

Zambia

The World Bank
Country Survey FY 2012

Report of Findings
August 2012

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

II. Methodology

In May and June 2012, 553 stakeholders of the World Bank in Zambia 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 among the office of the President or Prime Minister, the office of a Minister, the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations; the media; independent government institutions; trade unions; faith-based groups; academia, research institutes or think tanks; the judiciary branch; and local citizens. A total of 312 stakeholders participated in the country survey (56%).

Respondents either received and returned questionnaires via email or completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing Zambia, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Zambia, and the Bank's communication and information sharing in Zambia:

- A. General Issues facing Zambia: Respondents were asked to indicate whether Zambia is headed in the right direction economically, politically, and socially, what they thought were the top three most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth in Zambia.

II. Methodology (continued)

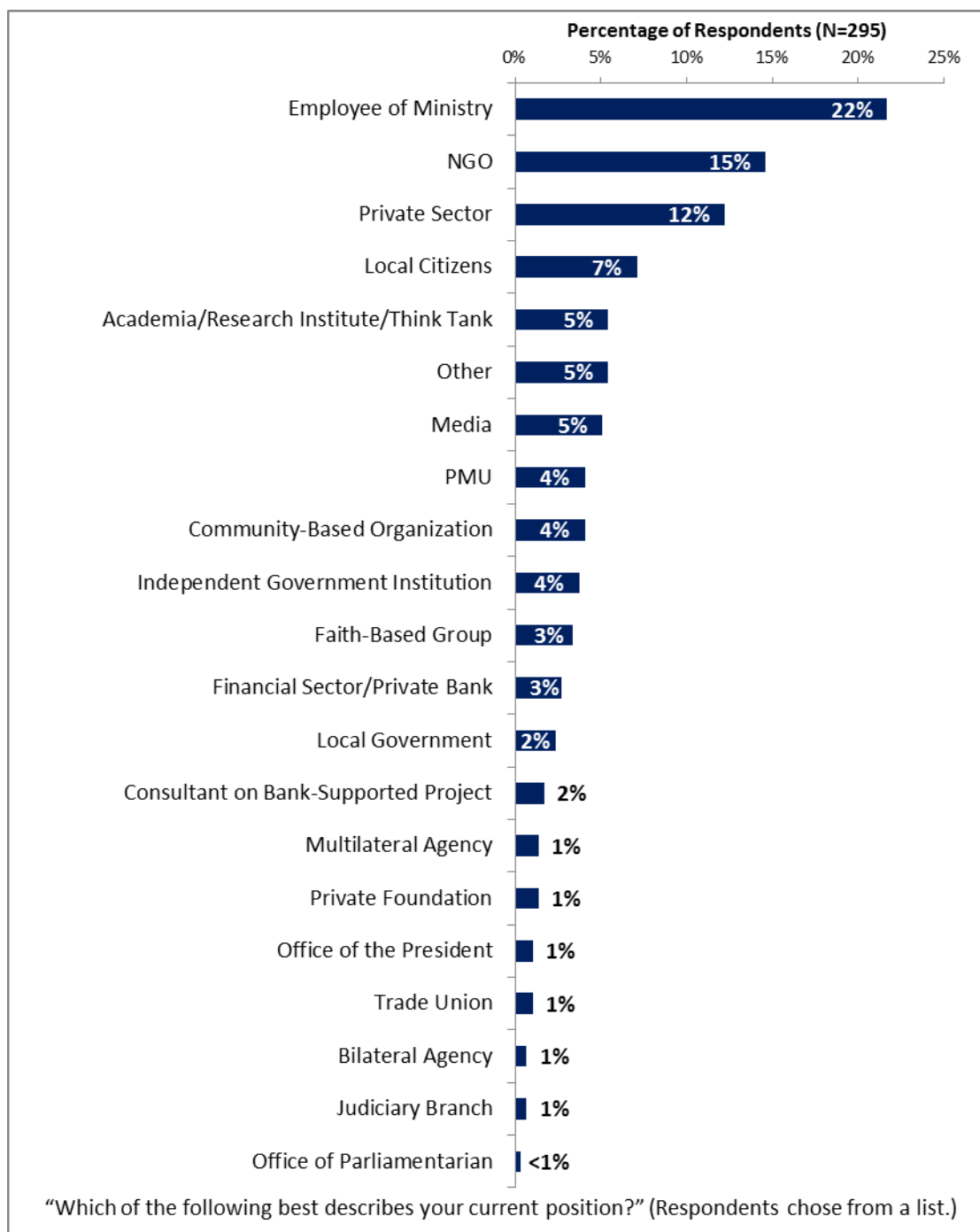
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Zambia, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements regarding the Bank's work in Zambia, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Zambia, with which groups the Bank should work more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Zambia, the Bank's level of effectiveness across thirty-six development areas, such as economic growth, and the extent to which the Bank meets Zambia's need for knowledge services and financial instruments.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution the Bank's knowledge and research make to development results, the technical quality of the Bank's knowledge and research, the effectiveness of the Bank providing linkage to non-Bank expertise, and the extent to which Zambia received value for money from fee-for-service 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, working with the World Bank increasing Zambia's institutional capacity, and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Zambia: Respondents were asked to rate how significant a role the Bank should play in Zambia's development in the near future and to indicate what the Bank should do to make itself of greater value in Zambia.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website and PICs. 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 their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- 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 Zambia, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 319 respondents (98% response rate) who completed the country survey in FY 2007 and the 208 respondents (58% response rate) who completed the survey in FY 2004. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

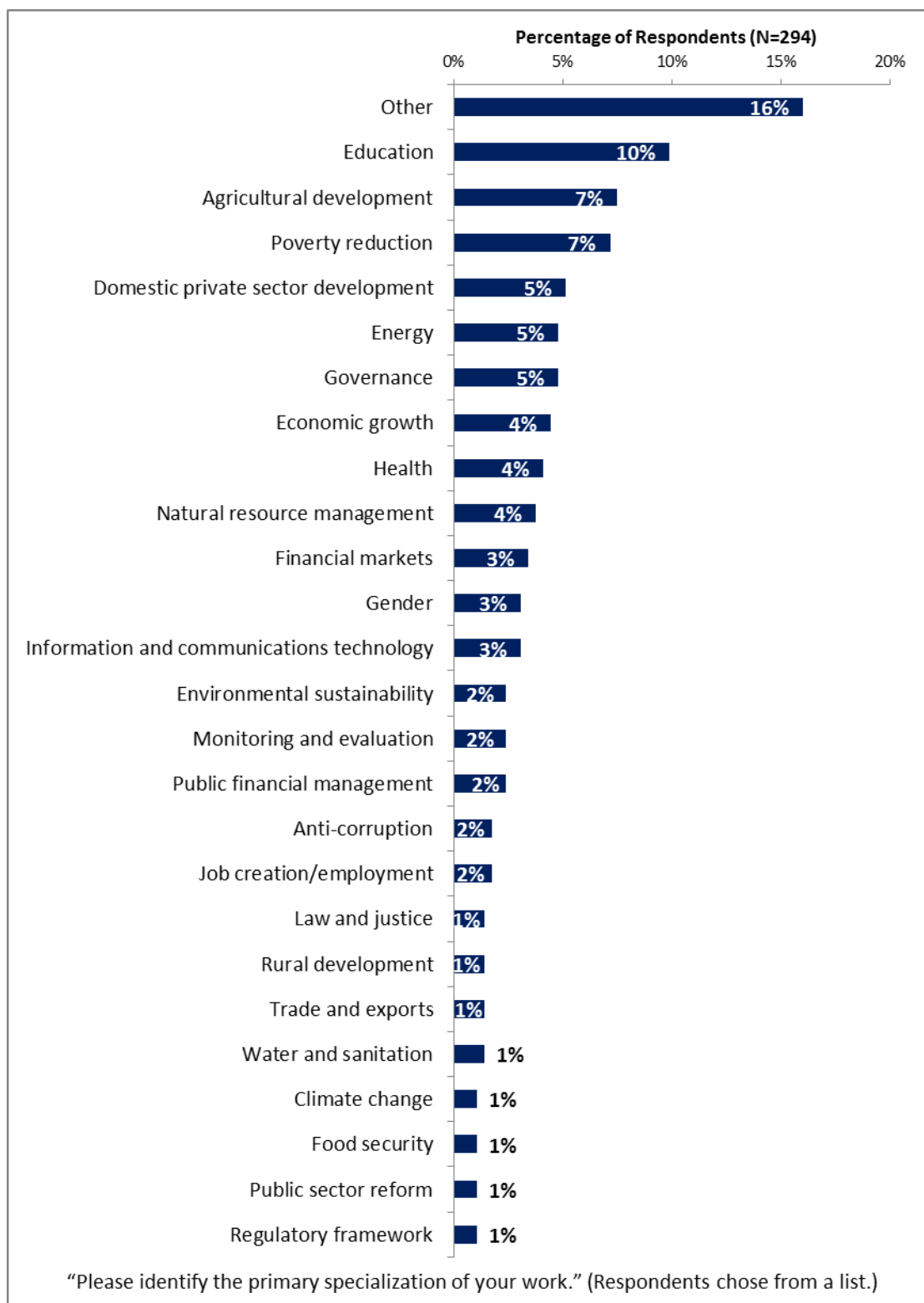
Current Position

- For further analyses, the small number of consultants working on Bank-supported projects were combined with respondents from PMUs, respondents from bilateral agencies were combined with those from multilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, and the small number of respondents from the office of a Parliamentarian, local government, private foundations, trade unions, and the judiciary branch were included in the “Other” category. Note there were no respondents from the office of a Minister.



III. Demographics of the Sample (continued)

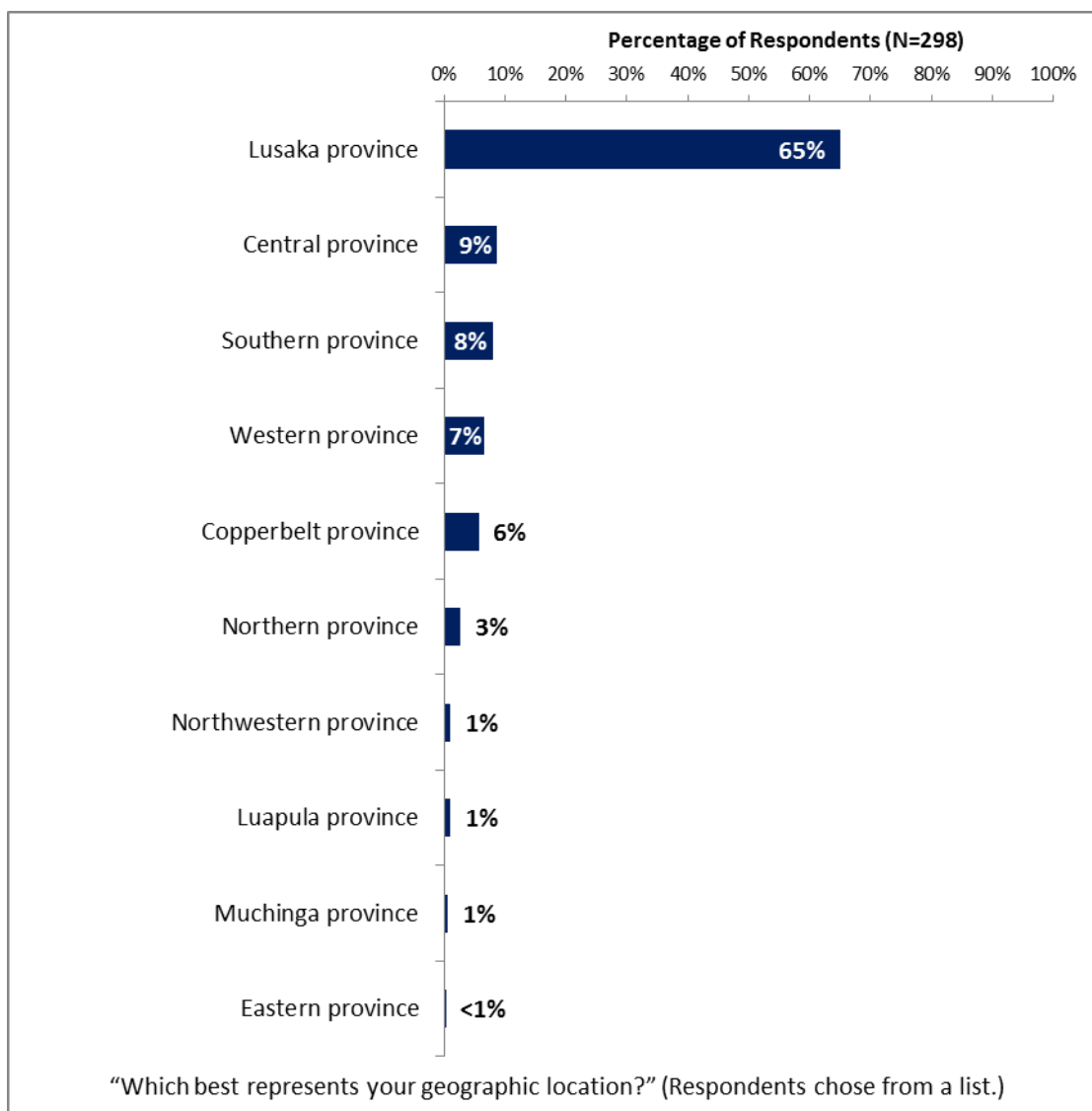
Area of Primary Specialization



III. Demographics of the Sample (continued)

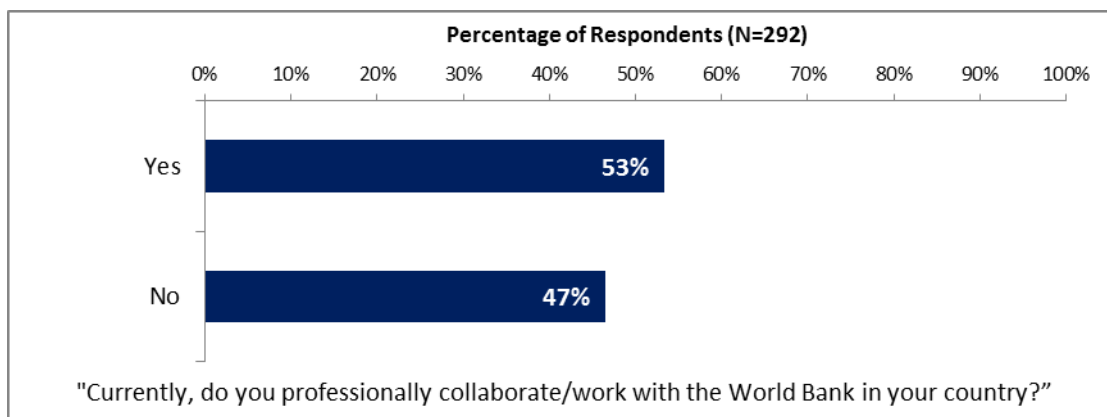
Geographic Location

- The majority of respondents indicated that they were located in the Lusaka province. Because of the small number of respondents from the Northern, Northwestern, Luapula, Muchinga, and Eastern provinces, these locations were combined into an “Other provinces” category for all further analyses.

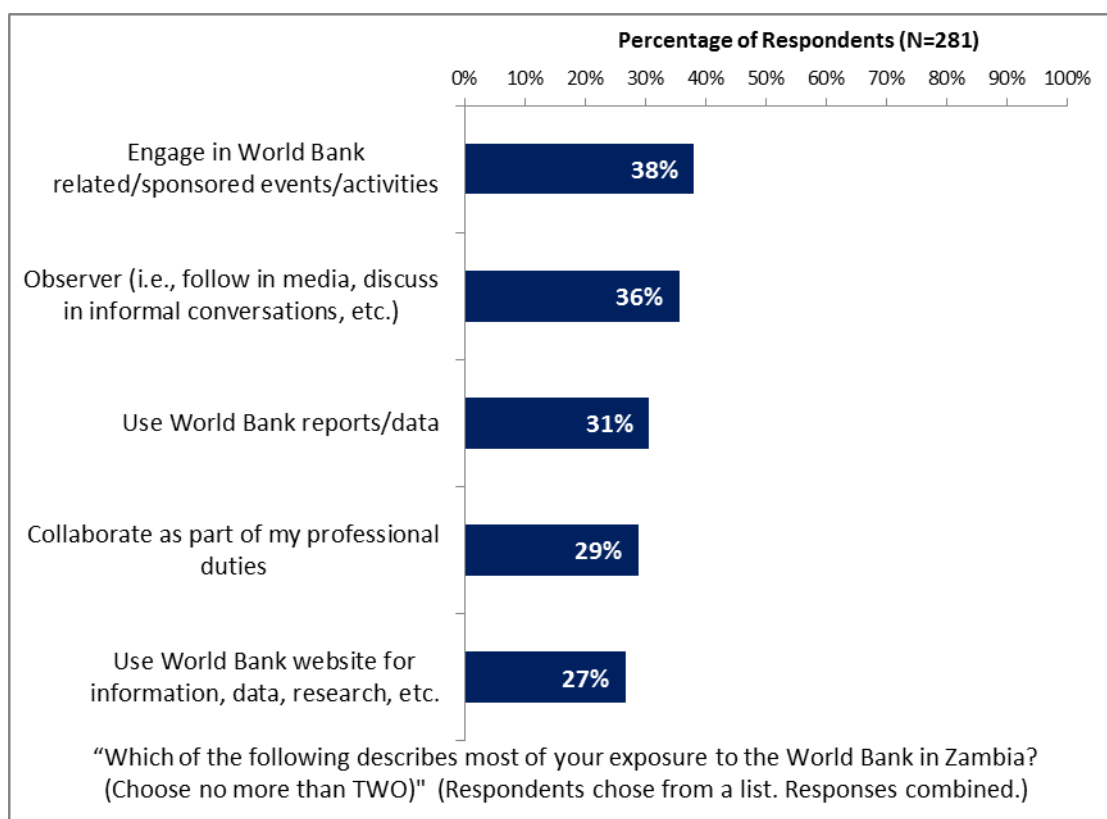


III. Demographics of the Sample (continued)

Professional Collaboration with the World Bank



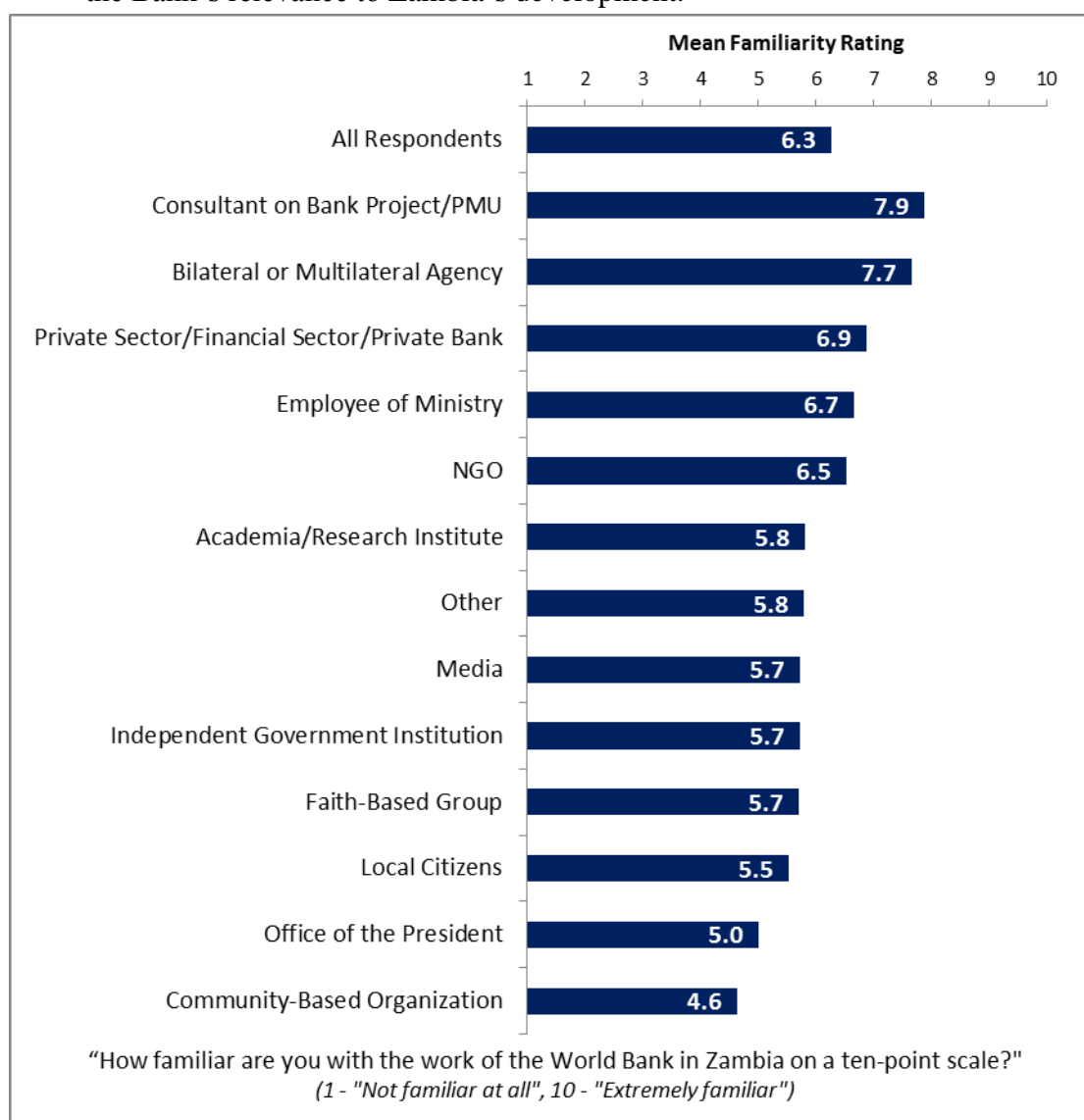
Exposure to the World Bank



III. Demographics of the Sample (continued)

Familiarity with the World Bank

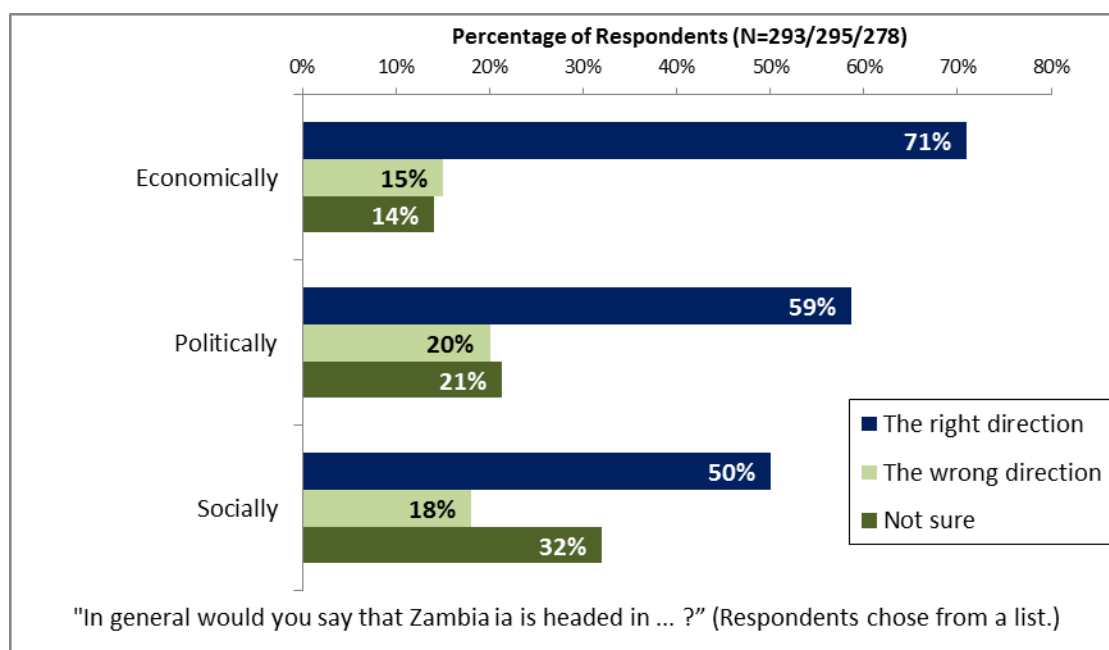
- Across all respondents, familiarity with the Bank received a mean rating of 6.3 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was significantly lower than the FY '07 and FY '04 surveys, in which familiarity with the Bank received a mean rating of 6.6 and 6.8, respectively, across all respondents.
 - Consultants on Bank projects and respondents from bilateral or multilateral agencies indicated the highest levels of familiarity whereas respondents from the office of the President and CBOs indicated significantly lower levels.
 - Respondents from the Lusaka and Copperbelt provinces had the highest levels of familiarity with the Bank whereas respondents from the Southern province had significantly lower levels of familiarity.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their impressions of the Bank's overall effectiveness in Zambia as well as significantly, moderately correlated with their perceptions of the Bank's ability to help achieve sustainable development results and the Bank's relevance to Zambia's development.



IV. General Issues facing Zambia

Headed in the Right Direction

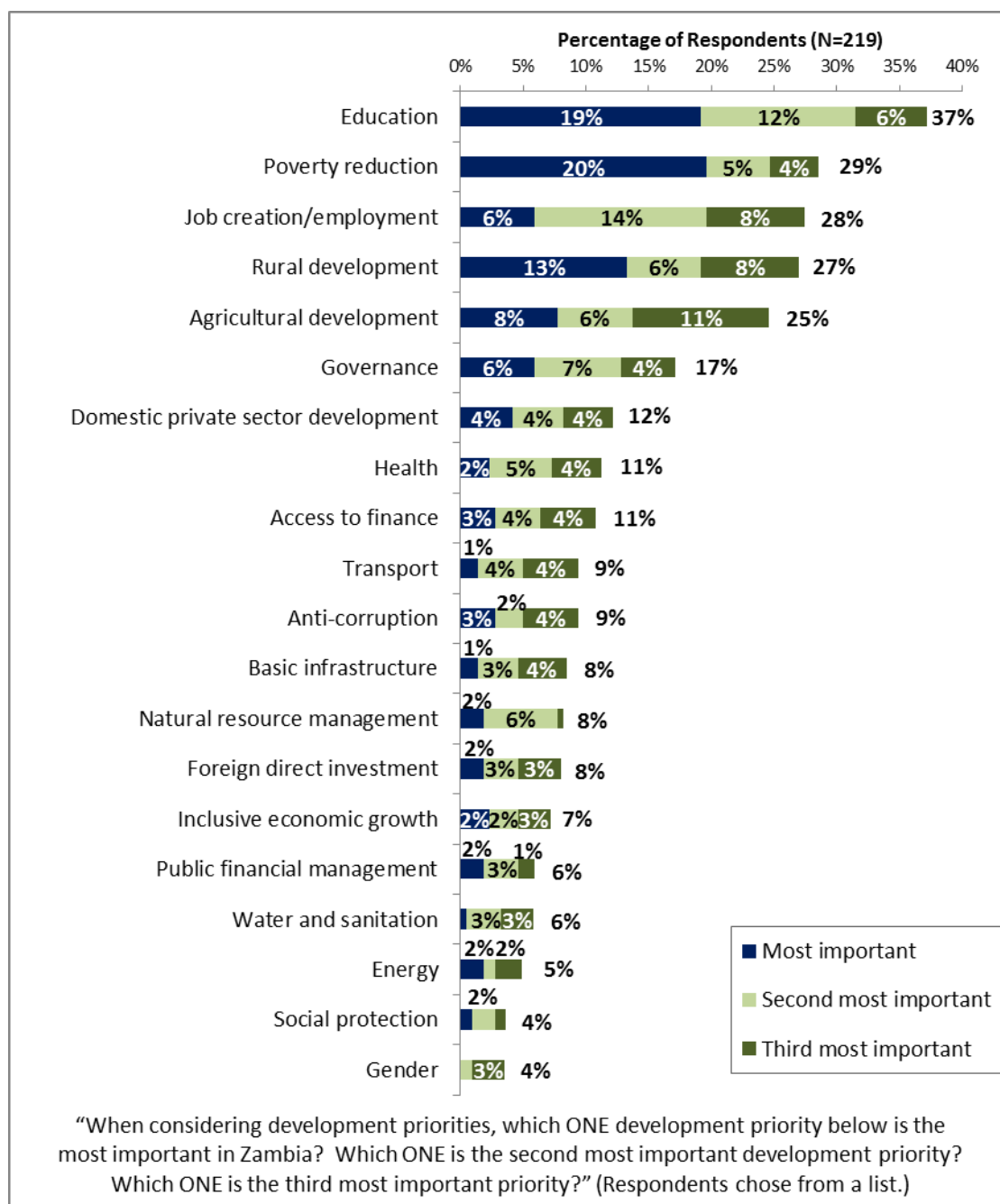
- When asked whether Zambia was headed in the right or wrong direction economically, nearly three-quarters of all respondents indicated that Zambia was headed in the right direction. Over half of all respondents indicated that Zambia was headed in the right direction politically and exactly half of all respondents indicated that Zambia was headed in the right direction socially.
 - Majorities of respondents across all stakeholder groups and all geographic locations indicated that Zambia was headed in the right direction economically.
 - Pluralities of respondents across most stakeholder groups and most geographic locations indicated that Zambia was headed in the right direction politically, except respondents from bilateral or multilateral agencies who were more likely to indicate that they weren't sure, local citizens and respondents from the Western province who were more likely to say Zambia was headed in the wrong direction politically.
 - Pluralities of respondents across most stakeholder groups and all geographic locations indicated that Zambia was headed in the right direction socially, except respondents from bilateral or multilateral agencies, the media, faith-based groups, and academia/research institutes who were more likely to indicate that they weren't sure.



IV. General Issues facing Zambia (continued)

Development Priority

- Respondents indicated that education was the most important development priority in Zambia. Poverty reduction, job creation/employment, rural development, and agricultural development were also considered top priorities. Respondents from independent government institutions also indicated access to finance was a top priority and respondents from the Copperbelt province indicated that governance was a top priority.
 - In the FY '07 country survey*, HIV/AIDS and other communicable diseases (32%), education (28%), and governance (26%) were considered the most important development priorities for Zambia.

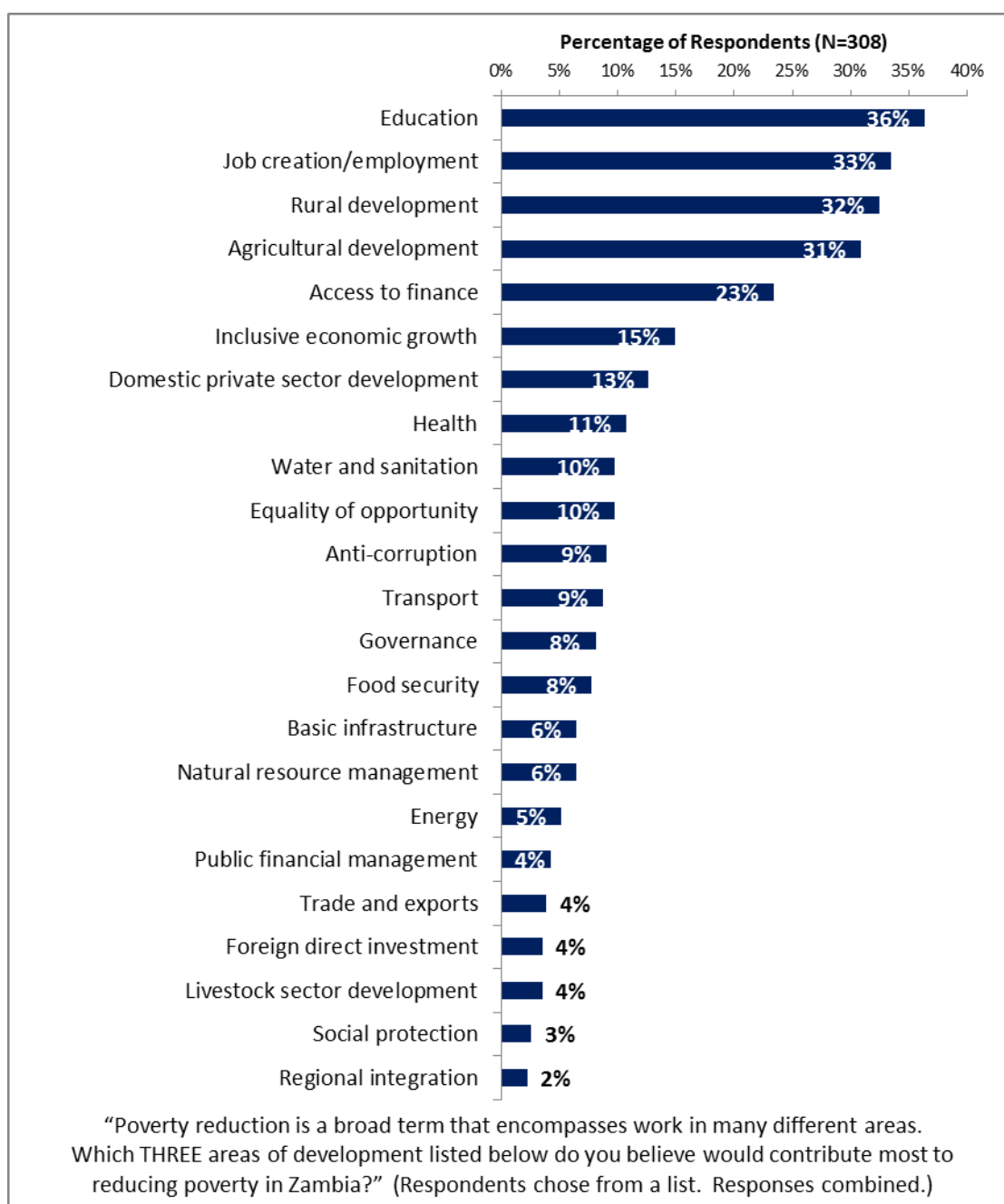


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

IV. General Issues facing Zambia (continued)

Reducing Poverty

- Respondents indicated that education, job creation/employment, rural development, agricultural development, and access to finance would contribute most to reducing poverty in Zambia. Respondents from bilateral or multilateral agencies also indicated that inclusive economic growth would contribute to reducing poverty in Zambia.
 - In the FY '07 country survey*, respondents felt that agriculture development (38%), education (36%), increasing employment (31%), and health (27%) would contribute most to poverty reduction in Zambia

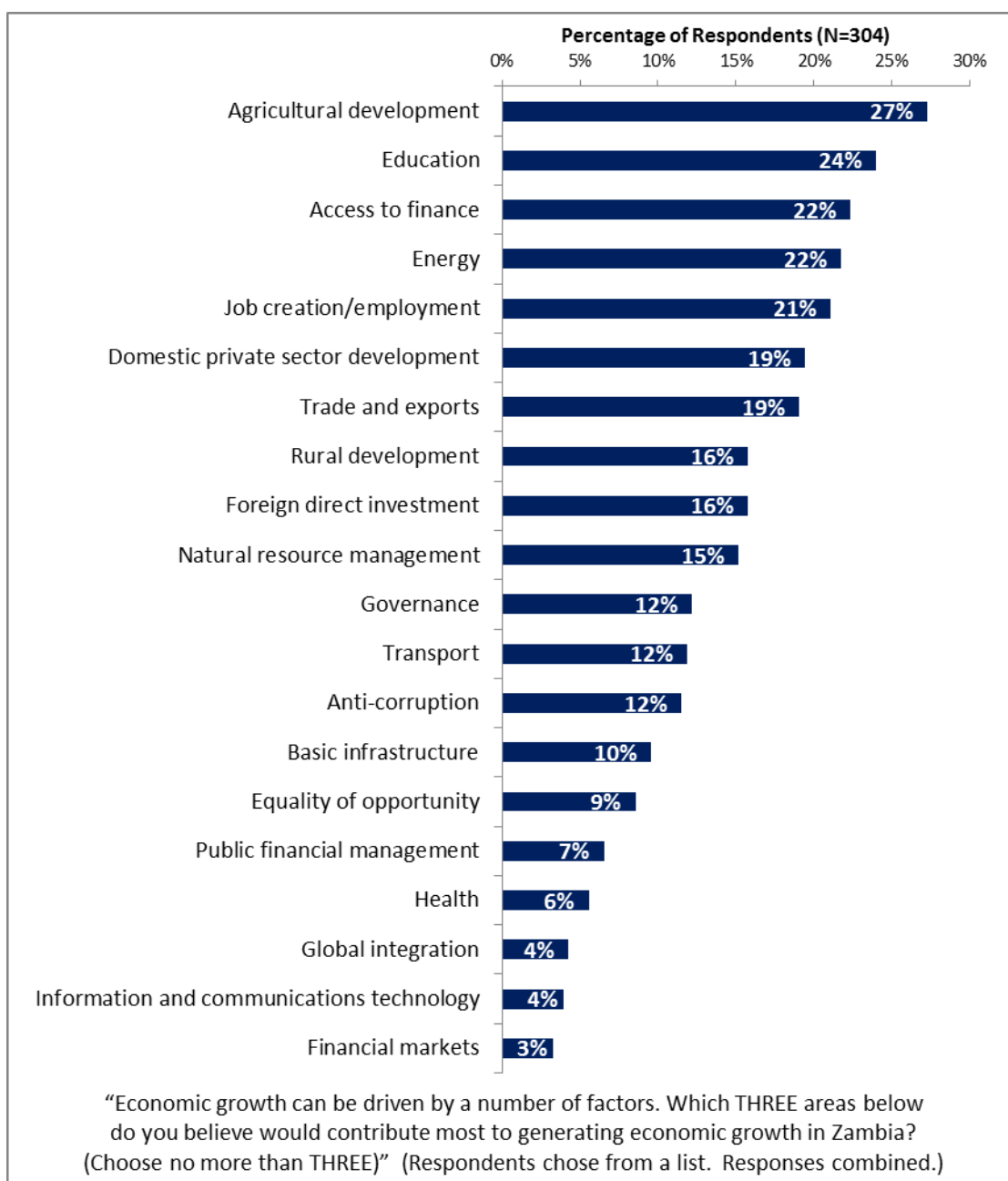


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

IV. General Issues facing Zambia (continued)

Economic Growth

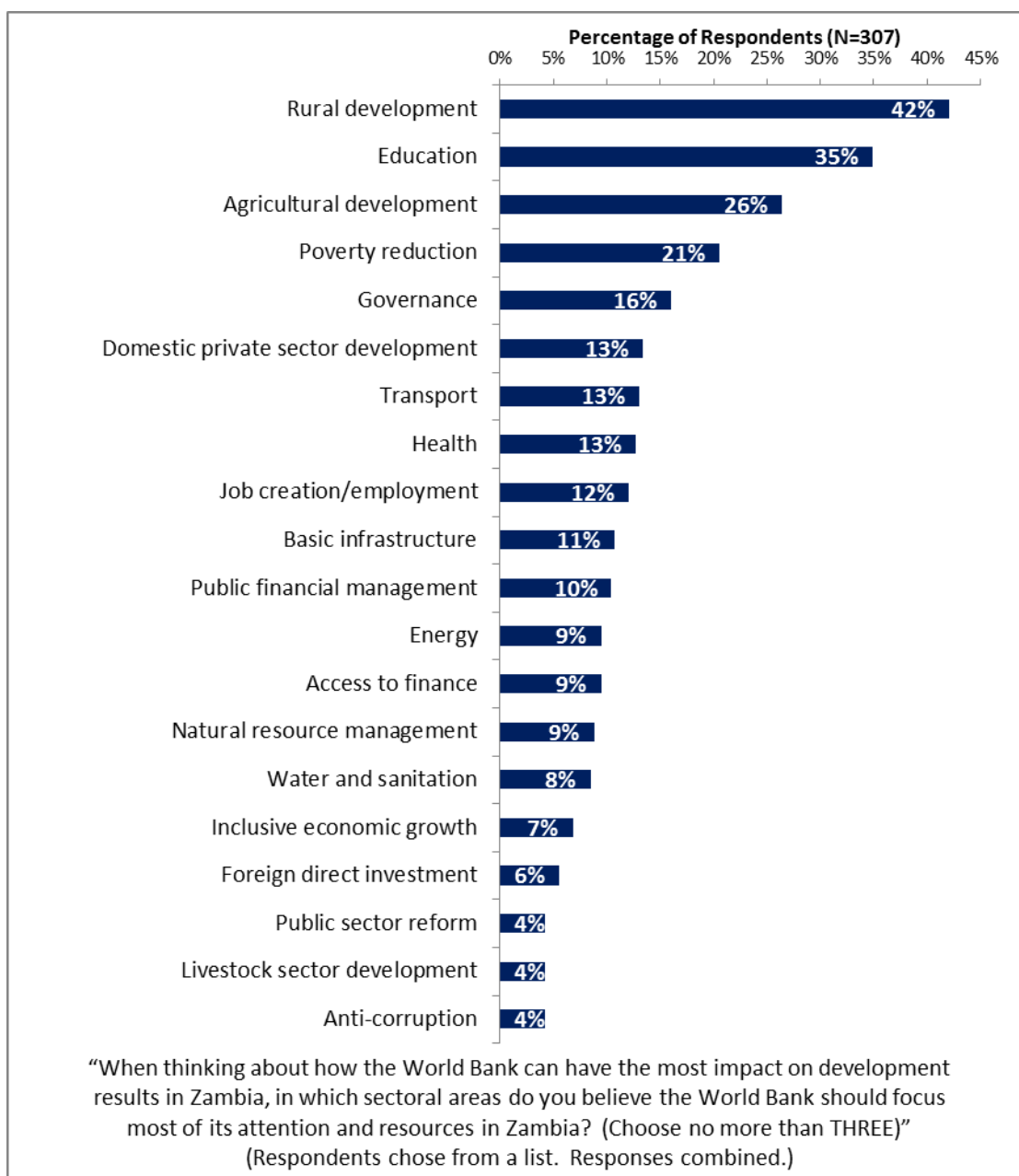
- Respondents indicated that agricultural development, education, access to finance, energy, jobs creation/employment, domestic private sector development, and trade and exports would contribute most to generating economic growth in Zambia.



V. Overall Attitudes toward the World Bank

Focusing World Bank Resources

- Respondents indicated that the Bank would have the most impact on development results in Zambia by focusing most of its attention and resources on rural development, education, agricultural development, and poverty reduction. Consultants on Bank projects/respondents from PMUs indicated that the Bank should also focus on domestic private sector development.
 - In the FY '07 country survey*, respondents indicated that it would be most productive for the Bank to focus on education (30%) and employment (26%).

