



# Botswana

## The World Bank Country Survey FY 2013

Report of Findings  
September 2013



Country **Opinion** Surveys  
THE WORLD BANK GROUP

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Botswana perceive the Bank;
- Obtain systematic feedback from stakeholders in Botswana regarding:
  - Their views regarding the general environment in Botswana;
  - Their overall attitudes toward the World Bank in Botswana;
  - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Botswana;
  - Perceptions of the World Bank's future role in Botswana.
- Use data to help inform Botswana country team's strategy.

## II. Methodology

From May to June 2013, 300 stakeholders of the World Bank in Botswana were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from employees of the Office of the President, Prime Minister; office of ministers; ministries, ministerial departments, or implementation agencies; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; and respondents from bilateral and multilateral agencies; private sector organizations; financial sector and private banks; NGOs; CBOs; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and other organizations. A total of 241 stakeholders participated in the survey (80% response rate).

Respondents received questionnaires via courier and email and returned them accordingly. Respondents were asked about: general issues facing Botswana; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Botswana; and the Bank's communication and information sharing in Botswana.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the World Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Botswana: Respondents were asked to indicate whether Botswana is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Botswana.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Botswana, staff preparedness to help Botswana solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were asked to indicate the Bank's greatest values, greatest weaknesses, the most effective instruments in helping reduce poverty in Botswana, with which stakeholder groups the Bank should collaborate more, in which sectoral areas the Bank should focus most resources, to what extent the Bank should seek to influence the global development agenda, and to what reasons respondents attributed failed/slow reform efforts.

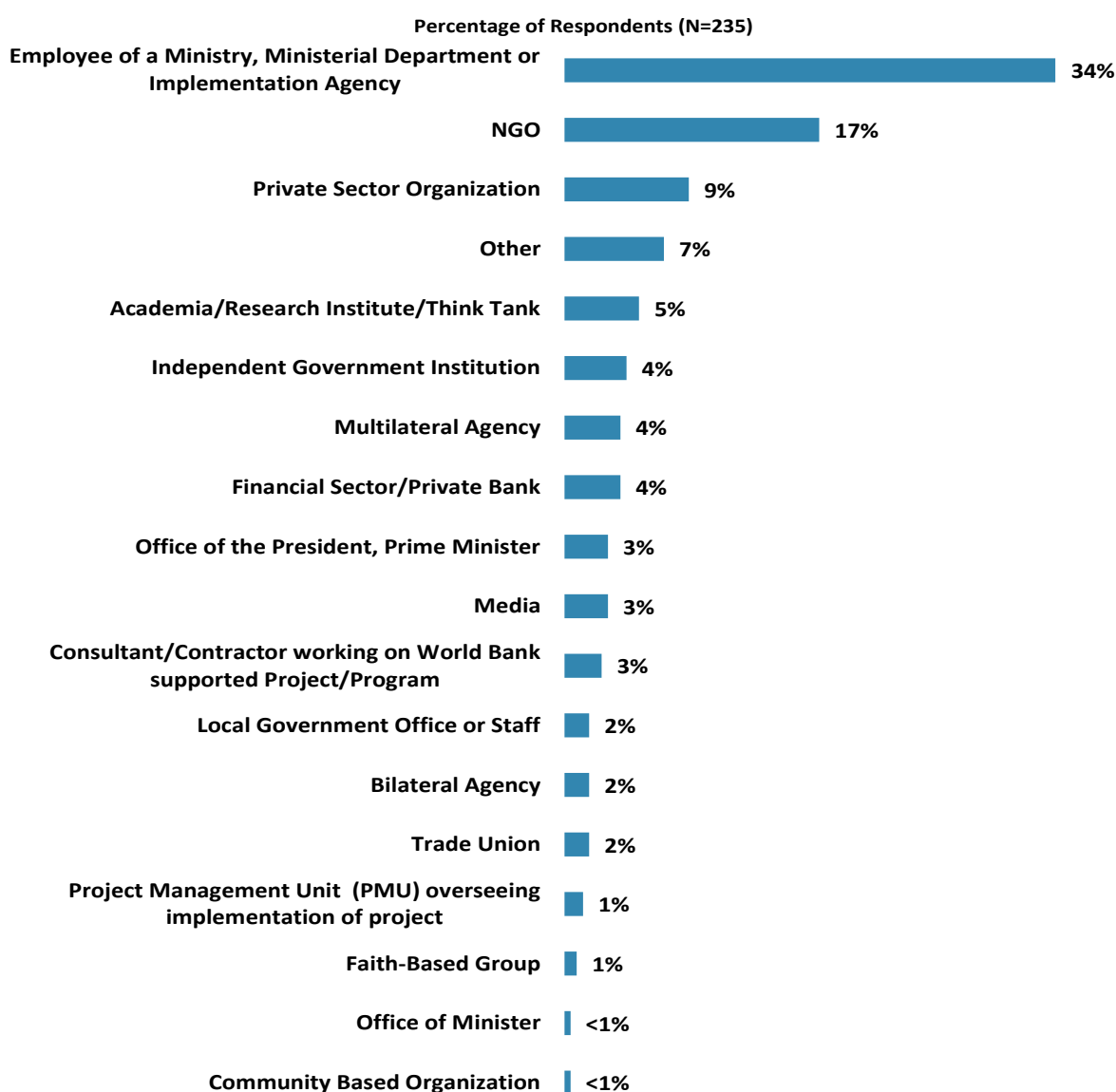
## II. Methodology (continued)

- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets Botswana's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty eight development areas, such as job creation/employment, poverty reduction, education, health, and public sector governance/reform.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality. Respondents were asked to also indicate to what extent they believe that Botswana received value for money from the Bank's fee-based products/services.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Botswana's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Botswana: Respondents were asked to rate how significant a role the Bank should play in Botswana in the near future and to indicate what the Bank should do to make itself of greater value. They were asked to indicate where greater support from the Bank would be most valuable in regard to economic diversification, social protection, natural resource management, information and communication technology, transport infrastructure, and public sector reform. Respondents were also asked to indicate the areas in which Botswana would benefit most from the Bank play a leading role, the areas where Botswana should receive little to no resources from the Bank, and areas that should be left to the Government to manage without the Bank's support.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests. Respondents were also asked to indicate whether they primarily use the Bank's country website or the Bank's main website, which Internet connection they primarily use when visiting a Bank website, and whether they use/have used the Public Information Centers in Botswana.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Botswana, and their geographic location.

### III. Demographics of the Sample

#### Current Position

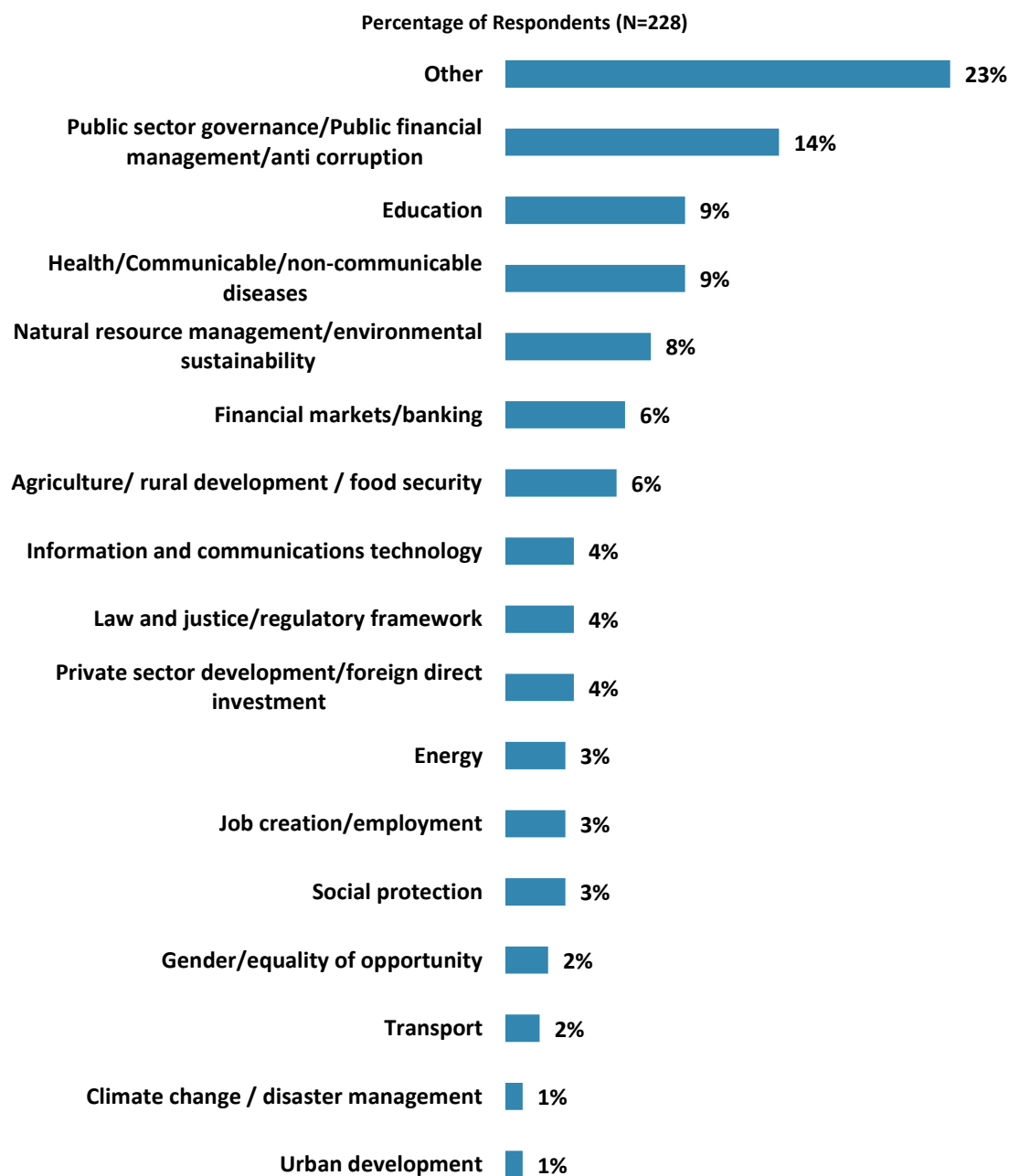
- For further analyses, respondents from the Office of President, Prime Minister and the Office of Minister were combined; respondents from PMUs were combined with consultants/contractors working on Bank projects; respondents from bilateral agencies were combined with respondents from multilateral agencies; respondents from private sector organizations were combined with respondents from financial sector/private banks; respondents from NGOs, CBOs, trade unions, and faith-based groups were combined into the “CSO” category; few respondents from local governments and other organizations were combined into the “Other” category. There were no respondents from the office of a parliamentarian, private foundations, or the judiciary branch.



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

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

#### Area of Primary Specialization

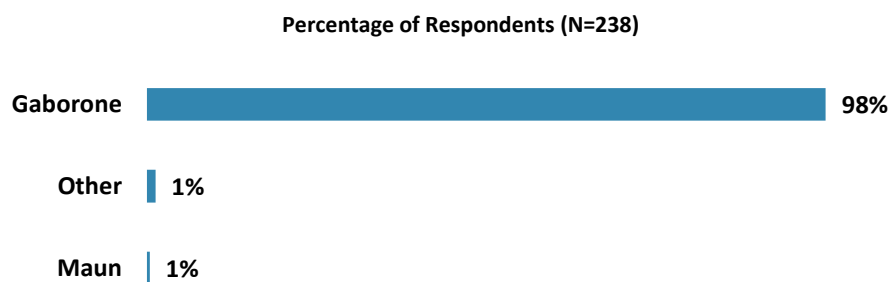


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- Nearly all respondents indicated that they were from Gaborone. Because of the small number of respondents from other regions of the country, statistical comparisons across geographic locations were not possible.

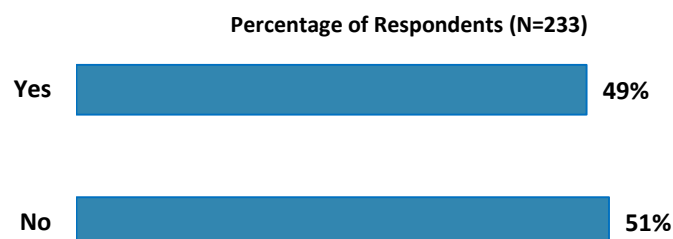


**“Which best represents your geographic location?”**  
(Respondents chose from a list.)

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

#### Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Botswana, can be found in Appendix C (see page 92). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



"Currently, do you professionally collaborate/work with the World Bank in your country?"



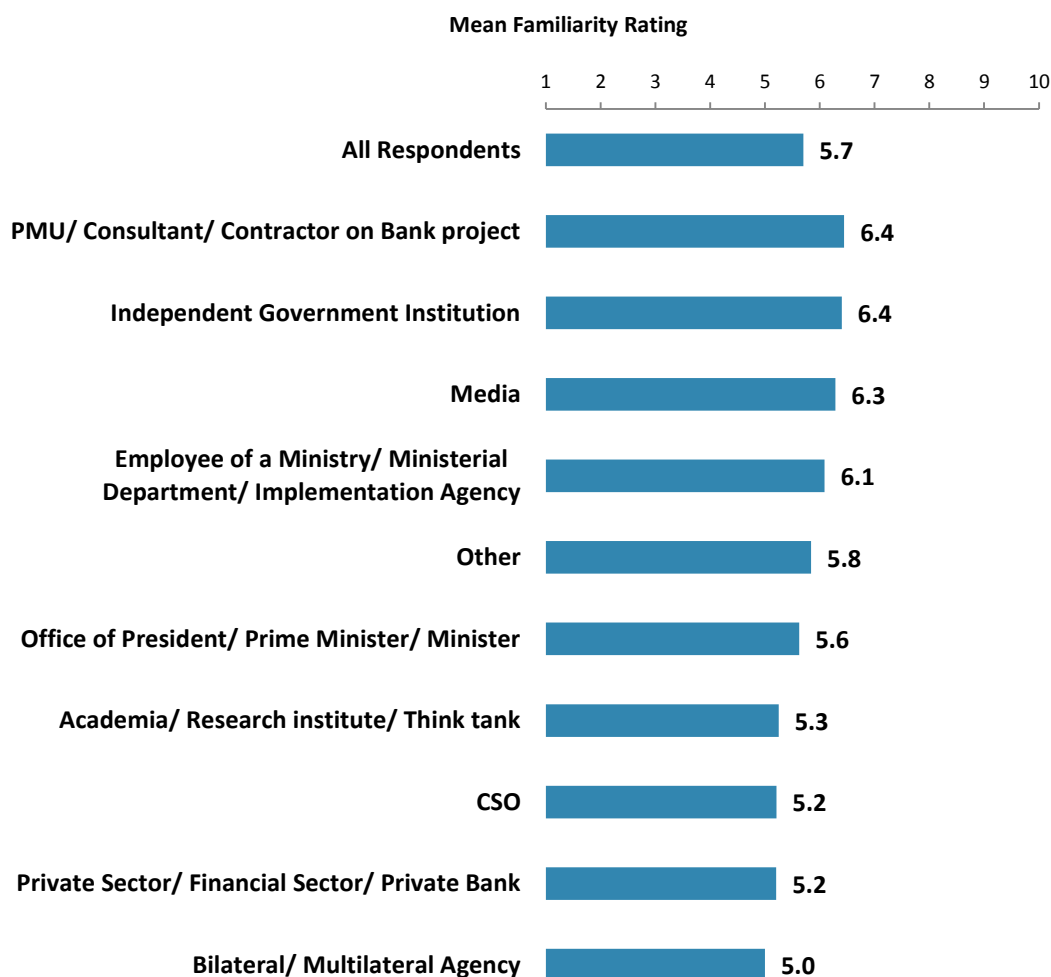
"Which of the following describes most of your exposure to the World Bank in Botswana?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

#### Familiarity with the World Bank

- Respondents across all stakeholder groups had statistically similar level of familiarity with the World Bank.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Botswana, and significantly, moderately correlated with the Bank's perceived relevance to Botswana's development, and the Bank's perceived ability to help achieve development results in Botswana.

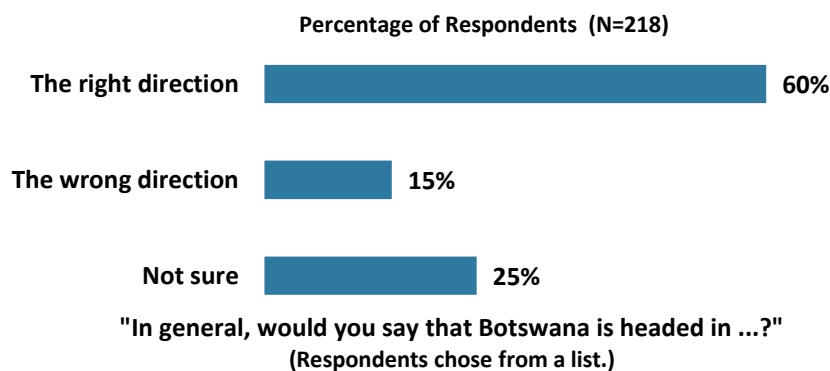


"How familiar are you with the work of the World Bank in Botswana?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Botswana

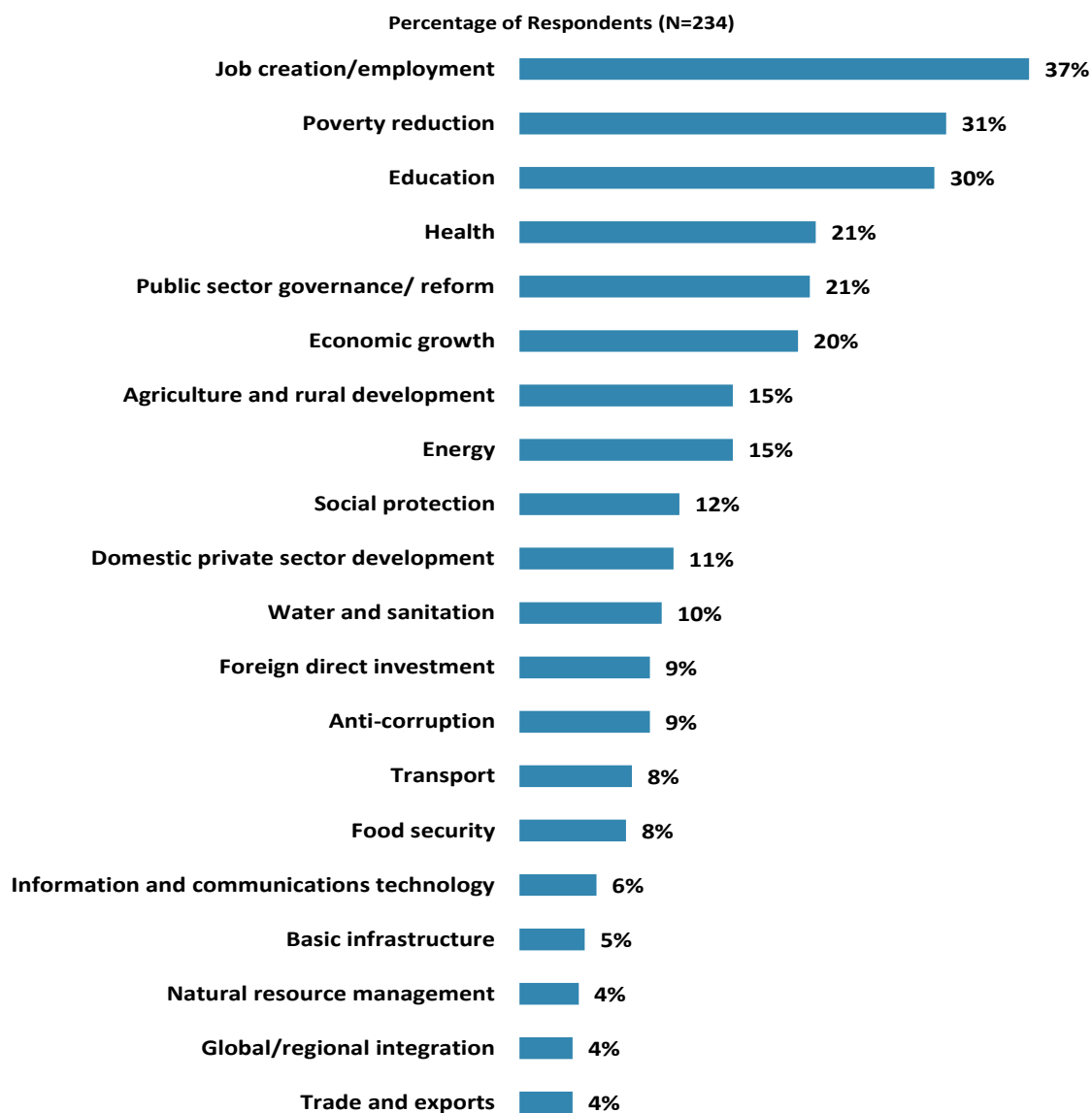
### Headed in the Right Direction

- A majority of respondents from the Office of President/Prime Minister/Minister, bilateral/multilateral agencies, and CSOs, and employees of ministries/ministerial departments/implementation agencies indicated that Botswana was headed in the right direction, whereas most the respondents from the media, academia/research institutes/think tanks, PMUs and consultants/contractors working on bank-supported projects held an opposite view. Respondents from these stakeholder groups were significantly *more* likely to indicate that Botswana was headed in the wrong direction or they were not sure whether Botswana was headed in the right or wrong direction.



## IV. General Issues Facing Botswana (continued)

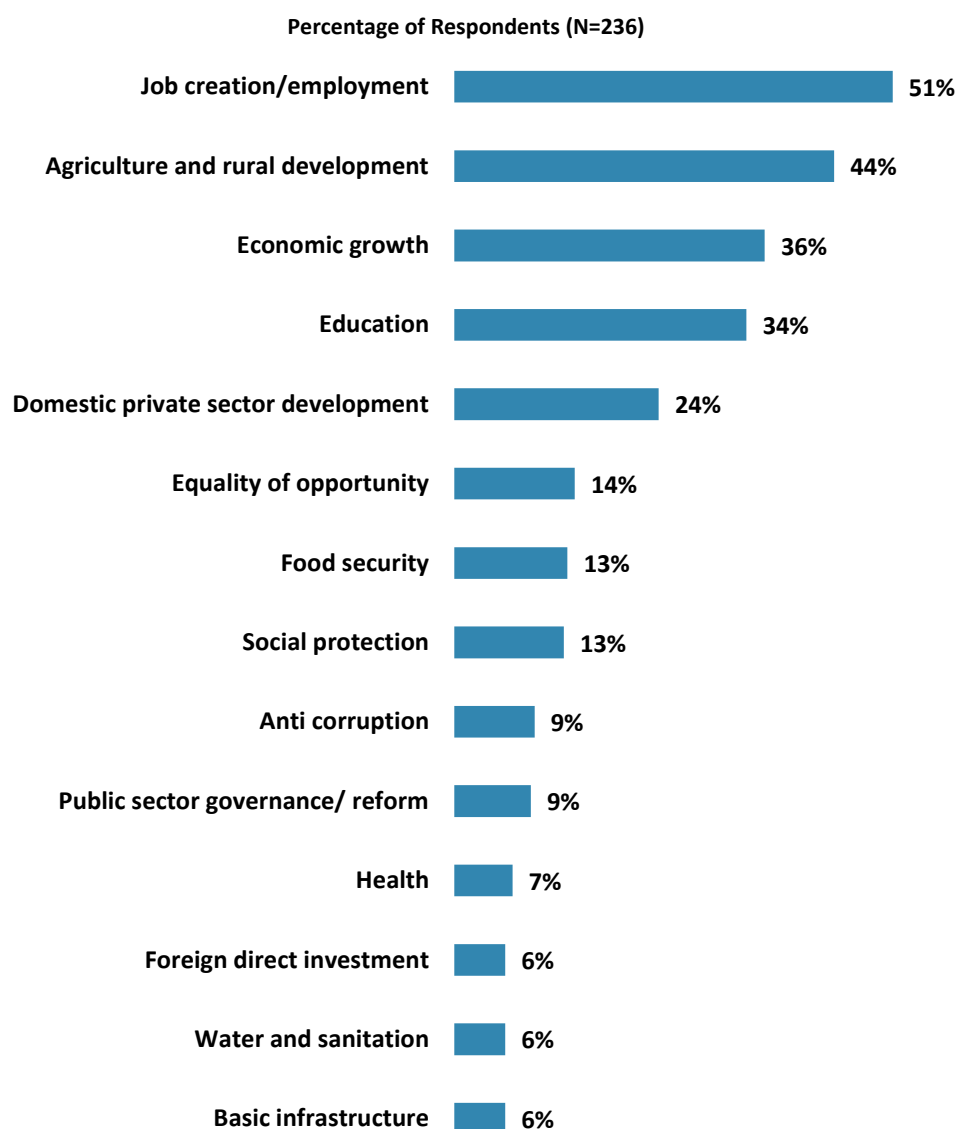
### Development Priority



"Listed below are a number of development priorities in Botswana. Please identify which of the following you consider the most important development priorities in Botswana. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Botswana (continued)

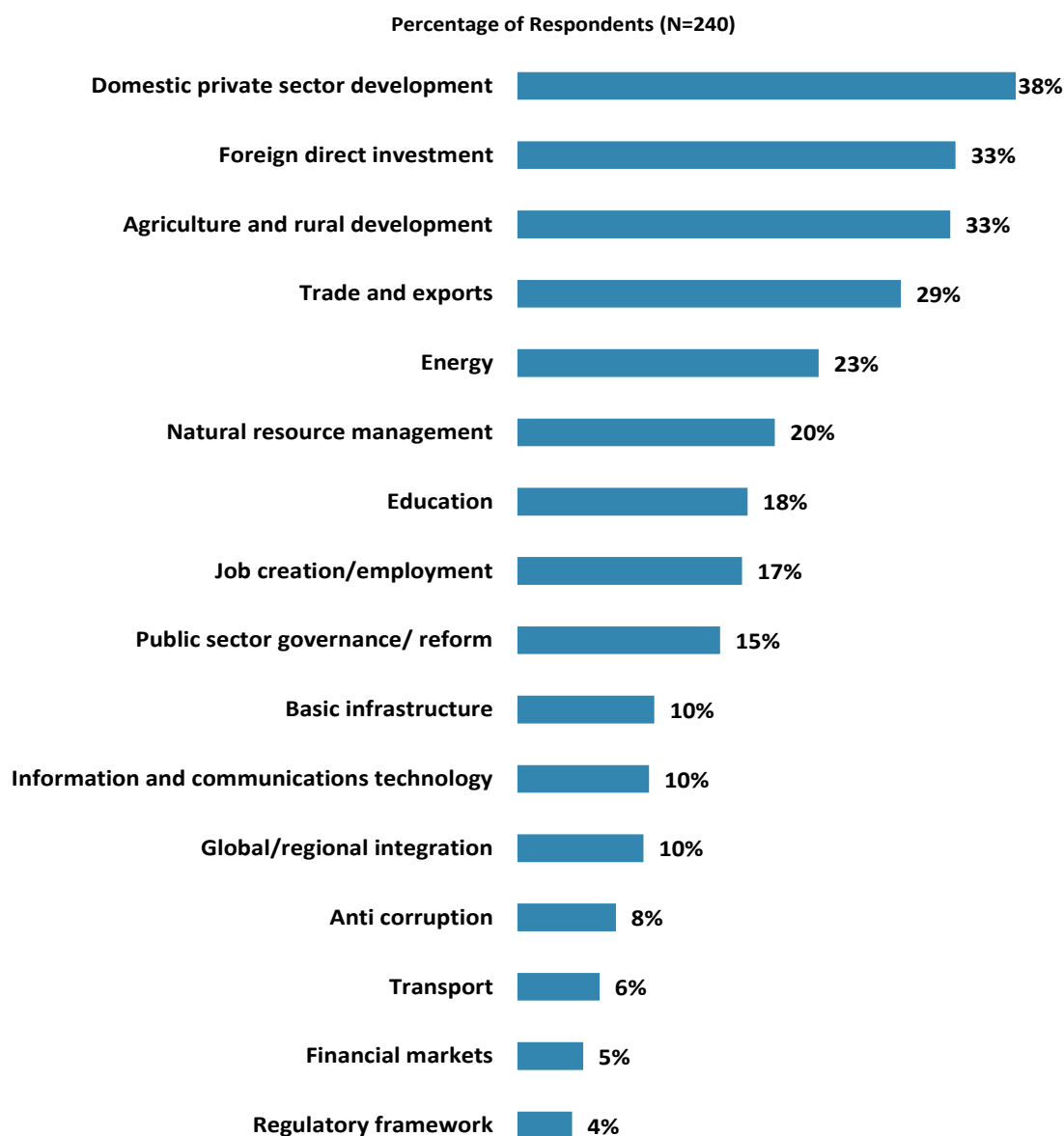
### What Would Contribute Most to Reducing Poverty



