

# FY 2018 Namibia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



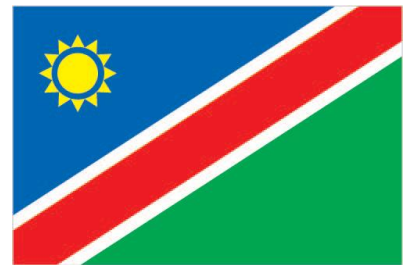
**WORLD BANK GROUP**

**December 2017**



## Acknowledgements

The Namibia 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). Svetlana Markova, Jessica Cameron, and Jing Guo, oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Namibia country team and the local fielding agency Business Intelligence Africa. In particular, PORG is grateful for the support from Nonhlahla Memorial Zindela (Senior Operations Officer) who coordinated the survey related activities from Mbabane, Swaziland.



Country Opinion Surveys  
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## I. Objectives

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

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

## II. Methodology

From June to August 2017, 304 stakeholders of the WBG in Namibia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 125 stakeholders participated in the survey (41% response rate). Respondents received an invitation via email and completed the questionnaire online or completed the questionnaire with a representative of the fielding agency (either in person or via telephone).

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

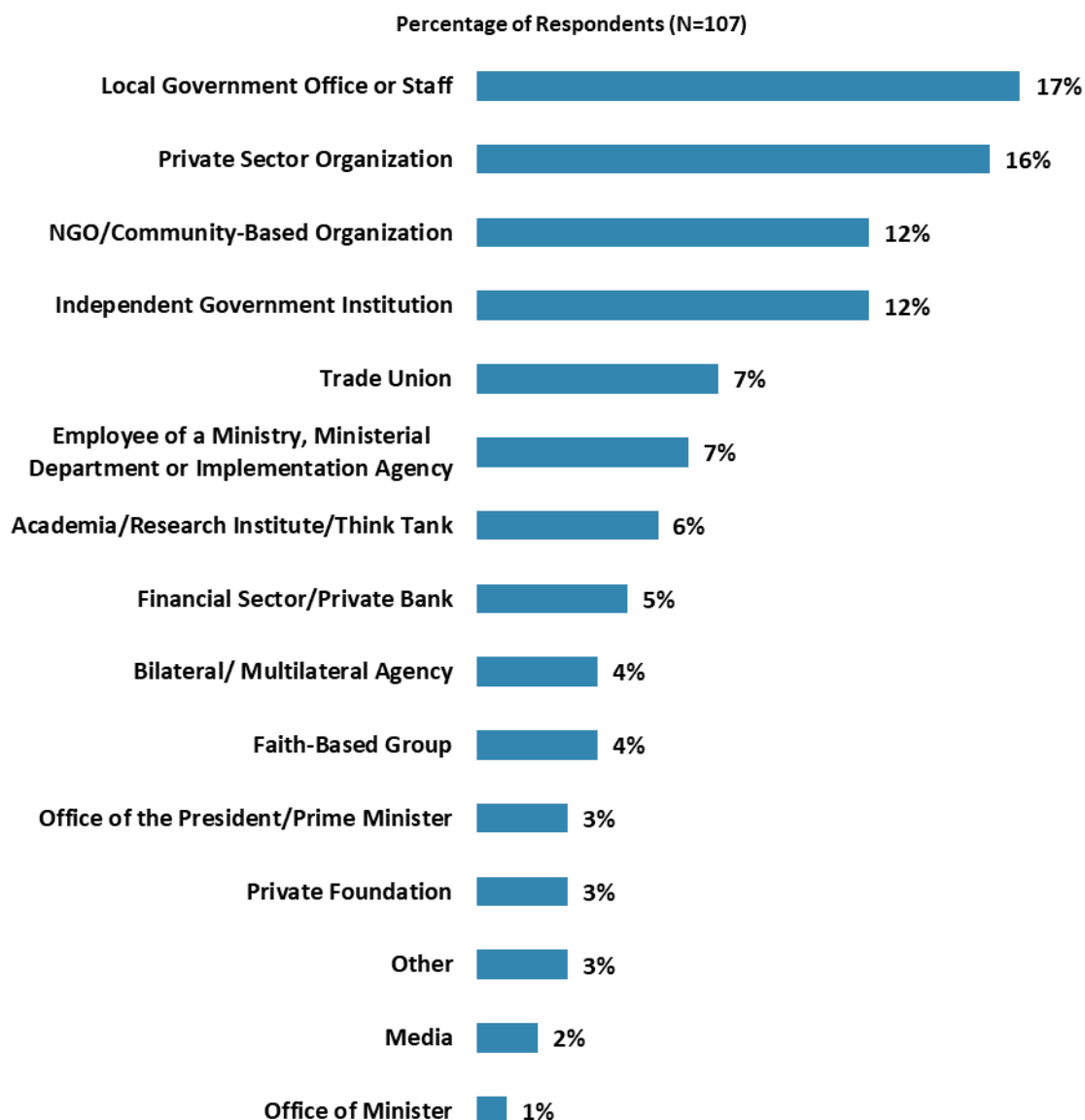
The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '13 (response rate was 29%, N = 90). Unfortunately, the samples from FY '13 and FY '18 were quite disparate in terms of their representation of stakeholder groups and given the overall sample sizes, it would not be statistically sound to weight them to be more similar. Hence, changes in responding between FY '13 and FY '18 may be due to actual changes in the country, but it is also possible that these changes are due, in some part, to differences in the respondents. To view the stakeholder breakdowns and year comparison results, please refer to Appendix D (see page 66).



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the small number of respondents from the office of the President/Prime Minister, the office of Minister, employees of ministries, and independent government institutions were combined into one “Government” category; the few respondents from the financial sector/private banks were combined with those from the private sector; the few respondents from private foundations were combined with those from NGOs/CBOs; and respondents from bilateral/multilateral agencies, the media, trade unions, faith-based groups, and academia were combined into an “Other Civil Society” category. The three respondents who indicated “Other” were excluded from further analyses.

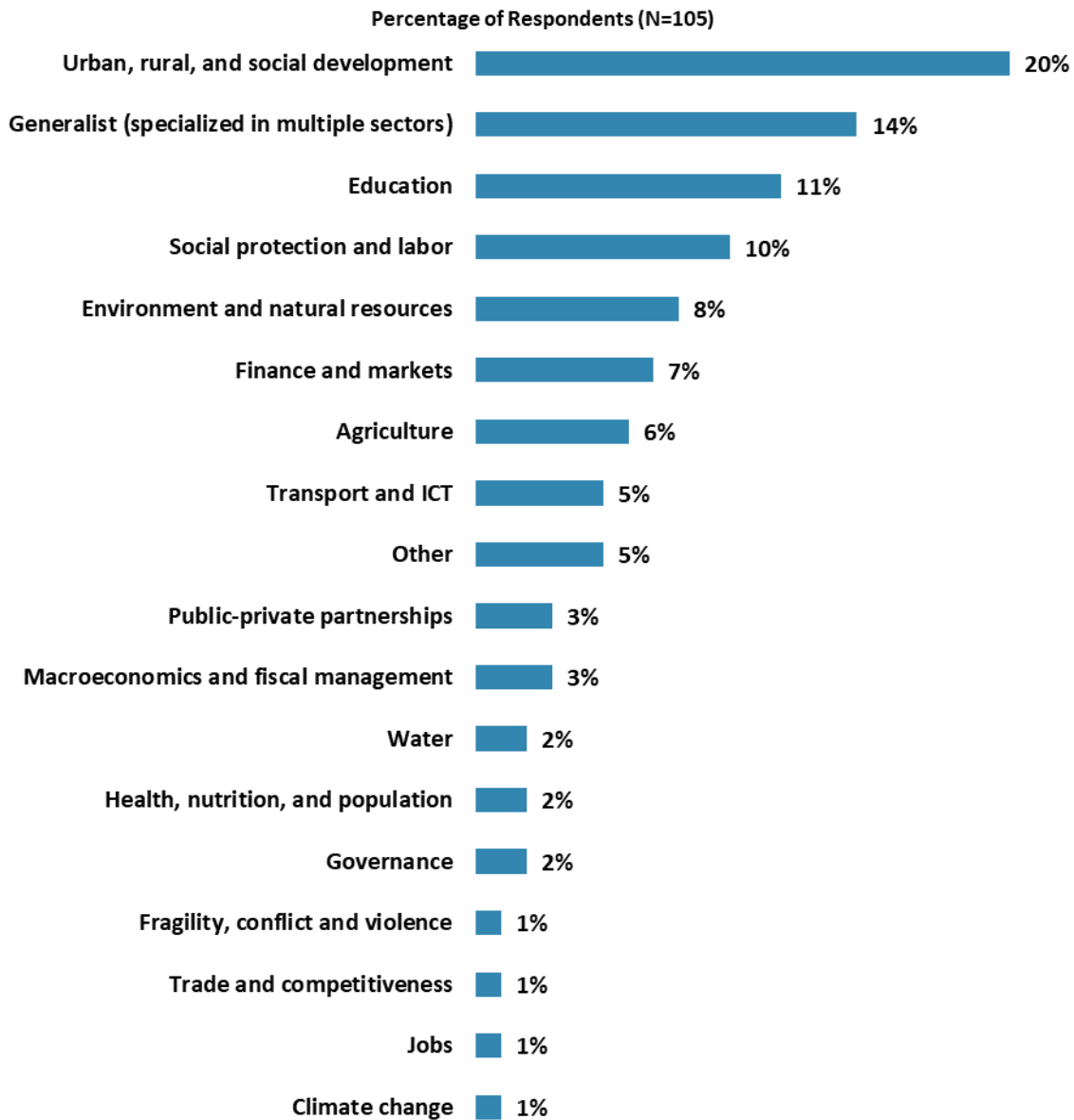


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



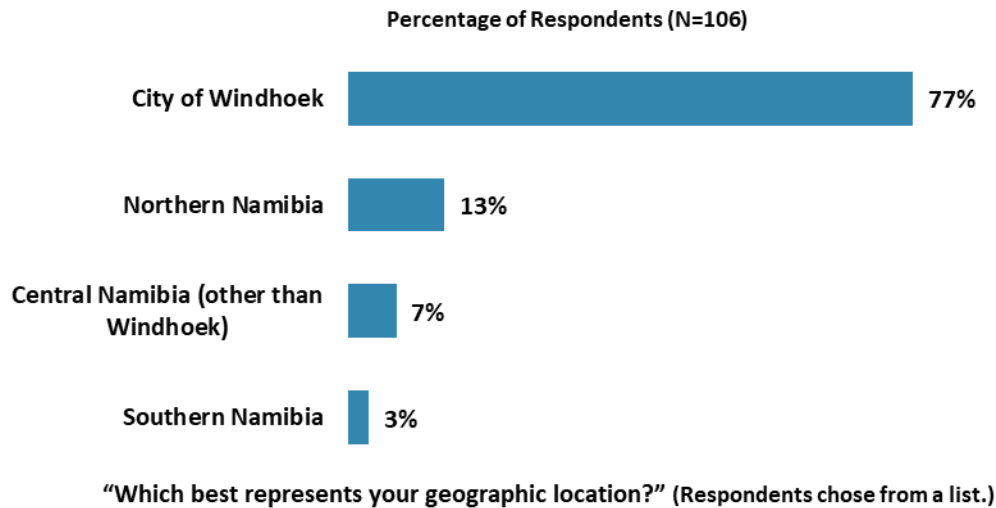
"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)



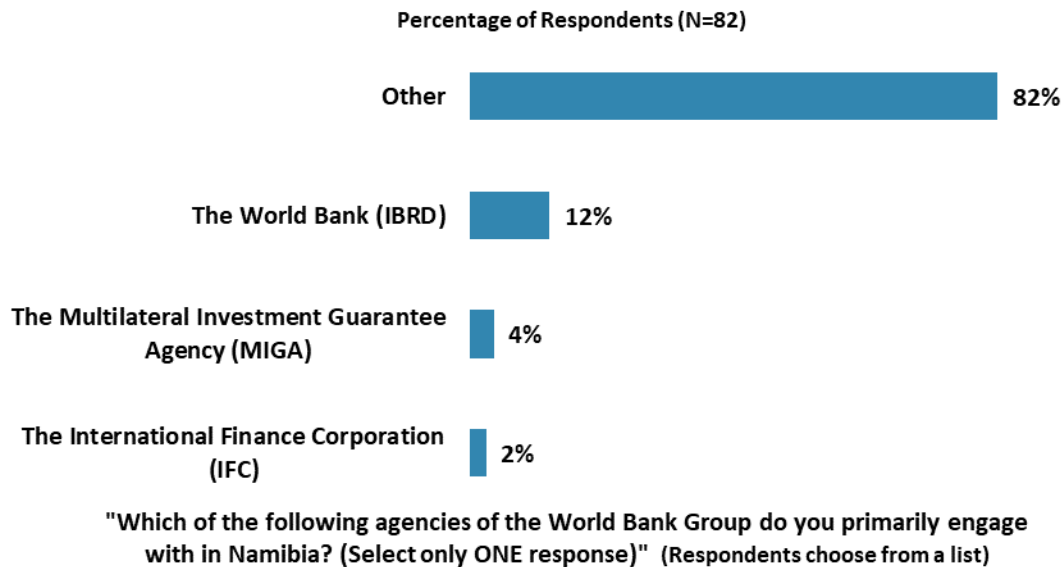
### III. Demographics of the Sample (continued)

#### Geographic Locations

- Because of the small number of respondents from Northern Namibia, Central Namibia, and Southern Namibia, these geographic locations were combined into an “Outside of Windhoek” category for all further analyses.



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

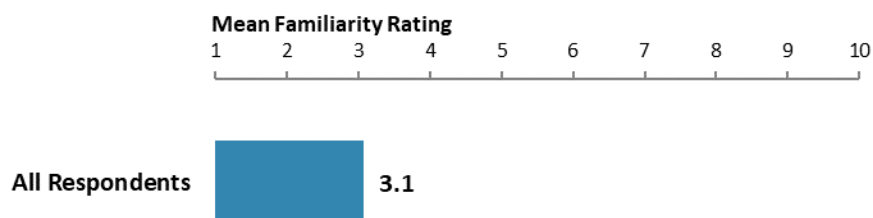




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY '13 Country Survey (mean rating = 5.4).
- **Locations:** Respondents from the City of Windhoek indicated significantly higher levels of familiarity with the WBG (mean rating = 3.3) compared to respondents from Outside of Windhoek (mean rating = 1.9).



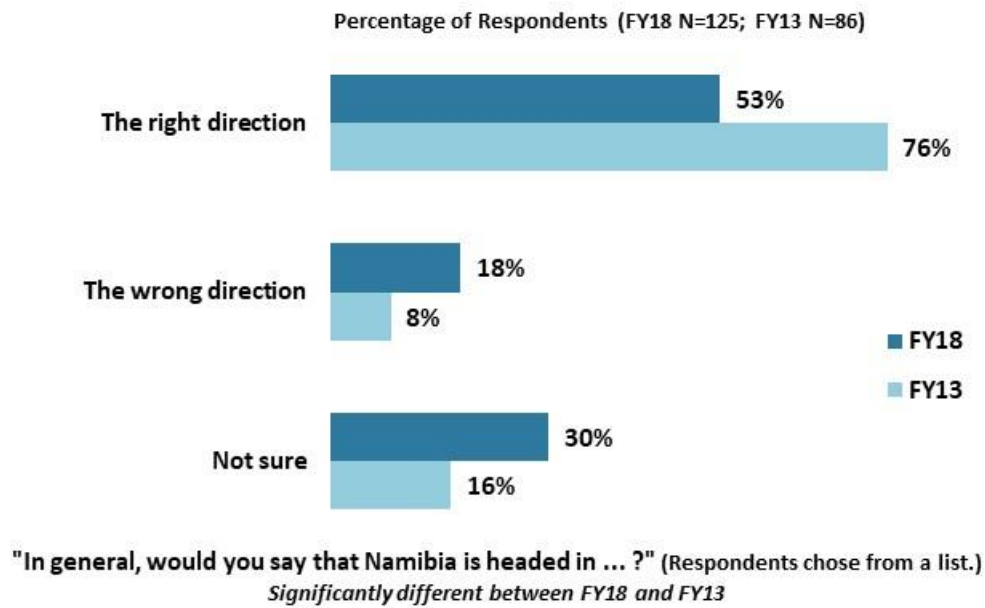
"How familiar are you with the work of the World Bank Group in Namibia?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")





## IV. General Issues Facing Namibia

### Headed in the Right Direction

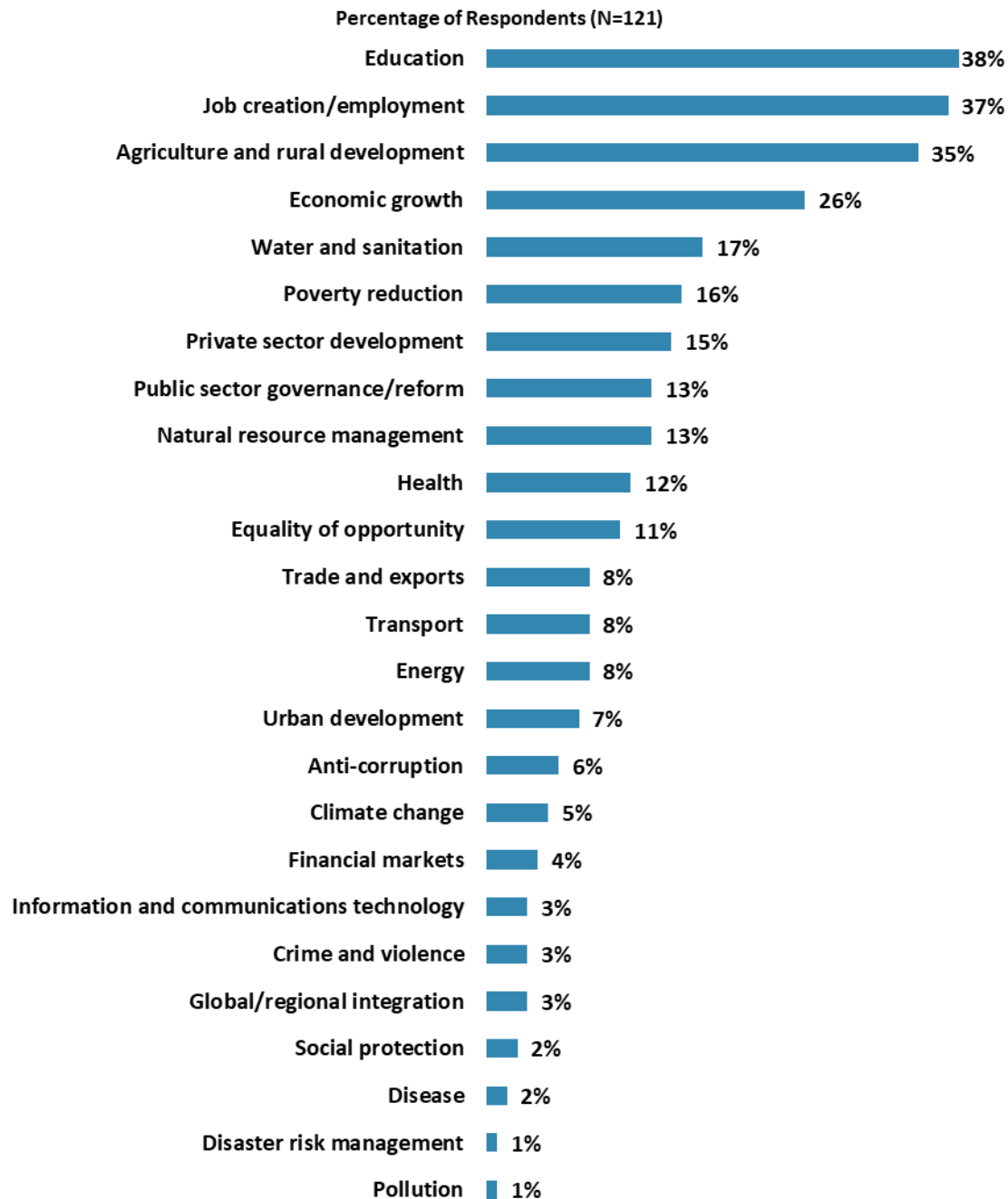




## IV. General Issues Facing Namibia (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the most important development priorities in Namibia were education and skills (percentage of respondents = 52%), job creation/employment (43%), and public sector governance/reform (36%), followed by economic growth (20%) and industrial development (18%).



