



Zimbabwe

The World Bank Group
Country Survey FY 2014

Report of Findings
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Country Opinion Surveys
THE WORLD BANK GROUP

Acknowledgements

The Zimbabwe Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Zimbabwe country team and the local fielding agency Mass Public Opinion Institute (MPOI). In particular, PORG is grateful to Camille Nuamah (Country Manager) and Margaret Matewa (Public Information Assistant) for their ongoing support throughout the Country Opinion Survey process.

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In April-May 2014, 246 stakeholders of the World Bank Group in Zimbabwe were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Deputy President; government ministers; parliamentarians; government employees and civil servants; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 183 stakeholders participated in the survey (74% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via courier and returned it accordingly. Respondents were asked about: general issues facing Zimbabwe; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Zimbabwe; and the WBG's communication and information sharing in Zimbabwe.

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

- A. General Issues Facing Zimbabwe: Respondents were asked to indicate whether Zimbabwe is headed in the right direction (socially and economically), what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Zimbabwe, and how "shared prosperity" would be best achieved in Zimbabwe.

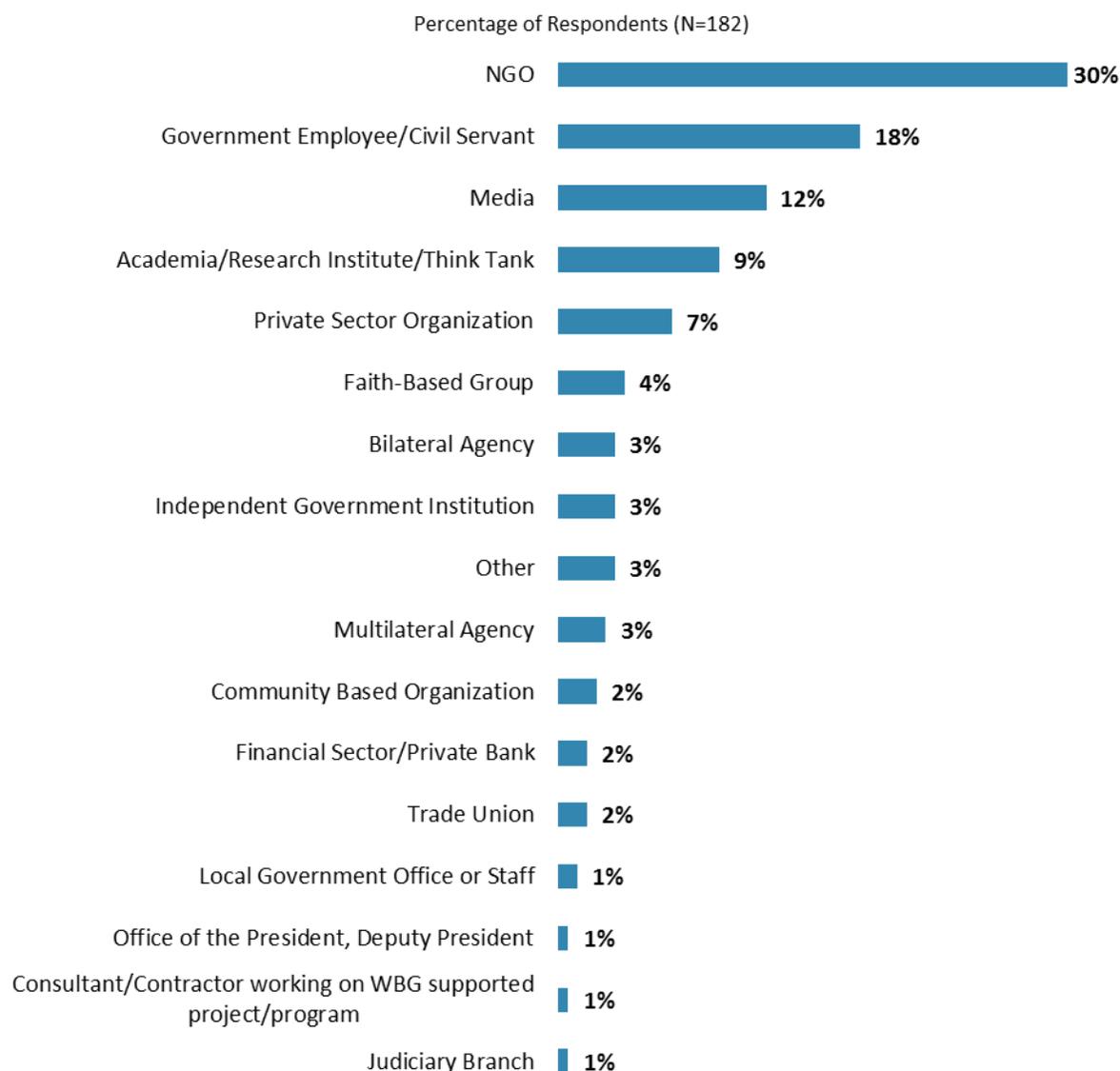
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Zimbabwe, WBG staff preparedness to help Zimbabwe solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Zimbabwe, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Zimbabwe, the extent to which the WBG meets Zimbabwe's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across twenty-nine development areas, such as economic growth, private sector development, education, health, agriculture and rural development.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Zimbabwe: Respondents were asked to indicate what the WBG should do to make itself of greater value in Zimbabwe, which services the WBG should offer more of in the country, and which development areas would benefit most from WBG playing a leading role as compared to other donors.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites and social media channels. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, and their exposure to the WBG in Zimbabwe.

III. Demographics of the Sample

Current Position

- For further analyses, a small number of respondents from multilateral agencies were combined with respondents from bilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs¹, community based organizations, faith-based groups, and trade unions were combined into the “CSO” category; and the few respondents from the office of the President, Deputy President, consultants/contractors working on World Bank Group-supported projects/programs, local governments, independent government institutions, and the judiciary branch were included in the “Other” category.

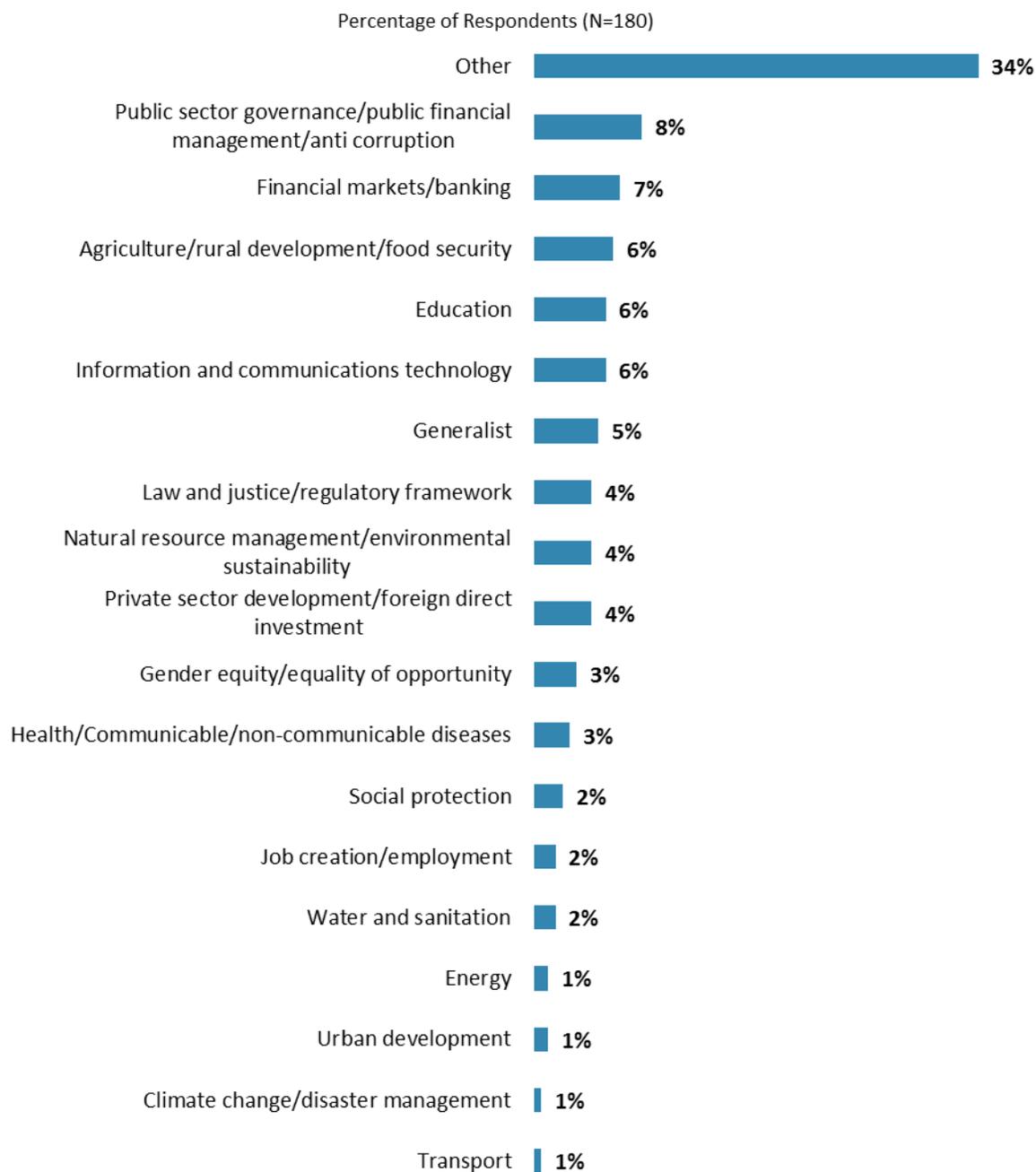


“Which of the following best describes your current position?” (Respondents chose from a list.)

¹ Note that the sample included a large number of respondents from NGOs. However, statistical tests (comparisons of weighted and unweighted data) showed no differences, therefore, the unweighted data are presented in the report.

III. Demographics of the Sample (continued)

Area of Primary Specialization

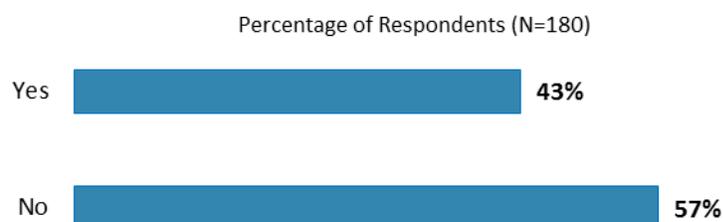


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

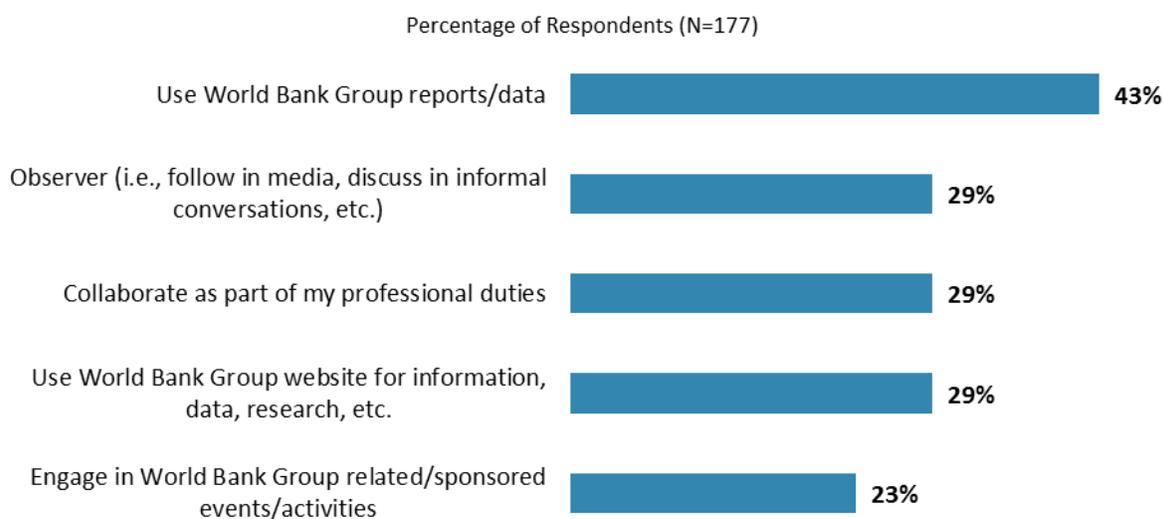
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Zimbabwe, can be found in Appendix D (see page 109). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.



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

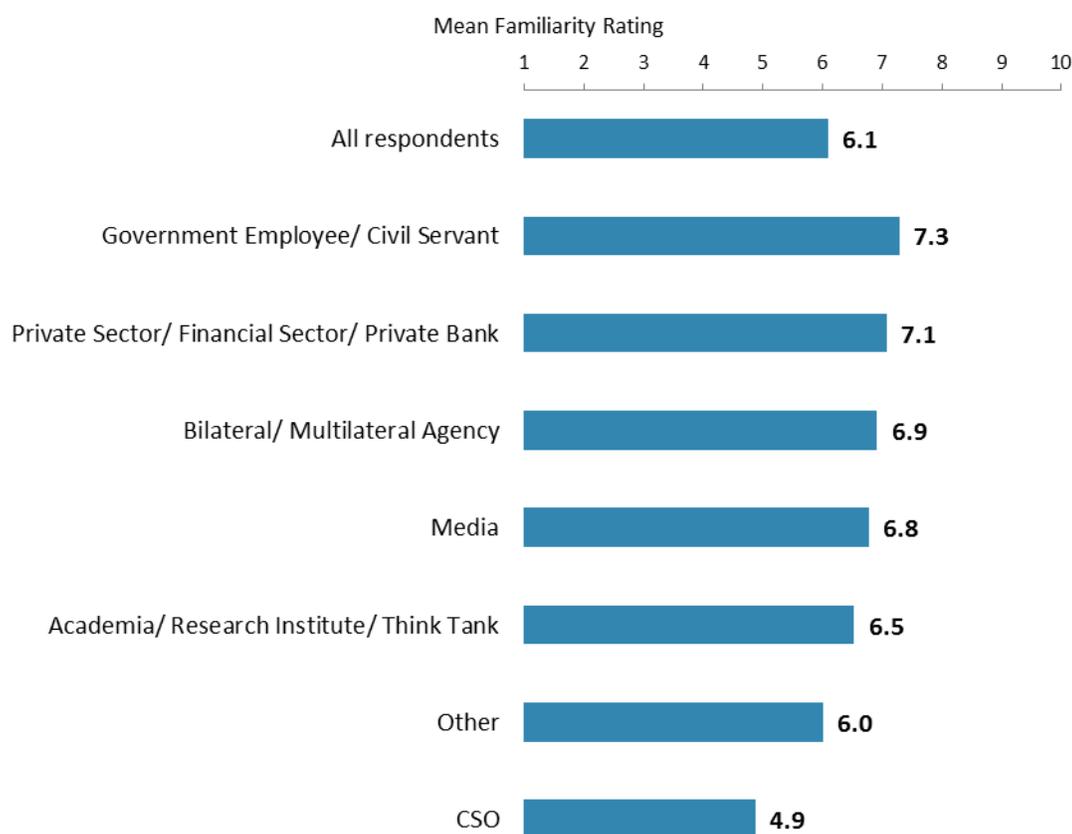


"Which of the following describes most of your exposure to the World Bank Group in Zimbabwe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Government employees/civil servants had the highest levels of familiarity with the WBG whereas respondents from CSOs had significantly lower levels of familiarity.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of familiarity with the WBG than respondents who indicated that they do not collaborate with the WBG.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Zimbabwe.

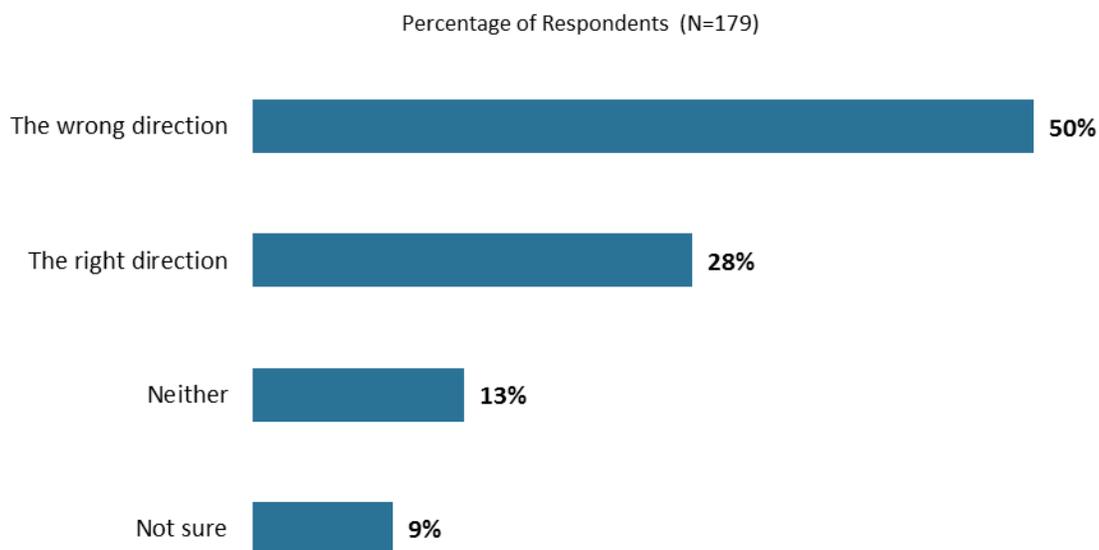


"How familiar are you with the work of the World Bank Group in Zimbabwe?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Zimbabwe

Headed in the Right Direction

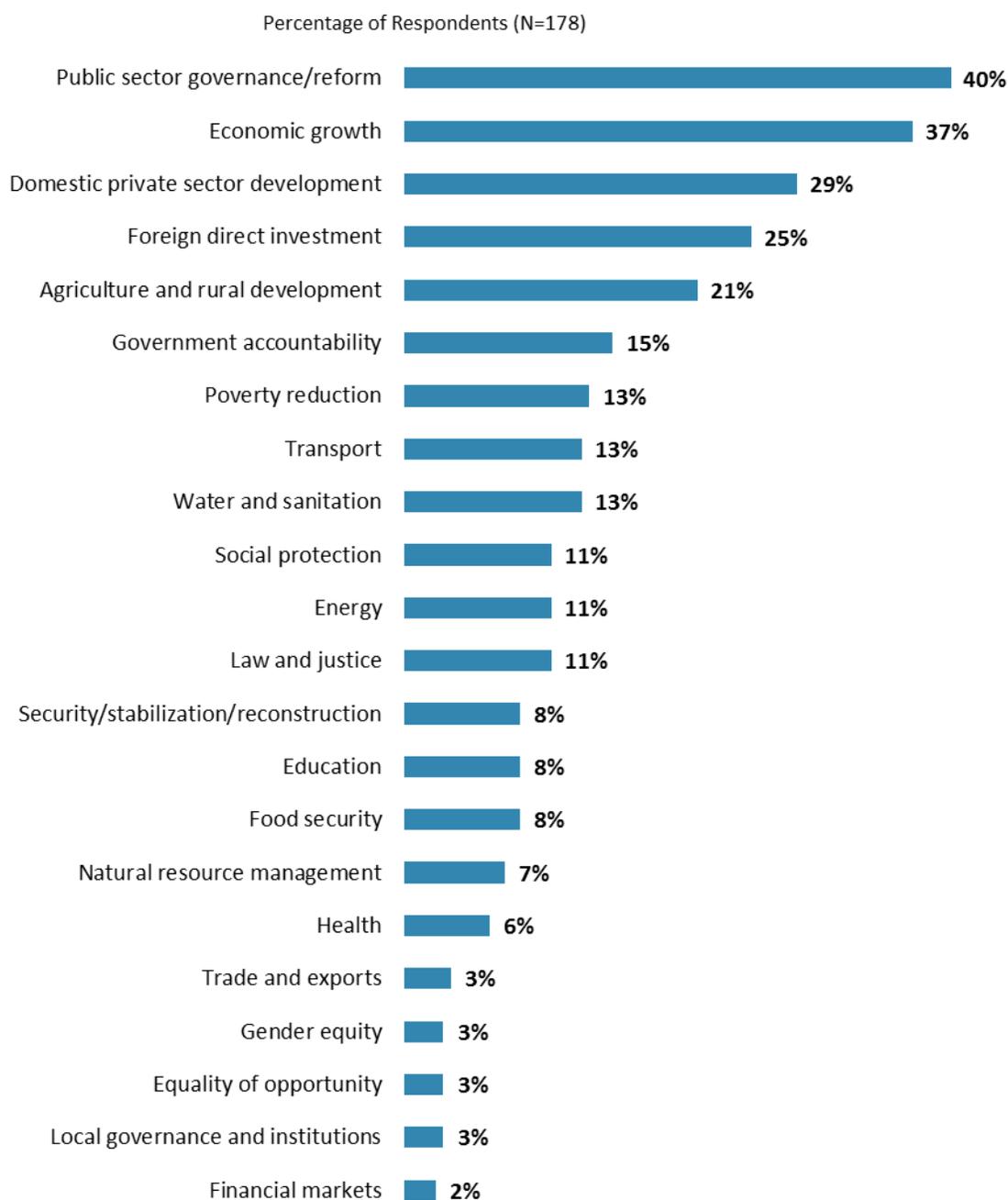
- While a plurality of respondents across nearly all stakeholder groups indicated that Zimbabwe is headed in the wrong direction, a majority of government employees/civil servants indicated that Zimbabwe is headed in the right direction, socially and economically.



"Socially and economically, would you say that Zimbabwe is headed in ... ?"
(Respondents chose from a list.)

IV. General Issues Facing Zimbabwe (continued)

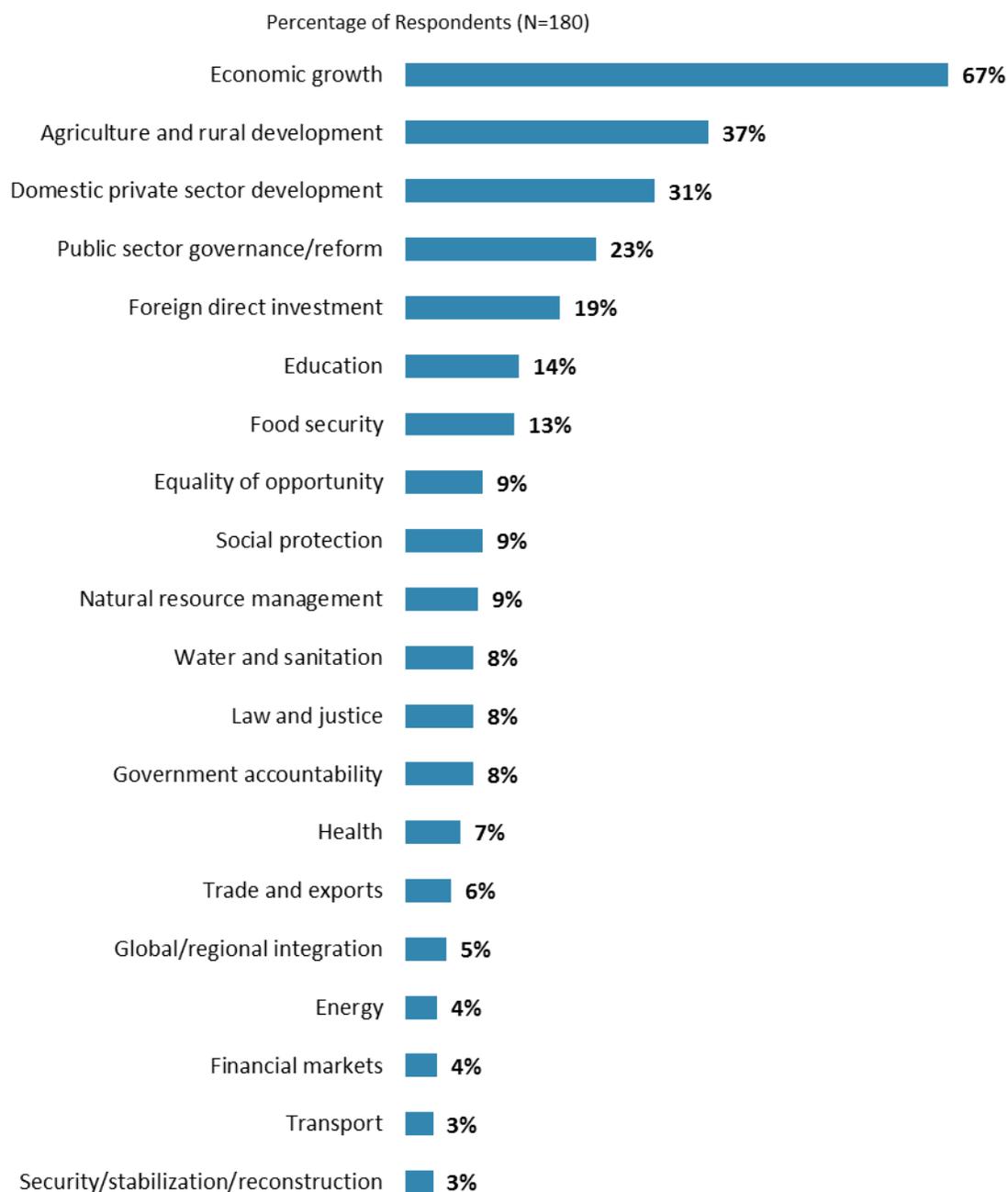
Development Priority



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

IV. General Issues Facing Zimbabwe (continued)

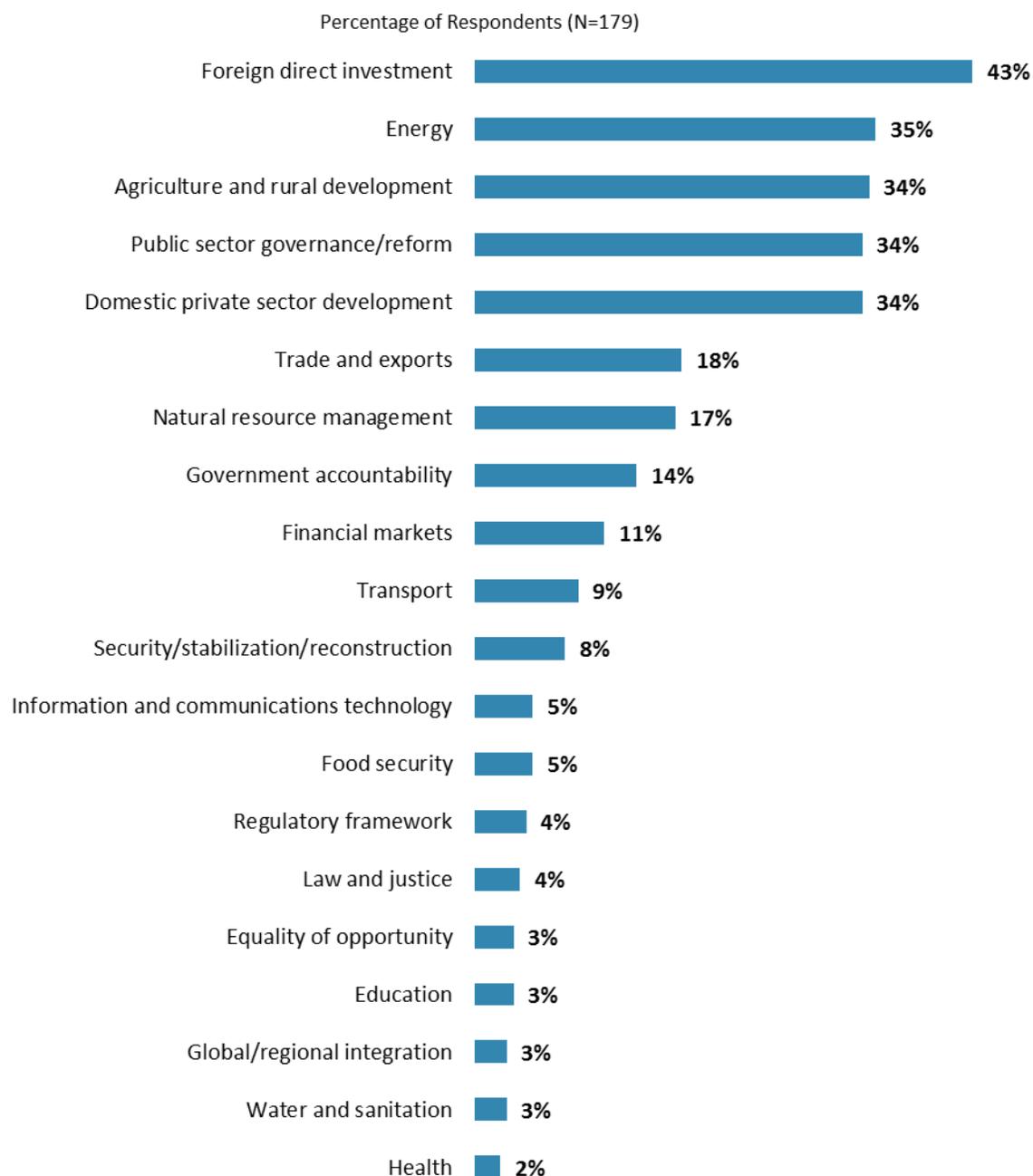
Factors Contributing to Poverty Reduction



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

IV. General Issues Facing Zimbabwe (continued)

Factors Contributing to Economic Growth

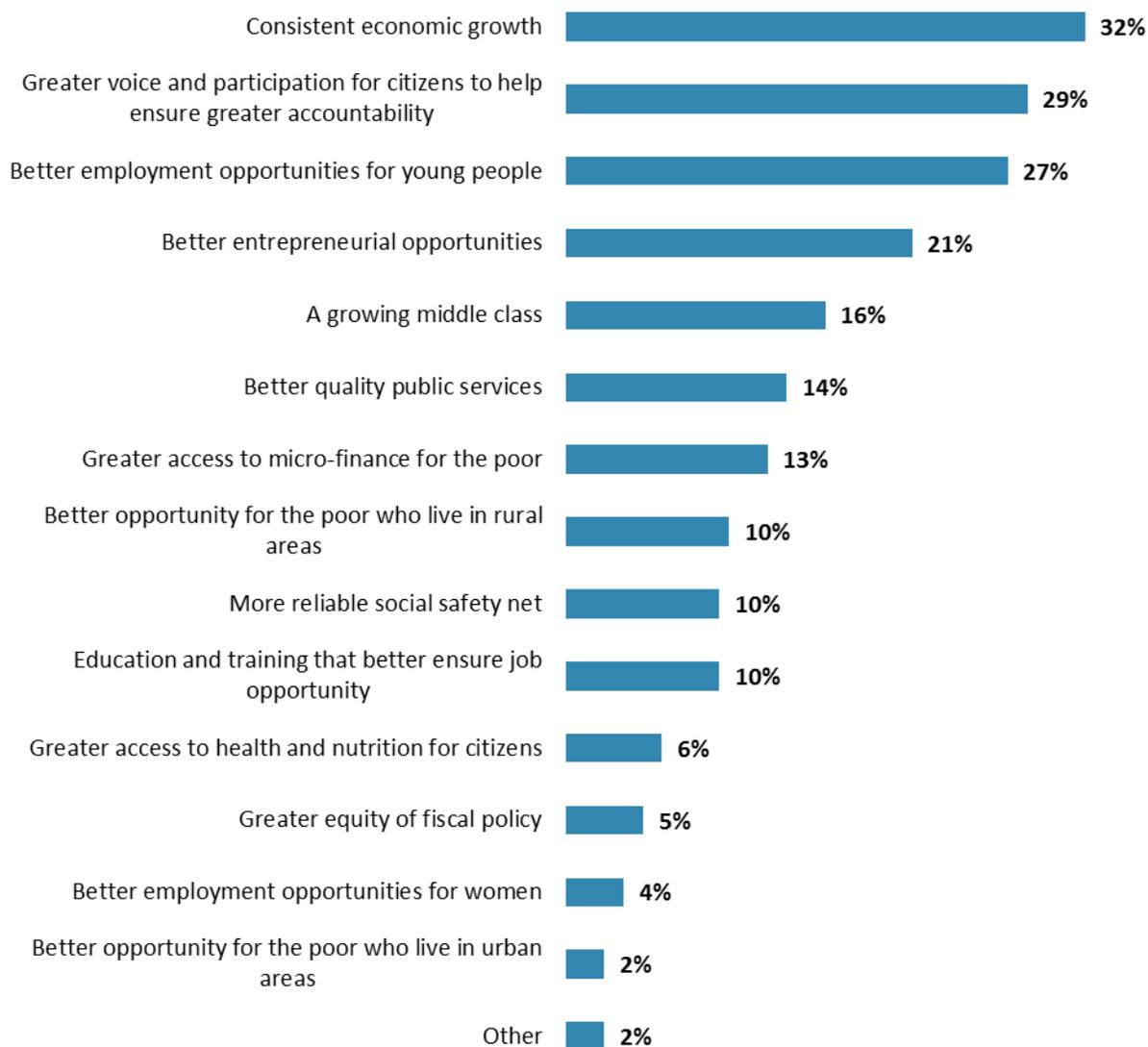


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute MOST to generating economic growth in Zimbabwe? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)

