



## World Bank Group Country Survey FY 2025 – Botswana

The World Bank Group (WBG) seeks your feedback on our engagements and activities in Botswana. You have been identified as a key partner to the WBG in Botswana, hence **your feedback to us is essential**. Your honest feedback will help shape the future of our work to better support the social and economic development in Botswana.

To maintain the integrity and confidentiality of this process, we have engaged Maipet Consultancy, 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 President, 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 / Local Government Office or Staff
2	<b>Office of a Parliamentarian</b> (National Assembly)
3	<b>Bilateral or Multilateral Agency</b> (e.g., embassy, development organization, development bank, UN Agency)
4	<b>Civil Society Organization:</b> local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
5	<b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank
6	<b>Academia / Research Centers</b>
7	<b>Media</b>
8	<b>Other</b> (please specify): _____

Q2. How <b>familiar</b> are you with the World Bank Group's work in Botswana?									
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 Botswana?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following <b>WBG agencies</b> have you worked or collaborated with in Botswana? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
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 Botswana?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Government of Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Parliament/legislative branch	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 (e.g., African Development Bank)	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 Botswana's development?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development banks (e.g., African Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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 Botswana achieve development results?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development banks (e.g., African Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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 Botswana	<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 Botswana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	[ASK GOVT Q1=1-2, BI/MULTI Q1=3, COLLAB ONLY FOR Q1 4-8, 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=1-2, BI/MULTI Q1=3, COLLAB ONLY FOR Q1 4-8, 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=1-2, BI/MULTI Q1=3, COLLAB ONLY FOR Q1 4-8, 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=1-2 OR 5] Creating new investment opportunities in Botswana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	[ASK GOVT Q1=1-2, BI/MULTI Q1=3, COLLAB ONLY FOR Q1 4-8, Q3=1] Improving the technical quality of WBG-supported projects in Botswana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	[ASK GOVT Q1=1-2, BI/MULTI Q1=3, COLLAB ONLY FOR Q1 4-8, Q3=1] Working across its institutions (IBRD, IFC, and MIGA) 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.

<b>B1. Please select the <b>development area</b> that this WBG-supported project or initiative supported. (Select all that apply)</b>			
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): _____

<b>B2. If you recall, what was the name of this WBG-supported project or initiative?</b>

<b>B3. How <b>helpful</b> was the WBG in achieving the goals of this project or initiative?</b>										
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 Botswana? *(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 Botswana	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	Being a long-term partner to Botswana	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 Botswana, 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	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 multilateral development partners (e.g., UN, UNDP, UNICEF, WHO, IMF, EU)	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"/>
8	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Regional development banks (e.g., AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Bilateral organizations (e.g., USAID, JICA, GIZ)	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 Botswana? (Select up to 2)			
1	Regional development banks (e.g., AfDB)	6	Academia / research centers
2	Parliament / legislative branch	7	Civil society (e.g., NGOs, CBOs)
3	Bilateral organizations (e.g., USAID, JICA, GIZ)	8	Multilateral development partners (e.g., UN, UNDP, UNICEF, WHO, IMF, EU)
4	Private sector	9	Local government
5	Youth organizations	10	Other (please specify): _____

The WBG supports the Government of Botswana'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 development policy dialogue and implementation in Botswana?

*If you are not familiar with this area of the WBG's work, please select "Don't know"*

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 development 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 development policy dialogue and implementation. *(Please be specific)*

[ASK ALL] D1. Which WBG instruments do you <b>value the most</b> in Botswana? ( <i>Select up to 2</i> )	
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=1-2, COLLAB ONLY FOR Q1 3-8, Q3=1]			
D2. To what extent do you agree with the following statements about the WBG's <b>financial support</b> to Botswana? (If you have <b>NO</b> 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 Botswana	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 (private sector or other development banks)	1 2 3 4 5 6 7 8 9 10	<input type="checkbox"/>
3	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"/>
4	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 Botswana.

[ASK ALL] D3. How significant a <b>contribution</b> do you believe the WBG's knowledge work makes to development results in Botswana?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

[ASK ALL] D4. In the past 3 years, what WBG knowledge work <b>have you used?</b> <i>(Select all that apply)</i>			
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 : D11 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?

D6. For what <b>purpose</b> did you use this WBG knowledge work?

D7. In your opinion, has the WBG's policy advice <b>influenced</b> a new or existing government policy in Botswana?	
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)*

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> Botswana's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The WBG's knowledge work is <b>tailored</b> to Botswana's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Botswana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. [ASK IF NOT SATISFIED WITH QUALITY, D9\_3=1-4] How could the WBG **improve the quality** of its knowledge work in Botswana? *(Please be specific)*

D11. To what extent does **the quality** of the WBG's Reimbursable Advisory Services (RAS) meet your expectations?

*(If you are not familiar with the WBG's RAS work, please respond "Don't know.")*

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>									<b>To a very significant degree</b>	Don't know

**[ASK ALL]**

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

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

**[ASK ALL]**

E3. When <b>economic and/or social reform efforts fail</b> or are slow to take place in Botswana, which of the following would you attribute this to? <i>(Select up to 3)</i>			
1	Inadequate government accountability	6	Inadequate private sector participation
2	Inadequate donor coordination	7	Reforms are not well thought out in light of country challenges
3	Inadequate capacity in the government	8	Inadequate citizen/civil society participation
4	Political pressures and obstacles	9	Pressure from outside interest groups (e.g., private sector, unions)
5	Corruption	10	Other (please specify): _____

**[ASK GOVT & PRIVATE SECTOR, Q1=1-2, 5]**

E4. What are the <b>biggest challenges facing private sector</b> development in Botswana? <i>(Select up to 3)</i>			
1	Access to finance	5	Political instability
2	Regulatory environment	6	Corruption
3	Infrastructure gaps	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 podcasts</b>
3	<b>WBG social media channels</b> (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	<b>WBG publications</b>
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 RECALL, F2=1] F4. What do you recall seeing or hearing about the WBG? (Select all that apply)</b>			
1	WBG encourages Botswana to empower <b>private sector-led growth</b>	5	WBG boosts Botswana's <b>water security</b> and <b>drought resilience</b>
2	WBG's work in Botswana on boosting <b>renewable energy</b> and strengthening <b>electricity</b>	6	WBG's \$250 million <b>COVID-19 response</b> budget support for Botswana
3	IFC supports Scatec's 100 MW <b>Mmadinare solar expansion</b>	7	WBG's <b>Botswana Gender Assessment</b> : advancing equality and opportunity
4	WBG's <b>Country Partnership Framework</b> consultations for Botswana	8	Other (please specify): _____

**[ASK ALL]** F5. What information would be most helpful to you in **understanding the WBG's role** in Botswana? (*Select up to 3*)

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	Gaborone
2	Southern – Goodhope/Kanye

**Thank you for completing this survey!**