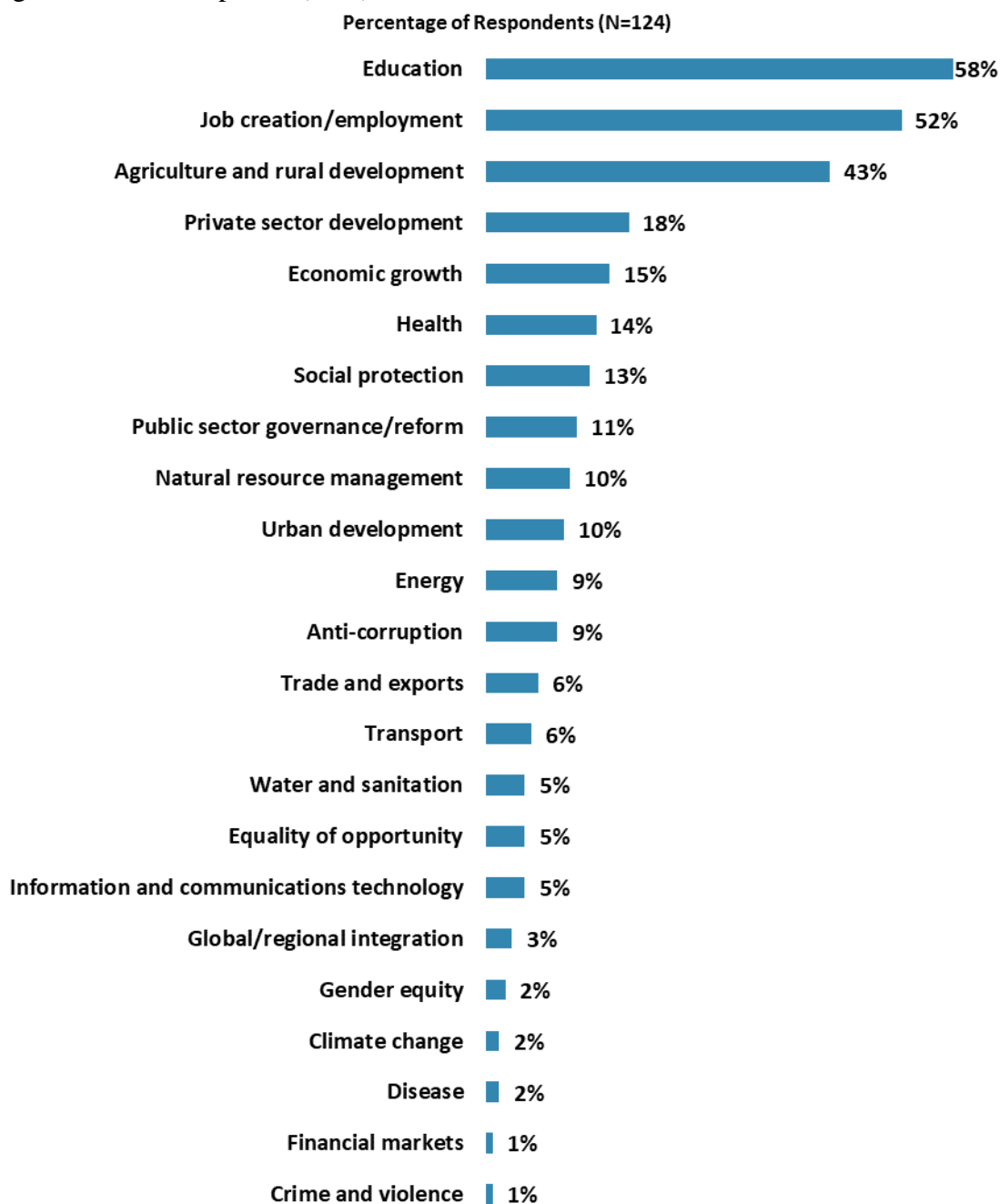
"Listed below are a number of development priorities in Namibia. Please identify which of the following you consider the most important development priorities in Namibia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Namibia (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the areas that would contribute most to poverty reduction in Namibia were education and skills (percentage of respondents = 54%), economic growth (49%), and job creation/employment (46%), followed by rural development (48%), reduce inequality (18%), and agricultural development (17%).

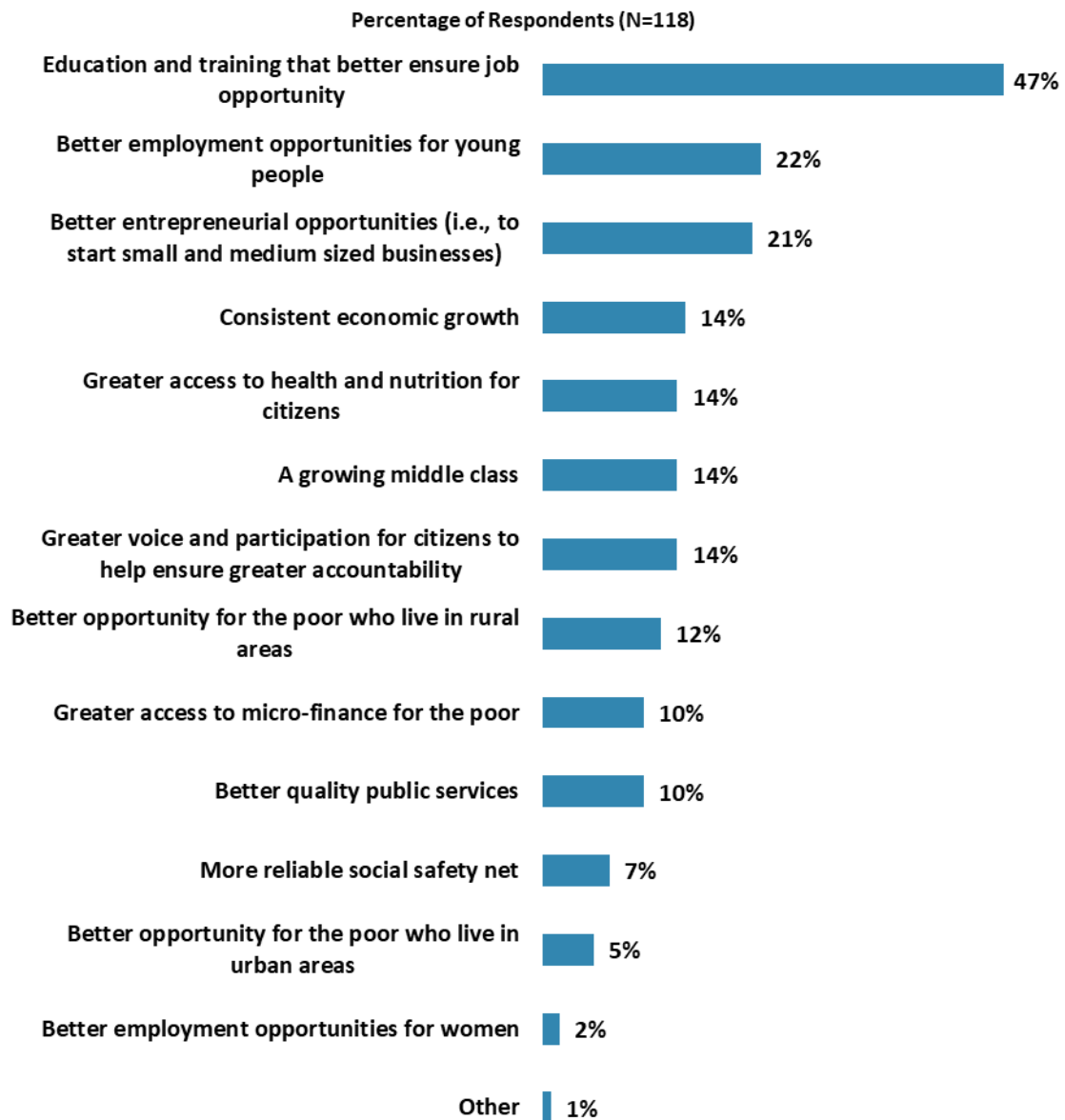


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Namibia?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Namibia (continued)

### Factors Contributing to “Shared Prosperity”

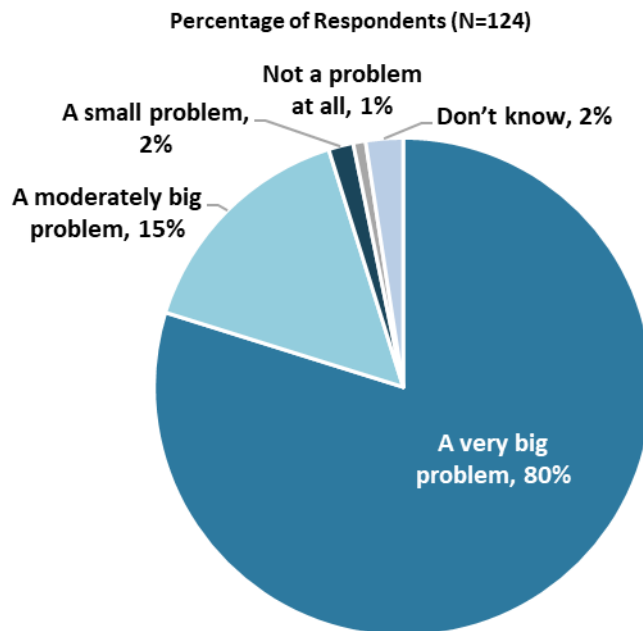


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Namibia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



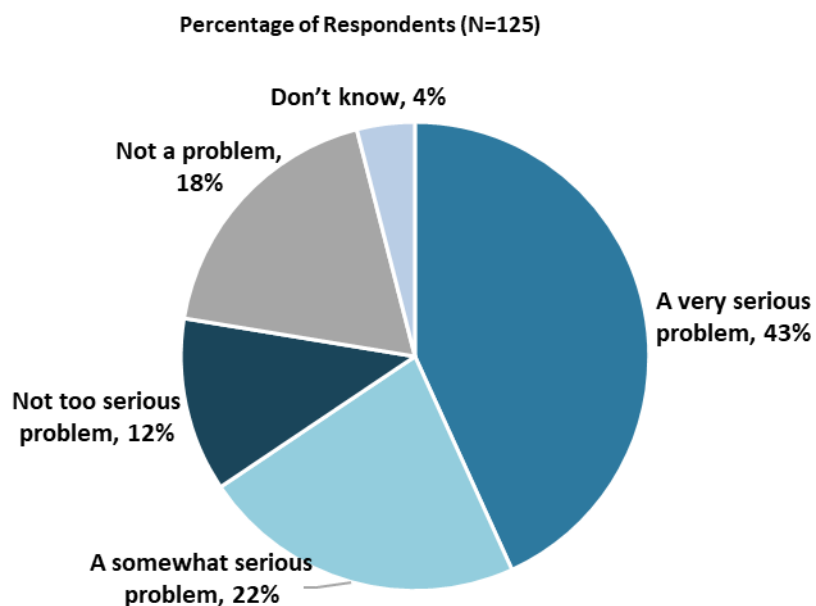
## IV. General Issues Facing Namibia (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Namibia? (Select only ONE response)" (Respondents chose from a list.)

### Global Climate Change

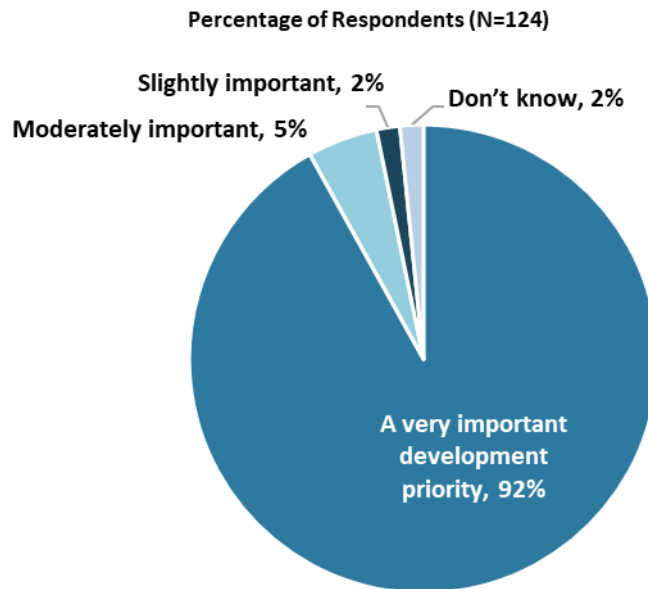


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



## IV. General Issues Facing Namibia (continued)

### Childhood Development is a Priority



"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Namibia? (Select only ONE response)" (Respondents chose from a list.)

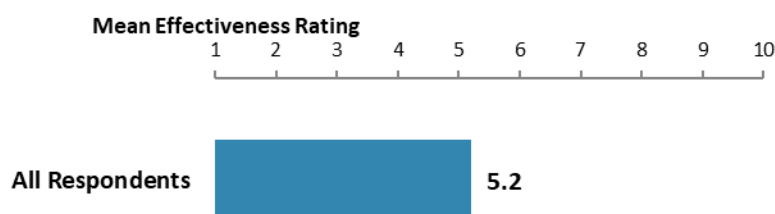


## V. Overall Attitudes toward the World Bank Group

*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)

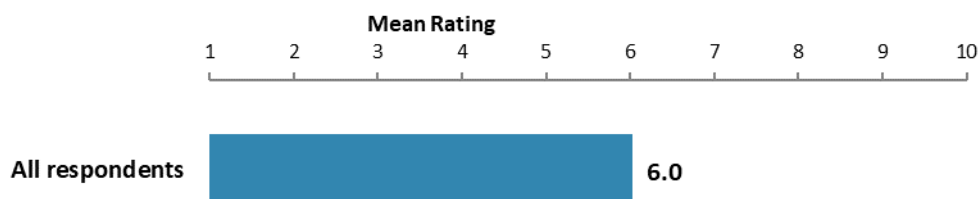
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's effectiveness in Namibia compared to respondents from the FY '13 Country Survey (mean rating = 5.1).



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

### 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 compared to respondents from the FY '13 Country Survey (mean rating = 5.4).



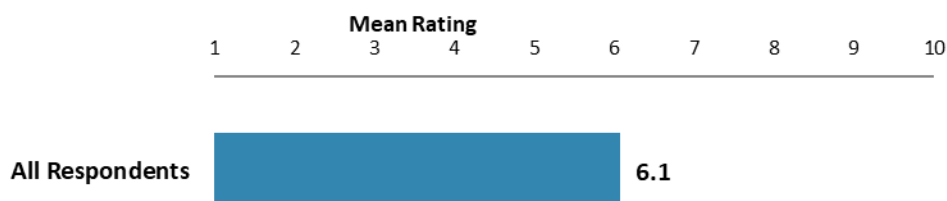
"To what extent does the World Bank Group's work help to achieve development results in Namibia?" (1 - "To no degree at all", 10 - "To a very significant degree")



## 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 WBG's staff being well prepared compared to respondents from the FY '13 Country Survey (mean rating = 6.3).



