

FY 2022 Botswana Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



July 2022



Acknowledgements

The Botswana Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Jose De Buerba (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Botswana country team and independent fielding agency Maipet Investments. In particular, SI is grateful for the support from Oarabile Minky Moilwa (Consultant) who coordinated the survey related activities from Gaborone, Botswana.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. Overall Context	9
V. Overall Attitudes Toward the World Bank Group	13
VI. World Bank Group’s Support in Development Areas.....	17
VII. World Bank Group’s Work and Engagement on the Ground	19
VIII. World Bank Group’s Knowledge and Instruments	23
IX. The Future Role of the WBG in Botswana.....	27
X. Communication and Outreach	31
XI. Appendices.....	34

BOTSWANA





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Botswana*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to April 2022, 341 stakeholders of the WBG in Botswana were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President; office of a Minister; office of a member of the Parliament/Legislative body; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing the implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; professional/trade associations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 173 stakeholders participated in the survey (51% response rate). Respondents received the questionnaire via courier and returned it accordingly or received an email with a link and completed the survey via the online Qualtrics platform.

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

Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'19 (response rate was 88%, N=303). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed.

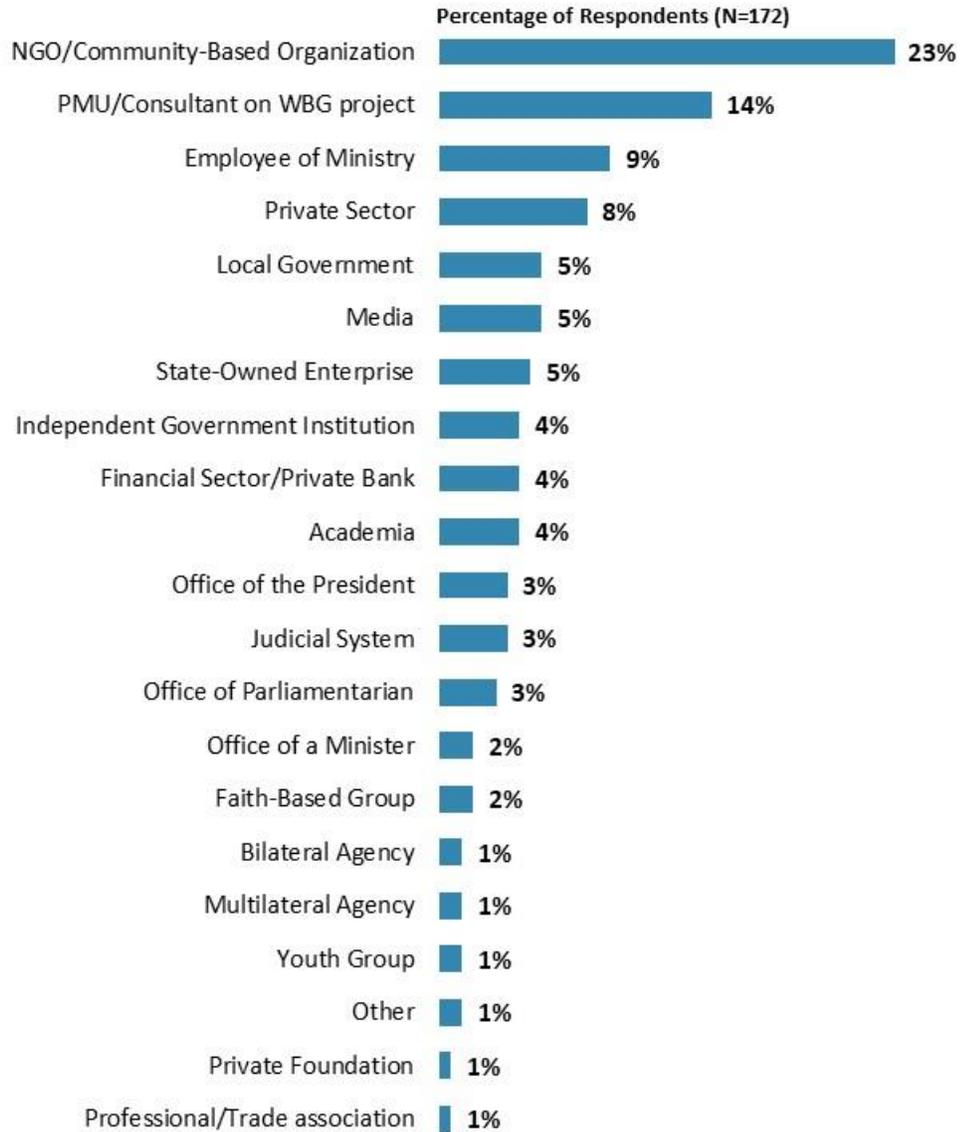
Percentage of Respondents	FY 2019	FY 2022
Office of the President; Office of Minister;	9%	8%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and embassy/diplomatic office)	39%	35%
Local Government Office or Staff	0%	5%
Bilateral/Multilateral Agency	8%	2%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	19%	28%
Private Sector (includes private sector organization and financial sector/private banks)	15%	12%
Academia/Research Institute/Think Tank	5%	4%
Media	6%	5%
Other	2%	1%
Total Number of Respondents	295	172



III. Demographics of the Sample

Current Affiliation

- Note that for further analyses, some respondent groups were combined.¹



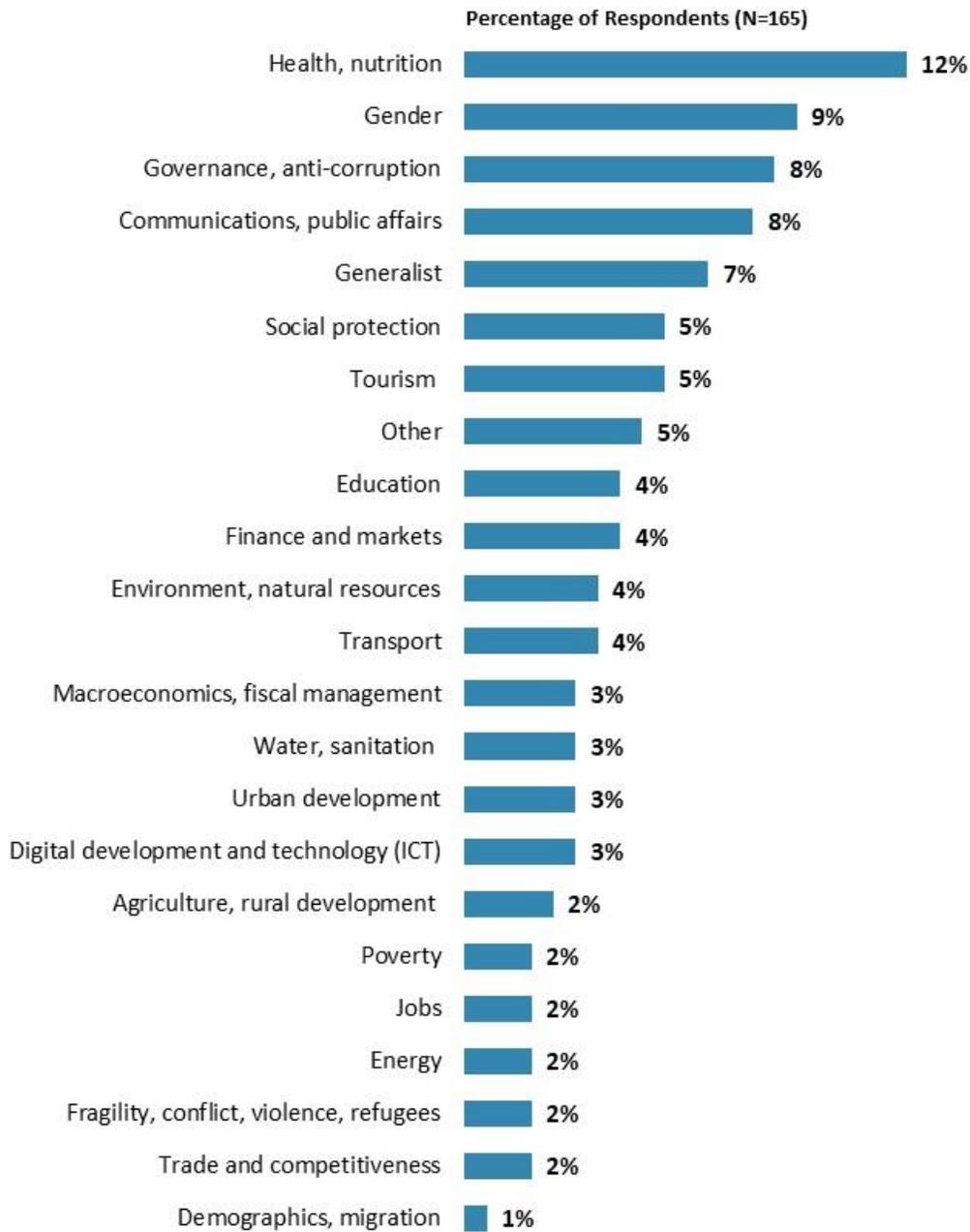
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President were combined with respondents from the office of a Minister and office of a Parliamentarian; respondents from independent government institutions, judicial system, and state-owned enterprises were combined into an 'Other Government Institutions' category; respondents from private sector were combined with respondents from the financial sector/private banks; respondents from private foundations, NGOs, professional/trade associations, faith-based, and youth groups were grouped into a 'CSO' category; and the small number of the respondents from bilateral and multilateral agencies were included in the 'Other' category.



III. Demographics of the Sample (continued)

Area of Primary Specialization

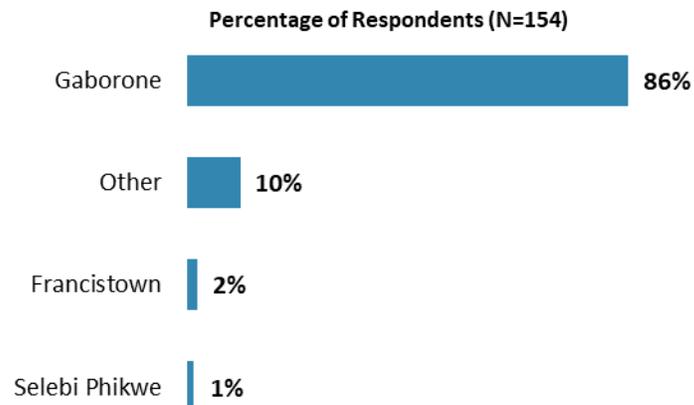


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



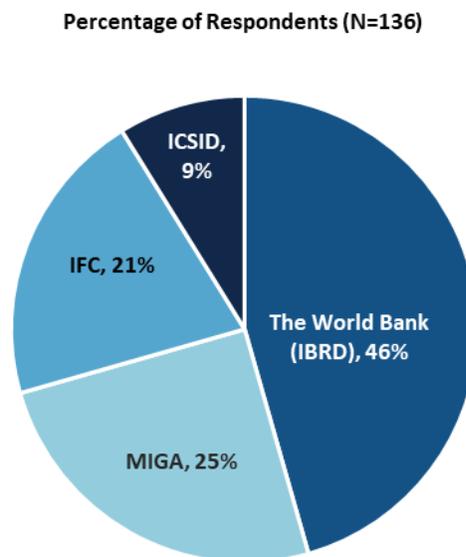
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



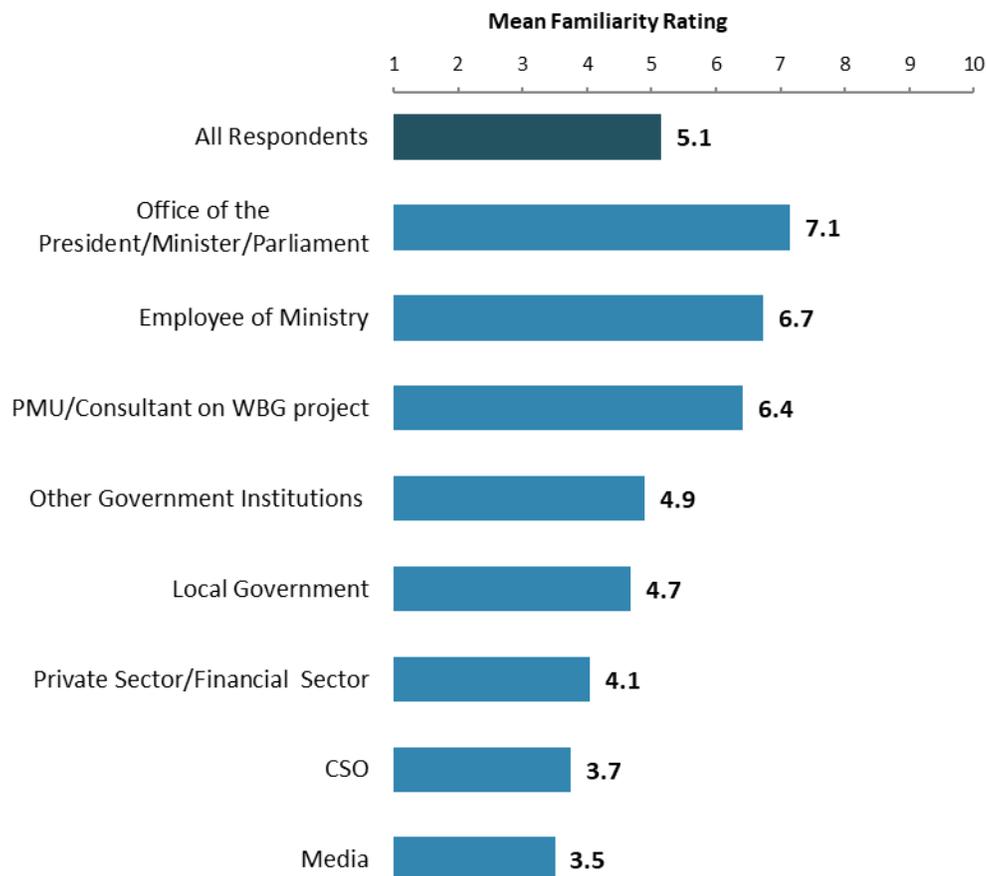
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Botswana?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WB² compared to respondents in the FY'19 Country Survey (mean rating in FY'22 = 4.9; mean rating in FY'19 = 4.8).
- **Collaboration:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the work of the World Bank compared to respondents who do not collaborate (mean familiarity of collaborators = 5.6; mean familiarity of non-collaborators = 4.5).
- **Impact of familiarity:** Respondents' ratings of familiarity with the World Bank were significantly, strongly correlated with their ratings for the WBG playing a relevant role in the development of Botswana and perceptions of the World Bank's effectiveness. Respondents' ratings of familiarity with the World Bank were significantly, moderately correlated with their ratings of the extent the WBG helps to achieve developmental results in Botswana.



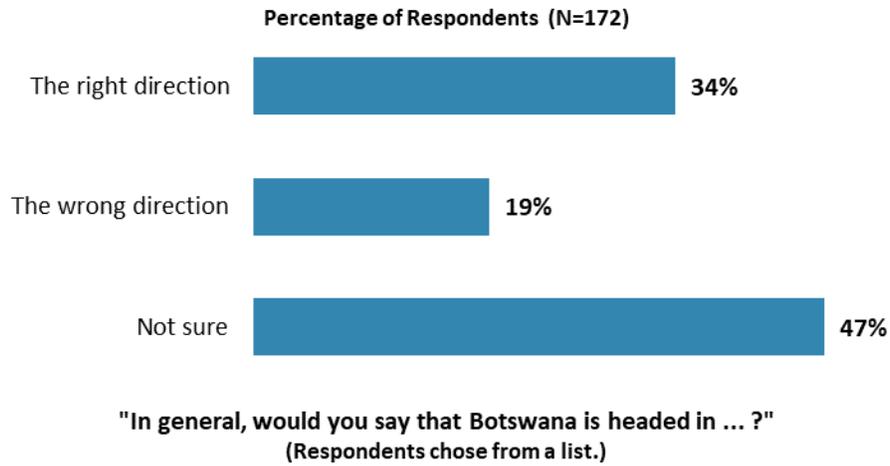
"How familiar are you with the work of the World Bank (IBRD) in Botswana?"
(1-"Not familiar at all", 10-"Extremely familiar") Significantly different between stakeholder groups

² In FY 2022, the questions about familiarity and effectiveness were asked separately about the World Bank (IBRD) and the IFC. Only the questions about the World Bank (IBRD) were used in these calculations.

