



CountryOpinionSurveys

# FY 2024 Belize

# Country Opinion Survey Report

# Acknowledgements

The Belize Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

BI acknowledges the significant contribution from the Belize country team and independent field agency, the Caribbean School of Media and Communication (CARIMAC). In particular, BI is grateful for the support from Federico Baechli (Senior Operations Officer), Penny Leana Bowen (Senior External Affairs Officer), and Dionne Oconnor (Operations Officer), who coordinated the survey-related activities from Kingston, Jamaica.



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# Objectives

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

- 1. Overall Context:** How familiar are stakeholders with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Belize's development priorities, and other key indicators?
- 3. Development Priorities:** What areas of development are perceived to be the most important? How effective is the WBG perceived to be in these areas?
- 4. Engagement on the Ground:** How is the WBG perceived as a development partner in Belize?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding the WBG's work in Belize? What opinion do key stakeholders have of WBG financial instruments and knowledge products? What are stakeholders' suggestions for improving WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics do stakeholders recall when the WBG communicates? Is there a relationship between message recall and views of the WBG's work?



# Methodology Overview

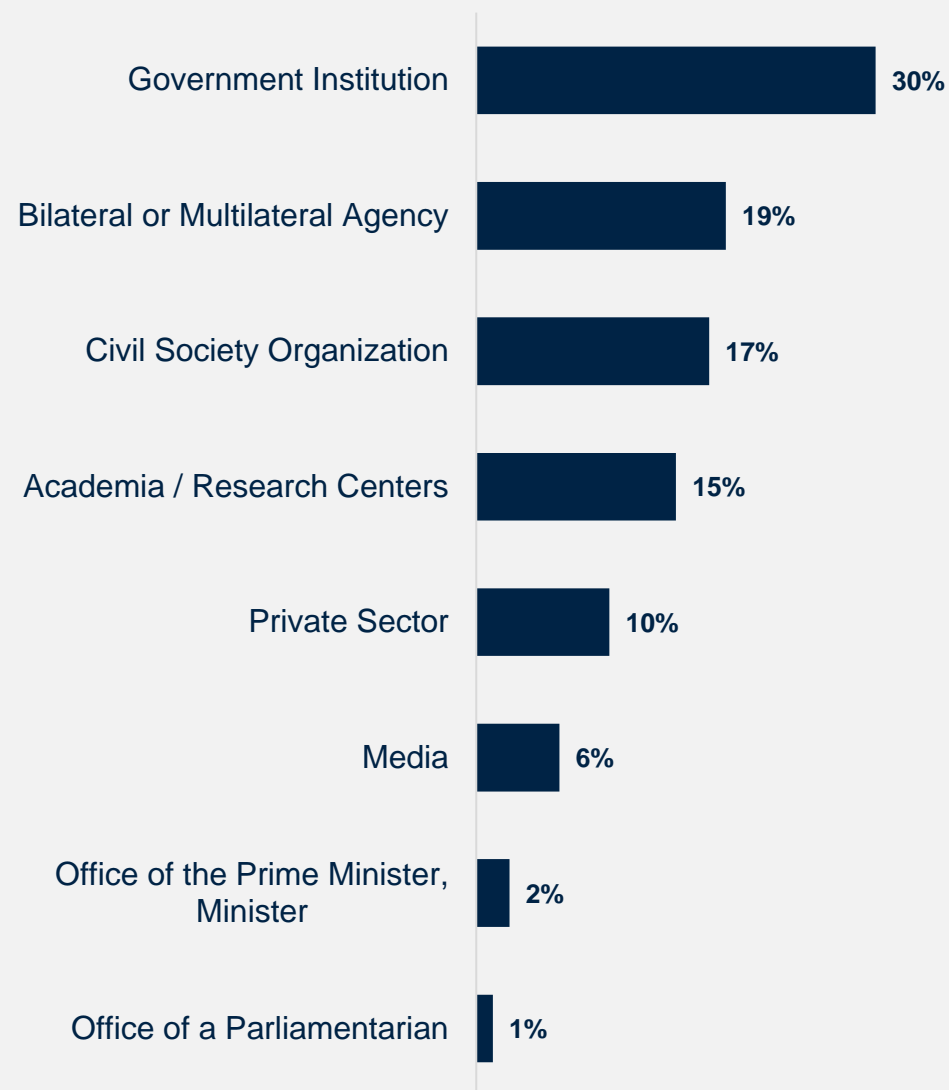
## ■ Fielded April - June 2024

- 194 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaire online
- List of names provided by the WBG country team and supplemented by the field agency
- Process managed on the ground by the field agency

## ■ 81 participants (42% response rate)

- 64% from Western region
- 31% currently collaborate with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.



What is your primary professional affiliation? (Select only 1 response)  
(Percentage of Respondents, N=81)

# Overall Context

*“Be more accepting and do more active monitoring of projects being implemented to ensure that they are being implemented in a timely manner and on target. Recent project implementation has been slow. Have more accountability and due diligence in keeping with timelines.”*

(Government Institution Respondent)



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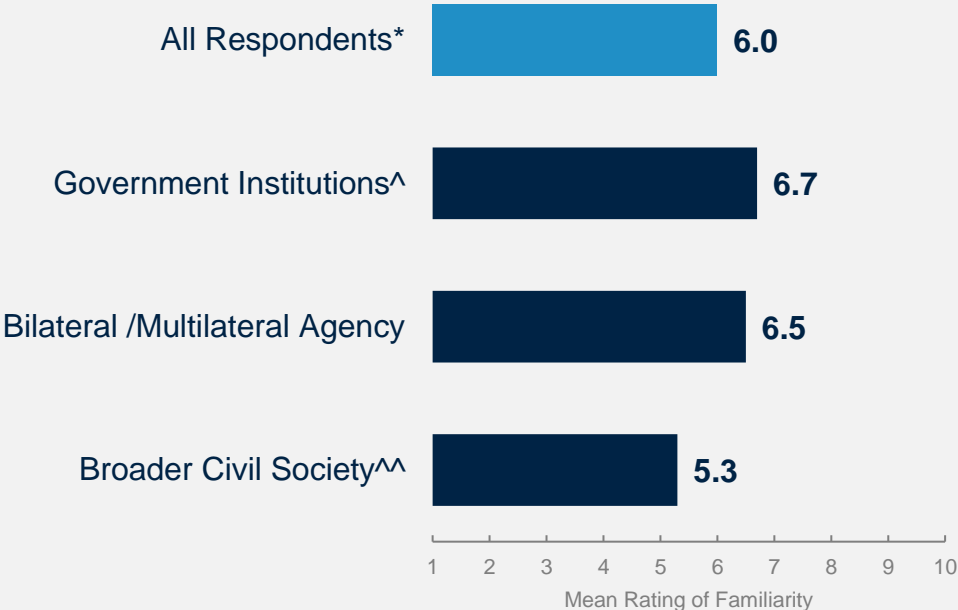
*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# Familiarity with the World Bank Group

- Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the institution’s work:

Mean familiarity:     **Collaborate with WBG = 7.4**  
                                   **Do not collaborate = 5.3**

- Stakeholders:** Respondents from government institutions indicated the highest familiarity with the WBG. Respondents from broader civil society reported significantly lower familiarity levels.



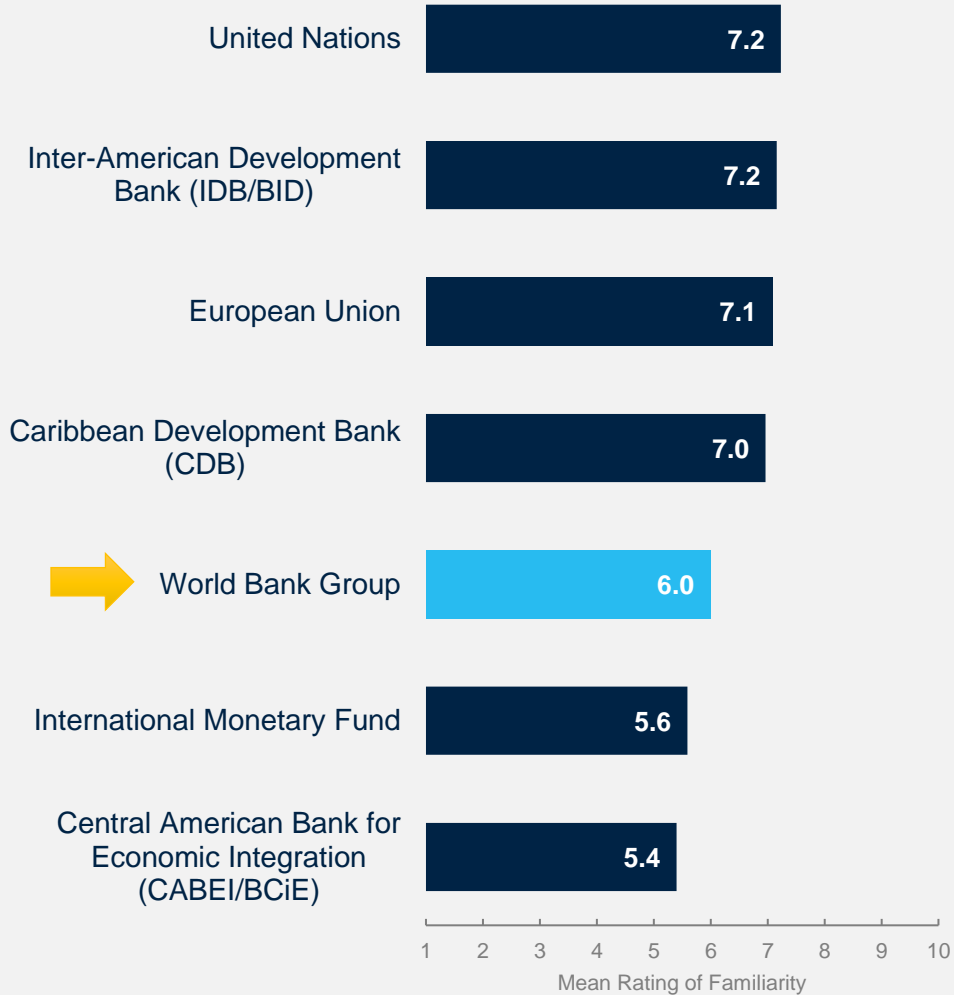
^Government Institutions include stakeholders from the office of Prime Minister, Minister, and other government institutions

^^Broader Civil Society includes stakeholders from civil society, the private sector, academia, and media



