

FY 2022 Malawi Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



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Acknowledgements

The Malawi 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 Jose De Buerba (Senior External Affairs Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Malawi country team and independent fielding agency, Suntha Associates. In particular, SI is grateful for the support from Henry Harlod Chimballi (External Affairs Officer) who coordinated the survey-related activities from Lilongwe, Malawi.





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MALAWI





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Malawi 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 Malawi*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to April 2022, 698 stakeholders of the WBG in Malawi 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, Vice President; office of a Minister; office of the National Assembly; employees of ministries/ministerial departments; 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; professional/trade associations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 359 stakeholders participated in the survey (51% response rate). Respondents received the questionnaire via courier and returned it accordingly or they received an email with a link and completed the survey via the online Qualtrics platform.

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.

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 and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'19 (response rate was 51%, N=254). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. In FY'22, the increased outreach and subsequent numbers of survey respondents from the office of the National Assembly and private sector is to be commended but should be kept in mind when interpreting the results of the past year comparison analyses – some differences in the past year comparisons analyses may be a result of differences in stakeholder compositions, not just changes over time. The original respondent samples from the FY'19 and FY'22 Country Surveys are listed in the table below.

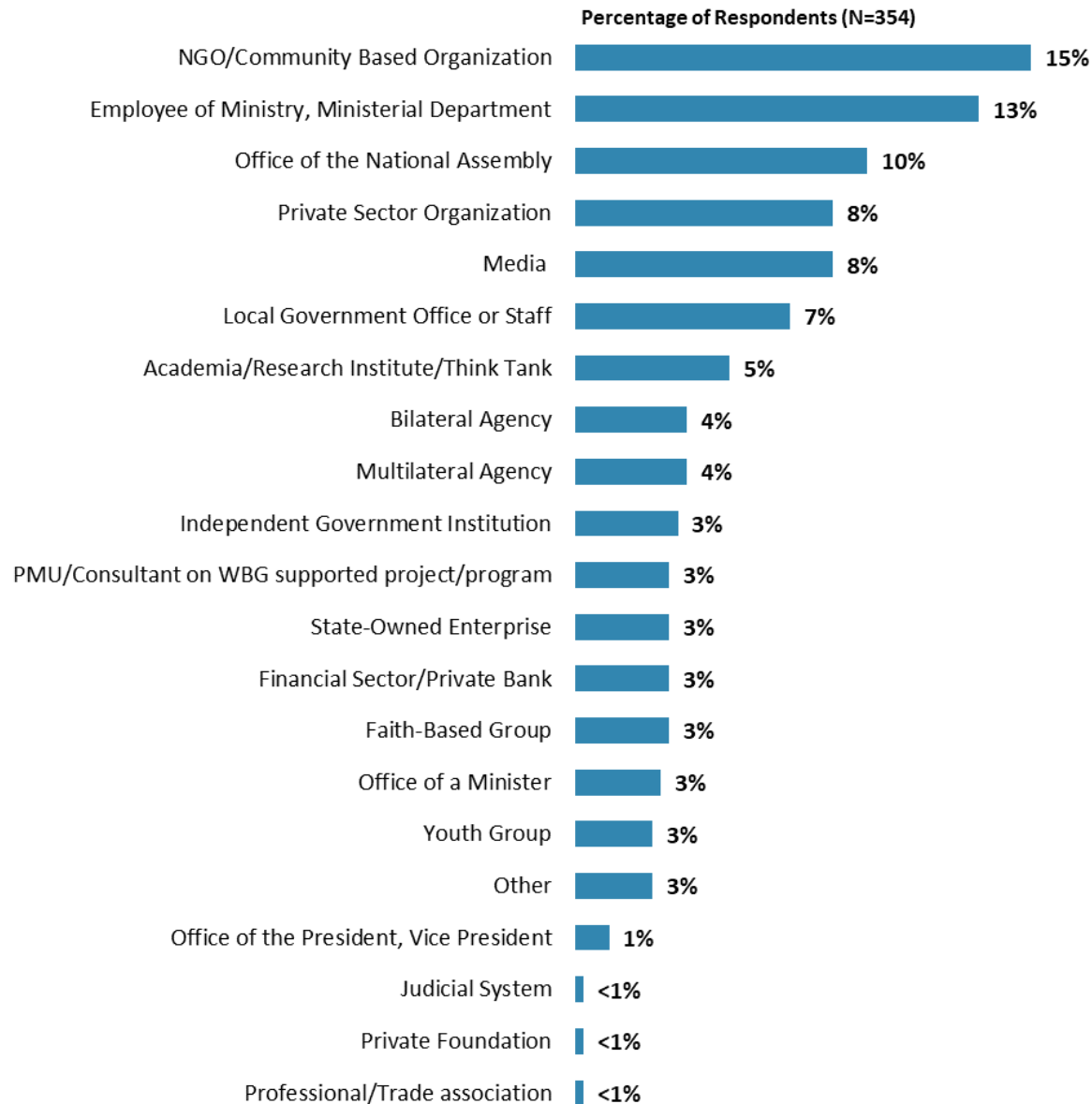
Percentage of Respondents	Original Distribution	
	FY 2019	FY 2022
Office of the President/VP/Minister	2%	4%
Office of the National Assembly	3%	10%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	33%	23%
Local Government Office	9%	7%
Bilateral/Multilateral Agency	8%	7%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, professional/trade associations, and faith-based groups)	23%	12%
Private Sector (includes private sector organization and financial sector/private banks)	12%	21%
Academia	4%	5%
Media	5%	8%
Other	1%	3%
Total Number of Respondents	248	354



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



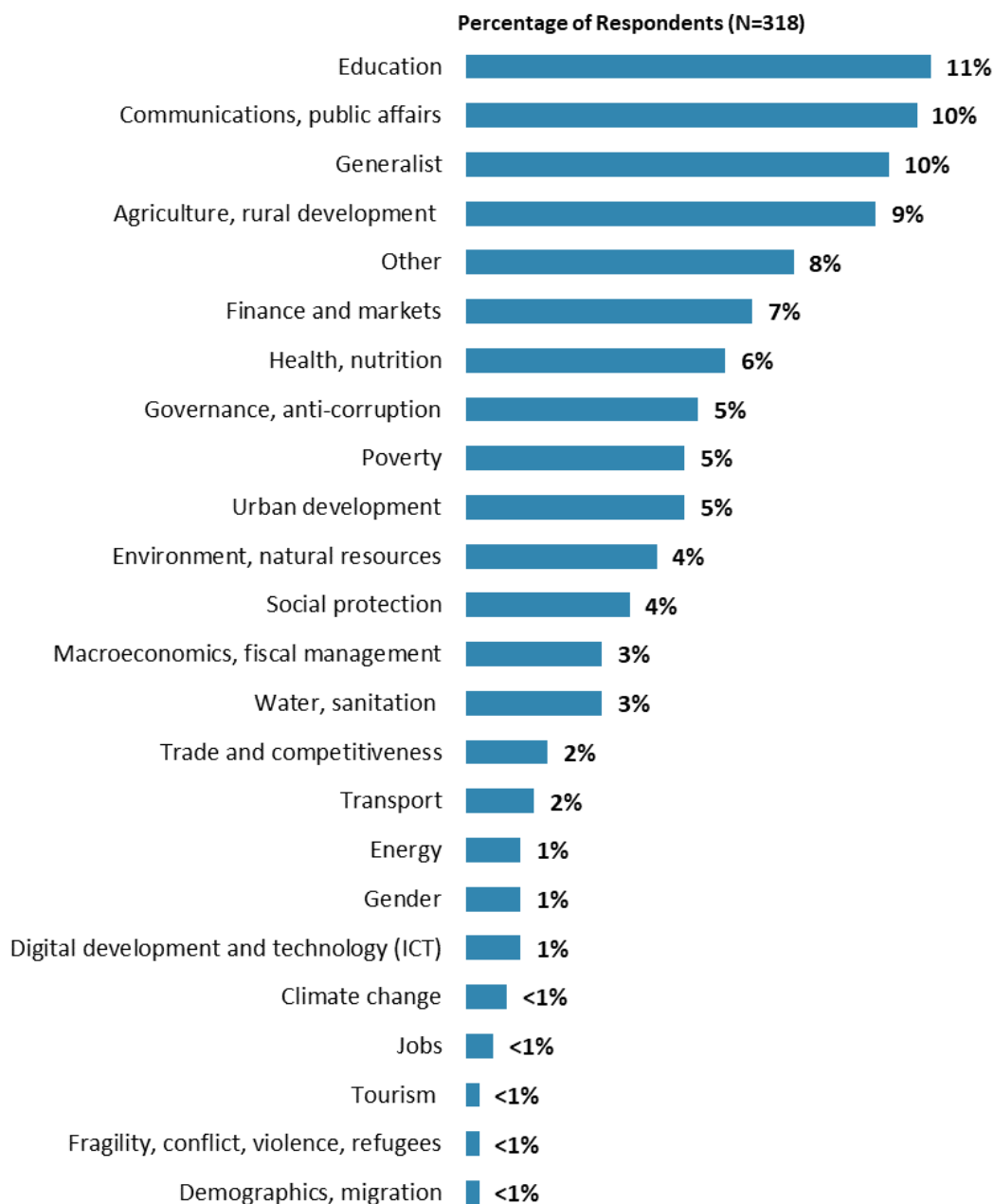
Which of the following best describes your current affiliation?
(Respondents chose from a list.)

¹ The few respondents from the office of the President/Vice President were combined with the respondents from the office of a Minister; employees of ministries were combined with PMUs/Consultants working on WBG-supported project/programs; respondents from independent government institutions, the judicial system, and state-owned enterprises were combined into an "Other Government Institutions" category; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and respondents from private foundations, NGOs/community-based organizations, professional/trade associations, faith-based groups, and youth groups were combined into a "Civil Society" category.



III. Demographics of the Sample (continued)

Area of Primary Specialization

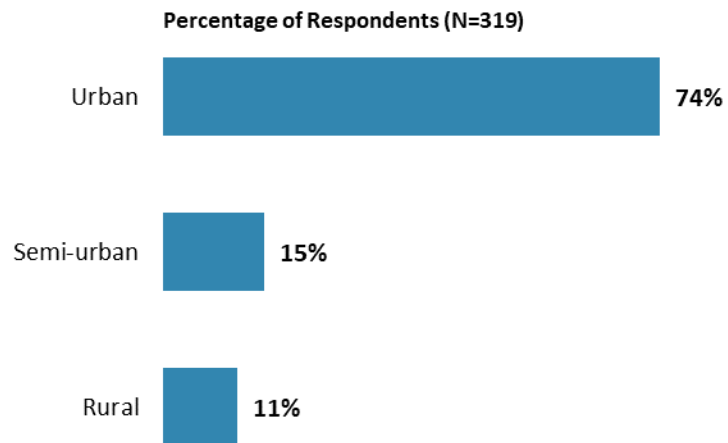


**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**



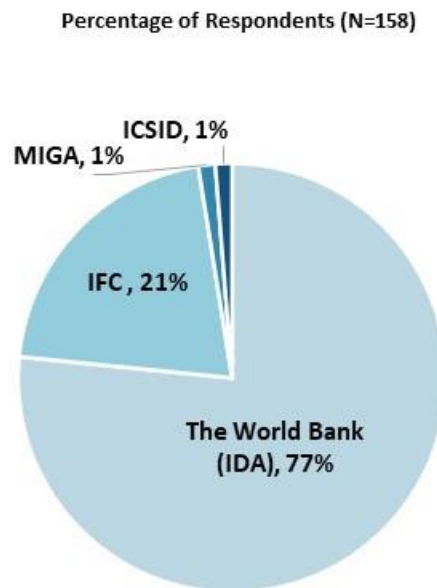
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



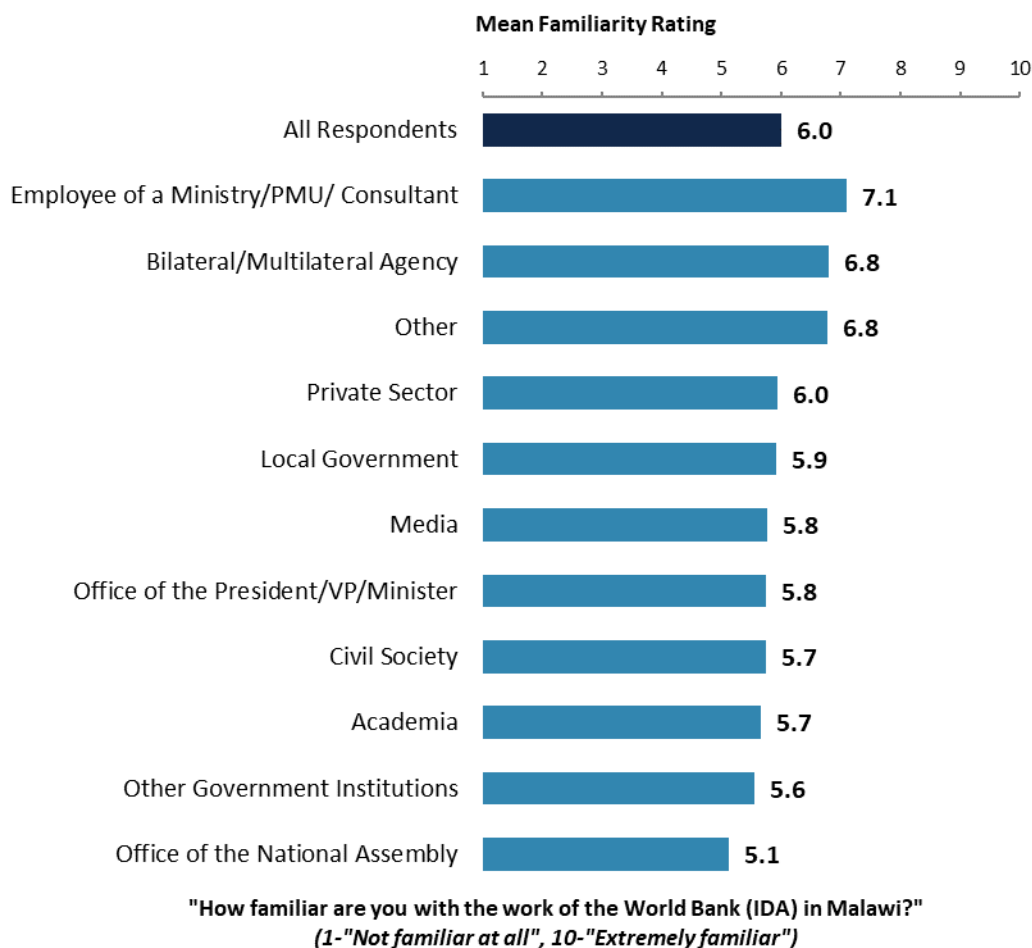
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Malawi?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WB² compared to respondents in the FY'19 Country Survey (mean in FY'22 = 6.0; mean in FY'19 = 5.9).
- **Collaboration:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the work of the World Bank compared to respondents who do not collaborate (mean familiarity of collaborators = 6.6; mean familiarity of non-collaborators = 5.6).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their ratings for the WBG's overall effectiveness in Malawi, with their agreement that the WBG plays a relevant role in Malawi's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Malawi.

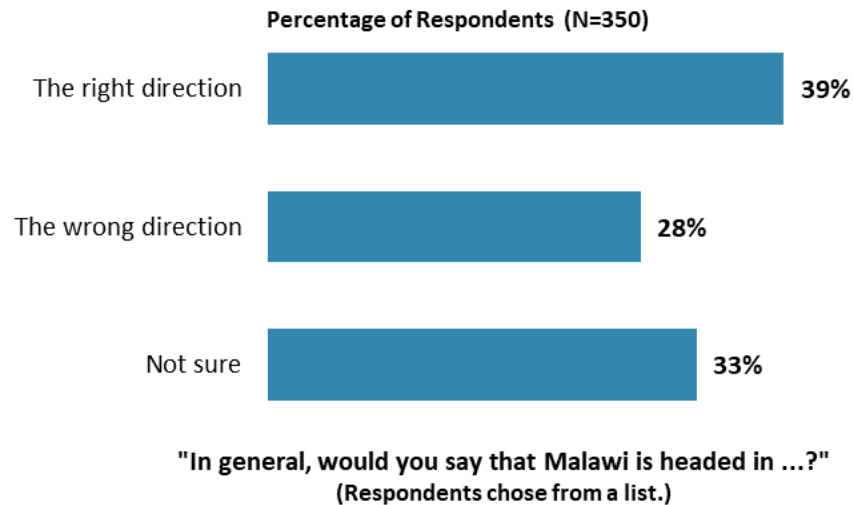


² In FY 2022, the questions about familiarity and effectiveness were asked separately about the World Bank (IDA) and the IFC. Only the questions about the World Bank (IDA) were used in these calculations.

