

FY15 South Africa Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



March 2016



Acknowledgements

The South Africa 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, Jing Guo, and Jessica Cameron. 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 South Africa country team and the local fielding company Community Agency for Social Enquiry (CASE). In particular, PORG is grateful for the support from Conrad Jardine (Consultant) who coordinated the survey related activities from Pretoria, South Africa.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in South Africa perceive the WBG. The survey explored:

- *General Issues Facing South Africa*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in South Africa*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to May 2015, 203 stakeholders of the WBG in South Africa were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants 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/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 83 stakeholders participated in the survey (41% response rate).

Respondents received and returned the questionnaires via email. Respondents were asked about: general issues facing South Africa; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in South Africa; and the WBG's communication and information sharing.

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.

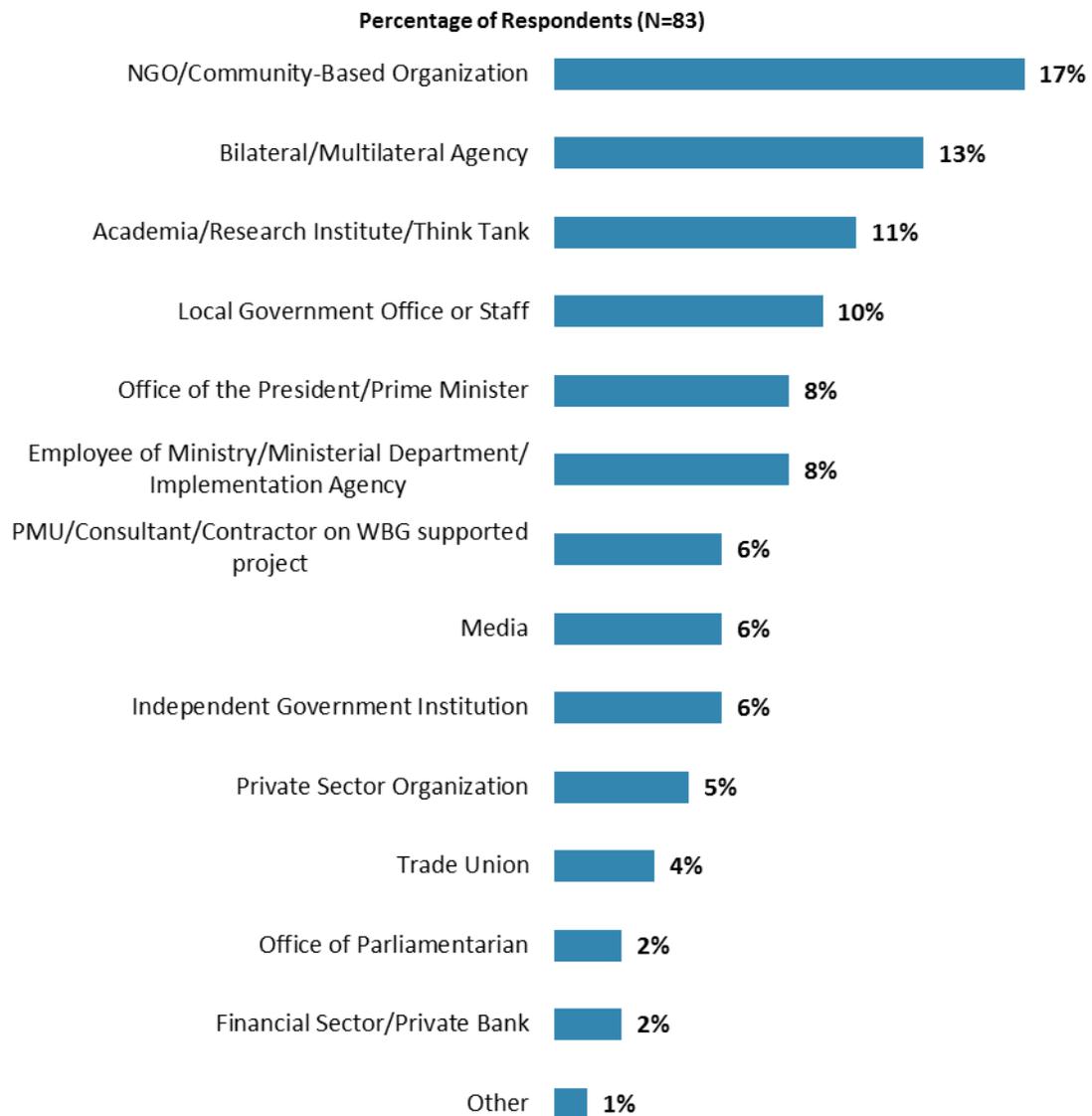
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 14%, N=69). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 91).



III. Demographics of the Sample

Current Position

- For further analyses, employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs and consultants working on WBG supported projects; respondents from NGOs/community based organizations were combined with those from trade unions in the “CSO” category; and few respondents from the Office of the President/Prime Minister, office of a parliamentarian, independent government institutions, private sector organizations, financial sector/private banks, the media, and other organizations were included in the “Other” category. Note that there were no respondents from the office of a minister, private foundations, faith-based groups, youth groups, and the judiciary branch.

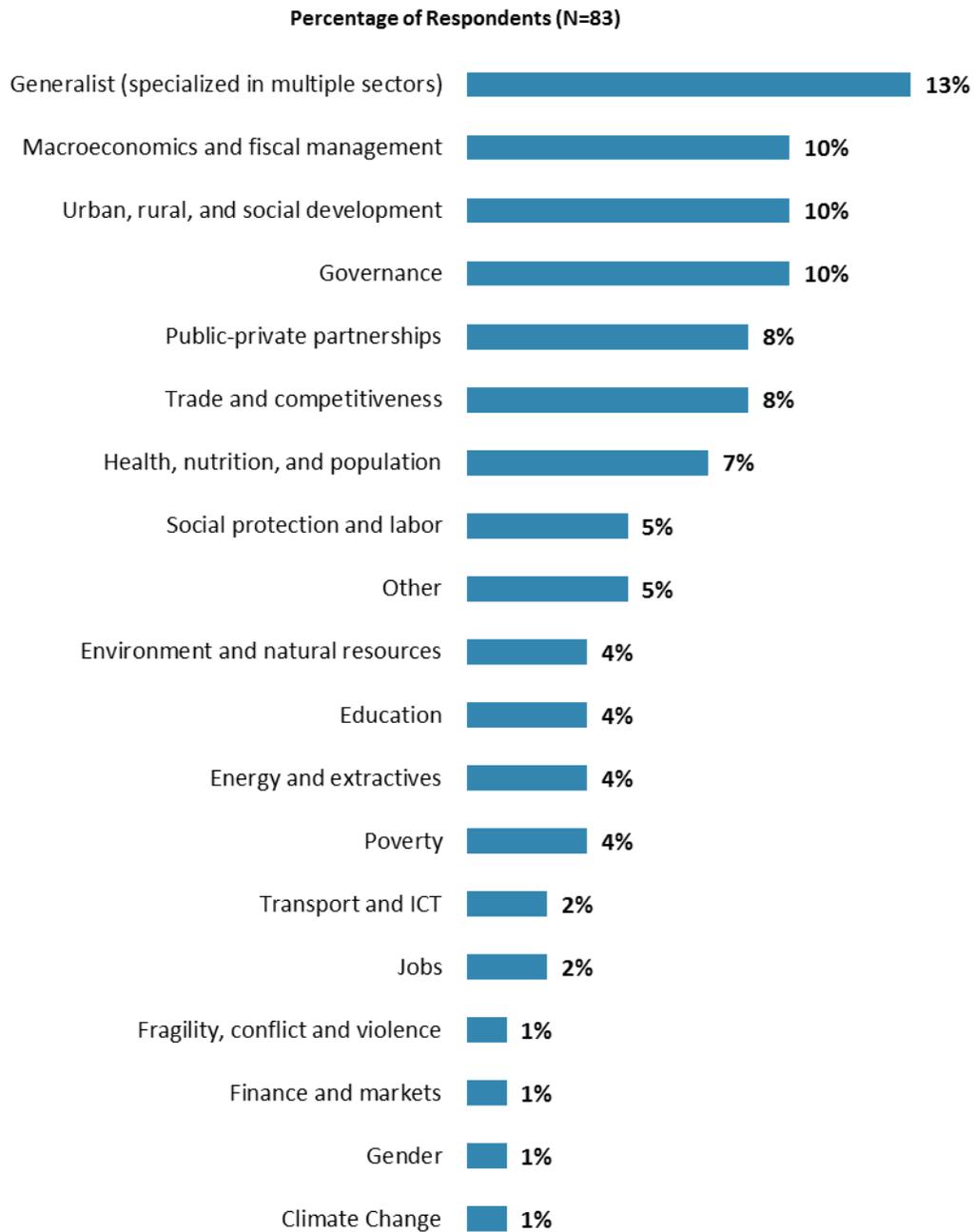


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



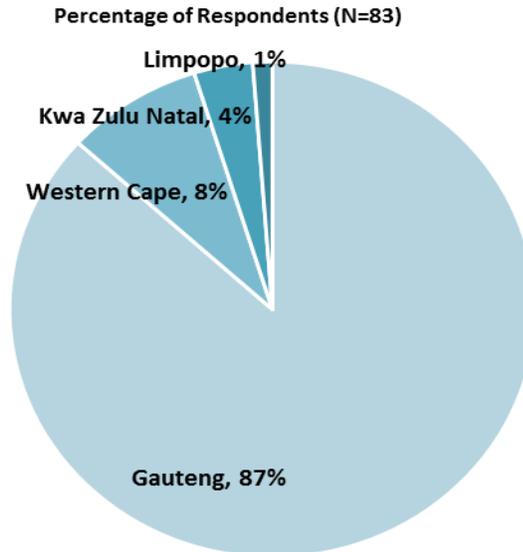
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

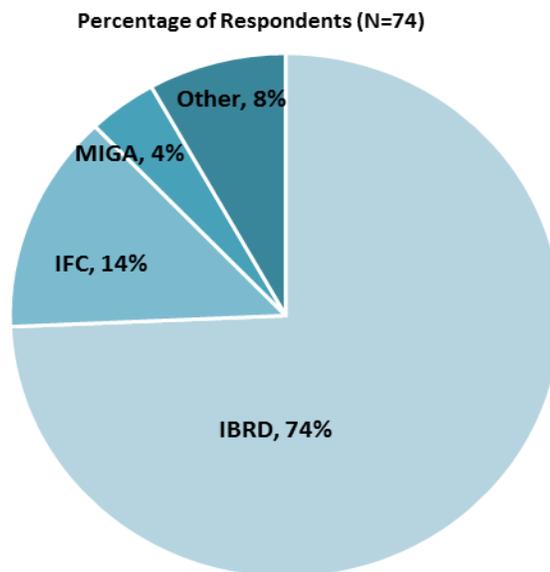
Geographic Locations

- For further analysis, respondents from Western Cape, Kwa Zulu Natal, and Limpopo were combined in the “Other” category. Note that there were no respondents from Eastern Cape, Free State, Mpumalanga, Northern Cape, and North West. For more details on the comparison across geographic locations, please see Appendix C (page 82).



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

Exposure to Agencies within the World Bank Group



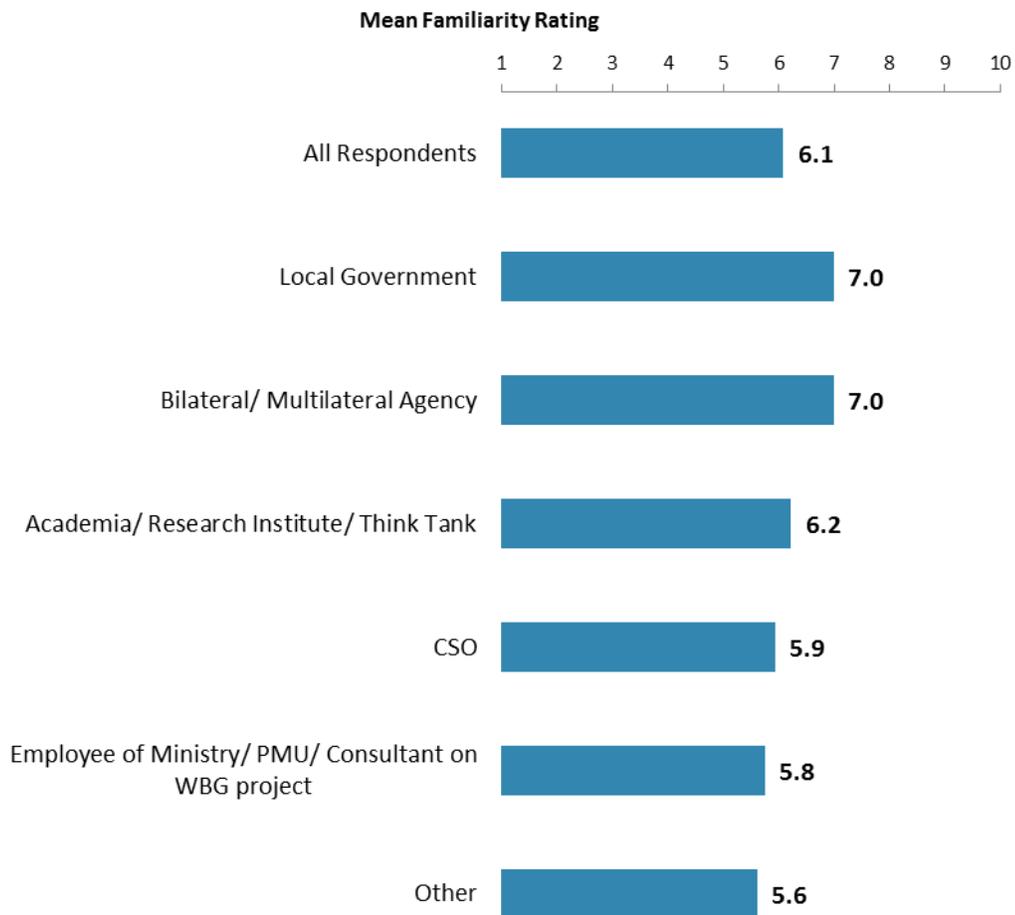
"Which of the following agencies of the World Bank Group do you primarily engage with in South Africa?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY'12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 6.2; weighted mean in FY'12 = 5.7)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in South Africa and the extent to which the WBG plays a relevant role in development in South Africa, and significantly, moderately correlated with their ratings of the extent to which the WBG helps to achieve development results in South Africa.



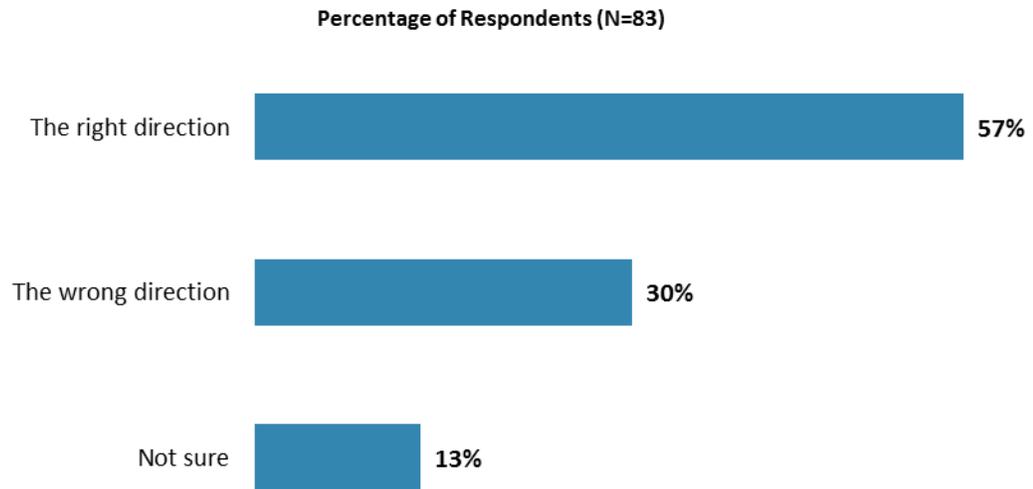
"How familiar are you with the work of the World Bank Group in South Africa?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix E (page 91) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing South Africa

Headed in the Right Direction



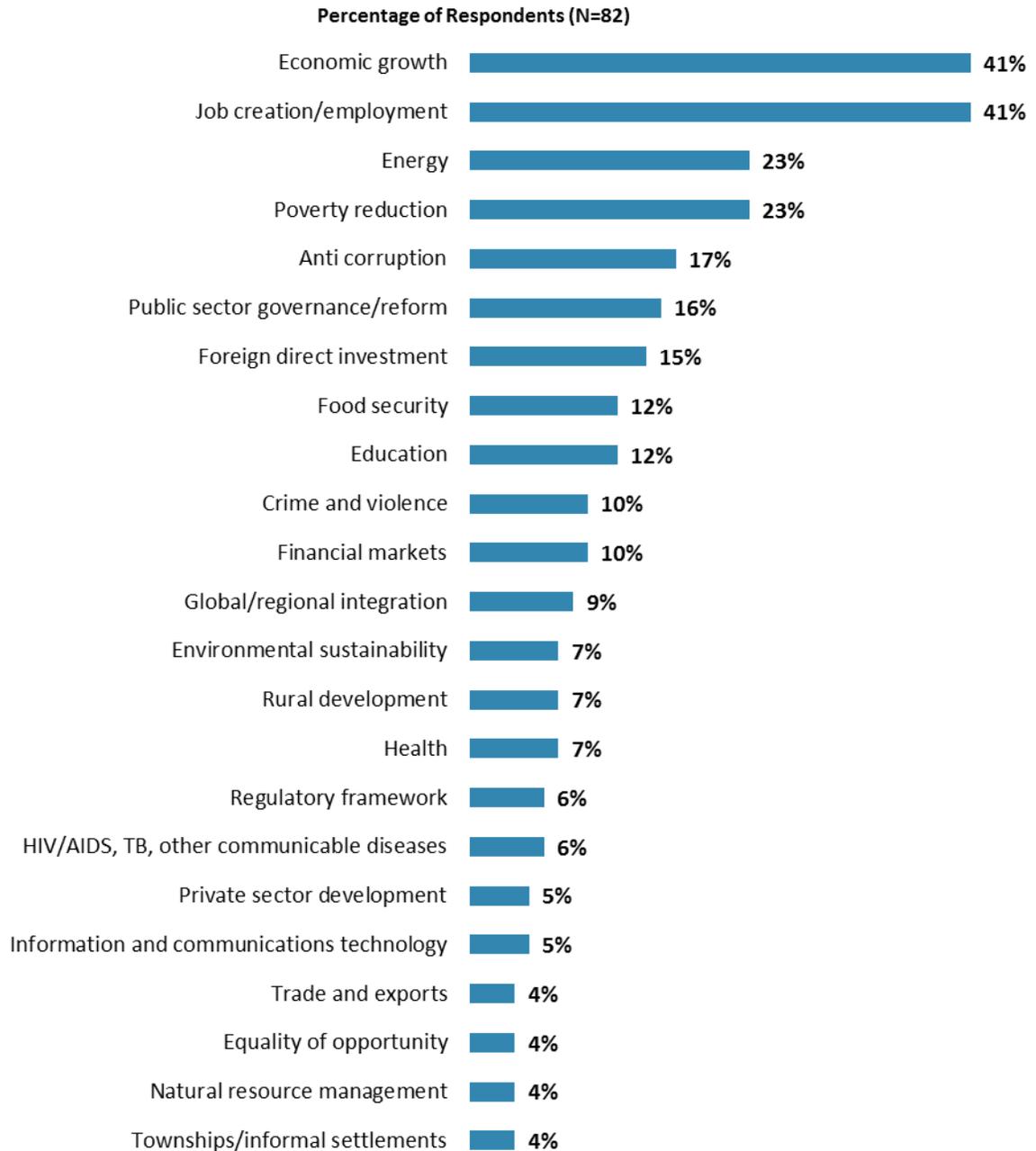
"In general, would you say that South Africa is headed in ...?"
(Respondents chose from a list.)



IV. General Issues Facing South Africa (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in South Africa were “*basic education*” (47%) and “*job creation/employment/labor markets*” (40%).

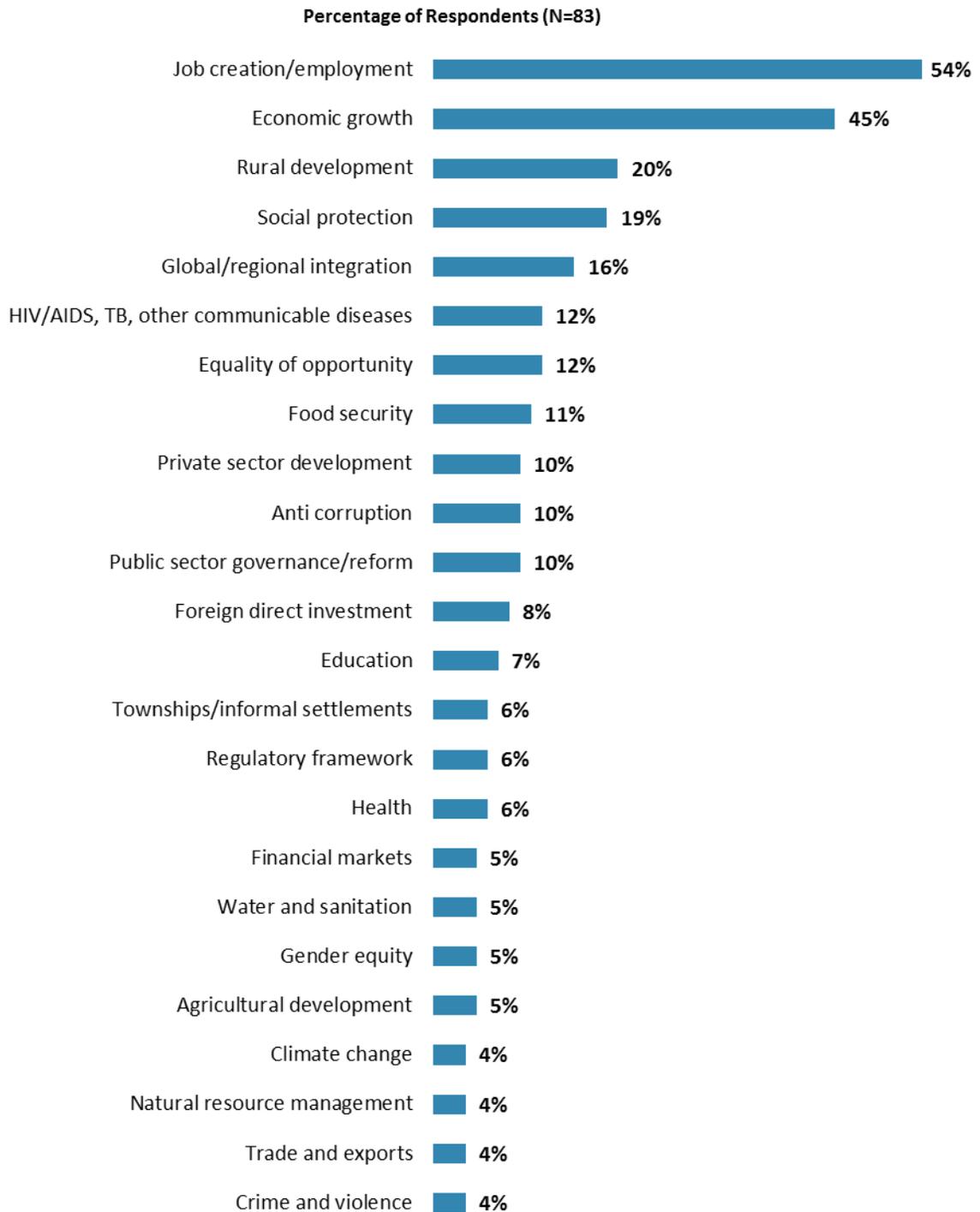


"Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 23 of 32 response options shown.)



IV. General Issues Facing South Africa (continued)

What Would Contribute Most to Reducing Poverty

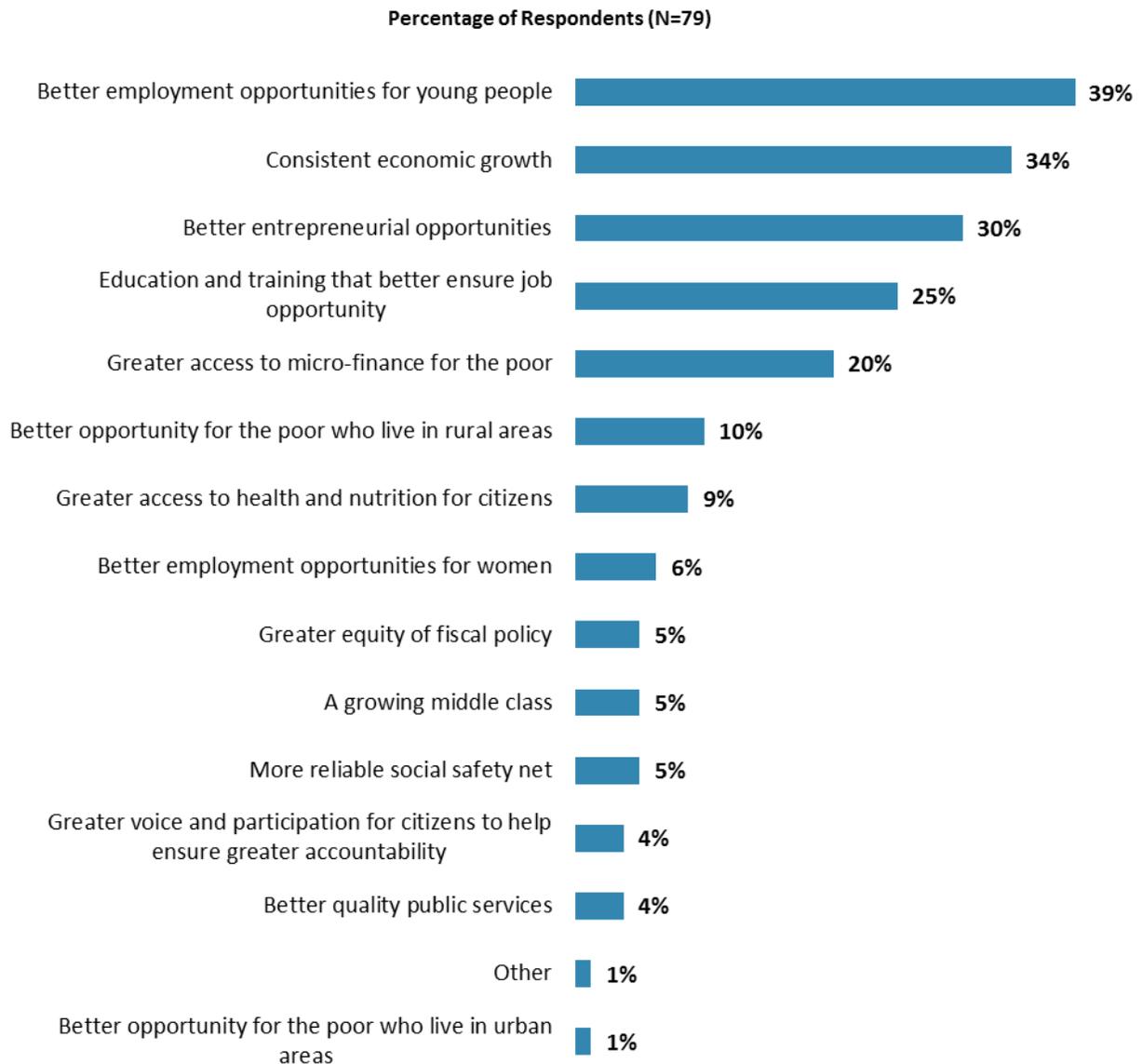


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in South Africa? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 24 of 31 response options shown.)



IV. General Issues Facing South Africa (continued)

Factors Contributing to “Shared Prosperity”



"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)"

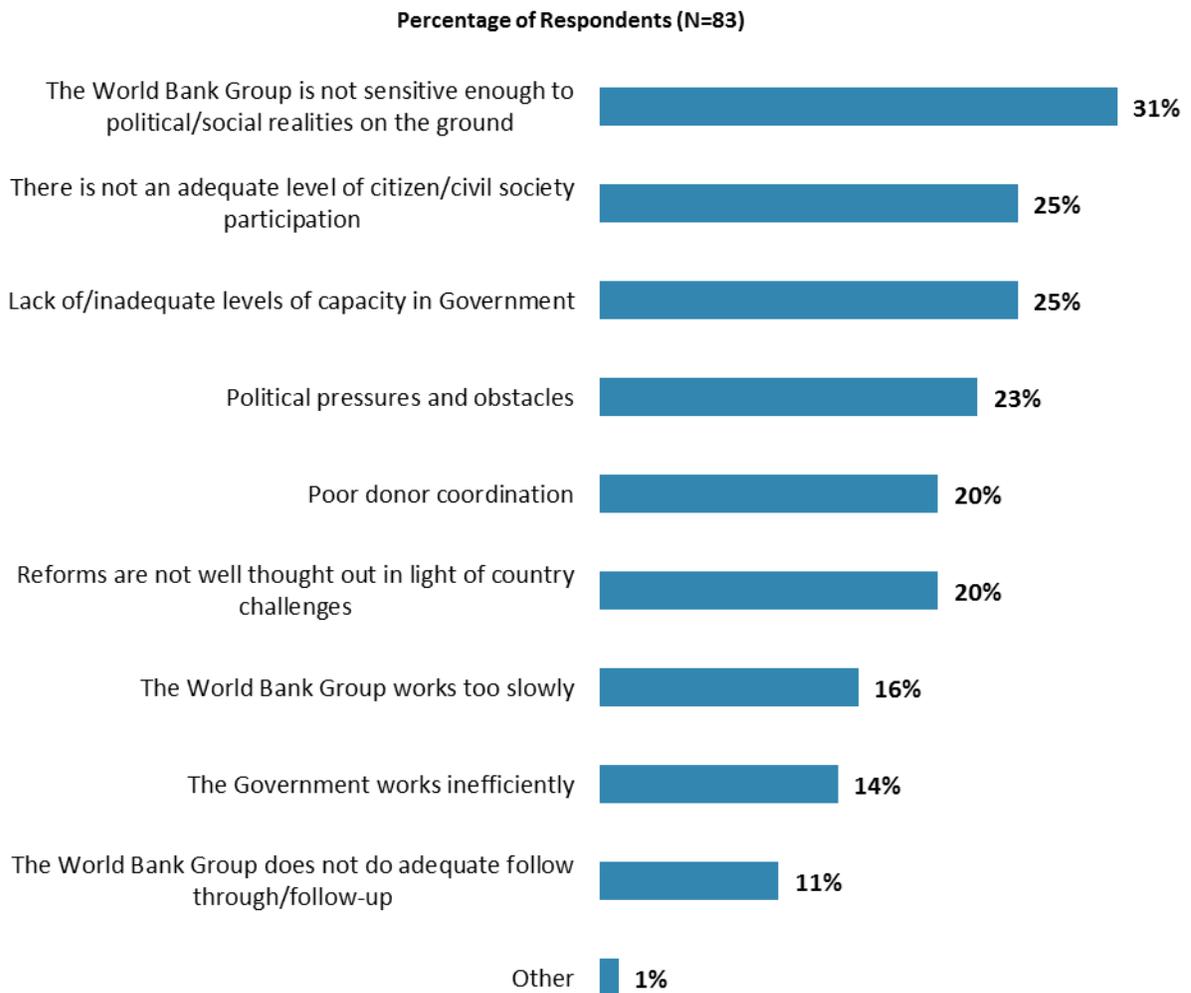
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to “*poor coordination with development partners*” (27%) and “*the Government working inefficiently*” (26%).
- **Stakeholder groups:** Among this year’s respondents, respondents from bilateral/multilateral agencies, CSOs, and academia/research institutes/think tanks were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*the WBG is not sensitive enough to political/social realities on the ground*” compared to respondents from other stakeholder groups.