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

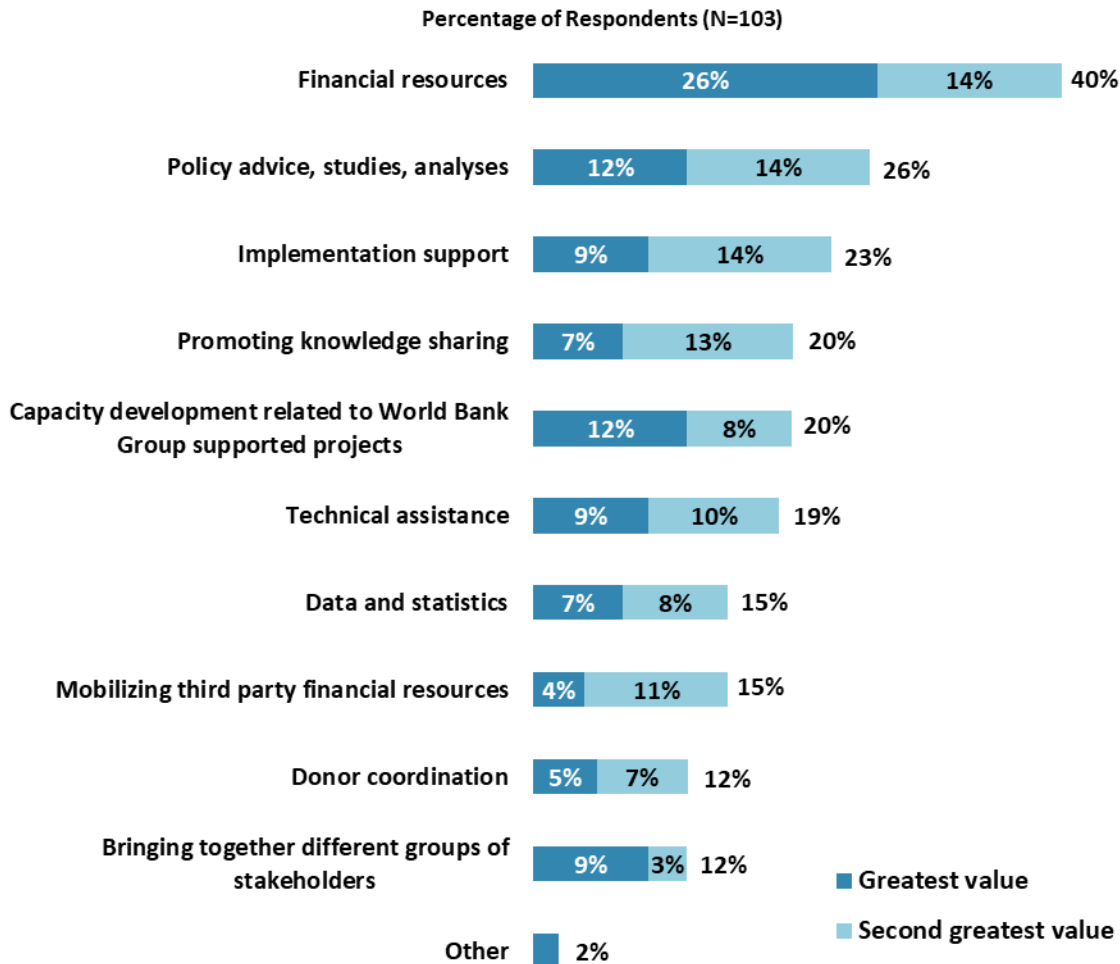




## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest values to Namibia were its technical assistance (percentage of respondents = 45%), training/capacity building (34%), and financial resources: policy-based lending/budget support to the Government (34%), followed by financial resources: investment lending (24%) and policy advice (23%).

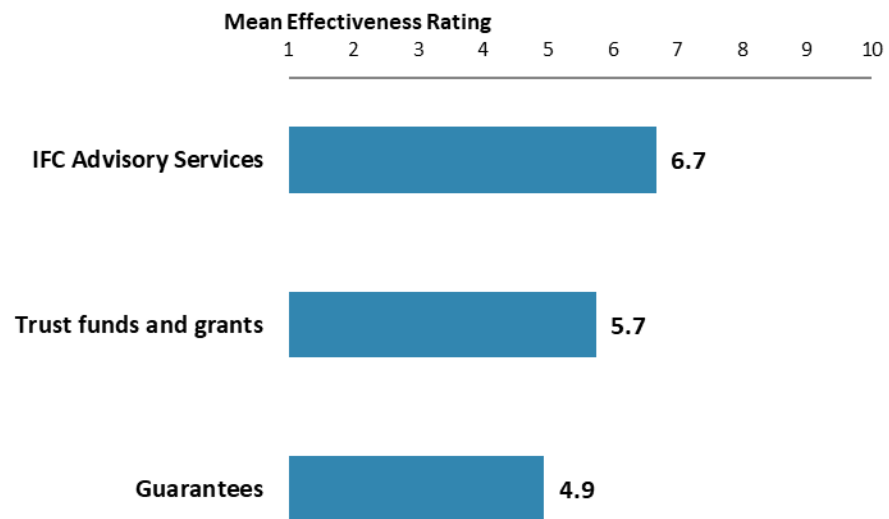


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Namibia?" (Respondents chose from a list.)



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

### Effectiveness of WBG's Instruments in Reducing Poverty



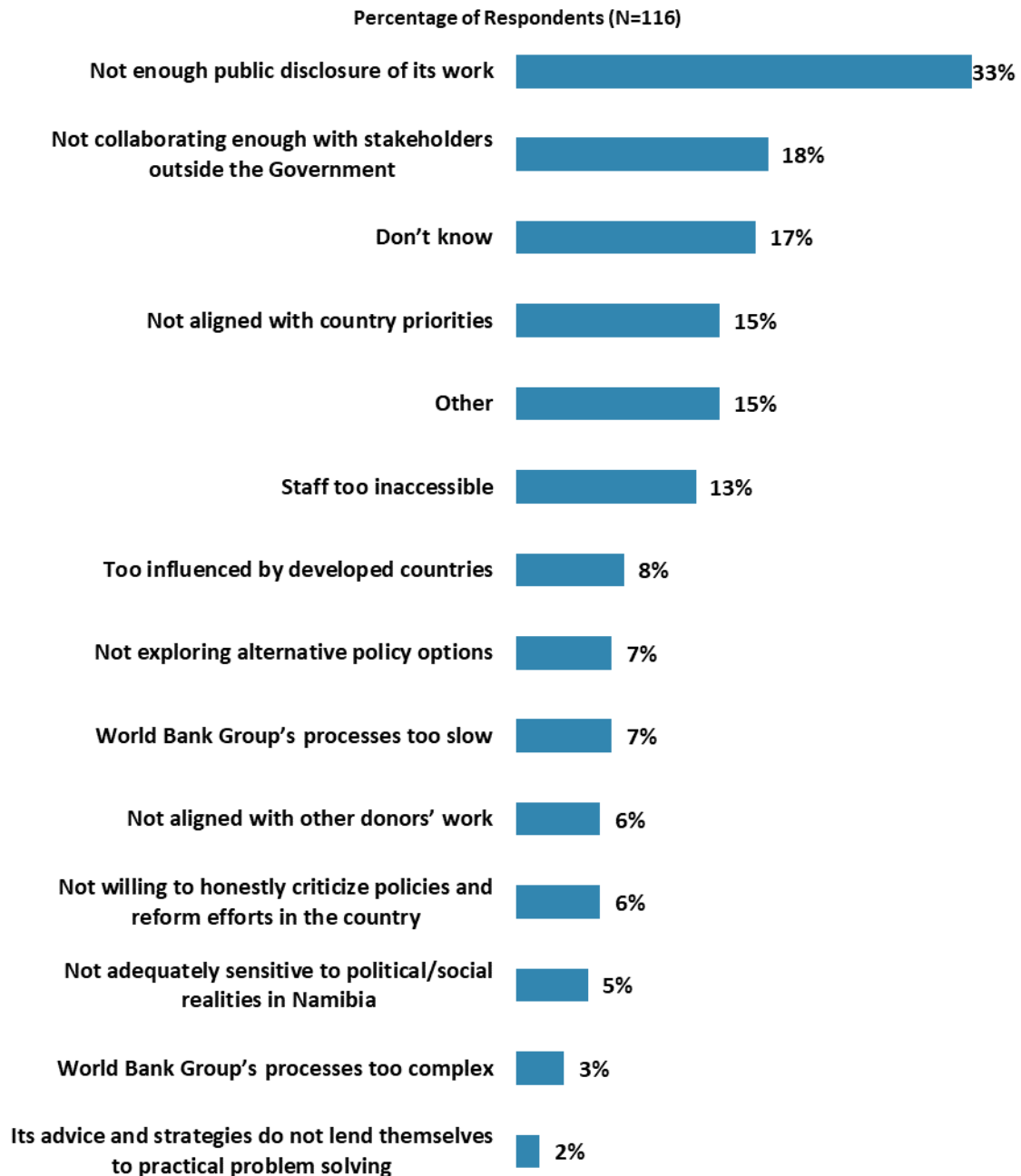
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Namibia Government's efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest weaknesses in its work in Namibia were being too influenced by developed countries (percentage of respondents = 31%), not enough public disclosure of its work (28%), and not collaborating enough with the private sector, civil society, and other non-state actors (23%).

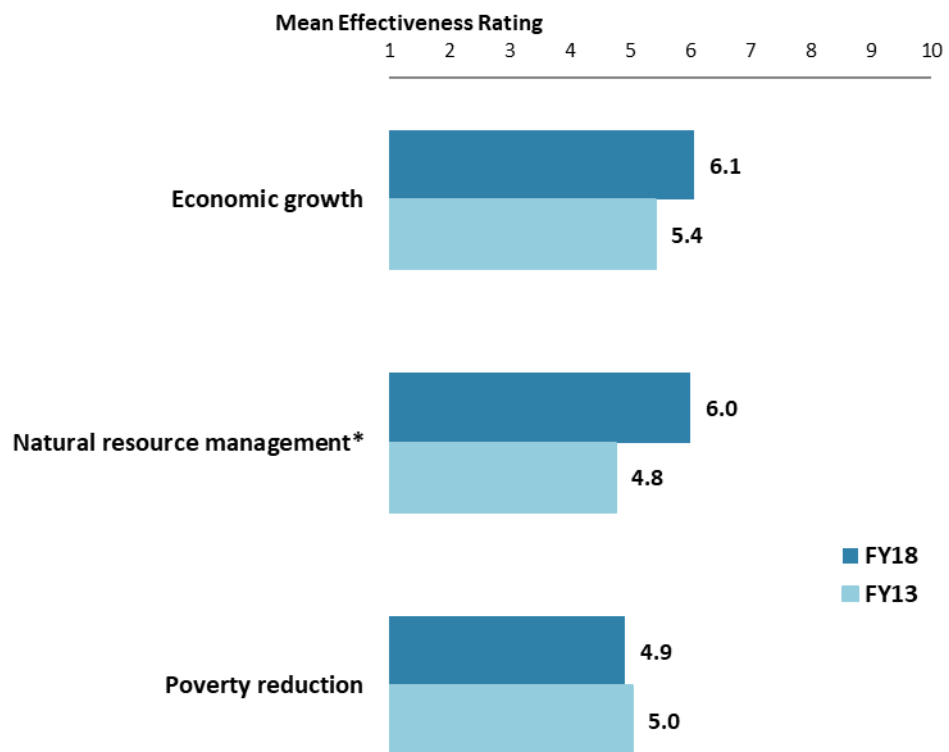


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Namibia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas

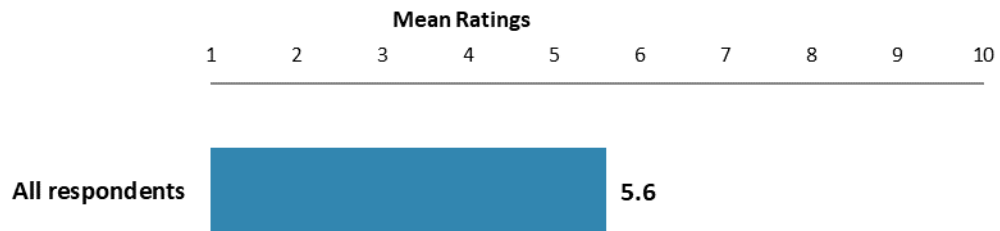


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Namibia" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY18 and FY13)



## VI. Sectoral Effectiveness (continued)

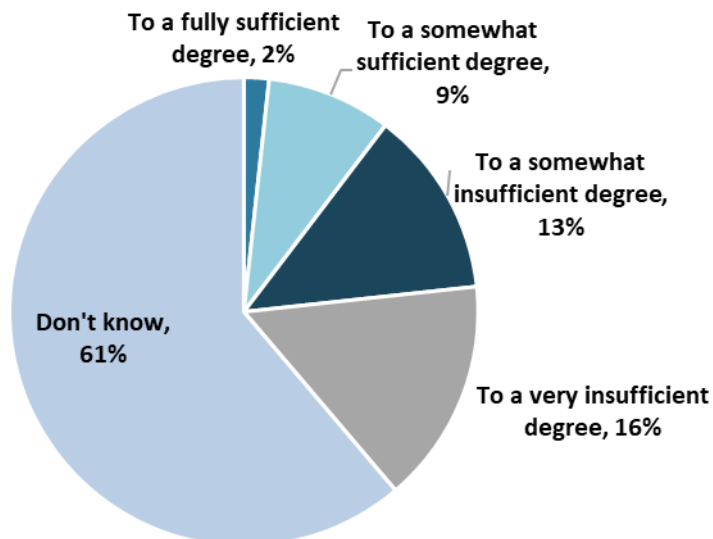
### The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Namibia?"  
(1-"To no degree at all", 10-"To a very significant degree")

### Helping the Poorest

Percentage of Respondents (N=116)

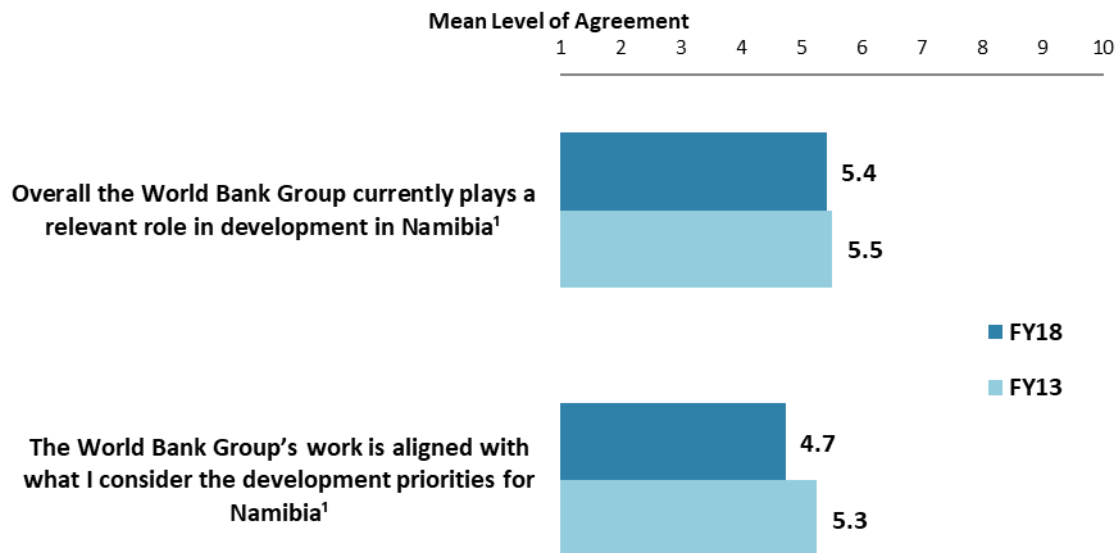


"To what extent do you believe that the World Bank Group's work and support help the poorest in Namibia? (Select only ONE response)" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

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

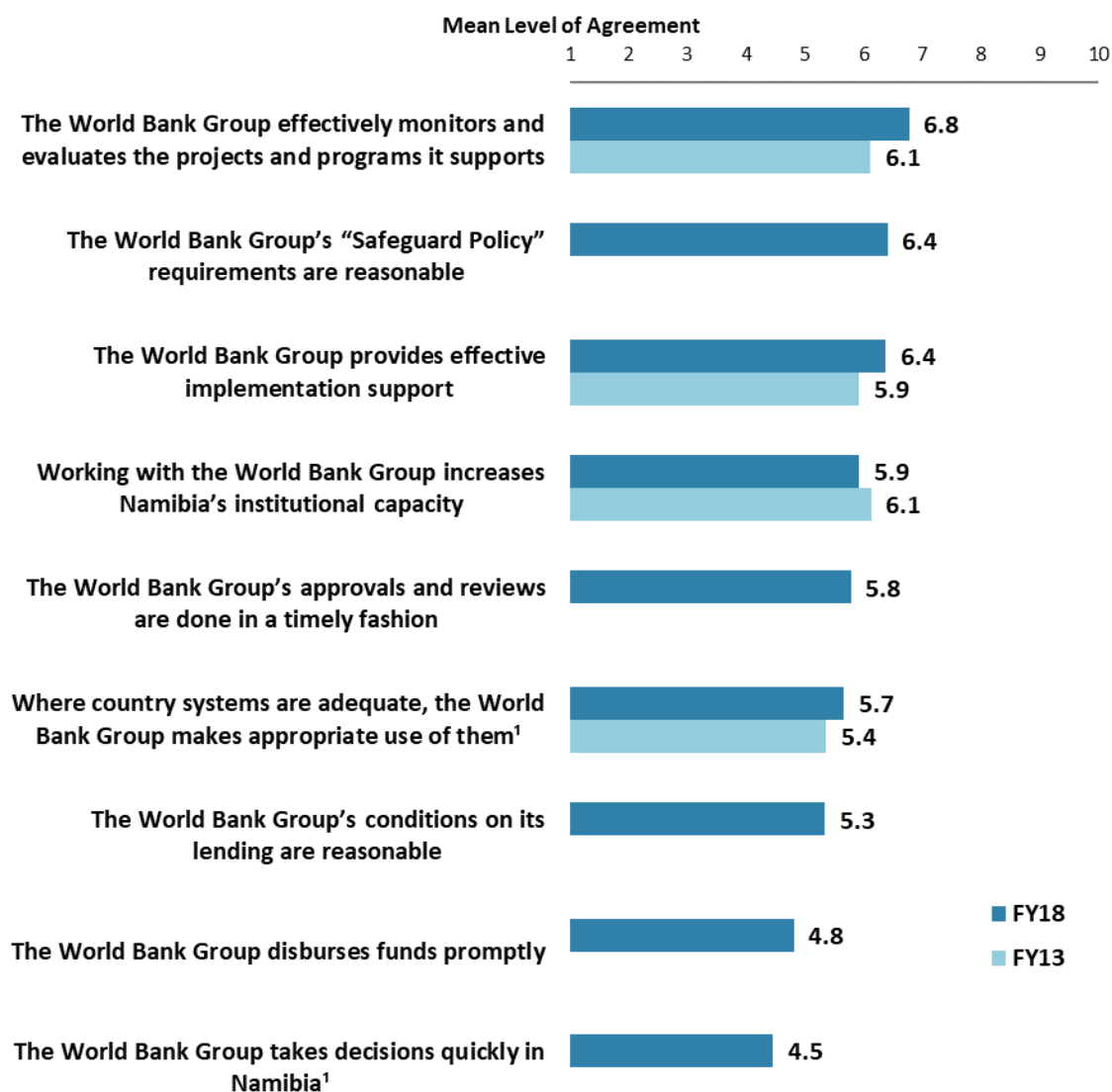


"To what extent do you agree with the following statements about the World Bank Group's work in Namibia?" (1-"Strongly disagree", 10-"Strongly agree")  
(Statistically similar between FY18 and FY13) <sup>1</sup>Indicator Question



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

### Overall Perceptions



"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question (Statistically similar between FY18 and FY13)



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

### The WBG as an Effective Development Partner

- **Locations:** Respondents from Outside Windhoek gave significantly higher ratings for the WBG's collaboration with the Government (mean rating = 8.8), helping to bring discipline/effective supervision to implementation of investment projects (mean rating = 9.4), collaboration with civil society (mean rating = 6.4), straightforwardness and honesty (mean rating = 9.3), and being a long-term partner (mean rating = 9.0) compared to respondents from the City of Windhoek (mean ratings = 6.5, 5.8, 3.9, 6.4, 6.7, and 5.9, respectively).