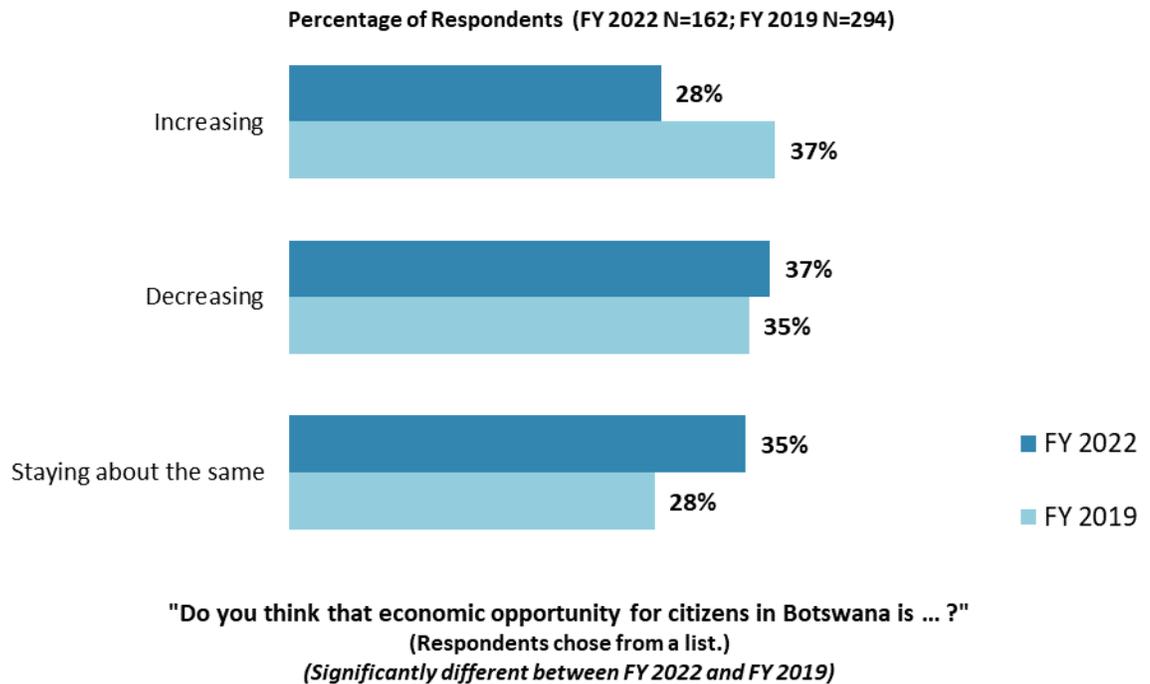


IV. Overall Context

Headed in the Right Direction



Perceptions of Economic Opportunity

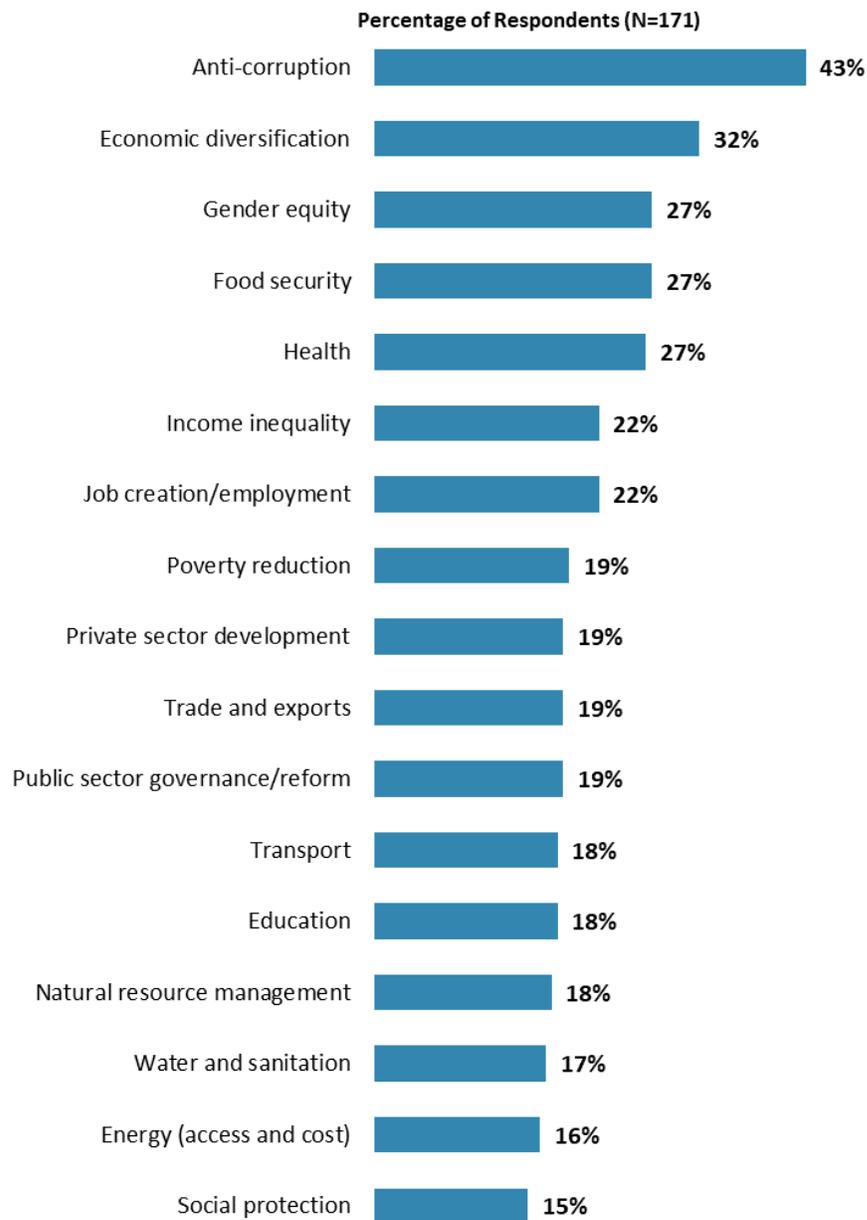




IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the most important development priorities in Botswana were “*job creation/employment*” (41%) and “*economic diversification*” (32%), followed by “*education*” (22%) and “*energy*” (18%). “*Anti-corruption*” emerged as the top development priority this year with 43% of respondents selecting it, a significant increase from the 11% of respondents who selected it in FY'19.



"Please identify which of the following development priorities you consider the most important in Botswana (Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 17 of 29 response options shown)



IV. Overall Context (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"

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

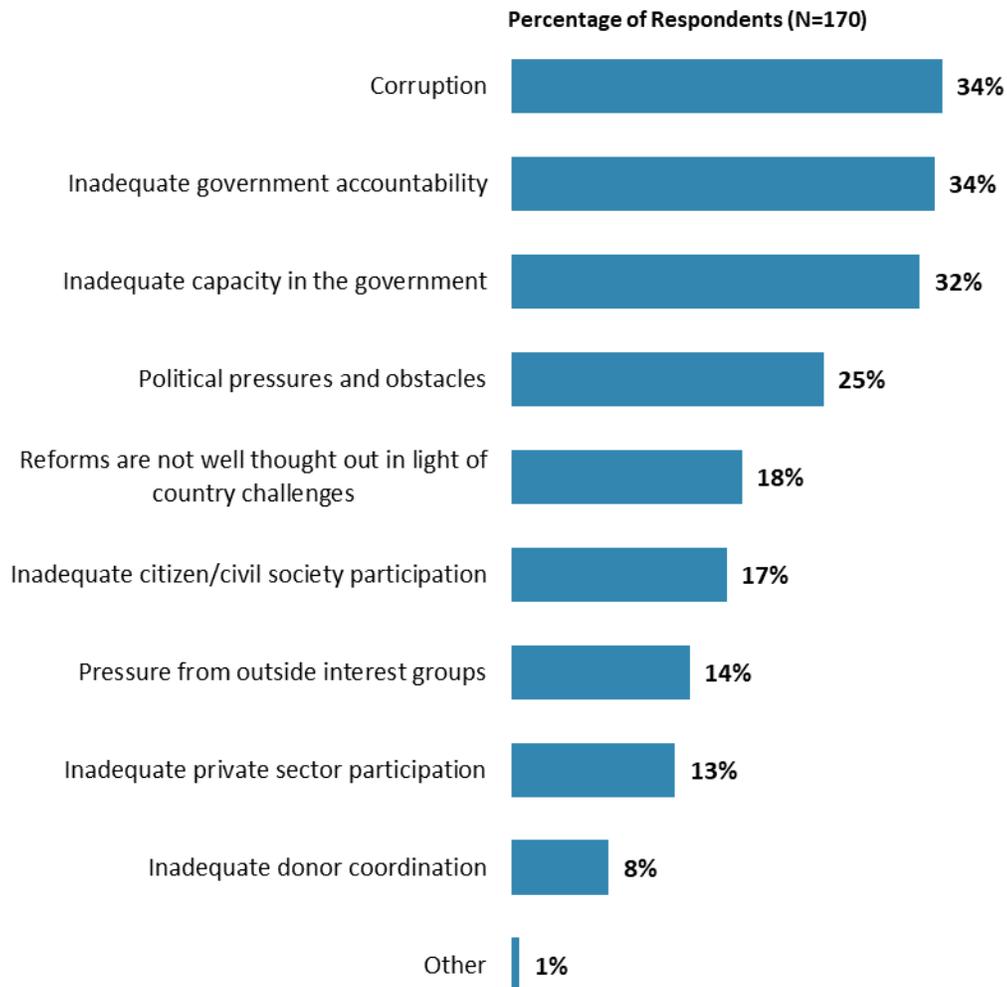
*Significantly different between FY 2022 and FY 2019



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that when reform efforts failed or were slow to take place in Botswana, they most often attributed this to “*corruption*” (53%) and “*poor coordination within the government*” (40%).

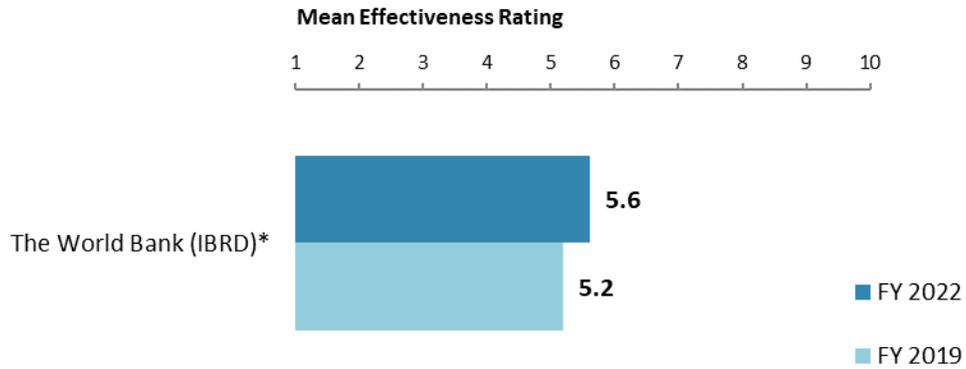


"When economic and/or social reform efforts fail or are slow to take place in Botswana, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



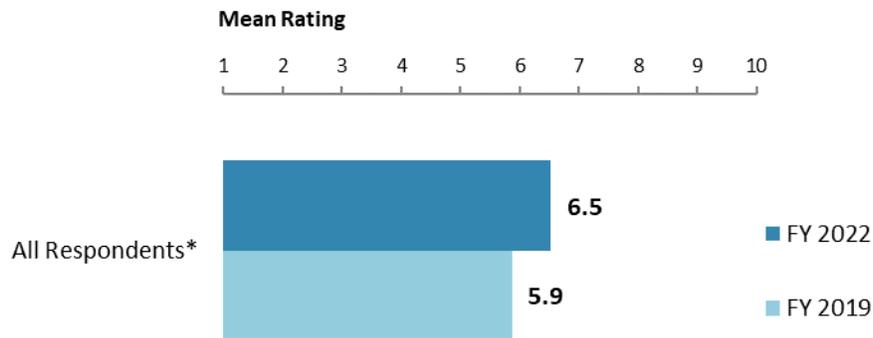
V. Overall Attitudes toward the World Bank Group

The World Bank's Overall Effectiveness *(Indicator Question)*



"Overall, please rate your impression of the effectiveness of these organizations in Botswana." (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2022 and FY 2019)*

Achieving Development Results *(Indicator Question)*

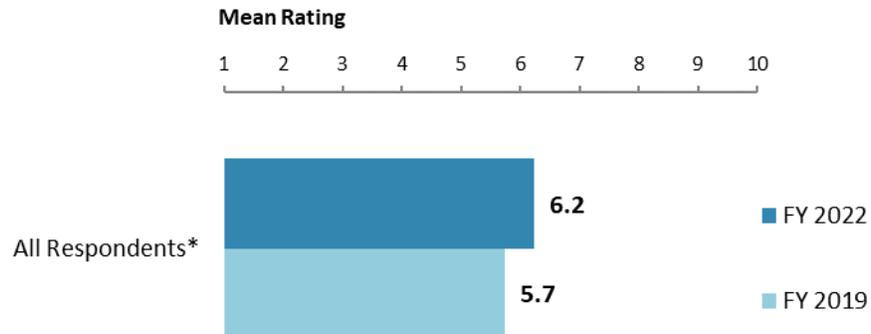


"To what extent does the World Bank Group's work help to achieve development results in Botswana?" (1-"To no degree at all", 10-"To a very significant degree")
*(*Significantly different between FY 2022 and FY 2019)*



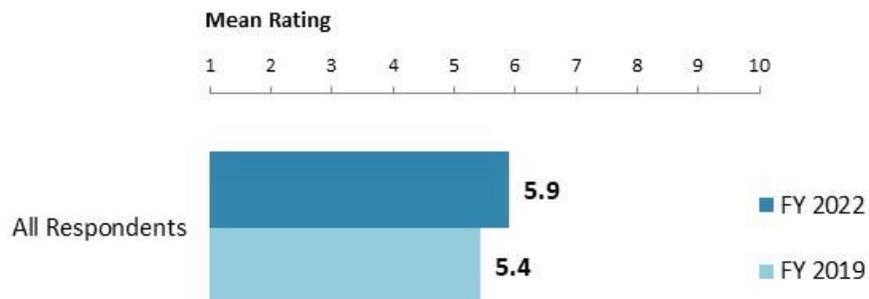
V. Overall Attitudes toward the World Bank Group

Influence on Botswana's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Botswana?" (1-"To no degree at all", 10-"To a very significant degree")
*(*Significantly different between FY 2022 and FY 2019)*

WBG Staff Preparedness



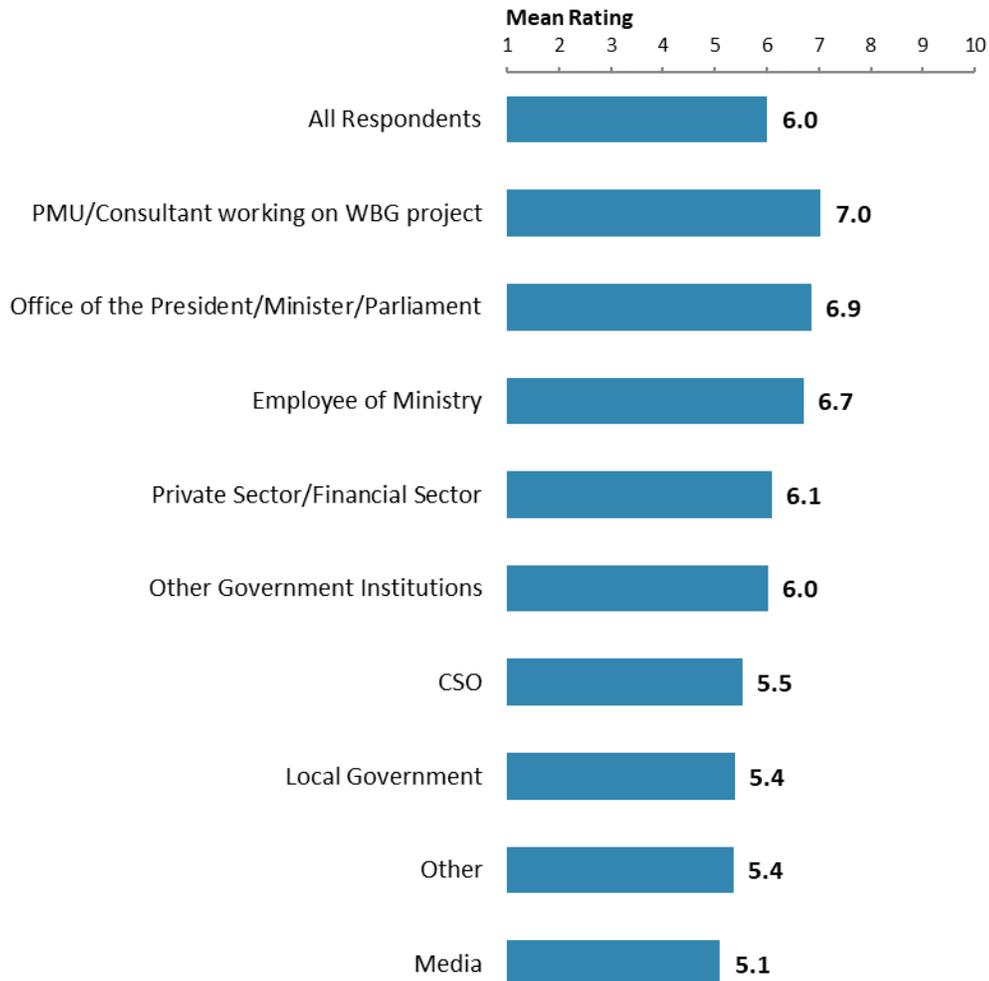
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Botswana solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions

- **Collaboration:** Respondents who indicated that they collaborate with the WBG reported significantly higher mean ratings for the twenty-six aggregated indicator questions (mean rating = 6.3) compared to respondents who indicated that they do no collaboration with the WBG (mean rating = 6.0). Responses for the individual indicator question by collaboration with the WBG can be found in Appendix C (page 56).
- **Stakeholder groups:** Respondents from PMUs/Consultants on WBG-supported projects, the office of the President/Minister/Parliamentarian, and employees of ministries had the highest mean ratings for the twenty-six aggregated indicator questions whereas respondents from CSOs, local government, other organizations, and the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 46).