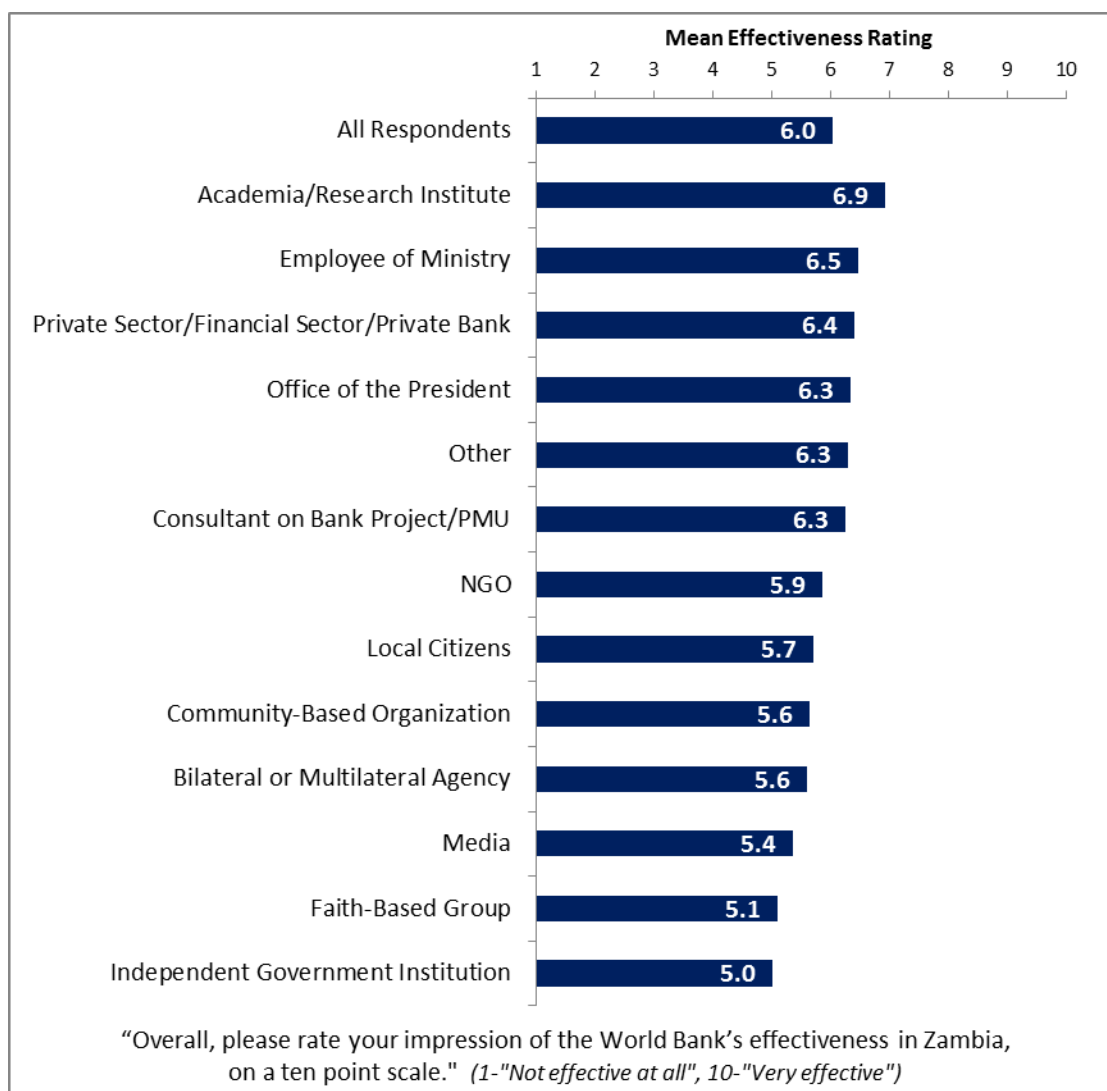


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

V. Overall Attitudes toward the World Bank (continued)

The World Bank's Overall Effectiveness

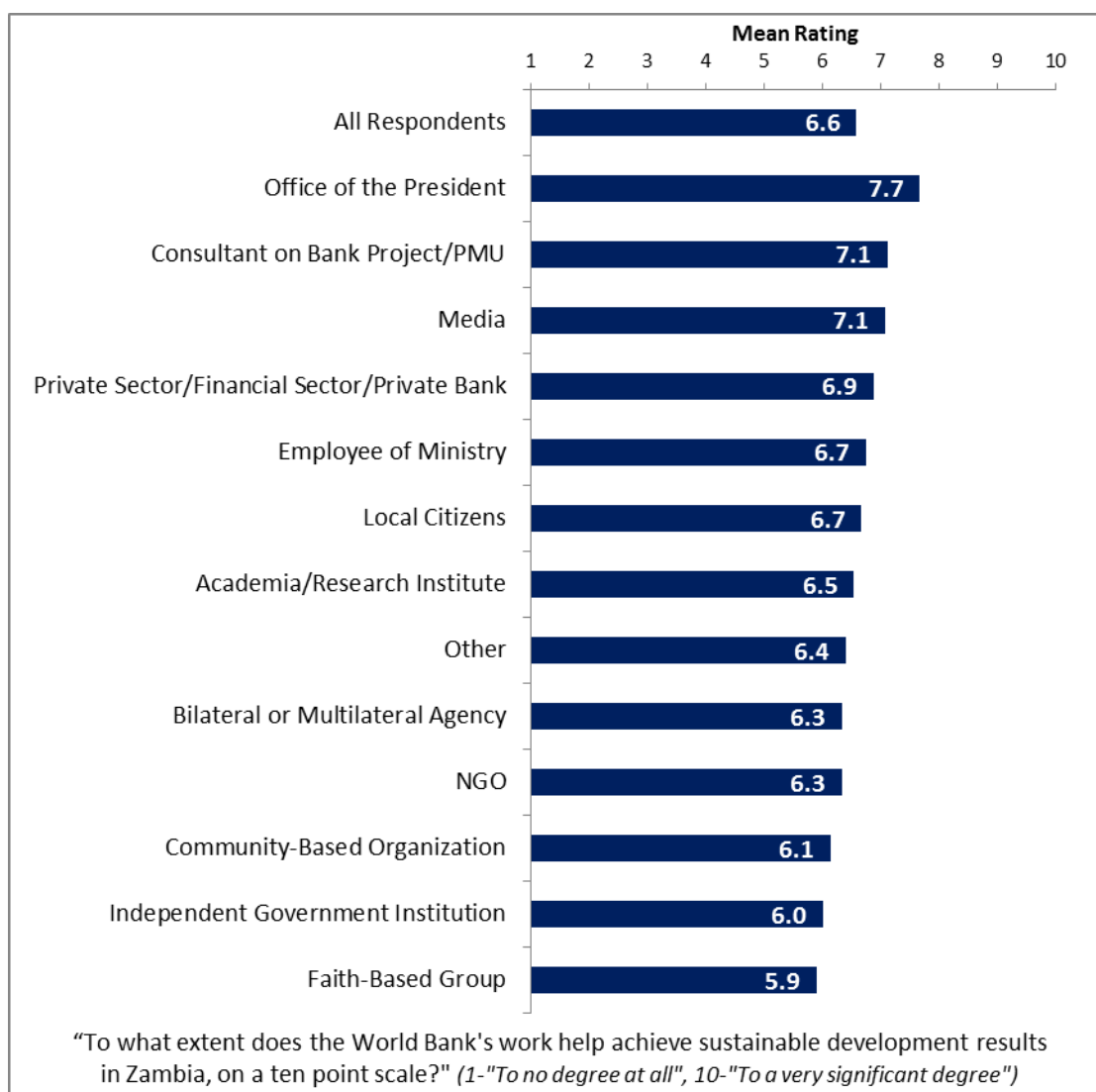
- Across all respondents, ratings of the World Bank's overall effectiveness in Zambia received a mean rating of 6.0 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This was statistically similar to the FY '07 and FY '04 surveys, in which the Bank's overall effectiveness received a mean rating of 6.1 and 5.8, respectively, across all respondents.
 - Although it was not a significant difference, respondent from academia/research institutes gave the highest ratings for the World Bank's overall effectiveness in Zambia whereas respondents from faith-based groups and independent government institutions gave the lowest ratings. Respondents across all geographic locations had statistically similar ratings for the Bank's overall effectiveness in Zambia.



V. Overall Attitudes toward the World Bank (continued)

Achieving Sustainable Development Results

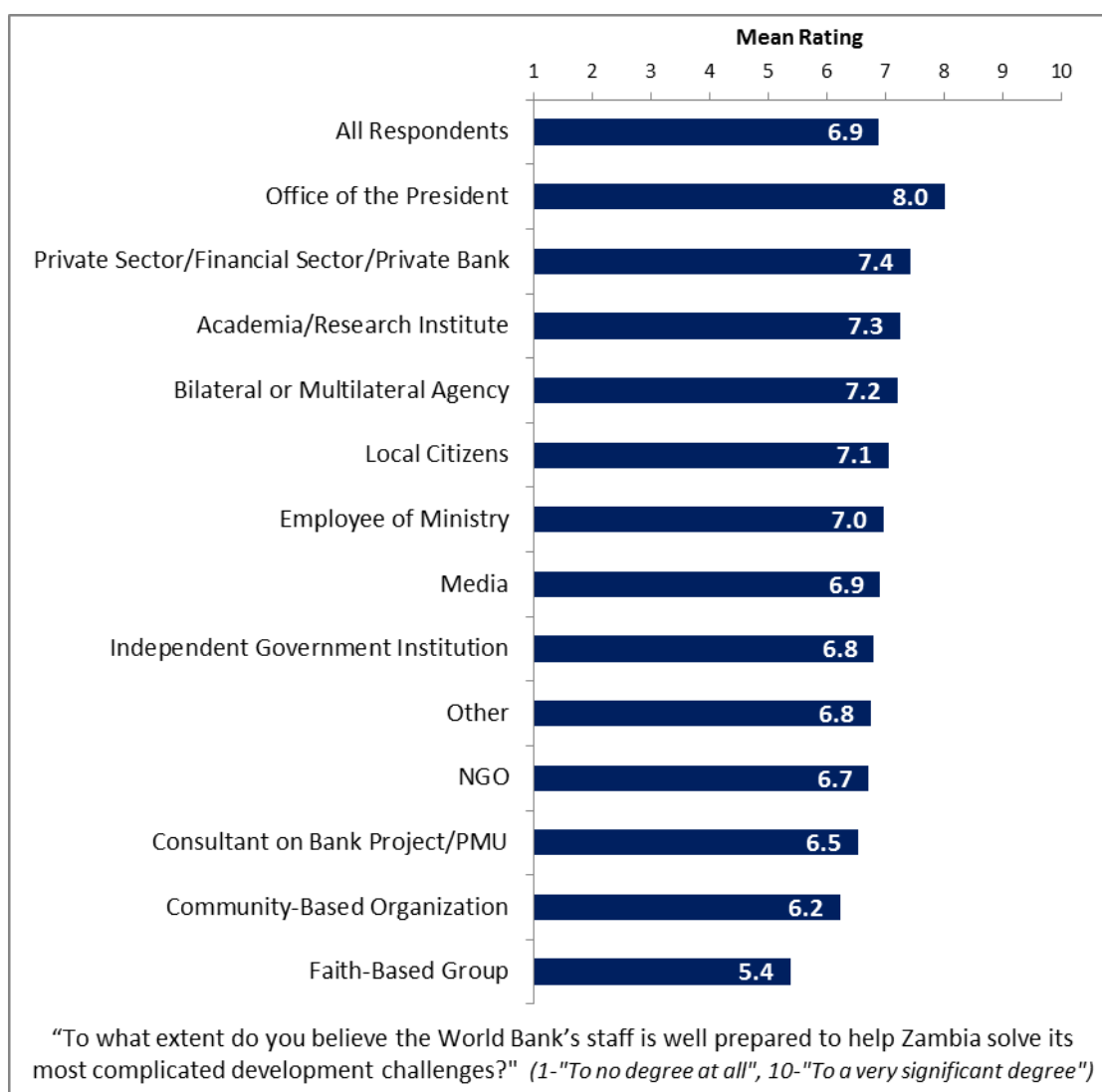
- Across all respondents, the World Bank helping achieve sustainable development results in Zambia received a mean rating of 6.6 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Although it was not a significant difference, respondents from the office of the President gave the highest ratings for the World Bank helping achieve sustainable development results in Zambia whereas respondents from faith-based groups gave the lowest ratings. Respondents across all geographic locations had statistically similar ratings for the World Bank helping achieve sustainable development results in Zambia.



V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness

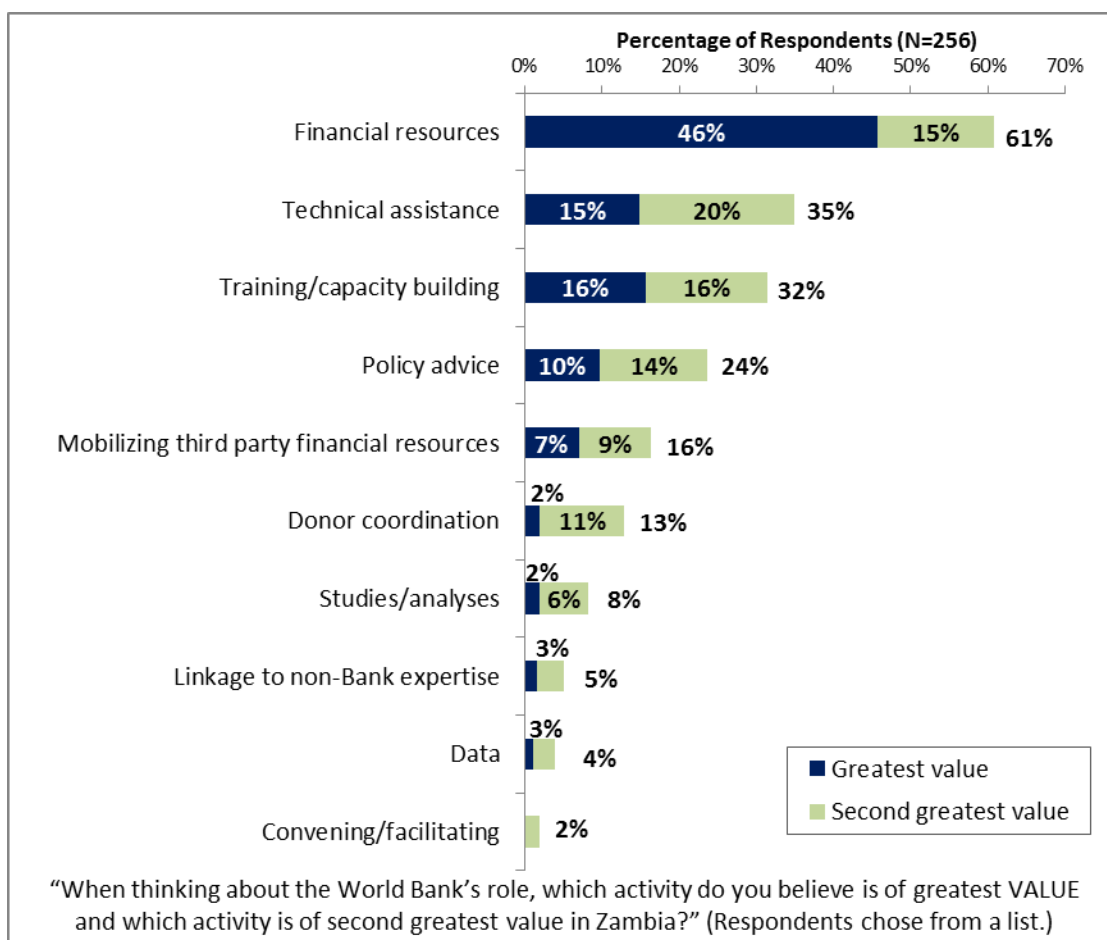
- Across all respondents, the World Bank's staff being well prepared to help Zambia solve its most complicated development challenges received a mean rating of 6.9 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Although it was not a significant difference, respondents from the office of the President gave the highest ratings for the World Bank's staff being well prepared whereas respondents from faith-based groups gave the lowest ratings. Respondents across all geographic locations had statistically similar ratings for the World Bank's staff being well prepared to help Zambia solve its most complicated development challenges.



V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Over half of all respondents indicated that the Bank's greatest value to Zambia was its financial resources. The Bank's technical assistance, training/capacity building, and policy advice were also considered of great value to Zambia.
 - Respondents in the FY '07 country survey* indicated that the Bank's greatest values to Zambia were its financial resources (44%), knowledge (40%), policy and economic advice (35%), and technical advice (25%).

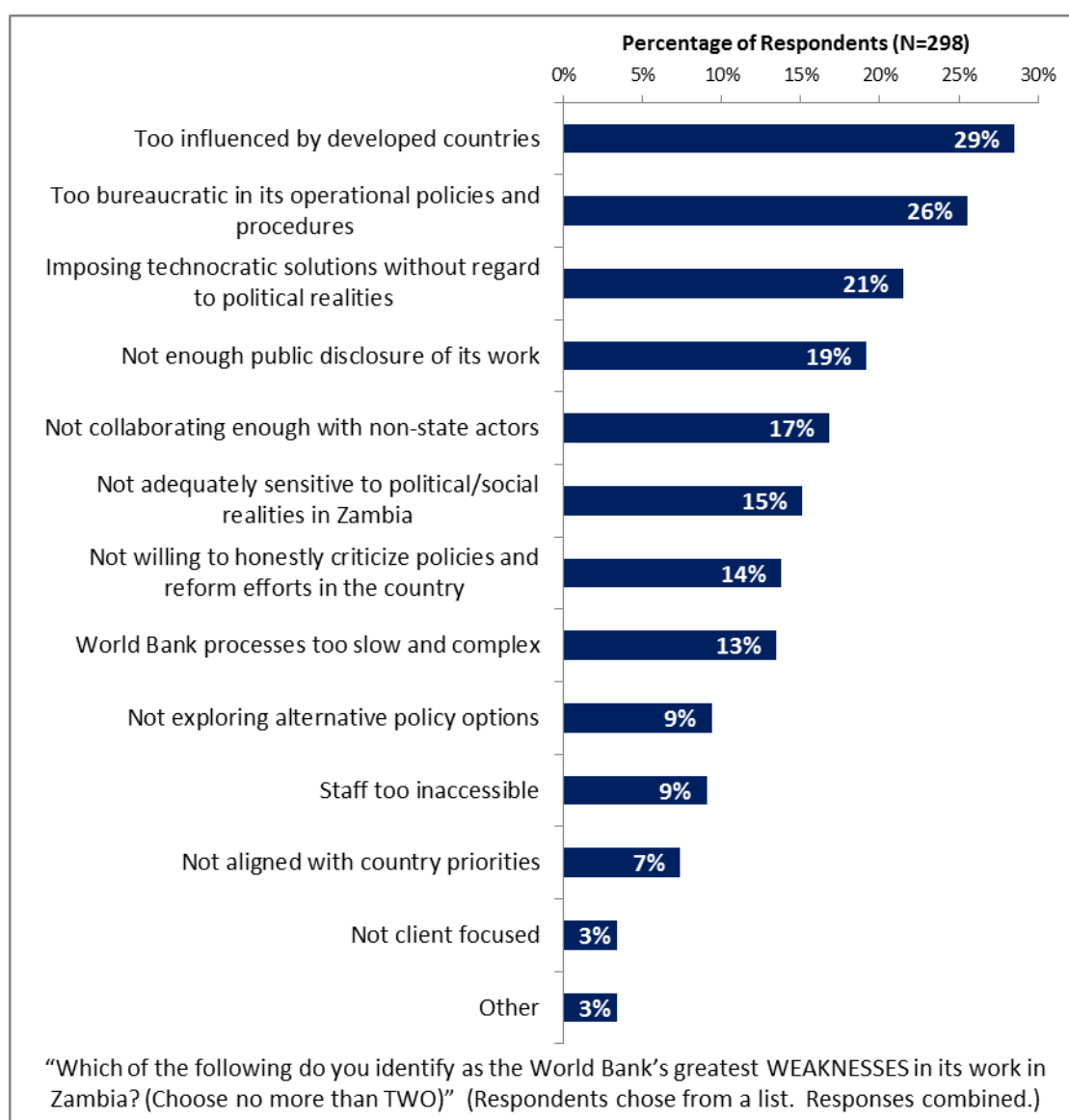


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- Respondents indicated that the Bank's greatest weaknesses in its work in Zambia were being too influenced by developed countries and being too bureaucratic in its operational policies and procedures. The Bank imposing technocratic solutions without regard to political realities and there not being enough public disclosure of its work were also considered weaknesses. Consultants on Bank projects/respondents from PMUs also indicated that Bank processes are too slow and complex and respondents from the Western province indicated that the Bank is not adequately sensitive to political/social realities in Zambia.
 - Respondents in the FY '07 survey* indicated that the Bank's greatest weaknesses were being too influenced by the US (32%) and being too bureaucratic in its operational policies and procedures (29%).

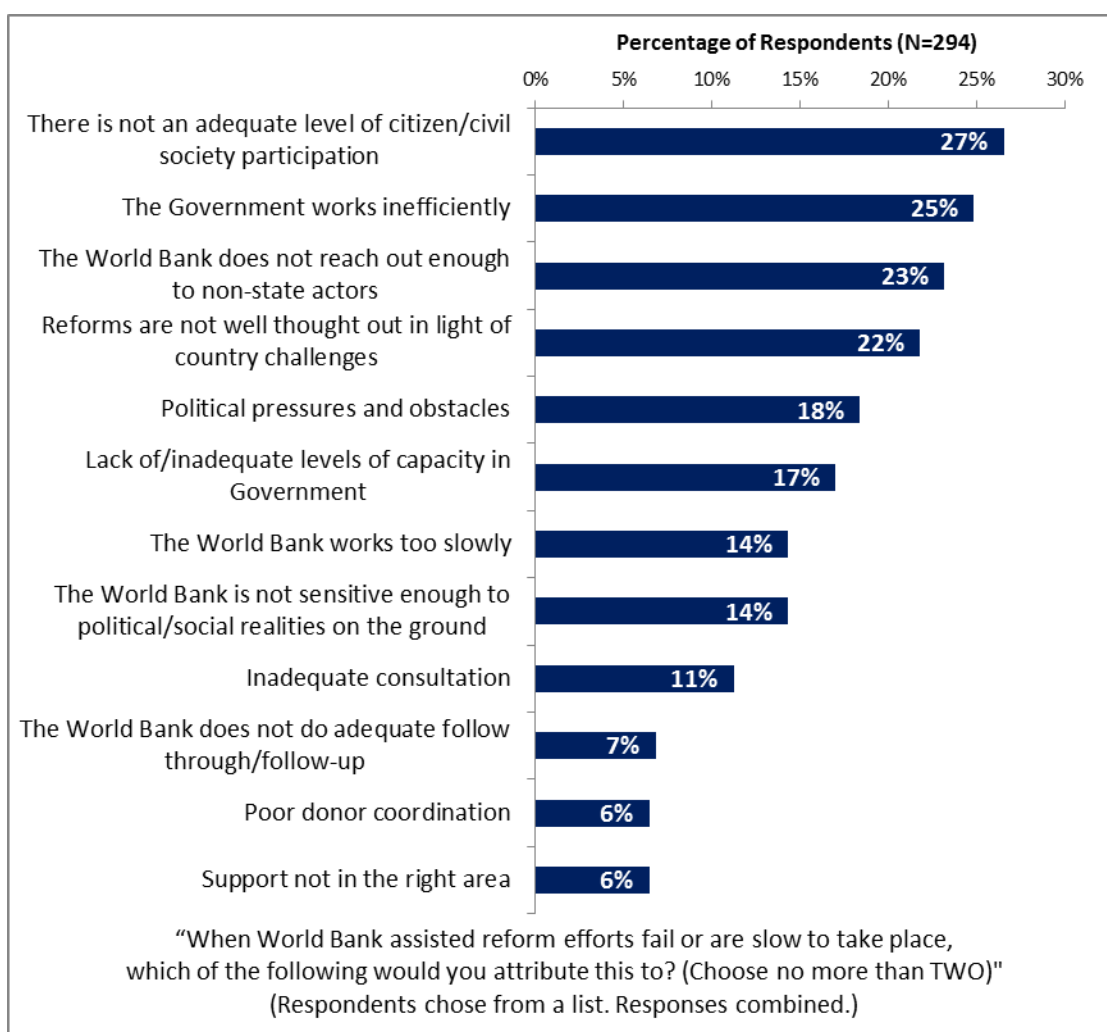


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

V. Overall Attitudes toward the World Bank (continued)

Attributing Slow or Failed Reform Efforts

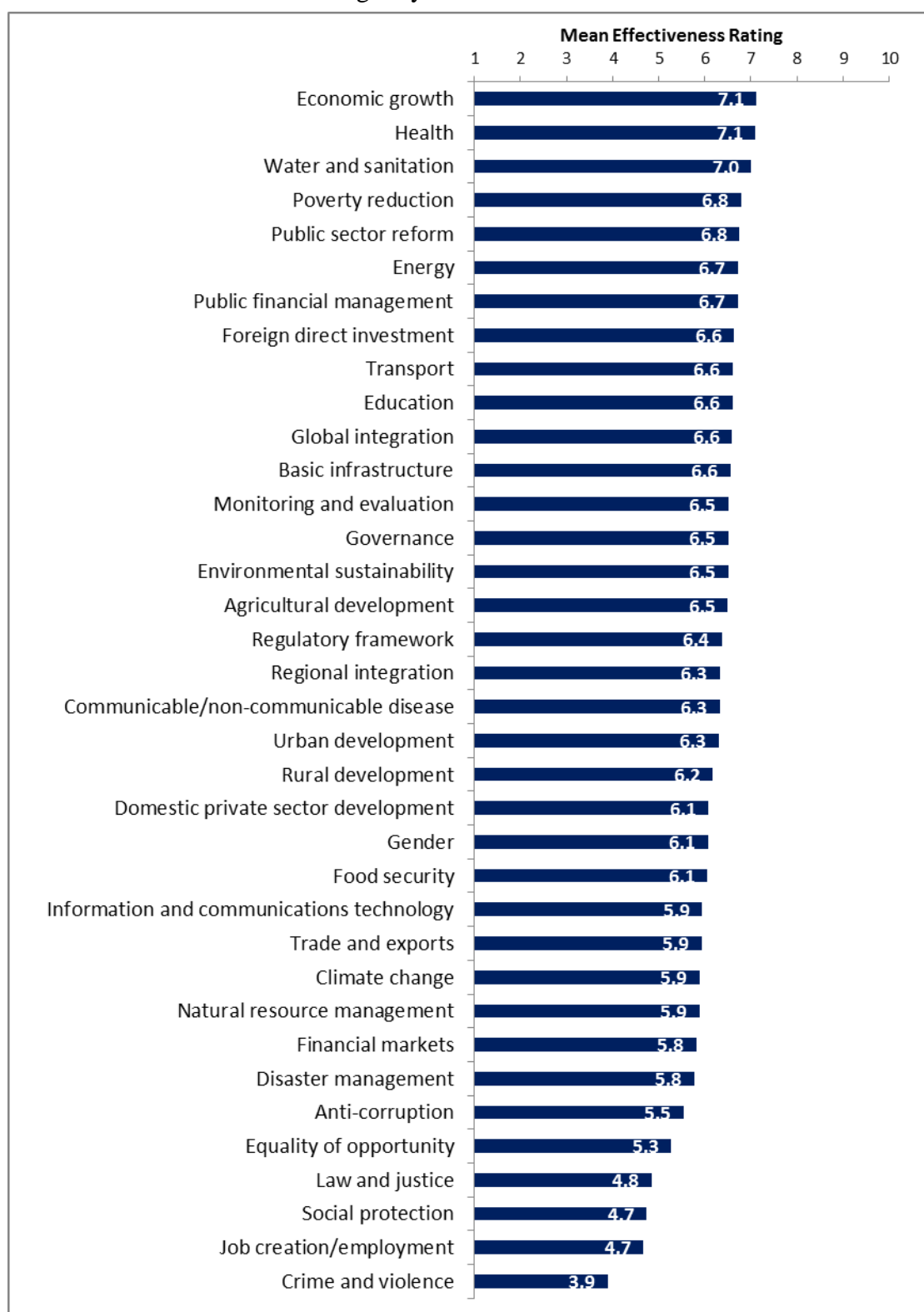
- When World Bank assisted reform efforts fail or are slow to take place, respondents indicated that they most often attribute this to an inadequate level of citizen/civil society participation, the government working inefficiently, the Bank not reaching out enough to non-state actors, and reforms not being well thought out in light of country challenges.
 - In addition, respondents from the media indicated that they most often attribute failed or slowed reform efforts to political pressures and the Bank working too slowly. Respondents from the Copperbelt province indicated that the Bank works too slowly. Respondents from the Central province indicated that there is an inadequate amount of consultation and respondents from the Western province indicated that the World Bank is not sensitive enough to political/social realities on the ground.



VI. Sectoral Effectiveness

Specific Areas of Effectiveness

- Respondents saw the Bank as most effective at economic growth and health, both receiving a mean rating of 7.1, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.



VI. Sectoral Effectiveness (continued)

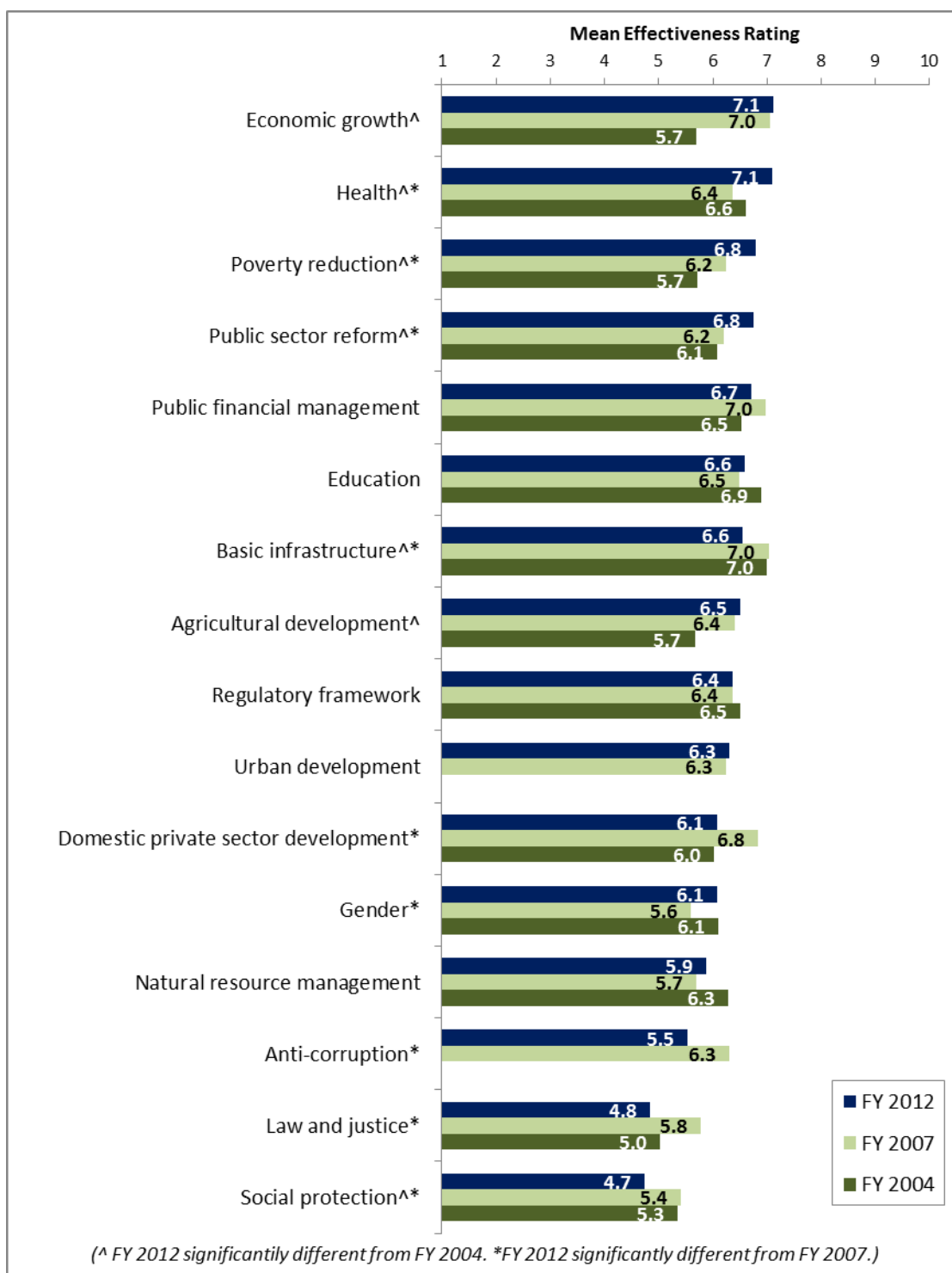
Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across seven of these thirty-six areas. For the most part, respondents from the media had the highest ratings across these areas whereas respondents from CBOs and faith-based groups tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
 - "Transport";
 - "Urban development";
 - "Regulatory framework";
 - "Communicable/non-communicable disease";
 - "Water and sanitation";
 - "Trade and exports"; and
 - "Social protection".
- There were significant differences between geographic locations in their ratings of the Bank's effectiveness across eleven of these thirty-six areas. For the most part, respondents from the Copperbelt and Central provinces had the highest ratings across these areas whereas respondents from the Western province tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant geographic location differences were:
 - "Anti-corruption";
 - "Environmental sustainability";
 - "Poverty reduction";
 - "Energy";
 - "Job creation/employment";
 - "Rural development";
 - "Global integration";
 - "Education";
 - "Social protection";
 - "Public sector reform"; and
 - "Agricultural development".
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly lower ratings for the Bank's effectiveness at anti-corruption, law and justice, basic infrastructure, domestic private sector development, and social protection, but significantly higher effectiveness ratings for poverty reduction, gender, health, and public sector reform, compared to respondents in the FY '07 country survey.



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 sustainable development results in Zambia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-six specific areas of effectiveness.

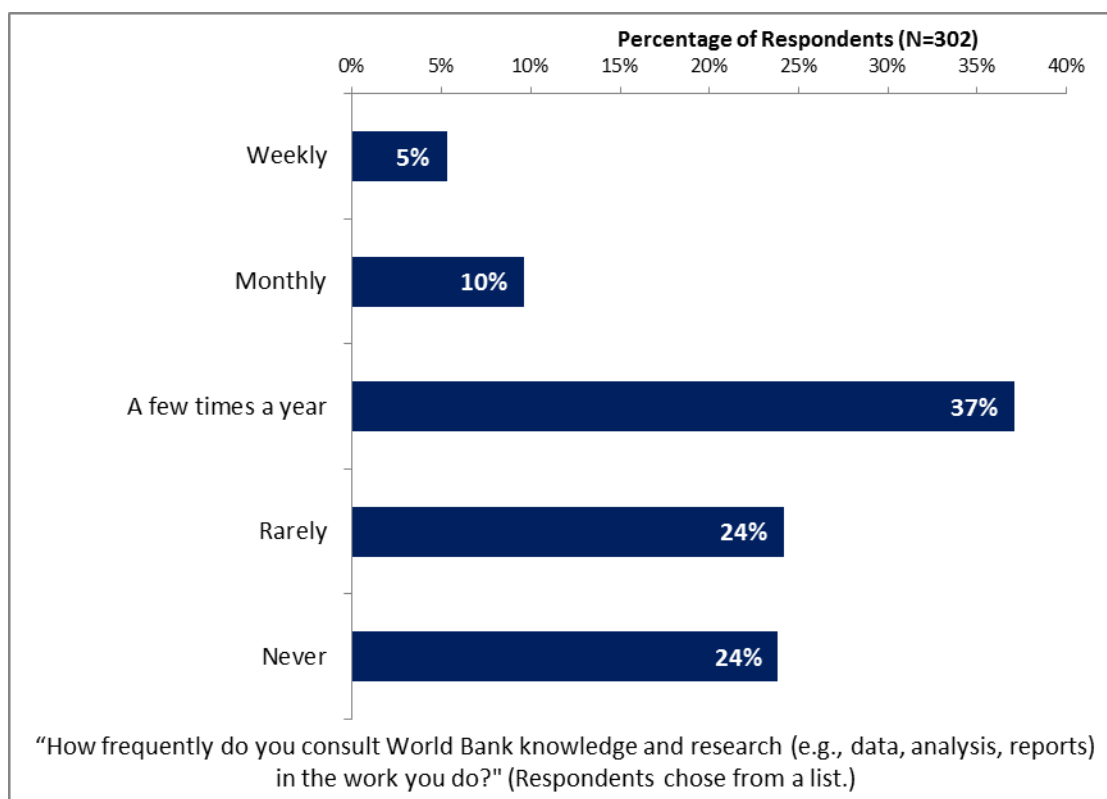
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 sustainable 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 sustainable 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 Zambia. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at crime and violence; and
 - The Bank's effectiveness at economic growth.
- Achieving Sustainable 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 sustainable development results in Zambia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at food security;
 - The Bank's effectiveness at governance;
 - The Bank's effectiveness at education;
 - The Bank's effectiveness at agricultural development;
 - The Bank's effectiveness at job creation/employment; and
 - The Bank's effectiveness at economic growth.

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

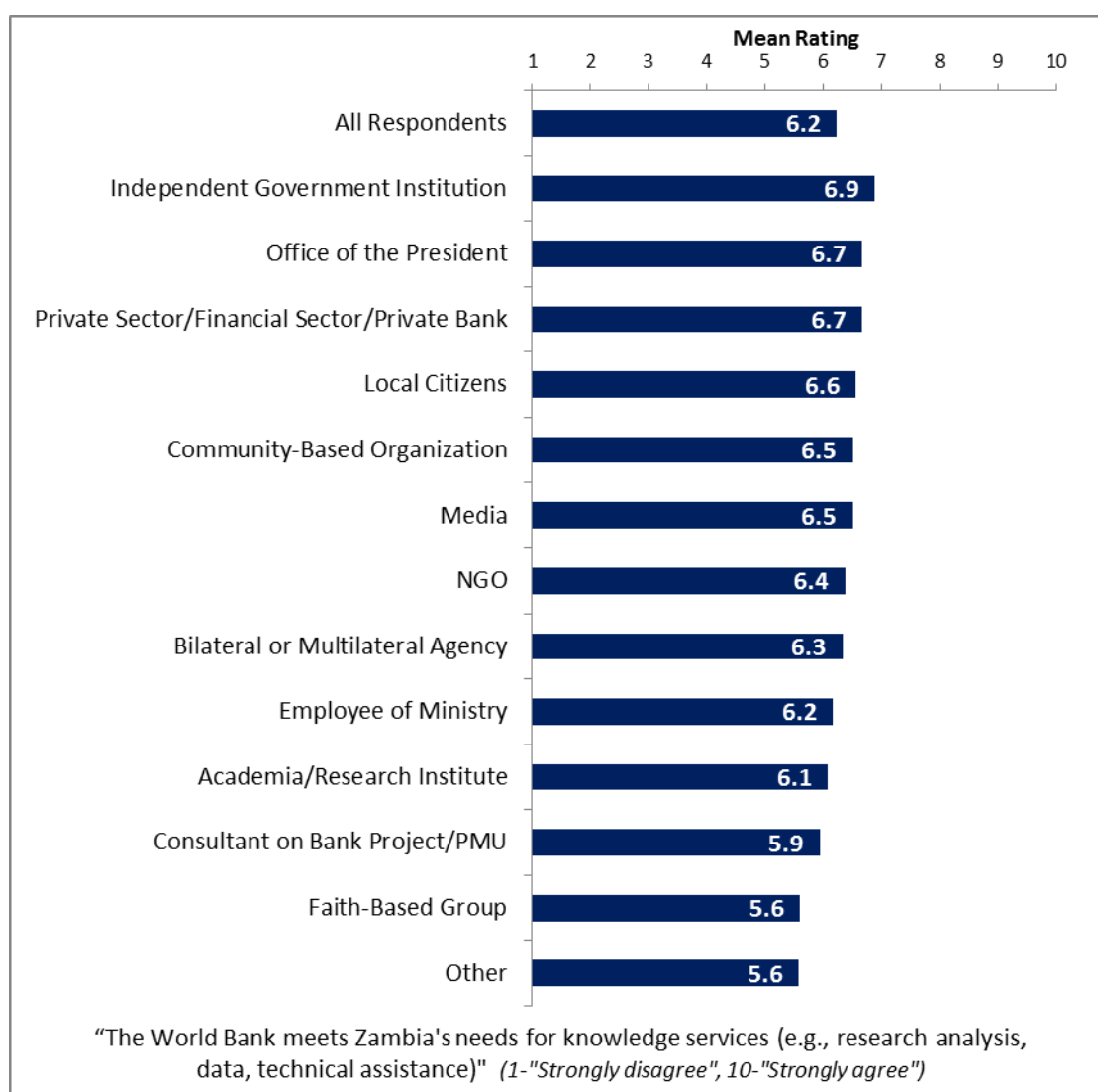
- A plurality of respondents indicated that they consulted World Bank knowledge and research a few times a year.
 - Respondents from bilateral or multilateral agencies indicated that they utilized Bank research weekly. Consultants on Bank-supported projects/respondents from PMUs indicated that they utilized Bank research monthly. Employees of ministries and respondents from the private sector/financial sector/private banks, NGOs, the media, academia/research institutes, and other organizations indicated that they utilized Bank research a few times a year. Local citizens indicated that they utilized Bank research at most a few times a year. Respondents from the office of the President indicated that they rarely utilized World Bank knowledge and research. Respondents from CBOs, independent government institution, and faith-based groups indicated that they never used Bank research.
 - Respondents from the Lusaka province indicated that they utilized Bank research a few times a year. Respondents from the Southern province indicated that they utilized Bank research at most a few times a year. Respondents from the Western and Copperbelt provinces indicated that they rarely utilized World Bank knowledge and research. Respondents from the Central province and Other provinces indicated that they never used Bank research.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting Zambia's Knowledge Needs

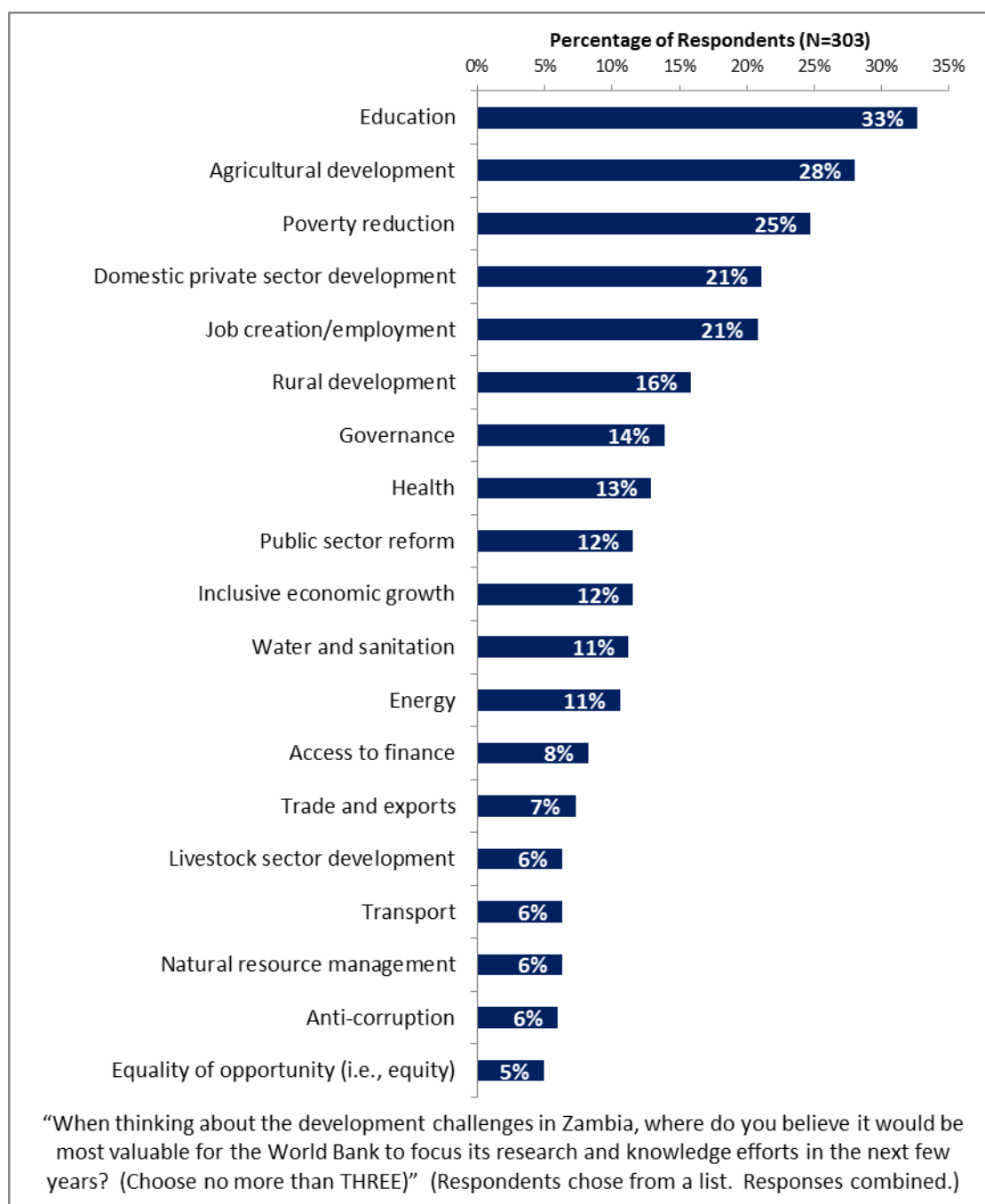
- Across all respondents, the extent to which the Bank meets Zambia's needs for knowledge services received a mean rating of 6.2 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Although it was not a significant difference, respondents from independent government institutions gave the highest ratings for the Bank meeting Zambia's needs for knowledge services whereas respondents from faith-based groups and other organizations gave the lowest ratings. Respondents across all geographic locations gave statistically similar ratings for the Bank meeting Zambia's needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- Respondents indicated that it would be most valuable for the Bank to focus its research and knowledge efforts on education, agricultural development, and poverty reduction. Domestic private sector development and job creation/employment were other research areas considered valuable. Respondents from bilateral or multilateral agencies also indicated that the Bank should focus its research on inclusive economic growth.
 - Respondents in the FY '07 country survey indicated that it would be most valuable for the Bank to focus on education (40%) and health (28%) in Zambia.



