



## World Bank Group Country Survey FY 2025 – Eswatini

The World Bank Group seeks your insights regarding our engagement and activities in Eswatini. You have been identified as an integral partner, leader, or decision-maker in Eswatini, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in Eswatini but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged **Interdem Management Consulting**, 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 click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

Q1. What is your <b>primary professional affiliation</b> ? <i>(Select only 1 response)</i>	
1	<b>Government Institution:</b> Office of the Prime Minister / Minister, Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
2	<b>Office of a Parliamentarian</b> (Legislative Body)
3	<b>Local Government</b> Office or Staff
4	<b>Bilateral or Multilateral Agency</b> (e.g., embassy, development organization, development bank, UN Agency)
5	<b>Civil Society Organization:</b> local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
6	<b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank
7	<b>Academia / Research Centers</b>
8	<b>Media</b>
9	<b>Other</b> (please specify): _____

Q2. How <b>familiar</b> are you with the World Bank Group's work in Eswatini?									
1	2	3	4	5	6	7	8	9	10
<b>Not familiar at all</b>									<b>Very familiar</b>

Q3. In the past 3 years, have you <b>worked</b> or <b>collaborated</b> with the World Bank Group (WBG) in Eswatini?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following <b>WBG agencies</b> have you worked or collaborated with in Eswatini? <i>(Select all that apply)</i>	
1	World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

**[ASK ALL]**

A1. How much do you <b>trust</b> each of the following institutions to do what is right for Eswatini?		Not at all										Very much	Don't know
1	Government of Eswatini	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Traditional authorities (Chiefs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	United Nations agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development banks (African Development Bank (AfDB))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How <b>relevant</b> is each of the following organizations to Eswatini's development?		Not at all										Very much	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Regional development banks (AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	United Nations agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How <b>effective</b> is each of the following organizations in helping Eswatini achieve development results?		Not at all										Very much	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Regional development banks (AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	United Nations agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A4. Based on your experience, in the past two years, how has the WBG changed in terms of...		Became significantly worse	Became somewhat worse	Stayed the same	Became somewhat better	Became significantly better	Don't know
1	[ASK ALL] Its work to improve people's lives in Eswatini	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	[ASK ALL] Its work to improve the overall business environment in Eswatini	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] Being easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] The speed of WBG project approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] Partnering with others to increase development finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	[ASK GOVT & PS ONLY, Q1=1-3 OR 6] Creating new investment opportunities in Eswatini	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] Improving the technical quality of WBG-supported projects in Eswatini	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] Working across its institutions as one World Bank Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**[ASK WB COLLABORATORS, Q3=1]**

Please think about a specific WBG-supported project or initiative that you are most familiar with.

**B1. Please select the **development area** that this WBG-supported project or initiative supported. (Select all that apply)**

1	Agriculture / food security	7	Health
2	Climate change / environmental sustainability	8	Private sector development
3	Digital infrastructure and services	9	Social protection
4	Education	10	Transport
5	Energy / electricity	11	Water / sanitation
6	Financial / micro-economic management	12	Other (please specify): _____

**B2. If you recall, what was the name of this WBG-supported project or initiative?**

**B3. How **helpful** was the WBG in achieving the goals of this project or initiative?**

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

**[ASK IF B3=1-4] B4a. How could the WBG have been **more helpful** on this project or initiative? (Please be specific)**

**[ASK IF B3=5-10] B4b. How did this WBG-supported project or initiative **impact the people** of Eswatini? (Please be specific)**