IV. General Issues Facing Zimbabwe (continued)

Achieving "Shared Prosperity"

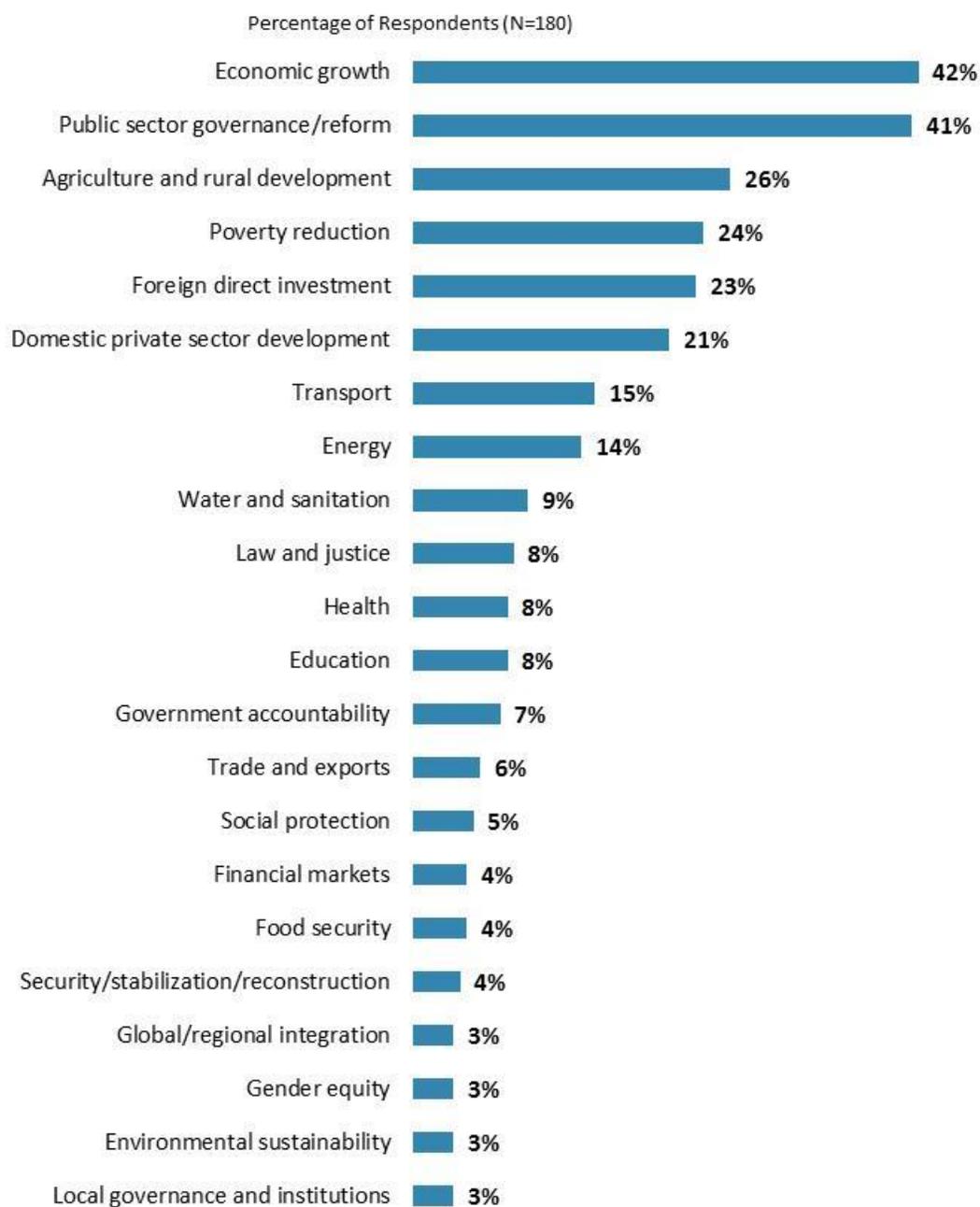
Percentage of Respondents (N=168)



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

V. Overall Attitudes toward the World Bank Group

Focusing World Bank Group Resources



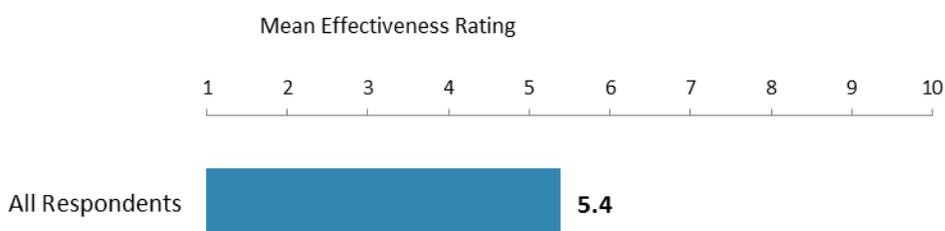
“When thinking about how the World Bank Group can have the MOST impact on development results in Zimbabwe, in which sectoral areas do you believe the World Bank Group should focus MOST of its resources (financial and knowledge services) in Zimbabwe? (Choose no more than THREE)”
(Respondents chose from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

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

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

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

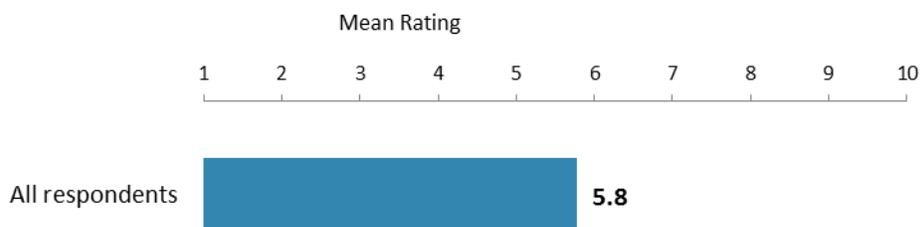
- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Zimbabwe than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings for the WBG’s overall effectiveness in Zimbabwe.



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

Achieving Development Results (*Indicator Question*)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the extent to which the WBG’s work helps to achieve development results in Zimbabwe than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the WBG’s work helps to achieve development results in Zimbabwe.

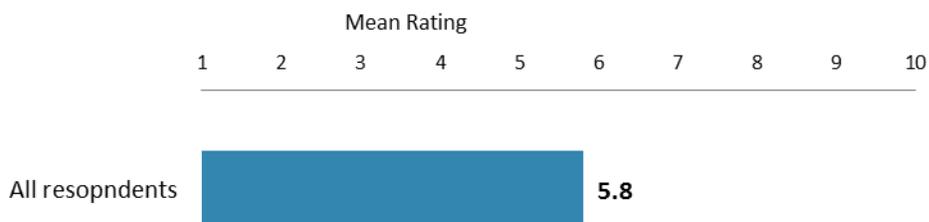


"To what extent does the World Bank Group’s work help to achieve development results in Zimbabwe?"
(1 - "To no degree at all", 10 - "To a very significant degree")

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

Building/Strengthening Country Systems *(Indicator Question)*

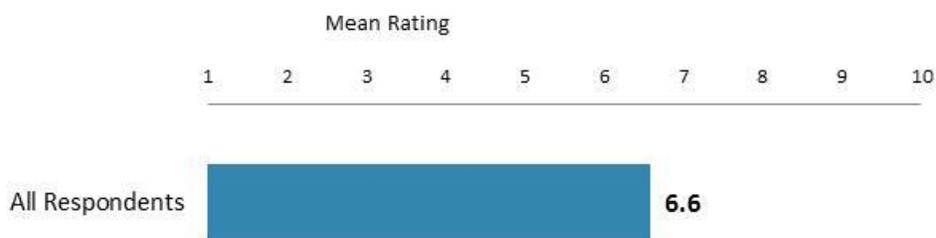
- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the extent to which the WBG helps to build/strengthen existing country systems in Zimbabwe than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings.



"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Zimbabwe?"
(1-"To no degree at all", 10-"To a very significant degree")

Staff Preparedness *(Indicator Question)*

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Zimbabwe solve its most complicated development challenges than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings.

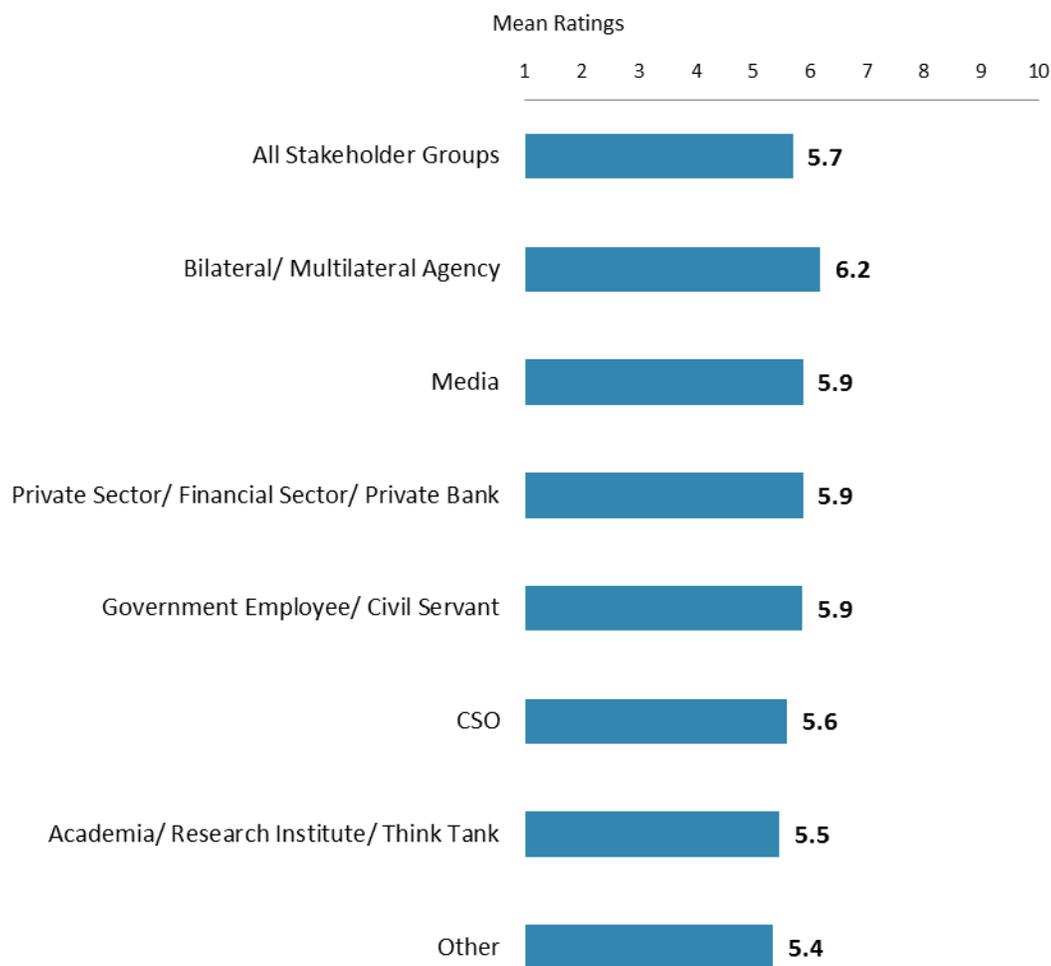


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Zimbabwe solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were no significant differences across stakeholder groups in their aggregated responses to twenty-eight indicator questions (responses to individual indicator questions across all stakeholder groups can be found in Appendix E, page 110).

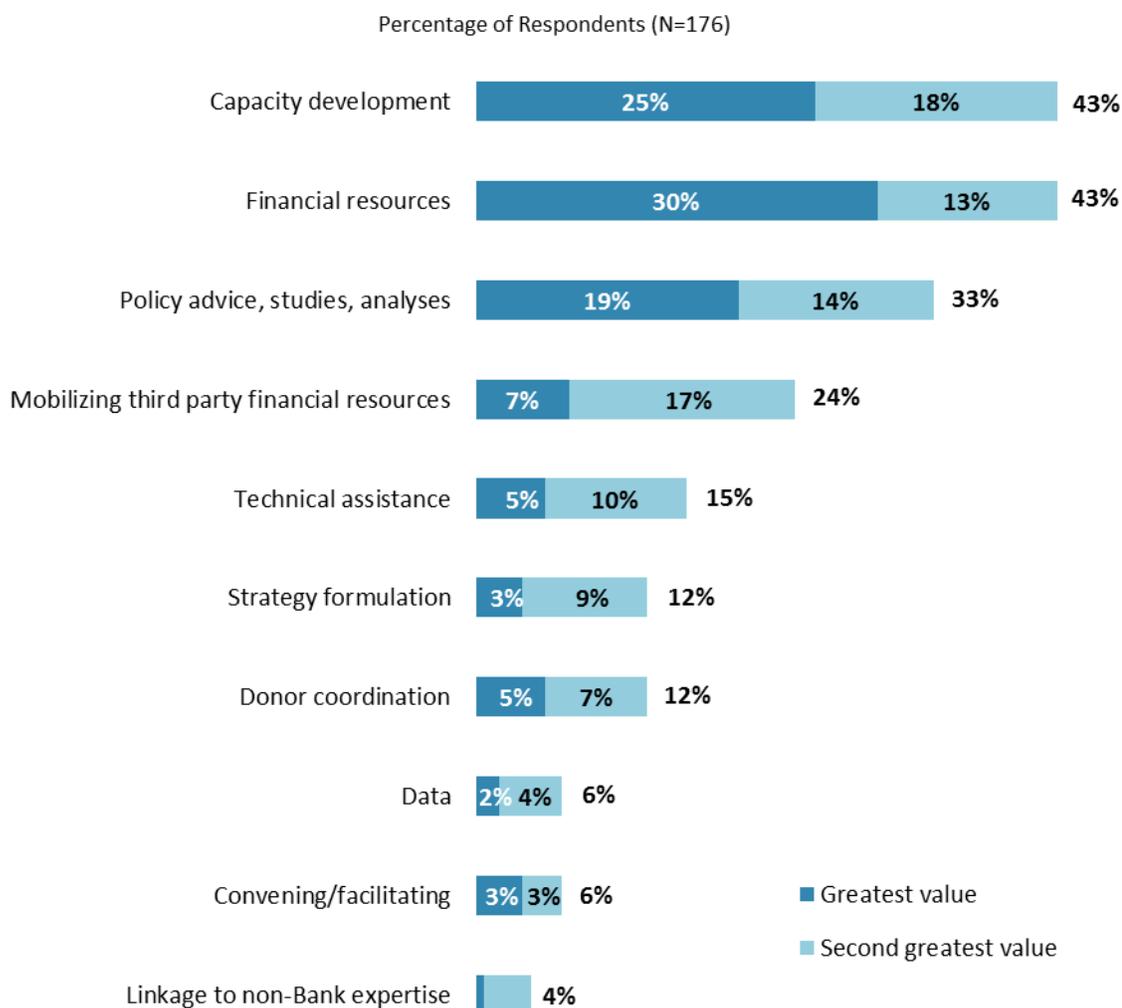


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty-eight indicator questions can be found in Appendices D and E.

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

WBG Activities: Greatest Value



"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?" (Respondents chose from a list.)

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

WBG Activities: Effectiveness

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the effectiveness of the WBG's data, policy advice, studies, analysis, and convening/facilitating than respondents who do not collaborate with the WBG.

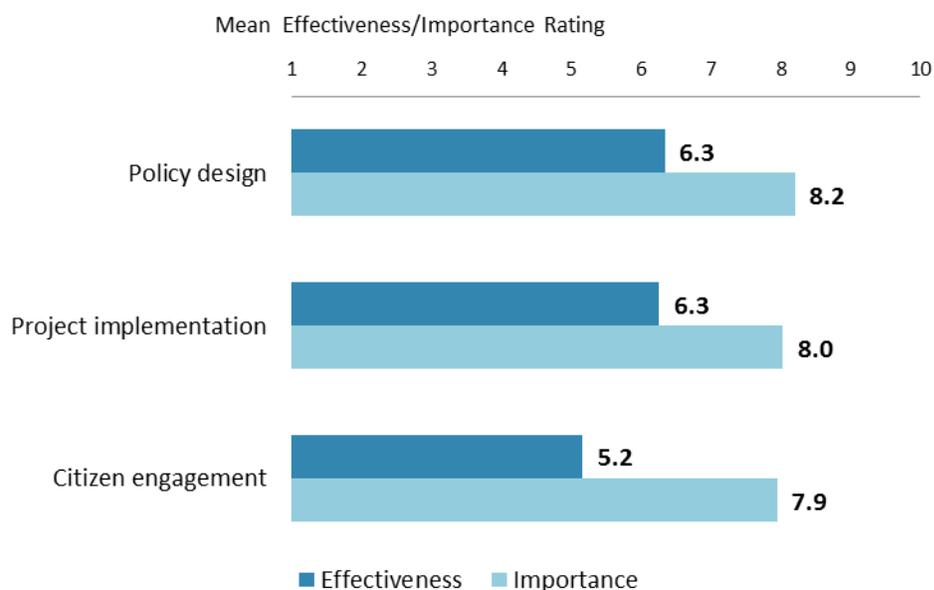


"How effectively do the World Bank Group's activities support Zimbabwe's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")

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

WBG Activities: Capacity Building

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the effectiveness of the WBG's capacity building work in policy design, project implementation, and citizen engagement than respondents who do not collaborate with the WBG.

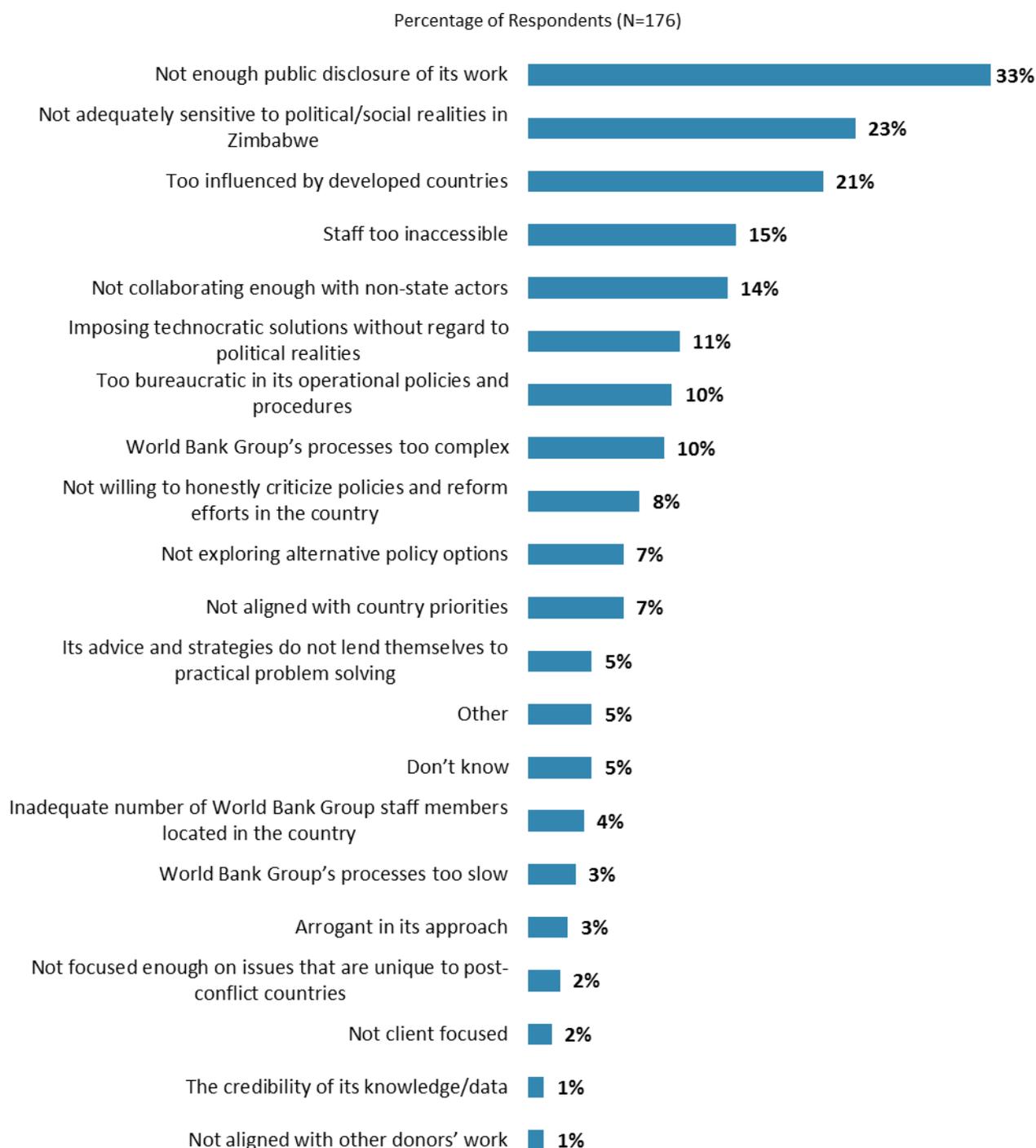


"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Zimbabwe?"
(1-"Not effective at all", 10-"Very effective")

"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?"
(1-"Not important at all", 10-"Very important")

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

Greatest Weakness

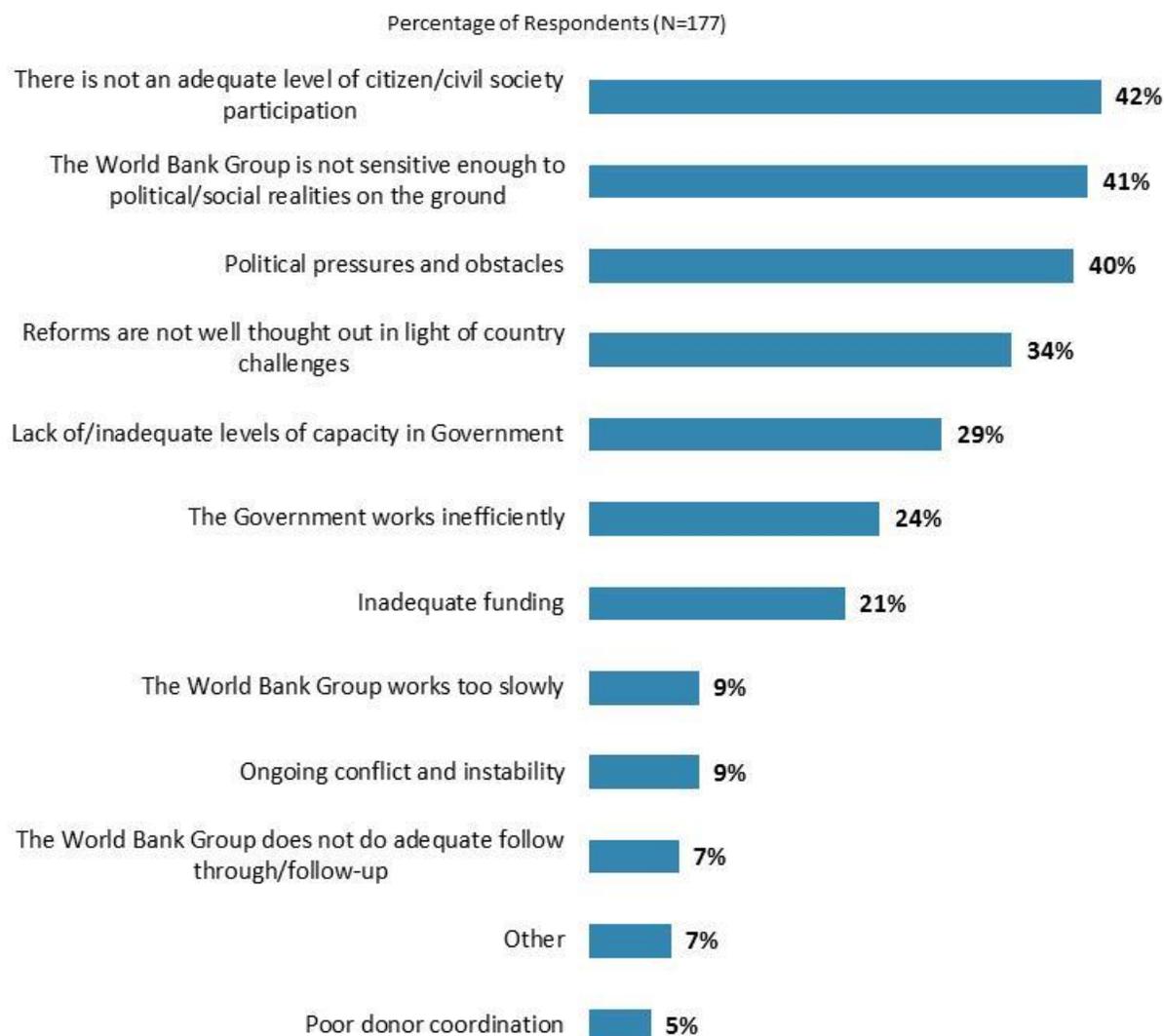


"Which of the following do you identify as the World Bank Group's GREATEST WEAKNESSES in its work in Zimbabwe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

Attributing Slow or Failed Reform Efforts

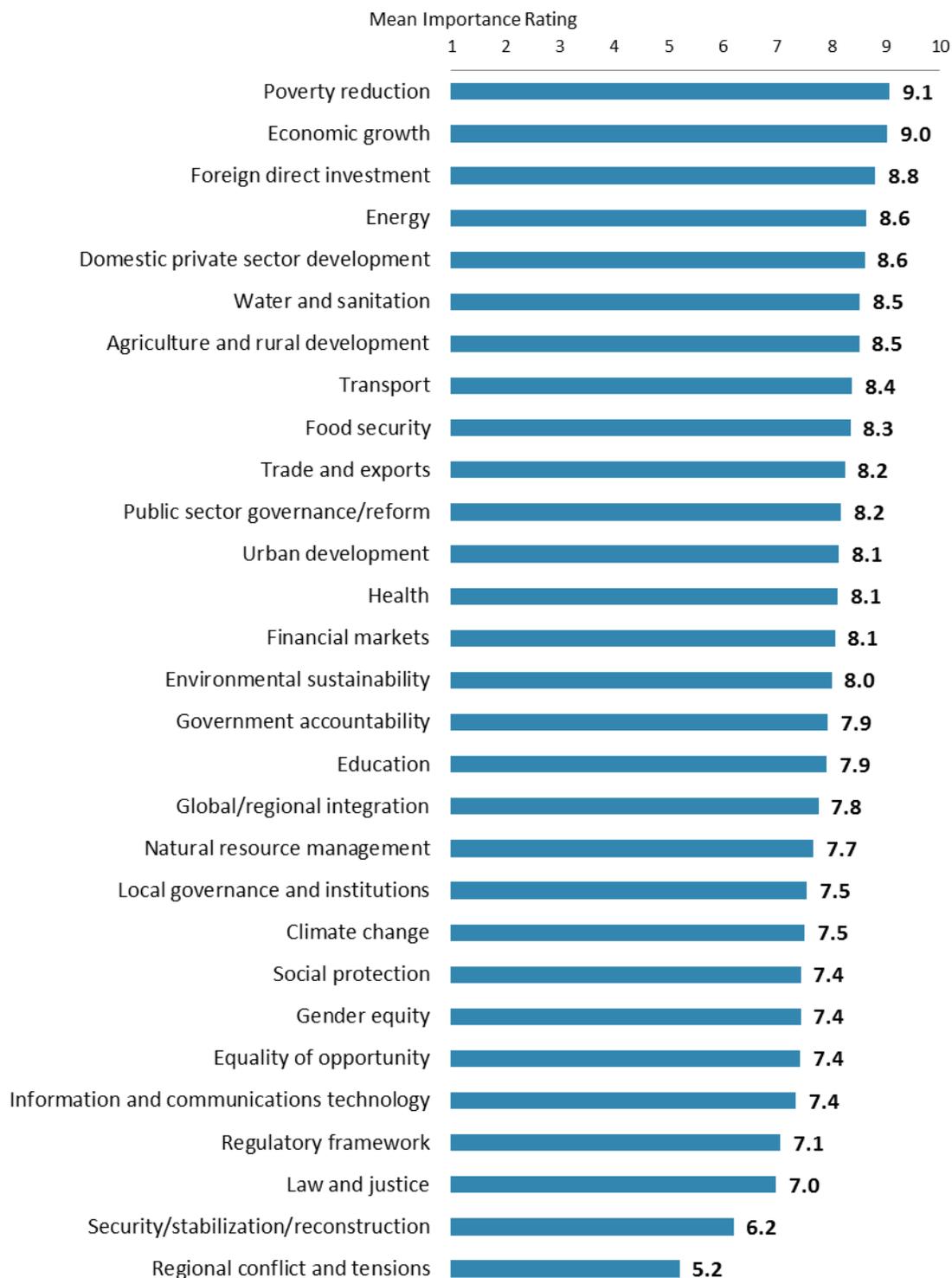
- Respondents from CSOs, academia/research institutes/think tanks, and the media were significantly more likely to attribute slow or failed reform efforts to inadequate level of citizen/civil society participation compared to respondents from other stakeholder groups.



