

# FY 2019 Democratic Republic of Congo

## Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



October 2019



## Acknowledgements

The Democratic Republic of Congo (DRC) Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, 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 the DRC country team and the independent fielding agency TARGET SARL. In particular, PORG is grateful for the support from Olga Kadima (Operations Officer) and Louise Mekonda Engulu (Senior Communications Officer) who coordinated the survey related activities from Kinshasa, DRC.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## THE DRC





## I. Objectives

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

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

## II. Methodology

From May to June 2019, 500 stakeholders of the WBG in the DRC were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral 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 478 stakeholders participated in the survey (96% response rate). Respondents received the questionnaires via courier, mail, email, or from a representative of the fielding agency.

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'16 (response rate was 79%, N=317). 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'16 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 92).

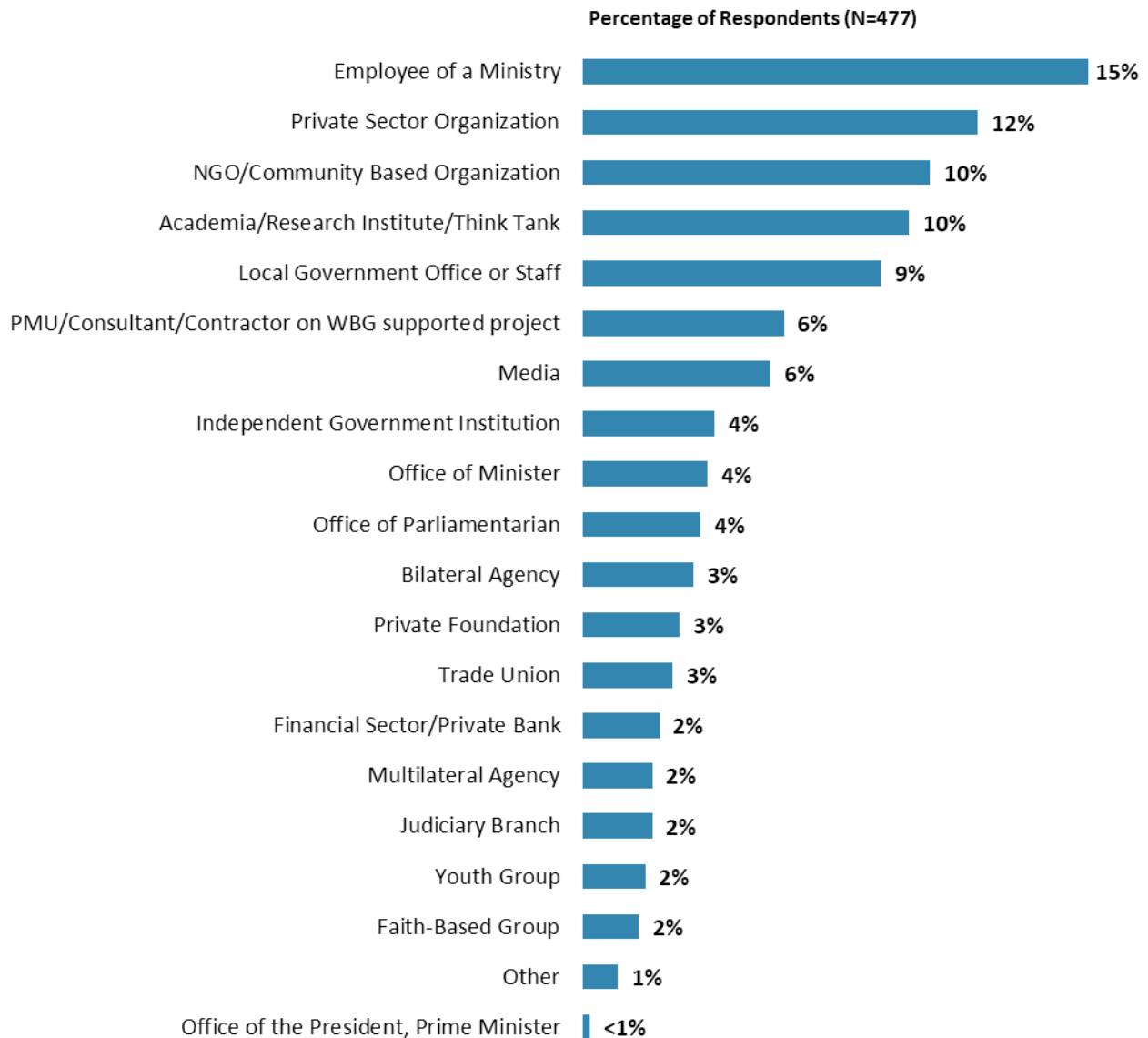
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Affiliation

- For further analyses, some respondent groups were combined<sup>1</sup>.



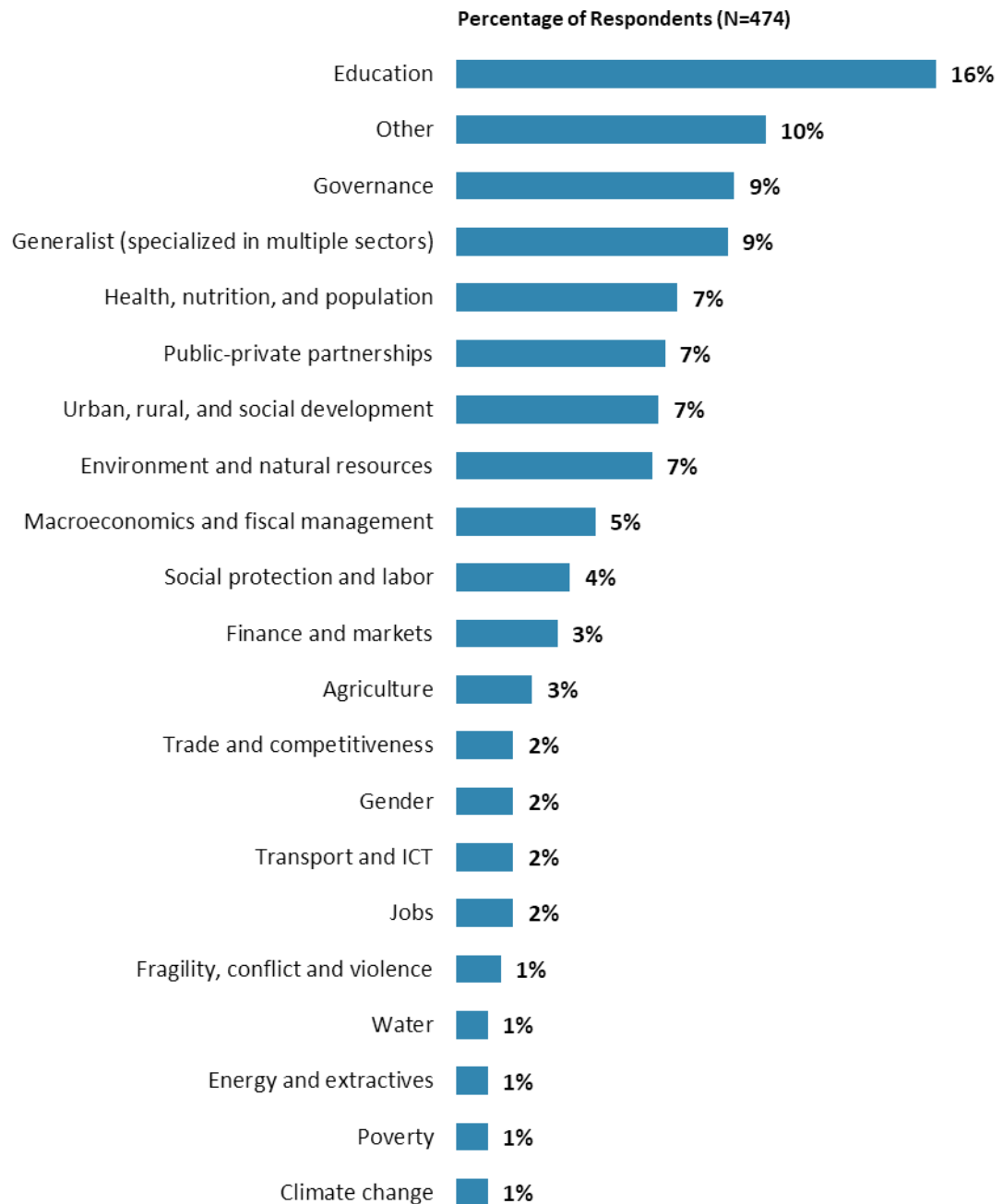
**“Which of the following best describes your current affiliation?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; 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 judiciary branch were included in the “Other” category.



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



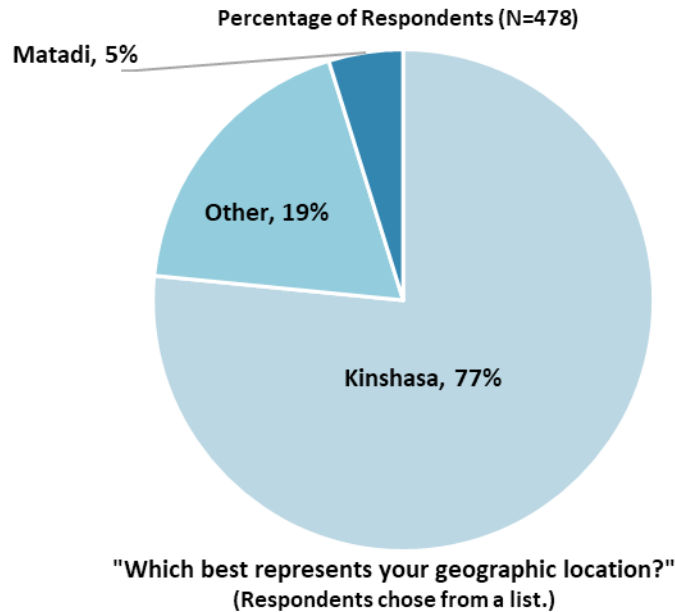
**"Please identify the primary specialization of your work."  
(Respondents chose from a list.)**



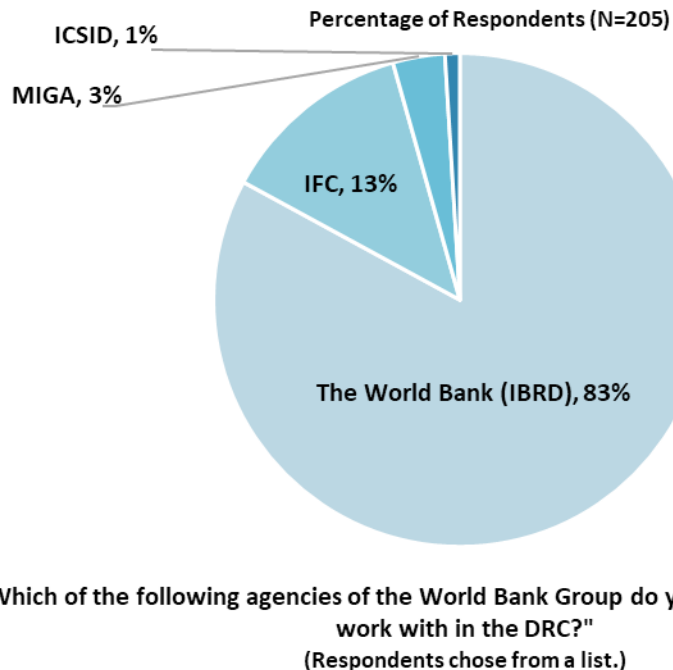
### III. Demographics of the Sample (continued)

#### Geographic Locations

- For further analyses, the small number of respondents from Matadi and other areas were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 81).



#### Exposure to Agencies within the World Bank Group

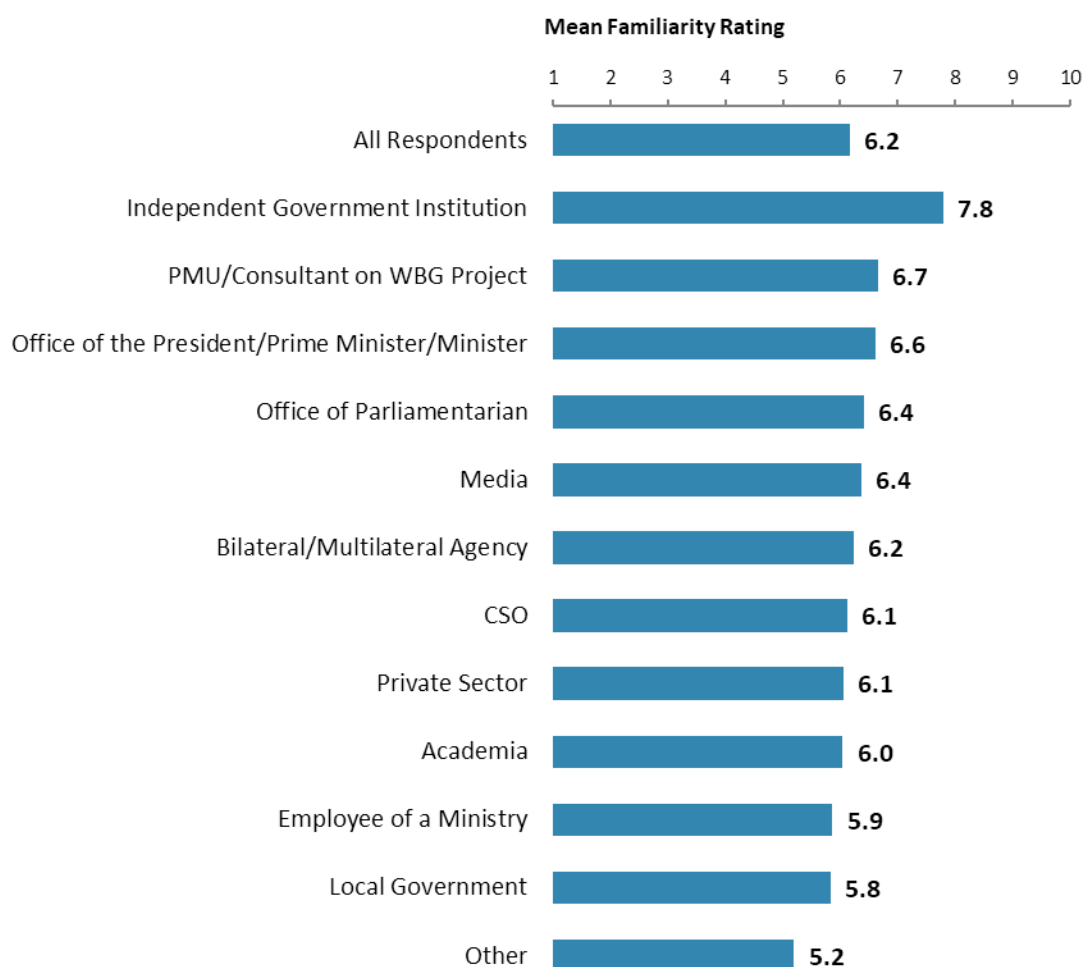




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey were significantly more familiar with the WBG than respondents in the previous FY'16 Country Survey (mean familiarity rating in FY'19 = 6.2; mean familiarity rating in FY'16 = 5.5).<sup>2</sup>
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in the DRC, with their agreement that the WBG plays a relevant role in development in the DRC, and with their ratings of the extent to which the WBG's work helps to achieve development results in the DRC.



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

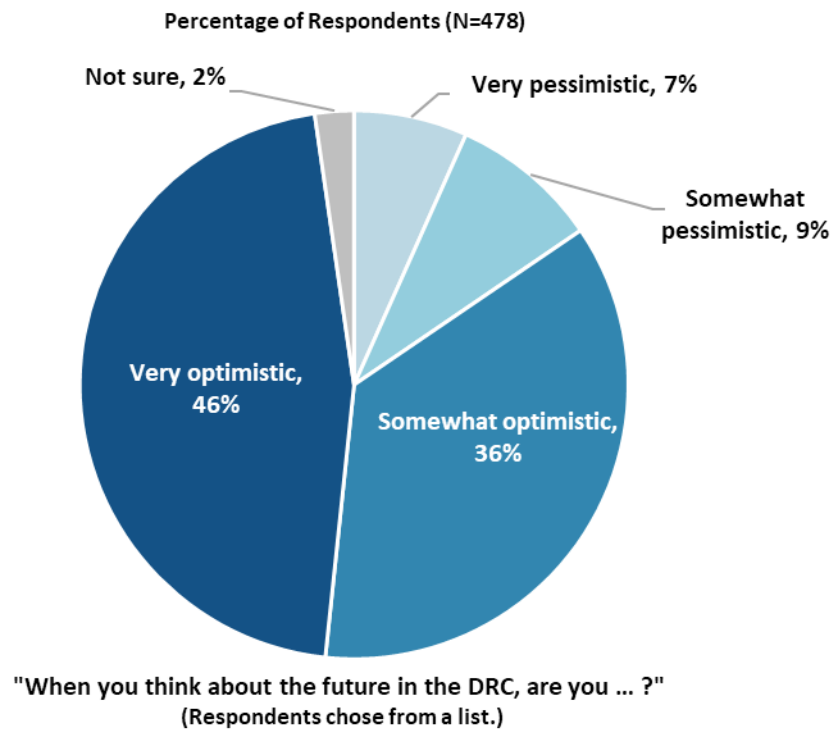
<sup>2</sup> Please refer to Appendix E (page 92) for more details on data comparisons across years. The means in the chart were calculated based on un-weighted data.



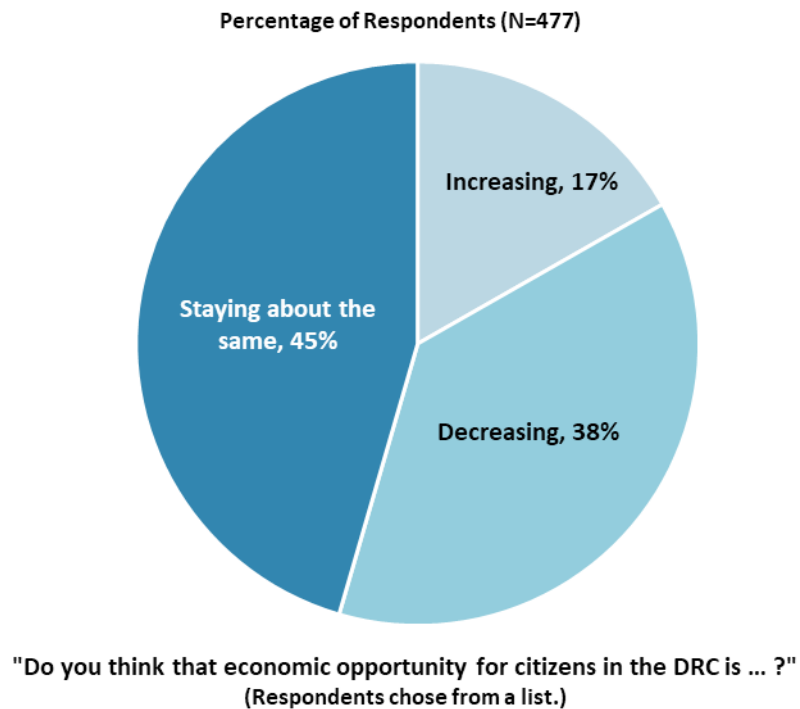


## IV. General Issues Facing the DRC

### Optimism for the Future of the DRC



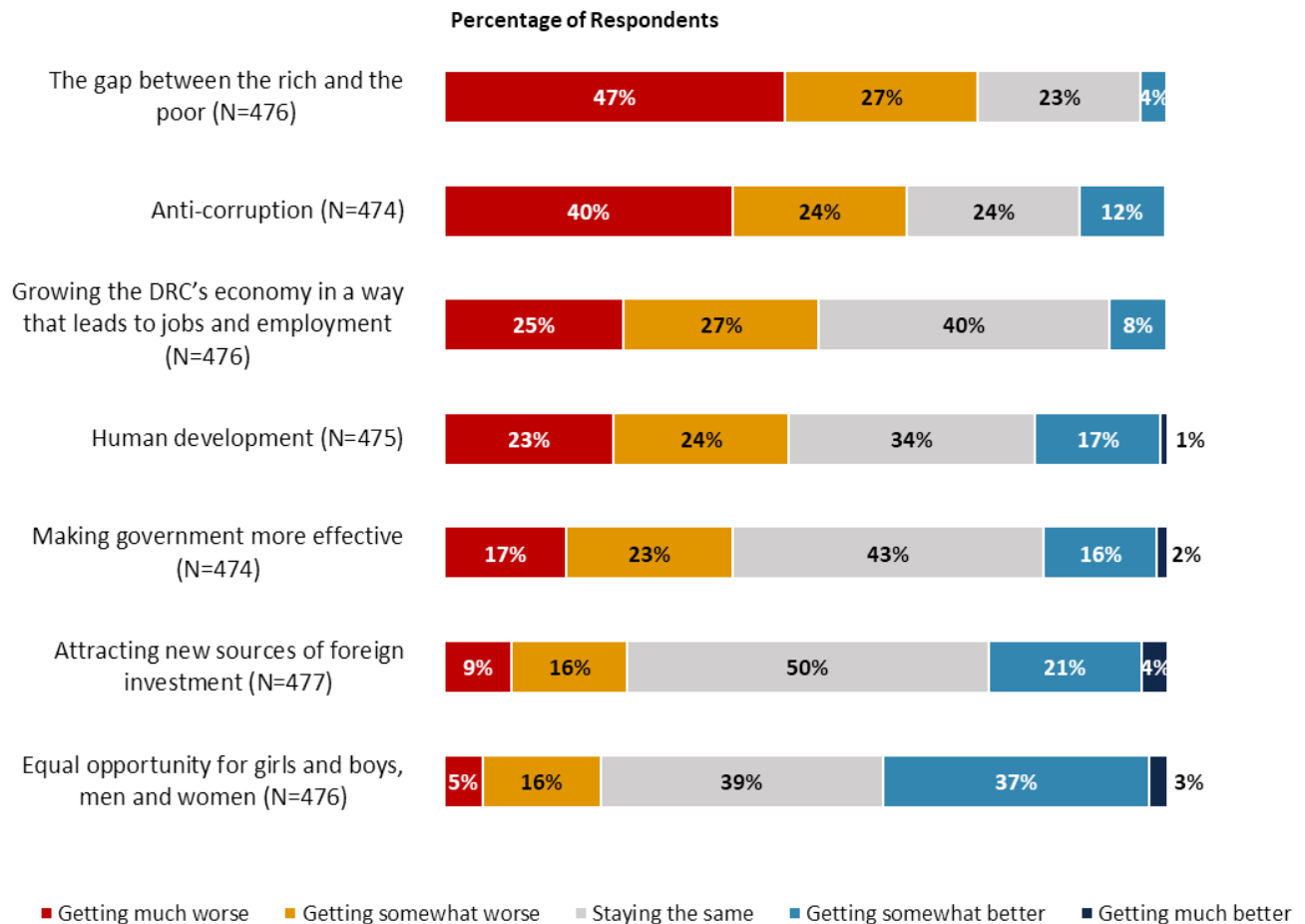
### Perceptions of Economic Opportunity





## IV. General Issues Facing the DRC (continued)

### Perceptions of Improvement and Decline in Specific Areas



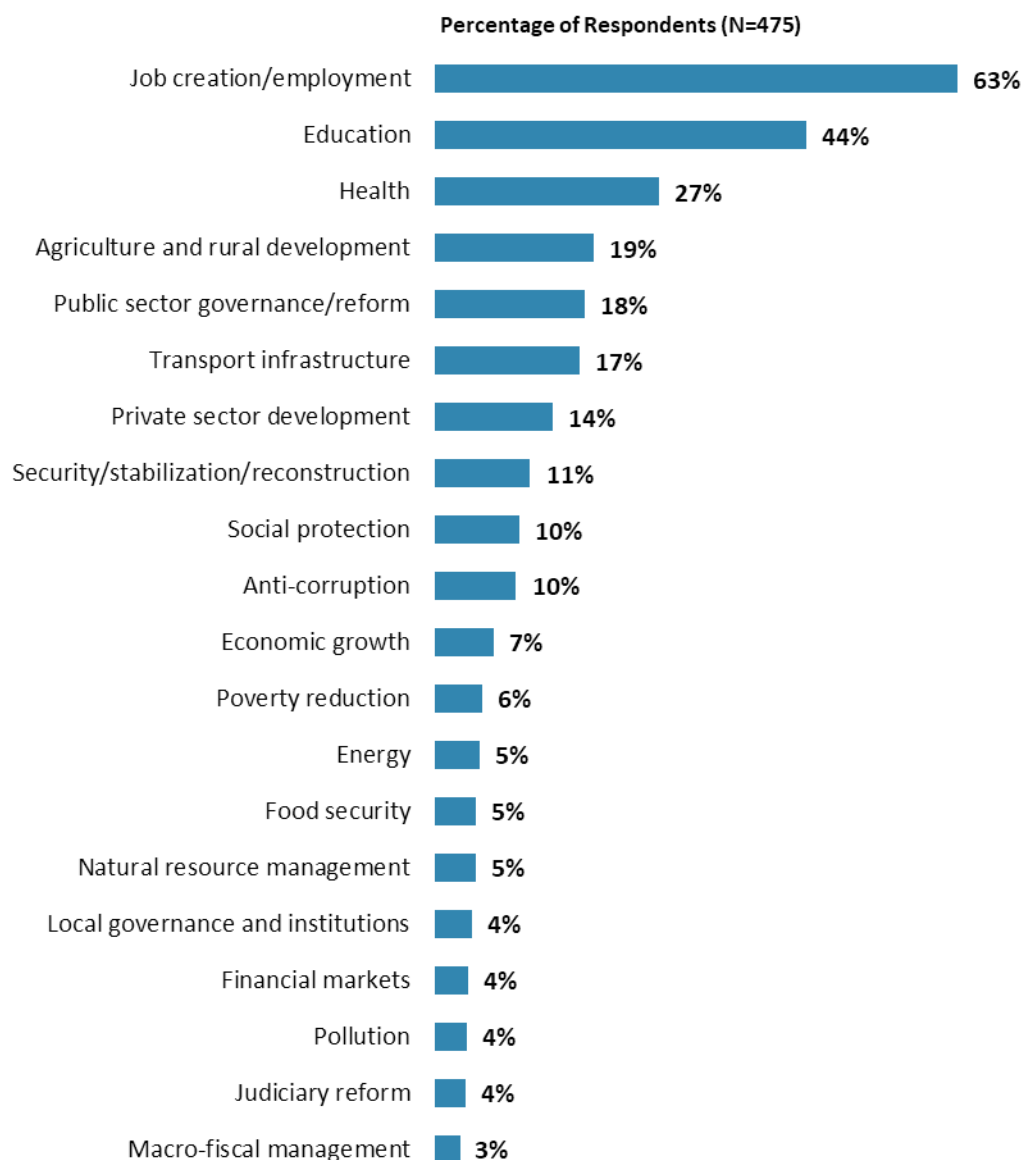
"Please describe the direction the DRC is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing the DRC (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in the DRC were “*education*” (42%), “*job creation/employment*” (29%), “*security/stabilization/reconstruction*” (25%), and “*energy*” (25%). The percentage of respondents who selected “*job creation/employment*” as a top development priority rose by 34% this year compared to FY'16.



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

(Choose no more than THREE)"

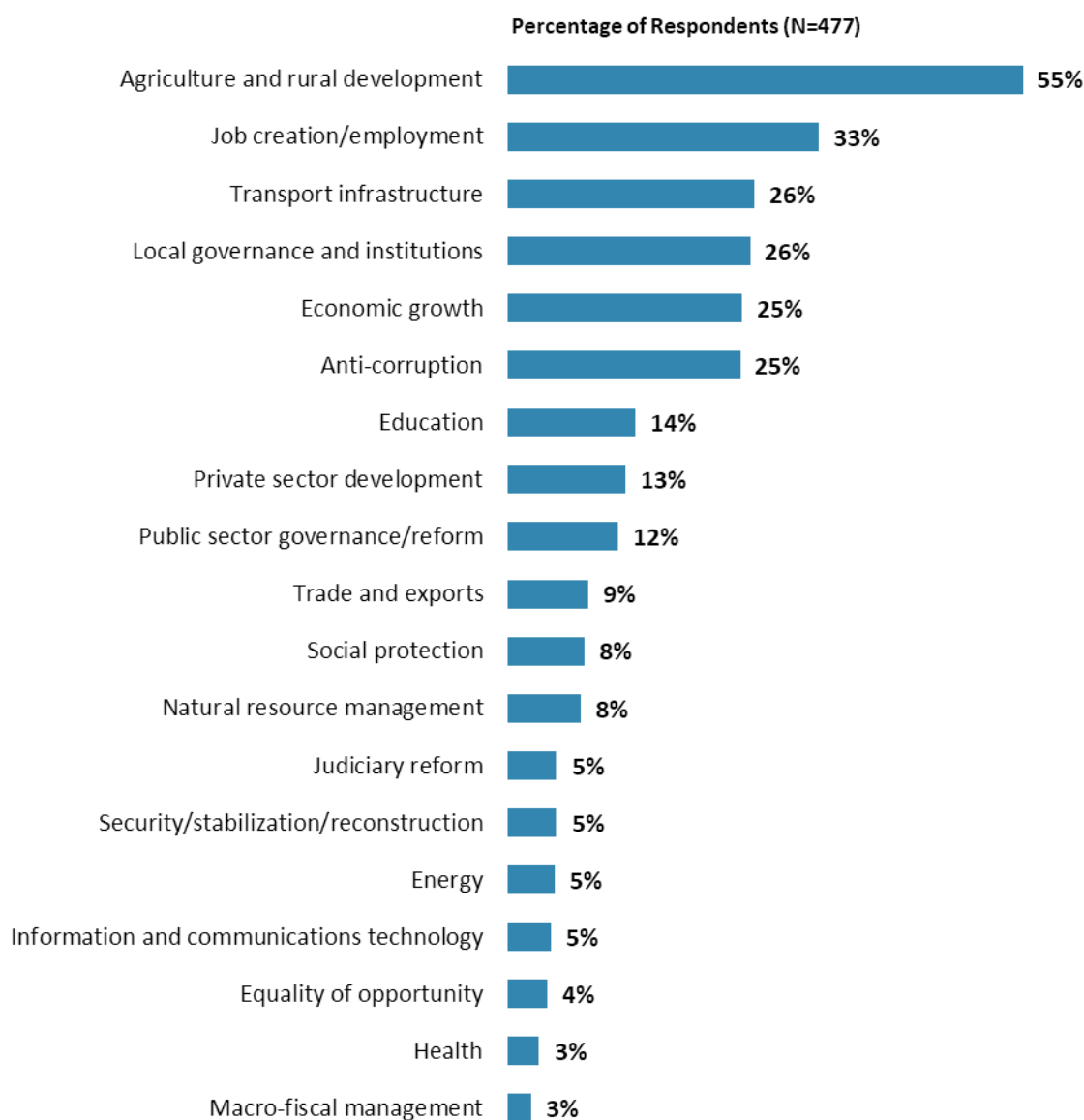
(Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



## IV. General Issues Facing the DRC (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in the DRC were “*education*” (40%), “*job creation/employment*” (29%), “*agricultural development*” (27%), and “*economic growth*” (26%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the DRC?

