

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.

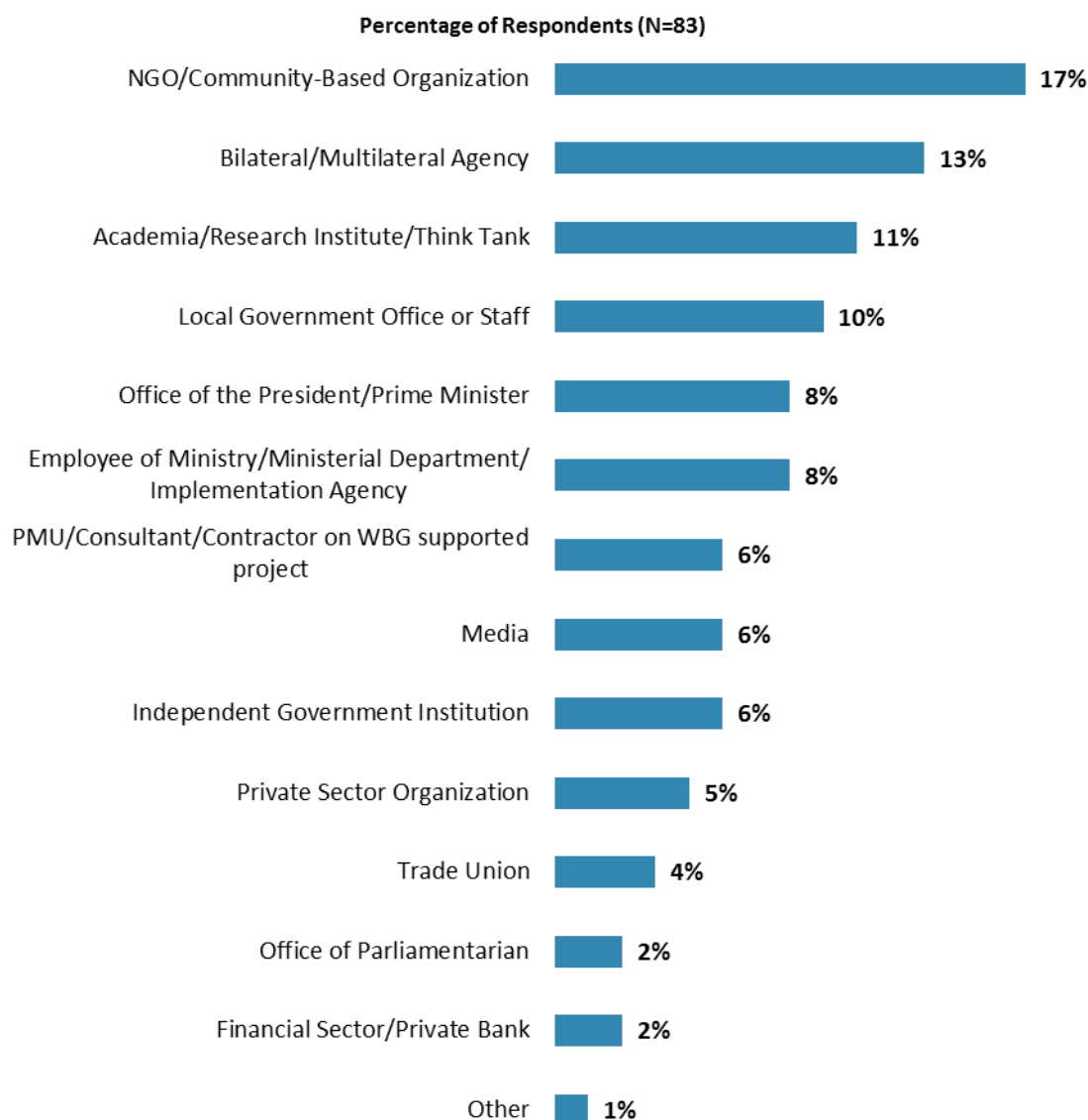
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 14%, N=69). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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.

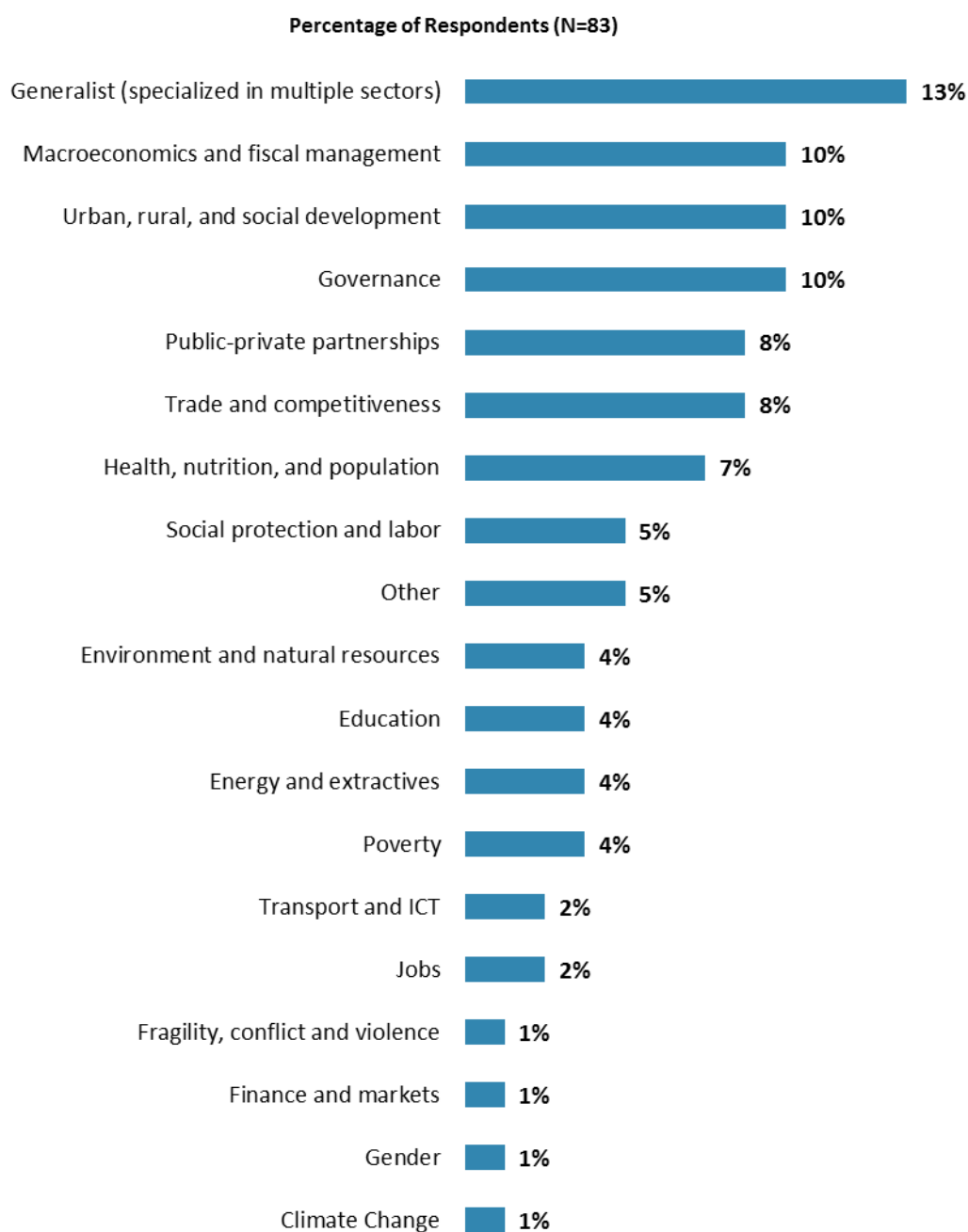


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



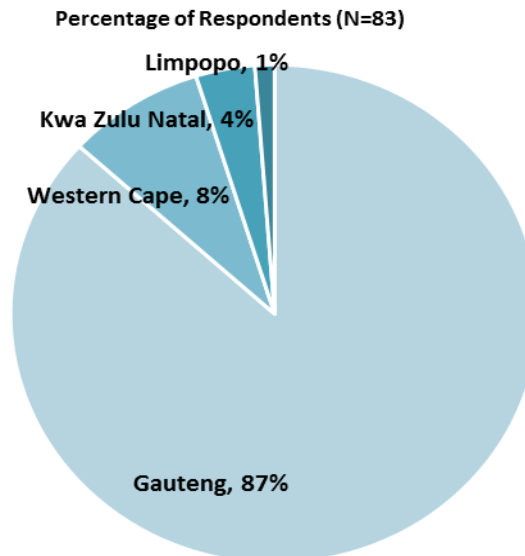
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

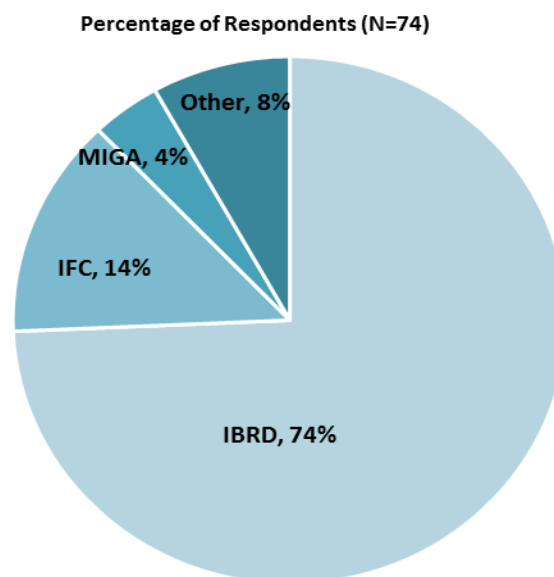
Geographic Locations

- 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



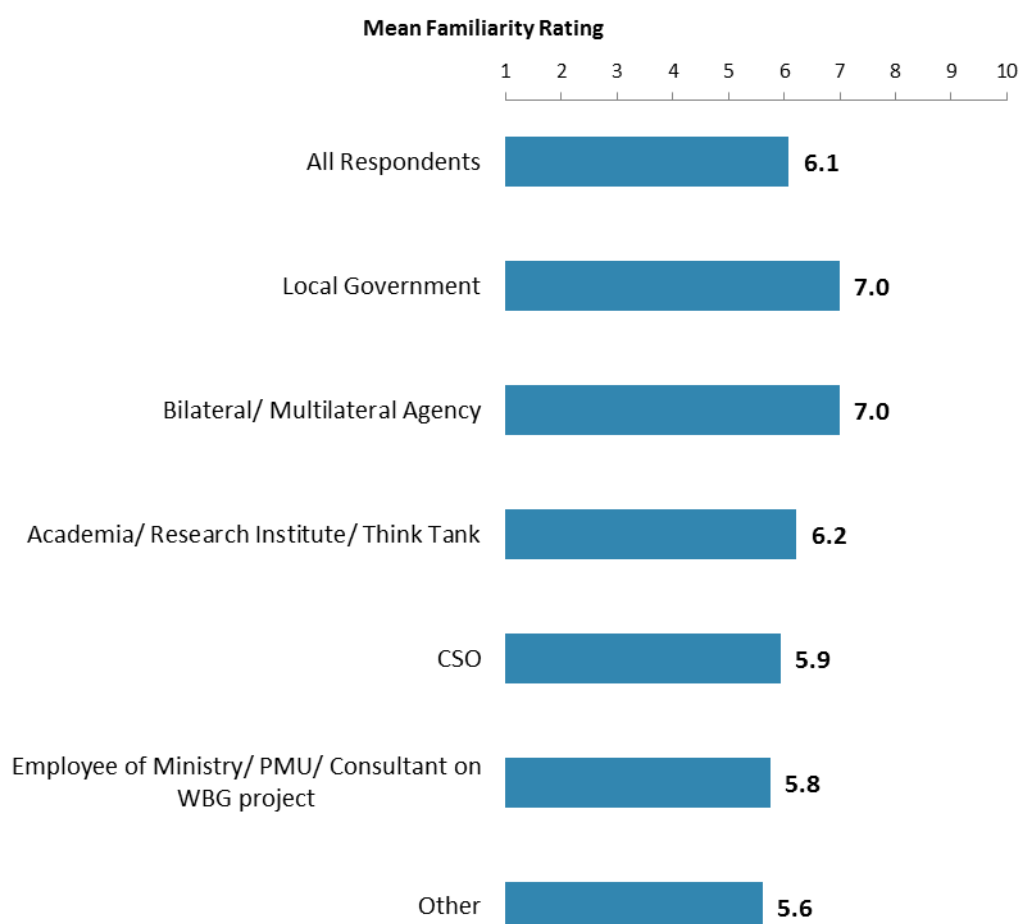
"Which of the following agencies of the World Bank Group do you primarily engage with in South Africa?"
(Respondents chose from a list.)



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.



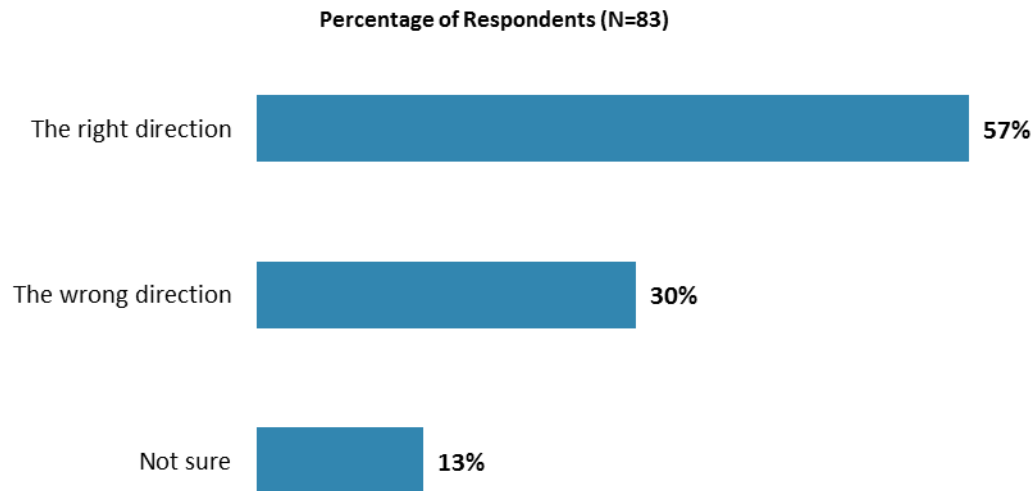
"How familiar are you with the work of the World Bank Group in South Africa?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