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

VI. Sectoral Importance and Effectiveness

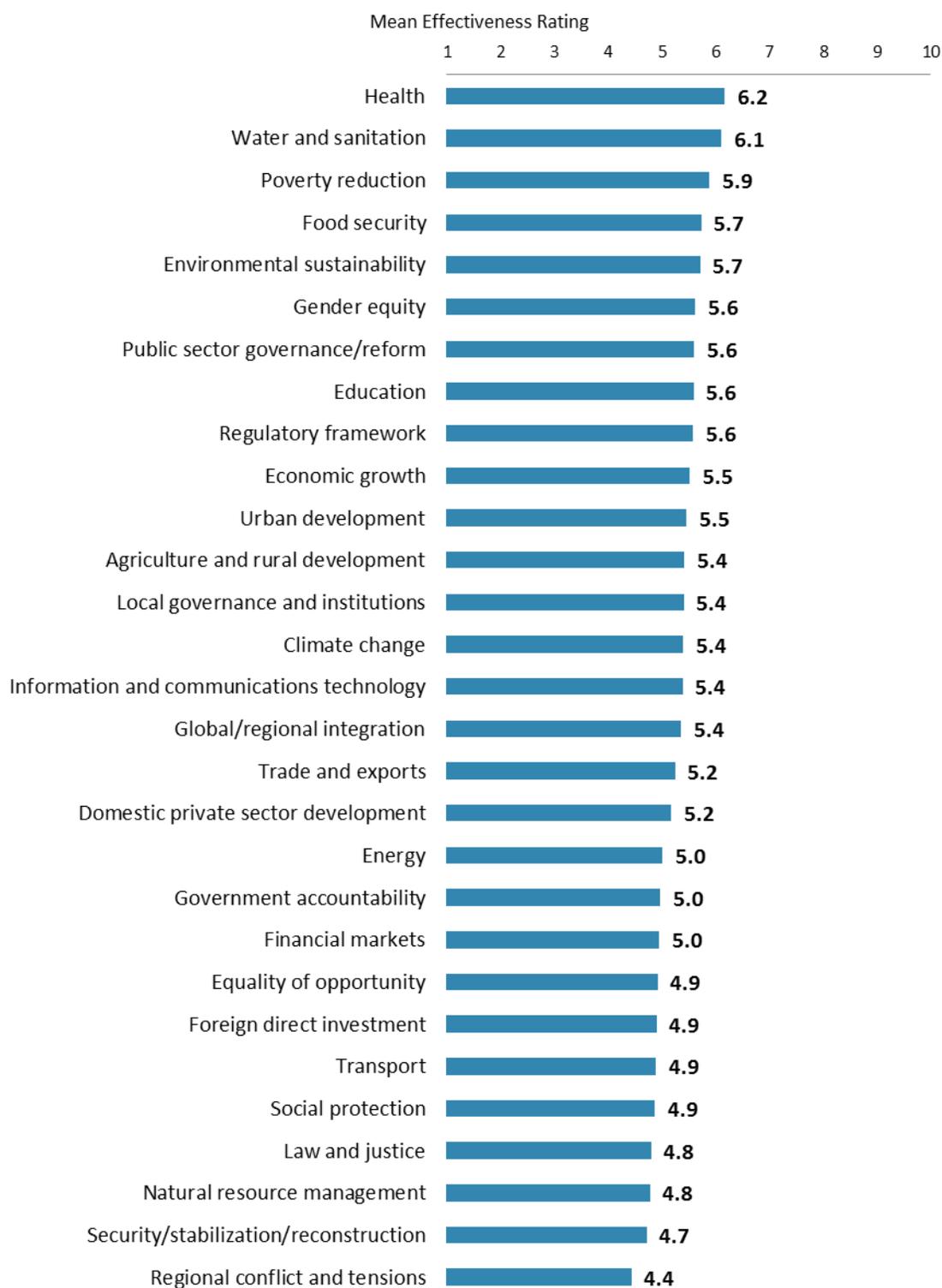
Importance of Sectoral Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Zimbabwe?" (1-"Not important at all", 10-"Very important")

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas



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

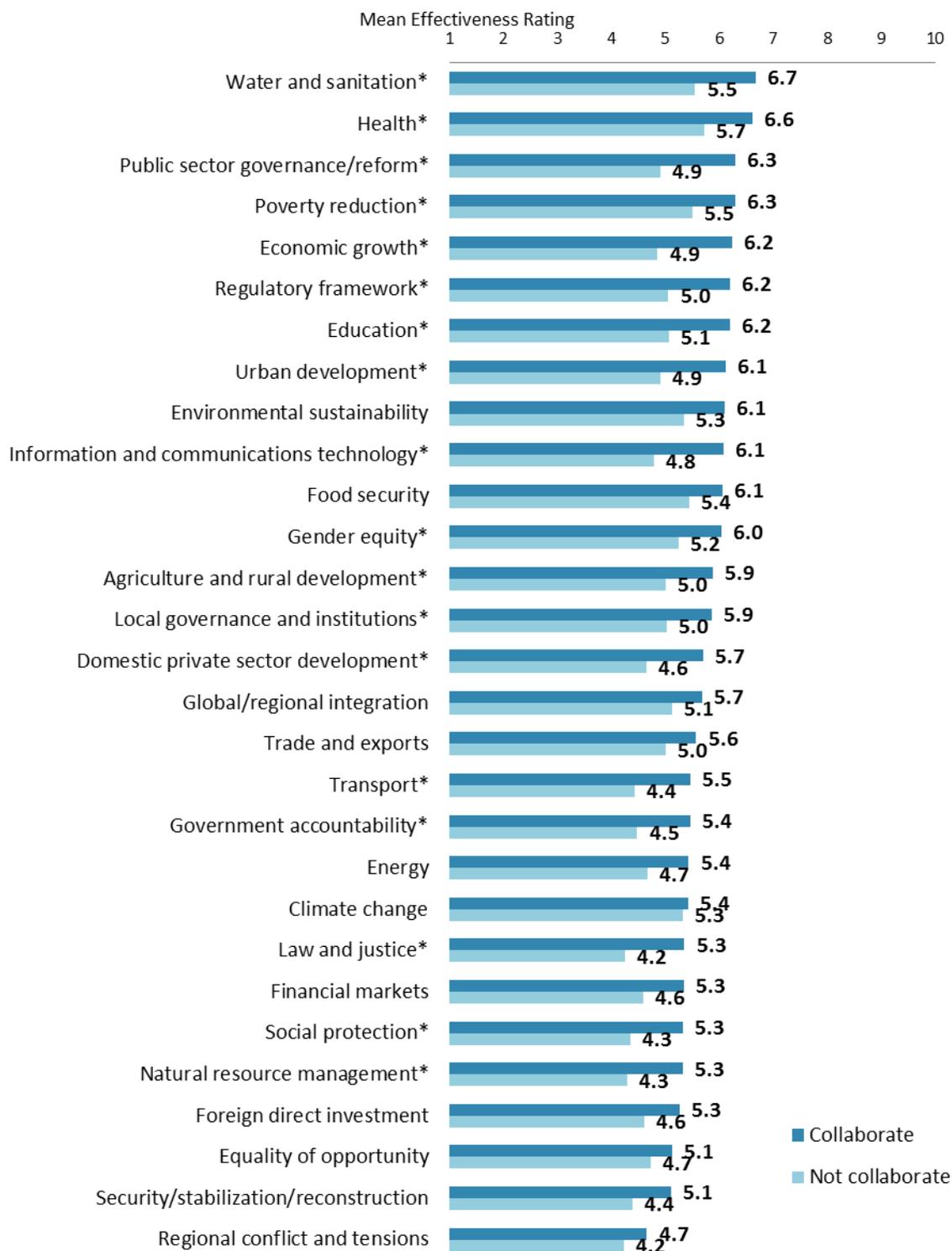
VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas (continued)

- Respondents across stakeholder groups gave statistically similar ratings for the WBG’s effectiveness in all twenty-nine development areas except one: “Law and justice” (respondents from the media gave the highest ratings, whereas respondents from academia/research institutes/think tanks gave significantly lower ratings). Ratings across all development areas by stakeholder groups can be found in Appendix B (see page 72).
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG’s effectiveness than respondents who do not collaborate with the WBG in the following eighteen development areas. Ratings across all areas by level of collaboration with the WBG can be found in Appendix C (see page 94).
 - Information and communications technology;
 - Transport;
 - Law and justice;
 - Urban development;
 - Regulatory framework;
 - Poverty reduction;
 - Gender equity;
 - Domestic private sector development;
 - Local governance and institutions;
 - Water and sanitation;
 - Economic growth;
 - Public sector governance/reform;
 - Government accountability;
 - Health;
 - Agriculture and rural development;
 - Education;
 - Social protection; and
 - Natural resource management.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 64) that primarily informed stakeholders responded to this question.

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators



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

*Significantly different between stakeholders who do and do not collaborate with the WBG professionally

VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

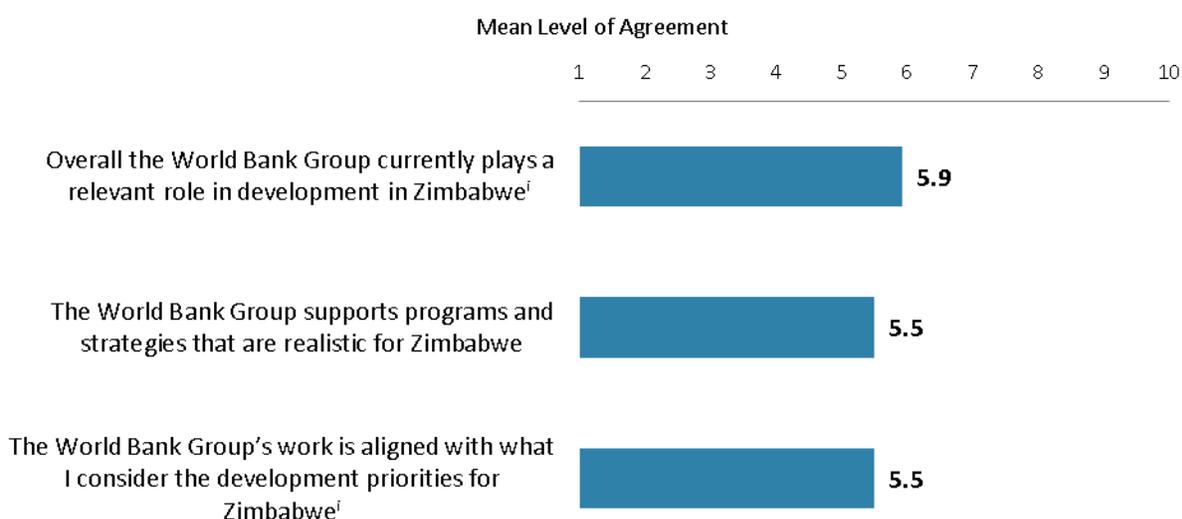
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Zimbabwe. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at regional conflict and tensions;
 - The WBG's effectiveness at social protection; and
 - The WBG's effectiveness at poverty reduction.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Zimbabwe, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at energy;
 - The WBG's effectiveness at transport; and
 - The WBG's effectiveness at education.

VII. How the World Bank Group Operates

The World Bank Group's Work in Zimbabwe

- Respondents who collaborate/work with the WBG had significantly higher levels of agreement with the statements “*the WBG’s work is aligned with what I consider the development priorities for Zimbabwe*” and “*the WBG supports programs and strategies that are realistic for Zimbabwe*” compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups had statistically similar levels of agreement with these three statements.



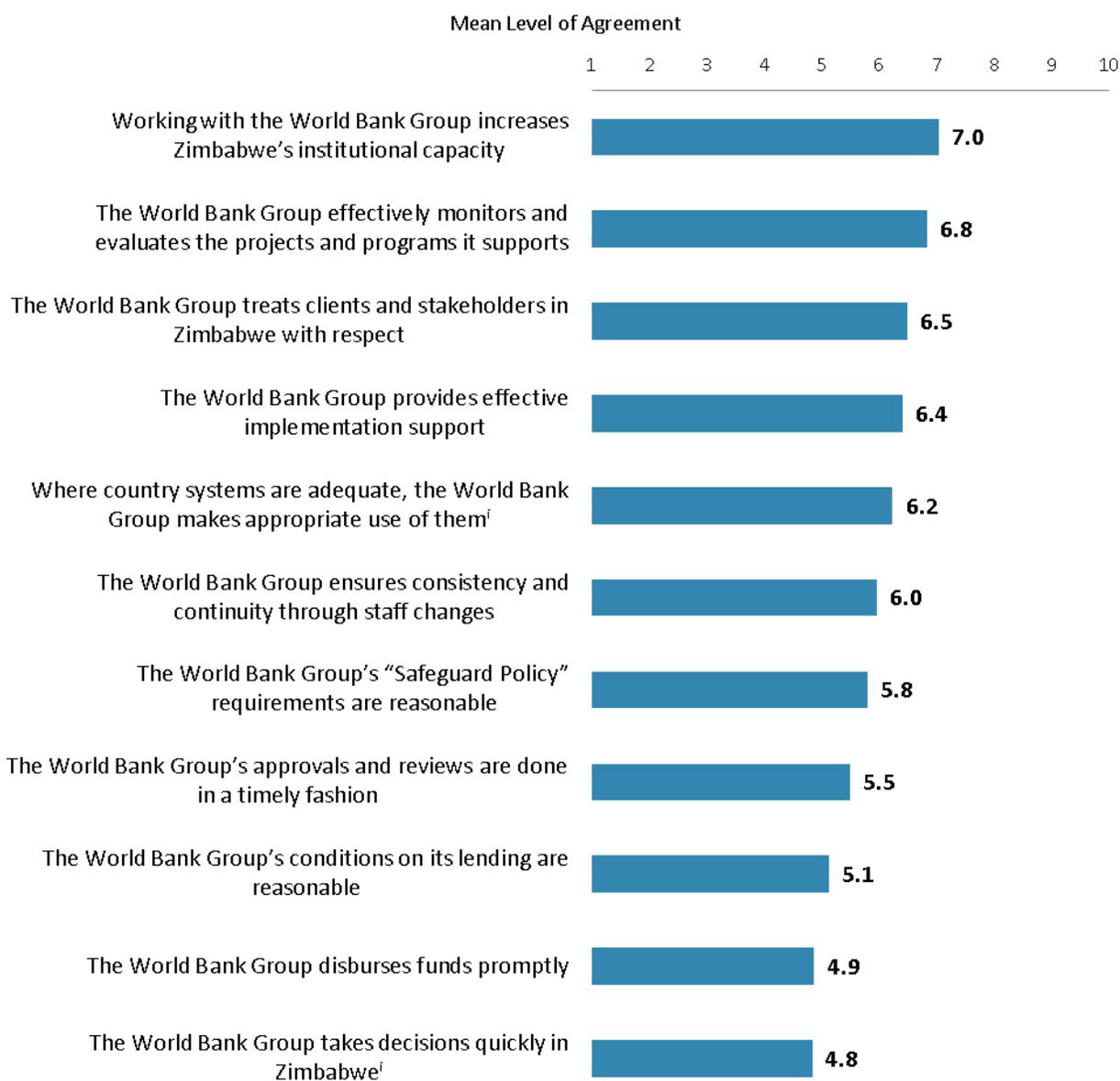
"To what extent do you agree with the following statements about the World Bank Group's work in Zimbabwe?" (1-"Strongly disagree", 10-"Strongly agree")

¹Indicator Question

VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Respondents across all stakeholder groups had statistically similar levels of agreement with all these statements (including the indicator questions).

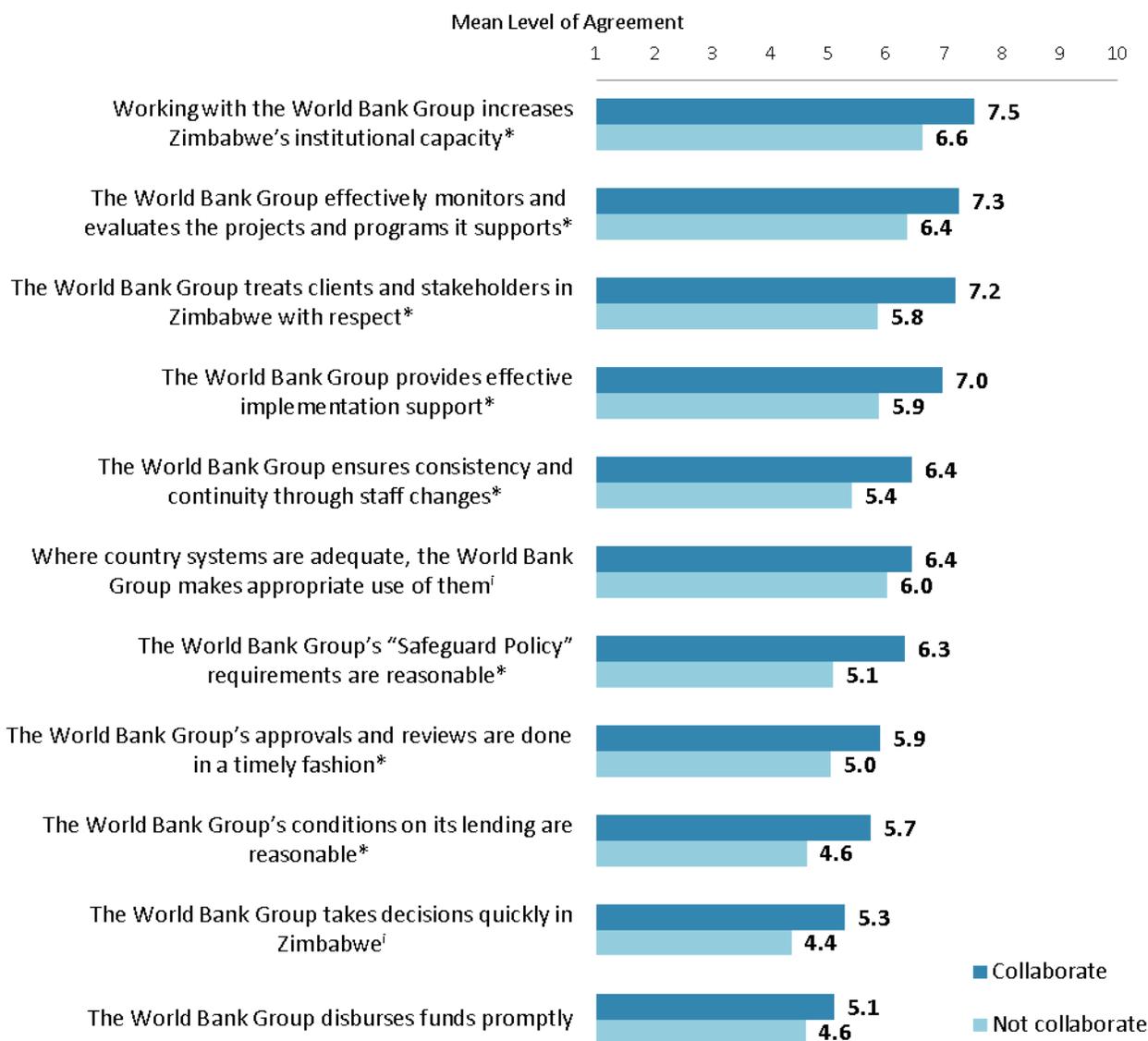


"To what extent do you agree/disagree with the following statements?" (1-"Strongly disagree", 10-"Strongly agree")
ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement with many of these statements compared to respondents who do not collaborate with the WBG. Statistically significant differences are noted in the chart.



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

*Significantly different between stakeholders who do and do not collaborate with the WBG professionally

ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- There were statistically significant differences across stakeholder groups in their ratings of the WBG's effectiveness as a development partner in four of these aspects: *“collaboration with civil society”, “ease of access to the people at the WBG who are making decisions important to my work”, “staff accessibility”, and “the speed in which it gets things accomplished on the ground”*. Government employees/civil servants tended to give the highest ratings, whereas respondents from CSOs gave significantly lower ratings.



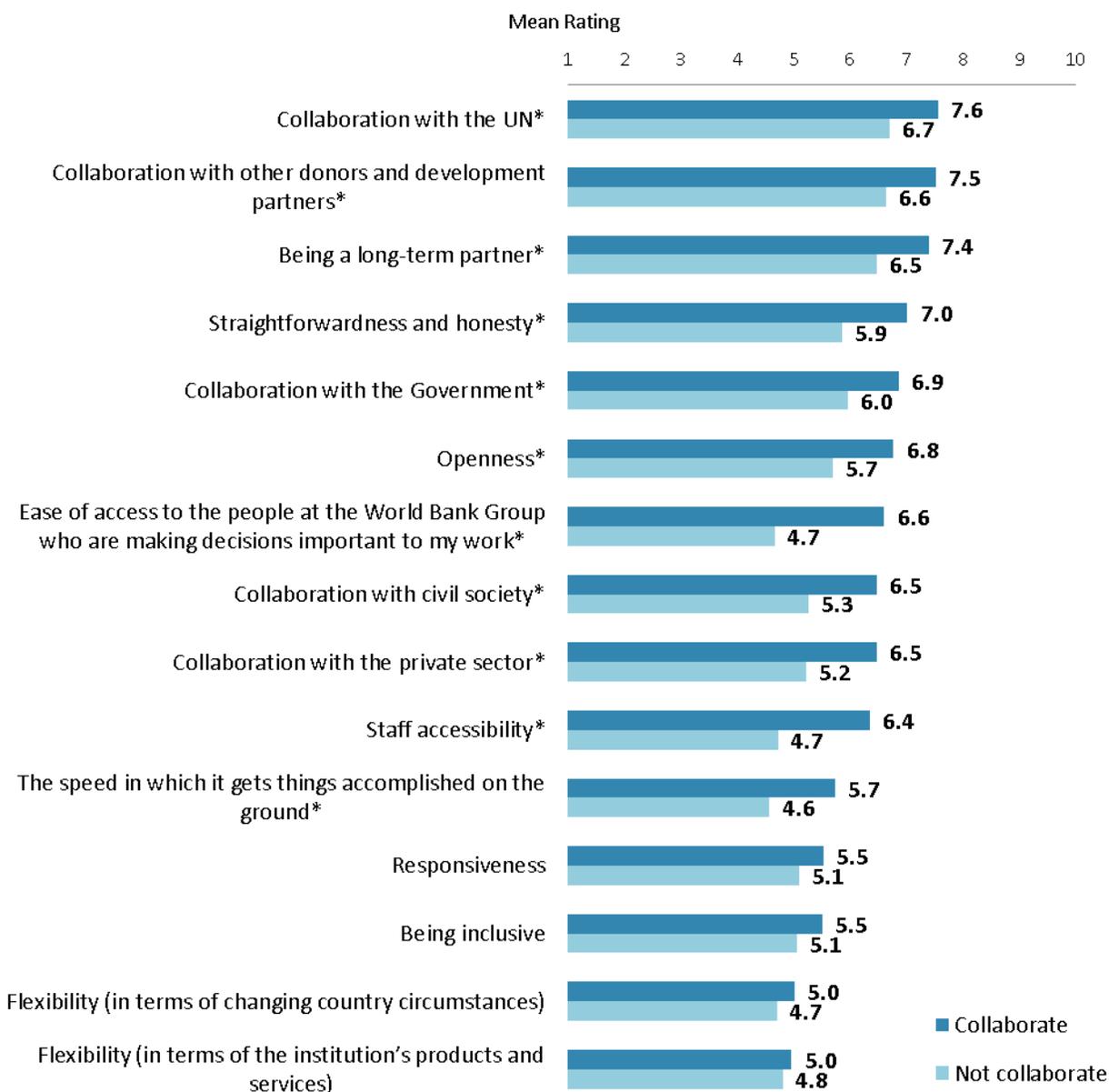
"To what extent is the World Bank Group an effective development partner in Zimbabwe, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for a number of aspects of the WBG as an effective development partner compared to respondents who do not collaborate with the WBG. Statistically significant differences are noted in the chart.



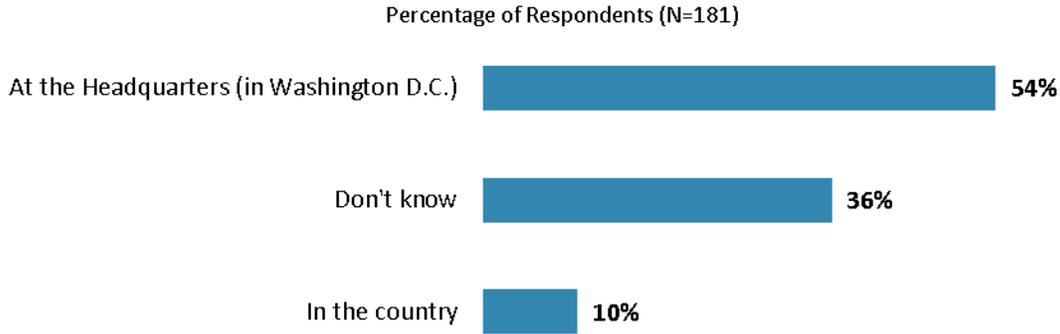
"To what extent is the World Bank Group an effective development partner in Zimbabwe, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

*Significantly different between stakeholders who do and do not collaborate with the WBG professionally

VII. How the World Bank Group Operates (continued)

Making Decisions about the WBG Program in Zimbabwe

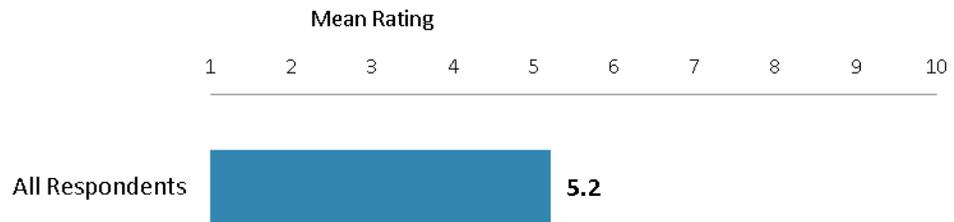
- Respondents who collaborate/work with the WBG were significantly more likely to indicate that the WBG’s decisions that support the program in Zimbabwe are made in the country office compared to respondents who do not collaborate with the WBG.



"Where are the World Bank Group’s decisions made primarily that support the program in Zimbabwe?" (Respondents chose from a list.)

The World Bank Group’s Staffing in Zimbabwe

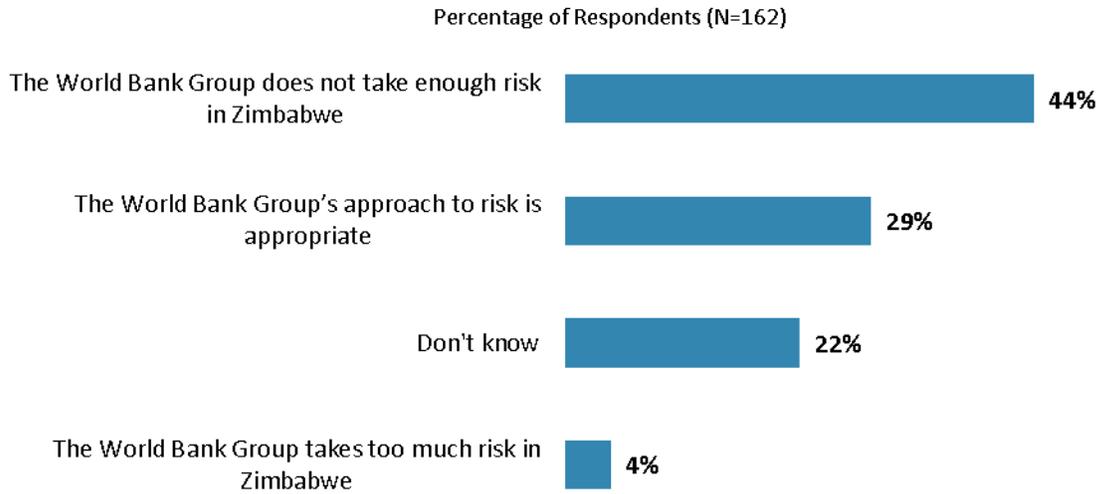
- Respondents who collaborate/work with the WBG gave significantly higher ratings for the WBG being adequately staffed in Zimbabwe compared to respondents who do not collaborate with the WBG.



"To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?"
 (1 - "To no degree at all", 10-"To a very significant degree")

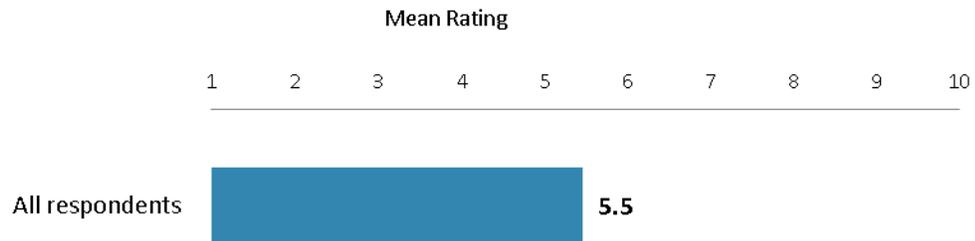
VII. How the World Bank Group Operates (continued)

The World Bank Group’s Approach to Risk in Zimbabwe



"Which of the following BEST describes the way the World Bank Group operates in Zimbabwe?"
(Respondents chose from a list.)

Measuring Results: WBG Internal Evaluation Mechanisms

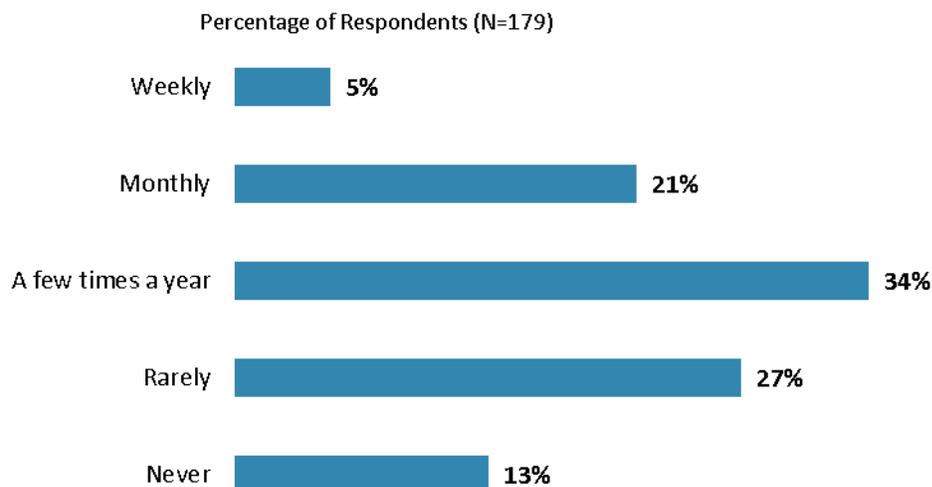


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?" (1-"To no degree at all", 10-"To a very significant degree")

VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG's Knowledge Work and Activities

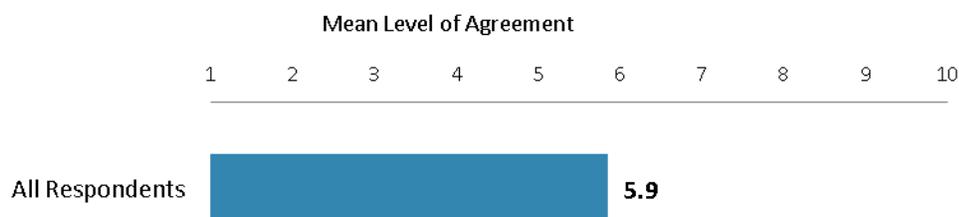
- Respondents who collaborate with the WBG were significantly more likely to indicate that they consulted WBG's knowledge work and activities *more often* (weekly and monthly) than respondents who do not collaborate with the WBG.



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

Meeting Zimbabwe's Knowledge Needs (*Indicator Question*)

- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the WBG meets Zimbabwe's needs for knowledge services than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups had statistically similar levels of agreement.