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Botswana?" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Botswana (continued)

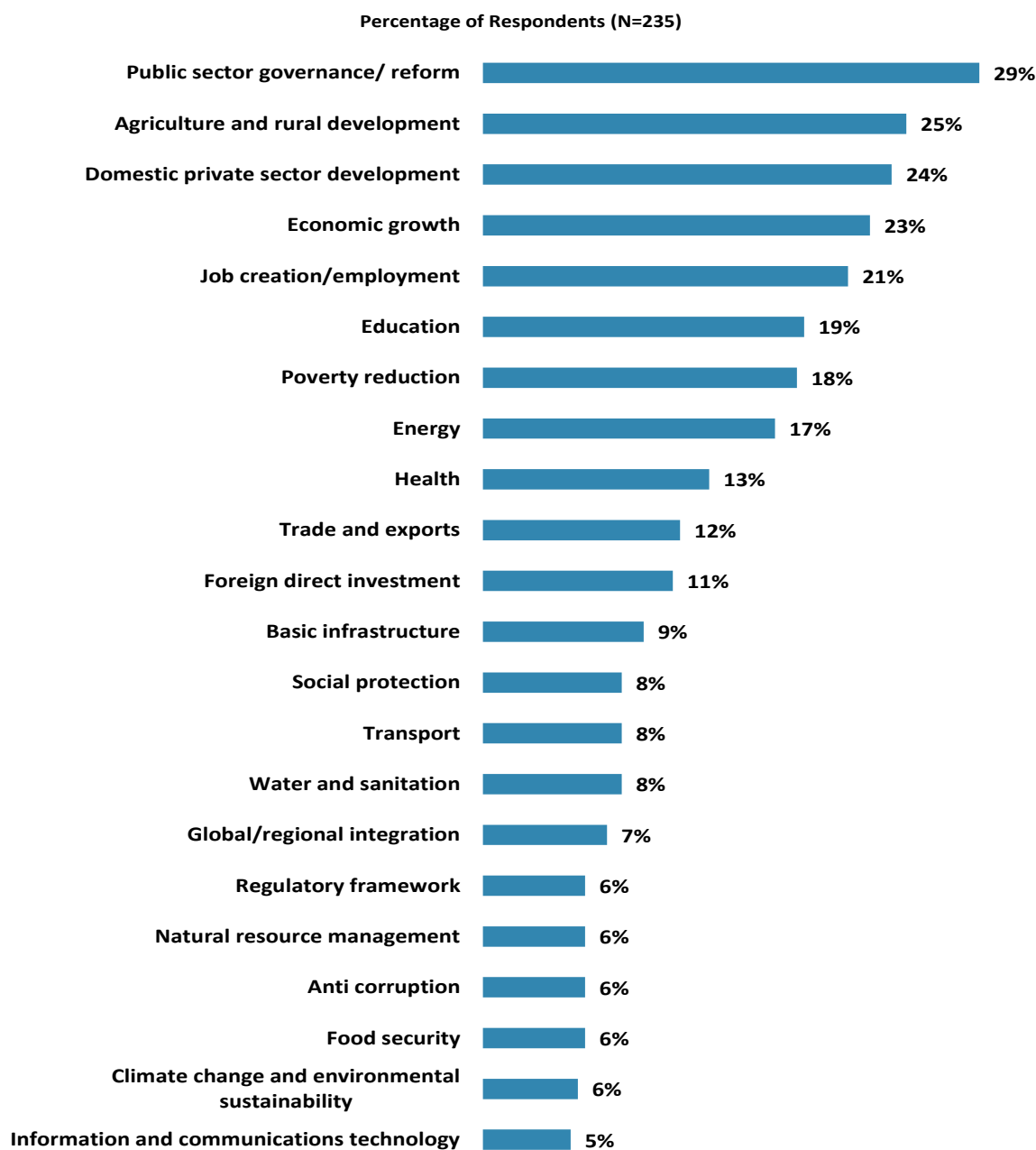
### What Would Contribute Most to Generating Economic Growth



"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Botswana? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources



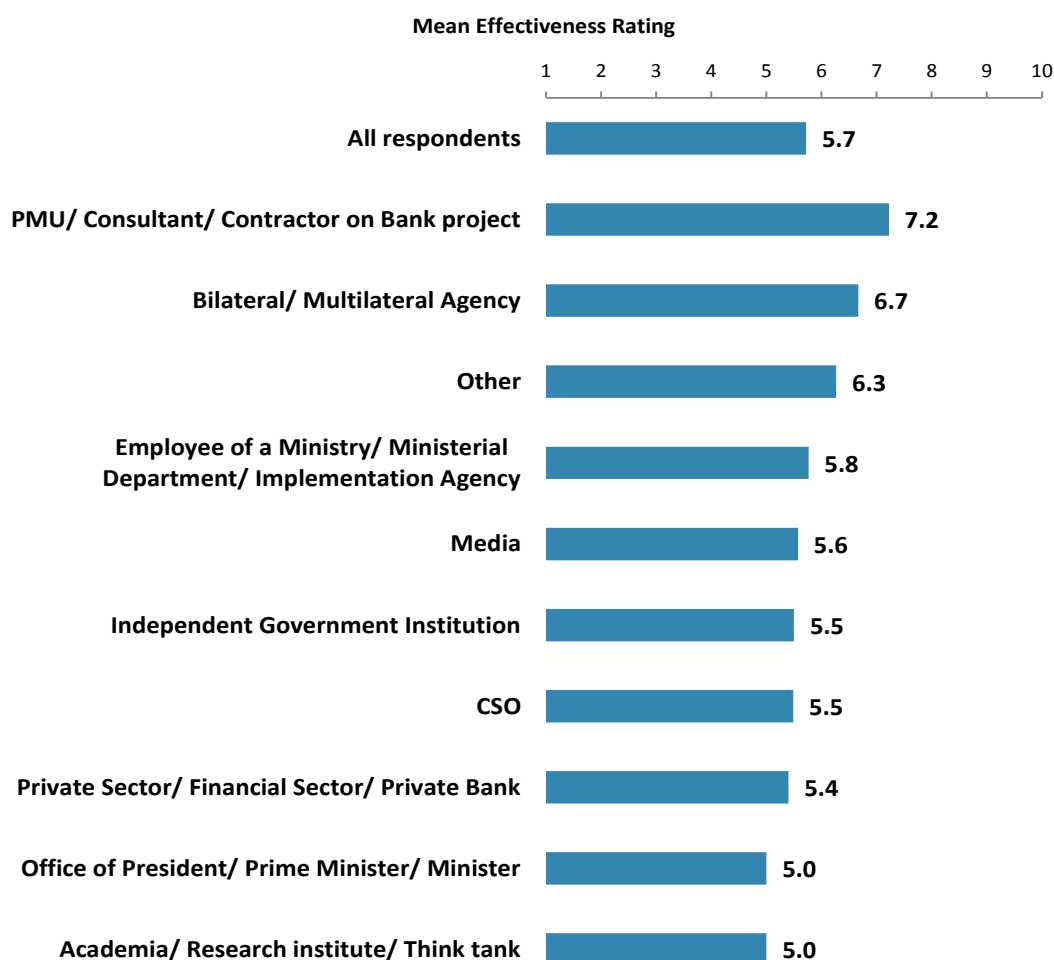
“When thinking about how the World Bank can have the most impact on development results in Botswana, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Botswana? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

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

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank’s overall effectiveness in Botswana.

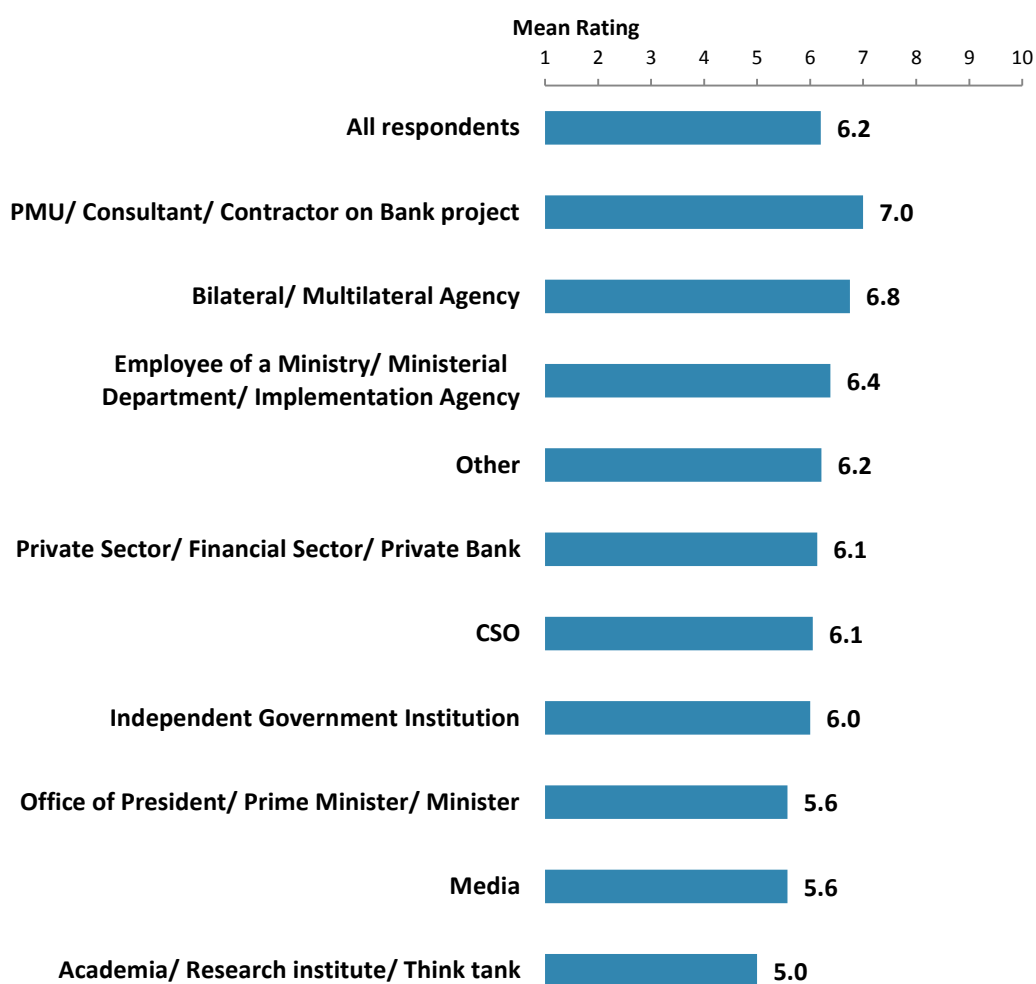


"Overall, please rate your impression of the World Bank's effectiveness in Botswana?"  
(1 - "Not effective at all", 10 - "Very effective")

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

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

- Respondents across stakeholder groups gave statistically similar ratings for the World Bank helping achieve development results in Botswana.



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

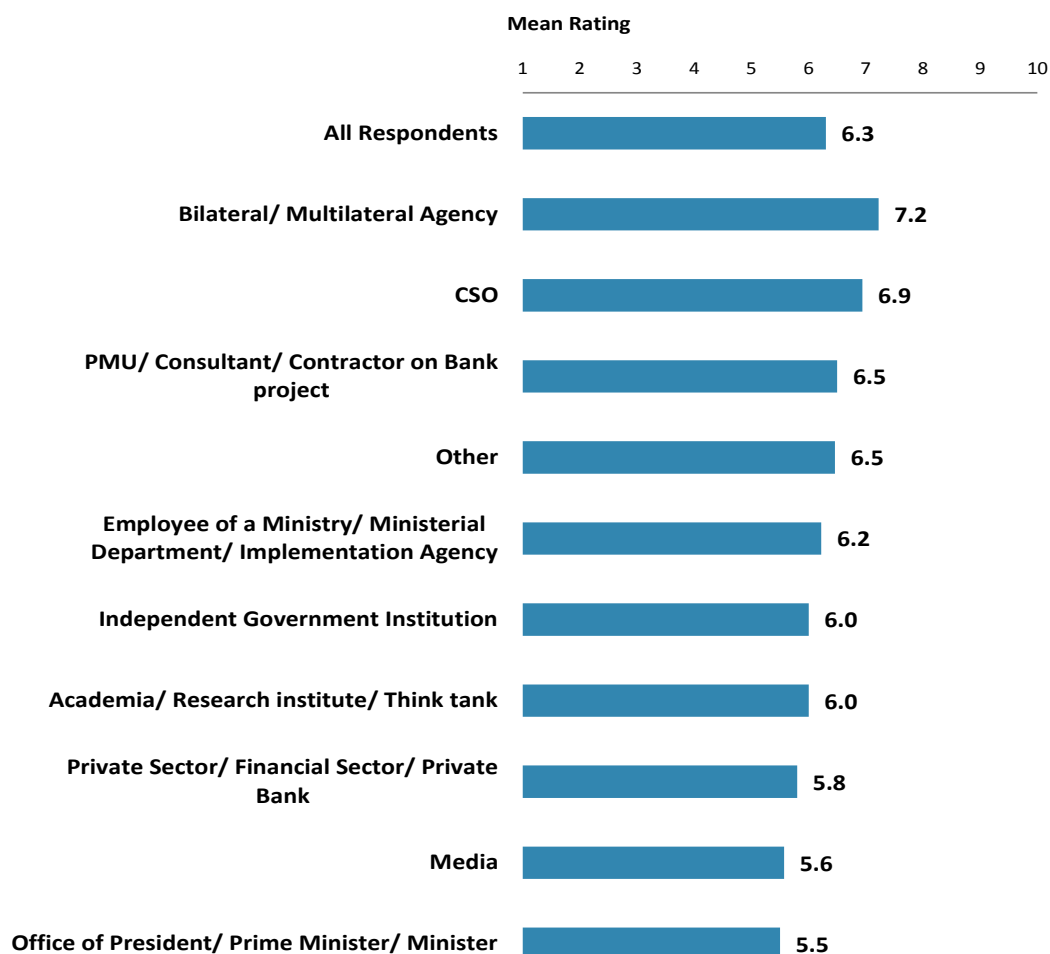
(1 - "To no degree at all", 10 - "To a very significant degree")



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

### Staff Preparedness (*Indicator Question*)

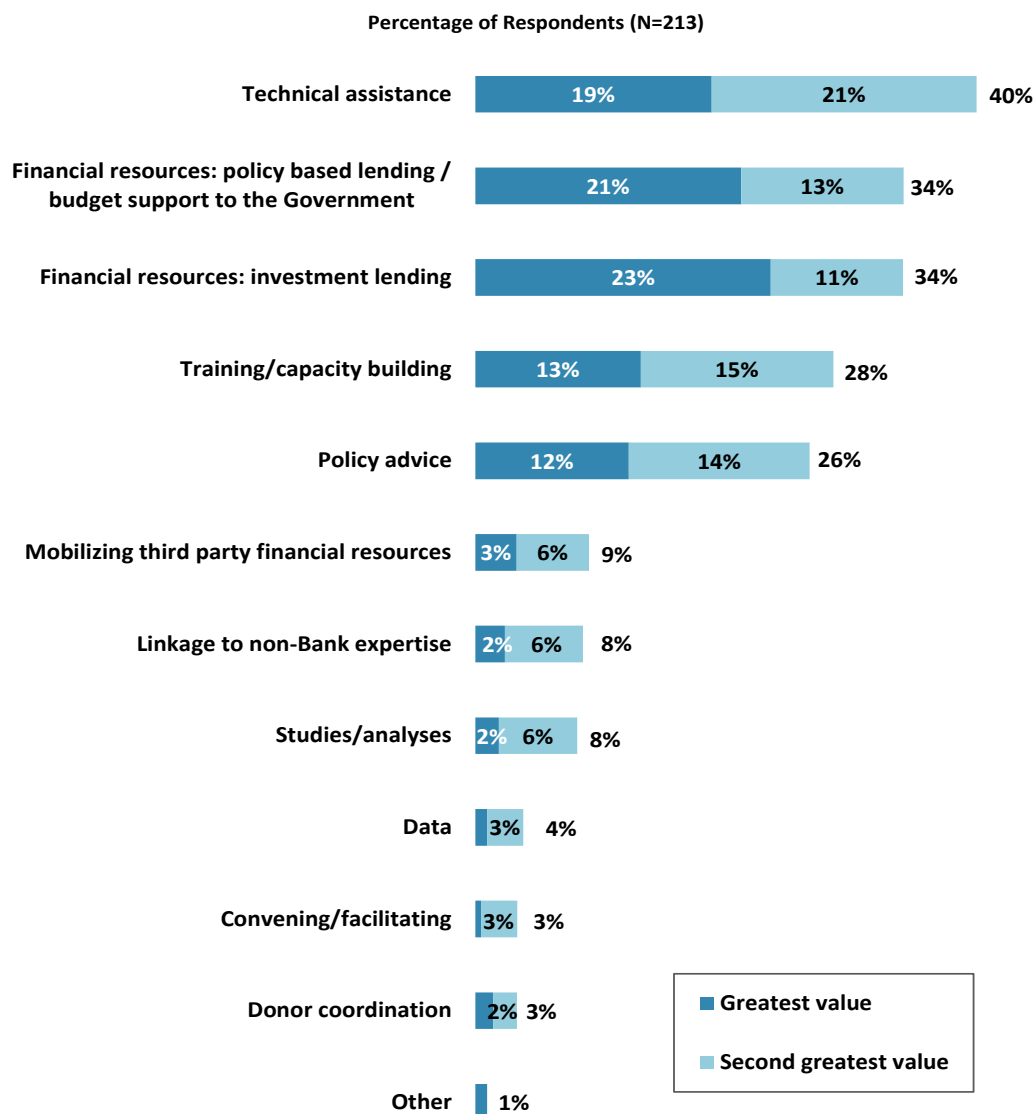
- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Botswana solve its most complicated development challenges.



"To what extent do you believe the World Bank's staff is well prepared to help Botswana solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

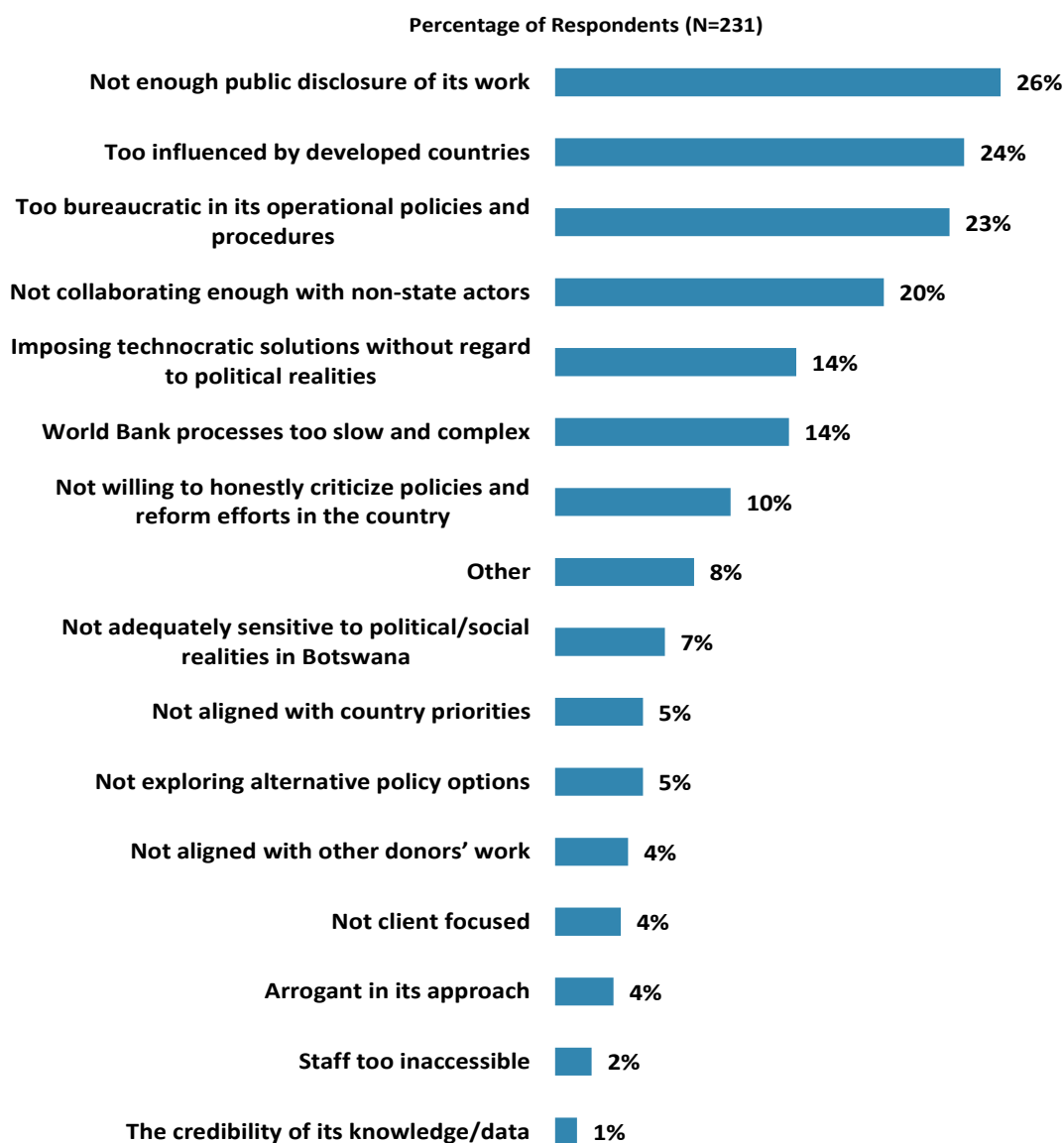
### Greatest Value



"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?"  
(Respondents chose from a list.)

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

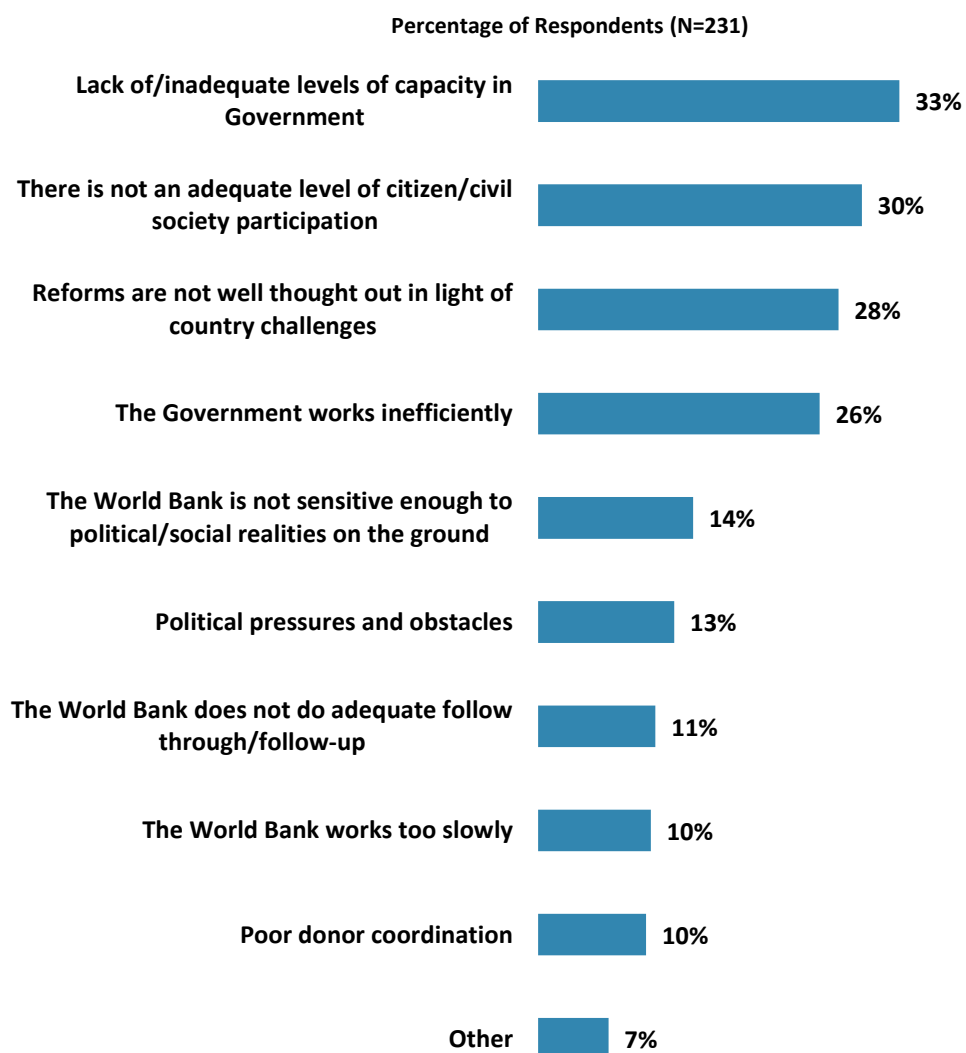
### Greatest Weakness



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

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

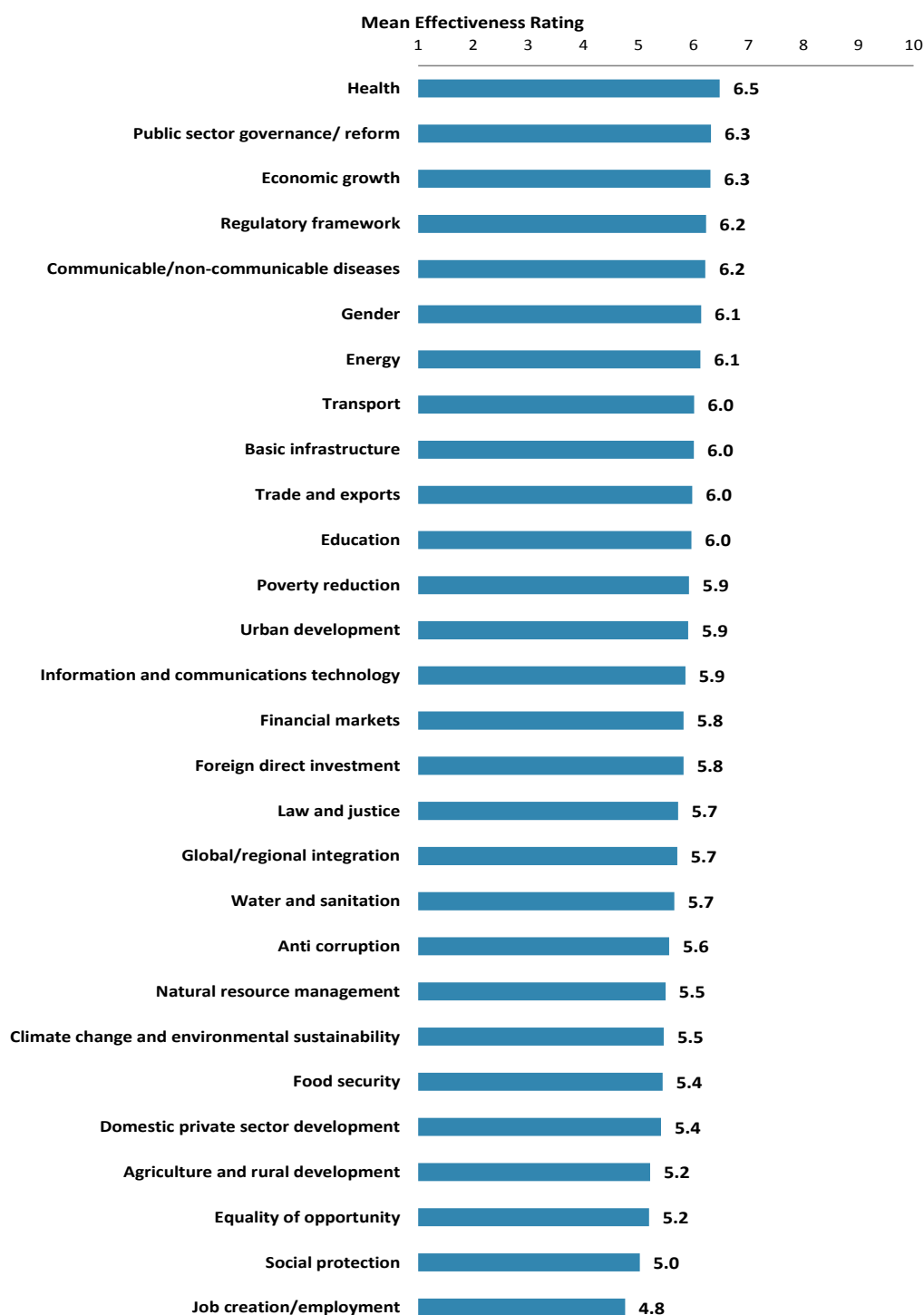
### Attributing Slow or Failed Reform Efforts



"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)"  
(Respondents chose from a list. Responses combined.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



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

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness in "anti corruption," "law and justice," and "health." For the most part, respondents from PMUs and consultants/contractors working on Bank projects gave the highest ratings, whereas respondents from academia/research institutes/think tanks tended to give significantly *lower* ratings.
- Responses across all stakeholder groups can be found in the Appendix.