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



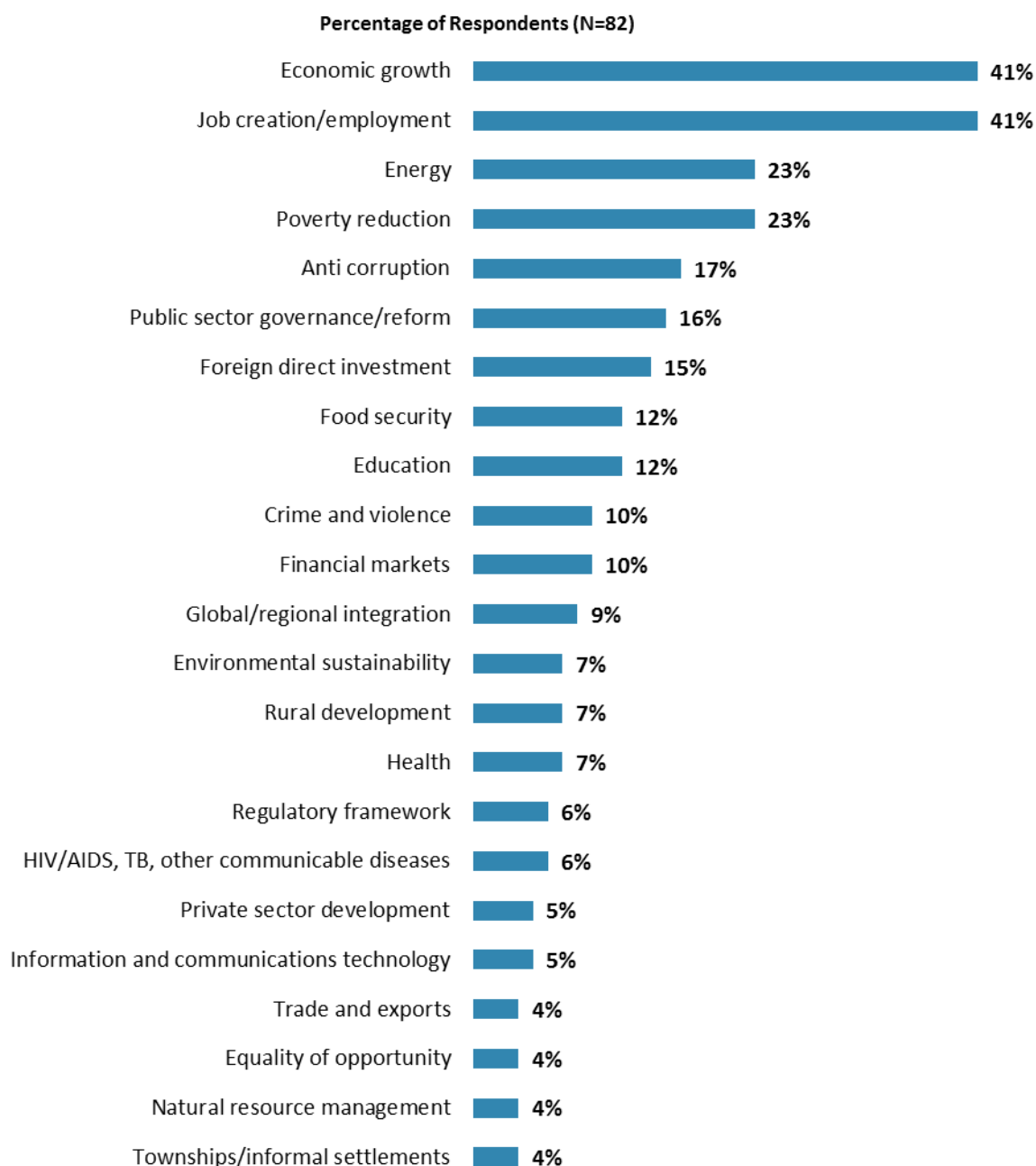
"In general, would you say that South Africa is headed in ...?"
(Respondents chose from a list.)



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%).

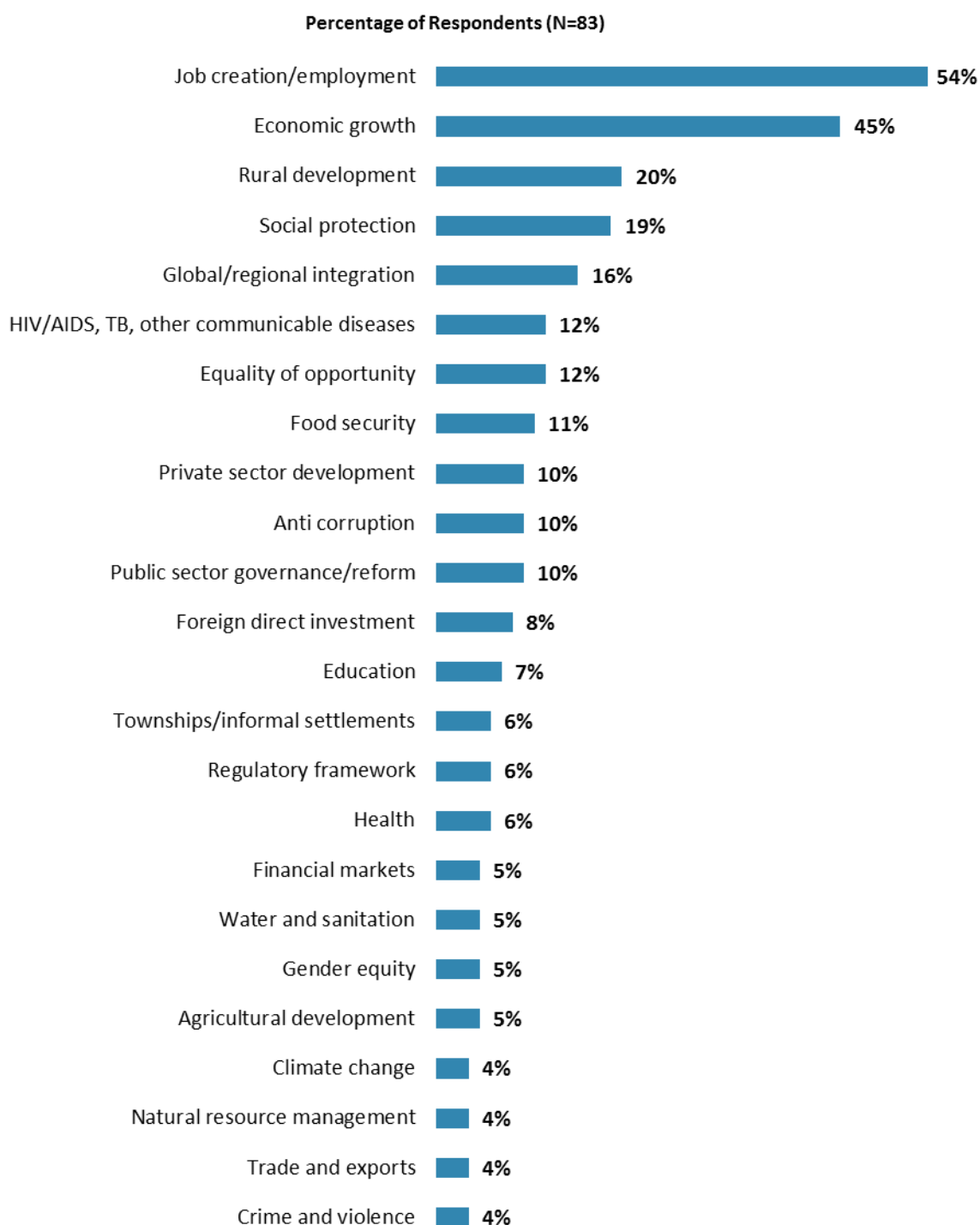


"Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 23 of 32 response options shown.)



IV. General Issues Facing South Africa (continued)

What Would Contribute Most to Reducing Poverty

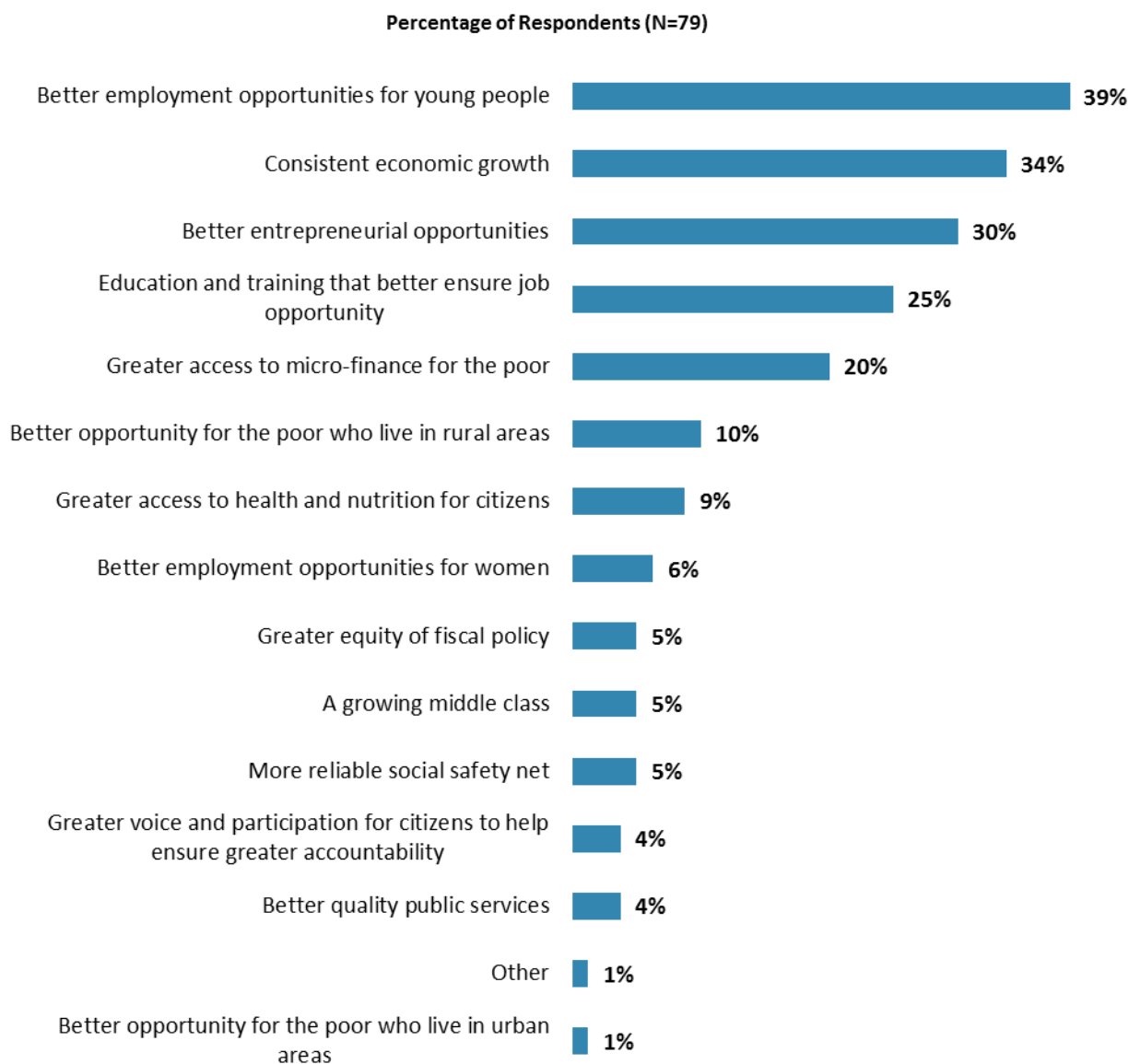


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in South Africa? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 24 of 31 response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

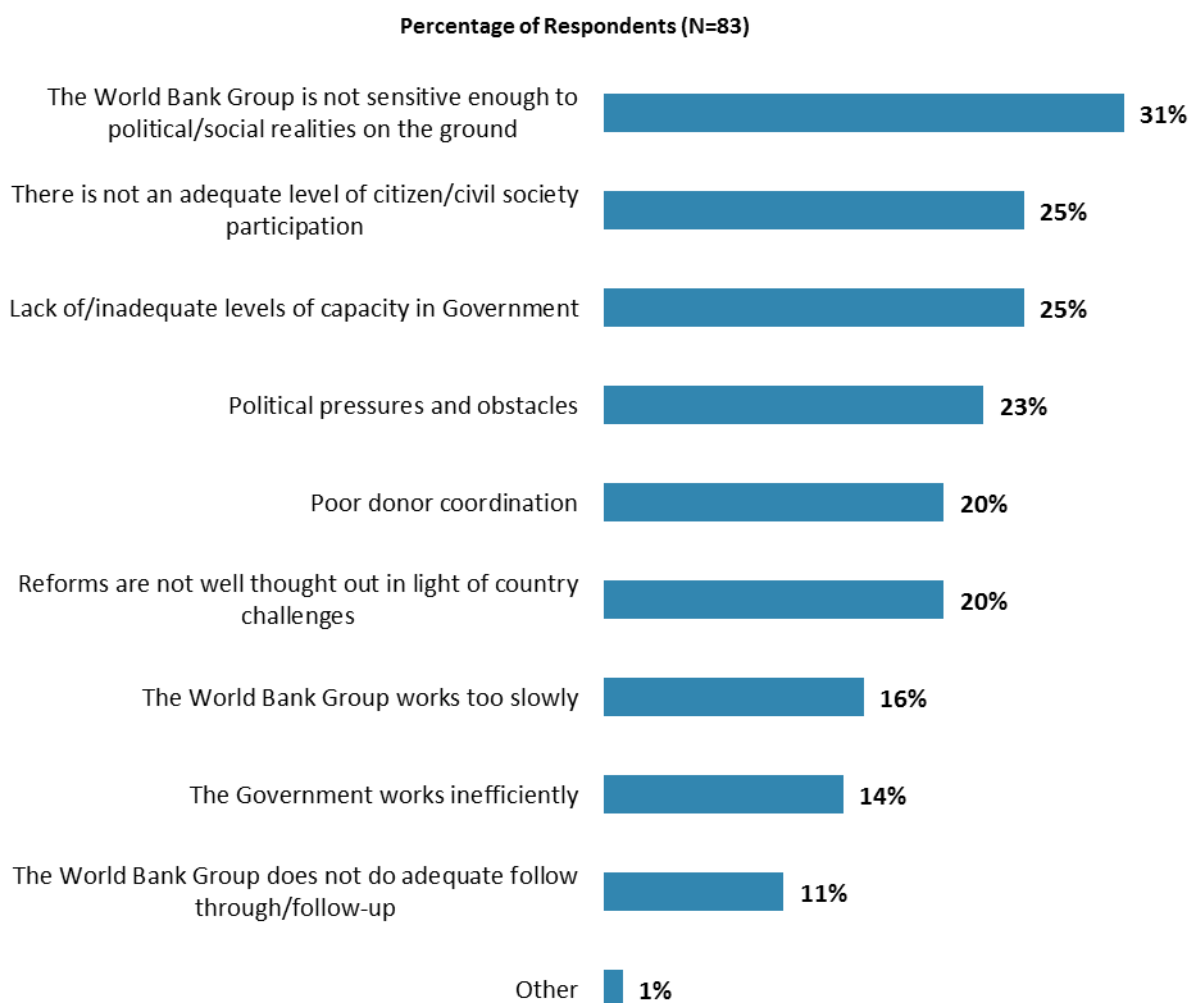
(Respondents chose from a list. Responses combined.)



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.