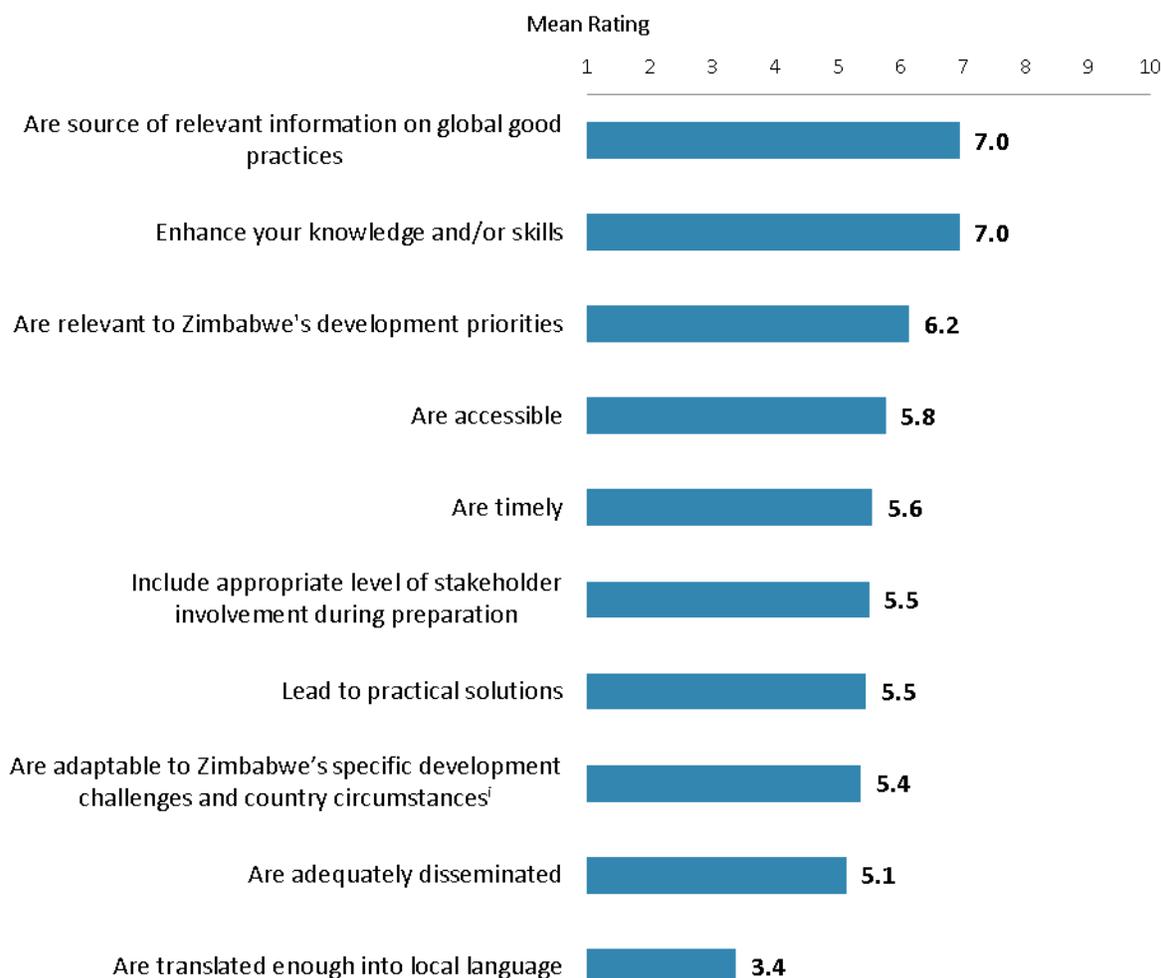


"The World Bank Group meets Zimbabwe's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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

Qualities of the WBG's Knowledge Work and Activities

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for nearly all of these aspects of the WBG's knowledge work and activities (including the indicator question) compared to respondents who do not collaborate with the WBG, except the statement "Are translated enough into local language", which received statistically similar (low) ratings across all respondents.



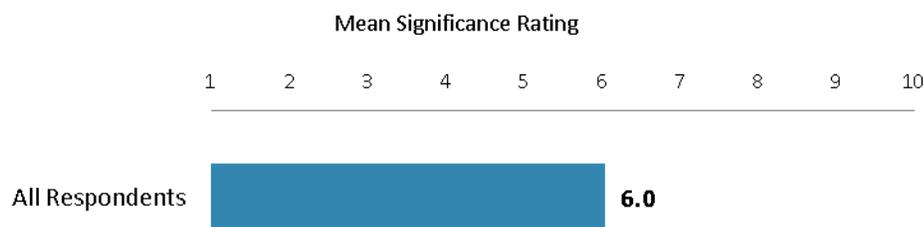
"In Zimbabwe, to what extent do you believe that the World Bank Group's knowledge work and activities:"
(1-"To no degree at all", 10-"To a very significant degree")

ⁱIndicator Question

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

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

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Zimbabwe compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings.



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

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

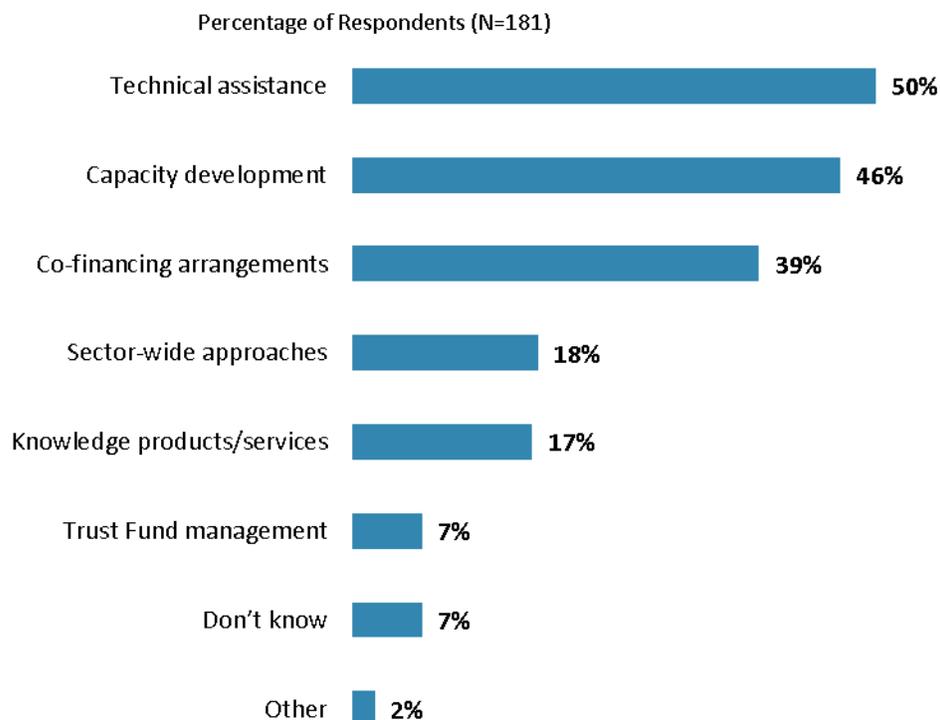
- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings.



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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

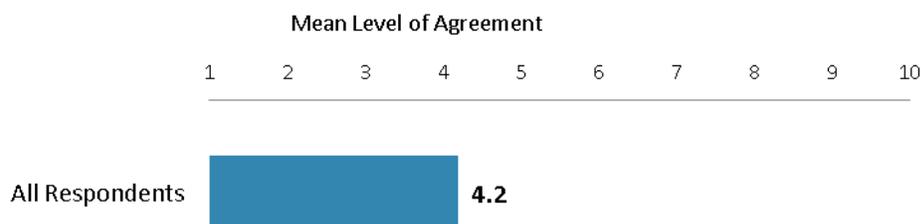
Most Effective Instruments in Reducing Poverty



"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Zimbabwe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

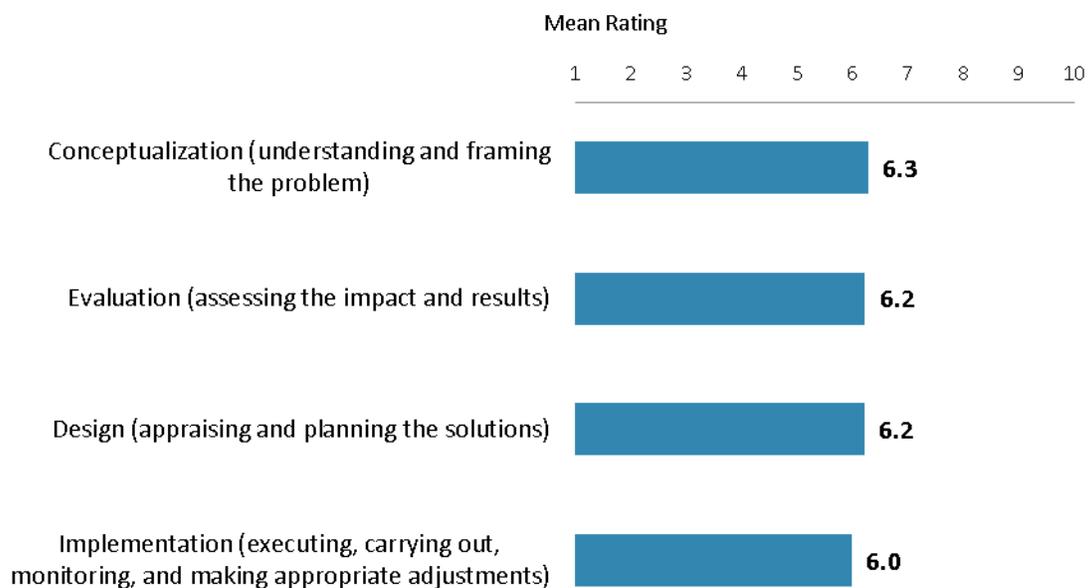
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Zimbabwe's needs than respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups had statistically similar levels of agreement.



"The World Bank Group's financial instruments (i.e., trust funds) meet the needs of Zimbabwe" (1-"Strongly disagree", 10-"Strongly agree")

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

Contribution of WBG's Technical Assistance/Advisory Work

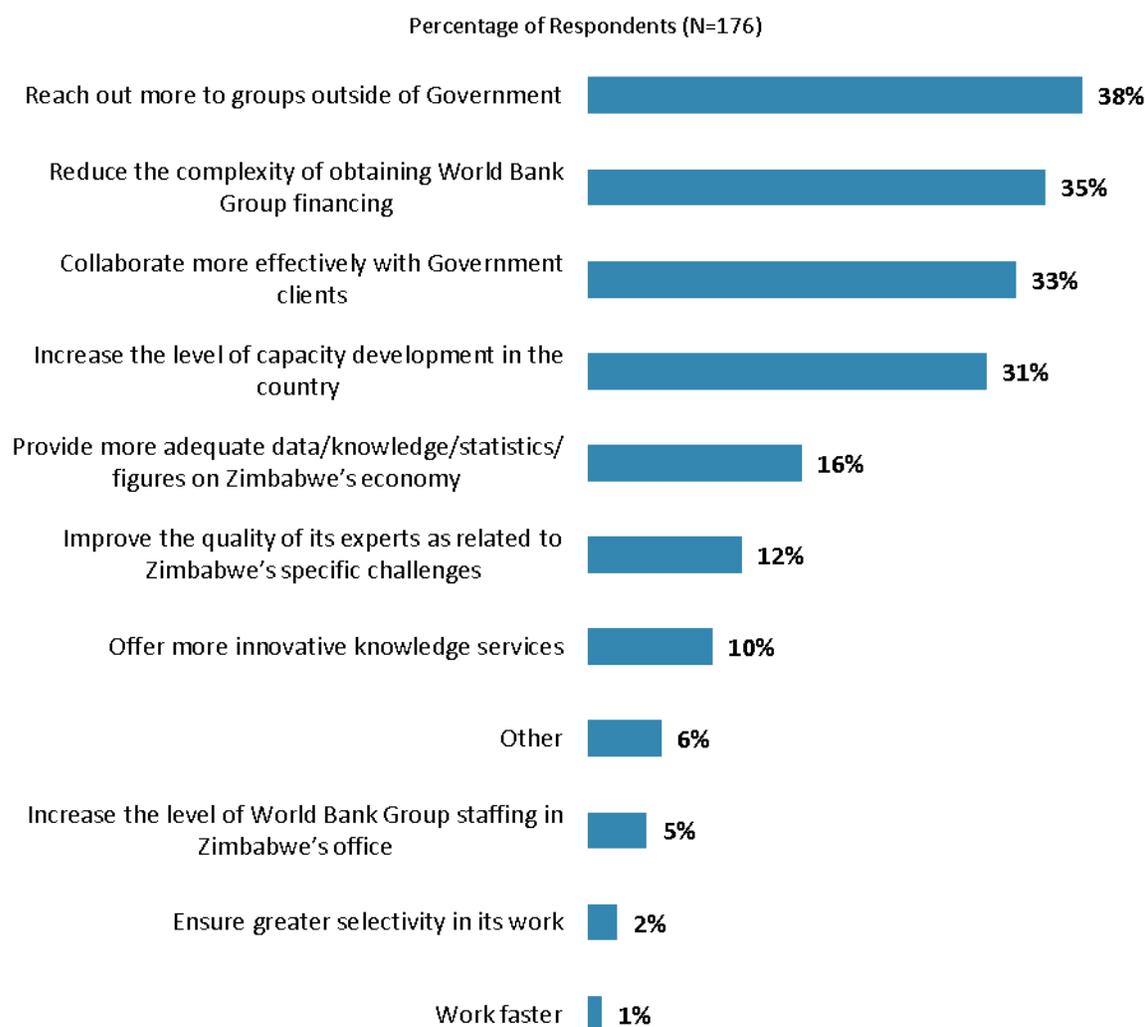


"To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Zimbabwe's development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

Making the World Bank Group of Greater Value

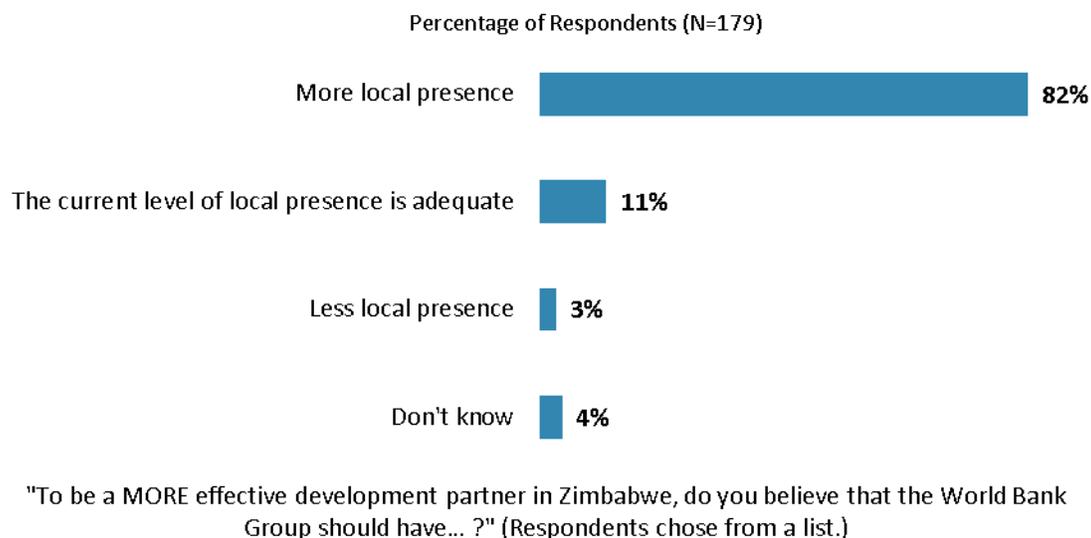
- While respondents from CSOs and the media were significantly more likely to indicate that the WBG should reach out more to groups outside of government, respondents from the private sector/financial sector/private banks tended to indicate that the WBG should reduce the complexity of obtaining its financing, and government employees/civil servants and respondents from bilateral/multilateral agencies tended to indicate that the WBG should collaborate more effectively with government clients in order to make itself of greater value in Zimbabwe.



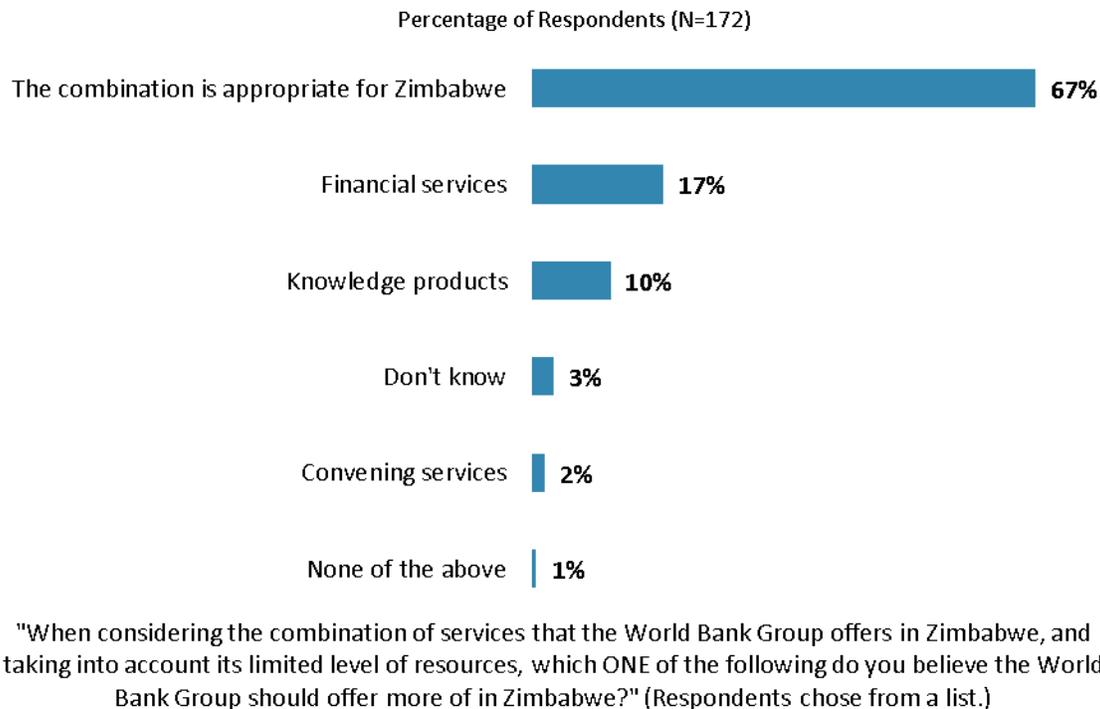
"Which of the following SHOULD the World Bank Group do to make itself of GREATER value in Zimbabwe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

World Bank Group's Presence in Zimbabwe

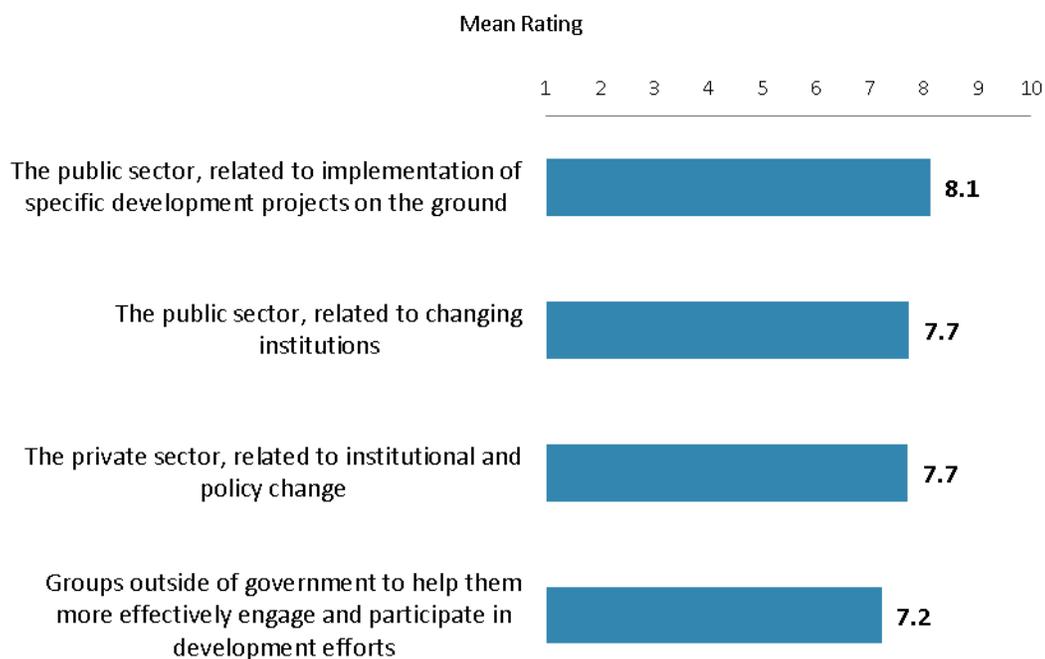


World Bank Group's Services in Zimbabwe



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

WBG Capacity Building Support

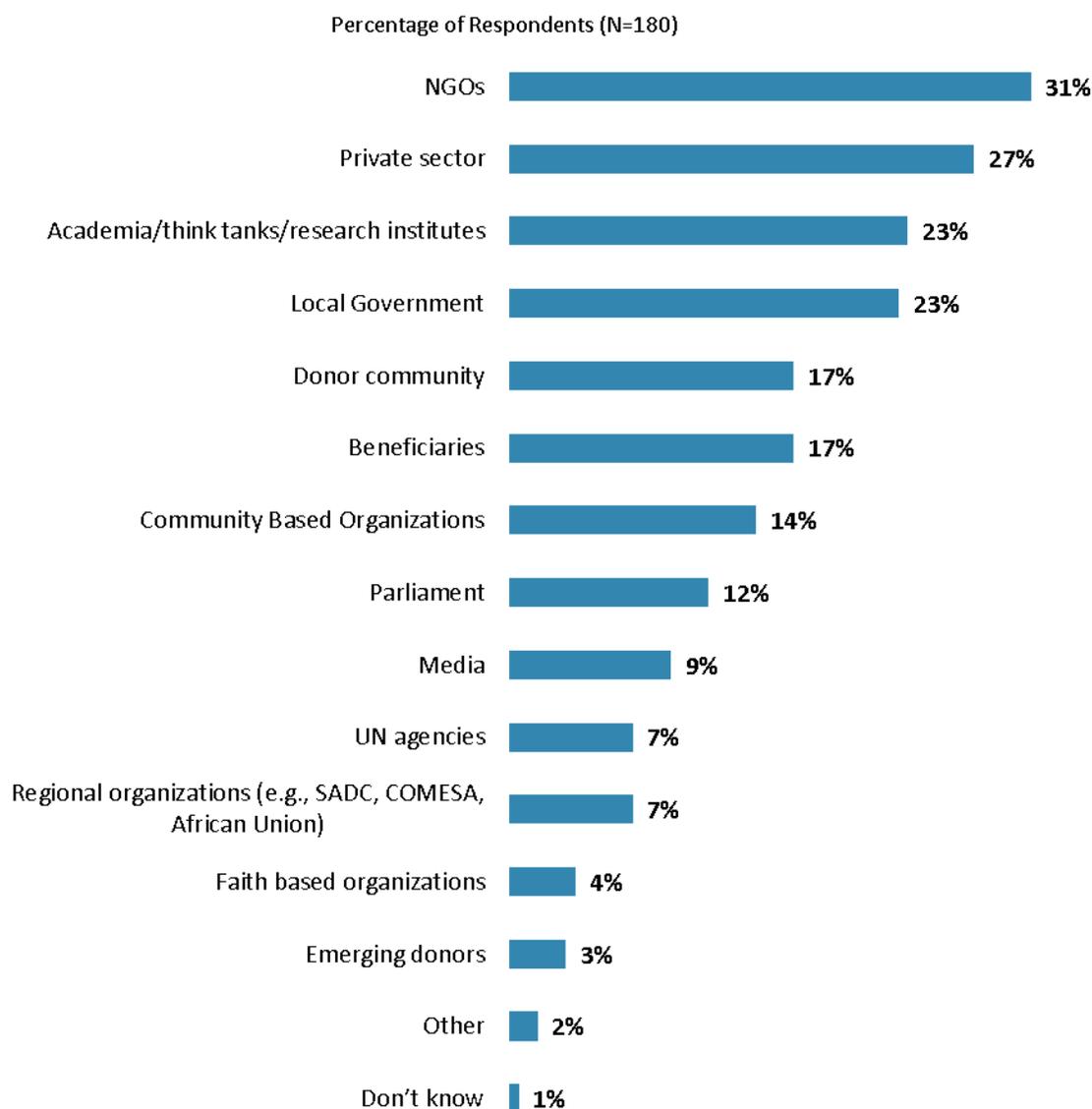


"The World Bank Group can provide capacity building support in a number of ways in Zimbabwe. To which degree would Zimbabwe benefit, if capacity building were to support...?"
 (1-"To no degree at all", 10-"To a very significant degree")

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

Collaborating with Stakeholders in Zimbabwe

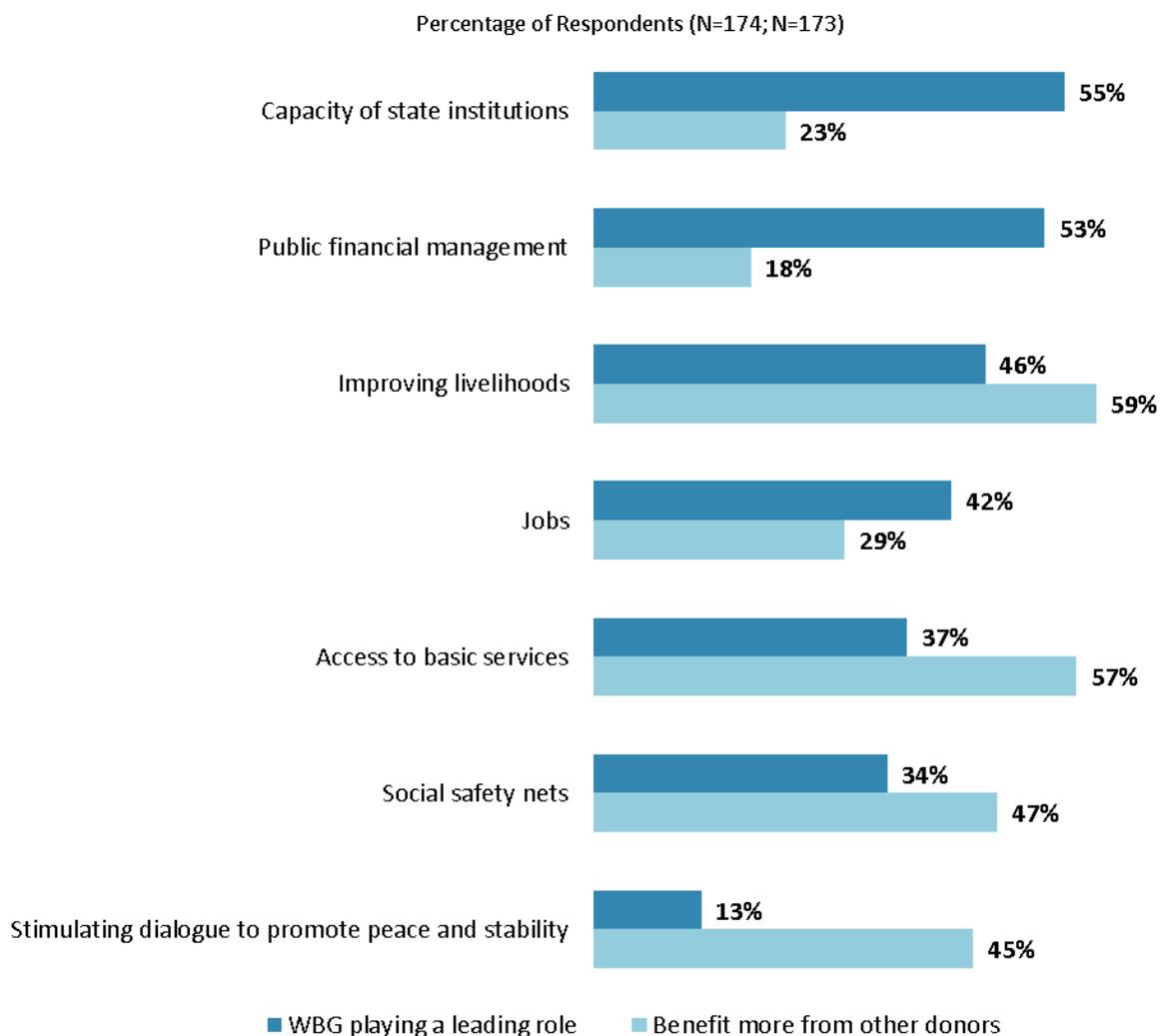
- While respondents from CSOs were significantly more likely to indicate that the WBG should collaborate more with NGOs, respondents from bilateral/multilateral agencies and the private sector/financial sector/private banks tended to indicate that the WBG should collaborate with the private sector, and government employees/civil servants and respondents from academia/research institutes/think tanks tended to indicate that the WBG should collaborate more with the academia to ensure better development results.



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

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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

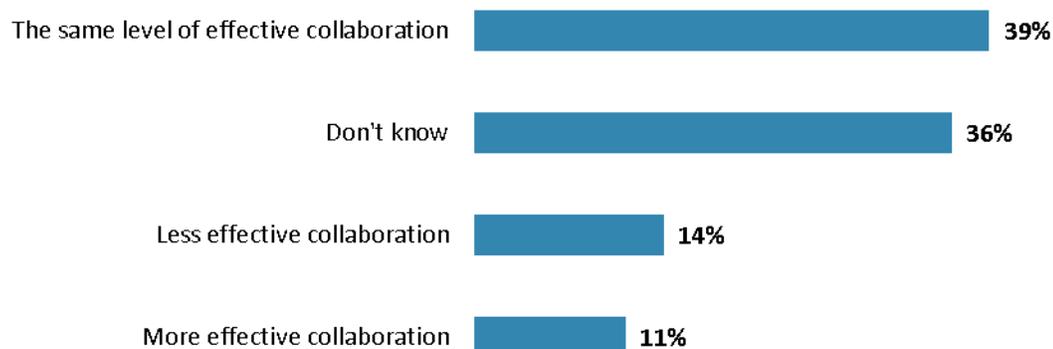
A. Which THREE areas below would benefit MOST from the World Bank Group playing a leading role among international partners in Zimbabwe?

B. Which THREE areas below would benefit MOST from other donors in Zimbabwe?"
(Respondents chose from a list. Responses combined.)

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

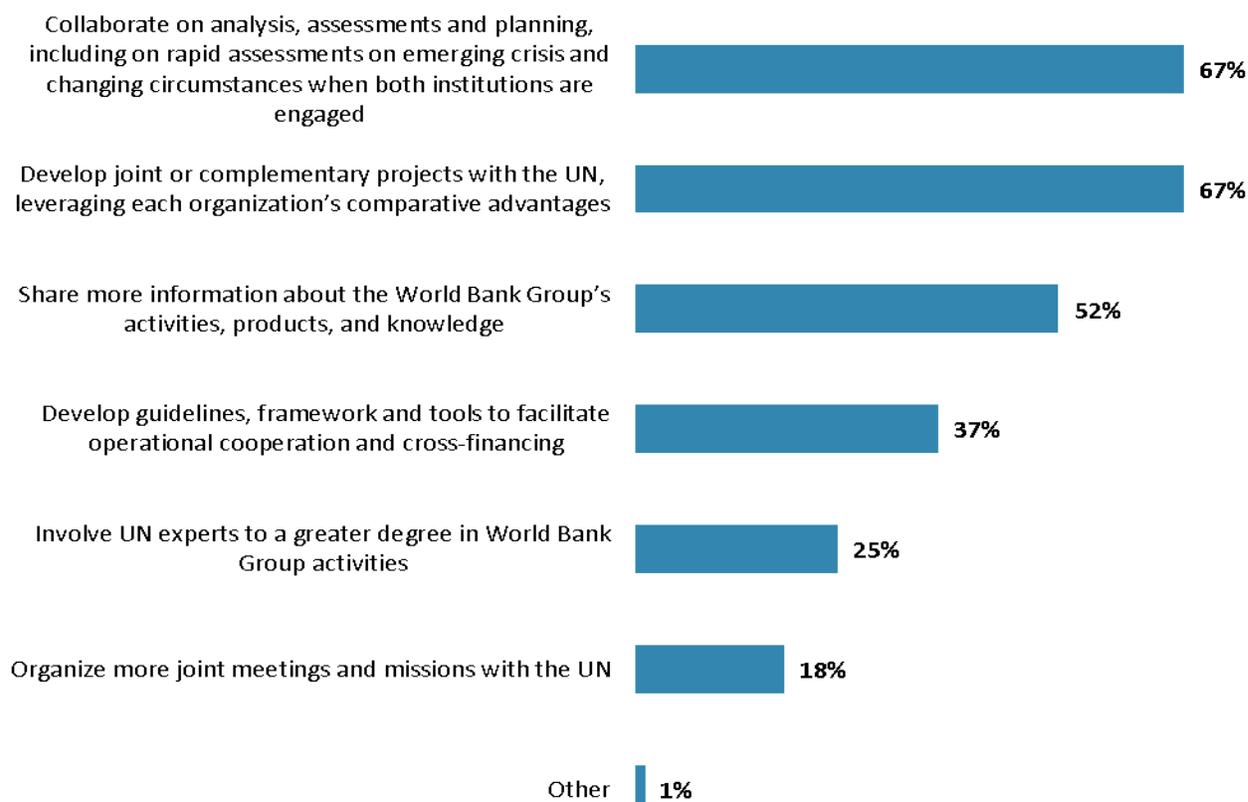
Collaboration between the UN and the World Bank Group

Percentage of Respondents (N=176)



"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?" (Respondents chose from a list.)

