

FY 2019 Kenya Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



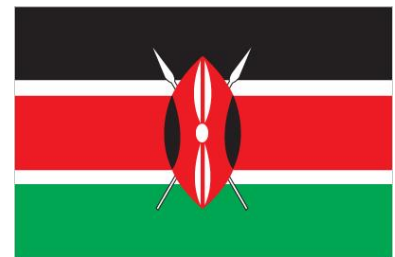
WORLD BANK GROUP

May 2019



Acknowledgements

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



Country Opinion Surveys
THE WORLD BANK GROUP



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KENYA





I. Objectives

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

- *General Issues Facing Kenya*
- *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 Kenya*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

In March 2019, 610 stakeholders of the WBG in Kenya 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 and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; judiciary branch; and other organizations.

A total of 423 stakeholders participated in the survey (69% response rate). Respondents completed the questionnaire with a representative from the local fielding agency or received the questionnaires via the online survey platform Qualtrics.

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'15 (response rate was 86%, N=558). 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'15 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 91).

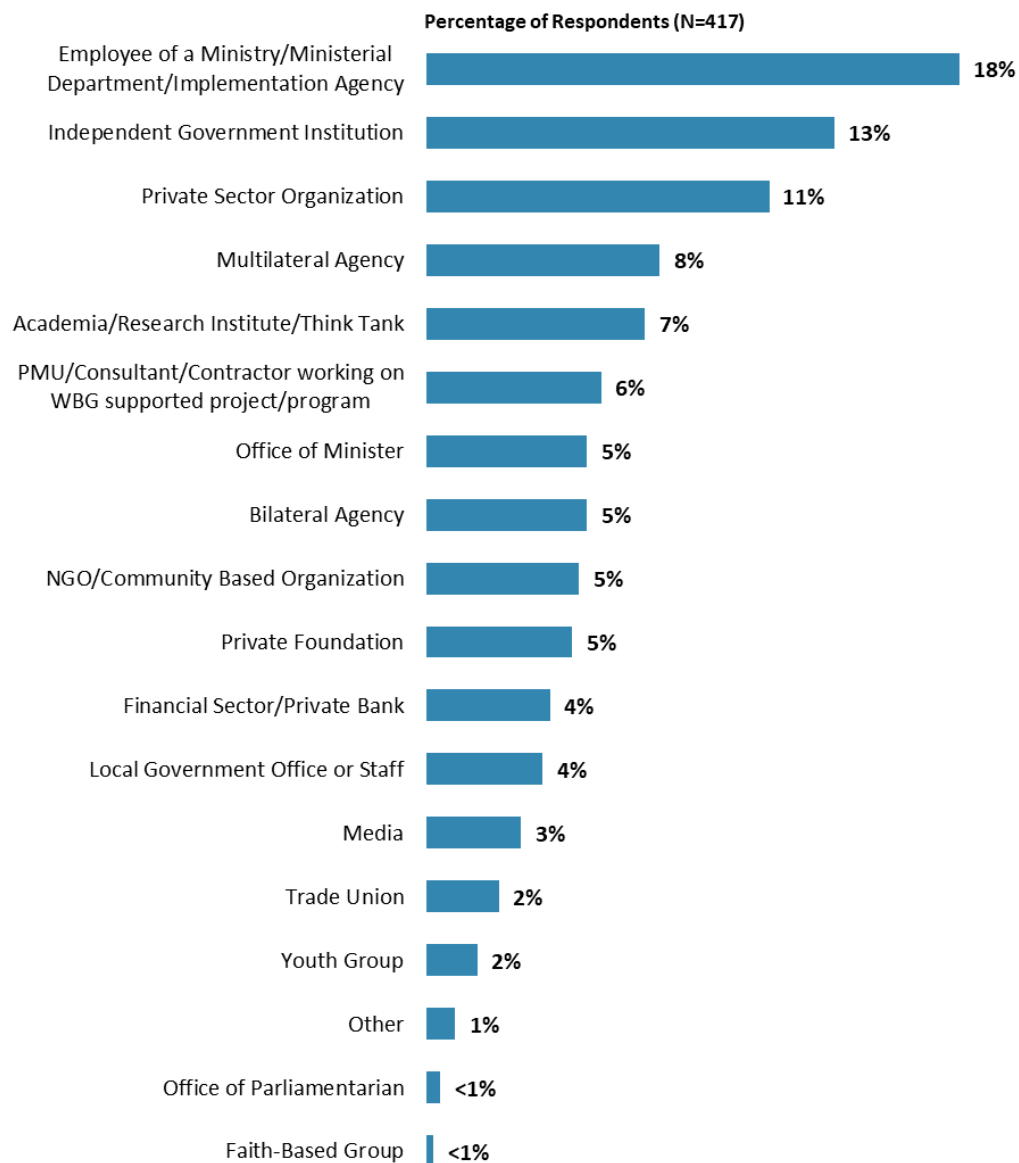
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- For further analyses, employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs, and consultants working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community-based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category; and the small number of respondents from the office of a parliamentarian were included in the “Other” category. There were no respondents from the office of the President/Prime Minister, and from the judiciary branch.

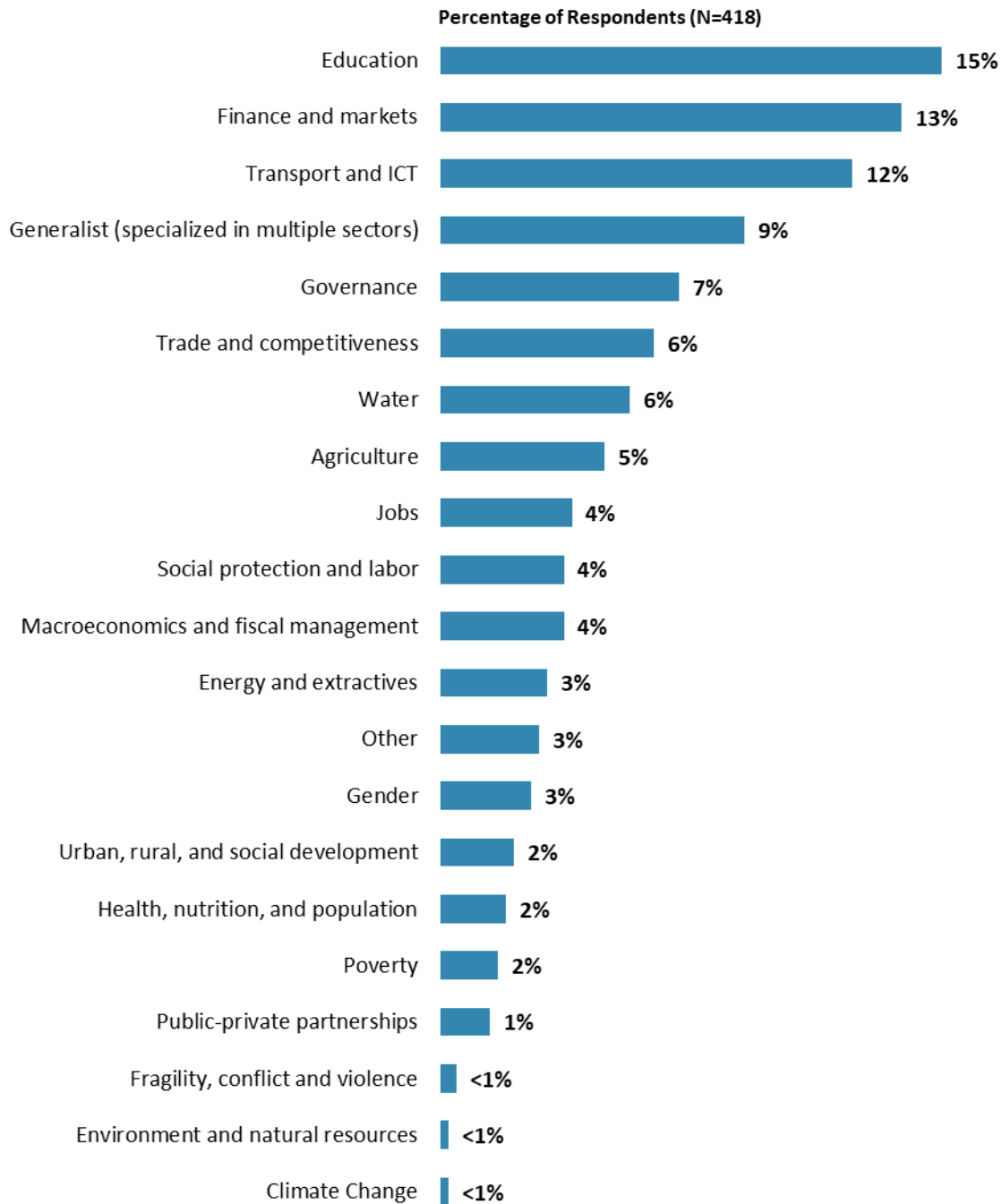


“Which of the following best describes your current position?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



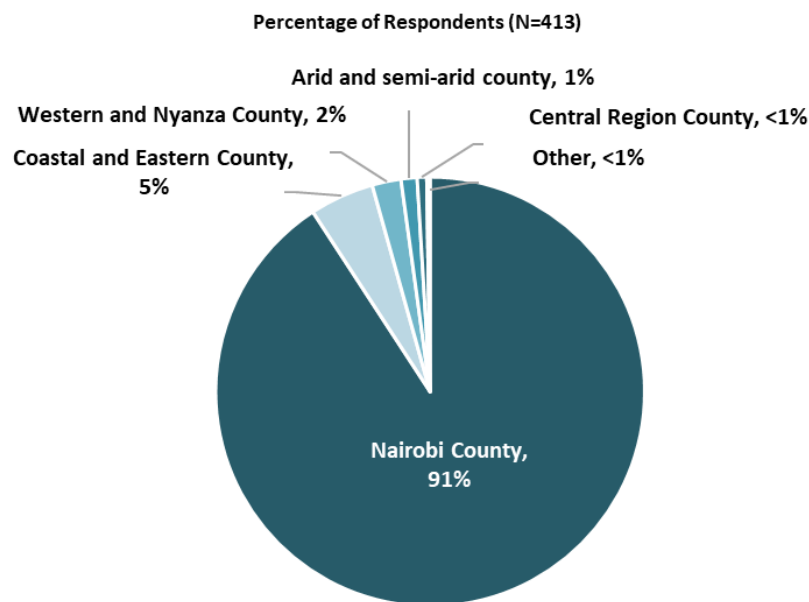
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

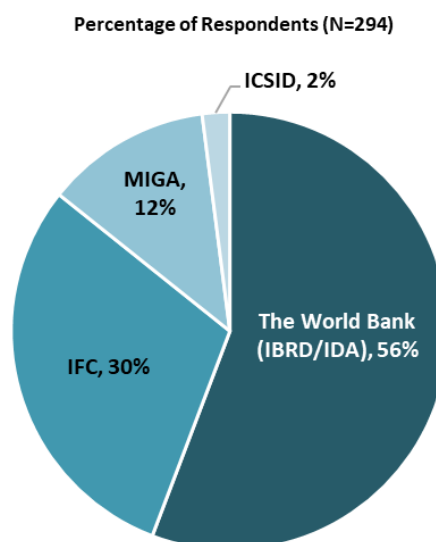
Geographic Locations

- Because of the small number of respondents from Coastal and Eastern County, Western and Nyanza County, Arid and semi-arid county, Central Region County, and other regions, these locations were combined in one category: “Outside Nairobi”. Geographic location comparisons can be found in Appendix C (page 82).



"Which best represents your geographic location?" (Respondents chose from a list.)
Note: No respondents selected "North and Central Rift Vally County" response option

Exposure to Agencies within the World Bank Group



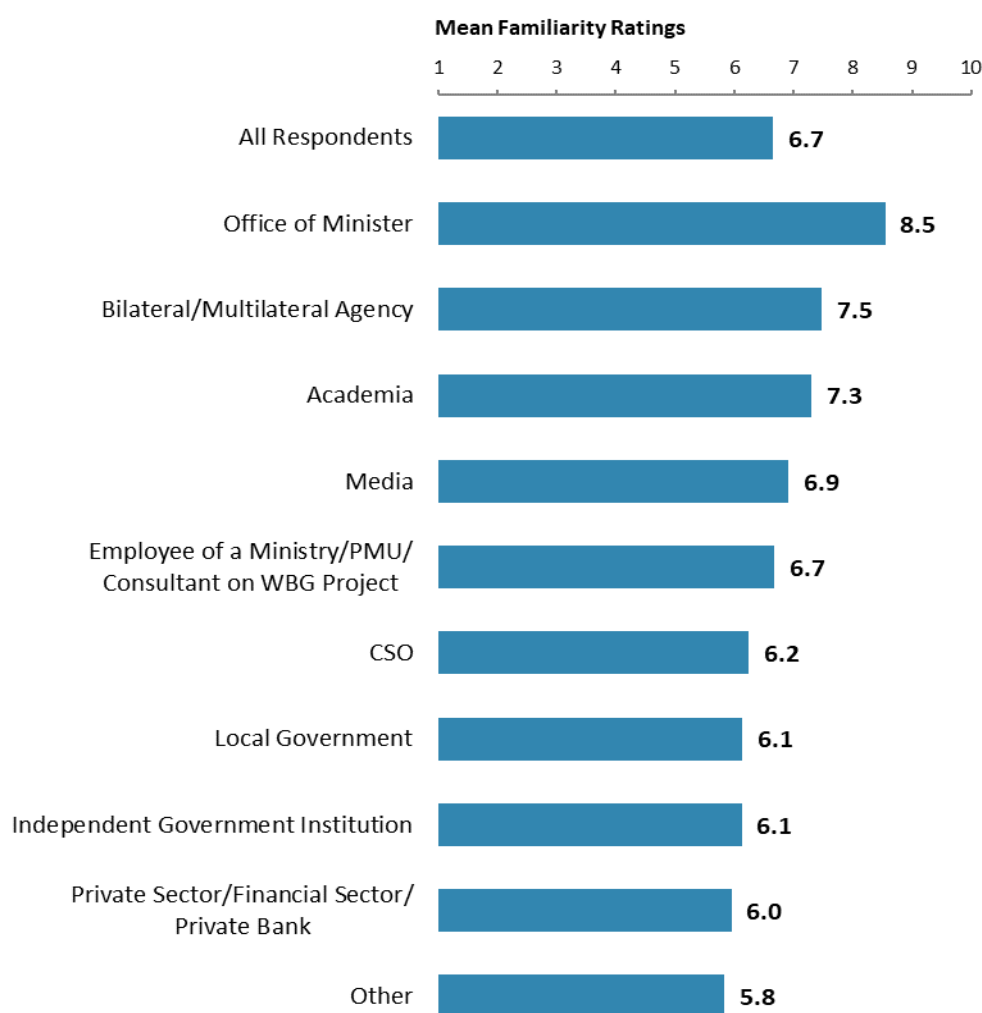
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Kenya?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to the FY'15 Country Survey (weighted mean in FY'19 = 6.59; weighted mean in FY'15 = 6.94)¹.
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in Kenya, their agreement that the WBG plays a relevant role in Kenya's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in Kenya.



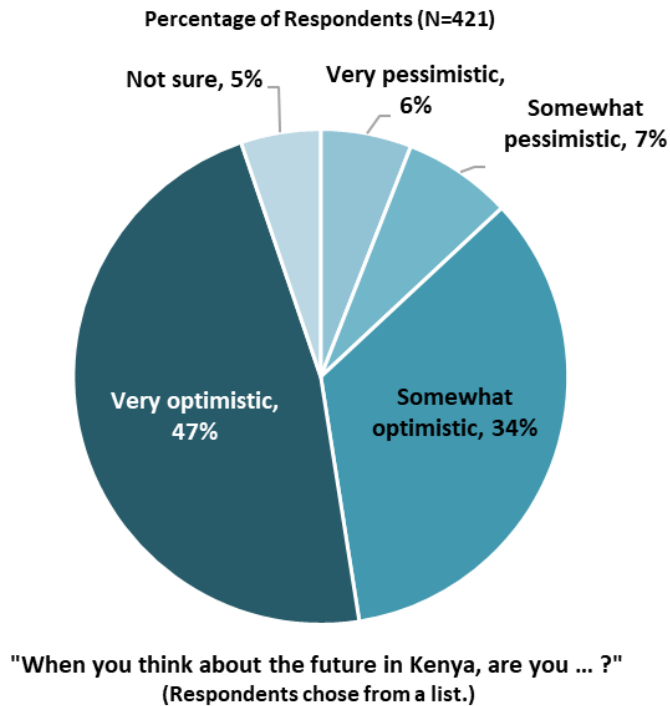
"How familiar are you with the work of the World Bank Group in Kenya?"
(1-"Not familiar at all", 10-"Extremely familiar")

¹ The means in the chart were calculated based on un-weighted data. Please refer to Appendix E (page 91) for more details on weighting.

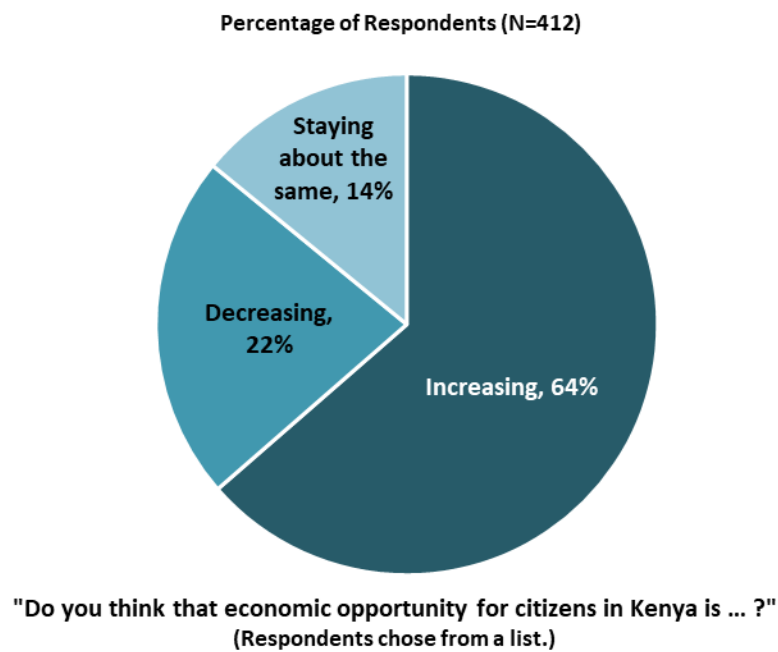


IV. General Issues Facing Kenya

Optimism for the Future of Kenya



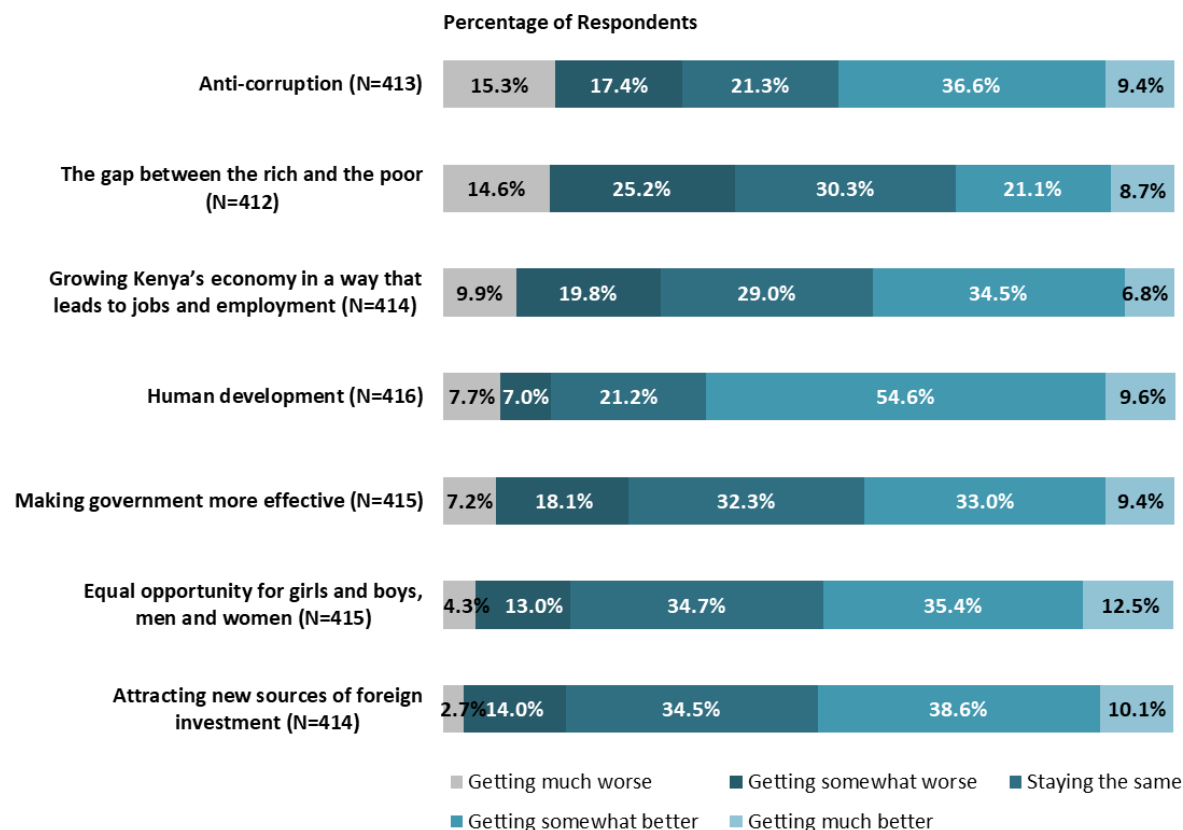
Perceptions of Economic Opportunity





IV. General Issues Facing Kenya (continued)

Perceptions of Improvement and Decline in Specific Areas



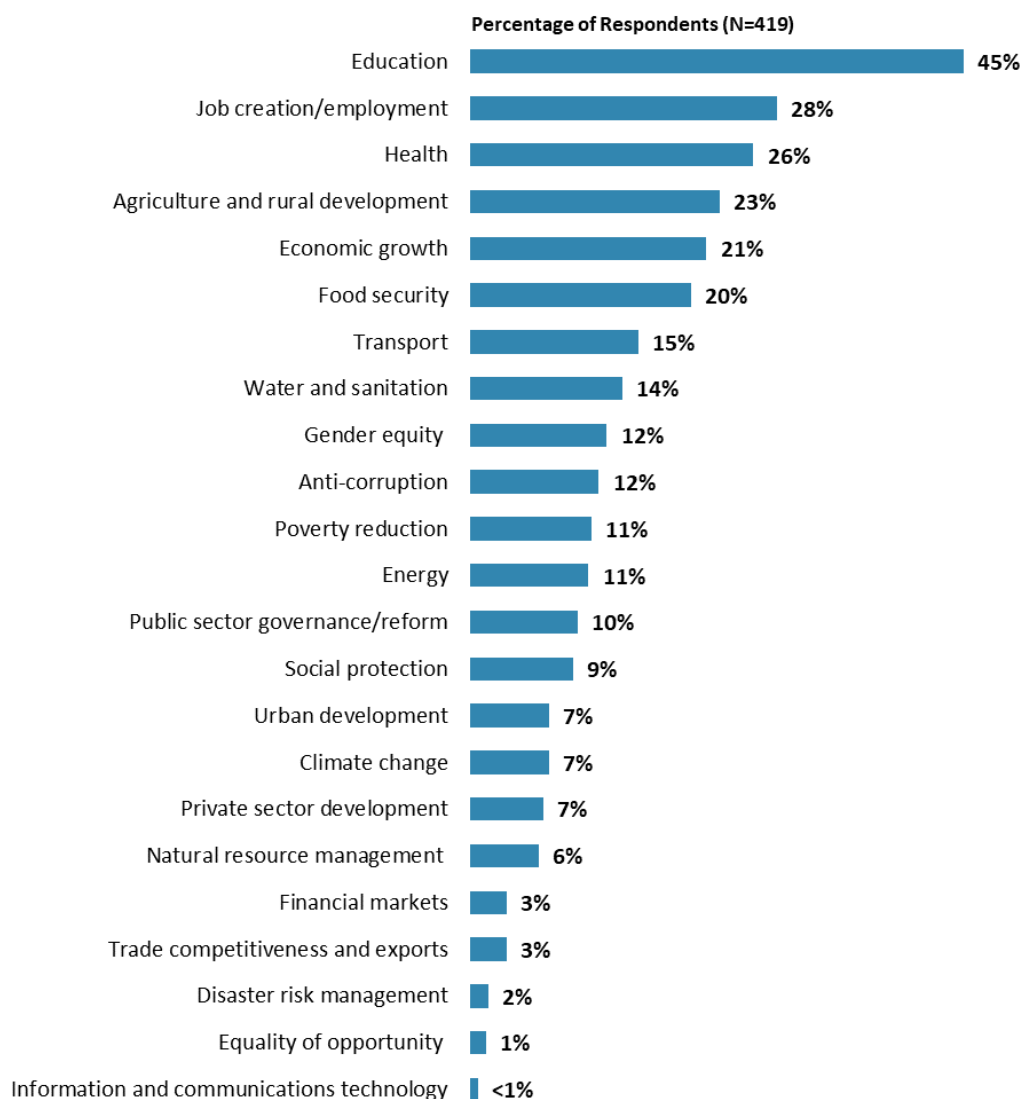
"Please describe the direction Kenya is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Kenya (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Kenya were “*job creation/employment*” (29%), and “*economic growth*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Kenya, compared to the rest of respondents in other areas of work (education specialists = 57%; others = 42%).²



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

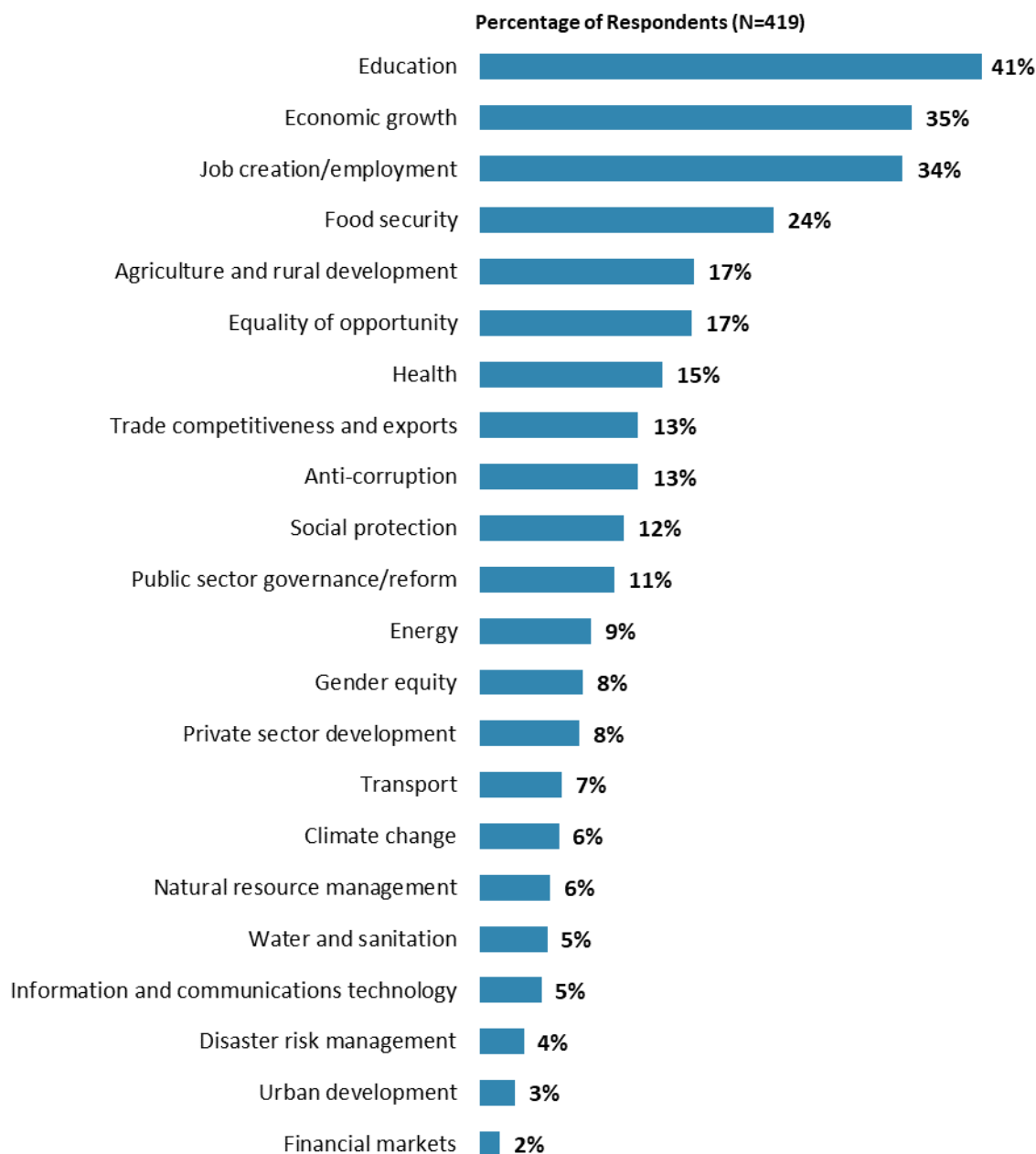
² When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



IV. General Issues Facing Kenya (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in Kenya were “*job creation/employment*” (65%), and “*economic growth*” (35%).

