

FY 2017 Zimbabwe Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2017



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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Zimbabwe country team and the local fielding agency Mass Public Opinion Institute. In particular, PORG is grateful for the support from Cheryl Khuphe (Consultant) who coordinated the survey related activities from Harare, Zimbabwe.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Zimbabwe perceive the WBG. The survey explored:

- *General Issues Facing Zimbabwe*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Zimbabwe*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to June 2017, 300 stakeholders of the WBG in Zimbabwe were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 279 stakeholders participated in the survey (93% response rate). Respondents completed the questionnaires with a representative from an independent fielding company, or received and returned the questionnaires via email.

Every country that engages in the Country Opinion Survey (COS) 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.

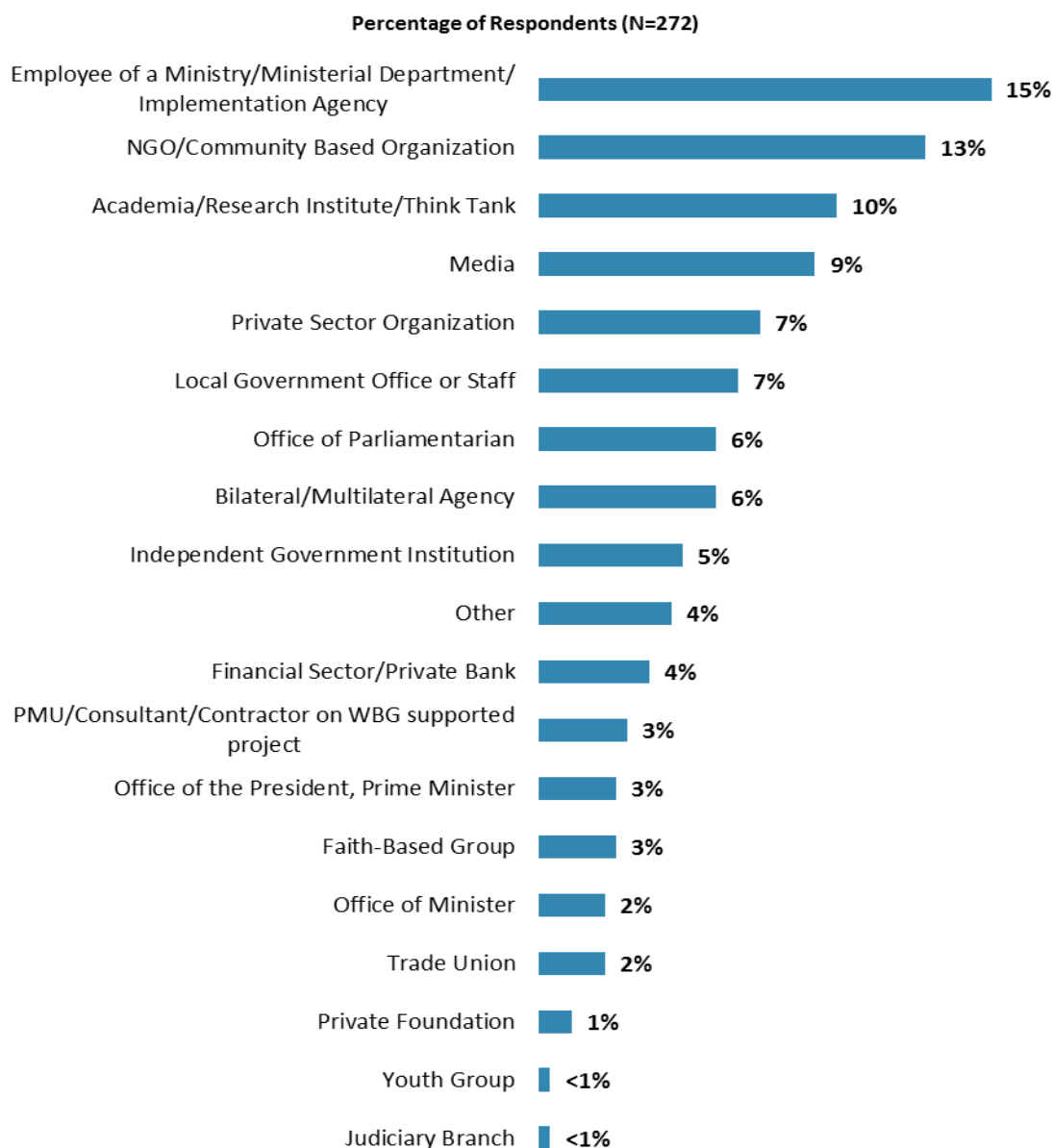
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 74%, N=183). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 96).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from PMUs/consultants/contractors on WBG supported projects were combined with employees of ministries; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category; and the small number of respondents from the judiciary branch were included in the “Other” category.

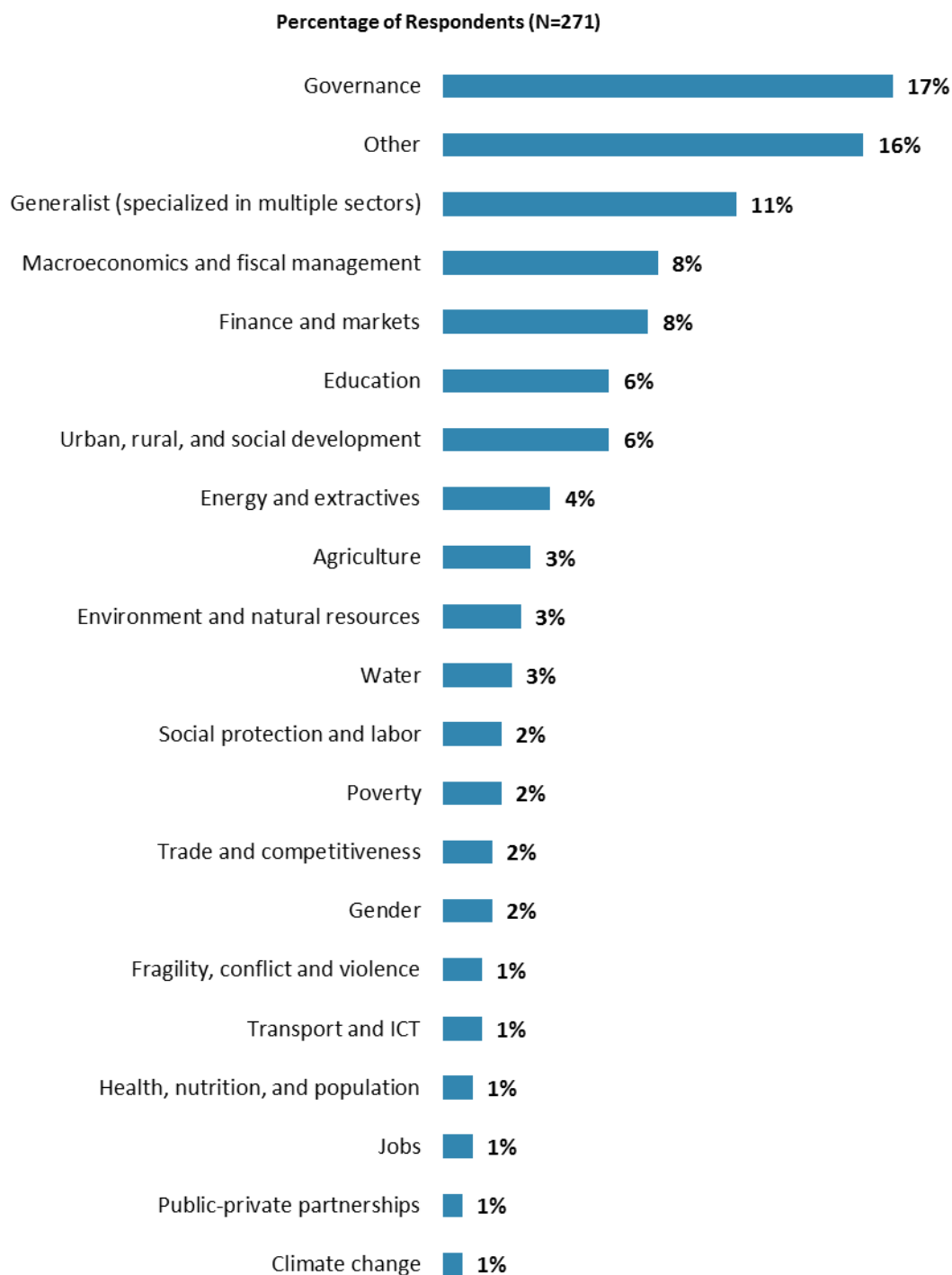


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

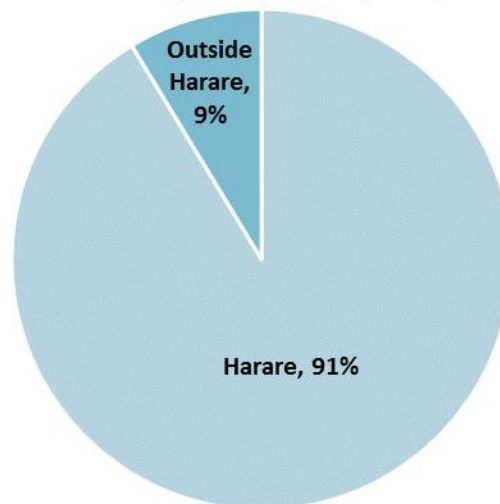


III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 87).

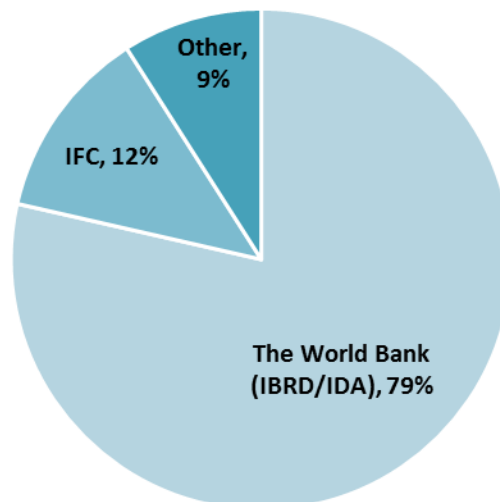
Percentage of Respondents (N=276)



"Which best represents your geographic location?"
(Respondents chose from a list.)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=210)



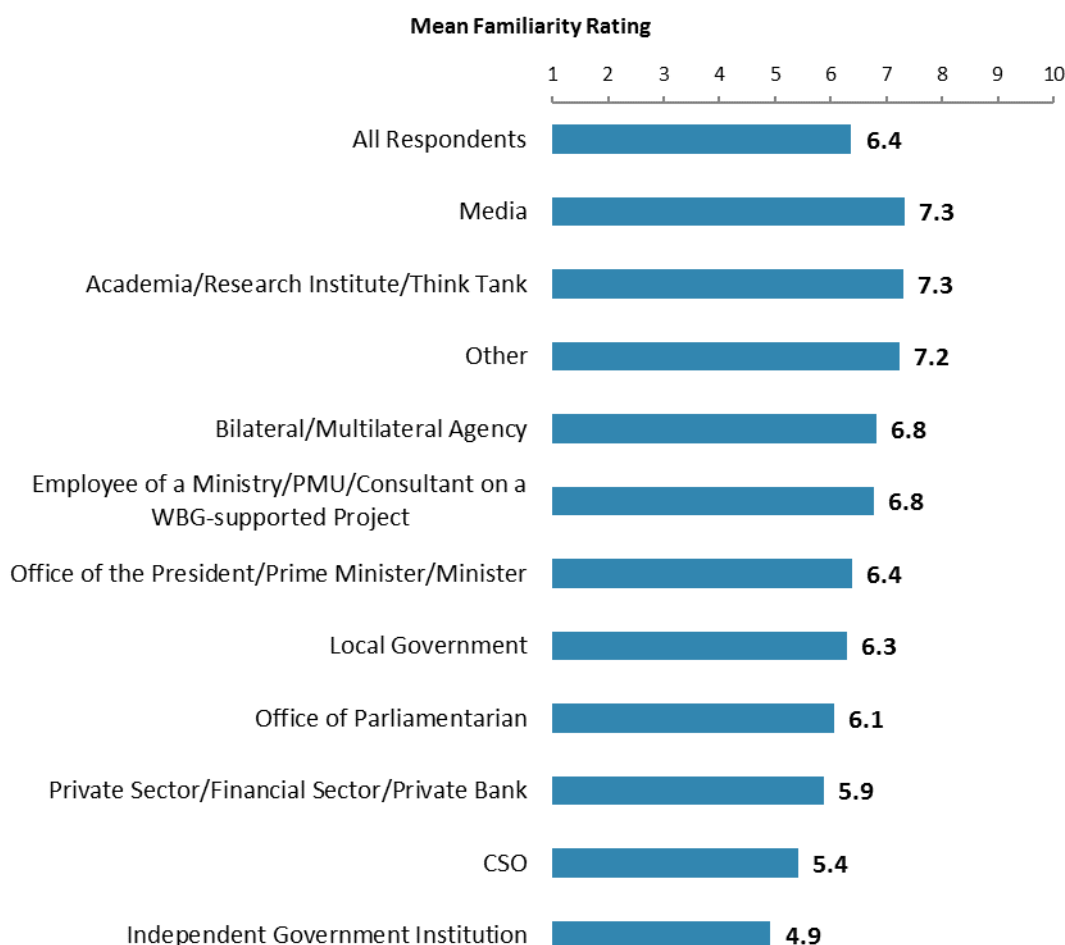
"Which of the following agencies of the World Bank Group do you primarily engage with in Zimbabwe?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 6.3; weighted mean in FY'14 = 6.3)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Zimbabwe, the extent to which the WBG plays a relevant role in development in Zimbabwe, and the extent to which the WBG contributes to the country's development results.



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

¹ Please refer to Appendix E (page 96) for more details on weighting. The means in the chart were calculated based on un-weighted data.

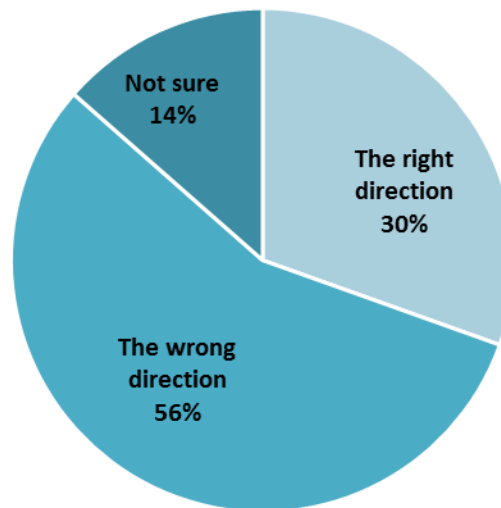


IV. General Issues Facing Zimbabwe

Headed in the Right Direction

- **Stakeholder groups:** Pluralities of respondents across nearly all stakeholder groups tended to believe that Zimbabwe's economy is headed in the wrong direction, while respondents from the Office of the President/Prime Minister/Minister and employees of ministries were significantly more positive about the prospect of Zimbabwe's economy.

Percentage of Respondents (N=266)



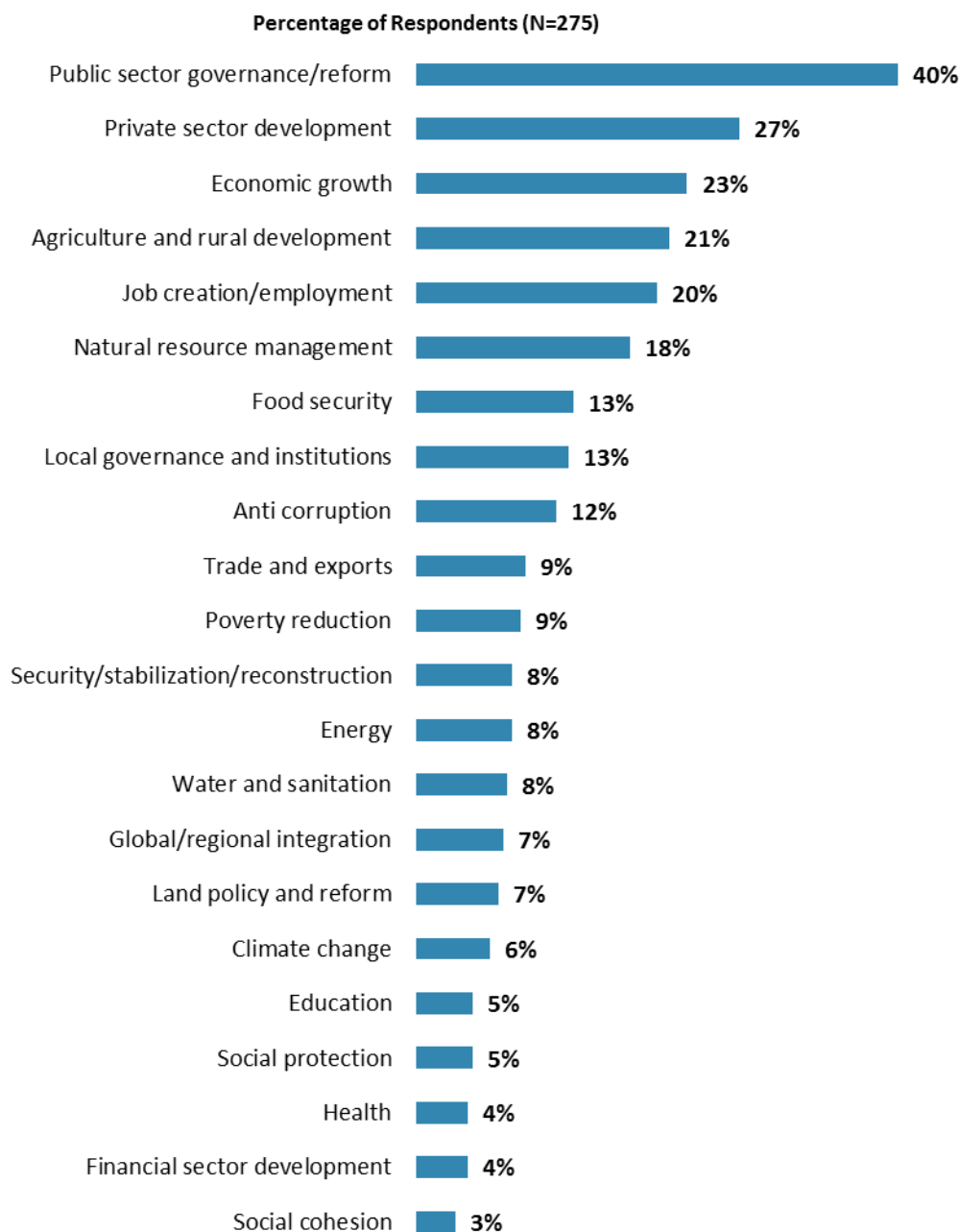
"In general, would you say that Zimbabwe's economy is headed in ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Zimbabwe (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Zimbabwe were “*public sector governance/reform*” (40%), “*economic growth*” (37%), and “*domestic private sector development*” (29%).



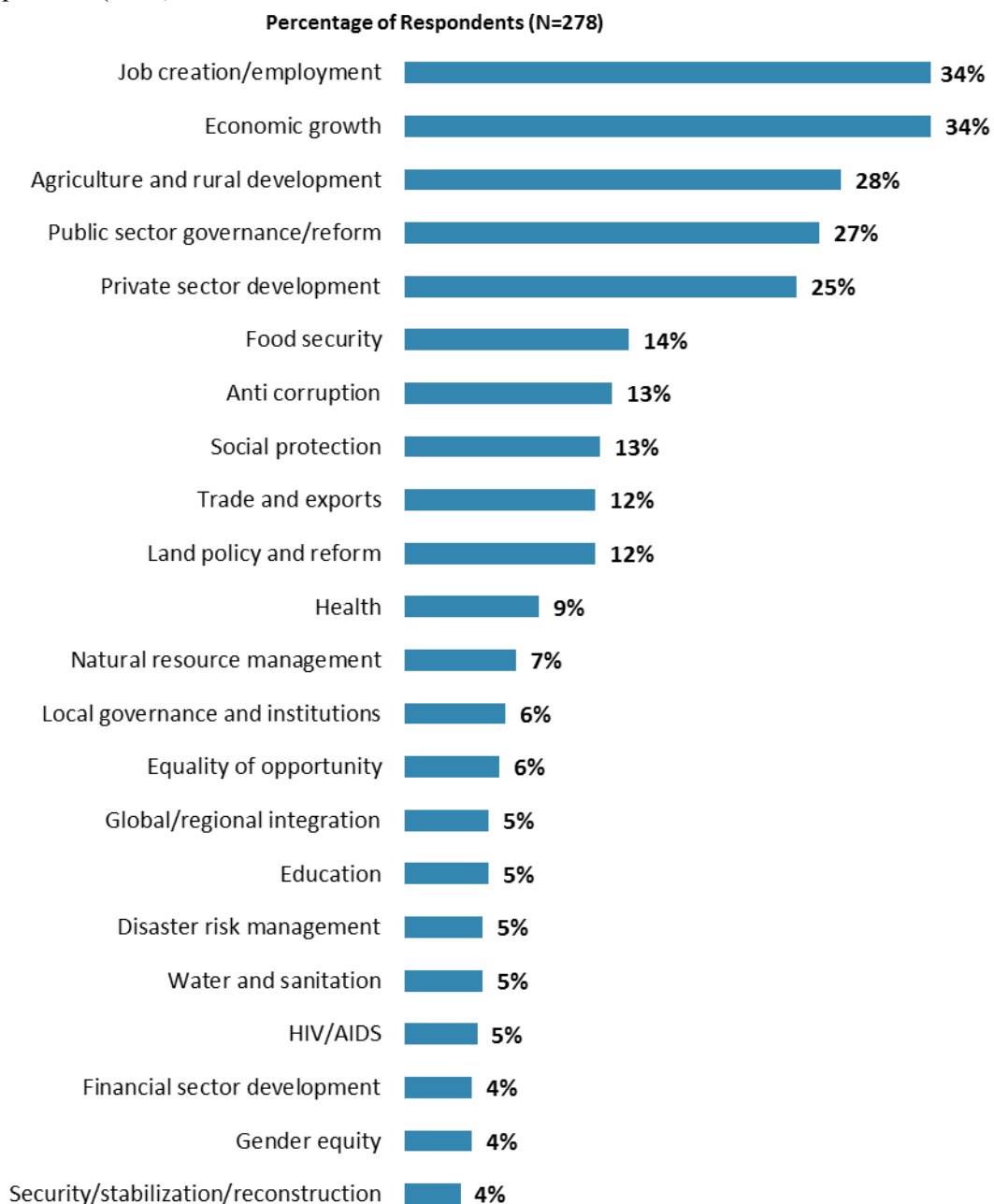
"Listed below are a number of development priorities in Zimbabwe. Please identify which of the following you consider the most important development priorities in Zimbabwe. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 32 response options shown.)



IV. General Issues Facing Zimbabwe (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Zimbabwe were “*economic growth*” (67%), “*agriculture and rural development*” (37%), and “*domestic private sector development*” (31%).



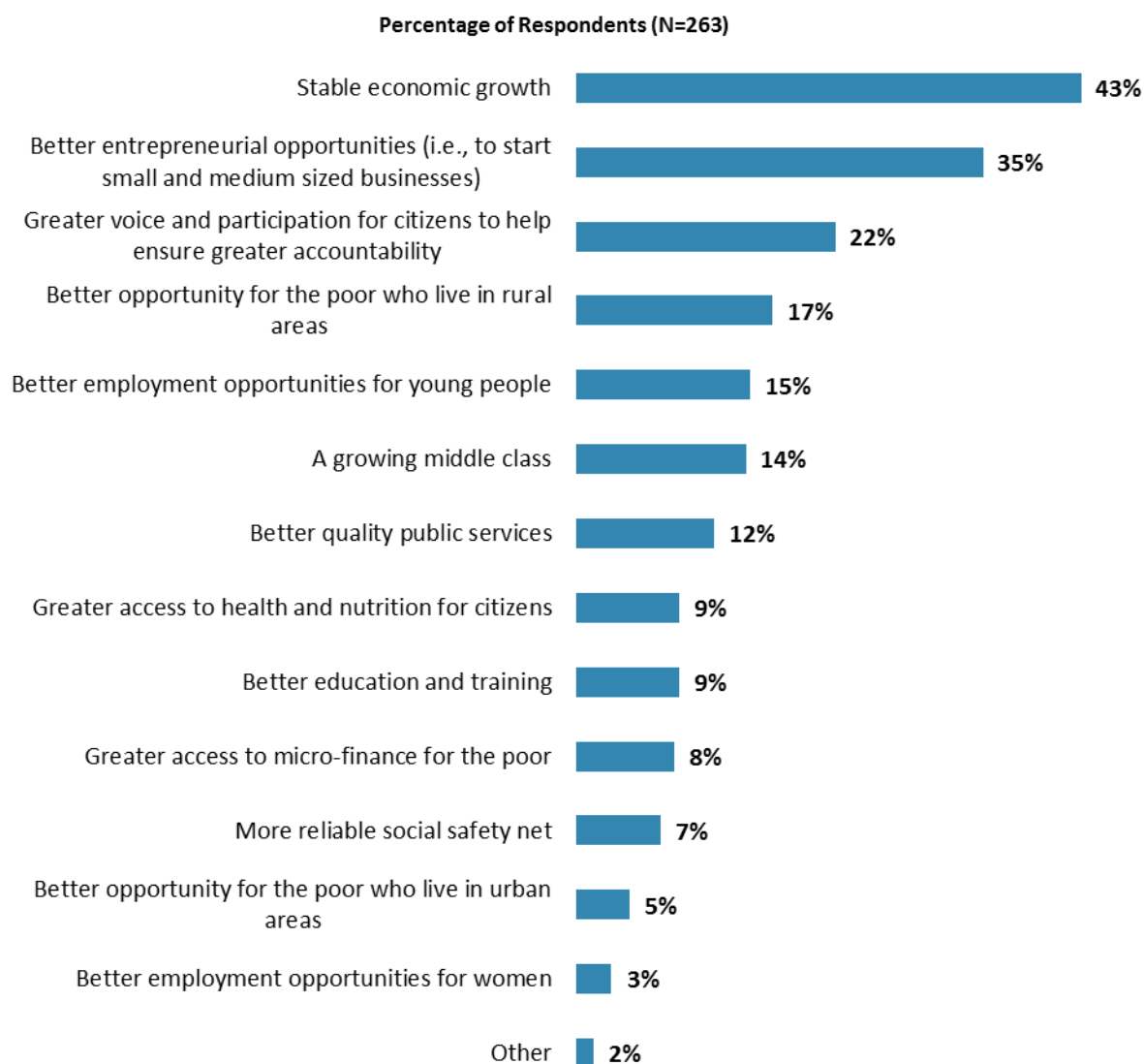
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Zimbabwe? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 31 response options shown.)



IV. General Issues Facing Zimbabwe (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Zimbabwe can be best achieved through “*consistent economic growth*” (32%), “*greater voice and participation for citizens to help ensure greater accountability*” (29%), and “*better employment opportunities for young people*” (27%).



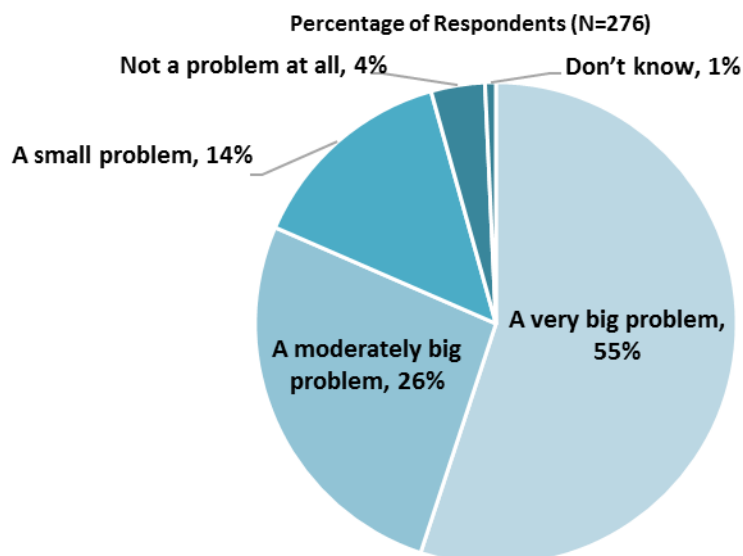
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When 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.)



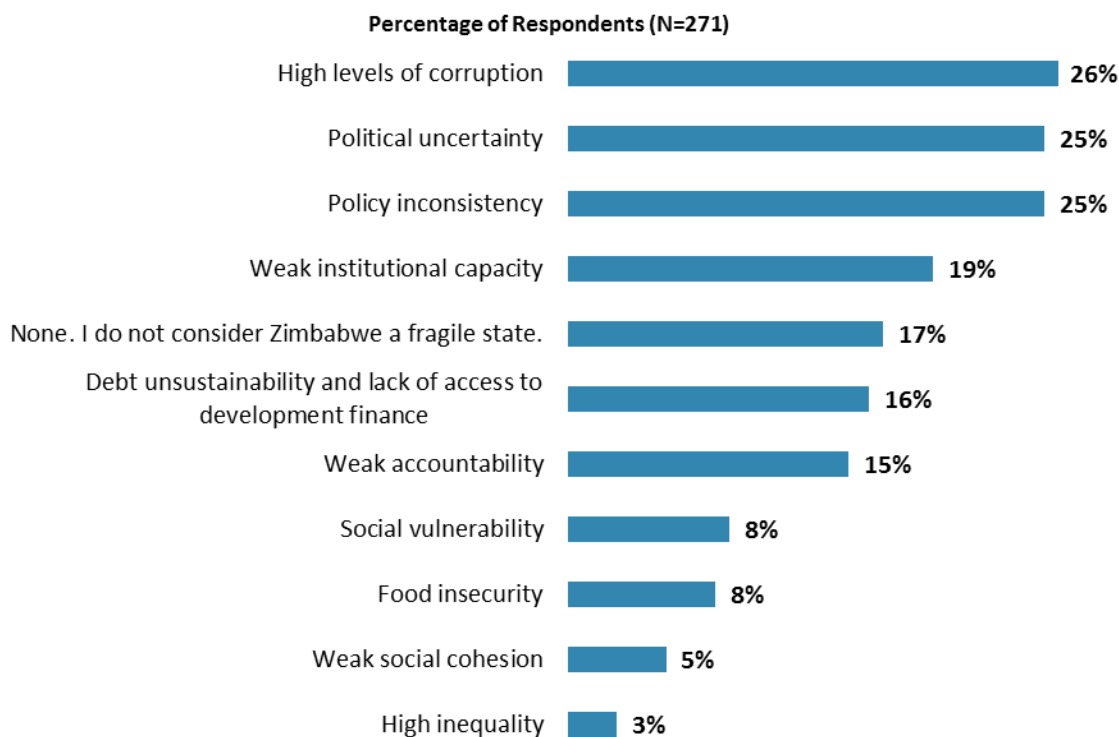
IV. General Issues Facing Zimbabwe (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Zimbabwe?" (Respondents chose from a list.)

