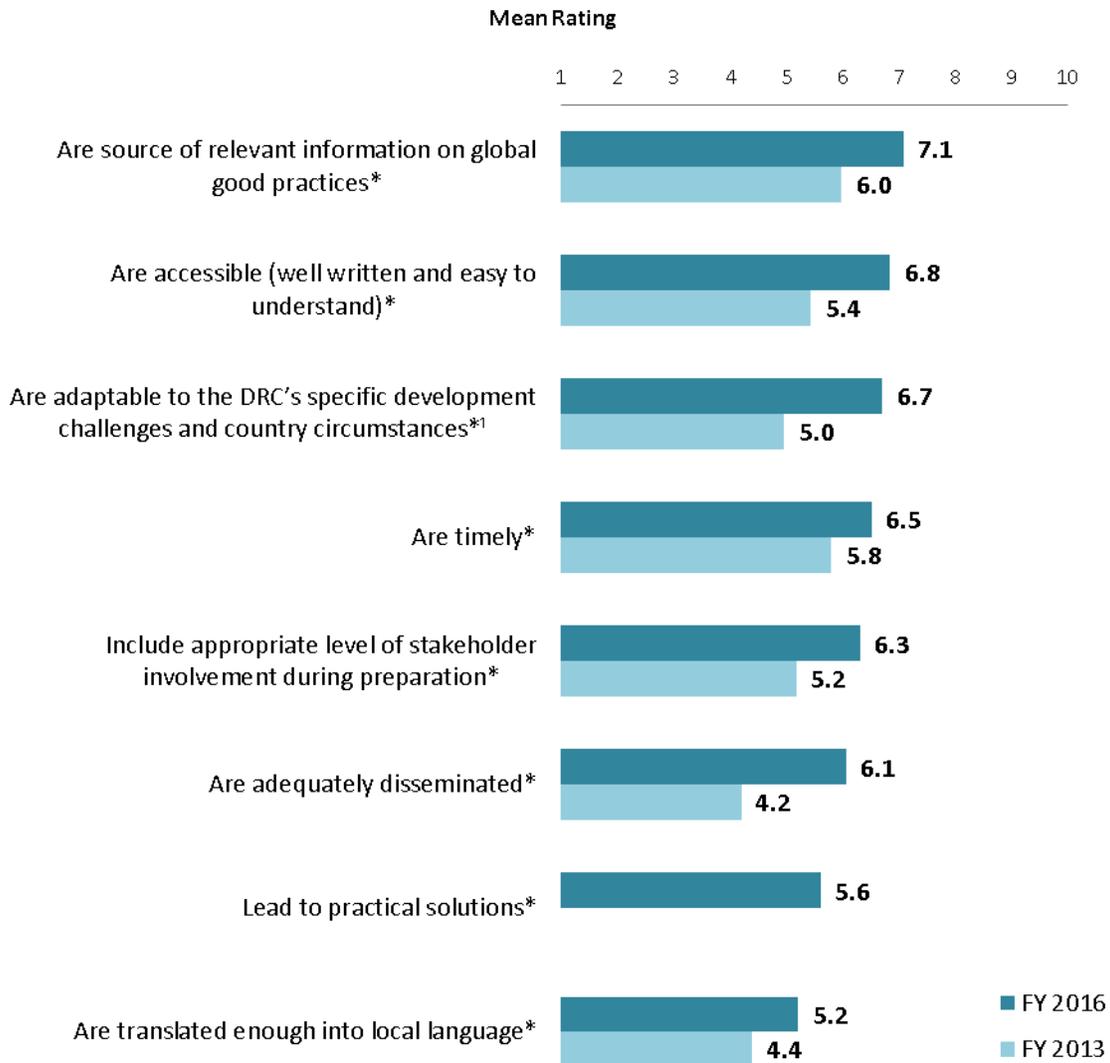
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
 (*Significantly different between FY 2016 and FY 2013)

¹¹ 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 Activities¹²



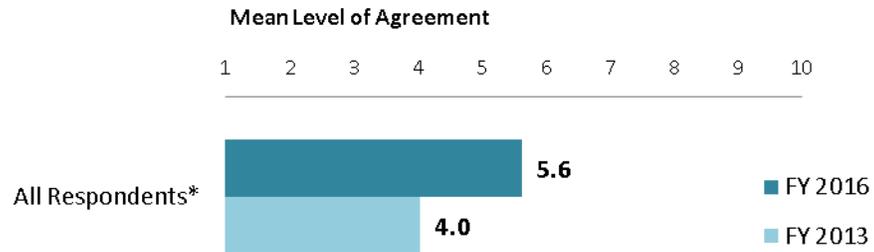
"In the DRC, to what extent do you believe that the World Bank Group’s knowledge work and activities: ... " (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2016 and FY 2013)
¹Indicator Question

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



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

Meeting the DRC's Needs for Financial Instruments¹³ (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the DRC."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2016 and FY 2013)

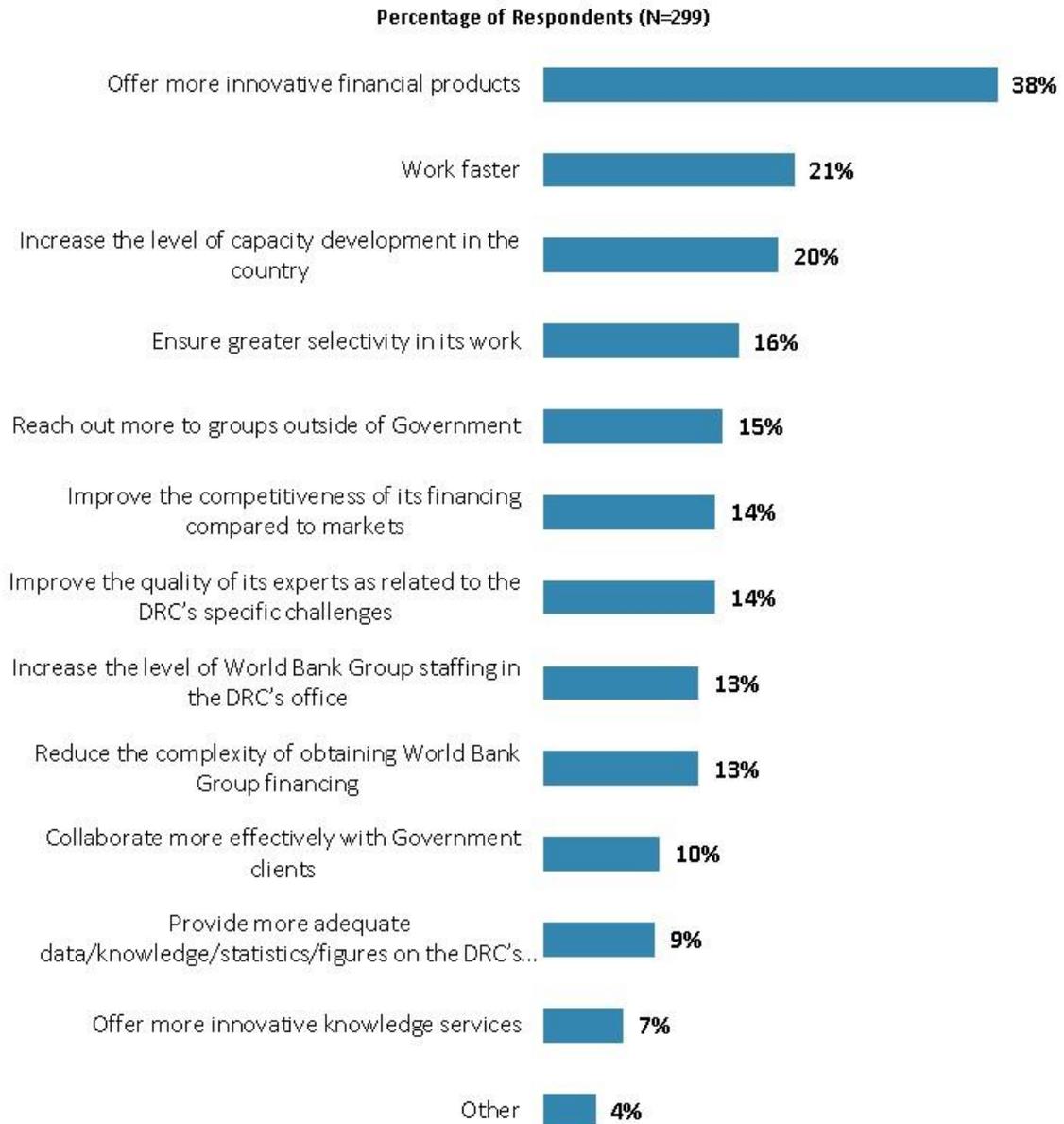
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in the DRC

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (48%) and “*improve the quality of its experts as related to the DRC’s specific challenges*” (44%) to make itself of greater value in the DRC.



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

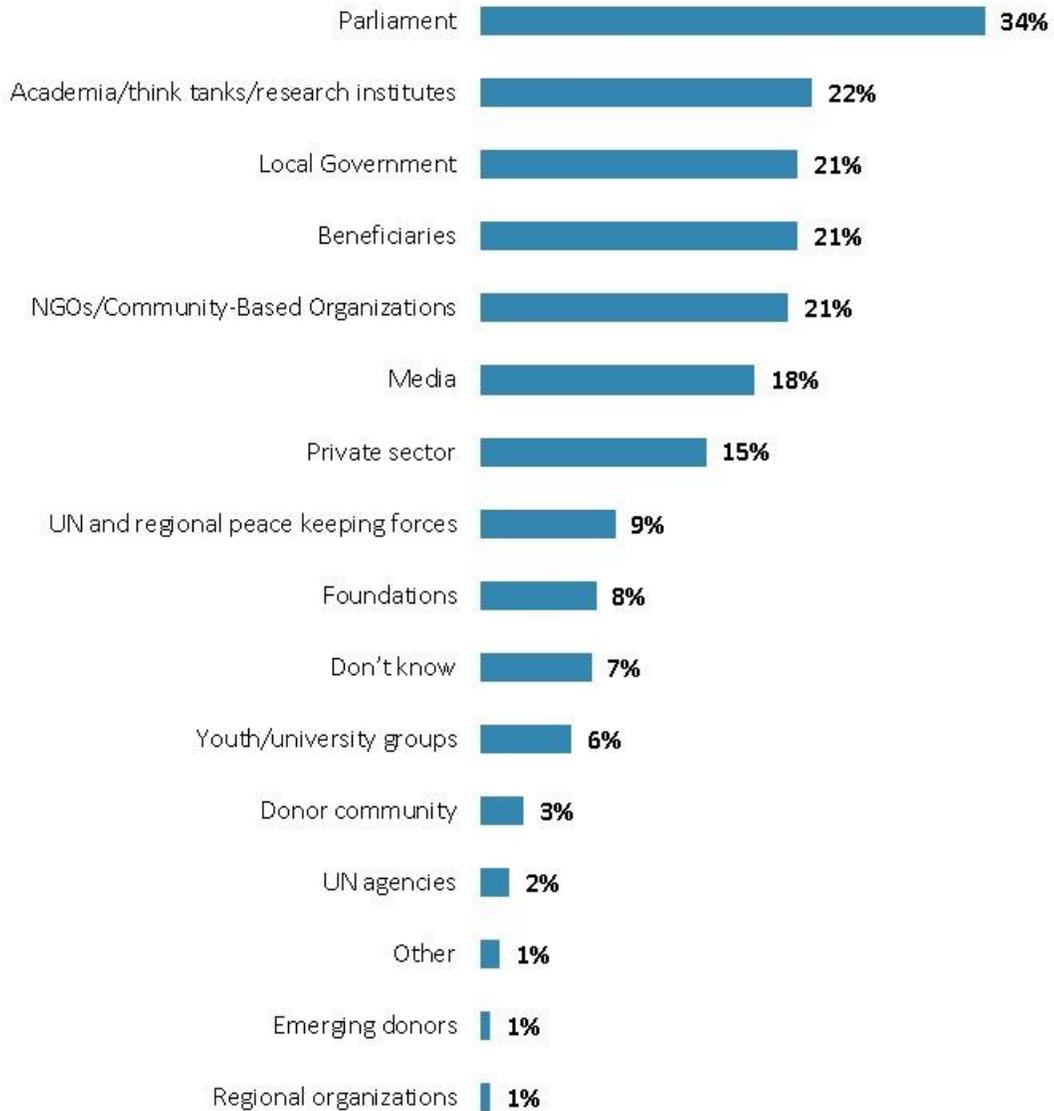


IX. The Future Role of the WBG in the DRC (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*beneficiaries*” (42%) and “*NGOs*” (33%) to ensure better development results in the DRC.

Percentage of Respondents (N=311)



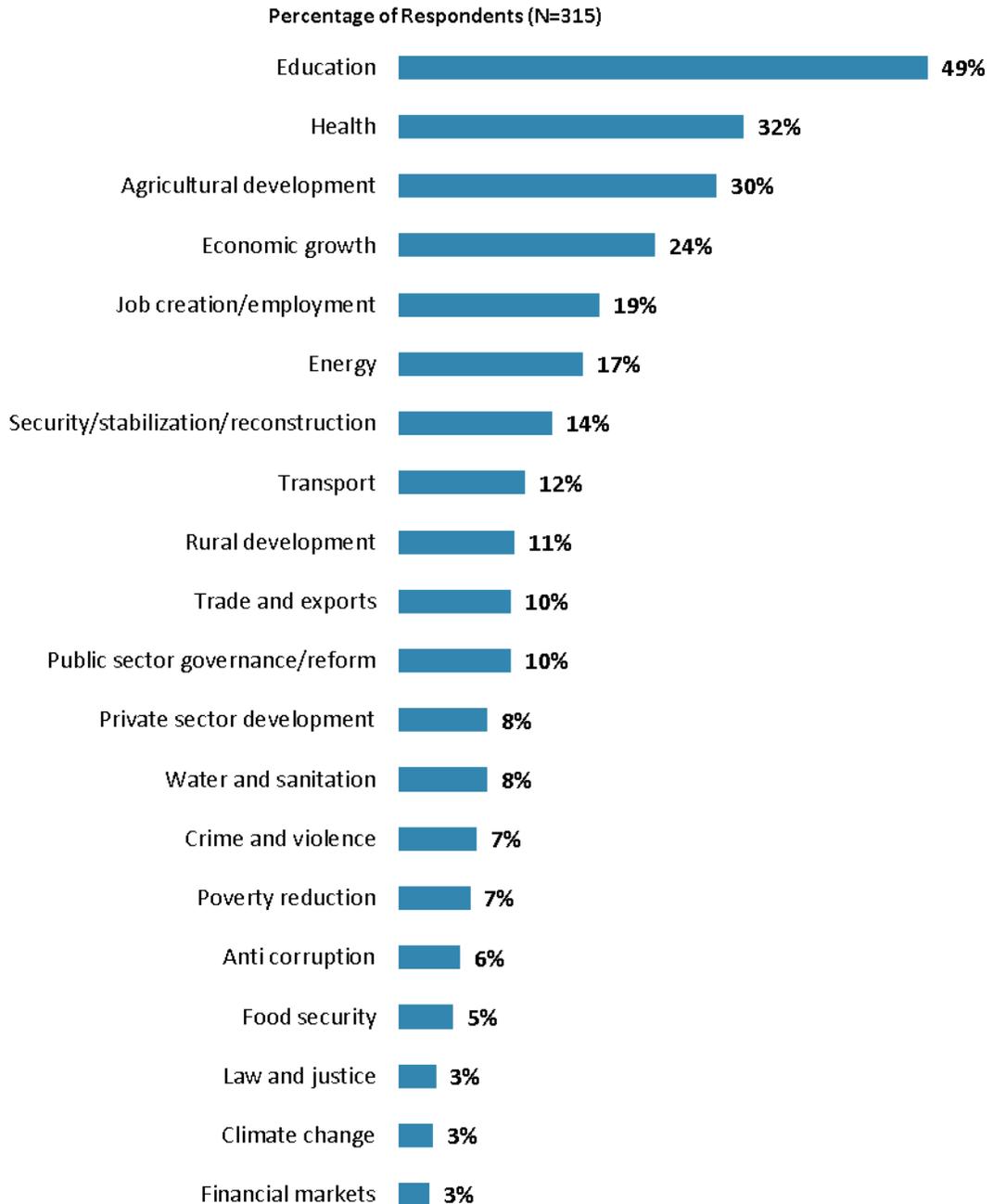
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources in the DRC on “*transport*” (37%), “*agricultural development*” (25%), and “*poverty reduction*” (21%).

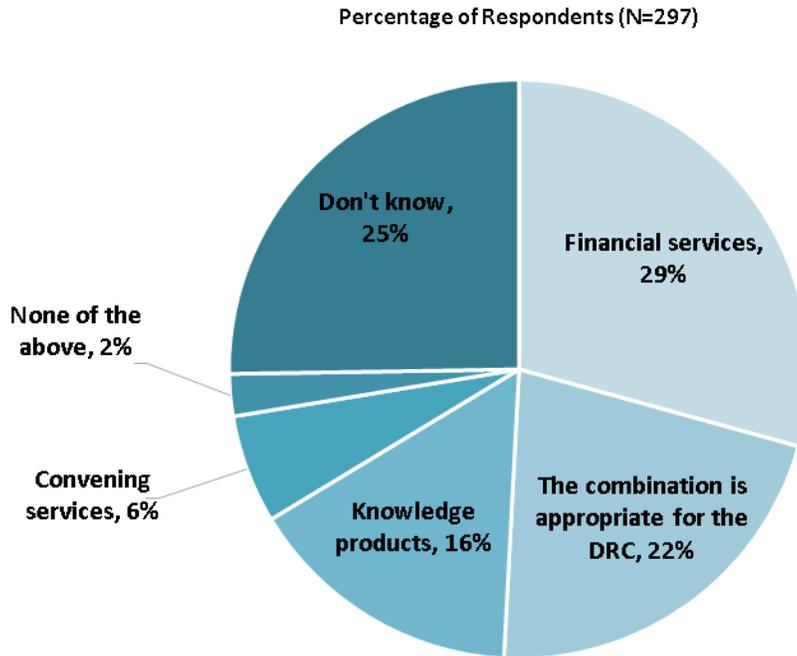


“When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectoral areas do you believe the WBG should focus most of its resources in the DRC? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



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

Future Combination of the WBG Services

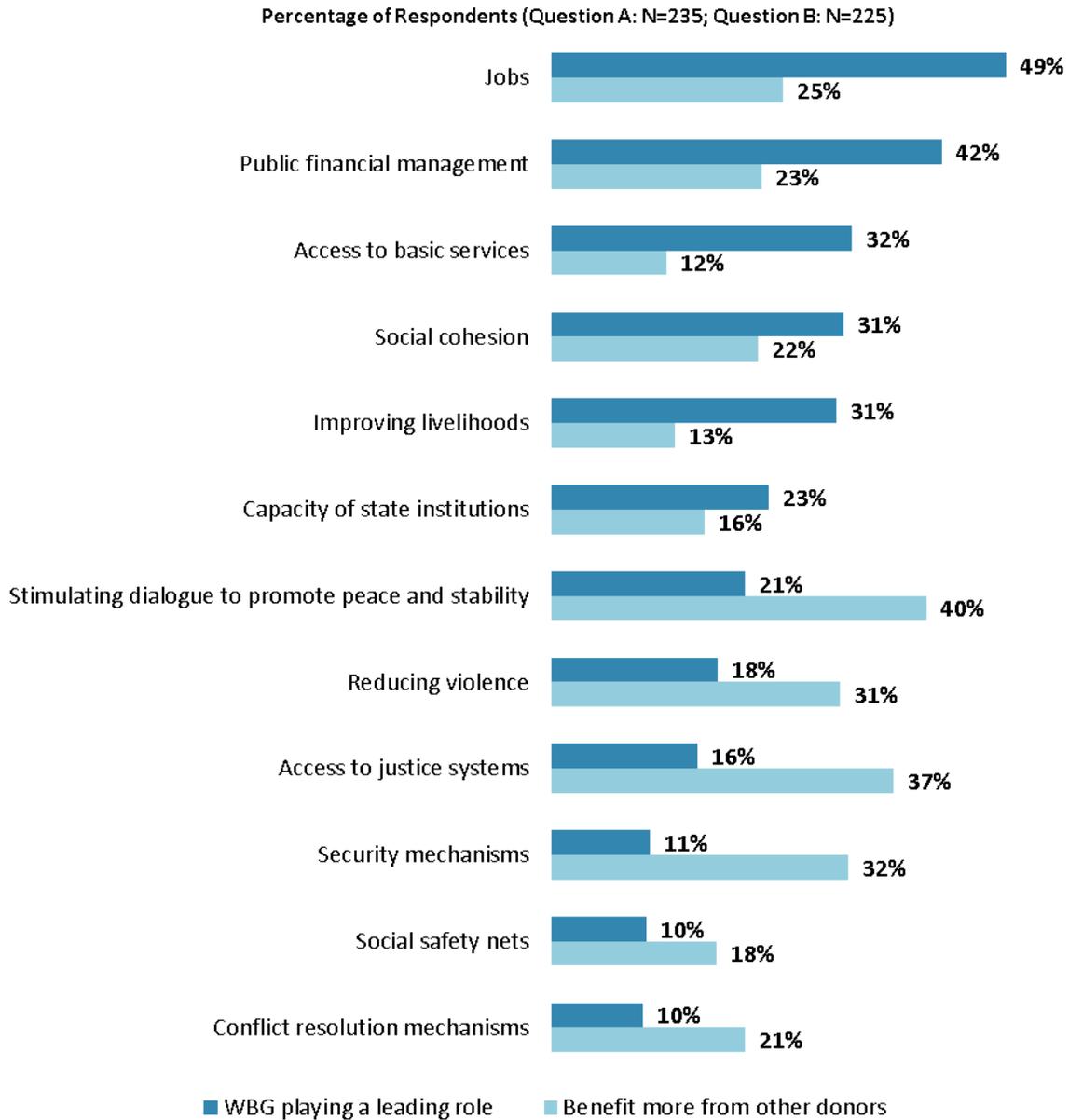


"When considering the combination of services that the World Bank Group offers in the DRC, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in the DRC?" (Respondents chose from a list.)



