

# Swaziland

## The World Bank Group Country Survey FY 2014

Report of Findings  
August 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

## Acknowledgements

The Swaziland Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Swaziland country team and the local fielding agency ACTIV QUEST. In particular, PORG is grateful to Nonhlahla Zindela (Senior Operations Officer), Callista Chen (Country Officer) and Mmenyane Seoposengwe (Public Information Associate) for their ongoing support throughout the Country Opinion Survey process.

# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Swaziland.....	11
V. Overall Attitudes toward the World Bank Group.....	16
VI. Sectoral Importance and Effectiveness.....	25
VII. How the World Bank Group Operates .....	30
VIII. World Bank Group's Knowledge and Instruments .....	35
IX. The Future Role of the World Bank Group in Swaziland .....	40
X. Communication and Openness.....	44
XI. Appendices.....	50



## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Swaziland perceive the World Bank Group;
- Obtain systematic feedback from stakeholders in Swaziland regarding:
  - Their views regarding the general environment in Swaziland;
  - Their overall attitudes toward the World Bank Group in Swaziland;
  - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Swaziland;
  - Perceptions of the World Bank Group's future role in Swaziland.
- Use data to help inform Swaziland country team's strategy.

## II. Methodology

In April—May 2014, 300 stakeholders of the World Bank Group in Swaziland were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; central government officials; local government officials; bilateral and multilateral agencies; private sector companies; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; state-owned enterprises/parastatal organizations; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 142 stakeholders participated in the survey (47% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via courier or email and returned it accordingly. Respondents were asked about: general issues facing Swaziland; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Swaziland; and the WBG's communication and information sharing in Swaziland.

Every country that engages in the Country Opinion Survey 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.

- A. General Issues Facing Swaziland: Respondents were asked to indicate whether Swaziland is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Swaziland, and how "shared prosperity" would be best achieved in Swaziland.

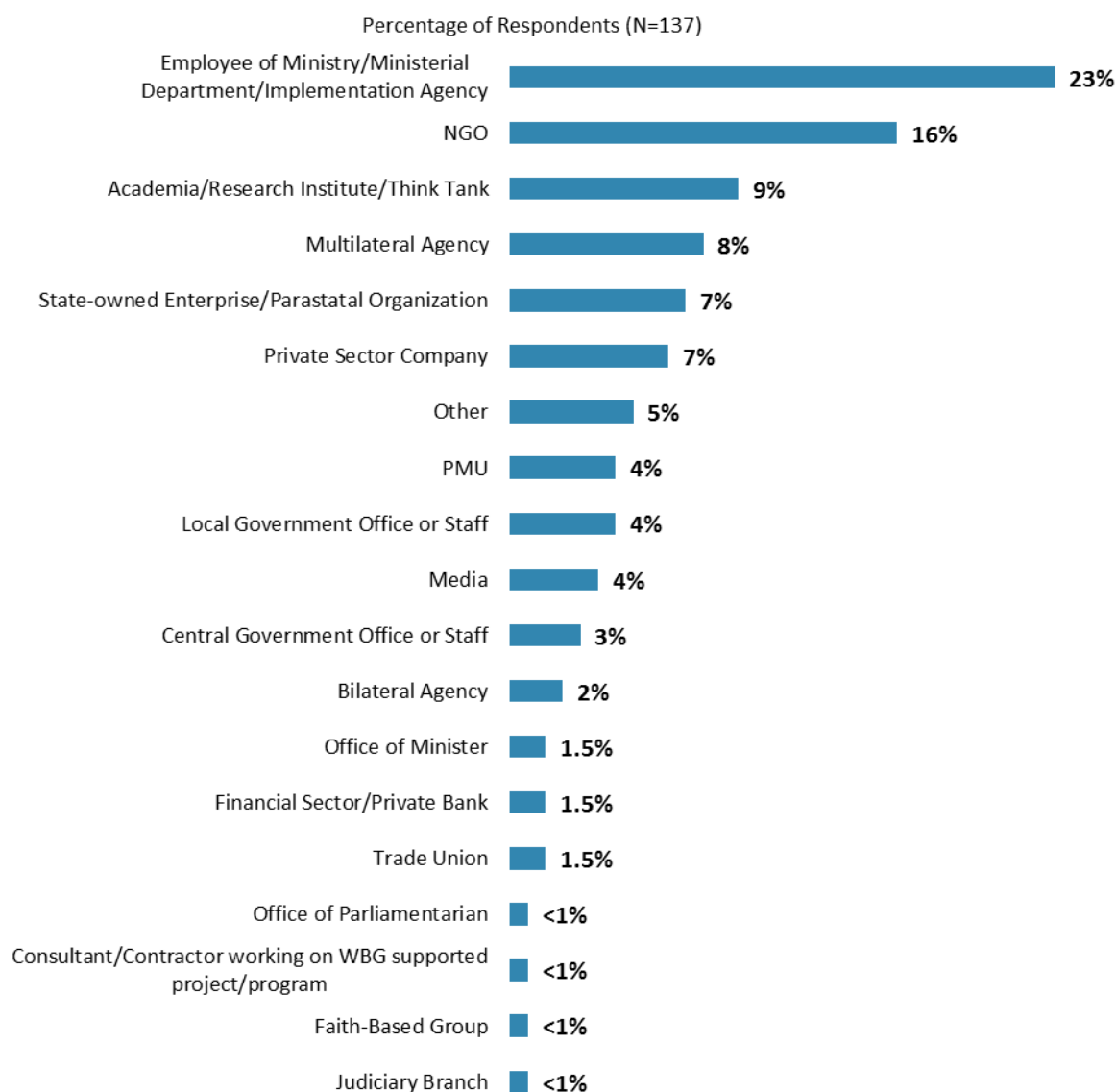
## II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Swaziland, WBG staff preparedness to help Swaziland solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Swaziland, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Swaziland, the extent to which the WBG meets Swaziland's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across fifteen development areas, such as economic growth, governance, private sector development, education, and job creation.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Swaziland: Respondents were asked to indicate what the WBG should do to make itself of greater value in Swaziland, and which services the WBG should offer more of in the country.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites and social media channels. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Swaziland, which WBG agencies they work with, and their geographic location.

### III. Demographics of the Sample

#### Current Position

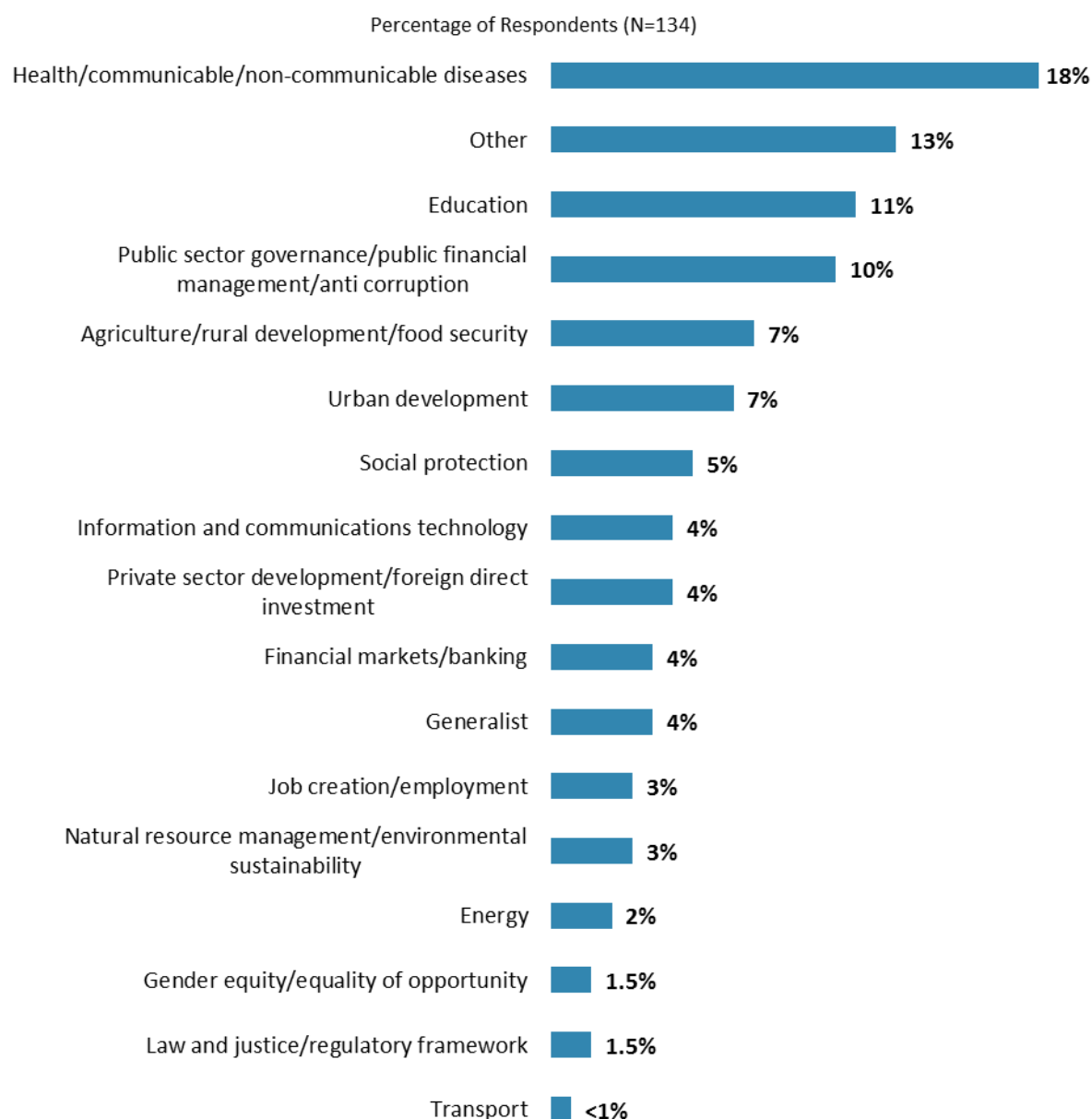
- For further analyses, a small number of respondents from the office of a minister were combined with respondents from central government; respondents from PMUs and consultants/contractors working on WBG-supported projects/programs were combined with employees of ministries/ministerial departments/implementation agencies; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector companies; respondents from NGOs, trade unions, and faith-based groups were combined into the “CSO” category; and the few respondents from the office of a parliamentarian and the judiciary branch were included in the “Other” category. There were no respondents from the office of the President, Prime Minister, independent government institutions, private foundations, and community based organizations.



“Which of the following best describes your current position?” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



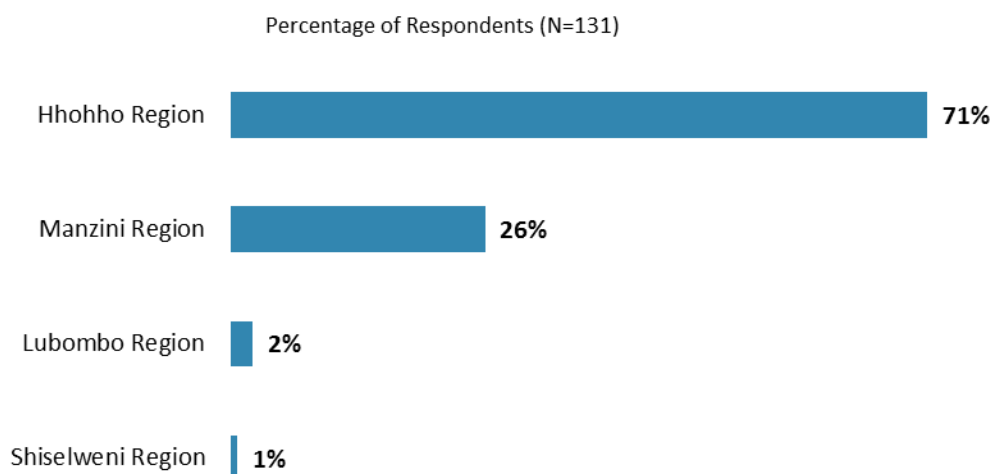
“Please identify the primary specialization of your work.” (Respondents chose from a list.)

*When more than 15% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the development priorities in Swaziland, the areas of development that would contribute most to poverty reduction and economic growth, which areas the WBG should focus its attention and resources on, and importance and effectiveness of the WBG's work in specific sectors.*

### III. Demographics of the Sample (continued)

#### Geographic Location

- The majority of respondents indicated that they were located in the Hhohho region (which includes Mbabane and Lobamba). Because of the small number of respondents from other areas, these locations were combined under the “Other” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 92). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



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



### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank Group

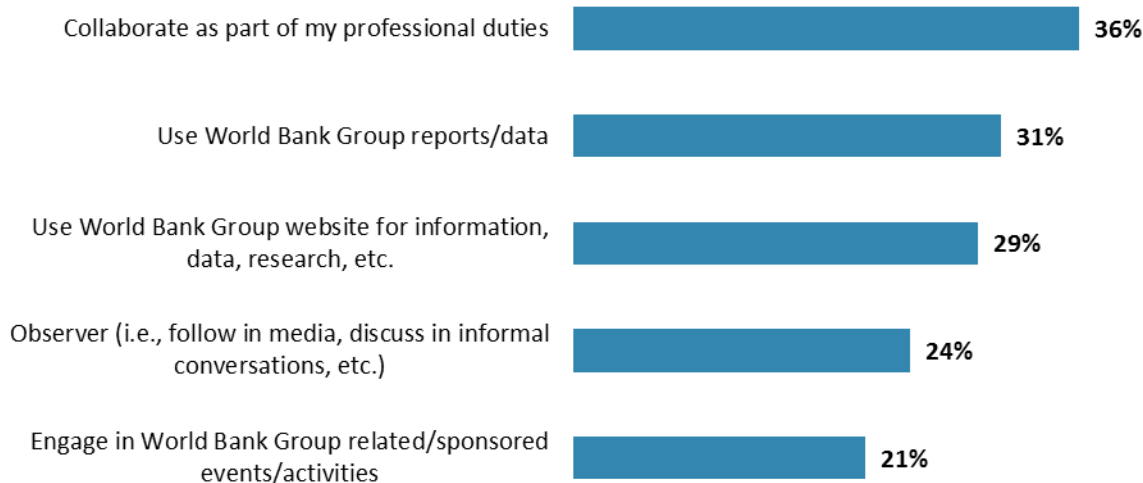
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Swaziland, can be found in Appendix F (see page 128). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.

Percentage of Respondents (N=135)



"Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?"

Percentage of Respondents (N=124)

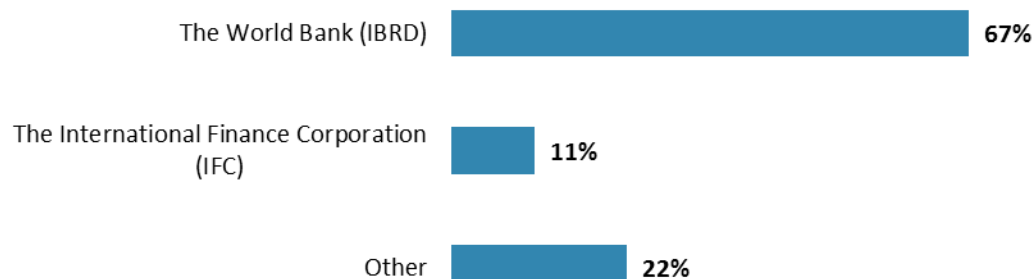


"Which of the following describes most of your exposure to the World Bank Group in Swaziland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Exposure to Agencies and Collaboration within the World Bank Group

Percentage of Respondents (N=93)



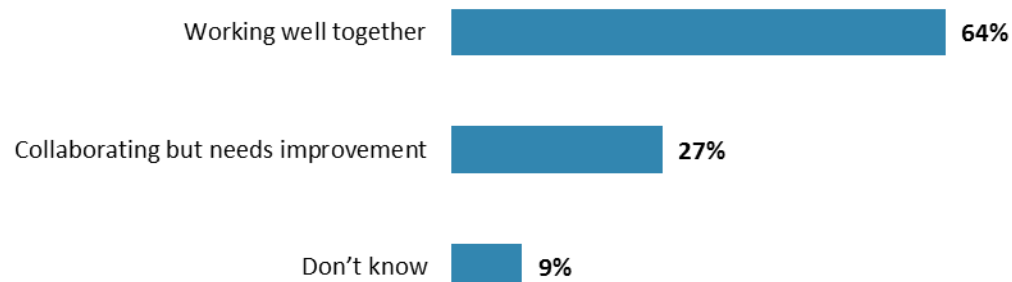
"Which of the following agencies of the World Bank Group do you primarily engage with in Swaziland?" (Respondents chose from a list.)

Percentage of Respondents (N=108)



"Do your projects involve both the World Bank and the IFC?" (Respondents chose from a list.)

Percentage of Respondents (N=11)

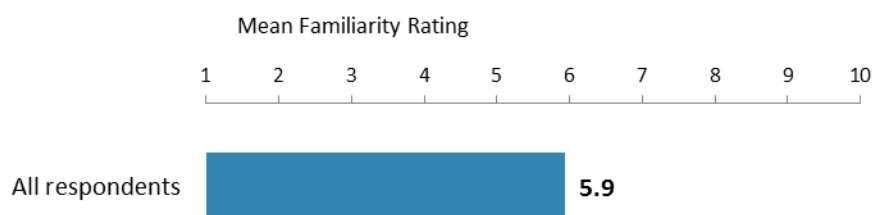


"If yes, what was your view on the two institutions working together in Swaziland?" (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- Respondents from local governments, the office of a minister/central government, and employees of ministries/PMUs/consultants on WBG-supported projects had the highest levels of familiarity with the WBG whereas respondents from CSOs and academia/research institutes/think tanks had significantly lower levels of familiarity.
- Respondents who collaborated with the WBG had significantly higher levels of familiarity with the WBG than respondents who did not collaborate.
- Respondents from the Hhohho region had significantly higher levels of familiarity with the WBG than respondents from other geographic locations in Swaziland.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the overall effectiveness of the WBG in Swaziland, and significantly, moderately correlated with their perceptions of the WBG's relevance to Swaziland's development, and the WBG's ability to help achieve development results in Swaziland.

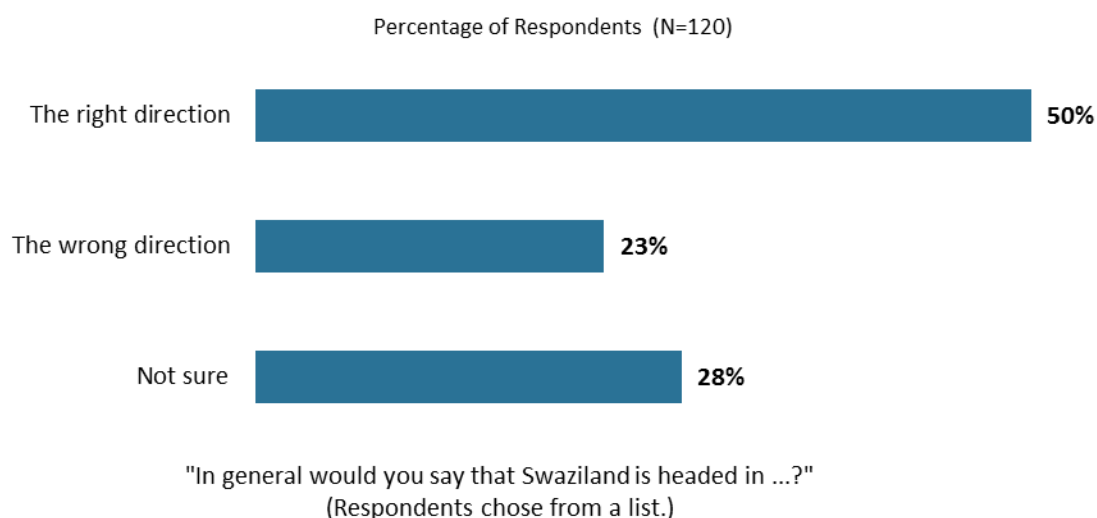


"How familiar are you with the work of the World Bank Group in Swaziland?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Swaziland

### Headed in the Right Direction

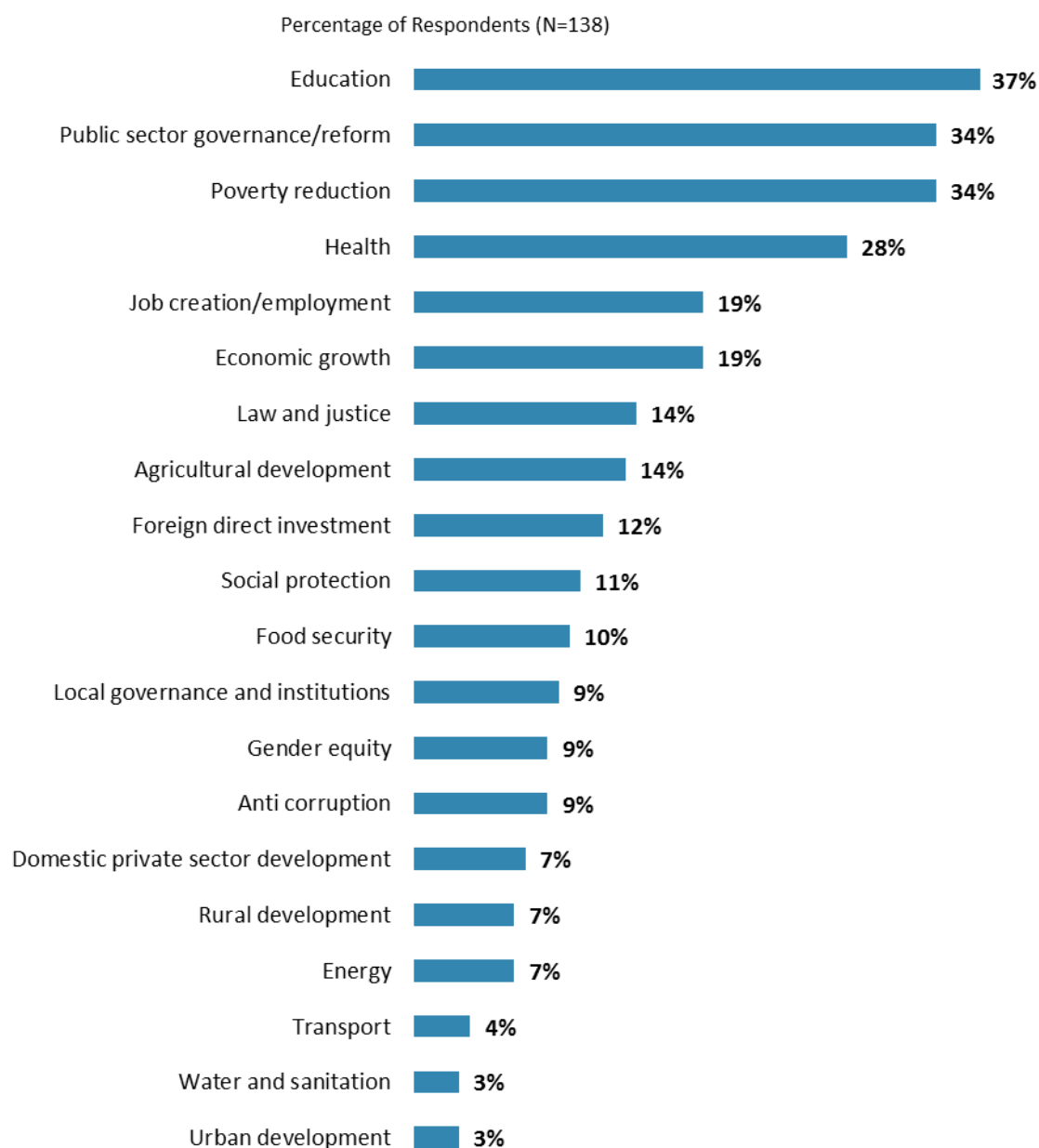
- While a majority of respondents across most stakeholder groups indicated that Swaziland is headed in the right direction, respondents from CSOs and academia/research institutes/think tanks indicated that Swaziland is headed in the wrong direction, and respondents from bilateral/multilateral agencies tended to indicate that they were not sure whether Swaziland is headed in the right or wrong direction.
- Respondents from the Hhohho region were significantly *more* likely to indicate that Swaziland is headed in the right direction than respondents from other geographic locations.



## IV. General Issues Facing Swaziland (continued)

### Development Priority

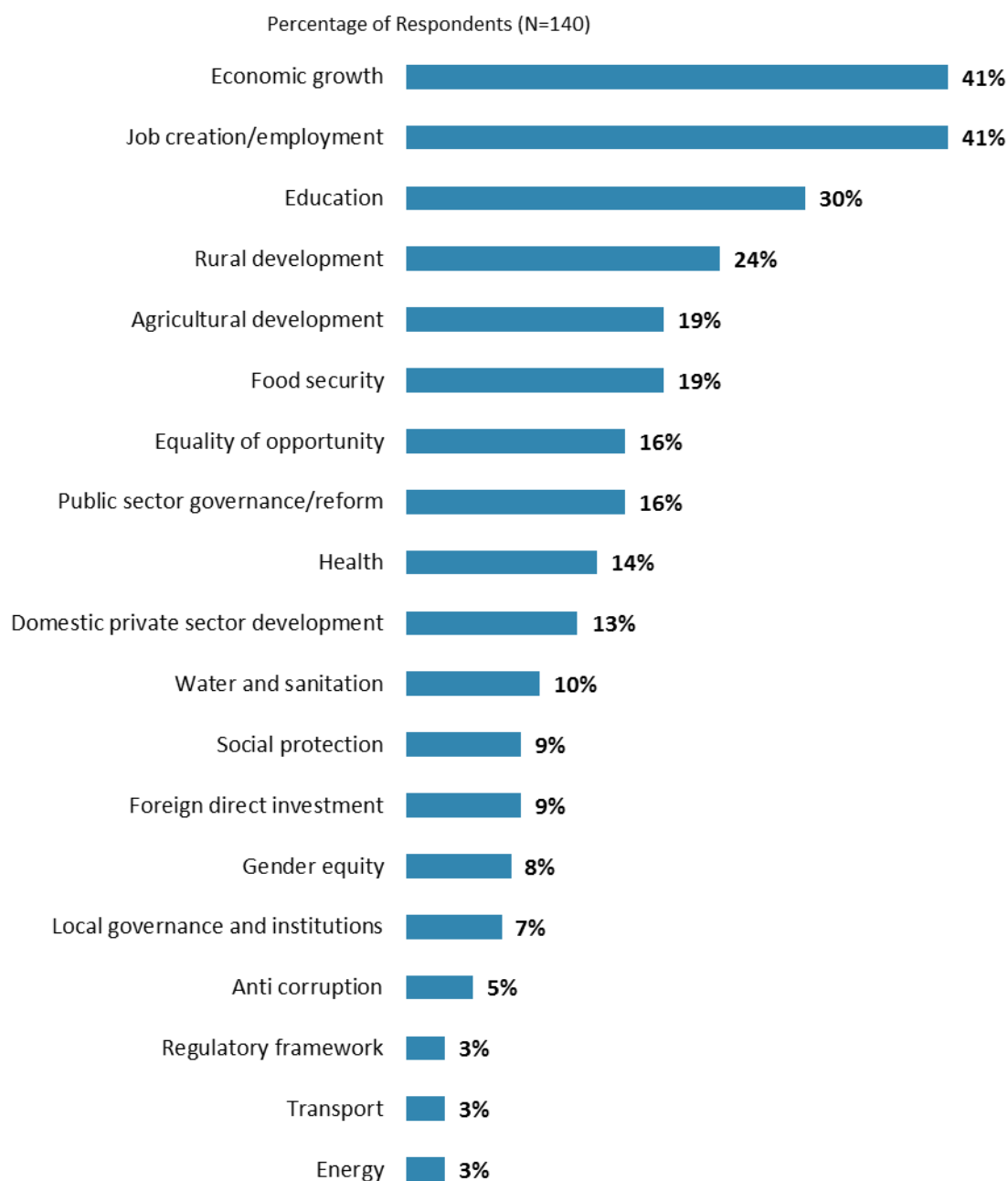
- Respondents from the health sector were significantly *more* likely to indicate that health was the most important development priority in Swaziland.



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

## IV. General Issues Facing Swaziland (continued)

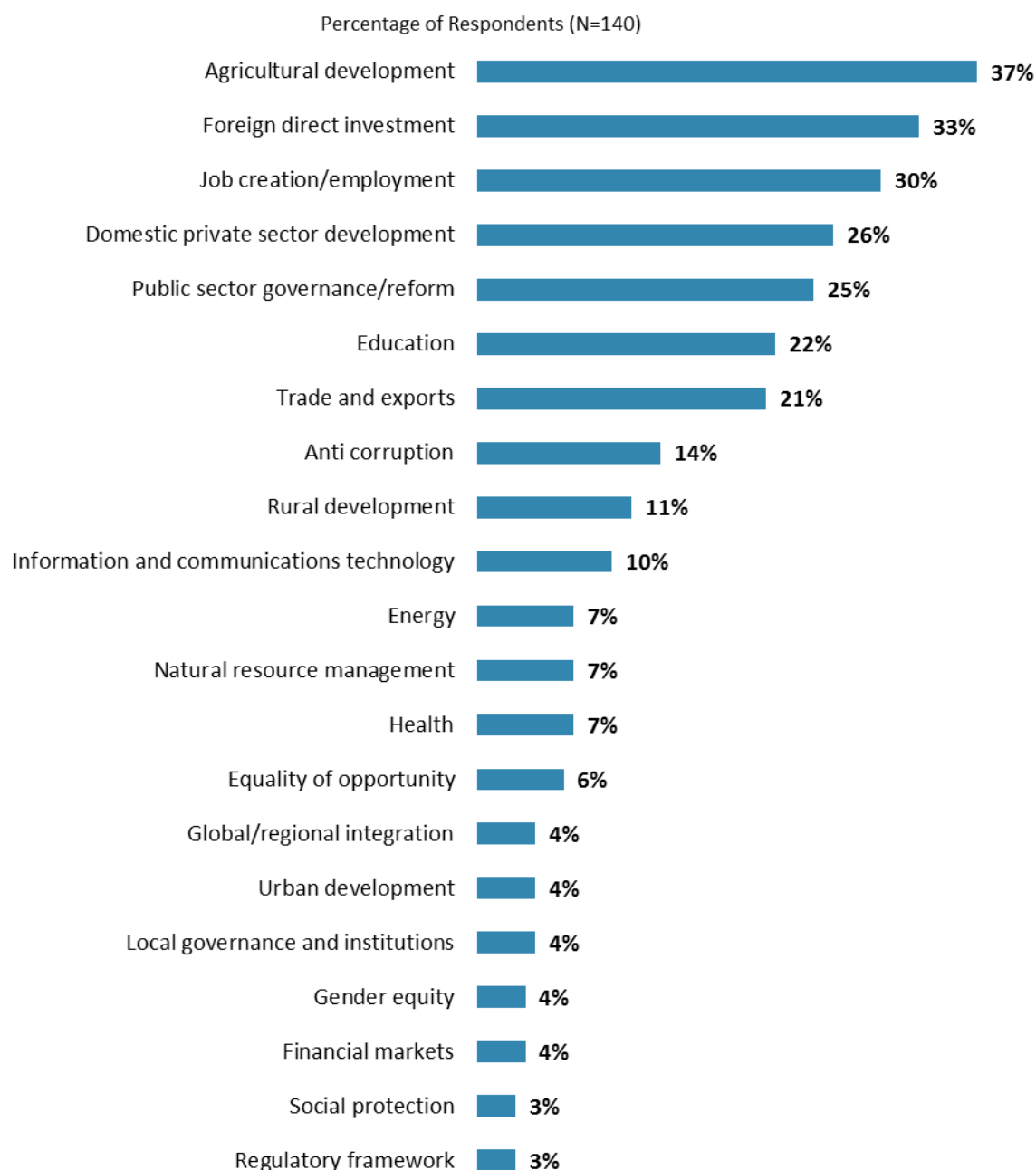
### Factors Contributing to Poverty Reduction



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Swaziland (continued)

### Factors Contributing to Economic Growth

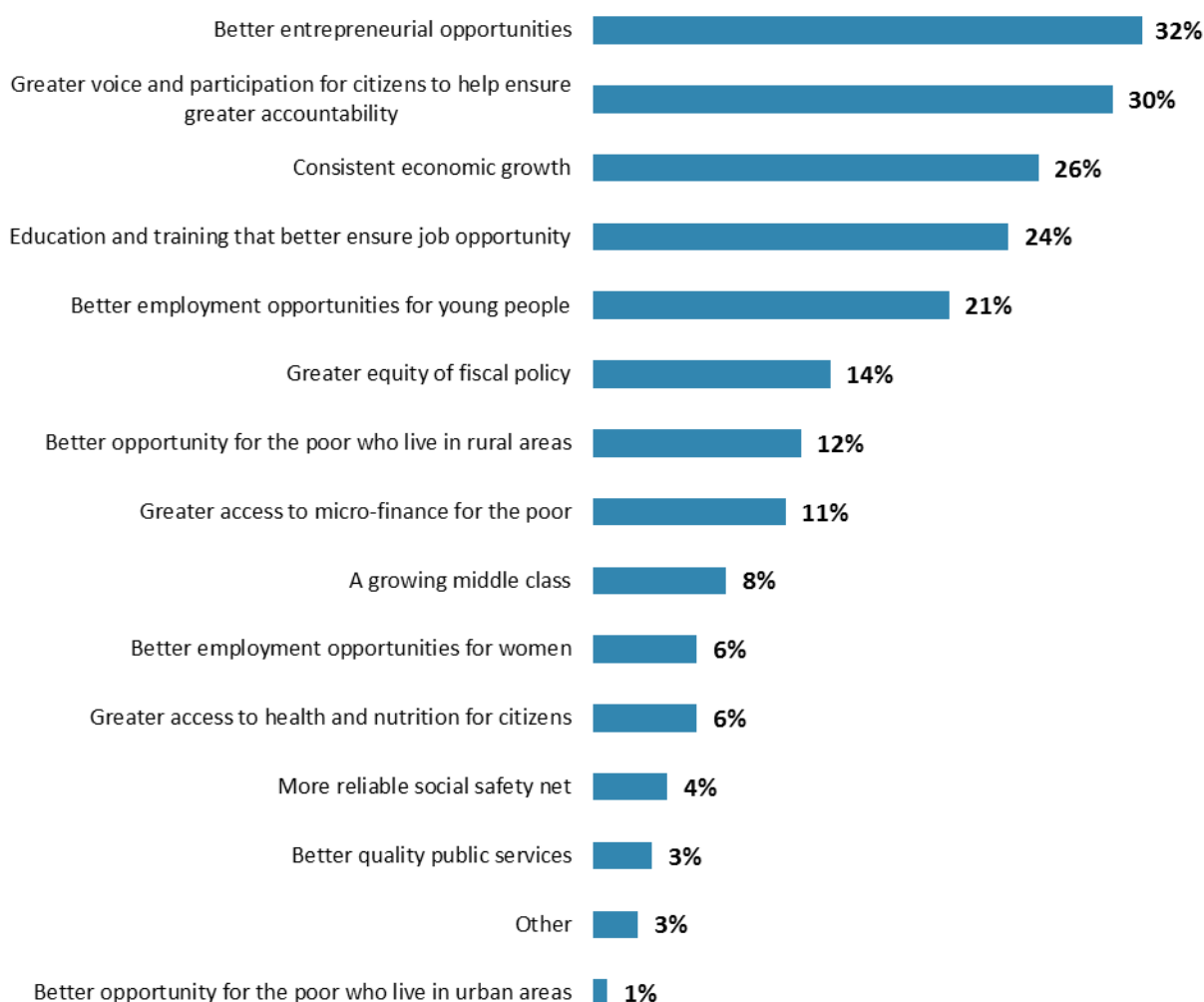


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Swaziland (continued)

### Achieving “Shared Prosperity”

Percentage of Respondents (N=117)



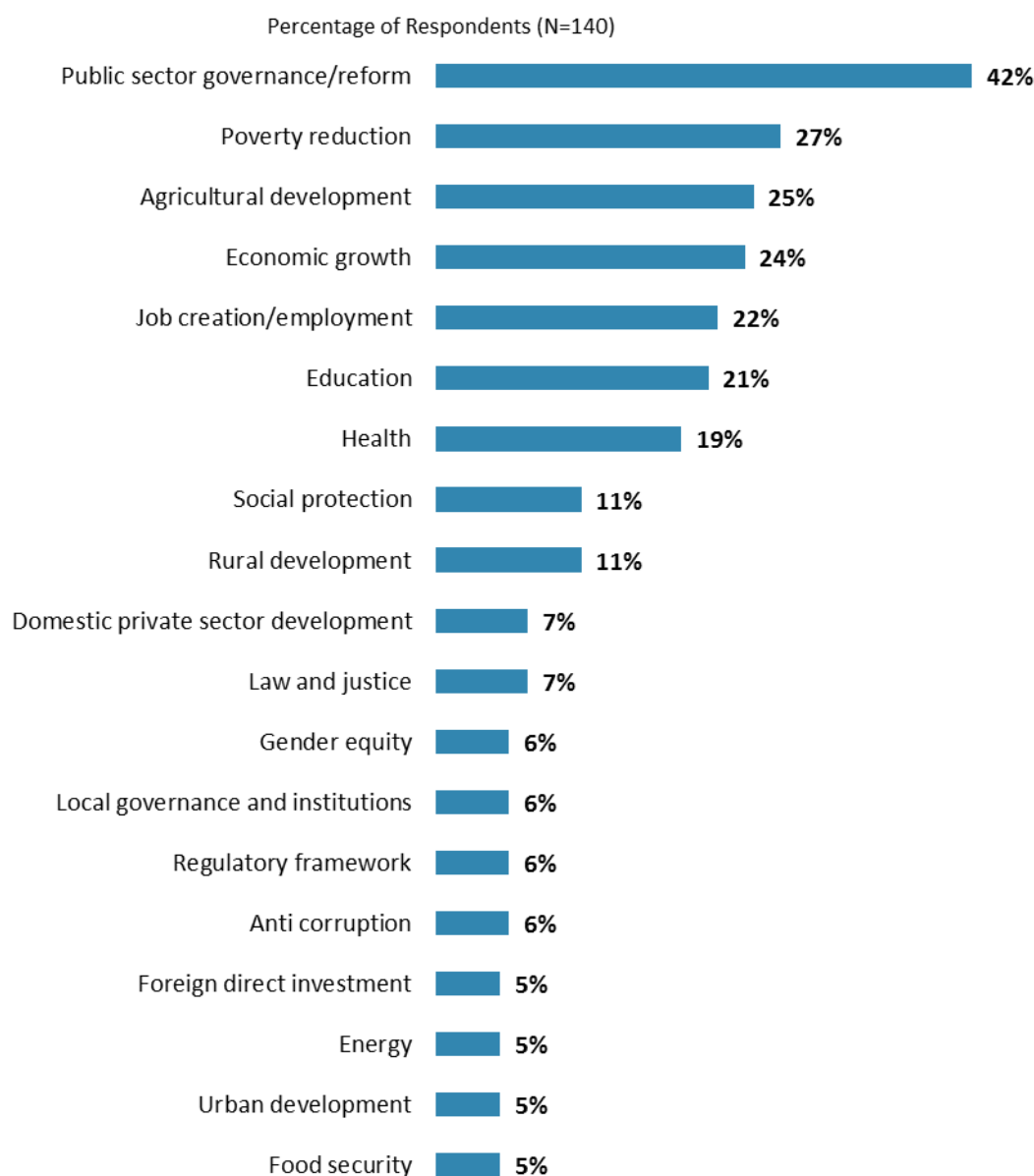
"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Swaziland? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Focusing World Bank Group Resources

- Respondents who collaborate with the WBG and those who do not collaborate with the WBG both indicated that the WBG should focus most of its resources on public sector governance/reform in Swaziland.
- Respondents from the health sector were significantly *more* likely to indicate that the WBG should focus on health compared to respondents from other sectors.