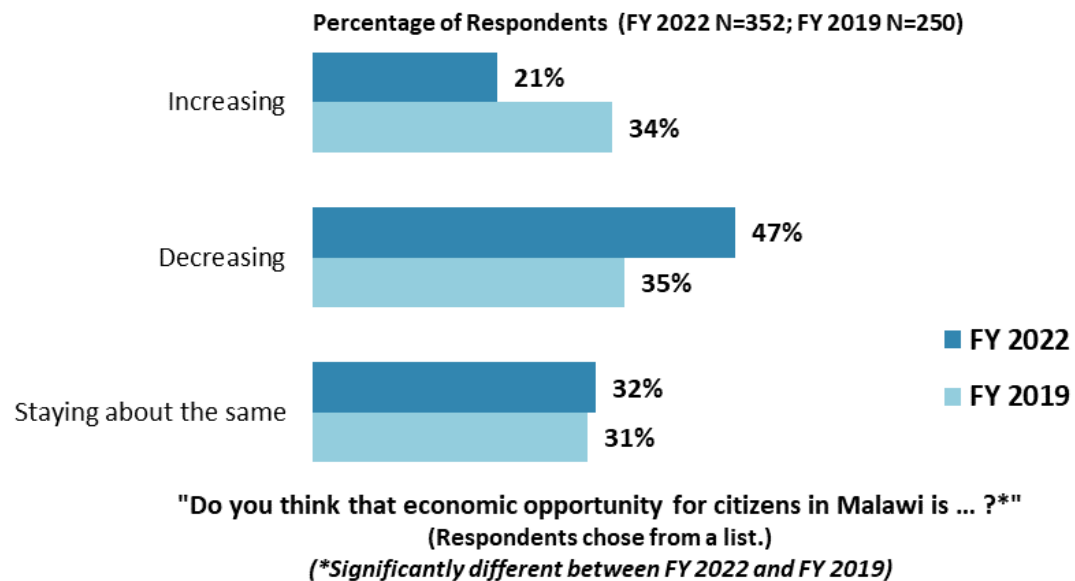


IV. Overall Context

Headed in the Right Direction



Perceptions of Economic Opportunity

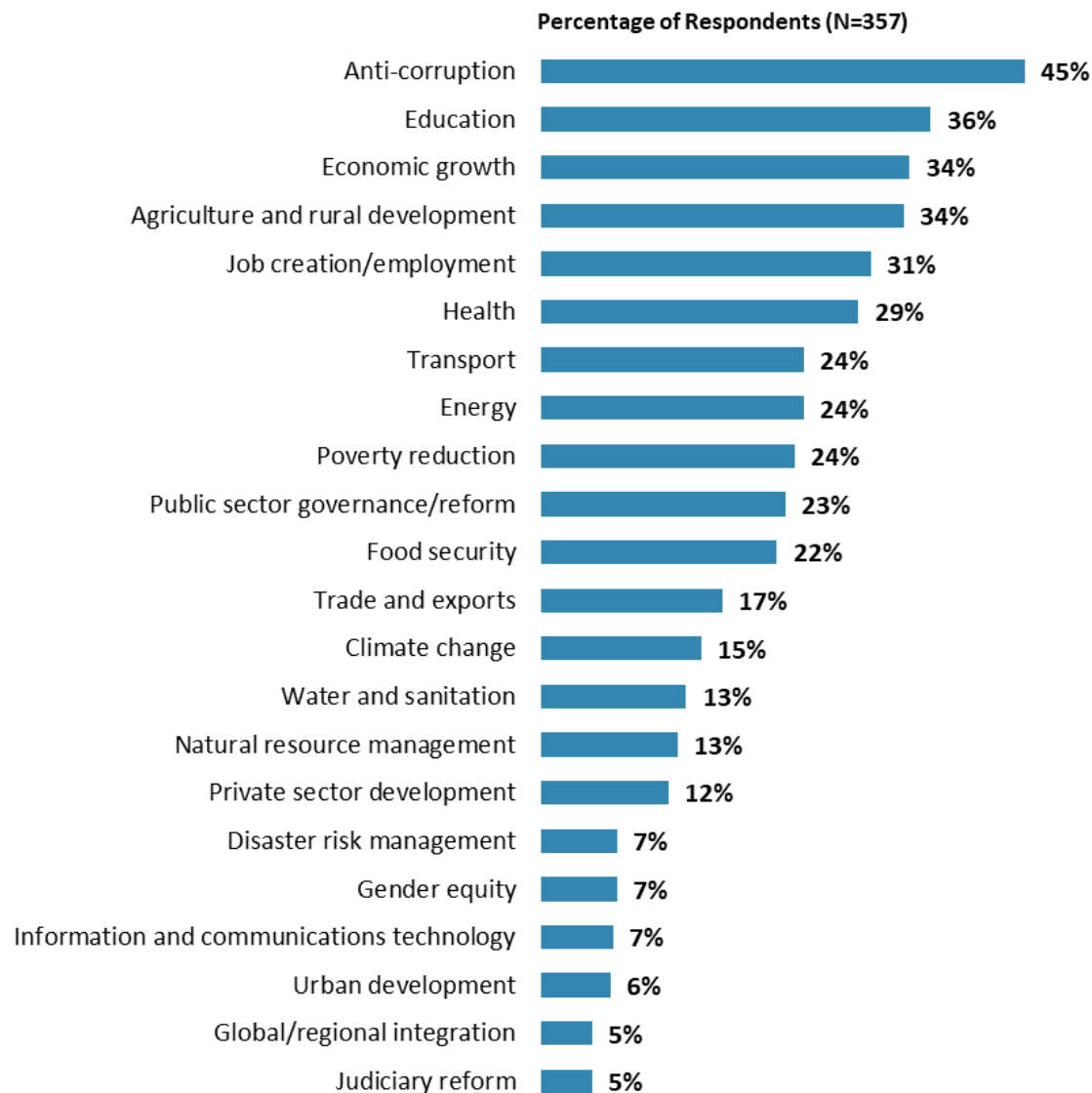




IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'19 Country Survey indicated that the most important development priorities in Malawi were “*education*” (29%), “*agriculture and rural development*” (26%), “*public sector governance/reform*” (25%), “*economic growth*” (23%), “*anti-corruption*” (21%), and “*energy*” (21%). “*Anti-corruption*” was of increased concern to this year’s respondents, with more than twice as many selecting it as a top development priority compared to FY'19.



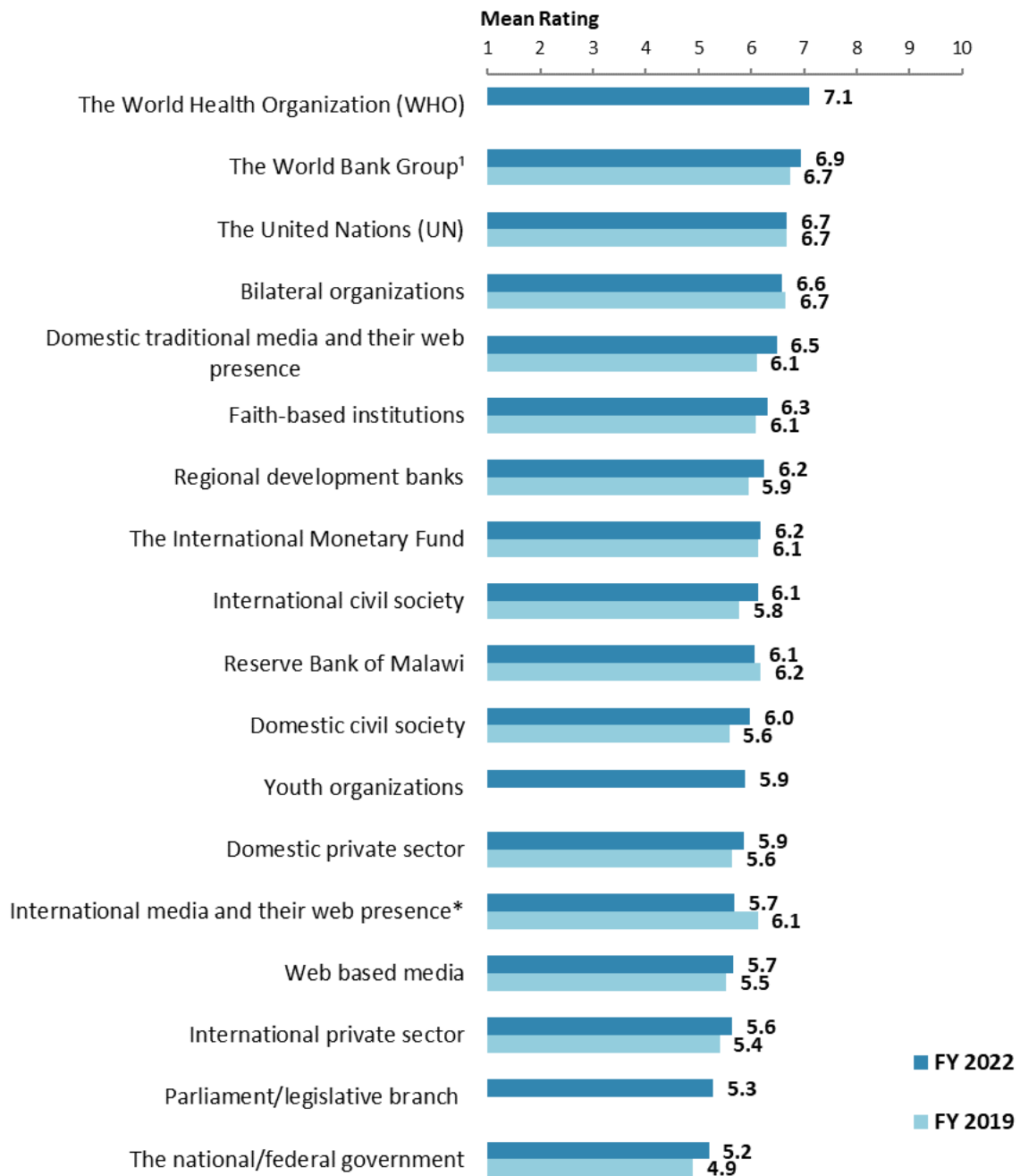
"Please identify which of the following development priorities you consider the most important in Malawi. (Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 22 of 30 response options shown)



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")

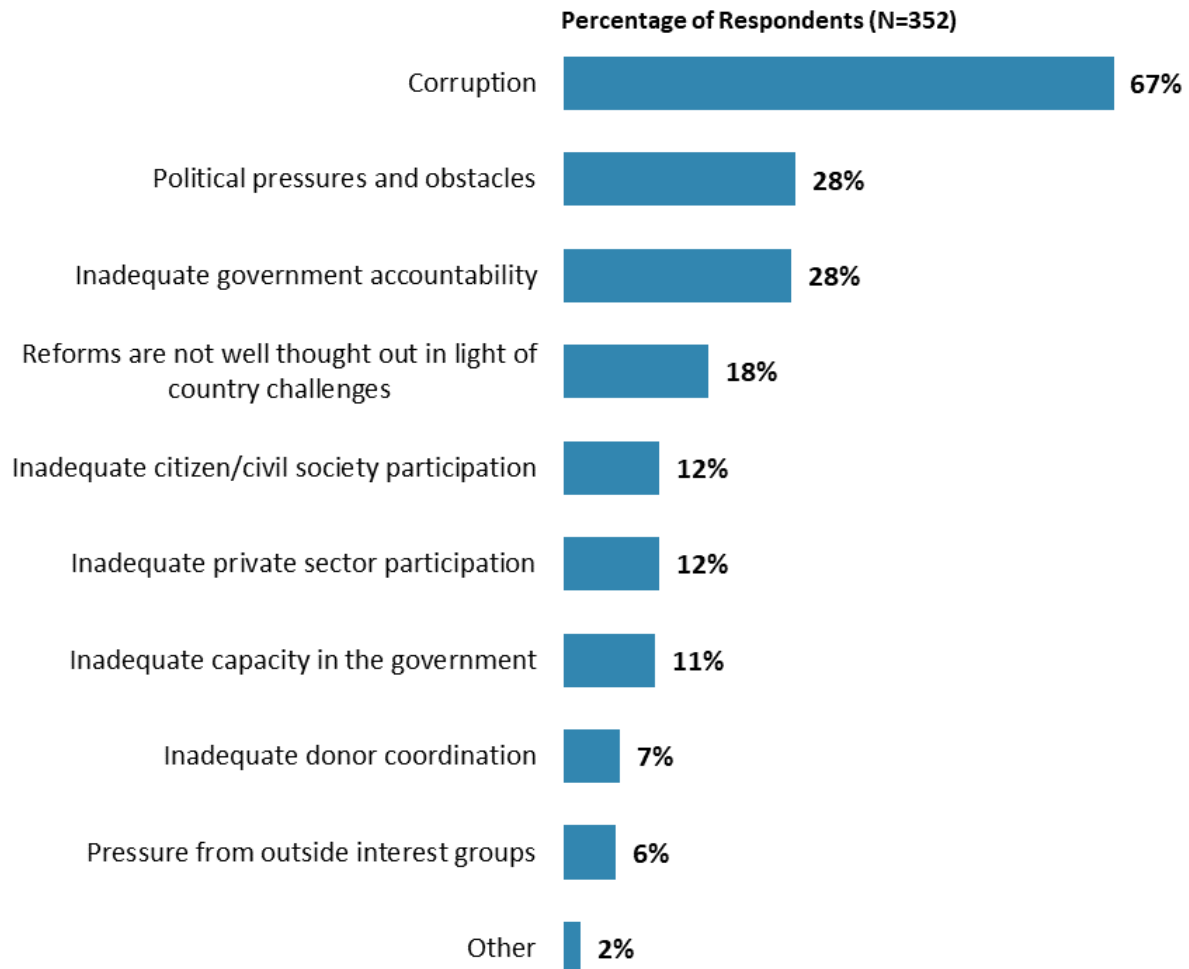
(*Significantly different between FY 2022 and FY 2019) 'Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY'19 attributed slow or failed reforms to “*corruption*” (54%), followed by “*political pressures and obstacles*” (37%) and “*inadequate government accountability*” (26%).

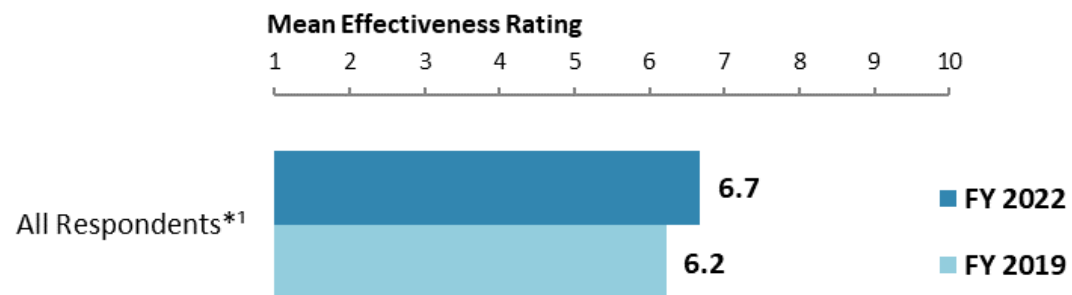


"When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

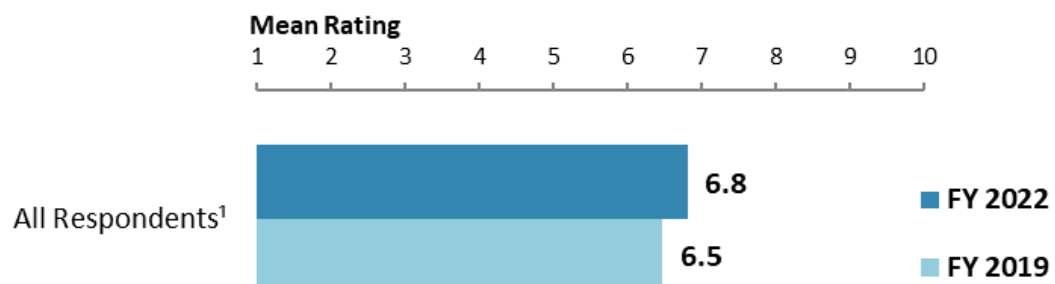
The World Bank Group's Overall Effectiveness (*Indicator Question*)



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

(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question

Achieving Development Results (*Indicator Question*)



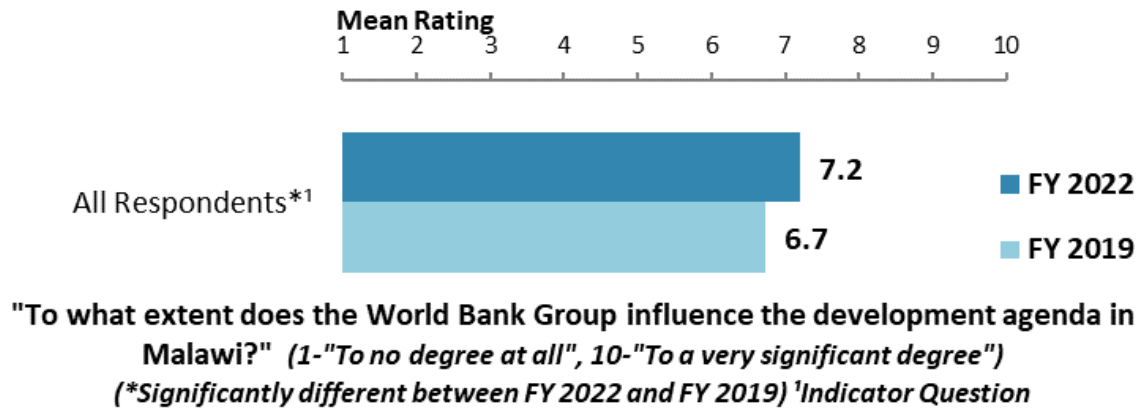
"To what extent does the World Bank Group's work help to achieve development results in Malawi?"