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

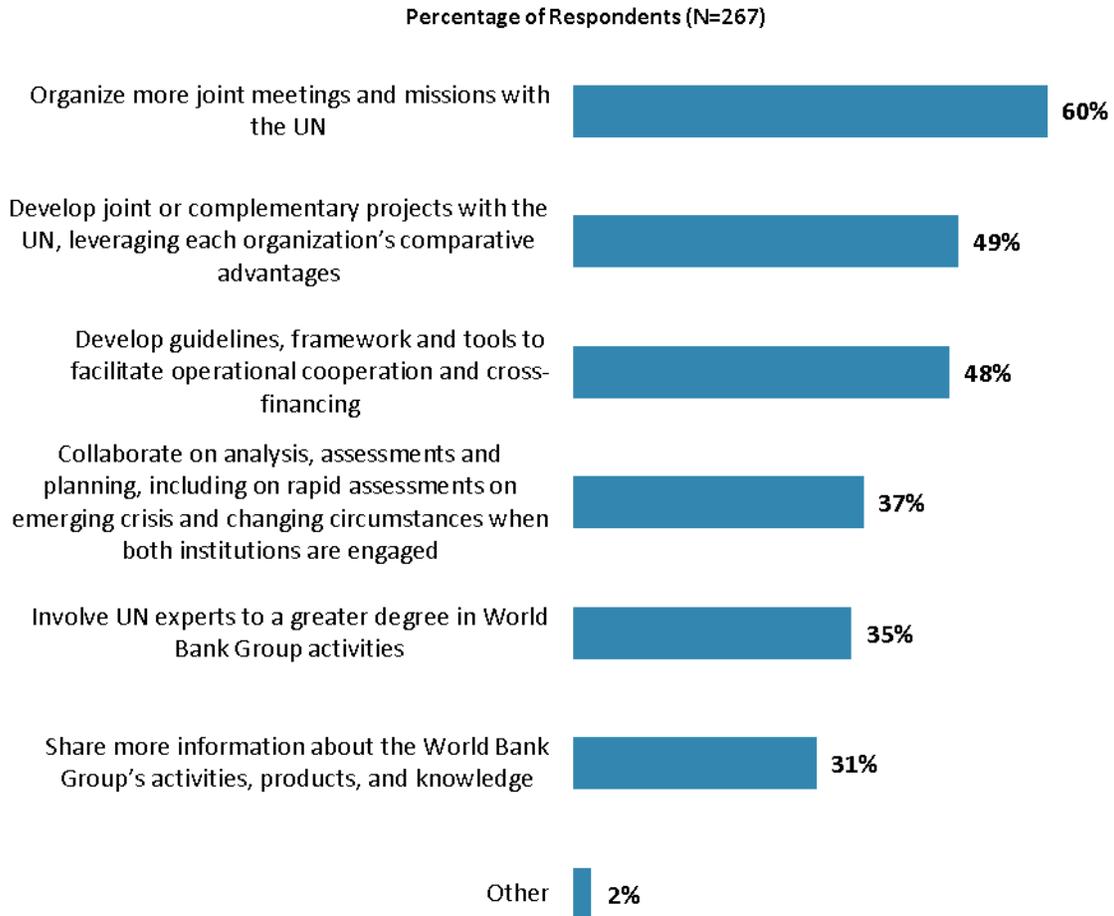
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC?

B. Which THREE areas below would benefit most from other donors in the DRC?"
(Respondents chose from a list. Responses combined.)



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

Future Collaboration between the UN and the WBG



"What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

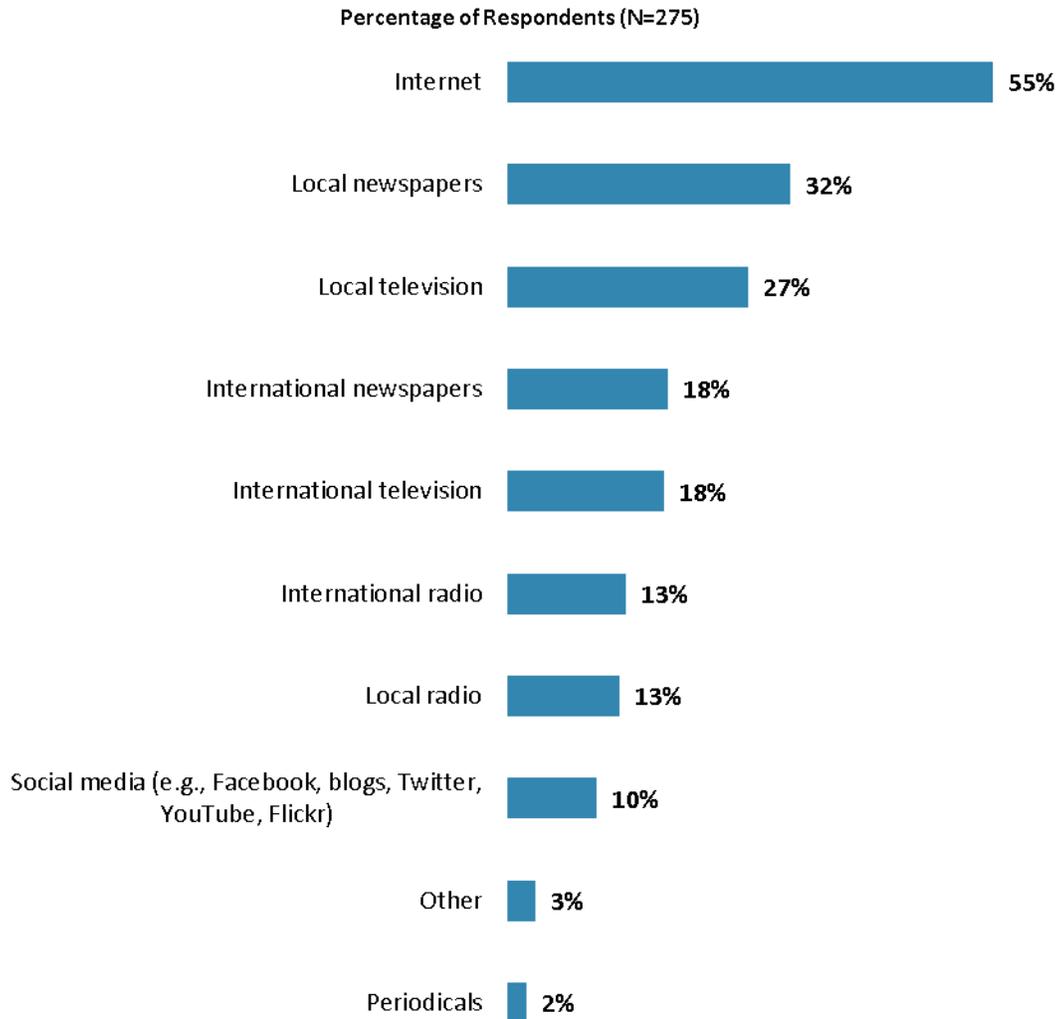


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 64) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’13 Country Survey indicated that they got most of their information about economic and social development issues in the DRC from “local newspapers” (40%) and “Internet” (32%).



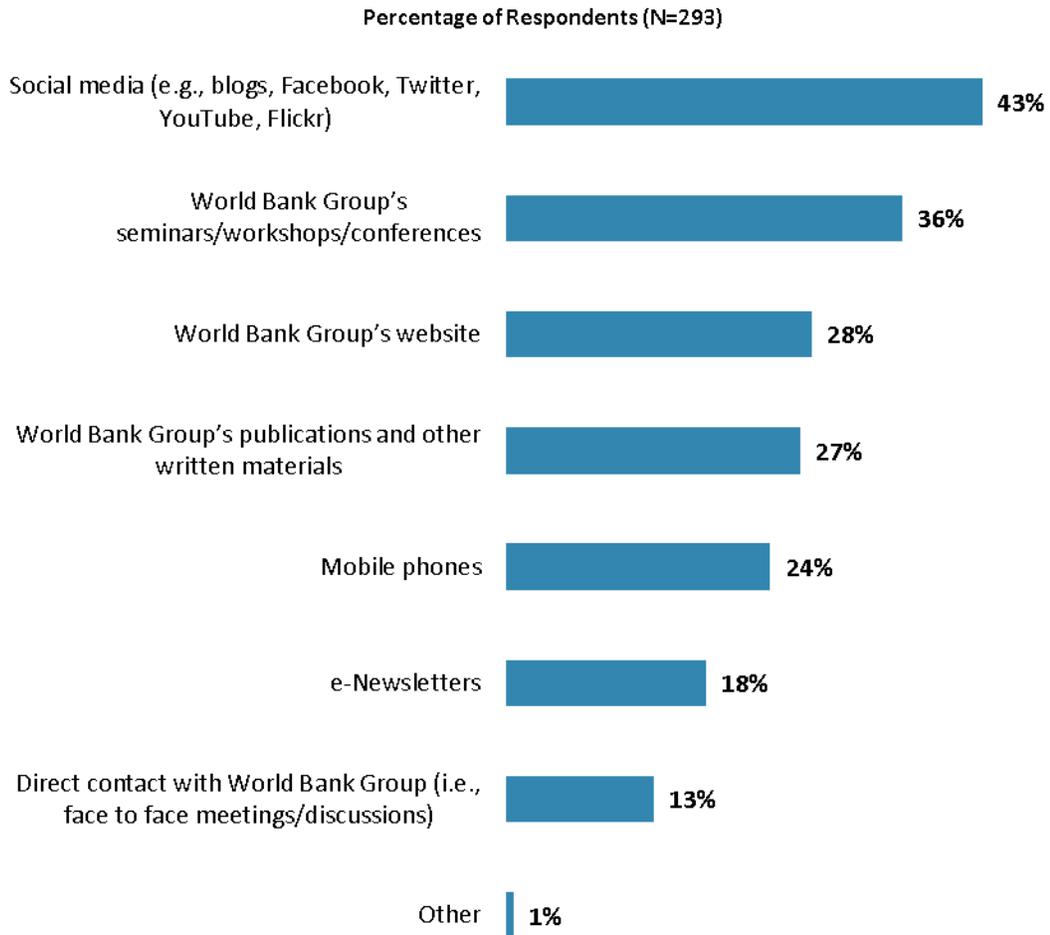
"How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “*seminars/workshops/conferences*” (52%) and “*direct contact with World Bank*” (39%).

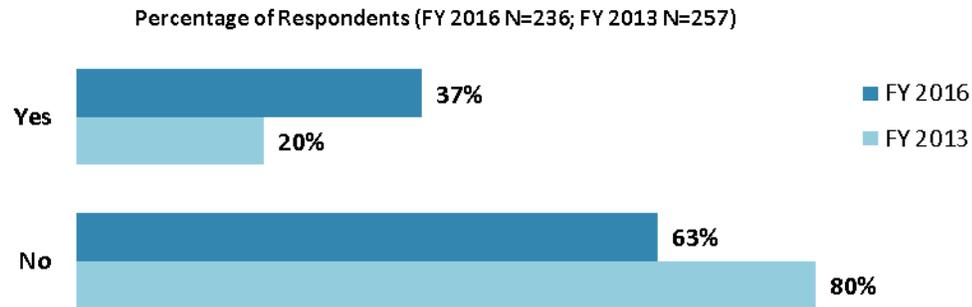


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"** (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

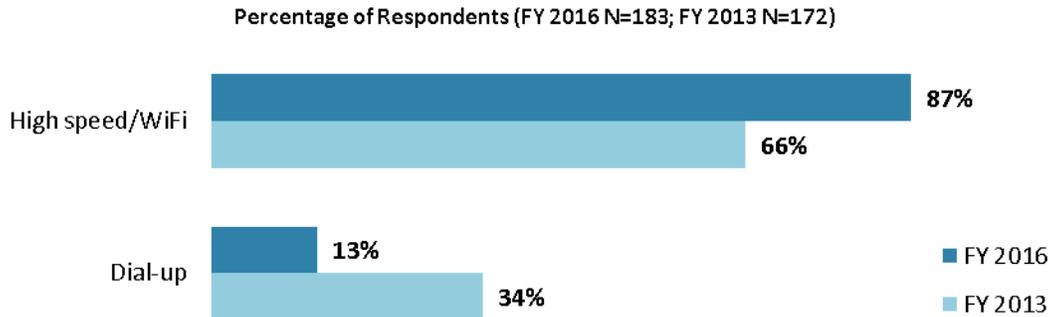
Access to Information¹⁴



"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

Access to the Internet

- 86 percent of respondents in this year's Country Survey indicated that they had access to the Internet.



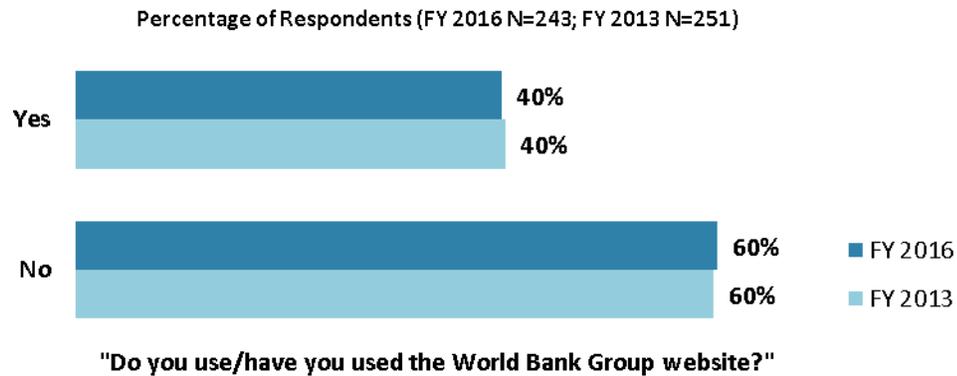
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

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

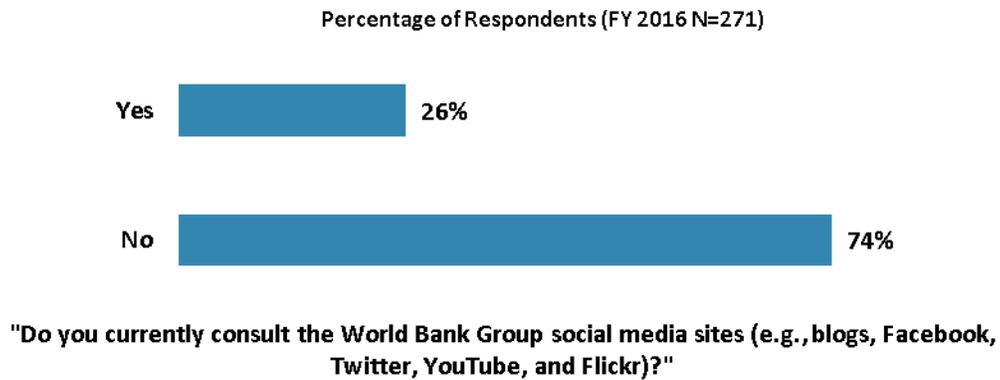


X. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



¹⁵ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Democratic Republic of Congo





Appendix A: Responses to All Questions across All Respondents (N=317)

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. General Issues Facing the DRC

1. In general would you say that the DRC is headed in ... ?	Percentage of Respondents (N=312)
The right direction	46.5%
The wrong direction	29.5%
Not sure	24.0%

2. Listed below are a number of development priorities in the DRC. Please identify which of the following you consider the most important development priorities in the DRC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=301)
Education	41.5%
Job creation/employment	28.9%
Security/stabilization/reconstruction	24.9%
Energy	24.6%
Food security	19.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.9%
Agricultural development	16.3%
Health	12.3%
Anti corruption	10.3%
Water and sanitation	10.0%
Transport (e.g., roads, bridges, transportation)	8.6%
Global/regional integration	8.6%
Poverty reduction	8.3%
Economic growth	6.6%
Regional conflict and tensions	6.6%
Social cohesion	6.3%
Private sector development	6.0%
Law and justice (e.g., judicial system)	6.0%
Rural development	5.6%
Financial markets	4.3%
Gender equity	3.7%
Local governance and institutions	3.3%
Social protection (e.g., pensions, targeted social assistance)	2.7%
Crime and violence	2.3%
Climate change (e.g., mitigation, adaptation)	2.0%
Urban development	2.0%
Environmental sustainability	1.7%
Natural resource management (e.g., oil, gas, mining)	1.7%
Equality of opportunity (i.e., equity)	1.3%
Information and communications technology	1.0%
Trade and exports	0.7%
Foreign direct investment	0.3%
Disaster management	0.3%
Communicable/non-communicable diseases	0.3%
Regulatory framework	0.0%

**A. General Issues Facing DRC (continued)**

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the DRC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=311)
Education	40.2%
Job creation/employment	28.9%
Agricultural development	27.0%
Economic growth	26.0%
Water and sanitation	20.6%
Rural development	18.0%
Security/stabilization/reconstruction	15.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.2%
Energy	12.5%
Anti corruption	10.9%
Health	9.6%
Urban development	8.0%
Private sector development	8.0%
Law and justice (e.g., judicial system)	7.7%
Transport (e.g., roads, bridges, transportation)	7.4%
Local governance and institutions	6.4%
Food security	6.1%
Equality of opportunity (i.e., equity)	4.2%
Crime and violence	3.5%
Natural resource management (e.g., oil, gas, mining)	3.5%
Regional conflict and tensions	2.6%
Communicable/non-communicable diseases	2.6%
Gender equity	2.6%
Global/regional integration	2.3%
Social protection (e.g., pensions, targeted social assistance)	2.3%
Trade and exports	1.9%
Information and communications technology	1.6%
Foreign direct investment	1.6%
Financial markets	1.3%
Social cohesion	0.6%
Climate change (e.g., mitigation, adaptation)	0.6%
Regulatory framework	0.6%
Environmental sustainability	0.3%
Disaster management	0.0%

**A. General Issues Facing DRC (continued)**

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=298)
Consistent economic growth	48.3%
Education and training that better ensure job opportunity	27.2%
Greater equity of fiscal policy	17.1%
Greater access to micro-finance for the poor	17.1%
Better quality public services	15.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.4%
A growing middle class	13.1%
More reliable social safety net	11.7%
Better employment opportunities for young people	10.4%
Greater voice and participation for citizens to help ensure greater accountability	7.7%
Greater access to health and nutrition for citizens	6.0%
Better opportunity for the poor who live in rural areas	3.4%
Better opportunity for the poor who live in urban areas	2.3%
Better employment opportunities for women	2.3%
Other	0.7%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in the DRC? (Select only ONE response)	Percentage of Respondents (N=307)
A very big problem	74.6%
A moderately big problem	16.0%
A small problem	5.9%
Not a problem at all	2.6%
Don’t know	1.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=308)
A very serious problem	85.4%
A somewhat serious problem	9.7%
Not too serious problem	3.9%
Not a problem	0.3%
Don’t know	0.6%



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 the DRC? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	289	0	5.39	2.35

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in the DRC. <i>(1-Not effective at all, 10-Very effective)</i>	263	40	6.11	2.43

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	257	45	6.64	2.23

4. When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the DRC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=315)
Education	49.2%
Health	32.1%
Agricultural development	29.5%
Economic growth	23.8%
Job creation/employment	18.7%
Energy	17.1%
Security/stabilization/reconstruction	14.3%
Transport (e.g., roads, bridges, transportation)	11.7%
Rural development	10.8%
Trade and exports	10.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.5%
Private sector development	8.3%
Water and sanitation	8.3%
Crime and violence	7.3%
Poverty reduction	6.7%
Anti corruption	5.7%
Food security	5.1%
Law and justice (e.g., judicial system)	3.5%
Climate change (e.g., mitigation, adaptation)	3.2%
Financial markets	2.9%
Communicable/non-communicable diseases	2.9%
Natural resource management (e.g., oil, gas, mining)	2.2%
Global/regional integration	2.2%
Environmental sustainability	1.9%
Equality of opportunity (i.e., equity)	1.9%
Regional conflict and tensions	1.9%
Urban development	1.3%
Social cohesion	1.0%
Social protection (e.g., pensions, targeted social assistance)	1.0%
Local governance and institutions	0.6%
Regulatory framework	0.6%
Information and communications technology	0.3%
Gender equity	0.3%
Foreign direct investment	0.3%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?	Percentage of Respondents (N=247)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	28.3%	11.7%	40.0%
Capacity development	19.3%	12.1%	31.4%
Help to bring discipline/effective supervision to implementation of investment projects	12.7%	15.8%	28.5%
Policy advice, studies, analyses	12.7%	8.9%	21.6%
Mobilizing third party financial resources	9.0%	10.9%	19.9%
Technical assistance	5.7%	11.3%	17.1%
Strategy formulation (e.g., PRSP assistance)	3.7%	10.5%	14.2%
Convening/Facilitating	4.5%	5.7%	10.2%
Donor coordination	0.8%	6.1%	6.9%
Data and statistics	2.5%	2.4%	4.9%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.4%	4.0%	4.5%
Other	0.4%	0.4%	0.8%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=291)
Too influenced by developed countries	38.5%
Not aligned with country priorities	18.9%
Not adequately sensitive to political/social realities in the DRC	17.2%
Not collaborating enough with stakeholders outside the Government	15.1%
Don't know	13.7%
Not enough public disclosure of its work	10.3%
Not client focused	10.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	8.2%
Not exploring alternative policy options	7.6%
Staff too inaccessible	6.2%
Imposing technocratic solutions without regard to political realities	5.8%
Its advice and strategies do not lend themselves to practical problem solving	4.8%
Inadequate number of World Bank Group staff members located in the country	4.5%
Not focused enough on issues that are unique to post-conflict countries	4.5%
Arrogant in its approach	3.8%
Not willing to honestly criticize policies and reform efforts in the country	3.8%
World Bank Group's processes too complex	3.4%
Other	1.7%
The credibility of its knowledge/data	1.0%
Not aligned with other donors' work	0.7%