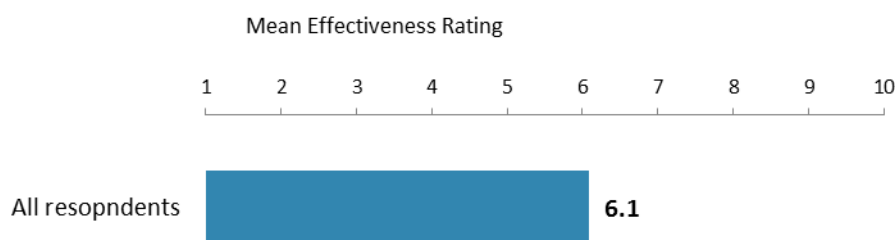
“When thinking about how the World Bank Group can have the most impact on development results in Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

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

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

### The World Bank Group’s Overall Effectiveness (*Indicator Question*)

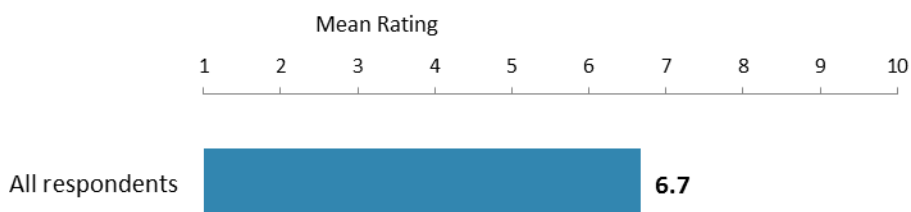
- Respondents from local governments and the media gave the highest ratings for the World Bank Group’s overall effectiveness in Swaziland, whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents who collaborated with the WBG gave significantly higher ratings for the WBG’s overall effectiveness than respondents who indicated that they did not collaborate with the WBG in Swaziland.



"Overall, please rate your impression of the World Bank Group’s effectiveness in Swaziland."  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the WBG’s work helps to achieve development results in Swaziland.
- Respondents who collaborated with the WBG gave significantly higher ratings than respondents who did not collaborate with the WBG.

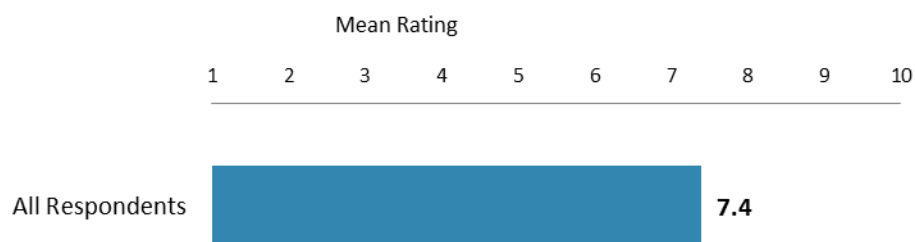


"To what extent does the World Bank Group’s work help to achieve development results in Swaziland?"  
(1 - "To no degree at all", 10 - "To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the WBG's staff is well prepared to help Swaziland solve its most complicated development challenges.
- Respondents who collaborated with the WBG gave significantly higher ratings for the WBG's staff preparedness than respondents who indicated that they did not collaborate with the WBG in Swaziland.

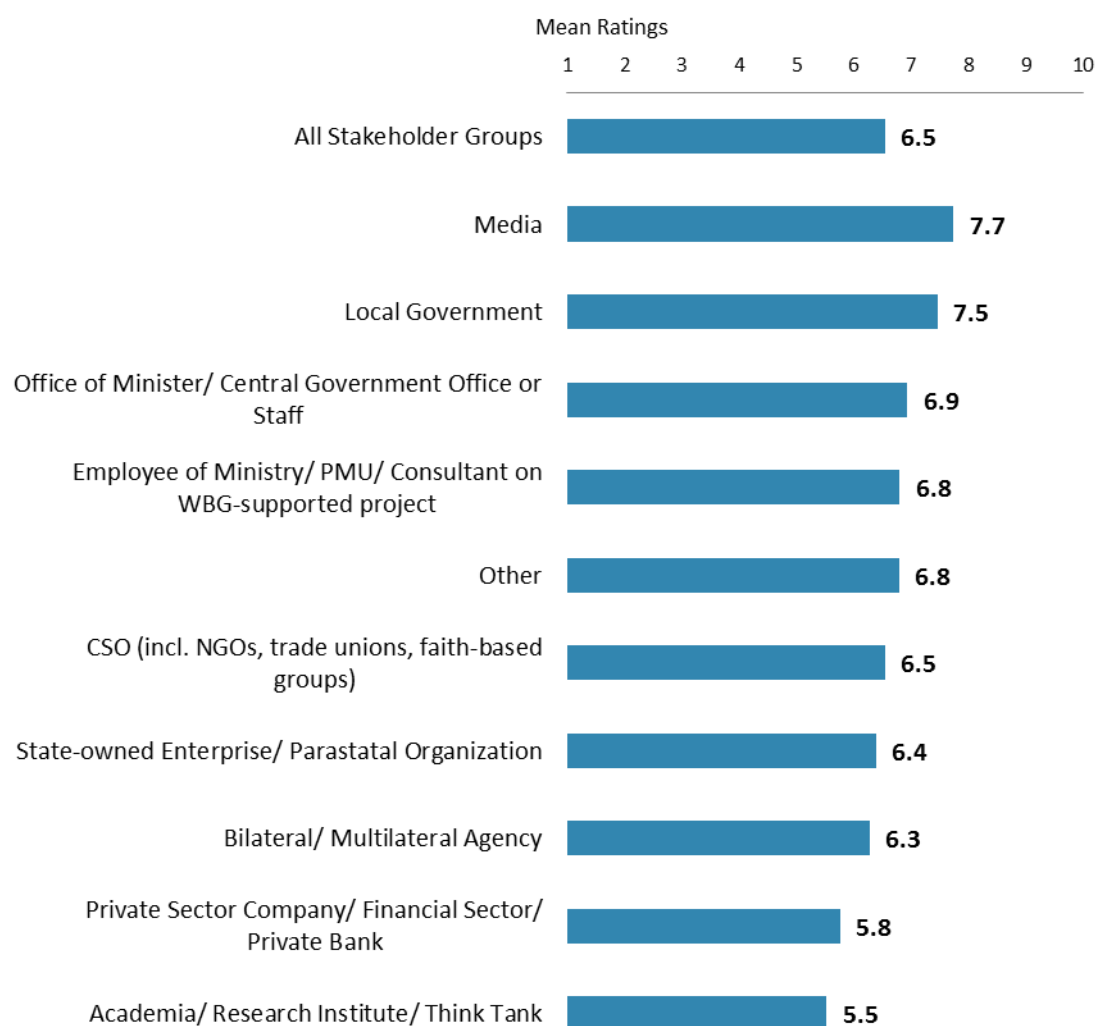


"To what extent do you believe the World Bank Group's staff is well prepared to help Swaziland solve its most complicated development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were no significant differences across stakeholder groups in their aggregated responses to twenty six indicator questions (responses to individual indicator questions across all stakeholder groups can be found in Appendix G, page 129).



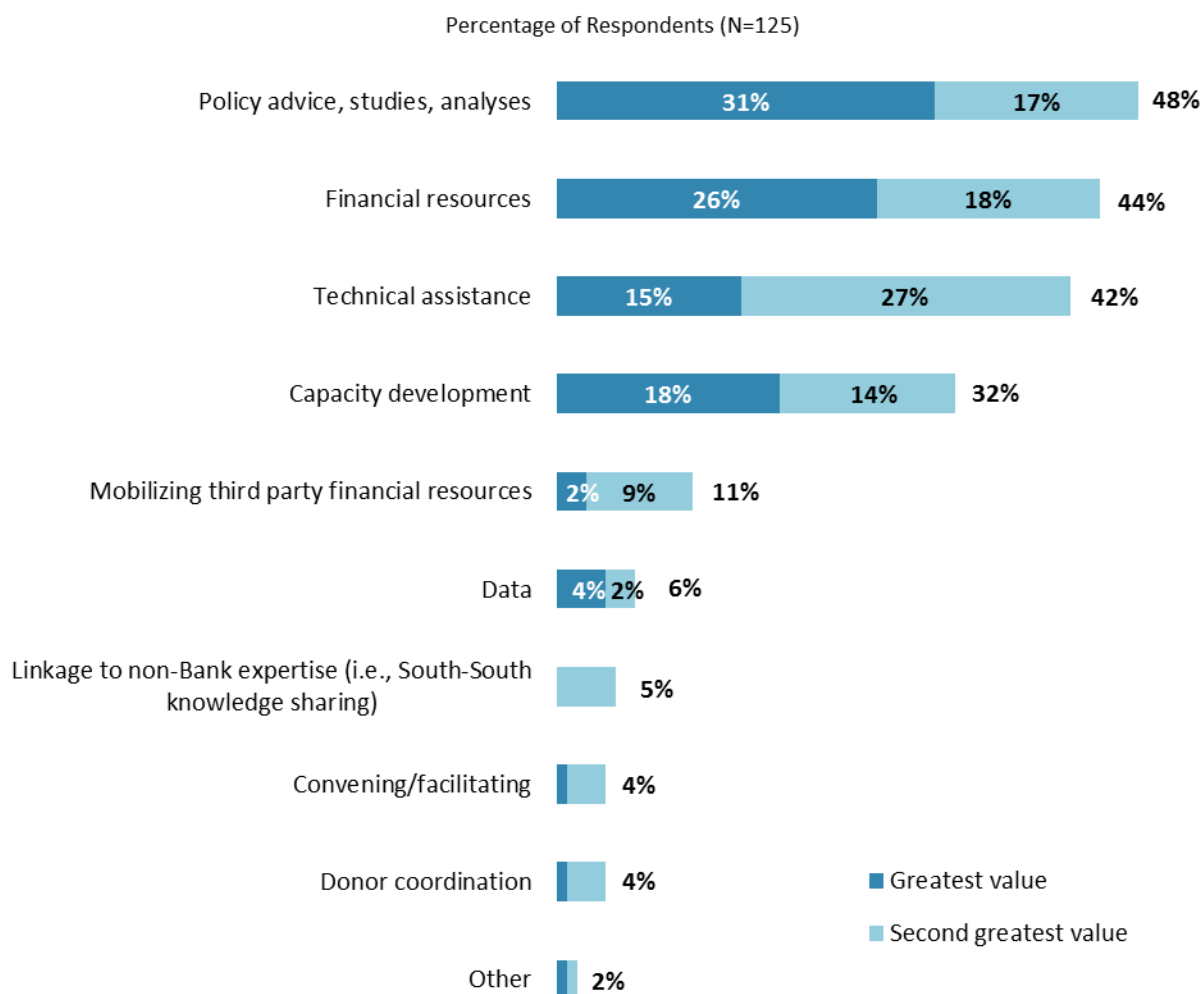
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty six indicator questions can be found in Appendices F and G.

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

### WBG Activities: Greatest Value

- Respondents who collaborate with the WBG were significantly *more* likely to indicate that the WBG's greatest value to Swaziland was its financial resources compared to respondents who do not collaborate with the WBG.

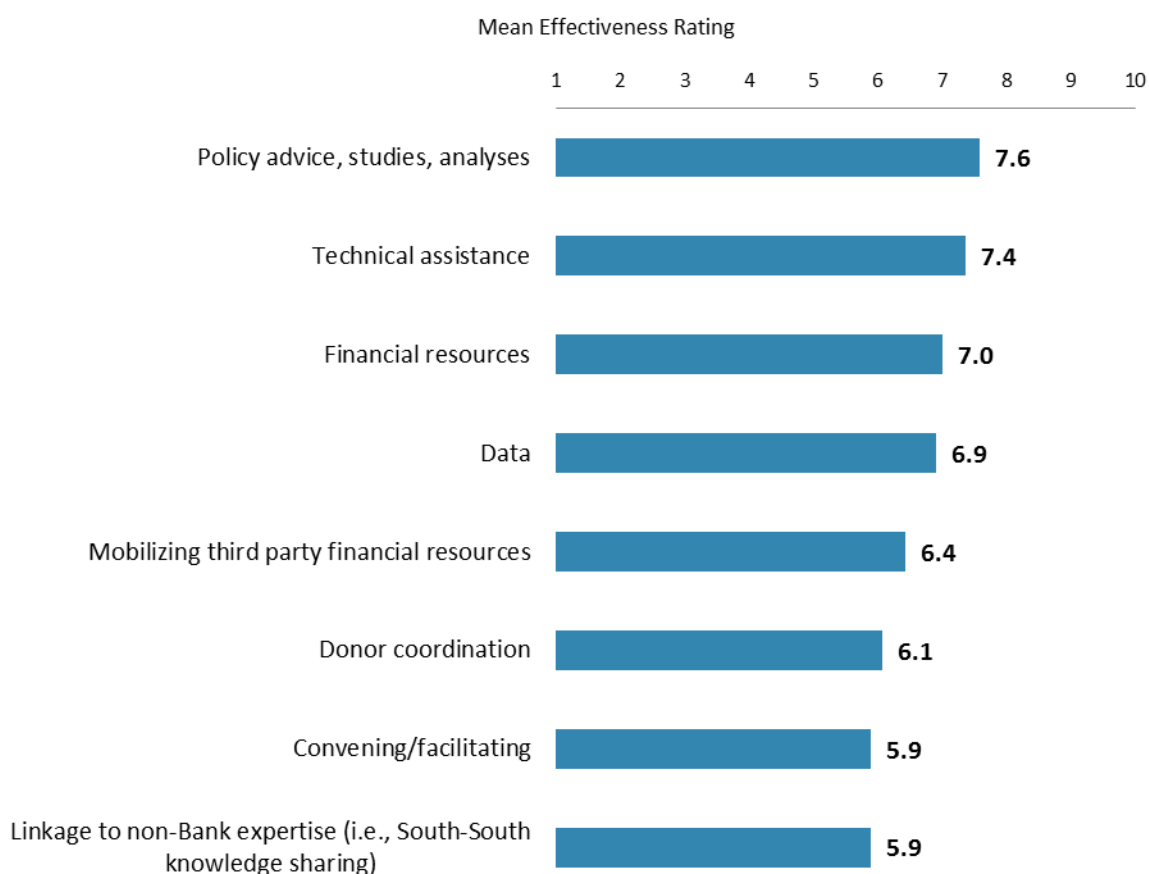


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?" (Respondents chose from a list.)

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

### WBG Activities: Effectiveness

- Respondents who professionally collaborate/work with the WBG gave significantly *higher* ratings for the effectiveness of the WBG's policy advice/studies/analyses, technical assistance, financial resources, and data than respondents who do not collaborate with the WBG.

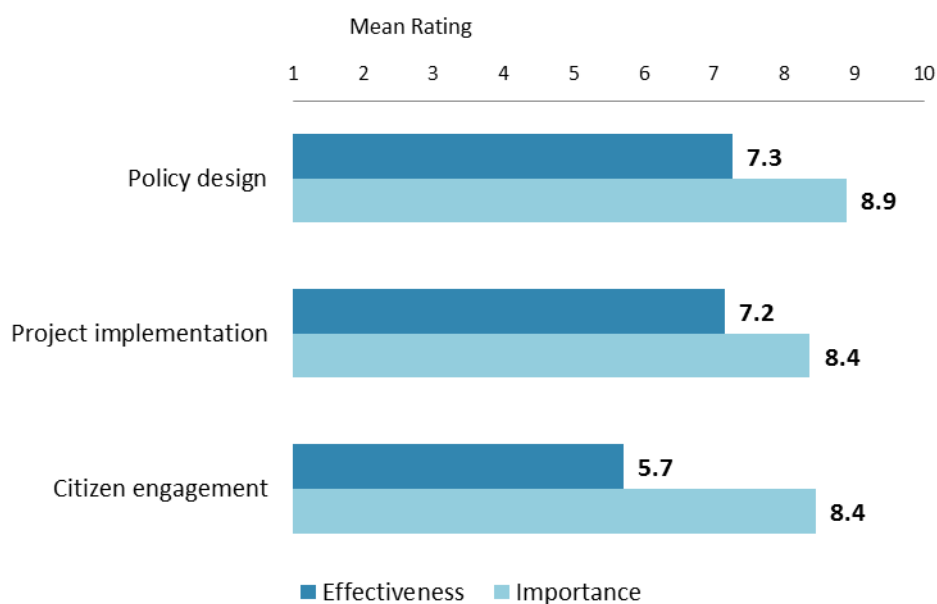


"How effectively do the World Bank Group's activities support Swaziland's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")

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

### WBG Activities: Capacity Building

- Respondents who professionally collaborate/work with the WBG gave significantly *higher* ratings for the effectiveness of the WBG's capacity building work in the area of citizen engagement in Swaziland than respondents who do not collaborate/work with the WBG.



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Swaziland?"

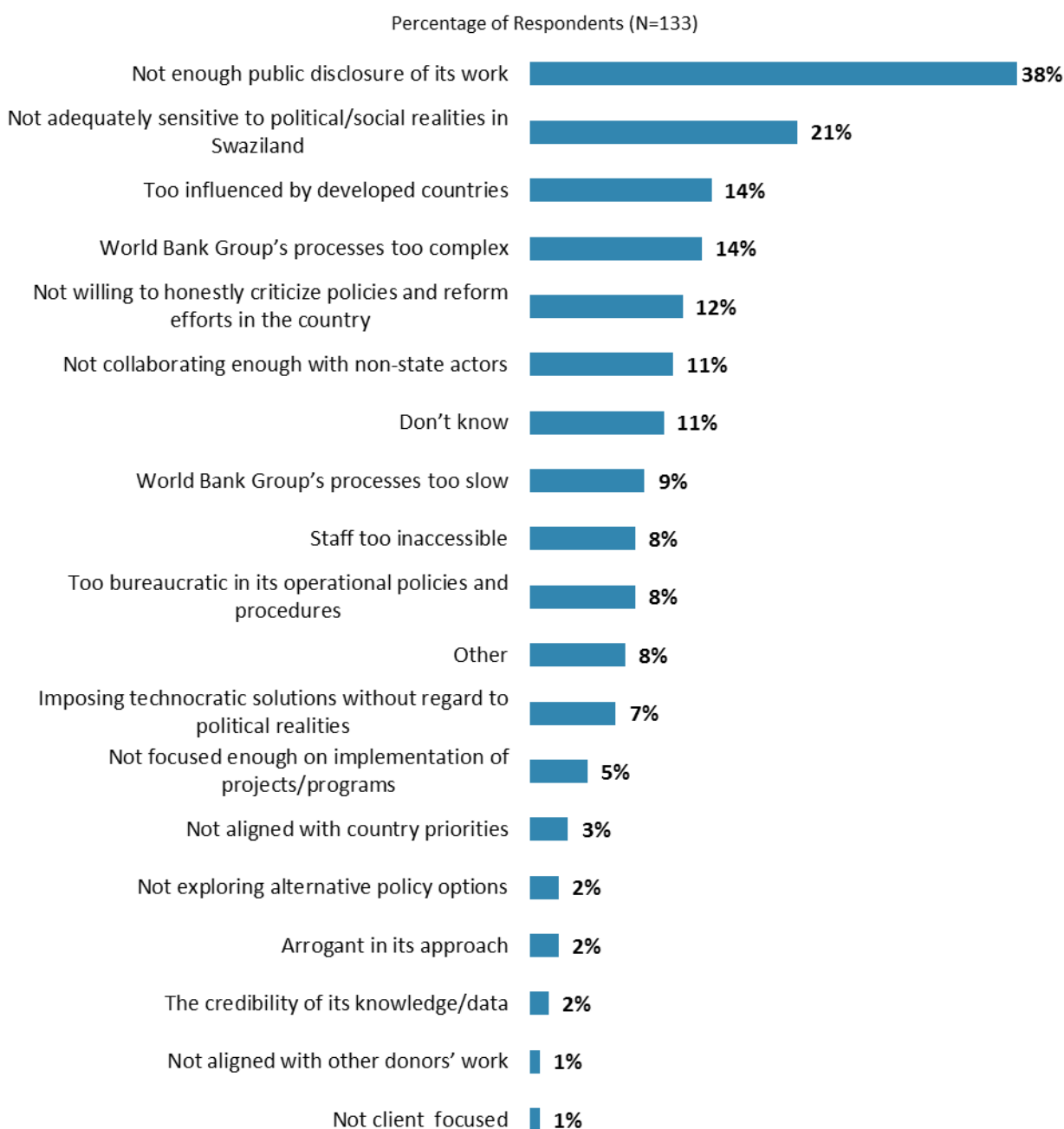
(1-"Not effective at all", 10-"Very effective")

"When thinking about how to improve capacity building in Swaziland to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"

(1-"Not important at all", 10-"Very important")

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

### Greatest Weakness



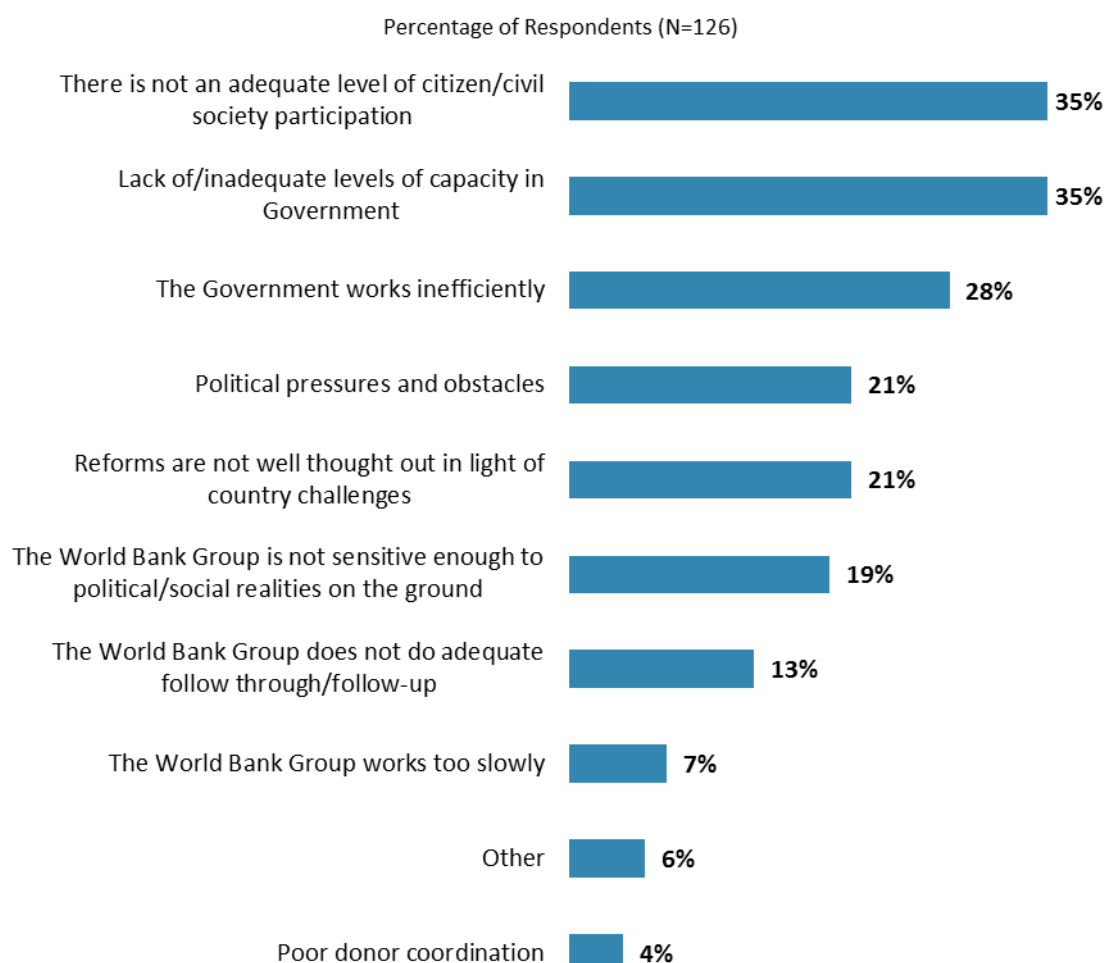
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Swaziland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Attributing Slow or Failed Reform Efforts

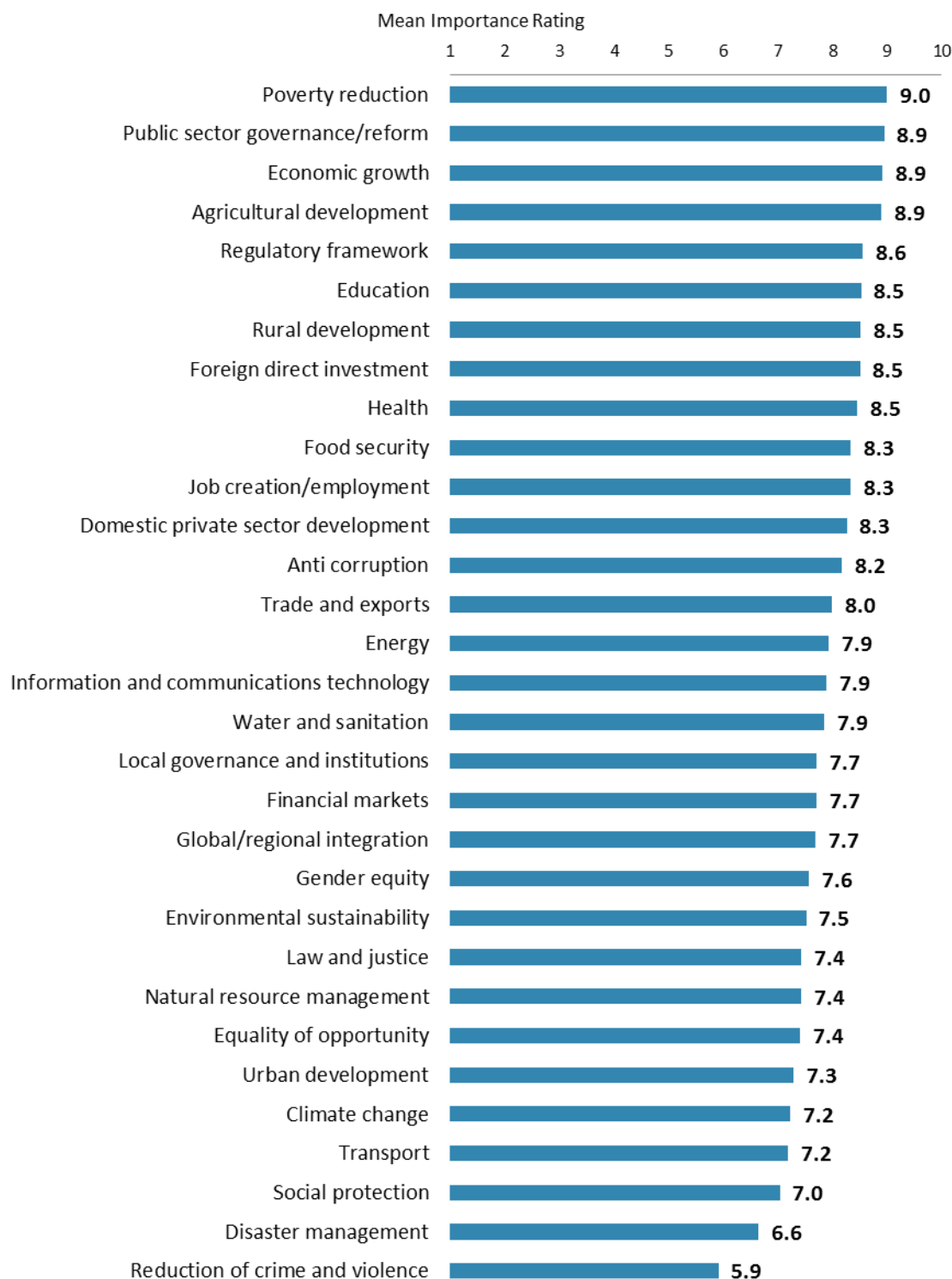
- Respondents from CSOs, the media, and academia/research institutes/think tanks were significantly *more* likely to attribute slow or failed reform efforts to inadequate level of citizen/civil society participation compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly *more* likely to attribute slow or failed reform efforts to the lack of/inadequate levels of capacity in Government than respondents who do not collaborate with the WBG.



"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## VI. Sectoral Importance and Effectiveness

### Sectoral Importance



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland?" (1-"Not important at all", 10-"Very important")

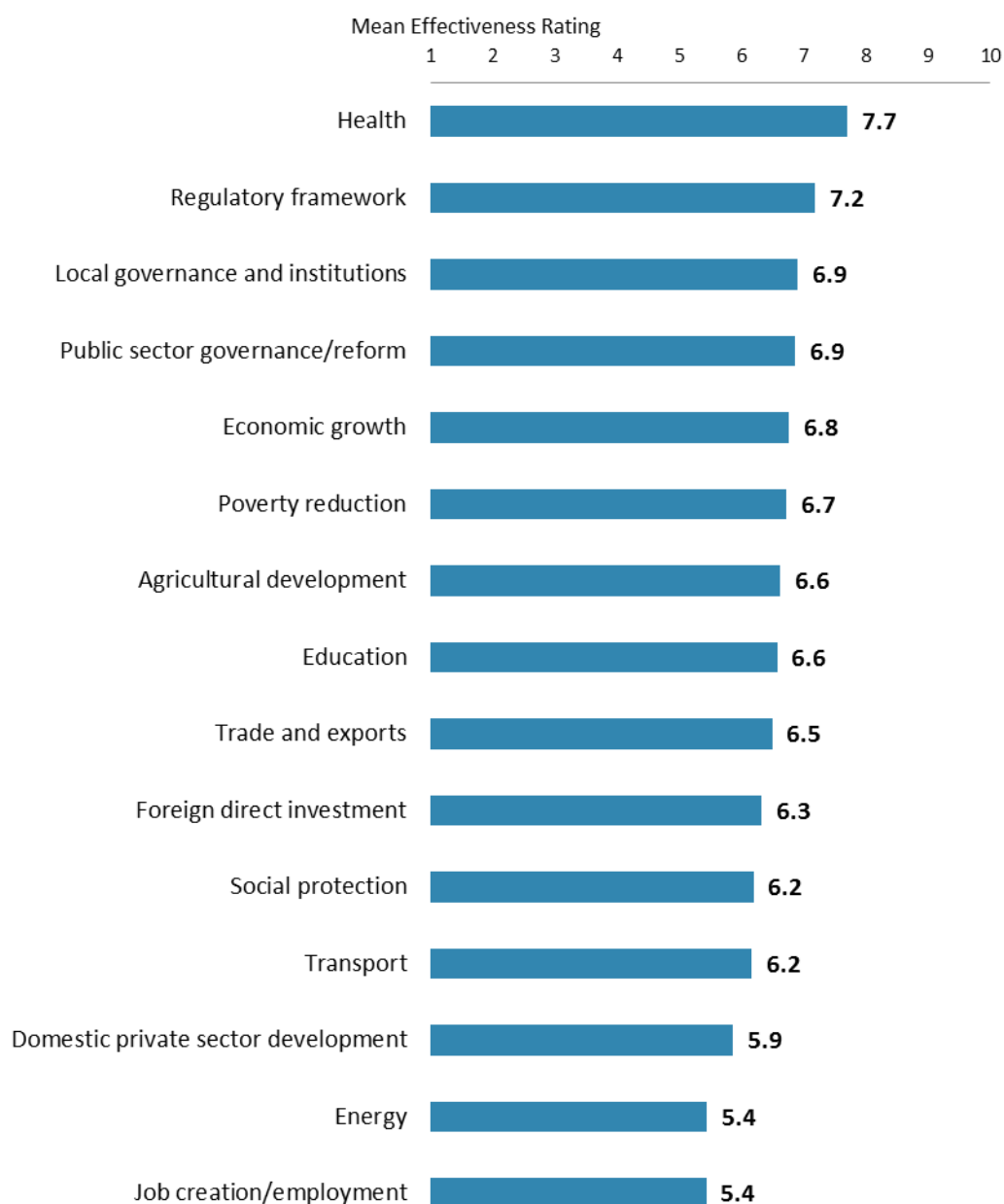
## VI. Sectoral Importance and Effectiveness (continued)

### Sectoral Importance (continued)

- There were statistically significant stakeholder group differences among seven of these thirty-one areas of development. Ratings across all areas by stakeholder groups can be found in Appendix B (see page 71). Those areas with significant stakeholder group differences were:
  - “Law and justice”;
  - “Environmental sustainability”;
  - “Water and sanitation”;
  - “Disaster management”;
  - “Financial markets”;
  - “Health”; and
  - “Global/regional integration”.
- Respondents from the health sector gave statistically similar importance ratings for “Health” compared to respondents from other sectors.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness



How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland? (1-"Not effective at all", 10-"Very effective")

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- There were statistically significant differences across stakeholder groups in their ratings of the WBG's effectiveness across four of these fifteen development areas in Swaziland. Ratings across all areas by stakeholder groups can be found in Appendix B (see page 71). Those areas with significant stakeholder differences were:
  - "Health";
  - "Local governance and institutions";
  - "Public sector governance/reform"; and
  - "Education".
- Respondents who collaborate with the WBG gave significantly *higher* effectiveness ratings for "Regulatory framework"; "Public sector governance/reform", "Education", and "Social protection" compared to respondents who do not collaborate with the WBG. Ratings across all areas by collaboration can be found in Appendix D (see page 107).
- Respondents from the health sector gave statistically similar effectiveness ratings for "Health" compared to respondents from other sectors. Ratings across all areas by sectors can be found in Appendix E (see page 122).
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 63) that primarily informed stakeholders responded to this question.

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Swaziland, bivariate correlational analyses were conducted using respondents' ratings of the fifteen specific areas of effectiveness.