**[ASK ALL]**

C1. To what extent is the WBG an <b>effective development partner</b> in terms 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		
1	Responsiveness to needs in Eswatini	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	Helping strengthen government systems in Eswatini	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Being a long-term partner to Eswatini	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C2. To what extent is the WBG an effective development partner in Eswatini, in terms of <b>collaborating</b> with the following groups?													
		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	Traditional authorities (Chiefs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Local government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Other donors and development partners (e.g., UNDP, UNICEF, EU, US Government (USAID, PEPFAR), Global Fund)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Academia / research centers	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C3. In addition to its partnership with the national government, which of the following should the WBG <b>collaborate with more</b> to have greater impact in Eswatini? ( <i>Select up to 2</i> )			
1	Local government	5	Other donors and development partners (e.g., UNDP, UNICEF, EU, US Government (USAID, PEPFAR), Global Fund)
2	Parliament / legislative branch	6	Academia / research centers
3	Traditional authorities (Chiefs)	7	Civil society (e.g., NGOs, CBOs)
4	Private sector	8	Other (please specify): _____

The WBG supports the Government of Eswatini's **engagement with civil society** (including citizens, CBOs, and CSOs) in development policy dialogue and implementation (including the design, preparation, implementation, and oversight of WBG-supported operations).

**[ASK ALL]**

C4. How effective is the WBG in facilitating civil society participation in policy dialogue and implementation in Eswatini?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not effective at all</b>									<b>Very effective</b>	Don't know

**[ASK IF C4=1-4]** C4a. How could the WBG be **more effective** in facilitating civil society participation in policy dialogue and implementation? *(Please be specific)*

**[ASK IF C4=5-10]** C4b. Please share examples of the WBG's **effective facilitation of civil society participation** in policy dialogue and implementation. *(Please be specific)*

**[ASK ALL]** D1. Which WBG instruments do you **value the most** in Eswatini?  
*(Select up to 2)*

1	<b>Convening power</b> (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3 <sup>rd</sup> party financial resources)
2	<b>Advisory services</b> (e.g., capacity building and training, policy advice, technical assistance)
3	<b>Financial resources</b> (e.g., budget support, investment lending, grants, trust funds)
4	<b>Data and research</b> (e.g., statistics, reports, research on global development issues)
5	<b>Other</b> (please specify): _____

**[ASK GOVT Q1=1-3, COLLAB ONLY FOR Q1 4-9, Q3=1]**

D2. To what extent do you agree with the following statements about the WBG's **financial support** to Eswatini?  
*(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")*

		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 Eswatini	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The standards and requirements for the WBG's financing are <b>reasonable</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG provides financial support in a <b>timely</b> manner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The following questions ask about the WBG's **knowledge work, including data, research, training, and advisory services**, in Eswatini.

**[ASK ALL]** D3. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in Eswatini?

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

**[ASK ALL]** D4. In the past 3 years, what WBG knowledge work **have you used**?  
(Select all that apply)

1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify) _____
4	Advisory services	8	I have not used WBG knowledge work

**[ASK D5 & D6 IF USED KNOWLEDGE, D4=1-7]**

Please think about a **specific WBG knowledge work** that you most recently utilized.

D5. If you recall, what was the name of this WBG knowledge work?

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D6. For what **purpose** did you use this WBG knowledge work?

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**[ASK D7 IF USED POLICY ADVICE, D4=1-7]**

D7. In your opinion, has the WBG's policy advice **influenced** a new or existing government policy in Eswatini?

1	Yes
2	No

**[ASK IF D7=1]** D8. **What government policy or action** did the WBG's advice influence and **in what way?** (Please be specific)

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[ASK IF USED KNOWLEDGE, D4=1-6]

D9. To what extent do you agree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
1	Working with the WBG <b>increases</b> Eswatini's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Eswatini	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D10. [ASK IF NOT SATISFIED WITH QUALITY, D9\_2=1-4] How could the WBG **improve the quality** of its knowledge work in Eswatini? *(Please be specific)*