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

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=309)
Capacity development	27.8%
Investment lending (financing specific projects)	27.2%
Trust Fund management	22.7%
Don't know	20.7%
Multi-sectoral approaches	18.4%
Knowledge products/services (analytical work, studies, surveys, etc.)	13.3%
Technical assistance (advice, best practice, international experience, etc.)	12.0%
Policy based lending/budget support to the Government	11.0%
Emergency Recovery lending	7.8%
Sector-wide approaches	6.8%
Co-financing arrangements (i.e., with other donors)	6.1%
Other	1.9%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in the DRC? (Select only ONE response)	Percentage of Respondents (N=304)
To a fully sufficient degree	21.1%
To a somewhat sufficient degree	23.0%
To a somewhat insufficient degree	17.8%
To a very insufficient degree	18.8%
Don't know	19.4%

9. 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=311)
Parliament	33.8%
Academia/think tanks/research institutes	22.2%
Local Government	21.2%
Beneficiaries	21.2%
NGOs/Community-Based Organizations	20.6%
Media	18.3%
Private sector	15.1%
UN and regional peace keeping forces	9.0%
Foundations	7.7%
Don't know	7.4%
Youth/university groups	6.1%
Donor community	2.9%
UN agencies	1.9%
Other	1.3%
Emerging donors	0.6%
Regional organizations (e.g., the African Union, SADC, CPGL)	0.6%

To what extent do you agree with the following statements about the World Bank Group's work in the DRC? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in the DRC*	262	39	6.29	2.30
11. The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	265	31	6.22	2.15

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

To what extent is the World Bank Group an effective development partner in the DRC, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	246	35	5.68	2.25
13. Flexibility (in terms of the institution's products and services)*	242	40	5.78	1.92
14. Flexibility (in terms of changing country circumstances)*	236	40	5.43	2.19
15. Being inclusive*	211	60	6.09	2.12
16. Openness (sharing data and other information)*	242	36	6.77	2.27
17. Collaboration with the Government*	236	38	7.08	2.12
18. The speed in which it gets things accomplished on the ground*	248	30	6.10	2.35
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	206	67	5.89	2.45
20. Collaboration with civil society*	212	61	6.46	2.46
21. Collaboration with the UN*	176	82	7.48	2.18
22. Staff accessibility*	202	62	5.84	2.40
23. Collaboration with other donors and development partners*	211	54	7.22	2.10
24. Collaboration with the private sector*	213	53	5.36	2.48
25. Straightforwardness and honesty*	206	60	6.39	2.54
26. Treating clients and stakeholders in the DRC with respect*	232	44	6.93	2.16
27. Being a long-term partner*	219	56	7.38	2.23

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=266)
More effective collaboration	10.2%
The same level of effective collaboration	15.8%
Less effective collaboration	13.9%
Don't know	60.2%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=310)
The Government works inefficiently	69.0%
Inadequate funding	37.1%
Political pressures and obstacles	32.9%
Ongoing conflict and instability	28.7%
There is not an adequate level of citizen/civil society participation	23.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.5%
Reforms are not well thought out in light of country challenges	20.3%
The World Bank Group does not do adequate follow through/follow-up	15.5%
The World Bank Group works too slowly	11.3%
Lack of/inadequate levels of capacity in Government	10.0%
Poor donor coordination	4.8%
Other	2.3%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the DRC? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	212	45	7.72	2.69
2. Financial markets	220	38	8.02	1.85
3. Transport (e.g., roads, bridges, transportation)	229	29	8.32	2.00
4. Anti corruption	226	33	8.57	2.04
5. Regional conflict and tensions	203	43	8.02	2.26
6. Law and justice (e.g., judicial system)	210	37	8.32	2.20
7. Urban development	211	38	7.81	1.99
8. Environmental sustainability	213	35	8.08	1.81
9. Trade and exports	199	44	7.78	2.10
10. Information and communications technology	206	36	7.80	2.09
11. Poverty reduction	221	31	8.89	1.65
12. Gender equity	209	39	7.62	2.41
13. Private sector development	226	31	8.08	2.14
14. Foreign direct investment	211	40	7.92	1.89
15. Local governance and institutions	212	36	8.02	1.90
16. Water and sanitation	230	26	8.46	1.80
17. Regulatory framework	196	51	7.89	1.79
18. Economic growth	219	33	8.47	1.79
19. Energy	232	28	8.70	1.72
20. Disaster management	209	40	7.74	2.17
21. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	222	31	8.35	1.86
22. Job creation/employment	230	31	8.75	1.86
23. Social cohesion	205	42	8.08	1.94
24. Communicable/non-communicable diseases	206	38	8.05	2.00
25. Equality of opportunity (i.e., equity)	215	32	8.16	1.97
26. Social protection (e.g., pensions, targeted social assistance)	207	41	8.27	1.83
27. Rural development	236	27	8.69	1.70
28. Global/regional integration	213	36	8.02	1.77
29. Food security	224	31	8.37	1.69
30. Natural resource management (e.g., oil, gas, mining)	206	36	8.00	2.17
31. Security/stabilization/reconstruction	220	32	8.54	1.76
32. Health	241	31	8.78	1.71
33. Climate change (e.g., mitigation, adaptation)	217	35	7.96	2.04
34. Agricultural development	245	27	8.89	1.60
35. Education	252	28	9.46	1.13

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the DRC? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	194	74	6.42	2.81
2. Information and communications technology	175	74	6.25	2.29
3. Transport (e.g., roads, bridges, transportation)	215	43	6.19	2.20
4. Regional conflict and tensions	173	67	5.71	2.62
5. Urban development	174	67	5.53	2.09
6. Environmental sustainability	172	68	6.12	2.25
7. Regulatory framework	149	95	5.82	2.19
8. Poverty reduction	215	42	5.57	2.50
9. Anti corruption	195	56	5.77	2.49
10. Private sector development	202	58	4.53	2.26
11. Foreign direct investment	168	76	6.21	2.29
12. Local governance and institutions	183	63	6.02	2.30
13. Water and sanitation	211	45	6.25	2.10
14. Trade and exports	161	83	5.73	2.35
15. Economic growth	181	65	6.16	2.47
16. Health	219	45	6.52	2.08
17. Disaster management	150	85	5.92	2.27
18. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	188	58	6.38	2.22
19. Job creation/employment	197	54	5.04	2.51
20. Social cohesion	169	77	5.68	2.38
21. Financial markets	180	70	6.14	2.28
22. Equality of opportunity (i.e., equity)	180	71	5.70	2.38
23. Energy	207	48	6.05	2.20
24. Rural development	203	51	5.47	2.24
25. Global/regional integration	165	71	6.05	2.26
26. Food security	184	59	6.20	2.27
27. Education	232	42	6.32	2.31
28. Security/stabilization/reconstruction	188	53	5.99	2.40
29. Social protection (e.g., pensions, targeted social assistance)	180	69	5.90	2.49
30. Climate change (e.g., mitigation, adaptation)	173	71	6.28	2.49
31. Agricultural development	213	51	5.72	2.34
32. Natural resource management (e.g., oil, gas, mining)	179	71	5.59	2.41
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in the DRC? (1-To no degree at all, 10-To a very significant degree)	257	40	6.39	2.12
Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the DRC? (1-To no degree at all, 10-To a very significant degree)	250	46	6.84	1.96

**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in the DRC? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of DRC*	269	26	5.64	2.38
6. The World Bank Group meets DRC's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	269	23	6.38	2.23
Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in the DRC? (1-To no degree at all, 10-To a very significant degree)	232	64	6.30	2.25

D. The 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=295)
Weekly	4.1%
Monthly	10.2%
A few times a year	30.5%
Rarely	38.6%
Never	16.6%

In the DRC, 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	234	57	6.57	1.91
3. Include appropriate level of stakeholder involvement during preparation	226	61	6.31	1.93
4. Lead to practical solutions	243	42	5.67	2.08
5. Are accessible (well written and easy to understand)	235	46	6.81	2.12
6. Are source of relevant information on global good practices	237	45	6.97	1.92
7. Are adequately disseminated	207	69	6.08	2.39
8. Are translated enough into local language	196	84	5.17	2.70
9. Are adaptable to the DRC's specific development challenges and country circumstances*	234	53	6.71	2.06

Overall Evaluations	N	DK	Mean	SD
10. 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)	272	30	6.98	1.98
11. 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)	264	37	7.14	1.88



E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	251	36	5.36	2.42
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	263	21	6.50	2.35
3. The World Bank Group's approvals and reviews are done in a timely fashion	235	43	6.00	2.11
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	225	52	6.63	1.90
5. The World Bank Group's conditions on its lending are reasonable	230	47	6.37	2.09
6. The World Bank Group takes decisions quickly in the DRC*	227	47	5.59	2.36
7. Working with the World Bank Group increases the DRC's institutional capacity	257	23	7.09	2.04
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	223	49	6.88	1.93
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	264	21	7.13	1.97

WBG Promoting PPP in the DRC	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the DRC? <i>(1-To no degree at all, 10-To a very significant degree)</i>	231	51	6.30	2.05

11. Which of the following best describes the World Bank Group's support in the DRC? (Select only ONE response)	Percentage of Respondents (N=268)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in the DRC	30.6%
The World Bank Group is not sufficiently selective in the DRC, and it is involved in too many areas of development	30.2%
Don't know	39.2%

12. WBG Staffing in the DRC	N	DK	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the DRC? <i>(1-To no degree at all, 10-To a very significant degree)</i>	211	81	6.66	2.36

**F. The Future Role of the World Bank Group in the DRC**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=299)
Offer more innovative financial products	38.1%
Work faster	21.1%
Increase the level of capacity development in the country	19.7%
Ensure greater selectivity in its work	16.4%
Reach out more to groups outside of Government	15.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	14.4%
Improve the quality of its experts as related to the DRC's specific challenges	14.4%
Increase the level of World Bank Group staffing in the DRC's office	13.0%
Reduce the complexity of obtaining World Bank Group financing	13.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	9.7%
Provide more adequate data/knowledge/statistics/figures on the DRC's economy	9.4%
Offer more innovative knowledge services	6.7%
Other	4.3%

2. When considering the combination of services that the World Bank Group offers in the DRC, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the DRC? (Select only ONE response)	Percentage of Respondents (N=297)
Financial services	29.3%
Don't know	25.3%
The combination is appropriate for the DRC	21.5%
Knowledge products	15.5%
Convening services	6.1%
None of the above	2.4%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=235)
Jobs	48.9%
Public financial management	42.1%
Access to basic services	32.3%
Social cohesion	31.5%
Improving livelihoods	30.6%
Capacity of state institutions	23.4%
Stimulating dialogue to promote peace and stability	20.9%
Reducing violence	17.9%
Access to justice systems	15.7%
Security mechanisms	10.6%
Social safety nets	10.2%
Conflict resolution mechanisms	9.8%

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

3B. Which THREE areas below would benefit most from other donors in the DRC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=225)
Stimulating dialogue to promote peace and stability	40.4%
Access to justice systems	36.9%
Security mechanisms	32.0%
Reducing violence	31.1%
Jobs	24.9%
Public financial management	22.7%
Social cohesion	22.2%
Conflict resolution mechanisms	20.9%
Social safety nets	17.8%
Capacity of state institutions	16.4%
Improving livelihoods	13.3%
Access to basic services	12.4%

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=267)
Organize more joint meetings and missions with the UN	59.9%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	48.7%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	47.6%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	36.7%
Involve UN experts to a greater degree in World Bank Group activities	35.2%
Share more information about the World Bank Group's activities, products, and knowledge	30.7%
Other	2.2%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=275)
Internet	54.9%
Local newspapers	32.0%
Local television	27.3%
International newspapers	18.2%
International television	17.8%
International radio	13.5%
Local radio	12.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	10.2%
Other	3.3%
Periodicals	2.2%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=293)
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	43.0%
World Bank Group's seminars/workshops/conferences	35.8%
World Bank Group's website	27.6%
World Bank Group's publications and other written materials	26.6%
Mobile phones	23.9%
e-Newsletters	18.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	13.3%
Other	0.7%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=263)
Yes	36.5%
No	63.5%

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=95)
World Bank Group's seminars/workshops/conferences	27.4%
World Bank Group's website	25.3%
News/Media	24.2%
Colleagues/Friends/Peer organizations	11.6%
World Bank Group's e-Newsletters	6.3%
Other	5.3%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=267)
Yes	18.0%
No	82.0%

6. Were you able to obtain this information?	Percentage of Respondents (N=42)
Yes	90.5%
No	9.5%

7. Do you have access to the Internet?	Percentage of Respondents (N=275)
Yes	86.2%
No	13.8%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=262)
Yes	39.7%
No	60.3%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=271)
Yes	25.8%
No	74.2%

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

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=203)
High speed/WiFi	85.2%
Dial-up	14.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	164	81	6.90	2.52
12. I find the information on the World Bank Group's websites useful	165	78	7.01	2.17
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	182	69	7.35	2.54
14. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	152	87	6.12	2.52
15. The World Bank Group is responsive to my information requests and inquiries	123	107	5.84	2.93

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=292)
Employee of a Ministry, Ministerial Department or Implementation Agency	15.4%
Office of Parliamentarian	14.0%
Academia/Research Institute/Think Tank	11.0%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	9.2%
Media (press, radio, TV, web, etc.)	6.8%
Office of Minister	6.5%
Bilateral/ Multilateral Agency	5.1%
NGO/Community-Based Organization	5.1%
Local Government Office or Staff	4.8%
Private Sector Organization	4.8%
Financial Sector/Private Bank	3.8%
Other	3.8%
Youth Group	2.7%
Private Foundation	2.1%
Office of the President, Prime Minister	1.7%
Faith-Based Group	1.4%
Trade Union	1.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	0.7%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=293)
Jobs	16.7%
Education	10.6%
Other	9.9%
Agriculture	8.5%
Finance and markets	5.8%
Governance	5.8%
Health, nutrition, and population	4.8%
Macroeconomics and fiscal management	4.8%
Public-private partnerships	4.1%
Fragility, conflict and violence	3.8%
Transport and ICT	3.8%
Generalist (specialized in multiple sectors)	3.8%
Environment and natural resources	3.1%
Energy and extractives	2.7%
Urban, rural, and social development	2.7%
Poverty	2.7%
Gender	2.0%
Water	1.7%
Trade and competitiveness	1.7%
Climate change	0.7%
Social protection and labor	0.3%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=280)
Yes	32.9%
No	67.1%

4. Which of the following agencies of the World Bank Group do you primarily engage with in the DRC? (Select only ONE response)	Percentage of Respondents (N=200)
The World Bank (IDA)	53.5%
The International Finance Corporation (IFC)	22.5%
The Multilateral Investment Guarantee Agency (MIGA)	5.5%
Other	18.5%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=227)
Yes	41.0%
No	59.0%

6. If yes, what was your view of how the two institutions work together in the DRC? (Select only ONE response)	Percentage of Respondents (N=89)
The two institutions work well together	55.1%
The way the two institutions work together needs improvement	25.8%
The two institutions do not work well together	2.2%
Don't know	16.9%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=276)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	58.7%
Use World Bank Group website for information, data, research, etc.	35.5%
Collaborate as part of my professional duties	26.8%
Engage in World Bank Group related/sponsored events/activities	18.5%
Use World Bank Group reports/data	16.7%

8. What's your gender?	Percentage of Respondents (N=302)
Female	32.8%
Male	67.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=307)
Kinshasa	70.0%
Matadi	12.4%
Other	17.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of the President/Prime Minister/Minister N=24
- Office of Parliamentarian N=41
- Employee of a Ministry N=45
- PMU/Consultant on WBG-supported Project N=27
- Local Government Office or Staff N=14
- Bilateral/Multilateral Agency N=15
- Private Sector/Financial Sector/Private Bank N=25
- CSO N=36
- Media N=20
- Academia/Research Institute/Think Tank N=32
- Other N=13

A. General Issues Facing the DRC

In general, would you say that the DRC is headed in ... ?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	58.3%	46.3%	57.8%	51.9%	57.1%	80.0%	48.0%	22.9%	21.1%	43.3%	46.2%
The wrong direction	12.5%	34.1%	20.0%	33.3%	28.6%	6.7%	20.0%	45.7%	42.1%	16.7%	38.5%
Not sure	29.2%	19.5%	22.2%	14.8%	14.3%	13.3%	32.0%	31.4%	36.8%	40.0%	15.4%

*Significantly different between stakeholder groups

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



A. General Issues Facing the DRC (continued)

Listed below are a number of development priorities in the DRC. Please identify which of the following you consider the most important development priorities in the DRC?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration*	16.7%	24.4%	2.4%	3.8%	0.0%	26.7%	4.5%	3.0%	0.0%	12.9%	0.0%
Food security*	20.8%	26.8%	16.7%	11.5%	50.0%	0.0%	0.0%	12.1%	38.9%	12.9%	25.0%
Security/stabilization/reconstruction*	20.8%	14.6%	23.8%	15.4%	28.6%	6.7%	27.3%	45.5%	16.7%	29.0%	58.3%
Public sector governance/reform*	12.5%	9.8%	26.2%	11.5%	7.1%	0.0%	36.4%	9.1%	33.3%	12.9%	33.3%
Social protection	0.0%	4.9%	2.4%	3.8%	0.0%	0.0%	0.0%	3.0%	5.6%	6.5%	0.0%
Gender equity	8.3%	9.8%	2.4%	7.7%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Private sector development	4.2%	0.0%	7.1%	3.8%	0.0%	13.3%	22.7%	6.1%	5.6%	6.5%	0.0%
Foreign direct investment*	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	8.3%	2.4%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Energy*	41.7%	53.7%	21.4%	7.7%	7.1%	26.7%	22.7%	6.1%	11.1%	32.3%	8.3%
Regional conflict and tensions	0.0%	2.4%	14.3%	11.5%	7.1%	0.0%	9.1%	18.2%	5.6%	0.0%	0.0%
Job creation/employment*	16.7%	7.3%	31.0%	50.0%	42.9%	13.3%	31.8%	45.5%	44.4%	25.8%	41.7%
Rural development	4.2%	2.4%	9.5%	7.7%	7.1%	0.0%	4.5%	3.0%	5.6%	3.2%	16.7%
Financial markets	8.3%	12.2%	0.0%	3.8%	0.0%	6.7%	4.5%	3.0%	5.6%	0.0%	8.3%
Water and sanitation*	0.0%	4.9%	2.4%	7.7%	0.0%	53.3%	18.2%	3.0%	5.6%	29.0%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	3.8%	0.0%	20.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	0.0%	14.3%	6.7%	0.0%	0.0%	0.0%	3.2%	0.0%
Health	12.5%	14.6%	7.1%	7.7%	35.7%	6.7%	4.5%	21.2%	5.6%	9.7%	8.3%
Climate change	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	3.0%	5.6%	0.0%	0.0%
Poverty reduction	0.0%	4.9%	9.5%	15.4%	7.1%	0.0%	0.0%	18.2%	11.1%	3.2%	25.0%
Transport*	8.3%	0.0%	26.2%	11.5%	0.0%	0.0%	9.1%	6.1%	11.1%	6.5%	16.7%
Social cohesion	8.3%	12.2%	14.3%	11.5%	0.0%	0.0%	4.5%	3.0%	5.6%	0.0%	0.0%
Education*	66.7%	75.6%	16.7%	30.8%	14.3%	93.3%	45.5%	21.2%	16.7%	35.5%	25.0%
Agricultural development	8.3%	7.3%	26.2%	34.6%	21.4%	6.7%	13.6%	18.2%	5.6%	9.7%	8.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	3.2%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	7.7%	0.0%	13.3%	0.0%	3.0%	0.0%	0.0%	0.0%
Anti corruption	4.2%	4.9%	16.7%	11.5%	21.4%	0.0%	13.6%	15.2%	16.7%	3.2%	8.3%
Law and justice	0.0%	2.4%	4.8%	0.0%	14.3%	0.0%	4.5%	12.1%	11.1%	16.1%	8.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	8.3%	0.0%	0.0%	0.0%	14.3%	0.0%	4.5%	6.1%	11.1%	3.2%	0.0%
Natural resource management	0.0%	0.0%	2.4%	0.0%	0.0%	6.7%	0.0%	3.0%	5.6%	0.0%	0.0%
Economic growth	8.3%	2.4%	7.1%	11.5%	0.0%	0.0%	0.0%	12.1%	5.6%	12.9%	8.3%
Disaster management	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%