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Botswana, bivariate correlational analyses were conducted using respondents' ratings of the forty-one specific areas of effectiveness.

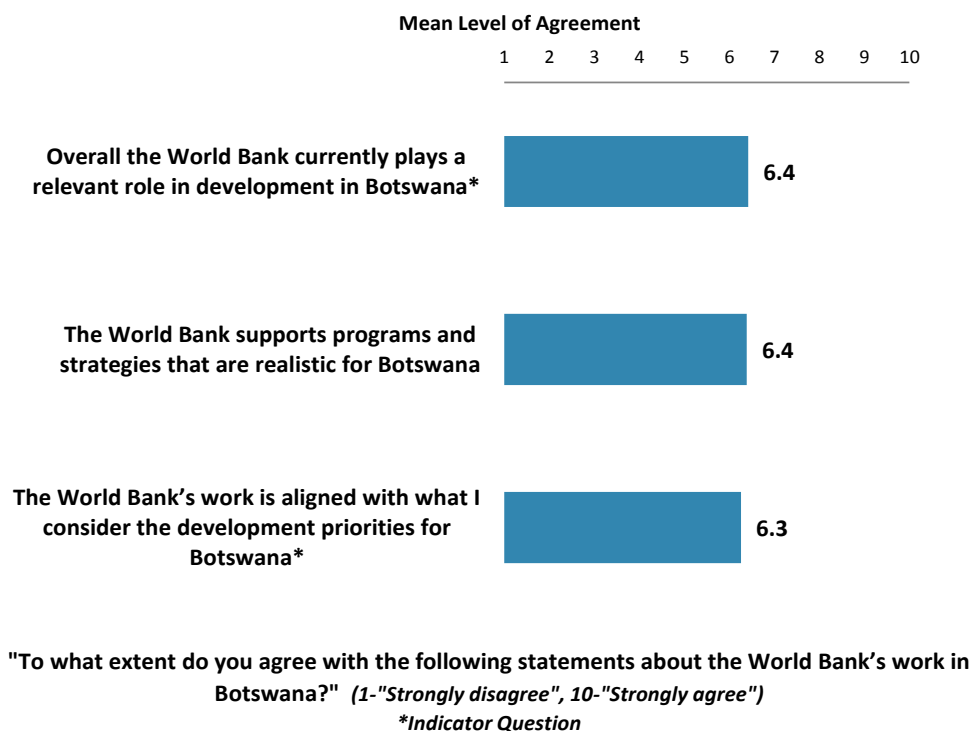
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Botswana. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at health;
  - The Bank's effectiveness at information and communications technology;
  - The Bank's effectiveness at gender;
  - The Bank's effectiveness at foreign direct investment; and
  - The Bank's effectiveness at communication/non-communicable diseases.
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Botswana, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at basic infrastructure;
  - The Bank's effectiveness at communicable/non-communicable diseases;
  - The Bank's effectiveness at information and communications technology;
  - The Bank's effectiveness at transport; and
  - The Bank's effectiveness at health.

## VII. How the World Bank Operates

### The World Bank's Work in Botswana

- Respondents across all stakeholder groups gave statistically similar ratings for these three statements, including the indicator questions that “the World Bank’s work is aligned with what I consider the development priorities for Botswana,” and “overall the World Bank currently plays a relevant role in development in Botswana.”

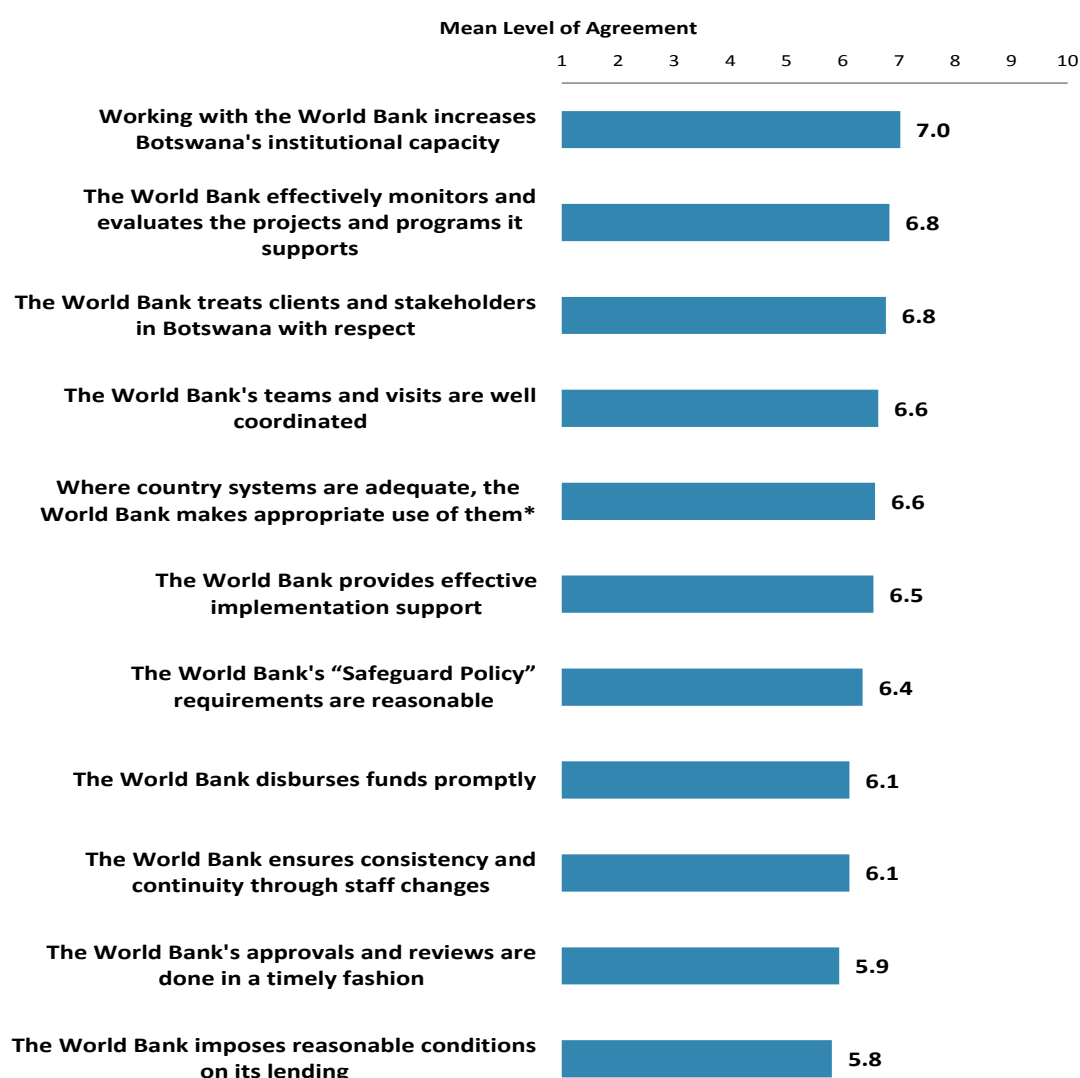




## VII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents from PMUs, consultants/contractors working on Bank projects gave the highest ratings for the statements that “the World Bank disburses funds promptly,” “the World Bank effectively monitors and evaluates the projects and programs it supports,” and “the World Bank’s ‘Safeguard Policy’ requirements are reasonable,” whereas respondents from independent government institutions and academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across all stakeholder groups gave statistically similar ratings for the indicator statement that “where country systems are adequate, the World Bank makes appropriate use of them”.



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

\*Indicator Question

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

### The World Bank as an Effective Development Partner

- Respondents from PMUs and consultants/contractors working on Bank projects had the highest ratings for the Bank's "staff accessibility," "straightforwardness and honesty," and "collaboration with groups outside of the Government" as an effective development partner, whereas respondents from academia/research institutes/think tanks tended to give significantly *lower* ratings.
- Respondents across stakeholder groups gave statistically similar ratings for the following indicator qualities of the Bank, including the Bank's "collaboration with the government", "with other donors", and Bank's "responsiveness" and "openness."

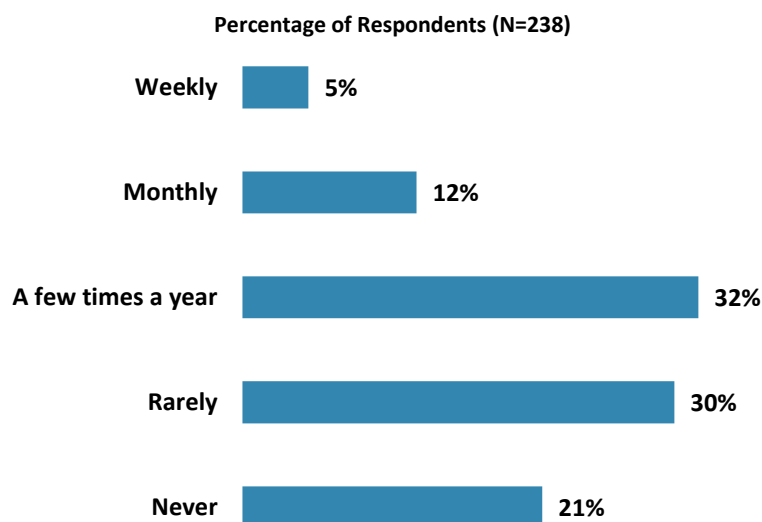


"To what extent is the World Bank an effective development partner in Botswana?"  
 (1-"To no degree at all", 10-"To a very significant degree") \*Indicator Question

## VIII. World Bank Knowledge and Instruments

### Frequency of Use

- There were some interesting stakeholder group differences in their usage of the World Bank's knowledge work and activities.
  - Respondents from the media, PMUs, and consultants/contractors working on Bank projects indicated that they consulted World Bank knowledge work and activities either weekly or monthly, whereas more than half of the respondents from the private sector/financial sector/private banks, CSOs, and academia/research institutes/think tanks indicated they either rarely or never consulted the Bank's knowledge work and activities.

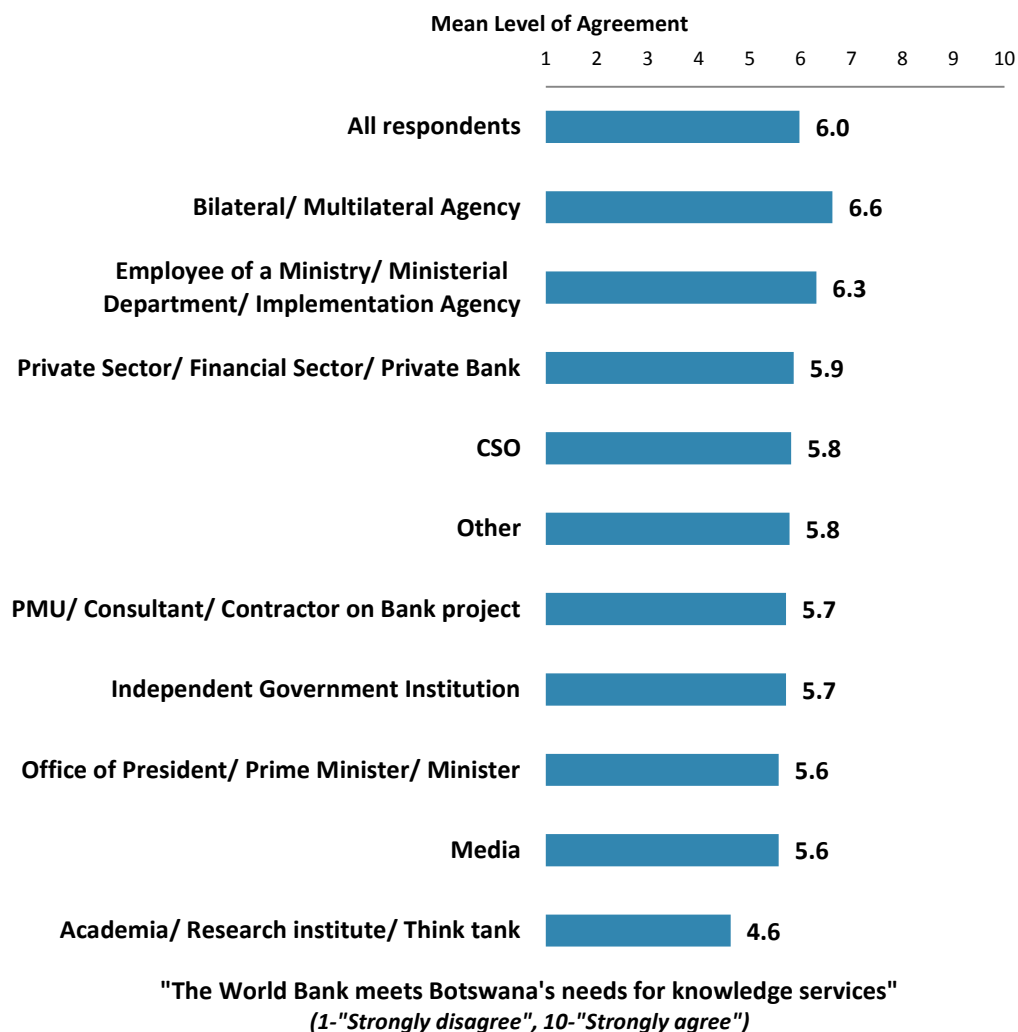


"How frequently do you consult World Bank knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

## VIII. World Bank Knowledge and Instruments (continued)

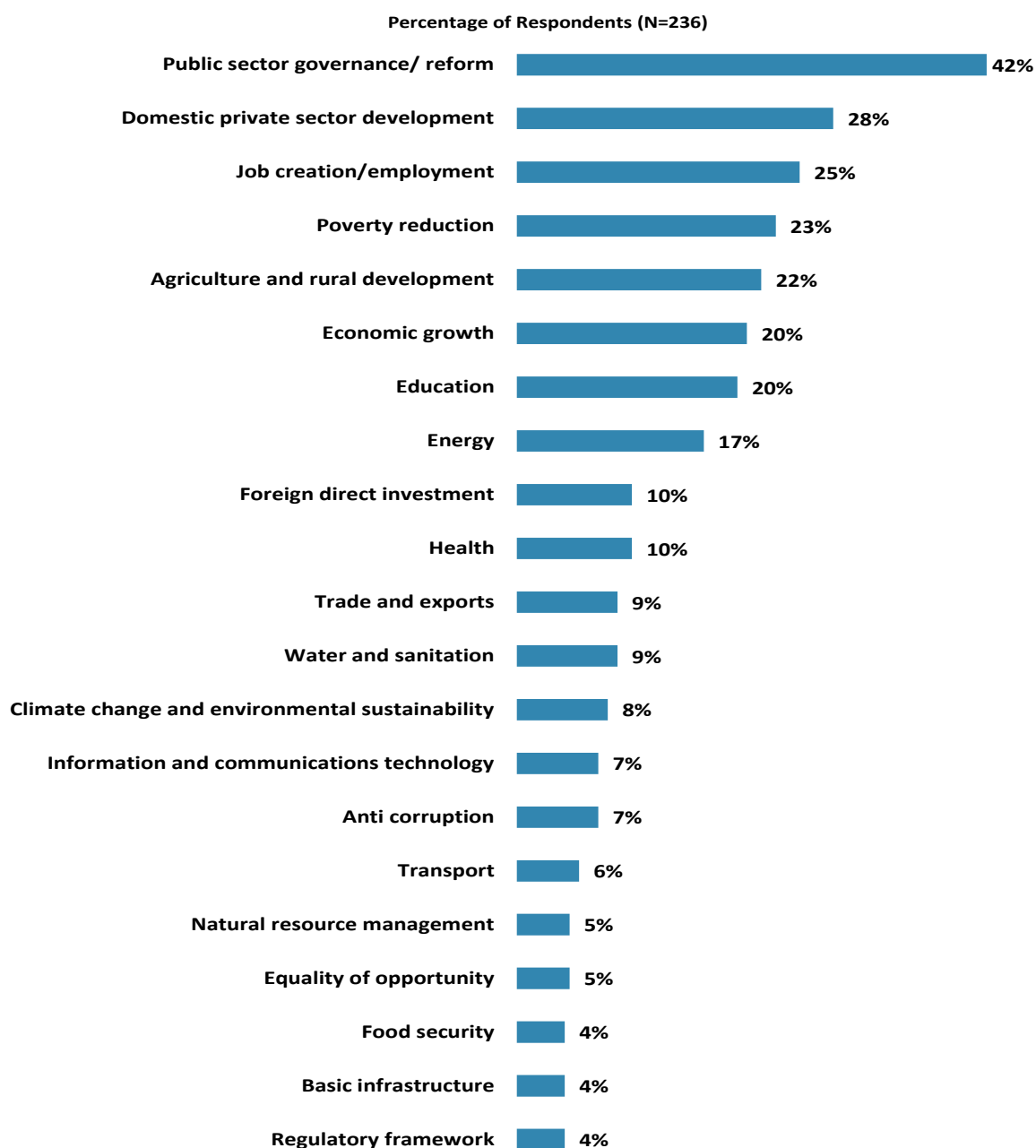
### Meeting Botswana's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank meets Botswana's needs for knowledge services.



## VIII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

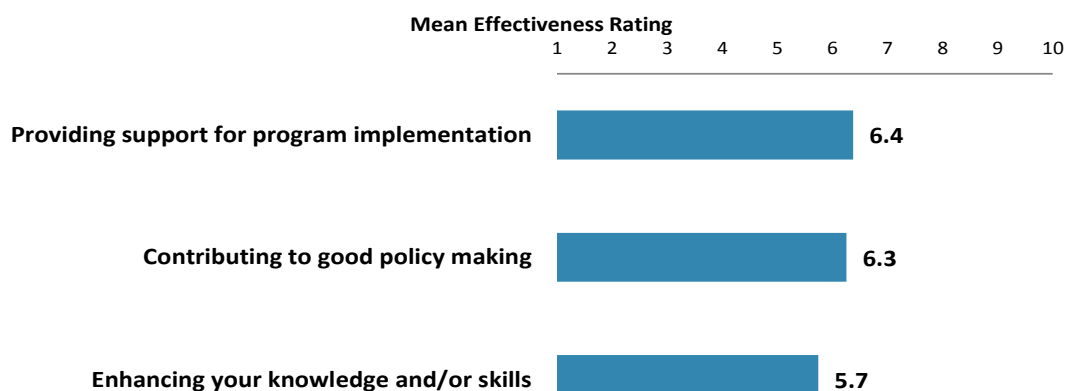


**“When thinking about the development challenges in Botswana, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)**

## VIII. World Bank Knowledge and Instruments (continued)

### Effectiveness of the Bank's Knowledge Work and Activities

- Respondents across stakeholder groups gave statistically similar ratings for the effectiveness of the Bank's knowledge work and activities in the following aspects.

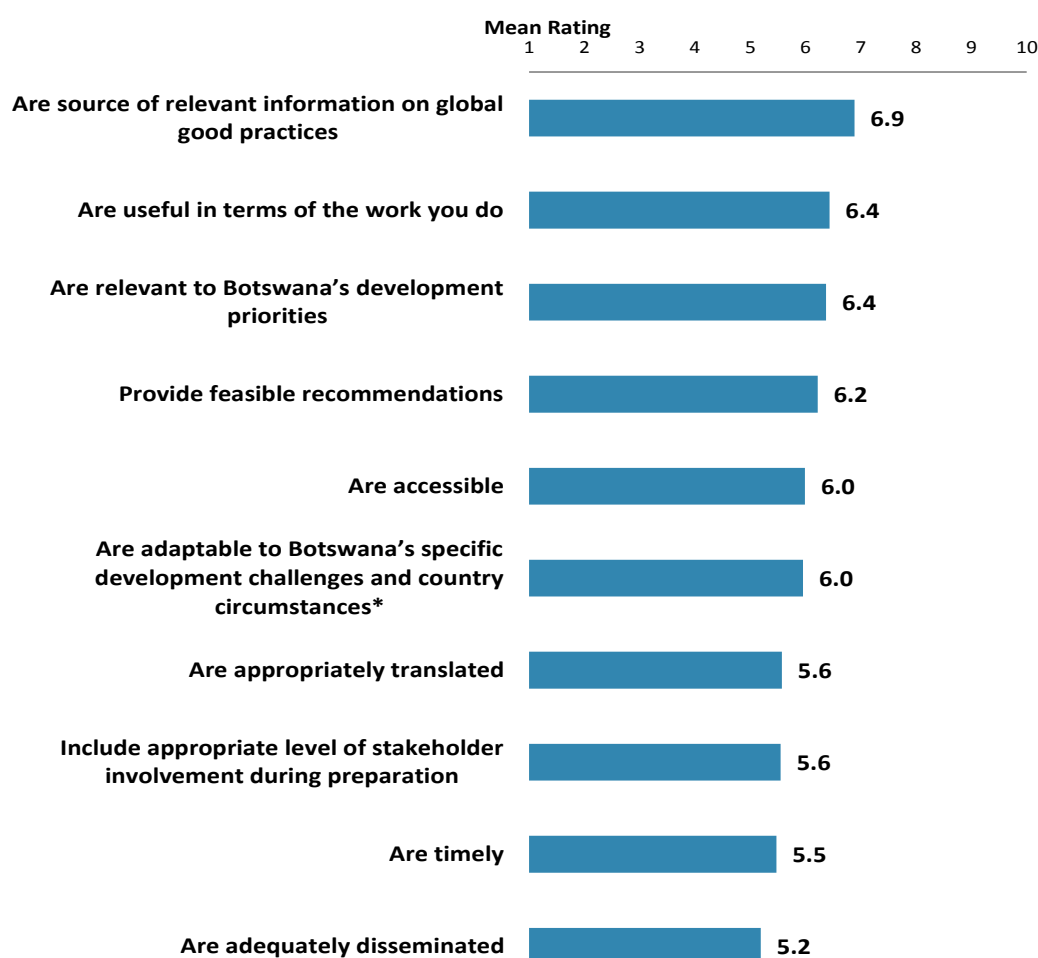


"In Botswana, how effective do you believe the World Bank's knowledge work and activities:"  
(1-"Not effective at all", 10-"Very effective")

## VIII. World Bank Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents from PMUs, consultants/contractors working on Bank supported projects/programs, and respondents from academia/research institutes/think tanks gave the highest ratings for the extent to which the Bank's knowledge work and activities "are useful in terms of the work you do," whereas respondents from the private sector/financial sector/private banks had significantly *lower* ratings.
- Respondents across stakeholder groups gave statistically similar ratings for the indicator quality of the Bank's knowledge work and activities that the Bank's knowledge work and activities "are adaptable to Botswana's specific development challenges and country circumstances."



