



Country Opinion Surveys

# FY 2024 Burundi

## Country Opinion Survey Report



WORLD BANK GROUP

ECR Business Intelligence Team | September 2024

# Acknowledgements

The Burundi Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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# 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 the following questions:

- 1. Overall Context:** How familiar are they with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Burundi's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement on the Ground:** How is the WBG perceived as a development partner in Burundi? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholder value the most when it comes to the WBG's work in Burundi? What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions to improve WBG effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?



# Methodology Overview

## ■ Fielded March – May 2024

- 414 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaire online or received the questionnaire via courier and returned it accordingly
- List of names provided by the WBG country team and supplemented by the fielding agency
- Process managed on the ground by the fielding agency

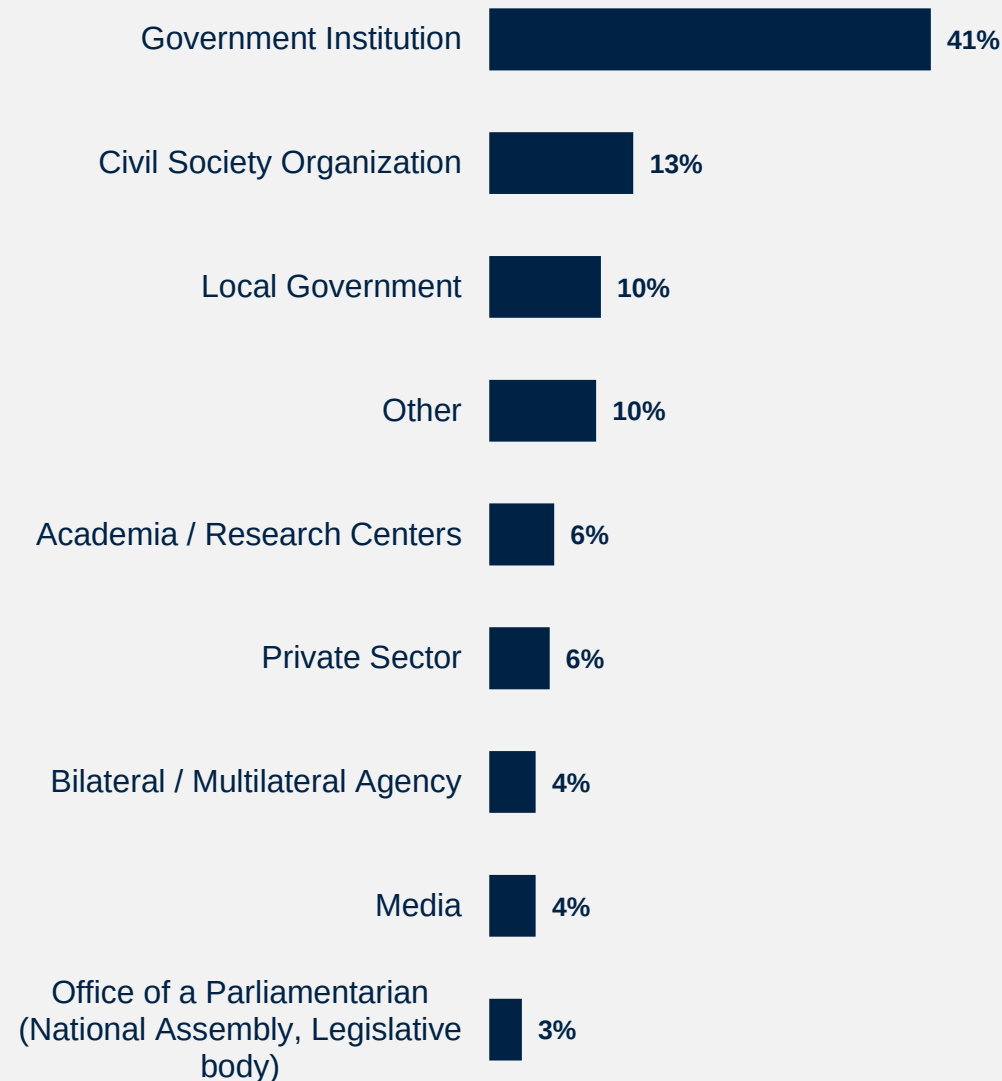
## ■ 237 participants (57% response rate)

- 73% from Bujumbura
- 63% currently collaborate with the WBG

## ■ Compared to FY21 Country Survey

- 225 participants (56% response rate)
- Respondents completed the questionnaire online or received the questionnaire via a courier and returned it accordingly
- 40% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.



# Overall Context

*“The WGB must align itself with national priorities and above all take into account the specificities of the country in the choice and implementation of projects.”* (Government Principal Respondent)

*“Support the country's strategic planning. Work on real social determinants. Act to reduce social inequalities. Empowerment at all levels (country autonomy, community autonomy).”*

(Local Government Respondent)



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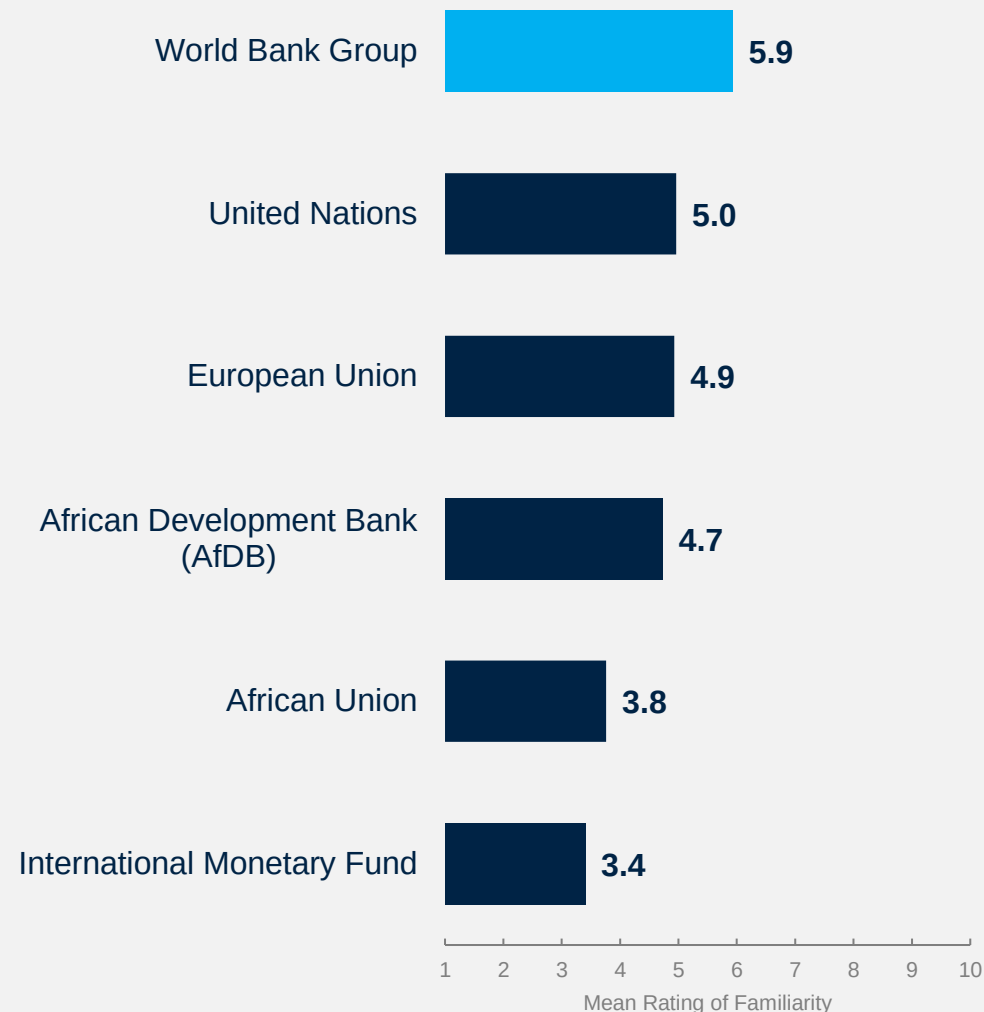
*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

# Stakeholders Most Familiar with the WBG

- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations in addition to the World Bank Group. Of these organizations, respondents in Burundi indicated the highest levels of familiarity with the work of the WBG, followed by the United Nations (UN). Respondents were least familiar with the work of the African Union and the IMF in Burundi.
- **Comparison of FY21 and FY24:** Respondents' familiarity with the WBG in this year's survey was statistically similar to the one reported in FY21.

Mean familiarity: **FY24 = 5.9**

**FY21 = 5.8**



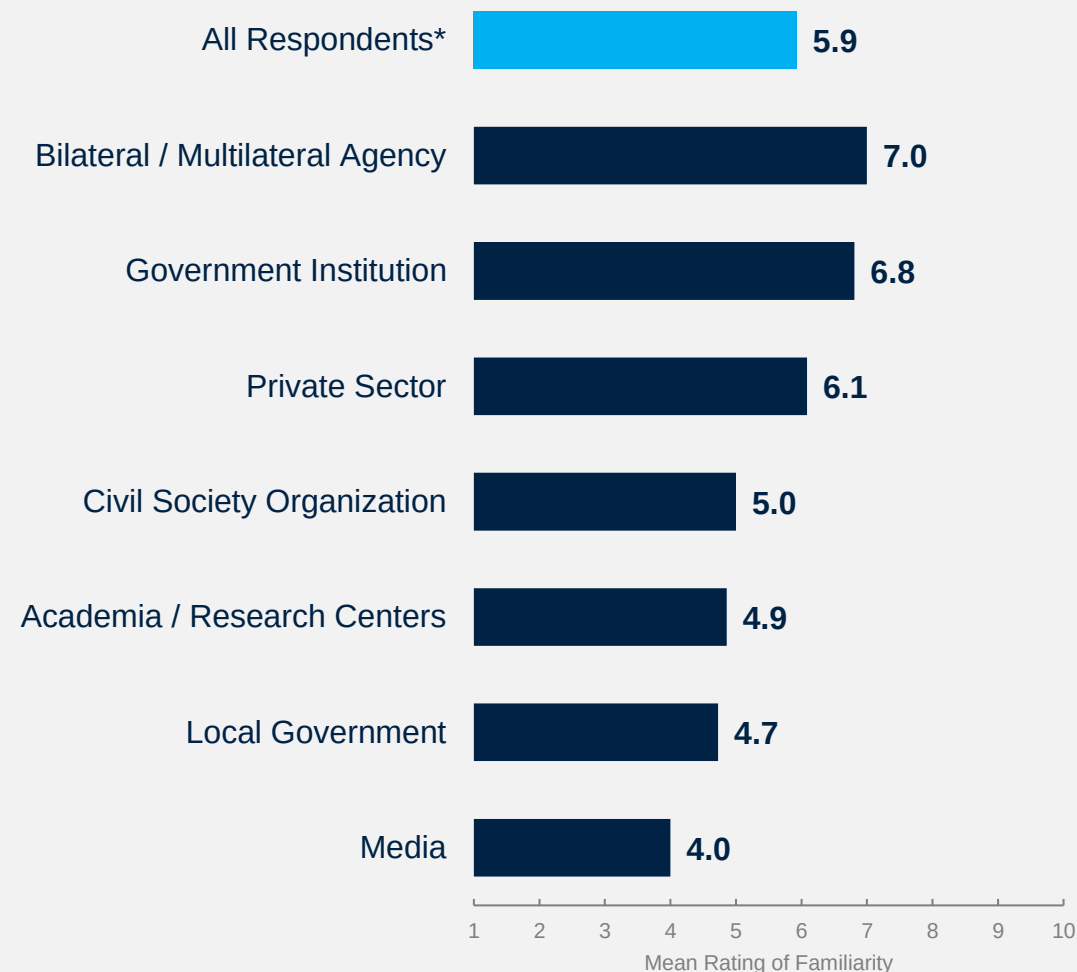
# Familiarity with the WBG by Stakeholder Group

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity:      **Collaborate with WBG = 7.4**

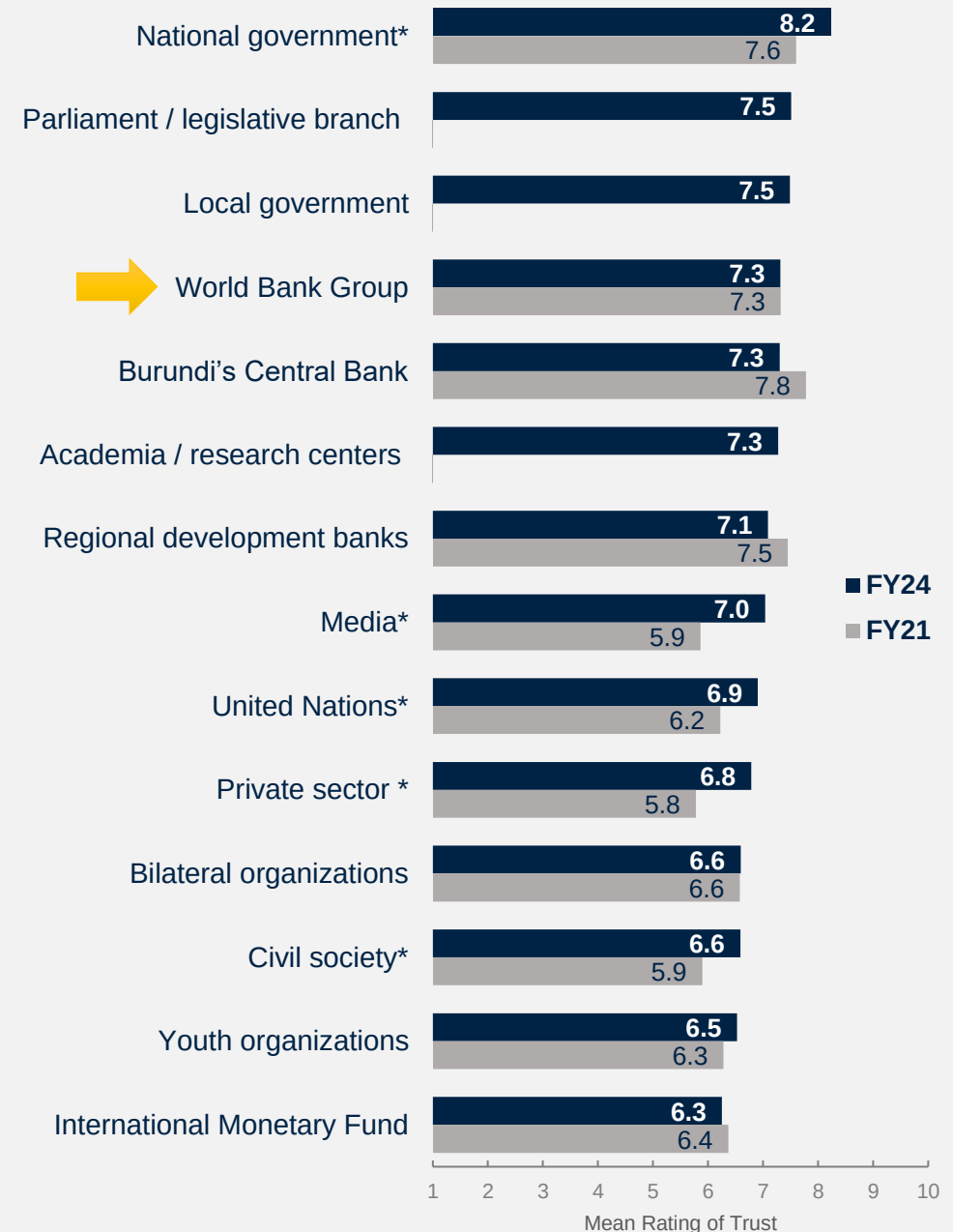
**Do not collaborate = 3.5**

- **Stakeholders:** Respondents from bilateral/multilateral agencies and government institutions indicated the highest levels of familiarity with the WBG, while respondents from the media reported significantly lower familiarity.