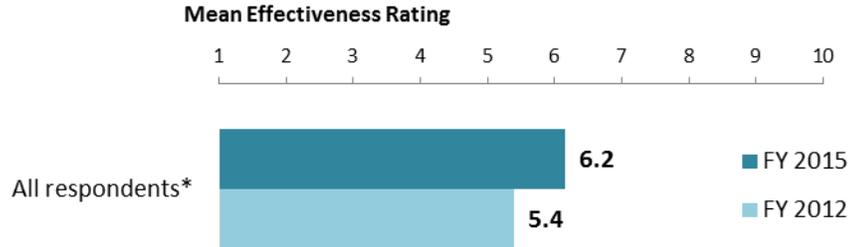
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

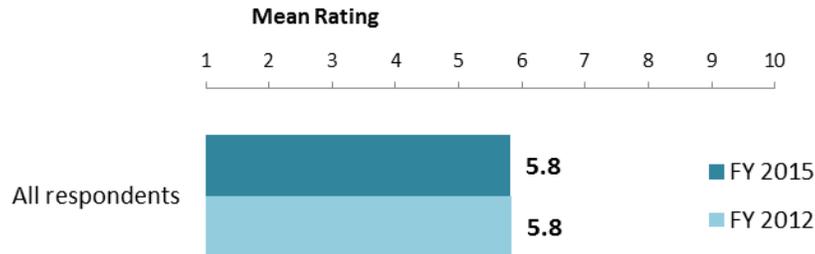
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness (Indicator Question)²



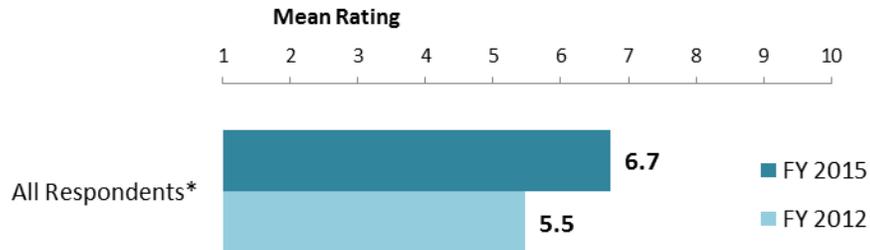
"Overall, please rate your impression of the World Bank Group’s effectiveness in South Africa."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2015 and FY 2012)

Achieving Development Results (Indicator Question)



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

WBG Staff Preparedness



"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?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2015 and FY 2012)

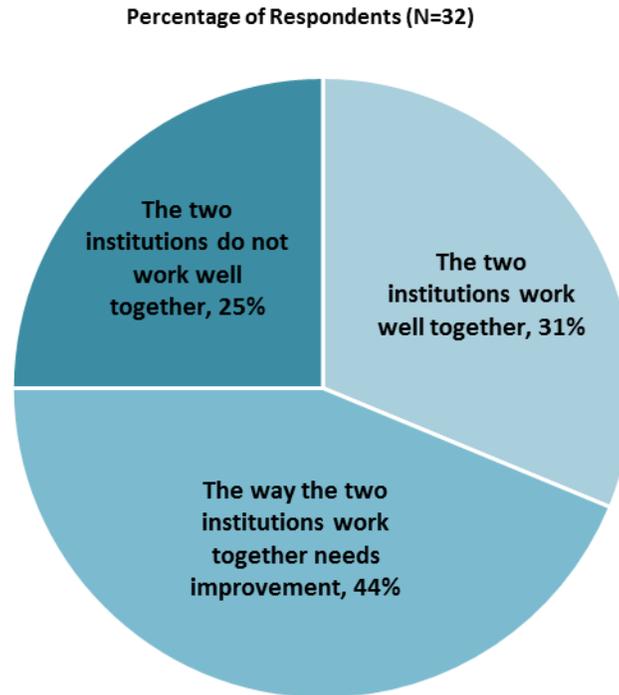
²All means presented in these charts were calculated based on weighted data from FY’15 and FY’12.



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



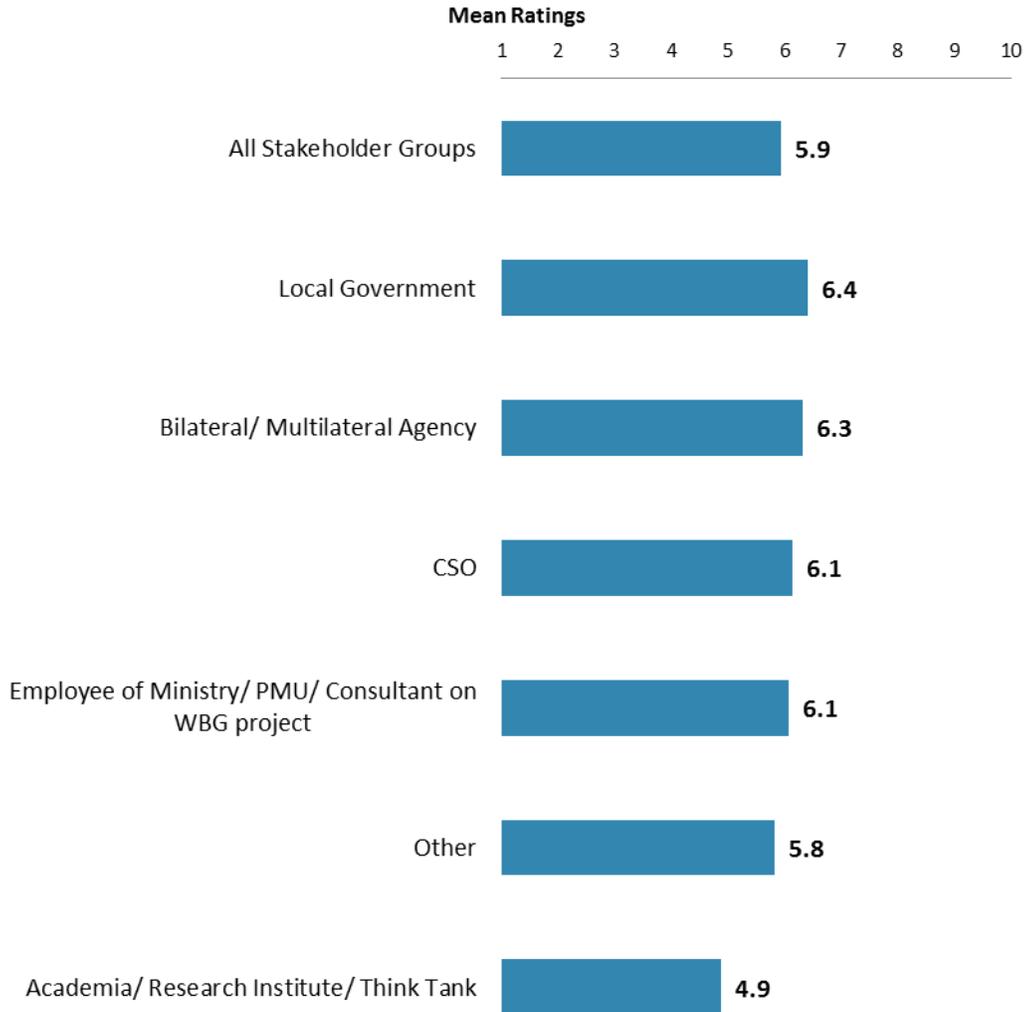
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in South Africa?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups³

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty five indicator questions.



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

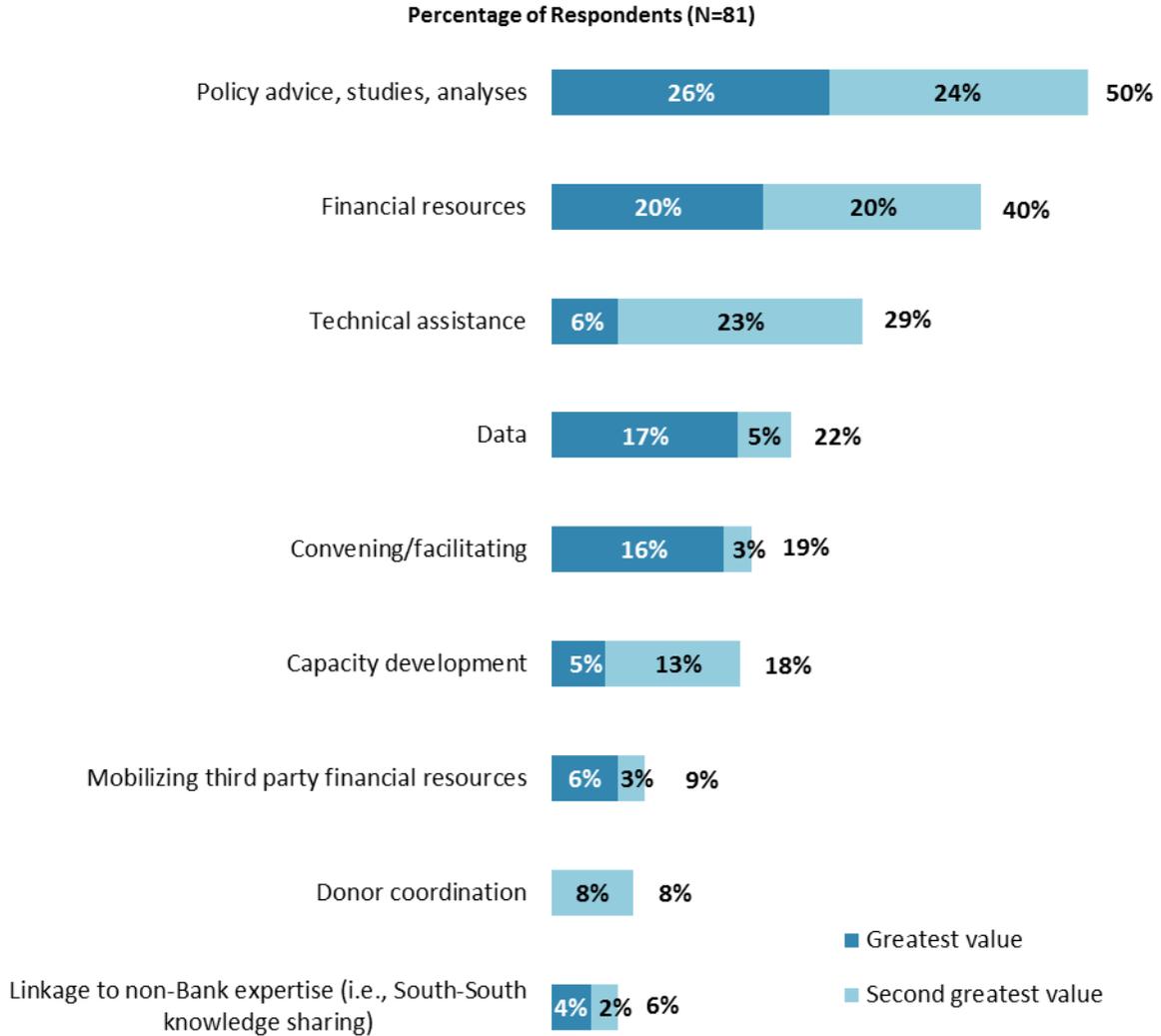
³ Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 97).



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

Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest values to South Africa were its "*financial resources*" (51%), "*technical assistance*" (40%), and "*studies/analyses/research*" (39%).

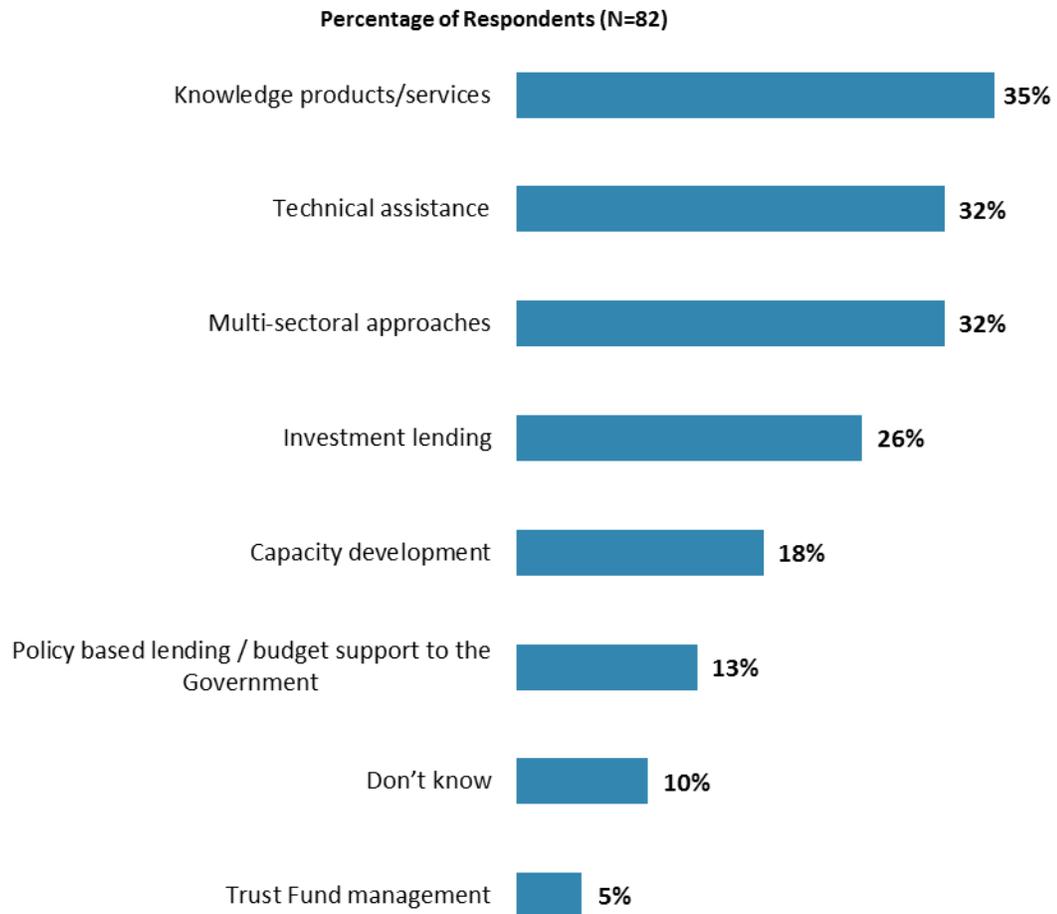


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?" (Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty



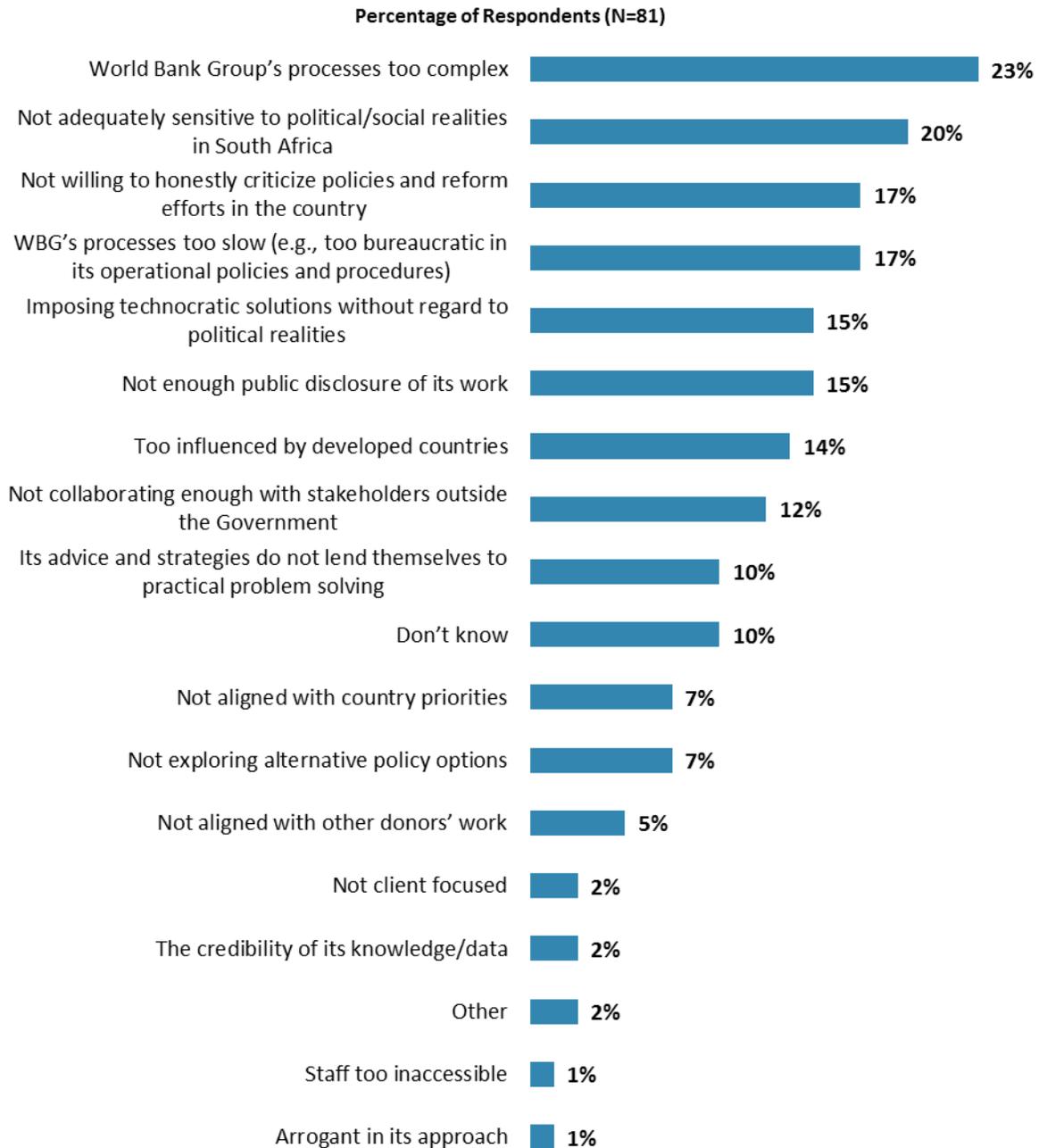
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in South Africa? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in South Africa were "*not enough public disclosure of its work*" (29%) and "*staff too inaccessible*" (20%).

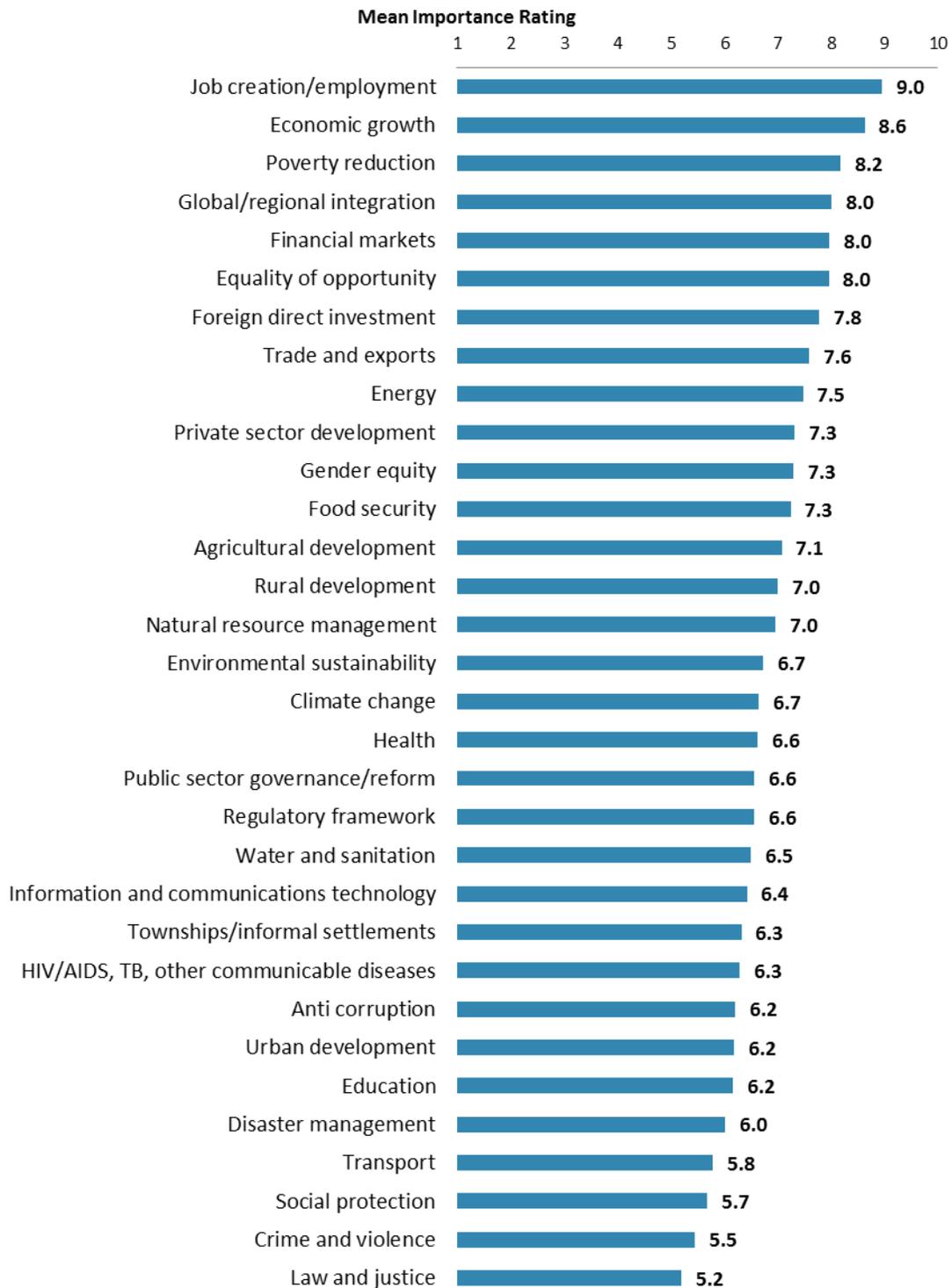


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

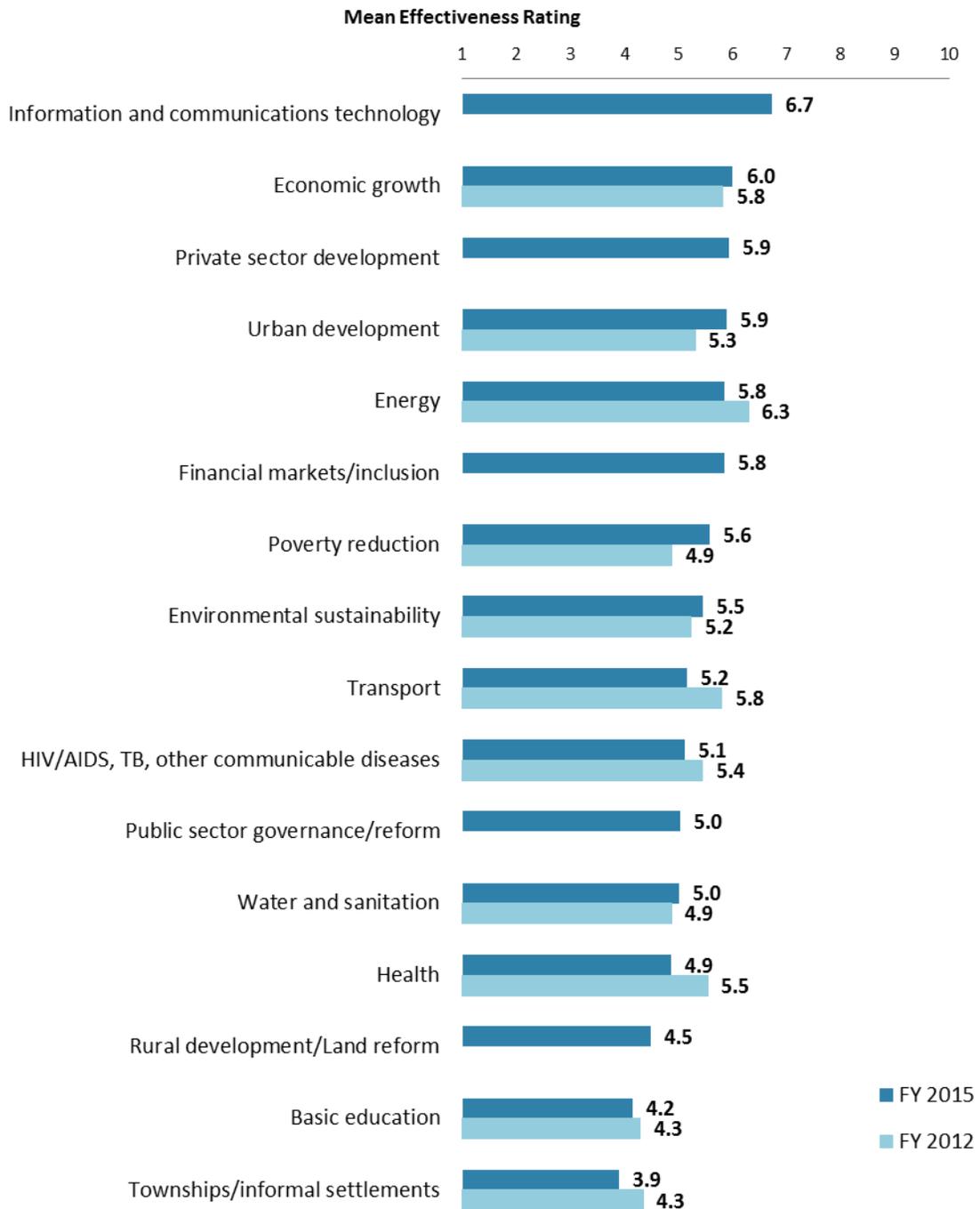


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in South Africa?" (1-"Not important at all", 10-"Very important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



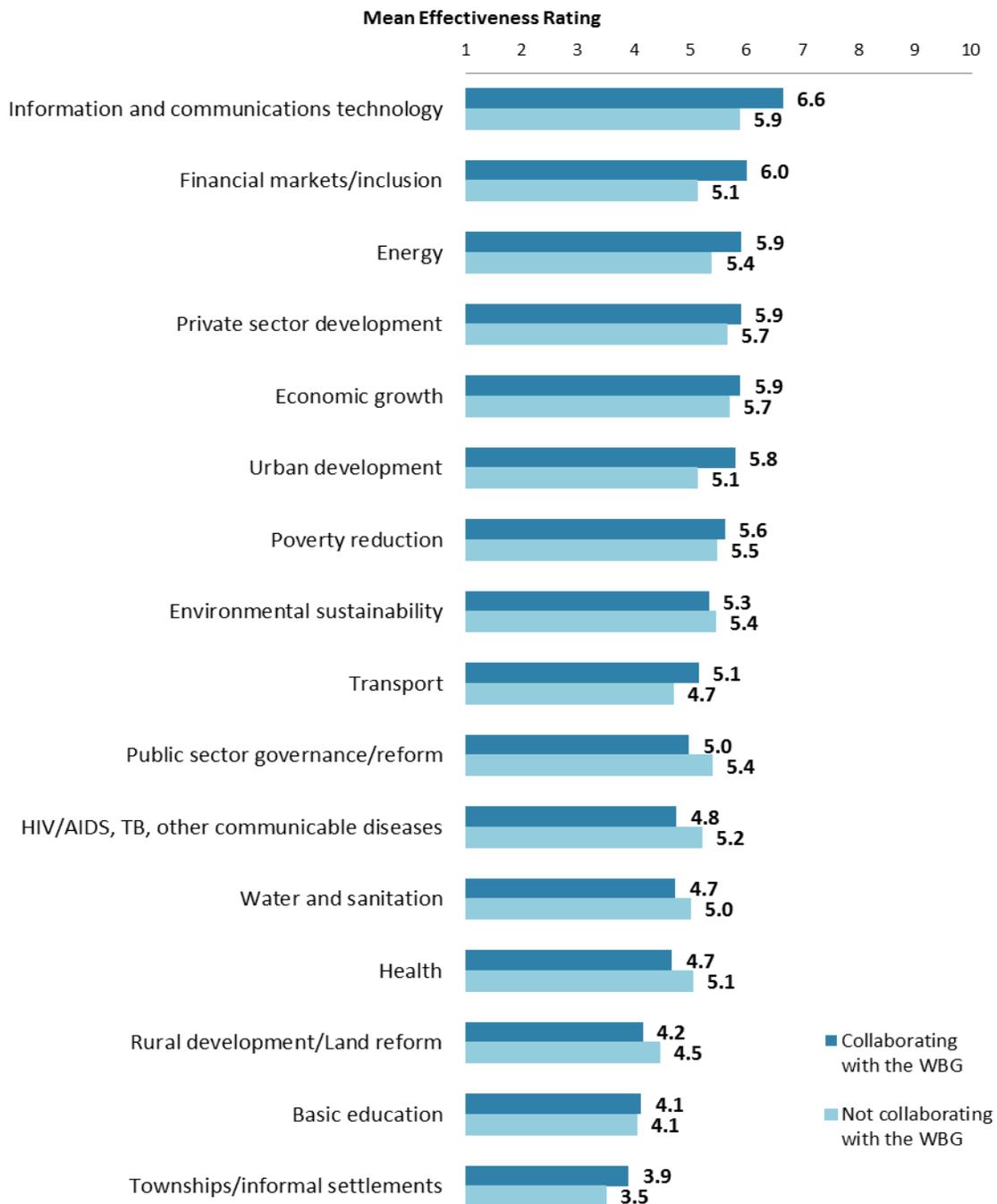
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in South Africa?" (1-"Not effective at all", 10-"Very effective")

⁴All means presented in this chart are calculated based on weighted data. See Appendix E for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



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

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 55) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



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 South Africa, bivariate correlational analyses were conducted using respondents' ratings of the sixteen specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group'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 South Africa. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at basic education;
 - The WBG's effectiveness at financial markets/inclusion; and
 - The WBG's effectiveness at townships/informal settlements.

