

FY 2022 Mozambique Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



May 2022



Acknowledgements

The Mozambique 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 Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, and Nan Lin oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Mozambique country team and independent fielding agency IPSOS Moçambique, LDA. In particular, SI is grateful for the support from Rafael Saute (Senior External Affairs Officer), who coordinated the survey related activities from Maputo, Mozambique.



CountryOpinionSurveys
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MOZAMBIQUE





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Mozambique 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 Mozambique*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to April 2022, 591 stakeholders of the WBG in Mozambique 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 offices of the President and Prime Minister, offices of Ministers; offices of Parliamentarians; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judiciary; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector and 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 217 stakeholders participated in the survey (37% response rate). Respondents completed the questionnaire with a representative of the fielding agency, or they completed the questionnaire via the online platform (Qualtrics).

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. 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 of this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 62%, N=194). 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. To reduce the influence of the former, the samples from FY '18 and FY '22 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, mean ratings and percentages of respondents in both years are slightly different from those of the original data reported in the FY'18 COS report and the non-weighted data presented in this report.

Original Distribution		
Percentage of Respondents	FY18	FY22
Office of the President, Prime Minister, Minister	1.2%	2.5%
Government Institutions (includes offices of Parliamentarians, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	26.3%	28.9%
Bilateral/Multilateral Agencies	6.4%	9.0%
Private Sector (includes financial sector/private banks)	16.4%	11.9%
Academia	11.7%	9.0%
Media	6.4%	9.5%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, faith-based groups, and professional/trade associations)	31.6%	29.4%
Total Number of Respondents (Un-Weighted)	171	201

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options, the small number of respondents from local government, and respondents who did not answer the stakeholder group question were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

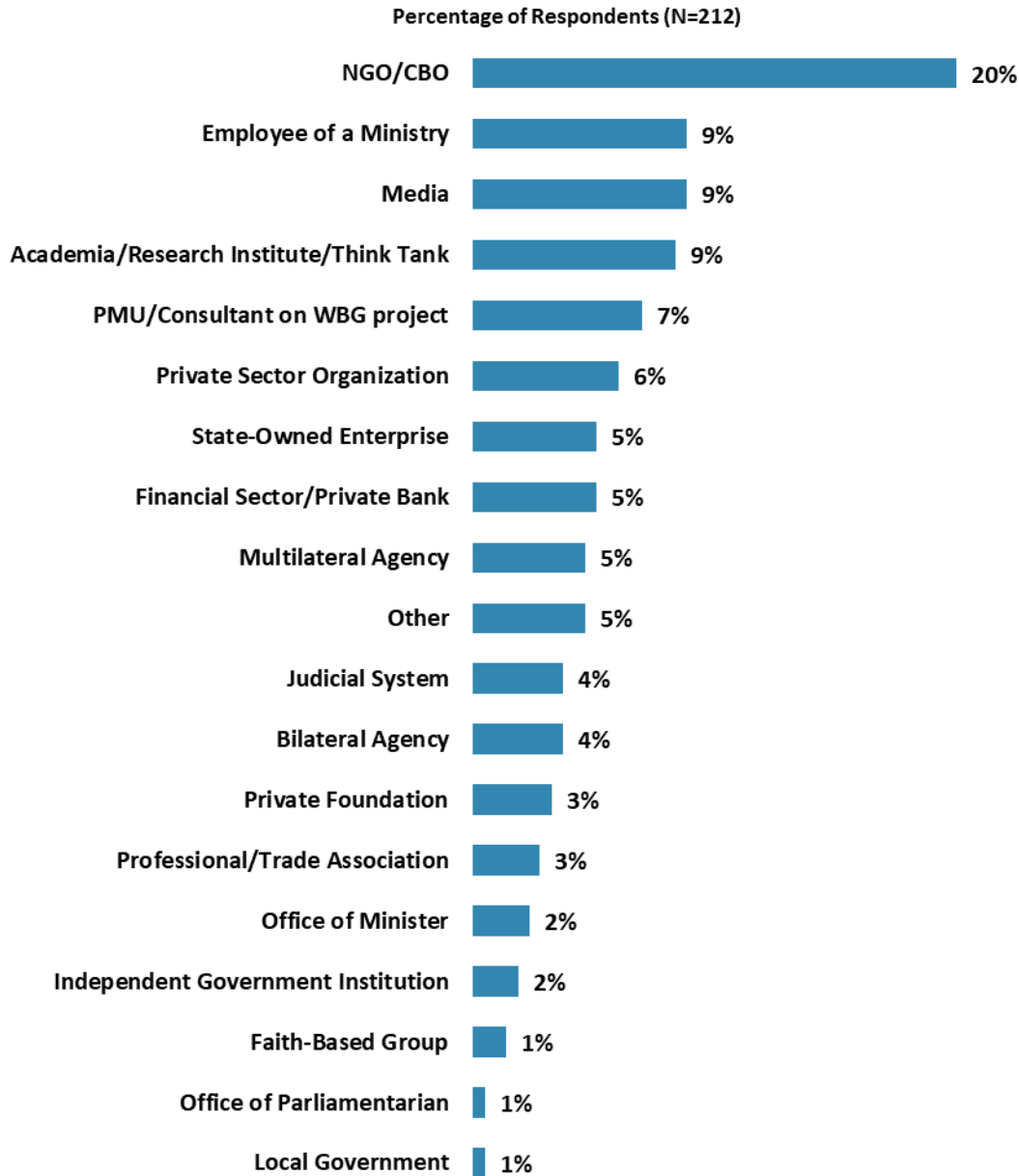
Weighted Distribution		
Percentage of Respondents	FY18	FY22
Office of the President, Prime Minister, Minister	1.7%	2.0%
Government Institutions	27.7%	27.5%
Bilateral/Multilateral Agencies	7.5%	7.5%
Private Sector	13.9%	14.0%
Academia	10.4%	10.5%
Media	8.1%	8.0%
Civil Society	30.6%	30.5%
Total Number of Respondents (Weighted)	173	200



III. Demographics of the Sample

Current Position

- Note that for subsequent analyses, some respondent groups were combined¹.



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

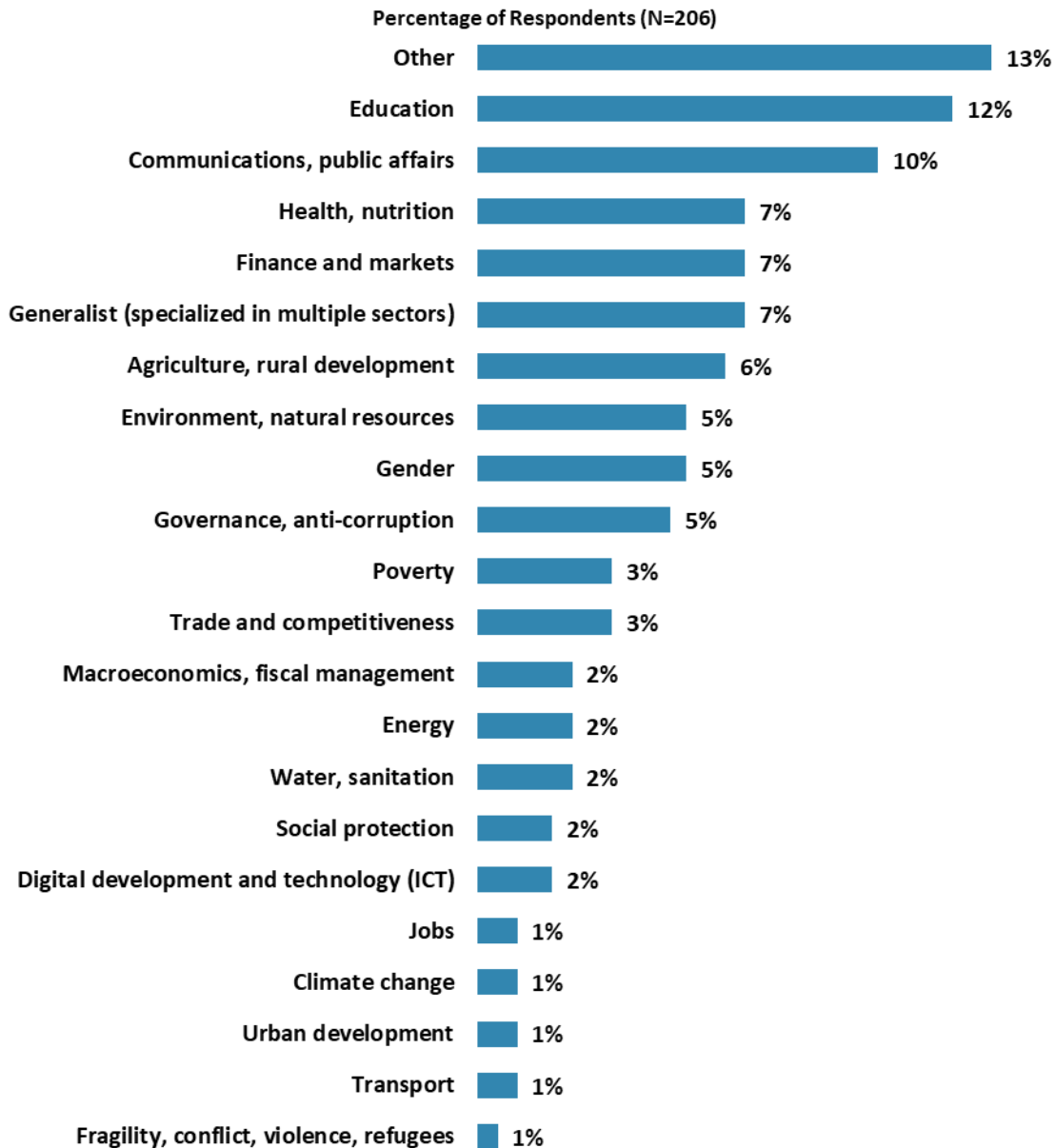
¹ Respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from the office of a Minister, office of a Parliamentarian, independent government institutions, the judiciary, and state-owned enterprises were combined into an “Other Government Institutions” category; respondents from multilateral agencies were combined with those from bilateral agencies, and respondents from private foundations, professional/trade associations, and faith-based groups were combined into an “Other CSO” category. The one respondent from local government was included in the “Other” category.



III. Demographics of the Sample (continued)

Area of Primary Specialization

- Note, when more than 10% of the sample are respondents from a particular sector, analyses compare these respondents' views about development priorities and areas in which the WBG should focus its resources. However, these comparisons are not conducted for "Other" specializations.

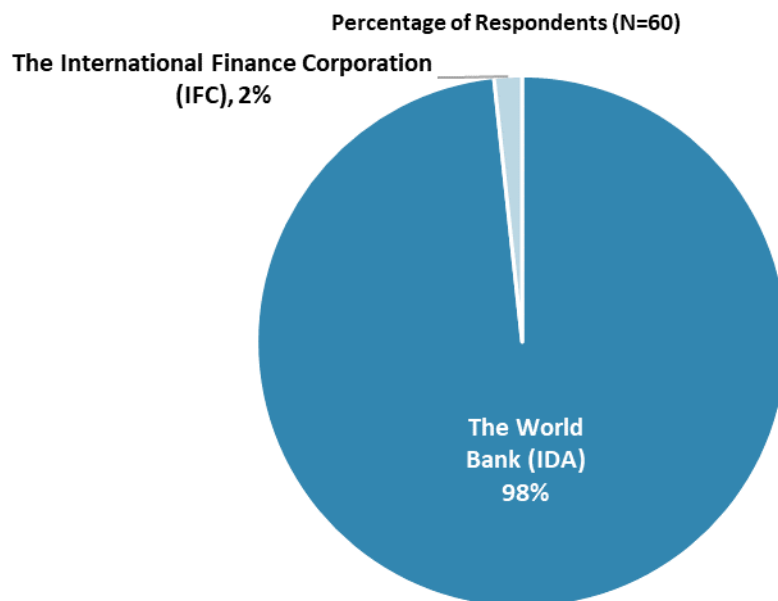


"Please identify the primary specialization of your work. (Select only ONE response)"
(Respondents chose from a list.)



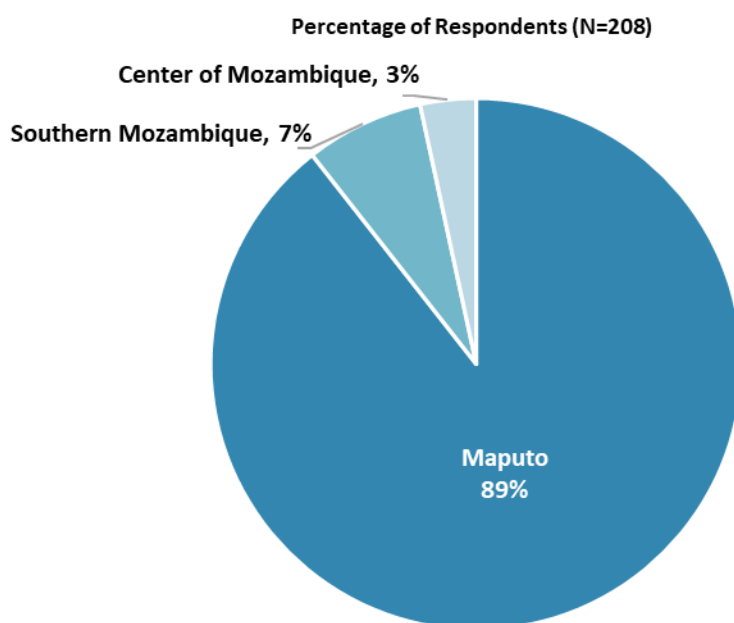
III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group



"If yes [professionally collaborate with the WBG], which of the following agencies of the WBG do you primarily collaborate/work with in Mozambique? (Select only ONE response)"
(Respondents chose from a list.)

Geographic Location



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



III. Demographics of the Sample (continued)

Familiarity with the World Bank²

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the World Bank compared to respondents in the FY '18 Country Survey (weighted mean in FY '22 = 6.5; weighted mean in FY '18 = 5.7).
- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher levels of familiarity with the World Bank (mean rating = 7.8) compared to respondents who do not collaborate (mean rating = 6.0).
- **Impact of familiarity:** Respondents' ratings of familiarity with the World Bank were significantly, moderately correlated with their ratings for the World Bank's overall effectiveness in Mozambique, their agreement that the WBG plays a relevant role in Mozambique's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Mozambique.



"How familiar are you with the work of these organizations in Mozambique: The World Bank (IDA)?" (1 - "Not familiar at all", 10 - "Extremely familiar") Significantly different between stakeholder groups.

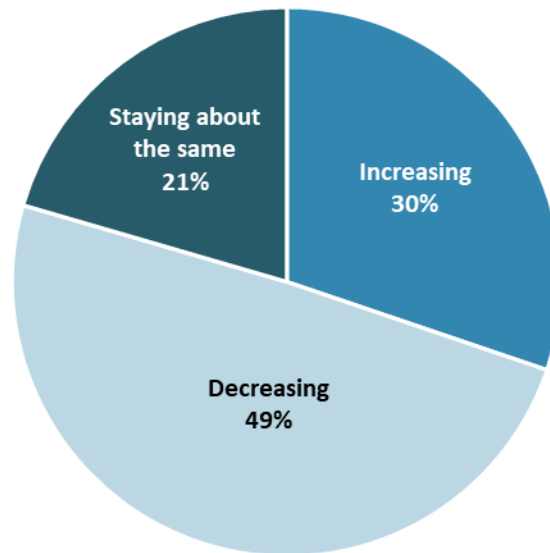
² In FY '22 the questions regarding familiarity and overall effectiveness were asked separately for the World Bank (IDA) and IFC. These analyses compare ratings for the World Bank and the FY '18 ratings that referenced the World Bank Group.



IV. Overall Context

Economic Opportunity

Percentage of Respondents (N=215)



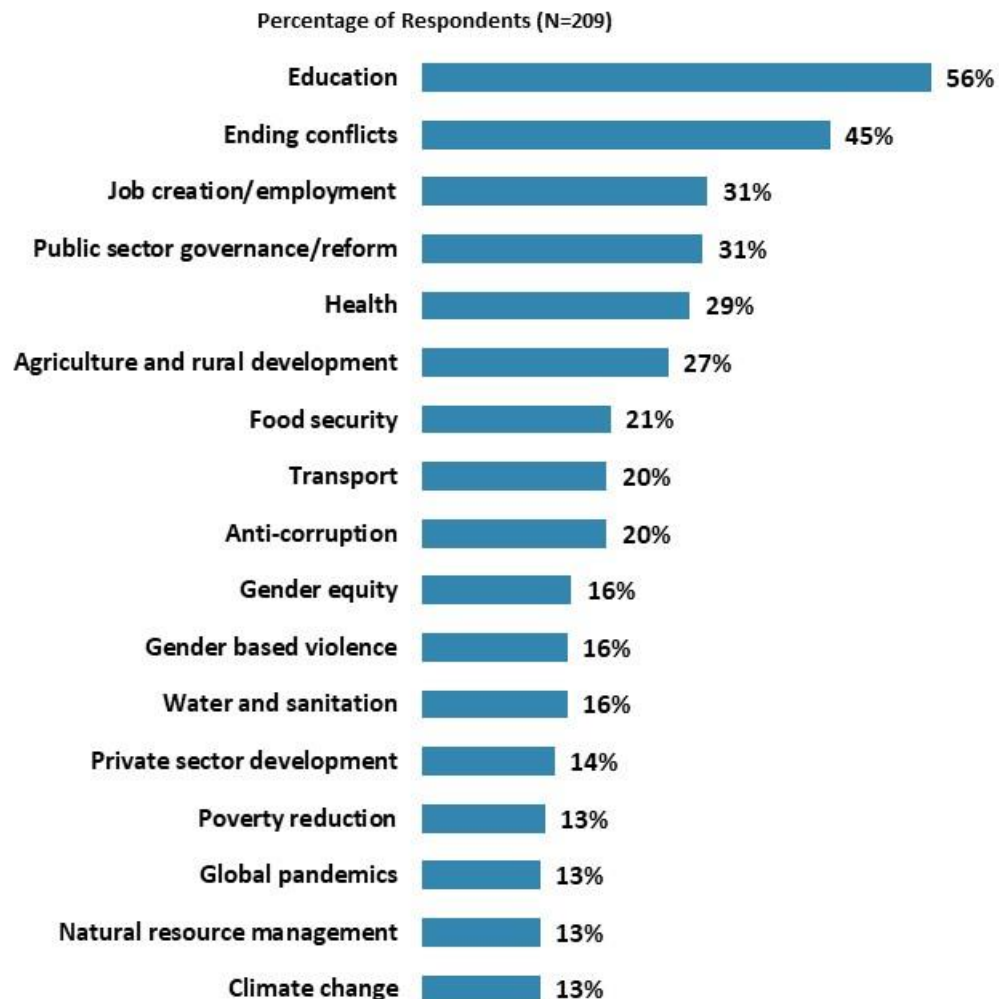
"Do you think that economic opportunity for citizens in Mozambique is ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the most important development priorities in Mozambique were “*education*” (43%), “*public sector governance/reform*” (25%), “*job creation/employment*” (31%), “*health*” (31%), and “*agriculture and rural development*” (25%). Of note, “*regional conflict and tensions*” was selected by 14% of respondents in FY '18 whereas “*ending conflicts*” was selected by 45% of respondents in FY '22.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that “*education*” was a top development priority (88%) compared to respondents from other sectors (52%).

