



## World Bank Group Country Survey FY 2024 – Zambia

The World Bank Group seeks your insights regarding our engagement and activities in Zambia. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in Zambia but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

**PLEASE NOTE: If a question asks for a specific number of responses, please do not choose more than the requested number. If more responses are chosen, data cannot be included in analysis.**

## BACKGROUND INFORMATION

1. What is your primary professional affiliation? (Select only 1 response)	
1	<b>Office of the President, Prime Minister, Minister</b>
2	<b>Office of a Parliamentarian</b> (National Assembly)
3	<b>Government Institution:</b> Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	<b>Local Government</b> Office or Staff
5	<b>Bilateral or Multilateral Agency</b> (e.g., embassy, development organization, development bank, UN Agency)
6	<b>Civil Society Organization:</b> local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	<b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank
8	<b>Academia / Research Centers</b>
9	<b>Media</b>
10	<b>Other</b> (please specify): _____

2. How familiar are you with the work of these organizations in Zambia?		Not familiar at all										Very familiar
		1	2	3	4	5	6	7	8	9	10	
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	
3	United Nations	1	2	3	4	5	6	7	8	9	10	
4	European Union	1	2	3	4	5	6	7	8	9	10	
5	African Union	1	2	3	4	5	6	7	8	9	10	
6	African Development Bank (AfDB)	1	2	3	4	5	6	7	8	9	10	

3. Do you collaborate/work with the World Bank Group (WBG) in Zambia?	
1	Yes
2	No (please skip to A1)

4. Which of the following WBG agencies do you collaborate/work with in Zambia? (Select ALL that apply)	
1	World Bank (IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

## SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN ZAMBIA

<b>A1. How much do you trust each of the following institutions to do what is right for Zambia?</b>												Don't know	
		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	National government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Zambia's Central Bank (Bank of Zambia)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	World Bank Group	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	International Monetary Fund	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	United Nations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regional development banks and organizations (e.g., AfDB, COMESA, SADC)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Academia / research centers	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Media	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

<b>A2. How effective is the World Bank Group (WBG) in helping Zambia achieve development results?</b>												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
Not effective at all										Very effective		Don't know

<b>A3. How significant a contribution do you believe the WBG's <u>knowledge work</u> makes to development results in Zambia?</b>												
<i>Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.</i>												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
Not significant at all										Very significant		Don't know

<b>To what extent do you agree with the following statements?</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>A4</b>	The WBG currently plays a relevant role in development in Zambia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>A5</b>	The WBG's work is aligned with what I consider the development priorities for Zambia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>A6</b>	The WBG has a positive influence on shaping development policy in Zambia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>A7</b>	The WBG's work helps end poverty in Zambia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN ZAMBIA

<b>B1. Which WBG instruments do you VALUE the most in Zambia? (Select up to 2)</b>	
1	Cooperative Partners coordination
2	Knowledge and analytical products (e.g., data, reports, policy notes)
3	Capacity development and training
4	Convening / bringing together different groups of stakeholders
5	Financial resources (e.g., budget support, investment lending, grants, trust funds)
6	Mobilizing third party financial resources (incl. both public and private)
7	Technical assistance and implementation support (incl. project design and implementation)
8	Other (please specify): _____

<b>B2. Which areas should the WBG prioritize to have the most impact on development results in Zambia? (Select up to 5)</b>			
1	Public sector governance	14	Digital infrastructure development
2	Social protection	15	Judiciary reform
3	Health / pandemic preparedness	16	Environment / natural resource management
4	Transport infrastructure	17	Urban development
5	Jobs	18	Macroeconomic stability
6	Macroeconomic stability	19	Regional Integration
7	Debt management	20	Social Inclusion
8	Private sector development	21	Water / sanitation
9	Disaster risk management	22	Gender equity
10	Energy	23	Financial markets development
11	Agriculture / food security	24	Tourism development
12	Education / Skills development	25	Other (please specify): _____
13	Climate change		

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN ZAMBIA

Listed below are development areas where the WBG is engaged in Zambia, organized by major thematic clusters.

How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>human development</b> in Zambia? <i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i>		Not effective at all										Very effective	Don't know	
<b>B3. Human Development:</b>														
1	<b>Education:</b> more resilient and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	<b>Health:</b> universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	<b>Social protection:</b> pensions, social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	<b>Social inclusion:</b> increasing opportunities for marginalized people to participate fully in markets, services, technologies, and society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	<b>Gender equity:</b> close gender gaps in health, education, social protection, economic opportunities, and voice and agency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>infrastructure</b> in Zambia? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>		Not effective at all										Very effective	Don't know
<b>B4. Infrastructure:</b>													
1	<b>Transport:</b> roads, bridges, sustainable transportation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Water supply and sanitation</b> infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Digital development:</b> digital infrastructure, digital services, digital skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Urban development:</b> urban planning, services, and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	<b>Energy / extractives:</b> access to energy, transition to cleaner energy sources; governance of oil, gas, and mineral resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN ZAMBIA