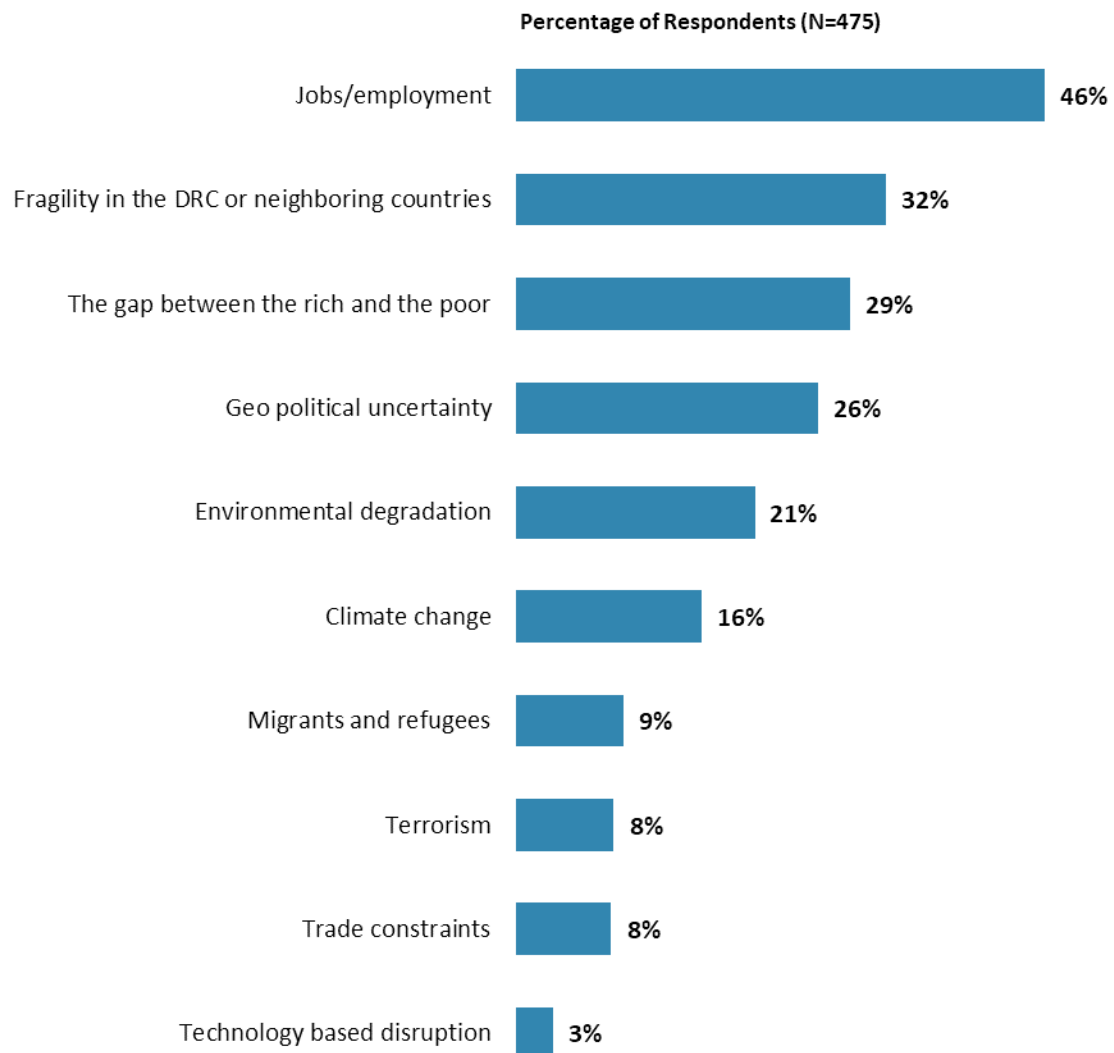
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 19 of 33 response options shown.)



## IV. General Issues Facing the DRC (continued)

### The Impact of Global Challenges on the DRC

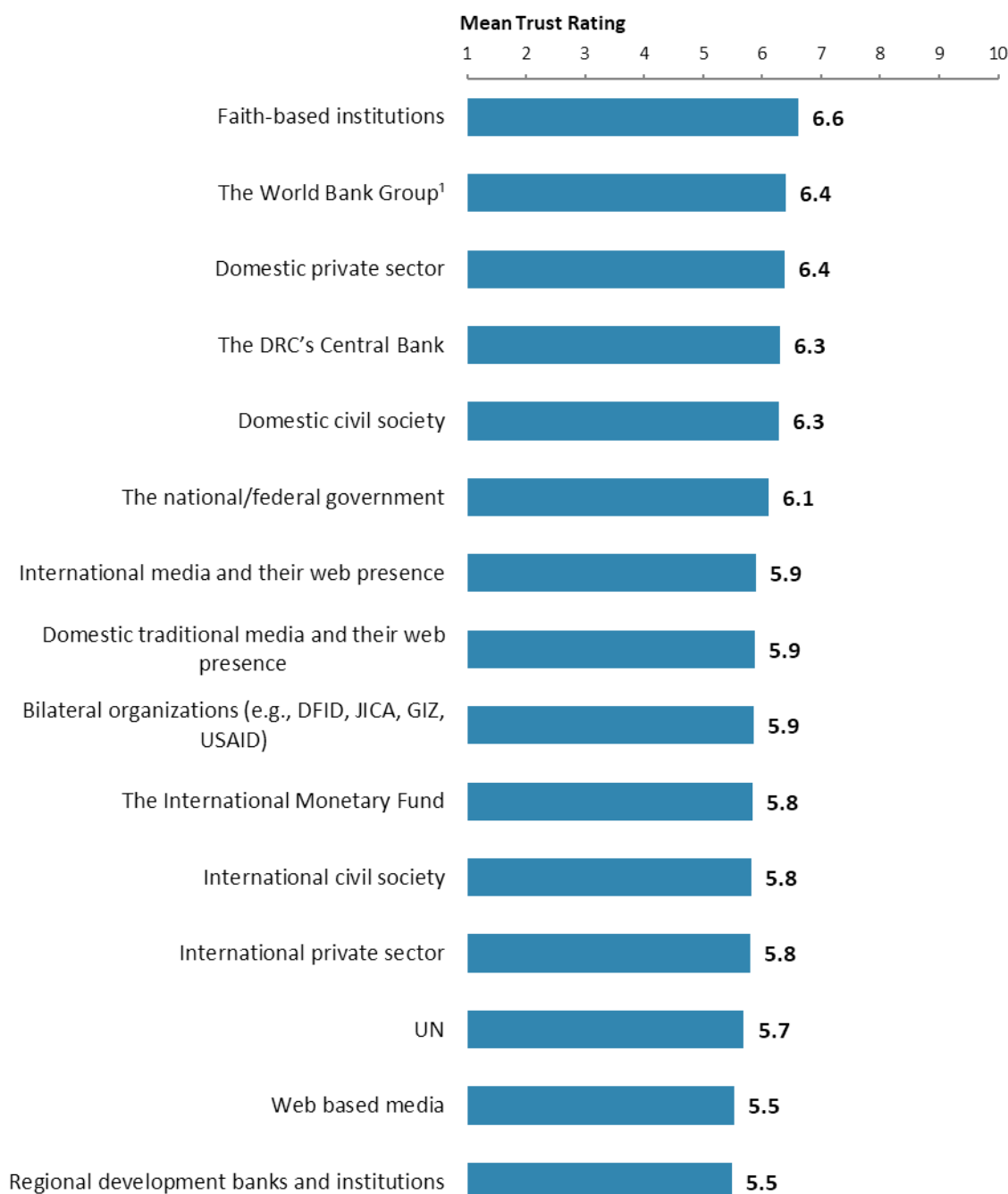


**"Listed below are global challenges. Which do you think have the most serious impact on the DRC?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the DRC (continued)

### Trust in Institutions



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

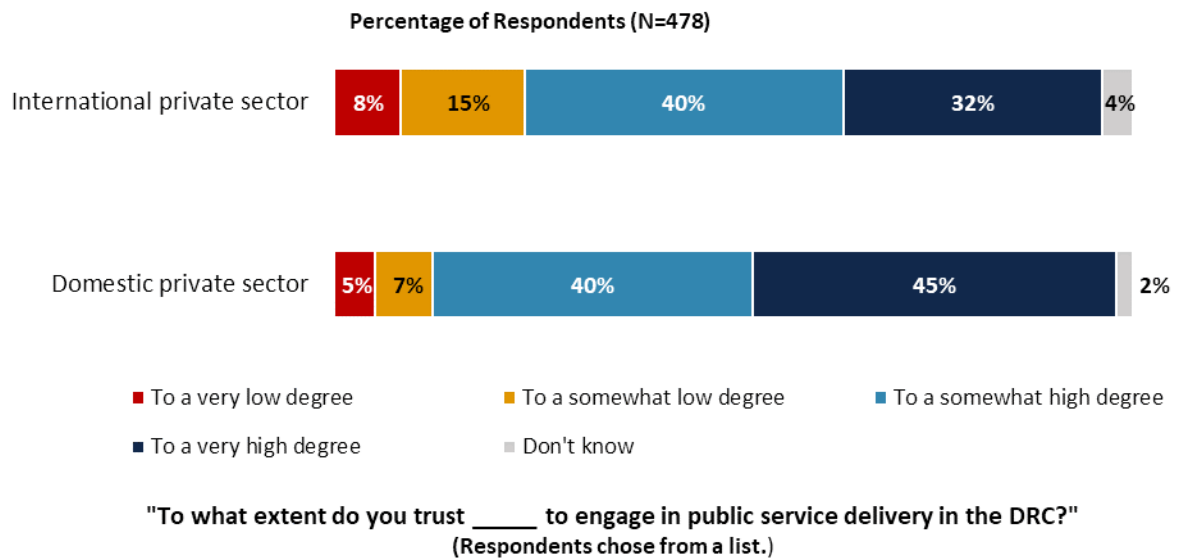
(1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question

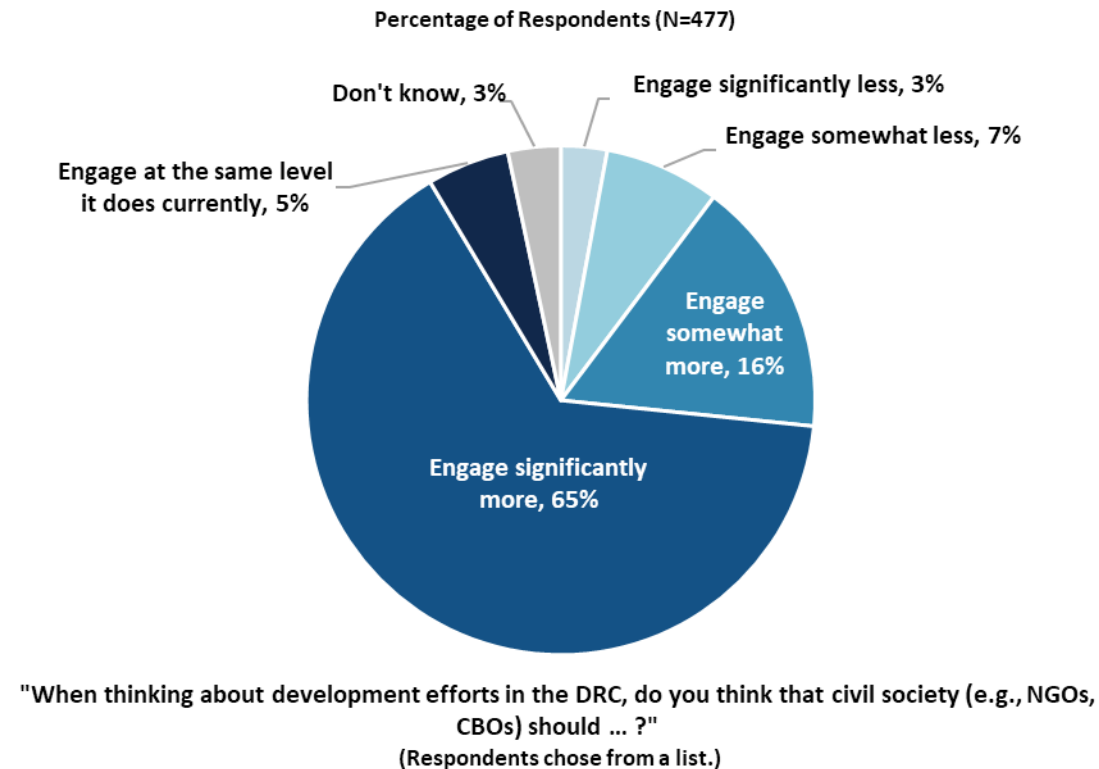


## IV. General Issues Facing the DRC (continued)

### Trust in the Private Sector



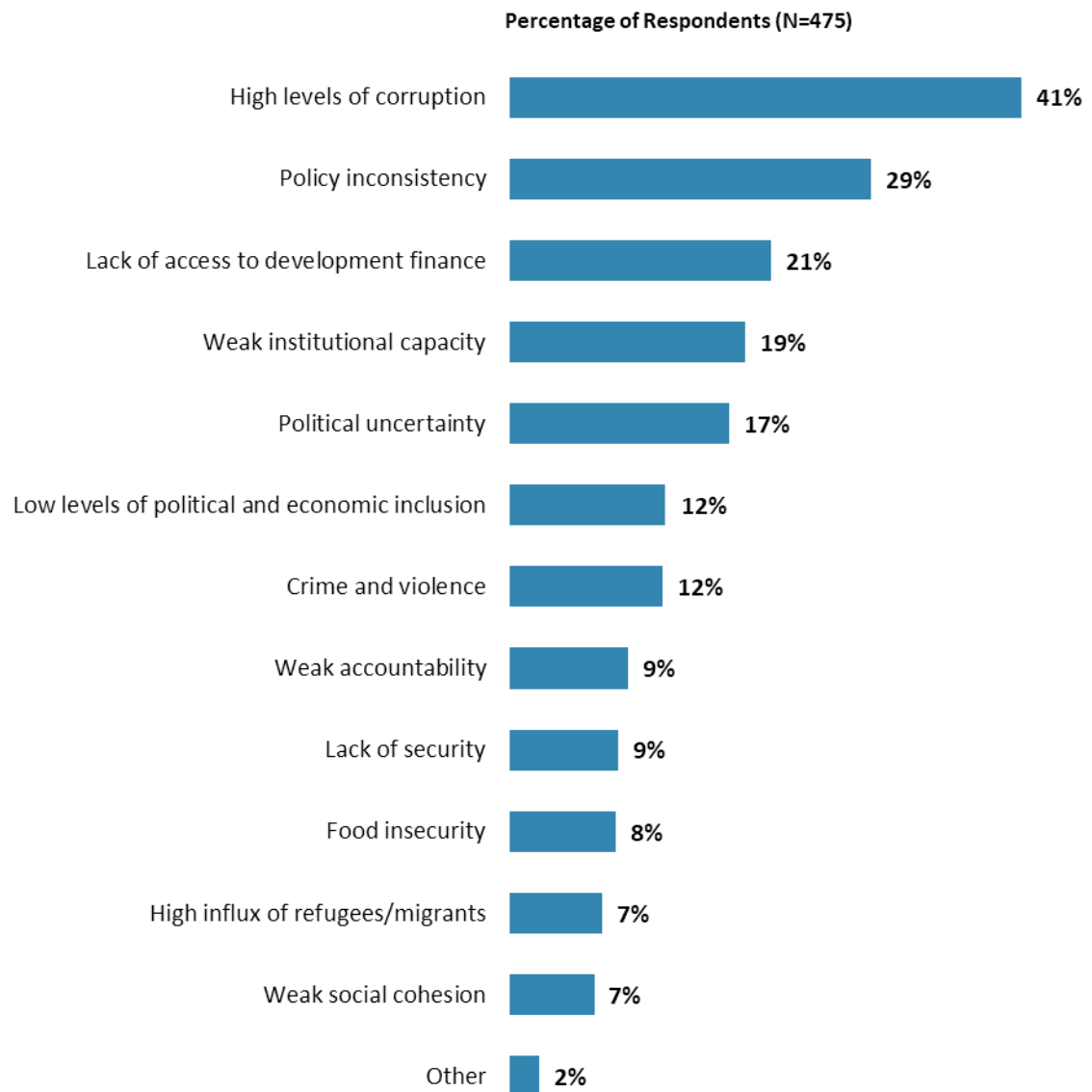
### Civil Society Engagement





## IV. General Issues Facing the DRC (continued)

### The DRC as a Fragile State



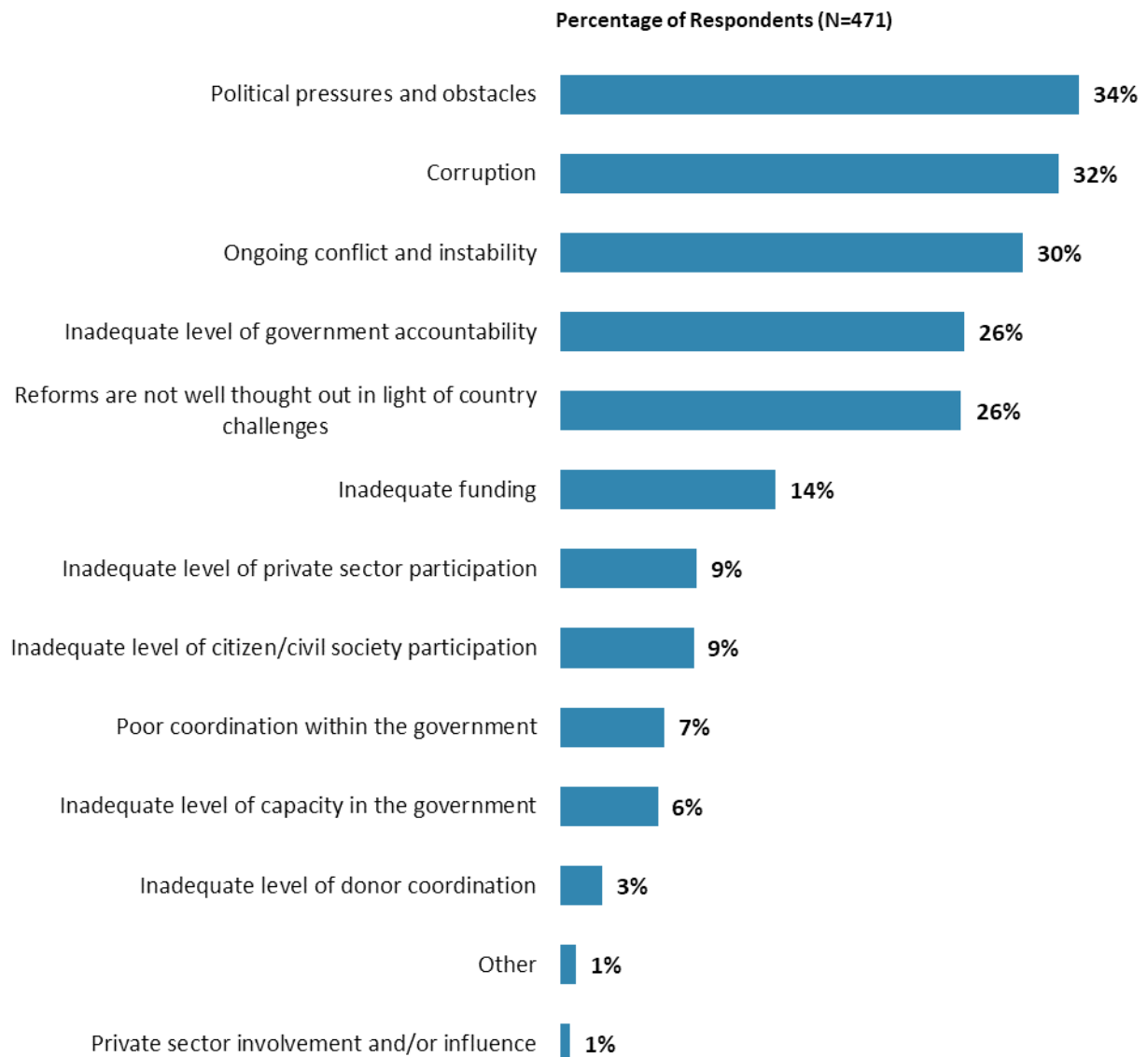
**"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the DRC. (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)





## IV. General Issues Facing the DRC (continued)

### Attributions for Slow/Failed Reform Efforts

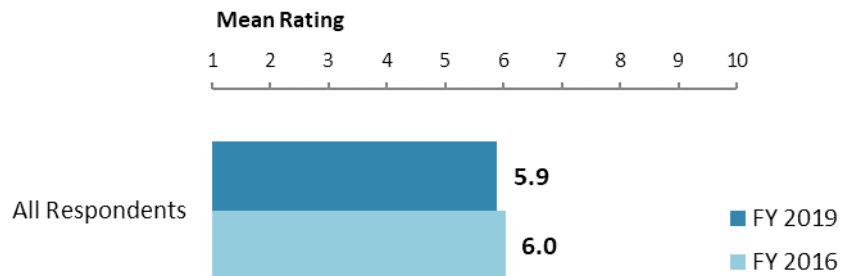


**"When economic and/or social reform efforts fail or are slow to take place in the DRC, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



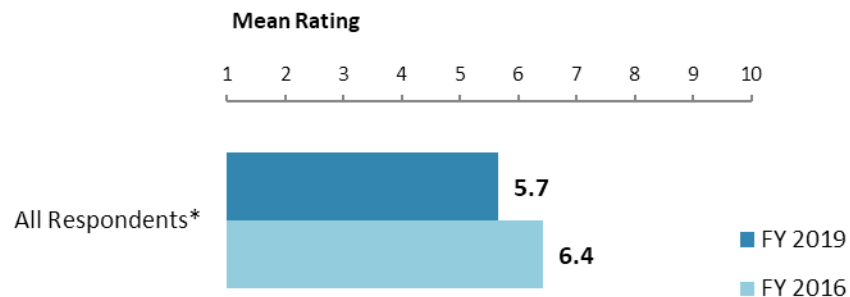
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>3</sup> (*Indicator Question*)



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

### Achieving Development Results (*Indicator Question*)



"To what extent does the World Bank Group's work help to achieve development results in the DRC?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)

### Influence on the DRC's Development Agenda (*Indicator Question*)



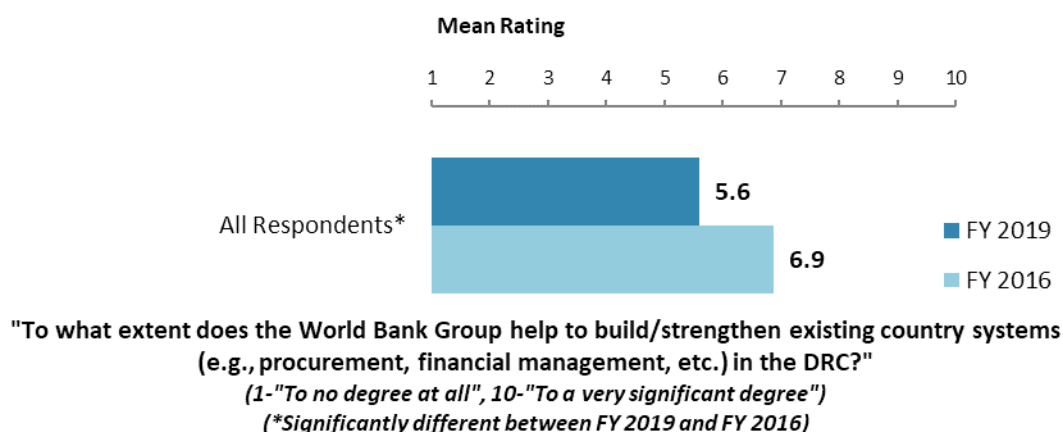
"To what extent does the World Bank Group influence the development agenda in the DRC?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>3</sup> Means in the first two charts on this page were calculated based on weighted data.

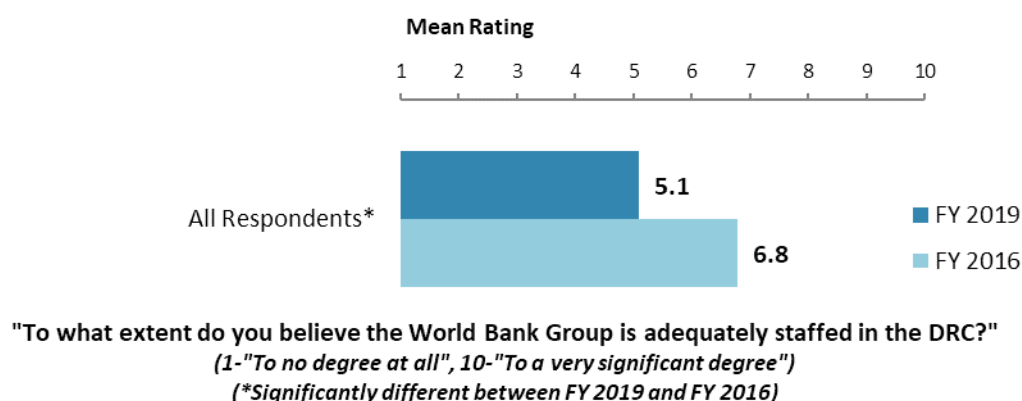


## V. Overall Attitudes toward the World Bank Group (continued)

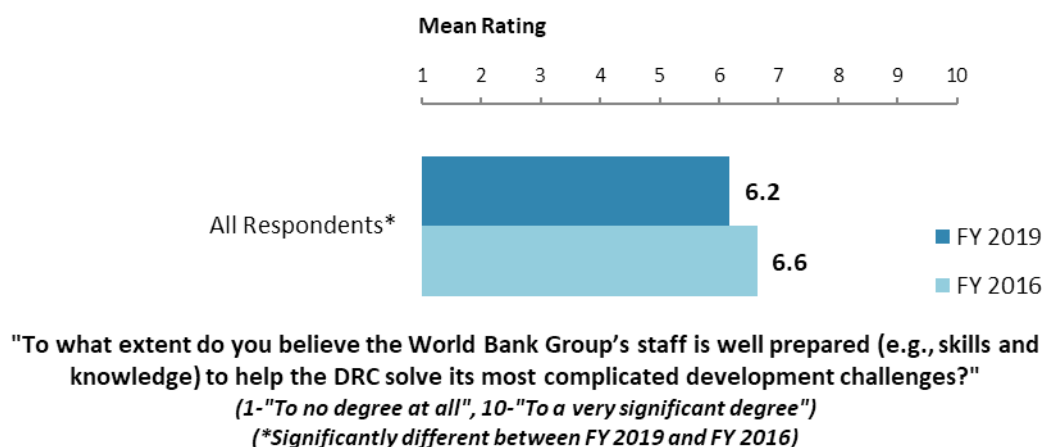
### Building/Strengthening Existing Country Systems<sup>4</sup> (Indicator Question)



### WBG Staffing in the DRC



### WBG Staff Preparedness

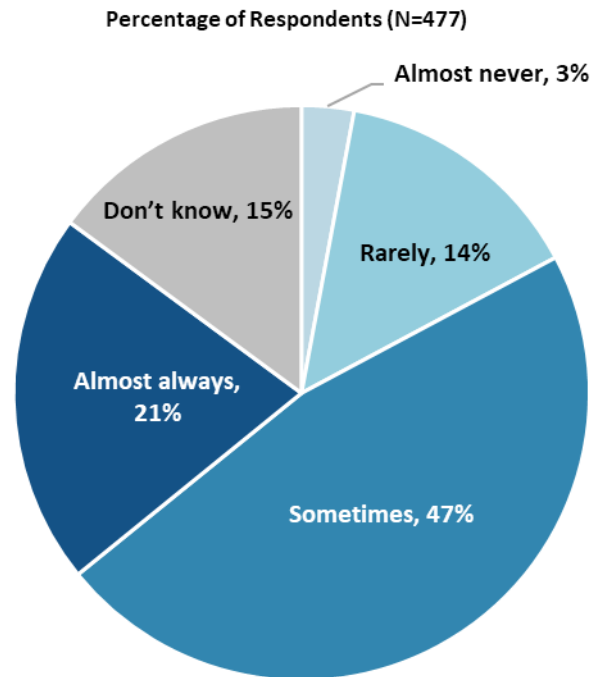


<sup>4</sup> Means in the charts on this page were calculated based on weighted data



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

### The WBG Staff's Skills Mix to Tackle Fragility



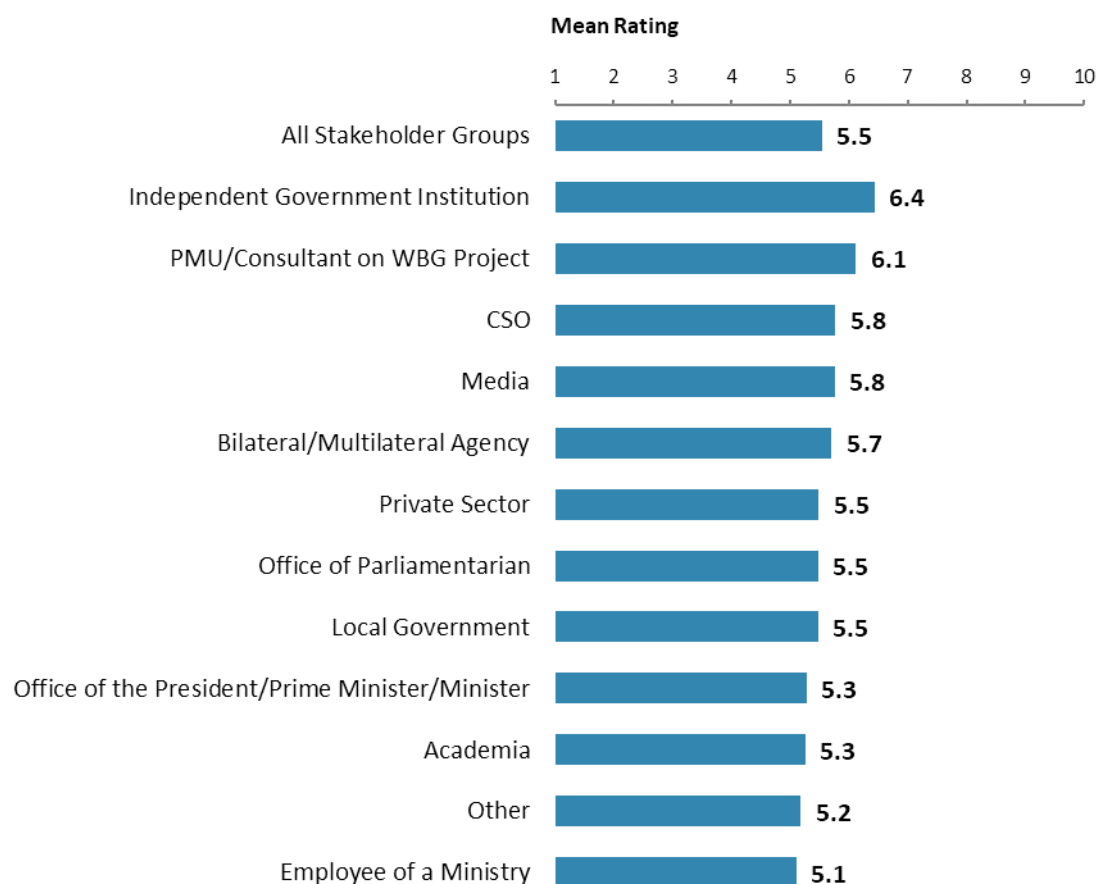
"To what extent does the World Bank Group's team in the DRC have the right skills mix to tackle the challenges of fragility?" (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from independent government institutions had the highest mean ratings for the aggregated responses to the thirty COS indicator questions, whereas employees of ministries had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 68).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 5.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.3). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 98).