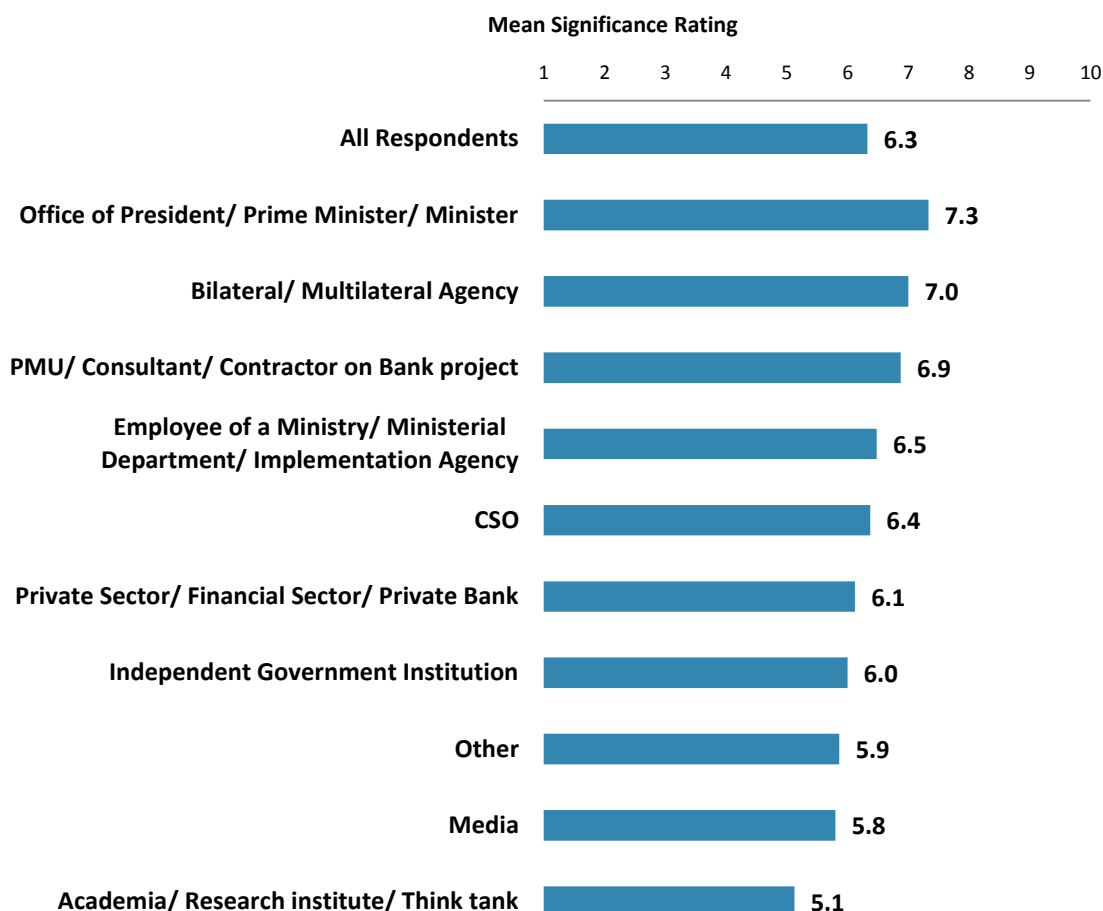
"In Botswana, to what extent do you believe that the World Bank's knowledge work and activities:"

(1-"To no degree at all", 10-"To a very significant degree") \*Indicator Question

## VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Botswana.



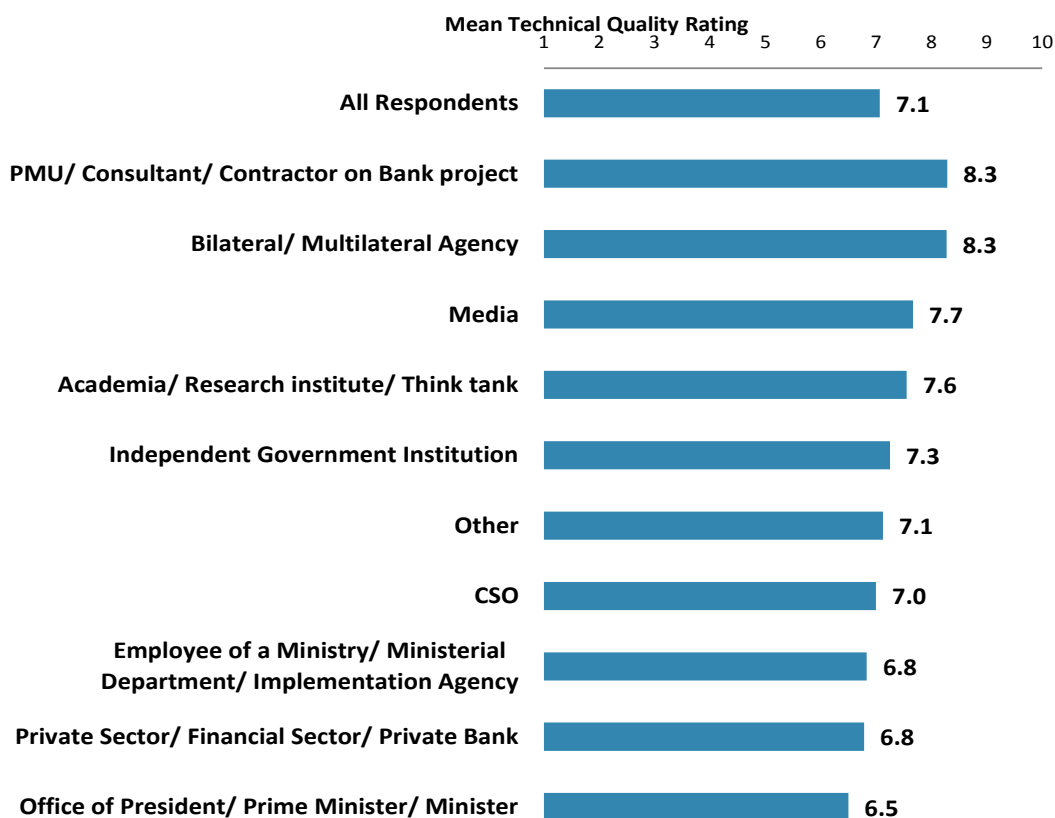
"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"  
 (1-"Not significant at all", 10-"Very significant")



## VIII. World Bank Knowledge and Instruments (continued)

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

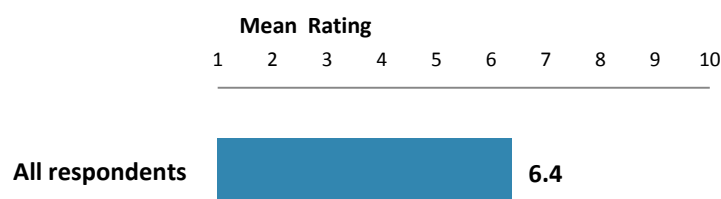
- Respondents across stakeholder groups gave the statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



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

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

### Value of the World Bank's Fee-based Products/Services

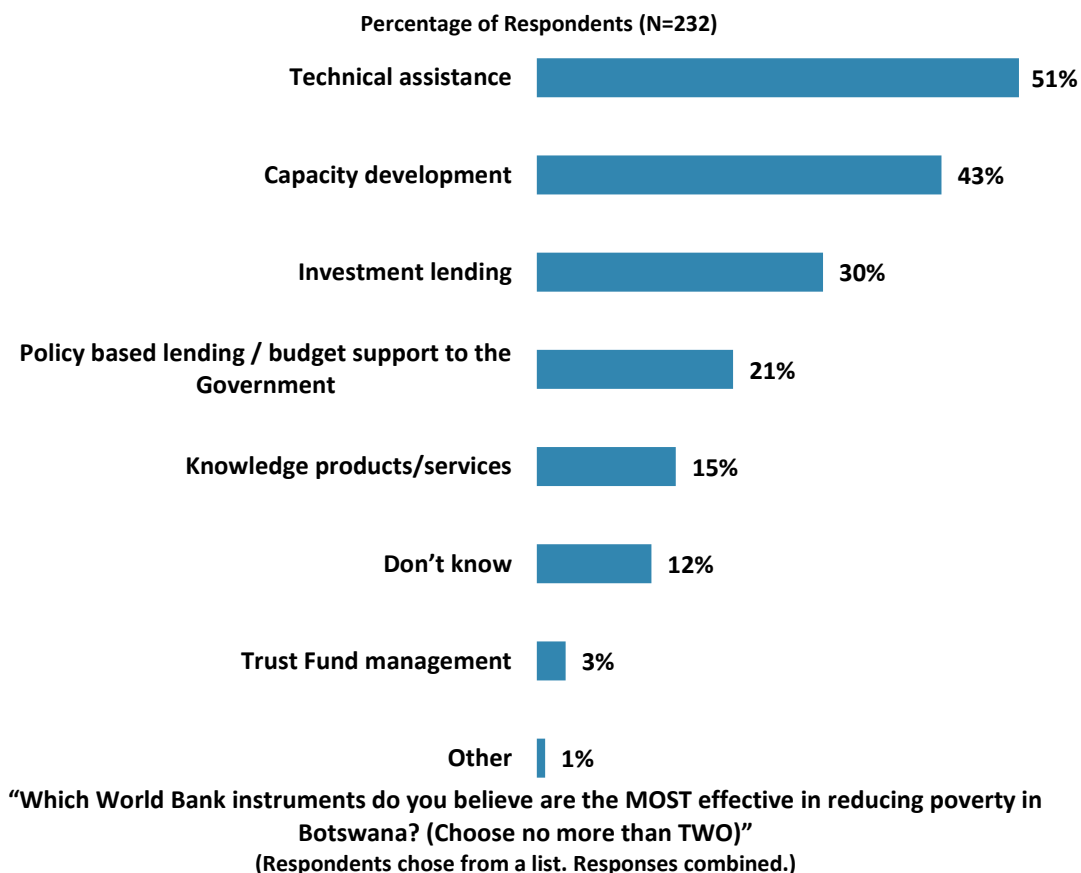


"To what extent do you believe that Botswana received value for money from the World Bank's products/services that were paid for on a fee for service basis?"

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

## VIII. World Bank Knowledge and Instruments (continued)

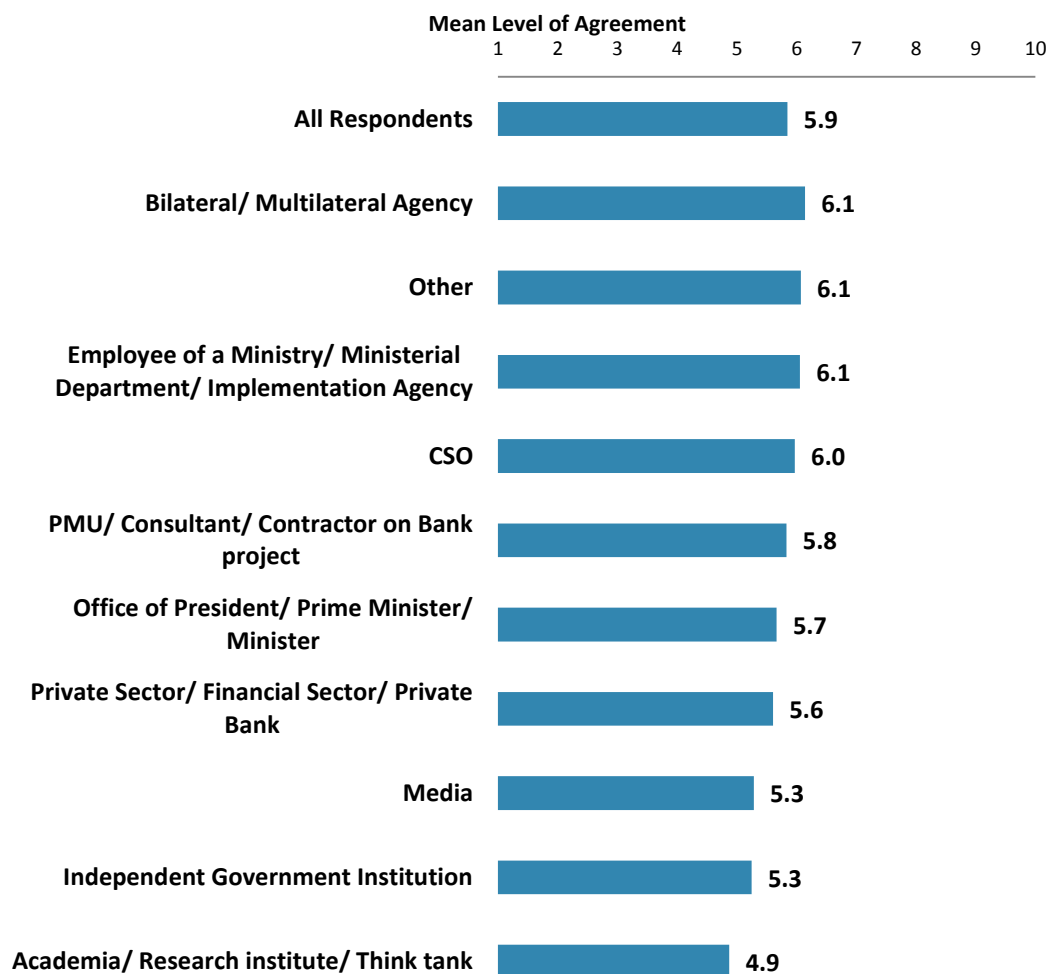
### Most Effective Instruments



## VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank's financial instruments meet Botswana's needs.

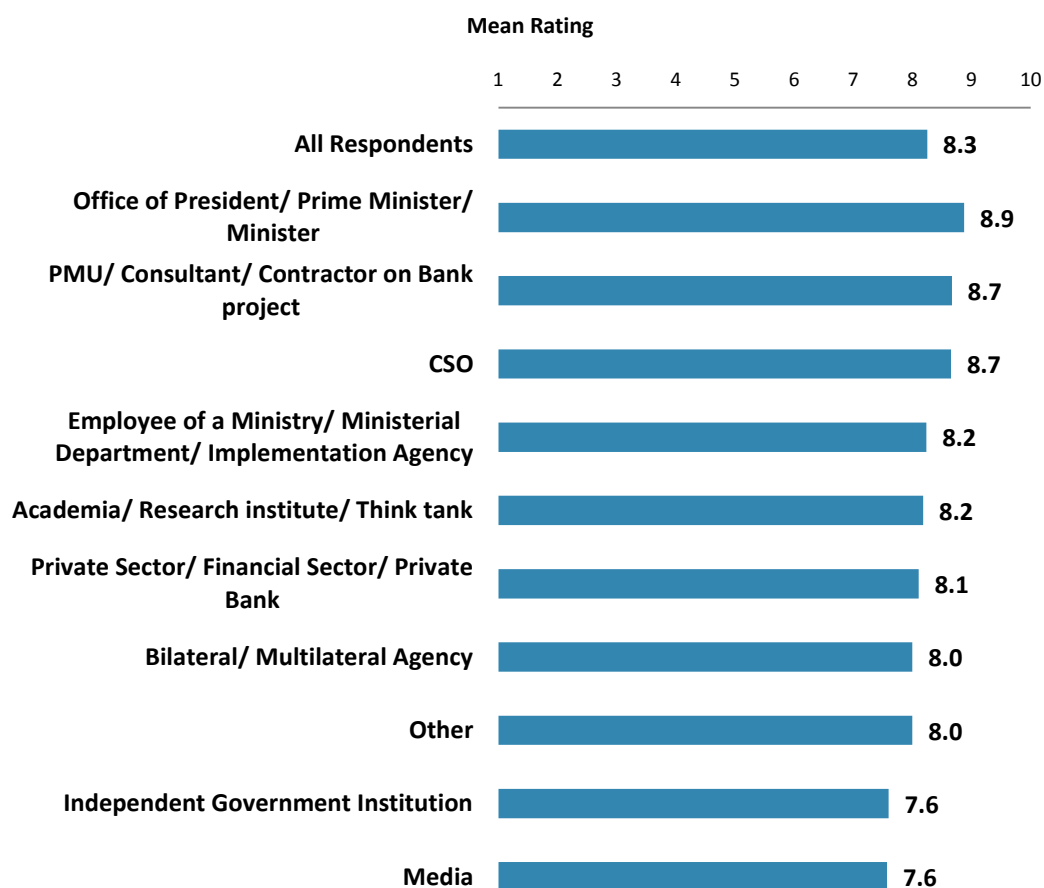


"The World Bank's financial instruments meet the needs of Botswana"  
 (1-"Strongly disagree", 10-"Strongly agree")

## IX. The Future Role of the World Bank in Botswana

### Role Significance

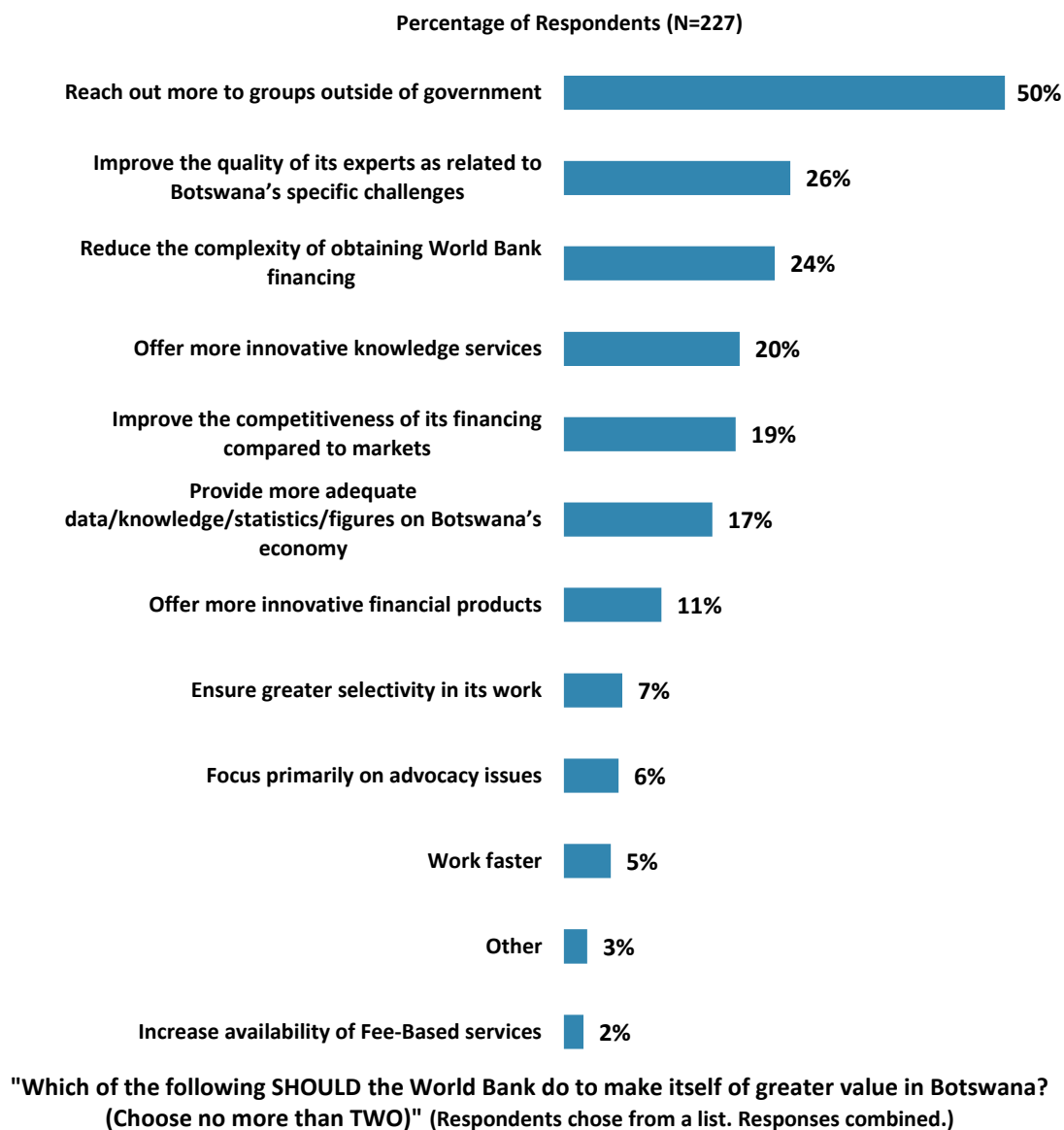
- Respondents across stakeholder groups gave statistically similar ratings for the significance of the Bank's future role in Botswana's development.



"How significant a role do you believe the World Bank SHOULD play in Botswana's development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

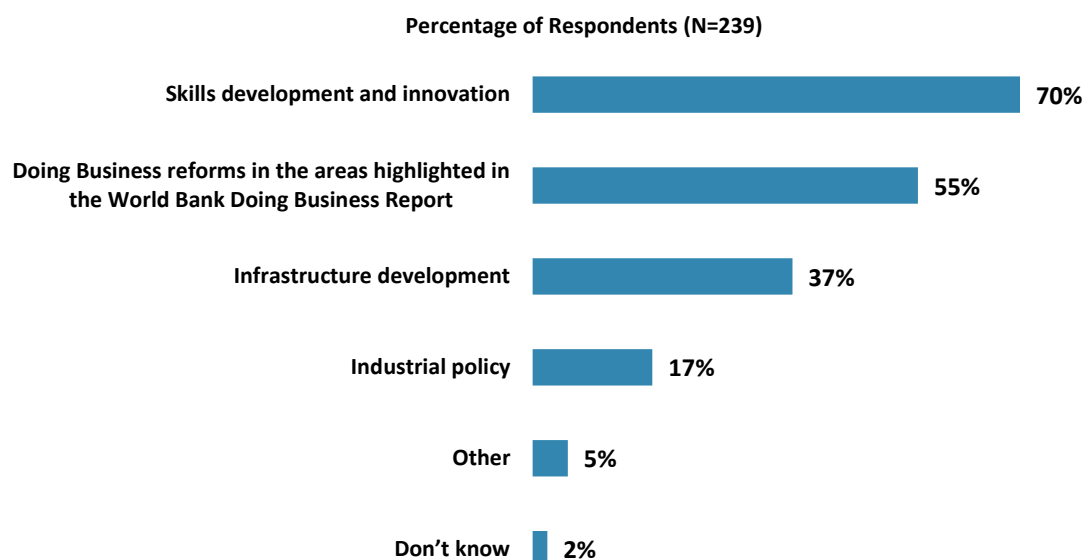
## IX. The Future Role of the World Bank in Botswana (continued)

### Making the World Bank of Greater Value



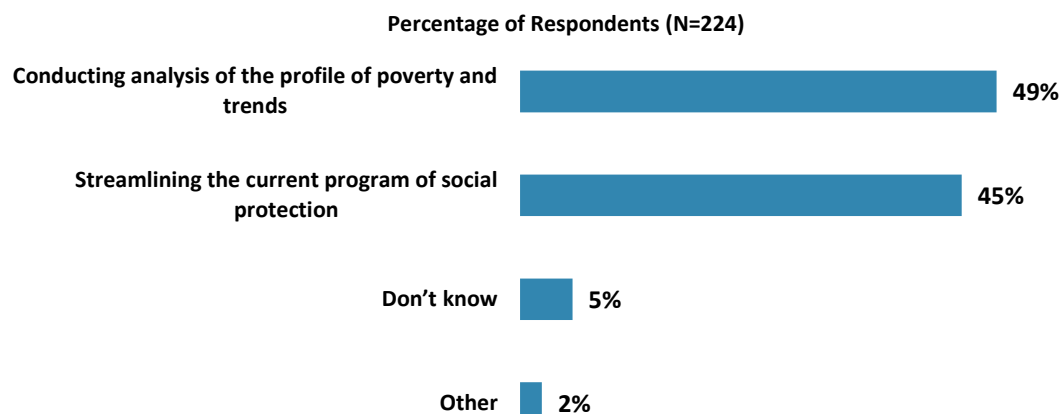
## IX. The Future Role of the World Bank in Botswana (continued)

### The World Bank's Support in Economic Diversification



"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)"  
(Respondents chose from a list. Responses combined.)

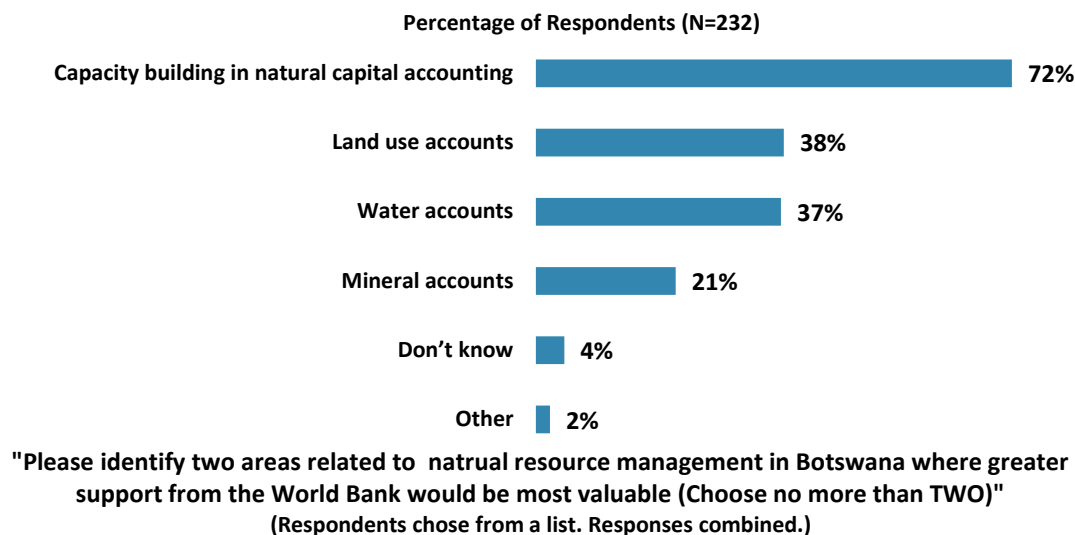
### The World Bank's Support in Social Protection



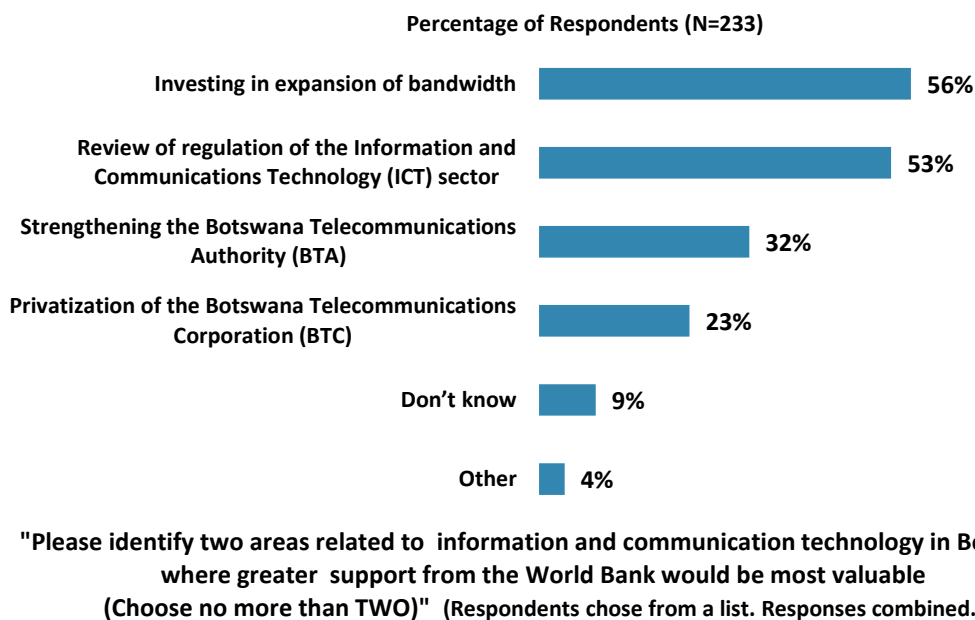
"Please identify two areas related to social protection in Botswana where greater support from the World Bank would be most valuable (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank in Botswana (continued)

### The World Bank's Support in Natural Resource Management

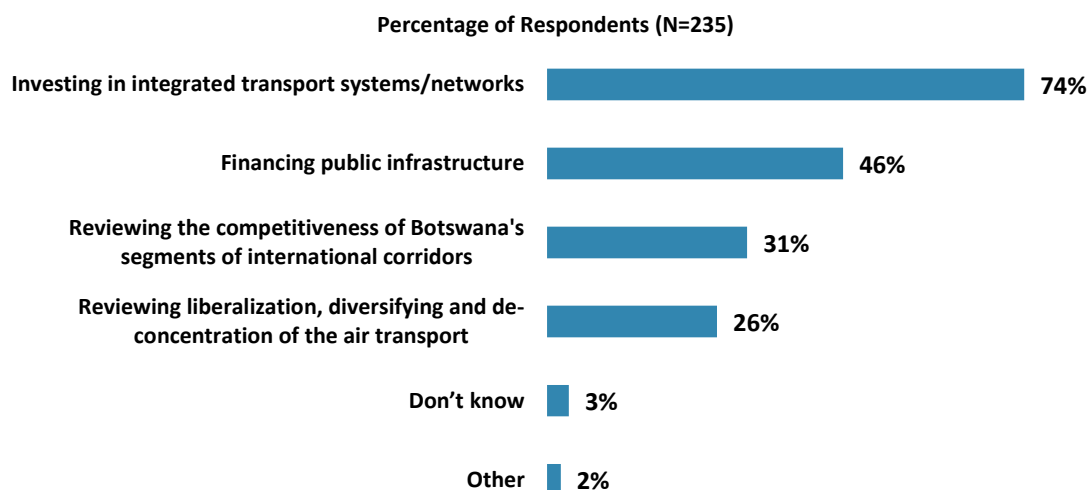


### The World Bank's Support in Information and Communication Technology



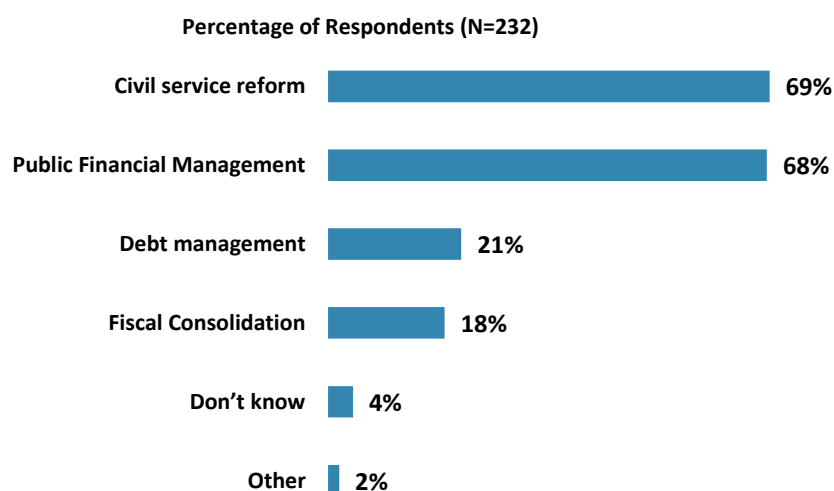
## IX. The Future Role of the World Bank in Botswana (continued)

### The World Bank's Support in Transport Infrastructure



"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)" (Respondents chose from a list. Responses combined.)