**(1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
(Statistically similar between FY 2022 and FY 2019)**

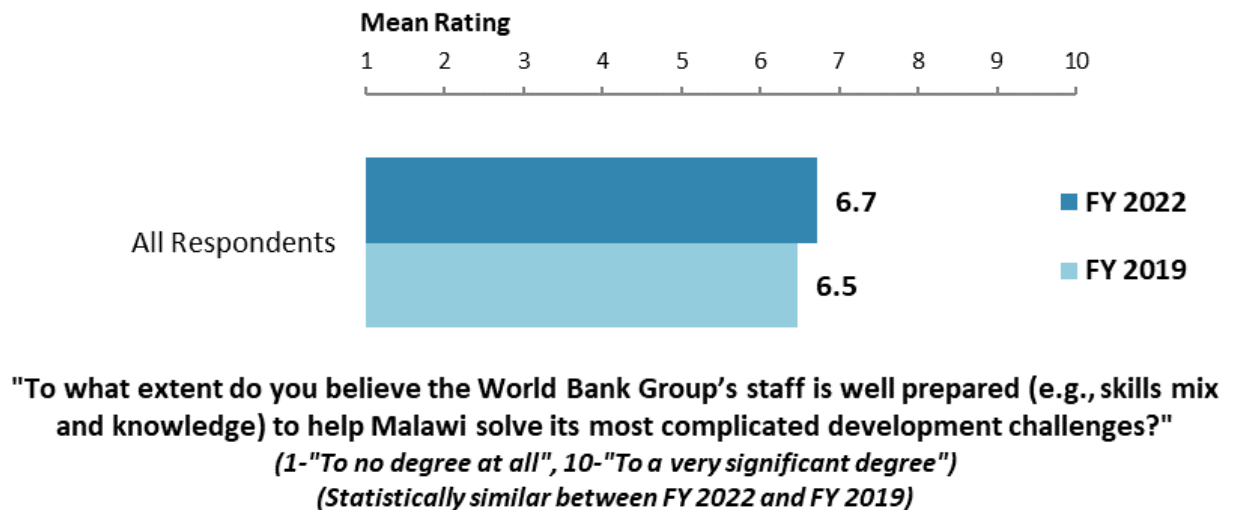


V. Overall Attitudes toward the World Bank Group (continued)

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



WBG Staff Preparedness

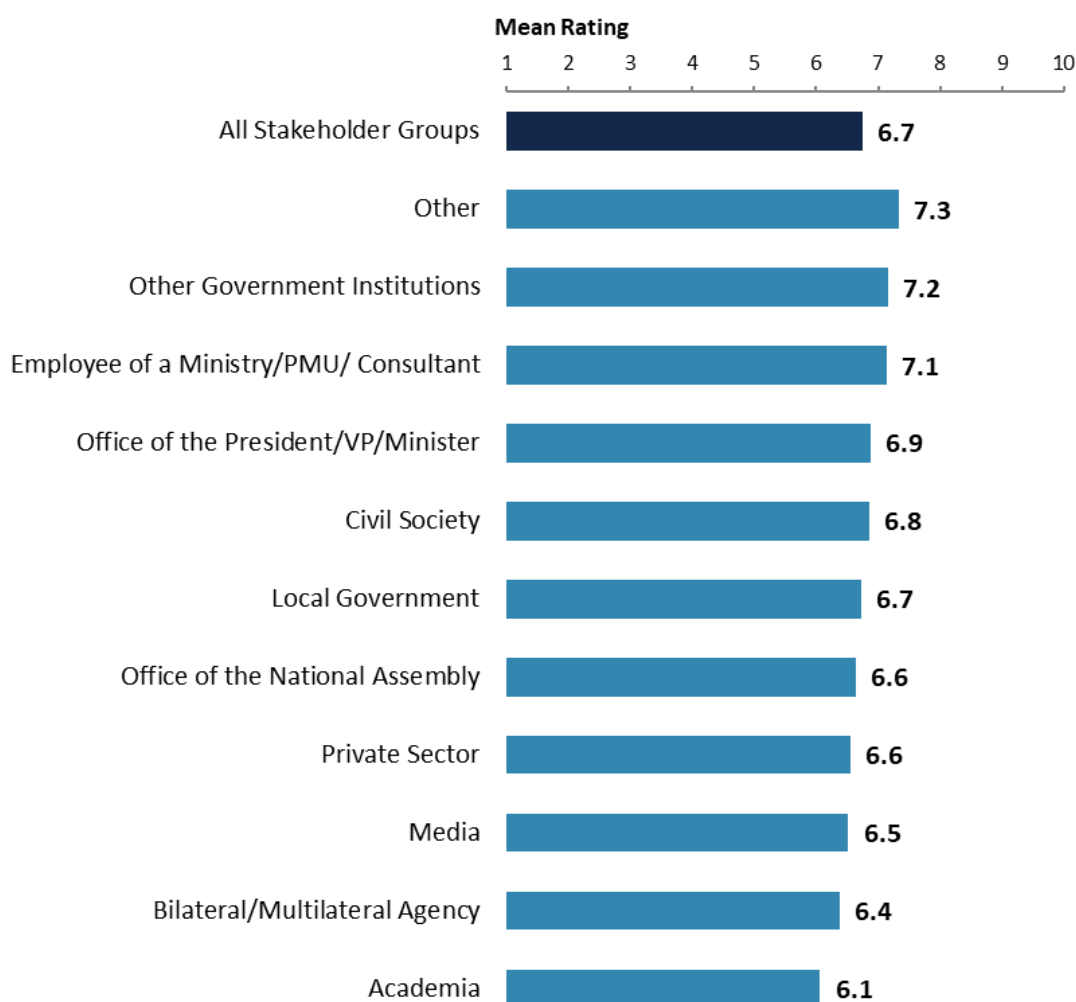




V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of ministries, respondents from PMUs, consultants on WBG projects, respondents from other government institutions, and respondents from other organizations had the highest mean ratings for the aggregated responses to the twenty-four COS indicator questions, whereas respondents from the academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 49).



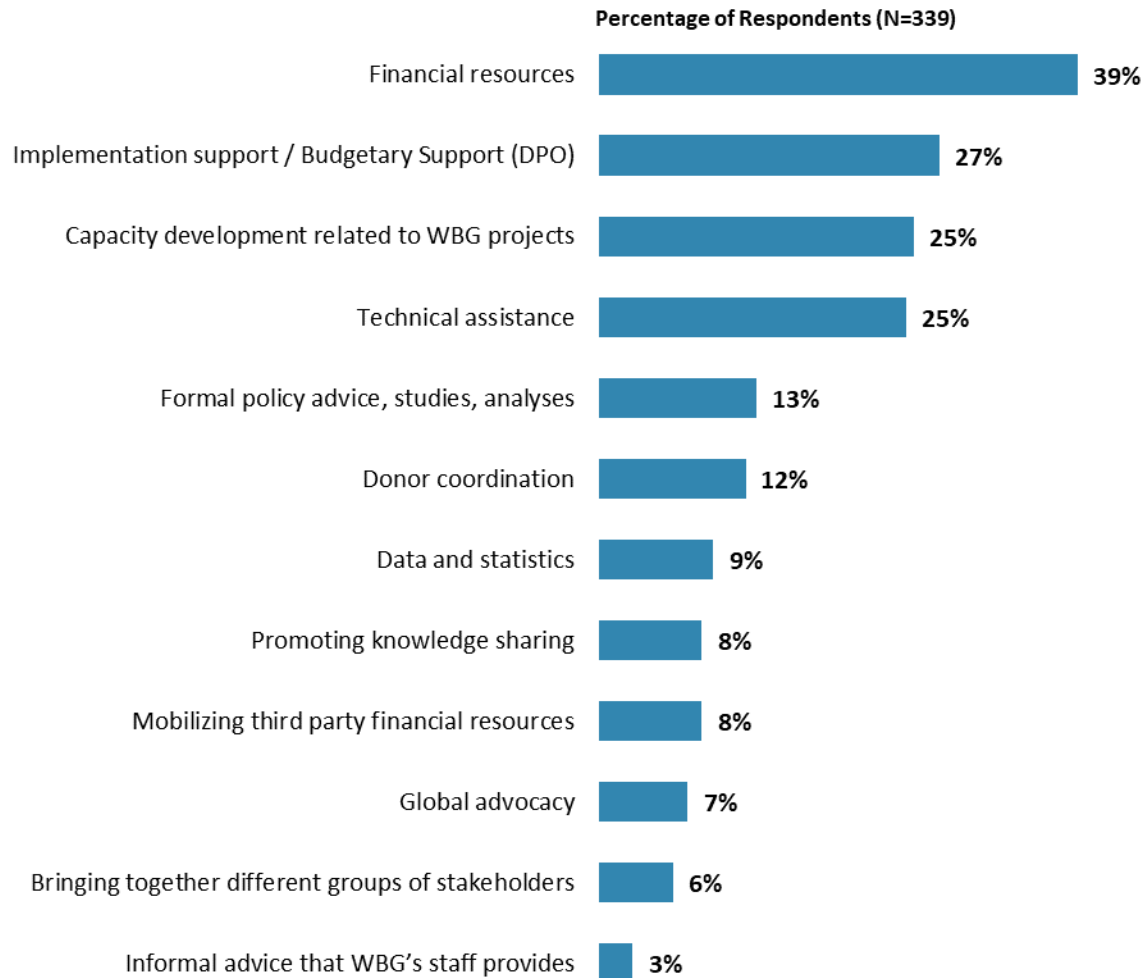
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG's greatest values to Malawi were "*financial resources*" (50%), followed by "*policy, advice, studies and analyses*" (34%), "*capacity development related to WBG supported projects*" (29%), and "*technical assistance*" (26%).

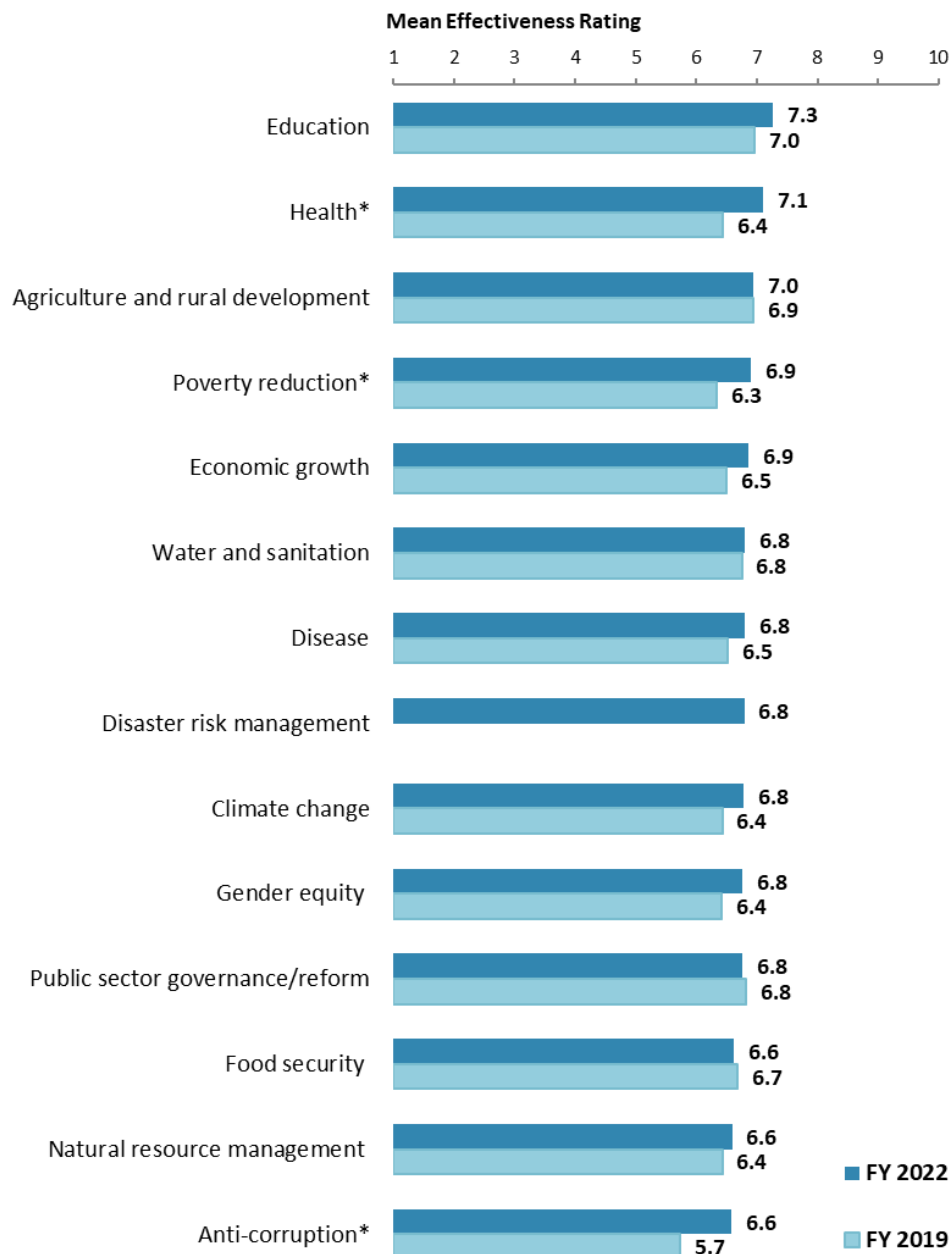


**"When thinking about the World Bank Group's role in Malawi, which activity do you
VALUE the most? (Choose no more than 2)"**
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas³



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

(Top 14 of 28 shown)

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

(*Significantly different between FY 2022 and FY 2019)

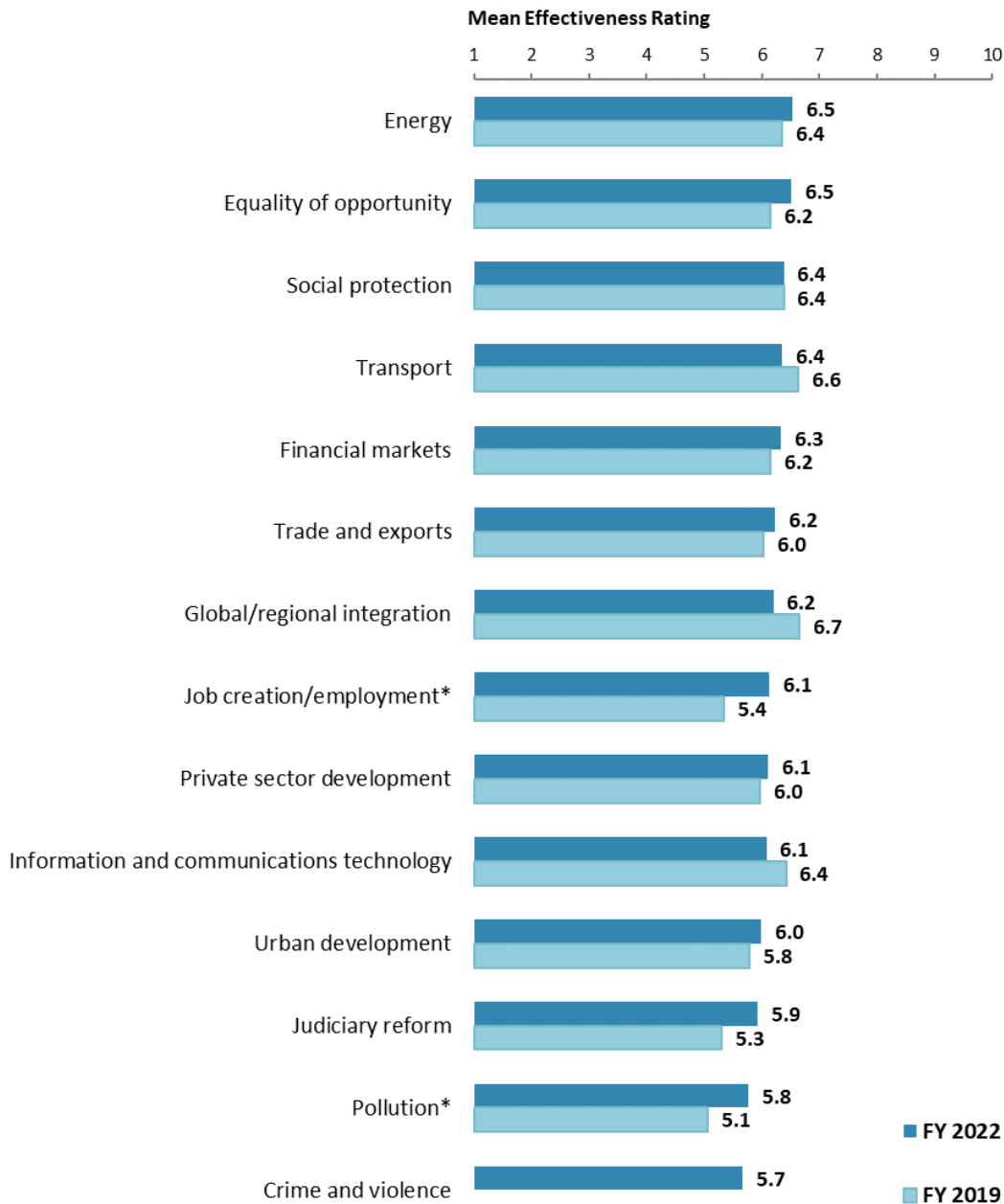
Chart continues on next page...

³ Note in Appendix A (page 36), 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. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas (*continued*)



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

(Bottom 14 of 28 shown)

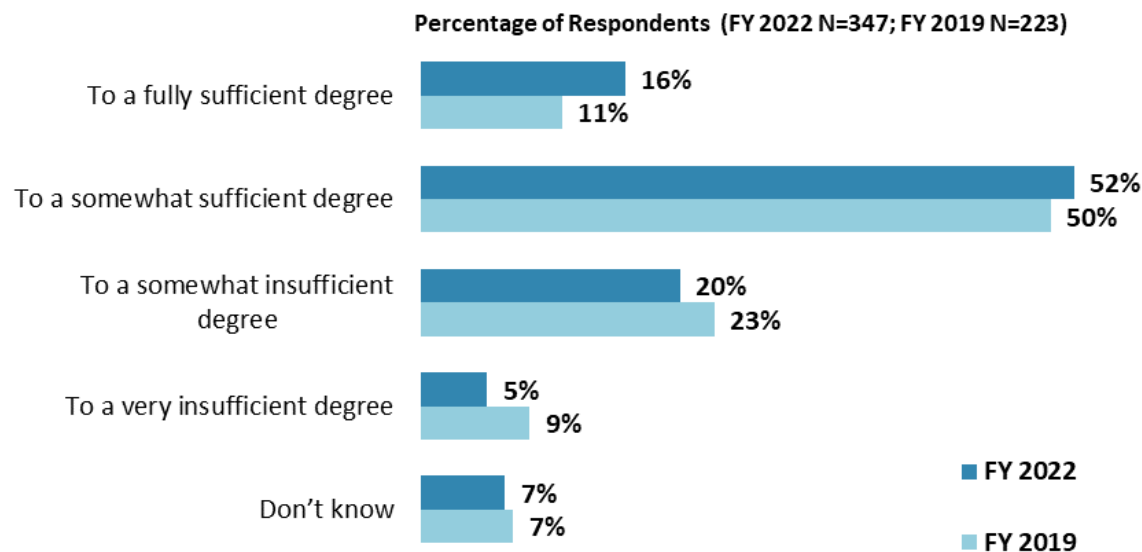
(1-"Not effective at all", 10-"Very effective")

(*Significantly different between FY 2022 and FY 2019)



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

Helping the Poorest

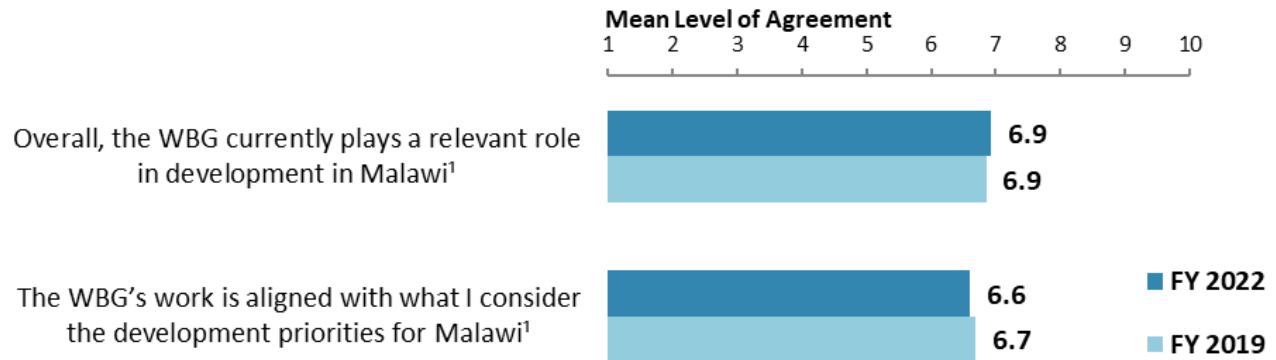


"To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi?" (Respondents chose from a list.)
(Statistically similar between FY2019 and FY2022)