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

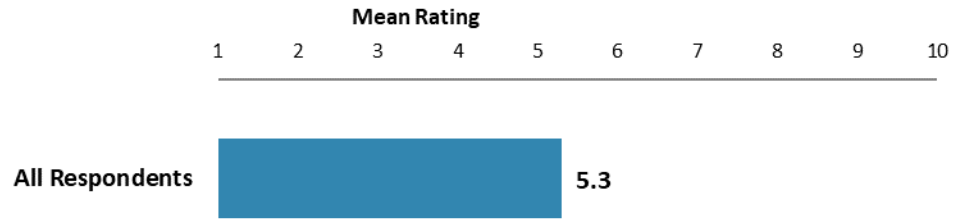
<sup>1</sup>Indicator Question (\*Significantly different between FY18 and FY13)





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

### Internal Measuring and Monitoring

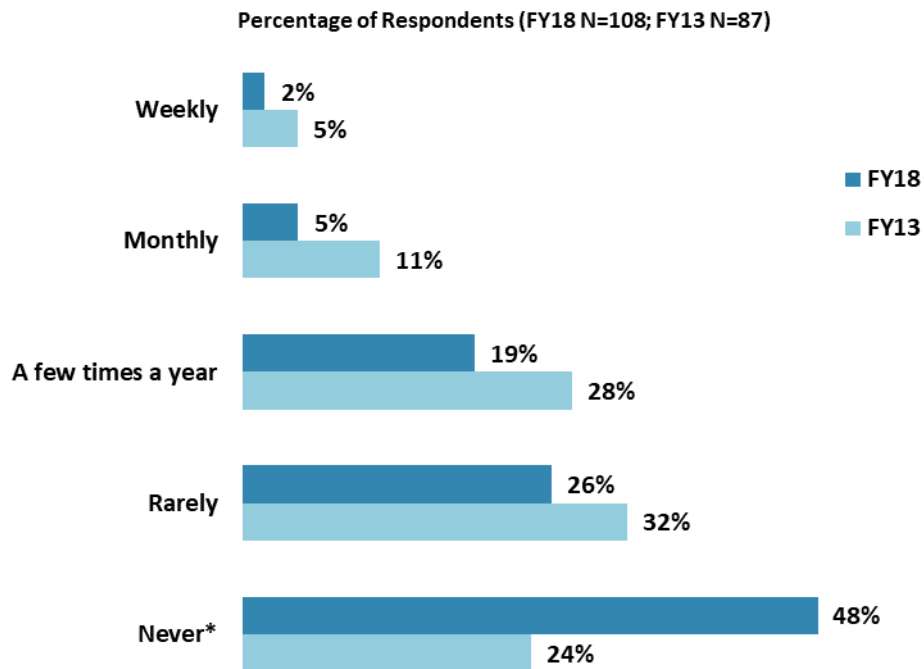


**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Namibia?" (1-"To no degree at all", 10-"To a very significant degree")**



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

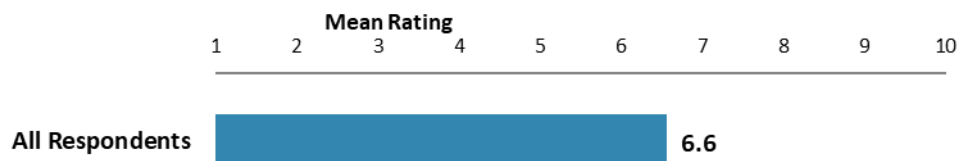
### Frequency of Consulting WBG Knowledge Work and Activities



"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 FY13

### Meeting Namibia's Knowledge Needs (Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG meets Namibia's needs for knowledge services compared to respondents from the FY '13 Country Survey (mean rating = 5.6).
- **Locations:** Respondents from Outside Windhoek had significantly higher levels of agreement that the WBG meets Namibia's needs for knowledge services (mean rating = 8.5) compared to respondents from the City of Windhoek (mean rating = 6.2).



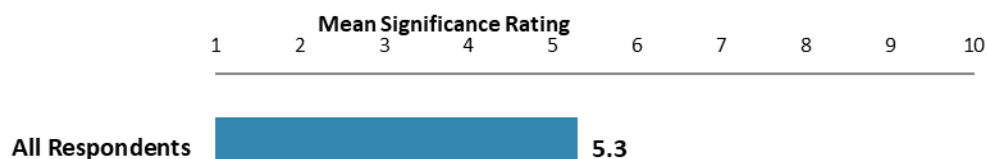
"The World Bank Group meets Namibia's needs for knowledge services."  
(1-"Strongly disagree", 10-"Strongly agree")



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

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

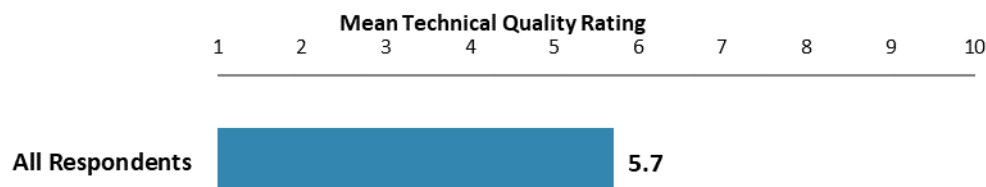
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities compared to respondents from the FY '13 Country Survey (mean rating = 5.7).



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
(1-"Not significant at all", 10-"Very significant")

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

- **Year comparison:** Respondents in this year's Country Survey gave significantly lower ratings for the technical quality of the WBG's knowledge work and activities compared to respondents from the FY '13 Country Survey (mean rating = 6.9).

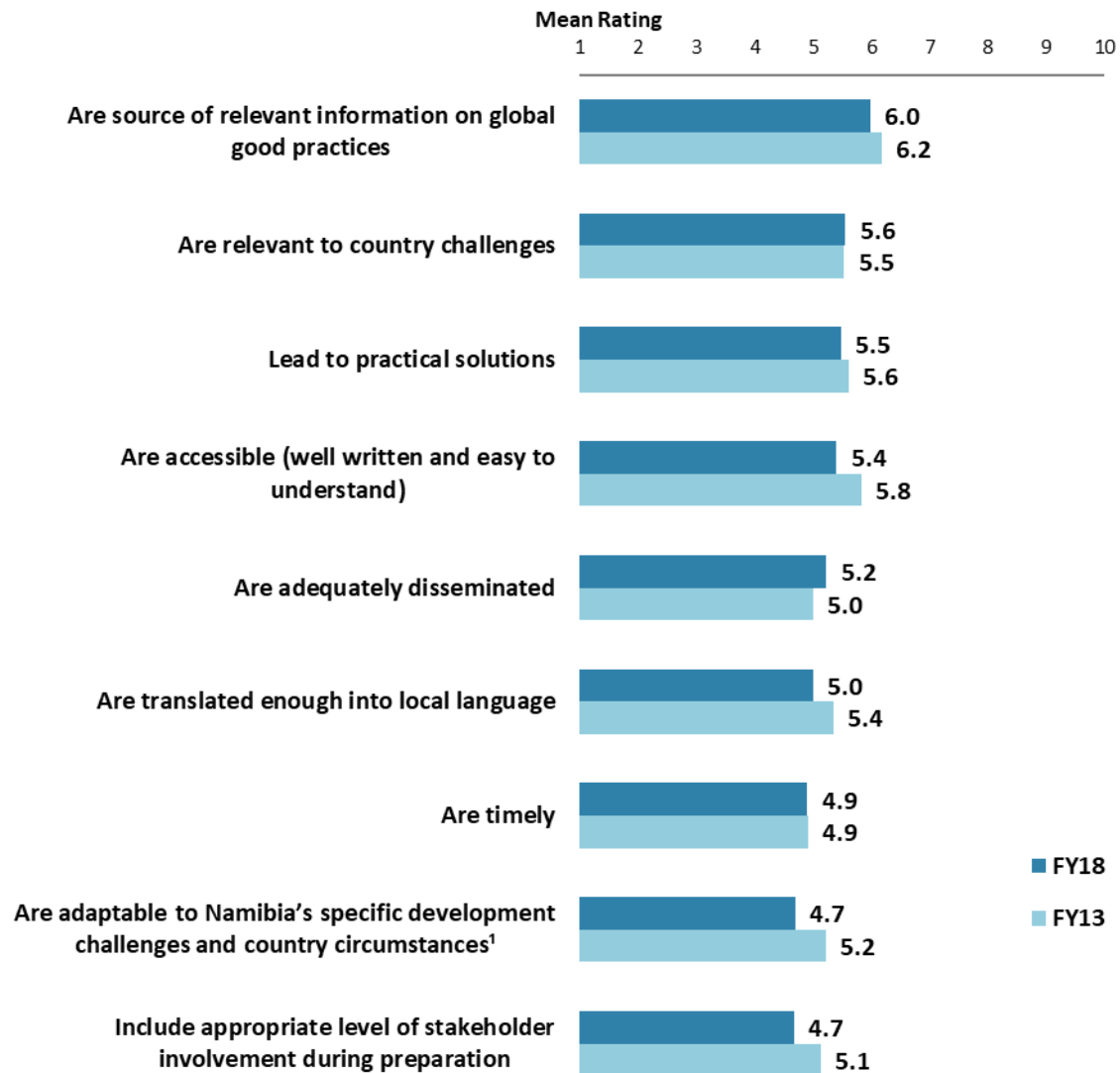


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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



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

<sup>1</sup>Indicator Question (Statistically similar between FY18 and FY13)



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

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

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's financial instruments meet Namibia's needs compared to respondents from the FY '13 Country Survey (mean rating = 4.8).



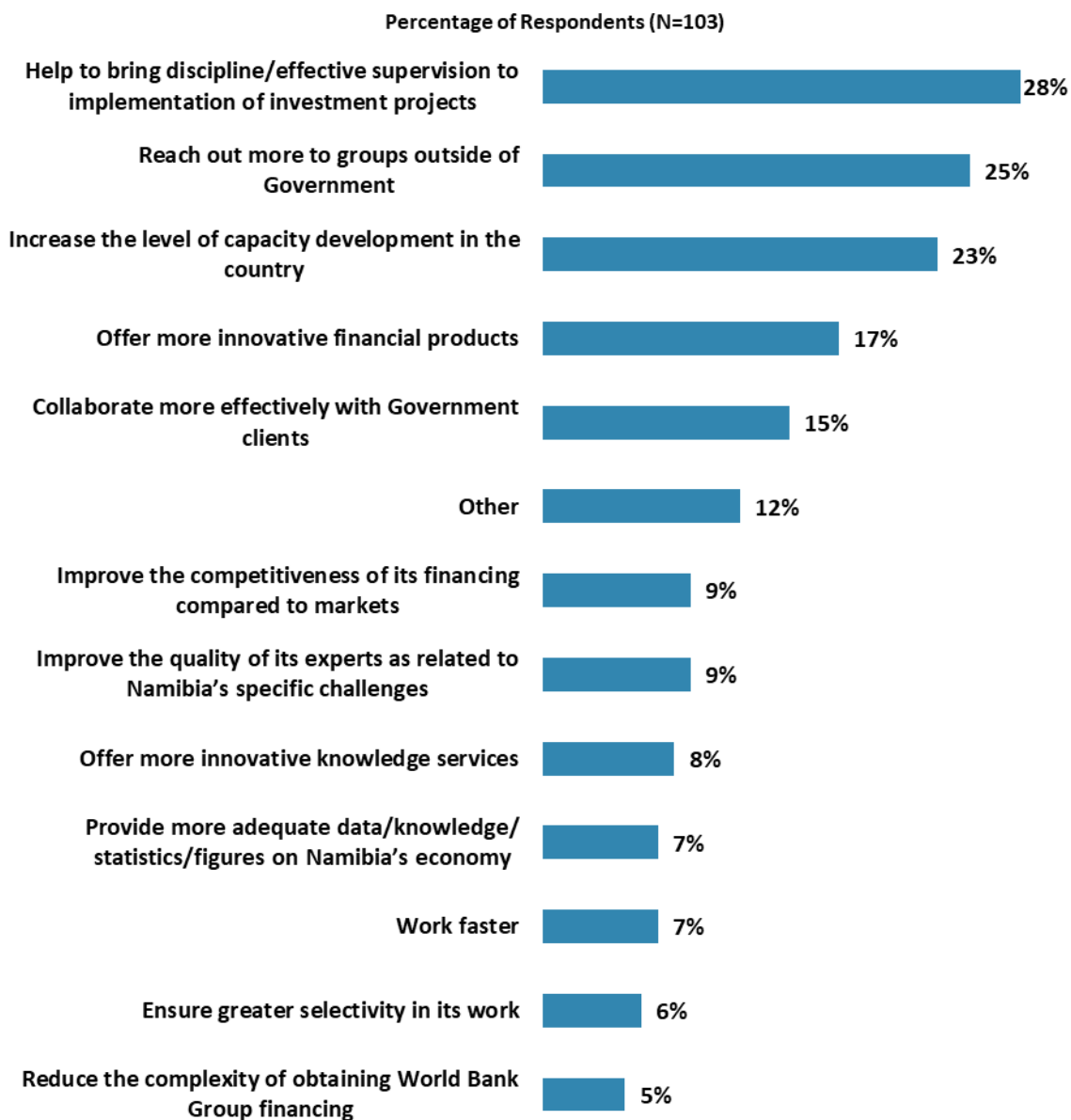
"The World Bank Groups's financial instruments meet the needs of Namibia."  
(1-"Strongly disagree", 10-"Strongly agree")



## IX. The Future Role of the WBG in Namibia

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to make itself of greater value, the WBG should reach out more to groups outside of Government (percentage of respondents = 41%), reduce the complexity of obtaining World Bank financing (33%), and improve the quality of experts as related to Namibia's specific challenges (29%), followed by offering more innovative financial products (23%) and providing more adequate data/knowledge/statistics/figures on Namibia's economy (20%).