State Fragility



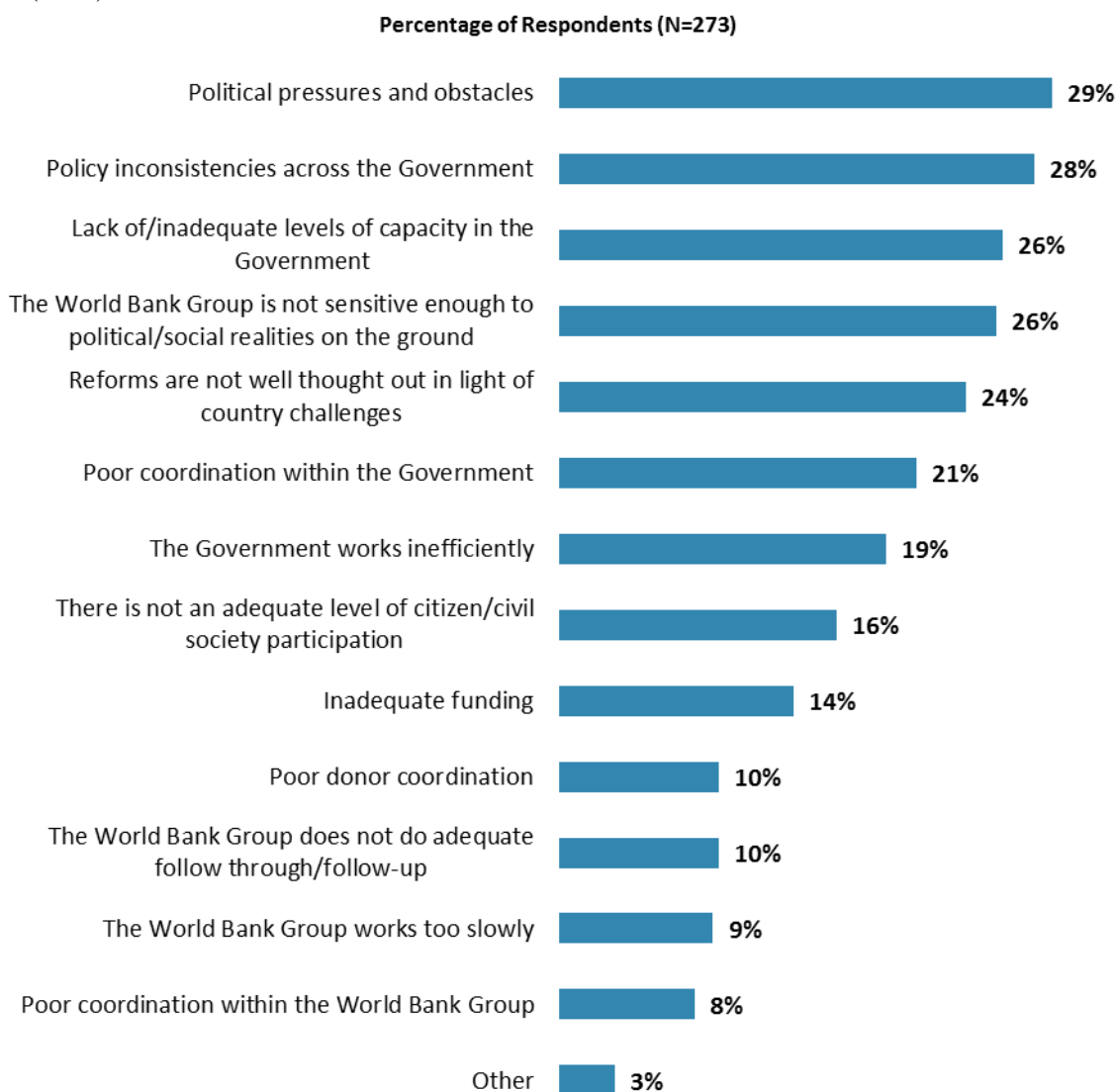
"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (42%), *“the WBG is not sensitive enough to political/social realities on the ground”* (41%), and *“political pressures and obstacles”* (40%).



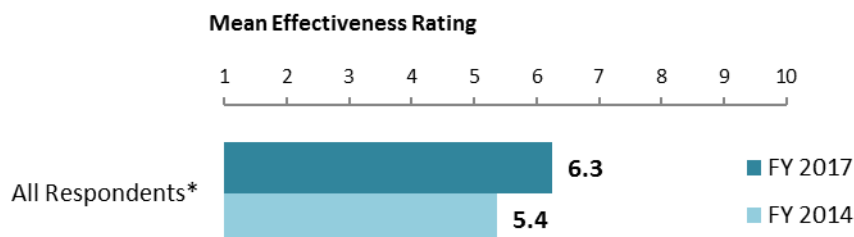
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

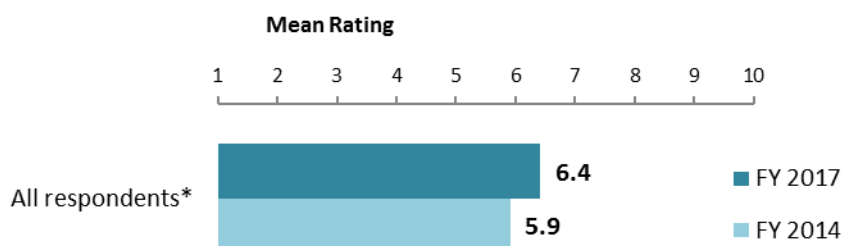
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

The World Bank Group's Overall Effectiveness² (Indicator Question)



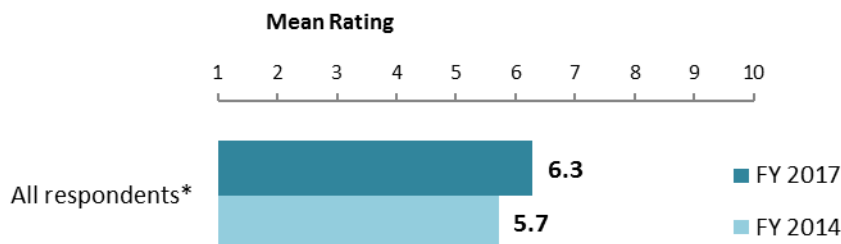
"Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2017 and FY 2014)

Achieving Development Results (Indicator Question)



"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")
(*Significantly different between FY 2017 and FY 2014)

Building/Strengthening Existing Country Systems (Indicator Question)



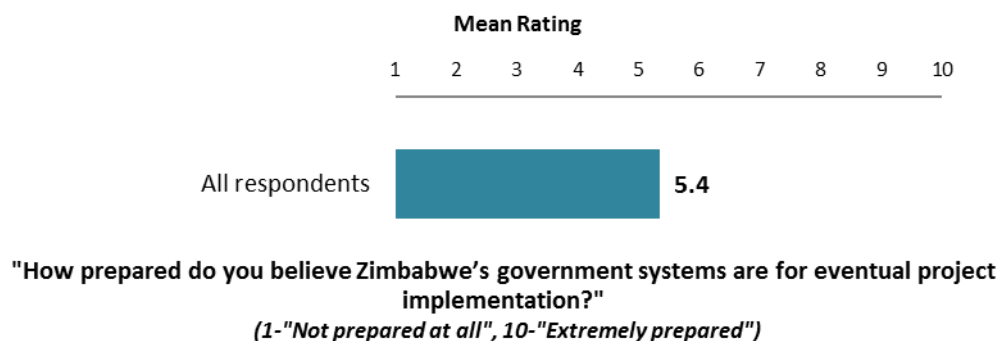
"To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2017 and FY 2014)

² Means presented in the charts on this page were calculated based on weighted data.

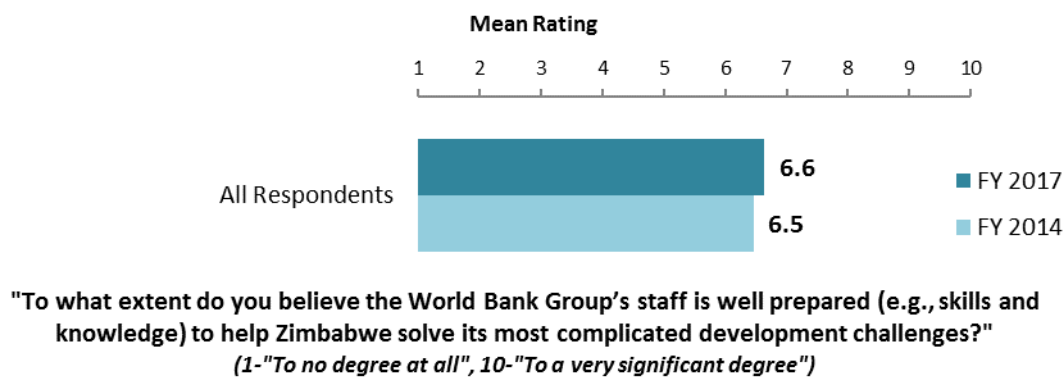


V. Overall Attitudes toward the World Bank Group (continued)

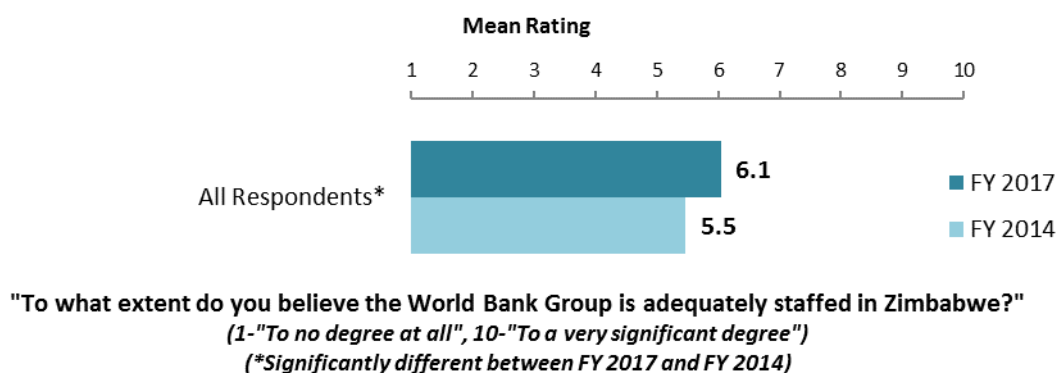
Preparedness of Country Systems for Project Implementation



WBG Staff Preparedness³



WBG Staffing in Zimbabwe



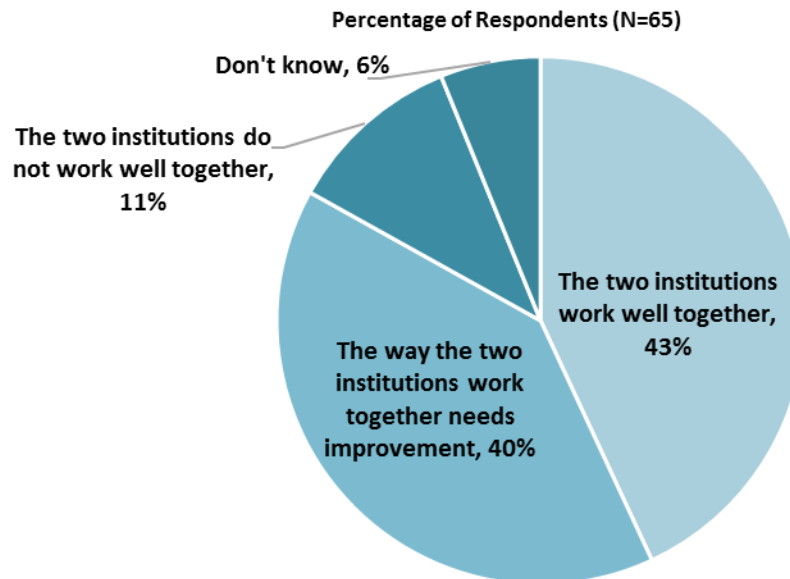
³ Means presented in the second and third charts on this page were calculated based on weighted data.



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



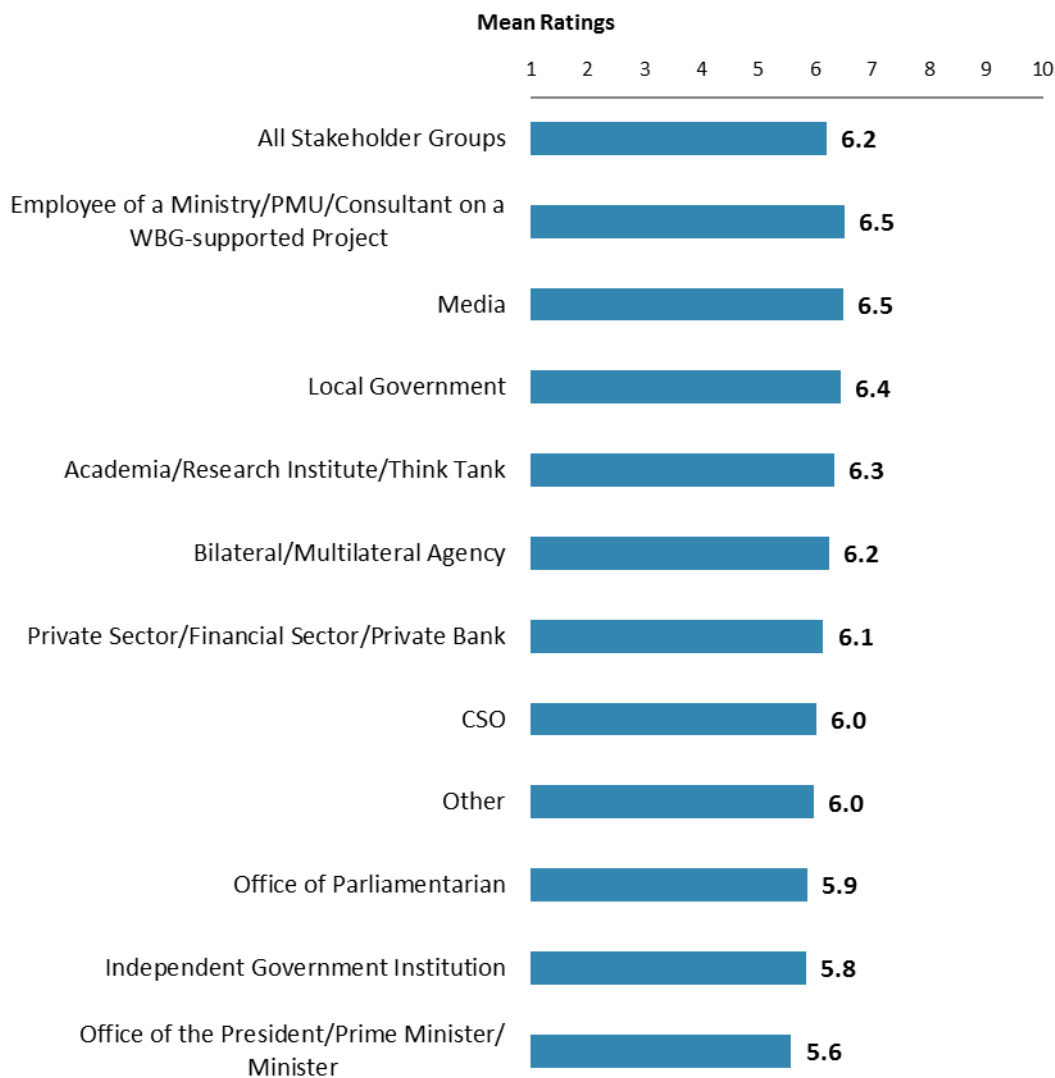
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Zimbabwe?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar ratings for the aggregated responses to the twenty-eight COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 62) and by respondent exposure to the WBG in Appendix F (page 102).



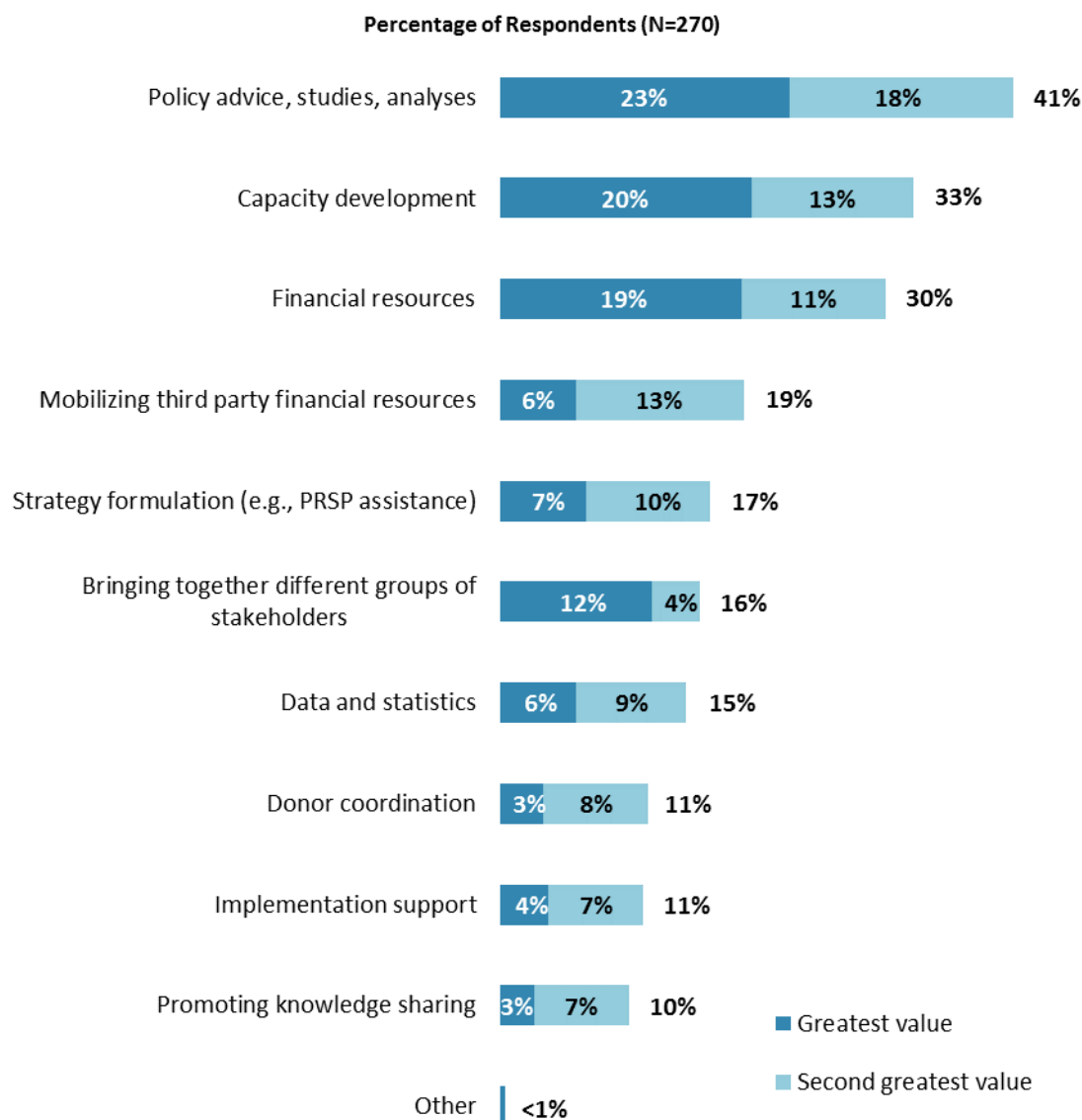
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Zimbabwe were "*capacity development*" (43%) and "*financial resources*" (43%).



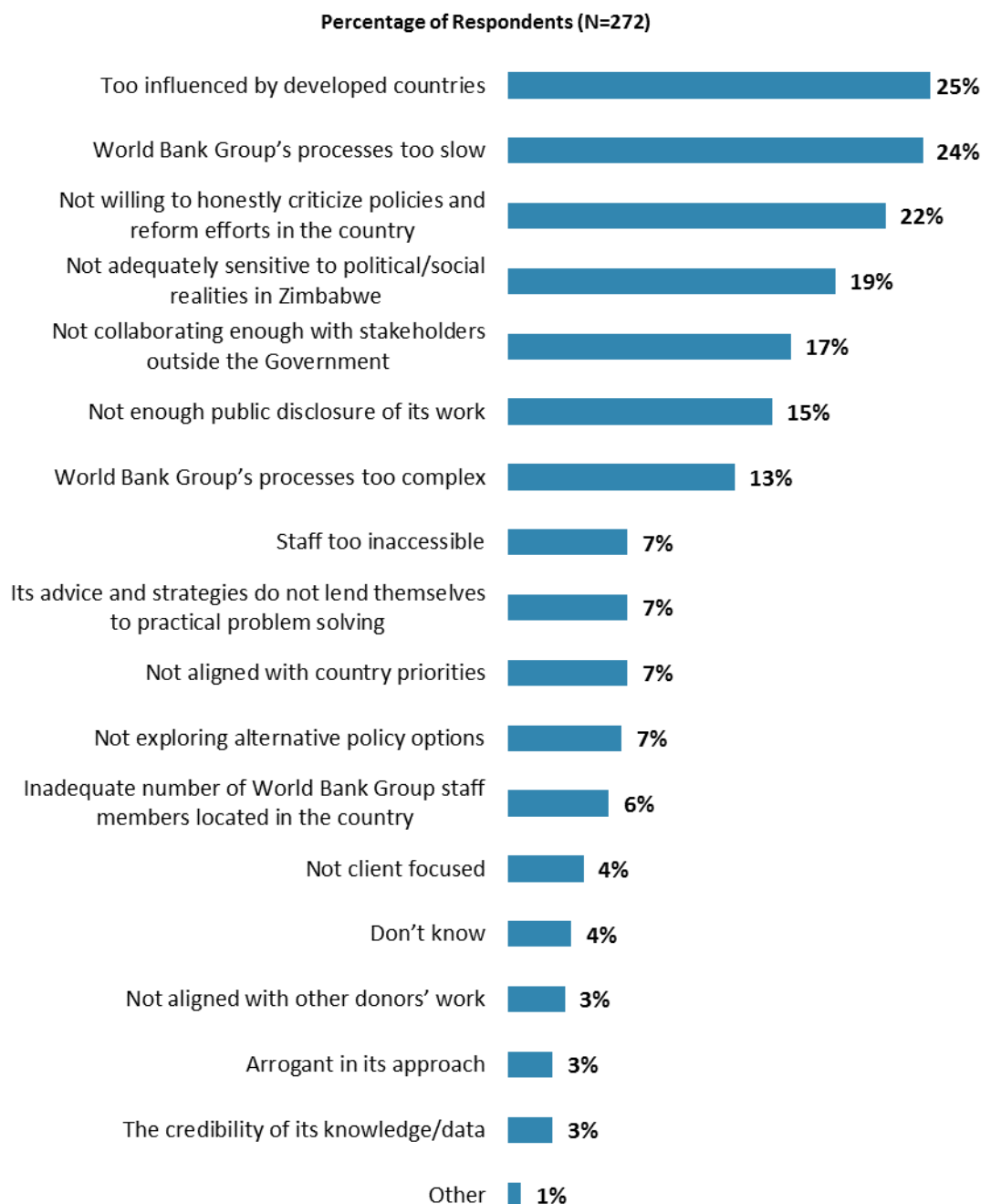
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Zimbabwe?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Zimbabwe was "*not enough public disclosure of its work*" (33%).

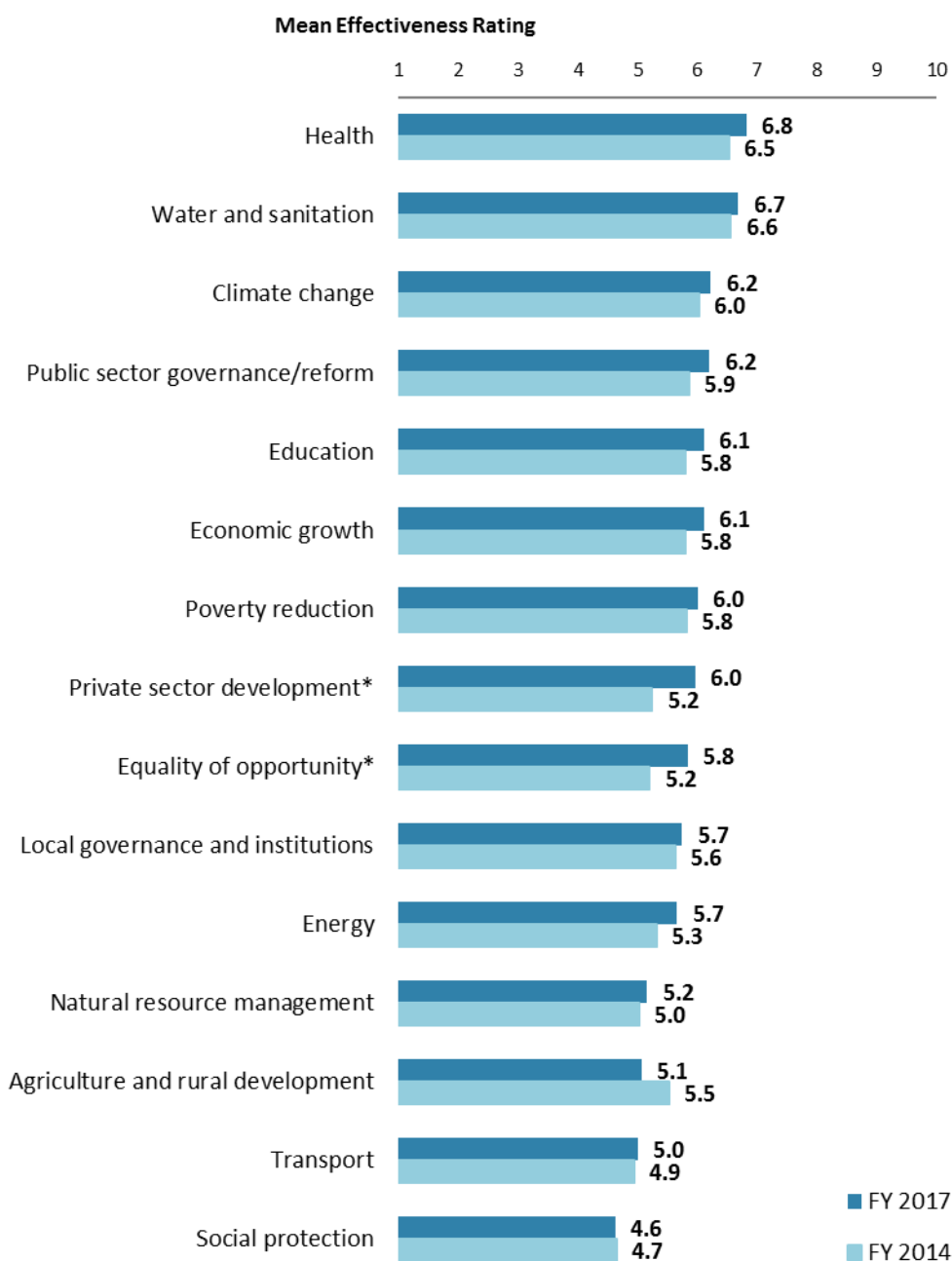


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zimbabwe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



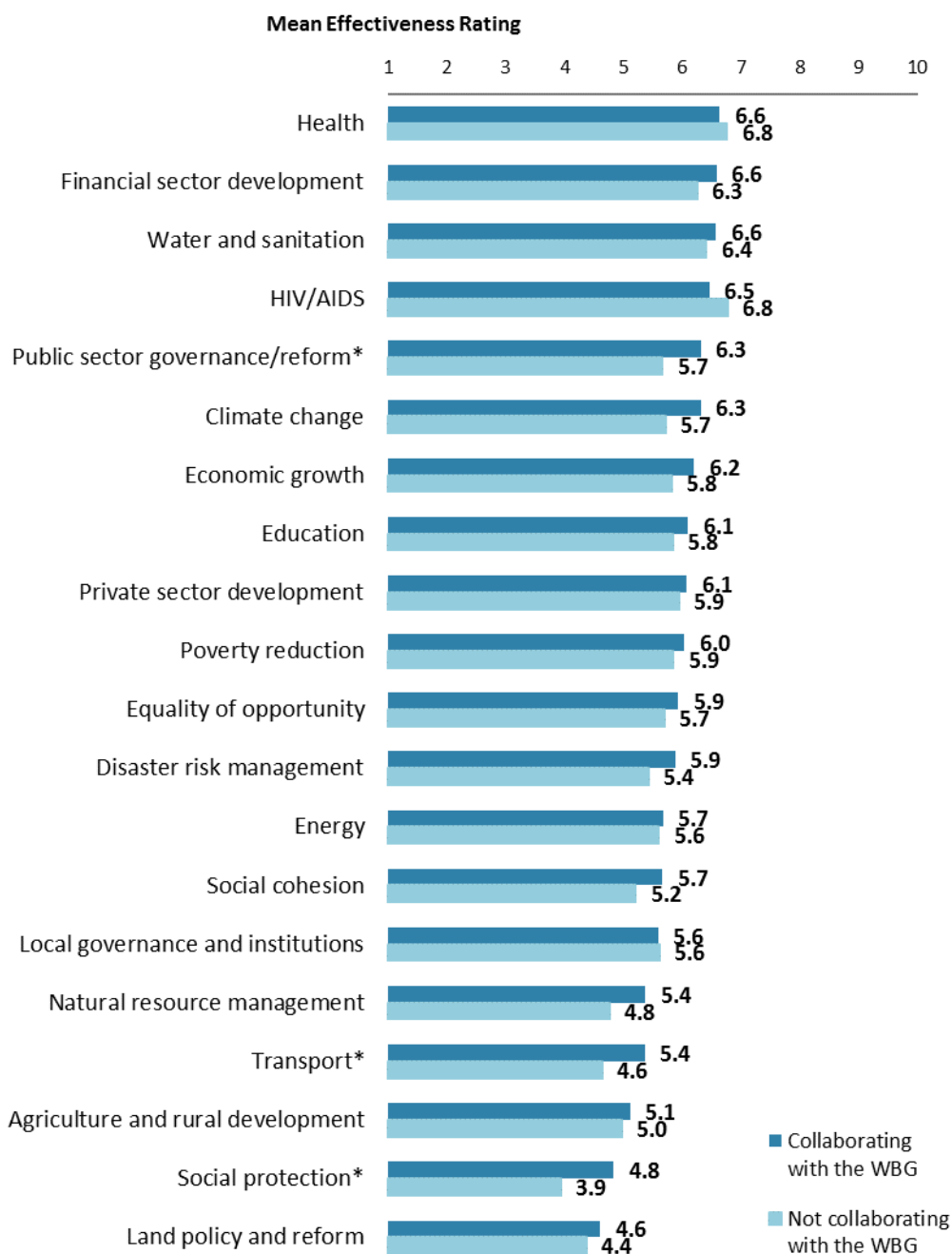
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2014)

⁴ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



"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")
*(*Significantly different between collaborators and non-collaborators with the WBG)*

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 53) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral 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 specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group'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 economic growth; and
 - The WBG's effectiveness at financial sector development.
- 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 area determined to be key driver from these analyses was:
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at water and sanitation.