*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

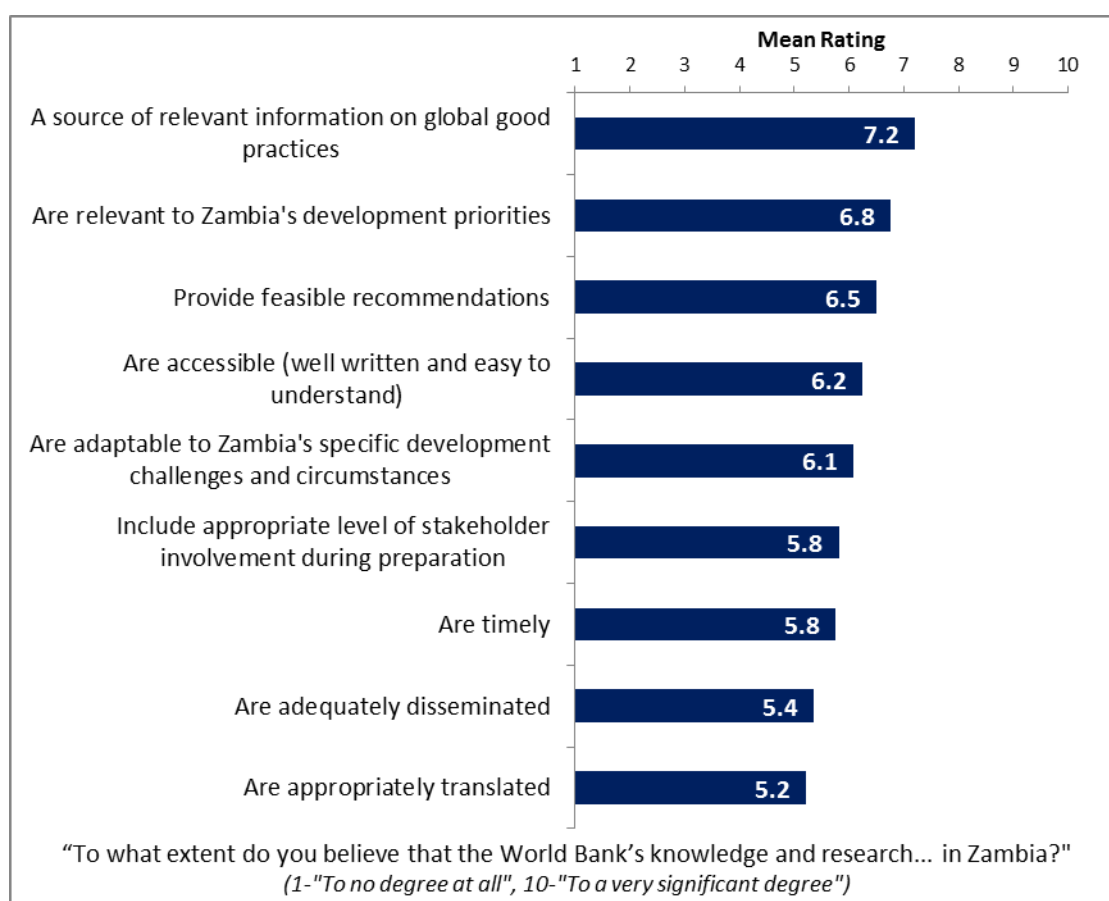
- Across all respondents, the effectiveness of the World Bank's knowledge and research to provide support for program implementation received the highest mean rating, 6.9, on a 10-point scale with 1 being not at all effective and 10 being very effective.
 - Consultants on Bank projects/respondents from PMUs and respondents from the private sector/financial/private banks and independent government institutions gave the highest ratings for the effectiveness of the Bank's knowledge and research to stimulate public debate/dialogue whereas respondents from faith-based groups, local citizens, and other organizations gave significantly lower ratings. Respondents from CBOs, the media, and independent government institutions gave the highest ratings for the effectiveness of the Bank's knowledge and research to contribute to good policy making whereas respondents from bilateral or multilateral agencies, NGOs, faith-based groups, local citizens, and other organizations gave significantly lower ratings. Respondents from the media and faith-based groups gave the highest ratings for the effectiveness of the Bank's knowledge and research to provide support for program implementation whereas respondents from bilateral or multilateral agencies, NGOs, and other organizations gave significantly lower ratings. Respondents across all stakeholder groups had statistically similar ratings for the effectiveness of the Bank's knowledge and research in the other two areas.
 - Respondents across all geographic locations had statistically similar ratings for the effectiveness of the Bank's knowledge and research in these areas.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

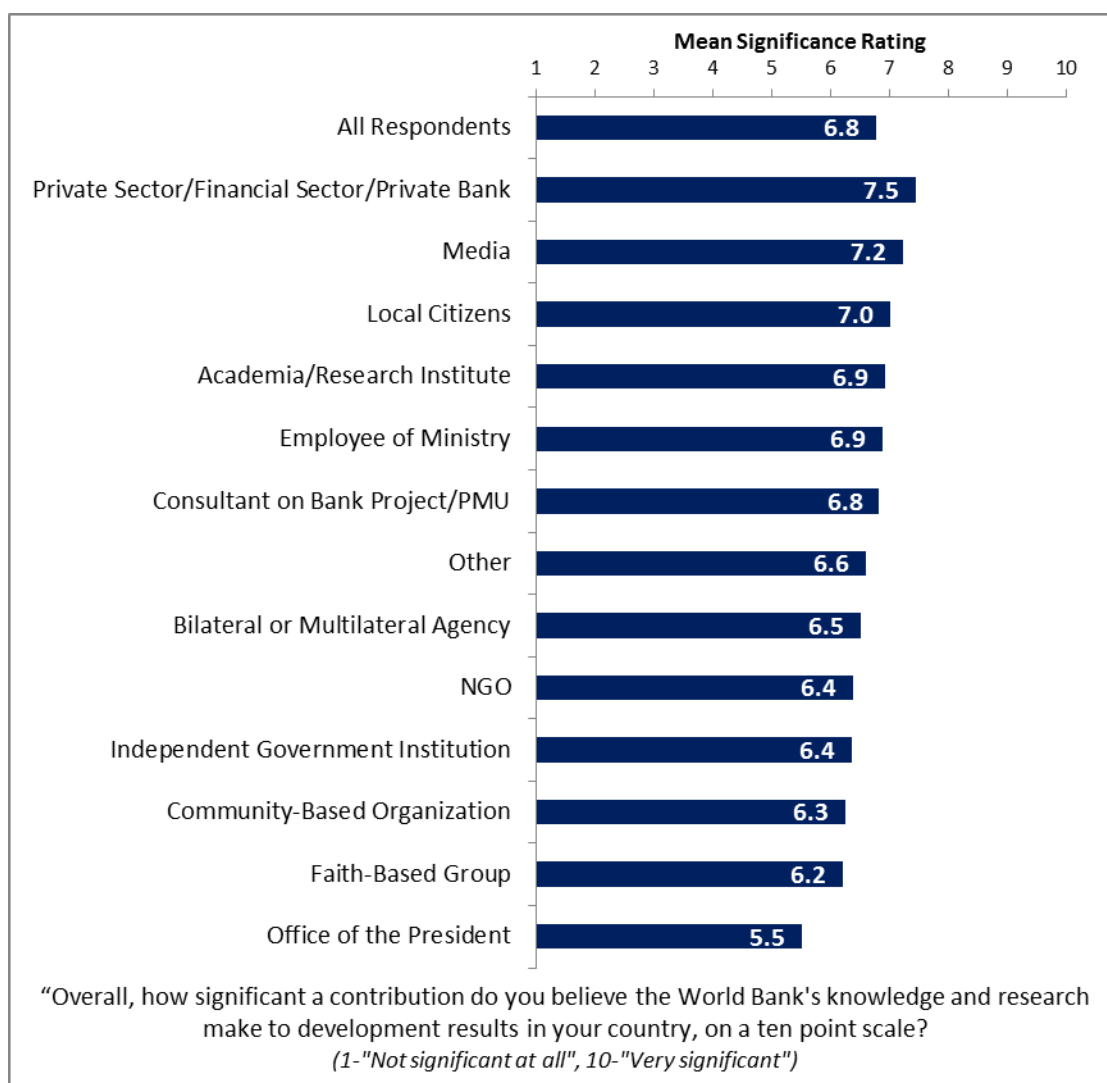
- Across all respondents, the World Bank's knowledge and research being a source of relevant information on global good practices received the highest mean rating, 7.2, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from the Lusaka, Central, and Copperbelt provinces gave the highest ratings that the Bank's research is accessible whereas respondents from the Western province gave significantly lower ratings. Respondents from the Lusaka and Copperbelt provinces gave the highest ratings that the Bank's research is a source of relevant information on global good practices whereas respondents from the Southern, Western, and Other provinces gave significantly lower ratings. Respondents from the Copperbelt province gave the highest ratings that the Bank's research is adequately disseminated whereas respondents from the Western and Other provinces gave significantly lower ratings. Respondents across all geographic locations had statistically similar ratings for the other qualities of the Bank's research.
 - Respondents across all stakeholder groups had statistically similar ratings for these qualities of the Bank's research.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution

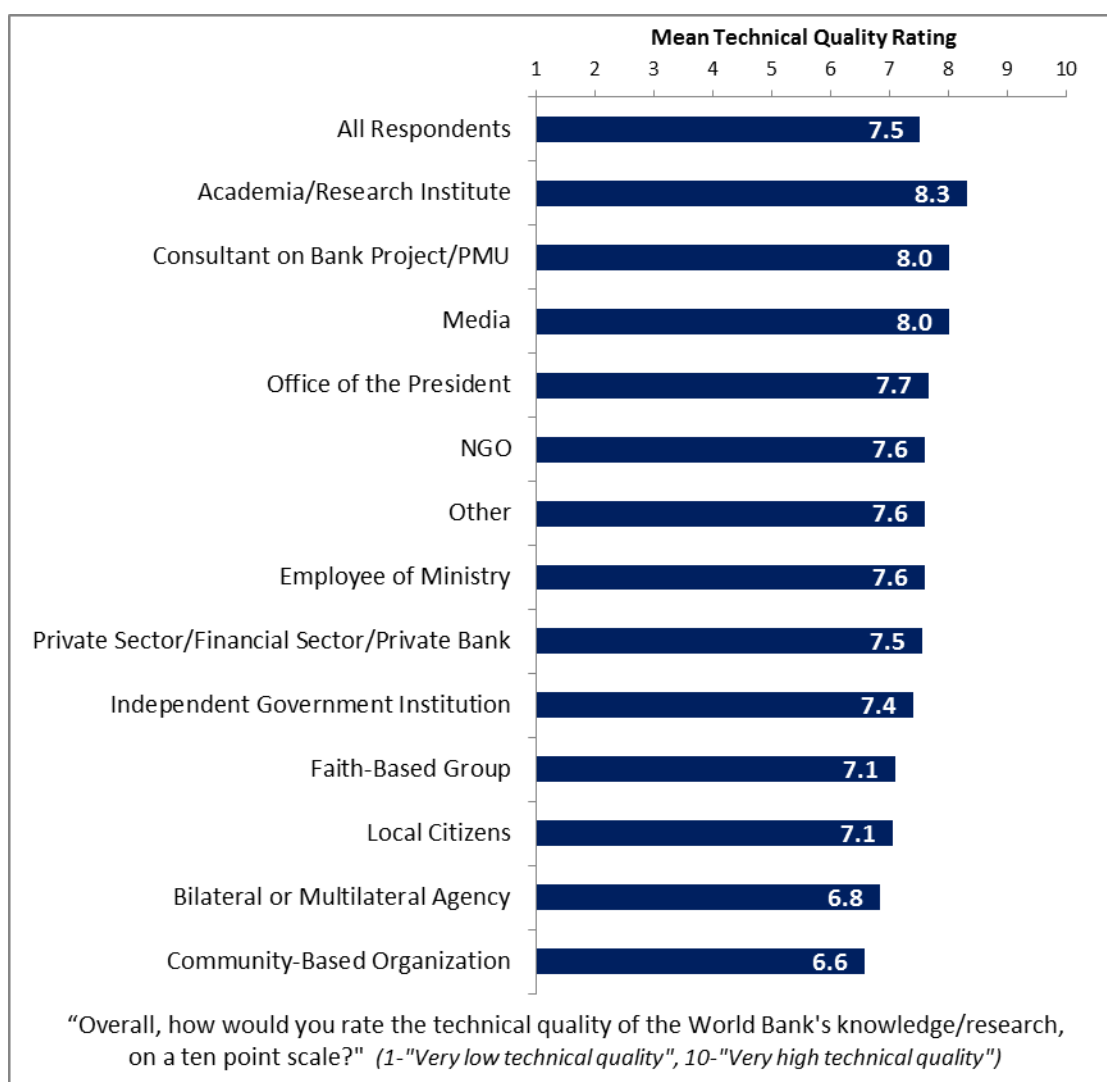
- Across all respondents, the significance of the contribution that the World Bank's knowledge and research make to development results in Zambia received a mean rating of 6.8 on a 10-point scale, with 1 being not significant at all and 10 being very significant.
 - Although it was not a significant difference, respondents from the private sector/financial sector/private banks gave the highest ratings for the contribution that the Bank's knowledge and research make to development results in Zambia whereas respondents from the office of the President gave the lowest ratings. Respondents across all geographic locations gave statistically similar ratings for the contribution that the Bank's knowledge and research make to development results in Zambia.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality

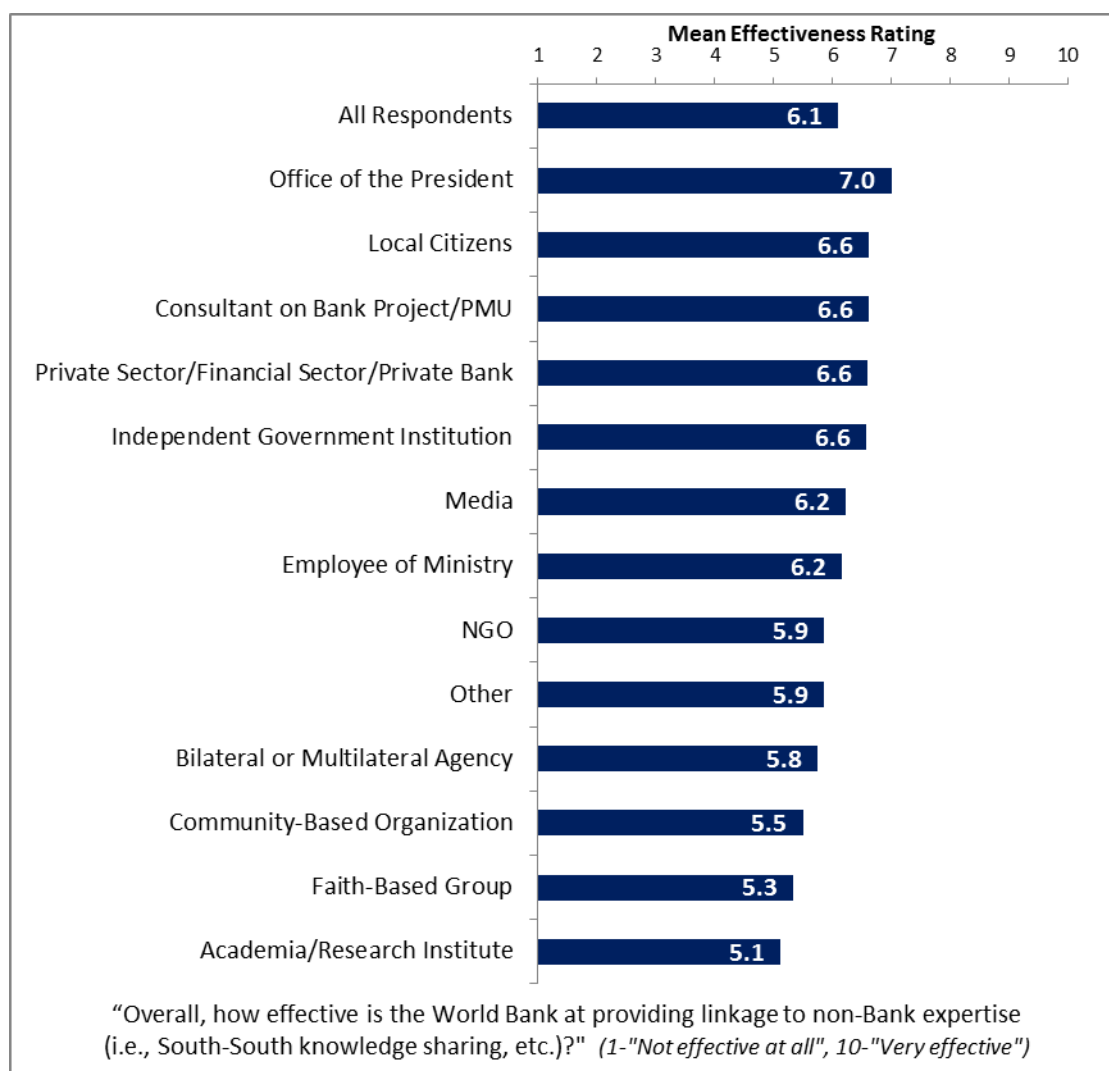
- Across all respondents, the technical quality of the World Bank's knowledge and research received a mean rating of 7.5 on a 10-point scale, with 1 being very low technical quality and 10 being very high technical quality.
 - Although it was not a significant difference, respondents from academia/research institutes gave the highest ratings for the technical quality of the Bank's knowledge and research whereas respondents from CBOs gave the lowest ratings. Respondents across all geographic locations gave statistically similar ratings for the technical quality of the Bank's knowledge and research.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Linkage to Non-Bank Expertise

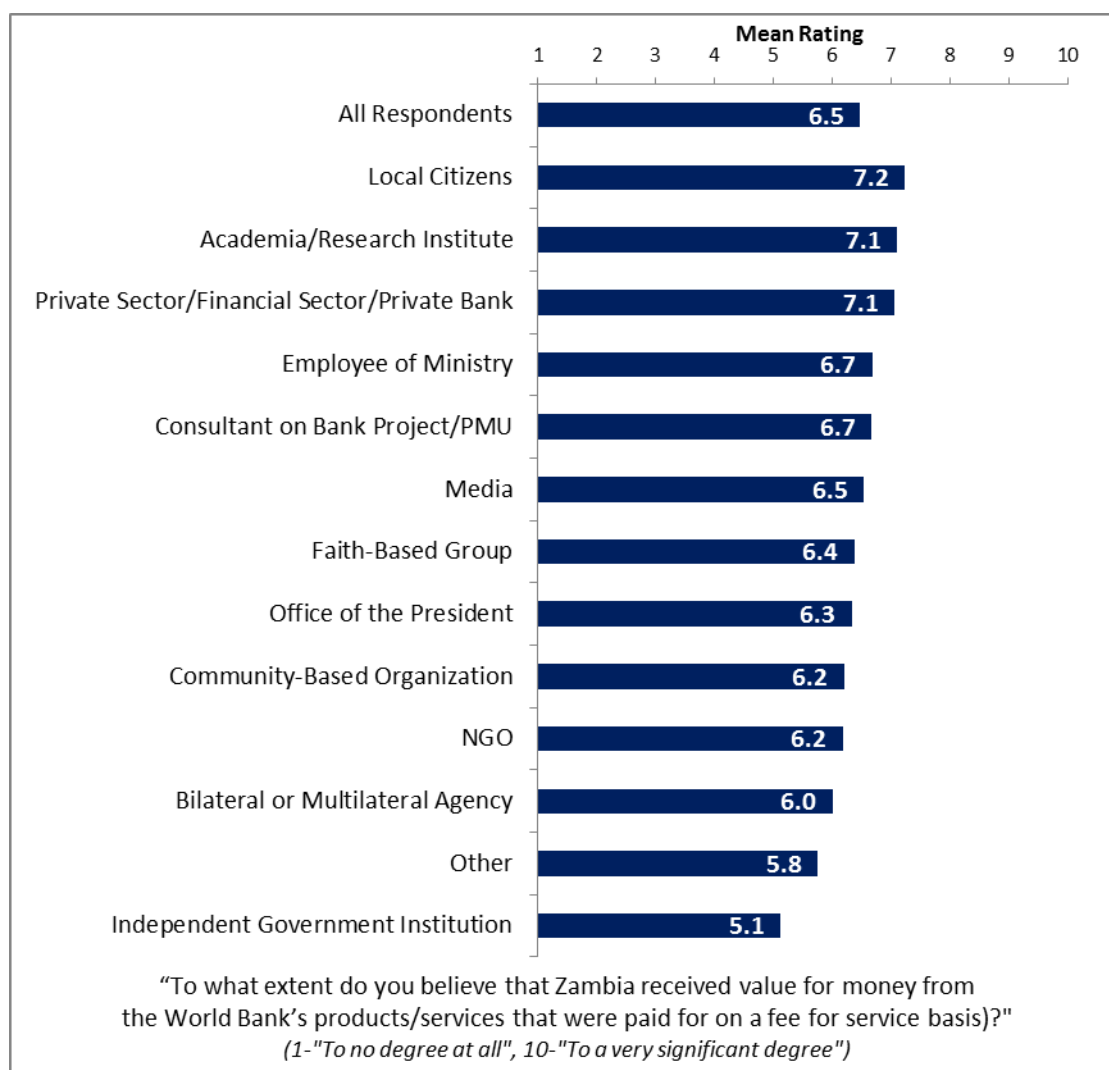
- Across all respondents, the Bank's effectiveness at providing linkage to non-Bank expertise received a mean rating of 6.1 on a 10-point scale, with 1 being not effective at all and 10 being very effective.
 - Although it was not a significant difference, respondents from the office of the President gave the highest ratings for the Bank's effectiveness at providing linkage to non-Bank expertise whereas respondents from academia/research institutes gave the lowest ratings. Respondents across all geographic locations gave statistically similar ratings for the Bank's effectiveness at providing linkage to non-Bank expertise.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Value for Money

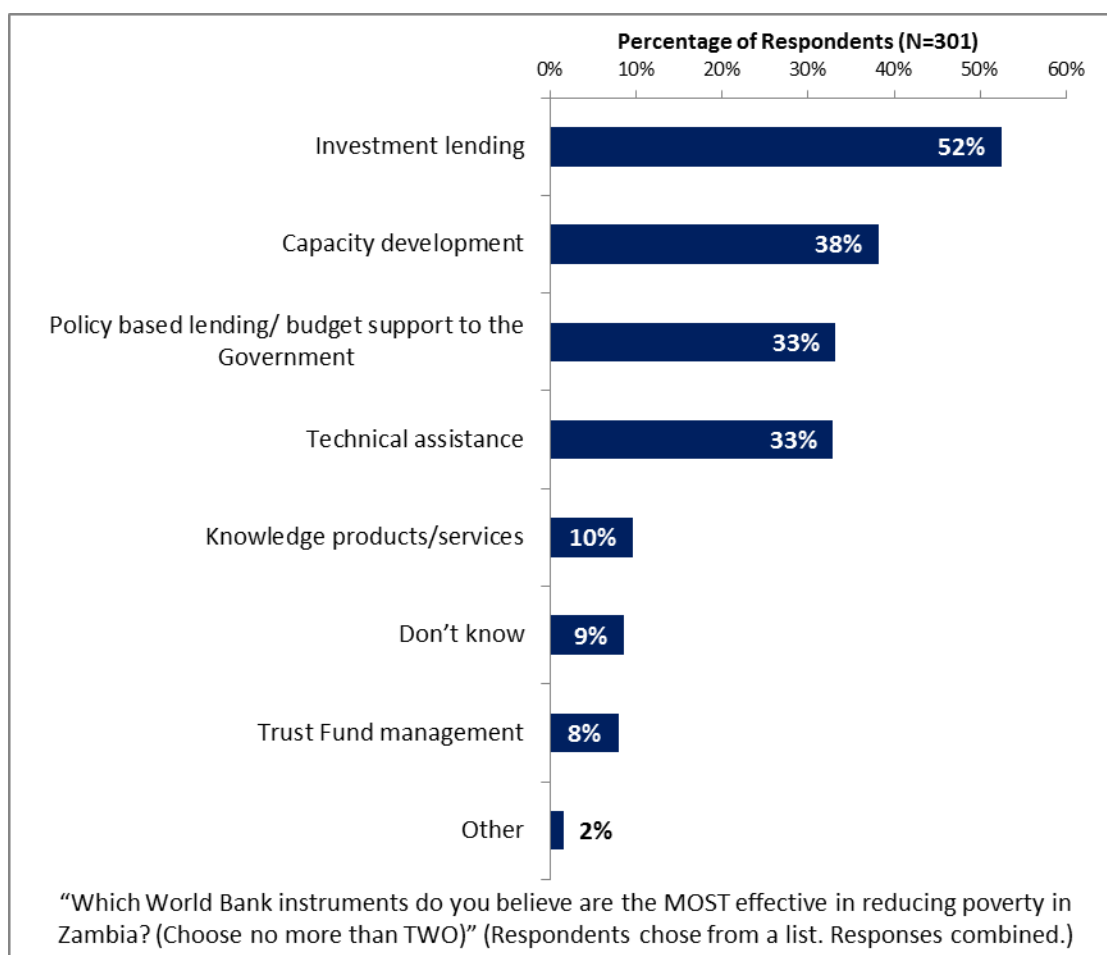
- Across all respondents, Zambia receiving value for money from the Bank's fee-for-service products/service received a mean rating of 6.5 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Although it was not a significant difference, local citizens gave the highest ratings for the value for money of the Bank's fee-for-service products whereas respondents from independent government institutions gave the lowest ratings. Respondents across all geographic locations gave statistically similar ratings for the value for money of the Bank's fee-for-service products.



VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective

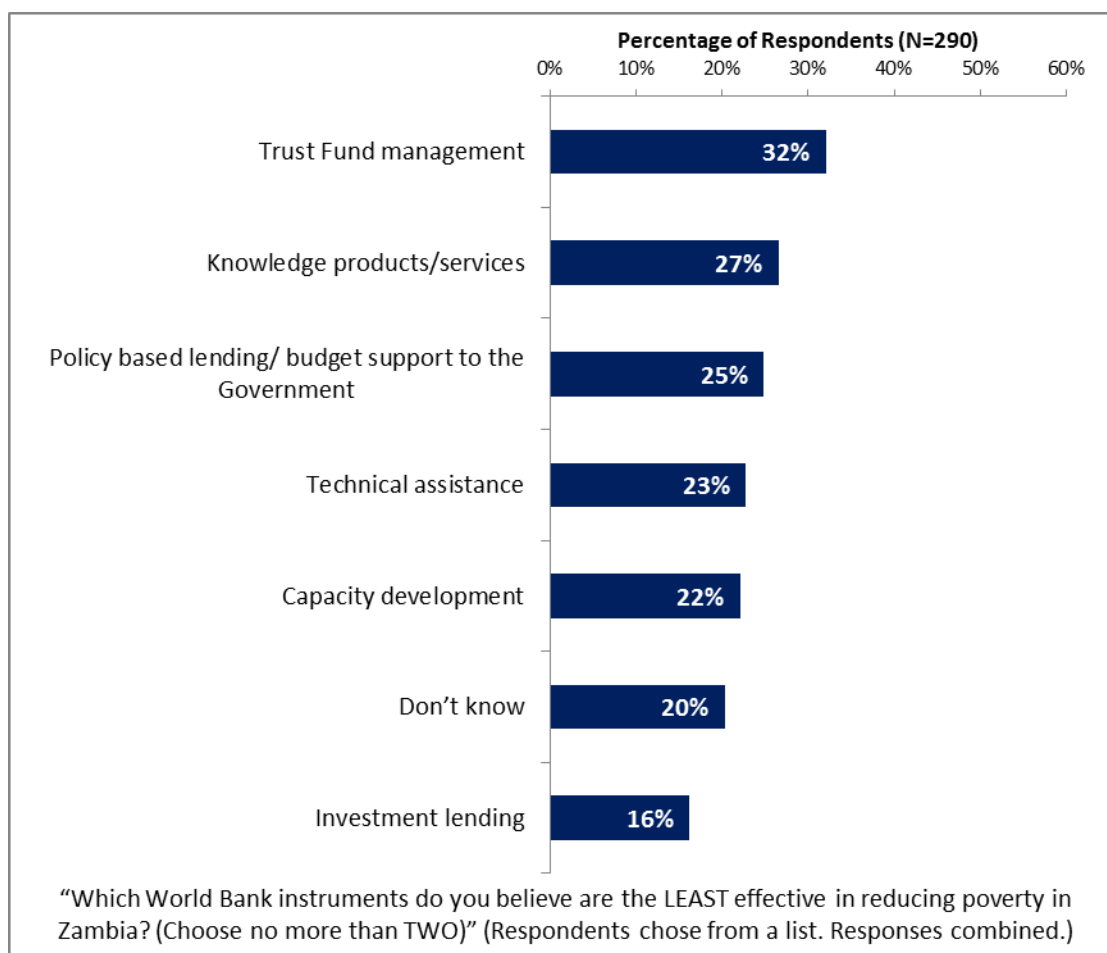
- Over half of all respondents indicated that the World Bank's investment lending was its most effective instrument in helping Zambia reduce poverty. Respondents also indicated that the Bank's capacity development, policy-based lending/budget support to the Government, and technical assistance were also quite effective.



VII. World Bank Knowledge and Instruments (continued)

Instruments: Least Effective

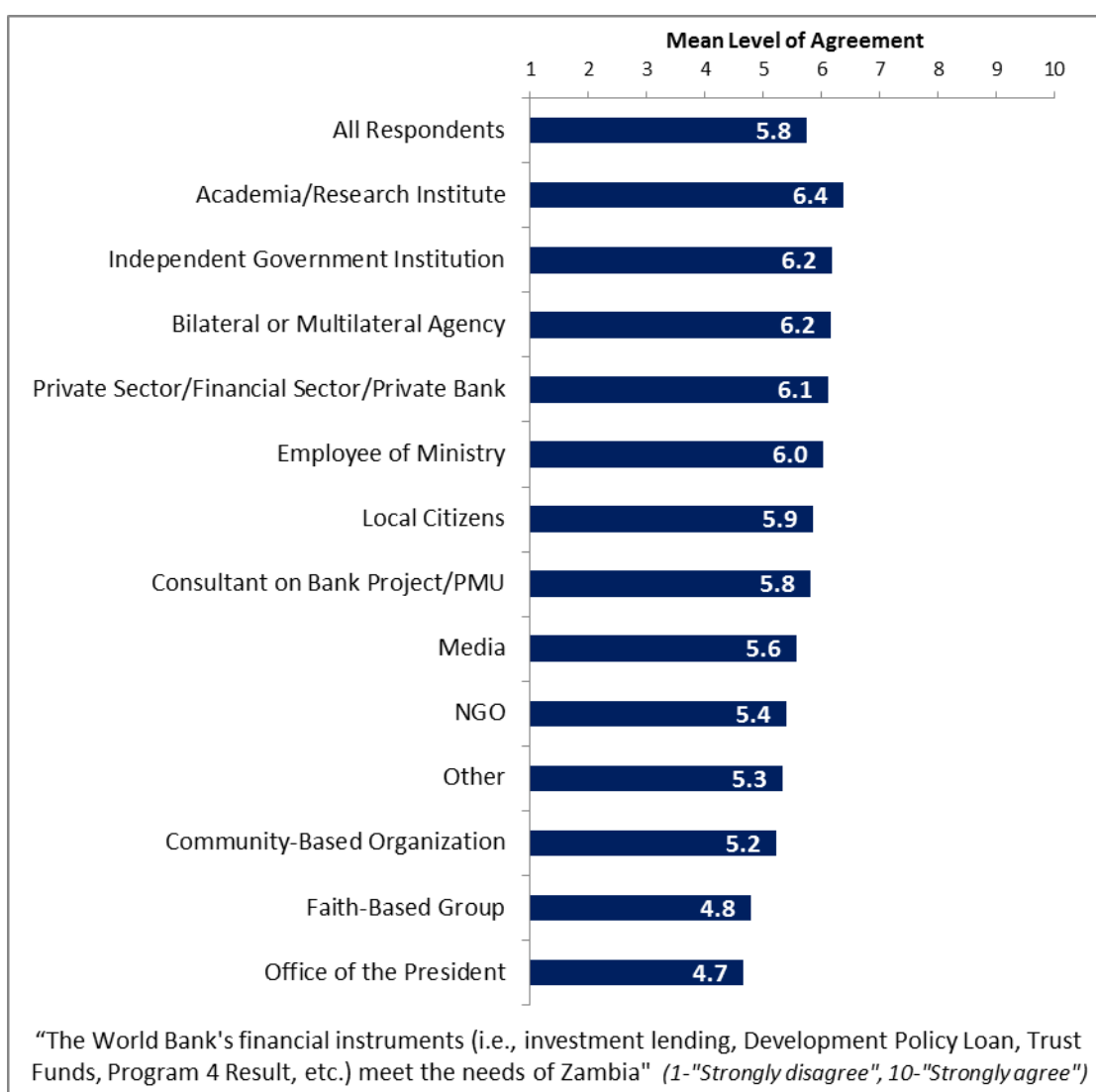
- Nearly a third of all respondents indicated that the Bank's Trust Fund management was *least* effective in helping Zambia reduce poverty. A quarter of all respondents indicated that the World Bank's knowledge products/service, policy-based lending/ budget support to the Government, technical assistance, and capacity development were *least* effective.



VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Zambia's Needs

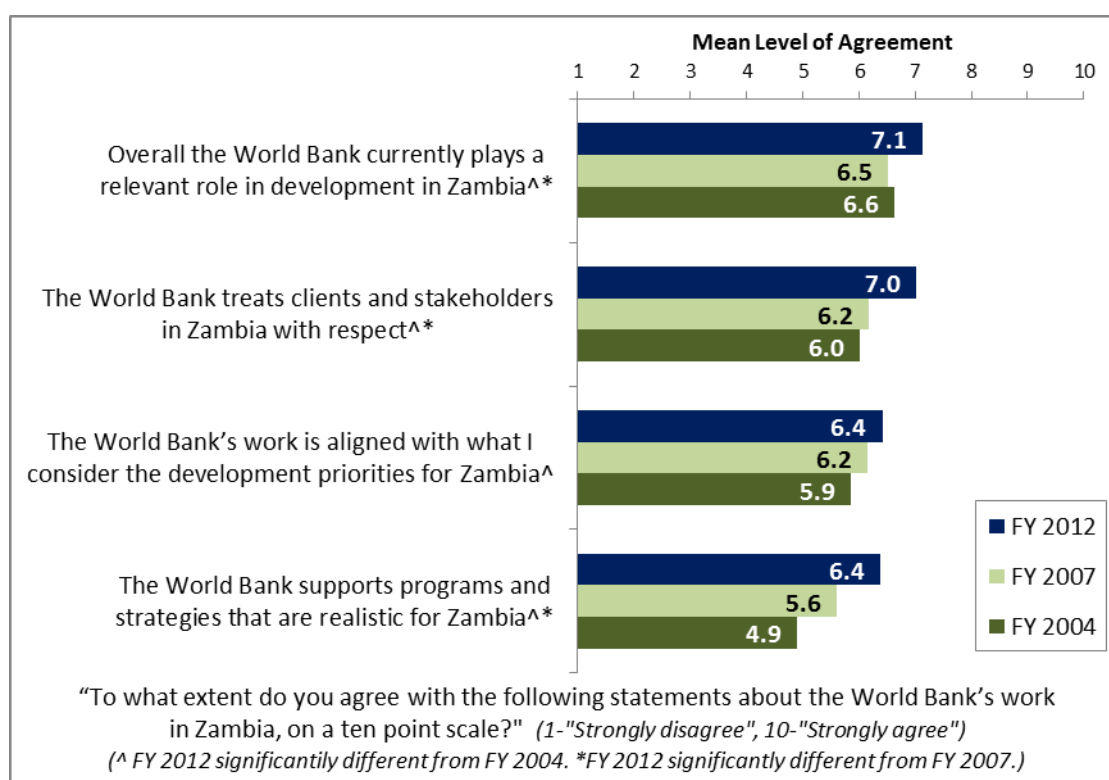
- Across all respondents, agreement that the Bank's financial instruments meet Zambia's needs received a mean rating of 5.8 on a 10-point scale, with 1 being strongly disagree and 10 being strongly agree.
 - Although it was not a significant difference, respondents from academia/research institutes had the highest levels of agreement that the Bank's financial instruments meet Zambia's needs whereas respondents from faith-based groups and the office of the President had significantly lower levels of agreement. Respondents across all geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Zambia's needs.