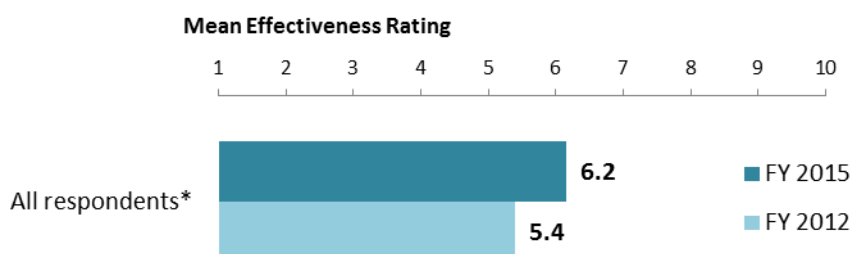
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

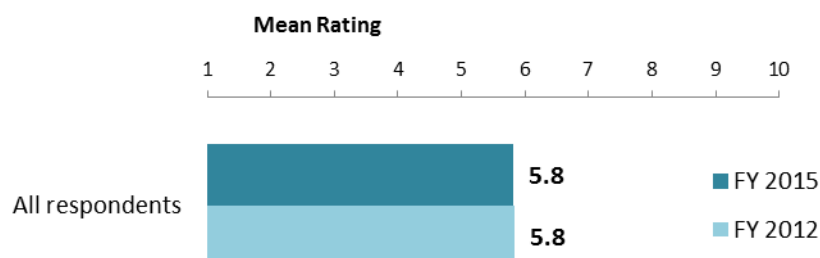
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

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



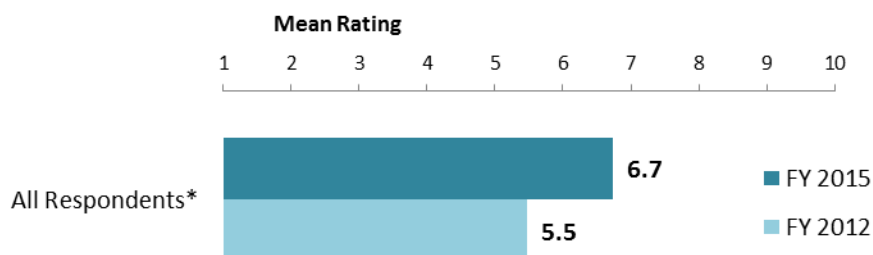
"Overall, please rate your impression of the World Bank Group's effectiveness in South Africa."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2015 and FY 2012)

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.

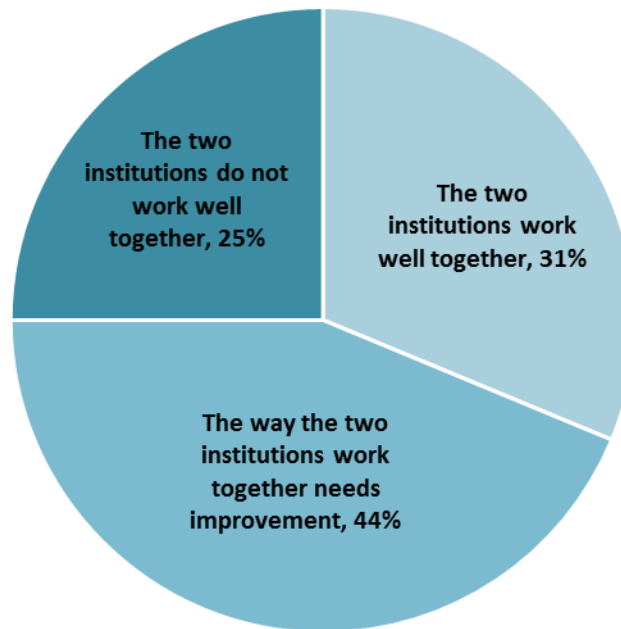


V. Overall Attitudes toward the World Bank Group (continued)

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.

Percentage of Respondents (N=32)



“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

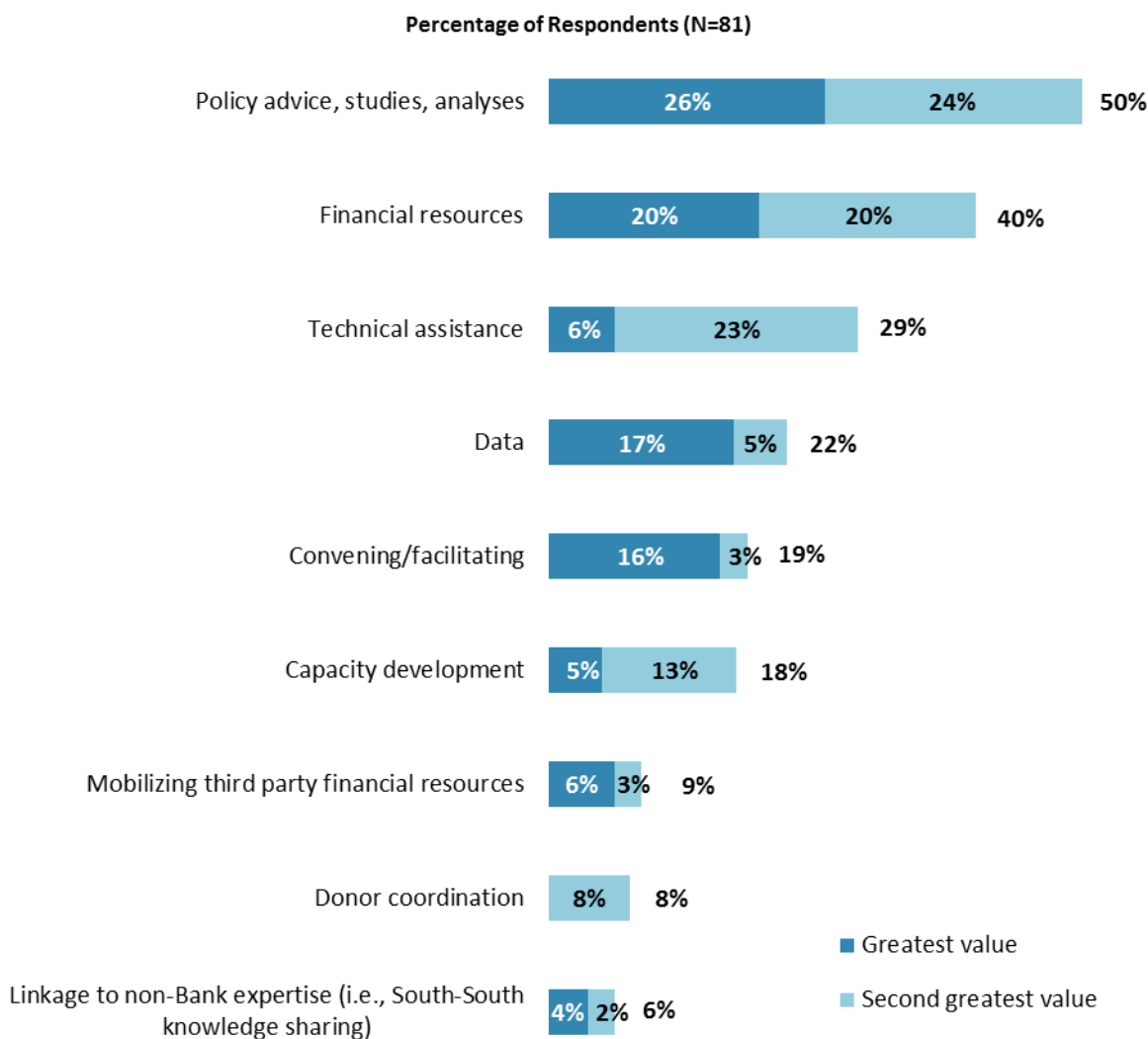
³ Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 97).



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%).

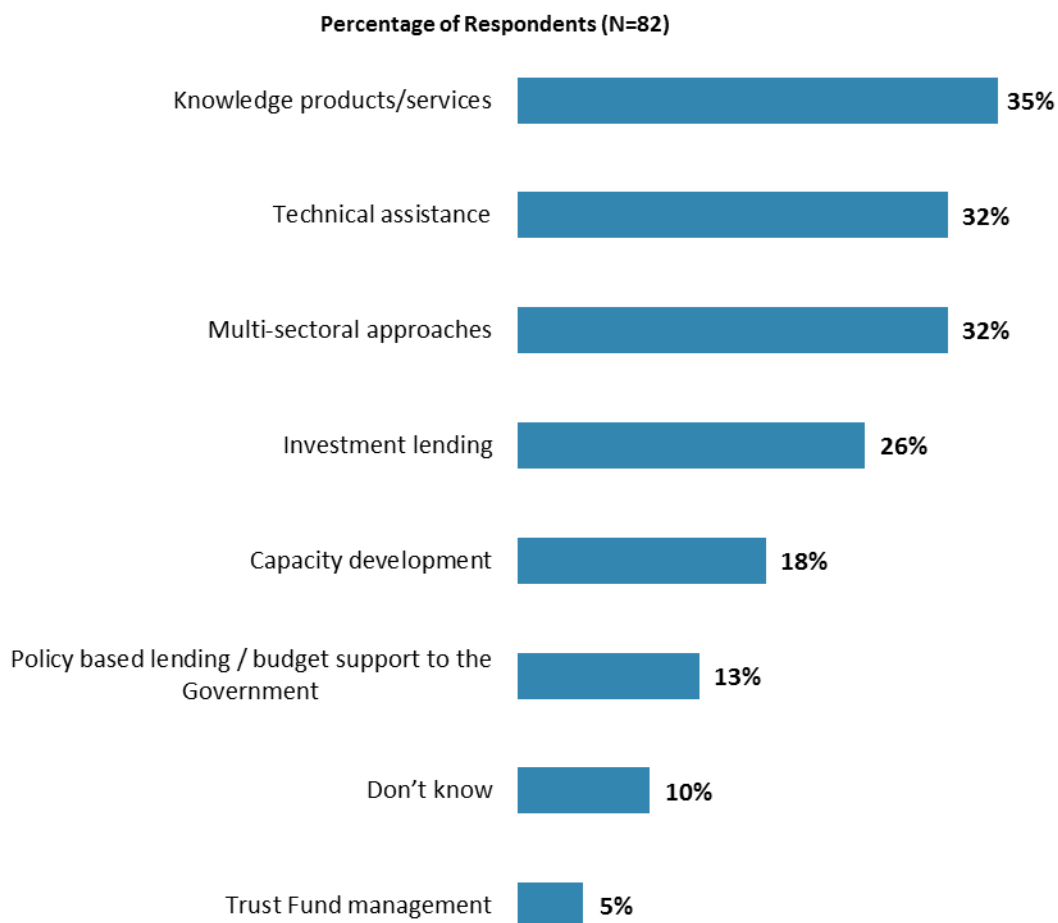


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?" (Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty



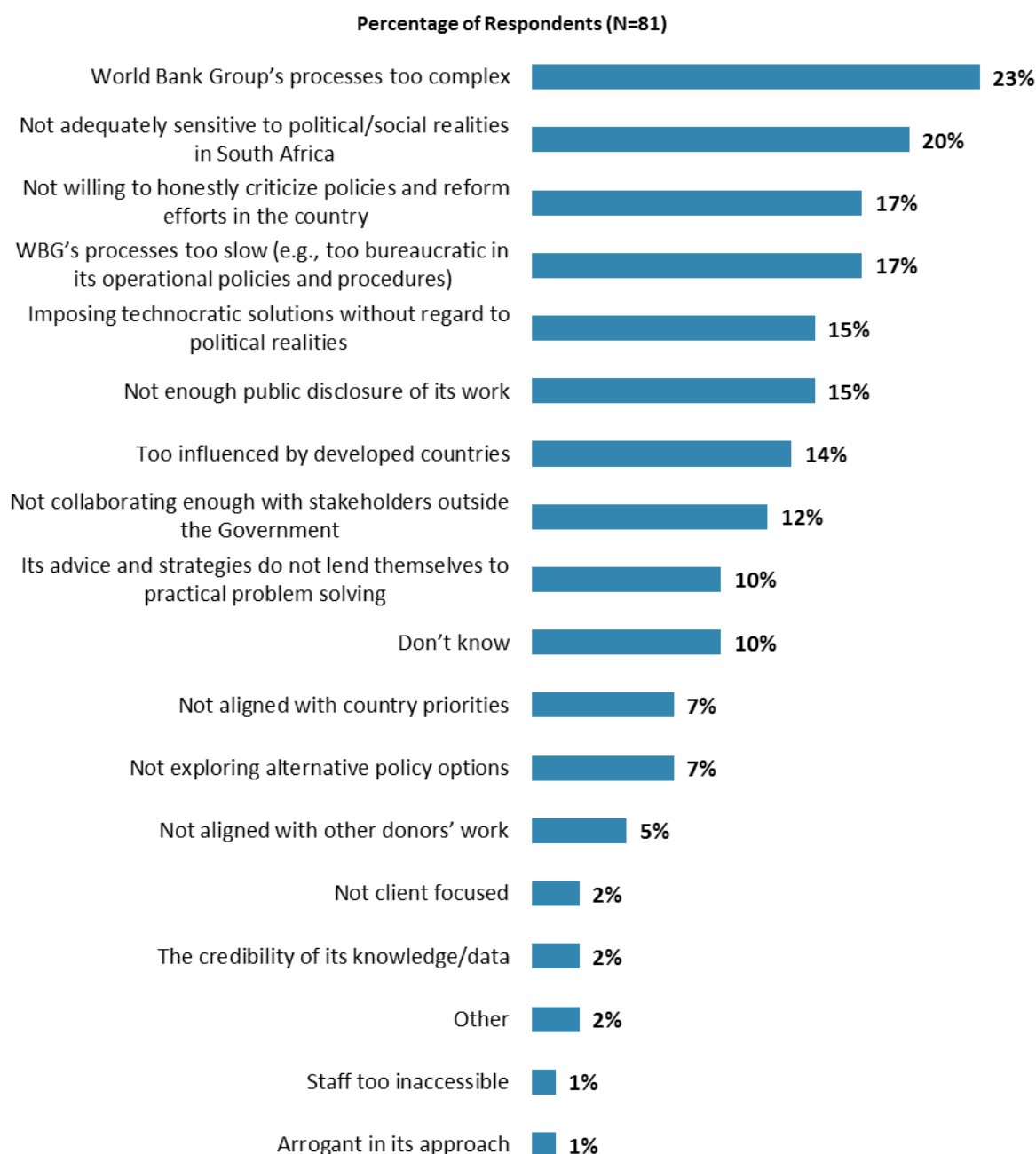
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in South Africa? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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%).