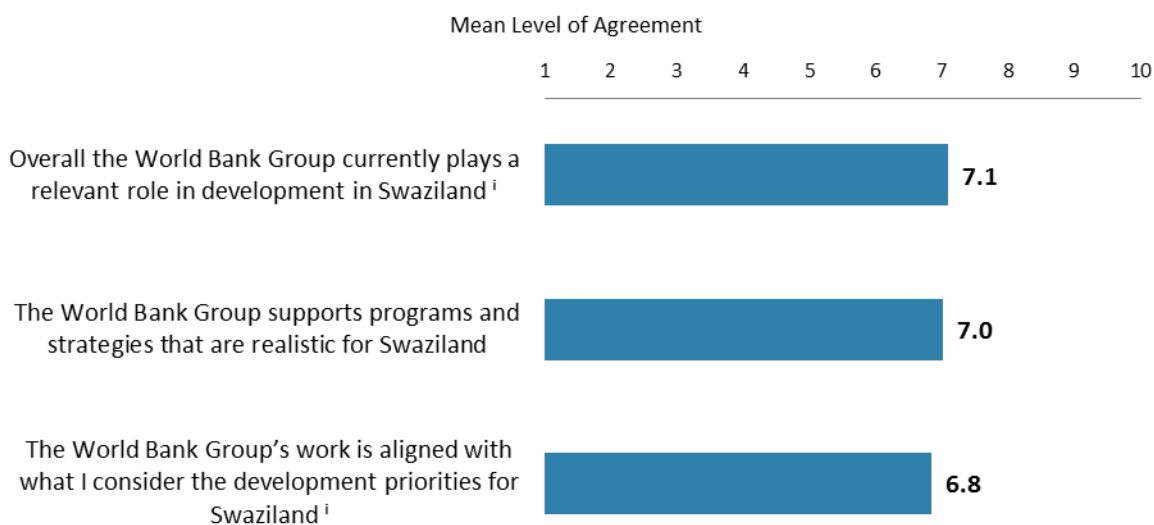
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Swaziland. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at energy; and
  - The WBG's effectiveness at job creation/employment.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Swaziland, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at economic growth; and
  - The WBG's effectiveness at energy.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Swaziland

- Respondents who collaborate with the WBG had significantly *higher* levels of agreement that the WBG's work is aligned with what they consider the development priorities for Swaziland compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups had statistically similar levels of agreement with these statements (including the indicator questions).



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

<sup>i</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar levels of agreement with the indicator questions.



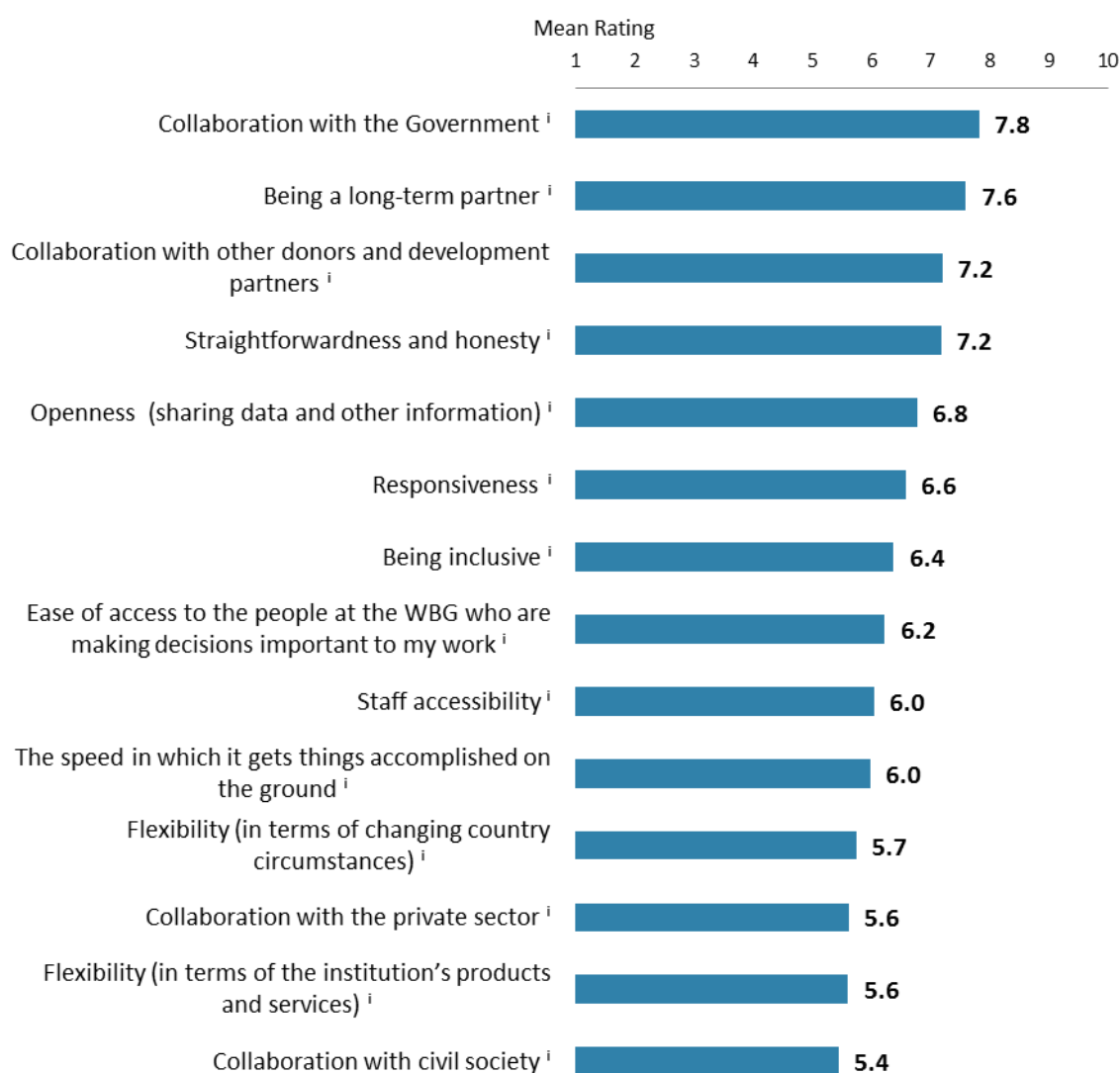
"To what extent do you agree/disagree with the following statements?" (1-"Strongly disagree", 10-"Strongly agree")  
<sup>i</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- There were significant stakeholder group differences in their ratings for four of these aspects of the WBG as an effective development partner: WBG's collaboration with the Government, its straightforwardness and honesty, ease of access to the people at the WBG who are making decisions important to stakeholders' work, and flexibility in terms of changing country circumstances (see Appendix B for details).



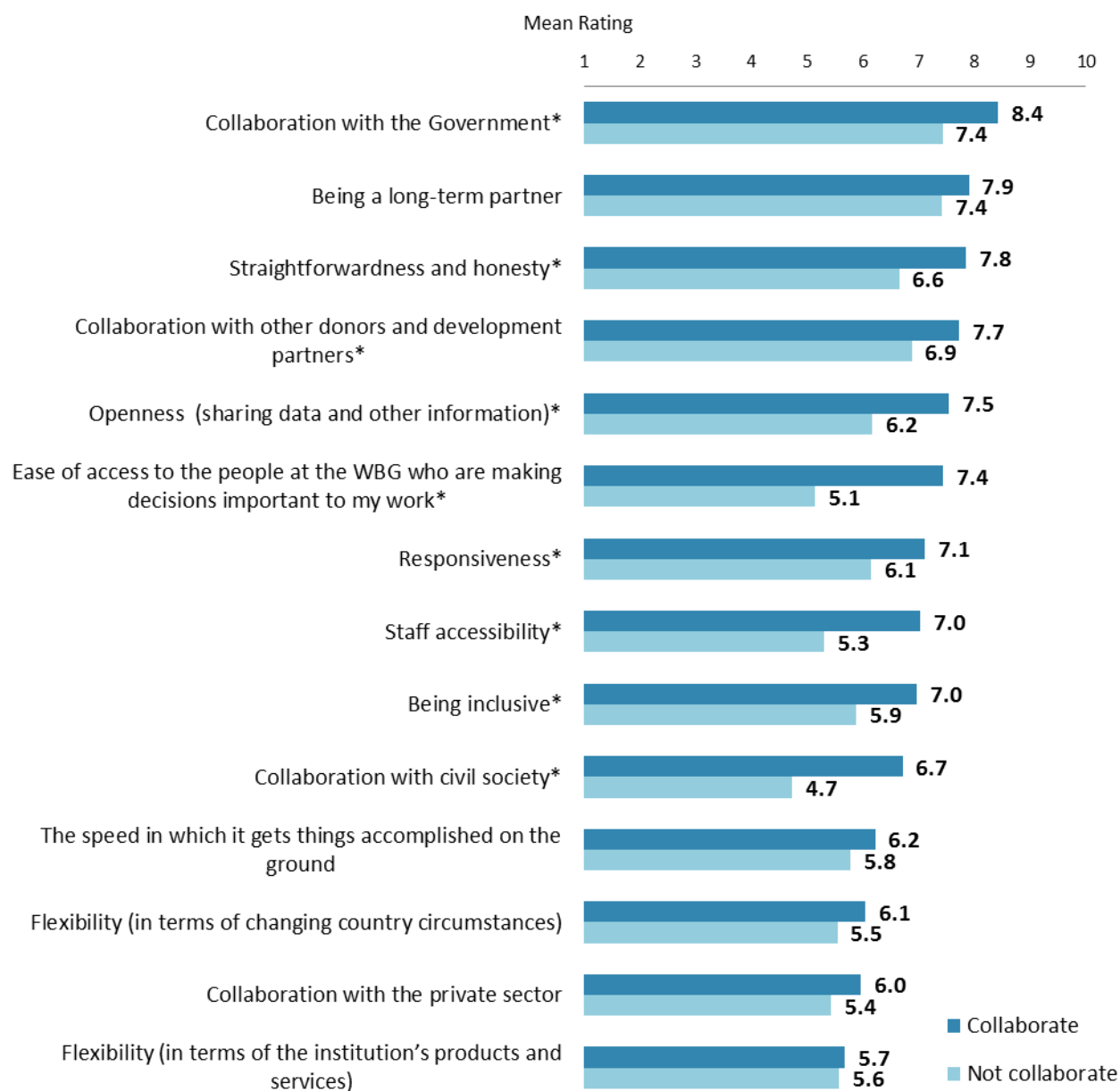
"To what extent is the World Bank Group an effective development partner in Swaziland, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>i</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner (continued)

- Respondents who professionally collaborate/work with the WBG had significantly *higher* ratings for a number of these aspects compared to respondents who do not collaborate with the WBG. Statistically significant differences are noted in the chart below.



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

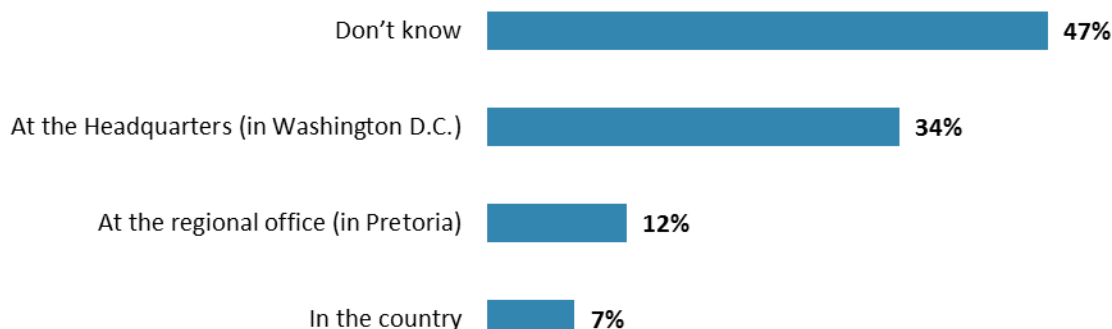
\*Significantly different between stakeholders who do and do not collaborate with the WBG professionally

## VII. How the World Bank Group Operates (continued)

### Making Decisions about the WBG Program in Swaziland

- Respondents who collaborate with the WBG were significantly *more* likely to indicate that the WBG's decisions that support the program in Swaziland are made primarily at the Headquarters compared to respondents who do not collaborate with the WBG.

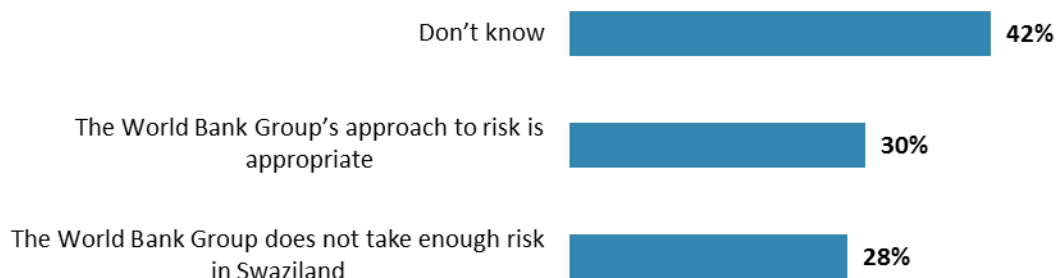
Percentage of Respondents (N=137)



"Where are the World Bank Group's decisions made primarily that support the program in Swaziland?"  
(Respondents chose from a list.)

### The World Bank Group's Approach to Risk in Swaziland

Percentage of Respondents (N=118)

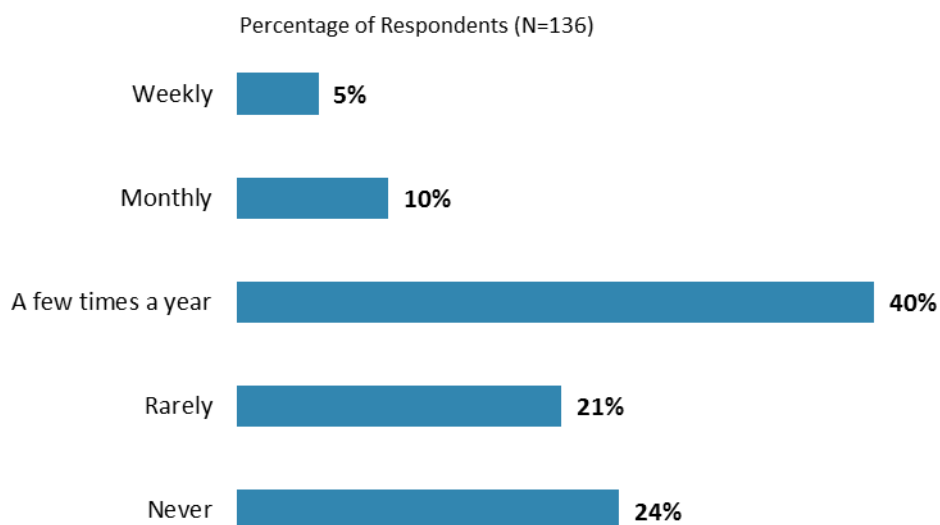


"Which of the following best describes the way the World Bank Group operates in Swaziland?"  
(Respondents chose from a list.)

## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting World Bank Group's Knowledge Work and Activities

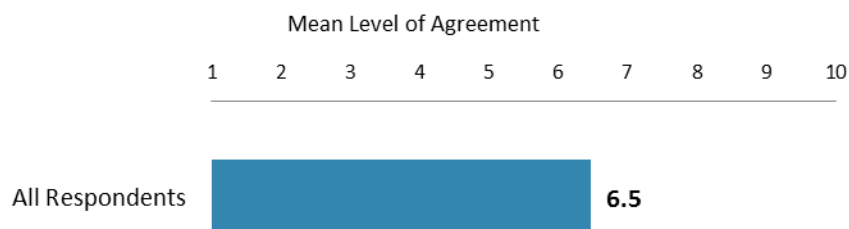
- Respondents who collaborate with the WBG were significantly *more* likely to indicate that they consulted WBG's knowledge work and activities on a weekly and monthly basis than respondents who do not collaborate with the WBG.



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

### Meeting Swaziland's Knowledge Needs (*Indicator Question*)

- Respondents who collaborate with the WBG had significantly *higher* levels of agreement that the WBG meets Swaziland's needs for knowledge services compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement.

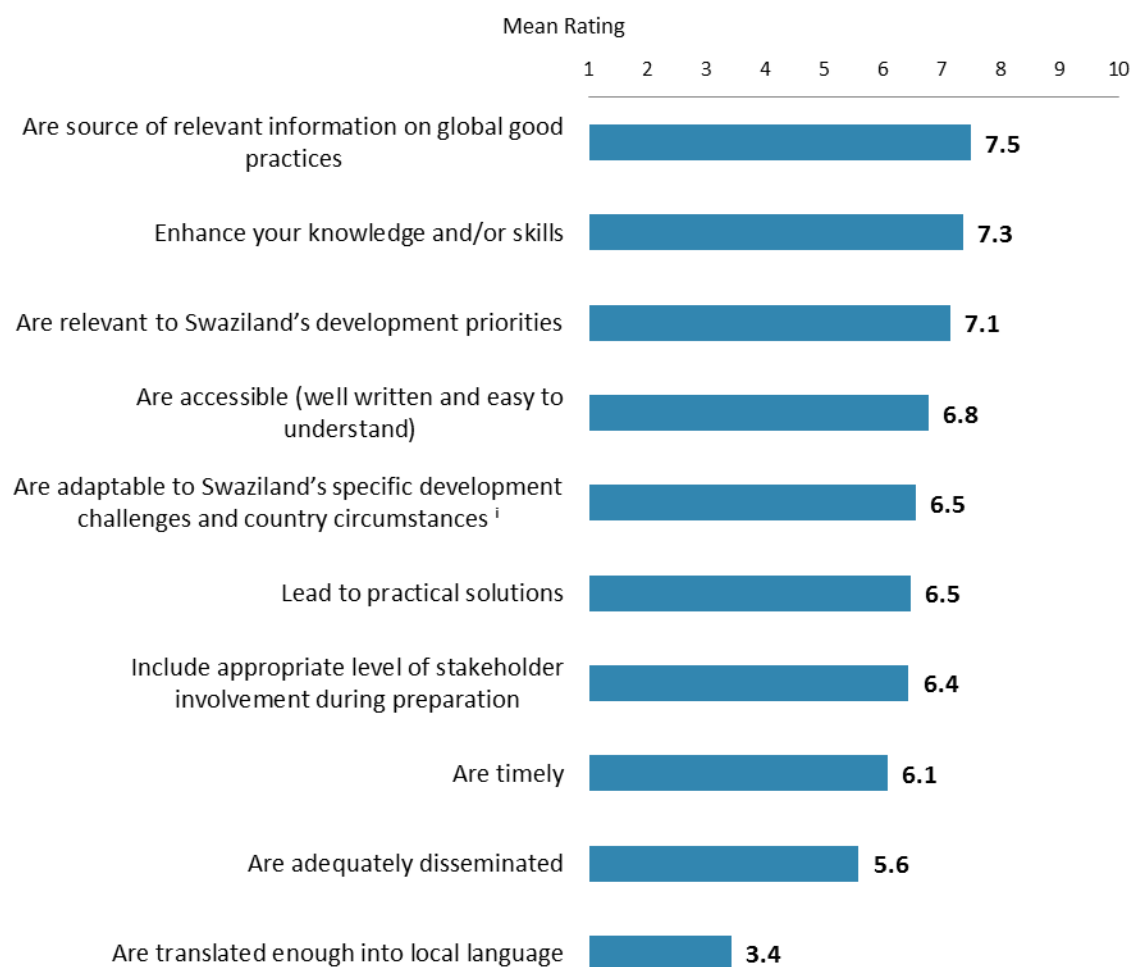


"The World Bank Group meets Swaziland's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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

### Qualities of the WBG's Knowledge Work and Activities

- Respondents who collaborate with the WBG gave significantly *higher* ratings for a number of these qualities of the WBG's knowledge (including the indicator question) than respondents who do not collaborate with the WBG (see Appendix D for details).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question.
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar (low) ratings for the WBG's knowledge being translated enough into local language.



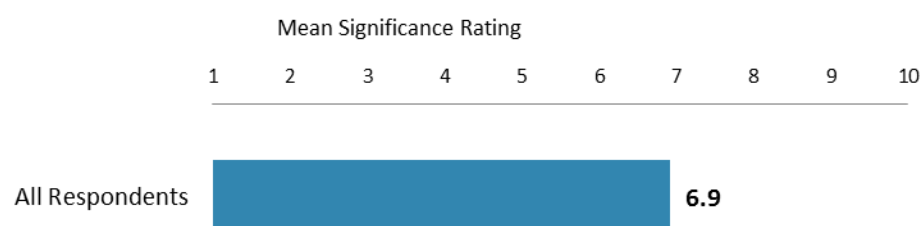
"In Swaziland, to what extent do you believe that the World Bank Group's knowledge work and activities:..." (1-"To no degree at all", 10-"To a very significant degree")

<sup>i</sup>Indicator Question

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

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

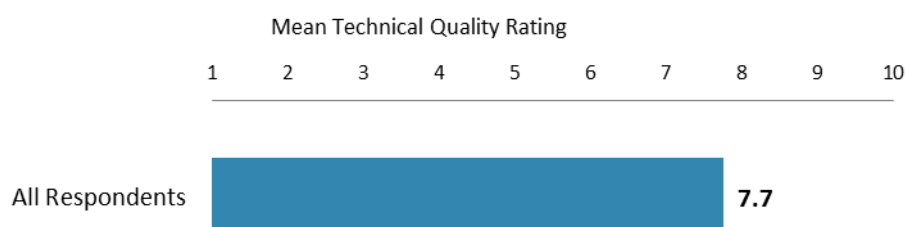
- Respondents who collaborate with the WBG gave significantly *higher* ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Swaziland compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings.



"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")

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

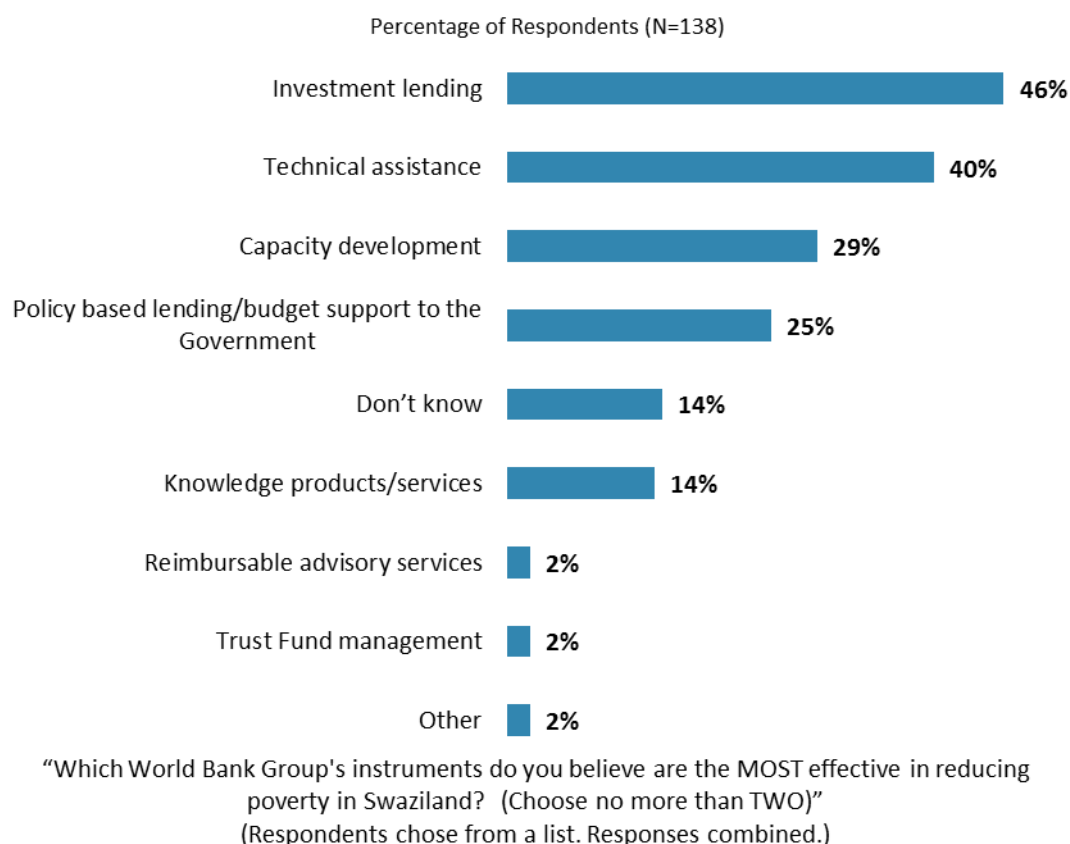
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.



"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")

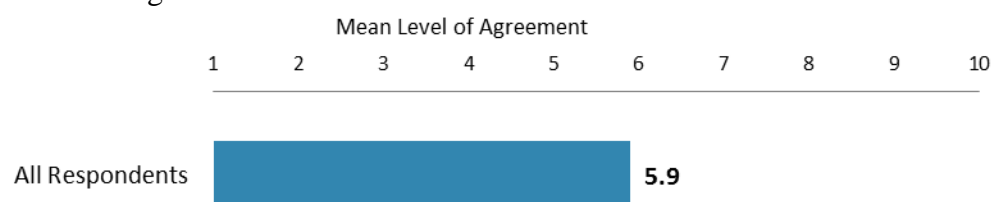
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty



### Meeting Swaziland's Needs for Financial Instruments (*Indicator Question*)

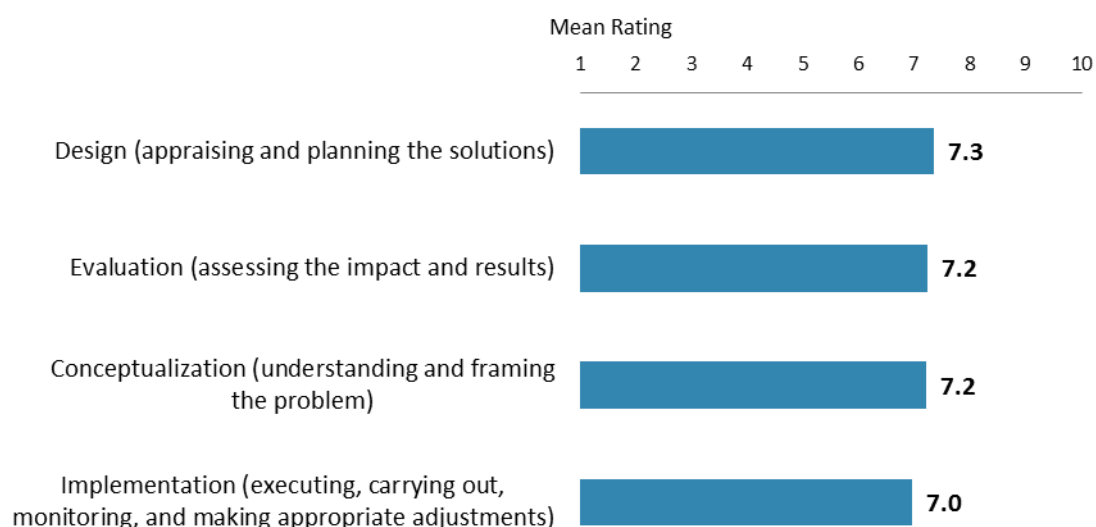
- Respondents who collaborate with the WBG had significantly *higher* levels of agreement that the WBG's financial instruments meet Swaziland's needs compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement.



"The World Bank Group's financial instruments (i.e., investment lending, trust funds, etc.) meet the needs of Swaziland" (1-"Strongly disagree", 10-"Strongly agree")

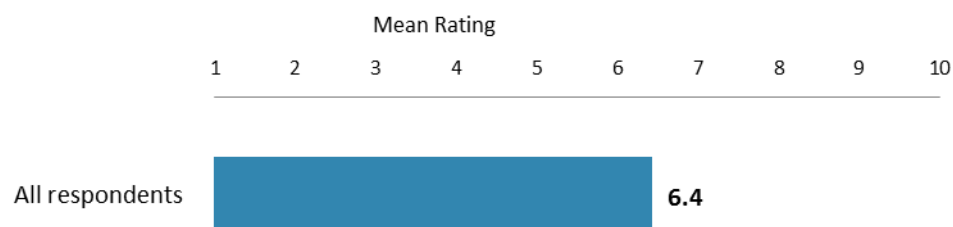
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Contribution of the WBG's Delivery Work



"To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Swaziland's development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

### The WBG's Internal Monitoring Mechanisms

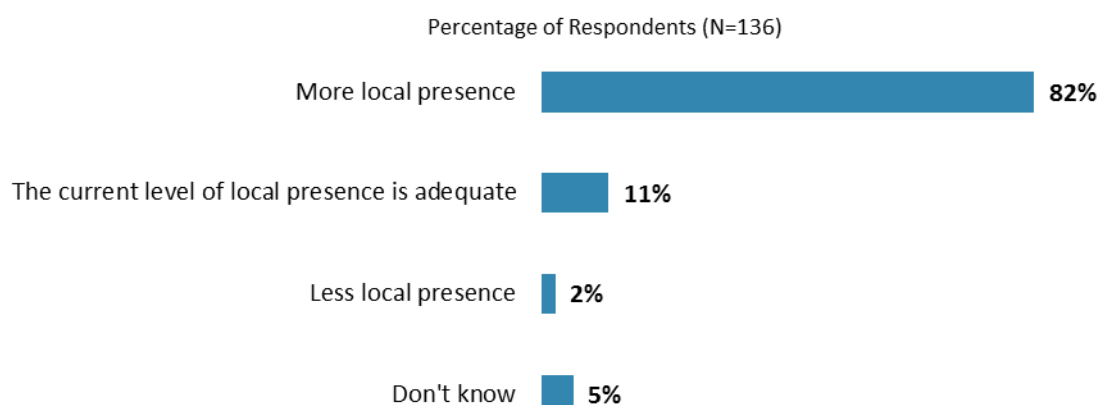


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Swaziland?" (1-"To no degree at all", 10-"To a very significant degree")



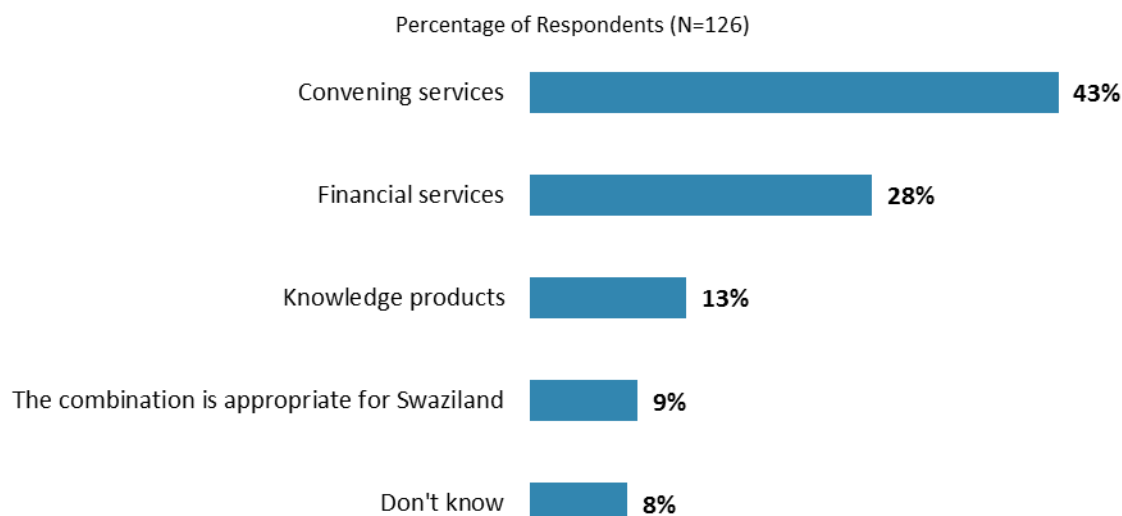
## IX. The Future Role of the World Bank Group in Swaziland

### World Bank Group's Presence in Swaziland



"To be a more effective development partner in Swaziland, do you believe that the World Bank Group should have... ?" (Respondents chose from a list.)

### World Bank Group's Services in Swaziland



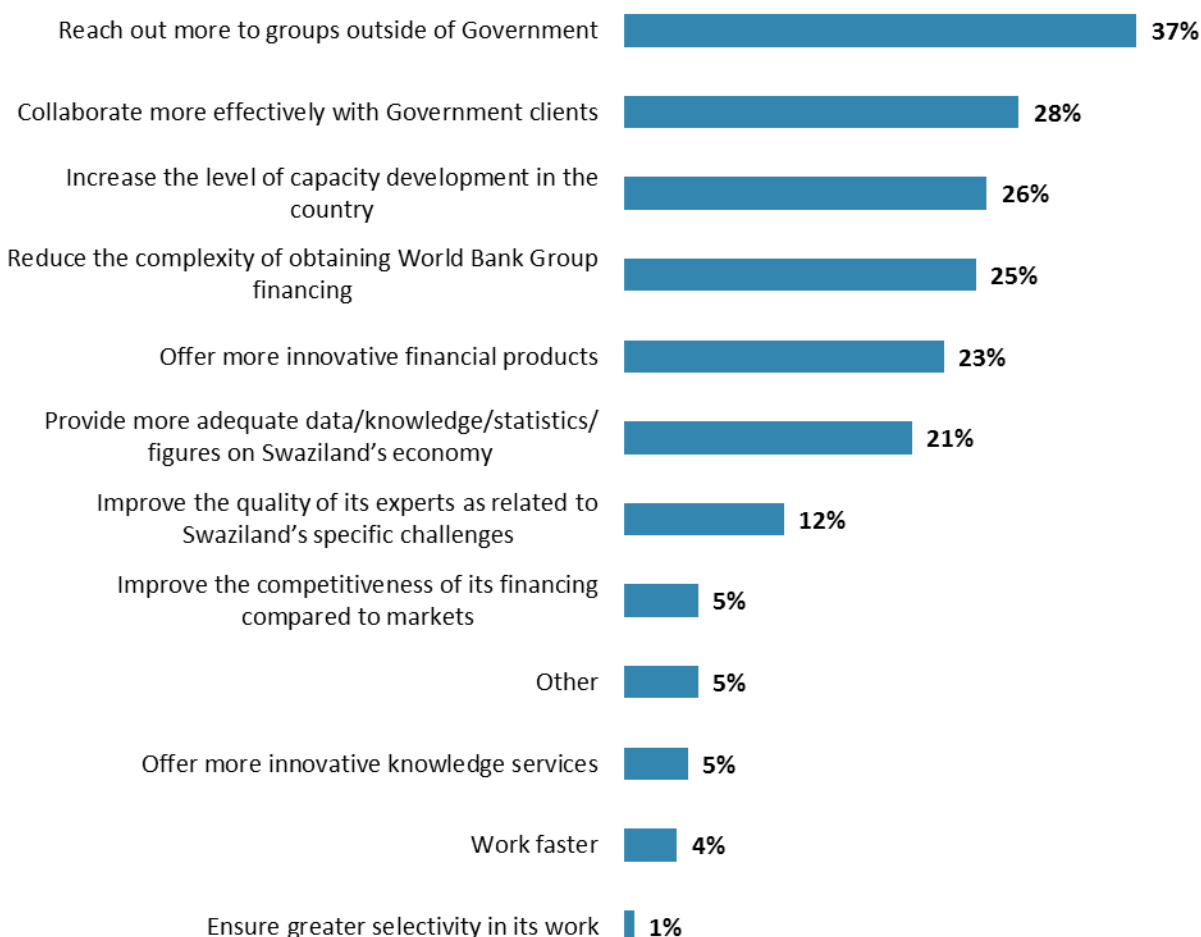
"When considering the combination of services that the World Bank Group offers in Swaziland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Swaziland?" (Respondents chose from a list.)

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

### Making the World Bank Group of Greater Value

- Respondents from CSOs, academia/research institutes/think tanks, and the private sector/financial sector/private banks were significantly *more* likely to indicate that the WBG should reach out more to groups outside of the Government in order to make itself of greater value in Swaziland compared to respondents from other stakeholder groups.