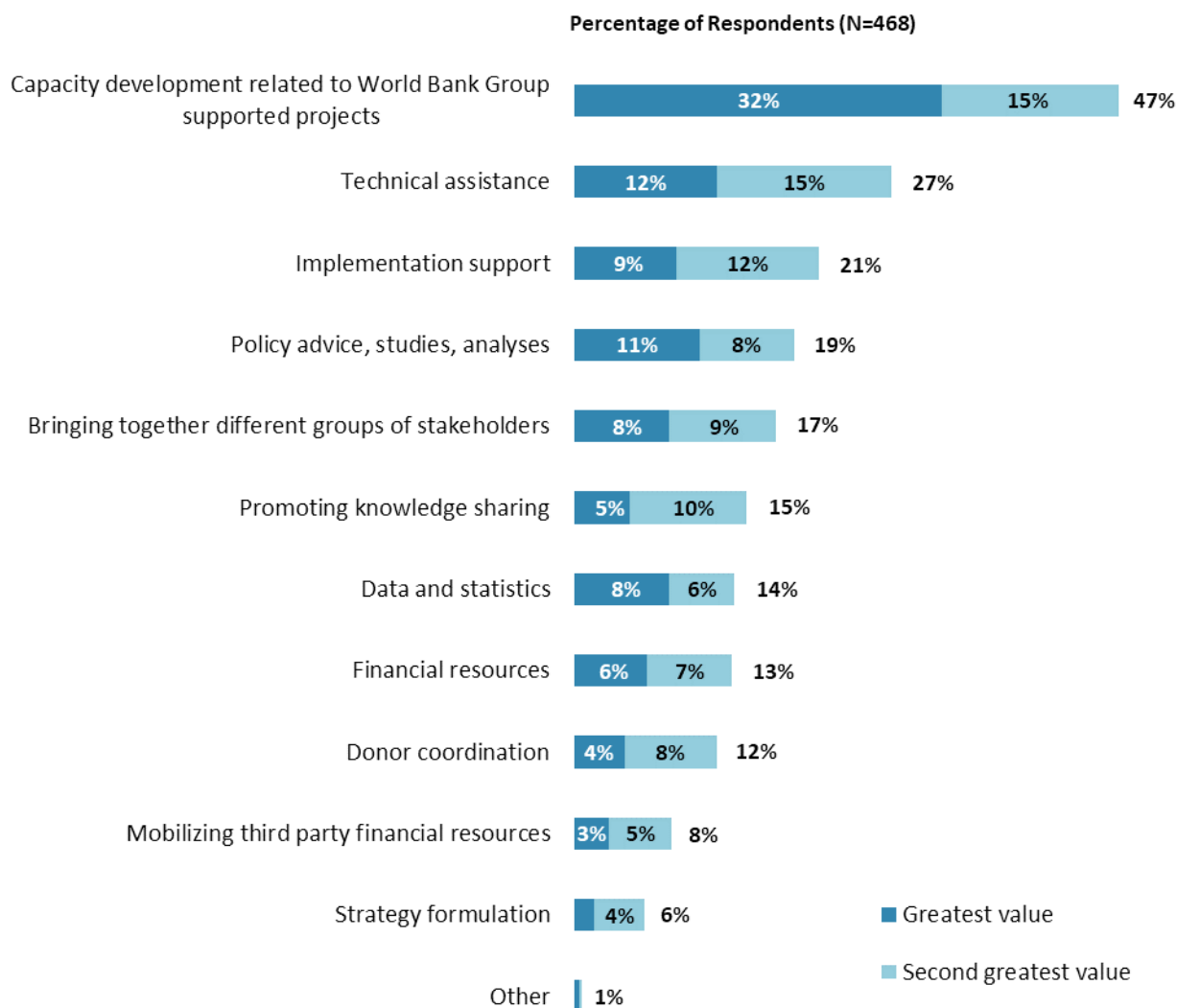
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to the DRC were its "*financial resources*" (40%), "*capacity development*" (31%), and "*help to bring discipline/effective supervision to implementation of investment projects*" (29%).



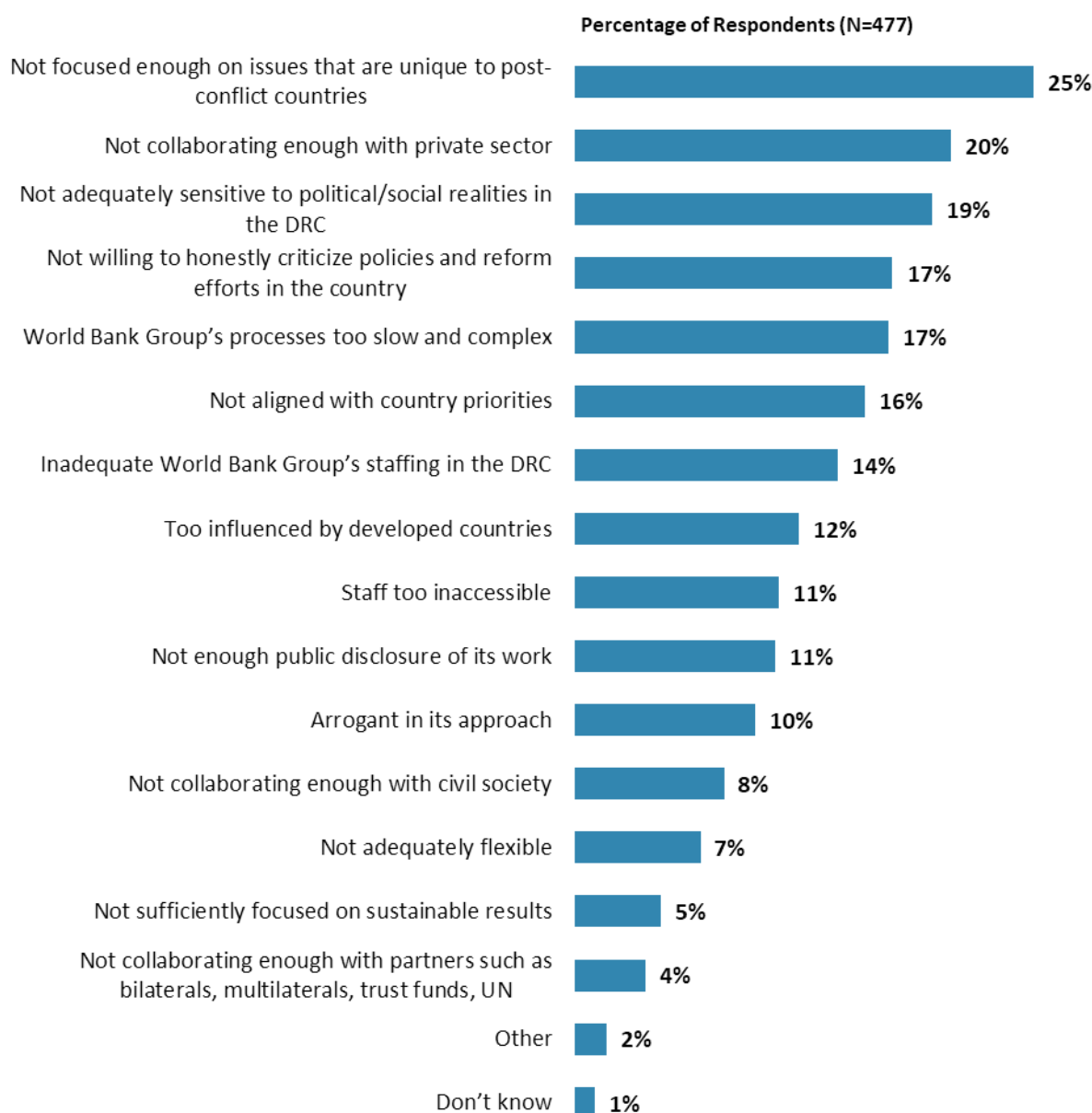
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?"**  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in the DRC were "*too influenced by developed countries*" (38%), "*not aligned with country priorities*" (19%), and "*not adequately sensitive to political/social realities in the DRC*" (17%).

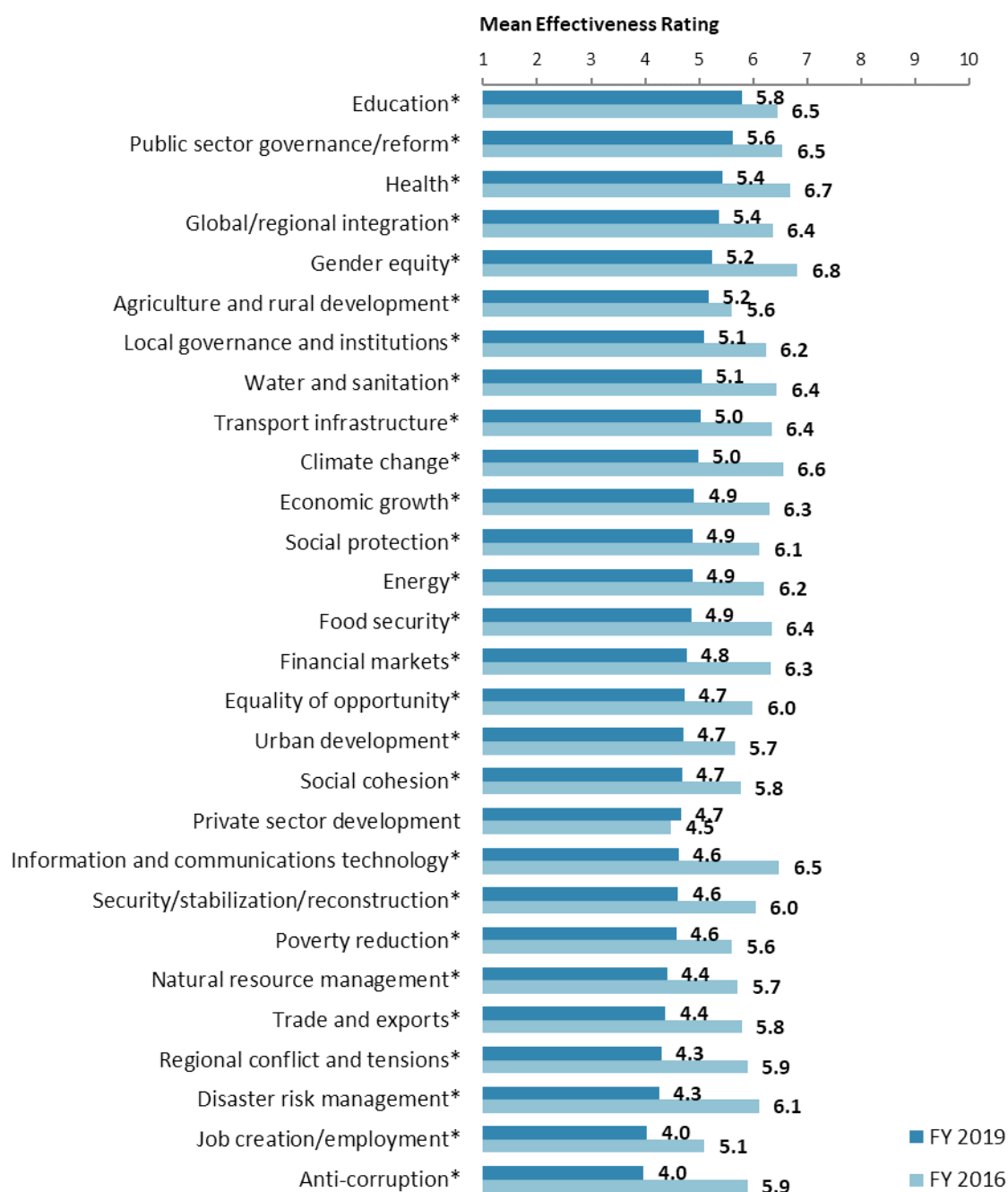


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the DRC?"**

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

**(\*Significantly different between FY 2019 and FY 2016)**

<sup>5</sup> Means in the chart were calculated based on weighted data.





## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



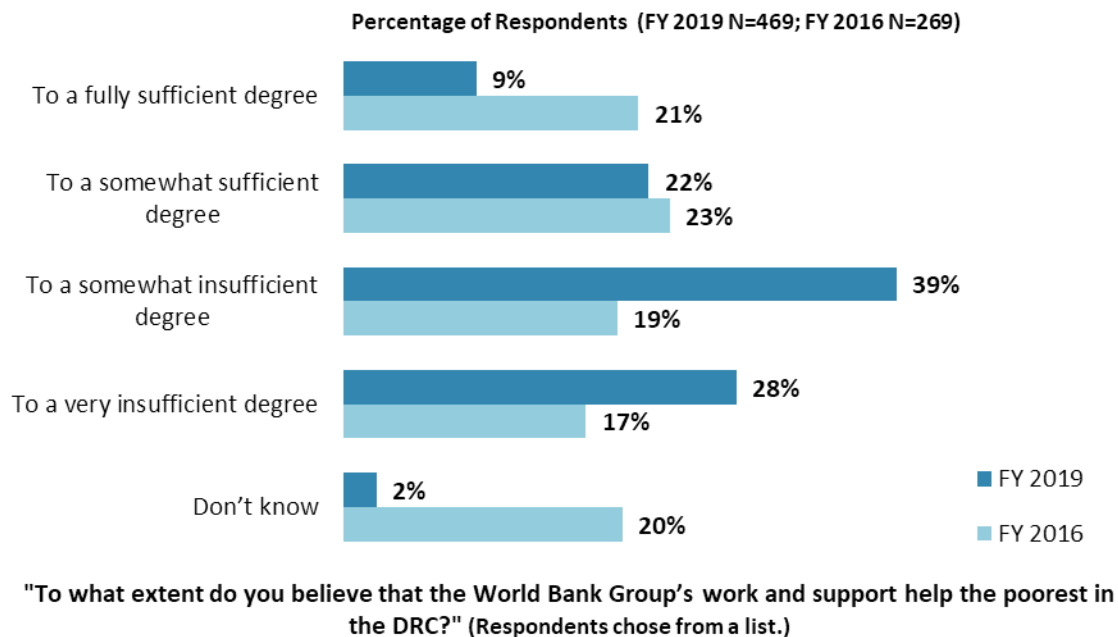
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the DRC?"**  
 (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 49) 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.

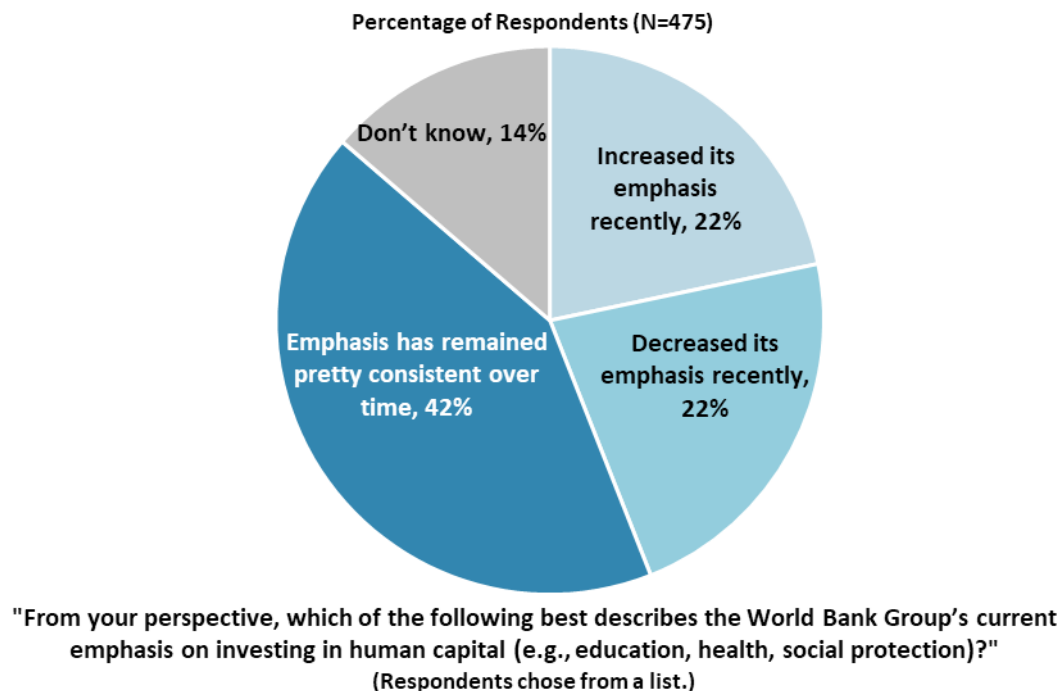


## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>7</sup>



### The WBG's Human Capital Investment

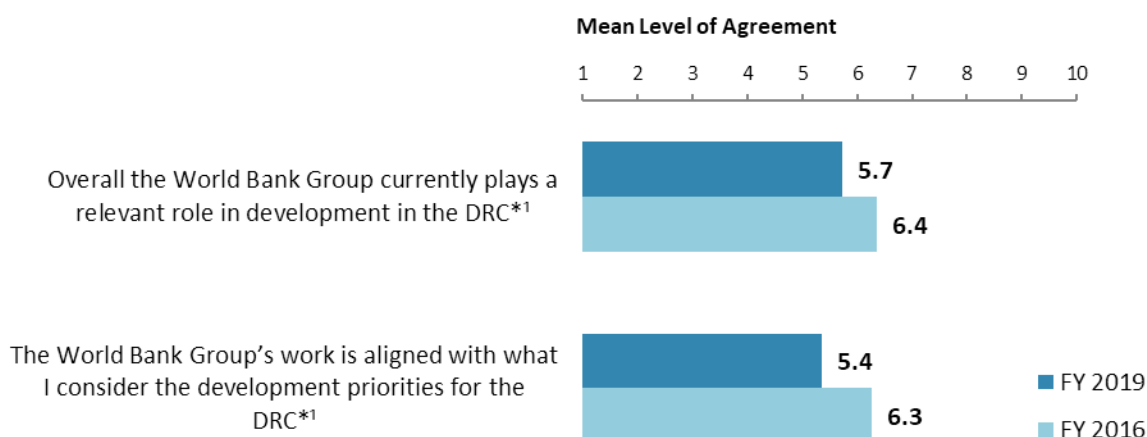


<sup>7</sup> Percentages in the chart were calculated based on weighted data.



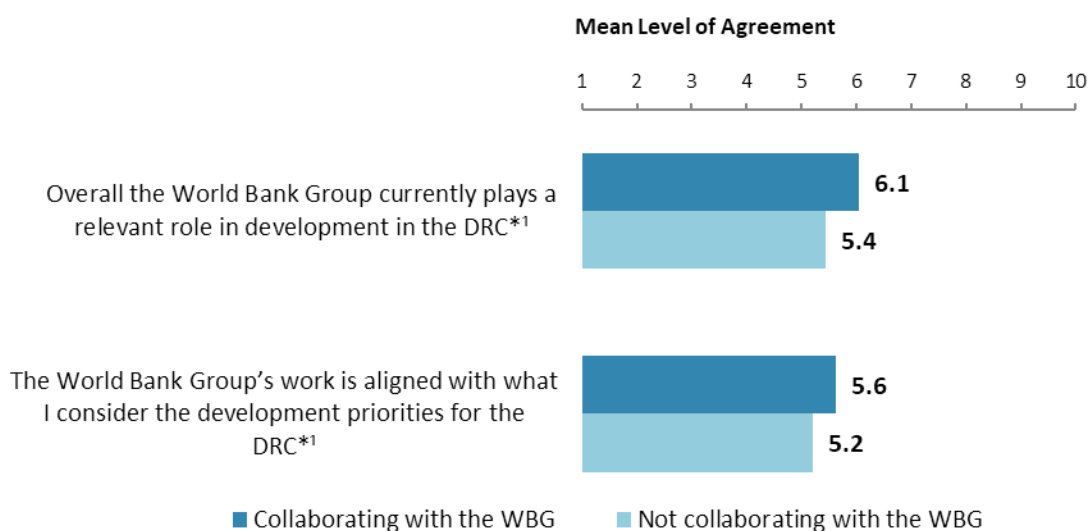
## VII. How the World Bank Group Operates

### The World Bank Group's Work in the DRC: Year Comparison<sup>8</sup>



"To what extent do you agree with the following statements about the World Bank Group's work in the DRC? (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2019 and FY 2016)  
<sup>1</sup>Indicator Question

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



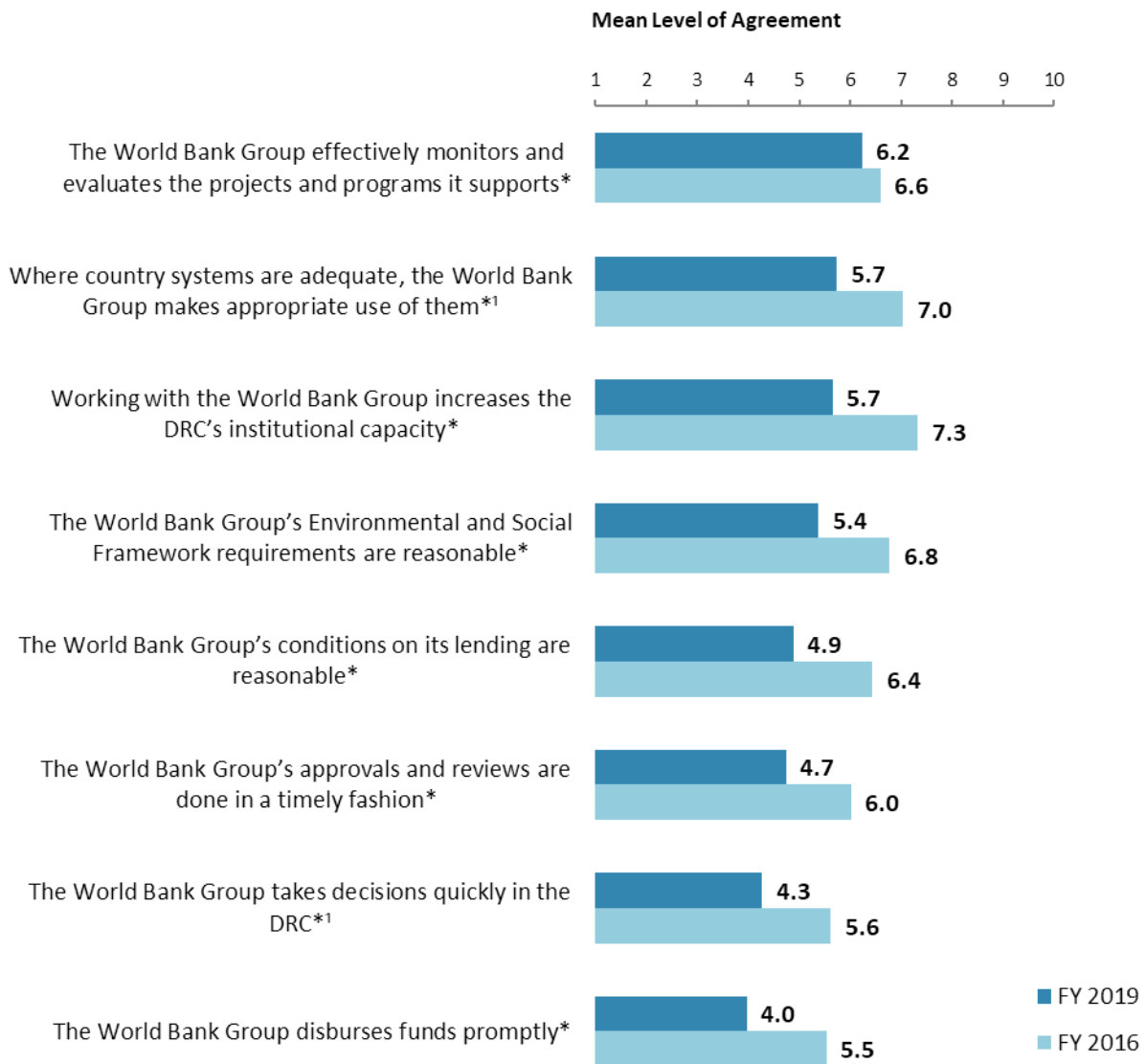
"To what extent do you agree with the following statements about the World Bank Group's work in the DRC?" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators)  
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Year Comparison<sup>9</sup>



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

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

*(\*Significantly different between FY 2019 and FY 2016)*

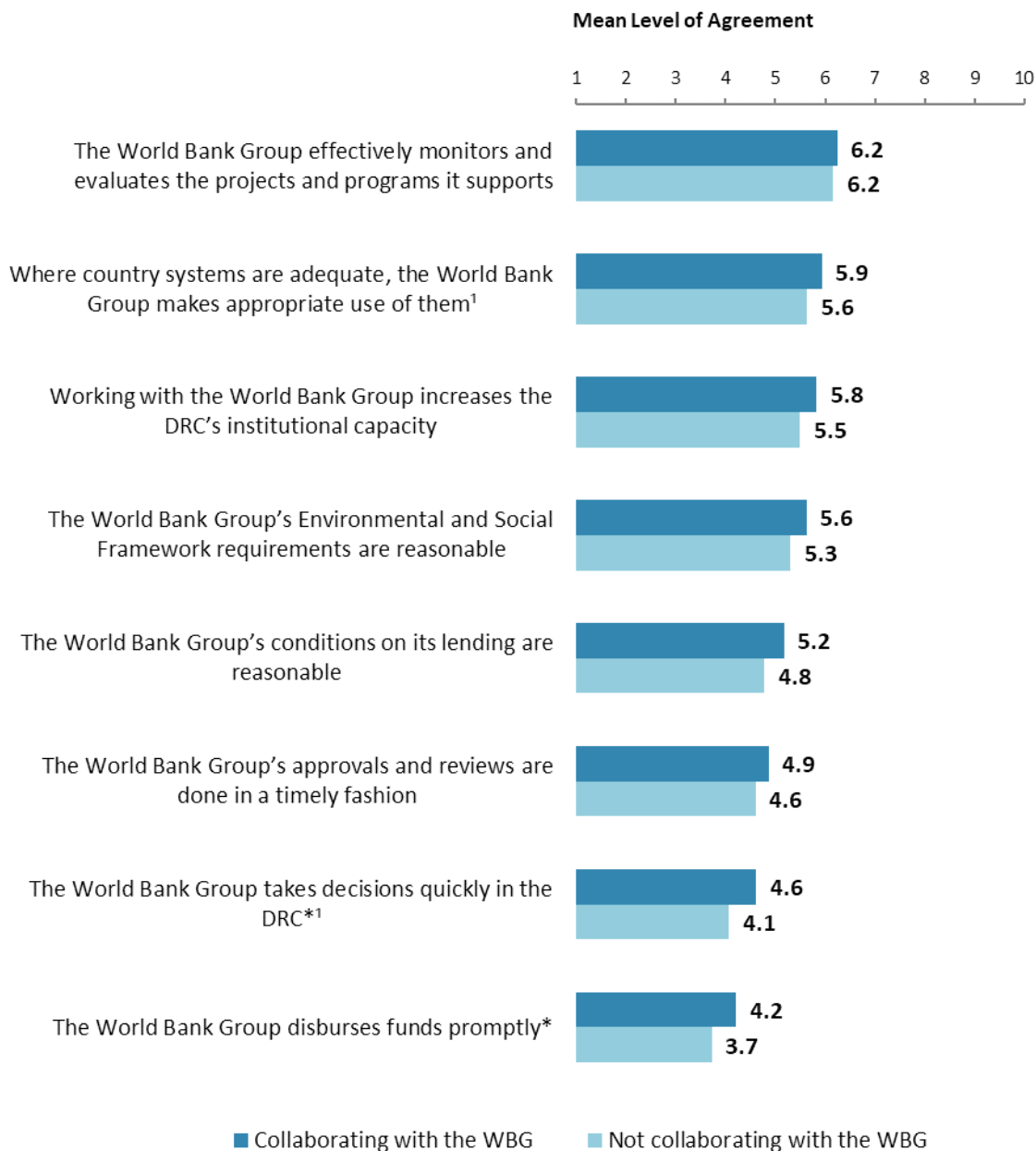
<sup>1</sup>Indicator Question

<sup>9</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Collaboration

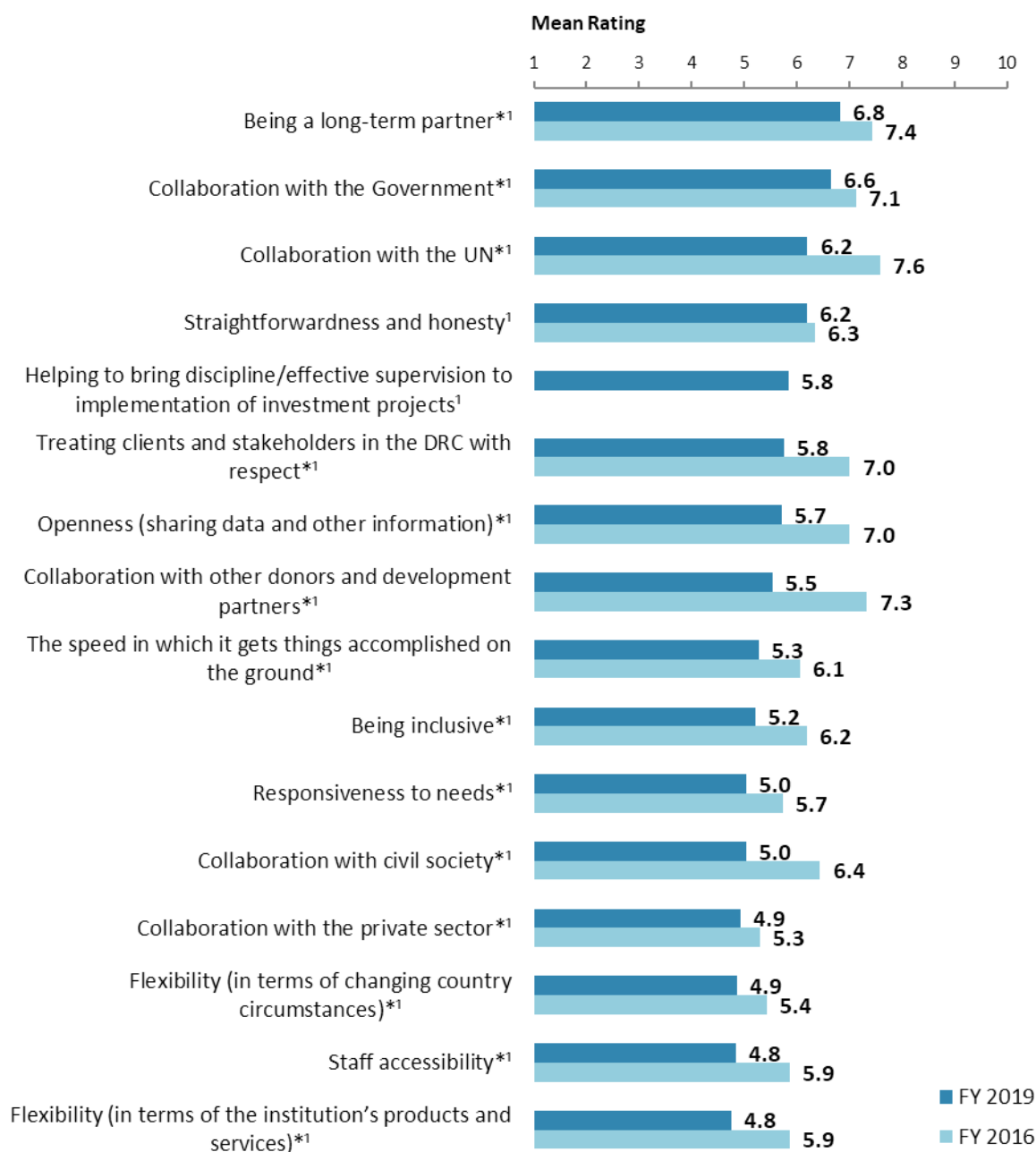


"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators)  
Indicator Question



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



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

(\*Significantly different between FY 2019 and FY 2016)