# The WBG Among the Top 5 Most Trusted Institutions

Respondents in Burundi gave the **highest ratings of trust for the national government, parliament/legislative branch, local government, the WBG, and the central bank**. Trust ratings for the national government, media, UN, the private sector, and civil society were significantly higher in FY24 compared to the FY21 survey. At the same time, **civil society, youth organizations, and the IMF were among the least trusted** institutions among those studied.



# ***Overall Attitudes toward the World Bank Group***

*“Align actions with the Burundi 2040 and Burundi 2060 vision and other sectoral policies- collaborate with the government and other partners to conduct studies on priority actions to be taken that are adapted to the country's context and needs.”*

(Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

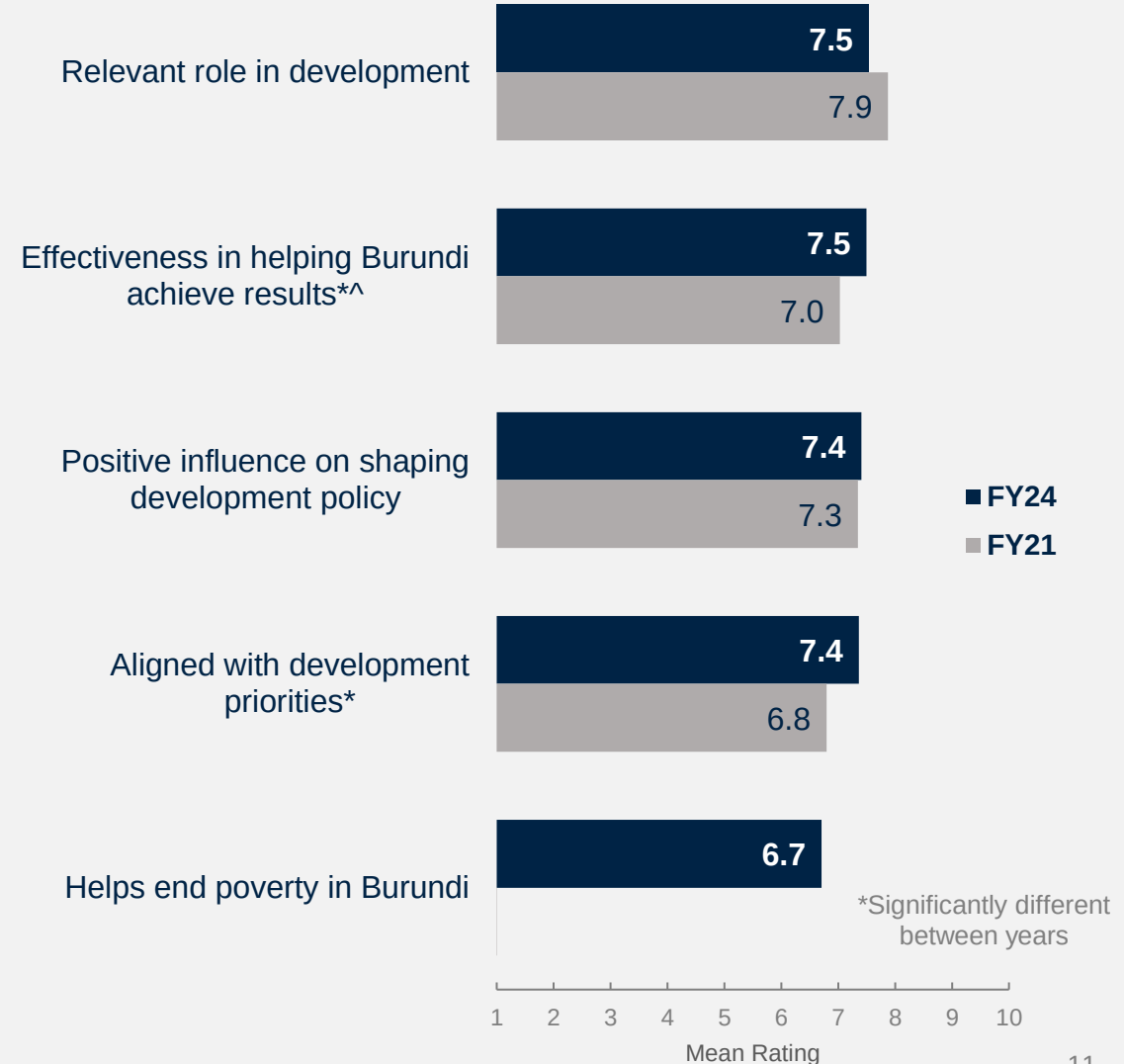
# WBG's Effectiveness and its Alignment with Development Priorities Significantly Improved

In FY24, respondents gave significantly higher ratings for the WBG's **effectiveness** in helping Burundi achieve development results and **aligning** with the country's development priorities. Ratings of the Bank's **relevance** and **influence** remained consistently high.



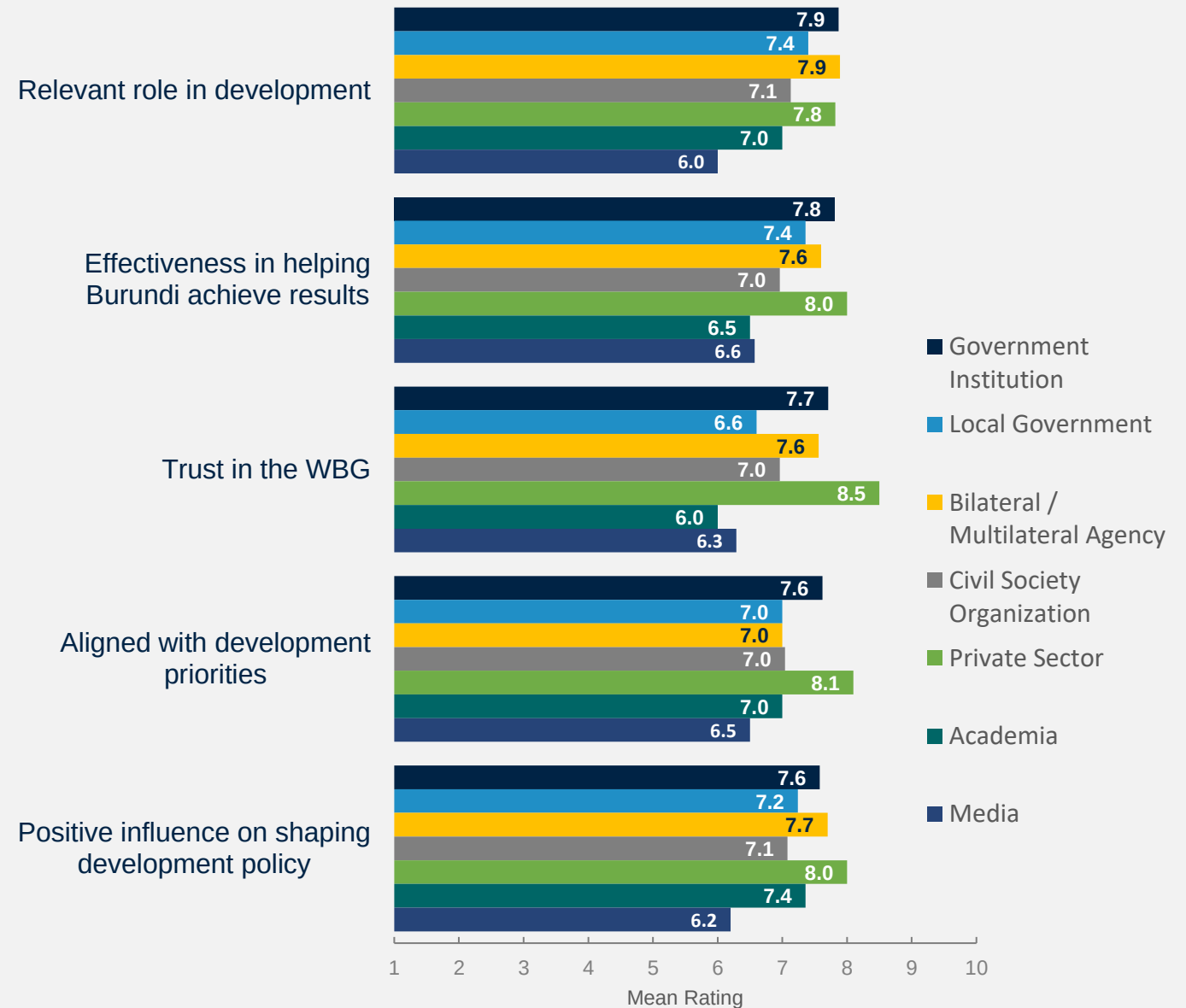
The WBG currently plays a relevant role in development in Burundi. Scale: 1 Strongly disagree – 10 Strongly agree  
How effective is the WBG in helping Burundi achieve development results? Scale: 1 Not effective at all – 10 Very effective  
The WBG has a positive influence on shaping the development policy in Burundi. Scale: 1 Strongly disagree – 10 Strongly agree  
The WBG's work is aligned with what I consider the development priorities for Burundi. Scale: 1 Strongly disagree – 10 Strongly agree  
The WBG's work helps end poverty in Burundi. Scale: 1 Strongly disagree – 10 Strongly agree

^Compared to a mean score of the two questions asked in FY21: "Overall, please rate your impression of the WBG's effectiveness in Burundi. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in Burundi? Scale: 1 To no degree at all – 10 To a very significant degree"



# The Private Sector and Government Institutions Respondents Have More Positive Views of the WBG

Comparisons of ratings across stakeholder groups indicate that respondents from the private sector and government institutions generally gave the WBG higher scores on several key performance indicators. However, these differences between stakeholder groups were not statistically significant.



For question wording and scales, please see the previous slide.

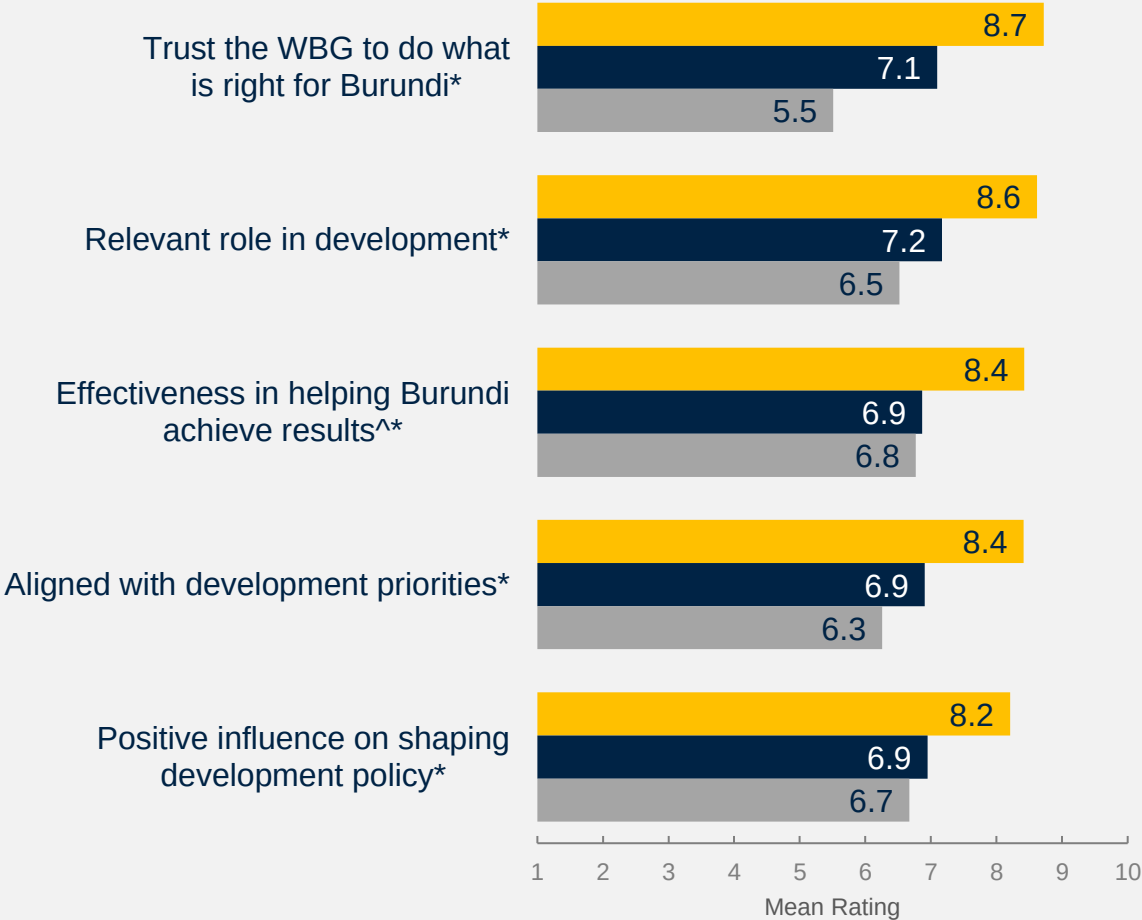


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# Familiarity Leads to More Positive Perceptions

Comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive their perceptions of it and its work are.