Percentage of Respondents (N=130)

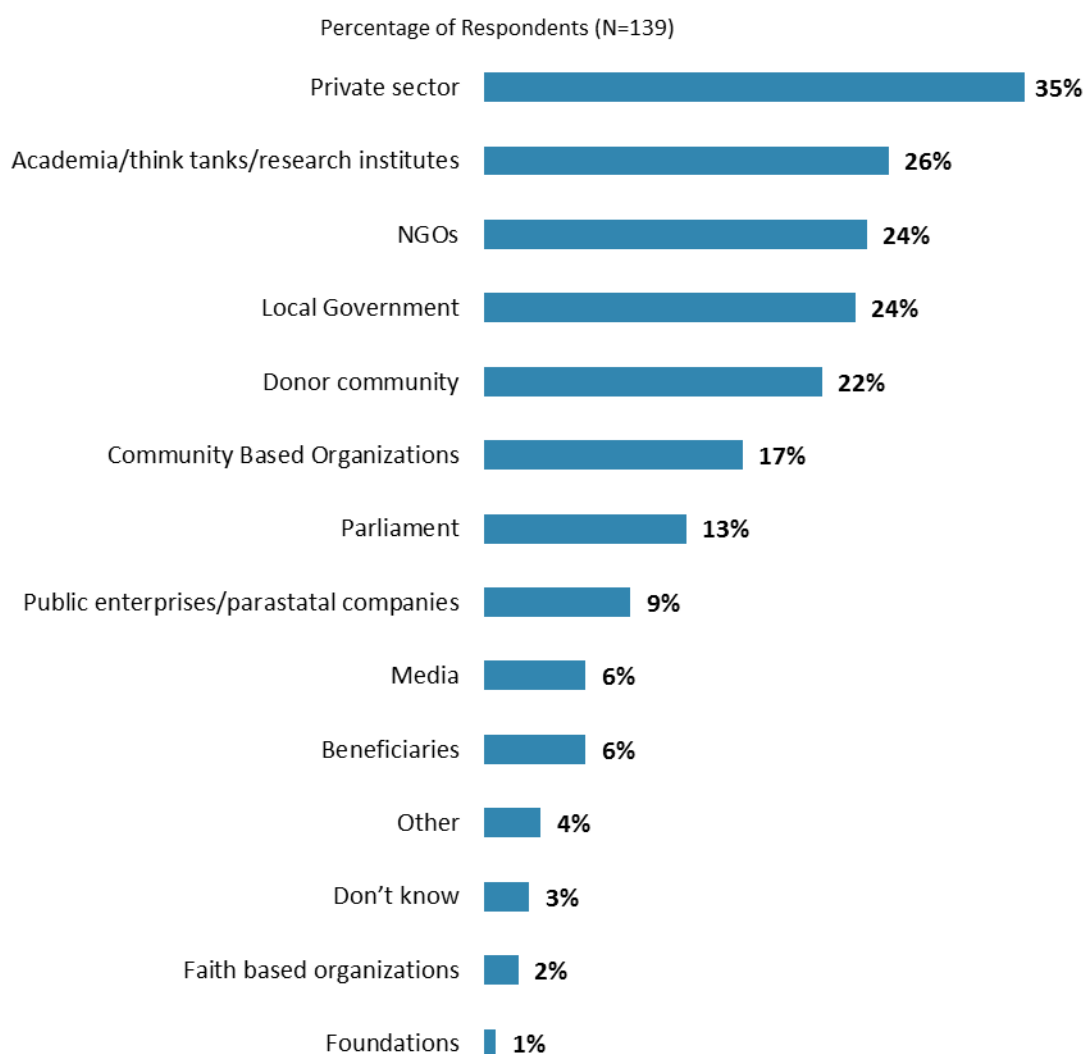


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Swaziland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

### Collaborating with Stakeholders in Swaziland

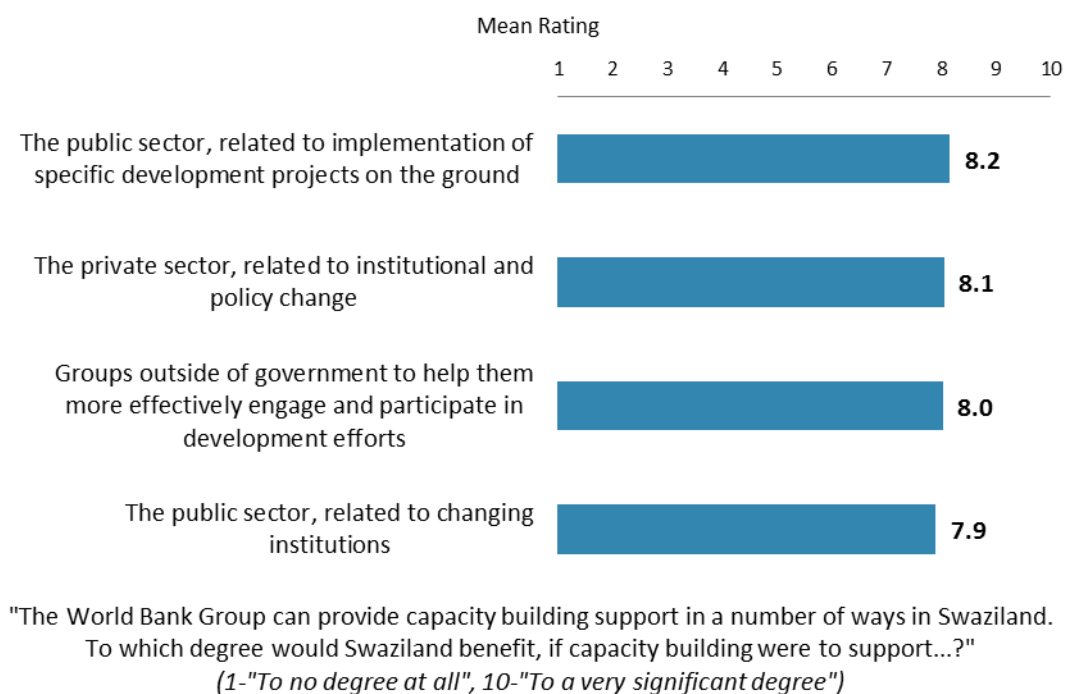
- Respondents who collaborate with the WBG were significantly *more* likely to indicate that the WBG should work more closely with local governments to ensure better development results in Swaziland than respondents who do not collaborate with the WBG.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

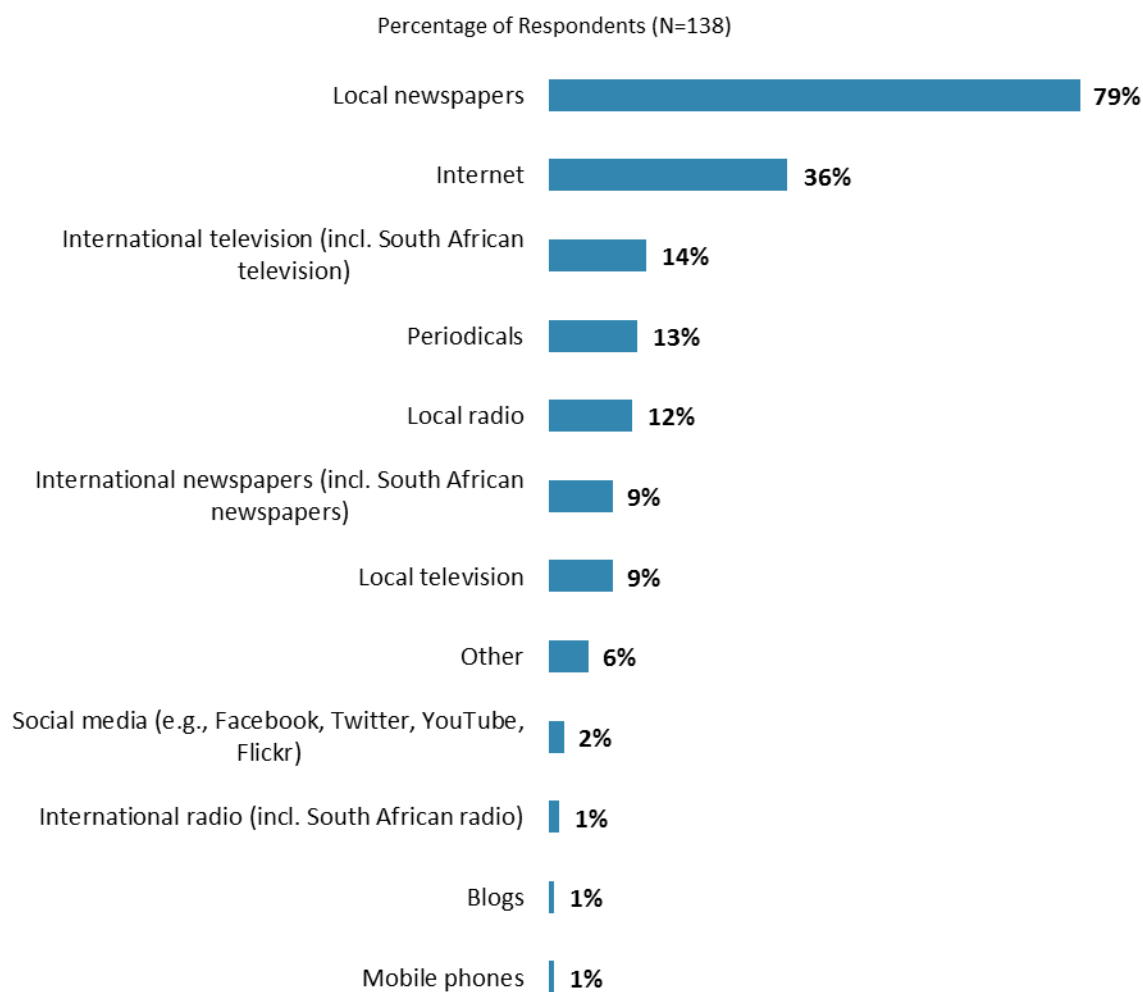
## IX. The Future Role of the WBG in Swaziland (continued)

### Capacity Building Support



## X. Communication and Openness

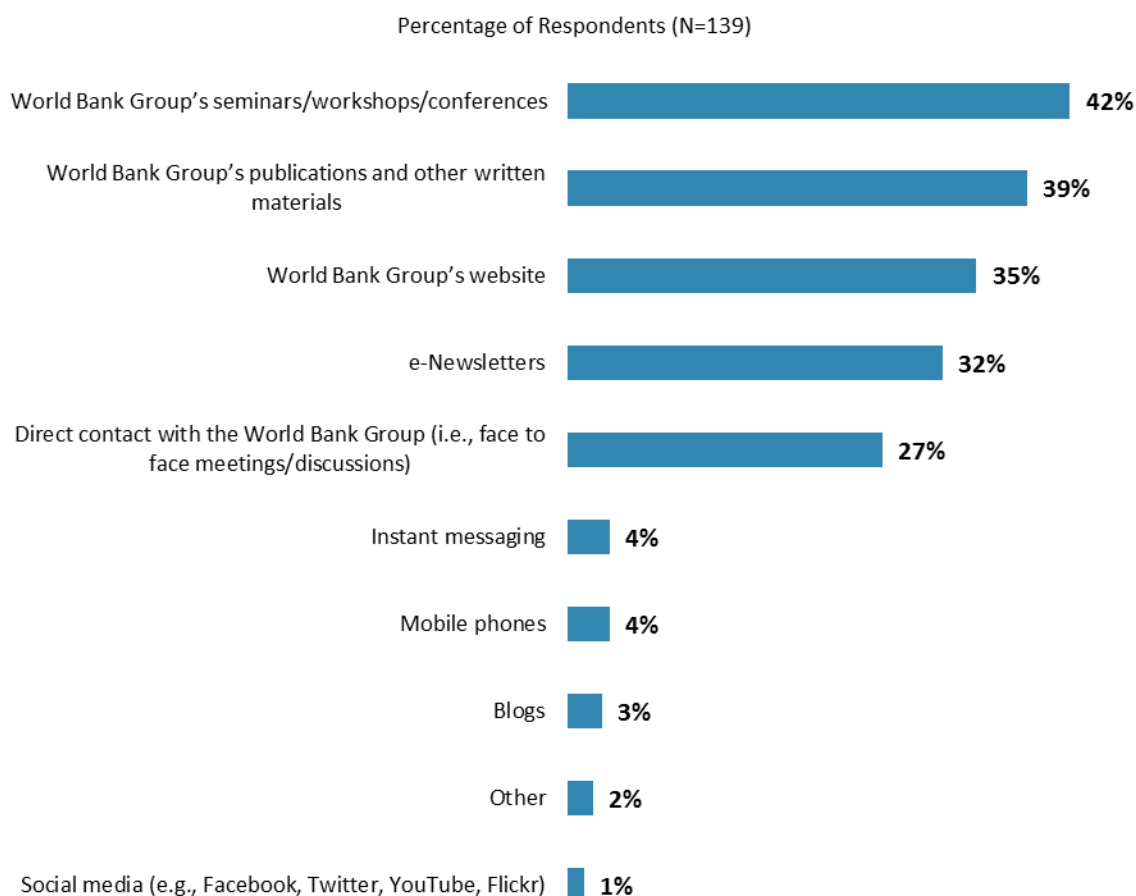
### General Information Sources



"How do you get most of your information about economic and social development issues in Swaziland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Preferred Information Sources



"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Respondents who collaborate with the WBG were significantly *more* likely to indicate that they were aware of the WBG's Access to Information Policy and have requested information from the WBG on its activities than respondents who do not collaborate with the WBG.

Percentage of Respondents (N=131)



"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (N=131)



"Have you requested information from the World Bank Group on its activities in the past year?"

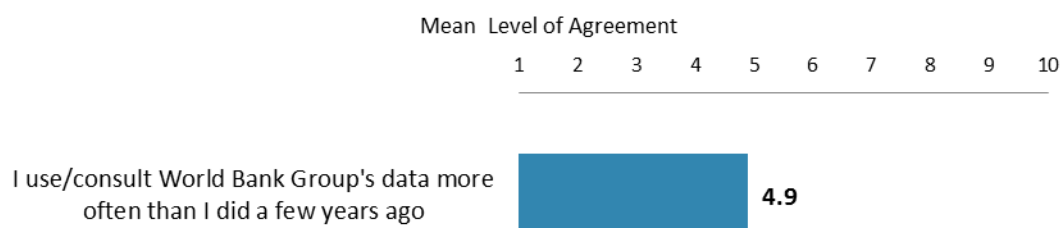
Percentage of Respondents (N=26)



"Were you able to obtain this information?"

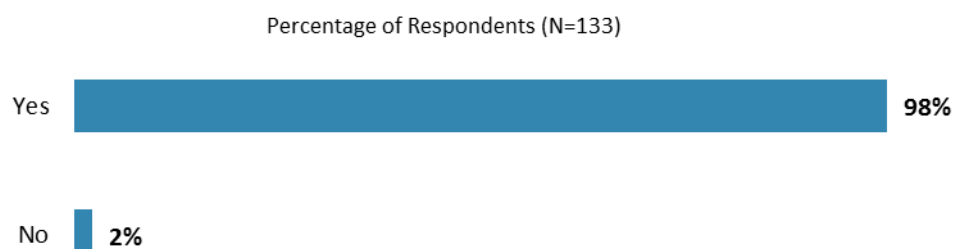
## X. Communication and Openness (continued)

### Access to Information (continued)

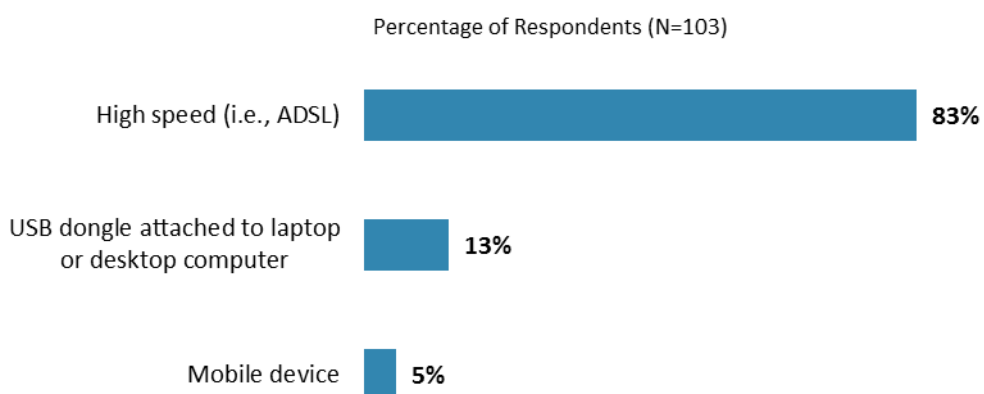


"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Internet Access



"Do you have access to the Internet?"



"Which Internet connection do you use primarily when visiting a World Bank Group website?"



## X. Communication and Openness (continued)

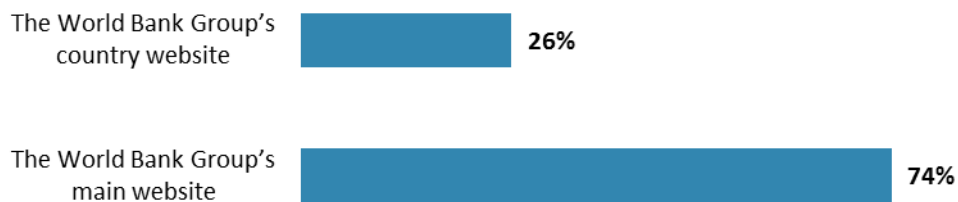
### Website Usage

Percentage of Respondents (N=132)



"Do you use/have you used the World Bank Group's website?"

Percentage of Respondents (N=95)

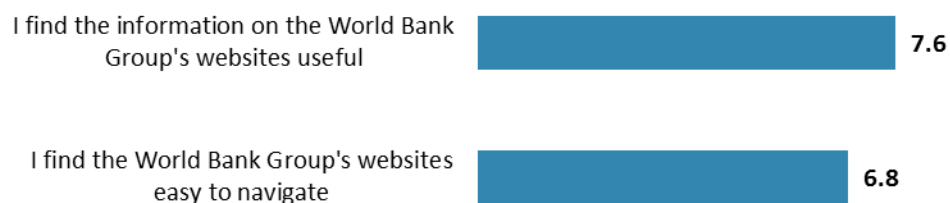


"Which do you primarily use?"

### Website Evaluation

Mean Level of Agreement

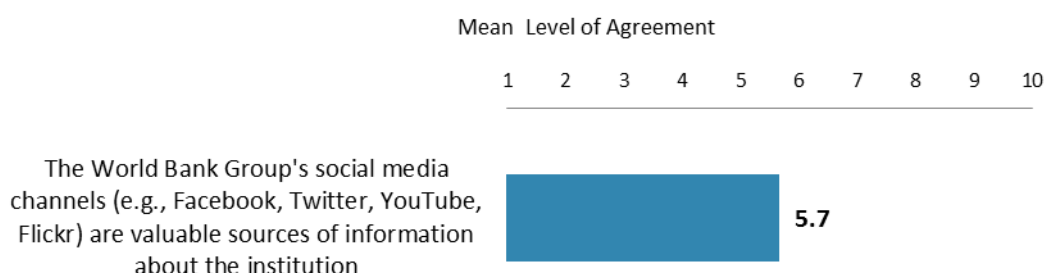
1 2 3 4 5 6 7 8 9 10



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

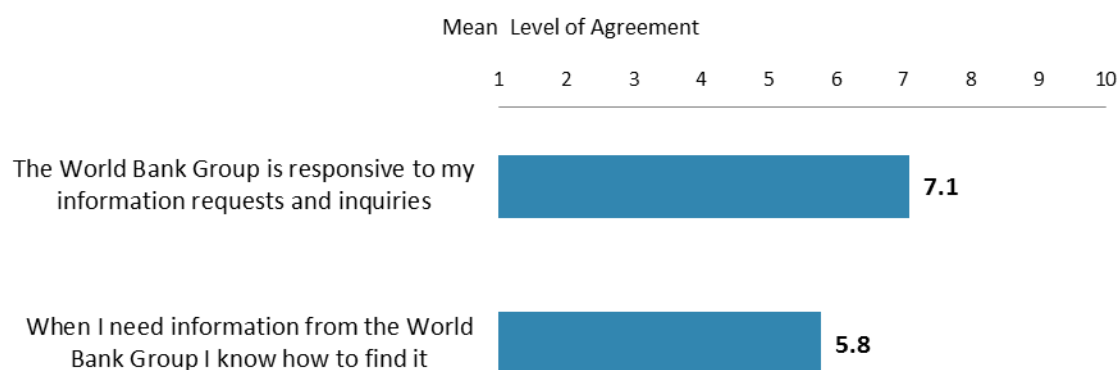
## X. Communication and Openness (continued)

### Evaluation of WBG's Social Media Channels



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Information Sharing

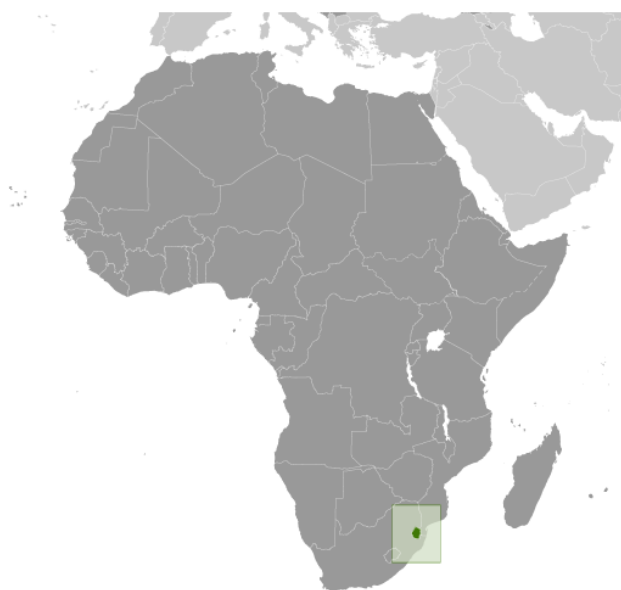


"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## XI. Appendices

A. Responses to All Questions across All Respondents .....	51
B. Responses to All Questions by Stakeholder Groups .....	69
C. Responses to All Questions by Geographic Location .....	90
D. Responses to All Questions by Levels of Collaboration.....	105
E. Responses to Key Questions by Specializations/Sectors.....	120
F. Indicator Questions as a Function of Exposure to the WBG .....	126
G. Indicator Questions by Stakeholder Groups .....	127
H. WBG Country Survey FY 2014 – Swaziland Questionnaire.....	128

**Swaziland**



## Appendix A: Responses to All Questions across All Respondents (N=142)

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. General Issues Facing Swaziland

1. In general would you say that Swaziland is headed in ... ?	Percentage of Respondents (N=120)
The right direction	50.0%
The wrong direction	22.5%
Not sure	27.5%

2. Listed below are a number of development priorities in Swaziland. Please identify which of the following you consider the most important development priorities in Swaziland? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=138)
Education	37.0%
Public sector governance/reform	34.1%
Poverty reduction	34.1%
Health	28.3%
Job creation/employment	18.8%
Economic growth	18.8%
Law and justice	14.5%
Agricultural development	13.8%
Foreign direct investment	12.3%
Social protection	10.9%
Food security	10.1%
Local governance and institutions	9.4%
Gender equity	8.7%
Anti corruption	8.7%
Domestic private sector development	7.2%
Rural development	6.5%
Energy	6.5%
Transport	3.6%
Water and sanitation	2.9%
Urban development	2.9%
Environmental sustainability	2.2%
Equality of opportunity	2.2%
Information and communications technology	2.2%
Climate change	1.4%
Reduction of crime and violence	0.7%
Regulatory framework	0.7%
Global/regional integration	0.0%
Financial markets	0.0%
Trade and exports	0.0%
Natural resource management	0.0%
Disaster management	0.0%

**A. General Issues Facing Swaziland (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Economic growth	40.7%
Job creation/employment	40.7%
Education	30.0%
Rural development	23.6%
Agricultural development	19.3%
Food security	19.3%
Equality of opportunity	16.4%
Public sector governance/reform	16.4%
Health	14.3%
Domestic private sector development	12.9%
Water and sanitation	10.0%
Social protection	8.6%
Foreign direct investment	8.6%
Gender equity	7.9%
Local governance and institutions	7.1%
Anti corruption	5.0%
Regulatory framework	2.9%
Transport	2.9%
Energy	2.9%
Law and justice	2.1%
Information and communications technology	1.4%
Natural resource management	1.4%
Environmental sustainability	1.4%
Climate change	0.7%
Global/regional integration	0.7%
Disaster management	0.7%
Trade and exports	0.7%
Urban development	0.0%
Reduction of crime and violence	0.0%
Financial markets	0.0%

**A. General Issues Facing Swaziland (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Agricultural development	37.1%
Foreign direct investment	32.9%
Job creation/employment	30.0%
Domestic private sector development	26.4%
Public sector governance/reform	25.0%
Education	22.1%
Trade and exports	21.4%
Anti corruption	13.6%
Rural development	11.4%
Information and communications technology	10.0%
Energy	7.1%
Natural resource management	7.1%
Health	7.1%
Equality of opportunity	6.4%
Global/regional integration	4.3%
Urban development	4.3%
Local governance and institutions	4.3%
Gender equity	3.6%
Financial markets	3.6%
Social protection	2.9%
Regulatory framework	2.9%
Food security	2.1%
Transport	2.1%
Environmental sustainability	2.1%
Law and justice	2.1%
Climate change	1.4%
Water and sanitation	1.4%
Reduction of crime and violence	1.4%
Disaster management	0.0%

**A. General Issues Facing Swaziland (continued)**

<b>5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Swaziland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=117)</b>
Better entrepreneurial opportunities	31.6%
Greater voice and participation for citizens to help ensure greater accountability	29.9%
Consistent economic growth	25.6%
Education and training that better ensure job opportunity	23.9%
Better employment opportunities for young people	20.5%
Greater equity of fiscal policy	13.7%
Better opportunity for the poor who live in rural areas	12.0%
Greater access to micro-finance for the poor	11.1%
A growing middle class	7.7%
Better employment opportunities for women	6.0%
Greater access to health and nutrition for citizens	6.0%
More reliable social safety net	4.3%
Better quality public services	3.4%
Other	2.6%
Better opportunity for the poor who live in urban areas	0.9%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Swaziland? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	139	0	5.94	2.41

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Swaziland? <i>(1-Not effective at all, 10-Very effective)</i>	114	24	6.08	2.16

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Swaziland solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	105	36	7.40	1.99

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Public sector governance/reform	42.1%
Poverty reduction	27.1%
Agricultural development	25.0%
Economic growth	24.3%
Job creation/employment	22.1%
Education	21.4%
Health	19.3%
Social protection	11.4%
Rural development	11.4%
Domestic private sector development	7.1%
Law and justice	7.1%
Gender equity	5.7%
Local governance and institutions	5.7%
Regulatory framework	5.7%
Anti corruption	5.7%
Foreign direct investment	5.0%
Energy	5.0%
Urban development	5.0%
Food security	5.0%
Transport	4.3%
Water and sanitation	4.3%
Trade and exports	4.3%
Financial markets	2.9%
Environmental sustainability	2.9%
Equality of opportunity	2.9%
Climate change	2.9%
Natural resource management	2.9%
Information and communications technology	2.9%
Global/regional integration	2.1%
Disaster management	0.7%
Reduction of crime and violence	0.0%



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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?	Percentage of Respondents (N=125)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	31.2%	16.8%	48.0%
Financial resources	26.4%	18.4%	44.8%
Technical assistance	15.2%	27.2%	42.4%
Capacity development	18.4%	14.4%	32.8%
Mobilizing third party financial resources	2.4%	8.8%	11.2%
Data	4.0%	2.4%	6.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	4.8%	4.8%
Convening/facilitating	0.8%	3.2%	4.0%
Donor coordination	0.8%	3.2%	4.0%
Other	0.8%	0.8%	1.6%

How effectively do the World Bank Group's activities below support Swaziland's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	97	31	5.90	2.37
7. Data	99	27	6.90	2.08
8. Policy advice, studies, analyses	102	27	7.58	2.01
9. Financial resources	111	18	7.01	2.32
10. Technical assistance	109	20	7.36	2.16
11. Mobilizing third party financial resources	74	50	6.42	2.27
12. Donor coordination	79	48	6.08	2.52
13. Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	70	55	5.89	2.46

The World Bank Group can provide capacity building support in a number of ways in Swaziland. To which degree would Swaziland benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	130	8	8.03	2.22
15. The public sector, related to implementation of specific development projects on the ground	139	1	8.15	1.82
16. The public sector, related to changing institutions	130	5	7.90	2.05
17. The private sector, related to institutional and policy change	132	5	8.05	1.86

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Swaziland? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation	91	44	7.15	1.96
19. Citizen engagement	69	64	5.71	2.54
20. Policy design	79	55	7.27	1.72

When thinking about how to improve capacity building in Swaziland to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
21. Project implementation	110	21	8.36	1.79
22. Citizen engagement	105	27	8.45	1.68
23. Policy design	111	22	8.88	1.31

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Swaziland? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=133)
Not enough public disclosure of its work	38.3%
Not adequately sensitive to political/social realities in Swaziland	21.1%
Too influenced by developed countries	14.3%
World Bank Group's processes too complex	13.5%
Not willing to honestly criticize policies and reform efforts in the country	12.0%
Not collaborating enough with non-state actors	11.3%
Don't know	10.5%
World Bank Group's processes too slow	9.0%
Staff too inaccessible	8.3%
Too bureaucratic in its operational policies and procedures	8.3%
Other	7.5%
Imposing technocratic solutions without regard to political realities	6.8%
Not focused enough on implementation of projects/programs	4.5%
Not aligned with country priorities	3.0%
Not exploring alternative policy options	2.3%
Arrogant in its approach	2.3%
The credibility of its knowledge/data	1.5%
Not aligned with other donors' work	0.8%
Not client focused	0.8%

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

<b>25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Swaziland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=138)</b>
Investment lending	46.4%
Technical assistance	39.9%
Capacity development	29.0%
Policy based lending/budget support to the Government	24.6%
Don't know	14.5%
Knowledge products/services	13.8%
Reimbursable advisory services	2.2%
Trust Fund management	2.2%
Other	2.2%

<b>26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=139)</b>
Private sector	34.5%
Academia/think tanks/research institutes	25.9%
NGOs	24.5%
Local Government	23.7%
Donor community	21.6%
Community Based Organizations	16.5%
Parliament	12.9%
Public enterprises/parastatal companies	9.4%
Media	6.5%
Beneficiaries	6.5%
Other	3.6%
Don't know	2.9%
Faith based organizations	2.2%
Foundations	0.7%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Swaziland? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. Overall the World Bank Group currently plays a relevant role in development in Swaziland*	121	15	7.08	2.05
28. The World Bank Group's work is aligned with what I consider the development priorities for Swaziland*	118	18	6.83	2.09
29. The World Bank Group supports programs and strategies that are realistic for Swaziland	114	19	7.00	2.13
30. The World Bank Group treats clients and stakeholders in Swaziland with respect	103	29	7.58	2.00

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

To what extent is the World Bank Group an effective development partner in Swaziland, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness*	101	34	6.58	2.01
32. Flexibility (in terms of the institution's products and services)*	92	43	5.61	2.01
33. Flexibility (in terms of changing country circumstances)*	87	45	5.75	2.12
34. Being inclusive*	92	40	6.38	2.07
35. Openness (sharing data and other information)*	101	29	6.78	2.39
36. Staff accessibility*	95	38	6.04	2.47
37. Straightforwardness and honesty*	105	28	7.18	2.16
38. Ease of access to the people at the World Bank Group who are making decisions important to my work*	83	49	6.23	2.55
39. Collaboration with civil society*	77	57	5.44	2.60
40. Collaboration with the Government*	105	28	7.83	1.93
41. Collaboration with other donors and development partners*	85	48	7.21	1.78
42. Collaboration with the private sector*	74	59	5.62	2.33
43. The speed in which it gets things accomplished on the ground*	88	47	5.99	2.27
44. Being a long-term partner*	100	35	7.60	2.12

45. To be a more effective development partner in Swaziland, do you believe that the World Bank Group should have ... ? (Select only ONE response)	Percentage of Respondents (N=136)
More local presence	81.6%
The current level of local presence is adequate	11.0%
Less local presence	2.2%
Don't know	5.1%

46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=126)
There is not an adequate level of citizen/civil society participation	34.9%
Lack of/inadequate levels of capacity in Government	34.9%
The Government works inefficiently	27.8%
Political pressures and obstacles	20.6%
Reforms are not well thought out in light of country challenges	20.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.0%
The World Bank Group does not do adequate follow through/follow-up	13.5%
The World Bank Group works too slowly	7.1%
Other	5.6%
Poor donor coordination	4.0%

### C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	130	5	8.17	2.27
2. Information and communications technology	129	2	7.90	2.16
3. Transport	129	3	7.19	2.34
4. Reduction of crime and violence	125	4	5.91	2.68
5. Law and justice	126	5	7.44	2.86
6. Urban development	132	1	7.30	2.16
7. Environmental sustainability	130	1	7.52	2.24
8. Regulatory framework	129	4	8.55	1.68
9. Local governance and institutions	131	2	7.72	2.20
10. Poverty reduction	137	1	9.00	1.50
11. Gender equity	134	2	7.57	2.24
12. Domestic private sector development	131	2	8.27	1.76
13. Foreign direct investment	130	3	8.51	1.75
14. Water and sanitation	128	3	7.86	2.11
15. Trade and exports	129	5	8.00	1.71
16. Economic growth	134	0	8.92	1.51
17. Energy	132	1	7.94	2.00
18. Disaster management	130	2	6.65	2.49
19. Public sector governance/reform	130	1	8.95	1.50
20. Job creation/employment	133	2	8.33	2.12
21. Financial markets	122	6	7.71	1.93
22. Equality of opportunity	129	3	7.40	2.25
23. Health	135	1	8.45	1.89
24. Rural development	130	1	8.52	1.59
25. Global/regional integration	126	4	7.70	2.10
26. Food security	133	3	8.34	1.88
27. Education	131	1	8.53	1.95
28. Social protection	130	2	7.04	2.43
29. Climate change	132	2	7.23	2.36
30. Agricultural development	133	1	8.89	1.38
31. Natural resource management	129	5	7.43	2.40

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Transport	56	73	6.16	2.79
2. Local governance and institutions	77	56	6.91	2.25
3. Regulatory framework	79	53	7.19	2.01
4. Health	85	47	7.71	1.68
5. Poverty reduction	71	62	6.72	2.32
6. Domestic private sector development	60	74	5.87	2.38
7. Foreign direct investment	58	76	6.33	2.38
8. Trade and exports	57	74	6.49	2.15
9. Economic growth	74	59	6.76	2.43
10. Energy	49	82	5.45	2.52
11. Public sector governance/reform	85	48	6.86	2.30
12. Job creation/employment	58	73	5.43	2.41
13. Education	63	65	6.57	2.56
14. Social protection	62	70	6.19	2.41
15. Agricultural development	64	70	6.63	2.45

3. Where are the World Bank Group's decisions made primarily that support the program in Swaziland? (Select only ONE response)	Percentage of Respondents (N=137)
At the Headquarters (in Washington D.C.)	34.3%
In the country	7.3%
At the regional office (in Pretoria)	11.7%
Don't know	46.7%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Swaziland? (1-To no degree at all, 10-To a very significant degree)	108	30	6.67	1.96

To what extent do you agree with the following statements about the World Bank Group in Swaziland? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Swaziland*	88	50	5.90	2.24
6. The World Bank Group meets Swaziland's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	102	36	6.47	1.97

Measuring Results	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Swaziland? (1-To no degree at all, 10-To a very significant degree)	74	65	6.43	2.03

**D. The World Bank Group's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=136)
Weekly	5.1%
Monthly	9.6%
A few times a year	40.4%
Rarely	20.6%
Never	24.3%

In Swaziland, 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
2. Are timely	88	38	6.06	2.15
3. Include appropriate level of stakeholder involvement during preparation	87	41	6.43	2.06
4. Are relevant to Swaziland's development priorities	106	26	7.13	1.95
5. Lead to practical solutions	100	27	6.45	1.91
6. Are accessible (well written and easy to understand)	93	36	6.75	2.08
7. Are source of relevant information on global good practices	100	29	7.47	1.99
8. Enhance your knowledge and/or skills	103	26	7.34	2.18
9. Are adequately disseminated	96	34	5.57	2.27
10. Are translated enough into local language	81	48	3.41	2.82
11. Are adaptable to Swaziland's specific development challenges and country circumstances*	101	28	6.54	2.16

Overall Evaluations	N	DK	Mean	SD
12. 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)	107	25	6.92	2.02
13. 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)	107	26	7.75	1.74

**E. Working with the World Bank Group**

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Swaziland's development challenges? (1- To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	100	33	7.20	2.05
2. Design (appraising and planning the solutions)	98	35	7.35	1.75
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	95	36	6.96	2.03
4. Evaluation (assessing the impact and results)	90	39	7.22	1.92

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	66	66	6.27	2.55
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	96	38	7.59	1.82
7. The World Bank Group's approvals and reviews are done in a timely fashion	84	50	6.49	2.27
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	61	71	6.84	2.17
9. The World Bank Group's conditions on its lending are reasonable	76	57	6.54	2.27
10. The World Bank Group takes decisions quickly in Swaziland*	72	61	5.72	2.26
11. Working with the World Bank Group increases Swaziland's institutional capacity	98	34	7.60	1.93
12. The World Bank Group ensures consistency and continuity through staff changes	62	71	6.71	2.24
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	55	79	6.73	2.47
14. The World Bank Group provides effective implementation support	89	45	7.71	1.86

15. Which of the following best describes the way the World Bank Group operates in Swaziland? (Select only ONE response)	Percentage of Respondents (N=118)
Don't know	42.4%
The World Bank Group's approach to risk is appropriate	29.7%
The World Bank Group does not take enough risk in Swaziland	28.0%
The World Bank Group takes too much risk in Swaziland	0.0%



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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Swaziland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=130)</b>
Reach out more to groups outside of Government	36.9%
Collaborate more effectively with Government clients	28.5%
Increase the level of capacity development in the country	26.2%
Reduce the complexity of obtaining World Bank Group financing	25.4%
Offer more innovative financial products	23.1%
Provide more adequate data/knowledge/statistics/figures on Swaziland's economy	20.8%
Improve the quality of its experts as related to Swaziland's specific challenges	11.5%
Improve the competitiveness of its financing compared to markets	5.4%
Other	5.4%
Offer more innovative knowledge services	4.6%
Work faster	3.8%
Ensure greater selectivity in its work	0.8%

