

FY 2021 Burundi  
Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



January 2022

Public Disclosure Authorized

Public Disclosure

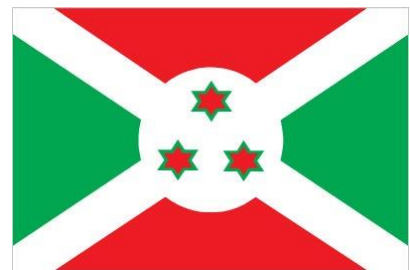
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## Acknowledgements

The Burundi Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Burundi country team and independent fielding agency Institut de Développement Economique du Burundi "IDEC". In particular, SI is grateful for the support from Ange Dany Gakunzi (External Affairs Officer), who coordinated the survey related activities from Bujumbura, Burundi.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## BURUNDI





## I. Objectives

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

- *Overall Context*
- *Overall Attitudes Toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Burundi*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From February 2021 to April 2021, 402 stakeholders of the WBG in Burundi 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; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 225 stakeholders participated in the survey (56% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via a courier and returned it accordingly, or they completed the questionnaire online.

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'17 (response rate was 58%, N=218). 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'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 88).

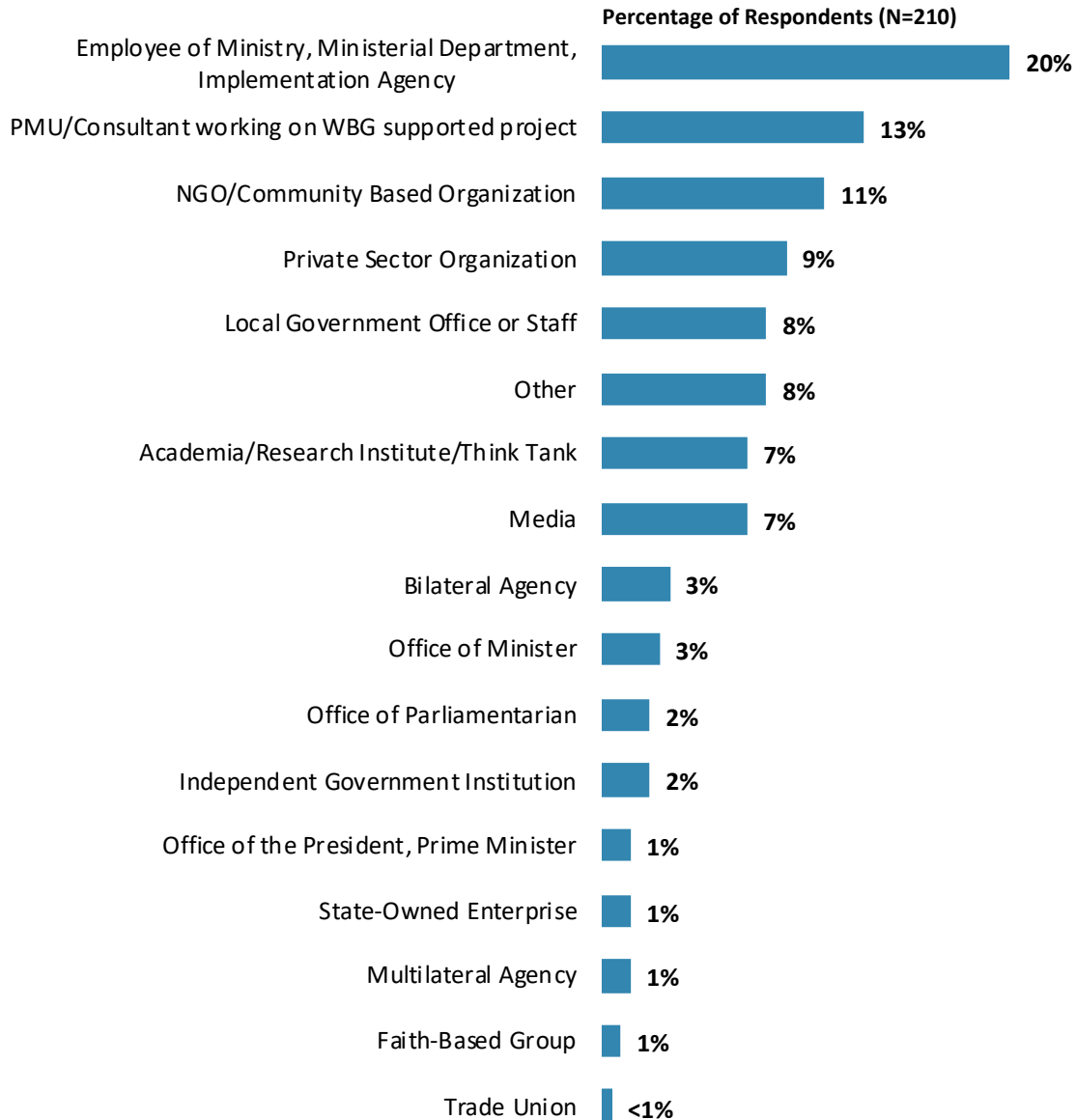
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



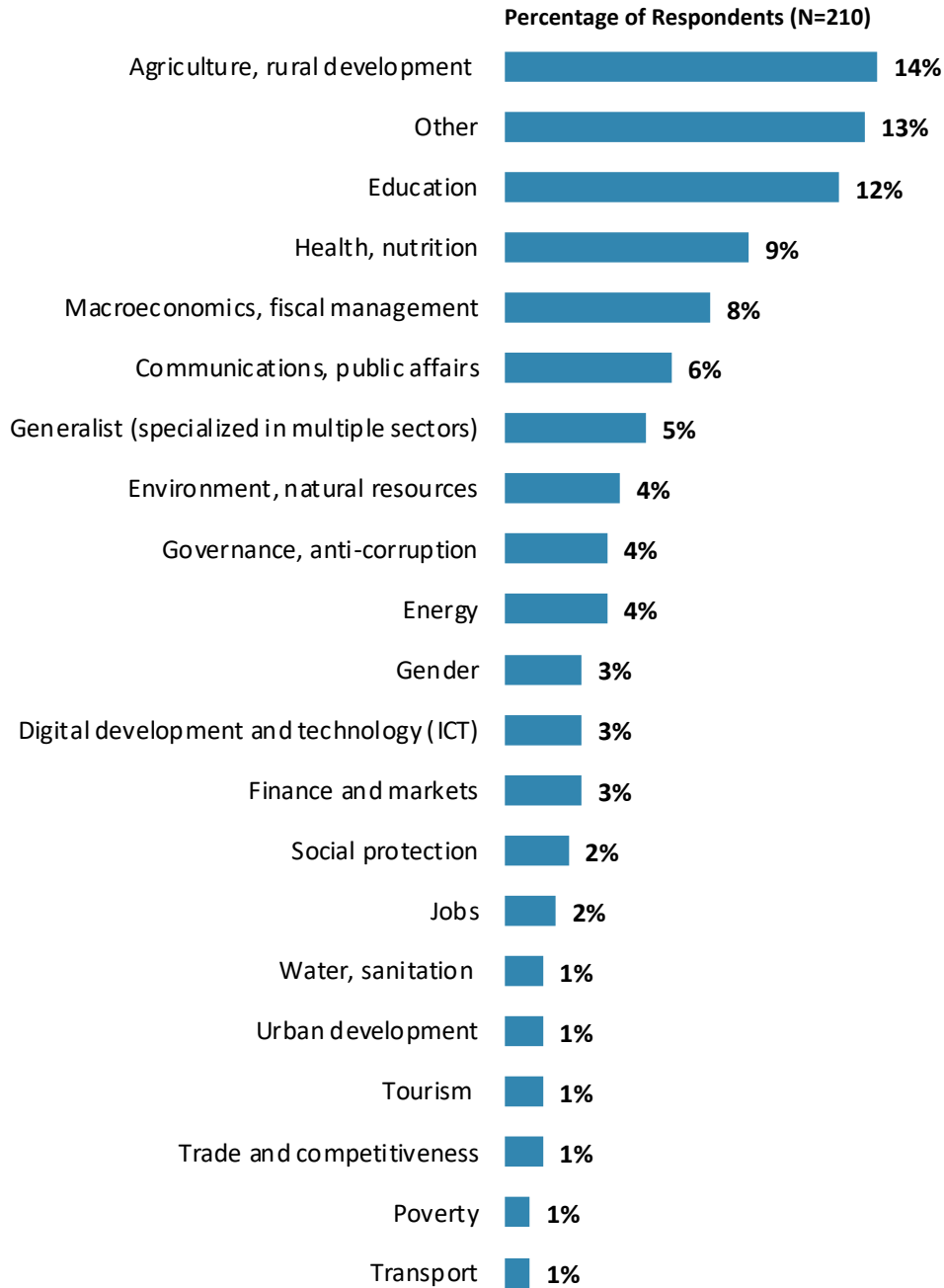
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; respondents from bilateral agencies were combined with those from multilateral agencies. Respondents from NGOs/community-based organizations were combined with the respondents from trade unions and faith-based groups into the “Civil Society Organizations (CSO)” category. The small number of the respondents from the Office of a parliamentarian, independent government institutions, and state-owned enterprises were combined into the “Other government institutions” category. There were no respondents from judicial system, financial sector/private bank, private foundations, and youth groups.



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

#### Area of Primary Specialization

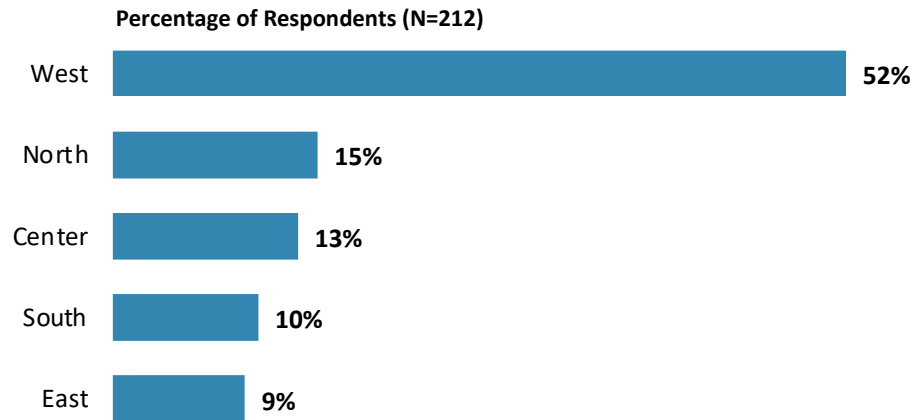


**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

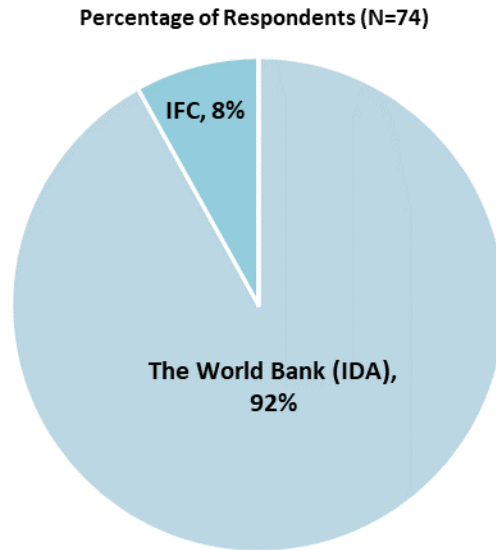
#### Geographic Locations



**"Which best represents your geographic location?"**  
(Respondents chose from a list.)

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



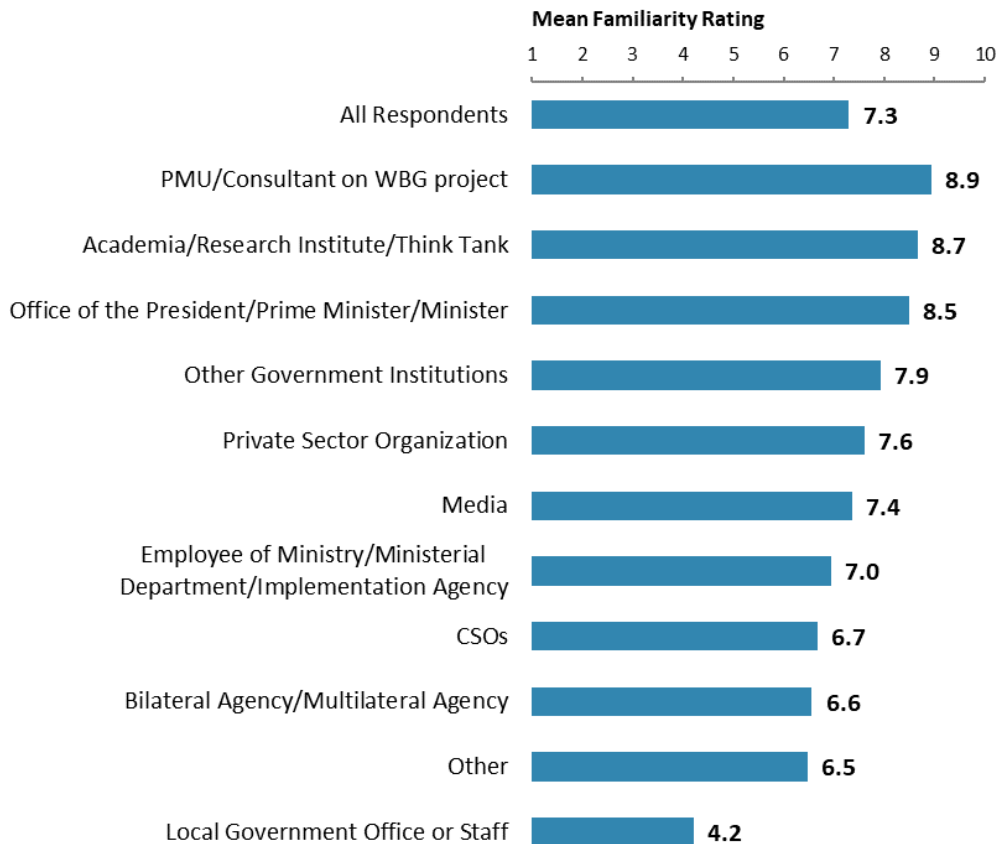
**"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Burundi?"**  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'21 = 7.4; weighted mean in FY'17 = 5.7)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Burundi, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Burundi's development.



**"How familiar are you with the work of The World Bank (IDA) in Burundi?"**  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart on this page were calculated based on un-weighted data. Please refer to Appendix D (page 88) for more details on weighting.

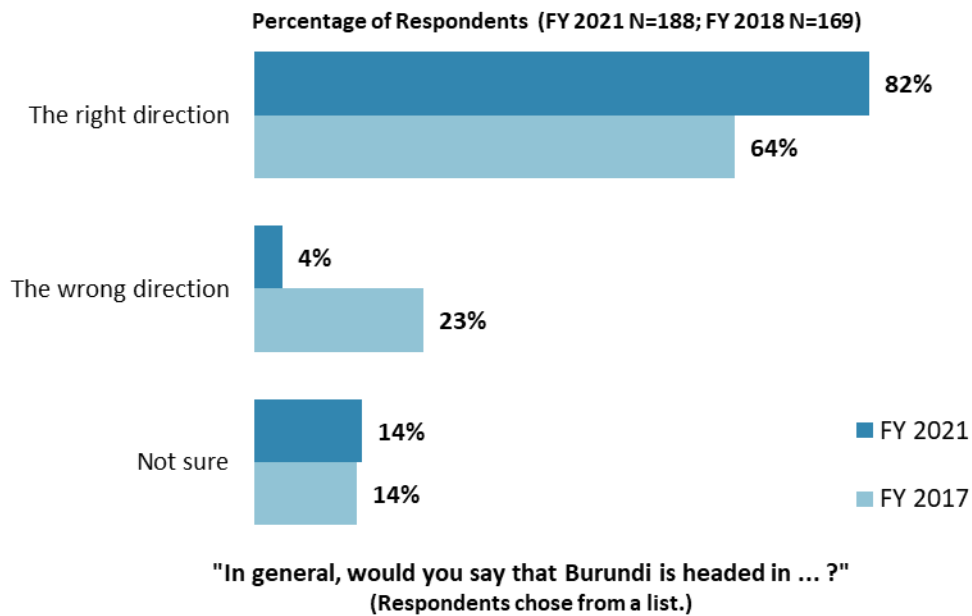
<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). Only variable B1\_1 (World Bank) was used in this calculation.

<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). Only variable B4\_1 (World Bank) was used in this calculation.

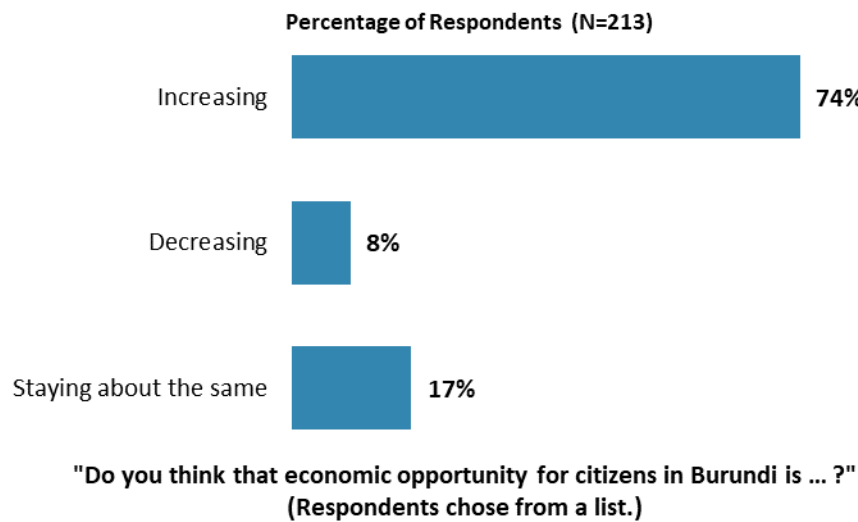


## IV. Overall Context

### Headed in the Right Direction<sup>5</sup>



### Perceptions of Economic Opportunity



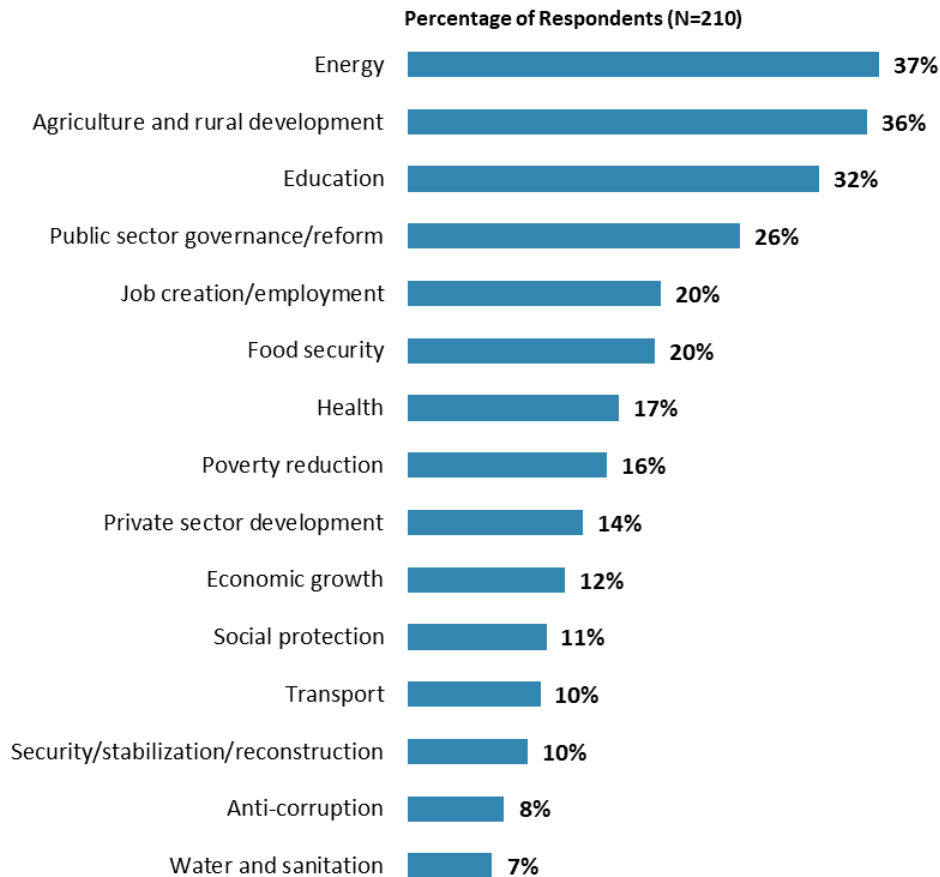
<sup>5</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Burundi were “*agriculture and rural development*” (43%), “*education (including vocational training)*” (38%), “*energy*” (33%), “*public sector governance/reform*” (27%), and “*security/stabilization/reconstruction*” (21%).
- **Specialization:** Respondents who identified their primary specialization of work as “*agriculture, rural development*” (14% of the sample) were significantly *more* likely to indicate that “*agriculture, rural development*” was the most important development priority in Burundi, compared to the rest of the respondents (agriculture specialists = 71%; others = 31%). Similarly, respondents whose primary specialization was “*education*” (12% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Burundi (education specialists = 71%; others = 26%).<sup>6</sup>



**"Listed below are a number of development priorities in Burundi. Please identify which of the following you consider the most important development priorities in Burundi. (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 15 of 30 response options shown)

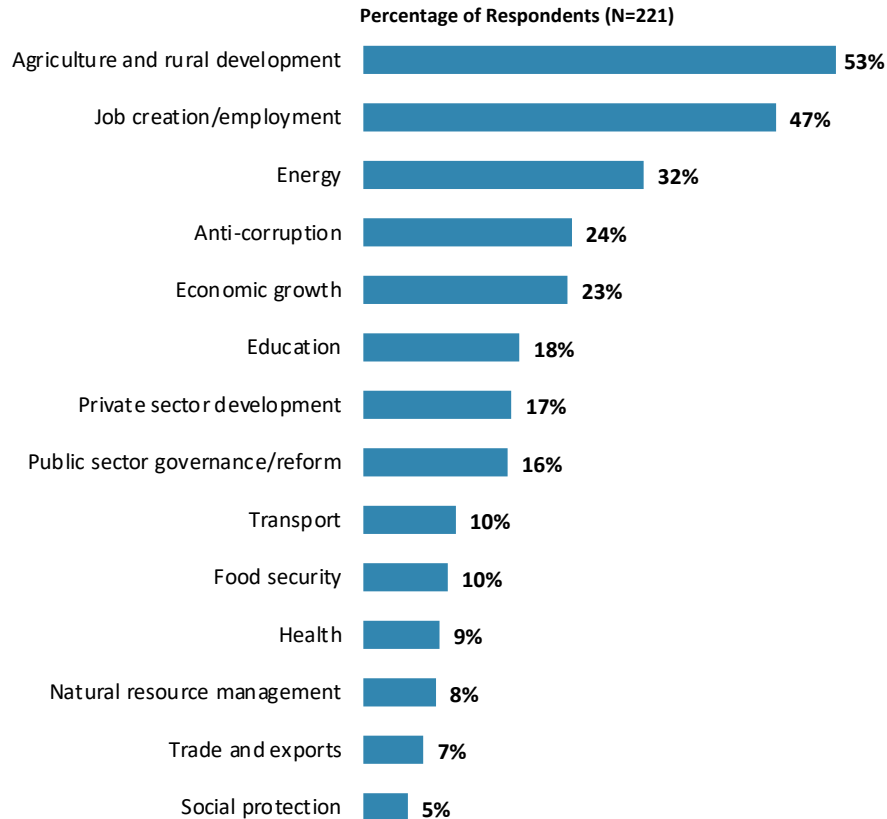
<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Burundi were “*agriculture and rural development*” (53%), “*economic growth*” (40%), “*job creation/employment*” (39%), “*energy*” (32%), and “*private sector development*” (18%).
- **Specialization:** Respondents whose primary specialization was “*agriculture, rural development*” (14% of the sample) were significantly *more* likely to indicate that “*agriculture and rural development*” would contribute the most to poverty reduction in Burundi (agriculture specialists = 79%; others = 50%). Similarly, respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Burundi compared to the rest of the respondents (education specialists = 46%; others = 13%).<sup>7</sup>