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

The World Bank Group's Work in Malawi



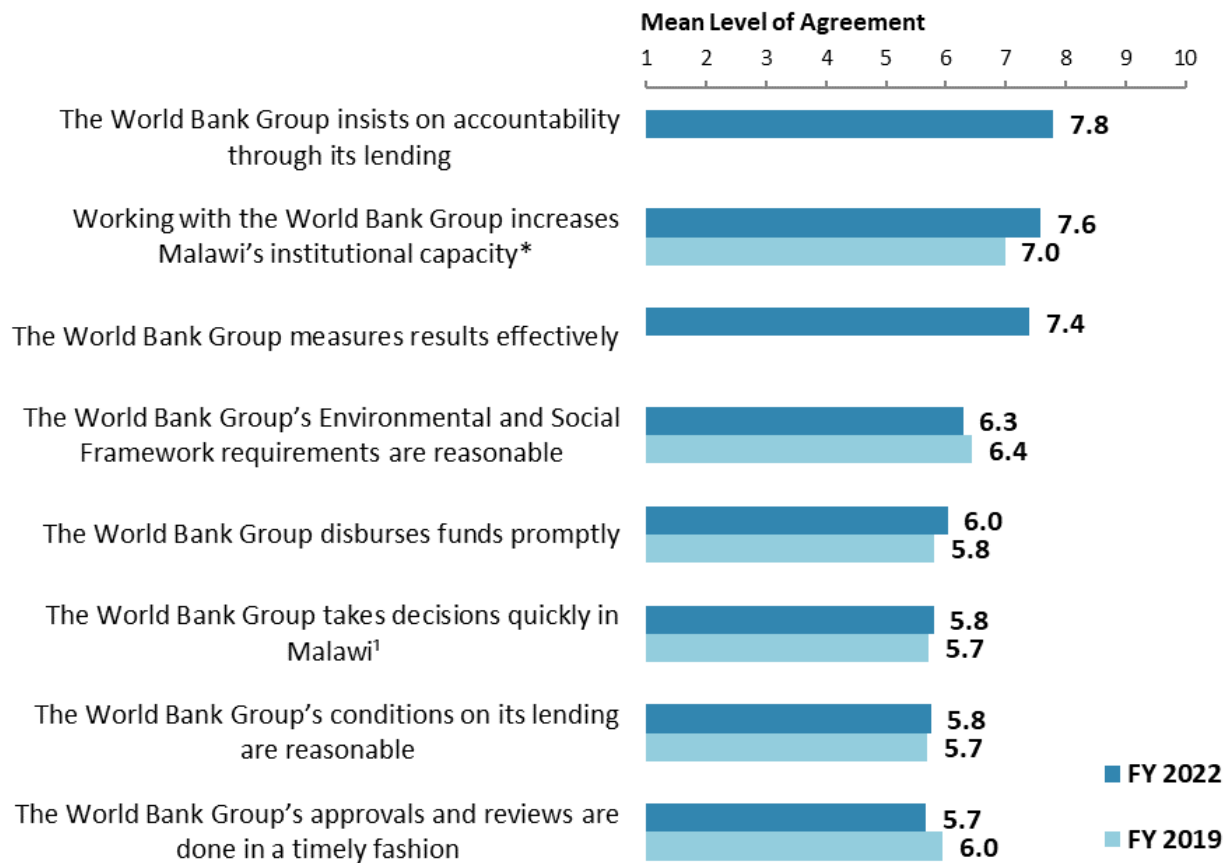
"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Malawi?"

*(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question
(Statistically similar between FY2019 and FY2022)*



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

Overall Perceptions



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

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

(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



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

The WBG as an Effective Development Partner



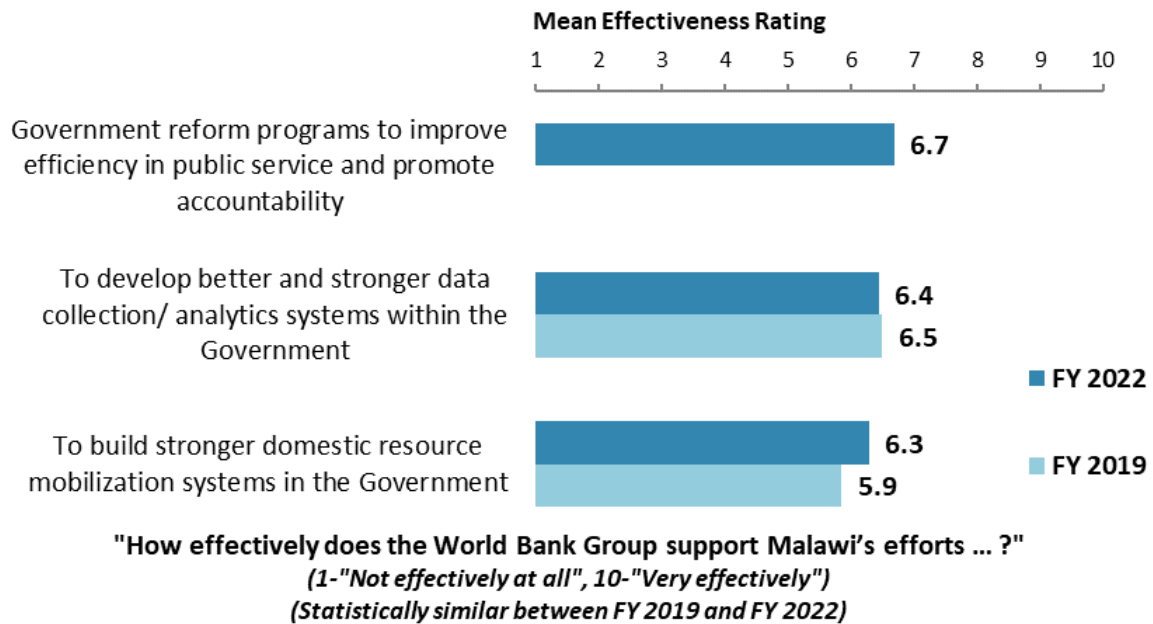
"To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



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

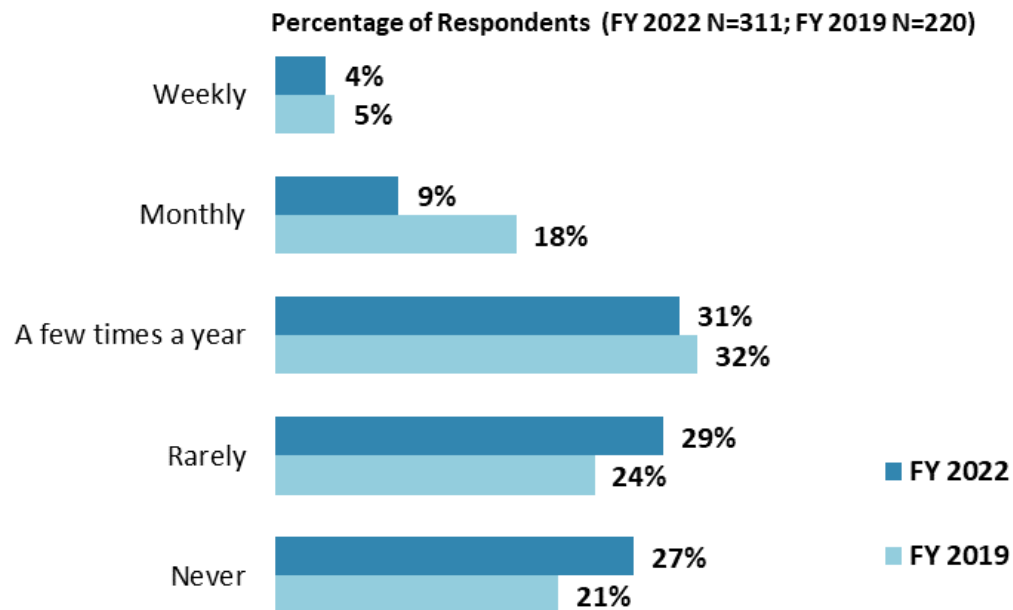
Effectiveness of WBG's Support





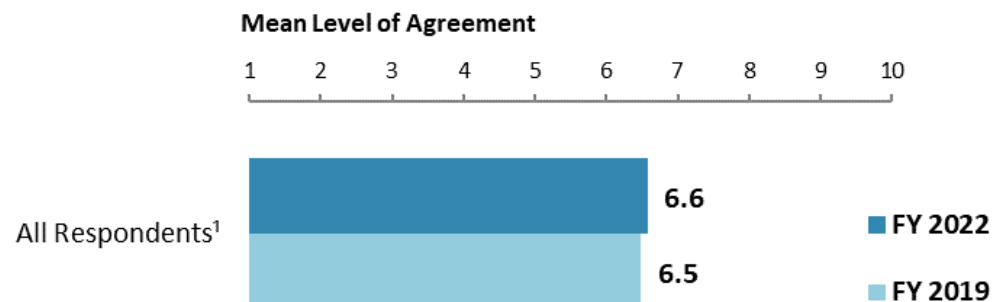
VIII. World Bank Group's Knowledge and Instruments

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.)
(*Significantly different between FY 2022 and FY 2019)

Meeting Malawi's Knowledge Needs (Indicator Question)

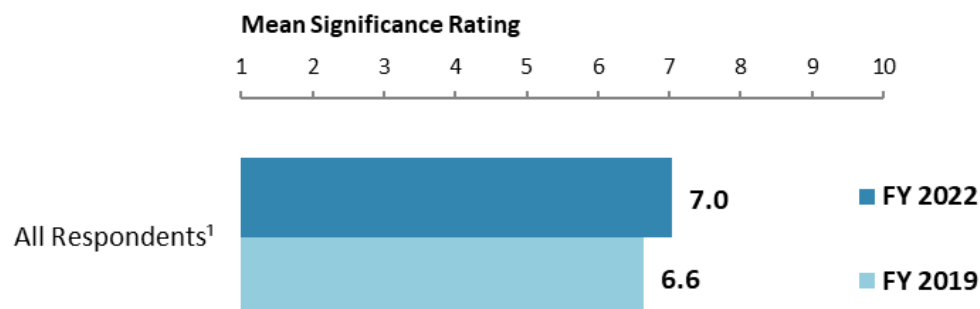


"The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question
(Statistically similar between FY 2022 and FY 2019)



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

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

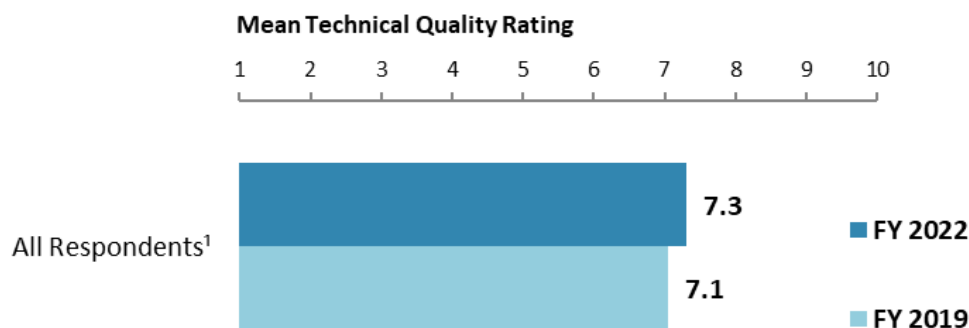


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

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

(Statistically similar between FY 2022 and FY 2019)

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?"

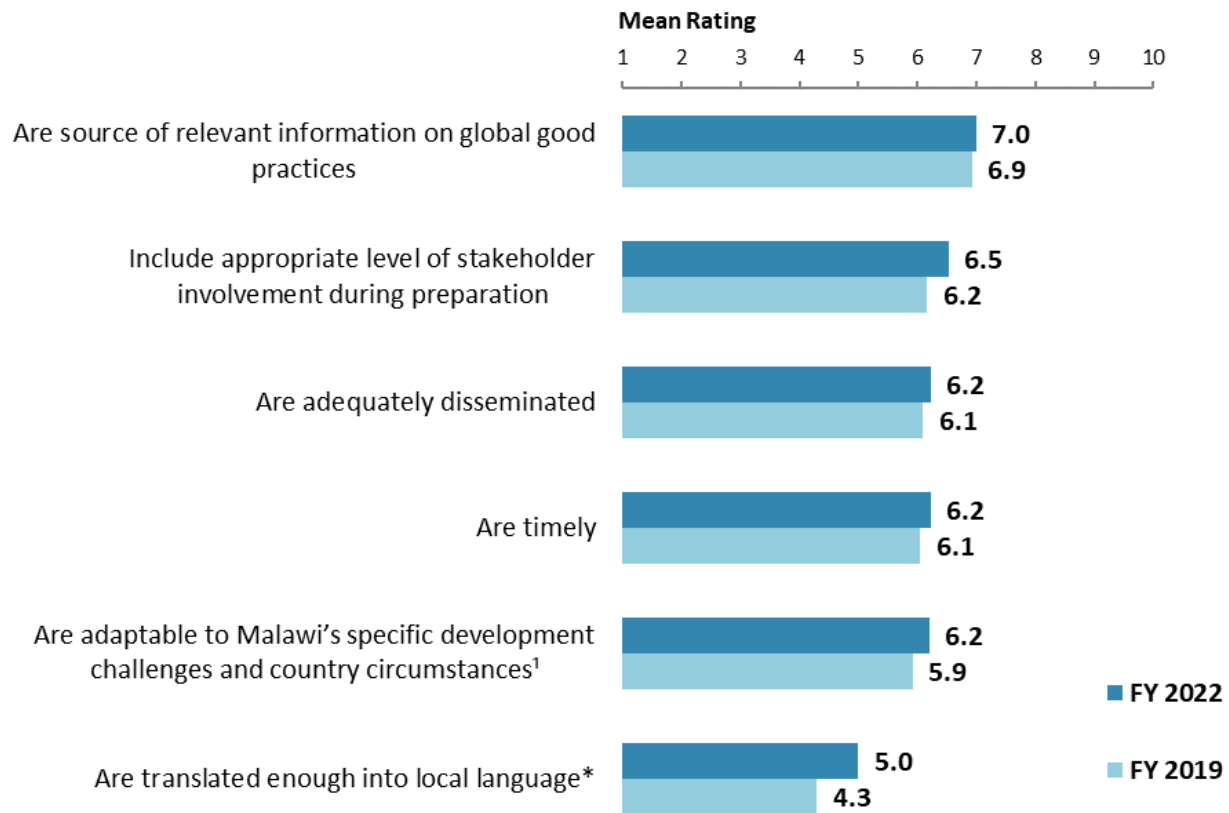
(1-"Very low technical quality", 10-"Very high technical quality") ¹Indicator Question

(Statistically similar between FY 2022 and FY 2019)



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

Qualities of the WBG's Knowledge Work and Activities

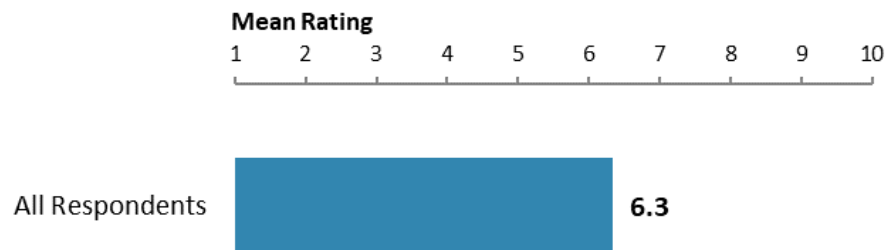


"In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



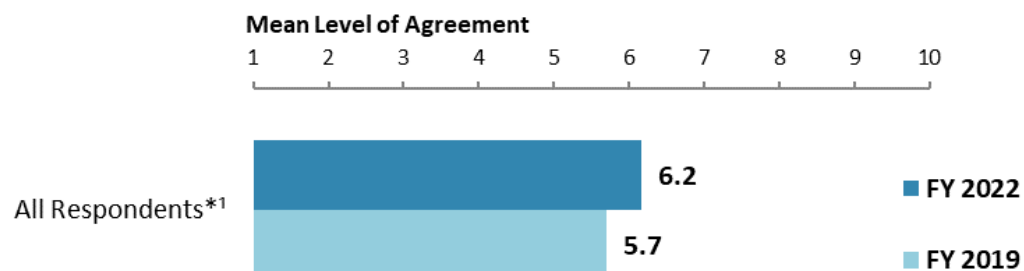
VIII. World Bank Group's Knowledge and Instruments (continued)

WBG's Reimbursable Advisory Services (RAS)



"To what extent do you believe that Malawi received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")

Meeting Malawi's Needs for Financial Instruments (*Indicator Question*)