<b>2. When considering the combination of services that the World Bank Group offers in Swaziland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Swaziland? (Select only ONE response)</b>	<b>Percentage of Respondents (N=126)</b>
Convening services	42.9%
Financial services	27.8%
Knowledge products	12.7%
The combination is appropriate for Swaziland	8.7%
Don't know	7.9%
None of the above	0.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Swaziland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=138)</b>
Local newspapers	79.0%
Internet	35.5%
International television (incl. South African television)	14.5%
Periodicals	13.0%
Local radio	12.3%
International newspapers (incl. South African newspapers)	9.4%
Local television	9.4%
Other	5.8%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	2.2%
International radio (incl. South African radio)	1.4%
Blogs	0.7%
Mobile phones	0.7%
Instant messaging	0.0%

**G. Communication and Information Sharing (continued)**

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=139)</b>
World Bank Group's seminars/workshops/conferences	42.4%
World Bank Group's publications and other written materials	38.8%
World Bank Group's website	34.5%
e-Newsletters	31.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.6%
Instant messaging	3.6%
Mobile phones	3.6%
Blogs	2.9%
Other	2.2%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	1.4%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=131)</b>
Yes	9.9%
No	90.1%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=131)</b>
Yes	19.8%
No	80.2%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=26)</b>
Yes	88.5%
No	11.5%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=133)</b>
Yes	97.7%
No	2.3%

<b>7. Do you use/have used the World Bank Group's website?</b>	<b>Percentage of Respondents (N=132)</b>
Yes	57.6%
No	42.4%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=95)</b>
The World Bank Group's country website	26.3%
The World Bank Group's main website	73.7%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=103)</b>
High speed (i.e., ADSL)	82.5%
USB dongle attached to laptop or desktop computer	12.6%
Mobile device	4.9%

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	111	17	4.89	2.76
11. I find the World Bank Group's websites easy to navigate	92	24	6.84	2.34
12. I find the information on the World Bank Group's websites useful	89	26	7.58	2.06
13. The World Bank Group's social media channels are valuable sources of information about the institution	34	82	5.68	3.05
14. When I need information from the World Bank Group I know how to find it	92	28	5.77	3.23
15. The World Bank Group is responsive to my information requests and inquiries	61	55	7.08	2.44

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=137)
Employee of a Ministry, Ministerial Department, Implementation Agency	22.6%
NGO	16.1%
Academia/Research Institute/Think Tank	9.5%
Multilateral Agency	8.0%
State-owned enterprise/parastatal organization	7.3%
Private Sector Company	6.6%
Other	5.1%
PMU	4.4%
Local Government Office or Staff	4.4%
Media	3.6%
Central Government Office or Staff	2.9%
Bilateral Agency	2.2%
Office of Minister	1.5%
Financial Sector/Private Bank	1.5%
Trade Union	1.5%
Office of Parliamentarian	0.7%
Consultant/Contractor working on World Bank Group supported project/program	0.7%
Faith-Based Group	0.7%
Judiciary Branch	0.7%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=134)</b>
Health/communicable/non-communicable diseases	17.9%
Other	12.7%
Education	11.2%
Public sector governance/public financial management/anti corruption	10.4%
Agriculture/rural development/food security	7.5%
Urban development	6.7%
Social protection	5.2%
Information and communications technology	4.5%
Private sector development/foreign direct investment	4.5%
Financial markets/banking	3.7%
Generalist	3.7%
Job creation/employment	3.0%
Natural resource management/environmental sustainability	3.0%
Energy	2.2%
Gender equity/equality of opportunity	1.5%
Law and justice/regulatory framework	1.5%
Transport	0.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=135)</b>
Yes	40.0%
No	60.0%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Swaziland? (Select only ONE response)</b>	<b>Percentage of Respondents (N=93)</b>
The World Bank (IBRD)	66.7%
The International Finance Corporation (IFC)	10.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	22.6%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=108)</b>
Yes	10.2%
No	89.8%

<b>6. If yes, what was your view on the two institutions working together in Swaziland? (Select only ONE response)</b>	<b>Percentage of Respondents (N=11)</b>
Working well together	63.6%
Collaborating but needs improvement	27.3%
Don't know	9.1%
In conflict	0.0%
Other	0.0%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Swaziland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=124)</b>
Collaborate as part of my professional duties	36.3%
Use World Bank Group reports/data	30.6%
Use World Bank Group website for information, data, research, etc.	29.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.2%
Engage in World Bank Group related/sponsored events/activities	21.0%

<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=131)</b>
Hhohho Region	71.0%
Manzini Region	26.0%
Lubombo Region	2.3%
Shiselweni Region	0.8%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Swaziland

In general would you say that Swaziland is headed in...?\*

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
The right direction	66.7%	62.5%	100.0%	60.0%	41.7%	77.8%	20.0%	60.0%	15.4%	42.9%
The wrong direction	16.7%	6.3%	0.0%	0.0%	8.3%	0.0%	55.0%	0.0%	69.2%	42.9%
Not sure	16.7%	31.3%	0.0%	40.0%	50.0%	22.2%	25.0%	40.0%	15.4%	14.3%

\*Significantly different between stakeholder groups

Listed below are a number of development priorities in Swaziland. Please identify which of the following you consider the most important development priorities in Swaziland? (Select THREE)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Social protection	0.0%	13.2%	16.7%	0.0%	7.1%	0.0%	18.2%	20.0%	0.0%	22.2%
Transport	0.0%	7.9%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	33.3%	28.9%	66.7%	55.6%	28.6%	18.2%	22.7%	20.0%	53.8%	55.6%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	18.2%	0.0%	15.4%	0.0%
Domestic private sector development	16.7%	7.9%	0.0%	0.0%	7.1%	9.1%	4.5%	0.0%	0.0%	22.2%
Foreign direct investment	16.7%	18.4%	16.7%	22.2%	0.0%	18.2%	4.5%	20.0%	7.7%	11.1%
Water and sanitation	16.7%	2.6%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Anti corruption	16.7%	5.3%	0.0%	0.0%	0.0%	18.2%	4.5%	40.0%	15.4%	11.1%
Job creation/employment	16.7%	13.2%	0.0%	22.2%	7.1%	36.4%	27.3%	20.0%	30.8%	22.2%
Rural development	0.0%	5.3%	0.0%	0.0%	0.0%	18.2%	9.1%	0.0%	0.0%	22.2%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	2.6%	16.7%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	2.6%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	7.7%	0.0%
Health	16.7%	36.8%	0.0%	44.4%	28.6%	18.2%	36.4%	40.0%	7.7%	11.1%
Education	33.3%	44.7%	0.0%	44.4%	50.0%	36.4%	36.4%	40.0%	38.5%	22.2%
Poverty reduction	66.7%	28.9%	0.0%	22.2%	57.1%	27.3%	31.8%	20.0%	30.8%	44.4%
Energy	16.7%	5.3%	0.0%	22.2%	7.1%	9.1%	4.5%	20.0%	0.0%	0.0%
Food security	16.7%	7.9%	0.0%	22.2%	14.3%	18.2%	9.1%	0.0%	7.7%	11.1%
Climate change*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Agricultural development	0.0%	23.7%	0.0%	0.0%	21.4%	18.2%	4.5%	20.0%	15.4%	11.1%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduction of crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Economic growth	33.3%	13.2%	50.0%	33.3%	21.4%	27.3%	13.6%	20.0%	0.0%	22.2%
Law and justice	0.0%	7.9%	16.7%	0.0%	7.1%	18.2%	31.8%	0.0%	38.5%	11.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Local governance and institutions	0.0%	15.8%	16.7%	0.0%	0.0%	0.0%	18.2%	0.0%	15.4%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Swaziland (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Water and sanitation*	0.0%	26.3%	0.0%	11.1%	0.0%	0.0%	4.0%	0.0%	7.7%	0.0%
Equality of opportunity	0.0%	15.8%	16.7%	0.0%	28.6%	10.0%	12.0%	0.0%	38.5%	22.2%
Economic growth	66.7%	26.3%	66.7%	66.7%	50.0%	30.0%	36.0%	60.0%	30.8%	55.6%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Gender equity	0.0%	5.3%	0.0%	0.0%	14.3%	10.0%	16.0%	0.0%	7.7%	11.1%
Rural development	16.7%	28.9%	16.7%	0.0%	35.7%	40.0%	20.0%	0.0%	30.8%	22.2%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	2.6%	0.0%	11.1%	0.0%	0.0%	4.0%	0.0%	0.0%	11.1%
Social protection	0.0%	7.9%	16.7%	11.1%	14.3%	0.0%	12.0%	0.0%	0.0%	11.1%
Law and justice	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Transport	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Reduction of crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	7.7%	0.0%
Anti corruption	16.7%	0.0%	0.0%	11.1%	0.0%	10.0%	8.0%	20.0%	0.0%	0.0%
Local governance and institutions	16.7%	7.9%	16.7%	0.0%	7.1%	0.0%	4.0%	0.0%	23.1%	0.0%
Domestic private sector development	16.7%	7.9%	16.7%	0.0%	14.3%	30.0%	12.0%	0.0%	7.7%	33.3%
Foreign direct investment	0.0%	15.8%	16.7%	22.2%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Education	16.7%	34.2%	33.3%	22.2%	28.6%	30.0%	36.0%	20.0%	30.8%	33.3%
Energy	16.7%	5.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	16.7%	15.8%	16.7%	11.1%	14.3%	20.0%	16.0%	0.0%	23.1%	22.2%
Natural resource management	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	2.6%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	33.3%	10.5%	0.0%	11.1%	21.4%	10.0%	20.0%	0.0%	15.4%	11.1%
Agricultural development	33.3%	21.1%	0.0%	11.1%	7.1%	40.0%	12.0%	60.0%	15.4%	22.2%
Job creation/employment	16.7%	34.2%	50.0%	66.7%	35.7%	50.0%	48.0%	60.0%	30.8%	33.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Food security	33.3%	15.8%	16.7%	33.3%	28.6%	0.0%	24.0%	40.0%	15.4%	11.1%

\*Significantly different between stakeholder groups

**A. General Issues facing Swaziland (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Energy	0.0%	7.9%	0.0%	30.0%	7.1%	0.0%	4.3%	0.0%	7.7%	11.1%
Gender equity	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	23.1%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	10.0%	14.3%	0.0%	13.0%	0.0%	23.1%	0.0%
Social protection	0.0%	5.3%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	16.7%	2.6%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	7.7%	11.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	11.1%
Anti corruption	0.0%	13.2%	16.7%	10.0%	0.0%	9.1%	26.1%	20.0%	15.4%	11.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	16.7%	7.9%	0.0%	20.0%	21.4%	9.1%	4.3%	0.0%	30.8%	11.1%
Foreign direct investment	33.3%	36.8%	66.7%	30.0%	35.7%	45.5%	26.1%	60.0%	23.1%	11.1%
Urban development	0.0%	10.5%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Education	16.7%	21.1%	0.0%	30.0%	21.4%	27.3%	13.0%	40.0%	30.8%	33.3%
Information and communications technology*	0.0%	26.3%	16.7%	0.0%	0.0%	0.0%	4.3%	20.0%	0.0%	0.0%
Regulatory framework	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	7.7%	0.0%
Local governance and institutions	0.0%	10.5%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Trade and exports	16.7%	21.1%	16.7%	20.0%	7.1%	45.5%	34.8%	40.0%	7.7%	11.1%
Public sector governance/reform	16.7%	15.8%	50.0%	40.0%	42.9%	9.1%	34.8%	0.0%	15.4%	33.3%
Domestic private sector development	50.0%	23.7%	16.7%	20.0%	35.7%	27.3%	13.0%	60.0%	23.1%	44.4%
Job creation/employment	33.3%	13.2%	33.3%	40.0%	35.7%	54.5%	34.8%	0.0%	23.1%	33.3%
Agricultural development	50.0%	47.4%	0.0%	20.0%	42.9%	45.5%	30.4%	20.0%	38.5%	44.4%
Food security	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	7.7%	0.0%
Transport	0.0%	5.3%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	26.1%	0.0%	0.0%	11.1%
Environmental sustainability	0.0%	2.6%	16.7%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	16.7%	5.3%	0.0%	10.0%	21.4%	0.0%	0.0%	20.0%	0.0%	11.1%
Law and justice	0.0%	2.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	7.7%	0.0%
Reduction of crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	20.0%	0.0%	0.0%
Financial markets	16.7%	5.3%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



**A. General Issues facing Swaziland (continued)**

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Parastatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Better employment opportunities for young people	60.0%	30.0%	16.7%	22.2%	20.0%	12.5%	9.1%	50.0%	7.7%	12.5%
Better employment opportunities for women	0.0%	6.7%	0.0%	0.0%	10.0%	0.0%	9.1%	0.0%	7.7%	12.5%
Greater access to micro-finance for the poor	20.0%	3.3%	16.7%	0.0%	0.0%	25.0%	9.1%	50.0%	15.4%	12.5%
Greater voice and participation for citizens to help ensure greater accountability	20.0%	23.3%	16.7%	11.1%	20.0%	25.0%	40.9%	25.0%	61.5%	25.0%
Greater access to health and nutrition for citizens	20.0%	3.3%	0.0%	0.0%	20.0%	0.0%	13.6%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	20.0%	30.0%	50.0%	66.7%	10.0%	37.5%	22.7%	25.0%	30.8%	37.5%
A growing middle class	20.0%	3.3%	16.7%	0.0%	10.0%	37.5%	4.5%	0.0%	7.7%	0.0%
Better opportunity for the poor who live in rural areas	20.0%	6.7%	0.0%	11.1%	30.0%	12.5%	9.1%	0.0%	15.4%	25.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	20.0%	33.3%	50.0%	55.6%	20.0%	0.0%	22.7%	25.0%	15.4%	12.5%
More reliable social safety net	0.0%	10.0%	0.0%	0.0%	10.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	16.7%	16.7%	11.1%	0.0%	25.0%	22.7%	0.0%	0.0%	12.5%
Education and training that better ensure job opportunity	0.0%	23.3%	16.7%	11.1%	30.0%	12.5%	27.3%	0.0%	38.5%	50.0%
Better quality public services	0.0%	6.7%	0.0%	11.1%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.3%	0.0%	0.0%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%

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

	Office of Minister/Central Government			Employee of Ministry/PMU/Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Swaziland?*	6	6.83	3.19	38	6.68	2.29	6	7.33	1.86	8	6.13	1.73	14	6.29	2.02	11	5.91	2.07	25	4.36	2.64	5	5.60	2.51	13	4.77	2.39	9	6.67	2.00

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

	Office of Minister/Central Government			Employee of Ministry/PMU/Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Swaziland.*	6	5.83	2.04	33	6.67	2.33	5	7.60	1.34	9	6.44	1.67	10	5.70	1.49	10	5.30	1.77	14	5.71	2.20	4	8.50	1.73	11	4.73	1.79	8	5.50	2.20

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

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

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Swaziland solve its most complicated development challenges?	4	8.00	1.41	32	7.50	2.20	6	8.50	1.22	9	8.22	1.72	9	7.11	1.54	9	6.33	1.58	10	7.60	1.78	4	8.00	1.41	11	5.82	2.18	8	7.38	2.33

(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 Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Social protection	16.7%	13.2%	0.0%	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%	22.2%
Public sector governance/reform	33.3%	36.8%	66.7%	44.4%	64.3%	45.5%	36.0%	20.0%	53.8%	44.4%
Transport	0.0%	10.5%	0.0%	0.0%	7.1%	0.0%	0.0%	20.0%	0.0%	0.0%
Poverty reduction	50.0%	23.7%	33.3%	0.0%	21.4%	36.4%	32.0%	20.0%	23.1%	33.3%
Global/regional integration	0.0%	5.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	8.0%	0.0%	15.4%	11.1%
Reduction of crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	5.3%	0.0%	0.0%	14.3%	9.1%	12.0%	0.0%	0.0%	22.2%
Rural development	0.0%	7.9%	0.0%	0.0%	21.4%	18.2%	8.0%	0.0%	30.8%	11.1%
Foreign direct investment	0.0%	13.2%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	7.7%	0.0%
Water and sanitation	0.0%	2.6%	16.7%	0.0%	0.0%	9.1%	8.0%	0.0%	0.0%	11.1%
Energy	16.7%	2.6%	0.0%	22.2%	7.1%	9.1%	0.0%	20.0%	0.0%	0.0%
Job creation/employment	0.0%	15.8%	0.0%	22.2%	21.4%	36.4%	36.0%	20.0%	23.1%	11.1%
Financial markets	0.0%	2.6%	0.0%	11.1%	7.1%	0.0%	0.0%	20.0%	0.0%	0.0%
Urban development*	0.0%	5.3%	50.0%	11.1%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Environmental sustainability	0.0%	5.3%	16.7%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	15.4%	0.0%
Health	33.3%	23.7%	0.0%	11.1%	21.4%	18.2%	28.0%	20.0%	0.0%	22.2%
Education	0.0%	31.6%	0.0%	22.2%	28.6%	9.1%	16.0%	40.0%	23.1%	22.2%
Food security*	0.0%	0.0%	0.0%	0.0%	21.4%	9.1%	0.0%	0.0%	15.4%	0.0%
Climate change	0.0%	2.6%	16.7%	11.1%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Agricultural development	33.3%	28.9%	16.7%	44.4%	7.1%	45.5%	8.0%	40.0%	15.4%	44.4%
Local governance and institutions	16.7%	5.3%	16.7%	0.0%	0.0%	0.0%	8.0%	0.0%	15.4%	0.0%
Trade and exports	0.0%	5.3%	0.0%	11.1%	0.0%	18.2%	4.0%	0.0%	0.0%	0.0%
Economic growth	50.0%	21.1%	33.3%	33.3%	21.4%	9.1%	28.0%	20.0%	23.1%	22.2%
Law and justice	0.0%	5.3%	16.7%	11.1%	0.0%	0.0%	8.0%	0.0%	23.1%	11.1%
Regulatory framework	33.3%	2.6%	0.0%	11.1%	0.0%	0.0%	8.0%	0.0%	7.7%	11.1%
Natural resource management	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	2.6%	0.0%	0.0%	0.0%	18.2%	12.0%	40.0%	0.0%	0.0%
Information and communications technology	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?

Greatest Value	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Percentage of Respondents										
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Data	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	18.2%	0.0%
Policy advice, studies, analyses	50.0%	23.3%	66.7%	10.0%	46.2%	30.0%	33.3%	50.0%	9.1%	44.4%
Financial resources	16.7%	40.0%	16.7%	20.0%	23.1%	40.0%	28.6%	0.0%	9.1%	22.2%
Capacity development	0.0%	16.7%	0.0%	30.0%	7.7%	10.0%	19.0%	25.0%	54.5%	22.2%
Technical assistance	16.7%	6.7%	16.7%	40.0%	23.1%	20.0%	9.5%	0.0%	0.0%	11.1%
Mobilizing third party financial resources	16.7%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Percentage of Respondents										
Convening/facilitating	0.0%	3.2%	16.7%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	11.1%
Data	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	11.1%
Policy advice, studies, analyses	0.0%	19.4%	16.7%	10.0%	16.7%	10.0%	19.0%	25.0%	27.3%	11.1%
Financial resources	16.7%	16.1%	16.7%	30.0%	25.0%	20.0%	14.3%	0.0%	18.2%	11.1%
Capacity development	0.0%	22.6%	16.7%	10.0%	8.3%	10.0%	14.3%	50.0%	0.0%	11.1%
Technical assistance	66.7%	25.8%	33.3%	10.0%	33.3%	50.0%	23.8%	0.0%	18.2%	33.3%
Mobilizing third party financial resources	16.7%	3.2%	0.0%	30.0%	0.0%	0.0%	19.0%	0.0%	18.2%	0.0%
Donor coordination	0.0%	3.2%	0.0%	0.0%	8.3%	0.0%	4.8%	0.0%	0.0%	11.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	6.5%	0.0%	10.0%	0.0%	0.0%	0.0%	25.0%	18.2%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)****How effectively do the World Bank Group's activities below support Swaziland's efforts to achieve development results? (1-Not effective at all, 10-Very effective)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	4	6.50	2.65	31	5.94	2.39	6	6.50	3.02	9	6.44	1.88	8	3.63	1.92	6	6.67	2.34	13	5.92	2.33	3	8.33	1.53	9	5.89	2.03	7	5.29	2.56
Data	4	7.25	1.71	30	6.60	2.09	6	7.67	1.21	8	6.00	2.88	11	7.09	1.76	5	7.20	2.05	15	7.00	2.36	3	9.33	0.58	9	7.44	2.13	6	6.17	1.83
Policy advice, studies, analyses	5	9.20	0.84	30	7.10	2.12	6	8.33	1.63	8	7.75	1.58	11	7.64	1.21	6	7.50	1.64	14	7.36	2.53	4	9.00	0.82	9	7.67	2.12	7	6.71	2.87
Financial resources	5	6.40	2.07	31	7.65	2.21	6	7.00	2.10	10	7.00	2.45	12	5.83	2.29	7	6.14	1.77	16	7.25	2.65	5	8.20	2.49	9	6.56	2.30	8	6.75	2.38
Technical assistance	4	7.75	1.71	32	7.13	2.34	6	8.50	1.05	10	7.30	2.41	11	6.91	0.94	7	7.86	2.34	17	7.65	2.15	4	9.75	0.50	8	6.00	2.62	8	7.13	2.42
Mobilizing third party financial resources	3	7.00	2.00	25	6.40	2.75	4	6.75	1.50	8	6.00	2.00	6	5.33	2.66	5	6.20	1.92	10	7.10	2.08	2	8.50	0.71	6	6.17	1.94	4	5.50	1.73
Donor coordination	3	8.67	1.15	24	5.88	2.56	3	6.67	0.58	8	6.38	2.67	8	3.50	2.45	6	7.00	1.55	11	6.18	2.64	4	8.00	1.15	5	6.20	2.17	6	6.50	2.51
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	2	7.00	0.00	25	5.96	2.62	3	5.67	0.58	8	6.13	3.14	6	5.17	1.72	5	5.40	1.52	7	5.43	2.15	4	7.75	2.06	5	6.60	3.05	4	4.25	3.95

**The World Bank Group can provide capacity building support in a number of ways in Swaziland. To which degree would Swaziland benefit, if capacity building were to support...?***(1-To no degree at all, 10-To a very significant degree)*

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	5	7.60	2.88	36	7.47	2.57	5	7.40	2.51	10	7.40	2.50	11	8.00	2.05	11	7.82	2.44	24	8.58	1.56	5	8.80	1.30	11	9.91	0.30	9	8.44	1.42
The public sector, related to implementation of specific development projects on the ground	6	8.83	1.47	38	8.34	1.63	6	8.17	2.14	10	9.50	0.97	13	8.15	1.52	11	7.64	1.80	25	7.60	2.06	5	8.80	1.30	13	7.54	2.33	9	8.33	2.00
The public sector, related to changing institutions	5	9.00	1.00	36	8.11	1.94	6	9.00	1.55	10	7.90	2.23	12	7.67	1.61	11	6.09	2.47	22	7.68	2.36	5	8.40	2.07	12	8.33	2.15	9	7.89	1.62
The private sector, related to institutional and policy change	5	9.60	0.55	36	7.78	2.15	6	9.00	1.26	10	7.90	1.66	13	8.15	1.21	11	6.82	1.99	23	8.39	1.53	5	8.20	2.49	11	8.73	1.85	9	7.78	1.79

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Swaziland? (1-Not effective at all, 10-Very effective)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	6	7.83	2.48	27	7.11	1.93	6	8.17	1.17	8	7.63	2.13	7	6.71	1.70	6	6.33	1.75	12	7.17	2.12	4	9.25	0.96	6	5.33	1.63	7	7.43	1.62
Citizen engagement	5	7.20	2.49	19	6.21	2.39	4	7.50	2.08	6	5.33	3.27	4	4.75	2.50	7	4.14	1.46	9	5.44	2.24	3	8.33	1.15	6	4.00	2.68	4	4.50	2.38
Policy design	5	7.40	2.51	21	7.24	1.67	5	8.60	0.89	8	6.63	2.20	6	7.33	1.21	7	6.00	1.53	9	7.67	1.50	3	8.33	1.15	6	7.50	1.38	7	6.57	1.90

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

When thinking about how to improve capacity building in Swaziland to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	6	9.50	0.84	37	8.16	1.79	6	8.83	1.33	8	8.88	1.46	9	7.11	2.37	8	7.88	2.70	16	8.31	1.66	3	9.67	0.58	8	8.88	1.13	7	9.29	0.95
Citizen engagement	5	9.00	1.41	34	8.03	1.83	6	8.67	1.51	6	9.17	1.17	9	7.56	1.59	8	7.88	2.17	16	9.00	1.21	3	9.33	0.58	8	9.75	0.46	6	8.83	1.60
Policy design	5	9.00	1.41	34	8.71	1.31	6	9.50	0.84	9	8.78	1.99	10	8.70	1.34	8	8.75	0.89	16	9.00	1.26	4	9.75	0.50	8	9.13	1.36	8	8.50	1.69

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Staff too inaccessible	33.3%	8.1%	0.0%	11.1%	7.1%	0.0%	0.0%	0.0%	16.7%	14.3%
Not exploring alternative policy options	0.0%	5.4%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Swaziland	0.0%	24.3%	16.7%	22.2%	14.3%	36.4%	22.7%	40.0%	8.3%	14.3%
Not enough public disclosure of its work	50.0%	32.4%	16.7%	44.4%	21.4%	36.4%	45.5%	80.0%	41.7%	57.1%
Arrogant in its approach	0.0%	2.7%	16.7%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	16.7%	2.7%	16.7%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	2.7%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	0.0%	27.0%	33.3%	0.0%	14.3%	9.1%	4.5%	20.0%	0.0%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	8.1%	0.0%	0.0%	7.1%	18.2%	22.7%	0.0%	25.0%	28.6%
Too influenced by developed countries*	16.7%	18.9%	16.7%	55.6%	0.0%	9.1%	9.1%	0.0%	16.7%	0.0%
Imposing technocratic solutions without regard to political realities	16.7%	2.7%	0.0%	11.1%	21.4%	9.1%	9.1%	0.0%	0.0%	0.0%
World Bank Group's processes too slow	16.7%	5.4%	16.7%	11.1%	21.4%	0.0%	13.6%	0.0%	0.0%	0.0%
Not focused enough on implementation of projects/programs	0.0%	8.1%	0.0%	11.1%	0.0%	9.1%	4.5%	0.0%	0.0%	0.0%
Too bureaucratic in its operational policies and procedures*	16.7%	13.5%	50.0%	11.1%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	10.8%	0.0%	0.0%	0.0%	27.3%	22.7%	0.0%	16.7%	14.3%
Not client focused	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	16.7%	5.4%	0.0%	0.0%	14.3%	9.1%	9.1%	0.0%	8.3%	14.3%
Don't know	0.0%	5.4%	0.0%	0.0%	21.4%	9.1%	13.6%	0.0%	25.0%	14.3%

\*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Capacity development	16.7%	36.8%	16.7%	50.0%	14.3%	10.0%	16.7%	80.0%	33.3%	37.5%
Policy based lending/budget support to the Government	66.7%	23.7%	16.7%	10.0%	21.4%	30.0%	16.7%	20.0%	25.0%	37.5%
Knowledge products/services	0.0%	13.2%	0.0%	0.0%	14.3%	10.0%	25.0%	20.0%	16.7%	12.5%
Investment lending	66.7%	55.3%	66.7%	40.0%	28.6%	40.0%	45.8%	0.0%	33.3%	62.5%
Technical assistance	16.7%	36.8%	83.3%	50.0%	28.6%	70.0%	33.3%	60.0%	41.7%	12.5%
Reimbursable advisory services	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	8.3%	12.5%
Trust Fund management*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Other	0.0%	2.6%	0.0%	0.0%	7.1%	0.0%	4.2%	0.0%	0.0%	0.0%
Don't know	0.0%	13.2%	0.0%	10.0%	35.7%	10.0%	29.2%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Academia/think tanks/research institutes	0.0%	24.3%	16.7%	40.0%	14.3%	10.0%	29.2%	40.0%	53.8%	22.2%
Donor community	33.3%	18.9%	16.7%	0.0%	50.0%	30.0%	8.3%	20.0%	15.4%	33.3%
Media*	0.0%	5.4%	0.0%	10.0%	0.0%	0.0%	8.3%	60.0%	0.0%	11.1%
NGOs*	0.0%	10.8%	16.7%	20.0%	14.3%	50.0%	54.2%	20.0%	23.1%	33.3%
Local Government*	16.7%	37.8%	83.3%	10.0%	21.4%	10.0%	8.3%	40.0%	23.1%	0.0%
Private sector	50.0%	40.5%	16.7%	40.0%	35.7%	60.0%	37.5%	0.0%	7.7%	44.4%
Parliament	16.7%	16.2%	33.3%	0.0%	7.1%	10.0%	16.7%	0.0%	7.7%	11.1%
Community Based Organizations*	50.0%	10.8%	0.0%	20.0%	0.0%	20.0%	4.2%	20.0%	53.8%	22.2%
Beneficiaries	16.7%	10.8%	0.0%	10.0%	7.1%	0.0%	0.0%	0.0%	0.0%	22.2%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Faith based organizations	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Public enterprises/parastatal companies*	16.7%	10.8%	0.0%	50.0%	0.0%	0.0%	4.2%	0.0%	7.7%	0.0%
Other	0.0%	8.1%	0.0%	0.0%	7.1%	0.0%	4.2%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	8.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Swaziland? (1-Strongly disagree, 10-Strongly agree)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Swaziland	6	7.33	3.44	35	6.80	1.95	6	7.67	2.07	10	7.10	1.52	10	6.70	1.70	9	6.56	1.74	18	7.39	2.52	4	8.75	1.50	11	6.91	2.21	9	7.67	1.87
The World Bank Group's work is aligned with what I consider the development priorities for Swaziland	6	7.83	1.94	35	6.86	1.97	5	8.00	2.12	10	6.80	2.04	12	6.83	1.53	10	5.10	2.38	14	7.29	2.02	4	7.50	2.08	10	6.10	2.02	8	6.50	2.88
The World Bank Group supports programs and strategies that are realistic for Swaziland	6	8.17	2.64	35	7.20	2.03	5	7.00	2.55	10	6.10	2.47	10	7.10	1.29	9	5.78	2.39	14	6.86	1.92	4	9.00	1.41	10	6.10	2.18	8	7.63	2.13
The World Bank Group treats clients and stakeholders in Swaziland with respect	6	7.67	3.01	32	7.72	2.10	5	7.60	1.82	10	7.20	1.75	7	7.71	1.38	8	7.25	1.75	14	7.86	1.79	4	8.50	1.73	8	5.50	1.93	7	8.57	1.90

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

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	6	7.33	2.80	32	6.66	1.96	6	8.17	1.47	9	6.00	2.45	9	6.56	1.33	5	5.40	1.14	11	6.64	2.01	4	7.25	2.06	8	5.75	1.98	8	6.13	2.17
Flexibility (in terms of the institution's products and services)	6	5.67	2.42	29	6.10	2.11	6	5.50	1.87	9	5.00	2.65	7	5.00	1.83	5	5.00	1.87	11	5.27	2.05	3	6.33	1.53	8	5.25	1.75	7	6.29	1.50
Flexibility (in terms of changing country circumstances)*	5	5.40	2.30	26	6.27	1.91	6	6.83	1.47	8	5.25	2.19	7	5.14	1.95	4	3.75	1.50	11	4.82	2.40	4	7.75	2.63	9	4.78	1.48	6	7.50	1.64
Being inclusive	6	6.67	2.42	26	6.77	1.68	6	7.83	1.33	8	6.00	2.07	10	6.30	1.89	5	6.20	2.68	12	6.17	2.52	4	6.75	3.30	8	4.50	2.00	6	6.50	1.64
Openness (sharing data and other information)	6	6.83	2.71	29	7.10	2.08	6	9.17	1.17	9	6.44	2.74	11	5.64	2.20	7	6.14	2.41	14	6.71	3.15	4	7.25	2.06	8	5.88	2.23	6	7.33	1.97
Staff accessibility	6	6.33	3.08	30	6.97	2.25	5	6.60	2.70	9	5.56	2.70	9	5.33	1.66	6	4.83	2.32	11	6.45	3.11	3	5.00	2.65	8	4.50	1.41	7	5.86	2.79
Straightforwardness and honesty*	6	7.50	3.08	33	7.73	1.75	6	8.67	1.03	9	7.44	1.88	10	6.10	1.45	7	6.86	2.54	13	7.08	2.78	3	8.67	1.53	9	5.11	1.83	8	7.00	2.39
Ease of access to the people at the World Bank Group who are making decisions important to my work*	6	7.83	2.93	29	7.21	2.32	5	7.60	2.88	8	5.75	2.92	8	5.25	1.28	4	3.75	1.71	9	6.00	2.74	2	5.00	1.41	6	4.17	0.75	5	5.60	2.88
Collaboration with civil society	4	6.00	3.37	24	5.96	2.12	3	8.00	1.73	7	5.43	2.57	2	4.00	1.41	8	4.50	2.45	12	5.58	3.63	3	5.67	4.04	8	3.25	1.28	5	6.40	1.82
Collaboration with the Government*	6	8.67	1.97	33	7.94	1.85	6	8.33	1.63	9	7.33	2.06	10	7.50	1.35	7	8.71	1.11	11	8.91	1.22	4	9.25	1.50	9	5.11	2.15	8	7.88	1.64
Collaboration with other donors and development partners	6	7.33	2.80	26	7.04	1.56	2	8.50	2.12	9	7.00	1.73	9	7.00	1.66	6	7.33	0.52	9	7.78	2.17	4	8.25	2.06	6	6.00	2.00	6	8.00	1.79
Collaboration with the private sector	6	6.33	2.66	23	5.35	2.25	3	7.00	3.00	7	6.00	2.58	4	5.50	1.73	8	5.13	2.23	7	5.71	2.56	4	7.00	2.45	6	3.83	2.14	5	6.40	2.51
The speed in which it gets things accomplished on the ground	6	7.17	2.64	29	6.28	2.22	6	7.00	2.37	8	6.00	2.62	6	5.00	1.79	5	5.20	1.30	12	5.50	2.75	3	5.67	2.52	8	4.63	1.51	4	7.75	1.71
Being a long-term partner	6	8.00	2.68	31	7.94	2.02	5	8.20	1.10	8	6.88	2.30	9	7.00	2.18	7	8.00	1.53	13	7.38	2.60	4	9.50	1.00	9	6.44	2.60	7	7.43	1.40

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To be a more effective development partner in Swaziland, do you believe that the World Bank Group should have ... ? (Select only ONE response)**

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-total organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
More local presence	83.3%	83.8%	83.3%	100.0%	85.7%	72.7%	68.2%	100.0%	76.9%	88.9%
The current level of local presence is adequate	16.7%	13.5%	16.7%	0.0%	0.0%	9.1%	13.6%	0.0%	23.1%	11.1%
Less local presence	0.0%	0.0%	0.0%	0.0%	7.1%	9.1%	4.5%	0.0%	0.0%	0.0%
Don't know	0.0%	2.7%	0.0%	0.0%	7.1%	9.1%	13.6%	0.0%	0.0%	0.0%

**When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-total organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	16.7%	25.0%	0.0%	12.5%	7.1%	12.5%	4.8%	20.0%	8.3%	12.5%
There is not an adequate level of citizen/civil society participation*	33.3%	19.4%	20.0%	37.5%	7.1%	37.5%	52.4%	80.0%	58.3%	37.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	0.0%	25.0%	20.0%	12.5%	7.1%	37.5%	9.5%	60.0%	16.7%	25.0%
Lack of/inadequate levels of capacity in Government	33.3%	41.7%	100.0%	12.5%	42.9%	37.5%	23.8%	0.0%	25.0%	37.5%
Poor donor coordination	0.0%	5.6%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	8.3%	0.0%
The World Bank Group works too slowly	16.7%	11.1%	0.0%	12.5%	7.1%	0.0%	9.5%	0.0%	0.0%	0.0%
The Government works inefficiently	16.7%	16.7%	40.0%	50.0%	35.7%	25.0%	28.6%	20.0%	33.3%	37.5%
Political pressures and obstacles*	16.7%	2.8%	0.0%	50.0%	28.6%	25.0%	42.9%	0.0%	25.0%	12.5%
Reforms are not well thought out in light of country challenges	16.7%	33.3%	20.0%	12.5%	21.4%	12.5%	9.5%	0.0%	25.0%	25.0%
Other	33.3%	5.6%	0.0%	0.0%	14.3%	0.0%	4.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland? (1-Not important at all, 10-Very important)