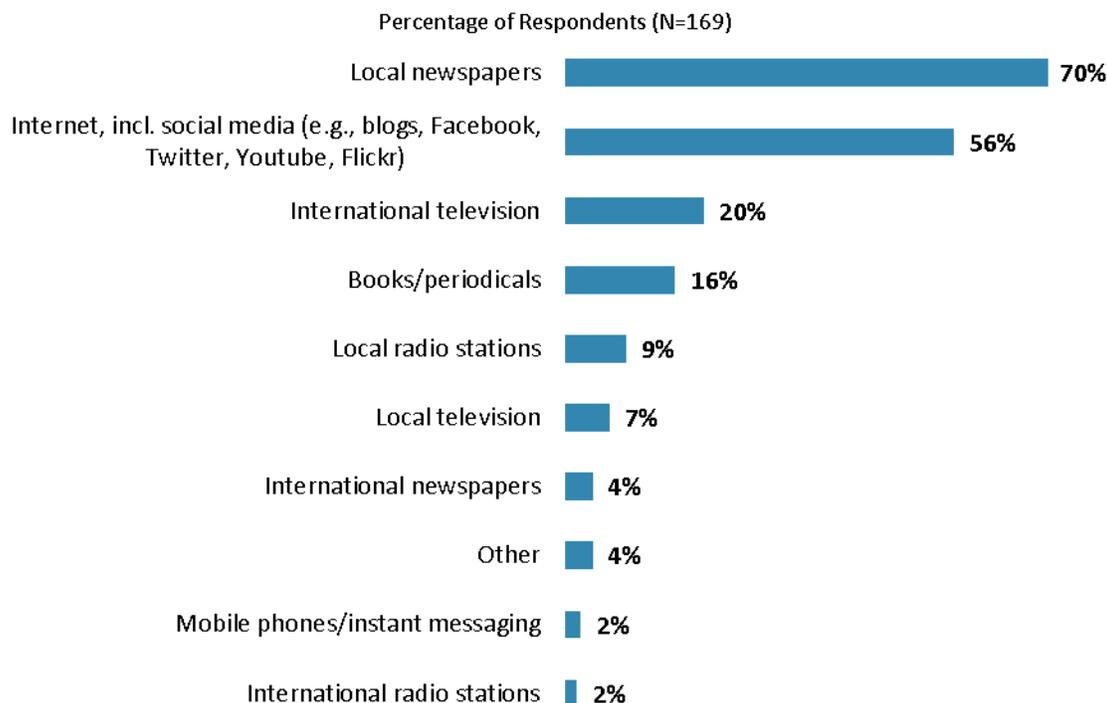
Percentage of Respondents (N=170)



"What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

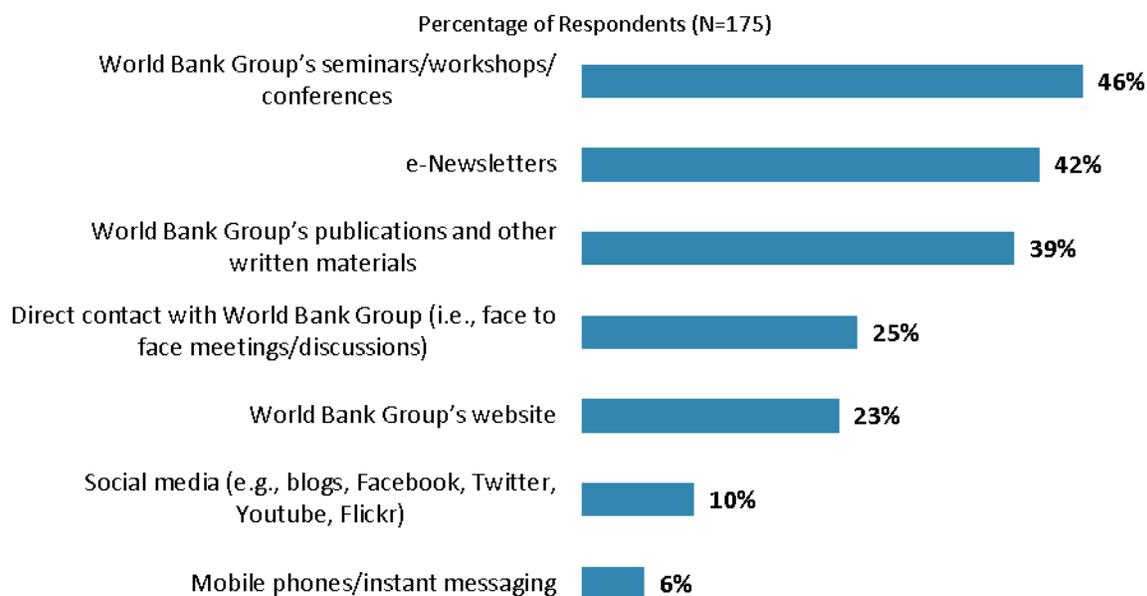
X. Communication and Openness

General Information Sources



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

Preferred Information Sources



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

X. Communication and Openness (continued)

Access to Information

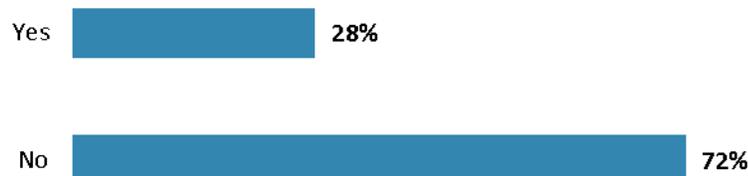
- Respondents who professionally collaborate/work with the WBG were significantly more likely to have requested information from the WBG in the past year compared to respondents who do not collaborate with the WBG.

Percentage of Respondents (N=174)



"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (N=173)



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

Percentage of Respondents (N=49)



"Were you able to obtain this information?"

X. Communication and Openness (continued)

Access to Information (continued)

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

I use/consult World Bank Group's data more often than I did a few years ago **5.3**

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

Internet Access

Percentage of Respondents (N=170)



"Do you have access to the Internet?"

Percentage of Respondents (N=155)

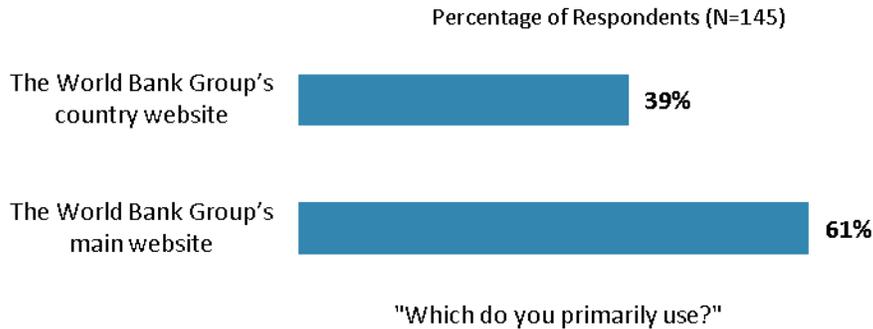
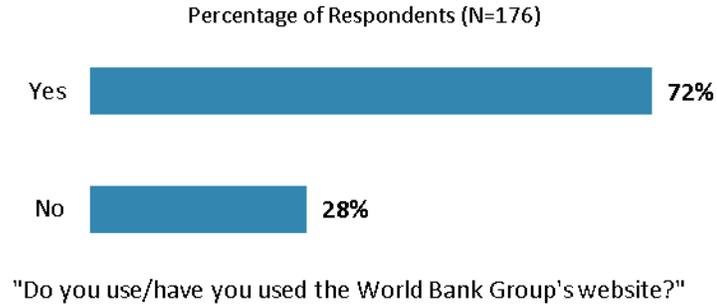


"Which Internet connection do you use primarily when visiting a World Bank Group website?"

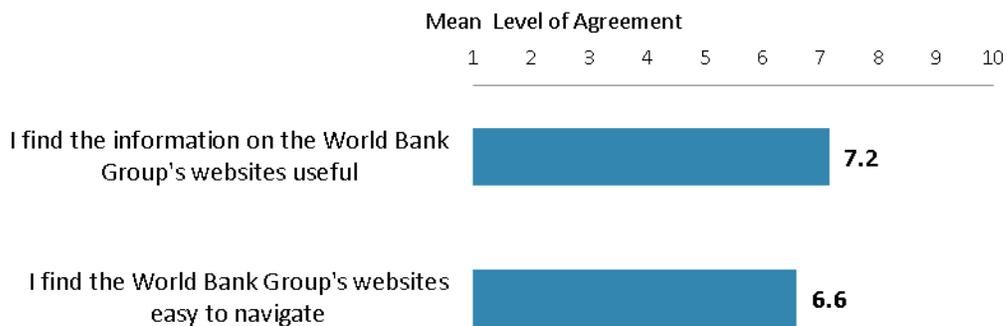
X. Communication and Openness (continued)

Website Usage

- Respondents who professionally collaborate/work with the WBG were significantly more likely to use/have used the WBG’s website compared to respondents who do not collaborate with the WBG.



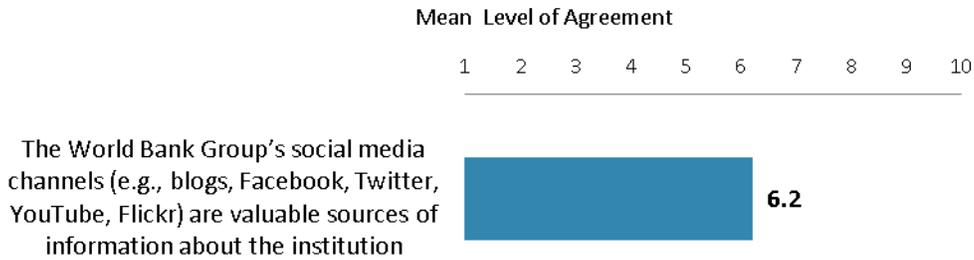
Website Evaluation



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

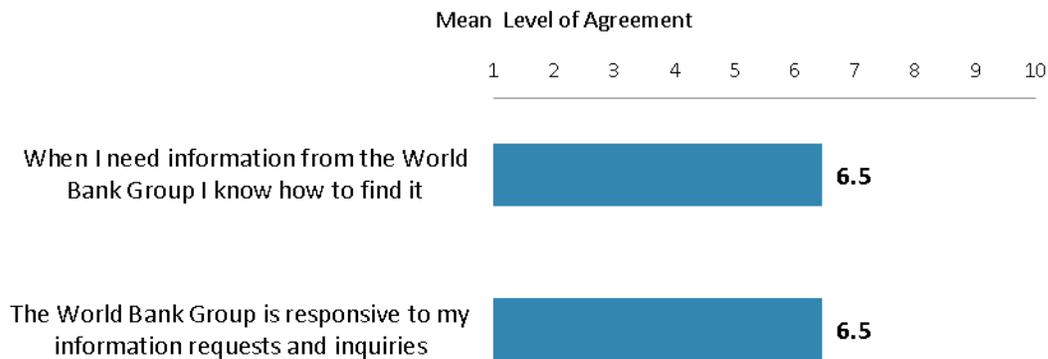
X. Communication and Openness (continued)

Evaluation of WBG’s Social Media Channels



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

Information Sharing



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

XI. Appendices

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Zimbabwe



Appendix A: Responses to All Questions across All Respondents (N=183)

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

A. General Issues Facing Zimbabwe

1. Socially and economically, would you say that Zimbabwe is headed in ... ?	Percentage of Respondents (N=179)
The wrong direction	49.7%
The right direction	27.9%
Neither	13.4%
Not sure	8.9%

2. 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)	Percentage of Respondents (Responses Combined; N=178)
Public sector governance/reform	39.9%
Economic growth	37.1%
Domestic private sector development	28.7%
Foreign direct investment	25.3%
Agriculture and rural development	21.3%
Government accountability	15.2%
Poverty reduction	13.5%
Transport	12.9%
Water and sanitation	12.9%
Social protection	10.7%
Energy	10.7%
Law and justice	10.7%
Security/stabilization/reconstruction	8.4%
Education	8.4%
Food security	8.4%
Natural resource management	7.3%
Health	6.2%
Trade and exports	3.4%
Gender equity	2.8%
Equality of opportunity	2.8%
Local governance and institutions	2.8%
Financial markets	2.2%
Global/regional integration	1.7%
Climate change	1.7%
Regulatory framework	1.7%
Information and communications technology	1.1%
Environmental sustainability	0.6%
Regional conflict and tensions	0.0%
Urban development	0.0%

A. General Issues Facing Zimbabwe (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 Zimbabwe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=180)
Economic growth	66.7%
Agriculture and rural development	37.2%
Domestic private sector development	30.6%
Public sector governance/reform	23.3%
Foreign direct investment	18.9%
Education	13.9%
Food security	13.3%
Equality of opportunity	9.4%
Social protection	9.4%
Natural resource management	8.9%
Water and sanitation	8.3%
Law and justice	8.3%
Government accountability	8.3%
Health	6.7%
Trade and exports	5.6%
Global/regional integration	5.0%
Energy	3.9%
Financial markets	3.9%
Transport	3.3%
Security/stabilization/reconstruction	3.3%
Climate change	1.7%
Local governance and institutions	1.7%
Regional conflict and tensions	1.1%
Gender equity	1.1%
Regulatory framework	1.1%
Environmental sustainability	1.1%
Information and communications technology	0.6%
Urban development	0.0%

A. General Issues Facing Zimbabwe (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 Zimbabwe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=179)
Foreign direct investment	43.0%
Energy	34.6%
Agriculture and rural development	34.1%
Public sector governance/reform	33.5%
Domestic private sector development	33.5%
Trade and exports	17.9%
Natural resource management	17.3%
Government accountability	14.0%
Financial markets	11.2%
Transport	8.9%
Security/stabilization/reconstruction	7.8%
Information and communications technology	5.0%
Food security	5.0%
Regulatory framework	4.5%
Law and justice	3.9%
Equality of opportunity	3.4%
Education	3.4%
Global/regional integration	2.8%
Water and sanitation	2.8%
Health	2.2%
Social protection	1.7%
Urban development	1.7%
Local governance and institutions	1.7%
Climate change	1.1%
Regional conflict and tensions	1.1%
Environmental sustainability	1.1%
Gender equity	0.6%

5. 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)	Percentage of Respondents (Responses Combined; N=168)
Consistent economic growth	32.1%
Greater voice and participation for citizens to help ensure greater accountability	28.6%
Better employment opportunities for young people	27.4%
Better entrepreneurial opportunities	21.4%
A growing middle class	16.1%
Better quality public services	13.7%
Greater access to micro-finance for the poor	12.5%
Better opportunity for the poor who live in rural areas	10.1%
More reliable social safety net	9.5%
Education and training that better ensure job opportunity	9.5%
Greater access to health and nutrition for citizens	6.0%
Greater equity of fiscal policy	4.8%
Better employment opportunities for women	3.6%
Better opportunity for the poor who live in urban areas	2.4%
Other	2.4%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Zimbabwe? (1-Not familiar at all, 10-Extremely familiar)	183	0	6.09	2.47

Overall Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe? (1-Not effective at all, 10-Very effective)	163	20	5.39	1.95

Staff Preparedness*	N	DK	Mean	SD
3. 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-To no degree at all, 10-To a very significant degree)	140	43	6.58	1.86

4. 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)	Percentage of Respondents (Responses Combined; N=180)
Economic growth	41.7%
Public sector governance/reform	41.1%
Agriculture and rural development	26.1%
Poverty reduction	23.9%
Foreign direct investment	23.3%
Domestic private sector development	21.1%
Transport	15.0%
Energy	13.9%
Water and sanitation	9.4%
Law and justice	8.3%
Health	7.8%
Education	7.8%
Government accountability	7.2%
Trade and exports	5.6%
Social protection	5.0%
Financial markets	4.4%
Food security	4.4%
Security/stabilization/reconstruction	3.9%
Global/regional integration	3.3%
Gender equity	3.3%
Environmental sustainability	3.3%
Local governance and institutions	3.3%
Regulatory framework	2.8%
Urban development	2.2%
Natural resource management	2.2%
Information and communications technology	2.2%
Regional conflict and tensions	1.7%
Equality of opportunity	1.1%
Climate change	1.1%

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

5. 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?	Percentage of Respondents (N=176)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	25.0%	17.8%	42.8%
Financial resources	29.5%	13.2%	42.8%
Policy advice, studies, analyses	19.3%	14.4%	33.7%
Mobilizing third party financial resources	6.8%	16.7%	23.5%
Technical assistance	5.1%	10.3%	15.5%
Strategy formulation	3.4%	9.2%	12.6%
Donor coordination	5.1%	7.5%	12.6%
Data	1.7%	4.6%	6.3%
Convening/facilitating	3.4%	2.9%	6.3%
Linkage to non-Bank expertise	0.6%	3.4%	4.0%
Other	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Zimbabwe's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	139	36	5.65	1.96
7. Data	145	31	6.91	2.02
8. Policy advice, studies, analyses	156	19	6.74	2.06
9. Financial resources	149	24	5.56	2.67
10. Technical assistance	153	23	6.47	2.22
11. Mobilizing third party financial resources	136	38	5.71	2.49
12. Donor coordination	145	30	5.95	2.42
13. Linkage to non-Bank expertise	125	52	5.66	2.19
14. Strategy formulation	139	38	6.07	2.30

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...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Groups outside of government to help them more effectively engage and participate in development efforts	174	7	7.22	2.33
16. The public sector, related to implementation of specific development projects on the ground	174	6	8.12	1.78
17. The public sector, related to changing institutions	170	10	7.74	2.04
18. The private sector, related to institutional and policy change	173	7	7.72	1.94

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

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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
19. Project implementation	148	33	6.26	2.10
20. Citizen engagement	146	35	5.17	2.20
21. Policy design	153	28	6.34	2.24

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? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
22. Project implementation	178	2	8.03	1.92
23. Citizen engagement	177	4	7.95	2.10
24. Policy design	175	5	8.21	1.90

25. 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)	Percentage of Respondents (Responses Combined; N=176)
Not enough public disclosure of its work	33.0%
Not adequately sensitive to political/social realities in Zimbabwe	23.3%
Too influenced by developed countries	21.0%
Staff too inaccessible	14.8%
Not collaborating enough with non-state actors	14.2%
Imposing technocratic solutions without regard to political realities	10.8%
Too bureaucratic in its operational policies and procedures	10.2%
World Bank Group's processes too complex	9.7%
Not willing to honestly criticize policies and reform efforts in the country	8.0%
Not exploring alternative policy options	6.8%
Not aligned with country priorities	6.8%
Its advice and strategies do not lend themselves to practical problem solving	4.5%
Other	4.5%
Don't know	4.5%
Inadequate number of World Bank Group staff members located in the country	4.0%
World Bank Group's processes too slow	3.4%
Arrogant in its approach	2.8%
Not focused enough on issues that are unique to post-conflict countries	2.3%
Not client focused	1.7%
The credibility of its knowledge/data	1.1%
Not aligned with other donors' work	1.1%

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

26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Zimbabwe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=181)
Technical assistance	49.7%
Capacity development	46.4%
Co-financing arrangements	38.7%
Sector-wide approaches	17.7%
Knowledge products/services	17.1%
Trust Fund management	6.6%
Don't know	6.6%
Other	2.2%

27. 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)	Percentage of Respondents (Responses Combined; N=180)
NGOs	30.6%
Private sector	27.2%
Academia/think tanks/research institutes	23.3%
Local Government	22.8%
Donor community	16.7%
Beneficiaries	16.7%
Community Based Organizations	14.4%
Parliament	11.7%
Media	9.4%
UN agencies	7.2%
Regional organizations (e.g., SADC, COMESA, African Union)	7.2%
Faith based organizations	3.9%
Emerging donors	3.3%
Other	1.7%
Don't know	0.6%

To what extent do you agree with the following statements about the World Bank Group's work in Zimbabwe? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
28. Overall the World Bank Group currently plays a relevant role in development in Zimbabwe*	158	21	5.92	2.30
29. The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe*	156	23	5.49	2.25
30. The World Bank Group supports programs and strategies that are realistic for Zimbabwe	155	24	5.49	2.13
31. The World Bank Group treats clients and stakeholders in Zimbabwe with respect	147	30	6.48	2.34

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

To what extent is the World Bank Group an effective development partner in Zimbabwe, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
32. Responsiveness*	141	38	5.29	2.04
33. Flexibility (in terms of the institution's products and services)*	145	36	4.88	1.93
34. Flexibility (in terms of changing country circumstances)*	147	33	4.85	2.11
35. Being inclusive*	148	29	5.27	2.08
36. Openness*	149	31	6.19	2.36
37. Staff accessibility*	145	34	5.58	2.36
38. Straightforwardness and honesty*	143	37	6.45	2.18
39. Ease of access to the people at the World Bank Group who are making decisions important to my work*	145	35	5.63	2.54
40. Collaboration with civil society*	137	44	5.84	2.01
41. Collaboration with the UN*	114	66	7.14	1.98
42. Collaboration with the Government*	146	35	6.36	2.25
43. Collaboration with other donors and development partners*	132	50	7.08	1.91
44. Collaboration with the private sector*	125	56	5.78	1.98
45. The speed in which it gets things accomplished on the ground*	132	50	5.13	2.17
46. Being a long-term partner*	144	36	6.93	2.24

47. To be a MORE effective development partner in Zimbabwe, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=179)
More local presence	82.1%
The current level of local presence is adequate	11.2%
Less local presence	2.8%
Don't know	3.9%

48. 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)	Percentage of Respondents (N=176)
More effective collaboration	11.4%
The same level of effective collaboration	38.6%
Less effective collaboration	14.2%
Don't know	35.8%

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

49. 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)	Percentage of Respondents (Responses Combined; N=177)
There is not an adequate level of citizen/civil society participation	41.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	40.7%
Political pressures and obstacles	39.5%
Reforms are not well thought out in light of country challenges	34.5%
Lack of/inadequate levels of capacity in Government	28.8%
The Government works inefficiently	23.7%
Inadequate funding	20.9%
The World Bank Group works too slowly	9.0%
Ongoing conflict and instability	9.0%
The World Bank Group does not do adequate follow through/follow-up	7.3%
Other	6.8%
Poor donor coordination	5.1%

C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Zimbabwe? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Information and communications technology	171	6	7.35	2.51
2. Transport	174	5	8.38	1.80
3. Regional conflict and tensions	165	11	5.21	2.91
4. Law and justice	168	9	6.99	2.64
5. Urban development	166	10	8.13	1.98
6. Environmental sustainability	168	10	8.01	1.93
7. Regulatory framework	169	6	7.06	2.40
8. Poverty reduction	173	4	9.06	1.42
9. Gender equity	167	6	7.44	2.18
10. Domestic private sector development	173	4	8.61	1.71
11. Foreign direct investment	173	7	8.81	1.75
12. Local governance and institutions	169	8	7.54	2.38
13. Water and sanitation	169	8	8.53	1.87
14. Trade and exports	169	8	8.25	1.83
15. Economic growth	174	5	9.03	1.39
16. Energy	170	8	8.64	1.54
17. Public sector governance/reform	172	6	8.18	1.94
18. Government accountability	174	5	7.93	2.16
19. Financial markets	172	6	8.06	1.95
20. Equality of opportunity	166	11	7.43	2.07
21. Health	170	7	8.12	1.91
22. Agriculture and rural development	175	3	8.51	1.73
23. Global/regional integration	169	8	7.76	2.14
24. Food security	172	7	8.35	1.81
25. Education	172	7	7.92	1.94
26. Security/stabilization/reconstruction	169	8	6.20	2.88
27. Social protection	171	8	7.44	2.32
28. Climate change	169	9	7.51	2.20
29. Natural resource management	173	5	7.67	2.35

C. World Bank Group's Effectiveness and Results (continued)

2. 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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	108	67	5.39	2.25
2. Transport	116	60	4.90	2.13
3. Regional conflict and tensions	103	73	4.44	2.41
4. Law and justice	104	71	4.80	2.19
5. Urban development	116	58	5.46	2.32
6. Environmental sustainability	114	62	5.71	2.29
7. Regulatory framework	119	58	5.59	2.32
8. Poverty reduction	130	46	5.88	2.32
9. Gender equity	117	58	5.62	2.17
10. Domestic private sector development	123	54	5.17	2.28
11. Foreign direct investment	124	51	4.90	2.65
12. Local governance and institutions	118	58	5.41	2.27
13. Water and sanitation	126	49	6.11	2.57
14. Trade and exports	113	62	5.25	2.33
15. Economic growth	131	44	5.53	2.47
16. Energy	118	59	5.02	2.35
17. Public sector governance/reform	132	44	5.60	2.31
18. Government accountability	121	56	4.98	2.20
19. Financial markets	113	63	4.96	2.20
20. Equality of opportunity	105	69	4.92	2.16
21. Health	119	57	6.17	2.36
22. Agriculture and rural development	129	48	5.42	2.31
23. Global/regional integration	112	62	5.36	2.17
24. Food security	121	55	5.74	2.50
25. Education	118	58	5.59	2.36
26. Security/stabilization/reconstruction	106	71	4.72	2.44
27. Social protection	110	67	4.86	2.30
28. Climate change	115	62	5.40	2.34
29. Natural resource management	118	58	4.78	2.33

3. Where are the World Bank Group's decisions made primarily that support the program in Zimbabwe? (Select only ONE response)	Percentage of Respondents (N=181)
At the Headquarters (in Washington D.C.)	53.6%
In the country	9.9%
Don't know	36.5%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Zimbabwe? (1-To no degree at all, 10-To a very significant degree)	160	22	5.78	2.08

Building/Strengthening Country Systems*	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management) in Zimbabwe? (1-To no degree at all, 10-To a very significant degree)	148	32	5.80	2.15

C. World Bank Group's Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group in Zimbabwe? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments (i.e., trust funds) meet the needs of Zimbabwe*	147	33	4.20	2.17
7. The World Bank Group meets Zimbabwe's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	155	27	5.86	2.41
Measuring Results				
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe? (1-To no degree at all, 10-To a very significant degree)	126	53	5.47	2.01

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=179)
Weekly	5.0%
Monthly	21.2%
A few times a year	33.5%
Rarely	26.8%
Never	13.4%

In Zimbabwe, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	141	35	5.56	1.89
3. Include appropriate level of stakeholder involvement during preparation	148	31	5.51	1.85
4. Are relevant to Zimbabwe's development priorities	153	25	6.15	2.18
5. Lead to practical solutions	151	27	5.46	2.06
6. Are accessible (well written and easy to understand)	154	23	5.77	2.28
7. Are source of relevant information on global good practices	155	24	6.95	2.16
8. Enhance your knowledge and/or skills	155	23	6.95	2.18
9. Are adequately disseminated	150	26	5.14	2.40
10. Are translated enough into local language	132	47	3.39	2.23
11. Are adaptable to Zimbabwe's specific development challenges and country circumstances*	154	25	5.38	2.35

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	162	18	6.04	1.99
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	154	26	6.95	1.87

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? (1- To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	150	28	6.29	1.98
2. Design (appraising and planning the solutions)	150	29	6.22	1.87
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	147	32	5.98	1.82
4. Evaluation (assessing the impact and results)	145	34	6.23	2.02

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	107	72	4.87	2.22
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	133	45	6.83	1.96
7. The World Bank Group's approvals and reviews are done in a timely fashion	114	64	5.49	2.15
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	95	83	5.79	2.20
9. The World Bank Group's conditions on its lending are reasonable	115	60	5.12	2.47
10. The World Bank Group takes decisions quickly in Zimbabwe*	124	54	4.84	2.25
11. Working with the World Bank Group increases Zimbabwe's institutional capacity	149	29	7.03	2.22
12. The World Bank Group ensures consistency and continuity through staff changes	109	70	5.96	2.10
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	108	70	6.23	2.24
14. The World Bank Group provides effective implementation support	124	55	6.40	2.09

15. Which of the following BEST describes the way the World Bank Group operates in Zimbabwe? (Select only ONE response)	Percentage of Respondents (N=162)
The World Bank Group does not take enough risk in Zimbabwe	44.4%
The World Bank Group's approach to risk is appropriate	29.0%
Don't know	22.2%
The World Bank Group takes too much risk in Zimbabwe	4.3%

WBG Staff in Zimbabwe	N	DK	Mean	SD
16. To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe? (1-To no degree at all, 10-To a very significant degree)	107	74	5.22	2.06

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

1. Which of the following SHOULD the World Bank Group do to make itself of GREATER value in Zimbabwe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=176)
Reach out more to groups outside of Government	38.1%
Reduce the complexity of obtaining World Bank Group financing	35.2%
Collaborate more effectively with Government clients	33.0%
Increase the level of capacity development in the country	30.7%
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	16.5%
Improve the quality of its experts as related to Zimbabwe's specific challenges	11.9%
Offer more innovative knowledge services	9.7%
Other	5.7%
Increase the level of World Bank Group staffing in Zimbabwe's office	4.5%
Ensure greater selectivity in its work	2.3%
Work faster	1.1%

2. 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)	Percentage of Respondents (N=172)
The combination is appropriate for Zimbabwe	66.9%
Financial services	17.4%
Knowledge products	10.5%
Don't know	2.9%
Convening services	1.7%
None of the above	0.6%

3a. Which THREE areas below would benefit MOST from the World Bank Group playing a leading role among international partners in Zimbabwe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=174)
Capacity of state institutions	55.2%
Public financial management	52.9%
Improving livelihoods	46.0%
Jobs	42.0%
Access to basic services	36.8%
Social safety nets	34.5%
Stimulating dialogue to promote peace and stability	12.6%

3b. Which THREE areas below would benefit MOST from other donors in Zimbabwe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=173)
Improving livelihoods	59.0%
Access to basic services	56.6%
Social safety nets	47.4%
Stimulating dialogue to promote peace and stability	44.5%
Jobs	29.5%
Capacity of state institutions	22.5%
Public financial management	18.5%

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

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=170)
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	67.1%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	67.1%
Share more information about the World Bank Group's activities, products, and knowledge	51.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	37.1%
Involve UN experts to a greater degree in World Bank Group activities	24.7%
Organize more joint meetings and missions with the UN	18.2%
Other	1.2%

G. Communication and Information Sharing

1. How do you get MOST of your information about economic and social development issues in Zimbabwe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=169)
Local newspapers	69.8%
Internet, incl. social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)	56.2%
International television	20.1%
Books/periodicals	16.0%
Local radio stations	8.9%
Local television	6.5%
International newspapers	4.1%
Other	4.1%
Mobile phones/instant messaging	2.4%
International radio stations	1.8%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=175)
World Bank Group's seminars/workshops/conferences	45.7%
e-Newsletters	41.7%
World Bank Group's publications and other written materials	39.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.1%
World Bank Group's website	23.4%
Social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)	10.3%
Mobile phones/instant messaging	5.7%
Other	0.0%

G. Communication and Information Sharing (continued)

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=174)
Yes	21.3%
No	78.7%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=173)
Yes	28.3%
No	71.7%

5. Were you able to obtain this information?	Percentage of Respondents (N=49)
Yes	79.6%
No	20.4%

6. Do you have access to the Internet?	Percentage of Respondents (N=170)
Yes	97.1%
No	2.9%

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=176)
Yes	72.2%
No	27.8%

8. Which do you primarily use?	Percentage of Respondents (N=145)
The World Bank Group's country website	39.3%
The World Bank Group's main website	60.7%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=155)
High speed	87.7%
Dial-up	12.3%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	158	15	5.29	2.66
11. I find the World Bank Group's websites easy to navigate	141	26	6.60	2.19
12. I find the information on the World Bank Group's websites useful	138	23	7.16	2.14
13. The World Bank Group's social media channels are valuable sources of information about the institution	87	77	6.22	2.67
14. When I need information from the World Bank Group I know how to find it	147	26	6.46	2.75
15. The World Bank Group is responsive to my information requests and inquiries	120	45	6.46	2.53