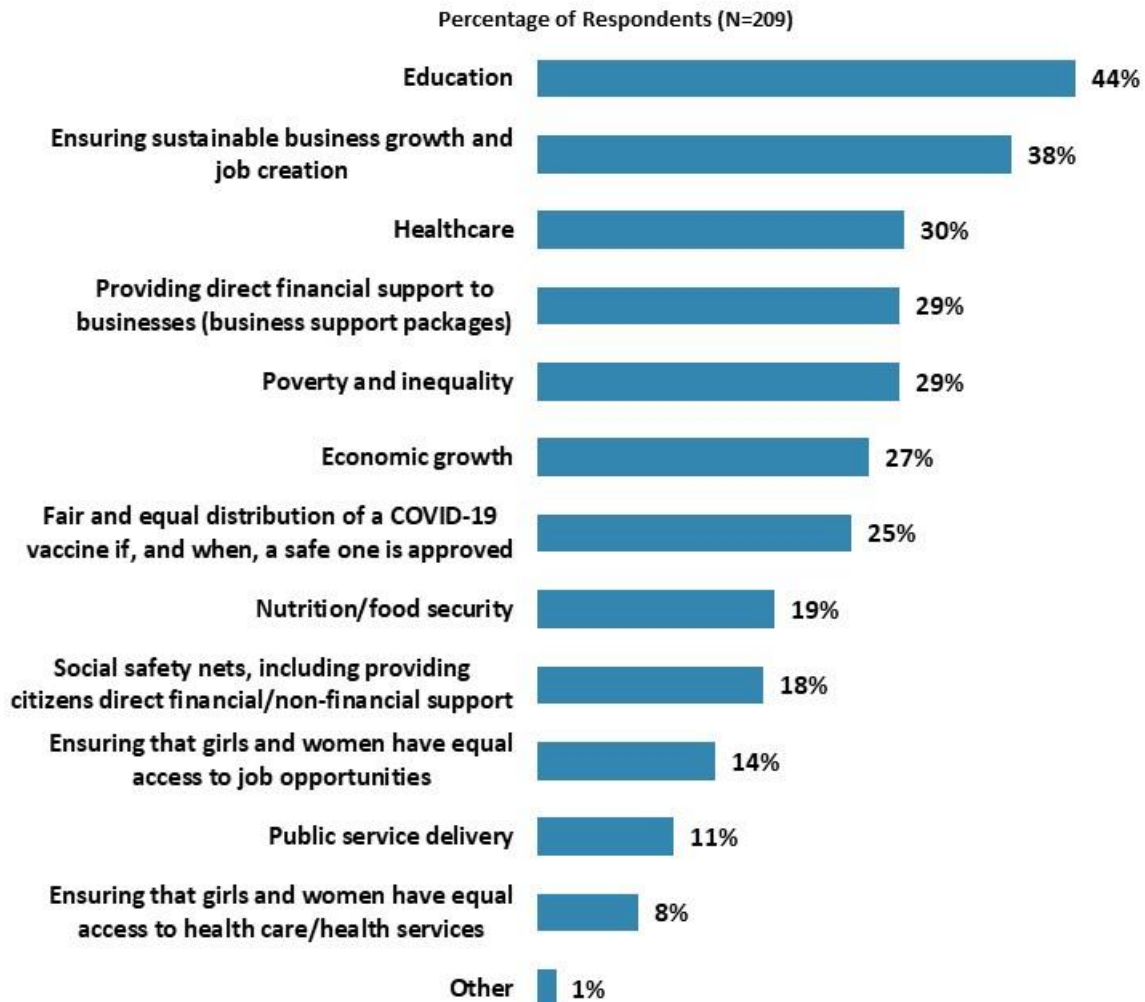


"Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 17 of 34 shown.)



IV. Overall Context (continued)

Preferred Government Focus for COVID-19 Pandemic



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



IV. Overall Context (continued)

Trust in Institutions

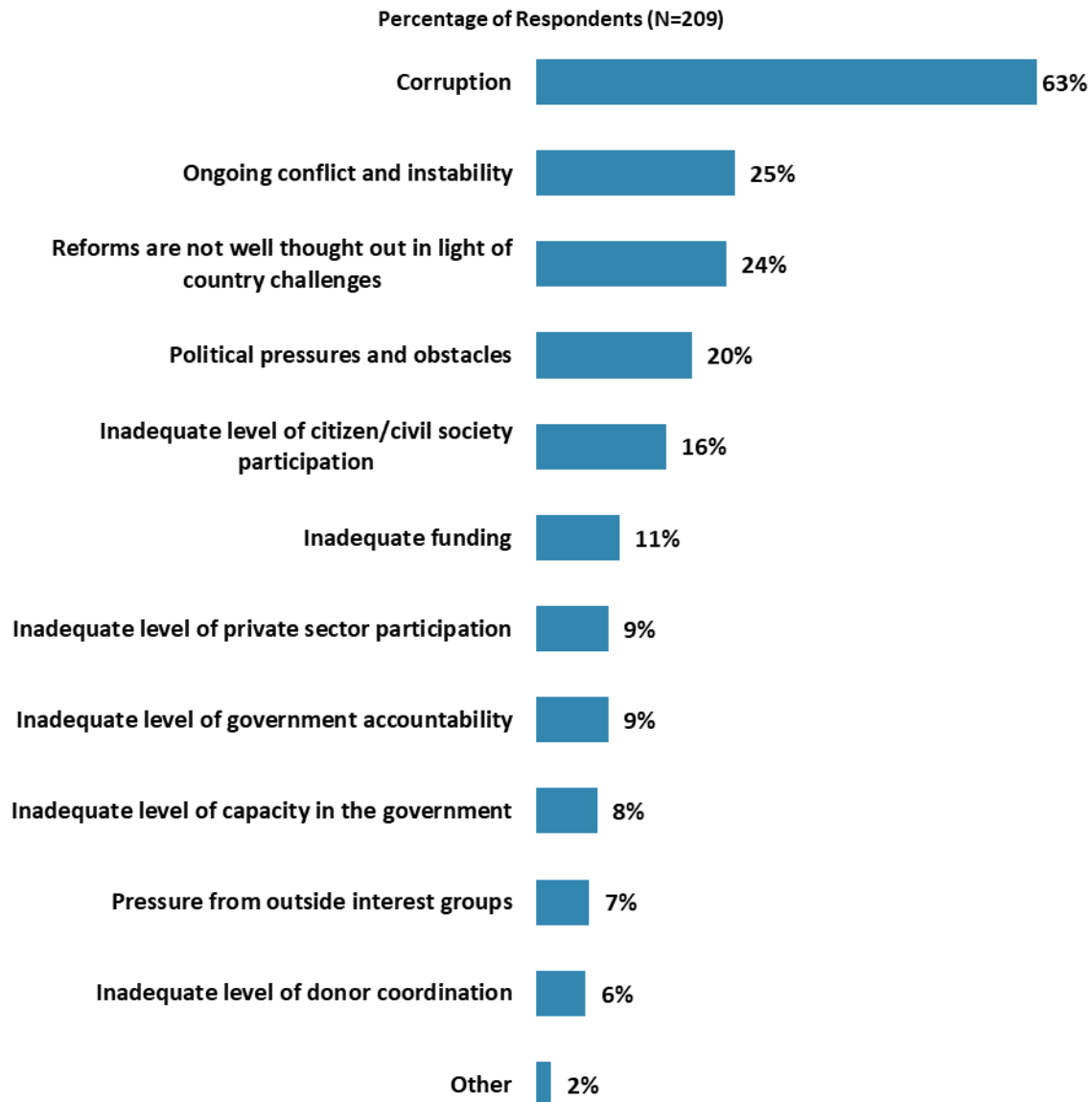


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")



IV. Overall Context (continued)

Attributing Failed/Slow Reform Efforts

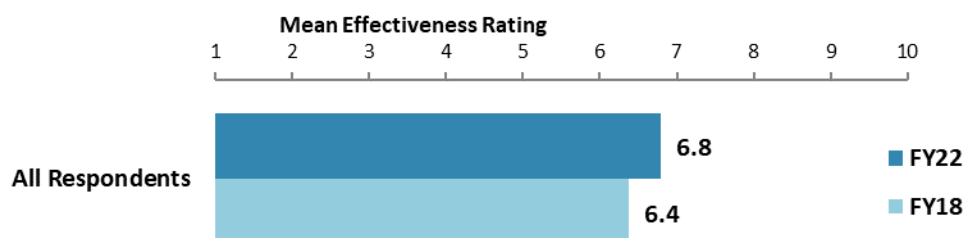


"When economic and/or social reform efforts fail or are slow to take place in Mozambique, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



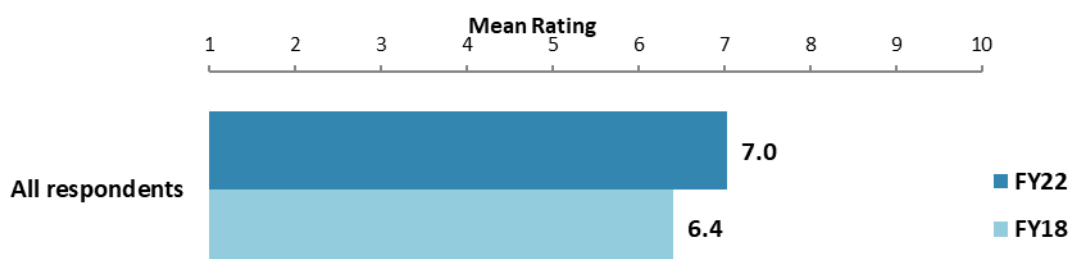
V. Overall Attitudes toward the World Bank Group

The World Bank's Overall Effectiveness³ (*Indicator Question*)



"Overall, please rate your impression of the effectiveness of these organizations in Mozambique: the World Bank (IDA)." (1 - "Not effective at all", 10 - "Very effective")
Means based on weighted data. Statistically similar between FY22 and FY18

Achieving Development Results (*Indicator Question*)



"To what extent does the World Bank Group's work help to achieve development results in Mozambique?" (1 - "To no degree at all", 10 - "To a very significant degree")
Means based on weighted data. Significantly between FY22 and FY18

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



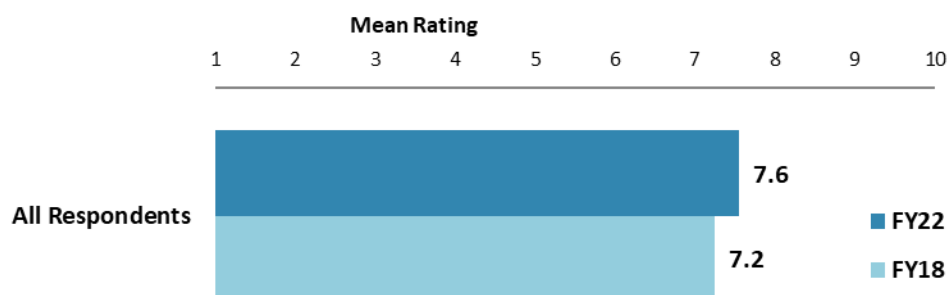
"To what extent does the World Bank Group influence the development agenda in Mozambique?" (1 - "To no degree at all", 10 - "To a very significant degree")

³ In FY '22 the questions regarding familiarity and overall effectiveness were asked separately for the World Bank (IDA) and IFC. These analyses compare ratings for the World Bank and the FY '18 ratings that referenced the World Bank Group.



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

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 Mozambique solve its most complicated development challenges?"

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

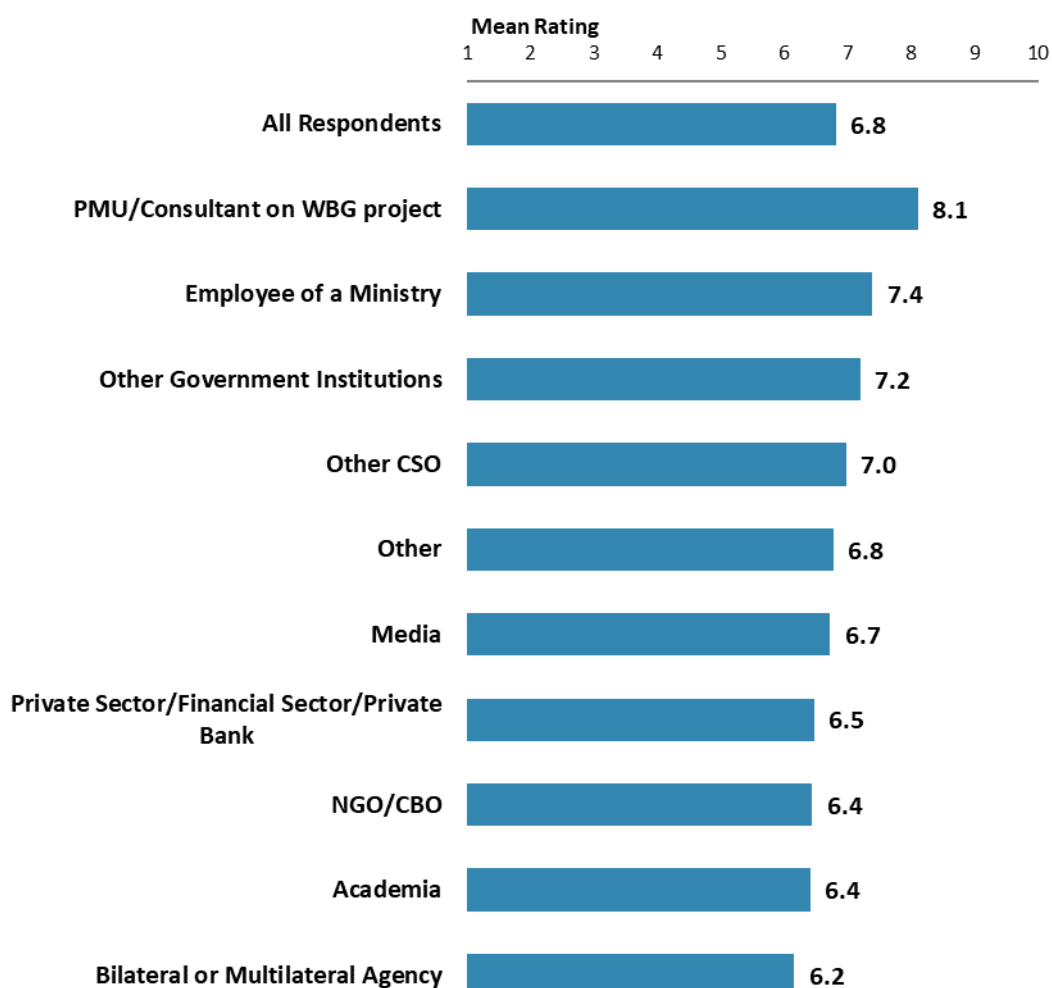
Means based on weighted data. Statistically similar between FY22 and FY18



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

Overall Ratings for Indicator Questions

- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-seven COS indicator questions (mean rating = 7.3) compared to respondents who reported that they do not collaborate with the WBG (mean rating = 6.6). Responses for individual indicator questions by collaboration with the WBG can be found in Appendix C (page 62).
- **Stakeholder groups:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-seven COS indicator questions whereas respondents from bilateral or multilateral agencies had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 48).