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	6	8.83	2.04	34	8.06	2.17	6	8.33	2.07	9	8.00	2.69	12	7.58	2.23	11	7.27	2.87	22	8.77	1.34	5	10.00	0.00	13	9.00	2.27	9	6.67	3.32
Information and communications technology	6	8.83	1.83	36	8.28	1.88	6	7.67	2.58	10	8.00	1.76	11	7.18	2.93	11	7.09	2.39	21	7.86	1.98	5	10.00	0.00	12	7.92	2.47	8	6.88	2.64
Transport	5	8.60	1.67	35	8.06	1.81	6	7.33	2.94	10	7.70	1.64	12	6.42	2.54	11	5.36	2.94	21	7.19	2.09	5	7.00	3.32	13	6.54	2.47	8	7.25	2.43
Reduction of crime and violence	5	6.20	3.03	36	6.75	2.29	6	6.17	2.14	8	6.00	2.33	12	3.67	2.57	10	4.70	3.16	21	6.24	2.49	4	6.75	3.77	12	6.00	2.89	8	5.63	2.92
Law and justice*	4	8.75	1.26	35	7.77	2.28	5	8.00	2.92	9	7.22	2.95	12	5.00	3.10	10	6.80	3.43	22	8.09	2.20	5	5.20	4.44	12	9.17	2.04	9	7.33	3.46
Urban development	5	8.00	2.83	37	7.76	2.14	6	8.83	1.33	9	7.33	1.87	12	6.17	1.80	11	6.45	2.21	22	6.95	2.28	5	6.40	3.05	13	7.92	1.93	9	6.56	2.13
Environmental sustainability*	4	7.50	3.70	37	8.16	1.76	6	8.83	1.83	9	7.78	1.64	12	5.67	2.57	11	6.64	2.91	22	7.27	2.14	5	7.80	2.28	13	8.62	1.50	9	6.11	2.03
Regulatory framework	6	8.33	2.66	35	8.66	1.41	6	7.83	1.17	9	8.00	2.12	13	8.23	1.54	10	7.80	1.87	21	8.95	1.66	5	8.20	3.03	12	9.58	0.67	9	9.00	1.32
Local governance and institutions	5	8.60	3.13	36	8.19	1.79	6	8.83	1.33	9	7.78	2.11	12	7.25	2.34	11	6.64	2.58	22	7.18	2.56	5	9.40	0.89	13	8.23	1.92	9	6.22	2.22
Poverty reduction	6	10.00	0.00	37	8.84	1.99	6	9.00	1.10	10	8.50	1.27	13	8.77	1.24	11	8.27	2.24	22	9.27	0.98	5	9.80	0.45	13	9.46	0.97	9	9.00	1.00
Gender equity	6	8.50	1.76	36	7.28	2.24	6	7.67	1.86	9	7.33	2.12	13	7.92	2.22	11	6.27	3.38	22	8.05	1.70	5	8.00	2.83	13	8.38	2.26	9	7.22	1.99
Domestic private sector development	5	9.40	0.89	36	8.36	1.64	6	7.67	1.21	9	8.67	1.22	13	8.23	1.79	11	7.82	1.72	22	8.32	1.89	5	6.80	3.63	12	8.08	1.98	9	8.67	1.58
Foreign direct investment	5	8.60	2.19	37	8.38	2.09	6	8.50	1.38	10	9.30	0.67	11	8.27	1.68	11	7.91	1.97	22	9.14	1.28	4	8.00	2.83	12	8.33	1.87	9	8.44	1.13
Water and sanitation*	6	8.67	1.51	37	8.81	1.45	6	7.83	1.83	9	8.33	1.50	11	7.00	1.84	11	6.09	2.55	20	7.55	2.48	5	6.60	3.85	12	8.25	1.82	8	6.88	1.81
Trade and exports	6	8.33	1.63	34	8.09	1.66	6	7.83	1.72	9	8.33	1.32	12	7.33	2.31	11	8.27	1.27	22	8.18	1.71	5	7.80	2.86	12	7.33	2.02	9	8.00	1.12
Economic growth	6	9.50	0.84	37	8.89	1.78	6	8.83	0.98	9	9.56	0.53	13	9.15	0.99	11	8.27	1.68	23	9.00	1.62	5	8.60	2.07	13	8.38	1.66	9	9.33	1.00
Energy	6	9.00	1.10	35	8.43	1.82	6	8.17	1.72	10	8.20	2.30	12	7.50	2.24	11	6.82	2.48	22	7.68	2.08	5	8.00	2.83	13	7.69	2.14	9	7.78	1.39
Disaster management*	5	7.80	2.49	37	7.43	2.15	6	8.33	1.86	9	6.67	2.78	12	5.25	2.34	11	4.45	2.54	22	6.36	2.56	5	8.00	2.55	12	6.25	2.05	8	6.50	2.45
Public sector governance/reform	6	9.83	0.41	36	8.61	1.87	6	8.83	1.33	9	8.44	2.13	12	8.75	1.54	11	8.82	1.25	22	9.00	1.31	5	9.80	0.45	12	9.75	0.62	9	9.11	1.17
Job creation/employment	5	9.00	2.24	36	8.44	2.10	6	8.00	1.41	10	8.40	2.17	13	8.23	1.74	11	8.18	2.44	22	8.82	1.79	5	6.40	4.51	13	8.23	2.28	8	8.13	1.46
Financial markets*	6	9.50	0.55	33	7.73	1.75	6	7.50	2.07	9	8.67	1.50	12	7.67	2.10	10	7.60	2.22	21	8.48	1.47	5	7.20	3.11	11	5.73	0.90	6	7.67	1.21
Equality of opportunity	5	8.20	2.05	35	7.23	2.10	6	8.00	1.90	9	7.56	2.40	12	7.08	2.71	11	6.45	2.94	21	8.14	1.93	5	7.40	3.29	13	7.54	2.22	9	7.44	1.42
Health*	6	8.50	2.51	36	9.03	1.50	6	8.50	1.76	9	8.44	1.59	13	7.38	2.47	11	7.00	2.61	24	8.67	1.63	5	9.40	0.89	13	8.92	1.26	9	7.78	1.92
Rural development	5	9.60	0.89	37	8.81	1.37	5	9.40	1.34	8	8.63	1.69	13	7.69	2.14	11	7.64	2.01	22	8.86	1.13	5	8.80	1.10	13	8.38	1.80	9	8.00	1.50
Global/regional integration*	5	10.00	0.00	34	7.88	2.10	6	7.67	2.07	9	8.78	1.39	12	5.92	2.31	11	7.00	2.00	20	8.80	1.32	4	8.75	1.89	13	6.23	2.35	9	7.22	1.20
Food security	6	9.83	0.41	36	8.50	1.63	6	8.50	1.76	10	8.00	2.62	12	8.00	1.65	10	7.00	2.16	23	8.17	2.12	5	9.40	1.34	13	9.08	1.50	9	7.78	1.99
Education	5	7.80	2.95	36	8.78	1.69	6	8.83	1.60	9	8.89	1.27	13	7.77	2.28	10	7.60	1.90	22	8.23	2.11	5	9.80	0.45	13	9.46	1.13	9	8.33	2.92
Social protection	5	8.60	1.52	36	7.53	2.14	6	6.50	1.76	9	7.22	2.49	12	7.33	2.31	11	5.45	2.62	21	7.52	2.42	5	6.80	3.03	13	6.46	2.79	9	6.11	2.67
Climate change	6	8.33	2.73	37	7.68	2.10	6	8.83	1.83	9	8.33	1.80	13	6.00	2.61	11	5.91	2.07	22	6.95	2.38	5	8.00	2.00	12	6.92	3.12	9	6.44	1.51
Agricultural development	6	9.50	1.22	37	9.08	1.26	5	9.20	1.30	9	8.89	1.36	13	8.69	1.18	11	8.45	1.29	22	8.59	1.82	5	9.80	0.45	13	9.23	0.93	9	8.11	1.83
Natural resource management	6	6.50	2.59	34	7.88	2.27	6	8.67	2.07	9	8.22	1.30	12	6.42	2.07	10	7.50	1.84	22	7.55	2.92	5	9.40	1.34	13	6.92	2.29	9	5.78	2.95

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland? (1-Not effective at all, 10-Very effective)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Transport	4	3.75	4.19	18	5.50	2.57	4	8.75	1.89	5	7.60	2.30				5	6.60	2.51	9	7.44	3.00	2	7.00	0.00	5	4.00	2.35	2	6.50	0.71
Local governance and institutions*	5	8.20	1.64	27	7.67	2.00	5	7.80	1.48	7	6.71	2.81	4	5.25	0.96	4	5.25	2.06	10	5.50	2.27	3	8.67	2.31	7	5.00	2.16	2	8.50	0.71
Regulatory framework	4	8.25	0.96	21	7.43	2.09	4	8.25	1.26	9	7.22	2.59	6	7.50	2.17	4	6.25	1.89	11	7.27	1.56	3	8.33	1.53	9	5.00	1.50	6	7.33	1.86
Health*	5	9.00	1.00	25	8.00	1.38	3	7.67	2.08	7	8.29	1.38	9	6.89	1.36	5	6.40	1.67	13	7.85	1.82	4	8.25	2.36	8	6.13	1.81	5	8.80	1.30
Poverty reduction	5	5.60	2.88	17	6.88	2.15	3	7.67	2.08	7	7.29	2.29	5	7.40	0.55	5	6.20	2.05	12	5.92	2.54	3	8.67	2.31	7	5.00	2.52	5	8.20	2.05
Domestic private sector development	4	5.50	3.51	16	5.81	2.17	2	8.00	2.83	7	6.71	1.89	5	6.80	1.92	4	5.00	1.83	8	5.25	2.43	3	6.67	3.06	6	3.33	1.86	3	7.00	1.73
Foreign direct investment	4	4.75	3.86	18	6.28	2.11	2	8.00	2.83	6	7.50	2.43	3	7.33	2.08	3	4.67	1.53	8	7.00	2.00	4	7.00	2.58	6	4.33	2.25	2	6.00	0.00
Trade and exports	4	5.00	3.65	14	7.00	1.36	2	8.00	2.83	8	7.75	1.67	3	6.00	2.65	4	6.50	1.00	9	6.00	2.50	3	7.00	2.65	6	4.50	2.07	3	7.67	0.58
Economic growth	4	5.75	3.30	19	6.95	1.99	5	7.60	1.82	8	7.13	2.03	5	7.00	3.08	5	6.20	2.59	11	6.36	2.73	4	8.25	2.06	7	4.57	2.57	4	8.25	2.36
Energy	4	3.50	2.38	13	5.85	2.30	2	8.00	2.83	6	6.00	2.53	3	4.00	1.73	3	5.00	1.00	6	5.33	2.80	3	8.00	2.00	6	3.50	2.59	2	8.00	0.00
Public sector governance/reform*	4	6.00	2.94	24	7.29	2.03	5	8.60	1.34	8	7.25	2.05	6	6.83	1.17	6	5.50	2.88	11	7.00	1.84	4	9.00	1.41	9	4.22	2.59	6	7.17	2.32
Job creation/employment	4	4.25	3.59	15	5.53	2.03	4	7.00	2.00	8	6.25	2.82	3	4.67	2.52	5	4.60	2.30	6	6.00	2.28	3	6.33	4.04	6	3.67	1.86	3	6.00	1.73
Education*	4	6.50	3.79	21	7.14	2.08	2	8.00	2.83	7	6.29	2.75	5	7.00	1.58	4	5.25	2.22	7	6.71	2.63	3	9.00	1.73	6	3.17	2.14	3	8.00	2.65
Social protection	4	6.50	3.11	19	6.53	2.09	2	8.00	2.83	6	5.50	2.74	8	6.75	1.28	3	4.00	1.00	7	6.57	2.70	3	6.00	4.58	6	4.33	2.66	3	7.33	2.52
Agricultural development	4	5.00	4.08	15	6.47	2.50	3	7.33	2.31	7	6.43	1.90	5	6.60	2.07	3	6.67	1.53	7	6.71	1.98	4	8.75	2.50	9	5.33	2.65	5	8.20	2.05

\*Significantly different between stakeholder groups

**Where are the World Bank Group's decisions made primarily that support the program in Swaziland? (Select only ONE response)\***

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
At the Headquarters (in Washington D.C.)	16.7%	45.9%	83.3%	62.5%	28.6%	27.3%	17.4%	40.0%	15.4%	22.2%
In the country	0.0%	8.1%	16.7%	0.0%	7.1%	18.2%	4.3%	20.0%	0.0%	0.0%
At the regional office (in Pretoria)	66.7%	5.4%	0.0%	0.0%	28.6%	18.2%	4.3%	20.0%	0.0%	22.2%
Don't know	16.7%	40.5%	0.0%	37.5%	35.7%	36.4%	73.9%	20.0%	84.6%	55.6%

\*Significantly different between stakeholder groups

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Swaziland?	6	7.33	2.94	32	7.09	2.08	6	7.50	1.52	9	6.11	2.26	10	6.10	1.45	9	6.56	1.51	13	5.85	1.82	4	8.25	2.06	9	5.89	1.45	7	6.86	1.95

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

### C. World Bank Group's Effectiveness and Results (continued)

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

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Swaziland	6	6.50	2.88	27	6.37	2.37	5	6.60	2.79	8	5.75	2.43	5	4.60	1.67	7	5.00	1.53	12	6.08	2.39	3	7.00	2.00	6	4.33	1.63	6	5.50	1.87
The World Bank Group meets Swaziland's needs for knowledge services	6	6.17	1.94	28	6.82	1.98	5	7.40	0.89	10	6.00	2.62	10	6.30	1.70	8	5.25	1.98	14	6.14	1.88	4	8.00	2.16	8	6.38	2.33	6	6.67	1.37

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Swaziland?	6	6.83	2.86	28	6.46	2.13	5	5.80	1.48	8	6.25	1.83	4	5.75	2.06	2	5.50	2.12	8	6.50	2.07	2	8.50	0.71	4	5.75	2.50	4	6.50	1.91

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Office of Minister/ Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras- tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Weekly	0.0%	13.5%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	11.1%
Monthly	33.3%	13.5%	33.3%	11.1%	14.3%	0.0%	4.3%	0.0%	0.0%	0.0%
A few times a year	66.7%	37.8%	33.3%	33.3%	64.3%	18.2%	26.1%	0.0%	61.5%	55.6%
Rarely	0.0%	16.2%	33.3%	33.3%	14.3%	54.5%	17.4%	0.0%	15.4%	22.2%
Never	0.0%	18.9%	0.0%	22.2%	7.1%	27.3%	47.8%	100.0%	23.1%	11.1%

\*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge Work and Activities (continued)****In Swaziland, 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)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	5	6.60	2.70	27	6.37	2.19	5	7.40	1.67	8	5.75	2.25	7	5.14	1.68	5	4.80	2.39	11	5.73	1.62	4	5.75	3.77	9	6.22	2.11	6	6.00	2.28
Include appropriate level of stakeholder involvement during preparation	5	7.20	1.48	29	7.07	1.69	5	7.20	1.10	7	6.43	2.70	8	6.50	1.07	6	5.17	2.14	11	5.18	2.60	4	7.50	2.52	5	4.80	2.17	6	6.00	2.28
Are relevant to Swaziland's development priorities	6	7.33	2.66	32	7.31	1.65	5	8.60	1.34	9	6.56	1.88	11	7.09	1.30	6	6.17	2.40	13	6.23	2.59	4	8.50	1.91	10	7.10	2.13	7	7.57	1.72
Lead to practical solutions*	5	7.60	3.21	32	6.88	1.74	5	8.00	1.87	9	5.78	2.05	10	6.40	1.90	7	6.43	1.40	13	5.38	1.71	4	7.50	1.00	9	5.22	1.86	5	6.40	1.34
Are accessible (well written and easy to understand)	6	7.67	3.33	29	7.17	1.69	5	6.80	0.84	9	5.56	2.70	9	6.33	1.80	5	6.20	1.64	10	6.50	2.37	3	6.67	1.53	10	7.00	2.45	6	7.00	2.28
Are source of relevant information on global good practices	6	8.33	3.14	31	7.35	2.06	5	8.20	1.10	8	7.38	1.85	9	7.33	1.94	6	7.00	1.67	13	7.23	2.17	4	8.50	1.00	10	7.40	2.50	6	8.00	0.89
Enhance your knowledge and/or skills	6	7.83	2.93	31	7.52	1.96	5	8.60	1.34	9	7.56	2.55	11	7.36	1.57	7	5.86	2.54	13	6.08	2.33	4	7.75	1.89	10	7.90	2.77	6	7.67	1.03
Are adequately disseminated	6	5.50	2.88	28	6.46	2.19	5	6.40	1.52	8	5.88	2.47	9	5.44	2.13	7	5.00	1.91	13	4.15	2.23	4	5.50	1.91	9	4.89	2.15	6	5.33	2.80
Are translated enough into local language	5	3.20	3.35	27	4.30	2.92	4	2.00	1.41	8	4.00	3.96	5	2.40	1.34	6	3.17	2.56	9	2.00	1.66	3	4.33	2.31	7	1.71	0.95	6	4.67	4.13
Are adaptable to Swaziland's specific development challenges and country circumstances	6	7.50	3.02	31	6.84	2.03	5	7.20	1.10	9	5.89	2.03	9	6.56	1.24	7	5.86	1.86	12	5.33	3.11	4	8.50	1.73	11	5.82	1.99	6	7.67	1.03

*\*Significantly different between stakeholder groups*

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5	7.20	3.56	31	7.26	2.29	6	7.33	2.16	9	7.00	1.41	11	7.18	1.47	8	7.00	1.69	14	6.00	2.00	4	8.50	1.29	10	5.50	1.43	7	7.14	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6	7.50	2.88	33	7.97	1.83	6	8.67	1.03	9	7.67	1.66	12	7.08	1.31	6	7.50	2.07	13	7.31	1.38	4	9.00	1.15	9	7.44	2.24	7	8.00	1.63

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

**E. Working with the World Bank Group**

**To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Swaziland's development challenges? (1-To no degree at all, 10-To a very significant degree)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization	6	8.50	3.21	28	7.68	1.94	6	7.50	2.07	10	7.20	2.25	10	6.50	1.58	7	6.71	1.50	13	6.54	2.30	4	6.00	0.82	10	7.10	2.18	5	7.60	1.95
Design	6	8.00	2.53	29	7.66	1.76	6	7.83	1.33	10	7.20	1.99	9	6.89	0.78	7	6.86	0.90	12	6.83	2.12	3	6.67	0.58	9	6.78	2.22	5	8.40	1.52
Implementation	6	7.67	2.88	29	7.24	1.96	6	8.17	1.17	10	6.80	2.20	8	6.50	1.20	5	7.00	1.41	13	6.54	2.37	3	5.33	1.15	10	6.00	2.31	4	8.25	1.71
Evaluation	6	7.50	2.88	25	7.16	1.99	6	7.50	1.38	9	7.11	2.03	6	6.83	0.98	5	6.80	2.05	14	7.50	2.10	4	7.75	1.71	9	6.67	2.24	5	8.00	1.41

**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	5	7.00	3.54	25	6.92	2.74	5	5.80	0.84	8	5.75	2.05	4	4.25	1.71	3	5.33	2.31	5	6.80	2.39	3	4.33	2.52	4	5.25	3.40	2	8.00	1.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports	6	7.33	2.25	32	7.69	1.97	6	8.00	1.41	10	7.20	1.75	7	7.00	1.63	5	8.20	0.84	12	7.58	1.93	4	9.25	1.50	8	7.13	2.03	5	7.60	1.67
The World Bank Group's approvals and reviews are done in a timely fashion	5	6.80	2.28	28	6.61	2.60	6	5.83	1.47	9	6.67	2.35	7	5.00	1.15	4	7.00	1.63	10	7.30	2.26	4	8.00	2.45	7	5.57	2.57	3	6.33	1.53
The World Bank Group's "Safeguard Policy" requirements are reasonable	6	6.33	2.16	22	7.18	2.17	5	6.80	1.92	7	6.29	2.21	2	6.00	1.41	4	6.00	0.82	6	6.83	2.79	3	8.33	1.53	2	5.00	5.66	3	8.33	1.53
The World Bank Group's conditions on its lending are reasonable	6	6.33	3.20	23	7.22	1.91	5	5.40	0.55	10	6.30	2.50	7	4.86	1.68	4	7.25	1.26	7	6.71	3.09	3	7.33	0.58	6	5.50	3.33	4	7.75	1.50
The World Bank Group takes decisions quickly in Swaziland	6	6.83	3.31	25	5.96	2.42	4	4.50	0.58	8	6.00	2.00	6	4.17	0.98	3	5.33	1.53	9	6.00	2.18	2	6.00	1.41	5	3.80	1.92	3	8.00	2.00
Working with the World Bank Group increases Swaziland's institutional capacity	6	7.67	3.33	32	7.84	1.82	6	8.67	1.21	9	6.89	2.15	9	6.89	1.96	8	7.38	1.41	9	8.22	1.20	3	8.33	2.08	7	7.14	3.02	8	7.25	1.28
The World Bank Group ensures consistency and continuity through staff changes	6	6.33	3.39	24	6.79	2.52	3	6.67	1.53	8	6.38	1.92	4	6.75	0.96	2	7.00	1.41	4	7.75	1.71	3	6.67	3.51	3	4.33	1.15	4	7.75	0.96
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	5.50	3.15	24	6.88	2.54	4	5.75	3.40	6	6.17	2.40	2	7.00	1.41	3	7.33	0.58	6	7.67	1.51	1	3.00		1	9.00		1	10.00	
The World Bank Group provides effective implementation support	5	8.00	3.39	32	7.88	1.95	5	8.40	2.07	9	6.89	1.62	7	7.00	0.82	6	7.67	1.03	8	8.25	1.75	3	8.33	1.53	7	6.71	2.36	6	8.33	1.21

**E. Working with the World Bank Group (continued)**

Which of the following best describes the way the World Bank Group operates in Swaziland? (Select only ONE response)

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
The World Bank Group takes too much risk in Swaziland	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Swaziland	25.0%	38.7%	40.0%	50.0%	8.3%	27.3%	19.0%	0.0%	27.3%	33.3%
The World Bank Group's approach to risk is appropriate	75.0%	29.0%	40.0%	50.0%	16.7%	18.2%	23.8%	25.0%	18.2%	33.3%
Don't know	0.0%	32.3%	20.0%	0.0%	75.0%	54.5%	57.1%	75.0%	54.5%	33.3%

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Provide more adequate data/knowledge/statistics/figures on Swaziland's economy	0.0%	18.9%	33.3%	0.0%	21.4%	9.1%	31.8%	50.0%	0.0%	44.4%
Collaborate more effectively with Government clients	40.0%	24.3%	33.3%	66.7%	28.6%	36.4%	4.5%	25.0%	45.5%	33.3%
Offer more innovative financial products	60.0%	27.0%	33.3%	22.2%	14.3%	36.4%	18.2%	0.0%	0.0%	22.2%
Improve the competitiveness of its financing compared to markets	0.0%	10.8%	0.0%	0.0%	0.0%	9.1%	4.5%	0.0%	9.1%	0.0%
Reach out more to groups outside of Government*	0.0%	18.9%	16.7%	22.2%	14.3%	45.5%	77.3%	0.0%	81.8%	55.6%
Improve the quality of its experts as related to Swaziland's specific challenges	20.0%	21.6%	0.0%	11.1%	7.1%	9.1%	4.5%	25.0%	9.1%	0.0%
Offer more innovative knowledge services*	20.0%	0.0%	0.0%	0.0%	14.3%	9.1%	0.0%	50.0%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	40.0%	24.3%	16.7%	33.3%	21.4%	9.1%	22.7%	50.0%	27.3%	33.3%
Reduce the complexity of obtaining World Bank Group financing	20.0%	32.4%	50.0%	33.3%	35.7%	18.2%	18.2%	0.0%	18.2%	11.1%
Work faster	0.0%	5.4%	0.0%	0.0%	14.3%	0.0%	4.5%	0.0%	0.0%	0.0%
Other	0.0%	5.4%	0.0%	0.0%	14.3%	0.0%	9.1%	0.0%	9.1%	0.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Swaziland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Swaziland? (Select only ONE response)

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Financial services	40.0%	35.3%	33.3%	44.4%	25.0%	20.0%	21.7%	25.0%	16.7%	22.2%
Knowledge products	0.0%	8.8%	16.7%	11.1%	33.3%	10.0%	8.7%	0.0%	8.3%	22.2%
Convening services	20.0%	32.4%	50.0%	44.4%	33.3%	50.0%	52.2%	50.0%	75.0%	22.2%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Swaziland	40.0%	8.8%	0.0%	0.0%	0.0%	10.0%	8.7%	25.0%	0.0%	22.2%
Don't know	0.0%	14.7%	0.0%	0.0%	8.3%	10.0%	8.7%	0.0%	0.0%	11.1%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Local newspapers	83.3%	78.9%	66.7%	70.0%	78.6%	90.9%	75.0%	80.0%	76.9%	100.0%
International newspapers (incl. South African newspapers)	33.3%	7.9%	0.0%	0.0%	14.3%	0.0%	12.5%	0.0%	23.1%	0.0%
Local radio	0.0%	18.4%	0.0%	20.0%	0.0%	9.1%	4.2%	40.0%	7.7%	33.3%
International radio (incl. South African radio)	0.0%	2.6%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	7.9%	0.0%	20.0%	14.3%	0.0%	8.3%	0.0%	0.0%	22.2%
International television (incl. South African television)	16.7%	10.5%	16.7%	10.0%	0.0%	9.1%	29.2%	40.0%	15.4%	11.1%
Periodicals	0.0%	13.2%	16.7%	10.0%	7.1%	27.3%	4.2%	0.0%	38.5%	11.1%
Internet	50.0%	36.8%	50.0%	50.0%	42.9%	27.3%	33.3%	40.0%	38.5%	0.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	0.0%	2.6%	0.0%	10.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Blogs	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	14.3%	18.2%	8.3%	0.0%	0.0%	11.1%

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Blogs	0.0%	2.6%	0.0%	0.0%	7.1%	0.0%	4.0%	0.0%	7.7%	0.0%
Direct contact with World Bank Group	33.3%	39.5%	16.7%	20.0%	35.7%	9.1%	32.0%	0.0%	0.0%	33.3%
e-Newsletters	16.7%	23.7%	50.0%	40.0%	21.4%	45.5%	40.0%	40.0%	30.8%	33.3%
Instant messaging	0.0%	5.3%	0.0%	0.0%	7.1%	0.0%	4.0%	20.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences*	16.7%	55.3%	16.7%	20.0%	14.3%	72.7%	44.0%	60.0%	30.8%	44.4%
World Bank Group's publications and other written materials*	66.7%	31.6%	33.3%	30.0%	50.0%	27.3%	20.0%	20.0%	84.6%	55.6%
Mobile phones	16.7%	2.6%	16.7%	10.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
World Bank Group's website	33.3%	28.9%	16.7%	40.0%	28.6%	27.3%	40.0%	60.0%	46.2%	33.3%
Other*	0.0%	0.0%	0.0%	20.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Govern- ment	State-Owned Enterprise/Paras- total organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	16.7%	23.7%	0.0%	11.1%	0.0%	9.1%	4.5%	0.0%	0.0%	0.0%
No	83.3%	76.3%	100.0%	88.9%	100.0%	90.9%	95.5%	100.0%	100.0%	100.0%

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?**

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Yes	16.7%	31.6%	0.0%	11.1%	38.5%	0.0%	13.0%	0.0%	15.4%	25.0%
No	83.3%	68.4%	100.0%	88.9%	61.5%	100.0%	87.0%	100.0%	84.6%	75.0%

**Were you able to obtain this information?**

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Yes	100.0%	100.0%	0.0%	100.0%	60.0%	0.0%	100.0%	0.0%	100.0%	50.0%
No	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	50.0%

**Do you have access to the Internet?**

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Yes	100.0%	97.3%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	88.9%
No	0.0%	2.7%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	11.1%

**Do you use/have used the World Bank Group's website?\***

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Yes	83.3%	64.9%	100.0%	66.7%	57.1%	27.3%	33.3%	40.0%	83.3%	50.0%
No	16.7%	35.1%	0.0%	33.3%	42.9%	72.7%	66.7%	60.0%	16.7%	50.0%

\*Significantly different between stakeholder groups

**Which do you primarily use?**

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
The World Bank Group's country website	40.0%	18.5%	0.0%	12.5%	33.3%	20.0%	46.7%	50.0%	8.3%	57.1%
The World Bank Group's main website	60.0%	81.5%	100.0%	87.5%	66.7%	80.0%	53.3%	50.0%	91.7%	42.9%

**Which Internet connection do you use primarily when visiting a World Bank Group website?\***

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
High speed (i.e., ADSL)	100.0%	96.6%	66.7%	77.8%	100.0%	100.0%	82.4%	50.0%	50.0%	57.1%
USB dongle attached to laptop or desktop computer	0.0%	3.4%	33.3%	22.2%	0.0%	0.0%	5.9%	50.0%	41.7%	14.3%
Mobile device	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	8.3%	28.6%

\*Significantly different between stakeholder groups



**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	5	6.00	2.92	30	6.43	2.81	5	5.40	1.52	8	4.63	2.83	13	4.38	2.33	9	3.56	1.51	20	4.15	2.91	3	2.67	1.53	11	4.64	2.98	7	3.57	2.44
I find the World Bank Group's websites easy to navigate	5	9.20	0.84	27	7.59	1.95	6	6.17	1.47	7	7.14	2.04	10	6.90	1.52	6	4.83	2.48	13	5.85	2.76	3	7.00	5.20	11	6.45	2.70	4	6.25	0.96
I find the information on the World Bank Group's websites useful	5	9.20	0.84	27	8.00	1.52	6	8.17	1.60	7	8.00	1.83	10	6.70	1.77	4	6.75	2.36	13	6.54	2.67	3	7.00	5.20	10	7.50	2.17	4	8.25	0.96
The World Bank Group's social media channels are valuable sources of information about the institution*	3	6.67	4.16	13	7.38	2.10	1	7.00		3	6.67	2.89	1	2.00		2	4.50	2.12	6	5.00	3.29	1	1.00		2	3.00	0.00	2	1.00	0.00
When I need information from the World Bank Group I know how to find it*	5	9.80	0.45	25	6.96	2.98	5	4.60	2.61	7	5.43	2.94	11	6.09	2.74	4	5.50	2.65	17	4.59	3.68	2	5.50	6.36	11	3.82	2.71	5	5.40	3.21
The World Bank Group is responsive to my information requests and inquiries*	5	8.80	1.30	20	8.25	1.74	3	6.33	1.15	6	7.17	1.94	8	5.88	2.80	3	4.67	2.08	7	8.43	1.62	2	2.00	1.41	3	4.00	2.65	4	6.25	1.71

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of Minister/ Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	40.0%	52.6%	100.0%	33.3%	64.3%	9.1%	37.5%	0.0%	0.0%	33.3%
No	60.0%	47.4%	0.0%	66.7%	35.7%	90.9%	62.5%	100.0%	100.0%	66.7%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Swaziland? (Select only ONE response)\*

Percentage of Respondents	Office of Minister/ Central Government	Employee of Ministry/ PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-tatal organization	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The World Bank (IBRD)	80.0%	89.3%	100.0%	33.3%	90.9%	20.0%	57.1%	0.0%	14.3%	75.0%
The International Finance Corporation (IFC)	20.0%	3.6%	0.0%	66.7%	0.0%	40.0%	7.1%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	7.1%	0.0%	0.0%	9.1%	40.0%	35.7%	100.0%	85.7%	25.0%

\*Significantly different between stakeholder groups

**H. Background Information (continued)****Do your projects involve both the World Bank and the IFC?\***

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-total organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Yes	0.0%	12.5%	25.0%	60.0%	0.0%	0.0%	5.0%	0.0%	0.0%	11.1%
No	100.0%	87.5%	75.0%	40.0%	100.0%	100.0%	95.0%	100.0%	100.0%	88.9%

\*Significantly different between stakeholder groups

**If yes, what was your view on the two institutions working together in Swaziland? (Select only ONE response)**

Percentage of Respondents	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-total organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Working well together	0.0%	50.0%	100.0%	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Collaborating but needs improvement	0.0%	25.0%	0.0%	33.3%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
In conflict	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Which of the following describes most of your exposure to the World Bank Group in Swaziland? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of Minister/Central Government	Employee of Ministry/PMU/Consultant on WBG project	Local Government	State-Owned Enterprise/Paras-total organization	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	33.3%	17.6%	0.0%	33.3%	0.0%	36.4%	35.0%	100.0%	27.3%	11.1%
Use World Bank Group reports/data	33.3%	20.6%	16.7%	33.3%	30.8%	36.4%	25.0%	0.0%	72.7%	44.4%
Engage in World Bank Group related/sponsored events/activities*	0.0%	38.2%	66.7%	11.1%	7.7%	0.0%	20.0%	0.0%	0.0%	22.2%
Collaborate as part of my professional duties*	66.7%	44.1%	16.7%	22.2%	76.9%	36.4%	25.0%	0.0%	0.0%	33.3%
Use World Bank Group website for information, data, research, etc.*	16.7%	11.8%	33.3%	44.4%	30.8%	27.3%	30.0%	50.0%	72.7%	22.2%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

**Hhohho Region N=93 ● Other Areas N=38<sup>1</sup>**

### A. General Issues facing Swaziland

**In general would you say that Swaziland is headed in ...?\***

Percentage of Respondents	Hhohho Region	Other
The right direction	56.8%	34.3%
The wrong direction	13.6%	42.9%
Not sure	29.6%	22.9%

*\*Significantly different between locations*

**Listed below are a number of development priorities in Swaziland. Please identify which of the following you consider the most important development priorities in Swaziland? (Choose no more than THREE)**

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Social protection	13.0%	5.6%
Transport	4.3%	0.0%
Public sector governance/reform	33.7%	36.1%
Global/regional integration	0.0%	0.0%
Gender equity	6.5%	11.1%
Domestic private sector development	8.7%	2.8%
Foreign direct investment	14.1%	11.1%
Water and sanitation	2.2%	5.6%
Anti corruption	6.5%	13.9%
Job creation/employment	16.3%	27.8%
Rural development	5.4%	5.6%
Financial markets	0.0%	0.0%
Urban development	2.2%	2.8%
Environmental sustainability	2.2%	2.8%
Equality of opportunity	1.1%	2.8%
Health	31.5%	22.2%
Education	42.4%	33.3%
Poverty reduction	33.7%	27.8%
Energy	7.6%	5.6%
Food security	9.8%	11.1%
Climate change*	0.0%	5.6%
Agricultural development	16.3%	8.3%
Trade and exports	0.0%	0.0%
Reduction of crime and violence	1.1%	0.0%
Economic growth	17.4%	16.7%
Law and justice*	9.8%	27.8%
Regulatory framework	1.1%	0.0%
Natural resource management	0.0%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	2.2%	2.8%
Local governance and institutions	8.7%	11.1%

*\*Significantly different between locations*

<sup>1</sup> The Hhohho Region includes Mbabane and Lobamba; Other Areas include Manzini Region, Lubombo Region, and Shiselweni Region.

**A. General Issues facing Swaziland (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Water and sanitation	12.0%	5.3%
Equality of opportunity	14.1%	18.4%
Economic growth	42.4%	34.2%
Climate change	0.0%	0.0%
Global/regional integration	1.1%	0.0%
Gender equity	6.5%	7.9%
Rural development*	19.6%	36.8%
Urban development	0.0%	0.0%
Regulatory framework	3.3%	2.6%
Social protection	9.8%	2.6%
Law and justice	1.1%	2.6%
Transport	4.3%	0.0%
Reduction of crime and violence	0.0%	0.0%
Information and communications technology	1.1%	2.6%
Anti corruption	5.4%	2.6%
Local governance and institutions	6.5%	10.5%
Domestic private sector development	9.8%	21.1%
Foreign direct investment	8.7%	7.9%
Education	31.5%	34.2%
Energy	4.3%	0.0%
Public sector governance/reform	17.4%	13.2%
Natural resource management	1.1%	2.6%
Environmental sustainability	1.1%	2.6%
Disaster management	1.1%	0.0%
Health	14.1%	15.8%
Agricultural development	20.7%	18.4%
Job creation/employment	41.3%	36.8%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	2.6%
Food security	19.6%	18.4%

\*Significantly different between locations

**A. General Issues facing Swaziland (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Energy	9.8%	2.6%
Gender equity	2.2%	5.3%
Equality of opportunity	4.3%	10.5%
Social protection	3.3%	0.0%
Global/regional integration	4.3%	5.3%
Climate change	1.1%	2.6%
Anti corruption	10.9%	21.1%
Disaster management	0.0%	0.0%
Rural development	7.6%	18.4%
Foreign direct investment	38.0%	26.3%
Urban development	5.4%	0.0%
Water and sanitation*	0.0%	5.3%
Education	23.9%	18.4%
Information and communications technology	13.0%	2.6%
Regulatory framework	2.2%	5.3%
Local governance and institutions	4.3%	5.3%
Trade and exports	22.8%	18.4%
Public sector governance/reform	22.8%	28.9%
Domestic private sector development	25.0%	26.3%
Job creation/employment	27.2%	31.6%
Agricultural development	38.0%	34.2%
Food security	1.1%	5.3%
Transport	3.3%	0.0%
Natural resource management	6.5%	10.5%
Environmental sustainability	2.2%	2.6%
Health	8.7%	2.6%
Law and justice	2.2%	2.6%
Reduction of crime and violence	1.1%	2.6%
Financial markets	4.3%	2.6%

\*Significantly different between locations

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Better employment opportunities for young people	24.3%	11.1%
Better employment opportunities for women	9.5%	0.0%
Greater access to micro-finance for the poor	8.1%	16.7%
Greater voice and participation for citizens to help ensure greater accountability*	21.6%	47.2%
Greater access to health and nutrition for citizens	5.4%	8.3%
Better entrepreneurial opportunities	28.4%	36.1%
A growing middle class	9.5%	5.6%
Better opportunity for the poor who live in rural areas	13.5%	8.3%
Better opportunity for the poor who live in urban areas	1.4%	0.0%
Consistent economic growth	25.7%	22.2%
More reliable social safety net	5.4%	2.8%
Greater equity of fiscal policy	16.2%	11.1%
Education and training that better ensure job opportunity	21.6%	27.8%
Better quality public services	5.4%	0.0%
Other	2.7%	2.8%

\*Significantly different between locations

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

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Swaziland?*	92	6.28	2.28	38	5.00	2.66

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between locations

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Swaziland.	77	6.19	2.10	29	5.79	2.35

(1-Not effective at all, 10-Very effective)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Swaziland solve its most complicated development challenges?	72	7.47	1.92	26	6.85	2.22

(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 Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)**

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Social protection	14.0%	5.3%
Public sector governance/reform	39.8%	47.4%
Transport	6.5%	0.0%
Poverty reduction	25.8%	31.6%
Global/regional integration	3.2%	0.0%
Gender equity	5.4%	5.3%
Reduction of crime and violence	0.0%	0.0%
Domestic private sector development	6.5%	7.9%
Rural development	10.8%	13.2%
Foreign direct investment	6.5%	2.6%
Water and sanitation	4.3%	5.3%
Energy	7.5%	0.0%
Job creation/employment	19.4%	21.1%
Financial markets	3.2%	0.0%
Urban development	6.5%	2.6%
Environmental sustainability	3.2%	2.6%
Equality of opportunity	2.2%	5.3%
Health	21.5%	15.8%
Education	23.7%	18.4%
Food security*	2.2%	10.5%
Climate change	2.2%	5.3%
Agricultural development	25.8%	23.7%
Local governance and institutions*	3.2%	13.2%
Trade and exports	6.5%	0.0%
Economic growth	23.7%	23.7%
Law and justice	5.4%	13.2%
Regulatory framework	5.4%	7.9%
Natural resource management	3.2%	2.6%
Anti corruption	4.3%	10.5%
Information and communications technology	4.3%	0.0%
Disaster management	0.0%	2.6%

\*Significantly different between locations

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?