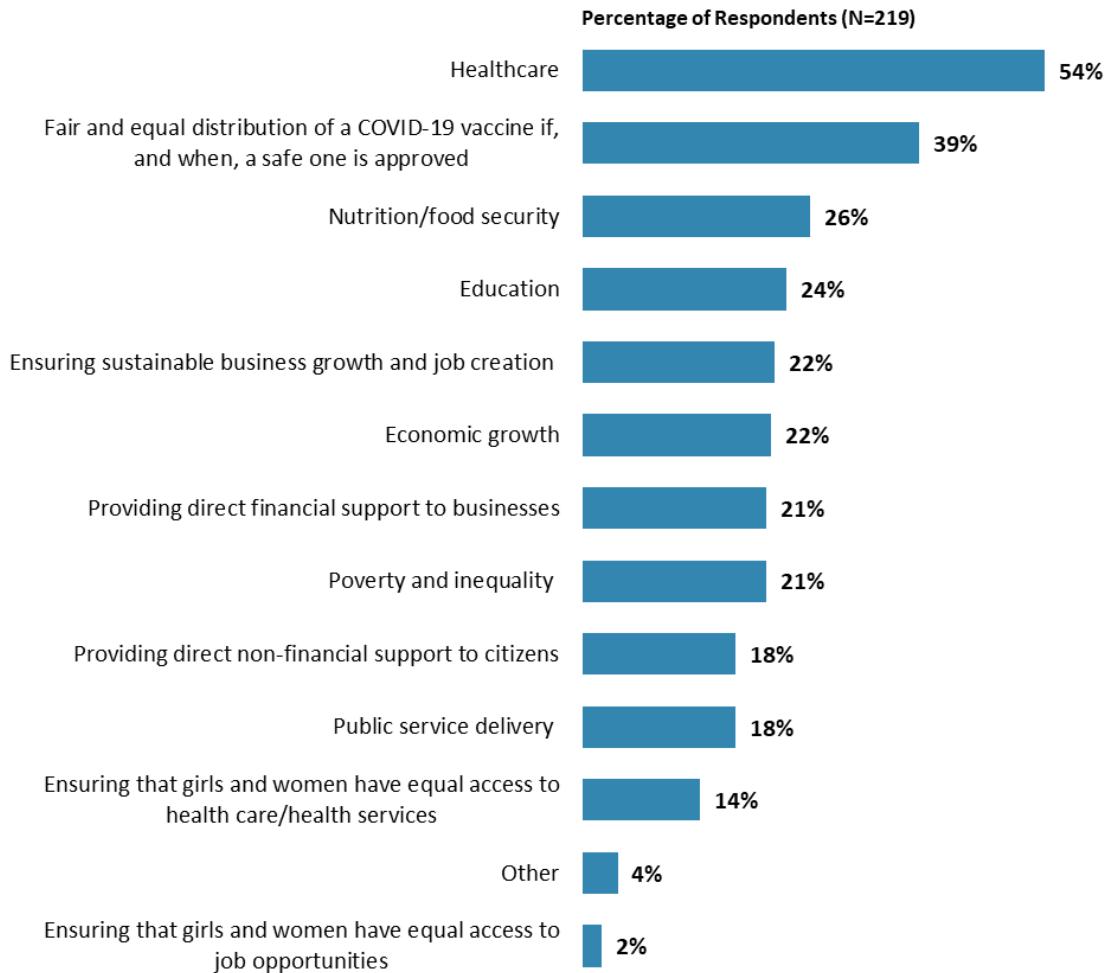
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 14 of 28 response options shown)**

<sup>7</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Burundi Should Focus Efforts

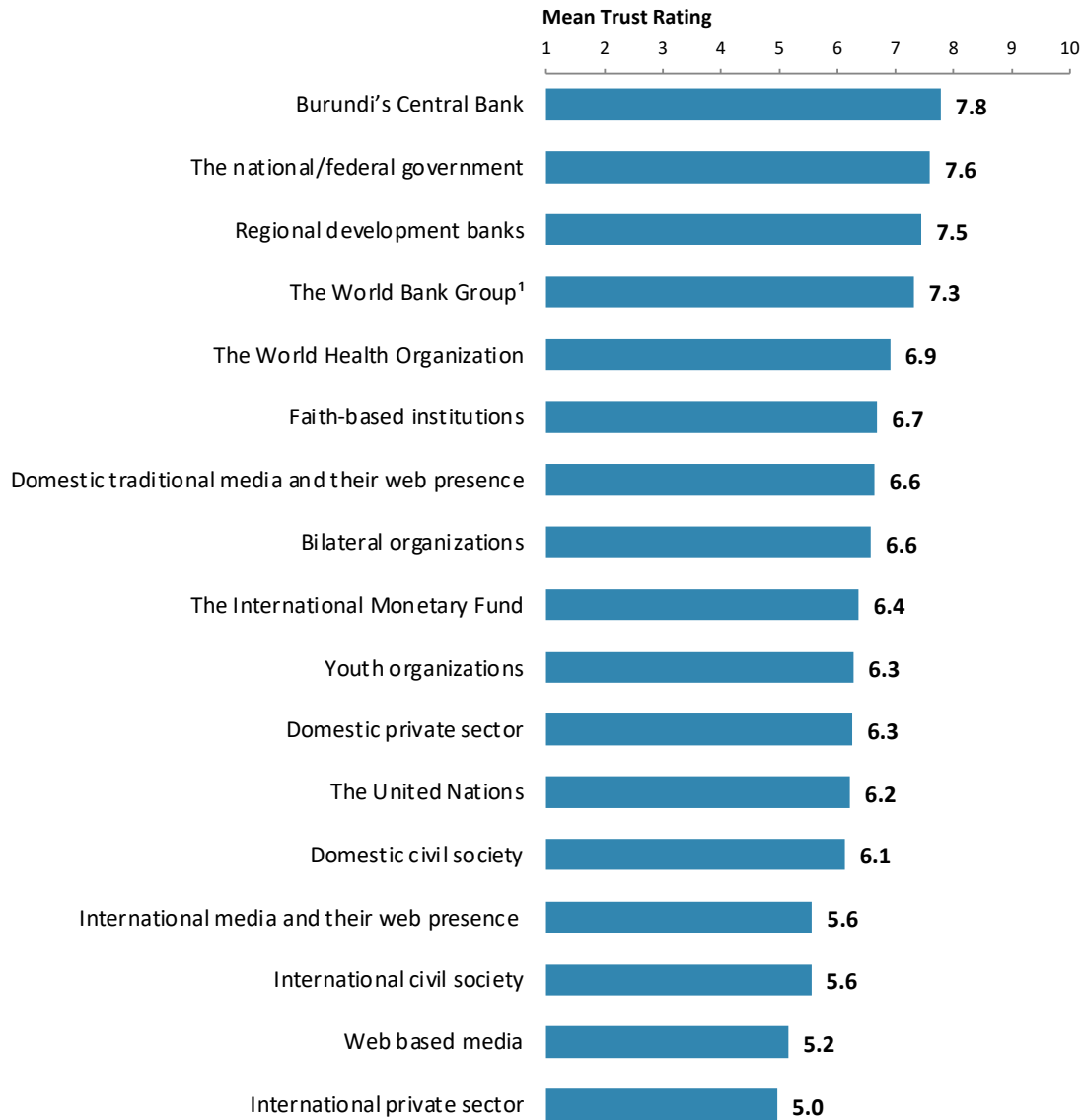


**"The COVID-19 pandemic has stressed many aspects of Burundi's growth and development. In which areas would you like to see the Burundi's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"**  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Trust in Institutions



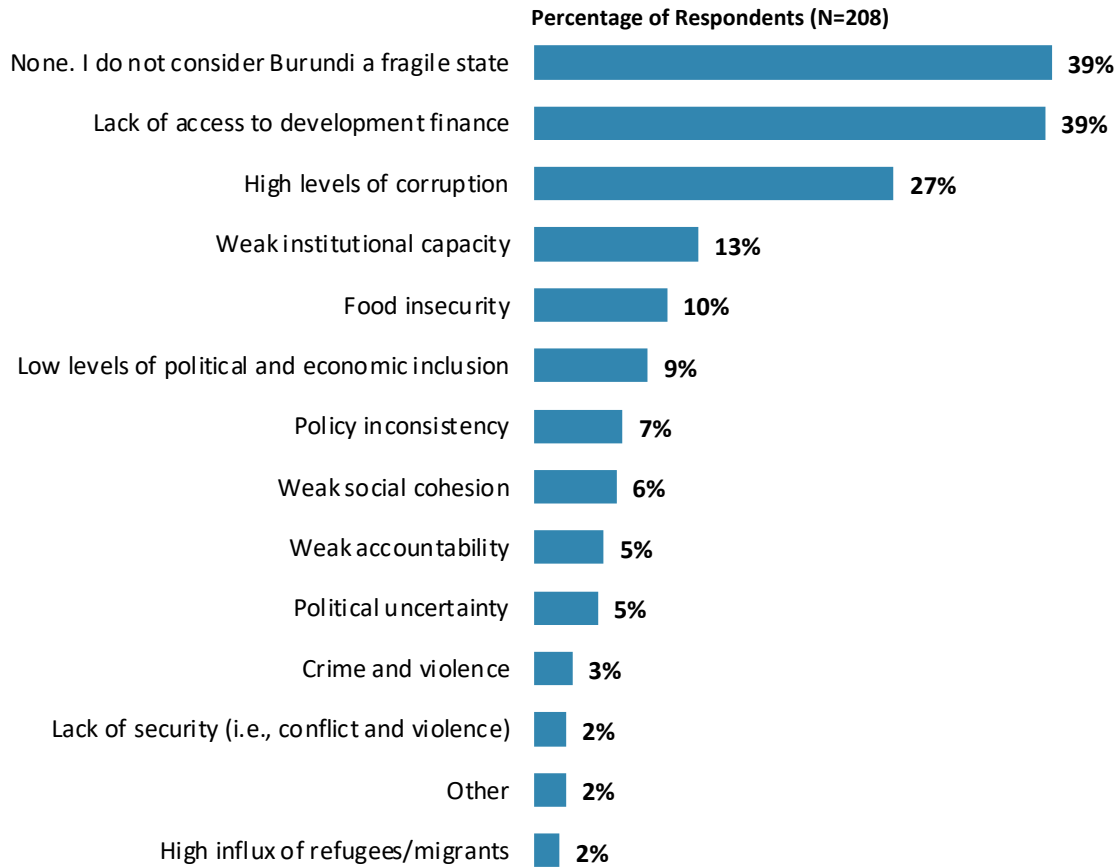
**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all ", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



## IV. Overall Context (continued)

### Burundi as a Fragile State

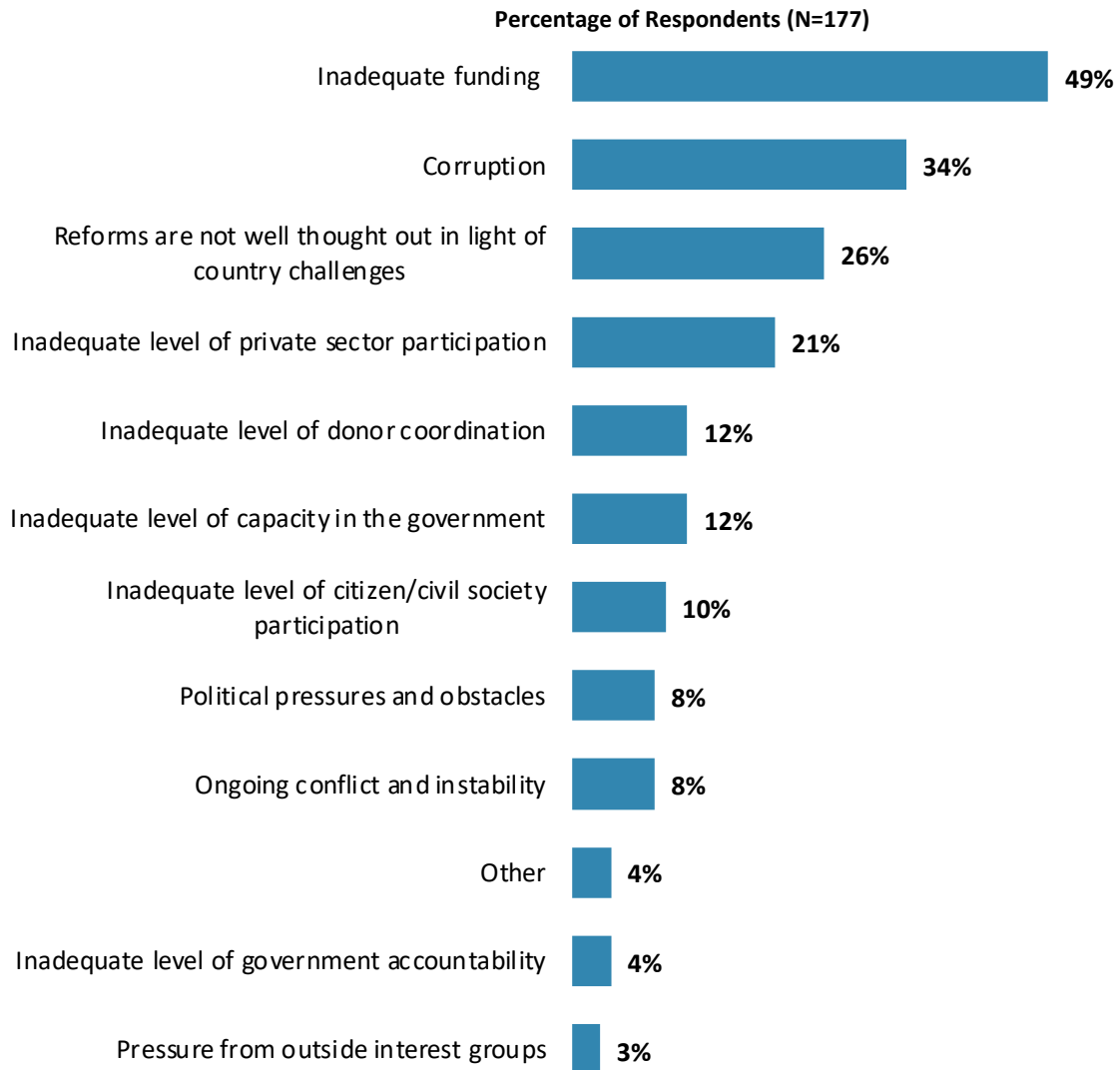


**"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Burundi. (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

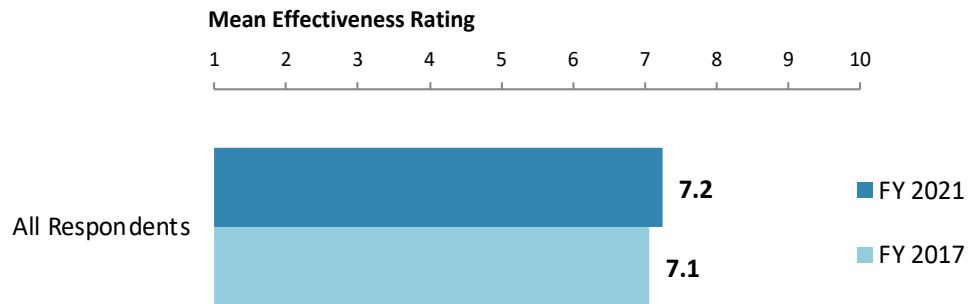


**When economic and/or social reform efforts fail or are slow to take place in Burundi, which of the following would you attribute this to? (Choose no more than TWO) (Respondents chose from a list. Responses combined.)**



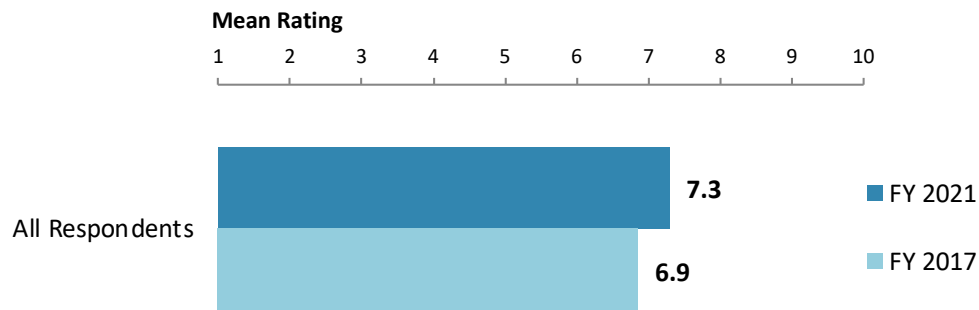
## V. Overall Attitudes Toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>8</sup> (Indicator Question)



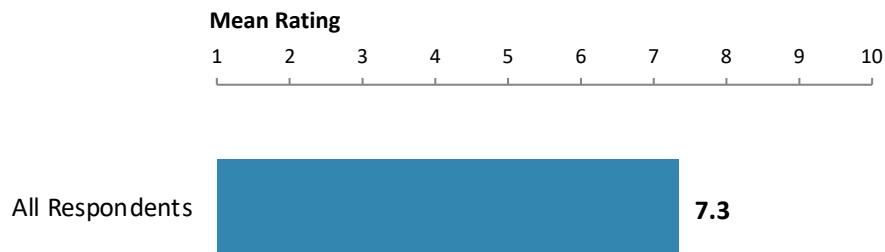
"Overall, please rate your impression of the World Bank Group's effectiveness in Burundi." (1-"Not effective at all", 10-"Very effective")

### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Burundi?" (1-"To no degree at all", 10-"To a very significant degree")

### Influence on Burundi's Development Agenda (Indicator Question)



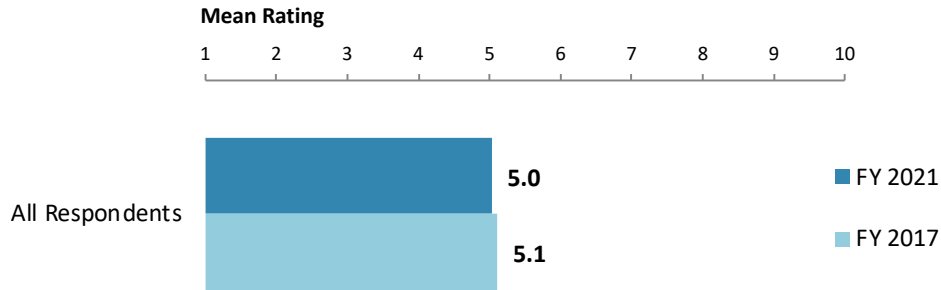
"To what extent does the World Bank Group influence the development agenda in Burundi?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>8</sup> Means in the first two charts on this page were calculated based on weighted data.



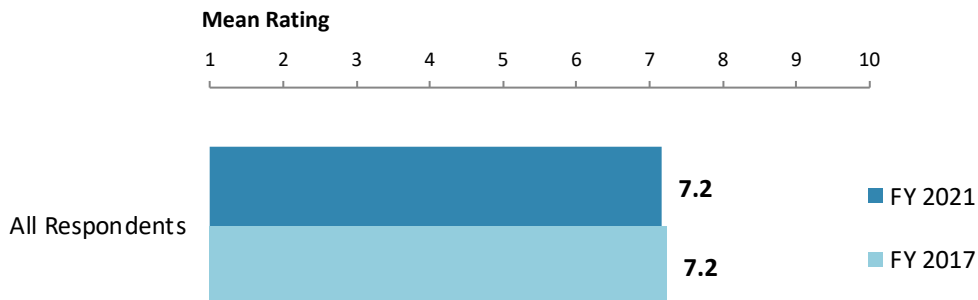
## V. Overall Attitudes Toward the World Bank Group (continued)

### WBG Staffing in Burundi<sup>9</sup>



"To what extent do you believe the World Bank Group is adequately staffed in Burundi?" (1-"To no degree at all", 10-"To a very significant degree")

### WBG Staff Preparedness



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Burundi solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

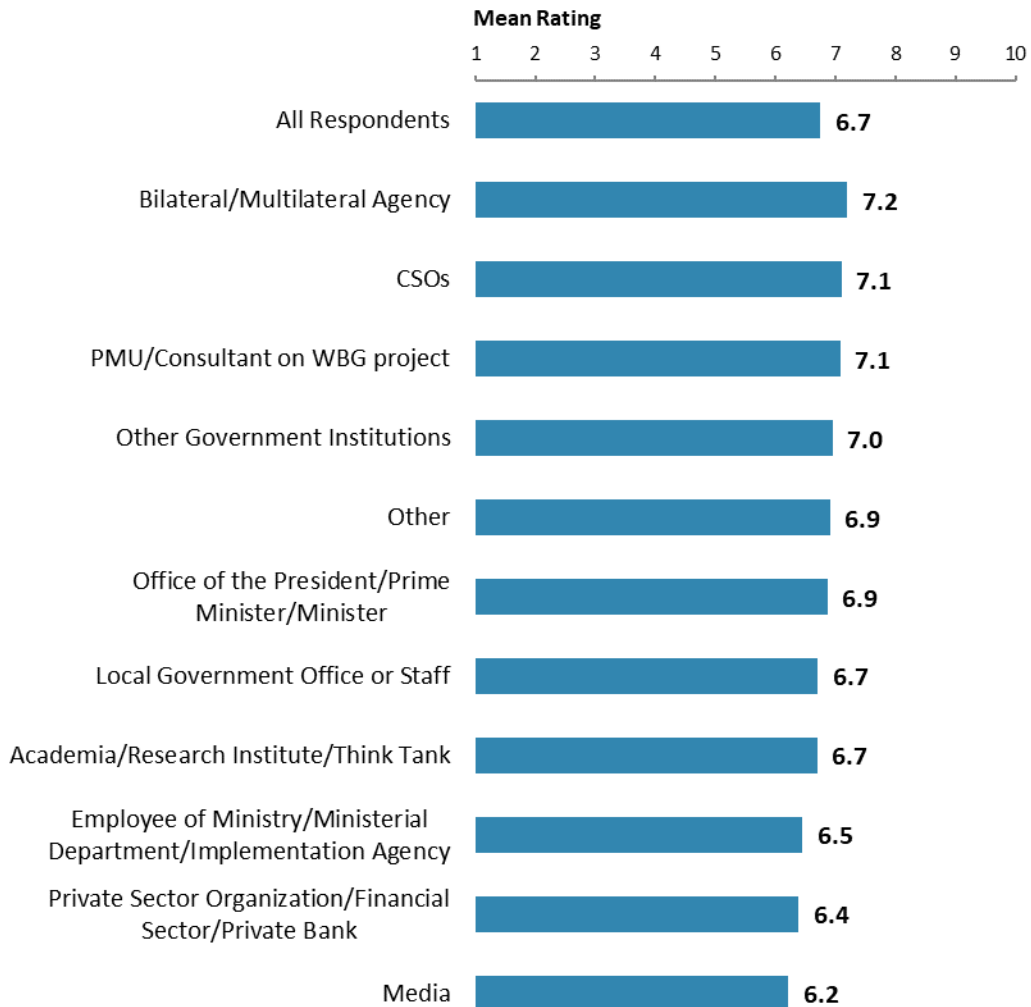
<sup>9</sup> Means in the charts on this page were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

This year's collaborators had significantly lower mean ratings for the aggregated responses to the indicator questions<sup>10</sup> compared to the collaborators in FY'17 Country Survey (mean rating in FY'17 = 7.2; mean rating in FY'21=6.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 93).



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

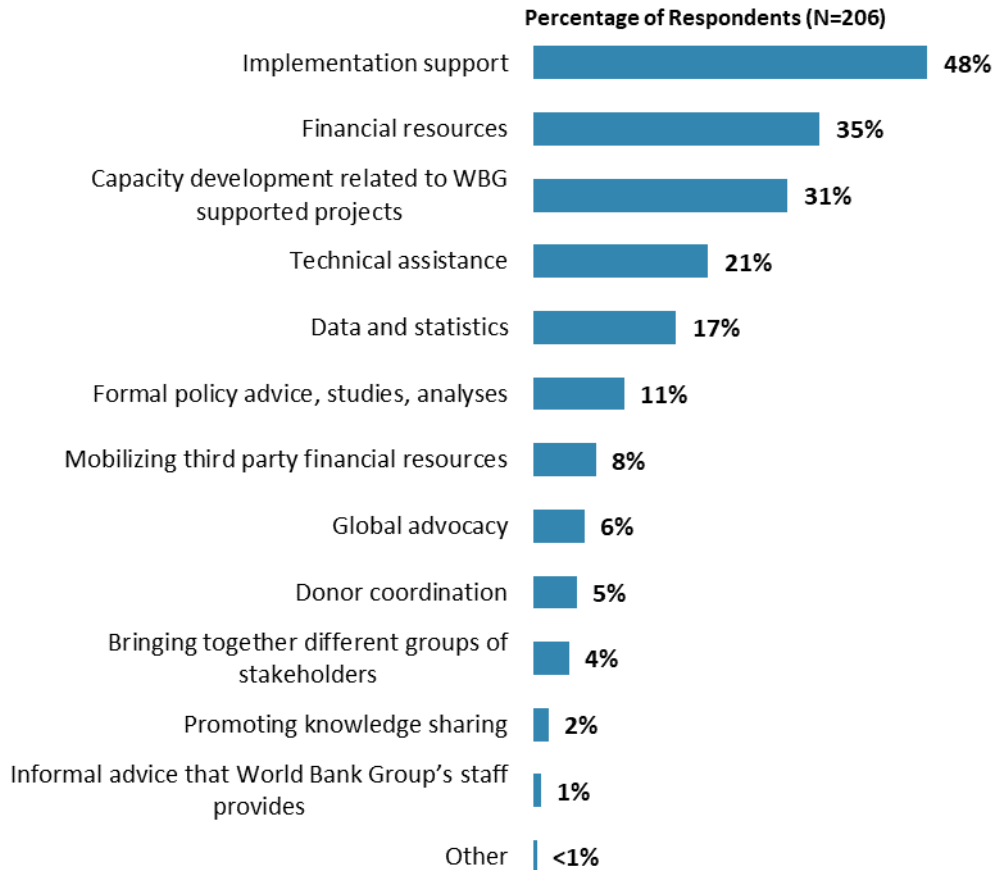
<sup>10</sup> Only the means for 26 out of the 30 indicator questions were included in this calculation. These were the questions that were asked both in FY17 and FY21. For FY21, only B4\_1 was used in the calculation.



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Burundi were "*financial services*" (53%), "capacity development related to World Bank Group supported projects" (28%), and "mobilizing third party financial resources" (26%).



