



## **World Bank Group Country Survey FY 2019 – Botswana**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Botswana or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Botswana, 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 Botswana.

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 BOTSWANA

### A1. When you think about the future in Botswana, are you ... ?

1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

### A2. Do you think that economic opportunity for citizens in Botswana is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

### A3. Listed below are a number of development priorities in Botswana.

Please identify which of the following you consider the most important development priorities in Botswana. (Choose no more than THREE)

1	Energy	15	Economic growth/diversification
2	Water and sanitation	16	Disaster risk management (drought management)
3	Pollution	17	Equality of opportunity (i.e., social inclusion)
4	Job creation/employment	18	Disease (HIV/AIDS)
5	Health	19	Information and communications technology
6	Financial markets	20	Crime and violence
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
9	Private sector development (e.g., entrepreneurship)	23	Natural resource management (e.g., minerals, renewables/non-renewables)
10	Education	24	Trade and exports
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	26	Poverty reduction
13	Food security	27	Anti-corruption
14	Urban development	28	Judiciary reform

## SECTION A: GENERAL ISSUES

**A4. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Botswana? (Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Agriculture and rural development	16	Gender equity (closing the gap between women and men, and boys and girls)
3	Natural resource management (e.g., minerals, renewables/non-renewables)	17	Private sector development (e.g., entrepreneurship)
4	Climate change (e.g., mitigation, adaptation)	18	Education
5	Economic growth/diversification	19	Water and sanitation
6	Disaster risk management (drought management)	20	Pollution
7	Equality of opportunity (i.e., social inclusion)	21	Job creation/employment
8	Disease (HIV/AIDS)	22	Health
9	Information and communications technology	23	Financial markets
10	Transport (e.g., roads, bridges, transportation)	24	Global/regional integration
11	Energy	25	Food security
12	Anti-corruption	26	Urban development
13	Judiciary reform	27	Trade and exports
14	Crime and violence		

**A5. When economic and/or social reform efforts fail or are slow to take place in Botswana, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate level of donor coordination
2	Corruption
3	Private sector involvement and/or influence
4	Political pressures and obstacles
5	Inadequate level of private sector participation
6	Inadequate level of citizen/civil society participation
7	Reforms are not well thought out in light of country challenges
8	Poor coordination within the government
9	Inadequate level of government accountability
10	Inadequate level of capacity in the government
11	Other (please specify): _____

## SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Botswana's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A7. Please describe the direction Botswana is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Botswana's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION A: GENERAL ISSUES

**A8. Listed below are global challenges. Which do you think have the most serious impact on Botswana? (Choose no more than TWO)**

1	Migrants and refugees	6	Fragility in Botswana or neighboring countries
2	Terrorism	7	Environmental degradation
3	Jobs/employment	8	Technology based disruption
4	Climate change	9	The gap between the rich and the poor
5	Trade constraints	10	Geo political uncertainty

**A9. When thinking about development efforts in Botswana, do you think that civil society (e.g., NGOs, CBOs) should ... ?**

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

**A10. To what extent do you trust domestic private sector to engage in public service delivery in Botswana?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

**A11. To what extent do you trust international private sector to engage in public service delivery in Botswana?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

<b>B1. How familiar are you with the work of the World Bank Group in Botswana?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Botswana.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Botswana solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Botswana, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Botswana? (Choose no more than THREE)</b>			
1	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Natural resource management (e.g., minerals, renewables/non-renewables)
2	Global/regional integration	16	Poverty reduction
3	Education	17	Anti-corruption
4	Food security	18	Crime and violence
5	Urban development	19	Climate change (e.g., mitigation, adaptation)
6	Energy	20	Judiciary reform
7	Water and sanitation	21	Economic growth/diversification
8	Pollution	22	Disaster risk management (drought management)
9	Job creation/employment	23	Equality of opportunity (i.e., social inclusion)
10	Health	24	Disease (HIV/AIDS)
11	Financial markets	25	Information and communications technology
12	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
13	Gender equity (closing the gap between women and men, and boys and girls)	27	Agriculture and rural development
14	Private sector development (e.g., entrepreneurship)	28	Trade and exports

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

**B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Botswana?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Project implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Botswana? (Choose no more than TWO)**

1	Not enough public disclosure of its work
2	Inadequate World Bank Group's staffing in Botswana
3	Staff too inaccessible
4	Not collaborating enough with private sector
5	Not collaborating enough with civil society (e.g., NGOs, CBOs)
6	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
7	Not willing to honestly criticize policies and reform efforts in the country
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Botswana
10	Too influenced by developed countries
11	World Bank Group's processes too slow and complex
12	Not adequately flexible
13	Not sufficiently focused on sustainable results
14	Arrogant in its approach
15	Other (please specify): _____
16	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Botswana? (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

**B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

**B9. 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	Private sector	7	Foundations
2	Local government	8	Media
3	Beneficiaries	9	Academia/think tanks/research institutes
4	Youth/university groups	10	Parliament
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Botswana	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Botswana	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

To what extent is the World Bank Group an effective development partner in Botswana, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Botswana with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## 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 Botswana?** *(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	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., entrepreneurship)	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	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Natural resource management (e.g., minerals, renewables/non-renewables)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Economic growth/diversification	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Disaster risk management (drought management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disease (HIV/AIDS)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C2. To what extent does the World Bank Group's work help to achieve development results in Botswana?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>C3. To what extent does the World Bank Group influence the development agenda in Botswana?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Botswana?</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Botswana's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>C6. To what extent do you believe that Botswana received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

**SECTION 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 Botswana, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adaptable to Botswana's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D9. 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

**D10. 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
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	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"/>
<b>E3</b>	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"/>
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases Botswana's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	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"/>

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BOTSWANA

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

1	Increase availability of Reimbursable Advisory Services (RAS)
2	Provide more adequate data/knowledge/statistics/figures on Botswana's economy
3	Help to bring discipline/effective supervision to implementation of World Bank Group projects
4	Offer more innovative knowledge services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative financial products
10	Ensure greater selectivity in its work
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Increase the level of capacity development in the country
13	Engage more directly with beneficiaries
14	Improve the quality of its experts as related to Botswana's specific challenges
15	Engage more effectively with private sector
16	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Botswana, 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 Botswana? (Select only ONE response)**

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How frequently do you interact with the World Bank Group now in Botswana?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

### G2. How do you get most of your information about economic and social development issues in Botswana? (Choose no more than TWO)

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

### G3. 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	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

### G4. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

### G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President	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	Bilateral Agency/Embassy	16	Youth Group
7	Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Financial Sector/Private Bank	19	Other (please specify): _____
10	Private Foundation		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Botswana? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)



## SECTION H: BACKGROUND INFORMATION

### H5. Do your projects involve both the World Bank and the IFC?

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

### H6. Which of the following describes most of your exposure to the World Bank Group in Botswana? (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.        |

### H7. What's your gender?

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

### H8. What's your age?

- |   |              |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35        |
| 3 | 36-45        |
| 4 | 46-55        |
| 5 | 56 and above |

### H9. Which best represents your geographic location?

- |   |             |
|---|-------------|
| 1 | Gaborone    |
| 2 | Francistown |
| 3 | Kanye       |
| 4 | Maun        |
| 5 | Other       |

**Thank you for completing the survey!**