



## World Bank Group Country Survey FY15 – South Africa

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

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 SOUTH AFRICA

A1. In general would you say that South Africa is headed in ... ?	
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 South Africa.</b>			
<b>Please identify which of the following you consider the most important development priorities in South Africa? (Choose no more than THREE)</b>			
1	Foreign direct investment	17	Trade and exports
2	Water and sanitation	18	Crime and violence
3	Anti corruption	19	Economic growth
4	Energy	20	Education
5	Food security	21	Poverty reduction
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social protection (e.g., pensions, targeted social assistance)
7	Global/regional integration	23	Transport (e.g., roads, bridges, transportation)
8	Gender equity	24	Climate change (e.g., mitigation, adaptation)
9	Private sector development	25	Agricultural development
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	HIV/AIDS, TB, other communicable diseases
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health	32	Townships/informal settlements

<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 South Africa? (Choose no more than THREE)</b>			
1	Global/regional integration	17	Energy
2	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Rural development	19	Natural resource management (e.g., oil, gas, mining)
4	Water and sanitation	20	Anti corruption
5	Equality of opportunity (i.e., equity)	21	Private sector development
6	Economic growth	22	Foreign direct investment
7	Climate change (e.g., mitigation, adaptation)	23	Education
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Gender equity	26	Health
11	Law and justice (e.g., judicial system)	27	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	28	Job creation/employment
13	Crime and violence	29	Financial markets
14	HIV/AIDS, TB, other communicable diseases	30	Trade and exports
15	Information and communications technology	31	Food security
16	Townships/informal settlements		

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in South Africa? (Choose no more than TWO)**

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better employment opportunities for young people
5	Better employment opportunities for women
6	Greater access to micro-finance for the poor
7	Greater voice and participation for citizens to help ensure greater accountability
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
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

<b>B1. How familiar are you with the work of the World Bank Group in South Africa?</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 South Africa.</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 South Africa 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 South Africa, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in South Africa? (Choose no more than THREE)</b>			
1	Job creation/employment	17	Anti corruption
2	Financial markets	18	Information and communications technology
3	Urban development	19	Disaster management
4	Environmental sustainability	20	Townships/informal settlements
5	Trade and exports	21	Equality of opportunity (i.e., equity)
6	Crime and violence	22	Private sector development
7	Transport (e.g., roads, bridges, transportation)	23	Water and sanitation
8	Agricultural development	24	Food security
9	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
10	Gender equity	26	Poverty reduction
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Social protection (e.g., pensions, targeted social assistance)
12	Health	28	Economic growth
13	Rural development	29	Law and justice (e.g., judicial system)
14	Foreign direct investment	30	Regulatory framework
15	Education	31	HIV/AIDS, TB, other communicable diseases
16	Energy	32	Natural resource management (e.g., oil, gas, mining)

## 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 South Africa?</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	<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>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)</b>	
1	Not client focused
2	The credibility of its knowledge/data
3	World Bank Group's processes too complex
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not exploring alternative policy options
7	Not collaborating enough with stakeholders outside the Government
8	Its advice and strategies do not lend themselves to practical problem solving
9	Not enough public disclosure of its work
10	Arrogant in its approach
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in South Africa
17	Other (please specify): _____
18	Don't know

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

**B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in South Africa? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

**B8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B9</b>	Overall the World Bank Group currently plays a relevant role in development in South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	The World Bank Group's work is aligned with what I consider the development priorities for South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank Group supports programs and strategies that are realistic for South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank Group treats clients and stakeholders in South Africa 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 South Africa, 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>B13</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</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>B15</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</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>B21</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</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>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

### **B27. When World Bank Group assistance fails or is slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
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	There is not an adequate level of citizen/civil society participation
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 South Africa?												
		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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	HIV/AIDS, TB, other communicable diseases	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	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	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"/>
32	Townships/informal settlements	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 South Africa? (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	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	HIV/AIDS, TB, other communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	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	Financial markets/inclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Rural development/Land reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Basic education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Townships/informal settlements	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C3. To what extent does the World Bank Group's work help to achieve development results in South Africa?**

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

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

		Strongly disagree								Strongly agree	Don't know	
C4	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets South Africa'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"/>

**C6. To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?**

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

**D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

**D10. 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	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

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 do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group takes decisions quickly in South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank Group increases South Africa's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	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"/>	
<b>E8</b>	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"/>	

### **E9. Which of the following best describes the way the World Bank Group operates in South Africa? (Select only ONE response)**

1	The World Bank Group takes too much risk in South Africa
2	The World Bank Group does not take enough risk in South Africa
3	The World Bank Group's approach to risk is appropriate
4	Don't know

### **E10. Which of the following best describes the WBG's support in South Africa? (Select only ONE response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in South Africa
2	The World Bank Group is not sufficiently selective in South Africa, and it is involved in too many areas of development
3	Don't know

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SOUTH AFRICA

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (Choose no more than TWO)**

1	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
2	Reach out more to groups outside of Government
3	Increase availability of Reimbursable Advisory Services (RAS)
4	Work faster
5	Improve the quality of its experts as related to South Africa's specific challenges
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Provide more adequate data/knowledge/statistics/figures on South Africa's economy
9	Ensure greater selectivity in its work
10	Offer more innovative financial products
11	Increase the level of capacity development in the country
12	Reduce the complexity of obtaining World Bank Group financing
13	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in South Africa, 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 South Africa? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for South Africa
6	Don't know

**F3. Please answer the following questions: (Choose no more than THREE for each column)**

		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in South Africa?	B. Which THREE areas below would benefit most from other donors in South Africa?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
7	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
9	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SOUTH AFRICA

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>F4</b>	Eskom will have a positive impact on sustainable economic development in South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F5</b>	The kind of support that the World Bank Group is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F6</b>	In the future, the World Bank Group should be involved in infrastructure projects such as Eskom, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F7</b>	The World Bank Group has made appropriate use of the Eskom's procurement system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F8</b>	The World Bank Group's support for the Eskom renewables project will be beneficial for the long-term carbon mitigation strategy of South Africa and for the diversification of the sources of energy generation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F9</b>	There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom	1	2	3	4	5	6	7	8	9	10	<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 G: COMMUNICATION AND INFORMATION SHARING

### G1. How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

### G2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	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? (If YES please go to Question G5; if NO please go to G6)	<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>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

### Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G9</b>	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G12</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.)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## 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	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in South Africa? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

## SECTION H: BACKGROUND INFORMATION

**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 of how the two institutions work together in South Africa?**

**(Select only ONE response)**

- |   |  |
|---|--|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know   |

**H7. Which of the following describes most of your exposure to the World Bank Group in South Africa? (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. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**H9. Which best represents your geographic location?**

- |   |                |
|---|----------------|
| 1 | Eastern Cape   |
| 2 | Free State     |
| 3 | Gauteng        |
| 4 | Kwa Zulu Natal |
| 5 | Limpopo        |
| 6 | Mpumalanga     |
| 7 | Northern Cape  |
| 8 | North West     |
| 9 | Western Cape   |

**Thank you for completing the survey!**