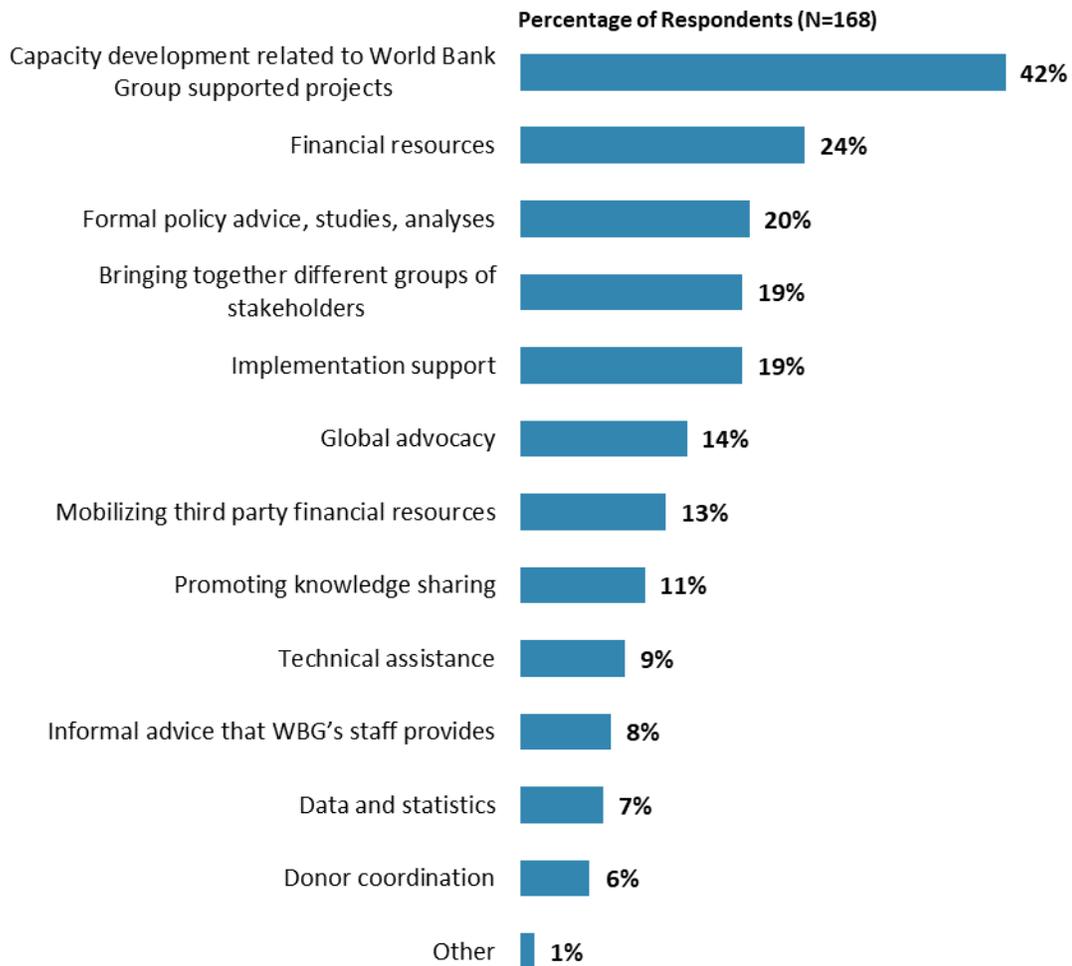
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG's greatest values to Botswana were “*technical assistance*” (35%), “*project implementation support*” (31%), “*financial resources*” (28%), “*capacity development related to WBG-supported projects*” (25%), and “*policy advice, studies, analyses*” (24%). It is noteworthy that in FY'22 “*capacity development*” far outpaced the other activities in terms of what respondents value most about the WBG.

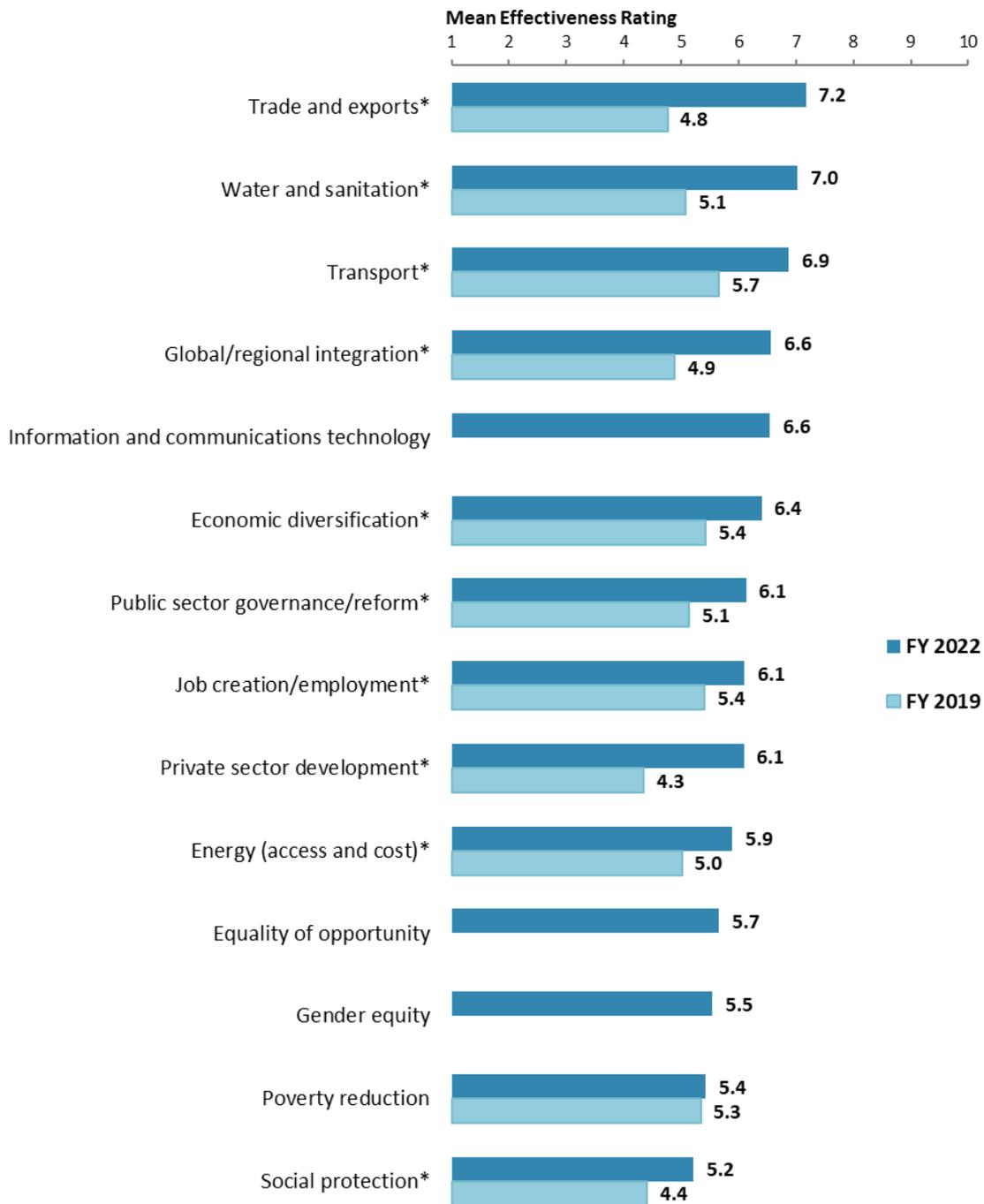


“When thinking about the World Bank Group’s role in Botswana, which activity do you VALUE the most? (Choose no more than TWO)”



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas³



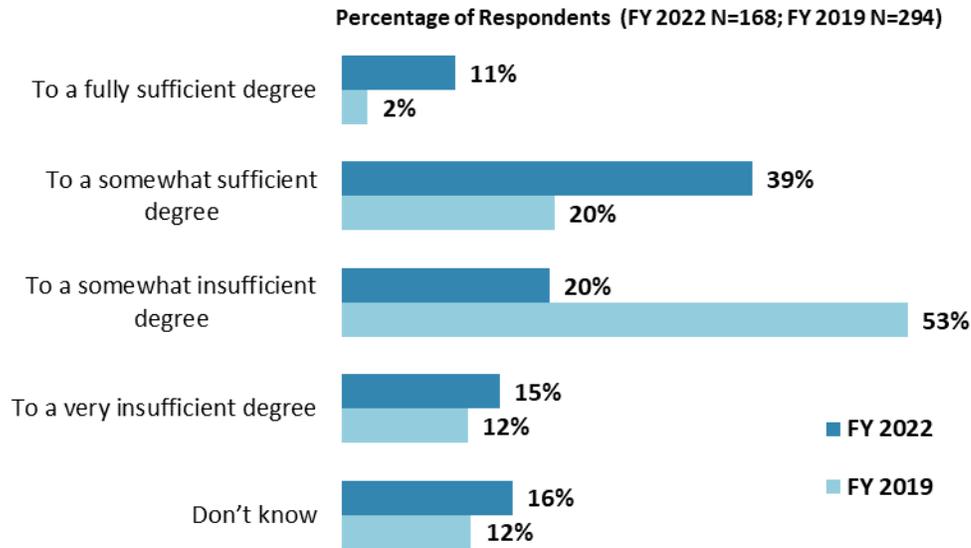
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Botswana?"
(1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2022 and FY 2019)

³ Note, informed stakeholders primarily responded to this question. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas (see Appendix A, page 35).



VI. WBG's Support in Development Areas (continued)

Helping the Poorest

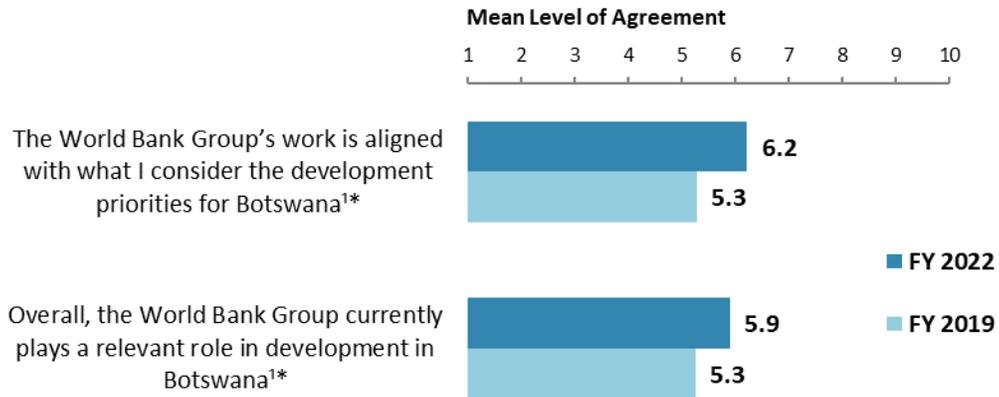


"To what extent do you believe that the World Bank Group's work and support help the poorest in Botswana?" (Respondents chose from a list.)
(Significantly different between FY 2022 and FY 2019)



VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Botswana

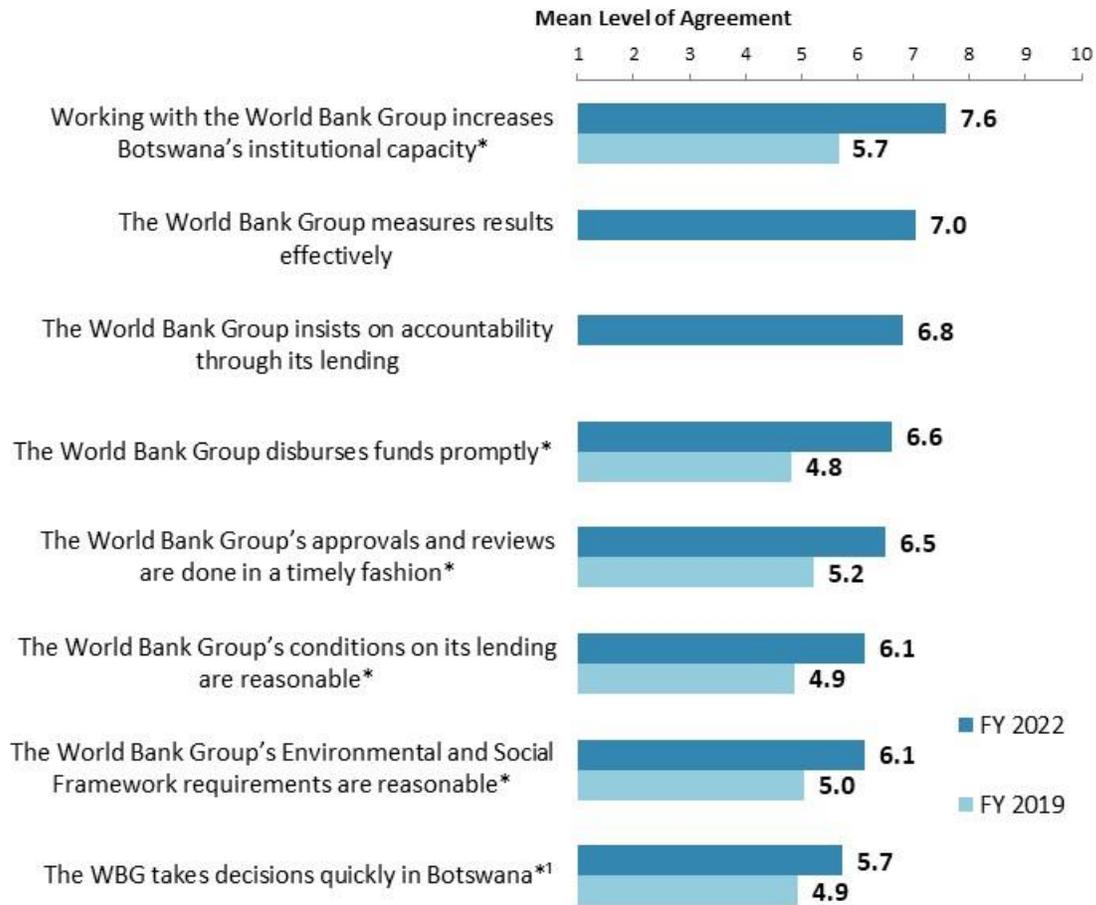


"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Botswana?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2022 and FY 2019)
¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions

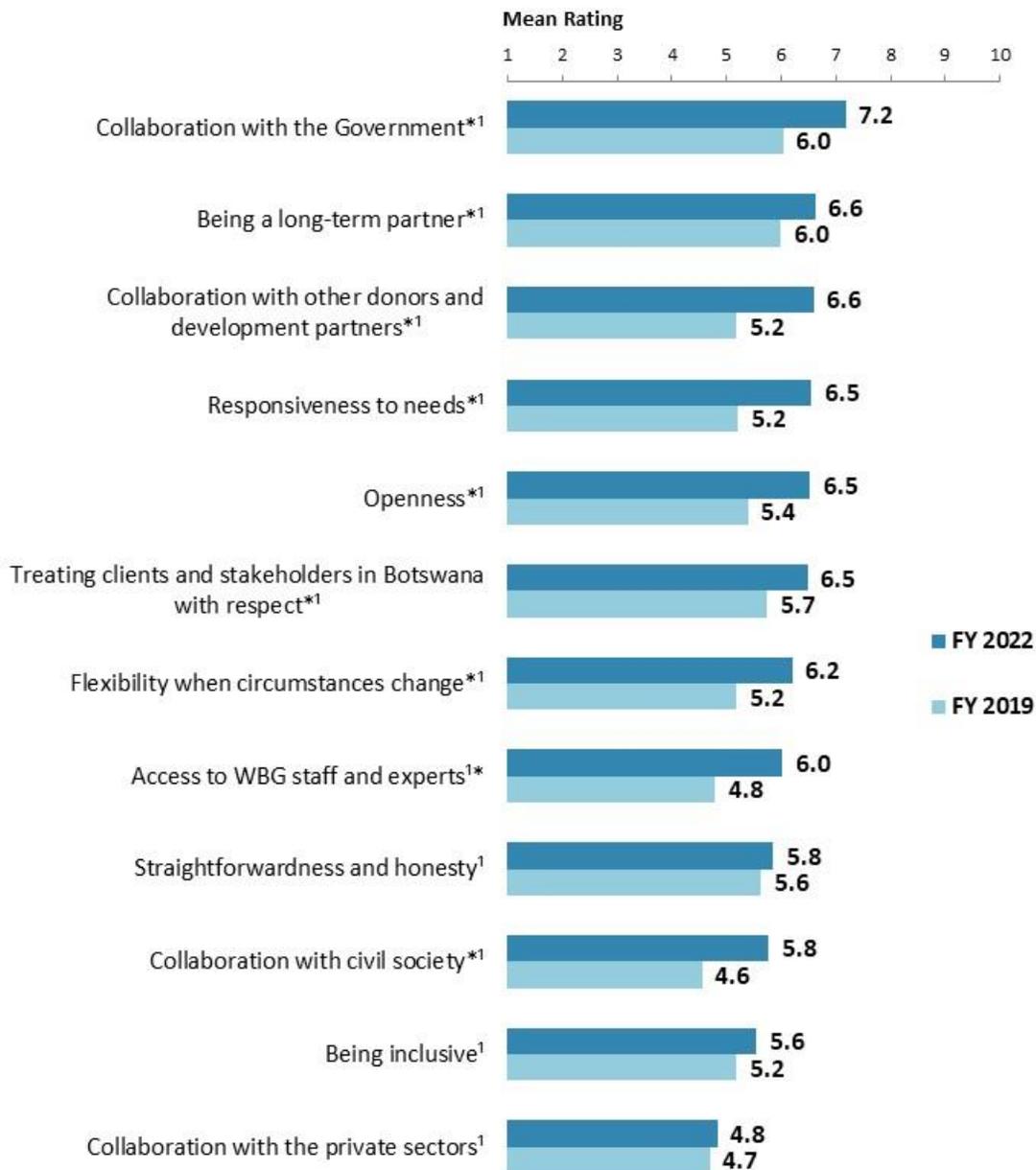


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question
(*Significantly different between FY 2022 and FY 2019)



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner

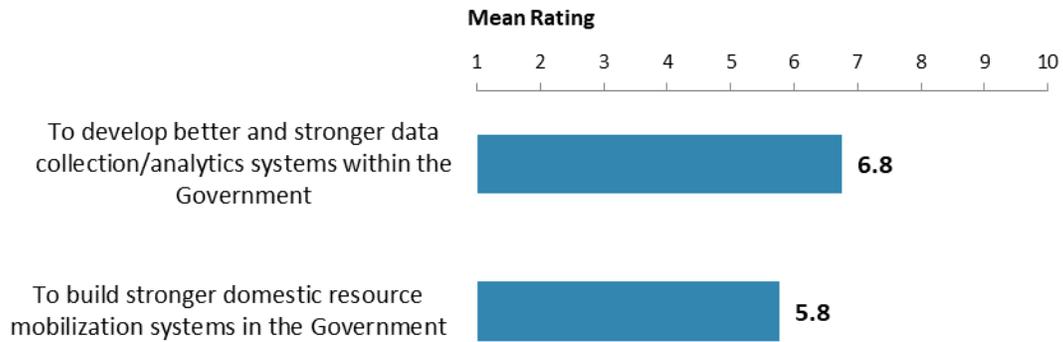


"To what extent is the World Bank Group an effective development partner in Botswana, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Effectiveness of WBG's Support

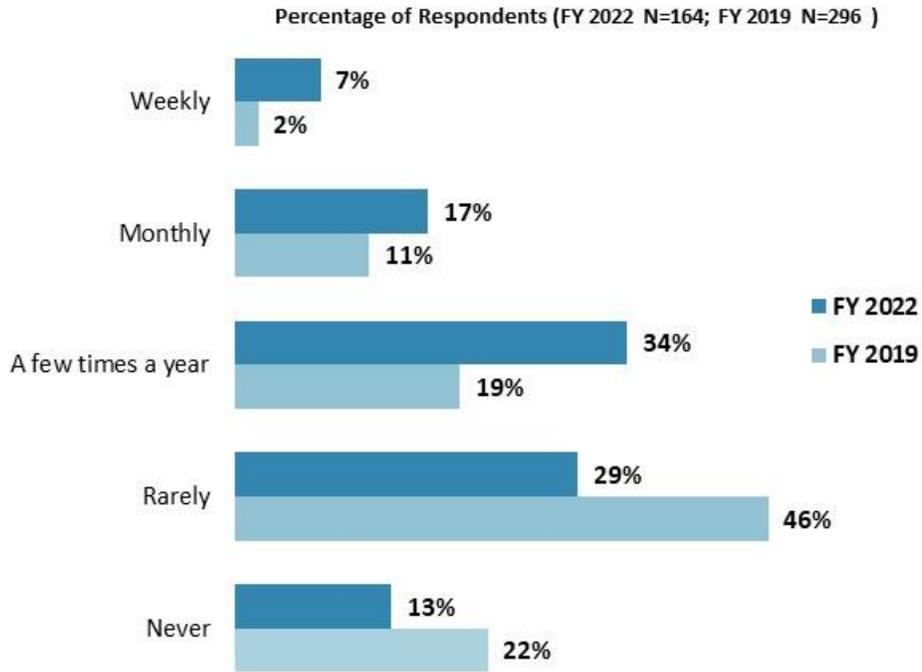


"How effectively does the World Bank Group support Botswana's efforts ... ?"
(1-"Not effectively at all", 10-"Very effectively")



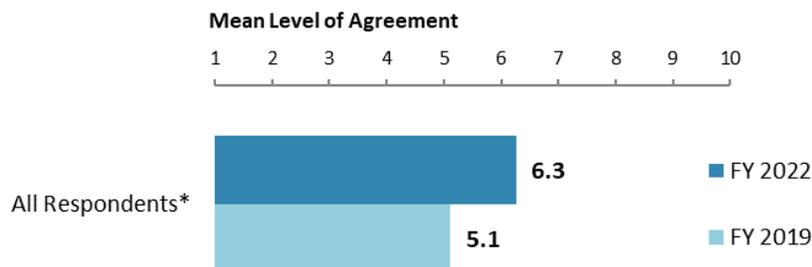
VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?" (Respondents chose from a list.)
Significantly different between FY 2022 and FY 2019

Meeting Botswana’s Knowledge Needs (Indicator Question)

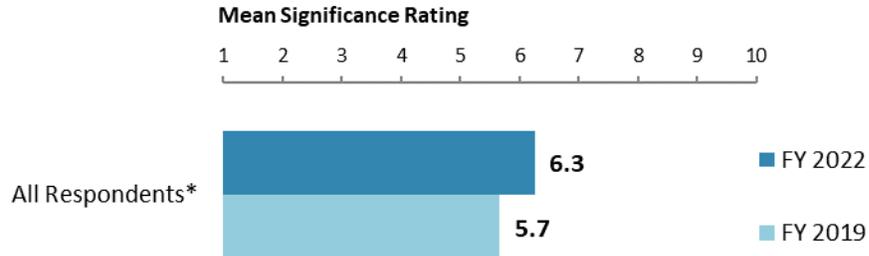


"The World Bank Group meets Botswana’s needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2022 and FY 2019)*



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

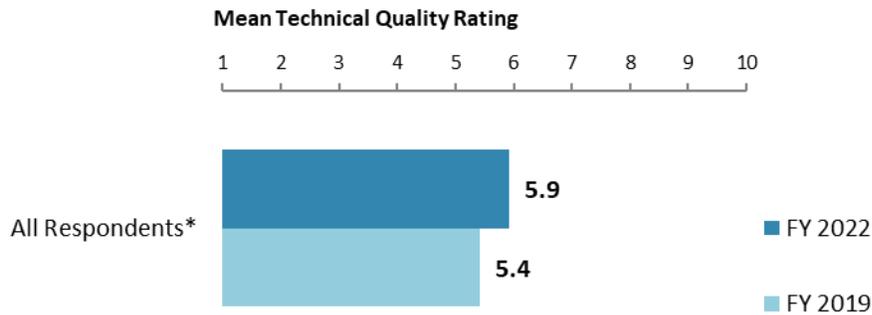
Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

(1-"Not significant at all", 10-"Very significant")
(*Significantly different between FY 2022 and FY 2019)

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



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

(1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2022 and FY 2019)



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

Qualities of the WBG's Knowledge Work and Activities



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

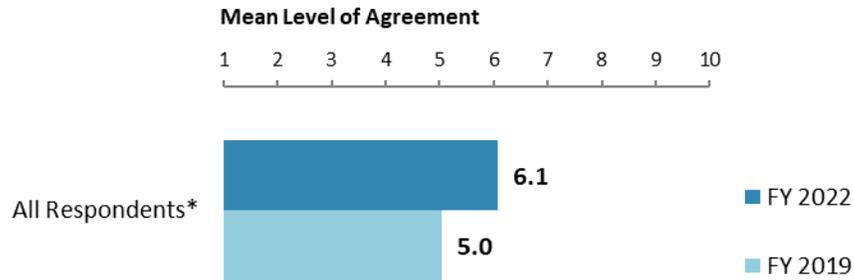
(*Significantly different between FY 2022 and FY 2019)

¹Indicator Question



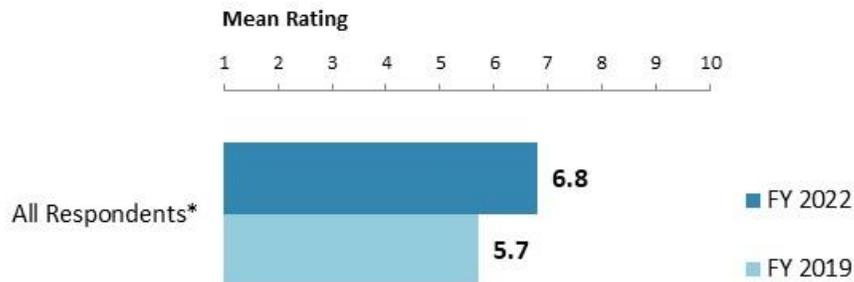
VIII. World Bank Group's Knowledge and Instruments (continued)

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



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan) meet the needs of Botswana"
(1- "Strongly disagree", 10- "Strongly agree")
(*Significantly different between FY 2022 and FY 2019)

WBG's Reimbursable Advisory Services (RAS)

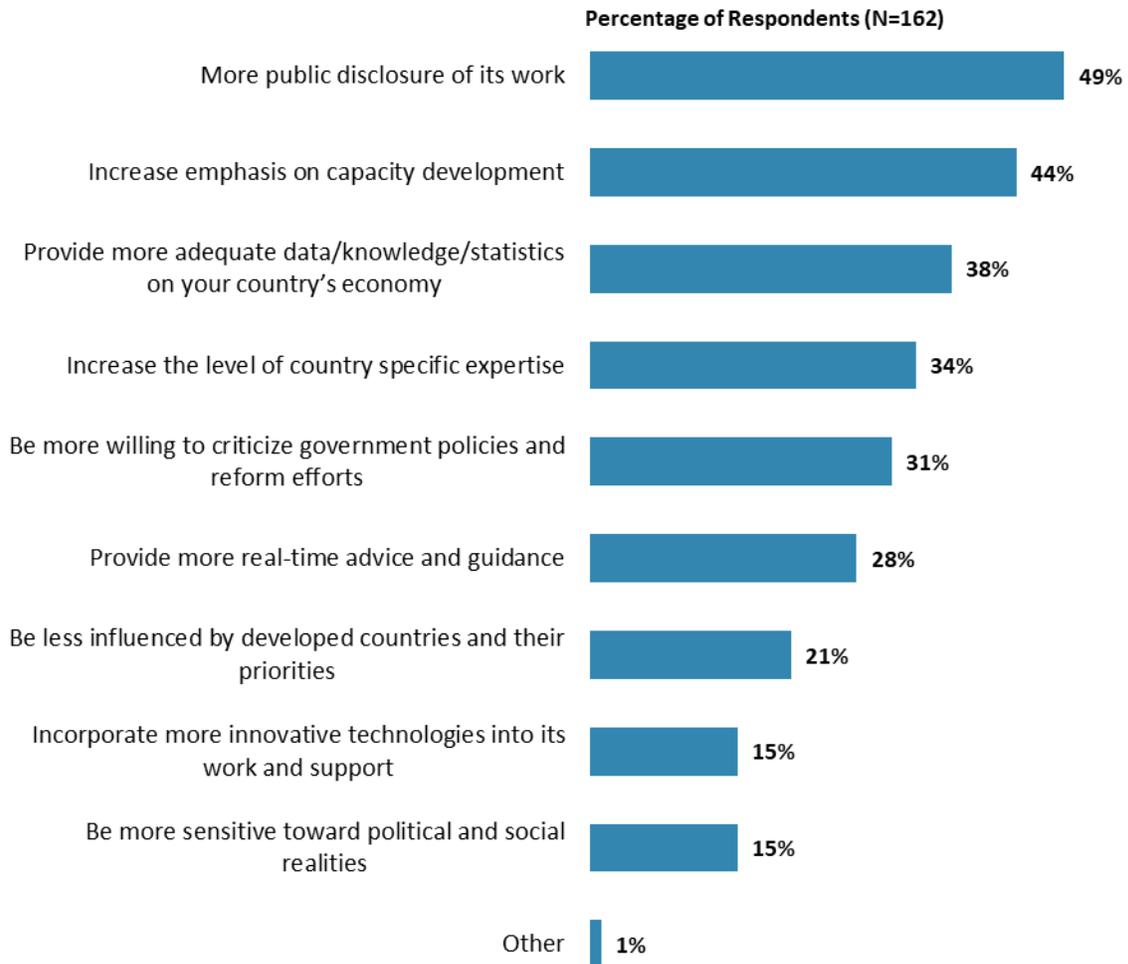


"To what extent do you believe that Botswana received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1- "To no degree at all", 10- "To a very significant degree")
(*Significantly different between FY 2022 and FY 2019)