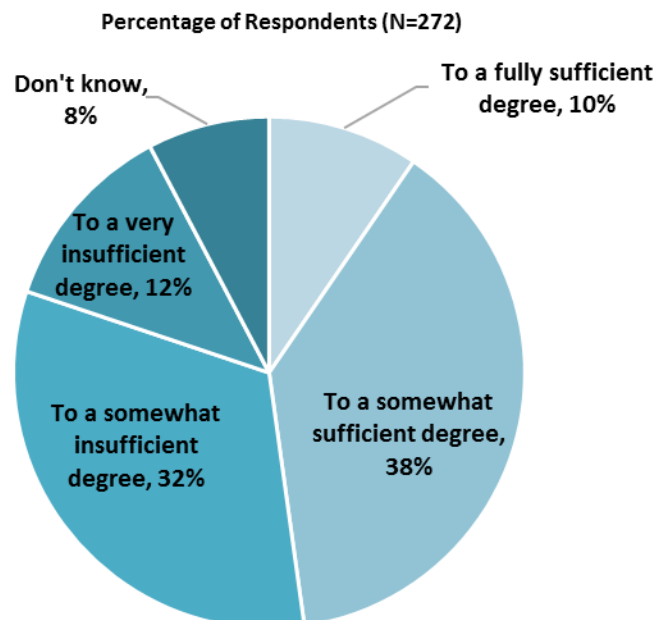
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zimbabwe?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

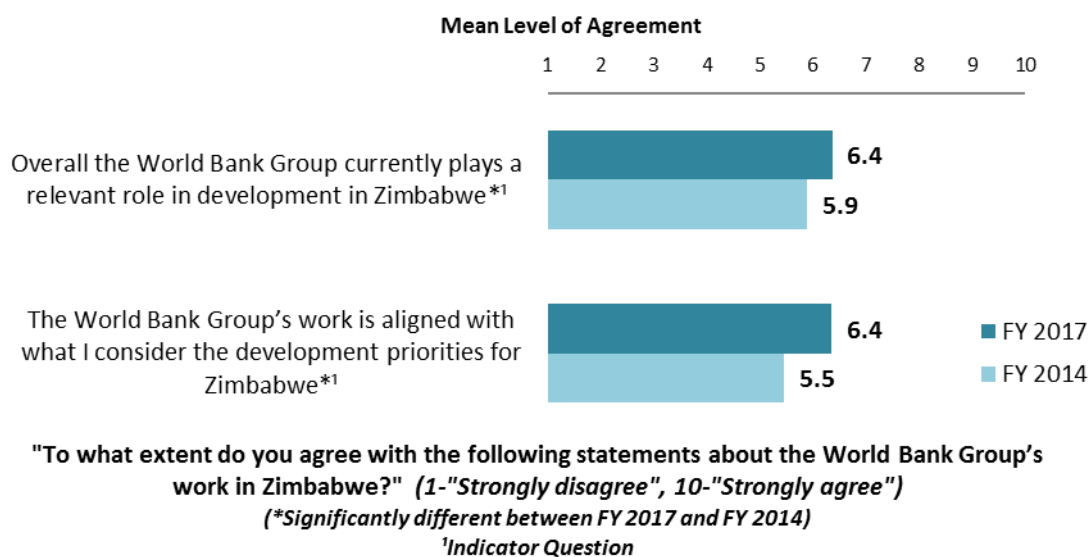


"To what extent do you believe that the World Bank Group's work and support help the poorest in Zimbabwe?" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in Zimbabwe: Year Comparison⁶



The World Bank Group's Work in Zimbabwe: Collaboration

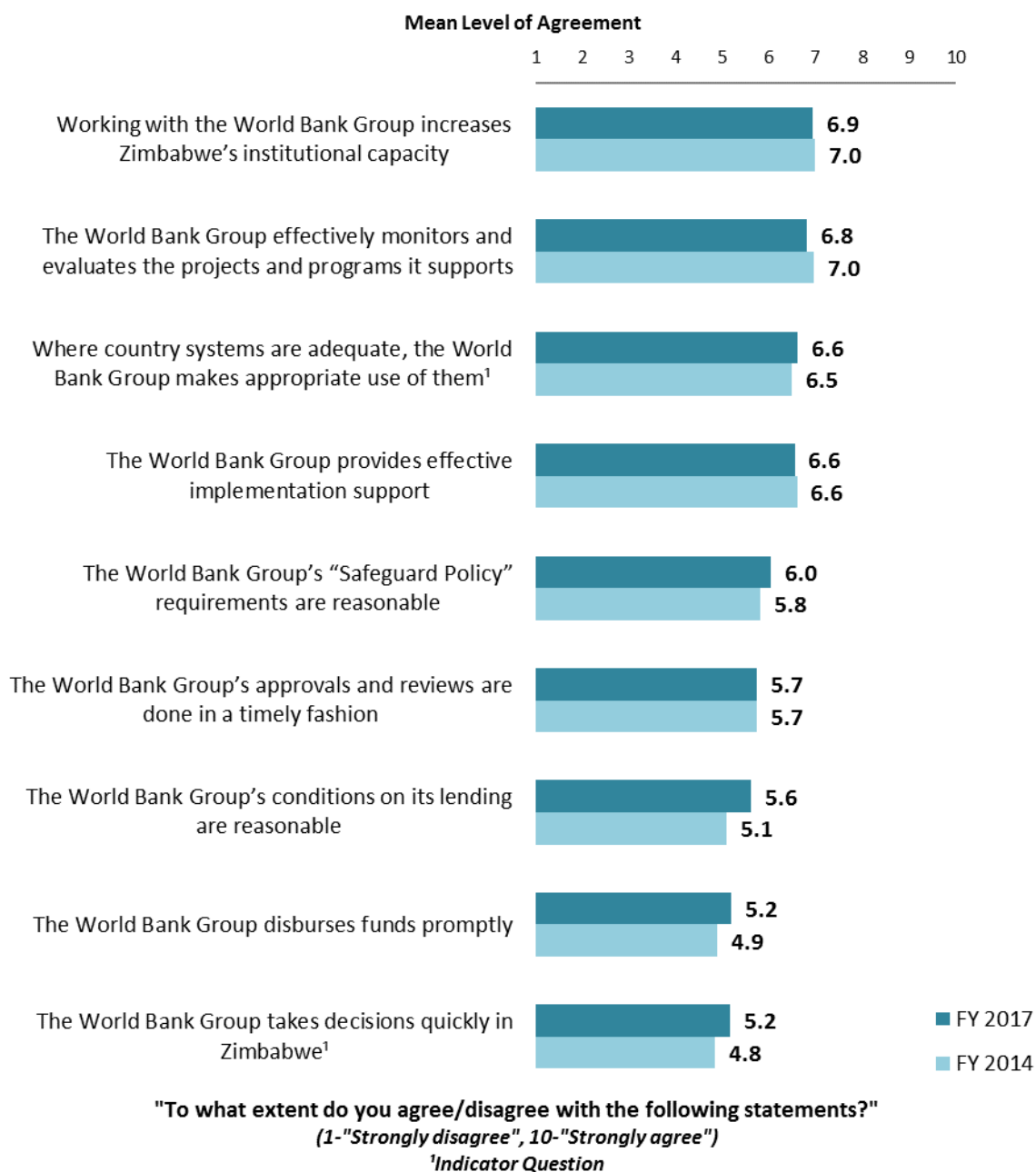


⁶ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷

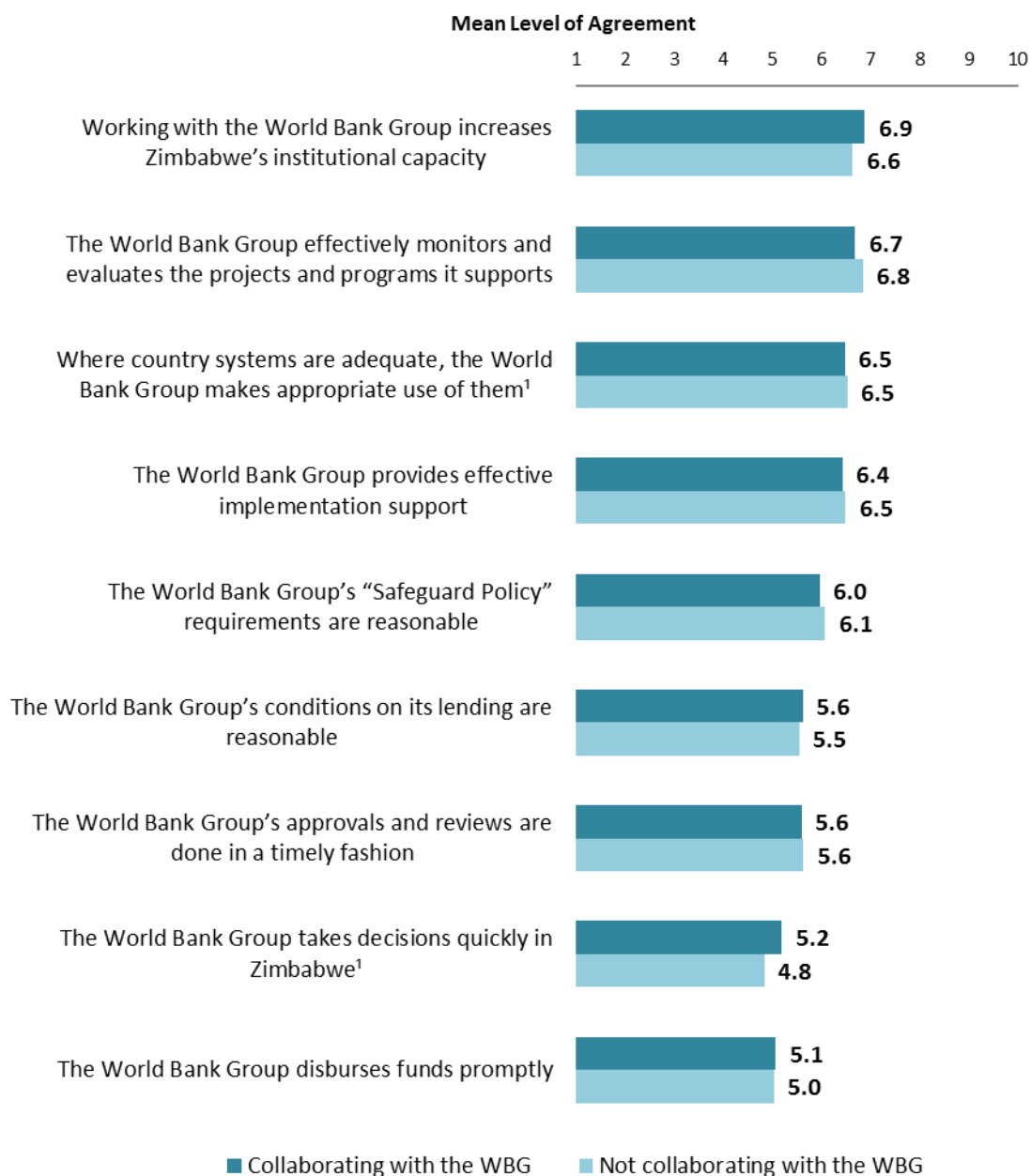


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

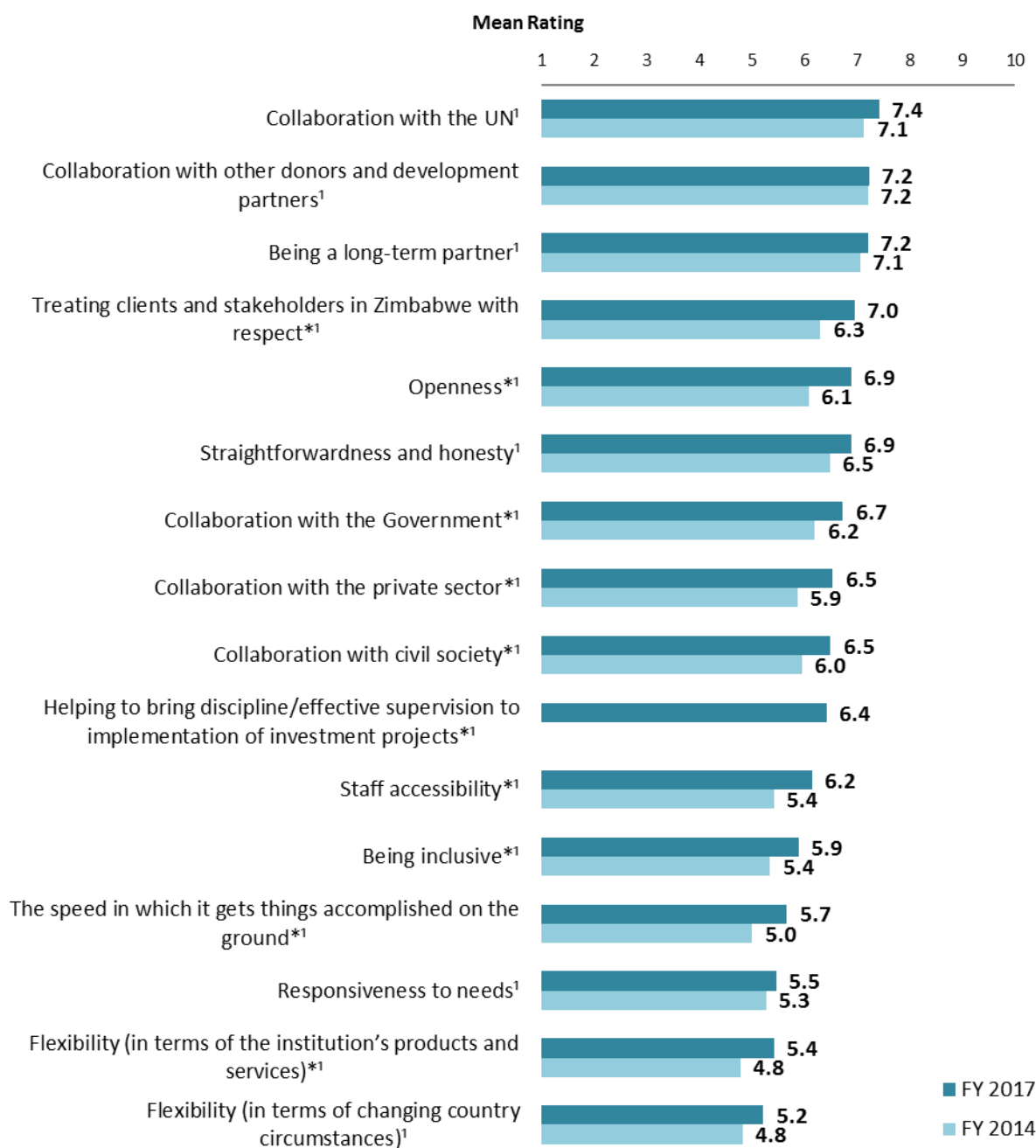


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸



"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 FY 2017 and FY 2014)

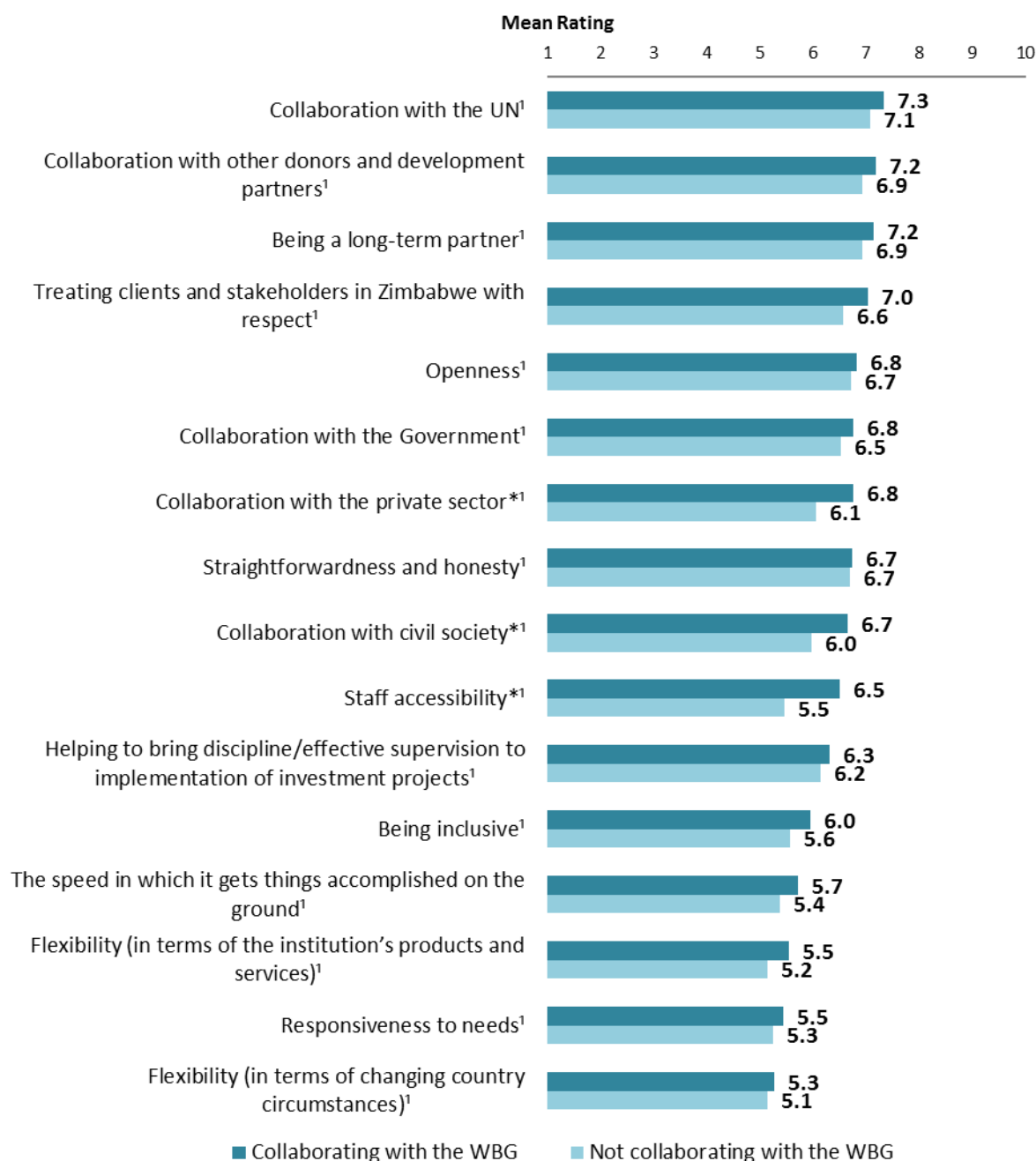
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



"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")

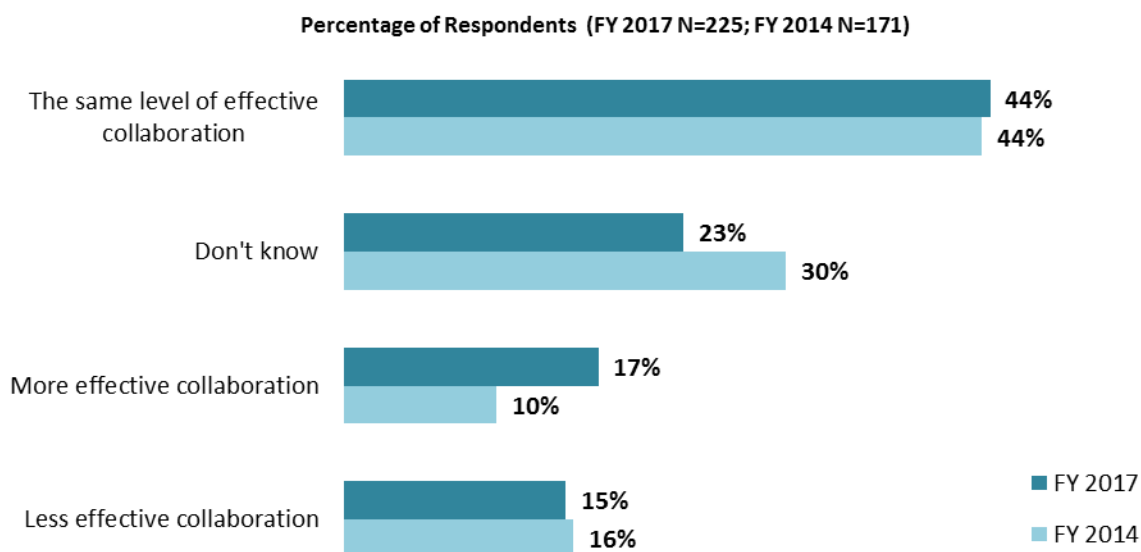
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



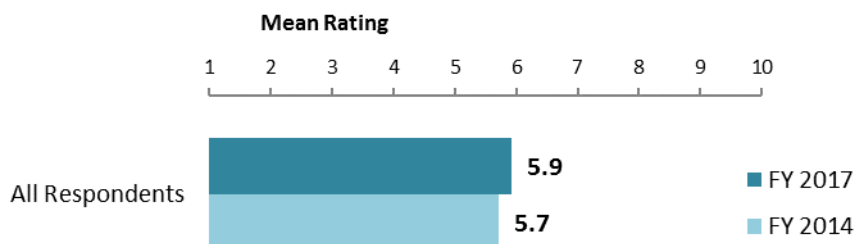
VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG



"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 your country?"
(Respondents chose from a list.)

Internal Measuring and Monitoring



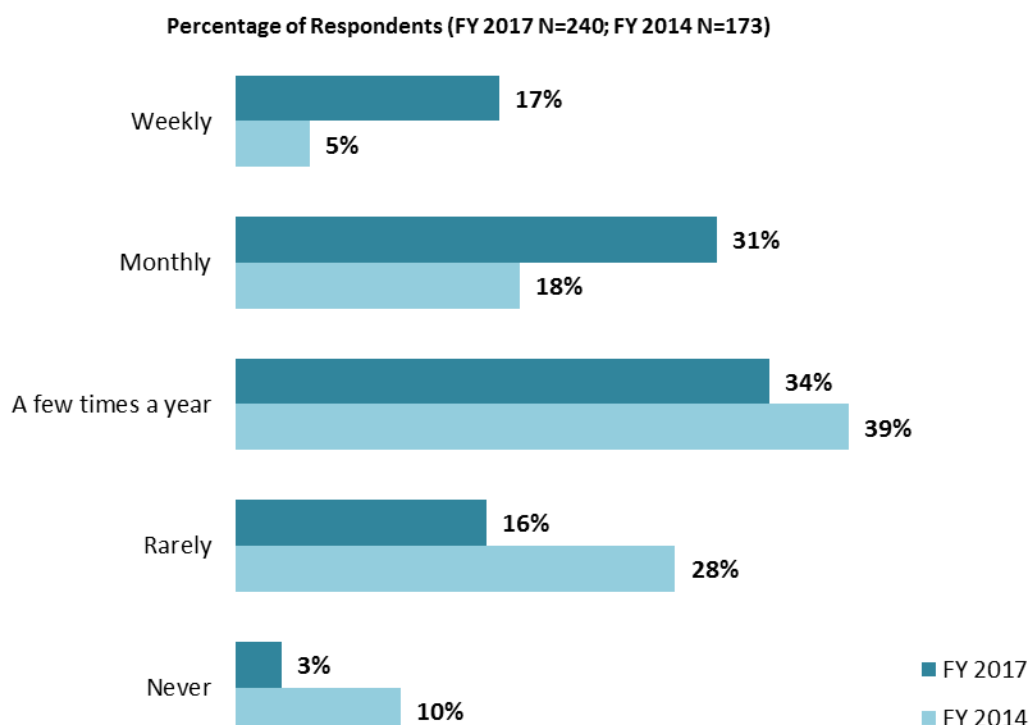
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities⁹

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities on a "*weekly/monthly*" basis compared to respondents in the previous FY'14 Country Survey.
- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister, bilateral/multilateral agencies, and the media indicated the most frequent usage ("*weekly*") of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



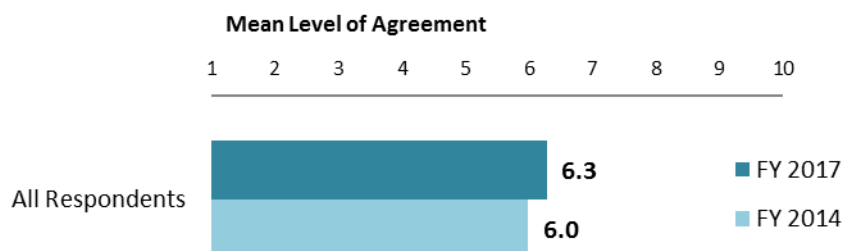
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

⁹ Percentages presented in this chart were calculated based on weighted data.



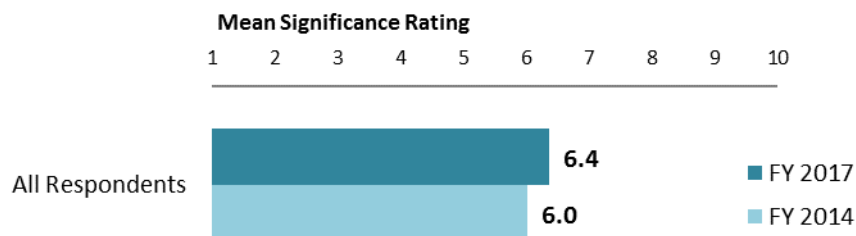
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Zimbabwe's Knowledge Needs¹⁰ (Indicator Question)



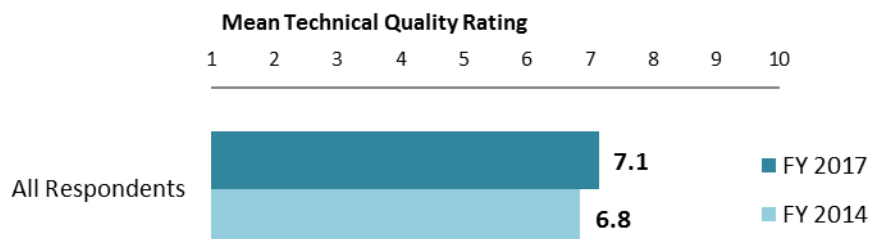
"The World Bank Group meets Zimbabwe's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

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



"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)



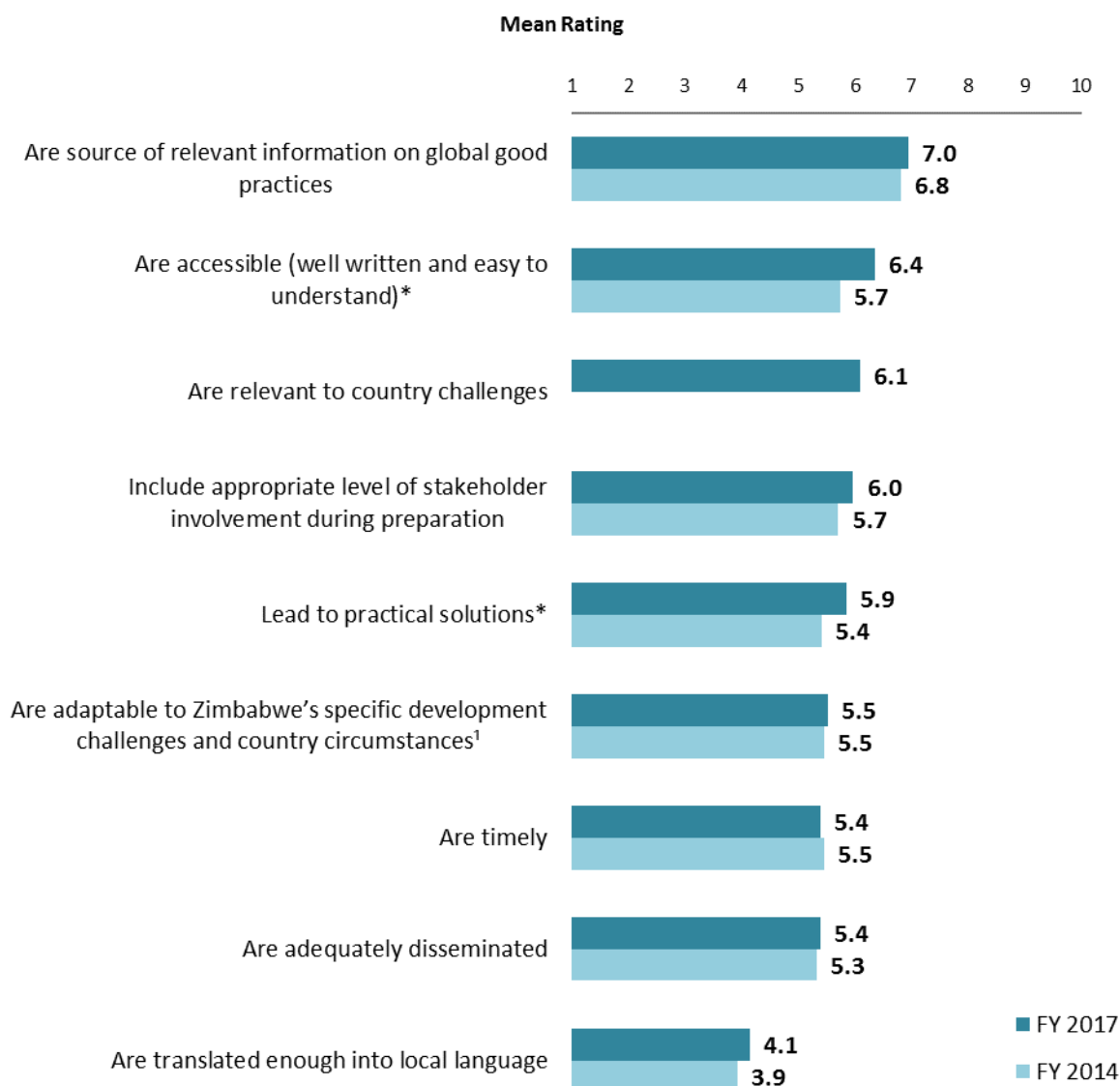
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹¹



"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")

(*Significantly different between FY 2017 and FY 2014)

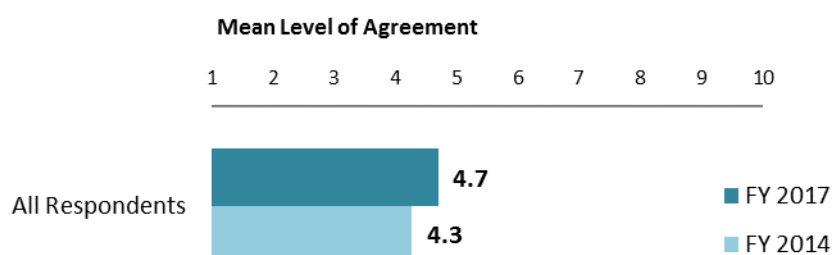
¹Indicator Question

¹¹ Means in the chart were calculated based on weighted data.



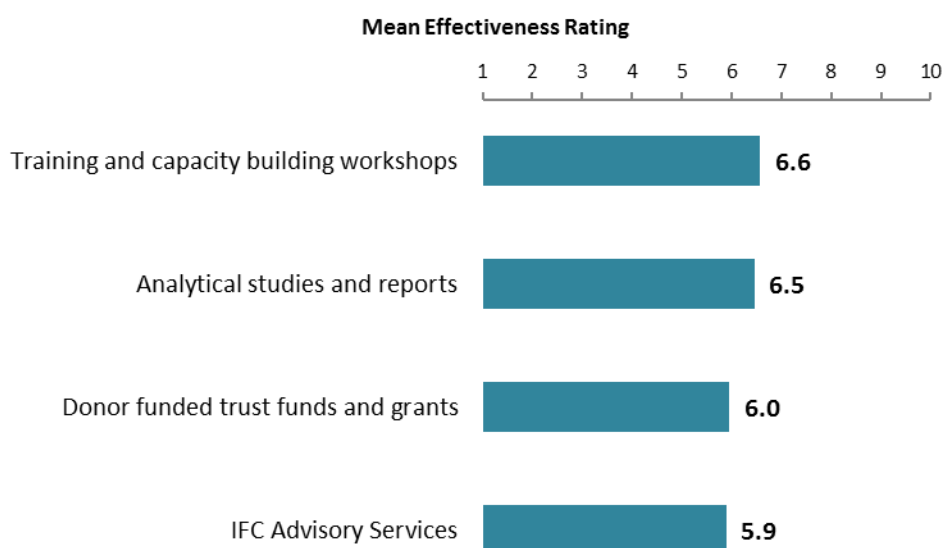
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Zimbabwe's Needs for Financial Instruments¹² (*Indicator Question*)



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

Effectiveness of WBG's Instruments



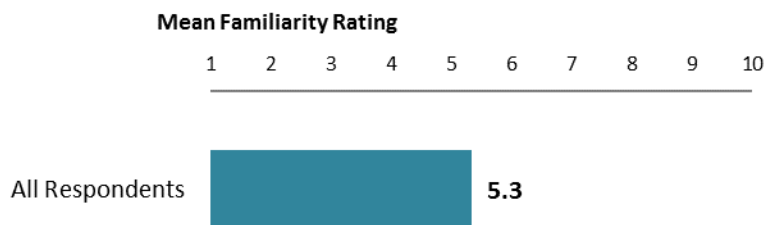
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zimbabwe Government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")

¹² Means in the chart were calculated based on weighted data.



