

FY 2018 Zambia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Zambia 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Jessica Cameron, and Svetlana Markova oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Zambia country team and the local fielding agency Image Publishers Limited. In particular, PORG is grateful for the support from Carlyn Hambuba (Communications Associate) who coordinated the survey related activities from Lusaka, Zambia.





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ZAMBIA





I. Objectives

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

- *General Issues Facing Zambia*
- *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 Zambia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From December 2017 to January 2018, 570 stakeholders of the WBG in Zambia 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, 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 and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and 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 506 stakeholders participated in the survey (89% response rate). Respondents received and completed the questionnaires via courier or post.

Every country that engages in the Country Opinion Survey (COS) 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.

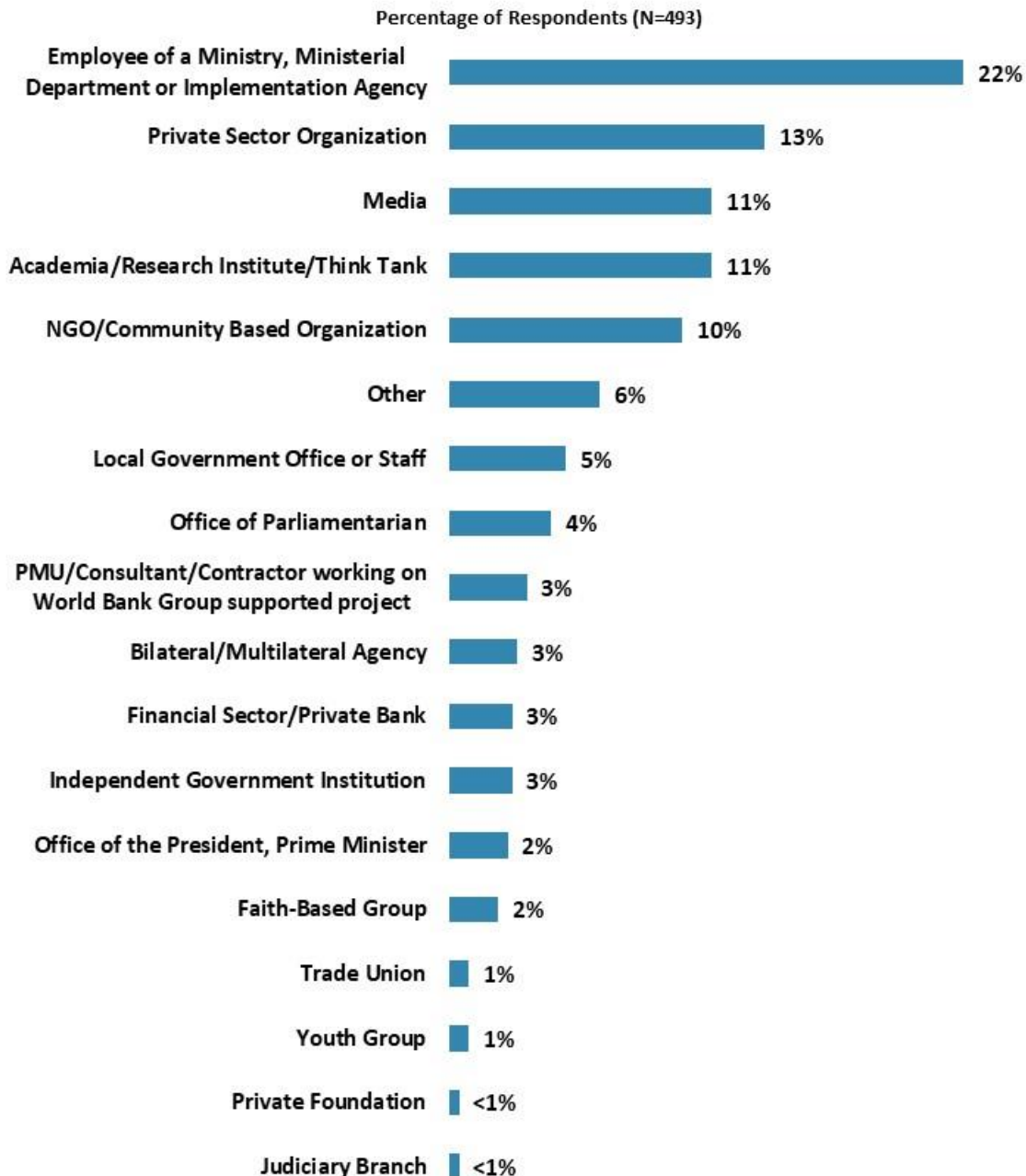
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 91%, N=407). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 99).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations, private foundations, trade unions, youth groups, and faith-based groups were combined in a “CSO” category; and the small number of respondents from the judiciary branch were included in the “Other” category. There were no respondents from the office of Minister.

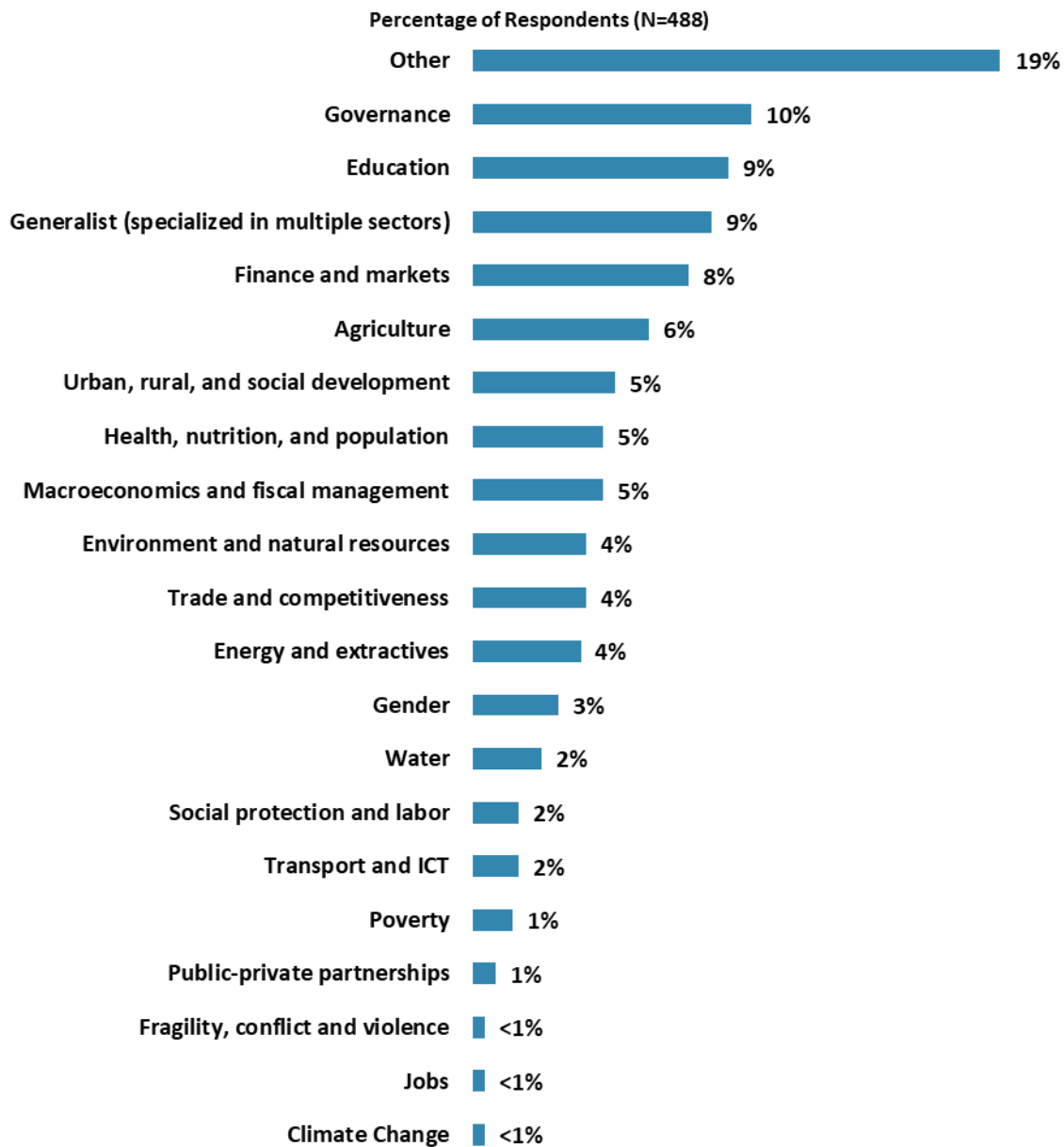


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



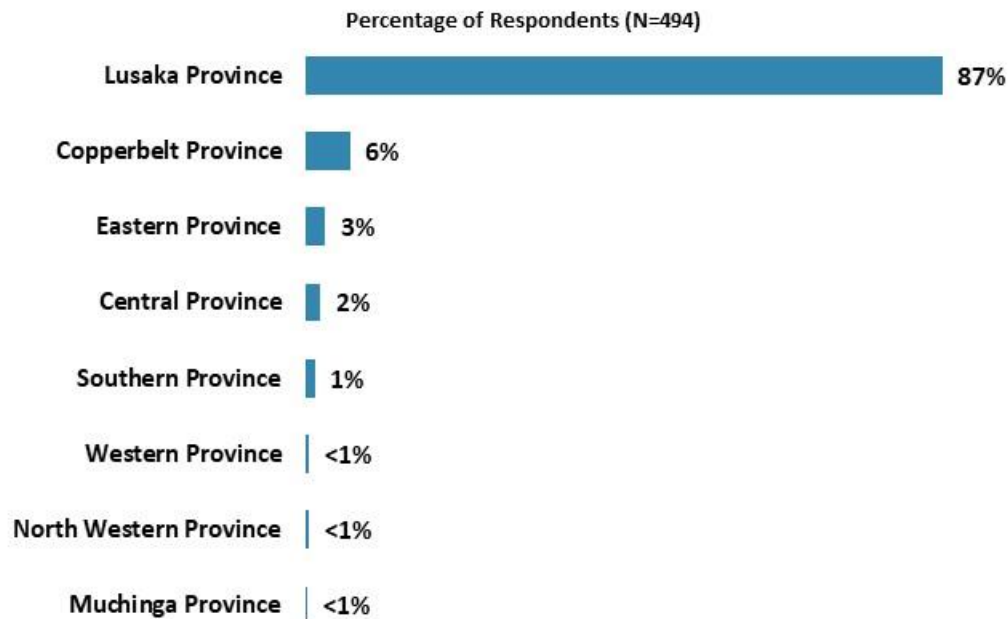
"Please identify the primary specialization of your work. (Select only ONE response)"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

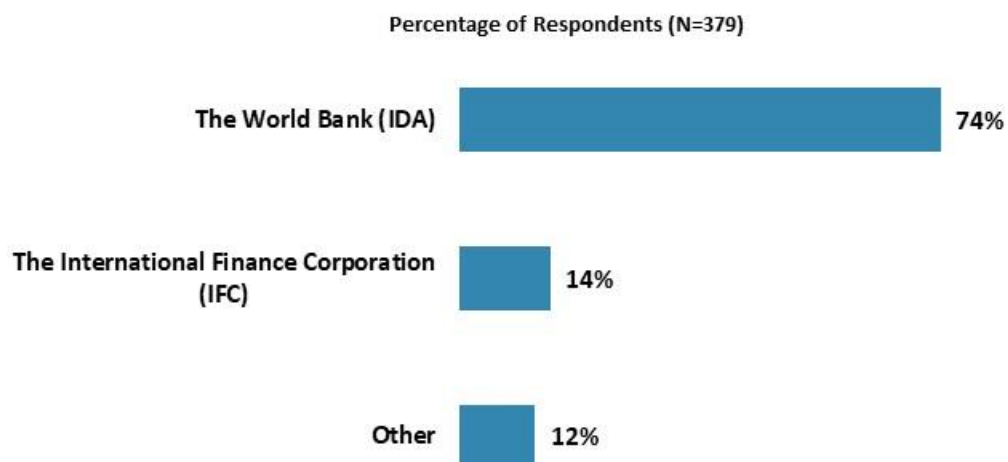
Geographic Locations

- Because of the small number of respondents from outside the Lusaka Province, all other geographic locations were combined into an “Other” category.



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

Exposure to Agencies within the World Bank Group



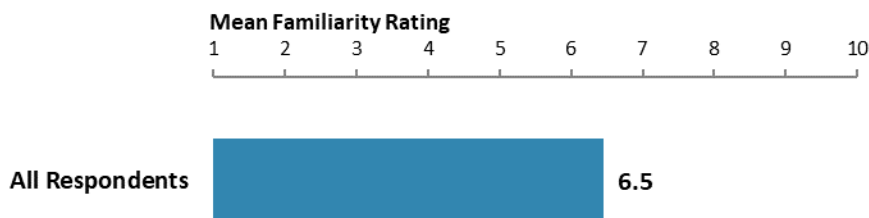
“Which of the following agencies of the World Bank Group do you primarily engage with in Zambia? (Select only ONE response)” (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 6.5; weighted mean in FY'15 = 6.8)¹.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister and independent government institutions indicated the highest ratings of familiarity with the WBG whereas respondents from academia and the office of a Parliamentarian indicated significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG indicated significantly higher ratings of familiarity (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.8).
- **Impact of familiarity:** Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Zambia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Zambia, and the extent to which the WBG contributes to the country's development results.



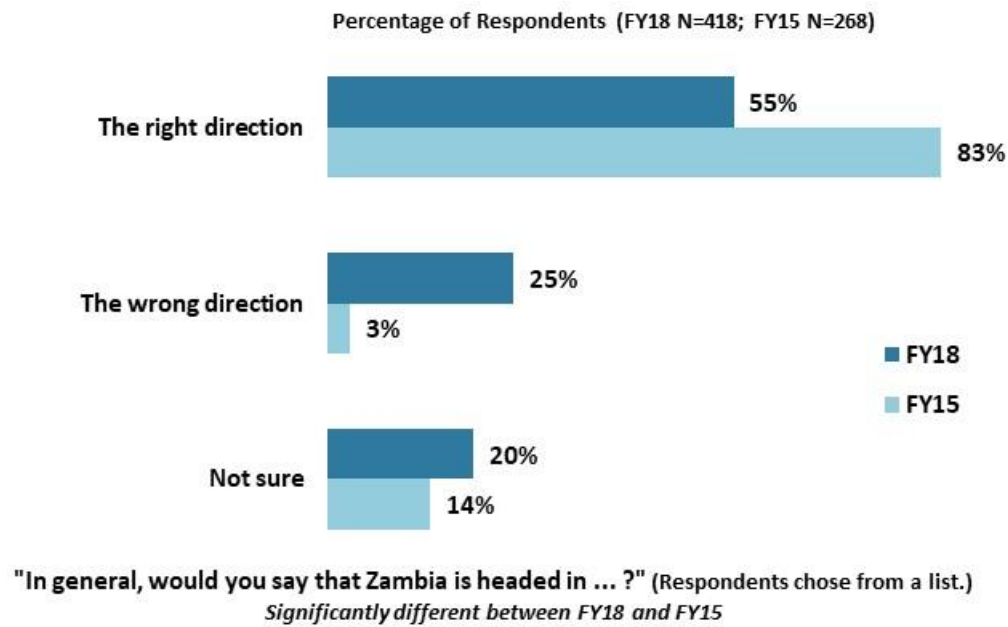
"How familiar are you with the work of the World Bank Group in Zambia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



IV. General Issues Facing Zambia

Headed in the Right Direction²



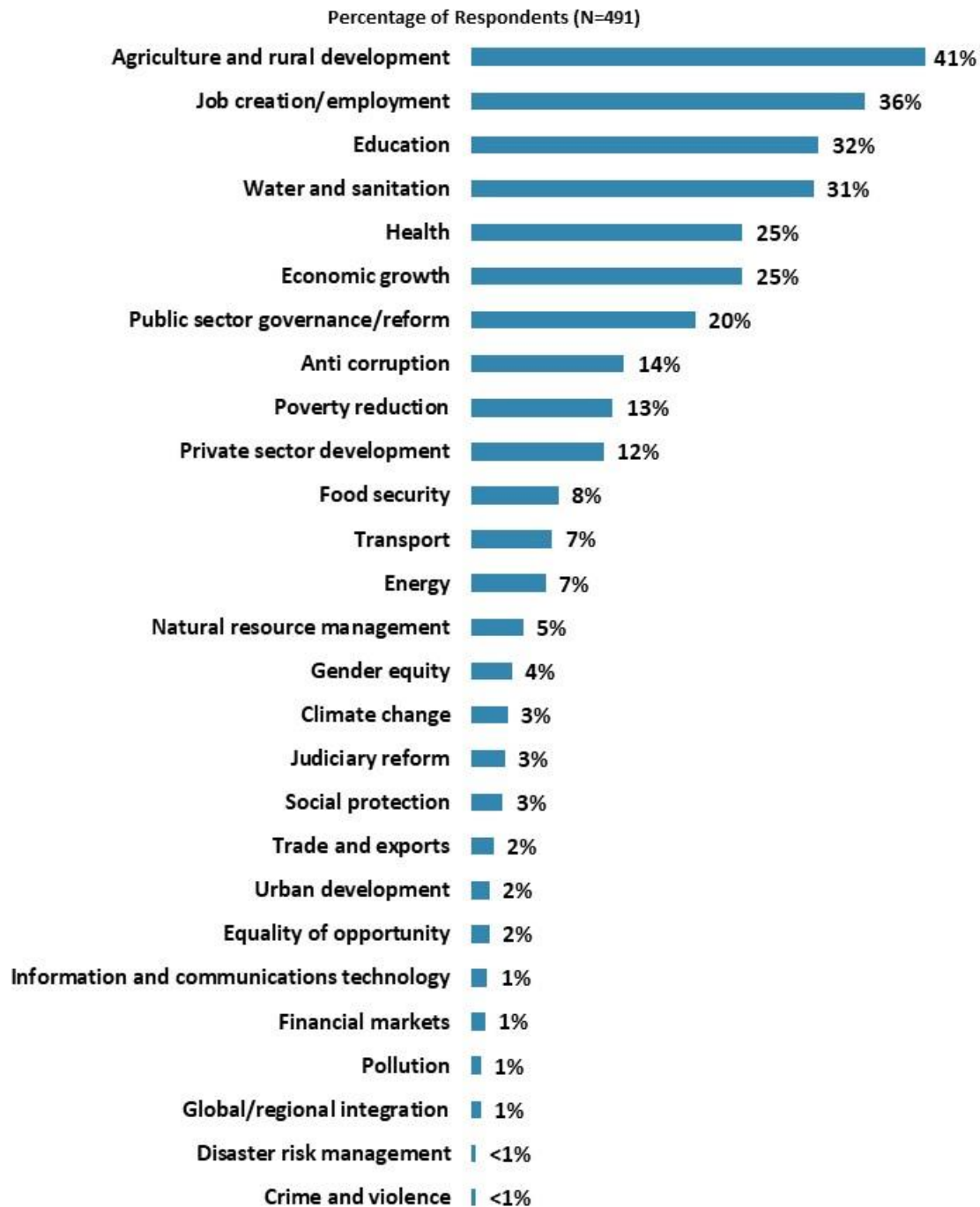
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'15.



IV. General Issues Facing Zambia (continued)

Development Priority

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the most important development priority in Zambia was “*job creation/employment*” (52%), followed by “*education*” (25%), “*poverty reduction*” (24%), “*economic growth*” (23%), and “*rural development*” (23%).



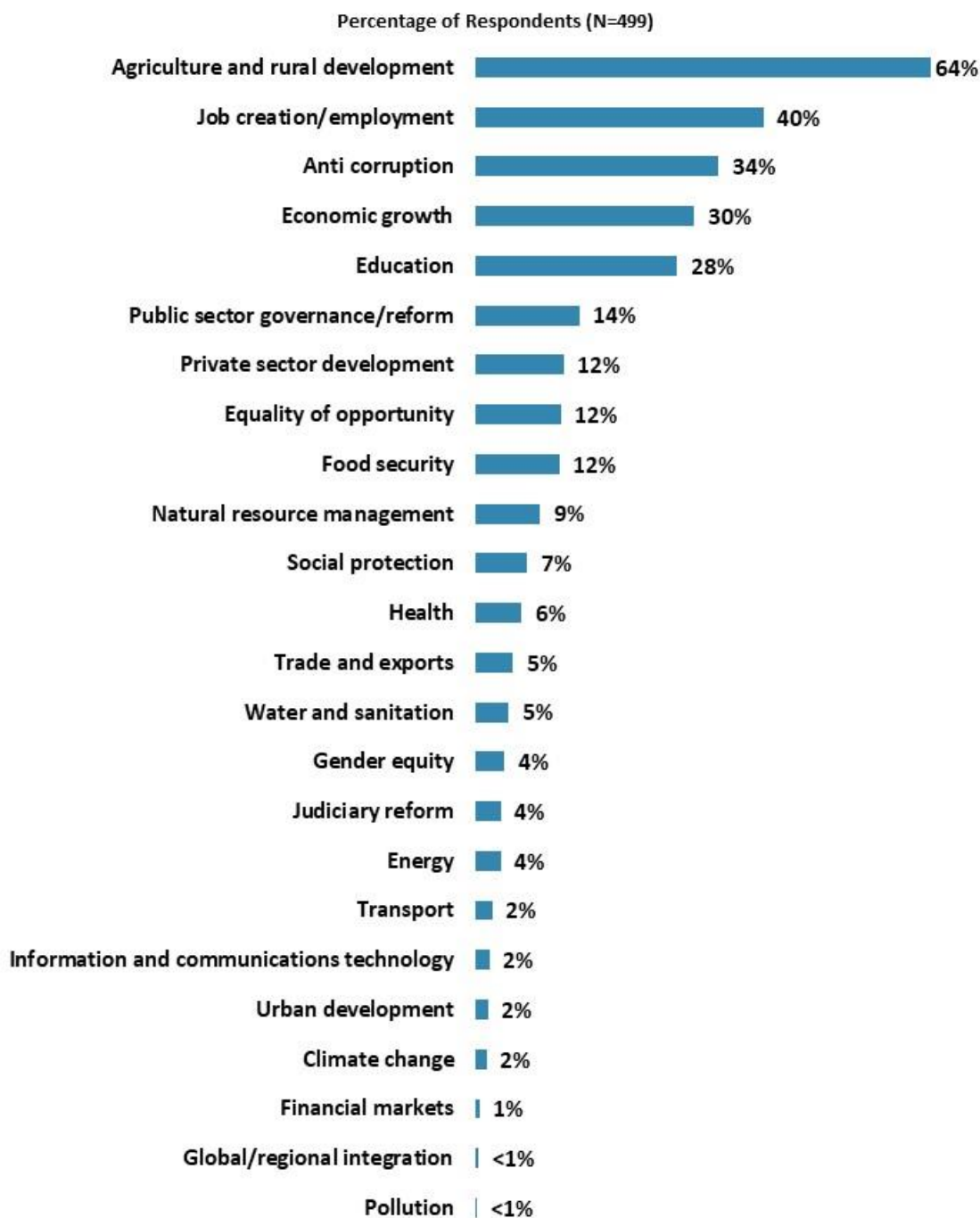
"Listed below are a number of development priorities in Zambia. Please identify which of the following you consider the most important development priorities in Zambia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Zambia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Zambia were “*agricultural development*” (58%), “*rural development*” (48%), and “*job creation/employment*” (44%), followed by “*education*” (31%) and “*economic growth*” (23%).



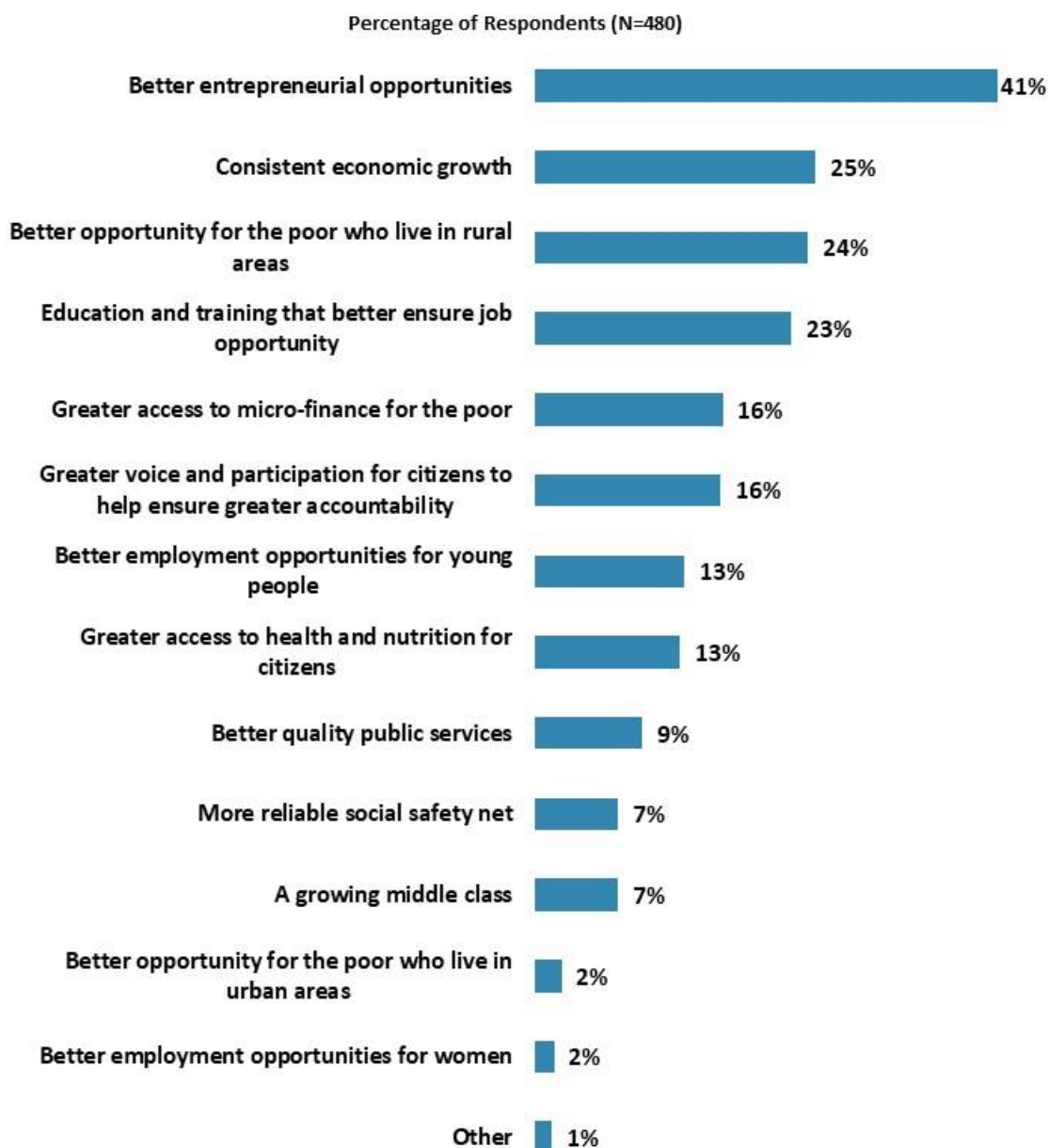
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Zambia?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Zambia (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the FY’15 Country Survey, respondents indicated that shared prosperity in Zambia can be best achieved through “*better employment opportunities*” (36%), “*education and training that better ensure job opportunity*” (34%), and “*agricultural development*” (34%).

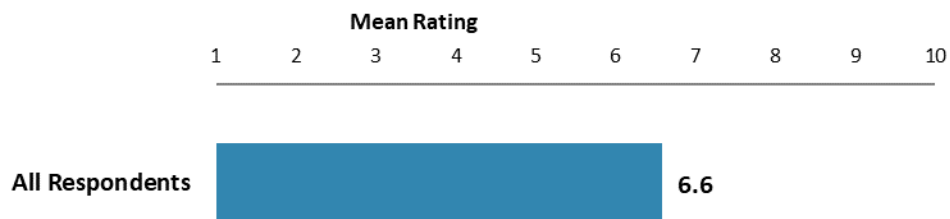


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Zambia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



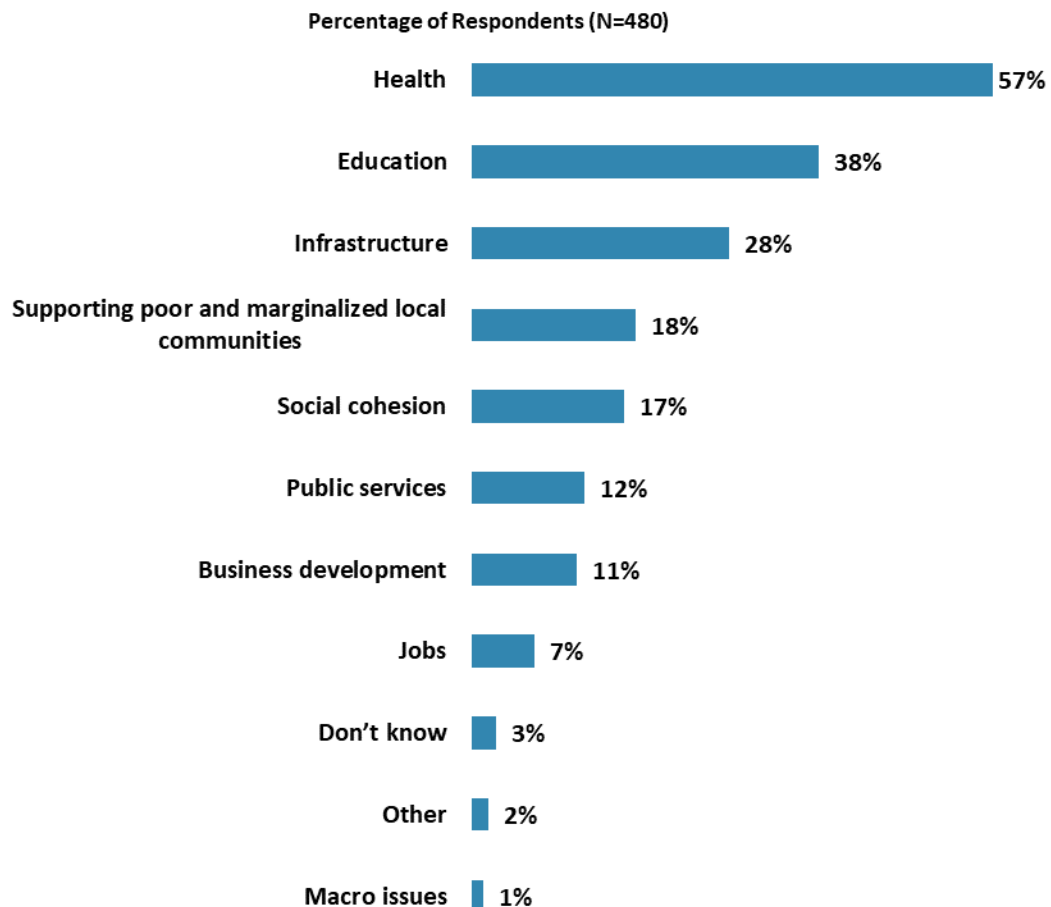
IV. General Issues Facing Zambia (continued)

Donor Community Support to Refugees



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia?" (1-"To no degree at all", 10-"To a very significant")