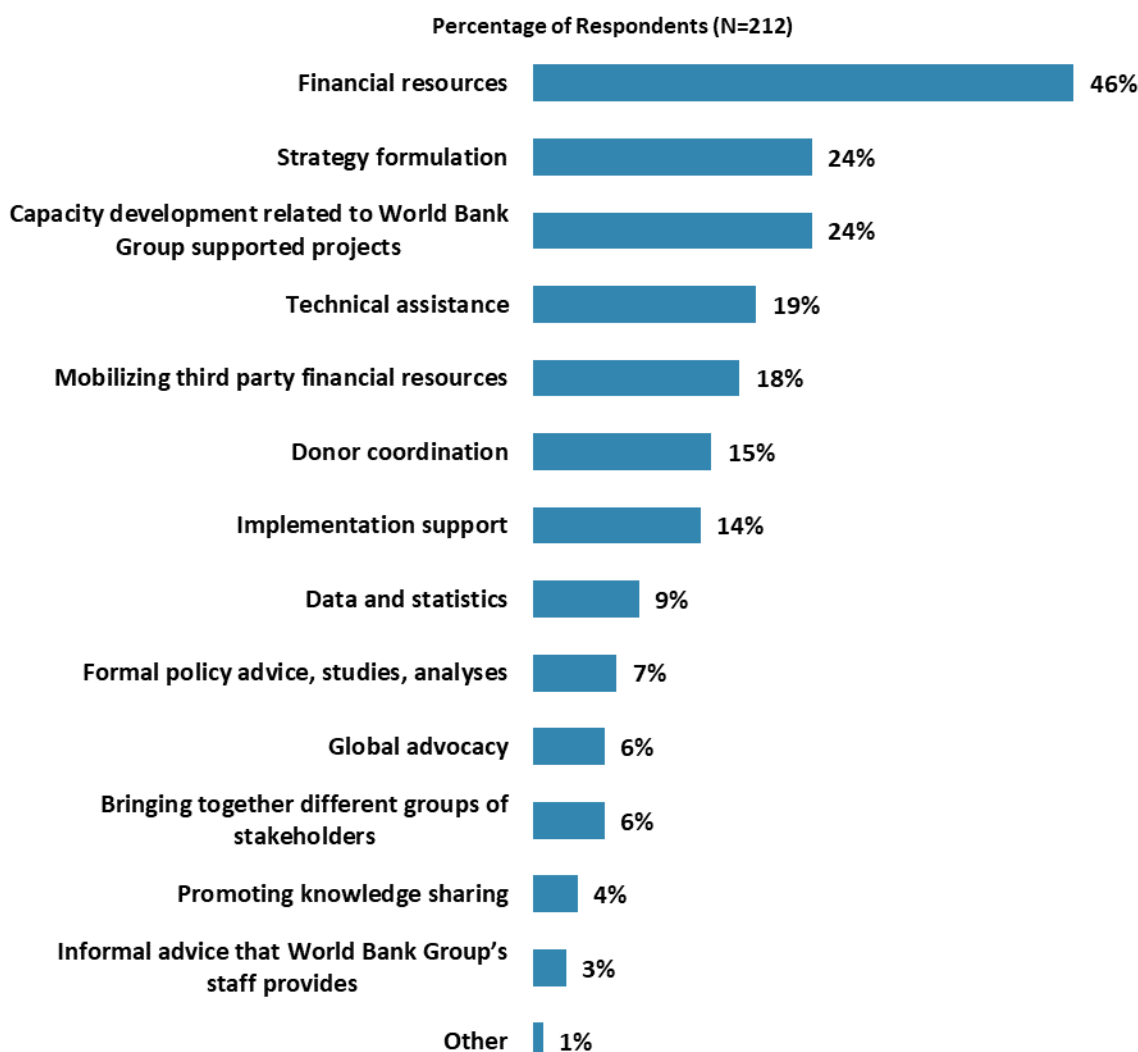
Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG's greatest values to Mozambique were "*financial resources*" (44%), "*capacity development related to WBG supported projects*" (35%), "*policy advice studies, analyses*" (30%), and "*mobilizing third party financial resources*" (24%). Of note, "*strategy formulation*" was considered of greater value in this year's survey with 24% of respondents identifying it as one of the WBG's greatest values compared to the 14% of respondents who selected it in the FY '18 Survey.

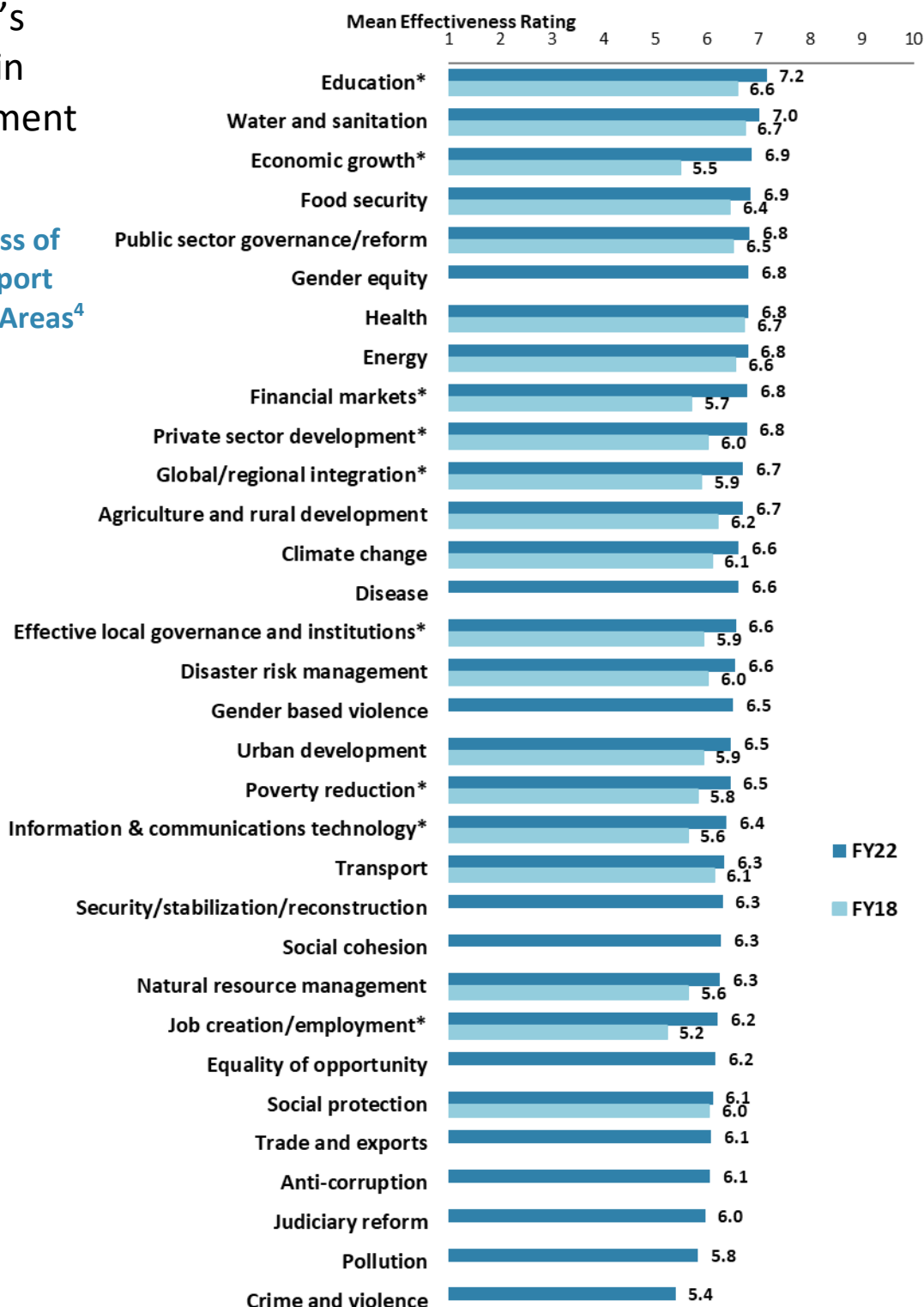


"When thinking about the World Bank Group's role in Mozambique, which activity do you VALUE the most? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. WBG's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas⁴



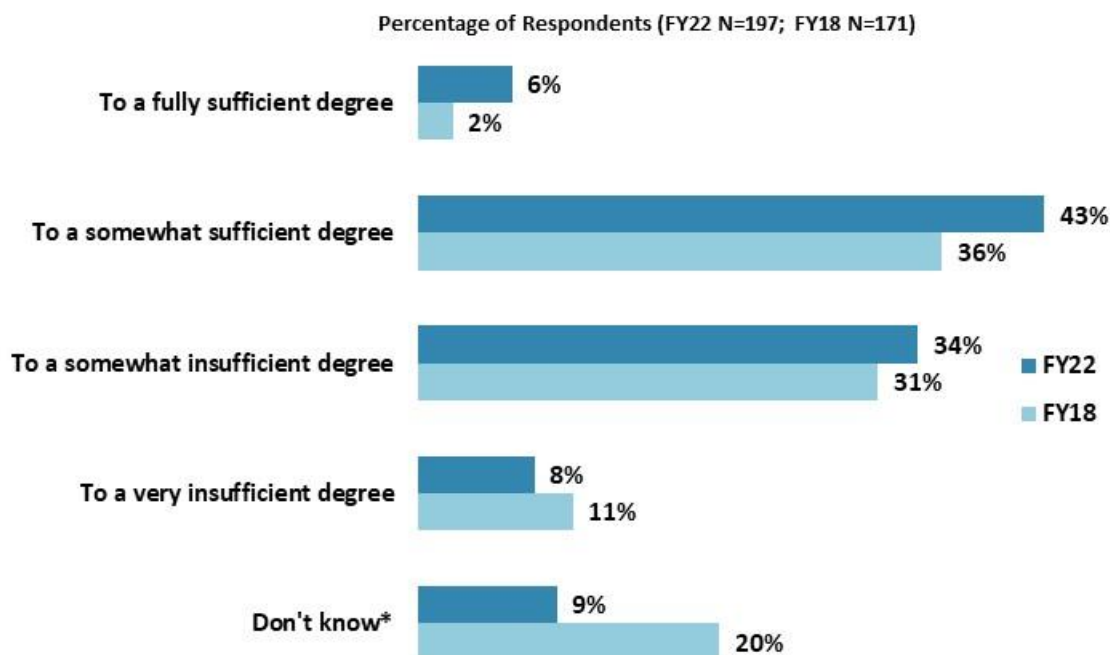
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mozambique?" (1-"Not effective at all", 10-"Very effective")
Means calculated using weighted data. *Significantly different between FY22 and FY18

⁴ 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 33).



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

Helping the Poorest



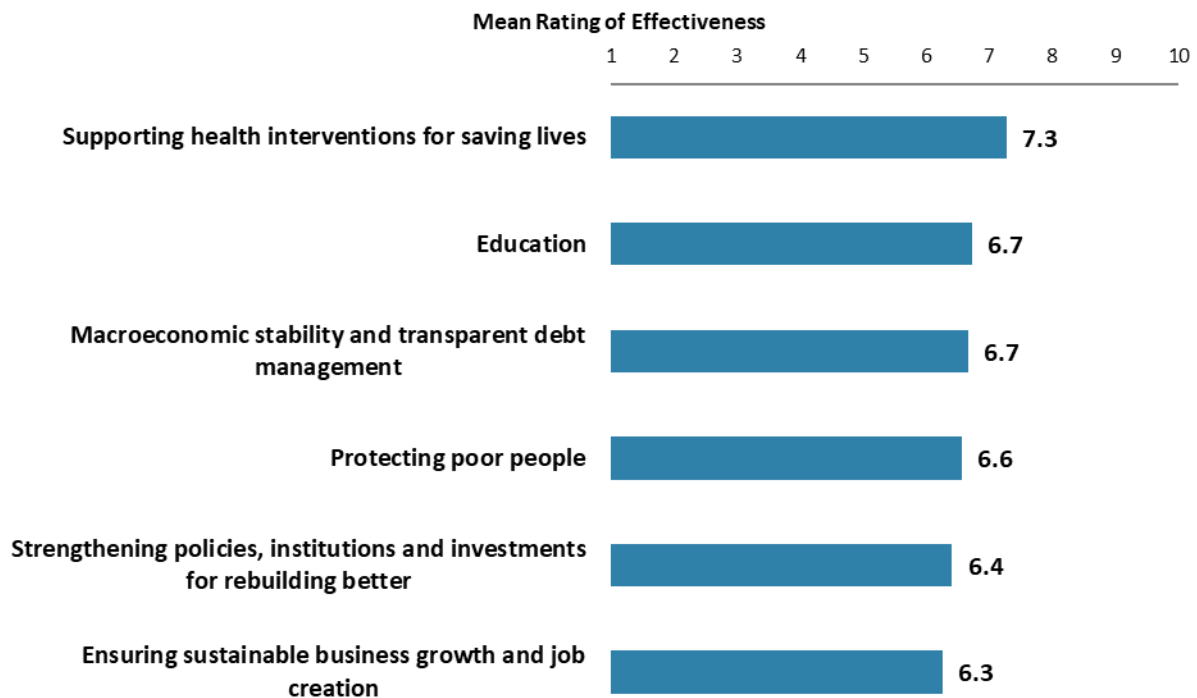
"To what extent do you believe that the World Bank Group's work and support help the poorest in Mozambique? (Select only ONE response)" (Respondents chose from a list.)

*Percentages based on weighted data. *Significantly different between FY22 and FY18*



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

Fast Track COVID-19 Support

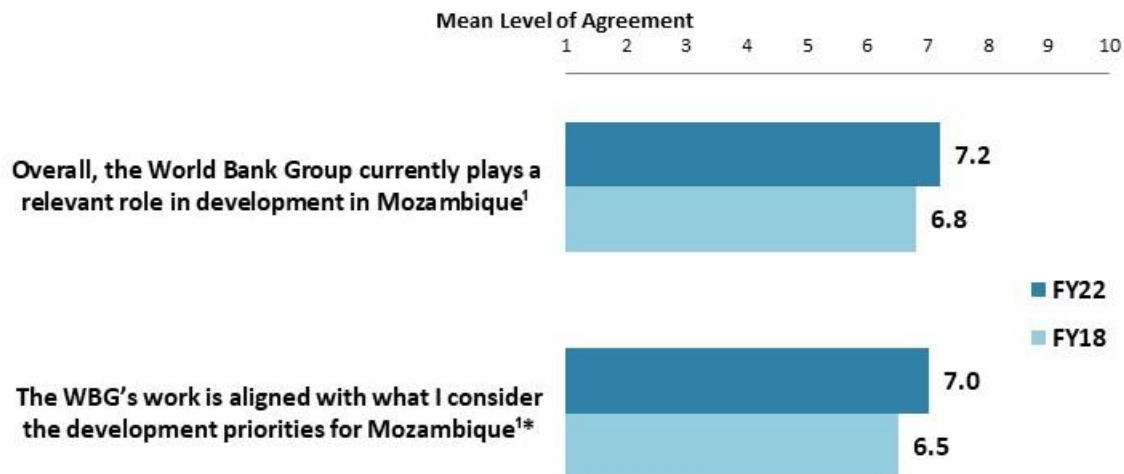


"The WBG has provided fast track support to Mozambique related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas?" (1-"Not effective at all", 10-"Very effective")



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

The World Bank Group's Work in Mozambique



"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mozambique?" (1-"Strongly disagree", 10-"Strongly agree")
Means based on weighted data. *Significantly different between FY22 and FY18 ¹Indicator Question



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

The WBG as an Effective Development Partner

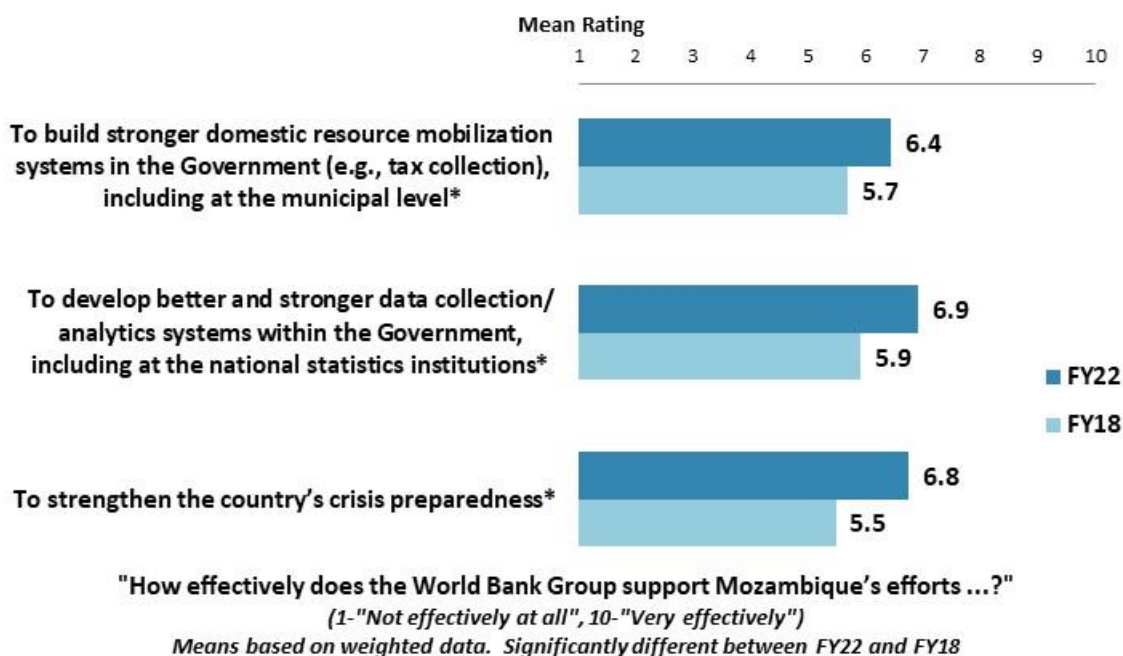


"To what extent is the World Bank Group an effective development partner in Mozambique, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
Means based on weighted data. *Significantly different between FY22 and FY18 ¹Indicator Question