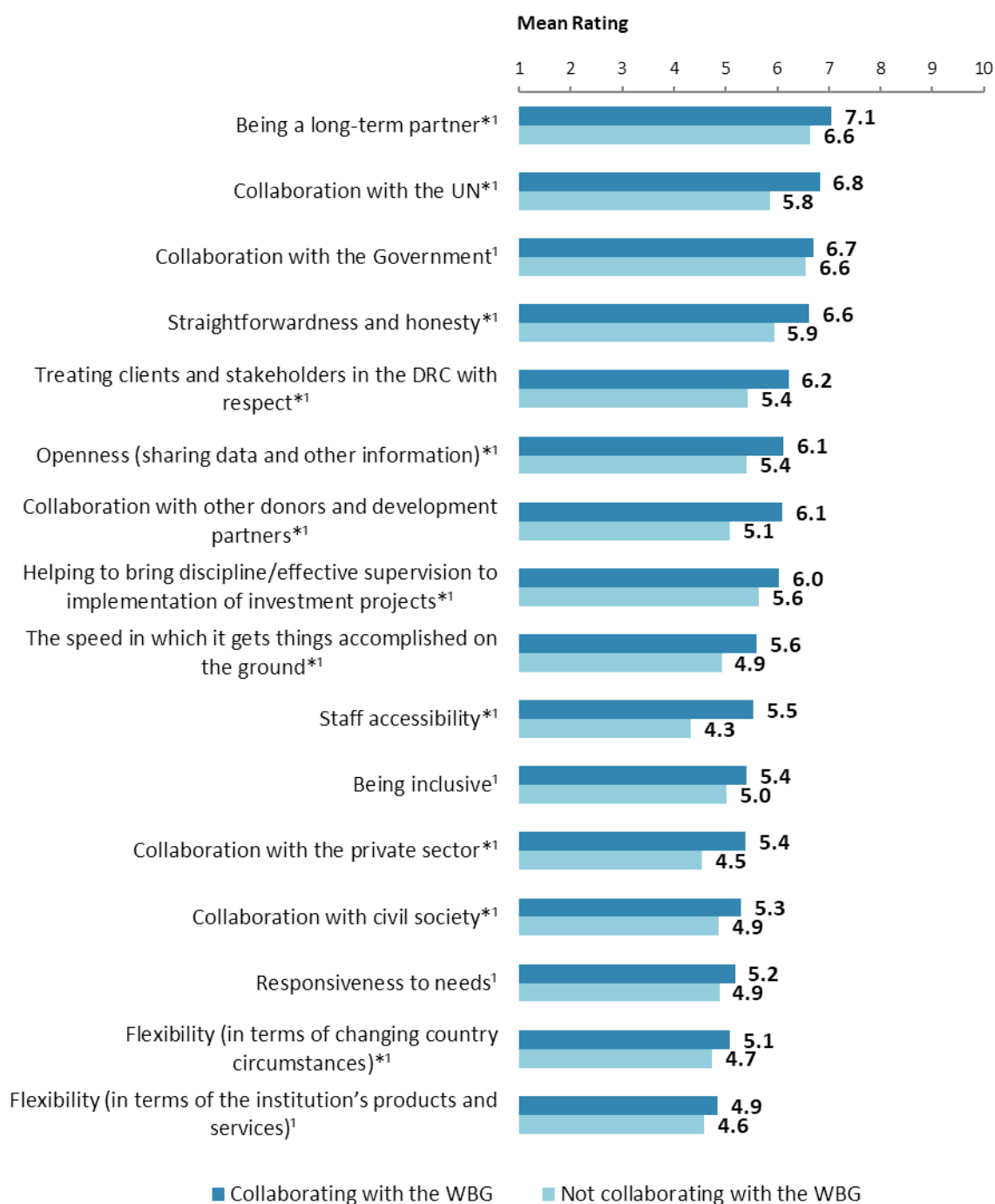
<sup>1</sup>Indicator Question

<sup>10</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Collaboration



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

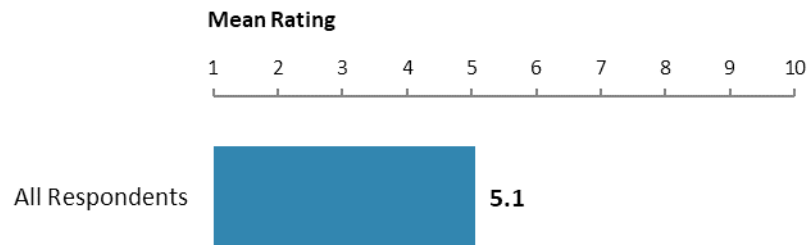
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



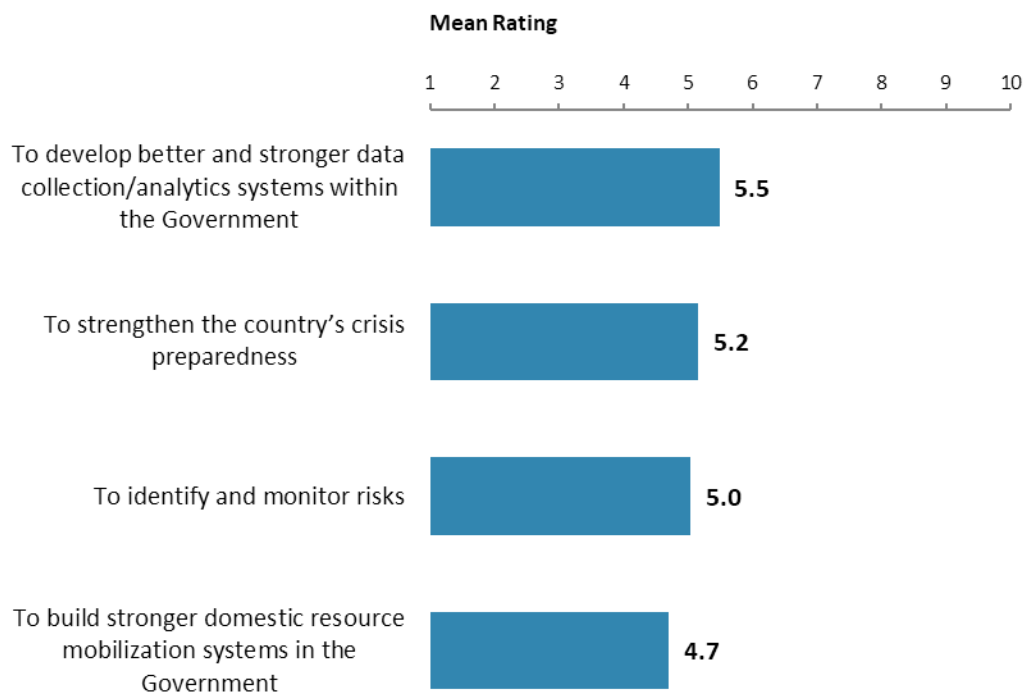
## VII. How the World Bank Group Operates (continued)

### Work in FCV Contexts



**"How effectively does the World Bank Group's SCD and CPF activities support the DRC's efforts to manage crisis related risks?"**  
(1-"Not effectively at all", 10-"Very effectively")

### Effectiveness of WBG's Support



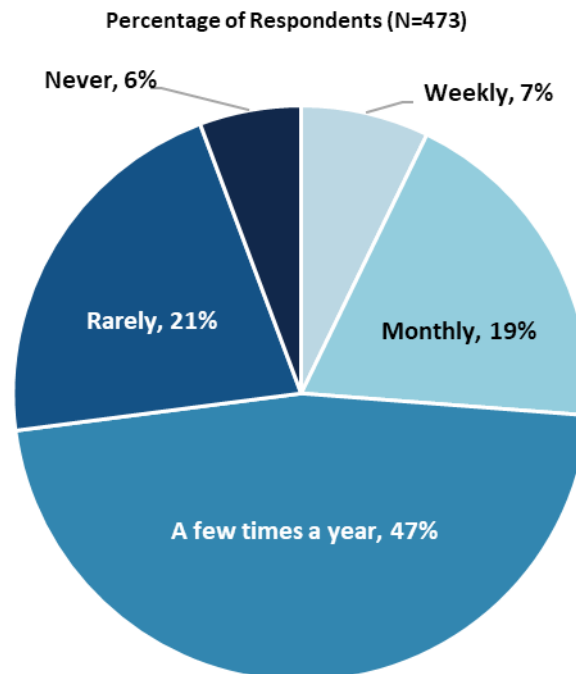
**"How effectively does the World Bank Group support the DRC's efforts ... ?"**  
(1-"Not effectively at all", 10-"Very effectively")





## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities

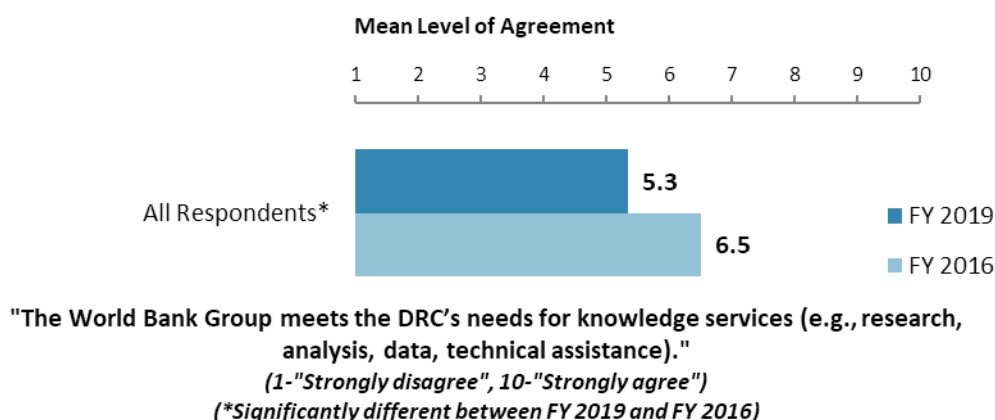


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

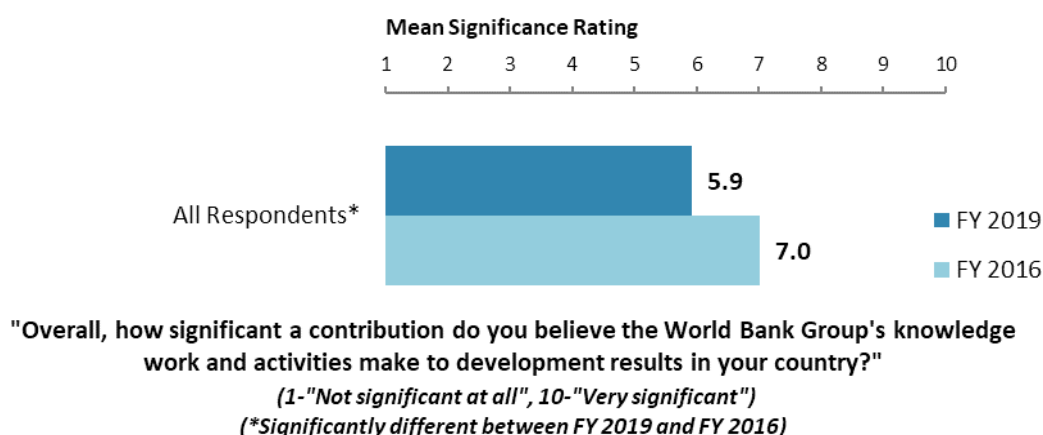


## VIII. World Bank Group's Knowledge and Instruments (continued)

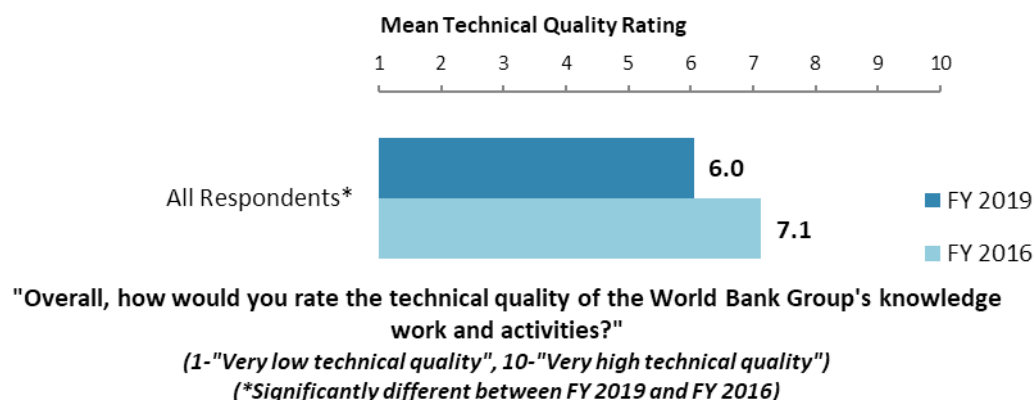
### Meeting the DRC's Knowledge Needs<sup>11</sup> (Indicator Question)



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



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

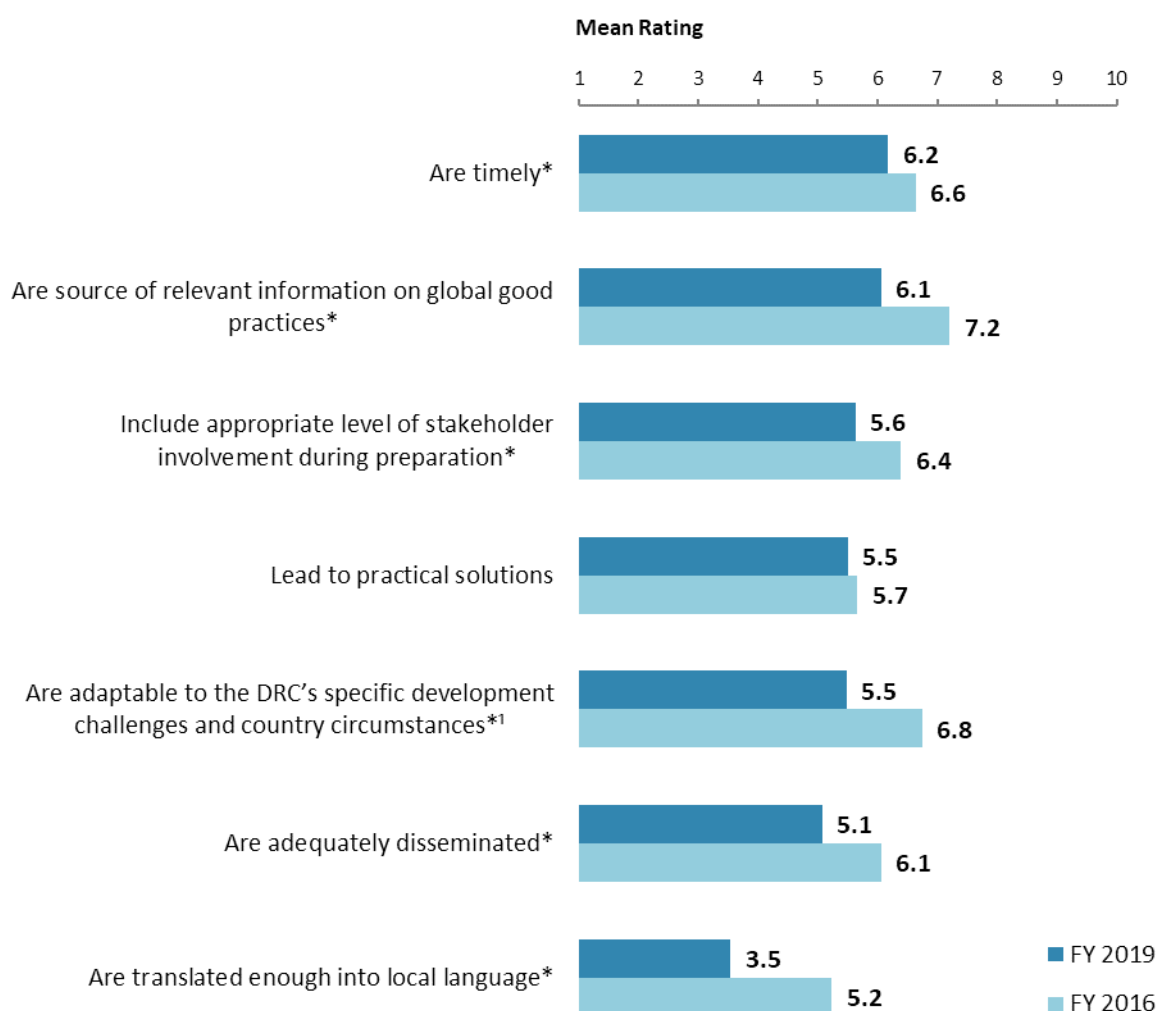


<sup>11</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



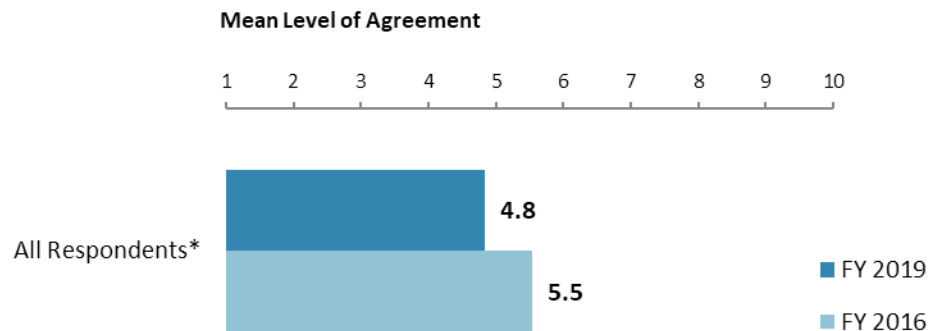
"In the DRC, to what extent do you believe that the World Bank Group's knowledge work and activities:"  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)  
Indicator Question

<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Meeting the DRC's Needs for Financial Instruments<sup>13</sup> (Indicator Question)

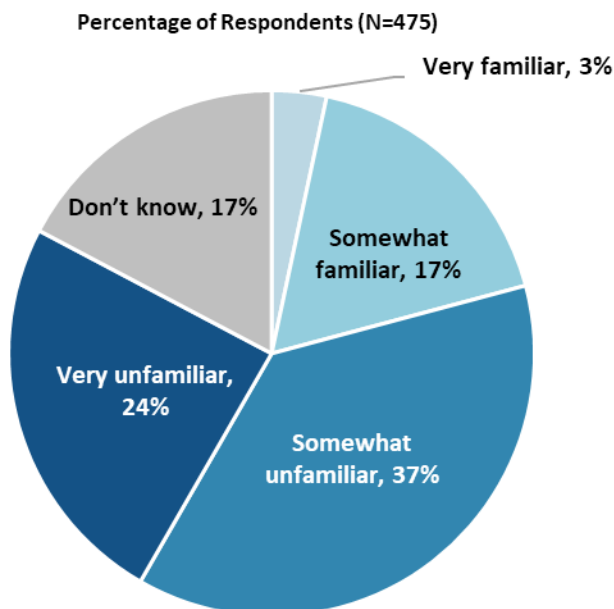


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the DRC."

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

(\*Significantly different between FY 2019 and FY 2016)

### Familiarity with WBG's Expanded 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 the DRC?"

(Respondents chose from a list.)

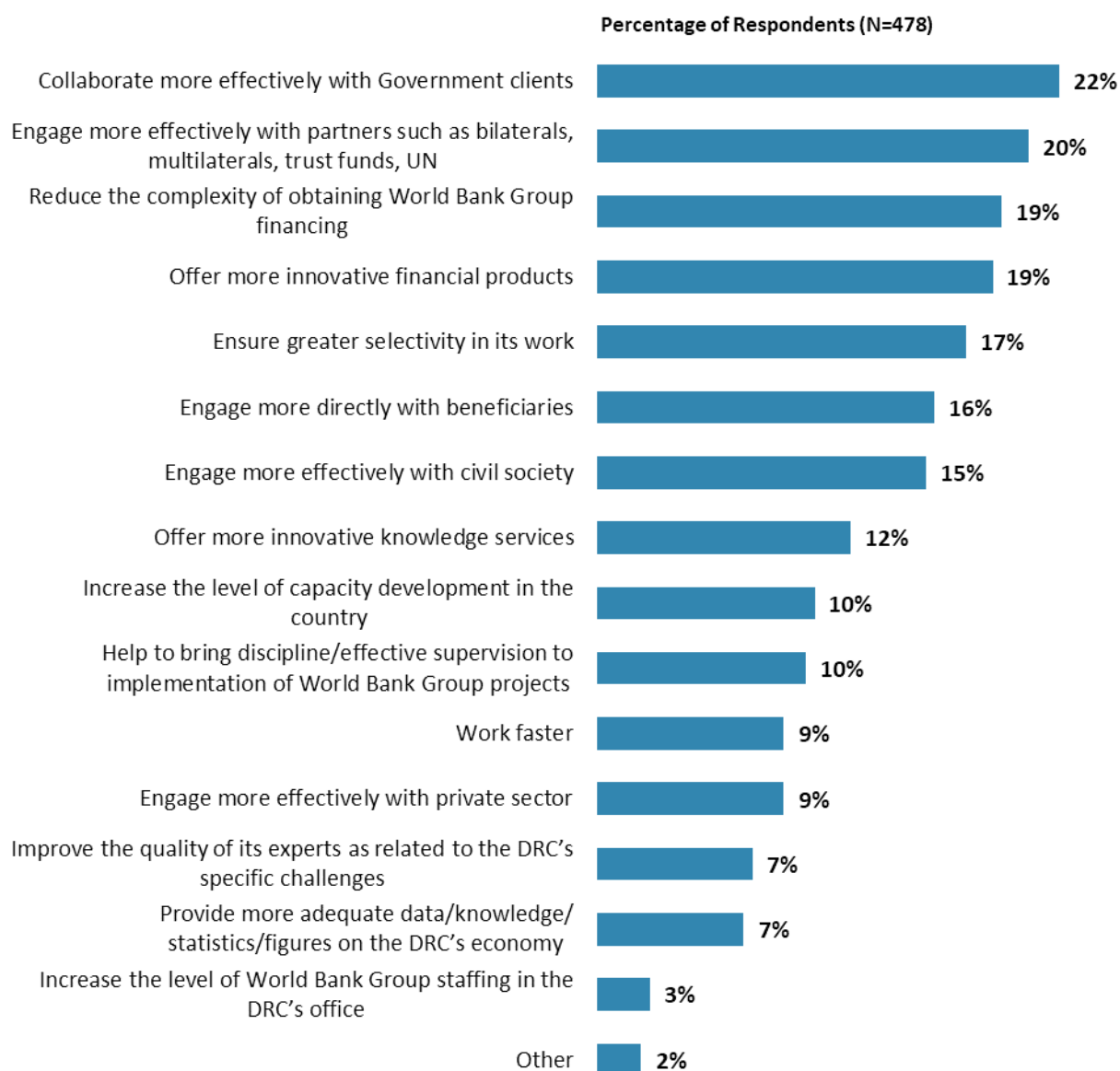
<sup>13</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in the DRC

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the World Bank Group should “*offer more innovative financial products*” (38%), “*work faster*” (21%), and “*increase the level of capacity development in the country*” (20%) to make itself of greater value in the DRC.



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

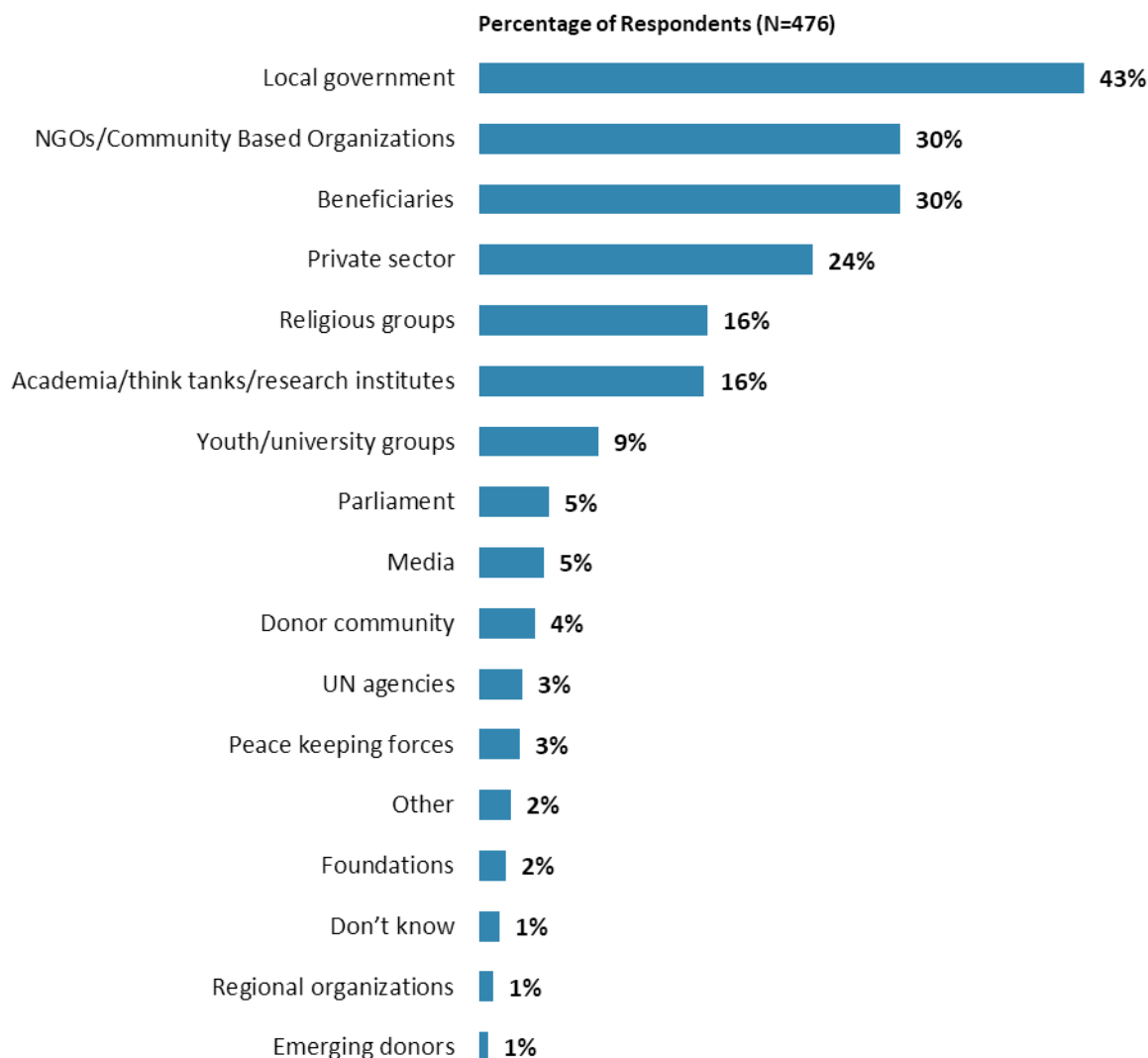
(Respondents chose from a list. Responses combined.)



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

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the World Bank Group should collaborate more with the “*parliament*” (34%), “*academia/think tanks/research institutes*” (22%), “*local government*” (21%), “*beneficiaries*” (21%), and “*NGOs/Community-Based Organizations*” (21%).



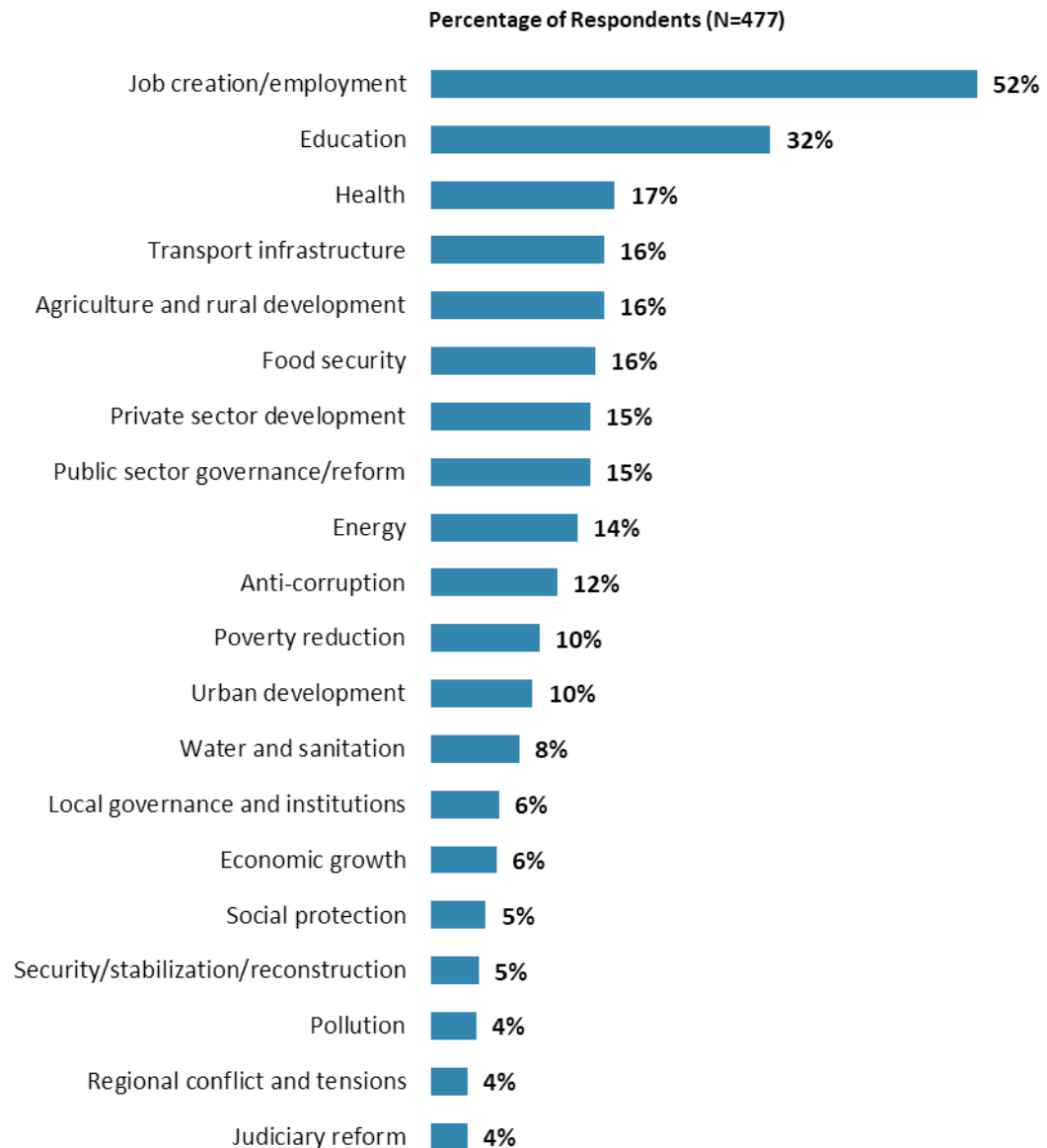
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the World Bank Group should focus its resources on “*education*” (49%), “*health*” (32%), “*agricultural development*” (30%), “*economic growth*” (24%), and “*job creation/employment*” (19%).