WBG Support to the Refugee Crisis

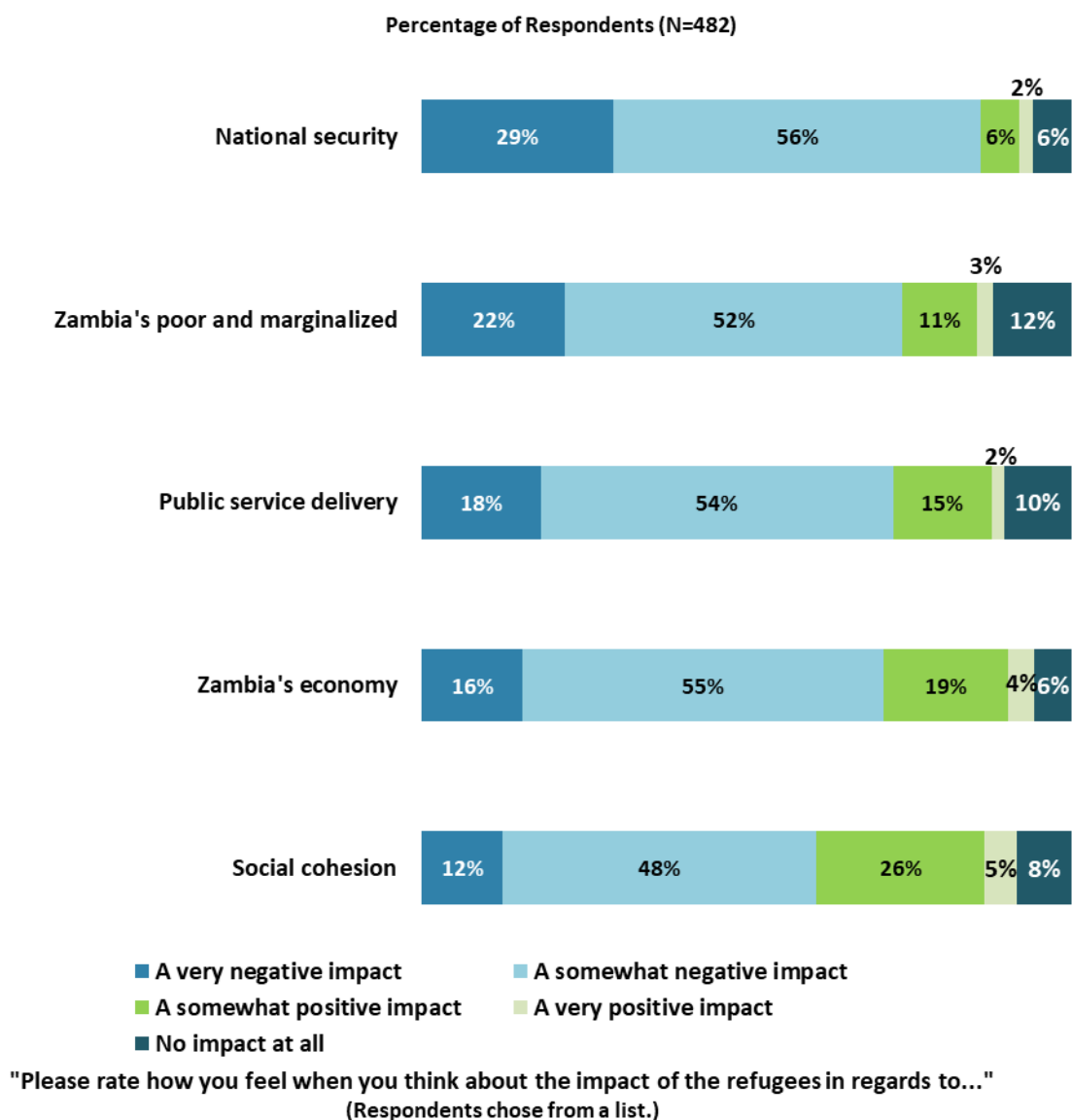


"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Zambia (continued)

Refugees' Impact

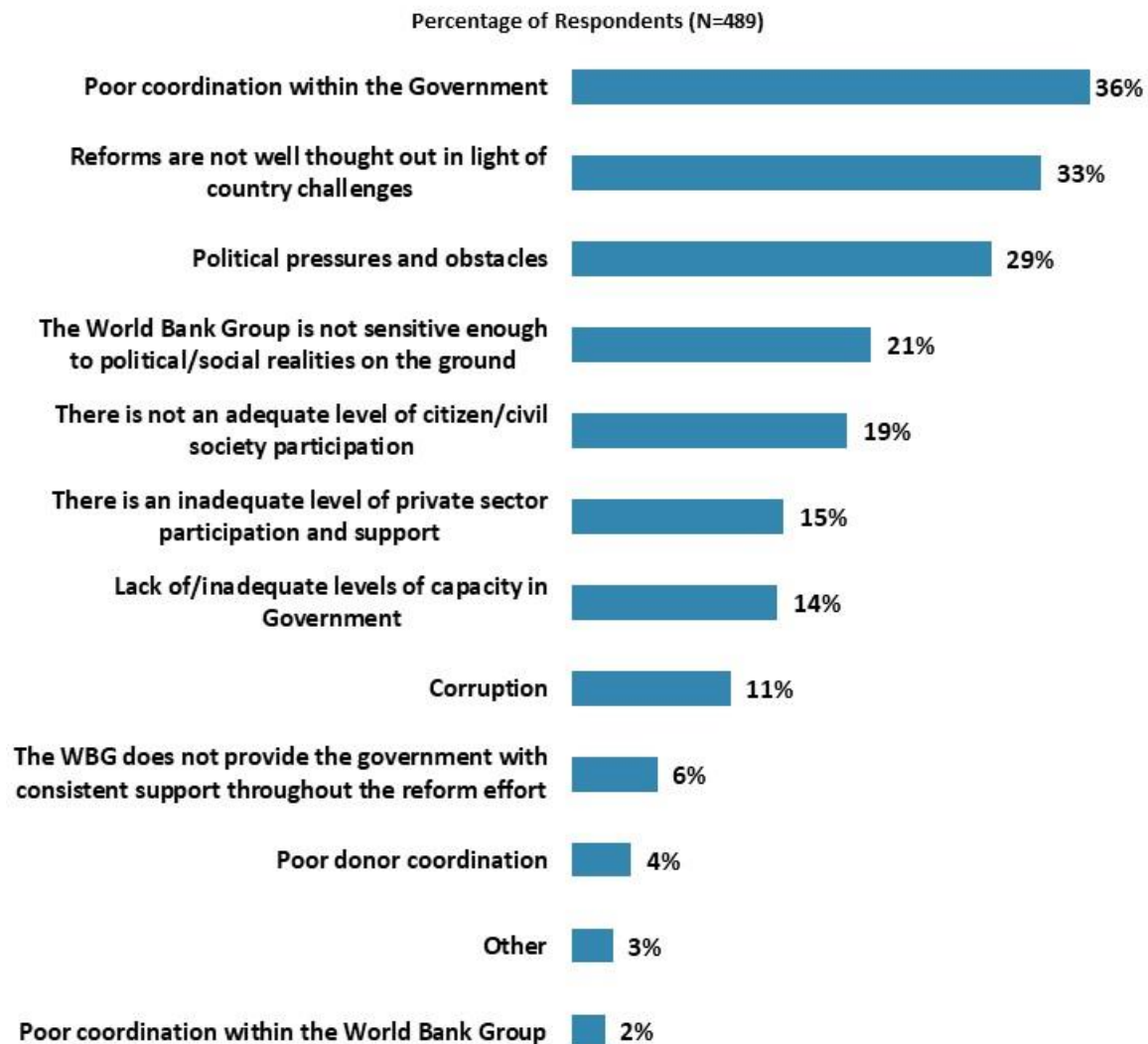




V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to *“reforms are not well thought out in light of country challenges”* (39%), *“the World Bank Group is not sensitive enough to political/social realities on the ground”* (33%), *“the Government works inefficiently”* (32%), *“there is not an adequate level of citizen/civil society participation”* (30%), and *“lack of/inadequate levels of capacity in Government”* (28%).



"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.)

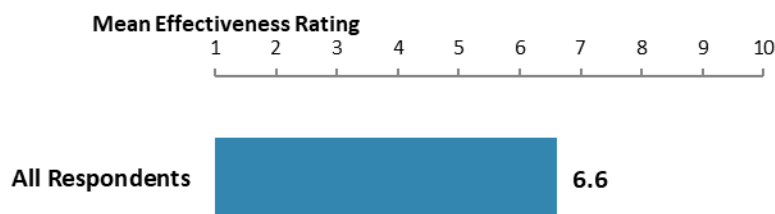


V. Overall Attitudes toward the World Bank Group (continued)

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)

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the WBG’s overall effectiveness as respondents in the FY’15 Country Survey (weighted mean in FY’18 = 6.7; weighted mean in FY’15 = 6.5)³.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister gave the highest ratings for the WBG’s overall effectiveness whereas respondents from academia and the office of a Parliamentarian gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s overall effectiveness (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.2).



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

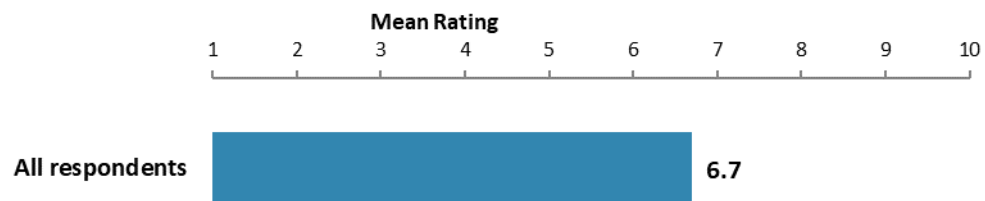
³ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



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

Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 6.7; weighted mean in FY'15 = 6.8)⁴.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister gave the highest ratings for the extent to which the WBG achieves development results whereas respondents from the office of a Parliamentarian gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).



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

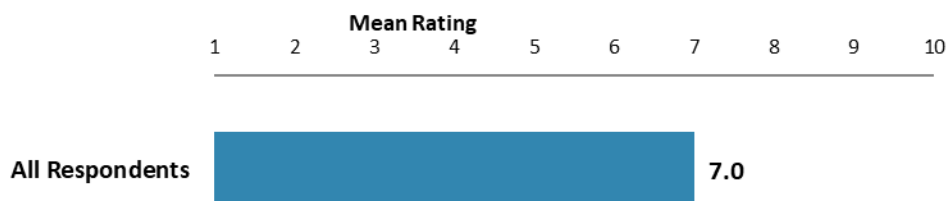
⁴ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG's staff is well prepared to help Zambia as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 7.0; weighted mean in FY'15 = 7.1)⁵.



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

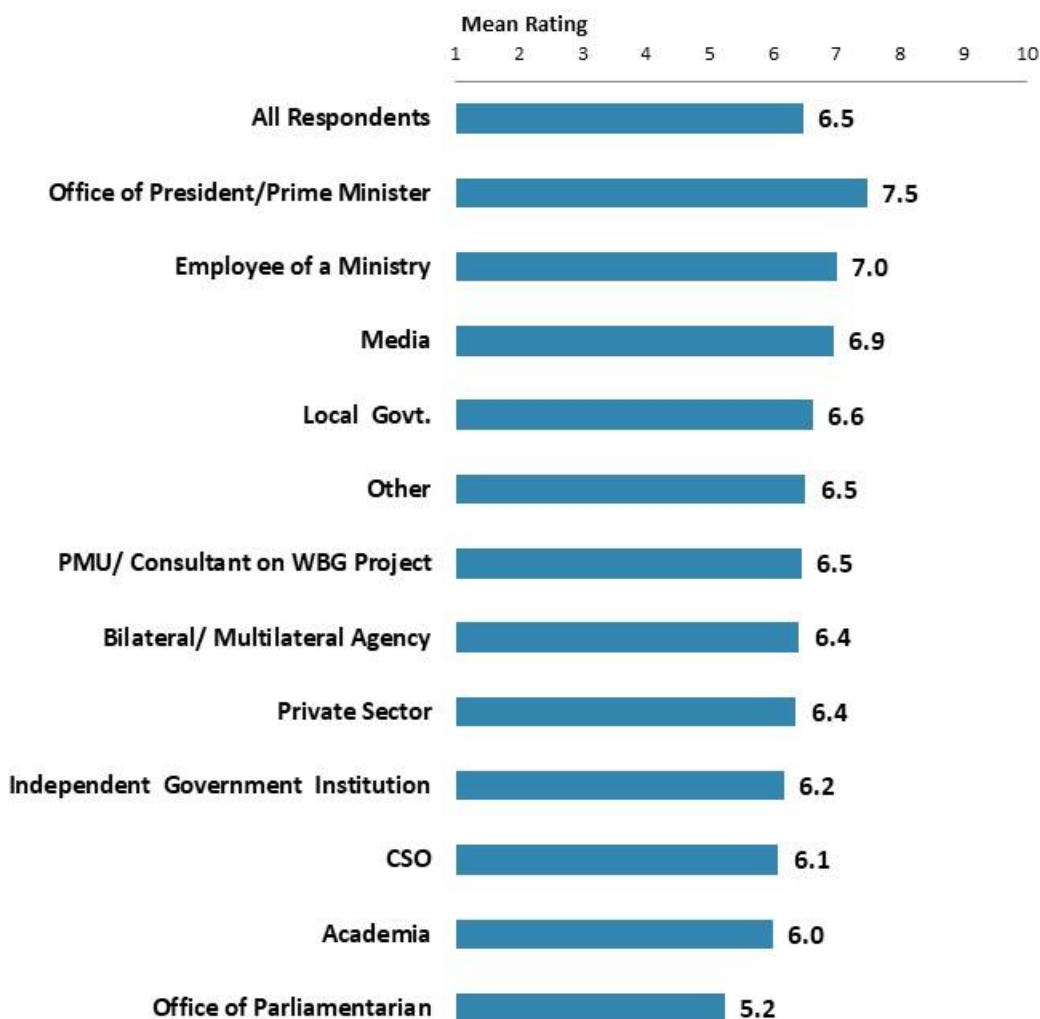
⁵ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the office of the President/Prime Minister had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from the office of a Parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 66).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (page 92).



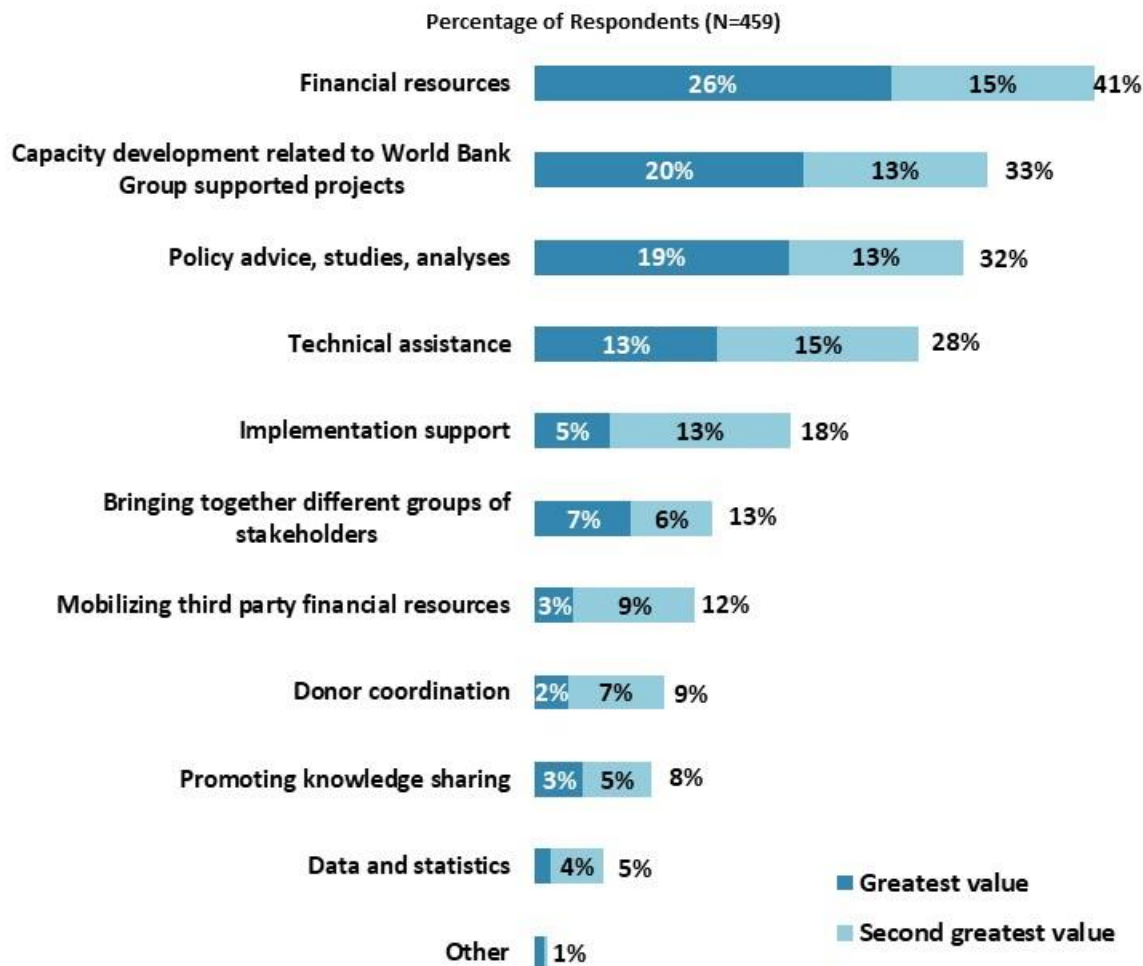
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the WBG's greatest values to Zambia were its "*financial resources*" (49%) and "*capacity development*" (49%), followed by "*policy advice, studies, analyses*" (38%) and "*technical assistance*" (30%).



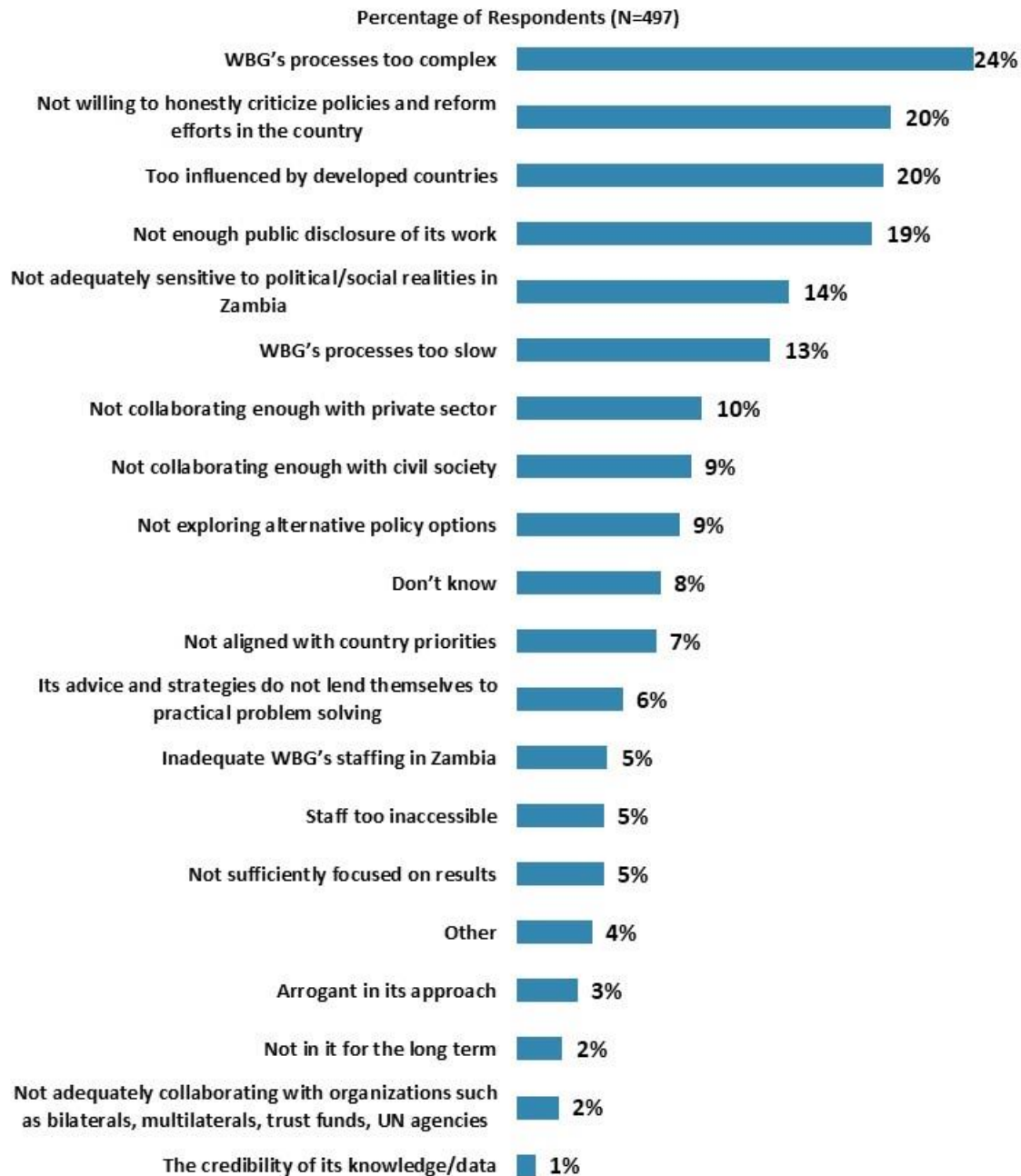
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Zambia?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the WBG's greatest weakness in its work in Zambia was "*World Bank Group's processes too complex*" (22%), "*too influenced by developed countries*" (22%), and "*imposing technocratic solutions without regard to political realities*" (21%), followed by "*World Bank Group's processes too slow*" (18%) and "*not collaborating enough with stakeholders outside the Government*" (17%).

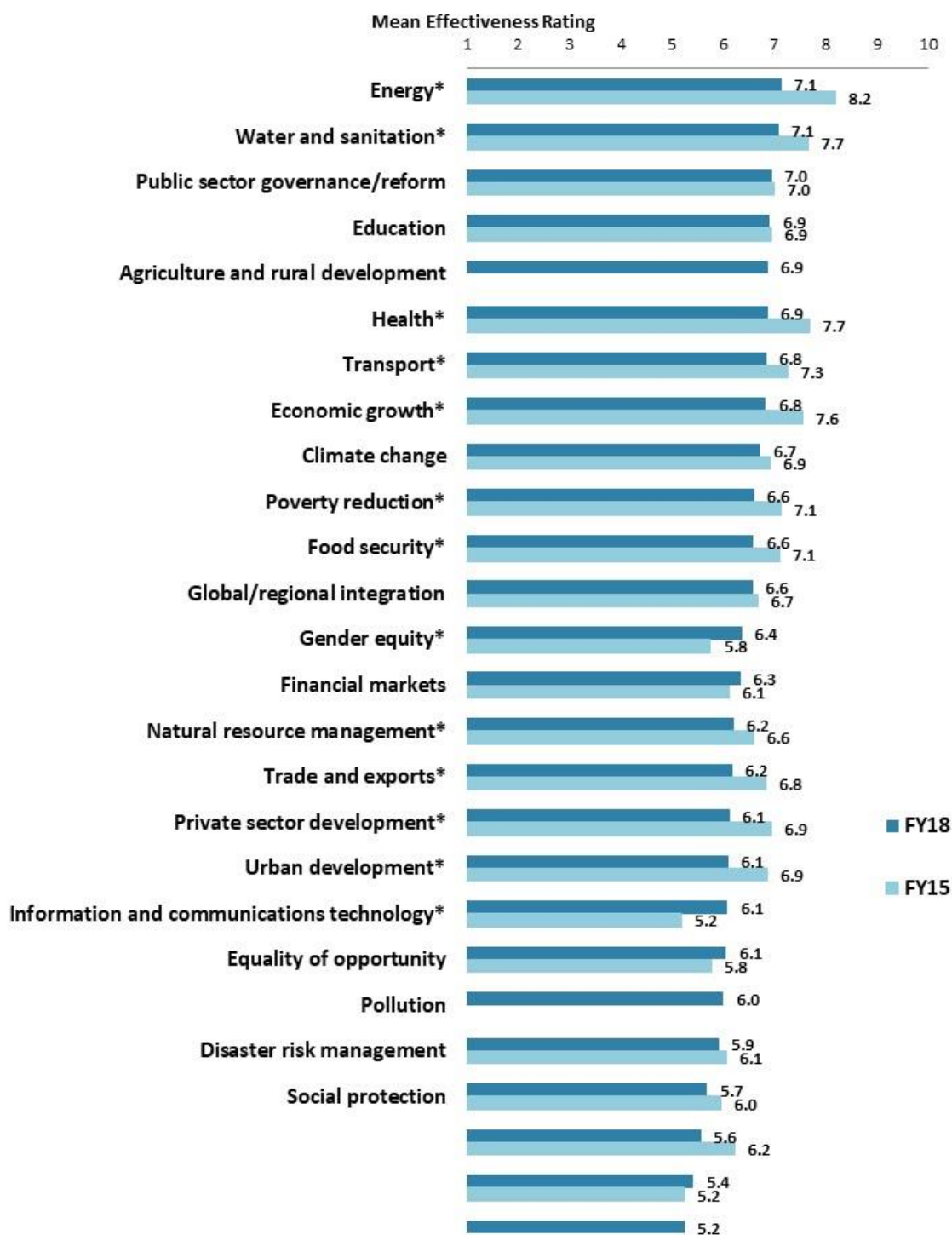


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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

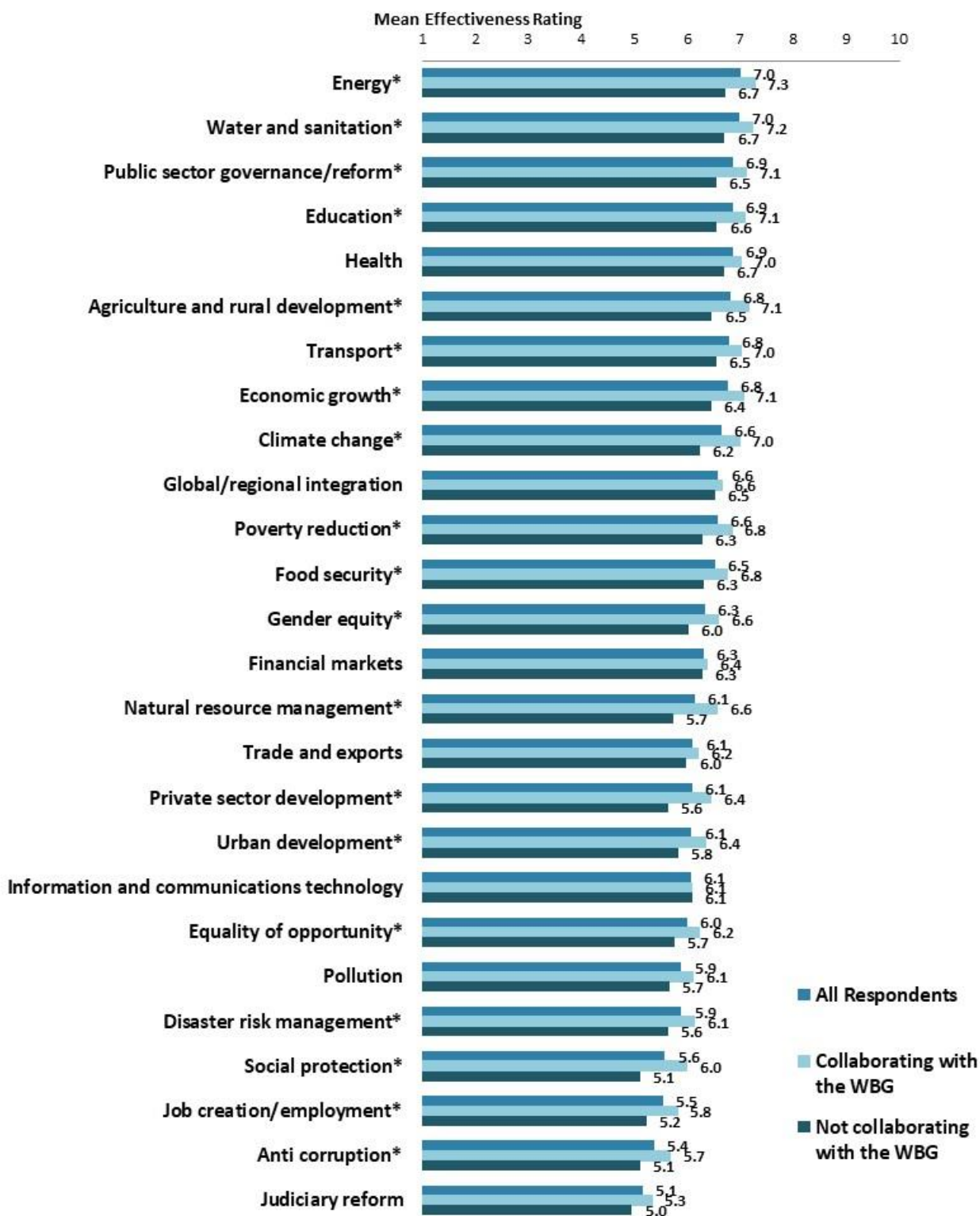


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zambia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY18 and FY15) All means calculated on weighted data.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zambia?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)



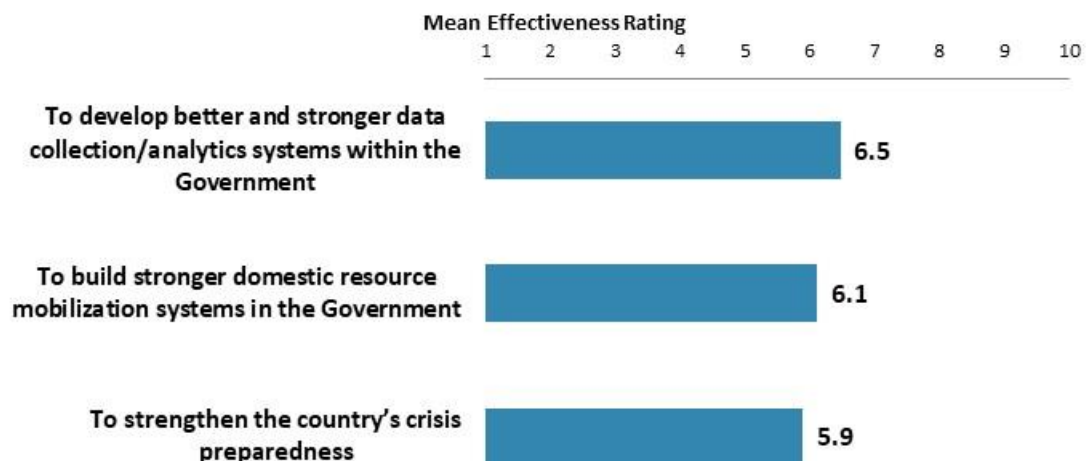
VI. Sectoral Effectiveness (continued)

The WBG's Influence on Gender and Climate Change Policy



"In Zambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to...?" (1- "To no degree at all", 10- "To a very significant degree")

WBG Supporting Zambia's Efforts

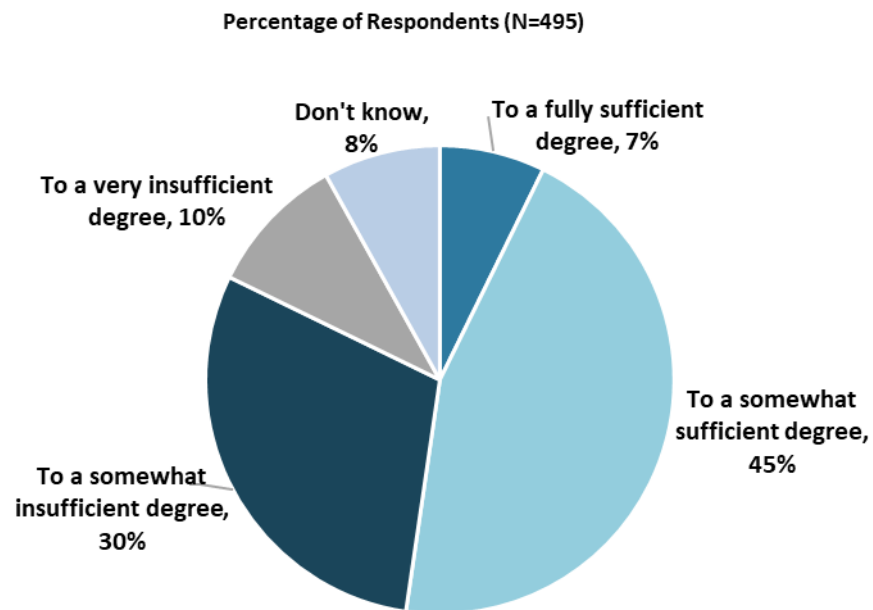


"How effectively does the World Bank Group support Zambia's efforts...?" (1- "Not effectively at all", 10- "Very effectively")



VI. Sectoral Effectiveness (continued)

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Zambia? (Select only ONE response)" (Respondents chose from a list.)