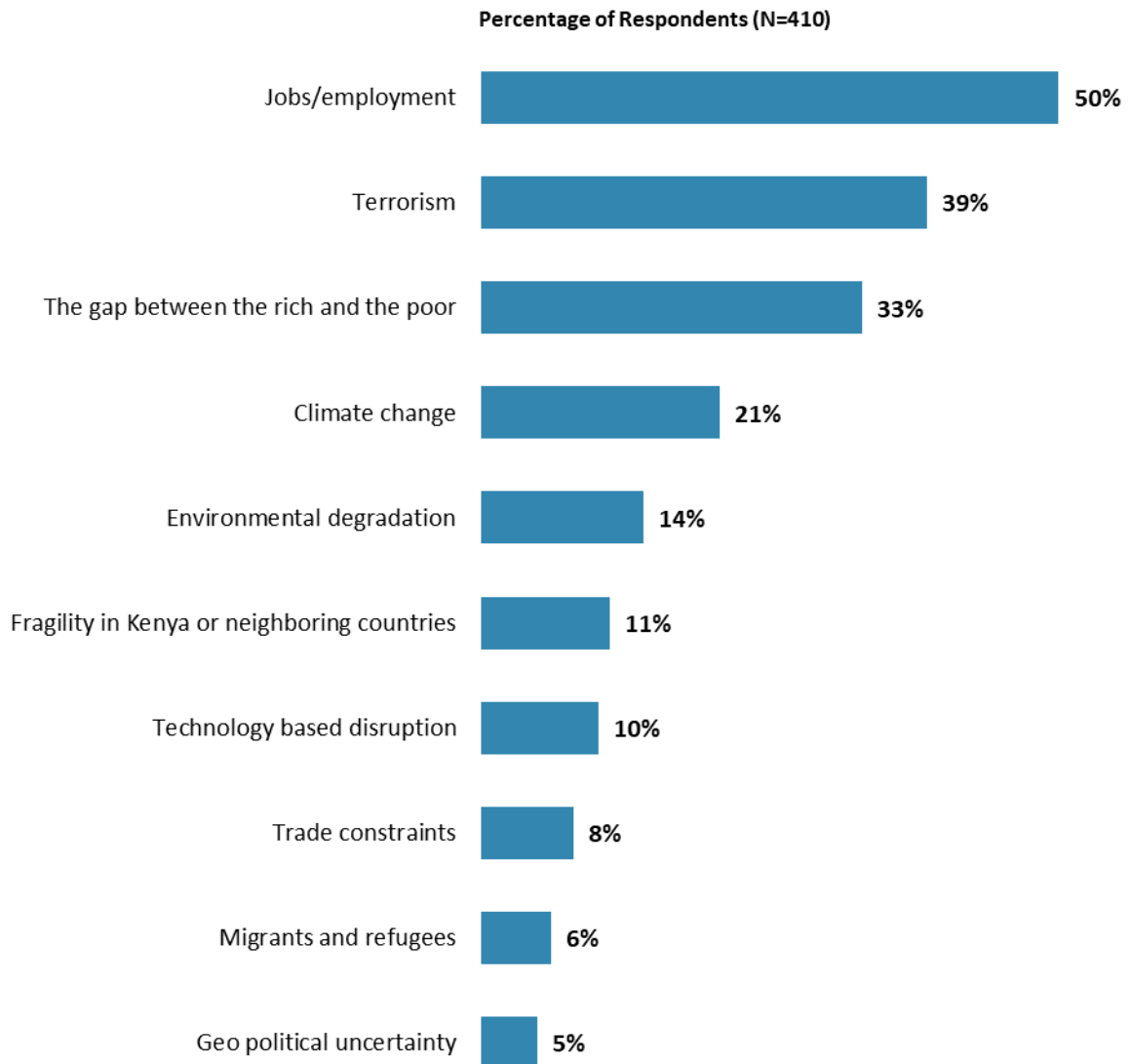


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kenya? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Kenya (continued)

The Impact of Global Challenges on Kenya



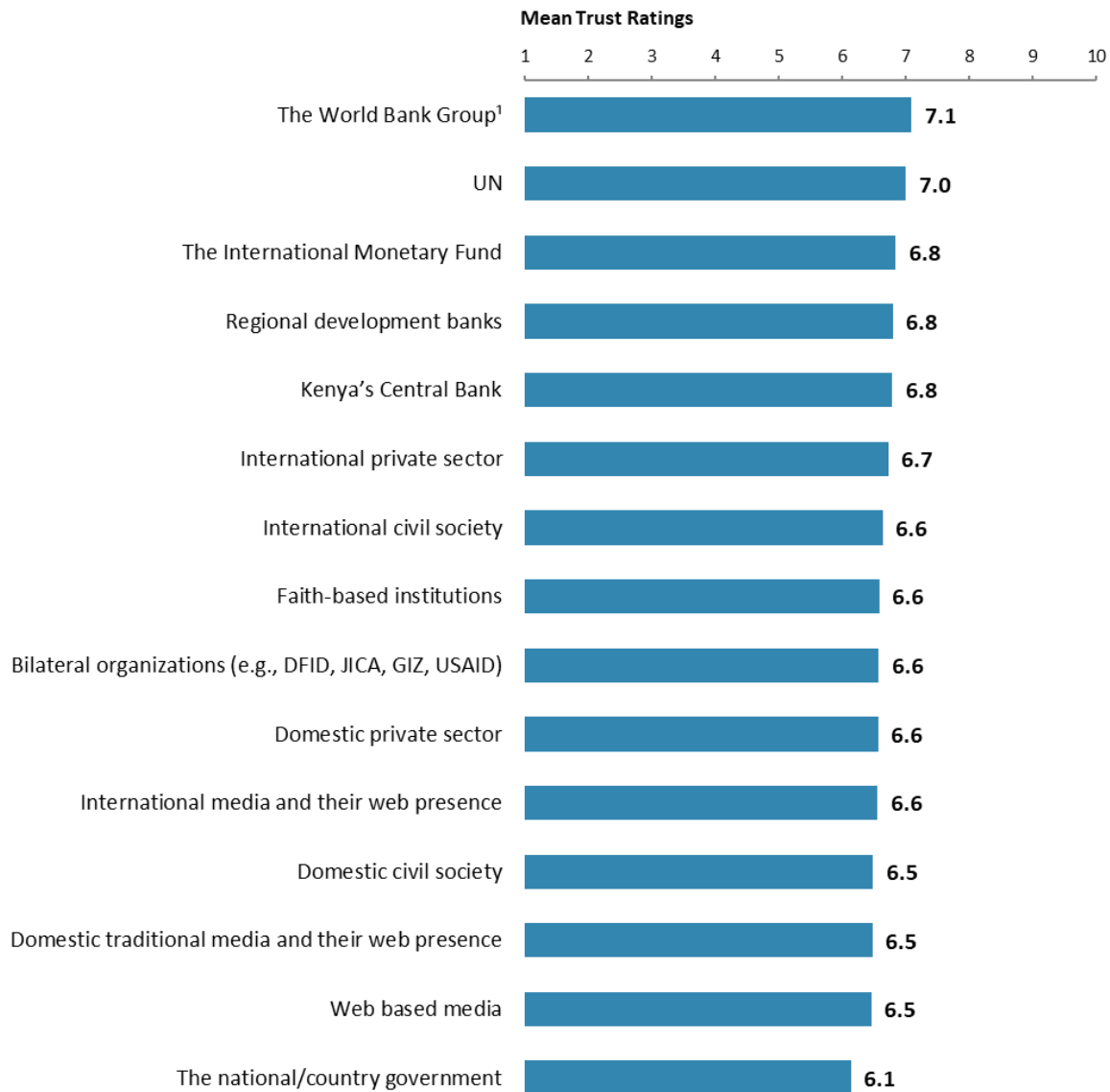
**"Listed below are global challenges. Which do you think have the most serious impact on Kenya?
(Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Kenya (continued)

Trust in Institutions



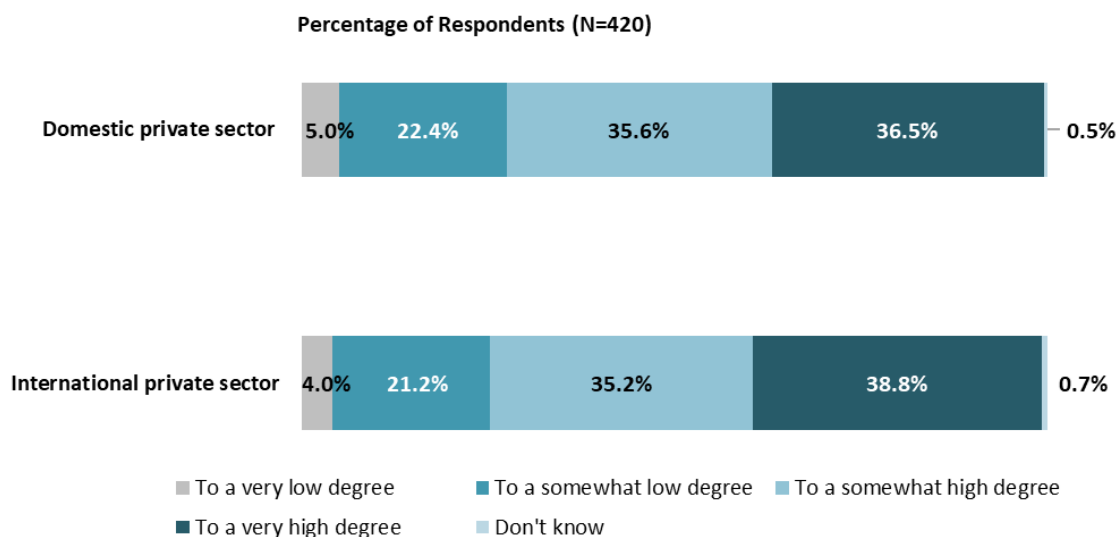
"To what extent do you trust each of the following groups to do what is right? "
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question



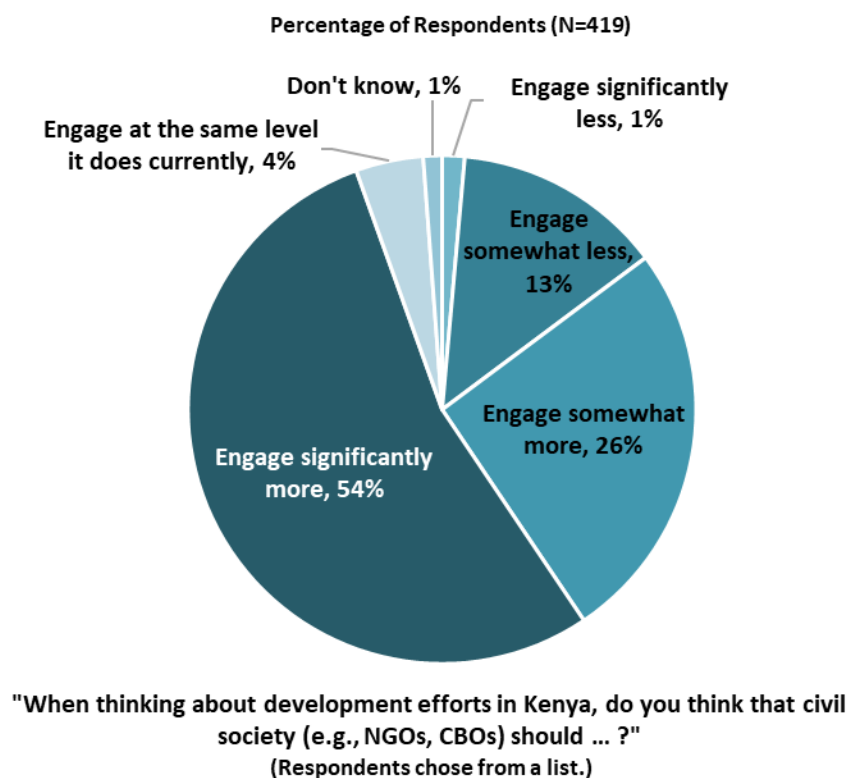
IV. General Issues Facing Kenya (continued)

Trust in the Private Sector



"To what extent do you trust _____ to engage in public service delivery in Kenya?"
(Respondents chose from a list.)

Civil Society Engagement

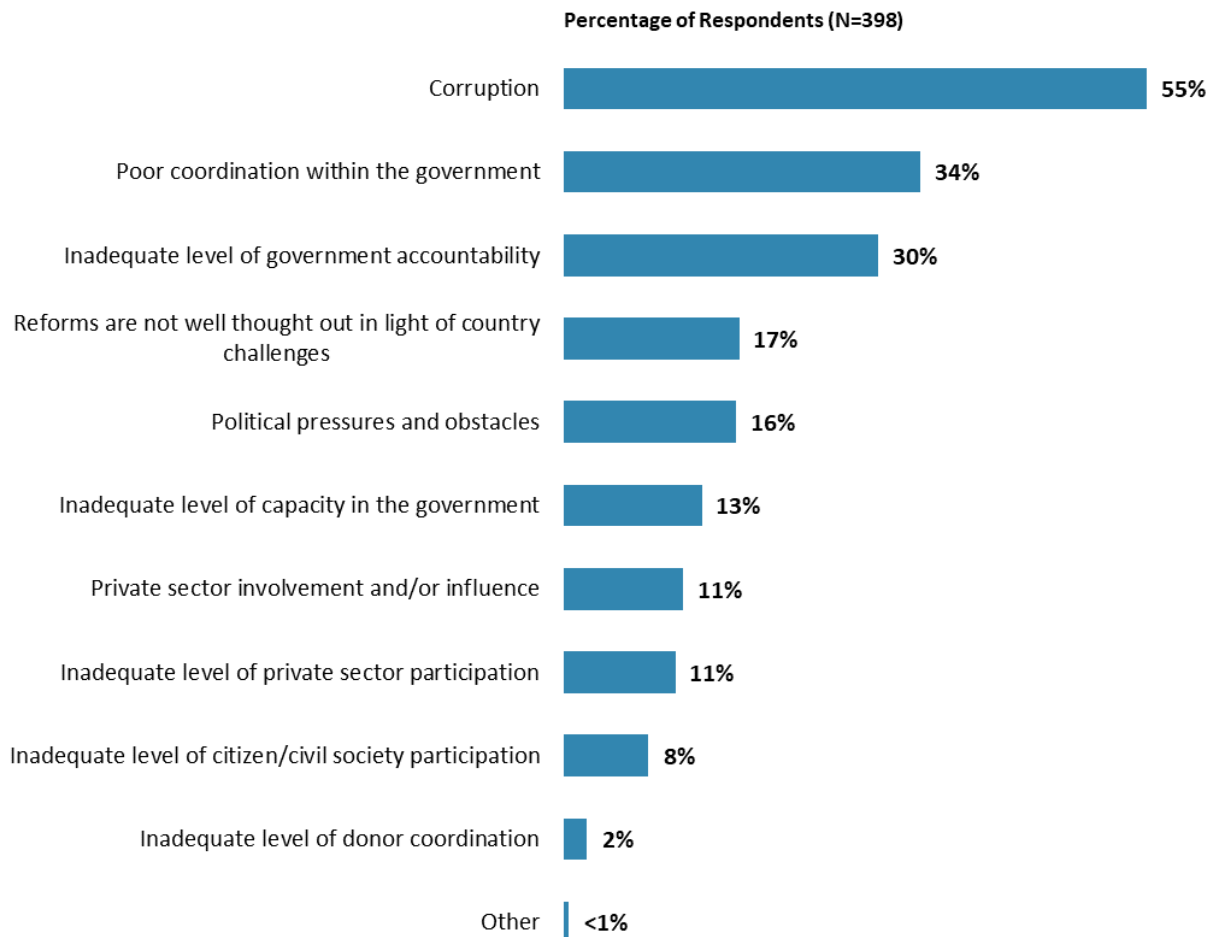




V. Overall Attitudes toward the World Bank Group

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*lack of/inadequate levels of capacity in Government*” (30%), and to that “*the WBG is not sensitive enough to political/social realities on the ground*” (26%).

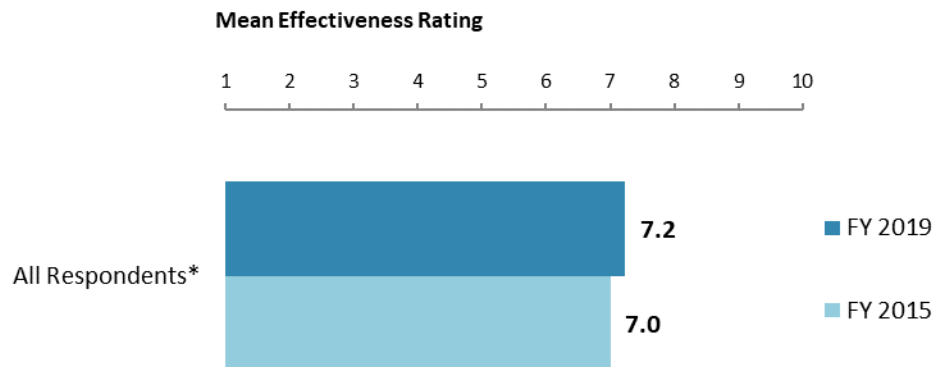


"When economic and/or social reform efforts fail or are slow to take place in Kenya, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



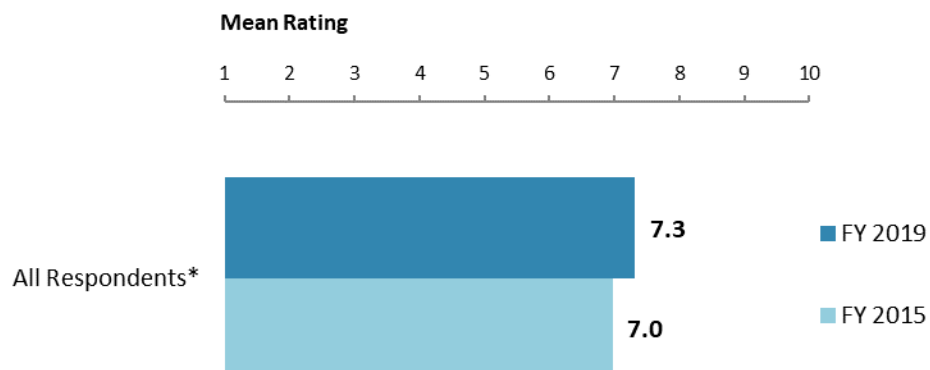
V. Overall Attitudes toward the World Bank Group (continued)

The World Bank Group's Overall Effectiveness³ (*Indicator Question*)



"Overall, please rate your impression of the World Bank Group's effectiveness in Kenya." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2019 and FY 2015)

Achieving Development Results (*Indicator Question*)



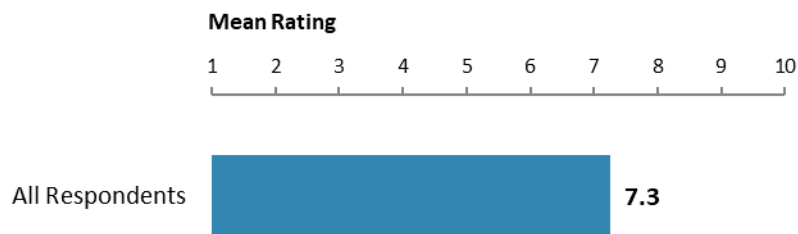
"To what extent does the World Bank Group's work help to achieve development results in Kenya?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2019 and FY 2015)

³ Means presented in the charts on this page were calculated based on weighted data.



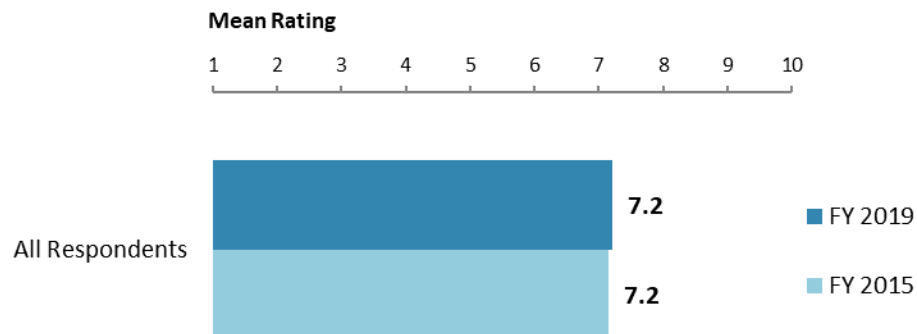
V. Overall Attitudes toward the World Bank Group (continued)

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



"To what extent does the World Bank Group influence the development agenda in Kenya?"
(1-"To no degree at all", 10-"To a very significant degree")

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 Kenya solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

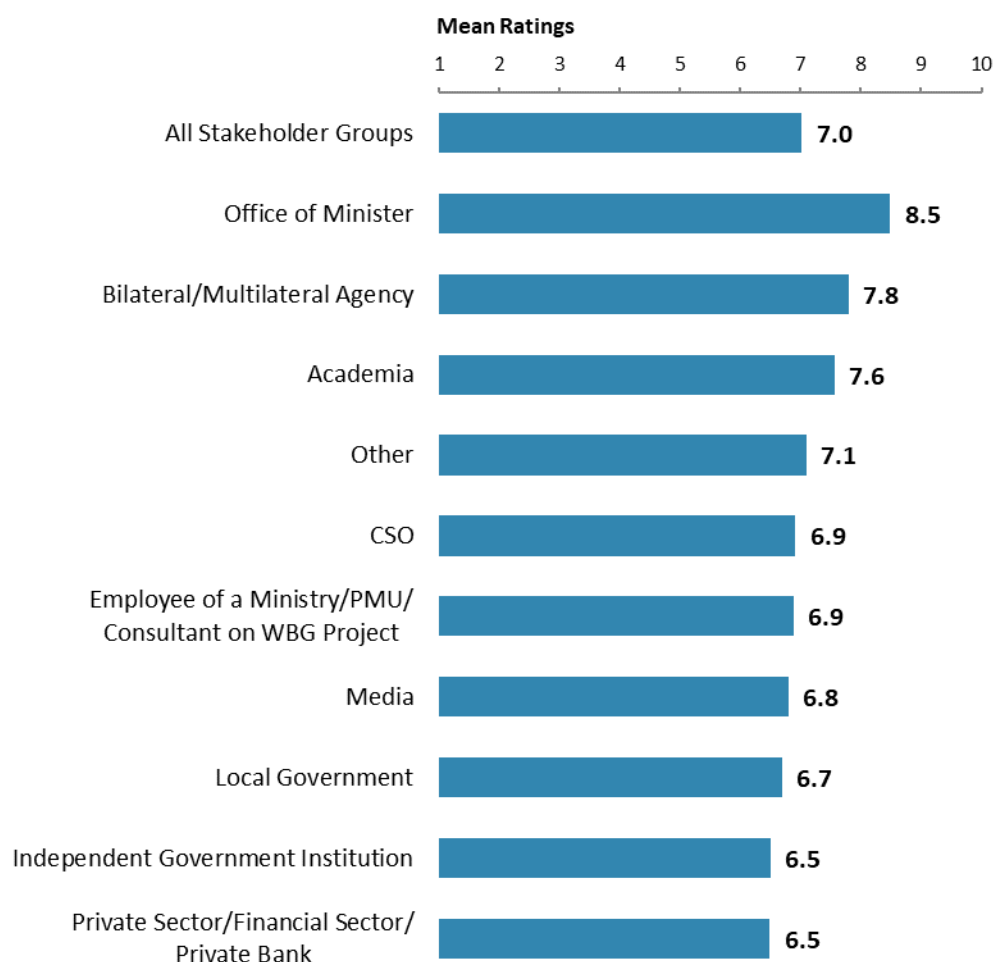
⁴ Means presented in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the office of minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from independent government institutions and the private sector/financial sector/private banks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 60).
- **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 = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 96).



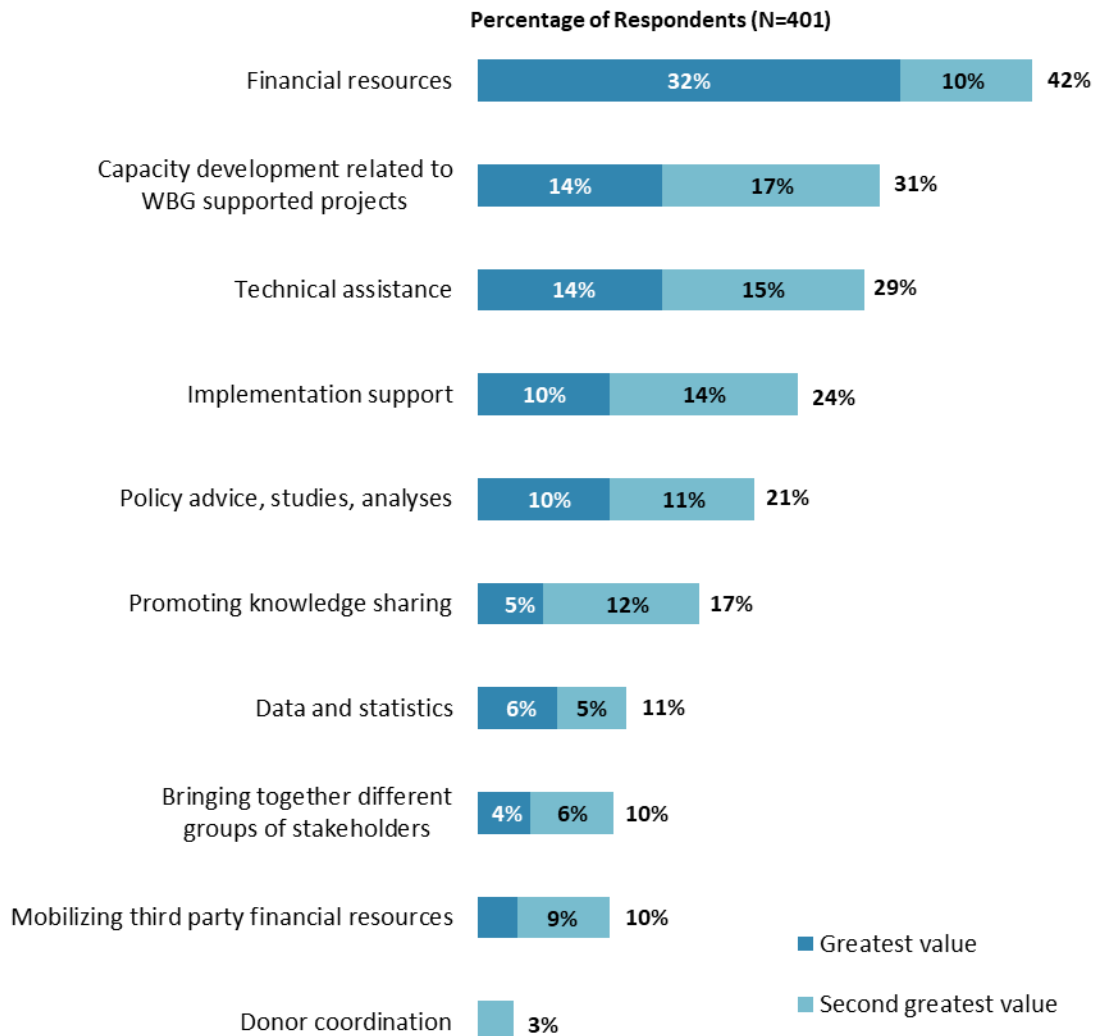
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Kenya were its "*financial resources*" (48%).



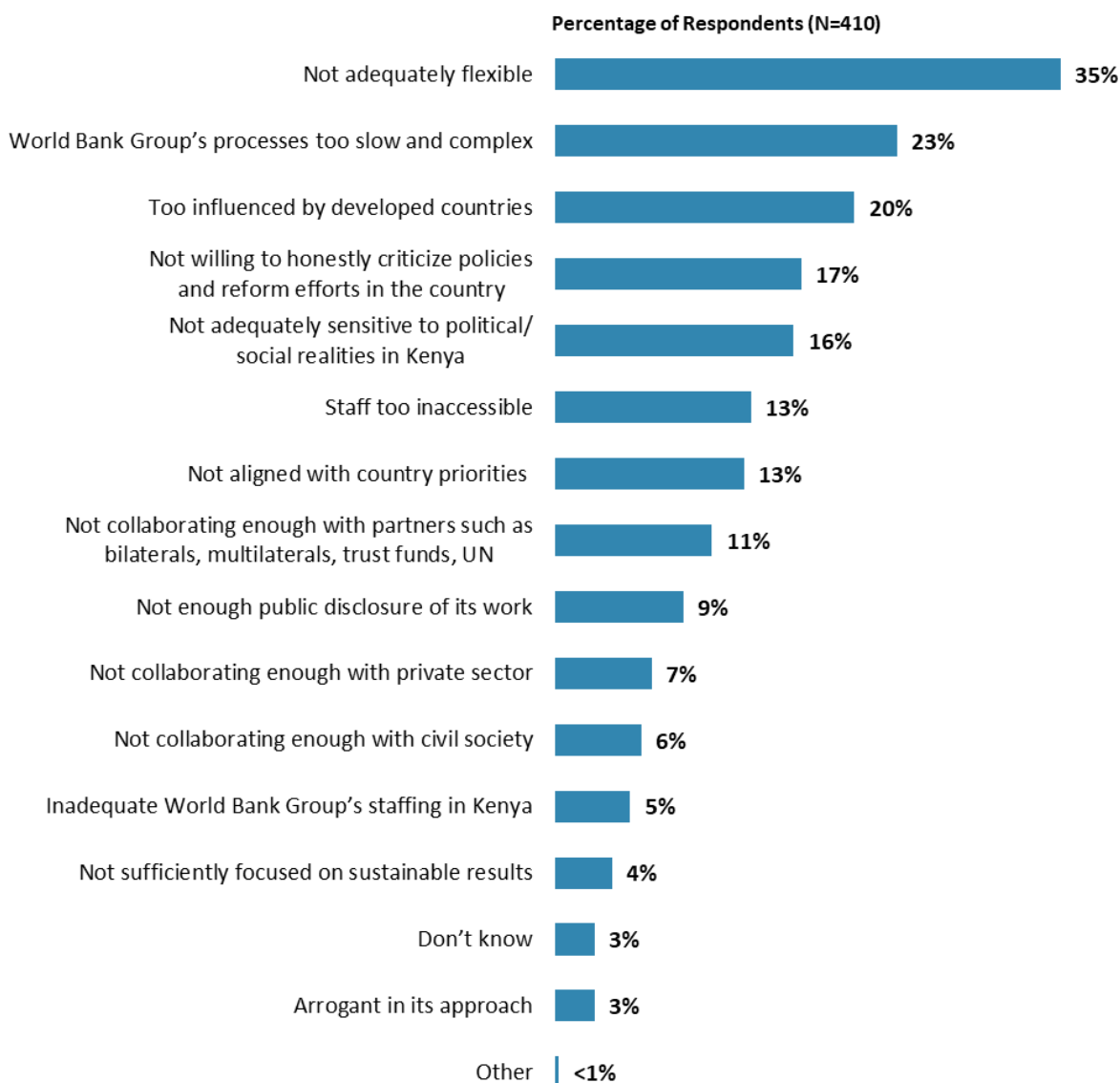
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kenya?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weakness in its work in Kenya was "*World Bank Group's processes too slow*" (29%).