- 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 South Africa, 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 financial markets/inclusion;
 - The WBG's effectiveness at transport; and
 - The WBG's effectiveness at energy.



VII. How the World Bank Group Operates

The World Bank Group’s Work in South Africa: Year Comparison⁶

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher levels of agreement with the two indicator statements (see the chart below) compared to respondents in the FY12 Country Survey.



"To what extent do you agree with the following statements about the World Bank Group’s work in South Africa?" (1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY2015 and FY2012)*
¹Indicator Question

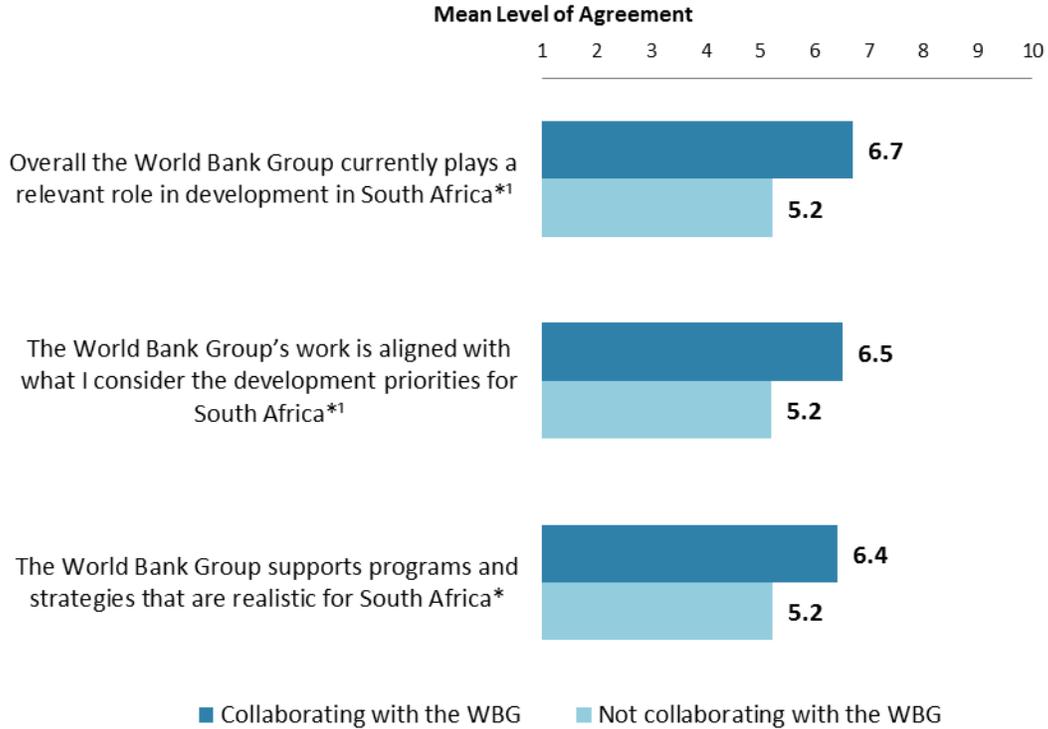
⁶ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in South Africa: Collaboration

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement with all three statements below compared to respondents who do not collaborate with the WBG.



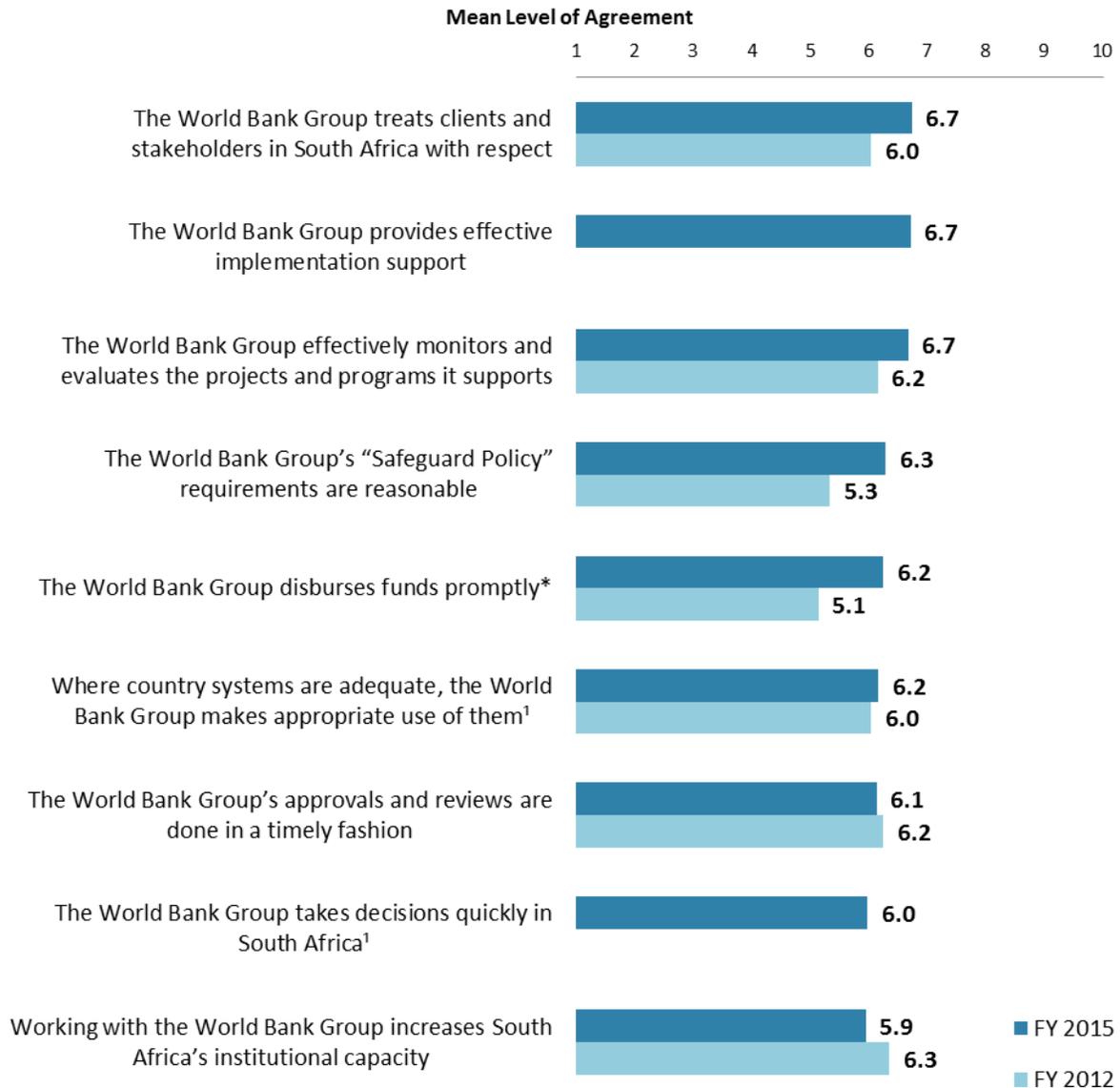
"To what extent do you agree with the following statements about the World Bank Group's work in South Africa?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
 'Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly higher levels of agreement with the statement that "*the WBG disburses funds promptly*" compared to respondents in the FY'12 Country Survey.



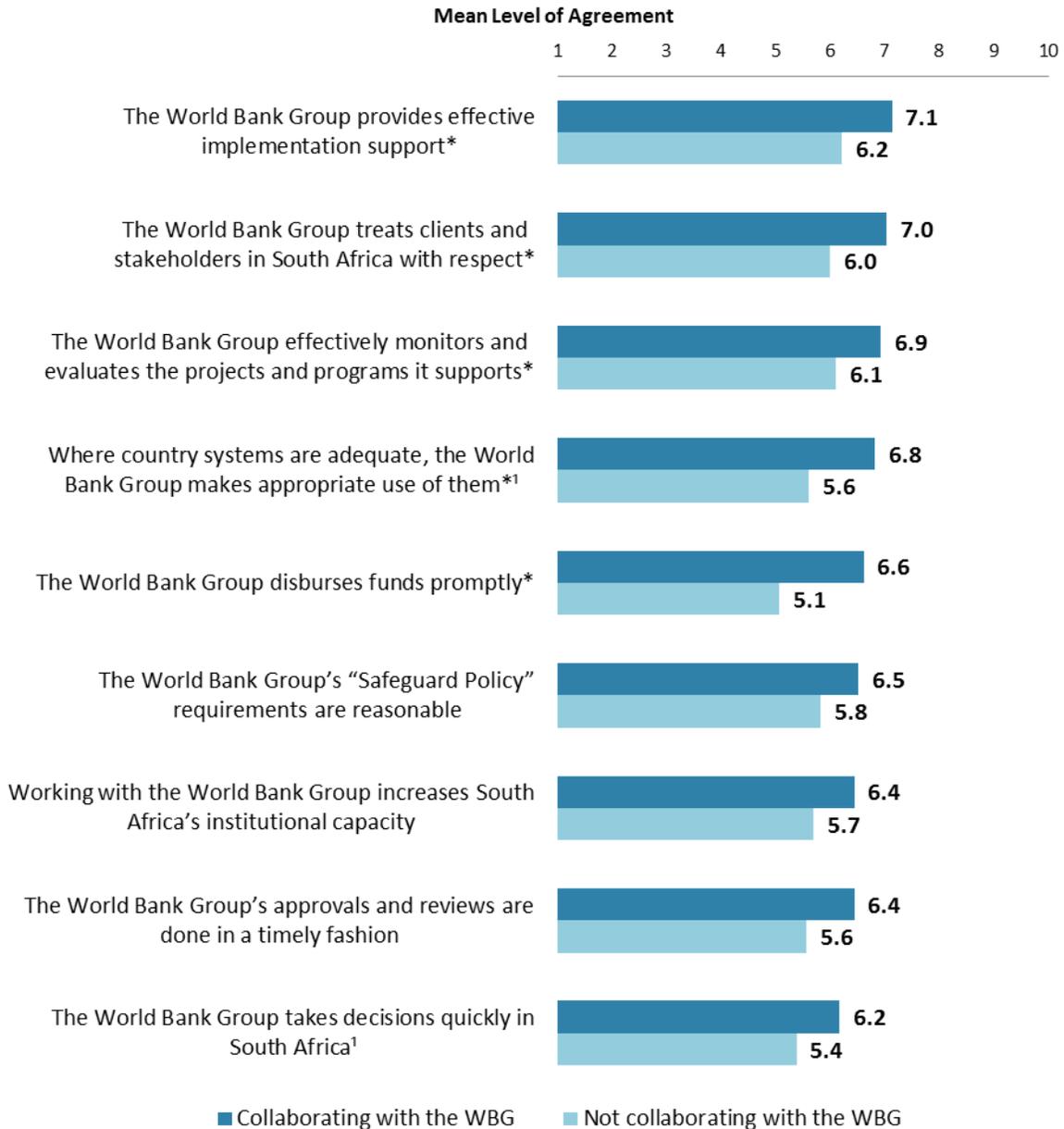
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)
'Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

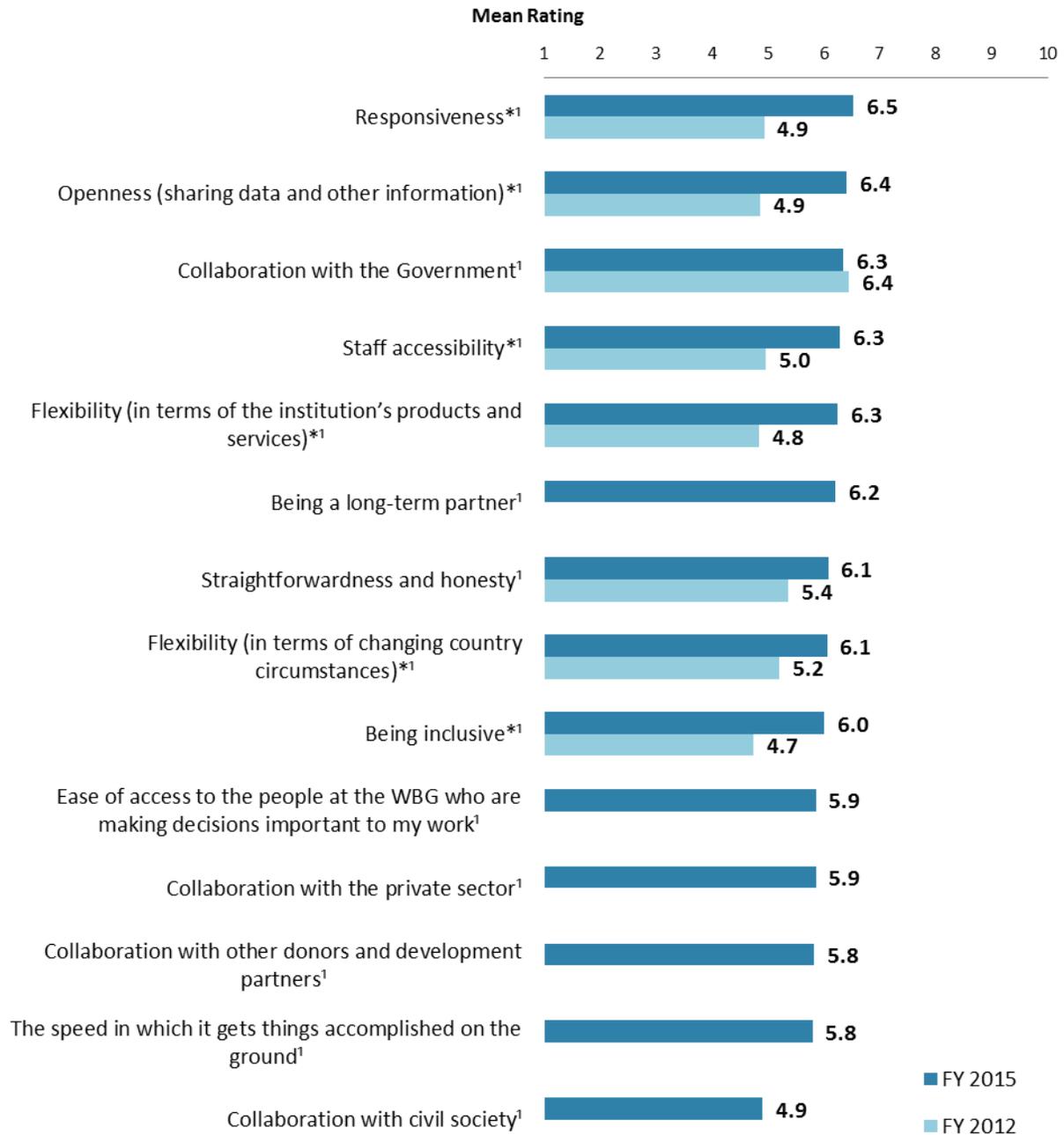


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸



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

(*Significantly different between FY2015 and FY2012)

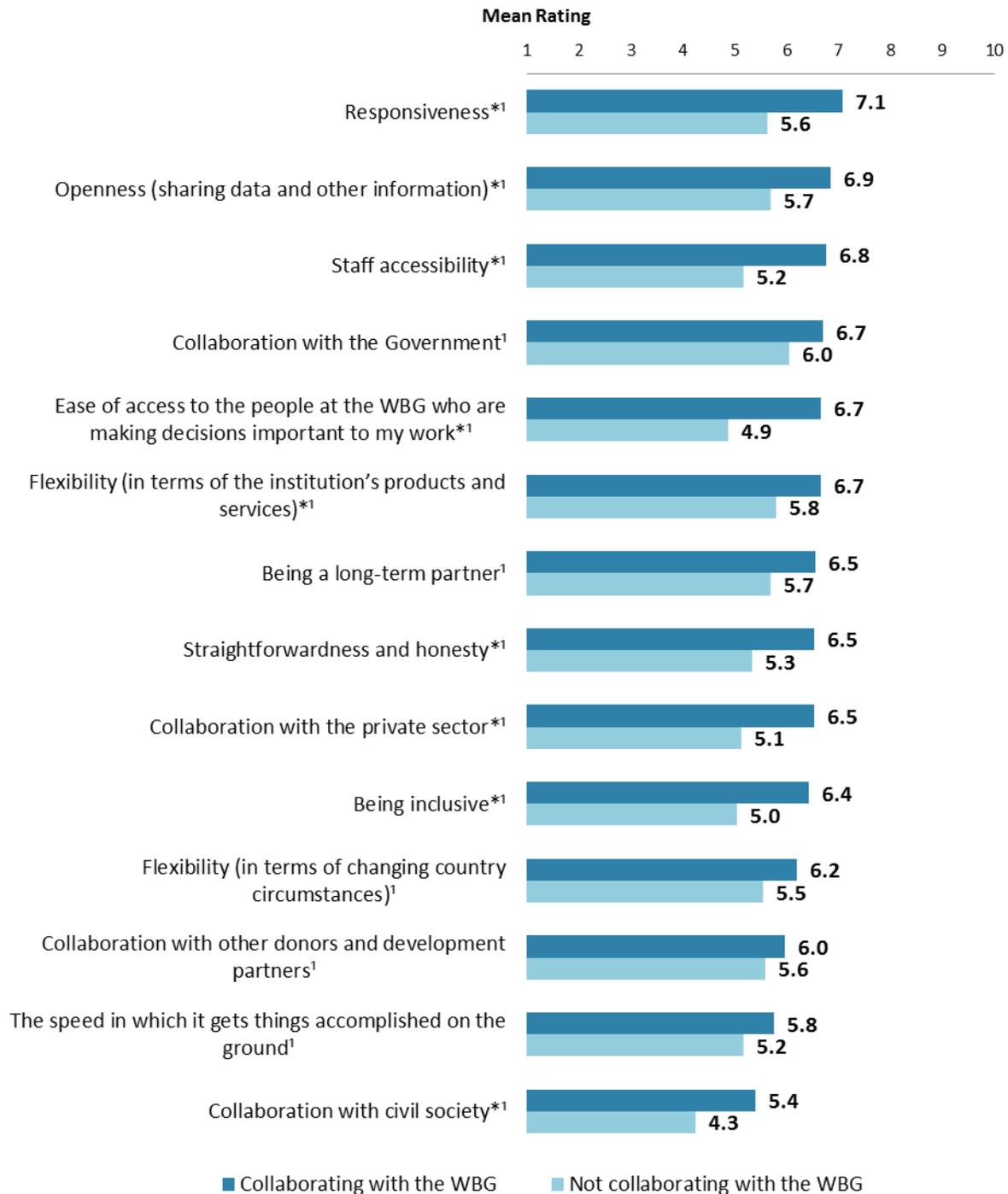
¹Indicator Question

⁸ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

(*Significantly different between collaborators and non-collaborators with the WBG)

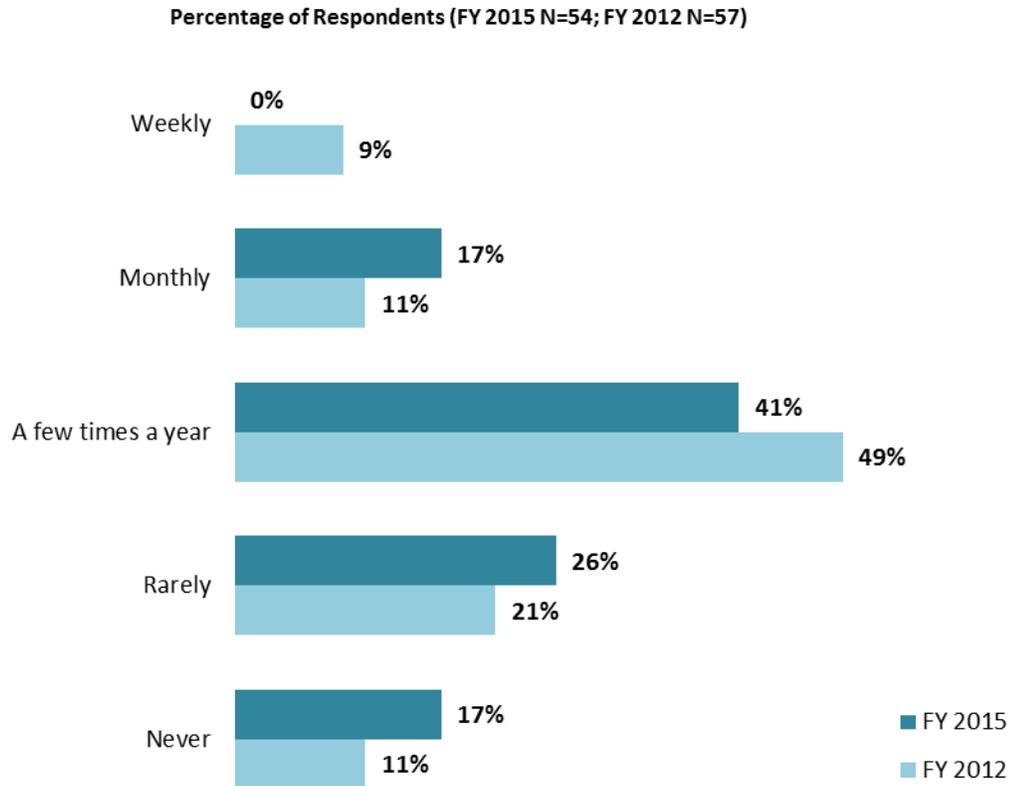
¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Among this year's respondents, respondents from local government and bilateral/multilateral agencies indicated the most frequent usage of the WBG's knowledge work and activities ("*monthly*") compared to respondents from other stakeholder groups.

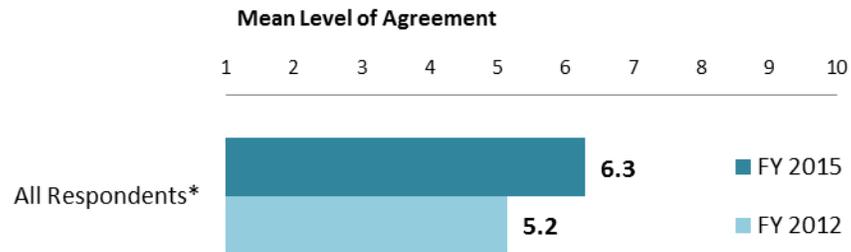


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



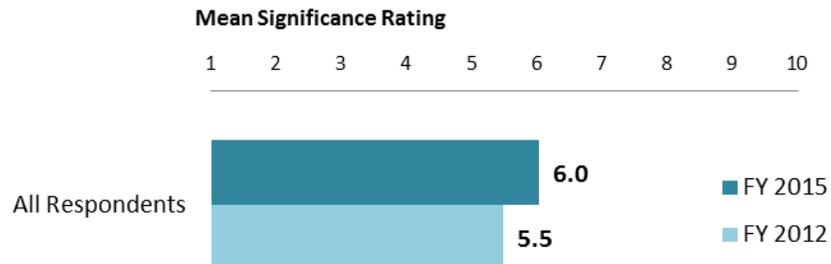
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting South Africa's Knowledge Needs (Indicator Question)⁹



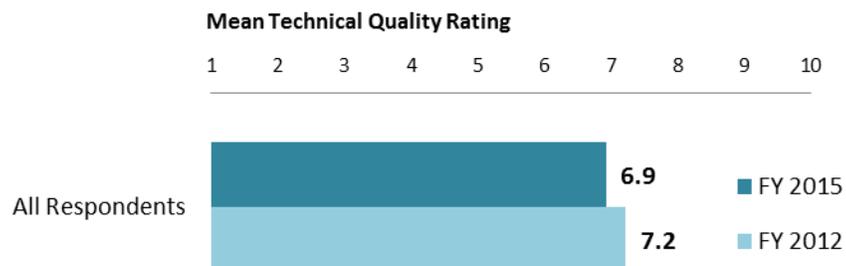
"The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2015 and FY 2012)

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



"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)



"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")

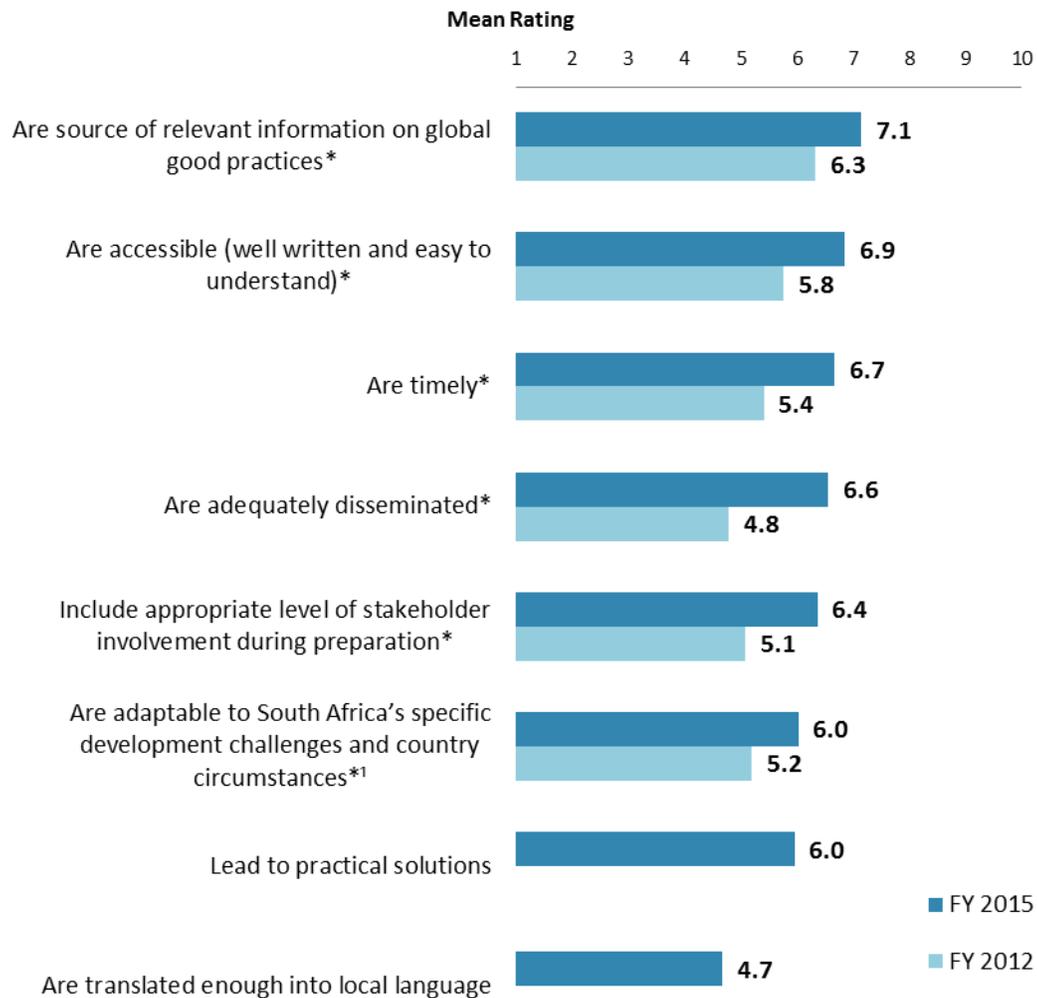
⁹All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹⁰

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for all listed qualities of the WBG's knowledge work and activities (including the indicator question) compared to respondents in the FY'12 Country Survey.



"In South Africa, 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")
 (*Significantly different between FY 2015 and FY 2012)

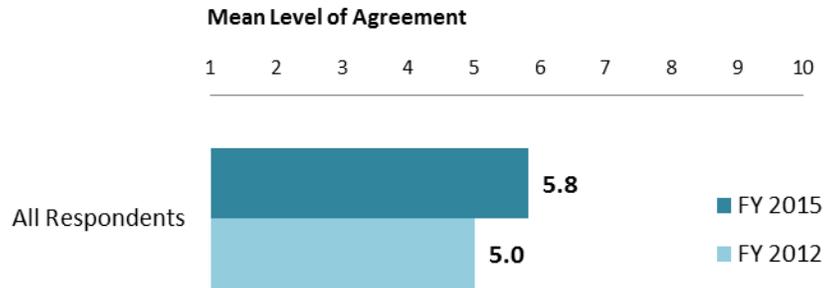
¹Indicator Question

¹⁰ All means in this chart were calculated based on weighted data.