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

Making the World Bank Group of Greater Value



**"Which of the following SHOULD the WBG do to improve its advice and guidance in Botswana?
(Choose no more than 3)"**

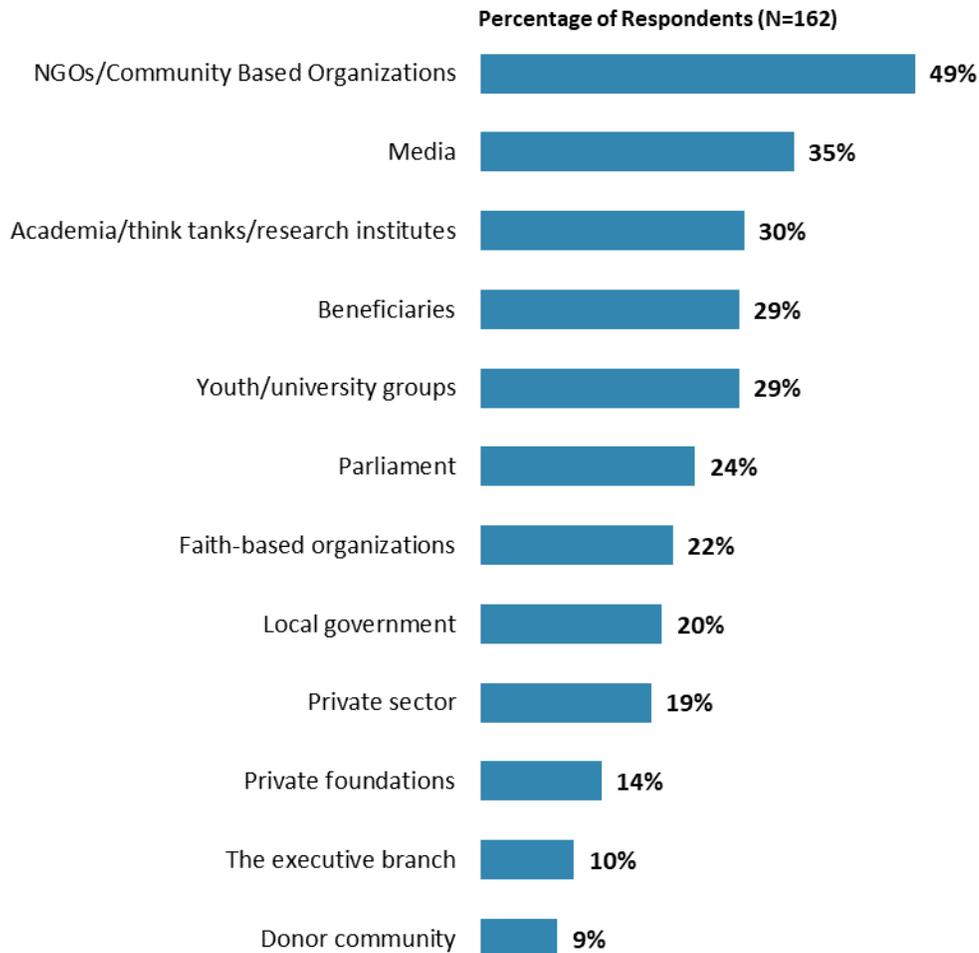
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (33%), “*private sector*” (33%), “*NGOs/Community based organizations*” (29%), and “*local government*” (24%) to ensure better development results in Botswana.



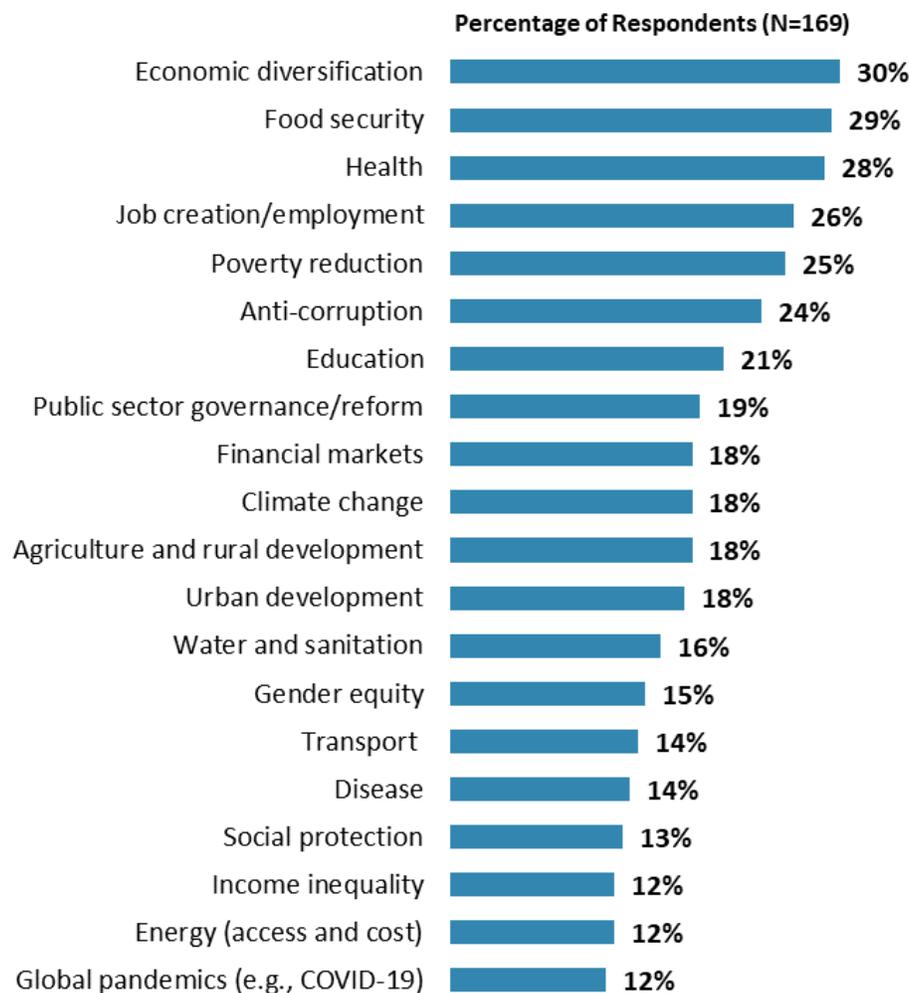
"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Botswana? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (40%), “*poverty reduction*” (29%), and “*education*” (25%). “*Economic diversification*” and “*food security*” emerged as the top priorities for the WBG’s focus this year, with more than twice as many respondents selecting them in FY’22 compared to FY’19 (14% and 11%, respectively).
- Specialization:** Respondents who identified their primary specialization of work as “*health and nutrition*” (12% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*health*” (50%), compared to respondents with other specializations (26%).



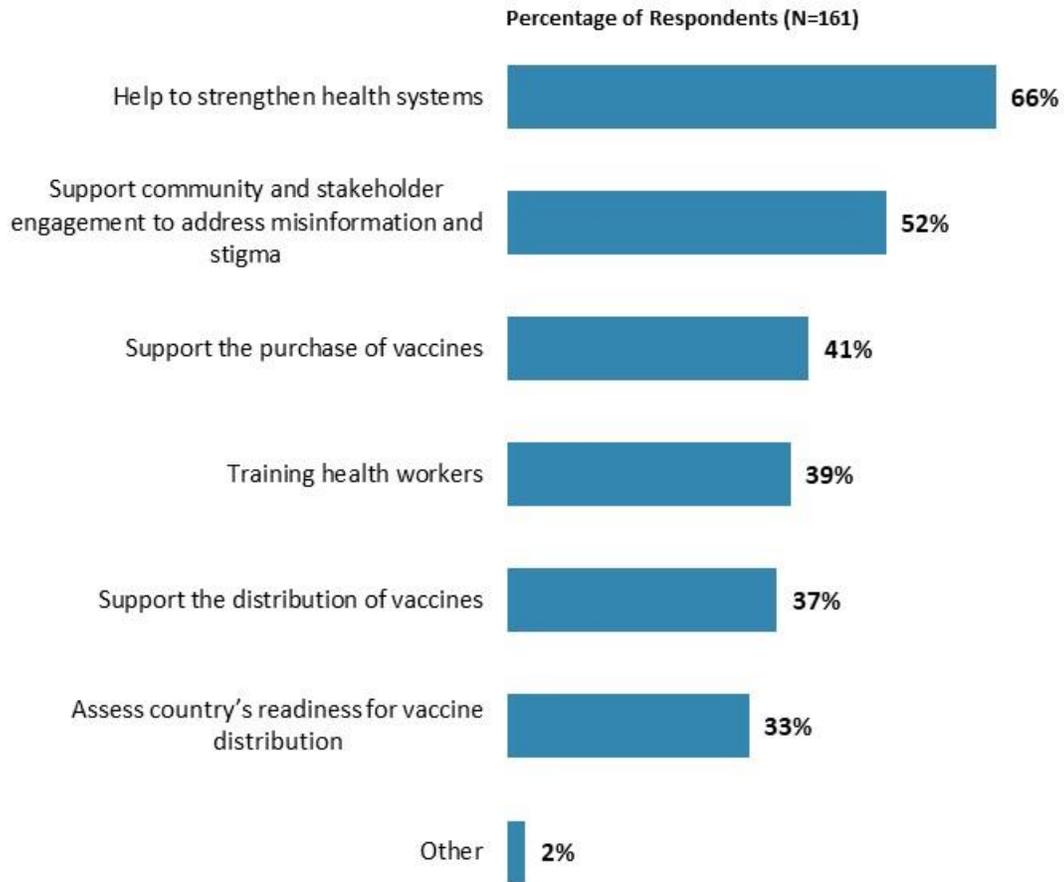
“When thinking about how the World Bank Group can have the most impact on development results in Botswana, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Botswana? (Choose no more than 5)”

(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown)



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

The WBG's Support for COVID-19 Vaccines



"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Botswana has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

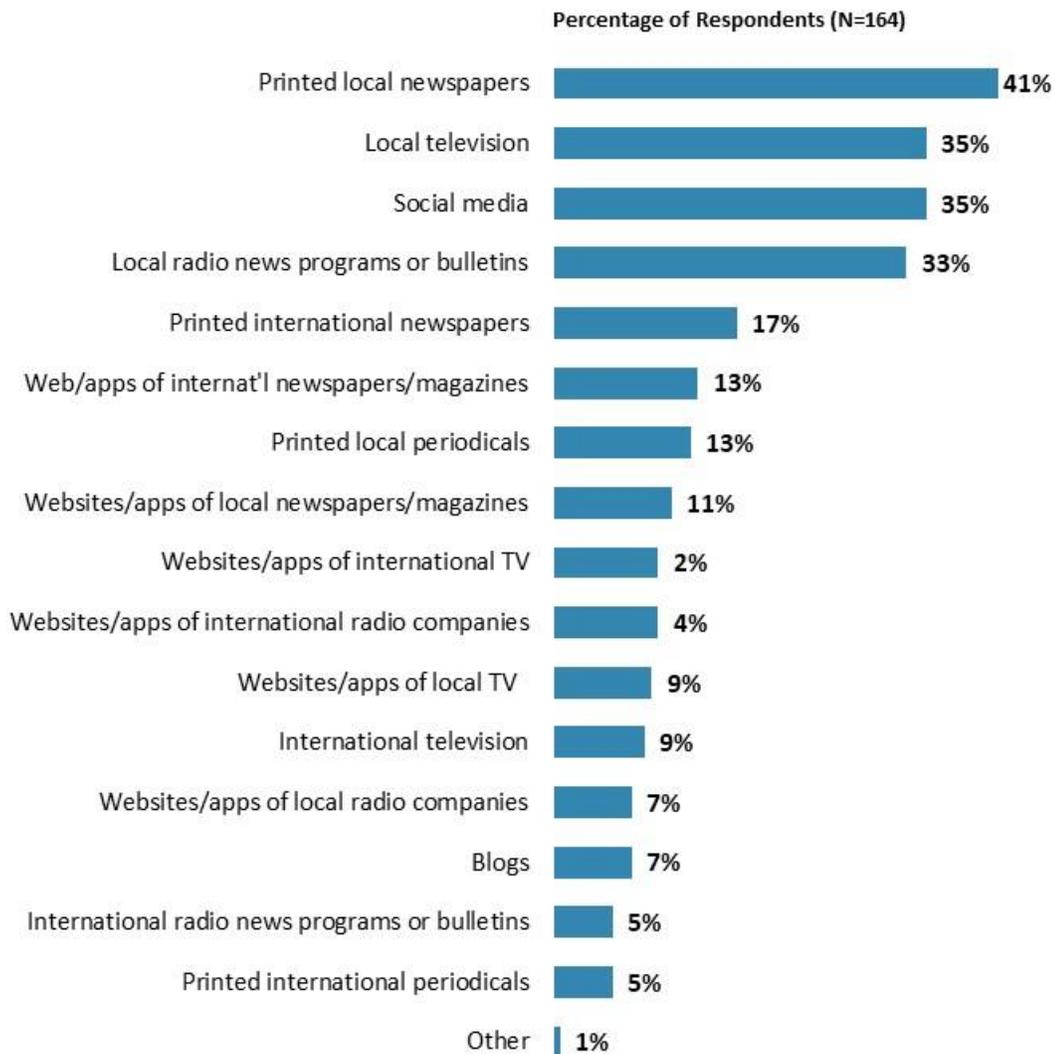


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 46) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY’19 Country Survey indicated that they got most of their information about economic and social development issues in Botswana from the “Internet” (52%), “local newspapers” (35%), “social media” (22%), “local television” (21%), and “local radio” (16%).



"Which would you say are your MAIN sources of news about economic and social development issues in Botswana? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

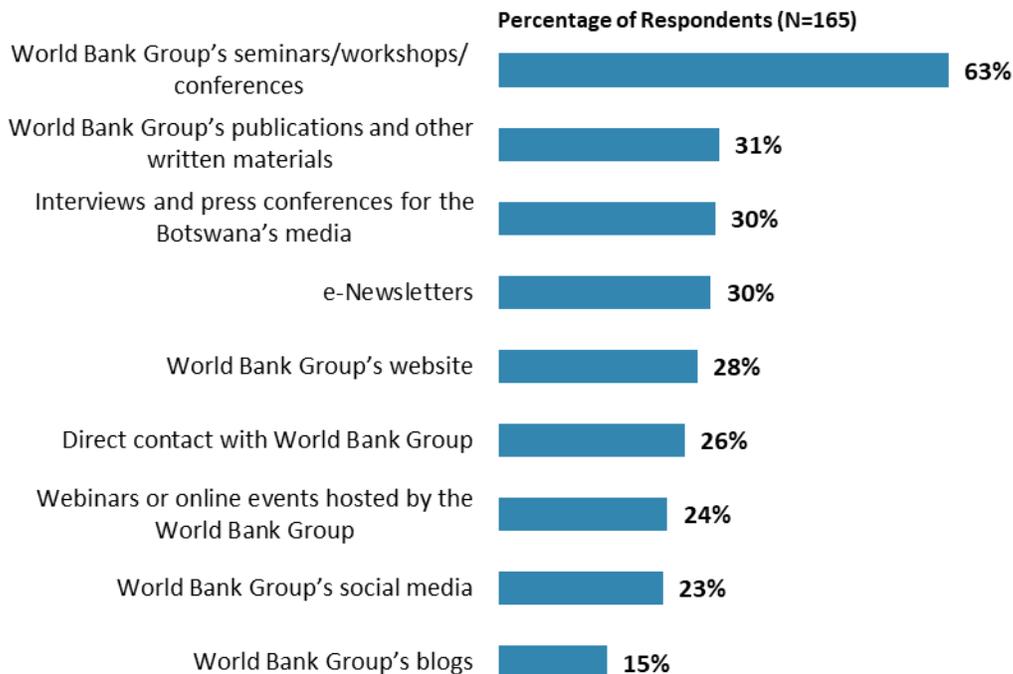


X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group’s future outreach, please see Appendix A (page 35) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY’19 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (50%), followed by “*direct contact with World Bank Group staff*” (38%), and “*World Bank Group’s publications and other written materials*” (33%).

