



World Bank Group Country Survey FY14 – Zimbabwe

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Zimbabwe or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Zimbabwe, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Zimbabwe.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of International Bank for Reconstruction and Development (IBRD), International Development Association (IDA), International Finance Corporation (IFC), Multilateral Investment Guarantee Agency (MIGA), and International Centre for the Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

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

SECTION A: GENERAL ISSUES FACING ZIMBABWE

A1. Socially and economically, would you say that Zimbabwe is headed in ... ?	
1	The right direction
2	The wrong direction
3	Neither
4	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Zimbabwe.			
Please identify which of the following you consider the MOST IMPORTANT development priorities in Zimbabwe? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Equality of opportunity (i.e., equity)
2	Transport (e.g., roads, bridges, rail transportation)	17	Health (incl. communicable/non-communicable diseases)
3	Security/stabilization/reconstruction (maintaining the peace)	18	Education (accessibility, affordability, quality of primary, secondary, and higher education)
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Poverty reduction
5	Global/regional integration	20	Food security
6	Gender equity	21	Government accountability (i.e., civil society participation)
7	Domestic private sector development (e.g., job creation, employment opportunities)	22	Climate change (e.g., mitigation, adaptation, and disaster management)
8	Foreign direct investment	23	Trade and exports
9	Water and sanitation (expansion, quality)	24	Economic growth (improving linkage between economic growth and poverty reduction, making growth inclusive and broad based)
10	Energy (accessibility)	25	Law and justice (e.g., judicial system, anti-corruption)
11	Regional conflict and tensions	26	Regulatory framework
12	Agriculture and rural development	27	Local governance and institutions
13	Financial markets (accessibility and affordability)	28	Natural resource management (e.g., oil, gas, mining)
14	Urban development	29	Information and communications technology
15	Environmental sustainability		

SECTION A: GENERAL ISSUES

A3. 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 Zimbabwe? (Choose no more than THREE)			
1	Water and sanitation (expansion, quality)	15	Information and communications technology
2	Equality of opportunity (i.e., equity)	16	Security/stabilization/reconstruction (maintaining the peace)
3	Economic growth (improving linkage between economic growth and poverty reduction, making growth inclusive and broad based)	17	Domestic private sector development (e.g., job creation, employment opportunities)
4	Climate change (e.g., mitigation, adaptation, and disaster management)	18	Foreign direct investment
5	Regional conflict and tensions	19	Energy (accessibility)
6	Global/regional integration	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	21	Government accountability (i.e., civil society participation)
8	Agriculture and rural development	22	Education (accessibility, affordability, quality of primary, secondary, and higher education)
9	Urban development	23	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	24	Environmental sustainability
11	Local governance and institutions	25	Health (incl. communicable/non-communicable diseases)
12	Social protection (e.g., pensions, targeted social assistance)	26	Financial markets (accessibility and affordability)
13	Law and justice (e.g., judicial system, anti-corruption)	27	Trade and exports
14	Transport (e.g., roads, bridges, rail transportation)	28	Food security

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SECTION A: GENERAL ISSUES

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 Zimbabwe? (Choose no more than THREE)		
1	Energy (accessibility)	15 Government accountability (i.e., civil society participation)
2	Gender equity	16 Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	17 Domestic private sector development (e.g., job creation, employment opportunities)
4	Global/regional integration	18 Food security
5	Social protection (e.g., pensions, targeted social assistance)	19 Transport (e.g., roads, bridges, rail transportation)
6	Climate change (e.g., mitigation, adaptation, and disaster management)	20 Security/stabilization/reconstruction (maintaining the peace)
7	Regional conflict and tensions	21 Education (accessibility, affordability, quality of primary, secondary, and higher education)
8	Agriculture and rural development	22 Natural resource management (e.g., oil, gas, mining)
9	Foreign direct investment	23 Environmental sustainability
10	Urban development	24 Health (incl. communicable/non-communicable diseases)
11	Water and sanitation (expansion, quality)	25 Law and justice (e.g., judicial system, anti-corruption)
12	Trade and exports	26 Local governance and institutions
13	Information and communications technology	27 Financial markets (accessibility and affordability)
14	Regulatory framework	

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO BEST illustrate how this would be achieved in Zimbabwe? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Zimbabwe?									
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 Group's effectiveness in Zimbabwe.										
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 Group's staff is well prepared (e.g., skills and knowledge) to help Zimbabwe solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the MOST impact on development results in Zimbabwe, in which sectoral areas do you believe the World Bank Group should focus MOST of its resources (financial and knowledge services) in Zimbabwe? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Environmental sustainability
2	Security/stabilization/reconstruction (maintaining the peace)	17	Equality of opportunity (i.e., equity)
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Regional conflict and tensions
4	Transport (e.g., roads, bridges, rail transportation)	19	Health (incl. communicable/non-communicable diseases)
5	Poverty reduction	20	Education (accessibility, affordability, quality of primary, secondary, and higher education)
6	Global/regional integration	21	Food security
7	Gender equity	22	Climate change (e.g., mitigation, adaptation, and disaster management)
8	Agriculture and rural development	23	Trade and exports
9	Domestic private sector development (e.g., job creation, employment opportunities)	24	Economic growth (improving linkage between economic growth and poverty reduction, making growth inclusive and broad based)
10	Foreign direct investment	25	Law and justice (e.g., judicial system, anti-corruption)
11	Water and sanitation (expansion, quality)	26	Local governance and institutions
12	Energy (accessibility)	27	Regulatory framework
13	Government accountability (i.e., civil society participation)	28	Natural resource management (e.g., oil, gas, mining)
14	Financial markets (accessibility and affordability)	29	Information and communications technology
15	Urban development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE and which activity is of SECOND GREATEST VALUE in Zimbabwe?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional development, training for staff at state institutions)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., Poverty Reduction Strategy (PRSP) assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Zimbabwe's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Strategy formulation (e.g., Poverty Reduction Strategy (PRSP) assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Zimbabwe. To which degree would Zimbabwe benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Zimbabwe?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B19	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Zimbabwe to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B22	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B25. Which of the following do you identify as the World Bank Group's GREATEST WEAKNESSES in its work in Zimbabwe? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Zimbabwe
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Zimbabwe? (Choose no more than TWO)