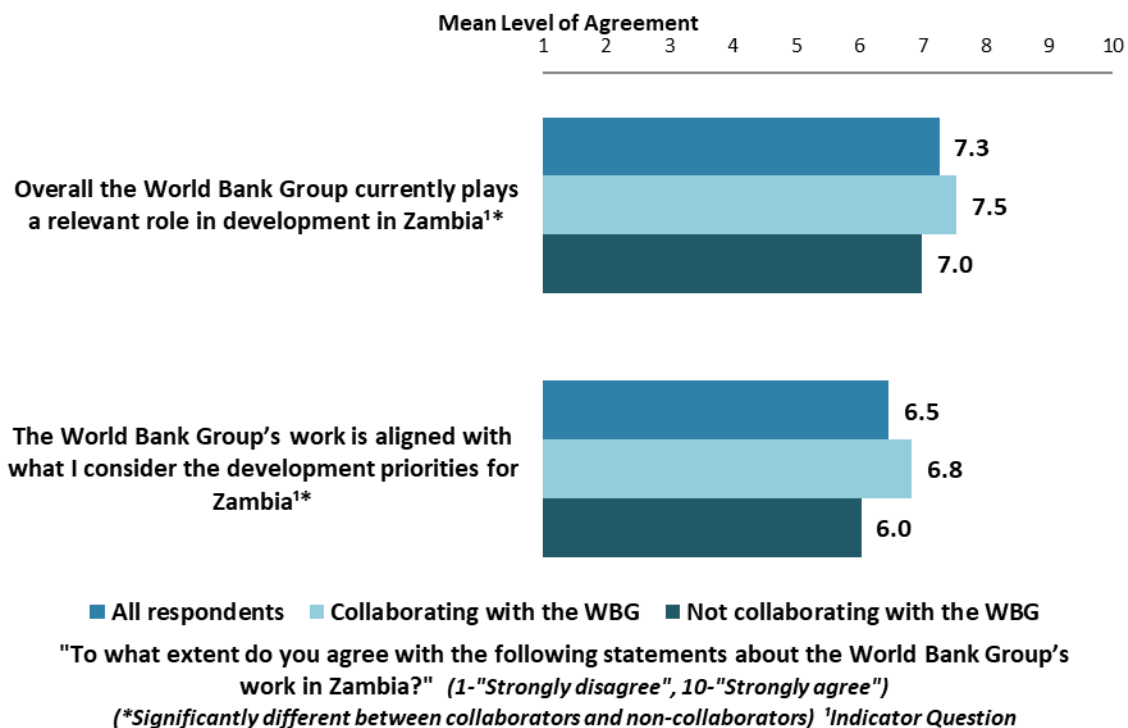
VII. How the World Bank Group Operates

The World Bank Group's Work in Zambia: Year Comparison



The World Bank Group's Work in Zambia: Collaboration

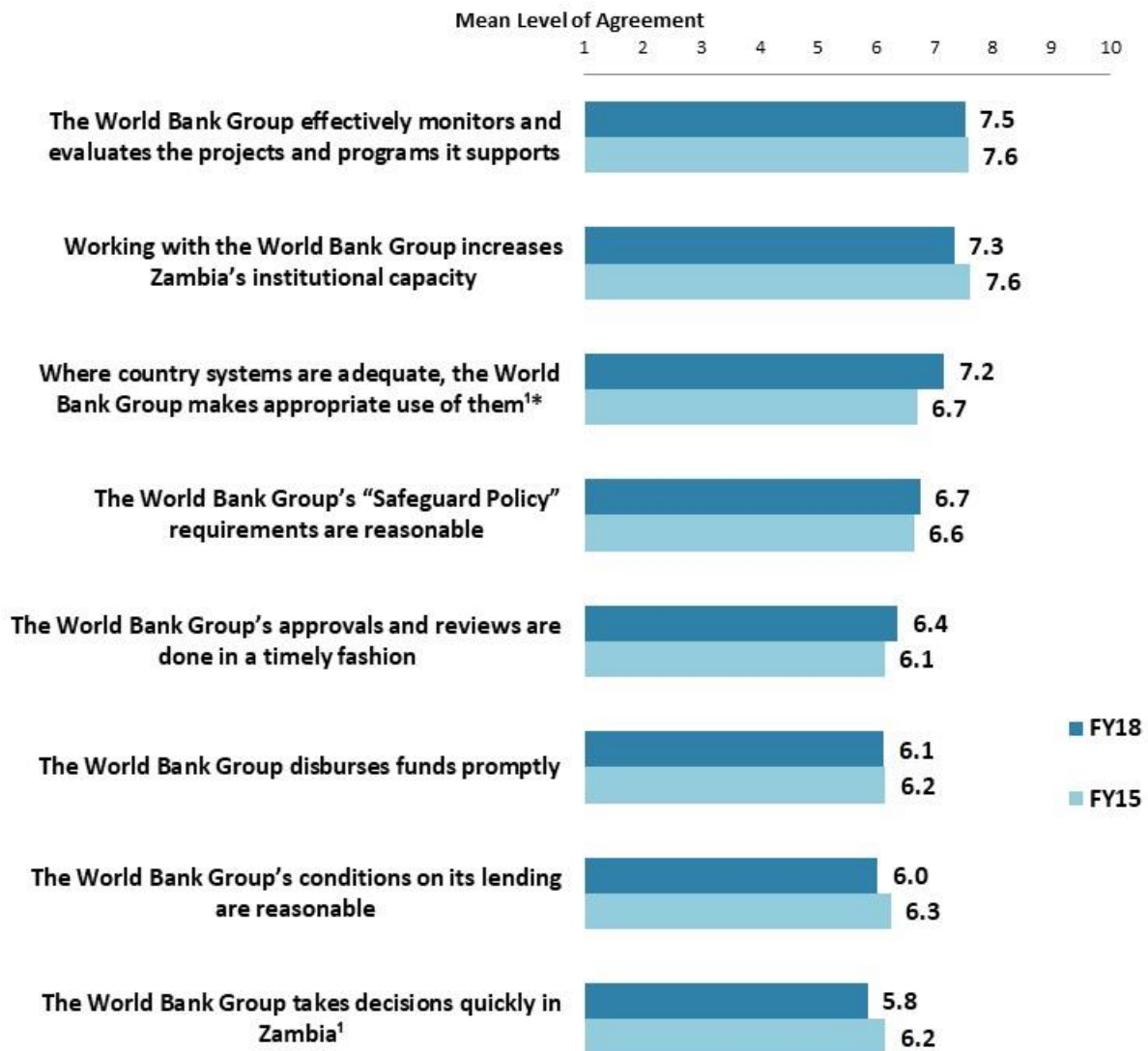
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister had the highest levels of agreement regarding these aspects of the WBG's work in Zambia whereas respondents from the office of a Parliamentarian had significantly lower levels of agreement.





VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison



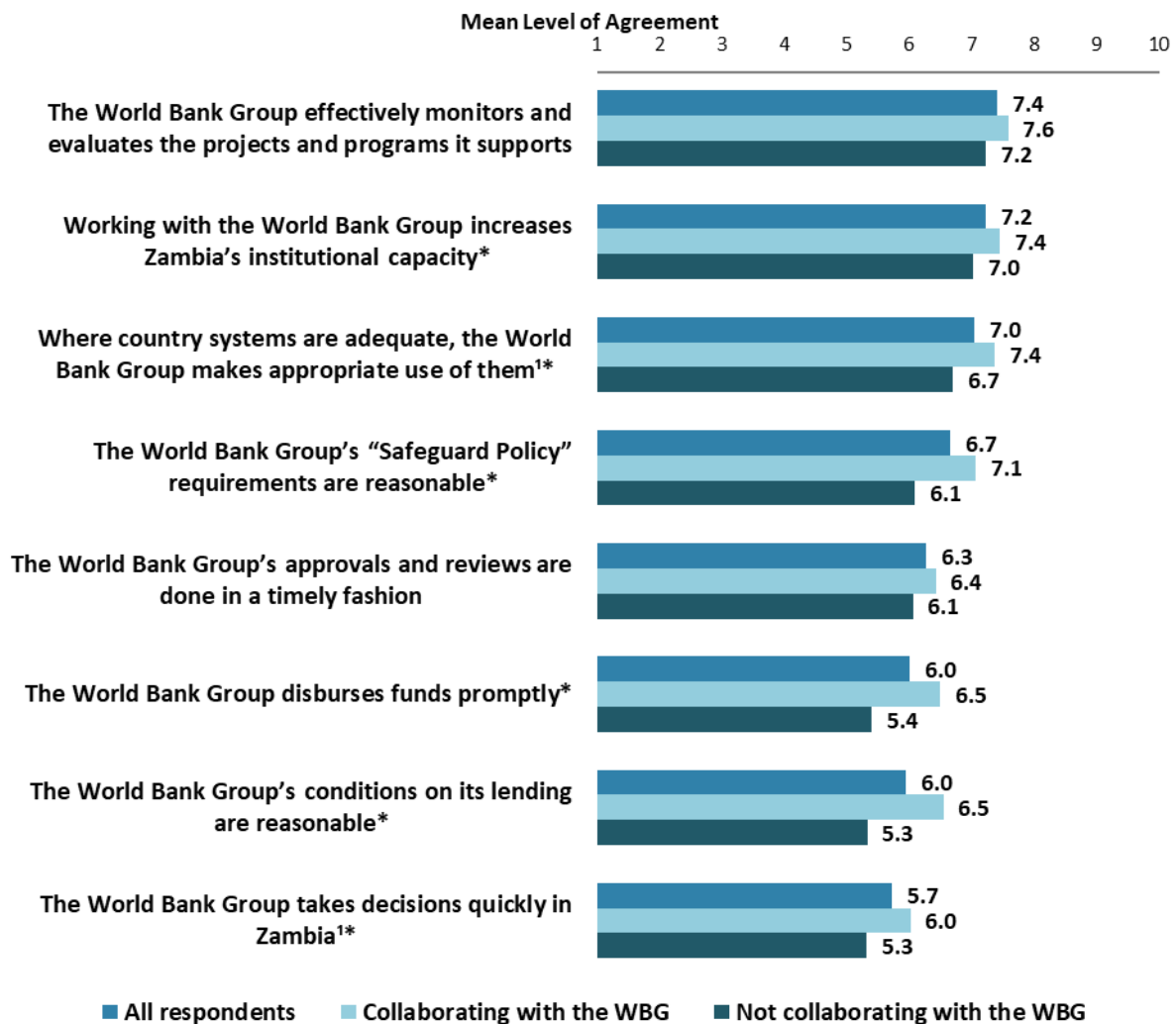
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question
(*Significantly different between FY18 and FY15) All means calculated on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- **Stakeholder groups:** There were significant stakeholder group differences across all of these statements regarding the WBG's operations in Zambia. For the most part, respondents from the office of the President/Prime Minister had the highest levels of agreement regarding these aspects whereas respondents from the office of a Parliamentarian had significantly lower levels of agreement. A complete breakdown of these questions by stakeholder groups can be found in Appendix B (see page 66).



"To what extent do you agree/disagree with the following statements?"

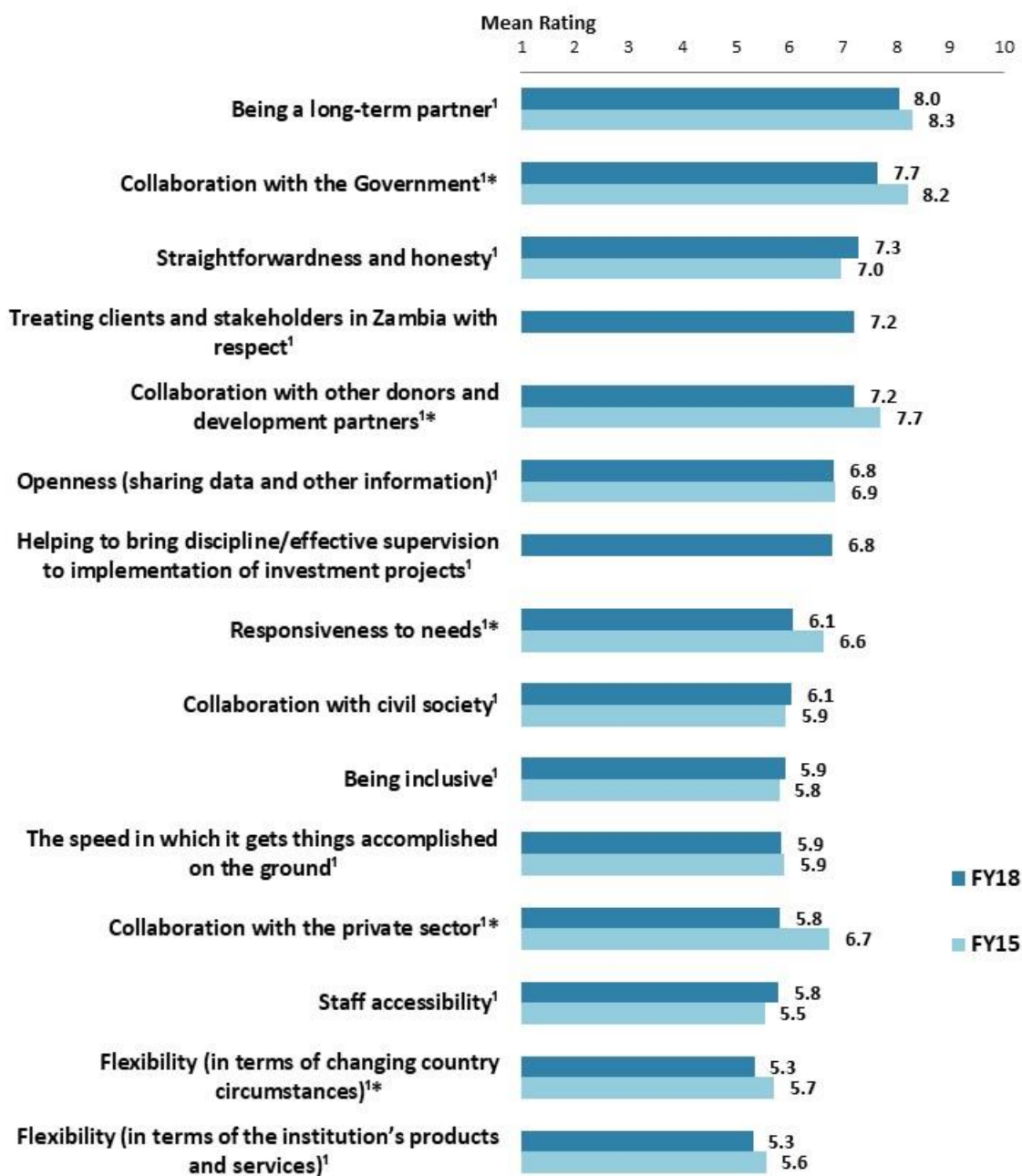
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question

(*Significantly different between collaborators and non-collaborators)



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison



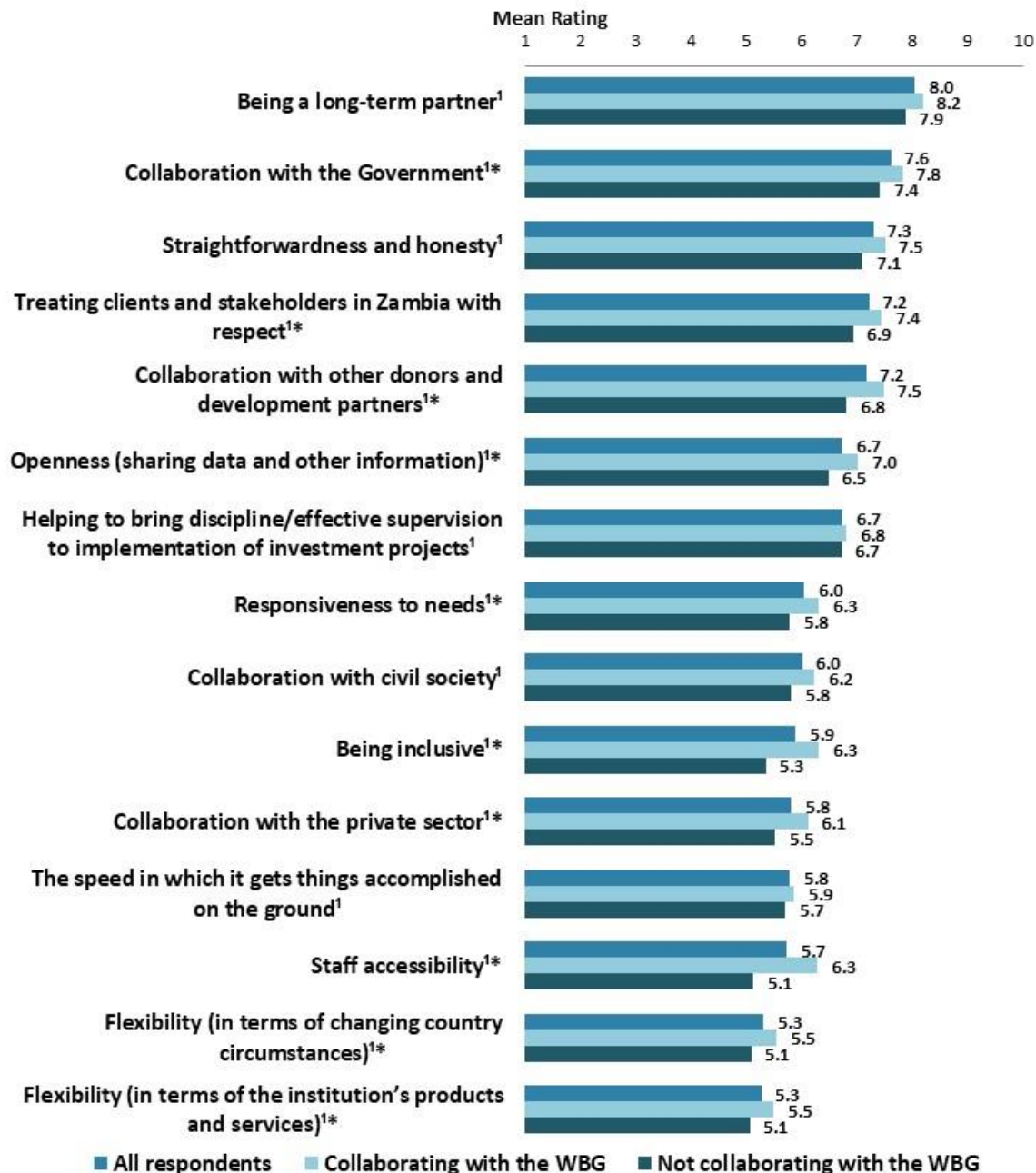
"To what extent is the World Bank Group an effective development partner in Zambia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
(*Significantly different between FY18 and FY15) All means calculated on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration

- **Stakeholder groups:** There were significant stakeholder group differences across 11 of these 15 aspects of the WBG's effectiveness as a development partner in Zambia. For the most part, respondents from the office of the President/Prime Minister and the media gave the highest ratings regarding these aspects whereas respondents from the office of a Parliamentarian, CSOs, and academia tended to give significantly lower ratings. A complete breakdown by stakeholder groups can be found in Appendix B (see page 66).

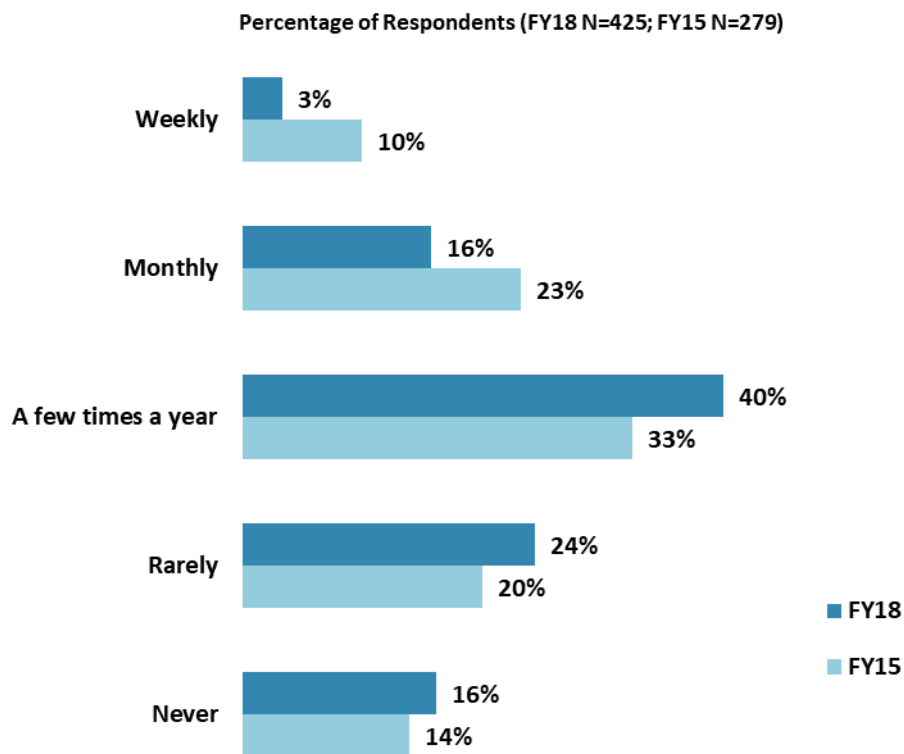


"To what extent is the World Bank Group an effective development partner in Zambia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
 (*Significantly different between collaborators and non-collaborators)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) *Significantly different between FY18 and FY15*
All percentages calculated on weighted data.



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

Meeting Zambia's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreements that the WBG meets Zambia's needs for knowledge services as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 6.4; weighted mean in FY'15 = 6.7)⁶.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister had the highest levels of agreement that the WBG meets Zambia's needs for knowledge services whereas respondents from the office of a Parliamentarian, independent government institutions, and academia had significantly lower levels of agreement.



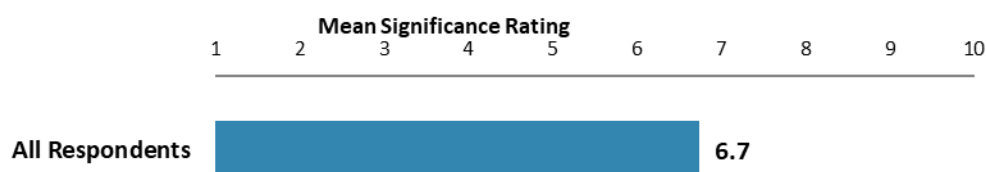
⁶ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the significant contribution of the WBG's knowledge work as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 6.8; weighted mean in FY'15 = 6.7)⁷.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister gave the highest ratings for the significant contribution of the WBG's knowledge work whereas respondents from the office of Parliamentarian and academia gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the significant contribution of the WBG's knowledge work (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).



"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")

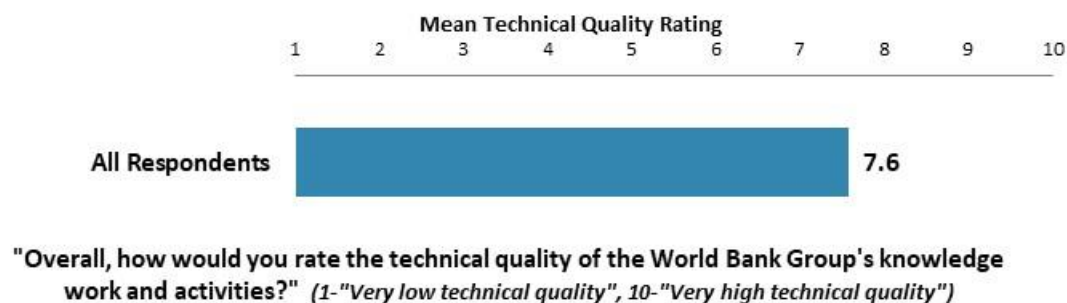
⁷ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the technical quality of the WBG's knowledge work as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 7.6; weighted mean in FY'15 = 7.5)⁸.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister, local government, bilateral/multilateral agencies, and the media gave the highest ratings for the technical quality of the WBG's knowledge work whereas respondents from the office of Parliamentarian gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work (mean rating = 7.8) compared to respondents who do not collaborate with the WBG (mean rating = 7.4).

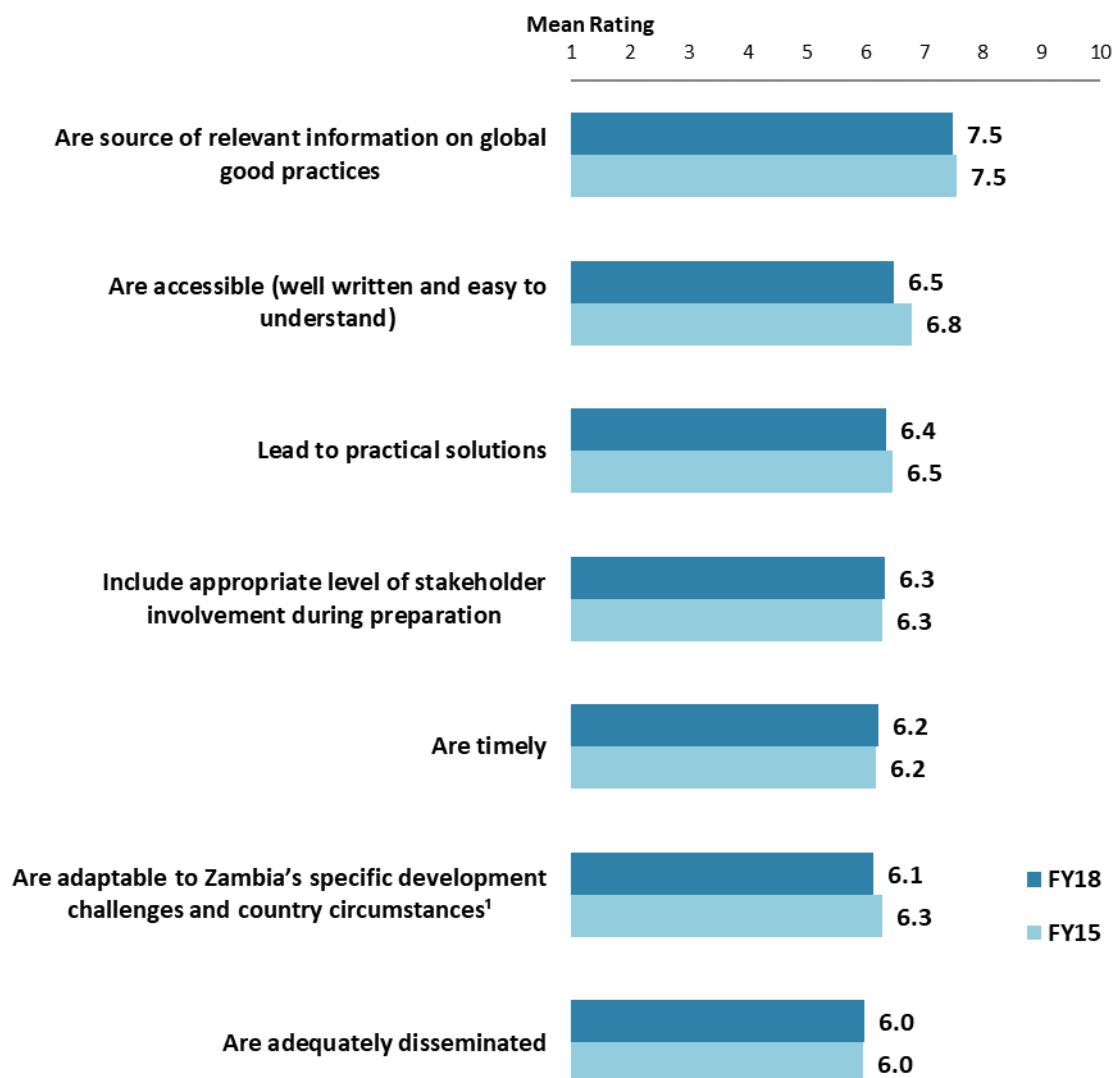


⁸ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison



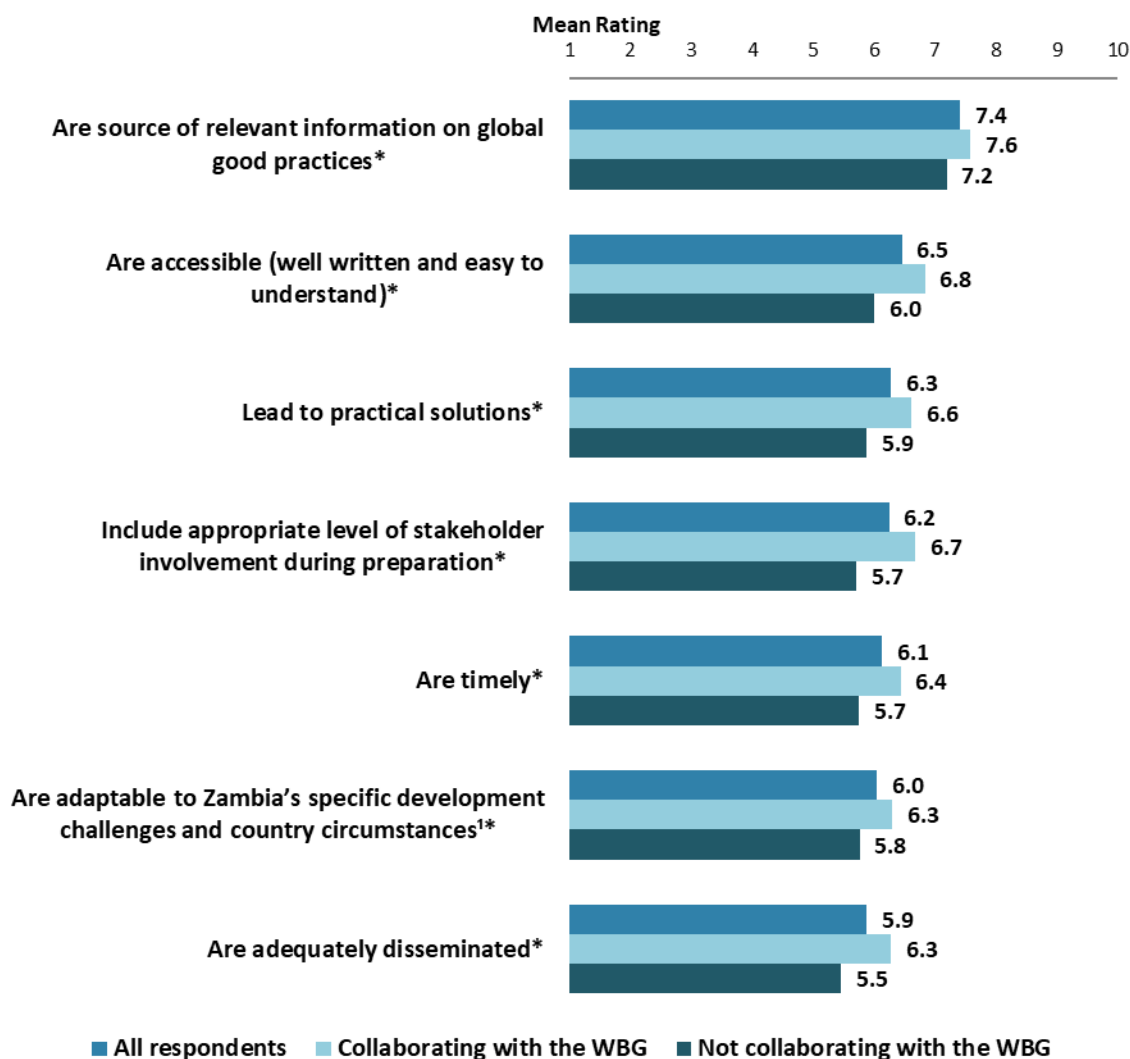
"In Zambia, to what extent do you believe that the World Bank Group's knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")
¹Indicator Question (All statistically similar between FY18 and FY15) All means calculated on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities: Collaboration

- **Stakeholder groups:** There were significant stakeholder group differences across all of these aspects regarding the WBG's knowledge work and activities. For the most part, respondents from the office of the President/Prime Minister gave the highest ratings regarding these aspects whereas respondents from the office of a Parliamentarian tended to give significantly lower ratings. A complete breakdown by stakeholder groups can be found in Appendix B (see page 66).



"In Zambia, 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")

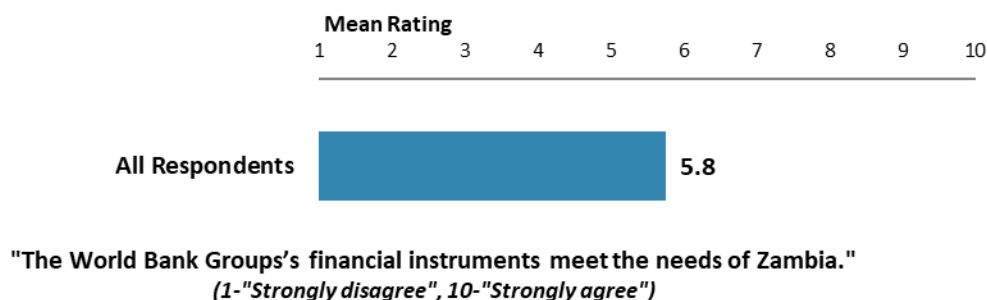
(*Significantly different between collaborators and non-collaborators) 'Indicator Question



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet the needs of Zambia as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 5.8; weighted mean in FY'15 = 5.9)⁹.
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister had the highest levels of agreement that the WBG's financial instruments meet the needs of Zambia whereas respondents from the office of Parliamentarian had significantly lower levels of agreements.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreements that the WBG's financial instruments meet the needs of Zambia (mean rating = 6.0) compared to respondents who do not collaborate with the WBG (mean rating = 5.5).