# Stakeholders Most Familiar with the UN and IDB

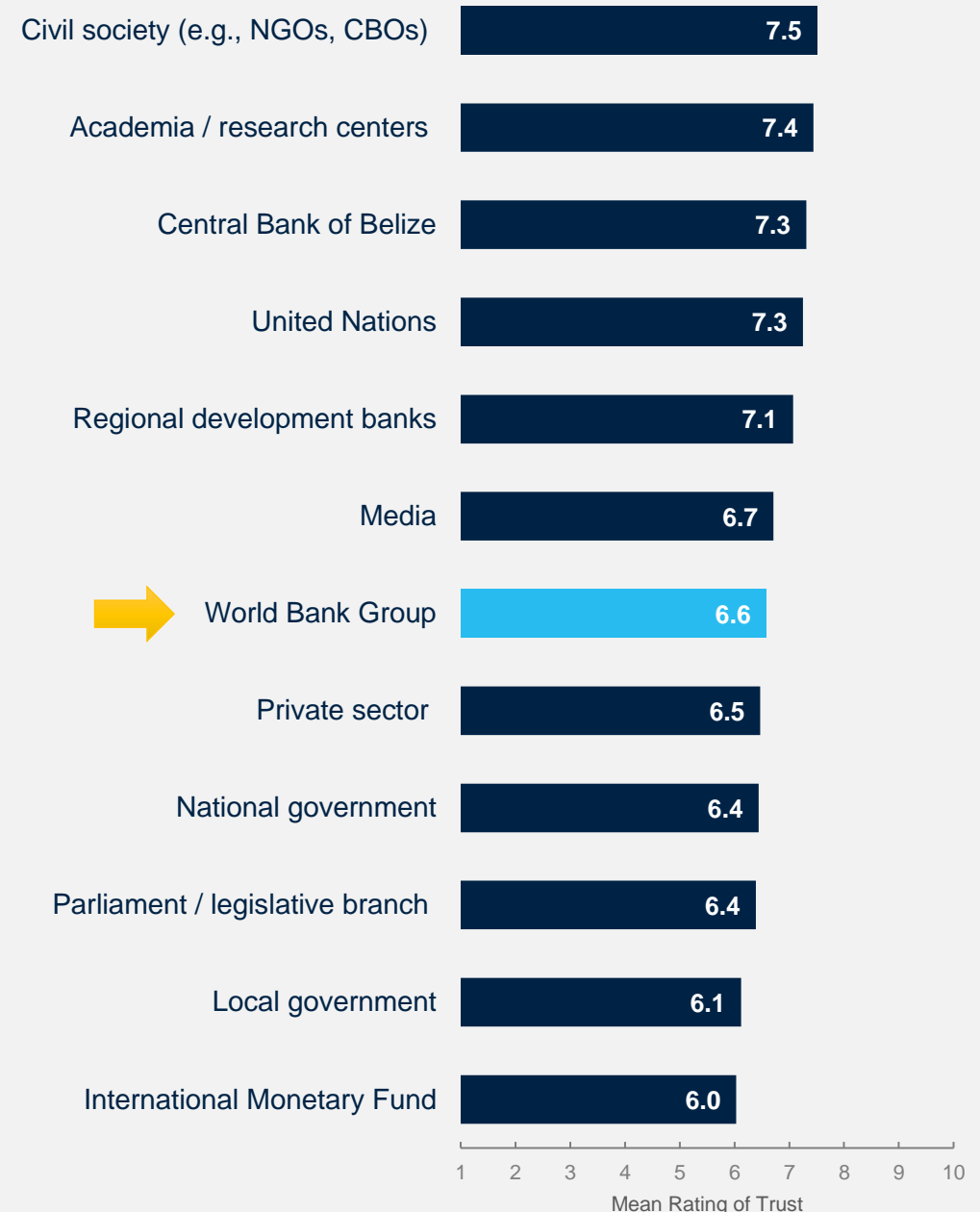
- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations and the World Bank Group. Of these organizations, respondents in Belize indicated the highest levels of familiarity with the work of the United Nations (UN), followed by the Inter-American Development Bank (IDB/BID). Respondents were least familiar with the Central American Bank for Economic Integration (CABEI) and the International Monetary Fund (IMF) work.



# Trust in Institutions

Respondents in Belize gave the **highest ratings of trust for civil society, academia, the Central Bank of Belize, and the United Nations.**

- Regarding trust in the WBG, respondents from **government institutions** had the highest ratings of trust in the WBG (mean = 7.4). In contrast, respondents from the **broader civil society** had significantly lower ratings of trust (mean = 5.8).



# *Overall Attitudes toward the World Bank Group*

*“The most important thing the WBG could do to increase its effectiveness in Belize would be to focus on sustainable development that addresses economic, social, and environmental issues. By addressing these issues, the WBG can help Belize achieve a balanced approach to development that will ensure economic growth while protecting the environment and improving the quality of life of its citizens.”*

(Civil Society Respondent)



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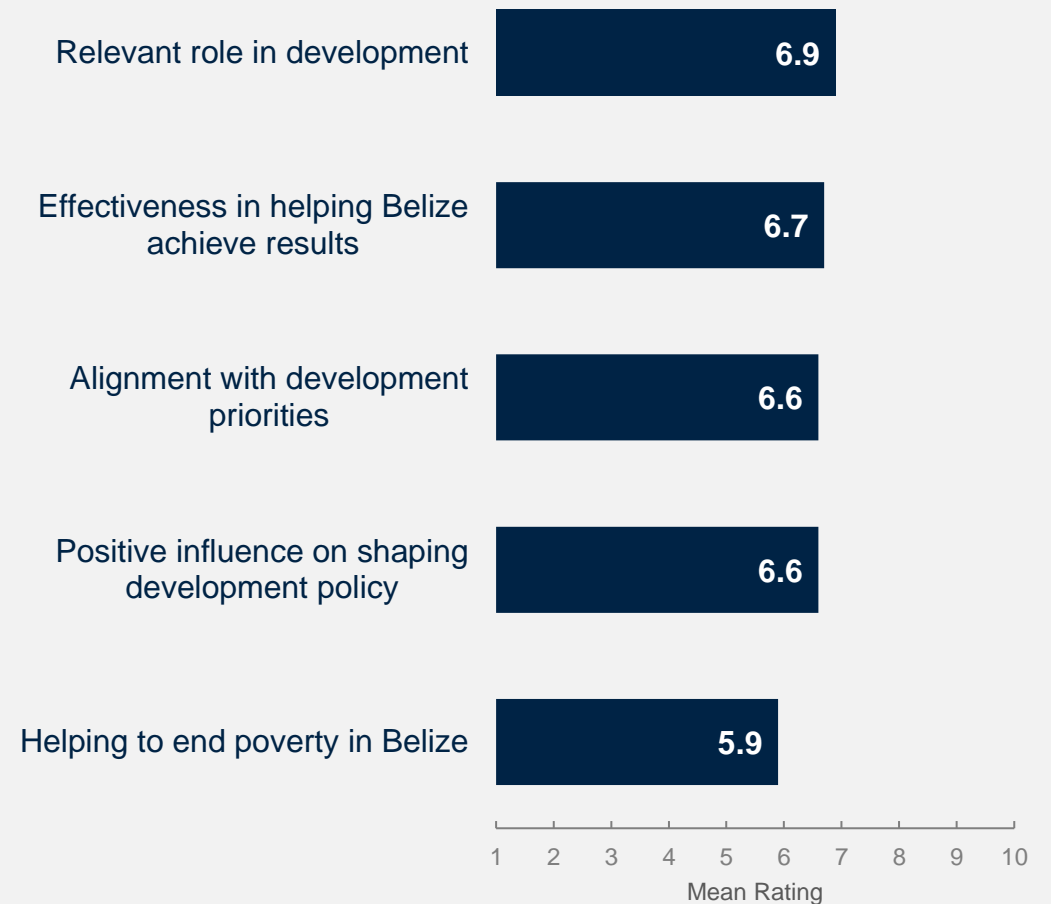


*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# Key Performance Indicators Are Moderate, but There Are Significant Differences Across Stakeholder Groups

In FY24, respondents rated the WBG's relevance to development in Belize the highest, as well as its effectiveness in helping Belize achieve development results.

- Respondents from **broader civil society** tended to give significantly lower ratings across all these indicators. Notably, stakeholders from this group were less familiar with the WBG's work than other stakeholder groups.

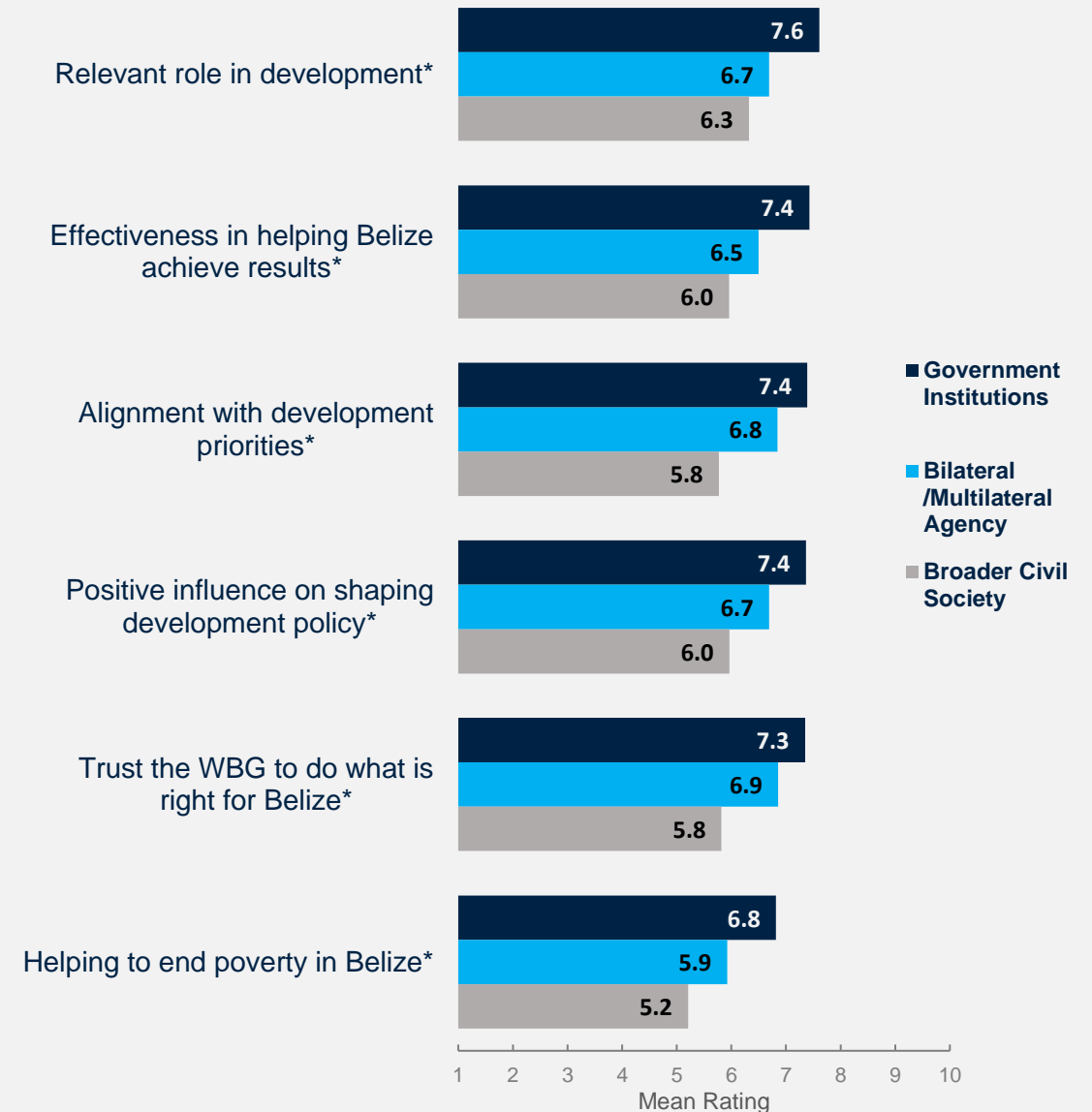


The WBG currently plays a relevant role in development in Belize. Scale: 1 Strongly disagree – 10 Strongly agree  
How effective is the WBG in helping Belize achieve development results? Scale: 1 Not effective at all – 10 Very effective  
The WBG's work is aligned with what I consider the development priorities for Belize. Scale: 1 Strongly disagree – 10 Strongly agree  
The WBG has a positive influence on shaping the development policy in Belize. Scale: 1 Strongly disagree – 10 Strongly agree  
The WBG's work helps end poverty in Belize. Scale: 1 Strongly disagree – 10 Strongly agree