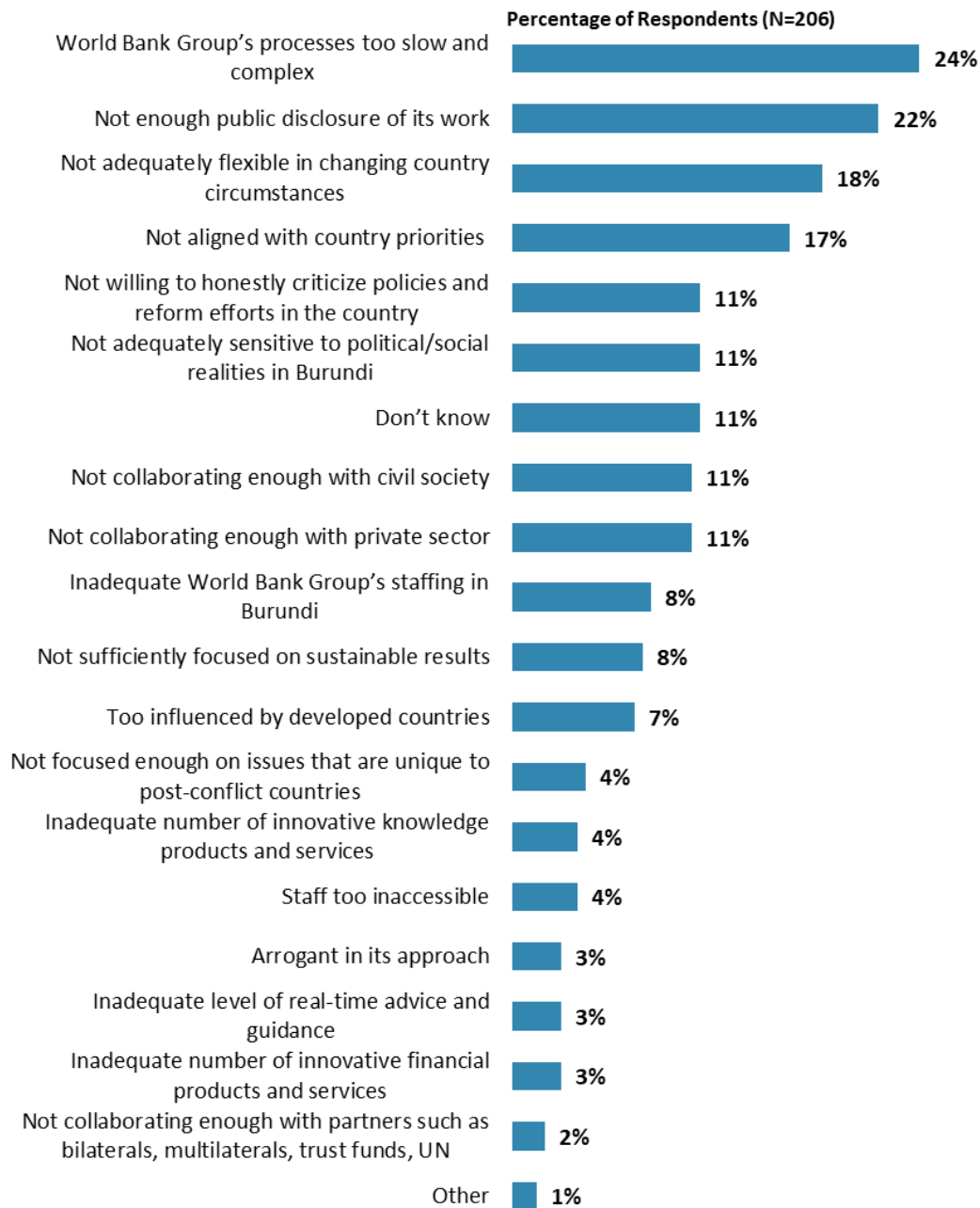
**"When thinking about the World Bank Group's role in Burundi, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Burundi were "*WBG's processes too complex*" (23%), "*too influenced by developed countries*" (20%), and "*not enough public disclosure of its work*" (20%).

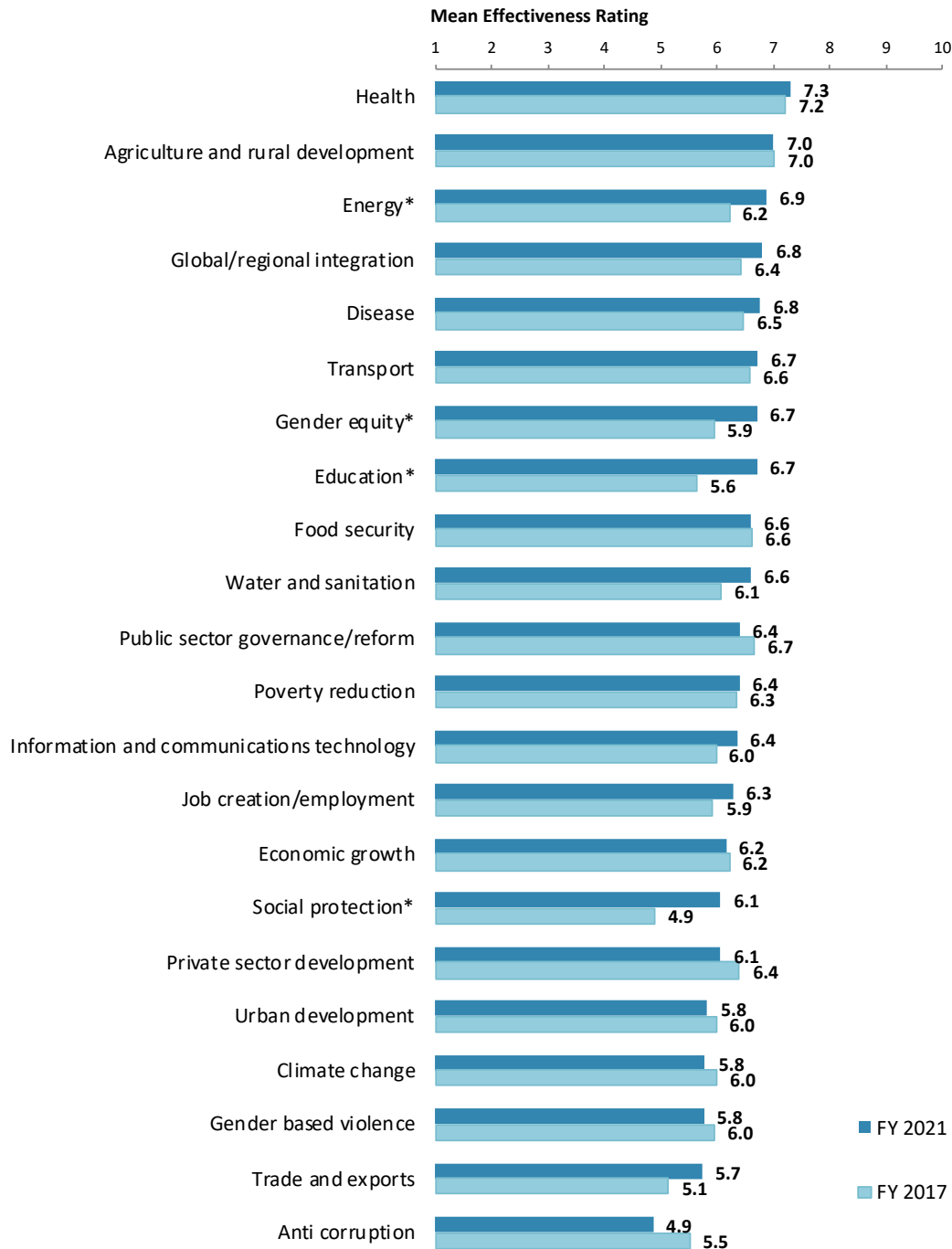


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>11</sup>



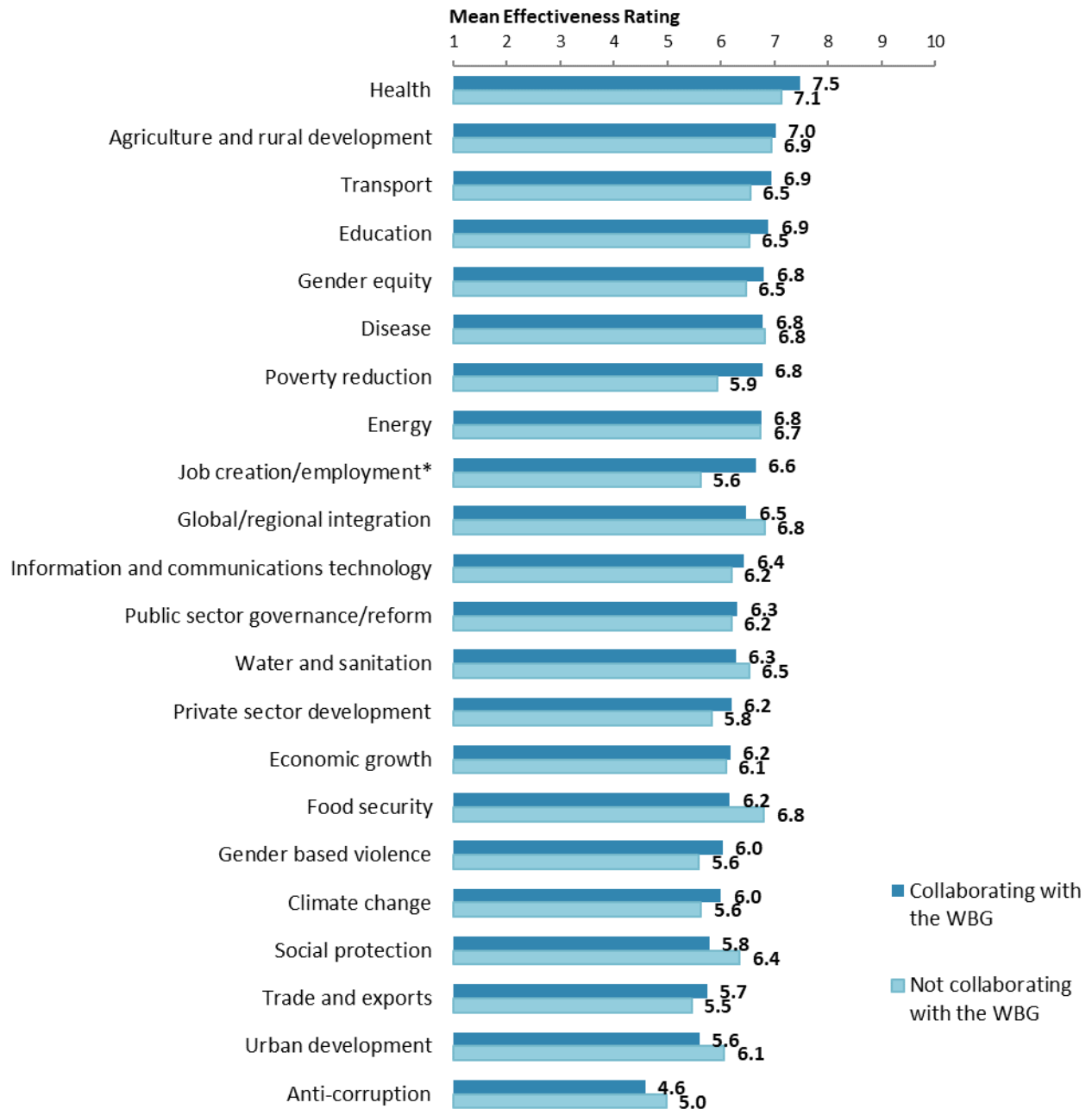
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi?"  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2017)

<sup>11</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. WBG's Support in Development Areas (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>12</sup>



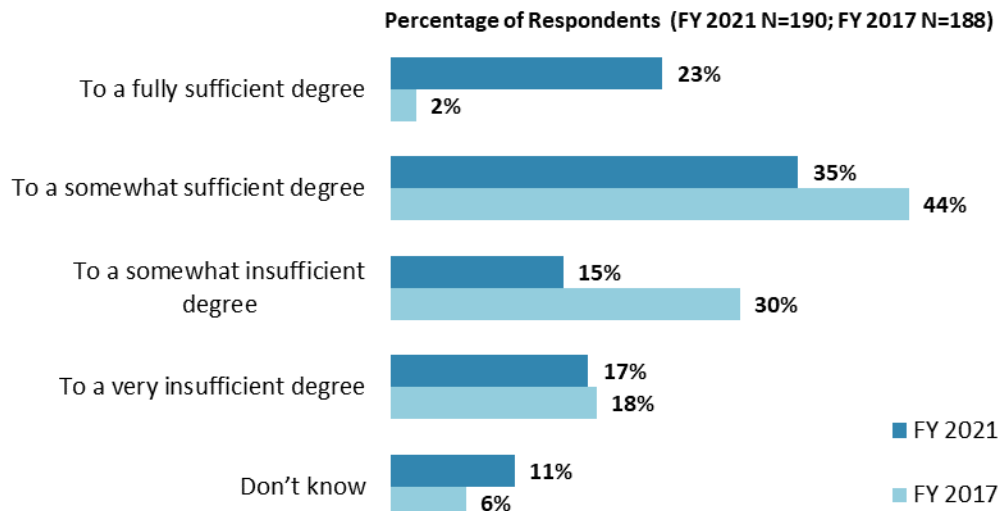
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi?"**  
*(1-"Not effective at all", 10-"Very effective")*  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>12</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) 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.



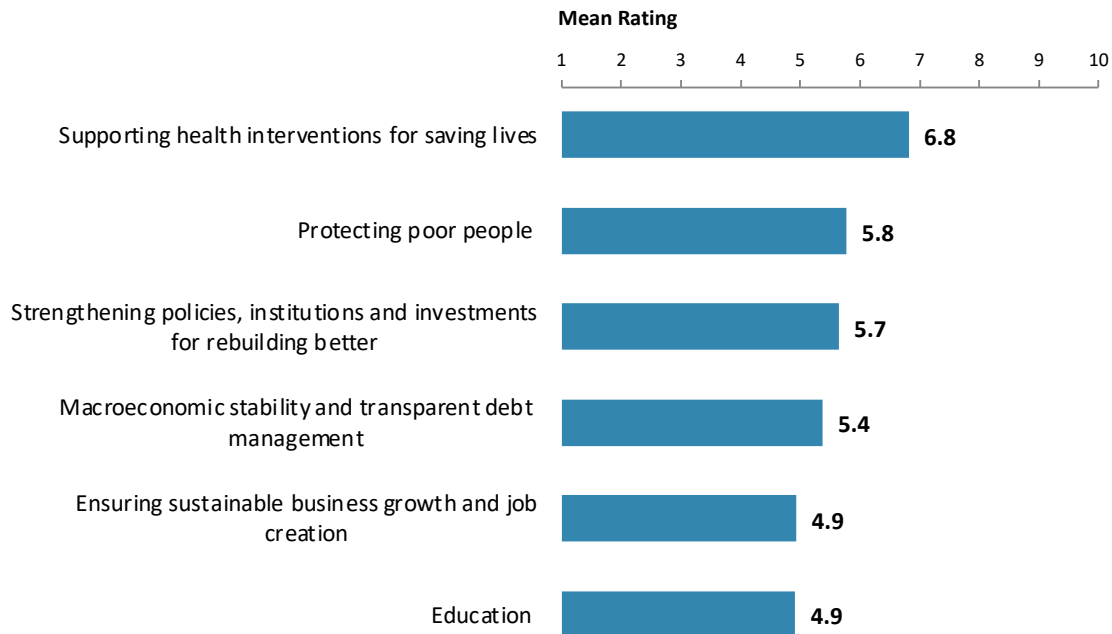
## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest<sup>13</sup>



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

### Support related to COVID-19 outbreak



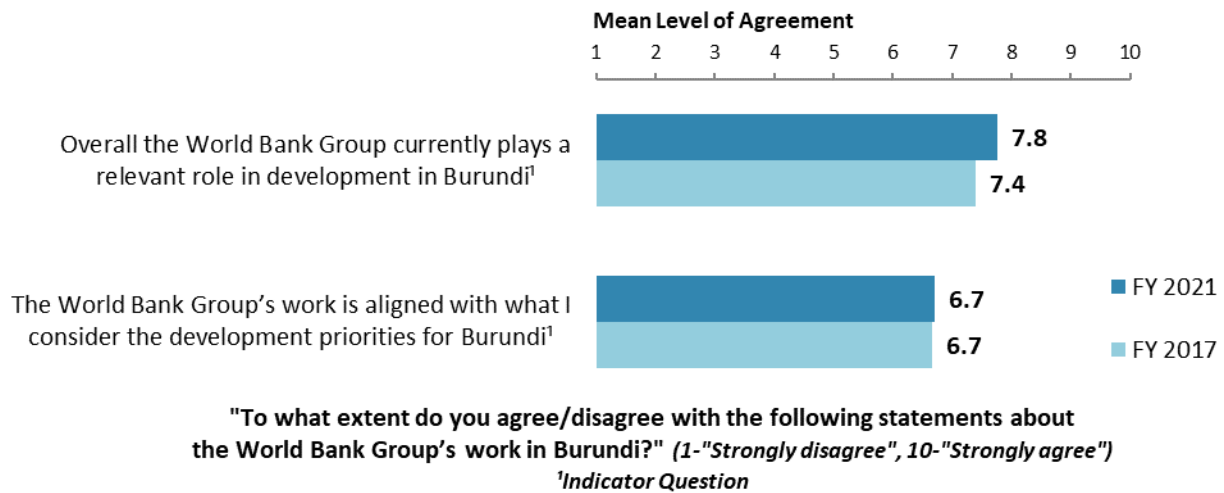
"The World Bank Group has provided fast track support to Burundi related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"  
(1 - "Not effective at all", 10 - "Very effective")

<sup>13</sup> Percentages presented in this chart were calculated based on weighted data.

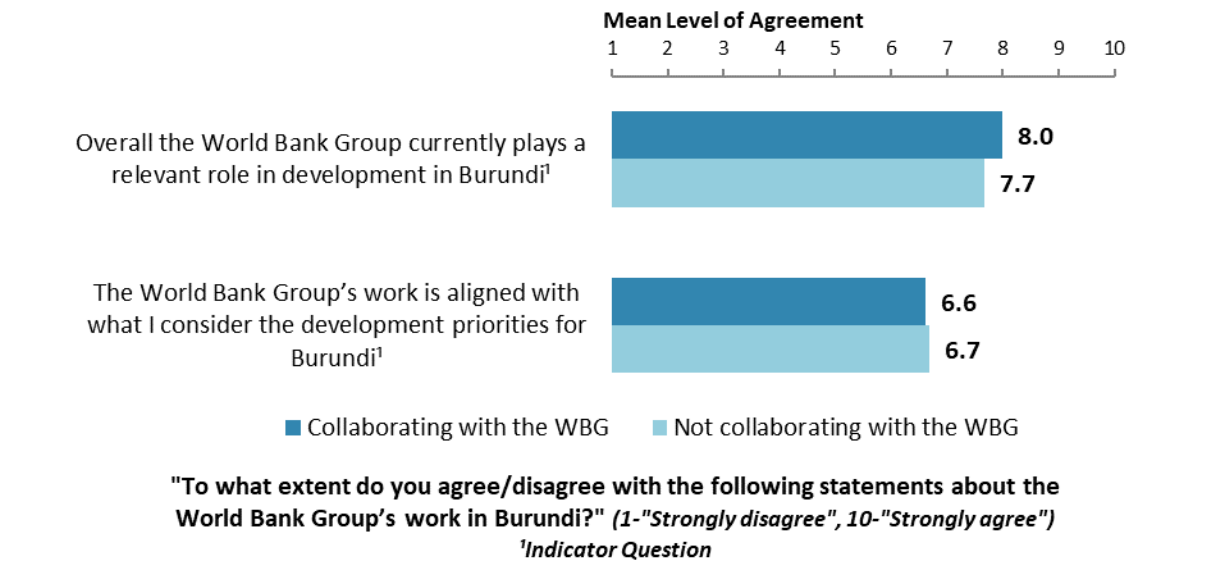


## VII. World Bank Group’s Work and Engagement on the Ground

### The World Bank Group’s Work in Burundi: Year Comparison<sup>14</sup>



### The World Bank Group’s Work in Burundi: Collaboration

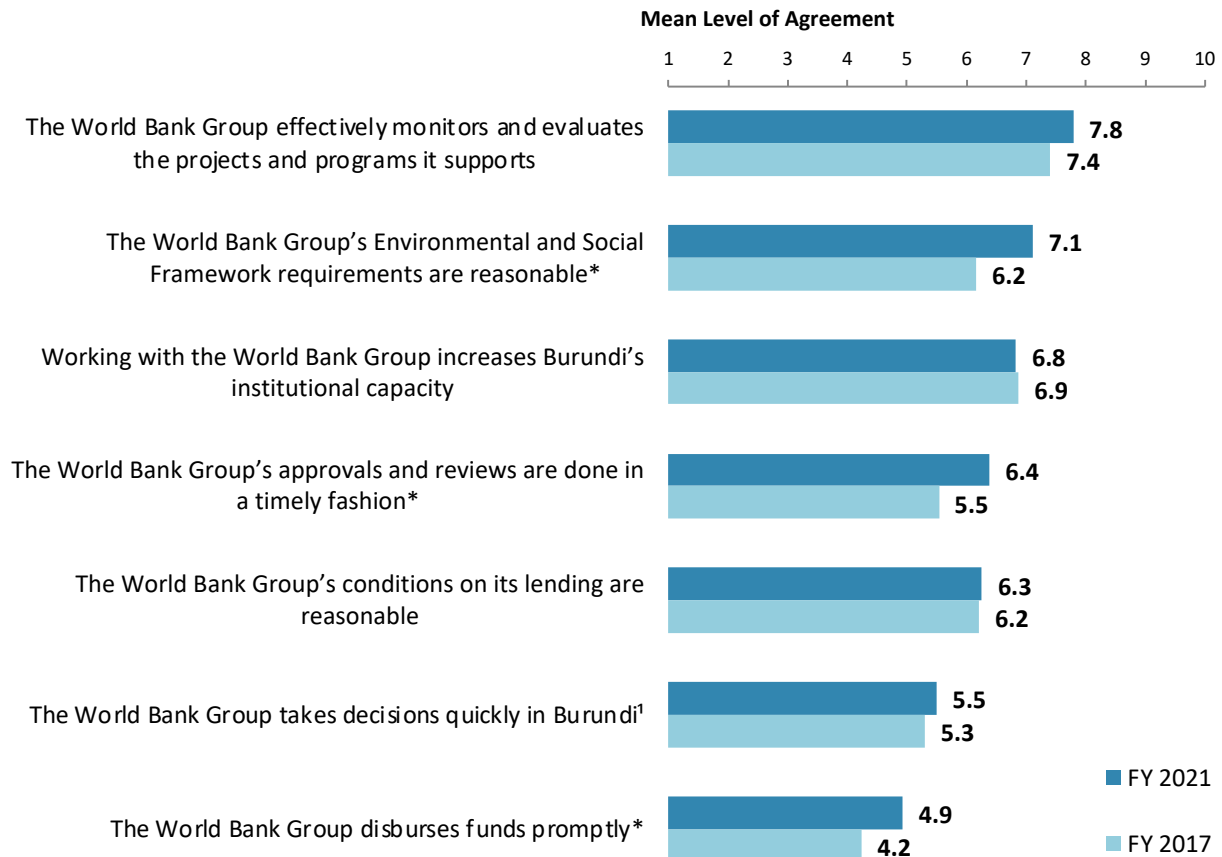


<sup>14</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison<sup>15</sup>



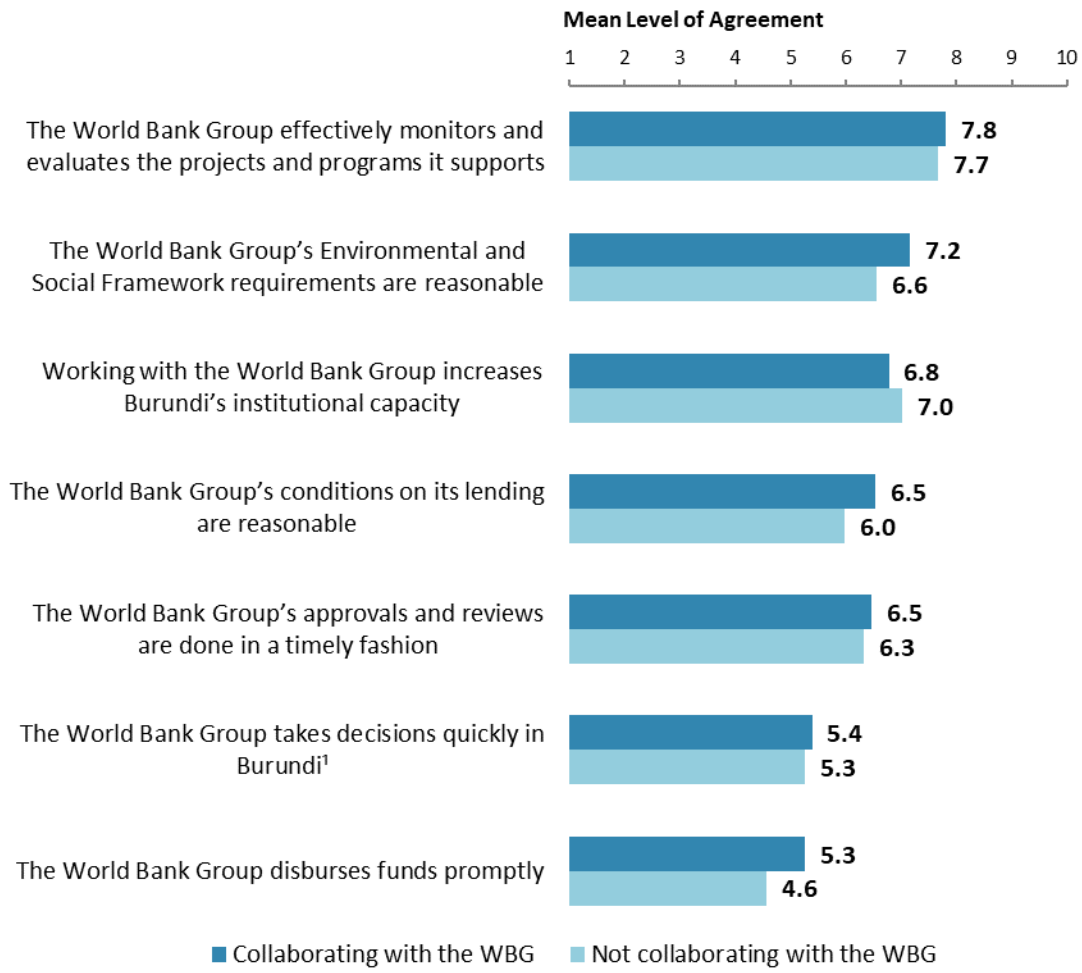
**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree") (\*Significantly different between FY 2021 and FY 2017)*  
*<sup>1</sup>Indicator Question*

