



World Bank Group Country Survey FY 2021 – Lesotho

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

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 the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Center for Settlement of Investment Dispute (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: OVERALL CONTEXT

A1. In general, would you say that Lesotho is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

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

1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Lesotho.

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

1	Pollution	17	Disaster risk management
2	Job creation/employment	18	Natural resource management
3	Health	19	Disease (e.g., HIV/AIDS, Tuberculosis)
4	Financial markets	20	National debt
5	Global pandemics (e.g., COVID-19)	21	Information and communications technology
6	Government accountability and transparency	22	Tourism
7	Social protection (e.g., pensions, targeted social assistance)	23	Gender equity (closing the gap between women and men, and boys and girls)
8	Transport (e.g., roads, bridges, transportation)	24	Agriculture and rural development
9	Private sector development	25	International trade and exports
10	Education	26	Economic growth
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas
12	Global/regional integration	28	Climate change (e.g., mitigation, adaptation)
13	Food security	29	Poverty reduction
14	Urban development	30	Anti-corruption
15	Energy	31	Judiciary reform
16	Water and sanitation	32	Crime and violence

SECTION A: OVERALL CONTEXT

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 Lesotho? (Choose no more than THREE)

1	Anti-corruption	16	Natural resource management
2	Judiciary reform	17	National debt
3	Tourism	18	Government accountability and transparency
4	Economic growth	19	Water and sanitation
5	Disaster risk management	20	Pollution
6	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Disease (e.g., HIV/AIDS, Tuberculosis)	22	Health
8	Information and communications technology	23	Financial markets
9	Gender equity (closing the gap between women and men, and boys and girls)	24	Social protection (e.g., pensions, targeted social assistance)
10	Agriculture and rural development	25	Job creation/employment
11	International trade and exports	26	Private sector development
12	Crime and violence	27	Education
13	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
14	Transport (e.g., roads, bridges, transportation)	29	Food security
15	Energy	30	Urban development

A5. The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. In which areas would you like to see the Lesotho government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

1	Ensuring that girls and women have equal access to job opportunities
2	Ensuring that girls and women have equal access to health care/health services
3	Providing direct financial support to businesses (business support packages)
4	Providing direct financial support to citizens
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved (ensuring access for vulnerable groups and those in remote areas)
7	Education
8	Healthcare
9	Economic growth
10	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
11	Nutrition/food security
12	Public service delivery (e.g., strengthening policies, institutions)
13	Private sector development
14	Job creation/employment
15	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Lesotho, which of the following would you attribute this to? (Choose no more than TWO)

1	Pressure from outside interest groups (e.g., private sector, unions)
2	Lack of complementarity of programs/projects
3	Lack of systems/structures to ensure government accountability and transparency to the public
4	Corruption
5	Political pressures and obstacles
6	Inadequate level of private sector participation
7	Inadequate level of citizen/civil society participation
8	Inadequate level of coordination among development partners
9	Reforms are not well thought out in light of country challenges
10	Inadequate level of capacity in the government to formulate a policy
11	Inadequate level of capacity in the government to implement a policy
12	Other (please specify): _____

A7. 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, China)	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	United Nations agencies (e.g., WHO, UNICEF, UNFPA, UNDP, FAO, ILO, UNAIDS, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks and unions (e.g., African Development Bank, SADC, SACU, African Union, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The Central Bank of Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector (e.g., AB InBev, Coca Cola)	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., World Vision, PEPFAR)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., LCN, TRC, MISA, WILSA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Youth organizations (e.g., National Youth Council)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Faith-based institutions (e.g., CRS, Catholic Relief Services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	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"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	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"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Lesotho?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Lesotho?											
		Strongly disagree								Strongly agree	Don't know
B2	Overall, the World Bank Group currently plays a relevant role in development in Lesotho	1	2	3	4	5	6	7	8	9	10 <input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	1	2	3	4	5	6	7	8	9	10 <input type="checkbox"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in Lesotho.											
		Not effective at all								Very effective	Don't know
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10 <input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10 <input type="checkbox"/>

B5. To what extent does the World Bank Group's work help achieve development results in Lesotho?											
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	

B6. To what extent does the World Bank Group influence the development agenda in Lesotho?											
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	