**Meaningful engagement and outreach can continue to increase positive perceptions.**



How familiar are you with the work of the WBG in Burundi?

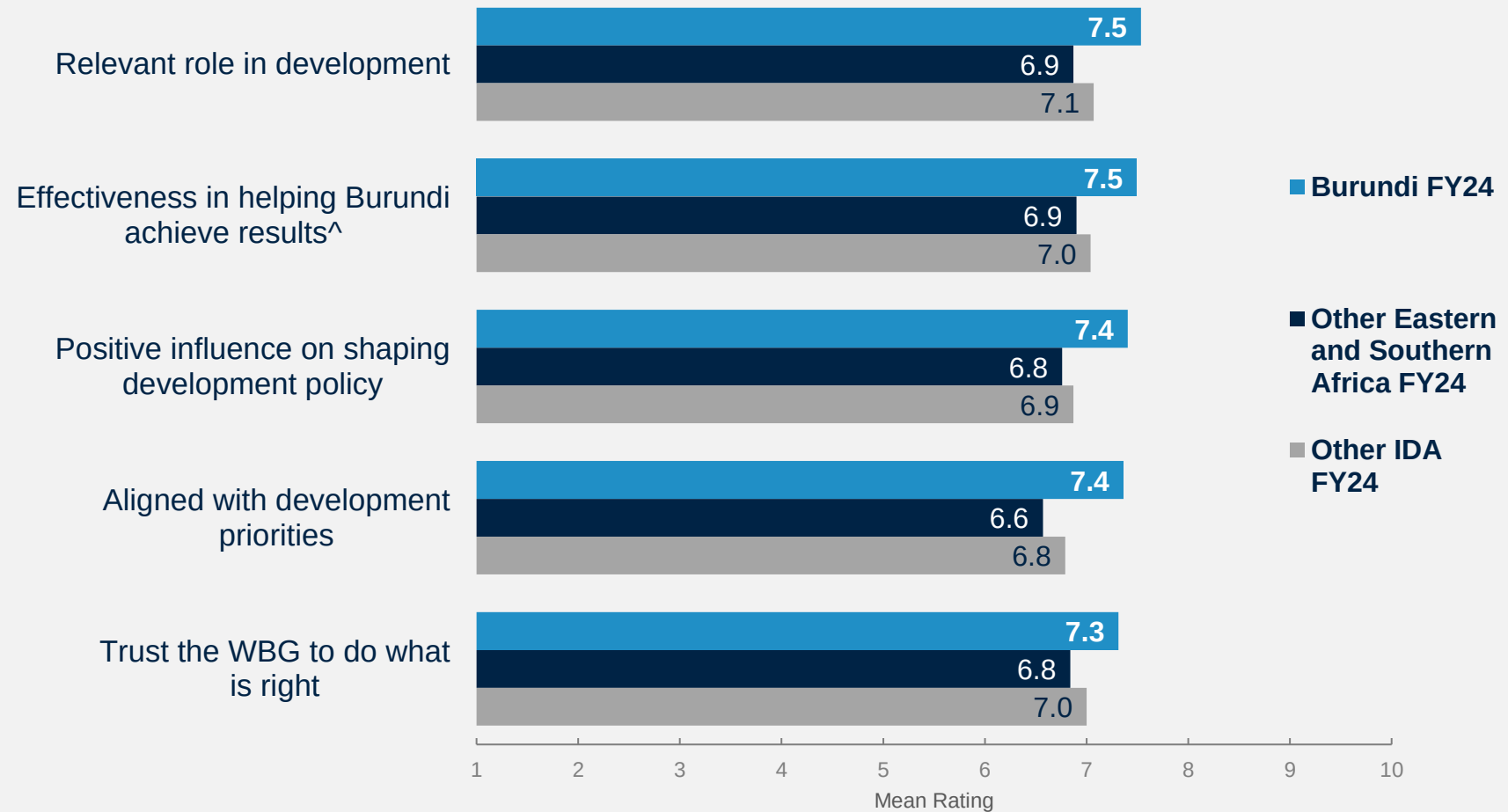
■ High Familiarity (8-10)   ■ Some Familiarity (5-7)   ■ Low Familiarity (1-4)



How much do you trust the WBG to do what is right for Burundi? Scale: 1 Not at all – 10 Very much  
The WBG currently plays a relevant role in development in Burundi. Scale: 1 Strongly disagree – 10 Strongly agree  
How effective is the WBG in helping Burundi achieve development results? Scale: 1 Not effective at all – 10 Very effective  
The WBG’s work is aligned with what I consider the development priorities for Burundi. Scale: 1 Strongly disagree – 10 Strongly agree  
The WBG has a positive influence on shaping the development policy in Burundi. Scale: 1 Strongly disagree – 10 Strongly agree

\*Significantly different between levels of familiarity

# Burundi's Key Performance Indicators are Higher Compared to FY24 Eastern and Southern Africa and IDA Countries



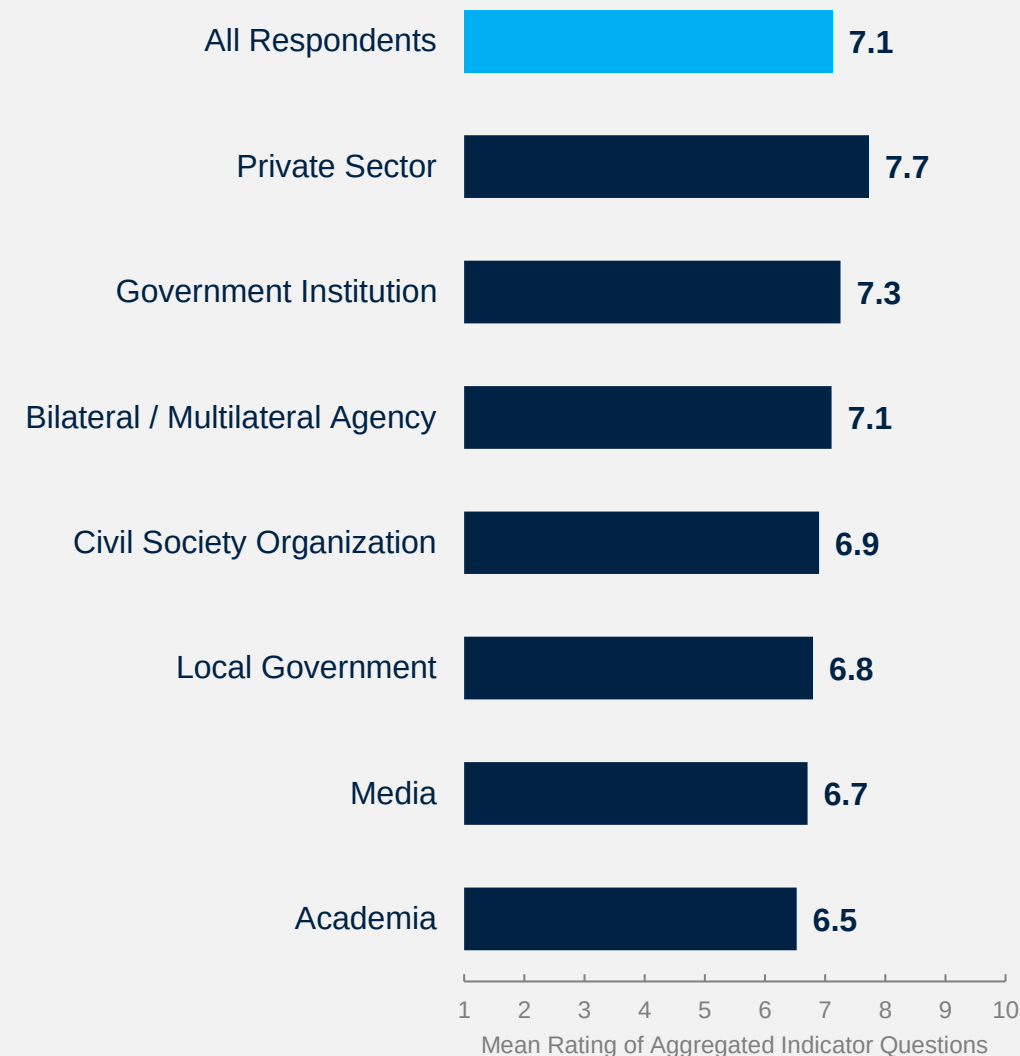
# Stakeholder Trends across Performance Indicators

Respondents from the private sector had the highest mean rating across the aggregated responses to the nineteen COS indicator questions, whereas respondents from academia had the lowest ratings; however, this difference did not reach statistical significance.

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating: **Collaborate with WBG = 7.5**

**Do not collaborate = 6.5**



# ***World Bank's Support for Development Areas***

*“Support the Government of Burundi in: Development of social and economic infrastructures promoting sustainable development: roads, drinking water and electricity. Development of value chains and industrialization- Raising the value of local produce.”*

(Government Institution Respondent)

*“Strengthen the Government's capacity in the mining sector. Support the Government in the development of transport and energy infrastructure.”*

(Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

# Development Areas for WBG Focus

As in FY21, **agriculture / food security**, **energy**, and **education** were the top areas where stakeholders would like the WBG to focus its resources in FY24. **Debt management** emerged among the top priorities in Burundi (only 1% of respondents selected this option in FY21).

Notably, only 4% of respondents in this year's survey selected public sector governance/reform among priorities for the WBG (16% in FY21).

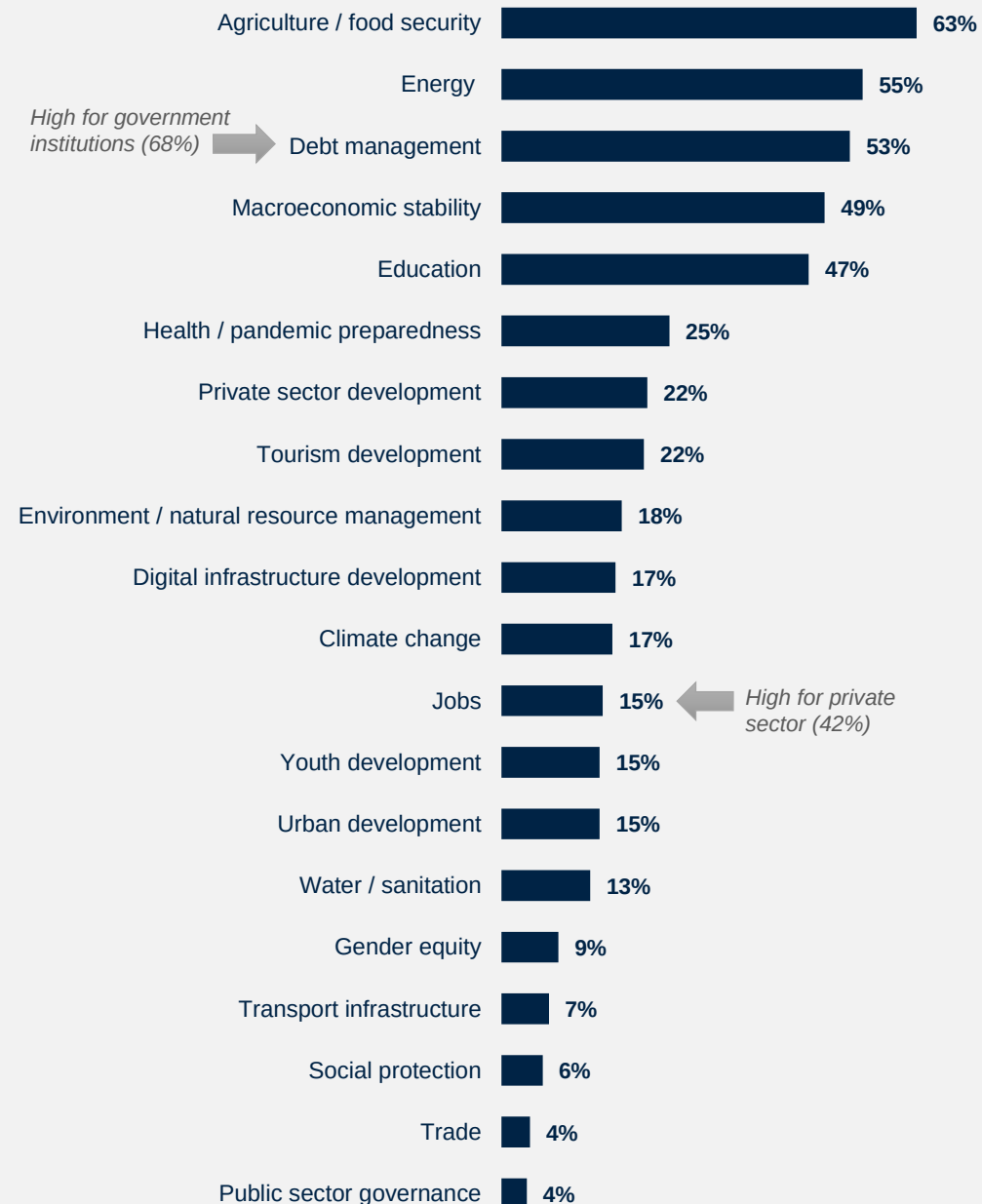
*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?*