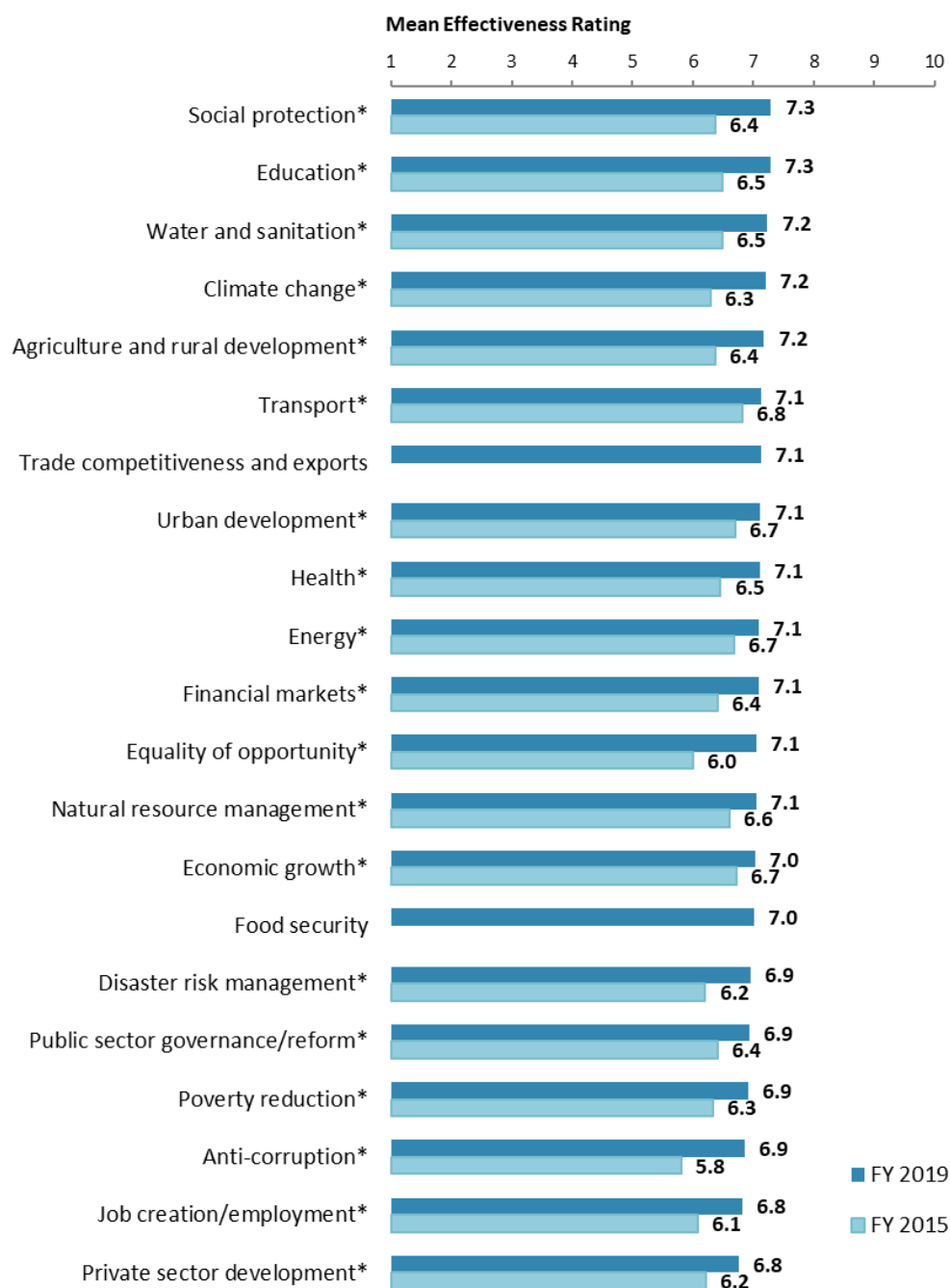


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



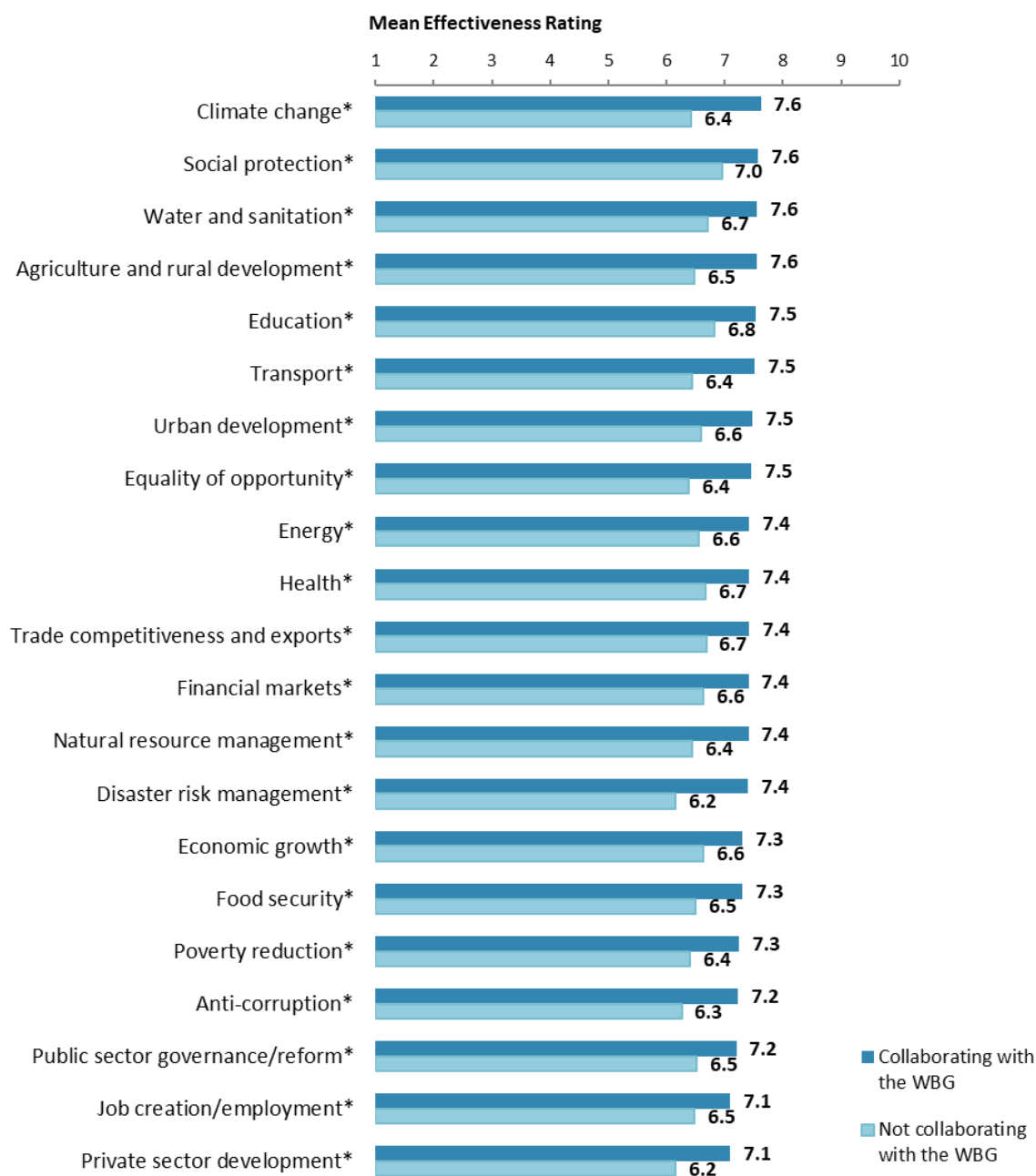
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kenya?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2019 and FY 2015)

⁵ 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



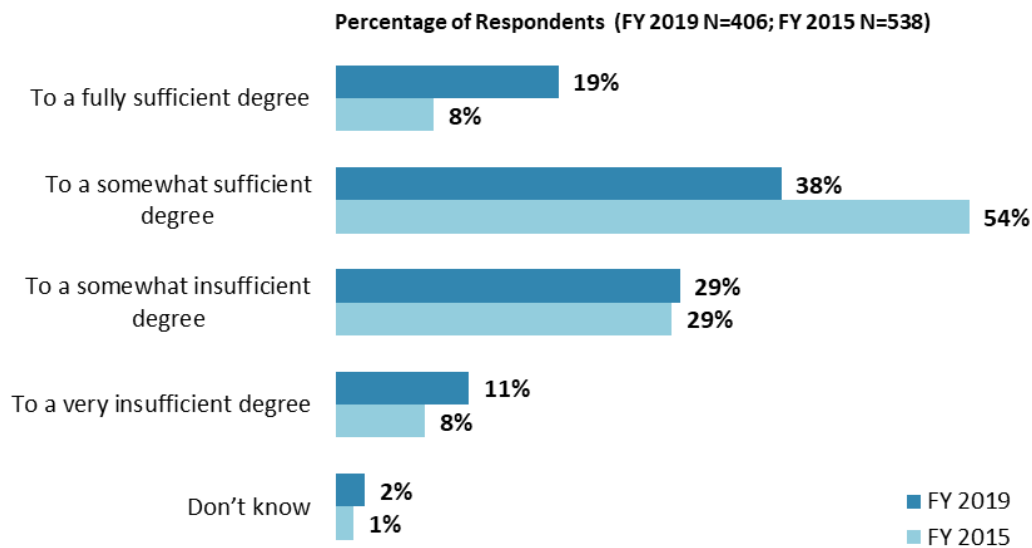
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kenya?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)

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.



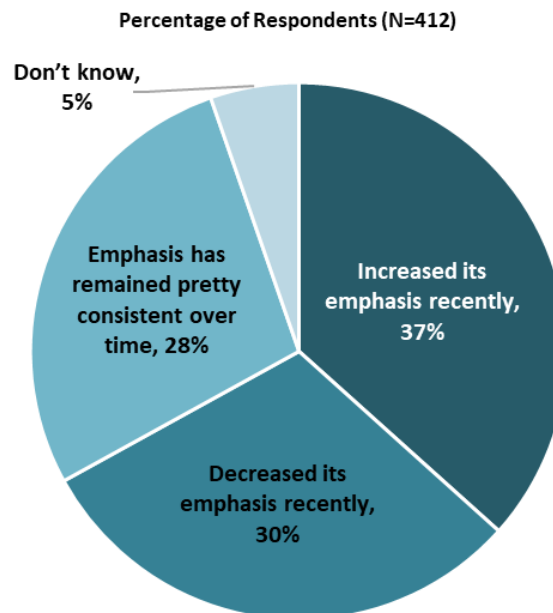
VI. Sectoral Effectiveness (continued)

Helping the Poorest⁷



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

The WBG's Human Capital Investment



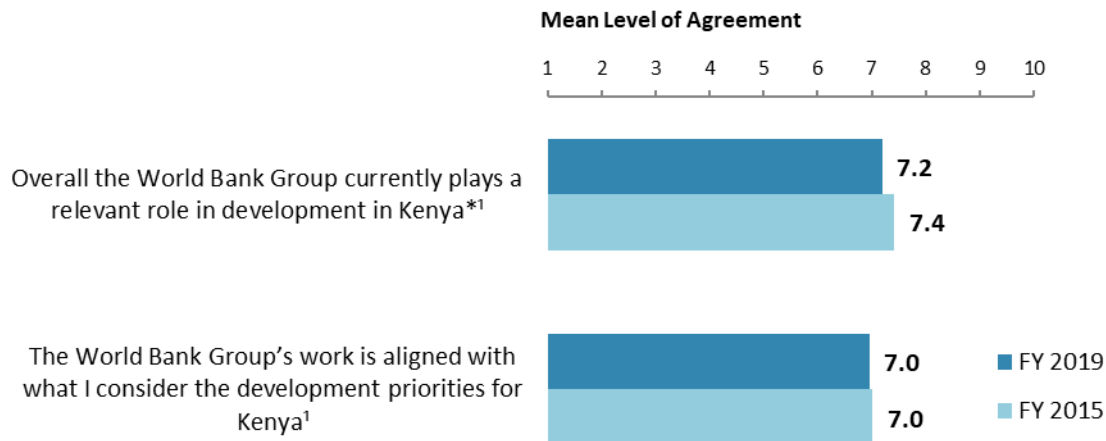
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁷ Percentages presented in the chart were calculated based on weighted data.



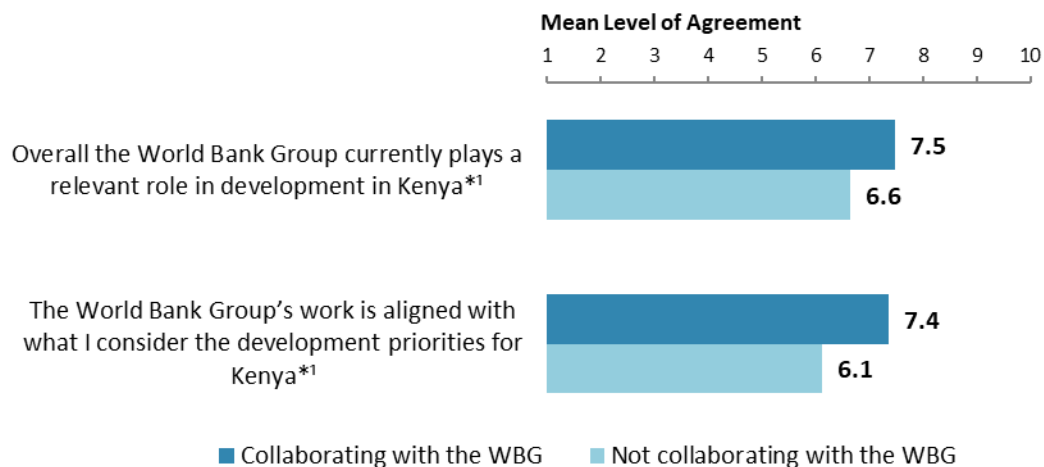
VII. How the World Bank Group Operates

The World Bank Group's Work in Kenya: Year Comparison⁸



"To what extent do you agree with the following statements about the World Bank Group's work in Kenya?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2019 and FY 2015)
¹Indicator Question

The World Bank Group's Work in Kenya: Collaboration



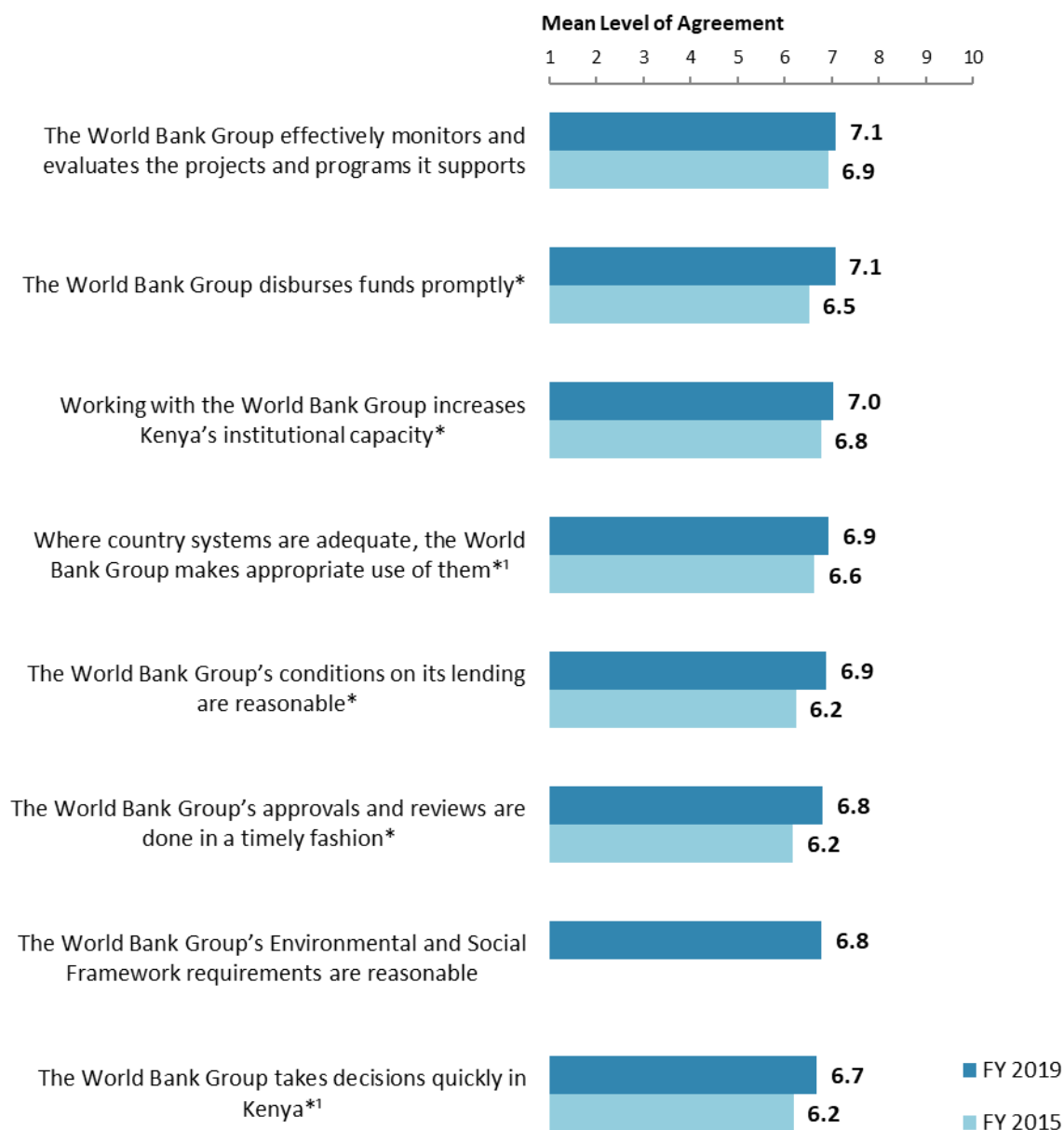
"To what extent do you agree with the following statements about the World Bank Group's work in Kenya?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



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

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

(*Significantly different between FY 2019 and FY 2015)

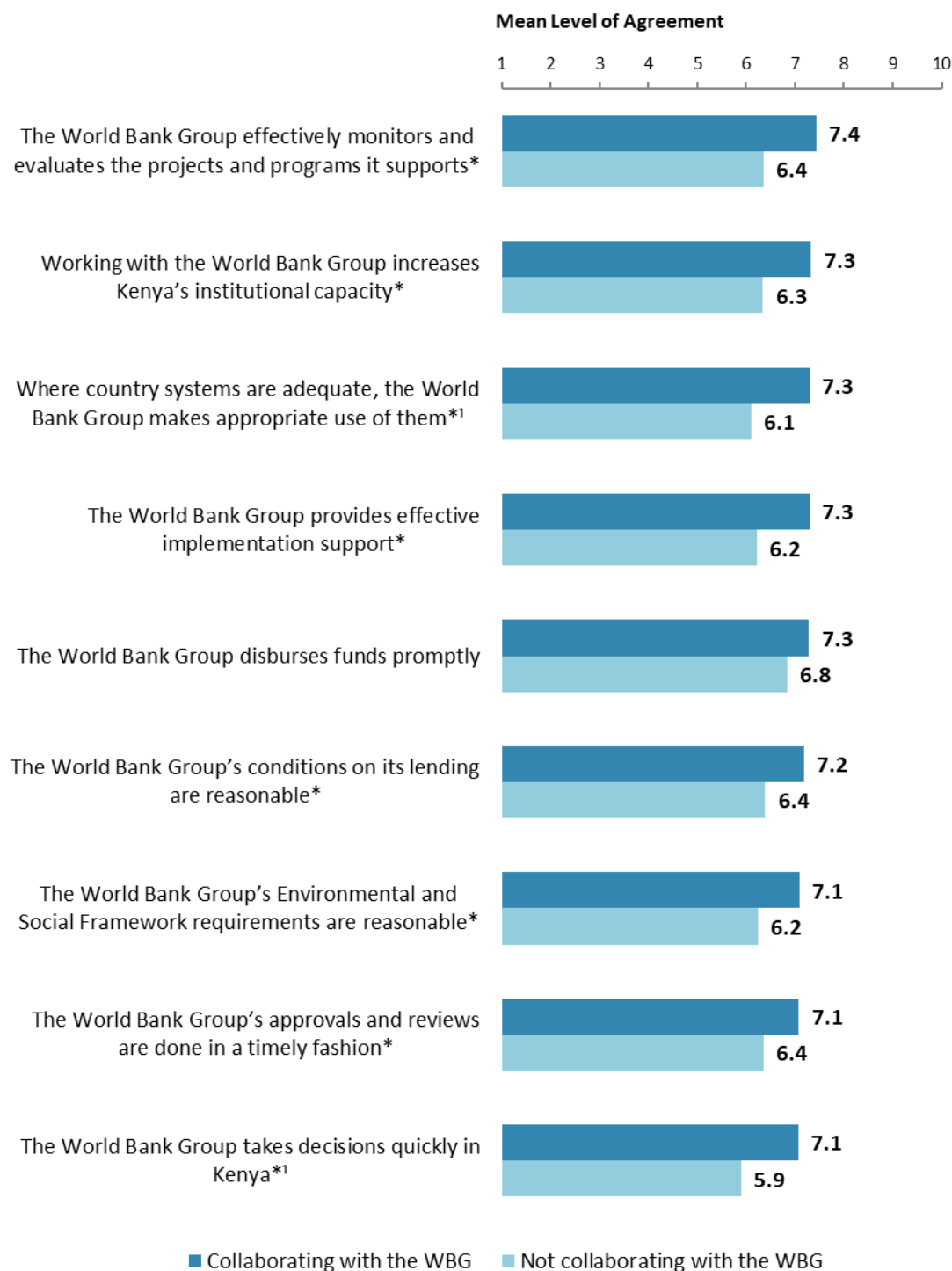
¹Indicator Question

⁹ 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)

'Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



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

(*Significantly different between FY 2019 and FY 2015)

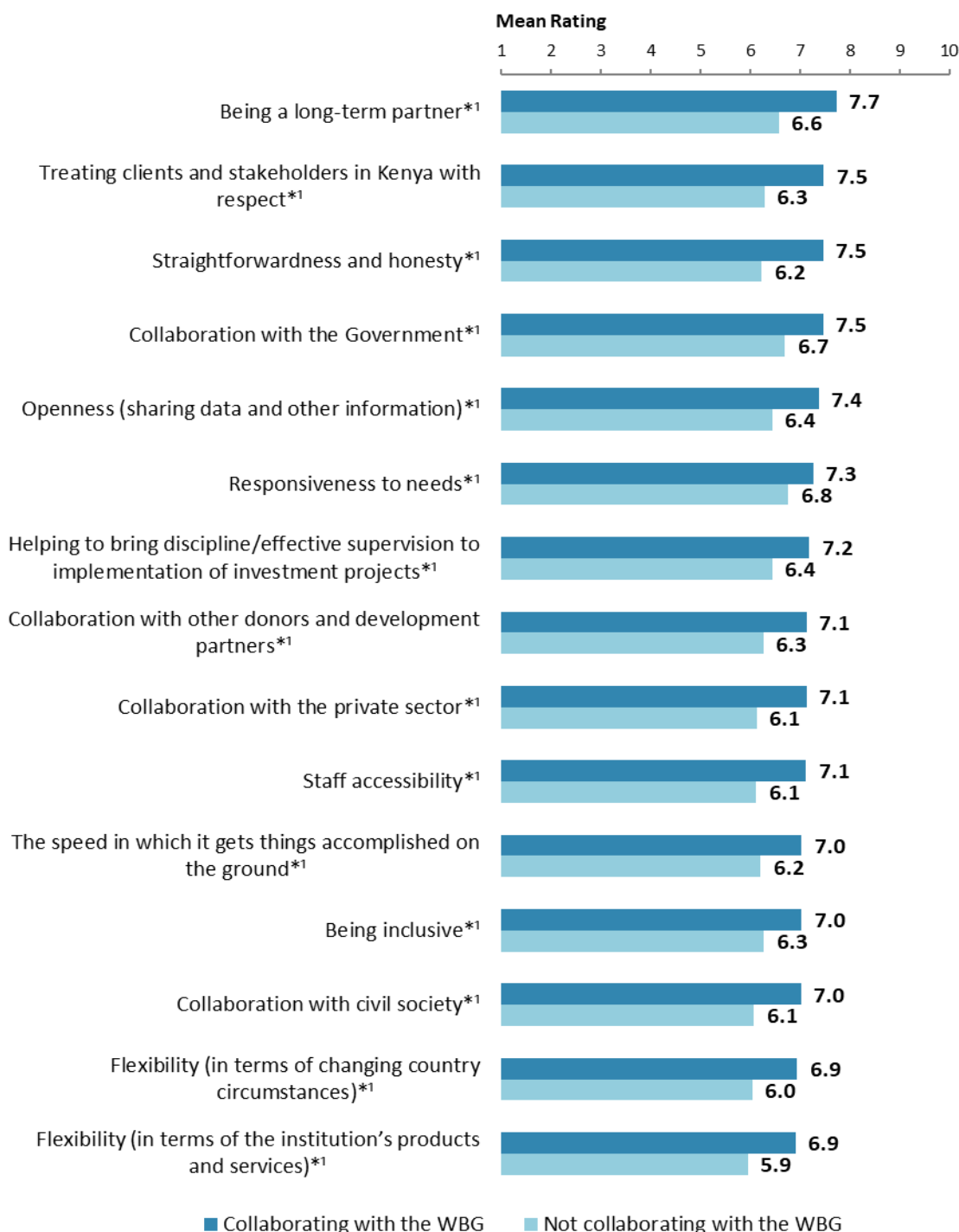
¹Indicator Question

¹⁰ 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 Kenya, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

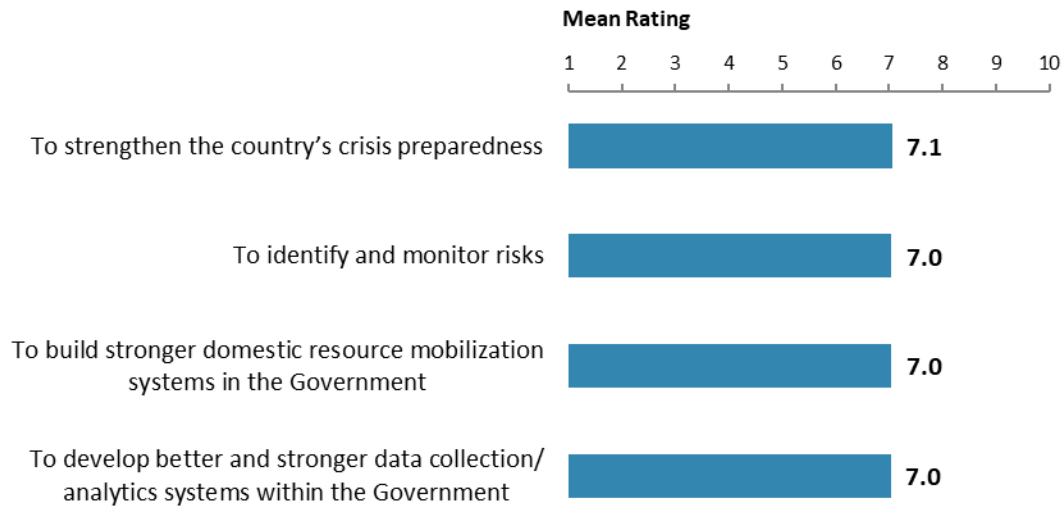
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



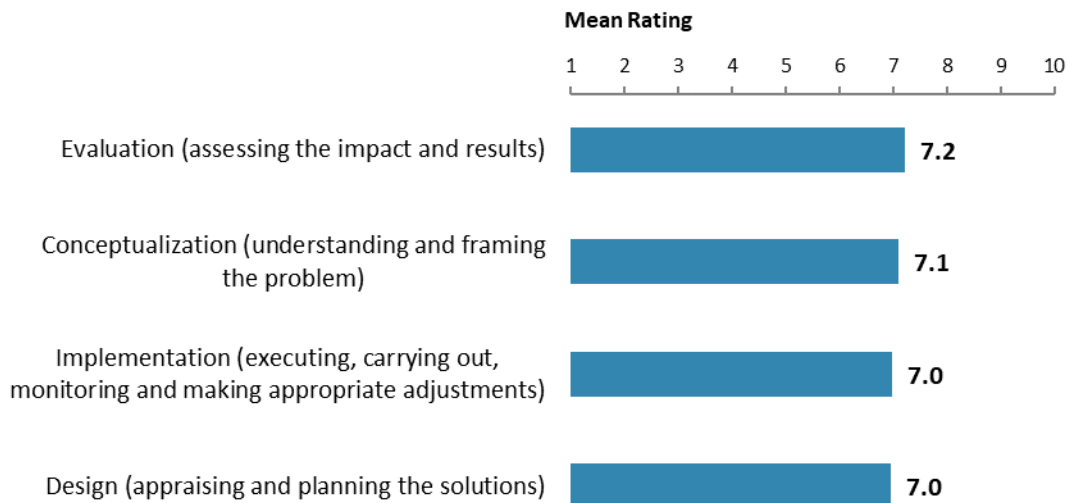
VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support



"How effectively does the World Bank Group support Kenya's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")

Contribution of the WBG's Delivery Work

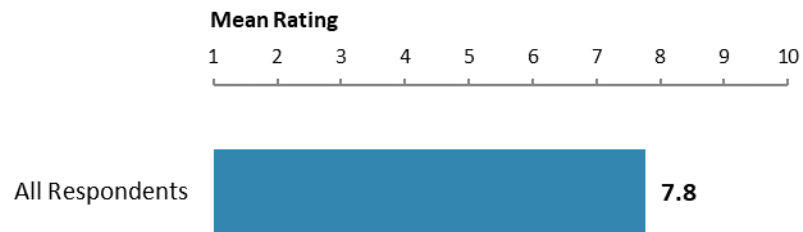


"To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Kenya's development challenges?"
(1 - "To no degree at all", 10 - "To a very significant degree")



VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support for Management of Crisis Related Risks

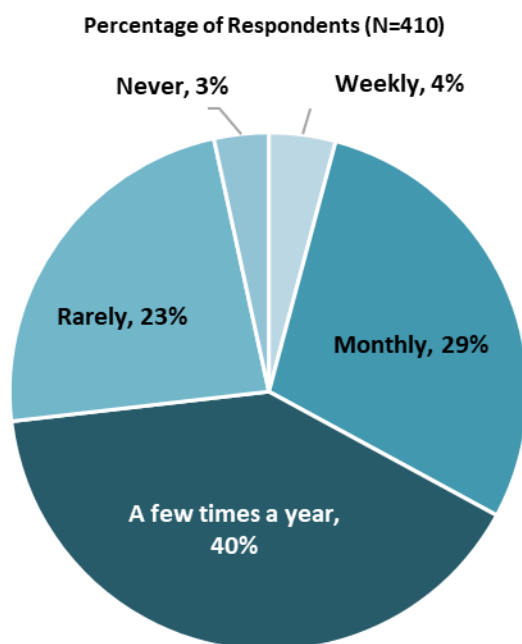


"How effectively does the World Bank Group's SCD and CPF activities support Kenya's efforts to manage crisis related risks?"
(1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

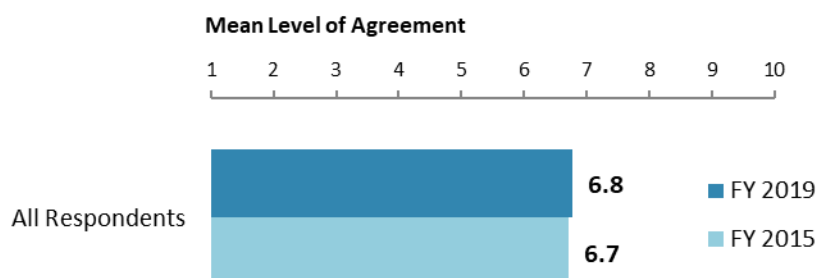


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



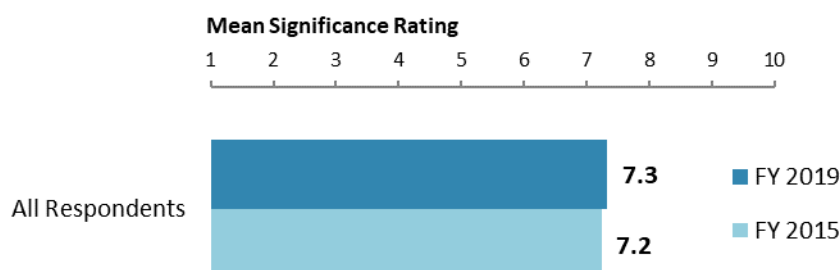
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Kenya's Knowledge Needs¹¹ (Indicator Question)



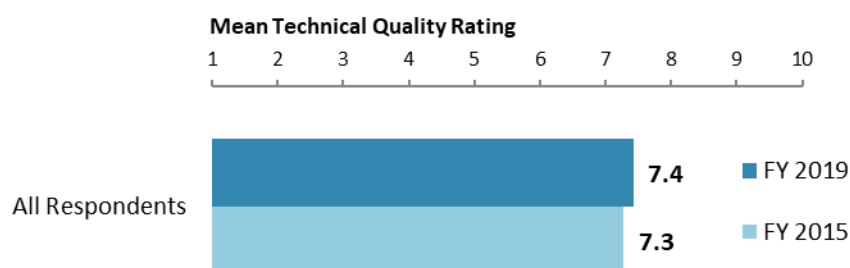
"The World Bank Group meets Kenya's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")

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



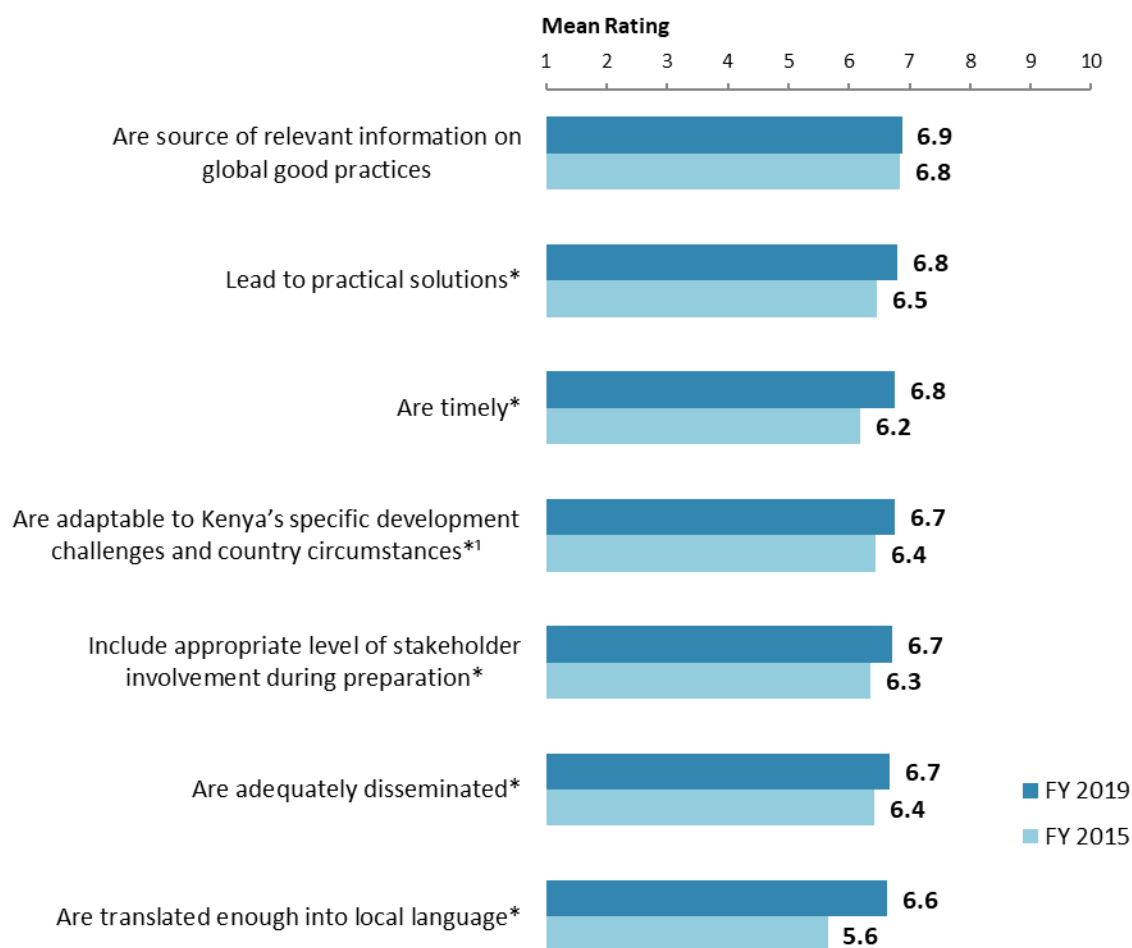
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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 Kenya, 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 2019 and FY 2015)

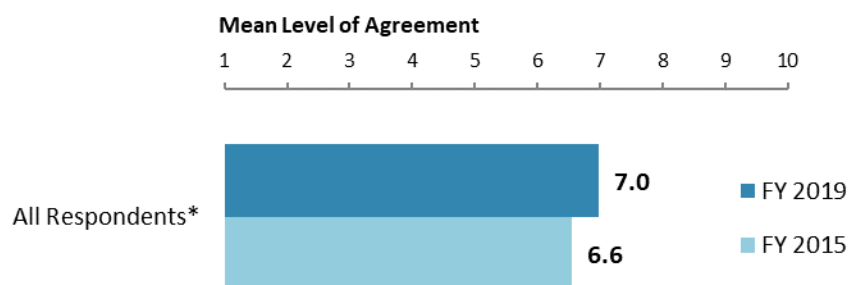
¹Indicator Question

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



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

Meeting Kenya's Needs for Financial Instruments¹³ (Indicator Question)

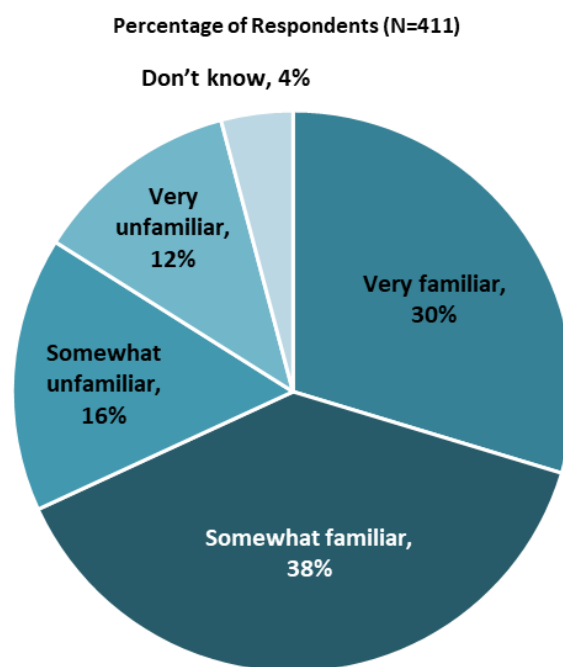


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Kenya"

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

(*Significantly different between FY 2019 and FY 2015)

Familiarity with WBG's New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Kenya?" (Respondents chose from a list.)

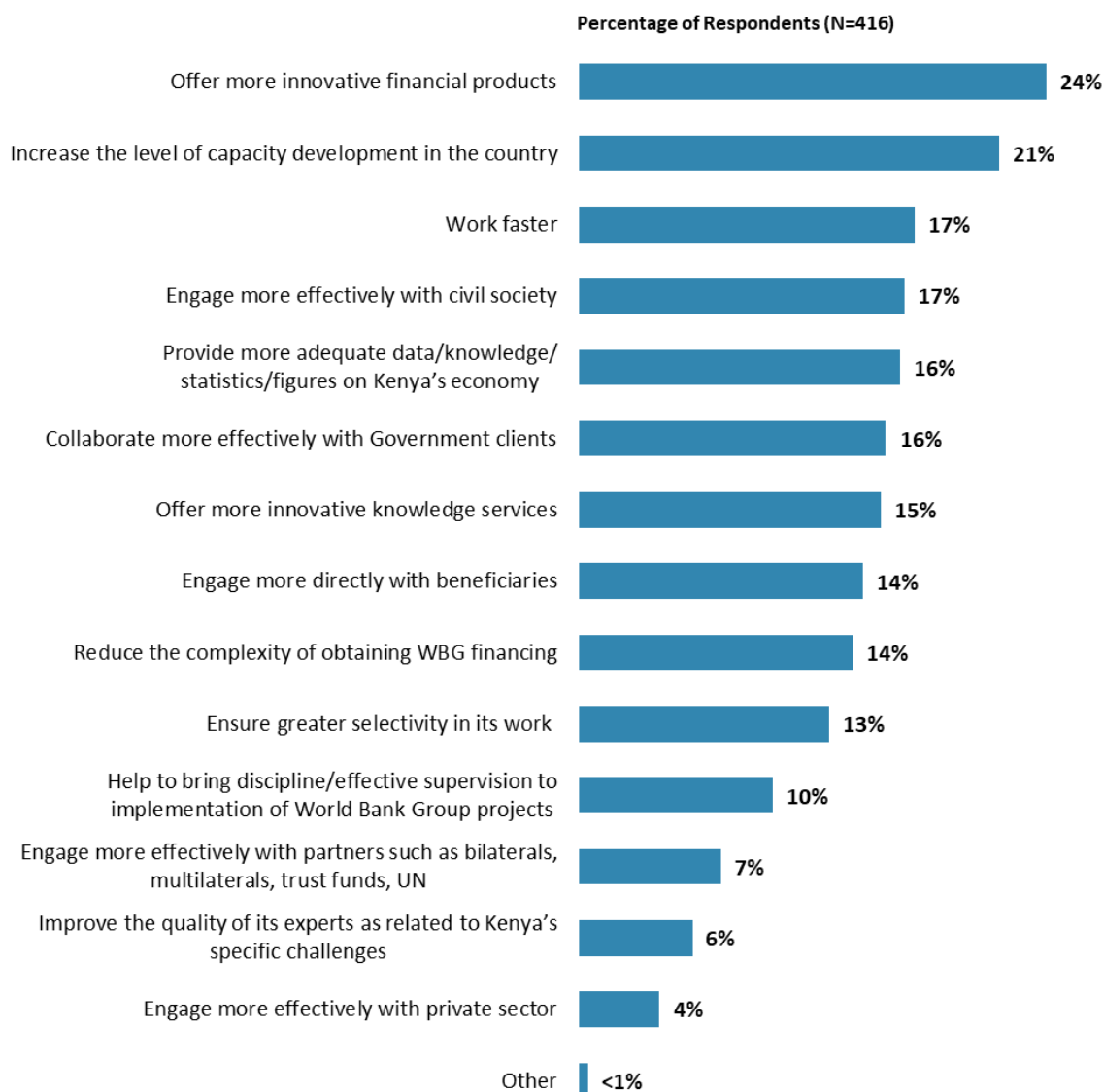
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the WBG in Kenya

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*improve the competitiveness of its financing compared to markets*” (29%), and “*reach out more to groups outside of Government*” (24%) to make itself of greater value in Kenya.



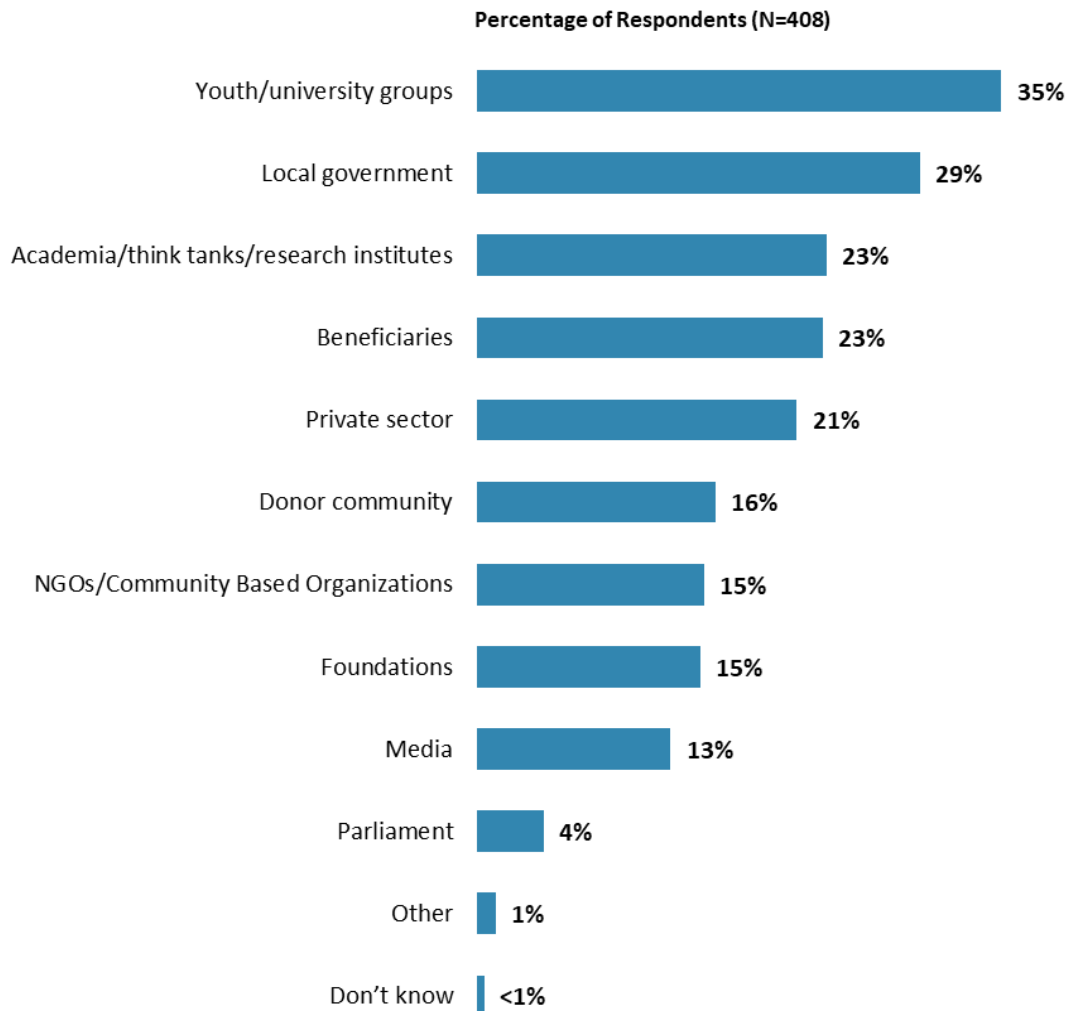
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Kenya?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with the “*media*” (34%), “*NGOs/Community-based organizations (CBOs)*” (29%), “*academia/think tanks/research institutes*” (26%), and “*local government*” (23%), to ensure better development results in Kenya.



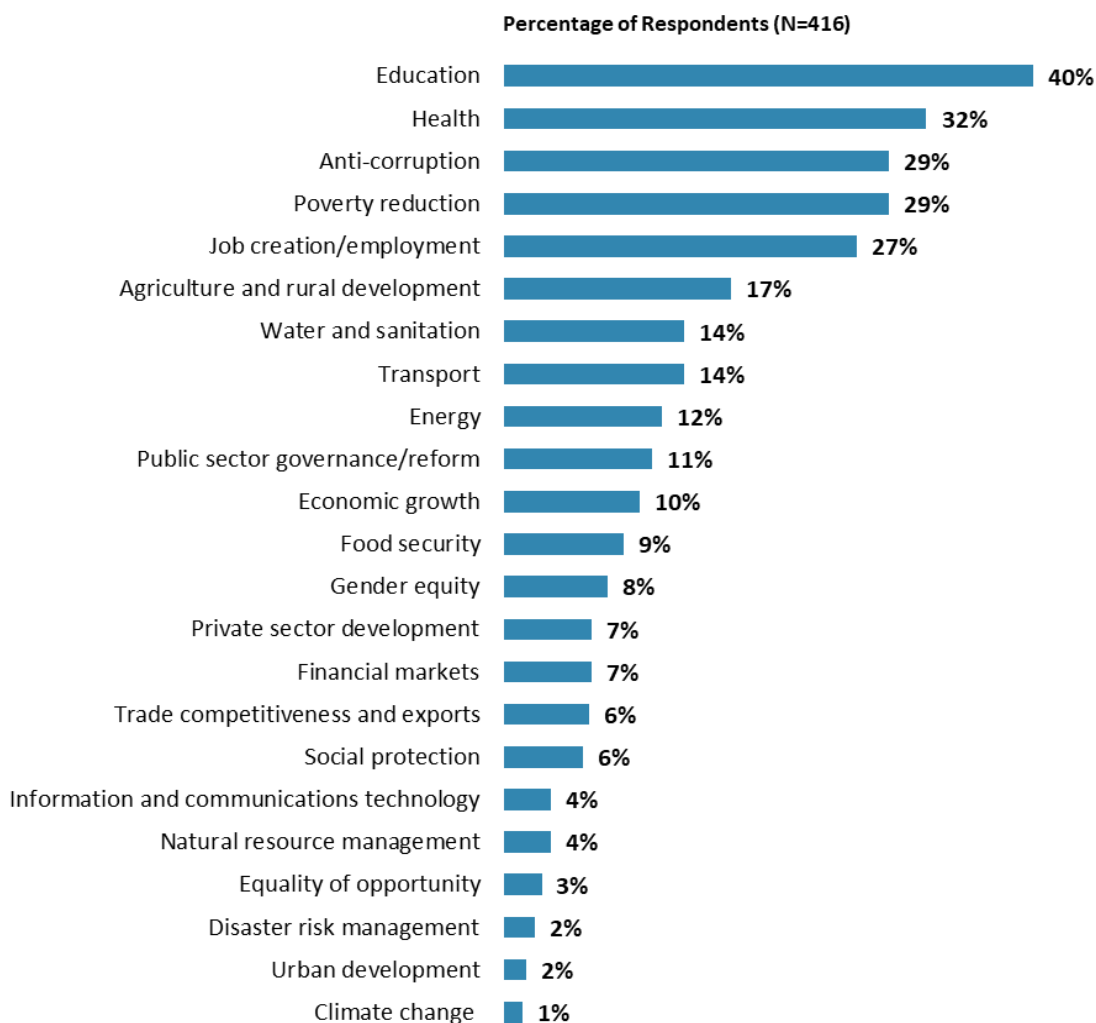
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (27%), and “*education*” (27%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 57%; others = 37%).¹⁴



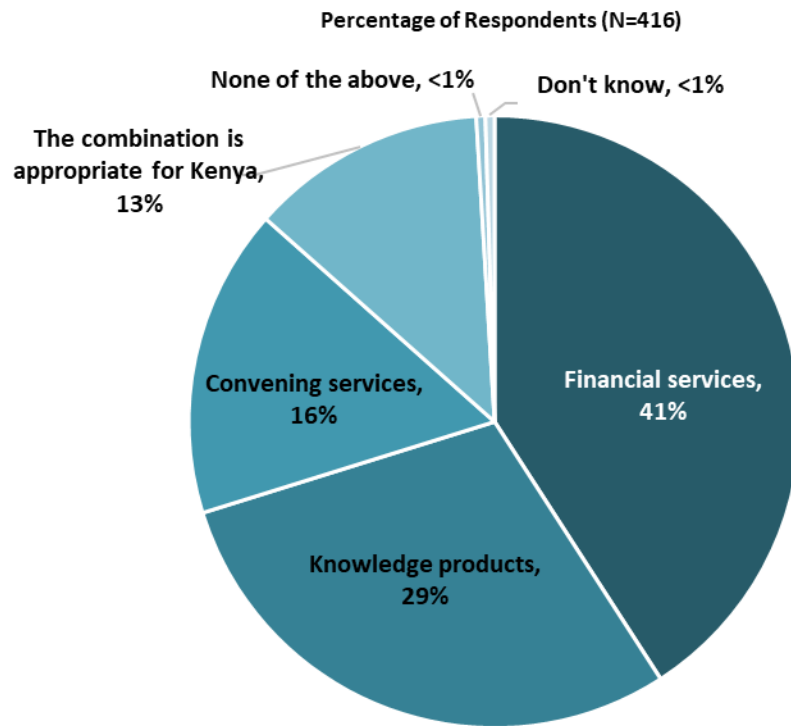
“When thinking about how the World Bank Group can have the most impact on development results in Kenya, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kenya? (Choose no more than THREE)”
(Respondents chose from a list. Responses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

¹⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



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

Future Combination of the WBG Services

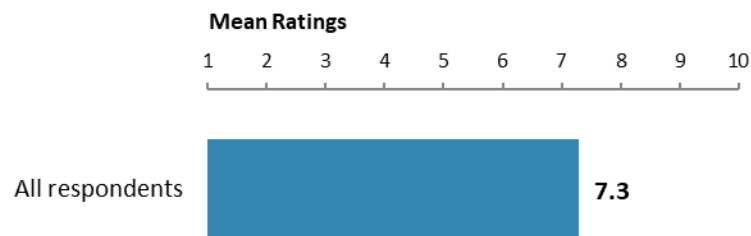


"When considering the combination of services that the World Bank Group offers in Kenya, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Kenya?" (Respondents chose from a list.)



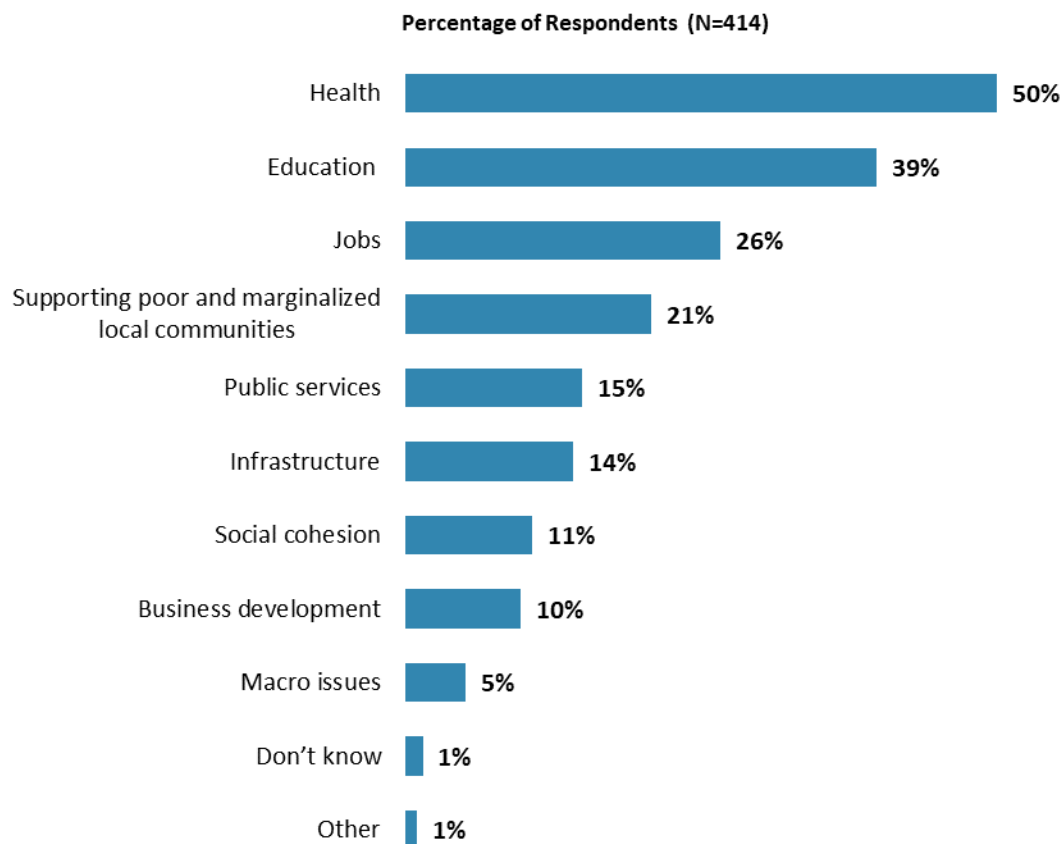
IX. The Future Role of the WBG in Kenya (continued)

Refugees: Donor Community's Support



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

Refugees: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Kenya?"
(Choose no more than TWO)" (Respondents chose from a list.)

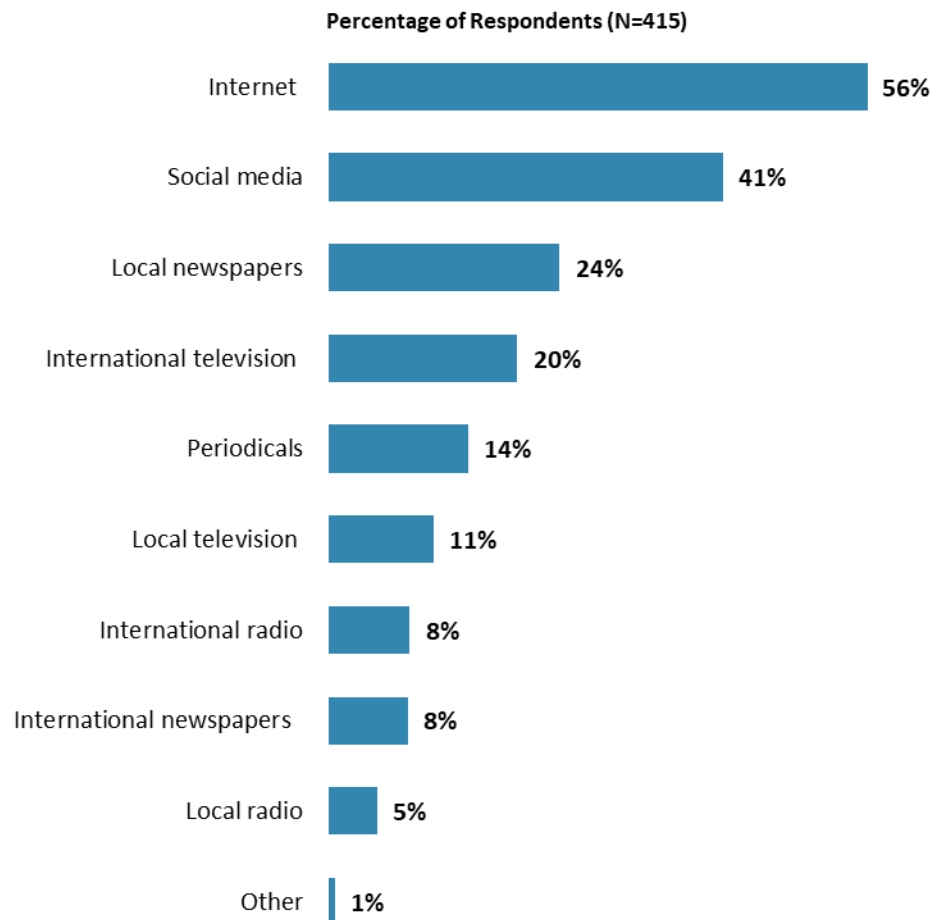


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 60) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in Kenya from “*local newspapers*” (40%) and the “*Internet*” (40%).



