

## Appendix D: Botswana FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Botswana**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Botswana or who observe activities related to social and economic development. The following survey is meant to give the World Bank’s team that works in Botswana, greater insight into how the Bank’s work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Botswana. The World Bank commissioned an independent firm to oversee the logistics of this effort in Botswana. This ensures anonymity and confidentiality. We hope you’ll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

#### **SECTION A: GENERAL ISSUES FACING BOTSWANA**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Botswana.</b>			
<b>Please identify which of the following you consider the most important development priorities in Botswana? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Education
2	Transport (e.g., roads, bridges, transportation)	16	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Climate change (e.g., mitigation, adaptation) and environmental sustainability
4	Global/regional integration	18	Food security
5	Gender	19	Energy
6	Domestic private sector development	20	Agriculture and rural development
7	Foreign direct investment	21	Trade and exports
8	Water and sanitation	22	Economic growth
9	Anti-corruption	23	Law and justice (e.g., judicial system)
10	Job creation/employment	24	Regulatory framework
11	Financial markets	25	Communicable/non-communicable diseases
12	Urban development	26	Basic infrastructure
13	Equality of opportunity (i.e., equity)	27	Natural resource management (e.g., oil, gas, mining)
14	Health	28	Information and communications technology

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Botswana? (Choose no more than THREE)</b>			
1	Water and sanitation	15	Anti corruption
2	Equality of opportunity (i.e., equity)	16	Domestic private sector development
3	Economic growth	17	Foreign direct investment
4	Gender	18	Education
5	Global/regional integration	19	Energy
6	Climate change (e.g., mitigation, adaptation) and environmental sustainability	20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Urban development	21	Natural resource management (e.g., oil, gas, mining)
8	Regulatory framework	22	Health
9	Basic infrastructure	23	Agriculture and rural development
10	Social protection (e.g., pensions, targeted social assistance)	24	Job creation/employment
11	Law and justice (e.g., judicial system)	25	Financial markets
12	Transport (e.g., roads, bridges, transportation)	26	Trade and exports
13	Communicable/non-communicable diseases	27	Food security
14	Information and communications technology		

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Botswana? (Choose no more than THREE)</b>			
1	Energy	14	Communicable/non-communicable diseases
2	Gender	15	Trade and exports
3	Equality of opportunity (i.e., equity)	16	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Agriculture and rural development	17	Domestic private sector development
5	Global/regional integration	18	Job creation/employment
6	Climate change (e.g., mitigation, adaptation) and environmental sustainability	19	Social protection (e.g., pensions, targeted social assistance)
7	Anti corruption	20	Food security
8	Foreign direct investment	21	Transport (e.g., roads, bridges, transportation)
9	Urban development	22	Natural resource management (e.g., oil, gas, mining)
10	Water and sanitation	23	Health
11	Education	24	Basic infrastructure
12	Information and communications technology	25	Law and justice (e.g., judicial system)
13	Regulatory framework	26	Financial markets

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

<b>B1. How familiar are you with the work of the World Bank in Botswana, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

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

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Botswana solve its most complicated development challenges, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all						To a very significant degree				Don't know

<b>B4. When thinking about how the World Bank can have the most impact on development results in Botswana, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Botswana? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Climate change (e.g., mitigation, adaptation) and environmental sustainability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Health
3	Transport (e.g., roads, bridges, transportation)	17	Education
4	Poverty reduction	18	Food security
5	Global/regional integration	19	Equality of opportunity (i.e., equity)
6	Gender	20	Trade and exports
7	Domestic private sector development	21	Economic growth
8	Agriculture and rural development	22	Law and justice (e.g., judicial system)
9	Foreign direct investment	23	Regulatory framework
10	Water and sanitation	24	Communicable/non-communicable diseases
11	Energy	25	Basic infrastructure
12	Job creation/employment	26	Natural resource management (e.g., oil, gas, mining)
13	Financial markets	27	Anti corruption
14	Urban development	28	Information and communications technology

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

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

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Botswana
16	Other (please specify): _____

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

<b>B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Botswana? (Choose no more than TWO)</b>	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

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

<b>To what extent do you agree with the following statements about the World Bank's work in Botswana, on a ten point scale?</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	The World Bank treats clients and stakeholders in Botswana with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>To what extent is the World Bank an effective development partner in Botswana, in terms of each of the following?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Botswana, on a ten point scale?		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Climate change (e.g., mitigation, adaptation) and environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C29. To what extent does the World Bank's work help to achieve development results in Botswana, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree	Don't know	

<b>To what extent do you agree with the following statements about the World Bank in Botswana, on a ten point scale?</b>																								
												Strongly disagree											Strongly agree	Don't know
<b>C30</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Botswana											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C31</b>	The World Bank meets Botswana'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"/>		

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

<b>D1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>D2. When thinking about the development challenges in Botswana, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Climate change (e.g., mitigation, adaptation) and environmental sustainability
2	Gender	16	Education
3	Domestic private sector development	17	Global/regional integration
4	Foreign direct investment	18	Information and communications technology
5	Water and sanitation	19	Transport (e.g., roads, bridges, transportation)
6	Trade and exports	20	Agriculture and rural development
7	Energy	21	Natural resource management (e.g., oil, gas, mining)
8	Social protection (e.g., pensions, targeted social assistance)	22	Job creation/employment
9	Poverty reduction	23	Health
10	Law and justice (e.g., judicial system)	24	Economic growth
11	Anti corruption	25	Food security
12	Financial markets	26	Regulatory framework
13	Equality of opportunity (i.e., equity)	27	Basic infrastructure
14	Urban development	28	Communicable/non-communicable diseases