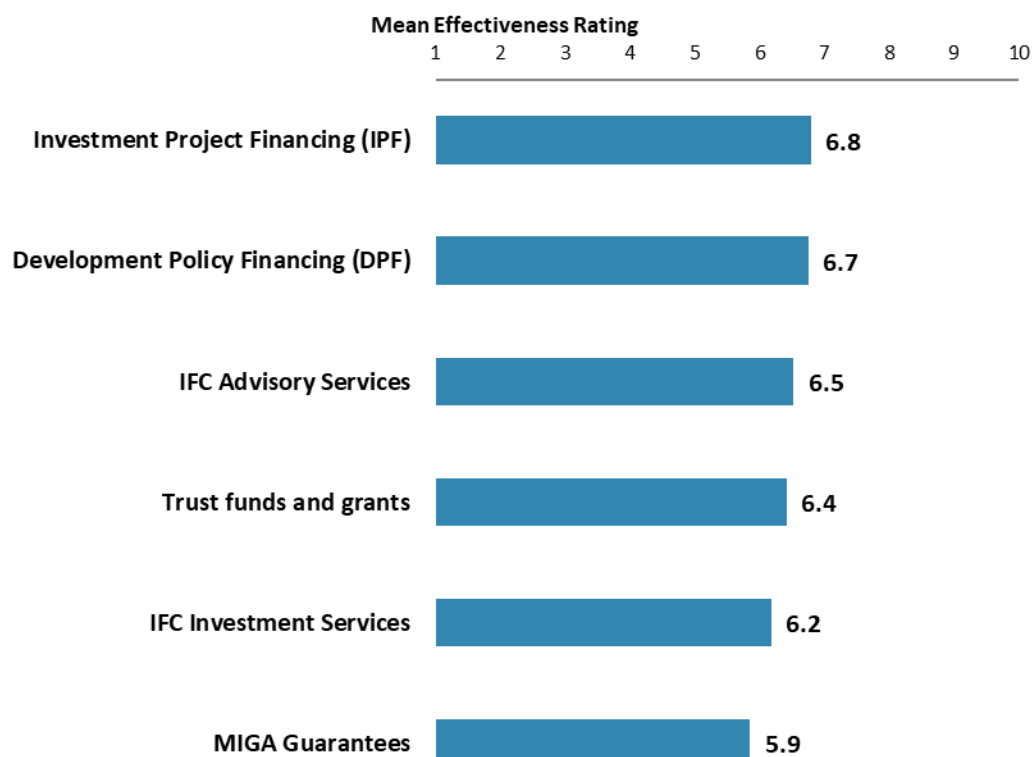


⁹ Please refer to Appendix E (page 99) for more details on weighting. The mean in the chart was calculated based on un-weighted data.



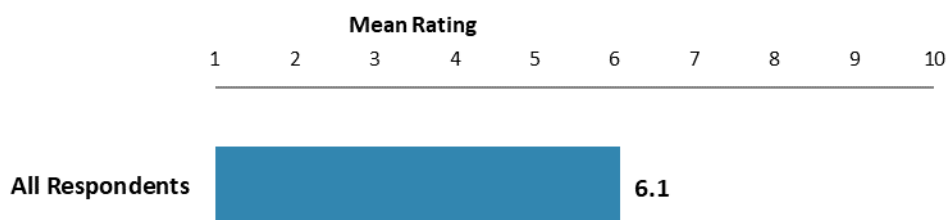
VIII. World Bank Group's Knowledge and Instruments (continued)

Effectiveness of WBG's Instruments



"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zambia Government's efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")

The WBG Mobilizing Finance for Development

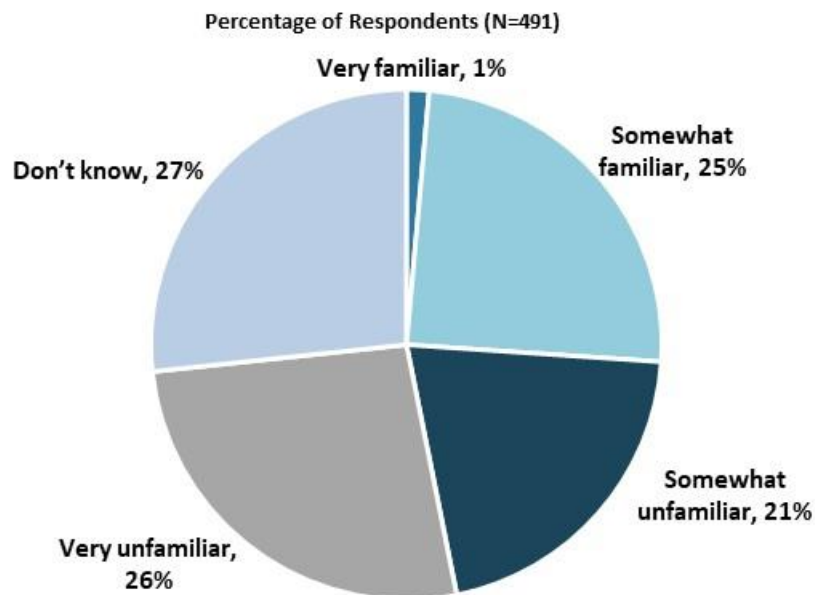


"How effectively does the World Bank Group help Zambia to mobilize finance for development from private sector sources?" (1-"Not effectively at all", 10-"Very effectively")



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

Familiarity of WBG's Financial Instruments



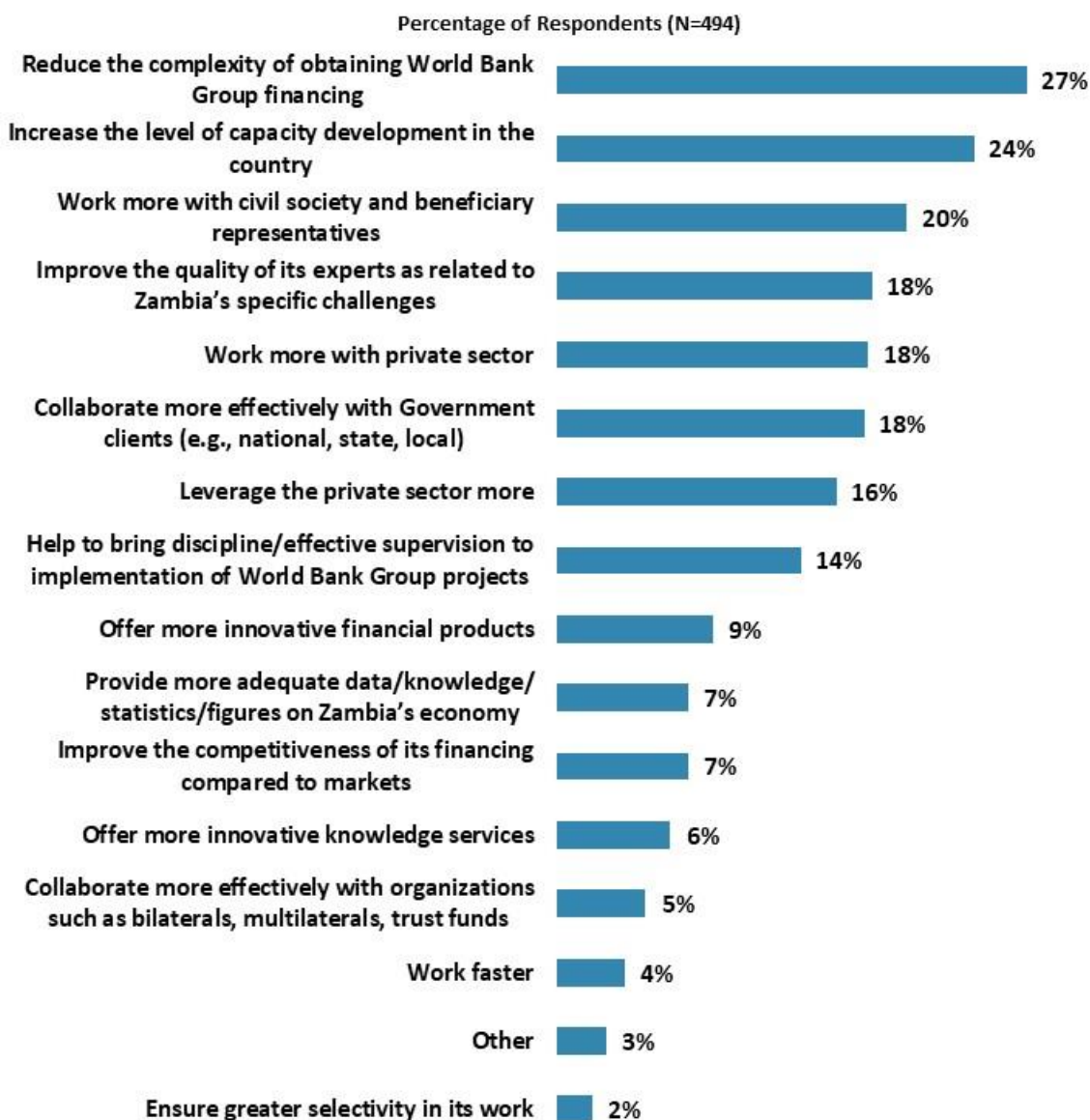
"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Zambia? (Select only ONE response)"



IX. The Future Role of the World Bank Group in Zambia

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that, to make itself of greater value in Zambia, the WBG should “*reach out more to groups outside of Government*” (47%), “*increase the level of capacity development in the country*” (34%), and “*reduce the complexity of obtaining World Bank Group financing*” (29%).



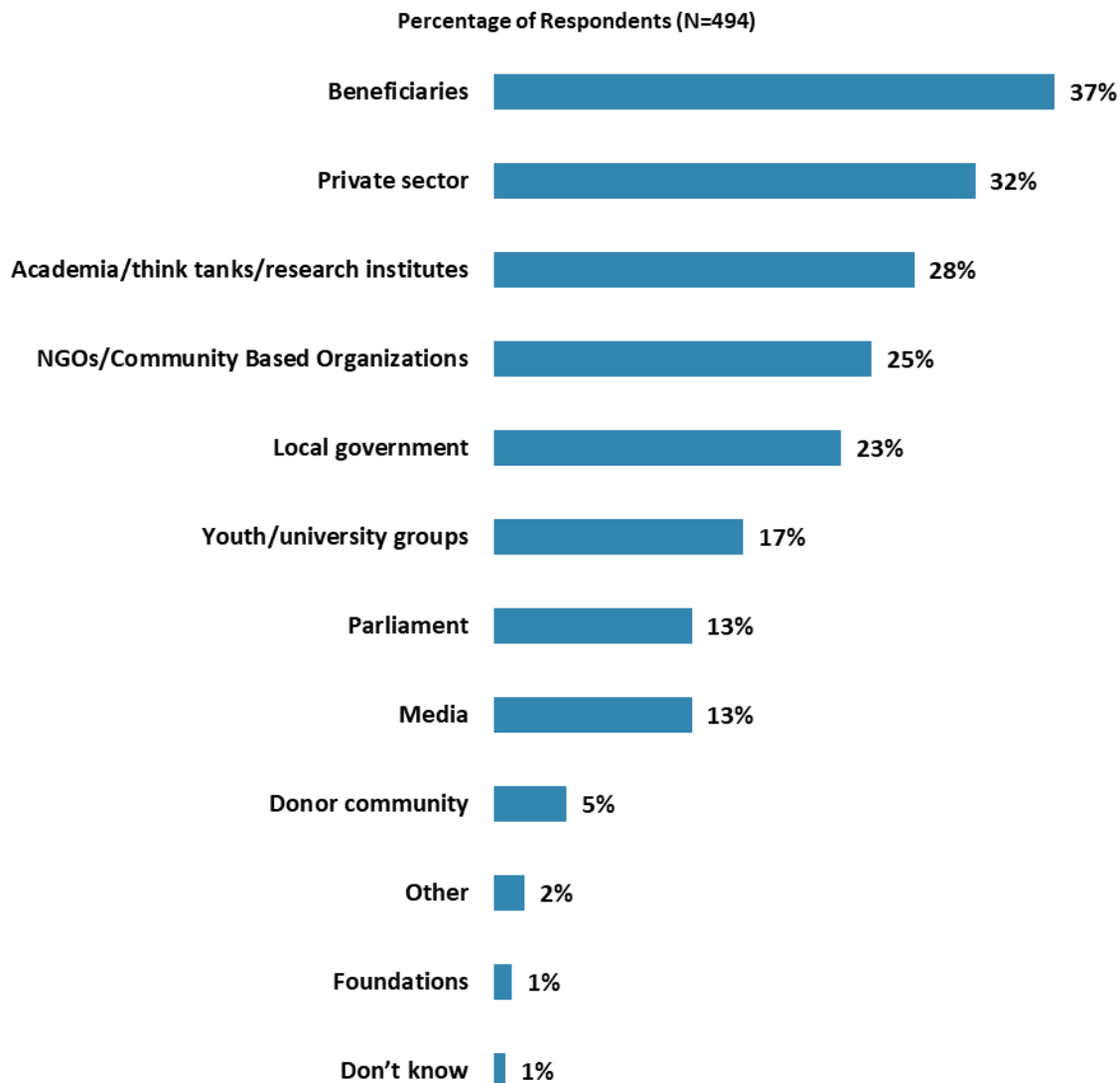
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the WBG should work more with “*private sector*” (42%), “*beneficiaries*” (37%), “*academia/think tanks/research institutes*” (32%), “*local governments*” (34%), and “*NGOs/CBOs*” (30%) to ensure better development results in Zambia.



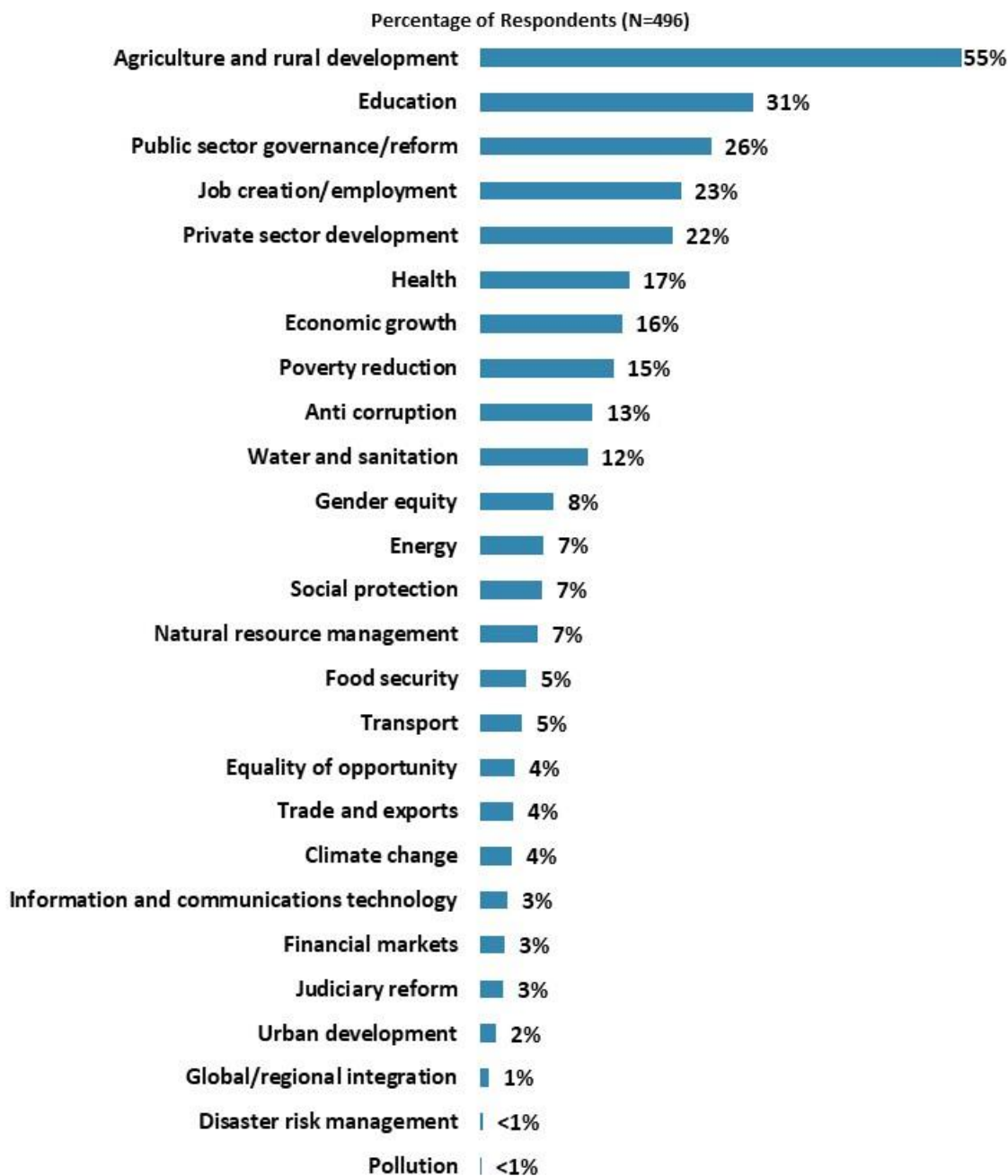
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*agricultural development*” (41%) and “*rural development*” (33%), followed by “*economic growth*” (27%), “*education*” (25%), “*public sector governance/reform*” (24%), and “*energy*” (22%).

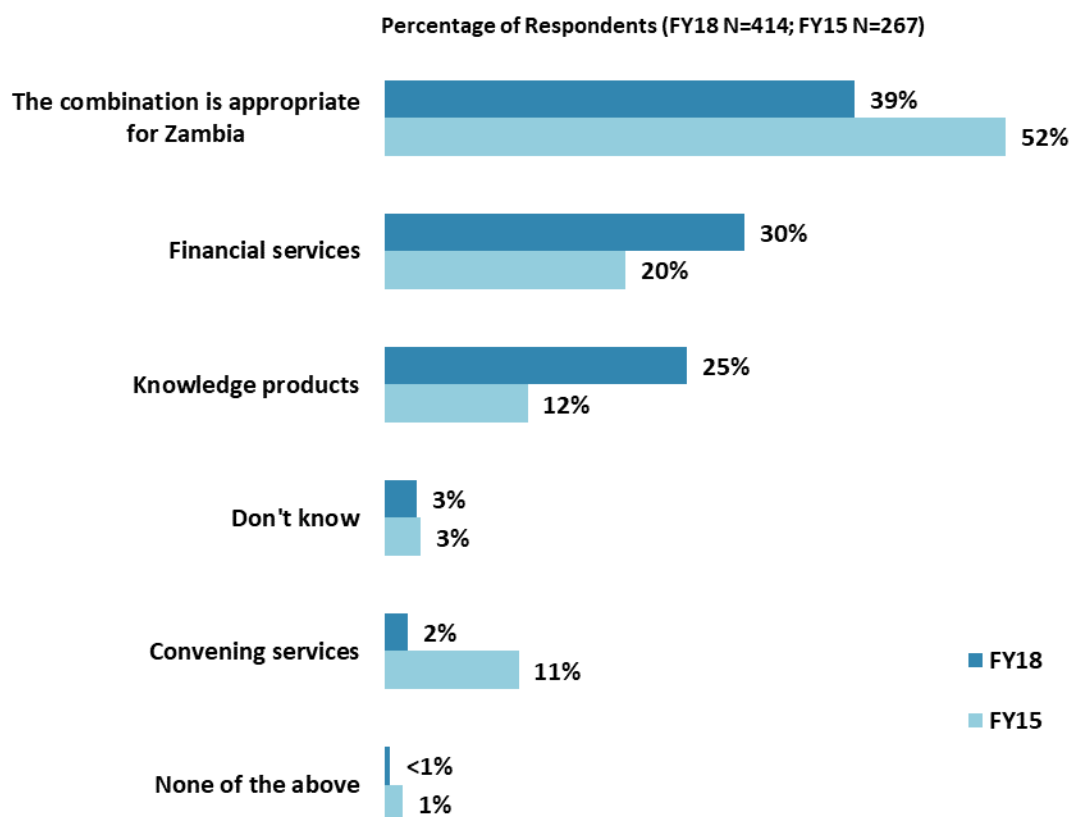


“When thinking about how the World Bank Group can have the most impact on development results in Zambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Zambia? (Choose no more than THREE)”
(Respondents chose from a list. Responses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



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

Future Combination of the WBG Services

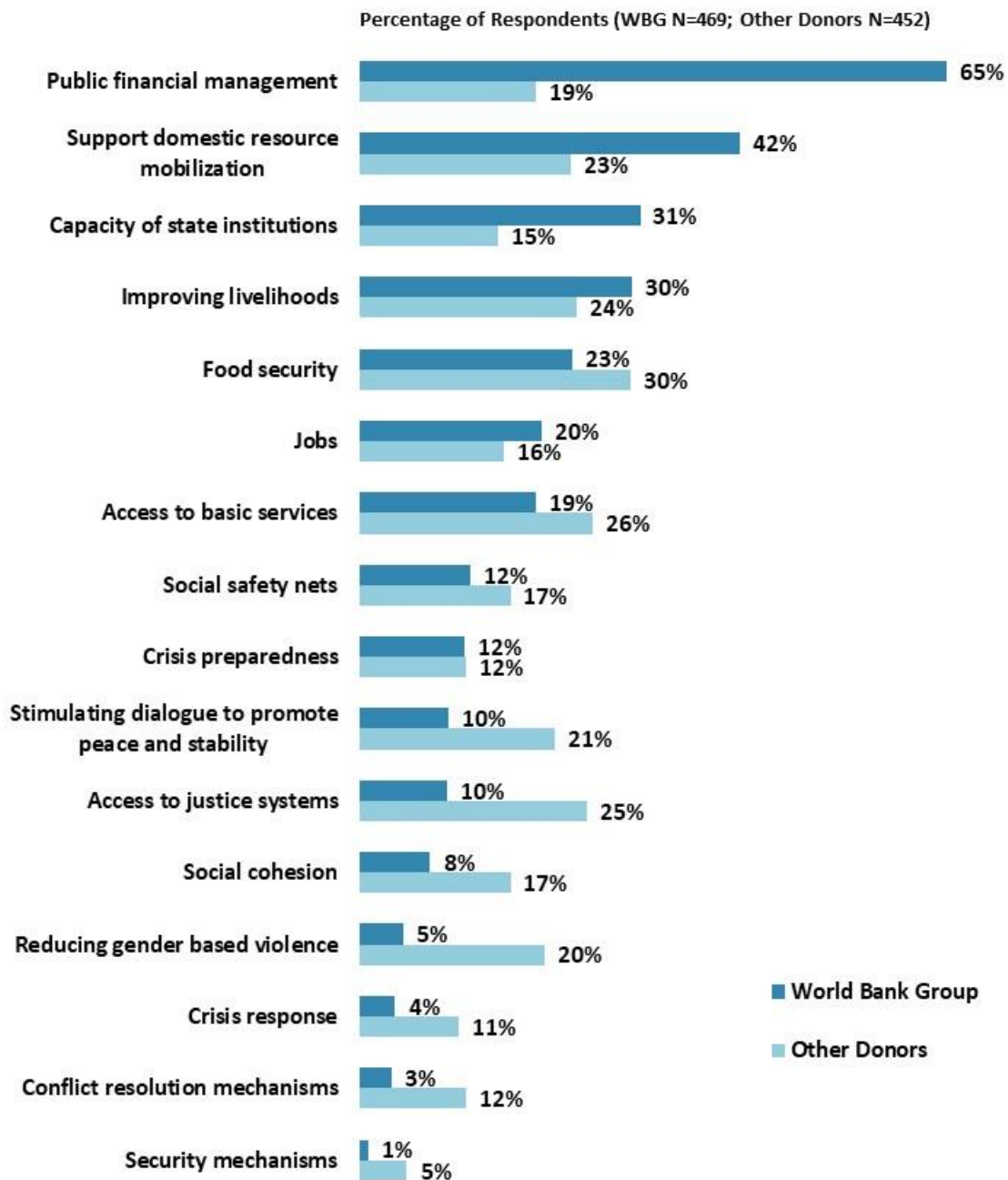


"When considering the combination of services that the World Bank Group offers in Zambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Zambia?" (Respondents chose from a list.) *Significantly different between FY18 and FY15. All percentages calculated on weighted data.*



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

WBG Playing a Leading Role



"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Zambia? Which THREE areas below would benefit most from other donors in Zambia?" (Respondents chose from a list. Responses combined.)

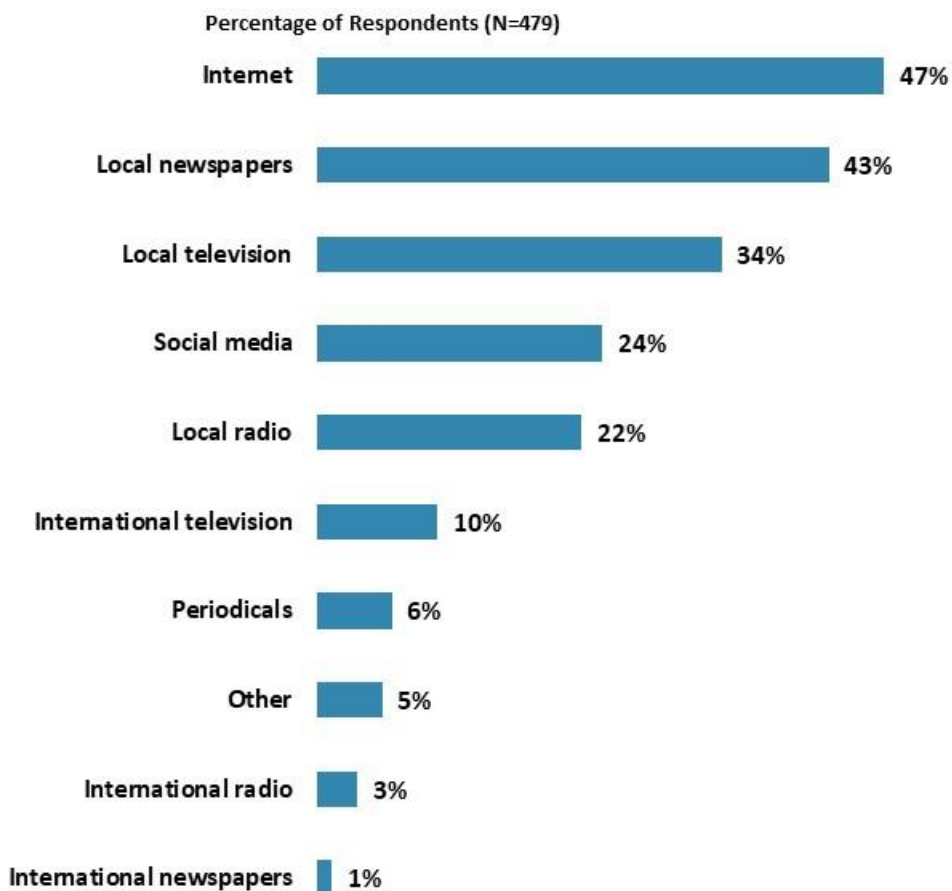


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 66) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that they got most of their information about economic and social development issues in Zambia from “local newspapers” (51%) and “Internet” (51%), followed by “local television” (27%).



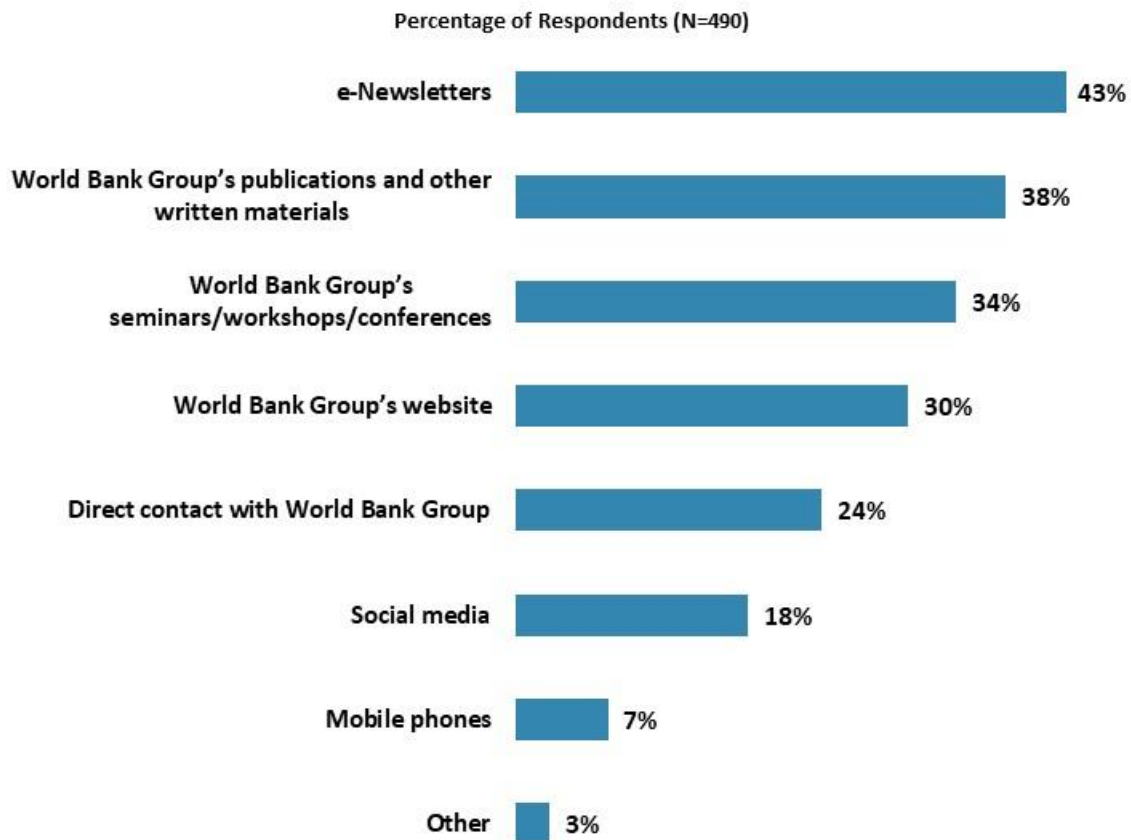
"How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s publications and other written materials*” (48%), “*World Bank Group’s website*” (41%), and “*World Bank Group’s seminars/workshops/conferences*” (35%).