<sup>15</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Collaboration

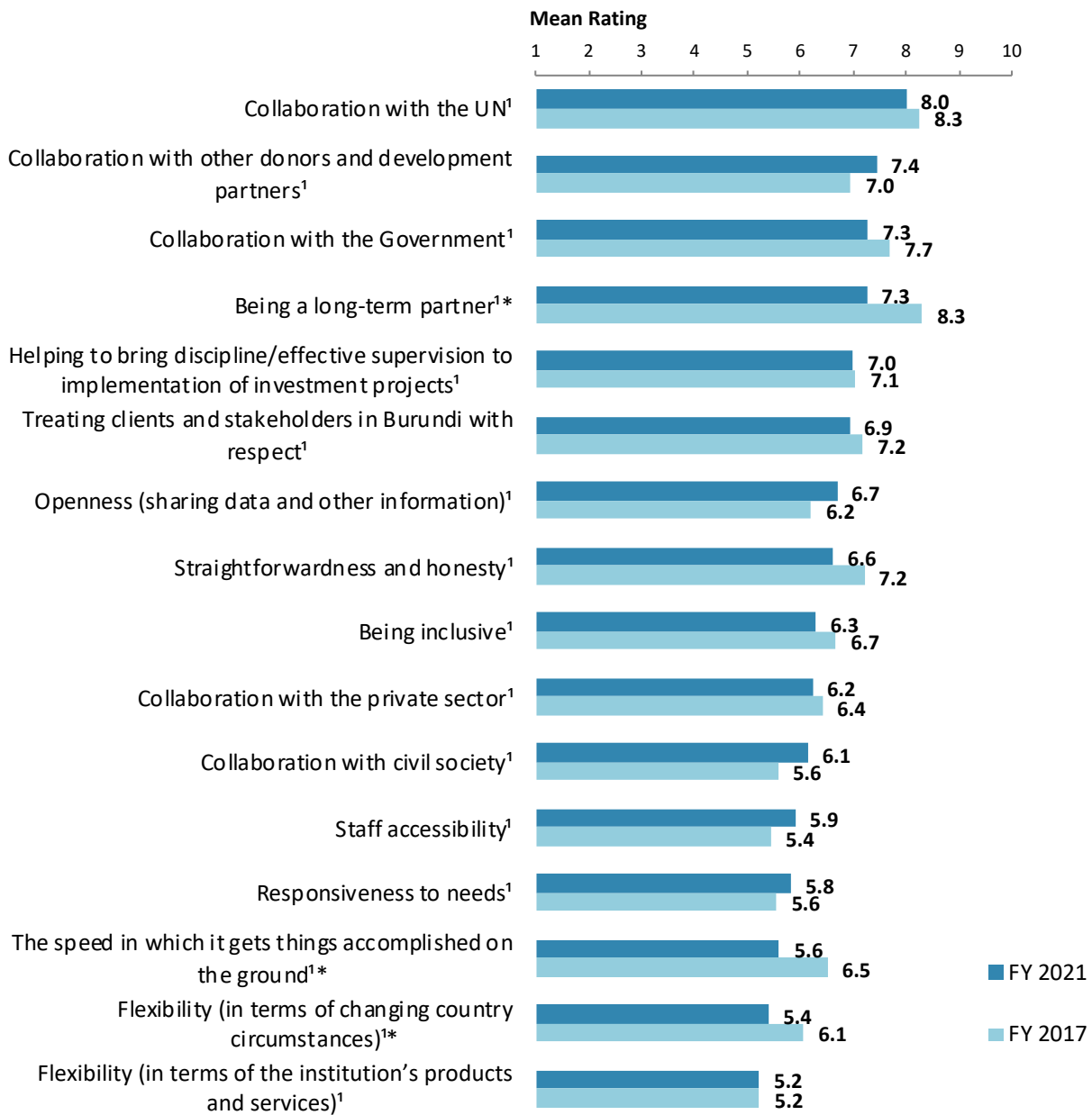


**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*'Indicator Question*



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>16</sup>



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

(\*Significantly different between FY 2021 and FY 2017)

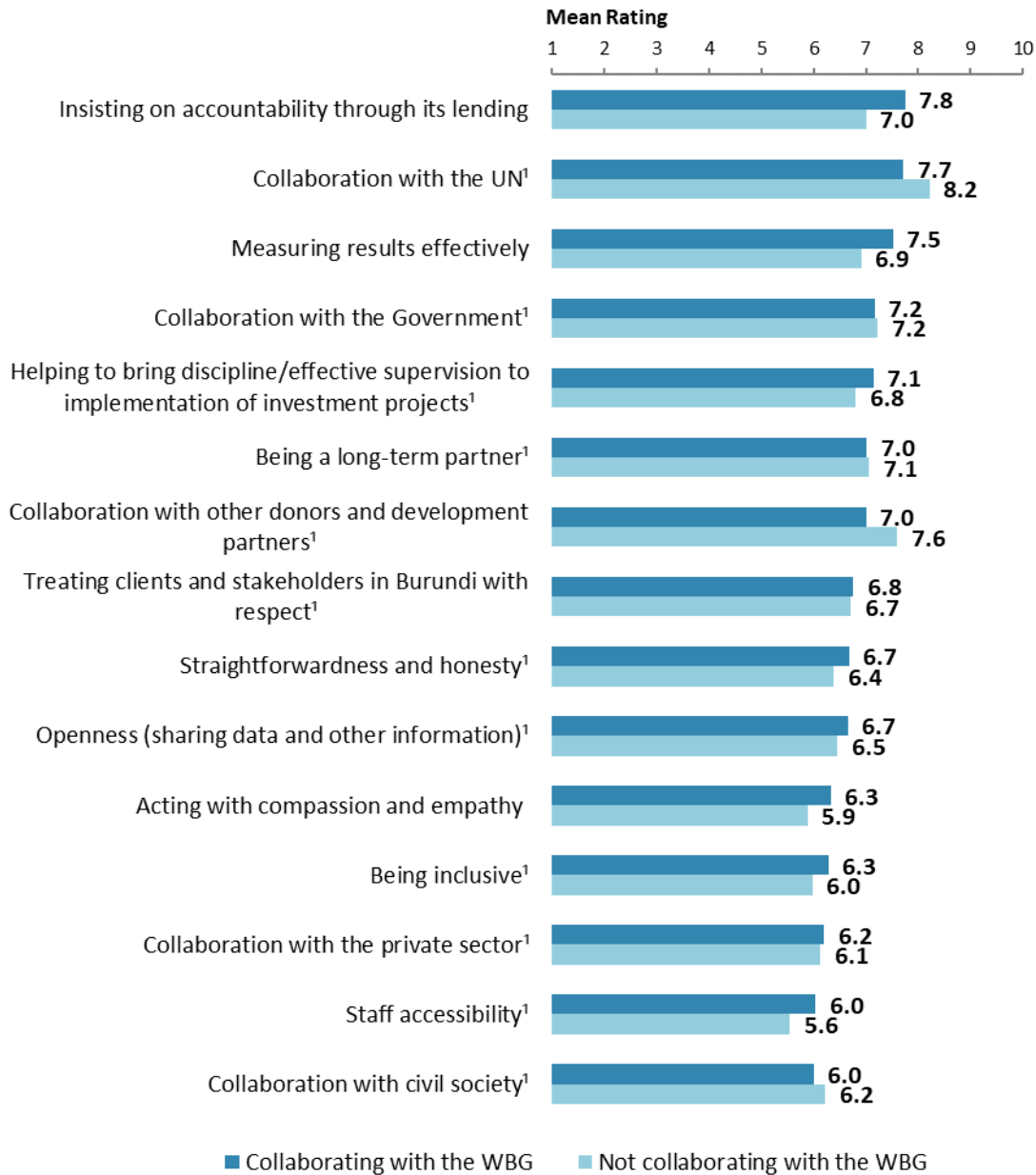
<sup>1</sup>Indicator Question

<sup>16</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

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



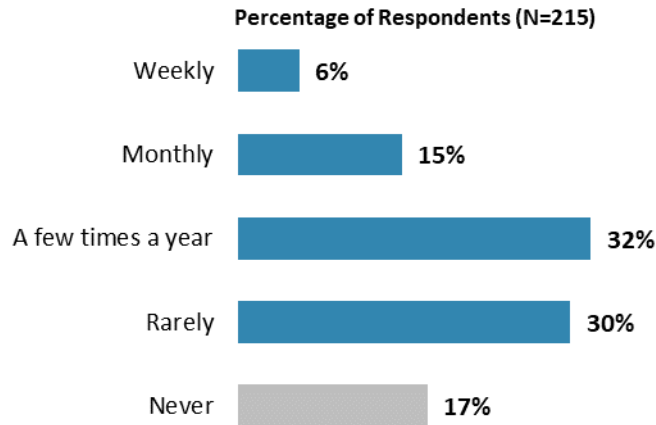
**"To what extent is the World Bank Group an effective development partner Burundi, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**  
 (\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



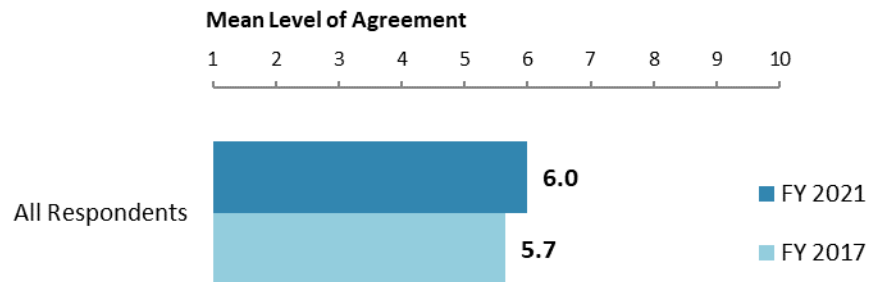
## VIII. World Bank Group's Knowledge and Instruments

### 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.)

### Meeting Burundi's Knowledge Needs<sup>17</sup> (Indicator Question)



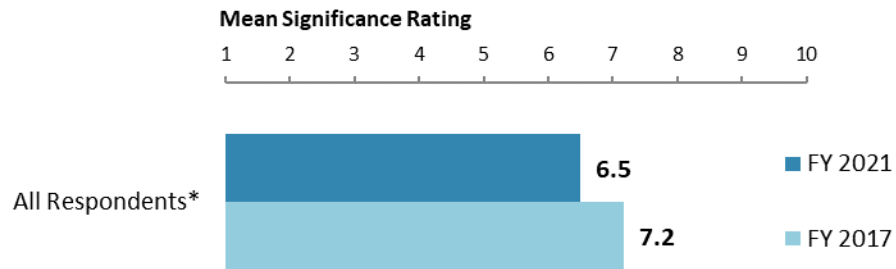
**"The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
(1-"Strongly disagree", 10-"Strongly agree")

<sup>17</sup> Means in this chart were calculated based on weighted data.



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

### Contribution of the WBG's Knowledge Work and Activities<sup>18</sup> (Indicator Question)

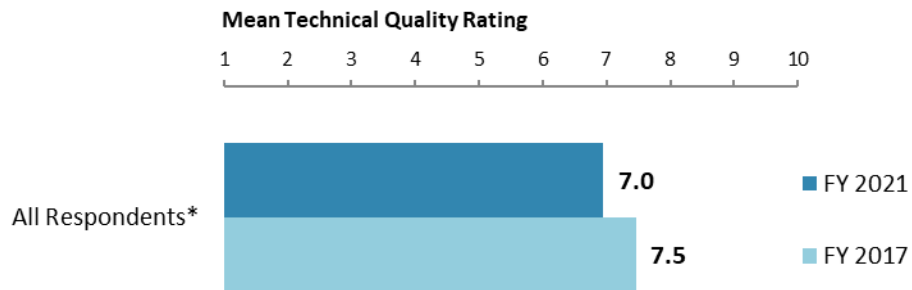


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

(1-"Not significant at all", 10-"Very significant")

(\*Significantly different between FY 2021 and FY 2017)

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



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

(\*Significantly different between FY 2021 and FY 2017)

<sup>18</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>19</sup>



"In Burundi, 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 2021 and FY 2017)

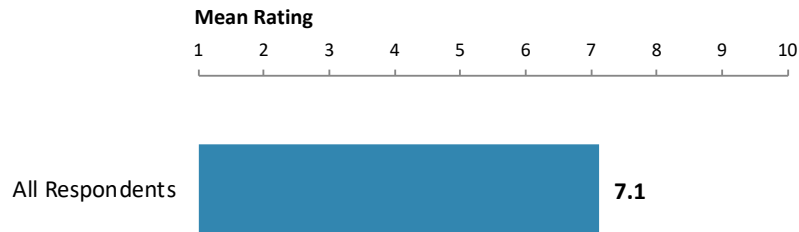
<sup>1</sup>Indicator Question

<sup>19</sup> Means in this chart were calculated based on weighted data.



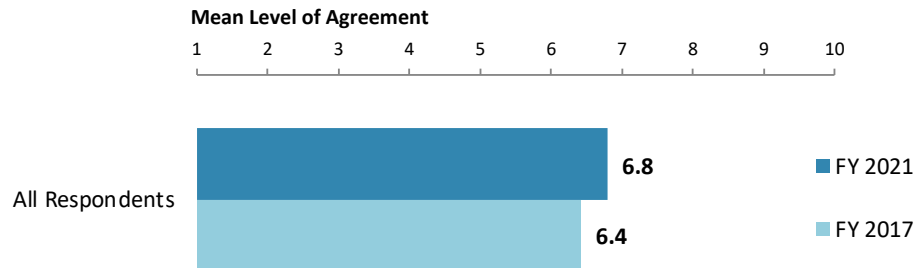
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Usefulness of the COVID-19 “Approach Paper”



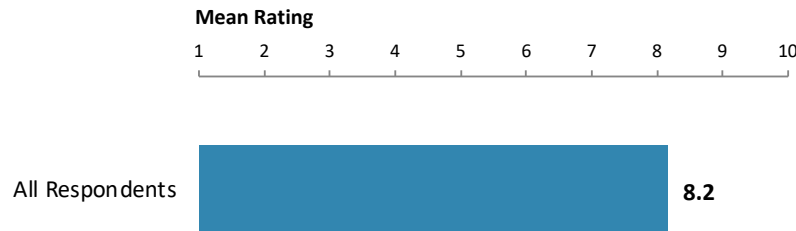
**"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 “Approach Paper” published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Burundi government’s efforts to support citizens throughout this crisis?"**  
*(1-"Not usefull at all", 10-"Very useful")*

### Meeting Burundi’s Needs for Financial Instruments<sup>20</sup> (Indicator Question)



**"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

### WBG’s Global Advocacy Role (Indicator Question)



**"How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?"**  
*(1-"Not important at all", 10-"Very important")*

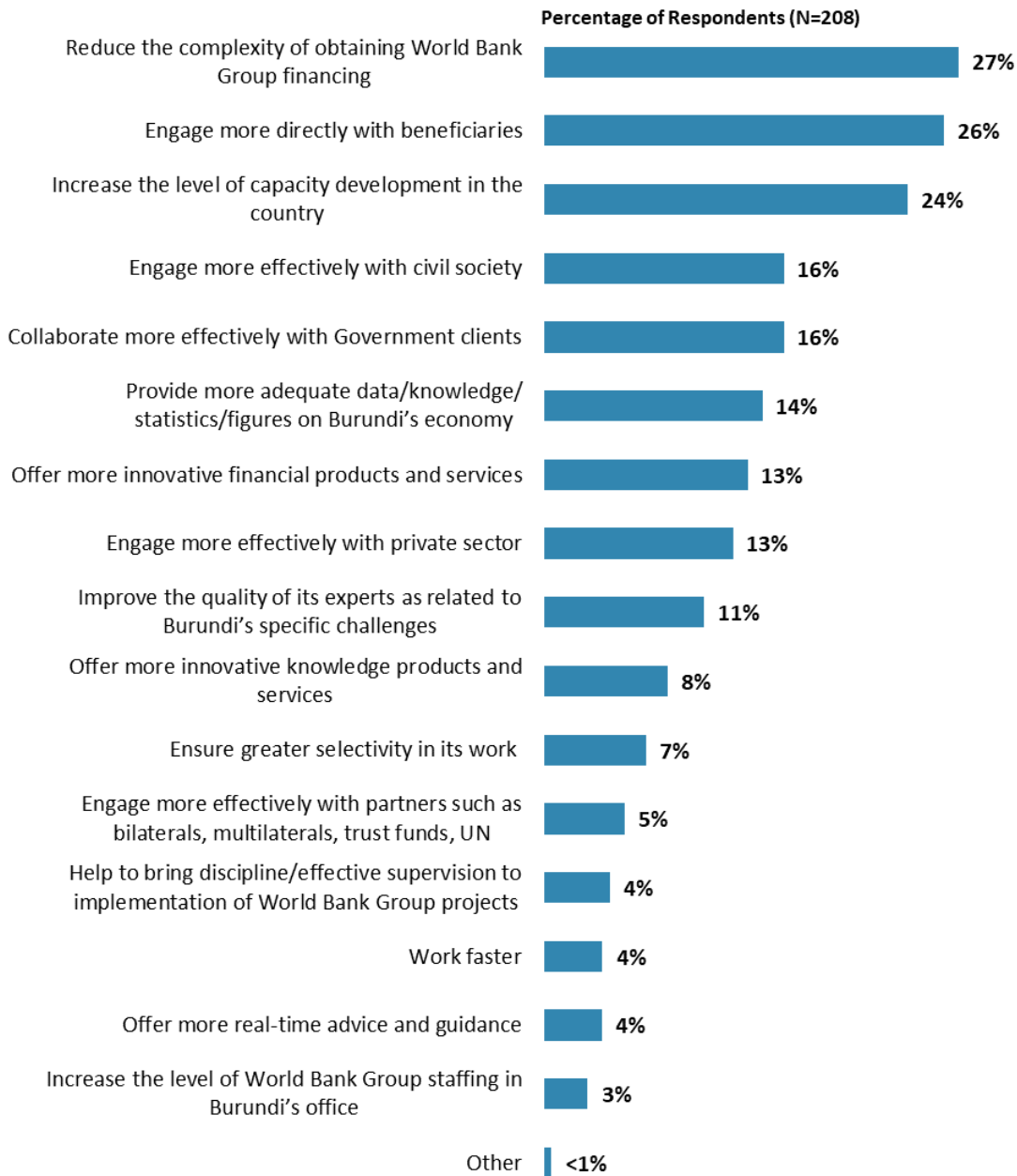
<sup>20</sup> Means in this chart were calculated based on weighted data.



## IX. The Future Role of the World Bank Group in Burundi

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients*” (32%) and “*offer more innovative financial products*” (30%) to make itself of greater value in Burundi.



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



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

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

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*beneficiaries*” (51%) and “*local government*” (36%) to ensure better development results in Burundi.<sup>21</sup>



**"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)"**

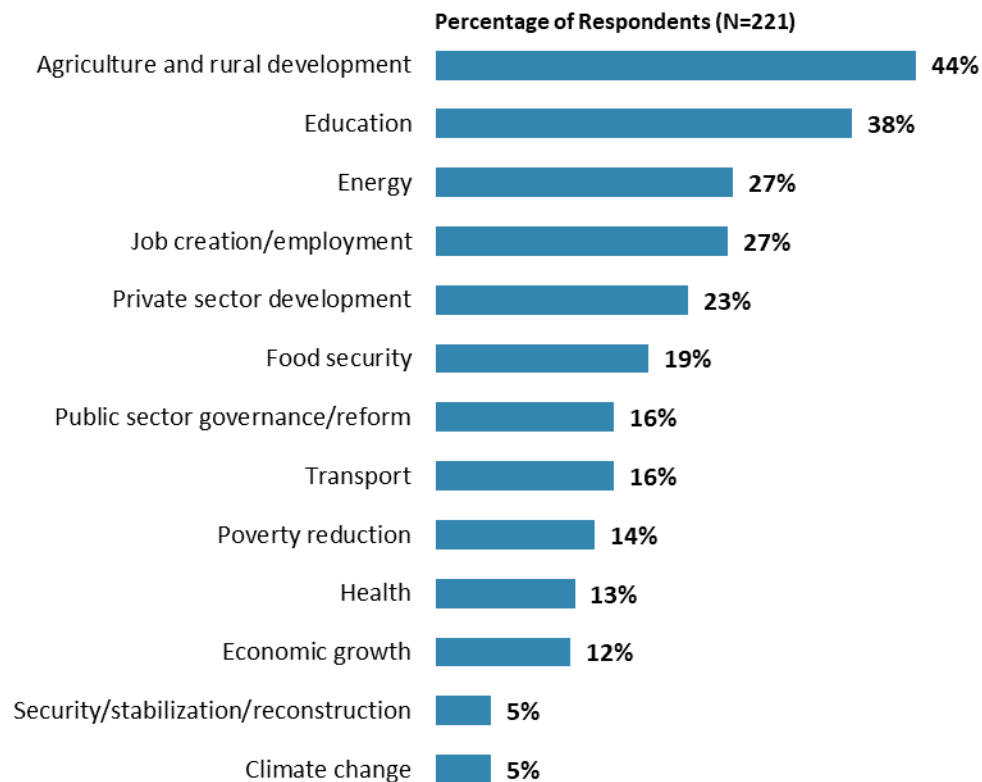
<sup>21</sup> The response option “peace keeping forces” was not chosen by any respondent.



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

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

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the World Bank Group should focus its resources on “*energy*” (65%), “*agriculture and rural development*” (42%), “*job creation/employment*” (27%), “*economic growth*” (24%), and “*education (including vocational training)*” (23%).
- **Specialization:** Respondents who identified their primary specialization as “*agriculture, rural development*” (14% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*agriculture and rural development*” (agriculture specialists = 66%; others = 40%). Similarly, respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 81%; others = 31%).<sup>22</sup>



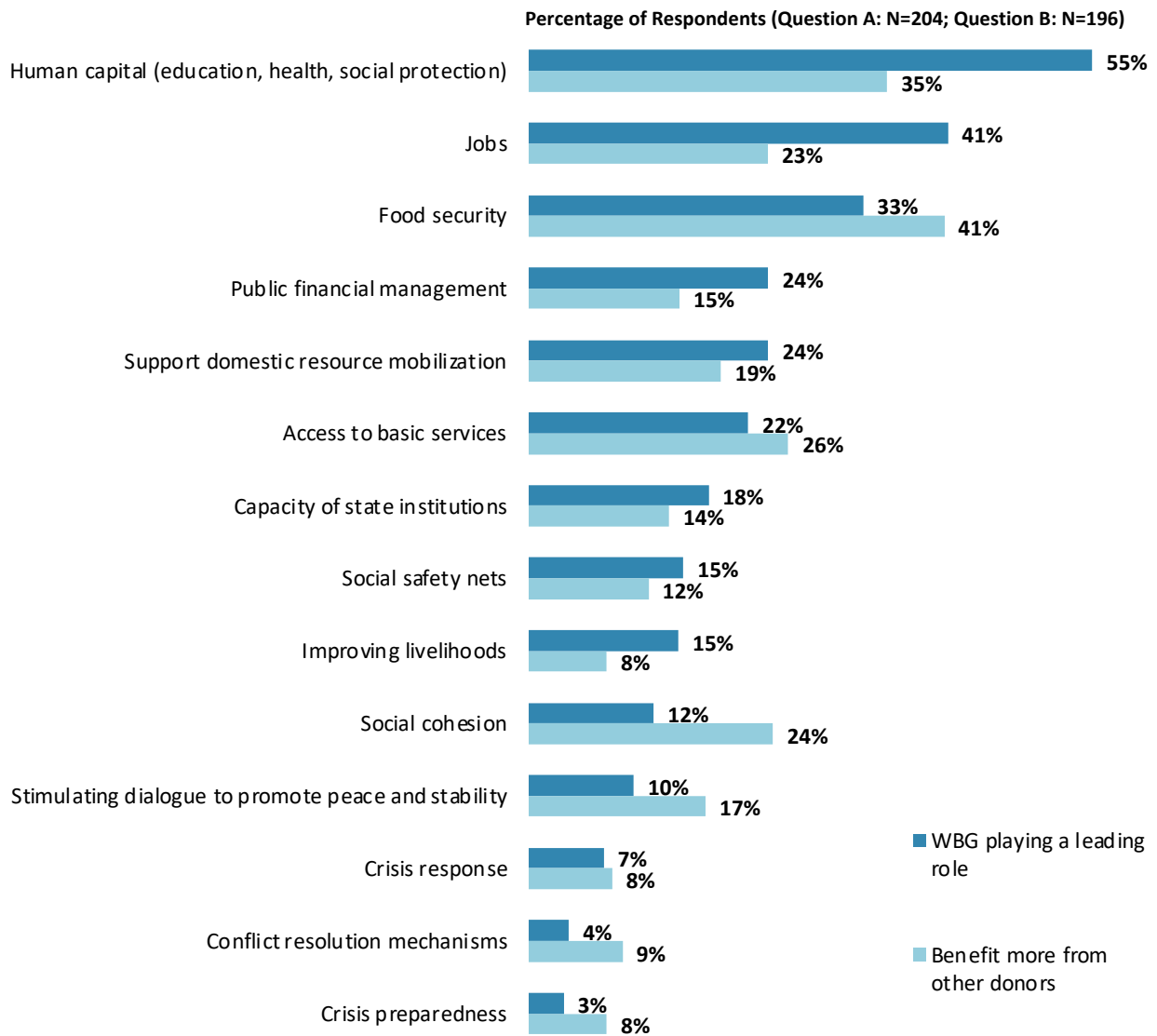
**“When thinking about how the World Bank Group can have the most impact on development results in Burundi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)”**  
**(Respondents chose from a list. Responses combined. Top 13 of 30 response options shown)**

<sup>22</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



## IX. The Future Role of the WBG in Burundi (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 Burundi?**

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



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

### Partnering with Other Organizations



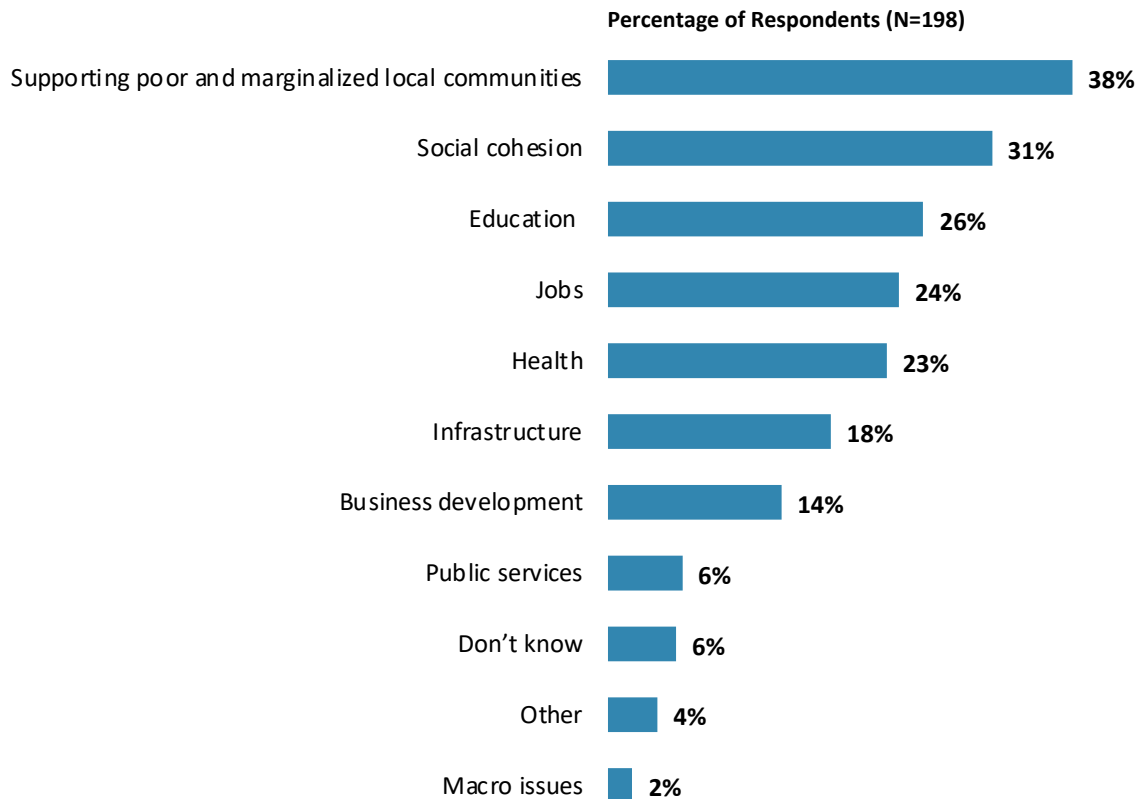
**"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Burundi? (Select no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Refugees: WBG's Support

- **Specialization:** Respondents who identified their primary specialization of work as “education” (12% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “education”, compared to the rest of respondents (education specialists = 62%; others = 23%).<sup>23</sup>



**“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 refugees in Burundi? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)

<sup>23</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas the World Bank Group should focus most of its resources on.