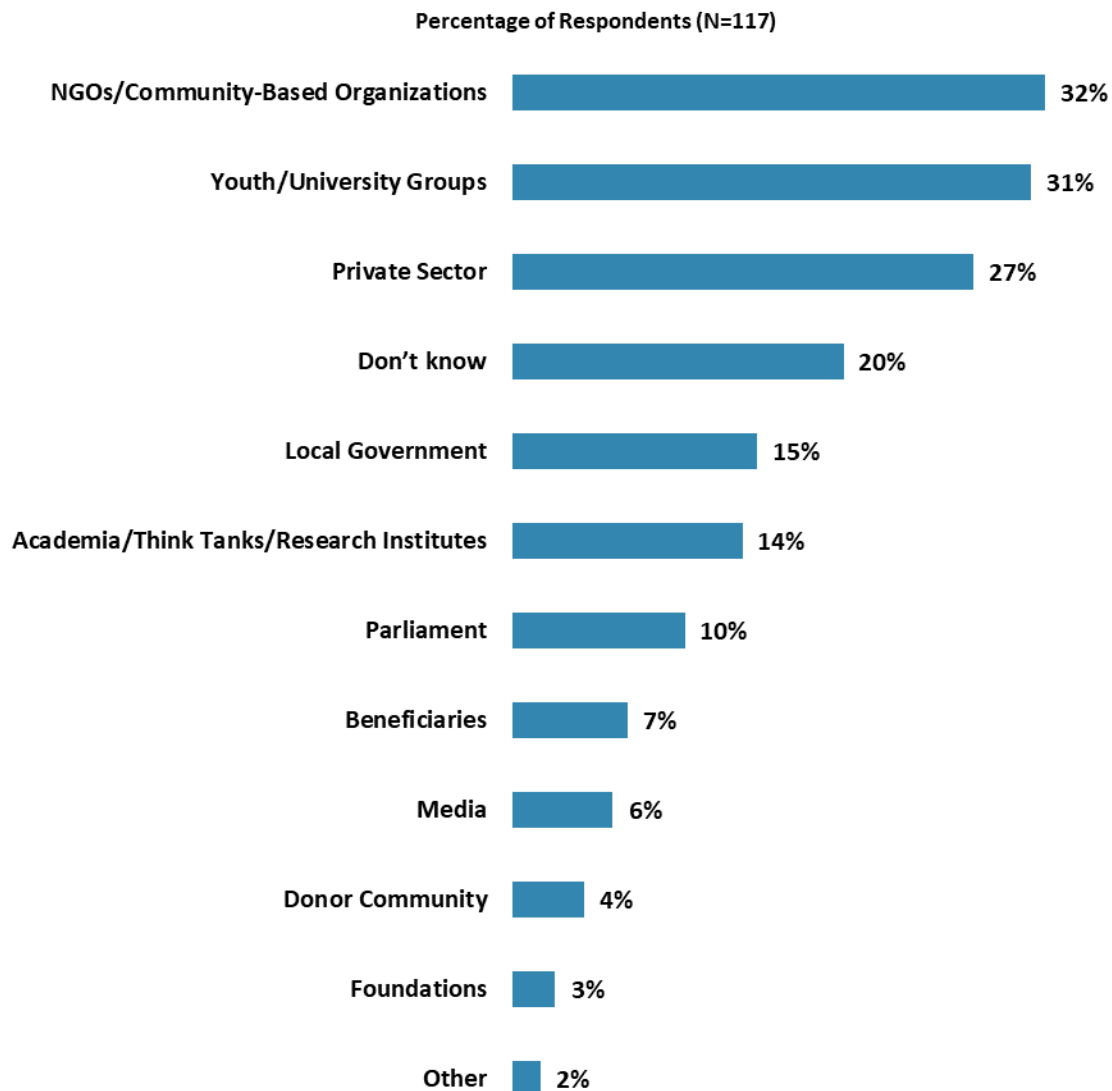
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Namibia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to ensure better development results in Namibia, the WBG should collaborate more with the private sector (percentage of respondents = 46%) and local government (44%), followed by NGOs (26%), academia/think tanks/research institutes (25%), and the development partner community (15%).



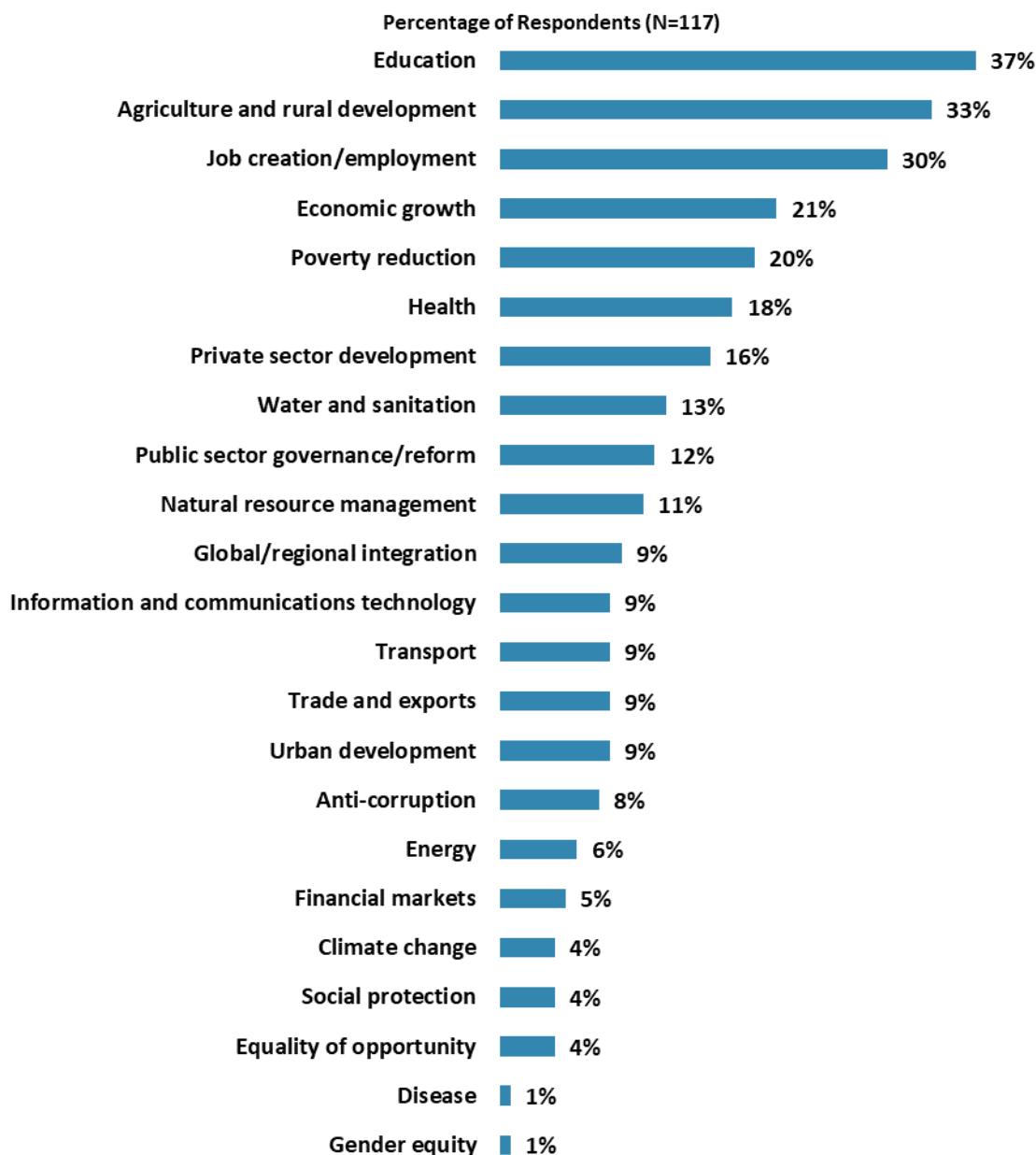
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG should focus its resources on education and skills (percentage of respondents = 38%), economic growth (37%), and public sector governance/reform (34%), followed by industrial development (20%), poverty reduction (18%), rural development (16%), and job creation/employment (16%).



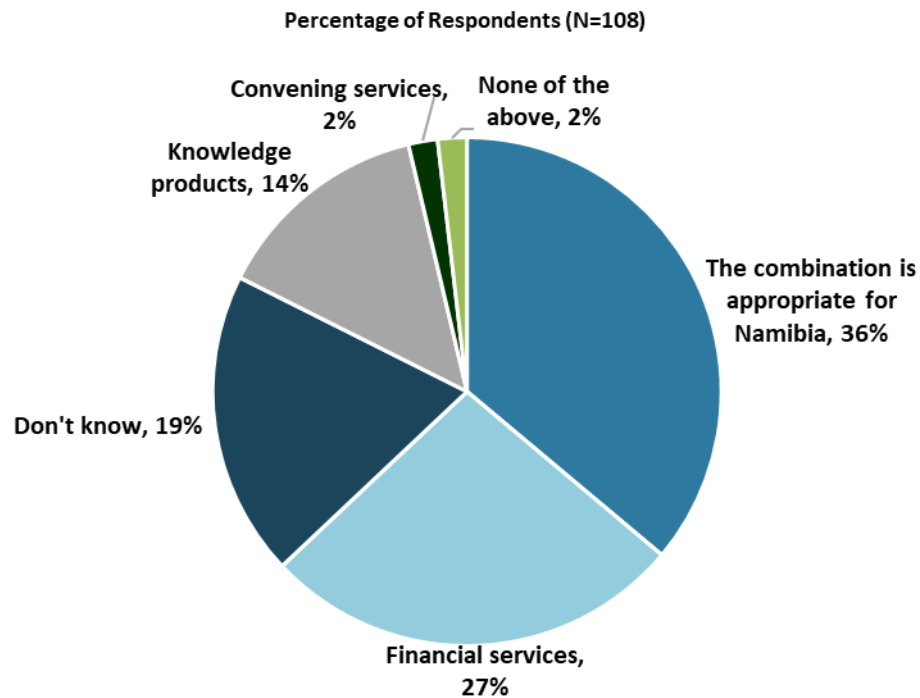
“When thinking about how the World Bank Group can have the most impact on development results in Namibia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Namibia? (Choose no more than THREE)”  
(Respondents chose from a list.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





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

### Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Namibia, 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 Namibia?" (Respondents chose from a list.)

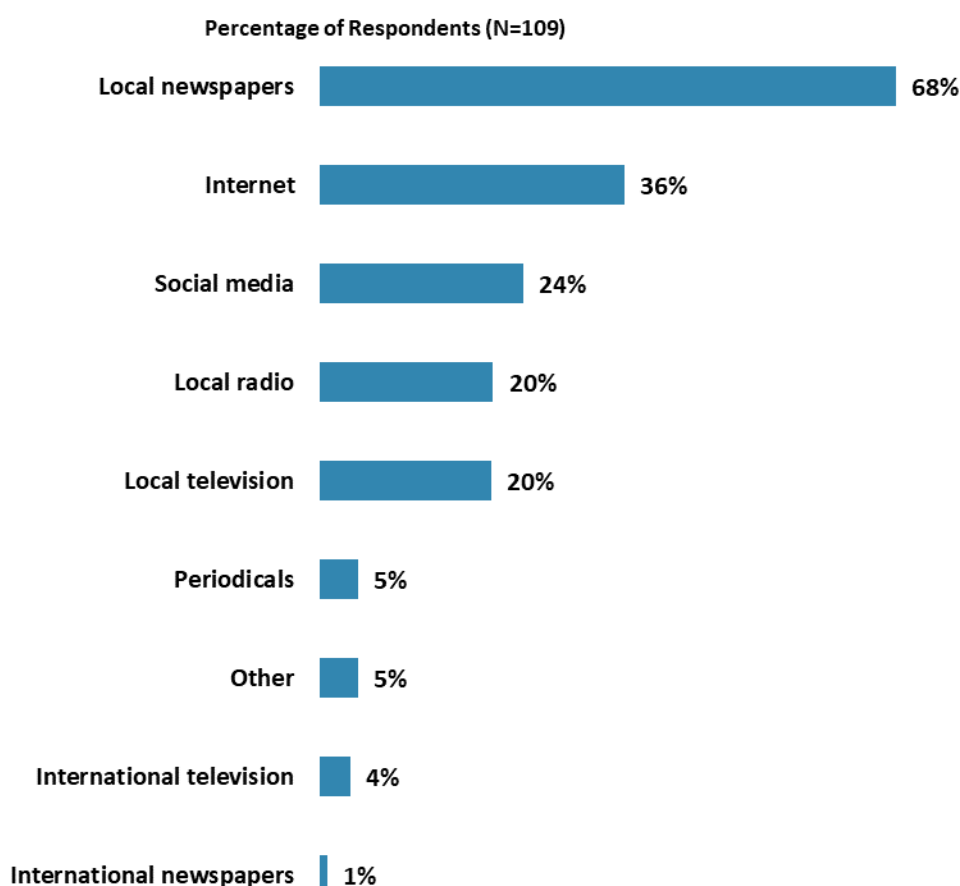


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 52) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they got most of their information about economic and social development issues from local newspapers (percentage of respondents = 40%), international newspapers (32%), and local radio (30%), followed by international radio (23%), local television (22%), international television (19%), and periodicals (18%).



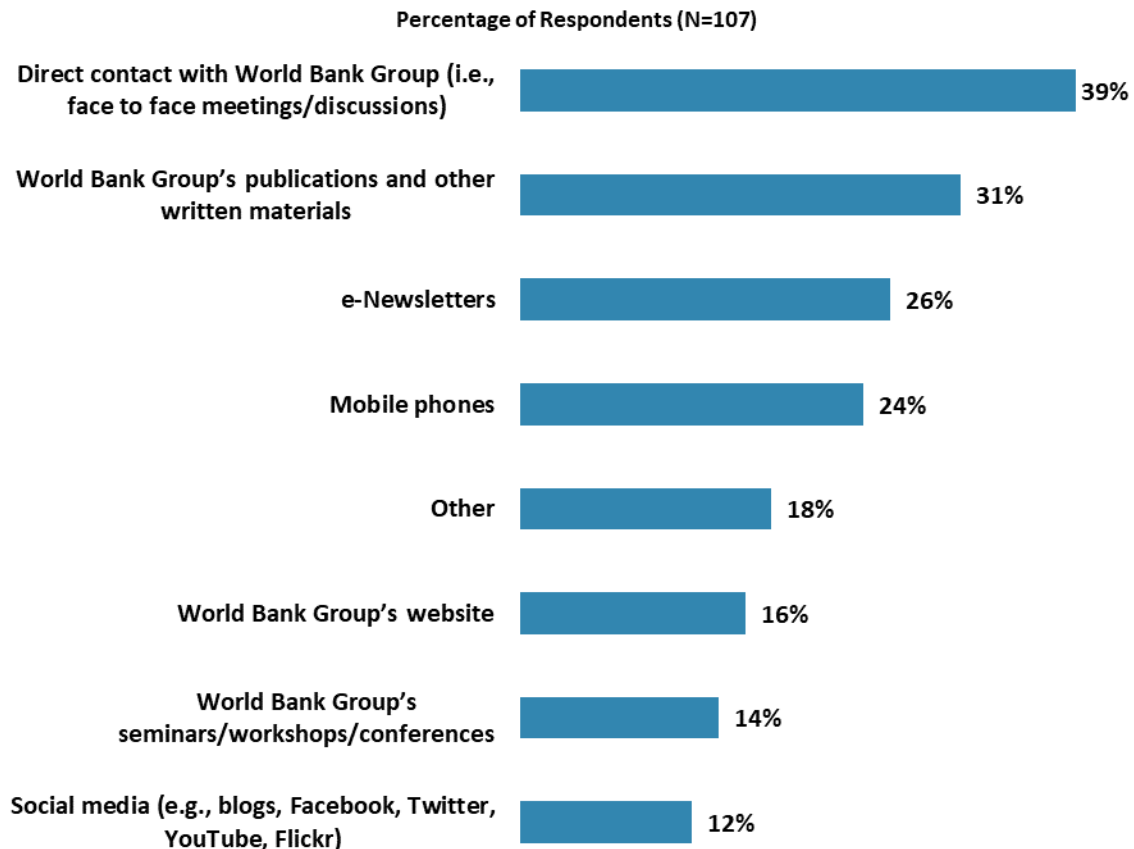
"How do you get most of your information about economic and social development issues in Namibia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they preferred to get their information from the World Bank website (percentage of respondents = 53%), followed by e-Newsletters (35%), the WBG's seminars/workshops/conferences (34%), and WBG publications and other written materials (27%).



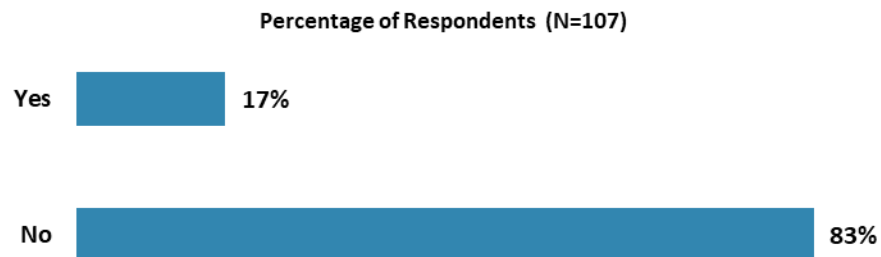
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information

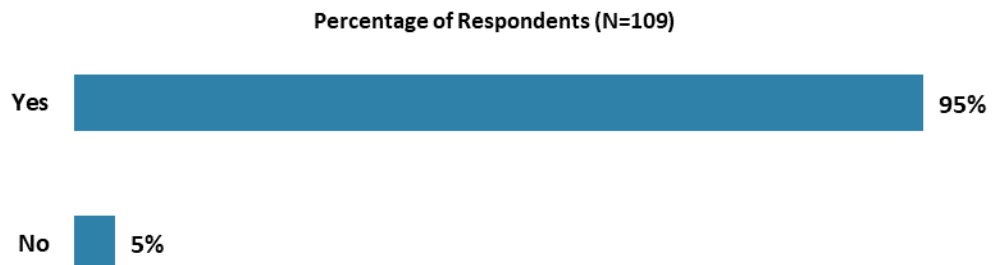
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of awareness for the WBG's Access to Information Policy as respondents in the FY '13 Country Survey (percentage of respondents, "Yes" = 18%).



"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?"

### Access to Internet

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of Internet access as respondents in the FY '13 Country Survey (percentage of respondents, "Yes" = 96%).

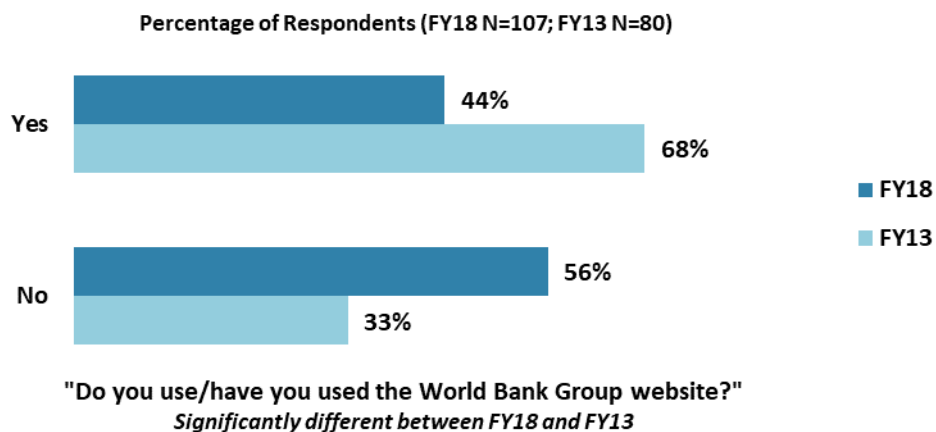


"Do you have reliable access to the Internet?"