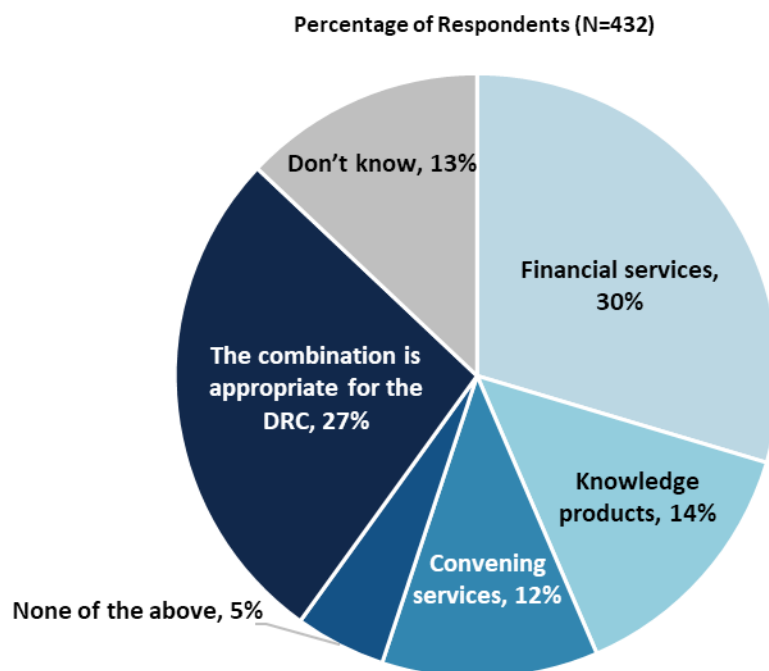


“When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the DRC? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



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

### Future Combination of the WBG Services



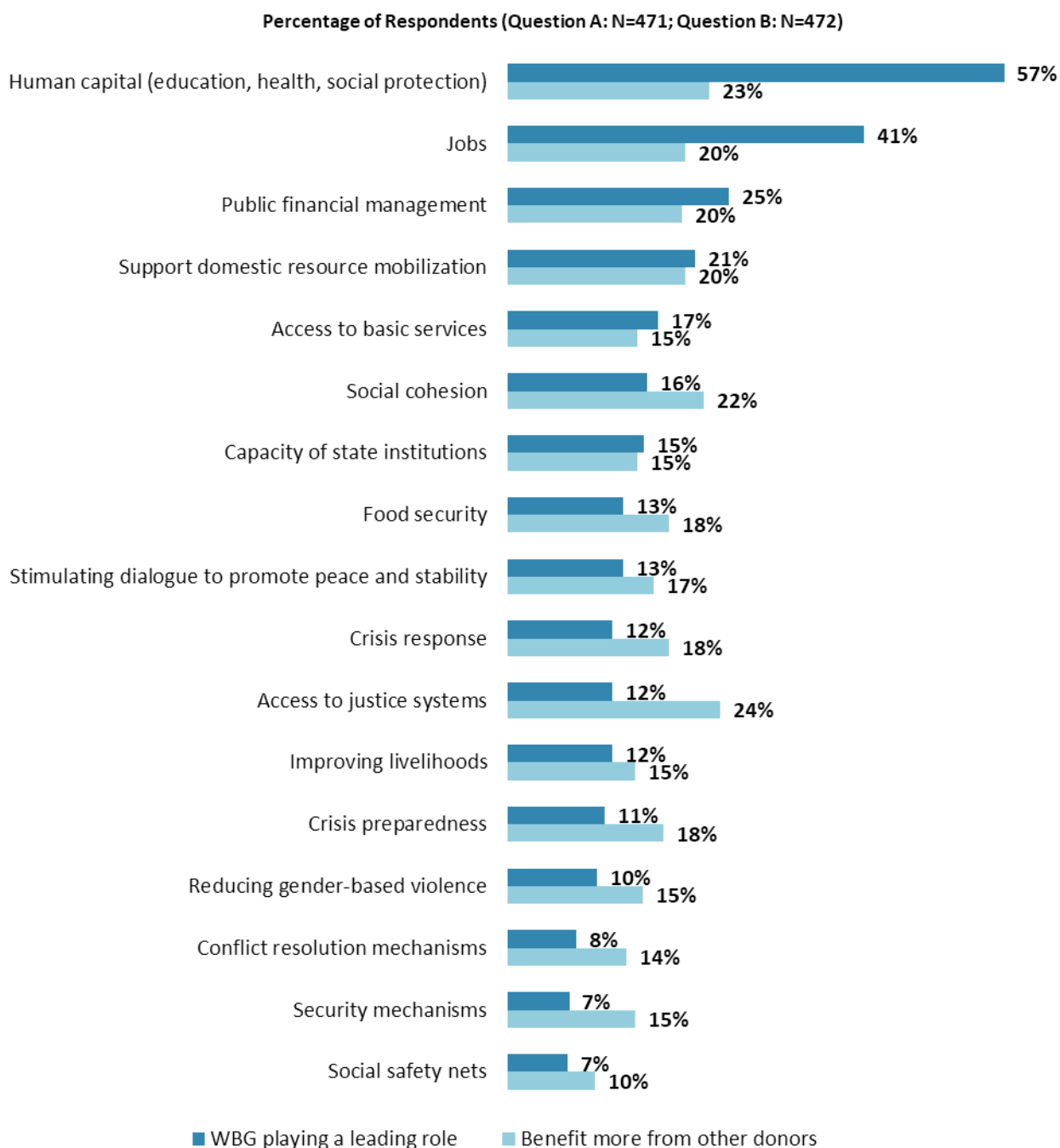
"When considering the combination of services that the World Bank Group offers in the DRC, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the DRC?"  
(Respondents chose from a list.)





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

### The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

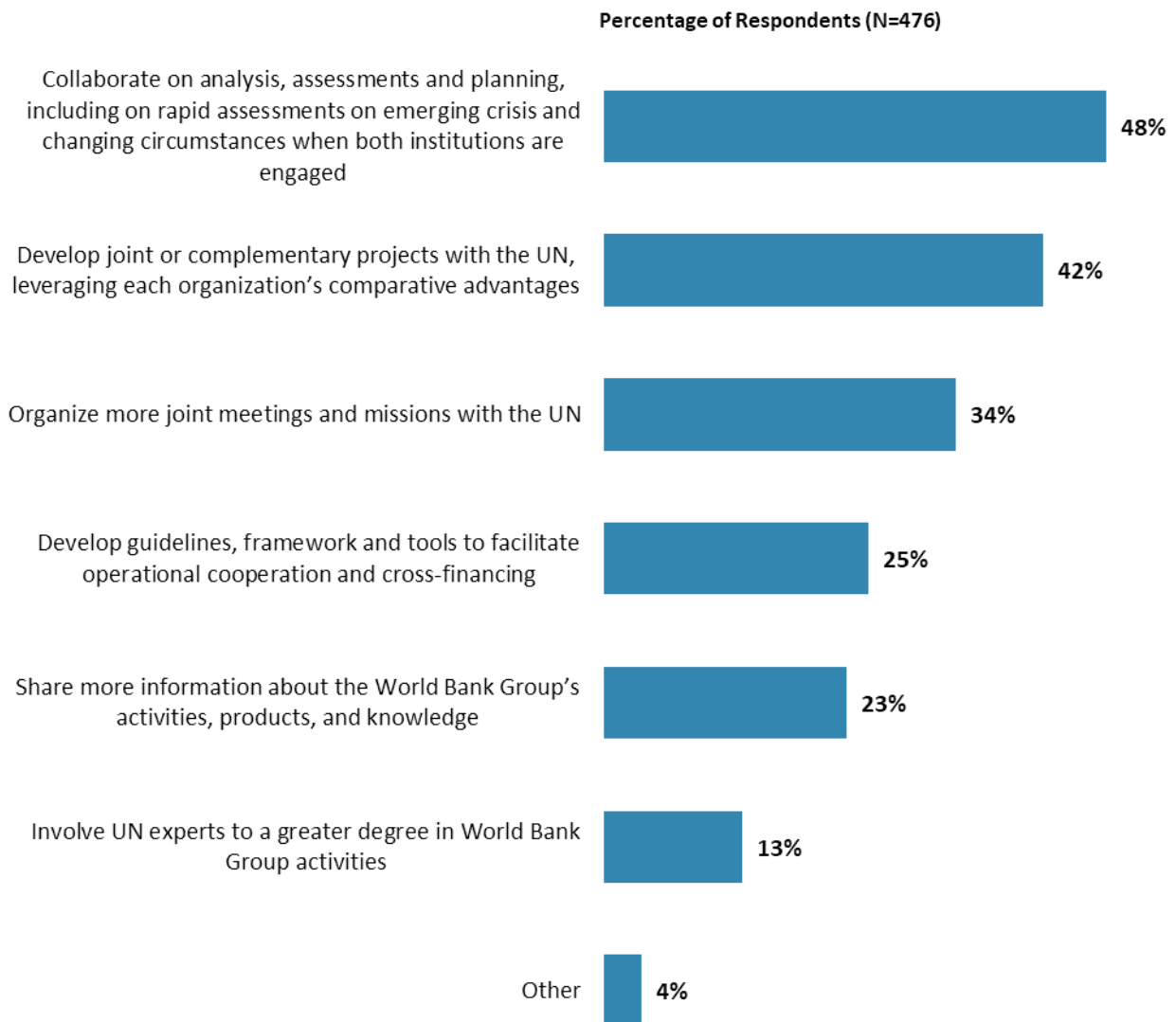
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC?

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



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

### WBG Collaboration with the UN

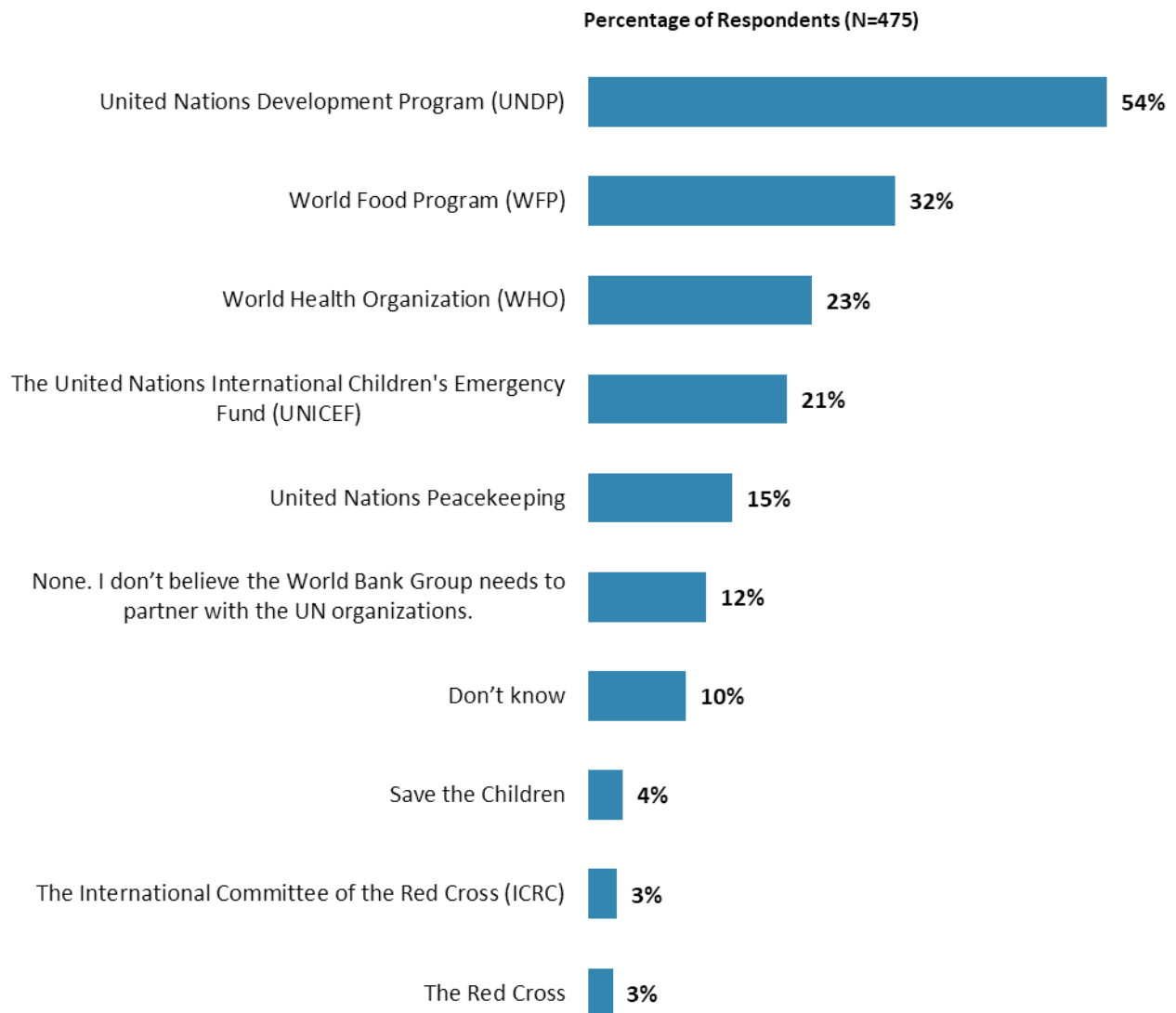


**"What should the World Bank Group do to improve collaboration with the UN in the field?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Partnering with Other Organizations

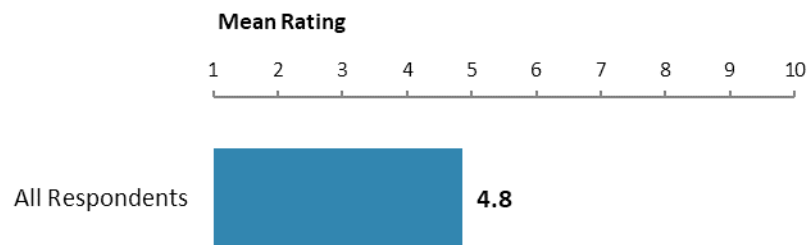


**"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in the DRC? (Select no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



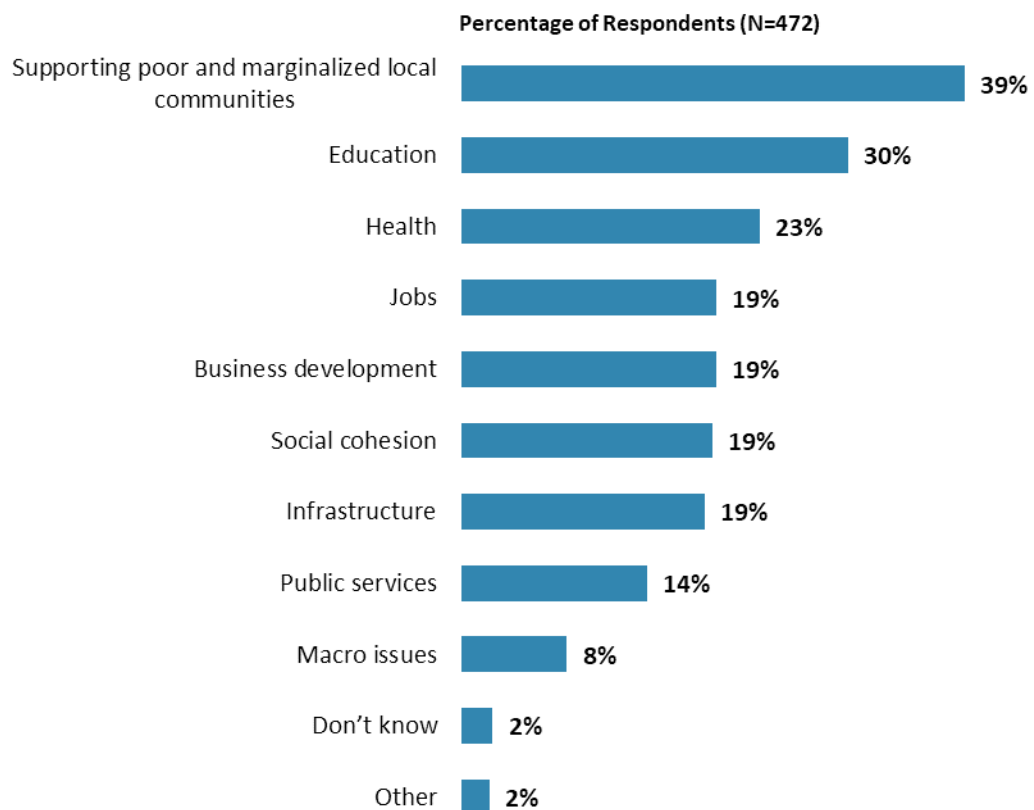
## IX. The Future Role of the WBG in the DRC (continued)

### 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 the DRC?"**  
(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 the DRC?"**  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

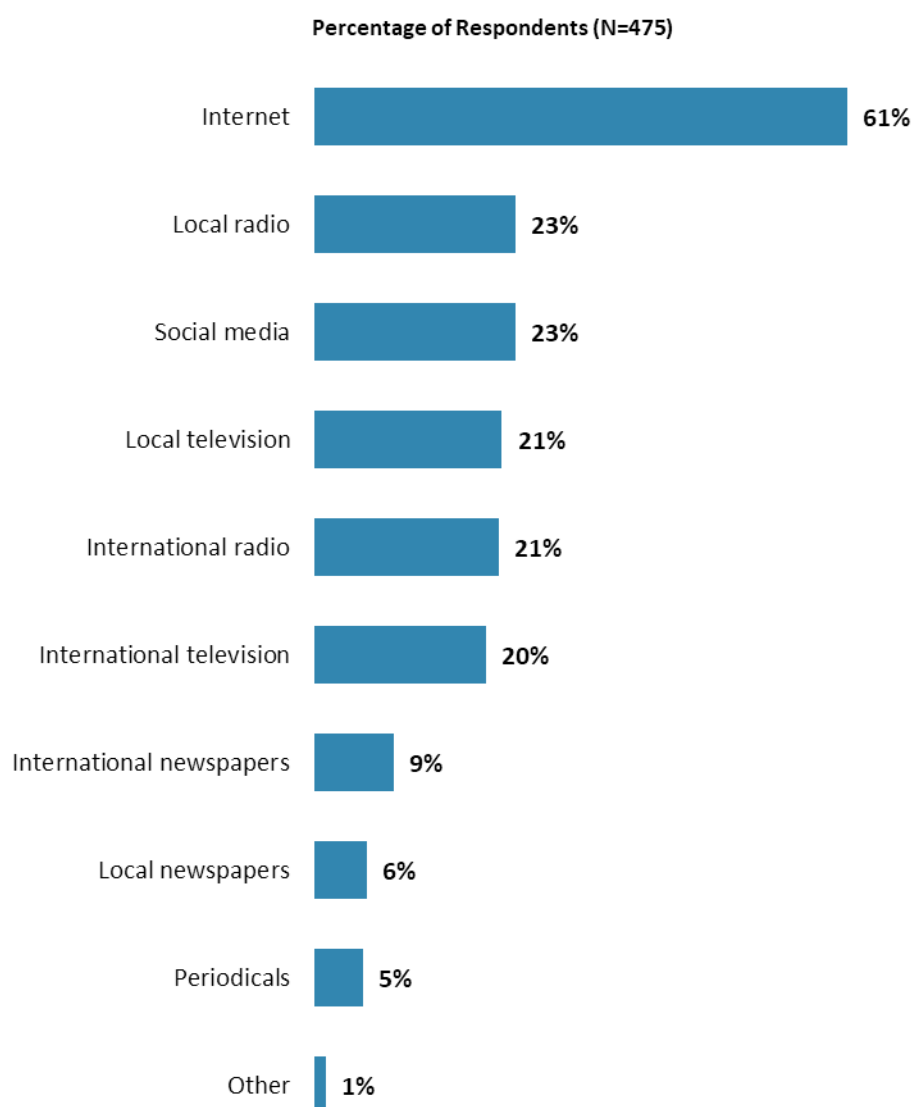


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 68) for responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in the DRC from the “Internet” (55%), “local newspapers” (32%), and “local television” (27%).



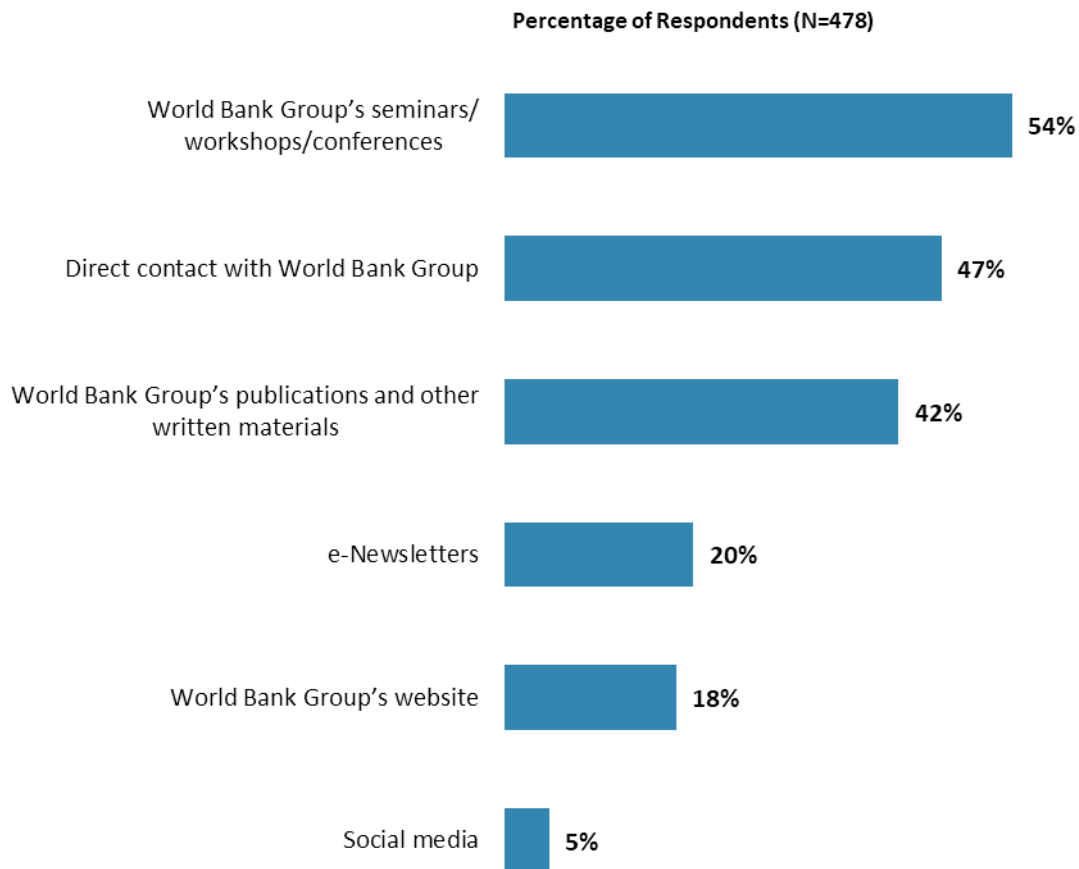
"How do you get most of your information about economic and social development issues in the DRC?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through “*social media*” (43%) and the “*World Bank Group’s seminars/workshops/conferences*” (36%).

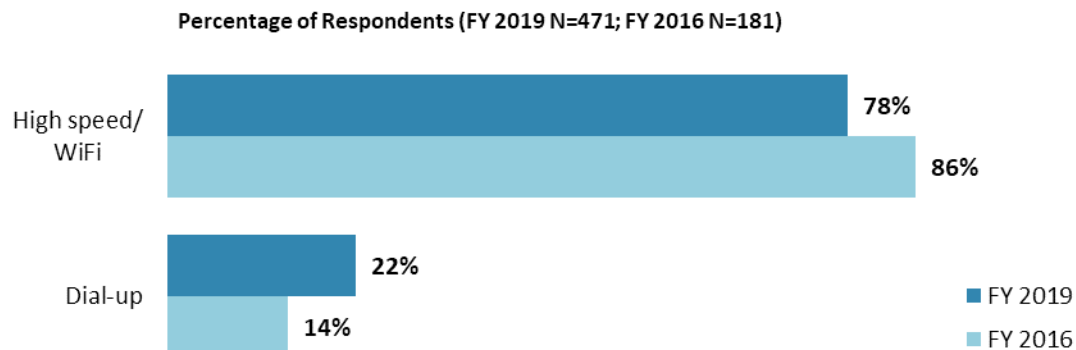


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



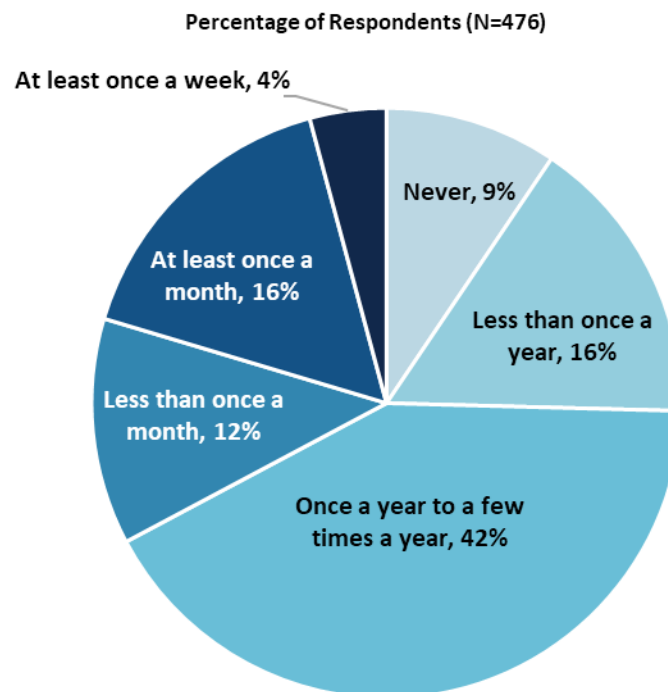
## X. Communication and Outreach (continued)

### Access to the Internet



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

### WBG Interaction Frequency

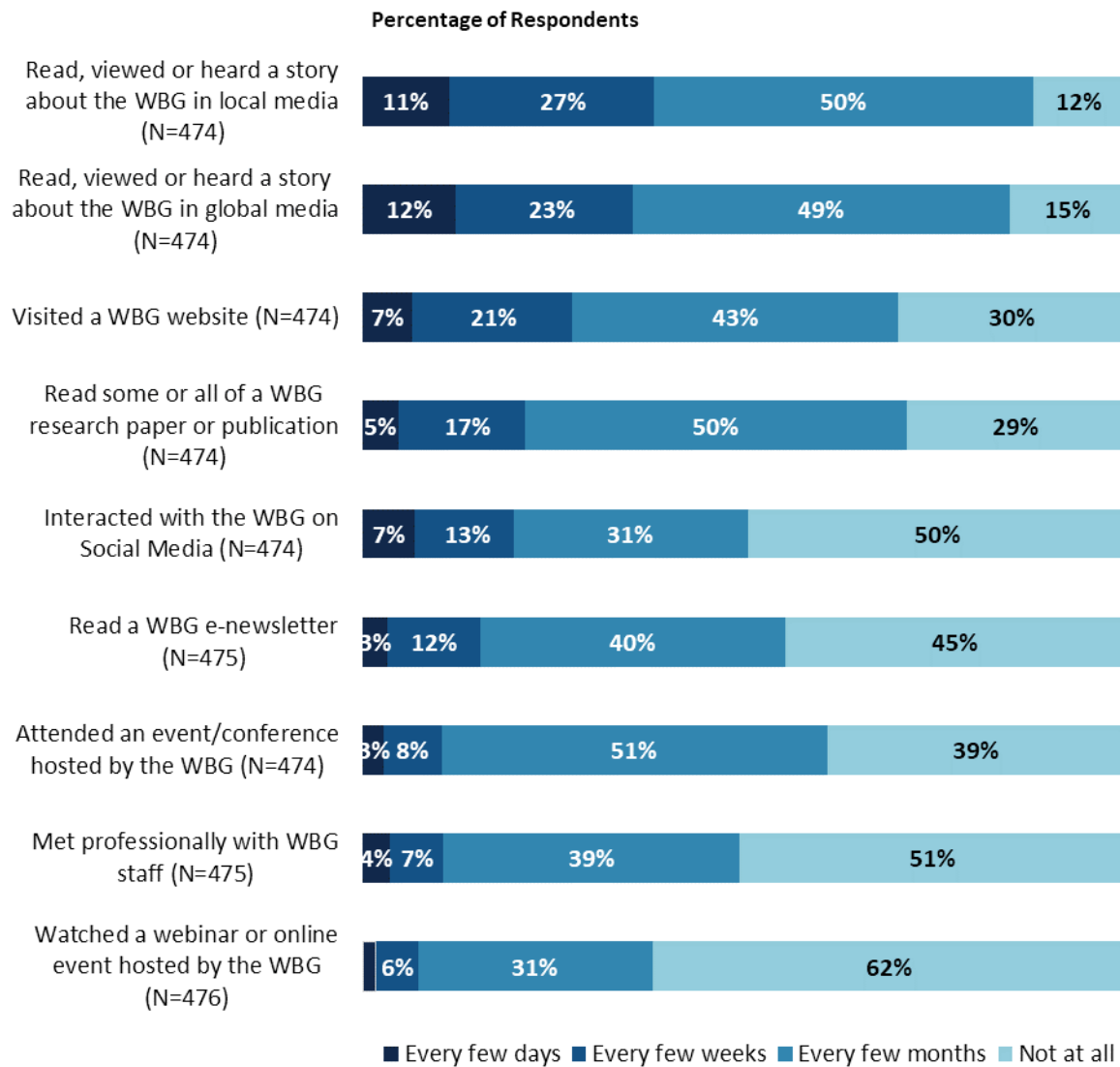


"How frequently do you interact with the World Bank Group now in the DRC?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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





## XI. Appendices

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### DEMOCRATIC REPUBLIC OF CONGO





## Appendix A: Responses to All Questions across All Respondents (N=478)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing the DRC

1. When you think about the future in the DRC, are you ... ?	Percentage of Respondents (N=478)
Very pessimistic	6.7%
Somewhat pessimistic	8.8%
Somewhat optimistic	36.2%
Very optimistic	46.0%
Not sure	2.3%

2. Do you think that economic opportunity for citizens in the DRC is ... ?	Percentage of Respondents (N=477)
Increasing	16.8%
Decreasing	37.7%
Staying about the same	45.5%

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

<b>3. Listed below are a number of development priorities in the DRC. Please identify which of the following you consider the most important development priorities in the DRC. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=475)</b>
Job creation/employment	62.5%
Education	44.4%
Health	26.7%
Agriculture and rural development	18.9%
Public sector governance/reform (i.e., government effectiveness)	17.9%
Transport infrastructure (e.g., roads, bridges, transportation)	17.3%
Private sector development	14.1%
Security/stabilization/reconstruction	11.4%
Social protection (e.g., pensions, targeted social assistance)	10.1%
Anti-corruption	9.7%
Economic growth	6.9%
Poverty reduction	5.7%
Energy (e.g., electricity)	5.3%
Food security	4.8%
Natural resource management (e.g., oil, gas, mining)	4.8%
Local governance and institutions	4.4%
Financial markets	4.0%
Pollution	3.8%
Judiciary reform	3.6%
Macro-fiscal management	2.9%
Gender equity (closing the gap between women and men, and boys and girls)	2.3%
Water and sanitation	2.1%
Equality of opportunity (i.e., social inclusion)	2.1%
Gender based violence	1.9%
Urban development	1.7%
Trade and exports	1.5%
Global/regional integration	1.3%
Social cohesion	1.1%
Climate change (e.g., mitigation, adaptation)	0.8%
Regional conflict and tensions	0.4%
Disaster risk management	0.4%
Disease control (e.g., Ebola, Cholera)	0.2%
Information and communications technology	0.2%
Crime and violence	0.2%

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

<b>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 the DRC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=477)</b>
Agriculture and rural development	54.7%
Job creation/employment	33.1%
Transport infrastructure (e.g., roads, bridges, transportation)	26.2%
Local governance and institutions	25.8%
Economic growth	24.9%
Anti-corruption	24.7%
Education	13.6%
Private sector development	12.6%
Public sector governance/reform (i.e., government effectiveness)	11.7%
Trade and exports	8.6%
Social protection (e.g., pensions, targeted social assistance)	8.2%
Natural resource management (e.g., oil, gas, mining)	7.8%
Judiciary reform	5.2%
Security/stabilization/reconstruction	5.2%
Energy (e.g., electricity)	5.0%
Information and communications technology	4.6%
Equality of opportunity (i.e., social inclusion)	4.2%
Health	3.4%
Macro-fiscal management	2.5%
Disease control (e.g., Ebola, Cholera)	2.3%
Food security	2.3%
Climate change (e.g., mitigation, adaptation)	1.9%
Social cohesion	1.7%
Financial markets	1.7%
Disaster risk management	1.3%
Crime and violence	1.3%
Water and sanitation	1.3%
Global/regional integration	1.0%
Pollution	0.4%
Urban development	0.4%
Gender based violence	0.4%
Gender equity (closing the gap between women and men, and boys and girls)	0.2%
Regional conflict and tensions	0.2%

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

<b>5. When economic and/or social reform efforts fail or are slow to take place in the DRC, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=471)</b>
Political pressures and obstacles	33.8%
Corruption	32.5%
Ongoing conflict and instability	30.1%
Inadequate level of government accountability	26.3%
Reforms are not well thought out in light of country challenges	26.1%
Inadequate funding	14.0%
Inadequate level of private sector participation	8.9%
Inadequate level of citizen/civil society participation	8.7%
Poor coordination within the government	6.8%
Inadequate level of capacity in the government	6.4%
Inadequate level of donor coordination	2.8%
Other	1.1%
Private sector involvement and/or influence	0.6%