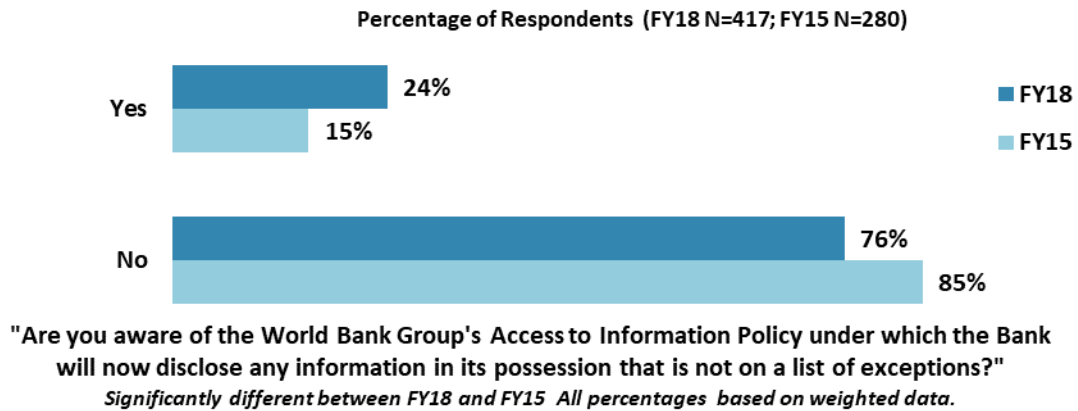


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

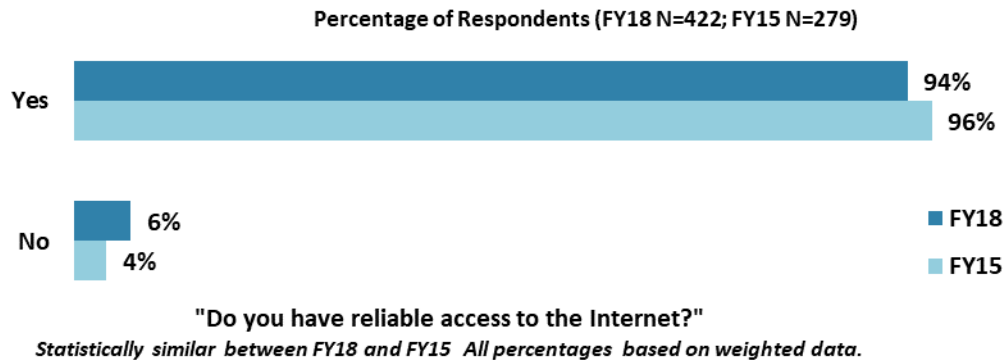


X. Communication and Outreach (continued)

Access to Information



Internet Access

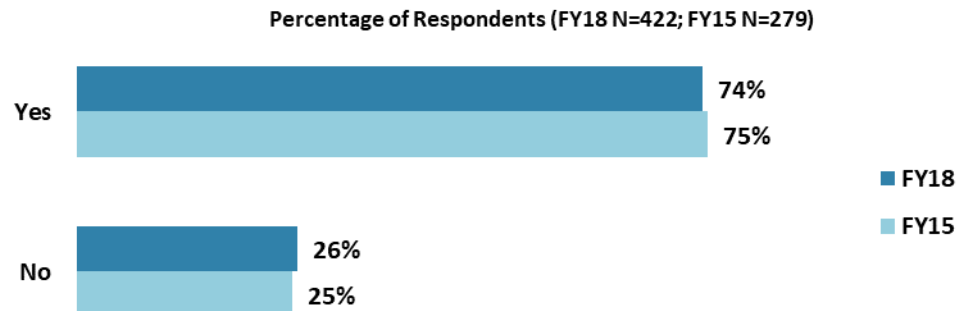


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X. Communication and Outreach (continued)

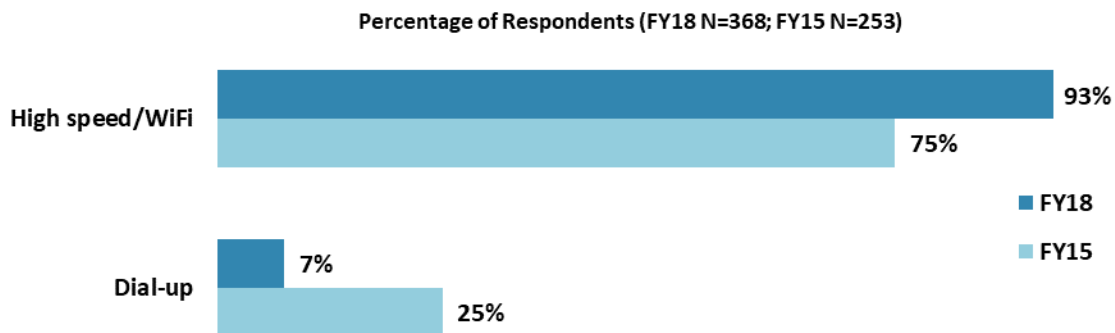
WBG Website Usage



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

Statistically similar between FY18 and FY15 All percentages based on weighted data.

Internet Connection



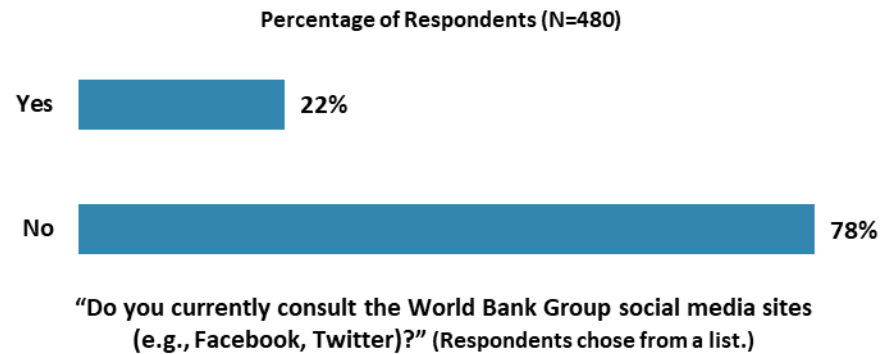
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

Significantly different between FY18 and FY15 All percentages based on weighted data.

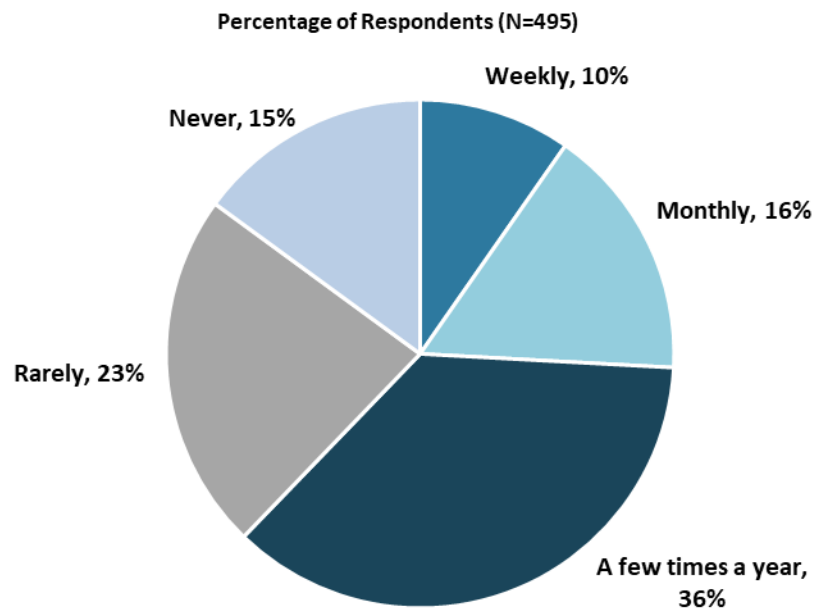


X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels



Frequency of Digital WBG Usage



"How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?" (Respondents chose from a list.)



XI. Appendices

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ZAMBIA





Appendix A: Responses to All Questions across All Respondents (N=506)

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 Zambia

1. In general, would you say that Zambia is headed in ...?	Percentage of Respondents (N=481)
The right direction	54.3%
The wrong direction	26.0%
Not sure	19.8%

2. Listed below are a number of development priorities in Zambia. Please identify which of the following you consider the most important development priorities in Zambia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=491)
Agriculture and rural development	41.3%
Job creation/employment	35.8%
Education	31.6%
Water and sanitation	31.2%
Economic growth	24.6%
Health	24.6%
Public sector governance/reform (including public financial management)	20.4%
Anti corruption	13.8%
Poverty reduction	12.8%
Private sector development	12.0%
Food security	7.9%
Transport (e.g., roads, bridges, transportation)	7.3%
Energy	6.7%
Natural resource management	4.7%
Gender equity (closing the gap between women and men, and boys and girls)	3.7%
Climate change (e.g., mitigation, adaptation)	3.3%
Judiciary reform	3.1%
Social protection (e.g., pensions, targeted social assistance)	2.9%
Trade and exports	2.0%
Urban development	1.6%
Equality of opportunity (i.e., social inclusion)	1.6%
Information and communications technology	1.4%
Financial markets	1.2%
Pollution	0.8%
Global/regional integration	0.8%
Disaster risk management	0.4%
Crime and violence	0.4%

**A. General Issues Facing Zambia (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 Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=499)
Agriculture and rural development	63.5%
Job creation/employment	40.1%
Anti corruption	33.9%
Economic growth	30.5%
Education	28.1%
Public sector governance/reform (including public financial management)	14.4%
Private sector development	12.2%
Equality of opportunity (i.e., social inclusion)	11.8%
Food security	11.6%
Natural resource management	9.0%
Social protection (e.g., pensions, targeted social assistance)	7.2%
Health	6.4%
Trade and exports	5.2%
Water and sanitation	4.6%
Gender equity (closing the gap between women and men, and boys and girls)	4.0%
Judiciary reform	3.6%
Energy	3.6%
Transport (e.g., roads, bridges, transportation)	2.4%
Information and communications technology	2.0%
Urban development	1.8%
Climate change (e.g., mitigation, adaptation)	1.6%
Financial markets	0.6%
Global/regional integration	0.4%
Pollution	0.2%
Disaster risk management	0.0%
Crime and violence	0.0%

**A. General Issues Facing Zambia (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 Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=480)
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	40.6%
Consistent economic growth	24.6%
Better opportunity for the poor who live in rural areas	24.0%
Education and training that better ensure job opportunity	22.5%
Greater access to micro-finance for the poor	16.5%
Greater voice and participation for citizens to help ensure greater accountability	16.3%
Better employment opportunities for young people	13.1%
Greater access to health and nutrition for citizens	12.7%
Better quality public services	9.4%
More reliable social safety net	7.3%
A growing middle class	7.3%
Better opportunity for the poor who live in urban areas	2.3%
Better employment opportunities for women	1.7%
Other	1.5%

B. Overall Attitudes toward the World Bank Group

(1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Zambia?	497	n/a	6.45	2.18

(1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.	459	39	6.60	1.96

(1-To no degree at all, 10-To a very significant degree)	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 Zambia solve its most complicated development challenges?	421	71	7.00	1.89

**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 Zambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=496)
Agriculture and rural development	55.0%
Education	31.3%
Public sector governance/reform (including public financial management)	26.4%
Job creation/employment	23.0%
Private sector development	22.0%
Health	17.1%
Economic growth	16.3%
Poverty reduction	15.3%
Anti corruption	12.9%
Water and sanitation	12.3%
Gender equity (closing the gap between women and men, and boys and girls)	8.5%
Energy	7.3%
Social protection (e.g., pensions, targeted social assistance)	7.1%
Natural resource management	6.7%
Food security	5.2%
Transport (e.g., roads, bridges, transportation)	4.8%
Equality of opportunity (i.e., social inclusion)	4.0%
Trade and exports	3.8%
Climate change (e.g., mitigation, adaptation)	3.6%
Information and communications technology	3.2%
Financial markets	2.8%
Judiciary reform	2.6%
Urban development	1.8%
Global/regional integration	1.0%
Disaster risk management	0.4%
Pollution	0.2%
Crime and violence	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Zambia?	Percentage of Respondents (N=459)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	25.9%	14.9%	40.8%
Capacity development related to World Bank Group supported projects	19.6%	13.4%	33.0%
Policy advice, studies, analyses	18.5%	12.7%	31.2%
Technical assistance	13.3%	14.7%	28.0%
Implementation support	5.4%	13.2%	18.6%
Bringing together different groups of stakeholders	7.0%	5.9%	12.9%
Mobilizing third party financial resources	2.8%	8.8%	11.6%
Donor coordination	2.4%	7.0%	9.4%
Promoting knowledge sharing	3.5%	5.0%	8.5%
Data and statistics	1.1%	3.9%	5.0%
Other	0.7%	0.2%	0.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=497)
World Bank Group's processes too complex	24.3%
Not willing to honestly criticize policies and reform efforts in the country	19.9%
Too influenced by developed countries	19.5%
Not enough public disclosure of its work	18.9%
Not adequately sensitive to political/social realities in Zambia	14.5%
World Bank Group's processes too slow	13.5%
Not collaborating enough with private sector	9.9%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	9.3%
Not exploring alternative policy options	8.7%
Don't know	7.6%
Not aligned with country priorities	7.4%
Its advice and strategies do not lend themselves to practical problem solving	5.6%
Inadequate World Bank Group's staffing in Zambia	4.8%
Staff too inaccessible	4.6%
Not sufficiently focused on results	4.6%
Other	4.0%
Arrogant in its approach	3.2%
Not in it for the long term	2.4%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	2.2%
The credibility of its knowledge/data	1.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Zambia? (Select only ONE response)	Percentage of Respondents (N=495)
To a fully sufficient degree	7.3%
To a somewhat sufficient degree	45.1%
To a somewhat insufficient degree	29.9%
To a very insufficient degree	9.7%
Don't know	8.1%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zambia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
Investment Project Financing (IPF)	286	159	6.79	1.91
Development Policy Financing (DPF)	269	162	6.75	1.80
Trust funds and grants	265	164	6.42	2.12
MIGA Guarantees	144	270	5.85	2.09
IFC Investment Services	200	221	6.19	2.01
IFC Advisory Services	217	206	6.53	2.12

9. 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=494)
Beneficiaries	37.2%
Private sector	32.0%
Academia/think tanks/research institutes	27.9%
NGOs/Community Based Organizations	25.1%
Local government	23.1%
Youth/university groups	16.6%
Parliament	13.2%
Media	13.2%
Donor community	4.9%
Other	2.0%
Foundations	1.2%
Don't know	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in Zambia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Zambia*	465	20	7.26	2.01
11. The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	444	31	6.46	2.15

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

To what extent is the World Bank Group an effective development partner in Zambia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
12. Responsiveness to needs*	443	39	6.05	1.86
13. Flexibility (in terms of the institution's products and services)*	407	69	5.27	2.04
14. Flexibility (in terms of changing country circumstances)*	424	53	5.31	2.04
15. Being inclusive*	412	55	5.89	2.14
16. Openness (sharing data and other information)*	444	29	6.73	2.28
17. Collaboration with the Government*	454	23	7.61	1.83
18. The speed in which it gets things accomplished on the ground*	407	73	5.78	2.14
19. Helping to bring discipline/effective supervision to implementation of investment projects*	424	58	6.72	2.18
20. Collaboration with civil society*	403	72	6.01	2.12
21. Staff accessibility*	418	59	5.73	2.46
22. Collaboration with other donors and development partners*	399	85	7.16	1.93
23. Collaboration with the private sector*	392	89	5.81	2.04
24. Straightforwardness and honesty*	418	64	7.29	2.16
25. Treating clients and stakeholders in Zambia with respect*	417	67	7.21	2.14
26. Being a long-term partner*	462	26	8.04	1.92

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=489)
Poor coordination within the Government	36.2%
Reforms are not well thought out in light of country challenges	32.7%
Political pressures and obstacles	29.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	20.9%
There is not an adequate level of citizen/civil society participation	19.2%
There is an inadequate level of private sector participation and support	14.7%
Lack of/inadequate levels of capacity in Government	14.3%
Corruption	11.0%
The World Bank Group does not provide the government with consistent support throughout the reform effort	5.9%
Poor donor coordination	4.1%
Other	2.9%
Poor coordination within the World Bank Group	2.2%

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

1. In Zambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	376	104	6.36	1.94
2. The impact of climate change	375	106	6.62	2.08

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 Zambia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	260	207	5.58	2.09
2. Gender equity (closing the gap between women and men, and boys and girls)	348	122	6.34	1.89
3. Private sector development	350	114	6.09	1.90
4. Education	380	85	6.86	1.90
5. Public sector governance/reform (including public financial management)	391	76	6.86	1.89
6. Global/regional integration	308	155	6.58	1.96
7. Food security	345	118	6.52	1.95
8. Urban development	316	150	6.08	1.96
9. Energy	360	102	7.01	1.91
10. Water and sanitation	387	82	6.98	1.97
11. Pollution	278	180	5.89	2.13
12. Job creation/employment	337	128	5.54	2.08
13. Health	375	90	6.85	1.92
14. Financial markets	288	168	6.30	2.06
15. Transport (e.g., roads, bridges, transportation)	352	108	6.78	2.02
16. Agriculture and rural development	390	77	6.81	1.95
17. Trade and exports	297	171	6.10	1.96
18. Natural resource management	313	146	6.14	2.08
19. Climate change (e.g., mitigation, adaptation)	340	125	6.65	2.15
20. Poverty reduction	400	66	6.58	2.02
21. Anti corruption	314	155	5.38	2.31
22. Judiciary reform	254	213	5.15	2.21
23. Economic growth	389	78	6.76	1.96
24. Disaster risk management	274	193	5.89	1.97
25. Equality of opportunity (i.e., social inclusion)	309	157	6.00	2.08
26. Information and communications technology	271	196	6.06	2.09

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Zambia?*	451	48	6.70	1.82

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

To what extent do you agree with the following statements about the World Bank Group in Zambia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Zambia*	421	75	5.75	2.00
5. The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	430	60	6.34	1.91

(1-Not effectively at all, 10-Very effectively)	N	DK	Mean	SD
6. How effectively does the World Bank Group help Zambia to mobilize finance for development from private sector sources?	330	169	6.07	2.12

7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Zambia? (Select only ONE response)	Percentage of Respondents (N=491)
Very familiar	1.4%
Somewhat familiar	24.6%
Somewhat unfamiliar	20.8%
Very unfamiliar	26.5%
Don't know	26.7%

How effectively does the World Bank Group support Zambia's efforts ... ? (1-Not effectively at all, 10-Very effectively)	N	DK	Mean	SD
8. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	382	114	6.12	2.00
9. To develop better and stronger data collection/analytics systems within the Government	379	112	6.47	1.98
10. To strengthen the country's crisis preparedness	340	149	5.90	1.96

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=492)
Weekly	3.0%
Monthly	15.7%
A few times a year	39.6%
Rarely	24.4%
Never	17.3%

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

In Zambia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	403	80	6.13	2.10
3. Include appropriate level of stakeholder involvement during preparation	409	66	6.25	2.14
4. Lead to practical solutions	420	54	6.27	2.11
5. Are accessible (well written and easy to understand)	430	42	6.45	2.19
6. Are source of relevant information on global good practices	434	43	7.41	1.94
7. Are adequately disseminated	442	35	5.88	2.25
8. Are adaptable to Zambia's specific development challenges and country circumstances*	439	41	6.05	2.19

Overall Evaluations	N	DK	Mean	SD
9. 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)	451	46	6.75	1.89
10. 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)	445	51	7.57	1.76

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	368	124	6.01	2.34
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	441	53	7.41	2.01
3. The World Bank Group's approvals and reviews are done in a timely fashion	385	105	6.28	2.20
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	322	162	6.65	2.16
5. The World Bank Group's conditions on its lending are reasonable	392	95	5.95	2.37
6. The World Bank Group takes decisions quickly in Zambia*	376	106	5.72	2.17
7. Working with the World Bank Group increases Zambia's institutional capacity	435	53	7.23	2.00
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	352	137	7.04	2.12

Donor community and refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia? (1-To no degree at all, 10-To a very significant degree)	432	62	6.59	2.05

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

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=480)
Health	57.1%
Education	37.9%
Infrastructure	28.1%
Supporting poor and marginalized local communities	17.9%
Social cohesion	16.7%
Public services	12.3%
Business development	11.5%
Jobs	6.9%
Don't know	2.7%
Other	1.9%
Macro issues	1.3%

11. Please rate how you feel when you think about the impact of the refugees in regards to....	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Zambia's economy (N=482)	15.6%	55.4%	19.3%	3.9%	5.8%
Social cohesion (N=461)	12.4%	48.4%	25.8%	5.0%	8.5%
National security (N=475)	29.5%	56.4%	6.1%	2.1%	5.9%
Public service delivery (N=469)	18.3%	54.2%	15.1%	1.9%	10.4%
Zambia's poor and marginalized (N=473)	22.0%	52.0%	11.4%	2.5%	12.1%

F. The Future Role of the World Bank Group in Zambia

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=494)
Reduce the complexity of obtaining World Bank Group financing	26.9%
Increase the level of capacity development in the country	23.9%
Work more with civil society and beneficiary representatives	20.0%
Improve the quality of its experts as related to Zambia's specific challenges	18.0%
Work more with private sector	17.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.6%
Leverage the private sector more (i.e., mobilize private sector development)	16.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	14.0%
Offer more innovative financial products	8.9%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	7.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.5%
Offer more innovative knowledge services	6.5%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	5.1%
Work faster	3.8%
Other	2.8%
Ensure greater selectivity in its work	2.0%

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

2. When considering the combination of services that the World Bank Group offers in Zambia, 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 Zambia? (Select only ONE response)	Percentage of Respondents (N=482)
The combination is appropriate for Zambia	38.8%
Financial services	29.5%
Knowledge products	25.5%
Don't know	2.9%
Convening services	2.7%
None of the above	0.6%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=469)
Public financial management	64.8%
Support domestic resource mobilization	42.0%
Capacity of state institutions	30.9%
Improving livelihoods	30.1%
Food security	23.5%
Jobs	20.0%
Access to basic services	19.4%
Social safety nets	12.2%
Crisis preparedness	11.5%
Stimulating dialogue to promote peace and stability	9.8%
Access to justice systems	9.6%
Social cohesion	7.7%
Reducing gender based violence	4.7%
Crisis response	3.8%
Conflict resolution mechanisms	3.4%
Security mechanisms	0.9%

3B. Which THREE areas below would benefit most from other donors in Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=452)
Food security	29.9%
Access to basic services	25.7%
Access to justice systems	25.0%
Improving livelihoods	23.9%
Support domestic resource mobilization	23.2%
Stimulating dialogue to promote peace and stability	21.5%
Reducing gender based violence	20.4%
Public financial management	19.5%
Social cohesion	16.6%
Social safety nets	16.6%
Jobs	15.9%
Capacity of state institutions	15.3%
Crisis preparedness	11.7%
Conflict resolution mechanisms	11.7%
Crisis response	10.8%
Security mechanisms	5.1%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=479)
Internet	47.4%
Local newspapers	42.8%
Local television	33.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.8%
Local radio	22.1%
International television	10.0%
Periodicals	6.3%
Other	5.4%
International radio	3.3%
International newspapers	1.3%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=490)
e-Newsletters	42.7%
World Bank Group's publications and other written materials	38.0%
World Bank Group's seminars/workshops/conferences	34.1%
World Bank Group's website	30.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.0%
Mobile phones	7.1%
Other	2.7%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=482)
Yes	23.9%
No	76.1%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=490)
Yes	93.5%
No	6.5%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=490)
Yes	70.6%
No	29.4%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=480)
Yes	21.9%
No	78.1%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=422)
High speed/WiFi	92.7%
Dial-up	7.3%

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

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=495)
Weekly	9.7%
Monthly	16.2%
A few times a year	36.4%
Rarely	22.8%
Never	14.9%

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.	322	14	7.41	1.92
10. I find the information on the World Bank Group's websites useful.	323	12	7.96	1.68
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	224	235	6.90	2.34

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=493)
Employee of a Ministry, Ministerial Department or Implementation Agency	21.5%
Private Sector Organization	13.2%
Media (press, radio, TV, web, etc.)	11.0%
Academia/Research Institute/Think Tank	11.0%
NGO/Community Based Organization	9.7%
Other	6.3%
Local Government Office or Staff	4.9%
Office of Parliamentarian	4.3%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	3.2%
Bilateral/Multilateral Agency	2.8%
Financial Sector/Private Bank	2.6%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.6%
Office of the President, Prime Minister	2.4%
Faith-Based Group	2.0%
Trade Union	0.8%
Youth Group	0.8%
Private Foundation	0.4%
Judiciary Branch	0.4%
Office of Minister	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=488)
Other	19.1%
Governance	10.0%
Education	9.2%
Generalist (specialized in multiple sectors)	8.6%
Finance and markets	7.8%
Agriculture	6.4%
Urban, rural, and social development	5.1%
Health, nutrition, and population	4.7%
Macroeconomics and fiscal management	4.7%
Environment and natural resources	4.1%
Trade and competitiveness	4.1%
Energy and extractives	3.9%
Gender	3.1%
Water	2.5%
Social protection and labor	1.6%
Transport and ICT	1.6%
Poverty	1.4%
Public-private partnerships	0.8%
Fragility, conflict and violence	0.4%
Jobs	0.4%
Climate Change	0.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country? (Select only ONE response)	Percentage of Respondents (N=485)
Yes	51.3%
No	48.7%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Zambia? (Select only ONE response)	Percentage of Respondents (N=379)
The World Bank (IDA)	74.4%
The International Finance Corporation (IFC)	14.0%
Other	11.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=401)
Yes	18.2%
No	81.8%

6. If yes, what was your view of how the two institutions work together in Zambia? (Select only ONE response)	Percentage of Respondents (N=71)
The two institutions work well together	57.7%
The way the two institutions work together needs improvement	26.8%
The two institutions do not work well together	4.2%
Don't know	11.3%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=475)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	31.2%
Collaborate as part of my professional duties	31.2%
Use World Bank Group website for information, data, research, etc.	30.3%
Use World Bank Group reports/data	30.1%
Engage in World Bank Group related/sponsored events/activities	29.7%

8. What's your gender?	Percentage of Respondents (N=498)
Female	32.9%
Male	67.1%

9. What's your age?	Percentage of Respondents (N=497)
25 and under	1.8%
26-35	15.9%
36-45	32.2%
46-55	30.8%
56 and above	19.3%

10. Which best represents your geographic location?	Percentage of Respondents (N=494)
Lusaka Province	87.0%
Eastern Province	2.6%
Western Province	0.4%
North Western Province	0.4%
Copperbelt Province	6.1%
Central Province	2.0%
Southern Province	1.2%
Luapula Province	0.0%
Northern Province	0.0%
Muchinga Province	0.2%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁰

Office of the President/ Prime Minister N=12 ● Office of Parliamentarian N=21 ● Employee of a Ministry N=106 ● PMU/ Consultant on WBG Project N=16
 ● Local Government N=24 ● Bilateral/Multilateral Agency N=14 ● Private Sector N=78 ● CSO N=68 ● Media N=54 ● Independent Government Institution N=13 ● Academia N=54 ● Other N=33

A. General Issues facing Zambia

In general, would you say that Zambia's economy is headed in ... ?*

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
The right direction	91.7%	47.6%	75.5%	62.5%	66.7%	21.4%	52.1%	42.9%	47.2%	66.7%	34.6%	46.9%
The wrong direction	0.0%	42.9%	11.8%	31.3%	9.5%	57.1%	35.6%	30.2%	26.4%	8.3%	32.7%	25.0%
Not sure	8.3%	9.5%	12.7%	6.3%	23.8%	21.4%	12.3%	27.0%	26.4%	25.0%	32.7%	28.1%

*Significantly different between stakeholder groups

¹⁰Only 493 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this Appendix.

A. General Issues Facing Zambia (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Water and sanitation	0.0%	38.9%	35.6%	50.0%	36.4%	28.6%	36.8%	23.9%	26.0%	23.1%	24.1%	33.3%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	1.5%	0.0%	7.7%	0.0%	0.0%
Job creation/employment*	25.0%	61.1%	31.7%	18.8%	31.8%	71.4%	31.6%	32.8%	36.0%	23.1%	44.4%	39.4%
Health	8.3%	16.7%	27.9%	6.3%	22.7%	0.0%	31.6%	29.9%	24.0%	30.8%	14.8%	27.3%
Social protection*	41.7%	0.0%	3.8%	0.0%	0.0%	0.0%	1.3%	3.0%	2.0%	0.0%	1.9%	0.0%
Gender equity*	0.0%	0.0%	5.8%	0.0%	0.0%	7.1%	0.0%	11.9%	2.0%	0.0%	3.7%	0.0%
Private sector development	16.7%	11.1%	11.5%	6.3%	4.5%	21.4%	19.7%	7.5%	14.0%	7.7%	11.1%	9.1%
Education	16.7%	22.2%	31.7%	31.3%	9.1%	28.6%	27.6%	41.8%	42.0%	7.7%	35.2%	27.3%
Public sector governance/reform	25.0%	5.6%	19.2%	25.0%	9.1%	57.1%	19.7%	20.9%	14.0%	23.1%	22.2%	27.3%
Global/regional integration	0.0%	5.6%	1.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	7.7%	0.0%	0.0%
Food security	0.0%	11.1%	10.6%	0.0%	0.0%	0.0%	7.9%	6.0%	10.0%	0.0%	9.3%	15.2%
Urban development*	0.0%	0.0%	0.0%	6.3%	22.7%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	3.0%
Energy	0.0%	5.6%	13.5%	6.3%	0.0%	7.1%	5.3%	1.5%	6.0%	23.1%	5.6%	6.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	3.7%	0.0%
Economic growth	41.7%	22.2%	22.1%	31.3%	45.5%	7.1%	22.4%	20.9%	26.0%	38.5%	29.6%	21.2%
Disaster risk management	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	5.6%	1.9%	0.0%	0.0%	0.0%	0.0%	1.5%	4.0%	0.0%	1.9%	3.0%
Information and communications technology	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	2.6%	1.5%	2.0%	7.7%	0.0%	3.0%
Transport	33.3%	11.1%	8.7%	6.3%	9.1%	0.0%	3.9%	4.5%	10.0%	15.4%	5.6%	3.0%
Agriculture and rural development	75.0%	55.6%	41.3%	62.5%	50.0%	35.7%	35.5%	44.8%	30.0%	46.2%	37.0%	39.4%
Trade and exports	0.0%	5.6%	1.9%	0.0%	4.5%	0.0%	3.9%	1.5%	0.0%	0.0%	1.9%	3.0%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	7.7%	0.0%	0.0%
Natural resource management	0.0%	5.6%	4.8%	12.5%	9.1%	0.0%	6.6%	4.5%	4.0%	0.0%	5.6%	0.0%
Climate change	8.3%	0.0%	2.9%	0.0%	9.1%	0.0%	1.3%	3.0%	4.0%	7.7%	3.7%	0.0%
Poverty reduction	0.0%	11.1%	9.6%	18.8%	31.8%	0.0%	13.2%	17.9%	14.0%	23.1%	5.6%	15.2%
Anti corruption*	0.0%	5.6%	9.6%	12.5%	4.5%	35.7%	14.5%	13.4%	20.0%	0.0%	24.1%	12.1%
Judiciary reform	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	5.3%	0.0%	6.0%	0.0%	7.4%	6.1%

*Significantly different between stakeholder groups

A. General Issues Facing Zambia (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 Zambia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Anti corruption*	25.0%	26.3%	26.9%	43.8%	17.4%	64.3%	32.1%	42.6%	51.9%	8.3%	27.8%	31.3%
Judiciary reform	0.0%	0.0%	1.9%	0.0%	0.0%	7.1%	1.3%	2.9%	9.3%	0.0%	9.3%	6.3%
Economic growth	8.3%	31.6%	29.8%	31.3%	43.5%	21.4%	42.3%	26.5%	25.9%	33.3%	31.5%	21.9%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	31.6%	10.6%	18.8%	4.3%	14.3%	9.0%	14.7%	11.1%	33.3%	11.1%	6.3%
Information and communications technology	0.0%	10.5%	1.0%	0.0%	8.7%	0.0%	2.6%	1.5%	1.9%	0.0%	0.0%	3.1%
Social protection*	50.0%	5.3%	3.8%	6.3%	17.4%	0.0%	5.1%	10.3%	0.0%	0.0%	13.0%	0.0%
Agriculture and rural development	83.3%	47.4%	65.4%	81.3%	69.6%	50.0%	60.3%	67.6%	53.7%	83.3%	59.3%	59.4%
Trade and exports	0.0%	10.5%	4.8%	0.0%	13.0%	7.1%	7.7%	4.4%	5.6%	0.0%	5.6%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	5.3%	1.9%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	1.9%	0.0%
Transport*	25.0%	0.0%	1.9%	6.3%	0.0%	0.0%	1.3%	0.0%	3.7%	0.0%	0.0%	9.4%
Energy	0.0%	0.0%	6.7%	0.0%	0.0%	14.3%	2.6%	0.0%	7.4%	0.0%	3.7%	3.1%
Urban development	0.0%	0.0%	2.9%	0.0%	4.3%	0.0%	2.6%	1.5%	0.0%	0.0%	3.7%	0.0%
Natural resource management	8.3%	15.8%	11.5%	6.3%	4.3%	0.0%	7.7%	8.8%	5.6%	0.0%	13.0%	0.0%
Water and sanitation	0.0%	5.3%	7.7%	12.5%	13.0%	0.0%	1.3%	0.0%	3.7%	8.3%	5.6%	6.3%
Pollution*	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	41.7%	42.1%	47.1%	31.3%	21.7%	42.9%	39.7%	30.9%	37.0%	58.3%	46.3%	53.1%
Health	0.0%	5.3%	5.8%	0.0%	13.0%	7.1%	10.3%	4.4%	3.7%	0.0%	7.4%	9.4%
Public sector governance/reform	33.3%	5.3%	8.7%	12.5%	13.0%	14.3%	14.1%	17.6%	11.1%	41.7%	13.0%	25.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.9%	3.1%
Gender equity	8.3%	0.0%	1.9%	0.0%	4.3%	14.3%	0.0%	8.8%	5.6%	0.0%	3.7%	3.1%
Private sector development	16.7%	5.3%	10.6%	12.5%	8.7%	21.4%	21.8%	7.4%	11.1%	0.0%	9.3%	18.8%
Education	0.0%	31.6%	34.6%	31.3%	26.1%	21.4%	19.2%	35.3%	31.5%	16.7%	24.1%	31.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	15.8%	13.5%	6.3%	13.0%	0.0%	12.8%	10.3%	18.5%	16.7%	9.3%	9.4%