# Stakeholders from the Government Institutions Have More Positive Perceptions of the WBG

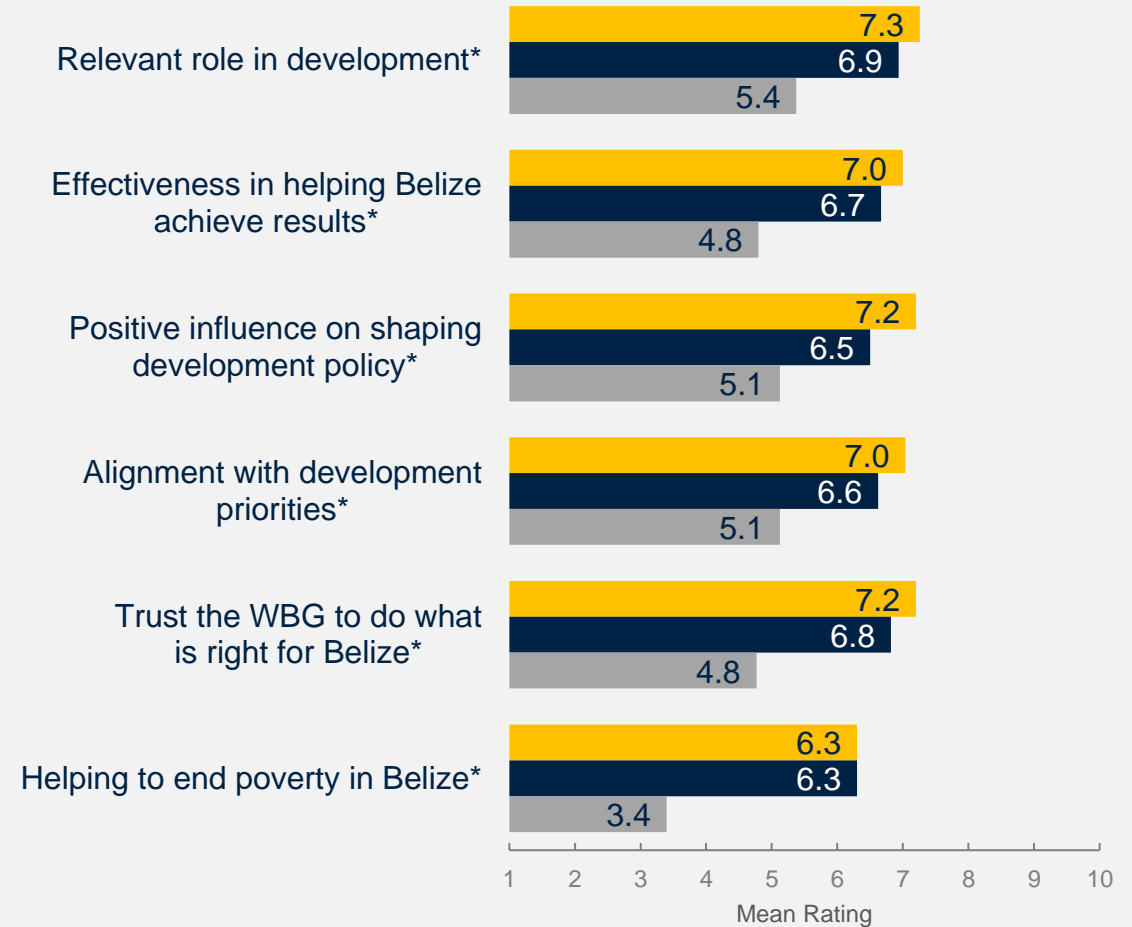
Comparisons of ratings for the key performance indicators between stakeholder groups show that respondents from **government institutions** gave the highest ratings for the WBG's work across all KPIs. In contrast, respondents from the **broader civil society** had significantly lower ratings.



# Familiarity Leads to More Positive Perceptions

Comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive perceptions they have of the WBG and its work.

**Meaningful engagement and outreach can continue to increase positive perceptions.**



**How familiar are you with the work of the WBG in Belize?**

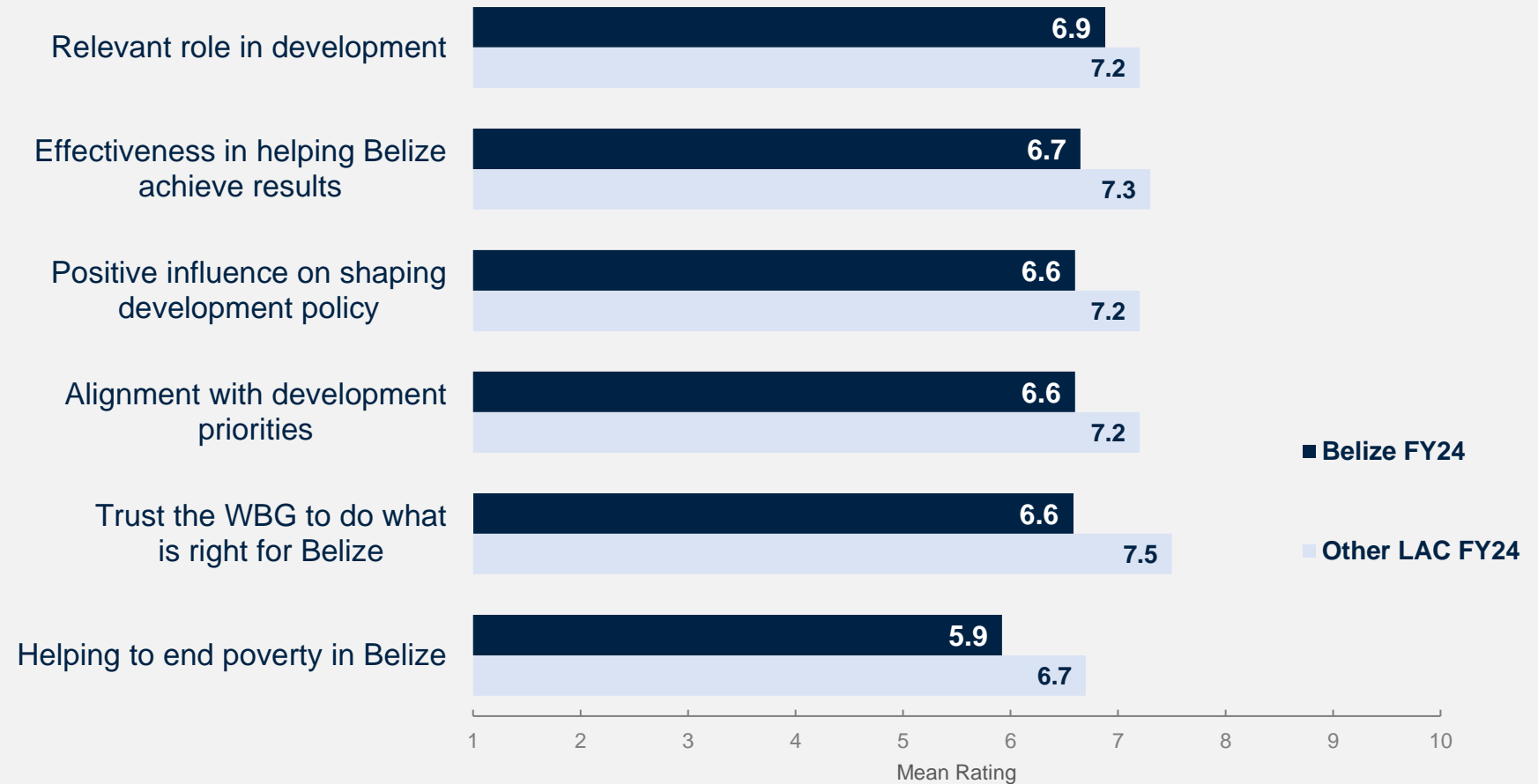
■ High Familiarity (5-7) ■ Some Familiarity (5-7)2 ■ Low Familiarity (1-4)



The WBG currently plays a relevant role in development in Belize. Scale: 1 Strongly disagree – 10 Strongly agree  
 How effective is the WBG in helping Belize achieve development results? Scale: 1 Not effective at all – 10 Very effective  
 The WBG has a positive influence on shaping the development policy in Belize. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG’s work is aligned with what I consider the development priorities for Belize. Scale: 1 Strongly disagree – 10 Strongly agree  
 How much do you trust the WBG to do what is right for Belize? Scale: 1 Not at all – 10 Very much  
 The WBG’s work helps end poverty in Belize. Scale: 1 Strongly disagree – 10 Strongly agree

\*Significantly different between levels of familiarity

# Belize's Key Performance Indicators are Somewhat Lower than those of Other Countries in Latin America and the Caribbean Surveyed in FY24

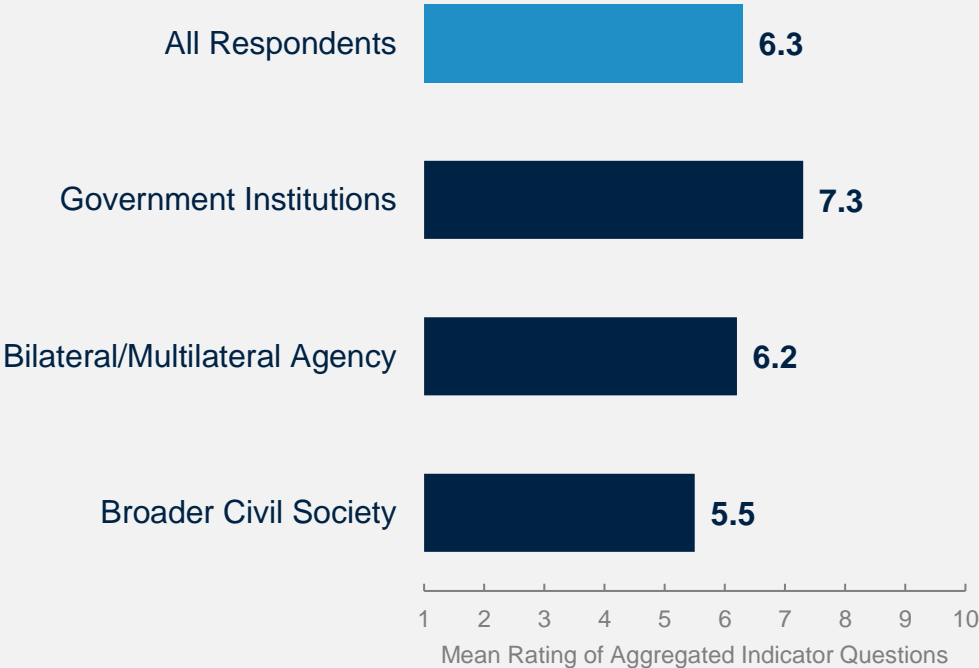


# Stakeholder Trends Across Performance Indicators

Respondents from **government institutions** had the highest mean rating across the aggregated responses to the nineteen COS indicator questions, whereas respondents from the **broader civil society** group had the lowest ratings.

**Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who did not collaborate with the WBG:

Mean rating:      **Collaborate with WBG = 7.4**  
                         **Do not collaborate = 5.8**



# ***World Bank Group's Support for Development Areas***

*“Focus on institutional capacity building in WB tested methodologies and approaches and building the capacity of the system both locally (local government) and nationally (central level). Important not just provide loans but loans with a purpose of getting better.”*

*(Government Institution Respondent)*



**WORLD BANK GROUP**



*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# Development Areas for WBG Focus

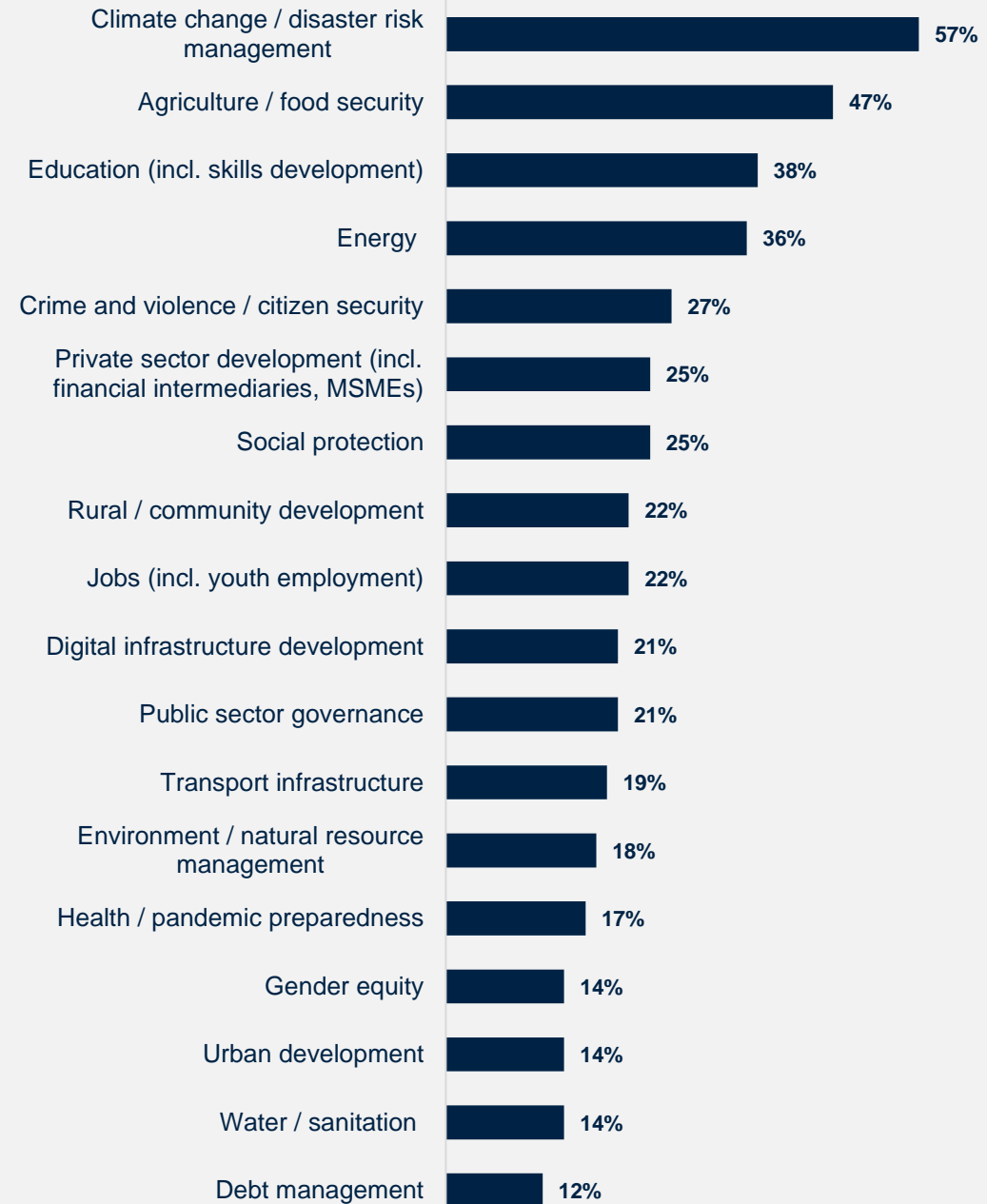
Stakeholders defined the WBG's focus areas as **climate change/disaster risk management, agriculture/food security, education, and energy**.

Of note, **private sector development** was especially important for government institutions. **Education** was a bigger priority for the broader civil society stakeholder group, and climate **change** was a bigger priority for bilateral/multilateral agencies.

## *In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Belize?*

*"Listen more to the stakeholders as to what the major issues are. The two biggest issues, in my view, facing Belize and the world are: Climate change and migration."* (Private Sector Respondent)

- 1. More flexible and timely lending and better streamline E&SM frameworks*
- 2. Working closer with civil society (esp. in the conservation sector)*
- 3. Establish a country office to support project management and M&E; using a mix of international and local experts*
- 4. More support in the education sector in regard to implementation of new approaches for learning; and support the infrastructure and technical capacities required for successful learning outcomes."* (Civil Society Respondent)



Which areas should the WBG prioritize to have the most impact on development results in Belize? (Select up to 5) (Percentage of Respondents, N=77)

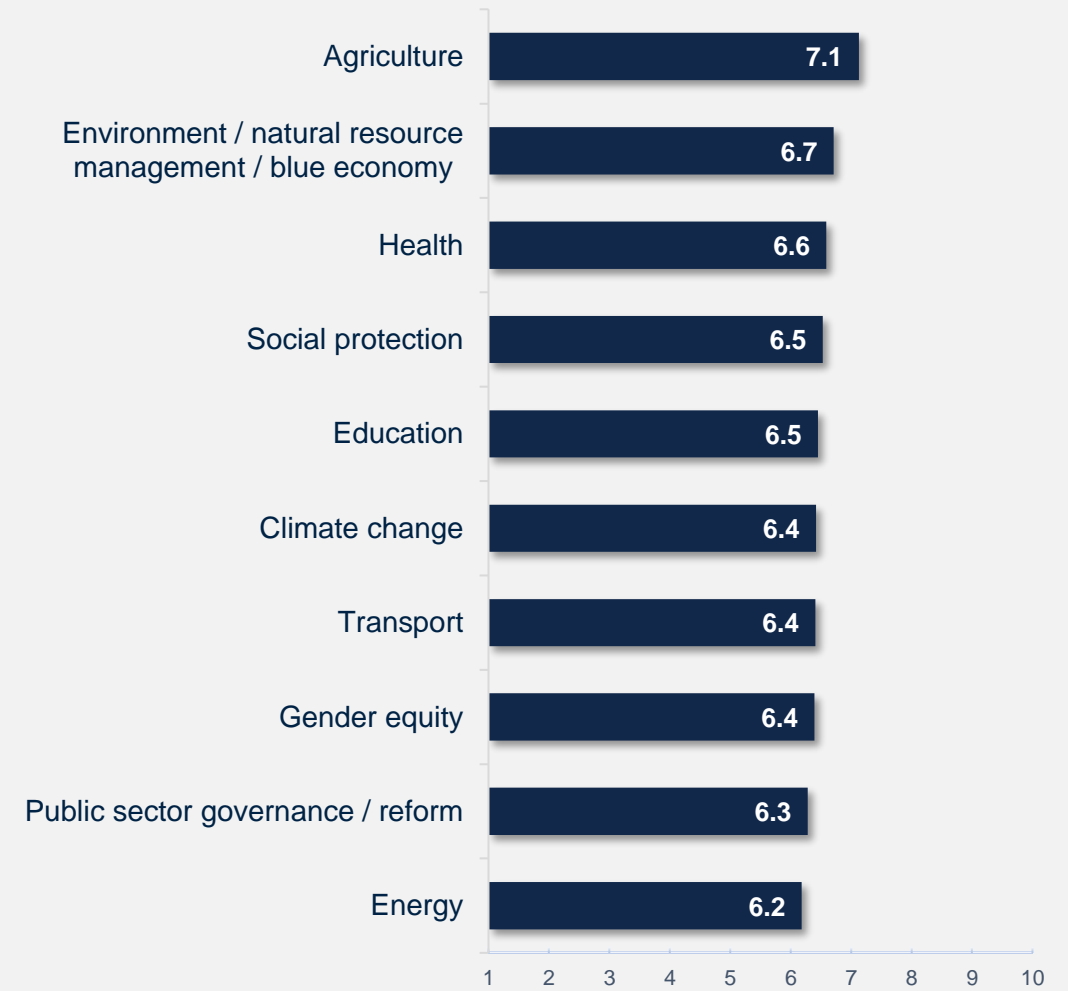
# Effectiveness of WBG's Support in Sectoral Areas

The WBG's work in agriculture and environment/natural resource management received the highest effectiveness ratings.

- As with other questions, respondents from **government institutions** provided significantly more positive ratings across most sectoral areas than other stakeholders.

***In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Belize?***

*“Belize is highly vulnerable to climate change impacts like rising sea levels, coral bleaching, more intense hurricanes, and droughts. It ranks 3rd globally among small island states for disaster risk and 5th for climate change risk. Protecting Belize's coastal and marine ecosystems like the barrier reef is critical for climate adaptation and resilience.”*  
(Government Institution Respondent)



# *World Bank Group's Engagement on the Ground in Belize*

*"Let the public know what you do. Personally, my take is that the WBG works with the Government in its majority in Belize. I would like to see more direct collaboration with the private sector and non-governmental actors."*

(Private Sector Respondent)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# The WBG Seen as a Long-Term Partner

Respondents perceived the WBG as a **long-term partner** to Belize but reported modest ratings of the WBG's staff accessibility, flexibility, and responsiveness.

- Respondents from **civil society** gave particularly low ratings for the accessibility of the WBG staff (mean=4.4).

## *In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize?*

*“Being flexible as it relates to its policies and procedures as there is no one size fits all policy, especially in the case of Belize, which is a small developing country. The WBG can contribute to the economic development of Belize by way of grants, training, education, energy, climate change, etc. however, if their policies are not flexible or accommodating to undeveloped small countries like Belize where there is a lack of technology advancements, it becomes time-consuming, tedious and ineffective to provide timely assistance/feedback to partners, agencies, and/or clients.”*  
(Bilateral/Multilateral Agency Respondent)

Being a long-term partner to Belize

7.2

Openness (sharing data and other information)

6.6

Responsiveness to needs in Belize

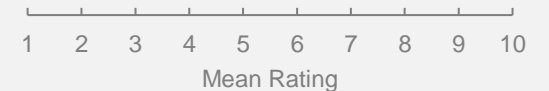
6.1

Flexibility when circumstances change in Belize

6.0

Access to WBG staff and experts

5.7

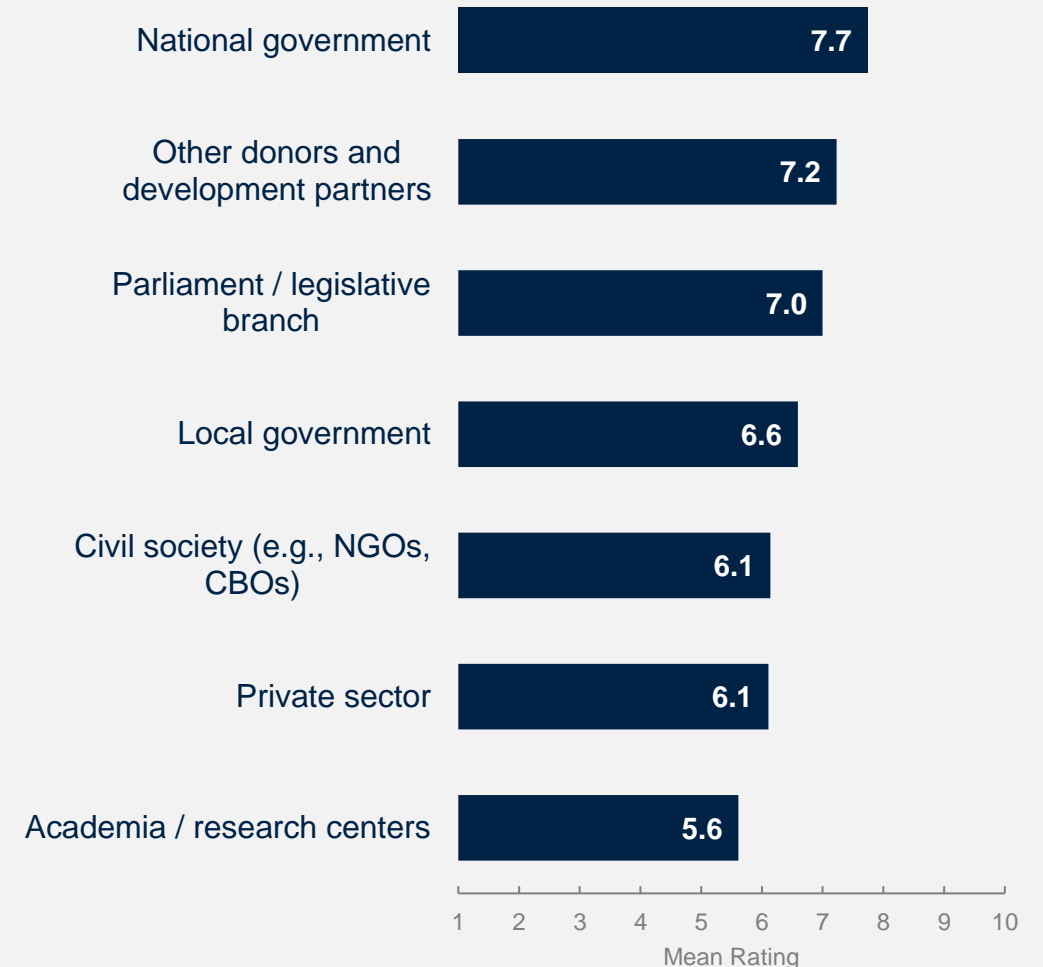


# The WBG Collaborates Effectively with National Government and Development Partners

In FY24, respondents reported a high level of agreement that the WBG collaborated effectively with the **national government** and **other donors and development partners**. Collaboration with academia, however, was perceived to be the least effective.