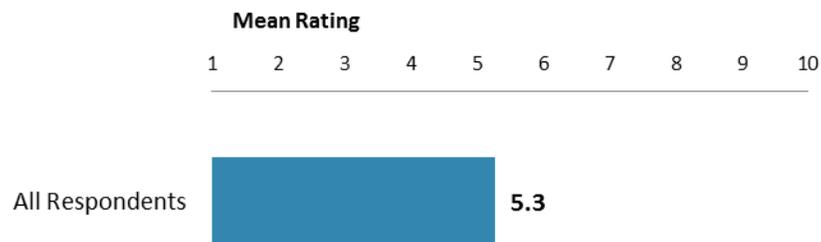
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting South Africa's Needs for Financial Instruments (Indicator Question)¹¹



"The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa."
(1-"Strongly disagree", 10-"Strongly agree")

WBG's Reimbursable Advisory Services



"To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")

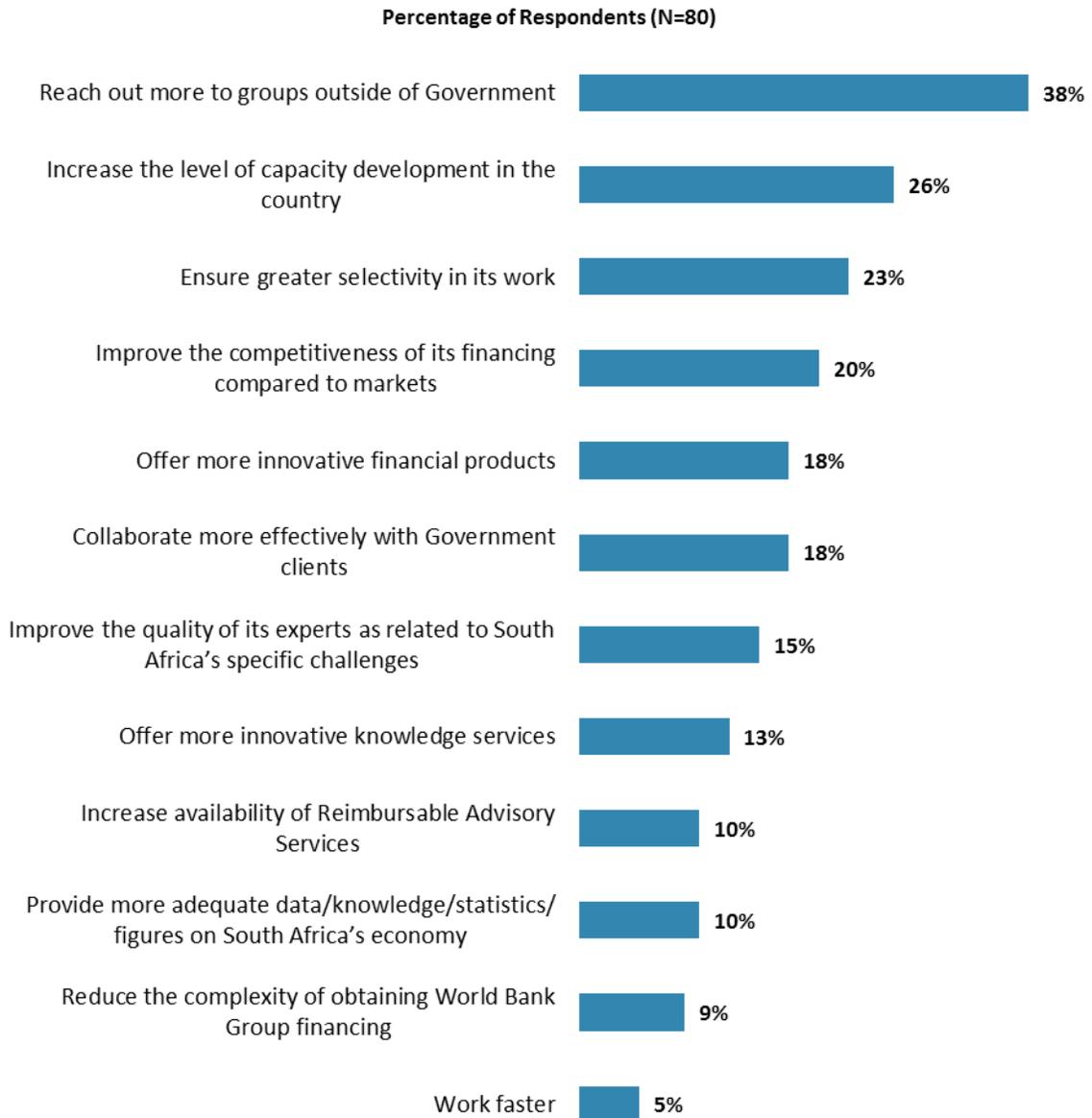
¹¹ Means in this chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in South Africa

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*improve the quality of its experts as related to South Africa’s specific challenges*” (28%) to make itself of greater value in the country.



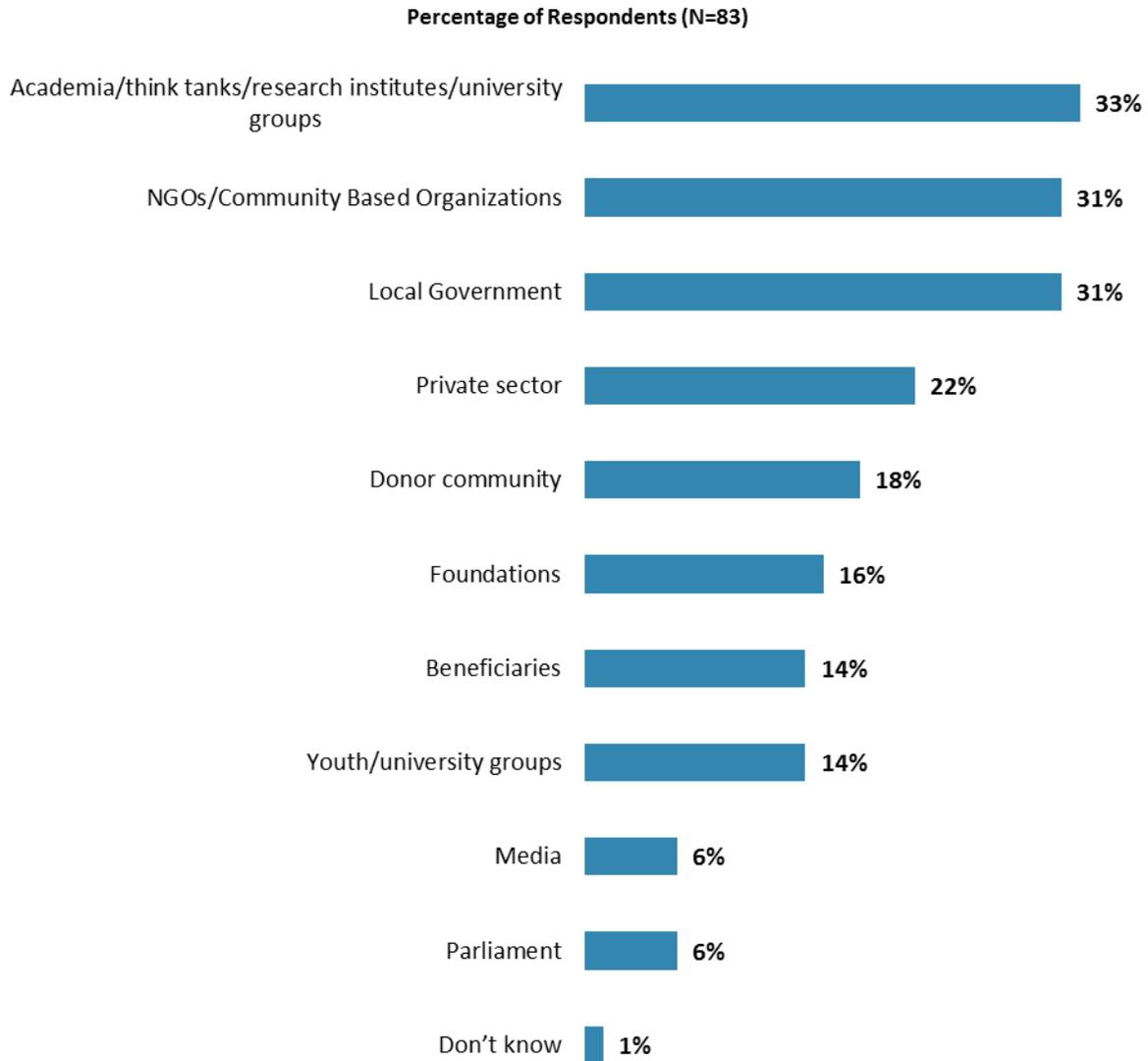
"Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in South Africa (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*NGOs*” (40%), “*local government*” (31%), and “*private sector*” (28%) to ensure better development results in South Africa.



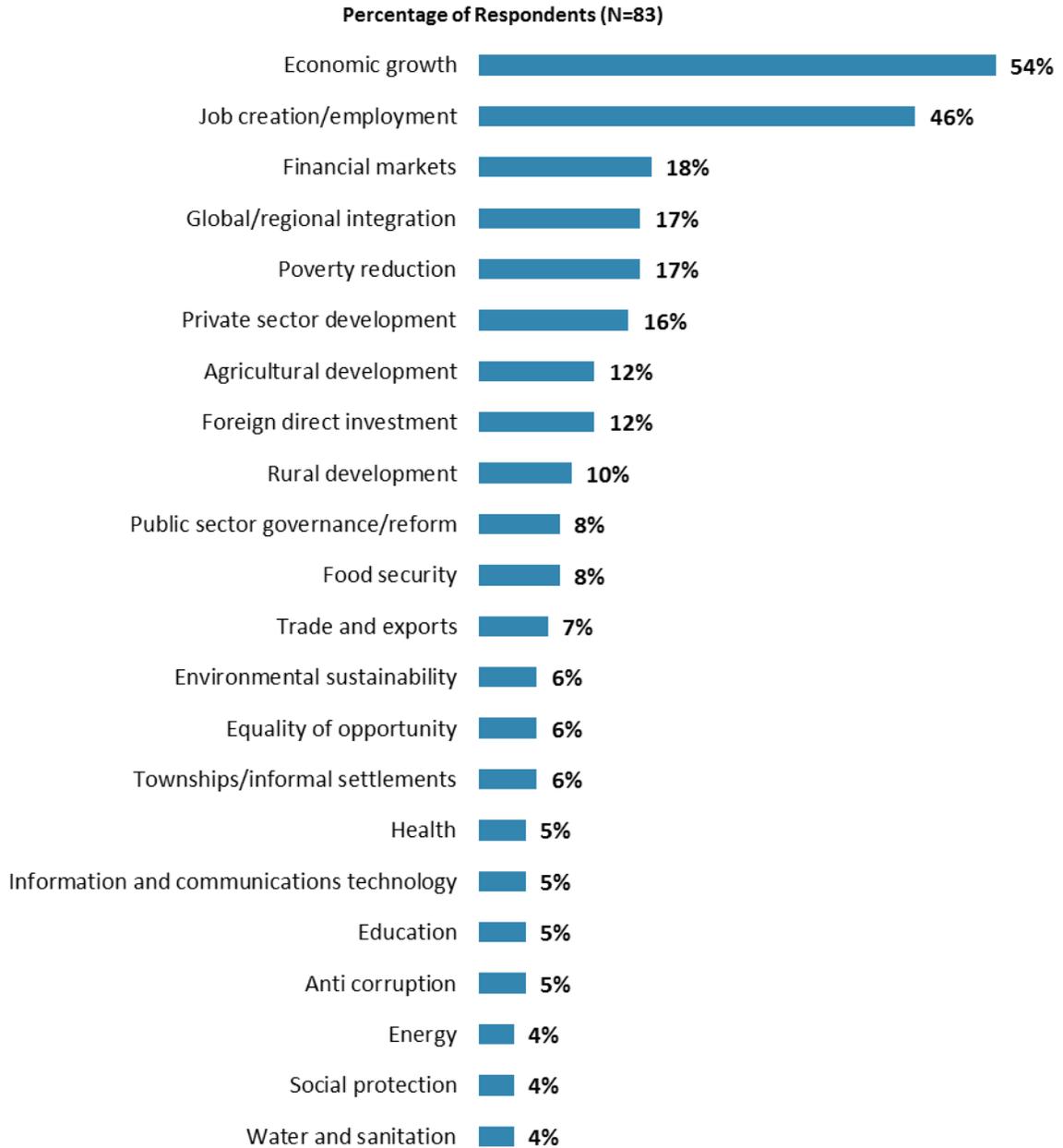
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in South Africa (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “poverty reduction” (25%) and “job creation/employment/labor markets” (24%).

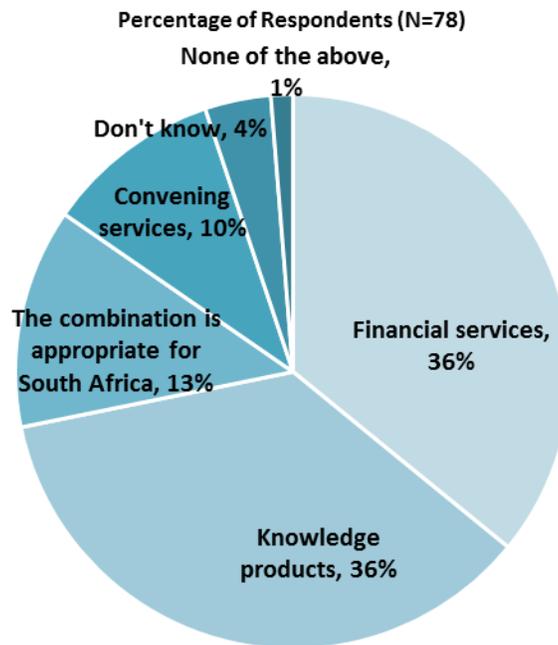


“When thinking about how the World Bank Group can have the most impact on development results in South Africa, in which sectoral areas do you believe the WBG should focus most of its resources in South Africa? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 22 of 32 response options shown.)



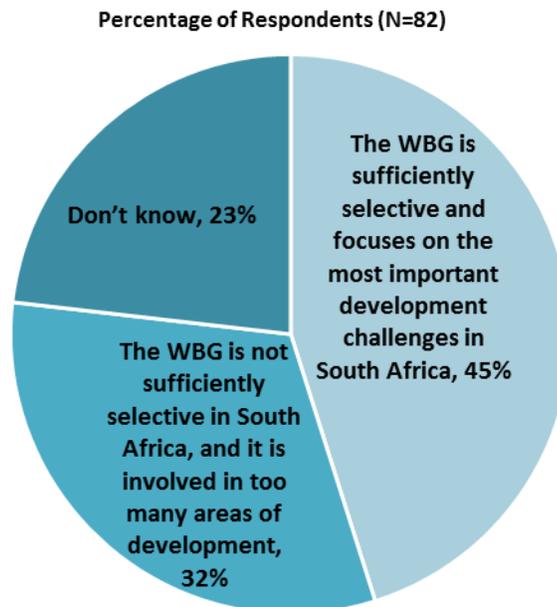
IX. The Future Role of the WBG in South Africa (continued)

Future Combination of the WBG Services



"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 WBG should offer more of in South Africa?" (Respondents chose from a list.)

Selectivity of the World Bank Group's Support

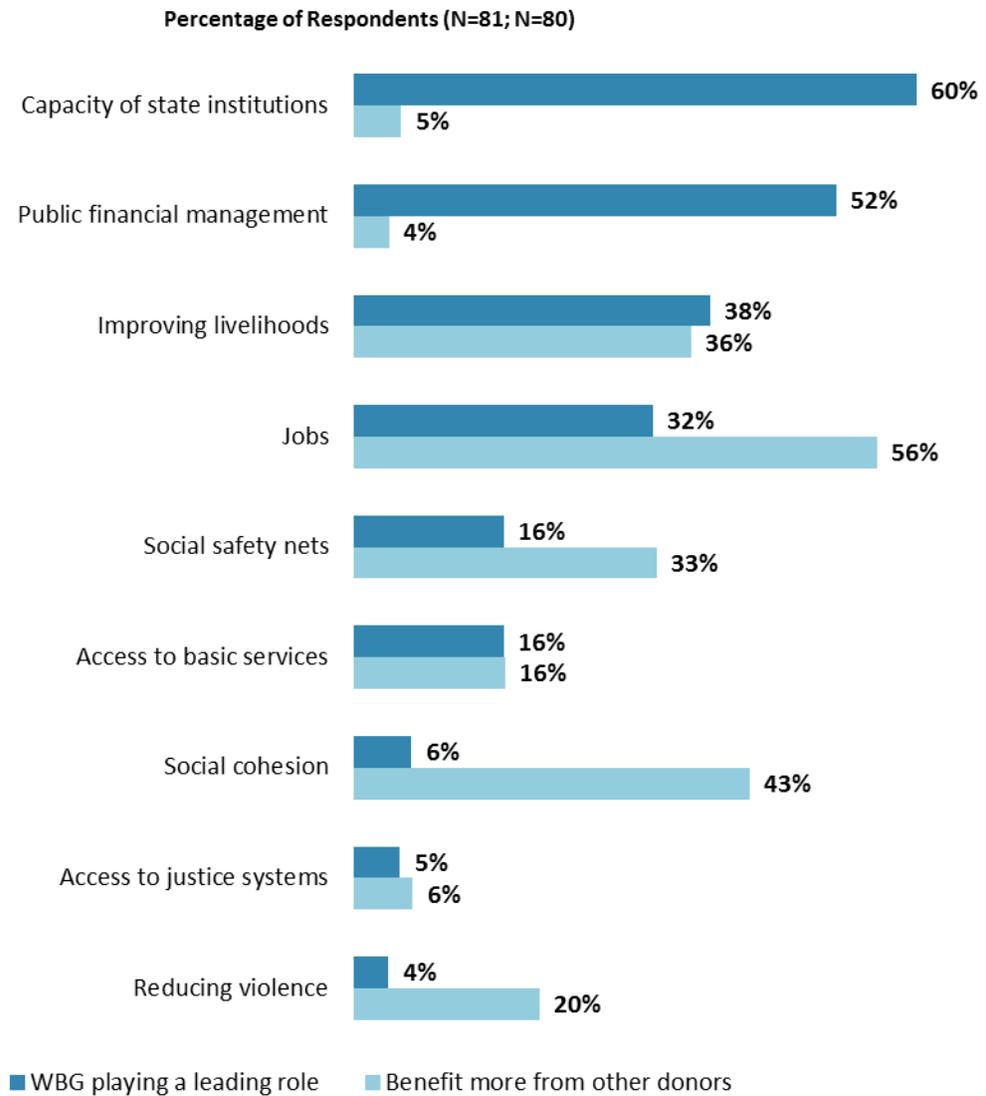


"Which of the following best describes the World Bank Group's support in South Africa?" (Respondents chose from a list.)



IX. The Future Role of the WBG in South Africa (continued)

The WBG Playing a Leading Role vs. Other Donors in South Africa



"Please answer the following questions:

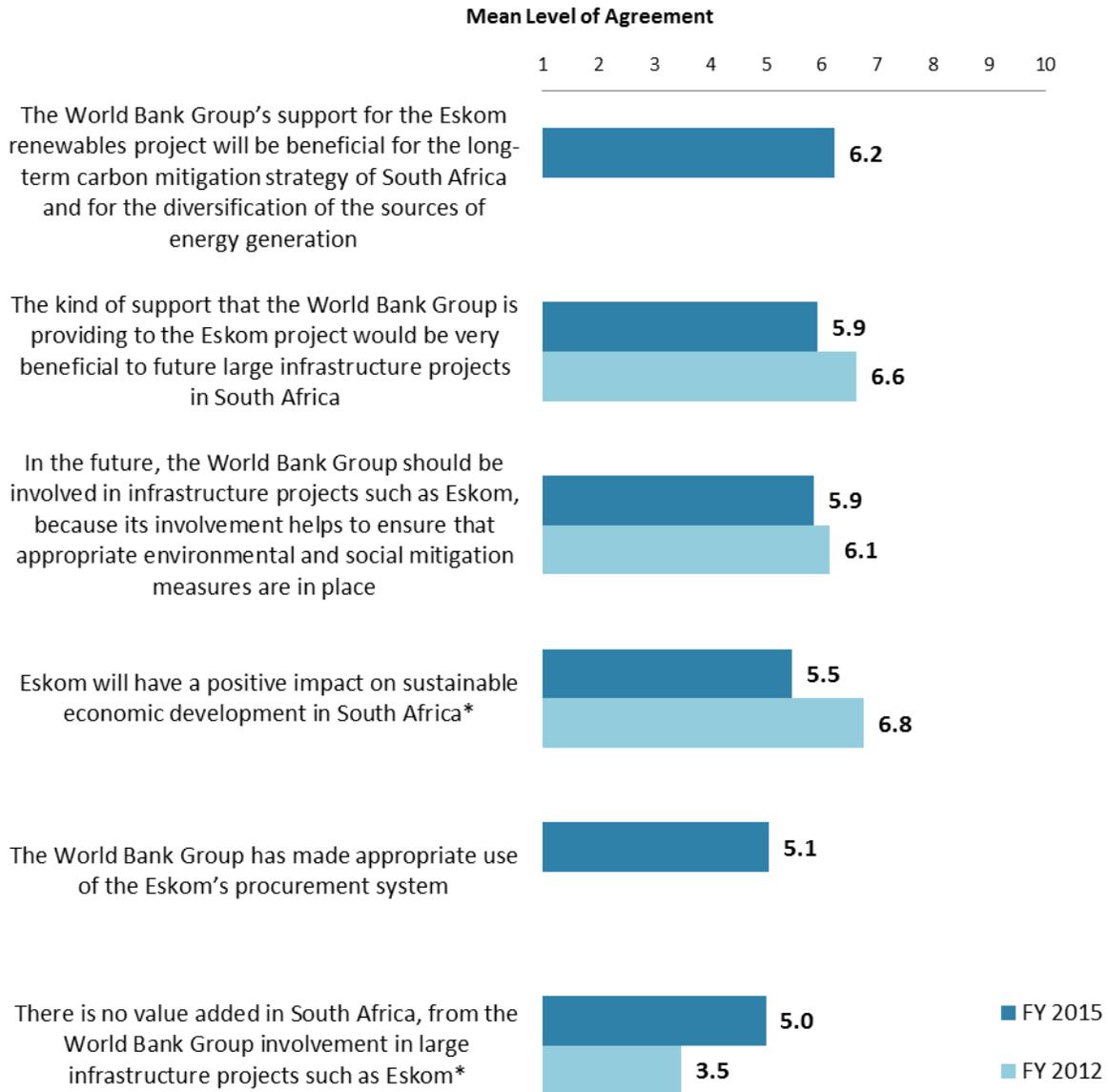
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in South Africa?

B. Which THREE areas below would benefit most from other donors in South Africa?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in South Africa (continued)

Overall Evaluations of Eskom¹²



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2015 and FY 2012)*

¹² Means in this chart were calculated based on weighted data.

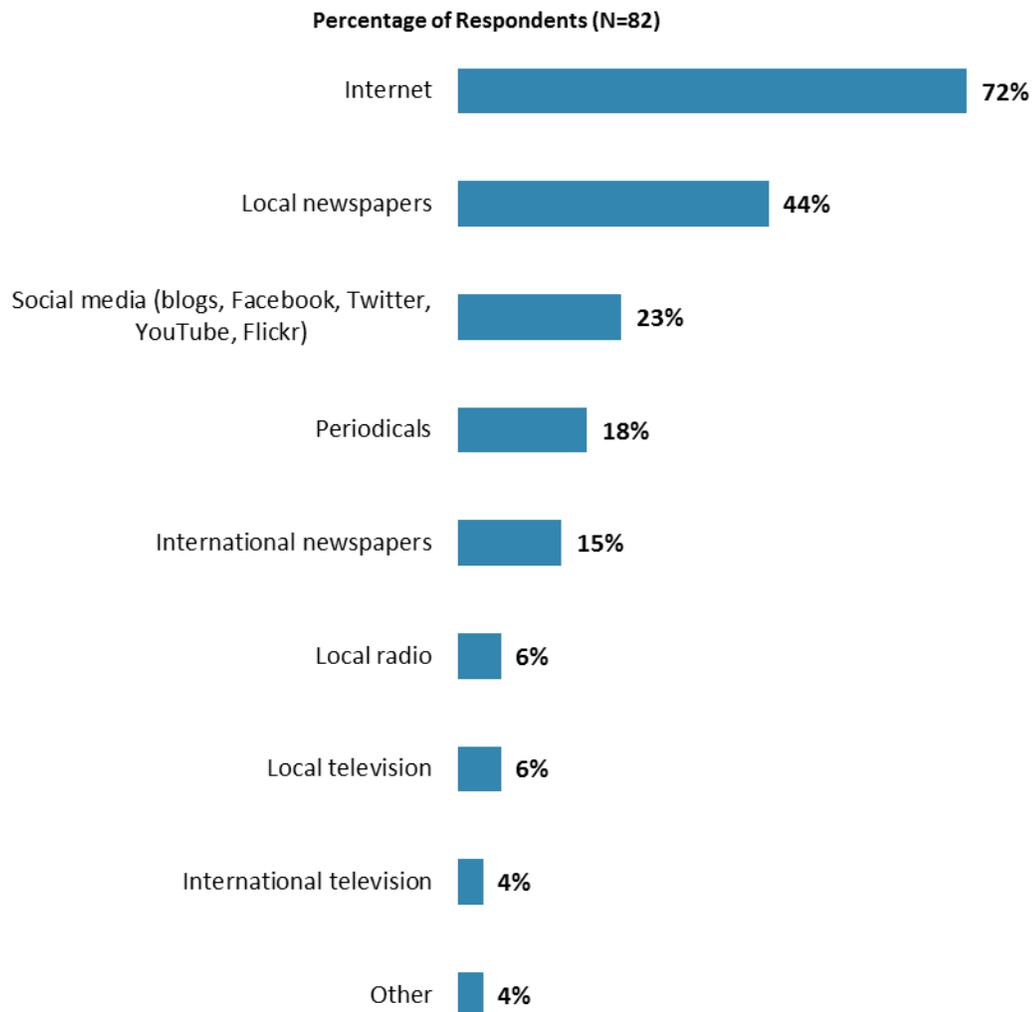


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 63) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY’12 Country Survey indicated that they got most of their information about economic and social development issues in South Africa from “*local newspapers*” (63%) and “*Internet* (41%)”.



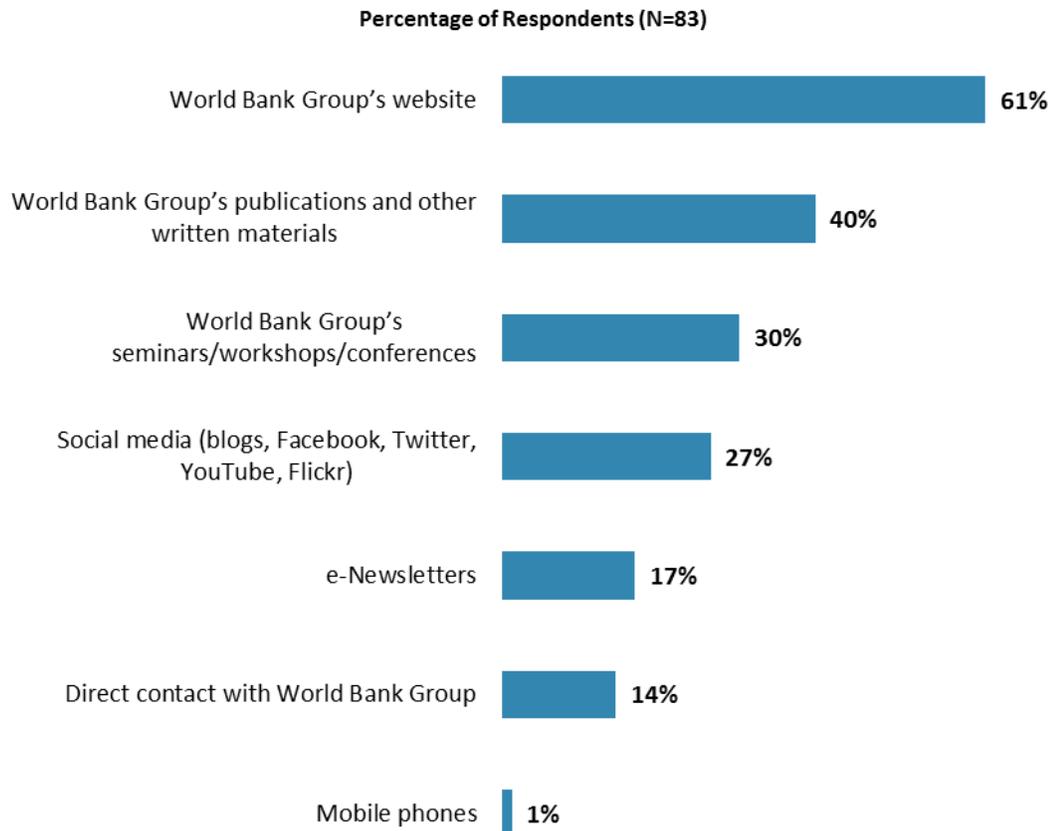
"How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank seminars/workshops/conferences*” (37%), “*e-Newsletters*” (30%), “*World Bank publications and other written materials*” (30%), and “*World Bank website*” (28%).



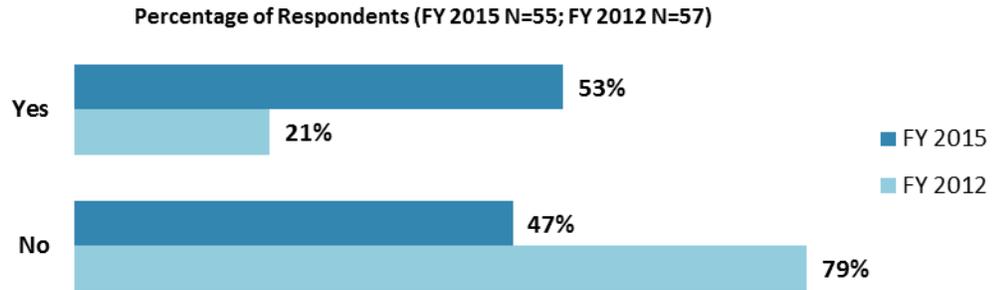
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



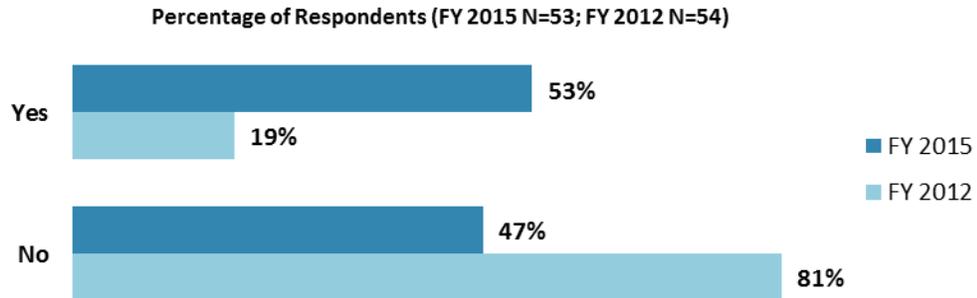
X. Communication and Outreach (continued)

Access to Information¹³

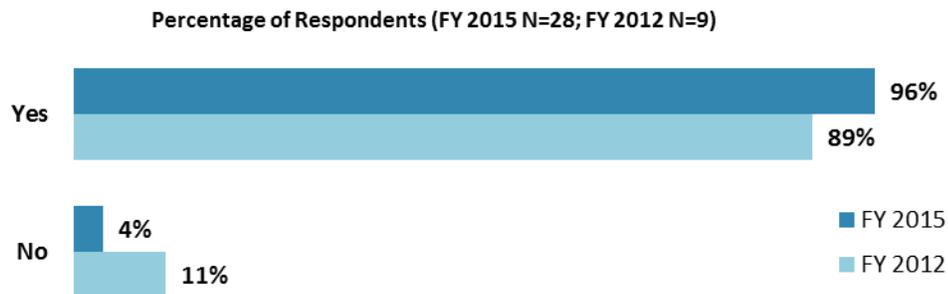
- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to be aware of the WBG's Access to Information Policy and request information from the WBG on its activities in the past year than respondents in the FY'12 Country Survey.



"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?"



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



"Were you able to obtain this information?"

¹³All percentages presented in the charts on this page were calculated based on weighted data.