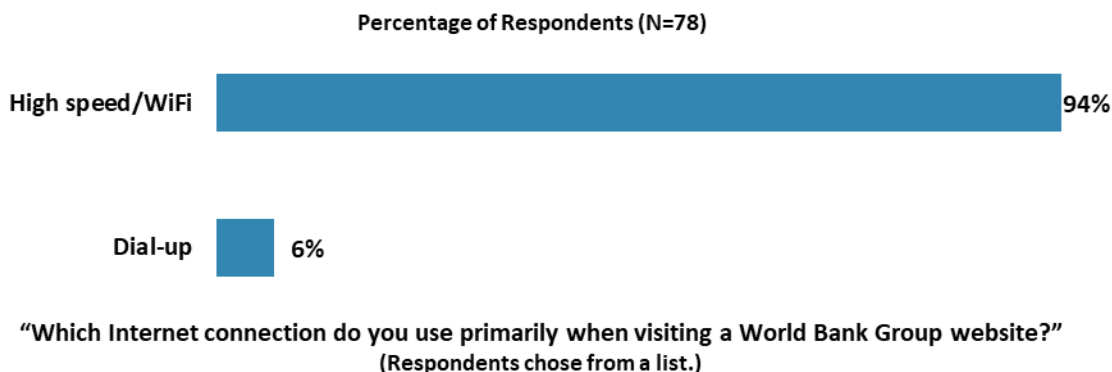


## X. Communication and Outreach (continued)

### WBG Website Usage



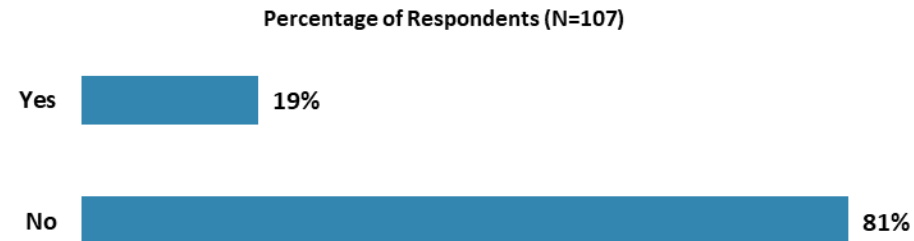
### Internet Connection





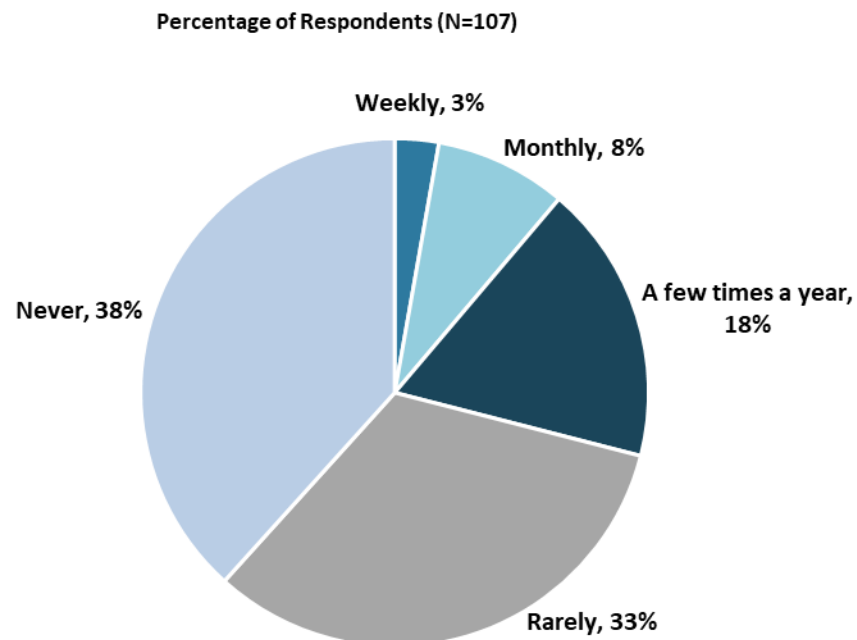
## X. Communication and Outreach (continued)

### WBG Social Media Usage



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

### 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.)



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### NAMIBIA





## Appendix A: Responses to All Questions across All Respondents (N=125)

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 Namibia

1. In general would you say that Namibia is headed in ...?	Percentage of Respondents (N=125)
The right direction	52.8%
The wrong direction	17.6%
Not sure	29.6%

2. Listed below are a number of development priorities in Namibia. Please identify which of the following you consider the most important development priorities in Namibia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=121)
Education	38.0%
Job creation/employment	37.2%
Agriculture and rural development	34.7%
Economic growth	25.6%
Water and sanitation	17.4%
Poverty reduction	15.7%
Private sector development	14.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.2%
Natural resource management (renewable and non-renewable)	13.2%
Health	11.6%
Equality of opportunity (i.e., social inclusion)	10.7%
Trade and exports	8.3%
Transport (e.g., roads, bridges, transportation)	8.3%
Energy	8.3%
Urban development	7.4%
Anti-corruption	5.8%
Climate change (e.g., mitigation, adaptation)	5.0%
Financial markets	4.1%
Information and communications technology	3.3%
Crime and violence	3.3%
Global/regional integration	3.3%
Social protection (e.g., pensions, targeted social assistance)	2.5%
Disease (i.e., HIV/AIDS, TB)	1.7%
Disaster risk management	0.8%
Pollution	0.8%
Judiciary reform	0.0%
Gender equity	0.0%



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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Namibia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=124)</b>
Education	58.1%
Job creation/employment	51.6%
Agriculture and rural development	42.7%
Private sector development	17.7%
Economic growth	15.3%
Health	13.7%
Social protection (e.g., pensions, targeted social assistance)	12.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.3%
Natural resource management (renewable and non-renewable)	10.5%
Urban development	9.7%
Energy	8.9%
Anti-corruption	8.9%
Trade and exports	6.5%
Transport (e.g., roads, bridges, transportation)	5.6%
Water and sanitation	4.8%
Equality of opportunity (i.e., social inclusion)	4.8%
Information and communications technology	4.8%
Global/regional integration	3.2%
Gender equity	2.4%
Climate change (e.g., mitigation, adaptation)	1.6%
Disease (i.e., HIV/AIDS, TB)	1.6%
Financial markets	0.8%
Crime and violence	0.8%
Pollution	0.0%
Judiciary reform	0.0%
Disaster risk management	0.0%

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

<b>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 Namibia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=118)</b>
Education and training that better ensure job opportunity	46.6%
Better employment opportunities for young people	22.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.2%
Consistent economic growth	14.4%
Greater access to health and nutrition for citizens	13.6%
A growing middle class	13.6%
Greater voice and participation for citizens to help ensure greater accountability	13.6%
Better opportunity for the poor who live in rural areas	11.9%
Greater access to micro-finance for the poor	10.2%
Better quality public services	10.2%
More reliable social safety net	6.8%
Better opportunity for the poor who live in urban areas	5.1%
Better employment opportunities for women	1.7%
Other	0.9%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Namibia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=124)</b>
A very big problem	79.8%
A moderately big problem	15.3%
A small problem	1.6%
Not a problem at all	.8%
Don't know	2.4%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=125)</b>
A very serious problem	43.2%
A somewhat serious problem	22.4%
Not too serious problem	12.0%
Not a problem	18.4%
Don't know	4.0%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Namibia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=124)</b>
A very important development priority	91.9%
A moderately important development priority	4.8%
A slightly important development priority	1.6%
Not an important development priority	-
Don't know	1.6%

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Namibia?	118		3.08	2.60

<i>(1-Not effective at all, 10-Very effective)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Namibia.	62	55	5.19	2.43

<i>(1-To no degree at all, 10-To a very significant degree)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Namibia solve its most complicated development challenges?	51	65	6.08	2.54

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Namibia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Namibia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=117)</b>
Education	36.8%
Agriculture and rural development	33.3%
Job creation/employment	29.9%
Economic growth	21.4%
Poverty reduction	19.7%
Health	17.9%
Private sector development	16.2%
Water and sanitation	12.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.0%
Natural resource management (renewable and non-renewable)	11.1%
Global/regional integration	9.4%
Information and communications technology	8.5%
Transport (e.g., roads, bridges, transportation)	8.5%
Trade and exports	8.5%
Urban development	8.5%
Anti-corruption	7.7%
Energy	6.0%
Financial markets	5.1%
Climate change (e.g., mitigation, adaptation)	4.3%
Social protection (e.g., pensions, targeted social assistance)	4.3%
Equality of opportunity (i.e., social inclusion)	4.3%
Disease (i.e., HIV/AIDS, TB)	0.9%
Gender equity	0.9%
Disaster risk management	0.0%
Crime and violence	0.0%
Judiciary reform	0.0%
Pollution	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 Namibia?	Percentage of Respondents (N=103)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	26.2%	14.0%	40.2%
Policy advice, studies, analyses	11.7%	14.0%	25.7%
Implementation support	8.7%	14.0%	22.7%
Promoting knowledge sharing	6.8%	13.0%	19.8%
Capacity development related to World Bank Group supported projects	11.7%	8.0%	19.7%
Technical assistance	8.7%	10.0%	18.7%
Data and statistics	6.8%	8.0%	14.8%
Mobilizing third party financial resources	3.9%	10.9%	14.8%
Donor coordination	4.9%	6.9%	11.8%
Bringing together different groups of stakeholders	8.7%	3.0%	11.7%
Other	1.9%	0.0%	1.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Namibia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=116)
Not enough public disclosure of its work	32.8%
Not collaborating enough with stakeholders outside the Government	18.1%
Don't know	17.2%
Not aligned with country priorities	14.7%
Other	14.7%
Staff too inaccessible	12.9%
Too influenced by developed countries	7.8%
Not exploring alternative policy options	6.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	6.9%
Not aligned with other donors' work	6.0%
Not willing to honestly criticize policies and reform efforts in the country	6.0%
Not adequately sensitive to political/social realities in Namibia	5.2%
World Bank Group's processes too complex	3.4%
Its advice and strategies do not lend themselves to practical problem solving	1.7%
Arrogant in its approach	0.0%
Not client-focused	0.0%
The credibility of its knowledge/data	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Namibia? (Select only ONE response)	Percentage of Respondents (N=116)
To a fully sufficient degree	1.7%
To a somewhat sufficient degree	8.6%
To a somewhat insufficient degree	12.9%
To a very insufficient degree	15.5%
Don't know	61.2%

**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 Namibia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Trust funds and grants	42	75	5.74	2.63
2. Guarantees	36	78	4.94	2.40
3. IFC Advisory Services	42	72	6.67	2.61

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=117)
NGOs/Community-Based Organizations	31.6%
Youth/University Groups	30.8%
Private Sector	27.4%
Don't know	19.7%
Local Government	14.5%
Academia/Think Tanks/Research Institutes	13.7%
Parliament	10.3%
Beneficiaries	6.8%
Media	6.0%
Donor Community	4.3%
Foundations	2.6%
Other	1.7%

To what extent do you agree with the following statements about the World Bank Group's work in Namibia? (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 Namibia*	58	59	5.41	2.02
11. The World Bank Group's work is aligned with what I consider the development priorities for Namibia*	48	68	4.73	1.90

To what extent is the World Bank Group an effective development partner in Namibia, 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	41	74	4.63	1.65
13. Flexibility (in terms of the institution's products and services)	39	76	4.54	1.73
14. Flexibility (in terms of changing country circumstances)	40	75	4.28	1.77
15. Being inclusive	46	69	4.41	2.18
16. Openness (sharing data and other information)	48	66	4.79	2.55
17. Collaboration with the Government	43	72	6.70	2.39
18. The speed in which it gets things accomplished on the ground	38	77	4.45	2.13
19. Helping to bring discipline/effective supervision to implementation of investment projects	43	73	6.02	2.68
20. Collaboration with civil society	39	75	4.46	2.27
21. Staff accessibility	46	68	4.39	1.96
22. Collaboration with other donors and development partners	35	80	5.23	2.26
23. Collaboration with the private sector	34	80	4.44	2.20
24. Straightforwardness and honesty	43	72	6.79	2.51
25. Treating clients and stakeholders in Namibia with respect	38	77	7.08	2.07
26. Being a long-term partner	39	76	6.51	2.16

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Namibia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	95	16	6.91	2.16
2. Gender equity	98	13	6.98	2.38
3. Private sector development	99	9	7.60	2.18
4. Education	109	2	8.96	1.67
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	104	6	8.20	1.65
6. Global/regional integration	102	8	7.93	2.08
7. Urban development	101	6	7.72	2.16
8. Energy	108	2	8.35	1.68
9. Water and sanitation	105	4	8.80	1.63
10. Pollution	96	13	6.47	2.15
11. Job creation/employment	104	5	8.88	1.38
12. Health	107	3	8.79	1.46
13. Financial markets	98	11	7.36	2.01
14. Transport (e.g., roads, bridges, transportation)	102	7	7.24	2.22
15. Agriculture and rural development	105	5	8.78	1.67
16. Trade and exports	101	8	8.44	1.69
17. Crime and violence	99	10	6.39	2.40
18. Natural resource management (renewable and non-renewable)	99	10	7.83	2.18
19. Climate change (e.g., mitigation, adaptation)	100	9	7.04	2.40
20. Poverty reduction	106	5	8.25	1.79
21. Anti-corruption	101	10	7.99	2.08
22. Judiciary reform	95	13	6.55	2.07
23. Economic growth	104	7	8.39	1.73
24. Disaster risk management	99	11	6.43	2.05
25. Equality of opportunity (i.e., social inclusion)	98	11	7.23	2.06
26. Disease (i.e., HIV/AIDS, TB)	100	9	7.31	1.99
27. Information and communications technology	99	10	8.08	1.91

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 Namibia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Poverty reduction	38	73	4.92	1.89
2. Economic growth	44	67	6.05	1.98
3. Natural resource management (renewable and non-renewable)	35	75	6.00	2.11

(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 Namibia?*	41	69	6.02	2.13

**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 Namibia? (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 Namibia*	43	67	5.98	2.32
5. The World Bank Group meets Namibia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	45	65	6.56	2.59

**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=94)
Weekly	7.4%
Monthly	9.6%
A few times a year	40.4%
Rarely	26.6%
Never	16.0%

In Namibia, 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	29	81	4.90	2.04
3. Include appropriate level of stakeholder involvement during preparation	30	80	4.67	2.09
4. Lead to practical solutions	32	78	5.47	2.29
5. Are accessible (well written and easy to understand)	35	75	5.40	2.29
6. Are source of relevant information on global good practices	36	74	5.97	2.42
7. Are relevant to country challenges	38	72	5.55	2.15
8. Are adequately disseminated	35	76	5.23	1.99
9. Are translated enough into local language	31	79	5.00	2.96
10. Are adaptable to Namibia's specific development challenges and country circumstances*	35	75	4.69	1.91

Overall Evaluations	N	DK	Mean	SD
11. 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)	38	72	5.29	2.00
12. 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)	28	72	5.71	1.78

**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	21	91	4.81	2.14
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	31	79	6.77	2.59
3. The World Bank Group's approvals and reviews are done in a timely fashion	23	88	5.78	2.37
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	22	86	6.41	2.58
5. The World Bank Group's conditions on its lending are reasonable	23	86	5.35	2.77
6. The World Bank Group takes decisions quickly in Namibia*	22	87	4.45	1.95
7. Working with the World Bank Group increases Namibia's institutional capacity	25	83	5.92	2.22
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	27	83	5.67	2.56
9. The World Bank Group provides effective implementation support	32	77	6.38	2.66

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Namibia?	28	82	5.61	2.18

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Namibia?	27	82	5.30	1.86

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Namibia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=103)
Help to bring discipline/effective supervision to implementation of investment projects	28.2%
Reach out more to groups outside of Government	25.2%
Increase the level of capacity development in the country	23.3%
Offer more innovative financial products	17.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.6%
Other	11.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	8.7%
Improve the quality of its experts as related to Namibia's specific challenges	8.7%
Offer more innovative knowledge services	7.8%
Provide more adequate data/knowledge/statistics/figures on Namibia's economy	6.8%
Work faster	6.8%
Ensure greater selectivity in its work	5.8%
Reduce the complexity of obtaining World Bank Group financing	4.9%



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

<b>2. When considering the combination of services that the World Bank Group offers in Namibia, 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 Namibia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=108)</b>
The combination is appropriate for Namibia	36.1%
Financial services	26.9%
Don't know	19.4%
Knowledge products	13.9%
Convening services	1.9%
None of the above	1.9%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Namibia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=109)</b>
Local newspapers	67.6%
Internet	35.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.9%
Local radio	20.4%
Local television	20.2%
Periodicals	4.6%
Other	4.6%
International television	3.7%
International newspapers	0.9%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	39.3%
World Bank Group's publications and other written materials	31.1%
e-Newsletters	26.2%
Mobile phones	24.3%
Other	17.8%
World Bank Group's website	15.9%
World Bank Group's seminars/workshops/conferences	14.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	12.1%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=107)</b>
Yes	16.8%
No	83.2%

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

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=109)</b>
Yes	95.4%
No	4.6%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=107)</b>
Yes	43.9%
No	56.1%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?</b>	<b>Percentage of Respondents (N=107)</b>
Yes	18.7%
No	81.3%

<b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=78)</b>
High speed/WiFi	93.6%
Dial-up	6.4%

<b>8. 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?</b>	<b>Percentage of Respondents (N=107)</b>
Weekly	2.8%
Monthly	8.4%
A few times a year	17.8%
Rarely	32.7%
Never	38.3%