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=182)
NGO	29.7%
Government Employee/Civil Servant	17.6%
Media	12.1%
Academia/Research Institute/Think Tank	9.3%
Private Sector Organization	6.6%
Faith-Based Group	3.8%
Bilateral Agency	3.3%
Independent Government Institution	3.3%
Other	3.3%
Multilateral Agency	2.7%
Community Based Organization	2.2%
Financial Sector/Private Bank	1.6%
Trade Union	1.6%
Local Government Office or Staff	1.1%
Office of the President, Deputy President	0.5%
Consultant/Contractor working on World Bank Group supported project/program	0.5%
Judiciary Branch	0.5%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=180)
Other	34.4%
Public sector governance/public financial management/anti-corruption	8.3%
Financial markets/banking	6.7%
Agriculture/rural development/food security	6.1%
Education	5.6%
Information and communications technology	5.6%
Generalist	5.0%
Law and justice/regulatory framework	4.4%
Natural resource management/environmental sustainability	4.4%
Private sector development/foreign direct investment	4.4%
Gender equity/equality of opportunity	3.3%
Health/Communicable/non-communicable diseases	2.8%
Social protection	2.2%
Job creation/employment	1.7%
Water and sanitation	1.7%
Energy	1.1%
Urban development	1.1%
Climate change/disaster management	0.6%
Transport	0.6%

H. Background Information (continued)

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=180)
Yes	43.3%
No	56.7%

4. Which of the following describes most of your exposure to the World Bank Group in Zimbabwe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=177)
Use World Bank Group reports/data	42.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	29.4%
Collaborate as part of my professional duties	29.4%
Use World Bank Group website for information, data, research, etc.	29.4%
Engage in World Bank Group related/sponsored events/activities	23.2%

Appendix B: Responses to All Questions by Stakeholder Groups

Government Employee/Civil Servant N=32 ● Bilateral/Multilateral Agency N=11 ● Private Sector Organization/Financial Sector/Private Bank N=15 ● CSO (NGOs, Community Based Organizations, Trade Unions, Faith-Based Groups) N=68 ● Media N=22 ● Academia/Research Institute/ Think Tank N=17 ● Other N=17

A. General Issues facing Zimbabwe

Socially and economically, would you say that Zimbabwe is headed in...?*

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	54.8%	20.0%	20.0%	13.4%	31.8%	17.6%	50.0%
The wrong direction	25.8%	60.0%	46.7%	62.7%	50.0%	64.7%	25.0%
Neither	9.7%	20.0%	20.0%	14.9%	4.5%	11.8%	18.8%
Not sure	9.7%	0.0%	13.3%	9.0%	13.6%	5.9%	6.3%

*Significantly different between stakeholder groups

A. General Issues facing Zimbabwe (continued)

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)

Percentage of Respondents (Responses Combined)	Government	Bilateral/	Private Sector/	Academia/			Other
	Employee/ Civil Servant	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Research Institute/ Think Tank	
Social protection	16.7%	0.0%	0.0%	8.8%	18.2%	17.6%	5.9%
Transport	20.0%	0.0%	7.1%	13.2%	18.2%	0.0%	17.6%
Security/stabilization/reconstruction	10.0%	0.0%	0.0%	11.8%	18.2%	0.0%	0.0%
Public sector governance/reform*	26.7%	33.3%	64.3%	41.2%	18.2%	52.9%	52.9%
Global/regional integration	0.0%	0.0%	0.0%	2.9%	0.0%	5.9%	0.0%
Gender equity	0.0%	0.0%	0.0%	1.5%	13.6%	0.0%	5.9%
Domestic private sector development*	16.7%	33.3%	57.1%	26.5%	13.6%	47.1%	35.3%
Foreign direct investment	40.0%	11.1%	35.7%	14.7%	36.4%	17.6%	29.4%
Water and sanitation	16.7%	0.0%	0.0%	14.7%	27.3%	5.9%	5.9%
Energy*	6.7%	11.1%	35.7%	4.4%	22.7%	11.8%	5.9%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	33.3%	22.2%	21.4%	17.6%	13.6%	29.4%	17.6%
Financial markets	0.0%	0.0%	14.3%	1.5%	4.5%	0.0%	0.0%
Urban development	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%	5.9%
Equality of opportunity	6.7%	0.0%	0.0%	1.5%	4.5%	0.0%	5.9%
Health	6.7%	11.1%	0.0%	10.3%	0.0%	0.0%	5.9%
Education	3.3%	11.1%	0.0%	16.2%	9.1%	0.0%	0.0%
Poverty reduction	13.3%	22.2%	7.1%	10.3%	18.2%	17.6%	17.6%
Food security	6.7%	33.3%	7.1%	4.4%	18.2%	5.9%	5.9%
Government accountability*	6.7%	0.0%	7.1%	27.9%	4.5%	5.9%	17.6%
Climate change	3.3%	11.1%	0.0%	0.0%	0.0%	5.9%	0.0%
Trade and exports	3.3%	11.1%	0.0%	2.9%	4.5%	0.0%	5.9%
Economic growth	30.0%	44.4%	35.7%	44.1%	18.2%	52.9%	23.5%
Law and justice	16.7%	11.1%	7.1%	8.8%	9.1%	11.8%	11.8%
Regulatory framework	3.3%	0.0%	0.0%	1.5%	0.0%	0.0%	5.9%
Local governance and institutions	0.0%	0.0%	0.0%	2.9%	0.0%	11.8%	5.9%
Natural resource management	6.7%	22.2%	0.0%	10.3%	0.0%	0.0%	11.8%
Information and communications technology	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Government	Bilateral/	Private Sector/	Academia/			
	Employee/ Civil Servant	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Research Institute/ Think Tank	Other
Water and sanitation	6.3%	11.1%	7.1%	7.4%	18.2%	5.9%	5.9%
Equality of opportunity	15.6%	22.2%	7.1%	5.9%	13.6%	0.0%	11.8%
Economic growth	68.8%	44.4%	64.3%	69.1%	50.0%	70.6%	82.4%
Climate change	0.0%	11.1%	0.0%	2.9%	0.0%	0.0%	0.0%
Regional conflict and tensions*	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Global/regional integration	9.4%	0.0%	0.0%	4.4%	0.0%	5.9%	11.8%
Gender equity	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Agriculture and rural development	37.5%	55.6%	50.0%	26.5%	40.9%	52.9%	41.2%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	7.1%	1.5%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%
Social protection	9.4%	0.0%	0.0%	11.8%	18.2%	5.9%	5.9%
Law and justice	6.3%	11.1%	14.3%	10.3%	13.6%	0.0%	0.0%
Transport	6.3%	0.0%	0.0%	4.4%	4.5%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	0.0%	0.0%	0.0%	8.8%	0.0%	0.0%	0.0%
Domestic private sector development	31.3%	44.4%	21.4%	33.8%	13.6%	35.3%	35.3%
Foreign direct investment*	15.6%	0.0%	35.7%	8.8%	36.4%	41.2%	11.8%
Energy	9.4%	11.1%	0.0%	1.5%	9.1%	0.0%	0.0%
Public sector governance/reform	25.0%	0.0%	21.4%	20.6%	13.6%	29.4%	47.1%
Government accountability	12.5%	11.1%	7.1%	11.8%	0.0%	0.0%	5.9%
Education	3.1%	11.1%	14.3%	22.1%	9.1%	11.8%	11.8%
Natural resource management	3.1%	0.0%	7.1%	10.3%	18.2%	11.8%	5.9%
Environmental sustainability	0.0%	0.0%	0.0%	1.5%	0.0%	5.9%	0.0%
Health*	9.4%	33.3%	14.3%	5.9%	0.0%	0.0%	0.0%
Financial markets	6.3%	0.0%	14.3%	4.4%	0.0%	0.0%	0.0%
Trade and exports	3.1%	0.0%	0.0%	4.4%	9.1%	11.8%	11.8%
Food security	12.5%	33.3%	14.3%	11.8%	13.6%	11.8%	11.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Government	Bilateral/	Private Sector/	Academia/			Other
	Employee/ Civil Servant	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Research Institute/ Think Tank	
Energy*	40.6%	70.0%	33.3%	19.7%	54.5%	41.2%	31.3%
Gender equity	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Equality of opportunity	6.3%	10.0%	0.0%	1.5%	0.0%	0.0%	12.5%
Global/regional integration	6.3%	0.0%	0.0%	3.0%	0.0%	0.0%	6.3%
Social protection	3.1%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Climate change	0.0%	10.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Regional conflict and tensions	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	34.4%	20.0%	46.7%	42.4%	9.1%	29.4%	37.5%
Foreign direct investment	34.4%	50.0%	40.0%	37.9%	54.5%	58.8%	43.8%
Urban development	0.0%	0.0%	0.0%	3.0%	0.0%	5.9%	0.0%
Water and sanitation	3.1%	10.0%	0.0%	1.5%	9.1%	0.0%	0.0%
Trade and exports*	21.9%	0.0%	13.3%	12.1%	45.5%	17.6%	12.5%
Information and communications technology	6.3%	0.0%	6.7%	4.5%	9.1%	5.9%	0.0%
Regulatory framework	9.4%	0.0%	13.3%	1.5%	0.0%	11.8%	0.0%
Government accountability*	9.4%	10.0%	6.7%	24.2%	0.0%	0.0%	25.0%
Public sector governance/reform	21.9%	30.0%	46.7%	43.9%	13.6%	23.5%	37.5%
Domestic private sector development	25.0%	20.0%	46.7%	31.8%	22.7%	52.9%	50.0%
Food security	6.3%	10.0%	0.0%	7.6%	4.5%	0.0%	0.0%
Transport*	21.9%	0.0%	13.3%	1.5%	13.6%	11.8%	6.3%
Security/stabilization/reconstruction	0.0%	0.0%	0.0%	15.2%	9.1%	11.8%	0.0%
Education	3.1%	10.0%	0.0%	3.0%	9.1%	0.0%	0.0%
Natural resource management	9.4%	10.0%	13.3%	24.2%	18.2%	5.9%	18.8%
Environmental sustainability	3.1%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Health	6.3%	0.0%	0.0%	1.5%	0.0%	5.9%	0.0%
Law and justice	0.0%	20.0%	0.0%	4.5%	9.1%	0.0%	0.0%
Local governance and institutions	3.1%	0.0%	6.7%	1.5%	0.0%	0.0%	0.0%
Financial markets	12.5%	20.0%	13.3%	6.1%	9.1%	17.6%	18.8%

*Significantly different between stakeholder groups

A. General Issues facing Zimbabwe (continued)

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)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Better employment opportunities for young people																						
Better employment opportunities for women																						
Greater access to micro-finance for the poor																						
Greater voice and participation for citizens to help ensure greater accountability																						
Greater access to health and nutrition for citizens																						
Better entrepreneurial opportunities																						
A growing middle class																						
Better opportunity for the poor who live in rural areas																						
Better opportunity for the poor who live in urban areas																						
Consistent economic growth																						
More reliable social safety net																						
Greater equity of fiscal policy																						
Education and training that better ensure job opportunity																						
Better quality public services																						
Other																						

B. Overall Attitudes toward the World Bank Group

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zimbabwe?*	32	7.28	1.75	11	6.91	2.21	15	7.07	2.12	68	4.87	2.54	22	6.77	1.95	17	6.53	2.40	17	6.00	2.65

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	31	6.00	2.02	10	6.20	1.62	15	5.47	1.64	55	5.00	2.25	20	5.80	2.02	16	4.88	1.09	15	4.87	1.19

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

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Zimbabwe solve its most complicated development challenges?	29	6.86	2.18	9	6.89	1.17	13	6.38	1.89	40	6.53	1.95	18	7.17	1.95	16	6.00	1.32	14	5.93	1.54

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

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)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	3.2%	0.0%	0.0%	9.0%	4.5%	0.0%	0.0%
Security/stabilization/reconstruction	0.0%	0.0%	0.0%	6.0%	9.1%	5.9%	0.0%
Public sector governance/reform	32.3%	70.0%	46.7%	40.3%	22.7%	41.2%	64.7%
Transport	25.8%	10.0%	0.0%	10.4%	27.3%	5.9%	23.5%
Poverty reduction	29.0%	20.0%	6.7%	26.9%	27.3%	23.5%	17.6%
Global/regional integration	3.2%	0.0%	0.0%	3.0%	4.5%	5.9%	5.9%
Gender equity	0.0%	0.0%	6.7%	7.5%	0.0%	0.0%	0.0%
Agriculture and rural development	41.9%	20.0%	26.7%	22.4%	22.7%	35.3%	11.8%
Domestic private sector development*	12.9%	50.0%	40.0%	17.9%	0.0%	41.2%	23.5%
Foreign direct investment*	9.7%	0.0%	40.0%	20.9%	31.8%	41.2%	29.4%
Water and sanitation	16.1%	0.0%	0.0%	7.5%	18.2%	5.9%	11.8%
Energy*	22.6%	10.0%	33.3%	4.5%	22.7%	17.6%	5.9%
Government accountability	0.0%	0.0%	6.7%	11.9%	4.5%	5.9%	11.8%
Financial markets*	6.5%	0.0%	20.0%	0.0%	4.5%	5.9%	5.9%
Urban development	3.2%	0.0%	13.3%	1.5%	0.0%	0.0%	0.0%
Environmental sustainability	3.2%	0.0%	0.0%	4.5%	0.0%	5.9%	5.9%
Equality of opportunity	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Regional conflict and tensions*	9.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	6.5%	0.0%	0.0%	9.0%	9.1%	5.9%	11.8%
Education	3.2%	0.0%	0.0%	14.9%	9.1%	0.0%	5.9%
Food security	0.0%	10.0%	0.0%	6.0%	13.6%	0.0%	0.0%
Climate change	0.0%	10.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Trade and exports	6.5%	10.0%	13.3%	4.5%	9.1%	0.0%	0.0%
Economic growth	25.8%	60.0%	40.0%	46.3%	31.8%	52.9%	41.2%
Law and justice	0.0%	10.0%	0.0%	13.4%	13.6%	0.0%	11.8%
Local governance and institutions	9.7%	10.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Regulatory framework	6.5%	10.0%	0.0%	1.5%	0.0%	0.0%	5.9%
Natural resource management	3.2%	0.0%	0.0%	3.0%	4.5%	0.0%	0.0%
Information and communications technology	6.5%	0.0%	6.7%	1.5%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Convening/facilitating	3.2%	0.0%	6.7%	4.6%	0.0%	0.0%	6.3%
Data	6.5%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	22.6%	63.6%	26.7%	12.3%	15.0%	23.5%	6.3%
Financial resources	25.8%	18.2%	20.0%	33.8%	20.0%	41.2%	31.3%
Capacity development	22.6%	0.0%	20.0%	30.8%	25.0%	23.5%	31.3%
Technical assistance	3.2%	18.2%	6.7%	1.5%	10.0%	0.0%	12.5%
Mobilizing third party financial resources	6.5%	0.0%	13.3%	4.6%	20.0%	0.0%	6.3%
Donor coordination	6.5%	0.0%	0.0%	4.6%	5.0%	11.8%	6.3%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Strategy formulation	3.2%	0.0%	6.7%	4.6%	5.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Convening/facilitating	3.2%	0.0%	6.7%	3.1%	0.0%	0.0%	6.3%
Data	6.5%	0.0%	6.7%	3.1%	10.0%	5.9%	0.0%
Policy advice, studies, analyses	12.9%	10.0%	6.7%	17.2%	15.0%	11.8%	18.8%
Financial resources	9.7%	10.0%	6.7%	12.5%	30.0%	11.8%	12.5%
Capacity development	12.9%	30.0%	20.0%	18.8%	0.0%	29.4%	18.8%
Technical assistance	12.9%	20.0%	6.7%	7.8%	15.0%	5.9%	12.5%
Mobilizing third party financial resources	16.1%	0.0%	26.7%	18.8%	15.0%	11.8%	18.8%
Donor coordination	3.2%	0.0%	20.0%	7.8%	5.0%	5.9%	12.5%
Linkage to non-Bank expertise	3.2%	20.0%	0.0%	3.1%	5.0%	0.0%	0.0%
Strategy formulation	19.4%	10.0%	0.0%	7.8%	5.0%	17.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

How effectively do the World Bank Group's activities below support Zimbabwe's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	28	5.75	1.8	8	6.25	2.0	14	5.79	2.0	46	5.41	2.3	16	6.06	1.5	14	5.64	1.3	12	5.17	2.2
Data	28	6.68	2.0	8	7.38	2.0	14	6.86	2.1	48	6.98	2.3	18	7.17	2.1	16	7.06	0.9	12	6.25	1.9
Policy advice, studies, analyses	30	7.03	2.0	10	7.50	1.6	14	6.50	2.4	50	6.68	2.1	20	6.55	2.7	16	6.44	1.8	15	6.53	1.6
Financial resources	29	5.28	2.6	8	4.25	2.1	14	5.43	2.3	52	5.54	2.9	18	6.67	2.8	13	5.31	2.1	14	5.79	3.0
Technical assistance	29	6.72	1.8	9	6.67	2.1	13	5.85	2.3	50	6.30	2.5	20	6.70	2.7	15	6.33	1.8	16	6.69	2.0
Mobilizing third party financial resources	29	5.55	2.1	5	4.20	1.1	13	6.00	2.4	45	5.71	2.7	17	6.35	2.8	14	5.21	2.2	12	5.92	2.9
Donor coordination	30	5.60	2.1	10	5.20	1.8	12	5.83	2.3	45	5.87	2.9	18	6.89	2.1	15	6.87	1.8	14	5.29	2.9
Linkage to non-Bank expertise	26	5.54	2.4	7	5.14	1.3	11	5.00	1.8	43	5.53	2.2	16	6.81	1.9	12	5.83	1.7	9	5.33	3.2
Strategy formulation	28	6.04	2.1	8	6.13	2.1	12	6.25	2.3	45	6.16	2.5	18	6.44	2.3	15	5.87	1.8	12	5.17	3.0

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...?

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	30	5.23	2.0	9	6.78	2.6	15	6.67	2.1	63	8.30	1.9	22	7.68	2.7	17	6.53	1.9	17	7.53	2.1
The public sector, related to implementation of specific development projects on the ground	31	7.61	1.6	10	8.20	1.2	15	8.67	1.0	63	8.24	1.9	21	7.76	2.6	17	7.94	1.5	16	8.69	1.4
The public sector, related to changing institutions	29	6.72	2.1	10	7.70	1.6	15	7.93	2.0	61	8.02	2.1	21	7.95	2.3	17	8.12	1.4	16	7.56	1.9
The private sector, related to institutional and policy change*	30	6.30	2.0	10	7.80	1.8	15	8.73	1.0	61	7.93	2.0	22	7.86	2.0	17	8.06	1.3	17	7.94	1.6

*Significantly different between stakeholder groups

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	29	5.93	2.3	9	7.33	1.4	13	6.31	2.2	50	6.38	2.2	17	6.65	1.9	15	5.93	1.7	14	5.57	2.1
Citizen engagement	26	5.31	2.1	9	5.67	2.3	13	4.92	2.3	49	5.04	2.5	18	6.00	1.9	16	4.75	1.7	14	4.50	2.2
Policy design	29	6.00	2.5	10	7.90	1.4	15	6.33	2.3	51	6.51	2.4	18	6.28	1.7	16	5.94	2.1	13	5.77	2.3

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

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? (1-Not important at all, 10-Very important)

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	32	7.41	2.2	11	7.55	1.9	15	7.93	1.8	64	8.36	1.9	21	7.95	1.9	17	7.88	1.9	17	8.53	1.5
Citizen engagement*	31	6.48	2.0	11	6.45	2.6	15	7.07	2.2	65	8.89	1.4	21	8.76	1.7	17	7.41	2.5	16	8.19	1.9
Policy design	31	7.48	1.9	11	8.18	2.7	15	8.40	1.4	62	8.58	1.8	21	8.29	1.8	17	7.88	1.9	17	8.18	2.2

*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	9.7%	0.0%	13.3%	17.2%	23.8%	17.6%	11.8%
Not exploring alternative policy options	6.5%	0.0%	6.7%	6.3%	4.8%	17.6%	0.0%
Not adequately sensitive to political/social realities in Zimbabwe*	16.1%	10.0%	40.0%	14.1%	42.9%	41.2%	23.5%
Not enough public disclosure of its work	22.6%	30.0%	40.0%	40.6%	28.6%	11.8%	47.1%
Arrogant in its approach	3.2%	0.0%	0.0%	4.7%	0.0%	5.9%	0.0%
Not aligned with country priorities	6.5%	10.0%	6.7%	4.7%	14.3%	5.9%	5.9%
The credibility of its knowledge/data	3.2%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	16.1%	10.0%	13.3%	9.4%	9.5%	0.0%	5.9%
Not willing to honestly criticize policies and reform efforts in the country	3.2%	0.0%	6.7%	7.8%	4.8%	23.5%	11.8%
Too influenced by developed countries	25.8%	20.0%	33.3%	14.1%	28.6%	17.6%	23.5%
Imposing technocratic solutions without regard to political realities	22.6%	0.0%	6.7%	6.3%	9.5%	11.8%	17.6%
World Bank Group's processes too slow	12.9%	0.0%	6.7%	1.6%	0.0%	0.0%	0.0%
Too bureaucratic in its operational policies and procedures	16.1%	20.0%	0.0%	9.4%	0.0%	11.8%	11.8%
Not aligned with other donors' work	0.0%	0.0%	0.0%	1.6%	4.8%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	20.0%	13.3%	26.6%	4.8%	11.8%	5.9%
Not client focused	3.2%	0.0%	0.0%	1.6%	0.0%	5.9%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	6.5%	10.0%	0.0%	4.7%	4.8%	0.0%	5.9%
Not focused enough on issues that are unique to post-conflict countries	0.0%	0.0%	0.0%	3.1%	0.0%	11.8%	0.0%
Inadequate number of World Bank Group staff members located in the country	3.2%	20.0%	6.7%	1.6%	4.8%	0.0%	5.9%
Other*	3.2%	30.0%	6.7%	1.6%	0.0%	0.0%	11.8%
Don't know	3.2%	0.0%	0.0%	9.4%	0.0%	5.9%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	Other
	Servant	Agency	Private Bank			Think Tank	
Capacity development	43.8%	36.4%	26.7%	42.4%	50.0%	64.7%	64.7%
Knowledge products/services*	9.4%	54.5%	13.3%	18.2%	4.5%	23.5%	17.6%
Technical assistance	50.0%	54.5%	66.7%	42.4%	59.1%	47.1%	52.9%
Trust Fund management	6.3%	0.0%	0.0%	10.6%	9.1%	5.9%	0.0%
Co-financing arrangements	50.0%	9.1%	60.0%	33.3%	36.4%	29.4%	47.1%
Sector-wide approaches	15.6%	18.2%	20.0%	18.2%	22.7%	23.5%	5.9%
Other	0.0%	9.1%	6.7%	1.5%	0.0%	0.0%	5.9%
Don't know	3.1%	9.1%	0.0%	13.6%	4.5%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	Other
	Servant	Agency	Private Bank			Think Tank	
Academia/think tanks/research institutes*	28.1%	0.0%	20.0%	12.1%	13.6%	70.6%	41.2%
Donor community	21.9%	40.0%	20.0%	12.1%	13.6%	11.8%	11.8%
Media*	6.3%	0.0%	0.0%	6.1%	45.5%	5.9%	0.0%
NGOs*	15.6%	20.0%	0.0%	65.2%	9.1%	11.8%	5.9%
Local Government	18.8%	30.0%	20.0%	24.2%	13.6%	17.6%	41.2%
Private sector*	15.6%	50.0%	93.3%	12.1%	18.2%	47.1%	29.4%
Parliament	21.9%	10.0%	20.0%	3.0%	22.7%	11.8%	5.9%
Community Based Organizations	12.5%	10.0%	0.0%	22.7%	9.1%	0.0%	23.5%
Beneficiaries	15.6%	0.0%	13.3%	21.2%	22.7%	11.8%	5.9%
Faith based organizations	3.1%	0.0%	0.0%	7.6%	4.5%	0.0%	0.0%
Emerging donors	3.1%	10.0%	0.0%	3.0%	0.0%	0.0%	11.8%
UN agencies*	18.8%	20.0%	0.0%	0.0%	18.2%	5.9%	0.0%
Regional organizations (e.g., SADC, COMESA, African Union)*	18.8%	0.0%	0.0%	3.0%	4.5%	5.9%	17.6%
Other	0.0%	10.0%	6.7%	0.0%	0.0%	0.0%	5.9%
Don't know	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	31	5.58	2.4	11	6.18	2.9	14	6.50	1.9	50	6.08	2.3	21	6.10	2.7	15	5.53	2.0	15	5.40	1.9
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	31	5.19	2.2	11	6.27	2.5	14	5.50	2.4	50	5.70	2.2	20	5.75	2.8	14	5.57	1.8	15	4.40	2.1
The World Bank Group supports programs and strategies that are realistic for Zimbabwe	31	5.42	2.1	11	6.00	2.2	14	5.86	2.3	48	5.54	2.3	20	5.95	2.3	15	5.47	1.6	15	4.07	1.3
The World Bank Group treats clients and stakeholders in Zimbabwe with respect	30	6.13	2.3	11	6.91	2.2	12	7.08	1.9	45	6.40	2.5	20	6.80	2.5	15	6.20	2.1	13	6.31	2.4

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	31	5.19	1.8	9	5.33	2.6	13	5.77	1.8	43	5.21	2.2	18	5.44	2.6	13	5.77	1.5	13	4.54	2.0
Flexibility (in terms of the institution's products and services)	30	4.77	1.9	11	5.09	2.2	14	4.79	2.0	44	4.95	2.1	19	5.00	2.2	13	5.23	1.2	13	4.23	1.6
Flexibility (in terms of changing country circumstances)	29	4.48	1.9	10	5.20	2.3	14	4.86	1.7	46	4.91	2.3	20	5.30	2.5	14	5.36	1.7	13	3.85	1.8
Being inclusive	29	5.45	1.7	9	5.33	2.5	13	5.69	1.8	50	5.10	2.5	19	5.26	2.2	14	5.07	1.6	13	5.08	1.3
Openness	30	6.73	1.7	11	6.09	2.9	13	6.15	2.0	46	6.17	2.7	21	5.95	2.9	15	5.80	1.7	12	5.83	2.1
Staff accessibility*	30	6.60	2.2	11	6.64	2.5	14	5.71	2.0	42	4.83	2.4	19	5.58	2.4	14	5.50	1.8	14	4.57	2.3
Straightforwardness and honesty	29	6.03	2.2	11	7.00	2.1	14	7.36	1.4	43	6.60	2.4	19	6.05	2.7	14	6.14	2.0	12	6.33	1.4
Ease of access to the people at the World Bank Group who are making decisions important to my work*	31	6.61	2.2	10	7.50	2.4	14	5.50	1.9	44	5.18	2.7	18	5.22	2.8	13	5.31	2.3	14	4.29	1.9
Collaboration with civil society*	24	6.88	1.3	9	5.67	1.7	12	6.33	1.4	50	5.16	2.3	17	6.65	2.3	14	5.50	1.5	10	5.20	1.8
Collaboration with the UN	23	7.39	1.7	9	7.67	1.8	8	6.63	2.2	35	6.77	2.3	17	8.18	1.6	11	6.27	1.7	10	6.90	2.1
Collaboration with the Government	31	6.19	2.2	11	6.27	2.2	14	6.79	1.7	45	6.73	2.5	17	5.94	2.7	14	5.93	1.5	13	6.08	2.0
Collaboration with other donors and development partners	27	7.11	2.1	11	7.27	2.0	11	6.55	2.0	39	7.13	2.1	18	7.50	1.5	14	6.57	1.7	11	7.09	1.8
Collaboration with the private sector	24	6.21	2.0	8	6.25	1.5	14	5.43	1.8	35	5.71	2.1	20	5.95	2.4	13	5.31	2.0	11	5.45	1.2
The speed in which it gets things accomplished on the ground*	30	5.43	2.3	9	4.78	2.2	14	5.43	1.5	35	4.69	2.3	19	6.00	2.0	12	5.75	2.1	12	3.58	1.8
Being a long-term partner	30	6.53	2.1	10	7.00	1.9	13	7.15	2.2	42	6.98	2.5	20	7.40	2.5	14	6.57	1.8	14	7.00	2.1

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More local presence	56.3%	81.8%	80.0%	89.2%	90.9%	82.4%	93.8%
The current level of local presence is adequate	28.1%	18.2%	20.0%	3.1%	4.5%	17.6%	0.0%
Less local presence	6.3%	0.0%	0.0%	3.1%	4.5%	0.0%	0.0%
Don't know	9.4%	0.0%	0.0%	4.6%	0.0%	0.0%	6.3%

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)

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	16.7%	10.0%	20.0%	6.2%	18.2%	5.9%	12.5%
The same level of effective collaboration	46.7%	70.0%	40.0%	33.8%	31.8%	41.2%	31.3%
Less effective collaboration	10.0%	10.0%	6.7%	10.8%	22.7%	17.6%	25.0%
Don't know	26.7%	10.0%	33.3%	49.2%	27.3%	35.3%	31.3%

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

Percentage of Respondents (Responses Combined)	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	3.1%	0.0%	0.0%	14.1%	4.5%	0.0%	13.3%
There is not an adequate level of citizen/civil society participation*	15.6%	36.4%	33.3%	56.3%	45.5%	52.9%	33.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	50.0%	18.2%	33.3%	40.6%	45.5%	29.4%	53.3%
Lack of/inadequate levels of capacity in Government	28.1%	27.3%	33.3%	25.0%	31.8%	35.3%	33.3%
Poor donor coordination	6.3%	0.0%	6.7%	3.1%	9.1%	5.9%	6.7%
The World Bank Group works too slowly	15.6%	27.3%	6.7%	6.3%	0.0%	5.9%	13.3%
The Government works inefficiently*	6.3%	36.4%	33.3%	23.4%	36.4%	41.2%	6.7%
Political pressures and obstacles	37.5%	36.4%	53.3%	35.9%	45.5%	41.2%	33.3%
Reforms are not well thought out in light of country challenges	34.4%	36.4%	46.7%	31.3%	31.8%	41.2%	26.7%
Ongoing conflict and instability	6.3%	0.0%	13.3%	10.9%	18.2%	5.9%	0.0%
Inadequate funding*	43.8%	18.2%	13.3%	17.2%	4.5%	17.6%	20.0%
Other	6.3%	27.3%	6.7%	4.7%	4.5%	0.0%	13.3%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Zimbabwe? (1-Not important at all, 10-Very important)