<b>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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. The national/federal government	454	20	6.11	2.28
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	455	19	5.85	1.84
3. The World Bank Group*	461	12	6.39	2.03
4. The International Monetary Fund	450	22	5.84	2.06
5. UN	452	19	5.69	2.12
6. Regional development banks and institutions (e.g., African Union, Southern African Development Community [SADC])	448	25	5.48	1.92
7. The DRC's Central Bank	461	10	6.30	2.07
8. International private sector	453	19	5.80	1.89
9. Domestic private sector	463	9	6.38	1.71
10. International civil society (e.g., NGOs, CBOs)	457	15	5.81	1.89
11. Domestic civil society (e.g., NGOs, CBOs)	462	10	6.28	1.77
12. Faith-based institutions	450	23	6.61	2.00
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	455	18	5.89	1.92
14. International media and their web presence	455	17	5.90	1.89
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	452	22	5.52	2.07

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

7. Please describe the direction the DRC is moving in, when considering ... ?	Direction				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Human development (e.g., health, education, and social protection) (N=475)	23.4%	24.2%	34.1%	17.3%	1.1%
Equal opportunity for girls and boys, men and women (N=476)	5.3%	16.4%	38.9%	36.8%	2.7%
Growing the DRC's economy in a way that leads to jobs and employment (N=476)	24.8%	26.9%	40.3%	7.8%	0.2%
The gap between the rich and the poor (N=476)	47.1%	26.7%	22.5%	3.6%	0.2%
Making government more effective (N=474)	16.9%	23.0%	43.0%	15.6%	1.5%
Anti-corruption (N=474)	39.9%	24.1%	23.8%	11.8%	0.4%
Attracting new sources of foreign investment (N=477)	9.4%	15.9%	49.9%	21.2%	3.6%

8. Listed below are global challenges. Which do you think have the most serious impact on the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=475)
Jobs/employment	45.7%
Fragility in the DRC or neighboring countries	32.0%
The gap between the rich and the poor	28.8%
Geo political uncertainty	26.1%
Environmental degradation	20.6%
Climate change	16.0%
Migrants and refugees	9.3%
Terrorism	8.4%
Trade constraints	8.2%
Technology based disruption	3.2%

9. When thinking about development efforts in the DRC, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=477)
Engage significantly less	2.9%
Engage somewhat less	7.3%
Engage somewhat more	16.4%
Engage significantly more	64.8%
Engage at the same level it does currently	5.2%
Don't know	3.4%

10. To what extent do you trust domestic private sector to engage in public service delivery in the DRC?	Percentage of Respondents (N=478)
To a very low degree	5.2%
To a somewhat low degree	7.1%
To a somewhat high degree	40.2%
To a very high degree	45.4%
Don't know	2.1%

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

<b>11. To what extent do you trust international private sector to engage in public service delivery in the DRC?</b>	<b>Percentage of Respondents (N=478)</b>
To a very low degree	8.4%
To a somewhat low degree	15.5%
To a somewhat high degree	40.0%
To a very high degree	32.4%
Don't know	3.8%

<b>12. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the DRC. (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=475)</b>
High levels of corruption	40.8%
Policy inconsistency	28.8%
Lack of access to development finance	20.8%
Weak institutional capacity	18.7%
Political uncertainty	17.5%
Low levels of political and economic inclusion	12.4%
Crime and violence	12.2%
Weak accountability	9.5%
Lack of security	8.6%
Food insecurity	8.4%
High influx of refugees/migrants	7.4%
Weak social cohesion	6.7%
Other	2.3%
None. I do not consider the DRC a fragile state.	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in the DRC? (1-Not familiar at all, 10-Extremely familiar)	475	NA	6.16	1.92

<b>Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.* (1-Not effective at all, 10-Very effective)	469	8	5.86	2.00

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	458	19	6.15	2.02

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the DRC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=477)</b>
Job creation/employment	51.6%
Education	32.1%
Health	17.4%
Transport infrastructure (e.g., roads, bridges, transportation)	16.4%
Agriculture and rural development	16.4%
Food security	15.5%
Private sector development	15.1%
Public sector governance/reform (i.e., government effectiveness)	15.1%
Energy (e.g., electricity)	13.8%
Anti-corruption	11.9%
Poverty reduction	10.3%
Urban development	9.6%
Water and sanitation	8.4%
Local governance and institutions	6.5%
Economic growth	6.3%
Social protection (e.g., pensions, targeted social assistance)	5.2%
Security/stabilization/reconstruction	4.6%
Pollution	4.4%
Regional conflict and tensions	3.6%
Judiciary reform	3.6%
Natural resource management (e.g., oil, gas, mining)	3.4%
Financial markets	3.1%
Gender based violence	2.7%
Social cohesion	2.1%
Global/regional integration	1.5%
Trade and exports	1.5%
Macro-fiscal management	1.3%
Climate change (e.g., mitigation, adaptation)	1.3%
Gender equity (closing the gap between women and men, and boys and girls)	1.0%
Equality of opportunity (i.e., social inclusion)	1.0%
Disease control (e.g., Ebola, Cholera)	0.8%
Disaster risk management	0.6%
Information and communications technology	0.2%
Crime and violence	0.2%



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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?	Percentage of Respondents (N=468)		
	Greatest Value	Second Greatest Value	Combined
Capacity development related to World Bank Group supported projects	31.5%	15.2%	46.7%
Technical assistance	12.2%	15.0%	27.2%
Implementation support	8.8%	12.2%	21.0%
Policy advice, studies, analyses	10.7%	8.1%	18.8%
Bringing together different groups of stakeholders	8.2%	9.2%	17.3%
Promoting knowledge sharing	4.7%	10.0%	14.8%
Data and statistics	8.2%	5.6%	13.7%
Financial resources	6.2%	7.3%	13.5%
Donor coordination	4.3%	7.9%	12.2%
Mobilizing third party financial resources	3.0%	5.3%	8.3%
Strategy formulation (e.g., PRSP assistance)	1.7%	4.3%	6.0%
Other	0.4%	0.2%	0.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=477)
Not focused enough on issues that are unique to post-conflict countries	24.5%
Not collaborating enough with private sector	20.1%
Not adequately sensitive to political/social realities in the DRC	19.1%
Not willing to honestly criticize policies and reform efforts in the country	17.0%
World Bank Group's processes too slow and complex	16.8%
Not aligned with country priorities	15.5%
Inadequate World Bank Group's staffing in the DRC	14.0%
Too influenced by developed countries	11.9%
Staff too inaccessible	10.9%
Not enough public disclosure of its work	10.7%
Arrogant in its approach	9.6%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	8.0%
Not adequately flexible	6.7%
Not sufficiently focused on sustainable results	4.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.8%
Other	1.7%
Don't know	1.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in the DRC? (Select only ONE response)	Percentage of Respondents (N=476)
To a fully sufficient degree	9.9%
To a somewhat sufficient degree	21.4%
To a somewhat insufficient degree	37.8%
To a very insufficient degree	28.2%
Don't know	2.7%

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

<b>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)?</b>	<b>Percentage of Respondents (N=475)</b>
Increased its emphasis recently	21.7%
Decreased its emphasis recently	22.3%
Emphasis has remained pretty consistent over time	42.3%
Don't know	13.7%

<b>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)</b>	<b>Percentage of Respondents (Responses Combined; N=476)</b>
Local government	43.5%
NGOs/Community Based Organizations	30.3%
Beneficiaries	30.3%
Private sector	23.9%
Religious groups	16.4%
Academia/think tanks/research institutes	16.2%
Youth/university groups	8.6%
Parliament	5.0%
Media	4.6%
Donor community	4.0%
UN agencies	3.2%
Peace keeping forces	2.9%
Other	2.3%
Foundations	1.9%
Don't know	1.5%
Regional organizations (e.g., the African Union, SADC, CPGL)	1.1%
Emerging donors	0.6%

<b>To what extent do you agree with the following statements about the World Bank Group's work in the DRC? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in the DRC*	463	13	5.70	2.05
11. The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	455	19	5.38	2.15

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

To what extent is the World Bank Group an effective development partner in the DRC, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	421	53	5.02	1.97
13. Flexibility (in terms of the institution's products and services)*	429	45	4.69	1.75
14. Flexibility (in terms of changing country circumstances)*	428	43	4.88	1.77
15. Being inclusive*	359	114	5.20	1.97
16. Openness (sharing data and other information)*	434	39	5.72	1.83
17. Collaboration with the Government*	457	16	6.61	1.83
18. The speed in which it gets things accomplished on the ground*	438	33	5.23	1.85
19. Helping to bring discipline/effective supervision to implementation of investment projects*	435	38	5.82	1.91
20. Collaboration with civil society*	436	32	5.05	1.71
21. Staff accessibility*	438	34	4.85	1.87
22. Collaboration with other donors and development partners*	351	121	5.54	1.93
23. Collaboration with the private sector*	417	55	4.90	1.90
24. Collaboration with the UN*	344	128	6.28	2.06
25. Straightforwardness and honesty*	414	58	6.24	1.99
26. Treating clients and stakeholders in the DRC with respect*	355	115	5.79	1.93
27. Being a long-term partner*	370	100	6.82	1.95

28. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in the DRC? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=475)
United Nations Development Program (UNDP)	53.9%
World Food Program (WFP)	31.8%
World Health Organization (WHO)	23.2%
The United Nations International Children's Emergency Fund (UNICEF)	20.6%
United Nations Peacekeeping	14.9%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	12.2%
Don't know	10.1%
Save the Children	3.6%
The International Committee of the Red Cross (ICRC)	2.9%
The Red Cross	2.5%

**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 the DRC? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	393	81	4.86	1.99
2. Gender equity (closing the gap between women and men, and boys and girls)	387	88	5.24	1.85
3. Private sector development	418	56	4.65	1.89
4. Education	451	24	5.80	1.86
5. Public sector governance/reform (i.e., government effectiveness)	442	33	5.62	1.89
6. Global/regional integration	358	118	5.36	2.02
7. Food security	396	80	4.86	1.78
8. Urban development	415	59	4.69	1.82
9. Energy (e.g., electricity)	412	62	4.85	1.96
10. Water and sanitation	427	49	5.04	1.94
11. Pollution	355	119	4.15	1.86
12. Job creation/employment	427	48	4.00	1.87
13. Health	431	43	5.44	2.03
14. Financial markets	331	143	4.75	2.14
15. Transport infrastructure (e.g., roads, bridges, transportation)	424	51	5.00	2.09
16. Agriculture and rural development	426	49	5.16	1.89
17. Trade and exports	341	135	4.30	1.81
18. Crime and violence	324	151	4.12	1.96
19. Natural resource management (e.g., oil, gas, mining)	324	152	4.39	2.03
20. Climate change (e.g., mitigation, adaptation)	345	131	4.98	2.00
21. Poverty reduction	414	60	4.62	1.93
22. Anti-corruption	401	70	4.01	1.97
23. Judiciary reform	386	88	4.50	2.11
24. Economic growth	416	58	4.88	2.04
25. Disaster risk management	318	157	4.26	2.02
26. Equality of opportunity (i.e., social inclusion)	371	103	4.70	1.82
27. Disease control (e.g., Ebola, Cholera)	363	108	5.39	2.15
28. Information and communications technology	337	134	4.63	2.03
29. Gender based violence	352	122	5.28	1.85
30. Security/stabilization/reconstruction	366	107	4.60	1.83
31. Regional conflict and tensions	332	140	4.31	1.87
32. Local governance and institutions	427	48	5.05	1.84
33. Social cohesion	402	73	4.63	1.73
34. Macro-fiscal management	395	81	5.22	2.10

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in the DRC?* (1-To no degree at all, 10-To a very significant degree)	451	26	5.65	1.87

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in the DRC?* (1-To no degree at all, 10-To a very significant degree)	456	20	5.80	1.94

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

<b>Building and Strengthening Country Systems</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the DRC?* (1-To no degree at all, 10-To a very significant degree)	419	58	5.55	2.04

<b>To what extent do you agree with the following statements about the World Bank Group in the DRC? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the DRC*	432	44	4.82	1.92
6. The World Bank Group meets the DRC's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	435	41	5.32	1.93

<b>7. 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 the DRC? (Select only ONE response)</b>	<b>Percentage of Respondents (N=475)</b>
Very familiar	3.4%
Somewhat familiar	17.5%
Somewhat unfamiliar	37.5%
Very unfamiliar	24.4%
Don't know	17.3%

<b>How effectively does the World Bank Group support the DRC's efforts ... ? (1-Not effectively at all, 10-Very effectively)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	395	82	4.70	1.87
9. To develop better and stronger data collection/analytics systems within the Government	414	63	5.49	1.86
10. To strengthen the country's crisis preparedness	398	78	5.16	1.97
11. To identify and monitor risks	376	100	5.04	1.99

<b>Systematic Country Diagnostic and Country Partnership Framework Activities</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. How effectively does the World Bank Group's SCD and CPF activities support the DRC's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	249	226	5.05	1.89

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=473)</b>
Weekly	7.2%
Monthly	19.0%
A few times a year	46.7%
Rarely	21.4%
Never	5.7%

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

In the DRC, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	434	37	6.13	1.90
3. Include appropriate level of stakeholder involvement during preparation	424	50	5.56	1.92
4. Lead to practical solutions	442	34	5.45	1.90
5. Are source of relevant information on global good practices	415	59	6.03	1.95
6. Are adequately disseminated	443	33	5.05	2.16
7. Are translated enough into local language	436	38	3.53	2.02
8. Are adaptable to the DRC's specific development challenges and country circumstances*	437	37	5.43	1.92

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?* <i>(1-Not significant at all, 10-Very significant)</i>	441	36	5.96	1.98
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	451	26	6.04	1.85

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

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	439	37	3.94	1.95
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	464	11	6.19	2.14
3. The World Bank Group's approvals and reviews are done in a timely fashion	435	42	4.72	1.89
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	426	51	5.45	1.85
5. The World Bank Group's conditions on its lending are reasonable	410	66	4.95	2.12
6. The World Bank Group takes decisions quickly in the DRC*	426	50	4.31	2.01
7. Working with the World Bank Group increases the DRC's institutional capacity	455	22	5.63	2.01
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	396	81	5.77	2.01

WBG Staffing in the DRC	N	DK	Mean	SD
9. To what extent do you believe the World Bank Group is adequately staffed in the DRC? <i>(1-To no degree at all, 10-To a very significant degree)</i>	392	83	5.07	2.11

10. To what extent does the World Bank Group's team in the DRC have the right skills mix to tackle the challenges of fragility?	Percentage of Respondents (N=477)
Almost never	2.9%
Rarely	14.3%
Sometimes	47.0%
Almost always	21.0%
Don't know	14.9%

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

Donor Support to Refugees	N	DK	Mean	SD
11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the DRC? (1-To no degree at all, 10-To a very significant degree)	455	21	4.85	2.12

12. 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 the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=472)
Supporting poor and marginalized local communities	38.6%
Education	29.7%
Health	22.9%
Jobs	19.5%
Business development	19.5%
Social cohesion	19.3%
Infrastructure	18.6%
Public services	14.2%
Macro issues (fiscal accounts, balance of payments, etc.)	8.1%
Don't know	2.3%
Other	2.1%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the DRC? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=478)
Collaborate more effectively with Government clients (e.g., national, state, local)	21.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	20.3%
Reduce the complexity of obtaining World Bank Group financing	19.0%
Offer more innovative financial products	18.6%
Ensure greater selectivity in its work	17.4%
Engage more directly with beneficiaries	15.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	15.5%
Offer more innovative knowledge services	11.9%
Increase the level of capacity development in the country	10.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.8%
Work faster	8.8%
Engage more effectively with private sector	8.8%
Improve the quality of its experts as related to the DRC's specific challenges	7.3%
Provide more adequate data/knowledge/statistics/figures on the DRC's economy	6.9%
Increase the level of World Bank Group staffing in the DRC's office	2.5%
Other	2.1%

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

<b>2. When considering the combination of services that the World Bank Group offers in the DRC, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the DRC? (Select only ONE response)</b>	<b>Percentage of Respondents (N=432)</b>
Financial services	29.6%
Knowledge products	13.9%
Convening services	11.6%
None of the above	4.9%
The combination is appropriate for the DRC	27.1%
Don't know	13.0%

<b>3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=476)</b>
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	48.3%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	42.2%
Organize more joint meetings and missions with the UN	33.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	25.4%
Share more information about the World Bank Group's activities, products, and knowledge	23.3%
Involve UN experts to a greater degree in World Bank Group activities	13.2%
Other	3.6%

<b>4A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=471)</b>
Human capital (education, health, social protection)	56.9%
Jobs	40.8%
Public financial management	25.3%
Support domestic resource mobilization	21.4%
Access to basic services	17.2%
Social cohesion	15.9%
Capacity of state institutions	15.5%
Food security	13.2%
Stimulating dialogue to promote peace and stability	13.2%
Crisis response	11.9%
Access to justice systems	11.9%
Improving livelihoods	11.9%
Crisis preparedness	11.0%
Reducing gender-based violence	10.2%
Conflict resolution mechanisms	7.9%
Security mechanisms	7.0%
Social safety nets	6.8%



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

<b>4B. Which THREE areas below would benefit most from other donors in the DRC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=472)</b>
Access to justice systems	24.4%
Human capital (education, health, social protection)	23.1%
Social cohesion	22.5%
Support domestic resource mobilization	20.3%
Jobs	20.3%
Public financial management	19.9%
Crisis response	18.4%
Food security	18.4%
Crisis preparedness	17.8%
Stimulating dialogue to promote peace and stability	16.7%
Reducing gender-based violence	15.5%
Access to basic services	14.8%
Capacity of state institutions	14.8%
Security mechanisms	14.6%
Improving livelihoods	14.6%
Conflict resolution mechanisms	13.6%
Social safety nets	10.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in the DRC?</b>	<b>Percentage of Respondents (N=476)</b>
Never	9.5%
Less than once a year	16.0%
Once a year to a few times a year	41.8%
Less than once a month	12.4%
At least once a month	16.2%
At least once a week	4.2%

<b>2. How do you get most of your information about economic and social development issues in the DRC? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=475)</b>
Internet	61.1%
Local radio	22.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	22.9%
Local television	21.5%
International radio	21.1%
International television	19.6%
International newspapers	9.1%
Local newspapers	5.9%
Periodicals	5.5%
Other	1.3%

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

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=478)</b>
World Bank Group's seminars/workshops/conferences	54.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	46.9%
World Bank Group's publications and other written materials	42.3%
e-Newsletters	20.3%
World Bank Group's website	18.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	4.8%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=477)</b>
High speed/WiFi	77.6%
Dial-up	22.4%

<b>5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>Percentage of Respondents</b>			
	<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=474)	11.4%	26.8%	49.6%	12.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=474)	12.2%	23.2%	49.4%	15.2%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted) (N=474)	6.8%	12.9%	30.8%	49.6%
Visited a WBG website (e.g. read a blog, used data) (N=474)	6.5%	20.9%	42.8%	29.7%
Attended an event/conference hosted by the WBG (N=474)	2.7%	7.6%	50.6%	39.0%
Watched a webinar or online event hosted by the WBG (N=476)	1.7%	5.5%	30.7%	62.2%
Read some or all of a WBG research paper or publication (N=474)	4.6%	16.7%	50.0%	28.7%
Met professionally with WBG staff (N=475)	3.6%	6.9%	38.9%	50.5%
Read a WBG e-newsletter (N=475)	3.2%	12.2%	40.0%	44.6%

**H. Background Information**

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=477)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	15.3%
Private Sector Organization	11.9%
NGO/Community Based Organization	10.5%
Academia/Research Institute/Think Tank	9.9%
Local Government Office or Staff	9.0%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	6.1%
Media	5.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.0%
Office of Minister	3.8%
Office of Parliamentarian	3.6%
Bilateral Agency	3.4%
Private Foundation	2.9%
Trade Union	2.7%
Financial Sector/Private Bank	2.3%
Multilateral Agency	2.1%
Judiciary Branch	2.1%
Youth Group	1.9%
Faith-Based Group	1.7%
Other	1.0%
Office of the President, Prime Minister	0.2%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=474)</b>
Education	16.0%
Other	10.3%
Governance	9.3%
Generalist (specialized in multiple sectors)	9.1%
Health, nutrition, and population	7.4%
Public-private partnerships	7.0%
Urban, rural, and social development	6.8%
Environment and natural resources	6.5%
Macroeconomics and fiscal management	4.6%
Social protection and labor	3.8%
Finance and markets	3.4%
Agriculture	2.5%
Trade and competitiveness	1.9%
Gender	1.9%
Transport and ICT	1.9%
Jobs	1.9%
Fragility, conflict and violence	1.5%
Water	1.1%
Energy and extractives	1.1%
Poverty	1.1%
Climate change	1.1%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=476)</b>
Yes	43.3%
No	56.7%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in the DRC? (Select only ONE response)</b>	<b>Percentage of Respondents (N=205)</b>
The World Bank (IDA)	82.9%
The International Finance Corporation (IFC)	12.7%
The Multilateral Investment Guarantee Agency (MIGA)	3.4%
International Centre for Settlement of Investment Disputes (ICSID)	1.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=473)</b>
Yes	26.0%
No	74.0%

<b>6. Which of the following describes most of your exposure to the World Bank Group in the DRC? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=471)</b>
Engage in World Bank Group related/sponsored events/activities	42.9%
Collaborate as part of my professional duties	38.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	34.8%
Use World Bank Group reports/data	32.5%
Use World Bank Group website for information, data, research, etc.	22.5%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=473)</b>
Female	15.0%
Male	85.0%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=475)</b>
25 and under	0.0%
26-35	16.0%
36-45	28.6%
46-55	32.6%
56 and above	22.7%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=478)</b>
Kinshasa	76.6%
Other	18.6%
Matadi	4.8%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>14</sup>

- Office of the President/Prime Minister/Minister N=19
- PMU/Consultant on WBG Project N=29
- Private Sector/Financial Sector/Private Bank N=68
- Independent Government Institution N=19
- Office of Parliamentarian N=17
- Local Government N=43
- CSO N=94
- Academia N=47
- Employee of a Ministry N=73
- Bilateral/Multilateral Agency N=26
- Media N=27
- Other<sup>15</sup> N=15

### A. General Issues facing the DRC

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Very pessimistic	0.0%	0.0%	8.2%	10.3%	7.0%	7.7%	2.9%	10.6%	7.4%	0.0%	6.4%	6.7%
Somewhat pessimistic	5.3%	5.9%	6.8%	10.3%	4.7%	0.0%	11.8%	9.6%	7.4%	15.8%	14.9%	6.7%
Somewhat optimistic	31.6%	52.9%	47.9%	37.9%	30.2%	30.8%	36.8%	24.5%	44.4%	36.8%	34.0%	46.7%
Very optimistic	57.9%	41.2%	35.6%	41.4%	58.1%	53.8%	47.1%	51.1%	40.7%	47.4%	42.6%	33.3%
Not sure	5.3%	0.0%	1.4%	0.0%	0.0%	7.7%	1.5%	4.3%	0.0%	0.0%	2.1%	6.7%

<sup>14</sup> Only 477 respondents provided information about their current affiliation (question H1 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

<sup>15</sup> Includes the following categories: Judiciary Branch (N=10) and Other (N=5).

**A. General Issues facing the DRC (continued)**

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Pollution	0.0%	0.0%	4.1%	0.0%	7.0%	7.7%	5.9%	4.3%	3.7%	0.0%	2.1%	0.0%
Job creation/employment	72.2%	70.6%	53.4%	57.1%	69.8%	80.8%	60.3%	66.7%	70.4%	47.4%	53.2%	60.0%
Health	22.2%	23.5%	32.9%	17.9%	30.2%	26.9%	27.9%	22.6%	22.2%	26.3%	34.0%	20.0%
Financial markets	16.7%	0.0%	2.7%	3.6%	4.7%	0.0%	4.4%	6.5%	0.0%	5.3%	0.0%	6.7%
Gender based violence	11.1%	0.0%	4.1%	0.0%	2.3%	0.0%	1.5%	1.1%	3.7%	0.0%	0.0%	0.0%
Social protection	16.7%	5.9%	5.5%	10.7%	11.6%	7.7%	10.3%	12.9%	7.4%	15.8%	8.5%	13.3%
Gender equity (closing the gap between women and men, and boys and girls)	5.6%	0.0%	4.1%	3.6%	0.0%	0.0%	1.5%	2.2%	3.7%	5.3%	0.0%	6.7%
Private sector development	11.1%	17.6%	13.7%	10.7%	7.0%	7.7%	19.1%	10.8%	14.8%	26.3%	14.9%	33.3%
Education	44.4%	52.9%	49.3%	35.7%	51.2%	53.8%	39.7%	43.0%	37.0%	31.6%	53.2%	26.7%
Security/stabilization/reconstruction	11.1%	17.6%	19.2%	21.4%	11.6%	0.0%	13.2%	9.7%	14.8%	0.0%	4.3%	0.0%
Public sector governance/reform	27.8%	23.5%	19.2%	21.4%	4.7%	7.7%	19.1%	15.1%	22.2%	26.3%	19.1%	33.3%
Global/regional integration	0.0%	0.0%	0.0%	7.1%	2.3%	0.0%	1.5%	1.1%	3.7%	0.0%	0.0%	0.0%
Food security*	0.0%	0.0%	4.1%	0.0%	18.6%	0.0%	2.9%	7.5%	0.0%	5.3%	2.1%	6.7%
Urban development*	0.0%	0.0%	6.8%	0.0%	0.0%	0.0%	1.5%	0.0%	3.7%	0.0%	0.0%	6.7%
Energy	0.0%	5.9%	1.4%	10.7%	14.0%	3.8%	4.4%	5.4%	3.7%	0.0%	8.5%	0.0%
Water and sanitation	0.0%	0.0%	2.7%	7.1%	2.3%	0.0%	1.5%	3.2%	3.7%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	2.7%	0.0%	0.0%	3.8%	4.4%	3.2%	0.0%	0.0%	2.1%	0.0%
Disease control	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Macro-fiscal management	5.6%	0.0%	2.7%	7.1%	0.0%	0.0%	4.4%	4.3%	3.7%	0.0%	2.1%	0.0%
Transport infrastructure	27.8%	35.3%	16.4%	10.7%	11.6%	19.2%	19.1%	17.2%	18.5%	10.5%	12.8%	20.0%
Agriculture and rural development	22.2%	29.4%	15.1%	25.0%	9.3%	19.2%	16.2%	18.3%	33.3%	15.8%	25.5%	13.3%
Trade and exports	0.0%	0.0%	1.4%	0.0%	2.3%	3.8%	0.0%	1.1%	0.0%	10.5%	2.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	2.9%	0.0%	0.0%	0.0%	2.1%	0.0%
Natural resource management	0.0%	0.0%	2.7%	3.6%	0.0%	3.8%	4.4%	11.8%	7.4%	10.5%	0.0%	6.7%
Climate change	0.0%	0.0%	1.4%	3.6%	0.0%	0.0%	0.0%	1.1%	3.7%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	5.9%	1.4%	10.7%	4.7%	7.7%	5.9%	4.3%	11.1%	10.5%	10.6%	0.0%
Anti-corruption	5.6%	5.9%	9.6%	10.7%	9.3%	7.7%	11.8%	7.5%	3.7%	10.5%	14.9%	13.3%
Judiciary reform	0.0%	5.9%	6.8%	0.0%	4.7%	7.7%	1.5%	2.2%	0.0%	0.0%	8.5%	0.0%
Economic growth*	0.0%	0.0%	4.1%	0.0%	4.7%	26.9%	8.8%	5.4%	3.7%	31.6%	4.3%	6.7%
Local governance and institutions	0.0%	0.0%	4.1%	10.7%	7.0%	0.0%	1.5%	6.5%	0.0%	5.3%	4.3%	13.3%

\*Significantly different between stakeholder groups



## A. General Issues facing the DRC (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Ongoing conflict and instability	26.3%	23.5%	26.4%	28.6%	48.8%	34.6%	27.3%	32.6%	33.3%	11.1%	34.0%	6.7%
Inadequate funding	21.1%	0.0%	13.9%	10.7%	16.3%	3.8%	6.1%	21.7%	14.8%	22.2%	10.6%	26.7%
Political pressures and obstacles	42.1%	41.2%	36.1%	39.3%	25.6%	34.6%	27.3%	31.5%	37.0%	38.9%	34.0%	40.0%
Inadequate level of private sector participation	10.5%	17.6%	4.2%	7.1%	2.3%	11.5%	15.2%	8.7%	11.1%	11.1%	6.4%	13.3%
Inadequate level of citizen/civil society participation	10.5%	5.9%	6.9%	10.7%	9.3%	7.7%	7.6%	13.0%	3.7%	11.1%	4.3%	13.3%
Inadequate level of donor coordination	0.0%	5.9%	2.8%	0.0%	4.7%	3.8%	3.0%	2.2%	3.7%	0.0%	4.3%	0.0%
Reforms are not well thought out in light of country challenges	26.3%	11.8%	27.8%	25.0%	23.3%	30.8%	34.8%	27.2%	18.5%	27.8%	23.4%	13.3%
Poor coordination within the government	5.3%	0.0%	8.3%	14.3%	9.3%	3.8%	12.1%	2.2%	7.4%	11.1%	4.3%	0.0%
Inadequate level of government accountability	15.8%	23.5%	37.5%	25.0%	20.9%	34.6%	27.3%	22.8%	33.3%	33.3%	19.1%	13.3%
Inadequate level of capacity in the government	0.0%	5.9%	6.9%	3.6%	11.6%	3.8%	1.5%	4.3%	7.4%	11.1%	10.6%	20.0%
Corruption	42.1%	52.9%	25.0%	35.7%	25.6%	30.8%	33.3%	31.5%	25.9%	22.2%	42.6%	40.0%
Private sector involvement and/or influence	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	1.5%	1.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	0.0%	0.0%	3.7%	0.0%	2.1%	6.7%

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	17	6.29	1.96	16	5.69	2.24	72	6.08	1.78	29	6.72	2.25	42	6.26	2.21	25	6.40	1.71	63	6.30	2.19	93	6.59	1.89	26	6.19	2.04	19	7.63	1.64	44	6.55	2.25	14	6.00	2.35

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

**A. General Issues facing the DRC (continued)**

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the DRC. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
None. I do not consider the DRC a fragile state.	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	16.7%	17.6%	15.3%	3.4%	11.6%	3.8%	14.7%	13.8%	18.5%	5.3%	8.7%	6.7%
High influx of refugees/migrants	5.6%	11.8%	6.9%	10.3%	11.6%	7.7%	5.9%	6.4%	7.4%	5.3%	6.5%	6.7%
Lack of access to development finance	27.8%	17.6%	26.4%	31.0%	30.2%	15.4%	17.6%	19.1%	7.4%	31.6%	8.7%	26.7%
Policy inconsistency	22.2%	29.4%	27.8%	24.1%	20.9%	30.8%	26.5%	35.1%	33.3%	26.3%	34.8%	20.0%
Weak social cohesion	5.6%	17.6%	4.2%	3.4%	7.0%	3.8%	4.4%	10.6%	14.8%	5.3%	2.2%	0.0%
Weak institutional capacity*	5.6%	11.8%	19.4%	37.9%	27.9%	0.0%	22.1%	10.6%	14.8%	31.6%	17.4%	40.0%
Food insecurity	11.1%	11.8%	4.2%	6.9%	4.7%	3.8%	7.4%	11.7%	7.4%	5.3%	17.4%	6.7%
High levels of corruption	44.4%	41.2%	34.7%	41.4%	34.9%	30.8%	42.6%	48.9%	40.7%	31.6%	45.7%	33.3%
Weak accountability	0.0%	5.9%	6.9%	10.3%	4.7%	23.1%	16.2%	7.4%	7.4%	21.1%	8.7%	0.0%
Lack of security	16.7%	0.0%	5.6%	17.2%	4.7%	11.5%	11.8%	4.3%	18.5%	5.3%	6.5%	20.0%
Political uncertainty	16.7%	29.4%	18.1%	0.0%	18.6%	30.8%	17.6%	13.8%	14.8%	10.5%	30.4%	6.7%
Low levels of political and economic inclusion*	5.6%	0.0%	22.2%	10.3%	4.7%	26.9%	5.9%	14.9%	11.1%	21.1%	6.5%	13.3%
Other	5.6%	0.0%	2.8%	0.0%	2.3%	3.8%	2.9%	1.1%	0.0%	0.0%	2.2%	13.3%