*"Strengthen its involvement in the following sectors: Education and research, Health, Agriculture, livestock and food security."*

(Parliamentarian Respondent)

*"It is also necessary for the WBG to support Burundi's financing in the energy, digital, agriculture, tourism and industry sectors. For the WBG to increase its effectiveness in Burundi, it is desirable to support Burundi in the extraction of the country's various minerals, so that Burundi can extract its minerals and manufacture the by-products."*

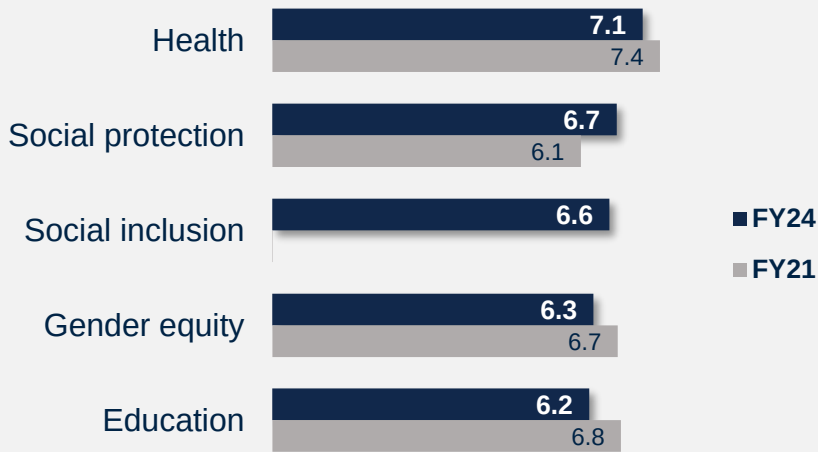
(Local Government Respondent)



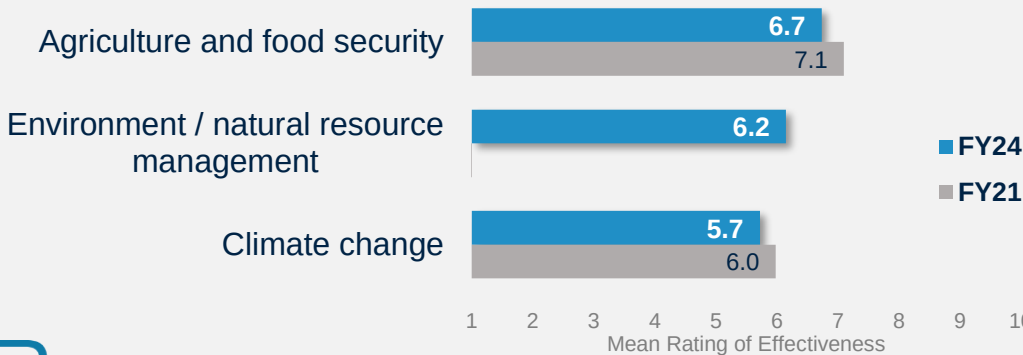
# Effectiveness of WBG's Support for Sectoral Areas

The WBG's work in **health** received the highest effectiveness ratings. Of note, respondents in this year's survey rated the WBG's work in regional integration and energy significantly *lower* than in FY21.

## Human Development



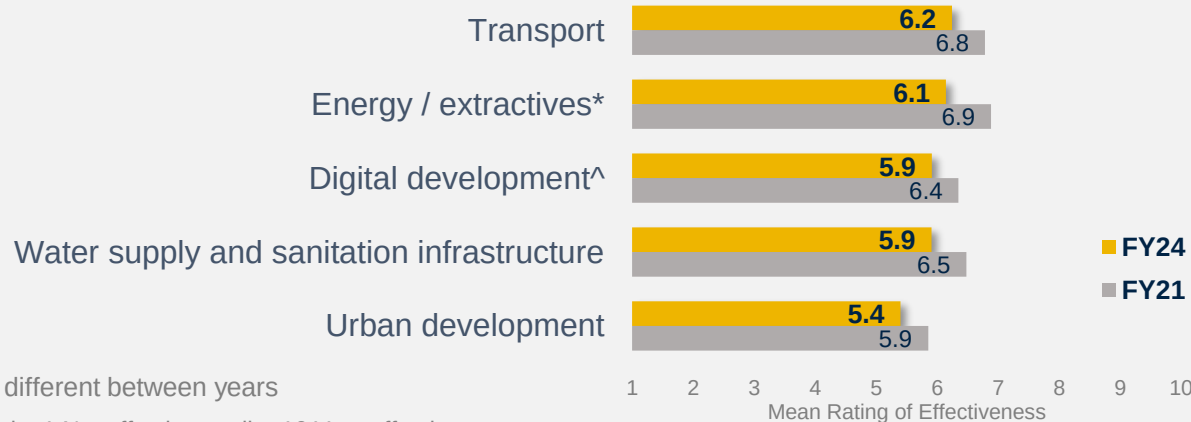
## Environmental Sustainability



## Finance / Institutions / Economic Growth



## Infrastructure



How **effective** has the WBG been at achieving development results in each of these areas in Burundi? Scale: 1 Not effective at all – 10 Very effective  
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)

^ Compared to the “Information and communications technology” option in FY21

\*Significantly different between years

# ***World Bank Group's Engagement on the Ground in Burundi***

*“Directly involve our own expertise in the realization of major projects (infrastructure; health, electricity, and water supply). Collaborate directly with local and international NGOs on projects.”*

(Private Sector Respondent)

*“Collaboration and assistance with all bodies/partners involved in national development, through training (capacity building) and material support (budget).”*

(Local Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

# Improved Perceptions of the WBG as a Long-Term Partner

In FY24, respondents gave **significantly higher ratings** for the WBG being a responsive, accessible, and flexible long-term partner in Burundi. Perceptions of the institution's openness have also improved.

***In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?***

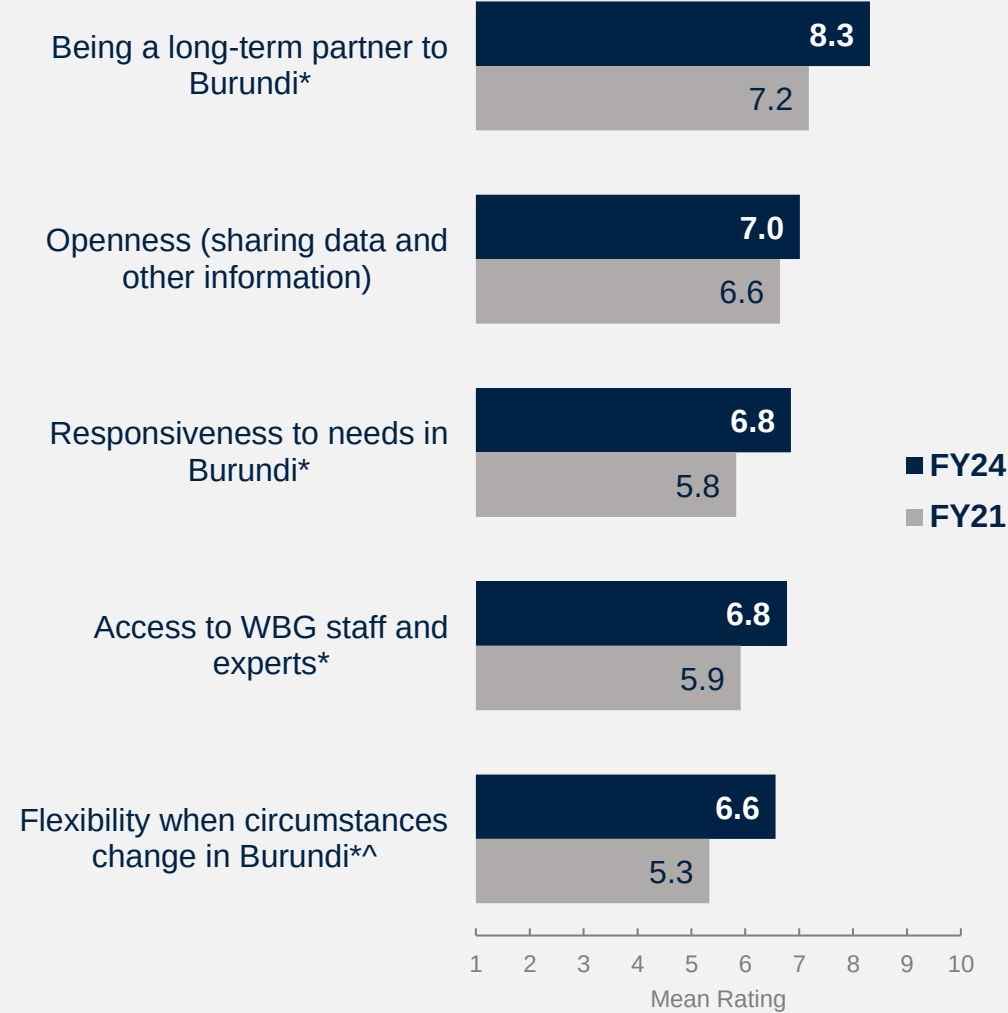
*“Decentralize technological and financial support to local governmental structures- Organize sessions to present the objectives of the WBG.”* (Local Government Respondent)

*“It is necessary to review the procedures for disbursing funds (the current procedures are too long, which risks causing the fund to be canceled)- It is necessary to collaborate more with the private sector and civil society. Increase research on the country's geo-economic situation in order to respond to the real needs of the population.”*

(Government Institution Respondent)

*“A partnership that is not contingent (contextual). Designing a partnership according to Burundi's context.”*

(Civil Society Respondent)



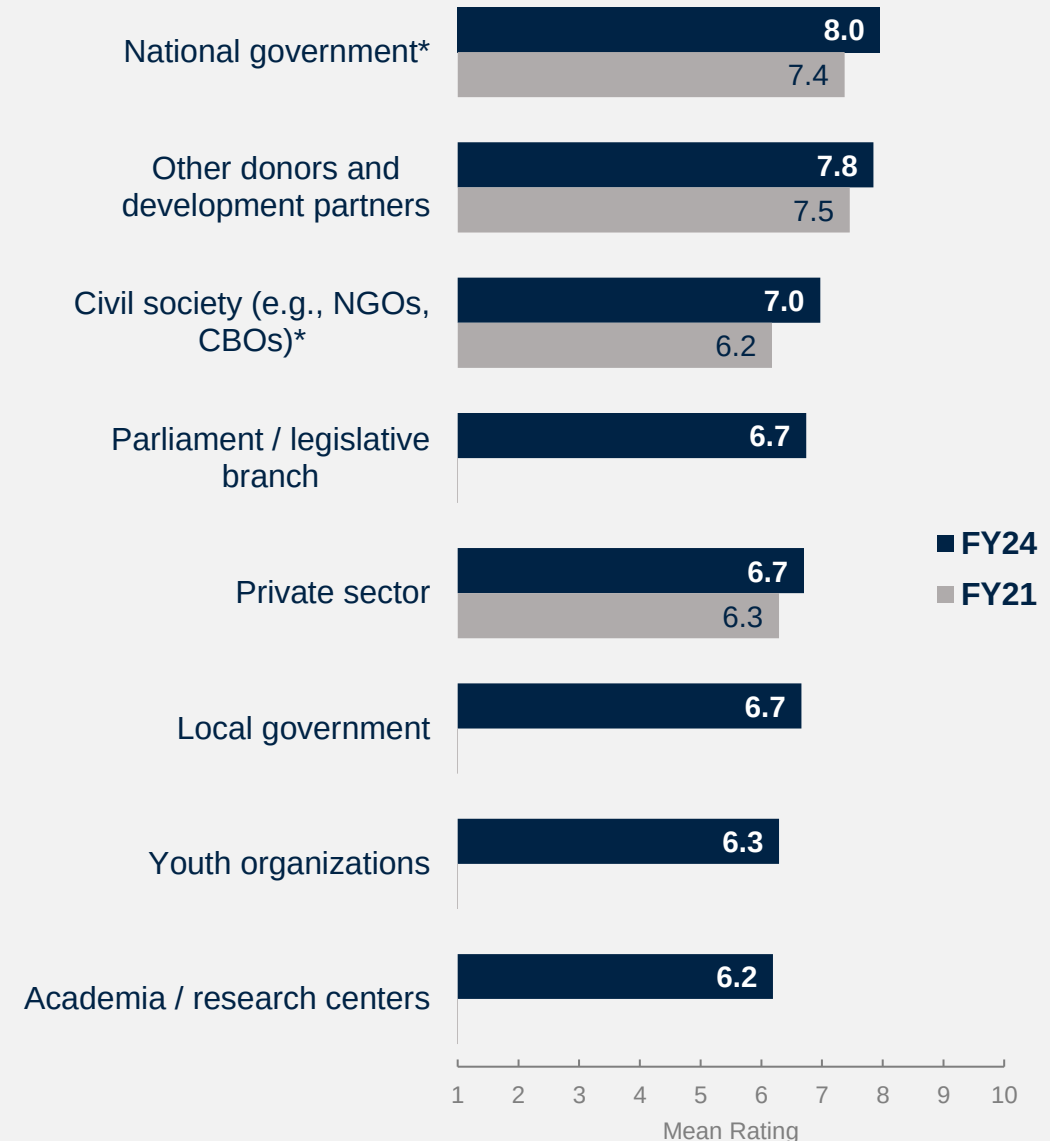
# The WBG Increasingly Seen as Effectively Collaborating with Stakeholders

In FY24, perceptions of the effectiveness of the WBG's collaboration with the **national government** and **civil society** have significantly improved. Ratings for its collaboration with **other donors and development partners** stayed consistently high.