*Significantly different between stakeholder groups

A. General Issues Facing Zambia (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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
More reliable social safety net*	45.5%	0.0%	8.8%	0.0%	4.8%	7.1%	6.5%	9.5%	7.7%	7.7%	4.0%	0.0%
Greater access to micro-finance for the poor*	9.1%	21.1%	9.8%	33.3%	19.0%	0.0%	26.0%	12.7%	21.2%	46.2%	12.0%	10.0%
Greater access to health and nutrition for citizens	9.1%	10.5%	16.7%	6.7%	9.5%	14.3%	7.8%	11.1%	15.4%	7.7%	14.0%	13.3%
Better entrepreneurial opportunities	27.3%	52.6%	40.2%	53.3%	57.1%	42.9%	51.9%	30.2%	28.8%	30.8%	32.0%	50.0%
A growing middle class*	9.1%	26.3%	5.9%	0.0%	4.8%	14.3%	5.2%	7.9%	5.8%	7.7%	2.0%	20.0%
Better opportunity for the poor who live in rural areas	27.3%	10.5%	27.5%	13.3%	9.5%	7.1%	23.4%	22.2%	32.7%	30.8%	22.0%	30.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	2.0%	0.0%	9.5%	0.0%	3.9%	1.6%	1.9%	0.0%	0.0%	3.3%
Consistent economic growth	18.2%	26.3%	32.4%	20.0%	23.8%	21.4%	29.9%	20.6%	13.5%	38.5%	26.0%	13.3%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	5.3%	9.8%	13.3%	0.0%	35.7%	15.6%	34.9%	15.4%	7.7%	24.0%	13.3%
Education and training that better ensure job opportunity	27.3%	15.8%	20.6%	26.7%	38.1%	28.6%	16.9%	14.3%	28.8%	7.7%	28.0%	26.7%
Better quality public services	18.2%	10.5%	9.8%	6.7%	14.3%	7.1%	3.9%	9.5%	3.8%	0.0%	22.0%	6.7%
Better employment opportunities for young people	9.1%	21.1%	11.8%	13.3%	9.5%	21.4%	9.1%	19.0%	17.3%	7.7%	10.0%	10.0%
Better employment opportunities for women	0.0%	0.0%	1.0%	6.7%	0.0%	0.0%	1.3%	4.8%	0.0%	7.7%	2.0%	0.0%
Other	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	4.0%	3.3%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
How familiar are you with the work of the World Bank Group in Zambia?*	12	8.00	1.04	21	5.76	2.23	104	6.88	1.98	16	6.88	1.59	24	6.33	1.76	13	6.77	1.92	76	6.36	2.12	68	6.16	2.08	54	6.67	2.36	13	7.46	1.90	53	5.58	2.61	31	6.23	2.36

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.*	12	7.75	1.54	20	5.95	2.11	98	6.97	1.93	16	7.25	1.73	22	7.09	1.93	13	6.15	1.28	70	6.40	1.91	63	6.35	1.91	50	7.04	2.27	12	6.58	1.93	43	5.86	1.86	28	6.14	1.80

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Zambia solve its most complicated development challenges?	12	7.42	1.62	19	6.21	2.49	93	7.12	1.88	15	7.20	1.52	22	7.23	1.77	11	7.27	1.68	66	6.98	1.78	54	6.83	2.11	43	7.19	2.12	13	7.31	1.60	40	6.78	1.72	23	7.00	1.65

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Social protection*	50.0%	0.0%	5.8%	6.3%	13.0%	8.3%	5.3%	5.9%	7.7%	0.0%	7.4%	3.0%
Gender equity	8.3%	4.8%	6.7%	25.0%	4.3%	8.3%	5.3%	14.7%	9.6%	7.7%	5.6%	9.1%
Private sector development*	8.3%	14.3%	17.3%	18.8%	13.0%	33.3%	47.4%	13.2%	13.5%	30.8%	22.2%	15.2%
Education	41.7%	28.6%	37.5%	31.3%	21.7%	25.0%	27.6%	30.9%	25.0%	15.4%	40.7%	30.3%
Public sector governance/reform*	33.3%	9.5%	17.3%	31.3%	43.5%	50.0%	27.6%	32.4%	19.2%	30.8%	24.1%	39.4%
Health	0.0%	28.6%	23.1%	12.5%	13.0%	8.3%	11.8%	20.6%	11.5%	23.1%	14.8%	15.2%
Financial markets	0.0%	9.5%	1.0%	0.0%	0.0%	0.0%	6.6%	0.0%	3.8%	7.7%	5.6%	0.0%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	7.7%	0.0%	6.1%
Food security	0.0%	4.8%	4.8%	0.0%	4.3%	0.0%	5.3%	7.4%	11.5%	0.0%	3.7%	6.1%
Urban development	0.0%	4.8%	2.9%	6.3%	4.3%	0.0%	2.6%	0.0%	0.0%	0.0%	1.9%	0.0%
Energy*	8.3%	9.5%	8.7%	6.3%	0.0%	33.3%	2.6%	1.5%	15.4%	0.0%	7.4%	6.1%
Water and sanitation	0.0%	23.8%	19.2%	18.8%	8.7%	0.0%	9.2%	4.4%	13.5%	15.4%	7.4%	18.2%
Pollution*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Job creation/employment	16.7%	19.0%	24.0%	12.5%	34.8%	50.0%	14.5%	26.5%	30.8%	15.4%	27.8%	15.2%
Transport	8.3%	0.0%	4.8%	0.0%	8.7%	8.3%	0.0%	5.9%	7.7%	15.4%	1.9%	12.1%
Agriculture and rural development	83.3%	42.9%	58.7%	56.3%	52.2%	16.7%	57.9%	60.3%	53.8%	53.8%	53.7%	42.4%
Trade and exports	0.0%	14.3%	2.9%	0.0%	13.0%	0.0%	3.9%	2.9%	0.0%	0.0%	3.7%	9.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	9.5%	8.7%	0.0%	4.3%	0.0%	6.6%	8.8%	3.8%	7.7%	7.4%	0.0%
Information and communications technology	0.0%	4.8%	2.9%	0.0%	8.7%	0.0%	5.3%	2.9%	0.0%	15.4%	0.0%	3.0%
Climate change	8.3%	4.8%	1.9%	0.0%	4.3%	0.0%	0.0%	4.4%	3.8%	7.7%	5.6%	3.0%
Poverty reduction	16.7%	19.0%	12.5%	31.3%	8.7%	8.3%	11.8%	17.6%	28.8%	15.4%	11.1%	15.2%
Anti corruption	8.3%	19.0%	10.6%	18.8%	8.7%	25.0%	9.2%	16.2%	15.4%	7.7%	13.0%	18.2%
Judiciary reform	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	6.6%	0.0%	1.9%	0.0%	7.4%	6.1%
Economic growth	8.3%	9.5%	19.2%	6.3%	17.4%	25.0%	25.0%	10.3%	9.6%	15.4%	20.4%	18.2%
Disaster risk management	0.0%	0.0%	1.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	14.3%	1.9%	6.3%	4.3%	0.0%	2.6%	5.9%	3.8%	0.0%	5.6%	3.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders*	0.0%	0.0%	4.3%	8.3%	4.5%	0.0%	13.7%	9.7%	1.9%	27.3%	2.0%	9.7%
Capacity development related to World Bank Group supported projects	20.0%	31.6%	16.1%	0.0%	36.4%	16.7%	20.5%	16.1%	28.8%	0.0%	17.6%	19.4%
Technical assistance	10.0%	10.5%	14.0%	8.3%	13.6%	16.7%	13.7%	16.1%	13.5%	9.1%	13.7%	9.7%
Policy advice, studies, analyses	40.0%	15.8%	14.0%	25.0%	13.6%	25.0%	13.7%	32.3%	23.1%	18.2%	15.7%	9.7%
Financial resources*	0.0%	31.6%	33.3%	50.0%	18.2%	33.3%	26.0%	12.9%	19.2%	45.5%	27.5%	25.8%
Data and statistics	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	2.0%	3.2%
Promoting knowledge sharing	20.0%	5.3%	4.3%	0.0%	9.1%	0.0%	0.0%	3.2%	1.9%	0.0%	5.9%	3.2%
Implementation support	10.0%	5.3%	8.6%	8.3%	0.0%	0.0%	6.8%	4.8%	3.8%	0.0%	2.0%	6.5%
Mobilizing third party financial resources	0.0%	0.0%	1.1%	0.0%	4.5%	8.3%	0.0%	3.2%	3.8%	0.0%	7.8%	6.5%
Donor coordination	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	4.1%	1.6%	3.8%	0.0%	3.9%	3.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	2.0%	3.2%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	30.0%	10.5%	2.1%	0.0%	4.3%	8.3%	6.9%	6.5%	2.0%	10.0%	6.0%	12.9%
Capacity development related to World Bank Group supported projects	20.0%	15.8%	12.8%	25.0%	17.4%	0.0%	18.1%	8.1%	16.0%	10.0%	18.0%	3.2%
Technical assistance	0.0%	15.8%	18.1%	8.3%	8.7%	25.0%	11.1%	14.5%	18.0%	20.0%	14.0%	6.5%
Policy advice, studies, analyses	10.0%	5.3%	8.5%	0.0%	13.0%	33.3%	16.7%	16.1%	8.0%	20.0%	16.0%	9.7%
Financial resources	10.0%	15.8%	25.5%	0.0%	13.0%	8.3%	9.7%	17.7%	12.0%	20.0%	10.0%	9.7%
Data and statistics	10.0%	0.0%	5.3%	0.0%	8.7%	8.3%	1.4%	6.5%	8.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	10.0%	5.3%	2.1%	0.0%	8.7%	0.0%	5.6%	6.5%	2.0%	0.0%	8.0%	9.7%
Implementation support*	10.0%	26.3%	8.5%	25.0%	21.7%	0.0%	16.7%	8.1%	4.0%	10.0%	16.0%	32.3%
Mobilizing third party financial resources*	0.0%	0.0%	10.6%	33.3%	0.0%	0.0%	9.7%	6.5%	14.0%	10.0%	4.0%	12.9%
Donor coordination	0.0%	5.3%	6.4%	8.3%	4.3%	16.7%	4.2%	8.1%	16.0%	0.0%	8.0%	3.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's processes too slow*	9.1%	30.0%	23.1%	12.5%	4.2%	0.0%	15.6%	4.5%	11.1%	15.4%	5.7%	15.2%
World Bank Group's processes too complex	63.6%	30.0%	27.9%	18.8%	20.8%	15.4%	19.5%	31.3%	29.6%	15.4%	17.0%	15.2%
Not exploring alternative policy options	18.2%	15.0%	7.7%	0.0%	20.8%	15.4%	7.8%	6.0%	3.7%	0.0%	9.4%	12.1%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	5.0%	18.3%	31.3%	20.8%	23.1%	20.8%	19.4%	24.1%	38.5%	18.9%	18.2%
Staff too inaccessible*	0.0%	10.0%	0.0%	0.0%	8.3%	7.7%	2.6%	4.5%	11.1%	0.0%	11.3%	3.0%
Not collaborating enough with private sector*	36.4%	10.0%	2.9%	0.0%	4.2%	7.7%	28.6%	1.5%	7.4%	15.4%	7.5%	6.1%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	0.0%	0.0%	1.0%	0.0%	4.2%	23.1%	1.3%	1.5%	1.9%	0.0%	3.8%	3.0%
Not aligned with country priorities	9.1%	5.0%	12.5%	6.3%	16.7%	0.0%	2.6%	3.0%	3.7%	23.1%	5.7%	9.1%
Not adequately sensitive to political/social realities in Zambia	9.1%	15.0%	11.5%	12.5%	12.5%	38.5%	9.1%	14.9%	14.8%	7.7%	22.6%	21.2%
Too influenced by developed countries	9.1%	15.0%	21.2%	25.0%	37.5%	0.0%	15.6%	23.9%	16.7%	15.4%	18.9%	18.2%
Not sufficiently focused on results	0.0%	0.0%	4.8%	18.8%	4.2%	0.0%	6.5%	3.0%	5.6%	7.7%	3.8%	3.0%
Not in it for the long term	0.0%	5.0%	2.9%	6.3%	8.3%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	6.1%
Its advice and strategies do not lend themselves to practical problem solving	9.1%	0.0%	8.7%	12.5%	8.3%	7.7%	7.8%	3.0%	1.9%	7.7%	3.8%	0.0%
Not collaborating enough with civil society*	9.1%	5.0%	1.9%	0.0%	0.0%	7.7%	3.9%	38.8%	11.1%	7.7%	1.9%	9.1%
Not enough public disclosure of its work	18.2%	25.0%	16.3%	18.8%	12.5%	0.0%	23.4%	20.9%	18.5%	7.7%	24.5%	18.2%
Arrogant in its approach	0.0%	0.0%	6.7%	0.0%	0.0%	7.7%	1.3%	1.5%	1.9%	7.7%	5.7%	0.0%
Inadequate World Bank Group's staffing in Zambia	0.0%	5.0%	5.8%	0.0%	8.3%	0.0%	3.9%	6.0%	7.4%	7.7%	5.7%	0.0%
The credibility of its knowledge/data	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	1.9%	7.7%	0.0%	3.0%
Other*	0.0%	5.0%	2.9%	0.0%	0.0%	23.1%	2.6%	4.5%	1.9%	15.4%	3.8%	9.1%
Don't know	0.0%	0.0%	7.7%	18.8%	4.2%	0.0%	7.8%	4.5%	11.1%	0.0%	11.3%	15.2%

*Significantly different between stakeholder groups

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Zambia?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	0.0%	0.0%	19.6%	0.0%	12.5%	7.1%	3.9%	3.0%	9.3%	0.0%	0.0%	6.1%
To a somewhat sufficient degree	66.7%	38.1%	44.1%	68.8%	66.7%	50.0%	43.4%	41.8%	57.4%	50.0%	26.9%	39.4%
To a somewhat insufficient degree	16.7%	47.6%	25.5%	18.8%	8.3%	28.6%	34.2%	37.3%	18.5%	33.3%	38.5%	30.3%
To a very insufficient degree	16.7%	9.5%	5.9%	6.3%	8.3%	0.0%	13.2%	9.0%	11.1%	8.3%	15.4%	6.1%
Don't know	0.0%	4.8%	4.9%	6.3%	4.2%	14.3%	5.3%	9.0%	3.7%	8.3%	19.2%	18.2%

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zambia Government's efforts to reduce poverty?

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Investment Project Financing (IPF)*	11	7.09	1.81	14	5.50	2.31	56	7.27	1.88	9	7.22	0.97	14	7.00	1.88	11	7.64	1.63	43	6.35	1.86	40	6.45	2.04	35	6.97	1.87	3	7.00	3.00	29	6.38	1.92	15	7.40	1.06
Development Policy Financing (DPF)*	10	7.70	1.57	15	5.33	2.55	54	6.96	1.82	7	6.86	1.21	13	6.62	2.10	6	6.83	0.98	44	6.64	1.40	36	6.58	1.81	32	7.53	1.85	3	5.67	0.58	30	6.33	1.81	13	6.77	1.59
Trust funds and grants*	7	7.43	2.51	11	5.36	1.96	63	7.03	2.18	8	7.50	1.93	12	6.42	2.39	8	6.25	1.75	43	5.28	1.94	35	6.06	1.97	29	6.86	2.01	4	6.25	3.40	26	5.92	1.81	14	7.50	1.51
MIGA Guarantees*	3	8.33	0.58	10	4.70	1.77	24	6.08	1.86	3	6.00	2.65	8	5.50	1.60	3	2.67	0.58	24	4.96	1.71	17	5.94	2.22	22	6.91	2.02	3	5.33	3.79	16	5.81	1.60	9	7.33	2.29
IFC Investment Services	5	7.00	2.83	8	4.75	2.92	35	6.46	2.15	7	7.00	1.41	13	6.46	1.51	4	5.25	1.71	39	5.77	1.87	25	6.04	1.95	26	6.50	1.96	2	6.50	3.54	20	5.80	1.82	13	7.46	1.76
IFC Advisory Services	8	7.75	2.55	12	6.00	2.34	38	6.63	2.28	7	6.86	1.68	14	6.93	2.16	4	5.75	2.06	39	5.62	2.27	25	6.48	1.85	29	7.03	1.84	2	6.50	0.71	21	6.57	2.06	14	7.29	1.82

*Significantly different between stakeholder groups

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)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Beneficiaries*	41.7%	33.3%	52.0%	60.0%	50.0%	28.6%	28.6%	41.2%	23.1%	25.0%	26.9%	30.3%
Youth/university groups	8.3%	19.0%	10.8%	20.0%	4.2%	21.4%	22.1%	16.2%	21.2%	25.0%	21.2%	12.1%
Private sector*	25.0%	19.0%	27.5%	13.3%	16.7%	57.1%	68.8%	14.7%	23.1%	33.3%	30.8%	33.3%
Local government*	33.3%	28.6%	31.4%	20.0%	66.7%	14.3%	16.9%	19.1%	17.3%	33.3%	13.5%	9.1%
Donor community*	0.0%	0.0%	6.9%	6.7%	8.3%	35.7%	1.3%	4.4%	3.8%	0.0%	0.0%	3.0%
NGOs/Community Based Organizations*	0.0%	33.3%	11.8%	13.3%	12.5%	7.1%	20.8%	60.3%	23.1%	41.7%	26.9%	27.3%
Academia/think tanks/research institutes*	58.3%	9.5%	34.3%	46.7%	25.0%	14.3%	18.2%	13.2%	11.5%	8.3%	67.3%	24.2%
Parliament*	33.3%	33.3%	12.7%	6.7%	8.3%	7.1%	9.1%	14.7%	11.5%	8.3%	7.7%	24.2%
Foundations*	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	1.9%	0.0%	0.0%	6.1%
Media*	0.0%	9.5%	5.9%	13.3%	8.3%	0.0%	13.0%	8.8%	57.7%	16.7%	3.8%	6.1%
Other*	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	1.3%	2.9%	1.9%	8.3%	0.0%	12.1%
Don't know	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	3.0%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall the World Bank Group currently plays a relevant role in development in Zambia*	12	8.33	2.19	21	5.76	2.70	98	7.81	1.72	15	7.07	1.62	23	7.74	1.84	14	7.00	1.88	74	7.14	1.90	63	7.06	2.14	51	7.51	2.27	11	6.82	1.60	43	6.58	1.87	28	7.64	1.73
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	12	7.58	2.02	20	5.45	2.56	93	7.16	2.15	15	6.27	1.91	22	6.73	2.47	12	6.42	1.44	71	6.07	2.00	62	6.27	2.07	48	6.54	2.54	11	6.27	1.90	42	6.02	1.79	24	6.75	1.87

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	n	SD	N	n	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Responsiveness to needs*	12	6.50	1.98	19	5.26	1.66	96	6.59	1.81	15	6.20	1.37	23	6.00	2.43	11	5.64	1.03	65	5.75	1.77	61	5.72	1.75	46	6.57	2.10	12	5.75	1.76	45	5.40	1.47	27	6.52	1.99
Flexibility (in terms of the institution's products and services)*	11	6.55	1.92	18	4.56	1.85	89	5.55	1.94	15	5.53	1.30	21	5.29	2.81	10	5.50	1.65	59	5.10	1.85	56	4.79	2.09	46	6.17	2.21	11	5.00	2.57	41	4.44	1.58	20	5.15	1.90
Flexibility (in terms of changing country circumstances)*	11	6.18	2.36	18	4.67	2.00	88	5.61	1.85	13	5.62	1.50	24	5.38	2.36	9	5.22	1.72	61	5.20	1.77	61	4.74	1.81	49	6.31	2.36	12	4.75	2.38	43	4.63	1.92	24	5.29	2.39
Being inclusive*	12	6.58	2.07	18	5.39	2.23	92	6.50	1.88	15	6.20	1.70	24	5.63	2.99	9	5.56	1.94	60	5.75	2.15	53	5.21	2.02	45	6.69	1.96	11	5.09	2.70	43	5.19	1.99	21	5.95	1.99
Openness (sharing data and other information)	12	8.17	1.75	18	5.39	2.70	93	7.14	2.21	15	6.47	2.13	24	6.17	2.43	12	6.17	2.21	67	6.70	2.13	62	6.55	2.36	48	6.88	2.34	12	6.50	2.24	48	7.08	2.20	24	6.71	2.14
Collaboration with the Government	12	8.00	2.09	20	6.55	2.04	98	7.89	1.87	14	7.43	1.55	21	7.38	2.25	12	7.33	1.15	67	7.45	1.61	63	7.63	1.73	49	8.12	1.92	13	6.77	2.49	46	7.43	1.76	28	8.00	1.31
The speed in which it gets things accomplished on the ground*	12	6.67	2.27	18	4.33	2.09	87	6.17	2.05	14	5.36	1.55	21	6.33	2.48	9	5.56	1.74	60	5.35	1.96	57	5.51	2.20	45	6.60	2.35	10	6.00	2.16	41	5.34	1.92	23	5.78	2.02
Helping to bring discipline/effective supervision to implementation of investment projects*	11	7.73	2.15	20	5.45	2.37	91	7.32	1.89	15	6.53	1.81	24	7.00	2.55	8	6.13	1.89	66	6.36	1.78	55	6.55	2.07	46	7.30	2.38	11	5.91	1.97	45	6.42	2.36	22	6.50	2.44
Collaboration with civil society*	12	7.58	2.19	18	5.28	2.35	82	6.43	1.86	13	6.38	1.19	22	6.91	2.27	8	6.13	2.42	55	6.38	1.60	63	4.90	2.18	43	6.30	2.25	11	5.18	2.09	42	5.60	1.81	24	6.21	2.55
Staff accessibility*	12	8.00	2.22	17	3.59	1.87	88	6.72	2.20	15	6.13	1.81	22	4.86	2.87	11	6.82	2.04	61	5.80	2.17	59	4.76	2.28	45	5.36	2.54	10	5.90	2.18	44	5.20	2.32	23	6.43	2.59
Collaboration with other donors and development partners*	12	8.50	1.51	20	5.90	2.77	80	7.83	1.52	14	7.00	1.30	21	7.10	2.49	12	5.92	2.23	58	7.07	1.59	53	6.81	2.19	46	7.39	1.63	11	6.55	2.30	43	7.00	1.66	19	7.47	1.95
Collaboration with the private sector*	11	6.36	1.57	19	4.89	2.18	76	6.29	1.95	12	5.75	1.06	21	6.05	2.04	10	5.80	1.99	64	5.05	1.85	52	5.87	2.21	45	6.24	2.28	10	5.90	1.73	40	5.60	1.84	22	6.36	2.24
Straightforwardness and honesty	12	7.58	2.15	18	6.89	2.49	93	7.58	2.15	16	7.00	1.93	24	7.21	2.38	9	6.11	1.90	62	7.61	1.79	54	7.09	2.31	43	7.84	1.94	9	5.67	2.92	45	6.78	2.01	23	7.70	2.08
Treating clients and stakeholders in Zambia with respect	12	7.83	2.21	19	5.95	2.63	91	7.27	2.23	15	6.87	2.26	23	7.26	2.43	10	7.00	1.49	63	7.43	1.90	57	7.04	2.10	41	7.66	2.01	11	6.64	2.34	44	6.91	2.02	22	7.91	1.72
Being a long-term partner*	12	8.75	1.82	20	6.65	2.68	101	8.34	1.86	16	7.50	2.25	24	8.21	1.79	12	8.42	1.31	69	7.81	1.90	62	7.98	1.86	48	8.21	2.04	11	8.18	1.47	48	7.56	1.83	27	8.56	1.60

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Reforms are not well thought out in light of country challenges*	83.3%	50.0%	36.3%	20.0%	26.1%	35.7%	30.7%	25.0%	15.1%	36.4%	36.5%	31.3%
Poor coordination within the Government	58.3%	25.0%	42.2%	33.3%	56.5%	28.6%	32.0%	38.2%	39.6%	27.3%	30.8%	21.9%
There is an inadequate level of private sector participation and support*	8.3%	0.0%	6.9%	6.7%	13.0%	7.1%	40.0%	13.2%	7.5%	18.2%	15.4%	12.5%
The World Bank Group does not provide the government with consistent support throughout the reform effort*	8.3%	10.0%	7.8%	33.3%	4.3%	0.0%	0.0%	1.5%	5.7%	27.3%	5.8%	6.3%
Political pressures and obstacles*	16.7%	30.0%	27.5%	26.7%	34.8%	35.7%	36.0%	20.6%	45.3%	0.0%	30.8%	15.6%
Poor donor coordination	0.0%	5.0%	2.9%	0.0%	4.3%	7.1%	5.3%	7.4%	3.8%	9.1%	0.0%	3.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.0%	20.0%	22.5%	26.7%	26.1%	28.6%	10.7%	25.0%	20.8%	9.1%	19.2%	28.1%
Lack of/inadequate levels of capacity in Government	0.0%	5.0%	19.6%	20.0%	21.7%	28.6%	13.3%	14.7%	13.2%	18.2%	9.6%	6.3%
There is not an adequate level of citizen/civil society participation*	0.0%	45.0%	9.8%	13.3%	8.7%	7.1%	18.7%	29.4%	22.6%	27.3%	25.0%	18.8%
Corruption	0.0%	5.0%	8.8%	13.3%	4.3%	21.4%	8.0%	11.8%	18.9%	9.1%	15.4%	12.5%
Poor coordination within the World Bank Group	0.0%	5.0%	5.9%	6.7%	0.0%	0.0%	1.3%	1.5%	0.0%	0.0%	1.9%	0.0%
Other*	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	18.2%	3.8%	21.9%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In Zambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Gender*	12	6.75	1.54	20	5.20	2.38	76	6.92	1.92	15	6.53	1.73	21	6.71	2.00	10	5.90	1.79	54	6.09	1.64	52	5.88	1.82	44	6.64	2.24	6	6.33	1.21	38	5.97	1.90	20	6.70	1.75
The impact of climate change*	12	7.17	1.85	20	5.80	2.71	77	7.22	1.89	14	7.29	1.77	21	6.86	1.77	9	6.33	1.73	51	6.20	2.05	50	6.80	1.84	47	6.55	2.20	7	5.86	3.13	39	5.97	2.29	19	7.05	1.78

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	11	7.36	2.01	14	4.00	2.18	50	5.88	2.18	9	5.44	2.88	10	4.60	2.22	7	6.00	2.00	41	5.51	1.86	36	5.61	1.66	29	6.14	1.94	5	4.40	2.30	30	5.10	2.11	13	6.00	1.68
Gender equity*	12	7.08	1.38	19	5.32	2.06	71	6.90	1.95	13	6.62	1.66	19	6.84	1.80	9	5.67	1.50	54	6.20	1.76	46	5.72	1.76	39	6.31	1.85	6	7.00	2.00	36	5.86	1.81	17	7.18	1.51
Private sector development*	12	7.08	1.16	16	5.38	1.82	59	6.41	1.67	13	5.54	1.61	19	6.53	1.90	11	6.45	1.86	63	5.35	2.05	43	6.26	1.75	44	6.59	1.94	8	6.50	1.07	36	5.64	2.11	19	6.26	1.91
Education*	12	7.67	1.83	17	5.65	2.21	86	7.13	1.73	12	7.25	1.36	19	7.05	2.09	10	6.50	2.12	51	6.65	1.47	52	6.96	1.75	43	7.33	1.89	8	6.50	2.73	42	5.93	2.15	18	7.56	1.95
Public sector governance/reform*	12	7.67	1.23	19	5.16	2.57	81	7.38	1.69	14	6.57	2.24	19	7.37	1.86	10	7.10	1.66	61	6.56	1.71	53	6.70	1.67	43	7.30	2.03	9	7.67	2.00	42	6.07	1.80	19	7.26	1.69
Global/regional integration	11	7.09	1.87	15	6.07	2.09	54	6.61	2.09	10	7.40	1.26	15	6.27	2.25	6	6.67	1.51	52	6.31	1.73	39	7.10	1.68	41	6.68	2.33	5	5.80	2.77	35	6.03	1.87	16	7.13	1.36
Food security*	12	7.33	1.78	18	5.50	2.31	69	7.04	2.12	12	6.42	1.44	16	6.50	1.75	10	6.40	1.78	54	6.13	1.88	47	6.38	1.92	39	7.10	1.93	7	5.57	1.51	38	6.08	1.71	16	7.50	1.46
Urban development	12	6.92	1.93	18	5.28	2.30	53	5.89	2.24	12	6.17	1.11	17	6.29	1.69	9	6.67	2.18	48	5.98	1.63	43	5.93	1.72	39	6.46	2.14	8	5.88	2.42	32	5.75	2.02	16	6.88	1.54
Energy*	12	7.58	1.88	18	5.17	2.43	73	7.55	1.70	15	7.20	1.57	16	7.69	1.45	11	7.36	1.29	55	6.96	1.84	47	6.98	1.62	39	6.79	2.36	7	8.43	0.79	37	6.30	1.97	21	7.10	1.70
Water and sanitation*	12	7.33	1.37	19	5.37	2.36	77	7.52	1.77	15	6.40	1.96	19	7.79	1.75	10	7.30	1.70	60	6.83	2.09	51	7.14	1.77	46	6.89	2.06	7	7.00	2.89	40	6.48	1.97	21	7.14	1.88
Pollution	11	6.82	1.89	17	4.76	2.14	48	6.27	1.87	12	5.92	1.83	18	6.78	1.93	6	6.17	2.64	42	6.05	1.96	34	5.79	2.10	37	6.03	2.36	6	6.17	1.83	28	4.96	2.22	13	5.62	2.72
Job creation/employment	12	6.33	2.02	18	4.83	2.18	60	5.88	2.26	12	4.92	1.44	18	5.83	1.98	9	5.56	1.81	53	5.47	1.69	48	5.25	2.12	40	5.85	2.28	5	6.00	1.22	38	5.03	2.44	16	6.25	1.53
Health*	12	7.25	1.48	17	6.29	1.96	76	7.51	1.81	13	6.46	1.71	18	7.61	1.50	9	7.11	2.20	56	6.59	1.94	55	6.60	1.75	45	6.71	2.21	6	7.00	2.76	40	6.08	2.08	19	7.53	1.31
Financial markets	10	7.00	1.49	16	5.13	1.50	45	6.40	2.04	9	6.44	1.88	16	6.31	2.36	7	6.86	2.27	48	6.35	1.85	38	6.66	1.74	41	6.49	2.55	6	5.83	1.47	30	5.37	2.14	15	7.13	2.23
Transport*	12	7.58	1.31	18	5.67	2.45	67	7.09	1.87	12	6.92	0.79	17	5.71	2.34	10	7.50	1.43	58	6.41	2.01	49	7.29	1.73	38	6.79	2.43	6	8.83	0.75	39	6.15	2.13	17	7.29	1.79
Agriculture and rural development*	12	7.58	2.23	19	5.68	2.36	86	7.29	2.01	13	6.46	1.90	17	6.82	2.16	12	7.08	2.27	57	6.40	1.77	54	6.74	1.74	42	7.31	1.80	7	6.71	2.36	42	6.14	1.82	20	7.40	1.43
Trade and exports*	11	7.55	2.11	17	4.71	2.34	55	5.84	1.83	8	7.25	1.67	14	6.57	1.95	6	6.50	1.38	48	5.96	1.57	35	6.69	1.95	40	6.23	2.20	6	6.00	2.10	34	5.59	1.89	15	6.87	1.41
Natural resource management	12	6.58	1.93	18	5.17	2.33	58	6.16	2.35	11	6.64	1.96	19	6.26	2.21	5	6.20	1.79	47	6.06	1.88	43	6.07	1.80	38	6.71	2.54	6	6.33	1.21	35	5.71	1.98	14	6.79	1.19
Climate change*	12	7.25	1.96	18	5.78	2.10	75	7.16	2.02	12	7.00	1.48	19	7.42	1.87	9	7.11	1.76	44	6.59	2.16	45	6.60	2.08	44	6.59	2.41	7	5.57	2.76	34	5.62	2.31	15	6.67	1.99
Poverty reduction*	12	7.25	1.91	18	5.67	2.20	80	6.91	1.94	13	6.31	2.10	19	6.63	2.17	12	6.58	1.62	61	6.33	1.98	58	6.29	2.03	48	7.04	2.20	8	7.75	0.46	41	5.98	1.78	21	7.38	1.94
Anti corruption*	12	7.00	2.04	17	4.53	2.29	55	5.96	2.21	11	5.36	2.20	16	5.94	2.35	8	3.88	2.17	51	5.18	2.22	42	5.17	2.06	42	5.81	2.68	6	5.50	2.43	31	4.23	1.87	16	5.44	2.45
Judiciary reform	11	6.82	1.89	17	3.88	1.93	43	5.56	2.06	12	5.75	2.63	15	5.60	2.06	5	4.60	2.07	41	5.00	2.18	27	4.96	1.65	35	5.29	2.81	5	5.60	1.34	25	4.40	1.98	13	4.92	2.47
Economic growth*	12	7.92	1.38	18	5.33	2.25	77	7.35	1.79	13	5.92	1.71	19	7.05	1.84	10	7.20	1.75	62	6.32	1.84	56	6.93	1.71	46	6.52	2.45	7	7.43	0.79	38	6.32	1.97	22	7.41	1.56
Disaster risk management	11	7.00	1.41	18	5.00	2.25	52	5.94	1.96	8	5.25	1.75	17	6.53	1.87	5	5.80	1.64	42	5.62	1.77	33	5.94	2.01	37	6.11	2.12	5	5.60	2.07	27	5.41	2.14	13	7.00	1.41
Equality of opportunity*	11	7.09	1.92	17	4.65	2.37	58	6.79	1.94	10	5.80	1.48	16	5.56	1.79	7	6.29	1.80	49	6.00	1.84	42	5.50	1.94	40	6.18	2.24	5	7.20	1.48	30	5.10	2.14	17	6.65	2.23
Information and communications technology	10	7.10	2.23	17	5.29	1.93	53	6.34	2.29	10	6.50	2.07	16	6.31	2.41	7	5.71	2.21	37	6.05	1.51	32	6.09	1.89	38	6.16	2.28	5	5.00	1.58	29	5.28	1.87	12	7.08	2.11

*Significantly different between stakeholder groups

C. World Bank Group Effectiveness and Results (continued)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent does the World Bank Group's work help to achieve development results in Zambia?*	12	7.50	2.07	20	5.65	2.13	95	7.23	1.82	14	6.71	1.20	23	7.04	1.87	13	6.54	1.13	71	6.28	1.61	61	6.46	1.52	51	7.04	2.11	11	6.45	1.97	45	6.09	1.74	25	7.24	1.88

(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 Zambia? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank Group's financial instruments meet the needs of Zambia*	12	6.67	1.97	19	4.11	1.85	93	6.30	1.93	15	6.00	1.41	20	5.55	2.21	10	6.40	1.35	61	5.26	1.79	57	5.46	2.14	46	6.02	2.11	11	6.18	2.04	41	5.05	1.77	26	6.46	1.73
The World Bank Group meets Zambia's needs for knowledge services*	11	7.91	1.76	18	5.56	1.98	92	6.75	1.81	15	5.93	1.98	23	7.22	2.41	7	7.29	1.60	61	6.11	1.39	58	6.26	1.83	49	6.59	2.16	12	5.25	2.18	48	5.63	1.99	27	6.44	1.42

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
How effectively does the World Bank Group help Zambia to mobilize finance for development from private sector sources?*	12	6.92	2.43	18	5.89	2.52	61	6.15	2.05	11	6.73	2.00	18	5.67	2.38	8	5.88	1.13	55	5.69	1.82	44	5.75	1.98	38	7.18	2.20	10	6.00	2.45	33	5.30	2.14	14	7.07	1.77

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

As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Zambia?