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **finance / institutions / economic growth** in Zambia?  
*(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

<b>B5. Finance / Institutions / Economic growth:</b>		Not effective at all										Very effective	Don't know
1	<b>Public sector governance:</b> efficiency, effectiveness, accountability, and transparency of the government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Debt sustainability:</b> management, relief, financing, and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Trade:</b> access to markets, tariffs, customs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Private sector development:</b> business regulation, access to finance, improved competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	<b>Job creation / employment:</b> labor policies, skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	<b>Macroeconomic stability:</b> sustainable fiscal policy, effective tax administration, monetary policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	<b>Regional integration:</b> promote common physical and institutional infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **environmental sustainability** in Zambia?  
*(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

<b>B6. Environmental Sustainability:</b>		Not effective at all										Very effective	Don't know
1	<b>Environment / natural resource management:</b> air/water quality, sustainable land and aquatic resource management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Climate change:</b> transition to low-carbon economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Agriculture and food security:</b> sustainable agriculture, inclusive and efficient food systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN ZAMBIA

<b>C1. To what extent is the WBG an effective development partner in terms of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Responsiveness to needs in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C2. To what extent is the WBG an effective development partner in Zambia, in terms of collaborating with the following groups?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Other donors and development partners (UN agency, Multilateral organization, embassy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Zambia? (Select up to 2)</b>	
1	Local government
2	Parliament / legislative branch
3	Private sector
4	Civil society (e.g., NGOs, CBOs)
5	Other donors and development partners
6	Academia / research centers
7	Other (please specify): _____

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN ZAMBIA

The following questions ask about **the WBG's financial support to Zambia**.

<b>C4. To what extent do you agree with the following statements?</b>													
<i>(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) <b>meet the needs</b> of Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The conditions of the WBG's financing are <b>competitive</b> compared to markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG <b>insists on accountability</b> 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"/>	
4	The WBG's <b>Environmental and Social Framework</b> requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The WBG effectively <b>monitors and evaluates</b> the projects it supports in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The following questions ask about **the WBG's knowledge work in Zambia**.

*Knowledge work is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.*

<b>C5. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?</b>	
1	Yes
2	No

<b>C6. To what extent do you agree with the following statements?</b>													
<i>(If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG <b>increases</b> Zambia's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG brings <b>global expertise</b> to Zambia as part of its knowledge work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's knowledge work is <b>tailored</b> to Zambia's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	When I need to consult the WBG's knowledge work, I <b>know how to find it</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION D: THE WORLD BANK GROUP IN ZAMBIA GOING FORWARD

**D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Zambia? (Please be specific)**

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## SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

**E1. How would you prefer to receive communication from the WBG? (Select up to 2)**

1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, Twitter)	6	Other (please specify): _____

**E2. Do you recall seeing or hearing anything about the WBG recently?**

1	Yes
2	No (please skip to E5)

**E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)**

1	Television (TV)	7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	8	Blogs
3	Newspapers (print or online)	9	Podcasts
4	Event / conference / seminar (in person or online)	10	e-Newsletters
5	WBG websites	11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
6	Social media	12	Other (please specify): _____

## SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

**E4. If you answered "Yes" for E2, what topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)**

1	Changes to the WBG financial and operational model
2	Food security
3	Pandemic preparedness
4	Job creation / employment
5	Human capital
6	Digital economy
7	Women empowerment
8	Youth development
9	Climate change
10	Ending poverty in developing countries
11	WBG economic forecasts
12	Debt relief for developing countries
13	Other (please specify): _____

**E5. How concerned are you about the following potential impacts of climate change in Zambia?**

		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	More frequent and intense wild fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Decreased crop yields / increased food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	More frequent and severe droughts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	More frequent and severe heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Extinction of plant / animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Increased erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Coastal flooding due to sea level rise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Decreased water availability / quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION F: ADDITIONAL BACKGROUND INFORMATION

<b>F1. What is the primary specialization of your work? (Select only 1 response)</b>			
1	Education	10	Macroeconomics, fiscal / debt management
2	Health / pandemic preparedness	11	Private sector development / trade
3	Social protection	12	Environment / natural resource management
4	Gender equity	13	Climate change
5	Transport	14	Agriculture and food security
6	Water / sanitation	15	Urban development
7	Digital development	16	Legal / human rights
8	Energy	17	Generalist (specialize in multiple sectors)
9	Public sector governance	18	Other (please specify): _____

<b>F2. What is your gender?</b>	
1	Female
2	Male
3	Other
4	Prefer not to specify

<b>F3. What is your age?</b>	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

## SECTION F: ADDITIONAL BACKGROUND INFORMATION

<b>F4. Which best represents your geographic location?</b>	
1	Central Province
2	Copperbelt Province
3	Eastern Province
4	Luapula Province
5	Lusaka Province
6	Muchinga Province
7	North- Western Province
8	Northern Province
9	Southern Province
10	Western Province

**Thank you for completing this survey!**