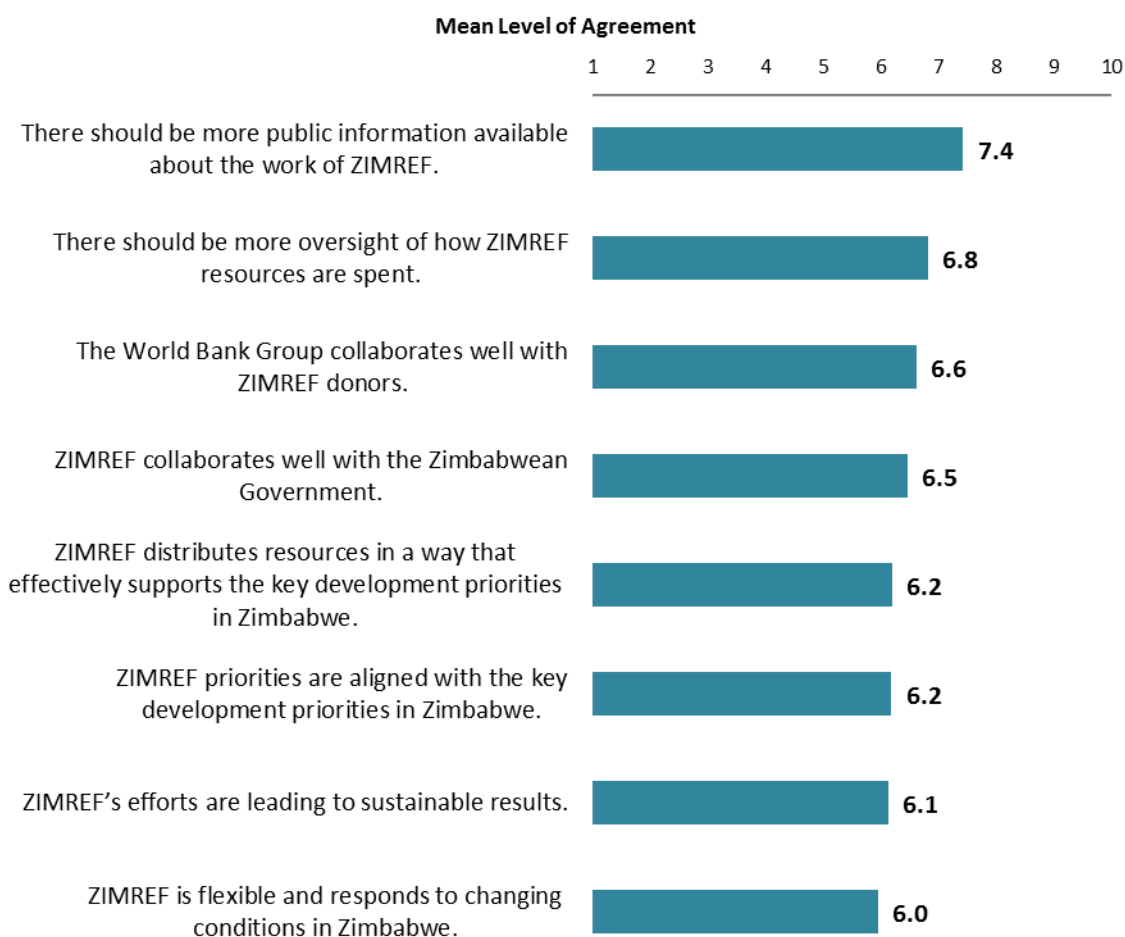
IX. The Zimbabwe Reconstruction Fund (ZIMREF)

Familiarity with ZIMREF



"How familiar are you with the work of the Zimbabwe Reconstruction Fund (ZIMREF)?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

Operations of ZIMREF



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



IX. The Zimbabwe Reconstruction Fund (ZIMREF) (continued)

The WBG's Technical Assistance Channeled through ZIMREF



"When considering the World Bank Group's technical assistance that it provides through the Zimbabwe Reconstruction Fund (ZIMREF), which areas do you think the World Bank Group should focus on that would best support the Government's efforts to build strong systems for eventual project implementation? (Choose no more than THREE)"

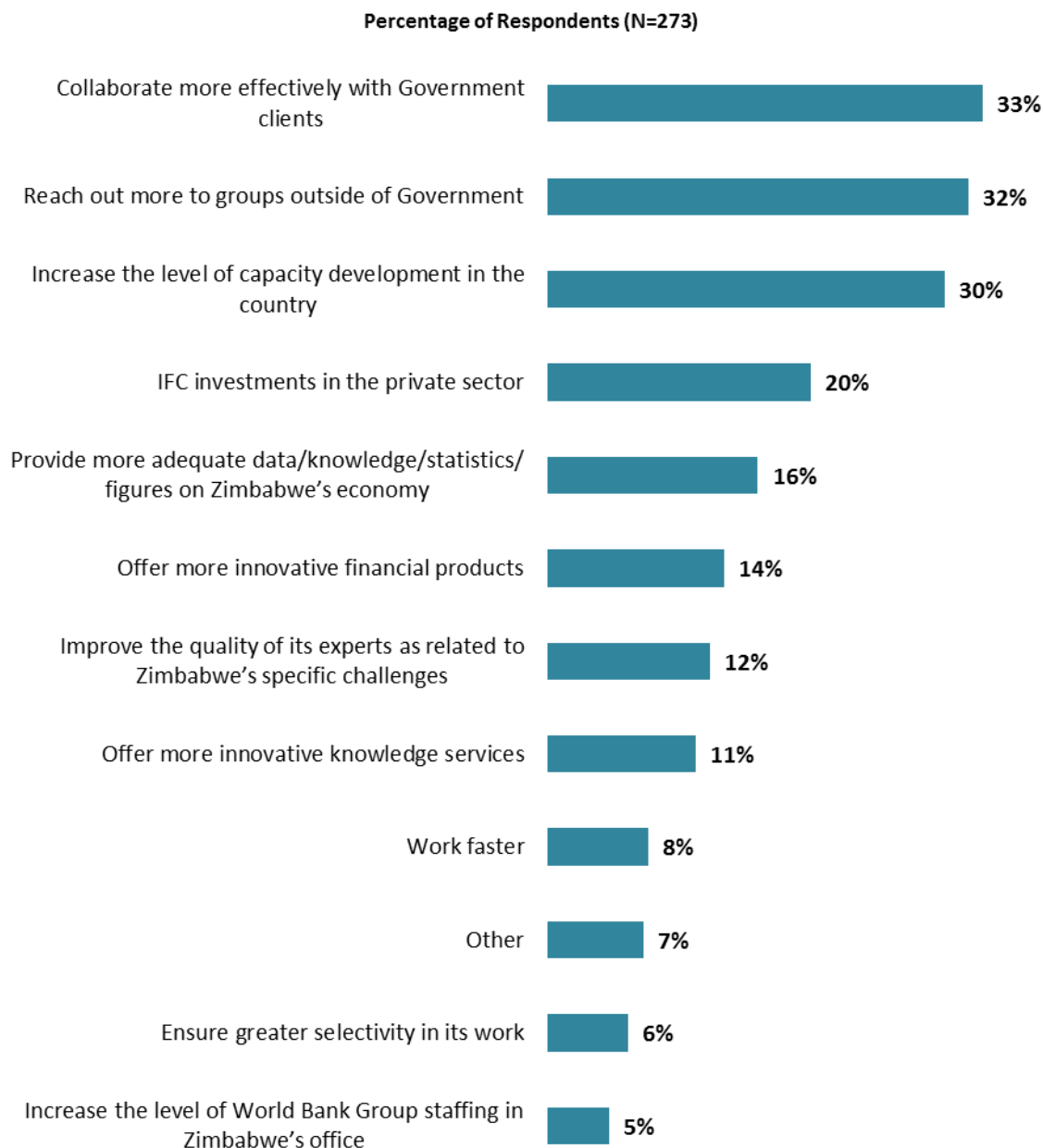
(Respondents chose from a list. Responses combined.)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (38%) to make itself of greater value in Zimbabwe.



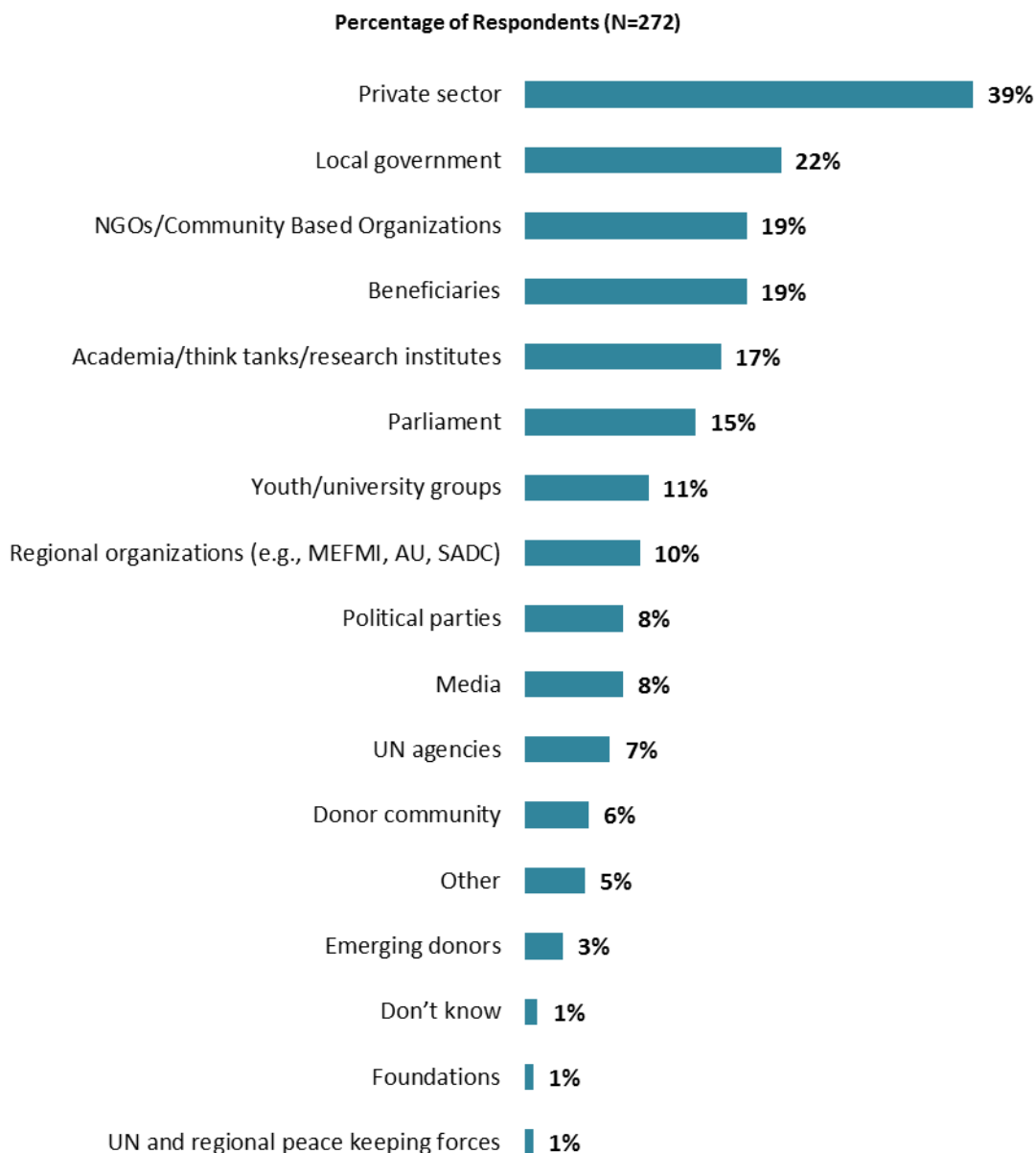
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Zimbabwe?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*NGOs*” (31%) and “*private sector*” (27%) to ensure better development results in Zimbabwe.



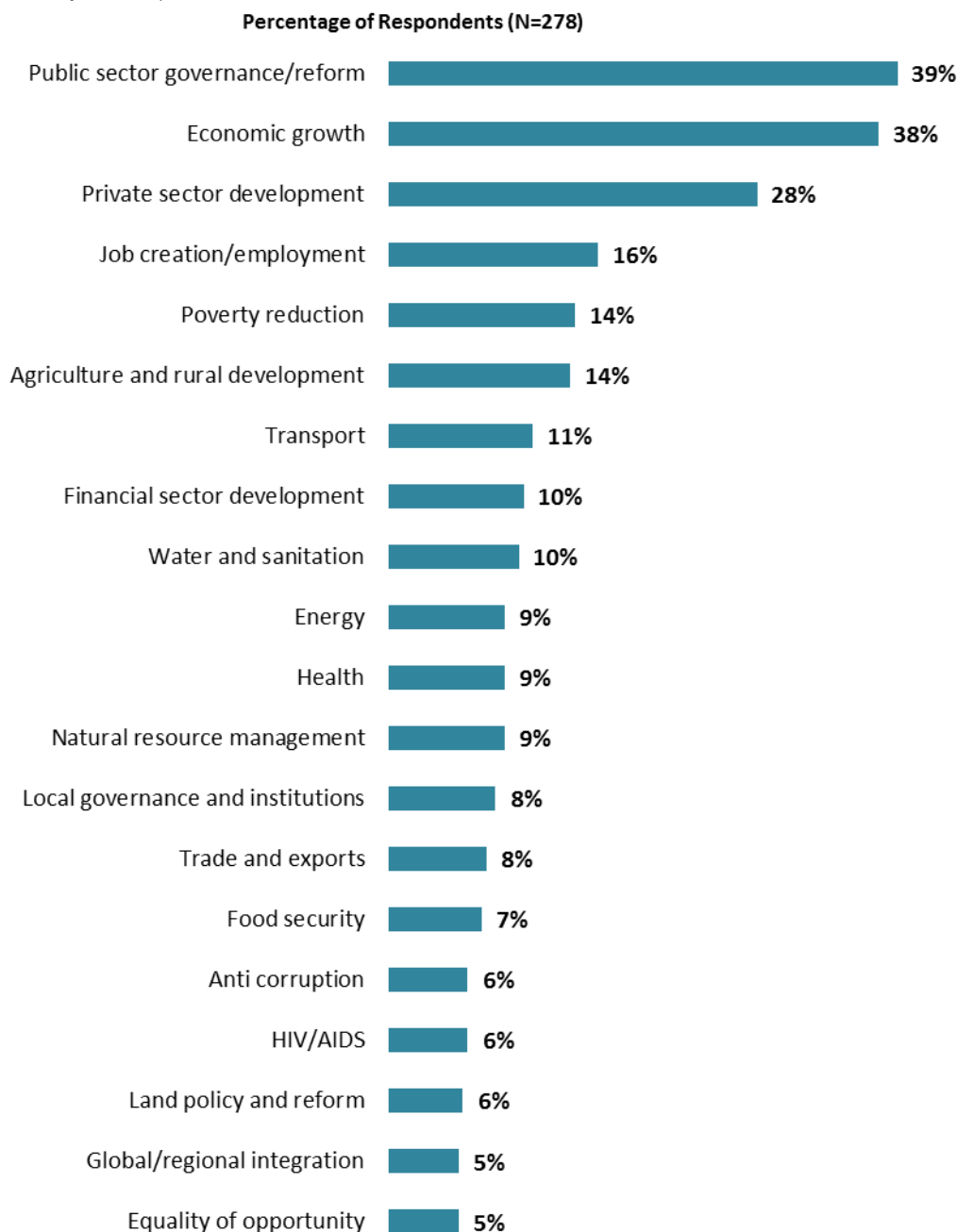
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*economic growth*” (42%) and “*public sector governance/reform*” (41%).

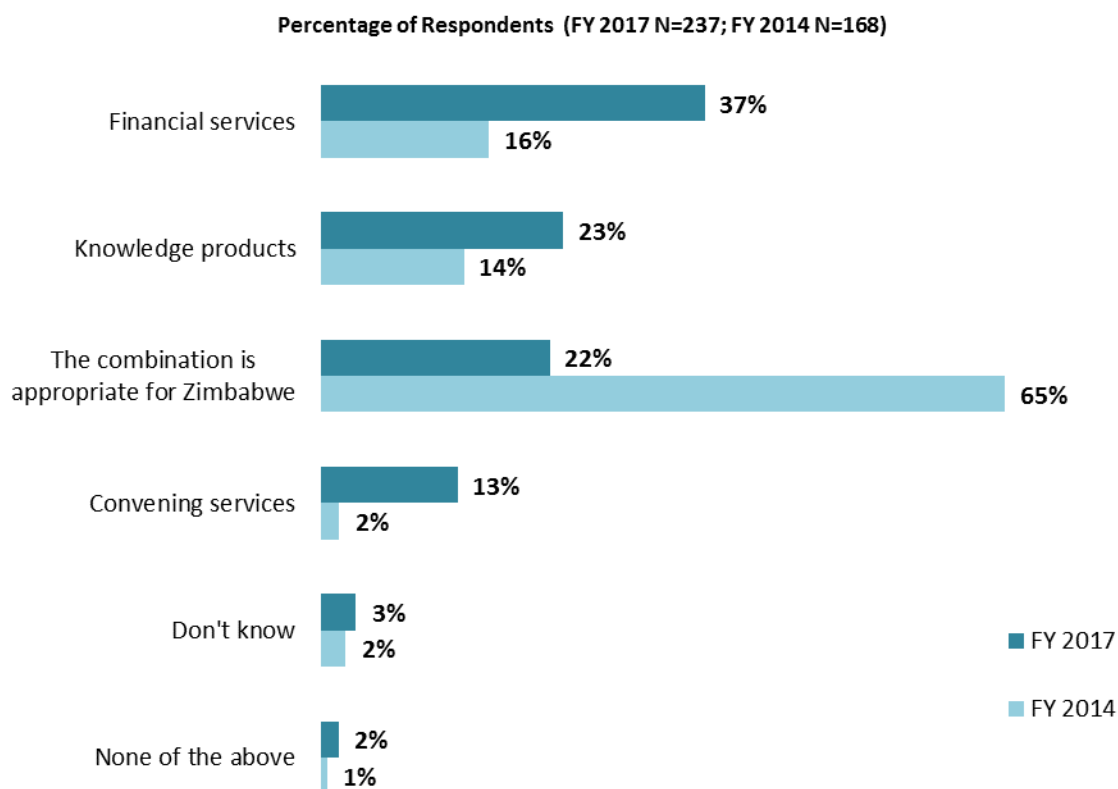


“When thinking about the World Bank Group's impact on development results in Zimbabwe, in which sectors do you believe the WBG should focus most of its resources in Zimbabwe? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



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

Future Combination of the WBG Services¹³



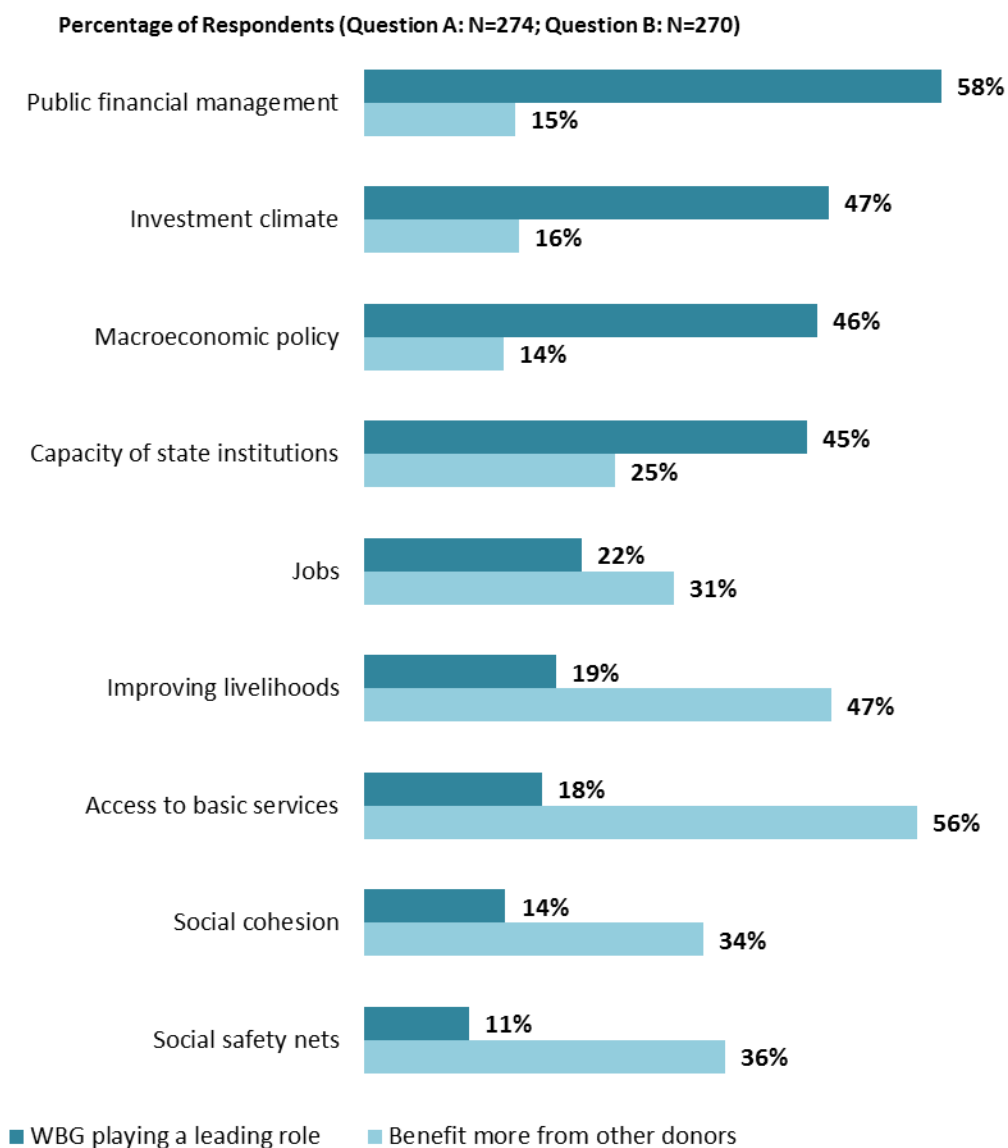
"When considering the combination of services that the World Bank Group offers in Zimbabwe, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Zimbabwe?" (Respondents chose from a list.)

¹³ Percentages presented in this chart were calculated based on weighted data.



X. 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.)

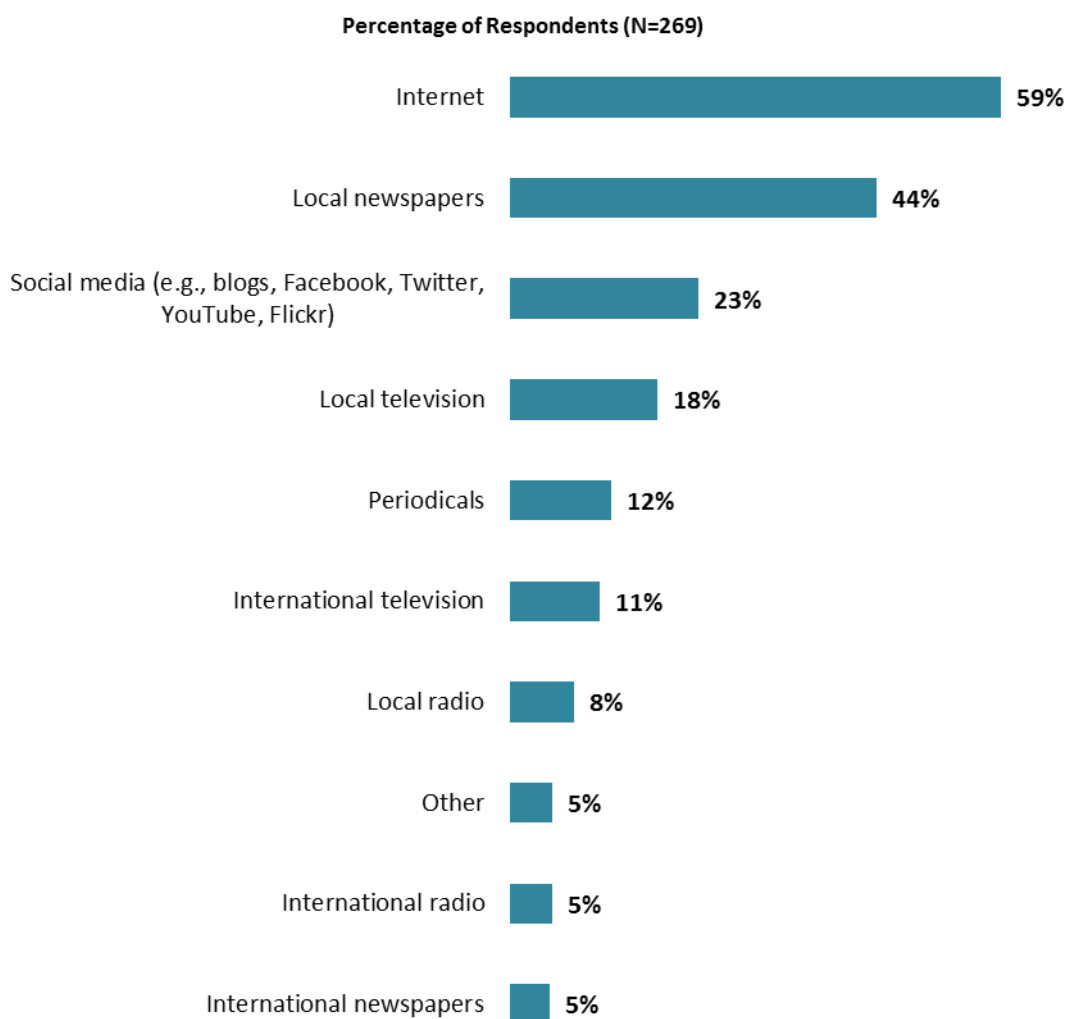


XI. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Zimbabwe from “*local newspapers*” (70%) and “*Internet, incl. social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*” (56%).



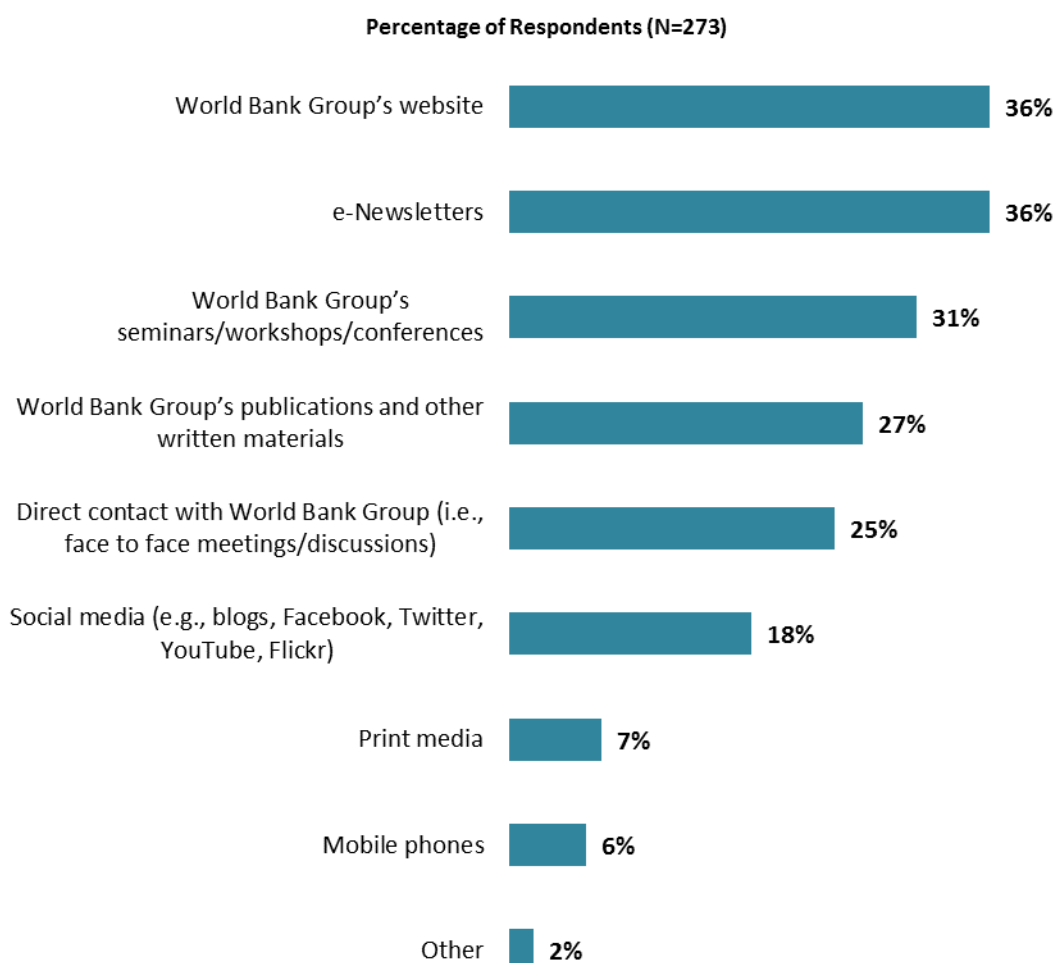
"How do you get most of your information about economic and social development issues in Zimbabwe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XI. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (46%), “*e-newsletters*” (42%), and “*publications and other written materials*” (39%).

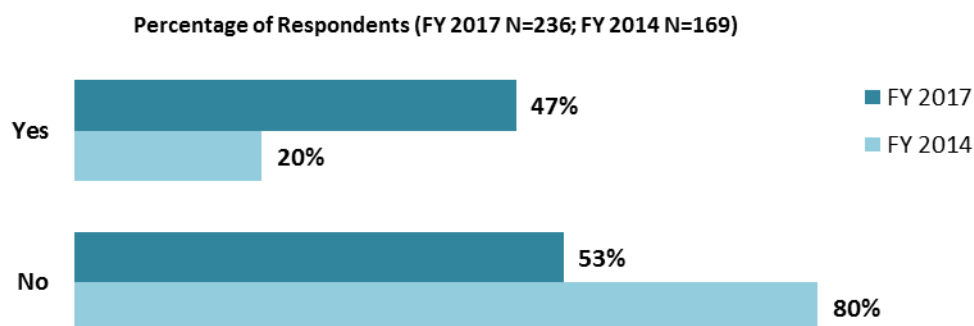


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



XI. Communication and Outreach (continued)

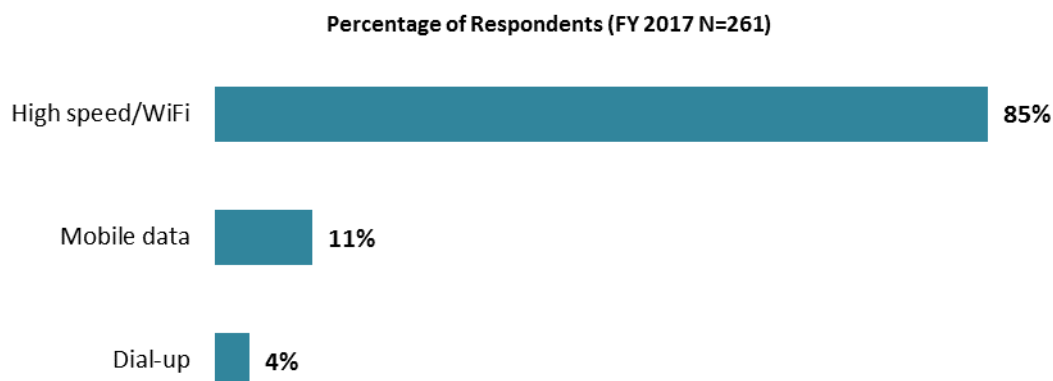
Access to Information¹⁴



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

Access to the Internet

- 97 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



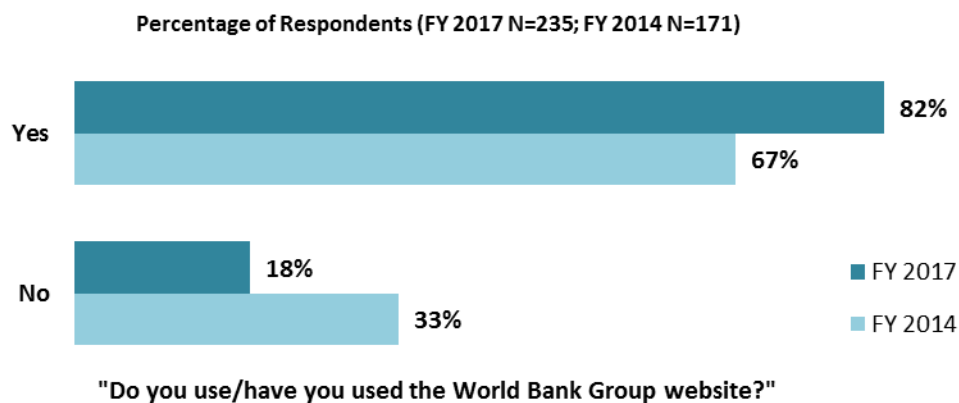
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents choose from a list)

¹⁴ Percentages presented in this chart were calculated based on weighted data.