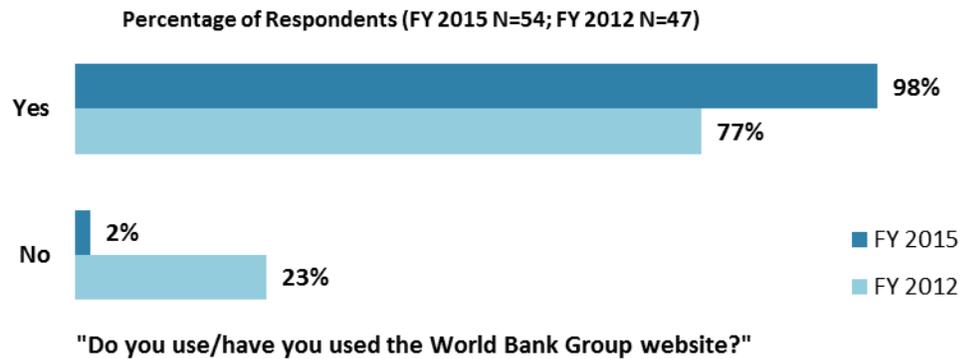
X. Communication and Outreach (continued)

Access to the Internet

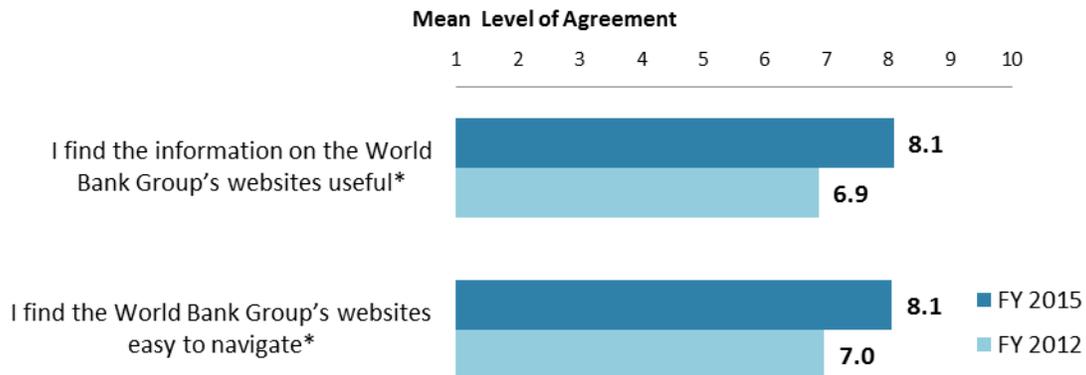
- All respondents in this year's Country Survey and in the FY'12 Country Survey indicated that they had access to the Internet (100%).

The WBG Website Usage¹⁴

- Year comparison:** This year's respondents were significantly more likely to have used the WBG website compared to their counterparts in the FY'12 Country Survey.



- Year comparison:** This year's respondents had significantly higher levels of agreement with the following two statements about the WBG's website compared to respondents in the FY'12 Country Survey.



"Please rate how much you agree with the following statements."
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2015 and FY 2012)

¹⁴ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Use and Evaluation of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=82)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution



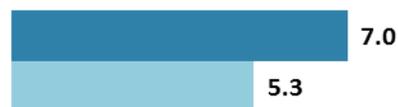
"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")

Information Sharing¹⁵

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

When I need information from the World Bank Group I know how to find it*



The World Bank Group is responsive to my information requests and inquiries*



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

¹⁵ Means in the chart were calculated based on weighted data.



XI. Appendices

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| A. Responses to All Questions across All Respondents..... | 45 |
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| G. WBG Country Opinion Survey FY15 – South Africa Questionnaire | 96 |

South Africa





Appendix A: Responses to All Questions across All Respondents (N=83)

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 South Africa

| 1. In general would you say that South Africa is headed in ... ? | Percentage of Respondents (N=83) |
|--|----------------------------------|
| The right direction | 56.6% |
| The wrong direction | 30.1% |
| Not sure | 13.3% |

| 2. Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=82) |
|--|--|
| Economic growth | 41.5% |
| Job creation/employment | 41.5% |
| Energy | 23.2% |
| Poverty reduction | 23.2% |
| Anti corruption | 17.1% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 15.9% |
| Foreign direct investment | 14.6% |
| Food security | 12.2% |
| Education | 12.2% |
| Crime and violence | 9.8% |
| Financial markets | 9.8% |
| Global/regional integration | 8.5% |
| Environmental sustainability | 7.3% |
| Rural development | 7.3% |
| Health | 7.3% |
| Regulatory framework | 6.1% |
| HIV/AIDS, TB, other communicable diseases | 6.1% |
| Private sector development | 4.9% |
| Information and communications technology | 4.9% |
| Trade and exports | 3.7% |
| Equality of opportunity (i.e., equity) | 3.7% |
| Natural resource management (e.g., oil, gas, mining) | 3.7% |
| Townships/informal settlements | 3.7% |
| Social protection (e.g., pensions, targeted social assistance) | 2.4% |
| Climate change (e.g., mitigation, adaptation) | 1.2% |
| Water and sanitation | 1.2% |
| Agricultural development | 1.2% |
| Law and justice (e.g., judicial system) | 1.2% |
| Gender equity | 0.0% |
| Urban development | 0.0% |
| Transport (e.g., roads, bridges, transportation) | 0.0% |
| Disaster management | 0.0% |

**A. General Issues Facing South Africa (continued)**

| 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 South Africa? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=83) |
|--|---|
| Job creation/employment | 54.2% |
| Economic growth | 44.6% |
| Rural development | 20.5% |
| Social protection (e.g., pensions, targeted social assistance) | 19.3% |
| Global/regional integration | 15.7% |
| HIV/AIDS, TB, other communicable diseases | 12.0% |
| Equality of opportunity (i.e., equity) | 12.0% |
| Food security | 10.8% |
| Private sector development | 9.6% |
| Anti corruption | 9.6% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 9.6% |
| Foreign direct investment | 8.4% |
| Education | 7.2% |
| Townships/informal settlements | 6.0% |
| Regulatory framework | 6.0% |
| Health | 6.0% |
| Financial markets | 4.8% |
| Water and sanitation | 4.8% |
| Gender equity | 4.8% |
| Agricultural development | 4.8% |
| Climate change (e.g., mitigation, adaptation) | 3.6% |
| Natural resource management (e.g., oil, gas, mining) | 3.6% |
| Trade and exports | 3.6% |
| Crime and violence | 3.6% |
| Environmental sustainability | 2.4% |
| Information and communications technology | 2.4% |
| Transport (e.g., roads, bridges, transportation) | 1.2% |
| Law and justice (e.g., judicial system) | 1.2% |
| Urban development | 1.2% |
| Energy | 0.0% |
| Disaster management | 0.0% |

**A. General Issues Facing South Africa (continued)**

| 4. 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) | Percentage of Respondents (Responses Combined; N=79) |
|---|--|
| Better employment opportunities for young people | 39.2% |
| Consistent economic growth | 34.2% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 30.4% |
| Education and training that better ensure job opportunity | 25.3% |
| Greater access to micro-finance for the poor | 20.3% |
| Better opportunity for the poor who live in rural areas | 10.1% |
| Greater access to health and nutrition for citizens | 8.9% |
| Better employment opportunities for women | 6.3% |
| Greater equity of fiscal policy | 5.1% |
| A growing middle class | 5.1% |
| More reliable social safety net | 5.1% |
| Greater voice and participation for citizens to help ensure greater accountability | 3.8% |
| Better quality public services | 3.8% |
| Other | 1.3% |
| Better opportunity for the poor who live in urban areas | 1.3% |

B. Overall Attitudes toward the World Bank Group

| Familiarity | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank Group in South Africa? (1-Not familiar at all, 10-Extremely familiar) | 83 | 0 | 6.08 | 1.71 |
| Effectiveness* | N | DK | Mean | SD |
| 2. Overall, please rate your impression of the World Bank Group’s effectiveness in South Africa? (1-Not effective at all, 10-Very effective) | 74 | 9 | 6.28 | 1.42 |
| Staff Preparedness | N | DK | Mean | SD |
| 3. 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? (1-To no degree at all, 10-To a very significant degree) | 70 | 12 | 6.69 | 1.57 |

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

| 4. 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) | Percentage of Respondents (Responses Combined; N=83) |
|--|---|
| Economic growth | 54.2% |
| Job creation/employment | 45.8% |
| Financial markets | 18.1% |
| Global/regional integration | 16.9% |
| Poverty reduction | 16.9% |
| Private sector development | 15.7% |
| Agricultural development | 12.0% |
| Foreign direct investment | 12.0% |
| Rural development | 9.6% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 8.4% |
| Food security | 8.4% |
| Trade and exports | 7.2% |
| Environmental sustainability | 6.0% |
| Equality of opportunity (i.e., equity) | 6.0% |
| Townships/informal settlements | 6.0% |
| Health | 4.8% |
| Information and communications technology | 4.8% |
| Education | 4.8% |
| Anti corruption | 4.8% |
| Energy | 3.6% |
| Social protection (e.g., pensions, targeted social assistance) | 3.6% |
| Water and sanitation | 3.6% |
| Transport (e.g., roads, bridges, transportation) | 2.4% |
| Urban development | 2.4% |
| Gender equity | 2.4% |
| Regulatory framework | 2.4% |
| HIV/AIDS, TB, other communicable diseases | 2.4% |
| Natural resource management (e.g., oil, gas, mining) | 1.2% |
| Crime and violence | 1.2% |
| Climate change (e.g., mitigation, adaptation) | 1.2% |
| Disaster management | 0.0% |
| Law and justice (e.g., judicial system) | 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 South Africa? | Percentage of Respondents (N=81) | | |
|--|----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Policy advice, studies, analyses | 25.9% | 24.1% | 50.0% |
| Financial resources | 19.8% | 20.3% | 40.0% |
| Technical assistance | 6.2% | 22.8% | 29.0% |
| Data | 17.3% | 5.1% | 22.3% |
| Convening/facilitating | 16.0% | 2.5% | 18.6% |
| Capacity development | 4.9% | 12.7% | 17.6% |
| Mobilizing third party financial resources | 6.2% | 2.5% | 8.7% |
| Donor coordination | 0.0% | 7.6% | 7.6% |
| Linkage to non-Bank expertise (i.e., South-South knowledge sharing) | 3.7% | 2.5% | 6.2% |
| Other | 0.0% | 0.0% | 0.0% |

| 6. 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) | Percentage of Respondents (Responses Combined; N=81) |
|--|--|
| World Bank Group's processes too complex | 23.5% |
| Not adequately sensitive to political/social realities in South Africa | 19.8% |
| Not willing to honestly criticize policies and reform efforts in the country | 17.3% |
| World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures) | 17.3% |
| Imposing technocratic solutions without regard to political realities | 14.8% |
| Not enough public disclosure of its work | 14.8% |
| Too influenced by developed countries | 13.6% |
| Not collaborating enough with stakeholders outside the Government | 12.3% |
| Its advice and strategies do not lend themselves to practical problem solving | 9.9% |
| Don't know | 9.9% |
| Not aligned with country priorities | 7.4% |
| Not exploring alternative policy options | 7.4% |
| Not aligned with other donors' work | 4.9% |
| Not client focused | 2.5% |
| The credibility of its knowledge/data | 2.5% |
| Other | 2.5% |
| Staff too inaccessible | 1.2% |
| Arrogant in its approach | 1.2% |

| 7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in South Africa? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=82) |
|--|--|
| Knowledge products/services (analytical work, studies, surveys, etc.) | 35.4% |
| Technical assistance (advice, best practice, international experience, etc.) | 31.7% |
| Multi-sectoral approaches | 31.7% |
| Investment lending (financing specific projects) | 25.6% |
| Capacity development | 18.3% |
| Policy based lending / budget support to the Government | 13.4% |
| Don't know | 9.8% |
| Trust Fund management | 4.9% |
| Other | 0.0% |

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

| 8. 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) | Percentage of Respondents (Responses Combined; N=83) |
|---|---|
| Academia/think tanks/research institutes/university groups | 32.5% |
| NGOs/Community Based Organizations (CBOs) | 31.3% |
| Local Government | 31.3% |
| Private sector | 21.7% |
| Donor community | 18.1% |
| Foundations | 15.7% |
| Beneficiaries | 14.5% |
| Youth/university groups | 14.5% |
| Media | 6.0% |
| Parliament | 6.0% |
| Don't know | 1.2% |
| Other | 0.0% |

| To what extent do you agree with the following statements about the World Bank Group's work in South Africa? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|---------------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 9. Overall the World Bank Group currently plays a relevant role in development in South Africa* | 74 | 9 | 6.09 | 1.62 |
| 10. The World Bank Group's work is aligned with what I consider the development priorities for South Africa* | 72 | 11 | 6.00 | 1.57 |
| 11. The World Bank Group supports programs and strategies that are realistic for South Africa | 74 | 9 | 5.97 | 1.59 |
| 12. The World Bank Group treats clients and stakeholders in South Africa with respect | 67 | 15 | 6.67 | 1.62 |

| To what extent is the World Bank Group an effective development partner in South Africa, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|---|---------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 13. Responsiveness* | 59 | 23 | 6.63 | 1.43 |
| 14. Flexibility (in terms of the institution's products and services)* | 59 | 23 | 6.37 | 1.52 |
| 15. Flexibility (in terms of changing country circumstances)* | 59 | 22 | 5.97 | 1.59 |
| 16. Being inclusive* | 61 | 21 | 5.92 | 1.62 |
| 17. Openness (sharing data and other information)* | 72 | 10 | 6.39 | 1.82 |
| 18. Staff accessibility* | 68 | 13 | 6.21 | 2.00 |
| 19. Straightforwardness and honesty* | 66 | 16 | 6.11 | 1.91 |
| 20. Ease of access to the people at the World Bank Group who are making decisions important to my work* | 64 | 18 | 6.00 | 2.04 |
| 21. Collaboration with civil society* | 62 | 20 | 4.98 | 1.79 |
| 22. Collaboration with the Government* | 63 | 18 | 6.48 | 1.78 |
| 23. Collaboration with other donors and development partners* | 61 | 21 | 5.84 | 1.72 |
| 24. Collaboration with the private sector* | 62 | 20 | 6.02 | 1.59 |
| 25. The speed in which it gets things accomplished on the ground* | 52 | 30 | 5.58 | 1.67 |
| 26. Being a long-term partner* | 55 | 27 | 6.25 | 1.75 |

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

| 27. 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) | Percentage of Respondents (Responses Combined; N=83) |
|---|---|
| The World Bank Group is not sensitive enough to political/social realities on the ground | 31.3% |
| There is not an adequate level of citizen/civil society participation | 25.3% |
| Lack of/inadequate levels of capacity in Government | 25.3% |
| Political pressures and obstacles | 22.9% |
| Poor donor coordination | 20.5% |
| Reforms are not well thought out in light of country challenges | 20.5% |
| The World Bank Group works too slowly | 15.7% |
| The Government works inefficiently | 14.5% |
| The World Bank Group does not do adequate follow through/follow-up | 10.8% |
| Other | 1.2% |

**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 South Africa? (1-Not important at all, 10-Very important) | Importance | | | |
|---|------------|----|------|------|
| | N | DK | Mean | SD |
| 1. Anti corruption | 76 | 3 | 6.21 | 2.88 |
| 2. Information and communications technology | 77 | 2 | 6.43 | 2.48 |
| 3. Transport (e.g., roads, bridges, transportation) | 74 | 5 | 5.78 | 2.72 |
| 4. Crime and violence | 75 | 4 | 5.45 | 3.01 |
| 5. Law and justice (e.g., judicial system) | 75 | 4 | 5.20 | 2.95 |
| 6. Urban development | 75 | 4 | 6.19 | 2.60 |
| 7. Environmental sustainability | 76 | 3 | 6.74 | 2.44 |
| 8. Regulatory framework | 75 | 4 | 6.56 | 2.23 |
| 9. HIV/AIDS, TB, other communicable diseases | 77 | 2 | 6.30 | 2.77 |
| 10. Poverty reduction | 77 | 2 | 8.18 | 1.78 |
| 11. Gender equity | 77 | 2 | 7.30 | 2.28 |
| 12. Private sector development | 78 | 1 | 7.32 | 1.54 |
| 13. Foreign direct investment | 78 | 1 | 7.78 | 1.38 |
| 14. Water and sanitation | 75 | 4 | 6.51 | 2.56 |
| 15. Trade and exports | 77 | 0 | 7.60 | 1.84 |
| 16. Economic growth | 76 | 1 | 8.63 | 1.23 |
| 17. Energy | 73 | 4 | 7.48 | 2.18 |
| 18. Disaster management | 71 | 4 | 6.01 | 2.47 |
| 19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 73 | 5 | 6.56 | 2.52 |
| 20. Job creation/employment | 79 | 0 | 8.96 | 1.07 |
| 21. Financial markets | 77 | 1 | 7.97 | 1.69 |
| 22. Equality of opportunity (i.e., equity) | 76 | 2 | 7.96 | 1.39 |
| 23. Health | 74 | 3 | 6.64 | 2.64 |
| 24. Rural development | 76 | 3 | 7.01 | 2.35 |
| 25. Global/regional integration | 76 | 3 | 8.01 | 1.73 |
| 26. Food security | 76 | 3 | 7.25 | 2.23 |
| 27. Education | 72 | 5 | 6.17 | 2.75 |
| 28. Social protection (e.g., pensions, targeted social assistance) | 76 | 3 | 5.68 | 2.87 |
| 29. Climate change (e.g., mitigation, adaptation) | 75 | 4 | 6.65 | 2.44 |
| 30. Agricultural development | 74 | 4 | 7.08 | 2.27 |
| 31. Natural resource management (e.g., oil, gas, mining) | 74 | 5 | 6.96 | 2.51 |
| 32. Townships/informal settlements | 74 | 5 | 6.32 | 2.75 |

**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 South Africa? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|---------------|----|------|------|
| | N | DK | Mean | SD |
| 1. Information and communications technology | 54 | 26 | 6.43 | 1.71 |
| 2. Urban development | 52 | 28 | 5.60 | 1.61 |
| 3. Transport | 41 | 39 | 5.02 | 1.57 |
| 4. Environmental sustainability | 50 | 30 | 5.40 | 1.51 |
| 5. HIV/AIDS, TB, other communicable diseases | 52 | 28 | 4.92 | 1.63 |
| 6. Poverty reduction | 63 | 16 | 5.54 | 1.57 |
| 7. Private sector development | 59 | 21 | 5.81 | 1.38 |
| 8. Water and sanitation | 55 | 24 | 4.84 | 1.38 |
| 9. Economic growth | 69 | 10 | 5.81 | 1.60 |
| 10. Energy | 66 | 14 | 5.73 | 1.80 |
| 11. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 61 | 20 | 5.13 | 1.90 |
| 12. Financial markets/inclusion | 65 | 14 | 5.71 | 1.71 |
| 13. Health | 55 | 26 | 4.82 | 1.81 |
| 14. Rural development/Land reform | 54 | 25 | 4.28 | 1.60 |
| 15. Basic education | 53 | 27 | 4.08 | 1.71 |
| 16. Townships/informal settlements | 53 | 28 | 3.74 | 1.73 |

| Achieving Development Results* | N | DK | Mean | SD |
|--|----|----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in South Africa? (1-To no degree at all, 10-To a very significant degree) | 74 | 8 | 5.77 | 1.63 |

| To what extent do you agree with the following statements about the World Bank Group in South Africa? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|---|----|----|------|------|
| 4. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa* | 61 | 21 | 5.84 | 1.78 |
| 5. The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 63 | 18 | 6.19 | 1.81 |

| Reimbursable Advisory Services | N | DK | Mean | SD |
|--|----|----|------|------|
| 6. To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree) | 48 | 34 | 5.27 | 1.83 |

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

| 1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | Percentage of Respondents (N=82) |
|---|----------------------------------|
| Weekly | 2.4% |
| Monthly | 18.3% |
| A few times a year | 45.1% |
| Rarely | 22.0% |
| Never | 12.2% |

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

| In South Africa, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i> | Degree | | | |
|---|--------|----|------|------|
| | N | DK | Mean | SD |
| 2. Are timely | 67 | 14 | 6.61 | 1.70 |
| 3. Include appropriate level of stakeholder involvement during preparation | 69 | 12 | 6.41 | 1.72 |
| 4. Lead to practical solutions | 71 | 10 | 6.08 | 1.65 |
| 5. Are accessible (well written and easy to understand) | 76 | 5 | 6.97 | 1.33 |
| 6. Are source of relevant information on global good practices | 76 | 5 | 7.14 | 1.42 |
| 7. Are adequately disseminated | 74 | 7 | 6.68 | 1.52 |
| 8. Are translated enough into local language | 55 | 26 | 5.05 | 2.12 |
| 9. Are adaptable to South Africa's specific development challenges and country circumstances* | 69 | 12 | 6.13 | 1.74 |

| Overall Evaluations | N | DK | Mean | SD |
|--|----|----|------|------|
| 10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i> | 76 | 6 | 6.09 | 1.58 |
| 11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i> | 75 | 7 | 6.99 | 1.41 |

E. Working with the World Bank Group

| To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i> | Level of Agreement | | | |
|--|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank Group disburses funds promptly | 51 | 30 | 6.16 | 1.65 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 63 | 18 | 6.63 | 1.51 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion | 56 | 25 | 6.16 | 1.68 |
| 4. The World Bank Group's "Safeguard Policy" requirements are reasonable | 56 | 25 | 6.29 | 1.68 |
| 5. The World Bank Group takes decisions quickly in South Africa* | 57 | 25 | 5.95 | 1.77 |
| 6. Working with the World Bank Group increases South Africa's institutional capacity | 61 | 21 | 6.20 | 1.79 |
| 7. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 56 | 25 | 6.41 | 1.53 |
| 8. The World Bank Group provides effective implementation support (i.e., supervision of projects) | 62 | 19 | 6.79 | 1.56 |

| 9. Which of the following best describes the way the World Bank Group operates in South Africa? (Select only ONE response) | Percentage of Respondents (N=82) |
|--|----------------------------------|
| The World Bank Group's approach to risk is appropriate | 41.5% |
| The World Bank Group does not take enough risk in South Africa | 30.5% |
| Don't know | 20.7% |
| The World Bank Group takes too much risk in South Africa | 7.3% |

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

| 10. Which of the following best describes the WBG's support in South Africa? (Select only ONE response) | Percentage of Respondents (N=82) |
|---|---|
| The World Bank Group is sufficiently selective and focuses on the most important development challenges in South Africa | 45.1% |
| The World Bank Group is not sufficiently selective in South Africa, and it is involved in too many areas of development | 31.7% |
| Don't know | 23.2% |

F. The Future Role of the World Bank Group in South Africa

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=80) |
|--|---|
| Reach out more to groups outside of Government | 37.5% |
| Increase the level of capacity development in the country | 26.3% |
| Ensure greater selectivity in its work | 22.5% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) | 20.0% |
| Offer more innovative financial products | 17.5% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 17.5% |
| Improve the quality of its experts as related to South Africa's specific challenges | 15.0% |
| Offer more innovative knowledge services | 12.5% |
| Increase availability of Reimbursable Advisory Services (RAS) | 10.0% |
| Provide more adequate data/knowledge/statistics/figures on South Africa's economy | 10.0% |
| Reduce the complexity of obtaining World Bank Group financing | 8.8% |
| Work faster | 5.0% |
| Other | 0.0% |

| 2. 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) | Percentage of Respondents (N=78) |
|--|---|
| Financial services | 35.9% |
| Knowledge products | 35.9% |
| The combination is appropriate for South Africa | 12.8% |
| Convening services | 10.3% |
| Don't know | 3.8% |
| None of the above | 1.3% |

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

| 3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in South Africa? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=81) |
|--|---|
| Capacity of state institutions | 60.5% |
| Public financial management | 51.9% |
| Improving livelihoods | 38.3% |
| Jobs | 32.1% |
| Social safety nets | 16.0% |
| Access to basic services | 16.0% |
| Social cohesion | 6.2% |
| Access to justice systems | 4.9% |
| Reducing violence | 3.7% |

| 3B. Which THREE areas below would benefit most from other donors in South Africa? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=80) |
|--|---|
| Jobs | 56.3% |
| Social cohesion | 42.5% |
| Improving livelihoods | 36.3% |
| Social safety nets | 32.5% |
| Reducing violence | 20.0% |
| Access to basic services | 16.3% |
| Access to justice systems | 6.3% |
| Capacity of state institutions | 5.0% |
| Public financial management | 3.8% |

| To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i> | Level of Agreement | | | |
|--|---------------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 4. Eskom will have a positive impact on sustainable economic development in South Africa | 73 | 9 | 5.10 | 2.54 |
| 5. 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 | 68 | 14 | 5.82 | 2.36 |
| 6. 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 | 71 | 11 | 5.90 | 2.31 |
| 7. The World Bank Group has made appropriate use of the Eskom's procurement system | 56 | 26 | 5.16 | 2.10 |
| 8. 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 | 63 | 19 | 6.21 | 2.39 |
| 9. There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom | 70 | 12 | 4.76 | 2.70 |

**G. Communication and Information Sharing**

| 1. How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=82) |
|---|---|
| Internet | 72.0% |
| Local newspapers | 43.9% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 23.2% |
| Periodicals | 18.3% |
| International newspapers | 14.6% |
| Local radio | 6.1% |
| Local television | 6.1% |
| International television | 3.7% |
| Other | 3.7% |
| International radio | 0.0% |

| 2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=83) |
|---|---|
| World Bank Group's website | 61.4% |
| World Bank Group's publications and other written materials | 39.8% |
| World Bank Group's seminars/workshops/conferences | 30.1% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 26.5% |
| e-Newsletters | 16.9% |
| Direct contact with World Bank Group | 14.5% |
| Mobile phones | 1.2% |
| Other | 0.0% |

| 3. 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? | Percentage of Respondents (N=82) |
|--|---|
| Yes | 52.4% |
| No | 47.6% |

| 4. Have you requested information from the World Bank Group on its activities in the past year? | Percentage of Respondents (N=80) |
|--|---|
| Yes | 61.3% |
| No | 38.8% |

| 5. Were you able to obtain this information? | Percentage of Respondents (N=49) |
|---|---|
| Yes | 98.0% |
| No | 2.0% |

| 6. Do you have access to the Internet? | Percentage of Respondents (N=81) |
|---|---|
| Yes | 100.0% |
| No | 0.0% |

| 7. Do you use/have you used the World Bank Group website? | Percentage of Respondents (N=82) |
|--|---|
| Yes | 98.8% |
| No | 1.2% |

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

| 8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)? | Percentage of Respondents (N=82) |
|--|----------------------------------|
| Yes | 41.5% |
| No | 58.5% |

| Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 9. I find the World Bank Group's websites easy to navigate | 81 | 1 | 7.86 | 1.25 |
| 10. I find the information on the World Bank Group's websites useful | 81 | 1 | 8.00 | 1.12 |
| 11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 47 | 35 | 7.72 | 1.08 |
| 12. When I need information from the World Bank Group I know how to find it | 77 | 5 | 7.09 | 1.67 |
| 13. The World Bank Group is responsive to my information requests and inquiries | 70 | 12 | 7.13 | 1.67 |

H. Background Information

| 1. Which of the following best describes your current position? (Select only ONE response) | Percentage of Respondents (N=83) |
|--|----------------------------------|
| NGO/Community Based Organization | 16.9% |
| Bilateral/Multilateral Agency | 13.3% |
| Academia/Research Institute/Think Tank | 10.8% |
| Local Government Office or Staff | 9.6% |
| Office of the President, Prime Minister | 8.4% |
| Employee of a Ministry, Ministerial Department or Implementation Agency | 8.4% |
| Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 6.0% |
| Media (press, radio, TV, web, etc.) | 6.0% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) | 6.0% |
| Private Sector Organization | 4.8% |
| Trade Union | 3.6% |
| Office of Parliamentarian | 2.4% |
| Financial Sector/Private Bank | 2.4% |
| Other | 1.2% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Select only ONE response) | Percentage of Respondents (N=83) |
|---|---|
| Generalist (specialized in multiple sectors) | 13.3% |
| Macroeconomics and fiscal management | 9.6% |
| Urban, rural, and social development | 9.6% |
| Governance | 9.6% |
| Public-private partnerships | 8.4% |
| Trade and competitiveness | 8.4% |
| Health, nutrition, and population | 7.2% |
| Social protection and labor | 4.8% |
| Other | 4.8% |
| Environment and natural resources | 3.6% |
| Education | 3.6% |
| Energy and extractives | 3.6% |
| Poverty | 3.6% |
| Transport and ICT | 2.4% |
| Jobs | 2.4% |
| Fragility, conflict and violence | 1.2% |
| Finance and markets | 1.2% |
| Gender | 1.2% |
| Climate Change | 1.2% |

| 3. 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) | Percentage of Respondents (N=82) |
|--|---|
| I currently collaborate with the World Bank Group | 36.6% |
| I have previously collaborated with the World Bank Group | 26.8% |
| Both of the above (I currently collaborate and previously have collaborated with the World Bank Group) | 19.5% |
| I have never collaborated with the World Bank Group | 17.1% |

| 4. Which of the following agencies of the World Bank Group do you primarily engage with in South Africa? (Select only ONE response) | Percentage of Respondents (N=74) |
|--|---|
| The World Bank (IBRD) | 74.3% |
| The International Finance Corporation (IFC) | 13.5% |
| The Multilateral Investment Guarantee Agency (MIGA) | 4.1% |
| Other | 8.1% |

| 5. Do your projects involve both the World Bank and the IFC? | Percentage of Respondents (N=82) |
|---|---|
| Yes | 39.0% |
| No | 61.0% |

**H. Background Information (continued)**

| 6. If yes, what was your view of how the two institutions work together in South Africa? (Select only ONE response) | Percentage of Respondents (N=32) |
|--|---|
| The two institutions work well together | 31.3% |
| The way the two institutions work together needs improvement | 43.8% |
| The two institutions do not work well together | 25.0% |
| Don't know | 0.0% |

| 7. Which of the following describes most of your exposure to the World Bank Group in South Africa? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=82) |
|---|---|
| Use World Bank Group reports/data | 53.7% |
| Collaborate as part of my professional duties | 52.4% |
| Use World Bank Group website for information, data, research, etc. | 29.3% |
| Engage in World Bank Group related/sponsored events/activities | 22.0% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 15.9% |

| 8. What's your gender? | Percentage of Respondents (N=78) |
|-------------------------------|---|
| Female | 41.0% |
| Male | 59.0% |

| 9. Which best represents your geographic location? | Percentage of Respondents (N=83) |
|---|---|
| Gauteng | 86.7% |
| Western Cape | 8.4% |
| Kwa Zulu Natal | 3.6% |
| Limpopo | 1.2% |



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Employee of a Ministry/PMU/Consultant on WBG-supported Project N=12
- Local Government N=8
- Bilateral/Multilateral Agency N=11
- CSO N=17
- Academia/Research Institute/Think Tank N=9
- Other N=26

A. General Issues facing South Africa

In general, would you say that South Africa is headed in... ?