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Very familiar	0.0%	4.8%	1.0%	0.0%	4.5%	0.0%	1.3%	0.0%	3.8%	0.0%	0.0%	3.2%
Somewhat familiar	33.3%	14.3%	31.4%	31.3%	31.8%	21.4%	20.5%	21.2%	34.0%	16.7%	19.2%	12.9%
Somewhat unfamiliar	41.7%	28.6%	19.6%	31.3%	27.3%	21.4%	23.1%	7.6%	18.9%	16.7%	26.9%	19.4%
Very unfamiliar	0.0%	33.3%	22.5%	6.3%	13.6%	35.7%	26.9%	36.4%	22.6%	25.0%	28.8%	38.7%
Don't know	25.0%	19.0%	25.5%	31.3%	22.7%	21.4%	28.2%	34.8%	20.8%	41.7%	25.0%	25.8%

C. World Bank Group Effectiveness and Results (continued)

How effectively does the World Bank Group support Zambia's efforts ... ? (1- Not effectively at all, 10- Very effectively)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To build stronger domestic resource mobilization systems in the Government*	12	7.25	2.01	18	4.61	2.15	82	6.37	2.13	12	5.42	1.62	20	6.95	1.70	10	5.90	1.79	52	6.21	1.91	49	5.90	1.92	50	6.60	1.90	9	5.78	1.86	40	5.45	1.87	18	6.11	2.08
To develop better and stronger data collection/analytics systems within the Government*	11	7.82	2.36	18	5.44	2.31	82	6.94	1.95	14	6.14	1.66	18	7.11	1.68	10	6.40	1.96	52	6.25	1.84	48	6.33	1.86	46	6.98	1.99	10	5.80	2.25	39	5.62	1.99	20	6.45	1.73
To strengthen the country's crisis preparedness*	11	7.36	2.11	18	4.83	2.57	71	6.23	2.04	12	5.92	1.16	19	5.68	2.24	8	5.63	1.51	48	5.90	1.56	41	5.44	1.76	43	6.77	2.14	7	5.14	1.77	35	5.37	1.65	17	5.35	1.73

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Weekly	0.0%	0.0%	7.8%	6.3%	4.2%	7.1%	1.3%	1.5%	0.0%	0.0%	1.9%	3.2%
Monthly	25.0%	10.0%	16.7%	31.3%	12.5%	28.6%	10.4%	4.5%	22.6%	8.3%	20.8%	19.4%
A few times a year	66.7%	45.0%	39.2%	37.5%	41.7%	35.7%	35.1%	47.0%	34.0%	50.0%	43.4%	29.0%
Rarely	8.3%	30.0%	24.5%	6.3%	16.7%	21.4%	28.6%	27.3%	28.3%	33.3%	22.6%	19.4%
Never	0.0%	15.0%	11.8%	18.8%	25.0%	7.1%	24.7%	19.7%	15.1%	8.3%	11.3%	29.0%

In Zambia, 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)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Are timely*	12	7.00	1.54	19	4.42	2.06	89	6.67	2.05	16	6.06	1.84	22	6.73	2.85	11	6.73	1.49	56	5.73	1.59	51	5.67	1.94	42	6.33	2.24	11	6.73	2.45	38	5.71	1.97	24	6.04	2.22
Include appropriate level of stakeholder involvement during preparation*	12	7.25	1.82	19	4.74	2.02	89	7.02	2.04	15	6.53	1.73	22	6.09	2.11	12	6.67	1.44	57	6.16	1.97	53	5.70	2.29	43	6.65	2.07	12	4.83	2.29	44	5.66	2.09	21	6.33	2.20
Lead to practical solutions*	12	7.33	2.06	19	4.63	2.52	94	6.93	1.94	16	6.88	1.89	23	6.35	2.48	11	6.45	1.86	60	5.73	2.00	52	6.06	1.90	43	6.60	2.09	10	5.60	1.96	45	5.80	2.19	24	6.29	2.03
Are accessible (well written and easy to understand)*	12	7.33	1.78	18	5.33	2.68	89	7.00	1.97	15	6.87	1.68	21	6.24	2.41	12	7.17	1.59	67	6.66	1.99	59	5.80	2.20	42	6.26	2.52	12	5.83	2.72	49	6.08	2.06	24	6.42	2.17
Are source of relevant information on global good practices*	12	8.17	1.59	19	5.32	2.71	93	7.60	1.73	16	7.69	1.49	22	6.73	2.12	11	7.91	1.45	64	7.34	1.86	58	7.86	1.73	44	7.61	2.17	12	6.83	2.62	46	7.00	1.46	26	7.77	1.80
Are adequately disseminated*	12	7.42	1.73	19	3.89	2.26	94	6.29	2.12	16	6.38	1.96	22	6.14	2.59	11	7.09	1.87	65	5.85	2.09	61	5.08	2.21	47	6.17	2.41	12	5.58	2.61	49	5.71	2.08	24	6.04	2.22
Are adaptable to Zambia's specific development challenges and country circumstances*	11	7.45	2.16	19	4.53	2.25	93	6.47	2.14	16	6.44	1.86	23	5.57	2.74	11	6.55	1.51	65	6.06	1.94	56	5.75	2.29	47	6.21	2.38	11	5.55	1.86	49	5.82	2.13	27	5.78	1.99

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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	7.67	1.61	19	5.53	1.95	96	7.22	1.84	15	6.67	1.54	23	6.87	1.77	12	7.17	1.27	68	6.47	1.76	59	6.69	1.75	49	7.20	2.25	12	6.42	1.98	46	5.89	1.75	28	7.00	2.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	8.08	1.44	19	6.16	2.09	96	7.80	1.53	16	6.94	1.61	22	8.14	1.73	10	8.30	1.64	67	7.37	1.65	59	7.69	1.64	48	7.98	1.74	12	7.17	2.04	46	7.20	2.01	26	7.62	1.75

(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)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank Group disburses funds promptly*	12	6.67	1.72	20	4.00	1.89	89	6.78	2.31	12	7.42	2.19	18	6.83	2.57	8	6.38	1.41	51	5.69	2.35	46	5.24	2.41	43	6.07	2.22	9	5.67	2.12	31	5.45	1.96	18	6.06	2.18
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	12	7.50	2.15	19	5.47	2.63	98	8.01	1.67	15	7.33	1.59	24	7.67	2.14	11	6.91	1.76	65	7.12	2.01	57	7.61	1.83	49	7.53	2.37	11	7.45	1.37	45	7.07	1.90	23	7.13	1.77
The World Bank Group's approvals and reviews are done in a timely fashion*	12	6.92	2.27	18	4.83	2.07	91	6.54	2.30	14	6.43	1.95	21	7.29	1.98	9	6.78	2.22	54	5.89	2.18	49	5.51	2.04	42	7.05	1.96	9	5.89	2.09	39	6.21	1.98	16	6.13	2.47
The World Bank Group's "Safeguard Policy" requirements are reasonable*	10	7.80	1.55	18	4.72	2.16	75	7.08	1.94	13	6.69	1.89	15	6.67	3.37	8	7.38	1.06	45	6.33	1.87	40	6.50	2.34	38	7.13	2.13	9	6.00	2.65	26	6.08	1.87	13	7.62	1.85
The World Bank Group's conditions on its lending are reasonable*	11	7.09	1.87	19	4.89	2.13	91	6.18	2.40	12	6.33	2.02	21	5.00	3.00	8	7.75	1.49	57	6.35	2.15	51	5.16	2.44	44	6.25	2.52	10	5.60	2.67	37	5.92	2.05	20	6.35	2.03
The World Bank Group takes decisions quickly in Zambia*	12	7.17	1.80	19	3.89	1.94	88	6.03	2.27	15	5.73	2.19	22	6.45	2.28	8	6.25	1.58	54	5.43	1.78	47	5.21	2.18	41	6.37	2.41	9	5.22	1.64	35	5.46	1.75	15	5.93	2.19
Working with the World Bank Group increases Zambia's institutional capacity*	11	8.18	1.40	19	4.79	2.39	94	7.63	1.91	16	6.56	1.79	22	7.82	2.32	10	7.20	1.32	67	7.34	1.86	57	7.21	2.02	45	7.49	1.87	11	6.64	2.06	45	6.78	1.88	26	7.46	1.86
Where country systems are adequate, the World Bank Group makes appropriate use of them*	11	8.00	1.84	17	4.65	1.69	85	7.86	1.87	14	7.36	1.60	16	7.88	2.28	9	6.89	1.76	48	6.69	2.07	42	6.55	2.11	42	7.40	1.84	10	6.30	2.98	31	6.16	1.79	18	7.56	2.04

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia?	12	6.00	2.04	20	6.35	2.13	88	6.41	2.31	11	6.82	1.72	21	6.38	2.36	10	6.50	2.12	63	6.43	1.79	64	6.75	2.04	50	7.16	2.05	11	6.27	1.90	44	6.43	1.92	27	6.85	1.94

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Education	25.0%	25.0%	28.7%	46.7%	30.4%	23.1%	44.6%	38.5%	48.1%	18.2%	45.1%	48.4%
Health	25.0%	55.0%	52.5%	66.7%	69.6%	53.8%	58.1%	53.8%	71.2%	72.7%	60.8%	45.2%
Supporting poor and marginalized local communities	8.3%	25.0%	17.8%	33.3%	17.4%	15.4%	13.5%	20.0%	17.3%	18.2%	17.6%	22.6%
Jobs*	0.0%	10.0%	4.0%	6.7%	0.0%	38.5%	10.8%	6.2%	5.8%	0.0%	11.8%	0.0%
Business development	8.3%	15.0%	12.9%	20.0%	4.3%	15.4%	13.5%	13.8%	9.6%	9.1%	9.8%	0.0%
Infrastructure*	58.3%	25.0%	40.6%	20.0%	21.7%	46.2%	20.3%	24.6%	21.2%	27.3%	17.6%	29.0%
Social cohesion	41.7%	20.0%	16.8%	6.7%	30.4%	0.0%	16.2%	12.3%	13.5%	18.2%	17.6%	16.1%
Public services	25.0%	10.0%	14.9%	0.0%	13.0%	7.7%	9.5%	20.0%	7.7%	9.1%	9.8%	12.9%
Macro issues	0.0%	5.0%	1.0%	0.0%	0.0%	0.0%	1.4%	3.1%	0.0%	0.0%	2.0%	0.0%
Don't know	0.0%	0.0%	2.0%	0.0%	4.3%	0.0%	4.1%	1.5%	1.9%	9.1%	2.0%	9.7%
Other	8.3%	0.0%	1.0%	0.0%	0.0%	0.0%	2.7%	1.5%	0.0%	9.1%	0.0%	6.5%

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

Please rate how you feel when you think about the impact of the refugees in regards to...

Zambia's economy Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	41.7%	20.0%	13.0%	0.0%	25.0%	8.3%	17.3%	16.4%	12.2%	0.0%	13.0%	22.6%
A somewhat negative impact	25.0%	50.0%	65.0%	92.9%	54.2%	41.7%	49.3%	53.7%	59.2%	58.3%	51.9%	51.6%
A somewhat positive impact	33.3%	15.0%	16.0%	7.1%	20.8%	41.7%	22.7%	16.4%	12.2%	41.7%	20.4%	16.1%
A very positive impact	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	5.3%	6.0%	6.1%	0.0%	5.6%	6.5%
No impact at all	0.0%	15.0%	4.0%	0.0%	0.0%	8.3%	5.3%	7.5%	10.2%	0.0%	9.3%	3.2%

Social cohesion Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	9.1%	9.5%	17.7%	14.3%	26.1%	0.0%	10.1%	10.6%	9.1%	9.1%	15.1%	6.5%
A somewhat negative impact	27.3%	61.9%	51.0%	42.9%	34.8%	83.3%	44.9%	50.0%	34.1%	72.7%	41.5%	64.5%
A somewhat positive impact	54.5%	14.3%	22.9%	35.7%	34.8%	0.0%	26.1%	31.8%	29.5%	9.1%	22.6%	16.1%
A very positive impact	9.1%	4.8%	1.0%	0.0%	0.0%	8.3%	4.3%	3.0%	15.9%	0.0%	9.4%	6.5%
No impact at all	0.0%	9.5%	7.3%	7.1%	4.3%	8.3%	14.5%	4.5%	11.4%	9.1%	11.3%	6.5%

National security* Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	25.0%	45.0%	27.3%	38.5%	62.5%	8.3%	27.8%	22.7%	26.5%	33.3%	26.4%	29.0%
A somewhat negative impact	75.0%	45.0%	63.6%	46.2%	25.0%	66.7%	58.3%	62.1%	46.9%	66.7%	54.7%	67.7%
A somewhat positive impact	0.0%	5.0%	6.1%	7.7%	12.5%	8.3%	5.6%	9.1%	4.1%	0.0%	3.8%	0.0%
A very positive impact	0.0%	0.0%	1.0%	7.7%	0.0%	0.0%	0.0%	1.5%	12.2%	0.0%	1.9%	0.0%
No impact at all	0.0%	5.0%	2.0%	0.0%	0.0%	16.7%	8.3%	4.5%	10.2%	0.0%	13.2%	3.2%

*Significantly different between stakeholder groups

Public service delivery Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	16.7%	19.0%	19.4%	25.0%	20.8%	0.0%	18.3%	16.7%	14.9%	25.0%	17.0%	26.7%
A somewhat negative impact	41.7%	42.9%	57.1%	58.3%	54.2%	83.3%	52.1%	56.1%	51.1%	66.7%	49.1%	56.7%
A somewhat positive impact	41.7%	19.0%	16.3%	8.3%	8.3%	0.0%	15.5%	12.1%	19.1%	0.0%	17.0%	6.7%
A very positive impact	0.0%	9.5%	2.0%	0.0%	4.2%	0.0%	0.0%	1.5%	4.3%	0.0%	0.0%	3.3%
No impact at all	0.0%	9.5%	5.1%	8.3%	12.5%	16.7%	14.1%	13.6%	10.6%	8.3%	17.0%	6.7%

Zambia's poor and marginalized Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	16.7%	19.0%	21.6%	30.8%	25.0%	25.0%	27.4%	19.4%	16.3%	27.3%	17.0%	32.3%
A somewhat negative impact	58.3%	57.1%	56.7%	46.2%	50.0%	58.3%	45.2%	59.7%	46.9%	45.5%	49.1%	51.6%
A somewhat positive impact	16.7%	19.0%	6.2%	15.4%	16.7%	0.0%	16.4%	10.4%	6.1%	18.2%	11.3%	9.7%
A very positive impact	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	1.4%	1.5%	12.2%	0.0%	3.8%	0.0%
No impact at all	8.3%	4.8%	14.4%	7.7%	8.3%	16.7%	9.6%	9.0%	18.4%	9.1%	18.9%	6.5%

F. The Future Role of the World Bank Group in Zambia

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Improve the quality of its experts as related to Zambia's specific challenges	8.3%	23.8%	14.6%	25.0%	29.2%	0.0%	11.5%	25.8%	25.5%	25.0%	9.4%	18.2%
Work more with private sector*	8.3%	14.3%	9.7%	6.3%	8.3%	35.7%	48.7%	12.1%	9.8%	8.3%	13.2%	15.2%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	8.3%	4.8%	1.0%	6.3%	4.2%	21.4%	3.8%	6.1%	9.8%	8.3%	1.9%	6.1%
Offer more innovative financial products	25.0%	4.8%	8.7%	18.8%	12.5%	0.0%	14.1%	1.5%	7.8%	8.3%	9.4%	6.1%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	1.5%	3.9%	0.0%	1.9%	9.1%
Offer more innovative knowledge services	0.0%	9.5%	8.7%	6.3%	4.2%	0.0%	7.7%	3.0%	11.8%	0.0%	3.8%	6.1%
Collaborate more effectively with Government clients*	41.7%	23.8%	28.2%	25.0%	29.2%	14.3%	9.0%	10.6%	11.8%	25.0%	11.3%	12.1%
Work faster	8.3%	4.8%	5.8%	0.0%	4.2%	0.0%	2.6%	1.5%	5.9%	0.0%	3.8%	6.1%
Reduce the complexity of obtaining World Bank Group financing*	58.3%	23.8%	36.9%	31.3%	37.5%	7.1%	14.1%	30.3%	29.4%	8.3%	18.9%	24.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	19.0%	18.4%	6.3%	8.3%	0.0%	12.8%	9.1%	15.7%	25.0%	20.8%	12.1%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	0.0%	9.5%	5.8%	12.5%	8.3%	7.1%	2.6%	12.1%	9.8%	8.3%	7.5%	9.1%
Improve the competitiveness of its financing compared to markets	0.0%	19.0%	7.8%	12.5%	4.2%	14.3%	5.1%	4.5%	7.8%	0.0%	13.2%	6.1%
Work more with civil society and beneficiary representatives*	0.0%	19.0%	11.7%	12.5%	0.0%	14.3%	14.1%	54.5%	19.6%	8.3%	22.6%	24.2%
Increase the level of capacity development in the country	0.0%	23.8%	29.1%	25.0%	41.7%	21.4%	26.9%	13.6%	15.7%	25.0%	28.3%	21.2%
Leverage the private sector more*	25.0%	0.0%	7.8%	12.5%	8.3%	64.3%	21.8%	9.1%	15.7%	41.7%	26.4%	12.1%
Other	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	8.3%	3.8%	9.1%

*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Zambia, 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 Zambia?*

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Financial services	33.3%	33.3%	33.0%	50.0%	34.8%	21.4%	36.1%	16.7%	24.0%	27.3%	33.3%	29.0%
Knowledge products	8.3%	28.6%	26.2%	12.5%	30.4%	42.9%	27.8%	15.2%	32.0%	45.5%	25.5%	12.9%
Convening services	0.0%	14.3%	1.0%	0.0%	0.0%	0.0%	1.4%	3.0%	6.0%	9.1%	0.0%	6.5%
None of the above	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	3.2%
The combination is appropriate for Zambia	58.3%	23.8%	36.9%	37.5%	34.8%	21.4%	33.3%	57.6%	34.0%	18.2%	41.2%	38.7%
Don't know	0.0%	0.0%	1.9%	0.0%	0.0%	14.3%	1.4%	7.6%	2.0%	0.0%	0.0%	9.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Social cohesion	0.0%	11.1%	7.2%	0.0%	10.5%	7.1%	4.2%	9.5%	9.6%	9.1%	5.6%	12.1%
Public financial management*	91.7%	66.7%	62.9%	66.7%	78.9%	85.7%	75.0%	71.4%	40.4%	54.5%	66.7%	48.5%
Reducing gender based violence	0.0%	5.6%	3.1%	0.0%	0.0%	0.0%	4.2%	1.6%	11.5%	9.1%	9.3%	6.1%
Crisis preparedness*	8.3%	11.1%	13.4%	16.7%	0.0%	7.1%	5.6%	12.7%	28.8%	9.1%	5.6%	6.1%
Crisis response*	0.0%	0.0%	5.2%	16.7%	0.0%	7.1%	2.8%	1.6%	11.5%	0.0%	0.0%	0.0%
Access to justice systems	0.0%	22.2%	5.2%	8.3%	5.3%	7.1%	5.6%	12.7%	11.5%	9.1%	13.0%	15.2%
Security mechanisms	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	3.8%	0.0%	0.0%	0.0%
Conflict resolution mechanisms	8.3%	0.0%	1.0%	0.0%	5.3%	0.0%	6.9%	3.2%	5.8%	0.0%	1.9%	6.1%
Support domestic resource mobilization	66.7%	27.8%	43.3%	58.3%	47.4%	50.0%	40.3%	34.9%	28.8%	54.5%	53.7%	39.4%
Access to basic services*	0.0%	44.4%	26.8%	25.0%	21.1%	14.3%	16.7%	15.9%	7.7%	9.1%	18.5%	24.2%
Capacity of state institutions*	33.3%	0.0%	26.8%	41.7%	36.8%	14.3%	36.1%	30.2%	19.2%	54.5%	35.2%	42.4%
Jobs	16.7%	16.7%	19.6%	16.7%	10.5%	42.9%	20.8%	20.6%	17.3%	0.0%	31.5%	18.2%
Improving livelihoods*	8.3%	44.4%	41.2%	16.7%	15.8%	21.4%	27.8%	38.1%	32.7%	27.3%	16.7%	27.3%
Food security	8.3%	44.4%	24.7%	16.7%	21.1%	14.3%	20.8%	14.3%	28.8%	36.4%	22.2%	33.3%
Social safety nets*	50.0%	0.0%	12.4%	0.0%	26.3%	21.4%	11.1%	15.9%	7.7%	9.1%	9.3%	9.1%
Stimulating dialogue to promote peace and stability	0.0%	5.6%	5.2%	8.3%	10.5%	0.0%	12.5%	15.9%	19.2%	18.2%	9.3%	3.0%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in Zambia?

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Social cohesion	16.7%	18.8%	17.7%	16.7%	26.3%	18.2%	18.3%	18.0%	12.2%	18.2%	17.3%	9.7%
Public financial management	0.0%	12.5%	19.8%	16.7%	5.3%	27.3%	15.5%	19.7%	22.4%	27.3%	21.2%	29.0%
Reducing gender based violence	8.3%	12.5%	22.9%	33.3%	21.1%	36.4%	15.5%	19.7%	14.3%	27.3%	23.1%	16.1%
Crisis preparedness	0.0%	31.3%	13.5%	8.3%	21.1%	0.0%	7.0%	6.6%	8.2%	9.1%	13.5%	22.6%
Crisis response*	41.7%	12.5%	10.4%	0.0%	5.3%	0.0%	11.3%	4.9%	12.2%	36.4%	7.7%	12.9%
Access to justice systems	16.7%	18.8%	20.8%	41.7%	21.1%	18.2%	26.8%	32.8%	20.4%	9.1%	30.8%	25.8%
Security mechanisms	0.0%	6.3%	6.3%	0.0%	15.8%	9.1%	2.8%	1.6%	2.0%	9.1%	9.6%	6.5%
Conflict resolution mechanisms	16.7%	18.8%	7.3%	16.7%	5.3%	0.0%	12.7%	13.1%	16.3%	0.0%	11.5%	19.4%
Support domestic resource mobilization	41.7%	31.3%	21.9%	0.0%	15.8%	27.3%	23.9%	21.3%	26.5%	45.5%	23.1%	16.1%
Access to basic services	8.3%	43.8%	19.8%	25.0%	36.8%	27.3%	26.8%	31.1%	24.5%	36.4%	25.0%	22.6%
Capacity of state institutions	33.3%	6.3%	16.7%	8.3%	5.3%	36.4%	23.9%	9.8%	18.4%	9.1%	7.7%	12.9%
Jobs	8.3%	31.3%	10.4%	16.7%	26.3%	9.1%	19.7%	21.3%	26.5%	0.0%	9.6%	9.7%
Improving livelihoods	33.3%	12.5%	25.0%	33.3%	42.1%	36.4%	16.9%	26.2%	12.2%	18.2%	34.6%	19.4%
Food security	50.0%	31.3%	33.3%	50.0%	0.0%	27.3%	35.2%	24.6%	34.7%	18.2%	19.2%	32.3%
Social safety nets	8.3%	0.0%	20.8%	16.7%	15.8%	18.2%	18.3%	21.3%	12.2%	36.4%	17.3%	6.5%
Stimulating dialogue to promote peace and stability	16.7%	12.5%	29.2%	8.3%	5.3%	9.1%	12.7%	24.6%	24.5%	0.0%	26.9%	29.0%

*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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Local radio	8.3%	20.0%	21.6%	18.8%	21.1%	14.3%	15.1%	25.8%	30.6%	50.0%	20.4%	29.0%
International radio	0.0%	0.0%	2.9%	0.0%	0.0%	7.1%	5.5%	3.0%	2.0%	0.0%	7.4%	3.2%
Social media	25.0%	20.0%	14.7%	31.3%	26.3%	28.6%	30.1%	24.2%	32.7%	8.3%	25.9%	22.6%
International newspapers	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	4.1%	0.0%	2.0%	0.0%	1.9%	0.0%
Local television	33.3%	40.0%	45.1%	43.8%	31.6%	14.3%	30.1%	28.8%	26.5%	33.3%	33.3%	29.0%
Internet	83.3%	50.0%	43.1%	43.8%	21.1%	57.1%	50.7%	53.0%	40.8%	41.7%	50.0%	45.2%
Periodicals	8.3%	5.0%	6.9%	6.3%	0.0%	7.1%	8.2%	3.0%	12.2%	0.0%	7.4%	0.0%
International television*	0.0%	10.0%	8.8%	6.3%	26.3%	0.0%	16.4%	7.6%	2.0%	0.0%	13.0%	19.4%
Local newspapers	33.3%	40.0%	54.9%	50.0%	57.9%	42.9%	35.6%	40.9%	34.7%	41.7%	31.5%	41.9%
Other*	8.3%	10.0%	1.0%	0.0%	5.3%	21.4%	1.4%	3.0%	14.3%	25.0%	5.6%	3.2%

*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)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials	63.6%	25.0%	36.9%	43.8%	26.1%	21.4%	43.4%	29.9%	42.3%	46.2%	37.7%	41.9%
e-Newsletters	36.4%	30.0%	47.6%	37.5%	56.5%	42.9%	50.0%	38.8%	32.7%	38.5%	39.6%	48.4%
World Bank Group's seminars/workshops/conferences	27.3%	45.0%	39.8%	18.8%	39.1%	42.9%	28.9%	34.3%	30.8%	53.8%	32.1%	32.3%
Mobile phones	9.1%	25.0%	4.9%	6.3%	13.0%	0.0%	5.3%	6.0%	11.5%	0.0%	1.9%	9.7%
Direct contact with World Bank Group	9.1%	20.0%	20.4%	6.3%	26.1%	42.9%	19.7%	26.9%	38.5%	23.1%	28.3%	12.9%
World Bank Group's website	45.5%	20.0%	35.9%	43.8%	21.7%	28.6%	28.9%	31.3%	19.2%	15.4%	37.7%	22.6%
Social media	9.1%	30.0%	9.7%	37.5%	4.3%	14.3%	22.4%	25.4%	19.2%	7.7%	18.9%	19.4%
Other	0.0%	0.0%	1.0%	0.0%	8.7%	0.0%	0.0%	3.0%	3.8%	15.4%	1.9%	6.5%

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?*

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Yes	58.3%	10.5%	28.7%	31.3%	13.0%	28.6%	16.2%	13.8%	34.6%	25.0%	25.0%	20.0%
No	41.7%	89.5%	71.3%	68.8%	87.0%	71.4%	83.8%	86.2%	65.4%	75.0%	75.0%	80.0%

*Significantly different between stakeholder groups

Do you have reliable access to the Internet?

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	90.0%	91.3%	93.8%	87.0%	100.0%	97.4%	97.0%	88.2%	92.3%	94.3%	90.6%
No	0.0%	10.0%	8.7%	6.3%	13.0%	0.0%	2.6%	3.0%	11.8%	7.7%	5.7%	9.4%

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Yes	63.6%	33.3%	77.9%	75.0%	63.6%	85.7%	72.0%	71.2%	73.6%	83.3%	71.7%	62.5%
No	36.4%	66.7%	22.1%	25.0%	36.4%	14.3%	28.0%	28.8%	26.4%	16.7%	28.3%	37.5%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Yes	9.1%	10.5%	17.5%	6.7%	27.3%	28.6%	19.2%	28.1%	29.4%	46.2%	21.2%	18.8%
No	90.9%	89.5%	82.5%	93.3%	72.7%	71.4%	80.8%	71.9%	70.6%	53.8%	78.8%	81.3%

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	100.0%	89.5%	88.4%	100.0%	88.9%	100.0%	94.3%	89.8%	88.6%	100.0%	97.7%	95.5%
Dial-up	0.0%	10.5%	11.6%	0.0%	11.1%	0.0%	5.7%	10.2%	11.4%	0.0%	2.3%	4.5%

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Weekly	25.0%	0.0%	9.7%	31.3%	8.7%	21.4%	9.2%	9.0%	7.4%	23.1%	3.8%	9.7%
Monthly	16.7%	9.5%	15.5%	18.8%	17.4%	21.4%	13.2%	7.5%	24.1%	15.4%	22.6%	16.1%
A few times a year	33.3%	33.3%	34.0%	25.0%	43.5%	35.7%	40.8%	41.8%	27.8%	46.2%	41.5%	29.0%
Rarely	16.7%	33.3%	27.2%	18.8%	21.7%	14.3%	21.1%	23.9%	31.5%	7.7%	13.2%	19.4%
Never	8.3%	23.8%	13.6%	6.3%	8.7%	7.1%	15.8%	17.9%	9.3%	7.7%	18.9%	25.8%

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

	Which of the following best describes your current position?																																			
	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
I find the World Bank Group's websites easy to navigate.	6	8.83	1.94	7	7.29	2.29	75	7.61	2.12	11	7.36	1.69	13	6.46	1.81	11	7.91	1.51	52	7.31	1.58	43	7.49	1.67	37	7.35	2.06	9	7.00	2.29	35	7.20	1.78	19	7.16	2.59
I find the information on the World Bank Group's websites useful.	6	8.67	1.86	7	6.71	1.80	76	8.36	1.56	11	8.36	1.12	13	8.08	1.19	11	8.45	0.93	52	7.73	1.55	43	7.81	1.82	37	7.89	1.88	9	7.00	3.04	35	7.66	1.51	19	7.84	1.71
The World Bank Group's social media channels are valuable sources of information about the institution	4	8.00	1.83	10	6.80	2.49	42	7.00	2.28	5	6.40	3.29	12	7.42	2.71	4	9.25	1.50	33	6.45	1.86	35	7.46	2.06	35	6.94	2.85	5	4.20	2.77	21	6.33	2.35	14	6.71	1.59

H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Yes	66.7%	60.0%	74.8%	68.8%	54.5%	85.7%	27.3%	36.9%	58.5%	61.5%	32.1%	45.2%
No	33.3%	40.0%	25.2%	31.3%	45.5%	14.3%	72.7%	63.1%	41.5%	38.5%	67.9%	54.8%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Zambia?*

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IDA)	91.7%	57.9%	89.8%	86.7%	77.8%	84.6%	47.2%	69.2%	77.5%	70.0%	69.7%	81.8%
The International Finance Corporation (IFC)	0.0%	36.8%	4.5%	6.7%	5.6%	15.4%	41.5%	5.8%	20.0%	20.0%	6.1%	4.5%
Other	8.3%	5.3%	5.7%	6.7%	16.7%	0.0%	11.3%	25.0%	2.5%	10.0%	24.2%	13.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Yes	30.0%	43.8%	24.7%	7.1%	23.5%	41.7%	7.8%	7.0%	29.7%	0.0%	12.8%	24.0%
No	70.0%	56.3%	75.3%	92.9%	76.5%	58.3%	92.2%	93.0%	70.3%	100.0%	87.2%	76.0%

*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Zambia?