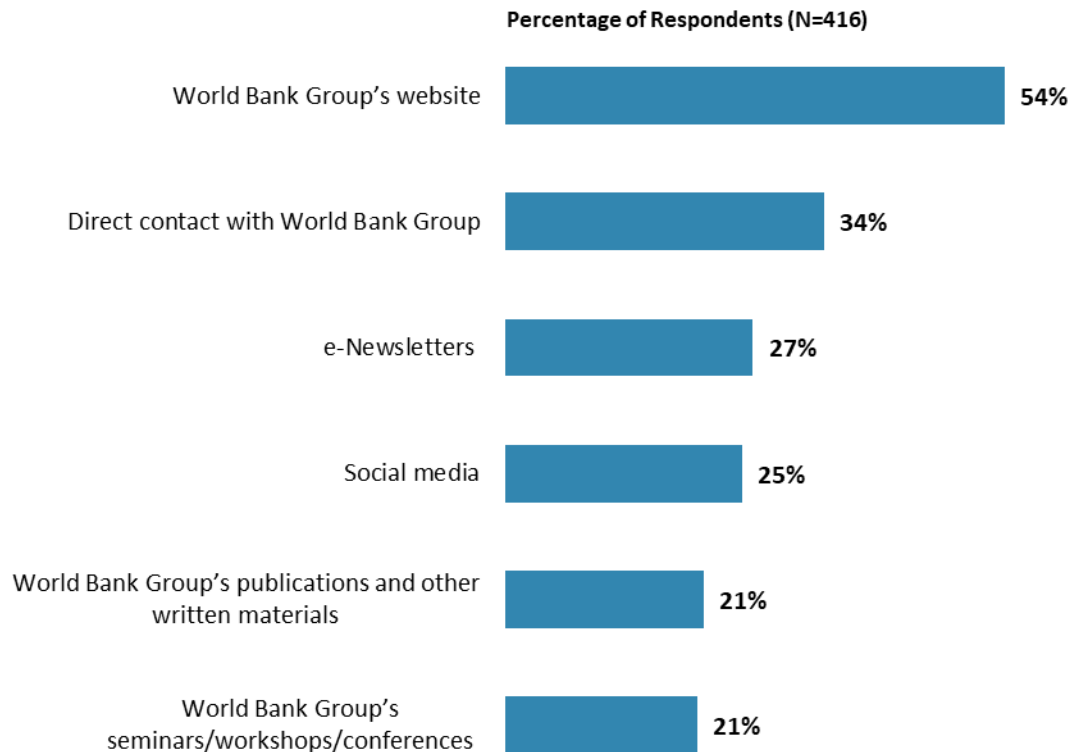
"How do you get most of your information about economic and social development issues in Kenya? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s website*” (49%).

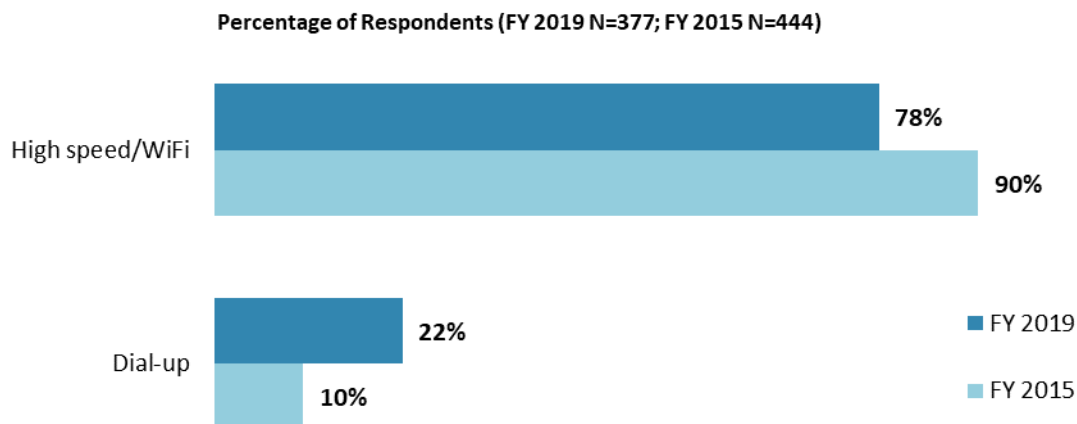


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



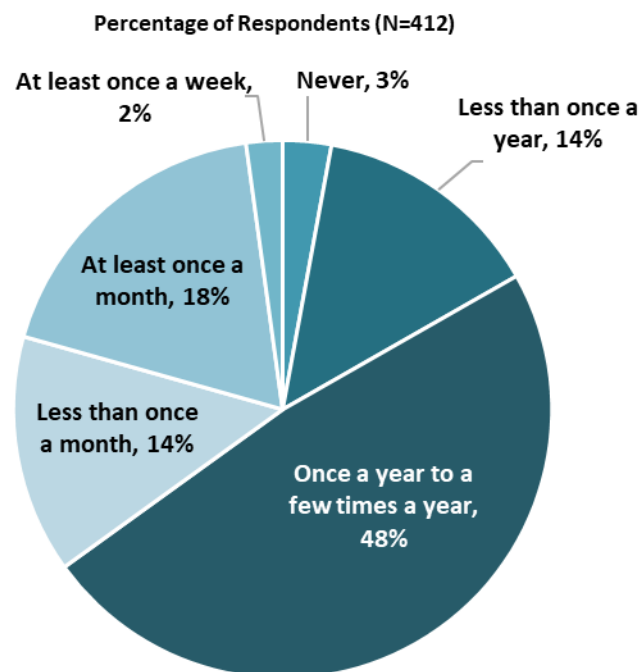
X. Communication and Outreach (continued)

Access to the Internet¹⁵



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

WBG Interaction Frequency



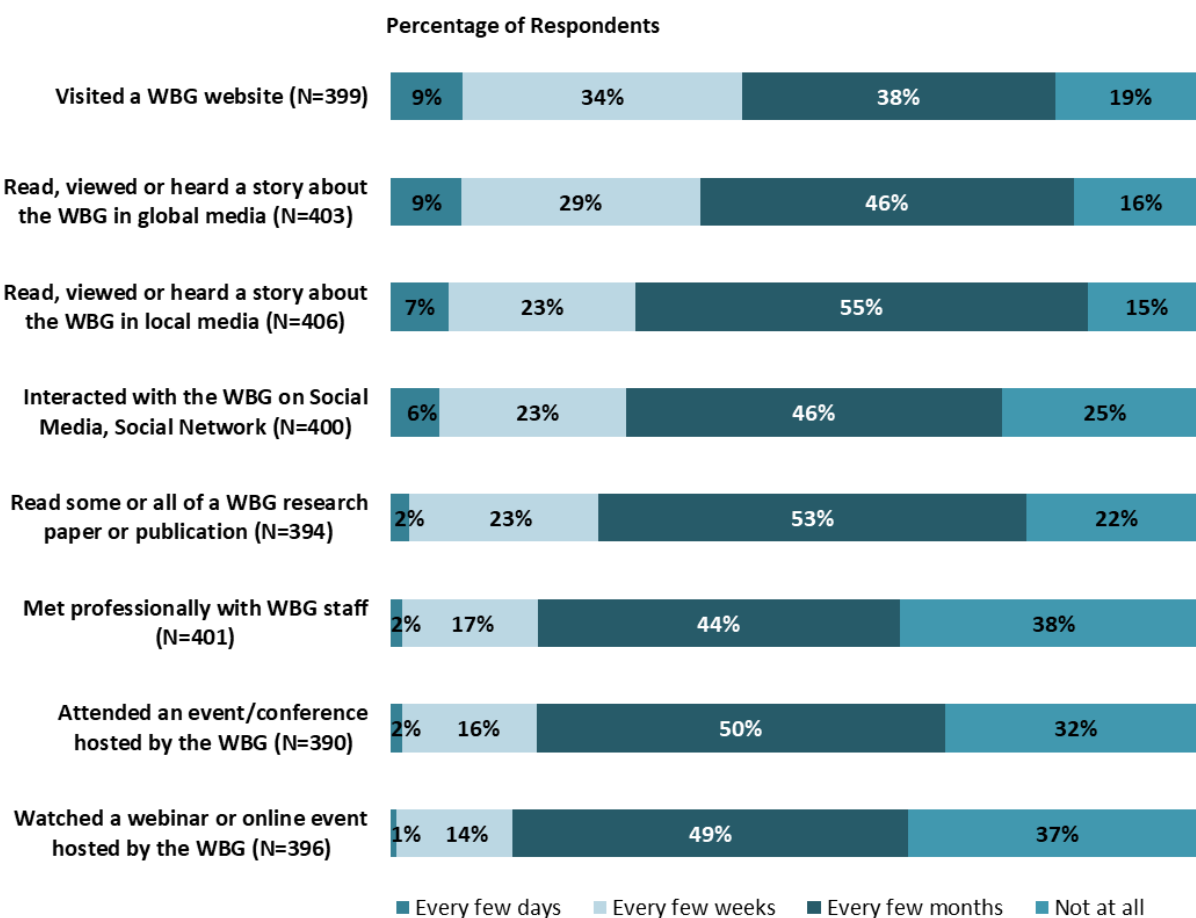
"How frequently do you interact with the World Bank Group now in Kenya?"
(Respondents chose from a list.)

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



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



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



XI. Appendices

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KENYA





Appendix A: Responses to All Questions across All Respondents (N=423)

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 Kenya

1. When you think about the future in Kenya, are you ... ?	Percentage of Respondents (N=421)
Very pessimistic	5.9%
Somewhat pessimistic	7.1%
Somewhat optimistic	34.4%
Very optimistic	47.3%
Not sure	5.2%

2. Do you think that economic opportunity for citizens in Kenya is ... ?	Percentage of Respondents (N=412)
Increasing	63.6%
Decreasing	22.3%
Staying about the same	14.1%

3. Listed below are a number of development priorities in Kenya. Please identify which of the following you consider the most important development priorities in Kenya. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=419)
Education	44.9%
Job creation/employment	27.9%
Health	25.8%
Agriculture and rural development	22.7%
Economic growth	21.5%
Food security	20.0%
Transport (e.g., roads, airports, bridges, maritime)	15.3%
Water and sanitation	13.8%
Gender equity (closing the gap between women and men, and boys and girls)	12.4%
Anti-corruption	11.7%
Poverty reduction	11.0%
Energy	10.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	9.8%
Social protection (e.g., pensions, targeted social assistance, cash transfers)	9.3%
Urban development	7.2%
Climate change (e.g., mitigation, adaptation)	7.2%
Private sector development	6.7%
Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)	6.2%
Financial markets	3.3%
Trade competitiveness and exports	3.3%
Disaster risk management	1.7%
Equality of opportunity (i.e., social inclusion)	1.4%
Information and communications technology	0.7%

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

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kenya? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=419)
Education	40.8%
Economic growth	35.1%
Job creation/employment	34.4%
Food security	23.9%
Agriculture and rural development	17.4%
Equality of opportunity (i.e., social inclusion)	17.2%
Health	14.8%
Trade competitiveness and exports	12.9%
Anti-corruption	12.9%
Social protection (e.g., pensions, targeted social assistance, cash transfers)	11.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.0%
Energy	9.1%
Gender equity (closing the gap between women and men, and boys and girls)	8.4%
Private sector development	8.1%
Transport (e.g., roads, airports, bridges, maritime)	6.7%
Climate change (e.g., mitigation, adaptation)	6.4%
Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)	5.7%
Water and sanitation	5.5%
Information and communications technology	5.0%
Disaster risk management	3.6%
Urban development	2.9%
Financial markets	1.7%

5. When economic and/or social reform efforts fail or are slow to take place in Kenya, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=398)
Corruption	55.0%
Poor coordination within the government	33.7%
Inadequate level of government accountability	29.6%
Reforms are not well thought out in light of country challenges	16.6%
Political pressures and obstacles	16.3%
Inadequate level of capacity in the government	13.1%
Private sector involvement and/or influence	11.3%
Inadequate level of private sector participation	10.6%
Inadequate level of citizen/civil society participation	8.0%
Inadequate level of donor coordination	2.3%
Other	0.5%

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

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/country government	412	2	6.14	2.49
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	413	1	6.57	1.84
3. The World Bank Group*	403	2	7.09	1.78
4. The International Monetary Fund	411	4	6.84	1.74
5. UN	409	4	7.00	1.85
6. Regional development banks	411	4	6.79	1.83
7. Kenya's Central Bank	411	2	6.79	1.81
8. International private sector	413	3	6.73	1.89
9. Domestic private sector	406	1	6.57	1.87
10. International civil society (e.g., NGOs, CBOs)	410	1	6.63	1.90
11. Domestic civil society (e.g., NGOs, CBOs)	412	3	6.49	1.95
12. Faith-based institutions	414	2	6.58	1.99
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	414	2	6.47	1.96
14. International media and their web presence	417	0	6.56	1.95
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	414	2	6.45	2.08

7. Please describe the direction Kenya is moving in, when considering ... ?	Direction				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection) N=416	7.7%	7.0%	21.2%	54.6%	9.6%
2. Equal opportunity for girls and boys, men and women N=415	4.3%	13.0%	34.7%	35.4%	12.5%
3. Growing Kenya's economy in a way that leads to jobs and employment N=414	9.9%	19.8%	29.0%	34.5%	6.8%
4. The gap between the rich and the poor N=412	14.6%	25.2%	30.3%	21.1%	8.7%
5. Making government more effective N=415	7.2%	18.1%	32.3%	33.0%	9.4%
6. Anti-corruption N=413	15.3%	17.4%	21.3%	36.6%	9.4%
7. Attracting new sources of foreign investment N=414	2.7%	14.0%	34.5%	38.6%	10.1%

8. Listed below are global challenges. Which do you think have the most serious impact on Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=410)
Jobs/employment	50.2%
Terrorism	38.8%
The gap between the rich and the poor	33.2%
Climate change	20.7%
Environmental degradation	14.1%
Fragility in Kenya or neighboring countries	11.2%
Technology based disruption	10.2%
Trade constraints	8.0%
Migrants and refugees	6.1%
Geo political uncertainty	4.9%

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

9. When thinking about development efforts in Kenya, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=419)
Engage significantly less	1.4%
Engage somewhat less	13.4%
Engage somewhat more	25.8%
Engage significantly more	53.9%
Engage at the same level it does currently	4.3%
Don't know	1.2%

10. To what extent do you trust domestic private sector to engage in public service delivery in Kenya?	Percentage of Respondents (N=419)
To a very low degree	5.0%
To a somewhat low degree	22.4%
To a somewhat high degree	35.6%
To a very high degree	36.5%
Don't know	0.5%

11. To what extent do you trust international private sector to engage in public service delivery in Kenya?	Percentage of Respondents (N=420)
To a very low degree	4.0%
To a somewhat low degree	21.2%
To a somewhat high degree	35.2%
To a very high degree	38.8%
Don't know	0.7%

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 Kenya? (1-Not familiar at all, 10-Extremely familiar)	417	n/a	6.65	1.73

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.* (1-Not effective at all, 10-Very effective)	417	0	7.29	1.73

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 Kenya solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	412	4	7.27	1.67

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

4. When thinking about how the World Bank Group can have the most impact on development results in Kenya, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kenya? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=416)
Education	40.4%
Health	32.2%
Anti-corruption	29.3%
Poverty reduction	29.3%
Job creation/employment	26.9%
Agriculture and rural development	17.3%
Water and sanitation	13.7%
Transport (e.g., roads, airports, bridges, maritime)	13.7%
Energy	12.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.3%
Economic growth	10.3%
Food security	9.1%
Gender equity (closing the gap between women and men, and boys and girls)	7.9%
Private sector development	6.7%
Financial markets	6.7%
Trade competitiveness and exports	6.5%
Social protection (e.g., pensions, targeted social assistance, cash transfers)	6.0%
Information and communications technology	3.6%
Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)	3.6%
Equality of opportunity (i.e., social inclusion)	2.9%
Disaster risk management	2.4%
Urban development	1.7%
Climate change (e.g., mitigation, adaptation)	1.4%

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 Kenya?	Percentage of Respondents (N=401)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	32.0%	10.0%	42.0%
Capacity development related to World Bank Group supported projects	14.0%	16.5%	30.5%
Technical assistance	14.0%	15.3%	29.3%
Implementation support	10.0%	14.3%	24.3%
Policy advice, studies, analyses	10.0%	11.0%	21.0%
Promoting knowledge sharing	5.0%	11.8%	16.8%
Data and statistics	6.0%	5.3%	11.3%
Bringing together different groups of stakeholders	4.0%	6.3%	10.3%
Mobilizing third party financial resources	3.0%	7.0%	10.0%
Donor coordination	0.0%	2.8%	2.8%
Other	0.0%	0.0%	0.0%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=410)
Not adequately flexible	34.6%
World Bank Group's processes too slow and complex	23.4%
Too influenced by developed countries	20.5%
Not willing to honestly criticize policies and reform efforts in the country	16.8%
Not adequately sensitive to political/social realities in Kenya	16.3%
Staff too inaccessible	13.4%
Not aligned with country priorities	12.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	10.7%
Not enough public disclosure of its work	8.8%
Not collaborating enough with private sector	6.6%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	5.9%
Inadequate World Bank Group's staffing in Kenya	5.1%
Not sufficiently focused on sustainable results	3.9%
Don't know	2.7%
Arrogant in its approach	2.7%
Other	0.2%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya? (Select only ONE response)	Percentage of Respondents (N=415)
To a fully sufficient degree	20.2%
To a somewhat sufficient degree	37.3%
To a somewhat insufficient degree	28.9%
To a very insufficient degree	11.3%
Don't know	2.2%

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=412)
Increased its emphasis recently	36.7%
Decreased its emphasis recently	30.3%
Emphasis has remained pretty consistent over time	27.7%
Don't know	5.3%

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

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=408)
Youth/university groups	34.6%
Local government	29.2%
Academia/think tanks/research institutes	23.0%
Beneficiaries	22.8%
Private sector	21.1%
Donor community	15.7%
NGOs/Community Based Organizations	15.0%
Foundations	14.7%
Media	12.7%
Parliament	4.4%
Other	1.2%
Don't know	0.5%

To what extent do you agree with the following statements about the World Bank Group's work in Kenya? (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 Kenya*	408	4	7.25	1.74
11. The World Bank Group's work is aligned with what I consider the development priorities for Kenya*	405	5	7.03	1.91

To what extent is the World Bank Group an effective development partner in Kenya, 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*	398	15	7.13	1.83
13. Flexibility (in terms of the institution's products and services)*	402	12	6.62	1.86
14. Flexibility (in terms of changing country circumstances)*	401	13	6.67	1.88
15. Being inclusive*	400	14	6.81	1.81
16. Openness (sharing data and other information)*	403	7	7.11	1.79
17. Collaboration with the Government*	402	6	7.23	1.64
18. The speed in which it gets things accomplished on the ground*	401	10	6.77	1.81
19. Helping to bring discipline/effective supervision to implementation of investment projects*	401	9	6.96	1.71
20. Collaboration with civil society*	388	19	6.77	1.81
21. Staff accessibility*	399	9	6.86	1.80
22. Collaboration with other donors and development partners*	396	16	6.92	1.61
23. Collaboration with the private sector*	396	17	6.83	1.77
24. Straightforwardness and honesty*	400	9	7.12	1.77
25. Treating clients and stakeholders in Kenya with respect*	402	9	7.15	1.69
26. Being a long-term partner*	403	10	7.38	1.79

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kenya? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance, cash transfers)	316	91	7.36	1.87
2. Private sector development	368	39	6.80	1.67
3. Education	363	35	7.34	1.69
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public procurement and contracts delivery, public expenditure, fiscal system reform)	378	30	6.97	1.50
5. Food security	372	33	7.08	1.67
6. Urban development	359	43	7.17	1.74
7. Energy	354	46	7.17	1.65
8. Water and sanitation	369	35	7.31	1.56
9. Job creation/employment	371	31	6.90	1.80
10. Health	374	26	7.20	1.57
11. Financial markets	351	54	7.16	1.68
12. Transport (e.g., roads, airports, bridges, maritime)	376	27	7.20	1.63
13. Agriculture and rural development	372	32	7.25	1.54
14. Trade competitiveness and exports	353	49	7.20	1.62
15. Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)	351	52	7.11	1.60
16. Climate change (e.g., mitigation, adaptation)	340	61	7.25	1.75
17. Poverty reduction	376	27	6.99	1.81
18. Anti-corruption	362	38	6.93	1.88
19. Economic growth	384	21	7.10	1.69
20. Disaster risk management	351	55	7.03	1.67
21. Equality of opportunity (i.e., social inclusion)	357	46	7.13	1.75

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Kenya?* (1-To no degree at all, 10-To a very significant degree)	409	2	7.37	1.73

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Kenya?* (1-To no degree at all, 10-To a very significant degree)	406	6	7.26	1.69

To what extent do you agree with the following statements about the World Bank Group in Kenya? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Kenya*	401	14	7.06	1.72
5. The World Bank Group meets Kenya's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	407	8	6.82	1.71

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

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Kenya? (Select only ONE response)	Percentage of Respondents (N=411)
Very familiar	29.7%
Somewhat familiar	38.4%
Somewhat unfamiliar	15.8%
Very unfamiliar	11.9%
Don't know	4.1%

How effectively does the World Bank Group support Kenya's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	375	37	7.05	1.87
8. To develop better and stronger data collection/analytics systems within the Government	387	27	7.03	1.69
9. To strengthen the country's crisis preparedness	377	31	7.05	1.77
10. To identify and monitor risks	377	32	7.05	1.76

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
11. How effectively does the World Bank Group's SCD and CPF activities support Kenya's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	327	69	7.76	1.63

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=410)
Weekly	4.1%
Monthly	28.8%
A few times a year	40.2%
Rarely	23.4%
Never	3.4%

In Kenya, 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	398	15	6.87	1.90
3. Include appropriate level of stakeholder involvement during preparation	399	14	6.80	1.78
4. Lead to practical solutions	398	17	6.89	1.73
5. Are source of relevant information on global good practices	404	9	6.93	1.69
6. Are adequately disseminated	402	13	6.73	1.82
7. Are translated enough into local language	387	26	6.69	2.00
8. Are adaptable to Kenya's specific development challenges and country circumstances*	406	9	6.81	1.78

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

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	408	6	7.40	1.72
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	407	8	7.47	1.63

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	378	35	7.14	1.93
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	403	11	7.13	1.56
3. The World Bank Group's approvals and reviews are done in a timely fashion	400	14	6.86	1.80
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	391	22	6.83	1.69
5. The World Bank Group's conditions on its lending are reasonable	388	20	6.93	1.74
6. The World Bank Group takes decisions quickly in Kenya*	396	18	6.75	1.79
7. Working with the World Bank Group increases Kenya's institutional capacity	399	14	7.07	1.71
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	395	18	6.98	1.68
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	397	16	7.02	1.71

To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Kenya's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
10. Conceptualization (understanding and framing the problem)	399	14	7.10	1.63
11. Design (appraising and planning the solutions)	395	18	6.95	1.58
12. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	401	9	6.98	1.52
13. Evaluation (assessing the impact and results)	401	11	7.22	1.64

Donor Support to Refugees	N	DK	Mean	SD
14. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Kenya? (1-To no degree at all, 10-To a very significant degree)	396	19	7.30	1.82

**E. Working with the World Bank Group (continued)**

15. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=414)
Health	49.5%
Education	39.4%
Jobs	26.3%
Supporting poor and marginalized local communities	20.5%
Public services	14.7%
Infrastructure	14.0%
Social cohesion	10.6%
Business development	9.7%
Macro issues (fiscal accounts, balance of payments, etc.)	5.1%
Don't know	1.4%
Other	1.0%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=416)
Offer more innovative financial products	23.8%
Increase the level of capacity development in the country	21.4%
Work faster	17.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)	16.6%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy	16.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	15.6%
Offer more innovative knowledge services	15.4%
Engage more directly with beneficiaries	14.4%
Reduce the complexity of obtaining World Bank Group financing	13.9%
Ensure greater selectivity in its work	12.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.2%
Improve the quality of its experts as related to Kenya's specific challenges	5.8%
Engage more effectively with private sector	4.1%
Other	0.5%

2. When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya? (Select only ONE response)	Percentage of Respondents (N=416)
Financial services	40.9%
Knowledge products	29.3%
Convening services	16.3%
The combination is appropriate for Kenya	12.5%
None of the above	0.5%
Don't know	0.5%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Kenya?	Percentage of Respondents (N=412)
Never	2.9%
Less than once a year	13.8%
Once a year to a few times a year	48.3%
Less than once a month	14.3%
At least once a month	18.4%
At least once a week	2.2%

2. How do you get most of your information about economic and social development issues in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=415)
Internet	55.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	40.7%
Local newspapers	23.9%
International television	19.5%
Periodicals	14.5%
Local television	10.8%
International radio	8.4%
International newspapers	8.2%
Local radio	5.1%
Other	0.7%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=416)
World Bank Group's website	53.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.4%
e-Newsletters	26.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.5%
World Bank Group's publications and other written materials	21.4%
World Bank Group's seminars/workshops/conferences	20.7%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=381)
High speed/WiFi	77.4%
Dial-up	22.6%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	Percentage of Respondents			
	Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) N=406	7.1%	22.9%	55.4%	14.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) N=403	8.7%	29.3%	45.7%	16.4%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted) N=400	6.0%	22.8%	46.0%	25.3%
Visited a WBG website (e.g. read a blog, used data) N=399	8.8%	34.3%	38.3%	18.5%
Attended an event/conference hosted by the WBG N=390	1.5%	16.4%	50.0%	32.1%
Watched a webinar or online event hosted by the WBG N=396	0.8%	14.1%	48.5%	36.6%
Read some or all of a WBG research paper or publication N=394	2.3%	23.1%	52.5%	22.1%
Met professionally with WBG staff N=401	1.5%	16.5%	44.4%	37.7%

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=417)
Employee of a Ministry, Ministerial Department or Implementation Agency	17.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	13.4%
Private Sector Organization	11.3%
Multilateral Agency	7.7%
Academia/Research Institute/Think Tank	7.2%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	5.8%
Office of Minister	5.3%
Bilateral Agency	5.3%
NGO/Community Based Organization	5.0%
Private Foundation	4.8%
Financial Sector/Private Bank	4.1%
Local Government Office or Staff	3.8%
Media (press, radio, TV, web, etc.)	3.1%
Trade Union	2.4%
Youth Group	1.7%
Other	1.0%
Office of Parliamentarian	0.5%
Faith-Based Group	0.2%
Office of the President, Prime Minister	0%
Judiciary Branch	0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=418)
Education	14.6%
Finance and markets	13.4%
Transport and ICT	12.0%
Generalist (specialized in multiple sectors)	8.9%
Governance	6.9%
Trade and competitiveness	6.2%
Water	5.5%
Agriculture	4.8%
Jobs	3.8%
Social protection and labor	3.6%
Macroeconomics and fiscal management	3.6%
Energy and extractives	3.1%
Other	2.9%
Gender	2.6%
Urban, rural, and social development	2.2%
Health, nutrition, and population	1.9%
Poverty	1.7%
Public-private partnerships	1.4%
Fragility, conflict and violence	0.5%
Environment and natural resources	0.2%
Climate Change	0.2%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=402)
Yes	74.4%
No	25.6%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Kenya? (Select only ONE response)	Percentage of Respondents (N=294)
The World Bank (IBRD/IDA)	55.8%
The International Finance Corporation (IFC)	29.9%
The Multilateral Investment Guarantee Agency (MIGA)	12.2%
International Centre for Settlement of Investment Disputes (ICSID)	2.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=290)
Yes	72.1%
No	27.9%

6. Which of the following describes most of your exposure to the World Bank Group in Kenya? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=414)
Engage in World Bank Group related/sponsored events/activities	55.3%
Collaborate as part of my professional duties	34.1%
Use World Bank Group reports/data	29.0%
Use World Bank Group website for information, data, research, etc.	15.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	10.4%

**H. Background Information (continued)**

7. What's your gender?	Percentage of Respondents (N=409)
Female	26.7%
Male	73.3%

8. What's your age?	Percentage of Respondents (N=413)
25 and under	1.2%
26-35	9.4%
36-45	32.4%
46-55	43.3%
56 and above	13.6%

9. Which best represents your geographic location?	Percentage of Respondents (N=413)
Nairobi County	90.8%
Coastal and Eastern County	4.8%
Western and Nyanza County	2.2%
Arid and semi-arid county	1.2%
Central Region County	0.7%
Other	0.2%
North and Central Rift Valley County	0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of Minister N= 22
- Employee of a Ministry/PMU/Consultant on WBG Project N= 97
- Local Government N=16
- Bilateral/Multilateral Agency N=54
- Private Sector/Financial Sector/Private Bank N=64
- CSO N=59
- Media N=13
- Independent Government Institution N=56
- Academia N=30
- Other N=6

A. General Issues facing Kenya

When you think about the future in Kenya, are you ... ?