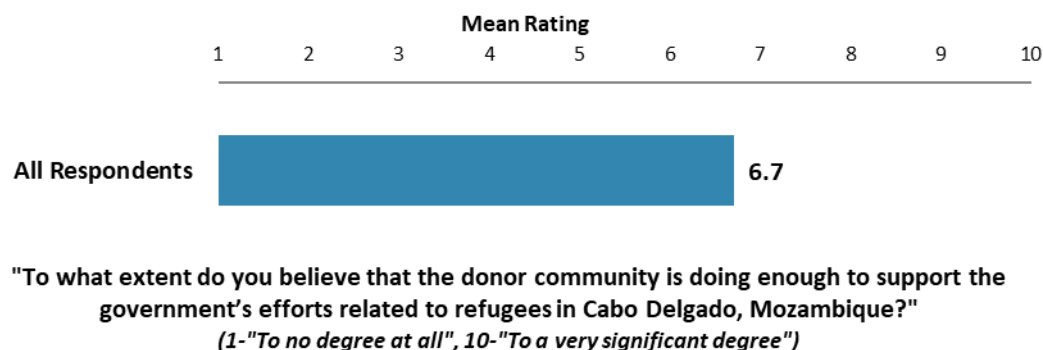


VII. WBG's Work and Engagement on the Ground (continued)

The World Bank Group's Support to Mozambique



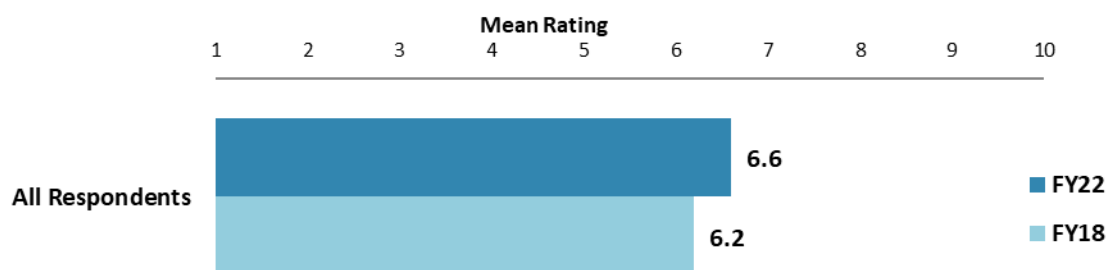
Donor Community Support for Refugees





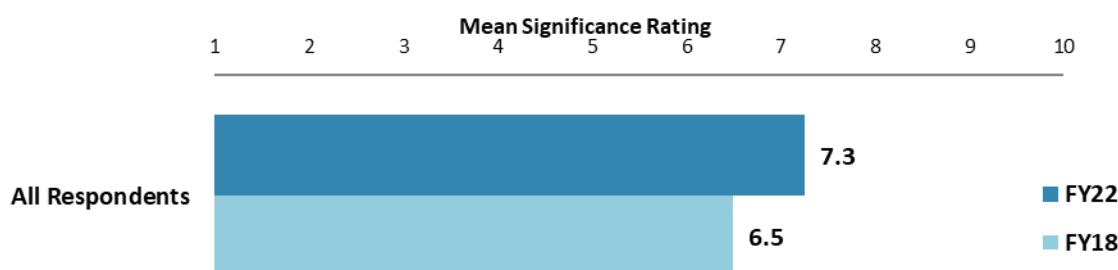
VIII. World Bank Group's Knowledge and Instruments

Meeting Mozambique's Knowledge Needs (*Indicator Question*)



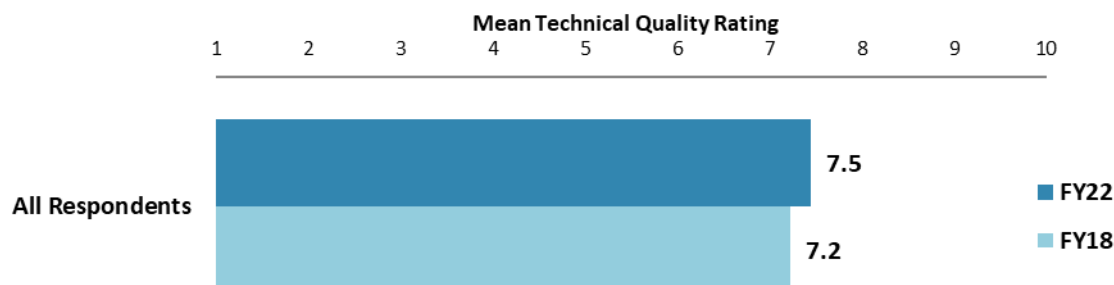
"The World Bank Group meets Mozambique's needs for knowledge services."
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.
Statistically similar between FY22 and FY18

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



"Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")
Means based on weighted data. Significantly between FY22 and FY18

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

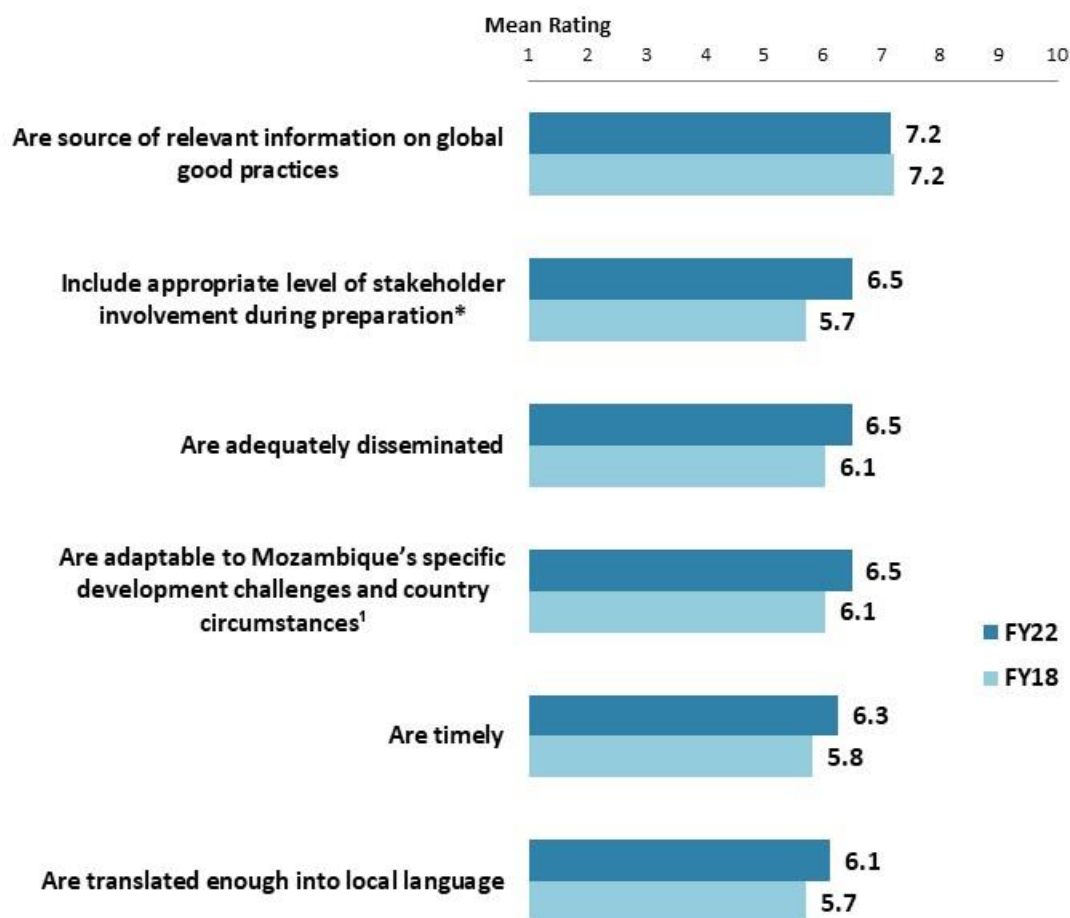


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
Means based on weighted data. Statistically similar between FY22 and FY18



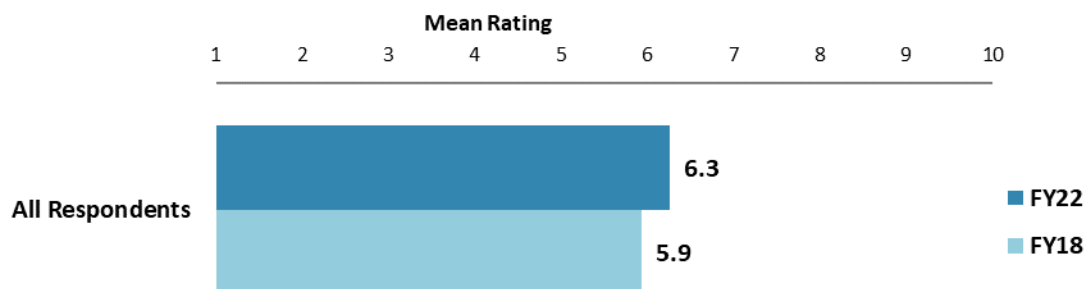
VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities



"In Mozambique, 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")
Means based on weighted data. *Significantly between FY22 and FY18 ¹Indicator Question

Meeting Mozambique's Needs for Financial Instruments (Indicator Question)



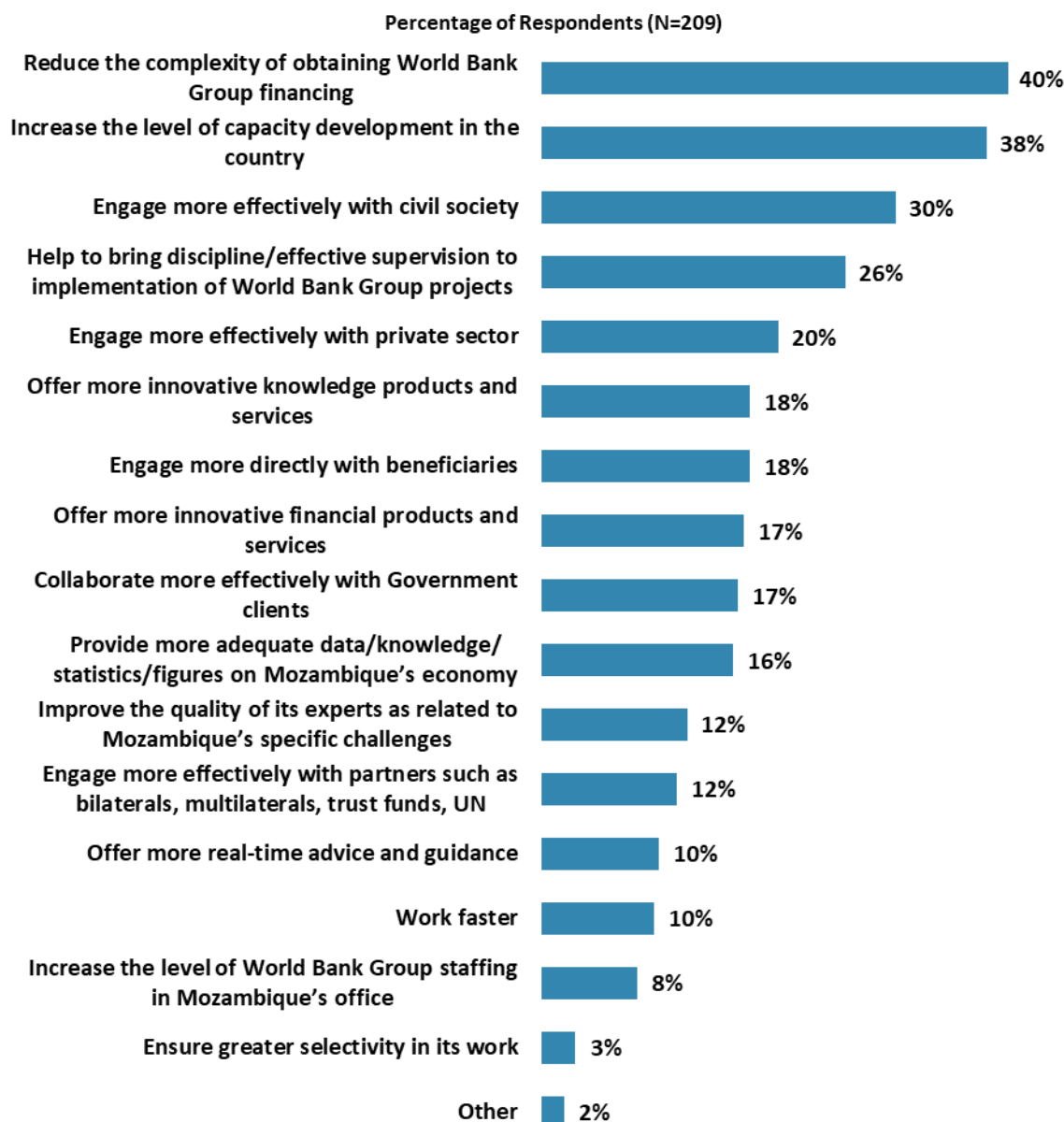
"The World Bank Group's financial instruments meet the needs of Mozambique."
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.
Statistically similar between FY22 and FY18



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG should “*work more with civil society and beneficiary representatives*” (32%), “*increase the level of capacity development in the country*” (23%), and “*reduce the complexity of obtaining WBG financing*” (23%) to make itself of greater value in Mozambique. Of note, respondents in FY '22 were more likely to indicate that the WBG should “*help to bring discipline/effective supervision to implementation of WBG projects*” (26%) compared to respondents in FY '18 (10%).



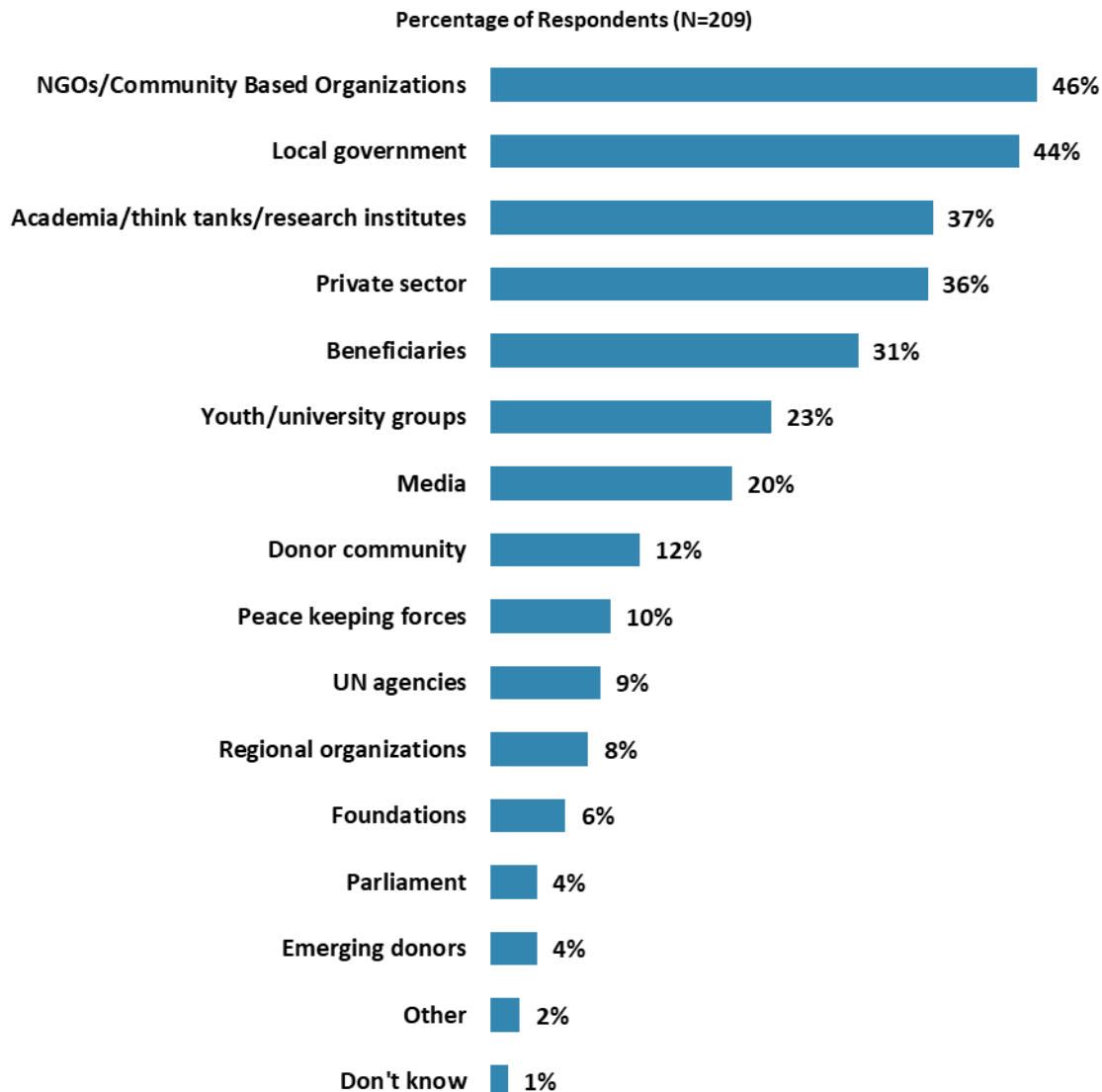
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG should collaborate more with “*NGOs/Community-based organizations*” (36%), “*private sector*” (26%), “*academia/think tanks/research institutes*” (23%), “*local government*” (21%), “*beneficiaries*” (21%), and “*youth/university groups*” (16%) to ensure better development results in Mozambique.