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------|--------------------------------|-------|--|-------|
| The right direction | 66.7% | 75.0% | 36.4% | 52.9% | 77.8% | 50.0% |
| The wrong direction | 33.3% | 25.0% | 45.5% | 35.3% | 22.2% | 23.1% |
| Not sure | 0.0% | 0.0% | 18.2% | 11.8% | 0.0% | 26.9% |

¹⁶ All 83 respondents provided information about their current positions. All respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing South Africa (continued)**

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Foreign direct investment | 9.1% | 37.5% | 0.0% | 11.8% | 33.3% | 11.5% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% |
| Anti corruption | 18.2% | 0.0% | 18.2% | 11.8% | 22.2% | 23.1% |
| Energy | 9.1% | 0.0% | 27.3% | 29.4% | 33.3% | 26.9% |
| Food security | 0.0% | 37.5% | 9.1% | 11.8% | 22.2% | 7.7% |
| Public sector governance/reform | 0.0% | 0.0% | 36.4% | 23.5% | 11.1% | 15.4% |
| Global/regional integration | 27.3% | 0.0% | 0.0% | 5.9% | 22.2% | 3.8% |
| Gender equity | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Private sector development | 18.2% | 12.5% | 0.0% | 0.0% | 0.0% | 3.8% |
| Job creation/employment | 27.3% | 37.5% | 45.5% | 47.1% | 33.3% | 46.2% |
| Rural development | 0.0% | 12.5% | 9.1% | 11.8% | 11.1% | 3.8% |
| Financial markets | 18.2% | 0.0% | 0.0% | 11.8% | 11.1% | 11.5% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 18.2% | 0.0% | 0.0% | 0.0% | 11.1% | 11.5% |
| Equality of opportunity* | 0.0% | 0.0% | 9.1% | 0.0% | 22.2% | 0.0% |
| Health* | 0.0% | 37.5% | 9.1% | 11.8% | 0.0% | 0.0% |
| Trade and exports | 18.2% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% |
| Crime and violence | 0.0% | 12.5% | 27.3% | 5.9% | 0.0% | 11.5% |
| Economic growth* | 81.8% | 37.5% | 27.3% | 41.2% | 0.0% | 46.2% |
| Education | 0.0% | 0.0% | 18.2% | 5.9% | 11.1% | 23.1% |
| Poverty reduction | 0.0% | 25.0% | 27.3% | 35.3% | 0.0% | 30.8% |
| Social protection | 0.0% | 12.5% | 0.0% | 5.9% | 0.0% | 0.0% |
| Transport | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Agricultural development | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Law and justice | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% |
| Regulatory framework | 9.1% | 12.5% | 9.1% | 0.0% | 11.1% | 3.8% |
| HIV/AIDS, TB, other communicable diseases | 9.1% | 12.5% | 18.2% | 5.9% | 0.0% | 0.0% |
| Natural resource management | 9.1% | 0.0% | 0.0% | 0.0% | 11.1% | 3.8% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 18.2% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% |
| Townships/informal settlements | 0.0% | 0.0% | 9.1% | 5.9% | 11.1% | 0.0% |

*Significantly different between stakeholder groups

**A. General Issues facing South Africa (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 South Africa? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Global/regional integration | 33.3% | 25.0% | 0.0% | 11.8% | 22.2% | 11.5% |
| Social protection | 16.7% | 37.5% | 27.3% | 11.8% | 22.2% | 15.4% |
| Rural development | 25.0% | 37.5% | 9.1% | 11.8% | 33.3% | 19.2% |
| Water and sanitation | 0.0% | 12.5% | 18.2% | 0.0% | 11.1% | 0.0% |
| Equality of opportunity | 0.0% | 0.0% | 18.2% | 5.9% | 11.1% | 23.1% |
| Economic growth | 50.0% | 25.0% | 54.5% | 41.2% | 11.1% | 57.7% |
| Climate change | 0.0% | 12.5% | 0.0% | 5.9% | 11.1% | 0.0% |
| Urban development | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% |
| Regulatory framework | 8.3% | 12.5% | 0.0% | 0.0% | 22.2% | 3.8% |
| Gender equity | 8.3% | 0.0% | 9.1% | 11.8% | 0.0% | 0.0% |
| Law and justice | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% |
| Transport | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 9.1% | 5.9% | 0.0% | 3.8% |
| HIV/AIDS, TB, other communicable diseases | 0.0% | 25.0% | 18.2% | 23.5% | 11.1% | 3.8% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 3.8% |
| Townships/informal settlements | 0.0% | 0.0% | 0.0% | 11.8% | 22.2% | 3.8% |
| Energy | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Public sector governance/reform | 16.7% | 12.5% | 0.0% | 11.8% | 11.1% | 7.7% |
| Natural resource management | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 7.7% |
| Anti corruption | 8.3% | 0.0% | 9.1% | 11.8% | 22.2% | 7.7% |
| Private sector development | 25.0% | 0.0% | 27.3% | 0.0% | 0.0% | 7.7% |
| Foreign direct investment | 0.0% | 0.0% | 0.0% | 17.6% | 11.1% | 11.5% |
| Education | 0.0% | 0.0% | 9.1% | 11.8% | 0.0% | 11.5% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 3.8% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Health | 8.3% | 12.5% | 9.1% | 5.9% | 11.1% | 0.0% |
| Agricultural development | 0.0% | 12.5% | 9.1% | 5.9% | 0.0% | 3.8% |
| Job creation/employment | 58.3% | 37.5% | 45.5% | 52.9% | 55.6% | 61.5% |
| Financial markets | 8.3% | 12.5% | 0.0% | 0.0% | 0.0% | 7.7% |
| Trade and exports | 8.3% | 12.5% | 9.1% | 0.0% | 0.0% | 0.0% |
| Food security | 8.3% | 12.5% | 18.2% | 5.9% | 0.0% | 15.4% |



A. General Issues facing South Africa (continued)

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)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | | |
|--|---|------|----|---------------------|------|----|--------------------------------------|------|----|-----|------|----|--|------|----|-------|------|----|--|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | |
| Greater access to health and nutrition for citizens | | | | | | | | | | | | | | | | | | | |
| Better entrepreneurial opportunities | | | | | | | | | | | | | | | | | | | |
| A growing middle class | | | | | | | | | | | | | | | | | | | |
| Better employment opportunities for young people | | | | | | | | | | | | | | | | | | | |
| Better employment opportunities for women | | | | | | | | | | | | | | | | | | | |
| Greater access to micro-finance for the poor* | | | | | | | | | | | | | | | | | | | |
| Greater voice and participation for citizens to help ensure greater accountability | | | | | | | | | | | | | | | | | | | |
| Better opportunity for the poor who live in rural areas* | | | | | | | | | | | | | | | | | | | |
| Better opportunity for the poor who live in urban areas | | | | | | | | | | | | | | | | | | | |
| Consistent economic growth | | | | | | | | | | | | | | | | | | | |
| More reliable social safety net | | | | | | | | | | | | | | | | | | | |
| Greater equity of fiscal policy | | | | | | | | | | | | | | | | | | | |
| Education and training that better ensure job opportunity | | | | | | | | | | | | | | | | | | | |
| Better quality public services | | | | | | | | | | | | | | | | | | | |
| Other | | | | | | | | | | | | | | | | | | | |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|---------------------|------|------|--------------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 South Africa? <i>(1-Not familiar at all, 10-Extremely familiar)</i> | 12 | 5.75 | 1.76 | 8 | 7.00 | 1.60 | 11 | 7.00 | 1.79 | 17 | 5.94 | 1.68 | 9 | 6.22 | 1.39 | 26 | 5.62 | 1.70 |

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|---------------------|------|------|--------------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 South Africa. <i>(1-Not effective at all, 10-Very effective)</i> | 11 | 6.45 | 1.63 | 8 | 6.38 | 1.69 | 11 | 6.64 | 1.29 | 16 | 6.56 | 1.46 | 9 | 5.22 | 1.30 | 19 | 6.21 | 1.18 |



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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 (e.g., skills and knowledge) to help South Africa solve its most complicated development challenges? | 11 | 7.09 | 0.94 | 8 | 6.88 | 1.89 | 11 | 7.09 | 1.97 | 13 | 6.62 | 1.76 | 8 | 6.25 | 1.04 | 19 | 6.37 | 1.57 |

(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 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)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| Job creation/employment | 66.7% | 12.5% | 45.5% | 35.3% | 55.6% | 50.0% |
| Financial markets | 8.3% | 12.5% | 0.0% | 23.5% | 44.4% | 19.2% |
| Urban development* | 0.0% | 0.0% | 18.2% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 8.3% | 12.5% | 0.0% | 0.0% | 11.1% | 7.7% |
| Trade and exports | 25.0% | 0.0% | 9.1% | 5.9% | 0.0% | 3.8% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% |
| Transport* | 0.0% | 0.0% | 18.2% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 8.3% | 12.5% | 9.1% | 17.6% | 11.1% | 11.5% |
| Global/regional integration | 16.7% | 25.0% | 18.2% | 11.8% | 22.2% | 15.4% |
| Gender equity | 0.0% | 0.0% | 0.0% | 11.8% | 0.0% | 0.0% |
| Public sector governance/reform | 0.0% | 12.5% | 9.1% | 5.9% | 0.0% | 15.4% |
| Health | 0.0% | 25.0% | 9.1% | 5.9% | 0.0% | 0.0% |
| Rural development | 8.3% | 37.5% | 9.1% | 5.9% | 0.0% | 7.7% |
| Foreign direct investment | 8.3% | 25.0% | 9.1% | 11.8% | 0.0% | 15.4% |
| Education | 0.0% | 12.5% | 0.0% | 11.8% | 11.1% | 0.0% |
| Energy* | 0.0% | 0.0% | 9.1% | 0.0% | 22.2% | 0.0% |
| Anti corruption | 0.0% | 0.0% | 9.1% | 11.8% | 0.0% | 3.8% |
| Information and communications technology | 0.0% | 0.0% | 9.1% | 11.8% | 0.0% | 3.8% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Townships/informal settlements | 0.0% | 12.5% | 0.0% | 0.0% | 11.1% | 11.5% |
| Equality of opportunity | 25.0% | 0.0% | 0.0% | 0.0% | 11.1% | 3.8% |
| Private sector development | 8.3% | 12.5% | 18.2% | 11.8% | 0.0% | 26.9% |
| Water and sanitation | 0.0% | 0.0% | 9.1% | 11.8% | 0.0% | 0.0% |
| Food security | 0.0% | 12.5% | 9.1% | 17.6% | 11.1% | 3.8% |
| Climate change | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poverty reduction | 25.0% | 0.0% | 9.1% | 11.8% | 22.2% | 23.1% |
| Social protection | 0.0% | 12.5% | 0.0% | 11.8% | 0.0% | 0.0% |
| Economic growth | 75.0% | 25.0% | 45.5% | 47.1% | 55.6% | 61.5% |
| Law and justice | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regulatory framework* | 0.0% | 25.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| HIV/AIDS, TB, other communicable diseases | 0.0% | 12.5% | 9.1% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |

*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 South Africa?

| Greatest Value Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Convening/facilitating | 25.0% | 0.0% | 40.0% | 0.0% | 22.2% | 16.0% |
| Data | 25.0% | 0.0% | 0.0% | 17.6% | 44.4% | 16.0% |
| Policy advice, studies, analyses | 25.0% | 37.5% | 40.0% | 23.5% | 11.1% | 24.0% |
| Financial resources | 8.3% | 12.5% | 10.0% | 47.1% | 11.1% | 16.0% |
| Capacity development | 8.3% | 12.5% | 0.0% | 0.0% | 0.0% | 8.0% |
| Technical assistance* | 0.0% | 37.5% | 10.0% | 5.9% | 0.0% | 0.0% |
| Mobilizing third party financial resources | 8.3% | 0.0% | 0.0% | 5.9% | 11.1% | 8.0% |
| Donor coordination | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Linkage to non-Bank expertise | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 12.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**Significantly different between stakeholder groups*

| 2 nd Greatest Value Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Convening/facilitating | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 4.0% |
| Data | 16.7% | 0.0% | 0.0% | 13.3% | 0.0% | 0.0% |
| Policy advice, studies, analyses | 16.7% | 12.5% | 30.0% | 26.7% | 44.4% | 20.0% |
| Financial resources | 16.7% | 37.5% | 20.0% | 6.7% | 11.1% | 28.0% |
| Capacity development | 16.7% | 12.5% | 20.0% | 6.7% | 11.1% | 12.0% |
| Technical assistance | 16.7% | 37.5% | 10.0% | 20.0% | 11.1% | 32.0% |
| Mobilizing third party financial resources | 8.3% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% |
| Donor coordination | 8.3% | 0.0% | 0.0% | 20.0% | 11.1% | 4.0% |
| Linkage to non-Bank expertise | 0.0% | 0.0% | 10.0% | 6.7% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

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

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)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Not client focused | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 4.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% |
| World Bank Group's processes too complex | 8.3% | 50.0% | 20.0% | 29.4% | 22.2% | 20.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 33.3% | 12.5% | 0.0% | 17.6% | 22.2% | 16.0% |
| Staff too inaccessible | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% |
| Not exploring alternative policy options | 8.3% | 12.5% | 0.0% | 0.0% | 22.2% | 8.0% |
| Not collaborating enough with stakeholders outside the Government | 25.0% | 0.0% | 0.0% | 11.8% | 33.3% | 8.0% |
| Its advice and strategies do not lend themselves to practical problem solving | 16.7% | 12.5% | 20.0% | 5.9% | 0.0% | 8.0% |
| Not enough public disclosure of its work | 8.3% | 12.5% | 30.0% | 17.6% | 11.1% | 12.0% |
| Arrogant in its approach | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% |
| Too influenced by developed countries | 16.7% | 0.0% | 20.0% | 17.6% | 0.0% | 16.0% |
| Imposing technocratic solutions without regard to political realities | 16.7% | 37.5% | 0.0% | 23.5% | 11.1% | 8.0% |
| World Bank Group's processes too slow | 16.7% | 25.0% | 20.0% | 11.8% | 11.1% | 20.0% |
| Not aligned with other donors' work | 8.3% | 0.0% | 10.0% | 0.0% | 0.0% | 8.0% |
| Not aligned with country priorities | 8.3% | 0.0% | 0.0% | 5.9% | 11.1% | 12.0% |
| Not adequately sensitive to political/social realities in South Africa* | 8.3% | 12.5% | 20.0% | 47.1% | 22.2% | 8.0% |
| Other | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 4.0% |
| Don't know | 8.3% | 12.5% | 0.0% | 5.9% | 0.0% | 20.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Trust Fund management | 0.0% | 12.5% | 0.0% | 5.9% | 11.1% | 3.8% |
| Knowledge products/services | 36.4% | 25.0% | 45.5% | 35.3% | 55.6% | 26.9% |
| Investment lending | 18.2% | 50.0% | 18.2% | 35.3% | 11.1% | 23.1% |
| Technical assistance | 45.5% | 12.5% | 18.2% | 23.5% | 33.3% | 42.3% |
| Capacity development | 9.1% | 12.5% | 27.3% | 35.3% | 33.3% | 3.8% |
| Policy based lending /budget support to the Government* | 0.0% | 50.0% | 9.1% | 11.8% | 11.1% | 11.5% |
| Multi-sectoral approaches | 36.4% | 12.5% | 54.5% | 29.4% | 11.1% | 34.6% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 18.2% | 12.5% | 0.0% | 11.8% | 0.0% | 11.5% |

*Significantly different between stakeholder groups



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

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)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| | Academia/think tanks/research institutes | 41.7% | 37.5% | 36.4% | 5.9% | 55.6% |
| Donor community | 41.7% | 12.5% | 27.3% | 17.6% | 0.0% | 11.5% |
| Media | 0.0% | 12.5% | 9.1% | 0.0% | 0.0% | 11.5% |
| Local Government | 16.7% | 37.5% | 9.1% | 29.4% | 55.6% | 38.5% |
| Private sector | 33.3% | 25.0% | 27.3% | 29.4% | 11.1% | 11.5% |
| Parliament | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 15.4% |
| NGOs/Community Based Organizations* | 25.0% | 25.0% | 0.0% | 76.5% | 33.3% | 19.2% |
| Youth/university groups | 8.3% | 12.5% | 18.2% | 23.5% | 22.2% | 7.7% |
| Beneficiaries | 16.7% | 0.0% | 36.4% | 5.9% | 11.1% | 15.4% |
| Foundations | 16.7% | 25.0% | 9.1% | 11.8% | 0.0% | 23.1% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |

*Significantly different between stakeholder groups

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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|---------------------|------|------|-----------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 South Africa* | 11 | 6.73 | 1.01 | 8 | 6.75 | 1.28 | 10 | 6.70 | 2.26 | 16 | 6.06 | 1.34 | 8 | 4.38 | 1.51 | 21 | 5.90 | 1.51 |
| The World Bank Group's work is aligned with what I consider the development priorities for South Africa* | 11 | 6.55 | 1.21 | 8 | 6.63 | 1.51 | 11 | 6.45 | 1.86 | 16 | 6.25 | 0.93 | 8 | 3.88 | 1.46 | 18 | 5.83 | 1.47 |
| The World Bank Group supports programs and strategies that are realistic for South Africa* | 11 | 6.45 | 1.37 | 8 | 6.50 | 1.51 | 11 | 6.73 | 2.15 | 15 | 6.13 | 1.06 | 9 | 4.22 | 1.30 | 20 | 5.75 | 1.33 |
| The World Bank Group treats clients and stakeholders in South Africa with respect | 11 | 7.09 | 1.30 | 8 | 7.00 | 1.20 | 9 | 7.00 | 2.00 | 12 | 7.17 | 1.11 | 7 | 5.43 | 1.99 | 20 | 6.30 | 1.72 |

*Significantly different between stakeholder groups



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

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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness | 11 | 7.00 | 1.26 | 7 | 7.29 | 1.60 | 7 | 6.43 | 1.72 | 11 | 6.18 | 1.40 | 7 | 5.43 | 1.51 | 16 | 7.00 | 1.03 |
| Flexibility (in terms of the institution's products and services) | 11 | 6.45 | 1.44 | 7 | 6.71 | 1.60 | 6 | 6.00 | 1.67 | 11 | 6.36 | 1.63 | 7 | 5.14 | 1.57 | 17 | 6.82 | 1.29 |
| Flexibility (in terms of changing country circumstances) | 11 | 6.00 | 1.61 | 8 | 6.50 | 1.51 | 5 | 5.80 | 2.17 | 13 | 6.31 | 1.44 | 7 | 5.14 | 1.35 | 15 | 5.80 | 1.70 |
| Being inclusive | 11 | 6.45 | 1.92 | 8 | 6.38 | 1.30 | 6 | 6.33 | 1.03 | 13 | 5.85 | 1.68 | 7 | 4.29 | 1.11 | 16 | 5.94 | 1.57 |
| Openness (sharing data and other information) | 11 | 6.09 | 2.02 | 8 | 6.63 | 1.51 | 10 | 7.60 | 1.96 | 14 | 6.29 | 1.59 | 9 | 5.11 | 0.93 | 20 | 6.50 | 1.96 |
| Staff accessibility | 11 | 6.18 | 1.78 | 8 | 6.75 | 1.98 | 11 | 6.64 | 2.42 | 13 | 6.38 | 1.39 | 7 | 4.43 | 1.72 | 18 | 6.28 | 2.19 |
| Straightforwardness and honesty | 11 | 5.82 | 1.89 | 8 | 6.38 | 1.30 | 9 | 6.56 | 2.55 | 12 | 6.33 | 1.23 | 7 | 4.71 | 1.98 | 19 | 6.32 | 2.11 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work | 11 | 6.00 | 1.73 | 8 | 6.50 | 1.77 | 8 | 6.13 | 2.85 | 12 | 6.00 | 1.48 | 7 | 4.29 | 2.14 | 18 | 6.39 | 2.12 |
| Collaboration with civil society | 11 | 5.09 | 1.58 | 8 | 5.75 | 1.67 | 7 | 4.29 | 1.38 | 15 | 5.33 | 1.45 | 7 | 3.57 | 1.40 | 14 | 5.14 | 2.38 |
| Collaboration with the Government | 11 | 6.18 | 2.18 | 8 | 6.25 | 1.83 | 10 | 7.00 | 2.26 | 13 | 6.46 | 1.05 | 7 | 5.14 | 1.68 | 14 | 7.14 | 1.41 |
| Collaboration with other donors and development partners | 11 | 5.09 | 1.97 | 8 | 5.88 | 1.81 | 10 | 6.00 | 2.45 | 13 | 6.15 | 1.28 | 7 | 5.57 | 1.40 | 12 | 6.17 | 1.40 |
| Collaboration with the private sector | 11 | 6.00 | 1.55 | 8 | 6.50 | 1.41 | 7 | 5.14 | 0.90 | 12 | 6.33 | 1.72 | 7 | 5.00 | 1.91 | 17 | 6.35 | 1.58 |
| The speed in which it gets things accomplished on the ground | 11 | 5.55 | 1.63 | 8 | 6.00 | 1.69 | 5 | 6.80 | 2.17 | 11 | 5.82 | 1.47 | 6 | 4.33 | 1.75 | 11 | 5.18 | 1.40 |
| Being a long-term partner* | 11 | 5.55 | 1.69 | 7 | 6.14 | 1.77 | 6 | 8.00 | 1.79 | 11 | 6.36 | 1.36 | 7 | 5.14 | 1.46 | 13 | 6.62 | 1.71 |

*Significantly different between stakeholder groups

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)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|------------------|--------------------------------|-------|--|-------|
| The World Bank Group does not do adequate follow through/follow-up | 8.3% | 25.0% | 0.0% | 5.9% | 22.2% | 11.5% |
| Poor donor coordination | 33.3% | 37.5% | 9.1% | 11.8% | 11.1% | 23.1% |
| The World Bank Group is not sensitive enough to political/social realities on the ground* | 25.0% | 12.5% | 63.6% | 41.2% | 44.4% | 15.4% |
| Lack of/inadequate levels of capacity in Government | 8.3% | 25.0% | 45.5% | 35.3% | 0.0% | 26.9% |
| There is not an adequate level of citizen/civil society participation | 25.0% | 0.0% | 9.1% | 41.2% | 33.3% | 26.9% |
| The World Bank Group works too slowly | 16.7% | 25.0% | 0.0% | 11.8% | 22.2% | 19.2% |
| The Government works inefficiently | 0.0% | 0.0% | 0.0% | 23.5% | 22.2% | 23.1% |
| Political pressures and obstacles | 33.3% | 37.5% | 18.2% | 11.8% | 0.0% | 30.8% |
| Reforms are not well thought out in light of country challenges* | 33.3% | 37.5% | 45.5% | 11.8% | 33.3% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 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 South Africa? (1-Not important at all, 10-Very important)

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Anti corruption | 12 | 5.25 | 2.63 | 8 | 7.00 | 1.69 | 10 | 5.40 | 3.53 | 16 | 8.00 | 1.26 | 8 | 5.50 | 3.51 | 22 | 5.77 | 3.24 |
| Information and communications technology* | 12 | 5.67 | 2.23 | 8 | 7.63 | 1.06 | 9 | 6.78 | 2.28 | 16 | 7.81 | 1.56 | 8 | 4.63 | 1.77 | 24 | 5.96 | 3.13 |
| Transport | 11 | 5.45 | 2.25 | 8 | 6.63 | 1.69 | 9 | 6.33 | 3.24 | 16 | 7.06 | 1.91 | 8 | 3.75 | 1.91 | 22 | 5.23 | 3.29 |
| Crime and violence | 12 | 5.00 | 2.80 | 8 | 6.00 | 1.93 | 9 | 4.44 | 3.17 | 16 | 6.56 | 2.56 | 8 | 4.25 | 3.54 | 22 | 5.55 | 3.43 |
| Law and justice* | 12 | 4.92 | 2.68 | 8 | 6.25 | 1.67 | 9 | 3.89 | 3.55 | 16 | 6.75 | 2.41 | 8 | 2.63 | 2.07 | 22 | 5.32 | 3.18 |
| Urban development* | 12 | 4.92 | 2.23 | 8 | 6.50 | 1.60 | 9 | 7.56 | 2.30 | 16 | 7.69 | 1.89 | 8 | 6.00 | 3.12 | 22 | 5.18 | 2.82 |
| Environmental sustainability | 12 | 6.08 | 2.31 | 8 | 7.50 | 2.07 | 10 | 7.70 | 2.16 | 16 | 7.38 | 2.25 | 8 | 6.25 | 2.55 | 22 | 6.09 | 2.74 |
| Regulatory framework | 11 | 5.64 | 1.36 | 8 | 7.50 | 1.41 | 10 | 7.50 | 1.78 | 16 | 7.38 | 2.09 | 8 | 6.50 | 1.69 | 22 | 5.68 | 2.82 |
| HIV/AIDS, TB, other communicable diseases | 12 | 5.50 | 2.68 | 8 | 7.38 | 2.26 | 10 | 7.10 | 2.60 | 17 | 6.94 | 2.33 | 8 | 5.25 | 2.92 | 22 | 5.86 | 3.23 |
| Poverty reduction | 12 | 8.08 | 1.56 | 8 | 8.13 | 1.89 | 10 | 9.00 | 0.94 | 17 | 8.47 | 1.01 | 8 | 8.38 | 1.30 | 22 | 7.59 | 2.54 |
| Gender equity | 12 | 7.50 | 1.62 | 8 | 6.88 | 2.23 | 10 | 8.10 | 2.47 | 17 | 7.47 | 2.37 | 8 | 6.63 | 2.07 | 22 | 7.09 | 2.62 |
| Private sector development | 12 | 7.75 | 1.14 | 8 | 7.63 | 0.92 | 10 | 7.40 | 1.71 | 16 | 7.88 | 1.31 | 8 | 6.88 | 1.46 | 24 | 6.75 | 1.85 |
| Foreign direct investment | 12 | 8.08 | 1.00 | 8 | 8.13 | 0.83 | 10 | 7.50 | 1.65 | 16 | 8.06 | 1.18 | 8 | 7.00 | 1.51 | 24 | 7.71 | 1.63 |
| Water and sanitation | 11 | 5.55 | 2.02 | 8 | 7.50 | 2.07 | 10 | 7.50 | 2.59 | 16 | 7.31 | 2.02 | 8 | 6.13 | 2.17 | 22 | 5.73 | 3.13 |
| Trade and exports | 12 | 7.83 | 1.64 | 8 | 8.50 | 0.76 | 10 | 7.90 | 1.79 | 15 | 7.87 | 1.73 | 8 | 7.38 | 1.41 | 24 | 6.96 | 2.29 |
| Economic growth | 12 | 9.08 | 0.79 | 8 | 9.13 | 0.64 | 9 | 8.22 | 1.20 | 15 | 8.60 | 0.99 | 8 | 7.88 | 2.17 | 24 | 8.67 | 1.24 |
| Energy | 9 | 7.89 | 1.54 | 8 | 8.13 | 1.55 | 10 | 8.60 | 1.07 | 16 | 7.63 | 1.93 | 8 | 7.13 | 2.17 | 22 | 6.59 | 2.86 |
| Disaster management | 10 | 5.20 | 2.04 | 8 | 7.38 | 1.60 | 10 | 6.50 | 2.80 | 13 | 7.23 | 2.01 | 8 | 5.25 | 1.91 | 22 | 5.23 | 2.81 |
| Public sector governance/reform | 11 | 5.91 | 1.45 | 8 | 7.25 | 1.39 | 9 | 7.78 | 1.09 | 16 | 7.38 | 2.36 | 7 | 5.86 | 3.72 | 22 | 5.77 | 3.07 |
| Job creation/employment | 12 | 9.17 | 0.72 | 8 | 9.63 | 0.52 | 10 | 8.80 | 1.03 | 17 | 8.71 | 1.10 | 8 | 9.50 | 0.76 | 24 | 8.71 | 1.30 |
| Financial markets | 11 | 8.27 | 1.01 | 8 | 9.13 | 0.64 | 10 | 7.40 | 2.12 | 16 | 8.00 | 1.63 | 8 | 8.00 | 1.85 | 24 | 7.67 | 1.88 |
| Equality of opportunity | 12 | 8.17 | 1.27 | 8 | 7.75 | 1.28 | 9 | 7.22 | 1.48 | 16 | 8.19 | 1.11 | 7 | 8.00 | 1.83 | 24 | 8.04 | 1.52 |
| Health | 11 | 6.00 | 2.19 | 8 | 7.50 | 2.07 | 10 | 7.40 | 2.41 | 17 | 7.41 | 1.80 | 8 | 6.50 | 3.16 | 20 | 5.65 | 3.33 |
| Rural development | 12 | 6.75 | 2.26 | 8 | 7.75 | 1.91 | 9 | 7.33 | 1.94 | 17 | 7.94 | 1.48 | 8 | 5.75 | 1.83 | 22 | 6.50 | 3.11 |
| Global/regional integration | 12 | 7.50 | 2.32 | 8 | 9.13 | 0.64 | 9 | 8.78 | 1.30 | 16 | 8.25 | 1.24 | 8 | 7.75 | 1.49 | 23 | 7.52 | 1.97 |
| Food security | 12 | 6.58 | 2.27 | 8 | 8.25 | 2.12 | 9 | 7.11 | 2.03 | 17 | 8.06 | 1.39 | 8 | 6.63 | 1.77 | 22 | 6.91 | 2.83 |
| Education | 11 | 4.82 | 2.64 | 8 | 7.00 | 1.51 | 9 | 7.44 | 2.40 | 16 | 7.25 | 1.98 | 7 | 5.43 | 2.70 | 21 | 5.43 | 3.38 |
| Social protection* | 12 | 4.33 | 2.64 | 8 | 7.25 | 1.75 | 9 | 6.33 | 2.29 | 17 | 7.71 | 1.96 | 8 | 3.25 | 2.49 | 22 | 4.91 | 3.07 |
| Climate change | 12 | 6.25 | 2.09 | 8 | 7.88 | 2.10 | 9 | 7.78 | 1.56 | 16 | 7.44 | 1.79 | 8 | 5.63 | 2.45 | 22 | 5.77 | 3.01 |
| Agricultural development | 12 | 6.50 | 2.11 | 8 | 8.13 | 1.81 | 8 | 7.75 | 1.91 | 16 | 7.94 | 1.24 | 8 | 6.13 | 1.73 | 22 | 6.50 | 3.02 |
| Natural resource management* | 11 | 6.73 | 1.74 | 8 | 8.75 | 0.89 | 9 | 6.67 | 2.60 | 16 | 8.25 | 1.29 | 8 | 6.00 | 2.00 | 22 | 5.95 | 3.33 |
| Townships/informal settlements | 11 | 4.91 | 2.47 | 8 | 7.13 | 1.73 | 9 | 6.89 | 2.52 | 16 | 7.69 | 1.35 | 8 | 5.75 | 3.20 | 22 | 5.73 | 3.44 |