<b>Greatest Value</b>		
Percentage of Respondents	Hhohho Region	Other
Convening/facilitating	0.0%	3.1%
Data	2.4%	9.4%
Policy advice, studies, analyses	32.9%	25.0%
Financial resources	32.9%	15.6%
Capacity development	17.1%	25.0%
Technical assistance	11.0%	15.6%
Mobilizing third party financial resources	2.4%	3.1%
Donor coordination	0.0%	3.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	1.2%	0.0%

<b>2<sup>nd</sup> Greatest Value</b>		
Percentage of Respondents	Hhohho Region	Other
Convening/facilitating	4.9%	0.0%
Data	2.4%	0.0%
Policy advice, studies, analyses	14.6%	18.8%
Financial resources	19.5%	9.4%
Capacity development	13.4%	18.8%
Technical assistance	29.3%	31.3%
Mobilizing third party financial resources	7.3%	12.5%
Donor coordination	3.7%	3.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	4.9%	6.3%
Other	0.0%	0.0%

How effectively do the World Bank Group's activities below support Swaziland's efforts to achieve development results?

(1-Not effective at all, 10-Very effective)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	71	5.80	2.45	22	6.41	2.13
Data	68	6.78	1.99	24	7.46	2.26
Policy advice, studies, analyses	71	7.62	1.98	24	7.50	2.25
Financial resources	78	7.21	2.33	27	6.63	2.32
Technical assistance	77	7.26	2.18	25	7.68	2.27
Mobilizing third party financial resources	55	6.36	2.44	16	6.38	1.75
Donor coordination	59	6.12	2.50	15	7.00	2.07
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	52	5.98	2.53	14	6.14	2.14

The World Bank Group can provide capacity building support in a number of ways in Swaziland. To which degree would Swaziland benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	88	7.83	2.28	34	8.88	1.72
The public sector, related to implementation of specific development projects on the ground	92	8.35	1.66	38	7.76	2.17
The public sector, related to changing institutions	88	8.15	1.87	34	7.53	2.46
The private sector, related to institutional and policy change	89	8.07	1.88	34	8.24	1.83

\*Significantly different between locations

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

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Swaziland? (1-Not effective at all, 10-Very effective)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	65	7.31	1.87	18	6.89	2.32
Citizen engagement	49	5.96	2.56	15	4.80	2.48
Policy design	56	7.23	1.81	18	7.28	1.64

When thinking about how to improve capacity building in Swaziland to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building?

(1-Not important at all, 10-Very important)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	80	8.46	1.84	22	8.45	1.65
Citizen engagement	74	8.38	1.63	23	9.09	1.65
Policy design	80	8.85	1.28	23	9.09	1.16

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Staff too inaccessible	8.9%	5.9%
Not exploring alternative policy options	3.3%	0.0%
Not adequately sensitive to political/social realities in Swaziland	18.9%	26.5%
Not enough public disclosure of its work	38.9%	32.4%
Arrogant in its approach	1.1%	5.9%
Not aligned with country priorities	2.2%	5.9%
The credibility of its knowledge/data	1.1%	0.0%
World Bank Group's processes too complex	16.7%	8.8%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	17.6%
Too influenced by developed countries	17.8%	8.8%
Imposing technocratic solutions without regard to political realities	6.7%	5.9%
World Bank Group's processes too slow	8.9%	2.9%
Not focused enough on implementation of projects/programs	5.6%	2.9%
Too bureaucratic in its operational policies and procedures	8.9%	8.8%
Not aligned with other donors' work	1.1%	0.0%
Not collaborating enough with non-state actors	13.3%	8.8%
Not client focused	1.1%	0.0%
Other	7.8%	5.9%
Don't know	7.8%	17.6%

Which World Bank Group's instruments do you believe are the **MOST** effective in reducing poverty in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Capacity development	32.2%	26.3%
Policy based lending/budget support to the Government	26.7%	15.8%
Knowledge products/services	12.2%	13.2%
Investment lending	46.7%	42.1%
Technical assistance	34.4%	52.6%
Reimbursable advisory services	3.3%	0.0%
Trust Fund management	3.3%	0.0%
Other	3.3%	0.0%
Don't know	14.4%	18.4%



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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Academia/think tanks/research institutes	24.4%	31.6%
Donor community	24.4%	13.2%
Media	6.7%	7.9%
NGOs*	18.9%	39.5%
Local Government	28.9%	13.2%
Private sector*	41.1%	21.1%
Parliament	13.3%	13.2%
Community Based Organizations*	8.9%	36.8%
Beneficiaries	8.9%	2.6%
Foundations	0.0%	2.6%
Faith based organizations	2.2%	2.6%
Public enterprises/parastatal companies	10.0%	5.3%
Other	4.4%	2.6%
Don't know	2.2%	2.6%

\*Significantly different between locations

**To what extent do you agree with the following statements about the World Bank Group's work in Swaziland?**

(1-Strongly disagree, 10-Strongly agree)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Swaziland	84	7.11	1.93	28	7.00	2.49
The World Bank Group's work is aligned with what I consider the development priorities for Swaziland	81	6.85	2.01	28	6.61	2.31
The World Bank Group supports programs and strategies that are realistic for Swaziland*	81	7.31	1.91	24	6.04	2.56
The World Bank Group treats clients and stakeholders in Swaziland with respect*	72	7.79	1.88	24	6.83	2.33

\*Significantly different between locations

**To what extent is the World Bank Group an effective development partner in Swaziland, in terms of each of the following?**

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

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	72	6.61	1.87	23	6.61	2.50
Flexibility (in terms of the institution's products and services)	68	5.76	2.02	18	5.17	2.01
Flexibility (in terms of changing country circumstances)	61	5.89	2.12	22	5.45	2.15
Being inclusive	67	6.45	1.84	19	6.11	2.94
Openness (sharing data and other information)	73	6.79	2.27	23	6.96	2.82
Staff accessibility	69	6.17	2.36	20	5.45	2.76
Straightforwardness and honesty	76	7.34	1.98	23	6.61	2.71
Ease of access to the people at the World Bank Group who are making decisions important to my work	64	6.44	2.51	13	5.31	2.75
Collaboration with civil society	55	5.56	2.19	19	5.16	3.53
Collaboration with the Government	76	7.95	1.80	23	7.57	2.39
Collaboration with other donors and development partners	62	7.16	1.53	18	7.22	2.53
Collaboration with the private sector	55	5.56	2.17	16	5.81	3.04
The speed in which it gets things accomplished on the ground	65	6.08	2.22	18	6.17	2.53
Being a long-term partner	74	7.58	2.10	22	7.73	2.21

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

To be a more effective development partner in Swaziland, do you believe that the World Bank Group should have... ?  
(Select only ONE response)

Percentage of Respondents	Hhohho Region	Other
More local presence	79.1%	88.9%
The current level of local presence is adequate	13.2%	5.6%
Less local presence	2.2%	2.8%
Don't know	5.5%	2.8%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
The World Bank Group does not do adequate follow through/follow-up	16.1%	3.1%
There is not an adequate level of citizen/civil society participation*	26.4%	56.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	20.7%	18.8%
Lack of/inadequate levels of capacity in Government	37.9%	28.1%
Poor donor coordination	5.7%	0.0%
The World Bank Group works too slowly	8.0%	6.3%
The Government works inefficiently	25.3%	34.4%
Political pressures and obstacles	16.1%	28.1%
Reforms are not well thought out in light of country challenges	24.1%	12.5%
Other	6.9%	3.1%

\*Significantly different between locations

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland? (1-Not important at all, 10-Very important)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	86	8.07	2.26	35	8.57	2.32
Information and communications technology	89	7.89	2.21	32	8.00	2.24
Transport	86	7.44	2.26	34	6.82	2.58
Reduction of crime and violence	83	6.19	2.59	33	5.85	2.84
Law and justice	84	7.57	2.60	33	7.94	3.09
Urban development	88	7.53	2.07	35	6.86	2.32
Environmental sustainability	87	7.47	2.26	35	7.89	2.22
Regulatory framework	86	8.58	1.51	34	8.68	2.07
Local governance and institutions	87	7.94	2.05	35	7.43	2.58
Poverty reduction	91	8.99	1.54	36	9.06	1.49
Gender equity	89	7.40	2.24	36	7.97	2.34
Domestic private sector development	87	8.34	1.74	35	8.00	1.91
Foreign direct investment	86	8.44	1.84	35	8.80	1.57
Water and sanitation	85	8.04	1.97	34	7.74	2.40
Trade and exports	86	8.15	1.60	34	7.59	2.08
Economic growth	90	8.99	1.51	36	8.69	1.58
Energy*	88	8.19	1.90	35	7.40	2.17
Disaster management	87	6.90	2.49	34	6.44	2.38
Public sector governance/reform	88	8.91	1.57	34	9.26	1.19
Job creation/employment	87	8.47	2.05	36	8.03	2.36
Financial markets	81	7.93	1.94	32	7.56	1.72
Equality of opportunity	85	7.34	2.24	35	7.83	2.22
Health	89	8.54	1.83	36	8.50	1.89
Rural development	87	8.57	1.58	35	8.49	1.70
Global/regional integration	84	7.88	2.09	33	7.45	2.15
Food security	88	8.24	1.89	36	8.86	1.62
Education	86	8.59	1.92	36	8.72	1.78
Social protection	87	7.23	2.27	34	6.76	2.65
Climate change	90	7.32	2.27	34	7.21	2.57
Agricultural development	89	8.96	1.43	36	8.89	1.26
Natural resource management	85	7.59	2.49	35	7.26	2.36

\*Significantly different between locations

**C. World Bank Group's Effectiveness and Results (continued)**

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland?** (1-Not effective at all, 10-Very effective)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Transport	39	5.95	2.82	15	6.80	2.88
Local governance and institutions	54	7.17	2.25	16	6.50	2.19
Regulatory framework	55	7.29	1.90	18	6.89	2.22
Health	63	7.87	1.58	17	7.24	2.02
Poverty reduction*	49	7.02	2.14	15	5.67	2.66
Domestic private sector development	40	6.05	2.22	15	5.00	2.70
Foreign direct investment	40	6.40	2.26	13	6.08	2.81
Trade and exports	39	6.87	2.00	15	5.87	2.45
Economic growth	50	6.90	2.30	19	6.37	2.87
Energy	35	5.66	2.39	12	5.00	3.07
Public sector governance/reform	58	6.98	2.18	21	6.52	2.82
Job creation/employment	42	5.48	2.42	13	5.38	2.72
Education	48	6.85	2.42	13	6.00	2.89
Social protection	45	6.49	2.32	13	5.31	2.63
Agricultural development	41	6.80	2.48	19	6.47	2.50

\*Significantly different between locations

**Where are the World Bank Group's decisions made primarily that support the program in Swaziland? (Select only ONE response)\***

Percentage of Respondents	Hhohho Region	Other
At the Headquarters (in Washington D.C.)	37.4%	21.6%
In the country	5.5%	13.5%
At the regional office (in Pretoria)	14.3%	2.7%
Don't know	42.9%	62.2%

\*Significantly different between locations

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Swaziland?	76	6.88	1.95	25	6.16	1.89

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

**To what extent do you agree with the following statements about the World Bank Group in Swaziland?**

(1-Strongly disagree, 10-Strongly agree)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Swaziland	63	6.00	2.24	18	5.67	2.52
The World Bank Group meets Swaziland's needs for knowledge services	71	6.48	1.97	23	6.61	2.02

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Swaziland?	54	6.41	2.02	13	6.08	2.29

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Hhohho Region	Other
Weekly	7.7%	0.0%
Monthly	9.9%	5.3%
A few times a year	40.7%	36.8%
Rarely	23.1%	15.8%
Never	18.7%	42.1%

\*Significantly different between locations

In Swaziland, 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)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Are timely	64	5.91	2.21	18	6.50	2.15
Include appropriate level of stakeholder involvement during preparation	66	6.52	1.99	15	5.93	2.58
Are relevant to Swaziland's development priorities	76	7.17	1.75	23	6.83	2.62
Lead to practical solutions	73	6.64	1.82	21	5.86	2.17
Are accessible (well written and easy to understand)	69	6.77	2.04	18	6.89	2.30
Are source of relevant information on global good practices	72	7.47	1.92	22	7.59	2.28
Enhance your knowledge and/or skills	75	7.39	2.04	22	7.00	2.78
Are adequately disseminated	71	5.79	2.30	20	4.80	2.28
Are translated enough into local language	61	3.75	3.02	16	2.31	1.89
Are adaptable to Swaziland's specific development challenges and country circumstances	73	6.73	2.07	23	5.83	2.50

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	75	7.12	2.00	26	6.27	2.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	79	7.80	1.75	22	7.64	1.97

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

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Swaziland's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
Conceptualization*	70	7.47	2.03	23	6.39	2.21
Design*	70	7.59	1.65	21	6.62	2.13
Implementation	67	7.27	1.90	21	6.33	2.22
Evaluation	62	7.42	1.80	21	7.14	2.17

\*Significantly different between locations

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	47	6.45	2.64	14	6.07	2.62
The World Bank Group effectively monitors and evaluates the projects and programs it supports	68	7.54	1.76	21	7.81	2.11
The World Bank Group's approvals and reviews are done in a timely fashion	59	6.42	2.28	19	7.00	2.31
The World Bank Group's "Safeguard Policy" requirements are reasonable	47	6.83	2.11	10	7.00	2.87
The World Bank Group's conditions on its lending are reasonable	55	6.65	2.15	17	6.29	2.82
The World Bank Group takes decisions quickly in Swaziland	52	5.96	2.34	13	4.69	2.21
Working with the World Bank Group increases Swaziland's institutional capacity	72	7.60	1.77	19	7.63	2.65
The World Bank Group ensures consistency and continuity through staff changes	48	6.65	2.29	10	6.70	2.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	41	6.61	2.53	9	7.00	2.87
The World Bank Group provides effective implementation support	65	7.71	1.79	18	7.83	2.36

Which of the following best describes the way the World Bank Group operates in Swaziland? (Select only ONE response)\*

Percentage of Respondents	Hhohho Region	Other
The World Bank Group takes too much risk in Swaziland	0.0%	0.0%
The World Bank Group does not take enough risk in Swaziland	34.6%	9.1%
The World Bank Group's approach to risk is appropriate	28.2%	33.3%
Don't know	37.2%	57.6%

\*Significantly different between locations

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Swaziland?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Provide more adequate data/knowledge/statistics/figures on Swaziland's economy	19.3%	25.7%
Collaborate more effectively with Government clients	28.4%	25.7%
Offer more innovative financial products	23.9%	22.9%
Improve the competitiveness of its financing compared to markets	5.7%	5.7%
Reach out more to groups outside of Government*	29.5%	54.3%
Improve the quality of its experts as related to Swaziland's specific challenges	13.6%	8.6%
Offer more innovative knowledge services	4.5%	5.7%
Ensure greater selectivity in its work	1.1%	0.0%
Increase the level of capacity development in the country	23.9%	28.6%
Reduce the complexity of obtaining World Bank Group financing	29.5%	14.3%
Work faster	4.5%	0.0%
Other	5.7%	5.7%

\*Significantly different between locations

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

When considering the combination of services that the World Bank Group offers in Swaziland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Swaziland? (Select only ONE response)

Percentage of Respondents	Hhohho Region	Other
Financial services	33.7%	11.1%
Knowledge products	12.0%	16.7%
Convening services	37.3%	55.6%
None of the above	0.0%	0.0%
The combination is appropriate for Swaziland	7.2%	11.1%
Don't know	9.6%	5.6%

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Swaziland?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Local newspapers*	84.9%	68.4%
International newspapers (incl. South African newspapers)	8.6%	10.5%
Local radio*	16.1%	2.6%
International radio (incl. South African radio)	1.1%	2.6%
Local television	9.7%	7.9%
International television (incl. South African television)	12.9%	21.1%
Periodicals	10.8%	18.4%
Internet	32.3%	42.1%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	2.2%	2.6%
Blogs	1.1%	0.0%
Mobile phones	0.0%	2.6%
Instant messaging	0.0%	0.0%
Other	4.3%	5.3%

\*Significantly different between locations

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Blogs	3.2%	2.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	30.1%	15.8%
e-Newsletters	28.0%	39.5%
Instant messaging	4.3%	2.6%
World Bank Group's seminars/workshops/conferences	41.9%	44.7%
World Bank Group's publications and other written materials	38.7%	39.5%
Mobile phones	5.4%	0.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	2.2%	0.0%
World Bank Group's website	32.3%	39.5%
Other	1.1%	2.6%

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Hhohho Region	Other
Yes	12.4%	2.8%
No	87.6%	97.2%

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	Hhohho Region	Other
Yes	24.4%	5.7%
No	75.6%	94.3%

*\*Significantly different between locations***Were you able to obtain this information?**

Percentage of Respondents	Hhohho Region	Other
Yes	86.4%	100.0%
No	13.6%	0.0%

**Do you have access to the Internet?**

Percentage of Respondents	Hhohho Region	Other
Yes	97.8%	97.2%
No	2.2%	2.8%

**Do you use/have you used the World Bank Group website?**

Percentage of Respondents	Hhohho Region	Other
Yes	62.9%	45.9%
No	37.1%	54.1%

**Which do you primarily use?**

Percentage of Respondents	Hhohho Region	Other
The World Bank Group's country website	26.5%	26.1%
The World Bank Group's main website	73.5%	73.9%

**Which Internet connection do you use primarily when visiting a World Bank Group website?\***

Percentage of Respondents	Hhohho Region	Other
High speed (i.e., ADSL)	89.0%	65.4%
USB dongle attached to laptop or desktop computer	8.2%	23.1%
Mobile device	2.7%	11.5%

*\*Significantly different between locations***Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Hhohho Region			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	78	4.96	2.81	28	4.50	2.63
I find the World Bank Group's websites easy to navigate	68	6.94	2.21	22	6.41	2.79
I find the information on the World Bank Group's websites useful	66	7.62	1.84	21	7.38	2.75
The World Bank Group's social media channels are valuable sources of information about the institution	27	6.11	3.02	7	4.00	2.77
When I need information from the World Bank Group I know how to find it*	67	6.12	3.18	21	4.38	3.26
The World Bank Group is responsive to my information requests and inquiries	50	7.14	2.45	7	6.43	2.94

*\*Significantly different between locations*



## H. Background Information

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

Percentage of Respondents	Hhohho Region	Other
Yes	46.2%	18.4%
No	53.8%	81.6%

\*Significantly different between locations

Which of the following agencies of the World Bank Group do you primarily engage with in Swaziland? (Select only ONE response)\*

Percentage of Respondents	Hhohho Region	Other
The World Bank (IBRD)	73.6%	25.0%
The International Finance Corporation (IFC)	11.1%	12.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%
Other	15.3%	62.5%

\*Significantly different between locations

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Hhohho Region	Other
Yes	12.7%	4.2%
No	87.3%	95.8%

If yes, what was your view on the two institutions working together in Swaziland? (Select only ONE response)

Percentage of Respondents	Hhohho Region	Other
Working well together	60.0%	100.0%
Collaborating but needs improvement	30.0%	0.0%
In conflict	0.0%	0.0%
Other	0.0%	0.0%
Don't know	10.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Hhohho Region	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	16.3%	46.9%
Use World Bank Group reports/data	31.4%	34.4%
Engage in World Bank Group related/sponsored events/activities	24.4%	12.5%
Collaborate as part of my professional duties*	39.5%	18.8%
Use World Bank Group website for information, data, research, etc.	27.9%	34.4%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Levels of Collaboration

Collaborators N=54 ● Non-Collaborators N=81

### A. General Issues facing Swaziland

In general would you say that Swaziland is headed in ...?

Percentage of Respondents	Collaborators	Non-collaborators
The right direction	50.0%	49.3%
The wrong direction	14.3%	26.7%
Not sure	35.7%	24.0%

Listed below are a number of development priorities in Swaziland. Please identify which of the following you consider the most important development priorities in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social protection*	18.5%	6.3%
Transport	1.9%	3.8%
Public sector governance/reform	40.7%	30.4%
Global/regional integration	0.0%	0.0%
Gender equity	7.4%	8.9%
Domestic private sector development	5.6%	7.6%
Foreign direct investment	9.3%	15.2%
Water and sanitation	3.7%	2.5%
Anti corruption	3.7%	11.4%
Job creation/employment*	9.3%	26.6%
Rural development	3.7%	7.6%
Financial markets	0.0%	0.0%
Urban development*	5.6%	0.0%
Environmental sustainability*	5.6%	0.0%
Equality of opportunity	3.7%	1.3%
Health	35.2%	22.8%
Education	38.9%	38.0%
Poverty reduction	35.2%	31.6%
Energy*	0.0%	10.1%
Food security	11.1%	8.9%
Climate change	1.9%	1.3%
Agricultural development	11.1%	16.5%
Trade and exports	0.0%	0.0%
Reduction of crime and violence	0.0%	1.3%
Economic growth	16.7%	20.3%
Law and justice	13.0%	16.5%
Regulatory framework	0.0%	1.3%
Natural resource management	0.0%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	3.8%
Local governance and institutions	14.8%	6.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Swaziland (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Water and sanitation	7.4%	11.3%
Equality of opportunity*	24.1%	11.3%
Economic growth	48.1%	36.3%
Climate change	0.0%	0.0%
Global/regional integration	0.0%	1.3%
Gender equity	5.6%	10.0%
Rural development	16.7%	30.0%
Urban development	0.0%	0.0%
Regulatory framework	5.6%	1.3%
Social protection	9.3%	7.5%
Law and justice	1.9%	1.3%
Transport	3.7%	2.5%
Reduction of crime and violence	0.0%	0.0%
Information and communications technology	0.0%	2.5%
Anti corruption	0.0%	6.3%
Local governance and institutions	11.1%	5.0%
Domestic private sector development	14.8%	11.3%
Foreign direct investment*	16.7%	3.8%
Education	27.8%	33.8%
Energy	0.0%	3.8%
Public sector governance/reform	16.7%	16.3%
Natural resource management	0.0%	2.5%
Environmental sustainability	1.9%	1.3%
Disaster management	0.0%	1.3%
Health	16.7%	13.8%
Agricultural development	14.8%	22.5%
Job creation/employment	40.7%	40.0%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	1.3%
Food security	16.7%	21.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Swaziland (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Energy	3.8%	10.0%
Gender equity	1.9%	5.0%
Equality of opportunity	3.8%	8.8%
Social protection	3.8%	1.3%
Global/regional integration	3.8%	5.0%
Climate change	1.9%	1.3%
Anti corruption*	5.7%	17.5%
Disaster management	0.0%	0.0%
Rural development	9.4%	12.5%
Foreign direct investment	39.6%	30.0%
Urban development*	9.4%	0.0%
Water and sanitation	1.9%	1.3%
Education	17.0%	26.3%
Information and communications technology	3.8%	13.8%
Regulatory framework	3.8%	2.5%
Local governance and institutions*	9.4%	1.3%
Trade and exports	26.4%	18.8%
Public sector governance/reform	28.3%	23.8%
Domestic private sector development	26.4%	25.0%
Job creation/employment	30.2%	27.5%
Agricultural development	32.1%	41.3%
Food security	1.9%	2.5%
Transport	3.8%	1.3%
Natural resource management	5.7%	7.5%
Environmental sustainability*	5.7%	0.0%
Health	9.4%	5.0%
Law and justice	1.9%	2.5%
Reduction of crime and violence	0.0%	2.5%
Financial markets	3.8%	3.8%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Better employment opportunities for young people	18.2%	21.7%
Better employment opportunities for women	2.3%	7.2%
Greater access to micro-finance for the poor	11.4%	10.1%
Greater voice and participation for citizens to help ensure greater accountability	25.0%	31.9%
Greater access to health and nutrition for citizens	4.5%	7.2%
Better entrepreneurial opportunities	36.4%	29.0%
A growing middle class	4.5%	8.7%
Better opportunity for the poor who live in rural areas	6.8%	15.9%
Better opportunity for the poor who live in urban areas	0.0%	1.4%
Consistent economic growth	31.8%	21.7%
More reliable social safety net	4.5%	4.3%
Greater equity of fiscal policy	18.2%	11.6%
Education and training that better ensure job opportunity	25.0%	24.6%
Better quality public services	4.5%	2.9%
Other	4.5%	1.4%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Swaziland?*	54	7.00	2.08	80	5.25	2.42

(1-Not familiar at all, 10-Extremely familiar)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Swaziland.*	45	6.89	1.89	65	5.62	2.18

(1-Not effective at all, 10-Very effective)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Swaziland solve its most complicated development challenges?*	47	7.85	1.72	55	6.96	2.13

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**When thinking about how the World Bank Group can have the most impact on development results in Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)**

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social protection	11.1%	11.1%
Public sector governance/reform	40.7%	44.4%
Transport	3.7%	4.9%
Poverty reduction	25.9%	27.2%
Global/regional integration	1.9%	2.5%
Gender equity	7.4%	4.9%
Reduction of crime and violence	0.0%	0.0%
Domestic private sector development	5.6%	8.6%
Rural development*	3.7%	16.0%
Foreign direct investment	3.7%	6.2%
Water and sanitation	5.6%	3.7%
Energy*	0.0%	8.6%
Job creation/employment	20.4%	22.2%
Financial markets	1.9%	3.7%
Urban development	9.3%	2.5%
Environmental sustainability*	7.4%	0.0%
Equality of opportunity	1.9%	3.7%
Health*	29.6%	13.6%
Education	22.2%	22.2%
Food security	3.7%	4.9%
Climate change	1.9%	3.7%
Agricultural development	24.1%	25.9%
Local governance and institutions	7.4%	4.9%
Trade and exports	5.6%	3.7%
Economic growth	29.6%	19.8%
Law and justice	5.6%	7.4%
Regulatory framework	3.7%	6.2%
Natural resource management	1.9%	3.7%
Anti corruption	1.9%	7.4%
Information and communications technology	1.9%	3.7%
Disaster management	1.9%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?

<b>Greatest Value</b>		
Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	0.0%	1.4%
Data	0.0%	6.9%
Policy advice, studies, analyses	25.5%	34.7%
Financial resources*	38.3%	19.4%
Capacity development	12.8%	23.6%
Technical assistance	17.0%	11.1%
Mobilizing third party financial resources	4.3%	1.4%
Donor coordination	0.0%	1.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	2.1%	0.0%

<b>2<sup>nd</sup> Greatest Value</b>		
Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	6.4%	1.4%
Data	0.0%	2.8%
Policy advice, studies, analyses	21.3%	13.9%
Financial resources	12.8%	20.8%
Capacity development	17.0%	13.9%
Technical assistance	31.9%	25.0%
Mobilizing third party financial resources*	2.1%	12.5%
Donor coordination	4.3%	2.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	2.1%	6.9%
Other	2.1%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

How effectively do the World Bank Group's activities below support Swaziland's efforts to achieve development results?

(1-Not effective at all, 10-Very effective)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	42	6.36	2.52	53	5.57	2.23
Data*	44	7.41	1.74	52	6.50	2.29
Policy advice, studies, analyses*	41	8.17	1.26	57	7.11	2.30
Financial resources*	46	7.76	2.15	62	6.56	2.32
Technical assistance*	47	7.96	1.78	59	6.95	2.36
Mobilizing third party financial resources	31	6.94	2.22	40	5.95	2.29
Donor coordination	34	6.44	2.54	42	5.83	2.42
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	32	6.50	2.33	36	5.39	2.54

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

The World Bank Group can provide capacity building support in a number of ways in Swaziland. To which degree would Swaziland benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	48	8.15	2.19	76	8.09	2.17
The public sector, related to implementation of specific development projects on the ground	53	8.47	1.68	81	8.04	1.89
The public sector, related to changing institutions	52	8.17	2.02	73	7.71	2.14
The private sector, related to institutional and policy change	51	8.14	1.67	75	8.04	1.98

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

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Swaziland? (1-Not effective at all, 10-Very effective)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	42	7.36	1.92	46	7.04	2.00
Citizen engagement*	30	6.70	2.00	37	4.84	2.60
Policy design	33	7.67	1.76	45	6.96	1.66

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

When thinking about how to improve capacity building in Swaziland to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building?

(1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	48	8.46	1.44	59	8.37	2.02
Citizen engagement	45	8.51	1.42	56	8.52	1.82
Policy design	45	8.96	1.31	62	8.81	1.35

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Staff too inaccessible	3.9%	10.5%
Not exploring alternative policy options	2.0%	2.6%
Not adequately sensitive to political/social realities in Swaziland	19.6%	22.4%
Not enough public disclosure of its work	31.4%	44.7%
Arrogant in its approach	3.9%	1.3%
Not aligned with country priorities	3.9%	2.6%
The credibility of its knowledge/data	3.9%	0.0%
World Bank Group's processes too complex	21.6%	9.2%
Not willing to honestly criticize policies and reform efforts in the country	9.8%	14.5%
Too influenced by developed countries	15.7%	14.5%
Imposing technocratic solutions without regard to political realities	5.9%	7.9%
World Bank Group's processes too slow*	15.7%	3.9%
Not focused enough on implementation of projects/programs	2.0%	6.6%
Too bureaucratic in its operational policies and procedures*	17.6%	2.6%
Not aligned with other donors' work	0.0%	1.3%
Not collaborating enough with non-state actors	7.8%	14.5%
Not client focused	0.0%	1.3%
Other	11.8%	3.9%
Don't know	5.9%	11.8%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which World Bank Group's instruments do you believe are the **MOST** effective in reducing poverty in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Capacity development	26.4%	33.3%
Policy based lending/budget support to the Government	26.4%	21.8%
Knowledge products/services	11.3%	15.4%
Investment lending	54.7%	41.0%
Technical assistance	32.1%	44.9%
Reimbursable advisory services	3.8%	1.3%
Trust Fund management	1.9%	2.6%
Other	3.8%	1.3%
Don't know	15.1%	14.1%

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Academia/think tanks/research institutes	20.4%	31.6%
Donor community	22.2%	19.0%
Media	1.9%	10.1%
NGOs	31.5%	21.5%
Local Government*	33.3%	17.7%
Private sector	37.0%	32.9%
Parliament	9.3%	15.2%
Community Based Organizations*	9.3%	22.8%
Beneficiaries	5.6%	7.6%
Foundations	0.0%	1.3%
Faith based organizations	3.7%	1.3%
Public enterprises/parastatal companies	5.6%	10.1%
Other	5.6%	2.5%
Don't know	3.7%	2.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To what extent do you agree with the following statements about the World Bank Group's work in Swaziland?

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Swaziland	46	7.50	2.11	70	6.80	2.00
The World Bank Group's work is aligned with what I consider the development priorities for Swaziland*	47	7.53	1.98	66	6.27	2.09
The World Bank Group supports programs and strategies that are realistic for Swaziland	45	7.33	2.20	64	6.69	2.07
The World Bank Group treats clients and stakeholders in Swaziland with respect*	44	8.14	1.77	56	7.18	2.12

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To what extent is the World Bank Group an effective development partner in Swaziland, in terms of each of the following?

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	44	7.11	1.88	54	6.15	2.05
Flexibility (in terms of the institution's products and services)	41	5.68	2.05	49	5.57	2.02
Flexibility (in terms of changing country circumstances)	39	6.05	2.13	46	5.54	2.14
Being inclusive*	40	6.98	1.83	50	5.88	2.17
Openness (sharing data and other information)*	44	7.55	2.30	55	6.16	2.33
Staff accessibility*	41	7.02	2.40	52	5.31	2.31
Straightforwardness and honesty*	46	7.85	1.78	57	6.65	2.33
Ease of access to the people at the World Bank Group who are making decisions important to my work*	39	7.44	2.22	42	5.14	2.34
Collaboration with civil society*	28	6.71	2.21	48	4.73	2.57
Collaboration with the Government*	44	8.43	1.37	58	7.43	2.19
Collaboration with other donors and development partners*	34	7.74	1.44	48	6.88	1.95
Collaboration with the private sector	26	5.96	2.54	46	5.43	2.27
The speed in which it gets things accomplished on the ground	41	6.22	2.23	45	5.78	2.35
Being a long-term partner	40	7.90	1.91	58	7.41	2.28

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally



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

To be a more effective development partner in Swaziland, do you believe that the World Bank Group should have... ?  
(Select only ONE response)

Percentage of Respondents	Collaborators	Non-collaborators
More local presence	80.0%	83.8%
The current level of local presence is adequate	14.0%	10.0%
Less local presence	4.0%	1.3%
Don't know	2.0%	5.0%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
The World Bank Group does not do adequate follow through/follow-up	16.3%	12.2%
There is not an adequate level of citizen/civil society participation*	22.4%	43.2%
The World Bank Group is not sensitive enough to political/social realities on the ground*	10.2%	25.7%
Lack of/inadequate levels of capacity in Government*	46.9%	28.4%
Poor donor coordination	6.1%	2.7%
The World Bank Group works too slowly	12.2%	4.1%
The Government works inefficiently	30.6%	25.7%
Political pressures and obstacles	14.3%	24.3%
Reforms are not well thought out in light of country challenges	20.4%	21.6%
Other	8.2%	2.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	48	8.35	2.09	76	8.16	2.35
Information and communications technology	49	7.76	2.21	74	8.04	2.19
Transport	49	7.45	2.16	74	7.03	2.47
Reduction of crime and violence	49	5.65	2.46	71	6.13	2.79
Law and justice	48	7.35	2.71	73	7.58	2.92
Urban development	50	7.68	2.14	77	7.00	2.19
Environmental sustainability	50	7.34	2.37	76	7.63	2.17
Regulatory framework	49	8.63	1.45	74	8.55	1.82
Local governance and institutions	50	7.98	2.21	75	7.51	2.23
Poverty reduction	51	8.92	1.49	79	9.05	1.53
Gender equity	50	7.40	2.19	78	7.74	2.29
Domestic private sector development	50	8.22	1.81	75	8.28	1.78
Foreign direct investment	49	8.67	1.69	75	8.48	1.77
Water and sanitation	49	7.84	2.03	73	7.85	2.22
Trade and exports	48	8.06	1.81	75	7.95	1.68
Economic growth	50	9.16	1.13	79	8.75	1.71
Energy	48	7.79	1.89	78	7.99	2.14
Disaster management	50	6.70	2.47	74	6.55	2.53
Public sector governance/reform	51	9.06	1.26	74	8.89	1.63
Job creation/employment	49	8.49	1.92	77	8.26	2.25
Financial markets	45	7.93	1.94	71	7.69	1.87
Equality of opportunity	48	7.50	2.13	75	7.43	2.31
Health	51	8.61	1.87	78	8.33	1.91
Rural development	48	8.81	1.28	77	8.35	1.74
Global/regional integration	47	7.60	2.13	73	7.75	2.13
Food security	48	8.21	1.82	79	8.43	1.95
Education	50	8.32	2.04	76	8.66	1.89
Social protection	49	7.37	2.25	75	6.85	2.53
Climate change	50	7.10	2.38	77	7.26	2.37
Agricultural development	50	8.90	1.50	78	8.91	1.32
Natural resource management	48	7.44	2.27	75	7.52	2.52

### C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland? (1-Not effective at all, 10-Very effective)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Transport	17	7.06	2.68	36	5.92	2.77
Local governance and institutions	37	7.22	2.08	36	6.44	2.42
Regulatory framework*	29	7.79	1.66	47	6.77	2.15
Health	35	8.03	1.46	48	7.44	1.80
Poverty reduction	25	7.40	1.71	43	6.33	2.51
Domestic private sector development	20	6.50	2.31	37	5.46	2.30
Foreign direct investment	18	7.11	1.97	37	6.00	2.36
Trade and exports	18	7.11	2.14	37	6.38	1.98
Economic growth	27	7.41	2.24	45	6.42	2.52
Energy	15	6.13	2.36	32	5.28	2.53
Public sector governance/reform*	32	7.63	1.76	50	6.34	2.54
Job creation/employment	20	6.30	2.23	36	5.08	2.37
Education*	23	7.87	2.01	38	5.97	2.51
Social protection*	23	7.43	1.80	37	5.38	2.49
Agricultural development	21	7.43	2.06	41	6.37	2.47

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Where are the World Bank Group's decisions made primarily that support the program in Swaziland? (Select only ONE response)\*

Percentage of Respondents	Collaborators	Non-collaborators
At the Headquarters (in Washington D.C.)	49.0%	23.8%
In the country	13.7%	3.8%
At the regional office (in Pretoria)	13.7%	11.3%
Don't know	23.5%	61.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Swaziland?*	45	7.31	1.73	60	6.22	2.02

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To what extent do you agree with the following statements about the World Bank Group in Swaziland?