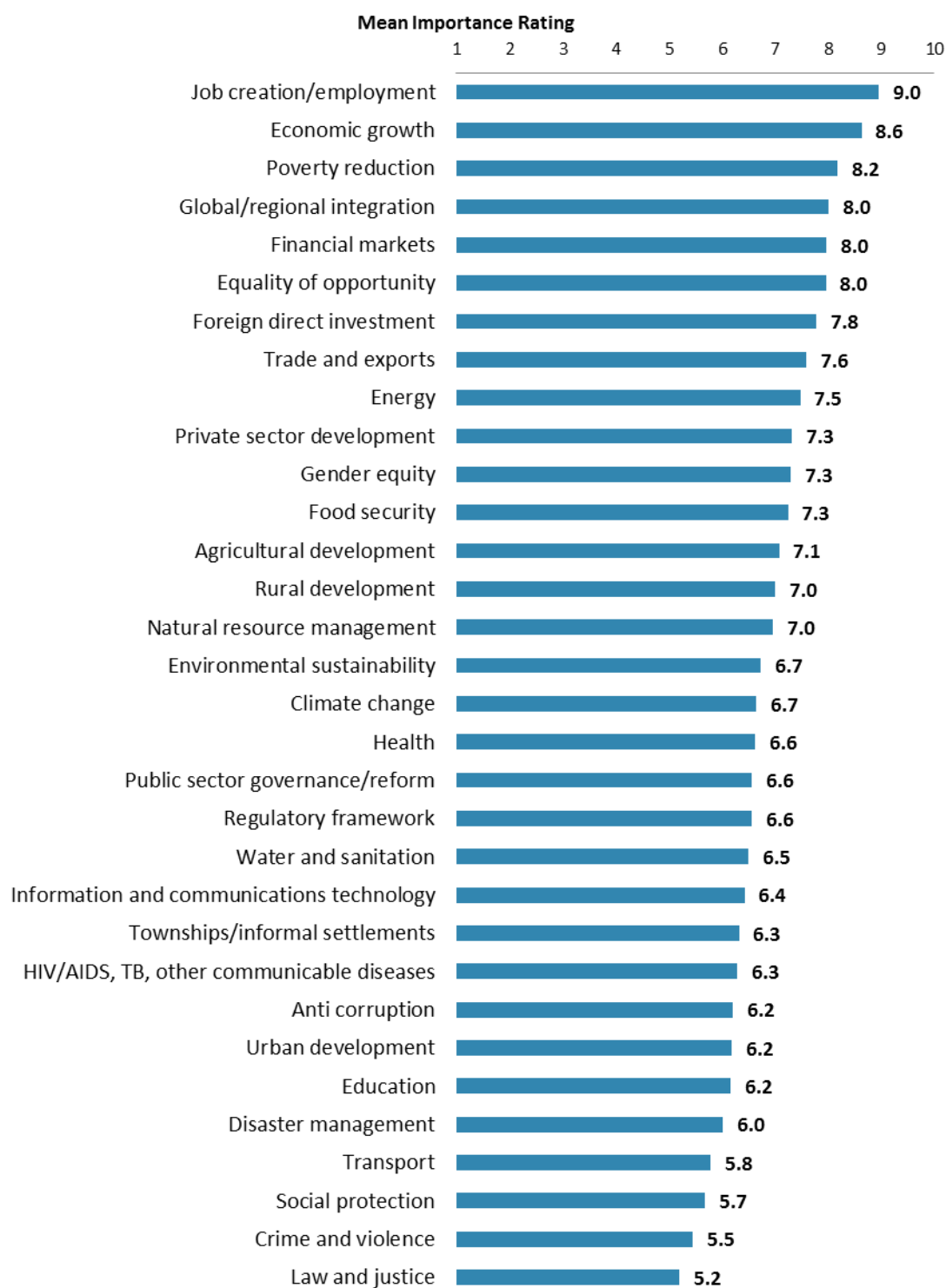


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

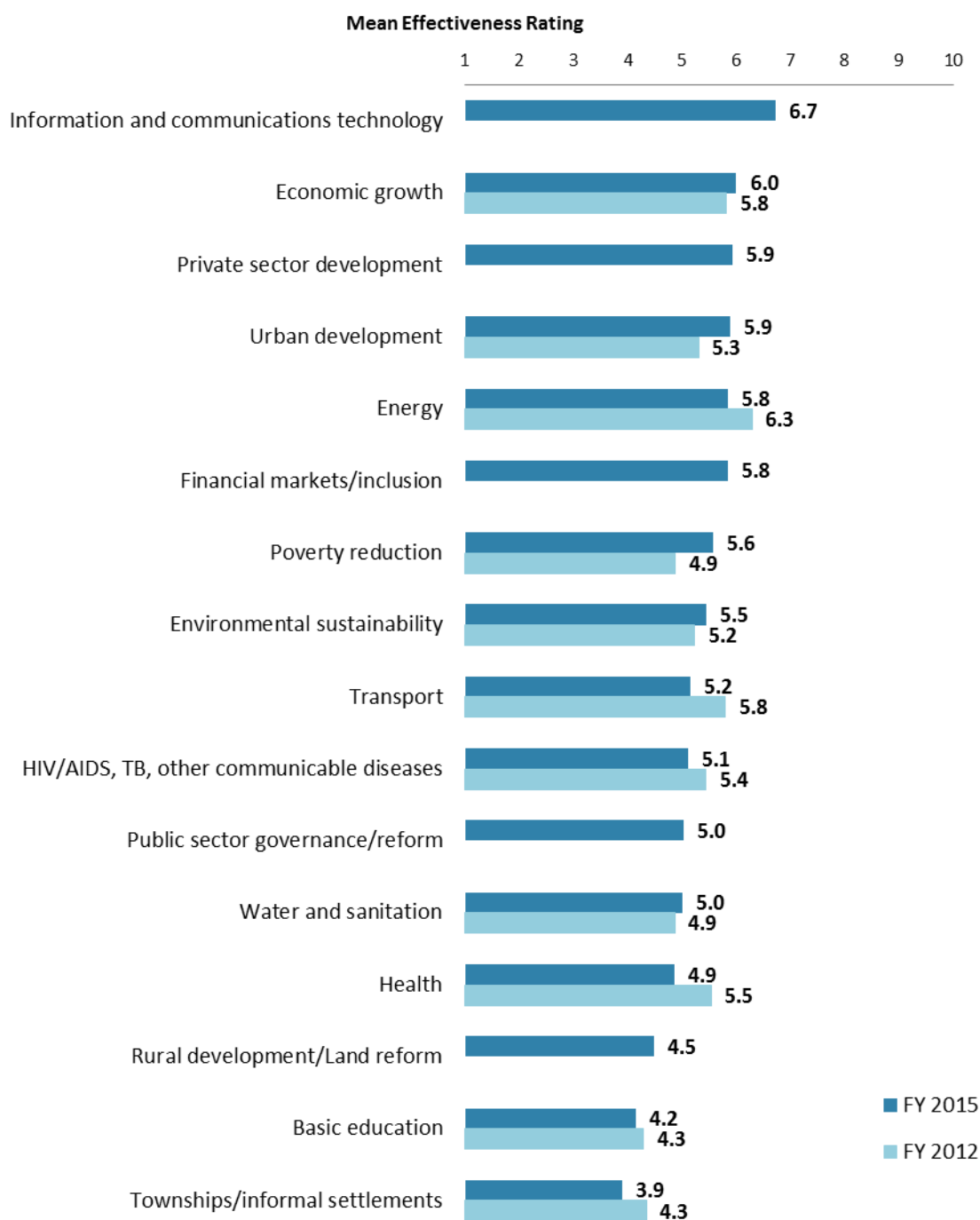


"In your opinion, how **IMPORTANT** is it for the World Bank Group to be involved in the following areas of development in South Africa?" (1-"Not important at all", 10-"Very important")



VI. Sectoral Importance and Effectiveness (continued)

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



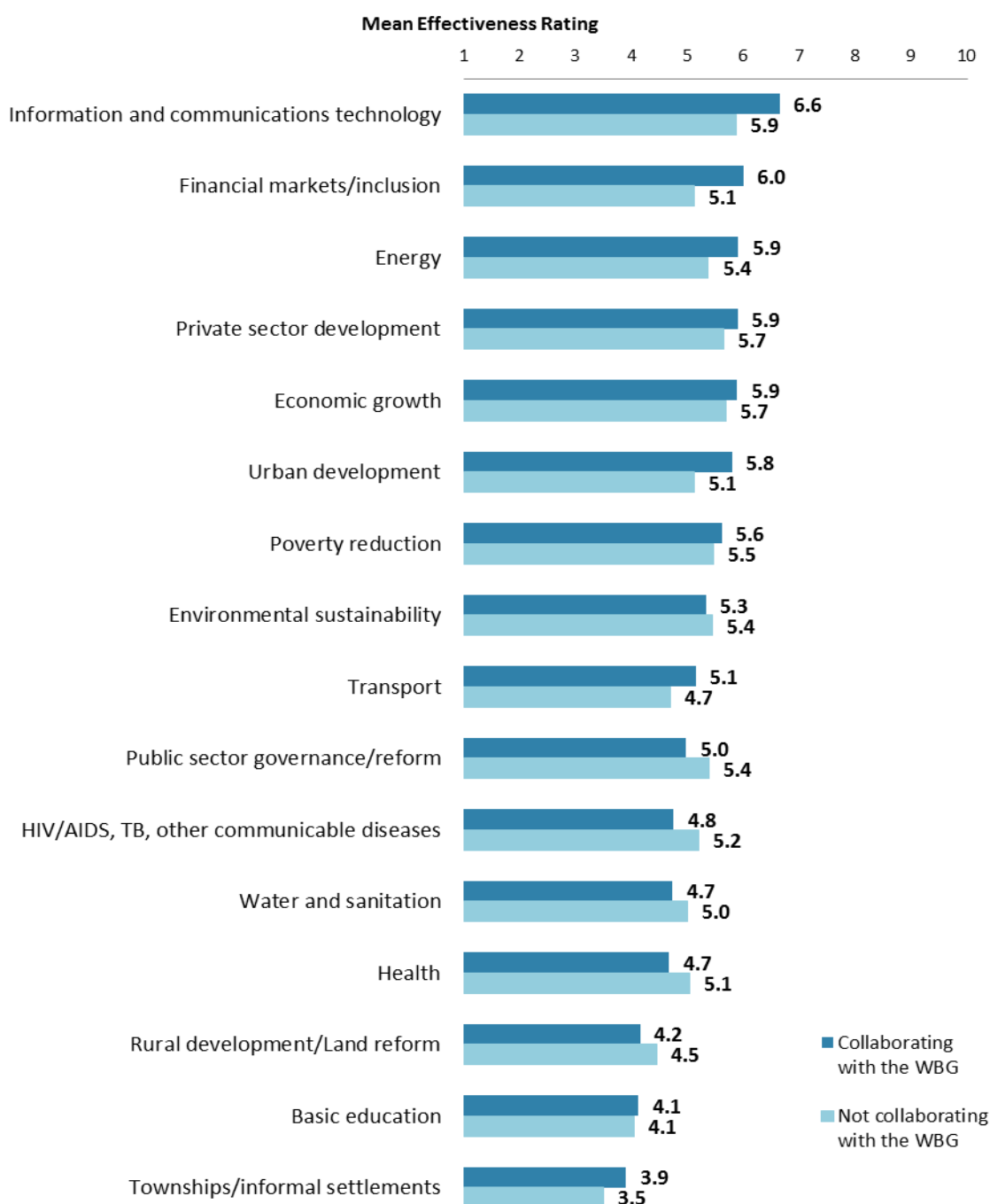
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in South Africa?" (1-"Not effective at all", 10-"Very effective")

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.

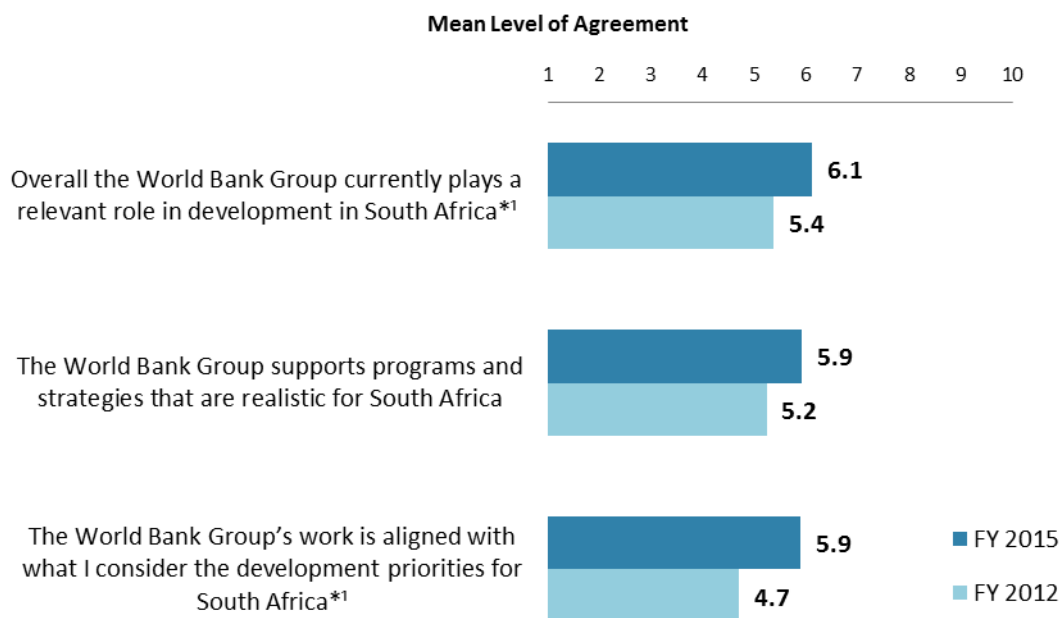
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's 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

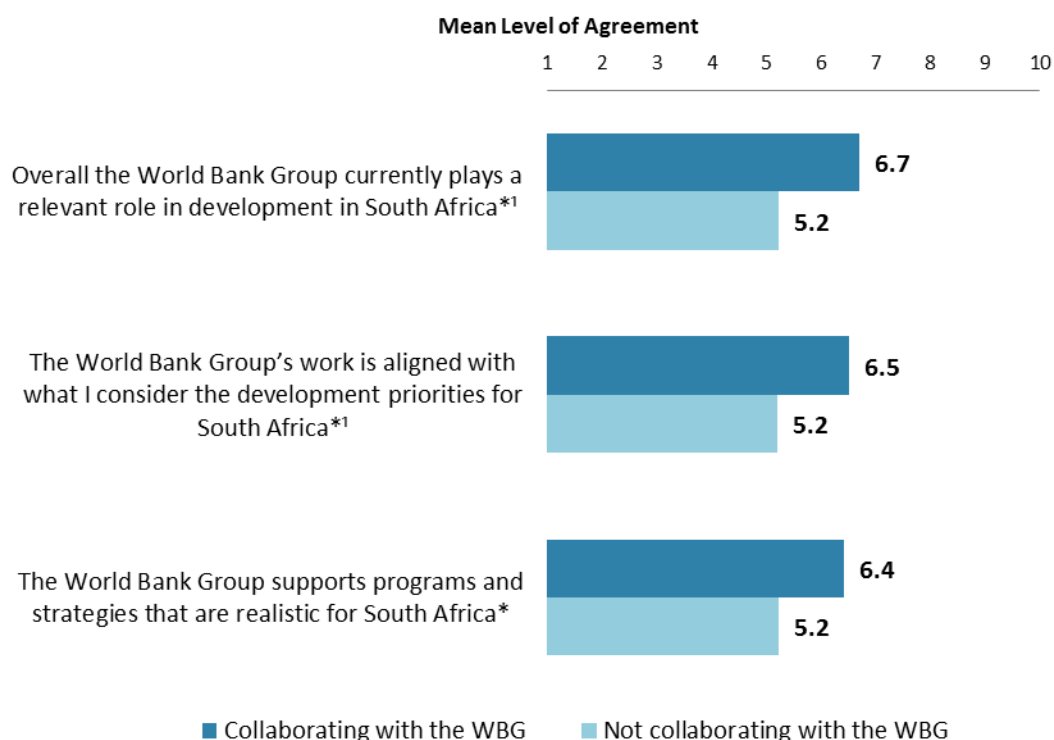
⁶ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



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.