VIII. How the World Bank Operates

The World Bank's Work in Zambia

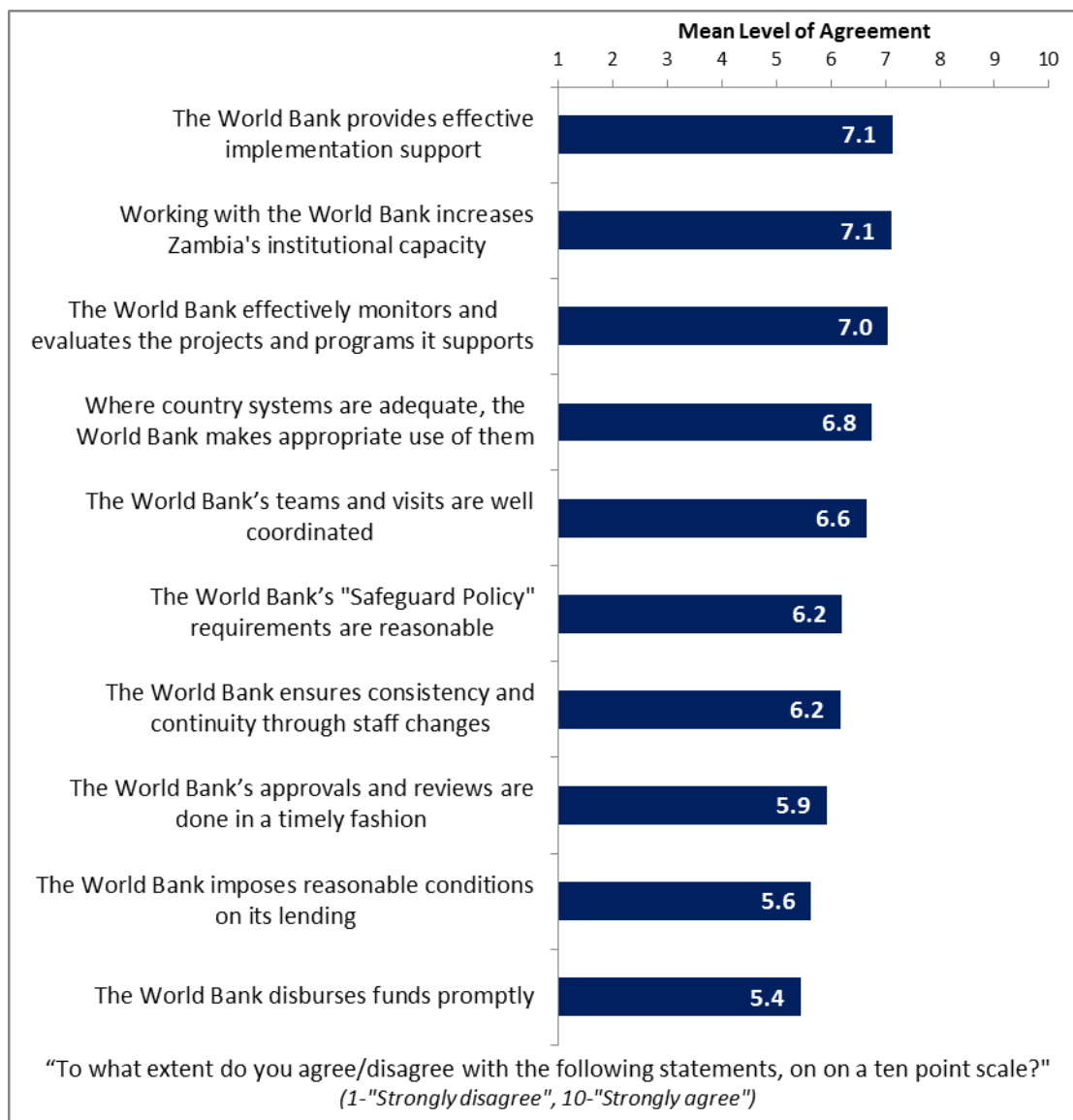
- In terms of its work, the World Bank currently playing a relevant role in development in Zambia received the highest mean level of agreement, 7.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents in this year's country survey had significantly higher levels of agreement that the Bank plays a relevant role in Zambia's development, that the programs and strategies the Bank supports are realistic for Zambia, and that the Bank treats clients and stakeholders in Zambia with respect compared to respondents from the FY '07 country survey. In addition, respondents in this year's country survey had significantly higher levels of agreement regarding all of these aspects of the Bank's work in Zambia compared to respondents from the FY '04 country survey.
 - Respondents from the Central province had the highest levels of agreement that the Bank is aligned with their development priorities whereas respondents from the Western province had significantly lower levels of agreement. Respondents across all geographic locations had statistically similar levels of agreement regarding the other aspects of the Bank's work in Zambia.
 - Respondents across all stakeholder groups had statistically similar levels of agreement regarding these aspects of the Bank's work in Zambia.



VIII. How the World Bank Operates (continued)

Overall Perceptions

- Across all respondents, agreement that the World Bank provides effective implementation support and that working with the World Bank increases Zambia's institutional capacity both received the highest mean rating, 7.1, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



VIII. How the World Bank Operates (continued)

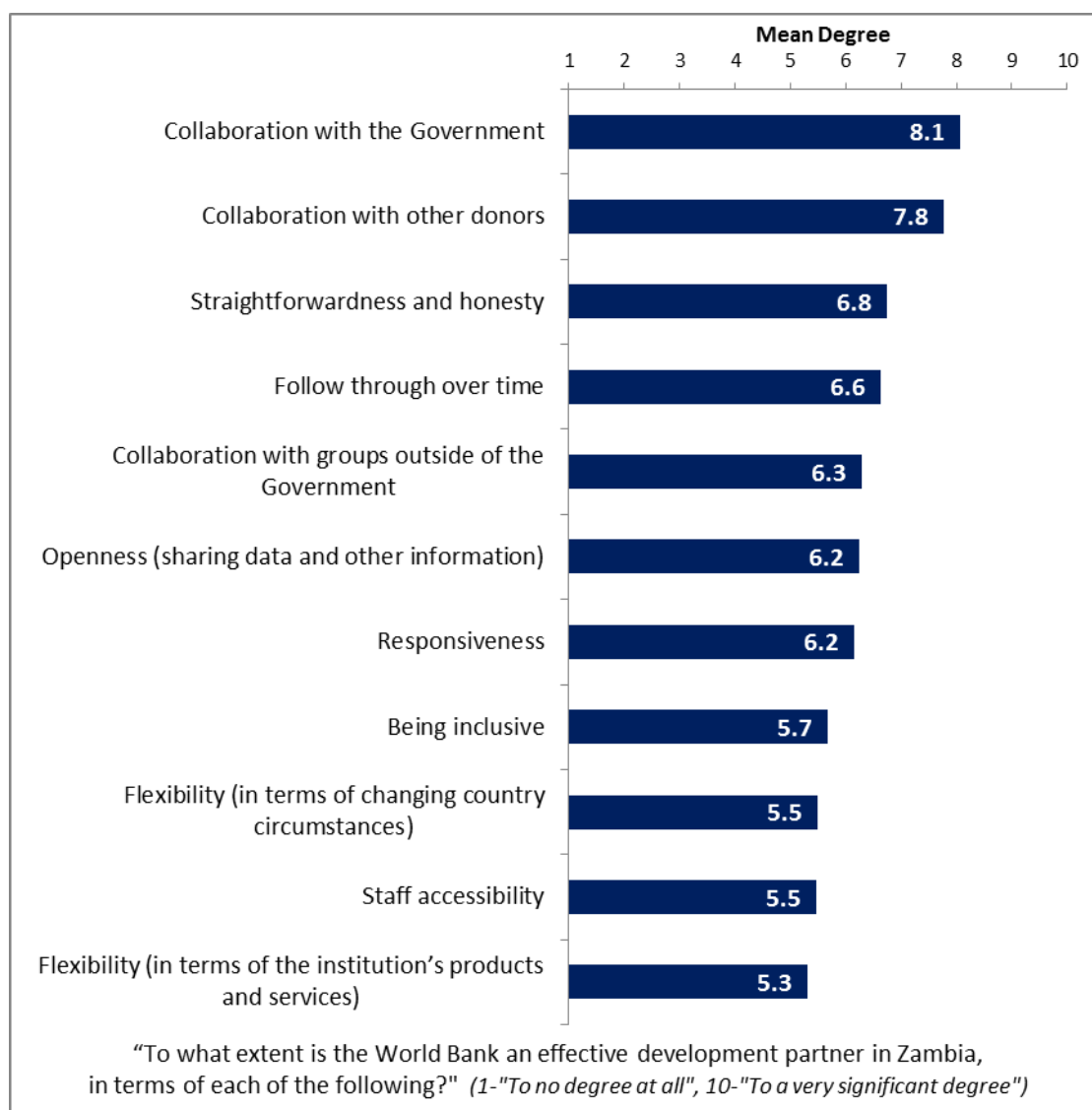
Overall Perceptions (continued)

- Respondents in this year's country survey had significantly lower levels of agreement that the Bank disburses funds promptly compared to respondents in the FY '07 country survey, but statistically similar levels of agreement as respondents in the FY '04 country survey. Respondents in this year's country survey had significantly higher levels of agreement that working with the World Bank increases Zambia's institutional capacity compared to respondents in the FY '07 and FY '04 country surveys. Respondents in this year's country survey had statistically similar levels of agreement that the World Bank effectively monitors and evaluates the projects and programs it supports as respondents in the FY '07 and FY '04 country surveys and statistically similar levels of agreement that the World Bank imposes reasonable conditions on its lending as respondents in the FY '07 country survey.
- There were three instances in which there were significant stakeholder group differences across these aspects of how the World Bank operates.
 - Respondents from the private sector/financial sector/private banks and local citizens had the highest levels of agreement that the Bank disburses funds promptly and that the Bank's approvals and reviews are done in a timely manner whereas respondents from CBOs and independent government institutions had significantly lower levels of agreement.
 - Respondents from the private sector/financial sector/private banks, the media, and local citizens had the highest levels of agreement that the Bank's teams and visits are well coordinated whereas respondents from bilateral or multilateral agencies had significantly lower levels of agreement.
- There was just one instance in which there was a significant difference between geographic locations across these aspects of how the World Bank operates.
 - Respondents from the Copperbelt province had the highest levels of agreement that the Bank disburses funds promptly whereas respondent from the Western and Other provinces had significantly lower levels of agreement.

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

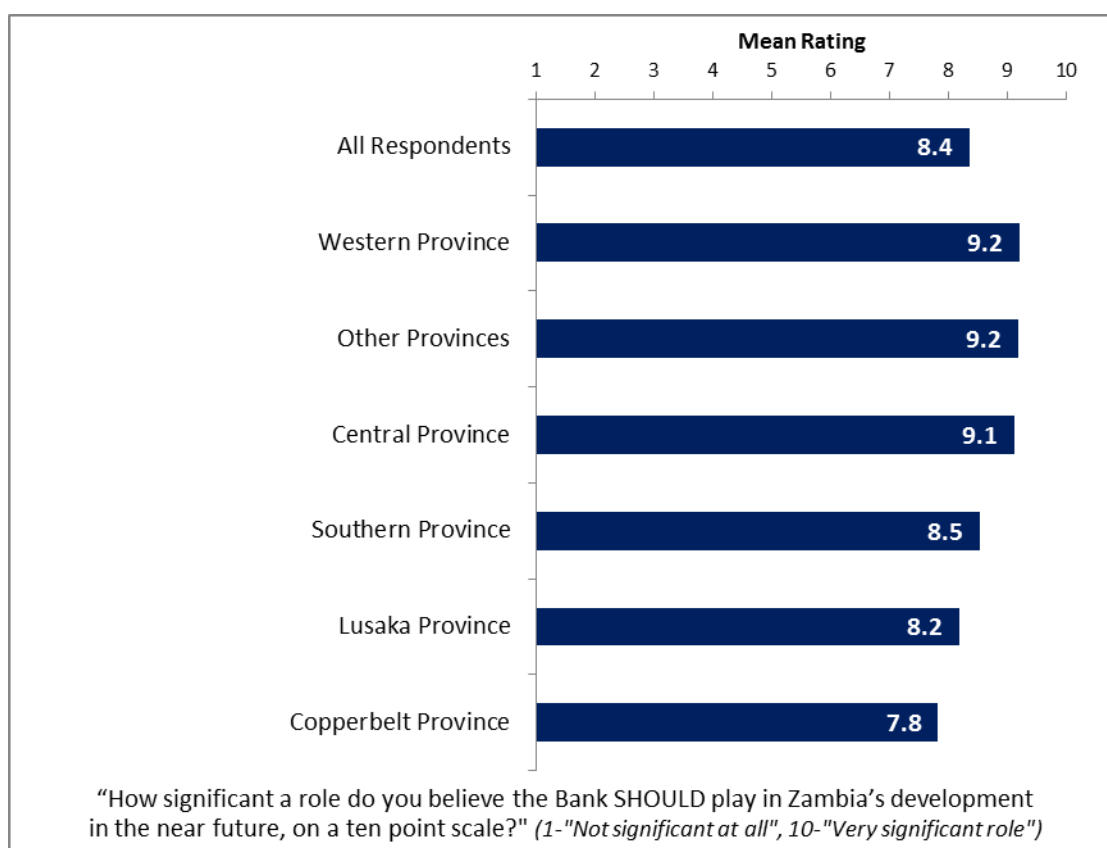
- Across all respondents, the extent to which the World Bank is an effective development partner in terms of its collaboration with the Government in Zambia received the highest mean rating, 8.1, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from the private sector/financial sector/private banks and the media gave the highest ratings for the Bank's collaboration with groups outside of the Government whereas respondents from NGOs gave significantly lower ratings. Respondents across all stakeholder groups gave statistically similar ratings for the other aspects of the Bank as an effective development partner.
 - Respondents from the Central province gave significantly higher ratings for the Bank's flexibility (in terms of the country and the institution), being inclusive, and staff accessibility compared to respondents from all other locations. Respondents across all geographic locations gave statistically similar ratings for the other aspects of the Bank as an effective development partner.



IX. The Future Role of the World Bank in Zambia

Role Significance

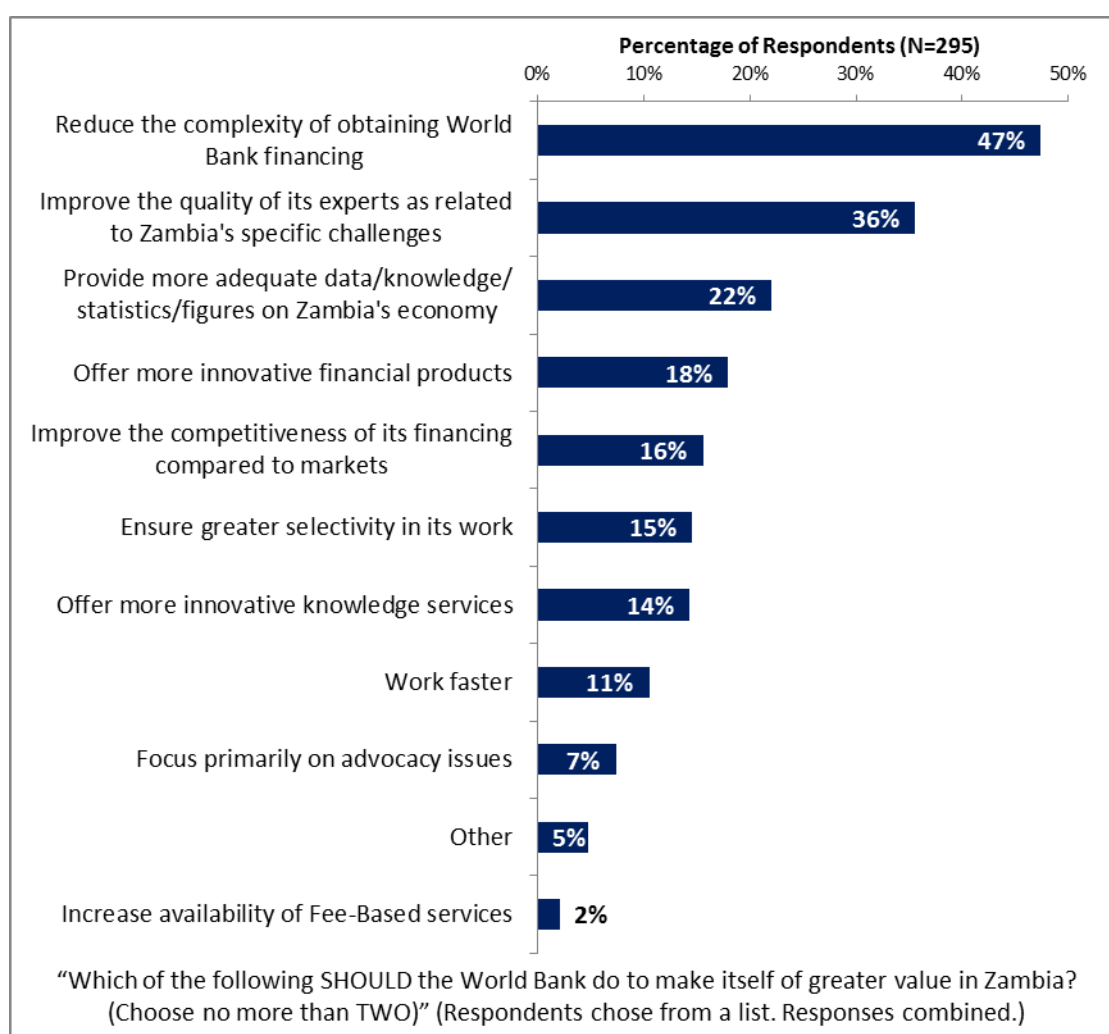
- Respondents indicated that the Bank *should* play a fairly significant role in Zambia's development in the near future, receiving a mean rating of 8.4 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.
 - Respondents from the Western and Other provinces gave the highest ratings for the role significance that the Bank should have whereas respondents from the Copperbelt province gave significantly lower ratings.
 - Respondents across all stakeholder groups gave statistically similar ratings for the role significance that the Bank should have in Zambia's near future.



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

Making the Bank of Greater Value

- Nearly half of all respondents indicated that the World Bank should reduce the complexity of obtaining Bank financing to make itself of greater value in Zambia. Respondents also indicated that the Bank should improve the quality of its experts as related to Zambia's specific challenges. Respondents from bilateral or multilateral agencies indicated that the Bank should also ensure greater selectivity in its work, respondents from CBOs indicated that the Bank should offer more innovative financial products, and respondents from the Central province indicated that the Bank should also provide more adequate data/knowledge/statistics/figures on Zambia's economy.
 - Respondents in the FY '07 country survey* indicated that the World Bank should improve the quality of its experts as related to Zambia's specific challenges (33%) and reduce the complexity of obtaining World Bank financing (28%) to make itself of greater value to Zambia.

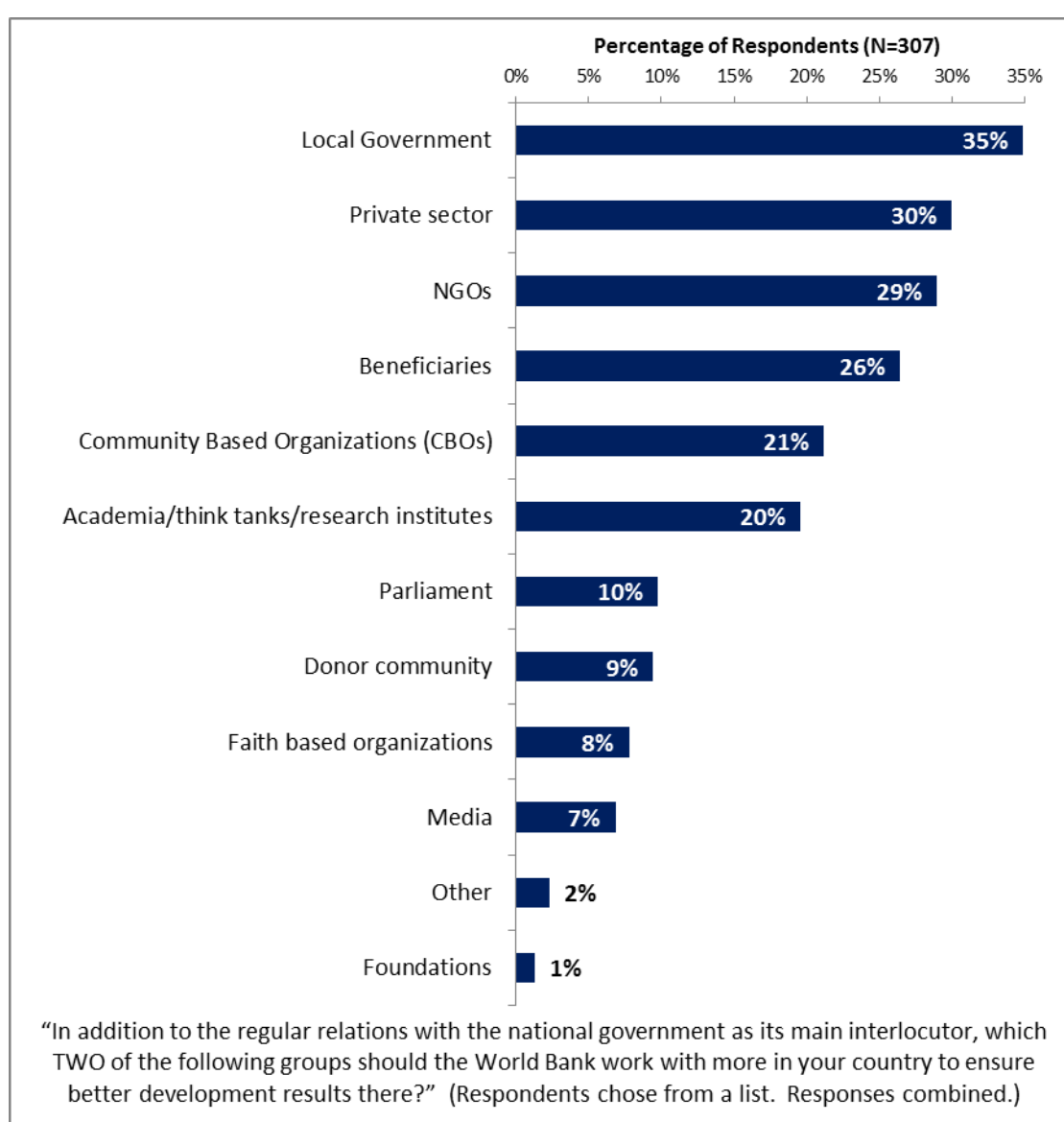


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

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

Collaborating in Zambia

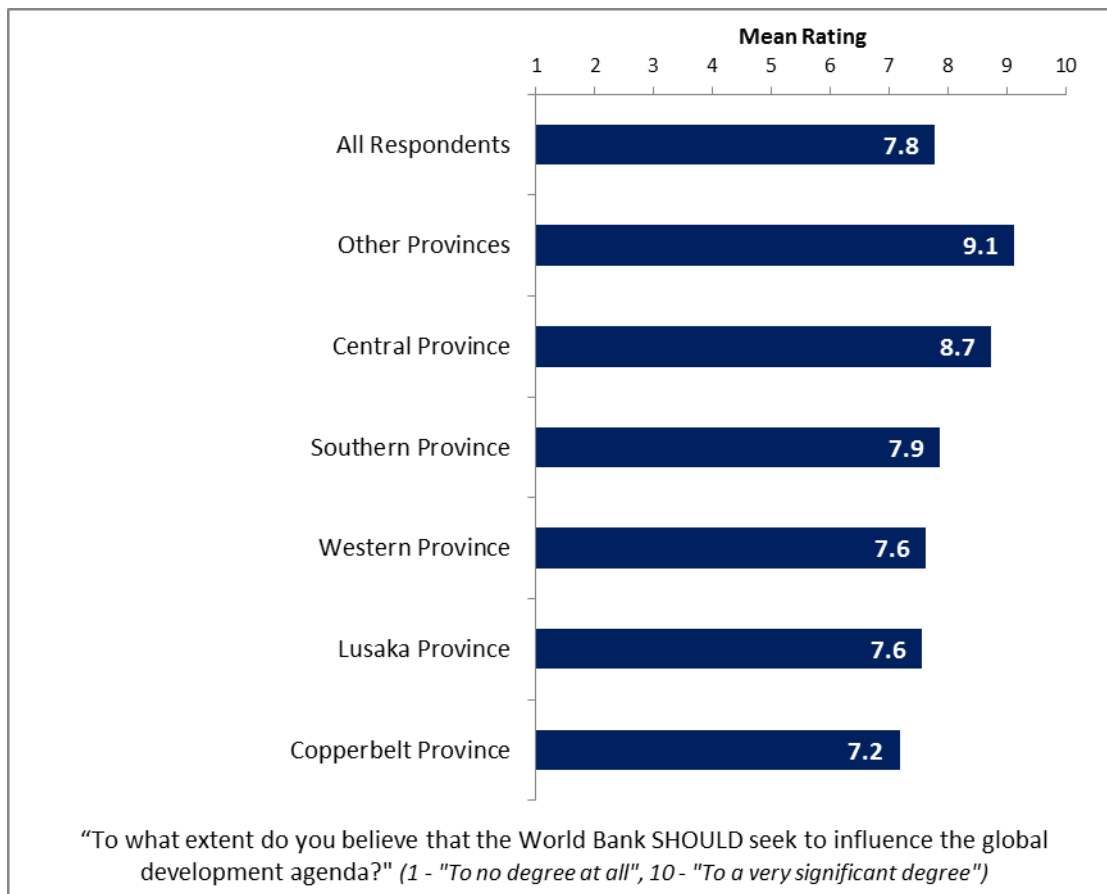
- Respondents indicated that the World Bank should work more closely with local government, the private sector, NGOs, and beneficiaries to ensure better development results in Zambia. In addition, respondents from the media indicated that the Bank should work more with the media, respondents from faith-based groups indicated that the Bank should work more with faith-based organizations, and respondents from academia/research institutes indicated that the Bank should work more with academia/think tanks/research institutes.



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

Influencing the Global Development Agenda

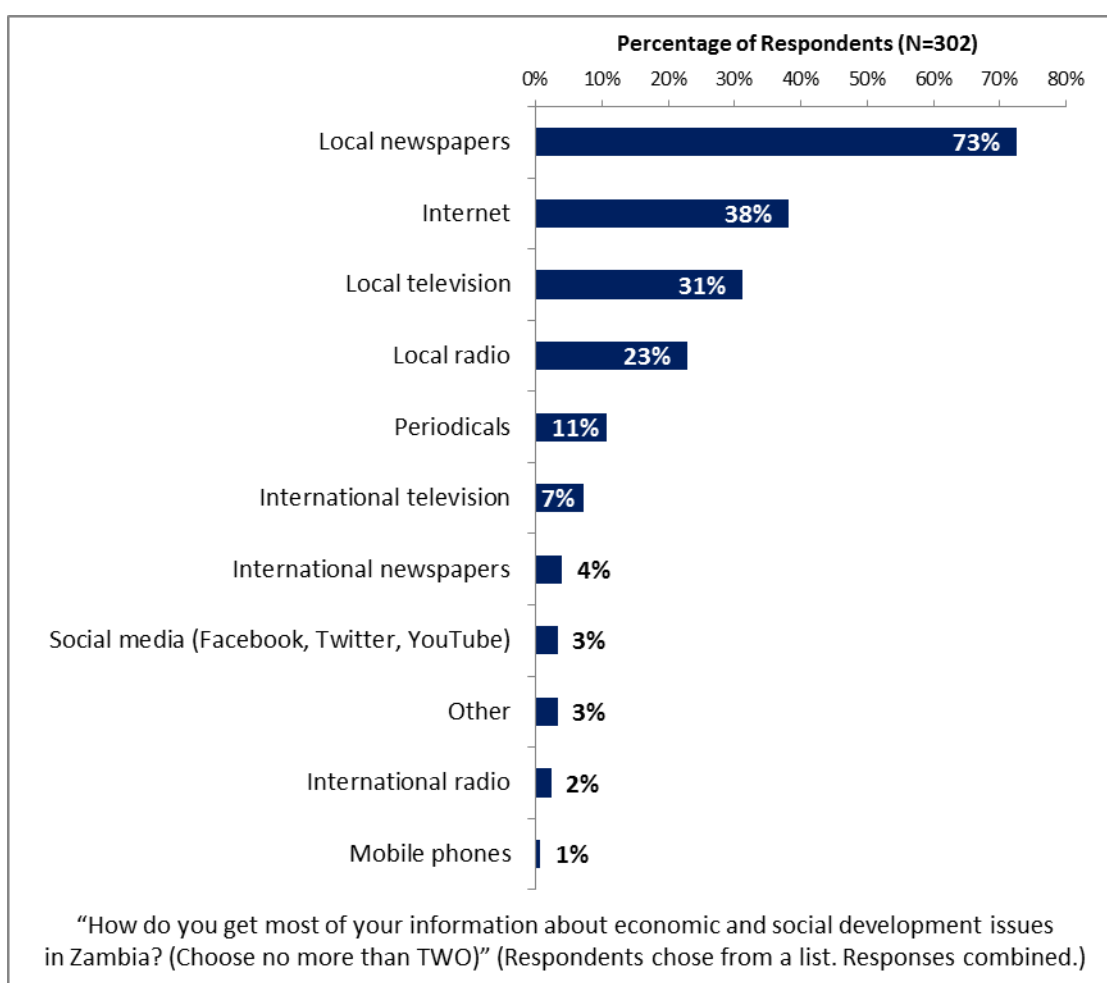
- Across all respondents, the extent to which respondents believed the World Bank *should* influence the global development agenda received a mean rating of 7.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from the Central and Other provinces gave the highest ratings for the extent to which the Bank *should* influence the global development agenda whereas respondents from the Copperbelt province gave significantly lower ratings.
 - Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the World Bank *should* influence the global development agenda.



X. Communication and Openness

Information Sources

- Nearly three-quarters of all respondents indicated that they got most of their information about economic and social development issues in Zambia from local newspapers. The Internet, local television, and local radio were other popular information sources.
 - Respondents in the FY '07 country survey* also indicated that they got most of their information about economic and social development issues in Zambia from local newspapers (73%).

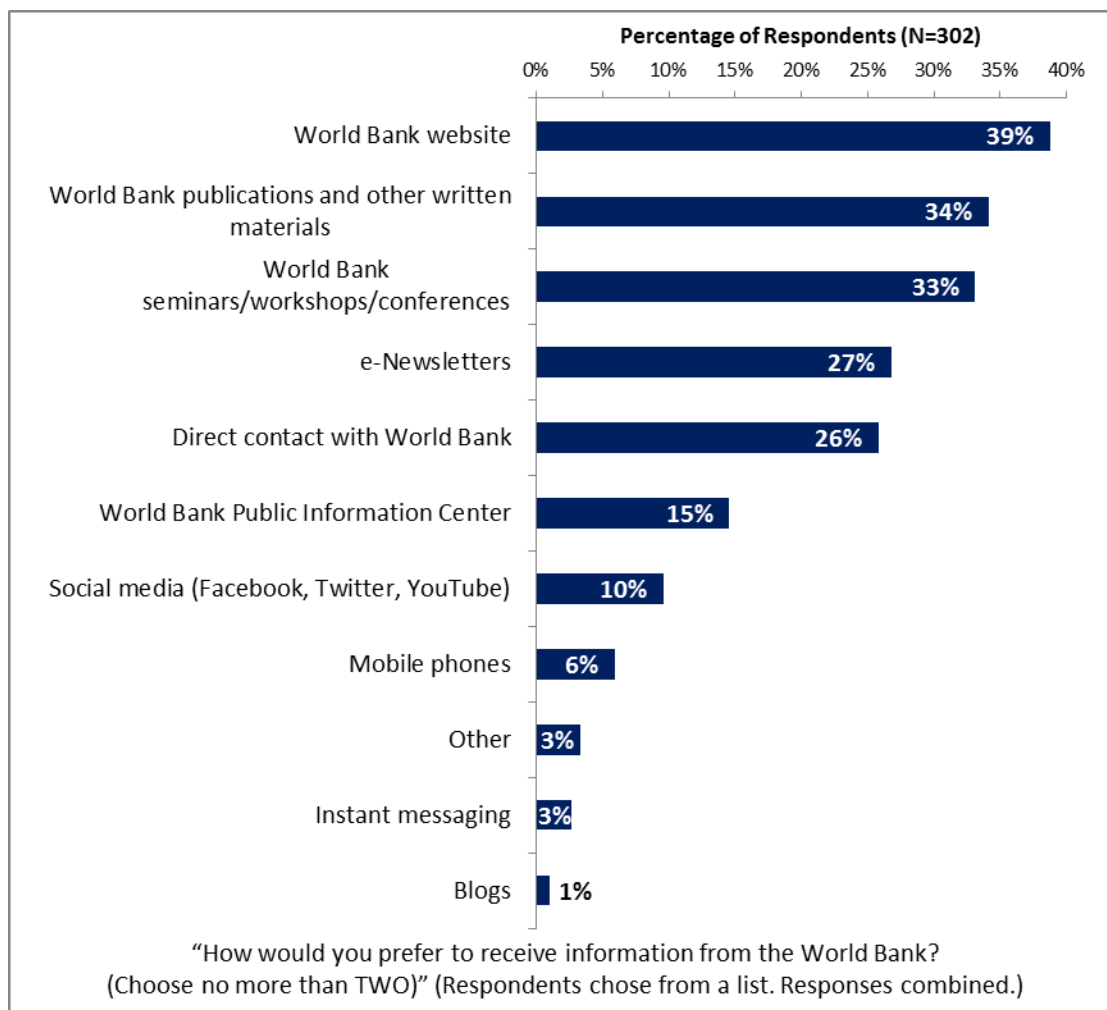


*Not all of the response options provided in the FY '12 survey were provided in the FY '07 survey.

X. Communication and Openness (continued)

Information Sources (continued)

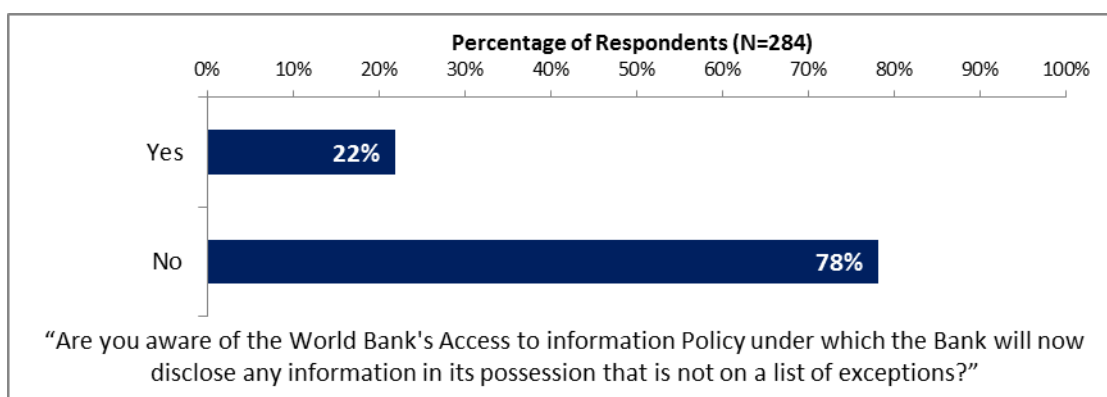
- When asked how they would prefer to receive information from the World Bank, respondents indicated that the World Bank website, World Bank publications and other written materials, World Bank seminars/workshops/conferences, e-Newsletters, and direct contact with World Bank staff would be preferred.



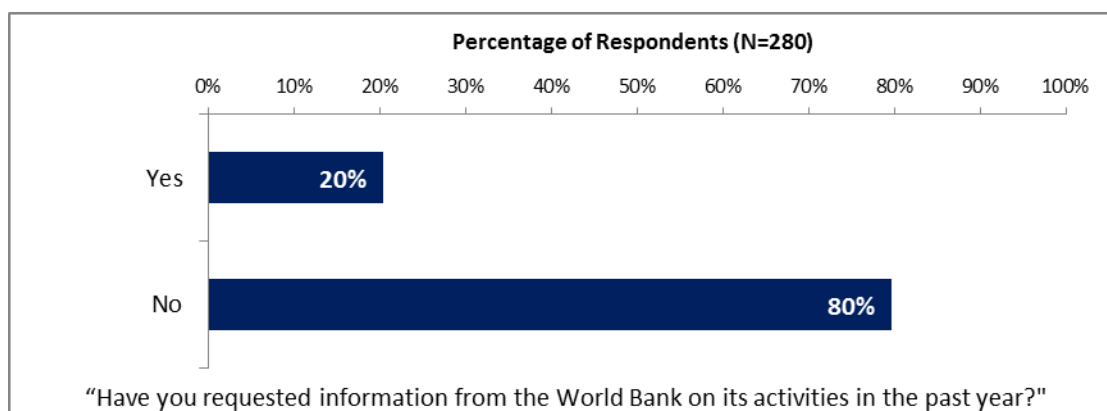
X. Communication and Openness (continued)

Access to Information

- Less than a quarter of all respondents indicated that they were aware of the Bank's Access to Information policy.
 - Respondents from the Copperbelt province were significantly more likely to be aware of the Bank's Access to Information policy compared to respondents from all other geographic locations.
 - Respondents across all stakeholder groups had statistically similar levels of awareness for the Bank's Access to Information policy.



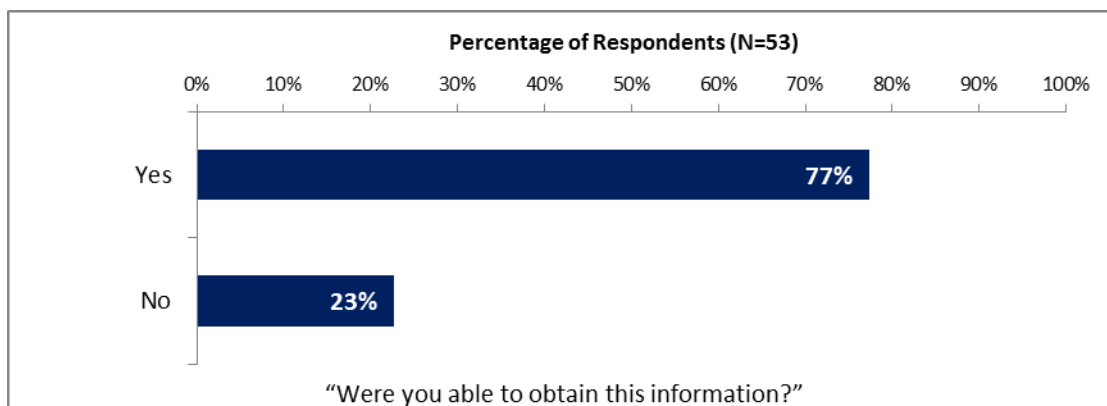
- Less than a quarter of all respondents indicated that they had requested information from the World Bank in the past year.
 - Respondents across all stakeholder groups and geographic locations had statistically similar rates of requesting information from the World Bank.



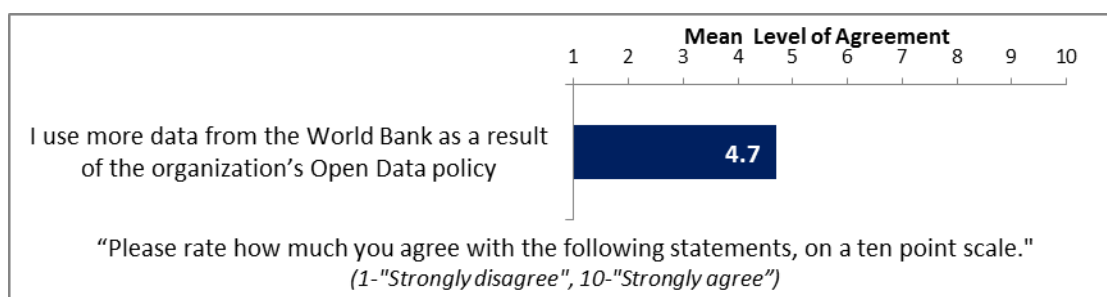
X. Communication and Openness (continued)

Access to Information (continued)

- More than three-quarters of all respondents who indicated that they had requested information from the World Bank indicated that they were able to obtain this information.
 - Respondents across all stakeholder groups and geographic locations had statistically similar rates of obtaining their requested information.



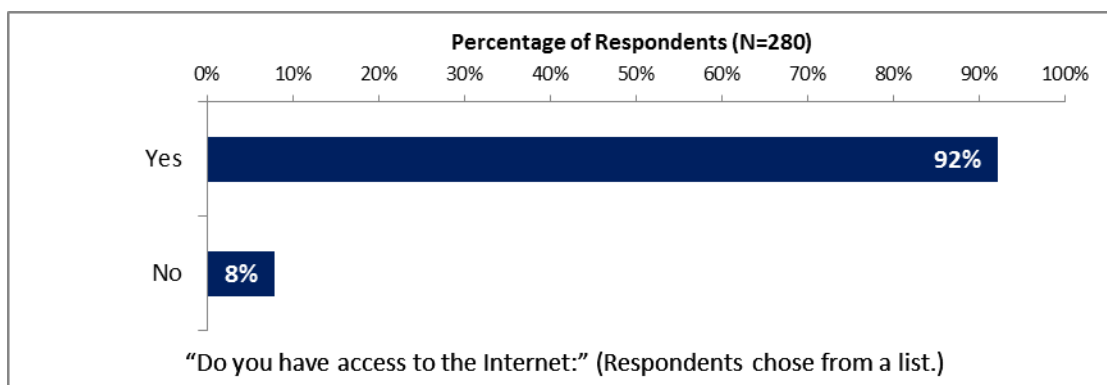
- Agreement that respondents use more data from the World Bank as a result of its Open Data policy received a mean rating of 4.7, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that they use more data from the World Bank as a result of the Bank’s Open Data policy.



X. Communication and Openness (continued)

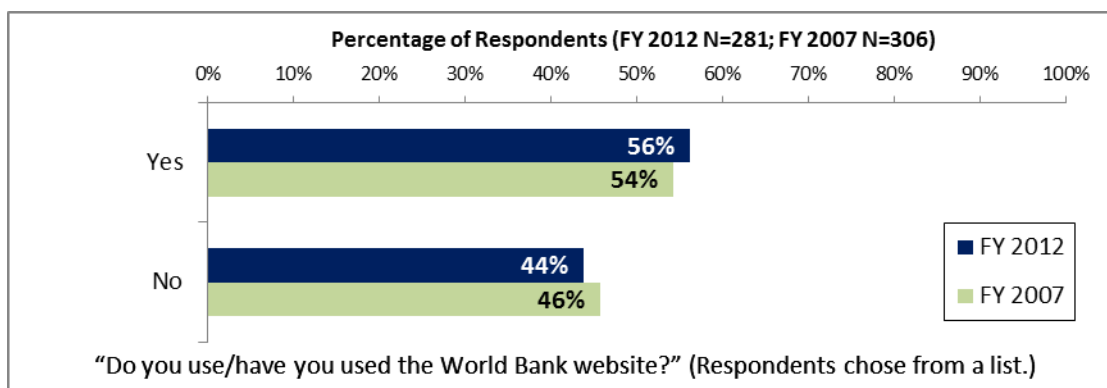
Internet Access

- Nearly all respondents indicated that they had access to the Internet.
 - Respondents from CBOs and local citizens had significantly *lower* rates of Internet access compared to respondents from other stakeholder groups.
 - Respondents from the Central province had significantly *lower* rates of Internet access compared to respondents from other geographic locations.