### The World Bank's Support in Public Sector Reform

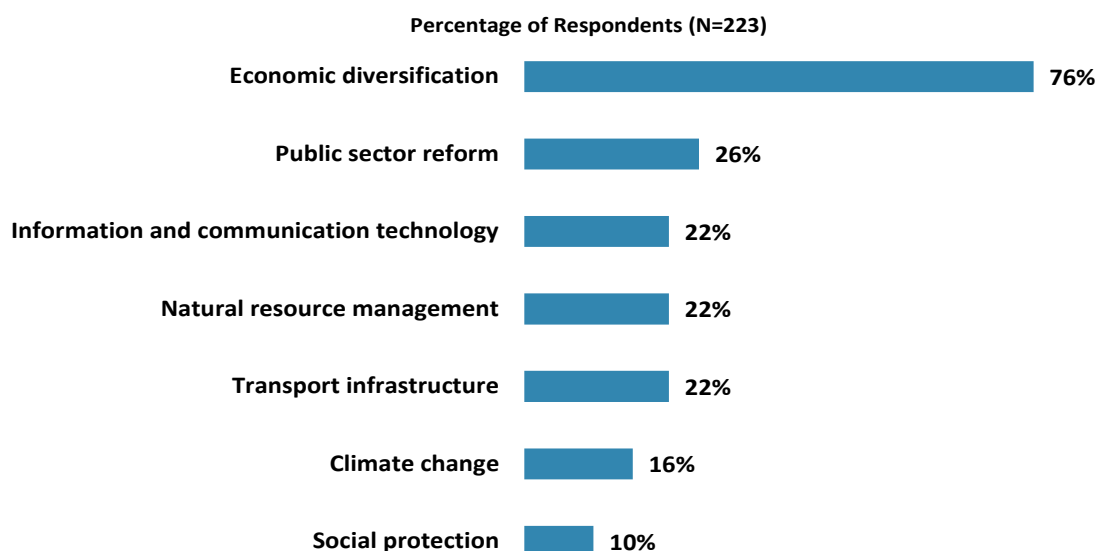


"Please identify two areas related to public sector reform in Botswana where greater support from the World Bank would be most valuable  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



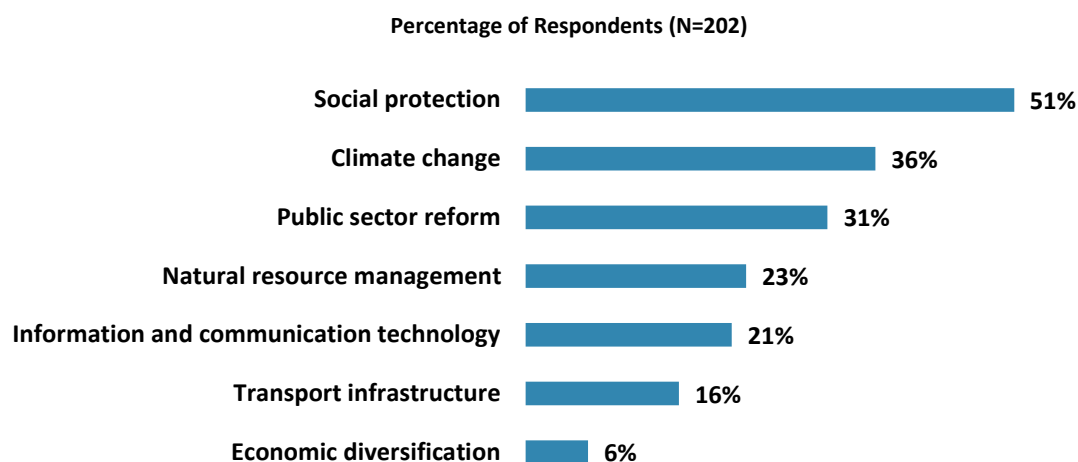
## IX. The Future Role of the World Bank in Botswana (continued)

### Areas Where the Bank Should Play a Leading Role among International Partners



"Which TWO areas below would benefit most from the World Bank playing a leading role among international partners in Botswana?" (Respondents chose from a list. Responses combined.)

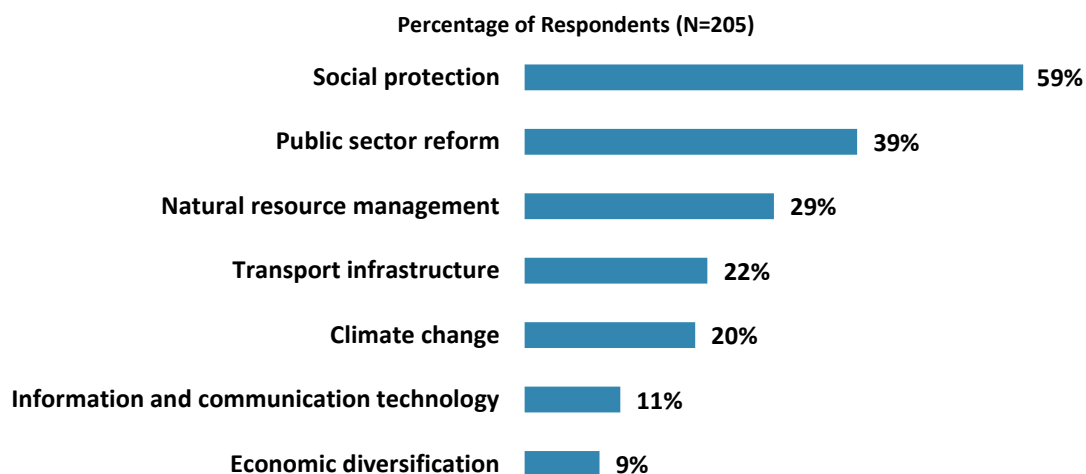
### Areas Where the Bank Should Offer Little or No Resources



"Which TWO areas below should receive little or no resources from the World Bank in Botswana?" (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank in Botswana (continued)

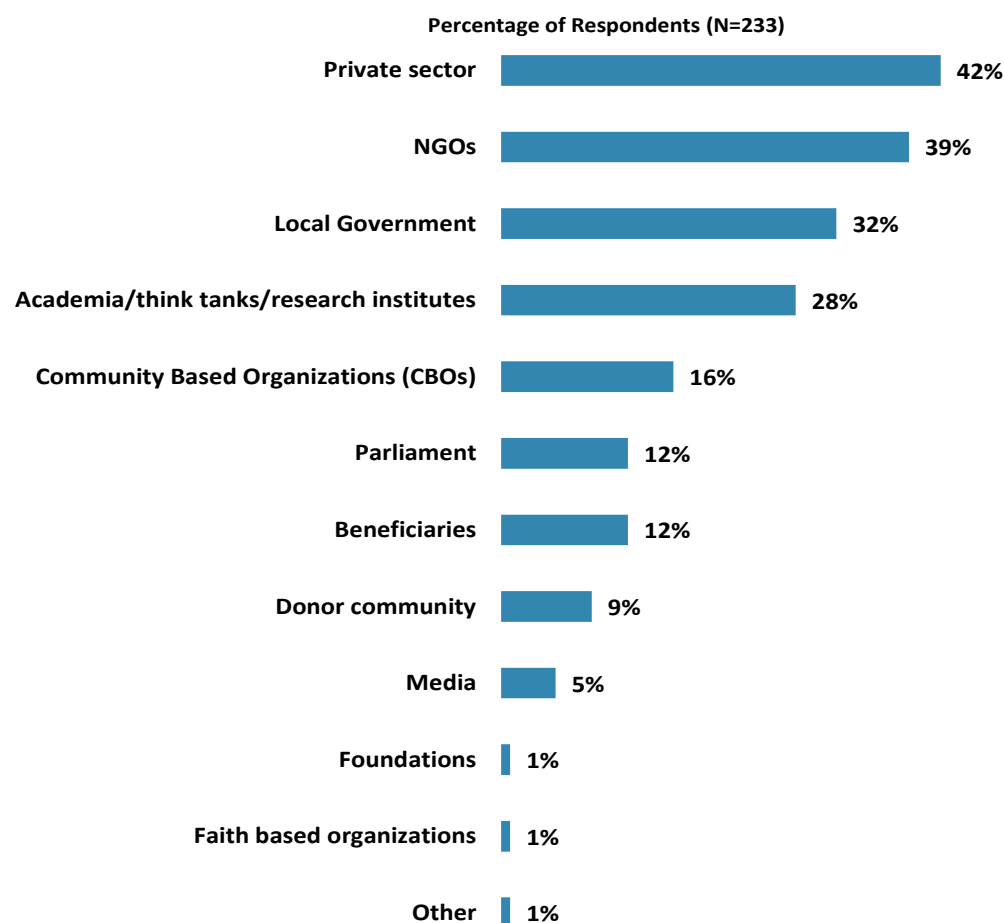
### Areas that should be Left to the Government without the Bank's Support



"Please check TWO areas below that you believe should be left to the Government to manage without World Bank support" (Respondents chose from a list. Responses combined.)

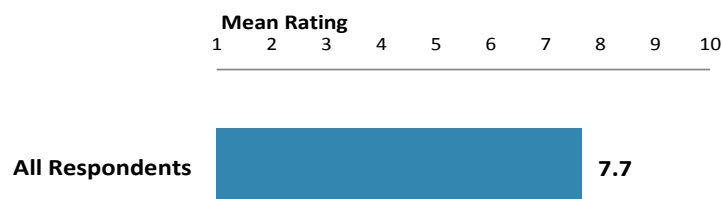
## IX. The Future Role of the World Bank in Botswana (continued)

### Collaborating with Stakeholders in Botswana



"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?"  
(Respondents chose from a list. Responses combined.)

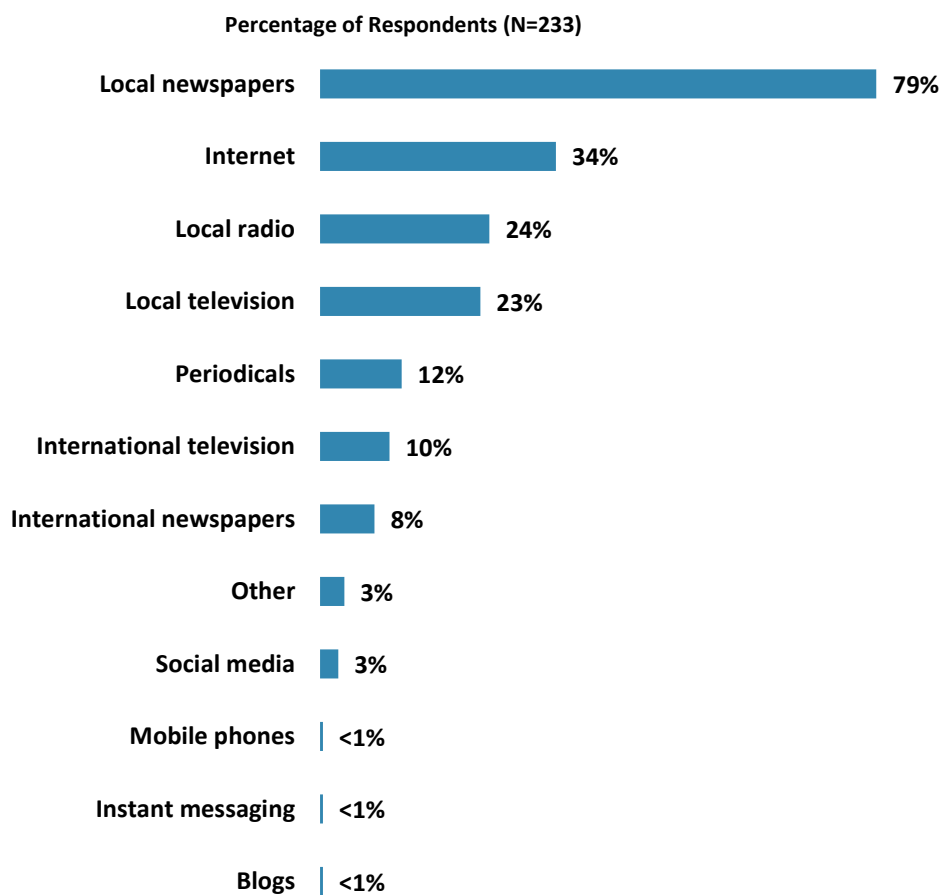
### Influencing the Global Development Agenda



"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods'?"  
(1 - "To no degree at all", 10 - "To a very significant degree")

## X. Communication and Openness

### Information Sources



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

## X. Communication and Openness (continued)

### Preferred Information Sources



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

## X. Communication and Openness (continued)

### Access to Information

Percentage of Respondents (N=223)



"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?"

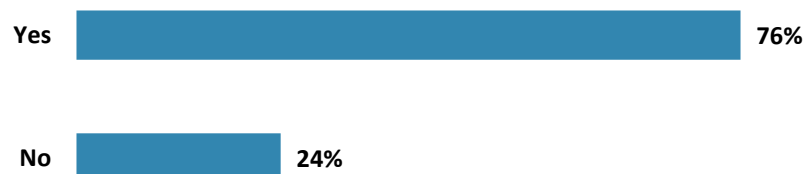
- 
- Respondents from the media were most likely to indicate that they had requested information from the World Bank on its activities in the past year, whereas respondent from the private sector/financial sector/private banks, PMUs, consultants/contractors working on Bank projects were significantly *less* likely to have requested information from the Bank.

Percentage of Respondents (N=212)



"Have you requested information from the World Bank on its activities in the past year?"

Percentage of Respondents (N=34)

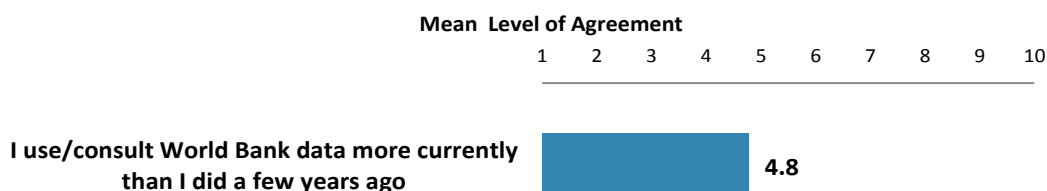


"Were you able to obtain this information?"

## X. Communication and Openness (continued)

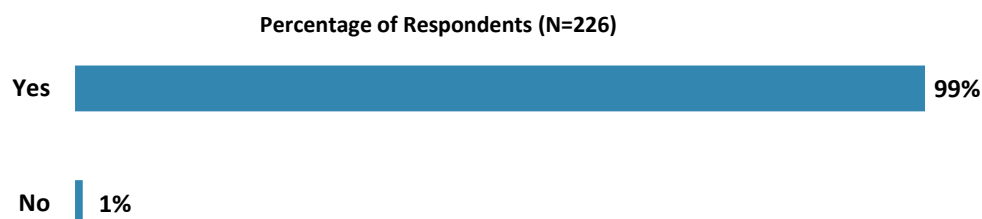
### Access to Information (continued)

- Respondents from PMUs, consultants/contractors working on Bank projects were most likely to indicate that they use/consult Bank data more currently than before, whereas respondents from CSOs were significantly *less* likely to indicate so.

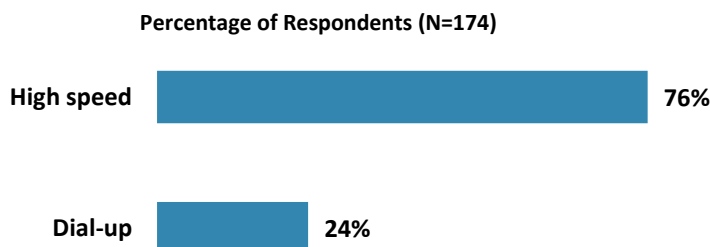


"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Internet Access



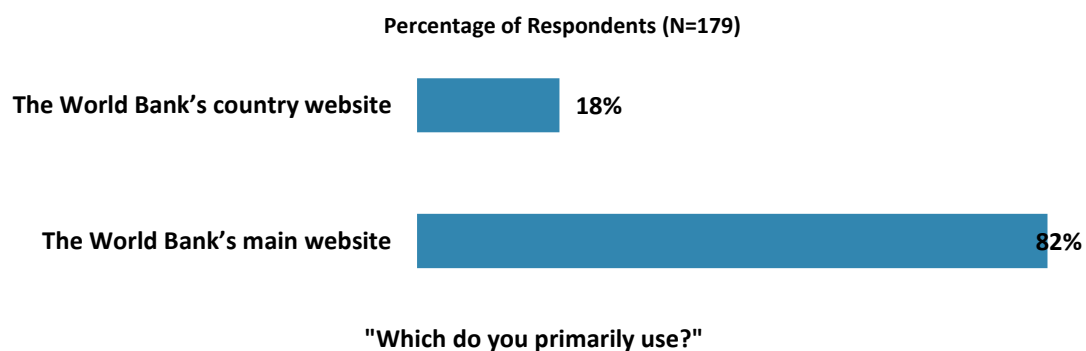
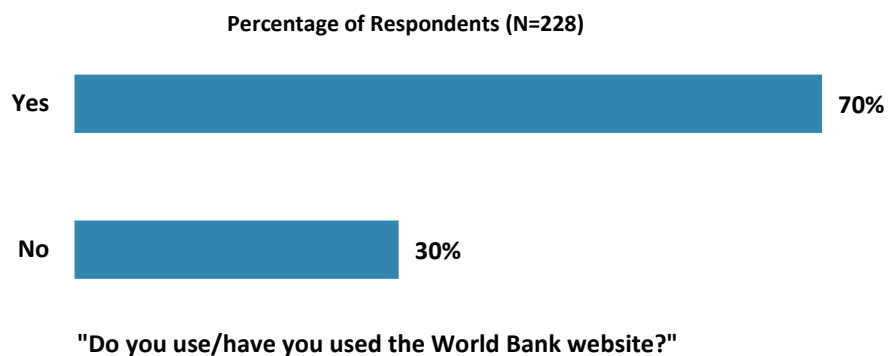
"Do you have access to the Internet?"



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

## X. Communication and Openness (continued)

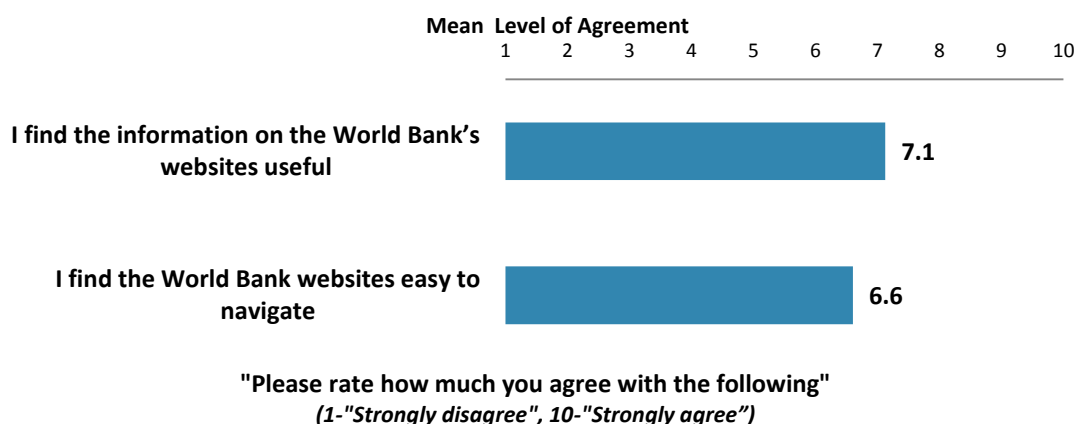
### Website Usage





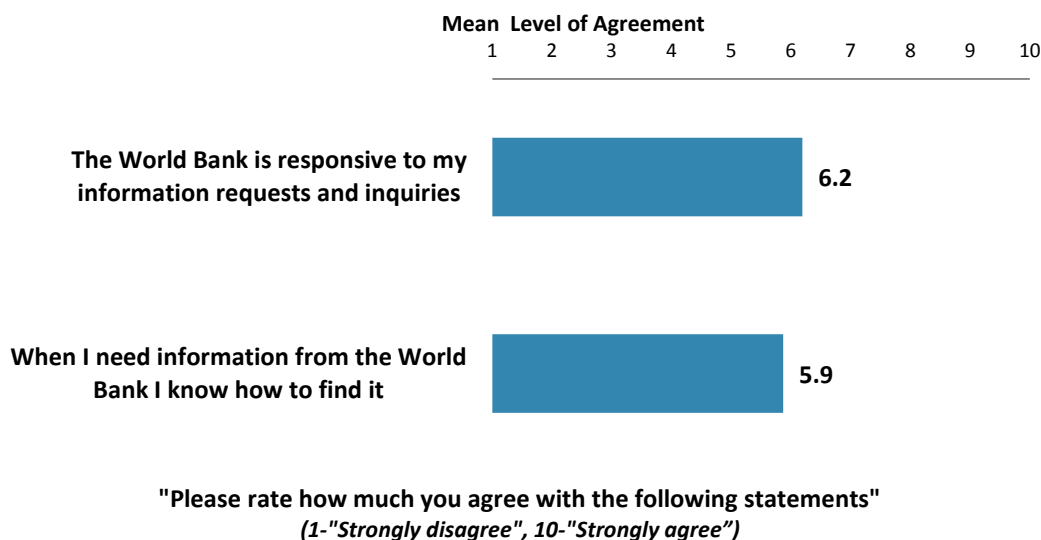
## X. Communication and Openness (continued)

### Website Evaluation



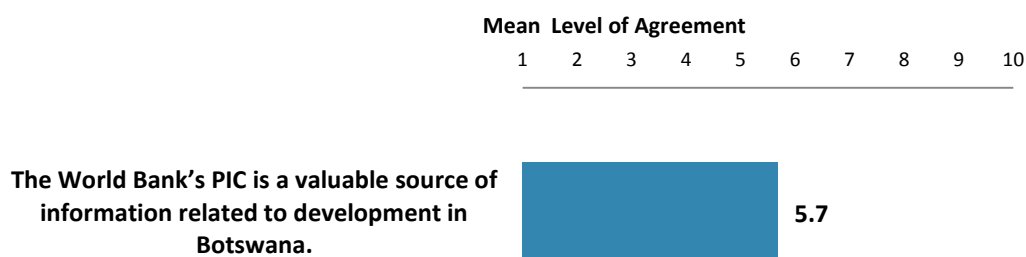
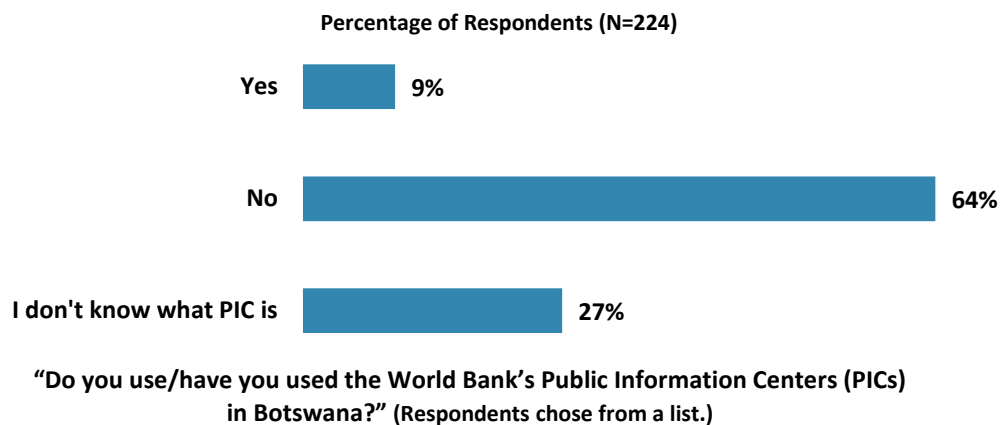
### Information Sharing

- Respondents from PMUs, consultants/contractors working on Bank projects were most likely to indicate that the Bank is responsive to their information requests and inquiries, whereas respondents from academia/research institutes/think tanks were significantly *less* likely to say so.



## X. Communication and Openness (continued)

### Public Information Services



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## XI. Appendices

A. Responses to All Questions across All Respondents .....	52
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C. Indicator Questions as a Function of Exposure to the Bank.....	90
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**Botswana**



## Appendix A: Responses to All Questions across All Respondents (N=241)

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

### A. General Issues Facing Botswana

1. In general would you say that Botswana is headed in ... ?	Percentage of Respondents (N=218)
The right direction	59.6%
The wrong direction	15.1%
Not sure	25.2%

2. Listed below are a number of development priorities in Botswana. Please identify which of the following you consider the most important development priorities in Botswana? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=234)
Job creation/employment	36.8%
Poverty reduction	30.8%
Education	29.9%
Health	21.4%
Public sector governance/ reform	20.9%
Economic growth	20.1%
Agriculture and rural development	15.4%
Energy	15.4%
Social protection	11.5%
Domestic private sector development	11.1%
Water and sanitation	10.3%
Foreign direct investment	9.4%
Anti-corruption	9.4%
Transport	8.1%
Food security	7.7%
Information and communications technology	5.6%
Basic infrastructure	4.7%
Natural resource management	4.3%
Global/regional integration	3.8%
Trade and exports	3.8%
Climate change and environmental sustainability	3.0%
Equality of opportunity	3.0%
Financial markets	2.6%
Urban development	1.3%
Regulatory framework	1.3%
Communicable/non-communicable diseases	1.3%
Law and justice	0.9%
Gender	0.9%

**A. General Issues Facing Botswana (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Botswana? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=236)</b>
Job creation/employment	50.8%
Agriculture and rural development	44.1%
Economic growth	36.0%
Education	33.9%
Domestic private sector development	23.7%
Equality of opportunity	14.0%
Food security	13.1%
Social protection	12.7%
Anti corruption	9.3%
Public sector governance/ reform	8.9%
Health	6.8%
Foreign direct investment	5.9%
Water and sanitation	5.9%
Basic infrastructure	5.9%
Natural resource management	3.4%
Trade and exports	3.4%
Energy	3.0%
Transport	2.5%
Global/regional integration	2.5%
Information and communications technology	2.1%
Gender	1.7%
Climate change and environmental sustainability	1.7%
Communicable/non-communicable diseases	1.3%
Urban development	0.8%
Regulatory framework	0.8%
Law and justice	0.4%
Financial markets	0.0%

**A. General Issues Facing Botswana (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Botswana? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=240)</b>
Domestic private sector development	37.9%
Foreign direct investment	33.3%
Agriculture and rural development	32.9%
Trade and exports	29.2%
Energy	22.9%
Natural resource management	19.6%
Education	17.5%
Job creation/employment	17.1%
Public sector governance/ reform	15.4%
Basic infrastructure	10.4%
Information and communications technology	10.0%
Global/regional integration	9.6%
Anti corruption	7.5%
Transport	6.3%
Financial markets	5.0%
Regulatory framework	4.2%
Food security	3.3%
Equality of opportunity	2.9%
Water and sanitation	2.5%
Health	2.5%
Gender	1.3%
Climate change and environmental sustainability	1.3%
Social protection	0.8%
Urban development	0.4%
Communicable/non-communicable diseases	0.0%
Law and justice	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Botswana? (1-Not familiar at all, 10-Extremely familiar)	235	0	5.70	2.13
<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Botswana? (1-Not effective at all, 10-Very effective)	205	29	5.72	1.83
<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared to help Botswana solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	182	51	6.31	1.83

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

<b>4. 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>	<b>Percentage of Respondents (Responses Combined; N=235)</b>
Public sector governance/ reform	28.9%
Agriculture and rural development	24.7%
Domestic private sector development	23.8%
Economic growth	22.6%
Job creation/employment	21.3%
Education	18.7%
Poverty reduction	18.3%
Energy	17.0%
Health	13.2%
Trade and exports	11.5%
Foreign direct investment	11.1%
Basic infrastructure	9.4%
Social protection	8.1%
Transport	8.1%
Water and sanitation	8.1%
Global/regional integration	7.2%
Regulatory framework	6.0%
Natural resource management	6.0%
Anti corruption	6.0%
Food security	6.0%
Climate change and environmental sustainability	5.5%
Information and communications technology	5.1%
Financial markets	3.4%
Equality of opportunity	1.3%
Gender	1.3%
Communicable/non-communicable diseases	1.3%
Law and justice	0.9%
Urban development	0.4%

<b>5. 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?</b>	<b>Percentage of Respondents (N=213)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Technical assistance	18.8%	21.1%	39.8%
Financial resources: policy based lending / budget support to the Government	21.1%	12.9%	34.0%
Financial resources: investment lending	23.5%	10.5%	34.0%
Training/capacity building	13.1%	15.3%	28.5%
Policy advice	12.2%	14.4%	26.6%
Mobilizing third party financial resources	3.3%	5.7%	9.0%
Linkage to non-Bank expertise	2.3%	6.2%	8.6%
Studies/analyses	1.9%	6.2%	8.1%
Data	0.9%	2.9%	3.8%
Convening/facilitating	0.5%	2.9%	3.3%
Donor coordination	1.4%	1.9%	3.3%
Other	0.9%	0.0%	0.9%