<b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. I find the World Bank Group's websites easy to navigate.	46	62	7.04	1.70
10. I find the information on the World Bank Group's websites useful.	46	62	7.39	2.03
11. The World Bank Group's social media channels are valuable sources of information about the institution	24	83	6.75	1.67
12. When I need information from the World Bank Group I know how to find it	41	66	5.29	2.37
13. The World Bank Group is responsive to my information requests and inquiries	34	73	4.68	2.36

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=107)</b>
Local Government Office or Staff	16.8%
Private Sector Organization	15.9%
NGO/Community-Based Organization	12.1%
Independent Government Institution	12.1%
Trade Union	7.5%
Employee of a Ministry, Ministerial Department or Implementation Agency	6.5%
Academia/Research Institute/Think Tank	5.6%
Financial Sector/Private Bank	4.7%
Bilateral/ Multilateral Agency	3.7%
Faith-Based Group	3.7%
Office of the President/Prime Minister	2.8%
Private Foundation	2.8%
Other	2.8%
Media	1.9%
Office of Minister	.9%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=105)</b>
Urban, rural, and social development	20.0%
Generalist (specialized in multiple sectors)	14.3%
Education	11.4%
Social protection and labor	9.5%
Environment and natural resources	7.6%
Finance and markets	6.7%
Agriculture	5.7%
Transport and ICT	4.8%
Other	4.8%
Public-private partnerships	2.9%
Macroeconomics and fiscal management	2.9%
Water	1.9%
Health, nutrition, and population	1.9%
Governance	1.9%
Fragility, conflict and violence	1.0%
Trade and competitiveness	1.0%
Jobs	1.0%
Climate change	1.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=106)</b>
Yes	8.5%
No	91.5%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Namibia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=82)</b>
Other	81.7%
The World Bank (IBRD)	12.2%
The Multilateral Investment Guarantee Agency (MIGA)	3.7%
The International Finance Corporation (IFC)	2.4%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=106)</b>
Yes	3.8%
No	96.2%

<b>6. If yes, what was your view of how the two institutions work together in Namibia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=4)</b>
The way the two institutions work together needs improvement	50.0%
The two institutions work well together	25.0%
Don't know	25.0%
The two institutions do not work well together	-

<b>7. Which of the following describes most of your exposure to the World Bank Group in Namibia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=75)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	54.7%
Use World Bank Group website for information, data, research, etc.	36.0%
Use World Bank Group reports/data	22.7%
Collaborate as part of my professional duties	20.0%
Engage in World Bank Group related/sponsored events/activities	13.3%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=107)</b>
Female	44.9%
Male	55.1%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=106)</b>
City of Windhoek	77.4%
Northern Namibia	13.2%
Central Namibia (other than Windhoek)	6.6%
Southern Namibia	2.8%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>1</sup>

Government N=24 ● Local Government N=18 ● Private Sector/Financial Sector/Private Bank N=22 ●  
NGO/CBO/Private Foundation N=16 ● Other Civil Society N=24

### A. General Issues facing Namibia

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

Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
The right direction	62.5%	33.3%	54.5%	56.3%	41.7%
The wrong direction	20.8%	16.7%	22.7%	6.3%	20.8%
Not sure	16.7%	50.0%	22.7%	37.5%	37.5%

\*Significantly different between stakeholder groups

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Namibia?	24	2.88	18	1.44	22	3.68	16	2.87	24	3.21

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Namibia.	13	4.54	5	6.00	15	5.40	7	6.43	12	5.00

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Namibia solve its most complicated development challenges?	12	6.08	5	7.00	11	5.36	6	6.67	8	6.13

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

<sup>1</sup>Only 107 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this Appendix. For these analyses, respondents from the office of the President/Prime Minister, the office of a Minister, employees of ministries, and independent government institutions were combined into one "Government" category; respondents from the financial sector/private banks were combined with those from the private sector; respondents from private foundations were combined with those from NGOs/CBOs; and respondents from the bilateral/multilateral agencies, the media, trade unions, faith-based groups, and academia were combined into an "Other Civil Society" category. The three respondents who indicated "Other" were excluded from further analyses.

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

Percentage of Respondents (Responses combined)	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Disease	0.0%	0.0%	0.0%	0.0%	4.2%
Information and communications technology	0.0%	11.1%	4.5%	6.3%	20.8%
Climate change	0.0%	0.0%	9.1%	6.3%	8.3%
Transport*	8.3%	27.8%	4.5%	0.0%	0.0%
Social protection	8.3%	0.0%	0.0%	0.0%	12.5%
Agriculture and rural development	33.3%	38.9%	36.4%	18.8%	33.3%
Trade and exports	8.3%	5.6%	9.1%	6.3%	12.5%
Economic growth	16.7%	5.6%	36.4%	12.5%	25.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.2%	0.0%	4.5%	0.0%	4.2%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	4.2%	11.1%	13.6%	0.0%	0.0%
Anti-corruption	8.3%	11.1%	9.1%	12.5%	4.2%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%
Health	20.8%	22.2%	4.5%	18.8%	25.0%
Financial markets	8.3%	0.0%	9.1%	6.3%	0.0%
Global/regional integration	8.3%	5.6%	4.5%	0.0%	25.0%
Poverty reduction	29.2%	27.8%	9.1%	18.8%	16.7%
Public sector governance/reform	12.5%	0.0%	13.6%	0.0%	8.3%
Gender equity	4.2%	0.0%	0.0%	0.0%	0.0%
Private sector development	16.7%	11.1%	18.2%	25.0%	16.7%
Water and sanitation*	12.5%	27.8%	22.7%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	37.5%	33.3%	22.7%	31.3%	29.2%
Education	33.3%	38.9%	31.8%	50.0%	37.5%
Urban development	8.3%	22.2%	4.5%	12.5%	0.0%
Natural resource management*	8.3%	0.0%	27.3%	25.0%	4.2%

\*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 Namibia?

Greatest Value Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Bringing together different groups of stakeholders	4.2%	25.0%	9.5%	7.1%	8.7%
Capacity development related to World Bank Group supported projects	12.5%	12.5%	4.8%	7.1%	13.0%
Technical assistance	12.5%	25.0%	0.0%	0.0%	4.3%
Policy advice, studies, analyses	12.5%	0.0%	19.0%	7.1%	8.7%
Financial resources	25.0%	12.5%	42.9%	28.6%	26.1%
Data and statistics	8.3%	12.5%	4.8%	0.0%	13.0%
Promoting knowledge sharing	0.0%	12.5%	0.0%	21.4%	8.7%
Implementation support	8.3%	0.0%	9.5%	7.1%	13.0%
Mobilizing third party financial resources	4.2%	0.0%	9.5%	7.1%	0.0%
Donor coordination	8.3%	0.0%	0.0%	14.3%	4.3%
Other	4.2%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Bringing together different groups of stakeholders*	0.0%	0.0%	0.0%	14.3%	0.0%
Capacity development related to World Bank Group supported projects	17.4%	12.5%	9.1%	0.0%	0.0%
Technical assistance	8.7%	12.5%	9.1%	14.3%	9.1%
Policy advice, studies, analyses	13.0%	12.5%	18.2%	7.1%	13.6%
Financial resources	17.4%	12.5%	9.1%	21.4%	13.6%
Data and statistics	4.3%	0.0%	0.0%	14.3%	18.2%
Promoting knowledge sharing	21.7%	0.0%	13.6%	7.1%	13.6%
Implementation support	8.7%	37.5%	13.6%	21.4%	9.1%
Mobilizing third party financial resources*	0.0%	0.0%	22.7%	0.0%	13.6%
Donor coordination	8.7%	12.5%	4.5%	0.0%	9.1%
Other	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 Namibia?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Not aligned with other donors' work	8.3%	0.0%	9.1%	0.0%	4.2%
Not aligned with country priorities	20.8%	0.0%	22.7%	6.3%	8.3%
Not adequately sensitive to political/social realities in Namibia	0.0%	11.1%	9.1%	12.5%	0.0%
Too influenced by developed countries	8.3%	5.6%	4.5%	6.3%	4.2%
Not exploring alternative policy options	8.3%	11.1%	4.5%	12.5%	4.2%
Not collaborating enough with stakeholders outside the Government	12.5%	11.1%	18.2%	18.8%	33.3%
World Bank Group's processes too complex	8.3%	0.0%	9.1%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	4.2%	11.1%	18.2%	0.0%	0.0%
Staff too inaccessible	12.5%	5.6%	13.6%	12.5%	20.8%
World Bank Group's processes too slow*	20.8%	0.0%	4.5%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	5.6%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	41.7%	22.2%	18.2%	25.0%	50.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%
Not client-focused	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%
Other	12.5%	11.1%	13.6%	25.0%	12.5%
Don't know	4.2%	38.9%	18.2%	18.8%	20.8%

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Trust funds and grants	8	5.38	4	6.25	8	6.38	5	7.20	9	5.44
Guarantees	7	3.43	6	5.67	6	5.00	3	6.00	7	5.86
IFC Advisory Services	9	5.67	6	7.83	8	6.25	5	9.20	7	6.86



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

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

Percentage of Respondents (Responses combined)	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Beneficiaries	12.5%	5.6%	4.5%	0.0%	4.2%
Youth/University Groups	41.7%	33.3%	13.6%	31.3%	25.0%
Private Sector*	41.7%	0.0%	36.4%	18.8%	16.7%
Local Government	12.5%	22.2%	9.1%	18.8%	8.3%
Donor Community	0.0%	5.6%	0.0%	6.3%	8.3%
NGOs/Community-Based Organizations	16.7%	33.3%	31.8%	56.3%	25.0%
Academia/Think Tanks/Research Institutes	29.2%	11.1%	13.6%	12.5%	8.3%
Parliament	4.2%	11.1%	27.3%	0.0%	12.5%
Foundations	8.3%	0.0%	0.0%	6.3%	0.0%
Media	4.2%	11.1%	0.0%	0.0%	12.5%
Other	0.0%	0.0%	4.5%	6.3%	0.0%
Don't know	12.5%	27.8%	22.7%	12.5%	33.3%

\*Significantly different between stakeholder groups

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

(1-Strongly disagree, 10-Strongly agree)

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Namibia	13	5.23	6	6.33	13	5.31	6	6.67	10	5.40
The World Bank Group's work is aligned with what I consider the development priorities for Namibia	12	4.42	5	4.00	11	5.45	4	4.25	7	5.14

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

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	10	4.60	2	6.00	11	4.27	3	5.67	7	4.71
Flexibility (in terms of the institution's products and services)	10	4.30	1	6.00	10	4.10	3	6.00	7	4.57
Flexibility (in terms of changing country circumstances)	10	3.90	1	3.00	10	4.10	4	4.00	7	5.00
Being inclusive	10	4.90	2	5.00	11	4.00	5	3.60	9	4.56
Openness (sharing data and other information)	11	5.00	3	5.00	11	4.18	6	3.83	8	5.38
Collaboration with the Government	10	7.20	3	9.00	9	5.56	4	7.75	7	6.57
The speed in which it gets things accomplished on the ground	9	4.56	2	2.50	8	4.38	4	3.25	5	4.60
Helping to bring discipline/effective supervision to implementation of investment	10	6.00	3	9.00	9	5.33	4	8.25	7	5.86
Collaboration with civil society	10	3.70	2	7.50	7	4.57	5	4.40	6	3.67
Staff accessibility	9	4.22	3	4.00	11	4.00	5	2.80	9	4.11
Collaboration with other donors and development partners	8	4.75			9	4.89	3	4.67	5	5.00
Collaboration with the private sector	8	4.38			9	4.22	3	3.67	5	4.00
Straightforwardness and honesty	10	7.20	3	9.33	9	5.44	4	8.50	8	6.00
Treating clients and stakeholders in Namibia with respect	7	7.14	2	9.50	8	6.75	4	8.00	7	5.86
Being a long-term partner	7	6.29	3	9.33	9	5.56	3	7.33	7	5.71

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Poverty reduction	9	5.00	4	4.75	9	4.11	4	5.00	7	5.14
Economic growth	10	5.40	5	6.80	10	5.70	6	6.00	8	6.88
Natural resource management	8	5.50	4	6.25	8	6.25	5	5.80	6	6.00

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Namibia?	9	5.89	4	6.50	11	5.64	5	5.60	8	5.75

(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 Namibia?**

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Namibia	11	6.18	4	7.25	12	6.08	3	7.33	8	5.00
The WBG meets Namibia's needs for knowledge services	12	6.25	5	8.40	12	6.33	3	8.00	7	5.57

(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	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Weekly			9.1%		
Monthly			9.1%	13.3%	
A few times a year	12.5%	16.7%	27.3%	13.3%	21.7%
Rarely	41.7%	22.2%	13.6%	33.3%	17.4%
Never	45.8%	61.1%	40.9%	40.0%	60.9%

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

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	8	4.50			8	4.62	3	5.67	6	4.67
Include appropriate level of stakeholder involvement during preparation	7	4.57			8	4.63	5	5.40	6	3.17
Lead to practical solutions	8	6.25	1	3.00	8	4.75	4	6.25	6	4.67
Are accessible (well written and easy to understand)	8	6.38	1	6.00	10	5.00	5	4.60	6	3.67
Are source of relevant information on global good practices	8	6.00	1	5.00	10	5.50	4	6.50	8	5.63
Are relevant to country challenges	8	6.00	2	4.50	11	4.64	4	6.50	8	5.75
Are adequately disseminated	8	6.25	1	5.00	10	4.80	4	5.75	7	4.00
Are translated enough into local language	8	5.00	1	8.00	8	5.50	4	5.50	6	4.17
Are adaptable to Namibia's specific development challenges and country circumstances	7	5.14	2	3.50	11	4.55	4	5.50	6	3.67

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8	5.75	3	5.67	11	5.73	5	4.80	7	4.71
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8	6.00	2	5.50	11	6.09	5	5.00	7	4.86

(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)

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG disburses funds promptly	7	5.00			6	4.00	1	7.00	4	4.50
The WBG effectively monitors and evaluates the projects and programs it supports	8	7.50	1	8.00	9	6.22	4	9.00	6	5.00
The World Bank Group's approvals and reviews are done in a timely fashion	7	5.86			9	5.78	1	10.00	4	4.00
The World Bank Group's "Safeguard Policy" requirements are reasonable*	7	6.71			7	6.43	2	10.00	4	3.75
The World Bank Group's conditions on its lending are reasonable	6	4.83			7	4.86	3	7.33	3	3.33
The World Bank Group takes decisions quickly in Namibia	6	3.67			8	4.50	2	4.50	3	3.33
Working with the World Bank Group increases Namibia's institutional capacity	5	7.20			8	4.88	2	6.00	5	4.80
Where country systems are adequate, the WBG makes appropriate use of them	8	6.00			9	5.67	1	9.00	6	4.33
The World Bank Group provides effective implementation support	8	6.50			9	5.89	5	8.40	6	5.17

\*Significantly different between stakeholder groups

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Namibia?	8	5.88	1	5.00	8	4.75	3	5.67	5	5.60

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

	Government		Local Government		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Other Civil Society	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group measures and corrects its work in real time in Namibia?	8	5.50	1	5.00	8	4.63	2	7.50	5	4.20

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



### F. The Future Role of the World Bank Group in Namibia

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

Percentage of Respondents (Responses combined)	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Help to bring discipline/effective supervision to implementation of investment projects	37.5%	14.3%	22.7%	40.0%	20.8%
Offer more innovative financial products	8.3%	14.3%	18.2%	26.7%	25.0%
Ensure greater selectivity in its work	8.3%	14.3%	0.0%	0.0%	8.3%
Provide more adequate data/knowledge/statistics/figures on Namibia's economy	12.5%	7.1%	4.5%	0.0%	8.3%
Offer more innovative knowledge services	12.5%	0.0%	13.6%	0.0%	8.3%
Collaborate more effectively with Government clients	20.8%	28.6%	4.5%	0.0%	20.8%
Work faster*	4.2%	0.0%	22.7%	6.7%	0.0%
Reduce the complexity of obtaining World Bank Group financing	8.3%	0.0%	4.5%	0.0%	4.2%
Improve the competitiveness of its financing compared to markets	4.2%	0.0%	13.6%	6.7%	12.5%
Reach out more to groups outside of Government	12.5%	28.6%	22.7%	40.0%	20.8%
Increase the level of capacity development in the country*	37.5%	14.3%	40.9%	13.3%	8.3%
Improve the quality of its experts as related to Namibia's specific challenges	8.3%	7.1%	4.5%	20.0%	8.3%
Other	4.2%	21.4%	4.5%	13.3%	16.7%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
World Bank Group's publications and other written materials*	43.5%	16.7%	59.1%	12.5%	13.0%
e-Newsletters	26.1%	11.1%	18.2%	31.3%	33.3%
WBGp's seminars/workshops/conferences	13.0%	16.7%	9.1%	12.5%	20.8%
Mobile phones*	8.7%	55.6%	13.6%	18.8%	33.3%
Direct contact with World Bank Group	39.1%	38.9%	36.4%	56.3%	37.5%
World Bank Group's website	17.4%	0.0%	18.2%	18.8%	16.7%
Social media	21.7%	11.1%	9.1%	0.0%	12.5%
Other	13.0%	22.2%	13.6%	31.3%	16.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Yes	13.0%	11.1%	18.2%	31.3%	17.4%
No	87.0%	88.9%	81.8%	68.8%	82.6%

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?**

Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Yes	100.0%	88.9%	100.0%	100.0%	87.5%
No		11.1%			12.5%

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

Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Yes	56.5%	27.8%	50.0%	31.3%	39.1%
No	43.5%	72.2%	50.0%	68.8%	60.9%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Yes	21.7%		18.2%	25.0%	21.7%
No	78.3%	100.0%	81.8%	75.0%	78.3%

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

Percentage of Respondents	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
High Speed/WiFi	87.0%	100.0%	100.0%	100.0%	85.7%
Dial-up	13.0%				14.3%

**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	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Weekly			4.5%	6.7%	4.3%
Monthly	4.2%		9.1%	20.0%	8.7%
A few times a year	20.8%	16.7%	22.7%	6.7%	13.0%
Rarely	37.5%	16.7%	31.8%	40.0%	34.8%
Never	37.5%	66.7%	31.8%	26.7%	39.1%

**H. Background Information****Which of the following describes most of your exposure to the World Bank Group in Namibia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Government	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Other Civil Society
Observer*	25.0%	81.8%	50.0%	72.7%	62.5%
Use World Bank Group reports/data	37.5%	9.1%	27.8%	27.3%	12.5%
Engage in WBG related/sponsored events/activities	18.8%	9.1%	5.6%	0.0%	31.3%
Collaborate as part of my professional duties	18.8%	9.1%	27.8%	18.2%	18.8%
Use WBG website for information, data, research, etc.	56.3%	45.5%	27.8%	27.3%	25.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>2</sup>

City of Windhoek N=82 • Outside Windhoek N=24

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Namibia?*	82	3.27	2.54	24	1.88	1.78

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Namibia.	46	5.09	2.37	8	6.25	2.77

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Namibia solve its most complicated development challenges?	37	5.81	2.62	7	7.86	1.68

(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 Namibia?