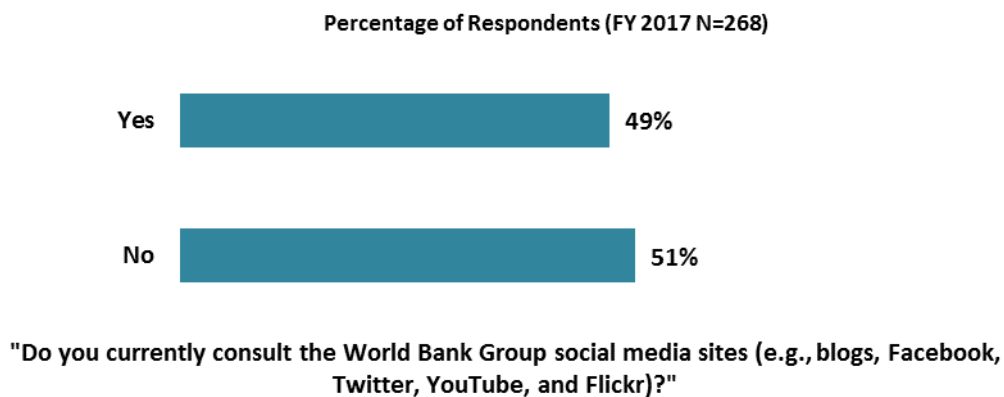


XI. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



¹⁵ Percentages presented in the chart were calculated based on weighted data.



XII. Appendices

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Zimbabwe





Appendix A: Responses to All Questions across All Respondents (N=279)

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. In general would you say that Zimbabwe’s economy is headed in ... ?	Percentage of Respondents (N=266)
The right direction	30.5%
The wrong direction	56.0%
Not sure	13.5%

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=275)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	40.0%
Private sector development (e.g., investment climate, SME development)	26.9%
Economic growth	22.5%
Agriculture and rural development	21.1%
Job creation/employment	20.0%
Natural resource management (e.g., mining, forestry)	17.8%
Food security	13.1%
Local governance and institutions	12.7%
Anti corruption	11.6%
Trade and exports	9.1%
Poverty reduction	8.7%
Security/stabilization/reconstruction	8.0%
Energy	8.0%
Water and sanitation	7.6%
Global/regional integration	7.3%
Land policy and reform	6.9%
Climate change (e.g., mitigation, adaptation)	6.2%
Education	4.7%
Social protection (e.g., pensions, targeted social assistance)	4.7%
Health	4.4%
Financial sector development	4.4%
Social cohesion	3.3%
Judiciary reform	2.9%
Environmental management	2.9%
Transport (e.g., roads, bridges, transportation)	2.9%
Information and communications technology	2.5%
Urban development	2.5%
Gender equity	2.5%
Equality of opportunity (i.e., social inclusion)	2.2%
HIV/AIDS	1.5%
Disaster risk management	1.1%
Crime and violence prevention	0.4%

**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=278)
Job creation/employment	33.8%
Economic growth	33.8%
Agriculture and rural development	28.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.6%
Private sector development (e.g., investment climate, SME development)	25.2%
Food security	14.4%
Anti corruption	13.3%
Social protection (e.g., pensions, targeted social assistance)	12.6%
Trade and exports	12.2%
Land policy and reform	12.2%
Health	8.6%
Natural resource management (e.g., mining, forestry)	7.2%
Local governance and institutions	6.5%
Equality of opportunity (i.e., social inclusion)	6.1%
Global/regional integration	5.4%
Education	5.4%
Disaster risk management	5.0%
Water and sanitation	5.0%
HIV/AIDS	4.7%
Financial sector development	4.3%
Gender equity	4.3%
Security/stabilization/reconstruction	3.6%
Social cohesion	3.2%
Judiciary reform	2.5%
Climate change (e.g., mitigation, adaptation)	2.5%
Transport (e.g., roads, bridges, transportation)	2.2%
Energy	1.8%
Urban development	1.4%
Crime and violence prevention	1.4%
Environmental management	1.1%
Information and communications technology	1.1%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. 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=263)
Stable economic growth	43.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	34.6%
Greater voice and participation for citizens to help ensure greater accountability	22.1%
Better opportunity for the poor who live in rural areas	16.7%
Better employment opportunities for young people	14.8%
A growing middle class	14.4%
Better quality public services	11.8%
Greater access to health and nutrition for citizens	8.7%
Better education and training	8.7%
Greater access to micro-finance for the poor	8.4%
More reliable social safety net	7.2%
Better opportunity for the poor who live in urban areas	4.6%
Better employment opportunities for women	3.0%
Other	1.5%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Zimbabwe? (Select only ONE response)	Percentage of Respondents (N=276)
A very big problem	55.1%
A moderately big problem	26.4%
A small problem	14.1%
Not a problem at all	3.6%
Don't know	0.7%

6. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=271)
High levels of corruption	25.8%
Political uncertainty	25.1%
Policy inconsistency	25.1%
Weak institutional capacity	19.2%
None. I do not consider Zimbabwe a fragile state.	16.6%
Debt unsustainability and lack of access to development finance	15.9%
Weak accountability	14.8%
Social vulnerability	8.5%
Food insecurity	7.7%
Weak social cohesion	5.2%
High inequality	2.6%

**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)	276	0	6.37	2.34

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)	262	14	6.23	2.02

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)	242	33	6.58	2.12

4. When thinking about how the World Bank Group can have the most impact on development results in Zimbabwe, in which sectors 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=278)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	39.2%
Economic growth	37.8%
Private sector development (e.g., investment climate, SME development)	28.4%
Job creation/employment	16.2%
Poverty reduction	14.4%
Agriculture and rural development	14.0%
Transport (e.g., roads, bridges, transportation)	11.2%
Financial sector development	10.4%
Water and sanitation	10.1%
Energy	9.0%
Health	9.0%
Natural resource management (e.g., mining, forestry)	9.0%
Local governance and institutions	8.3%
Trade and exports	7.6%
Food security	7.2%
Anti corruption	6.1%
HIV/AIDS	6.1%
Land policy and reform	5.8%
Global/regional integration	5.4%
Equality of opportunity (i.e., social inclusion)	5.4%
Information and communications technology	4.7%
Education	4.7%
Climate change (e.g., mitigation, adaptation)	4.0%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Security/stabilization/reconstruction	3.6%
Gender equity	3.2%
Environmental management	2.9%
Crime and violence prevention	2.5%
Urban development	2.2%
Social cohesion	1.8%
Disaster risk management	0.7%
Judiciary reform	0.0%

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

5. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zimbabwe Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Donor funded trust funds and grants	237	26	5.96	2.33
2. Analytical studies and reports	244	21	6.46	2.07
3. Training and capacity building workshops	243	27	6.57	2.13
4. IFC Advisory Services	190	71	5.89	2.27

6. 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=270)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	22.6%	17.6%	40.2%
Capacity development	19.6%	12.7%	32.4%
Financial resources	18.9%	11.2%	30.1%
Mobilizing third party financial resources	5.9%	13.1%	19.0%
Strategy formulation (e.g., PRSP assistance)	6.7%	9.7%	16.4%
Bringing together different groups of stakeholders	11.9%	3.7%	15.6%
Data and statistics	5.9%	8.6%	14.5%
Donor coordination	3.3%	8.2%	11.6%
Implementation support	3.7%	7.5%	11.2%
Promoting knowledge sharing	2.6%	7.5%	10.1%
Other	0.4%	0.0%	0.4%

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
7. Overall the World Bank Group currently plays a relevant role in development in Zimbabwe*	261	9	6.27	2.33
8. The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe*	252	17	6.31	2.13

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
9. Responsiveness to needs*	254	18	5.39	1.83
10. Flexibility (in terms of the institution's products and services)*	243	26	5.40	1.95
11. Flexibility (in terms of changing country circumstances)*	248	23	5.22	1.95
12. Being inclusive*	253	17	5.82	2.30
13. Openness (sharing data and other information)*	257	13	6.81	2.06
14. Collaboration with the Government*	252	16	6.70	2.04
15. The speed in which it gets things accomplished on the ground*	237	33	5.62	2.08
16. Helping to bring discipline/effective supervision to implementation of investment projects*	233	36	6.28	2.16
17. Collaboration with civil society*	237	31	6.42	2.36
18. Staff accessibility*	238	28	6.16	2.16
19. Collaboration with other donors and development partners*	235	32	7.13	2.11
20. Collaboration with the private sector*	216	50	6.50	2.18
21. Collaboration with the UN*	217	50	7.30	2.20
22. Straightforwardness and honesty*	239	33	6.77	2.18
23. Treating clients and stakeholders in Zimbabwe with respect*	240	30	6.88	2.25
24. Being a long-term partner*	245	27	7.11	2.26

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

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=272)
Too influenced by developed countries	24.6%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	24.3%
Not willing to honestly criticize policies and reform efforts in the country	22.1%
Not adequately sensitive to political/social realities in Zimbabwe	19.1%
Not collaborating enough with stakeholders outside the Government	16.5%
Not enough public disclosure of its work	15.4%
World Bank Group's processes too complex	13.2%
Staff too inaccessible	7.0%
Its advice and strategies do not lend themselves to practical problem solving	7.0%
Not aligned with country priorities	7.0%
Not exploring alternative policy options	6.6%
Inadequate number of World Bank Group staff members located in the country	5.9%
Not client focused	4.4%
Don't know	3.7%
Not aligned with other donors' work	3.3%
Arrogant in its approach	2.6%
The credibility of its knowledge/data	2.6%
Other	0.7%

26. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=273)
Political pressures and obstacles	29.3%
Policy inconsistencies across the Government	28.2%
Lack of/inadequate levels of capacity in the Government	26.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.0%
Reforms are not well thought out in light of country challenges	24.2%
Poor coordination within the Government	21.2%
The Government works inefficiently	19.4%
There is not an adequate level of citizen/civil society participation	16.5%
Inadequate funding	13.9%
Poor donor coordination	9.5%
The World Bank Group does not do adequate follow through/follow-up	9.5%
The World Bank Group works too slowly	9.2%
Poor coordination within the World Bank Group	8.1%
Other	3.3%

27. To what extent do you believe that the World Bank Group's work and support help the poorest in Zimbabwe? (Select only ONE response)	Percentage of Respondents (N=272)
To a fully sufficient degree	9.6%
To a somewhat sufficient degree	38.2%
To a somewhat insufficient degree	32.4%
To a very insufficient degree	12.1%
Don't know	7.7%

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

28. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=272)
Private sector	38.6%
Local government	22.1%
NGOs/Community Based Organizations	19.1%
Beneficiaries	19.1%
Academia/think tanks/research institutes	16.9%
Parliament	14.7%
Youth/university groups	10.7%
Regional organizations (e.g., MEFMI, AU, SADC)	9.9%
Political parties	8.5%
Media	8.5%
UN agencies	7.4%
Donor community	5.5%
Other	5.1%
Emerging donors	3.3%
Don't know	1.1%
Foundations	0.7%
UN and regional peace keeping forces	0.7%

29. 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 your country? (Select only ONE response)	Percentage of Respondents (N=255)
More effective collaboration	18.0%
The same level of effective collaboration	45.1%
Less effective collaboration	14.5%
Don't know	22.4%

**C. World Bank Group's Effectiveness and Results**

1. 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. Social protection (e.g., pensions, targeted social assistance)	173	91	4.52	1.95
2. Private sector development (e.g., investment climate, SME development)	218	47	5.98	1.79
3. Education	201	61	6.00	1.97
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	237	34	6.13	2.14
5. Energy	185	77	5.64	1.97
6. Water and sanitation	222	45	6.54	1.96
7. Health	211	54	6.70	2.14
8. Financial sector development	219	49	6.49	2.14
9. Transport (e.g., roads, bridges, transportation)	184	83	5.07	2.11
10. Agriculture and rural development	200	66	5.05	2.13
11. Natural resource management (e.g., mining, forestry)	186	75	5.16	2.03
12. Climate change (e.g., mitigation, adaptation)	198	66	6.11	2.15
13. Poverty reduction	226	41	5.97	2.06
14. Economic growth	229	39	6.07	2.06
15. Disaster risk management	186	82	5.73	1.98
16. Equality of opportunity (i.e., social inclusion)	188	77	5.89	2.07
17. HIV/AIDS	199	63	6.57	2.15
18. Local governance and institutions	213	54	5.64	2.04
19. Social cohesion	189	76	5.53	1.87
20. Land policy and reform	190	78	4.53	2.23
Achieving Development Results*	N	DK	Mean	SD
2. 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)	258	17	6.31	1.91
Preparation for Project Implementation	N	DK	Mean	SD
3. How prepared do you believe Zimbabwe's government systems are for eventual project implementation? (1-Not prepared at all, 10-Extremely prepared)	256	0	5.36	2.34
Building and Strengthening Country Systems*	N	DK	Mean	SD
4. 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)	242	32	6.26	2.05
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
5. The World Bank Group's financial instruments meet the needs of Zimbabwe*	244	27	4.66	2.08
6. The World Bank Group meets Zimbabwe's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	256	16	6.21	2.08

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=273)
Weekly	16.5%
Monthly	33.0%
A few times a year	32.2%
Rarely	15.0%
Never	3.3%

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	229	36	5.39	1.75
3. Include appropriate level of stakeholder involvement during preparation	238	29	6.02	1.94
4. Lead to practical solutions	244	23	5.75	1.97
5. Are accessible (well written and easy to understand)	247	19	6.30	2.03
6. Are source of relevant information on global good practices	248	18	6.87	2.22
7. Are relevant to country challenges	249	18	6.06	2.13
8. Are adequately disseminated	241	26	5.40	2.14
9. Are translated enough into local language	214	54	4.06	2.20
10. Are adaptable to Zimbabwe's specific development challenges and country circumstances*	245	21	5.51	1.90

Overall Evaluations	N	DK	Mean	SD
11. 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)	258	14	6.36	1.91
12. 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)	247	25	7.03	1.93

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	201	73	5.06	1.84
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	242	32	6.72	1.74
3. The World Bank Group's approvals and reviews are done in a timely fashion	218	55	5.63	1.98
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	190	79	5.99	2.10
5. The World Bank Group's conditions on its lending are reasonable	198	75	5.57	2.30
6. The World Bank Group takes decisions quickly in Zimbabwe*	217	55	5.06	2.14
7. Working with the World Bank Group increases Zimbabwe's institutional capacity	249	22	6.79	2.19
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	202	70	6.50	2.04
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	235	35	6.43	2.02

**E. Working with the World Bank Group (continued)**

WBG Promoting PPP in Zimbabwe	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zimbabwe? (1-To no degree at all, 10-To a very significant degree)	241	30	6.62	2.03

WBG Staffing in Zimbabwe	N	DK	Mean	SD
11. 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)	178	95	5.87	1.94

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
12. 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)	196	75	5.79	2.02

The Zimbabwe Reconstruction Fund (ZIMREF)

Familiarity with the Zimbabwe Reconstruction Fund	N	DK	Mean	SD
13. How familiar are you with the work of the Zimbabwe Reconstruction Fund (ZIMREF)? (1-Not familiar at all, 10-Extremely familiar)	223	0	5.34	2.58

14. When considering the World Bank Group's technical assistance that it provides through the Zimbabwe Reconstruction Fund (ZIMREF), which areas do you think the World Bank Group should focus on that would best support the Government's efforts to build strong systems for eventual project implementation? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=205)
Procurement processes and systems	35.1%
Project management capacity	35.1%
Monitoring and evaluation	29.8%
Financial management processes	28.3%
Resource mobilization and co-financing	26.8%
Anticorruption mechanisms	26.8%
Citizen engagement and public outreach	24.4%
Donor coordination	15.1%
Technical project design	12.7%
Environment and social safeguards	10.2%
Gender mainstreaming	9.8%
Grievance mechanisms	6.8%
Other	3.4%

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
15. ZIMREF priorities are aligned with the key development priorities in Zimbabwe.	190	17	6.18	2.18
16. ZIMREF distributes resources in a way that effectively supports the key development priorities in Zimbabwe.	184	22	6.20	1.98
17. ZIMREF's efforts are leading to sustainable results.	185	22	6.12	2.03
18. ZIMREF collaborates well with the Zimbabwean Government.	186	20	6.46	2.18
19. The World Bank Group collaborates well with ZIMREF donors.	169	37	6.61	2.21
20. There should be more oversight of how ZIMREF resources are spent.	187	19	6.81	2.37
21. There should be more public information available about the work of ZIMREF.	191	15	7.43	2.32
22. ZIMREF is flexible and responds to changing conditions in Zimbabwe.	177	28	5.95	2.24

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=273)
Collaborate more effectively with Government clients (e.g., national, state, local)	33.3%
Reach out more to groups outside of Government	32.2%
Increase the level of capacity development in the country	30.4%
IFC investments in the private sector	20.1%
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	16.1%
Offer more innovative financial products	13.6%
Improve the quality of its experts as related to Zimbabwe's specific challenges	12.5%
Offer more innovative knowledge services	11.4%
Work faster	7.7%
Other	7.3%
Ensure greater selectivity in its work	6.2%
Increase the level of World Bank Group staffing in Zimbabwe's office	4.8%

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=269)
Financial services	36.1%
Knowledge products	23.8%
The combination is appropriate for Zimbabwe	21.9%
Convening services	12.6%
Don't know	3.7%
None of the above	1.9%

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

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=274)
Public financial management	58.0%
Investment climate	46.7%
Macroeconomic policy	45.6%
Capacity of state institutions	44.5%
Jobs	21.9%
Improving livelihoods	19.3%
Access to basic services	17.9%
Social cohesion	14.2%
Social safety nets	10.6%

3B. Which THREE areas below would benefit most from other donors in Zimbabwe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=270)
Access to basic services	55.6%
Improving livelihoods	47.0%
Social safety nets	36.3%
Social cohesion	34.1%
Jobs	31.1%
Capacity of state institutions	25.2%
Investment climate	15.6%
Public financial management	15.2%
Macroeconomic policy	14.1%

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=269)
Internet	59.1%
Local newspapers	44.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	22.7%
Local television	17.8%
Periodicals	12.3%
International television	10.8%
Local radio	7.8%
Other	5.2%
International radio	5.2%
International newspapers	4.8%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=273)
World Bank Group's website	36.3%
e-Newsletters	36.3%
World Bank Group's seminars/workshops/conferences	30.8%
World Bank Group's publications and other written materials	26.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	24.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.3%
Print media	7.0%
Mobile phones	5.9%
Other	1.8%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=268)
Yes	47.4%
No	52.6%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=270)
Yes	96.7%
No	3.3%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=268)
Yes	82.8%
No	17.2%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=268)
Yes	48.5%
No	51.5%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=261)
High speed/WiFi	85.4%
Dial-up	10.7%
Mobile data	3.8%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=272)
Weekly	23.5%
Monthly	34.2%
A few times a year	25.7%
Rarely	9.6%
Never	7.0%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	222	18	6.71	2.15
10. I find the information on the World Bank Group's websites useful	217	7	7.61	1.60
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	189	75	6.62	2.20
12. 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.)	249	20	6.74	2.24
13. The World Bank Group is responsive to my information requests and inquiries	213	51	6.45	2.21

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=272)
Employee of a Ministry, Ministerial Department or Implementation Agency	15.1%
NGO/Community Based Organization	12.9%
Academia/Research Institute/Think Tank	9.9%
Media (press, radio, TV, web, etc.)	9.2%
Private Sector Organization	7.4%
Local Government Office or Staff	6.6%
Office of Parliamentarian	5.9%
Bilateral/Multilateral Agency	5.9%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.8%
Other	4.4%
Financial Sector/Private Bank	3.7%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	2.9%
Office of the President, Prime Minister	2.6%
Faith-Based Group	2.6%
Office of Minister	2.2%
Trade Union	2.2%
Private Foundation	1.1%
Youth Group	0.4%
Judiciary Branch	0.4%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=271)
Governance	17.0%
Other	15.9%
Generalist (specialized in multiple sectors)	11.1%
Macroeconomics and fiscal management	8.1%
Finance and markets	7.7%
Education	6.3%
Urban, rural, and social development	6.3%
Energy and extractives	4.1%
Agriculture	3.3%
Environment and natural resources	3.0%
Water	2.6%
Social protection and labor	2.2%
Poverty	2.2%
Trade and competitiveness	1.8%
Gender	1.8%
Fragility, conflict and violence	1.5%
Transport and ICT	1.5%
Health, nutrition, and population	1.1%
Jobs	1.1%
Public-private partnerships	0.7%
Climate Change	0.7%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA or IFC) in your country?	Percentage of Respondents (N=268)
Yes	61.6%
No	38.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Zimbabwe? (Select only ONE response)	Percentage of Respondents (N=210)
The World Bank (IBRD/IDA)	78.6%
The International Finance Corporation (IFC)	12.4%
Other	9.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=236)
Yes	27.5%
No	72.5%

6. If yes, what was your view of how the two institutions work together in Zimbabwe? (Select only ONE response)	Percentage of Respondents (N=65)
The two institutions work well together	43.1%
The way the two institutions work together needs improvement	40.0%
The two institutions do not work well together	10.8%
Don't know	6.2%

**H. Background Information (continued)**

7. 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=272)
Engage in World Bank Group related/sponsored events/activities	38.2%
Use World Bank Group reports/data	33.5%
Collaborate as part of my professional duties	31.3%
Use World Bank Group website for information, data, research, etc.	21.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.0%

8. What's your gender?	Percentage of Respondents (N=276)
Female	22.8%
Male	77.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=276)
Harare	91.3%
Outside Harare	8.7%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=13 ● Office of Parliamentarian N=16 ● Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=49
- Local Government N=18 ● Bilateral/ Multilateral Agency N=16 ● Private Sector/Financial Sector/Private Bank N=30 ● CSO N=52 ● Media N=25
- Independent Government Institution N=13 ● Academia/Research Institute/Think Tank N=27 ● Other N=13

A. General Issues facing Zimbabwe

In general would you say that Zimbabwe's economy is headed in ... ?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	76.9%	43.8%	60.0%	35.3%	7.1%	10.3%	15.7%	28.0%	41.7%	11.5%	15.4%
The wrong direction	23.1%	43.8%	22.2%	41.2%	85.7%	69.0%	76.5%	64.0%	41.7%	73.1%	69.2%
Not sure	0.0%	12.5%	17.8%	23.5%	7.1%	20.7%	7.8%	8.0%	16.7%	15.4%	15.4%

*Significantly different between stakeholder groups

¹⁶ Only 272 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Natural resource management	7.7%	43.8%	18.4%	11.1%	6.7%	3.3%	21.2%	20.0%	23.1%	23.1%	15.4%
Gender equity	0.0%	6.3%	0.0%	0.0%	6.7%	3.3%	1.9%	4.0%	0.0%	3.8%	7.7%
Private sector development	30.8%	43.8%	22.4%	11.1%	26.7%	33.3%	25.0%	24.0%	7.7%	38.5%	46.2%
Local governance and institutions*	15.4%	12.5%	10.2%	50.0%	6.7%	10.0%	13.5%	12.0%	7.7%	3.8%	7.7%
Security/stabilization/reconstruction	0.0%	0.0%	4.1%	5.6%	13.3%	13.3%	5.8%	12.0%	23.1%	3.8%	15.4%
Public sector governance/reform*	30.8%	25.0%	20.4%	38.9%	46.7%	30.0%	53.8%	56.0%	30.8%	46.2%	61.5%
Global/regional integration	7.7%	6.3%	6.1%	5.6%	13.3%	16.7%	1.9%	12.0%	15.4%	0.0%	0.0%
Food security	7.7%	6.3%	22.4%	5.6%	26.7%	13.3%	5.8%	12.0%	23.1%	19.2%	0.0%
Urban development*	7.7%	0.0%	4.1%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Energy	15.4%	0.0%	16.3%	5.6%	6.7%	10.0%	0.0%	4.0%	0.0%	11.5%	15.4%
Water and sanitation	7.7%	0.0%	16.3%	22.2%	0.0%	3.3%	3.8%	8.0%	7.7%	3.8%	7.7%
Environmental management	0.0%	6.3%	2.0%	11.1%	0.0%	3.3%	1.9%	4.0%	0.0%	0.0%	7.7%
Job creation/employment	7.7%	6.3%	20.4%	11.1%	13.3%	16.7%	28.8%	24.0%	0.0%	34.6%	23.1%
Health	7.7%	0.0%	10.2%	11.1%	6.7%	0.0%	5.8%	0.0%	0.0%	0.0%	0.0%
Financial sector development	7.7%	6.3%	4.1%	0.0%	0.0%	6.7%	5.8%	0.0%	7.7%	7.7%	0.0%
Transport	0.0%	0.0%	6.1%	5.6%	0.0%	3.3%	0.0%	0.0%	0.0%	11.5%	0.0%
Agriculture and rural development	30.8%	31.3%	32.7%	11.1%	20.0%	6.7%	19.2%	12.0%	23.1%	30.8%	7.7%
Trade and exports*	38.5%	6.3%	8.2%	5.6%	0.0%	16.7%	5.8%	20.0%	7.7%	0.0%	0.0%
Crime and violence prevention	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	2.0%	5.6%	0.0%	6.7%	7.7%	0.0%	0.0%	3.8%	0.0%
Land policy and reform	7.7%	18.8%	8.2%	11.1%	13.3%	6.7%	1.9%	0.0%	7.7%	0.0%	23.1%
Social protection	7.7%	0.0%	6.1%	0.0%	13.3%	6.7%	7.7%	0.0%	7.7%	0.0%	0.0%
Climate change	0.0%	6.3%	6.1%	5.6%	13.3%	6.7%	5.8%	0.0%	23.1%	7.7%	0.0%
Poverty reduction	23.1%	0.0%	8.2%	0.0%	0.0%	10.0%	13.5%	16.0%	7.7%	3.8%	7.7%
Anti corruption*	0.0%	18.8%	4.1%	5.6%	6.7%	6.7%	15.4%	24.0%	30.8%	7.7%	0.0%
Judiciary reform*	0.0%	6.3%	0.0%	0.0%	0.0%	6.7%	3.8%	0.0%	23.1%	0.0%	0.0%
Economic growth	30.8%	37.5%	22.4%	27.8%	20.0%	26.7%	15.4%	24.0%	7.7%	23.1%	23.1%
Education	0.0%	0.0%	10.2%	0.0%	0.0%	6.7%	5.8%	0.0%	0.0%	7.7%	7.7%
Disaster risk management	0.0%	6.3%	2.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	7.7%	0.0%	0.0%
HIV/AIDS	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	1.9%	4.0%	0.0%	3.8%	0.0%
Information and communications technology	7.7%	0.0%	2.0%	0.0%	0.0%	3.3%	1.9%	8.0%	0.0%	3.8%	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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health	7.7%	18.8%	8.2%	0.0%	6.3%	10.0%	13.5%	12.0%	0.0%	0.0%	7.7%
Disaster risk management	7.7%	0.0%	6.1%	11.1%	6.3%	10.0%	1.9%	0.0%	7.7%	7.4%	0.0%
Equality of opportunity	15.4%	6.3%	8.2%	0.0%	0.0%	3.3%	11.5%	8.0%	0.0%	3.7%	0.0%
HIV/AIDS	7.7%	0.0%	2.0%	5.6%	6.3%	3.3%	5.8%	4.0%	23.1%	0.0%	7.7%
Local governance and institutions*	15.4%	0.0%	4.1%	33.3%	6.3%	0.0%	7.7%	8.0%	0.0%	0.0%	7.7%
Information and communications technology	0.0%	0.0%	2.0%	0.0%	0.0%	3.3%	1.9%	0.0%	0.0%	0.0%	0.0%
Land policy and reform	7.7%	12.5%	8.2%	16.7%	18.8%	10.0%	9.6%	12.0%	7.7%	14.8%	30.8%
Social protection	0.0%	18.8%	20.4%	11.1%	12.5%	16.7%	11.5%	8.0%	0.0%	7.4%	23.1%
Agriculture and rural development*	53.8%	37.5%	38.8%	33.3%	31.3%	6.7%	23.1%	24.0%	23.1%	29.6%	23.1%
Trade and exports	15.4%	12.5%	10.2%	16.7%	0.0%	26.7%	1.9%	24.0%	15.4%	7.4%	15.4%
Crime and violence prevention	7.7%	0.0%	0.0%	0.0%	0.0%	3.3%	3.8%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	4.1%	0.0%	0.0%	6.7%	5.8%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	6.3%	3.3%	1.9%	4.0%	0.0%	7.4%	0.0%
Social cohesion	0.0%	0.0%	2.0%	5.6%	6.3%	6.7%	3.8%	0.0%	7.7%	3.7%	0.0%
Food security*	15.4%	31.3%	20.4%	0.0%	12.5%	6.7%	5.8%	32.0%	7.7%	14.8%	23.1%
Anti corruption	7.7%	12.5%	6.1%	11.1%	6.3%	6.7%	21.2%	16.0%	23.1%	22.2%	7.7%
Judiciary reform	0.0%	12.5%	2.0%	0.0%	0.0%	3.3%	1.9%	4.0%	7.7%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	6.1%	16.7%	6.3%	6.7%	0.0%	4.0%	15.4%	3.7%	0.0%
Environmental management	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	1.9%	4.0%	0.0%	0.0%	0.0%
Job creation/employment	15.4%	25.0%	36.7%	33.3%	37.5%	33.3%	40.4%	40.0%	7.7%	44.4%	23.1%
Economic growth	23.1%	37.5%	40.8%	38.9%	43.8%	30.0%	25.0%	24.0%	30.8%	48.1%	30.8%
Security/stabilization/reconstruction	0.0%	18.8%	4.1%	0.0%	0.0%	0.0%	3.8%	8.0%	7.7%	0.0%	0.0%
Financial sector development	7.7%	0.0%	2.0%	5.6%	0.0%	16.7%	1.9%	4.0%	7.7%	3.7%	0.0%
Public sector governance/reform*	23.1%	12.5%	14.3%	5.6%	50.0%	30.0%	38.5%	20.0%	30.8%	25.9%	38.5%
Gender equity	0.0%	0.0%	2.0%	11.1%	6.3%	0.0%	5.8%	8.0%	15.4%	0.0%	7.7%
Private sector development*	53.8%	18.8%	24.5%	22.2%	0.0%	36.7%	30.8%	8.0%	23.1%	22.2%	30.8%
Education	0.0%	0.0%	6.1%	0.0%	0.0%	3.3%	1.9%	12.0%	7.7%	14.8%	7.7%
Global/regional integration	0.0%	6.3%	4.1%	0.0%	18.8%	10.0%	3.8%	8.0%	7.7%	3.7%	0.0%
Energy	7.7%	0.0%	4.1%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	2.0%	5.6%	0.0%	0.0%	1.9%	0.0%	7.7%	0.0%	0.0%
Natural resource management	0.0%	6.3%	8.2%	11.1%	12.5%	0.0%	7.7%	4.0%	7.7%	14.8%	0.0%