*Significantly different between stakeholder groups



A. General Issues Facing the DRC (continued)

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the DRC? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation*	33.3%	51.2%	11.9%	3.7%	0.0%	60.0%	17.4%	5.6%	10.0%	15.6%	7.7%
Equality of opportunity*	0.0%	12.2%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	10.0%	12.5%	0.0%
Rural development*	20.8%	19.5%	28.6%	18.5%	50.0%	0.0%	13.0%	16.7%	15.0%	6.3%	15.4%
Climate change	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Regional conflict and tensions	8.3%	0.0%	2.4%	3.7%	0.0%	0.0%	0.0%	5.6%	0.0%	3.1%	0.0%
Global/regional integration	0.0%	7.3%	0.0%	3.7%	0.0%	6.7%	0.0%	0.0%	0.0%	3.1%	0.0%
Gender equity	4.2%	4.9%	0.0%	0.0%	0.0%	0.0%	4.3%	2.8%	0.0%	0.0%	7.7%
Economic growth*	25.0%	22.0%	16.7%	33.3%	0.0%	73.3%	34.8%	16.7%	35.0%	18.8%	23.1%
Urban development*	12.5%	9.8%	4.8%	0.0%	0.0%	20.0%	13.0%	2.8%	0.0%	25.0%	0.0%
Regulatory framework	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Local governance and institutions*	0.0%	0.0%	11.9%	3.7%	14.3%	0.0%	4.3%	2.8%	20.0%	15.6%	0.0%
Social protection	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	6.3%	7.7%
Law and justice	4.2%	0.0%	16.7%	0.0%	14.3%	0.0%	4.3%	13.9%	5.0%	9.4%	0.0%
Transport	8.3%	2.4%	16.7%	3.7%	7.1%	0.0%	4.3%	8.3%	10.0%	9.4%	7.7%
Crime and violence	0.0%	4.9%	0.0%	7.4%	0.0%	6.7%	8.7%	2.8%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	3.7%	7.1%	0.0%	0.0%	5.6%	0.0%	0.0%	7.7%
Information and communications technology	4.2%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	2.8%	5.0%	0.0%	7.7%
Security/stabilization/reconstruction*	0.0%	2.4%	23.8%	22.2%	28.6%	6.7%	17.4%	27.8%	20.0%	12.5%	23.1%
Anti corruption	8.3%	2.4%	14.3%	7.4%	21.4%	6.7%	8.7%	16.7%	25.0%	3.1%	23.1%
Education*	37.5%	53.7%	23.8%	40.7%	14.3%	86.7%	43.5%	38.9%	25.0%	46.9%	30.8%
Foreign direct investment	4.2%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.4%	0.0%
Energy*	41.7%	39.0%	4.8%	3.7%	14.3%	0.0%	8.7%	2.8%	0.0%	9.4%	0.0%
Public sector governance/reform	8.3%	4.9%	26.2%	18.5%	7.1%	0.0%	13.0%	13.9%	15.0%	18.8%	7.7%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	3.1%	0.0%
Private sector development	8.3%	2.4%	7.1%	11.1%	0.0%	0.0%	17.4%	5.6%	15.0%	12.5%	23.1%
Natural resource management*	0.0%	2.4%	4.8%	0.0%	28.6%	0.0%	0.0%	2.8%	5.0%	0.0%	0.0%
Environmental sustainability	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	20.8%	34.1%	2.4%	14.8%	7.1%	0.0%	0.0%	5.6%	0.0%	3.1%	7.7%
Agricultural development*	8.3%	9.8%	28.6%	59.3%	57.1%	13.3%	34.8%	27.8%	25.0%	18.8%	15.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	20.8%	9.8%	42.9%	25.9%	28.6%	13.3%	43.5%	41.7%	45.0%	18.8%	46.2%
Financial markets	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%
Trade and exports	8.3%	2.4%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Food security*	4.2%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	11.1%	10.0%	12.5%	38.5%

*Significantly different between stakeholder groups



A. General Issues Facing the DRC (continued)

The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the DRC? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Consistent economic growth*	20.8%	50.0%	43.2%	56.0%	14.3%	93.3%	52.4%	29.4%	45.0%	75.0%	36.4%
More reliable social safety net*	29.2%	12.5%	9.1%	4.0%	7.1%	0.0%	4.8%	26.5%	15.0%	7.1%	0.0%
Greater access to micro-finance for the poor*	33.3%	30.0%	9.1%	16.0%	7.1%	6.7%	0.0%	32.4%	15.0%	14.3%	18.2%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	2.5%	11.4%	16.0%	0.0%	6.7%	9.5%	8.8%	15.0%	3.6%	9.1%
Greater access to health and nutrition for citizens	0.0%	2.5%	4.5%	12.0%	21.4%	0.0%	9.5%	5.9%	0.0%	3.6%	9.1%
Better entrepreneurial opportunities*	8.3%	2.5%	20.5%	8.0%	42.9%	6.7%	23.8%	20.6%	20.0%	10.7%	18.2%
A growing middle class	12.5%	27.5%	9.1%	8.0%	14.3%	0.0%	9.5%	11.8%	20.0%	17.9%	18.2%
Better opportunity for the poor who live in rural areas	0.0%	2.5%	6.8%	0.0%	7.1%	6.7%	4.8%	2.9%	0.0%	0.0%	18.2%
Better opportunity for the poor who live in urban areas*	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Better employment opportunities for young people*	16.7%	12.5%	6.8%	4.0%	42.9%	0.0%	4.8%	11.8%	5.0%	3.6%	0.0%
Better employment opportunities for women	0.0%	10.0%	2.3%	4.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Greater equity of fiscal policy*	45.8%	20.0%	18.2%	12.0%	21.4%	6.7%	23.8%	11.8%	20.0%	7.1%	0.0%
Education and training that better ensure job opportunity*	16.7%	7.5%	36.4%	28.0%	7.1%	66.7%	38.1%	11.8%	25.0%	42.9%	36.4%
Better quality public services	8.3%	7.5%	22.7%	24.0%	14.3%	6.7%	19.0%	20.6%	20.0%	14.3%	9.1%
Other	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in the DRC?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
A very big problem	73.9%	97.5%	64.4%	84.0%	92.9%	66.7%	64.0%	85.3%	80.0%	56.7%	84.6%
A moderately big problem	21.7%	2.5%	22.2%	16.0%	7.1%	20.0%	20.0%	5.9%	15.0%	40.0%	0.0%
A small problem	0.0%	0.0%	6.7%	0.0%	0.0%	13.3%	12.0%	8.8%	0.0%	0.0%	7.7%
Not a problem at all	4.3%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	3.3%	7.7%

*Significantly different between stakeholder groups



A. General Issues Facing the DRC (continued)

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
A very serious problem	95.7%			92.5%			79.5%			92.3%			100.0%			86.7%			80.0%			94.3%			90.0%			60.0%			61.5%		
A somewhat serious problem	4.3%			7.5%			13.6%			3.8%			0.0%			13.3%			12.0%			0.0%			5.0%			30.0%			23.1%		
Not too serious problem	0.0%			0.0%			4.5%			3.8%			0.0%			0.0%			4.0%			5.7%			5.0%			10.0%			7.7%		
Not a problem	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%		
Don't know	0.0%			0.0%			2.3%			0.0%			0.0%			0.0%			4.0%			0.0%			0.0%			0.0%			0.0%		

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
How familiar are you with the work of the World Bank Group in the DRC?*	23	6.30	1.40	39	5.90	0.72	41	6.02	2.44	26	7.62	2.93	11	3.00	2.72	14	5.00	1.36	24	5.25	2.33	32	5.38	2.39	17	4.71	2.34	28	4.64	1.83	12	3.67	2.46

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.*	23	6.87	1.74	39	7.21	1.36	40	5.83	2.50	24	7.17	2.91	9	5.00	2.40	10	7.20	1.32	22	5.45	2.26	28	5.68	2.79	19	5.53	2.59	25	5.56	2.53	7	4.43	2.82

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
To what extent do you believe the World Bank Group's staff is well prepared to help the DRC solve its most complicated development challenges?*	23	6.70	1.64	38	7.03	1.13	39	6.67	2.25	23	7.96	2.48	9	5.22	3.11	13	7.54	0.88	22	5.77	2.54	27	6.70	2.55	16	6.94	2.11	28	6.11	2.17	6	5.50	2.59

(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 the DRC, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the DRC? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Health*	54.2%	75.6%	24.4%	18.5%	57.1%	7.1%	12.0%	16.7%	30.0%	21.9%	30.8%
Security/stabilization/reconstruction	16.7%	2.4%	20.0%	22.2%	14.3%	14.3%	12.0%	27.8%	20.0%	3.1%	15.4%
Crime and violence	8.3%	14.6%	6.7%	7.4%	7.1%	0.0%	12.0%	2.8%	5.0%	0.0%	0.0%
Transport	8.3%	7.3%	26.7%	14.8%	7.1%	0.0%	4.0%	13.9%	5.0%	9.4%	23.1%
Agricultural development*	16.7%	7.3%	35.6%	51.9%	28.6%	14.3%	20.0%	47.2%	45.0%	21.9%	23.1%
Global/regional integration	0.0%	0.0%	2.2%	3.7%	0.0%	0.0%	8.0%	2.8%	0.0%	6.3%	0.0%
Job creation/employment	8.3%	0.0%	22.2%	22.2%	21.4%	14.3%	20.0%	27.8%	20.0%	18.8%	30.8%
Public sector governance/reform	4.2%	4.9%	17.8%	11.1%	7.1%	7.1%	4.0%	16.7%	5.0%	6.3%	15.4%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	5.0%	3.1%	0.0%
Rural development	8.3%	2.4%	11.1%	25.9%	21.4%	0.0%	8.0%	16.7%	10.0%	12.5%	15.4%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%
Education*	58.3%	58.5%	28.9%	25.9%	21.4%	78.6%	60.0%	50.0%	45.0%	75.0%	38.5%
Energy*	25.0%	24.4%	22.2%	11.1%	0.0%	7.1%	24.0%	8.3%	5.0%	31.3%	0.0%
Social cohesion	0.0%	4.9%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	2.2%	3.7%	7.1%	7.1%	8.0%	0.0%	10.0%	0.0%	7.7%
Urban development*	0.0%	0.0%	2.2%	0.0%	0.0%	21.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	2.2%	3.7%	0.0%	7.1%	4.0%	5.6%	0.0%	0.0%	0.0%
Economic growth*	12.5%	4.9%	17.8%	14.8%	0.0%	78.6%	40.0%	19.4%	15.0%	43.8%	23.1%
Regional conflict and tensions	0.0%	0.0%	4.4%	3.7%	7.1%	0.0%	4.0%	2.8%	0.0%	0.0%	0.0%
Private sector development	0.0%	4.9%	13.3%	7.4%	7.1%	14.3%	16.0%	0.0%	25.0%	6.3%	7.7%
Water and sanitation	4.2%	17.1%	6.7%	3.7%	7.1%	14.3%	8.0%	0.0%	0.0%	12.5%	15.4%
Food security	4.2%	4.9%	6.7%	3.7%	7.1%	0.0%	0.0%	8.3%	0.0%	6.3%	23.1%
Climate change*	0.0%	0.0%	2.2%	3.7%	28.6%	7.1%	8.0%	0.0%	5.0%	0.0%	0.0%
Information and communications technology	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	37.5%	51.2%	2.2%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	3.1%	0.0%
Equality of opportunity	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	6.3%	0.0%
Law and justice	4.2%	2.4%	2.2%	7.4%	7.1%	0.0%	4.0%	2.8%	5.0%	0.0%	0.0%
Local governance and institutions	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Regulatory framework	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases*	4.2%	0.0%	0.0%	3.7%	28.6%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Natural resource management	4.2%	0.0%	0.0%	7.4%	0.0%	7.1%	4.0%	0.0%	5.0%	0.0%	0.0%
Poverty reduction	4.2%	2.4%	6.7%	3.7%	14.3%	0.0%	8.0%	8.3%	25.0%	6.3%	7.7%
Anti-corruption	8.3%	0.0%	6.7%	7.4%	0.0%	0.0%	4.0%	8.3%	10.0%	3.1%	23.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	14.3%	10.3%	20.0%	19.0%	10.0%	0.0%	6.3%	14.3%	0.0%	22.7%	0.0%
Data and statistics	0.0%	10.3%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Convening/Facilitating	9.5%	5.1%	0.0%	0.0%	0.0%	0.0%	6.3%	10.7%	11.1%	0.0%	0.0%
Financial resources*	38.1%	56.4%	20.0%	14.3%	20.0%	0.0%	18.8%	17.9%	38.9%	27.3%	20.0%
Capacity development	23.8%	10.3%	12.5%	23.8%	10.0%	33.3%	31.3%	10.7%	27.8%	9.1%	30.0%
Technical assistance*	4.8%	0.0%	5.0%	0.0%	30.0%	33.3%	0.0%	7.1%	5.6%	13.6%	10.0%
Help to bring discipline/effective supervision to implementation of investment projects	4.8%	2.6%	17.5%	19.0%	10.0%	33.3%	31.3%	10.7%	5.6%	9.1%	20.0%
Mobilizing third party financial resources	4.8%	5.1%	15.0%	14.3%	20.0%	0.0%	6.3%	14.3%	0.0%	9.1%	10.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	10.0%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	0.0%	0.0%	2.5%	9.5%	0.0%	0.0%	0.0%	10.7%	11.1%	4.5%	0.0%
Other	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	4.5%	7.7%	7.3%	5.0%	10.0%	0.0%	12.5%	20.0%	16.7%	0.0%	10.0%
Data and statistics	0.0%	0.0%	2.4%	5.0%	0.0%	0.0%	0.0%	6.7%	5.6%	4.5%	0.0%
Convening/Facilitating	4.5%	5.1%	4.9%	10.0%	10.0%	0.0%	6.3%	6.7%	0.0%	9.1%	10.0%
Financial resources	4.5%	5.1%	19.5%	15.0%	20.0%	0.0%	12.5%	13.3%	5.6%	9.1%	0.0%
Capacity development*	0.0%	0.0%	14.6%	10.0%	10.0%	66.7%	18.8%	13.3%	16.7%	18.2%	10.0%
Technical assistance	4.5%	0.0%	12.2%	25.0%	20.0%	0.0%	12.5%	16.7%	16.7%	9.1%	10.0%
Help to bring discipline/effective supervision to implementation of investment projects	4.5%	10.3%	22.0%	20.0%	20.0%	0.0%	12.5%	16.7%	27.8%	22.7%	20.0%
Mobilizing third party financial resources	27.3%	17.9%	7.3%	5.0%	0.0%	33.3%	6.3%	6.7%	5.6%	9.1%	10.0%
Donor coordination*	22.7%	23.1%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)*	4.5%	12.8%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	4.5%	20.0%
Strategy formulation (e.g., PRSP assistance)	22.7%	17.9%	9.8%	5.0%	0.0%	0.0%	12.5%	0.0%	5.6%	13.6%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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 the DRC? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries*	60.9%	81.1%	36.6%	20.0%	50.0%	0.0%	22.7%	32.4%	25.0%	42.9%	23.1%
Not exploring alternative policy options*	0.0%	5.4%	12.2%	28.0%	0.0%	0.0%	4.5%	8.8%	10.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	4.3%	2.7%	19.5%	28.0%	7.1%	0.0%	13.6%	11.8%	35.0%	21.4%	23.1%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	4.9%	0.0%	7.1%	0.0%	9.1%	2.9%	10.0%	7.1%	23.1%
Not enough public disclosure of its work	4.3%	2.7%	14.6%	20.0%	0.0%	7.7%	4.5%	11.8%	25.0%	3.6%	7.7%
Arrogant in its approach*	4.3%	8.1%	2.4%	0.0%	0.0%	23.1%	0.0%	0.0%	5.0%	7.1%	0.0%
Not client focused	13.0%	13.5%	7.3%	12.0%	21.4%	0.0%	0.0%	20.6%	5.0%	3.6%	7.7%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	2.9%	0.0%	3.6%	0.0%
World Bank Group's processes too complex	4.3%	5.4%	4.9%	4.0%	0.0%	7.7%	0.0%	5.9%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	4.3%	5.4%	4.9%	0.0%	0.0%	0.0%	9.1%	5.9%	5.0%	0.0%	0.0%
Staff too inaccessible*	34.8%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	14.3%	7.7%
Imposing technocratic solutions without regard to political realities	8.7%	0.0%	7.3%	8.0%	7.1%	0.0%	0.0%	5.9%	5.0%	10.7%	15.4%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	0.0%	0.0%	14.6%	12.0%	0.0%	7.7%	9.1%	14.7%	15.0%	7.1%	7.7%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Not aligned with country priorities*	13.0%	37.8%	26.8%	8.0%	35.7%	0.0%	13.6%	8.8%	10.0%	28.6%	23.1%
Not adequately sensitive to political/social realities in the DRC	17.4%	16.2%	17.1%	12.0%	42.9%	0.0%	22.7%	14.7%	20.0%	14.3%	23.1%
Not focused enough on issues that are unique to post-conflict countries	8.7%	5.4%	2.4%	0.0%	0.0%	0.0%	4.5%	0.0%	10.0%	10.7%	0.0%
Inadequate number of World Bank Group staff members located in the country*	0.0%	0.0%	4.9%	4.0%	0.0%	38.5%	9.1%	2.9%	0.0%	0.0%	7.7%
Other	0.0%	2.7%	2.4%	0.0%	7.1%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Don't know*	8.7%	2.7%	7.3%	8.0%	7.1%	53.8%	36.4%	14.7%	0.0%	10.7%	15.4%

*Significantly different between stakeholder groups



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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management*	25.0%	46.3%	21.4%	30.8%	0.0%	20.0%	24.0%	20.0%	20.0%	6.5%	15.4%
Knowledge products/services	16.7%	2.4%	11.9%	26.9%	7.1%	6.7%	20.0%	11.4%	20.0%	25.8%	7.7%
Capacity development	33.3%	26.8%	23.8%	38.5%	42.9%	13.3%	16.0%	31.4%	40.0%	29.0%	7.7%
Technical assistance	20.8%	2.4%	19.0%	7.7%	14.3%	6.7%	16.0%	11.4%	15.0%	3.2%	7.7%
Investment lending*	12.5%	12.2%	45.2%	30.8%	57.1%	6.7%	20.0%	28.6%	45.0%	32.3%	38.5%
Policy based lending/budget support to the Government	12.5%	2.4%	11.9%	19.2%	28.6%	0.0%	16.0%	5.7%	5.0%	16.1%	15.4%
Multi-sectoral approaches*	25.0%	43.9%	19.0%	23.1%	21.4%	0.0%	16.0%	5.7%	5.0%	12.9%	7.7%
Co-financing arrangements	8.3%	9.8%	7.1%	7.7%	7.1%	0.0%	4.0%	2.9%	10.0%	3.2%	7.7%
Sector-wide approaches*	12.5%	22.0%	4.8%	3.8%	0.0%	0.0%	4.0%	2.9%	5.0%	3.2%	7.7%
Emergency Recovery lending*	25.0%	22.0%	9.5%	0.0%	7.1%	0.0%	4.0%	2.9%	5.0%	3.2%	0.0%
Other	4.2%	0.0%	7.1%	3.8%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Don't know*	0.0%	4.9%	4.8%	0.0%	7.1%	73.3%	28.0%	34.3%	10.0%	32.3%	46.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	25.0%	46.3%	14.6%	32.0%	35.7%	0.0%	8.0%	25.0%	20.0%	6.7%	0.0%
To a somewhat sufficient degree	37.5%	19.5%	17.1%	24.0%	14.3%	69.2%	32.0%	5.6%	15.0%	33.3%	8.3%
To a somewhat insufficient degree	12.5%	9.8%	26.8%	36.0%	0.0%	7.7%	12.0%	22.2%	25.0%	26.7%	8.3%
To a very insufficient degree	8.3%	9.8%	26.8%	4.0%	14.3%	0.0%	16.0%	25.0%	15.0%	23.3%	41.7%
Don't know	16.7%	14.6%	14.6%	4.0%	35.7%	23.1%	32.0%	22.2%	25.0%	10.0%	41.7%