*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize?*

*“Working directly with academia to promote a more open and transparent framework of project alignment with country needs.”*  
(Academia Respondent)



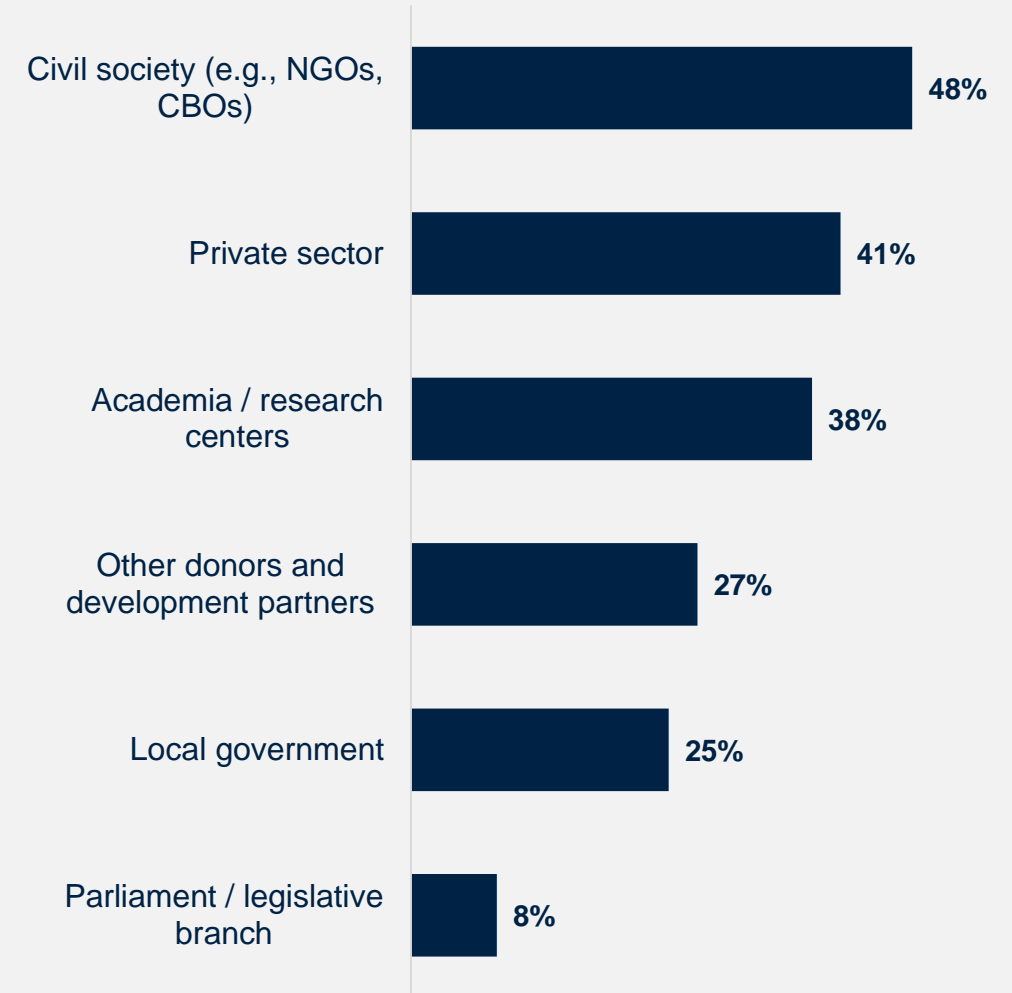
# Stakeholders Want the Bank to Collaborate More with Civil Society, Private Sector, and Academia

Respondents in this year's survey indicated that the WBG should collaborate more with **civil society**, the **private sector**, and **academia** in addition to its partnership with the national government.

***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize?***

*"I strongly advocate for the World Bank's Private Sector Investment Lab as a more effective avenue for attaining development objectives. This stance stems from the observation that government-led projects, particularly in Belize, frequently suffer from accountability issues and yield inconsistent outcomes. I propose that the World Bank explore private sector and NGO initiatives as viable alternatives for advancing development goals. Drawing from my involvement with IDB Labs, I've found that projects with limited government intervention tend to demonstrate the highest rates of success."*

(Civil Society Respondent)



In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Belize? (Select up to 2) (Percentage of Respondents, N=73)



# ***World Bank Group's Financial Instruments and Knowledge Work***

*“The World Bank needs to assist the Government in accessing the necessary climate finance to assist with the climate change impacts as the country's location and its climate risk is in the top ten. Further, the WB can focus in assisting us on developing new reports and more specifically on how we can address coastal erosion and sea level rise.”*

(Government Institution Respondent)



**WORLD BANK GROUP**



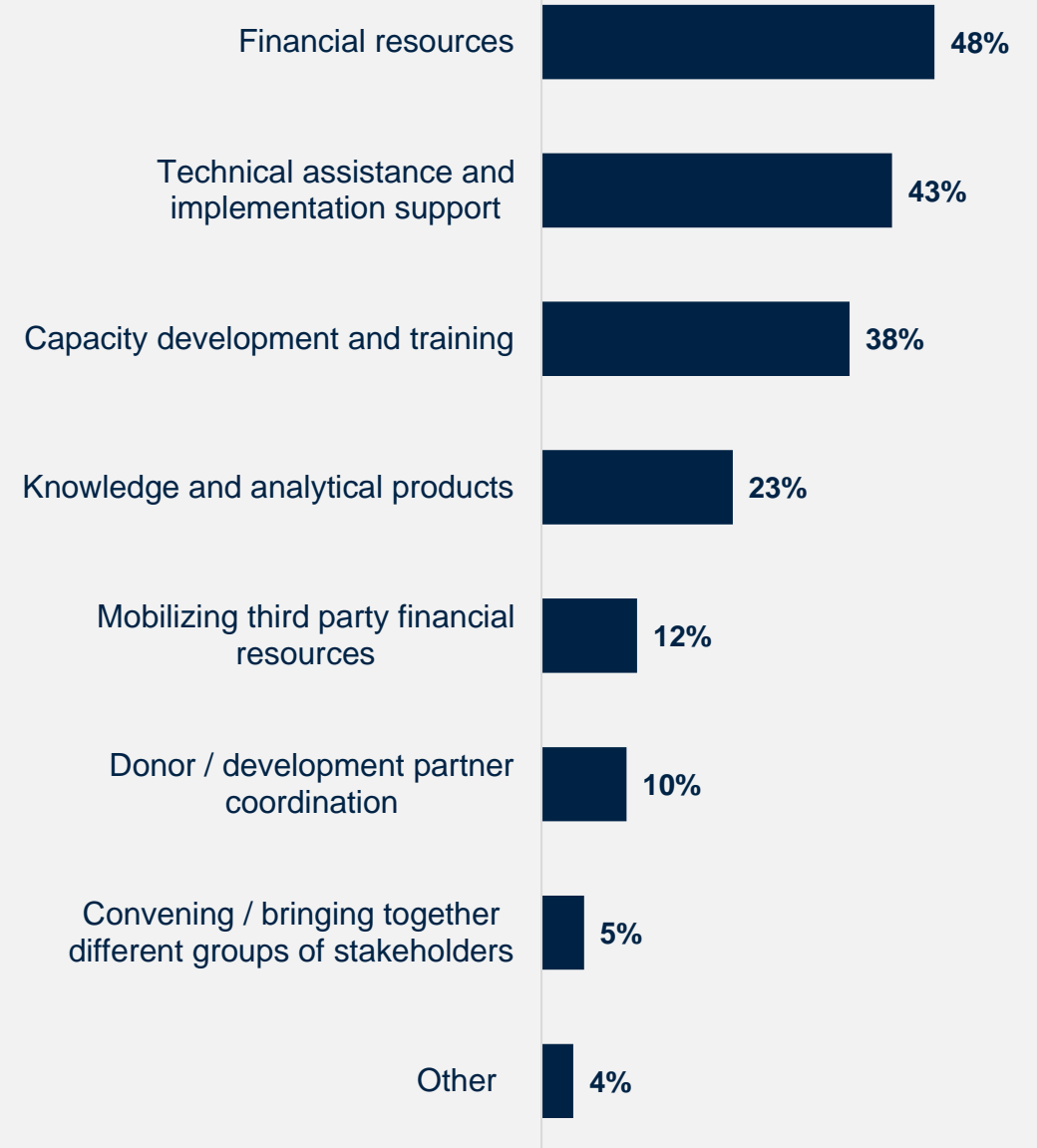
*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# Financial Resources Considered the Bank's Greatest Value; Technical Assistance and Capacity Development are Also Highly Valued

***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize?***

*“The World Bank can enhance its effectiveness in academic institutions by providing funding for scholarships, infrastructure development, and research and offering training programs for faculty and administrators. Additionally, it can support curriculum enhancement, promote collaborative research, advocate for policy reforms, and encourage community engagement and sustainability initiatives.”*

(Academia Respondent)



Which WBG instruments do you VALUE the most in Belize? (Select up to 2)  
(Percentage of Respondents, N=77)

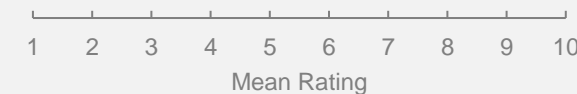
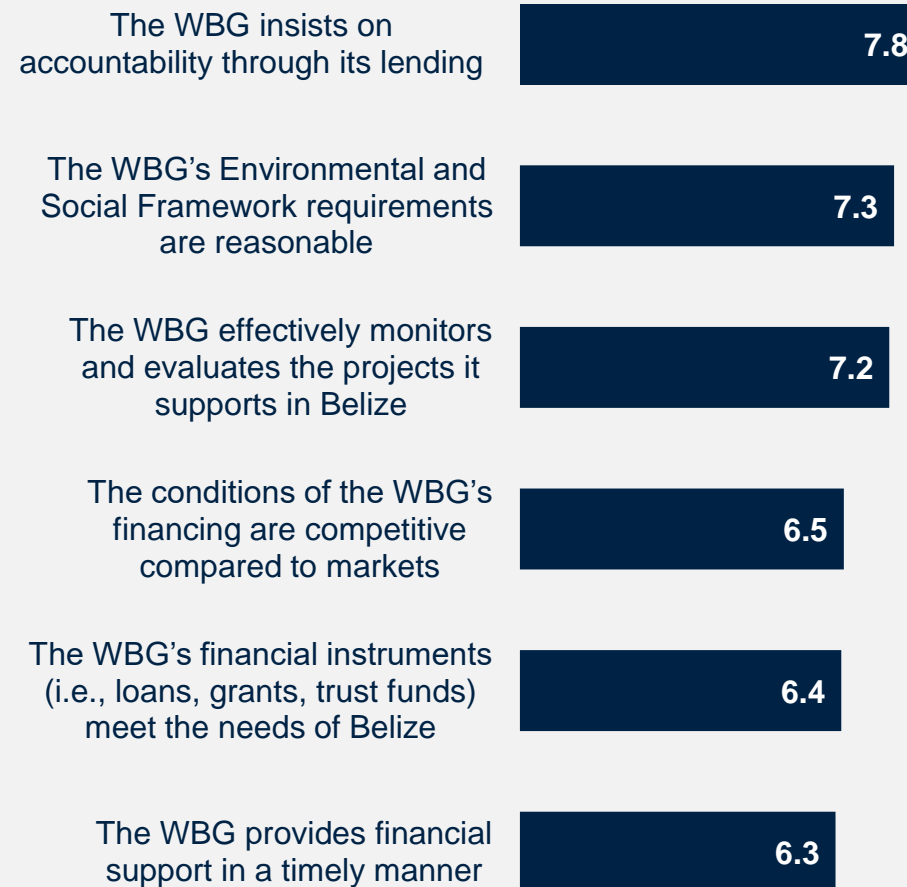
# WBG Seen as Insisting on Accountability, with Reasonable ESF Requirements

In terms of the WBG's financial instruments, respondents had the highest levels of agreement that the WBG **insists on accountability** through its lending, that the WBG's **Environmental and Social Framework (ESF) requirements are reasonable**, and that the WBG effectively **monitors and evaluates** the projects it supports in Belize.