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Namibia	42	5.45	2.05	8	5.75	1.58
The World Bank Group's work is aligned with what I consider the development priorities for Namibia	34	4.79	1.75	8	4.62	2.26

(1-Strongly disagree, 10-Strongly agree)

<sup>2</sup>Only 106 respondents provided their geographic location. Thus, only these respondents were included in the analysis presented in this Appendix. Respondents from Northern Namibia, Central Namibia, and Southern Namibia were combined into an "Outside of Windhoek" category for these analyses.



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

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	32	4.59	1.70	4	5.25	1.26
Flexibility (in terms of the institution's products and services)	31	4.45	1.80	2	6.00	0.00
Flexibility (in terms of changing country circumstances)	33	4.30	1.72	2	2.50	0.71
Being inclusive	35	4.20	2.25	5	5.80	1.10
Openness (sharing data and other information)	35	4.80	2.58	7	4.57	2.76
Collaboration with the Government*	30	6.50	2.39	6	8.83	0.98
The speed in which it gets things accomplished on the ground	27	4.52	1.95	4	3.00	1.41
Helping to bring discipline/effective supervision to implementation of investment projects*	31	5.81	2.51	5	9.40	0.89
Collaboration with civil society*	28	3.93	1.82	5	6.40	3.36
Staff accessibility	33	4.12	1.76	7	4.00	1.53
Collaboration with other donors and development partners	26	4.88	1.99	2	5.50	6.36
Collaboration with the private sector	25	4.24	1.92	2	4.00	4.24
Straightforwardness and honesty*	30	6.37	2.58	6	9.33	0.52
Treating clients and stakeholders in Namibia with respect*	26	6.69	2.22	5	9.00	0.71
Being a long-term partner*	27	5.89	2.12	5	9.00	0.71

\*Significantly different geographic locations.

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Namibia?	32	5.78	2.11	6	6.00	1.79

(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 Namibia?

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Namibia	35	5.91	2.33	5	7.40	1.67
The World Bank Group meets Namibia's needs for knowledge services*	36	6.19	2.66	6	8.50	1.87

(1-Strongly disagree, 10-Strongly agree) \*Significantly different geographic locations.

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

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
Are adaptable to Namibia's specific development challenges and country circumstances	29	4.69	1.85	4	4.50	1.73

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

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	33	5.33	2.13	4	4.75	0.50
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	32	5.69	1.89	4	5.50	1.29

(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)

	City of Windhoek			Outside Windhoek		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Namibia	20	4.25	1.86	1	5.00	.
Where country systems are adequate, the World Bank Group makes appropriate use of them	24	5.50	2.60	1	9.00	.



## Appendix D: Responses to Select Questions by Year<sup>3</sup>

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Unfortunately, the samples from FY13 and FY18 are quite disparate in terms of their representation of stakeholder groups and given the overall sample sizes, it would not be statistically sound to weight them to be more similar. Hence, changes in responding between FY13 and FY18 may be due to actual changes in the country, but it is also possible that these changes are due, in some part, to differences in the respondent samples.*

Percentage of Respondents	FY13	FY18
Office of the President/Prime Minister/Minister	9.3%	3.7%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, and PMU/Consultants on WBG supported projects)	26.7%	18.7%
Bilateral/Multilateral Agency	5.8%	3.7%
Private sector (includes financial sector/private banks)	36.0%	20.6%
Academia	0.0%	5.6%
Media	2.3%	1.9%
Civil society (includes NGOs/CBOs, private foundations, trade unions, and faith-based groups)	9.3%	26.2%
Local Government	3.5%	16.8%
Other	7.0%	2.8%

### A. General Issues facing Namibia

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

Percentage of Respondents	FY13	FY18
The right direction	75.6%	52.8%
The wrong direction	8.1%	17.6%
Not sure	16.3%	29.6%

\*Significantly different between FY18 and FY13 respondents

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Namibia?*	90	5.44	2.15	118	3.08	2.60

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY18 and FY13 respondents

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Namibia.	69	5.06	1.81	62	5.19	2.43

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

<sup>3</sup> Only those questions that were asked in the FY '13 and FY '18 country opinion surveys, with similar response scales/options, are presented.

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Namibia solve its most complicated development challenges?	64	6.31	1.75	51	6.08	2.54

(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 Namibia?**

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Namibia	76	5.51	1.93	58	5.41	2.02
The World Bank Group's work is aligned with what I consider the development priorities for Namibia	73	5.25	2.14	48	4.73	1.90

(1-Strongly disagree, 10-Strongly agree)

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	57	5.61	2.05	41	4.63	1.66
Flexibility (in terms of the institution's products and services)	58	5.17	2.02	39	4.54	1.73
Flexibility (in terms of changing country circumstances)*	56	5.18	2.01	40	4.27	1.77
Being inclusive*	64	5.39	1.87	46	4.41	2.18
Openness (sharing data and other information)*	71	6.17	2.06	48	4.79	2.55
Collaboration with the Government	72	6.51	2.01	43	6.70	2.39
Collaboration with civil society*	66	5.65	2.09	39	4.46	2.27
Staff accessibility*	59	5.36	1.94	46	4.39	1.96
Collaboration with other donors and development partners	60	5.82	2.05	35	5.23	2.26
Straightforwardness and honesty	71	6.07	2.18	43	6.79	2.51
Treating clients and stakeholders in Namibia with respect	69	6.45	2.10	38	7.08	2.07

\*Significantly different between FY18 and FY13 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 Namibia?**

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
Poverty reduction	54	5.04	2.16	38	4.92	1.89
Economic growth	55	5.42	2.10	44	6.05	1.98
Natural resource management*	42	4.76	2.24	35	6.00	2.11

(1-Not effective at all, 10-Very effective) \*Significantly different between FY18 and FY13 respondents.

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Namibia?	71	5.38	1.56	41	6.02	2.13

(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 Namibia?**

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Namibia*	63	4.78	1.65	43	5.98	2.33
The World Bank Group meets Namibia's needs for knowledge services*	68	5.57	2.05	45	6.56	2.59

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY18 and FY13 respondents.

**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	FY13	FY18
Weekly	4.6%	1.9%
Monthly	11.5%	4.6%
A few times a year	27.6%	19.4%
Rarely	32.2%	25.9%
Never*	24.1%	48.1%

\*Significantly different between FY18 and FY13 respondents

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
Are timely	57	4.91	1.85	29	4.90	2.04
Include appropriate level of stakeholder involvement during preparation	64	5.13	1.92	30	4.67	2.09
Lead to practical solutions	61	5.61	1.89	32	5.47	2.29
Are accessible (well written and easy to understand)	65	5.83	2.00	35	5.40	2.29
Are source of relevant information on global good practices	65	6.18	2.06	36	5.97	2.42
Are relevant to country challenges	64	5.53	1.83	38	5.55	2.15
Are adequately disseminated	68	4.99	2.22	35	5.23	1.99
Are translated enough into local language	57	5.35	2.22	31	5.00	2.96
Are adaptable to Namibia's specific development challenges and country circumstances	68	5.21	2.00	35	4.69	1.91

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

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	67	5.66	1.55	38	5.29	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	66	6.94	1.60	38	5.71	1.78

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

\*Significantly different between FY18 and FY13 respondents.

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

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

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports	58	6.12	1.98	31	6.77	2.59
Working with the WBG increases Namibia's institutional capacity	72	6.13	1.91	25	5.92	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them	44	5.36	2.02	27	5.67	2.56
The World Bank Group provides effective implementation support	54	5.93	2.07	32	6.38	2.66

(1-Strongly disagree, 10-Strongly agree)

**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	FY13	FY18
Yes	18.3%	16.8%
No	81.7%	83.2%

Do you have reliable access to the Internet?

Percentage of Respondents	FY13	FY18
Yes	96.2%	95.4%
No	3.8%	4.6%

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

Percentage of Respondents	FY13	FY18
Yes	67.5%	43.9%
No	32.5%	56.1%

\*Significantly different between FY18 and FY13 respondents.

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

Percentage of Respondents	FY13	FY18
High speed/WiFi	87.0%	93.6%
Dial-up	13.0%	6.4%

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

Please rate how much you agree with the following statements.

	FY13			FY18		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	58	6.38	2.08	46	7.04	1.70
I find the information on the World Bank Group's websites useful.	58	6.62	1.95	46	7.39	2.03
When I need information from the World Bank Group I know how to find it	61	5.51	2.68	41	5.29	2.37
The WBG is responsive to my information requests and inquiries*	42	6.36	2.32	34	4.68	2.36

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY18 and FY13 respondents.

**H. Background Information**

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

Percentage of Respondents	FY13	FY18
Yes	30.6%	8.5%
No	69.4%	91.5%

\*Significantly different between FY18 and FY13 respondents.

Which of the following describes most of your exposure to the World Bank Group in Namibia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	FY13	FY18
Observer*	33.7%	54.7%
Use World Bank Group reports/data	30.1%	22.7%
Engage in World Bank Group related/sponsored events/activities	25.3%	13.3%
Collaborate as part of my professional duties	20.5%	20.0%
Use WBG website for information, data, research, etc.	36.1%	36.0%

Which best represents your geographic location?\*

Percentage of Respondents	FY13	FY18
City of Windhoek	90.7%	77.4%
Northern Namibia	4.7%	13.2%
Central Namibia (other than Windhoek)	4.7%	6.6%
Southern Namibia		2.8%

\*Significantly different between FY18 and FY13 respondents.

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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in Namibia? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Namibia.	5.25	4.83	5.31	5.19	5.49	4.73	5.36	4.75	4.81	6.43	5.00	5.57
Overall the World Bank Group currently plays a relevant role in development in Namibia	5.47	5.80	5.37	5.78	6.09	4.27	5.50	5.63	5.18	6.36	4.88	6.17
The World Bank Group's work is aligned with what I consider the development priorities for Namibia	4.71	4.67	4.42	4.93	4.84	4.20	4.61	4.57	4.39	5.08	4.59	4.61
Responsiveness to needs	4.73	3.50	4.55	4.79	4.96	4.00	4.66	4.60	4.25	5.60	4.52	4.85
Flexibility (in terms of the institution's products and services)	4.55	4.00	4.40	4.64	4.90	3.73	4.38	5.00	3.90	5.70	4.42	4.58
Flexibility (in terms of changing country circumstances)	4.27	3.25	4.23	4.00	4.52	3.50	4.04	4.80	3.68	5.09	4.30	3.92
Being inclusive	4.51	2.75	4.52	4.08	4.61	3.92	4.30	4.67	3.58	5.92	4.43	4.23
Openness (sharing data and other information)	5.03	2.80	4.91	4.87	5.36	4.00	4.75	5.67	4.42	5.92	4.78	5.07
Collaboration with the Government	6.88	6.33	6.62	7.15	7.09	6.27	6.64	7.67	6.26	8.00	6.50	7.42
The speed in which it gets things accomplished on the ground	4.37	3.33	4.65	3.89	4.88	3.75	4.31	5.33	3.68	5.80	4.58	4.10
Helping to bring discipline/effective supervision to implementation of investment projects	6.31	6.00	6.50	5.82	6.50	5.82	6.11	7.20	5.38	7.83	5.75	7.08
Collaboration with civil society	4.46	2.25	4.84	3.60	4.65	4.08	4.38	4.67	3.42	6.30	4.47	4.30
Staff accessibility	4.32	2.40	4.50	3.93	4.46	3.92	4.27	4.33	3.83	5.17	4.43	4.00
Collaboration with other donors and development partners	5.00	2.00	5.59	4.00	4.94	5.20	5.04	5.00	4.35	6.33	5.05	5.00
Collaboration with the private sector	4.21	3.50	4.59	3.56	4.73	3.55	4.09	5.33	3.44	6.00	4.53	3.43
Straightforwardness and honesty	6.84	6.33	6.90	6.69	7.10	6.33	6.68	7.60	6.14	8.18	6.25	7.69
Treating clients and stakeholders in Namibia with respect	7.00	7.33	7.11	6.80	6.89	7.18	6.96	7.25	6.70	7.67	6.26	8.40
Being a long-term partner	6.21	7.67	6.47	5.82	6.67	5.58	5.96	8.67	5.71	7.44	6.00	6.70
To what extent does the World Bank Group's work help to achieve development results in Namibia?	5.85	5.33	5.54	6.00	6.18	4.93	5.79	5.29	5.32	6.55	5.40	6.06
The WBG's financial instruments meet the needs of Namibia	6.08	6.00	6.08	6.00	6.22	5.64	6.00	6.25	5.40	7.31	5.71	6.47
The WBG meets Namibia's needs for knowledge services	6.42	7.00	6.73	6.29	6.93	5.75	6.38	7.37	5.71	8.58	6.20	6.95
Are adaptable to Namibia's specific development challenges and country circumstances	4.62	5.00	4.55	4.73	4.63	4.58	4.69	4.20	4.57	4.70	4.38	5.10
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.33	4.00	4.83	5.58	5.36	4.62	5.13	4.80	4.77	5.62	4.76	5.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5.81	4.50	5.27	6.08	5.67	5.38	5.79	4.20	5.41	5.83	5.64	5.42
The World Bank Group takes decisions quickly in Namibia	4.28	4.00	4.50	3.80	4.70	3.89	4.47	3.00	3.62	5.83	4.60	3.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.64	5.00	5.75	4.67	5.77	5.00	5.63	4.33	3.69	8.00	5.31	5.83

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Namibia FY18 Questionnaire



### **World Bank Group Country Survey FY 2018 – Namibia**

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

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 NAMIBIA**

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

## SECTION A: GENERAL ISSUES

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

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Namibia? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	14	Transport (e.g., roads, bridges, transportation)
2	Gender equity	15	Agriculture and rural development
3	Private sector development	16	Trade and exports
4	Education	17	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (renewable and non-renewable)
6	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Urban development	20	Anti corruption
8	Energy	21	Judiciary reform
9	Water and sanitation	22	Economic growth
10	Pollution	23	Disaster risk management
11	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
12	Health	25	Disease (i.e., HIV/AIDS, TB)
13	Financial markets	26	Information and communications technology

## SECTION A: GENERAL ISSUES

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

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
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 A: GENERAL ISSUES

<b>A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Namibia? (Select only ONE response)</b>	
1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

<b>A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	
1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

<b>A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Namibia? (Select only ONE response)</b>	
1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Namibia solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Namibia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Namibia? (Choose no more than THREE)</b>			
1	Disease (i.e., HIV/AIDS, TB)	15	Health
2	Information and communications technology	16	Financial markets
3	Climate change (e.g., mitigation, adaptation)	17	Global/regional integration
4	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
5	Social protection (e.g., pensions, targeted social assistance)	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Agriculture and rural development	20	Gender equity
7	Trade and exports	21	Private sector development
8	Economic growth	22	Water and sanitation
9	Disaster risk management	23	Pollution
10	Equality of opportunity (i.e., social inclusion)	24	Job creation/employment
11	Crime and violence	25	Education
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management (renewable and non-renewable)
14	Judiciary reform		

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Namibia?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Namibia? (Choose no more than TWO)</b>	
1	Not aligned with other donors' work
2	Not aligned with country priorities
3	Not adequately sensitive to political/social realities in Namibia
4	Too influenced by developed countries
5	Not exploring alternative policy options
6	Not collaborating enough with stakeholders outside the Government
7	World Bank Group's processes too complex
8	Not willing to honestly criticize policies and reform efforts in the country
9	Staff too inaccessible
10	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	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 Namibia? (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 Namibia 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	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Guarantees	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	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 Namibia?**

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Namibia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Namibia	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 Namibia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Namibia with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>



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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Namibia?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (renewable and non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Disease (i.e., HIV/AIDS, TB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Namibia? (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	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Natural resource management (renewable and non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C3. To what extent does the World Bank Group's work help to achieve development results in Namibia?											
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 Namibia?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Namibia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Namibia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

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

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

**D11. 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

**D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

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

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Namibia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Namibia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Namibia?												
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	

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Namibia?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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

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

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

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How do you get most of your information about economic and social development issues in Namibia? (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): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

### 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		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

## SECTION H: BACKGROUND INFORMATION

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

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

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	
1	Yes
2	No

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



## SECTION H: BACKGROUND INFORMATION

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

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

1	Yes
2	No

**H6. If yes, what was your view of how the two institutions work together in Namibia?**

**(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 Namibia?**

**(Choose no more than TWO)**

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

**H8. What's your gender?**

1	Female
2	Male

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

1	City of Windhoek
2	Northern Namibia
3	Central Namibia (other than Windhoek)
4	Southern Namibia

**Thank you for completing the survey!**