*Significantly different between stakeholder groups



B. Overall Attitudes toward the World Bank Group (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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Parliament*	54.2%	85.4%	19.0%	44.0%	28.6%	73.3%	16.0%	13.9%	10.0%	6.3%	15.4%
Donor community	0.0%	2.4%	7.1%	4.0%	0.0%	0.0%	0.0%	2.8%	0.0%	3.1%	7.7%
Media*	29.2%	43.9%	2.4%	0.0%	0.0%	0.0%	8.0%	13.9%	60.0%	3.1%	15.4%
Local Government*	8.3%	7.3%	21.4%	20.0%	28.6%	53.3%	36.0%	13.9%	10.0%	25.0%	38.5%
Private sector	12.5%	7.3%	19.0%	12.0%	0.0%	13.3%	36.0%	13.9%	15.0%	25.0%	15.4%
Academia/think tanks/research institutes*	16.7%	2.4%	23.8%	16.0%	35.7%	26.7%	24.0%	16.7%	40.0%	46.9%	23.1%
NGOs/Community-Based Organizations*	8.3%	0.0%	26.2%	44.0%	7.1%	0.0%	16.0%	50.0%	30.0%	9.4%	30.8%
Youth/university groups*	4.2%	2.4%	4.8%	0.0%	50.0%	0.0%	0.0%	5.6%	5.0%	12.5%	0.0%
Beneficiaries	16.7%	17.1%	31.0%	20.0%	28.6%	13.3%	20.0%	27.8%	25.0%	21.9%	15.4%
Foundations*	20.8%	24.4%	7.1%	0.0%	0.0%	6.7%	4.0%	8.3%	0.0%	0.0%	7.7%
UN and regional peace keeping forces	0.0%	0.0%	9.5%	16.0%	7.1%	6.7%	12.0%	13.9%	0.0%	6.3%	7.7%
Emerging donors	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
UN agencies	0.0%	0.0%	0.0%	4.0%	0.0%	6.7%	4.0%	2.8%	0.0%	0.0%	0.0%
Regional organizations	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.4%	2.4%	4.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Don't know	8.3%	2.4%	14.3%	4.0%	7.1%	0.0%	8.0%	2.8%	0.0%	18.8%	15.4%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
	Overall the World Bank Group currently plays a relevant role in development in the DRC*	23	6.30	1.40	40	6.18	1.13	41	6.37	2.58	21	8.14	1.93	9	4.89	2.26	15	6.67	1.63	24	5.92	2.99	25	6.76	2.83	17	6.59	2.55	23	5.48	2.13	8	5.38
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	21	6.05	1.36	38	5.87	0.88	41	5.83	2.37	21	7.86	2.43	11	5.18	2.36	15	6.60	1.64	23	6.00	2.43	28	6.71	2.73	18	6.61	2.00	23	6.26	1.76	9	4.56	1.94

*Significantly different between stakeholder groups



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

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

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Responsiveness to needs*	22	5.50	1.10	37	5.84	0.96	34	5.62	2.69	22	7.41	2.68	7	5.00	2.58	15	5.93	1.71	18	5.50	2.81	24	5.83	2.53	17	6.18	2.16	27	4.52	1.91	7	3.43	2.07
Flexibility (in terms of the institution's products and services)*	22	5.64	1.18	38	5.61	1.20	33	5.85	2.35	21	7.76	1.81	8	5.38	2.20	13	6.15	1.21	18	5.44	2.71	25	5.40	2.04	17	6.06	1.71	29	5.55	1.55	6	4.17	2.48
Flexibility (in terms of changing country circumstances)*	21	5.67	1.15	39	6.21	1.32	35	5.54	2.31	22	7.18	2.58	7	5.43	1.40	12	4.17	2.33	18	4.78	2.39	26	4.69	2.40	17	5.12	2.06	21	5.38	2.04	7	3.29	1.98
Being inclusive*	23	6.04	1.89	38	6.11	1.11	28	5.89	2.62	22	7.91	1.77	5	6.00	1.73	9	5.67	1.22	14	5.36	2.68	22	6.64	2.42	15	6.40	2.44	22	5.32	1.89	5	3.00	2.00
Openness (sharing data and other information)*	22	6.82	1.47	40	6.38	1.25	33	7.03	2.48	22	9.27	1.12	8	6.75	1.83	9	6.78	1.92	17	6.59	2.96	25	7.28	2.19	18	7.11	2.08	28	5.75	2.37	7	4.14	2.91
Collaboration with the Government*	21	6.62	1.40	39	6.38	1.21	32	8.00	1.80	22	8.23	2.07	7	6.00	2.38	12	7.17	2.48	16	6.38	2.78	21	7.52	2.50	15	7.00	1.77	25	6.80	1.63	10	5.70	2.71
The speed in which it gets things accomplished on the ground*	22	6.50	1.41	39	6.41	1.35	38	5.50	2.74	22	7.18	2.56	7	5.43	2.30	15	6.07	1.67	19	5.89	2.87	22	5.82	2.74	16	5.75	2.32	27	6.48	2.28	7	3.43	1.90
Ease of access to the people at the World Bank Group who are making decisions important to my work*	21	5.90	1.09	38	6.26	1.50	28	5.82	3.04	22	7.95	2.36	7	5.43	3.15	10	6.50	1.96	12	6.00	2.98	21	5.71	2.92	10	4.60	2.32	23	4.78	2.15	4	2.25	1.50
Collaboration with civil society*	20	6.10	1.33	38	6.55	1.11	26	6.65	2.77	16	7.75	2.96	4	5.50	3.11	14	7.93	2.09	15	7.47	2.88	24	6.04	2.84	12	5.50	2.94	24	4.71	1.63	6	4.67	3.01
Collaboration with the UN*	18	7.17	1.42	35	6.74	1.20	18	8.83	1.69	16	8.88	1.86	3	9.00	1.00	10	6.90	2.33	13	7.77	2.92	17	8.18	2.13	11	6.82	2.48	19	5.79	2.23	3	6.00	3.00
Staff accessibility*	22	6.18	1.44	37	6.46	1.22	24	5.67	3.12	22	8.14	1.75	5	5.40	1.67	12	5.33	2.50	15	4.67	3.06	20	5.15	2.30	12	5.00	0.95	20	5.65	2.46	3	3.67	3.06
Collaboration with other donors and development partners*	19	6.84	1.34	37	6.41	1.19	25	7.96	2.39	22	8.86	1.32	5	8.00	1.41	14	7.43	1.45	17	7.06	2.66	20	7.30	2.30	9	7.78	2.11	24	6.13	1.98	5	4.40	2.41
Collaboration with the private sector*	21	6.19	1.25	39	6.23	1.31	27	5.56	2.91	19	6.53	3.29	4	4.25	0.50	10	6.00	2.36	20	4.00	2.77	21	4.62	2.77	14	4.07	1.21	25	5.48	2.26	1	1.00	-
Straightforwardness and honesty*	19	6.74	1.37	36	6.56	1.40	32	6.06	2.76	19	8.42	1.71	4	5.75	3.40	10	3.90	2.92	16	6.00	2.61	22	6.09	3.18	10	6.10	3.31	20	6.85	2.13	7	4.14	2.61
Treating clients and stakeholders in the DRC with respect*	20	6.75	1.52	39	6.46	1.17	32	7.25	2.41	22	8.55	1.63	6	7.00	2.37	15	5.33	2.23	20	7.10	2.40	25	6.76	2.40	16	6.38	2.06	23	7.65	2.25	5	6.40	2.30
Being a long-term partner*	21	7.10	1.41	38	7.00	1.29	33	7.39	2.59	22	8.32	1.99	7	7.86	1.86	15	8.53	1.88	19	6.74	2.60	21	7.48	2.62	13	6.15	2.73	20	7.95	2.24	3	4.67	2.52

*Significantly different between stakeholder groups

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?*(Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	4.5%	0.0%	20.5%	42.9%	8.3%	0.0%	9.5%	15.6%	0.0%	4.0%	0.0%
The same level of effective collaboration	27.3%	37.5%	10.3%	28.6%	0.0%	9.1%	0.0%	9.4%	14.3%	8.0%	20.0%
Less effective collaboration	9.1%	2.5%	7.7%	14.3%	41.7%	18.2%	14.3%	9.4%	21.4%	16.0%	20.0%
Don't know	59.1%	60.0%	61.5%	14.3%	50.0%	72.7%	76.2%	65.6%	64.3%	72.0%	60.0%

*Significantly different between stakeholder groups

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

When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently*	86.4%	87.5%	51.1%	63.0%	71.4%	100.0%	64.0%	51.4%	63.2%	75.0%	41.7%
Poor donor coordination	4.5%	7.5%	11.1%	3.7%	7.1%	0.0%	4.0%	0.0%	5.3%	3.1%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground*	13.6%	5.0%	28.9%	14.8%	64.3%	6.7%	20.0%	40.0%	36.8%	18.8%	16.7%
Lack of/inadequate levels of capacity in Government	4.5%	2.5%	13.3%	18.5%	0.0%	13.3%	20.0%	14.3%	5.3%	6.3%	8.3%
There is not an adequate level of citizen/civil society participation*	13.6%	27.5%	26.7%	18.5%	42.9%	0.0%	8.0%	22.9%	42.1%	34.4%	50.0%
The World Bank Group works too slowly*	4.5%	5.0%	26.7%	11.1%	0.0%	0.0%	16.0%	11.4%	0.0%	9.4%	25.0%
The World Bank Group does not do adequate follow through/follow-up*	4.5%	2.5%	22.2%	11.1%	14.3%	6.7%	24.0%	22.9%	10.5%	18.8%	41.7%
Political pressures and obstacles*	45.5%	50.0%	26.7%	29.6%	14.3%	6.7%	28.0%	34.3%	52.6%	31.3%	8.3%
Reforms are not well thought out in light of country challenges	27.3%	10.0%	20.0%	18.5%	28.6%	0.0%	28.0%	25.7%	21.1%	15.6%	50.0%
Ongoing conflict and instability*	50.0%	57.5%	22.2%	51.9%	7.1%	6.7%	16.0%	31.4%	31.6%	12.5%	8.3%
Inadequate funding*	40.9%	45.0%	35.6%	22.2%	35.7%	80.0%	28.0%	37.1%	21.1%	37.5%	33.3%
Other	4.5%	0.0%	2.2%	0.0%	0.0%	0.0%	8.0%	0.0%	5.3%	3.1%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the DRC? (1-Not important at all, 10-Very important)

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
	Crime and violence*	21	7.33	1.85	37	7.41	1.48	31	8.45	2.17	15	9.27	2.15	5	6.80	3.96	3	8.33	2.89	16	7.94	2.95	28	7.82	2.68	16	8.19	2.88	21	5.81	4.00	3	6.33
Financial markets*	21	7.86	1.11	37	7.92	1.04	34	8.12	1.63	15	9.07	2.09	5	8.40	1.52	5	9.00	1.41	18	8.44	2.55	26	7.85	1.80	16	7.50	2.19	22	7.41	1.82	6	5.83	3.76
Transport*	21	8.19	1.44	37	7.92	1.09	38	8.87	1.19	18	9.39	1.09	6	8.17	1.72	3	9.33	1.15	16	8.38	2.53	27	8.26	2.03	18	8.89	1.28	23	6.87	3.53	6	8.67	1.37
Anti corruption	21	8.19	1.36	38	7.92	1.34	35	8.74	2.24	18	9.67	0.84	7	7.86	2.41	4	7.75	3.86	15	8.40	2.69	29	8.76	1.98	16	9.50	0.97	20	8.05	3.00	7	7.71	3.09
Regional conflict and tensions*	20	8.10	2.00	37	7.89	1.52	30	8.13	2.45	17	9.29	1.40	6	6.17	2.86	3	8.67	2.31	14	7.50	3.08	24	8.63	2.02	16	7.25	2.65	17	6.82	2.77	5	7.80	1.48
Law and justice	19	7.95	1.99	37	7.84	1.17	32	8.22	2.56	19	9.42	1.50	6	7.17	2.79	4	9.00	1.41	14	7.71	3.22	25	8.60	2.18	17	8.94	2.01	16	7.31	3.28	5	9.00	1.00
Urban development	20	7.75	1.07	37	8.00	0.91	32	7.59	2.06	18	7.94	2.34	5	7.60	2.19	5	9.00	1.22	15	8.20	1.97	24	7.50	2.27	16	7.69	2.85	18	6.89	2.08	7	7.00	2.89
Environmental sustainability	20	8.10	1.07	37	8.08	1.01	32	7.97	2.04	19	8.53	1.90	5	6.80	2.59	5	8.40	2.30	16	8.25	1.84	27	8.04	2.26	15	8.27	1.91	17	7.12	1.73	6	7.33	2.42
Trade and exports*	20	7.70	1.30	35	8.26	0.95	32	7.22	2.28	16	9.06	1.34	5	6.40	3.36	3	9.33	1.15	15	7.53	2.70	23	7.70	1.89	13	7.77	3.03	17	6.59	2.37	6	6.33	2.94
Information and communications technology*	20	8.05	1.19	35	7.83	1.10	33	7.97	1.76	17	8.88	1.50	5	6.00	2.83	4	8.50	1.91	15	6.87	3.23	26	7.38	2.45	13	8.15	1.99	18	7.06	2.36	6	5.83	3.54
Poverty reduction*	23	8.13	1.14	36	8.22	0.87	36	9.56	1.18	20	9.60	0.94	6	9.33	0.82	4	8.75	1.89	17	8.47	2.27	25	9.16	1.95	16	9.50	1.32	17	8.06	2.97	7	8.57	1.62
Gender equity*	21	7.67	1.83	37	7.86	1.21	34	8.00	2.36	19	8.89	1.56	4	5.50	3.70	3	7.67	4.04	12	7.50	3.03	28	7.79	2.33	14	7.71	2.55	18	5.44	2.68	4	4.50	3.87
Private sector development*	23	8.13	0.92	39	8.03	1.14	35	8.71	1.66	18	8.28	2.89	6	8.17	1.60	4	9.00	1.41	17	8.65	2.18	28	7.68	2.36	17	7.35	2.78	20	6.35	3.23	5	9.00	1.00
Foreign direct investment*	21	8.10	1.22	36	8.31	0.82	34	7.62	2.10	16	9.00	1.55	5	7.60	1.82	4	8.75	1.50	17	8.00	2.09	27	7.48	2.19	16	7.44	2.03	17	6.53	2.55	4	8.25	1.71
Local governance and institutions*	21	7.86	0.96	36	8.06	0.92	34	8.32	1.65	18	8.83	1.42	5	8.60	1.52	4	8.75	1.89	13	7.08	3.48	27	7.81	1.90	16	7.56	2.25	18	6.67	2.68	7	8.29	1.50
Water and sanitation	21	8.29	1.10	38	8.21	1.02	37	8.78	1.55	20	9.45	1.15	7	7.86	2.85	5	9.20	1.30	17	7.94	2.54	29	7.90	2.16	16	8.63	2.13	19	7.89	2.60	7	8.71	1.11
Regulatory framework*	20	7.80	1.15	36	8.14	0.83	30	7.47	1.94	16	8.81	1.52	6	6.83	2.23	3	9.33	1.15	14	8.00	2.15	24	7.63	1.86	12	7.42	1.88	16	6.75	2.54	4	8.25	0.50
Economic growth	22	8.41	0.96	37	8.38	0.95	37	8.27	2.32	17	9.59	0.71	6	8.83	0.98	4	10.00	0.00	15	8.27	2.46	27	8.19	1.71	13	8.15	2.41	19	7.74	2.51	7	8.86	1.35
Energy*	21	8.10	1.37	36	8.08	1.00	38	9.42	1.13	20	9.25	1.37	8	8.63	2.20	4	10.00	0.00	15	9.13	1.55	29	8.52	2.16	19	8.74	1.73	21	7.86	2.80	7	8.71	0.95
Disaster management*	22	8.23	1.31	37	7.86	1.44	31	7.29	2.21	18	8.83	1.42	5	7.40	2.07	3	8.00	3.46	13	7.08	2.72	29	7.83	2.27	14	7.71	2.40	18	6.56	2.66	5	5.60	4.04
Public sector governance/reform*	21	7.71	1.35	38	8.05	0.84	36	8.61	1.74	19	9.68	0.67	5	8.00	2.00	5	8.40	2.61	16	7.56	2.87	28	8.36	2.08	17	8.65	2.26	18	7.33	2.38	5	9.00	1.41
Job creation/employment*	22	8.41	1.10	37	8.19	1.02	38	9.24	1.51	19	9.95	0.23	6	9.00	1.10	4	8.75	2.50	17	7.94	3.07	30	8.60	2.27	16	8.94	1.69	18	8.44	2.66	8	8.00	2.98
Social cohesion	20	8.10	1.25	34	8.09	0.79	31	7.74	1.97	19	8.89	1.88	7	7.14	3.08	2	10.00	0.00	13	8.38	2.18	29	8.17	1.89	17	8.00	2.42	15	6.87	2.29	4	6.50	3.87
Communicable/non-communicable diseases	21	7.57	1.03	34	8.03	0.80	31	7.77	2.14	18	9.22	1.35	5	5.80	3.19	4	9.00	2.00	15	8.13	2.56	27	7.89	2.34	15	8.20	1.93	17	7.53	2.62	5	7.20	3.27
Equality of opportunity*	20	8.10	1.07	37	7.92	0.98	33	8.15	1.77	20	9.25	1.59	7	6.43	3.69	2	10.00	0.00	15	8.13	1.92	29	8.38	2.13	15	8.53	1.81	16	7.50	2.58	7	5.71	3.20
Social protection	20	8.05	1.10	36	8.28	1.11	33	8.15	1.82	20	8.85	2.06	5	6.40	2.51	3	8.33	2.89	15	8.20	2.18	25	8.16	2.34	15	8.27	2.05	17	7.88	2.12	4	7.75	0.96
Rural development*	22	8.41	0.96	38	8.05	1.04	38	9.08	1.40	21	9.62	0.67	7	9.29	0.95	5	7.60	2.61	17	8.24	2.51	28	8.68	1.87	18	9.06	1.16	19	8.68	2.26	8	7.00	3.55
Global/regional integration	21	8.05	1.36	37	8.05	1.10	35	7.74	1.96	17	8.65	1.84	5	7.60	1.95	4	8.50	1.91	15	8.00	1.69	24	7.75	1.94	14	8.21	2.01	20	7.45	2.04	6	7.17	2.71
Food security	21	8.24	1.04	38	8.13	1.04	34	8.68	1.55	20	8.75	1.59	6	8.33	1.21	5	7.40	2.61	17	7.88	2.52	26	8.27	1.69	17	8.76	1.35	19	8.32	2.03	7	7.29	2.69
Natural resource management	20	7.65	1.23	35	8.20	0.96	33	8.00	2.14	19	8.89	1.73	5	7.20	3.56	4	8.25	2.36	11	6.91	3.27	27	8.00	2.39	17	8.18	2.35	17	6.41	3.08	4	8.25	1.50
Security/stabilization/reconstruction*	21	8.19	0.81	36	8.00	0.89	35	8.80	1.97	19	9.53	1.22	6	8.00	1.90	4	8.50	3.00	16	7.81	2.64	27	8.74	1.83	18	9.11	1.64	18	7.61	2.25	6	9.33	0.82
Health*	22	8.50	1.22	38	8.24	0.97	39	9.36	1.22	19	9.74	0.56	8	8.75	1.39	4	9.00	2.00	16	8.44	2.45	30	8.87	1.98	16	9.25	1.39	25	8.20	2.12	8	7.75	3.24
Climate change*	21	8.05	0.86	36	8.33	0.96	33	7.27	2.34	20	8.90	1.68	5	7.20	1.92	5	9.00	1.41	16	8.13	2.47	28	7.79	2.51	17	7.76	2.25	16	6.94	2.11	5	5.60	3.21
Agricultural development	23	8.70	1.11	38	8.47	0.89	39	9.08	1.61	21	9.76	0.77	9	9.33	0.87	5	8.40	1.82	18	8.39	2.64	30	8.43	1.96	19	9.26	1.24	21	8.90	1.95	6	9.00	0.89
Education	22	9.27	1.08	37	9.59	0.60	40	9.65	0.89	20	9.85	0.49	9	9.11	1.17	5	9.40	0.89	18	9.39	1.09	31	9.32	1.62	19	9.68	0.58	26	9.08	1.55	8	8.88	2.42

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results (continued)