*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?*

*"Involve all stakeholders: government, civil society, private sector, media. Strengthen the local entrepreneur/community-Involve the media in disseminating data produced by the WBG."*  
(Civil Society Respondent)

*"Consult the various institutions and national parastatals and local NGOs that are often overlooked in political plans."*  
(Government Principal Respondent)



# Stakeholders want the Bank to Collaborate More with Local Government and the Private Sector

Respondents in this year's survey indicated that the WBG should collaborate more with **local governments** and the **private sector** in addition to its partnership with the national government. Notably, ratings for the effectiveness of the Bank's collaboration with these two groups were moderate compared to other stakeholder groups.

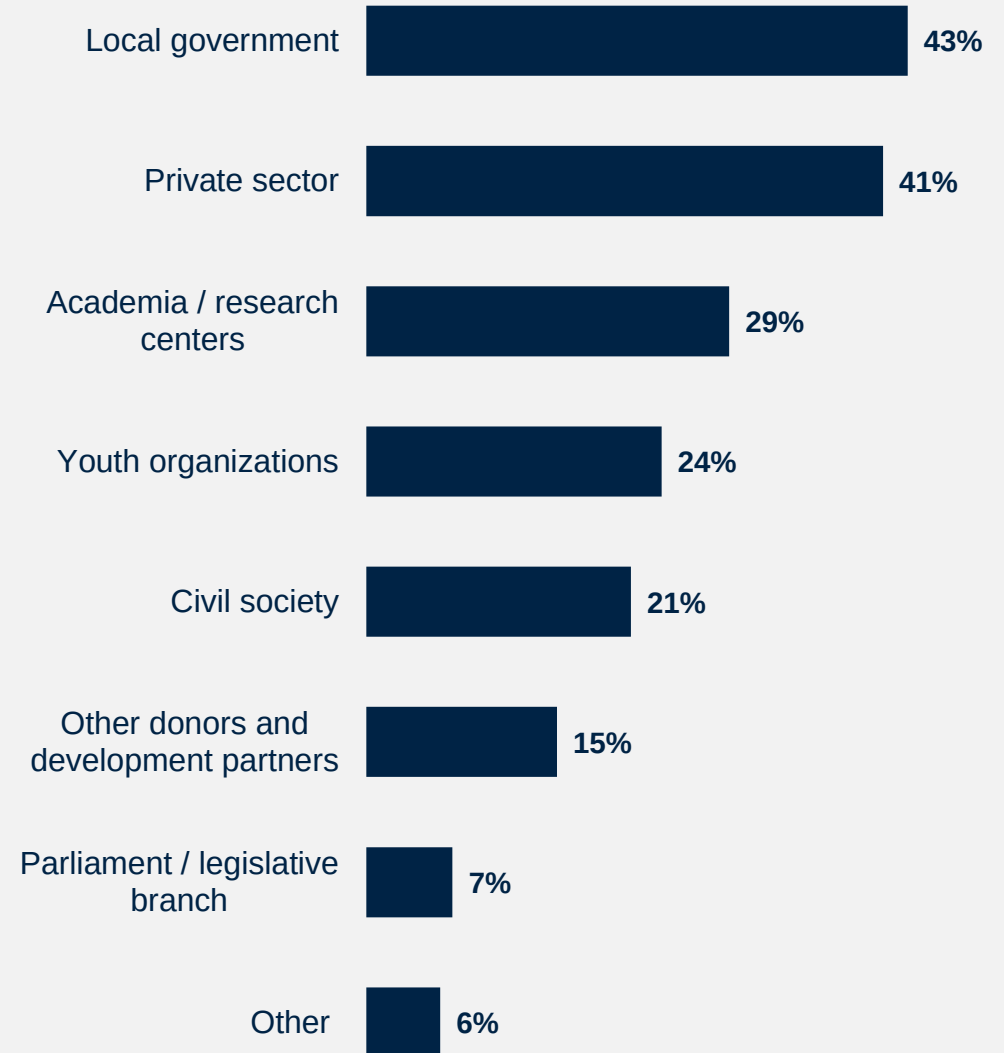
*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?*

*"WBG works with high-level institutions- At the intermediary level, they should be able to benefit from direct support, which could contribute to the visibility of their actions."*

( Local Government Respondent)

*"That PIUs remain coordinated by the Ministry, thus ensuring effective integration."*

(Government Institutions Respondent)



# ***World Bank Group's Financial Instruments and Knowledge Work***

*“Financing growth-generating sectors. Capacity building for government executives. Financing projects to empower women and human capital.”* (Government Principal Respondent)

*“Support for state investment. Finance the education, health, agriculture, and livestock sectors. Financing platform for the country's major development projects, such as the road, railway, energy, drinking water supply and food sectors.”*

(Government Institutions Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

# Technical Assistance Considered the Bank's Greatest Value

**In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?**

*"Accompany projects to improve the absorption of financing (disbursement). Invest in infrastructure. Strengthen local experience."*

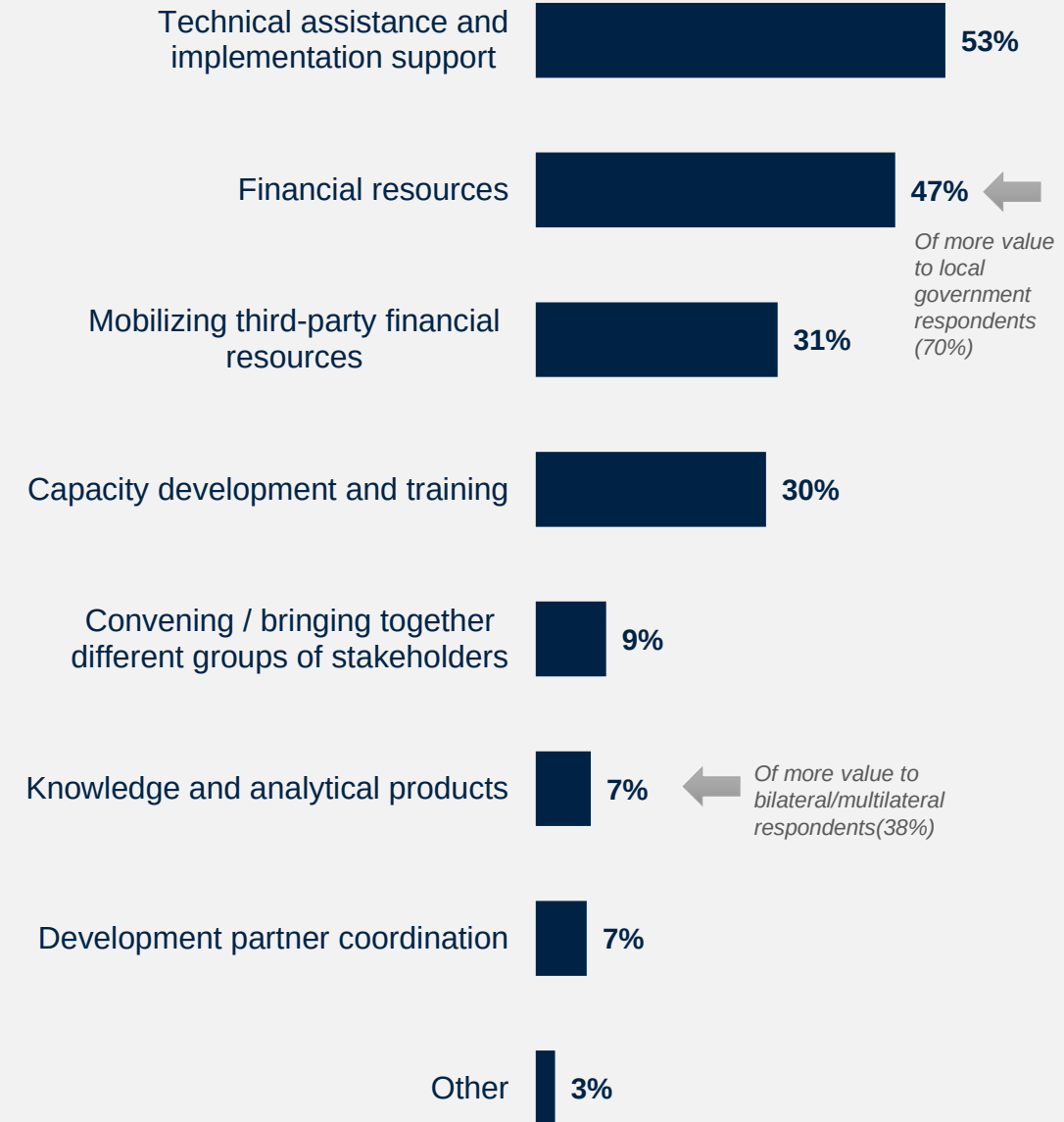
(Government Principal Respondent)

*"Financing civil society NGOs and religious denominations- Financing emerging sectors through capacity building for good governance."*

(Civil Society Respondent)

*"The technical and financial support of the World Bank in the electricity sector for projects to reinforce and rehabilitate the power transmission networks, as well as the distribution of energy, is an important factor. As water is life, the WB's support for projects in the drinking water sector is particularly important, as the WB does not intervene in this area.- Performance enhancement for managers of public institutions in the field of project management."*

(Government Institution Respondent)



# WBG Seen as Effectively Monitoring/Evaluating Projects and Insisting on Accountability

Regarding the WBG's financial instruments, respondents had the highest levels of agreement that the WBG **effectively monitors and evaluates** its projects and that the WBG **insists on accountability through its lending**. The levels of agreement that the WBG's Environmental and Social Framework requirements are reasonable and that the WBG provides financial support in a timely manner have significantly improved since FY21.

- Of note, respondents from government institutions and bilateral/multilateral agencies showed significantly higher levels of agreement regarding the competitiveness of the WBG's financing than respondents from other stakeholder groups (means = 7.4 and 7.5, respectively).

**In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?**

*"Encourage and train local companies so that the private sector (national companies) can take over once projects are closed, while ensuring a real transfer of skills. Finance and support projects to achieve results of direct benefit to the beneficiary population: e.g. construction of agricultural irrigation dams, road building, railroad construction, bridge building, construction of hospitals and schools, etc."*

(Government Institution Respondent)

The WBG effectively monitors and evaluates the projects it supports in Burundi

8.0

7.8

The WBG insists on accountability through its lending

7.9

7.5

The WBG's Environmental and Social Framework requirements are reasonable\*

7.7

7.0

The WBG's financial instruments meet the needs of Burundi

7.1

6.8

The conditions of the WBG's financing are competitive compared to markets

6.8

The WBG provides financial support in a timely manner\*^

6.5

5.0

1 2 3 4 5 6 7 8 9 10  
Mean Rating

■ FY24  
■ FY21

To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

^Compared to "The World Bank Group disburses funds promptly" in FY21 \*Significantly different between years

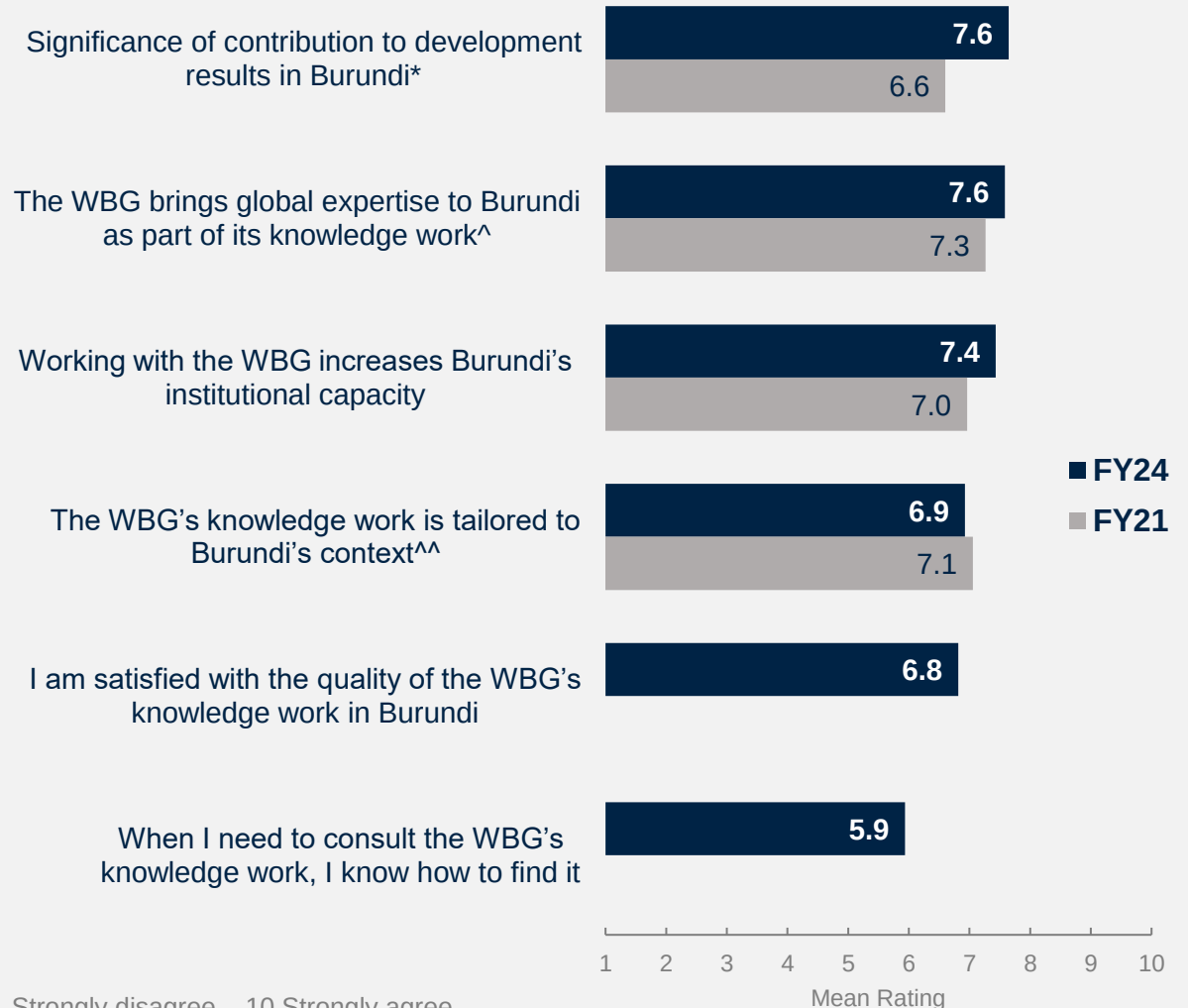


# 59% of Respondents Used the WBG's Knowledge Work; Perceptions of its Contribution to Development Results are more Positive

Respondents had the highest levels of agreement that the WBG's knowledge work made a **significant contribution to development results** in Burundi. However, fewer respondents indicated familiarity with **accessing** WBG's knowledge products. Their ratings of quality of the WBG's knowledge work and it being tailored to the country's context were also relatively moderate.