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Very pessimistic	0.0%	4.2%	0.0%	7.4%	6.3%	8.5%	7.7%	5.4%	6.7%	0.0%
Somewhat pessimistic	0.0%	7.4%	6.3%	0.0%	9.4%	10.2%	7.7%	8.9%	6.7%	16.7%
Somewhat optimistic	18.2%	40.0%	25.0%	27.8%	32.8%	40.7%	30.8%	39.3%	26.7%	50.0%
Very optimistic	81.8%	38.9%	68.8%	61.1%	40.6%	35.6%	53.8%	46.4%	56.7%	33.3%
Not sure	0.0%	9.5%	0.0%	3.7%	10.9%	5.1%	0.0%	0.0%	3.3%	0.0%

Do you think that economic opportunity for citizens in Kenya is ... ?*

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Increasing	86.4%	55.4%	56.3%	83.0%	58.1%	55.2%	50.0%	67.3%	70.0%	66.7%
Decreasing	4.5%	32.6%	25.0%	3.8%	25.8%	29.3%	50.0%	14.5%	13.3%	33.3%
Staying about the same	9.1%	12.0%	18.8%	13.2%	16.1%	15.5%	0.0%	18.2%	16.7%	0.0%

*Significantly different between stakeholder groups

¹⁶ Only 417 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 Kenya (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Education*	27.3%	36.5%	37.5%	50.0%	34.4%	62.7%	38.5%	50.0%	63.3%	0.0%
Public sector governance/reform*	4.5%	11.5%	37.5%	9.6%	4.7%	6.8%	23.1%	3.6%	10.0%	20.0%
Food security	22.7%	18.8%	12.5%	15.4%	17.2%	25.4%	46.2%	21.4%	13.3%	60.0%
Social protection	0.0%	8.3%	12.5%	7.7%	20.3%	10.2%	7.7%	5.4%	3.3%	20.0%
Gender equity	9.1%	14.6%	25.0%	15.4%	15.6%	8.5%	15.4%	7.1%	6.7%	20.0%
Private sector development	0.0%	10.4%	12.5%	9.6%	4.7%	0.0%	0.0%	10.7%	3.3%	0.0%
Urban development	13.6%	4.2%	18.8%	5.8%	10.9%	8.5%	0.0%	3.6%	10.0%	0.0%
Energy	13.6%	11.5%	0.0%	17.3%	7.8%	8.5%	7.7%	7.1%	13.3%	40.0%
Water and sanitation*	13.6%	28.1%	6.3%	9.6%	4.7%	6.8%	15.4%	12.5%	16.7%	0.0%
Job creation/employment	27.3%	26.0%	12.5%	25.0%	28.1%	25.4%	38.5%	44.6%	26.7%	0.0%
Health*	63.6%	21.9%	6.3%	34.6%	17.2%	22.0%	30.8%	25.0%	40.0%	0.0%
Financial markets	4.5%	1.0%	6.3%	7.7%	7.8%	1.7%	0.0%	0.0%	3.3%	0.0%
Economic growth	36.4%	16.7%	6.3%	26.9%	15.6%	28.8%	30.8%	17.9%	23.3%	20.0%
Natural resource management	0.0%	6.3%	6.3%	3.8%	10.9%	6.8%	0.0%	3.6%	3.3%	40.0%
Climate change	4.5%	6.3%	18.8%	9.6%	6.3%	10.2%	0.0%	3.6%	3.3%	40.0%
Transport*	13.6%	19.8%	12.5%	7.7%	29.7%	15.3%	0.0%	10.7%	0.0%	0.0%
Agriculture and rural development	9.1%	21.9%	31.3%	28.8%	23.4%	15.3%	15.4%	28.6%	30.0%	0.0%
Trade competitiveness and exports	0.0%	4.2%	6.3%	3.8%	1.6%	3.4%	0.0%	7.1%	0.0%	0.0%
Poverty reduction	13.6%	12.5%	12.5%	3.8%	12.5%	11.9%	15.4%	8.9%	13.3%	0.0%
Anti-corruption	13.6%	12.5%	0.0%	5.8%	14.1%	10.2%	15.4%	12.5%	13.3%	40.0%
Disaster risk management*	0.0%	1.0%	12.5%	0.0%	3.1%	1.7%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.5%	0.0%	0.0%	1.9%	0.0%	5.1%	0.0%	1.8%	0.0%	0.0%
Information and communications technology	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Kenya (continued)**

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 Kenya? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Equality of opportunity	27.3%	17.7%	6.7%	20.8%	6.3%	20.3%	15.4%	17.9%	26.7%	0.0%
Natural resource management	4.5%	10.4%	6.7%	3.8%	3.1%	10.2%	0.0%	0.0%	6.7%	0.0%
Social protection	18.2%	11.5%	33.3%	15.1%	12.5%	8.5%	7.7%	1.8%	16.7%	20.0%
Trade competitiveness and exports	9.1%	9.4%	20.0%	17.0%	20.3%	11.9%	0.0%	12.5%	3.3%	40.0%
Climate change	4.5%	10.4%	6.7%	9.4%	7.8%	1.7%	0.0%	1.8%	6.7%	0.0%
Transport	9.1%	11.5%	6.7%	7.5%	10.9%	3.4%	0.0%	1.8%	0.0%	0.0%
Energy	4.5%	8.3%	13.3%	15.1%	3.1%	16.9%	7.7%	3.6%	10.0%	20.0%
Economic growth	40.9%	33.3%	33.3%	34.0%	28.1%	33.9%	53.8%	32.1%	46.7%	60.0%
Disaster risk management	4.5%	6.3%	0.0%	1.9%	6.3%	1.7%	0.0%	0.0%	0.0%	20.0%
Information and communications technology	0.0%	4.2%	6.7%	5.7%	9.4%	5.1%	0.0%	3.6%	6.7%	0.0%
Agriculture and rural development*	4.5%	27.1%	13.3%	18.9%	6.3%	8.5%	23.1%	30.4%	10.0%	20.0%
Job creation/employment*	18.2%	20.8%	26.7%	18.9%	39.1%	50.8%	46.2%	50.0%	40.0%	40.0%
Public sector governance/reform	9.1%	17.7%	6.7%	13.2%	14.1%	6.8%	7.7%	7.1%	3.3%	0.0%
Gender equity	4.5%	8.3%	20.0%	5.7%	10.9%	8.5%	0.0%	3.6%	10.0%	40.0%
Private sector development*	0.0%	9.4%	26.7%	7.5%	17.2%	5.1%	0.0%	3.6%	0.0%	20.0%
Education	63.6%	32.3%	33.3%	37.7%	39.1%	42.4%	61.5%	50.0%	46.7%	20.0%
Food security	36.4%	21.9%	6.7%	24.5%	28.1%	22.0%	30.8%	21.4%	30.0%	0.0%
Urban development	0.0%	1.0%	6.7%	3.8%	6.3%	3.4%	0.0%	1.8%	3.3%	0.0%
Water and sanitation*	18.2%	6.3%	0.0%	13.2%	0.0%	1.7%	7.7%	3.6%	6.7%	0.0%
Anti-corruption	13.6%	15.6%	6.7%	3.8%	12.5%	15.3%	15.4%	14.3%	10.0%	20.0%
Health	9.1%	13.5%	0.0%	13.2%	14.1%	15.3%	23.1%	25.0%	10.0%	0.0%
Financial markets	0.0%	0.0%	6.7%	3.8%	0.0%	3.4%	0.0%	1.8%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Kenya (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Reforms are not well thought out in light of country challenges	13.6%	11.8%	0.0%	14.8%	17.7%	17.9%	7.7%	26.9%	20.7%	20.0%
Poor coordination within the government	36.4%	34.1%	33.3%	46.3%	32.3%	26.8%	38.5%	28.8%	34.5%	20.0%
Inadequate level of government accountability	31.8%	31.8%	40.0%	25.9%	37.1%	21.4%	30.8%	25.0%	34.5%	40.0%
Inadequate level of capacity in the government	13.6%	14.1%	20.0%	18.5%	11.3%	5.4%	7.7%	11.5%	20.7%	20.0%
Political pressures and obstacles	9.1%	16.5%	13.3%	16.7%	22.6%	19.6%	0.0%	17.3%	6.9%	20.0%
Corruption	40.9%	52.9%	60.0%	40.7%	50.0%	60.7%	69.2%	69.2%	58.6%	60.0%
Private sector involvement and/or influence*	36.4%	9.4%	13.3%	11.1%	9.7%	12.5%	15.4%	7.7%	3.4%	0.0%
Inadequate level of private sector participation	13.6%	10.6%	13.3%	13.0%	8.1%	14.3%	7.7%	1.9%	13.8%	20.0%
Inadequate level of citizen/civil society participation	0.0%	9.4%	6.7%	9.3%	4.8%	12.5%	23.1%	5.8%	6.9%	0.0%
Inadequate level of donor coordination	4.5%	4.7%	0.0%	0.0%	0.0%	5.4%	0.0%	1.9%	0.0%	0.0%
Other	0.0%	1.2%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	13.6%	11.8%	0.0%	14.8%	17.7%	17.9%	7.7%	26.9%	20.7%	20.0%

*Significantly different between stakeholder groups

**A. General Issues facing Kenya (continued)**

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

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
The national/country government*	22	7.86	2.87	94	6.14	2.11	15	6.13	2.03	54	7.57	2.12	61	5.54	2.08	57	6.25	2.19	13	5.92	2.53	56	4.37	2.63	29	6.72	2.94	5	7.00	2.35
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)*	22	7.95	2.24	93	6.49	1.83	14	5.86	1.83	54	7.39	1.42	64	5.94	1.40	58	6.52	1.88	13	6.23	2.09	56	5.86	1.71	28	7.71	1.65	5	7.40	2.30
The World Bank Group*	21	8.48	2.14	90	7.06	1.74	11	5.91	2.26	54	7.61	1.58	61	6.84	1.41	58	6.59	1.82	13	6.62	1.90	55	6.82	1.71	29	8.21	1.32	5	7.60	1.14
The International Monetary Fund*	22	7.64	1.92	92	6.64	1.86	15	6.87	1.55	53	7.38	1.55	64	6.39	1.34	58	6.66	1.70	12	6.58	1.93	56	6.61	1.58	29	7.97	1.90	4	7.50	2.38
UN*	22	8.05	2.10	94	6.90	1.84	14	5.79	1.89	54	7.52	1.56	61	6.52	1.61	58	6.76	2.00	11	7.18	2.09	55	6.84	1.88	29	8.03	1.27	5	7.40	2.41
Regional development banks*	22	8.18	2.15	93	6.57	1.70	15	6.60	1.12	54	7.69	1.82	63	6.32	1.64	58	7.03	1.54	11	7.09	2.07	56	6.00	1.76	29	7.17	1.93	4	6.50	1.29
Kenya's Central Bank*	22	7.95	1.65	94	6.65	1.79	15	6.40	1.35	54	7.61	1.47	63	6.48	1.63	57	6.86	1.76	11	6.73	2.01	55	5.85	1.74	29	7.38	2.08	5	6.80	2.17
International private sector*	21	7.71	2.43	95	6.21	1.87	15	6.60	1.35	54	7.74	1.65	64	6.44	1.51	58	6.93	1.76	10	6.80	2.35	56	5.95	1.81	29	7.55	1.64	5	7.20	2.39
Domestic private sector*	22	7.91	2.14	90	6.18	1.73	15	6.93	1.22	54	7.43	1.66	61	6.07	1.46	58	6.95	1.62	11	6.55	1.81	56	5.54	2.01	29	7.07	2.27	5	7.20	1.64
International civil society*	22	8.09	1.85	94	5.97	2.10	15	6.53	1.36	54	7.61	1.56	63	5.97	1.64	55	7.04	1.58	12	6.33	1.50	56	6.20	1.75	29	7.45	1.84	5	7.00	2.35
Domestic civil society*	22	8.09	2.07	95	5.94	1.74	15	6.53	1.51	54	7.63	1.84	63	6.05	1.66	56	6.70	1.62	12	6.33	2.06	55	5.62	1.78	29	6.79	2.51	5	7.80	1.79
Faith-based institutions*	21	8.19	1.50	95	6.33	1.93	15	6.67	1.59	54	7.22	2.00	63	5.81	1.65	58	6.95	1.95	13	6.15	2.48	55	5.85	1.86	29	7.21	1.99	5	7.20	2.17
Domestic traditional media and their web presence*	22	8.32	1.78	96	6.28	1.78	15	6.33	1.92	54	7.44	1.71	63	5.75	1.46	57	6.54	1.75	12	6.50	2.07	55	5.44	2.06	29	7.14	2.37	5	7.00	1.58
International media and their web presence*	22	8.27	1.98	96	5.92	2.02	15	6.53	1.41	54	7.65	1.71	64	6.16	1.64	58	6.50	1.79	12	6.50	2.15	56	6.02	1.84	29	7.07	2.02	5	8.00	1.23
Web based media*	22	8.00	2.14	94	5.96	1.95	15	6.27	1.39	54	7.63	1.81	64	5.88	1.68	57	6.67	1.96	12	6.50	2.15	56	5.38	2.12	29	7.34	2.33	5	7.40	1.52

*Significantly different between stakeholder groups

Please describe the direction Kenya is moving in, when considering ... ? (1-Getting much worse, 5-Getting much better)

	Office of Minister		Employee of a Ministry/ PMU/Consultant on WBG Project		Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Human development*	22	3.91	95	3.55	15	3.40	54	4.09	64	3.36	58	3.12	12	3.08	56	3.32	29	3.83	6	3.67
Equal opportunity for girls and boys, men and women*	22	4.14	94	3.45	15	3.20	54	3.65	64	3.19	57	3.16	13	2.85	56	3.16	29	3.86	6	3.67
Growing Kenya's economy in a way that leads to jobs and employment*	22	3.77	94	3.16	15	3.20	54	3.63	63	2.98	58	2.95	12	2.58	56	2.41	29	3.17	6	3.50
The gap between the rich and the poor*	22	3.50	92	2.63	15	2.87	54	3.43	63	2.65	57	2.86	13	2.08	56	2.46	29	3.28	6	3.17
Making government more effective*	22	3.59	95	3.11	15	3.60	54	3.72	64	2.92	57	3.14	13	3.23	55	2.87	29	3.41	6	2.50
Anti-corruption*	22	3.91	93	2.99	14	2.93	54	3.78	64	2.98	58	3.02	13	2.77	56	2.48	29	3.17	5	2.40
Attracting new sources of foreign investment*	22	3.91	95	3.44	15	3.20	54	3.83	64	3.20	58	3.19	12	3.42	54	2.98	29	3.69	6	3.83

*Significantly different between stakeholder groups

**A. General Issues facing Kenya (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Terrorism	54.5%	41.1%	7.1%	37.0%	33.9%	39.7%	46.2%	35.8%	44.8%	40.0%
Migrants and refugees	4.5%	5.3%	7.1%	5.6%	6.5%	12.1%	0.0%	0.0%	10.3%	20.0%
Climate change	18.2%	25.3%	42.9%	24.1%	17.7%	19.0%	23.1%	9.4%	24.1%	0.0%
Jobs/employment*	36.4%	49.5%	50.0%	38.9%	43.5%	58.6%	53.8%	69.8%	41.4%	80.0%
Trade constraints*	27.3%	3.2%	0.0%	14.8%	11.3%	5.2%	0.0%	5.7%	10.3%	0.0%
Environmental degradation	0.0%	14.7%	7.1%	20.4%	16.1%	10.3%	7.7%	18.9%	13.8%	0.0%
Fragility in Kenya or neighboring countries	4.5%	13.7%	14.3%	18.5%	17.7%	5.2%	7.7%	3.8%	6.9%	20.0%
The gap between the rich and the poor	31.8%	28.4%	64.3%	29.6%	40.3%	24.1%	38.5%	39.6%	31.0%	40.0%
Technology based disruption	18.2%	9.5%	0.0%	9.3%	8.1%	15.5%	23.1%	7.5%	6.9%	0.0%
Geo political uncertainty	4.5%	7.4%	0.0%	1.9%	1.6%	5.2%	0.0%	5.7%	10.3%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Engage significantly less	0.0%	3.2%	0.0%	0.0%	1.6%	0.0%	0.0%	1.8%	0.0%	0.0%
Engage somewhat less	4.5%	29.5%	33.3%	3.7%	15.6%	6.8%	0.0%	1.8%	13.3%	16.7%
Engage somewhat more	9.1%	27.4%	20.0%	24.1%	34.4%	23.7%	46.2%	25.0%	16.7%	33.3%
Engage significantly more	86.4%	37.9%	46.7%	70.4%	34.4%	57.6%	53.8%	66.1%	66.7%	50.0%
Engage at the same level it does currently	0.0%	2.1%	0.0%	1.9%	7.8%	10.2%	0.0%	5.4%	3.3%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	6.3%	1.7%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

To what extent do you trust domestic private sector to engage in public service delivery in Kenya?*

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
To a very low degree	4.5%	5.3%	0.0%	3.7%	4.7%	8.5%	7.7%	3.6%	0.0%	33.3%
To a somewhat low degree	9.1%	37.9%	60.0%	5.6%	23.4%	6.8%	0.0%	21.4%	26.7%	33.3%
To a somewhat high degree	13.6%	38.9%	26.7%	25.9%	35.9%	42.4%	61.5%	42.9%	33.3%	0.0%
To a very high degree	72.7%	17.9%	13.3%	64.8%	32.8%	42.4%	30.8%	32.1%	40.0%	33.3%
Don't know	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Kenya (continued)**

To what extent do you trust international private sector to engage in public service delivery in Kenya?*

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
To a very low degree	4.5%	7.3%	0.0%	3.7%	1.6%	3.4%	7.7%	3.6%	3.3%	0.0%
To a somewhat low degree	9.1%	31.3%	26.7%	1.9%	28.1%	22.0%	15.4%	23.2%	6.7%	16.7%
To a somewhat high degree	9.1%	40.6%	53.3%	33.3%	37.5%	32.2%	38.5%	35.7%	40.0%	16.7%
To a very high degree	77.3%	20.8%	20.0%	61.1%	29.7%	42.4%	38.5%	35.7%	50.0%	66.7%
Don't know	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	1.8%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
How familiar are you with the work of the World Bank Group in Kenya?*	22	8.55	1.87	96	6.68	1.66	15	6.13	1.06	54	7.48	1.62	63	5.95	1.05	59	6.24	1.52	12	6.92	1.73	56	6.13	1.73	29	7.31	2.09	6	5.83	2.32

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

	Office of Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.*	22	8.82	1.53	96	7.22	1.71	15	6.93	1.83	54	8.11	1.61	63	6.54	1.51	59	7.15	1.62	12	7.17	1.64	56	6.79	1.50	29	7.86	1.92	6	7.67	1.63

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

	Office of Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent do you believe the World Bank Group's staff is well prepared to help Kenya solve its most complicated development challenges?*	22	8.86	1.36	95	7.17	1.69	15	7.00	1.46	54	7.67	1.48	62	6.89	1.34	57	7.14	1.63	12	7.42	1.24	55	6.51	1.69	29	8.17	1.98	6	7.33	1.51

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Private sector development	0.0%	6.3%	6.7%	11.3%	12.7%	1.7%	8.3%	3.6%	10.3%	0.0%
Education	40.9%	34.4%	26.7%	32.1%	30.2%	54.2%	50.0%	46.4%	51.7%	50.0%
Health*	27.3%	30.2%	6.7%	24.5%	28.6%	47.5%	58.3%	39.3%	24.1%	16.7%
Financial markets	9.1%	5.2%	0.0%	5.7%	12.7%	6.8%	16.7%	3.6%	3.4%	0.0%
Social protection*	4.5%	4.2%	26.7%	5.7%	11.1%	6.8%	0.0%	0.0%	3.4%	16.7%
Gender equity	4.5%	12.5%	26.7%	5.7%	7.9%	6.8%	8.3%	0.0%	6.9%	16.7%
Public sector governance/reform	0.0%	12.5%	20.0%	9.4%	17.5%	8.5%	8.3%	8.9%	10.3%	33.3%
Energy	18.2%	12.5%	6.7%	22.6%	12.7%	11.9%	8.3%	5.4%	6.9%	0.0%
Water and sanitation	13.6%	16.7%	13.3%	18.9%	7.9%	10.2%	25.0%	12.5%	13.8%	0.0%
Job creation/employment	18.2%	25.0%	20.0%	24.5%	25.4%	22.0%	33.3%	39.3%	27.6%	66.7%
Food security*	36.4%	12.5%	0.0%	13.2%	3.2%	5.1%	8.3%	5.4%	3.4%	16.7%
Urban development	0.0%	4.2%	0.0%	0.0%	3.2%	0.0%	0.0%	1.8%	0.0%	0.0%
Trade competitiveness and exports	4.5%	6.3%	6.7%	7.5%	12.7%	5.1%	0.0%	7.1%	0.0%	0.0%
Anti-corruption*	54.5%	17.7%	13.3%	45.3%	22.2%	28.8%	0.0%	32.1%	51.7%	16.7%
Information and communications technology	0.0%	3.1%	0.0%	3.8%	1.6%	8.5%	8.3%	1.8%	3.4%	16.7%
Poverty reduction*	50.0%	24.0%	20.0%	15.1%	33.3%	35.6%	50.0%	39.3%	20.7%	0.0%
Transport*	4.5%	21.9%	40.0%	5.7%	12.7%	8.5%	0.0%	12.5%	13.8%	0.0%
Agriculture and rural development	4.5%	22.9%	20.0%	20.8%	15.9%	11.9%	8.3%	19.6%	17.2%	16.7%
Natural resource management	0.0%	5.2%	6.7%	7.5%	1.6%	1.7%	0.0%	3.6%	3.4%	0.0%
Economic growth	4.5%	10.4%	20.0%	17.0%	12.7%	3.4%	8.3%	7.1%	10.3%	33.3%
Disaster risk management	4.5%	3.1%	0.0%	3.8%	3.2%	1.7%	0.0%	0.0%	3.4%	0.0%
Equality of opportunity	0.0%	4.2%	6.7%	0.0%	3.2%	5.1%	0.0%	0.0%	3.4%	0.0%
Climate change	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	6.9%	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 Kenya?

Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	9.1%	7.5%	0.0%	3.7%	3.3%	5.3%	0.0%	0.0%	3.6%	0.0%
Capacity development related to World Bank Group supported projects	18.2%	11.8%	8.3%	14.8%	13.1%	17.5%	9.1%	14.8%	17.9%	25.0%
Technical assistance	9.1%	17.2%	16.7%	13.0%	19.7%	3.5%	0.0%	16.7%	17.9%	0.0%
Policy advice, studies, analyses	4.5%	7.5%	16.7%	13.0%	21.3%	7.0%	9.1%	5.6%	10.7%	25.0%
Financial resources	13.6%	32.3%	41.7%	25.9%	24.6%	43.9%	36.4%	40.7%	25.0%	25.0%
Data and statistics	0.0%	6.5%	0.0%	3.7%	9.8%	10.5%	18.2%	0.0%	3.6%	25.0%
Promoting knowledge sharing	9.1%	3.2%	0.0%	1.9%	3.3%	7.0%	9.1%	7.4%	7.1%	0.0%
Implementation support*	36.4%	11.8%	0.0%	18.5%	1.6%	3.5%	18.2%	11.1%	3.6%	0.0%
Mobilizing third party financial resources	0.0%	2.2%	16.7%	5.6%	1.6%	1.8%	0.0%	3.7%	10.7%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	0.0%	6.5%	0.0%	9.3%	1.6%	8.8%	9.1%	9.3%	7.1%	0.0%
Capacity development related to World Bank Group supported projects	27.3%	21.7%	16.7%	18.5%	9.8%	12.3%	0.0%	20.4%	10.7%	0.0%
Technical assistance	22.7%	19.6%	25.0%	16.7%	9.8%	10.5%	18.2%	16.7%	7.1%	0.0%
Policy advice, studies, analyses	0.0%	6.5%	8.3%	11.1%	13.1%	14.0%	18.2%	14.8%	14.3%	25.0%
Financial resources*	0.0%	15.2%	0.0%	1.9%	9.8%	12.3%	18.2%	7.4%	10.7%	50.0%
Data and statistics	4.5%	4.3%	8.3%	3.7%	9.8%	7.0%	9.1%	0.0%	7.1%	0.0%
Promoting knowledge sharing	4.5%	8.7%	8.3%	18.5%	18.0%	10.5%	0.0%	11.1%	10.7%	0.0%
Implementation support	27.3%	14.1%	25.0%	13.0%	11.5%	12.3%	9.1%	13.0%	14.3%	25.0%
Mobilizing third party financial resources	13.6%	1.1%	8.3%	3.7%	11.5%	10.5%	18.2%	3.7%	14.3%	0.0%
Donor coordination	0.0%	2.2%	0.0%	3.7%	4.9%	1.8%	0.0%	3.7%	3.6%	0.0%
Other	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 Kenya? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Not sufficiently focused on sustainable results	0.0%	4.3%	0.0%	3.7%	3.3%	5.2%	25.0%	1.8%	3.4%	0.0%
Inadequate World Bank Group's staffing in Kenya	0.0%	2.2%	7.1%	3.7%	6.6%	8.6%	0.0%	7.1%	10.3%	0.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	18.2%	8.6%	14.3%	7.4%	11.5%	17.2%	16.7%	5.4%	10.3%	16.7%
Not adequately flexible*	54.5%	35.5%	50.0%	51.9%	27.9%	24.1%	16.7%	32.1%	24.1%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	9.1%	15.1%	14.3%	24.1%	9.8%	19.0%	25.0%	16.1%	24.1%	33.3%
Staff too inaccessible	13.6%	9.7%	7.1%	7.4%	16.4%	19.0%	25.0%	12.5%	13.8%	50.0%
Not collaborating enough with private sector*	9.1%	3.2%	7.1%	1.9%	18.0%	5.2%	0.0%	5.4%	10.3%	0.0%
Not aligned with country priorities	27.3%	15.1%	14.3%	13.0%	8.2%	8.6%	16.7%	16.1%	3.4%	0.0%
Not adequately sensitive to political/social realities in Kenya	22.7%	21.5%	21.4%	13.0%	16.4%	13.8%	16.7%	7.1%	17.2%	33.3%
Too influenced by developed countries	4.5%	20.4%	21.4%	25.9%	19.7%	25.9%	16.7%	21.4%	20.7%	0.0%
World Bank Group's processes too slow and complex*	18.2%	34.4%	28.6%	25.9%	13.1%	12.1%	8.3%	28.6%	27.6%	33.3%
Not collaborating enough with civil society	0.0%	4.3%	7.1%	9.3%	3.3%	8.6%	8.3%	5.4%	10.3%	0.0%
Not enough public disclosure of its work	13.6%	6.5%	0.0%	3.7%	11.5%	13.8%	8.3%	12.5%	6.9%	0.0%
Arrogant in its approach	4.5%	2.2%	0.0%	3.7%	4.9%	1.7%	0.0%	1.8%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%
Don't know	0.0%	1.1%	0.0%	0.0%	3.3%	3.4%	0.0%	7.1%	3.4%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	68.2%	15.8%	0.0%	35.2%	11.1%	19.0%	7.7%	10.7%	33.3%	
To a somewhat sufficient degree	22.7%	43.2%	57.1%	42.6%	27.0%	34.5%	38.5%	42.9%	26.7%	66.7%
To a somewhat insufficient degree	9.1%	30.5%	35.7%	9.3%	42.9%	27.6%	46.2%	33.9%	20.0%	16.7%
To a very insufficient degree	0.0%	8.4%	7.1%	11.1%	19.0%	10.3%	0.0%	12.5%	20.0%	16.7%
Don't know	0.0%	2.1%	0.0%	1.9%	0.0%	8.6%	7.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Increased its emphasis recently	72.7%	30.5%	30.8%	55.6%	24.2%	41.4%	33.3%	25.0%	50.0%	0.0%
Decreased its emphasis recently	9.1%	35.8%	46.2%	13.0%	41.9%	29.3%	25.0%	37.5%	13.3%	50.0%
Emphasis has remained pretty consistent over time	18.2%	27.4%	23.1%	27.8%	25.8%	17.2%	41.7%	35.7%	36.7%	50.0%
Don't know	0.0%	6.3%	0.0%	3.7%	8.1%	12.1%	0.0%	1.8%	0.0%	0.0%

*Significantly different between stakeholder groups

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 Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Youth/university groups	54.5%	34.8%	28.6%	18.5%	36.1%	43.1%	15.4%	35.7%	37.9%	40.0%
Private sector	13.6%	22.8%	28.6%	16.7%	32.8%	15.5%	15.4%	25.0%	13.8%	0.0%
Local government	18.2%	25.0%	35.7%	37.0%	26.2%	22.4%	38.5%	41.1%	24.1%	40.0%
Beneficiaries	22.7%	26.1%	7.1%	33.3%	19.7%	15.5%	23.1%	21.4%	27.6%	0.0%
Donor community*	31.8%	9.8%	0.0%	24.1%	8.2%	17.2%	7.7%	16.1%	31.0%	0.0%
NGOs/Community Based Organizations*	31.8%	10.9%	7.1%	14.8%	1.6%	19.0%	23.1%	23.2%	13.8%	40.0%
Parliament	0.0%	6.5%	14.3%	7.4%	3.3%	6.9%	0.0%	0.0%	0.0%	0.0%
Foundations	18.2%	8.7%	14.3%	25.9%	13.1%	13.8%	30.8%	7.1%	20.7%	20.0%
Media*	0.0%	16.3%	35.7%	5.6%	14.8%	17.2%	30.8%	5.4%	0.0%	40.0%
Academia/think tanks/research institutes*	9.1%	31.5%	7.1%	16.7%	36.1%	19.0%	15.4%	16.1%	31.0%	0.0%
Other	0.0%	2.2%	0.0%	0.0%	1.6%	1.7%	0.0%	1.8%	0.0%	0.0%
Don't know	0.0%	1.1%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Overall the World Bank Group currently plays a relevant role in development in Kenya*	22	8.50	1.85	94	7.57	1.63	13	6.77	1.30	54	7.89	1.48	62	6.56	1.46	56	6.89	1.73	13	6.38	1.94	56	6.68	1.71	29	7.90	2.08	6	7.50	1.23
The World Bank Group's work is aligned with what I consider the development priorities for Kenya*	22	8.32	2.19	92	6.80	1.94	14	7.29	1.33	54	8.20	1.62	61	6.38	1.43	56	6.75	1.95	13	6.62	1.76	55	6.40	1.86	29	7.86	1.85	6	7.00	2.00