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

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Gender equity*	19	4.84	1.34	36	4.53	1.56	26	7.50	2.34	15	9.73	0.59	6	6.00	4.43	11	6.27	2.37	12	8.17	2.55	20	7.30	3.05	12	8.08	2.71	18	5.11	2.00	6	5.33	3.72
Information and communications technology*	20	5.25	1.80	36	4.94	1.35	24	6.83	2.14	12	9.42	1.24	5	6.60	1.52	6	7.17	1.60	14	6.71	2.16	18	6.56	2.31	10	5.70	2.06	14	6.36	2.50	6	7.83	2.40
Transport*	22	5.50	1.74	37	4.92	1.16	33	6.24	2.44	20	7.50	2.14	8	8.00	1.60	7	7.00	0.82	14	6.36	2.44	21	6.19	2.32	16	6.75	1.57	17	6.12	2.45	8	7.38	2.62
Regional conflict and tensions*	19	5.26	1.37	36	4.89	1.14	20	5.80	3.09	14	8.57	2.56	5	4.80	2.39	8	6.25	1.49	6	6.00	3.35	19	5.95	3.41	11	6.00	2.41	18	5.56	3.01	4	5.25	3.69
Urban development*	20	5.60	1.79	35	4.77	1.14	29	6.03	2.34	13	7.77	2.42	4	5.50	0.58	5	5.40	0.89	10	4.70	2.98	17	5.41	1.73	12	6.08	1.88	14	5.36	2.31	5	6.00	2.45
Environmental sustainability*	20	5.35	1.69	37	4.89	1.22	29	7.17	2.19	13	8.85	1.86	4	6.50	1.29	8	6.88	0.99	7	5.43	2.76	16	6.44	2.39	9	6.44	1.74	14	6.14	2.54	5	4.40	3.36
Regulatory framework*	20	5.65	1.27	36	4.89	1.19	21	7.14	2.17	13	7.85	2.08	4	4.25	1.89	3	6.33	0.58	10	6.40	3.10	13	5.77	2.28	8	4.63	1.60	11	6.55	2.16	4	5.25	4.43
Poverty reduction*	21	5.48	1.47	35	5.09	1.22	32	6.06	2.54	18	7.78	2.39	7	6.00	2.65	8	3.88	2.03	16	5.38	3.16	23	5.43	2.94	15	5.60	2.53	21	4.48	2.50	8	6.25	3.33
Anti-corruption*	21	4.76	1.00	36	5.03	1.21	30	5.87	2.42	13	7.92	3.50	5	6.00	2.65	5	7.00	1.87	12	7.50	2.39	21	5.38	2.96	13	6.00	2.68	20	5.30	2.27	7	6.29	3.59
Private sector development	20	5.60	1.54	36	5.06	1.12	29	4.17	2.25	15	3.27	2.31	4	4.75	2.63	12	5.00	2.09	16	4.31	2.98	19	4.21	2.72	14	4.14	2.32	20	5.05	1.64	5	6.00	3.67
Foreign direct investment*	19	5.00	1.41	35	4.89	1.02	25	6.84	2.53	12	8.42	2.15	3	7.33	1.15	6	5.17	2.23	13	7.15	2.48	18	6.61	2.15	9	6.11	2.37	18	6.89	2.37	4	7.00	4.24
Local governance and institutions*	19	5.47	1.07	37	5.14	1.13	25	6.76	1.96	13	8.31	2.90	5	7.40	1.82	13	6.08	2.69	10	5.20	2.90	19	6.53	1.98	13	5.69	2.53	14	6.14	3.08	5	5.00	3.61
Water and sanitation*	21	5.71	1.79	38	5.37	1.62	32	6.63	2.18	16	8.50	1.75	7	6.71	1.70	12	7.17	1.95	11	6.00	2.90	23	6.30	2.05	15	6.80	1.78	18	5.61	1.69	8	5.50	2.88
Trade and exports*	19	5.63	1.46	35	5.11	1.05	20	6.30	3.13	11	9.18	1.40	5	7.80	1.30	8	5.88	1.36	11	4.00	1.95	16	5.50	2.56	9	5.33	1.94	13	4.85	2.51	5	5.60	4.28
Economic growth*	20	5.15	1.04	36	4.89	0.95	24	6.67	2.90	12	9.25	1.76	5	8.00	1.22	7	7.29	1.70	13	6.00	2.74	18	6.11	2.89	14	6.29	2.43	17	5.82	3.07	5	6.20	3.63
Health*	22	5.82	1.68	38	5.55	1.25	32	6.59	1.97	19	8.11	2.02	6	7.33	2.16	10	7.10	1.10	10	7.60	2.17	24	6.54	2.32	17	6.65	2.18	21	6.38	2.22	9	6.22	3.15
Disaster management*	17	5.59	1.12	35	5.31	0.99	16	7.06	2.62	13	8.54	1.76	4	6.25	2.22	6	5.33	1.03	7	5.43	2.76	19	5.58	2.34	5	8.00	2.55	15	5.27	2.66	3	4.67	4.73
Public sector governance/reform*	18	5.28	0.83	36	5.19	0.82	30	6.97	2.24	12	9.33	1.56	6	7.17	1.83	10	6.70	1.06	11	6.82	2.60	17	6.59	2.69	14	6.43	2.38	18	5.61	2.70	5	6.60	2.07
Job creation/employment*	21	4.86	1.80	37	5.08	1.19	32	4.59	2.69	14	8.00	2.88	6	6.00	2.28	5	4.80	2.49	14	5.07	3.12	21	4.86	4.55	15	4.47	2.72	17	4.53	2.55	6	5.00	4.00
Social cohesion*	20	5.00	1.75	36	5.17	1.06	20	5.50	3.02	15	8.13	2.29	6	5.50	2.43	9	5.78	1.64	8	6.88	1.81	15	5.73	2.58	10	4.60	2.91	15	5.27	2.05	5	4.60	4.51
Financial markets*	19	5.32	1.49	36	4.94	1.17	26	6.92	2.56	15	8.80	1.08	4	6.75	1.26	9	6.89	2.98	14	6.07	2.56	17	5.94	1.89	12	6.42	2.31	13	5.69	2.18	7	6.29	3.20
Equality of opportunity*	20	4.80	1.36	36	4.83	1.00	26	6.04	2.68	17	8.00	2.57	6	6.00	3.41	4	6.50	1.73	11	7.00	2.14	21	5.95	2.31	11	5.73	2.80	13	5.38	2.43	5	4.20	3.56
Energy*	22	4.95	1.53	36	5.47	1.08	33	6.06	2.42	15	8.60	1.92	8	7.00	1.93	11	6.45	1.86	10	7.10	1.91	17	6.47	2.55	18	5.61	1.82	20	5.15	2.37	5	5.80	3.03
Rural development*	21	5.57	1.50	36	5.39	1.23	32	5.53	2.59	17	7.53	2.45	6	5.50	2.43	9	6.11	2.26	8	4.25	2.12	22	5.50	2.22	15	4.80	2.01	17	5.76	2.54	8	3.25	2.92
Global/regional integration*	18	5.44	1.38	35	5.17	1.10	26	6.58	2.27	10	9.40	0.84	5	6.20	0.84	7	5.71	0.95	11	6.73	2.90	16	5.94	2.24	11	6.27	2.00	13	7.00	2.52	4	4.50	4.36
Food security*	19	5.53	1.81	35	5.54	1.12	28	6.61	2.17	14	8.93	1.59	5	8.00	1.58	7	6.71	2.43	9	5.33	2.12	22	5.73	2.23	13	5.38	1.98	16	6.88	2.90	5	4.80	3.11
Education*	22	5.18	1.47	37	5.49	1.17	31	6.39	2.19	19	7.74	2.51	7	7.43	2.15	11	8.45	1.69	12	6.67	2.61	28	6.50	2.40	18	6.50	2.41	24	5.54	2.40	9	5.56	3.13
Security/stabilization/reconstruction*	18	4.94	1.55	35	5.31	1.05	24	6.04	2.51	15	8.53	2.26	6	7.00	1.90	7	6.71	1.38	11	5.45	2.98	21	6.19	3.04	14	5.57	2.82	19	5.32	2.29	6	6.00	2.10
Social protection*	20	4.55	1.23	36	5.36	1.07	21	5.67	3.26	14	8.29	2.49	7	6.57	2.07	6	7.00	1.41	9	7.11	2.15	20	6.55	2.70	13	4.69	2.72	19	6.05	2.30	4	4.25	4.27
Climate change*	19	5.26	1.76	34	5.18	0.94	19	7.00	2.49	12	9.58	1.16	5	7.40	1.95	11	6.82	0.87	10	7.20	2.97	22	6.55	2.82	11	5.55	3.05	13	5.69	2.06	6	4.00	3.69
Agricultural development*	21	5.05	1.80	37	5.41	1.32	30	6.23	2.30	19	7.32	2.93	7	6.43	2.37	9	6.89	1.27	14	5.36	2.68	21	5.57	2.69	15	4.27	2.12	20	5.00	2.55	8	6.13	2.70
Natural resource management*	20	5.20	1.40	34	5.26	1.05	23	5.83	3.07	12	8.83	2.08	5	6.20	2.17	12	4.58	1.44	8	5.50	2.93	22	5.14	2.34	11	3.82	2.09	16	7.31	2.30	6	5.50	3.02

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results (continued)

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	22	6.64	1.18	37	6.68	0.82	38	6.63	2.39	20	7.75	2.17	10	6.70	1.95	14	6.43	1.16	18	6.22	2.39	25	6.52	2.84	18	5.56	2.33	32	5.53	2.23	6	5.00	2.68

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

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?*	23	6.70	1.22	38	6.84	1.08	35	7.11	1.86	20	8.60	1.60	9	6.44	1.59	15	6.73	1.10	18	6.83	2.18	27	6.85	2.51	15	6.93	2.34	29	5.76	2.18	4	7.00	2.16

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

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

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
The World Bank Group's financial instruments meet the needs of the DRC*	22	5.73	1.16	39	5.87	0.98	40	5.50	2.66	21	7.19	2.82	11	4.27	1.90	15	6.13	2.03	21	5.57	2.86	27	5.56	2.91	18	4.83	2.62	31	4.87	1.57	8	2.88	1.64
The World Bank Group meets the DRC's needs for knowledge services*	23	5.61	1.44	39	5.67	1.11	37	6.57	2.42	21	8.52	1.89	10	5.90	2.02	15	6.47	1.51	22	6.64	2.56	28	7.21	2.30	19	6.53	2.50	32	5.34	2.04	6	3.83	2.56

*Significantly different between stakeholder groups

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent do you believe the World Bank Group measures and corrects its work in real time in the DRC?*	23	6.35	1.34	38	6.58	1.39	30	5.83	2.73	20	7.60	2.44	12	4.58	3.29	14	6.57	0.51	16	7.13	2.42	18	5.67	2.33	13	6.31	2.06	29	6.28	2.58	3	4.00	0.00

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



D. 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	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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			
Weekly	8.3%			2.4%			4.9%			8.0%			0.0%			0.0%			0.0%			0.0%			6.1%			0.0%			3.4%			7.7%		
Monthly	16.7%			9.8%			17.1%			20.0%			0.0%			0.0%			8.3%			3.0%			21.1%			0.0%			7.7%					
A few times a year	16.7%			12.2%			34.1%			56.0%			28.6%			16.7%			25.0%			45.5%			31.6%			44.8%			23.1%					
Rarely	45.8%			53.7%			36.6%			16.0%			21.4%			75.0%			45.8%			30.3%			36.8%			34.5%			30.8%					
Never	12.5%			22.0%			7.3%			0.0%			50.0%			8.3%			20.8%			15.2%			10.5%			17.2%			30.8%					

*Significantly different between stakeholder groups

In the DRC, 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)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
Are timely*	23	6.52	0.99	38	6.53	0.89	37	7.14	1.84	21	7.95	2.22	9	6.22	1.86	12	5.50	1.09	17	6.00	1.80	23	6.22	2.33	19	6.58	2.29	21	6.95	2.36	7	4.29	1.80
Include appropriate level of stakeholder involvement during preparation*	22	6.23	1.02	38	6.05	0.77	36	6.44	2.51	22	8.64	1.53	9	5.22	2.39	12	6.25	0.97	17	6.59	1.91	17	5.94	1.64	17	5.59	2.50	16	5.63	1.45	7	5.43	1.90
Lead to practical solutions*	21	5.86	0.96	37	5.92	0.95	40	5.68	2.67	21	7.71	2.43	10	5.70	2.16	11	5.73	0.90	15	5.73	2.52	27	4.56	2.08	17	5.29	1.61	21	5.19	2.06	8	3.75	1.39
Are accessible (well written and easy to understand)*	21	6.52	1.57	36	5.97	1.03	37	7.30	2.04	21	8.76	2.12	7	6.00	1.83	12	6.00	1.41	19	7.47	2.63	28	7.14	1.90	16	6.56	2.53	21	6.29	2.69	5	6.40	2.07
Are source of relevant information on global good practices*	22	6.73	1.35	37	6.19	1.08	36	7.61	1.61	19	8.95	1.54	6	6.50	1.52	12	6.75	1.36	16	7.19	1.97	26	7.46	1.88	18	7.28	2.11	26	6.46	2.27	7	5.29	2.63
Are adequately disseminated*	22	6.27	1.52	36	6.14	1.13	26	6.19	2.94	17	7.94	2.93	5	5.00	1.87	12	6.25	1.29	16	6.06	2.91	26	5.73	2.68	17	4.94	2.38	15	5.47	2.20	3	3.67	1.15
Are translated enough into local language*	19	5.53	1.74	34	5.59	1.56	27	5.33	3.53	17	7.76	3.11	5	3.60	1.52	12	5.67	1.78	11	6.64	2.77	23	3.91	2.56	15	3.73	2.79	17	4.35	2.32	4	2.25	1.89
Are adaptable to the DRC's specific development challenges and country circumstances	23	6.22	1.04	38	6.21	1.38	36	6.47	2.47	19	8.05	2.48	7	6.43	2.37	12	7.50	1.24	20	6.70	2.41	27	6.67	2.20	15	7.00	1.56	18	6.94	2.07	6	5.33	2.07

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	22	7.27	1.16	41	6.95	0.80	35	6.69	2.17	24	8.38	2.02	11	7.27	1.68	14	7.21	1.42	21	6.62	1.72	29	6.55	2.59	17	7.71	2.17	30	6.60	1.96	9	5.89	2.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	23	7.57	1.12	40	7.35	1.00	36	6.89	1.95	23	8.78	1.48	10	5.80	2.30	14	7.36	1.45	23	7.39	1.78	29	6.69	2.30	15	7.07	1.87	28	6.50	1.91	6	5.17	1.72

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



E. Working with the World Bank Group

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

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
	The World Bank Group disburses funds promptly*	22	5.45	1.47	37	5.14	0.95	38	5.24	2.88	22	7.18	2.84	5	5.60	2.70	15	7.40	2.47	22	5.59	2.70	28	5.18	2.34	15	5.00	2.67	24	4.33	1.86	8	3.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	22	6.27	1.80	38	5.26	0.89	38	6.92	2.45	22	8.36	1.87	4	6.00	2.94	15	6.60	1.64	21	6.43	2.23	29	6.55	2.86	19	6.79	2.76	29	6.03	2.78	8	5.88	2.17
The World Bank Group's approvals and reviews are done in a timely fashion*	21	6.14	1.42	38	5.71	0.98	37	6.03	2.62	20	7.50	2.76	4	6.00	2.00	13	6.77	1.17	16	5.94	2.14	21	5.33	2.39	16	5.69	1.49	26	5.58	2.02	10	4.80	2.39
The World Bank Group's "Safeguard Policy" requirements are reasonable*	19	6.58	1.43	38	5.87	1.23	30	7.03	2.19	21	8.24	2.12	3	6.67	2.08	12	5.17	1.47	18	7.17	1.69	21	7.05	2.16	15	6.33	1.68	26	6.46	1.79	8	5.75	1.67
The World Bank Group's conditions on its lending are reasonable*	21	6.43	1.63	38	5.97	1.10	30	6.50	2.49	22	7.95	2.28	2	7.50	3.54	13	6.62	0.96	16	6.38	1.96	26	6.42	2.42	14	5.29	2.52	25	5.84	1.70	7	4.86	2.19
The World Bank Group takes decisions quickly in the DRC*	20	5.95	1.70	38	5.68	1.21	37	5.38	2.75	19	7.26	3.09	3	6.67	2.89	14	6.57	1.50	14	4.86	2.66	23	5.52	2.47	14	4.57	2.65	23	5.00	2.11	8	3.50	1.31
Working with the World Bank Group increases the DRC's institutional capacity*	21	6.52	1.17	38	5.82	1.14	37	7.54	1.83	22	8.73	1.86	3	8.00	1.73	13	6.77	1.69	21	7.67	1.65	29	7.72	1.79	19	7.26	2.60	26	6.73	2.16	10	5.70	2.75
Where country systems are adequate, the World Bank Group makes appropriate use of them*	20	6.30	1.49	37	5.57	1.41	26	7.65	1.94	21	8.48	1.75	4	7.00	2.00	10	6.30	1.34	18	6.78	2.32	23	7.39	1.64	16	7.25	1.95	25	6.76	1.71	8	5.88	2.42
The World Bank Group provides effective implementation support*	22	6.64	1.43	39	6.41	1.23	37	7.51	1.82	22	8.55	1.44	6	7.83	2.04	15	7.13	1.96	23	6.61	2.61	29	7.07	2.28	18	7.00	2.20	28	6.93	2.05	7	6.29	2.14

*Significantly different between stakeholder groups

	Office of President/Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
	To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the DRC?*	22	6.41	1.05	37	6.24	0.93	28	6.64	2.47	20	8.25	2.34	6	5.83	2.93	15	6.00	0.93	16	6.50	1.83	26	6.15	2.56	13	6.77	2.49	26	4.92	1.79	5	5.00

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

Which of the following best describes the World Bank Group's support in the DRC? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in the DRC	30.4%	15.4%	30.6%	52.2%	33.3%	25.0%	31.6%	27.3%	57.9%	27.6%	20.0%
The World Bank Group is not sufficiently selective in the DRC, and it is involved in too many areas of development	17.4%	15.4%	41.7%	34.8%	33.3%	62.5%	42.1%	27.3%	21.1%	37.9%	10.0%
Don't know	52.2%	69.2%	27.8%	13.0%	33.3%	12.5%	26.3%	45.5%	21.1%	34.5%	70.0%

*Significantly different between stakeholder groups



E. Working with the World Bank Group (continued)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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
To what extent do you believe the World Bank Group is adequately staffed in the DRC?	21	6.95	1.50	36	7.03	1.06	25	7.56	2.50	18	7.67	3.53	6	7.33	3.56	15	6.53	1.51	16	6.13	2.50	22	6.50	2.50	11	6.45	2.42	20	5.65	2.58	3	4.33	1.53

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Offer more innovative financial products*	41.7%	47.5%	24.4%	44.4%	7.7%	66.7%	41.7%	28.6%	42.1%	48.4%	16.7%
Ensure greater selectivity in its work	16.7%	17.5%	22.0%	14.8%	0.0%	0.0%	12.5%	20.0%	15.8%	19.4%	25.0%
Provide more adequate data/knowledge/statistics/figures on the DRC's economy	4.2%	5.0%	17.1%	7.4%	0.0%	6.7%	8.3%	5.7%	5.3%	12.9%	33.3%
Improve the competitiveness of its financing compared to markets*	4.2%	5.0%	12.2%	33.3%	53.8%	0.0%	20.8%	17.1%	15.8%	6.5%	0.0%
Reach out more to groups outside of Government	16.7%	15.0%	14.6%	14.8%	15.4%	6.7%	16.7%	17.1%	21.1%	9.7%	33.3%
Increase the level of capacity development in the country*	12.5%	10.0%	17.1%	33.3%	30.8%	0.0%	0.0%	14.3%	31.6%	38.7%	16.7%
Improve the quality of its experts as related to the DRC's specific challenges	20.8%	12.5%	26.8%	14.8%	23.1%	6.7%	12.5%	17.1%	5.3%	3.2%	8.3%
Offer more innovative knowledge services	8.3%	15.0%	4.9%	0.0%	15.4%	6.7%	4.2%	8.6%	5.3%	3.2%	8.3%
Collaborate more effectively with Government clients	8.3%	7.5%	7.3%	3.7%	7.7%	0.0%	29.2%	11.4%	5.3%	6.5%	16.7%
Work faster*	45.8%	62.5%	19.5%	3.7%	7.7%	0.0%	16.7%	11.4%	21.1%	9.7%	8.3%
Reduce the complexity of obtaining World Bank Group financing*	8.3%	0.0%	19.5%	11.1%	23.1%	0.0%	12.5%	28.6%	26.3%	6.5%	8.3%
Increase the level of World Bank Group staffing in the DRC's office*	0.0%	0.0%	2.4%	11.1%	0.0%	46.7%	29.2%	14.3%	0.0%	32.3%	8.3%
Other*	0.0%	0.0%	7.3%	7.4%	0.0%	26.7%	0.0%	2.9%	5.3%	3.2%	8.3%

*Significantly different between stakeholder groups



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

When considering the combination of services that the World Bank Group offers in the DRC, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the DRC?*(Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Financial services	30.4%	26.8%	24.4%	44.0%	42.9%	0.0%	28.0%	34.3%	47.4%	32.3%	8.3%
Knowledge products	17.4%	24.4%	17.1%	28.0%	0.0%	14.3%	8.0%	11.4%	15.8%	9.7%	16.7%
Convening services	4.3%	7.3%	7.3%	8.0%	7.1%	0.0%	12.0%	5.7%	5.3%	3.2%	8.3%
None of the above	0.0%	2.4%	4.9%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	8.3%
The combination is appropriate for the DRC	26.1%	22.0%	24.4%	20.0%	28.6%	0.0%	8.0%	28.6%	15.8%	25.8%	41.7%
Don't know	21.7%	17.1%	22.0%	0.0%	21.4%	85.7%	44.0%	14.3%	15.8%	29.0%	16.7%

*Significantly different between stakeholder groups

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Social cohesion	20.0%	47.1%	27.0%	43.5%	0.0%	66.7%	40.0%	32.3%	22.2%	31.8%	9.1%
Public financial management	50.0%	26.5%	54.1%	47.8%	50.0%	33.3%	46.7%	35.5%	66.7%	22.7%	36.4%
Reducing violence	25.0%	23.5%	10.8%	13.0%	20.0%	0.0%	6.7%	32.3%	5.6%	9.1%	18.2%
Access to justice systems	15.0%	5.9%	18.9%	8.7%	10.0%	0.0%	0.0%	12.9%	33.3%	18.2%	27.3%
Security mechanisms*	20.0%	47.1%	0.0%	0.0%	10.0%	0.0%	6.7%	3.2%	0.0%	0.0%	9.1%
Conflict resolution mechanisms*	25.0%	20.6%	0.0%	13.0%	10.0%	0.0%	0.0%	12.9%	0.0%	4.5%	9.1%
Access to basic services	25.0%	35.3%	40.5%	30.4%	40.0%	33.3%	40.0%	32.3%	27.8%	40.9%	18.2%
Capacity of state institutions*	5.0%	2.9%	29.7%	26.1%	20.0%	33.3%	33.3%	22.6%	38.9%	40.9%	36.4%
Jobs	60.0%	61.8%	56.8%	43.5%	60.0%	66.7%	40.0%	48.4%	27.8%	27.3%	36.4%
Improving livelihoods*	30.0%	8.8%	32.4%	34.8%	30.0%	0.0%	40.0%	32.3%	38.9%	31.8%	72.7%
Social safety nets	5.0%	5.9%	5.4%	17.4%	10.0%	0.0%	13.3%	16.1%	5.6%	27.3%	0.0%
Stimulating dialogue to promote peace and stability	10.0%	8.8%	21.6%	8.7%	20.0%	66.7%	33.3%	19.4%	33.3%	31.8%	18.2%