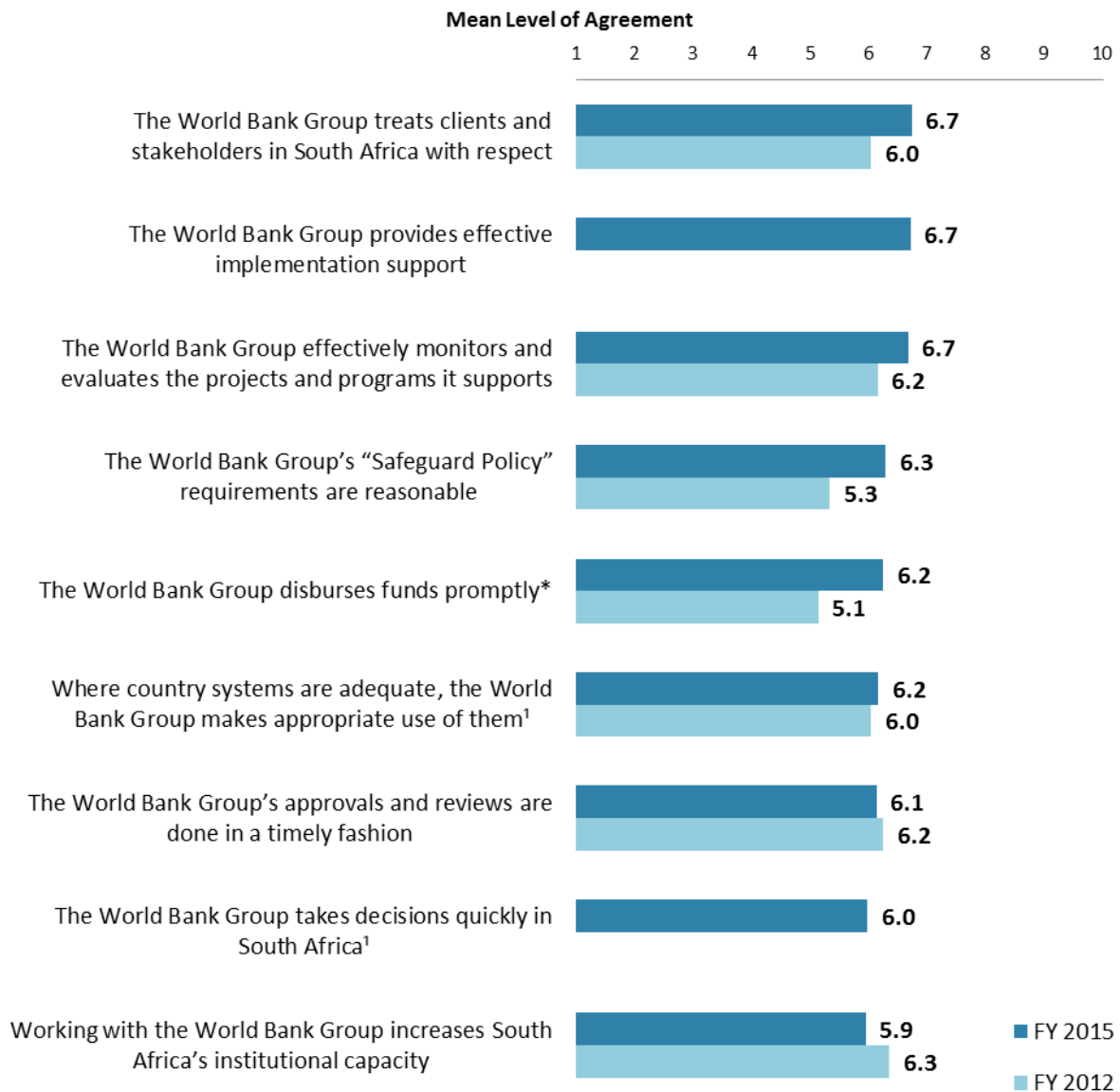
"To what extent do you agree with the following statements about the World Bank Group's work in South Africa?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
Indicator Question



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.



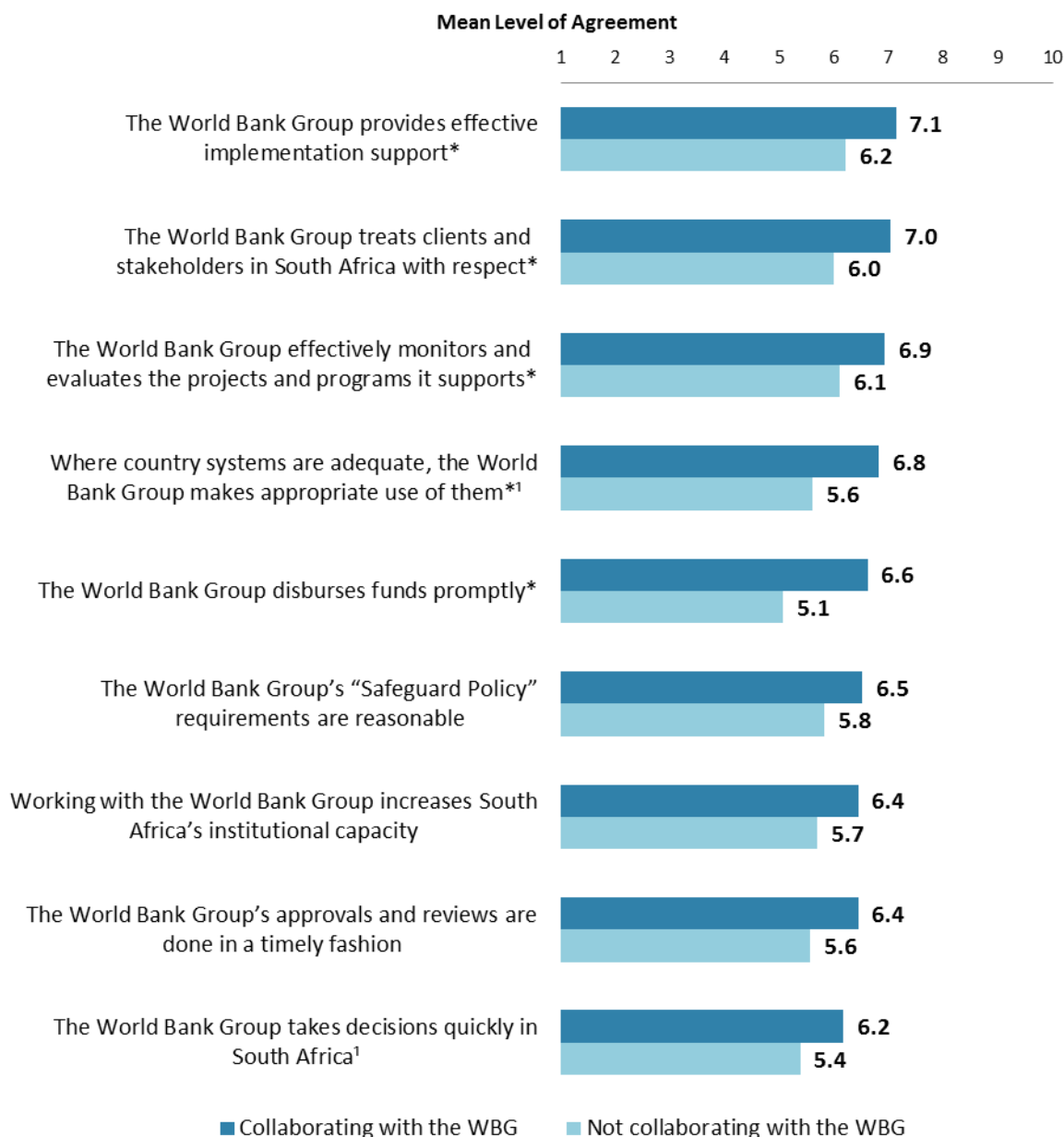
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)
'Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

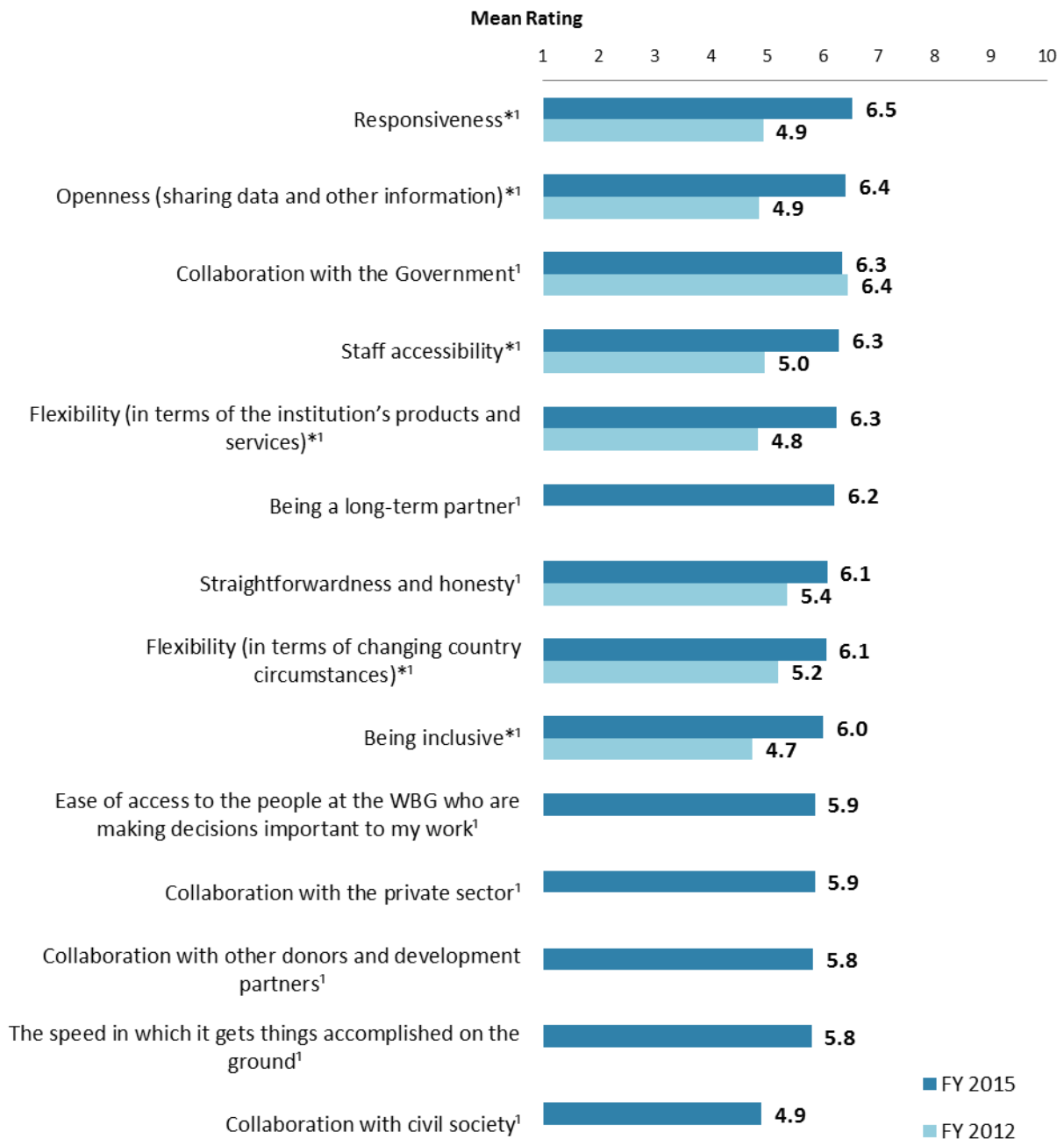


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



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)

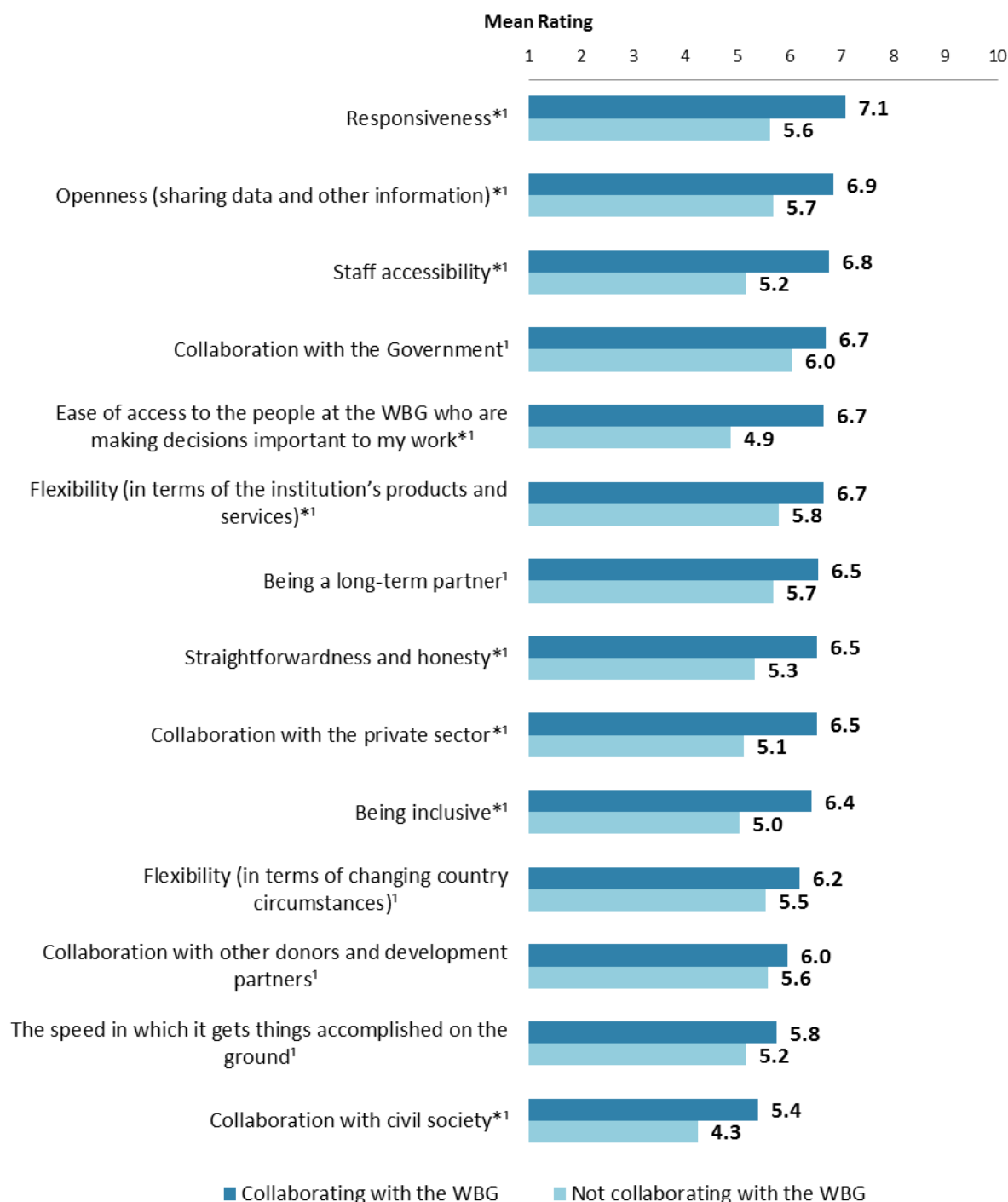
¹Indicator Question

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)

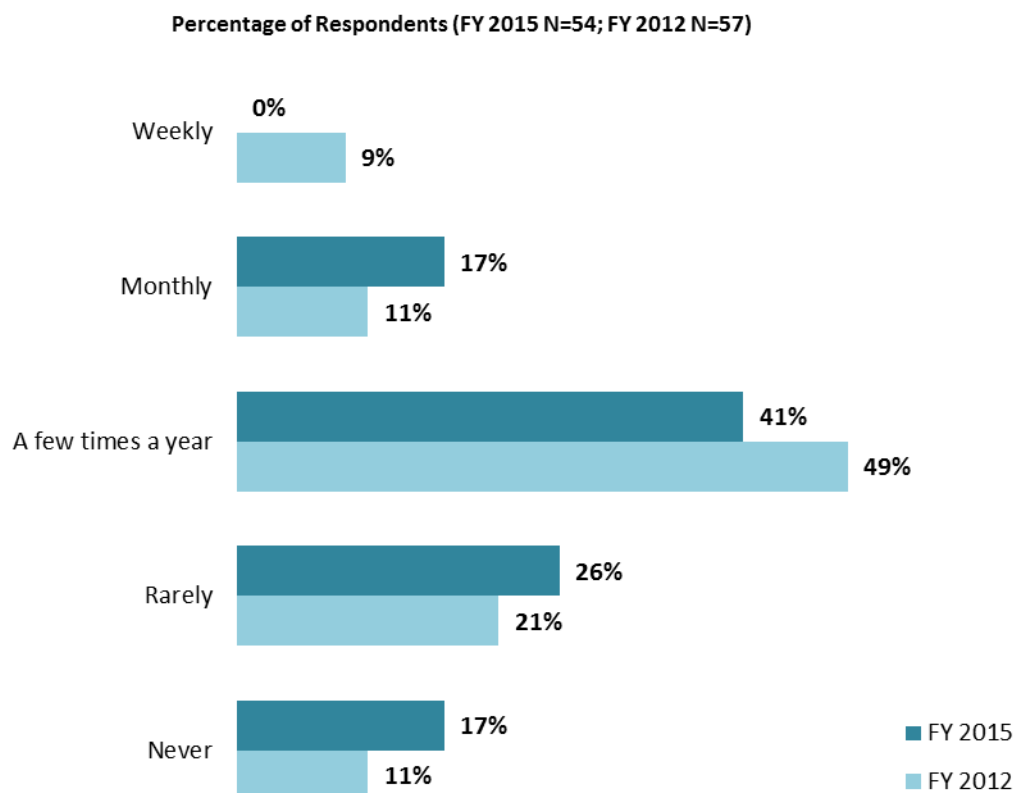
¹Indicator Question



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.