Website Usage

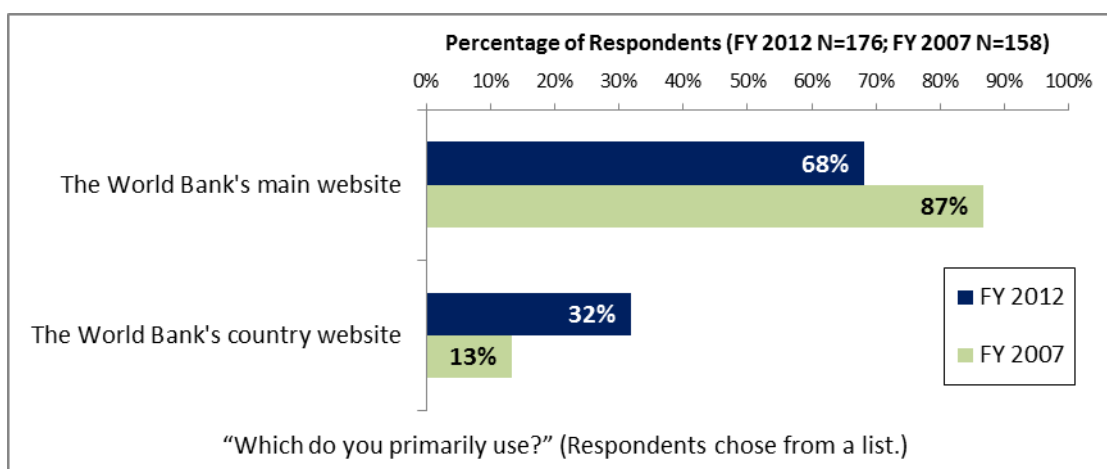
- Over half all respondents indicated that they had used the Bank’s website, statistically similar to the rates of website usage found in the FY ’07 country survey.
 - Respondents from the office of the President, CBOs, and local citizens had significantly *lower* rates of Bank website usage compared to respondents from other stakeholder groups.
 - Respondents from the Central, Southern, and Western provinces had significantly *lower* rates of Bank website usage compared to respondents from other geographic locations.



X. Communication and Openness (continued)

Website Usage (continued)

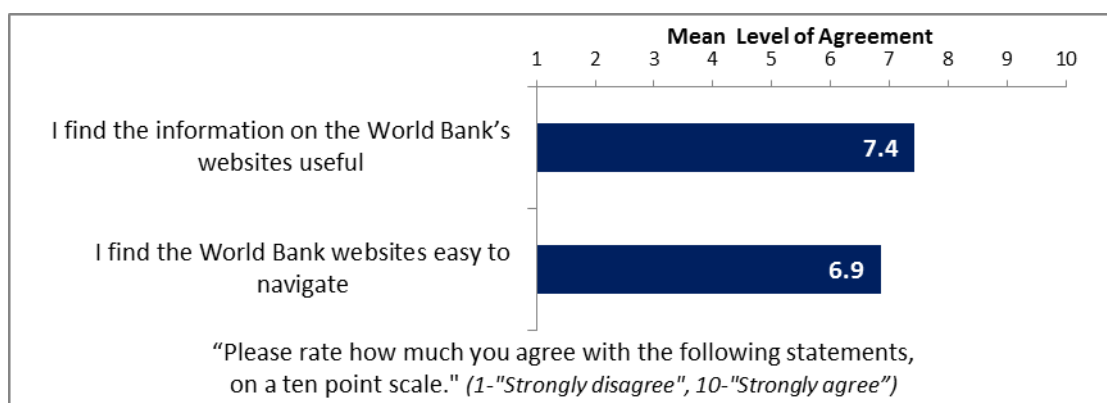
- Of those respondents who used the Bank's website, more than two-thirds indicated that they used the World Bank's main website, significantly fewer than in the FY '07 survey.
 - Respondents from CBOs, the media, and local citizens were significantly more likely to use the Bank's country website compared to respondents from other stakeholder groups.
 - Respondents from the Western and Central provinces were significantly more likely to use the Bank's country website compared to respondents from other geographic locations.



X. Communication and Openness (continued)

Website Evaluation

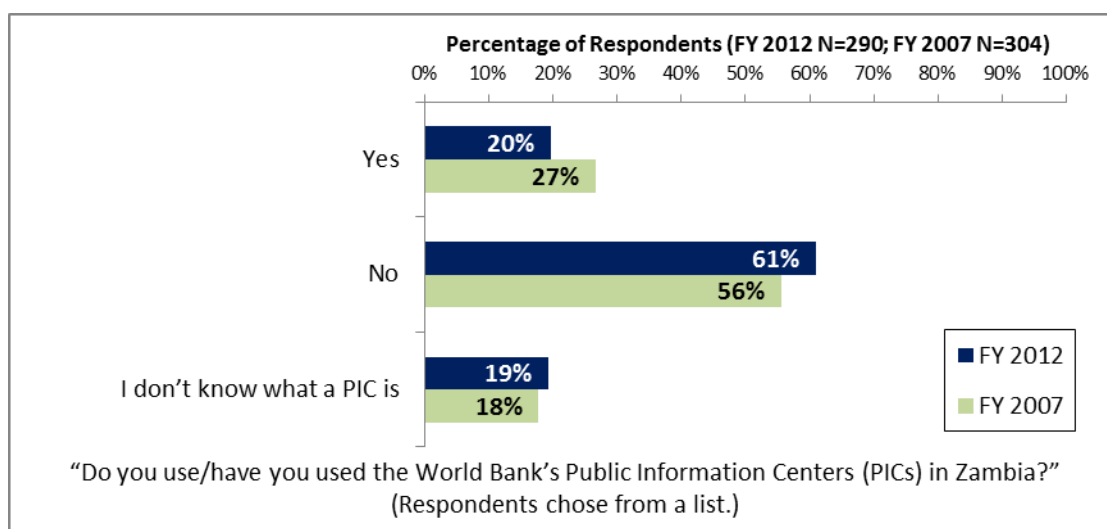
- Among those respondents who utilized the World Bank's websites, agreement that respondents find the information on the Bank's websites useful received the highest mean rating, 8.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from the private sector/financial sector/private banks, local citizens, and other organizations had the highest levels of agreement that Bank websites are easy to navigate and that they find the information on Bank websites useful whereas respondents from CBOs had significantly lower levels of agreement.
 - Respondents from the Central and Western provinces had significantly lower levels of agreement that they find the information on the Bank's websites useful and that the Bank websites are easy to navigate compared to respondents from other geographic locations.



X. Communication and Openness (continued)

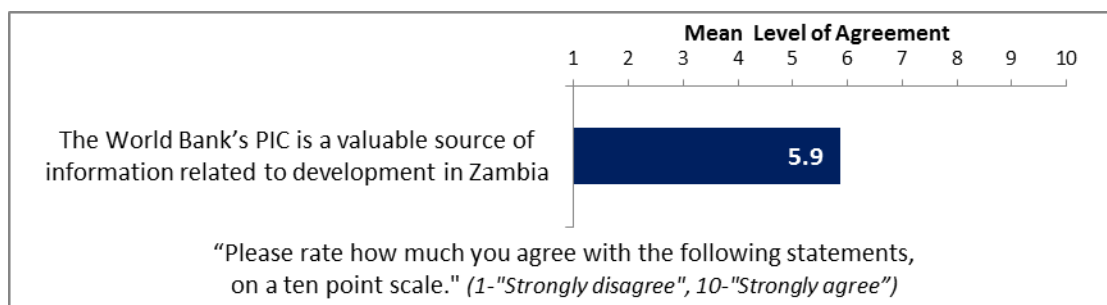
PIC Usage

- Less than a quarter of all respondents in this year's country survey indicated that they had used the Bank's PICs in Zambia, statistically similar to the usage of the Bank's PICs in the FY '07 country survey.
 - Respondents from the Copperbelt province were significantly more likely to have used the Bank's PICs in Zambia compared to respondents from other locations.
 - Respondents across all stakeholder groups had statistically similar rates of usage for the World Bank's PICs.



PIC Evaluation

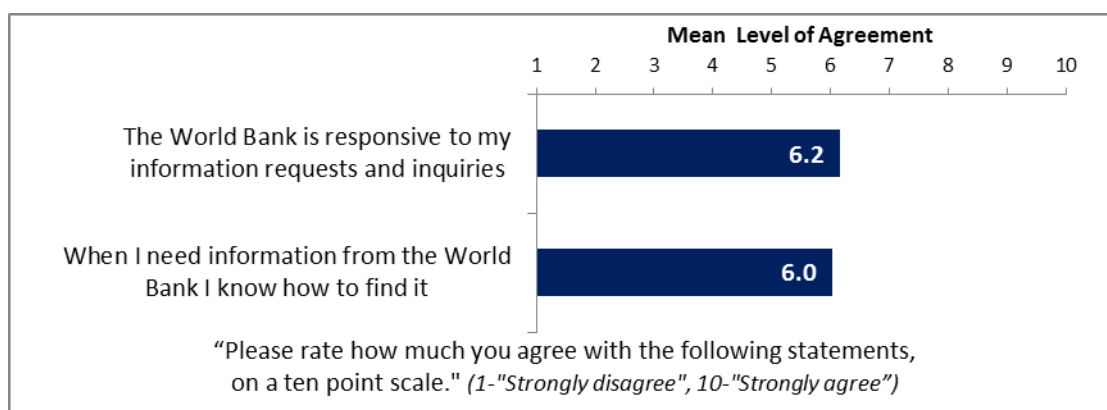
- Among those respondents who utilized the World Bank's PICs, agreement that respondents find them to be a valuable source of information related to development in Zambia received a mean rating of 5.9, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement regarding the value of the Bank's PICs.



X. Communication and Openness (continued)

Information Sharing

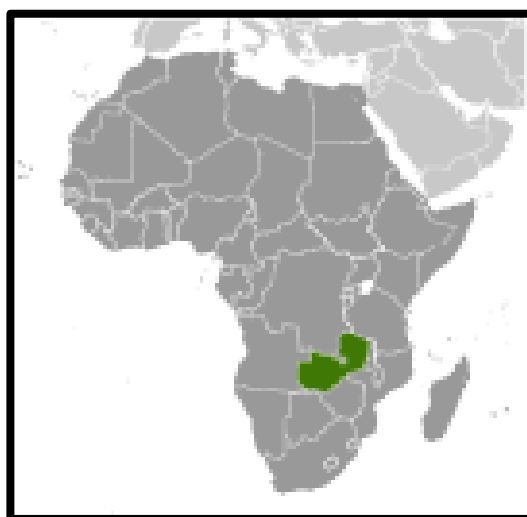
- In terms of the Bank's information sharing in Zambia, respondents had the highest level of agreement that the Bank is responsive to their information requests and inquiries, receiving a mean rating of 6.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from the Western province had significantly lower levels of agreement that the Bank is responsive to their information requests and inquiries compared to respondents from other geographic locations. Respondents across all geographic locations had statistically similar levels of agreement that when they need information from the World Bank they know how to find it.
 - Respondents across all stakeholder groups had statistically similar levels of agreement that when they need information from the World Bank they know how to find it and that the Bank is responsive to their information requests and inquiries.



XI. Appendices

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ZAMBIA



Appendix A: Responses to All Questions across All Respondents (N=312)

A. General Issues facing Zambia

1. In general, would you say that Zambia is headed in...?	Economically Percentage of Respondents (N=293)	Politically Percentage of Respondents (N=295)	Socially Percentage of Respondents (N=278)
The right direction	71.0%	58.6%	50.0%
The wrong direction	15.0%	20.0%	18.0%
Not sure	14.0%	21.4%	32.0%

2. When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?	Percentage of Respondents (N=219)			
	Most Important	2 nd Most Important	3 rd Most Important	Combined
Education	19.2%	12.3%	5.7%	37.2%
Poverty reduction	19.6%	5.0%	3.9%	28.6%
Job creation/employment	5.9%	13.7%	7.8%	27.5%
Rural development	13.2%	5.9%	7.8%	27.0%
Agricultural development	7.8%	5.9%	10.9%	24.6%
Governance	5.9%	6.8%	4.3%	17.1%
Domestic private sector development	4.1%	4.1%	3.9%	12.1%
Health	2.3%	5.0%	3.9%	11.2%
Access to finance	2.7%	3.7%	4.3%	10.7%
Transport	1.4%	3.7%	4.3%	9.4%
Anti-corruption	2.7%	2.3%	4.3%	9.4%
Basic infrastructure	1.4%	3.2%	3.9%	8.5%
Natural resource management	1.8%	5.9%	0.4%	8.2%
Foreign direct investment	1.8%	2.7%	3.5%	8.0%
Inclusive economic growth	2.3%	2.3%	2.6%	7.2%
Public financial management	1.8%	2.7%	1.3%	5.9%
Water and sanitation	0.5%	2.7%	2.6%	5.8%
Energy	1.8%	0.9%	2.2%	4.9%
Social protection	0.9%	1.8%	0.9%	3.6%
Gender	0.0%	0.9%	2.6%	3.5%
Food security	0.5%	2.3%	0.4%	3.2%
Livestock sector development	0.0%	0.9%	2.2%	3.1%
Climate change	0.5%	0.5%	2.2%	3.1%
Trade and exports	0.0%	1.4%	1.3%	2.7%
Urban development	0.5%	0.5%	1.7%	2.7%
Environmental sustainability	0.0%	0.0%	2.6%	2.6%
Information and communications technology	0.5%	0.5%	1.3%	2.2%
Equality of opportunity	0.0%	0.5%	1.7%	2.2%
Public sector reform	0.5%	0.5%	0.9%	1.8%
Law and justice	0.0%	0.0%	1.7%	1.7%
Regulatory framework	0.0%	0.0%	1.3%	1.3%
Communicable/non-communicable diseases	0.0%	0.9%	0.0%	0.9%
Regional integration	0.0%	0.5%	0.4%	0.9%
Global integration	0.5%	0.0%	0.4%	0.9%
Financial markets	0.0%	0.0%	0.4%	0.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Zambia (continued)

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 Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=308)
Education	36.4%
Job creation/employment	33.4%
Rural development	32.5%
Agricultural development	30.8%
Access to finance	23.4%
Inclusive economic growth	14.9%
Domestic private sector development	12.7%
Health	10.7%
Water and sanitation	9.7%
Equality of opportunity	9.7%
Anti-corruption	9.1%
Transport	8.8%
Governance	8.1%
Food security	7.8%
Basic infrastructure	6.5%
Natural resource management	6.5%
Energy	5.2%
Public financial management	4.2%
Trade and exports	3.9%
Foreign direct investment	3.6%
Livestock sector development	3.6%
Social protection	2.6%
Regional integration	2.3%
Gender	1.9%
Climate change	1.6%
Urban development	1.3%
Law and justice	1.3%
Global integration	1.3%
Environmental sustainability	1.3%
Public sector reform	1.0%
Regulatory framework	0.6%
Communicable/non-communicable diseases	0.3%
Information and communications technology	0.3%
Financial markets	0.3%
Disaster management	0.0%
Crime and violence	0.0%

A. General Issues facing Zambia (continued)

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 Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=304)
Agricultural development	27.3%
Education	24.0%
Access to finance	22.4%
Energy	21.7%
Job creation/employment	21.1%
Domestic private sector development	19.4%
Trade and exports	19.1%
Rural development	15.8%
Foreign direct investment	15.8%
Natural resource management	15.1%
Governance	12.2%
Transport	11.8%
Anti-corruption	11.5%
Basic infrastructure	9.5%
Equality of opportunity	8.6%
Public financial management	6.6%
Health	5.6%
Global integration	4.3%
Information and communications technology	3.9%
Financial markets	3.3%
Food security	2.6%
Public sector reform	2.0%
Livestock sector development	2.0%
Social protection	1.6%
Water and sanitation	1.6%
Regulatory framework	1.6%
Regional integration	1.3%
Gender	1.3%
Law and justice	1.3%
Climate change	1.0%
Environmental sustainability	1.0%
Urban development	0.7%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%
Crime and violence	0.0%

B. Overall Attitudes toward the World Bank

Familiarity, Overall Effectiveness, Preparedness	N	Mean	SD
1. How familiar are you with the work of the World Bank in Zambia, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	304	6.26	2.32
2. Overall, please rate your impression of the World Bank's effectiveness in Zambia, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i>	280	6.03	2.07
3. To what extent do you believe the World Bank's staff is well prepared to help Zambia solve its most complicated development challenges, on a ten-point scale, on a ten-point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i>	256	6.89	2.16

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Zambia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=307)
Rural development	42.0%
Education	34.9%
Agricultural development	26.4%
Poverty reduction	20.5%
Governance	16.0%
Domestic private sector development	13.4%
Transport	13.0%
Health	12.7%
Job creation/employment	12.1%
Basic infrastructure	10.7%
Public financial management	10.4%
Energy	9.4%
Access to finance	9.4%
Natural resource management	8.8%
Water and sanitation	8.5%
Inclusive economic growth	6.8%
Foreign direct investment	5.5%
Public sector reform	4.2%
Livestock sector development	4.2%
Anti-corruption	4.2%
Food security	3.6%
Equality of opportunity	2.9%
Information and communications technology	2.3%
Environmental sustainability	2.0%
Climate change	2.0%
Trade and exports	2.0%
Regulatory framework	2.0%
Social protection	1.6%
Gender	1.6%
Financial markets	1.6%
Regional integration	1.3%
Global integration	1.3%
Law and justice	1.0%
Urban development	0.3%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

B. Overall Attitudes toward the World Bank (continued)

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 Zambia?	Percentage of Respondents (N=256)		
	<i>Greatest Value</i>	<i>2nd Greatest Value</i>	<i>Combined</i>
Financial resources	45.7%	15.1%	60.8%
Technical assistance	14.8%	20.2%	35.0%
Training/capacity building	15.6%	15.9%	31.5%
Policy advice	9.8%	14.0%	23.7%
Mobilizing third party financial resources	7.0%	9.3%	16.3%
Donor coordination	2.0%	10.9%	12.8%
Studies/analyses	2.0%	6.2%	8.2%
Linkage to non-Bank expertise	1.6%	3.5%	5.1%
Data	1.2%	2.7%	3.9%
Convening/facilitating	0.0%	1.9%	1.9%
Other	0.4%	0.4%	0.8%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=298)
Too influenced by developed countries	28.5%
Too bureaucratic in its operational policies and procedures	25.5%
Imposing technocratic solutions without regard to political realities	21.5%
Not enough public disclosure of its work	19.1%
Not collaborating enough with non-state actors	16.8%
Not adequately sensitive to political/social realities in Zambia	15.1%
Not willing to honestly criticize policies and reform efforts in the country	13.8%
World Bank processes too slow and complex	13.4%
Not exploring alternative policy options	9.4%
Staff too inaccessible	9.1%
Not aligned with country priorities	7.4%
Not client focused	3.4%
Other	3.4%
Arrogant in its approach	2.0%
The credibility of its knowledge/data	1.7%
Not aligned with other donors' work	1.7%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=301)
Investment lending	52.5%
Capacity development	38.2%
Policy based lending/ budget support to the Government	33.2%
Technical assistance	32.9%
Knowledge products/services	9.6%
Don't know	8.6%
Trust Fund management	8.0%
Other	1.7%

B. Overall Attitudes toward the World Bank (continued)

8. Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=290)
Trust Fund management	32.1%
Knowledge products/services	26.6%
Policy based lending/ budget support to the Government	24.8%
Technical assistance	22.8%
Capacity development	22.1%
Don't know	20.3%
Investment lending	16.2%
Other	0.3%

Global Development Agenda	N	Mean	SD
9. 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? (1-To no degree at all, 10-To a very significant degree)	277	7.77	2.18

10. 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=307)
Local Government	34.9%
Private sector	30.0%
NGOs	29.0%
Beneficiaries	26.4%
Community Based Organizations (CBOs)	21.2%
Academia/think tanks/research institutes	19.5%
Parliament	9.8%
Donor community	9.4%
Faith based organizations	7.8%
Media	6.8%
Other	2.3%
Foundations	1.3%

To what extent do you agree with the following statements about the World Bank's work in Zambia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
11. Overall the World Bank currently plays a relevant role in development in Zambia	284	7.14	2.16
12. The World Bank's work is aligned with what I consider the development priorities for Zambia	272	6.42	2.29
13. The World Bank supports programs and strategies that are realistic for Zambia	272	6.37	2.32
14. The World Bank treats clients and stakeholders in Zambia with respect	252	7.02	2.41

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Zambia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
15. Responsiveness	253	6.16	2.09
16. Flexibility (in terms of the World Bank's products and services)	244	5.31	2.19
17. Flexibility (in terms of changing country circumstances)	249	5.49	2.19
18. Being inclusive	253	5.67	2.34
19. Openness (sharing data and other information)	264	6.25	2.48
20. Staff accessibility	250	5.47	2.54
21. Straightforwardness and honesty	253	6.75	2.33
22. Collaboration with groups outside of the Government	254	6.30	2.48
23. Collaboration with the Government	274	8.07	1.71
24. Collaboration with other donors	230	7.77	2.04
25. Follow through over time	202	6.62	2.27

26. 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)	Percentage of Respondents (Responses Combined; N=294)
There is not an adequate level of citizen/civil society participation	26.5%
The Government works inefficiently	24.8%
The World Bank does not reach out enough to non-state actors	23.1%
Reforms are not well thought out in light of country challenges	21.8%
Political pressures and obstacles	18.4%
Lack of/inadequate levels of capacity in Government	17.0%
The World Bank works too slowly	14.3%
The World Bank is not sensitive enough to political/social realities on the ground	14.3%
Inadequate consultation	11.2%
The World Bank does not do adequate follow through/follow-up	6.8%
Poor donor coordination	6.5%
Support not in the right area	6.5%
Other	2.4%

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 Zambia, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti-corruption	217	5.54	2.57
2. Information and communications technology	211	5.95	2.17
3. Transport	235	6.60	2.26
4. Crime and violence	185	3.89	2.23
5. Law and justice	201	4.84	2.51
6. Urban development	239	6.31	2.08
7. Environmental sustainability	230	6.50	2.17
8. Regulatory framework	217	6.37	2.19
9. Basic infrastructure	241	6.55	2.09
10. Communicable/non-communicable disease	226	6.32	2.40
11. Poverty reduction	259	6.78	2.25
12. Gender	215	6.08	2.12
13. Domestic private sector development	227	6.08	2.26
14. Foreign direct investment	220	6.64	2.07
15. Water and sanitation	252	7.01	2.03
16. Trade and exports	207	5.94	2.20
17. Economic growth	247	7.12	2.07
18. Energy	233	6.73	2.00
19. Disaster management	206	5.78	2.16
20. Monitoring and evaluation	215	6.51	2.19
21. Public financial management	227	6.71	2.16
22. Job creation/employment	221	4.67	2.20
23. Financial markets	213	5.82	2.11
24. Equality of opportunity	197	5.27	2.28
25. Health	250	7.10	2.03
26. Rural development	251	6.18	2.35
27. Global integration	217	6.59	2.11
28. Governance	243	6.51	2.21
29. Food security	226	6.06	2.25
30. Education	248	6.60	2.20
31. Social protection	203	4.74	2.34
32. Climate change	228	5.89	2.19
33. Public sector reform	241	6.75	2.03
34. Regional integration	216	6.33	2.13
35. Agricultural development	251	6.50	2.25
36. Natural resource management	216	5.88	2.40

C. World Bank Effectiveness and Results

Achieving Sustainable Results	N	Mean	SD
37. To what extent does the World Bank's work help achieve sustainable development results in Zambia, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	278	6.58	1.84

To what extent do you agree with the following statements about the World Bank in Zambia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
38. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Zambia	276	5.75	2.19
39. The World Bank meets Zambia's needs for knowledge services (e.g., research analysis, data, technical assistance)	272	6.23	2.19

D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=302)
Weekly	5.3%
Monthly	9.6%
A few times a year	37.1%
Rarely	24.2%
Never	23.8%

D. The World Bank's Knowledge (continued)

2. When thinking about the development challenges in Zambia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=303)
Education	32.7%
Agricultural development	28.1%
Poverty reduction	24.8%
Domestic private sector development	21.1%
Job creation/employment	20.8%
Rural development	15.8%
Governance (building strong institutions/government effectiveness)	13.9%
Health	12.9%
Public sector reform	11.6%
Inclusive economic growth	11.6%
Water and sanitation	11.2%
Energy	10.6%
Access to finance	8.3%
Trade and exports	7.3%
Livestock sector development	6.3%
Transport (e.g., roads, bridges, transportation)	6.3%
Natural resource management (e.g., oil, gas, mining)	6.3%
Anti-corruption	5.9%
Equality of opportunity (i.e., equity)	5.0%
Social protection (e.g., pensions, targeted social assistance)	4.3%
Climate change (e.g., mitigation, adaptation)	4.3%
Gender	3.6%
Foreign direct investment	3.6%
Environmental sustainability	3.3%
Basic infrastructure	3.3%
Public financial management (e.g., public expenditure, fiscal system reform)	3.0%
Financial markets	2.3%
Law and justice (e.g., judicial system)	2.0%
Food security	2.0%
Information and communications technology	1.7%
Regulatory framework	1.7%
Disaster management	1.3%
Global integration	1.3%
Urban development	0.3%
Regional integration	0.3%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at... in Zambia? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	259	5.76	2.34
4. Stimulating public debate/dialogue	260	5.60	2.32
5. Enhancing your knowledge and/or skills	267	6.07	2.33
6. Contributing to good policy making	268	6.79	2.10
7. Providing support for program implementation	264	6.94	2.13

To what extent do you believe that the World Bank's knowledge and research... in Zambia? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	239	5.76	2.22
9. Include appropriate level of stakeholder involvement during preparation	251	5.81	2.23
10. Are relevant to Zambia's development priorities	265	6.75	2.05
11. Provide feasible recommendations	253	6.51	1.94
12. Are accessible (well written and easy to understand)	253	6.24	2.32
13. A source of relevant information on global good practices	256	7.21	1.99
14. Are adequately disseminated	257	5.36	2.45
15. Are appropriately translated	232	5.22	2.62
16. Are adaptable to Zambia's specific development challenges and circumstances	258	6.08	2.41

Overall Evaluations	N	Mean	SD
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	273	6.77	1.96
18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	272	7.52	1.83
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.) ? (1-Not effective at all, 10-Very effective)	199	6.09	2.02
20. To what extent do you believe that Zambia 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)	215	6.47	2.03

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	224	5.45	2.30
2. The World Bank effectively monitors and evaluates the projects and programs it supports	261	7.05	2.19
3. The World Bank's approvals and reviews are done in a timely fashion	232	5.92	2.38
4. The World Bank's "Safeguard Policy" requirements are reasonable	206	6.20	2.17
5. The World Bank imposes reasonable conditions on its lending	249	5.64	2.35
6. Working with the World Bank increases Zambia's institutional capacity	269	7.11	2.12
7. The World Bank ensures consistency and continuity through staff changes	195	6.17	2.31
8. The World Bank's teams and visits are well coordinated	218	6.64	2.38
9. Where country systems are adequate (e.g., procurement, financial management, etc.), the World Bank makes appropriate use of them	208	6.75	2.29
10. The World Bank provides effective implementation support (i.e., supervision of projects)	255	7.12	2.20

F. The Future Role of the World Bank in Zambia

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Zambia's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	292	8.36	1.80

2. Which of the following SHOULD the World Bank do to make itself of greater value in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=295)
Reduce the complexity of obtaining World Bank financing	47.5%
Improve the quality of its experts as related to Zambia's specific challenges	35.6%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	22.0%
Offer more innovative financial products	18.0%
Improve the competitiveness of its financing compared to markets	15.6%
Ensure greater selectivity in its work	14.6%
Offer more innovative knowledge services	14.2%
Work faster	10.5%
Focus primarily on advocacy issues	7.5%
Other	4.7%
Increase availability of Fee-Based services	2.0%

G. Communication and Information Sharing

1. Where do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=302)
Local newspapers	72.5%
Internet	38.1%
Local television	31.1%
Local radio	22.8%
Periodicals	10.6%
International television	7.3%
International newspapers	4.0%
Social media (Facebook, Twitter, YouTube)	3.3%
Other	3.3%
International radio	2.3%
Mobile phones	0.7%
Instant messaging	0.3%
Blogs	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=302)
World Bank website	38.7%
World Bank publications and other written materials	34.1%
World Bank seminars/workshops/conferences	33.1%
e-Newsletters	26.8%
Direct contact with World Bank (i.e., face to face meetings/discussions)	25.8%
World Bank Public Information Center	14.6%
Social media (Facebook, Twitter, YouTube)	9.6%
Mobile phones	6.0%
Other	3.3%
Instant messaging	2.6%
Blogs	1.0%

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?	Percentage of Respondents (N=284)
Yes	21.8%
No	78.2%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=280)
Yes	20.4%
No	79.6%

5. Were you able to obtain this information?	Percentage of Respondents (N=53)
Yes	77.4%
No	22.6%

6. Do you have access to the Internet?	Percentage of Respondents (N=280)
Yes	92.1%
No	7.9%

G. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=281)
Yes	56.2%
No	43.8%

8. Which do you primarily use?	Percentage of Respondents (N=176)
The World Bank's country website (www.worldbank.org/zambia)	31.8%
The World Bank's main website (www.worldbank.org)	68.2%

9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Zambia?	Percentage of Respondents (N=290)
Yes	38.5%
No	44.6%
I don't know what a PIC is	16.9%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	206	4.71	2.72
11. The World Bank's PIC is a valuable source of information related to development in Zambia	76	5.87	2.92
12. I find the World Bank websites easy to navigate	167	6.86	2.41
13. I find the information on the World Bank's websites useful	168	7.43	2.17
14. When I need information from the World Bank I know how to find it	205	6.03	2.96
15. The World Bank is responsive to my information requests and inquiries	174	6.16	2.66

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=295)
Employee of Ministry	21.7%
NGO	14.6%
Private Sector	12.2%
Local Citizens	7.1%
Academia/Research Institute/Think Tank	5.4%
Other	5.4%
Media	5.1%
PMU	4.1%
Community-Based Organization	4.1%
Independent Government Institution	3.7%
Faith-Based Group	3.4%
Financial Sector/Private Bank	2.7%
Local Government	2.4%
Consultant/Contractor on Bank-Supported Project	1.7%
Multilateral Agency	1.4%
Private Foundation	1.4%
Office of the President/Prime Minister	1.0%
Trade Union	1.0%
Bilateral Agency	0.7%
Judiciary Branch	0.7%
Office of Parliamentarian	0.3%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=294)
Other	16.0%
Education	9.9%
Agricultural development	7.5%
Poverty reduction	7.1%
Domestic private sector development	5.1%
Energy	4.8%
Governance	4.8%
Economic growth	4.4%
Health	4.1%
Natural resource management	3.7%
Financial markets	3.4%
Gender	3.1%
Information and communications technology	3.1%
Environmental sustainability	2.4%
Monitoring and evaluation	2.4%
Public financial management	2.4%
Anti-corruption	1.7%
Job creation/employment	1.7%
Law and justice	1.4%
Rural development	1.4%
Trade and exports	1.4%
Water and sanitation	1.4%
Climate change	1.0%
Food security	1.0%
Public sector reform	1.0%
Regulatory framework	1.0%
Crime and violence	0.7%
Social protection	0.7%
Transport	0.7%
Disaster management	0.3%
Equality of opportunity	0.3%
Urban development	0.3%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=292)
Yes	53.4%
No	46.6%

4. Which of the following describes most of your exposure to the World Bank in Zambia? (Choose no more than TWO)	Percentage of Respondents (N=281)
Engage in World Bank related/sponsored events/activities	38.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.6%
Use World Bank reports/data	30.6%
Collaborate as part of my professional duties	28.8%
Use World Bank website for information, data, research, etc.	26.7%

H. Background Information (continued)

5. Which best represents your geographic location?	Percentage of Respondents (N=298)
Lusaka province	65.1%
Central province	8.7%
Southern province	8.1%
Western province	6.7%
Copperbelt province	5.7%
Northern province	2.7%
North western province	1.0%
Luapula province	1.0%
Muchinga province	0.7%
Eastern province	0.3%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Zambia

In general, would you say that Zambia is headed in...?

Economically	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
The right direction	100.0%	68.3%	81.3%	100.0%	68.3%	71.4%	81.8%	92.3%	90.9%	60.0%	71.4%	65.0%	63.6%
The wrong direction	0.0%	10.0%	6.3%	0.0%	19.5%	19.0%	18.2%	7.7%	0.0%	10.0%	21.4%	20.0%	18.2%
Not sure	0.0%	21.7%	12.5%	0.0%	12.2%	9.5%	0.0%	0.0%	9.1%	30.0%	7.1%	15.0%	18.2%

Politically	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
The right direction	100.0%	67.2%	62.5%	33.3%	54.8%	57.1%	72.7%	57.1%	63.6%	50.0%	50.0%	38.9%	65.6%
The wrong direction	0.0%	12.1%	0.0%	16.7%	19.0%	31.0%	18.2%	14.3%	18.2%	10.0%	31.3%	44.4%	21.9%
Not sure	0.0%	20.7%	37.5%	50.0%	26.2%	11.9%	9.1%	28.6%	18.2%	40.0%	18.8%	16.7%	12.5%

Socially	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
The right direction	66.7%	48.2%	57.1%	33.3%	60.0%	52.5%	63.6%	33.3%	60.0%	40.0%	13.3%	44.4%	51.6%
The wrong direction	33.3%	25.0%	14.3%	0.0%	15.0%	25.0%	9.1%	16.7%	20.0%	10.0%	26.7%	16.7%	6.5%
Not sure	0.0%	26.8%	28.6%	66.7%	25.0%	22.5%	27.3%	50.0%	20.0%	50.0%	60.0%	38.9%	41.9%

A. General Issues facing Zambia (continued)

When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?

1st Most Important	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
Rural development	0.0%	16.7%	13.3%	16.7%	12.1%	9.4%	0.0%	14.3%	22.2%	11.1%	16.7%	15.4%	14.8%
Education	0.0%	14.3%	6.7%	0.0%	18.2%	25.0%	16.7%	14.3%	0.0%	22.2%	25.0%	30.8%	22.2%
Social protection	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Transport	0.0%	4.8%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	21.4%	6.7%	33.3%	18.2%	28.1%	16.7%	14.3%	22.2%	0.0%	41.7%	15.4%	18.5%
Public sector reform	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	13.3%	0.0%	9.1%	0.0%	16.7%	0.0%	0.0%	0.0%	8.3%	7.7%	3.7%
Access to finance	0.0%	0.0%	6.7%	0.0%	3.0%	3.1%	0.0%	0.0%	11.1%	22.2%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	11.1%	0.0%	8.3%	0.0%	3.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Anti-corruption	0.0%	2.4%	6.7%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.7%
Livestock sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	4.8%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	7.1%	13.3%	0.0%	3.0%	6.3%	0.0%	28.6%	11.1%	0.0%	0.0%	0.0%	7.4%
Governance	0.0%	2.4%	6.7%	16.7%	9.1%	15.6%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	3.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	4.8%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	4.8%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Food security	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	7.1%	0.0%	16.7%	9.1%	3.1%	50.0%	14.3%	0.0%	22.2%	0.0%	7.7%	3.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inclusive economic growth	0.0%	2.4%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	7.4%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	2.4%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	7.7%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Zambia (continued)

When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?

2nd Most Important	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Rural development	0.0%	7.0%	0.0%	0.0%	0.0%	12.9%	0.0%	0.0%	0.0%	0.0%	8.3%	7.7%	7.1%
Education	0.0%	9.3%	33.3%	16.7%	12.5%	12.9%	28.6%	0.0%	22.2%	12.5%	0.0%	15.4%	3.6%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.7%
Transport	0.0%	9.3%	6.7%	0.0%	3.1%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	6.7%	0.0%	3.1%	3.2%	14.3%	28.6%	11.1%	12.5%	16.7%	0.0%	3.6%
Public sector reform	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	100.0%	4.7%	0.0%	0.0%	6.3%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.6%
Access to finance	0.0%	0.0%	6.7%	0.0%	6.3%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	10.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	15.4%	7.1%
Water and sanitation	0.0%	2.3%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	11.1%	12.5%	0.0%	0.0%	3.6%
Anti-corruption	0.0%	2.3%	0.0%	0.0%	3.1%	3.2%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Livestock sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%
Public financial management	0.0%	2.3%	0.0%	0.0%	6.3%	6.5%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Job creation/employment	0.0%	16.3%	6.7%	16.7%	21.9%	6.5%	0.0%	14.3%	11.1%	12.5%	16.7%	7.7%	21.4%
Governance	0.0%	11.6%	6.7%	33.3%	6.3%	3.2%	0.0%	14.3%	0.0%	0.0%	16.7%	0.0%	3.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Health	0.0%	7.0%	0.0%	0.0%	9.4%	6.5%	14.3%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Energy	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	4.7%	0.0%	16.7%	0.0%	3.2%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Climate change	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	16.7%	3.1%	9.7%	14.3%	14.3%	0.0%	12.5%	8.3%	7.7%	10.7%
Trade and exports	0.0%	2.3%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inclusive economic growth	0.0%	4.7%	6.7%	0.0%	3.1%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	4.7%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	8.3%	0.0%	0.0%
Natural resource management	0.0%	7.0%	6.7%	0.0%	0.0%	6.5%	14.3%	0.0%	0.0%	25.0%	8.3%	7.7%	3.6%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%

A. General Issues facing Zambia (continued)

When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?