*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi?*

*"Organize information meetings on activities in progress in all provinces (Governors). Organize visits to exchange experiences with other countries that are already ahead in development. Organize capacity-building workshops in different areas for administrations and governments."* (Local Government Respondent)



To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

How significant a contribution do you believe the WBG's knowledge work make to development results in Burundi?

Scale: 1 Not significant at all – 10 Very significant ^Compared to "Are source of relevant information on global good practices" asked in FY21.

^^Compared to "Are adaptable to Burundi's specific development challenges and country circumstances" in FY21 \*Significantly different between years



# ***The Future Role of the World Bank in Burundi***

- “1. The most important thing is to closely monitor the implementation of these projects because we expect a lot from projects with big budgets, but the resulting yield is not proportional.*
- 2. See if its policy is consistent with the Country, because as it intervenes in several countries, the conditions of these countries are not the same, hence an adaptation is necessary according to the case.*
- 3. It could put forward merit and not favoritism in the choice of those who participate in knowledge-sharing workshops.*
- 4. Help change mentalities because it is the basis of development.”*

*(Government Institution Respondent)*



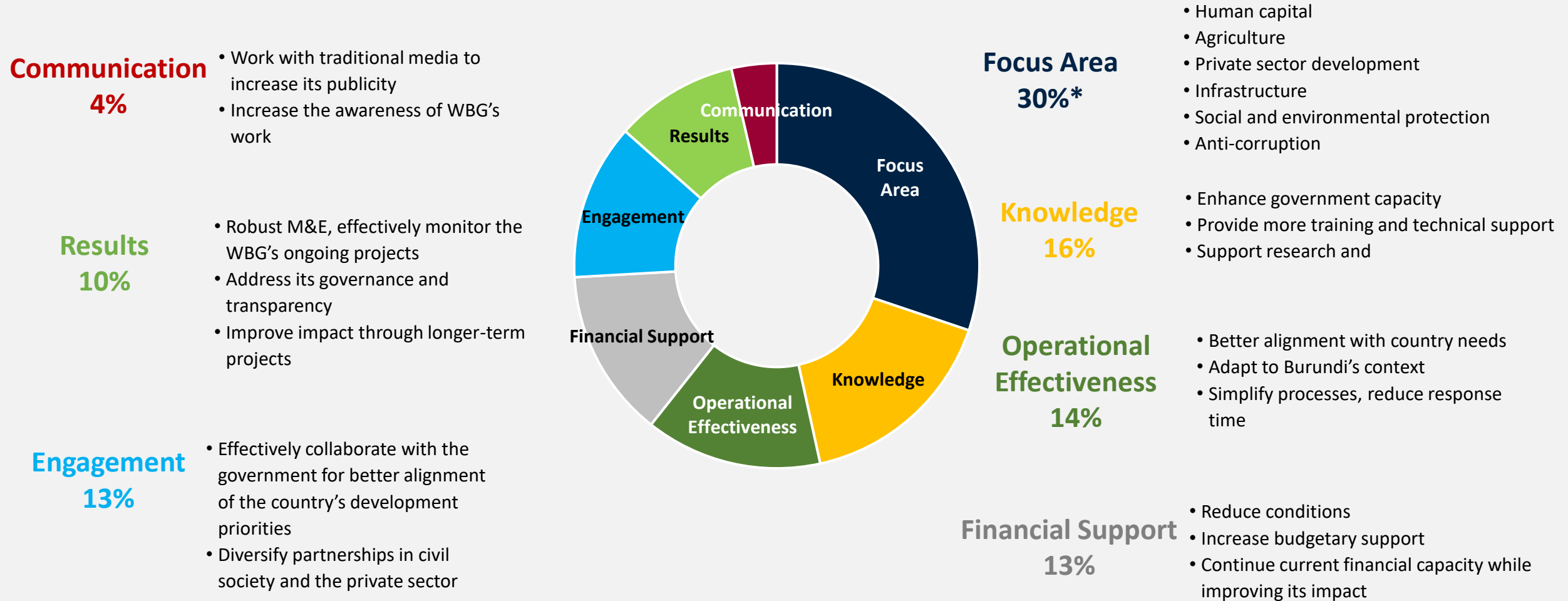
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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

# How can the Bank increase its effectiveness? Open-Ended Responses

*Strengthen local capacity, engage various stakeholders,  
and better align with Burundi's needs.*



*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

*\*All percentages are counted based on the total number of topics mentioned by the respondents; individual comments could be counted multiple times depending on the number of topics they cover.*



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# How can the Bank increase its effectiveness? Open-Ended Responses

*Engage with more non-government stakeholders, build capacity, and better align with Burundi's needs, context, and capacity.*

## Focus Area

*"There is a need to relax requirements, tailor activities to the Burundian context, and invest in key sectors for Burundi's development."* (Government Institution Respondent)

*"Support the country's strategic planning. Work on real social determinants. Act to reduce social inequalities. Empowerment at all levels (country autonomy, community autonomy)."* (Local Government Respondent)

*"Digitalization across the public and private sector"* (Government Principal Respondent)

*"Road construction, [get] involved in education, especially training for the unemployed. Contributing to access to drinking water for all."* (Private Sector Respondent)

*"Increased projects in the agricultural sector"* (Bilateral/Multilateral Respondent)

*"Invest in agriculture to guarantee food security. Road infrastructure. Capacity building."* (Civil Society Respondent)

## Financial Support

*"Continue to support the sustainability of achievements once a project has been completed. Accelerate the process of increasing the value of projects or agreements. Strengthen the capacities and compensation of national, public or private managers."*

(Government Institution Respondent)

*"Increase funding. Reducing conditionalities."* (Government Institution Respondent)

*"Financing of development through its donation/subsidy fund entrusted to people who are both competent and honest."* (Academia Respondent)

*"Accompany projects to improve the absorption of financing (disbursement). Invest in infrastructure). Strengthen local experience."* (Government Principal Respondent)

## Knowledge

*"Intervening in other, as yet untouched, areas- creation of youth centers and capacity building (improving and prioritizing youth in capacity building). Regular exchanges with partners and beneficiaries"* (Government Institution Respondent)

*"The WBG could also provide technical support, from the inception of selected projects through to their completion"* (Government Institution Respondent)

*"Strengthen the capacities of Burundian staff, especially in the state sector. Put Burundi on the path to digitalization."* (Private Sector Respondent)



*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)*

# How can the Bank increase its effectiveness? Open-Ended Responses

*Engage with more non-government stakeholders, build capacity, and better align with Burundi's needs, context, and capacity.*

## Operation Effectiveness

*"Reduce response time to requests for Non-objection of projects."*

(Government Institution Respondent)

*"Review the management system, especially the no-objection deadlines."*

(Government Principal Respondent)

*"Reduce the time required to issue no-objection notices- streamline procurement procedures - reduce the time required to issue no-objection notices."*

(Government Institution Respondent)

*"The WBG must focus on the vision of Burundi emerging in 2040 and developed in 2060; It must lighten the procedures for releasing funds. It must harmonize the salaries of its employees so that they all have the same intellectual capacity."*

(Government Institution Respondent)

## Communication

*"Work with and support the traditional media that inform and educate the public, while certifying the news."*

(Media Respondent)

*"The majority of the population trusts the media. (they're waiting to hear it on the radio). - The government should set up a system for informing the population or the authorities so that the latter can prepare public projects according to the opinions of those concerned."*

(Media Respondent)

## Engagement

*"Decentralize its activities down to the lowest community level, passing on wealth-creation and employment know-how to young people. Work on the real needs of the country, not the imposition of projects to be done."*

(Private Sector Respondent)

## Results

*"Projects lasting 4 to 5 years don't have enough impact. Consider financing programs (longer than 5 years) to ensure the sustainability of achievements. - Increase funding/investment in the country, taking into account the current socio-economic situation. In other words, broaden the areas that WBG supports. But in any case, remain vigilant in monitoring program implementation."*

(Government Institution Respondent)

*"Invent a mechanism for effective monitoring of projects and evaluation of their performance and that of project execution units."*

(Government Institution Respondent)

*"Set up a mechanism to monitor the adaptation of strategies and regulatory frameworks."*

(Government Institution Respondent)



In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)



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# Communication and Outreach

*“To widely promote its activities in Burundi, because the majority of the Burundian population is not aware of the activities of the WBG, including the media.”*  
(Media Respondent)

*“The WBG should organize visibility sessions or show its existence and its role here in Burundi among the various stakeholders (organize acknowledgments sessions).”*  
(Government Institutions Respondent)

*“Publicize its actions.”*  
(Civil Society Respondent)



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In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Burundi? (N=304)

# Events are the Most Preferred Method for Receiving WBG Communication

Respondents most preferred to receive Bank communications through **events/conferences/seminars/workshops** (in person or online), followed by **direct contact** and **e-newsletters**. Media respondents preferred e-Newsletter significantly more than other groups.

|                                                                      |                 |                        |                  |                                 |               |                | Preferred WBG Source       |       |
|----------------------------------------------------------------------|-----------------|------------------------|------------------|---------------------------------|---------------|----------------|----------------------------|-------|
|                                                                      | All Respondents | Government Institution | Local Government | Bilateral / Multilateral Agency | Civil Society | Private Sector | Academia / Research Center | Media |
| Event / conference / seminar / workshop (in person or online)        | 71.3%           | 70.7%                  | 73.3%            | 55.6%                           | 78.1%         | 83.3%          | 83.3%                      | 57.1% |
| Direct contact with staff (e.g., in person, virtually, phone, email) | 46.8%           | 53.3%                  | 46.7%            | 55.6%                           | 50.0%         | 8.3%           | 50.0%                      | 28.6% |
| e-Newsletters*                                                       | 35.6%           | 33.7%                  | 13.3%            | 55.6%                           | 34.4%         | 58.3%          | 33.3%                      | 71.4% |
| Direct messaging (e.g., WhatsApp)                                    | 18.5%           | 20.7%                  | 30.0%            | 11.1%                           | 9.4%          | 25.0%          | 25.0%                      | 0.0%  |
| Social media (e.g., Facebook, Twitter)                               | 12.5%           | 9.8%                   | 10.0%            | 11.1%                           | 18.8%         | 8.3%           | 0.0%                       | 28.6% |
| Other*                                                               | 0.9%            | 1.1%                   | 0.0%             | 0.0%                            | 0.0%          | 0.0%           | 0.0%                       | 14.3% |