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

<b>6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Botswana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=231)</b>
Not enough public disclosure of its work	26.4%
Too influenced by developed countries	24.2%
Too bureaucratic in its operational policies and procedures	23.4%
Not collaborating enough with non-state actors	19.5%
Imposing technocratic solutions without regard to political realities	14.3%
World Bank processes too slow and complex	13.9%
Not willing to honestly criticize policies and reform efforts in the country	10.4%
Other	8.2%
Not adequately sensitive to political/social realities in Botswana	6.5%
Not aligned with country priorities	5.2%
Not exploring alternative policy options	5.2%
Not aligned with other donors' work	4.3%
Not client focused	3.9%
Arrogant in its approach	3.5%
Staff too inaccessible	2.2%
The credibility of its knowledge/data	1.3%

<b>7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Botswana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=232)</b>
Technical assistance	50.9%
Capacity development	42.7%
Investment lending	30.2%
Policy based lending / budget support to the Government	20.7%
Knowledge products/services	14.7%
Don't know	12.1%
Trust Fund management	3.0%
Other	0.9%

<b>Influencing Global Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?" (1-To no degree at all, 10-To a very significant degree)	220	12	7.66	2.09



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

9. 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)	Percentage of Respondents (Responses Combined; N=233)
Private sector	41.6%
NGOs	38.6%
Local Government	31.8%
Academia/think tanks/research institutes	27.9%
Community Based Organizations (CBOs)	16.3%
Parliament	12.0%
Beneficiaries	12.0%
Donor community	8.6%
Media	5.2%
Foundations	0.9%
Faith based organizations	0.9%
Other	0.9%

To what extent do you agree with the following statements about the World Bank's work in Botswana? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Botswana*	210	25	6.42	1.95
11. The World Bank's work is aligned with what I consider the development priorities for Botswana*	198	32	6.26	2.02
12. The World Bank supports programs and strategies that are realistic for Botswana	204	32	6.39	1.92
13. The World Bank treats clients and stakeholders in Botswana with respect	171	60	6.77	1.94

To what extent is the World Bank an effective development partner in Botswana, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Responsiveness*	171	59	6.39	1.89
15. Flexibility (in terms of the World Bank's products and services)	170	61	5.46	2.04
16. Flexibility (in terms of changing country circumstances)	172	58	5.40	1.88
17. Being inclusive	172	54	5.78	2.00
18. Openness*	180	47	6.29	2.19
19. Staff accessibility	171	60	5.82	2.26
20. Straightforwardness and honesty	169	53	6.45	2.20
21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	167	60	5.30	2.35
22. Collaboration with the Government*	192	40	7.78	1.63
23. Collaboration with other donors*	128	98	6.60	2.02
24. Follow through over time	150	79	6.35	1.98

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

<b>25. 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>	<b>Percentage of Respondents (Responses Combined; N=231)</b>
Lack of/inadequate levels of capacity in Government	33.3%
There is not an adequate level of citizen/civil society participation	29.9%
Reforms are not well thought out in light of country challenges	27.7%
The Government works inefficiently	26.0%
The World Bank is not sensitive enough to political/social realities on the ground	14.3%
Political pressures and obstacles	12.6%
The World Bank does not do adequate follow through/follow-up	10.8%
The World Bank works too slowly	10.4%
Poor donor coordination	10.0%
Other	6.5%

**C. World Bank Effectiveness and Results**

<b>How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Botswana? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Anti corruption	132	89	5.56	2.58
2. Information and communications technology	130	86	5.85	2.04
3. Transport	146	74	6.01	2.13
4. Law and justice	115	103	5.72	2.09
5. Urban development	136	82	5.90	2.14
6. Regulatory framework	149	73	6.23	1.96
7. Basic infrastructure	138	80	6.01	2.27
8. Communicable/non-communicable diseases	138	83	6.22	2.20
9. Poverty reduction	163	60	5.92	2.09
10. Gender	135	81	6.14	2.22
11. Domestic private sector development	131	85	5.41	2.12
12. Foreign direct investment	139	83	5.82	1.98
13. Water and sanitation	135	87	5.65	2.14
14. Trade and exports	136	82	5.98	1.98
15. Economic growth	169	52	6.31	1.91
16. Energy	158	63	6.13	2.34
17. Public sector governance/ reform	158	62	6.32	1.99
18. Job creation/employment	132	87	4.76	2.12
19. Financial markets	128	91	5.82	2.01
20. Equality of opportunity	123	92	5.20	2.12
21. Health	143	78	6.48	2.19
22. Agriculture and rural development	136	81	5.21	2.06
23. Global/regional integration	136	84	5.71	1.97
24. Food security	139	81	5.44	2.15
25. Education	135	81	5.96	2.01
26. Social protection	123	97	5.02	1.92
27. Climate change and environmental sustainability	139	85	5.46	2.07
28. Natural resource management	136	87	5.49	2.24

**C. World Bank Effectiveness and Results (continued)**

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
29. To what extent does the World Bank's work help to achieve development results in Botswana? (1-To no degree at all, 10-To a very significant degree)	202	35	6.17	1.77

<b>To what extent do you agree with the following statements about the World Bank in Botswana? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
30. The World Bank's financial instruments meet the needs of Botswana*	182	50	5.85	2.00
31. The World Bank meets Botswana's needs for knowledge services *	191	42	5.98	1.89

**D. The World Bank's Knowledge Work and Activities  
(i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

<b>1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=238)</b>
A few times a year	31.9%
Rarely	30.3%
Never	21.0%
Monthly	12.2%
Weekly	4.6%

<b>2. 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>	<b>Percentage of Respondents (Responses Combined; N=236)</b>
Public sector governance/ reform	41.5%
Domestic private sector development	28.0%
Job creation/employment	25.0%
Poverty reduction	22.9%
Agriculture and rural development	21.6%
Economic growth	20.3%
Education	19.5%
Energy	16.5%
Foreign direct investment	10.2%
Health	10.2%
Trade and exports	8.9%
Water and sanitation	8.9%
Climate change and environmental sustainability	8.1%
Information and communications technology	7.2%
Anti corruption	7.2%
Transport	5.5%
Natural resource management	4.7%
Equality of opportunity	4.7%
Food security	4.2%
Basic infrastructure	4.2%
Regulatory framework	4.2%
Global/regional integration	3.0%
Social protection	2.5%
Financial markets	2.1%
Communicable/non-communicable diseases	2.1%
Gender	1.7%
Law and justice	0.8%
Urban development	0.8%

**D. The World Bank's Knowledge Work and Activities (continued)**  
*(i.e., Analysis, Studies, Research, Data, Reports, Conferences)*

In Botswana, how effective do you believe the World Bank's knowledge work and activities: <i>(1-Not effective at all, 10- Very effective)</i>	Degree			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	187	41	5.74	2.21
4. Contributing to good policy making	184	40	6.26	1.92
5. Providing support for program implementation	191	35	6.38	2.05

In Botswana, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	163	61	5.47	2.02
7. Include appropriate level of stakeholder involvement during preparation	174	51	5.55	2.13
8. Are relevant to Botswana's development priorities	186	43	6.37	1.92
9. Provide feasible recommendations	179	47	6.22	1.92
10. Are accessible	178	46	5.99	2.03
11. Are source of relevant information on global good practices	180	44	6.88	1.85
12. Are useful in terms of the work you do	187	42	6.43	2.17
13. Are adequately disseminated	184	43	5.19	2.16
14. Are appropriately translated	161	59	5.57	2.32
15. Are adaptable to Botswana's specific development challenges and country circumstances*	180	45	5.96	1.99

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	188	38	6.33	1.89
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	197	42	7.07	1.68
18. 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? <i>(1-To no degree at all, 10-To a very significant degree)</i>	153	81	6.39	1.80

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank disburses funds promptly	125	97	6.12	2.03
2. The World Bank effectively monitors and evaluates the projects and programs it supports	167	60	6.83	1.85
3. The World Bank's approvals and reviews are done in a timely fashion	137	86	5.93	2.06
4. The World Bank's "Safeguard Policy" requirements are reasonable	127	93	6.35	1.89
5. The World Bank imposes reasonable conditions on its lending	150	68	5.81	2.00
6. Working with the World Bank increases Botswana's institutional capacity	181	41	7.02	1.77
7. The World Bank ensures consistency and continuity through staff changes	128	94	6.12	1.93
8. The World Bank's teams and visits are well coordinated	151	73	6.63	1.97
9. Where country systems are adequate, the World Bank makes appropriate use of them*	131	92	6.57	1.93
10. The World Bank provides effective implementation support	163	62	6.55	1.85

### F. The Future Role of the World Bank in Botswana

Future Role of the World Bank	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Botswana's development in the near future? (1-Not a significant role at all, 10-Very significant role)	232	7	8.25	1.69

2. Which of the following SHOULD the World Bank do to make itself of greater value in Botswana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=227)
Reach out more to groups outside of government	49.8%
Improve the quality of its experts as related to Botswana's specific challenges	25.6%
Reduce the complexity of obtaining World Bank financing	23.8%
Offer more innovative knowledge services	19.8%
Improve the competitiveness of its financing compared to markets	19.4%
Provide more adequate data/knowledge/statistics/figures on Botswana's economy	16.7%
Offer more innovative financial products	11.0%
Ensure greater selectivity in its work	6.6%
Focus primarily on advocacy issues	6.2%
Work faster	5.3%
Other	2.6%
Increase availability of Fee-Based services	2.2%

3. 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)	Percentage of Respondents (Responses Combined; N=239)
Skills development and innovation	69.9%
Doing Business reforms in the areas highlighted in the World Bank Doing Business Report	55.2%
Infrastructure development	37.2%
Industrial policy	17.2%
Other	5.0%
Don't know	2.1%

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

<b>4. 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 TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=224)</b>
Conducting analysis of the profile of poverty and trends	48.7%
Streamlining the current program of social protection	45.1%
Don't know	5.4%
Other	2.2%

<b>5. 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>	<b>Percentage of Respondents (Responses Combined; N=232)</b>
Capacity building in natural capital accounting	72.0%
Land use accounts	37.5%
Water accounts	37.1%
Mineral accounts	21.1%
Don't know	4.3%
Other	2.2%

<b>6. 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>	<b>Percentage of Respondents (Responses Combined; N=233)</b>
Investing in expansion of bandwidth	56.2%
Review of regulation of the Information and Communications Technology (ICT) sector	53.2%
Strengthening the Botswana Telecommunications Authority (BTA)	31.8%
Privatization of the Botswana Telecommunications Corporation (BTC)	22.7%
Don't know	8.6%
Other	3.9%

<b>7. 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>	<b>Percentage of Respondents (Responses Combined; N=235)</b>
Investing in integrated transport systems/networks	74.0%
Financing public infrastructure	46.0%
Reviewing the competitiveness of Botswana's segments of international corridors	31.1%
Reviewing liberalization, diversifying and de-concentration of the air transport	26.4%
Don't know	3.4%
Other	2.1%

<b>8. 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>	<b>Percentage of Respondents (Responses Combined; N=232)</b>
Civil service reform	68.5%
Public Financial Management	68.1%
Debt management	20.7%
Fiscal Consolidation	18.1%
Don't know	3.9%
Other	1.7%

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

<b>9a. Below is a list of development priorities in Botswana. Which TWO areas below would benefit most from the World Bank playing a leading role among international partners in Botswana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=223)</b>
Economic diversification	75.8%
Public sector reform	26.0%
Information and communication technology	21.5%
Natural resource management	21.5%
Transport infrastructure	21.5%
Climate change	16.1%
Social protection	10.3%

<b>9b. Below is a list of development priorities in Botswana. Which TWO areas below should receive little or no resources from the World Bank in Botswana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Social protection	50.5%
Climate change	36.1%
Public sector reform	31.2%
Natural resource management	22.8%
Information and communication technology	21.3%
Transport infrastructure	15.8%
Economic diversification	6.4%

<b>9c. Below is a list of development priorities in Botswana. Please check TWO areas below that you believe should be left to the Government to manage without World Bank support. (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=205)</b>
Social protection	58.5%
Public sector reform	39.0%
Natural resource management	29.3%
Transport infrastructure	21.5%
Climate change	20.0%
Information and communication technology	11.2%
Economic diversification	8.8%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Botswana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=233)</b>
Local newspapers	79.0%
Internet	33.5%
Local radio	24.0%
Local television	22.7%
Periodicals	11.6%
International television	9.9%
International newspapers	7.7%
Other	3.4%
Social media	2.6%
Mobile phones	0.4%
Instant messaging	0.4%
Blogs	0.4%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=234)</b>
World Bank website	53.4%
World Bank seminars/workshops/conferences	35.5%
World Bank publications and other written materials	32.9%
e-newsletters	28.6%
Direct contact with World Bank	17.9%
World Bank Public Information Center	8.5%
Social media	8.5%
Mobile phones	3.4%
Instant messaging	3.0%
Other	0.9%
Blogs	0.0%

<b>3. 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 a list of exceptions?</b>	<b>Percentage of Respondents (N=223)</b>
Yes	10.3%
No	89.7%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=212)</b>
Yes	14.6%
No	85.4%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=34)</b>
Yes	76.5%
No	23.5%



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

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=226)</b>
Yes	99.1%
No	0.9%

<b>7. Do you use/have used the World Bank website?</b>	<b>Percentage of Respondents (N=228)</b>
Yes	69.7%
No	30.3%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=179)</b>
The World Bank's country website	18.4%
The World Bank's main website	81.6%

<b>9. Which Internet connection do you use primarily when visiting a World Bank website?</b>	<b>Percentage of Respondents (N=174)</b>
High speed	76.4%
Dial-up	23.6%

<b>10. Do you use/have you used the World Bank Public Information Centers (PICs) in Botswana?</b>	<b>Percentage of Respondents (N=224)</b>
Yes	9.4%
No	64.3%
I don't know what PIC is	26.3%

<b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. I use/consult World Bank data more currently than I did a few years ago	203	21	4.78	2.68
12. The World Bank's PIC is a valuable source of information related to development in Botswana	49	79	5.69	2.58
13. I find the World Bank websites easy to navigate	164	30	6.60	1.94
14. I find the information on the World Bank's websites useful	165	26	7.13	1.98
15. When I need information from the World Bank I know how to find it	182	32	5.87	2.75
16. The World Bank is responsive to my information requests and inquiries	119	79	6.19	2.45

**H. Background Information**

<b>1. Which of the following best describes your current position?</b> (Please mark only ONE response)	<b>Percentage of Respondents</b> (N=235)
Employee of a Ministry, Ministerial Department or Implementation Agency	33.6%
NGO	17.4%
Private Sector Organization	8.5%
Other	6.8%
Academia/Research Institute/Think Tank	5.1%
Independent Government Institution	4.3%
Multilateral Agency	3.8%
Financial Sector/Private Bank	3.8%
Office of the President, Prime Minister	3.0%
Media	3.0%
Consultant/Contractor working on World Bank supported Project/Program	2.6%
Local Government Office or Staff	1.7%
Bilateral Agency	1.7%
Trade Union	1.7%
Project Management Unit (PMU) overseeing implementation of project	1.3%
Faith-Based Group	.9%
Office of Minister	.4%
Community Based Organization	.4%

<b>2. Please identify the primary specialization of your work.</b> (Please mark only ONE response)	<b>Percentage of Respondents</b> (N=228)
Other	22.8%
Public sector governance/Public financial management/anti-corruption	14.0%
Education	9.2%
Health/Communicable/non-communicable diseases	9.2%
Natural resource management/environmental sustainability	7.5%
Financial markets/banking	6.1%
Agriculture/ rural development / food security	5.7%
Information and communications technology	3.5%
Law and justice/regulatory framework	3.5%
Private sector development/foreign direct investment	3.5%
Energy	3.1%
Job creation/employment	3.1%
Social protection	3.1%
Gender/equality of opportunity	2.2%
Transport	1.8%
Climate change / disaster management	.9%
Urban development	.9%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=233)</b>
Yes	48.9%
No	51.1%

<b>4. Which of the following describes most of your exposure to the World Bank in Botswana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=218)</b>
Use World Bank reports/data	33.5%
Collaborate as part of my professional duties	31.2%
Use World Bank website for information, data, research, etc.	30.3%
Observer	27.1%
Engage in World Bank related/sponsored events/activities	26.6%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=238)</b>
Gaborone	98.3%
Other	1.3%
Maun	0.4%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Botswana

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	85.7%	69.3%	37.5%	75.0%	46.2%	61.0%	16.7%	44.4%	40.0%	57.9%
The wrong direction	14.3%	5.3%	37.5%	8.3%	30.8%	7.3%	50.0%	11.1%	30.0%	26.3%
Not sure	0.0%	25.3%	25.0%	16.7%	23.1%	31.7%	33.3%	44.4%	30.0%	15.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection	0.0%	15.6%	22.2%	16.7%	10.3%	12.8%	0.0%	10.0%	8.3%	0.0%
Transport*	12.5%	6.5%	0.0%	0.0%	13.8%	8.5%	42.9%	0.0%	0.0%	10.0%
Public sector governance/ reform	12.5%	18.2%	33.3%	8.3%	27.6%	17.0%	14.3%	30.0%	25.0%	25.0%
Global/regional integration	0.0%	1.3%	11.1%	8.3%	10.3%	4.3%	0.0%	0.0%	0.0%	5.0%
Gender	0.0%	0.0%	11.1%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	9.1%	11.1%	16.7%	17.2%	6.4%	14.3%	10.0%	16.7%	15.0%
Foreign direct investment*	12.5%	10.4%	0.0%	0.0%	27.6%	4.3%	0.0%	20.0%	0.0%	5.0%
Water and sanitation	12.5%	10.4%	11.1%	0.0%	13.8%	12.8%	0.0%	0.0%	8.3%	10.0%
Anti-corruption	12.5%	10.4%	22.2%	0.0%	6.9%	6.4%	28.6%	0.0%	25.0%	5.0%
Job creation/employment*	37.5%	44.2%	22.2%	66.7%	17.2%	34.0%	71.4%	20.0%	33.3%	35.0%
Financial markets*	0.0%	0.0%	22.2%	0.0%	6.9%	0.0%	0.0%	20.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	8.3%	0.0%	2.1%	0.0%	0.0%	0.0%	5.0%
Equality of opportunity	0.0%	2.6%	0.0%	0.0%	6.9%	4.3%	0.0%	0.0%	0.0%	5.0%
Health	0.0%	22.1%	11.1%	41.7%	6.9%	34.0%	0.0%	10.0%	25.0%	20.0%
Education	50.0%	26.0%	11.1%	8.3%	24.1%	36.2%	14.3%	40.0%	41.7%	40.0%
Poverty reduction	37.5%	35.1%	44.4%	58.3%	13.8%	29.8%	14.3%	30.0%	16.7%	30.0%
Climate change and environmental sustainability	0.0%	2.6%	0.0%	8.3%	0.0%	8.5%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	6.5%	11.1%	0.0%	10.3%	4.3%	42.9%	10.0%	16.7%	5.0%
Energy	12.5%	14.3%	0.0%	8.3%	24.1%	8.5%	42.9%	30.0%	25.0%	15.0%
Agriculture and rural development	25.0%	19.5%	22.2%	0.0%	10.3%	21.3%	0.0%	10.0%	16.7%	5.0%
Trade and exports	0.0%	5.2%	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	8.3%	10.0%
Economic growth	50.0%	27.3%	11.1%	25.0%	20.7%	10.6%	0.0%	20.0%	16.7%	10.0%
Law and justice*	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Regulatory framework*	12.5%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	6.4%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure*	0.0%	2.6%	0.0%	0.0%	6.9%	2.1%	0.0%	10.0%	0.0%	25.0%
Natural resource management	0.0%	1.3%	11.1%	8.3%	10.3%	4.3%	14.3%	10.0%	0.0%	0.0%
Information and communications technology	25.0%	6.5%	0.0%	8.3%	3.4%	4.3%	0.0%	0.0%	8.3%	5.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Botswana (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Botswana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water and sanitation	0.0%	3.9%	22.2%	7.7%	10.3%	4.2%	0.0%	0.0%	0.0%	10.0%
Equality of opportunity	12.5%	14.3%	11.1%	23.1%	6.9%	18.8%	14.3%	10.0%	0.0%	20.0%
Economic growth	50.0%	41.6%	22.2%	23.1%	41.4%	25.0%	42.9%	20.0%	58.3%	40.0%
Gender	0.0%	2.6%	0.0%	0.0%	3.4%	2.1%	0.0%	0.0%	0.0%	0.0%
Global/regional integration*	0.0%	1.3%	22.2%	7.7%	0.0%	2.1%	0.0%	0.0%	8.3%	0.0%
Climate change and environmental sustainability	0.0%	2.6%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	10.0%	0.0%	0.0%
Basic infrastructure	0.0%	11.7%	0.0%	0.0%	0.0%	6.3%	0.0%	10.0%	0.0%	5.0%
Social protection	0.0%	15.6%	0.0%	23.1%	3.4%	10.4%	14.3%	0.0%	25.0%	20.0%
Law and justice*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Transport	12.5%	1.3%	0.0%	0.0%	3.4%	6.3%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	2.6%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.6%	0.0%	0.0%	3.4%	2.1%	0.0%	10.0%	0.0%	0.0%
Anti corruption	25.0%	9.1%	22.2%	7.7%	10.3%	8.3%	14.3%	0.0%	16.7%	0.0%
Domestic private sector development	50.0%	26.0%	22.2%	23.1%	31.0%	14.6%	57.1%	10.0%	8.3%	20.0%
Foreign direct investment	0.0%	3.9%	11.1%	7.7%	13.8%	2.1%	0.0%	20.0%	0.0%	5.0%
Education	50.0%	24.7%	33.3%	46.2%	37.9%	43.8%	28.6%	30.0%	41.7%	20.0%
Energy	0.0%	2.6%	0.0%	0.0%	6.9%	4.2%	0.0%	10.0%	0.0%	0.0%
Public sector governance/ reform	0.0%	11.7%	11.1%	0.0%	6.9%	4.2%	0.0%	20.0%	8.3%	15.0%
Natural resource management	0.0%	1.3%	11.1%	0.0%	3.4%	6.3%	14.3%	10.0%	0.0%	0.0%
Health	0.0%	6.5%	0.0%	7.7%	3.4%	10.4%	0.0%	0.0%	0.0%	15.0%
Agriculture and rural development	37.5%	48.1%	33.3%	30.8%	41.4%	54.2%	42.9%	30.0%	50.0%	35.0%
Job creation/employment	62.5%	46.8%	44.4%	69.2%	55.2%	52.1%	42.9%	60.0%	50.0%	45.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	1.3%	11.1%	0.0%	10.3%	0.0%	14.3%	10.0%	0.0%	5.0%
Food security	0.0%	11.7%	22.2%	15.4%	6.9%	10.4%	14.3%	10.0%	16.7%	35.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Botswana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Botswana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Energy	12.5%	26.6%	11.1%	15.4%	10.7%	27.1%	14.3%	30.0%	16.7%	40.0%
Gender	0.0%	0.0%	11.1%	0.0%	0.0%	2.1%	0.0%	10.0%	0.0%	0.0%
Equality of opportunity	0.0%	2.5%	0.0%	7.7%	0.0%	4.2%	0.0%	0.0%	8.3%	5.0%
Agriculture and rural development	50.0%	31.6%	22.2%	30.8%	21.4%	39.6%	42.9%	10.0%	33.3%	40.0%
Global/regional integration	12.5%	11.4%	22.2%	15.4%	10.7%	4.2%	28.6%	10.0%	0.0%	0.0%
Climate change and environmental sustainability	0.0%	1.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	5.1%	11.1%	0.0%	3.6%	12.5%	14.3%	10.0%	16.7%	10.0%
Foreign direct investment	50.0%	35.4%	22.2%	38.5%	57.1%	16.7%	42.9%	30.0%	25.0%	30.0%
Urban development*	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.5%	0.0%	0.0%	3.6%	6.3%	0.0%	0.0%	0.0%	0.0%
Education	12.5%	21.5%	11.1%	7.7%	14.3%	18.8%	14.3%	20.0%	25.0%	0.0%
Information and communications technology	12.5%	15.2%	11.1%	7.7%	10.7%	8.3%	14.3%	0.0%	8.3%	0.0%
Regulatory framework	0.0%	2.5%	0.0%	7.7%	10.7%	2.1%	0.0%	0.0%	8.3%	10.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	12.5%	27.8%	33.3%	46.2%	28.6%	29.2%	14.3%	40.0%	33.3%	35.0%
Public sector governance/ reform	12.5%	12.7%	22.2%	15.4%	25.0%	16.7%	0.0%	10.0%	8.3%	15.0%
Domestic private sector development	62.5%	41.8%	33.3%	46.2%	42.9%	22.9%	42.9%	40.0%	50.0%	30.0%
Job creation/employment	0.0%	16.5%	33.3%	15.4%	10.7%	16.7%	28.6%	30.0%	8.3%	20.0%
Social protection	0.0%	1.3%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	14.3%	10.0%	8.3%	10.0%
Transport	0.0%	8.9%	0.0%	0.0%	3.6%	4.2%	0.0%	10.0%	0.0%	15.0%
Natural resource management*	37.5%	8.9%	33.3%	15.4%	21.4%	37.5%	0.0%	10.0%	33.3%	10.0%
Health	12.5%	3.8%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	16.5%	0.0%	15.4%	10.7%	4.2%	14.3%	0.0%	0.0%	20.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	2.5%	11.1%	0.0%	10.7%	6.3%	14.3%	0.0%	8.3%	5.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Botswana?	8	5.63	2.45	78	6.09	1.92	9	6.44	2.01	12	5.00	3.13	29	5.21	2.55	48	5.21	2.18	7	6.29	1.38	10	6.40	1.35	12	5.25	1.96	19	5.84	1.9

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Botswana?	8	5.00	1.69	72	5.76	1.89	9	7.22	1.99	9	6.67	1.73	25	5.40	1.61	39	5.49	1.82	7	5.57	1.62	8	5.50	1.93	10	5.00	1.89	15	6.27	1.79

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

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Botswana solve its most complicated development challenges?	8	5.50	1.31	68	6.22	1.88	8	6.50	2.39	9	7.22	1.09	20	5.80	1.64	33	6.94	1.82	7	5.57	1.62	7	6.00	2.08	7	6.00	2.38	13	6.46	1.81

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

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection	0.0%	6.5%	22.2%	15.4%	6.9%	10.4%	0.0%	10.0%	16.7%	0.0%
Public sector governance/ reform	25.0%	24.7%	22.2%	15.4%	41.4%	33.3%	16.7%	30.0%	25.0%	40.0%
Transport	25.0%	10.4%	0.0%	0.0%	6.9%	4.2%	0.0%	0.0%	8.3%	15.0%
Poverty reduction	37.5%	13.0%	22.2%	23.1%	10.3%	20.8%	33.3%	10.0%	25.0%	30.0%
Global/regional integration	12.5%	6.5%	11.1%	7.7%	10.3%	4.2%	0.0%	20.0%	0.0%	10.0%
Gender	0.0%	1.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	50.0%	27.3%	11.1%	23.1%	27.6%	8.3%	16.7%	20.0%	33.3%	35.0%
Agriculture and rural development	12.5%	24.7%	11.1%	15.4%	37.9%	29.2%	16.7%	10.0%	16.7%	30.0%
Foreign direct investment	0.0%	10.4%	11.1%	7.7%	24.1%	8.3%	0.0%	30.0%	0.0%	0.0%
Water and sanitation	0.0%	9.1%	0.0%	23.1%	6.9%	6.3%	0.0%	10.0%	16.7%	5.0%
Energy	12.5%	15.6%	0.0%	15.4%	3.4%	27.1%	16.7%	40.0%	16.7%	20.0%
Job creation/employment	12.5%	23.4%	22.2%	30.8%	20.7%	20.8%	50.0%	20.0%	8.3%	15.0%
Financial markets	0.0%	2.6%	0.0%	0.0%	0.0%	6.3%	16.7%	10.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Climate change and environmental sustainability	0.0%	6.5%	0.0%	7.7%	6.9%	8.3%	0.0%	10.0%	0.0%	0.0%
Health*	12.5%	7.8%	33.3%	23.1%	3.4%	27.1%	0.0%	0.0%	8.3%	15.0%
Education	25.0%	14.3%	11.1%	7.7%	27.6%	18.8%	16.7%	30.0%	50.0%	5.0%
Food security	12.5%	6.5%	11.1%	15.4%	0.0%	6.3%	0.0%	0.0%	8.3%	5.0%
Equality of opportunity	0.0%	1.3%	0.0%	0.0%	0.0%	2.1%	0.0%	10.0%	0.0%	0.0%
Trade and exports	12.5%	15.6%	22.2%	23.1%	6.9%	6.3%	33.3%	0.0%	0.0%	10.0%
Economic growth	37.5%	19.5%	33.3%	7.7%	27.6%	14.6%	50.0%	10.0%	33.3%	40.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	5.0%
Regulatory framework	0.0%	7.8%	11.1%	23.1%	6.9%	4.2%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	1.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	15.6%	0.0%	7.7%	6.9%	8.3%	0.0%	0.0%	8.3%	5.0%
Natural resource management	0.0%	9.1%	22.2%	0.0%	6.9%	4.2%	0.0%	10.0%	0.0%	0.0%
Anti corruption	0.0%	1.3%	11.1%	0.0%	6.9%	12.5%	16.7%	10.0%	16.7%	0.0%
Information and communications technology	12.5%	11.7%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