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

In Botswana, how effective do you believe the World Bank's knowledge work and activities:												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Botswana, to what extent do you believe that the World Bank'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	
<b>D6</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are relevant to Botswana's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are adaptable to Botswana's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
												<input type="checkbox"/>
Not significant at all									Very significant		Don't know	

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

<b>D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality						Very high technical quality				Don't know

<b>D18. To what extent do you believe that Botswana received value for money from the World Bank's products/services that were paid for on a fee for service basis?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all						To a very significant degree				Don't know

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

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank increases Botswana's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN BOTSWANA**

<b>F1. How significant a role do you believe the World Bank SHOULD play in Botswana's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Botswana? (Choose no more than TWO)</b>	
1	Focus primarily on advocacy issues
2	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
3	Improve the quality of its experts as related to Botswana's specific challenges
4	Reach out more to groups outside of government
5	Ensure greater selectivity in its work
6	Reduce the complexity of obtaining World Bank financing
7	Provide more adequate data/knowledge/statistics/figures on Botswana's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

<b>F3. Please identify two areas related to economic diversification in Botswana where greater support from the World Bank would be most valuable. (Choose no more than TWO)</b>	
1	Industrial policy
2	Skills development and innovation
3	Infrastructure development
4	Doing Business reforms in the areas highlighted in the World Bank Doing Business Report (e.g., starting a business, dealing with construction permits, getting credit, protecting investors, etc.)
5	Other (please specify): _____
6	Don't know

<b>F4. Please identify one area related to social protection in Botswana where greater support from the World Bank would be most valuable. (Choose no more than ONE)</b>	
1	Streamlining the current program of social protection (i.e., assess effectiveness of the major social safety net programs in terms of coverage of the poor and vulnerable, integration of programs such as Ipeleng, Destitute Persons Program, Primary and Secondary School Feeding Programs)
2	Conducting analysis of the profile of poverty and trends (i.e., draw a poverty profile of the poor and extreme poor to identify what are the characteristics associated with higher incidence of poverty)
3	Other (please specify): _____
4	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN BOTSWANA**

<b>F5. Please identify two areas related to natural resource management in Botswana where greater support from the World Bank would be most valuable. (Choose no more than TWO)</b>	
1	Water accounts
2	Mineral accounts
3	Land use accounts
4	Capacity building in natural capital accounting (i.e., building institutional capacity in the development of water accounts, energy and mineral accounts, land and ecosystem accounts and their use in sustainable economic growth and diversification)
5	Other (please specify): _____
6	Don't know

<b>F6. Please identify two areas related to information and communication technology in Botswana where greater support from the World Bank would be most valuable. (Choose no more than TWO)</b>	
1	Privatization of the Botswana Telecommunications Corporation (BTC)
2	Strengthening the Botswana Telecommunications Authority (BTA)
3	Investing in expansion of bandwidth
4	Review of regulation of the Information and Communications Technology (ICT) sector
5	Other (please specify): _____
6	Don't know

<b>F7. Please identify two areas related to transport infrastructure in Botswana where greater support from the World Bank would be most valuable. (Choose no more than TWO)</b>	
1	Financing public infrastructure
2	Reviewing the competitiveness of Botswana's segments of international corridors
3	Investing in integrated transport systems/networks
4	Reviewing liberalization, diversifying and de-concentration of the air transport
5	Other (please specify): _____
6	Don't know

<b>F8. Please identify two areas related to public sector reform in Botswana where greater support from the World Bank would be most valuable. (Choose no more than TWO)</b>	
1	Public Financial Management
2	Fiscal Consolidation
3	Debt management
4	Civil service reform
5	Other (please specify): _____
6	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN BOTSWANA**

<b>F9. Below is a list of development priorities in Botswana. Please answer the following questions:</b>				
<b>Choose no more than TWO for each column</b>		Which TWO areas below would benefit most from the World Bank playing a leading role among international partners in Botswana?	Which TWO areas below should receive little or no resources from the World Bank in Botswana?	Please check TWO areas below that you believe should be left to the Government to manage without World Bank support.
1	Economic diversification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Information and communication technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Transport infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Botswana? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Please mark only ONE response)</b>	
1	The World Bank's country website (www.worldbank.org/bw)
2	The World Bank's main website (www.worldbank.org)

<b>G9. Which Internet connection do you use primarily when visiting a World Bank website?</b>	
1	High speed
2	Dial-up

<b>G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Botswana?</b>	
1	Yes
2	No
3	I don't know what PIC is

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>G11</b>	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G12</b>	The World Bank's PIC is a valuable source of information related to development in Botswana. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G13</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G14</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G15</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G16</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

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

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Botswana? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

<b>H5. Which best represents your geographic location?</b>	
1	Gaborone
2	Francistown
3	Maun
4	Serowe
5	Kanye
6	Other

**Thank you for completing the survey!**