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Lesotho, which activity do you VALUE the most? (Choose no more than TWO)

1	Coordination among development partners
2	Formal policy advice, studies, analyses
3	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
4	Global advocacy (e.g., educational outcomes, health outcomes, climate change, gender equality)
5	Financial resources
6	Bringing together different groups of stakeholders
7	Capacity development related to World Bank Group supported projects
8	Technical assistance (e.g., formulation of a law and regulation, policy, and strategy)
9	Data and statistics
10	Promoting knowledge sharing
11	Implementation support related to World Bank Group supported projects
12	Mobilizing third party financial resources
13	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)

1	Transport (e.g., roads, bridges, transportation)	17	Agriculture and rural development
2	Private sector development	18	International trade and exports
3	Education	19	Crime and violence
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas
5	Global pandemics (e.g., COVID-19)	21	Anti-corruption
6	Government accountability and transparency	22	Tourism
7	Energy	23	Judiciary reform
8	Water and sanitation	24	Economic growth
9	Pollution	25	Disaster risk management
10	Job creation/employment	26	Natural resource management
11	Health	27	Disease (e.g., HIV/AIDS, Tuberculosis)
12	Financial markets	28	Information and communications technology
13	Social protection (e.g., pensions, targeted social assistance)	29	Gender equity (closing the gap between women and men, and boys and girls)
14	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)
15	Food security	31	Poverty reduction
16	Urban development	32	National debt

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B11. The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Lesotho over the next six months to a year? (Choose no more than THREE)

1	Public service delivery (e.g., strengthening policies, institutions)
2	Private sector development
3	Job creation/employment
4	Supporting efforts that can help counter misinformation about vaccines
5	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved (ensuring access for vulnerable groups and those in remote areas)
6	Education
7	Healthcare
8	Economic growth
9	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
10	Nutrition/food security
11	Ensuring that girls and women have equal access to job opportunities
12	Ensuring that girls and women have equal access to health care/health services
13	Providing direct financial support to businesses (business support packages)
14	Providing direct financial support to citizens
15	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
16	Other (please specify): _____

B12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)

1	Development institution	9	Impact Investor
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Lesotho 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	

C2. To what extent do you believe the World Bank Group is adequately staffed in Lesotho?												
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 is the World Bank Group an effective development partner in Lesotho, 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		
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Treating clients and stakeholders in Lesotho with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
C18	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	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"/>	
C20	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"/>	
C21	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"/>	
C22	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	The World Bank Group takes decisions quickly in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Working with the World Bank Group increases Lesotho's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in Lesotho?													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets Lesotho'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"/>	

C27. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Lesotho government's efforts to support citizens throughout this crisis?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not useful at all									Very useful		Don't know		

C28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not important at all									Very important		Don't know		

How effectively does the World Bank Group support Lesotho's efforts ... ?													
		Not effectively at all								Very effectively		Don't know	
		1	2	3	4	5	6	7	8	9	10		
C29	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? *(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	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	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"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	International trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Disease (e.g., HIV/AIDS, Tuberculosis)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Government accountability and transparency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D2. The World Bank Group has provided fast track support to Lesotho related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

		Not effective at all										Very effective	N/A	Don't know
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
4	Ensuring social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, herd boys) and those in remote areas	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Lesotho, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Lesotho's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LESOTHO

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

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

F2. 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	Youth/university groups	7	Parliament/Principal Chiefs
2	Local government	8	Media
3	Private sector	9	Foundations
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Community of development partners	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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 Lesotho? (Choose no more than TWO)

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Lesotho's media

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. 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"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian/Senator	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Women Group
9	State-Owned Enterprise	20	Academia/Research Institute/Think Tank
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Media (press, radio, TV, web, etc.)
11	Multilateral Agency (UN, regional development bank)	22	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Lesotho? (Select only ONE response)	
1	The World Bank (IDA)
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 Lesotho? (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	Berea
2	Butha-Buthe
3	Leribe
4	Mafeteng
5	Maseru
6	Mohale's Hoek
7	Mokholong
8	Qacha's Nek
9	Quthing
10	Thaba-Tseka

Thank you for completing the survey!