3rd Most Important	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
Rural development	0.0%	11.1%	0.0%	0.0%	6.3%	2.9%	37.5%	0.0%	0.0%	37.5%	0.0%	7.7%	10.7%
Education	0.0%	6.7%	0.0%	0.0%	3.1%	2.9%	0.0%	0.0%	11.1%	0.0%	7.7%	7.7%	17.9%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	25.0%	0.0%	15.4%	3.6%
Poverty reduction	0.0%	6.7%	0.0%	16.7%	3.1%	2.9%	12.5%	0.0%	0.0%	0.0%	0.0%	7.7%	3.6%
Public sector reform	0.0%	0.0%	7.1%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	7.1%	0.0%	3.1%	2.9%	12.5%	11.1%	0.0%	0.0%	7.7%	0.0%	0.0%
Domestic private sector development	0.0%	6.7%	0.0%	0.0%	3.1%	0.0%	0.0%	11.1%	0.0%	0.0%	7.7%	0.0%	7.1%
Access to finance	0.0%	6.7%	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	3.6%
Foreign direct investment	0.0%	2.2%	7.1%	0.0%	6.3%	2.9%	0.0%	0.0%	0.0%	12.5%	0.0%	7.7%	3.6%
Water and sanitation	0.0%	2.2%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	7.7%	7.7%	3.6%
Anti-corruption	0.0%	2.2%	14.3%	0.0%	0.0%	5.9%	0.0%	11.1%	0.0%	12.5%	15.4%	0.0%	3.6%
Livestock sector development	0.0%	2.2%	0.0%	0.0%	6.3%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Job creation/employment	100.0%	4.4%	14.3%	16.7%	9.4%	11.8%	0.0%	11.1%	11.1%	0.0%	15.4%	0.0%	3.6%
Governance	0.0%	6.7%	0.0%	0.0%	3.1%	11.8%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	3.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Urban development	0.0%	2.2%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.6%
Environmental sustainability	0.0%	2.2%	0.0%	0.0%	3.1%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	4.4%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Health	0.0%	4.4%	7.1%	0.0%	3.1%	5.9%	12.5%	0.0%	0.0%	0.0%	0.0%	7.7%	3.6%
Energy	0.0%	4.4%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Climate change	0.0%	2.2%	0.0%	0.0%	0.0%	5.9%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	13.3%	21.4%	16.7%	9.4%	2.9%	12.5%	11.1%	11.1%	0.0%	7.7%	7.7%	17.9%
Trade and exports	0.0%	2.2%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inclusive economic growth	0.0%	0.0%	7.1%	16.7%	6.3%	2.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Law and justice	0.0%	4.4%	0.0%	16.7%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	3.6%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	16.7%	3.1%	8.8%	12.5%	0.0%	11.1%	0.0%	7.7%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.2%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%

A. General Issues facing Zambia (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 Zambia?

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Water and sanitation	0.0%	12.5%	23.5%	16.7%	4.7%	4.7%	0.0%	20.0%	9.1%	0.0%	0.0%	14.3%	3.0%
Equality of opportunity	33.3%	3.1%	5.9%	0.0%	9.3%	18.6%	8.3%	0.0%	9.1%	0.0%	12.5%	9.5%	18.2%
Access to finance	66.7%	14.1%	35.3%	16.7%	27.9%	16.3%	25.0%	26.7%	45.5%	30.0%	6.3%	33.3%	27.3%
Inclusive economic growth	0.0%	6.3%	5.9%	83.3%	7.0%	27.9%	16.7%	20.0%	9.1%	0.0%	18.8%	28.6%	15.2%
Climate change	0.0%	3.1%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	2.3%	2.3%	0.0%	6.7%	0.0%	10.0%	0.0%	4.8%	6.1%
Gender	0.0%	1.6%	5.9%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Rural development	0.0%	50.0%	29.4%	50.0%	16.3%	27.9%	41.7%	26.7%	36.4%	60.0%	37.5%	33.3%	18.2%
Urban development	0.0%	0.0%	5.9%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Education	33.3%	37.5%	17.6%	16.7%	46.5%	41.9%	16.7%	40.0%	36.4%	30.0%	50.0%	28.6%	30.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	2.3%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	6.3%	17.6%	0.0%	4.7%	2.3%	0.0%	0.0%	36.4%	20.0%	12.5%	4.8%	3.0%
Social protection	0.0%	3.1%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	12.1%
Law and justice	0.0%	1.6%	0.0%	0.0%	4.7%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	10.9%	11.8%	16.7%	11.6%	0.0%	25.0%	0.0%	18.2%	0.0%	6.3%	4.8%	6.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Anti-corruption	0.0%	7.8%	11.8%	0.0%	14.0%	4.7%	8.3%	6.7%	0.0%	10.0%	0.0%	14.3%	21.2%
Domestic private sector development	0.0%	7.8%	29.4%	0.0%	23.3%	11.6%	16.7%	13.3%	0.0%	0.0%	18.8%	9.5%	15.2%
Foreign direct investment	33.3%	1.6%	0.0%	0.0%	4.7%	2.3%	0.0%	0.0%	9.1%	10.0%	12.5%	0.0%	6.1%
Global integration	0.0%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	33.3%	10.9%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	18.2%	10.0%	6.3%	9.5%	0.0%
Public sector reform	0.0%	0.0%	5.9%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Livestock sector development	0.0%	1.6%	0.0%	0.0%	4.7%	2.3%	16.7%	6.7%	9.1%	0.0%	0.0%	0.0%	6.1%
Governance	0.0%	3.1%	5.9%	0.0%	11.6%	11.6%	0.0%	0.0%	9.1%	20.0%	6.3%	4.8%	15.2%
Natural resource management	33.3%	7.8%	0.0%	0.0%	4.7%	4.7%	0.0%	0.0%	9.1%	40.0%	6.3%	4.8%	6.1%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	2.3%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Health	0.0%	12.5%	5.9%	0.0%	9.3%	9.3%	8.3%	20.0%	0.0%	0.0%	12.5%	9.5%	9.1%
Public financial management	0.0%	1.6%	0.0%	0.0%	7.0%	7.0%	0.0%	0.0%	0.0%	10.0%	6.3%	4.8%	6.1%
Agricultural development	33.3%	35.9%	11.8%	50.0%	20.9%	37.2%	66.7%	40.0%	18.2%	20.0%	43.8%	23.8%	27.3%
Job creation/employment	33.3%	42.2%	35.3%	33.3%	30.2%	27.9%	33.3%	40.0%	27.3%	20.0%	43.8%	23.8%	30.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	9.4%	17.6%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	3.0%
Food security	0.0%	4.7%	17.6%	0.0%	9.3%	14.0%	8.3%	20.0%	0.0%	10.0%	0.0%	4.8%	3.0%

A. General Issues facing Zambia (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 Zambia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Energy	0.0%	29.0%	11.8%	16.7%	18.6%	7.0%	25.0%	26.7%	18.2%	0.0%	18.8%	33.3%	30.3%
Equality of opportunity	0.0%	0.0%	5.9%	0.0%	11.6%	11.6%	16.7%	0.0%	9.1%	20.0%	6.3%	14.3%	18.2%
Social protection	0.0%	1.6%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	3.0%
Global integration	0.0%	1.6%	5.9%	0.0%	4.7%	4.7%	0.0%	20.0%	0.0%	0.0%	12.5%	4.8%	3.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%
Anti-corruption	0.0%	9.7%	0.0%	33.3%	11.6%	9.3%	25.0%	13.3%	18.2%	0.0%	12.5%	14.3%	15.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	19.4%	5.9%	16.7%	16.3%	20.9%	16.7%	0.0%	18.2%	20.0%	18.8%	23.8%	9.1%
Access to finance	50.0%	29.0%	17.6%	0.0%	20.9%	18.6%	25.0%	13.3%	18.2%	40.0%	6.3%	28.6%	21.2%
Foreign direct investment	50.0%	16.1%	17.6%	16.7%	9.3%	14.0%	8.3%	26.7%	18.2%	20.0%	31.3%	4.8%	15.2%
Urban development	0.0%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	11.8%	0.0%	0.0%	2.3%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	19.4%	11.8%	0.0%	30.2%	23.3%	25.0%	20.0%	18.2%	30.0%	43.8%	19.0%	27.3%
Information and communications technology	0.0%	6.5%	0.0%	16.7%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	6.3%	0.0%	15.2%
Regulatory framework	0.0%	1.6%	0.0%	0.0%	4.7%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	50.0%	27.4%	17.6%	0.0%	18.6%	16.3%	8.3%	20.0%	45.5%	10.0%	6.3%	23.8%	9.1%
Public sector reform	0.0%	1.6%	5.9%	0.0%	2.3%	0.0%	8.3%	6.7%	0.0%	0.0%	0.0%	0.0%	3.0%
Regional integration	50.0%	1.6%	0.0%	0.0%	2.3%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	14.5%	35.3%	16.7%	25.6%	27.9%	16.7%	20.0%	27.3%	40.0%	6.3%	9.5%	12.1%
Job creation/employment	0.0%	19.4%	29.4%	50.0%	32.6%	14.0%	8.3%	26.7%	9.1%	10.0%	12.5%	19.0%	24.2%
Agricultural development	0.0%	24.2%	35.3%	50.0%	18.6%	37.2%	16.7%	40.0%	27.3%	30.0%	37.5%	19.0%	24.2%
Food security	0.0%	1.6%	11.8%	0.0%	0.0%	2.3%	0.0%	6.7%	0.0%	20.0%	0.0%	4.8%	0.0%
Governance	0.0%	11.3%	0.0%	33.3%	18.6%	16.3%	8.3%	6.7%	27.3%	10.0%	18.8%	0.0%	9.1%
Transport	0.0%	16.1%	23.5%	33.3%	9.3%	7.0%	8.3%	0.0%	9.1%	10.0%	18.8%	4.8%	12.1%
Livestock sector development	0.0%	3.2%	0.0%	0.0%	2.3%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	4.8%	3.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Natural resource management	50.0%	16.1%	11.8%	0.0%	14.0%	18.6%	16.7%	6.7%	9.1%	30.0%	0.0%	23.8%	18.2%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	2.3%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Health	0.0%	3.2%	11.8%	0.0%	7.0%	7.0%	25.0%	0.0%	0.0%	0.0%	6.3%	9.5%	0.0%
Basic infrastructure	0.0%	11.3%	11.8%	0.0%	4.7%	11.6%	0.0%	13.3%	18.2%	10.0%	31.3%	0.0%	6.1%
Law and justice	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	50.0%	4.8%	0.0%	16.7%	4.7%	4.7%	0.0%	20.0%	9.1%	0.0%	6.3%	19.0%	3.0%
Financial markets	0.0%	4.8%	0.0%	0.0%	4.7%	4.7%	8.3%	6.7%	0.0%	0.0%	0.0%	4.8%	0.0%

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
How familiar are you with the work of the World Bank in Zambia?*	3	5.00	3.00	62	6.66	1.82	17	7.88	1.54	6	7.67	1.21	44	6.89	2.14	43	6.53	2.26	11	4.64	2.62	15	5.73	2.19	11	5.73	2.41	10	5.70	2.41	16	5.81	2.40	21	5.52	2.60	33	5.79	2.34
Overall, please rate your impression of the World Bank's effectiveness in Zambia.	3	6.33	3.06	57	6.47	1.73	16	6.25	2.14	5	5.60	.55	43	6.40	2.26	40	5.85	1.79	11	5.64	2.62	14	5.36	1.91	11	5.00	2.53	10	5.10	2.38	14	6.93	2.16	20	5.70	2.30	27	6.30	1.38
To what extent do you believe the World Bank's staff is well prepared to help Zambia solve its most complicated development challenges?	3	8.00	2.65	53	6.96	1.57	17	6.53	1.77	5	7.20	.84	40	7.43	2.24	35	6.71	1.92	9	6.22	3.35	11	6.91	2.81	10	6.80	2.74	8	5.38	2.45	12	7.25	2.22	18	7.06	2.69	28	6.75	2.10

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Zambia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Zambia?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Rural development	0.0%	47.6%	29.4%	50.0%	46.5%	37.2%	50.0%	50.0%	36.4%	50.0%	25.0%	60.0%	30.3%
Education	33.3%	36.5%	11.8%	0.0%	51.2%	27.9%	33.3%	21.4%	36.4%	30.0%	43.8%	25.0%	36.4%
Social protection	0.0%	1.6%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	10.0%	6.3%	0.0%	3.0%
Governance	33.3%	6.3%	5.9%	33.3%	20.9%	27.9%	0.0%	28.6%	0.0%	20.0%	12.5%	5.0%	27.3%
Transport	0.0%	15.9%	23.5%	0.0%	11.6%	9.3%	0.0%	0.0%	36.4%	30.0%	6.3%	15.0%	12.1%
Poverty reduction	66.7%	19.0%	11.8%	16.7%	16.3%	20.9%	25.0%	35.7%	27.3%	10.0%	18.8%	10.0%	21.2%
Public sector reform	0.0%	1.6%	17.6%	16.7%	9.3%	2.3%	8.3%	0.0%	9.1%	0.0%	6.3%	0.0%	0.0%
Regional integration	0.0%	1.6%	0.0%	0.0%	2.3%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	11.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	12.7%	35.3%	0.0%	16.3%	14.0%	8.3%	21.4%	9.1%	10.0%	18.8%	10.0%	9.1%
Foreign direct investment	0.0%	4.8%	0.0%	0.0%	2.3%	4.7%	16.7%	0.0%	9.1%	10.0%	12.5%	10.0%	6.1%
Water and sanitation	0.0%	7.9%	23.5%	16.7%	9.3%	7.0%	0.0%	0.0%	9.1%	10.0%	6.3%	10.0%	9.1%
Energy	0.0%	15.9%	5.9%	0.0%	11.6%	0.0%	0.0%	0.0%	18.2%	10.0%	0.0%	5.0%	18.2%
Livestock sector development	0.0%	3.2%	0.0%	0.0%	4.7%	0.0%	25.0%	0.0%	0.0%	20.0%	12.5%	5.0%	3.0%
Access to finance	33.3%	9.5%	17.6%	0.0%	9.3%	7.0%	25.0%	21.4%	0.0%	10.0%	0.0%	0.0%	12.1%
Public financial management	0.0%	11.1%	5.9%	66.7%	9.3%	18.6%	0.0%	7.1%	9.1%	0.0%	18.8%	5.0%	0.0%
Job creation/employment	33.3%	6.3%	11.8%	33.3%	16.3%	2.3%	8.3%	35.7%	9.1%	10.0%	12.5%	20.0%	18.2%
Financial markets	0.0%	3.2%	5.9%	0.0%	2.3%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Environmental sustainability	0.0%	3.2%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	9.1%	0.0%	6.3%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	8.3%	0.0%	0.0%	0.0%	6.3%	20.0%	3.0%
Health	0.0%	17.5%	5.9%	0.0%	7.0%	14.0%	16.7%	14.3%	27.3%	10.0%	18.8%	5.0%	6.1%
Global integration	0.0%	0.0%	0.0%	0.0%	4.7%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Food security	33.3%	4.8%	5.9%	0.0%	0.0%	4.7%	0.0%	7.1%	0.0%	0.0%	0.0%	5.0%	3.0%
Climate change	0.0%	4.8%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Agricultural development	33.3%	34.9%	29.4%	16.7%	18.6%	25.6%	41.7%	14.3%	9.1%	10.0%	18.8%	25.0%	36.4%
Trade and exports	0.0%	1.6%	5.9%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	3.0%
Inclusive economic growth	0.0%	6.3%	5.9%	16.7%	2.3%	9.3%	0.0%	7.1%	0.0%	10.0%	12.5%	10.0%	9.1%
Law and justice	0.0%	1.6%	0.0%	16.7%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	5.9%	0.0%	2.3%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	6.1%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	11.1%	5.9%	16.7%	9.3%	11.6%	16.7%	21.4%	36.4%	0.0%	12.5%	5.0%	3.0%
Natural resource management	33.3%	6.3%	23.5%	0.0%	7.0%	7.0%	0.0%	0.0%	9.1%	30.0%	6.3%	15.0%	9.1%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	2.3%	7.0%	8.3%	14.3%	0.0%	10.0%	6.3%	10.0%	6.1%
Information and communications technology	0.0%	3.2%	0.0%	0.0%	2.3%	2.3%	8.3%	0.0%	0.0%	0.0%	6.3%	0.0%	3.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Zambia?

Greatest Value	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
Financial resources	100.0%	56.6%	68.8%	50.0%	47.2%	37.1%	36.4%	55.6%	27.3%	30.0%	0.0%	55.6%	42.9%
Mobilizing third party financial resources	0.0%	3.8%	0.0%	0.0%	8.3%	14.3%	0.0%	0.0%	9.1%	0.0%	27.3%	5.6%	7.1%
Technical assistance	0.0%	17.0%	18.8%	0.0%	13.9%	20.0%	18.2%	22.2%	9.1%	30.0%	18.2%	11.1%	3.6%
Policy advice	0.0%	3.8%	12.5%	33.3%	8.3%	14.3%	9.1%	22.2%	18.2%	20.0%	9.1%	0.0%	10.7%
Donor coordination	0.0%	1.9%	0.0%	16.7%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	3.6%
Data	0.0%	1.9%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Training/capacity building	0.0%	9.4%	0.0%	0.0%	13.9%	8.6%	36.4%	0.0%	36.4%	20.0%	27.3%	16.7%	28.6%
Studies/analyses	0.0%	0.0%	0.0%	0.0%	2.8%	2.9%	0.0%	0.0%	0.0%	0.0%	9.1%	5.6%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	3.8%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Other	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Zambia?

2nd Greatest Value	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Percentage of Respondents													
Financial resources	0.0%	18.5%	0.0%	16.7%	5.7%	2.9%	36.4%	30.0%	18.2%	10.0%	16.7%	29.4%	25.0%
Mobilizing third party financial resources	100.0%	7.4%	0.0%	16.7%	2.9%	8.6%	0.0%	10.0%	9.1%	40.0%	16.7%	5.9%	14.3%
Technical assistance	0.0%	35.2%	31.3%	0.0%	17.1%	17.1%	0.0%	20.0%	0.0%	0.0%	25.0%	5.9%	25.0%
Policy advice	0.0%	9.3%	12.5%	16.7%	28.6%	22.9%	9.1%	0.0%	27.3%	10.0%	8.3%	11.8%	3.6%
Donor coordination	0.0%	5.6%	18.8%	0.0%	11.4%	5.7%	9.1%	20.0%	18.2%	20.0%	0.0%	17.6%	7.1%
Data	0.0%	1.9%	0.0%	0.0%	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%	3.6%
Training/capacity building	0.0%	20.4%	31.3%	0.0%	22.9%	11.4%	9.1%	10.0%	0.0%	0.0%	25.0%	17.6%	10.7%
Studies/analyses	0.0%	0.0%	6.3%	50.0%	2.9%	8.6%	18.2%	10.0%	18.2%	10.0%	0.0%	5.9%	3.6%
Convening/facilitating	0.0%	1.9%	0.0%	0.0%	2.9%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	5.7%	8.6%	9.1%	0.0%	9.1%	10.0%	0.0%	0.0%	3.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Imposing technocratic solutions without regard to political realities	33.3%	24.6%	18.8%	0.0%	21.4%	23.3%	11.1%	20.0%	36.4%	20.0%	26.7%	20.0%	15.6%
Not exploring alternative policy options	0.0%	4.9%	12.5%	0.0%	11.9%	9.3%	11.1%	20.0%	9.1%	10.0%	13.3%	10.0%	6.3%
Too bureaucratic in its operational policies and procedures	66.7%	39.3%	25.0%	33.3%	28.6%	23.3%	0.0%	26.7%	18.2%	0.0%	20.0%	5.0%	31.3%
Staff too inaccessible	33.3%	9.8%	0.0%	16.7%	9.5%	4.7%	33.3%	13.3%	9.1%	0.0%	13.3%	5.0%	6.3%
Arrogant in its approach	0.0%	3.3%	0.0%	16.7%	0.0%	2.3%	0.0%	6.7%	9.1%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	3.3%	6.3%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	6.3%
The credibility of its knowledge/data	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	9.8%	6.3%	0.0%	9.5%	25.6%	22.2%	20.0%	0.0%	10.0%	13.3%	15.0%	21.9%
Too influenced by developed countries	66.7%	27.9%	18.8%	0.0%	38.1%	18.6%	22.2%	20.0%	45.5%	50.0%	40.0%	40.0%	21.9%
Not enough public disclosure of its work	0.0%	8.2%	0.0%	33.3%	16.7%	18.6%	44.4%	26.7%	18.2%	40.0%	26.7%	20.0%	21.9%
World Bank processes too slow and complex	0.0%	18.0%	31.3%	16.7%	11.9%	16.3%	0.0%	6.7%	27.3%	10.0%	6.7%	20.0%	3.1%
Not aligned with country priorities	0.0%	11.5%	12.5%	0.0%	9.5%	2.3%	0.0%	0.0%	9.1%	20.0%	6.7%	5.0%	3.1%
Not aligned with other donors' work	0.0%	1.6%	6.3%	16.7%	0.0%	0.0%	11.1%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	6.6%	12.5%	33.3%	11.9%	44.2%	22.2%	0.0%	18.2%	0.0%	0.0%	30.0%	21.9%
Not adequately sensitive to political/social realities in Zambia	0.0%	19.7%	6.3%	16.7%	11.9%	9.3%	22.2%	13.3%	0.0%	30.0%	13.3%	20.0%	25.0%
Other	0.0%	1.6%	12.5%	0.0%	4.8%	0.0%	0.0%	6.7%	0.0%	0.0%	13.3%	0.0%	3.1%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Investment lending	33.3%	65.6%	58.8%	50.0%	38.6%	35.7%	66.7%	50.0%	63.6%	37.5%	50.0%	52.4%	59.4%
Capacity development	33.3%	34.4%	35.3%	16.7%	34.1%	52.4%	33.3%	28.6%	54.5%	62.5%	37.5%	33.3%	40.6%
Policy based lending/ budget support to the Government	0.0%	37.7%	17.6%	66.7%	20.5%	33.3%	25.0%	50.0%	54.5%	0.0%	50.0%	28.6%	34.4%
Knowledge products/services	66.7%	1.6%	0.0%	16.7%	15.9%	19.0%	16.7%	7.1%	9.1%	12.5%	12.5%	9.5%	0.0%
Technical assistance	0.0%	36.1%	29.4%	50.0%	45.5%	50.0%	16.7%	28.6%	18.2%	50.0%	31.3%	19.0%	18.8%
Trust Fund management	0.0%	11.5%	5.9%	0.0%	9.1%	2.4%	8.3%	14.3%	0.0%	0.0%	0.0%	14.3%	6.3%
Other	0.0%	1.6%	5.9%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Don't know	33.3%	3.3%	11.8%	0.0%	15.9%	2.4%	8.3%	7.1%	0.0%	12.5%	6.3%	19.0%	12.5%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Investment lending	0.0%	10.2%	5.9%	16.7%	22.5%	22.0%	9.1%	28.6%	30.0%	30.0%	12.5%	15.0%	9.4%
Capacity development	0.0%	13.6%	11.8%	0.0%	17.5%	26.8%	36.4%	35.7%	20.0%	30.0%	37.5%	40.0%	18.8%
Policy based lending/ budget support to the Government	33.3%	25.4%	17.6%	33.3%	25.0%	31.7%	36.4%	14.3%	20.0%	30.0%	18.8%	15.0%	21.9%
Knowledge products/services	0.0%	28.8%	23.5%	0.0%	27.5%	43.9%	18.2%	35.7%	40.0%	30.0%	25.0%	15.0%	18.8%
Technical assistance	66.7%	25.4%	23.5%	16.7%	22.5%	9.8%	9.1%	21.4%	50.0%	10.0%	25.0%	35.0%	18.8%
Trust Fund management	33.3%	37.3%	41.2%	66.7%	25.0%	39.0%	27.3%	7.1%	40.0%	30.0%	25.0%	30.0%	31.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Don't know	33.3%	22.0%	17.6%	33.3%	27.5%	4.9%	27.3%	28.6%	0.0%	10.0%	12.5%	20.0%	31.3%

B. Overall Attitudes toward the World Bank (continued)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media		
	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"?	3	8.33	2.89	56	7.82	1.91	17	7.53	2.21	6	8.17	1.17	42	7.74	2.27	40	8.08	1.98	10	7.70	2.67	12	7.67	2.96

(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	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
NGOs	33.3%	16.1%	35.3%	0.0%	18.6%	74.4%	25.0%	20.0%	18.2%	20.0%	25.0%	23.8%	33.3%
Local Government	0.0%	43.5%	41.2%	66.7%	37.2%	23.3%	8.3%	33.3%	72.7%	40.0%	31.3%	23.8%	27.3%
Beneficiaries	66.7%	25.8%	23.5%	16.7%	30.2%	14.0%	50.0%	26.7%	0.0%	30.0%	0.0%	57.1%	33.3%
Private sector	66.7%	30.6%	29.4%	50.0%	41.9%	25.6%	16.7%	33.3%	18.2%	20.0%	37.5%	14.3%	36.4%
Community Based Organizations (CBOs)	33.3%	25.8%	11.8%	16.7%	14.0%	14.0%	75.0%	20.0%	45.5%	10.0%	12.5%	9.5%	15.2%
Donor community	0.0%	8.1%	5.9%	33.3%	11.6%	9.3%	0.0%	6.7%	18.2%	0.0%	18.8%	9.5%	9.1%
Foundations	0.0%	0.0%	0.0%	0.0%	2.3%	2.3%	0.0%	0.0%	0.0%	10.0%	0.0%	4.8%	0.0%
Academia/think tanks/research institutes	0.0%	24.2%	23.5%	16.7%	25.6%	16.3%	0.0%	6.7%	9.1%	10.0%	56.3%	4.8%	18.2%
Parliament	0.0%	8.1%	23.5%	0.0%	2.3%	9.3%	0.0%	13.3%	9.1%	10.0%	6.3%	14.3%	18.2%
Media	0.0%	3.2%	0.0%	0.0%	4.7%	7.0%	0.0%	40.0%	0.0%	0.0%	0.0%	14.3%	6.1%
Faith based organizations	0.0%	6.5%	5.9%	0.0%	7.0%	4.7%	8.3%	0.0%	9.1%	50.0%	6.3%	23.8%	0.0%
Other	0.0%	4.8%	0.0%	0.0%	2.3%	0.0%	8.3%	0.0%	0.0%	0.0%	6.3%	0.0%	3.0%

To what extent do you agree with the following statements about the World Bank's work in Zambia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media		
	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 Zambia	2	6.00	.00	62	7.63	1.93	17	6.71	2.14	6	7.50	1.64	43	7.23	2.27	41	6.85	2.24	8	7.00	3.28	14	8.57	2.21
The World Bank's work is aligned with what I consider the development priorities for Zambia	2	6.50	2.12	60	6.55	2.29	16	7.00	2.03	6	6.83	1.17	41	6.85	2.63	40	6.00	2.03	8	5.38	2.45	14	7.64	2.34
The World Bank supports programs and strategies that are realistic for Zambia	3	8.67	1.53	59	6.63	2.12	17	6.12	2.00	6	6.00	1.41	39	7.08	2.60	40	5.97	2.25	8	6.00	3.12	12	7.50	2.39
The World Bank treats clients and stakeholders in Zambia with respect	2	8.00	.00	52	6.88	2.24	17	7.00	1.54	6	6.50	2.07	37	7.81	2.32	36	6.86	2.65	7	6.57	3.87	12	7.50	3.06

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Zambia in terms of..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
Responsiveness	2	4.00	2.83	52	6.33	1.75	17	6.41	1.58	5	6.40	2.30	38	6.26	2.19	38	5.34	2.12	7	6.29	2.29	12	6.83	3.07	10	6.60	2.22	7	5.14	2.04	14	6.21	1.81	17	6.47	2.58	27	5.93	1.33
Flexibility (in terms of the institution's products and services)	1	8.00		55	5.20	2.15	17	5.18	2.16	5	5.20	1.64	37	5.68	2.40	33	4.67	1.63	5	6.60	1.82	10	5.50	3.24	11	5.27	3.00	7	4.57	1.90	13	6.08	1.93	17	5.47	1.97	25	4.96	1.84
Flexibility (in terms of changing country circumstances)	3	6.00	4.58	52	5.23	1.99	16	5.81	1.91	5	6.00	1.58	38	6.08	2.42	35	5.00	1.43	6	5.67	3.08	10	5.20	2.90	9	4.89	2.57	9	4.33	1.58	13	5.92	2.33	17	5.88	2.57	27	5.37	2.02
Being inclusive	3	5.67	4.16	54	5.83	2.23	16	6.63	1.59	4	5.50	1.73	38	5.66	2.35	38	4.87	1.56	6	6.50	3.73	11	5.91	3.45	10	5.80	3.29	9	4.78	2.11	13	5.31	2.02	15	6.20	2.54	28	5.57	2.25
Openness (sharing data and other information)	3	6.33	3.51	52	6.60	2.24	17	6.65	1.97	6	5.83	2.14	38	6.68	2.69	39	5.69	2.33	6	7.00	3.46	12	5.92	3.18	10	6.10	3.14	9	4.89	1.90	15	5.60	2.38	18	6.28	2.85	31	6.19	2.23
Staff accessibility	3	4.67	3.06	50	5.42	2.48	17	6.94	2.51	5	6.00	1.22	34	5.79	2.79	37	5.73	2.33	6	3.33	1.37	13	4.46	3.04	10	4.90	3.11	10	4.20	2.44	13	5.15	1.82	15	5.73	2.63	29	5.00	2.10
Straightforwardness and honesty	3	7.00	3.00	55	6.91	2.08	17	6.71	1.96	5	6.60	2.07	37	7.59	2.15	34	6.12	1.97	6	7.50	2.59	12	6.25	3.36	10	5.30	3.50	9	6.78	2.68	12	6.67	1.87	16	6.63	2.55	29	6.62	2.13
Collaboration with groups outside of the Government*	3	7.33	2.89	52	6.19	2.38	14	5.79	2.39	5	6.20	1.10	38	7.53	2.25	41	5.20	2.30	6	6.83	3.43	11	7.55	2.91	10	5.80	2.97	6	7.00	2.19	15	6.07	2.22	17	6.06	2.46	28	5.93	2.36
Collaboration with the Government	3	7.33	2.52	61	8.10	1.66	16	7.88	2.06	6	7.83	1.33	38	8.63	1.38	38	7.97	1.70	7	7.14	2.48	13	8.62	1.89	11	8.18	1.40	10	8.60	1.26	13	8.15	1.82	18	7.00	2.11	31	7.94	1.57
Collaboration with other donors	3	7.00	4.36	52	7.75	1.89	14	7.21	2.15	6	6.33	2.07	34	8.03	1.96	32	7.53	2.00	6	6.50	3.15	10	8.30	2.41	10	8.50	2.12	8	9.13	.99	10	8.10	1.20	17	7.41	2.37	23	7.74	1.89
Follow through over time	2	5.00	4.24	43	6.88	2.49	15	6.87	1.88	4	5.25	1.26	31	7.16	2.16	29	6.31	2.02	5	6.60	3.05	7	5.86	2.54	9	5.89	2.09	7	6.29	2.21	11	6.36	1.80	13	6.77	2.71	21	6.90	2.26

*Significantly different between stakeholder groups

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	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
The World Bank works too slowly	0.0%	8.2%	25.0%	16.7%	31.0%	4.7%	0.0%	28.6%	18.2%	11.1%	0.0%	5.0%	18.2%
The World Bank does not reach out enough to non-state actors	33.3%	13.1%	12.5%	0.0%	31.0%	39.5%	10.0%	14.3%	9.1%	33.3%	33.3%	15.0%	30.3%
The Government works inefficiently	66.7%	23.0%	25.0%	66.7%	19.0%	20.9%	40.0%	14.3%	9.1%	22.2%	40.0%	30.0%	30.3%
There is not an adequate level of citizen/civil society participation	33.3%	26.2%	18.8%	16.7%	26.2%	34.9%	30.0%	21.4%	27.3%	22.2%	0.0%	35.0%	30.3%
Poor donor coordination	0.0%	6.6%	12.5%	16.7%	2.4%	4.7%	10.0%	14.3%	0.0%	0.0%	6.7%	10.0%	0.0%
The World Bank does not do adequate follow through/follow-up	0.0%	6.6%	12.5%	16.7%	9.5%	7.0%	0.0%	7.1%	9.1%	0.0%	0.0%	5.0%	6.1%
Lack of/inadequate levels of capacity in Government	0.0%	11.5%	18.8%	50.0%	16.7%	30.2%	10.0%	7.1%	27.3%	11.1%	40.0%	15.0%	6.1%
Political pressures and obstacles	0.0%	13.1%	12.5%	16.7%	28.6%	11.6%	10.0%	28.6%	27.3%	11.1%	20.0%	30.0%	24.2%
Reforms are not well thought out in light of country challenges	0.0%	41.0%	25.0%	0.0%	11.9%	18.6%	10.0%	14.3%	9.1%	22.2%	20.0%	20.0%	18.2%
Support not in the right area	33.3%	6.6%	0.0%	0.0%	4.8%	11.6%	20.0%	7.1%	0.0%	11.1%	6.7%	0.0%	0.0%
Inadequate consultation	0.0%	18.0%	18.8%	0.0%	2.4%	7.0%	30.0%	0.0%	27.3%	33.3%	0.0%	5.0%	9.1%
The World Bank is not sensitive enough to political/social realities on the ground	0.0%	18.0%	6.3%	0.0%	4.8%	9.3%	30.0%	14.3%	9.1%	22.2%	26.7%	20.0%	18.2%
Other	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	14.3%	9.1%	0.0%	0.0%	0.0%	3.0%

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 Zambia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	World Bank Effectiveness and Results																																						
	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
Anti corruption	3	5.00	1.73	42	6.26	2.14	13	6.08	2.33	2	4.00	2.83	30	5.67	2.59	35	5.17	2.35	6	3.17	1.72	9	6.56	2.51	8	6.00	3.16	8	6.75	3.01	12	4.75	2.67	18	5.44	3.01	25	5.20	2.68
Information and communications technology	3	5.33	2.31	43	6.16	2.16	14	6.14	1.46	3	6.00	2.65	31	5.97	2.39	28	5.54	1.50	7	5.14	3.24	10	7.70	2.58	7	4.86	1.88	5	5.50	2.14	11	6.27	2.33	17	5.94	2.14	25	5.76	2.33
Transport*	3	6.67	1.53	49	6.63	1.97	16	7.50	1.63	5	6.20	1.79	36	6.86	2.31	32	6.47	2.34	7	5.00	2.77	11	8.27	2.72	6	4.33	3.08	8	5.38	2.62	12	6.75	2.26	18	6.50	2.23	25	6.56	2.04
Crime and violence	3	2.67	5.8	36	3.94	2.29	11	4.82	2.27	2	2.00	.00	29	4.17	2.35	30	3.57	2.14	4	3.75	2.06	8	4.00	3.12	6	2.17	1.33	5	3.20	1.64	10	4.10	1.45	15	4.40	2.90	22	4.09	1.97
Law and justice	3	3.00	1.00	42	5.02	2.42	11	5.36	2.58	2	3.00	1.41	32	5.69	2.32	29	3.93	2.42	6	4.17	2.32	10	5.10	3.35	7	4.29	2.81	6	4.67	2.88	10	4.50	1.08	16	4.88	2.78	21	4.57	2.56
Urban development*	3	6.00	1.73	51	6.25	1.93	13	7.08	2.14	2	4.00	2.83	40	6.73	2.03	35	5.89	1.89	7	6.57	3.46	13	8.15	1.82	8	5.25	1.98	7	5.71	2.63	12	6.08	1.56	18	6.39	2.28	24	5.88	1.92
Environmental sustainability	3	6.33	1.15	48	6.35	2.07	13	7.15	2.23	4	5.50	1.91	37	7.00	2.05	35	6.34	1.88	6	5.17	3.43	12	7.58	2.31	7	7.29	1.60	7	5.29	3.15	12	6.25	2.49	17	6.71	2.08	24	6.04	2.20
Regulatory framework*	3	5.00	2.65	49	6.57	2.00	15	7.07	2.22	5	6.40	1.34	37	6.57	2.30	30	6.13	1.70	4	3.75	3.10	9	8.56	2.01	8	7.88	1.36	7	4.57	2.82	12	6.33	2.02	17	6.47	1.84	18	5.17	2.41
Basic infrastructure	3	5.33	2.08	55	6.64	2.15	14	6.71	2.09	4	6.00	.82	38	6.84	1.84	35	6.37	2.02	7	6.00	2.00	10	7.60	3.20	8	4.88	3.09	6	6.50	2.17	13	7.46	1.76	18	6.50	2.26	25	6.20	1.55
Communicable/non-communicable disease*	3	7.00	2.65	46	6.48	2.15	13	6.85	2.48	4	6.50	3.00	38	7.21	2.16	30	5.23	2.39	6	4.50	3.15	11	7.36	2.20	9	5.33	2.00	6	4.67	3.01	12	7.58	1.44	18	5.83	2.57	25	6.16	2.44
Poverty reduction	3	8.00	2.65	57	6.96	1.89	15	7.33	2.16	6	6.17	2.23	39	7.31	2.31	35	6.51	2.11	6	5.17	3.60	13	7.85	1.99	11	6.45	3.24	6	5.33	2.73	14	7.64	1.82	19	6.00	2.03	28	6.29	2.11
Gender	3	7.33	1.15	43	5.98	1.82	13	6.00	1.63	4	5.50	3.00	39	6.36	1.95	31	5.32	2.15	5	5.80	2.77	12	7.75	2.45	7	7.00	1.15	5	5.20	3.27	12	6.50	1.31	16	5.94	2.67	21	5.71	2.24
Domestic private sector development	3	7.33	1.53	50	5.98	2.18	12	5.58	2.64	4	5.75	.96	38	6.58	2.24	32	5.94	1.63	6	6.17	3.43	12	8.17	2.33	7	6.57	2.37	7	5.57	2.70	12	6.25	1.86	17	5.24	2.25	22	5.68	2.44
Foreign direct investment	3	8.33	1.53	46	6.59	1.84	11	6.73	2.33	4	5.75	1.89	37	6.81	2.23	31	6.26	1.84	5	7.80	2.17	9	8.00	2.00	10	7.50	2.27	6	7.50	1.64	12	6.92	1.88	17	6.35	2.23	23	5.65	1.75
Water and sanitation*	3	8.33	1.53	55	7.05	1.57	15	7.13	2.00	4	5.75	1.71	40	7.35	2.15	36	7.06	1.98	6	6.33	3.27	12	8.42	1.56	8	5.63	2.77	7	5.14	2.34	13	7.23	1.79	19	7.05	2.25	27	6.81	1.90
Trade and exports*	3	7.67	1.53	44	5.61	1.94	10	7.00	1.83	3	5.00	2.65	36	6.17	2.21	30	6.07	2.02	6	5.00	3.29	12	7.75	1.96	7	6.43	1.90	4	5.00	2.94	13	6.08	2.10	17	5.35	2.29	18	4.94	2.07
Economic growth	3	8.67	.58	55	7.00	1.81	15	7.27	2.22	6	6.33	1.75	39	7.23	2.38	35	6.57	1.97	6	8.00	1.67	14	8.57	1.74	8	7.38	1.69	7	6.29	2.63	12	8.08	1.73	17	7.47	1.97	24	6.50	2.17
Energy	3	5.00	3.61	51	6.75	1.83	13	6.77	2.24	4	7.25	1.50	39	6.59	2.04	33	6.88	1.87	4	6.75	3.20	11	7.55	2.07	8	6.75	2.05	7	5.86	1.77	13	7.15	1.86	17	6.65	2.21	26	6.65	2.17
Disaster management	2	5.50	3.54	45	5.84	1.91	11	5.91	2.17	2	4.50	2.12	36	6.14	2.24	28	5.25	1.90	4	6.50	3.70	11	6.00	2.83	7	4.71	2.81	7	6.57	2.37	10	6.90	1.60	18	5.50	2.48	21	5.14	1.71
Monitoring and evaluation	3	4.00	2.65	50	6.70	1.87	15	6.47	2.17	2	5.50	3.54	36	6.92	2.05	32	6.28	2.17	5	7.20	3.27	11	6.55	3.05	5	5.60	3.21	5	7.00	2.74	11	7.00	1.95	15	6.87	2.20	20	5.95	1.82
Public financial management	3	5.33	4.51	50	6.84	1.88	13	6.46	1.98	4	6.25	2.22	36	6.56	2.08	32	6.50	1.88	6	7.33	3.50	10	7.70	1.64	9	8.56	1.42	7	7.57	2.51	12	7.42	2.19	16	6.38	2.42	23	5.83	2.12
Job creation/employment	3	5.67	3.21	47	4.64	2.04	13	5.00	2.45	2	4.50	2.12	35	5.43	2.40	33	3.88	1.39	6	3.50	2.88	11	5.36	2.58	7	3.43	1.72	5	4.40	2.88	12	5.33	2.06	18	4.56	2.23	24	4.46	2.11
Financial markets	3	6.00	4.36	46	5.89	1.96	11	5.55	1.92	3	5.00	1.73	35	6.34	2.38	29	5.69	1.71	6	3.67	2.94	11	6.18	2.86	8	5.88	1.73	6	5.33	2.42	12	6.08	1.88	18	5.33	1.88	20	5.80	1.79
Equality of opportunity	3	6.00	2.00	41	5.12	1.95	10	4.60	2.32	2	4.50	2.12	31	5.97	2.39	30	4.73	2.23	5	4.40	2.30	12	6.75	2.86	7	6.14	2.61	6	4.33	2.16	12	6.42	2.47	18	4.67	2.35	17	4.88	1.69
Health	3	7.67	3.21	56	6.98	1.58	13	6.69	2.14	4	6.50	2.38	39	7.69	2.07	37	6.43	2.15	6	6.50	2.35	14	7.64	2.13	9	8.22	1.20	7	5.86	2.12	13	8.15	1.41	18	6.94	2.39	26	7.04	2.03
Rural development	3	7.67	.58	55	6.07	2.04	13	6.85	2.54	4	5.00	2.16	39	6.82	2.49	36	5.89	1.91	8	5.25	3.37	14	6.64	2.50	7	4.86	3.02	7	5.57	2.15	13	6.46	2.15	19	5.95	2.63	27	6.04	2.55
Global integration	3	7.67	3.21	49	6.57	1.71	13	5.77	2.42	3	5.00	2.65	37	6.92	2.23	29	6.48	2.10	6	8.83	.98	11	7.27	2.69	7	6.57	1.72	7	5.57	2.44	12	6.33	2.23	16	6.81	1.52	19	6.32	2.26
Governance	3	7.67	1.53	53	6.51	1.92	15	6.73	2.22	5	4.40	1.14	39	6.82	2.23	34	6.12	2.10	7	7.00	2.94	14	7.21	2.49	7	6.71	2.43	7	6.29	2.63	12	6.42	2.54	17	6.65	2.50	24	6.04	2.07
Food security	3	7.33	2.52	48	5.92	1.94	12	6.42	2.39	2	3.50	.71	37	6.43	2.09	35	5.54	2.08	7	6.14	2.85	13	7.15	2.15	8	5.38	3.38	6	5.33	3.01	13	6.69	2.02	15	6.27	2.52	23	5.78	2.39
Education	3	5.00	3.00	55	6.56	1.77	14	6.50	2.10	3	5.33	2.08	40	6.95	2.19	34	6.68	1.84	7	6.71	3.20	14	6.57	2.31	9	6.56	3.50	7	6.00	3.42	14	6.79	2.12	17	6.65	2.67	25	6.52	2.16
Social protection*	3	7.00	2.65	43	4.42	1.95	12	4.87	1.97	2	4.50	2.12	36	6.11	2.44	31	4.23	2.19	3	2.00	1.00	9	4.78	2.17	6	2.83	2.04	5	4.20	2.77	12	6.42	1.68	15	4.67	3.13	21	4.19	2.09
Climate change	3	7.67	1.15	53	6.36	2.01	12	4.83	1.80	4	6.25	2.22	38	6.47	2.19	32	5.47	1.70	6	6.00	2.61	11	6.18	2.75	6	5.67	1.75	5	4.60	3.05	12	6.00	1.91	17	5.24	2.86	24	5.50	2.23
Public sector reform	3	7.00	1.00	56	6.71	1.89	14	6.79	2.42	6	6.17	2.23	41	7.05	2.16	32	6.69	1.60	5	6.60	3.13	9	7.00	2.74	7	7.29	2.06	7	6.43	2.99	13	7.23	1.59	18	6.28	2.47	25	6.64	1.60
Regional integration	3	5.67	1.53	46	6.07	1.74	14	6.57	2.14	4	5.25	1.71	37	6.68	2.30	30	6.30	2.02	5	8.20	2.05	11	6.73	2.65	7	7.00	1.29	7	6.29	2.75	12	6.83	2.21	17	5.88	2.50	19		

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Office of President/Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Weekly	0.0%	6.3%	11.8%	40.0%	6.8%	0.0%	0.0%	6.7%	0.0%	11.1%	12.5%	0.0%	3.0%
Monthly	33.3%	9.5%	41.2%	40.0%	4.5%	11.9%	0.0%	0.0%	18.2%	0.0%	0.0%	4.8%	9.1%
A few times a year	0.0%	33.3%	17.6%	20.0%	38.6%	59.5%	0.0%	66.7%	18.2%	22.2%	56.3%	33.3%	33.3%
Rarely	66.7%	34.9%	5.9%	0.0%	25.0%	16.7%	30.0%	13.3%	18.2%	22.2%	12.5%	23.8%	27.3%
Never	0.0%	15.9%	23.5%	0.0%	25.0%	11.9%	70.0%	13.3%	45.5%	44.4%	18.8%	38.1%	27.3%