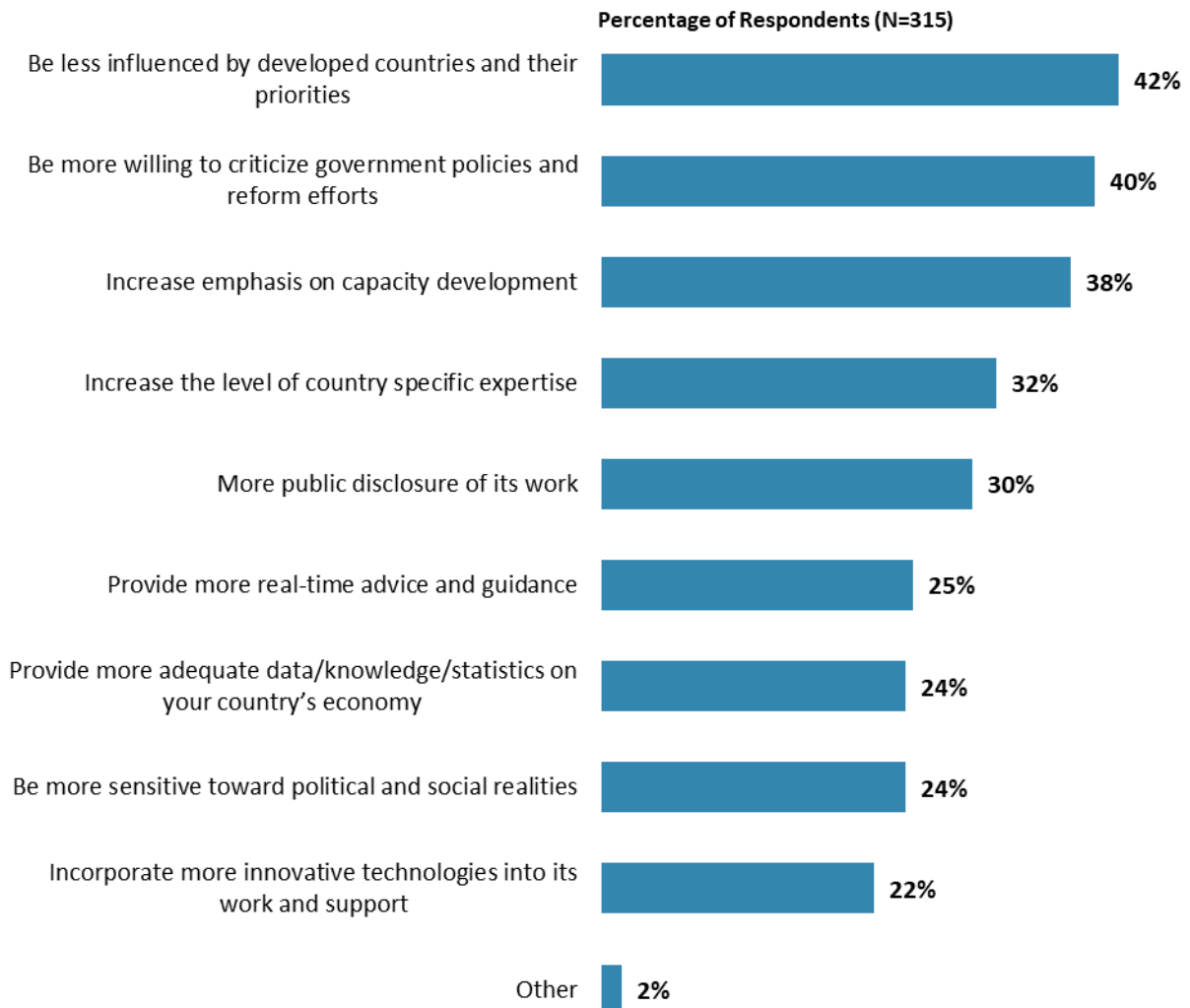


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Malawi"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



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

Making the World Bank Group of Greater Value



**"Which of the following SHOULD the WBG do to improve its advice and guidance in Malawi?
(Choose no more than 3) "**

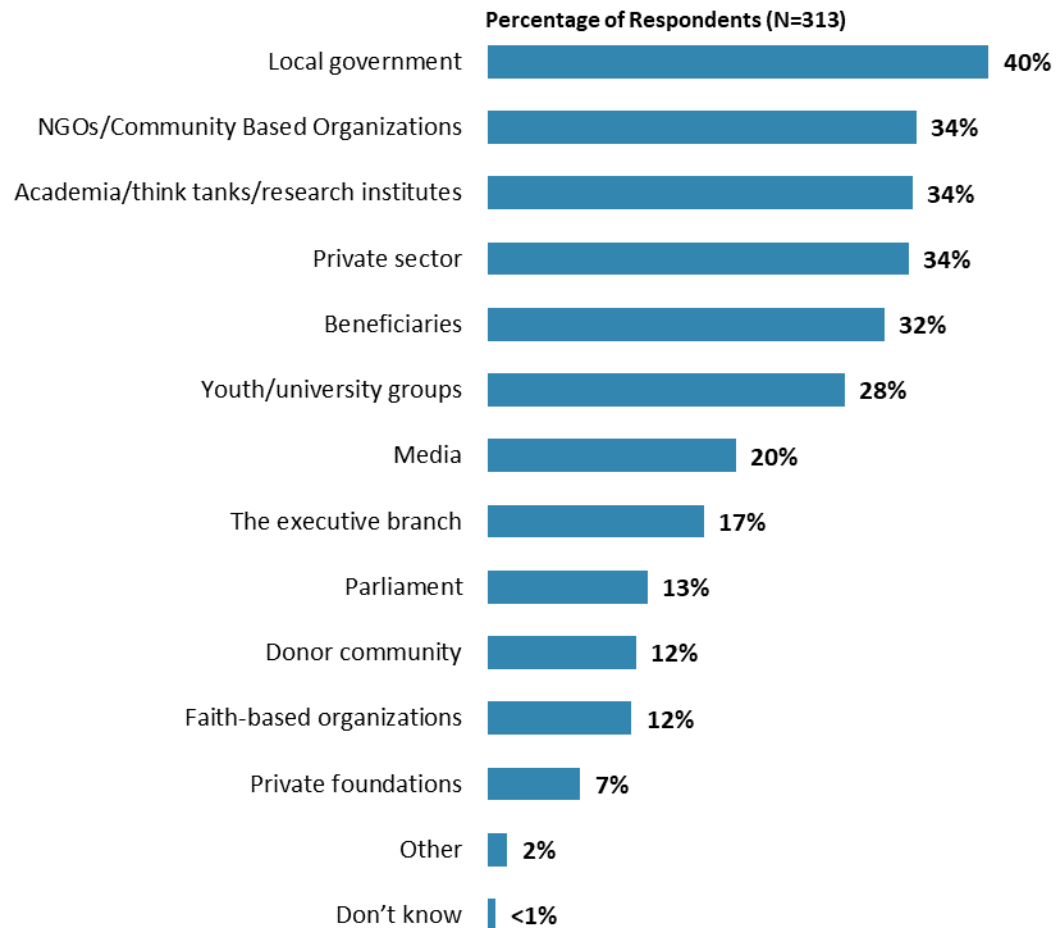
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should collaborate more with “*private sector*” (42%), “*local government*” (41%), “*NGOs/community-based organizations*” (26%), “*academia/think tanks/research institutes*” (21%), and “*beneficiaries*” (19%) to ensure better development results in Malawi.



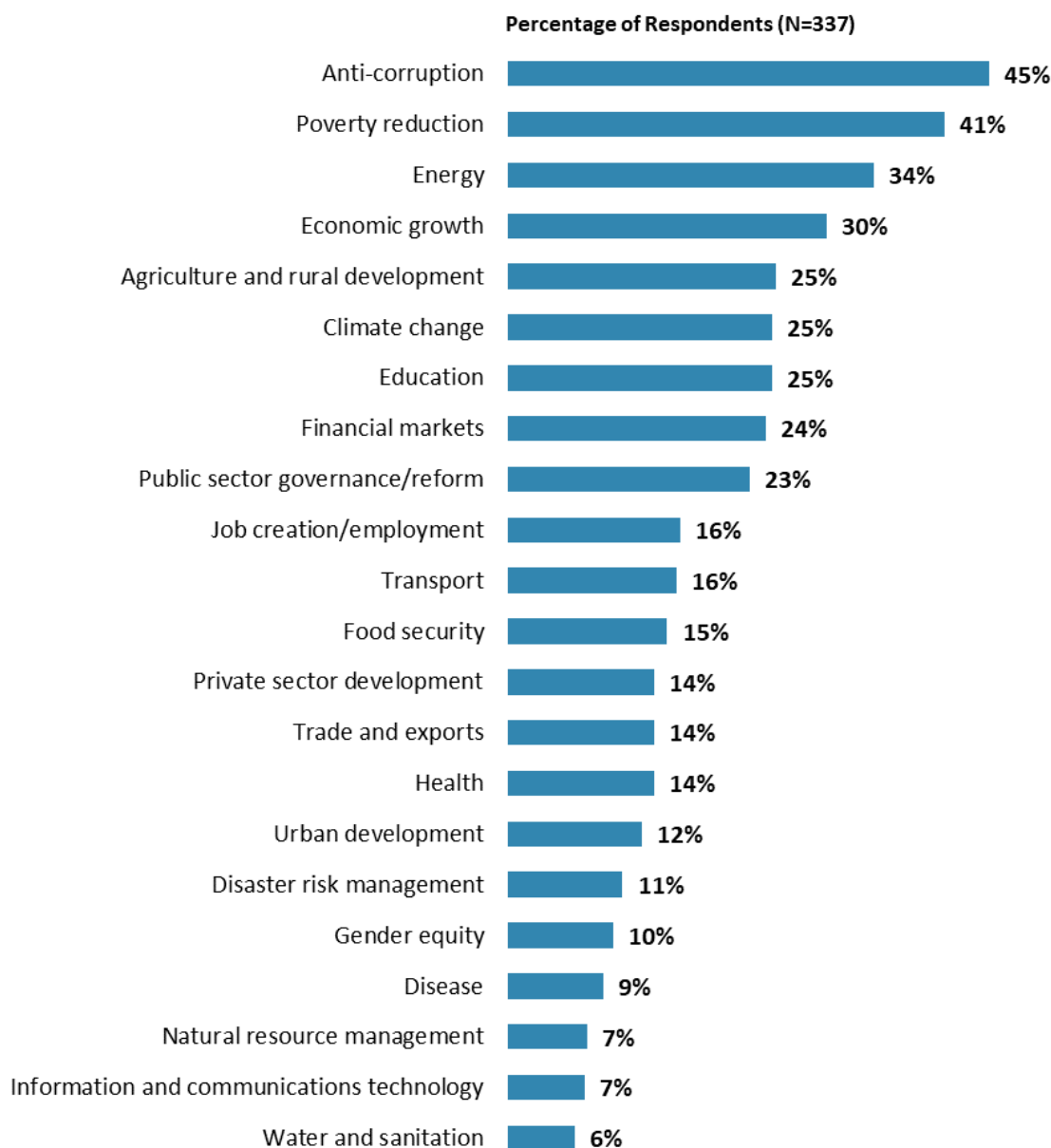
"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Malawi? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should focus its resources on “agriculture and rural development” (35%), “education” (31%), “public sector governance/reform” (25%) and “energy” (23%).

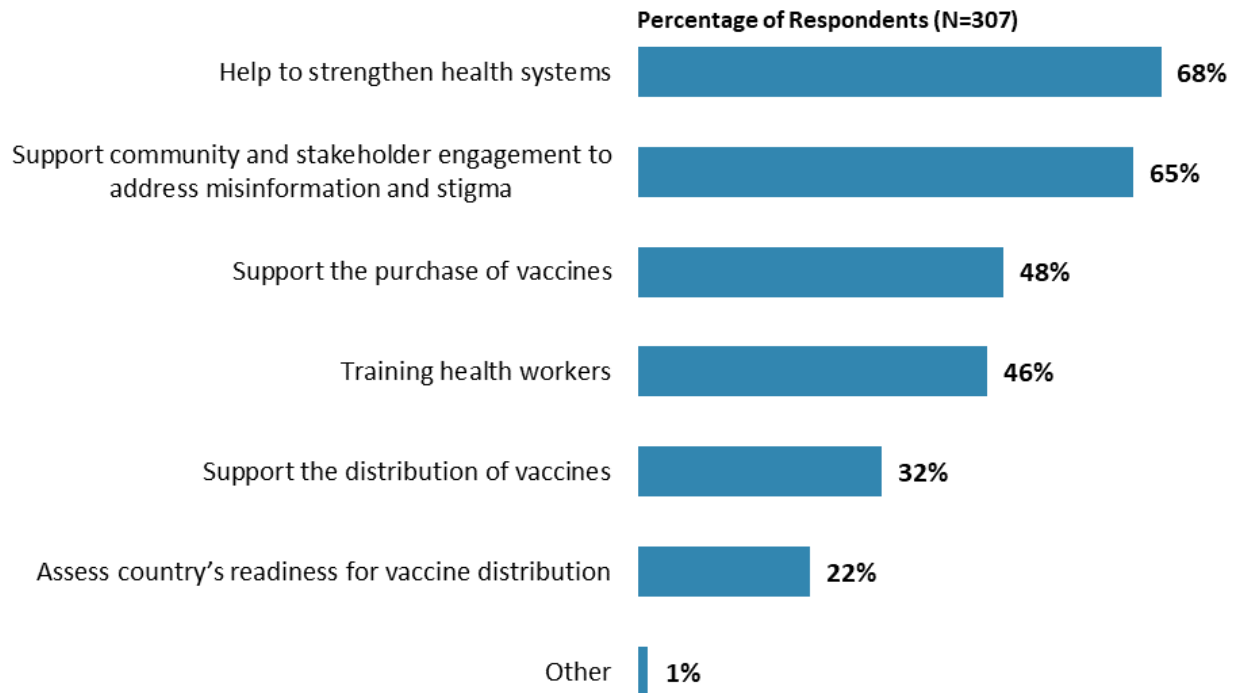


“When thinking about how the World Bank Group can have the most impact on development results in Malawi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Malawi? (Choose no more than 5)”
(Respondents chose from a list. Responses combined. Top 22 of 30 response options shown)



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

WBG Support related to COVID-19 Vaccines

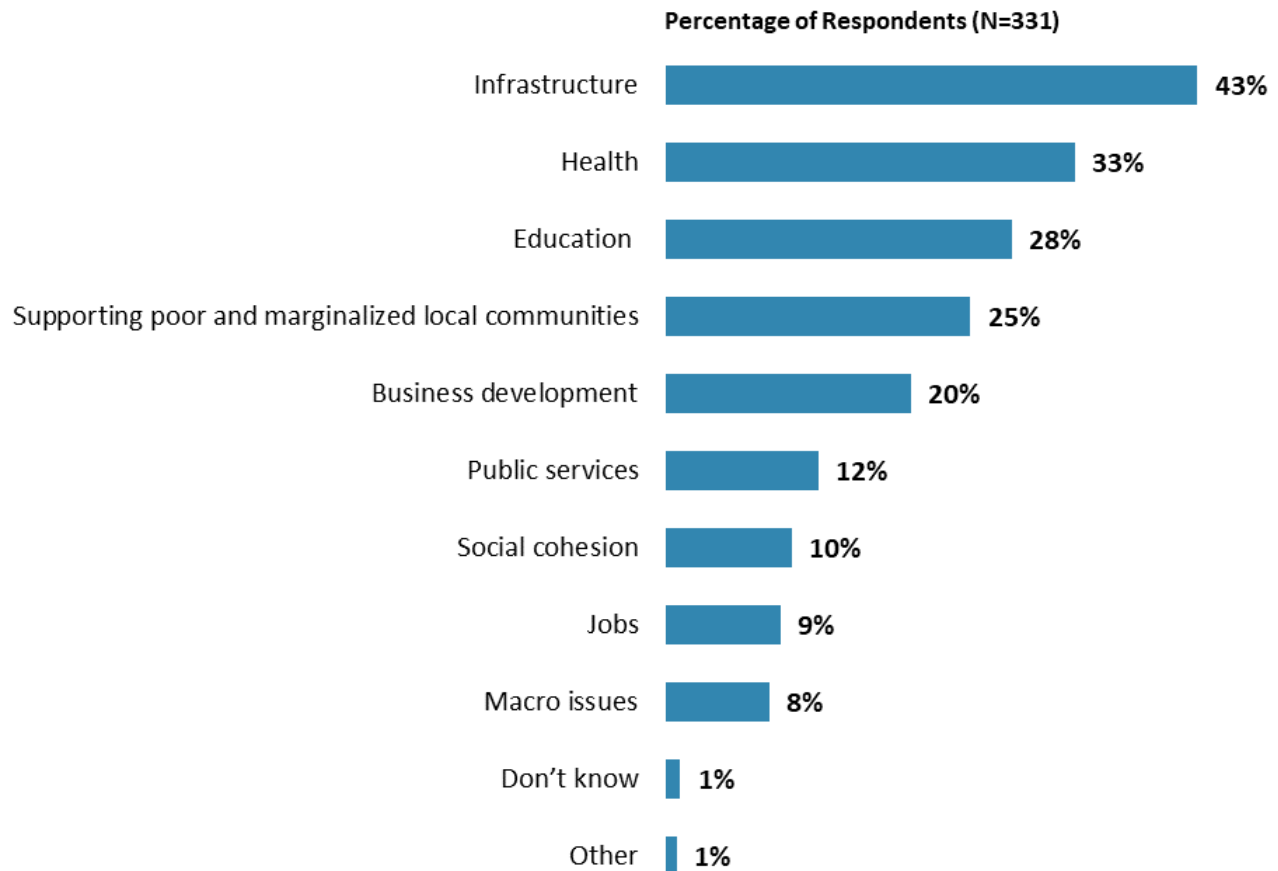


"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Malawi has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3) "



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

WBG Support related to Refugee Crisis



"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 Malawi?"

(Choose no more than 2)"

(Respondents chose from a list. Responses combined.)

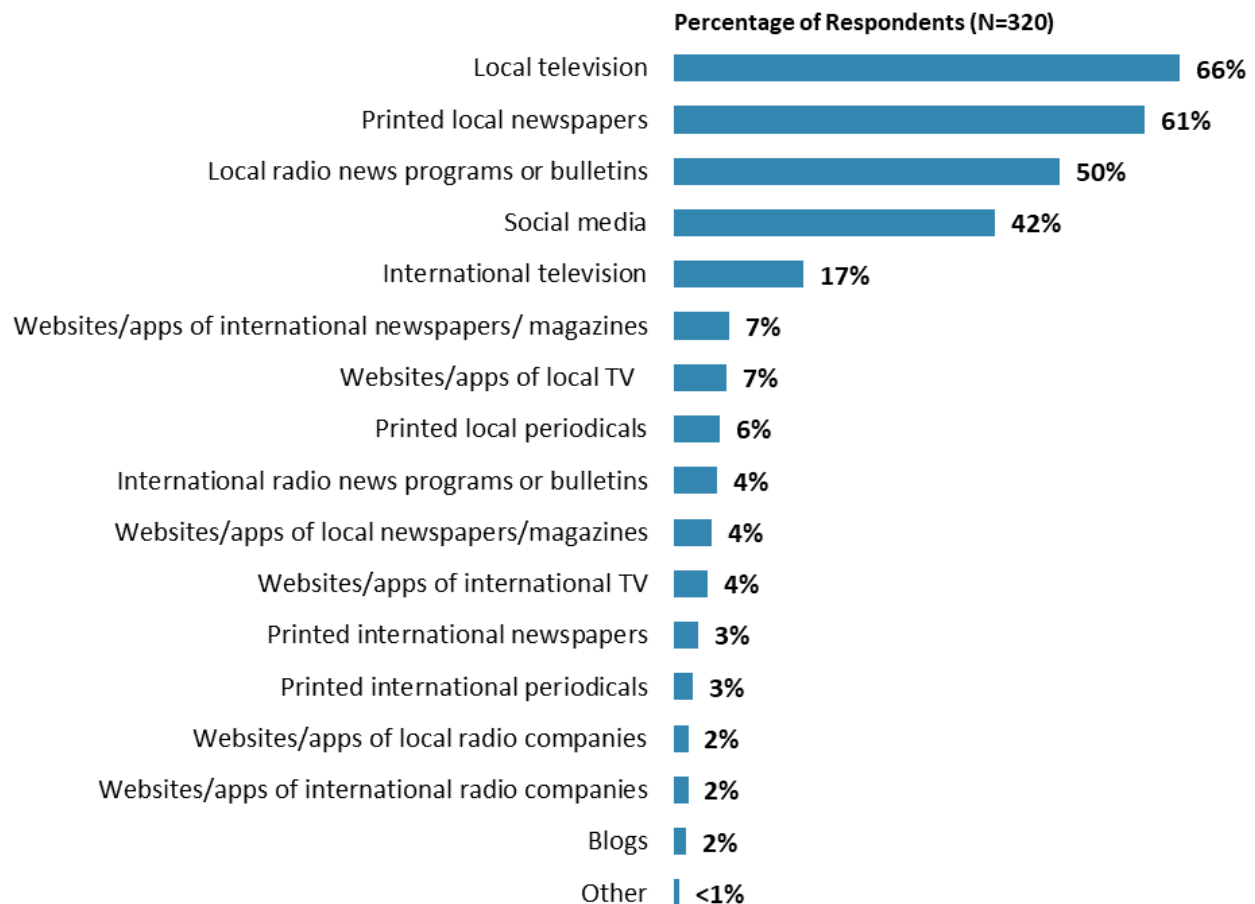


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key stakeholders please see Appendix B (page 49) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that they get most of their information about economic and social development issues in Malawi from the “local newspapers” (56%) and the “Internet” (53%).