1	Capacity development (e.g., institutional development, training for staff at state institutions)
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Trust Fund management
5	Co-financing arrangements (i.e., with other donors)
6	Sector-wide approaches
7	Other (please specify): _____
8	Don't know

B27. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Faith based organizations
11	Emerging donors
12	UN agencies
13	Regional organizations (e.g., SADC, COMESA, African Union)
14	Other (please specify): _____
15	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Zimbabwe?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B28	Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	The World Bank Group supports programs and strategies that are realistic for Zimbabwe	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B31	The World Bank Group treats clients and stakeholders in Zimbabwe with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Zimbabwe, 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		
B32	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B34	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B35	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B36	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B37	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B38	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B39	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B40	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B41	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B42	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B43	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B44	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B45	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B46	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B47. To be a MORE effective development partner in Zimbabwe, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B48. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in Zimbabwe? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B49. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	
1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Zimbabwe?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, rail transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system, anti-corruption)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Domestic private sector development (e.g., job creation, employment opportunities)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation (expansion, quality)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth (improving linkage between economic growth and poverty reduction, making growth inclusive and broad based)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy (accessibility)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Government accountability (i.e., civil society participation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Financial markets (accessibility and affordability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Health (incl. communicable/non-communicable diseases)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Education (accessibility, affordability, quality of primary, secondary, and higher education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Security/stabilization/reconstruction (maintaining the peace)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation, and disaster management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	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 GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe?												
		Not effective at all								Very effective	Don't know	
		1	2	3	4	5	6	7	8	9	10	
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Transport (e.g., roads, bridges, rail transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Law and justice (e.g., judicial system, anti-corruption)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector development (e.g., job creation, employment opportunities)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Water and sanitation (expansion, quality)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Economic growth (improving linkage between economic growth and poverty reduction, making growth inclusive and broad based)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Energy (accessibility)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Government accountability (i.e., civil society participation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Financial markets (accessibility and affordability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Health (incl. communicable/non-communicable diseases)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Education (accessibility, affordability, quality of primary, secondary, and higher education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Security/stabilization/reconstruction (maintaining the peace)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Climate change (e.g., mitigation, adaptation, and disaster management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	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 GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Zimbabwe? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?											
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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Zimbabwe?											
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 Group in Zimbabwe?																					
										Strongly disagree		Strongly agree		Don't know							
C6	The World Bank Group's financial instruments (i.e., trust funds) meet the needs of Zimbabwe										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The World Bank Group meets Zimbabwe'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"/>

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?											
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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

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

		To no degree at all										To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10			
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D4	Are relevant to Zimbabwe's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
D11	Are adaptable to Zimbabwe's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	

D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Zimbabwe's development challenges?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank Group takes decisions quickly in Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Working with the World Bank Group increases Zimbabwe's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

E15. Which of the following BEST describes the way the World Bank Group operates in Zimbabwe? (Select only one response)	
1	The World Bank Group takes too much risk in Zimbabwe
2	The World Bank Group does not take enough risk in Zimbabwe
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

E16. To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?										
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

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

F1. Which of the following SHOULD the World Bank Group do to make itself of GREATER value in Zimbabwe? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Reach out more to groups outside of Government
4	Improve the quality of its experts as related to Zimbabwe's specific challenges
5	Offer more innovative knowledge services
6	Ensure greater selectivity in its work
7	Increase the level of capacity development in the country
8	Reduce the complexity of obtaining World Bank Group financing
9	Work faster
10	Increase the level of World Bank Group staffing in Zimbabwe's office
11	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Zimbabwe, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Zimbabwe? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	The combination (all of the above) is appropriate for Zimbabwe
5	None of the above
6	Don't know

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit MOST from the World Bank Group playing a leading role among international partners in Zimbabwe?	B. Which THREE areas below would benefit MOST from other donors in Zimbabwe?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
5	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
6	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
7	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	
1	Share more information about the World Bank Group's activities, products, and knowledge
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get MOST of your information about economic and social development issues in Zimbabwe? (Choose no more than TWO)

1	Local newspapers
2	International newspapers
3	Local radio stations
4	International radio stations
5	Local television
6	International television
7	Books/periodicals
8	Internet, incl. social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)
9	Mobile phones/instant messaging
10	Other (please specify): _____

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters
3	Mobile phones/instant messaging
4	World Bank Group's seminars/workshops/conferences
5	World Bank Group's publications and other written materials
6	Social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)
7	World Bank Group's website
8	Other (please specify): _____

G3	Are you aware of the World Bank Group'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 Group 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 Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/zimbabwe)
2	The World Bank Group's main website (www.worldbank.org)

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

Please rate how much you agree with EACH of the following statements.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G10	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G14	When I need information from the World Bank Group 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 Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)	
1	Office of the President, Deputy President
2	Government Minister
3	Parliamentarian
4	Government Employee/Civil Servant
5	Consultant/Contractor working on World Bank Group 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	Financial Sector/Private Bank
12	NGO
13	Community Based Organization
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Faith-Based Group
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION H: BACKGROUND INFORMATION

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

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

Thank you for completing the survey!