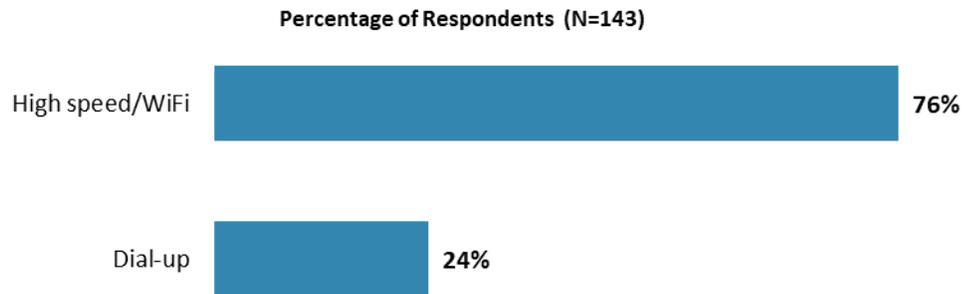


"How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



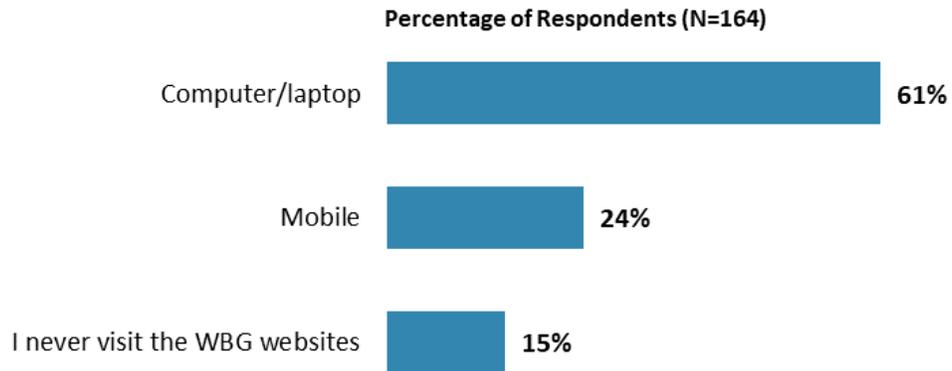
X. Communication and Outreach (continued)

Internet connection



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

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	35
B. Responses to Selected Questions by Stakeholder Groups	46
C. Responses to Indicator Questions by Collaboration With the WBG.....	56
D. Botswana FY 2022 COS Questionnaire.....	57

BOTSWANA





Appendix A: Responses to All Questions across All Respondents (N=172)

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

Background Information

Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=172)
NGO/Community Based Organization	23.3%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	14.0%
Employee of Ministry, Ministerial Department, Implementation Agency	8.7%
Private Sector Organization	7.6%
Local Government Office or Staff	5.2%
Media (press, radio, TV, web, etc.)	5.2%
State-Owned Enterprise	4.7%
Independent Government Institution	4.1%
Financial Sector/Private Bank	4.1%
Academia/Research Institute/Think Tank	4.1%
Office of the President, Prime Minister	3.5%
Judicial System (e.g., courts)	3.5%
Office of a member of Parliament/Legislative body	2.9%
Office of a Minister	1.7%
Faith-Based Group	1.7%
Bilateral Agency (e.g., embassy, diplomatic, military)	1.2%
Multilateral Agency (UN, regional development bank)	1.2%
Youth Group	1.2%
Other	1.2%
Private Foundation	0.6%
Professional/Trade association	0.6%

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Botswana?	Percentage of Respondents (N=172)
Yes	39.5%
No	60.5%

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Botswana? (Select only 1 response)	Percentage of Respondents (N=168)
The World Bank (IBRD)	45.6%
The International Finance Corporation (IFC)	20.6%
The Multilateral Investment Guarantee Agency (MIGA)	25.0%
International Centre for Settlement of Investment Disputes (ICSID)	8.8%

**A. Overall Context**

1. In general, would you say that Botswana is headed in ... ?	Percentage of Respondents (N=172)
The right direction	34.3%
The wrong direction	19.2%
Not sure	46.5%

2. Do you think that economic opportunity for citizens in Botswana is ... ?	Percentage of Respondents (N=169)
Increasing	28.4%
Decreasing	36.7%
Staying about the same	34.9%

3. Please identify which of the following development priorities you consider the most important in Botswana. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=171)
Anti-corruption	42.7%
Economic diversification	32.2%
Gender equity (closing the gap between women and men, and boys and girls)	27.5%
Food security	27.5%
Health	26.9%
Income inequality	22.2%
Job creation/employment	22.2%
Poverty reduction	19.3%
Private sector development	18.7%
Trade and exports	18.7%
Public sector governance/reform	18.7%
Transport (e.g., roads, bridges, transportation)	18.1%
Education	18.1%
Natural resource management (minerals)	17.5%
Water and sanitation	17.0%
Energy (access and cost)	16.4%
Social protection (e.g., pensions, targeted social assistance)	15.2%
Agriculture and rural development	11.7%
Financial markets	11.1%
Global pandemics (e.g., COVID-19)	10.5%
Information and communications technology	9.4%
Equality of opportunity (i.e., social inclusion)	9.4%
Crime and violence	8.8%
Climate change (e.g., mitigation, adaptation)	8.2%
Disease (e.g., TB, HIV/AIDS)	7.0%
Global/regional integration	6.4%
Urban development	5.8%
Disaster risk management	5.8%
Pollution	3.5%

**A. Overall Context (continued)**

4. 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 2)	Percentage of Respondents (Responses Combined; N=170)
Corruption	34.1%
Inadequate government accountability	33.5%
Inadequate capacity in the government	32.4%
Political pressures and obstacles	24.7%
Reforms are not well thought out in light of country challenges	18.2%
Inadequate citizen/civil society participation	17.1%
Pressure from outside interest groups	14.1%
Inadequate private sector participation	12.9%
Inadequate donor coordination	7.6%
Other	0.6%

5. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national government	161	7	5.01	2.06
2. Parliament	159	8	5.03	2.00
3. Bilateral organizations	156	10	6.01	1.54
4. The World Bank Group	160	6	6.43	1.73
5. The International Monetary Fund	150	15	6.36	1.91
6. The United Nations (UN)	160	7	6.76	1.91
7. The World Health Organization (WHO)	157	10	6.78	1.82
8. African Development Bank	143	21	6.53	1.86
9. Botswana's Central Bank (Bank of Botswana)	154	11	6.79	2.02
10. International private sector	145	21	6.21	2.13
11. Domestic private sector	153	12	6.10	2.00
12. International civil society (e.g., NGOs, CBOs)	157	8	6.36	2.15
13. Domestic civil society (e.g., NGOs, CBOs)	159	6	6.67	2.03
14. Youth organizations	157	8	6.29	2.30
15. Faith-based institutions	156	8	6.26	2.28
16. Domestic traditional media and their web presence	159	6	6.30	2.06
17. International media and their web presence	146	21	6.10	2.49
18. Web based media	147	19	6.39	2.54

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Botswana? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	171	n/a	4.93	2.11
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	169	n/a	4.54	2.44

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Botswana? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Botswana	157	14	5.90	1.80
3. The World Bank Group's work is aligned with what I consider the development priorities for Botswana	148	22	6.22	2.09

4. Overall, please rate your impression of the effectiveness of these organizations in Botswana. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)	152	18	5.62	1.71
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	130	39	6.08	1.96

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Botswana? (1-To no degree at all, 10-To a very significant degree)	145	26	6.53	1.81

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Botswana? (1-To no degree at all, 10-To a very significant degree)	134	36	6.23	1.76

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Botswana? (Select only 1 response)	Percentage of Respondents (N=168)			
To a fully sufficient degree	10.7%			
To a somewhat sufficient degree	38.7%			
To a somewhat insufficient degree	19.6%			
To a very insufficient degree	14.9%			
Don't know	16.1%			

8. When thinking about the World Bank Group's role in Botswana, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=168)			
Capacity development related to World Bank Group supported projects	41.7%			
Financial resources	24.4%			
Formal policy advice, studies, analyses	19.6%			
Bringing together different groups of stakeholders	19.0%			
Implementation support	19.0%			
Global advocacy	14.3%			
Mobilizing third party financial resources	12.5%			
Promoting knowledge sharing	10.7%			
Technical assistance	8.9%			
Informal advice that World Bank Group's staff provides	7.7%			
Data and statistics	7.1%			
Donor coordination	6.0%			
Other	1.2%			

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

9. When thinking about how the World Bank Group can have the most impact on development results in Botswana, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Botswana? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=169)
Economic diversification	29.6%
Food security	29.0%
Health	28.4%
Job creation/employment	26.0%
Poverty reduction	25.4%
Anti-corruption	23.7%
Education	20.7%
Public sector governance/reform	18.9%
Financial markets	18.3%
Climate change (e.g., mitigation, adaptation)	18.3%
Agriculture and rural development	18.3%
Urban development	17.8%
Water and sanitation	16.0%
Gender equity (closing the gap between women and men, and boys and girls)	14.8%
Transport (e.g., roads, bridges, transportation)	14.2%
Disease (e.g., TB, HIV/AIDS)	13.6%
Social protection (e.g., pensions, targeted social assistance)	13.0%
Income inequality	12.4%
Energy (access and cost)	12.4%
Global pandemics (e.g., COVID-19)	11.8%
Global/regional integration	11.2%
Pollution	11.2%
Equality of opportunity (i.e., social inclusion)	10.7%
Information and communications technology	10.1%
Private sector development	9.5%
Disaster risk management	7.1%
Crime and violence	6.5%
Trade and exports	6.5%
Natural resource management (minerals)	6.5%

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=167)
Multi-lateral financial institution	43.1%
World Bank	36.5%
Financial advisory solutions	30.5%
Development institution	22.2%
Public-private partnerships	17.4%
Investment bank	16.8%
Don't know	15.6%
Private sector solutions	15.0%
Impact investor	13.8%
Asset manager	13.2%
Innovation and entrepreneurship	9.0%
Thought leader	6.0%
Venture capital	5.4%
None of the above	3.6%
Other	0.6%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared to help Botswana solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	128	24	5.89	1.94

To what extent is the World Bank Group an effective development partner in Botswana, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Collaboration with the private sector	133	21	4.83	1.90
3. Being inclusive	135	18	5.55	1.56
4. Straightforwardness and honesty	137	17	5.84	1.68
5. Access to WBG staff and experts	130	22	6.02	1.86
6. Being a long-term partner	141	13	6.62	1.93
7. Responsiveness to needs	134	19	6.54	1.67
8. Collaboration with the Government	141	12	7.18	1.79
9. Flexibility when circumstances change	124	29	6.20	1.86
10. Collaboration with civil society	139	15	5.76	2.39
11. Treating clients and stakeholders in Botswana with respect	138	15	6.48	1.84
12. Openness (sharing data and other information)	133	19	6.53	1.91
13. Collaboration with other donors and development partners	130	23	6.59	2.09

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
14. The World Bank Group takes decisions quickly in Botswana	105	46	5.73	1.95
15. The World Bank Group's approvals and reviews are done in a timely fashion	100	51	6.49	1.42
16. The World Bank Group's conditions on its lending are reasonable	104	46	6.13	1.81
17. The World Bank Group disburses funds promptly	101	50	6.61	1.78
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	106	44	6.13	1.99
19. The World Bank Group insists on accountability through its lending	101	47	6.80	1.96
20. The World Bank Group measures results effectively	104	46	7.04	1.84
21. Working with the World Bank Group increases Botswana's institutional capacity	112	38	7.59	1.76

To what extent do you agree/disagree with the following statements about the World Bank Group in Botswana? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
22. The World Bank Group's financial instruments meet the needs of Botswana	110	44	6.08	1.95
23. The World Bank Group meets Botswana's needs for knowledge services	113	40	6.26	1.87

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
24. To what extent do you believe that Botswana received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	101	53	6.79	1.95

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Botswana? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	101	49	5.22	1.96
2. Gender equity	97	51	5.54	1.78
3. Poverty reduction	118	28	5.42	1.81
4. Public sector governance/reform	116	31	6.13	1.83
5. Equality of opportunity	99	44	5.66	2.09
6. Private sector development	92	45	6.09	2.20
7. Energy (access and cost)	105	39	5.89	1.80
8. Job creation/employment	107	37	6.10	2.22
9. Information and communications technology	93	53	6.55	2.29
10. Water and sanitation	124	22	7.02	1.77
11. Economic diversification	107	37	6.40	2.02
12. Transport (e.g., roads, bridges, transportation)	120	24	6.87	1.79
13. Global/regional integration	97	49	6.57	1.97
14. Trade and exports	99	47	7.17	2.27

2. How effectively does the World Bank Group support Botswana's efforts ...? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. To build stronger domestic resource mobilization systems in the Government	105	43	5.76	1.86
2. To develop better and stronger national statistical system	105	42	6.75	2.08

E. World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=164)
Weekly	7.3%
Monthly	16.5%
A few times a year	33.5%
Rarely	29.3%
Never	13.4%

In Botswana, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	96	44	5.81	1.96
3. Include appropriate level of stakeholder involvement during preparation	114	26	5.71	1.96
4. Are source of relevant information on global good practices	113	26	6.18	1.80
5. Are adequately disseminated	112	30	5.91	2.24
6. Are translated enough into local language	106	36	5.73	2.59
7. Are adaptable to Botswana's specific development challenges and country circumstances	111	29	6.49	2.20

Overall Evaluations	N	DK	Mean	SD
8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? (1-Not significant at all, 10-Very significant)	125	17	6.26	1.85
9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? (1-Very low technical quality, 10-Very high technical quality)	119	22	5.92	1.89

**F. The Future Role of the World Bank Group in Botswana**

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Botswana? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=162)
More public disclosure of its work	49.4%
Increase emphasis on capacity development	44.4%
Provide more adequate data/knowledge/statistics on your country's economy	37.7%
Increase the level of country specific expertise	34.0%
Be more willing to criticize government policies and reform efforts	31.5%
Provide more real-time advice and guidance	27.8%
Be less influenced by developed countries and their priorities	21.0%
Incorporate more innovative technologies into its work and support	15.4%
Be more sensitive toward political and social realities	15.4%
Other	1.2%

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Botswana? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=162)
NGOs/Community Based Organizations	48.8%
Media	35.2%
Academia/think tanks/research institutes	29.6%
Beneficiaries	29.0%
Youth/university groups	29.0%
Parliament	24.1%
Faith-based organizations	21.6%
Local government	20.4%
Private sector	19.1%
Private foundations	13.6%
The executive branch	10.5%
Donor community	8.6%
Other	0.0%
Don't know	0.0%

3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Botswana has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=161)
Help to strengthen health systems	66.5%
Support community and stakeholder engagement to address misinformation and stigma	51.6%
Support the purchase of vaccines	41.0%
Training health workers	38.5%
Support the distribution of vaccines	36.6%
Assess country's readiness for vaccine distribution	32.9%
Other	2.5%

**G. Communication and Information Sharing**

1. Which would you say are your MAIN sources of news about economic and social development issues in Botswana? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=164)
Printed local newspapers	41.5%
Local television	34.8%
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)	34.8%
Local radio news programs or bulletins	32.9%
Printed international newspapers	17.1%
Websites/apps of international newspapers/ magazines	13.4%
Printed local periodicals	12.8%
Websites/apps of local newspapers/magazines	11.0%
Websites/apps of international TV	9.8%
Websites/apps of international radio companies	9.8%
Websites/apps of local TV	9.1%
International television	8.5%
Websites/apps of local radio companies	7.3%
Blogs	7.3%
International radio news programs or bulletins	5.5%
Printed international periodicals	5.5%
Other	0.6%

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=165)
World Bank Group's seminars/workshops/ conferences	63.0%
World Bank Group's publications and other written materials	30.9%
Interviews and press conferences for the Botswana's media	30.3%
e-Newsletters	29.7%
World Bank Group's website	27.9%
Direct contact with World Bank Group	26.1%
Webinars or online events hosted by the World Bank Group	23.6%
World Bank Group's social media	23.0%
World Bank Group's blogs	15.2%

3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=143)
High speed/WiFi	76.2%
Dial-up	23.8%

4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=164)
Computer/laptop	61.0%
Mobile	24.4%
I never visit the WBG websites	14.6%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	160	9.4%	26.3%	46.9%	17.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	159	10.7%	18.9%	50.9%	19.5%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	160	6.3%	27.5%	31.9%	34.4%
Visited a WBG website (e.g., read a blog, used data)	158	12.0%	16.5%	34.2%	37.3%
Attended an event/conference hosted by the WBG	157	5.1%	15.9%	28.0%	51.0%
Attended/participated in a webinar or online event hosted by the WBG	160	4.4%	17.5%	26.3%	51.9%
Read some or all of a WBG research paper or publication	158	4.4%	17.1%	37.3%	41.1%
Met professionally with WBG staff	161	5.6%	16.1%	27.3%	50.9%
Read a WBG e-newsletter	160	6.3%	12.5%	34.4%	46.9%