*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 Kenya, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Responsiveness to needs*	21	8.81	1.63	91	6.89	1.77	15	6.87	1.60	52	8.02	1.60	56	6.75	1.49	55	7.02	1.73	13	6.85	1.57	56	6.41	2.07	29	7.69	1.91	6	7.33	1.51
Flexibility (in terms of the institution's products and services)*	22	8.18	1.74	92	6.33	1.79	15	6.20	1.61	52	7.83	1.57	58	5.91	1.47	56	6.59	1.81	12	6.50	1.57	56	6.00	1.95	29	7.24	1.96	6	7.17	1.84
Flexibility (in terms of changing country circumstances)*	22	8.27	1.80	94	6.57	1.82	14	6.93	1.44	52	7.46	1.72	58	6.21	1.80	55	6.51	1.69	13	6.46	1.33	55	5.82	1.90	29	7.17	2.24	6	7.00	1.10
Being inclusive	21	8.05	1.69	93	6.62	1.87	14	6.50	1.79	52	7.75	1.66	59	6.32	1.57	55	6.80	1.79	12	6.75	1.71	54	6.30	1.70	30	7.10	1.86	6	7.00	1.67
Openness (sharing data and other information)*	22	8.45	1.68	93	6.83	1.80	15	7.13	1.51	53	7.77	1.69	58	6.90	1.46	55	6.96	1.81	12	6.67	1.61	55	6.80	1.87	30	7.27	1.98	6	7.17	2.48
Collaboration with the Government*	22	8.45	1.71	92	7.14	1.57	15	6.67	1.59	53	7.85	1.47	59	6.81	1.32	53	7.25	1.75	12	7.42	1.44	56	6.75	1.76	30	7.63	1.67	6	6.67	1.86
The speed in which it gets things accomplished on the ground*	22	8.68	1.43	92	6.55	1.87	15	6.53	1.46	53	7.64	1.58	58	6.12	1.39	53	6.77	1.65	13	6.38	1.39	56	6.07	1.94	29	7.28	1.71	6	7.17	2.64
Helping to bring discipline/effective supervision to implementation of investment projects*	22	8.18	1.65	93	6.98	1.68	15	6.60	1.24	54	7.41	1.62	60	6.17	1.55	54	6.87	1.54	11	6.64	1.91	55	6.98	1.77	28	7.21	2.04	5	7.20	2.28
Collaboration with civil society*	22	8.50	1.57	84	6.51	1.68	15	6.73	1.34	53	7.87	1.72	60	6.35	1.45	52	6.50	1.83	10	6.60	1.58	53	6.08	1.81	29	7.00	2.02	6	6.67	1.86
Staff accessibility*	22	8.23	1.80	92	6.84	1.65	15	6.33	1.45	54	7.46	1.54	57	6.39	1.35	52	6.92	1.93	12	6.42	1.56	55	6.33	1.93	30	7.43	2.10	6	5.33	3.01
Collaboration with other donors and development partners*	22	7.86	1.70	90	6.74	1.62	15	6.60	1.12	52	7.62	1.48	61	6.39	1.26	53	6.91	1.57	11	6.73	2.10	53	6.51	1.60	29	7.52	1.62	6	7.33	2.50
Collaboration with the private sector*	22	8.41	1.84	86	6.44	1.68	15	6.67	1.35	54	8.00	1.45	62	6.31	1.36	53	6.92	1.74	12	6.17	1.03	53	5.98	1.76	29	7.52	1.90	6	6.50	2.35
Straightforwardness and honesty*	21	8.29	1.65	92	6.90	1.80	15	6.73	1.62	54	7.76	1.61	60	6.52	1.64	53	6.92	1.75	12	7.08	1.68	55	6.95	1.73	30	7.80	1.79	4	7.50	2.08
Treating clients and stakeholders in Kenya with respect*	22	8.32	1.84	93	7.19	1.55	15	6.87	1.46	53	7.62	1.43	58	6.66	1.53	56	6.93	1.88	11	7.18	1.83	55	6.76	1.81	29	7.76	1.53	6	6.33	2.07
Being a long-term partner*	22	8.64	1.79	91	7.54	1.77	15	6.73	1.83	54	7.80	1.53	60	6.72	1.64	54	7.24	1.63	12	7.00	1.54	56	7.13	1.99	29	7.90	2.01	6	7.50	1.05

*Significantly different between stakeholder groups



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

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Social protection*	19	9.05	1.51	58	7.38	1.83	14	7.14	1.66	52	7.83	1.99	46	6.78	1.33	49	7.24	1.67	12	6.83	1.99	34	6.35	2.06	25	8.08	1.75	5	7.40	2.51
Private sector development*	21	8.38	1.75	73	6.44	1.72	15	6.67	1.45	54	7.56	1.24	59	6.17	1.40	53	6.85	1.57	11	6.45	1.21	48	6.44	1.73	27	7.37	1.69	4	6.25	2.63
Education*	22	8.41	1.74	80	7.34	1.61	14	6.57	1.83	52	8.00	1.58	45	6.78	1.36	53	7.23	1.64	12	6.92	1.56	49	6.80	1.55	28	8.04	1.84	5	6.40	2.70
Public sector governance/reform*	21	8.05	1.24	82	6.89	1.61	15	6.80	1.32	53	7.32	1.30	53	6.55	1.34	56	6.86	1.62	12	7.00	1.35	51	6.63	1.39	27	7.56	1.60	5	7.00	2.00
Food security*	22	8.36	1.84	79	6.85	1.74	15	6.40	1.45	51	7.86	1.54	55	6.62	1.45	53	7.00	1.36	12	6.58	1.24	50	6.92	1.66	28	7.11	1.91	5	7.60	2.07
Urban development*	21	8.38	1.86	81	7.10	1.77	14	6.79	1.31	52	7.79	1.26	49	6.67	1.76	49	6.90	1.71	13	7.23	1.54	46	6.57	1.76	25	8.12	1.67	6	7.17	1.72
Energy*	21	8.48	1.75	80	6.89	1.71	15	6.60	1.55	50	8.06	1.42	48	6.73	1.40	51	6.86	1.61	12	7.00	1.60	46	6.85	1.48	25	7.64	1.63	4	7.75	1.89
Water and sanitation*	21	8.43	1.72	82	7.30	1.55	15	6.33	1.35	53	8.00	1.37	56	6.64	1.42	50	6.94	1.36	12	7.00	1.41	46	7.24	1.58	26	7.96	1.46	6	7.17	2.14
Job creation/employment*	21	8.19	1.81	73	6.63	1.75	15	6.47	1.60	52	7.94	1.36	57	6.25	1.47	55	6.67	1.90	13	6.69	1.93	48	6.37	1.78	28	7.68	1.87	6	6.83	1.60
Health*	22	8.36	1.50	78	7.09	1.49	15	6.53	1.51	53	7.98	1.07	56	6.63	1.32	54	6.87	1.69	11	6.91	2.02	51	6.96	1.57	27	7.70	1.75	5	7.00	1.87
Financial markets*	21	8.48	1.37	71	7.20	1.70	15	6.20	1.27	51	7.86	1.56	50	6.54	1.36	53	7.11	1.61	12	6.42	1.62	44	6.45	1.78	26	7.92	1.38	5	8.20	1.48
Transport*	21	8.38	1.72	85	7.31	1.63	15	6.07	1.03	51	7.92	1.28	57	6.60	1.39	50	6.72	1.60	12	7.00	1.71	51	7.10	1.47	27	7.67	2.06	5	6.80	2.17
Agriculture and rural development*	21	8.71	1.65	79	7.01	1.65	15	6.73	1.22	52	7.88	1.32	57	6.44	1.25	51	6.96	1.52	11	7.36	1.21	51	7.16	1.29	26	8.15	1.38	6	7.67	1.51
Trade competitiveness and exports*	21	8.33	1.68	78	7.08	1.54	15	6.67	1.18	51	8.20	1.34	50	6.46	1.33	51	7.04	1.44	11	7.00	1.41	42	6.60	1.73	26	7.85	1.85	5	7.60	1.52
Natural resource management*	21	8.19	1.63	74	7.01	1.49	15	6.67	1.76	50	7.76	1.49	50	6.60	1.33	52	6.88	1.63	11	6.91	1.38	43	6.74	1.68	28	7.75	1.62	4	6.75	1.71
Climate change*	22	8.59	2.06	72	7.17	1.73	15	7.13	1.46	51	7.90	1.47	48	6.56	1.29	51	7.14	1.58	12	7.00	1.81	37	6.68	1.97	25	7.60	1.94	5	6.80	2.59
Poverty reduction*	22	8.50	1.30	78	6.74	1.96	15	6.33	1.59	52	7.88	1.65	59	6.32	1.53	56	6.80	1.87	11	6.64	1.36	48	6.67	1.48	28	7.71	1.90	4	6.75	1.71
Anti-corruption*	21	9.05	1.24	76	6.82	1.71	15	6.60	1.12	52	7.65	1.81	53	6.34	1.56	51	6.53	1.98	11	6.91	1.92	46	6.46	1.82	28	7.29	2.23	6	6.67	1.86
Economic growth*	22	8.82	1.30	80	6.74	1.70	15	7.07	1.22	52	7.83	1.45	57	6.63	1.57	56	6.64	1.73	12	7.08	1.88	54	6.96	1.52	28	7.61	1.64	5	6.80	2.49
Disaster risk management*	22	8.77	1.27	71	6.86	1.92	15	6.33	1.23	50	7.92	1.43	51	6.39	1.40	52	6.81	1.33	12	6.75	1.71	45	6.58	1.41	25	7.44	1.85	6	6.33	2.07
Equality of opportunity*	22	8.86	1.39	75	6.96	1.61	15	7.27	1.44	51	8.10	1.59	50	6.24	1.22	53	6.79	1.73	11	6.45	1.86	45	6.73	1.79	26	7.65	1.96	6	7.00	1.79

*Significantly different between stakeholder groups

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent does the World Bank Group's work help to achieve development results in Kenya?*	22	9.27	1.39	95	7.18	1.83	15	7.00	1.56	54	8.22	1.66	61	6.51	1.26	57	7.42	1.39	12	7.50	1.57	56	6.77	1.51	30	8.13	1.81	5	7.00	2.45

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

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent does the World Bank Group influence the development agenda in Kenya?*	22	8.95	1.70	94	7.21	1.63	15	7.33	1.59	54	8.00	1.59	60	6.52	1.33	56	7.30	1.44	13	7.31	1.55	56	6.54	1.76	29	7.72	1.81	5	6.60	1.34

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



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 Kenya? (1- Strongly disagree, 10- Strongly agree)

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
The World Bank Group's financial instruments meet the needs of Kenya*	22	8.82	1.62	91	6.91	1.68	15	6.73	1.28	54	7.81	1.48	61	6.67	1.46	56	6.88	1.73	12	6.83	1.47	52	6.31	1.77	30	7.57	1.85	6	7.00	1.67
The World Bank Group meets Kenya's needs for knowledge services*	22	8.41	1.59	94	6.48	1.75	15	6.07	1.58	54	7.54	1.63	62	6.19	1.37	56	6.93	1.56	12	6.67	1.44	53	6.57	1.56	30	7.53	1.66	6	6.33	2.73

*Significantly different between stakeholder groups

As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. In general, how familiar are you with these new or expanded financial instruments in Kenya?*

	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Percentage of Respondents										
Very familiar	59.1%	22.1%	33.3%	46.2%	27.4%	26.3%	23.1%	14.3%	46.7%	16.7%
Somewhat familiar	27.3%	35.8%	33.3%	51.9%	38.7%	47.4%	53.8%	32.1%	20.0%	50.0%
Somewhat unfamiliar	4.5%	14.7%	33.3%	1.9%	19.4%	15.8%	15.4%	25.0%	16.7%	16.7%
Very unfamiliar	9.1%	18.9%	0.0%	0.0%	11.3%	7.0%	0.0%	25.0%	10.0%	16.7%
Don't know	0.0%	8.4%	0.0%	0.0%	3.2%	3.5%	7.7%	3.6%	6.7%	0.0%

*Significantly different between stakeholder groups

How effectively does the World Bank Group support Kenya's efforts ... ? (1-Not effectively at all, 10- Very effectively)

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To build stronger domestic resource mobilization systems in the Government*	22	8.64	1.99	78	6.87	1.91	14	6.86	1.29	53	7.92	1.58	54	6.87	1.401	54	6.93	1.60	13	7	1.63	51	5.82	2.00	28	7.57	2.17	5	7.20	1.30
To develop better and stronger data collection/analytics systems within the Government*	22	8.45	1.74	81	6.77	1.68	15	6.47	1.60	54	8.04	1.54	59	6.46	1.25	55	6.98	1.43	13	6.54	1.27	50	6.36	1.72	29	7.72	1.71	6	7.67	2.25
To strengthen the country's crisis preparedness*	22	8.82	1.84	79	6.63	1.88	15	7.00	1.36	51	7.75	1.44	55	6.45	1.525	56	7.09	1.54	13	7	1.83	51	6.51	1.79	28	7.89	1.60	4	6.50	1.73
To identify and monitor risks*	22	8.5	1.63	79	6.62	1.90	15	7.07	1.44	53	7.91	1.56	56	6.54	1.401	55	7.09	1.69	13	6.92	1.26	49	6.45	1.66	27	7.63	1.88	5	6.80	1.92

*Significantly different between stakeholder groups



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

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
How effectively does the World Bank Group's SCD and CPF activities support Guinea's efforts to manage crisis related risks?*	22	9.27	1.24	66	7.48	1.65	14	7.00	1.80	51	8.20	1.55	49	7.27	1.17	49	7.80	1.37	12	7.25	1.77	36	7.11	1.88	22	8.82	1.37	5	8.00	1.87

(1-Not effectively at all, 10- Very effectively) *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 Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	0.0%	7.3%	0.0%	5.7%	9.5%	0.0%	0.0%	0.0%	3.6%	0.0%
Monthly	22.7%	40.6%	6.7%	39.6%	20.6%	17.2%	23.1%	24.1%	35.7%	40.0%
A few times a year	63.6%	36.5%	66.7%	41.5%	34.9%	39.7%	46.2%	27.8%	53.6%	40.0%
Rarely	13.6%	10.4%	26.7%	13.2%	34.9%	36.2%	23.1%	40.7%	7.1%	20.0%
Never	0.0%	5.2%	0.0%	0.0%	0.0%	6.9%	7.7%	7.4%	0.0%	0.0%

*Significantly different between stakeholder groups

In Kenya, 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 Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Are timely*	22	8.68	1.81	91	6.68	1.84	15	6.33	1.50	53	7.70	1.71	61	6.62	1.45	52	6.50	1.95	13	6.23	1.83	54	5.98	1.97	30	7.83	1.80	5	7.40	0.89
Include appropriate level of stakeholder involvement during preparation*	21	8.57	1.60	91	6.62	1.88	15	6.00	1.65	53	7.74	1.63	61	6.20	1.42	54	6.56	1.62	13	6.38	1.85	54	6.44	1.72	29	7.34	1.59	5	7.00	1.87
Lead to practical solutions*	22	8.64	1.50	91	6.81	1.60	15	6.07	1.44	53	7.60	1.60	62	6.31	1.50	52	6.60	1.55	12	6.08	1.62	55	6.35	1.73	29	8.03	1.78	5	7.00	1.87
Are source of relevant information on global good practices*	21	8.67	1.43	92	6.88	1.66	15	6.80	1.47	53	7.68	1.68	63	6.30	1.42	54	6.70	1.48	13	6.46	1.61	55	6.36	1.66	30	7.67	1.61	5	6.40	2.30
Are adequately disseminated*	22	8.45	1.77	91	6.53	1.68	15	6.27	1.39	53	7.70	1.59	62	5.94	1.40	54	6.69	1.82	13	6.69	1.65	53	6.25	1.82	30	7.33	2.01	6	5.83	2.86
Are translated enough into local language*	22	8.45	1.44	88	6.53	2.07	15	6.53	1.64	52	7.54	1.82	59	6.12	1.76	54	6.57	1.84	12	6.17	2.04	49	5.82	1.99	28	7.61	1.95	5	6.60	2.07
Are adaptable to Kenya's specific development challenges and country circumstances*	22	8.45	2.04	94	6.51	1.84	15	6.60	1.50	53	7.75	1.43	62	6.18	1.44	55	6.76	1.72	13	6.46	1.56	54	6.35	1.59	30	7.40	1.89	5	6.60	2.41

*Significantly different between stakeholder groups

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

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
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	9.23	1.34	92	7.41	1.66	15	6.67	1.63	54	8.07	1.64	63	6.65	1.54	55	7.35	1.34	13	7.31	1.60	55	6.67	1.74	30	8.17	1.74	6	8.67	1.21
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	22	9.14	1.58	91	7.59	1.65	15	6.53	1.41	54	8.00	1.52	63	6.83	1.23	55	7.29	1.42	13	7.62	1.19	55	6.95	1.55	30	8.07	1.93	6	7.67	2.07

(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 Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
The World Bank Group disburses funds promptly*	22	8.55	1.90	88	7.27	1.84	15	7.07	1.34	53	7.74	1.88	56	6.68	1.56	48	6.96	1.85	11	6.64	2.91	50	6.18	1.95	27	7.67	2.13	6	7.67	1.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	22	8.41	1.76	94	7.30	1.49	15	6.53	1.36	53	7.49	1.31	61	6.66	1.46	53	6.98	1.42	12	6.33	1.72	56	6.77	1.60	28	7.54	1.75	6	7.33	1.97
The World Bank Group's approvals and reviews are done in a timely fashion*	22	8.27	1.93	96	6.65	1.73	15	6.40	1.35	54	7.87	1.71	59	6.22	1.54	52	6.88	1.58	12	6.58	2.28	55	6.45	1.77	27	7.19	1.73	6	6.33	2.34
The World Bank Group's Environmental and Social Framework requirements are reasonable*	22	8.27	1.88	93	6.61	1.81	15	6.40	1.68	53	7.42	1.29	57	6.02	1.33	51	7.06	1.67	12	7.00	1.71	54	6.44	1.40	26	7.42	1.92	5	7.60	1.52
The World Bank Group's conditions on its lending are reasonable*	22	8.05	1.81	89	6.96	1.74	14	6.71	1.14	53	7.60	1.35	57	6.30	1.63	53	6.75	1.65	12	6.67	1.97	53	6.45	1.69	27	7.52	1.87	6	6.50	3.02
The World Bank Group takes decisions quickly in Kenya*	22	8.27	1.88	95	6.62	1.70	15	7.00	1.60	53	7.64	1.73	57	5.95	1.42	53	6.91	1.62	11	6.18	1.94	56	5.96	1.60	25	7.20	2.04	6	7.83	1.17
Working with the World Bank Group increases Kenya's institutional capacity*	22	8.36	1.56	94	6.86	1.72	15	7.00	1.81	53	7.87	1.33	60	6.25	1.37	53	7.06	1.60	12	7.00	1.81	53	6.89	1.61	28	7.68	1.98	6	6.50	2.88
Where country systems are adequate, the World Bank Group makes appropriate use of them*	22	8.23	1.85	96	6.97	1.77	15	6.67	1.80	54	7.81	1.52	56	6.12	1.31	52	6.98	1.38	12	7.50	1.45	52	6.29	1.63	27	7.44	1.34	6	7.50	1.87
The World Bank Group provides effective implementation support*	22	8.41	1.62	94	6.97	1.79	15	6.60	1.50	54	7.59	1.45	59	6.36	1.35	52	7.06	1.64	11	6.55	1.21	54	6.48	1.70	27	7.85	1.90	6	7.67	1.86

*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Kenya's development challenges?

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

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Conceptualization (understanding and framing the problem)*	22	8.50	1.74	90	7.00	1.56	15	6.87	1.13	54	7.80	1.55	59	6.41	1.40	57	6.95	1.63	12	7.08	1.68	53	6.60	1.62	29	7.72	1.60	6	7.33	1.37
Design (appraising and planning the solutions)*	22	8.77	1.51	91	6.79	1.50	14	6.29	1.64	53	7.36	1.44	60	6.27	1.18	55	6.96	1.47	12	7.08	1.68	52	6.71	1.51	28	7.54	1.77	6	7.00	2.00
Implementation (executing, carrying out, monitoring and making appropriate adjustments)*	21	8.19	1.47	93	6.85	1.42	12	7.08	1.31	54	7.78	1.42	60	6.20	1.31	57	6.84	1.52	12	7.00	1.41	55	6.67	1.54	28	7.61	1.29	6	6.67	2.07
Evaluation (assessing the impact and results)*	22	8.73	1.52	91	7.15	1.73	14	6.50	1.23	54	7.74	1.59	58	6.45	1.34	57	7.32	1.64	12	7.42	1.56	55	6.82	1.39	29	7.79	1.61	6	7.33	1.21

*Significantly different between stakeholder groups

	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Kenya?*	22	9.32	1.25	86	7.20	1.80	15	6.93	1.49	53	8.23	1.60	61	6.75	1.37	56	7.18	1.60	13	7.08	1.66	54	6.11	1.92	28	8.32	1.72	6	7.33	1.37

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Kenya?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Public services	4.5%	16.7%	6.7%	13.0%	17.5%	12.1%	0.0%	16.1%	26.7%	20.0%
Macro issues	4.5%	2.1%	0.0%	3.7%	4.8%	8.6%	8.3%	10.7%	3.3%	0.0%
Jobs*	36.4%	9.4%	26.7%	20.4%	33.3%	51.7%	33.3%	32.1%	10.0%	0.0%
Supporting poor and marginalized local communities	22.7%	24.0%	20.0%	25.9%	20.6%	12.1%	8.3%	19.6%	23.3%	20.0%
Education*	40.9%	38.5%	46.7%	61.1%	27.0%	29.3%	58.3%	37.5%	46.7%	20.0%
Health	68.2%	53.1%	46.7%	44.4%	44.4%	53.4%	58.3%	35.7%	53.3%	80.0%
Business development	13.6%	10.4%	13.3%	5.6%	14.3%	8.6%	0.0%	8.9%	3.3%	20.0%
Infrastructure	0.0%	18.8%	20.0%	11.1%	19.0%	8.6%	0.0%	16.1%	6.7%	20.0%
Social cohesion	4.5%	13.5%	0.0%	14.8%	6.3%	8.6%	16.7%	12.5%	13.3%	0.0%
Other	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	8.3%	1.8%	3.3%	0.0%
Don't know	0.0%	4.2%	0.0%	0.0%	1.6%	0.0%	0.0%	1.8%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Kenya**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Kenya? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Reduce the complexity of obtaining World Bank Group financing*	9.1%	25.8%	13.3%	13.0%	3.2%	3.4%	15.4%	21.4%	10.0%	16.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	12.4%	0.0%	5.6%	6.5%	12.1%	23.1%	16.1%	6.7%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	18.2%	7.2%	13.3%	7.4%	4.8%	6.9%	0.0%	3.6%	13.3%	0.0%
Offer more innovative financial products	40.9%	23.7%	26.7%	27.8%	19.4%	15.5%	23.1%	17.9%	40.0%	33.3%
Offer more innovative knowledge services*	22.7%	9.3%	13.3%	24.1%	22.6%	6.9%	7.7%	10.7%	30.0%	0.0%
Collaborate more effectively with Government clients	4.5%	21.6%	20.0%	14.8%	19.4%	15.5%	15.4%	10.7%	0.0%	33.3%
Work faster	18.2%	12.4%	26.7%	14.8%	16.1%	25.9%	15.4%	19.6%	16.7%	0.0%
Ensure greater selectivity in its work	18.2%	8.2%	6.7%	9.3%	24.2%	19.0%	0.0%	8.9%	6.7%	16.7%
Provide more adequate data/knowledge/statistics/figures on Kenya's economy	18.2%	8.2%	13.3%	11.1%	21.0%	17.2%	30.8%	19.6%	23.3%	33.3%
Engage more effectively with civil society*	18.2%	10.3%	33.3%	14.8%	16.1%	24.1%	23.1%	7.1%	23.3%	50.0%
Increase the level of capacity development in the country	27.3%	25.8%	13.3%	27.8%	12.9%	20.7%	7.7%	26.8%	16.7%	0.0%
Engage more directly with beneficiaries	4.5%	15.5%	0.0%	25.9%	14.5%	17.2%	15.4%	14.3%	3.3%	0.0%
Improve the quality of its experts as related to Kenya's specific challenges	0.0%	5.2%	6.7%	0.0%	8.1%	8.6%	7.7%	12.5%	0.0%	0.0%
Engage more effectively with private sector	0.0%	5.2%	0.0%	3.7%	6.5%	1.7%	15.4%	5.4%	0.0%	0.0%
Other	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya?* (Select only **ONE** response)

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Financial services	14.3%	44.8%	60.0%	25.9%	47.6%	28.8%	46.2%	55.4%	40.0%	66.7%
Knowledge products	23.8%	33.3%	20.0%	37.0%	25.4%	37.3%	30.8%	19.6%	23.3%	16.7%
Convening services	61.9%	8.3%	13.3%	27.8%	7.9%	13.6%	15.4%	10.7%	30.0%	0.0%
None of the above	0.0%	1.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Kenya	0.0%	12.5%	6.7%	9.3%	15.9%	18.6%	7.7%	14.3%	6.7%	16.7%
Don't know	0.0%	0.0%	0.0%	0.0%	1.6%	1.7%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Never	0.0%	4.1%	0.0%	0.0%	0.0%	3.4%	8.3%	5.8%	0.0%	33.3%
Less than once a year	4.5%	12.4%	6.7%	3.7%	12.7%	27.6%	25.0%	19.2%	10.0%	0.0%
Once a year to a few times a year	81.8%	45.4%	66.7%	50.0%	50.8%	44.8%	41.7%	40.4%	33.3%	66.7%
Less than once a month	4.5%	10.3%	26.7%	9.3%	17.5%	12.1%	8.3%	17.3%	36.7%	0.0%
At least once a month	9.1%	20.6%	0.0%	35.2%	17.5%	12.1%	16.7%	17.3%	20.0%	0.0%
At least once a week	0.0%	7.2%	0.0%	1.9%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Local radio	0.0%	6.3%	6.7%	0.0%	4.8%	11.9%	16.7%	1.8%	3.3%	0.0%
International radio	22.7%	5.2%	13.3%	3.7%	6.5%	13.6%	16.7%	8.9%	6.7%	0.0%
Social media*	50.0%	37.5%	33.3%	53.7%	24.2%	47.5%	58.3%	30.4%	53.3%	66.7%
International newspapers	4.5%	8.3%	6.7%	3.7%	14.5%	10.2%	0.0%	8.9%	6.7%	0.0%
Local television	0.0%	17.7%	0.0%	5.6%	14.5%	11.9%	8.3%	7.1%	13.3%	0.0%
Internet	59.1%	50.0%	46.7%	63.0%	59.7%	54.2%	41.7%	58.9%	56.7%	66.7%
Periodicals	9.1%	12.5%	20.0%	20.4%	16.1%	10.2%	8.3%	17.9%	13.3%	0.0%
International television	22.7%	15.6%	33.3%	27.8%	24.2%	15.3%	25.0%	12.5%	16.7%	33.3%
Local newspapers	22.7%	37.5%	20.0%	16.7%	19.4%	13.6%	16.7%	25.0%	26.7%	16.7%
Other	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials*	0.0%	24.7%	40.0%	5.7%	23.8%	20.3%	15.4%	29.1%	30.0%	16.7%
e-Newsletters*	45.5%	24.7%	26.7%	32.1%	17.5%	30.5%	38.5%	12.7%	40.0%	50.0%
World Bank Group's seminars/workshops/conferences*	0.0%	26.8%	6.7%	13.2%	30.2%	13.6%	15.4%	27.3%	20.0%	33.3%
Direct contact with World Bank Group	9.1%	44.3%	33.3%	32.1%	38.1%	25.4%	23.1%	41.8%	26.7%	33.3%
World Bank Group's website*	77.3%	50.5%	46.7%	71.7%	57.1%	50.8%	53.8%	41.8%	46.7%	33.3%
Social media*	59.1%	20.6%	26.7%	32.1%	17.5%	35.6%	30.8%	16.4%	20.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	50.0%	83.9%	71.4%	60.4%	88.7%	78.8%	69.2%	78.2%	80.8%	100.0%
Dial-up	50.0%	16.1%	28.6%	39.6%	11.3%	21.2%	30.8%	21.8%	19.2%	0.0%

*Significantly different between stakeholder groups

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

Read, viewed or heard a story about the WBG in local media*	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	4.5%	5.6%	7.1%	1.9%	12.7%	5.2%	7.7%	8.9%	10.7%	16.7%
Every few weeks	22.7%	25.6%	21.4%	22.6%	27.0%	19.0%	23.1%	25.0%	10.7%	16.7%
Every few months	27.3%	52.2%	57.1%	64.2%	57.1%	43.1%	61.5%	60.7%	75.0%	66.7%
Not at all	45.5%	16.7%	14.3%	11.3%	3.2%	32.8%	7.7%	5.4%	3.6%	0.0%

*Significantly different between stakeholder groups

Read, viewed or heard a story about the WBG in global media*	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	13.6%	4.4%	13.3%	1.9%	15.9%	5.5%	8.3%	14.3%	7.1%	16.7%
Every few weeks	27.3%	25.6%	33.3%	24.5%	33.3%	16.4%	25.0%	37.5%	50.0%	33.3%
Every few months	27.3%	52.2%	40.0%	56.6%	46.0%	49.1%	33.3%	41.1%	35.7%	33.3%
Not at all	31.8%	17.8%	13.3%	17.0%	4.8%	29.1%	33.3%	7.1%	7.1%	16.7%

*Significantly different between stakeholder groups

Interacted with the WBG on Social Media	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	13.6%	8.0%	6.7%	5.8%	3.3%	1.7%	7.7%	9.1%	3.6%	0.0%
Every few weeks	22.7%	25.3%	20.0%	17.3%	26.2%	24.1%	23.1%	21.8%	21.4%	16.7%
Every few months	50.0%	43.7%	53.3%	50.0%	52.5%	39.7%	46.2%	40.0%	53.6%	33.3%
Not at all	13.6%	23.0%	20.0%	26.9%	18.0%	34.5%	23.1%	29.1%	21.4%	50.0%

Visited a WBG website	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	4.8%	12.5%	6.7%	1.9%	16.1%	10.5%	8.3%	3.6%	7.1%	0.0%
Every few weeks	38.1%	30.7%	46.7%	26.9%	40.3%	24.6%	8.3%	43.6%	39.3%	66.7%
Every few months	38.1%	46.6%	40.0%	44.2%	32.3%	35.1%	58.3%	32.7%	28.6%	16.7%
Not at all	19.0%	10.2%	6.7%	26.9%	11.3%	29.8%	25.0%	20.0%	25.0%	16.7%

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

Attended an event/conference hosted by the WBG	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	4.8%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	3.7%	0.0%
Every few weeks	14.3%	24.7%	20.0%	12.0%	15.0%	12.3%	16.7%	15.7%	11.1%	16.7%
Every few months	57.1%	49.4%	60.0%	66.0%	53.3%	43.9%	33.3%	31.4%	59.3%	50.0%
Not at all	23.8%	23.6%	20.0%	22.0%	31.7%	43.9%	50.0%	49.0%	25.9%	33.3%

Watched a webinar or online event hosted by the WBG	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%
Every few weeks	19.0%	13.5%	20.0%	21.6%	11.3%	12.5%	0.0%	11.1%	18.5%	16.7%
Every few months	42.9%	51.7%	66.7%	49.0%	51.6%	44.6%	66.7%	37.0%	51.9%	33.3%
Not at all	38.1%	34.8%	6.7%	29.4%	37.1%	42.9%	33.3%	48.1%	29.6%	50.0%

Read some or all of a WBG research paper or publication	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	9.1%	2.3%	0.0%	0.0%	3.3%	1.7%	8.3%	0.0%	3.8%	0.0%
Every few weeks	13.6%	28.4%	35.7%	21.6%	24.6%	12.1%	25.0%	22.6%	30.8%	33.3%
Every few months	50.0%	48.9%	35.7%	54.9%	59.0%	50.0%	50.0%	58.5%	50.0%	50.0%
Not at all	27.3%	20.5%	28.6%	23.5%	13.1%	36.2%	16.7%	18.9%	15.4%	16.7%

Met professionally with WBG staff*	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Every few days	0.0%	2.2%	6.7%	0.0%	3.2%	0.0%	0.0%	1.9%	0.0%	0.0%
Every few weeks	9.1%	25.6%	13.3%	19.2%	15.9%	5.3%	8.3%	13.0%	22.2%	33.3%
Every few months	45.5%	46.7%	53.3%	51.9%	52.4%	29.8%	58.3%	31.5%	55.6%	16.7%
Not at all	45.5%	25.6%	26.7%	28.8%	28.6%	64.9%	33.3%	53.7%	22.2%	50.0%

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer*	13.6%	6.3%	18.8%	3.7%	8.1%	27.6%	30.8%	3.6%	3.3%	16.7%
Use World Bank Group reports/data*	54.5%	28.4%	43.8%	18.5%	24.2%	25.9%	38.5%	23.6%	33.3%	83.3%
Engage in World Bank Group related/sponsored events/activities	40.9%	60.0%	68.8%	53.7%	50.0%	48.3%	38.5%	63.6%	70.0%	16.7%
Collaborate as part of my professional duties*	31.8%	44.2%	25.0%	46.3%	41.9%	20.7%	30.8%	18.2%	26.7%	33.3%
Use World Bank Group website for information, data, research, etc.	13.6%	14.7%	6.3%	5.6%	25.8%	13.8%	23.1%	20.0%	10.0%	16.7%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Nairobi N=375 ● Outside Nairobi N=38

A. General Issues Facing Kenya

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	359	7.13	1.71	34	7.24	2.19

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

B. Overall Attitudes toward the World Bank Group

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.	371	7.26	1.74	37	7.57	1.80

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

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

(1-Strongly disagree, 10-Strongly agree)

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kenya	365	7.29	1.70	34	6.97	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Kenya	362	7.05	1.90	34	6.91	2.23

¹⁷ 413 respondents provided information about their geographic location (question H9 in the questionnaire).