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	29	7.07	2.03	9	6.00	3.24	14	7.14	2.03	62	7.32	2.58	22	7.68	2.90	17	7.18	2.53	17	8.41	2.29
Transport	31	8.45	1.73	11	7.36	2.16	14	7.57	1.99	63	8.49	1.68	21	8.90	1.73	17	8.00	1.97	16	8.81	1.60
Regional conflict and tensions	28	5.50	2.62	10	2.90	1.37	14	5.57	2.44	60	5.68	3.06	21	4.48	3.09	17	4.88	2.85	14	5.43	3.39
Law and justice	30	6.67	2.70	9	5.78	3.11	14	7.00	1.92	61	7.20	2.83	21	7.05	2.64	17	6.12	2.62	15	8.27	1.75
Urban development*	31	7.45	2.19	10	5.90	2.02	13	8.08	1.75	59	8.46	1.94	20	8.75	1.41	17	7.88	2.09	15	9.13	0.74
Environmental sustainability*	31	7.58	2.32	10	6.40	2.27	14	7.36	1.50	58	8.31	1.68	21	8.62	1.60	17	7.47	2.27	16	8.94	1.06
Regulatory framework	31	6.90	2.48	11	6.82	2.04	15	7.47	1.88	59	6.80	2.83	20	6.90	2.34	16	7.00	1.71	16	8.50	1.59
Poverty reduction	30	8.83	1.98	11	8.64	1.12	15	8.20	1.52	62	9.29	1.15	20	9.35	1.63	17	8.82	1.24	17	9.53	0.62
Gender equity	28	7.64	1.93	10	6.70	2.45	15	6.87	2.10	62	7.69	2.15	20	7.70	2.25	16	7.19	2.54	15	7.07	2.28
Domestic private sector development	31	8.45	1.71	11	7.73	1.56	15	8.73	1.03	62	8.77	1.72	19	8.89	1.88	17	8.35	1.50	17	8.65	2.26
Foreign direct investment*	30	8.33	1.79	10	7.30	2.45	15	9.13	0.92	62	9.13	1.37	22	8.95	2.24	16	8.44	2.28	17	9.18	1.33
Local governance and institutions	31	7.26	2.19	10	6.60	2.59	15	7.53	2.07	58	7.62	2.49	20	7.75	2.36	17	7.00	2.69	17	8.59	2.09
Water and sanitation*	31	7.71	2.65	10	7.80	1.14	15	8.33	1.54	59	8.83	1.51	21	8.95	1.53	16	8.13	2.36	16	9.38	1.02
Trade and exports*	29	7.66	1.80	10	7.30	1.34	14	8.50	1.56	61	8.74	1.53	21	8.62	1.86	16	7.81	2.14	17	7.76	2.56
Economic growth	30	8.50	1.74	11	8.64	1.50	15	9.40	0.99	62	9.11	1.44	21	9.29	1.01	17	9.06	1.25	17	9.24	1.20
Energy	31	8.42	1.63	11	8.09	1.38	15	8.60	1.45	58	8.55	1.62	20	8.95	1.73	17	8.65	1.41	17	9.29	0.99
Public sector governance/reform	31	7.32	2.26	11	8.45	1.92	15	7.93	1.71	60	8.48	1.89	22	8.36	1.79	16	8.13	1.82	16	8.50	1.90
Government accountability	31	7.16	2.24	10	7.50	2.55	15	8.20	1.66	62	8.26	2.13	22	8.09	2.11	17	7.53	2.29	16	8.31	2.21
Financial markets	30	8.23	1.77	11	7.45	2.07	15	9.07	1.16	60	8.28	1.69	21	7.29	2.51	17	7.47	2.48	17	8.00	1.94
Equality of opportunity*	30	6.97	2.08	10	6.50	2.37	15	6.80	2.08	57	7.96	1.75	20	8.00	1.97	17	6.47	2.53	16	7.69	1.96
Health	30	8.00	2.17	10	6.80	2.25	15	7.53	1.41	59	8.22	1.89	22	8.77	1.41	17	7.71	2.34	16	8.88	1.31
Agriculture and rural development	31	8.23	2.11	11	8.09	1.38	15	8.40	1.64	62	8.84	1.32	21	8.71	1.71	17	7.94	2.68	17	8.53	1.42
Global/regional integration	30	7.43	2.27	9	6.00	2.55	15	7.53	1.77	59	8.24	1.84	22	7.68	2.36	17	7.47	2.21	16	8.13	2.25
Food security	31	8.19	1.85	10	7.60	2.67	15	7.80	1.78	60	8.58	1.45	21	8.76	1.87	17	7.82	2.40	17	8.71	1.57
Education*	31	7.74	1.90	10	5.90	3.18	15	7.47	1.46	60	8.30	1.75	22	8.18	1.59	17	7.76	2.31	16	8.31	1.58
Security/stabilization/reconstruction	29	5.90	2.58	9	4.22	2.49	15	6.13	2.50	60	6.87	2.87	22	6.32	2.95	17	5.65	3.26	16	5.81	3.23
Social protection	30	7.20	2.35	10	5.80	3.16	15	7.07	1.91	60	7.58	2.35	22	8.05	2.10	17	7.65	2.09	16	7.50	2.28
Climate change	30	7.03	2.46	10	6.40	2.50	15	7.33	2.06	58	7.83	2.01	22	7.73	2.53	17	7.12	2.15	16	8.13	1.67
Natural resource management	31	7.19	2.34	11	6.91	2.70	15	7.13	2.45	60	8.25	2.22	22	7.95	2.46	17	7.29	2.02	16	7.31	2.47

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe? (1-Not effective at all, 10-Very effective)

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	24	5.54	2.34	5	5.40	3.44	8	5.00	1.77	32	5.78	2.17	16	5.19	2.43	12	5.17	1.85	10	4.80	2.66
Transport	24	4.92	2.00	7	5.29	2.29	10	5.20	2.10	33	4.82	2.53	17	5.35	2.03	14	4.50	1.22	10	4.40	2.55
Regional conflict and tensions	25	4.80	2.69	5	4.00	1.58	7	5.14	2.67	30	4.83	2.56	15	4.60	2.06	12	3.17	1.47	8	3.00	2.45
Law and justice*	25	5.20	2.20	5	4.40	1.82	9	5.22	1.64	29	4.66	2.45	15	5.93	2.19	12	3.33	1.67	8	3.75	1.39
Urban development	23	5.91	2.27	5	4.60	1.67	12	5.83	1.64	37	5.43	2.44	16	6.31	2.47	13	4.69	1.89	9	4.22	2.86
Environmental sustainability	27	6.30	2.48	5	4.80	1.79	11	5.73	2.05	35	5.69	2.42	15	5.80	1.90	12	4.42	1.51	8	6.25	3.11
Regulatory framework	27	6.19	2.43	6	5.17	2.04	12	5.33	2.57	37	5.54	2.41	16	6.19	1.80	13	4.31	1.80	7	5.57	2.82
Poverty reduction	28	6.07	2.40	8	6.13	2.17	11	5.18	2.18	41	6.00	2.33	18	6.39	2.55	13	5.38	1.94	10	5.20	2.66
Gender equity	27	5.70	2.13	6	6.17	2.14	10	5.70	2.26	35	5.63	2.34	15	6.27	2.09	13	4.77	1.96	10	5.20	2.25
Domestic private sector development	26	5.81	2.59	7	5.71	1.60	14	5.43	2.03	37	4.92	2.29	17	5.29	2.37	13	4.69	1.89	8	4.13	2.47
Foreign direct investment	26	4.58	2.64	5	4.80	2.49	14	5.14	2.48	38	5.53	2.83	17	5.47	2.76	13	4.31	1.65	10	3.20	2.70
Local governance and institutions	27	5.81	2.47	6	5.17	1.72	10	4.40	1.78	37	5.54	2.71	17	5.47	1.74	11	4.55	1.51	9	6.11	1.90
Water and sanitation	26	5.77	2.58	8	6.13	2.23	11	5.91	2.74	40	6.13	2.72	17	7.12	2.69	13	5.23	1.83	10	6.50	2.88
Trade and exports	25	5.48	2.55	6	5.67	2.16	13	5.85	2.34	34	5.15	2.38	17	5.59	2.00	10	4.20	1.69	7	4.57	2.99
Economic growth	28	5.79	2.81	7	6.29	2.81	14	5.57	1.95	40	5.30	2.46	18	6.11	2.61	14	5.00	1.96	9	4.78	2.73
Energy	26	5.04	2.20	7	5.71	2.06	11	5.36	2.11	34	4.82	2.68	18	5.44	2.50	12	4.67	1.50	9	4.67	2.87
Public sector governance/reform	27	5.81	2.43	10	6.60	2.01	12	5.08	1.93	42	5.48	2.42	17	5.71	2.85	13	5.15	1.82	10	5.50	2.12
Government accountability	25	6.00	2.31	8	5.00	2.00	10	4.60	1.84	41	4.63	2.21	17	4.76	2.39	11	4.36	2.11	8	5.13	1.81
Financial markets	25	5.36	2.22	7	6.29	2.14	12	4.58	1.73	34	4.56	2.27	16	4.88	2.50	10	4.60	1.43	8	5.63	2.62
Equality of opportunity	26	5.19	2.10	5	5.00	2.35	10	5.00	2.00	29	4.90	2.34	15	5.13	2.39	11	4.27	1.85	8	4.75	2.31
Health	26	6.54	2.28	8	6.00	2.14	11	5.82	2.23	37	6.27	2.55	17	6.24	2.51	11	5.27	1.90	8	6.38	2.83
Agriculture and rural development	26	5.73	2.18	9	6.22	1.64	11	5.09	1.92	40	5.50	2.50	18	5.72	2.67	13	4.92	1.61	11	4.45	2.73
Global/regional integration	24	5.71	2.03	6	5.17	2.23	10	5.80	2.20	35	5.71	2.11	17	5.24	2.28	12	4.42	1.78	7	4.29	2.93
Food security	26	5.96	2.66	6	5.83	2.40	11	5.18	2.04	36	6.11	2.42	18	6.06	2.75	13	4.85	1.77	10	5.20	3.33
Education	25	5.76	1.92	5	5.60	2.70	11	6.18	2.23	37	5.97	2.64	16	5.88	2.66	13	4.77	1.24	10	4.00	2.54
Security/stabilization/reconstruction	25	5.08	2.18	5	4.60	2.30	10	4.60	2.17	29	5.14	2.72	16	4.94	2.79	11	3.91	1.70	9	3.33	2.69
Social protection	24	5.21	2.21	6	4.83	1.72	10	4.80	2.62	31	4.94	2.67	17	4.65	1.80	12	5.17	2.04	9	3.56	2.60
Climate change	28	6.04	2.38	5	4.60	2.07	11	5.55	2.38	34	5.26	2.34	17	5.06	2.16	11	4.45	1.57	8	6.00	3.55
Natural resource management	26	5.31	2.71	6	4.83	1.47	11	5.00	2.49	36	4.53	2.30	16	4.81	2.10	12	4.67	1.72	10	4.20	3.01

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)

Where are the World Bank Group's decisions made primarily that support the program in Zimbabwe? (Select only ONE response)*

Percentage of Respondents	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	Academia/ Research Institute/			
	Servant	Agency	Private Bank	CSO	Media	Think Tank	Other
At the Headquarters (in Washington D.C.)	61.3%	27.3%	60.0%	49.3%	59.1%	58.8%	52.9%
In the country	22.6%	36.4%	13.3%	4.5%	4.5%	5.9%	0.0%
Don't know	16.1%	36.4%	26.7%	46.3%	36.4%	35.3%	47.1%

*Significantly different between stakeholder groups

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	31	5.52	2.36	11	6.36	2.29	15	6.20	1.66	53	5.75	2.19	19	6.11	2.28	15	5.40	1.68	15	5.60	1.50
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	29	6.21	2.16	10	5.90	2.02	12	5.92	1.83	47	5.91	2.39	20	5.80	2.12	15	5.40	1.88	14	4.79	1.97

(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 Group in Zimbabwe? (1-Strongly disagree, 10-Strongly agree)

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe	29	4.24	1.99	11	5.09	1.81	14	4.79	2.39	46	4.00	2.47	18	4.39	2.40	14	4.36	1.34	14	3.14	1.79
The World Bank Group meets Zimbabwe's needs for knowledge services	28	6.18	2.16	11	6.27	2.49	15	5.87	2.85	53	5.58	2.46	19	6.84	2.57	14	5.07	2.16	14	5.21	1.97

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?	30	5.60	1.79	8	5.25	2.76	12	5.33	2.39	38	5.55	2.18	15	5.80	1.70	10	4.90	1.60	12	5.17	2.08

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

D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Weekly	3.1%	30.0%	7.1%	0.0%	13.6%	5.9%
Monthly	28.1%	50.0%	14.3%	16.7%	27.3%	11.8%	11.8%
A few times a year	40.6%	0.0%	42.9%	33.3%	27.3%	41.2%	35.3%
Rarely	25.0%	10.0%	35.7%	28.8%	27.3%	23.5%	29.4%
Never	3.1%	10.0%	0.0%	21.2%	4.5%	17.6%	23.5%

*Significantly different between stakeholder groups

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	30	5.73	1.74	11	5.64	1.86	12	5.75	1.66	43	5.70	2.25	18	5.67	1.88	15	5.07	1.67	11	4.91	1.51
Include appropriate level of stakeholder involvement during preparation	31	6.19	1.42	11	5.45	1.75	13	5.46	1.94	46	4.93	2.07	18	5.94	1.89	16	4.94	1.53	12	6.00	1.71
Are relevant to Zimbabwe's development priorities	30	6.07	2.27	11	6.91	1.97	14	5.71	2.49	52	6.31	2.25	16	6.31	2.50	16	5.75	1.77	13	6.00	1.78
Lead to practical solutions	31	5.58	1.71	11	6.27	1.95	13	5.00	2.24	47	5.43	2.50	19	5.95	1.72	16	4.94	1.61	13	4.92	2.06
Are accessible	31	6.00	1.97	11	5.55	2.46	15	6.00	2.78	49	5.47	2.57	18	6.28	2.05	16	5.13	1.71	13	6.15	2.03
Are source of relevant information on global good practices	30	6.97	1.90	11	6.00	2.41	14	6.71	2.61	52	7.17	2.21	19	7.42	2.36	15	6.40	1.92	13	7.00	1.83
Enhance your knowledge and/or skills	30	7.17	1.76	10	6.50	2.46	14	6.79	2.49	52	6.85	2.48	20	7.40	2.28	15	6.60	1.68	13	7.00	1.91
Are adequately disseminated	28	6.04	2.08	10	4.30	2.95	12	6.58	2.75	50	4.72	2.49	20	4.70	2.30	16	5.00	1.55	13	5.00	2.48
Are translated enough into local language	26	3.73	2.11	6	2.67	1.63	9	2.56	1.67	49	3.53	2.59	17	3.71	2.31	13	2.77	1.09	11	3.45	2.38
Are adaptable to Zimbabwe's specific development challenges and country circumstances	30	5.30	1.80	11	6.09	2.12	13	4.92	2.90	50	5.50	2.73	20	5.25	2.36	16	5.31	1.82	13	5.31	2.39

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	31	5.84	1.68	11	6.36	2.06	15	5.93	2.37	55	6.09	2.22	20	6.15	2.30	16	5.88	1.45	13	6.15	1.52
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	31	6.74	1.71	11	7.09	2.21	14	7.36	2.02	50	6.96	2.02	18	7.22	1.86	16	6.50	1.59	13	7.00	1.78

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization	31	6.35	1.68	10	6.10	2.42	14	6.29	2.20	48	6.29	2.17	19	6.32	2.14	15	6.07	1.49	12	6.33	1.97
Design	31	5.97	1.56	10	6.30	2.06	14	6.64	2.02	48	6.25	2.22	19	6.53	1.50	15	5.73	1.62	12	6.08	1.73
Implementation	31	5.97	1.91	10	5.50	2.07	14	6.29	1.98	47	6.04	1.92	18	6.50	1.58	14	5.21	1.48	12	5.92	1.62
Evaluation	31	6.10	2.12	10	5.10	2.02	13	6.15	2.08	47	6.43	2.16	18	7.11	1.64	14	5.71	1.64	11	6.00	1.79

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	29	5.00	2.04	5	5.00	3.08	10	5.10	1.73	29	5.21	2.64	14	4.57	2.34	12	4.67	1.50	7	3.57	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports	30	6.97	1.69	8	6.75	1.98	11	6.36	2.20	41	7.05	2.27	15	7.33	1.63	16	5.94	1.65	11	6.73	2.05
The World Bank Group's approvals and reviews are done in a timely fashion	30	5.67	2.04	8	5.13	2.10	10	5.30	2.16	29	5.90	2.57	13	5.54	2.03	14	5.00	2.00	9	5.00	1.87
The World Bank Group's "Safeguard Policy" requirements are reasonable	23	5.83	1.83	5	6.00	2.74	8	5.00	1.51	29	5.90	2.40	11	6.36	2.42	11	5.73	2.37	7	4.71	2.36
The World Bank Group's conditions on its lending are reasonable	26	5.31	2.45	4	4.00	3.37	9	4.89	2.42	34	5.53	2.14	17	4.88	2.74	15	5.00	2.67	9	4.33	3.08
The World Bank Group takes decisions quickly in Zimbabwe	31	4.97	2.42	8	4.50	2.14	12	5.67	2.10	34	5.29	2.18	16	4.50	2.58	12	3.92	1.98	10	3.90	1.73
Working with the World Bank Group increases Zimbabwe's institutional capacity	31	6.87	2.13	10	6.80	1.81	13	6.77	1.74	47	7.19	2.52	17	7.35	2.47	16	6.38	2.19	14	7.50	1.95
The World Bank Group ensures consistency and continuity through staff changes	25	6.40	1.73	8	5.88	2.30	8	5.50	2.33	34	5.56	2.30	14	6.43	2.17	11	5.18	1.72	8	6.75	1.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	26	5.77	2.16	4	5.25	3.10	9	5.33	2.18	29	6.55	2.15	15	6.47	2.33	12	6.08	2.02	12	7.08	2.47
The World Bank Group provides effective implementation support	29	6.59	1.80	7	6.14	2.54	11	6.18	1.99	38	6.26	2.31	15	6.60	2.61	13	6.08	1.50	10	7.10	1.85

Which of the following BEST describes the way the World Bank Group operates in Zimbabwe? (Select only ONE response)

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Zimbabwe	10.7%	0.0%	6.7%	1.7%	11.8%	0.0%	0.0%
The World Bank Group does not take enough risk in Zimbabwe	28.6%	60.0%	53.3%	33.3%	58.8%	76.5%	42.9%
The World Bank Group's approach to risk is appropriate	35.7%	20.0%	26.7%	33.3%	23.5%	17.6%	28.6%
Don't know	25.0%	20.0%	13.3%	31.7%	5.9%	5.9%	28.6%

E. Working with the World Bank Group (continued)

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?	23	6.00	1.88	10	5.30	2.21	11	4.82	2.14	30	4.67	2.22	11	5.91	1.70	10	5.10	1.85	11	5.09	2.07

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

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

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

Percentage of Respondents (Responses Combined)	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	16.1%	0.0%	33.3%	21.9%	9.1%	11.8%	5.9%
Collaborate more effectively with Government clients*	41.9%	50.0%	20.0%	20.3%	27.3%	58.8%	47.1%
Reach out more to groups outside of Government*	6.5%	20.0%	33.3%	51.6%	54.5%	41.2%	35.3%
Improve the quality of its experts as related to Zimbabwe's specific challenges*	25.8%	0.0%	26.7%	7.8%	4.5%	5.9%	11.8%
Offer more innovative knowledge services	6.5%	20.0%	13.3%	12.5%	9.1%	5.9%	0.0%
Ensure greater selectivity in its work	0.0%	10.0%	0.0%	4.7%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	29.0%	40.0%	20.0%	35.9%	31.8%	17.6%	29.4%
Reduce the complexity of obtaining World Bank Group financing*	38.7%	20.0%	40.0%	21.9%	40.9%	58.8%	52.9%
Work faster	3.2%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Zimbabwe's office	3.2%	10.0%	13.3%	4.7%	4.5%	0.0%	0.0%
Other	6.5%	10.0%	0.0%	4.7%	13.6%	0.0%	5.9%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	30.0%	18.2%	23.1%	15.2%	10.0%	18.8%	6.3%
Knowledge products	6.7%	9.1%	15.4%	7.6%	20.0%	6.3%	18.8%
Convening services	0.0%	0.0%	15.4%	1.5%	0.0%	0.0%	0.0%
The combination is appropriate for Zimbabwe	63.3%	72.7%	46.2%	68.2%	70.0%	75.0%	68.8%
None of the above	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	6.3%

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

Which THREE areas below would benefit MOST from the World Bank Group playing a leading role among international partners in Zimbabwe? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	
	Servant	Agency	Private Bank			Think Tank	Other
Social safety nets	46.9%	20.0%	20.0%	29.5%	54.5%	29.4%	29.4%
Public financial management	43.8%	80.0%	66.7%	54.1%	45.5%	52.9%	47.1%
Access to basic services	31.3%	40.0%	20.0%	39.3%	36.4%	23.5%	64.7%
Capacity of state institutions	62.5%	70.0%	60.0%	50.8%	36.4%	70.6%	52.9%
Jobs	31.3%	30.0%	60.0%	42.6%	50.0%	52.9%	29.4%
Improving livelihoods	37.5%	40.0%	33.3%	54.1%	36.4%	52.9%	52.9%
Stimulating dialogue to promote peace and stability	9.4%	10.0%	13.3%	11.5%	13.6%	17.6%	17.6%

Which THREE areas below would benefit MOST from other donors in Zimbabwe? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	
	Servant	Agency	Private Bank			Think Tank	Other
Social safety nets	43.8%	72.7%	66.7%	43.3%	40.9%	47.1%	43.8%
Public financial management	25.0%	9.1%	20.0%	11.7%	22.7%	23.5%	25.0%
Access to basic services	40.6%	72.7%	73.3%	60.0%	45.5%	70.6%	50.0%
Capacity of state institutions*	18.8%	0.0%	20.0%	21.7%	50.0%	11.8%	25.0%
Jobs	25.0%	18.2%	20.0%	31.7%	22.7%	47.1%	37.5%
Improving livelihoods	65.6%	63.6%	53.3%	61.7%	54.5%	47.1%	56.3%
Stimulating dialogue to promote peace and stability	37.5%	36.4%	33.3%	55.0%	27.3%	47.1%	56.3%

*Significantly different between stakeholder groups

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	
	Servant	Agency	Private Bank			Think Tank	Other
Share more information about the World Bank Group's activities, products, and knowledge	45.2%	44.4%	50.0%	55.6%	54.5%	52.9%	50.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	67.7%	55.6%	64.3%	69.8%	45.5%	82.4%	78.6%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	67.7%	88.9%	64.3%	65.1%	72.7%	70.6%	50.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	29.0%	22.2%	50.0%	36.5%	36.4%	35.3%	57.1%
Organize more joint meetings and missions with the UN	16.1%	33.3%	28.6%	12.7%	22.7%	17.6%	21.4%
Involve UN experts to a greater degree in World Bank Group activities	22.6%	22.2%	14.3%	20.6%	31.8%	41.2%	28.6%
Other	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	Other
	Servant	Agency	Private Bank			Think Tank	
Local newspapers	64.5%	70.0%	57.1%	77.8%	76.2%	43.8%	78.6%
International newspapers	3.2%	10.0%	0.0%	3.2%	4.8%	12.5%	0.0%
Local radio stations	12.9%	20.0%	0.0%	3.2%	14.3%	6.3%	21.4%
International radio stations	6.5%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Local television	16.1%	0.0%	0.0%	4.8%	4.8%	6.3%	7.1%
International television	22.6%	0.0%	28.6%	30.2%	9.5%	6.3%	7.1%
Books/periodicals*	12.9%	20.0%	21.4%	6.3%	14.3%	56.3%	14.3%
Internet, incl. social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)	41.9%	70.0%	71.4%	55.6%	61.9%	56.3%	57.1%
Mobile phones/instant messaging	0.0%	0.0%	0.0%	4.8%	4.8%	0.0%	0.0%
Other	3.2%	0.0%	7.1%	4.8%	4.8%	0.0%	7.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	Other
	Servant	Agency	Private Bank			Think Tank	
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	15.6%	18.2%	33.3%	33.9%	18.2%	11.8%	31.3%
e-Newsletters	34.4%	54.5%	66.7%	38.7%	36.4%	41.2%	43.8%
Mobile phones/instant messaging	3.1%	0.0%	13.3%	9.7%	0.0%	0.0%	6.3%
World Bank Group's seminars/workshops/conferences	46.9%	27.3%	26.7%	43.5%	59.1%	52.9%	56.3%
World Bank Group's publications and other written materials	50.0%	36.4%	33.3%	37.1%	31.8%	52.9%	31.3%
Social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)	6.3%	9.1%	6.7%	12.9%	22.7%	0.0%	6.3%
World Bank Group's website	25.0%	45.5%	13.3%	17.7%	27.3%	35.3%	18.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Government Employee/ Civil	Bilateral/ Multilateral	Private Sector/ Financial Sector/	CSO	Media	Academia/ Research Institute/	Other
	Servant	Agency	Private Bank			Think Tank	
Yes	36.7%	27.3%	20.0%	15.2%	20.0%	25.0%	12.5%
No	63.3%	72.7%	80.0%	84.8%	80.0%	75.0%	87.5%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	22.6%	45.5%	46.7%	23.4%	42.9%	20.0%	18.8%
No	77.4%	54.5%	53.3%	76.6%	57.1%	80.0%	81.3%

Were you able to obtain this information?

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	71.4%	80.0%	71.4%	86.7%	66.7%	100.0%	100.0%
No	28.6%	20.0%	28.6%	13.3%	33.3%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	93.5%	100.0%	91.7%	98.4%	95.2%	100.0%	100.0%
No	6.5%	0.0%	8.3%	1.6%	4.8%	0.0%	0.0%

Do you use/have used the World Bank Group's website?

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	67.7%	90.0%	73.3%	68.2%	68.2%	87.5%	75.0%
No	32.3%	10.0%	26.7%	31.8%	31.8%	12.5%	25.0%

Which do you primarily use?

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group's country website	20.0%	40.0%	50.0%	49.0%	40.0%	31.3%	38.5%
The World Bank Group's main website	80.0%	60.0%	50.0%	51.0%	60.0%	68.8%	61.5%

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

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed	88.9%	100.0%	100.0%	81.8%	80.0%	87.5%	100.0%
Dial-up	11.1%	0.0%	0.0%	18.2%	20.0%	12.5%	0.0%

G. Communication and Information Sharing (continued)

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

	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	27	5.89	2.53	11	5.91	2.95	14	5.57	2.47	56	5.09	2.79	19	5.79	3.12	16	5.38	1.71	15	3.53	2.07
I find the World Bank Group's websites easy to navigate.	23	6.83	2.04	11	6.55	2.11	12	7.00	1.86	49	6.53	2.53	17	6.53	2.48	16	6.50	2.00	13	6.38	1.50
I find the information on the World Bank Group's websites useful.	25	7.00	2.06	11	6.82	2.23	12	6.92	2.11	47	7.53	2.32	15	6.87	2.85	16	7.50	1.32	12	6.50	1.45
The World Bank Group's social media channels are valuable sources of information about the institution	16	5.94	1.81	6	5.67	2.34	8	6.13	2.47	30	6.63	2.88	13	6.46	3.07	8	5.25	3.11	6	6.33	3.27
When I need information from the World Bank Group I know how to find it	26	7.42	2.08	11	7.09	2.51	14	7.00	3.01	50	5.70	3.09	17	6.82	2.72	15	6.47	2.20	14	5.93	2.70
The World Bank Group is responsive to my information requests and inquiries	22	7.14	2.23	8	5.88	2.75	13	6.77	2.86	38	6.34	2.60	17	6.00	2.57	11	7.36	1.96	11	5.36	2.69

H. Background Information

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

Percentage of Respondents	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	71.0%	90.9%	66.7%	22.1%	57.1%	23.5%	29.4%
No	29.0%	9.1%	33.3%	77.9%	42.9%	76.5%	70.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Government Employee/ Civil Servant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	16.1%	9.1%	13.3%	41.5%	52.4%	5.9%	29.4%
Use World Bank Group reports/data*	25.8%	45.5%	73.3%	38.5%	33.3%	64.7%	52.9%
Engage in World Bank Group related/sponsored events/activities	35.5%	9.1%	33.3%	20.0%	9.5%	23.5%	29.4%
Collaborate as part of my professional duties*	58.1%	90.9%	6.7%	13.8%	28.6%	23.5%	23.5%
Use World Bank Group website for information, data, research, etc.*	12.9%	0.0%	33.3%	40.0%	38.1%	41.2%	11.8%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Levels of Collaboration

Stakeholders who professionally collaborate/work with the World Bank Group N=78 ●

Stakeholders who do NOT professionally collaborate/work with the World Bank Group N=102

A. General Issues facing Zimbabwe

Socially and economically, would you say that Zimbabwe is headed in ...?

Percentage of Respondents	Collaborators	Non-collaborators
The right direction	34.7%	22.8%
The wrong direction	42.7%	54.5%
Neither	12.0%	14.9%
Not sure	10.7%	7.9%

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social protection	9.6%	11.8%
Transport	11.0%	14.7%
Security/stabilization/reconstruction	6.8%	9.8%
Public sector governance/reform	41.1%	39.2%
Global/regional integration	1.4%	2.0%
Gender equity	4.1%	1.0%
Domestic private sector development	31.5%	27.5%
Foreign direct investment*	32.9%	18.6%
Water and sanitation	11.0%	12.7%
Energy	15.1%	7.8%
Regional conflict and tensions	0.0%	0.0%
Agriculture and rural development	23.3%	19.6%
Financial markets	2.7%	2.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	1.0%
Equality of opportunity	2.7%	2.0%
Health	2.7%	8.8%
Education	8.2%	8.8%
Poverty reduction	11.0%	15.7%
Food security	8.2%	8.8%
Government accountability	9.6%	19.6%
Climate change	1.4%	2.0%
Trade and exports	1.4%	4.9%
Economic growth	35.6%	38.2%
Law and justice	9.6%	11.8%
Regulatory framework	2.7%	1.0%
Local governance and institutions	2.7%	2.9%
Natural resource management	9.6%	5.9%
Information and communications technology	0.0%	2.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Water and sanitation	8.0%	8.8%
Equality of opportunity*	16.0%	4.9%
Economic growth	69.3%	64.7%
Climate change	1.3%	2.0%
Regional conflict and tensions	1.3%	1.0%
Global/regional integration	1.3%	7.8%
Gender equity	0.0%	2.0%
Agriculture and rural development	44.0%	31.4%
Urban development	0.0%	0.0%
Regulatory framework	1.3%	1.0%
Local governance and institutions	0.0%	2.9%
Social protection*	2.7%	14.7%
Law and justice	8.0%	8.8%
Transport	1.3%	4.9%
Information and communications technology	0.0%	1.0%
Security/stabilization/reconstruction*	0.0%	5.9%
Domestic private sector development	33.3%	28.4%
Foreign direct investment	22.7%	14.7%
Energy	5.3%	2.9%
Public sector governance/reform	17.3%	27.5%
Government accountability	9.3%	7.8%
Education	17.3%	11.8%
Natural resource management	6.7%	10.8%
Environmental sustainability	0.0%	2.0%
Health	10.7%	3.9%
Financial markets	1.3%	5.9%
Trade and exports	1.3%	7.8%
Food security	14.7%	12.7%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Energy	40.8%	29.0%
Gender equity	0.0%	1.0%
Equality of opportunity	2.6%	4.0%
Global/regional integration	3.9%	2.0%
Social protection	1.3%	2.0%
Climate change	1.3%	1.0%
Regional conflict and tensions	1.3%	1.0%
Agriculture and rural development	39.5%	30.0%
Foreign direct investment	39.5%	46.0%
Urban development	2.6%	1.0%
Water and sanitation	3.9%	2.0%
Trade and exports	19.7%	17.0%
Information and communications technology	2.6%	6.0%
Regulatory framework	6.6%	3.0%
Government accountability	15.8%	13.0%
Public sector governance/reform	28.9%	37.0%
Domestic private sector development	30.3%	36.0%
Food security	3.9%	6.0%
Transport	10.5%	8.0%
Security/stabilization/reconstruction	3.9%	10.0%
Education	3.9%	3.0%
Natural resource management	11.8%	21.0%
Environmental sustainability	1.3%	1.0%
Health	0.0%	4.0%
Law and justice	3.9%	4.0%
Local governance and institutions	0.0%	3.0%
Financial markets*	17.1%	7.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Better employment opportunities for young people	25.4%	28.7%
Better employment opportunities for women	1.4%	5.3%
Greater access to micro-finance for the poor	11.3%	12.8%
Greater voice and participation for citizens to help ensure greater accountability	33.8%	25.5%
Greater access to health and nutrition for citizens	2.8%	8.5%
Better entrepreneurial opportunities	19.7%	22.3%
A growing middle class	18.3%	13.8%
Better opportunity for the poor who live in rural areas	12.7%	8.5%
Better opportunity for the poor who live in urban areas*	5.6%	0.0%
Consistent economic growth	32.4%	31.9%
More reliable social safety net	8.5%	10.6%
Greater equity of fiscal policy	4.2%	4.3%
Education and training that better ensure job opportunity	8.5%	10.6%
Better quality public services	12.7%	14.9%
Other	2.8%	2.1%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

B. Overall Attitudes toward the World Bank Group

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zimbabwe?*	78	7.12	1.89	102	5.25	2.55

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

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.*	75	5.97	1.82	86	4.87	1.93

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

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Zimbabwe solve its most complicated development challenges?*	74	6.89	1.75	64	6.19	1.94

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

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents (Responses Combined)	Collaborators		Non-collaborators	
Social protection	2.6%		6.0%	
Security/stabilization/reconstruction	1.3%		6.0%	
Public sector governance/reform	44.2%		40.0%	
Transport	15.6%		15.0%	
Poverty reduction	20.8%		26.0%	
Global/regional integration	3.9%		3.0%	
Gender equity*	0.0%		6.0%	
Agriculture and rural development	32.5%		21.0%	
Domestic private sector development	22.1%		20.0%	
Foreign direct investment	22.1%		24.0%	
Water and sanitation	13.0%		7.0%	
Energy	16.9%		12.0%	
Government accountability	5.2%		9.0%	
Financial markets	5.2%		3.0%	
Urban development	2.6%		2.0%	
Environmental sustainability	5.2%		2.0%	
Equality of opportunity	1.3%		1.0%	
Regional conflict and tensions	1.3%		2.0%	
Health	6.5%		8.0%	
Education	5.2%		10.0%	
Food security	1.3%		7.0%	
Climate change	1.3%		1.0%	
Trade and exports	5.2%		6.0%	
Economic growth	37.7%		44.0%	
Law and justice	7.8%		9.0%	
Local governance and institutions	3.9%		3.0%	
Regulatory framework	3.9%		2.0%	
Natural resource management	2.6%		2.0%	
Information and communications technology	3.9%		1.0%	

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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		
Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	2.6%	4.1%
Data	1.3%	2.1%
Policy advice, studies, analyses*	32.9%	9.3%
Financial resources	27.6%	30.9%
Capacity development	18.4%	30.9%
Technical assistance	6.6%	3.1%
Mobilizing third party financial resources	5.3%	7.2%
Donor coordination	2.6%	7.2%
Linkage to non-Bank expertise	1.3%	0.0%
Strategy formulation	1.3%	5.2%
Other	0.0%	0.0%

2nd Greatest Value		
Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	1.3%	4.2%
Data	6.7%	3.1%
Policy advice, studies, analyses	14.7%	14.6%
Financial resources	14.7%	11.5%
Capacity development	20.0%	15.6%
Technical assistance	8.0%	12.5%
Mobilizing third party financial resources	13.3%	19.8%
Donor coordination	9.3%	6.3%
Linkage to non-Bank expertise	5.3%	2.1%
Strategy formulation	6.7%	10.4%
Other	0.0%	0.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

How effectively do the World Bank Group's activities below support Zimbabwe's efforts to achieve development results?