H. Background Information

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=165)
Health, nutrition	12.1%
Gender	9.1%
Governance, anti-corruption	8.5%
Communications, public affairs	7.9%
Generalist (specialized in multiple sectors)	6.7%
Social protection	5.5%
Tourism	5.5%
Other	4.8%
Education	4.2%
Finance and markets	4.2%
Environment, natural resources	3.6%
Transport	3.6%
Macroeconomics, fiscal management	3.0%
Water, sanitation	3.0%
Urban development	3.0%
Digital development and technology (ICT)	3.0%
Agriculture, rural development	2.4%
Poverty	1.8%
Jobs	1.8%
Energy	1.8%
Fragility, conflict, violence, refugees	1.8%
Trade and competitiveness	1.8%
Demographics, migration	0.6%
Climate change	0.0%

**H. Background Information (continued)**

2. What's your gender?	Percentage of Respondents (N=159)
Female	50.3%
Male	49.7%

3. Within your organization, would you describe yourself as	Percentage of Respondents (N=161)
Mid-level staff	40.4%
Mid-level decision-maker / manager	24.2%
Senior level	18.6%
Junior level	16.8%

4. What's your age?	Percentage of Respondents (N=164)
25 and under	6.1%
26-35	25.6%
36-45	34.8%
46-55	29.9%
56 and above	3.7%

5. Which best represents your geographic location?	Percentage of Respondents (N=154)
Gaborone	86.4%
Francistown	1.9%
Kanye	0.0%
Selebi Phikwe	1.3%
Other	10.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups

- Office of the President/PM/Minister/Parliament N=14
- Employee of Ministry N=15
- PMU/Consultant working on WBG supported project N=24
- Local Government N=9
- Other Government Institutions⁴ N=21
- Private Sector/Financial Sector/Private Bank N=20
- CSO⁵ N=47
- Media N=9

Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Botswana?*

Percentage of Respondents	Office of the President/PM/Minister/Parliament	Employee of a Minister	PMU/Consultant/Contractor	Local Government	Other Government Institutions	Private/Financial Sector	CSO	Media
Yes	50.0%	46.7%	62.5%	66.7%	57.1%	50.0%	12.8%	22.2%
No	50.0%	53.3%	37.5%	33.3%	42.9%	50.0%	87.2%	77.8%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Botswana?* (Select only 1 response)

Percentage of Respondents	Office of the President/PM/Minister/Parliament	Employee of a Minister	PMU/Consultant/Contractor	Local Government	Other Government Institutions	Private/Financial Sector	CSO	Media
The World Bank (IBRD)	28.6%	71.4%	53.3%	16.7%	58.3%	18.2%	80.0%	100.0%
The International Finance Corporation (IFC)	42.9%	0.0%	6.7%	0.0%	8.3%	54.5%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	14.3%	14.3%	26.7%	66.7%	25.0%	27.3%	20.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	14.3%	14.3%	13.3%	16.7%	8.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. Overall Context

In general, would you say that Botswana is headed in ...?*

Percentage of Respondents	Office of the President/PM/Minister/Parliament	Employee of a Minister	PMU/Consultant/Contractor	Local Government	Other Government Institutions	Private/Financial Sector	CSO	Media
The right direction*	42.9%	80.0%	41.7%	44.4%	33.3%	55.0%	10.6%	22.2%
The wrong direction*	0.0%	0.0%	12.5%	33.3%	19.0%	10.0%	29.8%	44.4%
Not sure	57.1%	20.0%	45.8%	22.2%	47.6%	35.0%	59.6%	33.3%

*Significantly different between stakeholder groups

⁴ Includes the following categories: Independent Government institutions N=7; Judicial System N=6; State-Owned Enterprise N=8

⁵ Includes the following categories: Private Foundation N=1; NGOs N=40; Professional/Trade association N=1; Faith-Based Group N=3; Youth Group N=2

**A. Overall Context(continued)**

Please identify which of the following development priorities you consider the most important in Botswana. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
Gender equity	21.4%	20.0%	25.0%	55.6%	28.6%	20.0%	38.3%	0.0%
Transport	35.7%	20.0%	29.2%	0.0%	19.0%	25.0%	10.6%	0.0%
Income inequality*	7.1%	20.0%	41.7%	33.3%	42.9%	35.0%	6.4%	11.1%
Private sector development*	28.6%	20.0%	37.5%	11.1%	19.0%	30.0%	2.1%	33.3%
Energy	7.1%	20.0%	16.7%	0.0%	23.8%	25.0%	14.9%	11.1%
Economic diversification*	28.6%	53.3%	20.8%	11.1%	23.8%	30.0%	23.4%	77.8%
Natural resource management	42.9%	26.7%	12.5%	0.0%	19.0%	20.0%	10.6%	22.2%
Anti-corruption*	42.9%	26.7%	16.7%	44.4%	42.9%	30.0%	51.1%	88.9%
Trade and exports*	14.3%	20.0%	29.2%	44.4%	33.3%	10.0%	6.4%	33.3%
Global pandemics	7.1%	33.3%	4.2%	0.0%	19.0%	10.0%	6.4%	11.1%
Urban development	7.1%	0.0%	8.3%	11.1%	9.5%	10.0%	0.0%	0.0%
Health*	50.0%	40.0%	33.3%	66.7%	4.8%	25.0%	23.4%	0.0%
Agriculture and rural development*	14.3%	13.3%	0.0%	0.0%	19.0%	5.0%	12.8%	44.4%
Climate change	0.0%	6.7%	4.2%	0.0%	0.0%	10.0%	12.8%	22.2%
Pollution	0.0%	13.3%	8.3%	11.1%	4.8%	0.0%	0.0%	0.0%
Public sector governance/reform	14.3%	20.0%	20.8%	11.1%	33.3%	25.0%	17.0%	0.0%
Water and sanitation	14.3%	20.0%	12.5%	22.2%	14.3%	25.0%	19.1%	0.0%
Social protection	14.3%	0.0%	20.8%	33.3%	19.0%	10.0%	12.8%	0.0%
Financial markets*	14.3%	20.0%	8.3%	22.2%	19.0%	30.0%	0.0%	0.0%
Information and communications technology	14.3%	6.7%	16.7%	22.2%	9.5%	15.0%	0.0%	0.0%
Education	28.6%	26.7%	8.3%	44.4%	19.0%	25.0%	14.9%	0.0%
Poverty reduction	14.3%	13.3%	20.8%	0.0%	9.5%	10.0%	25.5%	22.2%
Global/regional integration	7.1%	6.7%	8.3%	0.0%	4.8%	15.0%	6.4%	0.0%
Job creation/employment	21.4%	20.0%	20.8%	11.1%	14.3%	25.0%	29.8%	22.2%
Food security*	28.6%	20.0%	12.5%	0.0%	9.5%	20.0%	36.2%	77.8%
Crime and violence*	0.0%	0.0%	8.3%	22.2%	23.8%	0.0%	4.3%	0.0%
Equality of opportunity	7.1%	0.0%	4.2%	0.0%	4.8%	15.0%	21.3%	0.0%
Disaster risk management	0.0%	0.0%	4.2%	0.0%	9.5%	0.0%	12.8%	0.0%
Disease	7.1%	13.3%	12.5%	0.0%	0.0%	0.0%	10.6%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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 2)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
Inadequate capacity in the government*	28.6%	46.7%	20.8%	11.1%	23.8%	5.0%	42.6%	55.6%
Corruption*	28.6%	20.0%	20.8%	0.0%	14.3%	35.0%	57.4%	44.4%
Inadequate donor coordination	0.0%	6.7%	12.5%	11.1%	9.5%	25.0%	2.1%	0.0%
Inadequate government accountability*	21.4%	53.3%	29.2%	11.1%	57.1%	30.0%	19.1%	55.6%
Pressure from outside interest groups*	21.4%	6.7%	29.2%	55.6%	19.0%	15.0%	0.0%	0.0%
Political pressures and obstacles*	21.4%	33.3%	37.5%	33.3%	38.1%	40.0%	6.4%	0.0%
Inadequate private sector participation	21.4%	13.3%	20.8%	11.1%	9.5%	30.0%	0.0%	11.1%
Inadequate citizen/civil society participation	21.4%	0.0%	12.5%	33.3%	23.8%	10.0%	25.5%	11.1%
Reforms are not well thought out in light of country challenges	35.7%	13.3%	16.7%	22.2%	4.8%	5.0%	29.8%	11.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%

*Significantly different between stakeholder groups

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	14	6.57	15	7.00	24	6.96	9	5.89	21	6.24	19	6.47	39	6.59	8	5.62

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

B. Overall Attitudes Toward the World Bank Group

How familiar are you with the work of these organizations in Botswana? (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	14	7.14	15	6.73	24	6.42	9	4.67	21	4.90	20	4.05	47	3.74	8	3.50
The International Finance Corporation (IFC), the WBG's private sector arm*	14	6.21	14	4.93	24	6.08	9	5.56	21	5.05	20	5.80	46	3.13	8	1.50

*Significantly different between stakeholder groups



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

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

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, the WBG currently plays a relevant role in development in Botswana*	14	7.36	15	7.60	23	6.74	9	5.00	20	5.40	19	5.42	36	5.19	8	5.38
The World Bank Group's work is aligned with what I consider the development priorities for Botswana*	14	8.36	15	7.07	23	7.04	9	5.56	19	5.42	19	6.11	33	5.24	4	5.75

*Significantly different between stakeholder groups

Overall, please rate your impression of the effectiveness of these organizations in Botswana. (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	14	7.00	14	6.93	24	5.92	9	3.89	20	5.55	19	5.68	32	5.12	7	5.14
The International Finance Corporation (IFC), the WBG's private sector arm*	14	6.57	9	6.33	23	7.35	9	6.67	18	5.33	19	6.00	27	5.30	1	6.00

*Significantly different between stakeholder groups

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Botswana?*	14	7.57	14	7.07	23	7.57	9	5.00	20	7.05	18	6.17	30	5.77	7	5.14

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

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Botswana?*	12	7.58	14	5.93	24	7.29	9	5.78	18	5.50	18	6.06	29	6.07	2	4.00

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



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

When thinking about how the World Bank Group can have the most impact on development results in Botswana, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Botswana? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
Financial markets*	42.9%	13.3%	20.8%	22.2%	19.0%	30.0%	4.3%	0.0%
Global/regional integration*	28.6%	20.0%	8.3%	0.0%	23.8%	15.0%	2.1%	0.0%
Climate change	14.3%	13.3%	16.7%	33.3%	19.0%	25.0%	21.3%	11.1%
Disaster risk management*	7.1%	13.3%	12.5%	33.3%	9.5%	5.0%	0.0%	0.0%
Crime and violence	14.3%	6.7%	8.3%	0.0%	9.5%	10.0%	4.3%	0.0%
Global pandemics	21.4%	20.0%	16.7%	11.1%	19.0%	5.0%	4.3%	0.0%
Urban development*	28.6%	13.3%	29.2%	44.4%	23.8%	35.0%	0.0%	0.0%
Equality of opportunity	21.4%	20.0%	4.2%	11.1%	9.5%	10.0%	8.5%	0.0%
Disease	21.4%	13.3%	25.0%	0.0%	4.8%	25.0%	8.5%	11.1%
Income inequality	21.4%	13.3%	4.2%	22.2%	28.6%	10.0%	8.5%	11.1%
Energy*	14.3%	6.7%	12.5%	11.1%	38.1%	10.0%	2.1%	11.1%
Health*	14.3%	26.7%	20.8%	55.6%	4.8%	15.0%	44.7%	33.3%
Private sector development	7.1%	13.3%	12.5%	11.1%	14.3%	15.0%	4.3%	11.1%
Water and sanitation	21.4%	20.0%	12.5%	11.1%	9.5%	0.0%	27.7%	0.0%
Trade and exports*	0.0%	26.7%	12.5%	11.1%	4.8%	0.0%	2.1%	0.0%
Social protection	21.4%	6.7%	12.5%	22.2%	9.5%	30.0%	8.5%	0.0%
Economic diversification*	35.7%	26.7%	20.8%	33.3%	28.6%	15.0%	23.4%	66.7%
Poverty reduction*	21.4%	13.3%	25.0%	0.0%	14.3%	5.0%	36.2%	66.7%
Education*	28.6%	40.0%	25.0%	0.0%	9.5%	55.0%	8.5%	11.1%
Pollution	14.3%	0.0%	20.8%	11.1%	9.5%	25.0%	4.3%	0.0%
Agriculture and rural development*	0.0%	13.3%	16.7%	0.0%	19.0%	10.0%	23.4%	77.8%
Gender equity	14.3%	6.7%	20.8%	22.2%	19.0%	15.0%	17.0%	0.0%
Transport	7.1%	20.0%	16.7%	11.1%	19.0%	15.0%	14.9%	0.0%
Information and communications technology*	0.0%	26.7%	29.2%	22.2%	4.8%	15.0%	0.0%	0.0%
Food security	14.3%	20.0%	12.5%	22.2%	42.9%	30.0%	27.7%	44.4%
Public sector governance/reform	21.4%	20.0%	20.8%	22.2%	23.8%	20.0%	12.8%	11.1%
Anti-corruption*	14.3%	13.3%	12.5%	22.2%	9.5%	10.0%	38.3%	44.4%
Job creation/employment	14.3%	33.3%	33.3%	0.0%	19.0%	15.0%	40.4%	11.1%
Natural resource management	7.1%	13.3%	12.5%	11.1%	0.0%	0.0%	8.5%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector*	12	5.83	10	5.50	23	6.09	8	3.25	18	4.56	18	4.11	28	4.96	6	3.50
Being inclusive*	13	6.23	12	6.17	24	6.21	9	6.44	18	5.00	18	5.94	27	4.70	4	4.00
Straightforwardness and honesty*	12	6.50	14	6.79	24	6.92	9	5.44	18	4.89	18	5.11	25	5.96	6	4.83
Access to WBG staff and experts*	12	6.58	13	6.62	23	7.17	8	6.38	19	5.74	17	6.35	21	4.81	7	4.86
Being a long-term partner*	14	6.93	14	7.86	24	7.71	9	4.67	19	5.74	19	5.89	24	6.50	7	7.14
Responsiveness to needs	14	6.79	13	6.77	24	7.04	9	6.33	18	6.56	18	6.33	23	6.26	5	5.60
Collaboration with the Government*	14	7.79	13	7.38	24	7.58	8	5.00	19	6.79	17	7.12	28	7.29	7	7.71
Flexibility when circumstances change*	14	6.07	13	6.08	24	7.42	8	5.75	18	6.61	17	5.00	20	6.05	4	4.50
Collaboration with civil society*	14	6.21	13	5.46	24	7.29	9	6.56	18	7.00	17	6.41	29	4.00	5	3.20
Treating clients and stakeholders in Botswana with respect*	14	6.93	13	7.15	23	7.39	8	6.38	18	7.06	18	5.94	26	5.77	7	5.57
Openness (sharing data and other information)*	13	7.31	13	7.00	23	7.00	9	5.11	19	7.11	19	7.11	21	5.76	6	4.17
Collaboration with other donors and development partners	14	7.07	12	6.17	24	7.17	8	6.88	18	7.33	18	6.67	19	6.11	6	5.17

*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG takes decisions quickly in Botswana*	14	6.29	12	6.08	23	6.43	9	5.89	15	4.07	16	4.94	12	6.50	1	8.00

*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Botswana*	13	6.62	12	6.58	24	6.96	8	3.75	16	5.38	17	5.12	15	7.00	1	6.00
The World Bank Group meets Botswana's needs for knowledge services	14	6.43	12	6.17	24	6.92	8	5.38	17	6.00	18	6.00	15	6.13	1	6.00

*Significantly different between stakeholder groups



C. World Bank Group’s Work and Engagement on the Ground (continued)

To what extent do you believe that Botswana received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Botswana received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?	13	6.46	8	7.25	23	6.96	8	6.62	16	7.00	17	7.00	13	6.00		

E. World Bank Group’s Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
Weekly	0.0%	21.4%	16.7%	12.5%	10.0%	10.0%	0.0%	0.0%
Monthly*	21.4%	21.4%	33.3%	37.5%	10.0%	25.0%	2.2%	0.0%
A few times a year	21.4%	50.0%	25.0%	12.5%	40.0%	45.0%	24.4%	37.5%
Rarely	35.7%	7.1%	16.7%	37.5%	35.0%	15.0%	42.2%	50.0%
Never*	21.4%	0.0%	8.3%	0.0%	5.0%	5.0%	31.1%	12.5%