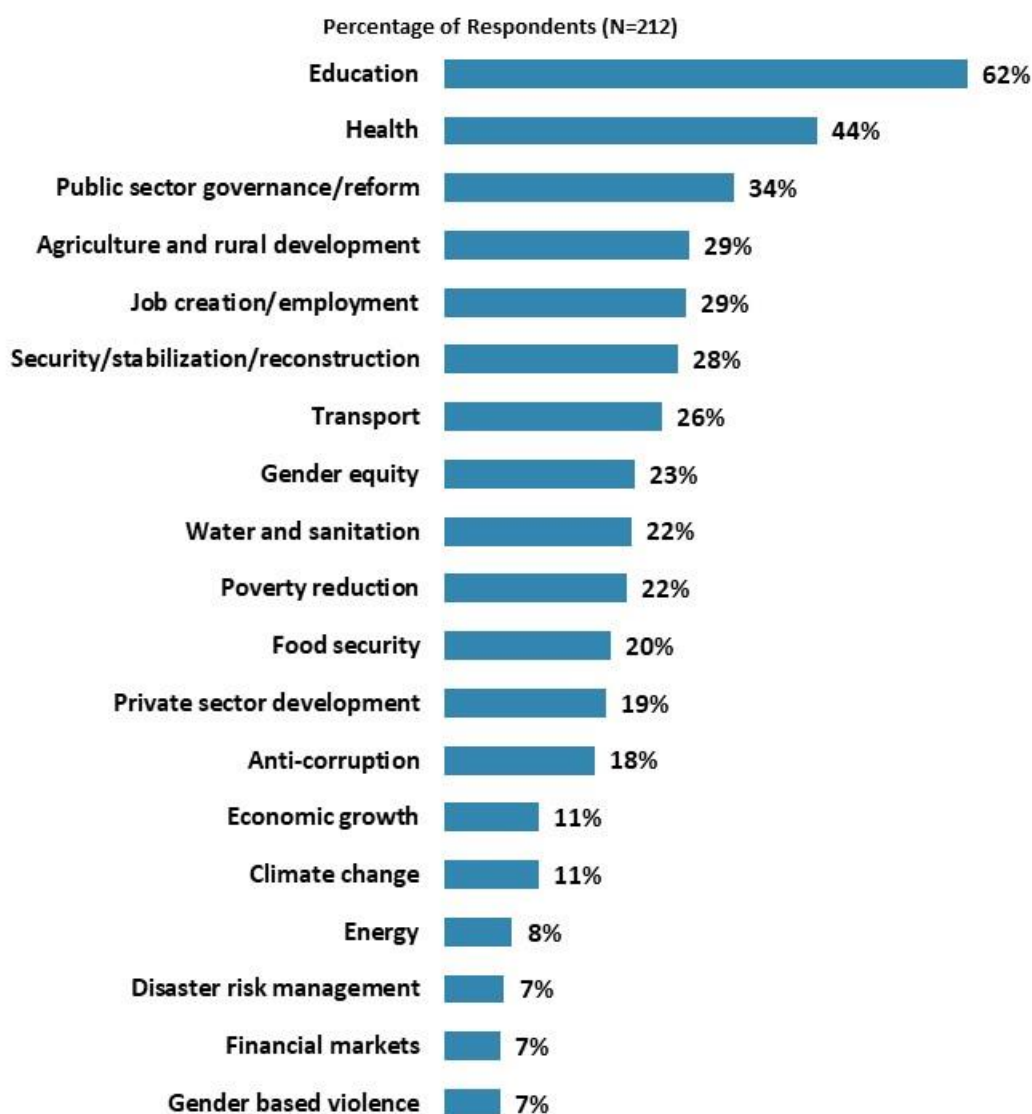
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (47%), “*education*” (44%), “*agriculture and rural development*” (32%), “*inclusive economic growth*” (21%), and “*health*” (20%). Of note, “*health*” and “*job creation/employment*” were selected much more often by respondents in FY '22 (44% and 29%, respectively) compared to respondents in FY '18 (20% and 15%, respectively).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to say that the WBG should focus on “*education*” (96%) compared to other respondents (56%).

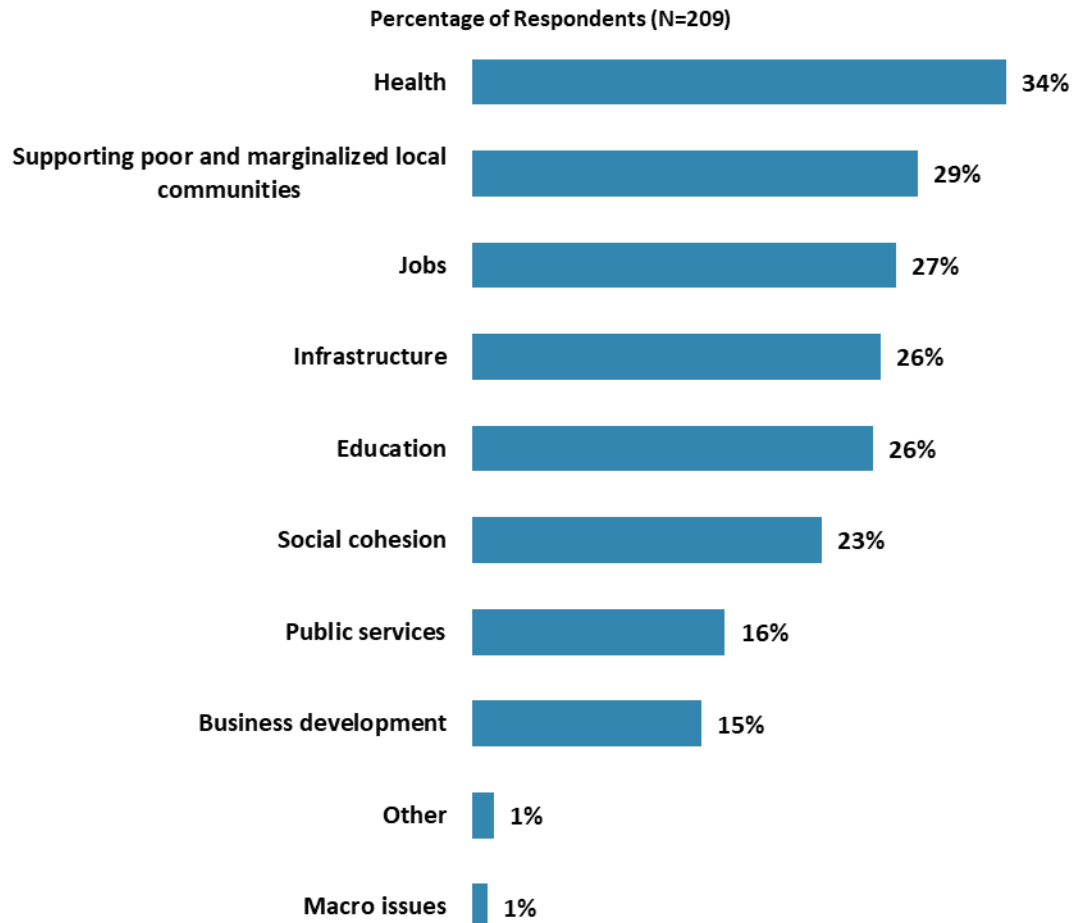


“When thinking about how the World Bank Group can have the most impact on development results in Mozambique, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mozambique? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 19 of 34 shown.)



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

The WBG's Support to the Refugee Crisis in Mozambique



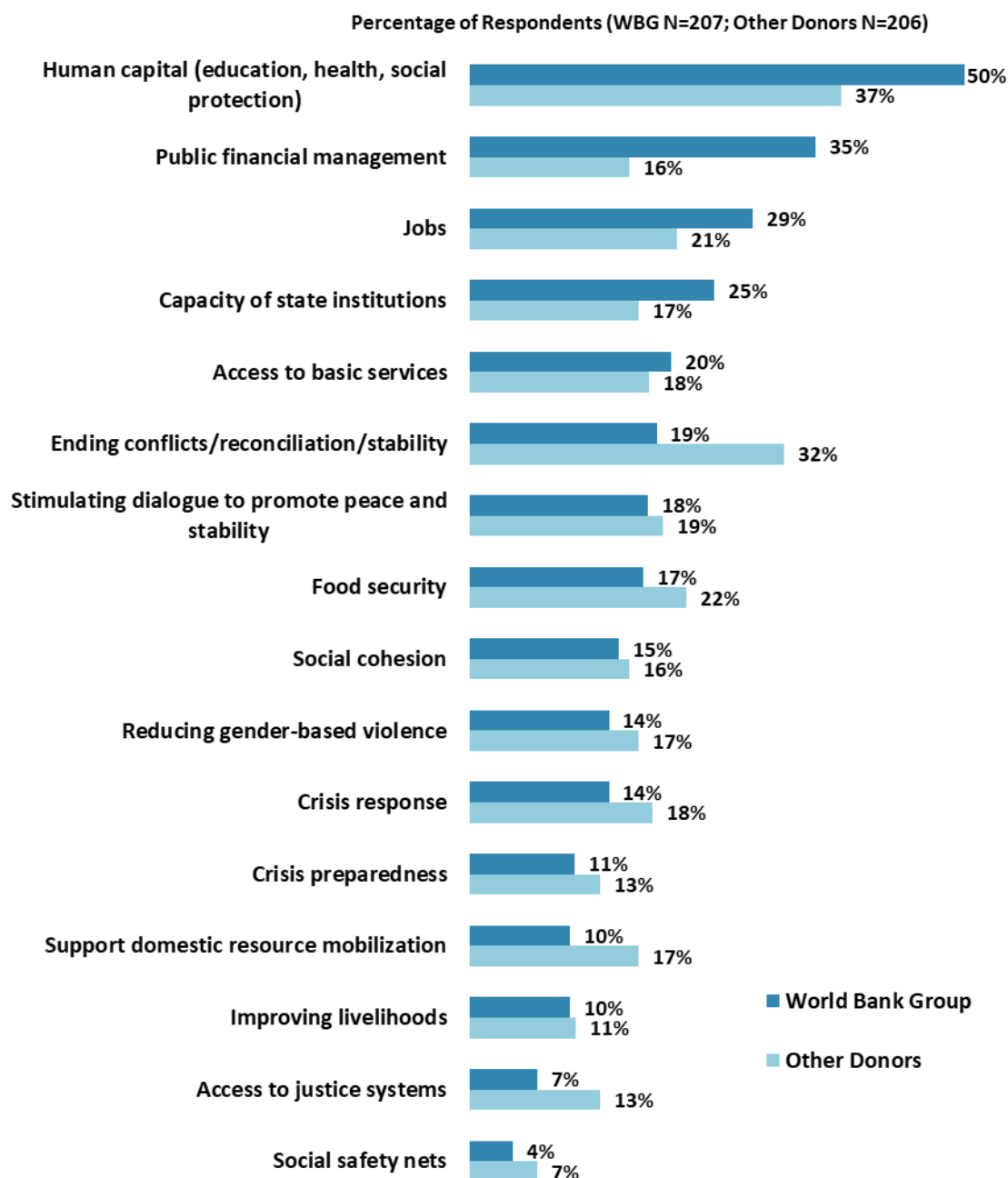
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Cabo Delgado, Mozambique? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the WBG Should Play a Leading Role in Mozambique

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG should play a leading role in “*public financial management*” (53%), “*capacity of state institutions*” (41%), “*access to basic services*” (27%), “*support domestic resource mobilization*” (21%), “*stimulate dialogue to promote peace and stability*” (19%), “*jobs*” (18%) and “*food security*” (17%) in Mozambique.



"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique? Which THREE areas below would benefit most from other donors in Mozambique?" (Respondents chose from a list. Responses combined.)

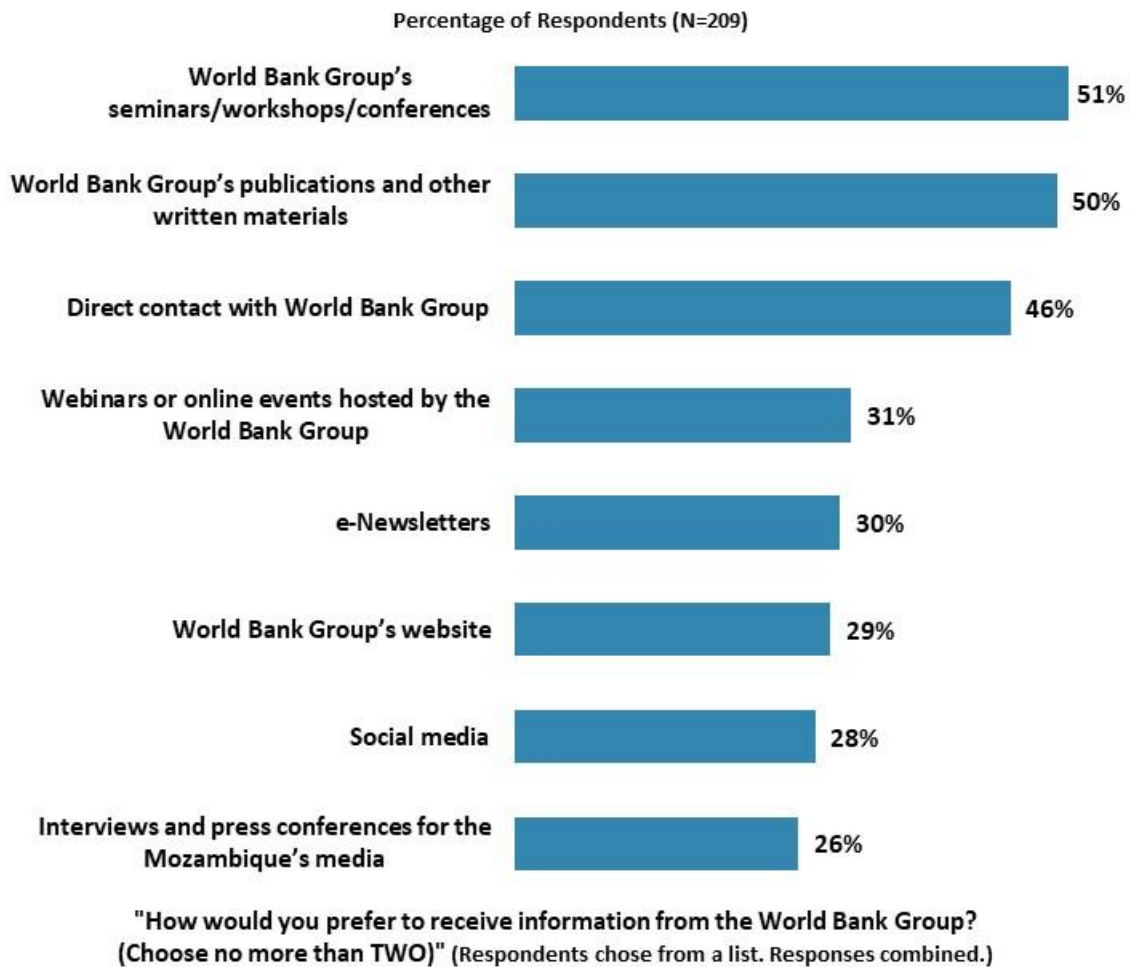


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 48) for selected responses by stakeholder groups.

Preferred Information Sources

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s website” (43%), “WBG’s publications and other written materials” (40%), “e-Newsletters” (36%), “WBG’s seminars/workshops/conferences” (27%), and “direct contact with WBG” (23%).





XI. Appendices

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D. Mozambique FY 2022 COS Questionnaire	63

MOZAMBIQUE





Appendix A: Responses to All Questions across All Respondents (N=217)

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

A. Overall Context

1. Do you think that economic opportunity for citizens in Mozambique is ... ?	Percentage of Respondents (N=215)
Increasing	30.2%
Decreasing	49.3%
Staying about the same	20.5%

2. Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=209)
Education	55.5%
Ending conflicts (including stabilization and reconstruction)	44.5%
Job creation/employment	31.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.6%
Health (i.e., access to affordable health care)	29.2%
Agriculture and rural development (including agro-processing)	26.8%
Food security	20.6%
Transport (e.g., roads, bridges, transportation)	20.1%
Anti-corruption	20.1%
Gender equity (closing the gap between women and men, and boys and girls)	16.3%
Gender based violence	15.8%
Water and sanitation (including access to water services)	15.8%
Private sector development	14.4%
Poverty reduction	13.4%
Global pandemics (e.g., COVID-19)	12.9%
Natural resource management (including non-renewables)	12.9%
Climate change (e.g., mitigation, adaptation)	12.9%
Economic growth	9.1%
Equality of opportunity (i.e., social inclusion)	9.1%
National debt	8.1%
Information and communications technology	7.7%
Disaster risk management	7.7%
Urban development (including solid waste management)	7.2%
Financial markets (i.e., access to financial services)	6.7%
Social protection (e.g., pensions, targeted social assistance)	6.2%
Judiciary reform	5.7%
Social cohesion	5.3%
Energy (i.e., access to reliable energy)	4.8%
Crime and violence (including kidnaps)	4.3%
Effective local governance and institutions	3.8%
Global/regional integration	2.9%
Trade and exports	2.9%
Disease (e.g., Malaria, Tuberculosis)	2.4%
Pollution	1.4%

**A. Overall Context (continued)**

3. The COVID-19 pandemic has stressed many aspects of Mozambique's growth and development. In which areas would you like to see the Mozambique government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=209)
Education	43.5%
Ensuring sustainable business growth and job creation	38.3%
Healthcare	29.7%
Providing direct financial support to businesses (business support packages)	29.2%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	29.2%
Economic growth	26.8%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	25.4%
Nutrition/food security	19.1%
Social safety nets, including providing direct financial and non-financial (e.g., food, healthcare supplies, etc.) support to citizens	18.2%
Ensuring that girls and women have equal access to job opportunities	14.4%
Public service delivery (e.g., strengthening policies, institutions)	11.0%
Ensuring that girls and women have equal access to health care/health services	8.1%
Other	1.4%

4. When economic and/or social reform efforts fail or are slow to take place in Mozambique, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=209)
Corruption	62.7%
Ongoing conflict and instability	24.9%
Reforms are not well thought out in light of country challenges	23.9%
Political pressures and obstacles	19.6%
Inadequate level of citizen/civil society participation	16.3%
Inadequate funding	10.5%
Inadequate level of private sector participation	9.1%
Inadequate level of government accountability	9.1%
Inadequate level of capacity in the government	7.7%
Pressure from outside interest groups (e.g., private sector, unions)	6.7%
Inadequate level of donor coordination	6.2%
Other	1.9%

