



## **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

<b>A1. In general would you say that Zimbabwe's economy is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

<b>A2. Listed below are a number of development priorities in Zimbabwe.</b>			
<b>Please identify which of the following you consider the most important development priorities in Zimbabwe. (Choose no more than THREE)</b>			
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

<b>B1. How familiar are you with the work of the World Bank Group in Zimbabwe?</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 Zimbabwe.</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 Zimbabwe 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 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)</b>			
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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Analytical studies and reports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Training and capacity building workshops	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	<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	
<b>B7</b>	Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B8</b>	The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## 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
<b>B9</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B10</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>B11</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</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>B16</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>B17</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Treating clients and stakeholders in Zimbabwe with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<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., MEFMI, 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

<b>C2. To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?</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. How prepared do you believe Zimbabwe's government systems are for eventual project implementation?</b>											
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

<b>C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Zimbabwe?</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 Zimbabwe?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	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"/>
<b>C6</b>	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)**

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Zimbabwe, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>
<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 accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are adaptable to Zimbabwe's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

## 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 "Safeguard Policy" 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 Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Zimbabwe'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"/>	
<b>E9</b>	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"/>	

<b>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?</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>E11. To what extent do you believe the World Bank Group is adequately staffed in Zimbabwe?</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>E12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Zimbabwe?</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 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
		1	2	3	4	5	6	7	8	9	10			
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		

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

### 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		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
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		

<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/IDA or IFC) in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Zimbabwe? (Select only ONE response)</b>	
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!**