*Significantly different between stakeholder groups

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

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. 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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
More reliable social safety net	10.0%	18.8%	10.2%	0.0%	12.5%	7.1%	8.3%	4.2%	0.0%	4.0%	0.0%
Better entrepreneurial opportunities	30.0%	50.0%	38.8%	43.8%	31.3%	42.9%	31.3%	20.8%	38.5%	28.0%	38.5%
A growing middle class	0.0%	12.5%	14.3%	12.5%	6.3%	25.0%	8.3%	8.3%	23.1%	16.0%	38.5%
Better opportunity for the poor who live in rural areas	20.0%	12.5%	20.4%	18.8%	31.3%	10.7%	14.6%	16.7%	15.4%	12.0%	7.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	6.1%	6.3%	0.0%	3.6%	8.3%	0.0%	23.1%	0.0%	0.0%
Stable economic growth	40.0%	50.0%	38.8%	56.3%	37.5%	42.9%	35.4%	54.2%	15.4%	60.0%	46.2%
Greater access to health and nutrition for citizens	10.0%	6.3%	16.3%	6.3%	25.0%	3.6%	8.3%	8.3%	0.0%	0.0%	7.7%
Greater access to micro-finance for the poor	10.0%	0.0%	8.2%	12.5%	0.0%	10.7%	4.2%	12.5%	30.8%	4.0%	7.7%
Greater voice and participation for citizens to help ensure greater accountability*	20.0%	18.8%	12.2%	25.0%	31.3%	10.7%	37.5%	33.3%	7.7%	28.0%	0.0%
Better education and training	0.0%	25.0%	8.2%	0.0%	6.3%	10.7%	8.3%	4.2%	7.7%	16.0%	0.0%
Better quality public services*	40.0%	0.0%	12.2%	12.5%	0.0%	7.1%	10.4%	16.7%	38.5%	8.0%	7.7%
Better employment opportunities for young people	10.0%	0.0%	12.2%	6.3%	12.5%	17.9%	20.8%	16.7%	0.0%	24.0%	30.8%
Better employment opportunities for women	10.0%	6.3%	2.0%	0.0%	0.0%	0.0%	2.1%	4.2%	0.0%	4.0%	7.7%
Other	0.0%	0.0%	0.0%	0.0%	6.3%	3.6%	2.1%	0.0%	0.0%	0.0%	7.7%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Zimbabwe? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	15.4%	75.0%	57.1%	61.1%	62.5%	30.0%	66.7%	76.0%	30.8%	55.6%	61.5%
A moderately big problem	38.5%	18.8%	22.4%	11.1%	31.3%	33.3%	21.6%	20.0%	30.8%	37.0%	38.5%
A small problem	46.2%	6.3%	12.2%	22.2%	6.3%	23.3%	9.8%	4.0%	30.8%	3.7%	0.0%
Not a problem at all	0.0%	0.0%	8.2%	5.6%	0.0%	13.3%	0.0%	0.0%	0.0%	3.7%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	7.7%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Zimbabwe (continued)

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
None. I do not consider Zimbabwe a fragile state.*	58.3%	25.0%	33.3%	11.8%	6.7%	10.0%	5.9%	12.0%	15.4%	11.1%	7.7%
Policy inconsistency	16.7%	25.0%	20.8%	41.2%	20.0%	30.0%	33.3%	16.0%	0.0%	18.5%	38.5%
Weak social cohesion	16.7%	12.5%	2.1%	0.0%	6.7%	10.0%	2.0%	4.0%	7.7%	7.4%	0.0%
Weak institutional capacity	0.0%	12.5%	14.6%	11.8%	26.7%	23.3%	23.5%	20.0%	23.1%	22.2%	7.7%
Food insecurity	8.3%	0.0%	4.2%	11.8%	6.7%	23.3%	3.9%	8.0%	7.7%	7.4%	7.7%
High levels of corruption	0.0%	18.8%	25.0%	29.4%	26.7%	13.3%	35.3%	28.0%	23.1%	22.2%	53.8%
Weak accountability	0.0%	6.3%	10.4%	5.9%	20.0%	13.3%	21.6%	24.0%	7.7%	25.9%	7.7%
Social vulnerability	8.3%	0.0%	4.2%	11.8%	26.7%	6.7%	9.8%	12.0%	15.4%	7.4%	0.0%
Political uncertainty	8.3%	12.5%	16.7%	11.8%	20.0%	23.3%	29.4%	32.0%	38.5%	44.4%	38.5%
High inequality	0.0%	0.0%	2.1%	0.0%	6.7%	3.3%	2.0%	8.0%	0.0%	0.0%	7.7%
Debt unsustainability and lack of access to development finance	8.3%	37.5%	18.8%	17.6%	13.3%	13.3%	13.7%	12.0%	7.7%	14.8%	23.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zimbabwe?*	13	6.38	2.29	16	6.06	2.59	49	6.78	2.12	18	6.28	2.11	16	6.81	2.69	30	5.87	2.00	51	5.41	2.55	25	7.32	1.75	12	4.92	2.23	27	7.30	2.28	13	7.23	2.31

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	13	5.69	1.89	13	5.46	2.15	49	6.24	1.85	17	7.06	2.14	14	6.64	1.65	29	6.48	2.01	45	5.80	2.14	24	6.21	1.98	12	5.83	1.99	27	6.78	2.14	13	6.46	2.07

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	13	5.23	1.88	14	5.36	2.34	44	6.98	1.56	16	6.31	2.39	14	7.00	2.35	26	6.46	1.90	37	6.57	2.58	20	7.35	1.87	12	5.42	2.23	27	7.15	2.11	13	6.77	1.88

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

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

When thinking about the World Bank Group's impact on development results in Zimbabwe, in which sectors 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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	7.7%	6.3%	14.3%	5.6%	6.3%	6.7%	5.8%	12.0%	15.4%	11.1%	7.7%
Water and sanitation*	7.7%	0.0%	16.3%	33.3%	6.3%	3.3%	11.5%	4.0%	0.0%	7.4%	7.7%
Environmental management	7.7%	0.0%	2.0%	0.0%	0.0%	10.0%	1.9%	4.0%	0.0%	0.0%	0.0%
HIV/AIDS	7.7%	12.5%	2.0%	16.7%	18.8%	3.3%	5.8%	0.0%	0.0%	7.4%	7.7%
Health	7.7%	0.0%	10.2%	22.2%	12.5%	3.3%	11.5%	4.0%	7.7%	3.7%	15.4%
Financial sector development	7.7%	12.5%	6.1%	5.6%	6.3%	3.3%	15.4%	16.0%	15.4%	14.8%	7.7%
Social protection	0.0%	6.3%	4.1%	0.0%	6.3%	3.3%	3.8%	4.0%	0.0%	3.7%	7.7%
Gender equity	7.7%	6.3%	2.0%	0.0%	0.0%	3.3%	3.8%	8.0%	0.0%	3.7%	0.0%
Private sector development	30.8%	31.3%	24.5%	22.2%	18.8%	36.7%	25.0%	24.0%	15.4%	33.3%	61.5%
Education	0.0%	0.0%	4.1%	0.0%	0.0%	6.7%	7.7%	0.0%	7.7%	7.4%	7.7%
Public sector governance/reform	38.5%	43.8%	34.7%	27.8%	37.5%	40.0%	38.5%	56.0%	15.4%	48.1%	53.8%
Security/stabilization/reconstruction	0.0%	0.0%	0.0%	0.0%	6.3%	10.0%	3.8%	8.0%	0.0%	3.7%	0.0%
Global/regional integration	0.0%	6.3%	8.2%	5.6%	18.8%	6.7%	1.9%	4.0%	7.7%	0.0%	7.7%
Food security	15.4%	6.3%	10.2%	5.6%	0.0%	0.0%	9.6%	12.0%	0.0%	7.4%	7.7%
Urban development*	0.0%	0.0%	2.0%	16.7%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	7.7%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	30.8%	50.0%	49.0%	27.8%	50.0%	36.7%	36.5%	28.0%	30.8%	40.7%	15.4%
Disaster risk management	0.0%	6.3%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	4.1%	0.0%	6.3%	3.3%	11.5%	4.0%	7.7%	7.4%	7.7%
Job creation/employment	7.7%	6.3%	20.4%	5.6%	12.5%	13.3%	15.4%	24.0%	15.4%	18.5%	23.1%
Local governance and institutions*	15.4%	12.5%	4.1%	33.3%	6.3%	10.0%	5.8%	4.0%	7.7%	7.4%	0.0%
Information and communications technology	15.4%	6.3%	6.1%	5.6%	6.3%	3.3%	1.9%	4.0%	0.0%	3.7%	0.0%
Transport*	0.0%	0.0%	8.2%	27.8%	18.8%	10.0%	9.6%	12.0%	38.5%	3.7%	7.7%
Agriculture and rural development	30.8%	37.5%	16.3%	5.6%	6.3%	13.3%	13.5%	8.0%	7.7%	14.8%	0.0%
Trade and exports	7.7%	6.3%	8.2%	0.0%	6.3%	20.0%	5.8%	12.0%	7.7%	0.0%	7.7%
Crime and violence prevention	0.0%	0.0%	2.0%	0.0%	6.3%	0.0%	1.9%	0.0%	15.4%	3.7%	7.7%
Natural resource management	7.7%	18.8%	12.2%	11.1%	6.3%	6.7%	9.6%	4.0%	15.4%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	6.3%	3.3%	1.9%	8.0%	0.0%	0.0%	0.0%
Climate change	7.7%	0.0%	4.1%	0.0%	0.0%	3.3%	5.8%	4.0%	0.0%	11.1%	0.0%
Land policy and reform	15.4%	12.5%	6.1%	5.6%	6.3%	6.7%	7.7%	0.0%	0.0%	0.0%	7.7%
Poverty reduction	23.1%	6.3%	16.3%	16.7%	25.0%	10.0%	13.5%	4.0%	23.1%	22.2%	7.7%
Anti corruption	0.0%	6.3%	2.0%	0.0%	0.0%	0.0%	9.6%	16.0%	15.4%	7.4%	15.4%

*Significantly different between stakeholder groups

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

How **EFFECTIVE** do you believe the following World Bank Group's instruments are in supporting the Zimbabwe Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Donor funded trust funds and grants	13	5.08	2.33	14	5.86	2.28	41	6.37	2.36	16	6.13	2.28	15	5.20	1.42	26	5.38	1.98	37	6.38	2.56	23	6.65	1.85	11	4.55	2.34	25	6.16	2.67	12	5.75	2.99
Analytical studies and reports	13	5.23	2.35	13	6.08	2.47	44	6.82	2.07	14	6.50	1.79	15	6.07	1.28	28	6.18	1.66	39	6.26	2.36	23	7.00	1.98	12	6.08	1.98	26	6.96	2.18	13	6.85	2.12
Training and capacity building workshops	12	6.50	1.73	14	6.71	1.82	44	7.25	1.83	16	6.94	1.81	14	5.57	1.87	28	6.32	2.26	38	6.26	2.55	23	7.35	1.87	12	6.00	1.71	26	6.65	2.37	12	5.67	2.31
IFC Advisory Services	9	5.56	2.30	12	5.42	1.51	33	5.88	2.61	11	5.36	2.80	9	5.11	1.62	24	6.04	2.35	27	5.44	2.29	19	7.00	2.11	8	4.88	1.25	24	6.25	2.05	10	6.60	2.50



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	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	23.1%	0.0%	8.3%	22.2%	0.0%	23.3%	12.2%	4.3%	8.3%	11.1%	7.7%
Capacity development	30.8%	18.8%	29.2%	33.3%	25.0%	10.0%	8.2%	17.4%	25.0%	25.9%	7.7%
Policy advice, studies, analyses	15.4%	31.3%	25.0%	22.2%	25.0%	36.7%	16.3%	0.0%	16.7%	22.2%	46.2%
Financial resources	7.7%	12.5%	20.8%	5.6%	25.0%	20.0%	18.4%	39.1%	25.0%	7.4%	23.1%
Data and statistics	7.7%	6.3%	4.2%	11.1%	6.3%	0.0%	8.2%	13.0%	0.0%	3.7%	7.7%
Promoting knowledge sharing	7.7%	6.3%	6.3%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%
Implementation support	0.0%	6.3%	2.1%	0.0%	0.0%	0.0%	6.1%	4.3%	16.7%	7.4%	0.0%
Mobilizing third party financial resources	15.4%	0.0%	4.2%	5.6%	0.0%	3.3%	8.2%	8.7%	0.0%	7.4%	7.7%
Donor coordination	7.7%	12.5%	0.0%	0.0%	6.3%	3.3%	4.1%	0.0%	0.0%	7.4%	0.0%
Strategy formulation	0.0%	6.3%	0.0%	0.0%	12.5%	3.3%	14.3%	13.0%	8.3%	7.4%	7.7%
Other*	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	12.5%	4.3%	0.0%	6.3%	0.0%	8.2%	0.0%	0.0%	0.0%	8.3%
Capacity development	0.0%	12.5%	10.6%	11.1%	6.3%	23.3%	18.4%	4.2%	0.0%	22.2%	8.3%
Policy advice, studies, analyses*	36.4%	6.3%	12.8%	11.1%	25.0%	6.7%	18.4%	45.8%	8.3%	18.5%	8.3%
Financial resources	27.3%	25.0%	14.9%	16.7%	6.3%	6.7%	4.1%	4.2%	8.3%	14.8%	0.0%
Data and statistics	9.1%	0.0%	6.4%	5.6%	18.8%	6.7%	12.2%	4.2%	25.0%	3.7%	16.7%
Promoting knowledge sharing	0.0%	0.0%	6.4%	16.7%	0.0%	13.3%	8.2%	4.2%	16.7%	3.7%	0.0%
Implementation support	9.1%	6.3%	8.5%	16.7%	12.5%	13.3%	2.0%	4.2%	8.3%	3.7%	8.3%
Mobilizing third party financial resources	0.0%	18.8%	17.0%	16.7%	0.0%	13.3%	10.2%	16.7%	8.3%	22.2%	8.3%
Donor coordination	18.2%	12.5%	14.9%	5.6%	12.5%	3.3%	4.1%	8.3%	8.3%	0.0%	16.7%
Strategy formulation	0.0%	6.3%	4.3%	0.0%	12.5%	13.3%	14.3%	8.3%	16.7%	11.1%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	13	5.69	2.46	15	6.00	2.48	49	6.61	2.29	17	6.24	2.84	15	6.20	2.46	29	5.86	2.26	45	6.33	2.35	25	7.20	1.78	11	5.27	2.53	24	6.71	2.39	13	5.77	1.88
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	13	5.85	1.68	14	5.71	2.27	47	6.47	2.32	17	6.88	2.03	14	6.29	1.77	29	6.28	1.67	42	6.17	2.11	25	6.72	1.97	10	5.80	1.87	25	6.28	2.88	12	6.50	2.35

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)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	13	4.85	1.46	13	4.77	1.83	46	5.78	1.93	17	5.65	2.18	14	5.21	1.53	28	5.07	1.63	43	5.47	1.84	25	5.44	1.66	13	4.69	1.89	25	6.08	1.85	12	5.08	2.02
Flexibility (in terms of the institution's products and services)	12	5.17	1.34	13	4.69	2.63	43	5.33	2.03	17	5.65	1.77	13	5.54	1.61	27	5.81	1.84	40	5.40	2.11	25	5.64	1.73	11	5.18	1.40	24	5.08	2.12	12	5.33	2.39
Flexibility (in terms of changing country circumstances)	13	4.15	1.52	13	4.85	2.34	45	5.69	1.88	17	5.47	1.81	13	4.77	1.54	28	5.43	2.17	40	4.93	2.06	25	5.16	1.57	10	4.80	1.99	25	5.56	2.06	13	5.31	2.46
Being inclusive	13	5.69	2.43	13	5.69	2.46	45	6.24	2.12	17	6.71	2.31	14	5.29	2.16	28	6.14	2.30	43	5.23	2.65	25	6.24	2.05	11	6.00	1.90	26	5.69	2.20	12	5.25	2.42
Openness (sharing data and other information)	13	6.38	1.56	13	6.54	1.98	48	7.00	2.15	17	7.47	2.10	14	6.93	2.20	28	6.61	2.06	43	6.98	2.10	24	7.00	2.06	12	6.58	2.02	26	6.58	2.28	13	6.62	2.06
Collaboration with the Government	13	5.92	2.25	12	6.33	2.19	46	6.78	1.92	17	7.29	2.31	13	6.92	1.89	29	6.34	1.99	41	6.63	2.19	25	6.76	1.69	11	6.64	2.20	26	7.04	2.18	13	6.54	2.30
The speed in which it gets things accomplished on the ground	12	4.42	1.68	13	5.31	2.81	44	6.11	1.91	16	5.44	2.31	13	4.85	1.21	27	5.93	1.82	34	5.71	2.20	24	6.00	2.28	12	5.33	2.77	24	5.63	1.93	12	5.33	2.10
Helping to bring discipline/effective supervision to implementation of investment projects	10	6.30	2.58	12	5.75	2.34	41	6.76	2.24	17	6.35	1.97	13	5.69	1.80	27	5.89	1.99	36	6.69	2.21	24	6.67	1.88	13	5.62	2.29	24	6.58	2.28	10	5.20	2.39
Collaboration with civil society*	11	5.73	2.00	11	6.00	2.37	36	7.08	2.05	17	7.06	1.71	13	4.77	2.71	27	6.70	2.09	44	5.82	2.69	24	7.58	2.22	12	6.33	2.46	24	6.67	2.37	12	5.67	2.31
Staff accessibility	11	5.91	1.76	13	5.77	2.45	44	6.73	1.82	17	6.47	2.35	13	7.31	2.25	27	6.00	2.02	38	5.63	2.32	24	6.00	2.36	12	5.83	2.44	20	5.85	2.01	13	6.38	2.36
Collaboration with other donors and development partners	11	7.55	1.63	11	6.91	1.92	39	7.46	1.98	16	7.75	1.65	15	6.53	2.47	27	7.15	2.05	37	6.95	2.04	23	7.70	2.18	12	6.33	2.35	25	7.28	2.32	13	6.77	2.55
Collaboration with the private sector	10	6.50	2.22	12	6.75	2.96	32	6.91	1.63	14	6.57	1.91	10	7.50	1.35	28	6.14	2.01	34	6.47	2.34	25	6.76	2.44	11	6.27	2.28	24	6.29	2.51	11	5.91	2.12
Collaboration with the UN	12	6.33	2.64	10	6.10	2.38	35	8.06	1.92	14	7.21	2.01	14	6.36	2.37	26	7.54	1.90	29	7.17	2.28	25	8.04	2.11	11	6.64	2.11	25	7.76	2.11	11	7.00	2.32
Straightforwardness and honesty*	13	5.08	2.56	13	5.85	2.12	44	7.09	2.08	15	7.40	2.35	15	6.80	1.90	27	6.26	1.81	36	7.11	2.05	24	7.54	2.02	11	5.73	2.15	23	7.26	2.65	12	6.42	2.02
Treating clients and stakeholders in Zimbabwe with respect	12	5.67	2.02	13	6.54	2.60	44	7.52	2.12	16	6.25	2.27	14	7.36	2.34	27	6.00	2.09	39	7.33	2.14	24	7.33	2.26	10	6.50	2.32	23	7.09	2.17	13	6.62	2.47
Being a long-term partner	11	6.45	1.69	13	6.92	2.40	46	7.24	2.51	16	7.75	1.77	14	7.07	2.23	29	6.79	2.14	39	7.64	1.86	25	7.44	2.40	11	5.73	2.49	24	7.25	2.47	11	6.91	2.47

*Significantly different between stakeholder groups



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

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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Not client focused	0.0%	6.7%	8.5%	0.0%	0.0%	0.0%	0.0%	4.0%	7.7%	11.1%	15.4%
Not willing to honestly criticize policies and reform efforts in the country*	7.7%	20.0%	10.6%	22.2%	20.0%	40.0%	31.4%	16.0%	0.0%	25.9%	38.5%
Staff too inaccessible	0.0%	6.7%	4.3%	0.0%	6.7%	6.7%	9.8%	12.0%	23.1%	3.7%	0.0%
World Bank Group's processes too slow	53.8%	33.3%	31.9%	33.3%	26.7%	23.3%	9.8%	28.0%	23.1%	22.2%	7.7%
Not aligned with other donors' work	7.7%	0.0%	4.3%	0.0%	6.7%	3.3%	2.0%	4.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	15.4%	13.3%	12.8%	5.6%	6.7%	10.0%	2.0%	0.0%	7.7%	7.4%	0.0%
Not adequately sensitive to political/social realities in Zimbabwe	23.1%	26.7%	21.3%	16.7%	13.3%	3.3%	23.5%	28.0%	7.7%	22.2%	23.1%
Arrogant in its approach	7.7%	6.7%	2.1%	0.0%	6.7%	0.0%	2.0%	4.0%	7.7%	0.0%	0.0%
Not exploring alternative policy options	7.7%	0.0%	2.1%	5.6%	6.7%	6.7%	9.8%	8.0%	7.7%	11.1%	7.7%
Not collaborating enough with stakeholders outside the Government*	0.0%	0.0%	2.1%	16.7%	20.0%	30.0%	25.5%	12.0%	7.7%	33.3%	23.1%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	13.3%	6.4%	5.6%	13.3%	3.3%	9.8%	0.0%	7.7%	7.4%	0.0%
Not enough public disclosure of its work	7.7%	13.3%	14.9%	16.7%	6.7%	20.0%	21.6%	16.0%	15.4%	11.1%	15.4%
Too influenced by developed countries*	38.5%	40.0%	40.4%	22.2%	6.7%	20.0%	11.8%	32.0%	23.1%	18.5%	7.7%
World Bank Group's processes too complex	23.1%	0.0%	23.4%	22.2%	20.0%	13.3%	2.0%	16.0%	7.7%	11.1%	15.4%
The credibility of its knowledge/data	0.0%	0.0%	2.1%	0.0%	0.0%	3.3%	2.0%	0.0%	15.4%	0.0%	7.7%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.0%	2.1%	11.1%	20.0%	3.3%	3.9%	4.0%	7.7%	11.1%	15.4%
Other	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%
Don't know	0.0%	6.7%	2.1%	0.0%	0.0%	0.0%	11.8%	0.0%	7.7%	0.0%	7.7%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	25.0%	6.4%	0.0%	26.7%	10.0%	7.8%	8.0%	0.0%	14.8%	7.7%
Lack of/inadequate levels of capacity in the Government	7.7%	6.3%	23.4%	38.9%	26.7%	20.0%	25.5%	44.0%	38.5%	22.2%	38.5%
Reforms are not well thought out in light of country challenges*	53.8%	31.3%	29.8%	38.9%	33.3%	13.3%	13.7%	12.0%	7.7%	33.3%	23.1%
Poor coordination within the Government	15.4%	12.5%	23.4%	22.2%	13.3%	30.0%	15.7%	20.0%	30.8%	25.9%	30.8%
The Government works inefficiently	7.7%	12.5%	10.6%	16.7%	20.0%	20.0%	29.4%	24.0%	23.1%	22.2%	23.1%
Poor donor coordination	7.7%	25.0%	8.5%	5.6%	0.0%	20.0%	7.8%	8.0%	15.4%	3.7%	7.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	38.5%	25.0%	34.0%	22.2%	13.3%	23.3%	21.6%	20.0%	15.4%	29.6%	23.1%
Political pressures and obstacles*	7.7%	6.3%	25.5%	11.1%	26.7%	33.3%	45.1%	52.0%	23.1%	29.6%	23.1%
There is not an adequate level of citizen/civil society participation	7.7%	12.5%	10.6%	11.1%	13.3%	10.0%	29.4%	12.0%	15.4%	25.9%	15.4%
The World Bank Group works too slowly*	23.1%	25.0%	12.8%	16.7%	13.3%	3.3%	0.0%	4.0%	23.1%	7.4%	0.0%
Poor coordination within the World Bank Group	15.4%	6.3%	10.6%	11.1%	0.0%	13.3%	5.9%	0.0%	15.4%	7.4%	7.7%
Policy inconsistencies across the Government	7.7%	25.0%	25.5%	22.2%	20.0%	30.0%	43.1%	24.0%	23.1%	25.9%	30.8%
Inadequate funding	30.8%	18.8%	25.5%	22.2%	13.3%	3.3%	5.9%	4.0%	15.4%	14.8%	15.4%
Other	0.0%	6.3%	2.1%	0.0%	13.3%	0.0%	3.9%	4.0%	7.7%	0.0%	7.7%

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Zimbabwe? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	12.2%	18.8%	6.7%	13.3%	5.9%	16.7%	8.3%	3.7%	23.1%
To a somewhat sufficient degree	46.2%	50.0%	36.7%	31.3%	33.3%	46.7%	39.2%	41.7%	41.7%	29.6%	15.4%
To a somewhat insufficient degree	30.8%	31.3%	32.7%	37.5%	40.0%	20.0%	33.3%	29.2%	50.0%	37.0%	30.8%
To a very insufficient degree	7.7%	12.5%	12.2%	12.5%	13.3%	3.3%	9.8%	12.5%	0.0%	25.9%	23.1%
Don't know	15.4%	6.3%	6.1%	0.0%	6.7%	16.7%	11.8%	0.0%	0.0%	3.7%	7.7%

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	23.1%	18.8%	27.1%	41.2%	20.0%	13.3%	20.0%	8.3%	15.4%	14.8%	7.7%
Youth/university groups	7.7%	0.0%	10.4%	5.9%	13.3%	10.0%	12.0%	12.5%	7.7%	22.2%	0.0%
Private sector*	53.8%	31.3%	37.5%	23.5%	26.7%	63.3%	26.0%	45.8%	30.8%	44.4%	61.5%
Local government*	30.8%	6.3%	27.1%	76.5%	6.7%	23.3%	10.0%	12.5%	38.5%	22.2%	15.4%
Donor community	0.0%	0.0%	6.3%	11.8%	20.0%	3.3%	6.0%	0.0%	15.4%	0.0%	0.0%
NGOs/Community Based Organizations*	0.0%	6.3%	6.3%	0.0%	26.7%	6.7%	56.0%	25.0%	0.0%	18.5%	15.4%
Academia/think tanks/research institutes*	0.0%	6.3%	20.8%	5.9%	13.3%	10.0%	20.0%	8.3%	0.0%	48.1%	23.1%
Parliament*	38.5%	68.8%	16.7%	5.9%	6.7%	6.7%	10.0%	20.8%	15.4%	0.0%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	7.7%
Media*	0.0%	0.0%	2.1%	5.9%	0.0%	3.3%	8.0%	50.0%	7.7%	3.7%	0.0%
UN and regional peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	3.7%	0.0%
Emerging donors	7.7%	0.0%	4.2%	5.9%	0.0%	3.3%	4.0%	0.0%	0.0%	7.4%	0.0%
UN agencies*	0.0%	6.3%	10.4%	5.9%	33.3%	3.3%	2.0%	4.2%	0.0%	7.4%	15.4%
Regional organizations (e.g., MEPMI, AU, SADC)	15.4%	6.3%	14.6%	5.9%	6.7%	20.0%	6.0%	4.2%	30.8%	0.0%	7.7%
Political parties	7.7%	31.3%	6.3%	5.9%	6.7%	6.7%	6.0%	0.0%	7.7%	7.4%	15.4%
Other	7.7%	18.8%	6.3%	0.0%	6.7%	0.0%	8.0%	0.0%	0.0%	0.0%	15.4%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	7.7%

*Significantly different between stakeholder groups

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 your country? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	27.3%	14.3%	20.9%	11.8%	20.0%	16.7%	8.5%	33.3%	8.3%	24.0%	15.4%
The same level of effective collaboration	45.5%	42.9%	44.2%	35.3%	46.7%	43.3%	44.7%	45.8%	66.7%	40.0%	53.8%
Less effective collaboration	9.1%	14.3%	14.0%	29.4%	20.0%	13.3%	12.8%	16.7%	16.7%	8.0%	7.7%
Don't know	18.2%	28.6%	20.9%	23.5%	13.3%	26.7%	34.0%	4.2%	8.3%	28.0%	23.1%



C. World Bank Group's Effectiveness and Results

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)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	6	4.83	2.32	10	3.90	1.45	33	5.18	2.23	9	3.56	1.59	9	4.78	2.22	19	4.42	1.64	25	4.44	1.94	15	5.07	1.83	12	4.50	2.07	21	4.43	2.04	11	3.55	1.75
Private sector development	13	5.85	1.99	11	6.09	1.87	37	6.14	1.96	12	5.25	1.96	12	6.33	1.92	29	5.93	1.56	34	6.29	1.51	20	6.10	2.13	10	5.60	1.78	24	5.71	1.81	12	5.83	1.99
Education	10	5.30	1.95	10	4.70	1.64	33	6.36	1.97	12	5.17	2.17	9	6.00	2.24	24	6.25	1.62	35	6.34	1.91	20	6.40	1.98	11	5.64	2.38	23	6.26	2.18	11	5.00	1.61
Public sector governance/reform	13	6.08	2.10	12	6.00	2.52	43	6.88	2.03	16	6.87	2.09	13	5.62	1.89	28	5.36	1.77	38	6.16	2.11	22	6.14	2.27	10	5.40	2.32	24	6.08	2.30	13	5.31	2.18
Energy	8	5.38	1.30	10	6.10	2.08	33	6.03	2.14	11	5.09	1.76	9	4.89	2.03	23	5.87	1.98	27	5.70	1.98	18	5.72	2.22	9	5.22	1.56	23	5.83	1.70	10	5.30	2.26
Water and sanitation	10	6.00	1.56	11	5.64	2.25	42	6.57	1.93	15	7.67	1.59	12	5.33	1.87	27	6.63	1.90	33	6.97	1.78	21	6.67	1.62	12	7.00	2.17	23	6.26	2.30	12	6.08	2.19
Health	9	6.89	1.76	9	5.44	2.07	38	6.89	2.14	15	6.87	2.64	11	6.18	1.99	27	7.07	2.02	34	7.03	2.17	22	6.41	2.17	10	6.70	2.11	23	6.87	2.28	10	5.80	1.93
Financial sector development	11	7.18	1.25	11	6.73	2.00	38	6.61	1.92	12	7.00	2.56	12	5.25	2.45	29	6.24	1.90	35	6.71	2.22	22	6.59	2.46	11	6.73	1.85	22	6.50	2.46	12	6.00	1.86
Transport	8	4.13	1.81	9	6.78	0.97	35	5.29	2.24	10	4.20	2.15	7	5.43	2.64	26	4.96	2.11	26	4.69	2.46	18	5.06	1.70	10	5.60	2.01	21	5.57	1.86	11	4.09	1.92
Agriculture and rural development	12	5.08	2.11	10	5.10	2.18	34	5.59	2.16	12	3.92	1.98	9	4.22	2.54	24	4.54	1.53	31	5.45	2.55	21	5.33	2.06	11	4.64	1.86	20	5.30	1.98	11	4.27	2.00
Natural resource management	8	4.75	2.05	9	4.56	1.59	33	5.73	1.99	10	4.50	1.78	8	4.13	1.96	23	5.61	1.92	29	5.28	2.37	20	5.25	2.22	11	5.18	1.78	19	4.53	1.87	11	4.82	1.94
Climate change	9	5.22	1.99	10	6.00	2.21	32	6.25	2.21	13	6.92	1.98	10	6.20	2.20	26	6.23	1.95	32	6.31	2.21	19	6.68	2.06	11	6.55	2.25	21	5.38	2.27	11	4.91	1.97
Poverty reduction	12	5.17	1.70	10	5.80	1.87	41	6.02	2.19	14	6.00	1.96	11	5.36	2.69	27	5.52	1.72	39	6.31	2.23	22	6.41	2.15	11	5.82	1.94	24	6.21	2.15	11	5.73	1.74
Economic growth	11	5.36	1.69	12	6.67	2.23	39	5.92	1.94	14	7.00	1.88	13	5.54	2.11	29	6.14	1.68	38	6.18	2.19	22	6.36	2.42	11	5.91	2.43	25	5.96	2.23	11	5.55	2.02
Disaster risk management	8	5.25	1.83	9	5.56	1.33	32	6.09	2.13	12	6.42	2.39	10	5.80	1.87	22	5.73	1.83	27	5.59	2.29	20	5.70	2.32	11	6.27	1.01	20	5.10	1.80	11	5.45	2.16
Equality of opportunity	8	7.00	1.20	10	6.40	2.63	34	5.53	2.15	11	5.82	1.83	9	7.22	2.17	24	5.38	2.04	27	5.85	1.97	20	6.15	1.79	10	6.00	1.94	21	5.71	2.31	11	5.73	2.33
HIV/AIDS	8	7.25	2.19	10	7.00	2.83	35	6.34	2.26	13	6.62	1.66	8	6.00	2.51	24	6.75	2.21	33	7.09	1.94	21	6.52	2.02	11	5.82	2.23	22	6.73	2.12	11	5.45	2.34
Local governance and institutions	12	5.42	1.73	10	5.40	1.96	38	5.63	1.98	16	6.50	2.73	10	5.30	1.77	28	5.46	1.62	33	5.73	2.14	21	5.76	2.10	10	6.30	2.00	20	5.70	2.30	12	5.08	2.15
Social cohesion	8	5.88	1.96	10	5.50	1.72	33	5.91	2.05	12	5.42	2.15	8	5.75	0.89	25	5.12	1.36	28	5.50	1.84	20	5.70	2.08	10	5.40	2.27	21	5.57	2.18	11	4.91	1.81
Land policy and reform	10	3.80	1.32	11	4.09	3.11	30	4.50	2.40	11	4.73	2.15	11	4.73	1.56	27	4.11	1.97	25	4.44	2.58	18	4.56	2.20	10	4.20	1.99	21	5.14	2.31	12	4.67	2.10