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

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	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Percentage of Respondents										
Financial resources: investment lending	0.0%	29.6%	37.5%	15.4%	20.0%	34.1%	28.6%	11.1%	8.3%	6.7%
Financial resources: policy based lending / budget support to the Government	16.7%	19.7%	12.5%	38.5%	8.0%	24.4%	0.0%	22.2%	16.7%	40.0%
Mobilizing third party financial resources	16.7%	1.4%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	8.3%	13.3%
Technical assistance	33.3%	22.5%	37.5%	7.7%	20.0%	9.8%	14.3%	33.3%	16.7%	6.7%
Policy advice	33.3%	15.5%	0.0%	15.4%	12.0%	4.9%	42.9%	0.0%	0.0%	6.7%
Donor coordination	0.0%	0.0%	0.0%	7.7%	0.0%	2.4%	0.0%	0.0%	0.0%	6.7%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	6.7%
Training/capacity building	0.0%	7.0%	0.0%	15.4%	32.0%	14.6%	14.3%	11.1%	25.0%	13.3%
Studies/analyses	0.0%	1.4%	0.0%	0.0%	0.0%	2.4%	0.0%	11.1%	8.3%	0.0%
Convening/facilitating	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	1.4%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	16.7%	0.0%
Other*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Percentage of Respondents										
Financial resources: investment lending	0.0%	5.8%	12.5%	0.0%	16.0%	14.6%	33.3%	0.0%	9.1%	20.0%
Financial resources: policy based lending / budget support to the Government	0.0%	17.4%	0.0%	15.4%	4.0%	22.0%	0.0%	0.0%	0.0%	13.3%
Mobilizing third party financial resources	0.0%	5.8%	0.0%	0.0%	8.0%	7.3%	0.0%	11.1%	9.1%	0.0%
Technical assistance	50.0%	26.1%	25.0%	30.8%	20.0%	9.8%	0.0%	22.2%	18.2%	20.0%
Policy advice	33.3%	13.0%	25.0%	23.1%	4.0%	12.2%	16.7%	33.3%	18.2%	6.7%
Donor coordination	0.0%	1.4%	0.0%	0.0%	0.0%	7.3%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	4.3%	12.5%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Training/capacity building	16.7%	14.5%	12.5%	0.0%	16.0%	14.6%	16.7%	22.2%	27.3%	20.0%
Studies/analyses	0.0%	5.8%	12.5%	15.4%	8.0%	0.0%	16.7%	0.0%	18.2%	6.7%
Convening/facilitating*	0.0%	1.4%	0.0%	0.0%	16.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	4.3%	0.0%	15.4%	4.0%	9.8%	16.7%	11.1%	0.0%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities	0.0%	6.3%	11.1%	8.3%	17.2%	13.6%	28.6%	33.3%	18.2%	27.8%
Not exploring alternative policy options	0.0%	5.1%	11.1%	0.0%	10.3%	2.3%	0.0%	11.1%	18.2%	0.0%
Too bureaucratic in its operational policies and procedures	25.0%	30.4%	33.3%	8.3%	20.7%	25.0%	0.0%	22.2%	9.1%	22.2%
Staff too inaccessible	12.5%	3.8%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Arrogant in its approach	0.0%	5.1%	11.1%	0.0%	3.4%	0.0%	0.0%	11.1%	0.0%	5.6%
Not client focused	12.5%	5.1%	0.0%	0.0%	3.4%	4.5%	0.0%	0.0%	9.1%	0.0%
The credibility of its knowledge/data	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	5.6%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	10.1%	0.0%	16.7%	17.2%	9.1%	0.0%	11.1%	27.3%	5.6%
Too influenced by developed countries	25.0%	29.1%	0.0%	25.0%	20.7%	29.5%	28.6%	11.1%	0.0%	22.2%
Not enough public disclosure of its work	37.5%	21.5%	22.2%	41.7%	27.6%	36.4%	57.1%	33.3%	9.1%	11.1%
World Bank processes too slow and complex	12.5%	22.8%	11.1%	8.3%	6.9%	13.6%	0.0%	0.0%	0.0%	16.7%
Not aligned with country priorities	12.5%	5.1%	11.1%	8.3%	6.9%	4.5%	0.0%	11.1%	0.0%	0.0%
Not aligned with other donors' work	12.5%	5.1%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	9.1%	5.6%
Not collaborating enough with non-state actors*	12.5%	10.1%	0.0%	8.3%	24.1%	38.6%	14.3%	0.0%	45.5%	22.2%
Not adequately sensitive to political/social realities in Botswana*	0.0%	7.6%	11.1%	0.0%	3.4%	2.3%	42.9%	0.0%	9.1%	5.6%
Other	0.0%	6.3%	33.3%	8.3%	6.9%	6.8%	0.0%	22.2%	9.1%	11.1%

\*Significantly different between stakeholder groups

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

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Botswana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Capacity development	62.5%	45.6%	22.2%	38.5%	37.0%	46.8%	0.0%	40.0%	45.5%	45.0%
Policy based lending / budget support to the Government	12.5%	27.8%	11.1%	23.1%	18.5%	14.9%	0.0%	30.0%	9.1%	25.0%
Knowledge products/services	12.5%	10.1%	22.2%	23.1%	11.1%	10.6%	20.0%	40.0%	18.2%	15.0%
Investment lending	12.5%	38.0%	33.3%	23.1%	22.2%	29.8%	40.0%	10.0%	9.1%	40.0%
Technical assistance	62.5%	50.6%	66.7%	69.2%	55.6%	44.7%	40.0%	60.0%	36.4%	50.0%
Trust Fund management*	25.0%	0.0%	0.0%	0.0%	3.7%	4.3%	0.0%	0.0%	9.1%	5.0%
Other*	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	7.6%	0.0%	7.7%	18.5%	21.3%	40.0%	0.0%	27.3%	5.0%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	8	7.00	2.62	73	7.75	1.97	9	8.89	1.96	13	7.85	2.27	28	7.29	1.88	42	8.10	2.05	6	7.83	1.72	10	7.60	2.41	11	6.82	2.56	17	7.06	1.95

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

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs*	37.5%	29.9%	22.2%	30.8%	24.1%	80.4%	16.7%	20.0%	33.3%	30.0%
Local Government	37.5%	37.7%	44.4%	30.8%	10.3%	30.4%	0.0%	30.0%	25.0%	45.0%
Beneficiaries	25.0%	11.7%	22.2%	23.1%	13.8%	4.3%	0.0%	0.0%	16.7%	15.0%
Private sector*	25.0%	48.1%	44.4%	30.8%	55.2%	13.0%	66.7%	60.0%	33.3%	65.0%
Community Based Organizations (CBOs)	12.5%	20.8%	0.0%	7.7%	17.2%	19.6%	16.7%	10.0%	16.7%	10.0%
Donor community*	12.5%	3.9%	33.3%	38.5%	6.9%	8.7%	0.0%	0.0%	8.3%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	5.0%
Academia/think tanks/research institutes*	25.0%	26.0%	22.2%	7.7%	31.0%	26.1%	50.0%	70.0%	58.3%	10.0%
Parliament	0.0%	14.3%	0.0%	7.7%	20.7%	8.7%	16.7%	10.0%	8.3%	15.0%
Media	12.5%	2.6%	0.0%	7.7%	10.3%	6.5%	33.3%	0.0%	0.0%	0.0%
Faith based organizations	0.0%	1.3%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	7.7%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Botswana	8	6.50	1.51	73	6.40	2.00	9	6.89	1.90	9	6.44	1.88	23	6.74	1.76	39	6.23	2.16	7	6.29	2.14	10	6.50	2.59	9	5.89	1.17	18	6.44	1.92
The World Bank's work is aligned with what I consider the development priorities for Botswana	7	6.57	1.99	73	6.34	2.04	9	7.00	2.50	8	7.13	2.10	22	6.18	2.02	35	5.91	2.15	7	6.29	1.80	7	6.29	2.06	9	5.78	2.33	16	6.13	1.45
The World Bank supports programs and strategies that are realistic for Botswana	8	6.75	1.58	75	6.56	1.94	9	7.44	1.81	8	7.13	1.73	23	6.17	1.83	36	6.00	2.20	7	5.43	1.72	9	6.33	1.80	9	5.78	2.05	15	6.53	1.51
The World Bank treats clients and stakeholders in Botswana with respect	7	7.71	1.38	63	6.84	1.94	9	7.67	1.87	8	7.63	1.69	19	6.53	1.90	27	6.81	2.04	6	6.00	1.55	7	6.43	2.64	7	5.29	2.63	14	6.36	1.55

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	6	6.17	1.60	65	6.52	2.05	8	7.25	1.83	6	7.17	2.40	19	6.37	1.07	32	6.09	2.33	3	6.33	.58	7	6.29	1.50	7	5.29	1.38	12	6.50	1.51
Flexibility (in terms of the World Bank's products and services)	7	5.86	2.12	66	5.38	2.25	9	5.78	2.73	5	7.20	2.39	19	5.37	1.95	30	5.43	2.13	3	6.33	.58	8	5.25	1.49	7	4.57	.53	10	5.60	1.17
Flexibility (in terms of changing country circumstances)	6	5.83	1.47	66	5.42	2.08	9	6.67	2.29	5	7.00	2.24	20	4.90	1.59	28	5.25	1.92	6	5.83	1.17	8	5.25	.71	7	4.57	1.90	12	5.33	1.37
Being inclusive	6	6.33	1.37	61	5.84	2.08	8	7.25	2.25	8	5.63	3.29	19	6.11	1.29	32	5.69	2.19	5	5.00	1.58	8	5.13	1.55	7	4.00	1.63	13	5.85	1.41
Openness	7	7.14	1.86	66	6.42	2.06	8	7.50	3.02	8	6.50	2.62	20	6.30	2.05	34	5.65	2.62	5	6.40	1.67	8	6.50	2.07	7	5.43	1.40	11	6.18	1.83
Staff accessibility*	7	6.86	2.34	65	6.42	2.26	9	7.22	2.54	6	7.33	1.97	20	5.50	1.88	30	4.70	2.12	5	5.40	2.51	7	5.00	1.41	6	4.33	1.86	11	5.18	1.78
Straightforwardness and honesty*	6	7.33	1.21	61	6.51	2.11	8	8.25	2.05	7	8.00	1.29	20	6.35	2.03	28	6.21	2.56	6	5.33	2.16	8	6.63	1.85	8	4.38	1.69	12	6.25	2.05
Collaboration with groups outside of the Government*	5	6.40	1.82	53	5.57	2.10	6	7.50	2.59	7	6.43	2.07	22	5.73	2.00	38	4.13	2.42	5	5.40	2.97	6	6.83	1.94	8	3.75	2.25	12	5.17	2.33
Collaboration with the Government	7	8.00	1.00	71	7.68	1.69	8	8.13	1.64	8	8.38	1.69	20	7.30	1.56	34	8.29	1.53	6	7.50	1.38	8	7.63	2.26	9	7.78	1.56	15	7.33	1.63
Collaboration with other donors	5	6.00	1.87	46	6.50	1.96	5	8.20	2.17	7	6.00	2.38	17	6.94	1.98	24	6.25	2.40	3	7.00	0.00	4	8.25	1.71	5	6.60	2.30	9	6.33	1.32
Follow through over time	6	7.00	1.10	56	6.41	2.11	7	8.29	1.98	6	6.83	1.72	16	6.38	1.71	25	5.52	2.26	3	6.33	1.15	8	6.25	1.67	5	6.20	2.68	13	6.23	1.54

\*Significantly different between stakeholder groups

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

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	14.3%	14.3%	11.1%	8.3%	6.9%	10.9%	0.0%	0.0%	0.0%	15.0%
The Government works inefficiently	28.6%	18.2%	33.3%	25.0%	37.9%	26.1%	42.9%	10.0%	33.3%	35.0%
There is not an adequate level of citizen/civil society participation	14.3%	20.8%	22.2%	16.7%	27.6%	45.7%	28.6%	50.0%	33.3%	30.0%
Poor donor coordination	0.0%	10.4%	11.1%	0.0%	20.7%	15.2%	0.0%	0.0%	8.3%	0.0%
The World Bank does not do adequate follow through/follow-up	28.6%	9.1%	11.1%	25.0%	13.8%	8.7%	14.3%	10.0%	8.3%	0.0%
Lack of/inadequate levels of capacity in Government	42.9%	37.7%	44.4%	33.3%	31.0%	28.3%	28.6%	30.0%	25.0%	35.0%
Political pressures and obstacles	14.3%	11.7%	11.1%	8.3%	20.7%	4.3%	14.3%	30.0%	16.7%	15.0%
Reforms are not well thought out in light of country challenges	28.6%	31.2%	11.1%	50.0%	17.2%	17.4%	42.9%	20.0%	50.0%	30.0%
The World Bank is not sensitive enough to political/social realities on the ground	0.0%	16.9%	11.1%	8.3%	13.8%	15.2%	0.0%	30.0%	8.3%	15.0%
Other	0.0%	6.5%	0.0%	8.3%	3.4%	6.5%	14.3%	10.0%	8.3%	10.0%

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	5	6.20	2.17	41	5.61	2.71	3	7.67	2.08	6	7.67	1.63	19	5.26	2.21	28	4.71	2.55	6	3.67	2.34	6	7.00	2.37	4	3.75	3.40	10	6.40	2.46
Information and communications technology	5	5.40	2.07	41	5.95	2.16	4	6.75	2.36	5	6.40	3.36	20	5.35	1.53	27	5.78	2.19	4	6.25	1.26	6	6.17	1.72	6	5.33	2.50	8	6.38	1.92
Transport	6	5.17	1.60	50	6.14	2.16	4	7.50	1.91	5	7.80	2.28	20	5.75	1.80	29	5.55	2.64	6	6.00	1.41	6	6.33	2.25	5	5.80	2.17	11	6.18	1.83
Law and justice*	3	4.67	1.53	37	5.81	2.37	1	10.00		4	7.75	1.71	19	5.21	1.47	22	5.27	2.10	5	5.40	.55	7	6.86	1.86	5	3.80	2.17	9	6.56	1.67
Urban development	4	5.25	1.71	45	5.91	2.22	3	6.67	3.06	5	8.00	1.58	20	5.10	1.89	28	6.07	2.26	4	5.50	.58	6	5.67	2.58	5	6.00	2.74	12	5.92	1.68
Regulatory framework	5	5.20	1.48	53	6.47	2.04	4	6.25	2.99	6	7.33	1.75	21	6.10	1.61	25	5.36	1.91	4	6.50	1.00	8	6.50	2.07	8	6.25	2.43	11	6.73	1.79
Basic infrastructure	3	4.33	1.53	50	6.00	2.42	2	6.50	4.95	4	7.25	2.50	19	5.21	1.84	29	6.34	2.32	5	5.60	.89	7	6.29	2.75	5	6.60	3.13	10	6.20	1.93
Communicable/non-communicable diseases	3	5.67	2.31	44	6.55	2.18	4	9.00	.82	6	7.00	2.83	18	6.17	1.69	34	6.21	2.21	6	5.00	1.41	6	5.17	3.19	4	4.50	2.52	10	5.70	2.00
Poverty reduction	6	6.00	2.28	51	6.31	2.00	5	7.40	2.51	7	6.71	2.21	23	5.74	1.74	32	5.72	2.52	6	5.67	1.97	7	5.14	.90	8	4.63	2.07	13	5.54	1.85
Gender	4	5.50	2.65	46	6.39	2.13	3	9.67	.58	5	6.80	3.11	19	6.16	1.68	28	5.64	2.25	6	6.00	1.79	6	4.83	1.47	5	4.80	3.27	9	6.67	2.12
Domestic private sector development	4	5.25	1.71	44	5.43	2.03	2	6.50	4.95	5	7.00	2.24	21	4.86	2.10	24	4.88	1.96	5	6.40	2.41	7	5.71	2.29	5	6.40	2.19	11	5.00	2.10
Foreign direct investment	4	7.00	1.83	45	5.67	2.17	3	8.67	2.31	5	7.40	1.52	22	5.36	1.81	27	5.67	1.84	5	5.20	.84	7	6.29	2.14	5	6.00	2.74	12	5.42	1.51
Water and sanitation	3	4.00	1.00	47	5.72	2.05	3	7.33	2.52	5	7.00	2.35	19	5.37	2.03	31	5.48	2.39	5	5.60	.89	6	5.50	2.81	5	5.20	2.95	9	5.67	1.66
Trade and exports	4	5.50	1.91	41	5.80	1.82	1	10.00		6	5.67	2.80	23	5.78	1.68	28	6.04	2.33	7	6.14	.90	7	6.29	1.98	5	6.00	2.74	11	6.18	2.18
Economic growth	6	5.67	1.51	50	6.42	1.90	5	7.60	1.95	7	7.29	2.21	23	6.04	1.94	35	6.26	2.17	6	5.83	.98	8	6.50	2.07	9	6.11	1.83	14	5.93	1.64
Energy	5	4.80	1.10	57	6.63	2.14	4	7.00	2.45	5	6.80	3.49	24	5.29	2.35	29	5.52	2.44	6	6.00	1.55	7	6.43	2.57	5	6.60	2.51	11	6.09	2.70
Public sector governance/reform	5	6.60	2.30	55	6.51	1.84	4	3.25	2.63	8	6.75	2.12	20	6.35	1.23	30	5.80	2.43	5	7.20	1.30	7	6.71	2.06	5	7.60	2.30	13	6.23	1.83
Job creation/employment	4	5.25	.96	44	4.84	2.13	6	5.83	3.06	5	6.00	2.74	21	4.76	1.79	26	3.62	1.98	4	5.25	.96	6	4.67	2.16	4	5.75	3.86	9	5.00	1.22
Financial markets	4	6.00	2.00	43	5.93	1.94	3	3.67	2.52	5	5.40	3.13	18	5.33	1.61	24	6.04	2.10	4	6.00	.82	7	6.14	2.61	5	5.40	2.88	12	6.25	1.91
Equality of opportunity	3	4.67	2.08	39	5.36	2.19	4	4.50	4.04	6	6.50	2.26	19	5.37	1.57	25	4.52	2.08	4	5.25	.96	7	4.86	1.07	5	3.60	2.19	9	6.33	1.87
Health*	3	5.00	1.73	45	6.53	2.30	4	10.00	0.00	6	6.67	2.66	20	5.95	1.76	35	6.51	2.06	4	6.75	.96	6	6.00	2.10	5	4.40	2.97	12	6.58	1.88
Agriculture and rural development	4	4.50	2.38	44	5.41	2.20	2	3.50	3.54	5	6.00	2.55	20	4.75	1.92	29	5.52	2.11	6	5.67	1.21	6	5.00	1.41	5	3.80	1.92	11	5.00	1.84
Global/regional integration	3	6.67	1.53	47	5.94	1.93	4	5.25	3.30	7	6.29	2.36	18	5.50	2.01	26	5.35	2.08	6	6.00	1.10	7	6.43	1.51	5	4.80	2.95	10	5.00	1.56
Food security	4	5.75	3.10	43	5.63	2.18	3	4.00	2.65	5	6.00	2.65	19	4.95	1.90	33	5.15	2.28	6	6.17	1.60	6	5.00	1.10	5	5.00	2.92	11	5.91	1.58
Education	4	5.50	1.29	42	5.93	2.19	4	6.50	1.73	5	7.00	1.87	20	5.60	2.09	28	6.14	1.96	5	5.80	1.30	6	5.00	1.10	7	4.57	1.90	11	6.64	1.91
Social protection	3	5.67	1.53	39	5.46	2.09	2	3.50	3.54	6	6.00	2.61	18	4.89	1.41	25	4.40	2.06	5	5.20	.45	6	5.17	1.47	6	3.83	1.94	11	5.00	1.61
Climate change and environmental sustainability	3	5.33	2.08	49	5.82	2.11	2	6.50	.71	6	6.50	2.59	19	5.32	1.80	29	4.86	2.05	5	6.20	1.30	7	5.14	1.57	5	4.40	2.97	10	4.90	1.91
Natural resource management	4	5.00	1.63	45	5.93	2.16	4	5.75	2.50	6	6.50	2.74	18	5.50	1.98	30	5.00	2.61	4	5.00	.82	6	4.33	1.63	5	3.00	2.55	11	5.82	1.25

\*Significantly different between stakeholder groups

**C. World Bank Effectiveness and Results (continued)**

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Botswana?	7	5.57	1.51	76	6.38	1.67	8	7.00	1.85	8	6.75	1.67	23	6.13	1.32	39	6.05	2.16	7	5.57	1.13	9	6.00	1.73	8	5.00	1.85	14	6.21	2.04

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

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Botswana	6	5.67	1.51	66	6.06	1.83	6	5.83	2.64	7	6.14	2.91	23	5.61	1.88	36	5.97	2.47	7	5.29	1.38	8	5.25	1.83	8	4.88	1.46	14	6.07	1.90
The World Bank meets Botswana's needs for knowledge services	7	5.57	1.51	71	6.31	1.89	7	5.71	2.50	8	6.63	2.13	22	5.86	1.55	38	5.82	2.10	7	5.57	1.51	7	5.71	1.89	8	4.63	2.20	14	5.79	1.42

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	0.0%	5.1%	22.2%	15.4%	3.4%	0.0%	14.3%	0.0%	0.0%	5.0%
Monthly	25.0%	15.4%	33.3%	23.1%	3.4%	4.3%	42.9%	10.0%	0.0%	5.0%
A few times a year	25.0%	38.5%	33.3%	30.8%	20.7%	27.7%	28.6%	50.0%	41.7%	30.0%
Rarely	25.0%	26.9%	11.1%	23.1%	41.4%	38.3%	14.3%	40.0%	33.3%	25.0%
Never	25.0%	14.1%	0.0%	7.7%	31.0%	29.8%	0.0%	0.0%	25.0%	35.0%

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Public sector governance/ reform	14.3%	46.2%	33.3%	30.8%	39.3%	43.5%	28.6%	30.0%	58.3%	45.0%
Gender	14.3%	1.3%	11.1%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	42.9%	29.5%	33.3%	15.4%	42.9%	17.4%	42.9%	20.0%	25.0%	20.0%
Foreign direct investment	14.3%	14.1%	11.1%	7.7%	25.0%	4.3%	14.3%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	6.4%	22.2%	7.7%	17.9%	10.9%	0.0%	0.0%	8.3%	5.0%
Trade and exports	14.3%	10.3%	0.0%	0.0%	14.3%	4.3%	14.3%	20.0%	8.3%	5.0%
Energy	14.3%	17.9%	11.1%	0.0%	17.9%	13.0%	28.6%	30.0%	25.0%	20.0%
Social protection*	0.0%	0.0%	11.1%	23.1%	3.6%	2.2%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	14.3%	19.2%	22.2%	46.2%	3.6%	21.7%	42.9%	40.0%	16.7%	40.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	3.6%	2.2%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	3.8%	11.1%	0.0%	7.1%	13.0%	14.3%	10.0%	16.7%	5.0%
Financial markets*	0.0%	1.3%	0.0%	0.0%	3.6%	2.2%	0.0%	20.0%	0.0%	0.0%
Equality of opportunity	14.3%	5.1%	0.0%	7.7%	0.0%	2.2%	14.3%	10.0%	0.0%	10.0%
Urban development	0.0%	0.0%	0.0%	7.7%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Climate change and environmental sustainability	0.0%	10.3%	11.1%	7.7%	10.7%	10.9%	0.0%	0.0%	0.0%	5.0%
Education	0.0%	21.8%	11.1%	7.7%	21.4%	23.9%	0.0%	10.0%	41.7%	10.0%
Global/regional integration	0.0%	2.6%	11.1%	7.7%	10.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	28.6%	12.8%	0.0%	7.7%	3.6%	2.2%	0.0%	10.0%	8.3%	0.0%
Transport	28.6%	5.1%	0.0%	0.0%	3.6%	4.3%	0.0%	10.0%	0.0%	10.0%
Agriculture and rural development	0.0%	19.2%	22.2%	15.4%	25.0%	32.6%	0.0%	10.0%	16.7%	20.0%
Natural resource management	14.3%	2.6%	22.2%	7.7%	7.1%	6.5%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	28.6%	21.8%	22.2%	23.1%	10.7%	30.4%	42.9%	30.0%	16.7%	40.0%
Health	0.0%	14.1%	22.2%	15.4%	0.0%	15.2%	0.0%	0.0%	8.3%	5.0%
Economic growth	42.9%	16.7%	11.1%	38.5%	21.4%	10.9%	42.9%	20.0%	25.0%	30.0%
Food security	0.0%	2.6%	0.0%	0.0%	0.0%	2.2%	14.3%	10.0%	16.7%	15.0%
Regulatory framework	14.3%	3.8%	0.0%	7.7%	3.6%	2.2%	0.0%	20.0%	8.3%	0.0%
Basic infrastructure	0.0%	5.1%	0.0%	7.7%	3.6%	4.3%	0.0%	0.0%	0.0%	10.0%
Communicable/non-communicable diseases	0.0%	1.3%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)****In Botswana, how effective do you believe the World Bank's knowledge work and activities: (1-Not effective at all, 10-Very effective)**

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	6	6.67	1.03	68	6.03	2.15	6	7.00	2.83	9	6.11	2.71	24	5.00	2.25	37	5.19	2.32	6	5.50	1.38	9	5.89	2.20	7	6.29	2.63	13	5.31	1.70
Contributing to good policy making	7	5.71	1.38	67	6.55	1.87	6	6.33	2.94	8	6.75	1.75	24	5.96	1.81	35	5.86	2.41	6	5.83	1.72	9	6.56	1.51	8	5.63	1.19	12	6.50	1.38
Providing support for program implementation	8	6.25	1.39	68	6.74	2.07	8	7.50	1.85	8	6.88	2.10	25	5.92	2.04	38	6.08	2.39	6	5.67	1.51	8	6.13	1.73	8	5.00	2.00	12	6.75	1.29