*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/ Consultant/ Contractor		Local Government		Other Government Institutions		Private/ Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Botswana's specific development challenges and country circumstances*	11	6.18	13	6.38	22	7.82	9	5.67	16	7.00	18	6.89	15	4.73	2	4.00

*Significantly different between stakeholder groups



E. World Bank Group’s Knowledge Work and Activities (continued)

	Office of the President/PM/Minister/Parliament		Employee of Ministry		PMU/Consultant/Contractor		Local Government		Other Government Institutions		Private/Financial Sector		CSO		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	10	6.60	13	6.62	20	7.40	8	5.12	17	6.00	18	6.72	23	5.70	6	5.33
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	11	6.45	11	6.82	22	6.68	8	5.62	17	5.24	18	5.89	22	5.59	3	4.67

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

F. The Future Role of The World Bank Group in Botswana

Which of the following SHOULD the WBG do to improve its advice and guidance in Botswana? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Minister	PMU/Consultant/Contractor	Local Government	Other Government institutions	Private/Financial Sector	CSO	Media
Provide more real-time advice and guidance*	35.7%	13.3%	16.7%	77.8%	19.0%	10.0%	38.3%	11.1%
Incorporate more innovative technologies into its work and support	14.3%	20.0%	29.2%	22.2%	19.0%	20.0%	4.3%	11.1%
Increase emphasis on capacity development	35.7%	60.0%	33.3%	33.3%	28.6%	35.0%	42.6%	55.6%
Provide more adequate data/knowledge/statistics on your country’s economy	50.0%	33.3%	33.3%	44.4%	28.6%	35.0%	29.8%	44.4%
Increase the level of country specific expertise*	50.0%	33.3%	50.0%	11.1%	47.6%	40.0%	17.0%	11.1%
More public disclosure of its work*	14.3%	46.7%	41.7%	11.1%	28.6%	50.0%	61.7%	66.7%
Be more willing to criticize government policies and reform efforts	50.0%	13.3%	37.5%	11.1%	38.1%	40.0%	27.7%	22.2%
Be less influenced by developed countries and their priorities*	21.4%	40.0%	29.2%	66.7%	28.6%	20.0%	2.1%	11.1%
Be more sensitive toward political and social realities	21.4%	6.7%	20.8%	11.1%	19.0%	30.0%	4.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.8%	5.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Botswana? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government institutions	Private/ Financial Sector	CSO	Media
Parliament*	64.3%	26.7%	25.0%	11.1%	19.0%	30.0%	12.8%	22.2%
Private foundations*	0.0%	6.7%	20.8%	0.0%	28.6%	30.0%	6.4%	0.0%
NGOs/Community Based Organizations*	35.7%	33.3%	29.2%	55.6%	33.3%	25.0%	85.1%	33.3%
Beneficiaries	21.4%	26.7%	33.3%	22.2%	23.8%	30.0%	21.3%	33.3%
Local government*	42.9%	6.7%	41.7%	0.0%	23.8%	30.0%	8.5%	0.0%
The executive branch	28.6%	20.0%	8.3%	11.1%	9.5%	20.0%	0.0%	0.0%
Private sector*	7.1%	40.0%	25.0%	55.6%	19.0%	20.0%	6.4%	22.2%
Youth/university groups	14.3%	20.0%	12.5%	44.4%	23.8%	40.0%	40.4%	0.0%
Faith-based organizations	14.3%	0.0%	29.2%	33.3%	28.6%	15.0%	27.7%	0.0%
Academia/think tanks/research institutes*	28.6%	46.7%	25.0%	22.2%	28.6%	15.0%	17.0%	55.6%
Donor community	7.1%	13.3%	12.5%	0.0%	4.8%	15.0%	6.4%	0.0%
Media	35.7%	33.3%	37.5%	33.3%	23.8%	30.0%	23.4%	66.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

Which would you say are your MAIN sources of news about economic and social development issues in Botswana? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
Local television*	35.7%	46.7%	33.3%	0.0%	23.8%	15.0%	42.6%	77.8%
International television*	7.1%	20.0%	4.2%	33.3%	19.0%	0.0%	4.3%	0.0%
Local radio news programs or bulletins*	42.9%	60.0%	12.5%	22.2%	28.6%	15.0%	27.7%	66.7%
International radio news programs or bulletins*	0.0%	0.0%	12.5%	0.0%	19.0%	10.0%	0.0%	0.0%
Printed local newspapers*	21.4%	60.0%	41.7%	22.2%	33.3%	45.0%	21.3%	88.9%
Printed international newspapers*	28.6%	26.7%	20.8%	11.1%	33.3%	25.0%	2.1%	0.0%
Printed local periodicals*	35.7%	6.7%	12.5%	11.1%	23.8%	0.0%	2.1%	0.0%
Printed international periodicals*	0.0%	0.0%	0.0%	11.1%	9.5%	15.0%	0.0%	0.0%
Websites/apps of local TV *	7.1%	6.7%	12.5%	55.6%	0.0%	25.0%	0.0%	0.0%
Websites/apps of international TV	14.3%	0.0%	16.7%	0.0%	9.5%	15.0%	8.5%	0.0%
Websites/apps of local radio companies	7.1%	6.7%	12.5%	22.2%	9.5%	15.0%	0.0%	0.0%
Websites/apps of international radio companies*	21.4%	0.0%	25.0%	0.0%	4.8%	25.0%	0.0%	0.0%
Websites/apps of local newspapers/magazines	7.1%	20.0%	16.7%	0.0%	14.3%	15.0%	4.3%	11.1%
Websites/apps of international newspapers/ magazines*	21.4%	0.0%	25.0%	44.4%	14.3%	15.0%	2.1%	0.0%
Social media*	42.9%	26.7%	29.2%	55.6%	23.8%	35.0%	48.9%	0.0%
Blogs	0.0%	0.0%	20.8%	11.1%	14.3%	10.0%	2.1%	0.0%
Other	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
World Bank Group's publications and other written materials	28.6%	33.3%	20.8%	0.0%	28.6%	25.0%	29.8%	55.6%
e-Newsletters	28.6%	40.0%	45.8%	55.6%	38.1%	20.0%	19.1%	0.0%
World Bank Group's seminars/workshops/ conferences*	50.0%	40.0%	37.5%	77.8%	42.9%	45.0%	85.1%	77.8%
World Bank Group's blogs*	28.6%	13.3%	25.0%	11.1%	14.3%	35.0%	0.0%	0.0%
World Bank Group's social media*	21.4%	26.7%	33.3%	55.6%	23.8%	40.0%	10.6%	0.0%
Direct contact with World Bank Group *	28.6%	26.7%	29.2%	44.4%	19.0%	55.0%	8.5%	33.3%
World Bank Group's website*	35.7%	33.3%	41.7%	11.1%	42.9%	30.0%	10.6%	0.0%
Webinars or online events hosted by the World Bank Group	28.6%	13.3%	33.3%	33.3%	42.9%	20.0%	10.6%	0.0%
Interviews and press conferences for the Botswana's media*	42.9%	20.0%	29.2%	11.1%	28.6%	30.0%	27.7%	77.8%

**Significantly different between stakeholder groups*

Which Internet connection do you use primarily when visiting a World Bank Group website?*(Select only 1 response)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Minister	PMU/ Consultant/ Contractor	Local Government	Other Government Institutions	Private/ Financial Sector	CSO	Media
High speed/WiFi*	71.4%	92.3%	54.2%	66.7%	60.0%	68.4%	97.0%	100.0%
Dial-up	28.6%	7.7%	45.8%	33.3%	40.0%	31.6%	3.0%	0.0%

**Significantly different between stakeholder groups*



Appendix C: Responses to Indicator Questions by Collaboration With the WBG

Indicator Question	Currently, do you professionally collaborate/ work with the WBG in your country?	
	Not Collaborating with the WBG	Currently Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.39	6.48
Overall the WBG currently plays a relevant role in development in Botswana	5.85	5.97
The World Bank Group's work is aligned with what I consider the development priorities for Botswana	6.10	6.38
Overall, please rate your impression of the WB's effectiveness in Botswana.	5.31	6.03
To what extent does the World Bank Group's work help to achieve development results in Botswana?	6.34	6.77
To what extent does the WBG influence the development agenda in Botswana?	6.32	6.13
Collaboration with the private sector	4.54	5.16
Being inclusive	5.18	5.97
Straightforwardness and honesty	5.75	5.95
Access to WBG staff and experts	5.83	6.23
Being a long-term partner	6.75	6.46
Responsiveness to needs	6.57	6.52
Collaboration with the Government	7.29	7.03
Flexibility when circumstances change	5.97	6.44
Collaboration with civil society	5.35	6.26
Treating clients and stakeholders in Botswana with respect	6.10	6.95
Openness (sharing data and other information)	6.17	6.91
Collaboration with other donors and development partners	6.28	6.94
The World Bank Group takes decisions quickly in Botswana	5.56	5.88
The World Bank Group's financial instruments meet the needs of Botswana	6.00	6.16
The World Bank Group meets Botswana's needs for knowledge services	6.17	6.33
Are adaptable to Botswana's specific development challenges and country circumstances	6.08	6.85
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.32	6.18
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5.73	6.12

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Botswana FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – 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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

**BACKGROUND INFORMATION**

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of a member of Parliament/Legislative body	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	Professional/Trade association
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	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)

1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Botswana? (Select only 1 response)

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 A: OVERALL CONTEXT**

A1. In general, would you say that Botswana is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Botswana is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Please identify which of the following development priorities you consider the most important in Botswana. (Choose no more than 5)			
1	Gender equity (closing the gap between women and men, and boys and girls)	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Transport (e.g., roads, bridges, transportation)	17	Water and sanitation
3	Income inequality	18	Social protection (e.g., pensions, targeted social assistance)
4	Private sector development	19	Financial markets
5	Energy (access and cost)	20	Information and communications technology
6	Economic diversification	21	Education
7	Natural resource management (minerals)	22	Poverty reduction
8	Anti-corruption	23	Global/regional integration
9	Trade and exports	24	Job creation/employment
10	Global pandemics (e.g., COVID-19)	25	Food security
11	Urban development	26	Crime and violence
12	Health	27	Equality of opportunity (i.e., social inclusion)
13	Agriculture and rural development	28	Disaster risk management
14	Climate change (e.g., mitigation, adaptation)	29	Disease (e.g., TB, HIV/AIDS)
15	Pollution		

**SECTION A: OVERALL CONTEXT****A4. 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 2)**

1	Inadequate capacity in the government
2	Corruption
3	Inadequate donor coordination
4	Inadequate government accountability
5	Pressure from outside interest groups (e.g., private sector, unions)
6	Political pressures and obstacles
7	Inadequate private sector participation
8	Inadequate citizen/civil society participation
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

A5. 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 government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	African Development Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Botswana's Central Bank (Bank of Botswana)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	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"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	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 Botswana?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IBRD)	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 Botswana?												
		Strongly disagree								Strongly agree		Don't know
B2	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"/>
B3	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"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in Botswana.												
		Not effective at all								Very effective		Don't know
1	The World Bank (IBRD)	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 to achieve development results in Botswana?												
		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 Botswana?												
		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 Botswana? (Select only 1 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 Botswana, which activity do you VALUE the most? (Choose no more than 2)	
1	Capacity development related to World Bank Group supported projects
2	Informal advice that World Bank Group’s staff provides (e.g., memos, short evidence notes, informal discussions and emails)
3	Bringing together different groups of stakeholders
4	Mobilizing third party financial resources
5	Global advocacy
6	Formal policy advice, studies, analyses
7	Promoting knowledge sharing
8	Financial resources
9	Data and statistics
10	Implementation support
11	Donor coordination
12	Technical assistance
13	Other (please specify): _____

B9. When thinking about how the World Bank Group can have the most impact on development results in Botswana, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Botswana? (Choose no more than 5)			
1	Financial markets	16	Social protection (e.g., pensions, targeted social assistance)
2	Global/regional integration	17	Economic diversification
3	Climate change (e.g., mitigation, adaptation)	18	Poverty reduction
4	Disaster risk management	19	Education
5	Crime and violence	20	Pollution
6	Global pandemics (e.g., COVID-19)	21	Agriculture and rural development
7	Urban development	22	Gender equity (closing the gap between women and men, and boys and girls)
8	Equality of opportunity (i.e., social inclusion)	23	Transport (e.g., roads, bridges, transportation)
9	Disease (e.g., TB, HIV/AIDS)	24	Information and communications technology
10	Income inequality	25	Food security
11	Energy (access and cost)	26	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
12	Health	27	Anti-corruption
13	Private sector development	28	Job creation/employment
14	Water and sanitation	29	Natural resource management (minerals)
15	Trade and exports		

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

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)			
1	Multi-lateral financial institution	9	World Bank
2	Investment bank	10	Financial advisory solutions
3	Public-private partnerships	11	Impact investor
4	Development institution	12	Innovation and entrepreneurship
5	Asset manager	13	None of the above
6	Private sector solutions	14	Don't know
7	Thought leader	15	Other (please specify): _____
8	Venture capital		



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 Botswana solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10		☐	
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 Botswana, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	☐
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	☐
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	☐
C7	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	☐
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
C9	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	☐
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	☐
C11	Treating clients and stakeholders in Botswana with respect	1	2	3	4	5	6	7	8	9	10	☐
C12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	☐

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
C14	The World Bank Group takes decisions quickly in Botswana	1	2	3	4	5	6	7	8	9	10	☐
C15	The World Bank Group’s approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
C16	The World Bank Group’s conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	☐
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
C18	The World Bank Group’s Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
C19	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	☐
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	☐
C21	Working with the World Bank Group increases Botswana’s institutional capacity	1	2	3	4	5	6	7	8	9	10	☐

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

To what extent do you agree/disagree with the following statements about the World Bank Group in Botswana?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C22	The World Bank Group's financial instruments (i.e., investment lending and Development Policy Loan) meet the needs of Botswana											<input type="checkbox"/>
C23	The World Bank Group meets Botswana's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C24. To what extent do you believe that Botswana received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree		Don't know	
												<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 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	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		☐
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		☐
3	Poverty reduction	1	2	3	4	5	6	7	8	9	10		☐
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		☐
5	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		☐
6	Private sector development	1	2	3	4	5	6	7	8	9	10		☐
7	Energy (access and cost)	1	2	3	4	5	6	7	8	9	10		☐
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10		☐
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10		☐
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		☐
11	Economic diversification	1	2	3	4	5	6	7	8	9	10		☐
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		☐
13	Global/regional integration	1	2	3	4	5	6	7	8	9	10		☐
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		☐

D2. How effectively does the World Bank Group support Botswana's efforts ... ?

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10		☐
2	To develop better and stronger data collection/ analytics systems within the Government	1	2	3	4	5	6	7	8	9	10		☐



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 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
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	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Botswana's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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	

E9. 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 BOTSWANA**

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Botswana? (Choose no more than 3)	
1	Provide more real-time advice and guidance
2	Incorporate more innovative technologies into its work and support
3	Increase emphasis on capacity development
4	Provide more adequate data/knowledge/statistics on your country's economy
5	Increase the level of country specific expertise
6	More public disclosure of its work
7	Be more willing to criticize government policies and reform efforts
8	Be less influenced by developed countries and their priorities
9	Be more sensitive toward political and social realities
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Botswana? (Choose no more than 3)			
1	Parliament	8	Youth/university groups
2	Private foundations	9	Faith-based organizations
3	NGOs/Community Based Organizations	10	Academia/think tanks/research institutes
4	Beneficiaries	11	Donor community
5	Local government	12	Media
6	The executive branch	13	Other (please specify): _____
7	Private sector	14	Don't know

F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Botswana has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)	
1	Support the purchase of vaccines
2	Help to strengthen health systems
3	Support the distribution of vaccines
4	Assess country's readiness for vaccine distribution
5	Training health workers
6	Support community and stakeholder engagement to address misinformation and stigma
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. Which would you say are your MAIN sources of news about economic and social development issues in Botswana? (Choose no more than 3)			
1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)			
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	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the Botswana's media
5	World Bank Group's social media		

G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	High speed/WiFi
2	Dial-up

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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	Attended/participated in 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. Please identify the primary specialization of your work. (Select only 1 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): _____

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H5. Which best represents your geographic location?	
1	Gaborone
2	Francistown
3	Kanye
4	Selebi Phikwe
5	Other (please specify): _____

Thank you for completing the survey!