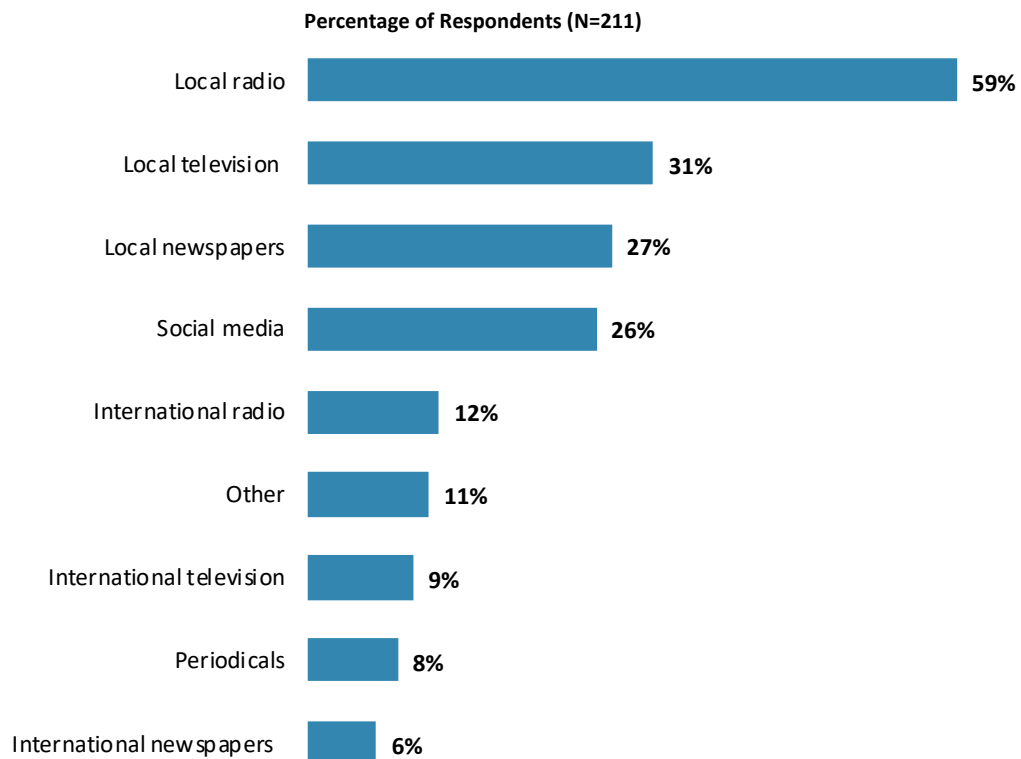


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 63) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’17 Country Survey indicated that they got most of their information about economic and social development issues in Burundi from the “internet” (62%), “local radio” (35%), and from “local newspapers” (23%).



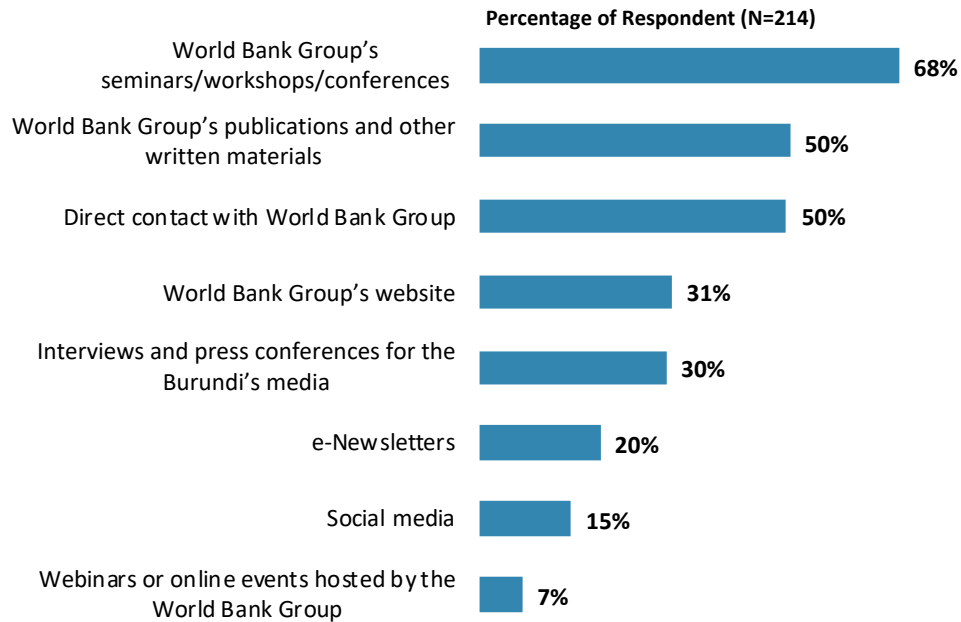
**"How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

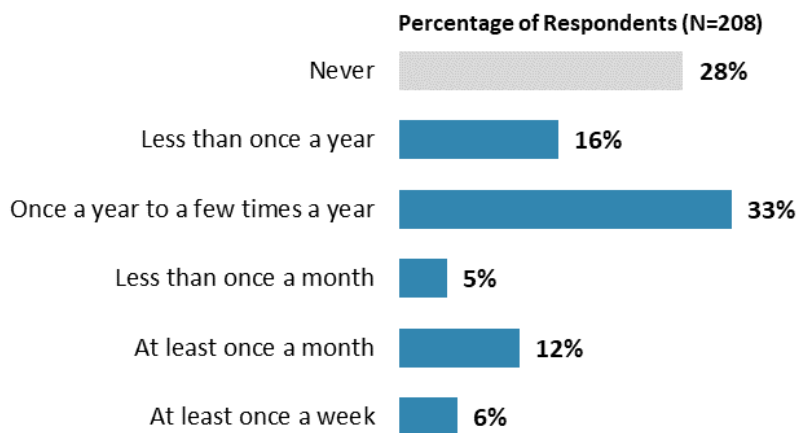
### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s seminars/workshops/conferences*” (49%) and through “*WBG’s publications and other written materials*” (45%).



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

### WBG Interaction Frequency

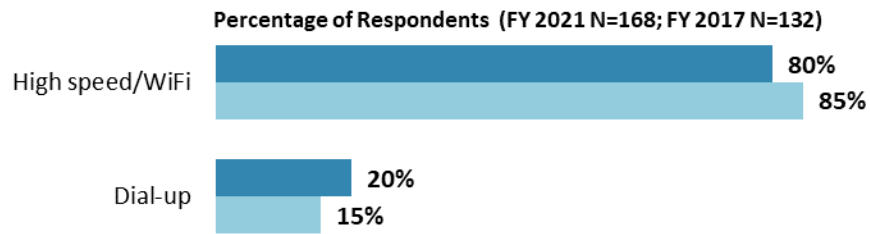


**"How frequently do you interact with the World Bank Group now in Burundi?"**  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

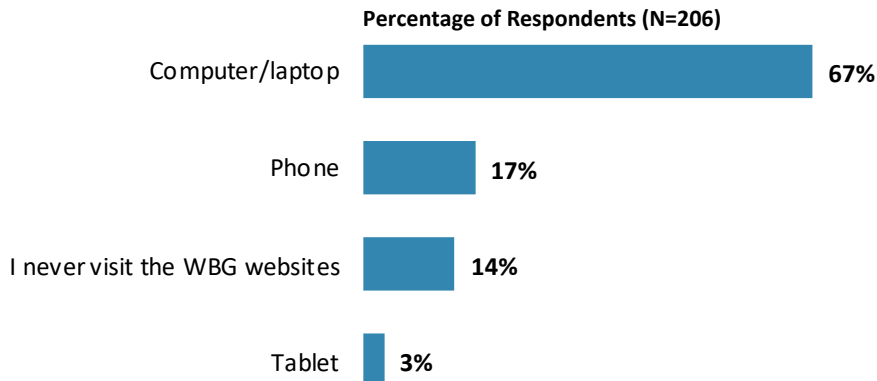
### Internet connection<sup>24</sup>



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

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### Devices used to access WBG website



What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

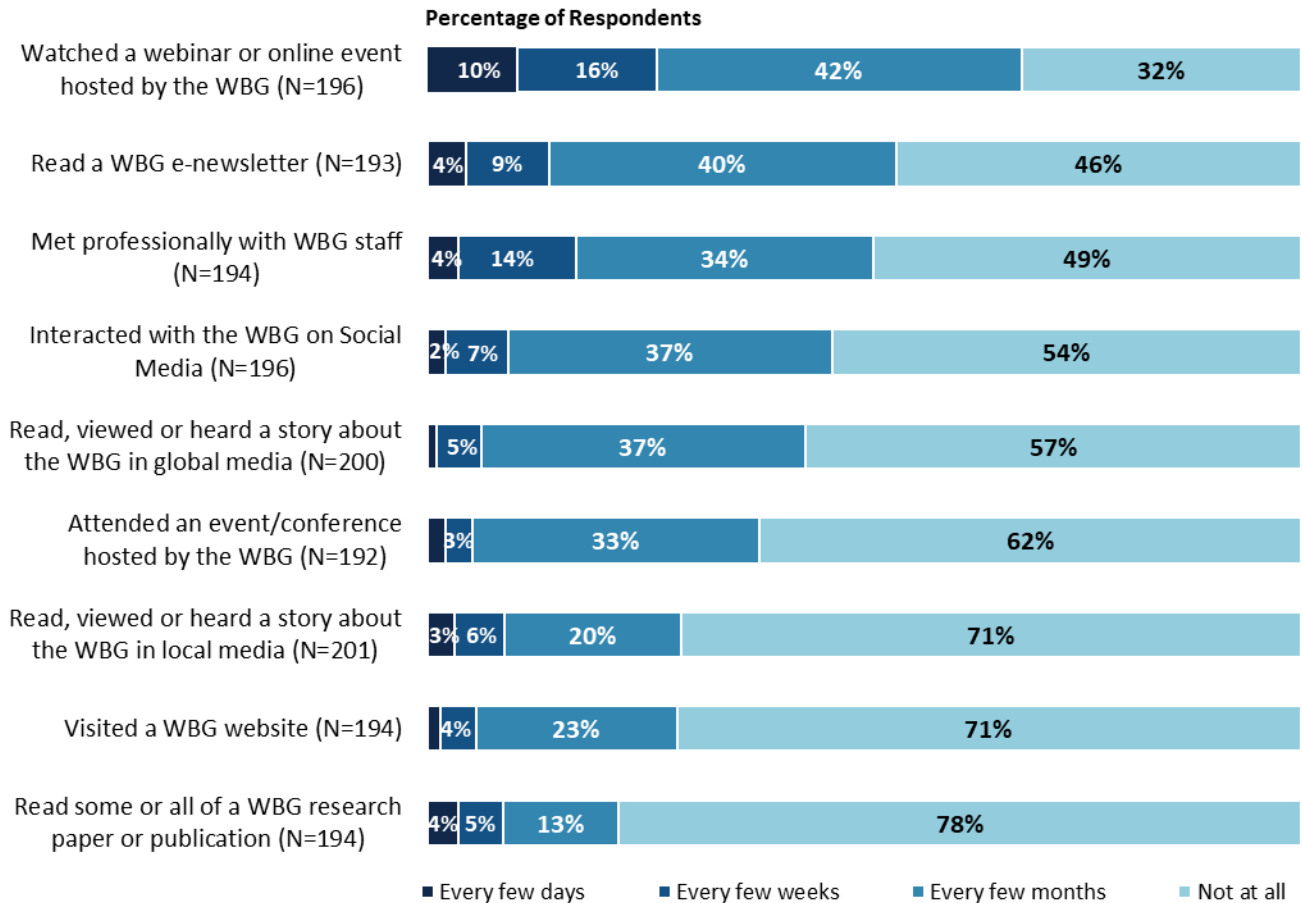
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<sup>24</sup> Percentages in this chart were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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



## XI. Appendices

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### BURUNDI





## Appendix A: Responses to All Questions across All Respondents (N=225)

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. Overall Context

<b>1. In general, would you say that Burundi is headed in ... ?</b>	<b>Percentage of Respondents (N=218)</b>
The right direction	82.6%
The wrong direction	3.2%
Not sure	14.2%

<b>2. Do you think that economic opportunity for citizens in Burundi is ... ?</b>	<b>Percentage of Respondents (N=213)</b>
Increasing	74.2%
Decreasing	8.5%
Staying about the same	17.4%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Burundi. Please identify which of the following you consider the most important development priorities in Burundi. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=210)</b>
Energy	37.1%
Agriculture and rural development	36.2%
Education	32.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.2%
Job creation/employment	20.0%
Food security	19.5%
Health	16.7%
Poverty reduction	15.7%
Private sector development	13.8%
Economic growth	12.4%
Social protection (e.g., pensions, targeted social assistance)	11.0%
Transport (e.g., roads, bridges, transportation)	10.5%
Security/stabilization/reconstruction	9.5%
Anti-corruption	7.6%
Water and sanitation	6.7%
Global pandemics (e.g., COVID-19)	4.3%
Judiciary reform	3.8%
Climate change (e.g., mitigation, adaptation)	3.8%
Information and communications technology	2.9%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%
Social cohesion	1.4%
Natural resource management	1.4%
Disease (e.g., malaria, diarrheal diseases)	1.4%
Trade and exports	1.0%
Disaster risk management	1.0%
Urban development	0.5%
Crime and violence	0.5%
National debt	0.5%
Global/regional integration	0.0%
Gender based violence	0.0%

**A. Overall Context (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 Burundi? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=221)</b>
Agriculture and rural development	53.4%
Job creation/employment	46.6%
Energy	31.7%
Anti-corruption	23.5%
Economic growth	23.1%
Education	17.6%
Private sector development	16.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.3%
Transport (e.g., roads, bridges, transportation)	10.4%
Food security	9.5%
Health	8.6%
Natural resource management	8.1%
Trade and exports	6.8%
Social protection (e.g., pensions, targeted social assistance)	5.0%
Security/stabilization/reconstruction	3.2%
Information and communications technology	2.7%
Water and sanitation	2.7%
Climate change (e.g., mitigation, adaptation)	2.3%
Social cohesion	2.3%
Urban development	1.8%
Judiciary reform	1.4%
Disease (e.g., malaria, diarrheal diseases)	1.4%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%
Global/regional integration	1.4%
Disaster risk management	0.5%
Crime and violence	0.5%
Gender based violence	0.0%
National debt	0.0%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of Burundi's growth and development. In which areas would you like to see the Burundi's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=219)</b>
Healthcare	53.9%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	39.3%
Nutrition/food security	26.5%
Education	23.7%
Ensuring sustainable business growth and job creation	22.4%
Economic growth	21.9%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	21.5%
Providing direct financial support to businesses (business support packages)	21.5%
Public service delivery (e.g., strengthening policies, institutions)	17.8%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	17.8%
Ensuring that girls and women have equal access to health care/health services	13.7%
Other	4.1%
Ensuring that girls and women have equal access to job opportunities	2.3%

<b>6. When economic and/or social reform efforts fail or are slow to take place in Burundi, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=177)</b>
Inadequate funding	49.2%
Corruption	34.5%
Reforms are not well thought out in light of country challenges	26.0%
Inadequate level of private sector participation	20.9%
Inadequate level of capacity in the government	11.9%
Inadequate level of donor coordination	11.9%
Inadequate level of citizen/civil society participation	9.6%
Ongoing conflict and instability	8.5%
Political pressures and obstacles	8.5%
Inadequate level of government accountability	4.0%
Other	4.0%
Pressure from outside interest groups (e.g., private sector, unions)	2.8%



**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	183	11	7.60	2.72
2. Bilateral organizations (e.g., JICA, GIZ, USAID, TMEA)	164	30	6.58	2.34
3. The World Bank Group*	187	14	7.32	2.24
4. The International Monetary Fund	160	34	6.37	2.54
5. The United Nations (UN)	178	18	6.22	2.59
6. The World Health Organization (WHO)	180	18	6.91	2.36
7. Regional development banks (e.g., AfDB)	191	10	7.45	2.05
8. Burundi's Central Bank	192	10	7.78	2.41
9. International private sector	143	52	4.97	2.33
10. Domestic private sector	186	13	6.26	2.10
11. International civil society (e.g., NGOs, CBOs)	177	20	5.55	2.51
12. Domestic civil society (e.g., NGOs, CBOs)	193	9	6.13	2.34
13. Youth organizations	186	14	6.28	2.38
14. Faith-based institutions	186	13	6.69	2.16
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	191	14	6.64	2.15
16. International media and their web presence	171	30	5.57	2.39
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	180	19	5.16	2.36

8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Burundi. (Choose no more than TWO)	Percentage of Respondents (N=208)
None. I do not consider Burundi a fragile state	39.4%
Lack of access to development finance	38.9%
High levels of corruption	27.4%
Weak institutional capacity	12.5%
Food insecurity	10.1%
Low levels of political and economic inclusion	8.7%
Policy inconsistency	6.7%
Weak social cohesion	6.3%
Weak accountability	5.3%
Political uncertainty	4.8%
Crime and violence	2.9%
Lack of security (i.e., conflict and violence)	2.4%
Other	2.4%
High influx of refugees/migrants	1.9%

9. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.	N	DK	Level of Agreement				
			Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The COVID-19 vaccine will be safe	149	53	34.9%	10.7%	28.9%	14.1%	11.4%
2. The COVID-19 vaccine will be effective	151	53	22.5%	10.6%	27.8%	23.2%	15.9%
3. I will get the COVID-19 vaccine if I can	157	49	35.7%	7.0%	14.6%	12.1%	30.6%

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

1. How familiar are you with the work of these organizations in Burundi? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	211	n/a	7.30	2.93
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	203	n/a	4.21	3.11

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Burundi? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Burundi*	205	14	7.87	2.31
3. The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	189	26	6.79	2.49

4. Overall, please rate your impression of the effectiveness of these organizations in Burundi. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	194	25	7.32	2.25
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	128	88	5.46	2.53

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Burundi?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	206	17	7.41	2.36

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Burundi?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	198	24	7.34	2.29

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Burundi? (Select only ONE response)	Percentage of Respondents (N=220)
To a fully sufficient degree	21.8%
To a somewhat sufficient degree	34.5%
To a somewhat insufficient degree	14.5%
To a very insufficient degree	16.4%
Don't know	12.7%

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

<b>8. When thinking about the World Bank Group's role in Burundi, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=206)</b>
Implementation support	48.1%
Financial resources	35.0%
Capacity development related to World Bank Group supported projects	31.1%
Technical assistance	21.4%
Data and statistics	17.5%
Formal policy advice, studies, analyses	11.2%
Mobilizing third party financial resources	7.8%
Global advocacy	6.3%
Donor coordination	5.3%
Bringing together different groups of stakeholders	4.4%
Promoting knowledge sharing	1.9%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	1.0%
Other	0.5%

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=206)</b>
World Bank Group's processes too slow and complex	24.3%
Not enough public disclosure of its work	21.8%
Not adequately flexible in changing country circumstances	18.4%
Not aligned with country priorities	16.5%
Not willing to honestly criticize policies and reform efforts in the country	11.2%
Not adequately sensitive to political/social realities in Burundi	11.2%
Don't know	11.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.7%
Not collaborating enough with private sector	10.7%
Inadequate World Bank Group's staffing in Burundi	8.3%
Not sufficiently focused on sustainable results	7.8%
Too influenced by developed countries	7.3%
Not focused enough on issues that are unique to post-conflict countries	4.4%
Inadequate number of innovative knowledge products and services	3.9%
Staff too inaccessible	3.9%
Arrogant in its approach	2.9%
Inadequate level of real-time advice and guidance	2.9%
Inadequate number of innovative financial products and services	2.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	1.9%
Other	1.5%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Burundi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=221)</b>
Agriculture and rural development	43.9%
Education	38.0%
Energy	27.1%
Job creation/employment	26.7%
Private sector development	23.1%
Food security	19.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.3%
Transport (e.g., roads, bridges, transportation)	16.3%
Poverty reduction	14.5%
Health	12.7%
Economic growth	12.2%
Security/stabilization/reconstruction	5.0%
Climate change (e.g., mitigation, adaptation)	5.0%
Natural resource management	4.5%
Gender equity (closing the gap between women and men, and boys and girls)	4.1%
Global pandemics (e.g., COVID-19)	3.2%
Trade and exports	3.2%
Anti-corruption	3.2%
Urban development	2.7%
Information and communications technology	2.7%
Water and sanitation	2.3%
Social protection (e.g., pensions, targeted social assistance)	2.3%
Judiciary reform	1.4%
Global/regional integration	0.5%
Gender based violence	0.5%
Social cohesion	0.5%
National debt	0.5%
Crime and violence	0.0%
Disaster risk management	0.0%
Disease (e.g., malaria, diarrheal diseases)	0.0%

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

<b>11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=212)</b>
Do not have enough information to say	41.0%
Multi-lateral financial institution	34.9%
Development institution	26.9%
World Bank	20.8%
Private Sector Solutions	17.0%
Investment Bank	14.6%
Innovation and Entrepreneurship	14.2%
Financial Advisory Solutions	9.0%
Public-private partnerships	9.0%
Impact Investor	3.3%
Venture Capital	3.3%
None of these	2.4%
Asset Manager	1.9%
Thought leader	0.5%
Other	0.5%

**C. World Bank Group's Work and Engagement on the Ground**

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Burundi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	175	47	7.21	2.48

<b>Staffing adequacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. To what extent do you believe the World Bank Group is adequately staffed in Burundi? (1-To no degree at all, 10-To a very significant degree)	121	101	5.07	2.83