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	5	6.40	.89	65	5.74	2.04	8	6.13	2.17	7	5.86	2.54	17	5.41	2.06	31	4.94	2.17	4	5.75	1.50	8	4.63	1.60	6	4.17	2.14	10	5.20	1.32
Include appropriate level of stakeholder involvement during preparation	5	6.00	1.58	64	5.97	2.00	8	6.38	2.07	8	5.88	2.30	20	5.85	1.76	37	4.68	2.48	3	6.33	2.31	8	5.25	1.98	7	4.57	2.70	11	5.55	1.69
Are relevant to Botswana's development priorities	6	6.67	1.37	69	6.51	2.00	7	6.57	1.27	8	7.75	1.83	22	6.05	2.06	36	6.39	2.02	6	5.67	1.37	8	6.13	2.17	9	5.56	2.24	12	6.00	1.28
Provide feasible recommendations	5	6.80	.84	66	6.41	1.94	8	6.75	2.71	8	7.50	1.77	20	5.50	1.79	34	6.26	1.85	6	6.17	2.14	8	6.13	1.96	9	5.44	2.07	12	5.50	1.73
Are accessible	5	7.00	1.22	65	6.09	1.83	8	7.38	2.39	7	7.29	1.50	20	5.90	2.10	38	5.39	2.09	4	5.75	3.30	8	6.13	1.96	9	6.56	1.51	11	5.27	2.15
Are source of relevant information on global good practices	5	7.20	.45	65	6.98	1.77	8	7.75	1.75	7	8.14	1.57	21	6.24	1.79	37	6.65	2.15	5	6.80	1.48	8	6.75	2.19	9	7.56	1.42	12	6.00	1.54
Are useful in terms of the work you do*	6	6.83	1.60	70	6.71	2.02	8	8.25	1.49	9	7.11	2.52	19	5.42	2.06	38	6.03	2.44	6	6.00	1.10	8	6.50	2.00	9	7.33	1.87	12	5.58	2.19
Are adequately disseminated*	6	5.33	3.01	66	5.56	2.12	8	6.88	2.70	9	5.22	2.91	19	5.00	1.83	40	4.23	2.13	6	4.17	1.47	8	5.75	1.28	8	5.50	1.77	12	5.25	1.82
Are appropriately translated	5	5.80	1.79	58	5.72	2.25	7	6.71	3.35	7	7.71	1.25	18	5.61	2.38	34	4.68	2.37	6	4.67	1.97	8	6.13	2.17	5	5.20	2.28	11	5.00	1.79
Are adaptable to Botswana's specific development challenges and country circumstances	5	6.20	1.10	68	6.19	1.97	7	7.86	2.48	8	7.13	1.36	19	5.53	1.65	36	5.50	2.25	6	5.33	1.03	8	5.38	1.60	9	5.22	2.22	11	5.82	1.72

\*Significantly different between stakeholder groups



**D. The World Bank's Knowledge (continued)**

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	6	7.33	1.51	71	6.48	1.84	8	6.88	2.03	8	7.00	2.07	24	6.13	1.62	32	6.38	2.21	5	5.80	.84	8	6.00	1.77	8	5.13	2.10	15	5.87	1.96
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	8	6.50	1.41	72	6.83	1.55	7	8.29	1.25	11	8.27	1.10	23	6.78	1.76	31	7.00	2.21	6	7.67	1.51	8	7.25	1.67	9	7.56	1.59	16	7.13	1.20
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?	4	6.75	1.89	59	6.42	1.87	7	7.71	1.70	5	7.60	1.52	15	6.40	1.59	27	6.15	1.96	5	5.80	1.10	7	6.00	2.00	5	5.00	2.45	13	6.54	1.27

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; To no degree at all, 10-To a very significant degree)

**E. Working with the World Bank**

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	4	6.50	1.73	47	6.34	1.96	5	8.80	1.79	4	6.75	1.26	12	6.08	1.62	27	5.59	2.15	5	6.00	1.41	5	4.80	2.17	3	3.33	2.08	11	6.27	2.05
The World Bank effectively monitors and evaluates the projects and programs it supports*	7	7.00	1.41	59	7.29	1.91	8	8.00	1.77	7	7.71	1.38	20	6.10	1.55	32	6.47	2.00	7	6.43	1.81	8	5.88	2.03	3	5.33	.58	13	6.62	1.61
The World Bank's approvals and reviews are done in a timely fashion	6	6.67	2.07	52	5.94	2.17	7	6.14	3.24	6	6.67	2.16	13	6.15	1.46	23	5.52	2.02	6	6.17	.98	7	5.00	2.31	3	4.00	1.00	11	6.64	2.01
The World Bank's "Safeguard Policy" requirements are reasonable*	5	5.80	1.10	48	6.19	1.89	5	8.80	1.30	6	8.00	1.67	15	6.47	1.30	27	6.41	2.08	4	4.50	2.65	6	5.50	1.22				9	6.00	1.58
The World Bank imposes reasonable conditions on its lending	5	6.20	.84	52	5.33	2.18	6	6.67	3.20	6	7.50	1.76	18	5.56	1.62	31	6.32	1.90	6	5.83	1.33	7	5.00	1.83	6	5.83	.98	12	6.00	2.04
Working with the World Bank increases Botswana's institutional capacity	7	7.14	1.77	61	6.97	1.97	9	8.00	1.87	7	8.00	1.29	23	6.65	1.34	36	7.39	1.90	7	6.57	1.27	8	6.75	1.67	9	6.11	1.05	12	6.58	1.78
The World Bank ensures consistency and continuity through staff changes	5	5.60	1.67	48	6.29	2.04	6	6.50	3.73	6	6.67	1.97	17	6.06	1.52	21	5.95	1.91	3	6.00	0.00	6	5.67	1.37	4	4.50	2.08	11	6.27	1.62
The World Bank's teams and visits are well coordinated	7	7.14	1.68	57	6.88	1.92	8	7.63	2.62	7	5.71	3.09	19	6.16	1.26	26	6.73	1.93	3	6.67	1.53	8	5.88	1.96	4	5.25	2.63	11	6.64	2.01
Where country systems are adequate, the World Bank makes appropriate use of them	4	6.75	1.26	49	6.53	2.21	6	6.50	3.15	7	7.00	1.83	15	6.40	1.18	26	6.96	1.71	3	6.67	1.53	7	5.00	1.63	3	6.33	1.53	10	6.70	1.83
The World Bank provides effective implementation support	6	6.67	1.21	59	6.93	2.00	7	7.71	1.89	7	7.29	1.60	19	6.53	1.17	32	6.19	2.09	5	6.20	1.64	8	5.13	1.73	5	5.60	1.52	12	6.42	1.24

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank in Botswana**

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Botswana's development in the near future?	8	8.88	1.13	77	8.23	1.64	9	8.67	1.66	12	8.00	2.30	28	8.11	1.79	46	8.65	1.74	7	7.57	2.07	10	7.60	1.84	11	8.18	1.25	18	8.00	1.64

(1-Not a significant role at all, 10-Very significant role)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Focus primarily on advocacy issues	12.5%	1.3%	11.1%	0.0%	10.3%	9.1%	0.0%	22.2%	0.0%	10.5%
Improve the competitiveness of its financing compared to markets	25.0%	17.3%	11.1%	0.0%	20.7%	27.3%	14.3%	11.1%	18.2%	15.8%
Improve the quality of its experts as related to Botswana's specific challenges	50.0%	33.3%	0.0%	18.2%	13.8%	18.2%	42.9%	33.3%	18.2%	21.1%
Reach out more to groups outside of government*	25.0%	40.0%	44.4%	54.5%	58.6%	65.9%	42.9%	44.4%	90.9%	31.6%
Ensure greater selectivity in its work	0.0%	9.3%	22.2%	0.0%	6.9%	4.5%	0.0%	0.0%	0.0%	10.5%
Reduce the complexity of obtaining World Bank financing	0.0%	24.0%	11.1%	36.4%	34.5%	27.3%	28.6%	22.2%	0.0%	21.1%
Provide more adequate data/knowledge/statistics/figures on Botswana's economy	12.5%	14.7%	33.3%	9.1%	20.7%	13.6%	14.3%	0.0%	27.3%	31.6%
Offer more innovative financial products	12.5%	12.0%	22.2%	27.3%	3.4%	4.5%	28.6%	22.2%	9.1%	5.3%
Offer more innovative knowledge services	37.5%	24.0%	22.2%	36.4%	13.8%	9.1%	28.6%	11.1%	18.2%	26.3%
Increase availability of Fee-Based services	0.0%	1.3%	0.0%	9.1%	6.9%	0.0%	0.0%	11.1%	0.0%	0.0%
Work faster	12.5%	10.7%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	5.3%
Other	0.0%	4.0%	0.0%	0.0%	3.4%	2.3%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Industrial policy	25.0%	15.2%	11.1%	33.3%	13.8%	16.7%	28.6%	20.0%	0.0%	26.3%
Skills development and innovation	25.0%	69.6%	66.7%	58.3%	75.9%	81.3%	85.7%	70.0%	75.0%	63.2%
Infrastructure development	50.0%	39.2%	11.1%	16.7%	37.9%	35.4%	0.0%	30.0%	25.0%	57.9%
Doing Business reforms in the areas highlighted in the World Bank Doing Business Report	75.0%	60.8%	66.7%	66.7%	48.3%	37.5%	71.4%	80.0%	66.7%	47.4%
Other	0.0%	2.5%	11.1%	0.0%	0.0%	10.4%	14.3%	0.0%	16.7%	0.0%
Don't know	0.0%	1.3%	0.0%	0.0%	3.4%	4.2%	0.0%	0.0%	8.3%	0.0%

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Streamlining the current program of social protection	42.9%	52.7%	62.5%	54.5%	34.5%	34.1%	42.9%	40.0%	50.0%	44.4%
Conducting analysis of the profile of poverty and trends	42.9%	43.2%	50.0%	36.4%	51.7%	59.1%	57.1%	50.0%	40.0%	50.0%
Other	14.3%	1.4%	0.0%	0.0%	3.4%	2.3%	0.0%	0.0%	10.0%	0.0%
Don't know	0.0%	5.4%	0.0%	9.1%	10.3%	4.5%	0.0%	10.0%	0.0%	5.6%

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water accounts	50.0%	32.5%	50.0%	58.3%	44.8%	35.4%	33.3%	20.0%	41.7%	35.0%
Mineral accounts	12.5%	20.8%	0.0%	16.7%	27.6%	14.6%	33.3%	30.0%	25.0%	30.0%
Land use accounts	50.0%	33.8%	50.0%	33.3%	44.8%	41.7%	33.3%	30.0%	25.0%	40.0%
Capacity building in natural capital accounting	50.0%	76.6%	75.0%	75.0%	69.0%	70.8%	66.7%	90.0%	75.0%	55.0%
Other	0.0%	2.6%	0.0%	8.3%	0.0%	2.1%	0.0%	0.0%	8.3%	0.0%
Don't know	0.0%	3.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	5.0%

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

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Privatization of the Botswana Telecommunications Corporation (BTC)	25.0%	15.6%	11.1%	16.7%	42.9%	25.0%	33.3%	30.0%	8.3%	25.0%
Strengthening the Botswana Telecommunications Authority (BTA)	25.0%	29.9%	22.2%	41.7%	21.4%	43.8%	33.3%	10.0%	58.3%	25.0%
Investing in expansion of bandwidth	50.0%	66.2%	55.6%	50.0%	71.4%	43.8%	33.3%	40.0%	66.7%	50.0%
Review of regulation of the Information and Communications Technology (ICT) sector	87.5%	57.1%	55.6%	50.0%	46.4%	52.1%	66.7%	60.0%	41.7%	35.0%
Other	0.0%	2.6%	0.0%	0.0%	3.6%	0.0%	16.7%	10.0%	16.7%	10.0%
Don't know	0.0%	6.5%	22.2%	16.7%	3.6%	10.4%	0.0%	10.0%	0.0%	15.0%

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Financing public infrastructure	0.0%	51.3%	55.6%	50.0%	44.8%	39.6%	66.7%	60.0%	41.7%	50.0%
Reviewing the competitiveness of Botswana's segments of international corridors	37.5%	24.4%	11.1%	50.0%	41.4%	41.7%	33.3%	30.0%	25.0%	20.0%
Investing in integrated transport systems/networks	100.0%	75.6%	88.9%	58.3%	65.5%	70.8%	83.3%	90.0%	83.3%	65.0%
Reviewing liberalization, diversifying and de-concentration of the air transport	25.0%	32.1%	22.2%	16.7%	37.9%	18.8%	16.7%	10.0%	16.7%	25.0%
Other	0.0%	2.6%	0.0%	8.3%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Don't know*	12.5%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	8.3%	15.0%

\*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Public Financial Management	75.0%	68.8%	55.6%	66.7%	67.9%	70.8%	83.3%	90.0%	66.7%	47.4%
Fiscal Consolidation	25.0%	15.6%	33.3%	8.3%	32.1%	12.5%	33.3%	20.0%	8.3%	15.8%
Debt management	0.0%	24.7%	11.1%	16.7%	17.9%	22.9%	0.0%	10.0%	41.7%	21.1%
Civil service reform	75.0%	66.2%	88.9%	66.7%	71.4%	68.8%	83.3%	60.0%	58.3%	68.4%
Other	0.0%	2.6%	0.0%	8.3%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.6%	0.0%	0.0%	0.0%	6.3%	0.0%	10.0%	8.3%	10.5%

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

Below is a list of development priorities in Botswana. Which TWO areas below would benefit most from the World Bank playing a leading role among international partners in Botswana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Economic diversification	100.0%	76.0%	66.7%	75.0%	80.0%	66.7%	85.7%	80.0%	91.7%	70.6%
Social protection	0.0%	12.0%	22.2%	33.3%	4.0%	11.1%	0.0%	0.0%	8.3%	5.9%
Natural resource management	16.7%	17.3%	22.2%	25.0%	16.0%	33.3%	28.6%	20.0%	33.3%	11.8%
Climate change	0.0%	16.0%	11.1%	8.3%	12.0%	31.1%	14.3%	0.0%	16.7%	11.8%
Information and communication technology	16.7%	25.3%	11.1%	8.3%	28.0%	20.0%	14.3%	0.0%	8.3%	23.5%
Transport infrastructure*	16.7%	25.3%	0.0%	0.0%	28.0%	11.1%	14.3%	50.0%	8.3%	52.9%
Public sector reform	33.3%	20.0%	44.4%	50.0%	24.0%	22.2%	42.9%	40.0%	33.3%	23.5%

\*Significantly different between stakeholder groups

Below is a list of development priorities in Botswana. Which TWO areas should receive little or no resources from the World Bank in Botswana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Economic diversification	0.0%	5.8%	14.3%	8.3%	8.3%	7.9%	0.0%	0.0%	9.1%	5.6%
Social protection	40.0%	49.3%	71.4%	33.3%	54.2%	52.6%	50.0%	62.5%	54.5%	55.6%
Natural resource management	40.0%	23.2%	0.0%	41.7%	25.0%	5.3%	50.0%	25.0%	36.4%	27.8%
Climate change	60.0%	31.9%	28.6%	50.0%	45.8%	39.5%	16.7%	50.0%	18.2%	38.9%
Information and communication technology	0.0%	23.2%	28.6%	25.0%	16.7%	18.4%	33.3%	37.5%	9.1%	27.8%
Transport infrastructure*	0.0%	13.0%	28.6%	8.3%	8.3%	34.2%	0.0%	0.0%	18.2%	0.0%
Public sector reform	0.0%	37.7%	0.0%	25.0%	29.2%	31.6%	33.3%	12.5%	45.5%	33.3%

\*Significantly different between stakeholder groups

Below is a list of development priorities in Botswana. Please check TWO areas below that you believe should be left to the Government to manage without World Bank support. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Economic diversification	0.0%	8.6%	14.3%	0.0%	10.0%	14.0%	0.0%	0.0%	0.0%	12.5%
Social protection	66.7%	64.3%	57.1%	36.4%	55.0%	58.1%	66.7%	33.3%	75.0%	50.0%
Natural resource management	50.0%	28.6%	0.0%	18.2%	45.0%	27.9%	50.0%	44.4%	16.7%	31.3%
Climate change	16.7%	20.0%	28.6%	9.1%	30.0%	18.6%	33.3%	22.2%	0.0%	31.3%
Information and communication technology*	16.7%	5.7%	28.6%	45.5%	5.0%	7.0%	0.0%	33.3%	25.0%	6.3%
Transport infrastructure*	0.0%	17.1%	42.9%	63.6%	15.0%	25.6%	33.3%	11.1%	16.7%	12.5%
Public sector reform	16.7%	40.0%	14.3%	27.3%	35.0%	44.2%	16.7%	33.3%	58.3%	50.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers	62.5%	83.1%	77.8%	58.3%	86.2%	75.0%	85.7%	70.0%	83.3%	78.9%
International newspapers	12.5%	3.9%	22.2%	16.7%	6.9%	8.3%	0.0%	10.0%	8.3%	10.5%
Local radio	37.5%	24.7%	33.3%	16.7%	31.0%	22.9%	0.0%	30.0%	16.7%	15.8%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	62.5%	29.9%	33.3%	0.0%	17.2%	20.8%	14.3%	10.0%	25.0%	10.5%
International television	0.0%	10.4%	0.0%	16.7%	6.9%	14.6%	14.3%	10.0%	16.7%	0.0%
Periodicals	0.0%	13.0%	0.0%	25.0%	6.9%	4.2%	28.6%	20.0%	8.3%	26.3%
Internet	0.0%	28.6%	22.2%	58.3%	27.6%	41.7%	57.1%	30.0%	33.3%	36.8%
Social media	0.0%	1.3%	0.0%	0.0%	0.0%	8.3%	0.0%	10.0%	0.0%	0.0%
Blogs*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Mobile phones	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	25.0%	1.3%	0.0%	8.3%	6.9%	0.0%	0.0%	0.0%	0.0%	10.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website*	62.5%	57.7%	33.3%	41.7%	31.0%	53.2%	57.1%	30.0%	66.7%	85.0%
Direct contact with World Bank	25.0%	17.9%	22.2%	41.7%	20.7%	10.6%	28.6%	20.0%	16.7%	10.0%
e-newsletters	37.5%	23.1%	22.2%	25.0%	41.4%	31.9%	28.6%	40.0%	8.3%	25.0%
Instant messaging	12.5%	1.3%	0.0%	0.0%	10.3%	2.1%	0.0%	10.0%	0.0%	0.0%
World Bank seminars/workshops/conferences	37.5%	43.6%	55.6%	25.0%	34.5%	29.8%	14.3%	50.0%	33.3%	20.0%
World Bank Public Information Center	25.0%	7.7%	0.0%	16.7%	10.3%	10.6%	0.0%	10.0%	0.0%	5.0%
World Bank publications and other written materials	0.0%	34.6%	44.4%	33.3%	34.5%	29.8%	57.1%	20.0%	41.7%	35.0%
Mobile phones	0.0%	1.3%	11.1%	0.0%	6.9%	4.3%	0.0%	0.0%	8.3%	0.0%
Social media	0.0%	6.4%	11.1%	0.0%	3.4%	19.1%	0.0%	20.0%	8.3%	5.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

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 a list of exceptions?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	0.0%	9.7%	11.1%	36.4%	10.3%	6.7%	14.3%	0.0%	0.0%	21.1%
No	100.0%	90.3%	88.9%	63.6%	89.7%	93.3%	85.7%	100.0%	100.0%	78.9%

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

Have you requested information from the World Bank on its activities in the past year?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	14.3%	22.9%	0.0%	16.7%	0.0%	11.6%	42.9%	25.0%	0.0%	6.3%
No	85.7%	77.1%	100.0%	83.3%	100.0%	88.4%	57.1%	75.0%	100.0%	93.8%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	-	83.3%	-	100.0%	-	42.9%	100.0%	100.00%	-	50.00%
No	-	16.7%	-	0.0%	-	57.1%	0.0%	0.0%	-	50.00%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	88.9%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	11.1%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	85.7%	75.0%	77.8%	91.7%	53.6%	55.3%	85.7%	90.0%	66.7%	68.4%
No	14.3%	25.0%	22.2%	8.3%	46.4%	44.7%	14.3%	10.0%	33.3%	31.6%

Which do you primarily use?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	12.5%	16.9%	0.0%	0.0%	30.0%	31.0%	20.0%	0.0%	0.0%	20.0%
The World Bank's main website	87.5%	83.1%	100.0%	100.0%	70.0%	69.0%	80.0%	100.0%	100.0%	80.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
High speed	75.0%	67.9%	85.7%	90.0%	90.9%	66.7%	100.0%	62.5%	87.5%	87.5%
Dial-up	25.0%	32.1%	14.3%	10.0%	9.1%	33.3%	0.0%	37.5%	12.5%	12.5%

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

Do you use/have you used the World Bank's Public Information Centers (PICs) in Botswana?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	16.7%	15.1%	12.5%	0.0%	11.1%	4.4%	14.3%	10.0%	0.0%	0.0%
No	66.7%	53.4%	62.5%	90.9%	74.1%	68.9%	71.4%	50.0%	63.6%	75.0%
I don't know what PIC is	16.7%	31.5%	25.0%	9.1%	14.8%	26.7%	14.3%	40.0%	36.4%	25.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago*	7	5.14	2.19	68	5.43	2.50	8	6.75	2.76	11	5.73	3.07	24	4.58	2.69	38	3.39	2.38	7	4.57	2.07	9	4.33	2.83	11	4.09	3.02	16	4.75	3.04
The World Bank's PIC is a valuable source of information related to development in Botswana	2	6.50	.71	17	6.06	2.79	1	6.00		2	8.50	2.12	9	6.00	1.50	7	4.57	2.64	3	6.00	1.73	1	10.00		2	3.00	2.83	3	3.33	4.04
I find the World Bank websites easy to navigate	7	6.29	1.38	59	6.86	1.83	7	8.14	1.77	10	7.30	1.77	18	6.33	1.81	28	5.82	2.07	4	6.00	1.15	7	6.86	1.68	8	6.38	2.83	13	6.77	2.17
I find the information on the World Bank's websites useful	7	6.71	.95	62	7.27	1.79	7	8.57	.98	10	7.70	1.89	17	6.82	1.88	27	6.74	2.31	5	7.00	.71	6	7.50	1.52	8	7.13	2.90	13	7.00	2.77
When I need information from the World Bank I know how to find it	7	5.57	2.70	64	6.22	2.72	7	7.71	3.09	11	7.27	2.57	19	5.68	2.26	33	4.85	2.53	7	5.86	1.95	5	4.60	2.97	10	5.60	3.63	15	5.93	3.13
The World Bank is responsive to my information requests and inquiries*	4	6.25	.96	45	6.76	2.25	5	9.00	1.41	10	7.20	2.15	13	6.00	1.53	20	4.45	2.58	3	7.00	1.00	3	6.00	2.65	3	3.67	3.79	10	5.80	3.08

\*Significantly different between stakeholder groups



**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	75.0%	71.8%	88.9%	53.8%	32.1%	28.9%	14.3%	50.0%	16.7%	27.8%
No	25.0%	28.2%	11.1%	46.2%	67.9%	71.1%	85.7%	50.0%	83.3%	72.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer*	14.3%	9.3%	11.1%	23.1%	44.4%	43.9%	57.1%	11.1%	37.5%	50.0%
Use World Bank reports/data	14.3%	30.7%	22.2%	30.8%	29.6%	41.5%	57.1%	44.4%	25.0%	27.8%
Engage in World Bank related/sponsored events/activities	28.6%	36.0%	33.3%	15.4%	22.2%	24.4%	0.0%	33.3%	25.0%	11.1%
Collaborate as part of my professional duties*	42.9%	42.7%	77.8%	53.8%	11.1%	14.6%	0.0%	22.2%	37.5%	22.2%
Use World Bank website for information, data, research, etc.	57.1%	28.0%	22.2%	23.1%	29.6%	29.3%	42.9%	44.4%	37.5%	27.8%

\*Significantly different between stakeholder groups

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Botswana? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Botswana?	5.29	6.12	5.81	5.57	5.67	5.89	5.63	6.04	5.52	6.23	5.86	5.48
To what extent do you believe the World Bank's staff is well prepared to help Botswana solve its most complicated development challenges?	6.01	6.52	6.37	6.33	6.18	6.68	6.30	6.51	6.32	6.45	6.48	6.09
Overall the World Bank currently plays a relevant role in development in Botswana	6.28	6.44	6.40	6.62	6.29	6.76	6.47	6.43	6.41	6.56	6.59	6.18
The World Bank's work is aligned with what I consider the development priorities for Botswana	5.87	6.55	6.39	6.02	6.36	6.20	6.22	6.52	6.06	6.77	6.38	6.12
Responsiveness	6.06	6.62	6.38	6.40	6.45	6.27	6.36	6.43	6.06	7.04	6.52	6.06
Openness	6.08	6.45	6.29	6.26	6.19	6.44	6.28	6.29	6.12	6.63	6.37	6.11
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	4.78	5.94	5.65	4.95	5.54	5.35	5.33	5.83	5.28	5.93	5.49	5.42
Collaboration with the Government	7.73	7.79	7.69	7.83	7.67	7.81	7.60	8.04	7.62	7.93	7.85	7.43
Collaboration with other donors	6.57	6.64	6.57	6.77	6.60	6.65	6.57	6.77	6.54	6.81	6.93	5.97
To what extent does the World Bank's work help to achieve development results in Botswana?	5.88	6.50	6.26	6.21	6.28	6.19	6.05	6.77	6.07	6.67	6.48	5.77
The World Bank's financial instruments meet the needs of Botswana	5.55	6.21	6.03	5.59	5.94	5.87	5.63	6.60	5.78	6.23	6.07	5.50
The World Bank meets Botswana's needs for knowledge services	5.73	6.25	6.12	5.78	5.90	6.27	5.97	6.21	5.99	6.13	6.06	5.96
The World Bank's knowledge work and activities are adaptable to Botswana's specific development challenges and country circumstances	5.25	6.55	6.14	5.73	6.12	5.89	5.92	6.36	5.73	6.72	6.08	5.94
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.94	6.77	6.50	6.26	6.39	6.51	6.30	6.78	6.31	6.74	6.46	6.37
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.78	7.31	7.12	7.07	6.98	7.34	7.11	7.09	7.01	7.32	7.21	6.89
Where country systems are adequate, the World Bank makes appropriate use of them	6.41	6.68	6.63	6.65	6.51	6.85	6.67	6.54	6.72	6.43	6.53	6.85

Yellow highlight indicates significant difference between Yes and No mean.

## 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

**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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

**B1. How familiar are you with the work of the World Bank in Botswana, on a ten point scale?**

1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

**B2. Overall, please rate your impression of the World Bank's effectiveness in Botswana, on a ten point scale?**

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

**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?**

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

**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)**

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?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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

**To what extent do you agree with the following statements about the World Bank's work in Botswana, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
		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"/>	

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>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): _____

**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 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											<input type="checkbox"/>	
C2	Information and communications technology											<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>	
C4	Law and justice (e.g., judicial system)											<input type="checkbox"/>	
C5	Urban development											<input type="checkbox"/>	
C6	Regulatory framework											<input type="checkbox"/>	
C7	Basic infrastructure											<input type="checkbox"/>	
C8	Communicable/non-communicable diseases											<input type="checkbox"/>	
C9	Poverty reduction											<input type="checkbox"/>	
C10	Gender											<input type="checkbox"/>	
C11	Domestic private sector development											<input type="checkbox"/>	
C12	Foreign direct investment											<input type="checkbox"/>	
C13	Water and sanitation											<input type="checkbox"/>	
C14	Trade and exports											<input type="checkbox"/>	
C15	Economic growth											<input type="checkbox"/>	
C16	Energy											<input type="checkbox"/>	
C17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>	
C18	Job creation/employment											<input type="checkbox"/>	
C19	Financial markets											<input type="checkbox"/>	
C20	Equality of opportunity (i.e., equity)											<input type="checkbox"/>	
C21	Health											<input type="checkbox"/>	
C22	Agriculture and rural development											<input type="checkbox"/>	
C23	Global/regional integration											<input type="checkbox"/>	
C24	Food security											<input type="checkbox"/>	
C25	Education											<input type="checkbox"/>	
C26	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>	
C27	Climate change (e.g., mitigation, adaptation) and environmental sustainability											<input type="checkbox"/>	
C28	Natural resource management (e.g., oil, gas, mining)											<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
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	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
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to Botswana's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	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											<input type="checkbox"/>	
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank imposes reasonable conditions on its lending											<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank increases Botswana's institutional capacity											<input type="checkbox"/>	
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
<b>E8</b>	The World Bank's teams and visits are well coordinated											<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											<input type="checkbox"/>	
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)											<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 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**

**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)**

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

**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)**

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

**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)**

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

**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)**

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>		<b>Which TWO areas below would benefit most from the World Bank playing a leading role among international partners in Botswana?</b>	<b>Which TWO areas below should receive little or no resources from the World Bank in Botswana?</b>	<b>Please check TWO areas below that you believe should be left to the Government to manage without World Bank support.</b>
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												<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>												<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>												<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>												<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.)												<input type="checkbox"/>
<b>G16</b>	The World Bank is responsive to my information requests and inquiries												<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!**