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
The two institutions work well together	100.0%	57.1%	63.2%	0.0%	75.0%	60.0%	20.0%	25.0%	81.8%	0.0%	33.3%	50.0%
The way the two institutions work together needs improvement	0.0%	28.6%	26.3%	100.0%	0.0%	20.0%	60.0%	0.0%	18.2%	0.0%	33.3%	50.0%
The two institutions do not work well together	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Don't know	0.0%	0.0%	10.5%	0.0%	25.0%	20.0%	0.0%	75.0%	0.0%	0.0%	16.7%	0.0%

H. Background Information (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Observer*	16.7%	47.6%	15.1%	6.3%	29.2%	0.0%	36.0%	44.8%	38.0%	23.1%	34.0%	41.4%
Use World Bank Group reports/data*	66.7%	23.8%	16.1%	12.5%	33.3%	23.1%	25.3%	32.8%	40.0%	38.5%	41.5%	34.5%
Engage in World Bank Group related/sponsored events/activities*	33.3%	33.3%	50.5%	31.3%	25.0%	23.1%	32.0%	20.9%	12.0%	46.2%	17.0%	31.0%
Collaborate as part of my professional duties*	50.0%	19.0%	58.1%	56.3%	29.2%	69.2%	17.3%	11.9%	28.0%	23.1%	22.6%	27.6%
Use World Bank Group website for information, data, research, etc.*	25.0%	19.0%	15.1%	18.8%	29.2%	38.5%	44.0%	34.3%	30.0%	46.2%	45.3%	20.7%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia	Other
Female	25.0%	33.3%	37.5%	18.8%	25.0%	35.7%	28.2%	37.3%	37.0%	23.1%	26.4%	46.9%
Male	75.0%	66.7%	62.5%	81.3%	75.0%	64.3%	71.8%	62.7%	63.0%	76.9%	73.6%	53.1%

Appendix C: Responses to Indicator Questions by Geographic Location¹¹

● Lusaka Province N=430 ● Other N=64

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.	391	6.62	1.94	59	6.58	2.14

(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 Zambia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia	401	7.29	1.96	55	6.85	2.38
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	380	6.47	2.10	56	6.38	2.50

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

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

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	378	6.06	1.84	58	5.98	2.00
Flexibility (in terms of the institution's products and services)	348	5.24	2.01	52	5.50	2.30
Flexibility (in terms of changing country circumstances)	362	5.31	2.02	55	5.25	2.22
Being inclusive	352	5.90	2.10	54	5.98	2.28
Openness (sharing data and other information)	382	6.77	2.23	55	6.47	2.58
Collaboration with the Government	391	7.62	1.79	56	7.61	2.09
The speed in which it gets things accomplished on the ground	345	5.76	2.10	54	5.93	2.43
Helping to bring discipline/effective supervision to implementation of investment projects	357	6.78	2.13	59	6.34	2.45
Collaboration with civil society	339	5.99	2.11	56	6.20	2.24
Staff accessibility*	359	5.87	2.43	50	4.88	2.44
Collaboration with other donors and development partners*	337	7.26	1.80	55	6.55	2.48
Collaboration with the private sector	333	5.80	2.01	51	5.69	2.20
Straightforwardness and honesty	355	7.23	2.13	55	7.73	2.16
Treating clients and stakeholders in Zambia with respect	354	7.20	2.10	55	7.25	2.43
Being a long-term partner	394	8.06	1.87	58	7.79	2.31

*Significantly different between respondents in Lusaka Province and the rest of the country

¹¹ 494 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zambia?	385	6.66	1.82	58	6.79	1.87

(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 Zambia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia	363	5.81	1.99	50	5.36	2.10
The World Bank Group meets Zambia's needs for knowledge services	368	6.40	1.87	55	6.00	2.08

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

In Zambia, 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)

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Zambia's specific development challenges and country circumstances	375	6.05	2.16	56	5.98	2.32

	Which best represents your geographic location?					
	Lusaka Province			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?	387	6.72	1.89	56	6.75	1.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	380	7.59	1.72	56	7.38	2.03

(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)

	Which best represents your geographic location?					
	Lusaka Province			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Zambia	321	5.72	2.11	49	5.63	2.56
Where country systems are adequate, the World Bank Group makes appropriate use of them	304	7.06	2.04	42	6.79	2.62

Appendix D: Responses to Selected Questions by Levels of Collaboration¹²

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 FY18 Zambia 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 Zambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Zambia?"

- Collaborating with the WBG N= 249
- Not collaborating with the WBG N=236

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zambia?*	247	7.07	1.85	232	5.84	2.32

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.*	242	6.96	1.93	201	6.22	1.95

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Zambia solve its most complicated development challenges?	229	7.14	1.78	178	6.89	1.97

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

¹²Only 485 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	8.2%	6.4%
Gender equity	9.1%	8.1%
Private sector development	23.0%	22.2%
Education	28.0%	33.8%
Public sector governance/reform	27.6%	25.6%
Health	14.8%	18.8%
Financial markets	3.7%	2.1%
Global/regional integration	0.8%	1.3%
Food security	4.9%	6.0%
Urban development	2.1%	1.7%
Energy*	9.9%	4.3%
Water and sanitation	12.8%	11.5%
Pollution	0.4%	0.0%
Job creation/employment	25.5%	20.5%
Transport*	7.0%	3.0%
Agriculture and rural development	54.7%	55.1%
Trade and exports	2.9%	5.1%
Crime and violence	0.0%	0.0%
Natural resource management	5.8%	8.1%
Information and communications technology	3.3%	2.6%
Climate change	3.7%	3.0%
Poverty reduction	14.8%	15.4%
Anti corruption	10.3%	14.5%
Judiciary reform*	1.2%	4.3%
Economic growth	16.0%	17.1%
Disaster risk management	0.0%	0.9%
Equality of opportunity	4.1%	3.8%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zambia Government's efforts to reduce poverty?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	167	6.99	1.85	110	6.53	1.98
Development Policy Financing (DPF)	152	6.89	1.88	107	6.53	1.68
Trust funds and grants*	151	6.70	2.19	106	6.03	1.99
MIGA Guarantees	91	6.01	1.98	49	5.47	2.26
IFC Investment Services*	115	6.45	2.04	77	5.78	1.90
IFC Advisory Services*	122	6.77	2.12	86	6.16	2.10

*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 Zambia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia*	239	7.54	2.01	209	6.99	1.96
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	232	6.83	2.11	196	6.03	2.11

*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 Zambia, in terms of each of the following?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	231	6.30	1.89	196	5.79	1.79
Flexibility (in terms of the institution's products and services)*	222	5.50	2.11	171	5.06	1.94
Flexibility (in terms of changing country circumstances)*	221	5.55	2.17	187	5.08	1.88
Being inclusive*	222	6.31	2.07	177	5.34	2.16
Openness (sharing data and other information)*	230	7.01	2.29	201	6.48	2.25
Collaboration with the Government*	239	7.82	1.84	199	7.41	1.80
The speed in which it gets things accomplished on the ground	223	5.86	2.16	169	5.70	2.16
Helping to bring discipline/effective supervision to implementation of investment projects	222	6.80	2.23	186	6.72	2.10
Collaboration with civil society	211	6.23	2.09	178	5.81	2.13
Staff accessibility*	228	6.28	2.35	176	5.13	2.44
Collaboration with other donors and development partners*	210	7.47	1.89	177	6.81	1.94
Collaboration with the private sector*	203	6.11	2.07	174	5.52	1.94
Straightforwardness and honesty	218	7.50	1.97	186	7.09	2.31
Treating clients and stakeholders in Zambia with respect*	221	7.44	2.12	182	6.92	2.18
Being a long-term partner	237	8.18	1.95	207	7.87	1.91

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In Zambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender*	203	6.58	1.94	160	6.09	1.91
The impact of climate change*	205	6.84	2.00	157	6.36	2.17

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection*	143	5.99	2.11	112	5.12	1.97
Gender equity*	191	6.60	1.89	148	6.01	1.80
Private sector development*	189	6.45	1.81	152	5.64	1.92
Education*	200	7.10	1.80	168	6.56	2.00
Public sector governance/reform*	207	7.12	1.79	172	6.55	1.93
Global/regional integration	161	6.65	1.98	136	6.51	1.93
Food security*	186	6.76	1.90	149	6.31	1.99
Urban development*	167	6.35	2.02	139	5.83	1.84
Energy*	193	7.27	1.93	156	6.72	1.86
Water and sanitation*	209	7.23	1.89	165	6.70	2.05
Pollution	150	6.11	2.16	121	5.66	2.11
Job creation/employment*	182	5.81	2.03	146	5.23	2.12
Health	196	7.02	1.90	167	6.69	1.96
Financial markets	154	6.37	2.14	127	6.28	2.01
Transport*	188	7.01	2.03	153	6.55	2.01
Agriculture and rural development*	208	7.15	1.92	171	6.46	1.94
Trade and exports	162	6.20	1.97	128	5.98	1.98
Natural resource management*	168	6.57	2.13	134	5.73	1.90
Climate change*	192	6.98	2.09	139	6.23	2.20
Poverty reduction*	214	6.84	2.00	175	6.28	2.01
Anti corruption*	161	5.68	2.28	145	5.12	2.32
Judiciary reform	134	5.33	2.18	114	4.96	2.22
Economic growth*	206	7.05	1.90	171	6.44	2.03
Disaster risk management*	149	6.13	1.97	116	5.64	1.98
Equality of opportunity*	164	6.23	2.15	135	5.75	1.99
Information and communications technology	146	6.08	2.09	118	6.09	2.12

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zambia?*	238	6.92	1.86	201	6.46	1.79

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia*	225	6.02	2.02	183	5.46	1.96
The World Bank Group meets Zambia's needs for knowledge services	224	6.51	1.93	191	6.20	1.93

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Zambia to mobilize finance for development from private sector sources?	170	6.20	2.18	149	6.00	2.06

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

How effectively does the World Bank Group support Zambia's efforts ... ?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	209	6.20	2.06	163	5.99	1.95
To develop better and stronger data collection/analytics systems within the Government*	206	6.67	2.04	161	6.26	1.90
To strengthen the country's crisis preparedness	189	6.05	2.05	140	5.75	1.85

*Significantly different between collaborators and non-collaborators

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

In Zambia, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	223	6.43	2.04	165	5.75	2.07
Include appropriate level of stakeholder involvement during preparation*	228	6.68	2.03	168	5.70	2.14
Lead to practical solutions*	227	6.61	2.09	180	5.88	2.04
Are accessible (well written and easy to understand)*	226	6.83	2.11	189	6.01	2.21
Are source of relevant information on global good practices*	231	7.58	1.85	188	7.19	2.00
Are adequately disseminated*	229	6.28	2.24	197	5.46	2.18
Are adaptable to Zambia's specific development challenges and country circumstances*	233	6.30	2.13	191	5.76	2.20

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	234	7.00	1.86	200	6.51	1.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	234	7.79	1.64	195	7.38	1.85

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	205	6.50	2.30	148	5.40	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports	228	7.58	1.97	195	7.23	2.06
The World Bank Group's approvals and reviews are done in a timely fashion	215	6.43	2.28	155	6.06	2.13
The World Bank Group's "Safeguard Policy" requirements are reasonable*	184	7.07	1.95	125	6.10	2.35
The World Bank Group's conditions on its lending are reasonable*	201	6.55	2.18	174	5.33	2.42
The World Bank Group takes decisions quickly in Zambia*	212	6.02	2.25	150	5.31	2.00
Working with the World Bank Group increases Zambia's institutional capacity*	227	7.45	1.94	191	7.03	2.07
Where country systems are adequate, the World Bank Group makes appropriate use of them*	203	7.37	2.09	137	6.69	2.04

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group (continued)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia?	211	6.55	2.11	203	6.63	1.98

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

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	191	7.61	1.99	124	7.10	1.79
I find the information on the World Bank Group's websites useful.*	190	8.15	1.66	126	7.68	1.68
The World Bank Group's social media channels are valuable sources of information about the institution	124	7.15	2.19	90	6.62	2.41

*Significantly different between collaborators and non-collaborators

Appendix E: Responses to Select Questions by Year¹³

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

FY 2015 Number of comparable respondents = 296 • FY 2018 Number of comparable respondents = 493

By weighting, the FY 2015 sample has the same stakeholder composition as that in the FY2018 sample and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY18	FY15
Office of the President/ Prime Minister	2.8%	2.8%
Government Institutions	31.0%	31.0%
Local Government	5.5%	5.5%
Bilateral/Multilateral Agency	3.2%	3.2%
Private Sector	17.9%	17.9%
Civil Society	14.7%	14.7%
Media	12.4%	12.4%
Academia/Research Institute/Think Tank	12.4%	12.4%

A. General Issues Facing Zambia

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

Percentage of Respondents	FY18	FY15
The right direction	55.1%	83.2%
The wrong direction	25.1%	3.0%
Not sure	19.8%	13.8%

*Significantly different between FY18 and FY15 respondents

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zambia?	429	6.49	2.15	280	6.76	1.82

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

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.	395	6.66	1.96	267	6.49	1.93

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

¹³ Only those questions that were asked in the FY '15 and FY '18 country opinion surveys, with similar response scales/options, are presented.

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

	year					
	FY 2018			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 Zambia solve its most complicated development challenges?	366	7.04	1.86	256	7.09	1.54

(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's work in Zambia?

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia*	400	7.33	1.96	273	7.86	1.88
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	384	6.55	2.13	260	6.55	1.91

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY18 and FY15 respondents

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

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

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	382	6.07	1.85	238	6.64	1.89
Flexibility (in terms of the institution's products and services)	355	5.32	2.05	230	5.56	2.13
Flexibility (in terms of changing country circumstances)*	367	5.35	2.02	228	5.71	2.12
Being inclusive	362	5.92	2.15	260	5.81	2.24
Openness (sharing data and other information)	389	6.83	2.24	269	6.87	2.25
Collaboration with the Government*	392	7.66	1.83	268	8.21	1.69
The speed in which it gets things accomplished on the ground	352	5.85	2.12	235	5.90	2.04
Helping to bring discipline/effective supervision to implementation of investment projects	368	6.80	2.11			
Collaboration with civil society	348	6.05	2.06	226	5.92	2.04
Staff accessibility	363	5.79	2.41	261	5.54	2.22
Collaboration with other donors and development partners*	346	7.22	1.84	228	7.70	1.75
Collaboration with the private sector*	337	5.83	1.99	227	6.74	1.94
Straightforwardness and honesty	363	7.30	2.12	223	6.97	1.82
Treating clients and stakeholders in Zambia with respect	363	7.22	2.10			
Being a long-term partner	399	8.05	1.89	269	8.30	1.70

*Significantly different between FY18 and FY15 respondents

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 Zambia?

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
Social protection	225	5.68	2.08	145	5.96	2.01
Gender equity*	302	6.35	1.85	166	5.76	2.27
Private sector development*	306	6.12	1.90	220	6.94	2.04
Education	331	6.90	1.86	222	6.94	1.85
Public sector governance/reform	340	6.95	1.82	212	6.99	1.67
Global/regional integration	265	6.58	1.97	158	6.67	1.96
Food security*	300	6.58	1.91	205	7.09	1.89
Urban development*	269	6.09	1.93	176	6.86	1.90
Energy*	309	7.13	1.84	199	8.19	1.62
Water and sanitation*	333	7.08	1.94	185	7.66	1.61
Pollution	240	6.00	2.08			
Job creation/employment*	292	5.56	2.10	167	6.23	2.03
Health*	326	6.86	1.96	190	7.68	1.76
Financial markets	246	6.33	2.07	163	6.12	1.45
Transport*	305	6.83	2.01	198	7.25	2.17
Agriculture and rural development	338	6.86	1.94			
Trade and exports*	255	6.18	1.92	175	6.84	1.65
Natural resource management*	271	6.20	2.09	194	6.59	1.89
Climate change	298	6.71	2.17	175	6.90	1.93
Poverty reduction*	348	6.60	2.00	220	7.13	1.83
Anti corruption	271	5.42	2.31	115	5.23	2.19
Judiciary reform	217	5.25	2.21			
Economic growth*	336	6.82	1.93	197	7.56	1.72
Disaster risk management	234	5.91	1.96	135	6.07	2.40
Equality of opportunity	265	6.06	2.03	144	5.76	2.14
Information and communications technology*	235	6.08	2.07	108	5.19	2.17

(1-Not effective at all, 10-Very effective) *Significantly different between FY18 and FY15 respondents.

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

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zambia?	393	6.73	1.79	258	6.83	1.70

(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 Zambia?

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia	363	5.79	1.98	238	5.85	1.65
The World Bank Group meets Zambia's needs for knowledge services	372	6.40	1.94	232	6.71	1.87

(1-Strongly disagree, 10-Strongly agree)

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	FY18	FY15
Weekly	3.3%	10.0%
Monthly	15.8%	23.3%
A few times a year	40.2%	32.6%
Rarely	24.5%	20.1%
Never	16.2%	14.0%

*Significantly different between FY18 and FY15 respondents.

In Zambia, to what extent do you believe that the World Bank Group's knowledge work and activities:

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely	344	6.22	2.04	195	6.17	1.26
Include appropriate level of stakeholder involvement during preparation	355	6.33	2.11	242	6.28	2.11
Lead to practical solutions	363	6.35	2.07	256	6.46	1.90
Are accessible (well written and easy to understand)	374	6.48	2.14	261	6.79	1.91
Are source of relevant information on global good practices	374	7.48	1.83	257	7.54	1.63
Are adequately disseminated	385	5.98	2.22	253	5.96	2.26
Are adaptable to Zambia's specific development challenges and country circumstances	378	6.13	2.18	257	6.29	1.92

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

	year					
	FY 2018			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?	388	6.80	1.86	265	6.74	1.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	384	7.65	1.70	265	7.51	1.74

(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?

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	315	6.13	2.32	171	6.15	2.18
The World Bank Group effectively monitors and evaluates the projects and programs it supports	383	7.51	1.93	230	7.57	1.89
The World Bank Group's approvals and reviews are done in a timely fashion	336	6.37	2.17	192	6.14	1.90
The World Bank Group's "Safeguard Policy" requirements are reasonable	276	6.75	2.12	157	6.64	1.94
The World Bank Group's conditions on its lending are reasonable	338	6.02	2.40	168	6.26	2.31
The World Bank Group takes decisions quickly in Zambia	327	5.84	2.13	194	6.16	1.93
Working with the World Bank Group increases Zambia's institutional capacity	374	7.34	1.92	262	7.61	1.91
Where country systems are adequate, the World Bank Group makes appropriate use of them*	304	7.17	2.05	205	6.70	2.56

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY18 and FY15 respondents.

F. The Future Role of the World Bank Group in Zambia

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

Percentage of Respondents	FY18	FY15
Financial services	30.2%	20.2%
Knowledge products	25.4%	12.0%
Convening services	1.9%	11.2%
None of the above	.5%	1.5%
The combination is appropriate for Zambia	39.4%	52.1%
Don't know	2.7%	3.0%

*Significantly different between FY18 and FY15 respondents.

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	FY18	FY15
Yes	24.2%	15.4%
No	75.8%	84.6%

*Significantly different between FY18 and FY15 respondents.

Do you have reliable access to the Internet?

Percentage of Respondents	FY18	FY15
Yes	93.6%	96.4%
No	6.4%	3.6%

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

Percentage of Respondents	FY18	FY15
Yes	73.9%	74.6%
No	26.1%	25.4%

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

Percentage of Respondents	FY18	FY15
High speed/WiFi	92.7%	75.1%
Dial-up	7.3%	24.9%

*Significantly different between FY18 and FY15 respondents.

Please rate how much you agree with the following statements.

	year					
	FY 2018			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	290	7.41	1.87	235	6.93	2.52
I find the information on the World Bank Group's websites useful.	291	7.98	1.67	231	7.72	2.01
The World Bank Group's social media channels are valuable sources of information about the institution	194	6.92	2.37	116	7.29	2.02

(1-Strongly disagree, 10-Strongly agree)

*Significantly different between FY18 and FY15 respondents.

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Zambia? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	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 Zambia.	6.22	6.96	6.74	6.30	6.68	6.50	6.48	6.93	6.52	6.84	6.66	6.53
Overall the World Bank Group currently plays a relevant role in development in Zambia	6.99	7.54	7.33	7.10	7.32	7.14	7.15	7.53	7.07	7.70	7.42	6.93
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	6.03	6.83	6.65	6.09	6.53	6.42	6.37	6.77	6.23	7.04	6.64	6.19
Responsiveness to needs	5.79	6.30	6.14	5.86	6.16	5.85	6.02	6.17	5.88	6.48	6.17	5.84
Flexibility (in terms of the institution's products and services)	5.06	5.50	5.33	5.00	5.26	5.21	5.15	5.44	5.15	5.45	5.38	4.97
Flexibility (in terms of changing country circumstances)	5.08	5.55	5.34	5.15	5.27	5.33	5.26	5.36	5.23	5.43	5.33	5.20
Being inclusive	5.34	6.31	6.02	5.60	5.95	5.81	5.77	6.19	5.69	6.36	6.05	5.57
Openness (sharing data and other information)	6.48	7.01	6.86	6.47	6.71	6.84	6.55	7.21	6.62	7.02	6.93	6.38
Collaboration with the Government	7.41	7.82	7.64	7.60	7.70	7.46	7.53	7.84	7.56	7.77	7.66	7.55
The speed in which it gets things accomplished on the ground	5.70	5.86	5.80	5.79	5.70	6.02	5.79	5.82	5.81	5.77	5.86	5.66
Helping to bring discipline/effective supervision to implementation of investment projects	6.72	6.80	6.84	6.45	6.81	6.59	6.67	6.88	6.66	6.90	6.71	6.81
Collaboration with civil society	5.81	6.23	6.05	5.97	6.16	5.75	5.97	6.17	5.96	6.18	6.02	6.05
Staff accessibility	5.12	6.28	6.05	4.98	5.81	5.74	5.53	6.31	5.43	6.48	5.87	5.59
Collaboration with other donors and development partners	6.81	7.47	7.32	6.73	7.18	7.11	7.12	7.25	6.99	7.50	7.09	7.32
Collaboration with the private sector	5.52	6.11	5.93	5.58	5.75	6.02	5.76	5.99	5.73	6.07	5.82	5.87
Straightforwardness and honesty	7.09	7.50	7.42	7.10	7.28	7.47	7.25	7.51	7.29	7.42	7.40	7.19
Treating clients and stakeholders in Zambia with respect	6.92	7.44	7.31	7.15	7.27	7.26	7.11	7.61	7.21	7.38	7.32	7.16
Being a long-term partner	7.87	8.18	8.08	7.97	8.01	8.13	7.92	8.32	8.03	8.10	8.09	7.96
To what extent does the World Bank Group's work help to achieve development results in Zambia?	6.46	6.92	6.78	6.52	6.74	6.61	6.62	6.88	6.54	7.04	6.79	6.51
The World Bank Group's financial instruments meet the needs of Zambia	5.46	6.02	5.83	5.53	5.77	5.71	5.60	6.05	5.55	6.16	5.93	5.35
The World Bank Group meets Zambia's needs for knowledge services	6.20	6.51	6.50	6.00	6.31	6.50	6.27	6.57	6.29	6.53	6.43	6.25
The World Bank Group's knowledge work and activities are adaptable to Zambia's specific development challenges and country circumstances	5.76	6.30	6.21	5.77	6.01	6.26	5.98	6.34	5.89	6.50	6.25	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?	6.51	7.00	6.85	6.56	6.73	6.85	6.69	6.93	6.61	7.09	6.90	6.49
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.38	7.79	7.73	7.35	7.61	7.66	7.56	7.76	7.51	7.86	7.68	7.49
The World Bank Group takes decisions quickly in Zambia	5.31	6.02	5.78	5.51	5.69	5.77	5.64	5.87	5.59	5.96	5.87	5.37
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.69	7.37	7.18	6.62	7.05	7.04	6.91	7.31	6.81	7.47	7.31	6.46

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Zambia FY18 COS Questionnaire



World Bank Group Country Survey FY 2018 – Zambia

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

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 ZAMBIA

A1. In general, would you say that Zambia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Listed below are a number of development priorities in Zambia.			
Please identify which of the following you consider the most important development priorities in Zambia. (Choose no more than THREE)			
1	Water and sanitation	15	Economic growth
2	Pollution	16	Disaster risk management
3	Job creation/employment	17	Equality of opportunity (i.e., social inclusion)
4	Health	18	Information and communications technology
5	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
6	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
7	Private sector development	21	Trade and exports
8	Education	22	Crime and violence
9	Public sector governance/reform (including public financial management)	23	Natural resource management
10	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
11	Food security	25	Poverty reduction
12	Urban development	26	Anti corruption
13	Energy	27	Judiciary reform
14	Financial markets		

SECTION A: GENERAL ISSUES

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 Zambia? (Choose no more than THREE)

1	Anti corruption	14	Urban development
2	Judiciary reform	15	Natural resource management
3	Economic growth	16	Water and sanitation
4	Disaster risk management	17	Pollution
5	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
6	Information and communications technology	19	Health
7	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (including public financial management)
8	Agriculture and rural development	21	Financial markets
9	Trade and exports	22	Gender equity (closing the gap between women and men, and boys and girls)
10	Crime and violence	23	Private sector development
11	Climate change (e.g., mitigation, adaptation)	24	Education
12	Transport (e.g., roads, bridges, transportation)	25	Global/regional integration
13	Energy	26	Food security

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 Zambia? (Choose no more than TWO)

1	More reliable social safety net
2	Greater access to micro-finance for the poor
3	Greater access to health and nutrition for citizens
4	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
5	A growing middle class
6	Better opportunity for the poor who live in rural areas
7	Better opportunity for the poor who live in urban areas
8	Consistent economic growth
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Zambia?									
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 Zambia.										
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 Zambia 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 Zambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Zambia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (including public financial management)	19	Natural resource management
6	Health	20	Information and communications technology
7	Financial markets	21	Climate change (e.g., mitigation, adaptation)
8	Global/regional integration	22	Poverty reduction
9	Food security	23	Anti corruption
10	Urban development	24	Judiciary reform
11	Energy	25	Economic growth
12	Water and sanitation	26	Disaster risk management
13	Pollution	27	Equality of opportunity (i.e., social inclusion)
14	Job creation/employment		

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 Zambia?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	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 Zambia? (Choose no more than TWO)	
1	World Bank Group's processes too slow
2	World Bank Group's processes too complex
3	Not exploring alternative policy options
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Zambia
10	Too influenced by developed countries
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	Inadequate World Bank Group's staffing in Zambia
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Zambia? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Zambia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective		N/A
		1	2	3	4	5	6	7	8	9	10			
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
4	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	

B9. 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	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
B10	Overall the World Bank Group currently plays a relevant role in development in Zambia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
B11	The World Bank Group's work is aligned with what I consider the development priorities for Zambia	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 Zambia, 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	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Straightforwardness and honesty											<input type="checkbox"/>
B25	Treating clients and stakeholders in Zambia with respect											<input type="checkbox"/>
B26	Being a long-term partner											<input type="checkbox"/>

B27. 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)

1	Reforms are not well thought out in light of country challenges
2	Poor coordination within the Government
3	There is an inadequate level of private sector participation and support
4	The World Bank Group does not provide the government with consistent support throughout the reform effort
5	Political pressures and obstacles
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In Zambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Gender (i.e., closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	The impact of climate change											<input type="checkbox"/>

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 Zambia? (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	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
3	Private sector development											<input type="checkbox"/>
4	Education											<input type="checkbox"/>
5	Public sector governance/reform (including public financial management)											<input type="checkbox"/>
6	Global/regional integration											<input type="checkbox"/>
7	Food security											<input type="checkbox"/>
8	Urban development											<input type="checkbox"/>
9	Energy											<input type="checkbox"/>
10	Water and sanitation											<input type="checkbox"/>
11	Pollution											<input type="checkbox"/>
12	Job creation/employment											<input type="checkbox"/>
13	Health											<input type="checkbox"/>
14	Financial markets											<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>
16	Agriculture and rural development											<input type="checkbox"/>
17	Trade and exports											<input type="checkbox"/>
18	Natural resource management											<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>
20	Poverty reduction											<input type="checkbox"/>
21	Anti corruption											<input type="checkbox"/>
22	Judiciary reform											<input type="checkbox"/>
23	Economic growth											<input type="checkbox"/>
24	Disaster risk management											<input type="checkbox"/>
25	Equality of opportunity (i.e., social inclusion)											<input type="checkbox"/>
26	Information and communications technology											<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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 Zambia?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Zambia												<input type="checkbox"/>
C5	The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)												<input type="checkbox"/>

C6. How effectively does the World Bank Group help Zambia to mobilize finance for development from private sector sources?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effectively at all					Very effectively					Don't know

C7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Zambia? (Select only ONE response)

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Zambia's efforts ... ?

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)												<input type="checkbox"/>
C9	To develop better and stronger data collection/analytics systems within the Government												<input type="checkbox"/>
C10	To strengthen the country's crisis preparedness												<input type="checkbox"/>

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 Zambia, 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																						<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation																						<input type="checkbox"/>
D4	Lead to practical solutions																						<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)																						<input type="checkbox"/>
D6	Are source of relevant information on global good practices																						<input type="checkbox"/>
D7	Are adequately disseminated																						<input type="checkbox"/>
D8	Are adaptable to Zambia's specific development challenges and country circumstances																						<input type="checkbox"/>

D9. 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

D10. 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
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Zambia											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Zambia's institutional capacity											<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia?										
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

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zambia? (Choose no more than TWO)	
1	Education
2	Health
3	Supporting poor and marginalized local communities
4	Jobs
5	Business development
6	Infrastructure
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Don't know
11	Other (please specify): _____

E11. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Zambia's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Zambia's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ZAMBIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Zambia's specific challenges
2	Work more with private sector
3	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
4	Offer more innovative financial products
5	Ensure greater selectivity in its work
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Work faster
9	Reduce the complexity of obtaining World Bank Group financing
10	Help to bring discipline/effective supervision to implementation of World Bank Group projects
11	Provide more adequate data/knowledge/statistics/figures on Zambia's economy
12	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
13	Work more with civil society and beneficiary representatives
14	Increase the level of capacity development in the country
15	Leverage the private sector more (i.e., mobilize private sector development)
16	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Zambia, 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 Zambia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Zambia
6	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ZAMBIA

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 Zambia?	B. Which THREE areas below would benefit most from other donors in Zambia?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

SECTION G: COMMUNICATION AND INFORMATION SHARING

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. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
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"/>	

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. Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Zambia? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC? (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 Zambia? (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 Zambia? (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. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H10. Which best represents your geographic location?	
1	Lusaka Province
2	Eastern Province
3	Western Province
4	North Western Province
5	Copperbelt Province
6	Central Province
7	Southern Province
8	Luapula Province
9	Northern Province
10	Muchinga Province

Thank you for completing the survey!