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	13	5.46	1.76	14	5.50	2.59	49	6.31	2.06	17	6.76	2.08	15	6.53	1.60	27	6.48	1.37	43	6.63	1.65	25	6.72	1.90	11	6.64	1.69	25	5.96	2.26	13	5.62	1.85

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How prepared do you believe Zimbabwe's government systems are for eventual project implementation?*	13	7.08	1.75	14	6.79	2.64	47	6.68	2.21	16	5.81	2.14	15	4.47	1.73	28	4.36	1.93	47	4.36	2.40	24	4.75	2.33	12	5.33	1.56	21	4.90	2.02	13	5.15	2.34

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	13	6.31	1.93	14	6.57	2.06	42	6.74	2.29	15	6.67	1.76	13	6.08	1.98	28	5.93	1.94	38	6.24	2.05	25	6.12	1.99	12	5.67	1.97	24	6.33	1.81	12	5.83	2.86

(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)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe	13	3.92	1.44	14	3.93	1.98	41	5.02	2.25	16	4.44	2.53	13	4.00	1.73	28	4.61	1.95	39	4.69	1.94	25	4.52	1.78	12	4.50	2.24	26	5.58	2.04	12	4.58	2.91
The World Bank Group meets Zimbabwe's needs for knowledge services	13	5.77	1.36	14	5.64	2.65	46	6.37	2.28	17	6.18	1.81	15	6.73	1.22	28	6.25	1.97	43	6.56	2.28	25	5.92	1.93	11	6.64	1.91	27	6.00	2.13	12	6.08	2.23

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	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	46.2%	0.0%	12.2%	11.1%	37.5%	20.0%	2.0%	36.0%	8.3%	22.2%	7.7%
Monthly	15.4%	50.0%	32.7%	33.3%	31.3%	33.3%	28.6%	32.0%	41.7%	25.9%	53.8%
A few times a year	23.1%	18.8%	44.9%	22.2%	18.8%	36.7%	40.8%	24.0%	25.0%	29.6%	38.5%
Rarely	15.4%	18.8%	8.2%	27.8%	6.3%	6.7%	22.4%	8.0%	25.0%	22.2%	0.0%
Never	0.0%	12.5%	2.0%	5.6%	6.3%	3.3%	6.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge Work and Activities (continued)****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)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	11	5.27	1.68	11	4.73	2.00	41	5.78	1.80	15	5.60	2.23	13	5.62	1.04	27	4.93	1.24	36	5.47	1.81	23	5.26	1.86	11	5.09	1.92	25	5.24	1.76	13	6.08	1.98
Include appropriate level of stakeholder involvement during preparation	10	4.50	0.97	13	6.15	1.86	44	6.32	1.99	15	6.80	2.11	14	6.64	1.50	28	6.11	1.66	39	5.67	2.14	24	6.17	1.95	12	6.17	1.95	24	5.21	1.79	12	6.25	2.38
Lead to practical solutions	11	5.09	2.47	13	5.08	1.98	45	6.42	1.91	17	6.41	2.18	14	5.64	1.39	28	5.25	1.94	41	5.80	1.99	24	5.67	1.69	11	6.09	2.02	25	5.56	1.96	12	5.33	2.10
Are accessible (well written and easy to understand)	11	5.36	1.57	13	4.85	2.30	45	6.93	2.10	16	5.81	2.51	14	6.86	2.07	28	6.14	1.88	40	6.40	1.91	24	6.42	1.84	12	6.17	1.80	27	6.15	1.92	13	6.92	1.50
Are source of relevant information on global good practices	10	6.10	2.56	13	6.54	2.76	46	7.13	2.46	17	6.82	2.13	14	6.86	2.28	28	7.00	2.16	41	7.27	2.01	24	7.12	2.19	12	6.25	1.76	27	6.52	1.97	12	7.33	1.61
Are relevant to country challenges	11	5.55	1.63	13	5.31	2.25	46	6.09	2.17	17	6.47	2.62	14	6.57	1.91	28	5.50	1.99	40	6.40	2.05	24	6.25	2.19	12	5.92	1.83	27	5.93	2.29	13	6.77	2.24
Are adequately disseminated	11	4.91	2.07	12	4.33	2.23	42	5.52	2.07	16	5.63	2.25	14	5.71	1.64	28	5.46	2.35	41	5.12	2.03	24	5.58	2.36	11	5.09	2.17	25	5.60	2.14	13	6.23	2.42
Are translated enough into local language	7	4.29	2.14	13	2.85	1.57	40	3.90	2.20	15	4.73	2.12	11	4.82	1.66	21	4.19	2.25	37	4.41	2.74	23	3.26	1.81	11	4.09	1.87	22	4.23	2.05	10	3.80	2.10
Are adaptable to Zimbabwe's specific development challenges and country circumstances	10	4.80	1.55	13	5.62	1.80	45	5.69	1.92	17	6.12	2.00	14	5.93	1.77	27	4.85	1.96	41	5.54	1.91	24	5.29	1.97	12	6.08	1.73	26	5.50	2.02	12	5.42	1.98

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	13	5.77	1.79	14	6.43	1.50	47	6.68	1.71	17	6.82	1.88	15	6.60	1.24	28	6.71	1.70	44	6.14	2.27	24	6.33	1.86	12	5.83	2.08	27	6.07	2.29	12	6.42	2.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	6.08	1.73	13	6.15	2.15	46	7.43	2.00	17	7.12	1.73	15	7.13	1.92	27	7.11	1.69	38	7.32	1.65	24	6.83	2.06	12	6.67	1.50	26	7.27	2.43	13	6.92	1.98

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	13	4.54	1.33	13	4.23	1.83	38	5.37	1.98	16	5.50	2.31	11	5.36	1.03	20	4.70	1.84	26	5.35	1.74	18	4.94	1.43	11	4.64	1.36	20	5.70	2.25	11	4.64	1.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports	13	6.85	1.57	15	6.27	1.91	45	7.24	1.79	17	7.29	1.40	13	5.85	1.91	25	6.68	1.77	35	6.60	1.68	24	6.79	1.82	13	6.38	1.26	25	6.80	1.94	12	6.33	1.56
The World Bank Group's approvals and reviews are done in a timely fashion*	13	4.08	1.50	14	4.36	2.37	42	6.07	2.09	16	6.19	2.01	12	5.50	1.31	23	5.87	2.05	28	6.04	1.82	21	5.67	1.96	12	5.00	1.65	22	5.68	1.81	12	6.25	1.91
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	5.50	1.77	12	6.00	2.04	38	6.13	2.21	14	6.21	2.29	8	6.00	2.67	18	6.17	2.07	27	5.74	2.05	19	6.58	1.87	12	6.00	1.71	21	5.81	2.29	10	6.30	1.64
The World Bank Group's conditions on its lending are reasonable	11	4.27	2.45	11	4.73	2.57	30	5.57	2.13	12	6.08	2.11	11	7.09	1.70	24	5.29	2.40	28	5.14	2.27	22	6.36	2.38	13	5.08	2.36	24	6.12	2.01	8	5.62	2.50
The World Bank Group takes decisions quickly in Zimbabwe	11	3.55	1.86	14	4.36	1.95	35	5.40	1.91	16	5.62	2.92	12	5.75	1.76	25	4.92	2.36	33	5.12	2.19	23	5.39	1.95	12	4.50	2.11	22	5.36	2.11	10	4.50	1.58
Working with the World Bank Group increases Zimbabwe's institutional capacity	12	5.33	1.83	14	6.14	2.48	45	7.16	2.08	18	7.11	2.56	14	6.00	1.80	29	7.14	1.94	39	7.18	2.28	23	7.48	1.90	12	6.42	1.83	26	6.81	2.45	12	5.83	2.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	6.20	1.81	12	5.33	1.72	37	6.65	1.81	14	6.57	2.85	12	7.00	1.41	25	6.36	2.18	25	6.48	2.16	23	7.17	1.72	11	6.18	1.47	20	6.90	2.17	9	6.22	2.82
The World Bank Group provides effective implementation support	12	5.83	2.29	14	5.50	2.18	44	6.86	2.09	17	7.00	1.73	13	5.69	1.97	26	6.12	2.10	34	6.62	2.09	23	7.00	1.73	12	5.92	1.62	24	6.50	2.11	11	6.27	1.95

**Significantly different between stakeholder groups*

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zimbabwe?	13	6.00	2.00	13	6.69	2.43	43	7.12	1.71	13	7.38	1.71	12	6.42	1.62	28	6.54	1.97	42	6.45	2.12	25	6.92	2.23	12	5.92	1.62	23	6.78	2.21	11	5.73	2.83

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?	9	5.22	1.30	10	4.80	1.75	29	6.62	2.23	11	6.45	1.69	11	5.00	1.48	22	5.91	1.97	22	5.77	1.54	18	6.67	1.88	9	5.56	1.42	22	5.95	1.96	11	5.36	2.42

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

**E. Working with the World Bank Group (continued)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?*	11	4.45	1.97	12	4.33	2.27	33	6.36	1.76	14	6.07	2.09	12	5.83	1.47	22	5.50	2.20	27	6.22	1.74	21	6.33	1.74	11	4.91	2.34	20	5.95	2.24	9	5.33	2.12

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

The Zimbabwe Reconstruction Fund (ZIMREF)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the Zimbabwe Reconstruction Fund?*	11	5.36	2.91	14	5.07	2.67	41	6.17	2.48	11	5.82	1.89	15	6.27	3.08	21	5.14	2.13	41	4.10	2.71	20	6.05	2.21	10	4.40	0.97	23	5.35	2.71	12	5.58	2.91

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

When considering the World Bank Group's technical assistance that it provides through the Zimbabwe Reconstruction Fund (ZIMREF), which areas do you think the World Bank Group should focus on that would best support the Government's efforts to build strong systems for eventual project implementation? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Procurement processes and systems	50.0%	50.0%	40.5%	18.2%	41.7%	25.0%	38.9%	35.0%	20.0%	27.3%	45.5%
Financial management processes	30.0%	8.3%	13.5%	27.3%	58.3%	40.0%	25.0%	35.0%	30.0%	31.8%	45.5%
Project management capacity	60.0%	50.0%	40.5%	18.2%	58.3%	20.0%	30.6%	45.0%	50.0%	18.2%	18.2%
Donor coordination	10.0%	16.7%	18.9%	36.4%	0.0%	15.0%	11.1%	5.0%	0.0%	22.7%	27.3%
Environment and social safeguards	10.0%	0.0%	10.8%	9.1%	8.3%	10.0%	13.9%	0.0%	0.0%	22.7%	9.1%
Citizen engagement and public outreach*	30.0%	16.7%	16.2%	0.0%	8.3%	20.0%	44.4%	40.0%	30.0%	13.6%	27.3%
Technical project design	30.0%	25.0%	18.9%	9.1%	8.3%	5.0%	13.9%	10.0%	0.0%	9.1%	9.1%
Gender mainstreaming	0.0%	25.0%	13.5%	18.2%	8.3%	15.0%	2.8%	0.0%	0.0%	13.6%	9.1%
Anticorruption mechanisms	20.0%	8.3%	10.8%	27.3%	16.7%	30.0%	30.6%	40.0%	50.0%	31.8%	27.3%
Grievance mechanisms	10.0%	16.7%	0.0%	18.2%	8.3%	15.0%	2.8%	0.0%	20.0%	4.5%	9.1%
Monitoring and evaluation	20.0%	16.7%	43.2%	27.3%	41.7%	20.0%	33.3%	15.0%	10.0%	45.5%	27.3%
Resource mobilization and co-financing	10.0%	33.3%	35.1%	45.5%	8.3%	10.0%	22.2%	45.0%	30.0%	22.7%	18.2%
Other	0.0%	0.0%	5.4%	0.0%	8.3%	5.0%	5.6%	0.0%	0.0%	4.5%	0.0%

*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
ZIMREF priorities are aligned with the key development priorities in Zimbabwe.*	10	5.20	1.32	11	5.64	2.50	36	7.33	2.00	11	6.27	2.97	14	6.07	2.06	19	5.84	1.77	28	5.68	2.09	18	6.50	1.47	9	4.67	1.22	20	6.65	2.52	11	6.00	2.49
ZIMREF distributes resources in a way that effectively supports the key development priorities in ZIMBABWE.*	10	4.90	1.66	10	5.20	2.49	33	7.09	1.81	11	6.55	2.02	13	6.08	1.66	19	5.74	1.85	28	6.25	1.92	18	6.28	1.81	9	4.22	1.48	19	6.79	2.15	11	6.45	1.86
ZIMREF's efforts are leading to sustainable results.*	10	4.60	1.58	11	4.64	2.11	32	7.09	1.84	11	7.09	1.92	14	6.00	1.47	19	5.74	1.88	28	5.86	2.29	18	6.39	2.20	9	5.44	1.51	19	6.37	2.09	11	6.36	1.63
ZIMREF collaborates well with the Zimbabwean Government.*	10	5.50	1.72	11	5.18	2.56	34	7.41	2.11	11	6.55	1.97	14	5.86	2.51	19	5.95	1.87	25	6.32	2.53	18	6.67	1.88	10	5.50	1.58	20	7.10	2.22	11	7.00	1.55
The World Bank Group collaborates well with ZIMREF donors.	6	6.17	2.04	8	5.38	2.00	30	7.53	2.21	10	6.40	2.32	14	6.71	1.98	19	6.26	2.51	21	6.10	2.43	18	7.39	1.50	10	5.70	1.42	20	6.65	2.35	10	6.10	2.73
There should be more oversight of how ZIMREF resources are spent.	10	6.30	2.11	11	6.36	2.91	34	7.35	2.37	11	5.73	2.33	13	6.92	2.25	19	6.32	2.31	27	6.89	2.62	18	7.72	1.67	10	6.10	2.33	20	7.40	2.19	11	6.09	2.84
There should be more public information available about the work of ZIMREF.*	10	6.90	2.28	11	7.27	2.76	36	8.00	1.99	11	6.91	2.07	14	6.36	2.13	19	6.26	2.81	28	8.07	2.14	18	8.56	1.29	10	6.70	2.11	20	7.75	2.57	11	7.36	2.54
ZIMREF is flexible and responds to changing conditions in Zimbabwe.	10	4.80	1.14	11	4.73	2.65	29	6.90	2.23	10	5.70	2.98	12	5.08	1.62	18	5.72	2.32	25	5.76	2.31	18	6.11	1.81	10	6.00	2.31	20	6.60	2.37	11	6.27	2.15

*Significantly different between stakeholder groups

**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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	0.0%	18.8%	8.3%	5.6%	6.7%	20.0%	9.8%	12.5%	15.4%	19.2%	0.0%
Collaborate more effectively with Government clients*	61.5%	50.0%	47.9%	50.0%	13.3%	30.0%	21.6%	25.0%	23.1%	26.9%	38.5%
Work faster	7.7%	18.8%	12.5%	11.1%	6.7%	3.3%	0.0%	4.2%	15.4%	11.5%	0.0%
Reach out more to groups outside of Government*	7.7%	18.8%	12.5%	22.2%	20.0%	20.0%	68.6%	45.8%	38.5%	38.5%	15.4%
Offer more innovative financial products	23.1%	6.3%	25.0%	16.7%	6.7%	10.0%	7.8%	12.5%	0.0%	19.2%	7.7%
Ensure greater selectivity in its work	15.4%	6.3%	8.3%	5.6%	6.7%	3.3%	3.9%	12.5%	7.7%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	7.7%	18.8%	6.3%	16.7%	26.7%	20.0%	21.6%	12.5%	7.7%	15.4%	38.5%
IFC investments in the private sector*	7.7%	18.8%	22.9%	5.6%	26.7%	50.0%	5.9%	16.7%	23.1%	19.2%	30.8%
Increase the level of capacity development in the country	30.8%	31.3%	29.2%	50.0%	13.3%	20.0%	35.3%	41.7%	15.4%	30.8%	23.1%
Improve the quality of its experts as related to Zimbabwe's specific challenges	15.4%	6.3%	10.4%	16.7%	33.3%	13.3%	11.8%	8.3%	23.1%	3.8%	7.7%
Increase the level of World Bank Group staffing in Zimbabwe's office	0.0%	0.0%	8.3%	0.0%	6.7%	3.3%	5.9%	0.0%	7.7%	3.8%	15.4%
Other	23.1%	0.0%	2.1%	0.0%	6.7%	36.7%	2.0%	0.0%	7.7%	3.8%	7.7%

*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	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	61.5%	46.7%	39.6%	61.1%	7.1%	37.9%	21.6%	50.0%	9.1%	44.4%	23.1%
Knowledge products	23.1%	13.3%	22.9%	11.1%	35.7%	17.2%	29.4%	8.3%	18.2%	33.3%	38.5%
Convening services	0.0%	6.7%	8.3%	22.2%	21.4%	24.1%	11.8%	8.3%	36.4%	3.7%	7.7%
None of the above	7.7%	6.7%	0.0%	0.0%	0.0%	3.4%	2.0%	4.2%	0.0%	0.0%	0.0%
The combination is appropriate for Zimbabwe	7.7%	20.0%	27.1%	5.6%	28.6%	13.8%	27.5%	29.2%	36.4%	14.8%	23.1%
Don't know	0.0%	6.7%	2.1%	0.0%	7.1%	3.4%	7.8%	0.0%	0.0%	3.7%	7.7%

**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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion	15.4%	31.3%	8.2%	33.3%	6.3%	13.3%	9.6%	17.4%	33.3%	7.4%	7.7%
Public financial management	53.8%	56.3%	57.1%	38.9%	50.0%	53.3%	71.2%	69.6%	58.3%	44.4%	69.2%
Access to basic services*	30.8%	0.0%	22.4%	44.4%	18.8%	6.7%	21.2%	4.3%	16.7%	11.1%	23.1%
Capacity of state institutions	69.2%	56.3%	44.9%	38.9%	25.0%	46.7%	42.3%	52.2%	41.7%	51.9%	23.1%
Jobs	23.1%	6.3%	22.4%	38.9%	12.5%	23.3%	23.1%	13.0%	25.0%	29.6%	23.1%
Improving livelihoods	0.0%	37.5%	30.6%	22.2%	12.5%	10.0%	21.2%	17.4%	16.7%	14.8%	7.7%
Social safety nets	15.4%	12.5%	14.3%	5.6%	18.8%	0.0%	13.5%	8.7%	8.3%	14.8%	0.0%
Macroeconomic policy	30.8%	43.8%	44.9%	22.2%	56.3%	43.3%	42.3%	52.2%	41.7%	63.0%	69.2%
Investment climate	46.2%	43.8%	46.9%	33.3%	50.0%	50.0%	40.4%	60.9%	33.3%	55.6%	53.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion	27.3%	43.8%	29.2%	22.2%	50.0%	26.7%	44.2%	22.7%	8.3%	44.4%	46.2%
Public financial management	27.3%	31.3%	12.5%	33.3%	18.8%	13.3%	11.5%	22.7%	0.0%	11.1%	0.0%
Access to basic services	63.6%	50.0%	56.3%	27.8%	37.5%	43.3%	55.8%	100.0%	75.0%	51.9%	61.5%
Capacity of state institutions	27.3%	43.8%	16.7%	22.2%	31.3%	26.7%	23.1%	13.6%	33.3%	33.3%	30.8%
Jobs	36.4%	18.8%	33.3%	38.9%	12.5%	33.3%	25.0%	45.5%	41.7%	29.6%	23.1%
Improving livelihoods	45.5%	37.5%	56.3%	33.3%	50.0%	46.7%	46.2%	50.0%	50.0%	44.4%	46.2%
Social safety nets	18.2%	25.0%	47.9%	50.0%	25.0%	30.0%	42.3%	40.9%	16.7%	29.6%	38.5%
Macroeconomic policy	9.1%	6.3%	14.6%	11.1%	0.0%	13.3%	17.3%	22.7%	16.7%	22.2%	7.7%
Investment climate	18.2%	18.8%	14.6%	33.3%	12.5%	6.7%	13.5%	18.2%	8.3%	18.5%	23.1%



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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	25.0%	14.6%	5.9%	6.7%	3.3%	3.9%	8.3%	0.0%	3.8%	15.4%
International radio*	18.2%	0.0%	2.1%	11.8%	6.7%	6.7%	2.0%	0.0%	23.1%	0.0%	15.4%
Social media*	9.1%	31.3%	12.5%	17.6%	13.3%	30.0%	41.2%	25.0%	15.4%	15.4%	7.7%
International newspapers	0.0%	6.3%	6.3%	5.9%	0.0%	6.7%	3.9%	0.0%	0.0%	11.5%	7.7%
Local television	27.3%	18.8%	20.8%	23.5%	6.7%	13.3%	17.6%	20.8%	38.5%	7.7%	7.7%
Internet	54.5%	50.0%	52.1%	58.8%	53.3%	70.0%	60.8%	62.5%	38.5%	69.2%	69.2%
Periodicals	9.1%	6.3%	14.6%	11.8%	6.7%	13.3%	5.9%	8.3%	15.4%	30.8%	7.7%
International television*	27.3%	12.5%	4.2%	29.4%	13.3%	13.3%	2.0%	0.0%	23.1%	15.4%	15.4%
Local newspapers	27.3%	37.5%	58.3%	35.3%	33.3%	33.3%	47.1%	62.5%	30.8%	38.5%	38.5%
Other*	0.0%	0.0%	6.3%	0.0%	33.3%	3.3%	3.9%	4.2%	0.0%	0.0%	15.4%

*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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	16.7%	6.3%	36.7%	27.8%	13.3%	20.0%	21.2%	41.7%	30.8%	42.3%	23.1%
e-Newsletters	16.7%	18.8%	26.5%	38.9%	26.7%	40.0%	48.1%	41.7%	30.8%	46.2%	46.2%
World Bank Group's seminars/workshops/conferences*	58.3%	50.0%	40.8%	44.4%	0.0%	16.7%	28.8%	16.7%	38.5%	30.8%	15.4%
Mobile phones	0.0%	6.3%	6.1%	0.0%	0.0%	10.0%	3.8%	12.5%	7.7%	7.7%	7.7%
Print media	16.7%	6.3%	12.2%	5.6%	0.0%	3.3%	5.8%	0.0%	7.7%	3.8%	7.7%
Direct contact with World Bank Group*	41.7%	12.5%	26.5%	11.1%	66.7%	23.3%	17.3%	29.2%	30.8%	11.5%	38.5%
World Bank Group's website	33.3%	56.3%	38.8%	50.0%	40.0%	43.3%	26.9%	29.2%	23.1%	30.8%	46.2%
Social media	0.0%	25.0%	8.2%	5.6%	20.0%	26.7%	30.8%	12.5%	15.4%	23.1%	15.4%
Other	0.0%	6.3%	0.0%	0.0%	6.7%	0.0%	1.9%	8.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	54.5%	31.3%	46.9%	50.0%	71.4%	53.3%	32.0%	58.3%	75.0%	40.7%	38.5%
No	45.5%	68.8%	53.1%	50.0%	28.6%	46.7%	68.0%	41.7%	25.0%	59.3%	61.5%

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	81.8%	87.5%	98.0%	94.4%	100.0%	100.0%	98.0%	95.8%	100.0%	96.3%	100.0%
No	18.2%	12.5%	2.0%	5.6%	0.0%	0.0%	2.0%	4.2%	0.0%	3.7%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	72.7%	68.8%	89.6%	66.7%	92.9%	73.3%	80.0%	95.8%	91.7%	81.5%	92.3%
No	27.3%	31.3%	10.4%	33.3%	7.1%	26.7%	20.0%	4.2%	8.3%	18.5%	7.7%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	54.5%	31.3%	43.8%	44.4%	42.9%	60.0%	48.0%	66.7%	58.3%	44.4%	30.8%
No	45.5%	68.8%	56.3%	55.6%	57.1%	40.0%	52.0%	33.3%	41.7%	55.6%	69.2%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
High speed/WiFi	75.0%	66.7%	89.6%	68.8%	86.7%	86.2%	87.5%	91.7%	91.7%	88.0%	91.7%
Dial-up	8.3%	0.0%	4.2%	12.5%	0.0%	10.3%	2.1%	0.0%	0.0%	4.0%	0.0%
Mobile data	16.7%	33.3%	6.3%	18.8%	13.3%	3.4%	10.4%	8.3%	8.3%	8.0%	8.3%

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	30.8%	6.3%	16.3%	11.8%	20.0%	30.0%	11.5%	50.0%	25.0%	46.2%	23.1%
Monthly	46.2%	18.8%	44.9%	41.2%	40.0%	40.0%	19.2%	33.3%	58.3%	23.1%	38.5%
A few times a year	7.7%	50.0%	26.5%	23.5%	13.3%	13.3%	42.3%	12.5%	16.7%	23.1%	23.1%
Rarely	7.7%	0.0%	4.1%	5.9%	26.7%	13.3%	17.3%	4.2%	0.0%	7.7%	7.7%
Never	7.7%	25.0%	8.2%	17.6%	0.0%	3.3%	9.6%	0.0%	0.0%	0.0%	7.7%

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	8	6.25	1.16	11	5.73	2.57	43	6.95	1.99	12	7.00	2.41	12	6.00	2.17	23	6.04	2.20	42	6.88	2.21	23	6.65	2.17	12	6.08	2.35	20	7.90	1.71	11	7.64	2.20
I find the information on the World Bank Group's websites useful	8	6.00	1.31	11	7.64	1.63	43	7.74	1.51	11	8.00	1.67	13	7.54	1.61	23	7.17	2.01	38	7.76	1.53	22	7.55	1.63	11	7.18	1.89	21	8.14	1.11	11	8.27	1.42
The World Bank Group's social media channels are valuable sources of information about the institution	6	5.83	1.47	11	6.36	2.87	30	7.30	2.09	13	6.77	1.79	11	6.27	1.95	24	6.25	2.31	38	6.79	2.35	21	6.33	2.18	8	5.37	1.69	17	7.18	2.46	6	6.33	2.34
When I need information from the World Bank Group I know how to find it	13	6.15	1.91	15	5.73	2.87	46	6.91	2.18	13	6.77	1.92	15	7.00	2.14	26	6.35	2.56	42	6.62	2.12	24	6.71	2.40	11	7.27	1.90	25	7.28	2.28	13	8.15	0.90
The World Bank Group is responsive to my information requests and inquiries	11	5.55	2.34	11	5.36	2.84	42	7.17	2.34	13	5.92	2.25	13	6.38	1.61	24	6.42	1.91	30	6.30	1.91	22	6.55	2.46	11	6.09	2.12	21	7.05	2.29	11	6.55	1.81

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA or IFC) in your country?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	69.2%	68.8%	77.1%	50.0%	87.5%	66.7%	38.8%	43.5%	76.9%	55.6%	69.2%
No	30.8%	31.3%	22.9%	50.0%	12.5%	33.3%	61.2%	56.5%	23.1%	44.4%	30.8%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Zimbabwe? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank (IBRD/IDA)	80.0%	81.8%	92.3%	84.6%	86.7%	65.2%	71.9%	78.9%	75.0%	75.0%	66.7%
The International Finance Corporation	10.0%	9.1%	2.6%	0.0%	6.7%	30.4%	9.4%	15.8%	16.7%	15.0%	25.0%
Other	10.0%	9.1%	5.1%	15.4%	6.7%	4.3%	18.8%	5.3%	8.3%	10.0%	8.3%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	44.4%	14.3%	20.9%	30.8%	35.7%	26.9%	23.8%	33.3%	54.5%	12.5%	38.5%
No	55.6%	85.7%	79.1%	69.2%	64.3%	73.1%	76.2%	66.7%	45.5%	87.5%	61.5%

**H. Background Information (continued)**

If yes, what was your view of how the two institutions work together in Zimbabwe? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The two institutions work well together	75.0%	50.0%	33.3%	50.0%	80.0%	42.9%	40.0%	42.9%	33.3%	66.7%	20.0%
The way the two institutions work together needs improvement	25.0%	50.0%	44.4%	25.0%	20.0%	42.9%	30.0%	42.9%	50.0%	0.0%	80.0%
The two institutions do not work well together	0.0%	0.0%	11.1%	25.0%	0.0%	14.3%	10.0%	0.0%	16.7%	33.3%	0.0%
Don't know	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	20.0%	14.3%	0.0%	0.0%	0.0%

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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Observer*	0.0%	37.5%	10.4%	29.4%	18.8%	30.0%	20.4%	45.8%	0.0%	18.5%	15.4%
Use World Bank Group reports/data	30.8%	18.8%	27.1%	17.6%	31.3%	26.7%	42.9%	54.2%	46.2%	48.1%	15.4%
Engage in World Bank Group related/sponsored events/activities*	61.5%	56.3%	47.9%	47.1%	31.3%	43.3%	34.7%	8.3%	38.5%	22.2%	38.5%
Collaborate as part of my professional duties*	61.5%	18.8%	60.4%	23.5%	56.3%	20.0%	10.2%	8.3%	15.4%	22.2%	61.5%
Use World Bank Group website for information, data, research, etc.*	7.7%	12.5%	16.7%	17.6%	0.0%	16.7%	26.5%	33.3%	30.8%	44.4%	23.1%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Female	15.4%	31.3%	24.5%	16.7%	40.0%	16.7%	26.9%	12.0%	33.3%	25.9%	7.7%
Male	84.6%	68.8%	75.5%	83.3%	60.0%	83.3%	73.1%	88.0%	66.7%	74.1%	92.3%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Harare N=252 ● Outside Harare N=24

B. Overall Attitudes toward the World Bank Group

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	238	6.18	1.99	22	6.55	2.40

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

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)

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	237	6.24	2.28	22	6.59	2.68
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	229	6.28	2.09	21	6.52	2.44

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)

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	231	5.42	1.80	21	5.14	2.17
Flexibility (in terms of the institution's products and services)	220	5.43	1.92	21	5.14	2.26
Flexibility (in terms of changing country circumstances)	225	5.21	1.98	21	5.24	1.76
Being inclusive	231	5.81	2.26	21	5.90	2.79
Openness (sharing data and other information)	234	6.76	2.06	21	7.33	2.03
Collaboration with the Government	229	6.64	2.03	21	7.48	2.04
The speed in which it gets things accomplished on the ground	215	5.63	2.06	20	5.55	2.42
Helping to bring discipline/effective supervision to implementation of investment projects	211	6.31	2.16	20	5.90	2.29
Collaboration with civil society	214	6.40	2.33	21	6.67	2.69
Staff accessibility	215	6.15	2.15	21	6.24	2.32
Collaboration with other donors and development partners	213	7.10	2.12	20	7.40	2.09
Collaboration with the private sector	198	6.56	2.15	17	5.88	2.42
Collaboration with the UN	200	7.28	2.23	16	7.62	1.96
Straightforwardness and honesty	218	6.74	2.15	19	7.05	2.48
Treating clients and stakeholders in Zimbabwe with respect	218	6.92	2.20	20	6.40	2.62
Being a long-term partner	223	7.05	2.25	20	7.85	1.95

¹⁷ 276 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

**C. World Bank Group's Effectiveness and Results**

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	235	6.28	1.84	21	6.52	2.62

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

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	218	6.23	2.02	22	6.55	2.24

*(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)*

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe	221	4.68	2.06	21	4.43	2.40
The World Bank Group meets Zimbabwe's needs for knowledge services	232	6.20	2.06	22	6.23	2.35

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

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
Are adaptable to Zimbabwe's specific development challenges and country circumstances	223	5.46	1.88	20	6.05	2.11

	Harare			Outside Harare		
	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?	234	6.38	1.90	22	6.27	1.80
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	224	6.98	1.97	21	7.48	1.47

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

	Harare			Outside Harare		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Zimbabwe	195	5.06	2.10	20	5.20	2.61
Where country systems are adequate, the World Bank Group makes appropriate use of them	181	6.49	1.98	19	6.58	2.61



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 Zimbabwe COS questionnaire: All 10-point scale questions and question B4 "When thinking about the World Bank Group's impact on development results in Zimbabwe, in which sectors do you believe the World Bank Group should focus most of its resources in Zimbabwe?"