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Burundi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	159	43	5.83	2.54
4. Flexibility (in terms of the institution's products and services)*	149	45	5.34	2.48
5. Flexibility (in terms of changing country circumstances)*	155	38	5.42	2.40
6. Being inclusive*	155	42	6.28	2.56
7. Openness (sharing data and other information)*	154	42	6.64	2.30
8. Collaboration with the Government*	181	22	7.37	2.37
9. The speed in which it gets things accomplished on the ground*	169	30	5.59	2.53
10. Helping to bring discipline/effective supervision to implementation of investment projects*	169	32	6.97	2.13
11. Collaboration with civil society*	129	70	6.18	2.33
12. Staff accessibility*	136	62	5.91	2.43
13. Collaboration with other donors and development partners*	142	61	7.46	2.05
14. Collaboration with the private sector*	131	72	6.29	2.23
15. Collaboration with the UN*	124	74	8.05	1.97
16. Straightforwardness and honesty*	138	61	6.71	2.39
17. Treating clients and stakeholders in Burundi with respect*	154	46	6.89	2.57
18. Being a long-term partner*	143	51	7.18	2.40
19. Acting with compassion and empathy	123	69	6.23	2.32
20. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	138	62	7.47	2.16
21. Measuring results effectively	155	43	7.28	2.08

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
22. The World Bank Group disburses funds promptly	156	57	5.02	3.00
23. The World Bank Group effectively monitors and evaluates the projects and programs it supports	189	27	7.82	2.04
24. The World Bank Group's approvals and reviews are done in a timely fashion	174	40	6.45	2.50
25. The World Bank Group's Environmental and Social Framework requirements are reasonable	133	77	6.96	2.31
26. The World Bank Group's conditions on its lending are reasonable	125	87	6.42	2.58
27. The World Bank Group takes decisions quickly in Burundi*	136	74	5.44	2.67
28. Working with the World Bank Group increases Burundi's institutional capacity	174	40	6.96	2.66

To what extent do you agree/disagree with the following statements about the World Bank Group in Burundi? (1-Strongly disagree, 10-Strongly agree)	N	DK	Level of Agreement	
			Mean	SD
29. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Burundi*	167	46	6.82	2.58
30. The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	167	45	6.10	2.65

**C. World Bank Group's Work and Engagement on the Ground (continued)**

<b>COVID-19 "Approach Paper"</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
31. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Burundi government's efforts to support citizens throughout this crisis? <i>(1-Not useful at all, 10-Very useful)</i>	111	102	7.12	2.77

<b>Global role of advocacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
32. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* <i>(1-Not important at all, 10-Very important)</i>	162	52	8.17	2.03

<b>How effectively does the World Bank Group support Burundi's efforts ... ?</b> <i>(1-Not effectively at all, 10-Very effectively)</i>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
33. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	161	49	6.74	2.88
34. To develop better and stronger data collection/analytics systems within the Government	170	38	7.54	2.21
35. To strengthen the country's crisis preparedness	158	50	7.39	2.34

<b>Donor Support to Refugees</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
36. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Burundi? <i>(1-To no degree at all, 10-To a very significant degree)</i>	151	53	5.97	2.63

<b>37. 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 Burundi? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=198)</b>
Supporting poor and marginalized local communities	37.9%
Social cohesion	31.3%
Education	25.8%
Jobs	23.7%
Health	22.7%
Infrastructure	18.2%
Business development	14.1%
Public services	6.1%
Don't know	5.6%
Other	4.0%
Macro issues (fiscal accounts, balance of payments, etc.)	2.0%

**D. World Bank Group's Support in Development Areas**

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 Burundi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	86	120	6.10	2.81
2. Gender equity (closing the gap between women and men, and boys and girls)	98	107	6.71	2.39
3. Private sector development	118	88	6.13	2.26
4. Education	134	67	6.77	2.37
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	131	73	6.38	2.47
6. Global/regional integration	92	109	6.72	2.02
7. Food security	144	58	6.68	2.42
8. Urban development	103	90	5.85	2.40
9. Energy	137	66	6.88	2.38
10. Water and sanitation	121	80	6.48	2.35
11. Job creation/employment	127	74	6.29	2.64
12. Health	142	60	7.42	2.07
13. Transport (e.g., roads, bridges, transportation)	135	65	6.79	2.42
14. Agriculture and rural development	151	52	7.10	2.28
15. Trade and exports	87	112	5.74	2.26
16. Climate change (e.g., mitigation, adaptation)	113	91	5.98	2.29
17. Poverty reduction	143	64	6.41	2.54
18. Anti-corruption	98	104	4.84	2.55
19. Economic growth	135	68	6.26	2.57
20. Disease (e.g., malaria, diarrheal diseases)	119	85	6.84	2.28
21. Information and communications technology	88	117	6.35	2.31
22. Gender based violence	80	124	5.80	2.24

2. The World Bank Group has provided fast track support to Burundi related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	125	1	78	6.82	2.77
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	99	9	94	4.92	3.00
3. Protecting poor people (social assistance/ social safety nets)	105	7	92	5.78	2.93
4. Ensuring sustainable business growth and job creation	89	7	107	4.94	2.71
5. Strengthening policies, institutions and investments for rebuilding better	91	6	105	5.65	2.71
6. Macroeconomic stability and transparent debt management	72	9	121	5.38	2.97

**E. 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=215)</b>
Weekly	5.6%
Monthly	14.9%
A few times a year	32.1%
Rarely	30.2%
Never	17.2%

<b>In Burundi, 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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	115	97	5.91	2.56
3. Include appropriate level of stakeholder involvement during preparation	130	82	5.88	2.80
4. Lead to practical solutions	135	78	6.41	2.58
5. Are source of relevant information on global good practices	129	78	7.26	2.17
6. Are adequately disseminated	137	73	5.36	2.77
7. Are translated enough into local language	128	83	3.02	2.49
8. Are adaptable to Burundi's specific development challenges and country circumstances*	144	71	7.06	2.21

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	168	50	6.60	2.54
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	153	65	7.03	2.22

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=208)</b>
Reduce the complexity of obtaining World Bank Group financing	27.4%
Engage more directly with beneficiaries	26.4%
Increase the level of capacity development in the country	24.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	15.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	15.9%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	14.4%
Offer more innovative financial products and services	13.5%
Engage more effectively with private sector	12.5%
Improve the quality of its experts as related to Burundi's specific challenges	10.6%
Offer more innovative knowledge products and services	8.2%
Ensure greater selectivity in its work	6.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	4.3%
Work faster	3.8%
Offer more real-time advice and guidance	3.8%
Increase the level of World Bank Group staffing in Burundi's office	2.9%
Other	0.5%

<b>2. 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=208)</b>
Private sector	37.0%
Beneficiaries	34.1%
NGOs/Community Based Organizations	27.4%
Local government	25.5%
Academia/think tanks/research institutes	15.9%
Donor community	13.9%
Youth/university groups	12.0%
Media	7.7%
Parliament	3.4%
Regional organizations (e.g., EAC, COMESA, ICGLR, Economic Community of Central African States)	3.4%
Other	3.4%
Don't know	2.9%
UN agencies	2.4%
Emerging donors	1.9%
Foundations	1.0%
Peace keeping forces	0.5%

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

<b>3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Burundi? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=204)</b>
Human capital (education, health, social protection)	55.4%
Jobs	41.2%
Food security	32.8%
Public financial management	23.5%
Support domestic resource mobilization	23.5%
Access to basic services	21.6%
Capacity of state institutions	17.6%
Social safety nets	15.2%
Improving livelihoods	14.7%
Social cohesion	12.3%
Stimulating dialogue to promote peace and stability	10.3%
Crisis response	7.4%
Conflict resolution mechanisms	3.9%
Crisis preparedness	3.4%
Access to justice systems	2.9%
Security mechanisms	2.0%
Reducing gender-based violence	1.5%

<b>3B. Which THREE areas below would benefit most from other donors in Burundi? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=196)</b>
Food security	40.8%
Human capital (education, health, social protection)	35.2%
Access to basic services	25.5%
Social cohesion	24.0%
Jobs	23.5%
Support domestic resource mobilization	18.9%
Stimulating dialogue to promote peace and stability	17.3%
Public financial management	14.8%
Access to justice systems	13.8%
Capacity of state institutions	13.8%
Social safety nets	11.7%
Reducing gender-based violence	10.2%
Conflict resolution mechanisms	9.2%
Crisis response	8.2%
Crisis preparedness	7.7%
Improving livelihoods	7.7%
Security mechanisms	5.6%

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

<b>4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Burundi? (Select no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=192)</b>
United Nations Development Program (UNDP)	46.9%
World Health Organization (WHO)	29.2%
World Food Program (WFP)	26.6%
The United Nations International Children's Emergency Fund (UNICEF)	26.6%
Don't know	17.2%
None. I don't believe the World Bank Group needs to partner with other development organizations.	13.0%
United Nations Peacekeeping	4.7%
The Red Cross	4.2%
The International Committee of the Red Cross (ICRC)	2.1%
Save the Children	0.5%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Burundi?</b>	<b>Percentage of Respondents (N=208)</b>
Never	28.4%
Less than once a year	15.9%
Once a year to a few times a year	33.2%
Less than once a month	4.8%
At least once a month	12.0%
At least once a week	5.8%

<b>2. How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=211)</b>
Local radio	58.8%
Local television	31.3%
Local newspapers	27.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	26.1%
International radio	11.8%
Other	10.9%
International television	9.5%
Periodicals	8.1%
International newspapers	6.2%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=214)</b>
World Bank Group's seminars/workshops/conferences	68.2%
World Bank Group's publications and other written materials	50.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	50.0%
World Bank Group's website	31.3%
Interviews and press conferences for the Burundi's media	30.4%
e-Newsletters	19.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.0%
Webinars or online events hosted by the World Bank Group	7.0%

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

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=191)
High speed/WiFi	80.1%
Dial-up	19.9%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=206)
Computer/laptop	67.0%
Phone	16.5%
I never visit the WBG websites	13.6%
Tablet	2.9%

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	201	4.5%	9.5%	39.8%	46.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	200	3.5%	13.5%	34.0%	49.0%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	196	3.6%	5.1%	13.3%	78.1%
Visited a WBG website (e.g., read a blog, used data)	194	10.3%	16.0%	41.8%	32.0%
Attended an event/conference hosted by the WBG	192	2.1%	3.1%	32.8%	62.0%
Watched a webinar or online event hosted by the WBG	196	1.5%	4.1%	23.0%	71.4%
Read some or all of a WBG research paper or publication	194	2.1%	7.2%	37.1%	53.6%
Met professionally with WBG staff	194	1.0%	5.2%	37.1%	56.7%
Read a WBG e-newsletter	193	3.1%	5.7%	20.2%	71.0%



## H. Background Information

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=210)</b>
Employee of Ministry, Ministerial Department, Implementation Agency	20.0%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	12.9%
NGO/Community Based Organization	11.0%
Private Sector Organization	9.0%
Local Government Office or Staff	8.1%
Other	8.1%
Academia/Research Institute/Think Tank	7.1%
Media (press, radio, TV, web, etc.)	7.1%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.3%
Office of Minister	2.9%
Office of Parliamentarian	2.4%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.4%
Office of the President, Prime Minister	1.4%
State-Owned Enterprise	1.4%
Multilateral Agency (UN, regional development bank)	1.4%
Faith-Based Group	1.0%
Trade Union	0.5%
Judicial System (e.g., courts)	0.0%
Financial Sector/Private Bank	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=210)</b>
Agriculture, rural development	13.8%
Other	13.3%
Education	12.4%
Health, nutrition	9.0%
Macroeconomics, fiscal management	7.6%
Communications, public affairs	6.2%
Generalist (specialized in multiple sectors)	5.2%
Environment, natural resources	4.3%
Governance, anti-corruption	3.8%
Energy	3.8%
Gender	2.9%
Digital development and technology (ICT)	2.9%
Finance and markets	2.9%
Social protection	2.4%
Jobs	1.9%
Water, sanitation	1.4%
Urban development	1.4%
Tourism	1.4%
Trade and competitiveness	1.4%
Poverty	1.0%
Transport	1.0%
Climate change	0.0%
Fragility, conflict, violence, refugees	0.0%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Burundi?</b>	<b>Percentage of Respondents (N=194)</b>
Yes	39.7%
No	60.3%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Burundi? (Select only ONE response)</b>	<b>Percentage of Respondents (N=74)</b>
The World Bank (IDA)	91.9%
The International Finance Corporation (IFC)	8.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=148)</b>
Yes	21.6%
No	78.4%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Burundi? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=186)</b>
Collaborate as part of my professional duties	46.2%
Use World Bank Group website for information, data, research, etc.	33.3%
Use World Bank Group reports/data	29.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	22.0%
Engage in World Bank Group related/sponsored events/activities	17.2%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=217)</b>
Female	24.4%
Male	75.6%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=219)</b>
25 and under	0.5%
26-35	5.5%
36-45	37.0%
46-55	34.7%
56 and above	22.4%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=212)</b>
West	52.4%
North	14.6%
Center	13.2%
South	10.4%
East	9.4%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>25</sup>

- Office of President/Prime Minister/Minister N=9 ● Employee of a Ministry N=42 ● PMU/Consultant on WBG Project N=27 ● Local Government N=17
- Other Government Institutions N=13 ● Bilateral/Multilateral Agency N=10 ● Private Sector/Financial Sector/Private Bank (Private Sector) N=19
- NGO/Community Based Organization/Private Foundation (CSO) N=26 ● Academia/Research Institute/Think Tank (Academia) N=15 ● Media N=15 ● Other<sup>26</sup> N=17

### A. Overall Context

In general, would you say that Burundi is headed in ... ?\*

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction*	100.0%	88.1%	88.9%	100.0%	92.3%	33.3%	61.1%	68.0%	80.0%	85.7%	93.3%
The wrong direction	0.0%	0.0%	3.7%	0.0%	0.0%	11.1%	11.1%	8.0%	6.7%	0.0%	0.0%
Not sure*	0.0%	11.9%	7.4%	0.0%	7.7%	55.6%	27.8%	24.0%	13.3%	14.3%	6.7%

\*Significantly different between stakeholder groups

<sup>25</sup> Only 210 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>26</sup> There were no respondents from the judicial system, from the financial sector/private banks, from private foundations, and from youth groups.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Social protection	0.0%	11.9%	19.2%	6.7%	0.0%	0.0%	5.3%	25.0%	7.1%	14.3%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
Energy	50.0%	42.9%	38.5%	20.0%	41.7%	10.0%	47.4%	20.8%	50.0%	28.6%	40.0%
Water and sanitation	12.5%	9.5%	3.8%	0.0%	16.7%	20.0%	5.3%	4.2%	0.0%	7.1%	6.7%
Gender equity	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	7.1%	0.0%
Private sector development*	0.0%	4.8%	11.5%	13.3%	8.3%	20.0%	36.8%	25.0%	21.4%	0.0%	20.0%
Education	50.0%	40.5%	19.2%	33.3%	25.0%	40.0%	31.6%	20.8%	28.6%	28.6%	46.7%
Security/stabilization/reconstruction	12.5%	2.4%	7.7%	6.7%	16.7%	0.0%	10.5%	12.5%	14.3%	14.3%	20.0%
Public sector governance/reform	25.0%	11.9%	30.8%	40.0%	33.3%	30.0%	31.6%	25.0%	21.4%	35.7%	26.7%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	19.0%	11.5%	40.0%	16.7%	40.0%	0.0%	25.0%	14.3%	28.6%	26.7%
Job creation/employment	12.5%	19.0%	30.8%	6.7%	25.0%	10.0%	21.1%	25.0%	7.1%	50.0%	13.3%
Health	25.0%	19.0%	15.4%	26.7%	16.7%	20.0%	21.1%	4.2%	7.1%	14.3%	13.3%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global pandemics (e.g., COVID-19)	0.0%	2.4%	3.8%	13.3%	0.0%	0.0%	5.3%	0.0%	7.1%	14.3%	0.0%
Transport	25.0%	9.5%	23.1%	0.0%	25.0%	0.0%	5.3%	12.5%	14.3%	0.0%	0.0%
Anti-corruption	0.0%	14.3%	11.5%	0.0%	0.0%	0.0%	10.5%	4.2%	7.1%	0.0%	6.7%
Judiciary reform	0.0%	4.8%	3.8%	6.7%	0.0%	0.0%	10.5%	4.2%	0.0%	7.1%	0.0%
Economic growth	0.0%	9.5%	23.1%	20.0%	0.0%	10.0%	10.5%	12.5%	14.3%	14.3%	6.7%
Agriculture and rural development	50.0%	40.5%	26.9%	33.3%	58.3%	30.0%	21.1%	33.3%	50.0%	14.3%	60.0%
Trade and exports	12.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	3.8%	0.0%	0.0%	10.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Climate change	0.0%	7.1%	3.8%	6.7%	0.0%	0.0%	5.3%	4.2%	0.0%	7.1%	0.0%
Poverty reduction	12.5%	19.0%	7.7%	13.3%	0.0%	40.0%	15.8%	29.2%	21.4%	7.1%	13.3%
Disaster risk management	0.0%	2.4%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
National debt	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	12.5%	0.0%	0.0%	0.0%	8.3%	0.0%	5.3%	4.2%	7.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of Burundi's growth and development. In which areas would you like to see the Burundi government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Poverty and inequality	0.0%	20.0%	15.4%	23.5%	16.7%	40.0%	16.7%	26.9%	33.3%	26.7%	11.8%
Nutrition/food security	0.0%	20.0%	38.5%	41.2%	33.3%	20.0%	22.2%	26.9%	20.0%	40.0%	23.5%
Public service delivery *	22.2%	12.5%	15.4%	17.6%	16.7%	40.0%	5.6%	11.5%	46.7%	0.0%	29.4%
Ensuring that girls and women have equal access to health care/health services	22.2%	12.5%	11.5%	11.8%	8.3%	10.0%	5.6%	11.5%	13.3%	40.0%	11.8%
Providing direct non-financial support to citizens	22.2%	17.5%	7.7%	11.8%	0.0%	0.0%	11.1%	26.9%	26.7%	26.7%	41.2%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved*	33.3%	35.0%	76.9%	11.8%	25.0%	40.0%	55.6%	38.5%	46.7%	33.3%	11.8%
Education	11.1%	27.5%	11.5%	35.3%	25.0%	30.0%	16.7%	15.4%	20.0%	6.7%	52.9%
Healthcare	77.8%	65.0%	53.8%	76.5%	50.0%	30.0%	55.6%	50.0%	33.3%	33.3%	70.6%
Economic growth	11.1%	27.5%	11.5%	35.3%	33.3%	20.0%	16.7%	34.6%	6.7%	26.7%	5.9%
Ensuring sustainable business growth and job creation	33.3%	20.0%	23.1%	23.5%	33.3%	40.0%	27.8%	15.4%	20.0%	20.0%	11.8%
Ensuring that girls and women have equal access to job opportunities	0.0%	0.0%	3.8%	0.0%	0.0%	10.0%	5.6%	0.0%	0.0%	6.7%	0.0%
Providing direct financial support to businesses*	11.1%	12.5%	23.1%	5.9%	25.0%	20.0%	50.0%	34.6%	26.7%	33.3%	5.9%
Other	22.2%	2.5%	7.7%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	5.9%

\*Significantly different between stakeholder groups



**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Inadequate funding*	33.3%		71.4%		47.4%		63.6%		60.0%		10.0%		46.7%		52.4%		46.7%		0.0%		61.5%	
Ongoing conflict and instability	0.0%		0.0%		15.8%		0.0%		0.0%		10.0%		13.3%		14.3%		6.7%		20.0%		7.7%	
Reforms are not well thought out in light of country challenges*	16.7%		20.0%		15.8%		27.3%		20.0%		20.0%		13.3%		42.9%		46.7%		60.0%		7.7%	
Inadequate level of government accountability*	0.0%		2.9%		10.5%		0.0%		30.0%		10.0%		0.0%		0.0%		0.0%		0.0%		0.0%	
Inadequate level of capacity in the government*	0.0%		0.0%		10.5%		0.0%		10.0%		60.0%		33.3%		4.8%		26.7%		0.0%		0.0%	
Corruption	66.7%		22.9%		36.8%		18.2%		30.0%		60.0%		46.7%		42.9%		46.7%		30.0%		15.4%	
Pressure from outside interest groups (e.g., private sector, unions)	16.7%		8.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	
Political pressures and obstacles	33.3%		2.9%		10.5%		0.0%		0.0%		20.0%		6.7%		9.5%		13.3%		0.0%		23.1%	
Inadequate level of private sector participation*	0.0%		20.0%		26.3%		45.5%		20.0%		10.0%		26.7%		9.5%		0.0%		20.0%		46.2%	
Inadequate level of citizen/civil society participation	16.7%		11.4%		10.5%		27.3%		0.0%		0.0%		0.0%		23.8%		0.0%		0.0%		7.7%	
Inadequate level of donor coordination	16.7%		22.9%		15.8%		9.1%		10.0%		0.0%		6.7%		0.0%		6.7%		40.0%		7.7%	
Other	0.0%		5.7%		0.0%		9.1%		0.0%		0.0%		0.0%		0.0%		0.0%		10.0%		7.7%	

\*Significantly different between stakeholder groups

	Office of the President/PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	9	6.56	33	7.06	27	7.85	13	6.77	12	8.08	9	7.11	16	6.94	21	7.76	15	7.07	10	6.80	13	7.00

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



**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
None. I do not consider Burundi a fragile state*	62.5%		69.2%		12.0%		66.7%		53.8%		0.0%		11.8%		15.4%		0.0%		57.1%		73.3%	
Food insecurity*	0.0%		5.1%		8.0%		20.0%		7.7%		11.1%		11.8%		19.2%		35.7%		0.0%		0.0%	
High levels of corruption*	12.5%		10.3%		52.0%		13.3%		23.1%		55.6%		41.2%		30.8%		50.0%		21.4%		6.7%	
Weak accountability*	0.0%		0.0%		20.0%		0.0%		0.0%		11.1%		11.8%		7.7%		0.0%		7.1%		0.0%	
Lack of security	0.0%		0.0%		4.0%		0.0%		0.0%		0.0%		5.9%		0.0%		14.3%		0.0%		0.0%	
Political uncertainty	0.0%		2.6%		0.0%		0.0%		7.7%		0.0%		5.9%		11.5%		7.1%		7.1%		6.7%	
Low levels of political and economic inclusion	0.0%		2.6%		12.0%		13.3%		7.7%		0.0%		29.4%		15.4%		0.0%		7.1%		6.7%	
Crime and violence	12.5%		0.0%		12.0%		0.0%		0.0%		0.0%		0.0%		3.8%		0.0%		7.1%		0.0%	
High influx of refugees/migrants	12.5%		2.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		14.3%		0.0%	
Lack of access to development finance	25.0%		41.0%		40.0%		46.7%		46.2%		0.0%		47.1%		46.2%		35.7%		14.3%		40.0%	
Policy inconsistency	0.0%		2.6%		8.0%		0.0%		7.7%		11.1%		0.0%		11.5%		21.4%		14.3%		0.0%	
Weak social cohesion*	25.0%		0.0%		8.0%		0.0%		0.0%		33.3%		5.9%		7.7%		7.1%		7.1%		6.7%	
Weak institutional capacity*	0.0%		2.6%		12.0%		0.0%		0.0%		77.8%		23.5%		7.7%		28.6%		7.1%		0.0%	
Other	12.5%		2.6%		4.0%		0.0%		7.7%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	

\*Significantly different between stakeholder groups

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

How familiar are you with the work of these organizations in Burundi?