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the DRC?*	18	6.61	1.42	17	6.41	0.94	73	5.86	1.64	29	6.66	2.06	43	5.84	2.19	25	6.24	1.48	68	6.06	1.93	93	6.13	2.07	27	6.37	1.84	19	7.79	1.36	47	6.04	2.03	15	5.20	2.51

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.	18	5.78	1.26	17	6.24	1.71	73	5.45	1.78	29	6.17	2.17	43	6.00	2.18	26	5.69	1.59	68	5.43	1.99	91	6.13	2.03	27	5.89	2.21	19	7.05	1.72	43	6.07	2.13	14	5.07	2.56

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





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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Food security	27.8%	11.8%	5.5%	20.7%	18.6%	11.5%	14.7%	17.0%	25.9%	10.5%	17.0%	20.0%
Urban development	16.7%	0.0%	15.1%	3.4%	9.3%	7.7%	7.4%	13.8%	7.4%	0.0%	4.3%	20.0%
Gender based violence	11.1%	0.0%	2.7%	3.4%	9.3%	3.8%	0.0%	2.1%	0.0%	0.0%	2.1%	0.0%
Energy	5.6%	17.6%	11.0%	17.2%	9.3%	15.4%	16.2%	12.8%	11.1%	0.0%	19.1%	33.3%
Water and sanitation	11.1%	23.5%	6.8%	6.9%	9.3%	3.8%	5.9%	9.6%	7.4%	5.3%	6.4%	20.0%
Pollution	0.0%	5.9%	4.1%	0.0%	2.3%	0.0%	8.8%	5.3%	0.0%	0.0%	6.4%	13.3%
Job creation/employment	50.0%	35.3%	52.1%	51.7%	67.4%	53.8%	52.9%	54.3%	63.0%	52.6%	34.0%	33.3%
Health	5.6%	35.3%	20.5%	10.3%	16.3%	15.4%	10.3%	19.1%	18.5%	15.8%	25.5%	13.3%
Regional conflict and tensions	5.6%	5.9%	4.1%	3.4%	2.3%	3.8%	2.9%	3.2%	0.0%	10.5%	0.0%	13.3%
Financial markets	0.0%	0.0%	4.1%	6.9%	2.3%	0.0%	2.9%	6.4%	0.0%	0.0%	0.0%	6.7%
Social protection	5.6%	0.0%	8.2%	6.9%	7.0%	3.8%	1.5%	7.4%	7.4%	5.3%	2.1%	0.0%
Gender equity (closing the gap between women and men, and boys and girls)*	11.1%	0.0%	0.0%	0.0%	2.3%	0.0%	1.5%	0.0%	0.0%	5.3%	0.0%	0.0%
Private sector development	22.2%	11.8%	16.4%	10.3%	11.6%	7.7%	23.5%	11.7%	14.8%	26.3%	10.6%	20.0%
Education*	38.9%	64.7%	24.7%	24.1%	39.5%	42.3%	25.0%	24.5%	25.9%	26.3%	53.2%	33.3%
Public sector governance/reform	16.7%	11.8%	16.4%	27.6%	11.6%	11.5%	11.8%	17.0%	14.8%	5.3%	14.9%	20.0%
Security/stabilization/reconstruction	16.7%	0.0%	4.1%	10.3%	4.7%	3.8%	4.4%	2.1%	0.0%	5.3%	6.4%	6.7%
Global/regional integration	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	1.5%	3.2%	0.0%	5.3%	0.0%	0.0%
Poverty reduction	5.6%	23.5%	8.2%	20.7%	11.6%	11.5%	11.8%	8.5%	11.1%	5.3%	8.5%	0.0%
Anti-corruption	5.6%	5.9%	15.1%	13.8%	11.6%	15.4%	11.8%	13.8%	14.8%	0.0%	10.6%	6.7%
Macro-fiscal management	0.0%	0.0%	2.7%	3.4%	2.3%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	5.9%	1.4%	3.4%	2.3%	3.8%	4.4%	6.4%	3.7%	0.0%	4.3%	0.0%
Economic growth*	5.6%	0.0%	2.7%	0.0%	7.0%	19.2%	13.2%	4.3%	0.0%	21.1%	4.3%	0.0%
Disaster risk management	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	15.8%	0.0%	0.0%
Disease control	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	2.1%	0.0%	0.0%	0.0%	6.7%
Local governance and institutions	0.0%	5.9%	11.0%	3.4%	7.0%	7.7%	5.9%	2.1%	7.4%	0.0%	14.9%	6.7%
Information and communications technology	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport infrastructure	11.1%	11.8%	20.5%	17.2%	9.3%	11.5%	19.1%	12.8%	22.2%	31.6%	19.1%	0.0%
Agriculture and rural development	11.1%	11.8%	17.8%	17.2%	7.0%	23.1%	13.2%	19.1%	25.9%	10.5%	17.0%	13.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	2.3%	3.8%	4.4%	1.1%	0.0%	0.0%	2.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.6%	0.0%	4.1%	3.4%	0.0%	0.0%	2.9%	6.4%	0.0%	15.8%	0.0%	0.0%
Social cohesion	0.0%	5.9%	2.7%	0.0%	2.3%	0.0%	0.0%	2.1%	11.1%	5.3%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	4.4%	0.0%	0.0%	0.0%	2.1%	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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Increased its emphasis recently	5.6%	11.8%	30.1%	44.8%	16.3%	11.5%	13.2%	24.5%	33.3%	15.8%	17.8%	20.0%
Decreased its emphasis recently	16.7%	29.4%	20.5%	10.3%	34.9%	38.5%	10.3%	23.4%	18.5%	42.1%	20.0%	26.7%
Emphasis has remained pretty consistent over time	55.6%	29.4%	37.0%	34.5%	39.5%	42.3%	52.9%	41.5%	40.7%	31.6%	48.9%	40.0%
Don't know	22.2%	29.4%	12.3%	10.3%	9.3%	7.7%	23.5%	10.6%	7.4%	10.5%	13.3%	13.3%

\*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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Local government*	77.8%	41.2%	53.4%	48.3%	53.5%	26.9%	36.8%	45.7%	30.8%	15.8%	38.3%	40.0%
Donor community*	0.0%	11.8%	1.4%	10.3%	2.3%	3.8%	0.0%	5.3%	3.8%	5.3%	2.1%	20.0%
NGOs/Community Based Organizations*	16.7%	11.8%	27.4%	24.1%	34.9%	53.8%	19.1%	42.6%	34.6%	47.4%	17.0%	26.7%
Beneficiaries	22.2%	11.8%	34.2%	31.0%	39.5%	38.5%	36.8%	28.7%	23.1%	15.8%	25.5%	26.7%
Youth/university groups	5.6%	0.0%	9.6%	3.4%	7.0%	11.5%	7.4%	8.5%	11.5%	10.5%	17.0%	0.0%
Private sector*	22.2%	23.5%	19.2%	27.6%	11.6%	15.4%	45.6%	19.1%	15.4%	26.3%	25.5%	26.7%
Academia/think tanks/research institutes	5.6%	23.5%	15.1%	24.1%	20.9%	7.7%	14.7%	10.6%	15.4%	10.5%	31.9%	13.3%
Parliament*	5.6%	47.1%	4.1%	6.9%	2.3%	3.8%	2.9%	4.3%	0.0%	5.3%	2.1%	0.0%
Religious groups	11.1%	11.8%	12.3%	3.4%	11.6%	23.1%	20.6%	18.1%	15.4%	26.3%	21.3%	13.3%
Emerging donors	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	2.1%	0.0%
UN agencies	0.0%	5.9%	4.1%	10.3%	0.0%	3.8%	1.5%	1.1%	7.7%	10.5%	0.0%	6.7%
Regional organizations	0.0%	0.0%	2.7%	3.4%	0.0%	0.0%	1.5%	0.0%	3.8%	0.0%	0.0%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	7.0%	3.8%	0.0%	3.2%	0.0%	0.0%	4.3%	0.0%
Media*	0.0%	5.9%	1.4%	6.9%	4.7%	0.0%	2.9%	3.2%	38.5%	5.3%	0.0%	0.0%
Peace keeping forces*	11.1%	5.9%	2.7%	0.0%	2.3%	0.0%	0.0%	3.2%	0.0%	10.5%	0.0%	20.0%
Other	5.6%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	2.1%	6.7%
Don't know	5.6%	0.0%	1.4%	0.0%	0.0%	3.8%	2.9%	0.0%	0.0%	5.3%	2.1%	0.0%

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	18	5.28	1.45	16	6.13	1.09	72	5.18	1.83	28	6.18	2.28	42	5.29	2.17	26	5.77	1.66	64	5.58	1.88	90	6.19	2.05	27	6.07	2.09	19	6.95	1.27	45	5.31	2.59	15	5.00	2.56
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	17	5.18	1.55	17	5.12	2.00	70	4.66	1.79	29	6.17	2.17	40	5.30	2.24	26	5.08	1.92	64	5.45	1.94	86	5.92	2.23	27	5.81	2.24	18	6.89	2.08	45	4.58	2.34	15	5.20	2.43

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	16	4.19	1.94	16	5.13	1.15	63	4.41	1.86	27	5.67	1.84	38	5.21	2.04	23	5.35	1.82	57	5.02	2.06	83	5.18	1.98	25	5.72	1.86	17	5.59	1.58	40	4.65	2.07	15	4.53	2.47
Flexibility (in terms of the institution's products and services)	16	5.13	1.45	14	5.29	1.68	66	4.42	1.66	28	4.79	1.77	38	4.34	1.71	26	4.77	1.45	59	4.66	1.65	82	4.79	1.77	24	5.21	1.86	17	5.41	1.66	44	4.48	1.89	14	4.07	2.43
Flexibility (in terms of changing country circumstances)	15	4.60	1.40	14	4.64	1.34	67	4.45	1.76	26	5.27	1.59	40	4.73	1.95	25	4.88	1.69	58	4.76	1.64	82	5.34	1.69	25	5.32	2.17	16	5.44	1.63	44	4.55	1.69	15	4.67	2.53
Being inclusive	14	4.57	1.45	10	5.80	1.75	52	4.77	1.82	26	5.77	2.27	36	5.33	1.85	23	5.91	1.98	47	4.91	2.08	71	5.45	1.89	23	5.43	1.93	14	5.57	1.95	30	4.67	1.97	12	4.67	2.42
Openness (sharing data and other information)*	18	5.06	1.16	16	5.50	1.86	65	5.42	1.55	28	6.18	1.93	40	5.45	1.91	26	6.38	2.00	60	5.73	1.69	85	5.64	1.94	25	6.12	1.92	16	7.13	1.41	39	5.69	1.79	15	5.13	2.26
Collaboration with the Government*	18	6.72	1.27	17	7.18	1.38	71	6.07	1.74	28	6.96	1.84	41	6.61	1.77	26	6.73	1.87	61	6.23	1.93	91	6.87	1.81	27	6.85	1.90	18	7.61	1.46	43	6.53	1.79	15	6.20	2.62
The speed in which it gets things accomplished on the ground*	16	5.19	2.04	17	5.88	1.41	67	4.52	1.65	28	5.29	1.76	40	4.98	1.66	26	5.92	1.79	60	5.47	1.93	85	5.46	1.78	25	5.40	1.83	16	6.13	1.63	42	4.93	2.08	15	4.47	2.33
Helping to bring discipline/effective supervision to implementation of investment projects	18	5.61	1.14	16	6.31	1.74	68	5.28	1.96	28	6.14	2.14	40	5.68	1.76	25	6.12	1.69	56	6.02	1.91	88	5.92	1.98	26	6.15	1.80	16	6.50	1.15	39	5.67	1.95	14	5.21	2.72
Collaboration with civil society*	16	4.25	1.29	17	4.65	1.32	64	4.81	1.59	26	6.08	2.12	42	5.00	1.78	22	5.55	0.96	59	4.93	1.35	90	5.20	1.79	25	5.48	1.64	18	5.39	1.97	41	4.68	1.86	15	4.67	2.13
Staff accessibility*	17	4.29	1.79	17	4.71	1.96	69	4.59	1.57	26	5.88	2.07	41	4.98	1.72	25	5.80	1.38	58	4.60	1.96	83	4.98	1.78	27	5.07	2.16	18	5.67	1.85	42	4.21	1.88	14	3.86	2.07
Collaboration with other donors and development partners*	12	5.33	1.56	10	6.00	1.41	47	5.17	2.07	26	6.65	1.96	31	5.42	1.86	23	6.35	1.58	48	5.60	2.01	69	5.41	1.83	24	5.38	2.22	15	6.07	1.22	32	5.16	1.83	13	4.62	2.36
Collaboration with the private sector*	16	4.63	1.02	11	5.09	1.38	61	4.34	1.57	26	5.81	2.19	38	4.82	1.77	21	5.38	1.53	61	4.64	1.84	86	4.93	2.00	26	5.77	2.35	17	5.53	2.37	39	4.72	1.79	14	4.50	2.10
Collaboration with the UN	13	5.46	1.61	9	5.67	1.73	52	5.83	1.96	24	6.67	2.26	31	7.23	2.16	21	6.81	1.78	48	6.02	2.07	67	6.58	2.02	22	5.73	2.37	13	6.54	1.33	30	6.07	2.16	13	6.00	2.16
Straightforwardness and honesty	13	5.54	0.97	15	5.80	1.82	66	5.68	1.88	26	6.27	1.78	33	6.33	2.17	26	6.27	1.76	58	6.36	2.11	84	6.64	1.94	25	6.40	1.98	17	7.18	1.78	38	6.00	2.13	12	6.00	2.89
Treating clients and stakeholders in the DRC with respect*	12	5.00	1.28	10	5.70	2.16	48	5.06	1.71	26	6.35	1.77	30	5.50	1.98	21	6.05	1.83	46	6.04	1.67	76	6.04	2.01	23	6.43	2.50	16	6.63	1.86	33	5.09	1.91	13	5.69	1.70
Being a long-term partner	13	6.23	1.64	12	7.17	1.19	57	6.35	2.04	28	7.29	1.86	32	7.09	1.96	22	6.64	1.79	46	6.87	1.81	76	7.01	1.87	21	6.67	2.29	17	7.65	1.66	32	6.75	2.08	13	6.08	2.87

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	17	5.47	1.70	16	5.56	1.41	71	5.03	1.84	29	6.21	1.92	40	5.85	1.72	26	5.35	1.29	63	5.70	1.83	87	5.77	2.00	26	6.35	2.06	18	6.83	1.15	43	5.44	1.89	15	4.87	2.36

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the DRC?	18	5.89	1.32	15	5.40	1.64	69	5.32	1.97	29	6.07	2.02	42	5.93	2.05	26	5.69	1.19	65	5.77	1.77	90	5.97	2.07	25	6.20	2.36	17	7.00	1.46	45	5.53	1.89	14	5.71	2.58

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?*	18	5.78	1.17	12	6.17	1.27	65	4.98	2.06	27	6.63	1.96	39	5.41	2.34	25	5.32	1.31	63	5.29	1.87	81	5.64	2.09	24	5.50	2.38	15	6.93	1.22	37	5.51	2.16	13	5.46	2.85

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC*	17	5.47	1.37	15	4.53	1.77	64	4.39	1.66	28	5.43	2.23	38	4.18	2.29	26	5.04	1.71	61	4.98	1.68	81	4.94	1.93	26	5.04	2.24	18	6.06	1.30	45	4.47	1.87	13	4.00	2.58
The World Bank Group meets the DRC's needs for knowledge services	18	5.89	1.23	14	4.86	1.92	66	4.94	1.56	28	5.50	2.25	40	5.35	1.81	24	5.46	1.82	61	5.51	1.82	85	5.44	2.04	24	5.50	2.25	18	6.33	1.71	42	4.67	2.01	15	5.00	2.80

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Weekly	5.6%	0.0%	6.8%	6.9%	2.4%	11.5%	4.5%	10.8%	11.1%	21.1%	4.3%	0.0%
Monthly	27.8%	23.5%	15.1%	31.0%	19.0%	34.6%	19.4%	19.4%	18.5%	15.8%	8.7%	6.7%
A few times a year	61.1%	64.7%	47.9%	37.9%	59.5%	34.6%	46.3%	40.9%	37.0%	36.8%	54.3%	46.7%
Rarely	5.6%	5.9%	24.7%	17.2%	16.7%	19.2%	19.4%	22.6%	29.6%	21.1%	28.3%	33.3%
Never	0.0%	5.9%	5.5%	6.9%	2.4%	0.0%	10.4%	6.5%	3.7%	5.3%	4.3%	13.3%

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
Are adaptable to the DRC's specific development challenges and country circumstances*	16	5.25	0.86	17	5.65	1.80	60	4.83	1.56	26	6.42	1.98	42	5.36	2.36	25	5.44	1.04	62	5.23	2.05	85	5.33	1.85	26	6.27	1.89	18	5.89	1.49	45	5.64	2.09	14	5.36	2.71

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	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?*	16	5.56	1.26	15	5.53	1.19	69	5.38	1.87	26	6.69	2.02	41	5.73	2.37	26	5.42	1.50	62	5.95	1.86	87	6.16	2.08	25	6.68	2.14	19	6.68	1.25	43	5.98	2.14	12	6.58	2.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	5.89	1.45	17	5.71	1.21	70	5.73	1.78	27	6.89	2.04	41	6.05	2.32	26	5.73	1.31	62	5.95	1.64	88	6.22	1.84	25	6.28	2.13	19	6.79	1.62	43	5.95	1.86	14	5.50	2.50

(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 the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Govt. 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	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the DRC	18	4.00	1.33	15	3.40	1.76	67	3.97	1.65	27	5.00	2.45	35	4.34	2.30	26	4.58	1.79	60	4.20	1.93	86	4.50	2.05	23	4.26	1.74	16	5.06	2.17	41	4.17	2.14	12	4.42	2.97
Where country systems are adequate, the World Bank Group makes appropriate use of them	16	5.13	0.96	12	5.50	1.38	58	5.16	1.69	23	6.43	2.48	37	5.73	2.23	24	5.88	1.45	60	5.55	2.07	78	5.94	2.02	23	6.00	2.26	17	6.18	1.88	34	6.18	2.11	14	6.29	2.64

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 the DRC? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Social cohesion	22.2%	0.0%	16.9%	27.6%	25.6%	3.8%	11.8%	22.8%	29.6%	15.8%	26.1%	20.0%
Public services	16.7%	11.8%	22.5%	20.7%	14.0%	11.5%	5.9%	13.0%	11.1%	10.5%	10.9%	33.3%
Macro issues	0.0%	11.8%	8.5%	17.2%	16.3%	3.8%	8.8%	6.5%	0.0%	5.3%	6.5%	6.7%
Education	33.3%	41.2%	23.9%	13.8%	34.9%	26.9%	27.9%	32.6%	29.6%	26.3%	37.0%	26.7%
Health	11.1%	35.3%	18.3%	24.1%	23.3%	26.9%	29.4%	28.3%	18.5%	26.3%	13.0%	6.7%
Supporting poor and marginalized local communities*	33.3%	41.2%	33.8%	69.0%	41.9%	53.8%	41.2%	23.9%	37.0%	36.8%	41.3%	46.7%
Jobs	22.2%	11.8%	22.5%	6.9%	20.9%	11.5%	16.2%	27.2%	11.1%	26.3%	21.7%	6.7%
Business development	16.7%	29.4%	15.5%	6.9%	9.3%	26.9%	23.5%	21.7%	22.2%	36.8%	17.4%	20.0%
Infrastructure	27.8%	17.6%	22.5%	13.8%	9.3%	23.1%	16.2%	18.5%	33.3%	15.8%	13.0%	26.7%
Other	5.6%	0.0%	1.4%	0.0%	0.0%	7.7%	1.5%	1.1%	0.0%	0.0%	6.5%	6.7%
Don't know	5.6%	0.0%	2.8%	0.0%	2.3%	0.0%	5.9%	1.1%	3.7%	0.0%	2.2%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	21.1%	5.9%	23.3%	20.7%	30.2%	34.6%	19.1%	14.9%	14.8%	15.8%	14.9%	40.0%
Offer more innovative financial products	26.3%	11.8%	19.2%	24.1%	14.0%	19.2%	20.6%	18.1%	22.2%	15.8%	17.0%	13.3%
Ensure greater selectivity in its work	15.8%	17.6%	17.8%	20.7%	20.9%	23.1%	17.6%	13.8%	14.8%	26.3%	14.9%	13.3%
Offer more innovative knowledge services	15.8%	0.0%	17.8%	3.4%	0.0%	15.4%	10.3%	16.0%	11.1%	26.3%	8.5%	13.3%
Collaborate more effectively with Government clients	26.3%	41.2%	30.1%	20.7%	32.6%	11.5%	11.8%	21.3%	18.5%	21.1%	12.8%	26.7%
Work faster	15.8%	0.0%	9.6%	10.3%	14.0%	11.5%	7.4%	8.5%	3.7%	5.3%	8.5%	6.7%
Reduce the complexity of obtaining World Bank Group financing	10.5%	17.6%	24.7%	13.8%	32.6%	15.4%	17.6%	11.7%	18.5%	15.8%	25.5%	13.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.5%	11.8%	11.0%	10.3%	0.0%	7.7%	13.2%	8.5%	14.8%	10.5%	12.8%	6.7%
Provide more adequate data/knowledge/statistics/figures on the DRC's economy	0.0%	0.0%	6.8%	3.4%	4.7%	0.0%	13.2%	6.4%	0.0%	21.1%	6.4%	13.3%
Engage more effectively with civil society*	5.3%	29.4%	6.8%	3.4%	7.0%	11.5%	10.3%	33.0%	29.6%	10.5%	12.8%	13.3%
Increase the level of capacity development in the country	5.3%	11.8%	9.6%	27.6%	2.3%	11.5%	16.2%	6.4%	7.4%	5.3%	12.8%	6.7%
Engage more directly with beneficiaries	10.5%	23.5%	6.8%	17.2%	20.9%	19.2%	14.7%	19.1%	22.2%	10.5%	14.9%	20.0%
Improve the quality of its experts as related to the DRC's specific challenges	26.3%	11.8%	5.5%	6.9%	7.0%	0.0%	8.8%	6.4%	3.7%	5.3%	10.6%	0.0%
Engage more effectively with private sector	10.5%	11.8%	1.4%	10.3%	7.0%	11.5%	13.2%	8.5%	14.8%	10.5%	8.5%	6.7%
Increase the level of World Bank Group staffing in the DRC's office	0.0%	5.9%	2.7%	0.0%	4.7%	3.8%	2.9%	2.1%	0.0%	0.0%	4.3%	0.0%
Other	0.0%	0.0%	0.0%	6.9%	2.3%	0.0%	1.5%	2.1%	0.0%	0.0%	6.4%	6.7%

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Never	0.0%	5.9%	8.5%	0.0%	14.0%	7.7%	7.4%	8.5%	11.1%	5.3%	17.0%	26.7%
Less than once a year	5.3%	5.9%	12.7%	13.8%	25.6%	7.7%	19.1%	20.2%	25.9%	5.3%	12.8%	13.3%
Once a year to a few times a year	73.7%	70.6%	50.7%	44.8%	44.2%	38.5%	35.3%	36.2%	22.2%	5.3%	44.7%	60.0%
Less than once a month	0.0%	5.9%	8.5%	6.9%	4.7%	19.2%	14.7%	20.2%	22.2%	26.3%	6.4%	0.0%
At least once a month	15.8%	11.8%	15.5%	24.1%	7.0%	26.9%	20.6%	10.6%	14.8%	47.4%	14.9%	0.0%
At least once a week	5.3%	0.0%	4.2%	10.3%	4.7%	0.0%	2.9%	4.3%	3.7%	10.5%	4.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Local radio*	21.1%	5.9%	23.6%	28.6%	27.9%	11.5%	26.5%	31.9%	11.5%	0.0%	14.9%	33.3%
International radio	26.3%	23.5%	26.4%	21.4%	14.0%	11.5%	19.1%	20.2%	30.8%	26.3%	19.1%	13.3%
Social media*	5.3%	17.6%	8.3%	25.0%	30.2%	42.3%	19.1%	21.3%	42.3%	52.6%	21.3%	26.7%
International newspapers	15.8%	0.0%	9.7%	7.1%	7.0%	7.7%	11.8%	6.4%	0.0%	15.8%	17.0%	6.7%
Local television	26.3%	17.6%	25.0%	17.9%	16.3%	26.9%	25.0%	26.6%	15.4%	5.3%	17.0%	13.3%
Internet	68.4%	76.5%	72.2%	53.6%	60.5%	53.8%	55.9%	56.4%	53.8%	52.6%	66.0%	73.3%
Periodicals	0.0%	11.8%	4.2%	0.0%	2.3%	7.7%	5.9%	8.5%	3.8%	0.0%	10.6%	0.0%
International television	31.6%	17.6%	11.1%	32.1%	25.6%	30.8%	16.2%	17.0%	19.2%	36.8%	17.0%	6.7%
Local newspapers	5.3%	17.6%	4.2%	3.6%	7.0%	3.8%	4.4%	7.4%	7.7%	5.3%	4.3%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	3.8%	5.3%	4.3%	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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
World Bank Group's publications and other written materials	42.1%	23.5%	28.8%	41.4%	44.2%	26.9%	52.9%	41.5%	44.4%	63.2%	53.2%	40.0%
e-Newsletters	21.1%	17.6%	20.5%	17.2%	25.6%	19.2%	19.1%	22.3%	22.2%	10.5%	17.0%	26.7%
World Bank Group's seminars/workshops/conferences	52.6%	82.4%	54.8%	58.6%	53.5%	61.5%	51.5%	51.1%	48.1%	68.4%	44.7%	66.7%
Direct contact with World Bank Group	36.8%	58.8%	60.3%	27.6%	39.5%	57.7%	39.7%	51.1%	44.4%	36.8%	44.7%	46.7%
World Bank Group's website	21.1%	11.8%	17.8%	34.5%	14.0%	23.1%	13.2%	18.1%	22.2%	10.5%	25.5%	6.7%
Social media	10.5%	0.0%	4.1%	6.9%	0.0%	7.7%	7.4%	4.3%	7.4%	0.0%	6.4%	0.0%



**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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
High speed/WiFi	100.0%	82.4%	71.2%	79.3%	72.1%	92.3%	83.8%	71.3%	76.9%	94.7%	76.6%	60.0%
Dial-up	0.0%	17.6%	28.8%	20.7%	27.9%	7.7%	16.2%	28.7%	23.1%	5.3%	23.4%	40.0%

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Yes	52.6%	41.2%	54.2%	75.9%	37.2%	69.2%	36.8%	28.7%	50.0%	89.5%	21.3%	13.3%
No	47.4%	58.8%	45.8%	24.1%	62.8%	30.8%	63.2%	71.3%	50.0%	10.5%	78.7%	86.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
The World Bank (IDA)	90.0%	100.0%	100.0%	95.2%	93.8%	66.7%	56.0%	85.2%	69.2%	76.5%	70.0%	100.0%
The International Finance Corporation (IFC)	10.0%	0.0%	0.0%	4.8%	6.3%	11.1%	36.0%	11.1%	23.1%	17.6%	30.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	4.0%	3.7%	0.0%	5.9%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	7.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Govt. Institution	Academia	Other
Observer*	27.8%	25.0%	23.9%	13.8%	48.8%	11.5%	50.0%	45.7%	33.3%	10.5%	32.6%	46.7%
Use World Bank Group reports/data	50.0%	25.0%	29.6%	24.1%	39.5%	46.2%	32.4%	28.3%	37.0%	47.4%	34.8%	0.0%
Engage in World Bank Group related/sponsored events/activities	50.0%	50.0%	42.3%	44.8%	34.9%	57.7%	45.6%	37.0%	33.3%	63.2%	41.3%	40.0%
Collaborate as part of my professional duties*	27.8%	56.3%	52.1%	58.6%	25.6%	53.8%	29.4%	27.2%	44.4%	57.9%	28.3%	40.0%
Use World Bank Group website for information, data, research, etc.*	22.2%	12.5%	28.2%	10.3%	30.2%	3.8%	11.8%	31.5%	18.5%	0.0%	30.4%	46.7%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>16</sup>

● Kinshasa N=366    ● Other<sup>17</sup> N=112

### A. General Issues Facing the DRC

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	352	6.16	1.87	109	7.16	2.34

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

### B. Overall Attitudes toward the World Bank Group

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.	359	5.81	1.81	110	6.04	2.53

(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 the DRC?

(1-Strongly disagree, 10-Strongly agree)

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	353	5.51	1.94	110	6.30	2.28
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	345	5.25	2.00	110	5.82	2.53

\*Significantly different between geographic locations

<sup>16</sup> All 478 respondents provided information about their geographic location (question H9 in the questionnaire).

<sup>17</sup> Includes the following categories: Matadi (N=23) and Other (N=89).