When thinking about the development challenges in Zambia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Public sector reform	0.0%	14.1%	29.4%	16.7%	15.9%	4.8%	0.0%	13.3%	0.0%	0.0%	0.0%	14.3%	15.2%
Gender	0.0%	0.0%	5.9%	0.0%	2.3%	14.3%	0.0%	0.0%	0.0%	11.1%	0.0%	4.8%	3.0%
Education	33.3%	31.3%	11.8%	0.0%	34.1%	23.8%	50.0%	40.0%	18.2%	33.3%	37.5%	42.9%	39.4%
Domestic private sector development	100.0%	23.4%	23.5%	16.7%	27.3%	16.7%	10.0%	13.3%	27.3%	0.0%	25.0%	19.0%	24.2%
Foreign direct investment	0.0%	3.1%	0.0%	16.7%	0.0%	2.4%	0.0%	6.7%	0.0%	11.1%	6.3%	0.0%	9.1%
Water and sanitation	0.0%	7.8%	17.6%	33.3%	11.4%	11.9%	10.0%	13.3%	9.1%	11.1%	6.3%	14.3%	9.1%
Trade and exports	0.0%	14.1%	0.0%	0.0%	4.5%	7.1%	0.0%	6.7%	9.1%	11.1%	18.8%	0.0%	6.1%
Inclusive economic growth	0.0%	7.8%	29.4%	50.0%	6.8%	11.9%	10.0%	6.7%	9.1%	0.0%	18.8%	19.0%	9.1%
Energy	33.3%	12.5%	17.6%	0.0%	15.9%	0.0%	0.0%	0.0%	18.2%	0.0%	6.3%	14.3%	12.1%
Disaster management	0.0%	1.6%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Livestock sector development	0.0%	4.7%	0.0%	0.0%	9.1%	2.4%	30.0%	6.7%	0.0%	0.0%	6.3%	4.8%	15.2%
Governance (building strong institutions/government effectiveness)	0.0%	10.9%	0.0%	16.7%	15.9%	31.0%	0.0%	6.7%	9.1%	22.2%	12.5%	0.0%	15.2%
Social protection (e.g., pensions, targeted social assistance)	0.0%	3.1%	0.0%	0.0%	4.5%	2.4%	0.0%	6.7%	27.3%	0.0%	0.0%	4.8%	6.1%
Climate change (e.g., mitigation, adaptation)	0.0%	4.7%	0.0%	0.0%	2.3%	16.7%	0.0%	0.0%	0.0%	11.1%	6.3%	0.0%	0.0%
Poverty reduction	33.3%	21.9%	5.9%	0.0%	20.5%	40.5%	40.0%	46.7%	27.3%	0.0%	37.5%	28.6%	15.2%
Law and justice (e.g., judicial system)	0.0%	0.0%	0.0%	0.0%	11.4%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	3.1%	11.8%	0.0%	2.3%	4.8%	10.0%	20.0%	9.1%	0.0%	12.5%	9.5%	6.1%
Financial markets	0.0%	1.6%	11.8%	0.0%	2.3%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%
Equality of opportunity (i.e., equity)	0.0%	3.1%	0.0%	0.0%	6.8%	2.4%	0.0%	0.0%	0.0%	11.1%	12.5%	14.3%	9.1%
Urban development	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Information and communications technology	0.0%	1.6%	0.0%	0.0%	2.3%	2.4%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	3.0%
Transport (e.g., roads, bridges, transportation)	0.0%	6.3%	11.8%	33.3%	4.5%	2.4%	0.0%	0.0%	9.1%	11.1%	6.3%	9.5%	3.0%
Agricultural development	33.3%	32.8%	35.3%	16.7%	27.3%	26.2%	30.0%	33.3%	27.3%	33.3%	37.5%	14.3%	24.2%
Access to finance	33.3%	6.3%	17.6%	0.0%	13.6%	7.1%	10.0%	6.7%	18.2%	22.2%	0.0%	4.8%	3.0%
Natural resource management (e.g., oil, gas, mining)	0.0%	7.8%	5.9%	0.0%	2.3%	7.1%	0.0%	0.0%	9.1%	22.2%	6.3%	9.5%	6.1%
Public financial management (e.g., public expenditure, fiscal system reform)	0.0%	1.6%	0.0%	33.3%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Job creation/employment	0.0%	17.2%	17.6%	33.3%	22.7%	23.8%	30.0%	20.0%	27.3%	11.1%	6.3%	14.3%	24.2%
Health	0.0%	15.6%	11.8%	0.0%	4.5%	9.5%	40.0%	20.0%	9.1%	11.1%	6.3%	14.3%	12.1%
Rural development	0.0%	25.0%	23.5%	16.7%	4.5%	9.5%	30.0%	20.0%	27.3%	33.3%	6.3%	23.8%	9.1%
Global integration	33.3%	1.6%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	3.1%	0.0%	0.0%	2.3%	2.4%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	3.0%
Environmental sustainability	0.0%	3.1%	0.0%	0.0%	2.3%	7.1%	0.0%	0.0%	0.0%	11.1%	12.5%	0.0%	3.0%
Regulatory framework	0.0%	1.6%	5.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Basic infrastructure	0.0%	4.7%	0.0%	16.7%	4.5%	0.0%	0.0%	6.7%	9.1%	0.0%	6.3%	4.8%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at... in Zambia? (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge																																							
	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
Raising your awareness of the particular topic	2	5.00	2.83	56	5.71	2.17	15	7.00	1.73	6	6.67	1.51	38	5.87	2.33	36	6.03	2.34	7	5.29	3.09	12	6.42	2.75	11	6.55	2.84	9	4.33	2.69	16	6.13	2.63	18	5.00	2.09	28	4.89	2.17
Stimulating public debate/dialogue*	2	5.00	4.24	57	5.51	1.86	15	6.53	1.96	6	4.67	1.63	39	6.59	2.52	36	5.83	2.20	6	5.17	2.93	13	5.92	2.81	11	6.82	2.48	8	4.25	2.25	15	5.27	2.02	17	4.41	2.62	30	4.37	2.04
Enhancing your knowledge and/or skills	3	4.00	2.65	58	6.36	2.13	17	6.71	2.02	6	5.83	1.72	39	6.59	2.40	36	6.28	2.13	7	6.14	3.08	13	6.38	2.63	10	6.10	2.02	9	4.56	2.60	16	6.62	2.06	18	5.17	2.60	31	5.10	2.33
Contributing to good policy making*	2	4.00	1.41	60	7.07	1.75	15	6.60	2.29	6	5.83	1.47	40	6.85	2.24	38	6.24	2.03	7	8.00	1.63	13	8.08	2.02	11	7.91	1.64	10	6.40	2.59	14	7.57	1.87	19	6.37	2.19	28	6.32	2.07
Providing support for program implementation*	3	5.00	1.00	59	6.80	2.07	16	7.38	1.78	5	5.20	1.64	40	7.10	2.33	38	6.26	1.90	6	7.17	1.83	14	8.50	1.91	10	7.70	1.64	9	8.22	2.05	13	7.31	1.70	19	7.42	2.46	27	6.37	2.13

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank's knowledge and research... in Zambia? (1-To no degree at all, 10-To a very significant degree)

The World Bank's Knowledge																																							
	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
Are timely	2	3.00	1.41	53	5.92	1.83	12	5.75	1.76	5	5.40	2.19	33	6.21	2.13	35	5.63	2.04	8	3.25	2.87	13	6.23	3.06	10	5.30	2.26	8	6.13	2.53	13	6.46	2.15	16	6.06	2.24	26	5.58	2.39
Include appropriate level of stakeholder involvement during preparation	2	4.00	1.41	55	5.84	1.86	15	6.07	2.15	4	5.50	1.00	36	6.67	2.15	35	5.74	2.16	7	5.57	2.23	13	6.69	3.01	10	5.60	2.59	10	5.50	2.51	14	6.43	2.21	15	4.80	2.24	30	5.17	2.15
Are relevant to Zambia's development priorities	3	6.33	3.51	60	6.68	1.84	15	7.60	1.64	6	6.33	.52	36	7.14	2.27	36	6.42	1.71	8	7.88	1.81	14	7.36	3.03	11	7.18	2.04	9	5.89	1.96	14	7.57	1.60	18	6.33	1.91	30	6.33	1.94
Provide feasible recommendations	2	4.50	3.54	58	6.31	1.86	15	6.67	1.76	6	6.33	1.37	36	7.00	1.91	36	6.47	1.66	7	6.71	2.36	12	6.67	2.50	11	7.09	2.12	8	5.13	2.03	15	7.07	2.02	16	6.69	1.92	26	6.23	1.77
Are accessible (well written and easy to understand)	2	3.00	2.83	59	6.12	2.18	15	6.87	2.20	6	5.67	1.75	35	6.49	2.44	36	6.36	2.03	6	7.67	3.01	14	7.00	2.60	11	4.73	2.97	9	5.44	2.88	15	7.00	2.17	15	6.13	2.03	26	6.00	2.17
A source of relevant information on global good practices	3	5.33	3.06	59	7.42	1.72	14	7.57	1.74	6	6.17	1.47	35	7.29	1.72	38	7.53	1.70	6	6.50	2.74	13	7.46	2.93	9	7.78	1.79	8	4.88	2.53	15	7.60	1.76	17	7.06	2.01	28	7.25	2.10
Are adequately disseminated	2	4.00	1.41	60	5.42	2.35	13	6.46	1.98	6	3.83	1.47	36	6.19	2.48	38	5.03	2.25	8	4.38	2.45	13	4.62	3.18	11	6.18	2.82	8	4.00	3.16	15	5.73	2.28	16	5.62	2.42	28	5.00	2.33
Are appropriately translated	2	6.00	2.83	52	5.54	2.67	12	5.93	2.37	3	6.33	1.15	34	6.24	2.55	35	3.86	2.09	8	5.25	3.41	11	4.91	3.02	11	5.36	2.91	6	3.50	1.76	12	5.50	2.58	17	4.76	2.77	25	5.48	2.65
Are adaptable to Zambia's specific development challenges and circumstances	3	6.67	3.51	60	6.00	2.18	15	7.00	1.89	6	6.33	1.03	37	6.95	2.76	36	5.39	2.10	7	6.29	3.30	14	6.71	2.84	10	4.70	3.20	7	4.71	2.50	15	6.47	2.10	15	6.67	2.09	28	5.61	2.33

The World Bank's Knowledge																																							
	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	2	5.50	2.12	60	6.88	1.70	17	6.82	1.51	6	6.50	1.52	40	7.45	2.01	38	6.37	1.67	8	6.25	2.87	13	7.23	2.24	11	6.36	2.46	10	6.20	2.20	14	6.93	1.59	18	7.00	2.06	30	6.60	2.01
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	3	7.67	2.08	58	7.59	1.34	16	8.00	1.32	6	6.83	1.17	42	7.55	2.10	39	7.59	1.93	7	6.57	2.64	13	8.00	2.00	10	7.40	2.22	10	7.10	1.91	13	8.31	1.97	18	7.06	2.04	29	7.59	1.45
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	2	7.00	1.41	43	6.16	1.74	13	6.62	1.94	4	5.75	2.22	33	6.61	2.18	29	5.86	2.05	4	5.50	2.65	9	6.22	2.22	7	6.57	2.07	6	5.33	2.58	9	5.11	2.09	13	6.62	2.26	21	5.86	1.53
To what extent do you believe that Zambia received value for money from the World Bank's products/services that were paid for on a fee for service basis?	3	6.33	3.51	49	6.67	1.84	12	6.67	2.10	2	6.00	.00	34	7.06	2.21	28	6.18	2.00	5	6.20	2.77	13	6.54	2.18	8	5.12	2.53	8	6.38	2.77	10	7.10	1.73	13	7.23	1.79	24	5.75	1.36

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-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, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Working with the World Bank																																						
	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
The World Bank disburses funds promptly*	3	6.00	1.00	50	5.30	2.09	12	4.92	1.98	5	4.40	2.41	31	6.52	2.17	29	4.93	2.15	7	3.86	2.67	12	4.92	2.61	9	3.78	3.38	10	5.70	2.95	10	5.70	2.11	15	6.67	2.06	25	5.96	1.86
The World Bank effectively monitors and evaluates the projects and programs it supports	3	8.00	2.00	55	7.33	1.79	17	7.12	2.00	6	5.33	1.37	39	7.18	2.58	37	6.54	2.10	7	7.43	1.90	13	8.23	2.13	11	6.27	2.94	8	8.00	2.14	13	6.92	1.80	18	7.28	2.24	27	6.74	2.18
The World Bank's approvals and reviews are done in a timely fashion*	3	6.00	1.73	50	5.82	2.23	14	6.00	1.75	6	3.83	1.72	33	6.67	2.42	32	5.69	2.32	7	4.00	3.06	11	6.36	2.87	9	4.22	2.49	9	6.22	2.28	10	5.20	1.81	18	6.94	2.41	25	6.36	2.38
The World Bank's "Safeguard Policy" requirements are reasonable	3	7.33	2.52	49	5.96	2.03	14	6.43	2.24	4	6.25	.96	30	6.83	2.15	26	5.88	2.73	4	6.25	.96	12	6.50	2.02	6	6.33	2.16	7	3.86	1.68	9	6.89	1.36	17	6.35	2.09	21	6.05	1.91
The World Bank imposes reasonable conditions on its lending	3	7.67	2.52	55	5.15	2.21	15	5.73	2.05	6	5.83	1.17	35	6.57	2.33	35	5.06	2.38	7	6.00	2.83	9	5.22	1.64	10	5.70	3.20	10	5.60	2.76	12	5.83	2.08	18	6.39	2.59	28	5.00	2.02
Working with the World Bank increases Zambia's institutional capacity	3	5.33	2.08	60	7.13	1.94	17	6.88	2.23	6	7.17	.75	39	7.62	2.48	39	6.79	2.03	6	7.83	1.17	14	8.07	2.20	11	6.55	2.42	8	7.25	3.20	12	6.67	1.78	17	6.53	2.24	30	7.17	1.80
The World Bank ensures consistency and continuity through staff changes	2	7.00	4.24	44	6.18	1.74	11	6.27	2.80	5	4.60	1.52	27	7.22	2.62	29	5.69	2.16	7	6.00	3.27	7	7.14	2.85	8	5.00	2.62	4	6.25	2.99	9	5.56	1.59	16	6.44	2.34	21	6.19	2.04
The World Bank's teams and visits are well coordinated*	3	5.33	1.53	53	6.36	2.25	16	6.75	1.48	6	4.17	1.72	30	7.47	2.19	26	6.65	2.58	7	5.29	3.50	12	7.75	2.56	10	6.30	2.58	4	4.75	2.87	9	5.78	2.05	15	7.60	2.61	23	6.61	2.08
Where country systems are adequate, the World Bank makes appropriate use of them	3	6.67	3.06	47	5.94	2.00	13	6.69	1.93	5	6.80	1.64	32	7.94	2.24	27	6.93	2.72	6	5.83	3.43	9	7.33	2.55	9	5.89	2.57	7	6.29	3.20	7	6.71	1.50	15	7.33	1.72	23	6.57	1.93
The World Bank provides effective implementation support	3	9.00	1.73	58	6.86	1.91	15	7.13	2.07	6	6.00	1.26	37	7.76	2.50	35	6.66	2.10	7	7.29	2.63	13	8.00	2.42	10	7.40	2.41	10	7.00	2.94	9	7.00	2.55	18	7.28	2.22	27	7.19	1.88

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Zambia

The Future Role of the World Bank in Zambia																																							
	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
How significant a role do you believe the World Bank SHOULD play in Zambia's development in the near future?	2	8.50	2.12	61	8.72	1.50	17	7.88	1.32	6	7.83	1.17	43	8.12	2.10	43	8.33	1.89	8	8.38	2.67	15	8.73	1.71	11	8.91	1.04	10	7.50	2.01	15	8.27	1.58	19	8.47	1.71	32	8.06	2.14

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Improve the quality of its experts as related to Zambia's specific challenges	33.3%	34.4%	31.3%	16.7%	57.1%	34.9%	30.0%	26.7%	0.0%	30.0%	64.3%	23.8%	28.1%
Reduce the complexity of obtaining World Bank financing	66.7%	60.7%	56.3%	16.7%	33.3%	44.2%	20.0%	53.3%	81.8%	60.0%	28.6%	42.9%	50.0%
Focus primarily on advocacy issues	0.0%	3.3%	0.0%	0.0%	7.1%	14.0%	0.0%	0.0%	0.0%	30.0%	0.0%	14.3%	12.5%
Improve the competitiveness of its financing compared to markets	0.0%	13.1%	6.3%	16.7%	21.4%	14.0%	10.0%	13.3%	27.3%	0.0%	28.6%	14.3%	12.5%
Ensure greater selectivity in its work	33.3%	14.8%	18.8%	33.3%	14.3%	16.3%	0.0%	6.7%	0.0%	10.0%	14.3%	14.3%	21.9%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	33.3%	23.0%	6.3%	16.7%	16.7%	34.9%	20.0%	40.0%	27.3%	10.0%	21.4%	19.0%	9.4%
Offer more innovative financial products	33.3%	16.4%	18.8%	16.7%	9.5%	14.0%	50.0%	6.7%	36.4%	20.0%	7.1%	23.8%	28.1%
Offer more innovative knowledge services	0.0%	9.8%	25.0%	16.7%	9.5%	9.3%	30.0%	40.0%	9.1%	20.0%	21.4%	23.8%	9.4%
Increase availability of Fee-Based services	0.0%	1.6%	0.0%	0.0%	0.0%	4.7%	10.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster	0.0%	9.8%	25.0%	16.7%	16.7%	2.3%	10.0%	6.7%	0.0%	20.0%	0.0%	9.5%	15.6%
Other	0.0%	3.3%	0.0%	16.7%	4.8%	4.7%	10.0%	0.0%	9.1%	0.0%	14.3%	0.0%	9.4%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Local newspapers	66.7%	79.4%	64.7%	50.0%	65.9%	83.7%	36.4%	80.0%	72.7%	55.6%	46.7%	81.0%	84.8%
International newspapers	0.0%	3.2%	0.0%	0.0%	4.5%	9.3%	0.0%	6.7%	0.0%	0.0%	6.7%	4.8%	3.0%
Local radio	0.0%	22.2%	17.6%	0.0%	20.5%	9.3%	72.7%	33.3%	9.1%	55.6%	6.7%	38.1%	27.3%
International radio	33.3%	0.0%	5.9%	16.7%	2.3%	0.0%	0.0%	6.7%	0.0%	0.0%	6.7%	4.8%	0.0%
Local television	66.7%	25.4%	23.5%	16.7%	29.5%	34.9%	45.5%	20.0%	36.4%	22.2%	26.7%	28.6%	39.4%
International television	0.0%	9.5%	11.8%	0.0%	9.1%	2.3%	9.1%	0.0%	18.2%	33.3%	0.0%	9.5%	0.0%
Periodicals	0.0%	14.3%	17.6%	0.0%	9.1%	11.6%	0.0%	6.7%	9.1%	11.1%	13.3%	14.3%	6.1%
Internet	33.3%	36.5%	52.9%	33.3%	50.0%	46.5%	9.1%	33.3%	45.5%	22.2%	66.7%	19.0%	27.3%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	5.9%	0.0%	4.5%	2.3%	9.1%	13.3%	0.0%	0.0%	0.0%	0.0%	9.1%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	4.8%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	3.0%

G. Communication and Information Sharing (continued)

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	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
World Bank website	33.3%	45.9%	64.7%	16.7%	38.6%	52.4%	0.0%	6.7%	45.5%	0.0%	75.0%	14.3%	30.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	0.0%	27.9%	17.6%	66.7%	22.7%	31.0%	36.4%	60.0%	18.2%	0.0%	0.0%	28.6%	24.2%
e-Newsletters	0.0%	37.7%	5.9%	66.7%	34.1%	19.0%	18.2%	26.7%	45.5%	50.0%	18.8%	9.5%	27.3%
Instant messaging	0.0%	1.6%	0.0%	0.0%	0.0%	2.4%	0.0%	6.7%	9.1%	0.0%	0.0%	0.0%	6.1%
World Bank seminars/workshops/conferences	0.0%	34.4%	41.2%	0.0%	27.3%	35.7%	54.5%	53.3%	27.3%	40.0%	31.3%	38.1%	27.3%
World Bank Public Information Center	66.7%	6.6%	5.9%	0.0%	15.9%	9.5%	18.2%	13.3%	0.0%	30.0%	18.8%	33.3%	18.2%
World Bank publications and other written materials	66.7%	37.7%	35.3%	50.0%	27.3%	35.7%	27.3%	13.3%	45.5%	40.0%	37.5%	38.1%	30.3%
Mobile phones	33.3%	1.6%	11.8%	0.0%	9.1%	0.0%	9.1%	6.7%	0.0%	10.0%	6.3%	9.5%	9.1%
Social media (Facebook, Twitter, YouTube)	0.0%	1.6%	5.9%	0.0%	6.8%	9.5%	27.3%	13.3%	0.0%	10.0%	12.5%	9.5%	24.2%
Blogs	0.0%	0.0%	5.9%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Other	0.0%	1.6%	5.9%	0.0%	6.8%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	3.0%

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	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Yes	50.0%	13.6%	35.3%	20.0%	30.0%	23.1%	20.0%	13.3%	30.0%	30.0%	12.5%	20.0%	28.1%
No	50.0%	86.4%	64.7%	80.0%	70.0%	76.9%	80.0%	86.7%	70.0%	70.0%	87.5%	80.0%	71.9%

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

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Yes	0.0%	12.5%	37.5%	66.7%	22.5%	26.3%	30.0%	28.6%	27.3%	0.0%	13.3%	10.0%	18.8%
No	100.0%	87.5%	62.5%	33.3%	77.5%	73.7%	70.0%	71.4%	72.7%	100.0%	86.7%	90.0%	81.3%

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Yes	0.0%	100.0%	83.3%	100.0%	87.5%	88.9%	100.0%	50.0%	33.3%	0.0%	50.0%	50.0%	40.0%
No	0.0%	0.0%	16.7%	0.0%	12.5%	11.1%	0.0%	50.0%	66.7%	0.0%	50.0%	50.0%	60.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Yes	100.0%	96.5%	100.0%	100.0%	97.5%	97.3%	60.0%	93.3%	100.0%	90.0%	100.0%	57.1%	100.0%
No	0.0%	3.5%	0.0%	0.0%	2.5%	2.7%	40.0%	6.7%	0.0%	10.0%	0.0%	42.9%	0.0%

*Significantly different between stakeholder groups

Do you use/have used the World Bank website?*

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith- Based Group	Academia	Local Citizens	Other
Yes	0.0%	62.7%	82.4%	100.0%	58.5%	63.2%	0.0%	50.0%	63.6%	62.5%	78.6%	30.0%	46.9%
No	100.0%	37.3%	17.6%	0.0%	41.5%	36.8%	100.0%	50.0%	36.4%	37.5%	21.4%	70.0%	53.1%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

Which do you primarily use?*

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
The World Bank's country website	0.0%	25.0%	26.7%	0.0%	33.3%	41.4%	100.0%	55.6%	0.0%	0.0%	7.7%	57.1%	47.4%
The World Bank's main website	0.0%	75.0%	73.3%	100.0%	66.7%	58.6%	0.0%	44.4%	100.0%	100.0%	92.3%	42.9%	52.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Yes	0.0%	16.4%	17.6%	33.3%	31.7%	27.9%	0.0%	21.4%	9.1%	22.2%	6.3%	19.0%	19.4%
No	66.7%	57.4%	64.7%	66.7%	56.1%	53.5%	63.6%	64.3%	72.7%	44.4%	68.8%	61.9%	67.7%
I don't know what a PIC is	33.3%	26.2%	17.6%	0.0%	12.2%	18.6%	36.4%	14.3%	18.2%	33.3%	25.0%	19.0%	12.9%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which of the following best describes your current position?																																						
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project/PMU			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO			Community-Based Organization			Media			Independent Government Institution			Faith-Based Group			Academia/Research Institute			Local Citizens			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	N	Mean	SD	N	Mean	SD			
I use more data from the World Bank as a result of the organization's Open Data policy	2	4.00	4.24	40	4.88	2.53	15	5.07	2.37	2	4.00	2.83	29	5.93	2.72	37	4.49	2.56	5	4.00	3.94	12	5.50	3.23	8	3.38	1.92	4	4.50	2.65	9	5.11	3.59	15	2.80	2.27	26	4.73	2.59
The World Bank's PIC is a valuable source of information related to development in Zambia	1	8.00		11	5.27	2.05	3	5.67	3.21	2	7.00	4.24	17	6.88	3.14	13	5.92	2.36	3	1.33	.58	3	6.00	4.58	3	7.33	3.79	2	4.00	4.24	5	5.60	3.05	5	6.00	3.94	7	6.29	1.70
I find the World Bank websites easy to navigate*				39	6.90	2.17	13	6.46	2.03	6	6.67	1.51	25	7.36	2.18	29	6.69	2.39	3	1.33	.58	6	6.83	3.97	7	5.71	2.50	2	8.50	2.12	15	7.27	2.37	4	7.75	1.26	16	7.62	2.22
I find the information on the World Bank's websites useful*				38	7.37	1.96	14	7.14	1.99	6	7.33	.82	25	7.84	1.86	30	7.37	2.22	3	1.00	.00	5	8.20	1.30	8	7.63	1.69	3	7.00	3.00	13	8.23	2.05	4	8.25	1.26	17	7.71	2.11
When I need information from the World Bank I know how to find it	1	10.00		43	6.21	2.70	17	6.24	2.02	6	6.83	1.83	29	7.00	2.43	34	6.06	3.32	4	3.25	4.50	10	5.70	3.65	8	4.50	3.34	4	7.75	2.63	13	6.46	2.63	12	5.33	3.28	22	5.00	3.19
The World Bank is responsive to my information requests and inquiries	2	8.50	2.12	33	5.76	2.41	17	6.82	1.78	6	6.33	1.37	25	7.20	2.08	28	6.50	2.78	5	4.40	4.67	9	6.33	3.43	7	5.57	2.64	4	5.00	2.58	8	5.00	3.16	9	5.22	3.38	19	5.95	2.53

*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	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Yes	33.3%	64.5%	88.2%	100.0%	44.2%	65.0%	45.5%	57.1%	70.0%	12.5%	43.8%	28.6%	37.5%
No	66.7%	35.5%	11.8%	0.0%	55.8%	35.0%	54.5%	42.9%	30.0%	87.5%	56.3%	71.4%	62.5%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project/PMU	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	NGO	CBO	Media	Independent Government Institution	Faith-Based Group	Academia	Local Citizens	Other
Observer	100.0%	28.3%	0.0%	0.0%	43.6%	29.3%	50.0%	30.8%	36.4%	60.0%	25.0%	52.6%	46.9%
Use World Bank reports/data	33.3%	25.0%	41.2%	0.0%	38.5%	24.4%	25.0%	46.2%	45.5%	20.0%	43.8%	21.1%	31.3%
Engage in World Bank related/sponsored events/activities	33.3%	41.7%	35.3%	33.3%	20.5%	65.9%	50.0%	23.1%	27.3%	50.0%	25.0%	31.6%	31.3%
Collaborate as part of my professional duties	0.0%	48.3%	58.8%	100.0%	23.1%	19.5%	0.0%	53.8%	36.4%	0.0%	6.3%	10.5%	15.6%
Use World Bank website for information, data, research, etc.	0.0%	16.7%	23.5%	33.3%	23.1%	31.7%	37.5%	15.4%	27.3%	20.0%	56.3%	26.3%	40.6%

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Zambia

In general, would you say that Zambia is headed in...?

Economically						
Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
The right direction	73.8%	68.0%	63.6%	50.0%	76.5%	86.7%
The wrong direction	12.0%	12.0%	22.7%	38.9%	17.6%	6.7%
Not sure	14.2%	20.0%	13.6%	11.1%	5.9%	6.7%

Politically						
Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
The right direction	59.2%	75.0%	41.7%	33.3%	66.7%	81.3%
The wrong direction	16.8%	16.7%	33.3%	55.6%	6.7%	6.3%
Not sure	23.9%	8.3%	25.0%	11.1%	26.7%	12.5%

Socially						
Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
The right direction	50.0%	54.5%	38.1%	38.9%	80.0%	42.9%
The wrong direction	16.3%	13.6%	33.3%	33.3%	6.7%	14.3%
Not sure	33.7%	31.8%	28.6%	27.8%	13.3%	42.9%

When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?

1st Most Important						
Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Rural development	11.3%	0.0%	33.3%	9.1%	6.7%	28.6%
Education	19.2%	33.3%	16.7%	18.2%	20.0%	14.3%
Social protection	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	19.9%	0.0%	16.7%	18.2%	20.0%	28.6%
Public sector reform	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	4.6%	11.1%	0.0%	0.0%	6.7%	0.0%
Access to finance	3.3%	11.1%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	2.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	3.3%	0.0%	8.3%	0.0%	0.0%	0.0%
Livestock sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	6.6%	11.1%	0.0%	9.1%	6.7%	0.0%
Governance	6.6%	0.0%	8.3%	0.0%	13.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	2.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Food security	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Agricultural development	3.3%	11.1%	16.7%	27.3%	6.7%	28.6%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inclusive economic growth	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	1.3%	0.0%	0.0%	9.1%	6.7%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Zambia (continued)

When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?

2 nd Most Important	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Percentage of Respondents						
Rural development	7.3%	10.0%	0.0%	0.0%	0.0%	0.0%
Education	12.0%	0.0%	18.2%	25.0%	0.0%	7.1%
Social protection	0.7%	20.0%	0.0%	8.3%	0.0%	0.0%
Transport	4.0%	10.0%	0.0%	0.0%	0.0%	7.1%
Poverty reduction	5.3%	20.0%	9.1%	0.0%	0.0%	0.0%
Public sector reform	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Gender	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	4.0%	10.0%	0.0%	0.0%	13.3%	0.0%
Access to finance	2.7%	0.0%	18.2%	0.0%	13.3%	0.0%
Foreign direct investment	2.7%	10.0%	0.0%	8.3%	0.0%	0.0%
Water and sanitation	2.7%	10.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	1.3%	0.0%	0.0%	16.7%	6.7%	0.0%
Livestock sector development	0.7%	0.0%	9.1%	0.0%	0.0%	0.0%
Public financial management	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	14.7%	10.0%	18.2%	0.0%	6.7%	28.6%
Governance	7.3%	0.0%	0.0%	0.0%	20.0%	7.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	4.7%	0.0%	0.0%	8.3%	0.0%	21.4%
Energy	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	1.3%	0.0%	18.2%	8.3%	0.0%	0.0%
Climate change	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	6.0%	0.0%	9.1%	8.3%	6.7%	0.0%
Trade and exports	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inclusive economic growth	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Basic infrastructure	3.3%	0.0%	0.0%	0.0%	0.0%	14.3%
Natural resource management	5.3%	0.0%	0.0%	16.7%	6.7%	14.3%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Zambia (continued)

When considering development priorities, which ONE development priority below is the most important in Zambia? Which ONE is the second most important development priority? Which ONE is the third most important priority?

3 rd Most Important	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Percentage of Respondents						
Rural development	6.4%	7.7%	8.3%	27.3%	6.7%	14.3%
Education	5.8%	7.7%	8.3%	0.0%	0.0%	7.1%
Social protection	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	3.8%	0.0%	8.3%	18.2%	0.0%	7.1%
Poverty reduction	3.2%	15.4%	8.3%	0.0%	0.0%	7.1%
Public sector reform	0.6%	0.0%	8.3%	0.0%	0.0%	0.0%
Regional integration	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	3.2%	7.7%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	4.5%	0.0%	8.3%	0.0%	6.7%	0.0%
Access to finance	3.8%	15.4%	0.0%	0.0%	0.0%	14.3%
Foreign direct investment	3.2%	0.0%	0.0%	9.1%	6.7%	0.0%
Water and sanitation	1.3%	7.7%	0.0%	0.0%	6.7%	14.3%
Anti-corruption	5.8%	0.0%	8.3%	0.0%	0.0%	0.0%
Livestock sector development	1.9%	0.0%	0.0%	9.1%	0.0%	0.0%
Public financial management	0.6%	0.0%	0.0%	0.0%	0.0%	7.1%
Job creation/employment	9.0%	0.0%	0.0%	0.0%	13.3%	7.1%
Governance	5.8%	0.0%	0.0%	0.0%	6.7%	0.0%
Financial markets	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	1.9%	7.7%	8.3%	0.0%	6.7%	0.0%
Equality of opportunity	1.9%	0.0%	0.0%	0.0%	6.7%	0.0%
Health	3.2%	0.0%	0.0%	9.1%	6.7%	7.1%
Energy	1.9%	7.7%	0.0%	0.0%	6.7%	0.0%
Food security	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	1.9%	7.7%	0.0%	9.1%	0.0%	0.0%
Agricultural development	10.9%	7.7%	25.0%	0.0%	13.3%	7.1%
Trade and exports	1.3%	0.0%	8.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inclusive economic growth	3.2%	0.0%	0.0%	0.0%	0.0%	7.1%
Law and justice	1.9%	0.0%	0.0%	9.1%	0.0%	0.0%
Regulatory framework	1.3%	7.7%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	3.8%	0.0%	0.0%	9.1%	6.7%	0.0%
Natural resource management	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	1.3%	0.0%	0.0%	0.0%	6.7%	0.0%

A. General Issues facing Zambia (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 Zambia?

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Water and sanitation	9.4%	15.4%	12.5%	10.0%	0.0%	5.9%
Equality of opportunity	11.5%	7.7%	0.0%	0.0%	11.8%	5.9%
Access to finance	24.0%	30.8%	4.2%	25.0%	23.5%	29.4%
Inclusive economic growth	16.7%	15.4%	8.3%	10.0%	5.9%	17.6%
Climate change	1.0%	3.8%	0.0%	0.0%	11.8%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	2.6%	3.8%	0.0%	0.0%	5.9%	0.0%
Gender	2.6%	3.8%	0.0%	0.0%	0.0%	0.0%
Rural development	31.3%	23.1%	37.5%	35.0%	17.6%	64.7%
Urban development	1.6%	0.0%	0.0%	0.0%	5.9%	0.0%
Education	32.8%	42.3%	58.3%	30.0%	29.4%	41.2%
Regulatory framework	0.5%	0.0%	0.0%	0.0%	5.9%	0.0%
Basic infrastructure	8.9%	0.0%	4.2%	0.0%	0.0%	11.8%
Social protection	3.1%	3.8%	0.0%	5.0%	0.0%	0.0%
Law and justice	1.6%	3.8%	0.0%	0.0%	0.0%	0.0%
Transport	7.8%	3.8%	16.7%	25.0%	5.9%	5.9%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Anti-corruption	11.5%	11.5%	4.2%	0.0%	5.9%	5.9%
Domestic private sector development	14.1%	15.4%	8.3%	5.0%	29.4%	0.0%
Foreign direct investment	4.7%	0.0%	4.2%	0.0%	5.9%	0.0%
Global integration	0.5%	0.0%	4.2%	0.0%	11.8%	0.0%
Energy	5.2%	7.7%	8.3%	0.0%	5.9%	0.0%
Public sector reform	1.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Livestock sector development	0.0%	3.8%	4.2%	20.0%	11.8%	0.0%
Governance	6.8%	3.8%	20.8%	15.0%	5.9%	5.9%
Natural resource management	6.3%	3.8%	4.2%	0.0%	17.6%	11.8%
Environmental sustainability	1.0%	0.0%	4.2%	0.0%	5.9%	0.0%
Health	9.9%	19.2%	12.5%	5.0%	11.8%	11.8%
Public financial management	4.2%	0.0%	0.0%	5.0%	11.8%	5.9%
Agricultural development	28.1%	30.8%	45.8%	45.0%	29.4%	29.4%
Job creation/employment	37.5%	30.8%	16.7%	40.0%	5.9%	41.2%
Financial markets	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Trade and exports	5.7%	0.0%	0.0%	5.0%	0.0%	0.0%
Food security	6.3%	15.4%	12.5%	10.0%	5.9%	5.9%

A. General Issues facing Zambia (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 Zambia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Energy	20.4%	28.0%	8.7%	40.0%	29.4%	17.6%
Equality of opportunity	7.9%	12.0%	0.0%	10.0%	11.8%	11.8%
Social protection	1.0%	8.0%	0.0%	0.0%	0.0%	0.0%
Global integration	4.2%	8.0%	4.3%	0.0%	5.9%	5.9%
Climate change	0.5%	0.0%	0.0%	0.0%	11.8%	0.0%
Anti-corruption	8.4%	28.0%	13.0%	10.0%	17.6%	17.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	17.3%	20.0%	21.7%	10.0%	11.8%	0.0%
Access to finance	21.5%	36.0%	26.1%	20.0%	5.9%	29.4%
Foreign direct investment	19.9%	8.0%	4.3%	10.0%	0.0%	23.5%
Urban development	0.5%	0.0%	0.0%	0.0%	5.9%	0.0%
Water and sanitation	0.5%	0.0%	8.7%	5.0%	0.0%	5.9%
Education	20.9%	28.0%	43.5%	40.0%	11.8%	17.6%
Information and communications technology	3.7%	12.0%	0.0%	0.0%	11.8%	0.0%
Regulatory framework	1.0%	0.0%	0.0%	0.0%	17.6%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	19.4%	16.0%	17.4%	15.0%	5.9%	35.3%
Public sector reform	2.1%	4.0%	4.3%	0.0%	0.0%	0.0%
Regional integration	1.6%	0.0%	4.3%	0.0%	0.0%	0.0%
Domestic private sector development	23.0%	20.0%	8.7%	5.0%	29.4%	5.9%
Job creation/employment	18.3%	28.0%	17.4%	10.0%	29.4%	29.4%
Agricultural development	26.2%	16.0%	34.8%	25.0%	29.4%	47.1%
Food security	2.6%	0.0%	8.7%	0.0%	0.0%	5.9%
Governance	14.1%	0.0%	8.7%	10.0%	0.0%	17.6%
Transport	14.1%	4.0%	8.7%	10.0%	17.6%	5.9%
Livestock sector development	1.0%	0.0%	13.0%	5.0%	0.0%	0.0%
Gender	1.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	14.7%	0.0%	17.4%	25.0%	23.5%	17.6%
Environmental sustainability	0.5%	0.0%	0.0%	5.0%	0.0%	0.0%
Health	6.3%	0.0%	0.0%	15.0%	11.8%	0.0%
Basic infrastructure	12.6%	0.0%	13.0%	5.0%	0.0%	5.9%
Law and justice	1.0%	4.0%	4.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	7.3%	8.0%	4.3%	10.0%	5.9%	0.0%
Financial markets	3.7%	4.0%	0.0%	5.0%	5.9%	0.0%

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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 Zambia?*	191	6.54	2.20	25	5.80	2.57	24	5.04	2.33	19	5.58	2.36	17	6.59	2.06	17	5.71	3.12
Overall, please rate your impression of the World Bank's effectiveness in Zambia.	176	6.23	1.98	22	6.18	2.50	21	5.29	1.71	19	5.00	1.89	16	5.88	2.36	15	5.87	2.75
To what extent do you believe the World Bank's staff is well prepared to help Zambia solve its most complicated development challenges?	164	6.95	2.08	20	7.00	2.47	20	6.10	2.13	17	6.71	2.80	17	6.82	2.40	10	7.30	1.49

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Zambia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Zambia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Rural development	39.1%	46.2%	45.8%	63.2%	43.8%	41.2%
Education	30.7%	38.5%	54.2%	42.1%	43.8%	35.3%
Social protection	2.1%	0.0%	0.0%	5.3%	0.0%	0.0%
Governance	15.6%	7.7%	29.2%	10.5%	12.5%	23.5%
Transport	15.1%	3.8%	20.8%	10.5%	6.3%	0.0%
Poverty reduction	20.3%	30.8%	12.5%	15.8%	25.0%	17.6%
Public sector reform	4.2%	7.7%	4.2%	0.0%	6.3%	5.9%
Regional integration	1.0%	0.0%	4.2%	0.0%	6.3%	0.0%
Gender	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	17.2%	11.5%	0.0%	0.0%	25.0%	0.0%
Foreign direct investment	5.7%	7.7%	0.0%	15.8%	0.0%	5.9%
Water and sanitation	5.7%	11.5%	20.8%	10.5%	6.3%	17.6%
Energy	11.5%	3.8%	8.3%	0.0%	12.5%	0.0%
Livestock sector development	2.1%	0.0%	4.2%	26.3%	0.0%	11.8%
Access to finance	9.9%	15.4%	8.3%	15.8%	0.0%	5.9%
Public financial management	13.0%	0.0%	4.2%	0.0%	6.3%	17.6%
Job creation/employment	12.5%	15.4%	8.3%	5.3%	18.8%	17.6%
Financial markets	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	2.1%	0.0%	4.2%	0.0%	0.0%	0.0%
Equality of opportunity	1.6%	11.5%	0.0%	0.0%	0.0%	11.8%
Health	9.9%	7.7%	20.8%	26.3%	12.5%	23.5%
Global integration	1.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Food security	3.1%	3.8%	8.3%	0.0%	0.0%	5.9%
Climate change	1.0%	11.5%	0.0%	0.0%	0.0%	0.0%
Agricultural development	26.6%	26.9%	25.0%	26.3%	25.0%	17.6%
Trade and exports	1.6%	7.7%	4.2%	0.0%	0.0%	0.0%
Inclusive economic growth	8.3%	3.8%	0.0%	5.3%	0.0%	5.9%
Law and justice	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	2.1%	0.0%	0.0%	5.3%	6.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	12.5%	0.0%	8.3%	10.5%	0.0%	17.6%
Natural resource management	9.4%	3.8%	0.0%	5.3%	25.0%	17.6%
Anti-corruption	4.2%	15.4%	4.2%	0.0%	0.0%	0.0%
Information and communications technology	2.6%	7.7%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Zambia?

Greatest Value	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Percentage of Respondents						
Financial resources	42.6%	41.2%	55.6%	60.0%	57.1%	57.1%
Mobilizing third party financial resources	5.9%	17.6%	11.1%	0.0%	7.1%	0.0%
Technical assistance	16.6%	17.6%	11.1%	0.0%	7.1%	14.3%
Policy advice	11.8%	5.9%	0.0%	6.7%	14.3%	7.1%
Donor coordination	2.4%	5.9%	0.0%	0.0%	0.0%	0.0%
Data	1.2%	5.9%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	14.2%	5.9%	22.2%	33.3%	7.1%	21.4%
Studies/analyses	2.4%	0.0%	0.0%	0.0%	7.1%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Zambia?