	Office of the President/PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	The World Bank (IDA)*	8	8.50	41	6.95	27	8.93	14	4.21	13	7.92	9	6.56	18	7.61	25	6.68	15	8.67	14	7.36	15
The International Finance Corporation (IFC), the World Bank Group's private sector arm	8	5.75	39	3.51	25	4.20	14	4.07	12	3.92	9	3.89	18	4.83	25	3.96	13	6.23	14	4.29	14	4.29

\*Significantly different between stakeholder groups

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

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Burundi	9	7.89	38	7.63	27	8.63	13	6.54	13	8.69	9	8.11	19	7.42	23	8.04	14	7.71	14	6.43	14	8.07
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	8	6.38	34	6.50	25	7.16	13	5.77	13	6.46	8	7.88	17	6.41	20	7.30	15	6.93	12	6.42	14	6.71

Overall, please rate your impression of the effectiveness of these organizations in Burundi. (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)	8	7.63	34	6.94	27	7.78	11	6.36	13	7.85	9	6.89	16	7.13	22	7.77	15	7.07	13	6.46	14	7.93
The International Finance Corporation (IFC), the World Bank Group's private sector arm	5	4.40	22	5.55	15	5.47	6	5.17	9	4.11	3	6.00	11	5.09	12	5.50	13	5.08	10	6.80	13	6.92

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Burundi?	9	6.78	40	7.23	26	7.58	14	7.43	13	7.92	9	7.56	19	7.37	22	7.73	15	7.13	13	6.31	13	7.46

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Burundi?	8	6.88	36	7.44	26	7.54	14	8.57	13	7.54	8	7.75	19	6.63	20	7.65	14	7.07	13	5.77	14	7.07

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

**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 Burundi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	20.0%	6.7%	13.3%	0.0%
Private sector development*	11.1%	7.3%	22.2%	0.0%	30.8%	0.0%	73.7%	24.0%	40.0%	26.7%	25.0%
Education	33.3%	63.4%	33.3%	41.2%	30.8%	33.3%	31.6%	20.0%	33.3%	26.7%	37.5%
Public sector governance/reform	33.3%	4.9%	11.1%	11.8%	15.4%	44.4%	15.8%	32.0%	13.3%	20.0%	18.8%
Security/stabilization/reconstruction	0.0%	2.4%	0.0%	11.8%	7.7%	11.1%	15.8%	4.0%	0.0%	6.7%	6.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Food security	11.1%	26.8%	7.4%	29.4%	15.4%	11.1%	15.8%	12.0%	20.0%	20.0%	37.5%
Urban development	0.0%	4.9%	0.0%	5.9%	0.0%	0.0%	0.0%	4.0%	0.0%	13.3%	0.0%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Global pandemics (e.g., COVID-19)	0.0%	4.9%	3.7%	11.8%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Energy	33.3%	31.7%	29.6%	23.5%	46.2%	11.1%	31.6%	8.0%	40.0%	13.3%	18.8%
Water and sanitation	0.0%	2.4%	3.7%	0.0%	7.7%	0.0%	0.0%	0.0%	6.7%	6.7%	0.0%
Job creation/employment	11.1%	31.7%	29.6%	23.5%	15.4%	33.3%	15.8%	36.0%	20.0%	46.7%	18.8%
Health	22.2%	17.1%	7.4%	11.8%	15.4%	11.1%	10.5%	12.0%	0.0%	0.0%	18.8%
Social protection	0.0%	2.4%	3.7%	0.0%	0.0%	11.1%	0.0%	4.0%	0.0%	6.7%	0.0%
Transport	22.2%	12.2%	29.6%	17.6%	23.1%	11.1%	5.3%	12.0%	13.3%	20.0%	12.5%
Agriculture and rural development*	66.7%	41.5%	48.1%	58.8%	69.2%	11.1%	26.3%	44.0%	33.3%	13.3%	68.8%
Trade and exports	0.0%	2.4%	11.1%	0.0%	7.7%	0.0%	0.0%	0.0%	6.7%	0.0%	6.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	4.9%	11.1%	11.8%	0.0%	11.1%	5.3%	0.0%	0.0%	6.7%	0.0%
Social cohesion*	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	9.8%	7.4%	11.8%	0.0%	0.0%	5.3%	8.0%	0.0%	0.0%	0.0%
Poverty reduction	22.2%	2.4%	11.1%	17.6%	7.7%	22.2%	15.8%	24.0%	33.3%	13.3%	12.5%
National debt	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	7.4%	0.0%	0.0%	11.1%	0.0%	8.0%	0.0%	0.0%	6.3%
Judiciary reform*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	13.3%	0.0%
Economic growth	11.1%	14.6%	11.1%	5.9%	7.7%	33.3%	10.5%	12.0%	20.0%	0.0%	12.5%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	11.1%	0.0%	3.7%	0.0%	0.0%	0.0%	15.8%	0.0%	6.7%	0.0%	0.0%

\*Significantly different between stakeholder groups



### C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	6	4.83	24	5.54	24	6.08	8	8.13	7	4.86	5	7.00	14	5.86	13	5.38	10	6.40	9	5.11	6	5.00
Flexibility (in terms of the institution's products and services)	5	4.80	26	4.69	22	5.73	12	6.00	10	5.50	5	4.80	12	5.25	14	5.14	13	5.38	12	4.92	10	5.70
Flexibility (in terms of changing country circumstances)	6	5.17	26	4.65	24	6.04	13	5.92	10	5.20	5	5.20	14	5.29	14	5.36	14	6.07	11	5.00	10	5.20
Being inclusive	7	7.00	30	5.23	24	6.96	10	6.70	10	6.40	5	5.60	13	6.46	17	6.24	13	7.23	10	5.40	9	5.89
Openness (sharing data and other information)	7	7.86	26	6.15	22	7.00	8	7.38	10	6.80	7	6.86	14	6.43	16	6.81	14	6.93	12	5.25	11	5.73
Collaboration with the Government	7	7.86	34	6.41	25	7.40	13	7.46	11	7.36	8	7.50	17	6.88	22	8.27	14	7.36	12	7.08	10	7.90
The speed in which it gets things accomplished on the ground	8	6.00	35	5.86	25	6.08	11	4.73	11	5.36	6	5.00	14	5.36	17	5.41	12	5.42	12	5.50	11	5.82
Helping to bring discipline/effective supervision to implementation of investment projects	6	7.17	31	6.71	27	8.00	12	6.92	12	7.00	5	7.20	16	6.94	16	6.69	13	6.85	12	6.00	12	6.50
Collaboration with civil society*	6	6.00	18	6.72	17	6.18	8	8.50	8	7.25	3	3.67	11	5.00	16	5.69	13	6.23	11	5.27	10	6.70
Staff accessibility	5	6.40	23	5.43	22	6.45	7	7.00	6	7.33	6	5.83	13	5.38	13	5.46	12	6.25	11	4.82	11	5.55
Collaboration with other donors and development partners	5	8.20	24	7.42	19	7.53	9	8.11	8	8.13	7	6.57	15	6.73	13	7.38	12	7.42	11	7.27	11	7.36
Collaboration with the private sector	7	5.00	17	6.29	18	6.89	10	6.50	8	6.25	2	5.00	15	6.00	14	6.57	13	6.69	10	5.80	10	6.10
Collaboration with the UN	4	7.75	24	8.29	14	8.00	10	7.70	7	8.43	7	8.14	11	7.36	10	8.00	11	8.36	10	7.70	10	8.10
Straightforwardness and honesty	6	6.83	27	5.59	22	7.00	7	7.14	7	6.57	5	6.40	11	7.09	13	7.62	12	7.58	11	5.36	10	6.70
Treating clients and stakeholders in Burundi with	7	8.00	28	5.75	24	7.58	11	6.00	8	7.75	3	8.33	17	6.82	15	7.47	12	7.92	12	5.67	10	6.90
Being a long-term partner*	6	8.67	27	5.78	24	7.92	6	5.83	8	8.00	4	8.25	14	6.79	14	7.43	14	8.07	9	7.11	10	6.10
Acting with compassion and empathy	5	6.00	21	5.95	21	6.90	7	7.00	6	5.83	3	6.00	9	5.44	13	6.38	13	5.77	12	6.08	8	5.88
Insisting on accountability through its lending*	5	8.00	23	7.61	22	7.77	9	8.56	8	8.13	6	7.00	11	6.55	16	7.31	12	8.00	11	5.55	7	6.14
Measuring results effectively	7	6.57	26	7.15	26	7.96	10	8.40	11	7.27	7	7.00	12	6.75	15	7.13	14	7.71	11	5.55	9	6.56

\*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Burundi	8	6.25	22	4.59	22	6.41	8	6.38	9	4.67	3	5.67	12	4.75	12	5.92	13	4.77	8	5.63	12	5.00

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Burundi	8	7.38	32	6.06	24	7.00	13	6.23	11	6.36	5	8.00	14	6.43	20	7.50	11	7.18	10	6.80	12	6.58
The World Bank Group meets Burundi's needs for knowledge services	9	6.56	30	5.43	22	6.27	11	5.64	11	6.82	8	7.25	14	4.36	19	6.63	13	5.77	11	5.91	12	7.17

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	8	7.88	30	8.13	21	8.19	13	8.00	9	7.44	4	7.50	14	8.57	17	8.41	13	8.00	10	7.50	13	8.31

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Burundi?	8	6.75	28	5.61	23	5.83	11	5.45	8	5.88	5	7.40	10	6.50	19	5.95	12	5.83	13	5.15	7	6.71

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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 Burundi?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Business development	0.0%	16.2%	22.2%	0.0%	0.0%	0.0%	21.1%	17.4%	33.3%	0.0%	20.0%
Infrastructure	42.9%	16.2%	7.4%	28.6%	27.3%	28.6%	5.3%	21.7%	16.7%	46.2%	6.7%
Health	42.9%	32.4%	18.5%	28.6%	27.3%	14.3%	26.3%	17.4%	8.3%	7.7%	20.0%
Supporting poor and marginalized local communities	71.4%	32.4%	37.0%	42.9%	9.1%	28.6%	26.3%	47.8%	41.7%	53.8%	26.7%
Jobs	14.3%	21.6%	37.0%	14.3%	18.2%	28.6%	31.6%	17.4%	33.3%	30.8%	13.3%
Education	14.3%	29.7%	25.9%	7.1%	27.3%	42.9%	36.8%	26.1%	25.0%	23.1%	26.7%
Social cohesion	14.3%	18.9%	33.3%	35.7%	54.5%	14.3%	15.8%	47.8%	33.3%	23.1%	46.7%
Public services	0.0%	2.7%	11.1%	14.3%	9.1%	14.3%	5.3%	0.0%	8.3%	7.7%	0.0%
Macro issues	0.0%	0.0%	0.0%	7.1%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	6.7%
Other	0.0%	2.7%	0.0%	7.1%	0.0%	14.3%	10.5%	0.0%	0.0%	7.7%	6.7%
Don't know	0.0%	10.8%	3.7%	7.1%	9.1%	0.0%	5.3%	0.0%	0.0%	0.0%	13.3%

**E. 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 the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	11.1%	2.4%	11.1%	7.1%	0.0%	0.0%	0.0%	3.8%	6.7%	7.1%	12.5%
Monthly*	44.4%	9.5%	33.3%	0.0%	0.0%	14.3%	5.6%	7.7%	20.0%	28.6%	6.3%
A few times a year*	22.2%	21.4%	29.6%	14.3%	53.8%	85.7%	50.0%	34.6%	53.3%	21.4%	18.8%
Rarely	22.2%	42.9%	18.5%	35.7%	30.8%	0.0%	22.2%	30.8%	13.3%	42.9%	43.8%
Never*	0.0%	23.8%	7.4%	42.9%	15.4%	0.0%	22.2%	23.1%	6.7%	0.0%	18.8%

\*Significantly different between stakeholder groups



**E. World Bank Group’s Knowledge Work and Activities (continued)**

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Burundi’s specific development challenges and country circumstances	8	6.00	26	7.08	20	7.30	7	8.00	8	5.63	5	8.00	11	6.36	14	7.57	13	6.85	14	7.21	12	7.92

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

	Office of the President/PM/Minister		Employee of Ministry		PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?	9	6.22	30	6.37	22	6.36	13	7.00	10	6.90	6	8.00	14	6.79	18	6.83	13	5.62	13	6.08	12	7.17
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?	8	7.25	27	6.19	21	7.24	9	7.22	10	7.70	6	7.00	13	6.62	18	6.78	12	7.00	10	7.60	11	8.09

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


**F. The Future Role of The World Bank Group in Burundi**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Ensure greater selectivity in its work	0.0%	5.0%	3.7%	13.3%	7.7%	14.3%	5.6%	0.0%	14.3%	6.7%	12.5%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	0.0%	15.0%	7.4%	26.7%	0.0%	28.6%	22.2%	20.0%	14.3%	26.7%	6.3%
Engage more effectively with civil society*	12.5%	2.5%	3.7%	13.3%	0.0%	0.0%	5.6%	72.0%	14.3%	26.7%	12.5%
Increase the level of capacity development in the country	12.5%	25.0%	40.7%	20.0%	15.4%	28.6%	33.3%	20.0%	21.4%	13.3%	18.8%
Engage more directly with beneficiaries	25.0%	32.5%	18.5%	26.7%	23.1%	0.0%	16.7%	16.0%	28.6%	53.3%	37.5%
Improve the quality of its experts as related to Burundi's specific challenges	12.5%	10.0%	11.1%	0.0%	7.7%	0.0%	11.1%	8.0%	7.1%	26.7%	18.8%
Engage more effectively with private sector*	0.0%	0.0%	22.2%	13.3%	15.4%	14.3%	38.9%	12.0%	14.3%	13.3%	0.0%
Increase the level of World Bank Group staffing in Burundi's office	0.0%	5.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Offer more innovative knowledge products and services	12.5%	17.5%	3.7%	6.7%	0.0%	0.0%	5.6%	8.0%	0.0%	6.7%	12.5%
Collaborate more effectively with Government clients*	12.5%	22.5%	25.9%	13.3%	30.8%	0.0%	0.0%	8.0%	0.0%	6.7%	43.8%
Work faster	12.5%	0.0%	3.7%	0.0%	15.4%	0.0%	5.6%	0.0%	7.1%	0.0%	12.5%
Reduce the complexity of obtaining World Bank Group financing*	62.5%	37.5%	29.6%	13.3%	61.5%	0.0%	22.2%	20.0%	28.6%	13.3%	18.8%
Offer more real-time advice and guidance	0.0%	2.5%	0.0%	13.3%	7.7%	0.0%	5.6%	4.0%	7.1%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.5%	2.5%	11.1%	0.0%	0.0%	14.3%	0.0%	4.0%	0.0%	6.7%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	25.0%	2.5%	0.0%	0.0%	0.0%	71.4%	0.0%	4.0%	7.1%	0.0%	0.0%
Offer more innovative financial products and services*	0.0%	12.5%	11.1%	40.0%	7.7%	14.3%	16.7%	4.0%	35.7%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Donor community	22.2%	12.8%	18.5%	12.5%	8.3%	42.9%	11.8%	7.7%	7.1%	13.3%	6.7%
Youth/university groups	0.0%	15.4%	11.1%	25.0%	8.3%	14.3%	0.0%	11.5%	7.1%	6.7%	20.0%
Private sector*	22.2%	25.6%	59.3%	12.5%	25.0%	28.6%	94.1%	38.5%	42.9%	40.0%	6.7%
Local government*	55.6%	41.0%	7.4%	43.8%	41.7%	14.3%	0.0%	15.4%	14.3%	6.7%	53.3%
NGOs/Community Based Organizations*	22.2%	23.1%	29.6%	6.3%	0.0%	0.0%	35.3%	61.5%	21.4%	40.0%	20.0%
Beneficiaries*	33.3%	35.9%	29.6%	43.8%	66.7%	14.3%	35.3%	19.2%	57.1%	13.3%	53.3%
Academia/think tanks/research institutes*	11.1%	7.7%	25.9%	12.5%	16.7%	42.9%	5.9%	15.4%	50.0%	0.0%	6.7%
Parliament*	0.0%	2.6%	0.0%	12.5%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%
UN agencies*	0.0%	2.6%	3.7%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	6.7%	0.0%
Media*	11.1%	5.1%	3.7%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	66.7%	0.0%
Peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Emerging donors	11.1%	2.6%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional organizations	11.1%	2.6%	3.7%	6.3%	8.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Foundations	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Other	0.0%	0.0%	3.7%	6.3%	0.0%	0.0%	0.0%	11.5%	0.0%	0.0%	13.3%
Don't know	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Food Program (WFP)*	50.0%	29.7%	40.0%	50.0%	0.0%	16.7%	31.3%	12.5%	23.1%	16.7%	13.3%
World Health Organization (WHO)	50.0%	40.5%	20.0%	31.3%	50.0%	16.7%	25.0%	25.0%	23.1%	16.7%	26.7%
United Nations Development Program (UNDP)	16.7%	35.1%	56.0%	43.8%	50.0%	66.7%	50.0%	41.7%	76.9%	50.0%	46.7%
United Nations Peacekeeping	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	18.8%	0.0%	7.7%	8.3%	6.7%
Save the Children	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
The Red Cross	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	18.8%	8.3%	7.7%	0.0%	0.0%
The United Nations International Children's Emergency Fund (UNICEF)*	66.7%	45.9%	36.0%	31.3%	0.0%	33.3%	0.0%	12.5%	23.1%	25.0%	26.7%
The International Committee of the Red Cross (ICRC)	16.7%	2.7%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
None. I don't believe the World Bank Group needs to partner with other development organizations.	0.0%	8.1%	12.0%	6.3%	16.7%	0.0%	18.8%	29.2%	23.1%	8.3%	13.3%
Don't know	0.0%	13.5%	12.0%	6.3%	33.3%	33.3%	6.3%	25.0%	0.0%	33.3%	26.7%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never*	12.5%	42.5%	7.7%	40.0%	15.4%	0.0%	15.8%	50.0%	28.6%	20.0%	37.5%
Less than once a year	12.5%	15.0%	3.8%	26.7%	30.8%	14.3%	26.3%	16.7%	14.3%	13.3%	18.8%
Once a year to a few times a year	50.0%	35.0%	11.5%	20.0%	46.2%	28.6%	52.6%	20.8%	42.9%	53.3%	31.3%
Less than once a month*	0.0%	0.0%	11.5%	0.0%	7.7%	42.9%	0.0%	0.0%	0.0%	6.7%	12.5%
At least once a month*	25.0%	5.0%	38.5%	13.3%	0.0%	14.3%	5.3%	12.5%	7.1%	6.7%	0.0%
At least once a week*	0.0%	2.5%	26.9%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio*	66.7%	78.6%	51.9%	93.8%	53.8%	0.0%	33.3%	50.0%	35.7%	64.3%	71.4%
International radio	0.0%	9.5%	22.2%	6.3%	0.0%	0.0%	11.1%	19.2%	7.1%	21.4%	14.3%
Local newspapers	22.2%	28.6%	25.9%	18.8%	23.1%	28.6%	50.0%	34.6%	42.9%	21.4%	7.1%
International newspapers	0.0%	7.1%	0.0%	6.3%	0.0%	0.0%	16.7%	11.5%	7.1%	0.0%	0.0%
Local television*	66.7%	38.1%	33.3%	50.0%	30.8%	0.0%	22.2%	11.5%	21.4%	14.3%	50.0%
International television	0.0%	7.1%	3.7%	6.3%	7.7%	28.6%	11.1%	15.4%	14.3%	14.3%	7.1%
Periodicals*	0.0%	7.1%	11.1%	0.0%	7.7%	14.3%	5.6%	3.8%	35.7%	7.1%	0.0%
Social media*	33.3%	21.4%	29.6%	12.5%	30.8%	71.4%	38.9%	15.4%	0.0%	42.9%	21.4%
Other*	11.1%	2.4%	11.1%	0.0%	23.1%	28.6%	0.0%	26.9%	21.4%	0.0%	21.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials*	33.3%	37.5%	44.4%	47.1%	61.5%	85.7%	31.6%	60.0%	85.7%	66.7%	56.3%
e-Newsletters*	44.4%	10.0%	25.9%	0.0%	7.7%	14.3%	47.4%	32.0%	21.4%	6.7%	12.5%
World Bank Group's seminars/workshops/conferences*	44.4%	80.0%	74.1%	76.5%	76.9%	14.3%	57.9%	52.0%	78.6%	53.3%	93.8%
Social media	22.2%	15.0%	3.7%	29.4%	7.7%	28.6%	15.8%	8.0%	7.1%	33.3%	18.8%
Direct contact with World Bank Group	44.4%	52.5%	37.0%	47.1%	76.9%	42.9%	47.4%	48.0%	42.9%	33.3%	62.5%
World Bank Group's website	55.6%	27.5%	40.7%	23.5%	38.5%	57.1%	15.8%	32.0%	35.7%	20.0%	18.8%
Webinars or online events hosted by the World Bank Group	0.0%	7.5%	14.8%	0.0%	0.0%	0.0%	21.1%	4.0%	7.1%	6.7%	0.0%
Interviews and press conferences for the Burundi's media	33.3%	42.5%	22.2%	35.3%	23.1%	0.0%	36.8%	32.0%	7.1%	46.7%	12.5%

\*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website?\* (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
High speed/WiFi	55.6%	74.2%	92.6%	66.7%	69.2%	100.0%	70.6%	87.5%	92.3%	100.0%	64.3%
Dial-up	44.4%	25.8%	7.4%	33.3%	30.8%	0.0%	29.4%	12.5%	7.7%	0.0%	35.7%

\*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 the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	37.5%	34.1%	92.0%	26.7%	27.3%	70.0%	50.0%	19.0%	15.4%	27.3%	20.0%
No	62.5%	65.9%	8.0%	73.3%	72.7%	30.0%	50.0%	81.0%	84.6%	72.7%	80.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IDA)	100.0%	92.3%	100.0%	100.0%	100.0%	71.4%	87.5%	75.0%	100.0%	66.7%	100.0%
The International Finance Corporation (IFC)	0.0%	7.7%	0.0%	0.0%	0.0%	28.6%	12.5%	25.0%	0.0%	33.3%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer*	0.0%	16.7%	3.7%	14.3%	16.7%	20.0%	41.2%	45.0%	33.3%	25.0%	33.3%
Use World Bank Group reports/data*	50.0%	23.3%	14.8%	21.4%	33.3%	30.0%	17.6%	20.0%	66.7%	50.0%	25.0%
Engage in World Bank Group related/sponsored events/activities	12.5%	23.3%	22.2%	14.3%	16.7%	0.0%	17.6%	30.0%	0.0%	8.3%	8.3%
Collaborate as part of my professional duties*	50.0%	53.3%	85.2%	42.9%	41.7%	70.0%	41.2%	15.0%	33.3%	8.3%	33.3%
Use World Bank Group website for information, data, research, etc.	37.5%	30.0%	29.6%	42.9%	41.7%	20.0%	23.5%	30.0%	46.7%	50.0%	33.3%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>27</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 FY21 Burundi COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

- Collaborating with the WBG, FY17 N=77      ● Not collaborating with the WBG, FY21 N=117

### A. Overall Context

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	66	7.23	2.78	97	7.96	2.61
Bilateral organizations (e.g., JICA, GIZ, USAID, TMEA)	61	6.39	2.16	85	6.64	2.50
The World Bank Group	69	7.35	1.96	95	7.12	2.48
The International Monetary Fund	55	6.24	2.37	84	6.35	2.73
The United Nations (UN)	63	5.95	2.48	92	6.34	2.67
The World Health Organization (WHO)	60	6.52	2.37	98	7.15	2.33
Regional development banks (e.g., AfDB)	67	7.06	1.97	100	7.65	2.18
Burundi's Central Bank*	66	7.12	2.34	101	8.24	2.36
International private sector	52	4.98	2.27	74	4.97	2.47
Domestic private sector	65	6.29	2.01	100	6.36	2.15
International civil society (e.g., NGOs, CBOs)	61	5.38	2.45	94	5.56	2.56
Domestic civil society (e.g., NGOs, CBOs)	70	6.21	2.52	110	6.49	2.49
Youth organizations	65	5.95	2.18	98	6.57	2.49
Faith-based institutions	66	7.02	1.98	98	6.38	2.27
Domestic traditional media and their web presence	67	6.27	1.72	101	6.85	2.33
International media and their web presence	64	5.61	2.17	85	5.35	2.44
Web based media	65	5.37	2.49	93	4.80	2.18

\*Significantly different between collaborators and non-collaborators

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

How familiar are you with the work of these organizations in Burundi? (1-Not familiar at all, 10-Extremely familiar)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)*	75	8.55	2.07	109	6.34	3.18
The International Finance Corporation (IFC), the World Bank Group's private sector arm	73	4.30	3.06	103	4.10	3.11

\*Significantly different between collaborators and non-collaborators

<sup>27</sup> Only 194 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)**

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

(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 Burundi	75	8.00	2.24	102	7.66	2.39
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	72	6.63	2.56	93	6.69	2.52

Overall, please rate your impression of the effectiveness of these organizations in Burundi.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)	74	7.54	2.07	94	6.98	2.44
The International Finance Corporation (IFC), the World Bank Group's private sector arm	48	5.21	2.45	60	5.55	2.69

	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 Burundi?	73	7.22	2.32	105	7.36	2.50

(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
To what extent does the World Bank Group influence the development agenda in Burundi?	73	7.22	2.28	97	7.32	2.33

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

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

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	23.0%	18.1%
To a somewhat sufficient degree	44.6%	28.4%
To a somewhat insufficient degree	20.3%	12.1%
To a very insufficient degree	8.1%	25.0%
Don't know	4.1%	16.4%

\*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 Burundi?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not adequately flexible in changing country circumstances	24.7%	15.4%
Not sufficiently focused on sustainable results	9.6%	6.7%
Not collaborating enough with civil society (e.g., NGOs, CBOs)*	4.1%	13.5%
Not enough public disclosure of its work*	9.6%	26.0%
Arrogant in its approach	4.1%	1.0%
Inadequate World Bank Group's staffing in Burundi	9.6%	7.7%
Inadequate level of real-time advice and guidance	1.4%	3.8%
Inadequate number of innovative knowledge products and services	5.5%	2.9%
Inadequate number of innovative financial products and services	2.7%	3.8%
Not focused enough on issues that are unique to post-conflict countries	5.5%	4.8%
Not willing to honestly criticize policies and reform efforts in the country	16.4%	7.7%
Staff too inaccessible	6.8%	1.9%
Not collaborating enough with private sector	12.3%	8.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.7%	1.9%
Not aligned with country priorities	15.1%	21.2%
Not adequately sensitive to political/social realities in Burundi	9.6%	13.5%
Too influenced by developed countries	6.8%	8.7%
World Bank Group's processes too slow and complex*	34.2%	18.3%
Other	1.4%	1.9%
Don't know	5.5%	14.4%

\*Significantly different between collaborators and non-collaborators



**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 Burundi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Gender equity	1.3%	6.1%
Private sector development	26.7%	21.7%
Education	32.0%	44.3%
Public sector governance/reform	16.0%	15.7%
Security/stabilization/reconstruction	5.3%	6.1%
Global/regional integration	0.0%	0.9%
Food security	16.0%	20.9%
Urban development	2.7%	3.5%
Gender based violence	0.0%	0.9%
Global pandemics (e.g., COVID-19)	2.7%	2.6%
Energy	28.0%	25.2%
Water and sanitation	1.3%	2.6%
Job creation/employment	26.7%	24.3%
Health	14.7%	12.2%
Social protection (e.g., pensions, targeted social assistance)	2.7%	2.6%
Transport (e.g., roads, bridges, transportation)	22.7%	13.0%
Agriculture and rural development	41.3%	46.1%
Trade and exports	4.0%	1.7%
Crime and violence	0.0%	0.0%
Natural resource management	8.0%	3.5%
Social cohesion	0.0%	0.9%
Climate change (e.g., mitigation, adaptation)	8.0%	3.5%
Poverty reduction*	6.7%	18.3%
National debt	0.0%	0.9%
Anti-corruption	5.3%	0.9%
Judiciary reform	0.0%	1.7%
Economic growth	12.0%	12.2%
Disaster risk management	0.0%	0.0%
Disease (e.g., malaria, diarrheal diseases)	0.0%	0.0%
Information and communications technology	4.0%	2.6%

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group’s Work and Engagement on the Ground**

	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 Burundi solve its most complicated development challenges?	64	7.03	2.12	86	7.27	2.72

(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
To what extent do you believe the World Bank Group is adequately staffed in Burundi?	49	5.49	2.49	55	4.53	3.04