*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize?*

*“Be more accepting and do more active monitoring of projects being implemented to ensure that they are being implemented in a timely manner and on target. Recent project implementation has been slow. Have more accountability and due diligence in keeping with timelines.”*  
(Government Institution Respondent)

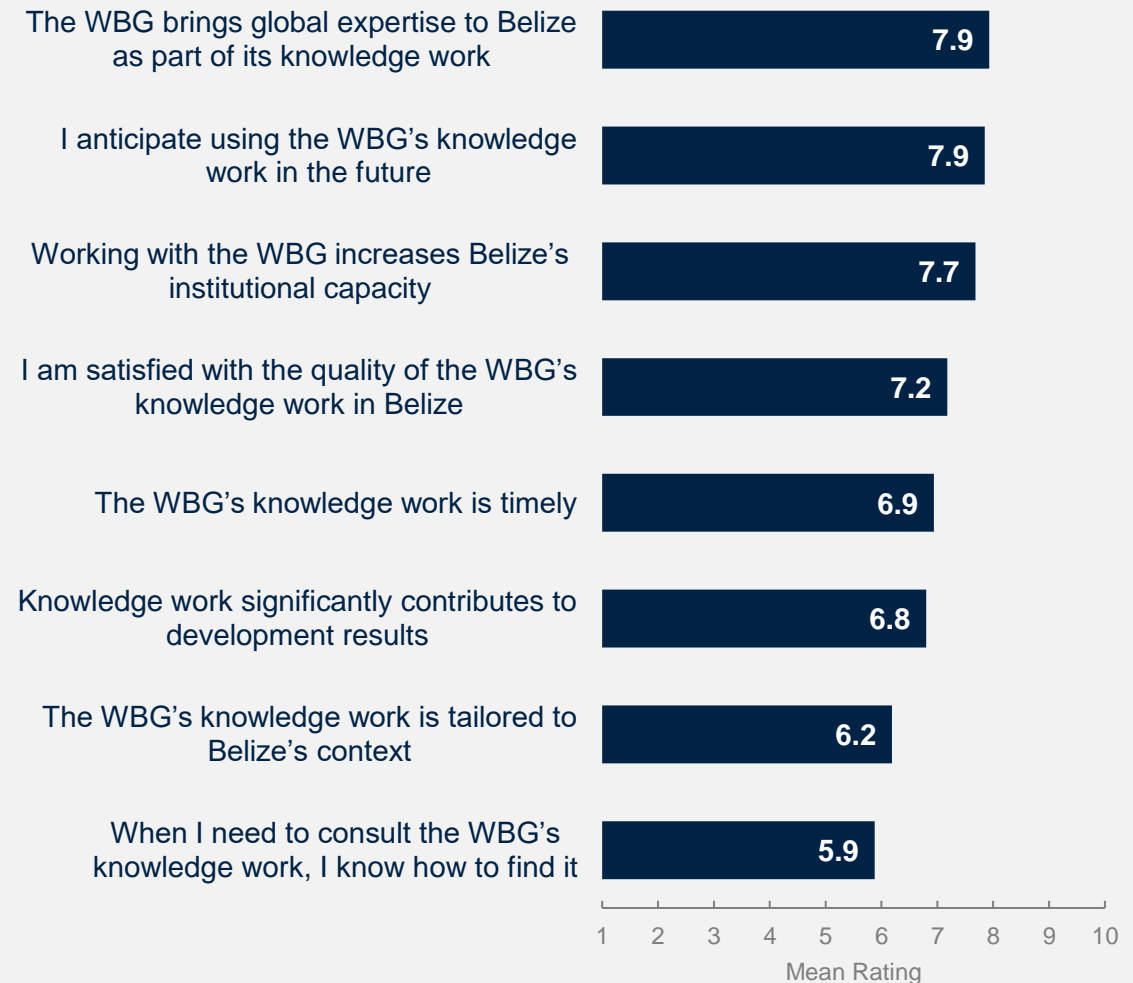
*“Make the process of financing more effective. While requirements are useful the turnaround time from project development to effectiveness is too lengthy and means situation on the ground may change prior to implementation.”*  
(Bilateral/Multilateral Respondent)



# 38% Have Used the WBG Knowledge Work in the Past; Those who Did Perceived it Very Positively

Respondents had the highest levels of agreement that the WBG **brings global expertise** to Belize, that working with the WBG increases Belize's institutional capacity, and that they are satisfied with the quality of knowledge work. Most respondents **anticipate using** WBG knowledge work in the future.

**Fewer respondents agreed that they know how to find the WBG's knowledge work**, with respondents from the broader civil society reporting the lowest levels of awareness (mean=4.5).



To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree  
How significant a contribution do you believe the WBG's knowledge work makes to development results in Belize?  
Scale: 1 Not significant at all – 10 Very significant

# *The Future Role of the World Bank Group in Belize*

*“Have better ties to local communities via NGOs or community groups; on-the-ground dissemination of knowledge work (events or better publicizing of work)”*

(Academia Respondent)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# How can the WBG increase its effectiveness? Open Ended Responses\*

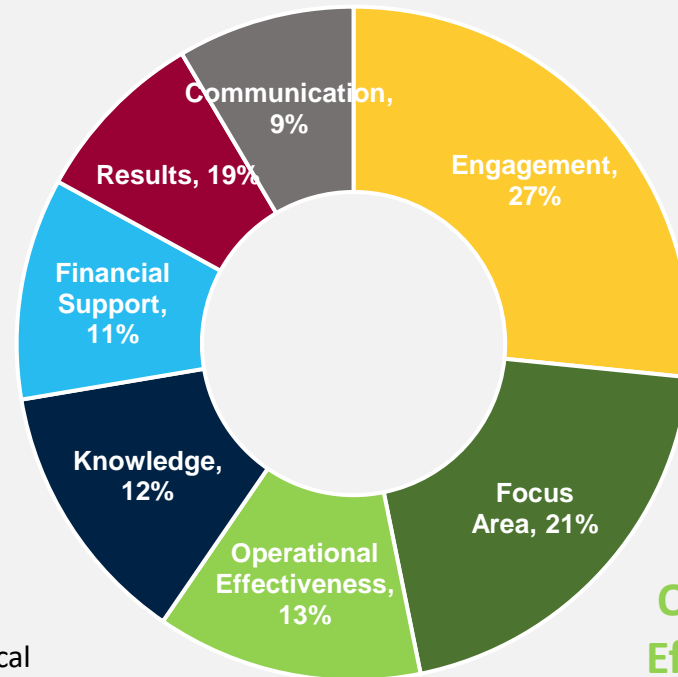
*Collaborate w/ local stakeholders, monitor and supervise projects, and greater dissemination of work.*

**Communication** • Increasing the Bank’s visibility in Belize

**Results** • Active supervision of project/policy implementation and M&E  
• Communication of results

**Financial Support** • Performance-based financial support  
• Broadening the scope of groups involved in the financial support

**Knowledge** • More capacity building and technical assistance  
• More reports and knowledge products with solutions and recommendations



**Engagement** • Active collaboration with civil society (including NGOs, private sector, academia)  
• Engagement and collaboration with other development partners

**Focus Area** • Public sector governance, modernization, transparency and anti-corruption  
• Private sector development, public spending supervision  
• Education, including education coverage  
• Climate change adaptation  
• Agricultural diversification

**Operational Effectiveness** • Direct engagement at the local level  
• Streamline procedures and reduced time  
• Implementation support  
• Results-based financing  
• Better understanding of the processes in the country  
• Adapt projects to the Belize needs



*In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Belize? (N=54)*

*\*All percentages are counted based on the total number of topics mentioned by the respondents; individual comments could be counted multiple times depending on the number of topics they cover.*

# Communication and Outreach

*“Increase awareness in specific sectors and incorporate professionals at the individual level in addition to through an organization.”*

(Bilateral/Multilateral Agency Respondent)

*“Local promotional campaigns about its work. Partnerships with a wide cross-section of organizations operating in Belize, such as international agencies and Caribbean-based organizations.”*

(Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Belize? (N=54)*

# Events and Direct Contact were the Most Preferred for Receiving WBG Communication

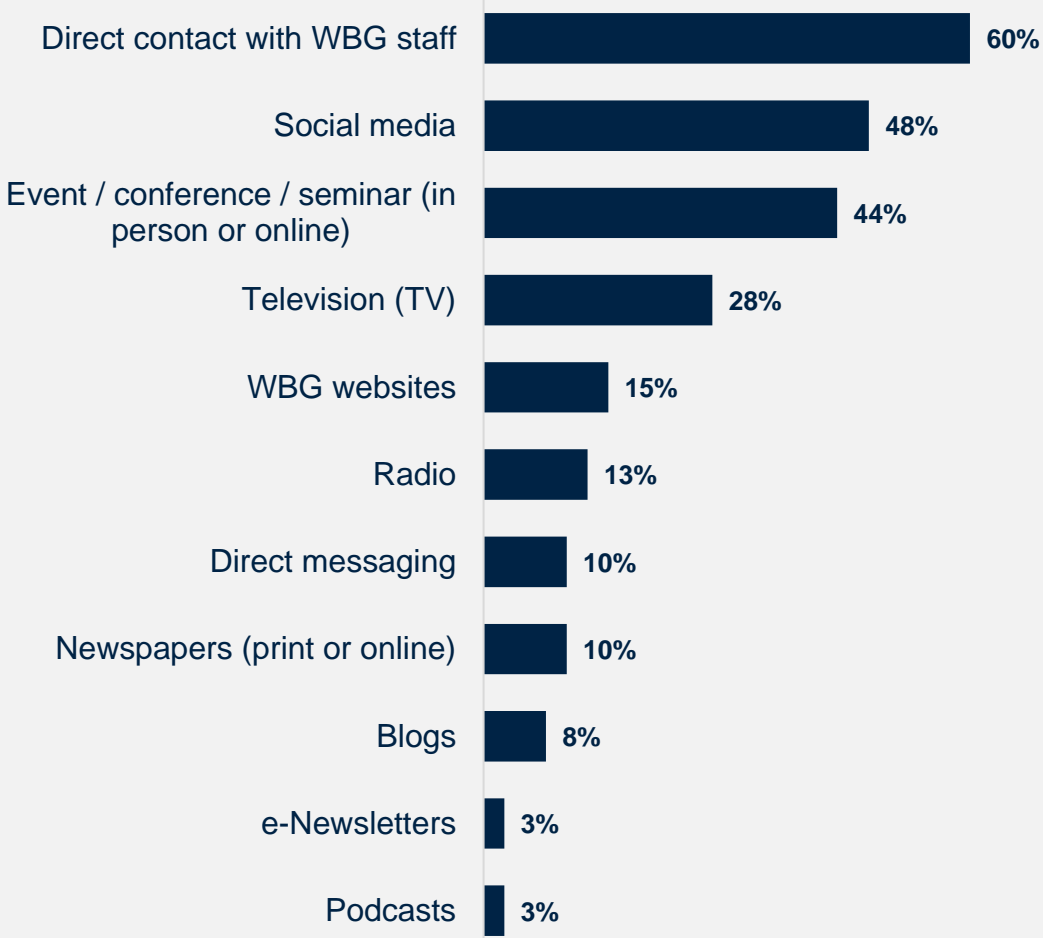
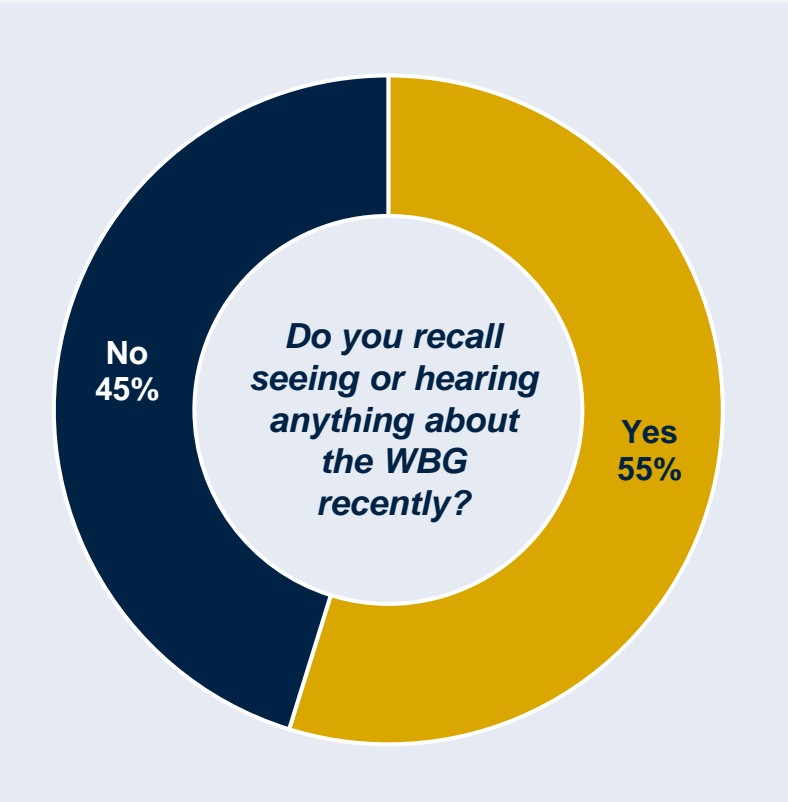
Respondents most preferred to receive the Bank communications through **events/conferences/seminars/workshops** and **direct contact**.

	All Respondents	Government Institutions	Bilateral/Multilateral Agency	Broader Civil Society
Event / conference / seminar / workshop (in person or online)	59.7%	69.6%	53.3%	57.6%
Direct contact with staff (e.g., in person, virtually, phone, email)	55.6%	60.9%	46.7%	54.5%
e-Newsletters	27.8%	26.1%	26.7%	30.3%
Social media (e.g., Facebook, Twitter)	23.6%	8.7%	40.0%	24.2%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	13.9%	8.7%	13.3%	18.2%



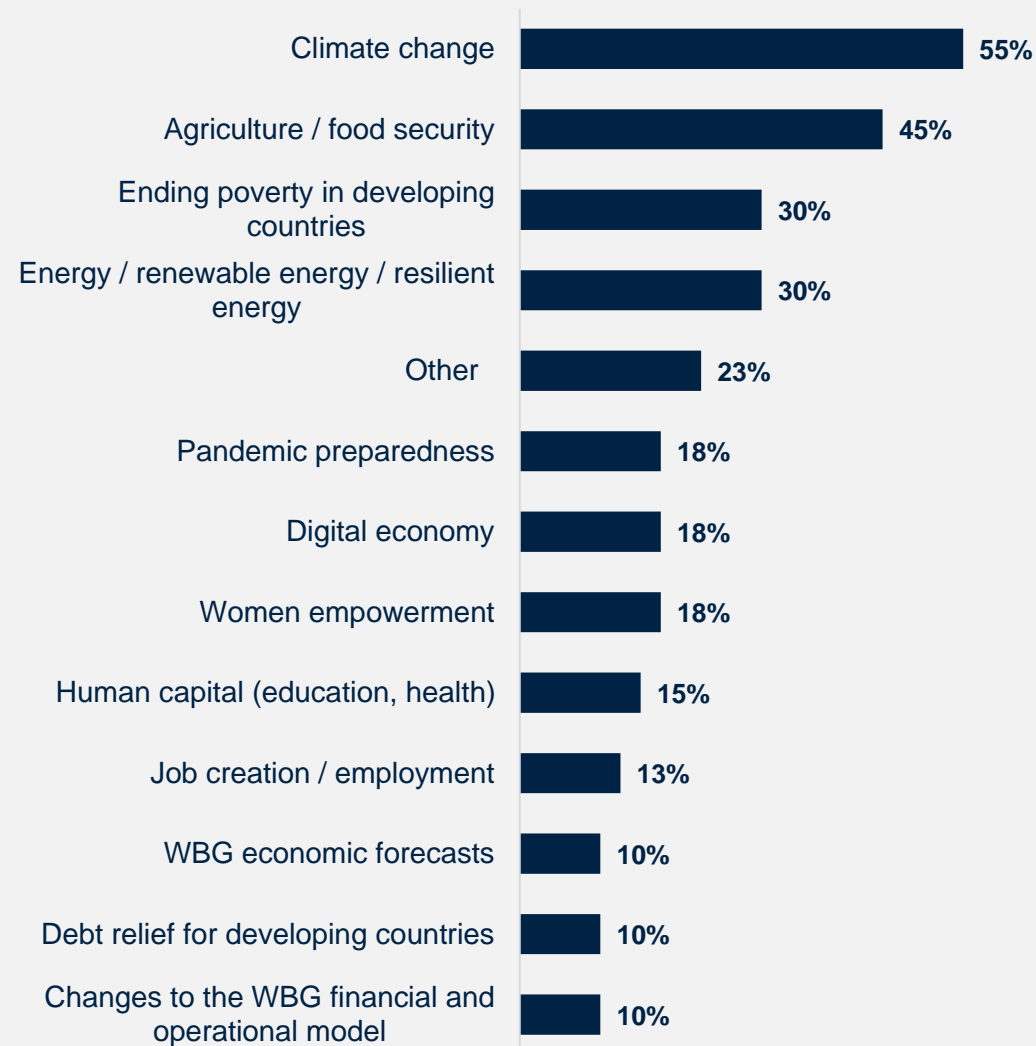
# More than Half of the Respondents Have Heard about the WBG Recently, Most Often Through Direct Contact or Social Media

55% of respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG through direct contact with WBG staff, social media, and WBG events.



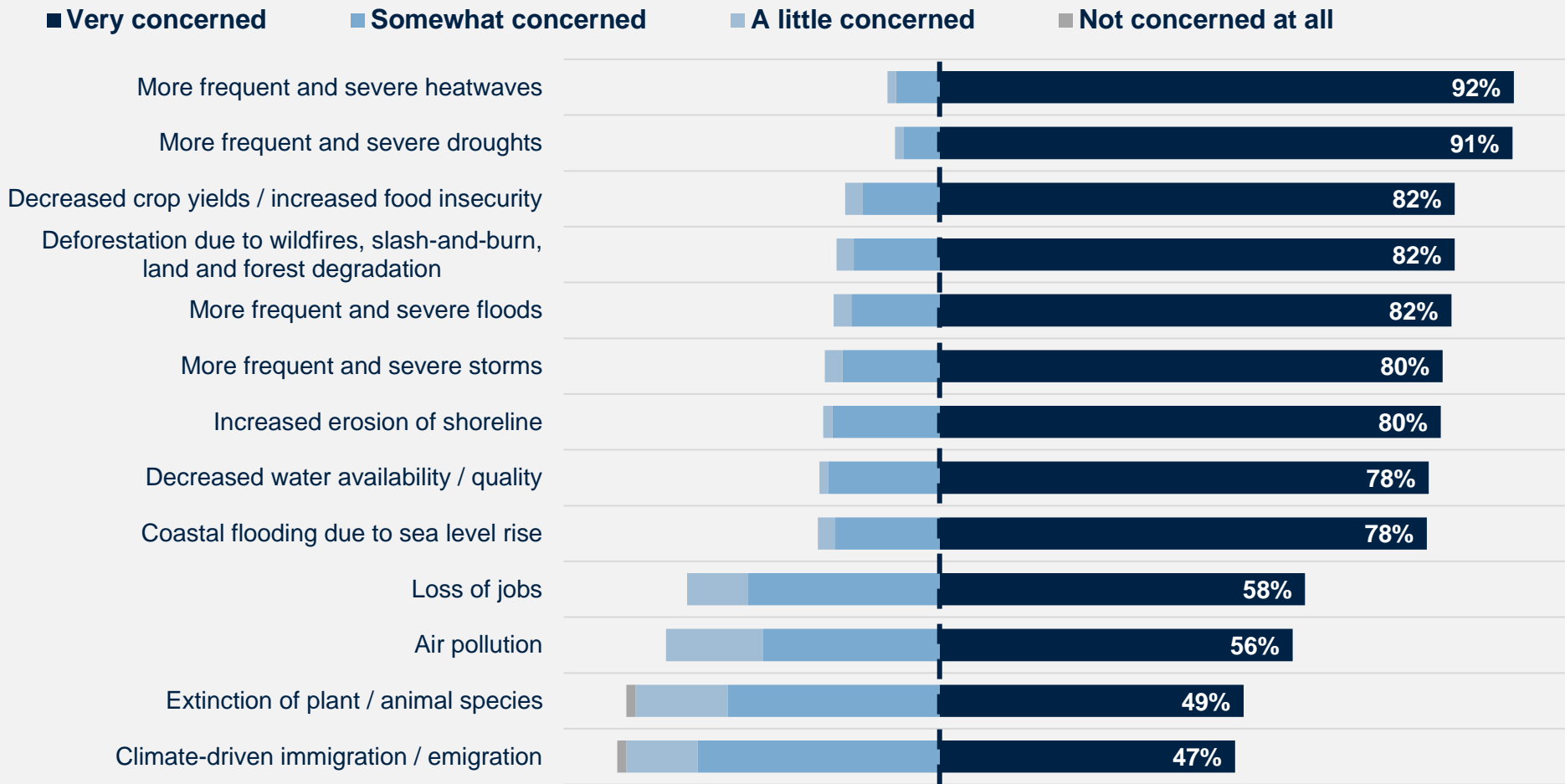
# WBG Work on Climate Change and Agriculture/Food Security were the Most Commonly Recalled Topics

Respondents most frequently recalled WBG work or research on **climate change** and **agriculture/food security**.



# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: More Frequent and Severe Heatwaves and Droughts

Nearly all respondents were **very concerned** about the more frequent and severe *heatwaves* and *droughts* in Belize. These key areas of concern should be considered to make communications about climate change more impactful.