"Which would you say are your MAIN sources of news about economic and social development issues in Malawi? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

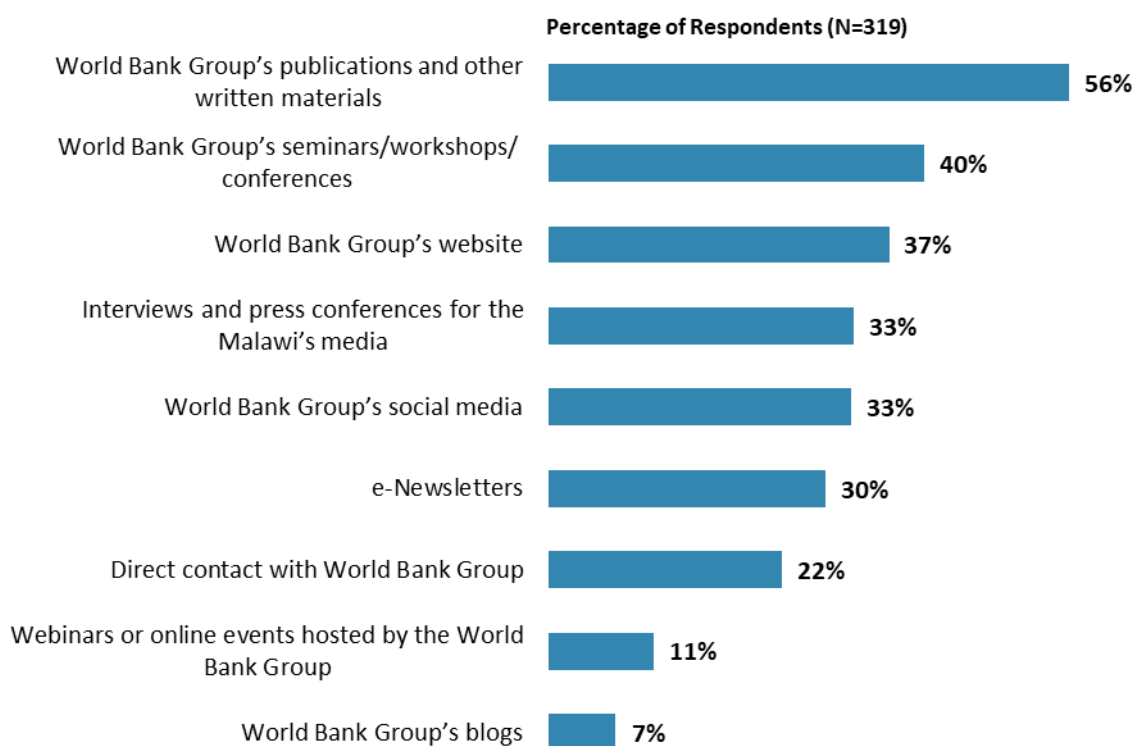


X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 36) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s seminars/workshops/conferences” (41%), “WBG’s publications and other written materials” (36%), “WBG’s website” (36%), “e-Newsletters” (30%), and “Direct contact with WBG” (26%).



"How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=359)

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 (*).

Background Information

Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=354)
NGO/Community Based Organization	15.0%
Employee of Ministry, Ministerial Department	13.3%
Office of the National Assembly	9.6%
Private Sector Organization	8.5%
Media (press, radio, TV, web, etc.)	8.5%
Local Government Office or Staff	7.1%
Academia/Research Institute/Think Tank	5.1%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.7%
Multilateral Agency (UN, regional development bank)	3.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.4%
Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	3.1%
State-Owned Enterprise	3.1%
Financial Sector/Private Bank	3.1%
Faith-Based Group	3.1%
Office of a Minister	2.8%
Youth Group	2.5%
Other	2.5%
Office of the President, Vice President	1.1%
Judicial System (e.g., courts)	0.3%
Private Foundation	0.3%
Professional/Trade association	0.3%

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=350)
Yes	45.4%
No	54.6%

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Malawi? (Select only 1 response)	Percentage of Respondents (N=158)
The World Bank (IDA)	76.6%
The International Finance Corporation (IFC)	20.9%
The Multilateral Investment Guarantee Agency (MIGA)	1.3%
International Centre for Settlement of Investment Disputes (ICSID)	1.3%

**A. Overall Context**

1. In general, would you say that Malawi is headed in ... ?	Percentage of Respondents (N=350)
The right direction	39.1%
The wrong direction	28.3%
Not sure	32.6%

2. Do you think that economic opportunity for citizens in Malawi is ... ?	Percentage of Respondents (N=352)
Increasing	20.7%
Decreasing	47.4%
Staying about the same	31.8%

3. Please identify which of the following development priorities you consider the most important in Malawi. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=357)
Anti-corruption	44.8%
Education	36.1%
Economic growth	34.2%
Agriculture and rural development	33.6%
Job creation/employment	30.5%
Health	29.4%
Transport (e.g., roads, bridges, transportation)	24.4%
Energy	24.4%
Poverty reduction	23.5%
Public sector governance/reform	22.7%
Food security	21.8%
Trade and exports	16.8%
Climate change (e.g., mitigation, adaptation)	14.8%
Water and sanitation	13.4%
Natural resource management	12.6%
Private sector development	11.8%
Disaster risk management	7.0%
Gender equity (closing the gap between women and men, and boys and girls)	7.0%
Information and communications technology	6.7%
Urban development	6.4%
Global/regional integration	4.8%
Judiciary reform	4.8%
National debt	4.5%
Financial markets	4.2%
Disease (HIV and AIDS, malaria)	4.2%
Equality of opportunity (i.e., social inclusion)	4.2%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Crime and violence	2.2%
Global pandemics (e.g., COVID-19)	2.2%
Pollution	1.7%

**A. Overall Context (continued)**

4. When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=352)
Corruption	66.8%
Political pressures and obstacles	28.1%
Inadequate government accountability	27.6%
Reforms are not well thought out in light of country challenges	17.6%
Inadequate citizen/civil society participation	11.6%
Inadequate private sector participation	11.6%
Inadequate capacity in the government	11.1%
Inadequate donor coordination	6.8%
Pressure from outside interest groups	6.3%
Other	2.0%

5. 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	309	23	5.20	2.55
2. Parliament/legislative branch	324	10	5.27	2.57
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	309	14	6.59	2.41
4. The World Bank Group	316	12	6.94	2.36
5. The International Monetary Fund	312	14	6.18	2.47
6. The United Nations (UN)	311	11	6.67	2.35
7. The World Health Organization (WHO)	313	9	7.10	2.22
8. Regional development banks	289	33	6.24	2.35
9. Reserve Bank of Malawi	317	11	6.07	2.54
10. International private sector	289	27	5.63	2.26
11. Domestic private sector	306	15	5.86	2.14
12. International civil society (e.g., NGOs, CBOs)	303	14	6.12	2.41
13. Domestic civil society (e.g., NGOs, CBOs)	309	9	5.97	2.47
14. Youth organizations	298	11	5.88	2.39
15. Faith-based institutions	313	6	6.30	2.37
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	312	5	6.48	2.39
17. International media and their web presence	312	12	5.69	2.37
18. Web based media (i.e., blogs, social media, other web-based news, and information sources)	304	19	5.66	2.45

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

1. How familiar are you with the work of these organizations in Malawi? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	346	n/a	6.03	2.58
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	328	n/a	4.61	2.74

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Malawi? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Malawi*	335	10	6.92	2.61
3. The World Bank Group's work is aligned with what I consider the development priorities for Malawi*	316	15	6.60	2.56

4. Overall, please rate your impression of the effectiveness of these organizations in Malawi. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	320	23	6.68	2.42
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	253	73	6.04	2.44

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Malawi?* (1-To no degree at all, 10-To a very significant degree)	325	21	6.81	2.36

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Malawi?* (1-To no degree at all, 10-To a very significant degree)	304	28	7.21	2.27

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

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi? (Select only 1 response)	Percentage of Respondents (N=347)
To a fully sufficient degree	16.1%
To a somewhat sufficient degree	51.6%
To a somewhat insufficient degree	20.5%
To a very insufficient degree	5.2%
Don't know	6.6%

8. When thinking about the World Bank Group's role in Malawi, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=339)
Financial resources	38.6%
Implementation support / Budgetary Support (DPO)	27.4%
Capacity development related to World Bank Group supported projects	25.4%
Technical assistance	24.8%
Formal policy advice, studies, analyses	12.7%
Donor coordination	11.8%
Data and statistics	9.1%
Promoting knowledge sharing	8.3%
Mobilizing third party financial resources	8.3%
Global advocacy	7.1%
Bringing together different groups of stakeholders	5.9%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.7%
Other	1.5%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Malawi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Malawi? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=337)
Anti-corruption	44.8%
Poverty reduction	40.7%
Energy	34.1%
Economic growth	29.7%
Agriculture and rural development	24.9%
Climate change (e.g., mitigation, adaptation)	24.6%
Education	24.6%
Financial markets	24.0%
Public sector governance/reform	22.6%
Job creation/employment	16.0%
Transport (e.g., roads, bridges, transportation)	15.7%
Food security	14.8%
Private sector development	13.6%
Trade and exports	13.6%
Health	13.6%
Urban development	12.5%
Disaster risk management	10.7%
Gender equity (closing the gap between women and men, and boys and girls)	9.8%
Disease (HIV and AIDS, malaria)	8.9%
Natural resource management	7.4%
Information and communications technology	7.1%
Water and sanitation	6.2%
Equality of opportunity (i.e., social inclusion)	5.6%
National debt	4.7%
Judiciary reform	3.9%
Global pandemics (e.g., COVID-19)	3.6%
Social protection (e.g., pensions, targeted social assistance)	2.7%
Pollution	1.8%
Crime and violence	1.2%
Global/regional integration	1.2%

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

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=334)
Financial advisory solutions	37.4%
Multi-lateral financial institution	32.6%
Investment bank	25.1%
Development institution	24.0%
World Bank	23.1%
Public-private partnerships	20.7%
Innovation and entrepreneurship	15.9%
Don't know	14.4%
Private sector solutions	11.4%
Venture capital	9.3%
Impact investor	8.1%
Asset manager	3.6%
Thought leader	2.1%
None of the above	1.2%
Other	0.0%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Malawi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	285	43	6.72	2.47

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Collaboration with the private sector*	284	39	5.98	2.46
3. Being inclusive*	281	34	6.20	2.30
4. Straightforwardness and honesty*	282	28	6.82	2.37
5. Access to WBG staff and experts	264	43	6.05	2.57
6. Being a long-term partner*	289	14	7.62	2.27
7. Responsiveness to needs*	288	19	6.46	2.46
8. Collaboration with the Government*	290	17	7.80	2.16
9. Flexibility when circumstances change*	262	38	6.24	2.49
10. Collaboration with civil society*	265	37	6.21	2.50
11. Treating clients and stakeholders in Malawi with respect*	267	35	7.08	2.37
12. Openness (sharing data and other information) *	272	32	7.10	2.41
13. Collaboration with other donors and development partners*	268	37	7.62	2.22

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
14. The World Bank Group takes decisions quickly in Malawi*	264	62	5.80	2.64
15. The World Bank Group's approvals and reviews are done in a timely fashion	258	60	5.66	2.58
16. The World Bank Group's conditions on its lending are reasonable	256	59	5.75	2.72
17. The World Bank Group disburses funds promptly	249	62	6.03	2.55
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	250	56	6.29	2.36
19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	278	30	7.80	2.15
20. The World Bank Group measures results effectively	268	41	7.40	2.26
21. Working with the World Bank Group increases Malawi's institutional capacity	279	27	7.58	2.41

To what extent do you agree/disagree with the following statements about the World Bank Group in Malawi? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
22. The World Bank Group's financial instruments meet the needs of Malawi*	281	45	6.17	2.52
23. The World Bank Group meets Malawi's needs for knowledge services*	272	38	6.58	2.43

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
24. To what extent do you believe that Malawi received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-Strongly disagree, 10-Strongly agree)	211	116	6.33	2.45

25. 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 Malawi? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=331)
Infrastructure	43.2%
Health	33.2%
Education	28.1%
Supporting poor and marginalized local communities	24.8%
Business development	19.9%
Public services	12.4%
Social cohesion	10.3%
Jobs	9.4%
Macro issues (fiscal accounts, balance of payments, etc.)	8.5%
Don't know	1.2%
Other	0.9%

**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 Malawi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	178	141	6.38	2.54
2. Agriculture and rural development	236	69	6.95	2.31
3. Gender equity (closing the gap between women and men, and boys and girls)	213	84	6.76	2.27
4. Poverty reduction	247	50	6.90	2.28
5. Public sector governance/reform	211	84	6.76	2.31
6. Equality of opportunity (i.e., social inclusion)	192	102	6.51	2.35
7. Education	235	56	7.26	2.15
8. Health	216	70	7.10	2.19
9. Private sector development	192	87	6.11	2.34
10. Climate change (e.g., mitigation, adaptation)	209	76	6.78	2.25
11. Anti-corruption	199	88	6.58	2.58
12. Judiciary reform	157	125	5.92	2.56
13. Energy	188	97	6.53	2.39
14. Job creation/employment	182	92	6.13	2.49
15. Information and communications technology	170	108	6.08	2.29
16. Disaster risk management	197	77	6.79	2.38
17. Water and sanitation	200	80	6.80	2.26
18. Economic growth	222	54	6.86	2.32
19. Disease (HIV and AIDS, malaria)	177	101	6.80	2.23
20. Natural resource management	197	83	6.59	2.26
21. Pollution	157	120	5.76	2.35
22. Urban development	178	100	5.98	2.35
23. Food security	221	61	6.62	2.33
24. Transport (e.g., roads, bridges, transportation)	195	83	6.35	2.40
25. Global/regional integration	163	116	6.20	2.43
26. Trade and exports	173	108	6.23	2.39
27. Financial markets	182	102	6.33	2.39
28. Crime and violence	154	129	5.67	2.49

2. How effectively does the World Bank Group support Malawi's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
1. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	231	79	6.29	2.52
2. To develop better and stronger data collection/ analytics systems within the Government	233	61	6.44	2.36
3. Government reform programs to improve efficiency in public service and promote accountability	241	51	6.69	2.29

**E. World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=311)
Weekly	3.9%
Monthly	9.3%
A few times a year	30.5%
Rarely	29.3%
Never	27.0%

In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	246	58	6.22	2.32
3. Include appropriate level of stakeholder involvement during preparation	238	52	6.53	2.35
4. Are source of relevant information on global good practices	250	39	7.00	2.32
5. Are adequately disseminated	244	41	6.23	2.45
6. Are translated enough into local language	225	61	5.00	2.80
7. Are adaptable to Malawi's specific development challenges and country circumstances*	250	39	6.20	2.49

Overall Evaluations	N	DK	Mean	SD
8. 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)	281	28	7.04	2.31
9. 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)	272	31	7.31	2.30

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

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Malawi? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=315)
Be less influenced by developed countries and their priorities	41.6%
Be more willing to criticize government policies and reform efforts	39.7%
Increase emphasis on capacity development	37.8%
Increase the level of country specific expertise	31.7%
More public disclosure of its work	29.8%
Provide more real-time advice and guidance	25.1%
Provide more adequate data/knowledge/statistics on your country's economy	24.4%
Be more sensitive toward political and social realities	24.4%
Incorporate more innovative technologies into its work and support	21.9%
Other	1.6%

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

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Malawi? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=313)
Local government	39.9%
NGOs/Community Based Organizations	34.2%
Academia/think tanks/research institutes	33.9%
Private sector	33.5%
Beneficiaries	31.6%
Youth/university groups	28.4%
Media	19.8%
The executive branch	17.3%
Parliament	12.8%
Donor community	11.8%
Faith-based organizations	11.5%
Private foundations	7.3%
Other	1.6%
Don't know	0.6%

3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Malawi has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=307)
Help to strengthen health systems	68.4%
Support community and stakeholder engagement to address misinformation and stigma	64.8%
Support the purchase of vaccines	47.9%
Training health workers	45.6%
Support the distribution of vaccines	31.9%
Assess country's readiness for vaccine distribution	22.5%
Other	1.3%

G. Communication and Information Sharing

1. Which would you say are your MAIN sources of news about economic and social development issues in Malawi? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=320)
Local television	65.9%
Printed local newspapers	61.3%
Local radio news programs or bulletins	50.3%
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)	41.9%
International television	16.9%
Websites/apps of international newspapers/ magazines	7.2%
Websites/apps of local TV	6.9%
Printed local periodicals	5.9%
International radio news programs or bulletins	5.6%
Websites/apps of local newspapers/magazines	5.0%
Websites/apps of international TV	4.4%
Printed international newspapers	3.1%
Printed international periodicals	2.5%
Websites/apps of local radio companies	1.9%
Websites/apps of international radio companies	1.9%
Blogs	1.6%
Other	0.6%