2 nd Greatest Value	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Percentage of Respondents						
Financial resources	13.7%	26.3%	5.3%	33.3%	14.3%	7.1%
Mobilizing third party financial resources	11.3%	0.0%	10.5%	0.0%	0.0%	21.4%
Technical assistance	20.8%	15.8%	15.8%	13.3%	21.4%	28.6%
Policy advice	13.7%	15.8%	15.8%	26.7%	7.1%	7.1%
Donor coordination	10.1%	5.3%	10.5%	0.0%	21.4%	28.6%
Data	3.6%	0.0%	5.3%	0.0%	0.0%	0.0%
Training/capacity building	16.1%	26.3%	26.3%	6.7%	21.4%	0.0%
Studies/analyses	6.0%	5.3%	5.3%	13.3%	0.0%	7.1%
Convening/facilitating	1.2%	0.0%	0.0%	0.0%	7.1%	0.0%
Linkage to non-Bank expertise	3.6%	5.3%	5.3%	0.0%	7.1%	0.0%
Other	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Imposing technocratic solutions without regard to political realities	20.2%	16.0%	26.1%	18.8%	31.3%	35.3%
Not exploring alternative policy options	10.1%	8.0%	13.0%	6.3%	0.0%	5.9%
Too bureaucratic in its operational policies and procedures	28.7%	28.0%	30.4%	6.3%	18.8%	5.9%
Staff too inaccessible	7.4%	20.0%	13.0%	6.3%	6.3%	11.8%
Arrogant in its approach	2.7%	0.0%	0.0%	0.0%	0.0%	5.9%
Not client focused	3.2%	4.0%	0.0%	0.0%	6.3%	5.9%
The credibility of its knowledge/data	1.6%	8.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.7%	20.0%	8.7%	31.3%	0.0%	11.8%
Too influenced by developed countries	31.4%	16.0%	34.8%	18.8%	43.8%	17.6%
Not enough public disclosure of its work	15.4%	24.0%	26.1%	25.0%	6.3%	41.2%
World Bank processes too slow and complex	15.4%	12.0%	8.7%	0.0%	25.0%	11.8%
Not aligned with country priorities	7.4%	0.0%	8.7%	6.3%	12.5%	17.6%
Not aligned with other donors' work	1.1%	8.0%	0.0%	6.3%	0.0%	0.0%
Not collaborating enough with non-state actors	16.0%	12.0%	17.4%	18.8%	12.5%	11.8%
Not adequately sensitive to political/social realities in Zambia	14.4%	16.0%	8.7%	43.8%	18.8%	5.9%
Other	4.8%	0.0%	0.0%	0.0%	6.3%	0.0%

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Investment lending	54.0%	50.0%	41.7%	70.0%	31.3%	53.3%
Capacity development	38.6%	42.3%	37.5%	25.0%	37.5%	46.7%
Policy based lending/ budget support to the Government	31.7%	53.8%	29.2%	20.0%	31.3%	33.3%
Knowledge products/services	9.0%	11.5%	16.7%	5.0%	12.5%	6.7%
Technical assistance	30.7%	26.9%	37.5%	25.0%	31.3%	60.0%
Trust Fund management	7.9%	3.8%	8.3%	10.0%	25.0%	0.0%
Other	1.6%	0.0%	4.2%	0.0%	6.3%	0.0%
Don't know	10.1%	3.8%	8.3%	15.0%	6.3%	0.0%

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Investment lending	13.8%	4.0%	34.8%	11.1%	18.8%	35.3%
Capacity development	18.2%	32.0%	34.8%	16.7%	31.3%	23.5%
Policy based lending/ budget support to the Government	24.9%	32.0%	30.4%	27.8%	0.0%	17.6%
Knowledge products/services	28.2%	32.0%	13.0%	27.8%	18.8%	23.5%
Technical assistance	24.9%	16.0%	21.7%	16.7%	31.3%	11.8%
Trust Fund management	26.5%	48.0%	30.4%	33.3%	56.3%	52.9%
Other	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	23.8%	12.0%	8.7%	27.8%	12.5%	17.6%

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

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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"?*	175	7.55	2.20	22	8.73	1.72	22	7.86	2.12	16	7.63	2.63	17	7.18	2.24	16	9.13	1.36

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

*Significantly different between locations

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)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
NGOs	30.5%	26.9%	20.8%	20.0%	41.2%	17.6%
Local Government	36.8%	34.6%	45.8%	15.0%	11.8%	47.1%
Beneficiaries	22.1%	11.5%	33.3%	65.0%	41.2%	35.3%
Private sector	37.9%	11.5%	12.5%	10.0%	29.4%	23.5%
Community Based Organizations (CBOs)	15.3%	30.8%	25.0%	55.0%	23.5%	23.5%
Donor community	9.5%	3.8%	16.7%	10.0%	11.8%	11.8%
Foundations	1.1%	0.0%	0.0%	0.0%	5.9%	0.0%
Academia/think tanks/research institutes	23.7%	11.5%	12.5%	5.0%	17.6%	17.6%
Parliament	9.5%	23.1%	12.5%	0.0%	0.0%	5.9%
Media	7.4%	19.2%	0.0%	0.0%	0.0%	0.0%
Faith based organizations	4.2%	19.2%	12.5%	15.0%	5.9%	11.8%
Other	1.1%	3.8%	8.3%	0.0%	5.9%	5.9%

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

(1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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 Zambia	182	7.28	1.97	23	7.48	2.29	22	6.59	1.94	16	7.00	2.94	15	7.00	2.51	15	5.87	2.95
The World Bank's work is aligned with what I consider the development priorities for Zambia*	177	6.50	2.19	20	7.60	2.01	20	5.70	2.18	14	4.57	2.17	15	7.00	2.80	16	6.00	2.76
The World Bank supports programs and strategies that are realistic for Zambia	174	6.44	2.18	20	7.00	2.73	21	5.67	2.54	15	5.73	2.81	17	6.82	2.70	15	6.20	2.48
The World Bank treats clients and stakeholders in Zambia with respect	165	6.87	2.32	18	7.94	2.36	15	6.13	2.95	15	7.73	2.46	14	7.57	2.79	15	7.07	2.52

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Zambia in terms of..., on a ten point scale?

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

Overall Attitudes toward the World Bank

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	161	6.09	1.98	22	7.32	2.44	19	6.16	2.14	12	6.42	1.38	17	5.82	2.01	13	5.15	3.02
Flexibility (in terms of the institution's products and services)*	160	5.36	2.08	19	6.95	2.44	17	4.35	1.69	10	4.80	1.81	15	5.67	2.32	13	4.31	3.09
Flexibility (in terms of changing country circumstances)*	161	5.48	2.02	16	7.06	2.59	21	4.90	2.39	11	6.18	2.44	17	5.24	2.17	13	4.23	2.68
Being inclusive*	163	5.83	2.23	20	7.05	2.72	20	4.80	2.63	10	5.50	2.32	16	4.69	1.70	14	4.64	2.73
Openness (sharing data and other information)	172	6.28	2.34	22	7.36	2.68	21	6.00	2.93	11	6.45	2.50	16	5.44	3.12	12	4.83	2.48
Staff accessibility*	160	5.77	2.40	22	6.18	2.74	20	4.70	2.56	12	3.67	2.06	14	4.07	2.43	13	4.46	3.20
Straightforwardness and honesty	159	6.70	2.19	20	7.45	2.52	21	6.95	2.69	12	7.08	2.11	17	6.59	2.55	14	5.79	3.14
Collaboration with groups outside of the Government	163	6.37	2.39	21	6.38	2.77	22	5.59	2.50	10	5.70	3.40	14	7.14	2.25	14	6.43	2.82
Collaboration with the Government	176	8.07	1.73	23	8.30	1.79	21	7.76	2.23	14	8.43	1.28	15	8.00	1.51	15	8.07	1.62
Collaboration with other donors	149	7.83	1.99	19	7.16	2.39	18	7.33	2.35	10	7.80	1.87	12	7.83	2.37	14	8.71	1.73
Follow through over time	131	6.65	2.35	15	7.33	2.41	15	6.73	1.83	7	5.57	2.23	14	7.00	2.04	13	5.92	2.06

*Significantly different between locations

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)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
The World Bank works too slowly	15.1%	12.5%	4.2%	0.0%	47.1%	11.8%
The World Bank does not reach out enough to non-state actors	21.0%	16.7%	29.2%	11.8%	29.4%	35.3%
The Government works inefficiently	25.8%	16.7%	37.5%	35.3%	17.6%	11.8%
There is not an adequate level of citizen/civil society participation	24.7%	20.8%	41.7%	29.4%	23.5%	29.4%
Poor donor coordination	5.9%	8.3%	16.7%	5.9%	0.0%	5.9%
The World Bank does not do adequate follow through/follow-up	4.8%	16.7%	4.2%	17.6%	0.0%	0.0%
Lack of/inadequate levels of capacity in Government	19.4%	20.8%	8.3%	0.0%	11.8%	23.5%
Political pressures and obstacles	21.0%	12.5%	8.3%	11.8%	23.5%	17.6%
Reforms are not well thought out in light of country challenges	24.2%	20.8%	12.5%	29.4%	17.6%	11.8%
Support not in the right area	5.4%	0.0%	4.2%	11.8%	5.9%	17.6%
Inadequate consultation	9.7%	25.0%	12.5%	0.0%	5.9%	29.4%
The World Bank is not sensitive enough to political/social realities on the ground	11.8%	20.8%	16.7%	41.2%	11.8%	5.9%
Other	2.7%	4.2%	0.0%	0.0%	5.9%	0.0%

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 Zambia, on a ten point scale?

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

World Bank Effectiveness and Results

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	141	5.70	2.49	18	5.33	2.68	16	5.75	2.44	14	4.00	2.42	10	4.20	2.30	11	7.27	3.20
Information and communications technology	129	6.00	2.12	20	6.50	2.33	18	6.28	1.93	13	5.38	2.57	12	5.17	2.55	11	5.27	2.49
Transport	150	6.79	2.11	20	6.05	2.26	20	6.10	2.63	11	5.36	2.25	12	6.75	2.49	15	6.33	2.99
Crime and violence	116	3.99	2.21	18	4.72	2.67	17	3.35	1.32	10	3.40	2.27	8	3.13	2.17	10	3.40	3.03
Law and justice	128	4.98	2.42	17	5.41	3.14	19	4.58	2.76	11	4.18	2.14	10	4.40	2.55	10	4.00	2.91
Urban development	150	6.47	1.98	22	6.36	2.32	23	5.87	1.89	12	5.75	2.63	14	6.64	2.62	10	5.30	2.58
Environmental sustainability*	145	6.69	2.07	19	6.16	2.01	19	5.37	2.27	12	5.00	2.70	14	7.29	2.02	12	6.92	2.64
Regulatory framework	141	6.63	2.13	17	5.88	2.15	17	5.59	2.40	10	5.40	2.22	14	6.00	2.54	11	6.45	2.34
Basic infrastructure	152	6.66	2.03	20	6.85	2.18	21	6.33	1.96	12	5.42	1.88	15	6.73	1.79	12	5.58	3.40
Communicable/non-communicable disease	144	6.24	2.30	19	6.74	2.28	21	6.67	2.37	12	5.33	3.08	13	7.15	3.00	10	6.20	2.44
Poverty reduction*	167	6.92	2.07	21	6.76	2.30	22	6.86	2.08	13	6.08	3.01	15	7.20	2.68	12	4.83	3.10
Gender	134	6.19	1.97	18	6.83	2.20	19	5.63	1.98	10	5.10	3.14	15	5.60	2.44	12	6.17	2.41
Domestic private sector development	148	6.25	2.10	18	6.39	2.43	17	5.41	1.94	12	4.42	2.84	13	6.85	2.76	11	5.91	3.21
Foreign direct investment	141	6.60	2.08	16	7.25	1.53	17	6.82	1.81	11	6.36	2.11	17	6.47	2.40	10	6.70	3.02
Water and sanitation	162	7.11	1.85	21	7.43	1.91	21	6.71	2.22	11	5.36	2.80	15	7.13	2.39	13	6.85	2.79
Trade and exports	129	6.01	2.07	19	5.68	2.67	18	5.78	2.39	12	5.17	2.29	13	5.77	2.80	9	6.44	2.19
Economic growth	158	7.18	2.06	22	7.55	2.11	21	6.43	1.89	10	6.20	1.69	14	7.43	2.56	13	7.23	2.31
Energy*	151	6.92	1.93	18	6.33	2.25	18	6.00	1.64	10	5.10	2.33	16	6.50	2.19	12	7.58	1.93
Disaster management	128	5.76	2.06	17	5.88	2.12	17	5.88	2.09	10	4.60	2.07	14	6.14	2.91	12	6.17	2.92
Monitoring and evaluation	136	6.64	2.06	19	6.53	2.82	17	6.88	2.00	10	6.20	2.78	14	6.50	2.07	10	4.90	2.64
Public financial management	145	7.00	1.97	19	6.47	2.59	17	6.76	2.11	12	5.50	3.03	13	6.00	2.08	13	6.46	2.50
Job creation/employment*	136	4.95	2.12	20	4.55	2.44	19	4.26	2.49	13	3.23	1.83	13	5.31	2.36	11	3.18	1.99
Financial markets	135	5.82	2.09	18	6.22	2.37	17	5.65	1.80	12	4.58	2.15	13	6.38	2.60	11	6.27	2.05
Equality of opportunity	125	5.23	2.20	16	5.63	2.68	17	5.18	2.53	11	5.18	2.36	10	5.40	2.32	10	5.50	2.84
Health	161	6.94	1.97	20	7.80	1.99	21	7.43	2.36	14	6.50	2.41	12	7.67	2.15	13	7.46	1.98
Rural development*	157	6.29	2.21	23	6.96	2.53	19	5.68	2.14	14	4.14	2.07	16	6.69	2.70	13	5.54	3.13
Global integration*	142	6.39	2.09	14	7.07	2.20	19	6.05	2.15	12	7.50	1.83	11	7.64	2.01	12	7.67	2.10
Governance	159	6.60	2.05	19	6.68	2.73	19	5.95	2.34	12	5.25	2.86	14	6.79	2.19	12	7.00	2.63
Food security	143	6.18	2.26	20	6.55	2.50	19	5.79	1.78	12	4.83	2.04	12	5.67	2.23	11	5.36	2.98
Education*	158	6.72	2.05	22	7.64	2.59	20	5.65	1.69	12	5.25	2.49	15	7.00	2.33	12	5.42	2.94
Social protection*	127	4.91	2.21	15	4.40	2.44	17	4.18	1.85	10	2.80	2.39	14	5.93	2.67	11	3.27	2.61
Climate change	145	5.90	2.18	18	6.33	2.47	19	5.79	2.55	11	4.91	2.12	15	5.47	1.96	12	6.17	2.08
Public sector reform*	158	7.04	1.93	17	5.88	2.26	19	6.26	2.21	11	5.18	2.09	15	6.80	2.14	12	6.42	2.11
Regional integration	138	6.34	2.14	16	6.69	1.82	20	5.60	2.28	12	6.50	1.98	11	6.82	2.32	13	6.54	2.47
Agricultural development*	154	6.82	2.06	23	7.00	2.35	22	6.00	2.23	12	4.08	2.50	16	5.38	2.47	15	6.07	2.49
Natural resource management	132	5.99	2.28	18	6.28	2.85	17	5.47	2.37	11	4.18	3.16	15	6.07	2.87	14	5.64	2.06

*Significantly different between locations

World Bank Effectiveness and Results

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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 Zambia?	177	6.72	1.68	24	6.62	2.76	21	6.10	1.61	13	6.23	2.17	17	6.29	1.90	16	6.44	2.13

(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 Zambia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

World Bank Effectiveness and Results

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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 Zambia	172	5.97	2.11	23	5.91	2.84	23	5.04	1.74	17	5.18	2.63	16	5.38	1.96	15	5.27	2.31
The World Bank meets Zambia's needs for knowledge services	173	6.35	2.03	22	6.91	2.86	23	5.30	2.32	13	6.08	2.66	17	5.82	2.19	14	6.00	2.42

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Weekly	7.3%	4.0%	0.0%	0.0%	5.9%	0.0%
Monthly	13.1%	4.0%	4.2%	0.0%	0.0%	5.9%
A few times a year	43.5%	24.0%	33.3%	11.1%	17.6%	23.5%
Rarely	22.0%	28.0%	29.2%	27.8%	41.2%	17.6%
Never	14.1%	40.0%	33.3%	61.1%	35.3%	52.9%

When thinking about the development challenges in Zambia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Public sector reform	11.5%	24.0%	12.5%	5.3%	11.8%	5.9%
Gender	4.7%	0.0%	0.0%	0.0%	5.9%	0.0%
Education	28.6%	40.0%	45.8%	52.6%	29.4%	35.3%
Domestic private sector development	24.0%	4.0%	12.5%	10.5%	41.2%	23.5%
Foreign direct investment	4.2%	4.0%	8.3%	0.0%	0.0%	0.0%
Water and sanitation	9.4%	8.0%	20.8%	26.3%	5.9%	11.8%
Trade and exports	8.9%	8.0%	4.2%	0.0%	5.9%	5.9%
Inclusive economic growth	13.0%	8.0%	0.0%	5.3%	17.6%	5.9%
Energy	10.9%	8.0%	20.8%	0.0%	17.6%	5.9%
Disaster management	1.0%	0.0%	0.0%	5.3%	5.9%	0.0%
Livestock sector development	3.6%	0.0%	16.7%	26.3%	11.8%	0.0%
Governance (building strong institutions/government effectiveness)	13.5%	12.0%	20.8%	10.5%	17.6%	11.8%
Social protection (e.g., pensions, targeted social assistance)	2.6%	12.0%	4.2%	5.3%	5.9%	11.8%
Climate change (e.g., mitigation, adaptation)	3.6%	8.0%	4.2%	0.0%	0.0%	0.0%
Poverty reduction	24.5%	24.0%	29.2%	36.8%	17.6%	17.6%
Law and justice (e.g., judicial system)	1.6%	0.0%	0.0%	5.3%	11.8%	0.0%
Anti-corruption	6.3%	12.0%	4.2%	0.0%	5.9%	5.9%
Financial markets	3.1%	0.0%	0.0%	5.3%	0.0%	0.0%
Equality of opportunity (i.e., equity)	6.3%	4.0%	0.0%	0.0%	0.0%	5.9%
Urban development	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	8.9%	0.0%	0.0%	5.3%	0.0%	5.9%
Agricultural development	31.3%	16.0%	20.8%	15.8%	11.8%	35.3%
Access to finance	7.8%	8.0%	16.7%	5.3%	5.9%	11.8%
Natural resource management (e.g., oil, gas, mining)	6.8%	0.0%	4.2%	0.0%	5.9%	17.6%
Public financial management (e.g., public expenditure, fiscal system reform)	2.6%	4.0%	0.0%	0.0%	0.0%	11.8%
Job creation/employment	22.4%	40.0%	8.3%	5.3%	11.8%	17.6%
Health	8.3%	28.0%	12.5%	31.6%	17.6%	23.5%
Rural development	14.1%	20.0%	20.8%	36.8%	0.0%	23.5%
Global integration	0.5%	0.0%	0.0%	4.2%	5.9%	5.9%
Food security	2.1%	0.0%	4.2%	0.0%	5.9%	0.0%
Environmental sustainability	2.6%	8.0%	4.2%	0.0%	11.8%	0.0%
Regulatory framework	2.1%	0.0%	0.0%	0.0%	5.9%	0.0%
Basic infrastructure	4.2%	0.0%	0.0%	5.3%	5.9%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

How effective do you believe the World Bank's knowledge and research are at... in Zambia? (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	170	5.98	2.25	21	5.14	3.04	20	4.55	1.73	12	5.17	2.79	15	5.53	2.20	13	6.08	2.50
Stimulating public debate/dialogue	173	5.70	2.18	20	5.65	2.83	20	5.40	2.60	11	4.91	2.84	15	5.47	2.70	14	5.21	2.69
Enhancing your knowledge and/or skills	173	6.34	2.17	21	5.67	2.97	21	5.10	2.02	13	5.46	3.23	15	6.20	2.48	16	5.31	2.52
Contributing to good policy making	172	6.86	2.04	20	7.25	2.20	22	6.73	1.93	15	6.80	2.14	15	6.13	2.50	16	6.63	2.58
Providing support for program implementation	169	6.97	2.05	20	7.05	2.54	22	7.14	1.96	14	6.00	2.00	16	6.94	2.82	16	6.81	2.48

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in Zambia? (1-To no degree at all, 10-To a very significant degree)

The World Bank's Knowledge																		
	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	153	5.94	2.11	21	5.57	3.04	19	5.42	2.09	13	5.08	2.90	12	5.67	1.97	13	5.62	2.06
Include appropriate level of stakeholder involvement during preparation	163	5.91	2.17	20	6.10	2.90	20	5.05	2.21	12	6.17	2.44	14	5.71	1.94	14	5.29	2.49
Are relevant to Zambia's development priorities	170	6.76	2.03	23	7.04	2.34	21	6.48	1.99	12	6.67	2.53	15	6.67	2.13	16	7.00	2.10
Provide feasible recommendations	169	6.62	1.94	18	6.33	2.06	19	6.11	2.26	11	6.09	2.43	14	6.64	1.65	15	6.20	1.74
Are accessible (well written and easy to understand)*	165	6.56	2.12	21	6.19	3.04	19	5.21	2.74	13	5.69	2.90	13	6.54	2.07	14	4.57	1.83
A source of relevant information on global good practices*	166	7.49	1.76	22	6.86	2.88	21	6.24	2.68	11	6.45	1.44	12	7.50	1.24	16	6.50	2.31
Are adequately disseminated*	168	5.59	2.34	22	5.09	3.08	21	4.71	2.57	12	4.00	1.91	13	6.38	2.22	13	4.23	3.00
Are appropriately translated	151	5.32	2.62	21	5.38	3.14	19	4.58	2.67	12	4.33	2.15	12	6.08	2.84	9	5.44	2.13
Are adaptable to Zambia's specific development challenges and circumstances	167	6.19	2.35	23	6.43	2.71	21	5.62	2.13	12	5.08	2.61	14	7.21	2.91	13	4.69	2.39

*Significantly different between locations

The World Bank's Knowledge																		
	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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 and research make to development results in your country?	173	6.86	1.83	24	6.75	2.63	22	6.23	1.77	14	6.50	2.28	16	7.50	2.16	16	6.19	2.20
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	174	7.67	1.70	22	7.23	2.56	22	6.64	1.73	13	7.38	2.22	17	7.53	1.84	16	7.50	1.86
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	132	6.18	1.94	15	5.60	2.29	17	5.65	1.73	8	4.75	2.12	14	6.79	2.58	9	6.11	2.37
To what extent do you believe that Zambia received value for money from the World Bank's products/services that were paid for on a fee for service basis?	138	6.43	2.03	19	6.58	2.01	19	6.32	1.83	9	6.56	2.30	15	6.87	2.33	10	6.60	2.59

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-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, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

Working with the World Bank

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	144	5.65	2.04	15	5.73	2.66	19	5.37	2.39	12	4.08	2.23	13	6.38	2.84	14	4.00	3.19
The World Bank effectively monitors and evaluates the projects and programs it supports	167	7.00	2.02	21	7.19	3.03	21	7.67	2.29	12	6.67	2.35	17	7.24	2.28	14	7.64	2.27
The World Bank's approvals and reviews are done in a timely fashion	150	6.01	2.14	18	5.50	2.94	21	6.05	2.64	11	6.09	2.34	13	5.69	3.22	11	6.36	3.41
The World Bank's "Safeguard Policy" requirements are reasonable	131	6.23	1.96	15	7.20	2.68	19	6.16	2.61	10	6.20	1.23	11	5.82	2.75	13	5.54	2.85
The World Bank imposes reasonable conditions on its lending	161	5.55	2.17	19	6.21	2.84	17	5.53	2.50	13	5.77	2.62	16	5.81	2.76	14	5.86	3.06
Working with the World Bank increases Zambia's institutional capacity	173	6.95	2.09	21	7.95	1.94	21	7.24	2.30	13	7.31	1.97	17	6.65	2.69	15	7.73	1.83
The World Bank ensures consistency and continuity through staff changes	128	6.27	2.14	15	6.20	2.48	16	6.19	2.20	9	6.44	2.83	13	6.31	3.12	8	5.13	2.75
The World Bank's teams and visits are well coordinated	139	6.60	2.24	22	7.18	3.00	18	6.56	2.55	10	7.00	2.62	14	6.71	2.52	10	6.20	2.20
Where country systems are adequate, the World Bank makes appropriate use of them	129	6.64	2.25	18	6.67	2.61	19	6.74	2.38	10	7.10	2.08	13	6.92	2.40	12	8.17	1.75
The World Bank provides effective implementation support	157	7.11	2.14	21	7.57	2.69	22	6.55	2.24	14	7.00	2.11	17	7.18	2.63	15	7.80	2.18

*Significantly different between locations

F. The Future Role of the World Bank in Zambia

The Future Role of the World Bank in Zambia

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	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 Zambia's development in the near future?*	187	8.18	1.79	25	9.12	1.81	23	8.52	1.59	15	9.20	1.37	17	7.82	2.04	16	9.19	1.56

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

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Improve the quality of its experts as related to Zambia's specific challenges	36.2%	26.9%	34.8%	38.9%	29.4%	35.3%
Reduce the complexity of obtaining World Bank financing	51.9%	38.5%	47.8%	38.9%	35.3%	41.2%
Focus primarily on advocacy issues	8.1%	7.7%	4.3%	5.6%	11.8%	5.9%
Improve the competitiveness of its financing compared to markets	14.6%	15.4%	21.7%	11.1%	23.5%	11.8%
Ensure greater selectivity in its work	15.1%	15.4%	13.0%	5.6%	23.5%	11.8%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	20.5%	42.3%	30.4%	16.7%	11.8%	23.5%
Offer more innovative financial products	15.1%	11.5%	17.4%	27.8%	17.6%	35.3%
Offer more innovative knowledge services	14.1%	23.1%	13.0%	16.7%	5.9%	17.6%
Increase availability of Fee-Based services	0.5%	7.7%	4.3%	5.6%	0.0%	0.0%
Work faster	8.6%	7.7%	13.0%	11.1%	29.4%	5.9%
Other	5.9%	0.0%	0.0%	5.6%	5.9%	5.9%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Local newspapers	75.9%	57.7%	83.3%	68.4%	64.7%	64.7%
International newspapers	4.2%	3.8%	0.0%	0.0%	5.9%	5.9%
Local radio	15.7%	34.6%	33.3%	57.9%	23.5%	35.3%
International radio	2.6%	7.7%	0.0%	0.0%	0.0%	0.0%
Local television	27.2%	46.2%	25.0%	47.4%	47.1%	35.3%
International television	6.8%	15.4%	4.2%	5.3%	5.9%	11.8%
Periodicals	13.1%	0.0%	4.2%	0.0%	5.9%	5.9%
Internet	42.9%	15.4%	37.5%	15.8%	41.2%	29.4%
Social media (Facebook, Twitter, YouTube)	3.7%	11.5%	0.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	3.8%	4.2%	0.0%	0.0%	0.0%
Instant messaging	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Other	4.2%	0.0%	4.2%	0.0%	0.0%	5.9%

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
World Bank website	45.0%	23.1%	30.4%	10.5%	29.4%	17.6%
Direct contact with World Bank (i.e., face to face meetings/discussions)	21.5%	23.1%	34.8%	31.6%	41.2%	52.9%
e-Newsletters	31.4%	19.2%	21.7%	10.5%	11.8%	29.4%
Instant messaging	1.6%	7.7%	0.0%	5.3%	5.9%	0.0%
World Bank seminars/workshops/conferences	29.8%	57.7%	30.4%	36.8%	52.9%	29.4%
World Bank Public Information Center	14.7%	15.4%	17.4%	15.8%	17.6%	11.8%
World Bank publications and other written materials	36.1%	26.9%	26.1%	26.3%	29.4%	35.3%
Mobile phones	3.7%	7.7%	13.0%	26.3%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	8.9%	11.5%	17.4%	21.1%	0.0%	5.9%
Blogs	1.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Other	2.6%	3.8%	4.3%	0.0%	5.9%	11.8%

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	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	24.7%	13.0%	4.8%	0.0%	47.1%	17.6%
No	75.3%	87.0%	95.2%	100.0%	52.9%	82.4%

*Significantly different between locations

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

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	20.1%	4.5%	19.0%	16.7%	37.5%	18.8%
No	79.9%	95.5%	81.0%	83.3%	62.5%	81.3%

Were you able to obtain this information?

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	80.0%	0.0%	75.0%	66.7%	80.0%	33.3%
No	20.0%	0.0%	25.0%	33.3%	20.0%	66.7%

Do you have access to the Internet?*

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	97.2%	66.7%	95.2%	77.8%	94.1%	81.3%
No	2.8%	33.3%	4.8%	22.2%	5.9%	18.8%

*Significantly different between locations

Do you use/have used the World Bank website?*

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	72.0%	8.3%	23.8%	0.0%	41.2%	57.1%
No	28.0%	91.7%	76.2%	100.0%	58.8%	42.9%

*Significantly different between locations

G. Communication and Information Sharing (continued)

Which do you primarily use?*

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
The World Bank's country website	28.9%	100.0%	36.4%	100.0%	28.6%	11.1%
The World Bank's main website	71.1%	0.0%	63.6%	0.0%	71.4%	88.9%

*Significantly different between locations

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

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	21.6%	9.1%	16.7%	5.3%	46.7%	5.9%
No	63.8%	54.5%	66.7%	52.6%	26.7%	76.5%
I don't know what a PIC is	14.6%	36.4%	16.7%	42.1%	26.7%	17.6%

*Significantly different between locations

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which best represents your geographic location?																	
	Lusaka Province			Central Province			Southern Province			Western Province			Copperbelt Province			Other Provinces		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	141	4.89	2.60	13	4.54	3.53	15	4.60	2.72	9	2.33	1.58	14	5.14	3.16	7	4.00	2.77
The World Bank's PIC is a valuable source of information related to development in Zambia	55	6.13	2.76	3	5.33	4.51	5	5.40	3.85	4	3.00	3.37	6	5.67	2.94	2	6.00	2.83
I find the World Bank websites easy to navigate*	129	6.99	2.26	4	4.75	2.99	10	7.30	2.91	4	3.00	3.37	5	7.00	2.35	8	6.38	2.07
I find the information on the World Bank's websites useful*	129	7.61	1.93	3	4.67	3.51	10	7.10	2.64	4	2.75	3.50	6	8.33	1.37	9	7.33	1.66
When I need information from the World Bank I know how to find it	148	6.12	2.82	9	5.78	3.63	15	5.80	3.57	5	3.40	3.36	12	6.67	2.64	9	5.33	3.39
The World Bank is responsive to my information requests and inquiries*	126	6.27	2.52	9	5.67	3.74	12	5.75	3.14	5	2.40	1.95	9	6.44	2.19	8	6.88	2.23

*Significantly different between locations

H. Background Information

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

Percentage of Respondents	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Yes	61.8%	54.2%	36.4%	10.5%	35.3%	35.3%
No	38.2%	45.8%	63.6%	89.5%	64.7%	64.7%

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

Percentage of Respondents (Responses Combined)	Lusaka Province	Central Province	Southern Province	Western Province	Copperbelt Province	Other Provinces
Observer	26.8%	54.2%	52.6%	80.0%	52.9%	43.8%
Use World Bank reports/data	31.7%	16.7%	31.6%	26.7%	41.2%	25.0%
Engage in World Bank related/sponsored events/activities	40.4%	45.8%	15.8%	20.0%	29.4%	50.0%
Collaborate as part of my professional duties	35.0%	25.0%	10.5%	0.0%	17.6%	18.8%
Use World Bank website for information, data, research, etc.	27.9%	20.8%	31.6%	20.0%	5.9%	25.0%

Appendix D: Responses to All Questions by Year¹

FY '04 Response Number = 208 • FY '07 Response Number = 319 • FY '12 Response Number = 312

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	year								
	FY 2004			FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Zambia?*	204	6.84	2.10	314	6.62	1.81	304	6.26	2.32
Overall, please rate your impression of the World Bank's effectiveness in Zambia.	203	5.76	1.95	310	6.08	1.78	280	6.03	2.07

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

*Significantly different between country surveys.

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

(1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	year								
	FY 2004			FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Zambia*	203	6.64	2.29	311	6.51	1.91	284	7.14	2.16
The World Bank's work is aligned with what I consider the development priorities for Zambia*	201	5.87	2.42	307	6.16	1.99	272	6.42	2.29
The World Bank supports programs and strategies that are realistic for Zambia*	199	4.89	2.39	304	5.62	2.12	272	6.37	2.32
The World Bank treats clients and stakeholders in Zambia with respect*	190	6.01	2.32	289	6.18	1.90	252	7.02	2.41

*Significantly different between country surveys.

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 Zambia, on a ten point scale?

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

World Bank Effectiveness and Results

	year								
	FY 2004			FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*				302	6.30	1.92	217	5.54	2.57
Law and justice*	167	5.03	2.29	281	5.78	1.90	201	4.84	2.51
Urban development				291	6.25	2.08	239	6.31	2.08
Regulatory framework	180	6.51	2.18	286	6.36	1.89	217	6.37	2.19
Basic infrastructure*	187	6.99	2.27	299	7.03	2.35	241	6.55	2.09
Poverty reduction*	200	5.71	2.19	310	6.24	1.92	259	6.78	2.25
Gender*	189	6.11	2.22	289	5.59	2.23	215	6.08	2.12
Domestic private sector development*	193	6.02	2.55	290	6.83	2.19	227	6.08	2.26
Economic growth*	200	5.70	2.26	304	7.05	2.11	247	7.12	2.07
Public financial management	186	6.53	2.36	286	6.98	2.10	227	6.71	2.16
Health*	191	6.62	2.20	291	6.36	1.99	250	7.10	2.03
Education	190	6.90	2.26	293	6.48	2.00	248	6.60	2.20
Social protection*	173	5.34	2.37	283	5.41	2.21	203	4.74	2.34
Public sector reform*	193	6.08	2.34	299	6.20	1.87	241	6.75	2.03
Agricultural development*	176	5.67	2.36	300	6.40	1.92	251	6.50	2.25
Natural resource management*	179	6.29	2.17	281	5.69	1.89	216	5.88	2.40

*Significantly different between country surveys.

¹ Only those questions that were asked in the FY '04, FY '07 and FY '12 country surveys, with similar response scales/options, are presented.

E. Working with the World Bank

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

Working with the World Bank

	year								
	FY 2004			FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	129	5.66	2.83	179	6.23	2.30	224	5.45	2.30
The World Bank effectively monitors and evaluates the projects and programs it supports	131	6.95	2.46	186	7.30	2.21	261	7.05	2.19
The World Bank imposes reasonable conditions on its lending				291	5.45	2.43	249	5.64	2.35
Working with the World Bank increases Zambia's institutional capacity*	130	6.63	2.43	177	6.68	2.12	269	7.11	2.12

*Significantly different between country surveys.

G. Communication and Information Sharing

Do you use/have you used the World Bank website?

Percentage of Respondents	FY 2007	FY 2012
Yes	54.2%	56.2%
No	45.8%	43.8%

Which do you primarily use?*

Percentage of Respondents	FY 2007	FY 2012
The World Bank's country website (www.worldbank.org/zambia)	13.3%	31.8%
The World Bank's main website (www.worldbank.org)	86.7%	68.2%

*Significantly different between country surveys.

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

Percentage of Respondents	FY 2007	FY 2012
Yes	26.6%	19.7%
No	55.6%	61.0%
I don't know what a PIC is	17.8%	19.3%

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Zambia? (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 Zambia.	5.78	6.27	6.19	6.01	6.08	6.25	6.15	6.10	6.17	6.05	6.12	6.15
The World Bank's financial instruments meet the needs of Zambia	5.41	6.04	5.79	5.85	5.78	5.87	6.05	5.43	5.85	5.71	5.81	5.79
The World Bank meets Zambia's needs for knowledge services	5.96	6.48	6.36	6.11	6.13	6.59	6.24	6.33	6.37	6.05	6.34	6.10
Overall the World Bank currently plays a relevant role in development in Zambia	6.82	7.52	7.37	6.84	7.10	7.39	7.15	7.26	7.16	7.28	7.20	7.18
The World Bank's work is aligned with what I consider the development priorities for Zambia	5.93	6.93	6.65	6.09	6.44	6.49	6.48	6.43	6.44	6.51	6.47	6.42
Responsiveness	6.03	6.23	6.19	6.07	6.03	6.41	6.27	5.94	6.12	6.24	6.11	6.27
Openness (sharing data and other information)	5.90	6.58	6.42	6.07	6.05	6.85	6.32	6.27	6.31	6.27	6.26	6.40
Collaboration with groups outside of the Government	5.90	6.65	6.27	6.35	6.23	6.45	6.34	6.24	6.23	6.48	6.51	5.79
Collaboration with the Government	7.74	8.34	8.18	7.91	7.95	8.40	8.04	8.15	8.13	7.99	8.12	7.99
Collaboration with other donors	7.71	7.89	7.76	7.96	7.63	8.26	7.93	7.65	7.93	7.58	7.83	7.81
To what extent does the World Bank's work help to achieve development results in Zambia?	6.36	6.75	6.69	6.37	6.49	6.79	6.59	6.55	6.60	6.53	6.57	6.60
Are adaptable to Zambia's specific development challenges and circumstances	5.86	6.36	6.17	6.06	5.96	6.49	6.31	5.84	6.12	6.16	6.19	6.00
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.71	6.84	6.83	6.70	6.67	7.04	6.72	6.89	6.83	6.68	6.82	6.69
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.42	7.59	7.74	7.20	7.53	7.61	7.46	7.70	7.50	7.68	7.48	7.76
Where country systems are adequate, the World Bank makes appropriate use of them	6.78	6.79	6.69	6.79	6.60	7.00	6.73	6.71	6.87	6.42	6.84	6.35

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Zambia FY 2012 Questionnaire



World Bank Country Survey FY12 – ZAMBIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in ZAMBIA 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 ZAMBIA, 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 ZAMBIA. The World Bank commissioned an independent firm to oversee the logistics of this effort in ZAMBIA. 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 ZAMBIA

A1. In general would you say that ZAMBIA is headed in ... ?		Economically	Politically	Socially
1	The right direction	[]	[]	[]
2	The wrong direction	[]	[]	[]
3	Not sure	[]	[]	[]

SECTION A: GENERAL ISSUES FACING ZAMBIA (CONT...)

A2. When considering development priorities, which ONE development priority below is the most important in ZAMBIA? Which ONE is the second most important priority? Which ONE is the third most important priority?

Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Livestock sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Governance (building strong institutions/government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Inclusive economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING ZAMBIA (CONT...)

A 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 ZAMBIA? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Access to finance
4	Inclusive economic growth
5	Climate change (e.g., mitigation, adaptation)
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Basic infrastructure
14	Social protection (e.g., pensions, targeted social assistance)
15	Law and justice (e.g., judicial system)
16	Transport (e.g., roads, bridges, transportation)
17	Crime and violence
18	Communicable/non-communicable diseases
19	Information and communications technology
20	Anti corruption
21	Domestic private sector development
22	Foreign direct investment
23	Global integration
24	Energy
25	Public sector reform
26	Livestock sector development
27	Governance (building strong institutions/government effectiveness)
28	Natural resource management (e.g., oil, gas, mining)
29	Environmental sustainability
30	Health
31	Public financial management (e.g., public expenditure, fiscal system reform)
32	Agricultural development
33	Job creation/employment
34	Financial markets
35	Trade and exports
36	Food security

SECTION A: GENERAL ISSUES FACING ZAMBIA (CONT...)

A4. 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 ZAMBIA? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Rural development
9	Access to finance
10	Foreign direct investment
11	Urban development
12	Water and sanitation
13	Education
14	Information and communications technology
15	Regulatory framework
16	Communicable/non-communicable diseases
17	Trade and exports
18	Public sector reform
19	Regional integration
20	Domestic private sector development
21	Job creation/employment
22	Agricultural development
23	Food security
24	Governance (building strong institutions/government effectiveness)
25	Transport (e.g., roads, bridges, transportation)
26	Livestock sector development
27	Gender
28	Natural resource management (e.g., oil, gas, mining)
29	Environmental sustainability
30	Health
31	Basic infrastructure
32	Law and justice (e.g., judicial system)
33	Crime and violence
34	Public financial management (e.g., public expenditure, fiscal system reform)
35	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in ZAMBIA, 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 ZAMBIA, 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 ZAMBIA 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	

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 (CONT...)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

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

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in ZAMBIA? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B9. 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?										
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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B10. 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)

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): _____

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

		Strongly disagree										Strongly agree	Don't know
B11	Overall the World Bank currently plays a relevant role in development in ZAMBIA	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	The World Bank supports programs and strategies that are realistic for ZAMBIA	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	The World Bank treats clients and stakeholders in ZAMBIA with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in ZAMBIA, 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		
B15	Responsiveness											<input type="checkbox"/>	
B16	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B18	Being inclusive											<input type="checkbox"/>	
B19	Openness (sharing data and other information)											<input type="checkbox"/>	
B20	Staff accessibility											<input type="checkbox"/>	
B21	Straightforwardness and honesty											<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
B23	Collaboration with the Government											<input type="checkbox"/>	
B24	Collaboration with other donors											<input type="checkbox"/>	
B25	Follow through over time											<input type="checkbox"/>	

B26. 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)	
1	The World Bank works too slowly
2	The World Bank does not reach out enough to non-state actors
3	The Government works inefficiently
4	There is not an adequate level of citizen/civil society participation
5	Poor donor coordination
6	The World Bank does not do adequate follow through/follow-up
7	Lack of/inadequate levels of capacity in Government
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Support not in the right area
11	Inadequate consultation
12	The World Bank is not sensitive enough to political/social realities on the ground
13	Other (please specify): _____

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 ZAMBIA, on a ten point scale?

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C22	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C23	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C25	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C26	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C27	Global integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C28	Governance (building strong institutions/government effectiveness)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C29	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C30	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C33	Public sector reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C34	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C35	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C36	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

C37. To what extent does the World Bank's work help to achieve development results in ZAMBIA, 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

To what extent do you agree with the following statements about the World Bank in ZAMBIA, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
C38	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of ZAMBIA	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C39	The World Bank meets ZAMBIA'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"/>		

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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 D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D2. When thinking about the development challenges in ZAMBIA, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Inclusive economic growth
9	Energy
10	Disaster management
11	Livestock sector development
12	Governance (building strong institutions/government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Crime and violence
22	Regional integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Agricultural development
26	Access to finance
27	Natural resource management (e.g., oil, gas, mining)
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Job creation/employment
30	Health
31	Rural development
32	Global integration
33	Food security
34	Environmental sustainability
35	Regulatory framework
36	Basic infrastructure
37	Communicable/non-communicable diseases

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank’s knowledge and research are at ... in ZAMBIA?													
		Not effective at all										Very effective	Don’t know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you believe that the World Bank’s knowledge and research ... in ZAMBIA?												
		To no degree at all								To a very significant degree		Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are relevant to ZAMBIA’s development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16	Are adaptable to ZAMBIA’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research 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 (CONT...)

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

D20. To what extent do you believe that ZAMBIA received value for money from the World Bank's products/services that were paid for on a fee for service basis?											
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	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases ZAMBIA's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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 ZAMBIA

F1. How significant a role do you believe the World Bank SHOULD play in ZAMBIA's development in the near future, on a ten point scale?										
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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in ZAMBIA? (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	Others (please specify): _____

G3	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?	Yes	No
G4	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)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/zambia)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in ZAMBIA?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank's PIC is a valuable source of information related to development in ZAMBIA. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
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	Local citizens
22	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable diseases
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global integration
19	Governance (building strong institutions/government effectiveness)
20	Health
21	Information and communications technology
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Regional integration
30	Regulatory framework
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, bridges, transportation)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

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

H4. Which of the following describes most of your exposure to the World Bank in ZAMBIA? (Choose no more than TWO)	
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.

H5. Which best represents your geographic location?	
1	Northern province
2	North western province
3	Muchinga province
4	Luapula province
5	Copperbelt province
6	Western province
7	Eastern province
8	Central province
9	Southern province
10	Lusaka province

Thank you for completing the survey!