**A. Overall Context (continued)**

5. 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)	Degree			
	N	DK	Mean	SD
1. The national government	204	8	5.21	2.64
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	196	15	6.71	2.13
3. The World Bank Group	196	16	6.97	2.18
4. The International Monetary Fund	190	19	6.45	2.34
5. The United Nations (UN)	206	7	7.02	2.24
6. The World Health Organization (WHO)	198	11	7.17	2.12
7. Regional development banks (e.g., African Development Bank, China Exim Bank in Africa, BADEA, etc.)	192	19	6.63	2.08
8. Mozambique's Central Bank	202	8	6.41	2.31
9. International private sector	192	17	5.93	2.10
10. Domestic private sector	201	7	5.49	2.01
11. International civil society (e.g., NGOs, CBOs)	196	12	6.39	2.22
12. Domestic civil society (e.g., NGOs, CBOs)	200	10	6.21	2.17
13. Youth organizations	192	17	5.36	2.30
14. Faith-based institutions	199	13	6.06	2.47
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	205	8	6.23	2.34
16. International media and their web presence	199	13	6.15	2.25
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	198	15	5.52	2.25

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

1. How familiar are you with the work of these organizations in Mozambique?* <i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. The World Bank (IDA)	216	n/a	6.54	2.57
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	208	n/a	5.42	2.61

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mozambique? (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 Mozambique*	205	12	7.22	2.30
3. The World Bank Group's work is aligned with what I consider the development priorities for Mozambique*	201	14	7.02	2.24

4. Overall, please rate your impression of the effectiveness of these organizations in Mozambique.* (1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
1. The World Bank (IDA)	197	17	6.83	2.28
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	166	43	6.44	2.28

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Mozambique?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	197	18	7.03	2.14

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Mozambique?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	201	14	7.46	2.11

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mozambique? (Select only 1 response)	Percentage of Respondents (N=214)
To a fully sufficient degree	7.5%
To a somewhat sufficient degree	41.6%
To a somewhat insufficient degree	33.6%
To a very insufficient degree	8.4%
Don't know	8.9%

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

8. When thinking about the World Bank Group's role in Mozambique, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=212)
Financial resources	45.8%
Strategy formulation	23.6%
Capacity development related to World Bank Group supported projects	23.6%
Technical assistance	18.9%
Mobilizing third party financial resources	17.5%
Donor coordination	15.1%
Implementation support	14.2%
Data and statistics	9.0%
Formal policy advice, studies, analyses	7.1%
Global advocacy	6.1%
Bringing together different groups of stakeholders	6.1%
Promoting knowledge sharing	3.8%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.8%
Other	0.9%

**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 Mozambique, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mozambique? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=212)
Education	62.3%
Health (i.e., access to affordable health care)	44.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.4%
Agriculture and rural development (including agro-processing)	29.2%
Job creation/employment	28.8%
Security/stabilization/reconstruction	27.8%
Transport (e.g., roads, bridges, transportation)	25.9%
Gender equity (closing the gap between women and men, and boys and girls)	22.6%
Water and sanitation (including access to water services)	22.2%
Poverty reduction	21.7%
Food security	19.8%
Private sector development	19.3%
Anti-corruption	17.9%
Economic growth	11.3%
Climate change (e.g., mitigation, adaptation)	11.3%
Energy (i.e., access to reliable energy)	8.0%
Disaster risk management	7.1%
Financial markets (i.e., access to financial services)	6.6%
Gender based violence	6.6%
Global pandemics (e.g., COVID-19)	6.1%
Natural resource management (including non-renewables)	5.7%
Effective local governance and institutions	5.7%
Crime and violence (including kidnaps)	5.2%
Urban development (including solid waste management)	4.7%
Social cohesion	4.7%
Social protection (e.g., pensions, targeted social assistance)	4.2%
Judiciary reform	4.2%
Equality of opportunity (i.e., social inclusion)	4.2%
Information and communications technology	4.2%
National debt	4.2%
Trade and exports	2.8%
Disease (e.g., Malaria, Tuberculosis)	2.4%
Pollution	1.9%
Global/regional integration	1.9%

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

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=212)
Multi-lateral financial institution	43.4%
World Bank	30.2%
Financial Advisory Solutions	27.8%
Private Sector Solutions	26.4%
Development institution	25.5%
Investment Bank	19.3%
Public-private partnerships	14.6%
Innovation and Entrepreneurship	6.6%
Venture Capital	6.1%
Impact Investor	4.2%
Asset Manager	2.4%
Thought leader	0.5%
None of these	1.9%
Other	0.5%
Do not have enough information to say	25.5%

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

Staffing	N	DK	Mean	SD
1. To what extent do you believe the WBG's staff is well prepared (e.g., skills mix and knowledge) to help Mozambique solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	183	31	7.54	1.96

To what extent is the WBG an effective development partner in Mozambique, 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. Responsiveness to needs*	187	24	6.65	2.21
3. Flexibility (in terms of the institution's products and services)*	174	34	6.34	2.24
4. Flexibility (in terms of changing country circumstances)*	177	31	6.16	2.24
5. Being inclusive*	172	35	6.25	2.34
6. Openness (sharing data and other information)*	178	28	6.42	2.24
7. Collaboration with the Government*	190	17	7.57	1.98
8. The speed in which it gets things accomplished on the ground*	175	31	6.13	2.36
9. Helping to bring discipline/effective supervision to implementation of investment projects*	187	21	7.05	2.22
10. Collaboration with civil society*	179	30	6.37	2.44
11. Staff accessibility*	172	32	6.02	2.52
12. Collaboration with other donors and development partners*	180	28	7.32	2.04
13. Collaboration with the private sector*	175	33	6.72	2.12
14. Collaboration with the UN*	149	59	7.40	2.00
15. Straightforwardness and honesty*	168	36	7.02	2.32
16. Treating clients and stakeholders in Mozambique with respect*	171	37	7.42	2.06
17. Being a long-term partner*	179	27	7.91	2.04
18. Acting with compassion and empathy*	175	33	7.25	2.32
19. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)*	182	25	7.91	2.02
20. Measuring results effectively*	173	32	7.63	2.13

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

To what extent do you agree/disagree with the following statements about the World Bank Group in Mozambique? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
21. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mozambique*	184	28	6.31	2.26
22. The World Bank Group meets Mozambique's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	189	23	6.66	2.30

How effectively does the World Bank Group support Mozambique's efforts... (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
23. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection), including at the municipal level	162	49	6.47	2.17
24. To develop better and stronger data collection/analytics systems within the Government, including at the national statistics institutions	171	40	6.94	2.08
25. To strengthen the country's crisis preparedness	174	34	6.79	2.17

Supporting refugee efforts	N	DK	Mean	SD
26. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Cabo Delgado, Mozambique? (1-To no degree at all, 10-To a very significant degree)	185	24	6.70	2.44

27. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Cabo Delgado, Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=209)
Health	34.4%
Supporting poor and marginalized local communities	28.7%
Jobs	27.3%
Infrastructure	26.3%
Education	25.8%
Social cohesion	22.5%
Public services	16.3%
Business development	14.8%
Other	1.4%
Macro issues (fiscal accounts, balance of payments, etc.)	1.0%
Don't know	0.0%

**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 Mozambique? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	91	112	6.05	2.20
2. Gender equity (closing the gap between women and men, and boys and girls)	131	73	6.80	2.12
3. Private sector development	144	57	6.78	2.09
4. Education	155	44	7.05	2.11
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	149	54	6.74	2.07
6. Global/regional integration	100	99	6.64	2.00
7. Food security	135	63	6.72	2.08
8. Urban development (including solid waste management)	129	72	6.43	2.14
9. Energy (i.e., access to reliable energy)	141	61	6.78	2.20
10. Water and sanitation (including access to water services)	141	58	6.99	1.99
11. Pollution	114	85	5.78	2.40
12. Job creation/employment	140	63	6.11	2.26
13. Health (i.e., access to affordable health care)	147	54	6.69	2.12
14. Financial markets (i.e., access to financial services)	125	78	6.76	2.01
15. Transport (e.g., roads, bridges, transportation)	129	73	6.33	2.29
16. Agriculture and rural development (including agro-processing)	149	52	6.64	2.17
17. Trade and exports	110	90	6.16	2.08
18. Crime and violence (including kidnaps)	94	108	5.37	2.65
19. Natural resource management (including non-renewables)	123	78	6.13	2.35
20. Climate change (e.g., mitigation, adaptation)	132	71	6.57	2.43
21. Poverty reduction	159	45	6.38	2.47
22. Anti-corruption	133	70	6.01	2.74
23. Judiciary reform	115	83	5.91	2.46
24. Economic growth	145	54	6.89	2.21
25. Disaster risk management	134	65	6.54	2.25
26. Equality of opportunity (i.e., social inclusion)	133	68	6.10	2.40
27. Disease (e.g., Malaria, Tuberculosis)	128	74	6.45	2.30
28. Information and communications technology	126	75	6.37	2.23
29. Gender based violence	124	76	6.48	2.28
30. Security/stabilization/reconstruction	125	78	6.33	2.40
31. Effective local governance and institutions	123	81	6.51	2.21
32. Social cohesion	120	83	6.17	2.46

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

2. The World Bank Group has provided fast track support to Mozambique related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast-track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	DK	Mean	SD	NA
1. Supporting health interventions for saving lives	153	5	7.28	2.29	52
2. Education (e.g., transitioning to remote learning, ensuring access to water, hygiene, etc.)	142	3	6.73	2.43	62
3. Protecting poor people (social assistance/social safety nets)	148	2	6.56	2.37	59
4. Ensuring sustainable business growth and job creation	142	4	6.25	2.49	61
5. Strengthening policies, institutions and investments for rebuilding better	139	3	6.41	2.50	65
6. Macroeconomic stability and transparent debt management	137	4	6.66	2.44	66

E. World Bank Group's Knowledge Work and Activities

In Mozambique, 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
1. Are timely	150	59	6.24	2.25
2. Include appropriate level of stakeholder involvement during preparation	158	50	6.46	2.17
3. Are source of relevant information on global good practices	173	35	7.11	2.14
4. Are adequately disseminated	169	39	6.47	2.46
5. Are translated enough into local language	157	51	6.04	2.67
6. Are adaptable to Mozambique's specific development challenges and country circumstances*	172	37	6.44	2.36

Overall Evaluations	N	DK	Mean	SD
7. 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)	197	14	7.27	2.05
8. 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)	188	21	7.46	2.07

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=209)
Reduce the complexity of obtaining World Bank Group financing	39.7%
Increase the level of capacity development in the country	37.8%
Engage more effectively with civil society (e.g., NGOs, CBOs)	30.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	25.8%
Engage more effectively with private sector	20.1%
Offer more innovative knowledge products and services	17.7%
Engage more directly with beneficiaries	17.7%
Offer more innovative financial products and services	17.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.7%
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	16.3%
Improve the quality of its experts as related to Mozambique's specific challenges	12.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	11.5%
Offer more real-time advice and guidance	10.0%
Work faster	9.6%
Increase the level of World Bank Group staffing in Mozambique's office	8.1%
Ensure greater selectivity in its work	2.9%
Other	1.9%

2. In addition to the regular relations with the national government, which THREE of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=209)
NGOs/Community Based Organizations	45.5%
Local government	44.0%
Academia/think tanks/research institutes	36.8%
Private sector	36.4%
Beneficiaries	30.6%
Youth/university groups	23.4%
Media	20.1%
Donor community	12.4%
Peace keeping forces	10.0%
UN agencies	9.1%
Regional organizations (e.g., SADC, African Union, CPLP)	8.1%
Foundations	6.2%
Parliament	3.8%
Emerging donors	3.8%
Other	2.4%
Don't know	1.4%

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

3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=207)
Human capital (education, health, social protection)	49.8%
Public financial management	34.8%
Jobs	28.5%
Capacity of state institutions	24.6%
Access to basic services	20.3%
Ending conflicts/reconciliation/stability	18.8%
Stimulating dialogue to promote peace and stability	17.9%
Food security	17.4%
Social cohesion	15.0%
Reducing gender-based violence	14.0%
Crisis response	14.0%
Crisis preparedness	10.6%
Support domestic resource mobilization	10.1%
Improving livelihoods	10.1%
Access to justice systems	6.8%
Social safety nets	4.3%

3b. Which THREE areas below would benefit most from other donors in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=206)
Human capital (education, health, social protection)	37.4%
Ending conflicts/reconciliation/stability	31.6%
Food security	21.8%
Jobs	20.9%
Stimulating dialogue to promote peace and stability	19.4%
Crisis response	18.4%
Access to basic services	18.0%
Reducing gender-based violence	17.0%
Support domestic resource mobilization	17.0%
Capacity of state institutions	17.0%
Social cohesion	16.0%
Public financial management	16.0%
Crisis preparedness	13.1%
Access to justice systems	13.1%
Improving livelihoods	10.7%
Social safety nets	6.8%

**G. Communication and Information Sharing**

1. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=209)
World Bank Group's seminars/workshops/conferences	51.2%
World Bank Group's publications and other written materials	50.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	45.9%
Webinars or online events hosted by the World Bank Group	31.1%
e-Newsletters	30.1%
World Bank Group's website	29.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	27.8%
Interviews and press conferences for the Mozambique's media	26.3%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=212)
NGO/Community Based Organization	20.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	9.0%
Media	9.0%
Academia/Research Institute/Think Tank	8.5%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	7.1%
Private Sector Organization	6.1%
State-Owned Enterprise	5.2%
Financial Sector/Private Bank	5.2%
Multilateral Agency	4.7%
Other	4.7%
Judicial System	3.8%
Bilateral Agency	3.8%
Private Foundation	3.3%
Trade Union	2.8%
Office of Minister	2.4%
Independent Government Institution	1.9%
Faith-Based Group	1.4%
Office of Parliamentarian	0.5%
Local Government Office or Staff	0.5%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=206)
Other	13.1%
Education	12.1%
Communications, public affairs	10.2%
Health, nutrition	6.8%
Finance and markets	6.8%
Generalist (specialized in multiple sectors)	6.8%
Agriculture, rural development	6.3%
Environment, natural resources	5.3%
Gender	5.3%
Governance, anti-corruption	4.9%
Poverty	3.4%
Trade and competitiveness	3.4%
Macroeconomics, fiscal management	2.4%
Energy	2.4%
Water, sanitation	2.4%
Social protection	1.9%
Digital development and technology (ICT)	1.9%
Jobs	1.0%
Climate change	1.0%
Urban development	1.0%
Transport	1.0%
Fragility, conflict, violence, refugees	0.5%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=213)
Yes	29.1%
No	70.9%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mozambique? (Select only 1 response)	Percentage of Respondents (N=60)
The World Bank (IDA)	98.3%
The International Finance Corporation (IFC)	1.7%

5. What's your gender?	Percentage of Respondents (N=207)
Female	24.2%
Male	75.8%

6. Within your organization, would you describe yourself as ...?	Percentage of Respondents (N=209)
Junior level	4.8%
Mid-level staff	12.0%
Mid-level decision maker/manager	29.2%
Senior level	54.1%

**H. Background Information (continued)**

7. What's your age?	Percentage of Respondents (N=208)
25 and under	0.5%
26-35	16.8%
36-45	35.1%
46-55	27.4%
56 and above	20.2%

8. Which best represents your geographic location?	Percentage of Respondents (N=208)
Maputo	89.4%
Southern Mozambique	7.2%
Center of Mozambique	3.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups

- Other Government Institutions⁵ N=29 ● Employee of a Ministry N=19 ● PMU/Consultant on WBG Project N=15
 ● Bilateral or Multilateral Agency N=18 ● Private Sector/Financial Sector/Private Bank N=24 ● Other CSO⁶ N=16 ● NGO/CBO N=43
 ● Academia N=18 ● Media N=19 ● Other⁷ N=11

A. Overall Context

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

Percentage of Respondents	Other Government Institution	Employee of Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private/Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Increasing	44.8%	47.4%	40.0%	16.7%	29.2%	33.3%	16.7%	33.3%	15.8%	45.5%
Decreasing	34.5%	47.4%	20.0%	50.0%	45.8%	46.7%	66.7%	55.6%	63.2%	45.5%
Staying about the same	20.7%	5.3%	40.0%	33.3%	25.0%	20.0%	16.7%	11.1%	21.1%	9.1%

⁵ Includes respondents from the office of a Minister, office of a Parliamentarian, independent government institutions, the judiciary, and state-owned enterprises.

⁶ Includes respondents from professional/trade associations, faith-based groups, and private foundations.

⁷ Include the small number of respondents from local government.



Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique. (Choose no more than FIVE) **Significantly different between stakeholder groups*

Percentage of Respondents	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Gender based violence*	0.0%	11.1%	6.7%	0.0%	4.2%	35.7%	32.6%	22.2%	11.1%	18.2%
Global pandemics	14.3%	11.1%	0.0%	6.3%	16.7%	14.3%	14.0%	5.6%	5.6%	36.4%
Ending conflicts	46.4%	50.0%	40.0%	50.0%	29.2%	28.6%	53.5%	38.9%	50.0%	54.5%
Social protection	7.1%	0.0%	6.7%	12.5%	0.0%	7.1%	11.6%	0.0%	11.1%	0.0%
Gender equity	17.9%	11.1%	0.0%	0.0%	16.7%	21.4%	25.6%	27.8%	5.6%	9.1%
Private sector development	7.1%	11.1%	33.3%	18.7%	25.0%	7.1%	11.6%	5.6%	22.2%	9.1%
Education	60.7%	50.0%	40.0%	56.3%	50.0%	64.3%	48.8%	88.9%	50.0%	54.5%
Public sector governance/reform	35.7%	33.3%	26.7%	37.5%	45.8%	14.3%	32.6%	11.1%	22.2%	27.3%
Global/regional integration	3.6%	0.0%	0.0%	0.0%	4.2%	7.1%	7.0%	0.0%	0.0%	0.0%
Food security	21.4%	22.2%	13.3%	25.0%	20.8%	7.1%	23.3%	22.2%	22.2%	18.2%
Urban development	7.1%	5.6%	13.3%	12.5%	8.3%	7.1%	9.3%	0.0%	5.6%	0.0%
Energy	7.1%	5.6%	13.3%	0.0%	4.2%	0.0%	2.3%	5.6%	0.0%	18.2%
Water and sanitation	17.9%	22.2%	26.7%	12.5%	8.3%	21.4%	11.6%	22.2%	0.0%	18.2%
Pollution	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%
Job creation/employment*	28.6%	61.1%	6.7%	50.0%	20.8%	7.1%	27.9%	27.8%	61.1%	18.2%
Health	32.1%	11.1%	20.0%	31.3%	25.0%	42.9%	30.2%	38.9%	38.9%	27.3%
Financial markets	10.7%	0.0%	6.7%	6.3%	20.8%	0.0%	2.3%	0.0%	11.1%	9.1%
National debt	10.7%	11.1%	6.7%	12.5%	8.3%	14.3%	2.3%	0.0%	16.7%	9.1%
Information and communications technology	3.6%	5.6%	0.0%	6.3%	4.2%	0.0%	9.3%	27.8%	5.6%	18.2%
Social cohesion	3.6%	5.6%	0.0%	12.5%	0.0%	21.4%	4.7%	5.6%	0.0%	9.1%
Transport	21.4%	27.8%	26.7%	6.3%	25.0%	21.4%	9.3%	5.6%	44.4%	27.3%
Agriculture and rural development	17.9%	38.9%	33.3%	18.7%	20.8%	28.6%	23.3%	33.3%	27.8%	45.5%
Trade and exports	7.1%	0.0%	0.0%	0.0%	4.2%	7.1%	2.3%	5.6%	0.0%	0.0%
Crime and violence	0.0%	0.0%	6.7%	0.0%	4.2%	7.1%	7.0%	11.1%	5.6%	0.0%
Natural resource management	21.4%	16.7%	20.0%	12.5%	16.7%	0.0%	9.3%	16.7%	5.6%	9.1%
Climate change*	3.6%	33.3%	20.0%	18.8%	8.3%	0.0%	20.9%	16.7%	0.0%	0.0%
Poverty reduction	10.7%	5.6%	6.7%	18.8%	16.7%	14.3%	16.3%	5.6%	33.3%	0.0%
Anti-corruption	28.6%	11.1%	26.7%	31.3%	33.3%	14.3%	9.3%	22.2%	16.7%	9.1%
Judiciary reform	14.3%	0.0%	6.7%	0.0%	12.5%	7.1%	2.3%	0.0%	5.6%	9.1%
Economic growth	14.3%	16.7%	6.7%	6.3%	8.3%	7.1%	4.7%	16.7%	11.1%	0.0%
Effective local governance and institutions	3.6%	5.6%	6.7%	6.3%	0.0%	7.1%	2.3%	0.0%	0.0%	18.2%
Disaster risk management	3.6%	11.1%	6.7%	12.5%	0.0%	14.3%	11.6%	5.6%	5.6%	9.1%
Equality of opportunity	3.6%	5.6%	6.7%	12.5%	16.7%	28.6%	9.3%	5.6%	5.6%	0.0%
Disease*	0.0%	0.0%	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%	0.0%	9.1%

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Pressure from outside interest groups	7.1%	5.3%	13.3%	0.0%	8.3%	20.0%	4.9%	0.0%	5.6%	9.1%
Ongoing conflict and instability	28.6%	31.6%	20.0%	41.2%	4.2%	26.7%	22.0%	22.2%	33.3%	27.3%
Inadequate funding	14.3%	21.1%	13.3%	0.0%	4.2%	0.0%	12.2%	11.1%	5.6%	18.2%
Corruption	57.1%	63.2%	40.0%	58.8%	70.8%	86.7%	63.4%	77.8%	66.7%	36.4%
Political pressures and obstacles	17.9%	10.5%	20.0%	11.8%	25.0%	20.0%	22.0%	22.2%	33.3%	9.1%
Inadequate level of private sector participation	10.7%	5.3%	13.3%	0.0%	8.3%	0.0%	14.6%	11.1%	0.0%	18.2%
Inadequate level of citizen/civil society participation*	10.7%	21.1%	13.3%	11.8%	4.2%	13.3%	24.4%	11.1%	5.6%	54.5%
Inadequate level of donor coordination	10.7%	10.5%	0.0%	11.8%	4.2%	0.0%	4.9%	5.6%	5.6%	0.0%
Reforms are not well thought out in light of country challenges	21.4%	31.6%	20.0%	5.9%	45.8%	6.7%	24.4%	27.8%	27.8%	18.2%
Inadequate level of government accountability	10.7%	0.0%	13.3%	23.5%	0.0%	13.3%	9.8%	0.0%	11.1%	18.2%
Inadequate level of capacity in the government	10.7%	0.0%	13.3%	23.5%	16.7%	6.7%	0.0%	5.6%	5.6%	0.0%
Other	0.0%	0.0%	6.7%	5.9%	4.2%	6.7%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the WBG to do what is right?	26	7.96	17	6.76	15	7.67	18	6.44	22	6.82	14	7.57	35	6.57	18	6.61	16	6.88	10	5.90

(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 Mozambique?

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	29	6.69	18	7.72	15	9.27	18	6.67	24	6.38	16	5.94	43	5.81	18	5.28	19	6.26	11	6.91
The International Finance Corporation (IFC), the World Bank Group's private sector arm	28	5.54	16	6.19	15	6.53	16	4.94	24	6.00	15	4.87	41	4.95	18	4.28	19	5.26	11	6.55

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

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	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 Mozambique*	28	7.82	18	7.50	15	8.93	18	6.94	24	6.67	14	7.43	40	6.60	16	6.88	18	7.39	10	6.40
The WBG's work is aligned with what I consider the development priorities for Mozambique	28	7.50	18	7.89	15	7.80	18	6.78	23	6.22	12	7.50	38	6.68	17	6.94	18	6.67	10	6.20

*Significantly different between stakeholder groups

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)	27	7.44	17	7.59	15	7.53	16	6.50	24	6.29	15	6.60	36	6.44	15	6.40	19	6.95	9	6.00
The International Finance Corporation (IFC), the World Bank Group's private sector arm	23	6.74	13	7.46	10	6.80	11	6.18	23	5.78	12	6.50	34	5.91	13	6.23	16	6.88	7	6.43

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Mozambique?*	25	7.60	19	8.11	14	8.64	18	6.22	23	6.74	15	6.80	38	6.58	15	6.47	16	6.81	10	6.20

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG influence the development agenda in Mozambique?*	27	7.67	19	8.37	15	9.00	17	6.76	22	6.68	15	6.53	39	7.28	16	7.63	17	7.35	9	8.11

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



When thinking about how the World Bank Group can have the most impact on development results in Mozambique, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mozambique? (Choose no more than FIVE) **Significantly different between stakeholder groups*

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Gender equity*	22.2%	0.0%	13.3%	27.8%	30.4%	20.0%	34.9%	11.1%	11.1%	45.5%
Security/stabilization/reconstruction	29.6%	36.8%	40.0%	11.1%	26.1%	53.3%	27.9%	16.7%	16.7%	27.3%
Health*	29.6%	15.8%	40.0%	33.3%	43.5%	66.7%	44.2%	66.7%	38.9%	81.8%
Private sector development	14.8%	5.3%	40.0%	22.2%	26.1%	20.0%	25.6%	11.1%	16.7%	9.1%
Education	44.4%	63.2%	46.7%	66.7%	60.9%	66.7%	55.8%	94.4%	66.7%	72.7%
Public sector governance/reform	44.4%	26.3%	46.7%	27.8%	43.5%	26.7%	32.6%	33.3%	38.9%	27.3%
Energy	3.7%	10.5%	20.0%	16.7%	8.7%	0.0%	4.7%	16.7%	5.6%	0.0%
Water and sanitation	22.2%	26.3%	26.7%	27.8%	26.1%	20.0%	14.0%	22.2%	16.7%	27.3%
Pollution	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	2.3%	5.6%	0.0%	9.1%
Job creation/employment*	25.9%	31.6%	13.3%	38.9%	13.0%	13.3%	30.2%	22.2%	61.1%	36.4%
Financial markets	3.7%	10.5%	13.3%	16.7%	13.0%	0.0%	4.7%	0.0%	5.6%	0.0%
Social protection	0.0%	10.5%	0.0%	5.6%	0.0%	0.0%	9.3%	0.0%	11.1%	0.0%
Global/regional integration	0.0%	5.3%	0.0%	0.0%	4.3%	13.3%	0.0%	0.0%	0.0%	0.0%
Food security	33.3%	5.3%	0.0%	11.1%	21.7%	20.0%	27.9%	16.7%	16.7%	27.3%
Urban development	3.7%	5.3%	6.7%	5.6%	4.3%	0.0%	2.3%	0.0%	22.2%	0.0%
Gender based violence	3.7%	10.5%	0.0%	5.6%	0.0%	6.7%	14.0%	0.0%	5.6%	9.1%
Global pandemics	11.1%	5.3%	0.0%	5.6%	0.0%	6.7%	4.7%	11.1%	5.6%	9.1%
Transport*	22.2%	63.2%	20.0%	11.1%	26.1%	20.0%	20.9%	22.2%	38.9%	27.3%
Natural resource management	0.0%	5.3%	13.3%	11.1%	8.7%	13.3%	7.0%	0.0%	0.0%	0.0%
Disease	7.4%	0.0%	0.0%	5.6%	0.0%	6.7%	0.0%	0.0%	0.0%	9.1%
Agriculture and rural development	33.3%	47.4%	33.3%	16.7%	21.7%	26.7%	27.9%	44.4%	27.8%	18.2%
Trade and exports	11.1%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	5.6%	5.6%	0.0%
Crime and violence	3.7%	5.3%	6.7%	0.0%	4.3%	0.0%	9.3%	0.0%	0.0%	18.2%
Judiciary reform	14.8%	0.0%	6.7%	0.0%	8.7%	0.0%	2.3%	5.6%	0.0%	0.0%
Economic growth	18.5%	10.5%	6.7%	5.6%	26.1%	6.7%	4.7%	11.1%	11.1%	0.0%
Disaster risk management	14.8%	10.5%	6.7%	16.7%	4.3%	6.7%	7.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	5.6%	8.7%	0.0%	11.6%	5.6%	0.0%	0.0%
Effective local governance and institutions	7.4%	10.5%	6.7%	5.6%	0.0%	6.7%	4.7%	11.1%	0.0%	9.1%
Information and communications technology	3.7%	5.3%	0.0%	5.6%	0.0%	6.7%	0.0%	5.6%	11.1%	9.1%
Social cohesion	0.0%	5.3%	0.0%	11.1%	4.3%	20.0%	4.7%	0.0%	0.0%	0.0%
Climate change	3.7%	21.1%	13.3%	16.7%	4.3%	6.7%	11.6%	16.7%	16.7%	0.0%
Poverty reduction	25.9%	21.1%	6.7%	38.9%	17.4%	13.3%	18.6%	22.2%	27.8%	18.2%
National debt	7.4%	5.3%	6.7%	0.0%	8.7%	6.7%	2.3%	0.0%	5.6%	0.0%
Anti-corruption	14.8%	15.8%	13.3%	27.8%	30.4%	26.7%	14.0%	16.7%	16.7%	9.1%

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Mozambique solve its most complicated development challenges?	25	7.64	18	7.56	15	8.27	16	6.88	19	7.37	14	7.50	36	7.44	14	7.43	14	8.21	8	7.00

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

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

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	26	7.15	18	7.44	13	8.00	17	5.35	21	6.14	13	6.69	35	6.31	16	5.56	13	7.15	10	7.20
Flexibility (in terms of its products and services)*	25	7.40	18	6.94	12	7.75	15	4.47	15	5.33	14	7.00	35	5.63	16	5.44	11	7.36	9	6.56
Flexibility (in terms of changing country circumstances)*	27	6.52	17	7.18	12	7.25	16	4.56	15	5.80	15	6.60	34	5.65	15	5.40	13	5.92	9	6.89
Being inclusive*	26	6.35	17	7.71	13	8.00	13	5.38	18	5.17	12	6.75	36	5.89	14	5.00	11	6.64	9	6.22
Openness (sharing data and other information)*	25	6.80	17	7.65	12	7.42	16	5.44	19	5.68	13	7.85	35	5.80	15	5.73	12	6.00	9	6.89
Collaboration with Government*	27	7.93	18	8.39	14	9.07	16	6.56	18	6.78	14	7.86	37	7.24	16	6.63	16	7.50	10	8.10
The speed in which it gets things accomplished on the ground	27	6.78	17	6.24	14	6.21	14	5.21	16	5.94	13	7.08	34	5.56	14	5.43	15	6.20	8	6.38
Helping to bring discipline/ effective supervision to implementation of projects*	26	7.69	17	7.94	14	8.43	15	5.93	20	6.60	14	7.71	36	6.25	16	6.00	15	7.40	9	7.78
Collaboration with civil society*	25	6.76	16	7.12	13	8.15	12	5.08	18	6.50	13	6.62	37	5.54	17	5.88	13	6.08	10	7.00
Staff accessibility*	25	6.88	17	6.71	13	7.31	12	5.58	18	5.44	14	6.71	35	5.26	15	5.00	13	5.38	6	6.83
Collaboration with other donors and development partners*	26	7.42	16	8.38	13	8.00	17	6.29	18	6.89	15	7.73	33	7.06	15	6.40	13	7.69	9	8.22
Collaboration with private sector*	24	7.54	15	7.73	12	7.08	16	5.94	20	5.90	15	7.40	34	6.21	14	6.00	13	6.54	8	8.00
Collaboration with the UN	17	7.47	15	7.80	11	7.64	14	6.36	15	7.60	11	7.64	32	7.22	13	7.54	11	7.09	6	8.33
Straightforwardness and honesty	24	7.33	17	6.65	14	8.43	13	5.77	18	6.56	15	6.80	35	6.91	12	6.83	10	7.70	6	7.50
Treating clients and stakeholders in Mozambique with respect	25	7.80	14	7.79	14	8.50	14	6.79	17	7.00	14	8.00	34	6.82	12	6.58	13	8.00	9	7.44
Being a long-term partner	24	8.13	15	8.67	13	9.23	17	7.53	17	7.18	14	8.36	36	7.75	15	7.53	14	7.86	10	7.00
Acting with compassion and empathy*	27	8.04	17	8.24	14	8.50	14	6.07	18	6.72	13	7.69	34	6.68	13	6.54	12	7.08	9	6.11
Insisting on accountability through its lending*	26	8.27	14	8.36	14	9.14	16	7.19	18	6.72	15	8.27	36	7.61	16	7.88	13	8.46	10	7.50
Measuring results effectively*	23	8.30	16	8.63	14	8.93	15	6.67	19	7.00	13	7.62	35	7.17	14	6.93	10	8.80	10	6.50

*Significantly different between stakeholder groups

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

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Mozambique*	26	6.46	16	7.06	13	7.92	17	5.94	21	5.67	10	5.80	37	5.81	15	5.73	16	7.31	9	5.33
The WBG meets Mozambique's needs for knowledge services	27	6.85	16	7.63	14	7.86	18	6.17	22	5.82	11	6.73	37	6.14	15	6.67	17	6.88	9	6.56

*Significantly different between stakeholder groups

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Cabo Delgado, Mozambique? (Choose no more than TWO) *Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Social cohesion	17.2%	36.8%	21.4%	29.4%	13.0%	37.5%	26.8%	5.6%	22.2%	20.0%
Public services	17.2%	21.1%	14.3%	17.6%	13.0%	12.5%	26.8%	5.6%	11.1%	0.0%
Macro issues	3.4%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	27.6%	15.8%	28.6%	11.8%	43.5%	25.0%	36.6%	50.0%	27.8%	80.0%
Supporting poor and marginalized local communities	27.6%	26.3%	28.6%	23.5%	26.1%	25.0%	39.0%	16.7%	50.0%	10.0%
Jobs*	13.8%	42.1%	7.1%	64.7%	43.5%	25.0%	14.6%	27.8%	27.8%	20.0%
Education	20.7%	15.8%	21.4%	23.5%	26.1%	37.5%	19.5%	61.1%	22.2%	30.0%
Business development	34.5%	15.8%	7.1%	5.9%	13.0%	12.5%	14.6%	0.0%	16.7%	10.0%
Infrastructure	34.5%	26.3%	57.1%	17.6%	17.4%	25.0%	22.0%	33.3%	16.7%	20.0%
Other	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	5.6%	10.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**E. World Bank Group's Knowledge Work and Activities**

In Mozambique, to what extent do you believe that the World Bank Group's knowledge work and activities:

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Mozambique's specific development challenges and country circumstances	25	6.80	12	6.58	12	7.25	17	5.65	18	6.61	12	7.08	34	6.53	12	5.92	16	6.00	9	5.33

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

	Other Government Institution		Employee of Ministry		PMU/ Consultant		Bilateral/ Multilateral Agency		Private/ Financial Sector		Other CSO		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	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?	27	7.44	17	7.41	13	8.92	17	6.88	21	7.29	14	6.93	38	6.82	17	6.88	18	7.61	10	7.00
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	25	7.88	18	7.50	13	8.69	17	7.53	21	7.10	12	7.17	37	7.41	15	7.07	16	7.00	9	7.00