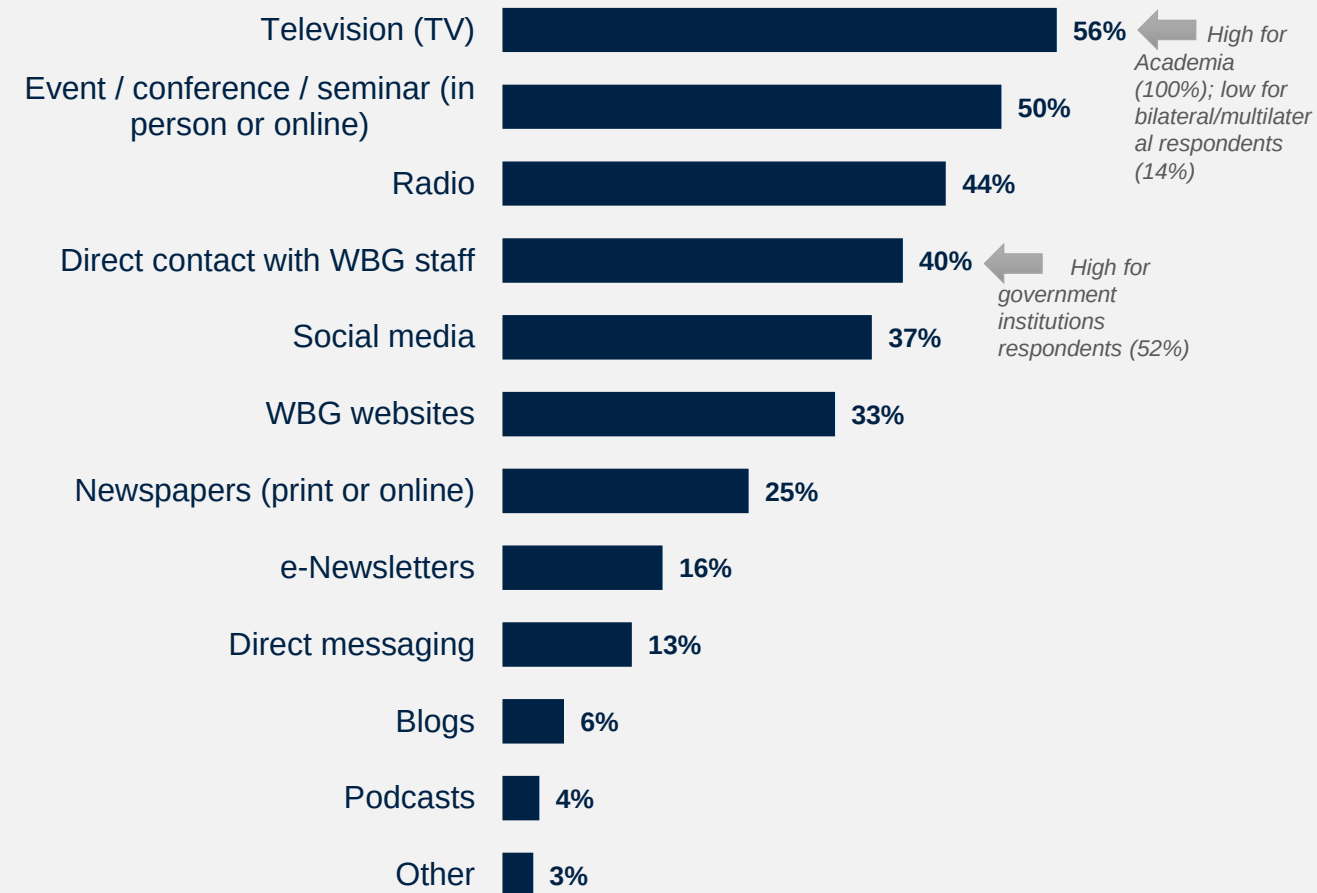
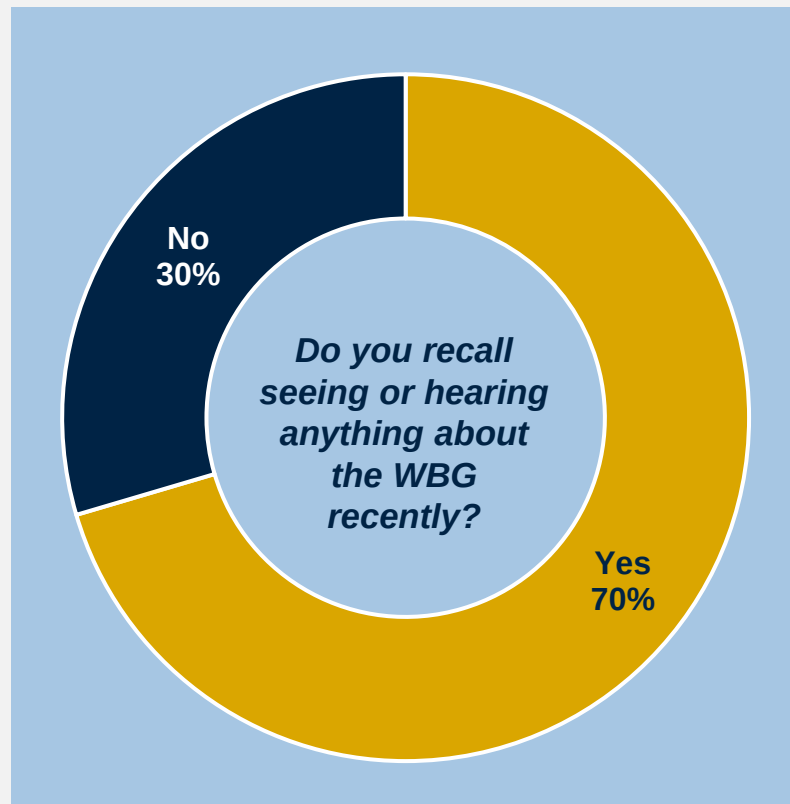
How would you prefer to receive communication from the WBG? (Select up to 2)  
(Percentage of Respondents, N=216) \*Significantly different between stakeholder groups



WORLD BANK GROUP

# 7 in 10 Recalled Seeing or Hearing Information About the WBG Recently, Most Often Through Television or Events

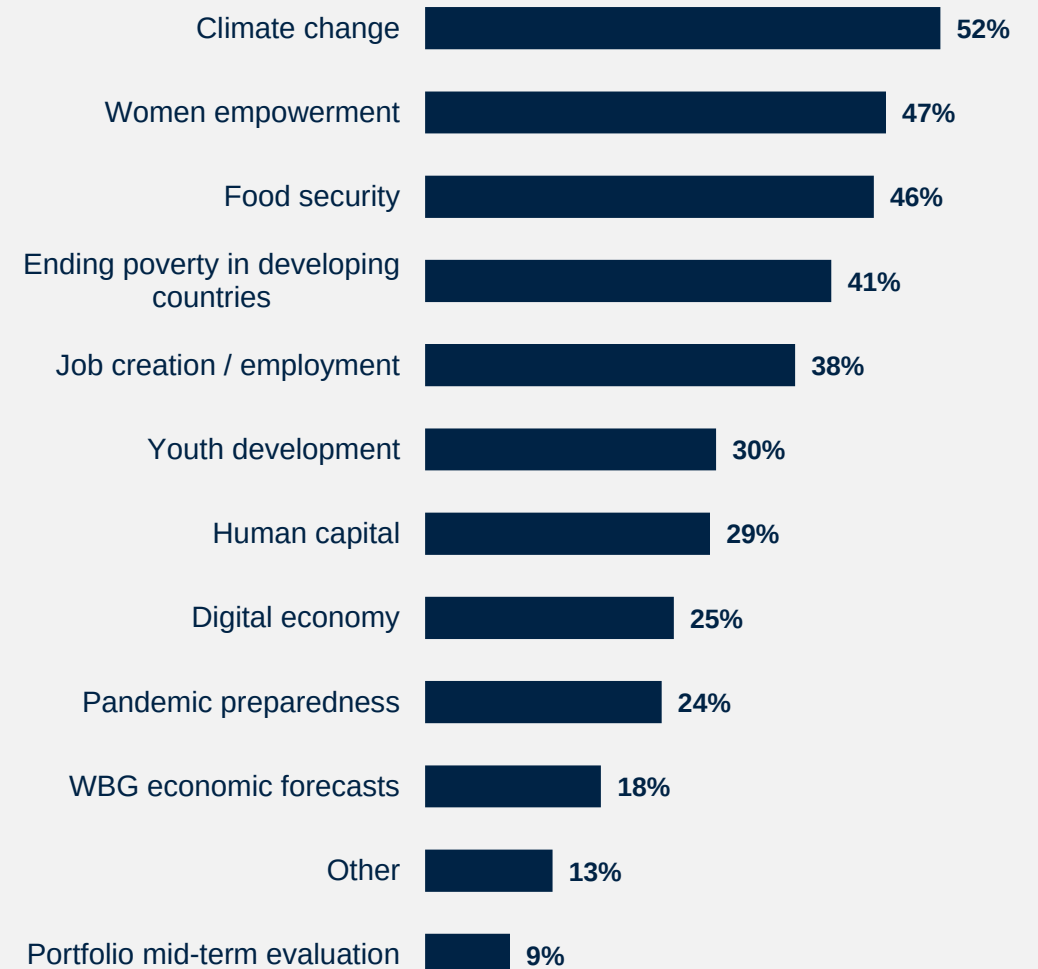
70% of respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG through **television** and **events/conferences/seminars** (in person or online).



# WBG's Work on Climate Change was the Most Commonly Recalled Topic

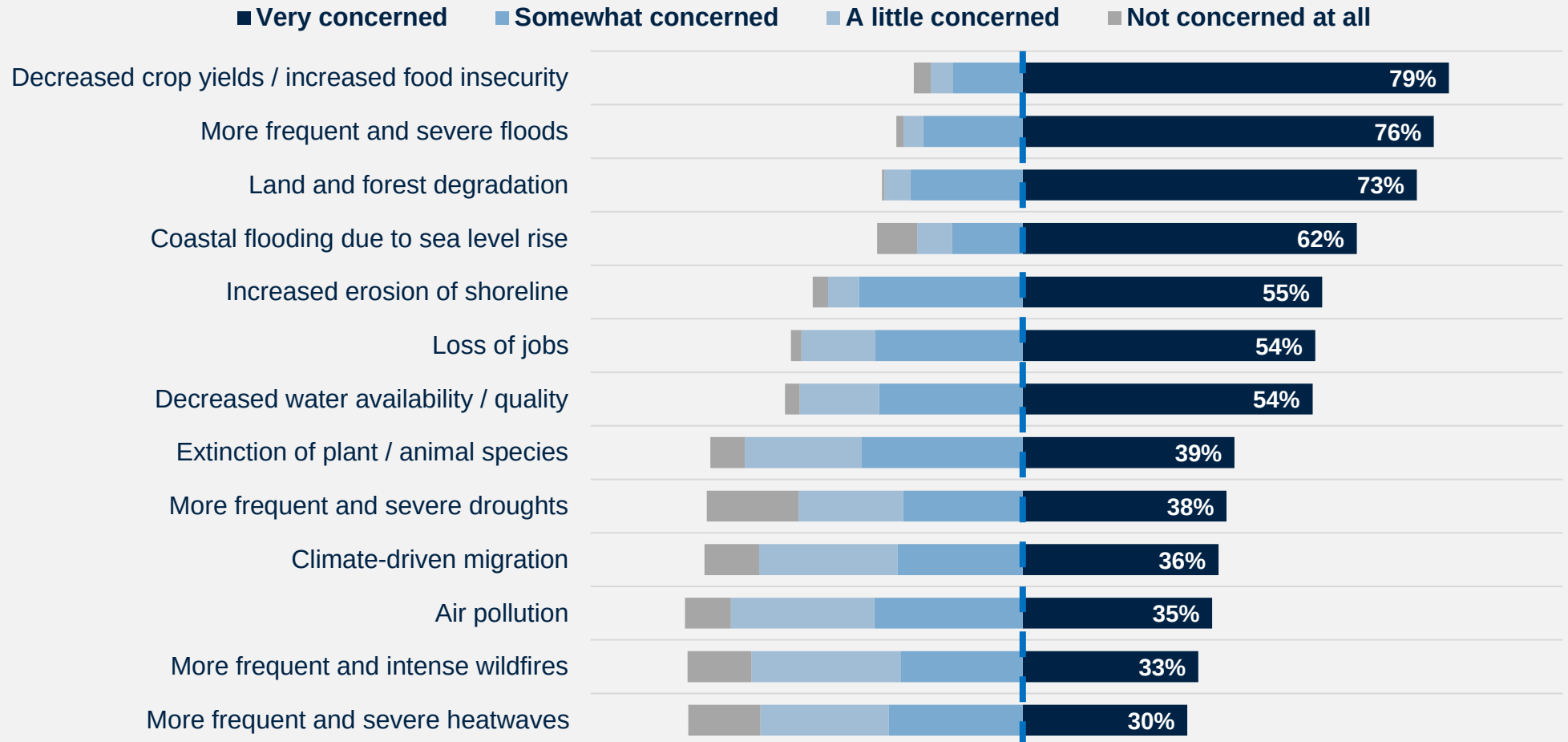
Respondents most frequently recalled WBG work or research on **climate change**, followed by **women empowerment** and **food security**.

- Respondents from bilateral / multilateral were significantly *more* likely to recall WBG economic forecasts and human capital (57%) than respondents from other stakeholder groups.



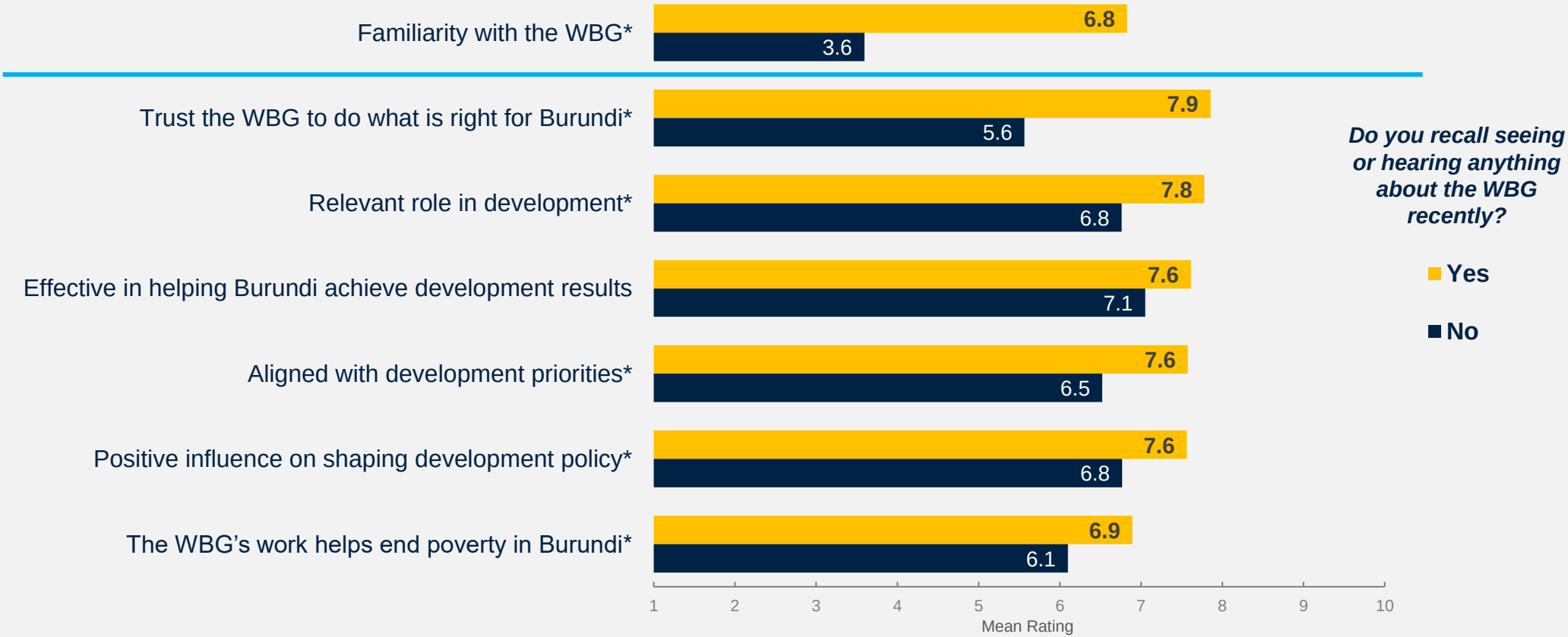
# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: Decreased Crop Yields, Food Security, Floods, and Forest Degradation

The majority of the respondents were very concerned about decreased crop yields and increased food insecurity as potential impacts of climate change in Burundi. Respondents were also very concerned about more frequent and severe floods and land and forest degradation. These key areas of concern should be considered to make communications about climate change more impactful.