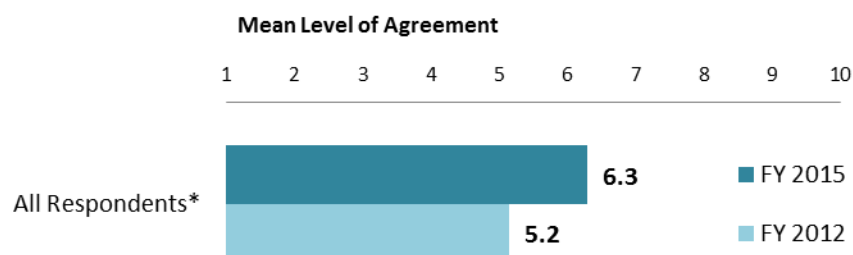


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



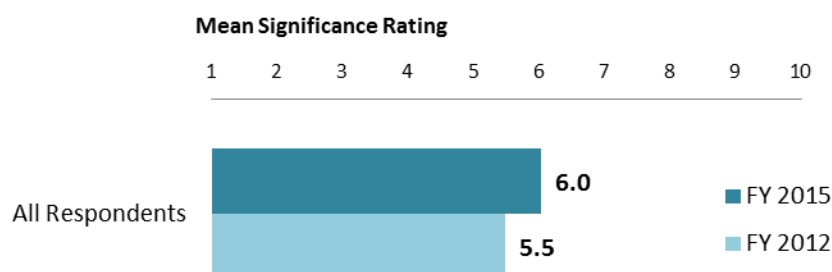
VIII. World Bank Group's Knowledge and Instruments (continued)

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



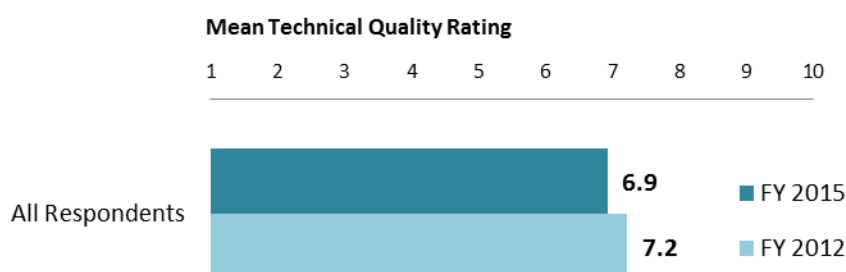
"The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

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")

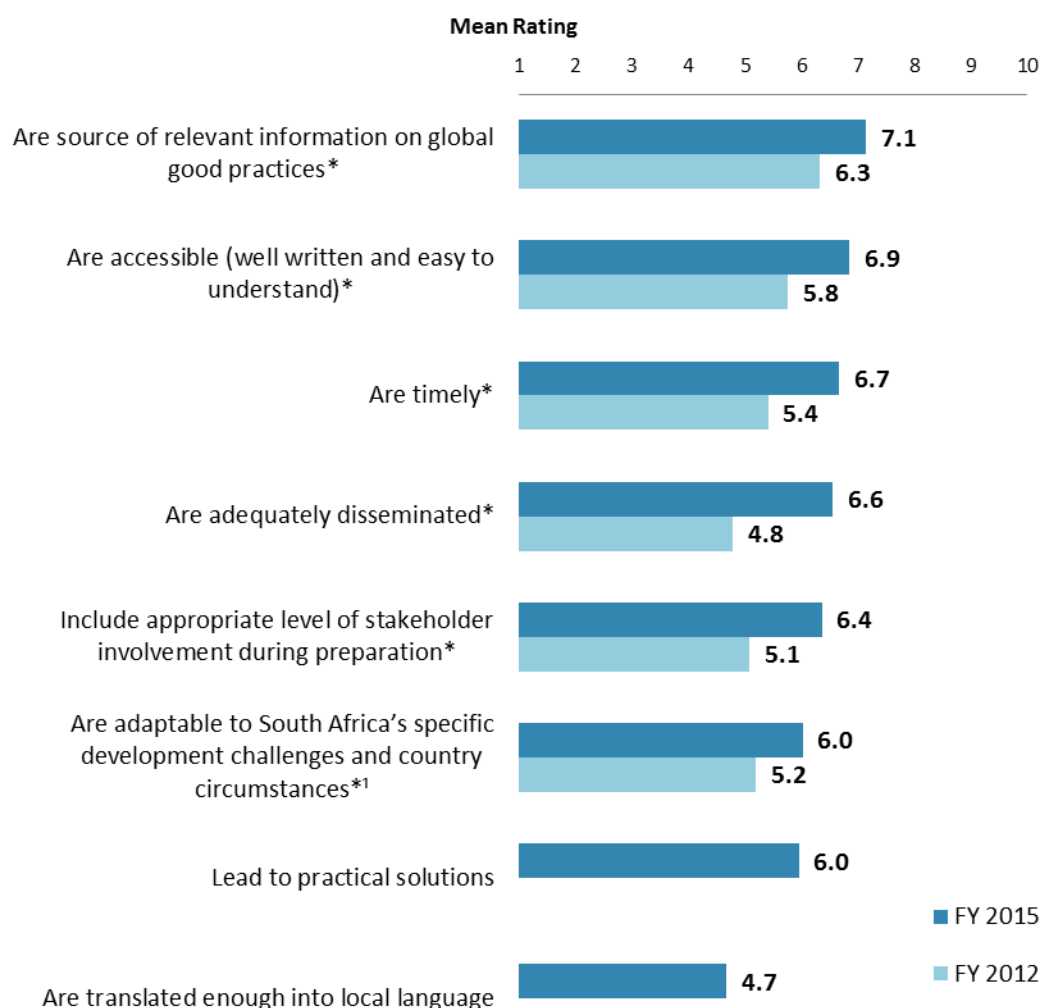
⁹All means in the charts on this page were calculated based on weighted data.



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)

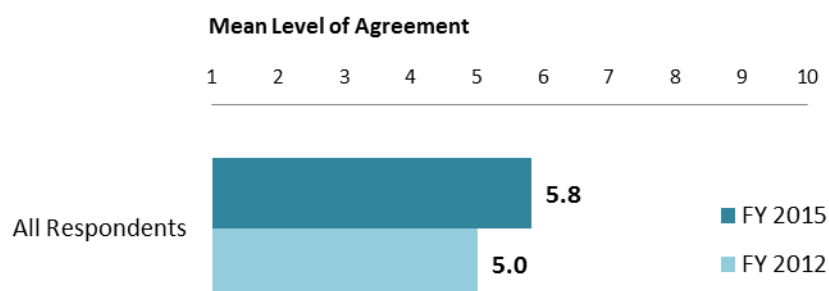
¹Indicator Question

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



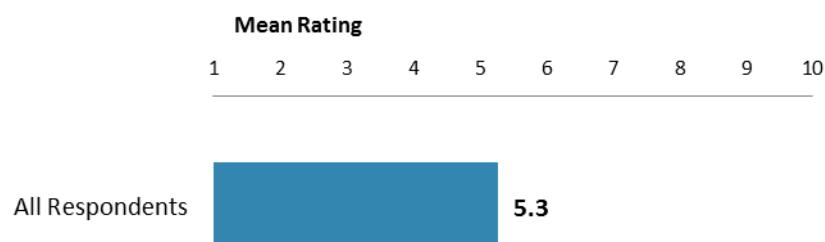
VIII. World Bank Group's Knowledge and Instruments (continued)

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")

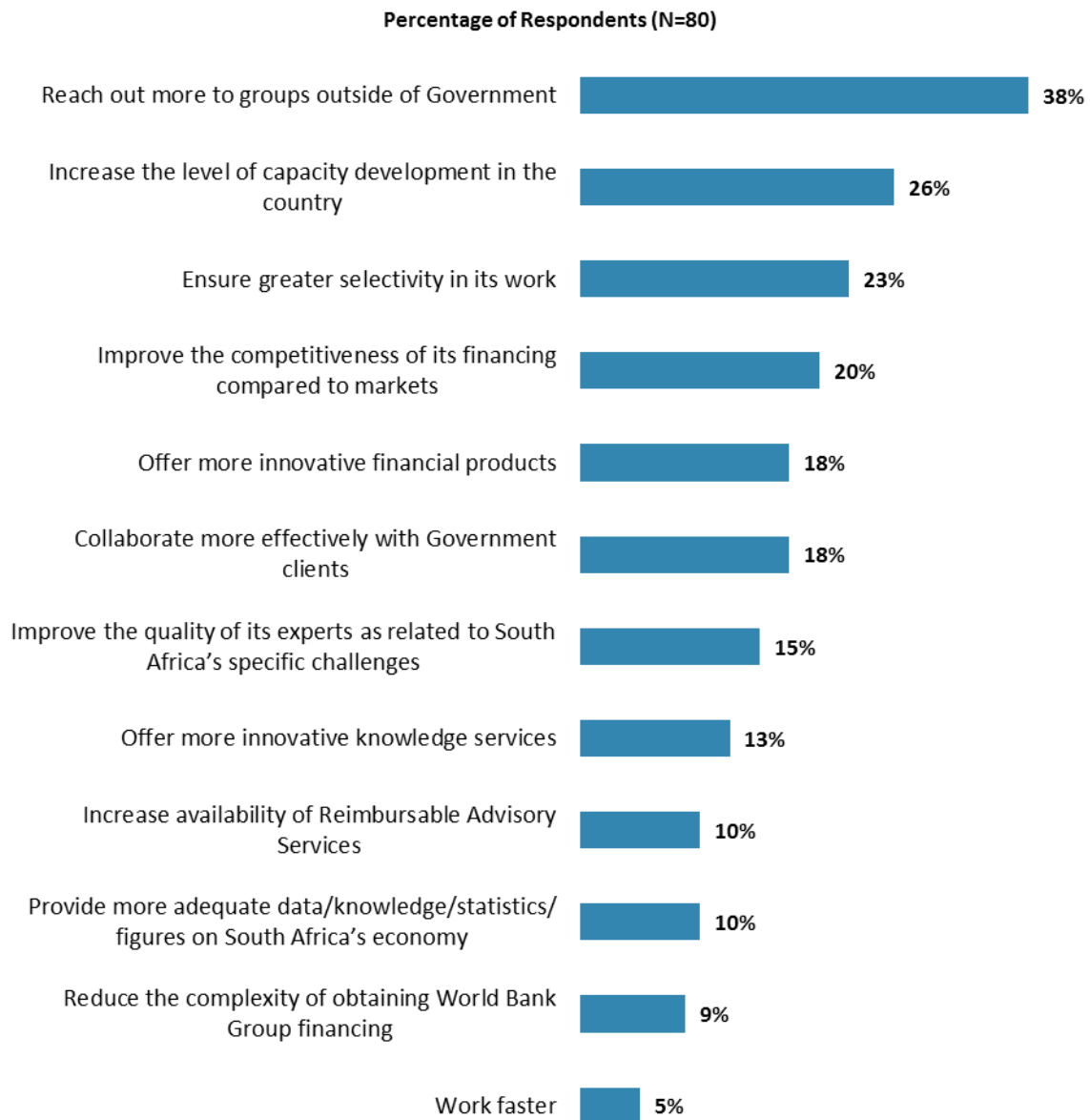
¹¹ Means in this chart were calculated based on weighted data.



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.



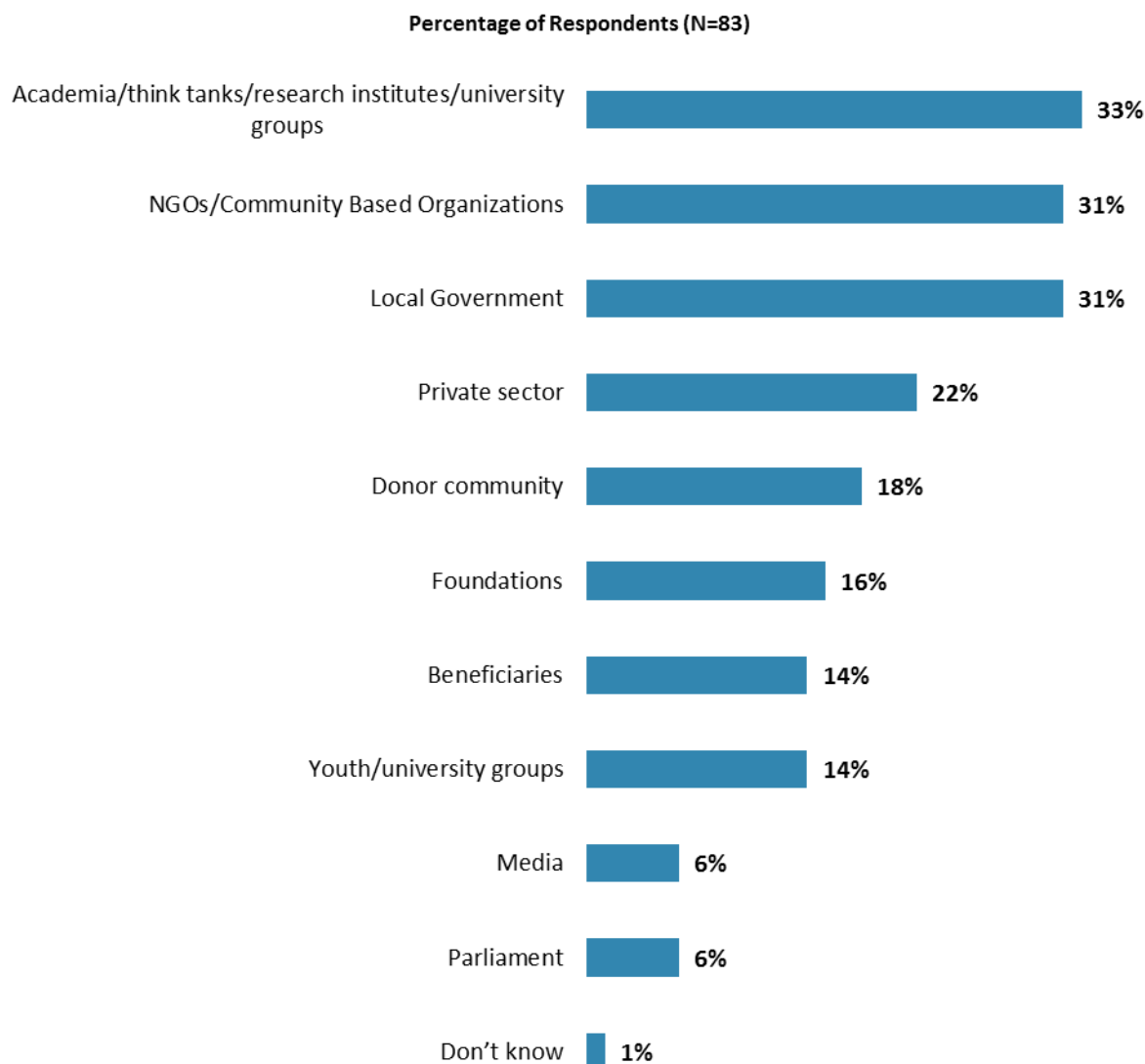
"Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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.