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**[ASK ALL]**

<b>E1. Which areas should the WBG prioritize to have the most impact on development results in Eswatini? (Select up to 5)</b>			
1	Public sector governance	13	Agriculture / food security
2	Water / sanitation	14	Gender equity
3	Financial markets development	15	Financial markets development
4	Health	16	Private sector development
5	Transport infrastructure	17	Environment / natural resource management
6	Digital infrastructure development	18	Energy
7	Urban development	19	Judiciary reform
8	Debt management	20	Social protection
9	Social inclusion	21	Disaster risk management
10	Jobs / skills development / youth employment	22	Macroeconomic stability
11	Climate change	23	Regional integration
12	Education	24	Other (please specify): _____

<b>E2. What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Eswatini? (Please be specific)</b>

**[ASK GOVT & PRIVATE SECTOR, Q1=1-3, 6]**

<b>E3. What are the biggest challenges facing private sector development in Eswatini? (Select up to 3)</b>			
1	Regulatory environment	5	Infrastructure gaps
2	Corruption	6	Access to finance
3	Political instability	7	Market size / demand
4	Skilled workforce availability	8	Other (please specify): _____

<b>[ASK ALL] F1. How would you prefer to obtain information from the WBG? (Select up to 3)</b>			
1	<b>WBG e-Newsletters</b>	6	<b>WBG website</b> (including blogs)
2	<b>Direct contact with WBG staff</b> (e.g., in person, virtually, phone, email)	7	<b>WBG publications</b>
3	<b>WBG podcasts</b>	8	<b>WBG social media channels</b> (e.g., Facebook, LinkedIn, Instagram, Twitter/X)
4	<b>WBG direct messaging</b> (e.g., WhatsApp)	9	Other (please specify): _____
5	<b>WBG event / conference / workshop</b> (in person or online)		

<b>[ASK ALL] F2. Do you recall seeing or hearing anything about the WBG recently?</b>	
1	Yes
2	No

<b>[ASK IF RECALL, F2=1] F3. Where do you recall seeing or hearing this information? (Select all that apply)</b>			
1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG website (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

<b>[ASK IF F2=1] F4. What do you recall seeing or hearing about the WBG? (Select all that apply)</b>		
1	WBG economic <b>reports, forecasts, and analysis</b>	10 WBG's mission to <b>enhance early childhood development</b> and basic education systems
2	WBG reforms to become a <b>better bank</b>	11 WBG drivers of growth study
3	WBG's <b>COVID-19 emergency response</b> to Eswatini	12 WBG's <b>support to the private sector</b> in Eswatini's economic transformation
4	WBG's <b>support to orphan vulnerable children through the</b> education project	13 WBG <b>engages youth</b> in a debate on education's role in poverty eradication
5	WBG's work on the <b>water supply and sanitation</b> in Eswatini	14 WBG 's support to Eswatini's <b>health system</b>
6	WBG's <b>engagement with media</b> on its role and operations in Eswatini	15 WBG's support of <b>energy reliability</b> and <b>access</b> in Eswatini
7	WBG's engagement on <b>gender</b>	16 WBG's engagement in <b>public financial management</b>
8	WBG's engagement in <b>digital</b>	17 WBG's engagement in the <b>environment and climate change</b>
9	WBG mission to end poverty on a <b>livable planet</b>	18 Other (please specify): _____

<b>[ASK ALL] F5. What information would be most helpful to you in understanding the WBG's role in Eswatini? (Select up to 3)</b>		
1	Case studies of WBG projects	5 Information on how to work / partner with WBG
2	Impact assessments and evaluations	6 Regular updates on WBG activities
3	Sector-specific strategies	7 WBG research and knowledge
4	Overview of WBG financial products and services	8 Other (please specify): _____

**[ASK ALL]**

G1. What is your <b>gender</b> ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

G2. What is your <b>age</b> ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

G3. <b>Within your organization</b> , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

G4. Which best represents your <b>geographic location</b> ?	
1	Mbabane
2	Manzini, Siteki, Piggs Peak, and Nhlanguano
3	Shiselweni, Hhohho, Manzini, and Lubombo

**Thank you for completing this survey!**