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

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

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	355	7.21	1.80	35	6.46	2.12
Flexibility (in terms of the institution's products and services)	357	6.65	1.84	36	6.31	2.19
Flexibility (in terms of changing country circumstances)*	356	6.74	1.87	36	6.08	2.08
Being inclusive	355	6.81	1.80	36	6.58	2.01
Openness (sharing data and other information)*	358	7.21	1.71	36	6.33	2.39
Collaboration with the Government	358	7.24	1.59	35	7.06	2.14
The speed in which it gets things accomplished on the ground*	358	6.87	1.73	35	5.89	2.44
Helping to bring discipline/effective supervision to implementation of investment projects	357	6.96	1.68	35	6.89	2.19
Collaboration with civil society*	347	6.86	1.79	33	6.03	1.96
Staff accessibility*	355	6.95	1.72	35	6.03	2.35
Collaboration with other donors and development partners	351	6.97	1.59	36	6.61	1.89
Collaboration with the private sector*	351	6.90	1.78	36	6.11	1.74
Straightforwardness and honesty	358	7.16	1.72	33	6.76	2.35
Treating clients and stakeholders in Kenya with respect	359	7.20	1.59	34	6.71	2.54
Being a long-term partner	359	7.41	1.72	35	7.43	2.45

*Significantly different between geographic locations

C. World Bank Group's Effectiveness and Results

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kenya?	368	7.36	1.74	33	7.48	1.81

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

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Kenya?	364	7.24	1.72	34	7.53	1.50

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

**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 Kenya?

(1-Strongly disagree, 10-Strongly agree)

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kenya	360	7.13	1.72	33	6.73	1.76
The World Bank Group meets Kenya's needs for knowledge services	366	6.83	1.72	33	6.67	1.76

D. The World Bank Group's Knowledge Work and Activities

In Kenya, 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)

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
Are adaptable to Kenya's specific development challenges and country circumstances	366	6.80	1.78	32	7.13	1.95

	Nairobi			Outside Nairobi		
	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?	367	7.37	1.75	33	7.91	1.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	366	7.45	1.62	33	7.79	1.80

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

E. Working with the World Bank Group

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

	Nairobi			Outside Nairobi		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Kenya*	355	6.82	1.73	33	6.12	2.41
Where country systems are adequate, the World Bank Group makes appropriate use of them	354	6.99	1.68	33	7.12	1.75

*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 FY19 Kenya 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 Kenya, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kenya?"

- Collaborating with the WBG N=299 ● Not collaborating with the WBG N=103

A. General Issues Facing Kenya

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/country government*	293	6.46	2.51	99	5.29	2.26
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)*	292	6.87	1.86	101	5.80	1.60
The World Bank Group*	291	7.33	1.72	91	6.51	1.75
The International Monetary Fund*	289	7.07	1.72	102	6.44	1.56
UN*	291	7.26	1.78	98	6.33	1.89
Regional development banks*	290	6.99	1.87	100	6.33	1.62
Kenya's Central Bank*	291	7.05	1.77	99	6.23	1.67
International private sector*	292	6.92	1.92	100	6.27	1.69
Domestic private sector*	291	6.81	1.97	96	5.97	1.40
International civil society*	287	6.86	1.96	103	6.04	1.63
Domestic civil society*	290	6.73	1.98	101	6.00	1.66
Faith-based institutions*	291	6.76	2.05	102	6.19	1.80
Domestic traditional media and their web presence*	291	6.71	2.04	102	5.91	1.50
International media and their web presence*	293	6.75	2.06	103	6.04	1.49
Web based media*	292	6.75	2.12	102	5.72	1.78

*Significantly different between collaborators and non-collaborators

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 Kenya?*	297	6.97	1.80	100	5.87	1.23

(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 Kenya.*	297	7.61	1.71	100	6.57	1.51

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

¹⁸ Only 402 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)**

	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 Kenya solve its most complicated development challenges?*	294	7.55	1.65	98	6.59	1.55

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Private sector development	7.8%	5.0%
Education	41.9%	39.0%
Health	33.1%	29.0%
Financial markets	6.1%	8.0%
Social protection*	3.0%	15.0%
Gender equity*	3.0%	19.0%
Public sector governance/reform*	8.1%	19.0%
Energy	11.8%	14.0%
Water and sanitation*	15.2%	6.0%
Job creation/employment	25.0%	34.0%
Food security*	10.8%	4.0%
Urban development	2.0%	0.0%
Trade competitiveness and exports*	8.4%	2.0%
Anti-corruption*	35.5%	12.0%
Information and communications technology	4.4%	2.0%
Poverty reduction	29.7%	29.0%
Transport*	10.8%	20.0%
Agriculture and rural development*	19.3%	10.0%
Natural resource management	3.0%	6.0%
Economic growth	9.5%	13.0%
Disaster risk management	2.7%	2.0%
Equality of opportunity	2.7%	4.0%
Climate change	1.4%	2.0%

*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 Kenya?

(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 Kenya*	292	7.48	1.78	98	6.64	1.52
The World Bank Group's work is aligned with what I consider the development priorities for Kenya*	291	7.37	1.94	95	6.12	1.55

*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 Kenya, 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*	288	7.27	1.88	92	6.76	1.53
Flexibility (in terms of the institution's products and services)*	287	6.90	1.96	96	5.95	1.35
Flexibility (in terms of changing country circumstances)*	285	6.94	1.92	98	6.04	1.61
Being inclusive*	284	7.03	1.81	99	6.27	1.67
Openness (sharing data and other information)*	287	7.37	1.78	97	6.43	1.60
Collaboration with the Government*	285	7.46	1.66	98	6.69	1.47
The speed in which it gets things accomplished on the ground*	284	7.03	1.84	99	6.20	1.49
Helping to bring discipline/effective supervision to implementation of investment projects*	287	7.18	1.75	95	6.44	1.38
Collaboration with civil society*	278	7.02	1.87	93	6.08	1.44
Staff accessibility*	286	7.12	1.79	95	6.12	1.60
Collaboration with other donors and development partners*	283	7.13	1.60	96	6.26	1.41
Collaboration with the private sector*	283	7.12	1.83	97	6.12	1.41
Straightforwardness and honesty*	285	7.46	1.70	97	6.23	1.49
Treating clients and stakeholders in Kenya with respect*	289	7.47	1.65	94	6.29	1.49
Being a long-term partner*	289	7.73	1.67	95	6.58	1.67

*Significantly different between collaborators and non-collaborators



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	219	7.58	1.99	83	6.95	1.36
Private sector development*	261	7.09	1.70	91	6.16	1.39
Education*	264	7.54	1.73	84	6.82	1.48
Public sector governance/reform*	274	7.20	1.45	88	6.52	1.36
Food security*	263	7.30	1.74	92	6.50	1.36
Urban development*	250	7.48	1.72	92	6.60	1.62
Energy*	249	7.42	1.64	89	6.56	1.48
Water and sanitation*	259	7.56	1.53	92	6.71	1.44
Job creation/employment*	264	7.10	1.87	90	6.48	1.50
Health*	265	7.42	1.60	93	6.67	1.35
Financial markets*	244	7.41	1.68	90	6.64	1.49
Transport*	268	7.52	1.61	90	6.44	1.31
Agriculture and rural development*	265	7.55	1.54	90	6.48	1.26
Trade competitiveness and exports*	251	7.42	1.70	87	6.68	1.24
Natural resource management*	246	7.41	1.61	89	6.44	1.37
Climate change*	234	7.62	1.78	91	6.42	1.43
Poverty reduction*	270	7.25	1.85	90	6.41	1.55
Anti-corruption*	254	7.22	1.96	93	6.26	1.36
Economic growth*	273	7.31	1.76	94	6.64	1.39
Disaster risk management*	242	7.40	1.67	92	6.16	1.32
Equality of opportunity*	251	7.45	1.76	91	6.38	1.44

*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 Kenya?*	294	7.60	1.81	100	6.79	1.37

(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 influence the development agenda in Kenya?*	293	7.47	1.76	97	6.74	1.30

(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
The World Bank Group's financial instruments meet the needs of Kenya*	289	7.22	1.81	96	6.72	1.27
The World Bank Group meets Kenya's needs for knowledge services*	292	7.16	1.73	98	6.05	1.28

(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)****How effectively does the World Bank Group support Kenya's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government*	273	7.18	2.00	88	6.70	1.42
To develop better and stronger data collection/analytics systems within the Government*	277	7.33	1.76	95	6.21	1.18
To strengthen the country's crisis preparedness*	267	7.25	1.85	93	6.60	1.42
To identify and monitor risks*	271	7.32	1.80	91	6.31	1.44

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Kenya's efforts to manage crisis related risks?*	229	8.04	1.63	84	7.19	1.32

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

D. The World Bank Group's Knowledge Work and Activities**In Kenya, 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*	289	7.08	1.99	92	6.29	1.45
Include appropriate level of stakeholder involvement during preparation*	290	7.12	1.84	93	5.90	1.19
Lead to practical solutions*	289	7.16	1.78	92	6.23	1.36
Are source of relevant information on global good practices*	292	7.20	1.74	95	6.23	1.32
Are adequately disseminated*	289	7.04	1.87	96	5.90	1.33
Are translated enough into local language*	279	6.98	2.09	92	6.03	1.42
Are adaptable to Kenya's specific development challenges and country circumstances*	292	7.07	1.81	97	6.11	1.49

*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?*	293	7.63	1.78	98	6.92	1.32

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	292	7.70	1.68	98	6.93	1.31

(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	278	7.28	1.98	86	6.84	1.56
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	291	7.44	1.57	94	6.36	1.11
The World Bank Group's approvals and reviews are done in a timely fashion*	290	7.08	1.82	93	6.35	1.49
The World Bank Group's Environmental and Social Framework requirements are reasonable*	280	7.09	1.72	93	6.24	1.27
The World Bank Group's conditions on its lending are reasonable*	283	7.18	1.70	88	6.39	1.45
The World Bank Group takes decisions quickly in Kenya*	286	7.07	1.74	92	5.89	1.43
Working with the World Bank Group increases Kenya's institutional capacity*	291	7.33	1.68	92	6.34	1.54
Where country systems are adequate, the World Bank Group makes appropriate use of them*	287	7.30	1.69	92	6.10	1.25
The World Bank Group provides effective implementation support*	290	7.29	1.72	90	6.22	1.46

*Significantly different between collaborators and non-collaborators

To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Kenya's development challenges? (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
Conceptualization (understanding and framing the problem)*	289	7.22	1.70	94	6.79	1.33
Design (appraising and planning the solutions)*	287	7.22	1.60	93	6.28	1.25
Implementation (executing, carrying out, monitoring and making appropriate adjustments)*	291	7.27	1.54	93	6.17	1.20
Evaluation (assessing the impact and results)*	292	7.46	1.64	92	6.54	1.40

*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 donor community is doing enough to support the government's efforts related to refugees in Kenya?*	284	7.49	1.89	95	6.93	1.53

*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 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents = 541
- FY 2019 Number of comparable respondents = 413

By weighting, the FY 2015 and FY 2019 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 2015	FY 2019
Office of the President/Prime Minister/Minister	4%	4%
Office of Parliamentarian	0.5%	0.5%
Government Institutions	40%	40%
Local Government	5%	5%
Bilateral/Multilateral Agencies	9%	9%
Civil Society	18%	18%
Private Sector	14%	14%
Academia	6%	6%
Media	3.5%	3.5%

B. Overall Attitudes toward the World Bank Group

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kenya?*	536	6.94	1.66	408	6.59	1.69

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2015 and FY2019

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.*	525	7.00	1.51	408	7.23	1.71

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2019

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kenya solve its most complicated development challenges?	515	7.15	1.54	402	7.21	1.67

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

¹⁹ Only those questions that were asked in the FY 2015 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya?*

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2019
To a fully sufficient degree	8.4%	19.0%
To a somewhat sufficient degree	53.9%	37.9%
To a somewhat insufficient degree	28.6%	29.3%
To a very insufficient degree	7.6%	11.3%
Don't know	1.5%	2.5%

*Significantly different between FY2015 and FY2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kenya*	535	7.42	1.67	399	7.19	1.74
The World Bank Group's work is aligned with what I consider the development priorities for Kenya	530	7.02	1.75	397	6.96	1.90

*Significantly different between FY2015 and FY2019

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

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs**	524	6.82	1.64	390	7.05	1.83
Flexibility (in terms of the institution's products and services)*	516	6.17	1.67	394	6.55	1.86
Flexibility (in terms of changing country circumstances)*	519	6.26	1.70	393	6.60	1.86
Being inclusive*	507	6.27	1.77	391	6.76	1.80
Openness (sharing data and other information)*	525	6.58	1.90	394	7.06	1.78
Collaboration with the Government	527	7.11	1.85	392	7.20	1.64
The speed in which it gets things accomplished on the ground*	517	6.11	1.83	392	6.70	1.79
Helping to bring discipline/effective supervision to implementation of investment projects"				393	6.93	1.70
Collaboration with civil society*	481	6.34	1.78	377	6.68	1.79
Staff accessibility*	514	6.35	1.96	389	6.83	1.77
Collaboration with other donors and development partners	514	6.86	1.92	386	6.87	1.59
Collaboration with the private sector	496	6.52	1.77	385	6.75	1.75
Straightforwardness and honesty*	515	6.82	1.77	392	7.06	1.77
Treating clients and stakeholders in Kenya with respect""	518	7.15	1.73	393	7.12	1.69
Being a long-term partner	527	7.48	1.76	393	7.35	1.79

*Significantly different between FY2015 and FY2019

' In FY 2015, the category was "Responsiveness."

" Only FY 2019 questionnaire had this response option.

"" In FY 2015, the category was "The World Bank Group treats clients and stakeholders in Tunisia with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	474	6.37	2.02	306	7.29	1.85
Private sector development*	483	6.21	1.93	359	6.76	1.66
Education*	489	6.49	2.04	356	7.28	1.66
Public sector governance/reform**	493	6.40	1.89	370	6.94	1.51
Food security"				365	7.01	1.64
Urban development*	482	6.70	1.99	350	7.12	1.73
Energy*	495	6.68	1.99	349	7.09	1.64
Water and sanitation*	500	6.48	1.89	360	7.24	1.55
Job creation/employment*	489	6.07	2.10	362	6.81	1.80
Health*	491	6.46	1.99	367	7.11	1.58
Financial markets*	469	6.41	2.04	342	7.09	1.68
Transport*	510	6.81	2.03	369	7.13	1.62
Agriculture and rural development*	495	6.37	1.98	363	7.18	1.53
Trade competitiveness and exports"				344	7.13	1.60
Natural resource management*	473	6.60	1.92	343	7.05	1.59
Climate change*	486	6.29	2.10	332	7.20	1.73
Poverty reduction*	499	6.32	2.11	368	6.91	1.80
Anti-corruption***	472	5.80	2.06	352	6.85	1.86
Economic growth*	510	6.71	2.07	376	7.03	1.68
Disaster risk management****	462	6.20	1.93	343	6.95	1.64
Equality of opportunity*	463	6.00	1.91	348	7.06	1.73

*Significantly different between FY2015 and FY2019

' In FY 2015, the category was "Public sector governance"

" Only FY 2019 questionnaire had this response option.

*** In FY 2015, the category was "Anti-corruption and improved governance"

**** In FY 2015, the category was "Disaster management"

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kenya?*	532	6.98	1.46	403	7.32	1.70

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2019

**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 Kenya?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kenya*	521	6.55	1.67	393	6.99	1.72
The World Bank Group meets Kenya's needs for knowledge services	515	6.72	1.62	399	6.77	1.68

Significantly different between FY2015 and FY2019*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 2015	FY 2019
Weekly	4.5%	4.0%
Monthly	16.9%	27.7%
A few times a year	29.1%	40.0%
Rarely	26.6%	24.4%
Never	22.9%	4.0%

Significantly different between FY2015 and FY2019*In Kenya, 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 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	511	6.19	1.64	391	6.76	1.90
Include appropriate level of stakeholder involvement during preparation*	499	6.35	1.57	392	6.72	1.78
Lead to practical solutions*	512	6.47	1.62	391	6.80	1.71
Are source of relevant information on global good practices	521	6.84	1.69	397	6.87	1.66
Are adequately disseminated*	517	6.43	1.68	393	6.68	1.79
Are translated enough into local language*	475	5.65	1.95	379	6.62	1.99
Are adaptable to Kenya's specific development challenges and country circumstances*	519	6.44	1.67	399	6.75	1.77

**Significantly different between FY2015 and FY2019*

	FY 2015			FY 2019		
	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?	522	7.25	1.42	399	7.33	1.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	524	7.28	1.45	398	7.42	1.61

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

**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 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	510	6.52	1.80	369	7.08	1.93
The World Bank Group effectively monitors and evaluates the projects and programs it supports	526	6.92	1.64	395	7.09	1.56
The World Bank Group's approvals and reviews are done in a timely fashion*	522	6.18	1.75	393	6.81	1.76
The World Bank Group's Environmental and Social Framework requirements are reasonable [†]				384	6.79	1.69
The World Bank Group's conditions on its lending are reasonable*	510	6.24	1.77	380	6.89	1.71
The World Bank Group takes decisions quickly in Kenya*	508	6.19	1.77	389	6.69	1.76
Working with the World Bank Group increases Kenya's institutional capacity*	522	6.78	1.77	391	7.04	1.69
Where country systems are adequate, the World Bank Group makes appropriate use of them*	515	6.63	1.74	387	6.94	1.67

*Significantly different between FY2015 and FY2019

[†] Only FY 2019 questionnaire had this response option.

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

When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya?* (Select only ONE response)

Percentage of Respondents	FY 2015	FY 2019
Financial services	36.5%	41.3%
Knowledge products	17.2%	29.6%
Convening services	17.2%	15.2%
None of the above	1.1%	0.5%
The combination is appropriate for Kenya	26.8%	13.0%
Don't know	1.1%	0.5%

*Significantly different between FY2015 and FY2019

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	89.6%	78.0%
Dial-up	10.4%	22.0%

*Significantly different between FY2015 and FY2019



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 Kenya? (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
To what extent do you trust The World Bank Group to do what is right?	6.51	7.33	7.22	6.21	7.14	7.05	6.88	7.31	7.13	7.09	7.13	7.05
Overall, please rate your impression of the World Bank Group's effectiveness in Kenya.	6.57	7.61	7.36	6.57	7.18	7.50	7.13	7.39	7.36	7.12	7.33	6.98
Overall the World Bank Group currently plays a relevant role in development in Kenya	6.64	7.48	7.36	6.19	7.11	7.57	6.97	7.47	7.18	7.35	7.28	7.02
The World Bank Group's work is aligned with what I consider the development priorities for Kenya	6.12	7.37	7.12	6.21	6.97	7.17	6.68	7.31	7.13	6.83	7.08	6.70
Responsiveness to needs	6.76	7.27	7.21	6.31	6.95	7.55	6.76	7.41	7.04	7.28	7.20	6.67
Flexibility (in terms of the institution's products and services)	5.95	6.90	6.69	5.95	6.52	6.88	6.39	6.80	6.65	6.57	6.74	5.95
Flexibility (in terms of changing country circumstances)	6.04	6.94	6.73	6.10	6.53	7.01	6.38	6.90	6.66	6.69	6.77	6.10
Being inclusive	6.27	7.03	6.89	6.18	6.72	7.06	6.69	6.93	6.71	7.04	6.92	6.28
Openness (sharing data and other information)	6.43	7.37	7.19	6.13	7.03	7.25	6.84	7.29	7.13	7.02	7.08	7.18
Collaboration with the Government	6.69	7.46	7.31	6.58	7.14	7.46	7.10	7.35	7.15	7.40	7.32	6.79
The speed in which it gets things accomplished on the ground	6.20	7.03	6.86	5.95	6.64	7.10	6.53	6.96	6.75	6.81	6.86	6.29
Helping to bring discipline/effective supervision to implementation of investment projects	6.44	7.18	7.05	6.17	6.86	7.22	6.72	7.16	6.93	7.02	7.02	6.65
Collaboration with civil society	6.08	7.02	6.85	6.16	6.68	7.04	6.59	6.94	6.77	6.83	6.84	6.50
Staff accessibility	6.12	7.12	6.94	6.08	6.72	7.19	6.57	7.09	6.82	6.93	6.93	6.41
Collaboration with other donors and development partners	6.26	7.13	7.00	6.23	6.83	7.14	6.65	7.14	6.87	7.01	6.99	6.55
Collaboration with the private sector	6.12	7.12	6.90	6.32	6.74	7.07	6.64	7.00	6.77	6.95	6.92	6.35
Straightforwardness and honesty	6.23	7.46	7.22	6.21	7.06	7.28	6.74	7.42	7.15	7.07	7.14	7.02
Treating clients and stakeholders in Kenya with respect	6.29	7.47	7.25	6.25	7.14	7.16	6.83	7.39	7.13	7.17	7.16	7.07
Being a long-term partner	6.58	7.73	7.50	6.51	7.34	7.54	7.02	7.71	7.46	7.27	7.41	7.32
To what extent does the World Bank Group's work help to achieve development results in Kenya?	6.79	7.60	7.40	7.23	7.25	7.69	7.28	7.46	7.42	7.30	7.45	6.98
To what extent does the World Bank Group influence the development agenda in Kenya?	6.74	7.47	7.28	7.18	7.11	7.68	7.17	7.35	7.29	7.24	7.34	6.90
The World Bank Group's financial instruments meet the needs of Kenya	6.72	7.22	7.18	6.18	6.91	7.47	6.78	7.32	6.99	7.25	7.13	6.81
The World Bank Group meets Kenya's needs for knowledge services	6.05	7.16	6.89	6.28	6.80	6.91	6.71	6.93	6.97	6.56	6.84	6.78
The World Bank Group's knowledge work and activities are adaptable to Kenya's specific development challenges and country circumstances	6.11	7.07	6.87	6.46	6.72	7.08	6.68	6.94	6.83	6.82	6.89	6.46
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.92	7.63	7.47	6.95	7.29	7.73	7.28	7.53	7.41	7.45	7.50	7.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.93	7.70	7.57	6.83	7.40	7.70	7.41	7.55	7.45	7.57	7.55	7.18
The World Bank Group takes decisions quickly in Kenya	5.89	7.07	6.84	6.08	6.67	7.00	6.47	7.00	6.78	6.74	6.83	6.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.10	7.30	7.06	6.49	7.04	6.91	6.63	7.30	7.07	6.87	7.03	6.83

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Kenya FY19 COS Questionnaire



World Bank Group Country Survey FY 2019 – Kenya

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

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 KENYA

A1. When you think about the future in Kenya, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

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

A3. Listed below are a number of development priorities in Kenya. Please identify which of the following you consider the most important development priorities in Kenya. (Choose no more than THREE)			
1	Education	13	Economic growth
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14	Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)
3	Food security	15	Climate change (e.g., mitigation, adaptation)
4	Social protection (e.g., pensions, targeted social assistance, cash transfers)	16	Transport (e.g., roads, airports, bridges, maritime)
5	Gender equity (closing the gap between women and men, and boys and girls)	17	Agriculture and rural development
6	Private sector development	18	Trade competitiveness and exports
7	Urban development	19	Poverty reduction
8	Energy	20	Anti-corruption
9	Water and sanitation	21	Disaster risk management
10	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
11	Health	23	Information and communications technology
12	Financial markets		

SECTION A: GENERAL ISSUES

A4. Poverty reduction is a broad term that encompasses work in many different areas.

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

1	Equality of opportunity (i.e., social inclusion)	12	Job creation/employment
2	Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)	13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Social protection (e.g., pensions, targeted social assistance, cash transfers)	14	Gender equity (closing the gap between women and men, and boys and girls)
4	Trade competitiveness and exports	15	Private sector development
5	Climate change (e.g., mitigation, adaptation)	16	Education
6	Transport (e.g., roads, airports, bridges, maritime)	17	Food security
7	Energy	18	Urban development
8	Economic growth	19	Water and sanitation
9	Disaster risk management	20	Anti-corruption
10	Information and communications technology	21	Health
11	Agriculture and rural development	22	Financial markets

A5. When economic and/or social reform efforts fail or are slow to take place in Kenya, which of the following would you attribute this to? (Choose no more than TWO)

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

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/country government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Kenya's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A7. Please describe the direction Kenya is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Kenya's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Kenya? (Choose no more than TWO)

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

A9. When thinking about development efforts in Kenya, do you think that civil society (e.g., NGOs, CBOs) should ... ?

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

A10. To what extent do you trust domestic private sector to engage in public service delivery in Kenya?

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Kenya?									
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 Kenya.										
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 Kenya 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 Kenya, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kenya? (Choose no more than THREE)				
1	Private sector development		13	Trade competitiveness and exports
2	Education		14	Anti-corruption
3	Health		15	Information and communications technology
4	Financial markets		16	Poverty reduction
5	Social protection (e.g., pensions, targeted social assistance, cash transfers)		17	Transport (e.g., roads, airports, bridges, maritime)
6	Gender equity (closing the gap between women and men, and boys and girls)		18	Agriculture and rural development
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		19	Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)
8	Energy		20	Economic growth
9	Water and sanitation		21	Disaster risk management
10	Job creation/employment		22	Equality of opportunity (i.e., social inclusion)
11	Food security		23	Climate change (e.g., mitigation, adaptation)
12	Urban development			

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 Kenya?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kenya? (Choose no more than TWO)	
1	Not sufficiently focused on sustainable results
2	Inadequate World Bank Group's staffing in Kenya
3	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
4	Not adequately flexible
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not collaborating enough with private sector
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Kenya
10	Too influenced by developed countries
11	World Bank Group's processes too slow and complex
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Other (please specify): _____
16	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Kenya? (Select only ONE response)

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

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

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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

1	Youth/university groups	7	Parliament
2	Private sector	8	Foundations
3	Local government	9	Media
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Kenya	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 Kenya	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Kenya, 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	
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	Helping to bring discipline/effective supervision to implementation of investment projects	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	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Kenya with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kenya? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance, cash transfers)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public procurement and contracts delivery, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, airports, bridges, maritime)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade competitiveness and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Natural resource management (Renewable: water, forests, etc.; Non-renewable: petroleum, natural gas, metals, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C2. To what extent does the World Bank Group's work help to achieve development results in Kenya?

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

C3. To what extent does the World Bank Group influence the development agenda in Kenya?

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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

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

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

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

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

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

In Kenya, 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 source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Kenya's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. 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	

D10. 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
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 Environmental and Social Framework 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 Kenya	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Kenya’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"/>

To what extent does each of the following aspects of the World Bank Group’s delivery work contribute to solving Kenya’s development challenges?													
		To no degree at all										To a very significant degree	Don't know
E10	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	Implementation (executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

E14. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Kenya?										
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

E15. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Kenya? (Choose no more than TWO)	
1	Public services
2	Macro issues (fiscal accounts, balance of payments, etc.)
3	Jobs
4	Supporting poor and marginalized local communities
5	Education
6	Health
7	Business development
8	Infrastructure
9	Social cohesion
10	Other (please specify): _____
11	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN KENYA

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

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

F2. When considering the combination of services that the World Bank Group offers in Kenya, 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 Kenya? (Select only ONE response)

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Kenya?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Kenya? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

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

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

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 (IBRD/IDA, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

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

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Kenya? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Nairobi County
2	Coastal and Eastern County
3	Central Region County
4	Arid and semi-arid county
5	North and Central Rift Valley County
6	Western and Nyanza County
7	Other (please specify): _____

Thank you for completing the survey!