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Burundi, 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	61	5.66	2.52	75	5.68	2.54
Flexibility (in terms of the institution's products and services)	57	5.33	2.47	71	5.13	2.57
Flexibility (in terms of changing country circumstances)	60	5.42	2.53	76	5.17	2.34
Being inclusive	63	6.29	2.57	73	5.97	2.58
Openness (sharing data and other information)	58	6.66	2.43	77	6.45	2.34
Collaboration with the Government	67	7.16	2.45	91	7.23	2.36
The speed in which it gets things accomplished on the ground	67	5.49	2.45	81	5.48	2.63
Helping to bring discipline/effective supervision to implementation of investment projects	69	7.14	2.10	81	6.80	2.19
Collaboration with civil society	51	6.00	2.44	59	6.22	2.21
Staff accessibility	59	6.03	2.48	60	5.55	2.30
Collaboration with other donors and development partners	55	7.00	2.34	65	7.60	1.80
Collaboration with the private sector	51	6.20	2.14	60	6.13	2.31
Collaboration with the UN	46	7.72	2.15	61	8.21	1.83
Straightforwardness and honesty	53	6.68	2.27	67	6.39	2.54
Treating clients and stakeholders in Burundi with respect	59	6.76	2.72	76	6.71	2.57
Being a long-term partner	58	7.02	2.59	67	7.06	2.39
Acting with compassion and empathy	48	6.33	2.15	58	5.88	2.54
Insisting on accountability through its lending	53	7.75	1.84	67	7.00	2.38
Measuring results effectively	64	7.52	1.70	74	6.91	2.34

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	66	5.26	3.04	71	4.56	2.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports	72	7.81	1.83	93	7.68	2.29
The World Bank Group's approvals and reviews are done in a timely fashion	67	6.46	2.39	85	6.33	2.64
The World Bank Group's Environmental and Social Framework requirements are reasonable	51	7.16	2.16	67	6.57	2.45
The World Bank Group's conditions on its lending are reasonable	46	6.54	2.29	62	5.98	2.87
The World Bank Group takes decisions quickly in Burundi	54	5.39	2.58	63	5.27	2.87
Working with the World Bank Group increases Burundi's institutional capacity	68	6.78	2.81	84	7.02	2.63

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Burundi?**

	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 Burundi	64	6.56	2.53	82	6.79	2.70
The World Bank Group meets Burundi's needs for knowledge services	62	6.00	2.50	84	6.02	2.79

*(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 has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance to the Burundi government's efforts to support citizens throughout this crisis?	41	6.93	2.71	57	7.19	2.99

*(1- Not useful at all, 10- Very useful)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	59	7.92	1.94	79	8.20	2.14

*(1- Not important at all, 10- Very important)***How effectively does the World Bank Group support Burundi'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 (e.g., tax collection)	59	6.46	2.95	82	6.55	2.98
To develop better and stronger data collection/analytics systems within the Government	68	7.38	2.07	82	7.41	2.44
To strengthen the country's crisis preparedness	61	7.34	2.14	79	7.25	2.58

	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 Burundi?	55	5.64	2.71	78	6.01	2.66

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

**D. World Bank Group's Support in Development Areas**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi? (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	37	5.78	2.86	40	6.35	2.72
Gender equity	36	6.81	2.21	49	6.47	2.61
Private sector development	50	6.20	2.29	51	5.82	2.30
Education	55	6.89	2.42	61	6.52	2.48
Public sector governance/reform	52	6.31	2.41	60	6.20	2.65
Global/regional integration	36	6.47	1.78	44	6.82	2.29
Food security	55	6.16	2.61	68	6.81	2.34
Urban development	43	5.60	2.41	48	6.06	2.41
Energy	56	6.75	2.53	62	6.74	2.39
Water and sanitation	51	6.27	2.36	55	6.53	2.54
Job creation/employment*	54	6.65	2.50	58	5.62	2.80
Health	59	7.47	1.96	66	7.12	2.29
Transport (e.g., roads, bridges, transportation)	54	6.94	2.12	64	6.55	2.74
Agriculture and rural development	59	7.02	2.35	72	6.94	2.29
Trade and exports	35	5.74	1.98	37	5.46	2.53
Climate change (e.g., mitigation, adaptation)	46	6.00	2.10	51	5.63	2.46
Poverty reduction	53	6.77	2.19	68	5.93	2.91
Anti-corruption	39	4.59	2.48	46	4.98	2.63
Economic growth	52	6.17	2.39	61	6.10	2.74
Disease (e.g., malaria, diarrheal diseases)	46	6.78	2.46	57	6.82	2.33
Information and communications technology	32	6.44	1.93	45	6.20	2.63
Gender based violence	29	6.03	2.03	39	5.59	2.46

\*Significantly different between collaborators and non-collaborators

The World Bank Group has provided fast track support to Burundi related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	48	6.35	3.08	61	7.15	2.56
Education	37	4.32	2.87	50	5.32	3.17
Protecting poor people	39	5.49	3.00	50	5.94	2.97
Ensuring sustainable business growth and job creation	32	4.66	2.63	43	5.05	2.81
Strengthening policies, institutions and investments for rebuilding better	31	5.29	2.28	47	5.79	3.05
Macroeconomic stability and transparent debt management	25	5.08	2.68	35	5.46	3.29

**E. World Bank Group's Knowledge Work and Activities****In Burundi, 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	42	5.93	2.41	54	5.50	2.63
Include appropriate level of stakeholder involvement during preparation	53	5.74	2.89	60	5.67	2.84
Lead to practical solutions	54	6.17	2.59	62	6.23	2.64
Are source of relevant information on global good practices	53	6.89	2.06	57	7.28	2.30
Are adequately disseminated	51	5.65	2.65	70	5.00	2.86
Are translated enough into local language	45	2.60	2.32	68	3.15	2.60
Are adaptable to Burundi's specific development challenges and country circumstances	53	6.85	1.96	71	7.03	2.54

	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?	61	6.54	2.09	82	6.28	2.78

*(1- Not significant at all, 10- Very significant)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	57	7.00	2.06	76	6.79	2.42

*(1- Very low technical quality, 10- Very high technical quality)*

**F. The future role of the World Bank Group in Burundi**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	7.1%	6.4%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	10.0%	19.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	5.7%	18.3%
Increase the level of capacity development in the country	24.3%	24.8%
Engage more directly with beneficiaries*	17.1%	31.2%
Improve the quality of its experts as related to Burundi's specific challenges	12.9%	10.1%
Engage more effectively with private sector	14.3%	11.0%
Increase the level of World Bank Group staffing in Burundi's office	4.3%	1.8%
Offer more innovative knowledge products and services	10.0%	7.3%
Collaborate more effectively with Government clients	17.1%	17.4%
Work faster	2.9%	4.6%
Reduce the complexity of obtaining World Bank Group financing*	40.0%	22.0%
Offer more real-time advice and guidance	4.3%	2.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	5.7%	1.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.1%	2.8%
Offer more innovative financial products and services	14.3%	13.8%
Other	1.4%	0.0%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>28</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 190
- FY 2021 Number of comparable respondents = 193

By weighting, the FY 2017 and FY 2021 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 2017	FY 2021
Office of the President/Prime Minister/Minister	8.5%	8.5%
Office of Parliamentarian	2.0%	2.0%
Government Institutions	37.5%	37.5%
Local Government	8.5%	8.5%
Bilateral/Multilateral Agency	5.5%	5.5%
Civil Society	13.0%	13.0%
Private Sector	9.0%	9.0%
Academia/Research Institute/Think Tank	7.5%	7.5%
Media	8.5%	8.5%

### A. Overall Context

In general, would you say that Burundi is headed in ... ?\*

Percentage of Respondents	FY 2017	FY 2021
The right direction	63.9%	81.9%
The wrong direction	22.5%	3.7%
Not sure	13.6%	14.4%

\*Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burundi? <sup>i</sup>	171	5.73	2.51	183	7.39	2.86

(1-Not familiar at all, 10-Extremely familiar)

\*Significantly different between FY2017 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). For this calculation, question B1\_1 that refers to the World Bank was compared to question B1 from FY 2017 – “How familiar are you with the work of the World Bank Group in Burundi”.

<sup>28</sup> Only those questions that were asked both in FY 2017 and FY 2021 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 agree/disagree with the following statements about the World Bank Group's work in Burundi?  
(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi.	164	7.39	2.12	179	7.75	2.36
The World Bank Group's work is aligned with what I consider the development priorities for Burundi.	144	6.66	2.43	165	6.71	2.54

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi. <sup>i</sup>	159	7.06	2.24	168	7.24	2.29

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

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). For this calculation, question B4\_1 that refers to the World Bank was compared to question B2 from FY 2017 – "Overall, please rate your impression of the World Bank Group's effectiveness in Burundi".

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burundi?	152	6.86	2.08	180	7.30	2.50

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

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

(Select only ONE response)

Percentage of Respondents	FY 2017	FY 2021
To a fully sufficient degree	2.1%	23.2%
To a somewhat sufficient degree	44.1%	34.7%
To a somewhat insufficient degree	29.8%	14.7%
To a very insufficient degree	17.6%	16.8%
Don't know	6.4%	10.5%

\*Significantly different between FY2017 and FY2021

**C. World Bank Group's Work and Engagement on the Ground**

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Burundi solve its most complicated development challenges?	142	7.24	2.01	155	7.18	2.46

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Burundi?	97	5.11	2.49	105	5.05	2.80

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in Burundi, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	118	5.55	2.10	141	5.82	2.65
Flexibility (in terms of the institution's products and services)	103	5.24	2.03	130	5.22	2.52
Flexibility (in terms of changing country circumstances)*	119	6.06	2.42	136	5.40	2.46
Being inclusive	108	6.68	2.38	139	6.29	2.55
Openness (sharing data and other information)	121	6.21	2.08	137	6.69	2.30
Collaboration with the Government	147	7.69	1.82	162	7.29	2.42
The speed in which it gets things accomplished on the ground*	120	6.51	2.09	151	5.61	2.57
Helping to bring discipline/effective supervision to implementation of investment projects	117	7.05	2.08	149	6.99	2.12
Collaboration with civil society	109	5.58	2.50	112	6.14	2.39
Staff accessibility	123	5.45	2.34	118	5.90	2.49
Collaboration with other donors and development partners	107	6.96	2.02	122	7.44	2.14
Collaboration with the private sector	107	6.42	2.20	115	6.23	2.33
Collaboration with the UN	82	8.25	1.94	107	8.00	2.06
Straightforwardness and honesty	105	7.20	2.24	121	6.62	2.38
Treating clients and stakeholders in Burundi with respect	121	7.18	2.21	137	6.93	2.58
Being a long-term partner*	142	8.31	1.89	126	7.26	2.42
Acting with compassion and empathy <sup>i</sup>				110	6.20	2.44
Insisting on accountability through its lending <sup>i</sup>				122	7.44	2.15
Measuring results effectively <sup>i</sup>				139	7.21	2.18

\* *Significantly different between FY2017 and FY2021*<sup>i</sup> *Only FY21 questionnaire had this response option***To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	114	4.23	2.52	138	4.94	2.95
The World Bank Group effectively monitors and evaluates the projects and programs it supports	140	7.41	1.99	167	7.79	2.08
The World Bank Group's approvals and reviews are done in a timely fashion*	127	5.53	2.35	153	6.39	2.57
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	91	6.16	2.24	117	7.12	2.32
The World Bank Group's conditions on its lending are reasonable	83	6.21	2.51	112	6.27	2.71
The World Bank Group takes decisions quickly in Burundi	108	5.30	2.24	119	5.50	2.68
Working with the World Bank Group increases Burundi's institutional capacity	139	6.87	2.06	153	6.83	2.71

\* *Significantly different between FY2017 and FY2021*<sup>i</sup> *In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".*

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burundi	130	6.42	2.12	148	6.79	2.63
The World Bank Group meets Burundi's needs for knowledge services	129	5.65	2.48	150	6.00	2.71

**D. World Bank Group's Support in Development Areas**

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection*	71	4.89	2.54	81	6.06	2.72
Gender equity*	77	5.94	1.85	87	6.71	2.44
Private sector development	110	6.40	2.13	107	6.07	2.29
Education <sup>i</sup>	104	5.64	2.32	119	6.71	2.42
Public sector governance/reform	113	6.66	2.32	116	6.40	2.49
Global/regional integration	64	6.43	2.14	82	6.82	1.96
Food security	114	6.62	2.14	127	6.61	2.35
Urban development	96	5.98	2.40	93	5.83	2.46
Energy*	116	6.21	2.44	122	6.88	2.40
Water and sanitation	95	6.07	2.26	108	6.60	2.39
Job creation/employment	109	5.93	2.16	112	6.28	2.69
Health	123	7.21	1.90	123	7.30	2.12
Transport	101	6.58	2.43	117	6.72	2.44
Agriculture and rural development	129	7.02	1.99	132	7.01	2.34
Trade and exports	66	5.14	2.38	77	5.74	2.37
Climate change	95	5.99	2.34	100	5.79	2.36
Poverty reduction	132	6.34	2.34	124	6.40	2.56
Anti-corruption	84	5.51	2.46	86	4.87	2.55
Economic growth	123	6.21	2.29	118	6.15	2.61
Disease	97	6.47	2.26	102	6.76	2.22
Information and communications technology	78	5.97	2.10	77	6.35	2.37
Gender based violence	76	5.95	2.32	69	5.76	2.24

\*Significantly different between FY2017 and FY2021

<sup>i</sup> In FY 2017, the category was "Education (including vocational training)".



### E. 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 2017	FY 2021
Weekly	5.8%	5.4%
Monthly	13.2%	16.8%
A few times a year	37.6%	33.5%
Rarely	30.2%	28.6%
Never	13.2%	15.7%

In Burundi, 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 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely*	124	7.25	2.11	102	6.01	2.57
Include appropriate level of stakeholder involvement during preparation	114	6.23	2.22	117	5.76	2.80
Lead to practical solutions	114	6.25	2.18	121	6.30	2.61
Are source of relevant information on global good practices	122	7.17	2.11	112	7.19	2.16
Are adequately disseminated*	127	4.61	2.33	124	5.37	2.77
Are translated enough into local language	113	2.32	1.82	114	2.85	2.34
Are adaptable to Burundi's specific development challenges and country circumstances*	128	6.17	2.26	128	6.99	2.19

\*Significantly different between FY2017 and FY2021

	FY 2017			FY 2021		
	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?*	149	7.17	2.10	150	6.50	2.52
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	138	7.47	1.86	135	6.95	2.21

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

\*Significantly different between FY2017 and FY2021

### G. Communication and Information Sharing

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

Percentage of Respondents	FY 2017	FY 2021
Never	30.1%	26.8%
Less than once a year	9.3%	16.2%
Once a year to a few times a year	38.8%	34.6%
Less than once a month	4.4%	4.5%
At least once a month	9.8%	13.4%
At least once a week	7.7%	4.5%

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

Percentage of Respondents	FY 2018	FY 2021
High speed/WiFi	84.8%	80.4%
Dial-up	15.2%	19.6%



## Appendix E: 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?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.12	7.35
Overall the World Bank Group currently plays a relevant role in development in Burundi	7.66	8.00
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	6.69	6.63
Overall, please rate your impression of the World Bank's effectiveness in Burundi.	6.98	7.54
Overall, please rate your impression of the IFC's effectiveness in Burundi.	5.55	5.21
To what extent does the World Bank Group's work help to achieve development results in Burundi?	7.36	7.22
To what extent does the World Bank Group influence the development agenda in Burundi?	7.32	7.22
Responsiveness to needs	5.68	5.66
Flexibility (in terms of the institution's products and services)	5.13	5.33
Flexibility (in terms of changing country circumstances)	5.17	5.42
Being inclusive	5.97	6.29
Openness (sharing data and other information)	6.45	6.66
Collaboration with the Government	7.23	7.16
The speed in which it gets things accomplished on the ground	5.48	5.49
Helping to bring discipline/effective supervision to implementation of investment projects	6.80	7.14
Collaboration with civil society	6.22	6.00
Staff accessibility	5.55	6.03
Collaboration with other donors and development partners	7.60	7.00
Collaboration with the private sector	6.13	6.20
Collaboration with the UN	8.21	7.72
Straightforwardness and honesty	6.39	6.68
Treating clients and stakeholders in Burundi with respect	6.71	6.76
Being a long-term partner	7.06	7.02
The World Bank Group takes decisions quickly in Burundi	5.27	5.39
The World Bank Group's financial instruments meet the needs of Burundi	6.79	6.56
The World Bank Group meets Burundi's needs for knowledge services	6.02	6.00
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	8.20	7.92
In Burundi, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Burundi's specific development challenges and country circumstances	7.03	6.85
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.28	6.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.79	7.00



## Appendix F: Burundi FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – Burundi**

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

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: OVERALL CONTEXT**

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

<b>A2. Do you think that economic opportunity for citizens in Burundi is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Burundi.</b>			
<b>Please identify which of the following you consider the most important development priorities in Burundi. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Transport (e.g., roads, bridges, transportation)
2	Urban development	17	Anti-corruption
3	Energy	18	Judiciary reform
4	Water and sanitation	19	Economic growth
5	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
6	Private sector development	21	Trade and exports
7	Education	22	Crime and violence
8	Security/stabilization/reconstruction	23	Social cohesion
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Natural resource management
10	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
11	Food security	26	Poverty reduction
12	Job creation/employment	27	Disaster risk management
13	Health	28	Disease (e.g., malaria, diarrheal diseases)
14	Gender based violence	29	National debt
15	Global pandemics (e.g., COVID-19)	30	Information and communications technology

**SECTION A: OVERALL CONTEXT**

<b>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 Burundi? (Choose no more than THREE)</b>			
1	Energy	15	Natural resource management
2	Anti-corruption	16	Gender based violence
3	Judiciary reform	17	National debt
4	Economic growth	18	Water and sanitation
5	Disaster risk management	19	Job creation/employment
6	Disease (e.g., malaria, diarrheal diseases)	20	Health
7	Information and communications technology	21	Security/stabilization/reconstruction
8	Social protection (e.g., pensions, targeted social assistance)	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Agriculture and rural development	23	Gender equity (closing the gap between women and men, and boys and girls)
10	Trade and exports	24	Private sector development
11	Crime and violence	25	Education
12	Climate change (e.g., mitigation, adaptation)	26	Global/regional integration
13	Transport (e.g., roads, bridges, transportation)	27	Food security
14	Social cohesion	28	Urban development

<b>A5. The COVID-19 pandemic has stressed many aspects of Burundi's growth and development. In which areas would you like to see the Burundi government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	
1	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
2	Nutrition/food security
3	Public service delivery (e.g., strengthening policies, institutions)
4	Ensuring that girls and women have equal access to health care/health services
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
7	Education
8	Healthcare
9	Economic growth
10	Ensuring sustainable business growth and job creation
11	Ensuring that girls and women have equal access to job opportunities
12	Providing direct financial support to businesses (business support packages)
13	Other (please specify): _____

**SECTION A: OVERALL CONTEXT****A6. When economic and/or social reform efforts fail or are slow to take place in Burundi, which of the following would you attribute this to? (Choose no more than TWO)**

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

**A7. To what extent do you trust each of the following groups to do what is right?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., JICA, GIZ, USAID, TMEA)	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	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regional development banks (e.g., AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Burundi's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	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"/>
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	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"/>

**SECTION A: OVERALL CONTEXT**

**A8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Burundi. (Choose no more than TWO)**

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

**A9. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.**

		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine will be safe	1	2	3	4	5	<input type="checkbox"/>
2	The COVID-19 vaccine will be effective	1	2	3	4	5	<input type="checkbox"/>
3	I will get the COVID-19 vaccine if I can	1	2	3	4	5	<input type="checkbox"/>

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

<b>B1. How familiar are you with the work of these organizations in Burundi?</b>											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IDA)										
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm										

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Burundi?</b>												
		Strongly disagree								Strongly agree		Don't know
B2		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B2	Overall the World Bank Group currently plays a relevant role in development in Burundi											<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Burundi											<input type="checkbox"/>

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in Burundi.</b>												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (IDA)											<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm											<input type="checkbox"/>

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Burundi?</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>B6. To what extent does the World Bank Group influence the development agenda in Burundi?</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>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Burundi? (Select only ONE response)</b>	
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

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

<b>B8. When thinking about the World Bank Group's role in Burundi, which activity do you VALUE the most? (Choose no more than TWO)</b>	
1	Data and statistics
2	Promoting knowledge sharing
3	Bringing together different groups of stakeholders
4	Capacity development related to World Bank Group supported projects
5	Technical assistance
6	Formal policy advice, studies, analyses
7	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
8	Global advocacy
9	Financial resources
10	Implementation support
11	Mobilizing third party financial resources
12	Donor coordination
13	Other (please specify): _____

<b>B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)</b>	
1	Not adequately flexible in changing country circumstances
2	Not sufficiently focused on sustainable results
3	Not collaborating enough with civil society (e.g., NGOs, CBOs)
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Inadequate World Bank Group's staffing in Burundi
7	Inadequate level of real-time advice and guidance
8	Inadequate number of innovative knowledge products and services
9	Inadequate number of innovative financial products and services
10	Not focused enough on issues that are unique to post-conflict countries
11	Not willing to honestly criticize policies and reform efforts in the country
12	Staff too inaccessible
13	Not collaborating enough with private sector
14	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Burundi
17	Too influenced by developed countries
18	World Bank Group's processes too slow and complex
19	Other (please specify): _____
20	Don't know

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

<b>B10. When thinking about how the World Bank Group can have the most impact on development results in Burundi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)</b>			
1	Gender equity (closing the gap between women and men, and boys and girls)	16	Transport (e.g., roads, bridges, transportation)
2	Private sector development	17	Agriculture and rural development
3	Education	18	Trade and exports
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Crime and violence
5	Security/stabilization/reconstruction	20	Natural resource management
6	Global/regional integration	21	Social cohesion
7	Food security	22	Climate change (e.g., mitigation, adaptation)
8	Urban development	23	Poverty reduction
9	Gender based violence	24	National debt
10	Global pandemics (e.g., COVID-19)	25	Anti-corruption
11	Energy	26	Judiciary reform
12	Water and sanitation	27	Economic growth
13	Job creation/employment	28	Disaster risk management
14	Health	29	Disease (e.g., malaria, diarrheal diseases)
15	Social protection (e.g., pensions, targeted social assistance)	30	Information and communications technology

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

**B11. The COVID-19 pandemic has stressed many aspects of Burundi's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Burundi over the next six months to a year? (Choose no more than THREE)**

1	Supporting efforts that can help counter misinformation about vaccines
2	Economic growth
3	Ensuring sustainable business growth and job creation
4	Ensuring that girls and women have equal access to job opportunities
5	Providing direct financial support to businesses (business support packages)
6	Ensuring that girls and women have equal access to health care/health services
7	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
8	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
9	Education
10	Healthcare
11	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
12	Nutrition/food security
13	Public service delivery (e.g., strengthening policies, institutions)
14	Other (please specify): _____

**B12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)**

1	Development institution	9	Impact Investor
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Burundi 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>C2. To what extent do you believe the World Bank Group is adequately staffed in Burundi?</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 is the World Bank Group an effective development partner in Burundi, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C3</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</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>C5</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</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>C10</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>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Treating clients and stakeholders in Burundi with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

How effectively does the World Bank Group support Burundi's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
<b>C33</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>C34</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>C35</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C36. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Burundi?												
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	

C37. 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 Burundi? (Choose no more than TWO)	
1	Business development
2	Infrastructure
3	Health
4	Supporting poor and marginalized local communities
5	Jobs
6	Education
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Other (please specify): _____
11	Don't know

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

<b>D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>												
		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, public financial management, public expenditure, fiscal system reform)	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	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	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disease (e.g., malaria, diarrheal diseases)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

<b>D2. The World Bank Group has provided fast track support to Burundi related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:</b>														
		Not effective at all										Very effective	N/A	Don't know
		1	2	3	4	5	6	7	8	9	10			
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	



**SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)**

<b>E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Burundi, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Are adaptable to Burundi's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

<b>E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>											
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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BURUNDI**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)</b>	
1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Burundi's economy
3	Engage more effectively with civil society (e.g., NGOs, CBOs)
4	Increase the level of capacity development in the country
5	Engage more directly with beneficiaries
6	Improve the quality of its experts as related to Burundi's specific challenges
7	Engage more effectively with private sector
8	Increase the level of World Bank Group staffing in Burundi's office
9	Offer more innovative knowledge products and services
10	Collaborate more effectively with Government clients (e.g., national, state, local)
11	Work faster
12	Reduce the complexity of obtaining World Bank Group financing
13	Offer more real-time advice and guidance
14	Help to bring discipline/effective supervision to implementation of World Bank Group projects
15	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
16	Offer more innovative financial products and services
17	Other (please specify): _____

<b>F2. 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>			
1	Donor community	9	UN agencies
2	Youth/university groups	10	Media
3	Private sector	11	Peace keeping forces
4	Local government	12	Emerging donors
5	NGOs/Community Based Organizations	13	Regional organizations (e.g., EAC, COMESA, ICGLR, Economic Community of Central African States)
6	Beneficiaries	14	Foundations
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

<b>F3. Please answer the following questions: (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 Burundi?</b>	<b>B. Which THREE areas below would benefit most from other donors in Burundi?</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"/>

<b>F4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Burundi? (Select no more than TWO)</b>	
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 other development organizations.
10	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How frequently do you interact with the World Bank Group now in Burundi?</b>	
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

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

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Burundi's media

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	High speed/WiFi
2	Dial-up

<b>G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G6. 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>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
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	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Burundi?</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 Burundi? (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**

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

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Burundi? (Choose no more than TWO)</b>	
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.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	East
2	West
3	North
4	South
5	Center

**Thank you for completing the survey!**