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

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

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	319	4.75	1.84	102	5.84	2.13
Flexibility (in terms of the institution's products and services)*	330	4.59	1.63	99	5.03	2.08
Flexibility (in terms of changing country circumstances)*	324	4.69	1.64	104	5.47	2.02
Being inclusive*	262	5.03	1.92	97	5.66	2.02
Openness (sharing data and other information)	336	5.81	1.71	98	5.41	2.14
Collaboration with the Government*	350	6.46	1.73	107	7.10	2.06
The speed in which it gets things accomplished on the ground*	333	5.11	1.75	105	5.61	2.09
Helping to bring discipline/effective supervision to implementation of investment projects	331	5.87	1.72	104	5.66	2.42
Collaboration with civil society	330	5.05	1.51	106	5.07	2.21
Staff accessibility	332	4.77	1.75	106	5.11	2.19
Collaboration with other donors and development partners	263	5.51	1.78	88	5.66	2.32
Collaboration with the private sector	319	4.83	1.79	98	5.12	2.22
Collaboration with the UN	259	6.21	1.95	85	6.49	2.37
Straightforwardness and honesty*	315	6.07	1.82	99	6.76	2.38
Treating clients and stakeholders in the DRC with respect	261	5.77	1.77	94	5.83	2.31
Being a long-term partner	273	6.78	1.88	97	6.94	2.14

\*Significantly different between geographic locations

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

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	343	5.50	1.71	108	6.13	2.26

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

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the DRC?*	350	5.61	1.79	106	6.42	2.29

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

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?	326	5.50	1.85	93	5.74	2.60

(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 the DRC?***(1-Strongly disagree, 10-Strongly agree)*

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC	330	4.82	1.76	102	4.79	2.39
The World Bank Group meets the DRC's needs for knowledge services	331	5.31	1.77	104	5.37	2.38

**D. The World Bank Group's Knowledge Work and Activities****In the DRC, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to the DRC's specific development challenges and country circumstances*	333	5.25	1.74	104	6.03	2.31

*\*Significantly different between geographic locations*

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	336	5.78	1.82	105	6.53	2.35
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	345	6.02	1.64	106	6.11	2.43

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)**\*Significantly different between geographic locations***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Kinshasa			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the DRC*	323	4.17	1.78	103	4.75	2.57
Where country systems are adequate, the World Bank Group makes appropriate use of them	306	5.72	1.77	90	5.94	2.67

*\*Significantly different between geographic locations*



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>18</sup>

*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 the DRC COS questionnaire: All 10-point scale questions and questions B4, B6, B7 and F1 from the questionnaire.*

● Collaborating with the WBG N=206      ● Not collaborating with the WBG N=270

### A. General Issues Facing the DRC

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	196	6.18	2.33	256	6.08	2.23
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	198	6.01	1.75	255	5.75	1.91
The World Bank Group*	198	6.78	1.97	261	6.10	2.04
The International Monetary Fund	193	5.90	1.98	255	5.80	2.11
UN*	200	6.09	2.11	250	5.37	2.08
Regional development banks and institutions	198	5.58	1.92	248	5.41	1.93
The DRC's Central Bank	198	6.43	2.15	261	6.20	2.01
International private sector*	196	6.06	1.81	255	5.61	1.94
Domestic private sector	199	6.52	1.59	262	6.27	1.80
International civil society	199	5.97	1.89	256	5.70	1.89
Domestic civil society	201	6.45	1.82	259	6.16	1.73
Faith-based institutions*	199	7.00	1.99	249	6.33	1.95
Domestic traditional media and their web presence	202	6.06	1.95	251	5.75	1.90
International media and their web presence	201	5.99	1.91	252	5.85	1.86
Web based media	198	5.61	2.19	252	5.46	1.98

\*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 the DRC?*	204	6.86	1.84	269	5.62	1.82

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.*	205	6.08	1.99	262	5.69	2.00

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

<sup>18</sup> Only 476 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 the DRC solve its most complicated development challenges?*	200	6.42	1.91	256	5.97	2.07

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

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Food security	16.6%	14.4%
Urban development	9.3%	10.0%
Gender based violence	2.4%	3.0%
Energy*	8.3%	18.1%
Water and sanitation	8.8%	8.1%
Pollution*	1.5%	6.7%
Job creation/employment	48.8%	53.3%
Health	16.6%	18.1%
Regional conflict and tensions	5.4%	2.2%
Financial markets	2.9%	3.3%
Social protection	7.3%	3.7%
Gender equity (closing the gap between women and men, and boys and girls)	0.5%	1.5%
Private sector development	15.6%	14.8%
Education*	27.3%	35.9%
Public sector governance/reform	17.1%	13.3%
Security/stabilization/reconstruction	4.4%	4.8%
Global/regional integration*	2.9%	0.4%
Poverty reduction	11.7%	9.3%
Anti-corruption	9.8%	13.3%
Macro-fiscal management	1.0%	1.5%
Judiciary reform	4.9%	2.6%
Economic growth	8.8%	4.4%
Disaster risk management	0.5%	0.7%
Equality of opportunity*	2.4%	0.0%
Disease control	1.0%	0.7%
Local governance and institutions	6.3%	6.7%
Information and communications technology	0.5%	0.0%
Transport infrastructure*	21.5%	12.6%
Agriculture and rural development	14.1%	17.8%
Trade and exports	2.4%	0.7%
Crime and violence	0.0%	0.4%
Natural resource management	2.9%	3.7%
Social cohesion	2.4%	1.9%
Climate change	1.5%	1.1%

\*Significantly different between collaborators and non-collaborators



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

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

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	10.2%	9.3%
Inadequate World Bank Group's staffing in the DRC	16.6%	12.2%
Not focused enough on issues that are unique to post-conflict countries	23.9%	24.4%
Not willing to honestly criticize policies and reform efforts in the country*	23.4%	12.2%
Staff too inaccessible	7.8%	13.3%
Not collaborating enough with private sector*	15.6%	23.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.9%	3.0%
Not aligned with country priorities*	10.7%	18.9%
Not adequately sensitive to political/social realities in the DRC	22.0%	16.7%
Too influenced by developed countries	9.8%	13.7%
World Bank Group's processes too slow and complex	19.5%	14.8%
Not adequately flexible	5.4%	7.8%
Not sufficiently focused on sustainable results	5.4%	4.1%
Not collaborating enough with civil society	7.8%	8.1%
Not enough public disclosure of its work	8.8%	12.2%
Other	1.5%	1.9%
Don't know	2.0%	0.4%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	8.8%	10.4%
To a somewhat sufficient degree	17.6%	24.1%
To a somewhat insufficient degree	42.2%	34.8%
To a very insufficient degree	29.9%	27.0%
Don't know	1.5%	3.7%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	200	6.05	2.01	261	5.43	2.04
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	198	5.64	2.19	255	5.20	2.10

\*Significantly different between collaborators and non-collaborators

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	191	5.18	1.95	228	4.88	1.97
Flexibility (in terms of the institution's products and services)	188	4.85	1.59	239	4.58	1.85
Flexibility (in terms of changing country circumstances)*	185	5.09	1.65	241	4.73	1.84
Being inclusive	159	5.42	1.95	198	5.03	1.97
Openness (sharing data and other information)*	193	6.12	1.85	239	5.41	1.75
Collaboration with the Government	198	6.69	1.75	257	6.56	1.89
The speed in which it gets things accomplished on the ground*	194	5.61	1.84	242	4.93	1.81
Helping to bring discipline/effective supervision to implementation of investment projects*	195	6.03	1.82	238	5.65	1.96
Collaboration with civil society*	188	5.30	1.75	246	4.87	1.66
Staff accessibility*	191	5.53	1.83	245	4.33	1.73
Collaboration with other donors and development partners*	163	6.10	1.77	186	5.09	1.92
Collaboration with the private sector*	180	5.38	1.81	235	4.54	1.89
Collaboration with the UN*	156	6.83	1.87	186	5.85	2.10
Straightforwardness and honesty*	183	6.62	1.85	229	5.94	2.05
Treating clients and stakeholders in the DRC with respect*	163	6.21	1.75	190	5.43	2.01
Being a long-term partner*	176	7.06	1.88	192	6.64	1.99

\*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 the DRC?** (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	183	4.90	1.99	208	4.82	1.99
Gender equity (closing the gap between women and men, and boys and girls)*	168	5.64	1.81	217	4.93	1.84
Private sector development	192	4.76	1.95	224	4.56	1.85
Education	199	5.76	1.83	250	5.84	1.89
Public sector governance/reform	196	5.65	1.76	244	5.59	1.99
Global/regional integration	172	5.49	2.00	184	5.26	2.03
Food security	188	4.96	1.73	206	4.77	1.83
Urban development	185	4.61	1.92	228	4.75	1.74
Energy	185	4.92	1.99	225	4.80	1.94
Water and sanitation	190	5.02	1.85	235	5.07	2.02
Pollution*	159	4.45	1.84	194	3.90	1.86
Job creation/employment	191	3.97	1.94	234	4.02	1.81
Health	194	5.42	1.92	235	5.46	2.12
Financial markets	153	4.67	2.12	176	4.83	2.16
Transport infrastructure	192	4.84	1.94	230	5.13	2.19
Agriculture and rural development	189	5.17	1.79	235	5.16	1.97
Trade and exports*	163	4.53	1.89	176	4.09	1.70
Crime and violence	160	4.25	1.87	162	4.03	2.04
Natural resource management*	160	4.64	2.04	162	4.14	1.98
Climate change*	169	5.28	1.81	174	4.69	2.14
Poverty reduction	191	4.51	1.78	221	4.71	2.05
Anti-corruption	185	4.11	1.85	214	3.95	2.07
Judiciary reform	179	4.40	1.96	205	4.61	2.22
Economic growth*	190	4.68	1.98	224	5.08	2.07
Disaster risk management	163	4.48	1.95	153	4.07	2.06
Equality of opportunity*	178	4.94	1.68	191	4.49	1.92
Disease control	172	5.39	1.92	189	5.40	2.36
Information and communications technology*	173	4.90	1.95	162	4.36	2.09
Gender based violence*	177	5.50	1.78	173	5.06	1.90
Security/stabilization/reconstruction	175	4.71	1.67	189	4.51	1.98
Regional conflict and tensions	159	4.47	1.81	171	4.19	1.93
Local governance and institutions	193	4.96	1.76	232	5.13	1.92
Social cohesion	183	4.62	1.75	217	4.64	1.73
Macro-fiscal management*	178	5.00	2.04	215	5.42	2.13

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	203	5.94	1.90	246	5.43	1.81

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

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

	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 the DRC?*	202	6.04	1.93	252	5.61	1.94

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?	190	5.72	2.04	227	5.43	2.04

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

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

(1- Strongly disagree, 10- Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC*	193	5.19	1.98	237	4.52	1.84
The World Bank Group meets the DRC's needs for knowledge services*	192	5.68	1.87	241	5.05	1.95

\*Significantly different between collaborators and non-collaborators

**How effectively does the World Bank Group support the DRC'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	177	4.83	1.74	216	4.62	1.97
To develop better and stronger data collection/analytics systems within the Government	184	5.64	1.77	228	5.37	1.92
To strengthen the country's crisis preparedness	183	5.18	1.92	213	5.16	2.01
To identify and monitor risks*	179	5.31	1.95	195	4.83	2.00

\*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 the DRC's efforts to manage crisis related risks?*	130	5.46	1.80	117	4.57	1.84

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	184	6.43	1.67	248	5.92	2.02
Include appropriate level of stakeholder involvement during preparation	187	5.72	1.84	235	5.44	1.98
Lead to practical solutions*	195	5.70	1.83	245	5.27	1.94
Are source of relevant information on global good practices*	191	6.37	1.81	222	5.75	2.03
Are adequately disseminated*	194	5.57	2.12	247	4.67	2.10
Are translated enough into local language	190	3.73	1.95	244	3.38	2.07
Are adaptable to the DRC's specific development challenges and country circumstances*	189	5.72	1.81	246	5.23	1.98

*\*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?*	197	6.20	1.80	242	5.76	2.09
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	199	6.38	1.75	250	5.79	1.90

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)**\*Significantly different between collaborators and non-collaborators***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	196	4.21	1.93	241	3.73	1.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports	204	6.24	1.99	258	6.16	2.26
The World Bank Group's approvals and reviews are done in a timely fashion	194	4.86	1.79	239	4.60	1.96
The World Bank Group's Environmental and Social Framework requirements are reasonable	192	5.63	1.67	232	5.31	1.99
The World Bank Group's conditions on its lending are reasonable	185	5.17	1.95	223	4.78	2.24
The World Bank Group takes decisions quickly in the DRC*	189	4.62	1.83	235	4.07	2.12
Working with the World Bank Group increases the DRC's institutional capacity	201	5.83	1.91	252	5.49	2.08
Where country systems are adequate, the World Bank Group makes appropriate use of them	182	5.93	1.92	212	5.64	2.08

*\*Significantly different between collaborators and non-collaborators*

**E. Working with 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 is adequately staffed in the DRC?*	186	5.31	2.11	204	4.87	2.10

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the DRC?*	196	5.34	1.90	257	4.48	2.21

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

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

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

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	22.3%	18.5%
Offer more innovative financial products	21.4%	16.7%
Ensure greater selectivity in its work*	24.3%	11.9%
Offer more innovative knowledge services	13.6%	10.4%
Collaborate more effectively with Government clients	22.3%	21.5%
Work faster	6.3%	10.7%
Reduce the complexity of obtaining World Bank Group financing	17.0%	20.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.7%	9.3%
Provide more adequate data/knowledge/statistics/figures on the DRC's economy	6.8%	7.0%
Engage more effectively with civil society	13.1%	17.4%
Increase the level of capacity development in the country	10.2%	10.4%
Engage more directly with beneficiaries*	10.2%	20.4%
Improve the quality of its experts as related to the DRC's specific challenges	6.3%	8.1%
Engage more effectively with private sector	8.7%	8.5%
Increase the level of World Bank Group staffing in the DRC's office	3.4%	1.9%
Other	1.9%	2.2%

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>19</sup>

*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 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.*

- FY 2016 Number of comparable respondents = 281
- FY 2019 Number of comparable respondents = 472

*By weighting, the FY 2016 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 2016	FY 2019
Office of the President/Prime Minister/Office of Minister	6.0%	6.0%
Office of Parliamentarian	8.0%	8.0%
Government Institutions	27.5%	27.5%
Local Government	7.5%	7.5%
Bilateral/Multilateral Agency	5.5%	5.5%
Civil Society	16.0%	16.0%
Private Sector	12.5%	12.5%
Academia	10.5%	10.5%
Media	6.5%	6.5%

### B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the DRC?*	256	5.52	2.42	469	6.21	1.85

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY 2016 and FY 2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.	237	6.04	2.47	463	5.90	1.95

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

	FY 2016			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 the DRC solve its most complicated development challenges?*	236	6.64	2.29	453	6.18	1.96

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

<sup>19</sup> Only those questions that were asked in the FY 2016 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 the DRC?\*****(Select only ONE response)**

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	20.8%	9.4%
To a somewhat sufficient degree	23.0%	21.5%
To a somewhat insufficient degree	19.3%	39.0%
To a very insufficient degree	17.1%	27.7%
Don't know	19.7%	2.3%

\*Significantly different between FY 2016 and FY 2019

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the DRC*	236	6.35	2.41	457	5.73	1.99
The World Bank Group's work is aligned with what I consider the development priorities for the DRC*	239	6.27	2.24	451	5.36	2.13

\*Significantly different between FY 2016 and FY 2019

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	217	5.73	2.35	416	5.03	1.92
Flexibility (in terms of the institution's products and services)*	219	5.86	2.00	422	4.76	1.72
Flexibility (in terms of changing country circumstances)*	213	5.43	2.24	420	4.87	1.74
Being inclusive*	187	6.20	2.21	349	5.21	1.93
Openness (sharing data and other information)*	216	7.01	2.25	429	5.72	1.80
Collaboration with the Government*	203	7.13	2.11	452	6.65	1.78
The speed in which it gets things accomplished on the ground*	221	6.06	2.40	433	5.27	1.83
Helping to bring discipline/effective supervision to implementation of investment projects <sup>1</sup>				430	5.85	1.86
Collaboration with civil society*	184	6.44	2.56	430	5.03	1.67
Staff accessibility*	180	5.86	2.43	435	4.85	1.86
Collaboration with other donors and development partners*	186	7.33	2.08	343	5.54	1.91
Collaboration with the private sector*	191	5.30	2.54	406	4.93	1.87
Collaboration with the UN*	149	7.58	2.23	335	6.20	2.04
Straightforwardness and honesty	182	6.34	2.63	409	6.19	1.95
Treating clients and stakeholders in the DRC with respect*	212	7.01	2.21	345	5.75	1.94
Being a long-term partner*	203	7.44	2.28	362	6.83	1.89

\*Significantly different between FY 2016 and FY 2019

<sup>1</sup> Only FY 2019 questionnaire had this response option



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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	154	6.12	2.50	387	4.88	1.97
Gender equity (closing the gap between women and men, and boys and girls)*	167	6.82	2.79	383	5.24	1.86
Private sector development	178	4.48	2.25	413	4.67	1.88
Education*	201	6.45	2.31	448	5.80	1.83
Public sector governance/reform*	163	6.55	2.28	439	5.63	1.87
Global/regional integration*	143	6.37	2.16	350	5.37	2.02
Food security*	158	6.35	2.26	390	4.86	1.79
Urban development*	147	5.67	2.15	409	4.71	1.81
Energy*	179	6.21	2.23	407	4.87	1.93
Water and sanitation*	183	6.44	2.12	423	5.05	1.91
Pollution* <sup>1</sup>				350	4.18	1.87
Job creation/employment*	174	5.10	2.98	423	4.04	1.87
Health*	188	6.69	2.06	424	5.43	1.99
Financial markets*	157	6.32	2.26	328	4.77	2.14
Transport infrastructure**	188	6.35	2.17	418	5.03	2.09
Agriculture and rural development***	203	5.61	2.16	418	5.18	1.88
Trade and exports*	137	5.80	2.42	337	4.38	1.84
Crime and violence* <sup>1</sup>				313	4.15	1.97
Natural resource management*	154	5.72	2.48	314	4.41	2.03
Climate change*	147	6.57	2.45	331	4.98	1.99
Poverty reduction*	190	5.61	2.58	407	4.58	1.91
Anti-corruption*	167	5.90	2.53	395	3.97	1.96
Judiciary reform* <sup>1</sup>				378	4.53	2.09
Economic growth*	157	6.31	2.56	408	4.91	2.02
Disaster risk management****	126	6.12	2.30	309	4.26	2.06
Equality of opportunity*	158	5.99	2.43	361	4.73	1.81
Disease control* <sup>1</sup>				352	5.40	2.13
Information and communications technology*	150	6.48	2.21	326	4.63	2.05
Gender based violence* <sup>1</sup>				346	5.25	1.82
Security/stabilization/reconstruction*	161	6.05	2.51	358	4.61	1.83
Regional conflict and tensions*	143	5.90	2.72	324	4.31	1.90
Local governance and institutions*	158	6.24	2.34	421	5.09	1.85
Social cohesion*	142	5.77	2.38	394	4.68	1.73
Macro-fiscal management* <sup>1</sup>				388	5.25	2.08

\*Significantly different between FY 2016 and FY 2019

<sup>1</sup> Only FY 2019 questionnaire had these response options.

<sup>2</sup> In FY 2016, the category was "Transport (e.g., roads, bridges, transportation)."

<sup>3</sup> In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture and rural development" category.

<sup>4</sup> In FY 2016, the category was "Disaster management."

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the DRC?*	230	6.43	2.20	446	5.65	1.85

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?*	225	6.88	1.99	411	5.60	1.99

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the DRC*	243	5.54	2.41	429	4.84	1.90
The World Bank Group meets the DRC's needs for knowledge services*	243	6.50	2.24	428	5.34	1.91

\*Significantly different between FY 2016 and FY 2019

**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 2016	FY 2019
Weekly	3.8%	6.9%
Monthly	9.5%	19.5%
A few times a year	33.8%	47.6%
Rarely	37.3%	20.4%
Never	15.6%	5.6%

\*Significantly different between FY 2016 and FY 2019

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	215	6.64	1.95	431	6.18	1.87
Include appropriate level of stakeholder involvement during preparation*	200	6.39	2.01	420	5.64	1.86
Lead to practical solutions	217	5.67	2.20	437	5.51	1.90
Are source of relevant information on global good practices*	212	7.21	1.85	409	6.05	1.90
Are adequately disseminated*	184	6.06	2.47	438	5.07	2.13
Are translated enough into local language*	171	5.24	2.83	433	3.54	2.02
Are adaptable to the DRC's specific development challenges and country circumstances*	212	6.75	2.11	433	5.48	1.88

\*Significantly different between FY 2016 and FY 2019



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

	FY 2016			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?*	242	7.01	1.98	435	5.93	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	239	7.12	1.91	446	6.05	1.80

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

\*Significantly different between FY 2016 and FY 2019

**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 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	225	5.54	2.51	433	3.97	1.92
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	232	6.59	2.40	460	6.23	2.10
The World Bank Group's approvals and reviews are done in a timely fashion*	204	6.01	2.15	428	4.74	1.84
The World Bank Group's Environmental and Social Framework requirements are reasonable**	196	6.77	1.95	423	5.38	1.81
The World Bank Group's conditions on its lending are reasonable*	199	6.43	2.12	408	4.88	2.11
The World Bank Group takes decisions quickly in the DRC*	197	5.61	2.45	423	4.28	1.98
Working with the World Bank Group increases the DRC's institutional capacity*	224	7.33	1.93	449	5.66	2.00
Where country systems are adequate, the World Bank Group makes appropriate use of them*	193	7.03	1.92	389	5.73	1.96

\* In FY 2016, the category was "The World Bank Group's "Safeguard Policy" requirements are reasonable."

\*\*Significantly different between FY 2016 and FY 2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the DRC?*	182	6.78	2.46	384	5.09	2.08

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

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

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

Percentage of Respondents	FY 2016	FY 2019
Financial services	31.2%	30.2%
Knowledge products	14.1%	13.5%
Convening services	6.7%	11.2%
None of the above	1.9%	4.4%
The combination is appropriate for the DRC	21.6%	27.2%
Don't know	24.5%	13.5%

\*Significantly different between FY 2016 and FY 2019

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2016	FY 2019
High speed/WiFi	86.2%	78.3%
Dial-up	13.8%	21.7%

\*Significantly different between FY 2016 and FY 2019



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in the DRC? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.10	6.78	6.58	6.05	6.33	6.54	6.36	6.45	6.23	6.66	6.47	6.14
Overall, please rate your impression of the World Bank Group's effectiveness in the DRC.	5.69	6.08	5.97	5.66	5.83	5.94	5.83	5.91	5.64	6.23	6.03	5.30
Overall the World Bank Group currently plays a relevant role in development in the DRC	5.43	6.05	5.89	5.28	5.65	5.75	5.50	5.93	5.48	6.01	5.86	5.09
The World Bank Group's work is aligned with what I consider the development priorities for the DRC	5.20	5.64	5.54	5.05	5.33	5.48	5.21	5.60	5.24	5.61	5.52	4.89
Responsiveness to needs	4.88	5.18	5.19	4.70	4.98	5.12	5.02	5.05	4.74	5.45	5.16	4.59
Flexibility (in terms of the institution's products and services)	4.58	4.85	4.79	4.53	4.71	4.69	4.67	4.75	4.54	4.95	4.80	4.39
Flexibility (in terms of changing country circumstances)	4.73	5.09	4.90	4.84	4.89	4.86	4.76	5.04	4.73	5.11	5.03	4.38
Being inclusive	5.03	5.42	5.37	4.93	5.21	5.25	5.01	5.50	5.18	5.28	5.33	4.86
Openness (sharing data and other information)	5.41	6.12	5.95	5.25	5.62	5.92	5.75	5.69	5.54	6.01	5.80	5.46
Collaboration with the Government	6.56	6.69	6.68	6.47	6.58	6.67	6.50	6.76	6.53	6.73	6.75	6.14
The speed in which it gets things accomplished on the ground	4.93	5.61	5.33	5.02	5.20	5.29	5.08	5.41	5.09	5.45	5.38	4.69
Helping to bring discipline/effective supervision to implementation of investment projects	5.65	6.03	5.87	5.71	5.84	5.78	5.71	5.96	5.72	5.97	5.92	5.46
Collaboration with civil society	4.87	5.30	5.17	4.83	5.06	5.04	5.00	5.12	4.84	5.40	5.16	4.67
Staff accessibility	4.33	5.53	5.10	4.34	4.71	5.11	4.75	4.97	4.56	5.31	4.90	4.68
Collaboration with other donors and development partners	5.09	6.10	5.78	5.08	5.51	5.64	5.39	5.77	5.33	5.92	5.69	5.10
Collaboration with the private sector	4.54	5.38	5.10	4.54	4.88	4.96	4.91	4.91	4.77	5.14	4.94	4.80
Collaboration with the UN	5.85	6.83	6.40	6.06	6.21	6.45	6.37	6.19	6.16	6.51	6.33	6.18
Straightforwardness and honesty	5.94	6.62	6.33	6.07	6.22	6.29	6.07	6.47	6.09	6.48	6.37	5.80
Treating clients and stakeholders in the DRC with respect	5.43	6.21	5.90	5.57	5.78	5.84	5.73	5.89	5.65	6.02	5.97	5.25
Being a long-term partner	6.64	7.06	6.89	6.69	6.84	6.78	6.75	6.93	6.78	6.90	6.93	6.48
To what extent does the World Bank Group's work help to achieve development results in the DRC?	5.43	5.94	5.77	5.43	5.64	5.68	5.46	5.91	5.53	5.86	5.80	5.17
To what extent does the World Bank Group influence the development agenda in the DRC?	5.61	6.04	5.93	5.55	5.75	5.89	5.77	5.84	5.62	6.09	5.90	5.46
To what extent does the World Bank Group help to build/strengthen existing country systems in the DRC?	5.43	5.72	5.73	5.16	5.61	5.42	5.51	5.58	5.37	5.81	5.63	5.24
The World Bank Group's financial instruments meet the needs of the DRC	4.52	5.19	4.98	4.49	4.75	4.96	4.67	5.00	4.63	5.10	4.95	4.31
The World Bank Group meets the DRC's needs for knowledge services	5.05	5.68	5.39	5.19	5.21	5.56	5.26	5.41	5.19	5.53	5.44	4.91
The World Bank Group's knowledge work and activities are adaptable to the DRC's specific development challenges and country circumstances	5.23	5.72	5.58	5.15	5.44	5.43	5.33	5.58	5.24	5.73	5.59	4.90
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.76	6.20	6.05	5.78	6.01	5.85	5.85	6.09	5.79	6.21	6.05	5.61
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5.79	6.38	6.18	5.77	6.02	6.09	5.93	6.20	5.92	6.24	6.22	5.41
The World Bank Group takes decisions quickly in the DRC	4.07	4.62	4.50	3.95	4.18	4.59	4.43	4.18	4.01	4.77	4.37	4.13
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.64	5.93	5.88	5.51	5.87	5.55	5.82	5.70	5.58	6.05	5.79	5.67

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: The DRC FY 2019 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Democratic Republic of Congo**

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

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

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

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

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

## SECTION A: GENERAL ISSUES FACING THE DRC

### A1. When you think about the future in the DRC, 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 the DRC is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

### A3. Listed below are a number of development priorities in the DRC.

**Please identify which of the following you consider the most important development priorities in the DRC. (Choose no more than THREE)**

1	Pollution	18	Disaster risk management
2	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
3	Health	20	Disease control (e.g., Ebola, Cholera)
4	Financial markets	21	Information and communications technology
5	Gender based violence	22	Macro-fiscal management
6	Social protection (e.g., pensions, targeted social assistance)	23	Transport infrastructure (e.g., roads, bridges, transportation)
7	Gender equity (closing the gap between women and men, and boys and girls)	24	Agriculture and rural development
8	Private sector development	25	Trade and exports
9	Education	26	Crime and violence
10	Security/stabilization/reconstruction	27	Social cohesion
11	Public sector governance/reform (i.e., government effectiveness)	28	Natural resource management (e.g., oil, gas, mining)
12	Global/regional integration	29	Climate change (e.g., mitigation, adaptation)
13	Food security	30	Poverty reduction
14	Urban development	31	Anti-corruption
15	Energy (e.g., electricity)	32	Judiciary reform
16	Water and sanitation	33	Economic growth
17	Regional conflict and tensions	34	Local governance and institutions

**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 the DRC? (Choose no more than THREE)**

1	Local governance and institutions	18	Security/stabilization/reconstruction
2	Information and communications technology	19	Financial markets
3	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness)
4	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
5	Economic growth	22	Water and sanitation
6	Disaster risk management	23	Pollution
7	Equality of opportunity (i.e., social inclusion)	24	Job creation/employment
8	Disease control (e.g., Ebola, Cholera)	25	Health
9	Trade and exports	26	Private sector development
10	Crime and violence	27	Education
11	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
12	Transport infrastructure (e.g., roads, bridges, transportation)	29	Food security
13	Social cohesion	30	Regional conflict and tensions
14	Energy (e.g., electricity)	31	Urban development
15	Anti-corruption	32	Natural resource management (e.g., oil, gas, mining)
16	Judiciary reform	33	Gender based violence
17	Macro-fiscal management		

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

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

**SECTION A: GENERAL ISSUES**

<b>A6. To what extent do you trust each of the following groups to do what is right?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks and institutions (e.g., African Union, Southern African Development Community [SADC])	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The DRC'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"/>

<b>A7. Please describe the direction the DRC is moving in, when considering ... ?</b>						
		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 the DRC'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 the DRC? (Choose no more than TWO)**

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

**A9. When thinking about development efforts in the DRC, 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 the DRC?**

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 the DRC?**

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 A: GENERAL ISSUES**

**A12. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the DRC. (Choose no more than TWO)**

1	None. I do not consider the DRC a fragile state.
2	Crime and violence
3	High influx of refugees/migrants
4	Lack of access to development finance
5	Policy inconsistency
6	Weak social cohesion
7	Weak institutional capacity
8	Food insecurity
9	High levels of corruption
10	Weak accountability
11	Lack of security (i.e., conflict and violence)
12	Political uncertainty
13	Low levels of political and economic inclusion
14	Other (please specify): _____

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the DRC solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in the DRC, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the DRC? (Choose no more than THREE)</b>			
1	Food security	18	Poverty reduction
2	Urban development	19	Anti-corruption
3	Gender based violence	20	Macro-fiscal management
4	Energy (e.g., electricity)	21	Judiciary reform
5	Water and sanitation	22	Economic growth
6	Pollution	23	Disaster risk management
7	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
8	Health	25	Disease control (e.g., Ebola, Cholera)
9	Regional conflict and tensions	26	Local governance and institutions
10	Financial markets	27	Information and communications technology
11	Social protection (e.g., pensions, targeted social assistance)	28	Transport infrastructure (e.g., roads, bridges, transportation)
12	Gender equity (closing the gap between women and men, and boys and girls)	29	Agriculture and rural development
13	Private sector development	30	Trade and exports
14	Education	31	Crime and violence
15	Public sector governance/reform (i.e., government effectiveness)	32	Natural resource management (e.g., oil, gas, mining)
16	Security/stabilization/reconstruction	33	Social cohesion
17	Global/regional integration	34	Climate change (e.g., mitigation, adaptation)

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

**B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the DRC?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the DRC? (Choose no more than TWO)**

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

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

**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	Local government	10	Emerging donors
2	Donor community	11	UN agencies
3	NGOs/Community Based Organizations	12	Regional organizations (e.g., the African Union, SADC, CPGL)
4	Beneficiaries	13	Foundations
5	Youth/university groups	14	Media
6	Private sector	15	Peace keeping forces
7	Academia/think tanks/research institutes	16	Other (please specify): _____
8	Parliament	17	Don't know
9	Religious groups		

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

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

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

To what extent is the World Bank Group an effective development partner in the DRC, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	Treating clients and stakeholders in the DRC with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B27</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B28. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in the DRC? (Select no more than TWO)**

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	Save the Children
6	The Red Cross
7	The United Nations International Children's Emergency Fund (UNICEF)
8	The International Committee of the Red Cross (ICRC)
9	None. I don't believe the World Bank Group needs to partner with the UN organizations.
10	Don't know

**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 the DRC?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy (e.g., electricity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport infrastructure (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disease control (e.g., Ebola, Cholera)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Macro-fiscal management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>C2. To what extent does the World Bank Group's work help to achieve development results in the DRC?</b>											
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

<b>C3. To what extent does the World Bank Group influence the development agenda in the DRC?</b>											
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

<b>C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the DRC?</b>											
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

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

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

**C7. 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 the DRC? (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 the DRC's efforts ... ?**

		Not effectively at all										Very effectively	Don't know
<b>C8</b>	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"/>
<b>C9</b>	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"/>
<b>C10</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C11</b>	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C12. How effectively does the World Bank Group's SCD and CPF activities support the DRC's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF)]**

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





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

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

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

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

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

**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
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	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"/>
<b>E3</b>	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"/>
<b>E4</b>	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"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in the DRC	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases the DRC's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	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. To what extent do you believe the World Bank Group is adequately staffed in the DRC?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree	Don't know	

E10. To what extent does the World Bank Group's team in the DRC have the right skills mix to tackle the challenges of fragility?	
1	Almost never
2	Rarely
3	Sometimes
4	Almost always
5	Don't know

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

**E11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the DRC?**

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

**E12. 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 the DRC? (Choose no more than TWO)**

1	Social cohesion
2	Public services
3	Macro issues (fiscal accounts, balance of payments, etc.)
4	Education
5	Health
6	Supporting poor and marginalized local communities
7	Jobs
8	Business development
9	Infrastructure
10	Other (please specify): _____
11	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE DRC****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the DRC? (Choose no more than TWO)**

1	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
2	Offer more innovative financial products
3	Ensure greater selectivity in its work
4	Offer more innovative knowledge services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Provide more adequate data/knowledge/statistics/figures on the DRC'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 the DRC's specific challenges
14	Engage more effectively with private sector
15	Increase the level of World Bank Group staffing in the DRC's office
16	Other (please specify): _____

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

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

**F3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)**

1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Share more information about the World Bank Group's activities, products, and knowledge
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

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

<b>F4. Please answer the following questions:</b>		<b>(Choose no more than THREE for each column)</b>	
		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the DRC?</b>	<b>B. Which THREE areas below would benefit most from other donors in the DRC?</b>
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
10	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
11	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
12	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
13	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
14	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
15	Food security	<input type="checkbox"/>	<input type="checkbox"/>
16	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
17	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How frequently do you interact with the World Bank Group now in the DRC?**

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 the DRC? (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"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
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): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

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

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

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?**

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

**H6. Which of the following describes most of your exposure to the World Bank Group in the DRC?  
(Choose no more than TWO)**

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

**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 | Kinshasa                      |
| 2 | Matadi                        |
| 3 | Other (please specify): _____ |

**Thank you for completing the survey!**