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**F. The Future Role of The World Bank Group in Mozambique**Which of the following **SHOULD** the WBG do to make itself of greater value in Mozambique? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Offer more real-time advice and guidance	3.6%	0.0%	7.7%	5.9%	13.0%	12.5%	11.9%	0.0%	29.4%	18.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	25.0%	36.8%	38.5%	23.5%	17.4%	18.8%	21.4%	33.3%	35.3%	18.2%
Increase the level of World Bank Group staffing in Mozambique's office	7.1%	5.3%	23.1%	11.8%	8.7%	12.5%	2.4%	5.6%	11.8%	0.0%
Offer more innovative knowledge products and services	17.9%	26.3%	7.7%	17.6%	13.0%	12.5%	26.2%	0.0%	23.5%	18.2%
Collaborate more effectively with Government clients	17.9%	5.3%	30.8%	35.3%	17.4%	25.0%	7.1%	16.7%	17.6%	9.1%
Work faster	3.6%	15.8%	15.4%	11.8%	13.0%	12.5%	7.1%	11.1%	5.9%	0.0%
Reduce the complexity of obtaining World Bank Group financing	42.9%	42.1%	46.2%	5.9%	43.5%	18.8%	42.9%	55.6%	41.2%	54.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.7%	5.3%	7.7%	29.4%	17.4%	6.3%	7.1%	11.1%	5.9%	9.1%
Offer more innovative financial products and services	21.4%	15.8%	38.5%	5.9%	8.7%	12.5%	26.2%	11.1%	11.8%	0.0%
Engage more effectively with private sector	17.9%	10.5%	15.4%	29.4%	34.8%	18.8%	9.5%	38.9%	29.4%	9.1%
Ensure greater selectivity in its work	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	4.8%	11.1%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	10.7%	15.8%	7.7%	23.5%	21.7%	31.3%	16.7%	16.7%	11.8%	9.1%
Engage more effectively with civil society*	21.4%	10.5%	0.0%	11.8%	21.7%	31.3%	71.4%	16.7%	23.5%	54.5%
Increase the level of capacity development in the country*	50.0%	57.9%	30.8%	58.8%	34.8%	50.0%	19.0%	38.9%	17.6%	36.4%
Engage more directly with beneficiaries	14.3%	21.1%	7.7%	11.8%	21.7%	31.3%	11.9%	27.8%	11.8%	36.4%
Improve the quality of its experts as related to Mozambique's specific challenges	17.9%	26.3%	15.4%	11.8%	8.7%	6.3%	4.8%	5.6%	23.5%	18.2%
Other	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	9.1%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Local government	55.6%	52.6%	50.0%	47.1%	36.4%	43.8%	40.5%	33.3%	38.9%	36.4%
Donor community*	11.1%	10.5%	21.4%	41.2%	9.1%	0.0%	7.1%	16.7%	11.1%	9.1%
NGOs/Community Based Organizations*	33.3%	31.6%	14.3%	35.3%	18.2%	56.3%	92.9%	22.2%	38.9%	63.6%
Beneficiaries	37.0%	47.4%	28.6%	17.6%	45.5%	31.3%	21.4%	22.2%	22.2%	54.5%
Youth/university groups	22.2%	42.1%	7.1%	11.8%	22.7%	25.0%	26.2%	5.6%	38.9%	27.3%
Private sector*	37.0%	21.1%	57.1%	47.1%	59.1%	31.3%	23.8%	38.9%	50.0%	9.1%
Academia/think tanks/research institutes	33.3%	52.6%	50.0%	23.5%	27.3%	31.3%	35.7%	66.7%	16.7%	36.4%
Parliament	3.7%	0.0%	0.0%	0.0%	9.1%	6.3%	4.8%	11.1%	0.0%	0.0%
Emerging donors	0.0%	0.0%	7.1%	5.9%	0.0%	6.3%	2.4%	11.1%	0.0%	0.0%
UN agencies*	7.4%	0.0%	14.3%	35.3%	13.6%	12.5%	2.4%	5.6%	0.0%	9.1%
Regional organizations	11.1%	15.8%	0.0%	5.9%	13.6%	12.5%	4.8%	5.6%	5.6%	0.0%
Foundations	3.7%	5.3%	7.1%	0.0%	13.6%	12.5%	2.4%	11.1%	0.0%	9.1%
Media*	3.7%	5.3%	7.1%	17.6%	22.7%	31.3%	16.7%	16.7%	66.7%	27.3%
Peace keeping forces	18.5%	15.8%	0.0%	11.8%	4.5%	0.0%	9.5%	16.7%	11.1%	9.1%
Other	3.7%	0.0%	0.0%	0.0%	4.5%	0.0%	4.8%	0.0%	0.0%	9.1%
Don't know	3.7%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique?
(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Social cohesion	7.4%	10.5%	7.7%	31.3%	13.6%	25.0%	21.4%	11.1%	11.1%	9.1%
Public financial management	29.6%	57.9%	23.1%	37.5%	27.3%	43.8%	26.2%	38.9%	55.6%	27.3%
Reducing gender-based violence	18.5%	10.5%	0.0%	6.3%	9.1%	6.3%	23.8%	11.1%	16.7%	9.1%
Human capital (education, health, social protection)	44.4%	63.2%	53.8%	37.5%	50.0%	56.3%	54.8%	61.1%	22.2%	72.7%
Crisis preparedness	3.7%	5.3%	0.0%	18.8%	18.2%	18.8%	9.5%	5.6%	16.7%	9.1%
Crisis response	11.1%	10.5%	15.4%	6.3%	27.3%	25.0%	16.7%	11.1%	0.0%	0.0%
Access to justice systems	14.8%	5.3%	0.0%	12.5%	4.5%	0.0%	7.1%	0.0%	5.6%	18.2%
Ending conflicts/reconciliation/stability	18.5%	15.8%	15.4%	25.0%	13.6%	0.0%	23.8%	33.3%	22.2%	0.0%
Support domestic resource mobilization	11.1%	5.3%	15.4%	12.5%	9.1%	6.3%	7.1%	5.6%	22.2%	9.1%
Access to basic services	29.6%	10.5%	23.1%	6.3%	31.8%	31.3%	16.7%	11.1%	16.7%	27.3%
Capacity of state institutions	40.7%	36.8%	46.2%	25.0%	27.3%	12.5%	21.4%	11.1%	16.7%	9.1%
Jobs	22.2%	31.6%	23.1%	56.3%	22.7%	31.3%	19.0%	27.8%	44.4%	27.3%
Improving livelihoods	0.0%	10.5%	23.1%	12.5%	4.5%	12.5%	9.5%	22.2%	11.1%	9.1%
Food security	18.5%	10.5%	23.1%	0.0%	27.3%	18.8%	21.4%	22.2%	11.1%	9.1%
Social safety nets	7.4%	5.3%	0.0%	0.0%	0.0%	6.3%	9.5%	0.0%	0.0%	9.1%
Stimulating dialogue to promote peace and stability	14.8%	10.5%	15.4%	12.5%	13.6%	6.3%	11.9%	27.8%	22.2%	54.5%



G. Communication and Information Sharing

How would you prefer to receive information from the World Bank Group? (Choose no more than THREE) **Significantly different between stakeholder groups*

Percentage of Respondents (Responses combined)	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
World Bank Group's publications and other written materials	46.4%	73.7%	46.2%	50.0%	52.2%	43.8%	50.0%	66.7%	38.9%	36.4%
e-Newsletters	21.4%	21.1%	38.5%	31.3%	39.1%	43.8%	28.6%	33.3%	22.2%	36.4%
World Bank Group's seminars/ workshops/conferences	53.6%	57.9%	61.5%	25.0%	43.5%	56.3%	47.6%	55.6%	44.4%	81.8%
Social media	17.9%	15.8%	7.7%	43.7%	30.4%	31.3%	38.1%	27.8%	27.8%	18.2%
Direct contact with World Bank Group	57.1%	57.9%	46.2%	25.0%	47.8%	31.3%	45.2%	38.9%	44.4%	54.5%
World Bank Group's website	32.1%	26.3%	23.1%	56.3%	34.8%	37.5%	28.6%	33.3%	5.6%	0.0%
Webinars or online events hosted by the WBG	25.0%	36.8%	46.2%	43.8%	21.7%	25.0%	40.5%	11.1%	11.1%	54.5%
Interviews and press conferences for the Mozambique's media*	28.6%	10.5%	0.0%	18.8%	21.7%	31.3%	16.7%	27.8%	94.4%	18.2%

H. Background Information

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

Percentage of Respondents	Other Government Institution	Employee of Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private/ Financial Sector	Other CSO	NGO/CBO	Academia	Media	Other
Yes	58.6%	52.6%	93.3%	58.8%	8.3%		14.0%		5.3%	18.2%
No	41.4%	47.4%	6.7%	41.2%	91.7%	100.0%	86.0%	100.0%	94.7%	81.8%

**Significantly different between stakeholder groups*



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

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?	6.84	7.10
Overall the WBG currently plays a relevant role in development in Mozambique	6.83	7.97
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	6.80	7.40
Overall, please rate your impression of the WB's effectiveness in Mozambique.	6.56	7.28
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	6.73	7.54
To what extent does the WBG influence the development agenda in Mozambique?	7.18	7.98
Responsiveness to needs	6.35	7.20
Flexibility (in terms of the institution's products and services)	6.14	6.61
Flexibility (in terms of changing country circumstances)	5.94	6.47
Being inclusive	5.95	6.82
Openness (sharing data and other information)	6.19	6.79
Collaboration with the Government	7.26	8.17
The speed in which it gets things accomplished on the ground	5.91	6.34
Helping to bring discipline/effective supervision to implementation of investment projects	6.78	7.51
Collaboration with civil society	6.21	6.72
Staff accessibility	5.63	6.70
Collaboration with other donors and development partners	7.32	7.26
Collaboration with the private sector	6.56	7.00
Collaboration with the UN	7.48	7.21
Straightforwardness and honesty	6.69	7.51
Treating clients and stakeholders in Mozambique with respect	7.22	7.76
Being a long-term partner	7.73	8.21
The World Bank Group's financial instruments meet the needs of Mozambique	6.08	6.62
The World Bank Group meets Mozambique's needs for knowledge services	6.48	6.98
Are adaptable to Mozambique's specific development challenges and country circumstances	6.37	6.59
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.03	7.68
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.21	7.88

Yellow highlight indicates significant difference between Yes and No means.

Appendix D: Mozambique FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Mozambique

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

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 Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	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 (IDA, 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 Mozambique? (Select only 1 response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION A: OVERALL CONTEXT

A1. Do you think that economic opportunity for citizens in Mozambique is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A2. Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique. (Choose no more than 5)			
1	Gender based violence	18	National debt
2	Global pandemics (e.g., COVID-19)	19	Information and communications technology
3	Ending conflicts (including stabilization and reconstruction)	20	Social cohesion
4	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development (including agro-processing)
6	Private sector development	23	Trade and exports
7	Education	24	Crime and violence (including kidnaps)
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management (including non-renewables)
9	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
10	Food security	27	Poverty reduction
11	Urban development (including solid waste management)	28	Anti-corruption
12	Energy (i.e., access to reliable energy)	29	Judiciary reform
13	Water and sanitation (including access to water services)	30	Economic growth
14	Pollution	31	Effective local governance and institutions
15	Job creation/employment	32	Disaster risk management
16	Health (i.e., access to affordable health care)	33	Equality of opportunity (i.e., social inclusion)
17	Financial markets (i.e., access to financial services)	34	Disease (e.g., Malaria, Tuberculosis)

SECTION A: OVERALL CONTEXT

A3. The COVID-19 pandemic has stressed many aspects of Mozambique's growth and development. In which areas would you like to see the Mozambique government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)

1	Providing direct financial support to businesses (business support packages)
2	Ensuring that girls and women have equal access to health care/health services
3	Social safety nets, including providing direct financial and non-financial (e.g., food, healthcare supplies, etc.) support to citizens
4	Fair and equal distribution of a COVID-19 vaccine
5	Economic growth
6	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
7	Education
8	Nutrition/food security
9	Healthcare
10	Public service delivery (e.g., strengthening policies, institutions)
11	Ensuring sustainable business growth and job creation
12	Ensuring that girls and women have equal access to job opportunities
13	Other (please specify): _____

A4. When economic and/or social reform efforts fail or are slow to take place in Mozambique, which of the following would you attribute this to? (Choose no more than 2)

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

SECTION A: OVERALL CONTEXT

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	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Regional development banks (e.g., African Development Bank, China Exim Bank in Africa, BADEA, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	Mozambique's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
13	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
15	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"/>		
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
17	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 Mozambique?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Mozambique?													
		Strongly disagree								Strongly agree		Don't know	
B2	Overall, the World Bank Group currently plays a relevant role in development in Mozambique	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 Mozambique	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 Mozambique.													
		Not effective										Very effective	Don't know
		at all											
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B5. To what extent does the World Bank Group's work help to achieve development results in Mozambique?											
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 Mozambique?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all								To a very significant degree		Don't know	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

B8. When thinking about the World Bank Group's role in Mozambique, which activity do you VALUE the most? (Choose no more than 2)	
1	Strategy formulation
2	Donor coordination
3	Global advocacy
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Formal policy advice, studies, analyses
8	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
9	Financial resources
10	Data and statistics
11	Promoting knowledge sharing
12	Implementation support
13	Mobilizing third party financial resources
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B9. When thinking about how the World Bank Group can have the most impact on development results in Mozambique, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mozambique? (Choose no more than 5)

1	Gender equity (closing the gap between women and men, and boys and girls)	18	Transport (e.g., roads, bridges, transportation)
2	Security/stabilization/reconstruction	19	Natural resource management (including non-renewables)
3	Health (i.e., access to affordable health care)	20	Disease (e.g., Malaria, Tuberculosis)
4	Private sector development	21	Agriculture and rural development (including agro-processing)
5	Education	22	Trade and exports
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Crime and violence (including kidnaps)
7	Energy (i.e., access to reliable energy)	24	Judiciary reform
8	Water and sanitation (including access to water services)	25	Economic growth
9	Pollution	26	Disaster risk management
10	Job creation/employment	27	Equality of opportunity (i.e., social inclusion)
11	Financial markets (i.e., access to financial services)	28	Effective local governance and institutions
12	Social protection (e.g., pensions, targeted social assistance)	29	Information and communications technology
13	Global/regional integration	30	Social cohesion
14	Food security	31	Climate change (e.g., mitigation, adaptation)
15	Urban development (including solid waste management)	32	Poverty reduction
16	Gender based violence	33	National debt
17	Global pandemics (e.g., COVID-19)	34	Anti-corruption

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

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

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

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mozambique solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

To what extent is the World Bank Group an effective development partner in Mozambique, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Treating clients and stakeholders in Mozambique with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

To what extent do you agree/disagree with the following statements about the World Bank Group in Mozambique?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C21	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mozambique											<input type="checkbox"/>
C22	The World Bank Group meets Mozambique's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

How effectively does the World Bank Group support Mozambique's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
		1	2	3	4	5	6	7	8	9	10	
C23	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection), including at the municipal level											<input type="checkbox"/>
C24	To develop better and stronger data collection/analytics systems within the Government, including at the national statistics institutions											<input type="checkbox"/>
C25	To strengthen the country's crisis preparedness											<input type="checkbox"/>

C26. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Cabo Delgado, Mozambique?												
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"/>		

C27. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Cabo Delgado, Mozambique? (Choose no more than 2)	
1	Social cohesion
2	Public services
3	Macro issues (fiscal accounts, balance of payments, etc.)
4	Health
5	Supporting poor and marginalized local communities
6	Jobs
7	Education
8	Business development
9	Infrastructure
10	Other (please specify): _____
11	Don't know

**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 Mozambique? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development (including solid waste management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy (i.e., access to reliable energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation (including access to water services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health (i.e., access to affordable health care)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets (i.e., access to financial services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development (including agro-processing)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Crime and violence (including kidnaps)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management (including non-renewables)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Disease (e.g., Malaria, Tuberculosis)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Gender based violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Effective local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

		Not effective at all										Very effective		N/A	Don't know
		1	2	3	4	5	6	7	8	9	10				
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
2	Education (e.g., transitioning to remote learning, ensuring access to water, hygiene, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
3	Protecting poor people (social assistance/social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		

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

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

E7. 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	

E8. 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 MOZAMBIQUE

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than 3)	
1	Offer more real-time advice and guidance
2	Help to bring discipline/effective supervision to implementation of World Bank Group projects
3	Increase the level of World Bank Group staffing in Mozambique's office
4	Offer more innovative knowledge products and services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative financial products and services
10	Engage more effectively with private sector
11	Ensure greater selectivity in its work
12	Provide more adequate data/knowledge/statistics/figures on Mozambique's economy
13	Engage more effectively with civil society (e.g., NGOs, CBOs)
14	Increase the level of capacity development in the country
15	Engage more directly with beneficiaries
16	Improve the quality of its experts as related to Mozambique's specific challenges
17	Other (please specify): _____

F2. In addition to the regular relations with the national government, which THREE of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 3)			
1	Local government	9	Emerging donors
2	Donor community	10	UN agencies
3	NGOs/Community Based Organizations	11	Regional organizations (e.g., SADC, African Union, CPLP)
4	Beneficiaries	12	Foundations
5	Youth/university groups	13	Media
6	Private sector	14	Peace keeping forces
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MOZAMBIQUE

F3. Please answer the following questions: (Choose no more than 3 for each column)			
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique?	B. Which THREE areas below would benefit most from other donors in Mozambique?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Ending conflicts/reconciliation/stability	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Mozambique's media

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	Maputo
2	Southern Mozambique
3	Center of Mozambique
4	Northern Mozambique

Thank you for completing the survey!