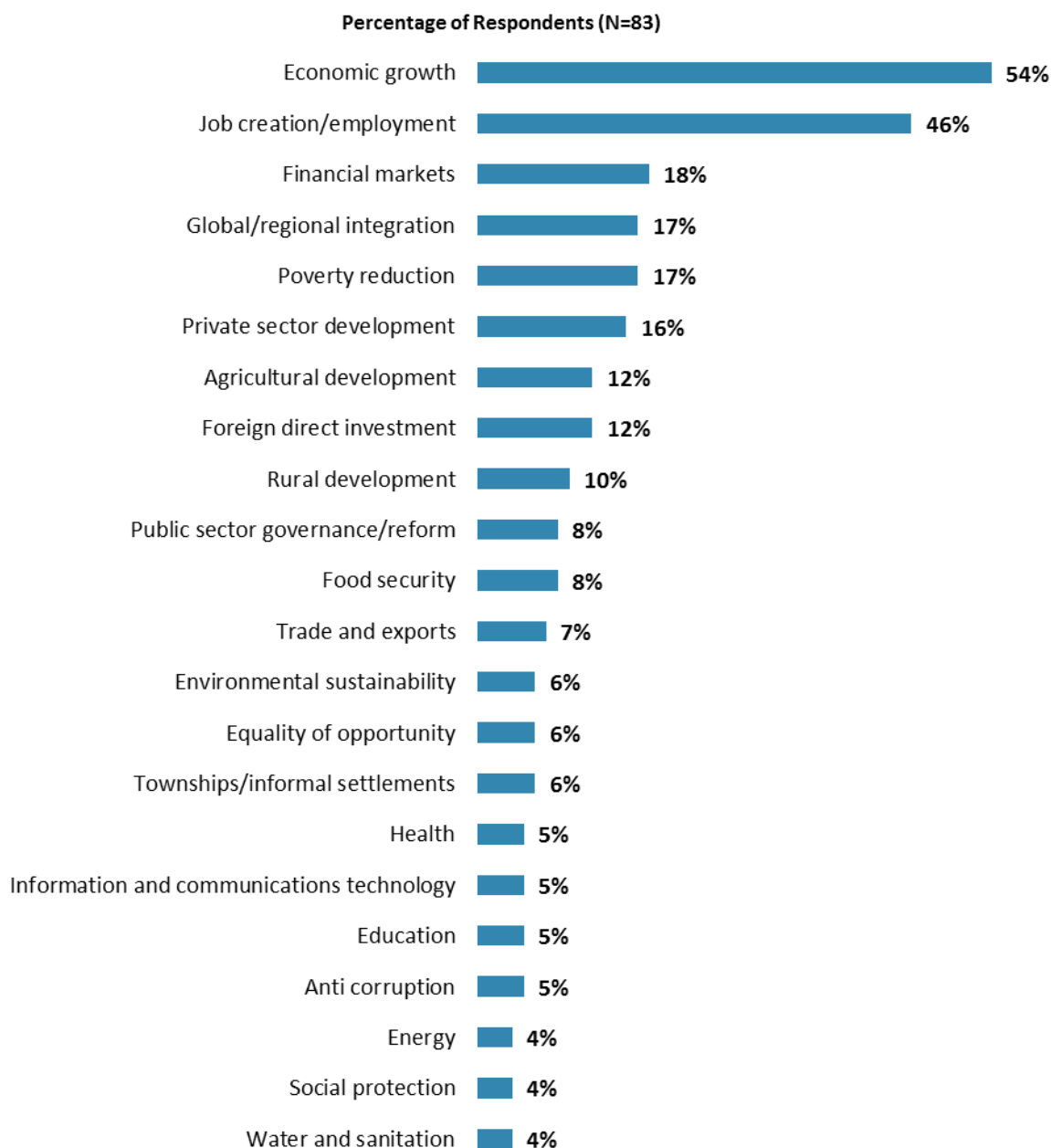
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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%).

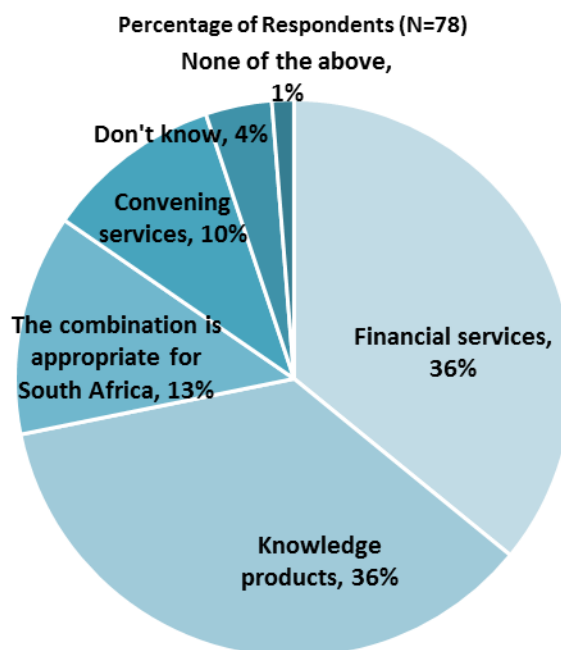


“When thinking about how the World Bank Group can have the most impact on development results in South Africa, in which sectoral areas do you believe the WBG should focus most of its resources in South Africa? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 22 of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



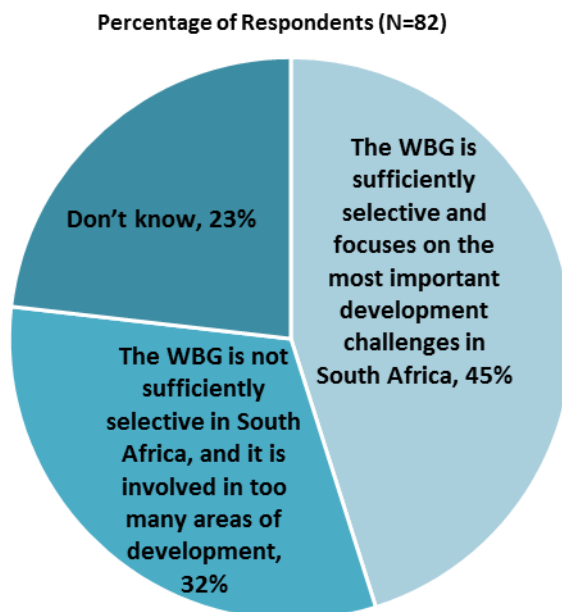
IX. The Future Role of the WBG in South Africa (continued)

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

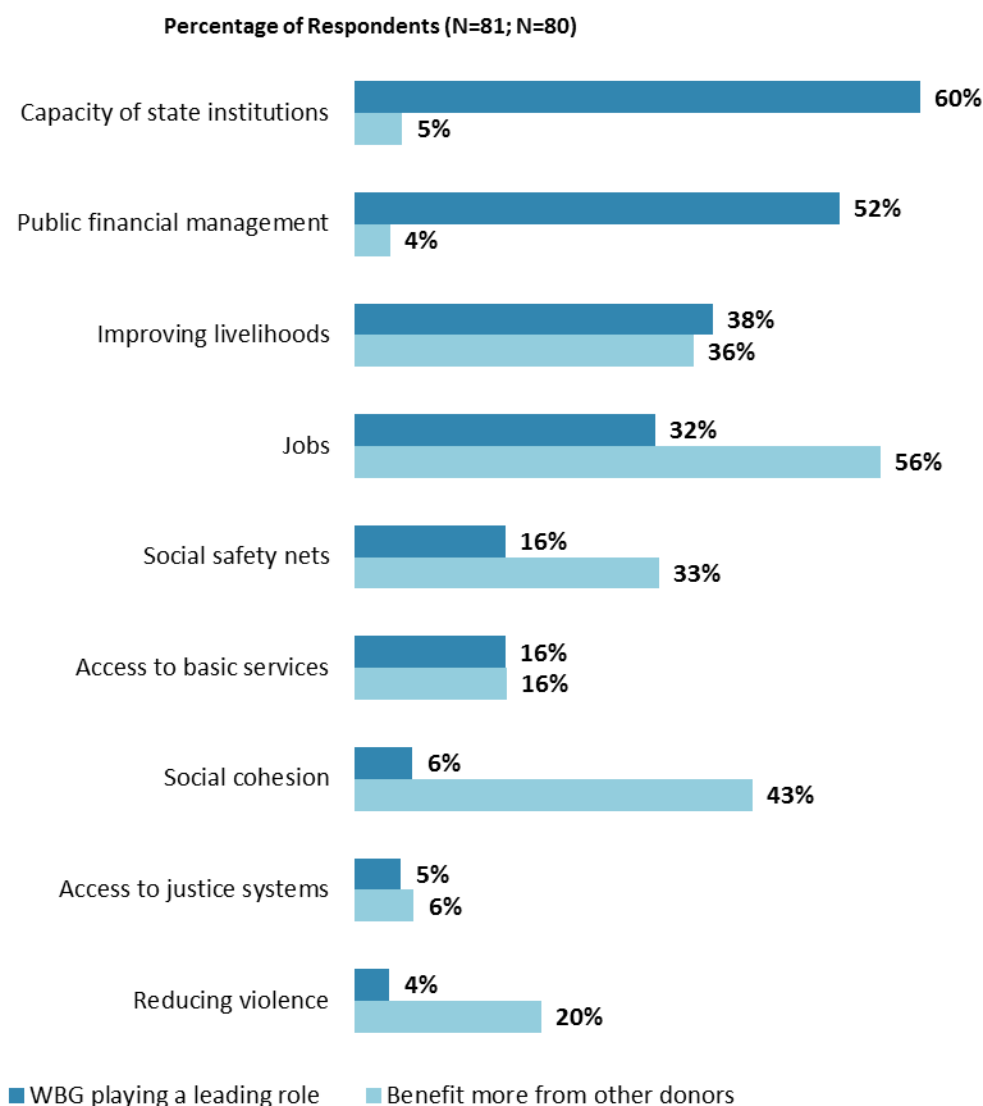


"Which of the following best describes the World Bank Group's support in South Africa?" (Respondents chose from a list.)



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:

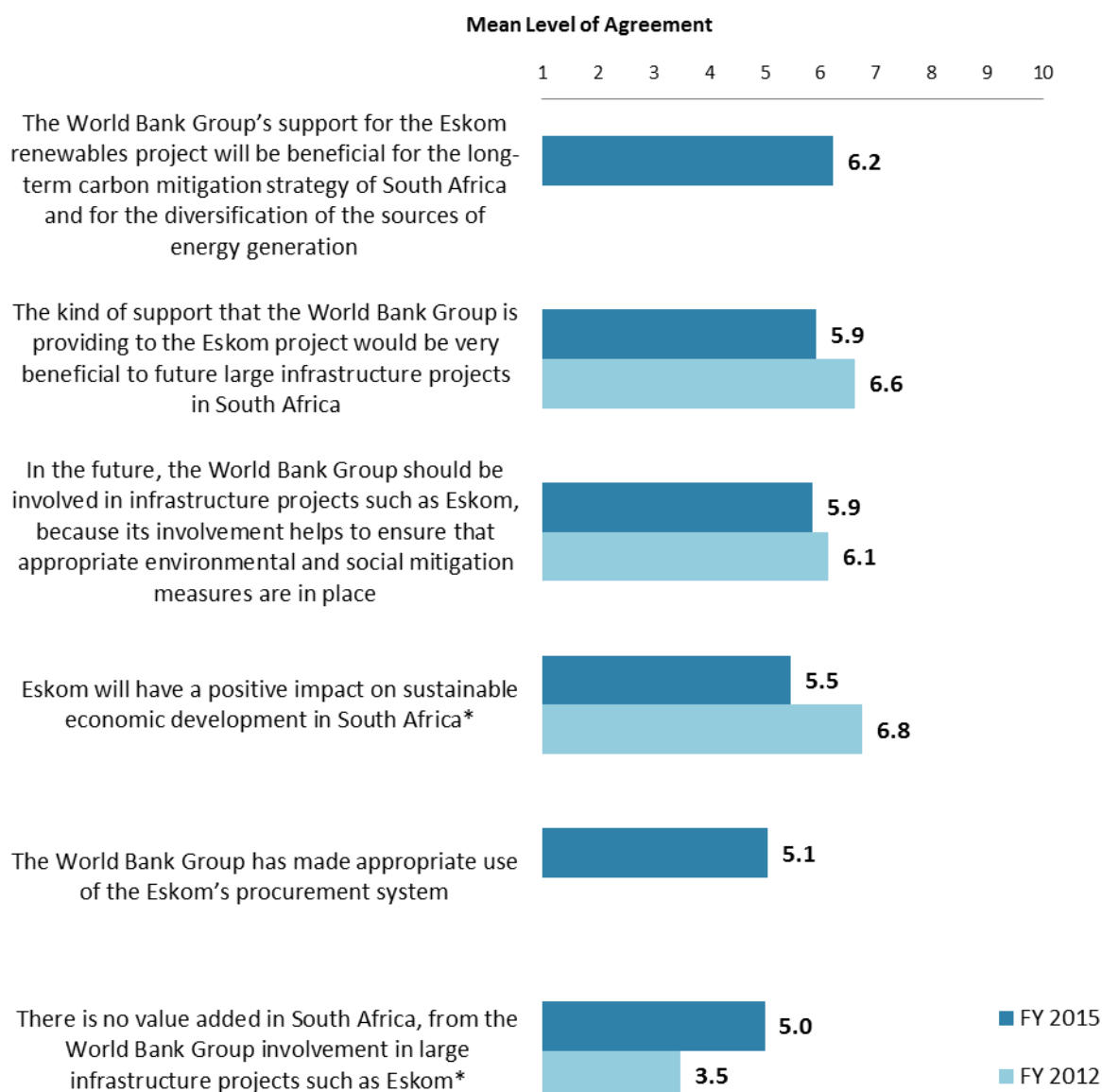
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in South Africa?

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.