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

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=319)
World Bank Group's publications and other written materials	56.1%
World Bank Group's seminars/workshops/ conferences	40.4%
World Bank Group's website	36.7%
Interviews and press conferences for the Malawi's media	32.9%
World Bank Group's social media	32.6%
e-Newsletters	29.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.1%
Webinars or online events hosted by the World Bank Group	11.3%
World Bank Group's blogs	7.2%

3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=301)
High speed/WiFi	79.7%
Dial-up	20.3%

4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=311)
Mobile	38.9%
Computer/laptop	48.6%
I never visit the World Bank Group websites	12.5%

5. 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)	305	15.1%	27.2%	39.3%	18.4%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	293	12.6%	31.4%	39.2%	16.7%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	290	10.3%	17.6%	26.9%	45.2%
Visited a WBG website (e.g., read a blog, used data)	284	5.6%	19.4%	43.3%	31.7%
Attended an event/conference hosted by the WBG	269	4.5%	7.8%	28.6%	59.1%
Attended/participated in a webinar or online event hosted by the WBG	280	3.9%	10.4%	22.5%	63.2%
Read some or all of a WBG research paper or publication	277	6.5%	13.7%	40.8%	39.0%
Met professionally with WBG staff	277	4.3%	9.4%	24.5%	61.7%
Read a WBG e-newsletter	280	4.6%	11.4%	28.2%	55.7%

**H. Background Information**

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=318)
Education	10.7%
Communications, public affairs	10.4%
Generalist (specialized in multiple sectors)	9.7%
Agriculture, rural development	9.4%
Other	7.5%
Finance and markets	6.6%
Health, nutrition	6.0%
Governance, anti-corruption	5.3%
Poverty	5.0%
Urban development	5.0%
Environment, natural resources	4.4%
Social protection	3.8%
Macroeconomics, fiscal management	3.1%
Water, sanitation	3.1%
Trade and competitiveness	1.9%
Transport	1.6%
Energy	1.3%
Gender	1.3%
Digital development and technology (ICT)	1.3%
Climate change	0.9%
Jobs	0.6%
Tourism	0.3%
Fragility, conflict, violence, refugees	0.3%
Demographics, migration	0.3%

2. What's your gender?	Percentage of Respondents (N=319)
Female	27.9%
Male	72.1%

3. Within your organization, would you describe yourself as	Percentage of Respondents (N=317)
Junior level	2.5%
Mid-level staff	14.2%
Mid-level decision-maker / manager	30.0%
Senior level	53.3%

4. What's your age?	Percentage of Respondents (N=319)
25 and under	0.6%
26-35	17.6%
36-45	35.4%
46-55	30.7%
56 and above	15.7%

5. Which best represents your geographic location?	Percentage of Respondents (N=319)
Urban	74.0%
Semi-urban	15.0%
Rural	11.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁴

- Office of the President/Vice President/Minister N=14 ● Office of the National Assembly N= 34
- Employee of Ministry/PMU/Consultant on WBG project N=58 ● Local Government N=25 ● Other Government Institutions⁵ N=24
- Bilateral/Multilateral Agency N=26 ● Private Sector/Financial Sector/Private Banks (Private Sector) N=41
- Civil Society⁶ N=75 ● Academia N=18 ● Media N=30

A. Overall Context

In terms of its development, would you say that Malawi is headed in ... ?

Percentage of Respondents	Office of the President/VP/Minister	Office of the National Assembly	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agencies	Private Sector	Civil Society	Academia	Media
The right direction*	69.2%	17.6%	47.4%	52.0%	45.5%	44.0%	30.8%	41.9%	27.8%	27.6%
The wrong direction	7.7%	23.5%	17.5%	20.0%	27.3%	28.0%	41.0%	31.1%	33.3%	48.3%
Not sure	23.1%	58.8%	35.1%	28.0%	27.3%	28.0%	28.2%	27.0%	38.9%	24.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/VP/Minister	Office of the National Assembly	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Increasing	61.5%	8.8%	19.0%	24.0%	42.9%	24.0%	19.5%	13.3%	22.2%	14.3%
Decreasing	15.4%	44.1%	37.9%	48.0%	38.1%	52.0%	43.9%	58.7%	61.1%	60.7%
Staying about the same	23.1%	47.1%	43.1%	28.0%	19.0%	24.0%	36.6%	28.0%	16.7%	25.0%

*Significantly different between stakeholder groups

⁴ Only 345 respondents provided information about their current positions. Therefore, only these respondents were included in this stakeholder group analysis.

⁵ Includes the following categories: Independent Government Institution (N=12), Judicial System (N=1), and State-Owned Enterprise (N=11)

⁶ Includes the following categories: Private Foundation (N=1), NGO/CBO (N=53), Professional/Trade association (N=1), Faith-Based Group (N=11), and Youth Group (N=9)

**A. Overall Context (continued)**

Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Anti-corruption*	64.3%	94.1%	27.6%	28.0%	66.7%	46.2%	48.8%	36.0%	50.0%	26.7%
Social protection*	0.0%	5.9%	0.0%	12.0%	4.2%	3.8%	2.4%	0.0%	5.6%	3.3%
Transport	28.6%	14.7%	29.3%	28.0%	25.0%	19.2%	31.7%	25.3%	22.2%	16.7%
Private sector development	7.1%	11.8%	17.2%	8.0%	4.2%	19.2%	12.2%	8.0%	11.1%	13.3%
Energy	28.6%	14.7%	36.2%	12.0%	8.3%	23.1%	26.8%	32.0%	16.7%	20.0%
Financial markets*	28.6%	5.9%	1.7%	0.0%	8.3%	0.0%	4.9%	1.3%	0.0%	3.3%
Global/regional integration*	14.3%	14.7%	0.0%	4.0%	4.2%	3.8%	14.6%	1.3%	0.0%	0.0%
Crime and violence	7.1%	8.8%	1.7%	0.0%	0.0%	0.0%	2.4%	1.3%	0.0%	3.3%
Disaster risk management	14.3%	2.9%	5.2%	12.0%	4.2%	11.5%	4.9%	5.3%	5.6%	10.0%
National debt*	7.1%	2.9%	3.4%	0.0%	4.2%	23.1%	2.4%	1.3%	11.1%	0.0%
Urban development*	0.0%	2.9%	6.9%	28.0%	8.3%	0.0%	4.9%	5.3%	11.1%	3.3%
Health*	28.6%	32.4%	22.4%	20.0%	33.3%	11.5%	31.7%	37.3%	5.6%	46.7%
Pollution	0.0%	5.9%	0.0%	4.0%	0.0%	0.0%	4.9%	1.3%	0.0%	0.0%
Gender equity	0.0%	0.0%	5.2%	8.0%	0.0%	15.4%	4.9%	8.0%	11.1%	13.3%
Climate change*	0.0%	5.9%	22.4%	8.0%	20.8%	23.1%	4.9%	22.7%	16.7%	3.3%
Disease (HIV and AIDS, malaria)	0.0%	8.8%	1.7%	0.0%	4.2%	3.8%	7.3%	5.3%	0.0%	3.3%
Agriculture and rural development*	14.3%	8.8%	46.6%	52.0%	25.0%	19.2%	29.3%	40.0%	27.8%	40.0%
Food security	21.4%	26.5%	29.3%	20.0%	12.5%	7.7%	12.2%	20.0%	33.3%	33.3%
Water and sanitation	21.4%	14.7%	22.4%	16.0%	25.0%	7.7%	12.2%	6.7%	5.6%	6.7%
Education*	28.6%	29.4%	36.2%	44.0%	16.7%	34.6%	22.0%	52.0%	55.6%	26.7%
Economic growth	28.6%	20.6%	39.7%	24.0%	33.3%	38.5%	26.8%	37.3%	50.0%	46.7%
Public sector governance/reform	14.3%	11.8%	22.4%	20.0%	33.3%	19.2%	24.4%	22.7%	33.3%	33.3%
Trade and exports	21.4%	11.8%	17.2%	28.0%	25.0%	15.4%	7.3%	16.0%	27.8%	13.3%
Natural resource management	21.4%	20.6%	19.0%	4.0%	8.3%	7.7%	12.2%	13.3%	11.1%	3.3%
Global pandemics (e.g., COVID-19)	7.1%	5.9%	0.0%	4.0%	0.0%	3.8%	0.0%	2.7%	0.0%	3.3%
Equality of opportunity	0.0%	2.9%	1.7%	4.0%	0.0%	7.7%	7.3%	2.7%	5.6%	6.7%
Information and communications technology	14.3%	0.0%	5.2%	4.0%	4.2%	0.0%	2.4%	9.3%	16.7%	16.7%
Job creation/employment	50.0%	11.8%	27.6%	32.0%	25.0%	30.8%	19.5%	44.0%	33.3%	33.3%
Judiciary reform	0.0%	14.7%	1.7%	0.0%	8.3%	0.0%	9.8%	4.0%	0.0%	6.7%
Poverty reduction	21.4%	14.7%	20.7%	24.0%	25.0%	23.1%	17.1%	25.3%	33.3%	33.3%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Corruption*	63.6%	90.9%	53.4%	45.8%	79.2%	64.0%	70.0%	69.3%	88.9%	53.3%
Reforms are not well thought out in light of country challenges*	0.0%	6.1%	32.8%	12.5%	25.0%	12.0%	10.0%	16.0%	16.7%	23.3%
Inadequate government accountability	9.1%	12.1%	19.0%	29.2%	16.7%	24.0%	30.0%	38.7%	38.9%	40.0%
Inadequate capacity in the government	18.2%	6.1%	17.2%	12.5%	16.7%	20.0%	10.0%	8.0%	0.0%	6.7%
Inadequate citizen/civil society participation	0.0%	6.1%	10.3%	4.2%	4.2%	16.0%	10.0%	20.0%	5.6%	20.0%
Inadequate private sector participation*	27.3%	24.2%	5.2%	12.5%	8.3%	16.0%	15.0%	5.3%	11.1%	6.7%
Pressure from outside interest groups*	27.3%	18.2%	3.4%	4.2%	8.3%	0.0%	2.5%	5.3%	5.6%	6.7%
Inadequate donor coordination	27.3%	3.0%	8.6%	12.5%	0.0%	8.0%	5.0%	6.7%	0.0%	3.3%
Political pressures and obstacles	27.3%	15.2%	39.7%	41.7%	25.0%	28.0%	22.5%	28.0%	22.2%	30.0%
Other	0.0%	0.0%	3.4%	0.0%	4.2%	8.0%	0.0%	0.0%	5.6%	3.3%

*Significantly different between stakeholder groups

	Office of the President/VP/ Minister		Office of the National Assembly		Employee of a Ministry/PMU/ Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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?	12	7.17	32	7.47	53	6.89	22	7.32	20	7.15	24	6.46	33	6.58	66	7.14	16	6.25	25	6.16

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

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

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

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	12	5.75	34	5.12	58	7.10	24	5.92	22	5.55	25	6.80	37	5.95	74	5.74	18	5.67	29	5.76
The International Finance Corporation (IFC), the WBG's private sector arm	9	5.44	32	5.84	54	4.30	25	4.16	18	4.83	25	4.80	36	5.11	71	4.24	17	4.29	29	4.07

*Significantly different between stakeholder groups

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

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, the WBG currently plays a relevant role in development in Malawi*	11	6.91	34	6.24	55	7.95	24	6.54	21	7.76	24	6.71	39	7.21	71	6.82	17	5.82	26	6.31
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	9	6.67	33	6.45	55	7.40	22	6.50	18	7.06	23	6.52	36	6.67	66	6.50	16	5.44	25	5.68

*Significantly different between stakeholder groups

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

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)	11	7.18	33	6.39	55	7.42	22	6.59	22	7.09	23	6.48	37	6.54	64	6.50	17	6.18	24	5.71
The International Finance Corporation (IFC), the World Bank Group's private sector arm	8	7.25	31	7.10	36	5.58	13	6.23	14	6.36	20	5.35	31	6.42	51	5.84	16	4.94	22	5.68

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

	Office of the President/PM/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Malawi?	10	7.10	34	6.29	54	7.44	24	6.75	21	6.90	23	6.70	39	6.67	66	6.97	17	6.12	25	6.32

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

	Office of the President/VP/		National Assembly		Ministry/PMU/Consultant		Local Government		Government Institution		Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Malawi?	9	7.11	33	6.15	53	7.70	22	7.68	19	7.00	21	7.00	32	7.28	63	7.52	15	5.93	26	7.58

(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 Malawi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Malawi? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Financial markets*	60.0%	47.1%	9.3%	25.0%	27.3%	36.0%	18.9%	13.3%	35.3%	18.5%
Gender equity	10.0%	2.9%	9.3%	4.2%	9.1%	20.0%	8.1%	12.0%	11.8%	14.8%
Climate change*	40.0%	5.9%	29.6%	12.5%	18.2%	20.0%	5.4%	38.7%	23.5%	37.0%
Poverty reduction	70.0%	35.3%	38.9%	37.5%	54.5%	24.0%	21.6%	48.0%	47.1%	40.7%
Disaster risk management	30.0%	2.9%	11.1%	8.3%	9.1%	16.0%	8.1%	9.3%	5.9%	14.8%
Anti-corruption*	40.0%	41.2%	27.8%	29.2%	40.9%	36.0%	45.9%	57.3%	70.6%	55.6%
Global pandemics	0.0%	8.8%	1.9%	12.5%	9.1%	0.0%	0.0%	1.3%	5.9%	3.7%
Urban development*	30.0%	20.6%	13.0%	41.7%	0.0%	8.0%	5.4%	5.3%	5.9%	14.8%
Equality of opportunity	0.0%	2.9%	1.9%	8.3%	13.6%	0.0%	2.7%	10.7%	11.8%	0.0%
Disease (HIV and AIDS, malaria)	0.0%	26.5%	3.7%	4.2%	9.1%	0.0%	2.7%	9.3%	0.0%	18.5%
Public sector governance/reform	0.0%	8.8%	20.4%	16.7%	27.3%	32.0%	24.3%	21.3%	23.5%	40.7%
Energy	30.0%	26.5%	46.3%	25.0%	18.2%	20.0%	35.1%	37.3%	47.1%	37.0%
Crime and violence	0.0%	0.0%	1.9%	4.2%	0.0%	4.0%	0.0%	0.0%	5.9%	0.0%
Information and communications technology*	10.0%	0.0%	9.3%	0.0%	9.1%	0.0%	5.4%	6.7%	5.9%	25.9%
Private sector development	0.0%	2.9%	16.7%	12.5%	18.2%	12.0%	29.7%	8.0%	11.8%	18.5%
Economic growth	20.0%	23.5%	37.0%	29.2%	45.5%	20.0%	37.8%	30.7%	29.4%	18.5%
Judiciary reform	10.0%	11.8%	0.0%	0.0%	9.1%	0.0%	5.4%	2.7%	5.9%	0.0%
Social protection	0.0%	2.9%	1.9%	8.3%	4.5%	0.0%	0.0%	5.3%	0.0%	0.0%
Trade and exports	20.0%	23.5%	13.0%	12.5%	18.2%	12.0%	13.5%	8.0%	23.5%	11.1%
Education	10.0%	32.4%	25.9%	20.8%	18.2%	16.0%	21.6%	33.3%	29.4%	22.2%
Pollution	10.0%	5.9%	0.0%	4.2%	4.5%	0.0%	2.7%	0.0%	0.0%	0.0%
Agriculture and rural development	30.0%	20.6%	35.2%	33.3%	22.7%	16.0%	37.8%	18.7%	11.8%	18.5%
National debt*	0.0%	5.9%	3.7%	4.2%	0.0%	24.0%	2.7%	1.3%	5.9%	3.7%
Natural resource management	10.0%	2.9%	16.7%	12.5%	9.1%	4.0%	5.4%	4.0%	5.9%	3.7%
Transport	10.0%	2.9%	31.5%	20.8%	13.6%	16.0%	16.2%	14.7%	11.8%	7.4%
Global/regional integration	0.0%	2.9%	0.0%	0.0%	0.0%	8.0%	2.7%	0.0%	0.0%	0.0%
Food security*	20.0%	50.0%	14.8%	8.3%	13.6%	4.0%	13.5%	8.0%	5.9%	11.1%
Health*	0.0%	29.4%	11.1%	0.0%	9.1%	8.0%	13.5%	20.0%	5.9%	14.8%
Water and sanitation*	10.0%	17.6%	13.0%	0.0%	0.0%	8.0%	5.4%	1.3%	11.8%	0.0%
Job creation/employment	0.0%	11.8%	22.2%	20.8%	13.6%	12.0%	13.5%	21.3%	0.0%	18.5%

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

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector*	10	7.20	34	6.12	43	5.84	22	5.23	16	6.06	23	6.26	33	5.27	55	6.55	14	4.07	25	6.32
Being inclusive	9	6.44	33	6.03	47	6.53	23	5.91	16	6.69	18	5.78	32	5.97	57	6.32	12	4.42	24	6.58
Straightforwardness and honesty	9	5.89	33	6.48	46	7.00	23	7.22	16	6.75	21	6.29	32	6.84	57	7.40	12	5.50	23	6.70
Access to WBG staff and experts	9	6.56	32	6.41	46	6.83	19	5.74	15	6.07	20	5.75	30	5.47	52	5.85	10	5.30	22	5.91
Being a long-term partner	10	6.30	31	7.35	47	8.13	22	8.27	15	8.13	22	7.41	32	7.47	63	7.70	15	6.60	21	7.05
Responsiveness to needs	9	6.00	32	6.41	48	6.85	24	6.92	16	6.50	22	6.18	33	6.09	59	6.59	14	5.50	22	6.32
Collaboration with the Government*	10	6.90	33	7.03	49	8.43	22	8.68	17	8.24	20	7.55	32	7.31	64	8.28	15	6.60	18	6.94
Flexibility when circumstances change	10	6.00	32	7.12	43	6.65	20	6.10	14	6.93	20	5.75	28	5.86	53	6.15	13	5.31	20	5.15
Collaboration with civil society*	10	5.90	33	7.33	34	6.41	21	6.38	14	7.21	20	5.75	30	5.97	60	5.78	11	4.45	21	5.62
Treating clients and stakeholders in Malawi with respect	10	7.10	31	6.87	46	7.50	22	7.32	16	8.12	18	6.89	29	6.38	54	7.24	11	5.91	21	6.67
Openness (sharing data and other information)	10	6.50	32	7.09	43	7.65	22	7.23	17	7.18	22	6.45	29	7.10	55	7.33	13	6.77	20	6.30
Collaboration with other donors and development partners	9	6.89	32	7.16	43	7.84	20	8.35	17	8.12	22	7.23	27	7.78	55	7.91	14	6.71	19	6.58