*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 South Africa? (1-Not effective at all, 10-Very effective)

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Information and communications technology | 11 | 6.27 | 1.56 | 7 | 7.71 | 0.76 | 8 | 5.38 | 2.67 | 11 | 6.55 | 1.69 | 5 | 7.00 | 1.41 | 12 | 6.17 | 1.27 |
| Urban development | 11 | 5.45 | 1.44 | 7 | 6.86 | 0.69 | 7 | 5.86 | 2.19 | 10 | 5.60 | 1.90 | 5 | 4.40 | 0.89 | 12 | 5.33 | 1.50 |
| Transport | 11 | 5.18 | 1.33 | 5 | 5.60 | 0.55 | 5 | 4.20 | 1.64 | 8 | 5.63 | 1.69 | 2 | 3.00 | 2.83 | 10 | 4.90 | 1.66 |
| Environmental sustainability | 11 | 5.64 | 1.29 | 7 | 6.14 | 0.69 | 6 | 5.33 | 2.73 | 9 | 5.78 | 1.09 | 6 | 4.00 | 1.10 | 11 | 5.18 | 1.47 |
| HIV/AIDS, TB, other communicable diseases | 11 | 5.09 | 1.70 | 6 | 5.17 | 1.17 | 8 | 5.13 | 2.47 | 11 | 5.18 | 1.17 | 4 | 3.75 | 1.50 | 12 | 4.67 | 1.61 |
| Poverty reduction | 11 | 6.00 | 0.89 | 7 | 5.43 | 1.27 | 10 | 6.10 | 2.38 | 13 | 5.54 | 1.20 | 6 | 5.00 | 0.63 | 16 | 5.13 | 1.93 |
| Private sector development | 11 | 5.91 | 1.04 | 8 | 6.38 | 0.74 | 7 | 5.43 | 1.90 | 11 | 6.64 | 1.12 | 5 | 5.00 | 1.00 | 17 | 5.35 | 1.58 |
| Water and sanitation | 11 | 5.00 | 1.61 | 8 | 5.00 | 0.93 | 7 | 5.29 | 2.06 | 12 | 5.25 | 1.06 | 6 | 3.50 | 0.84 | 11 | 4.55 | 1.21 |
| Economic growth | 11 | 5.91 | 1.30 | 8 | 6.25 | 1.39 | 10 | 6.30 | 1.89 | 13 | 6.46 | 1.27 | 7 | 4.57 | 1.51 | 20 | 5.35 | 1.69 |
| Energy | 11 | 6.27 | 1.68 | 8 | 6.25 | 1.39 | 11 | 6.09 | 2.55 | 13 | 6.23 | 0.83 | 7 | 4.43 | 1.13 | 16 | 5.00 | 1.97 |
| Public sector governance/reform* | 11 | 4.91 | 1.38 | 8 | 5.38 | 1.60 | 10 | 5.90 | 2.33 | 10 | 6.10 | 1.10 | 7 | 2.71 | 1.11 | 15 | 5.13 | 2.00 |
| Financial markets/inclusion | 11 | 6.00 | 1.61 | 8 | 6.38 | 1.92 | 8 | 5.63 | 1.60 | 11 | 6.73 | 1.27 | 7 | 5.00 | 1.29 | 20 | 5.00 | 1.81 |
| Health | 11 | 4.73 | 1.74 | 6 | 4.50 | 1.38 | 8 | 5.88 | 2.85 | 11 | 4.82 | 1.08 | 4 | 3.00 | 0.82 | 15 | 4.93 | 1.75 |
| Rural development/Land reform | 11 | 4.64 | 2.20 | 6 | 4.50 | 1.38 | 7 | 4.71 | 1.98 | 12 | 4.75 | 1.06 | 4 | 2.75 | 0.96 | 14 | 3.71 | 1.20 |
| Basic education | 11 | 4.00 | 2.41 | 6 | 3.67 | 1.51 | 7 | 4.71 | 1.60 | 11 | 4.36 | 0.67 | 4 | 2.50 | 0.58 | 14 | 4.21 | 1.89 |
| Townships/informal settlements | 11 | 3.45 | 2.16 | 6 | 3.50 | 1.05 | 8 | 4.88 | 2.36 | 11 | 4.00 | 1.00 | 5 | 2.20 | 1.64 | 12 | 3.75 | 1.36 |

*Significantly different between stakeholder groups

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 South Africa?* | 11 | 6.64 | 1.21 | 8 | 6.38 | 1.69 | 11 | 5.91 | 1.97 | 15 | 6.13 | 1.36 | 8 | 4.88 | 1.64 | 21 | 5.10 | 1.51 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 South Africa | 10 | 6.50 | 1.51 | 7 | 6.14 | 1.86 | 10 | 5.60 | 2.63 | 12 | 6.42 | 1.51 | 7 | 5.14 | 1.46 | 15 | 5.27 | 1.49 |
| The World Bank Group meets South Africa's needs for knowledge services | 11 | 6.00 | 1.79 | 7 | 6.57 | 2.15 | 11 | 6.45 | 2.34 | 11 | 6.73 | 1.62 | 7 | 6.14 | 1.57 | 16 | 5.63 | 1.59 |



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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? | 9 | 5.11 | 1.96 | 7 | 5.57 | 2.15 | 7 | 5.71 | 2.36 | 7 | 6.43 | 1.72 | 7 | 4.29 | 1.38 | 11 | 4.82 | 1.25 |

(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 | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------|--------------------------------|-------|--|-------|
| Weekly | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% |
| Monthly | 8.3% | 37.5% | 45.5% | 0.0% | 0.0% | 23.1% |
| A few times a year | 58.3% | 50.0% | 18.2% | 47.1% | 37.5% | 50.0% |
| Rarely | 25.0% | 12.5% | 36.4% | 17.6% | 50.0% | 11.5% |
| Never | 8.3% | 0.0% | 0.0% | 35.3% | 12.5% | 7.7% |

*Significantly different between stakeholder groups

In South Africa, 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)

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are timely | 11 | 7.00 | 1.48 | 8 | 6.38 | 1.92 | 9 | 7.89 | 2.09 | 13 | 6.46 | 1.45 | 5 | 5.60 | 2.07 | 21 | 6.29 | 1.42 |
| Include appropriate level of stakeholder involvement during preparation | 11 | 6.82 | 1.72 | 8 | 6.50 | 2.00 | 9 | 7.00 | 2.06 | 13 | 6.54 | 1.39 | 7 | 5.00 | 2.08 | 21 | 6.29 | 1.42 |
| Lead to practical solutions | 11 | 6.64 | 1.69 | 8 | 6.13 | 2.03 | 9 | 6.11 | 2.26 | 15 | 6.33 | 1.23 | 7 | 4.71 | 1.11 | 21 | 6.05 | 1.50 |
| Are accessible (well written and easy to understand) | 11 | 7.45 | 1.04 | 8 | 7.00 | 1.51 | 10 | 7.50 | 2.07 | 16 | 6.63 | 1.02 | 8 | 6.25 | 1.28 | 23 | 7.00 | 1.13 |
| Are source of relevant information on global good practices | 11 | 7.55 | 1.21 | 8 | 7.00 | 1.77 | 11 | 8.00 | 1.84 | 15 | 6.87 | 1.13 | 8 | 6.63 | 1.60 | 23 | 6.96 | 1.19 |
| Are adequately disseminated | 11 | 7.36 | 1.12 | 8 | 6.75 | 1.28 | 11 | 6.91 | 1.97 | 15 | 6.47 | 1.51 | 7 | 6.00 | 1.53 | 22 | 6.55 | 1.53 |
| Are translated enough into local language | 11 | 6.09 | 1.30 | 8 | 5.13 | 2.10 | 4 | 4.75 | 3.10 | 10 | 4.10 | 1.85 | 4 | 3.50 | 1.29 | 18 | 5.33 | 2.40 |
| Are adaptable to South Africa's specific development challenges and country circumstances | 11 | 6.91 | 1.38 | 8 | 6.25 | 1.58 | 10 | 6.70 | 2.58 | 15 | 6.00 | 1.41 | 5 | 4.20 | 0.84 | 20 | 5.95 | 1.61 |



D. The World Bank Group's Knowledge Work and Activities (continued)

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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? | 12 | 6.42 | 1.56 | 8 | 6.50 | 1.60 | 11 | 5.91 | 2.26 | 15 | 6.40 | 1.18 | 7 | 5.29 | 1.38 | 23 | 5.91 | 1.53 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 11 | 7.45 | 1.04 | 8 | 7.00 | 1.51 | 11 | 7.27 | 1.85 | 16 | 6.81 | 1.05 | 8 | 6.38 | 1.60 | 21 | 6.95 | 1.50 |

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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | 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 | 11 | 6.55 | 1.51 | 8 | 6.88 | 1.73 | 6 | 6.17 | 1.72 | 11 | 6.09 | 1.70 | 3 | 3.67 | 2.08 | 12 | 6.00 | 1.21 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 11 | 7.00 | 1.67 | 8 | 6.75 | 1.58 | 10 | 7.10 | 1.91 | 13 | 6.54 | 1.20 | 5 | 6.00 | 1.58 | 16 | 6.31 | 1.35 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 11 | 6.73 | 1.49 | 8 | 6.50 | 1.93 | 8 | 6.38 | 1.60 | 11 | 6.36 | 1.21 | 3 | 4.00 | 2.65 | 15 | 5.73 | 1.67 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 11 | 6.73 | 1.27 | 8 | 6.25 | 1.67 | 9 | 7.11 | 1.90 | 10 | 6.40 | 1.26 | 5 | 4.60 | 2.41 | 13 | 5.92 | 1.55 |
| The World Bank Group takes decisions quickly in South Africa | 11 | 6.27 | 1.49 | 8 | 5.88 | 1.55 | 7 | 6.86 | 2.48 | 12 | 6.17 | 1.03 | 4 | 4.75 | 2.99 | 15 | 5.47 | 1.77 |
| Working with the World Bank Group increases South Africa's institutional capacity | 11 | 6.55 | 1.57 | 8 | 6.13 | 1.89 | 8 | 6.13 | 2.64 | 13 | 6.38 | 1.19 | 4 | 4.00 | 2.16 | 17 | 6.41 | 1.58 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 11 | 6.55 | 1.57 | 8 | 6.25 | 1.67 | 5 | 5.60 | 1.67 | 12 | 6.67 | 1.15 | 5 | 5.20 | 1.79 | 15 | 6.87 | 1.51 |
| The World Bank Group provides effective implementation support | 11 | 7.36 | 1.36 | 8 | 7.00 | 2.14 | 8 | 6.75 | 2.49 | 12 | 6.83 | 1.03 | 7 | 5.86 | 1.07 | 16 | 6.69 | 1.30 |

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

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| The World Bank Group takes too much risk in South Africa | 8.3% | 0.0% | 0.0% | 5.9% | 12.5% | 11.5% |
| The World Bank Group does not take enough risk in South Africa | 16.7% | 12.5% | 27.3% | 64.7% | 25.0% | 23.1% |
| The World Bank Group's approach to risk is appropriate | 66.7% | 87.5% | 45.5% | 11.8% | 50.0% | 30.8% |
| Don't know | 8.3% | 0.0% | 27.3% | 17.6% | 12.5% | 34.6% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| The WBG is sufficiently selective and focuses on the most important development challenges in South Africa | 66.7% | 87.5% | 45.5% | 29.4% | 25.0% | 38.5% |
| The WBG is not sufficiently selective in South Africa, and it is involved in too many areas of development | 25.0% | 12.5% | 18.2% | 52.9% | 50.0% | 26.9% |
| Don't know | 8.3% | 0.0% | 36.4% | 17.6% | 25.0% | 34.6% |

F. The Future Role of the World Bank Group in South Africa

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|------------------|--------------------------------|-------|--|-------|
| Improve the competitiveness of its financing compared to markets | 16.7% | 37.5% | 0.0% | 23.5% | 12.5% | 23.1% |
| Reach out more to groups outside of Government | 41.7% | 12.5% | 44.4% | 58.8% | 37.5% | 26.9% |
| Increase availability of Reimbursable Advisory Services (RAS) | 8.3% | 25.0% | 0.0% | 5.9% | 12.5% | 11.5% |
| Work faster | 0.0% | 12.5% | 0.0% | 0.0% | 12.5% | 7.7% |
| Improve the quality of its experts as related to South Africa's specific challenges | 16.7% | 0.0% | 22.2% | 17.6% | 12.5% | 15.4% |
| Offer more innovative knowledge services | 33.3% | 12.5% | 0.0% | 5.9% | 12.5% | 11.5% |
| Collaborate more effectively with Government clients* | 8.3% | 25.0% | 55.6% | 5.9% | 12.5% | 15.4% |
| Provide more adequate data/knowledge/statistics/figures on South Africa's economy | 0.0% | 25.0% | 11.1% | 0.0% | 25.0% | 11.5% |
| Ensure greater selectivity in its work | 8.3% | 112.5% | 11.1% | 29.4% | 25.0% | 0.0% |
| Offer more innovative financial products | 25.0% | 25.0% | 11.1% | 11.8% | 12.5% | 19.2% |
| Increase the level of capacity development in the country | 16.7% | 12.5% | 22.2% | 35.3% | 25.0% | 30.8% |
| Reduce the complexity of obtaining World Bank Group financing | 25.0% | 0.0% | 11.1% | 5.9% | 0.0% | 7.7% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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)

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|------------------|--------------------------------|-------|--|-------|
| Financial services | 25.0% | 62.5% | 36.4% | 37.5% | 37.5% | 30.4% |
| Knowledge products | 33.3% | 37.5% | 18.2% | 31.3% | 50.0% | 43.5% |
| Convening services | 0.0 | 0.0 | 27.3% | 12.5% | 12.5% | 8.7% |
| None of the above | 0.0 | 0.0 | 0.0% | 0.0% | 0.0% | 4.3% |
| The combination is appropriate for South Africa | 33.3% | 0.0% | 9.1% | 12.5% | 0.0% | 13.0% |
| Don't know | 8.3% | 0.0% | 9.1% | 6.3% | 0.0% | 0.0% |

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in South Africa? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Social safety nets | 16.7% | 0.0% | 18.2% | 17.6% | 12.5% | 20.0% |
| Public financial management | 41.7% | 75.0% | 54.5% | 64.7% | 25.0% | 48.0% |
| Reducing violence | 8.3% | 0.0% | 9.1% | 5.9% | 0.0% | 0.0% |
| Access to justice systems | 0.0% | 0.0% | 0.0% | 11.8% | 12.5% | 4.0% |
| Access to basic services | 8.3% | 12.5% | 18.2% | 29.4% | 12.5% | 12.0% |
| Capacity of state institutions | 66.7% | 75.0% | 45.5% | 76.5% | 62.5% | 48.0% |
| Jobs | 25.0% | 37.5% | 63.6% | 23.5% | 37.5% | 24.0% |
| Improving livelihoods | 58.3% | 12.5% | 45.5% | 23.5% | 50.0% | 40.0% |
| Social cohesion | 0.0% | 12.5% | 9.1% | 5.9% | 0.0% | 8.0% |

Which THREE areas below would benefit most from other donors in South Africa? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------|--------------------------------------|-------|--|-------|
| Social safety nets | 16.7% | 62.5% | 45.5% | 35.3% | 25.0% | 25.0% |
| Public financial management | 8.3% | 0.0% | 0.0% | 5.9% | 0.0% | 4.2% |
| Reducing violence* | 8.3% | 0.0% | 54.5% | 11.8% | 12.5% | 25.0% |
| Access to justice systems | 0.0% | 0.0% | 18.2% | 0.0% | 12.5% | 8.3% |
| Access to basic services | 8.3% | 12.5% | 18.2% | 23.5% | 37.5% | 8.3% |
| Capacity of state institutions | 0.0% | 0.0% | 9.1% | 5.9% | 0.0% | 8.3% |
| Jobs | 66.7% | 62.5% | 45.5% | 52.9% | 37.5% | 62.5% |
| Improving livelihoods* | 25.0% | 62.5% | 9.1% | 64.7% | 37.5% | 25.0% |
| Social cohesion* | 58.3% | 25.0% | 54.5% | 64.7% | 37.5% | 20.8% |

*Significantly different between stakeholder groups



F. The Future Role of the World Bank Group in South Africa (continued)

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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Eskom will have a positive impact on sustainable economic development in South Africa* | 11 | 6.27 | 2.45 | 8 | 5.75 | 1.83 | 10 | 5.90 | 2.85 | 15 | 5.67 | 1.91 | 7 | 4.71 | 2.63 | 22 | 3.64 | 2.56 |
| 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 | 11 | 6.09 | 2.30 | 8 | 5.75 | 1.75 | 9 | 7.11 | 3.22 | 15 | 5.87 | 1.64 | 5 | 6.40 | 2.07 | 20 | 4.95 | 2.61 |
| 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 | 11 | 6.27 | 2.37 | 8 | 5.88 | 2.17 | 11 | 6.36 | 2.87 | 15 | 6.07 | 1.98 | 6 | 5.67 | 2.73 | 20 | 5.40 | 2.28 |
| The World Bank Group has made appropriate use of the Eskom's procurement system | 11 | 6.00 | 2.24 | 8 | 5.13 | 1.96 | 5 | 4.80 | 3.11 | 13 | 4.92 | 1.55 | 4 | 5.75 | 2.63 | 15 | 4.73 | 2.15 |
| 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 | 11 | 6.27 | 2.53 | 8 | 6.13 | 2.30 | 9 | 7.33 | 3.08 | 13 | 6.00 | 1.87 | 5 | 7.00 | 2.35 | 17 | 5.53 | 2.37 |
| There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom | 11 | 4.09 | 2.47 | 8 | 6.00 | 2.27 | 10 | 4.40 | 3.66 | 14 | 5.36 | 2.21 | 5 | 3.00 | 2.35 | 22 | 4.82 | 2.79 |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| Periodicals* | 8.3% | 12.5% | 10.0% | 0.0% | 22.2% | 38.5% |
| International newspapers | 8.3% | 0.0% | 30.0% | 23.5% | 22.2% | 7.7% |
| Local radio | 0.0% | 0.0% | 10.0% | 11.8% | 0.0% | 7.7% |
| International radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local television | 0.0% | 0.0% | 0.0% | 5.9% | 11.1% | 11.5% |
| International television | 8.3% | 12.5% | 0.0% | 5.9% | 0.0% | 0.0% |
| Local newspapers | 75.0% | 12.5% | 50.0% | 41.2% | 33.3% | 42.3% |
| Internet* | 83.3% | 100.0% | 60.0% | 82.4% | 88.9% | 50.0% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 16.7% | 62.5% | 10.0% | 17.6% | 11.1% | 26.9% |
| Other* | 0.0% | 0.0% | 30.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|---------------------|--------------------------------------|-------|--|-------|
| Direct contact with World Bank Group | 8.3% | 12.5% | 9.1% | 35.3% | 11.1% | 7.7% |
| e-Newsletters | 8.3% | 0.0% | 36.4% | 23.5% | 22.2% | 11.5% |
| World Bank Group's seminars/workshops/conferences | 8.3% | 12.5% | 54.5% | 35.3% | 55.6% | 23.1% |
| World Bank Group's publications and other written materials* | 41.7% | 25.0% | 36.4% | 11.8% | 44.4% | 61.5% |
| World Bank Group's website | 83.3% | 87.5% | 45.5% | 58.8% | 33.3% | 61.5% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr)* | 50.0% | 62.5% | 9.1% | 23.5% | 11.1% | 19.2% |
| Mobile phones | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% |
| Other | 0.0% | 0.0% | 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 Bank will now disclose any information in its possession that is not on a list of exceptions?

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|---------------------|--------------------------------------|-------|--|-------|
| Yes | 66.7% | 87.5% | 63.6% | 29.4% | 55.6% | 44.0% |
| No | 33.3% | 12.5% | 36.4% | 70.6% | 44.4% | 56.0% |

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

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|---------------------|--------------------------------------|-------|--|-------|
| Yes | 66.7% | 100.0% | 22.2% | 43.8% | 55.6% | 73.1% |
| No | 33.3% | 0.0% | 77.8% | 56.3% | 44.4% | 26.9% |

*Significantly different between stakeholder groups

Were you able to obtain this information?

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|---------------------|--------------------------------------|--------|--|--------|
| Yes | 100.0% | 87.5% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% |

Do you have access to the Internet?

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|---------------------|--------------------------------------|--------|--|--------|
| Yes | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |



G. Communication and Information Sharing (continued)

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

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------|--------------------------------|--------|--|-------|
| Yes | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 96.2% |
| No | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------|--------------------------------|-------|--|-------|
| Yes | 58.3% | 62.5% | 40.0% | 41.2% | 22.2% | 34.6% |
| No | 41.7% | 37.5% | 60.0% | 58.8% | 77.8% | 65.4% |

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

| | Employee of a Ministry/ PMU/ Consultant | | | Local Government | | | Bilateral/ Multilateral Agency | | | CSO | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---|------|------|------------------|------|------|--------------------------------|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate* | 12 | 8.67 | 0.78 | 8 | 8.13 | 0.64 | 11 | 8.45 | 1.21 | 16 | 7.50 | 1.03 | 9 | 7.78 | 1.09 | 25 | 7.40 | 1.53 |
| I find the information on the World Bank Group's websites useful | 12 | 8.25 | 1.22 | 8 | 8.25 | 0.89 | 11 | 8.64 | 1.03 | 16 | 7.44 | 1.15 | 9 | 8.22 | 0.83 | 25 | 7.80 | 1.12 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 11 | 8.45 | 0.82 | 6 | 8.33 | 0.82 | 5 | 7.40 | 0.55 | 8 | 7.50 | 0.76 | 2 | 7.50 | 0.71 | 15 | 7.20 | 1.32 |
| When I need information from the World Bank Group I know how to find it* | 11 | 7.91 | 1.14 | 8 | 7.75 | 1.28 | 10 | 7.70 | 1.77 | 17 | 7.00 | 1.22 | 9 | 5.89 | 2.15 | 22 | 6.73 | 1.80 |
| The World Bank Group is responsive to my information requests and inquiries | 11 | 7.73 | 1.01 | 8 | 7.63 | 1.60 | 9 | 7.67 | 2.24 | 14 | 6.64 | 1.39 | 6 | 6.33 | 1.51 | 22 | 6.95 | 1.84 |

*Significantly different between stakeholder groups

H. Background Information

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)

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| I currently collaborate with the World Bank Group | 41.7% | 62.5% | 27.3% | 23.5% | 11.1% | 48.0% |
| I have previously collaborated with the World Bank Group | 16.7% | 0.0% | 18.2% | 29.4% | 55.6% | 32.0% |
| Both of the above (I currently collaborate and previously have collaborated with the World Bank Group) | 33.3% | 37.5% | 45.5% | 0.0% | 11.1% | 12.0% |
| I have never collaborated with the World Bank Group | 8.3% | 0.0% | 9.1% | 47.1% | 22.2% | 8.0% |

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---|---|------------------|--------------------------------|-------|--|-------|
| The World Bank (IBRD) | 91.7% | 50.0% | 80.0% | 66.7% | 66.7% | 76.9% |
| The International Finance Corporation (IFC) | 0.0% | 37.5% | 10.0% | 16.7% | 16.7% | 11.5% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% | 12.5% | 10.0% | 0.0% | 0.0% | 3.8% |
| Other | 8.3% | 0.0% | 0.0% | 16.7% | 16.7% | 7.7% |

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

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------|--------------------------------|-------|--|-------|
| Yes | 41.7% | 87.5% | 27.3% | 43.8% | 0.0% | 38.5% |
| No | 58.3% | 12.5% | 72.7% | 56.3% | 100.0% | 61.5% |

*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in South Africa? (Select only ONE response)

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| The two institutions work well together | 40.0% | 14.3% | 100.0% | 0.0% | - | 40.0% |
| The way the two institutions work together needs improvement | 40.0% | 42.9% | 0.0% | 57.1% | - | 50.0% |
| The two institutions do not work well together | 20.0% | 42.9% | 0.0% | 42.9% | - | 10.0% |
| Don't know | 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 South Africa? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------|--------------------------------|-------|--|-------|
| Observer | 16.7% | 0.0% | 9.1% | 31.3% | 11.1% | 15.4% |
| Use World Bank Group reports/data | 58.3% | 37.5% | 63.6% | 43.8% | 88.9% | 46.2% |
| Engage in World Bank Group related/sponsored events/activities | 16.7% | 62.5% | 9.1% | 18.8% | 11.1% | 23.1% |
| Collaborate as part of my professional duties | 41.7% | 75.0% | 63.6% | 50.0% | 22.2% | 57.7% |
| Use World Bank Group website for information, data, research, etc. | 50.0% | 25.0% | 18.2% | 18.8% | 11.1% | 38.5% |

What's your gender?*

| Percentage of Respondents | Employee of a Ministry/ PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | CSO | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------|--------------------------------|-------|--|-------|
| Female | 33.3% | 25.0% | 60.0% | 73.3% | 33.3% | 25.0% |
| Male | 66.7% | 75.0% | 40.0% | 26.7% | 66.7% | 75.0% |

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Gauteng N=72 ● Other N=11

B. Overall Attitudes toward the World Bank Group

| | Gauteng | | | Other | | |
|---|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in South Africa. | 63 | 6.40 | 1.37 | 11 | 5.64 | 1.57 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Gauteng | | | Other | | |
|---|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in South Africa | 65 | 6.18 | 1.61 | 9 | 5.44 | 1.67 |
| The World Bank Group's work is aligned with what I consider the development priorities for South Africa | 62 | 6.15 | 1.50 | 10 | 5.10 | 1.79 |

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

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

| | Gauteng | | | Other | | |
|--|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness | 50 | 6.72 | 1.44 | 9 | 6.11 | 1.27 |
| Flexibility (in terms of the institution's products and services) | 51 | 6.47 | 1.53 | 8 | 5.75 | 1.39 |
| Flexibility (in terms of changing country circumstances) | 51 | 6.00 | 1.65 | 8 | 5.75 | 1.16 |
| Being inclusive* | 53 | 6.08 | 1.57 | 8 | 4.88 | 1.64 |
| Openness (sharing data and other information) | 62 | 6.52 | 1.88 | 10 | 5.60 | 1.17 |
| Staff accessibility | 59 | 6.31 | 2.07 | 9 | 5.56 | 1.33 |
| Straightforwardness and honesty | 58 | 6.19 | 1.93 | 8 | 5.50 | 1.77 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work | 56 | 6.11 | 2.06 | 8 | 5.25 | 1.83 |
| Collaboration with civil society | 54 | 5.07 | 1.78 | 8 | 4.38 | 1.85 |
| Collaboration with the Government | 55 | 6.53 | 1.77 | 8 | 6.13 | 1.89 |
| Collaboration with other donors and development partners | 54 | 5.80 | 1.77 | 7 | 6.14 | 1.35 |
| Collaboration with the private sector | 55 | 6.04 | 1.49 | 7 | 5.86 | 2.41 |
| The speed in which it gets things accomplished on the ground | 45 | 5.62 | 1.72 | 7 | 5.29 | 1.38 |
| Being a long-term partner | 47 | 6.28 | 1.81 | 8 | 6.13 | 1.36 |

*Significantly different between geographic locations

¹⁷ All 83 respondents provided information about their geographic location. All respondents were included in the analysis presented in this appendix.

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

| | Gauteng | | | Other | | |
|--|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in South Africa? | 64 | 5.77 | 1.63 | 10 | 5.80 | 1.69 |

(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 South Africa?

(1-Strongly disagree, 10-Strongly agree)

| | Gauteng | | | Other | | |
|---|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa | 52 | 5.88 | 1.84 | 9 | 5.56 | 1.42 |
| The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 55 | 6.13 | 1.88 | 8 | 6.63 | 1.30 |

D. The World Bank Group's Knowledge Work and Activities**In South Africa, 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)

| | Gauteng | | | Other | | |
|---|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are adaptable to South Africa's specific development challenges and country circumstances | 62 | 6.13 | 1.75 | 7 | 6.14 | 1.77 |

| | Gauteng | | | 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? | 67 | 6.07 | 1.60 | 9 | 6.22 | 1.56 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 65 | 6.95 | 1.44 | 10 | 7.20 | 1.23 |

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

| | Gauteng | | | Other | | |
|--|---------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group takes decisions quickly in South Africa | 50 | 5.90 | 1.80 | 7 | 6.29 | 1.60 |
| Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 48 | 6.42 | 1.61 | 8 | 6.38 | 1.06 |



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY15 South Africa COS questionnaire: All 10-point scale questions and question 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 in South Africa?”

- Collaborating with the WBG N=46
- Not collaborating with the WBG N=36

B. Overall Attitudes toward the World Bank Group

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in South Africa?* | 46 | 6.61 | 1.34 | 36 | 5.39 | 1.92 |

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators*

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in South Africa.* | 42 | 6.67 | 1.16 | 31 | 5.74 | 1.59 |

*(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators*

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| 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?* | 43 | 7.09 | 1.34 | 26 | 6.00 | 1.72 |

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

¹⁸ Only 82 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix. Response options “I currently collaborate with the WBG” and “Both of above” were combined as “Collaborating with the WBG” for the comparisons in this appendix. “I have previously collaborated with the WBG” and “I have never collaborated with the WBG” were combined as “Not collaborating with the WBG”.