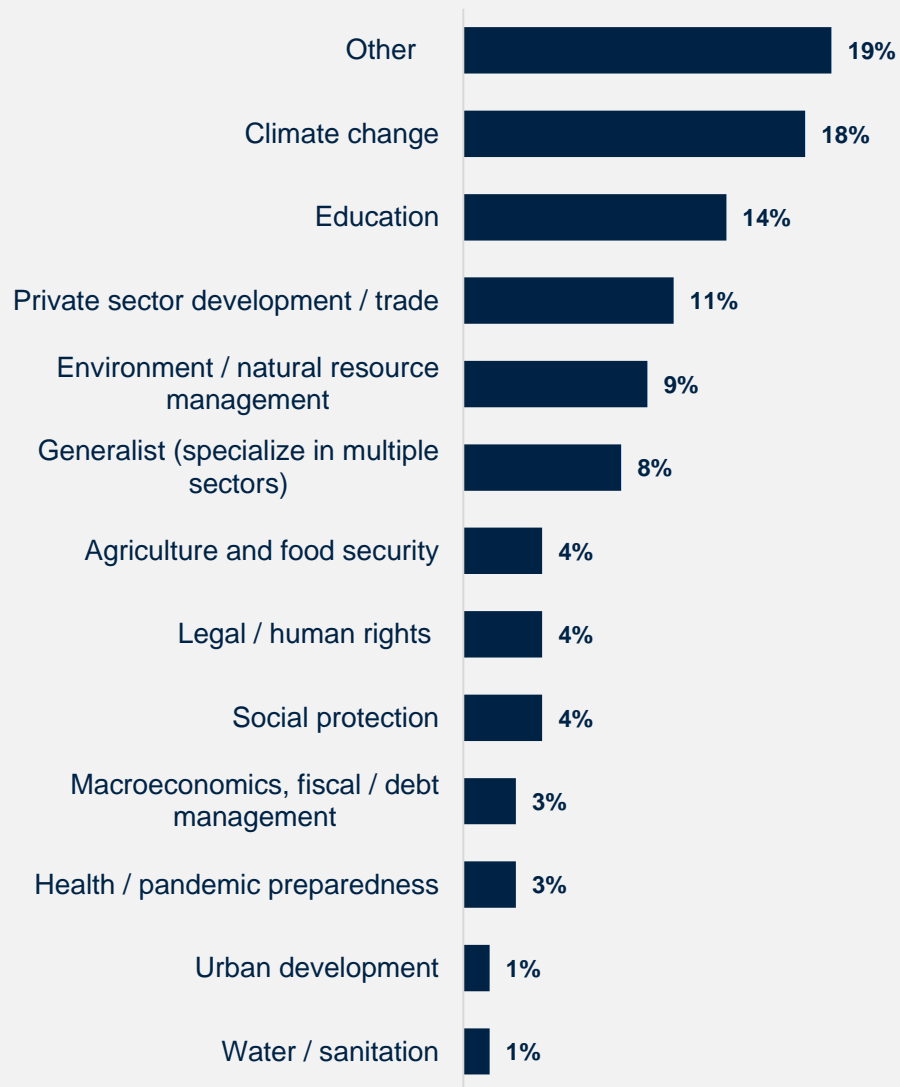


# ***Sample Demographics and Detailed Methodology***

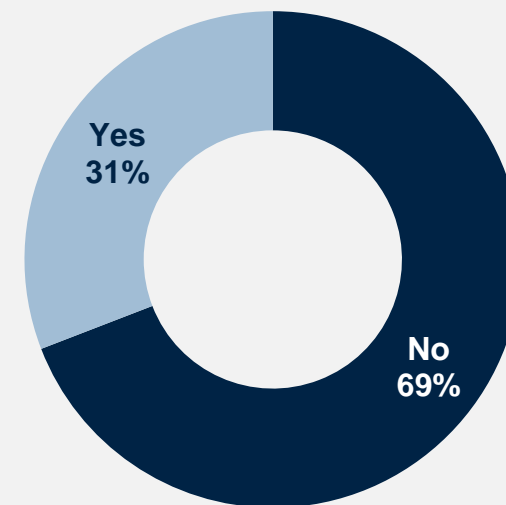


# Sample Demographics

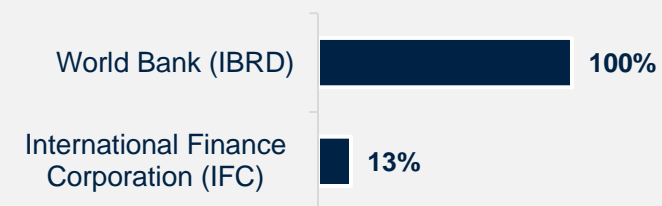
What is the primary specialization of your work? (N=74)



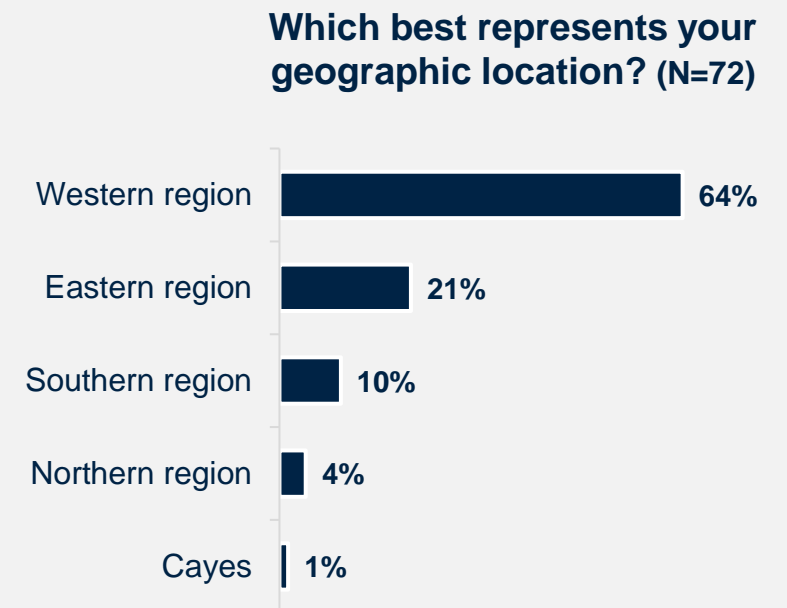
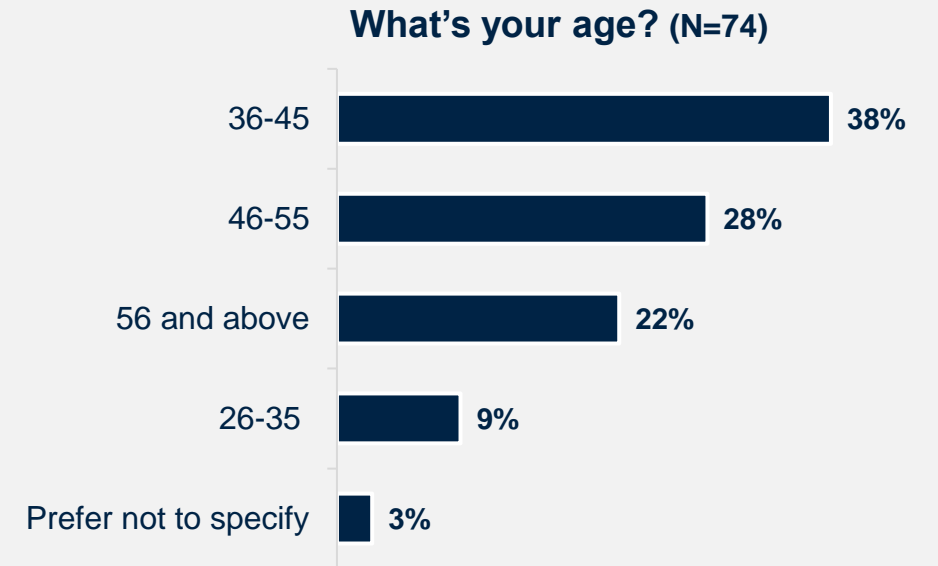
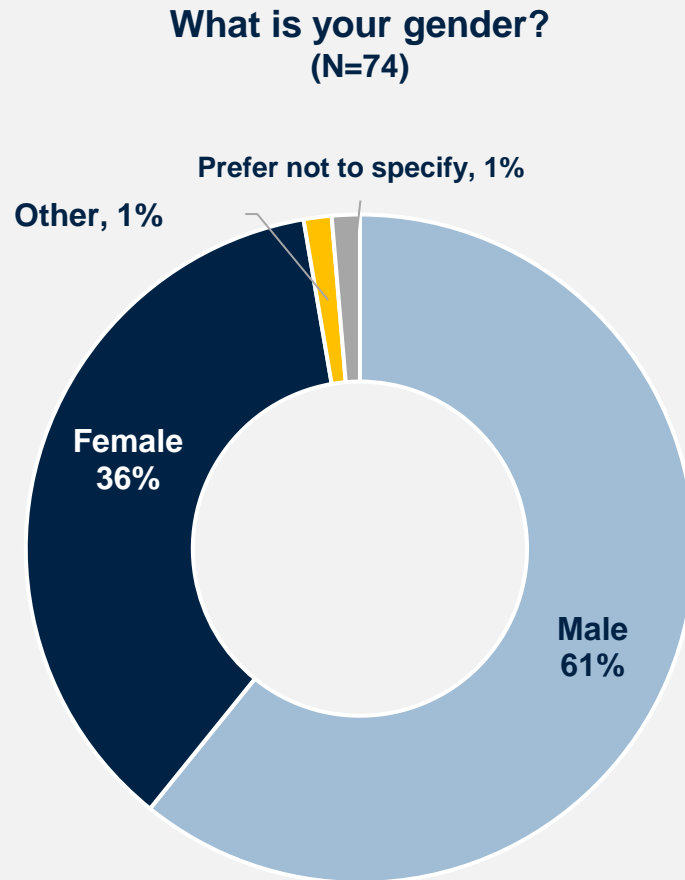
Do you collaborate/work with the World Bank Group (WBG) in Belize? (N=81)



Which of the following WBG agencies do you collaborate/work with in Belize? (N=25)



# Sample Demographics (continued)



# Detailed Methodology

From **April - June 2024**, a total of 194 stakeholders in Belize were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from the Offices of the President, Prime Minister, Minister, and Parliament, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **81 participated in the survey (42% response rate)**. Respondents completed the questionnaire via an online platform.

Key statistically significant findings (tested at the research standard of  $p < .05$ ) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Belize COS FY24 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2024
<b>Government Principals:</b> Office of the President, Prime Minister, Minister, Parliamentarian	4%
<b>Government Institutions:</b> Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	30%
<b>Local Government</b>	0%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	19%
<b>Civil Society Organization:</b> Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	17%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank	10%
<b>Academia / Research Center</b>	15%
<b>Media</b>	6%
<b>Total Number of Respondents</b>	<b>81</b>



What is your primary professional affiliation? (Select only 1 response)

# Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in red below.

**A1\_5.** How much do you trust the World Bank Group to do what is right for Belize? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group in helping Belize achieve development results? Scale: 1 Not effective at all – 10 Very effective

**A3.** How significant a contribution do you believe the WBG's knowledge work make to development results in Belize?  
Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**A4.** The WBG currently plays a relevant role in development in Belize.

**A5.** The WBG's work is aligned with what I consider the development priorities for Belize.

**A6.** The WBG has a positive influence on shaping development policy in Belize.

**A7.** The WBG's work helps end poverty in Belize

To what extent is the WBG an effective development partner in terms of each of the following? Scale: 1 To no degree at all – 10 To a very significant degree

**C1\_1.** Responsiveness to needs in Belize

**C1\_2.** Access to WBG staff and experts

**C1\_3.** Flexibility when circumstances change in Belize

**C1\_5.** Being a long-term partner to Belize

To what extent is the WBG an effective development partner in Belize, in terms of collaborating with the following groups?

Scale: 1 To no degree at all – 10 To a very significant degree

**C2\_1.** National government

**C2\_4.** Private sector

**C2\_5.** Civil society

**C2\_6.** Other donors and development partners

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**C4\_1.** The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Belize.

**C4\_3.** The WBG provides financial support in a timely manner.

**C6\_1.** I am satisfied with the quality of the WBG's knowledge work in Belize.

**C6\_4.** The WBG's knowledge work is tailored to Belize's context.





CountryOpinionSurveys

# Thank you

*For more information about this report  
or the Country Opinion Survey program,  
please contact:*

[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