*Significantly different between stakeholder groups

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

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG takes decisions quickly in Malawi	9	6.67	33	6.73	47	5.68	17	5.47	17	6.29	15	5.33	30	4.97	53	6.17	13	4.54	21	5.76

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Malawi received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	10	6.90	32	5.84	30	6.50	17	5.59	14	7.50	11	5.91	24	5.79	40	6.78	8	6.00	17	6.41

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



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/VP/Minister	Office of the National Assembly	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institutions	Bilateral/Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Weekly	0.0%	2.9%	10.6%	8.3%	0.0%	4.2%	0.0%	2.9%	0.0%	3.8%
Monthly*	22.2%	8.8%	25.5%	0.0%	9.5%	16.7%	12.5%	1.4%	7.1%	0.0%
A few times a year*	22.2%	52.9%	34.0%	25.0%	28.6%	58.3%	31.3%	20.0%	14.3%	11.5%
Rarely	44.4%	26.5%	19.1%	33.3%	28.6%	8.3%	34.4%	30.0%	42.9%	46.2%
Never*	11.1%	8.8%	10.6%	33.3%	33.3%	12.5%	21.9%	45.7%	35.7%	38.5%

*Significantly different between stakeholder groups

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

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Malawi's specific development challenges and country circumstances	10	6.00	31	6.55	44	6.23	21	5.90	15	6.33	17	6.65	26	5.81	50	6.12	11	5.27	16	6.44

	Office of the President/VP/Minister		Office of the National Assembly		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 WBG's knowledge work and activities make to development results in your country?	10	6.70	33	6.55	48	6.92	21	6.38	17	7.12	19	7.21	30	6.70	62	7.65	12	6.50	20	7.25
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	10	7.10	33	6.27	47	7.77	20	7.05	15	8.00	18	7.83	30	6.50	57	8.04	12	5.92	21	7.05

(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 Malawi

Which of the following SHOULD the World Bank Group do to improve its advice and guidance in Malawi? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Be less influenced by developed countries and their priorities	20.0%	44.1%	52.0%	65.2%	40.0%	29.2%	44.1%	35.2%	46.2%	28.0%
Incorporate more innovative technologies into its work and support	30.0%	14.7%	28.0%	13.0%	20.0%	16.7%	14.7%	23.9%	30.8%	32.0%
Increase emphasis on capacity development	40.0%	44.1%	46.0%	30.4%	30.0%	16.7%	29.4%	47.9%	23.1%	28.0%
Be more willing to criticize government policies and reform efforts	30.0%	32.4%	32.0%	43.5%	35.0%	41.7%	47.1%	39.4%	53.8%	52.0%
Increase the level of country specific expertise	50.0%	29.4%	42.0%	26.1%	25.0%	20.8%	41.2%	35.2%	23.1%	8.0%
More public disclosure of its work	20.0%	32.4%	18.0%	26.1%	25.0%	37.5%	23.5%	32.4%	46.2%	40.0%
Provide more adequate data/knowledge/statistics on your country's economy	10.0%	23.5%	18.0%	26.1%	20.0%	33.3%	20.6%	31.0%	15.4%	32.0%
Provide more real-time advice and guidance	50.0%	17.6%	28.0%	26.1%	35.0%	25.0%	26.5%	23.9%	15.4%	24.0%
Be more sensitive toward political and social realities	30.0%	38.2%	30.0%	13.0%	25.0%	16.7%	17.6%	21.1%	23.1%	28.0%
Other	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	2.8%	7.7%	4.0%

In addition to the regular relations, which THREE of the following groups should the World Bank Group collaborate with more in Malawi? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Beneficiaries	30.0%	50.0%	34.7%	17.4%	50.0%	33.3%	28.1%	23.9%	28.6%	32.0%
NGOs/Community Based Organizations*	10.0%	17.6%	18.4%	26.1%	10.0%	29.2%	25.0%	77.5%	21.4%	24.0%
Private sector*	20.0%	11.8%	42.9%	34.8%	30.0%	45.8%	62.5%	25.4%	42.9%	20.0%
Media*	10.0%	23.5%	12.2%	8.7%	0.0%	16.7%	12.5%	18.3%	14.3%	84.0%
Local government*	50.0%	32.4%	38.8%	82.6%	60.0%	25.0%	31.3%	39.4%	35.7%	20.0%
Youth/university groups*	40.0%	26.5%	26.5%	21.7%	45.0%	29.2%	3.1%	38.0%	28.6%	20.0%
Academia/think tanks/research institutes*	10.0%	26.5%	51.0%	43.5%	45.0%	8.3%	34.4%	26.8%	71.4%	28.0%
The executive branch*	40.0%	5.9%	30.6%	21.7%	10.0%	16.7%	25.0%	8.5%	7.1%	16.0%
Parliament*	20.0%	38.2%	4.1%	17.4%	5.0%	0.0%	12.5%	9.9%	14.3%	16.0%
Faith-based organizations	0.0%	8.8%	6.1%	8.7%	5.0%	8.3%	12.5%	18.3%	14.3%	16.0%
Donor community	30.0%	20.6%	12.2%	4.3%	5.0%	12.5%	12.5%	9.9%	7.1%	12.0%
Private foundations*	40.0%	11.8%	10.2%	0.0%	5.0%	12.5%	12.5%	0.0%	7.1%	0.0%
Other	0.0%	2.9%	0.0%	0.0%	5.0%	4.2%	3.1%	0.0%	7.1%	0.0%
Don't know	0.0%	0.0%	2.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

Which would you say are your MAIN sources of news about economic and social development issues in Malawi? (Choose no more than 3) **Significantly different between stakeholder groups*

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
Local television*	64.3%	88.2%	78.0%	60.9%	42.9%	50.0%	57.6%	69.0%	61.5%	52.0%
International television	21.4%	11.8%	12.0%	30.4%	23.8%	4.2%	18.2%	18.3%	46.2%	8.0%
Local radio news programs or bulletins*	21.4%	58.8%	62.0%	52.2%	23.8%	25.0%	42.4%	56.3%	38.5%	84.0%
International radio news programs or bulletins	7.1%	2.9%	4.0%	4.3%	9.5%	0.0%	9.1%	4.2%	0.0%	8.0%
Printed local newspapers	64.3%	67.6%	68.0%	60.9%	61.9%	75.0%	54.5%	56.3%	69.2%	48.0%
Printed international newspapers*	35.7%	2.9%	4.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Printed local periodicals	0.0%	2.9%	4.0%	0.0%	23.8%	8.3%	6.1%	7.0%	0.0%	8.0%
Printed international periodicals	7.1%	0.0%	0.0%	0.0%	0.0%	4.2%	3.0%	1.4%	7.7%	0.0%
Websites/apps of local TV	0.0%	0.0%	4.0%	4.3%	9.5%	16.7%	9.1%	8.5%	0.0%	12.0%
Websites/apps of international TV*	0.0%	0.0%	6.0%	13.0%	0.0%	4.2%	6.1%	4.2%	0.0%	0.0%
Websites/apps of local radio companies	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	6.1%	2.8%	0.0%	4.0%
Websites/apps of international radio companies	7.1%	5.9%	0.0%	0.0%	4.8%	0.0%	0.0%	1.4%	0.0%	0.0%
Websites/apps of local newspapers/magazines	0.0%	2.9%	2.0%	13.0%	9.5%	8.3%	6.1%	5.6%	7.7%	0.0%
Websites/apps of international newspapers/magazines	7.1%	2.9%	6.0%	0.0%	14.3%	8.3%	9.1%	7.0%	0.0%	16.0%
Social media	28.6%	26.5%	44.0%	39.1%	47.6%	50.0%	42.4%	50.7%	46.2%	36.0%
Blogs	7.1%	2.9%	0.0%	0.0%	0.0%	0.0%	3.0%	1.4%	0.0%	4.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	7.7%	0.0%

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/VP/ Minister	Office of the National Assembly	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Bilateral/ Multilateral Agencies	Private Sector	Civil Society	Academia	Media
World Bank Group's publications and other written materials	41.7%	44.1%	56.0%	52.2%	68.2%	62.5%	54.5%	62.0%	69.2%	36.0%
e-Newsletters	33.3%	14.7%	24.0%	30.4%	54.5%	20.8%	30.3%	36.6%	46.2%	24.0%
World Bank Group's seminars/workshops/conferences *	16.7%	47.1%	46.0%	30.4%	27.3%	16.7%	30.3%	53.5%	38.5%	52.0%
World Bank Group's blogs	16.7%	14.7%	12.0%	8.7%	0.0%	0.0%	6.1%	5.6%	7.7%	0.0%
World Bank Group's social media	25.0%	50.0%	18.0%	43.5%	27.3%	41.7%	27.3%	31.0%	23.1%	44.0%
Direct contact with World Bank Group	8.3%	17.6%	36.0%	21.7%	13.6%	29.2%	18.2%	23.9%	15.4%	40.0%
World Bank Group's website	41.7%	47.1%	46.0%	34.8%	27.3%	50.0%	42.4%	28.2%	30.8%	24.0%
Webinars or online events hosted by the World Bank Group	16.7%	2.9%	16.0%	4.3%	27.3%	8.3%	12.1%	8.5%	15.4%	4.0%
Interviews and press conferences for the Malawi's media	16.7%	35.3%	28.0%	39.1%	22.7%	29.2%	36.4%	35.2%	30.8%	56.0%

**Significantly different between stakeholder groups*



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

Indicator Question	Currently, do you professionally collaborate/ work with the WBG in your country?	
	Not Collaborating with the WBG	Currently Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.80	7.07
Overall the WBG currently plays a relevant role in development in Malawi	6.57	7.40
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	6.24	7.07
Overall, please rate your impression of the WB's effectiveness in Malawi.	6.38	6.99
To what extent does the World Bank Group's work help to achieve development results in Malawi?	6.63	7.06
To what extent does the WBG influence the development agenda in Malawi?	7.19	7.30
Collaboration with the private sector	5.89	6.05
Being inclusive	6.11	6.27
Straightforwardness and honesty	7.10	6.61
Access to WBG staff and experts	5.58	6.51
Being a long-term partner	7.55	7.73
Responsiveness to needs	6.36	6.62
Collaboration with the Government	7.91	7.74
Flexibility when circumstances change	6.10	6.38
Collaboration with civil society	5.86	6.59
Treating clients and stakeholders in Malawi with respect	6.94	7.29
Openness (sharing data and other information)	7.12	7.19
Collaboration with other donors and development partners	7.62	7.66
The World Bank Group takes decisions quickly in Malawi	5.77	5.90
The World Bank Group's financial instruments meet the needs of Malawi	6.04	6.28
The World Bank Group meets Malawi's needs for knowledge services	6.53	6.64
Are adaptable to Malawi's specific development challenges and country circumstances	6.01	6.34
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.30	6.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.59	7.05

Yellow highlight indicates significant difference between Yes and No means.

Appendix D: Malawi FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Malawi

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

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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

BACKGROUND INFORMATION

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Vice President	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of the National Assembly	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Professional/Trade association
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)		

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICID) in your country? (If you answered NO to this question, please proceed to the next page)	
1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Malawi? (Select only 1 response)	
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 A: OVERALL CONTEXT

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

A2. Do you think that economic opportunity for citizens in Malawi is ... ?	
1	Increasing
2	Decreasing



3 Staying about the same

A3. Please identify which of the following development priorities you consider the most important in Malawi. (Choose no more than 5)

1	Anti-corruption	16	Disease (HIV and AIDS, malaria)
2	Social protection (e.g., pensions, targeted social assistance)	17	Agriculture and rural development
3	Transport (e.g., roads, bridges, transportation)	18	Food security
4	Private sector development	19	Water and sanitation
5	Energy	20	Education
6	Financial markets	21	Economic growth
7	Global/regional integration	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Crime and violence	23	Trade and exports
9	Disaster risk management	24	Natural resource management
10	National debt	25	Global pandemics (e.g., COVID-19)
11	Urban development	26	Equality of opportunity (i.e., social inclusion)
12	Health	27	Information and communications technology
13	Pollution	28	Job creation/employment
14	Gender equity (closing the gap between women and men, and boys and girls)	29	Judiciary reform
15	Climate change (e.g., mitigation, adaptation)	30	Poverty reduction

SECTION A: OVERALL CONTEXT

A4. When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than 2)	
1	Corruption
2	Reforms are not well thought out in light of country challenges
3	Inadequate government accountability
4	Inadequate capacity in the government
5	Inadequate citizen/civil society participation
6	Inadequate private sector participation
7	Pressure from outside interest groups (e.g., private sector, unions)
8	Inadequate donor coordination
9	Political pressures and obstacles
10	Other (please specify): _____

A5. 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	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Reserve Bank of Malawi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	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"/>	
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

B5. To what extent does the World Bank Group's work help to achieve development results in Malawi?												
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	

B6. To what extent does the World Bank Group influence the development agenda in Malawi?												
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	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi? (Select only 1 response)											
1	To a fully sufficient degree										
2	To a somewhat sufficient degree										
3	To a somewhat insufficient degree										
4	To a very insufficient degree										
5	Don't know										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Malawi, which activity do you VALUE the most? (Choose no more than 2)

1	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
2	Promoting knowledge sharing
3	Mobilizing third party financial resources
4	Global advocacy
5	Formal policy advice, studies, analyses
6	Bringing together different groups of stakeholders
7	Implementation support / Budgetary Support (DPO)
8	Data and statistics
9	Capacity development related to World Bank Group supported projects
10	Technical assistance
11	Donor coordination
12	Financial resources
13	Other (please specify): _____

B9. When thinking about how the World Bank Group can have the most impact on development results in Malawi, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Malawi? (Choose no more than 5)

1	Financial markets	16	Economic growth
2	Gender equity (closing the gap between women and men, and boys and girls)	17	Judiciary reform
3	Climate change (e.g., mitigation, adaptation)	18	Social protection (e.g., pensions, targeted social assistance)
4	Poverty reduction	19	Trade and exports
5	Disaster risk management	20	Education
6	Anti-corruption	21	Pollution
7	Global pandemics (e.g., COVID-19)	22	Agriculture and rural development
8	Urban development	23	National debt
9	Equality of opportunity (i.e., social inclusion)	24	Natural resource management
10	Disease (HIV and AIDS, malaria)	25	Transport (e.g., roads, bridges, transportation)
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Global/regional integration
12	Energy	27	Food security
13	Crime and violence	28	Health
14	Information and communications technology	29	Water and sanitation
15	Private sector development	30	Job creation/employment

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. What do you immediately think of when you hear about the International Finance Corporation (IFC)? (Choose no more than 3)			
1	Innovation and entrepreneurship	9	Asset manager
2	Thought leader	10	Investment bank
3	Public-private partnerships	11	Financial advisory solutions
4	Development institution	12	Venture capital
5	Impact investor	13	None of the above
6	Private sector solutions	14	Don't know
7	Multi-lateral financial institution	15	Other (please specify): _____
8	World Bank		

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

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Malawi solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	Don't know		
To no degree at all									To a very significant degree			

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?													
		To no degree at all					To a very significant degree					Don't know	
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10		
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10		
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		
C7	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10		
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		
C9	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10		
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		
C11	Treating clients and stakeholders in Malawi with respect	1	2	3	4	5	6	7	8	9	10		
C12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10		

To what extent do you agree/disagree with the following statements?													
		Strongly disagree					Strongly agree					Don't know	
C14	The World Bank Group takes decisions quickly in Malawi	1	2	3	4	5	6	7	8	9	10		
C15	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		
C16	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		
C18	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10		
C19	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10		
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10		
C21	Working with the World Bank Group increases Malawi's institutional capacity	1	2	3	4	5	6	7	8	9	10		

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

To what extent do you agree/disagree with the following statements about the World Bank Group in Malawi?													
		Strongly disagree										Strongly agree	Don't know
C22	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Malawi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C24. To what extent do you believe that Malawi received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
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		

C25. 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 Malawi? (Choose no more than 2)	
1	Infrastructure
2	Health
3	Social cohesion
4	Education
5	Macro issues (fiscal accounts, balance of payments, etc.)
6	Business development
7	Public services
8	Jobs
9	Supporting poor and marginalized local communities
10	Other (please specify): _____
11	Don't know

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

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

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

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

D2. How effectively does the World Bank Group support Malawi's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
1	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"/>
2	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"/>
3	Government reform programs to improve efficiency in public service and promote accountability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

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

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
E2	Are timely											?
E3	Include appropriate level of stakeholder involvement during preparation											?
E4	Are source of relevant information on global good practices											?
E5	Are adequately disseminated											?
E6	Are translated enough into local language											?
E7	Are adaptable to Malawi's specific development challenges and country circumstances											?

E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	?
Not significant at all									Very significant	Don't know

E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	?
Very low technical quality									Very high technical quality	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to improve its advice and guidance in Malawi? (Choose no more than 3)

1	Be less influenced by developed countries and their priorities
2	Incorporate more innovative technologies into its work and support
3	Increase emphasis on capacity development
4	Be more willing to criticize government policies and reform efforts
5	Increase the level of country specific expertise
6	More public disclosure of its work
7	Provide more adequate data/knowledge/statistics on your country's economy
8	Provide more real-time advice and guidance
9	Be more sensitive toward political and social realities
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Malawi? (Choose no more than 3)

1	Beneficiaries	8	The executive branch
2	NGOs/Community Based Organizations	9	Parliament
3	Private sector	10	Faith-based organizations
4	Media	11	Donor community
5	Local government	12	Private foundations
6	Youth/university groups	13	Other (please specify): _____
7	Academia/think tanks/research institutes	14	Don't know

F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Malawi has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)

1	Support the distribution of vaccines
2	Help to strengthen health systems
3	Support community and stakeholder engagement to address misinformation and stigma
4	Assess country's readiness for vaccine distribution
5	Training health workers
6	Support the purchase of vaccines
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Which would you say are your MAIN sources of news about economic and social development issues in Malawi? (Choose no more than 3)

1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the Malawi's media
5	World Bank Group's social media		

G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	High speed/WiFi
2	Dial-up

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	Mobile
2	Computer/laptop
3	I never visit the World Bank Group websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

H1. Please identify the primary specialization of your work. (Select only 1 response)			
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): _____

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H5. Which best represents your geographic location?	
1	Urban
2	Semi-urban
3	Rural

Thank you for completing the survey!