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating*	70	6.00	1.75	67	5.28	2.12
Data*	71	7.25	1.83	72	6.56	2.17
Policy advice, studies, analyses*	77	7.22	1.98	76	6.29	2.02
Financial resources	71	5.48	2.53	75	5.65	2.83
Technical assistance	76	6.64	2.19	74	6.31	2.27
Mobilizing third party financial resources	65	5.62	2.35	69	5.81	2.62
Donor coordination	72	5.99	2.05	71	5.87	2.78
Linkage to non-Bank expertise	61	5.87	2.07	62	5.42	2.32
Strategy formulation	70	6.29	2.27	66	5.85	2.35

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	75	6.84	2.52	96	7.52	2.14
The public sector, related to implementation of specific development projects on the ground	76	8.25	1.72	95	8.06	1.75
The public sector, related to changing institutions	75	7.69	2.01	92	7.85	1.99
The private sector, related to institutional and policy change	77	7.51	1.97	93	7.92	1.91

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation*	73	6.70	1.89	73	5.79	2.23
Citizen engagement*	70	5.57	1.95	74	4.72	2.33
Policy design*	73	6.78	2.11	78	5.94	2.32

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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?

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	78	8.03	1.79	97	8.02	2.04
Citizen engagement	77	7.61	2.08	97	8.19	2.10
Policy design	77	8.26	1.85	95	8.19	1.96

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Staff too inaccessible	13.3%	16.3%
Not exploring alternative policy options	6.7%	6.1%
Not adequately sensitive to political/social realities in Zimbabwe	26.7%	21.4%
Not enough public disclosure of its work	30.7%	35.7%
Arrogant in its approach*	0.0%	5.1%
Not aligned with country priorities	5.3%	8.2%
The credibility of its knowledge/data	0.0%	2.0%
World Bank Group's processes too complex	13.3%	7.1%
Not willing to honestly criticize policies and reform efforts in the country	5.3%	10.2%
Too influenced by developed countries	24.0%	18.4%
Imposing technocratic solutions without regard to political realities	10.7%	9.2%
World Bank Group's processes too slow	2.7%	4.1%
Too bureaucratic in its operational policies and procedures*	20.0%	2.0%
Not aligned with other donors' work	1.3%	1.0%
Not collaborating enough with non-state actors	9.3%	18.4%
Not client focused	0.0%	3.1%
Its advice and strategies do not lend themselves to practical problem solving	4.0%	4.1%
Not focused enough on issues that are unique to post-conflict countries	1.3%	3.1%
Inadequate number of World Bank Group staff members located in the country	5.3%	3.1%
Other	6.7%	3.1%
Don't know	1.3%	7.1%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents (Responses Combined)	Collaborators		Non-collaborators	
Capacity development	41.0%		50.0%	
Knowledge products/services	23.1%		13.0%	
Technical assistance	53.8%		48.0%	
Trust Fund management	6.4%		7.0%	
Co-financing arrangements	41.0%		35.0%	
Sector-wide approaches	15.4%		19.0%	
Other	2.6%		2.0%	
Don't know	3.8%		9.0%	

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)

Percentage of Respondents (Responses Combined)	Collaborators		Non-collaborators	
Academia/think tanks/research institutes	19.5%		27.0%	
Donor community	20.8%		13.0%	
Media	10.4%		8.0%	
NGOs	26.0%		35.0%	
Local Government	23.4%		23.0%	
Private sector	28.6%		27.0%	
Parliament	14.3%		10.0%	
Community Based Organizations	15.6%		14.0%	
Beneficiaries	11.7%		19.0%	
Faith based organizations	2.6%		5.0%	
Emerging donors	2.6%		4.0%	
UN agencies*	11.7%		3.0%	
Regional organizations (e.g., SADC, COMESA, African Union)	7.8%		6.0%	
Other	2.6%		1.0%	
Don't know	0.0%		1.0%	

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	74	6.30	2.28	81	5.62	2.27
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe*	73	6.00	2.20	80	5.08	2.20
The World Bank Group supports programs and strategies that are realistic for Zimbabwe*	73	5.88	2.14	80	5.11	2.08
The World Bank Group treats clients and stakeholders in Zimbabwe with respect*	71	7.20	2.04	73	5.85	2.38

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	68	5.53	1.84	70	5.10	2.19
Flexibility (in terms of the institution's products and services)	73	4.96	1.74	69	4.81	2.13
Flexibility (in terms of changing country circumstances)	71	5.01	1.93	73	4.70	2.28
Being inclusive	69	5.51	1.87	76	5.05	2.23
Openness*	73	6.77	2.23	73	5.68	2.34
Staff accessibility*	74	6.35	2.33	69	4.72	2.13
Straightforwardness and honesty*	70	7.01	1.98	70	5.86	2.22
Ease of access to the people at the World Bank Group who are making decisions important to my work*	71	6.61	2.24	71	4.66	2.43
Collaboration with civil society*	63	6.48	1.76	71	5.25	1.99
Collaboration with the UN*	52	7.56	1.78	59	6.69	2.09
Collaboration with the Government*	71	6.86	1.97	72	5.96	2.38
Collaboration with other donors and development partners*	65	7.52	1.78	65	6.63	1.97
Collaboration with the private sector*	60	6.47	1.81	63	5.22	1.90
The speed in which it gets things accomplished on the ground*	66	5.73	2.05	63	4.57	2.15
Being a long-term partner*	69	7.39	2.04	72	6.47	2.34

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Collaborators	Non-collaborators
More local presence	79.5%	83.7%
The current level of local presence is adequate	17.9%	6.1%
Less local presence	1.3%	4.1%
Don't know	1.3%	6.1%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)*

Percentage of Respondents	Collaborators	Non-collaborators
More effective collaboration	20.0%	5.1%
The same level of effective collaboration	45.3%	33.7%
Less effective collaboration	8.0%	17.3%
Don't know	26.7%	43.9%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
The World Bank Group does not do adequate follow through/follow-up	9.0%	6.3%
There is not an adequate level of citizen/civil society participation*	32.1%	50.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	44.9%	37.5%
Lack of/inadequate levels of capacity in Government	29.5%	29.2%
Poor donor coordination	5.1%	5.2%
The World Bank Group works too slowly	9.0%	9.4%
The Government works inefficiently	29.5%	19.8%
Political pressures and obstacles	37.2%	39.6%
Reforms are not well thought out in light of country challenges	37.2%	30.2%
Ongoing conflict and instability	7.7%	10.4%
Inadequate funding	26.9%	15.6%
Other	9.0%	5.2%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Zimbabwe? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Information and communications technology	73	7.40	2.52	95	7.26	2.53
Transport	76	8.50	1.72	95	8.27	1.88
Regional conflict and tensions	72	4.72	2.63	90	5.60	3.09
Law and justice	73	7.05	2.50	93	6.96	2.75
Urban development	73	8.18	1.87	91	8.09	2.09
Environmental sustainability	76	8.12	1.74	90	7.90	2.09
Regulatory framework	76	7.22	2.30	91	6.96	2.51
Poverty reduction	75	9.15	1.32	96	8.98	1.50
Gender equity	71	7.34	2.19	94	7.52	2.19
Domestic private sector development	75	8.75	1.46	96	8.48	1.89
Foreign direct investment	74	8.65	1.83	96	8.90	1.71
Local governance and institutions	75	7.71	1.87	92	7.40	2.74
Water and sanitation	74	8.72	1.64	92	8.37	2.04
Trade and exports	71	8.17	1.79	95	8.29	1.89
Economic growth	76	9.14	1.10	95	8.92	1.59
Energy	75	8.52	1.57	92	8.72	1.52
Public sector governance/reform	76	8.21	1.78	93	8.15	2.08
Government accountability	76	7.87	2.19	95	7.97	2.16
Financial markets	75	8.04	1.96	94	8.05	1.96
Equality of opportunity	74	7.38	1.92	89	7.44	2.22
Health	76	8.14	1.85	91	8.10	1.99
Agriculture and rural development	76	8.74	1.45	96	8.32	1.92
Global/regional integration	74	7.49	2.23	92	7.93	2.06
Food security	75	8.35	1.85	94	8.34	1.81
Education	76	7.82	1.98	93	7.99	1.93
Security/stabilization/reconstruction	74	5.95	2.91	92	6.42	2.89
Social protection	76	7.51	2.31	92	7.41	2.33
Climate change	75	7.41	2.18	91	7.53	2.22
Natural resource management	77	7.71	2.30	93	7.62	2.41

C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe? (1-Not effective at all, 10-Very effective)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Information and communications technology*	50	6.08	2.50	56	4.79	1.87
Transport*	52	5.46	2.16	62	4.42	2.04
Regional conflict and tensions	46	4.65	2.41	55	4.22	2.44
Law and justice*	49	5.35	2.15	53	4.25	2.14
Urban development*	53	6.11	2.27	61	4.90	2.24
Environmental sustainability	55	6.09	2.18	57	5.33	2.39
Regulatory framework*	56	6.20	2.27	61	5.05	2.27
Poverty reduction*	61	6.30	2.34	67	5.49	2.28
Gender equity*	55	6.04	2.07	60	5.23	2.23
Domestic private sector development*	60	5.70	2.24	61	4.64	2.20
Foreign direct investment	56	5.25	2.68	66	4.61	2.58
Local governance and institutions*	56	5.86	2.02	60	5.02	2.43
Water and sanitation*	60	6.67	2.56	64	5.55	2.52
Trade and exports	53	5.57	2.37	58	5.00	2.29
Economic growth*	62	6.23	2.40	67	4.85	2.39
Energy	54	5.43	2.30	62	4.66	2.33
Public sector governance/reform*	64	6.30	2.19	66	4.89	2.25
Government accountability*	58	5.45	2.24	61	4.48	2.08
Financial markets	53	5.34	2.23	58	4.59	2.11
Equality of opportunity	51	5.12	2.17	52	4.73	2.15
Health*	57	6.61	2.30	60	5.72	2.34
Agriculture and rural development*	61	5.87	2.24	66	5.00	2.27
Global/regional integration	51	5.67	2.25	59	5.12	2.07
Food security	57	6.05	2.52	62	5.44	2.45
Education*	54	6.19	2.26	62	5.06	2.32
Security/stabilization/reconstruction	51	5.10	2.44	53	4.38	2.44
Social protection*	53	5.32	2.12	55	4.35	2.40
Climate change	56	5.41	2.30	57	5.32	2.39
Natural resource management*	54	5.31	2.43	62	4.29	2.17

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Where are the World Bank Group's decisions made primarily that support the program in Zimbabwe? (Select only ONE response)*

Percentage of Respondents	Collaborators	Non-collaborators
At the Headquarters (in Washington D.C.)	53.8%	53.0%
In the country	15.4%	5.0%
Don't know	30.8%	42.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?*	74	6.26	2.21	83	5.36	1.90
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?*	69	6.29	2.04	76	5.34	2.19

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

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

C. World Bank Group's Effectiveness and Results (continued)

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

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe*	71	4.61	2.20	74	3.81	2.11
The World Bank Group meets Zimbabwe's needs for knowledge services*	75	6.51	2.45	78	5.21	2.22

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?*	61	5.90	1.97	63	5.03	1.99

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

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Collaborators	Non-collaborators
Weekly	10.7%	1.0%
Monthly	34.7%	10.9%
A few times a year	38.7%	29.7%
Rarely	14.7%	35.6%
Never	1.3%	22.8%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	68	6.13	1.80	71	5.03	1.84
Include appropriate level of stakeholder involvement during preparation*	71	5.93	1.73	74	5.05	1.89
Are relevant to Zimbabwe's development priorities*	71	6.69	2.24	79	5.70	2.06
Lead to practical solutions*	74	6.11	2.02	74	4.78	1.94
Are accessible*	73	6.40	2.19	79	5.15	2.21
Are source of relevant information on global good practices*	74	7.47	2.00	78	6.46	2.22
Enhance your knowledge and/or skills*	75	7.35	2.11	77	6.53	2.22
Are adequately disseminated*	71	5.87	2.40	76	4.46	2.26
Are translated enough into local language	59	3.64	2.34	71	3.21	2.14
Are adaptable to Zimbabwe's specific development challenges and country circumstances*	76	6.09	2.20	75	4.72	2.31

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	75	6.59	1.86	84	5.56	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	75	7.49	1.56	76	6.43	2.02

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization*	73	6.58	1.79	74	5.92	2.09
Design	73	6.41	1.68	74	5.97	2.04
Implementation*	72	6.38	1.76	72	5.56	1.83
Evaluation	72	6.43	1.93	70	5.99	2.12

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	57	5.11	2.17	47	4.62	2.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	65	7.26	1.77	65	6.37	2.09
The World Bank Group's approvals and reviews are done in a timely fashion*	61	5.90	2.10	51	5.04	2.16
The World Bank Group's "Safeguard Policy" requirements are reasonable*	47	6.32	2.05	45	5.09	2.12
The World Bank Group's conditions on its lending are reasonable*	50	5.74	2.46	62	4.63	2.42
The World Bank Group takes decisions quickly in Zimbabwe	64	5.28	2.29	58	4.36	2.15
Working with the World Bank Group increases Zimbabwe's institutional capacity*	72	7.51	2.01	74	6.62	2.29
The World Bank Group ensures consistency and continuity through staff changes*	54	6.44	1.83	53	5.42	2.24
Where country systems are adequate, the World Bank Group makes appropriate use of them	52	6.44	2.07	53	6.02	2.38
The World Bank Group provides effective implementation support*	61	6.97	1.78	60	5.87	2.26

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which of the following BEST describes the way the World Bank Group operates in Zimbabwe? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group takes too much risk in Zimbabwe	7.0%	1.1%
The World Bank Group does not take enough risk in Zimbabwe	43.7%	44.9%
The World Bank Group's approach to risk is appropriate	32.4%	27.0%
Don't know	16.9%	27.0%

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?*	54	5.91	1.91	51	4.57	2.01

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

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	14.5%	18.4%
Collaborate more effectively with Government clients	36.8%	29.6%
Reach out more to groups outside of Government	30.3%	43.9%
Improve the quality of its experts as related to Zimbabwe's specific challenges	14.5%	10.2%
Offer more innovative knowledge services	9.2%	10.2%
Ensure greater selectivity in its work	1.3%	3.1%
Increase the level of capacity development in the country	32.9%	27.6%
Reduce the complexity of obtaining World Bank Group financing	36.8%	34.7%
Work faster	1.3%	1.0%
Increase the level of World Bank Group staffing in Zimbabwe's office	5.3%	4.1%
Other	6.6%	5.1%

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)

Percentage of Respondents	Collaborators	Non-collaborators
Financial services	18.7%	16.8%
Knowledge products	13.3%	8.4%
Convening services	0.0%	3.2%
The combination is appropriate for Zimbabwe	68.0%	65.3%
None of the above	0.0%	1.1%
Don't know	0.0%	5.3%

Which THREE areas below would benefit MOST from the World Bank Group playing a leading role among international partners in Zimbabwe? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social safety nets	34.2%	35.4%
Public financial management	57.9%	49.0%
Access to basic services	31.6%	40.6%
Capacity of state institutions*	64.5%	47.9%
Jobs	43.4%	40.6%
Improving livelihoods	38.2%	52.1%
Stimulating dialogue to promote peace and stability	11.8%	12.5%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which THREE areas below would benefit MOST from other donors in Zimbabwe? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social safety nets	55.3%	42.1%
Public financial management	21.1%	15.8%
Access to basic services	55.3%	58.9%
Capacity of state institutions	19.7%	24.2%
Jobs	27.6%	29.5%
Improving livelihoods	60.5%	56.8%
Stimulating dialogue to promote peace and stability	39.5%	49.5%

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

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Share more information about the World Bank Group's activities, products, and knowledge	52.8%	51.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	65.3%	67.7%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	68.1%	65.6%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	30.6%	42.7%
Organize more joint meetings and missions with the UN*	26.4%	12.5%
Involve UN experts to a greater degree in World Bank Group activities	27.8%	21.9%
Other	1.4%	1.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Local newspapers	72.0%	67.7%
International newspapers	4.0%	4.3%
Local radio stations	10.7%	7.5%
International radio stations	0.0%	3.2%
Local television*	12.0%	2.2%
International television	17.3%	22.6%
Books/periodicals	17.3%	15.1%
Internet, incl. social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)	52.0%	59.1%
Mobile phones/instant messaging	1.3%	3.2%
Other	6.7%	2.2%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.9%	24.2%
e-Newsletters	39.7%	43.2%
Mobile phones/instant messaging*	1.3%	9.5%
World Bank Group's seminars/workshops/conferences	50.0%	41.1%
World Bank Group's publications and other written materials	43.6%	35.8%
Social media (e.g., blogs, Facebook, Twitter, Youtube, Flickr)*	3.8%	15.8%
World Bank Group's website	28.2%	20.0%
Other	0.0%	0.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Collaborators	Non-collaborators
Yes	28.0%	16.3%
No	72.0%	83.7%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	39.5%	20.0%
No	60.5%	80.0%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

G. Communication and Information Sharing (continued)

Were you able to obtain this information?

Percentage of Respondents	Collaborators	Non-collaborators
Yes	80.0%	78.9%
No	20.0%	21.1%

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-collaborators
Yes	98.6%	95.8%
No	1.4%	4.2%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	85.5%	62.2%
No	14.5%	37.8%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which do you primarily use?

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group's country website	44.4%	34.7%
The World Bank Group's main website	55.6%	65.3%

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

Percentage of Respondents	Collaborators	Non-collaborators
High speed	91.9%	85.0%
Dial-up	8.1%	15.0%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	72	6.04	2.54	84	4.65	2.63
I find the World Bank Group's websites easy to navigate*	66	7.12	1.94	74	6.16	2.31
I find the information on the World Bank Group's websites useful	67	7.52	1.88	71	6.82	2.33
The World Bank Group's social media channels are valuable sources of information about the institution	41	6.56	2.31	46	5.91	2.94
When I need information from the World Bank Group I know how to find it*	74	7.23	2.51	71	5.70	2.82
The World Bank Group is responsive to my information requests and inquiries*	61	7.13	2.37	58	5.78	2.55

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

H. Background Information

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	10.4%	44.4%
Use World Bank Group reports/data	42.9%	43.4%
Engage in World Bank Group related/sponsored events/activities*	42.9%	8.1%
Collaborate as part of my professional duties*	51.9%	11.1%
Use World Bank Group website for information, data, research, etc.*	15.6%	39.4%

*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Indicator Question	Currently, do you professionally collaborate/work with the WBG in your country?		Which of the following describes most of your exposure to the World Bank Group in Zimbabwe? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 WBG's effectiveness in Zimbabwe.	4.87	5.97	5.49	5.09	5.52	5.20	5.14	6.10	5.28	5.59	5.53	4.95
To what extent do you believe the WBG's staff is well prepared to help Zimbabwe solve its most complicated development challenges?	6.19	6.89	6.62	6.45	6.71	6.41	6.46	6.87	6.53	6.66	6.64	6.39
Overall the WBG currently plays a relevant role in development in Zimbabwe	5.62	6.30	6.14	5.37	5.90	5.97	5.84	6.21	5.89	6.02	5.80	6.25
The WBG's work is aligned with what I consider the development priorities for Zimbabwe	5.08	6.00	5.69	4.90	5.44	5.53	5.43	5.61	5.37	5.71	5.36	5.77
Responsiveness	5.10	5.53	5.27	5.29	5.35	5.18	5.27	5.28	5.13	5.58	5.24	5.36
Flexibility (in terms of the institution's products and services)	4.81	4.96	4.82	5.05	4.86	4.91	4.89	4.85	4.87	4.90	4.78	5.15
Flexibility (in terms of changing country circumstances)	4.70	5.01	4.82	4.79	4.75	4.90	4.88	4.64	4.73	4.98	4.65	5.22
Being inclusive	5.05	5.51	5.42	4.80	5.23	5.27	5.25	5.23	5.15	5.47	5.11	5.57
Openness	5.68	6.77	6.29	6.00	6.13	6.31	6.14	6.41	6.05	6.54	6.26	6.10
Staff accessibility	4.72	6.35	5.97	4.41	5.60	5.52	5.23	6.46	5.17	6.33	5.85	4.83
Straightforwardness and honesty	5.86	7.01	6.73	5.76	6.42	6.54	6.31	6.94	6.26	6.89	6.47	6.47
Ease of access to the people at the WBG who are making decisions important to my work	4.66	6.61	5.88	4.81	5.80	5.34	5.33	6.38	5.04	6.67	5.92	4.78
Collaboration with civil society	5.25	6.48	5.85	5.69	5.86	5.73	5.71	6.09	5.69	6.08	6.09	5.15
Collaboration with the UN	6.69	7.56	7.22	6.91	7.06	7.21	7.18	6.92	6.95	7.51	7.08	7.23
Collaboration with the Government	5.96	6.86	6.64	5.68	6.14	6.73	6.37	6.44	6.24	6.67	6.29	6.65
Collaboration with other donors and development partners	6.63	7.52	7.24	6.65	6.95	7.27	7.09	7.06	6.87	7.51	7.13	6.97
Collaboration with the private sector	5.22	6.47	5.92	5.53	5.77	5.87	5.70	6.13	5.64	6.21	5.99	5.39
The speed in which it gets things accomplished on the ground	4.57	5.73	5.22	4.86	5.28	4.91	5.05	5.31	4.93	5.51	5.11	5.16
Being a long-term partner	6.47	7.39	7.03	6.78	7.05	6.85	6.93	7.06	6.84	7.22	6.83	7.28
To what extent does the WBG's work help to achieve development results in Zimbabwe?	5.36	6.26	5.89	5.51	5.84	5.71	5.63	6.26	5.74	5.88	5.81	5.70
To what extent does the WBG help to build/strengthen existing country systems in Zimbabwe?	5.34	6.29	5.95	5.35	5.94	5.63	5.70	6.11	5.63	6.15	5.84	5.70
The WBG's financial instruments meet the needs of Zimbabwe	3.81	4.61	4.23	4.13	4.31	4.05	4.10	4.51	3.96	4.69	4.30	3.92
The WBG meets Zimbabwe's needs for knowledge services	5.21	6.51	5.93	5.59	5.82	5.87	5.74	6.13	5.68	6.19	6.00	5.44
The WBG's knowledge work and activities are adaptable to Zimbabwe's specific development challenges and country circumstances	4.72	6.09	5.56	4.84	5.38	5.38	5.00	6.46	5.17	5.78	5.64	4.69
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	5.56	6.59	6.18	5.63	6.16	5.87	5.83	6.66	5.93	6.25	6.06	5.96
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.43	7.49	7.11	6.51	6.86	7.09	6.77	7.53	6.88	7.12	6.98	6.91
The WBG takes decisions quickly in Zimbabwe	4.36	5.28	4.87	4.86	4.94	4.76	4.67	5.41	4.84	4.93	4.83	4.97
Where country systems are adequate, the WBG makes appropriate use of them	6.02	6.44	6.28	6.08	6.17	6.33	6.21	6.29	6.14	6.40	6.13	6.45

Yellow highlight indicates significant difference between Yes and No mean

Appendix E: Indicator Questions by Stakeholder Groups

Indicator Question	Government Employee/ Civil Servant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the WBG's effectiveness in Zimbabwe.	31	6.00	2.02	10	6.20	1.62	15	5.47	1.64	55	5.00	2.25	20	5.80	2.02	16	4.88	1.09	15	4.87	1.19
To what extent do you believe the WBG's staff is well prepared to help Zimbabwe solve its most complicated development challenges?	29	6.86	2.18	9	6.89	1.17	13	6.38	1.89	40	6.53	1.95	18	7.17	1.95	16	6.00	1.32	14	5.93	1.54
Overall the WBG currently plays a relevant role in development in Zimbabwe	31	5.58	2.4	11	6.18	2.9	14	6.50	1.9	50	6.08	2.3	21	6.10	2.7	15	5.53	2.0	15	5.40	1.9
The WBG's work is aligned with what I consider the development priorities for Zimbabwe	31	5.19	2.2	11	6.27	2.5	14	5.50	2.4	50	5.70	2.2	20	5.75	2.8	14	5.57	1.8	15	4.40	2.1
Responsiveness	31	5.19	1.8	9	5.33	2.6	13	5.77	1.8	43	5.21	2.2	18	5.44	2.6	13	5.77	1.5	13	4.54	2.0
Flexibility (in terms of the institution's products and services)	30	4.77	1.9	11	5.09	2.2	14	4.79	2.0	44	4.95	2.1	19	5.00	2.2	13	5.23	1.2	13	4.23	1.6
Flexibility (in terms of changing country circumstances)	29	4.48	1.9	10	5.20	2.3	14	4.86	1.7	46	4.91	2.3	20	5.30	2.5	14	5.36	1.7	13	3.85	1.8
Being inclusive	29	5.45	1.7	9	5.33	2.5	13	5.69	1.8	50	5.10	2.5	19	5.26	2.2	14	5.07	1.6	13	5.08	1.3
Openness	30	6.73	1.7	11	6.09	2.9	13	6.15	2.0	46	6.17	2.7	21	5.95	2.9	15	5.80	1.7	12	5.83	2.1
Staff accessibility*	30	6.60	2.2	11	6.64	2.5	14	5.71	2.0	42	4.83	2.4	19	5.58	2.4	14	5.50	1.8	14	4.57	2.3
Straightforwardness and honesty	29	6.03	2.2	11	7.00	2.1	14	7.36	1.4	43	6.60	2.4	19	6.05	2.7	14	6.14	2.0	12	6.33	1.4
Ease of access to the people at the WBG who are making decisions important to my work*	31	6.61	2.2	10	7.50	2.4	14	5.50	1.9	44	5.18	2.7	18	5.22	2.8	13	5.31	2.3	14	4.29	1.9
Collaboration with civil society*	24	6.88	1.3	9	5.67	1.7	12	6.33	1.4	50	5.16	2.3	17	6.65	2.3	14	5.50	1.5	10	5.20	1.8
Collaboration with the UN	23	7.39	1.7	9	7.67	1.8	8	6.63	2.2	35	6.77	2.3	17	8.18	1.6	11	6.27	1.7	10	6.90	2.1
Collaboration with the Government	31	6.19	2.2	11	6.27	2.2	14	6.79	1.7	45	6.73	2.5	17	5.94	2.7	14	5.93	1.5	13	6.08	2.0
Collaboration with other donors and development partners	27	7.11	2.1	11	7.27	2.0	11	6.55	2.0	39	7.13	2.1	18	7.50	1.5	14	6.57	1.7	11	7.09	1.8
Collaboration with the private sector	24	6.21	2.0	8	6.25	1.5	14	5.43	1.8	35	5.71	2.1	20	5.95	2.4	13	5.31	2.0	11	5.45	1.2
The speed in which it gets things accomplished on the ground*	30	5.43	2.3	9	4.78	2.2	14	5.43	1.5	35	4.69	2.3	19	6.00	2.0	12	5.75	2.1	12	3.58	1.8
Being a long-term partner	30	6.53	2.1	10	7.00	1.9	13	7.15	2.2	42	6.98	2.5	20	7.40	2.5	14	6.57	1.8	14	7.00	2.1
To what extent does the WBG's work help to achieve development results in Zimbabwe?	31	5.52	2.36	11	6.36	2.29	15	6.20	1.66	53	5.75	2.19	19	6.11	2.28	15	5.40	1.68	15	5.60	1.50
To what extent does the WBG help to build/ strengthen existing country systems in Zimbabwe?	29	6.21	2.16	10	5.90	2.02	12	5.92	1.83	47	5.91	2.39	20	5.80	2.12	15	5.40	1.88	14	4.79	1.97
The WBG's financial instruments meet the needs of Zimbabwe	29	4.24	1.99	11	5.09	1.81	14	4.79	2.39	46	4.00	2.47	18	4.39	2.40	14	4.36	1.34	14	3.14	1.79
The WBG meets Zimbabwe's needs for knowledge services	28	6.18	2.16	11	6.27	2.49	15	5.87	2.85	53	5.58	2.46	19	6.84	2.57	14	5.07	2.16	14	5.21	1.97
The WBG's knowledge work and activities are adaptable to Zimbabwe's specific development challenges and country circumstances	30	5.30	1.80	11	6.09	2.12	13	4.92	2.90	50	5.50	2.73	20	5.25	2.36	16	5.31	1.82	13	5.31	2.39
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	31	5.84	1.68	11	6.36	2.06	15	5.93	2.37	55	6.09	2.22	20	6.15	2.30	16	5.88	1.45	13	6.15	1.52
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	31	6.74	1.71	11	7.09	2.21	14	7.36	2.02	50	6.96	2.02	18	7.22	1.86	16	6.50	1.59	13	7.00	1.78
The WBG takes decisions quickly in Zimbabwe	31	4.97	2.42	8	4.50	2.14	12	5.67	2.10	34	5.29	2.18	16	4.50	2.58	12	3.92	1.98	10	3.90	1.73
Where country systems are adequate, the WBG makes appropriate use of them	26	5.77	2.16	4	5.25	3.10	9	5.33	2.18	29	6.55	2.15	15	6.47	2.33	12	6.08	2.02	12	7.08	2.47

*Significantly different between stakeholder groups

Appendix F: Zimbabwe FY 2014 Questionnaire



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

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

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

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

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): _____

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

SECTION C: WORLD BANK 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		
		Not significant at all										Very significant	Don't know
												<input type="checkbox"/>	

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		
		Very low technical quality										Very high technical quality	Don't know
												<input type="checkbox"/>	

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	<input type="checkbox"/>	
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	<input type="checkbox"/>	
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

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 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		
G10	I use/consult World Bank Group's data more often than I did a few years ago												<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>												<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>												<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												<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.)												<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

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

SECTION H: BACKGROUND INFORMATION

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!