*Significantly different between stakeholder groups



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

Which THREE areas below would benefit most from other donors in the DRC? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion*	15.0%	6.1%	16.2%	14.3%	40.0%	0.0%	46.7%	21.4%	43.8%	20.0%	10.0%
Public financial management	20.0%	15.2%	16.2%	14.3%	20.0%	66.7%	6.7%	28.6%	18.8%	45.0%	30.0%
Reducing violence	30.0%	39.4%	29.7%	28.6%	0.0%	66.7%	40.0%	28.6%	37.5%	10.0%	50.0%
Access to justice systems	30.0%	33.3%	43.2%	52.4%	50.0%	33.3%	33.3%	46.4%	31.3%	25.0%	20.0%
Security mechanisms	30.0%	24.2%	27.0%	57.1%	30.0%	33.3%	20.0%	39.3%	37.5%	45.0%	10.0%
Conflict resolution mechanisms	25.0%	18.2%	21.6%	19.0%	30.0%	0.0%	6.7%	17.9%	43.8%	30.0%	20.0%
Access to basic services*	35.0%	33.3%	10.8%	0.0%	10.0%	0.0%	6.7%	7.1%	6.3%	5.0%	0.0%
Capacity of state institutions	15.0%	30.3%	8.1%	19.0%	20.0%	0.0%	13.3%	25.0%	6.3%	20.0%	10.0%
Jobs*	20.0%	12.1%	32.4%	0.0%	20.0%	0.0%	46.7%	25.0%	31.3%	45.0%	20.0%
Improving livelihoods	5.0%	33.3%	10.8%	14.3%	10.0%	0.0%	0.0%	14.3%	6.3%	15.0%	10.0%
Social safety nets*	45.0%	24.2%	29.7%	4.8%	30.0%	0.0%	6.7%	0.0%	6.3%	10.0%	40.0%
Stimulating dialogue to promote peace and stability*	15.0%	24.2%	43.2%	61.9%	20.0%	100.0%	60.0%	46.4%	31.3%	20.0%	60.0%

*Significantly different between stakeholder groups

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Organize more joint meetings and missions with the UN	52.4%	76.3%	42.9%	61.9%	25.0%	42.9%	68.4%	54.5%	66.7%	65.5%	66.7%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	52.4%	39.5%	45.7%	28.6%	37.5%	28.6%	21.1%	42.4%	38.9%	31.0%	16.7%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages*	66.7%	60.5%	62.9%	52.4%	37.5%	21.4%	47.4%	39.4%	61.1%	20.7%	41.7%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	52.4%	50.0%	40.0%	42.9%	62.5%	42.9%	63.2%	54.5%	33.3%	62.1%	25.0%
Share more information about the World Bank Group's activities, products, and knowledge	33.3%	28.9%	20.0%	33.3%	37.5%	42.9%	31.6%	27.3%	33.3%	24.1%	50.0%
Involve UN experts to a greater degree in World Bank Group activities*	4.8%	34.2%	42.9%	33.3%	37.5%	64.3%	26.3%	24.2%	33.3%	55.2%	33.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	6.1%	0.0%	3.4%	8.3%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	4.3%	2.4%	2.7%	19.0%	0.0%	16.7%	11.1%	16.1%	11.1%	6.7%	20.0%
International newspapers*	34.8%	41.5%	16.2%	19.0%	7.7%	0.0%	16.7%	9.7%	22.2%	0.0%	0.0%
Local radio*	17.4%	34.1%	10.8%	4.8%	0.0%	0.0%	16.7%	6.5%	5.6%	3.3%	20.0%
International radio	8.7%	12.2%	13.5%	19.0%	38.5%	0.0%	5.6%	12.9%	22.2%	16.7%	10.0%
Local television*	8.7%	2.4%	37.8%	23.8%	69.2%	58.3%	38.9%	25.8%	27.8%	26.7%	40.0%
International television	17.4%	17.1%	18.9%	19.0%	15.4%	0.0%	5.6%	22.6%	27.8%	23.3%	20.0%
Local newspapers	17.4%	17.1%	40.5%	52.4%	23.1%	16.7%	27.8%	35.5%	44.4%	36.7%	20.0%
Internet*	82.6%	73.2%	45.9%	23.8%	46.2%	91.7%	66.7%	54.8%	27.8%	63.3%	40.0%
Periodicals	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	5.6%	6.5%	0.0%	6.7%	0.0%
Other	0.0%	0.0%	8.1%	9.5%	0.0%	0.0%	0.0%	0.0%	5.6%	3.3%	10.0%

*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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.8%	2.4%	14.0%	8.7%	0.0%	25.0%	4.3%	15.2%	22.2%	12.9%	18.2%
Mobile phones*	54.2%	75.6%	23.3%	8.7%	7.7%	0.0%	8.7%	9.1%	5.6%	0.0%	9.1%
World Bank Group's seminars/workshops/conferences*	16.7%	9.8%	44.2%	52.2%	61.5%	8.3%	13.0%	57.6%	33.3%	45.2%	54.5%
World Bank Group's publications and other written materials*	12.5%	19.5%	37.2%	39.1%	61.5%	41.7%	26.1%	12.1%	11.1%	29.0%	54.5%
World Bank Group's website	37.5%	29.3%	25.6%	21.7%	23.1%	8.3%	34.8%	45.5%	27.8%	19.4%	36.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	41.7%	53.7%	27.9%	34.8%	0.0%	91.7%	65.2%	30.3%	50.0%	45.2%	9.1%
e-Newsletters*	12.5%	2.4%	27.9%	21.7%	38.5%	0.0%	21.7%	27.3%	27.8%	19.4%	18.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	3.2%	0.0%

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	40.9%	20.0%	55.0%	66.7%	61.5%	8.3%	30.0%	39.3%	35.3%	32.0%	44.4%
No	59.1%	80.0%	45.0%	33.3%	38.5%	91.7%	70.0%	60.7%	64.7%	68.0%	55.6%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	11.1%	12.5%	27.3%	58.3%	57.1%	100.0%	33.3%	18.2%	16.7%	12.5%	0.0%
World Bank Group's website	55.6%	62.5%	18.2%	0.0%	0.0%	0.0%	16.7%	9.1%	16.7%	50.0%	75.0%
World Bank Group's e-Newsletters	11.1%	0.0%	4.5%	0.0%	14.3%	0.0%	0.0%	18.2%	16.7%	0.0%	0.0%
News/Media	22.2%	25.0%	31.8%	25.0%	28.6%	0.0%	50.0%	9.1%	33.3%	0.0%	25.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	9.1%	16.7%	0.0%	0.0%	0.0%	36.4%	16.7%	12.5%	0.0%
Other	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	25.0%	0.0%

Have you requested information from the World Bank Group on its activities in the past year?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	9.5%	17.5%	19.5%	57.9%	0.0%	8.3%	9.5%	13.8%	17.6%	24.1%	22.2%
No	90.5%	82.5%	80.5%	42.1%	100.0%	91.7%	90.5%	86.2%	82.4%	75.9%	77.8%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	75.0%	100.0%	0.0%	100.0%	100.0%	75.0%	66.7%	100.0%	100.0%
No	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	25.0%	33.3%	0.0%	0.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	71.4%	52.5%	100.0%	94.4%	81.8%	100.0%	95.5%	97.0%	81.3%	93.5%	87.5%
No	28.6%	47.5%	0.0%	5.6%	18.2%	0.0%	4.5%	3.0%	18.8%	6.5%	12.5%

*Significantly different between stakeholder groups

Do you use/have you used the World Bank Group website?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	40.9%	34.2%	53.7%	88.9%	30.0%	9.1%	33.3%	44.1%	31.3%	27.6%	50.0%
No	59.1%	65.8%	46.3%	11.1%	70.0%	90.9%	66.7%	55.9%	68.8%	72.4%	50.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	18.2%	2.6%	39.5%	44.4%	7.7%	9.1%	18.2%	35.3%	52.9%	32.3%	25.0%
No	81.8%	97.4%	60.5%	55.6%	92.3%	90.9%	81.8%	64.7%	47.1%	67.7%	75.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
High speed/WiFi	89.5%	90.9%	75.8%	85.0%	100.0%	100.0%	93.3%	77.3%	92.9%	87.5%	71.4%
Dial-up	10.5%	9.1%	24.2%	15.0%	0.0%	0.0%	6.7%	22.7%	7.1%	12.5%	28.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			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			
I find the World Bank Group's websites easy to navigate*	16	6.56	2.28	27	6.07	1.90	24	8.08	1.67	16	8.94	2.32	7	6.86	2.34	11	4.91	2.17	16	6.13	2.60	11	6.45	3.11	8	9.75	0.46	17	6.00	2.83	3	8.67	1.53
I find the information on the World Bank Group's websites useful*	15	6.47	2.23	27	5.96	1.65	21	8.19	1.50	16	9.38	1.15	3	8.33	1.53	11	6.09	1.45	16	7.06	2.29	11	7.18	1.54	9	8.56	1.13	23	5.96	2.55	5	5.60	3.13
The World Bank Group's social media channels are valuable sources of information about the institution*	13	7.15	1.77	25	5.72	1.81	26	8.85	1.57	13	9.69	0.75	3	8.33	1.53	11	5.82	2.04	17	6.53	2.29	17	7.94	2.77	13	8.92	1.71	27	6.52	3.40	3	5.67	4.16
When I need information from the World Bank Group I know how to find it*	11	5.64	1.50	26	5.92	1.41	23	6.39	3.16	14	9.21	1.31	4	5.00	0.00	11	6.18	1.40	12	6.33	2.81	11	5.45	3.17	11	6.73	2.90	19	4.84	2.03	4	2.75	3.50
The World Bank Group is responsive to my information requests and inquiries*	8	4.38	2.45	20	4.95	1.73	11	6.73	3.50	13	9.46	1.13	1	1.00	-	11	7.36	1.43	10	5.90	2.88	12	4.33	2.81	5	6.40	3.91	21	4.19	2.58	1	1.00	-

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	61.9%	22.9%	65.9%	87.0%	40.0%	14.3%	17.4%	2.9%	30.0%	9.4%	18.2%
No	38.1%	77.1%	34.1%	13.0%	60.0%	85.7%	82.6%	97.1%	70.0%	90.6%	81.8%

*Significantly different between stakeholder groups



H. Background Information (continued)

Which of the following agencies of the World Bank Group do you primarily engage with in the DRC?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank (IDA)	76.5%	91.3%	77.8%	84.2%	33.3%	0.0%	14.3%	38.5%	70.0%	33.3%	37.5%
The International Finance Corporation	17.6%	8.7%	8.3%	10.5%	44.4%	92.3%	57.1%	15.4%	10.0%	22.2%	0.0%
The Multilateral Investment Guarantee Agency	0.0%	0.0%	2.8%	0.0%	0.0%	7.7%	7.1%	7.7%	0.0%	18.5%	12.5%
Other	5.9%	0.0%	11.1%	5.3%	22.2%	0.0%	21.4%	38.5%	20.0%	25.9%	50.0%

*Significantly different between stakeholder groups

Do your projects involve both the World Bank and the IFC?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	55.6%	25.9%	32.4%	50.0%	66.7%	86.7%	47.1%	22.7%	7.7%	61.9%	22.2%
No	44.4%	74.1%	67.6%	50.0%	33.3%	13.3%	52.9%	77.3%	92.3%	38.1%	77.8%

*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in the DRC?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The two institutions work well together	20.0%	42.9%	9.1%	62.5%	62.5%	92.3%	87.5%	20.0%	0.0%	72.7%	50.0%
The way the two institutions work together needs improvement	50.0%	57.1%	36.4%	37.5%	12.5%	7.7%	12.5%	20.0%	100.0%	9.1%	50.0%
The two institutions do not work well together	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Don't know	30.0%	0.0%	45.5%	0.0%	25.0%	0.0%	0.0%	60.0%	0.0%	9.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	70.8%	86.5%	42.9%	34.8%	41.7%	46.2%	70.0%	63.6%	70.6%	61.3%	44.4%
Use World Bank Group reports/data*	25.0%	5.4%	19.0%	17.4%	50.0%	7.7%	10.0%	21.2%	11.8%	19.4%	0.0%
Engage in World Bank Group related/sponsored events/activities*	12.5%	5.4%	23.8%	30.4%	33.3%	7.7%	5.0%	21.2%	41.2%	12.9%	33.3%
Collaborate as part of my professional duties*	20.8%	10.8%	50.0%	52.2%	41.7%	69.2%	30.0%	9.1%	0.0%	16.1%	0.0%
Use World Bank Group website for information, data, research, etc.*	20.8%	32.4%	16.7%	13.0%	16.7%	61.5%	50.0%	36.4%	35.3%	61.3%	66.7%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Female	20.8%	22.5%	43.2%	26.9%	30.8%	46.7%	33.3%	38.2%	36.8%	34.5%	16.7%
Male	79.2%	77.5%	56.8%	73.1%	69.2%	53.3%	66.7%	61.8%	63.2%	65.5%	83.3%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Kinshasa N=215 ● Other N=92

B. Overall Attitudes toward the World Bank Group

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.*	190	5.93	2.23	64	6.66	2.87

*(1-Not effective at all, 10-Very effective) *Significantly different between geographic locations*

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

(1-Strongly disagree, 10-Strongly agree)

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	183	5.89	1.84	73	7.52	2.78
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	182	5.67	1.67	77	7.62	2.48

**Significantly different between geographic locations*

To what extent is the World Bank Group an effective development partner in the DRC, in terms of each of the following?

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

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	174	5.32	1.73	68	6.74	2.97
Flexibility (in terms of the institution's products and services)*	183	5.59	1.52	54	6.54	2.79
Flexibility (in terms of changing country circumstances)	175	5.31	1.75	55	5.91	3.23
Being inclusive	158	6.06	1.81	49	6.14	2.97
Openness (sharing data and other information)	174	6.88	1.90	63	6.62	2.95
Collaboration with the Government*	159	6.58	1.64	71	8.37	2.44
The speed in which it gets things accomplished on the ground*	174	5.66	1.81	69	7.43	2.94
Ease of access to the people at the World Bank Group who are making decisions important to my work	145	5.80	1.87	57	6.30	3.47
Collaboration with civil society*	140	5.83	1.93	67	7.94	2.82
Collaboration with the UN*	112	6.63	1.83	62	9.08	1.83
Staff accessibility	142	6.06	1.82	57	5.40	3.43
Collaboration with other donors and development partners*	145	6.72	1.65	63	8.54	2.37
Collaboration with the private sector	149	5.48	1.88	62	5.06	3.56
Straightforwardness and honesty	137	6.19	2.18	67	6.81	3.15
Treating clients and stakeholders in the DRC with respect	168	6.90	1.83	60	7.12	2.82
Being a long-term partner*	154	7.19	1.86	62	7.92	2.82

**Significantly different between geographic locations*

¹⁷ 307 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

**C. World Bank Group's Effectiveness and Results**

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	186	6.10	1.78	66	7.27	2.69

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

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?*	183	6.69	1.48	62	7.42	2.76

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

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

(1-Strongly disagree, 10-Strongly agree)

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC*	194	5.10	1.65	69	7.20	3.27
The World Bank Group meets the DRC's needs for knowledge services*	191	5.92	1.71	72	7.72	2.82

*Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities**In the DRC, 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)

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to the DRC's specific development challenges and country circumstances*	169	6.41	1.72	61	7.66	2.48

*Significantly different between geographic locations

	Kinshasa			Other		
	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?*	189	6.56	1.60	77	8.06	2.37
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	189	6.79	1.54	70	8.16	2.26

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

*Significantly different between geographic locations

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the DRC*	158	5.22	1.67	63	6.63	3.27
Where country systems are adequate, the World Bank Group makes appropriate use of them*	149	6.28	1.56	71	8.13	1.99

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

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 FY16 DRC COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank Group should focus most of its resources in the DRC?"

Collaborating with the WBG N=92 ● Not collaborating with the WBG N=188

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the DRC?*	87	6.52	2.73	169	4.96	1.93

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.*	84	6.56	2.65	150	5.85	2.29

*(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the DRC solve its most complicated development challenges?	82	6.88	2.48	147	6.66	2.01

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

¹⁸ 280 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)

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	35.9%	29.9%
Security/stabilization/reconstruction	17.4%	12.3%
Crime and violence	8.7%	5.3%
Transport	14.1%	11.2%
Agricultural development	32.6%	26.2%
Global/regional integration	3.3%	2.1%
Job creation/employment	21.7%	17.6%
Public sector governance/reform	10.9%	10.7%
Social protection	0.0%	1.6%
Rural development	12.0%	10.2%
Foreign direct investment	0.0%	0.5%
Education*	33.7%	55.6%
Energy	14.1%	20.3%
Social cohesion	1.1%	1.1%
Gender equity	0.0%	0.5%
Financial markets	5.4%	2.1%
Urban development	1.1%	1.6%
Environmental sustainability	3.3%	1.6%
Economic growth	18.5%	27.3%
Regional conflict and tensions	3.3%	1.6%
Private sector development	13.0%	6.4%
Water and sanitation	6.5%	9.6%
Food security	3.3%	5.3%
Climate change	3.3%	3.2%
Information and communications technology	1.1%	0.0%
Trade and exports	12.0%	9.1%
Equality of opportunity	0.0%	2.7%
Law and justice	3.3%	3.2%
Local governance and institutions	1.1%	0.5%
Regulatory framework	0.0%	1.1%
Communicable/non-communicable diseases	2.2%	3.7%
Natural resource management	2.2%	1.6%
Poverty reduction	9.8%	5.9%
Anti-corruption	3.3%	6.4%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group’s work in the DRC?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	80	6.83	2.37	152	6.20	2.23
The World Bank Group’s work is aligned with what I consider the development priorities for the DRC*	79	6.68	2.32	156	6.03	2.01

*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group an effective development partner in the DRC, in terms of each of the following?