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Swaziland*	37	6.70	2.13	47	5.30	2.24
The World Bank Group meets Swaziland's needs for knowledge services*	40	6.95	1.75	57	6.05	2.07

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Swaziland?	38	6.61	1.92	32	6.09	2.19

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Collaborators	Non-collaborators
Weekly	13.5%	0.0%
Monthly	17.3%	3.7%
A few times a year	48.1%	35.8%
Rarely	15.4%	23.5%
Never	5.8%	37.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

In Swaziland, 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)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	40	6.25	2.19	46	5.85	2.15
Include appropriate level of stakeholder involvement during preparation*	39	6.95	1.79	46	5.96	2.21
Are relevant to Swaziland's development priorities	46	7.50	1.83	57	6.84	2.03
Lead to practical solutions	44	6.82	1.81	54	6.11	1.97
Are accessible (well written and easy to understand)	44	7.11	1.82	47	6.43	2.29
Are source of relevant information on global good practices*	44	7.93	1.66	53	7.11	2.16
Enhance your knowledge and/or skills*	46	8.00	1.55	55	6.76	2.49
Are adequately disseminated*	41	6.46	1.98	53	4.85	2.27
Are translated enough into local language	34	4.15	2.96	45	2.93	2.66
Are adaptable to Swaziland's specific development challenges and country circumstances*	44	7.18	2.03	55	6.04	2.18

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	47	7.36	1.92	59	6.56	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	49	8.06	1.56	56	7.48	1.89

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Swaziland's development challenges? (1-To no degree at all, 10-To a very significant degree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization	44	7.57	1.62	53	6.87	2.33
Design*	46	7.78	1.33	49	6.96	2.04
Implementation*	44	7.41	1.76	48	6.52	2.23
Evaluation	40	7.35	1.66	47	7.15	2.17

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	35	6.80	2.53	29	5.72	2.55
The World Bank Group effectively monitors and evaluates the projects and programs it supports	45	7.76	1.67	48	7.48	1.99
The World Bank Group's approvals and reviews are done in a timely fashion	40	6.18	2.30	42	6.83	2.26
The World Bank Group's "Safeguard Policy" requirements are reasonable	30	6.97	2.14	28	6.82	2.31
The World Bank Group's conditions on its lending are reasonable	32	6.25	2.05	41	6.78	2.49
The World Bank Group takes decisions quickly in Swaziland	35	5.83	2.42	34	5.62	2.22
Working with the World Bank Group increases Swaziland's institutional capacity	43	7.74	1.77	52	7.52	2.10
The World Bank Group ensures consistency and continuity through staff changes	34	7.09	2.02	25	6.36	2.41
Where country systems are adequate, the World Bank Group makes appropriate use of them	28	6.71	2.42	24	6.92	2.52
The World Bank Group provides effective implementation support	43	7.95	1.89	44	7.50	1.86

Which of the following best describes the way the World Bank Group operates in Swaziland? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group takes too much risk in Swaziland	0.0%	0.0%
The World Bank Group does not take enough risk in Swaziland	31.8%	26.8%
The World Bank Group's approach to risk is appropriate	36.4%	23.9%
Don't know	31.8%	49.3%

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Swaziland?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Provide more adequate data/knowledge/statistics/figures on Swaziland's economy	15.4%	23.7%
Collaborate more effectively with Government clients	26.9%	30.3%
Offer more innovative financial products	30.8%	17.1%
Improve the competitiveness of its financing compared to markets	3.8%	6.6%
Reach out more to groups outside of Government	28.8%	43.4%
Improve the quality of its experts as related to Swaziland's specific challenges	13.5%	10.5%
Offer more innovative knowledge services	3.8%	5.3%
Ensure greater selectivity in its work	0.0%	1.3%
Increase the level of capacity development in the country	25.0%	25.0%
Reduce the complexity of obtaining World Bank Group financing	28.8%	23.7%
Work faster	5.8%	2.6%
Other	9.6%	2.6%

### F. The Future Role of the World Bank Group in Swaziland (continued)

When considering the combination of services that the World Bank Group offers in Swaziland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Swaziland? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-collaborators
Financial services	35.4%	22.7%
Knowledge products	10.4%	14.7%
Convening services	33.3%	49.3%
None of the above	0.0%	0.0%
The combination is appropriate for Swaziland	12.5%	6.7%
Don't know	8.3%	6.7%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Swaziland?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Local newspapers	73.6%	82.7%
International newspapers (incl. South African newspapers)	9.4%	9.9%
Local radio	17.0%	9.9%
International radio (incl. South African radio)	3.8%	0.0%
Local television	11.3%	6.2%
International television (incl. South African television)	9.4%	18.5%
Periodicals	9.4%	16.0%
Internet	41.5%	30.9%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	1.9%	2.5%
Blogs	0.0%	1.2%
Mobile phones	0.0%	1.2%
Instant messaging	0.0%	0.0%
Other	5.7%	4.9%

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Blogs	0.0%	4.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	37.0%	21.0%
e-Newsletters	29.6%	33.3%
Instant messaging	7.4%	1.2%
World Bank Group's seminars/workshops/conferences	35.2%	46.9%
World Bank Group's publications and other written materials	37.0%	39.5%
Mobile phones	5.6%	1.2%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	1.9%	0.0%
World Bank Group's website	31.5%	37.0%
Other	0.0%	3.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?\*

Percentage of Respondents	Collaborators	Non-collaborators
Yes	15.7%	5.1%
No	84.3%	94.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	Collaborators	Non-collaborators
Yes	29.4%	13.0%
No	70.6%	87.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**Were you able to obtain this information?**

Percentage of Respondents	Collaborators	Non-collaborators
Yes	93.3%	80.0%
No	6.7%	20.0%

**Do you have access to the Internet?**

Percentage of Respondents	Collaborators	Non-collaborators
Yes	100.0%	96.2%
No	0.0%	3.8%

**Do you use/have you used the World Bank Group website?**

Percentage of Respondents	Collaborators	Non-collaborators
Yes	64.7%	52.6%
No	35.3%	47.4%

**Which do you primarily use?**

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group's country website	21.4%	30.8%
The World Bank Group's main website	78.6%	69.2%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Collaborators	Non-collaborators
High speed (i.e., ADSL)	88.9%	77.2%
USB dongle attached to laptop or desktop computer	6.7%	17.5%
Mobile device	4.4%	5.3%

**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	46	5.50	2.75	63	4.46	2.68
I find the World Bank Group's websites easy to navigate	37	7.14	1.92	54	6.61	2.59
I find the information on the World Bank Group's websites useful	37	7.70	1.51	51	7.49	2.41
The World Bank Group's social media channels are valuable sources of information about the institution*	13	7.15	2.61	21	4.76	3.00
When I need information from the World Bank Group I know how to find it*	39	6.90	2.87	52	4.85	3.21
The World Bank Group is responsive to my information requests and inquiries*	29	7.97	2.03	31	6.23	2.57

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## H. Background Information

Which of the following agencies of the World Bank Group do you primarily engage with in Swaziland? (Select only ONE response)\*

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank (IBRD)	90.0%	39.5%
The International Finance Corporation (IFC)	6.0%	16.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%
Other	4.0%	44.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Collaborators	Non-collaborators
Yes	15.2%	6.6%
No	84.8%	93.4%

If yes, what was your view on the two institutions working together in Swaziland? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-collaborators
Working well together	42.9%	100.0%
Collaborating but needs improvement	42.9%	0.0%
In conflict	0.0%	0.0%
Don't know	14.3%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Swaziland? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	1.9%	41.4%
Use World Bank Group reports/data*	17.0%	40.0%
Engage in World Bank Group related/sponsored events/activities*	37.7%	8.6%
Collaborate as part of my professional duties*	62.3%	15.7%
Use World Bank Group website for information, data, research, etc.*	13.2%	41.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally



## Appendix E: Responses to Key Questions by Specializations/Sectors

*In instances where more than 15% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Swaziland, there were 18% of respondents from the Health sector (incl. communicable/non-communicable diseases).*

### Health Specialists vs. Others

Health N=24 ● All Others N=110

#### A. General Issues facing Swaziland

Listed below are a number of development priorities in Swaziland. Please identify which of the following you consider the most important development priorities in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Health	All Others
Social protection	8.7%	11.2%
Transport	0.0%	3.7%
Public sector governance/reform	21.7%	37.4%
Global/regional integration	0.0%	0.0%
Gender equity*	21.7%	4.7%
Domestic private sector development	0.0%	8.4%
Foreign direct investment	4.3%	15.0%
Water and sanitation	0.0%	3.7%
Anti corruption	0.0%	10.3%
Job creation/employment	8.7%	20.6%
Rural development	8.7%	5.6%
Financial markets	0.0%	0.0%
Urban development	0.0%	2.8%
Environmental sustainability	0.0%	2.8%
Equality of opportunity	4.3%	1.9%
Health*	60.9%	20.6%
Education	43.5%	37.4%
Poverty reduction	30.4%	32.7%
Energy	4.3%	7.5%
Food security	13.0%	10.3%
Climate change	0.0%	1.9%
Agricultural development	13.0%	15.0%
Trade and exports	0.0%	0.0%
Reduction of crime and violence*	4.3%	0.0%
Economic growth	8.7%	21.5%
Law and justice	26.1%	12.1%
Regulatory framework*	4.3%	0.0%
Natural resource management	0.0%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	2.8%
Local governance and institutions	13.0%	8.4%

\*Significantly different between specializations

**A. General Issues facing Swaziland (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Health	All Others
Water and sanitation	12.5%	9.3%
Equality of opportunity	20.8%	13.9%
Economic growth	33.3%	43.5%
Climate change	0.0%	0.0%
Global/regional integration	0.0%	0.9%
Gender equity	16.7%	5.6%
Rural development	20.8%	25.9%
Urban development	0.0%	0.0%
Regulatory framework	4.2%	2.8%
Social protection	8.3%	8.3%
Law and justice	4.2%	0.9%
Transport	4.2%	2.8%
Reduction of crime and violence	0.0%	0.0%
Information and communications technology	0.0%	1.9%
Anti corruption	4.2%	4.6%
Local governance and institutions	8.3%	6.5%
Domestic private sector development	16.7%	12.0%
Foreign direct investment	0.0%	10.2%
Education	33.3%	30.6%
Energy	0.0%	3.7%
Public sector governance/reform	16.7%	15.7%
Natural resource management	4.2%	0.9%
Environmental sustainability	0.0%	1.9%
Disaster management	0.0%	0.9%
Health*	37.5%	9.3%
Agricultural development	16.7%	20.4%
Job creation/employment*	20.8%	44.4%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	0.9%
Food security	16.7%	20.4%

\*Significantly different between specializations

**A. General Issues facing Swaziland (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Health	All Others
Energy	9.1%	6.4%
Gender equity	4.5%	3.6%
Equality of opportunity	9.1%	6.4%
Social protection	0.0%	2.7%
Global/regional integration	0.0%	5.5%
Climate change	0.0%	1.8%
Anti corruption	13.6%	13.6%
Disaster management	0.0%	0.0%
Rural development	4.5%	13.6%
Foreign direct investment	31.8%	35.5%
Urban development	0.0%	4.5%
Water and sanitation	0.0%	0.9%
Education	27.3%	21.8%
Information and communications technology	0.0%	11.8%
Regulatory framework	4.5%	2.7%
Local governance and institutions	9.1%	2.7%
Trade and exports*	40.9%	18.2%
Public sector governance/reform	22.7%	25.5%
Domestic private sector development	27.3%	26.4%
Job creation/employment	27.3%	28.2%
Agricultural development*	18.2%	40.9%
Food security	0.0%	1.8%
Transport	0.0%	2.7%
Natural resource management	13.6%	6.4%
Environmental sustainability	0.0%	2.7%
Health*	18.2%	4.5%
Law and justice*	9.1%	0.9%
Reduction of crime and violence	4.5%	0.9%
Financial markets	4.5%	3.6%

\*Significantly different between specializations

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

When thinking about how the World Bank Group can have the most impact on development results in Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Health	All Others
Social protection	12.5%	11.0%
Public sector governance/reform	41.7%	44.0%
Transport	0.0%	4.6%
Poverty reduction	25.0%	26.6%
Global/regional integration	0.0%	2.8%
Gender equity	12.5%	3.7%
Reduction of crime and violence	0.0%	0.0%
Domestic private sector development	4.2%	8.3%
Rural development	12.5%	11.0%
Foreign direct investment	4.2%	5.5%
Water and sanitation*	12.5%	2.8%
Energy	0.0%	6.4%
Job creation/employment	20.8%	21.1%
Financial markets	0.0%	3.7%
Urban development	0.0%	6.4%
Environmental sustainability	0.0%	3.7%
Equality of opportunity	0.0%	2.8%
Health*	41.7%	14.7%
Education	25.0%	22.0%
Food security	4.2%	4.6%
Climate change	0.0%	3.7%
Agricultural development	20.8%	26.6%
Local governance and institutions	12.5%	3.7%
Trade and exports	4.2%	4.6%
Economic growth	20.8%	24.8%
Law and justice	8.3%	6.4%
Regulatory framework	8.3%	5.5%
Natural resource management	0.0%	3.7%
Anti corruption	4.2%	6.4%
Information and communications technology	0.0%	3.7%
Disaster management	0.0%	0.0%

\*Significantly different between specializations

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland? (1-Not important at all, 10-Very important)

	Health			All Others		
	N	Mean	SD	N	Mean	SD
Anti corruption	21	8.10	2.39	103	8.18	2.29
Information and communications technology	20	7.35	2.62	104	8.02	2.09
Transport	20	7.05	2.68	104	7.22	2.28
Reduction of crime and violence	19	5.53	2.89	100	5.94	2.64
Law and justice	20	7.25	3.04	100	7.45	2.81
Urban development	21	6.62	2.22	105	7.39	2.17
Environmental sustainability	21	7.10	2.64	104	7.61	2.18
Regulatory framework	19	8.84	1.42	104	8.50	1.72
Local governance and institutions	21	7.90	2.05	104	7.65	2.27
Poverty reduction	21	8.81	1.63	108	9.01	1.49
Gender equity	22	7.09	2.67	105	7.71	2.14
Domestic private sector development	20	8.45	1.64	105	8.24	1.82
Foreign direct investment	20	8.40	2.04	104	8.58	1.70
Water and sanitation	19	7.84	2.03	103	7.86	2.15
Trade and exports	21	7.95	1.99	102	8.00	1.69
Economic growth	21	8.90	1.73	108	8.90	1.48
Energy	21	7.76	2.36	105	7.91	1.96
Disaster management	21	5.71	2.80	103	6.83	2.42
Public sector governance/reform	21	9.29	1.01	104	8.86	1.59
Job creation/employment	20	8.25	1.94	106	8.34	2.18
Financial markets*	19	8.68	1.29	97	7.64	1.94
Equality of opportunity	21	7.52	2.62	102	7.40	2.17
Health	23	8.74	1.74	106	8.38	1.92
Rural development	22	8.91	1.31	103	8.45	1.64
Global/regional integration	19	7.79	2.51	101	7.74	2.05
Food security	20	8.40	2.01	107	8.33	1.89
Education	21	8.33	2.37	104	8.57	1.86
Social protection	20	6.50	2.59	104	7.19	2.40
Climate change	22	6.68	2.68	105	7.35	2.29
Agricultural development	22	8.77	1.97	105	8.90	1.25
Natural resource management	21	7.71	2.90	102	7.37	2.32

\*Significantly different between specializations

**C. World Bank Group's Effectiveness and Results (continued)**

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland?** (1-Not effective at all, 10-Very effective)

	Health			All Others		
	N	Mean	SD	N	Mean	SD
Transport	6	7.00	3.22	46	6.13	2.73
Local governance and institutions	6	6.17	2.93	66	7.00	2.13
Regulatory framework	8	8.13	1.89	67	7.06	2.02
Health	16	7.31	1.70	67	7.81	1.70
Poverty reduction	8	6.25	2.38	60	6.78	2.30
Domestic private sector development	6	5.33	2.16	51	5.92	2.31
Foreign direct investment	3	7.67	0.58	52	6.19	2.43
Trade and exports	4	6.50	1.73	51	6.55	2.21
Economic growth	7	6.14	3.13	64	6.81	2.37
Energy	3	5.00	2.65	44	5.59	2.50
Public sector governance/reform	9	6.67	2.65	71	6.94	2.24
Job creation/employment	3	4.00	2.65	52	5.52	2.45
Education	4	7.50	1.29	56	6.61	2.57
Social protection	4	7.00	2.16	56	6.21	2.38
Agricultural development	4	8.50	1.00	57	6.46	2.49

## Appendix F: 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?		Which of the following describes most of your exposure to the World Bank in Swaziland? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the WBG's effectiveness in Swaziland.	5.62	6.89	6.35	5.35	6.24	5.88	5.76	7.28	6.02	6.31	6.24	5.88
To what extent do you believe the WBG's staff is well prepared to help Swaziland solve its most complicated development challenges?	6.96	7.85	7.54	6.95	7.68	6.87	7.07	8.50	7.25	7.72	7.38	7.52
Overall the WBG currently plays a relevant role in development in Swaziland	6.80	7.50	7.18	6.80	7.15	6.97	6.92	7.74	7.01	7.23	7.16	6.94
The WBG's work is aligned with what I consider the development priorities for Swaziland	6.27	7.53	7.06	5.80	6.93	6.39	6.43	7.96	6.44	7.30	6.82	6.63
Responsiveness	6.15	7.11	6.73	6.25	6.54	6.82	6.39	7.29	6.71	6.49	6.67	6.52
Flexibility (in terms of the institution's products and services)	5.57	5.68	5.62	5.63	5.55	5.77	5.47	6.05	5.56	5.72	5.77	5.25
Flexibility (in terms of changing country circumstances)	5.54	6.05	5.85	5.76	5.93	5.64	5.63	6.45	5.75	6.00	5.87	5.76
Being inclusive	5.88	6.98	6.49	6.06	6.46	6.29	6.14	7.19	6.28	6.61	6.54	6.16
Openness	6.16	7.55	6.99	6.28	6.61	7.32	6.58	7.80	6.84	6.86	6.97	6.60
Staff accessibility	5.31	7.02	6.33	4.88	5.93	6.33	5.66	7.45	5.96	6.24	6.37	5.35
Straightforwardness and honesty	6.65	7.85	7.15	7.11	7.20	7.03	6.90	7.88	7.18	7.10	7.27	6.87
Ease of access to the people at the WBG who are making decisions important to my work	5.14	7.44	6.42	5.50	6.29	6.25	5.81	7.78	6.02	6.63	6.62	5.54
Collaboration with civil society	4.73	6.71	5.68	4.15	5.40	5.40	4.91	6.94	5.47	5.26	5.54	5.13
Collaboration with the Government	7.43	8.43	7.88	7.65	7.95	7.59	7.65	8.43	7.62	8.19	8.06	7.33
Collaboration with other donors and development partners	6.88	7.74	7.21	7.25	7.11	7.46	7.11	7.63	7.22	7.23	7.29	7.05
Collaboration with the private sector	5.43	5.96	5.58	5.69	5.36	6.09	5.35	6.44	6.31	4.46	5.47	5.90
The speed in which it gets things accomplished on the ground	5.78	6.22	6.04	5.77	5.80	6.42	5.81	6.50	6.13	5.81	6.18	5.60
Being a long-term partner	7.41	7.90	7.59	7.74	7.51	7.84	7.49	8.05	7.65	7.57	7.63	7.60
To what extent does the WBG's work help to achieve development results in Swaziland?	6.22	7.31	6.77	6.00	6.78	6.21	6.32	7.48	6.40	6.92	6.66	6.44
The WBG's financial instruments meet the needs of Swaziland	5.30	6.70	5.95	5.41	5.93	5.63	5.55	6.59	5.82	5.86	6.08	5.37
The WBG meets Swaziland's needs for knowledge services	6.05	6.95	6.46	6.41	6.38	6.63	6.38	6.70	6.58	6.24	6.58	6.24
The WBG's knowledge work and activities are adaptable to Swaziland's specific development challenges and country circumstances	6.04	7.18	6.56	6.30	6.44	6.63	6.39	6.87	6.40	6.69	6.61	6.32
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.56	7.36	7.05	6.17	6.87	6.93	6.75	7.28	6.74	7.14	7.00	6.69
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.48	8.06	7.78	7.56	7.58	8.06	7.64	8.04	7.82	7.62	7.77	7.68
The WBG takes decisions quickly in Swaziland	5.62	5.83	5.66	5.62	5.51	6.06	5.51	6.00	5.93	5.23	5.65	5.65
Where country systems are adequate, the WBG makes appropriate use of them	6.92	6.71	6.75	5.83	6.57	6.80	6.50	7.00	6.96	6.23	6.73	6.38

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix G: Indicator Questions by Stakeholder Groups

Indicator Question	Office of Minister/ Central Government			Employee of Ministry/ PMU/ Consultant on WBG project			Local Government			State-owned Enterprise/Parastatal Organization			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the WBG's effectiveness in Swaziland.*	6	5.83	2.04	33	6.67	2.33	5	7.60	1.34	9	6.44	1.67	10	5.70	1.49	10	5.30	1.77	14	5.71	2.20	4	8.50	1.73	11	4.73	1.79	8	5.50	2.20
To what extent do you believe the WBG's staff is well prepared to help Swaziland solve its most complicated development challenges?	4	8.00	1.41	32	7.50	2.20	6	8.50	1.22	9	8.22	1.72	9	7.11	1.54	9	6.33	1.58	10	7.60	1.78	4	8.00	1.41	11	5.82	2.18	8	7.38	2.33
Overall the WBG currently plays a relevant role in development in Swaziland	6	7.33	3.44	35	6.80	1.95	6	7.67	2.07	10	7.10	1.52	10	6.70	1.70	9	6.56	1.74	18	7.39	2.52	4	8.75	1.50	11	6.91	2.21	9	7.67	1.87
The WBG's work is aligned with what I consider the development priorities for Swaziland	6	7.83	1.94	35	6.86	1.97	5	8.00	2.12	10	6.80	2.04	12	6.83	1.53	10	5.10	2.38	14	7.29	2.02	4	7.50	2.08	10	6.10	2.02	8	6.50	2.88
Responsiveness	6	7.33	2.80	32	6.66	1.96	6	8.17	1.47	9	6.00	2.45	9	6.56	1.33	5	5.40	1.14	11	6.64	2.01	4	7.25	2.06	8	5.75	1.98	8	6.13	2.17
Flexibility (in terms of the institution's products and services)	6	5.67	2.42	29	6.10	2.11	6	5.50	1.87	9	5.00	2.65	7	5.00	1.83	5	5.00	1.87	11	5.27	2.05	3	6.33	1.53	8	5.25	1.75	7	6.29	1.50
Flexibility (in terms of changing country circumstances)*	5	5.40	2.30	26	6.27	1.91	6	6.83	1.47	8	5.25	2.19	7	5.14	1.95	4	3.75	1.50	11	4.82	2.40	4	7.75	2.63	9	4.78	1.48	6	7.50	1.64
Being inclusive	6	6.67	2.42	26	6.77	1.68	6	7.83	1.33	8	6.00	2.07	10	6.30	1.89	5	6.20	2.68	12	6.17	2.52	4	6.75	3.30	8	4.50	2.00	6	6.50	1.64
Openness	6	6.83	2.71	29	7.10	2.08	6	9.17	1.17	9	6.44	2.74	11	5.64	2.20	7	6.14	2.41	14	6.71	3.15	4	7.25	2.06	8	5.88	2.23	6	7.33	1.97
Staff accessibility	6	6.33	3.08	30	6.97	2.25	5	6.60	2.70	9	5.56	2.70	9	5.33	1.66	6	4.83	2.32	11	6.45	3.11	3	5.00	2.65	8	4.50	1.41	7	5.86	2.79
Straightforwardness and honesty*	6	7.50	3.08	33	7.73	1.75	6	8.67	1.03	9	7.44	1.88	10	6.10	1.45	7	6.86	2.54	13	7.08	2.78	3	8.67	1.53	9	5.11	1.83	8	7.00	2.39
Ease of access to the people at the WBG who are making decisions important to my work*	6	7.83	2.93	29	7.21	2.32	5	7.60	2.88	8	5.75	2.92	8	5.25	1.28	4	3.75	1.71	9	6.00	2.74	2	5.00	1.41	6	4.17	0.75	5	5.60	2.88
Collaboration with civil society	4	6.00	3.37	24	5.96	2.12	3	8.00	1.73	7	5.43	2.57	2	4.00	1.41	8	4.50	2.45	12	5.58	3.63	3	5.67	4.04	8	3.25	1.28	5	6.40	1.82
Collaboration with the Government*	6	8.67	1.97	33	7.94	1.85	6	8.33	1.63	9	7.33	2.06	10	7.50	1.35	7	8.71	1.11	11	8.91	1.22	4	9.25	1.50	9	5.11	2.15	8	7.88	1.64
Collaboration with other donors and development partners	6	7.33	2.80	26	7.04	1.56	2	8.50	2.12	9	7.00	1.73	9	7.00	1.66	6	7.33	0.52	9	7.78	2.17	4	8.25	2.06	6	6.00	2.00	6	8.00	1.79
Collaboration with the private sector	6	6.33	2.66	23	5.35	2.25	3	7.00	3.00	7	6.00	2.58	4	5.50	1.73	8	5.13	2.23	7	5.71	2.56	4	7.00	2.45	6	3.83	2.14	5	6.40	2.51
The speed in which it gets things accomplished on the ground	6	7.17	2.64	29	6.28	2.22	6	7.00	2.37	8	6.00	2.62	6	5.00	1.79	5	5.20	1.30	12	5.50	2.75	3	5.67	2.52	8	4.63	1.51	4	7.75	1.71
Being a long-term partner	6	8.00	2.68	31	7.94	2.02	5	8.20	1.10	8	6.88	2.30	9	7.00	2.18	7	8.00	1.53	13	7.38	2.60	4	9.50	1.00	9	6.44	2.60	7	7.43	1.40
To what extent does the WBG's work help to achieve development results in Swaziland?	6	7.33	2.94	32	7.09	2.08	6	7.50	1.52	9	6.11	2.26	10	6.10	1.45	9	6.56	1.51	13	5.85	1.82	4	8.25	2.06	9	5.89	1.45	7	6.86	1.95
The WBG's financial instruments meet the needs of Swaziland	6	6.50	2.88	27	6.37	2.37	5	6.60	2.79	8	5.75	2.43	5	4.60	1.67	7	5.00	1.53	12	6.08	2.39	3	7.00	2.00	6	4.33	1.63	6	5.50	1.87
The WBG meets Swaziland's needs for knowledge services	6	6.17	1.94	28	6.82	1.98	5	7.40	0.89	10	6.00	2.62	10	6.30	1.70	8	5.25	1.98	14	6.14	1.88	4	8.00	2.16	8	6.38	2.33	6	6.67	1.37
The WBG's knowledge work and activities are adaptable to Swaziland's specific development challenges and country circumstances	6	7.50	3.02	31	6.84	2.03	5	7.20	1.10	9	5.89	2.03	9	6.56	1.24	7	5.86	1.86	12	5.33	3.11	4	8.50	1.73	11	5.82	1.99	6	7.67	1.03
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	5	7.20	3.56	31	7.26	2.29	6	7.33	2.16	9	7.00	1.41	11	7.18	1.47	8	7.00	1.69	14	6.00	2.00	4	8.50	1.29	10	5.50	1.43	7	7.14	1.77
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6	7.50	2.88	33	7.97	1.83	6	8.67	1.03	9	7.67	1.66	12	7.08	1.31	6	7.50	2.07	13	7.31	1.38	4	9.00	1.15	9	7.44	2.24	7	8.00	1.63
The WBG takes decisions quickly in Swaziland	6	6.83	3.31	25	5.96	2.42	4	4.50	0.58	8	6.00	2.00	6	4.17	0.98	3	5.33	1.53	9	6.00	2.18	2	6.00	1.41	5	3.80	1.92	3	8.00	2.00
Where country systems are adequate, the WBG makes appropriate use of them	6	5.50	3.15	24	6.88	2.54	4	5.75	3.40	6	6.17	2.40	2	7.00	1.41	3	7.33	0.58	6	7.67	1.51	1	3.00		1	9.00		1	10.00	

\*Significantly different between stakeholder groups



## Appendix H: Swaziland FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Swaziland**

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

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. If you prefer not to answer a question, 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.**

#### **SECTION A: GENERAL ISSUES FACING SWAZILAND**

<b>A1. In general would you say that Swaziland is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Swaziland.</b>			
<b>Please identify which of the following you consider the most important development priorities in Swaziland? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports (incl. customs)
8	Water and sanitation	24	Reduction of crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework (e.g., in public financial management, health sector)
12	Financial markets	28	Natural resource management (e.g., oil, gas, mining)
13	Urban development	29	Disaster management
14	Environmental sustainability	30	Information and communications technology
15	Equality of opportunity (i.e., equity)	31	Local governance and institutions
16	Health		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Local governance and institutions
2	Equality of opportunity (i.e., equity)	17	Domestic private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework (e.g., in public financial management, health sector)	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Reduction of crime and violence	28	Financial markets
14	Information and communications technology	29	Trade and exports (incl. customs)
15	Anti corruption	30	Food security

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Swaziland? (Choose no more than THREE)</b>			
1	Energy	16	Local governance and institutions
2	Gender equity	17	Trade and exports (incl. customs)
3	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Law and justice (e.g., judicial system)
13	Education	28	Reduction of crime and violence
14	Information and communications technology	29	Financial markets
15	Regulatory framework (e.g., in public financial management, health sector)		

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Swaziland? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy (e.g., cash transfers for the poor and/or vulnerable; free secondary education)
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B1. How familiar are you with the work of the World Bank Group in Swaziland?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Swaziland.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Swaziland solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Swaziland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Reduction of crime and violence	23	Local governance and institutions
8	Domestic private sector development	24	Trade and exports (incl. customs)
9	Rural development	25	Economic growth
10	Foreign direct investment	26	Law and justice (e.g., judicial system)
11	Water and sanitation	27	Regulatory framework (e.g., in public financial management, health sector)
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., training government economists or statisticians in methods of analysis)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Swaziland's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>The World Bank Group can provide capacity building support in a number of ways in Swaziland. To which degree would Swaziland benefit, if capacity building were to support...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The private sector</b> , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Swaziland?** *(If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B18</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**When thinking about how to improve capacity building in Swaziland to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?** *(If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")*

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B21</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Swaziland? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Swaziland
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Not focused enough on implementation of projects/programs
14	Too bureaucratic in its operational policies and procedures
15	Not aligned with other donors' work
16	Not collaborating enough with non-state actors
17	Not client focused
18	Other (please specify): _____
19	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Swaziland? (Choose no more than TWO)**

1	Capacity development (e.g., training government economists or statisticians in methods of analysis)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects, such as the ongoing Health, HIV/AIDS and TB Project and the Swaziland Local Government Project)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Reimbursable advisory services (i.e., reimbursing the World Bank for its costs in delivering advisory services)
7	Trust Fund management
8	Other (please specify): _____
9	Don't know

**B26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Public enterprises / parastatal companies
13	Other (please specify): _____
14	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Swaziland?**

		Strongly disagree										Strongly agree	Don't know
<b>B27</b>	Overall the World Bank Group currently plays a relevant role in development in Swaziland	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	The World Bank Group's work is aligned with what I consider the development priorities for Swaziland	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	The World Bank Group supports programs and strategies that are realistic for Swaziland	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The World Bank Group treats clients and stakeholders in Swaziland with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

To what extent is the World Bank Group an effective development partner in Swaziland, 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		
<b>B31</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B44</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>B45. To be a more effective development partner in Swaziland, do you believe that the World Bank Group should have... ? (Select only ONE response)</b>			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

<b>B46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____



**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Reduction of crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework (e.g., in public financial management, health sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports (incl. customs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland?** (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	2	3	4	5	6	7	8	9	10		
1	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Regulatory framework (e.g., in public financial management, health sector)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Trade and exports (incl. customs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	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"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C3. Where are the World Bank Group's decisions made primarily that support the program in Swaziland? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	At the regional office (in Pretoria)
4	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in Swaziland?**

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 C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

To what extent do you agree with the following statements about the World Bank Group in Swaziland?													
		Strongly disagree										Strongly agree	Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Swaziland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	The World Bank Group meets Swaziland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Swaziland?</b>												
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	

**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.**

## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Swaziland, 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
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Swaziland’s development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are adaptable to Swaziland’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
Not significant at all									Very significant		Don't know	

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
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 E: WORKING WITH THE WORLD BANK GROUP**

To what extent does each of the following aspects of the World Bank Group’s technical assistance/ advisory work contribute to solving Swaziland’s development challenges?													
		To no degree at all										To a very significant degree	Don't know
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank Group’s approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank Group’s “Safeguard Policy” requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group’s conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank Group takes decisions quickly in Swaziland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Working with the World Bank Group increases Swaziland’s institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>E15. Which of the following best describes the way the World Bank Group operates in Swaziland? (Select only ONE response)</b>	
1	The World Bank Group takes too much risk in Swaziland
2	The World Bank Group does not take enough risk in Swaziland
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SWAZILAND**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Swaziland? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Swaziland's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Swaziland's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country (e.g., training government economists or statisticians in methods of analysis)
10	Reduce the complexity of obtaining World Bank Group financing
11	Work faster
12	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Swaziland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Swaziland? (Select only ONE response)</b>	
1	Financial services (i.e., loans)
2	Knowledge products (i.e., reports, studies, assessments)
3	Convening services (i.e., bringing development partners, private sector, civil society, and/or Government together)
4	None of the above
5	The current combination is appropriate for Swaziland
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Swaziland? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers (incl. South African newspapers)
3	Local radio
4	International radio (incl. South African radio)
5	Local television
6	International television (incl. South African television)
7	Periodicals
8	Internet
9	Social media (e.g., Facebook, Twitter, YouTube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, YouTube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website (www.worldbank.org/swaziland)
2	The World Bank Group's main website (www.worldbank.org)

<b>G9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	High speed (i.e., ADSL)
2	USB dongle attached to laptop or desktop computer
3	Mobile device

<b>Please rate how much you agree with the following statements.</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I use/consult World Bank Group's data more often than I did a few years ago												<input type="checkbox"/>
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G13</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**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.**



**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank Group supported project/program
6	Project Management Unit (PMU) overseeing implementation of project
7	Central Government Office or Staff
8	Local Government Office or Staff
9	Bilateral Agency
10	Multilateral Agency
11	Private Sector Company
12	Private Foundation
13	Financial Sector/Private Bank
14	NGO
15	Community Based Organization
16	Media (Press, Radio, TV, Web, etc.)
17	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
18	State-owned enterprise/parastatal organization
19	Trade Union
20	Faith-Based Group
21	Academia/Research Institute/Think Tank
22	Judiciary Branch
23	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION**

**H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?**

1	Yes
2	No

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Swaziland? (Select only ONE response)**

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**H5. Do your projects involve both the World Bank and the IFC?**

*(If YES please go to Question H6; If NO please go to H7)*

1	Yes
2	No

**H6. If yes, what was your view on the two institutions working together in Swaziland? (Select only ONE response)**

1	Working well together
2	Collaborating but needs improvement
3	In conflict
4	Other
5	Don't know

**H7. Which of the following describes most of your exposure to the World Bank Group in Swaziland? (Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

**H8. Which best represents your geographic location?**

1	Hhohho Region
2	Manzini Region
3	Lubombo Region
4	Shiselweni Region

**Thank you for completing the survey!**