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

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)

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not collaborating with the WBG |
|---|-------------------------------|-----------------------------------|
| Job creation/employment | 43.5% | 50.0% |
| Financial markets | 17.4% | 19.4% |
| Urban development | 4.3% | 0.0% |
| Environmental sustainability | 8.7% | 0.0% |
| Trade and exports* | 13.0% | 0.0% |
| Crime and violence | 0.0% | 2.8% |
| Transport | 2.2% | 2.8% |
| Agricultural development | 13.0% | 11.1% |
| Global/regional integration | 21.7% | 8.3% |
| Gender equity | 0.0% | 5.6% |
| Public sector governance/reform | 8.7% | 8.3% |
| Health | 6.5% | 2.8% |
| Rural development | 8.7% | 11.1% |
| Foreign direct investment | 15.2% | 8.3% |
| Education | 4.3% | 5.6% |
| Energy | 2.2% | 5.6% |
| Anti corruption | 2.2% | 8.3% |
| Information and communications technology | 4.3% | 5.6% |
| Disaster management | 0.0% | 0.0% |
| Townships/informal settlements | 6.5% | 5.6% |
| Equality of opportunity | 4.3% | 8.3% |
| Private sector development | 13.0% | 19.4% |
| Water and sanitation | 2.2% | 5.6% |
| Food security | 8.7% | 8.3% |
| Climate change | 2.2% | 0.0% |
| Poverty reduction | 17.4% | 16.7% |
| Social protection | 2.2% | 5.6% |
| Economic growth | 54.3% | 55.6% |
| Law and justice | 0.0% | 0.0% |
| Regulatory framework | 4.3% | 0.0% |
| HIV/AIDS, TB, other communicable diseases | 4.3% | 0.0% |
| Natural resource management | 0.0% | 0.0% |

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in South Africa* | 42 | 6.71 | 1.37 | 31 | 5.23 | 1.59 |
| The World Bank Group's work is aligned with what I consider the development priorities for South Africa* | 42 | 6.52 | 1.38 | 29 | 5.21 | 1.54 |
| The World Bank Group supports programs and strategies that are realistic for South Africa* | 44 | 6.43 | 1.53 | 29 | 5.24 | 1.43 |
| The World Bank Group treats clients and stakeholders in South Africa with respect* | 42 | 7.02 | 1.41 | 24 | 6.00 | 1.79 |

*Significantly different between collaborators and non-collaborators

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

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness* | 39 | 7.08 | 1.18 | 19 | 5.63 | 1.42 |
| Flexibility (in terms of the institution's products and services)* | 38 | 6.66 | 1.26 | 20 | 5.80 | 1.85 |
| Flexibility (in terms of changing country circumstances) | 36 | 6.19 | 1.45 | 22 | 5.55 | 1.77 |
| Being inclusive* | 37 | 6.43 | 1.24 | 23 | 5.04 | 1.82 |
| Openness (sharing data and other information)* | 41 | 6.85 | 1.61 | 30 | 5.70 | 1.91 |
| Staff accessibility* | 43 | 6.77 | 1.73 | 24 | 5.17 | 2.10 |
| Straightforwardness and honesty* | 41 | 6.54 | 1.64 | 24 | 5.33 | 2.16 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work* | 39 | 6.67 | 1.74 | 24 | 4.88 | 2.07 |
| Collaboration with civil society* | 37 | 5.41 | 1.61 | 24 | 4.25 | 1.85 |
| Collaboration with the Government | 40 | 6.70 | 1.57 | 22 | 6.05 | 2.10 |
| Collaboration with other donors and development partners | 38 | 5.97 | 1.75 | 22 | 5.59 | 1.74 |
| Collaboration with the private sector* | 38 | 6.53 | 1.29 | 23 | 5.13 | 1.71 |
| The speed in which it gets things accomplished on the ground | 34 | 5.76 | 1.37 | 17 | 5.18 | 2.19 |
| Being a long-term partner | 35 | 6.54 | 1.67 | 19 | 5.68 | 1.83 |

*Significantly different between collaborators and non-collaborators

**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 South Africa? (1-Not important at all, 10-Very important)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Anti corruption | 45 | 5.73 | 2.91 | 30 | 6.93 | 2.77 |
| Information and communications technology | 44 | 6.45 | 2.46 | 32 | 6.44 | 2.58 |
| Transport | 44 | 5.75 | 2.75 | 29 | 5.83 | 2.75 |
| Crime and violence | 44 | 5.20 | 2.97 | 30 | 5.83 | 3.13 |
| Law and justice | 44 | 5.05 | 2.93 | 30 | 5.43 | 3.08 |
| Urban development | 44 | 5.77 | 2.39 | 30 | 6.83 | 2.83 |
| Environmental sustainability | 45 | 6.58 | 2.33 | 30 | 6.93 | 2.65 |
| Regulatory framework | 45 | 6.60 | 2.13 | 29 | 6.55 | 2.43 |
| HIV/AIDS, TB, other communicable diseases | 45 | 6.27 | 2.73 | 31 | 6.35 | 2.92 |
| Poverty reduction | 45 | 8.13 | 1.88 | 31 | 8.23 | 1.67 |
| Gender equity | 45 | 7.13 | 2.31 | 31 | 7.55 | 2.29 |
| Private sector development | 45 | 7.24 | 1.58 | 32 | 7.44 | 1.52 |
| Foreign direct investment | 45 | 7.93 | 1.32 | 32 | 7.59 | 1.48 |
| Water and sanitation | 45 | 6.51 | 2.56 | 29 | 6.52 | 2.65 |
| Trade and exports | 45 | 7.84 | 1.68 | 31 | 7.26 | 2.07 |
| Economic growth | 44 | 8.82 | 1.17 | 31 | 8.35 | 1.31 |
| Energy | 43 | 7.63 | 1.85 | 29 | 7.21 | 2.62 |
| Disaster management | 44 | 5.91 | 2.36 | 26 | 6.19 | 2.73 |
| Public sector governance/reform | 44 | 6.64 | 2.27 | 28 | 6.46 | 2.95 |
| Job creation/employment | 45 | 9.09 | 0.90 | 33 | 8.79 | 1.27 |
| Financial markets | 44 | 8.23 | 1.70 | 32 | 7.63 | 1.66 |
| Equality of opportunity | 44 | 8.00 | 1.46 | 31 | 7.90 | 1.33 |
| Health | 44 | 6.59 | 2.59 | 29 | 6.72 | 2.80 |
| Rural development | 44 | 7.02 | 2.31 | 31 | 6.97 | 2.47 |
| Global/regional integration | 44 | 8.16 | 1.64 | 31 | 7.81 | 1.89 |
| Food security | 44 | 7.16 | 2.30 | 31 | 7.35 | 2.18 |
| Education | 44 | 6.11 | 2.76 | 28 | 6.25 | 2.78 |
| Social protection | 44 | 5.66 | 2.73 | 31 | 5.71 | 3.15 |
| Climate change | 44 | 6.59 | 2.41 | 30 | 6.67 | 2.51 |
| Agricultural development | 43 | 7.05 | 2.28 | 30 | 7.07 | 2.30 |
| Natural resource management | 44 | 7.11 | 2.35 | 29 | 6.66 | 2.76 |
| Townships/informal settlements | 44 | 5.98 | 2.79 | 29 | 6.86 | 2.68 |

**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 South Africa? (1-Not effective at all, 10-Very effective)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Information and communications technology | 37 | 6.65 | 1.77 | 16 | 5.88 | 1.54 |
| Urban development | 35 | 5.80 | 1.57 | 16 | 5.13 | 1.71 |
| Transport | 27 | 5.15 | 1.38 | 13 | 4.69 | 1.97 |
| Environmental sustainability | 33 | 5.33 | 1.53 | 16 | 5.44 | 1.50 |
| HIV/AIDS, TB, other communicable diseases | 32 | 4.75 | 1.57 | 19 | 5.21 | 1.78 |
| Poverty reduction | 36 | 5.61 | 1.68 | 26 | 5.46 | 1.48 |
| Private sector development | 38 | 5.89 | 1.25 | 20 | 5.65 | 1.66 |
| Water and sanitation | 34 | 4.74 | 1.19 | 20 | 5.00 | 1.72 |
| Economic growth | 43 | 5.88 | 1.47 | 25 | 5.68 | 1.86 |
| Energy | 41 | 5.90 | 1.67 | 24 | 5.38 | 2.02 |
| Public sector governance/reform | 39 | 4.97 | 1.68 | 21 | 5.38 | 2.31 |
| Financial markets/inclusion | 41 | 6.00 | 1.45 | 23 | 5.13 | 2.03 |
| Health | 34 | 4.68 | 1.61 | 20 | 5.05 | 2.16 |
| Rural development/Land reform | 33 | 4.15 | 1.25 | 20 | 4.45 | 2.09 |
| Basic education | 33 | 4.12 | 1.80 | 19 | 4.05 | 1.61 |
| Townships/informal settlements | 32 | 3.91 | 1.84 | 20 | 3.50 | 1.61 |

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in South Africa?* | 43 | 6.23 | 1.48 | 30 | 5.07 | 1.62 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of South Africa* | 39 | 6.15 | 1.80 | 21 | 5.19 | 1.63 |
| The World Bank Group meets South Africa's needs for knowledge services | 42 | 6.33 | 1.73 | 20 | 5.80 | 1.96 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? | 31 | 5.52 | 1.81 | 16 | 4.75 | 1.88 |

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

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

In South Africa, 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)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 43 | 7.07 | 1.49 | 23 | 5.74 | 1.79 |
| Include appropriate level of stakeholder involvement during preparation* | 44 | 6.89 | 1.40 | 24 | 5.50 | 1.93 |
| Lead to practical solutions* | 44 | 6.55 | 1.58 | 26 | 5.27 | 1.48 |
| Are accessible (well written and easy to understand)* | 44 | 7.39 | 1.24 | 31 | 6.39 | 1.26 |
| Are source of relevant information on global good practices* | 45 | 7.49 | 1.44 | 30 | 6.63 | 1.27 |
| Are adequately disseminated* | 45 | 7.04 | 1.40 | 28 | 6.11 | 1.57 |
| Are translated enough into local language* | 34 | 5.71 | 2.13 | 20 | 3.90 | 1.65 |
| Are adaptable to South Africa's specific development challenges and country circumstances* | 44 | 6.57 | 1.66 | 24 | 5.29 | 1.63 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | 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?* | 46 | 6.43 | 1.47 | 29 | 5.55 | 1.66 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 44 | 7.39 | 1.30 | 30 | 6.47 | 1.38 |

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly* | 36 | 6.61 | 1.42 | 14 | 5.07 | 1.77 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports* | 41 | 6.93 | 1.47 | 21 | 6.10 | 1.48 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 39 | 6.44 | 1.55 | 16 | 5.56 | 1.90 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 39 | 6.51 | 1.62 | 16 | 5.81 | 1.80 |
| The World Bank Group takes decisions quickly in South Africa | 40 | 6.18 | 1.60 | 16 | 5.38 | 2.13 |
| Working with the World Bank Group increases South Africa's institutional capacity | 41 | 6.44 | 1.70 | 19 | 5.68 | 1.95 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 37 | 6.81 | 1.41 | 18 | 5.61 | 1.54 |
| The World Bank Group provides effective implementation support* | 38 | 7.13 | 1.61 | 23 | 6.22 | 1.35 |

*Significantly different between collaborators and non-collaborators

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

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Eskom will have a positive impact on sustainable economic development in South Africa | 44 | 5.20 | 2.28 | 28 | 4.82 | 2.92 |
| 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 | 41 | 5.98 | 2.04 | 26 | 5.50 | 2.82 |
| 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 | 44 | 6.00 | 2.05 | 26 | 5.69 | 2.75 |
| The World Bank Group has made appropriate use of the Eskom's procurement system | 35 | 5.31 | 1.83 | 20 | 4.75 | 2.49 |
| 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 | 40 | 6.25 | 2.05 | 22 | 6.05 | 2.98 |
| There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom | 43 | 4.70 | 2.53 | 26 | 5.00 | 2.97 |

G. Communication and Information Sharing

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate | 46 | 8.04 | 1.38 | 34 | 7.62 | 1.04 |
| I find the information on the World Bank Group's websites useful* | 46 | 8.26 | 1.02 | 34 | 7.62 | 1.16 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 33 | 7.94 | 1.03 | 13 | 7.15 | 1.07 |
| When I need information from the World Bank Group I know how to find it* | 45 | 7.62 | 1.35 | 31 | 6.26 | 1.77 |
| The World Bank Group is responsive to my information requests and inquiries* | 44 | 7.59 | 1.42 | 25 | 6.28 | 1.79 |

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY 2012 Number of comparable respondents = 57 • FY 2015 Number of comparable respondents = 55

By weighting the FY 2012 data against the FY 2015 data based on the question about current position (H1: stakeholder group), the two years' data has the same stakeholder composition and thus is comparable. Only stakeholder groups which were present in both years were included in the weighting and analysis. Respondents from the "office of the president/Prime Minister," "office of minister," "office of parliamentarian," "PMU/consultants," "private foundations," "media," "independent government institutions," "trade unions," "faith-based groups," "youth groups," "the judiciary branch" were therefore not included in the analysis below. The weighted stakeholder breakdown is presented below:

| Percentage of Respondents | FY2012 | FY2015 |
|---|--------|--------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 12.7% | 12.7% |
| Local Government Office or Staff | 14.5% | 14.5% |
| Bilateral/ Multilateral Agency | 20.0% | 20.0% |
| Private Sector Organization | 7.3% | 7.3% |
| Financial Sector/Private Bank | 3.6% | 3.6% |
| NGO/ Community-Based Organization | 25.5% | 25.5% |
| Academia/Research Institute/Think Tank | 16.4% | 16.4% |

B. Overall Attitudes toward the World Bank Group

| | FY 2012 | | | FY 2015 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in South Africa? | 57 | 5.73 | 2.20 | 55 | 6.18 | 1.81 |

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

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in South Africa.* | 48 | 5.40 | 1.72 | 51 | 6.16 | 1.50 |

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2012

| | FY 2012 | | | FY 2015 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| 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?* | 48 | 5.47 | 2.06 | 48 | 6.73 | 1.62 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

¹⁹ Only those questions that were asked in the FY 2012 and FY 2015 country opinion surveys, with similar response scales/options, are presented.

**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 South Africa?

(1-Strongly disagree, 10-Strongly agree)

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in South Africa* | 49 | 5.37 | 1.81 | 49 | 6.12 | 1.69 |
| The World Bank Group's work is aligned with what I consider the development priorities for South Africa* | 48 | 4.71 | 2.03 | 50 | 5.90 | 1.72 |
| The World Bank Group supports programs and strategies that are realistic for South Africa | 48 | 5.24 | 1.91 | 51 | 5.92 | 1.75 |
| The World Bank Group treats clients and stakeholders in South Africa with respect | 44 | 6.04 | 2.24 | 42 | 6.74 | 1.62 |

*Significantly different between FY2015 and FY2012

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

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

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness* | 40 | 4.93 | 1.67 | 36 | 6.53 | 1.50 |
| Flexibility (in terms of the institution's products and services)* | 41 | 4.85 | 1.60 | 36 | 6.25 | 1.57 |
| Flexibility (in terms of changing country circumstances)* | 39 | 5.20 | 2.09 | 38 | 6.05 | 1.64 |
| Being inclusive* | 40 | 4.75 | 1.99 | 38 | 6.00 | 1.61 |
| Openness (sharing data and other information)* | 42 | 4.86 | 2.41 | 47 | 6.40 | 1.74 |
| Staff accessibility* | 38 | 4.96 | 2.00 | 43 | 6.28 | 1.99 |
| Straightforwardness and honesty | 42 | 5.36 | 2.15 | 40 | 6.08 | 1.90 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work | | | | 40 | 5.85 | 2.08 |
| Collaboration with civil society | | | | 40 | 4.90 | 1.72 |
| Collaboration with the Government | 38 | 6.45 | 1.93 | 41 | 6.34 | 1.92 |
| Collaboration with other donors and development partners | | | | 41 | 5.83 | 1.94 |
| Collaboration with the private sector | | | | 40 | 5.85 | 1.69 |
| The speed in which it gets things accomplished on the ground | | | | 34 | 5.79 | 1.81 |
| Being a long-term partner | | | | 35 | 6.20 | 1.86 |

*Significantly different between FY2015 and FY2012



C. World Bank Group's Effectiveness and Results

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

| | FY 2012 | | | FY 2015 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Information and communications technology | | | | 37 | 6.73 | 1.73 |
| Urban development | 42 | 5.30 | 1.96 | 33 | 5.88 | 1.73 |
| Transport | 35 | 5.80 | 2.09 | 25 | 5.16 | 1.75 |
| Environmental sustainability | 41 | 5.23 | 2.74 | 33 | 5.45 | 1.73 |
| HIV/AIDS, TB, other communicable diseases | 35 | 5.44 | 2.26 | 34 | 5.12 | 1.77 |
| Poverty reduction | 39 | 4.88 | 2.15 | 41 | 5.56 | 1.67 |
| Private sector development | | | | 38 | 5.92 | 1.55 |
| Water and sanitation | 34 | 4.87 | 2.48 | 37 | 5.00 | 1.55 |
| Economic growth | 40 | 5.81 | 2.17 | 45 | 6.00 | 1.71 |
| Energy | 40 | 6.29 | 2.39 | 45 | 5.84 | 1.89 |
| Public sector governance/reform | | | | 41 | 5.02 | 2.07 |
| Financial markets/inclusion | | | | 42 | 5.83 | 1.86 |
| Health | 32 | 5.53 | 1.92 | 34 | 4.85 | 2.00 |
| Rural development/Land reform | | | | 35 | 4.49 | 1.79 |
| Basic education | 35 | 4.29 | 2.20 | 33 | 4.15 | 1.68 |
| Townships/informal settlements | 36 | 4.33 | 1.89 | 35 | 3.89 | 1.89 |

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in South Africa? | 45 | 5.84 | 1.72 | 50 | 5.82 | 1.72 |

(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 South Africa?

(1-Strongly disagree, 10-Strongly agree)

| | FY 2012 | | | FY 2015 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa | 48 | 5.01 | 2.16 | 43 | 5.81 | 1.99 |
| The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 46 | 5.15 | 1.64 | 44 | 6.30 | 2.01 |

*Significantly different between FY2015 and FY2012

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 | FY 2012 | FY 2015 |
|---------------------------|---------|---------|
| Weekly | 8.8% | 0.0% |
| Monthly | 10.5% | 16.7% |
| A few times a year | 49.1% | 40.7% |
| Rarely | 21.1% | 25.9% |
| Never | 10.5% | 16.7% |

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

In South Africa, 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)

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 43 | 5.41 | 1.64 | 42 | 6.67 | 1.88 |
| Include appropriate level of stakeholder involvement during preparation* | 43 | 5.09 | 2.05 | 44 | 6.36 | 1.88 |
| Lead to practical solutions | | | | 46 | 5.96 | 1.80 |
| Are accessible (well written and easy to understand)* | 46 | 5.77 | 2.16 | 49 | 6.86 | 1.53 |
| Are source of relevant information on global good practices* | 44 | 6.33 | 1.77 | 49 | 7.14 | 1.58 |
| Are adequately disseminated* | 43 | 4.79 | 1.48 | 48 | 6.56 | 1.69 |
| Are translated enough into local language | | | | 36 | 4.67 | 1.99 |
| Are adaptable to South Africa's specific development challenges and country circumstances* | 43 | 5.19 | 1.76 | 45 | 6.02 | 1.90 |

*Significantly different between FY2015 and FY2012

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | 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? | 45 | 5.49 | 2.05 | 49 | 6.04 | 1.70 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 46 | 7.22 | 1.73 | 50 | 6.92 | 1.43 |

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

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly* | 32 | 5.14 | 2.01 | 33 | 6.24 | 1.79 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 39 | 6.15 | 2.03 | 43 | 6.67 | 1.63 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 35 | 6.24 | 2.08 | 37 | 6.14 | 1.84 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 39 | 5.33 | 2.51 | 38 | 6.29 | 1.84 |
| The World Bank Group takes decisions quickly in South Africa | | | | 38 | 5.97 | 1.98 |
| Working with the World Bank Group increases South Africa's institutional capacity | 40 | 6.35 | 2.17 | 39 | 5.95 | 1.96 |
| Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 34 | 6.04 | 2.07 | 36 | 6.17 | 1.63 |
| The World Bank Group provides effective implementation support (i.e., supervision of projects) | | | | 42 | 6.71 | 1.71 |

*Significantly different between FY2015 and FY2012

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

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

| | FY 2012 | | | FY 2015 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Eskom will have a positive impact on sustainable economic development in South Africa* | 57 | 6.75 | 2.63 | 48 | 5.46 | 2.32 |
| 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 | 54 | 6.63 | 2.52 | 45 | 5.93 | 2.31 |
| 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 | 57 | 6.14 | 3.03 | 48 | 5.85 | 2.39 |
| The World Bank Group has made appropriate use of the Eskom's procurement system | | | | 38 | 5.05 | 2.07 |
| 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 | | | | 43 | 6.23 | 2.45 |
| There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom* | 54 | 3.49 | 2.72 | 45 | 5.00 | 2.82 |

*Significantly different between FY2015 and FY2012

G. Communication and Information Sharing

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?*

| Percentage of Respondents | FY 2012 | FY 2015 |
|---------------------------|---------|---------|
| Yes | 21.1% | 52.7% |
| No | 78.9% | 47.3% |

*Significantly different between FY2015 and FY2012

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

| Percentage of Respondents | FY 2012 | FY 2015 |
|---------------------------|---------|---------|
| Yes | 18.5% | 52.8% |
| No | 81.5% | 47.2% |

*Significantly different between FY2015 and FY2012

Were you able to obtain this information?

| Percentage of Respondents | FY 2012 | FY 2015 |
|---------------------------|---------|---------|
| Yes | 88.9% | 96.4% |
| No | 11.1% | 3.6% |

Do you have access to the Internet?

| Percentage of Respondents | FY 2012 | FY 2015 |
|---------------------------|---------|---------|
| Yes | 100.0% | 100.0% |
| No | 0.0% | 0.0% |

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

| Percentage of Respondents | FY 2012 | FY 2015 |
|---------------------------|---------|---------|
| Yes | 76.6% | 98.1% |
| No | 23.4% | 1.9% |

*Significantly different between FY2015 and FY2012

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

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

| | FY 2012 | | | FY 2015 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate.* | 38 | 6.96 | 1.91 | 53 | 8.06 | 0.93 |
| I find the information on the World Bank Group's websites useful.* | 39 | 6.87 | 1.44 | 53 | 8.09 | 0.97 |
| When I need information from the World Bank Group I know how to find it* | 46 | 5.34 | 2.55 | 51 | 7.02 | 1.69 |
| The World Bank Group is responsive to my information requests and inquiries* | 40 | 4.96 | 2.49 | 44 | 6.95 | 1.75 |

**Significantly different between FY2015 and FY2012*



Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

| Indicator Question | Which one of the following best describes your level of interaction with the World Bank Group in your country? | | Which of the following describes most of your exposure to the World Bank Group in South Africa? (Choose no more than TWO) | | | | | | | | | |
|--|--|----------------------------|---|----------|---------------------|----------|-------------------------|----------|-------------|----------|----------------|----------|
| | Not collaborating with the WBG | Collaborating with the WBG | Observer | | Use WB reports/data | | Engage in WB activities | | Collaborate | | Use WB website | |
| | | | 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 World Bank Group's effectiveness in South Africa | 5.74 | 6.67 | 6.41 | 5.50 | 6.34 | 6.24 | 6.18 | 6.61 | 5.77 | 6.65 | 6.52 | 5.53 |
| Overall the World Bank Group currently plays a relevant role in development in South Africa | 5.23 | 6.71 | 6.19 | 5.60 | 6.56 | 5.72 | 5.84 | 6.94 | 5.61 | 6.48 | 6.24 | 5.74 |
| The World Bank Group's work is aligned with what I consider the development priorities for South Africa | 5.21 | 6.52 | 6.15 | 5.20 | 6.30 | 5.76 | 5.79 | 6.67 | 5.60 | 6.32 | 6.15 | 5.59 |
| Responsiveness | 5.63 | 7.08 | 6.65 | 6.25 | 6.74 | 6.53 | 6.45 | 7.06 | 6.32 | 6.81 | 6.64 | 6.58 |
| Flexibility (in terms of the institution's products and services) | 5.80 | 6.66 | 6.37 | 6.40 | 6.37 | 6.38 | 6.27 | 6.61 | 6.00 | 6.61 | 6.50 | 5.92 |
| Flexibility (in terms of changing country circumstances) | 5.55 | 6.19 | 5.92 | 6.33 | 6.07 | 5.87 | 5.83 | 6.28 | 5.70 | 6.14 | 6.09 | 5.57 |
| Being inclusive | 5.04 | 6.43 | 5.93 | 5.83 | 6.04 | 5.82 | 5.68 | 6.53 | 5.50 | 6.19 | 6.06 | 5.43 |
| Openness (sharing data and other information) | 5.70 | 6.85 | 6.43 | 6.11 | 6.39 | 6.38 | 6.26 | 6.78 | 6.03 | 6.68 | 6.57 | 5.89 |
| Staff accessibility | 5.17 | 6.77 | 6.27 | 5.50 | 6.27 | 6.16 | 5.94 | 7.06 | 5.82 | 6.48 | 6.47 | 5.53 |
| Straightforwardness and honesty | 5.33 | 6.54 | 6.25 | 4.67 | 6.28 | 5.97 | 5.98 | 6.47 | 5.56 | 6.49 | 6.31 | 5.53 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work | 4.88 | 6.67 | 6.09 | 5.17 | 5.93 | 6.05 | 5.72 | 6.72 | 5.59 | 6.30 | 6.19 | 5.47 |
| Collaboration with civil society | 4.25 | 5.41 | 5.11 | 4.29 | 5.18 | 4.88 | 4.78 | 5.69 | 4.77 | 5.20 | 5.20 | 4.50 |
| Collaboration with the Government | 6.05 | 6.70 | 6.61 | 5.43 | 6.79 | 6.23 | 6.30 | 6.94 | 6.00 | 6.81 | 6.65 | 5.86 |
| Collaboration with other donors and development partners | 5.59 | 5.97 | 5.89 | 5.50 | 5.88 | 5.81 | 5.69 | 6.25 | 5.50 | 6.09 | 6.13 | 4.77 |
| Collaboration with the private sector | 5.13 | 6.53 | 6.06 | 5.78 | 6.11 | 5.94 | 5.78 | 6.65 | 5.81 | 6.17 | 6.06 | 5.86 |
| The speed in which it gets things accomplished on the ground | 5.18 | 5.76 | 5.60 | 5.40 | 5.83 | 5.36 | 5.37 | 6.00 | 5.05 | 5.91 | 5.67 | 5.20 |
| Being a long-term partner | 5.68 | 6.54 | 6.40 | 4.80 | 6.40 | 6.13 | 6.18 | 6.44 | 5.82 | 6.55 | 6.35 | 5.92 |
| To what extent does the World Bank Group's work help to achieve development results in South Africa? | 5.07 | 6.23 | 5.97 | 4.73 | 5.85 | 5.72 | 5.58 | 6.39 | 5.18 | 6.28 | 6.04 | 5.05 |
| The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa | 5.19 | 6.15 | 6.02 | 4.78 | 5.85 | 5.82 | 5.64 | 6.38 | 5.43 | 6.18 | 6.04 | 5.20 |
| The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 5.80 | 6.33 | 6.42 | 4.63 | 5.92 | 6.38 | 6.13 | 6.40 | 5.71 | 6.57 | 6.48 | 5.27 |
| The World Bank Group's knowledge work and activities are adaptable to South Africa's specific development challenges and country circumstances | 5.29 | 6.57 | 6.25 | 5.50 | 6.07 | 6.24 | 6.08 | 6.39 | 5.87 | 6.39 | 6.33 | 5.75 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 5.55 | 6.43 | 6.18 | 5.56 | 6.06 | 6.15 | 5.95 | 6.61 | 5.70 | 6.43 | 6.42 | 5.36 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 6.47 | 7.39 | 7.09 | 6.44 | 6.94 | 7.08 | 6.98 | 7.11 | 6.72 | 7.24 | 7.22 | 6.45 |
| The World Bank Group takes decisions quickly in South Africa | 5.38 | 6.18 | 6.00 | 5.57 | 6.07 | 5.82 | 5.71 | 6.56 | 5.39 | 6.32 | 6.21 | 5.14 |
| Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 5.61 | 6.81 | 6.47 | 6.17 | 6.60 | 6.30 | 6.28 | 6.81 | 6.22 | 6.59 | 6.43 | 6.46 |

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: South Africa FY 2015 Questionnaire



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**

| A2. Listed below are a number of development priorities in South Africa. | | | |
|---|---|----|--|
| Please identify which of the following you consider the most important development priorities in South Africa? (Choose no more than THREE) | | | |
| 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 |

| A3. 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 South Africa? (Choose no more than THREE) | | | |
| 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**

| | | | | | | | | | |
|--|---|---|---|---|---|---|---|--------------------|----|
| B1. How familiar are you with the work of the World Bank Group in South Africa? | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Not familiar at all | | | | | | | | Extremely familiar | |

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

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| 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? | | | | | | | | | | |
| 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 |

| | | | |
|---|---|----|--|
| 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) | | | |
| 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**

| 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? | | | |
|--|---|---|--|
| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
| 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"/> |

| 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) | |
|--|---|
| 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 |
|------------|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| B9 | 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"/> | |
| B10 | 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"/> | |
| B11 | 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"/> | |
| B12 | 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 | | | |
| B13 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B14 | Flexibility (in terms of the institution's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B15 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B16 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B17 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B18 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B19 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B20 | 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"/> | |
| B21 | Collaboration with civil society | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B22 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B23 | Collaboration with other donors and development partners | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B24 | Collaboration with the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B25 | The speed in which it gets things accomplished on the ground | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| B26 | 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 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 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 |
|----|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 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 | | |
| 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 | Lead to practical solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D5 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D6 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D7 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D8 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D9 | 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 | | | |
| Not significant at all | | | | | | | | | Very significant | Don't know | | |
| | | | | | | | | | | <input type="checkbox"/> | | |

| 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 | | | |
| Very low technical quality | | | | | | | | | Very high technical quality | Don't know | | |
| | | | | | | | | | | <input type="checkbox"/> | | |

**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 |
| E1 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E2 | 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"/> | |
| E3 | 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"/> | |
| E4 | The World Bank Group's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E5 | The World Bank Group takes decisions quickly in South Africa | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | 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"/> | |
| E7 | 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"/> | |
| E8 | 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 | |
| F4 | 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"/> |
| F5 | 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"/> |
| F6 | 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"/> |
| F7 | 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"/> |
| F8 | 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"/> |
| F9 | 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): _____ |

| | | | |
|-----------|--|------------|-----------|
| G3 | 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? | Yes | No |
| G4 | 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) | Yes | No |
| G5 | Were you able to obtain this information? | Yes | No |
| G6 | Do you have access to the Internet? | Yes | No |
| G7 | Do you use/have you used the World Bank Group website? | Yes | No |
| G8 | Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)? | Yes | No |

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 | | |
| G9 | 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 | | <input type="checkbox"/> |
| G10 | 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 | | <input type="checkbox"/> |
| G11 | 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 | | <input type="checkbox"/> |
| G12 | 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 | | <input type="checkbox"/> |
| G13 | The World Bank Group is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

| H1. Which of the following best describes your current position? (Select only ONE response) | | | |
|--|---|----|--|
| 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 | | |

| H2. Please identify the primary specialization of your work. (Select only ONE response) | | | |
|--|--------------------------------------|----|--|
| 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 | | |

| 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) | |
|---|--|
| 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 |

| H4. Which of the following agencies of the World Bank Group do you primarily engage with in South Africa? (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): _____ |

**SECTION H: BACKGROUND INFORMATION**

| | |
|---|-----|
| H5. Do your projects involve both the World Bank and the IFC? <i>(If YES please go to Question H6; If NO please go to H7)</i> | |
| 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!