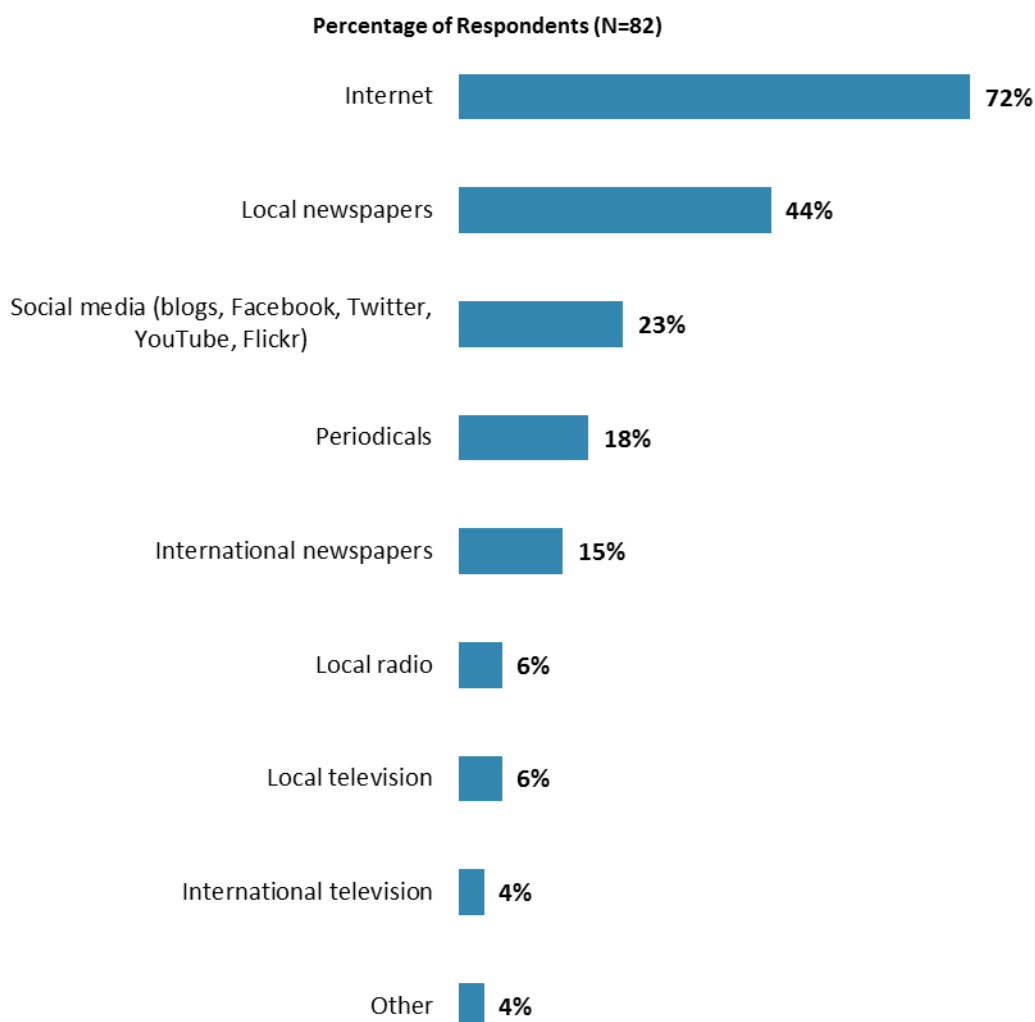


X. Communication and Outreach

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%)”.



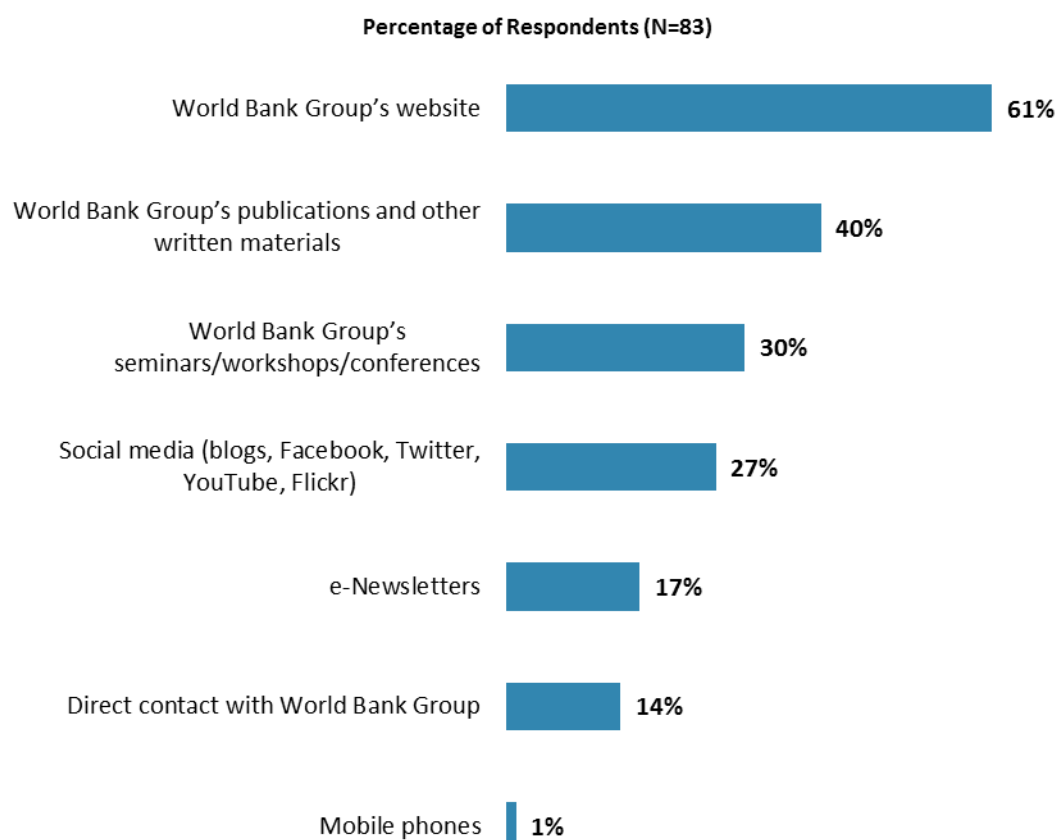
"How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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.)

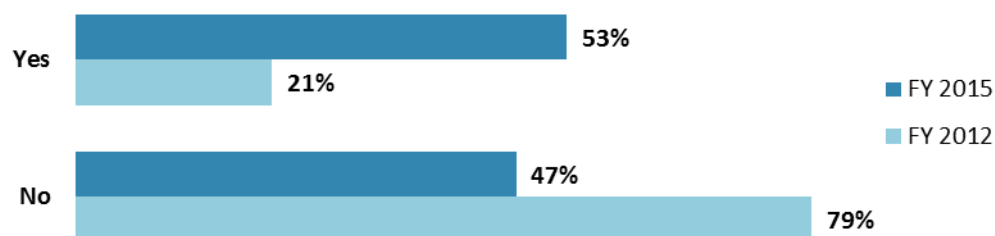


X. Communication and Outreach (continued)

Access to Information¹³

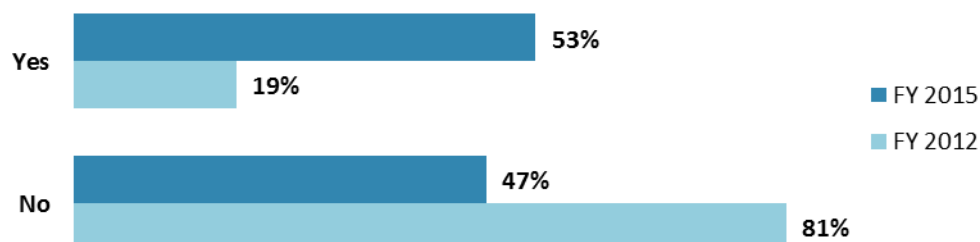
- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to be aware of the WBG's Access to Information Policy and request information from the WBG on its activities in the past year than respondents in the FY'12 Country Survey.

Percentage of Respondents (FY 2015 N=55; FY 2012 N=57)



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

Percentage of Respondents (FY 2015 N=53; FY 2012 N=54)



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

Percentage of Respondents (FY 2015 N=28; FY 2012 N=9)



"Were you able to obtain this information?"

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



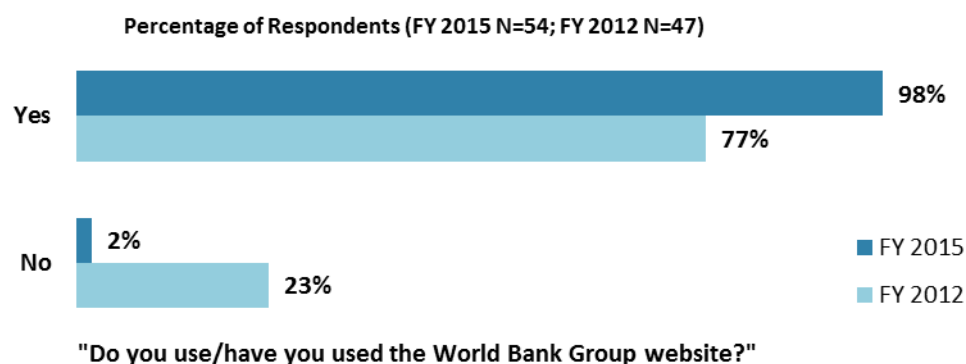
X. Communication and Outreach (continued)

Access to the Internet

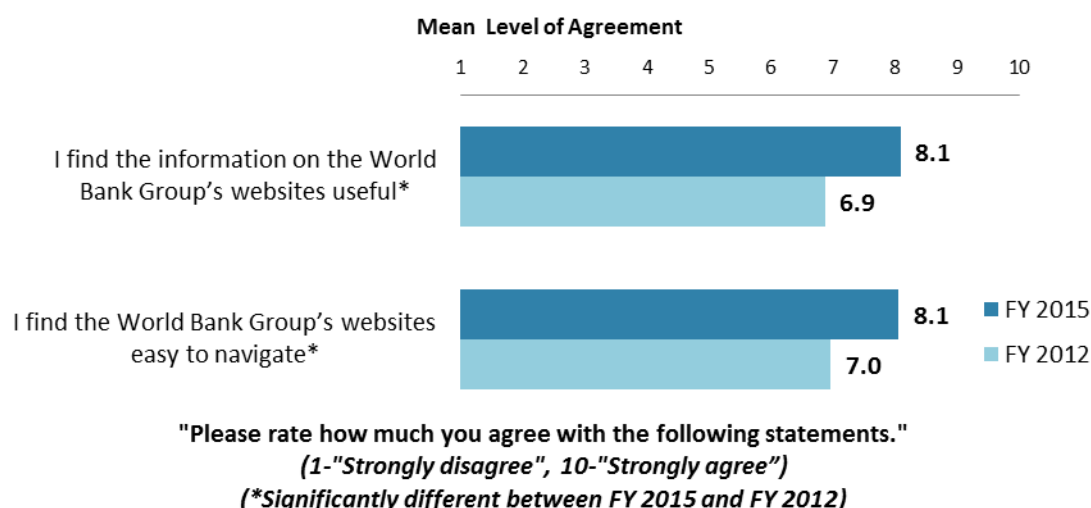
- All respondents in this year's Country Survey and in the FY'12 Country Survey indicated that they had access to the Internet (100%).

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.



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)

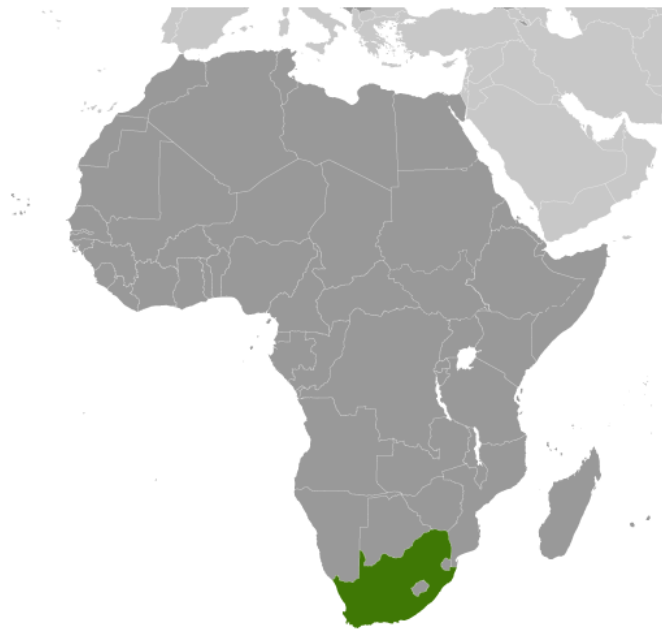
¹⁵ Means in the chart were calculated based on weighted data.



XI. Appendices

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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? (1-Strongly disagree, 10-Strongly agree)	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
Greater access to health and nutrition for citizens	0.0%	28.6%	20.0%	0.0%	12.5%	7.7%
Better entrepreneurial opportunities	25.0%	14.3%	10.0%	43.8%	62.5%	26.9%
A growing middle class	0.0%	0.0%	0.0%	6.3%	12.5%	7.7%
Better employment opportunities for young people	58.3%	42.9%	40.0%	18.8%	37.5%	42.3%
Better employment opportunities for women	16.7%	0.0%	10.0%	6.3%	0.0%	3.8%
Greater access to micro-finance for the poor*	0.0%	28.6%	0.0%	43.8%	25.0%	19.2%
Greater voice and participation for citizens to help ensure greater accountability	8.3%	14.3%	0.0%	0.0%	0.0%	3.8%
Better opportunity for the poor who live in rural areas*	0.0%	28.6%	40.0%	12.5%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Consistent economic growth	41.7%	42.9%	30.0%	25.0%	25.0%	38.5%
More reliable social safety net	8.3%	0.0%	10.0%	6.3%	0.0%	3.8%
Greater equity of fiscal policy	0.0%	0.0%	0.0%	6.3%	12.5%	7.7%
Education and training that better ensure job opportunity	33.3%	0.0%	40.0%	25.0%	0.0%	30.8%
Better quality public services	8.3%	0.0%	0.0%	0.0%	12.5%	3.8%
Other	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

	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?	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

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

	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.	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

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

**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%	34.6%
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
		1	2	3	4	5	6	7	8	9	10		
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											<input type="checkbox"/>	
B14	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B15	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B16	Being inclusive											<input type="checkbox"/>	
B17	Openness (sharing data and other information)											<input type="checkbox"/>	
B18	Staff accessibility											<input type="checkbox"/>	
B19	Straightforwardness and honesty											<input type="checkbox"/>	
B20	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B21	Collaboration with civil society											<input type="checkbox"/>	
B22	Collaboration with the Government											<input type="checkbox"/>	
B23	Collaboration with other donors and development partners											<input type="checkbox"/>	
B24	Collaboration with the private sector											<input type="checkbox"/>	
B25	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B26	Being a long-term partner											<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
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	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

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

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
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											<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											<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											<input type="checkbox"/>	
F7	The World Bank Group has made appropriate use of the Eskom's procurement system											<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											<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											<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)												<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)												<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												<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.)												<input type="checkbox"/>
G13	The World Bank Group is responsive to my information requests and inquiries												<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?*****(If YES please go to Question H6; If NO please go to H7)***

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in South Africa?***(Select only ONE response)***

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

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

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

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

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

Thank you for completing the survey!