● Collaborating with the WBG N=165 ● Not collaborating with the WBG N=103

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zimbabwe?*	164	6.80	2.14	102	5.68	2.50

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	160	6.39	1.85	92	5.92	2.25

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

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	151	6.70	2.17	83	6.31	2.08

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

¹⁸ Only 268 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

When thinking about the World Bank Group's impact on development results in Zimbabwe, in which sectors 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)	Collaborating with the WBG	Not collaborating with the WBG
Energy*	12.1%	2.9%
Water and sanitation	9.1%	10.7%
Environmental management	3.0%	1.9%
HIV/AIDS	7.3%	4.9%
Health	10.9%	6.8%
Financial sector development	9.7%	11.7%
Social protection	3.0%	3.9%
Gender equity	2.4%	3.9%
Private sector development	25.5%	34.0%
Education	3.0%	6.8%
Public sector governance/reform	37.0%	45.6%
Security/stabilization/reconstruction	4.8%	1.0%
Global/regional integration	6.7%	3.9%
Food security	6.1%	8.7%
Urban development	3.0%	1.0%
Judiciary reform	0.0%	0.0%
Economic growth	39.4%	35.0%
Disaster risk management	1.2%	0.0%
Equality of opportunity	4.8%	6.8%
Job creation/employment	16.4%	15.5%
Local governance and institutions	7.3%	9.7%
Information and communications technology	3.6%	4.9%
Transport	12.1%	9.7%
Agriculture and rural development	17.6%	9.7%
Trade and exports	7.9%	6.8%
Crime and violence prevention	2.4%	2.9%
Natural resource management	9.7%	8.7%
Social cohesion	1.2%	1.9%
Climate change	3.0%	5.8%
Land policy and reform	4.2%	6.8%
Poverty reduction	13.3%	16.5%
Anti corruption	4.2%	8.7%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zimbabwe Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Donor funded trust funds and grants	150	6.01	2.30	82	5.80	2.37
Analytical studies and reports	156	6.59	1.95	82	6.12	2.19
Training and capacity building workshops	152	6.58	1.95	83	6.42	2.41
IFC Advisory Services	125	5.89	2.37	61	5.90	2.06

**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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	160	6.34	2.27	92	6.16	2.39
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	155	6.37	2.03	90	6.22	2.24

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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	157	5.45	1.87	90	5.26	1.65
Flexibility (in terms of the institution's products and services)	151	5.54	1.93	84	5.15	1.93
Flexibility (in terms of changing country circumstances)	152	5.27	1.96	88	5.14	1.90
Being inclusive	153	5.96	2.22	91	5.58	2.38
Openness (sharing data and other information)	157	6.83	2.05	92	6.71	2.10
Collaboration with the Government	157	6.76	2.01	87	6.53	2.05
The speed in which it gets things accomplished on the ground	153	5.73	2.11	76	5.38	2.05
Helping to bring discipline/effective supervision to implementation of investment projects	145	6.31	2.19	81	6.15	2.14
Collaboration with civil society*	143	6.66	2.19	87	5.97	2.61
Staff accessibility*	149	6.50	2.11	81	5.46	2.14
Collaboration with other donors and development partners	146	7.19	2.11	82	6.94	2.13
Collaboration with the private sector*	128	6.76	2.06	82	6.06	2.26
Collaboration with the UN	137	7.34	2.16	74	7.08	2.28
Straightforwardness and honesty	148	6.74	2.20	84	6.70	2.16
Treating clients and stakeholders in Zimbabwe with respect	150	7.03	2.27	85	6.56	2.24
Being a long-term partner	151	7.15	2.23	86	6.93	2.34

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	117	4.84	1.94	52	3.94	1.84
Private sector development	134	6.08	1.81	77	5.94	1.63
Education	127	6.10	1.88	69	5.84	2.10
Public sector governance/reform*	150	6.31	2.11	80	5.66	2.15
Energy	122	5.67	1.97	58	5.60	2.04
Water and sanitation	141	6.57	2.04	76	6.41	1.83
Health	135	6.64	2.16	70	6.76	2.10
Financial sector development	139	6.58	2.04	73	6.25	2.38
Transport*	119	5.36	2.10	61	4.64	1.99
Agriculture and rural development	127	5.11	2.22	66	4.97	1.99
Natural resource management	121	5.37	2.00	59	4.76	2.04
Climate change	127	6.31	2.12	65	5.72	2.25
Poverty reduction	138	6.04	2.07	80	5.85	2.08
Economic growth	142	6.20	2.02	79	5.82	2.17
Disaster risk management	122	5.88	1.91	60	5.42	2.13
Equality of opportunity	121	5.93	2.14	62	5.69	1.96
HIV/AIDS	124	6.46	2.21	69	6.77	2.06
Local governance and institutions	137	5.59	1.97	69	5.61	2.17
Social cohesion	122	5.66	1.81	61	5.21	2.00
Land policy and reform	124	4.61	2.23	62	4.37	2.26

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	157	6.45	1.88	91	6.04	1.90

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How prepared do you believe Zimbabwe's government systems are for eventual project implementation?*	153	5.88	2.18	93	4.44	2.27

(1-Not prepared at all, 10-Extremely prepared) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	151	6.45	2.05	84	5.92	1.95

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe	152	4.82	2.10	83	4.35	1.98
The World Bank Group meets Zimbabwe's needs for knowledge services*	156	6.44	2.05	91	5.79	2.06

*Significantly different between collaborators and non-collaborators

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

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	145	5.53	1.73	77	5.14	1.75
Include appropriate level of stakeholder involvement during preparation*	147	6.20	1.89	85	5.61	1.93
Lead to practical solutions	149	5.89	1.92	87	5.45	1.99
Are accessible (well written and easy to understand)	151	6.37	2.03	89	6.12	1.98
Are source of relevant information on global good practices	151	6.90	2.20	89	6.78	2.22
Are relevant to country challenges	152	6.14	2.10	89	5.94	2.16
Are adequately disseminated	147	5.57	2.15	87	5.07	2.10
Are translated enough into local language	131	4.24	2.14	77	3.81	2.26
Are adaptable to Zimbabwe's specific development challenges and country circumstances	149	5.62	1.83	88	5.32	1.97

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	157	6.54	1.80	92	6.12	2.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	152	6.94	1.95	88	7.14	1.88

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	133	5.07	1.88	62	5.03	1.72
The World Bank Group effectively monitors and evaluates the projects and programs it supports	154	6.69	1.74	80	6.84	1.72
The World Bank Group's approvals and reviews are done in a timely fashion	144	5.59	2.08	70	5.63	1.79
The World Bank Group's "Safeguard Policy" requirements are reasonable	126	5.97	2.12	61	6.07	1.98
The World Bank Group's conditions on its lending are reasonable	123	5.62	2.29	71	5.54	2.34
The World Bank Group takes decisions quickly in Zimbabwe	137	5.19	2.16	75	4.84	2.11
Working with the World Bank Group increases Zimbabwe's institutional capacity	152	6.88	2.14	89	6.64	2.28
Where country systems are adequate, the World Bank Group makes appropriate use of them	131	6.48	1.94	66	6.52	2.19
The World Bank Group provides effective implementation support	150	6.43	2.08	77	6.49	1.96

**E. Working with the World Bank Group (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zimbabwe?	147	6.77	1.89	85	6.45	2.20

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?	118	5.88	2.07	57	5.81	1.68

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

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	127	5.84	2.09	65	5.66	1.89

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the Zimbabwe Reconstruction Fund?*	145	5.79	2.55	72	4.54	2.47

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
ZIMREF priorities are aligned with the key development priorities in Zimbabwe.	130	6.28	2.21	56	5.89	2.13
ZIMREF distributes resources in a way that effectively supports the key development priorities in ZIMBABWE.	125	6.20	2.06	55	6.33	1.81
ZIMREF's efforts are leading to sustainable results.	126	6.16	2.02	55	6.05	2.09
ZIMREF collaborates well with the Zimbabwean Government.	130	6.48	2.16	53	6.43	2.28
The World Bank Group collaborates well with ZIMREF donors.	115	6.69	2.17	51	6.41	2.31
There should be more oversight of how ZIMREF resources are spent.	129	6.74	2.33	54	6.98	2.54
There should be more public information available about the work of ZIMREF.	130	7.21	2.35	57	7.93	2.20
ZIMREF is flexible and responds to changing conditions in Zimbabwe.	121	5.99	2.17	52	5.96	2.39

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	144	6.59	2.18	71	6.92	2.12
I find the information on the World Bank Group's websites useful	140	7.51	1.64	70	7.79	1.55
The World Bank Group's social media channels are valuable sources of information about the institution	124	6.64	2.12	60	6.57	2.33
When I need information from the World Bank Group I know how to find it*	157	7.04	2.15	85	6.24	2.38
The World Bank Group is responsive to my information requests and inquiries	140	6.59	2.30	67	6.19	2.06

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents = 176
- FY 2017 Number of comparable respondents = 244

By weighting, the FY 2014 and FY 2017 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2014	FY 2017
Office of the President/Prime Minister/Minister	5%	5%
Government Institutions	25%	25%
Local Government	10%	10%
Bilateral/Multilateral Agencies	5%	5%
Civil Society	25%	25%
Private Sector	10%	10%
Academia	10%	10%
Media	10%	10%

B. Overall Attitudes toward the World Bank Group

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zimbabwe?	176	6.25	2.31	242	6.29	2.34

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.*	162	5.36	1.81	230	6.25	2.04

*(1-Not effective at all, 10-Very effective) *Significantly different between FY 2014 and FY 2017*

	FY 2014			FY 2017		
	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?	144	6.46	1.75	208	6.64	2.15

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

¹⁹ Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

**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)*

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe*	158	5.88	2.18	228	6.36	2.35
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe*	156	5.46	2.15	222	6.35	2.13

Significantly different between FY 2014 and FY 2017*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)*

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	144	5.27	1.89	224	5.47	1.84
Flexibility (in terms of the institution's products and services)*	147	4.78	1.91	212	5.42	1.89
Flexibility (in terms of changing country circumstances)	148	4.83	2.10	216	5.22	1.92
Being inclusive*	148	5.35	1.97	222	5.89	2.32
Openness (sharing data and other information)*	151	6.09	2.35	225	6.89	2.08
Collaboration with the Government*	148	6.20	2.15	221	6.73	2.05
The speed in which it gets things accomplished on the ground*	130	5.01	2.28	205	5.67	2.07
Helping to bring discipline/effective supervision to implementation of investment projects*				205	6.42	2.15
Collaboration with civil society*	138	5.96	1.74	209	6.50	2.40
Staff accessibility*	148	5.43	2.51	206	6.15	2.16
Collaboration with other donors and development partners	129	7.21	1.86	204	7.23	2.07
Collaboration with the private sector*	124	5.87	1.87	187	6.54	2.15
Collaboration with the UN	119	7.14	1.81	189	7.42	2.16
Straightforwardness and honesty	147	6.49	2.12	207	6.89	2.21
Treating clients and stakeholders in Zimbabwe with respect*	148	6.31	2.35	209	6.95	2.23
Being a long-term partner	147	7.06	2.09	214	7.21	2.23

Significantly different between FY 2014 and FY 2017*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 your country? (Select only ONE response)**

Percentage of Respondents	FY 2014	FY 2017
More effective collaboration	10.5%	17.4%
The same level of effective collaboration	43.6%	44.2%
Less effective collaboration	15.7%	15.2%
Don't know	30.2%	23.2%

**C. World Bank Group's Effectiveness and Results**

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)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection	119	4.65	2.10	148	4.62	1.99
Private sector development*	124	5.24	2.15	189	5.96	1.82
Education	124	5.79	2.07	177	6.11	1.99
Public sector governance/reform	137	5.86	2.18	207	6.20	2.13
Energy	118	5.32	2.22	160	5.66	1.93
Water and sanitation	132	6.56	2.57	194	6.68	1.90
Health	127	6.53	2.22	189	6.82	2.17
Transport	115	4.94	2.08	159	5.00	2.14
Agriculture and rural development	133	5.52	2.12	173	5.06	2.17
Natural resource management	126	5.02	2.45	160	5.16	2.07
Climate change	125	6.02	2.44	172	6.22	2.16
Poverty reduction	126	5.82	2.34	201	6.00	2.09
Economic growth	121	5.79	2.43	201	6.11	2.07
Equality of opportunity*	108	5.20	2.03	163	5.84	2.03
Local governance and institutions	126	5.63	2.26	188	5.74	2.09

*Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?*	160	5.91	2.01	225	6.42	1.87

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?*	149	5.72	2.06	209	6.29	2.01

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY 2014 and FY 2017

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe	141	4.27	2.02	212	4.70	2.06
The World Bank Group meets Zimbabwe's needs for knowledge services	154	5.99	2.38	225	6.28	2.04

**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	FY 2014	FY 2017
Weekly	4.7%	16.7%
Monthly	18.0%	30.5%
A few times a year	39.0%	33.9%
Rarely	27.9%	15.9%
Never	10.5%	2.9%

*Significantly different between FY 2014 and FY 2017

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)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	144	5.46	1.71	201	5.40	1.76
Include appropriate level of stakeholder involvement during preparation	151	5.71	1.73	209	5.97	1.98
Lead to practical solutions*	152	5.42	1.94	216	5.86	1.97
Are accessible (well written and easy to understand)*	155	5.74	2.11	216	6.35	2.00
Are source of relevant information on global good practices	154	6.82	2.03	219	6.95	2.17
Are relevant to country challenges				219	6.10	2.14
Are adequately disseminated	150	5.33	2.36	212	5.39	2.12
Are translated enough into local language	125	3.93	2.45	188	4.14	2.24
Are adaptable to Zimbabwe's specific development challenges and country circumstances	154	5.45	2.35	216	5.53	1.92

*Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	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?	161	6.01	1.82	227	6.37	1.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	155	6.84	1.75	216	7.14	1.88

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	110	4.89	2.32	173	5.20	1.83
The World Bank Group effectively monitors and evaluates the projects and programs it supports	137	6.95	1.84	210	6.81	1.73
The World Bank Group's approvals and reviews are done in a timely fashion	124	5.73	2.04	188	5.74	1.93
The World Bank Group's "Safeguard Policy" requirements are reasonable	96	5.81	1.95	166	6.03	2.08
The World Bank Group's conditions on its lending are reasonable	113	5.09	2.49	173	5.61	2.28
The World Bank Group takes decisions quickly in Zimbabwe	130	4.84	2.24	189	5.16	2.19
Working with the World Bank Group increases Zimbabwe's institutional capacity	151	6.98	2.19	218	6.94	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	116	6.49	2.29	175	6.62	2.03
The World Bank Group provides effective implementation support	130	6.60	1.89	205	6.55	2.01

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?*	107	5.47	2.06	151	6.05	1.85

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	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?	131	5.72	1.84	169	5.93	1.97

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

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

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?*

Percentage of Respondents	FY 2014	FY 2017
Financial services	16.1%	36.7%
Knowledge products	13.7%	23.2%
Convening services	1.8%	13.1%
None of the above	0.6%	1.7%
The combination is appropriate for Zimbabwe	65.5%	21.9%
Don't know	2.4%	3.4%

*Significantly different between FY 2014 and FY 2017

**G. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?*

Percentage of Respondents	FY 2014	FY 2017
Yes	20.1%	47.5%
No	79.9%	52.5%

*Significantly different between FY 2014 and FY 2017

Do you have reliable access to the Internet?

Percentage of Respondents	FY 2014	FY 2017
Yes	97.0%	97.0%
No	3.0%	3.0%

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

Percentage of Respondents	FY 2014	FY 2017
Yes	67.1%	82.1%
No	32.9%	17.9%

*Significantly different between FY 2014 and FY 2017

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	125	6.60	2.09	195	6.78	2.13
I find the information on the World Bank Group's websites useful*	125	7.11	2.04	188	7.62	1.61
The World Bank Group's social media channels are valuable sources of information about the institution*	80	5.63	2.75	168	6.67	2.18
When I need information from the World Bank Group I know how to find it	139	6.43	2.76	214	6.78	2.17
The World Bank Group is responsive to my information requests and inquiries	109	6.69	2.50	184	6.52	2.18

*Significantly different between FY 2014 and FY 2017



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

Indicator Question	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)									
	Not collaborating with the WBG	Collaborating with the WBG	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 World Bank Group's effectiveness in Zimbabwe.	5.92	6.39	6.33	5.88	6.25	6.22	6.06	6.50	6.27	6.16	6.32	5.93
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	6.16	6.34	6.17	6.61	6.35	6.06	6.22	6.31	6.16	6.46	6.20	6.45
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	6.22	6.37	6.29	6.24	6.45	5.98	6.23	6.37	6.21	6.45	6.37	5.98
Responsiveness to needs	5.26	5.45	5.35	5.54	5.53	5.12	5.38	5.41	5.29	5.62	5.36	5.49
Flexibility (in terms of the institution's products and services)	5.15	5.54	5.44	5.27	5.55	5.12	5.33	5.52	5.45	5.30	5.48	5.10
Flexibility (in terms of changing country circumstances)	5.14	5.27	5.23	5.20	5.39	4.89	5.22	5.22	5.14	5.41	5.23	5.18
Being inclusive	5.58	5.96	5.80	5.98	5.86	5.80	5.83	5.86	5.80	5.94	5.83	5.87
Openness (sharing data and other information)	6.71	6.83	6.78	6.83	6.96	6.45	6.67	6.98	6.79	6.79	6.76	6.89
Collaboration with the Government	6.53	6.76	6.70	6.73	6.90	6.34	6.69	6.73	6.56	7.03	6.71	6.69
The speed in which it gets things accomplished on the ground	5.38	5.73	5.72	5.22	5.64	5.59	5.59	5.67	5.63	5.62	5.60	5.72
Helping to bring discipline/effective supervision to implementation of investment projects	6.15	6.31	6.28	6.29	6.37	6.09	6.24	6.33	6.28	6.27	6.27	6.33
Collaboration with civil society	5.97	6.66	6.46	6.33	6.45	6.40	6.30	6.64	6.44	6.43	6.40	6.55
Staff accessibility	5.46	6.50	6.32	5.38	6.13	6.16	5.86	6.55	6.02	6.39	6.23	5.80
Collaboration with other donors and development partners	6.94	7.19	7.11	7.15	7.23	6.91	6.94	7.41	7.15	7.06	7.01	7.53
Collaboration with the private sector	6.06	6.76	6.45	6.63	6.43	6.62	6.43	6.58	6.48	6.51	6.55	6.29
Collaboration with the UN	7.08	7.34	7.25	7.57	7.37	7.21	7.26	7.41	7.32	7.32	7.24	7.58
Straightforwardness and honesty	6.70	6.74	6.74	6.77	6.85	6.54	6.77	6.71	6.65	6.95	6.69	6.96
Treating clients and stakeholders in Zimbabwe with respect	6.56	7.03	6.95	6.51	6.85	6.88	6.72	7.06	6.84	6.89	6.82	6.98
Being a long-term partner	6.93	7.15	7.13	7.00	7.26	6.78	7.05	7.18	7.00	7.32	7.04	7.30
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	6.04	6.45	6.39	5.88	6.39	6.09	6.16	6.48	6.29	6.29	6.35	6.05
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	5.92	6.45	6.33	5.88	6.39	5.94	6.14	6.39	6.13	6.49	6.24	6.24
The World Bank Group's financial instruments meet the needs of Zimbabwe	4.35	4.82	4.69	4.53	4.62	4.71	4.51	4.89	4.71	4.53	4.67	4.60
The World Bank Group meets Zimbabwe's needs for knowledge services	5.79	6.44	6.26	5.98	6.26	6.08	6.03	6.46	6.19	6.21	6.31	5.80
The World Bank Group's knowledge work and activities are adaptable to Zimbabwe's specific development challenges and country circumstances	5.32	5.62	5.58	5.25	5.68	5.18	5.32	5.79	5.43	5.71	5.63	5.11
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.12	6.54	6.41	6.23	6.51	6.11	6.30	6.48	6.29	6.56	6.46	6.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.14	6.94	7.05	6.96	7.17	6.77	7.02	7.05	6.92	7.27	7.03	7.06
The World Bank Group takes decisions quickly in Zimbabwe	4.84	5.19	5.14	4.80	5.06	5.11	5.14	4.98	5.04	5.16	5.10	4.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.52	6.48	6.48	6.46	6.41	6.62	6.50	6.44	6.54	6.34	6.42	6.75

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Zimbabwe FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – 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 IBRD, IDA, IFC, MIGA, and 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. In general would you say that Zimbabwe's economy is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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	Natural resource management (e.g., mining, forestry)	17	Agriculture and rural development
2	Gender equity	18	Trade and exports
3	Private sector development (e.g., investment climate, SME development)	19	Crime and violence prevention
4	Local governance and institutions	20	Social cohesion
5	Security/stabilization/reconstruction	21	Land policy and reform
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social protection (e.g., pensions, targeted social assistance)
7	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
8	Food security	24	Poverty reduction
9	Urban development	25	Anti corruption
10	Energy	26	Judiciary reform
11	Water and sanitation	27	Economic growth
12	Environmental management	28	Education
13	Job creation/employment	29	Disaster risk management
14	Health	30	Equality of opportunity (i.e., social inclusion)
15	Financial sector development	31	HIV/AIDS
16	Transport (e.g., roads, bridges, transportation)	32	Information and communications technology

**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	Health	17	Judiciary reform
2	Disaster risk management	18	Water and sanitation
3	Equality of opportunity (i.e., social inclusion)	19	Environmental management
4	HIV/AIDS	20	Job creation/employment
5	Local governance and institutions	21	Economic growth
6	Information and communications technology	22	Security/stabilization/reconstruction
7	Land policy and reform	23	Financial sector development
8	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Agriculture and rural development	25	Gender equity
10	Trade and exports	26	Private sector development (e.g., investment climate, SME development)
11	Crime and violence prevention	27	Education
12	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
13	Transport (e.g., roads, bridges, transportation)	29	Energy
14	Social cohesion	30	Urban development
15	Food security	31	Natural resource management (e.g., mining, forestry)
16	Anti corruption		

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. 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	More reliable social safety net
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Stable economic growth
7	Greater access to health and nutrition for citizens
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Better education and training
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Zimbabwe? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)

1	None. I do not consider Zimbabwe a fragile state.
2	Policy inconsistency
3	Weak social cohesion
4	Weak institutional capacity
5	Food insecurity
6	High levels of corruption
7	Weak accountability
8	Social vulnerability
9	Political uncertainty
10	High inequality
11	Debt unsustainability and lack of access to development finance

**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 the World Bank Group's impact on development results in Zimbabwe, in which sectors 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	Energy	17	Economic growth
2	Water and sanitation	18	Disaster risk management
3	Environmental management	19	Equality of opportunity (i.e., social inclusion)
4	HIV/AIDS	20	Job creation/employment
5	Health	21	Local governance and institutions
6	Financial sector development	22	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
8	Gender equity	24	Agriculture and rural development
9	Private sector development (e.g., investment climate, SME development)	25	Trade and exports
10	Education	26	Crime and violence prevention
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Natural resource management (e.g., mining, forestry)
12	Security/stabilization/reconstruction	28	Social cohesion
13	Global/regional integration	29	Climate change (e.g., mitigation, adaptation)
14	Food security	30	Land policy and reform
15	Urban development	31	Poverty reduction
16	Judiciary reform	32	Anti corruption

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

B5. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zimbabwe Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Donor funded trust funds and grants												<input type="checkbox"/>
2	Analytical studies and reports												<input type="checkbox"/>
3	Training and capacity building workshops												<input type="checkbox"/>
4	IFC Advisory Services												<input type="checkbox"/>

B6. 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	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development	<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	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
6	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
7	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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		
B7	Overall the World Bank Group currently plays a relevant role in development in Zimbabwe												<input type="checkbox"/>
B8	The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe												<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	
B9	Responsiveness to needs											<input type="checkbox"/>
B10	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B11	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B12	Being inclusive											<input type="checkbox"/>
B13	Openness (sharing data and other information)											<input type="checkbox"/>
B14	Collaboration with the Government											<input type="checkbox"/>
B15	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B16	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B17	Collaboration with civil society											<input type="checkbox"/>
B18	Staff accessibility											<input type="checkbox"/>
B19	Collaboration with other donors and development partners											<input type="checkbox"/>
B20	Collaboration with the private sector											<input type="checkbox"/>
B21	Collaboration with the UN											<input type="checkbox"/>
B22	Straightforwardness and honesty											<input type="checkbox"/>
B23	Treating clients and stakeholders in Zimbabwe with respect											<input type="checkbox"/>
B24	Being a long-term partner											<input type="checkbox"/>

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

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	Not client focused
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Zimbabwe
8	Arrogant in its approach
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Too influenced by developed countries
14	World Bank Group's processes too complex
15	The credibility of its knowledge/data
16	Inadequate number of World Bank Group staff members located in the country
17	Other (please specify): _____
18	Don't know

B26. When World Bank Group assisted reform efforts fail or are slow to take place, which 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	Lack of/inadequate levels of capacity in the Government
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Political pressures and obstacles
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Policy inconsistencies across the Government
13	Inadequate funding
14	Other (please specify): _____

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

B27. To what extent do you believe that the World Bank Group's work and support help the poorest in Zimbabwe? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B28. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Beneficiaries	10	Media
2	Youth/university groups	11	UN and regional peace keeping forces
3	Private sector	12	Emerging donors
4	Local government	13	UN agencies
5	Donor community	14	Regional organizations (e.g., MEPMI, AU, SADC)
6	NGOs/Community Based Organizations	15	Political parties
7	Academia/think tanks/research institutes	16	Other (please specify): _____
8	Parliament		
9	Foundations	17	Don't know

B29. 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 your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. 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? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development (e.g., investment climate, SME development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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"/>	
5	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Financial sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Natural resource management (e.g., mining, forestry)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	HIV/AIDS	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Land policy and reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. 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

C3. How prepared do you believe Zimbabwe's government systems are for eventual project implementation?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
Not prepared at all									Extremely prepared	Prefer not to answer	Do not have enough information

C4. 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
C5	The World Bank Group's financial instruments meet the needs of Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C6	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"/>		

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	
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	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Zimbabwe's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not significant at all									Very significant		Don't know		

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Very low technical quality									Very high technical quality		Don't know		

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Zimbabwe's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	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"/>
E9	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"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships 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	

E11. 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	

E12. 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	



SECTION E: WORKING WITH THE WORLD BANK GROUP : THE ZIMBABWE RECONSTRUCTION FUND (ZIMREF)

If you have NO exposure to/experience in working with ZIMREF, please proceed to Section F (next page).

E13. How familiar are you with the work of the Zimbabwe Reconstruction Fund (ZIMREF)?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

E14. When considering the World Bank Group's technical assistance that it provides through the Zimbabwe Reconstruction Fund (ZIMREF), which areas do you think the World Bank Group should focus on that would best support the Government's efforts to build strong systems for eventual project implementation? (Choose no more than THREE)			
1	Procurement processes and systems	8	Gender mainstreaming
2	Financial management processes	9	Anticorruption mechanisms
3	Project management capacity	10	Grievance mechanisms
4	Donor coordination	11	Monitoring and evaluation
5	Environment and social safeguards	12	Resource mobilization and co-financing
6	Citizen engagement and public outreach	13	Other (please specify): _____
7	Technical project design		

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
E15	ZIMREF priorities are aligned with the key development priorities in Zimbabwe.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E16	ZIMREF distributes resources in a way that effectively supports the key development priorities in ZIMBABWE.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E17	ZIMREF's efforts are leading to sustainable results.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E18	ZIMREF collaborates well with the Zimbabwean Government.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E19	The World Bank Group collaborates well with ZIMREF donors.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E20	There should be more oversight of how ZIMREF resources are spent.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E21	There should be more public information available about the work of ZIMREF.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E22	ZIMREF is flexible and responds to changing conditions in Zimbabwe.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**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	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reach out more to groups outside of Government
5	Offer more innovative financial products
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy
8	IFC investments in the private sector
9	Increase the level of capacity development in the country
10	Improve the quality of its experts as related to Zimbabwe's specific challenges
11	Increase the level of World Bank Group staffing in Zimbabwe's office
12	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	None of the above
5	The combination is appropriate for Zimbabwe
6	Don't know

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 cohesion <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	Social safety nets <input type="checkbox"/>	<input type="checkbox"/>
8	Macroeconomic policy <input type="checkbox"/>	<input type="checkbox"/>
9	Investment climate <input type="checkbox"/>	<input type="checkbox"/>

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

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	9	Other (please specify): _____
5	Print media		

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up
3	Mobile data

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G9	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"/>	
G10	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"/>	
G11	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"/>	
G12	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"/>	
G13	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA or IFC) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Zimbabwe? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Zimbabwe?**(Select only ONE response)**

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. 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.

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	Harare
2	Outside Harare

Thank you for completing the survey!