How concerned are you about the following potential impacts of climate change in Burundi? (Percentage of Respondents, N=~212)

# Message Recall Increases Familiarity and Leads to More Positive Perceptions of the WBG and its Work



These findings suggest that respondents who are more frequently exposed to information about the WBG or who actively engage with WBG staff and knowledge work (read research papers, etc.) are also more likely to hold more positive views about the WBG's work.

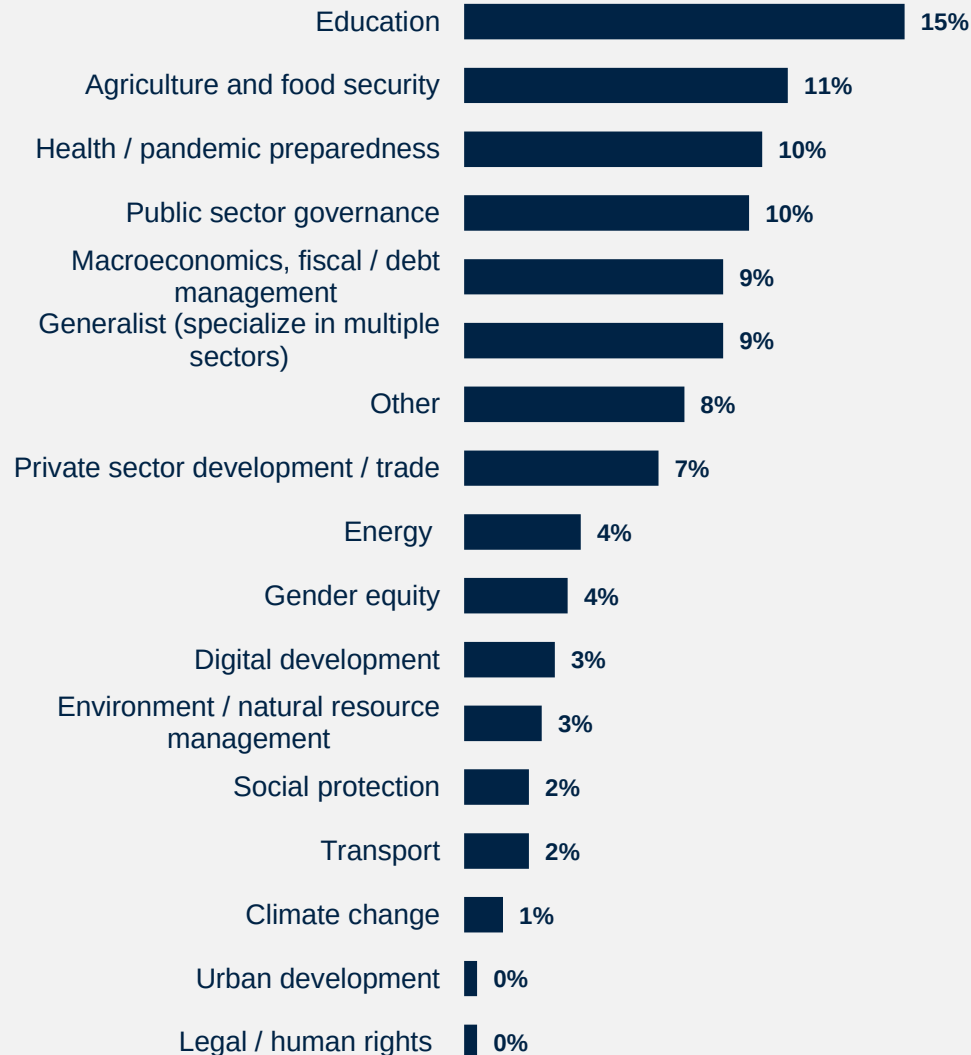
How familiar are you with the work of the World Bank Group in Burundi? Scale: 1 Not familiar at all – 10 Extremely familiar  
How much do you trust the WBG to do what is right for Burundi? Scale: 1 Not at all – 10 Very much  
Scale: 1 Strongly disagree – 10 Strongly agree: The WBG currently plays a relevant role in development in Burundi. The WBG's work is aligned with what I consider the development priorities for Burundi. The WBG has a positive influence on shaping the development policy in Burundi. How effective is the WBG in helping Burundi achieve development results? Scale: 1 Not effective at all – 10 Very effective

# ***Sample Demographics and Detailed Methodology***



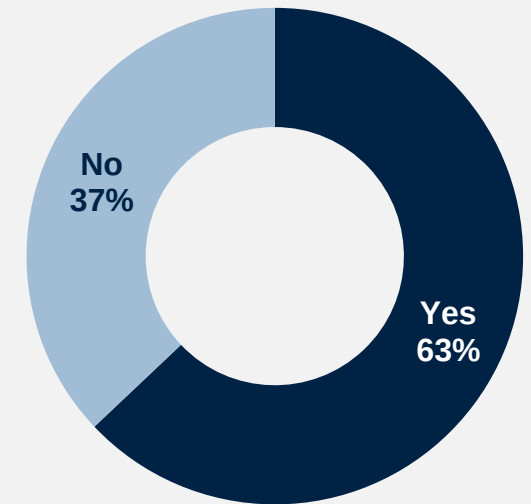
# Sample Demographics

**What is the primary specialization of your work? (N=221)**



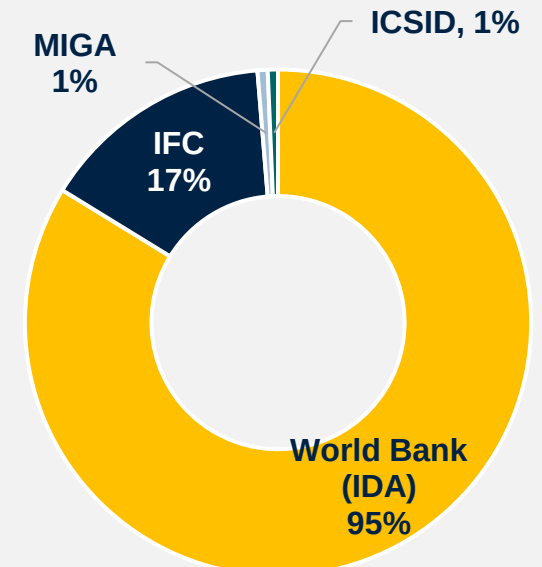
**Do you collaborate/work with the World Bank Group (WBG) in Burundi? (N=224)**

*Respondents from bilateral/multilateral were significantly more likely to indicate that they collaborate with the WBG (90%) whereas respondents from media were significantly less likely to collaborate with the WBG (20%, respectively).*

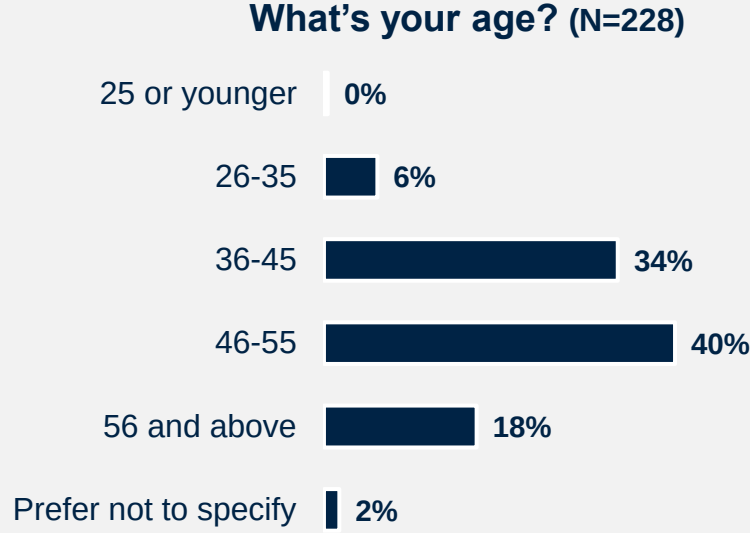
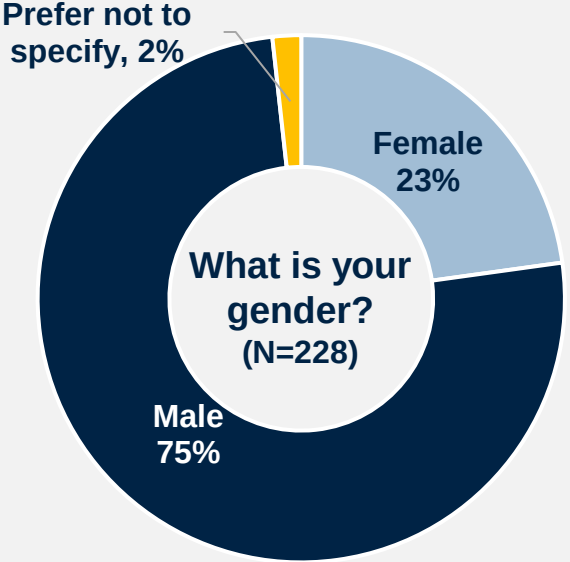


**Which of the following WBG agencies do you collaborate/work with in Burundi? (N=136)**

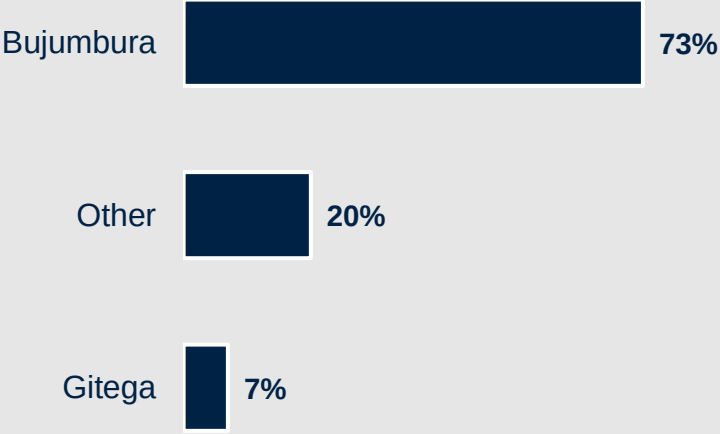
*Percentages equal more than 100% because respondents could choose multiple agencies within the WBG.*



# Sample Demographics (continued)



**Which best represents your geographic location? (N=228)**



# Detailed Methodology

From **March to May 2024**, a total of 414 stakeholders in Burundi were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the fielding agency. Participants were drawn from the office of the President, Prime Minister, office of minister, parliament, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **237 participated in the survey (57% response rate)**. Respondents completed the questionnaire via an online platform or received the questionnaire via courier and returned it accordingly.

**The results of this year’s survey were compared to the FY21 Survey, which had a response rate of 56% (N=225).**

Comparing responses across Country Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed.

Key statistically significant findings (tested at the research standard of  $p < .05$ ) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Burundi COS FY24 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

| Percentage of Respondents                                                                                                                                                    | FY 2021    | FY 2024    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| <b>Government Principals:</b> Office of the President, Prime Minister, Minister, Parliamentarian                                                                             | 7%         | 5%         |
| <b>Government Institutions:</b> Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise       | 37%        | 42%        |
| <b>Local Government</b>                                                                                                                                                      | 8%         | 14%        |
| <b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency                                                                         | 5%         | 4%         |
| <b>Civil Society Organization:</b> Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group | 13%        | 16%        |
| <b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank                                                                                          | 9%         | 6%         |
| <b>Academia / Research Center</b>                                                                                                                                            | 7%         | 6%         |
| <b>Media</b>                                                                                                                                                                 | 7%         | 4%         |
| <b>Other</b>                                                                                                                                                                 | 8%         | 3%         |
| <b>Total Number of Respondents</b>                                                                                                                                           | <b>210</b> | <b>232</b> |

# Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in **red** below.

**A1\_5.** How much do you trust the World Bank Group to do what is right for Burundi? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group in helping Burundi achieve development results? Scale: 1 Not effective at all – 10 Very effective

**A3.** How significant a contribution do you believe the WBG's knowledge work make to development results in Burundi?  
Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**A4.** The WBG currently plays a relevant role in development in Burundi.

**A5.** The WBG's work is aligned with what I consider the development priorities for Burundi.

**A6.** The WBG has a positive influence on shaping development policy in Burundi.

**A7.** The WBG's work helps end poverty in Burundi

To what extent is the WBG an effective development partner in terms of each of the following? Scale: 1 To no degree at all – 10 To a very significant degree

**C1\_1.** Responsiveness to needs in Burundi

**C1\_2.** Access to WBG staff and experts

**C1\_3.** Flexibility when circumstances change in Burundi

**C1\_5.** Being a long-term partner to Burundi

To what extent is the WBG an effective development partner in Burundi, in terms of collaborating with the following groups?

Scale: 1 To no degree at all – 10 To a very significant degree

**C2\_1.** National government

**C2\_4.** Private sector

**C2\_5.** Civil society

**C2\_6.** Other development partners

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**C4\_1.** The WBG's financial instruments (i.e., loans, credits, grants, trust funds) meet the needs of Burundi.

**C4\_3.** The WBG provides financial support in a timely manner.

**C6\_1.** I am satisfied with the quality of the WBG's knowledge work in Burundi.

**C6\_4.** The WBG's knowledge work is tailored to Burundi's context.





Country Opinion Surveys

# Thank you

*For more information about this report  
or the Country Opinion Survey program,  
please contact:*

[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