(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
Responsiveness to needs*	75	6.20	2.44	142	5.44	2.18
Flexibility (in terms of the institution's products and services)*	75	6.43	2.11	144	5.48	1.75
Flexibility (in terms of changing country circumstances)*	73	6.23	2.37	138	5.09	2.01
Being inclusive	71	6.35	2.37	120	5.86	2.00
Openness (sharing data and other information)*	72	7.82	1.75	145	6.37	2.22
Collaboration with the Government	66	7.38	2.07	143	7.09	2.05
The speed in which it gets things accomplished on the ground*	75	6.52	2.43	147	5.86	2.28
Ease of access to the people at the World Bank Group who are making decisions important to my work*	68	6.75	2.42	115	5.50	2.41
Collaboration with civil society*	56	7.16	2.30	132	6.11	2.44
Collaboration with the UN*	48	8.31	1.86	107	7.09	2.23
Staff accessibility*	63	6.67	2.29	115	5.45	2.26
Collaboration with other donors and development partners*	60	7.70	2.02	127	6.98	2.05
Collaboration with the private sector	64	5.91	2.60	129	5.29	2.38
Straightforwardness and honesty	64	6.92	2.66	122	6.21	2.52
Treating clients and stakeholders in the DRC with respect	71	7.30	2.06	140	6.87	2.12
Being a long-term partner	74	7.54	2.17	125	7.34	2.28

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the DRC? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	65	8.22	2.34	123	7.54	2.81
Financial markets	66	8.17	1.74	129	7.95	1.88
Transport	70	8.59	1.63	134	8.22	2.19
Anti corruption	65	8.72	2.00	132	8.58	1.95
Regional conflict and tensions	63	8.41	1.97	115	7.77	2.40
Law and justice	66	8.44	2.21	116	8.22	2.26
Urban development	64	7.84	1.87	122	7.75	2.05
Environmental sustainability	66	8.30	1.72	121	7.93	1.90
Trade and exports	62	7.90	1.97	112	7.54	2.28
Information and communications technology	65	7.77	2.01	115	7.82	2.14
Poverty reduction	67	9.04	1.48	127	8.78	1.79
Gender equity*	61	8.15	2.29	121	7.37	2.41
Private sector development	68	8.15	2.08	131	7.95	2.28
Foreign direct investment	64	8.09	1.78	123	7.76	2.01
Local governance and institutions	64	7.98	2.00	122	7.93	1.92
Water and sanitation	70	8.66	1.78	131	8.27	1.90
Regulatory framework	57	7.98	1.77	113	7.82	1.81
Economic growth	67	8.57	1.49	126	8.35	2.02
Energy	69	9.03	1.36	136	8.57	1.88
Disaster management	63	7.79	2.10	119	7.65	2.23
Public sector governance/reform	68	8.51	1.88	128	8.25	1.87
Job creation/employment	70	8.83	1.97	133	8.68	1.89
Social cohesion	64	8.31	1.73	116	7.95	1.91
Communicable/non-communicable diseases	62	8.19	1.91	118	7.91	2.11
Equality of opportunity	64	8.53	1.50	124	7.99	2.03
Social protection	65	8.32	1.85	115	8.17	1.88
Rural development	74	8.88	1.47	132	8.61	1.74
Global/regional integration	64	8.27	1.85	124	7.80	1.76
Food security	67	8.31	1.67	131	8.37	1.69
Natural resource management	65	8.15	1.94	114	7.82	2.38
Security/stabilization/reconstruction	67	8.82	1.86	127	8.39	1.71
Health	70	9.03	1.53	142	8.72	1.66
Climate change	65	8.00	2.17	124	7.83	2.07
Agricultural development	77	9.03	1.58	140	8.79	1.60
Education	76	9.64	0.83	147	9.34	1.30

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results (continued)

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity*	56	7.43	2.82	113	6.12	2.52
Information and communications technology*	59	6.85	2.42	94	5.96	2.08
Transport*	72	6.82	2.33	118	5.89	1.97
Regional conflict and tensions*	54	6.56	2.72	99	5.49	2.46
Urban development*	57	6.42	2.40	97	5.14	1.79
Environmental sustainability*	58	7.09	2.38	95	5.72	2.01
Regulatory framework*	53	6.68	2.06	81	5.58	2.07
Poverty reduction*	69	6.59	2.52	121	4.98	2.29
Anti-corruption*	60	6.67	2.56	113	5.40	2.27
Private sector development	60	4.72	2.39	121	4.54	2.16
Foreign direct investment*	53	7.02	2.13	100	5.95	2.26
Local governance and institutions*	56	6.80	2.36	110	5.84	2.19
Water and sanitation*	63	6.95	2.21	124	6.04	1.95
Trade and exports*	52	6.54	2.71	90	5.40	2.05
Economic growth	52	6.73	2.71	110	5.94	2.37
Health*	69	7.04	2.28	127	6.36	1.90
Disaster management*	47	6.85	2.26	85	5.72	2.08
Public sector governance/reform*	61	7.11	2.15	109	6.05	2.26
Job creation/employment*	67	5.99	2.76	108	4.60	2.75
Social cohesion*	52	6.75	2.62	94	5.22	2.08
Financial markets*	59	7.36	2.09	102	5.65	2.11
Equality of opportunity*	58	6.66	2.59	101	5.32	2.16
Energy*	70	6.71	2.35	116	5.73	2.05
Rural development*	66	6.58	2.44	111	5.01	1.89
Global/regional integration*	56	7.23	2.13	92	5.67	1.97
Food security*	57	7.02	2.27	106	5.87	2.20
Education*	69	6.94	2.48	138	6.16	2.14
Security/stabilization/reconstruction	58	6.43	2.70	109	5.78	2.28
Social protection*	56	6.70	2.66	104	5.72	2.37
Climate change*	50	7.16	2.66	103	6.09	2.25
Agricultural development*	67	6.22	2.73	121	5.45	2.03
Natural resource management*	52	6.62	2.60	108	5.28	2.20

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	76	6.99	2.17	153	6.07	2.07

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?*	79	7.49	1.97	144	6.51	1.84

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in the DRC?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC	83	6.00	2.59	155	5.41	2.17
The World Bank Group meets the DRC's needs for knowledge services*	80	6.83	2.41	160	6.13	2.07

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in the DRC?*	66	6.85	2.26	137	6.18	2.22

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators***D. The World Bank Group's Knowledge Work and Activities****In the DRC, 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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	80	6.68	2.13	133	6.51	1.80
Include appropriate level of stakeholder involvement during preparation*	75	6.85	2.19	127	5.98	1.72
Lead to practical solutions*	79	6.18	2.51	138	5.43	1.87
Are accessible (well written and easy to understand)*	74	7.49	2.19	137	6.47	1.97
Are source of relevant information on global good practices*	71	7.65	1.77	143	6.80	1.86
Are adequately disseminated*	61	6.74	2.56	125	5.79	2.30
Are translated enough into local language*	58	6.55	2.95	118	4.47	2.38
Are adaptable to the DRC's specific development challenges and country circumstances	72	7.08	2.38	137	6.58	1.84

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	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?*	83	7.41	2.10	160	6.81	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	81	7.60	1.87	155	6.91	1.80

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

**E. Working with the World Bank Group**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	79	6.06	2.48	146	5.08	2.32
The World Bank Group effectively monitors and evaluates the projects and programs it supports	79	6.91	2.45	158	6.31	2.31
The World Bank Group's approvals and reviews are done in a timely fashion*	71	6.80	2.04	141	5.67	2.04
The World Bank Group's "Safeguard Policy" requirements are reasonable*	67	7.28	1.98	136	6.40	1.85
The World Bank Group's conditions on its lending are reasonable*	71	6.89	2.24	135	6.18	1.94
The World Bank Group takes decisions quickly in the DRC*	69	6.25	2.61	135	5.44	2.20
Working with the World Bank Group increases the DRC's institutional capacity*	73	7.64	2.18	156	6.92	1.86
Where country systems are adequate, the World Bank Group makes appropriate use of them	63	7.13	2.26	136	6.82	1.72
The World Bank Group provides effective implementation support	79	7.35	2.11	157	7.02	1.88

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the DRC?*	66	7.33	2.00	141	5.94	1.91

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the DRC?*	66	7.38	2.64	123	6.41	2.13

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	55	7.98	2.48	94	6.18	2.39
I find the information on the World Bank Group's websites useful*	53	8.15	1.83	97	6.38	2.04
The World Bank Group's social media channels are valuable sources of information about the institution*	55	8.78	1.95	109	6.68	2.49
When I need information from the World Bank Group I know how to find it*	44	7.39	2.76	95	5.51	2.24
The World Bank Group is responsive to my information requests and inquiries*	32	7.91	3.03	77	4.97	2.42

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

- FY 2013 Number of comparable respondents = 283 • FY 2016 Number of comparable respondents = 281

By weighting, the FY 2013 and FY 2016 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 2013	FY 2016
Office of the President/Prime Minister/Minister	9.0%	9.0%
Office of Parliamentarian	13.0%	13.0%
Government institutions	20.0%	20.0%
Local Government	5.0%	5.0%
Bilateral/multilateral agencies	10.0%	10.0%
Civil society	20.0%	20.0%
Private sector	10.0%	10.0%
Academia	8.0%	8.0%
Media	5.0%	5.0%

A. General Issues facing the DRC

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	40.0%	47.7%
The wrong direction	29.6%	27.1%
Not sure	30.4%	25.3%

B. Overall Attitudes toward the World Bank Group

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the DRC?*	265	4.42	2.61	257	5.54	2.24

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.*	255	4.83	2.50	236	6.20	2.38

(1-Not effective at all, 10-Very effective) *Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the DRC solve its most complicated development challenges?*	241	5.25	2.62	238	6.73	2.16

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

¹⁹ Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	252	4.72	2.74	240	6.38	2.28
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	241	4.76	2.71	242	6.28	2.13

*Significantly different between FY2016 and FY2013

To what extent is the World Bank Group an effective development partner in the DRC, in terms of each of the following?

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	146	4.14	2.61	223	5.75	2.18
Flexibility (in terms of the institution's products and services)*	159	4.22	2.62	224	5.81	1.88
Flexibility (in terms of changing country circumstances)*	177	4.06	2.63	219	5.37	2.18
Being inclusive*	187	4.41	2.78	194	6.18	2.09
Openness*	186	5.41	2.79	217	6.94	2.13
Collaboration with the Government	220	7.21	2.67	208	7.06	2.07
The speed in which it gets things accomplished on the ground				226	6.10	2.26
Ease of access to the people at the World Bank Group who are making decisions important to my work				189	6.01	2.42
Collaboration with civil society				197	6.52	2.42
Collaboration with the UN				160	7.45	2.13
Staff accessibility*	206	4.28	2.77	190	5.84	2.30
Collaboration with other donors and development partners*	169	6.66	2.89	195	7.22	1.97
Collaboration with the private sector				197	5.42	2.42
Straightforwardness and honesty*	184	5.52	2.85	188	6.22	2.60
Treating clients and stakeholders in the DRC with respect*	216	4.65	2.88	221	6.80	2.16
Being a long-term partner				211	7.46	2.19

*Significantly different between FY2016 and FY2013

**C. World Bank Group's Effectiveness and Results**

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity*	175	4.41	3.05	176	6.48	2.73
Information and communications technology*	210	4.02	2.79	158	6.26	2.16
Transport*	237	4.73	2.72	190	6.17	2.09
Regional conflict and tensions*	184	2.89	2.35	155	5.77	2.54
Urban development*	214	4.14	2.54	154	5.53	1.99
Environmental sustainability*	195	4.35	2.60	154	6.19	2.13
Regulatory framework*	171	4.50	2.49	134	5.90	2.06
Poverty reduction*	226	3.73	2.59	193	5.46	2.47
Anti-corruption*	217	3.65	2.70	171	5.74	2.40
Private sector development*	178	3.45	2.64	186	4.62	2.17
Foreign direct investment*	164	4.05	2.68	156	6.16	2.20
Local governance and institutions*	204	4.28	2.51	172	6.07	2.22
Water and sanitation*	228	4.70	2.59	193	6.33	2.07
Trade and exports*	158	3.50	2.55	148	5.67	2.20
Economic growth*	206	4.24	2.80	165	6.10	2.41
Health*	227	5.09	2.48	196	6.54	1.99
Disaster management*	167	3.94	2.65	138	5.89	2.10
Public sector governance/reform*	192	4.58	2.54	170	6.34	2.13
Job creation/employment*	195	2.72	2.43	177	5.05	2.91
Social cohesion*	186	2.60	2.38	153	5.65	2.19
Financial markets*	172	3.82	2.59	165	6.12	2.20
Equality of opportunity*	169	3.50	2.79	163	5.80	2.26
Energy*	217	4.01	2.48	185	6.08	2.12
Rural development*	221	3.96	2.50	180	5.61	2.14
Global/regional integration*	176	4.08	2.55	151	6.11	2.03
Food security*	215	3.07	2.69	166	6.17	2.16
Education*	224	4.41	2.55	209	6.41	2.25
Security/stabilization/reconstruction*	199	3.98	2.61	167	5.94	2.38
Social protection*	178	3.08	2.64	162	6.00	2.35
Climate change*	166	4.24	2.75	162	6.35	2.31
Agricultural development*	220	4.07	2.75	191	5.70	2.29
Natural resource management*	167	3.84	2.95	169	5.50	2.26

*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	243	4.97	2.54	232	6.45	2.08

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

**C. World Bank Group's Effectiveness and Results (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC*	230	4.04	2.42	245	5.62	2.30
The World Bank Group meets the DRC's needs for knowledge services*	222	4.43	2.63	247	6.44	2.13

*Significantly different between FY2016 and FY2013

D. 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 2013	FY 2016
Weekly	7.6%	3.8%
Monthly	19.6%	9.1%
A few times a year	17.5%	31.2%
Rarely	35.3%	40.3%
Never	20.0%	15.6%

*Significantly different between FY2016 and FY2013

In the DRC, 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 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely*	222	5.80	2.67	218	6.52	1.85
Include appropriate level of stakeholder involvement during preparation*	207	5.17	2.66	203	6.32	1.81
Lead to practical solutions*				219	5.61	2.03
Are accessible (well written and easy to understand)*	203	5.44	2.86	220	6.85	2.05
Are source of relevant information on global good practices*	218	5.99	2.43	217	7.09	1.77
Are adequately disseminated*	199	4.21	3.05	196	6.06	2.28
Are translated enough into local language*	183	4.40	2.91	182	5.21	2.62
Are adaptable to the DRC's specific development challenges and country circumstances*	205	4.97	3.23	219	6.72	1.99

*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	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?*	245	6.14	2.58	245	6.99	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	237	5.90	2.46	244	7.15	1.83

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

*Significantly different between FY2016 and FY2013

**E. Working with the World Bank Group**

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	224	3.39	2.76	232	5.60	2.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	244	5.80	2.85	239	6.46	2.30
The World Bank Group's approvals and reviews are done in a timely fashion*	206	5.23	2.81	209	6.00	2.01
The World Bank Group's "Safeguard Policy" requirements are reasonable*	189	5.06	2.78	201	6.59	1.90
The World Bank Group's conditions on its lending are reasonable*	215	5.09	3.08	209	6.39	1.99
The World Bank Group takes decisions quickly in the DRC*				206	5.69	2.28
Working with the World Bank Group increases the DRC's institutional capacity*	246	5.65	2.71	230	7.16	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them*	202	5.84	2.75	199	6.84	1.87
The World Bank Group provides effective implementation support*	237	5.51	2.91	242	7.04	1.98

*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the DRC?*	192	4.41	2.74	195	6.76	2.25

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not a list of exceptions?*

Percentage of Respondents	FY 2013	FY 2016
Yes	20.2%	37.3%
No	79.8%	62.7%

*Significantly different between FY2016 and FY2013

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	FY 2013	FY 2016
Yes	18.5%	16.9%
No	81.5%	83.1%

Were you able to obtain this information?*

Percentage of Respondents	FY 2013	FY 2016
Yes	65.1%	89.2%
No	34.9%	10.8%

*Significantly different between FY2016 and FY2013

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	89.3%	87.2%
No	10.7%	12.8%

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

Do you use/have used the World Bank Group website?

Percentage of Respondents	FY 2013	FY 2016
Yes	40.2%	39.9%
No	59.8%	60.1%

Which Internet connection do you use primarily when visiting a World Bank Group website?*

Percentage of Respondents	FY 2013	FY 2016
High speed/WiFi	66.3%	86.9%
Dial-up	33.7%	13.1%

*Significantly different between FY2016 and FY2013

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	68	6.18	3.18	153	6.68	2.57
I find the information on the World Bank Group's websites useful*	70	6.12	3.17	151	6.99	2.07
When I need information from the World Bank Group I know how to find it	91	5.92	3.42	140	6.15	2.40
The World Bank Group is responsive to my information requests and inquiries*	84	4.22	3.24	114	5.77	2.84

*Significantly different between FY2016 and FY2013



Appendix F: 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 the DRC? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC	5.85	6.56	5.33	6.56	6.36	4.66	6.23	5.43	6.20	5.76	6.19	5.88
Overall the World Bank Group currently plays a relevant role in development in the DRC	6.20	6.83	5.93	6.50	6.47	5.10	6.29	6.31	6.33	6.18	6.73	5.45
The World Bank Group's work is aligned with what I consider the development priorities for the DRC	6.03	6.68	5.77	6.43	6.24	5.82	6.17	6.25	6.22	6.09	6.58	5.44
Responsiveness to needs	5.44	6.20	5.40	5.89	5.89	4.70	5.71	5.68	5.66	5.84	5.95	5.27
Flexibility (in terms of the institution's products and services)	5.48	6.43	5.71	5.96	6.04	4.97	5.81	6.22	5.78	6.14	5.97	5.71
Flexibility (in terms of changing country circumstances)	5.09	6.23	5.13	5.70	5.52	5.31	5.55	5.15	5.64	5.05	5.67	5.16
Being inclusive	5.86	6.35	6.53	5.89	5.99	6.73	6.00	6.79	6.05	6.33	6.13	6.10
Openness (sharing data and other information)	6.37	7.82	7.52	6.46	6.70	7.65	6.66	7.86	6.57	7.66	6.88	6.80
Collaboration with the Government	7.09	7.38	6.89	7.14	7.13	6.54	7.08	6.91	7.11	6.88	7.46	6.25
The speed in which it gets things accomplished on the ground	5.86	6.52	5.30	6.47	6.21	5.19	6.24	5.00	6.28	5.48	6.27	5.67
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.50	6.75	5.83	6.02	6.02	5.46	5.97	5.82	5.91	6.08	6.14	5.55
Collaboration with civil society	6.11	7.16	6.00	6.53	6.53	5.00	6.52	5.40	6.27	6.76	6.68	5.80
Collaboration with the UN	7.09	8.31	7.20	7.39	7.35	7.27	7.45	6.44	7.38	7.19	7.61	6.69
Staff accessibility	5.45	6.67	6.03	6.04	6.13	5.36	6.10	5.64	5.88	6.59	5.90	6.31
Collaboration with other donors and development partners	6.98	7.70	7.38	7.13	7.23	7.08	7.23	7.09	7.14	7.42	7.45	6.75
Collaboration with the private sector	5.29	5.91	5.03	5.64	5.53	4.85	5.58	4.66	5.45	5.40	5.44	5.44
Straightforwardness and honesty	6.21	6.92	5.95	6.52	6.44	5.55	6.47	5.68	6.50	5.82	6.44	6.12
Treating clients and stakeholders in the DRC with respect	6.87	7.30	6.67	7.11	6.91	7.22	7.01	6.66	7.06	6.67	7.13	6.61
Being a long-term partner	7.34	7.54	7.33	7.37	7.44	6.85	7.31	7.64	7.29	7.53	7.68	6.69
To what extent does the World Bank Group's work help to achieve development results in the DRC?	6.07	6.99	5.87	6.52	6.48	5.24	6.36	5.84	6.25	6.36	6.51	5.85
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the DRC?	6.51	7.49	6.52	6.93	6.91	6.03	6.72	6.97	6.76	6.77	7.01	6.33
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the DRC	5.41	6.00	5.21	5.74	5.73	4.50	5.63	5.00	5.67	5.18	5.72	5.21
The World Bank Group meets the DRC's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.13	6.83	6.21	6.35	6.34	6.08	6.24	6.61	6.30	6.29	6.58	5.80
The World Bank Group's knowledge work and activities are adaptable to the DRC's specific development challenges and country circumstances	6.58	7.08	6.33	6.97	6.86	6.00	6.79	6.44	6.76	6.66	6.89	6.43
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.81	7.41	6.58	7.14	7.09	6.05	6.90	7.05	7.10	6.45	7.10	6.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.91	7.60	6.77	7.25	7.14	6.67	7.16	6.59	7.11	6.94	7.29	6.65
The World Bank Group takes decisions quickly in the DRC	5.44	6.25	5.29	5.83	5.78	4.68	5.80	4.81	5.61	5.66	5.75	5.42
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.82	7.13	6.99	6.75	6.87	6.65	6.85	6.80	6.78	7.04	7.18	6.30

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: DRC FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Democratic Republic of Congo

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING THE DRC

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in the DRC.			
Please identify which of the following you consider the most important development priorities in the DRC? (Choose no more than THREE)			
1	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
2	Food security	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Social protection (e.g., pensions, targeted social assistance)	23	Education
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Urban development	27	Anti corruption
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Water and sanitation	33	Economic growth
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

**SECTION A: GENERAL ISSUES**

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the DRC? (Choose no more than THREE)

1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Rural development	20	Education
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Economic growth	25	Private sector development
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the DRC? (Choose no more than TWO)

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

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the DRC? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the DRC? (Choose no more than THREE)			
1	Health	19	Economic growth
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Job creation/employment	25	Information and communications technology
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Social protection (e.g., pensions, targeted social assistance)	27	Equality of opportunity (i.e., equity)
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Gender equity	33	Poverty reduction
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<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"/>

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the DRC? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Co-financing arrangements (i.e., with other donors)
9	Sector-wide approaches
10	Emergency Recovery lending
11	Other (please specify): _____
12	Don't know

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in the DRC? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Parliament	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Academia/think tanks/research institutes	14	Regional organizations (e.g., the African Union, SADC, CPGL)
7	NGOs/Community Based Organizations	15	Other (please specify): _____
8	Youth/university groups	16	Don't know

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

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

To what extent is the World Bank Group an effective development partner in the DRC, 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	<input type="checkbox"/>	
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Treating clients and stakeholders in the DRC with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

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

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

1	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the DRC?												
		Not important at all								Very important		Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
32	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
35	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the DRC? *(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	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C3. To what extent does the World Bank Group's work help to achieve development results in the DRC?											
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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the DRC?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in the DRC?												
		Strongly disagree					Strongly agree					Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the DRC	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets the DRC's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in the DRC?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

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



SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are adaptable to the DRC's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D10. 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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality					Very high technical quality					Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the DRC?													
		1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all										To a very significant degree		Don't know	

E11. Which of the following best describes the World Bank Group's support in the DRC? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the DRC
2	The World Bank Group is not sufficiently selective in the DRC, and it is involved in too many areas of development
3	Don't know

E12. To what extent do you believe the World Bank Group is adequately staffed in the DRC?													
		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 GROUP IN THE DRC****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the DRC? (Choose no more than TWO)**

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

F2. When considering the combination of services that the World Bank Group offers in the DRC, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the DRC? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the DRC
6	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE DRC**

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC?	B. Which THREE areas below would benefit most from other donors in the DRC?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	
1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Share more information about the World Bank Group's activities, products, and knowledge
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO)**

1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	Don't know
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in the DRC? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)

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

H6. If yes, what was your view of how the two institutions work together in the DRC?
(Select only ONE response)

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in the DRC?
(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. |

H8. What's your gender?

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

H9. Which best represents your geographic location?

- | | |
|---|----------|
| 1 | Kinshasa |
| 2 | Matadi |
| 3 | Other |

Thank you for completing the survey!