

FY 2018 Mozambique Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2018



Acknowledgements

The Mozambique 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, Calita Woods, and Antonina Redko oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Mozambique country team and the local fielding agency IPSOS Mozambique. In particular, PORG is grateful for the support from Rafael Saute (Senior Communications Officer) in Maputo, Mozambique.



Country Opinion Surveys
THE WORLD BANK GROUP



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MOZAMBIQUE





I. Objectives

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

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

II. Methodology

From May to July 2018, 315 stakeholders of the WBG in Mozambique were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 194 stakeholders participated in the survey (62% response rate). Respondents either received and returned the questionnaires via courier, received and returned the questionnaires via post, completed the questionnaire with an independent fielding consultant, or completed the questionnaire via the online survey platform Qualtrics.

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

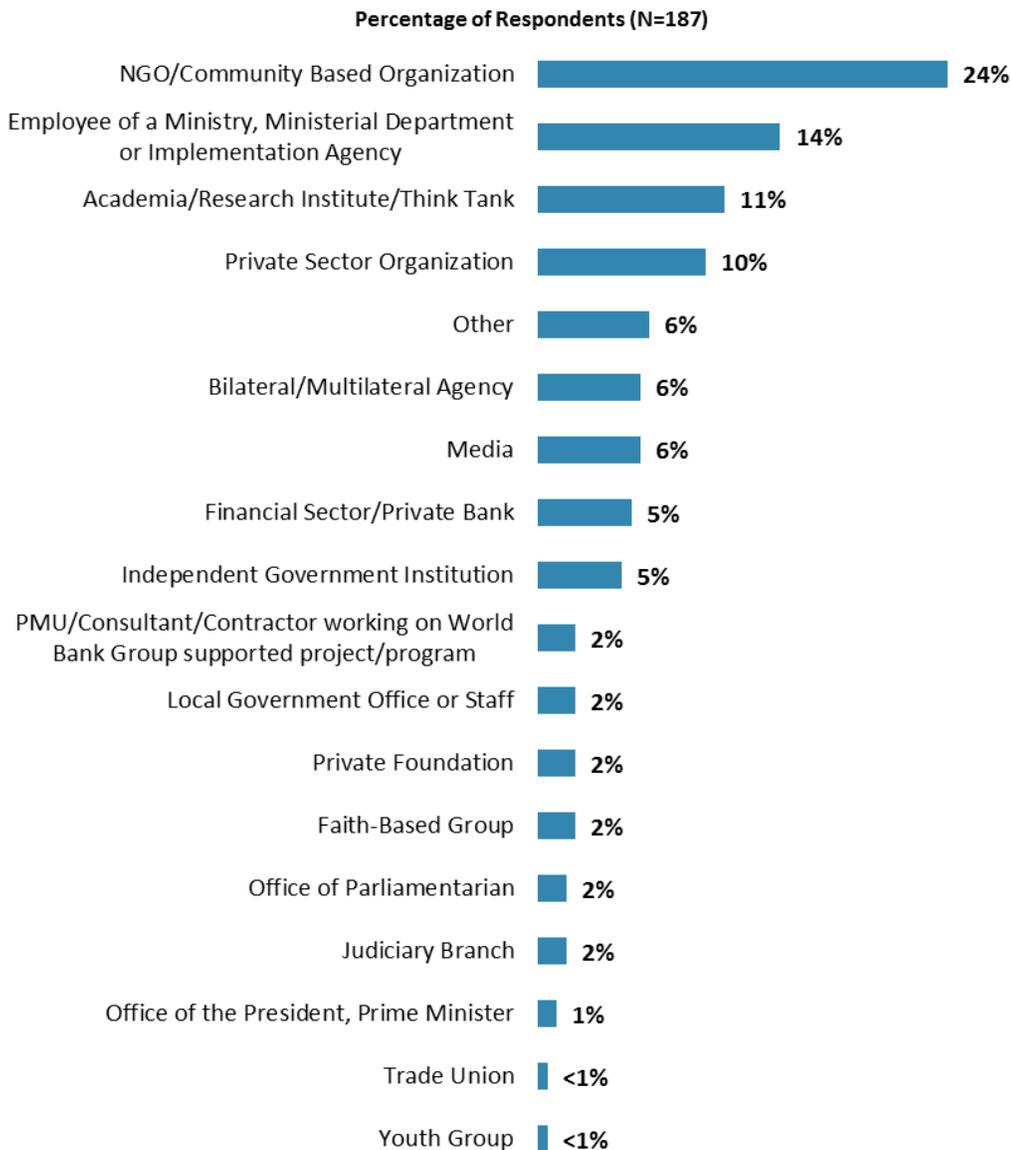
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 59%, N=180). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 97).



III. Demographics of the Sample

Current Position

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

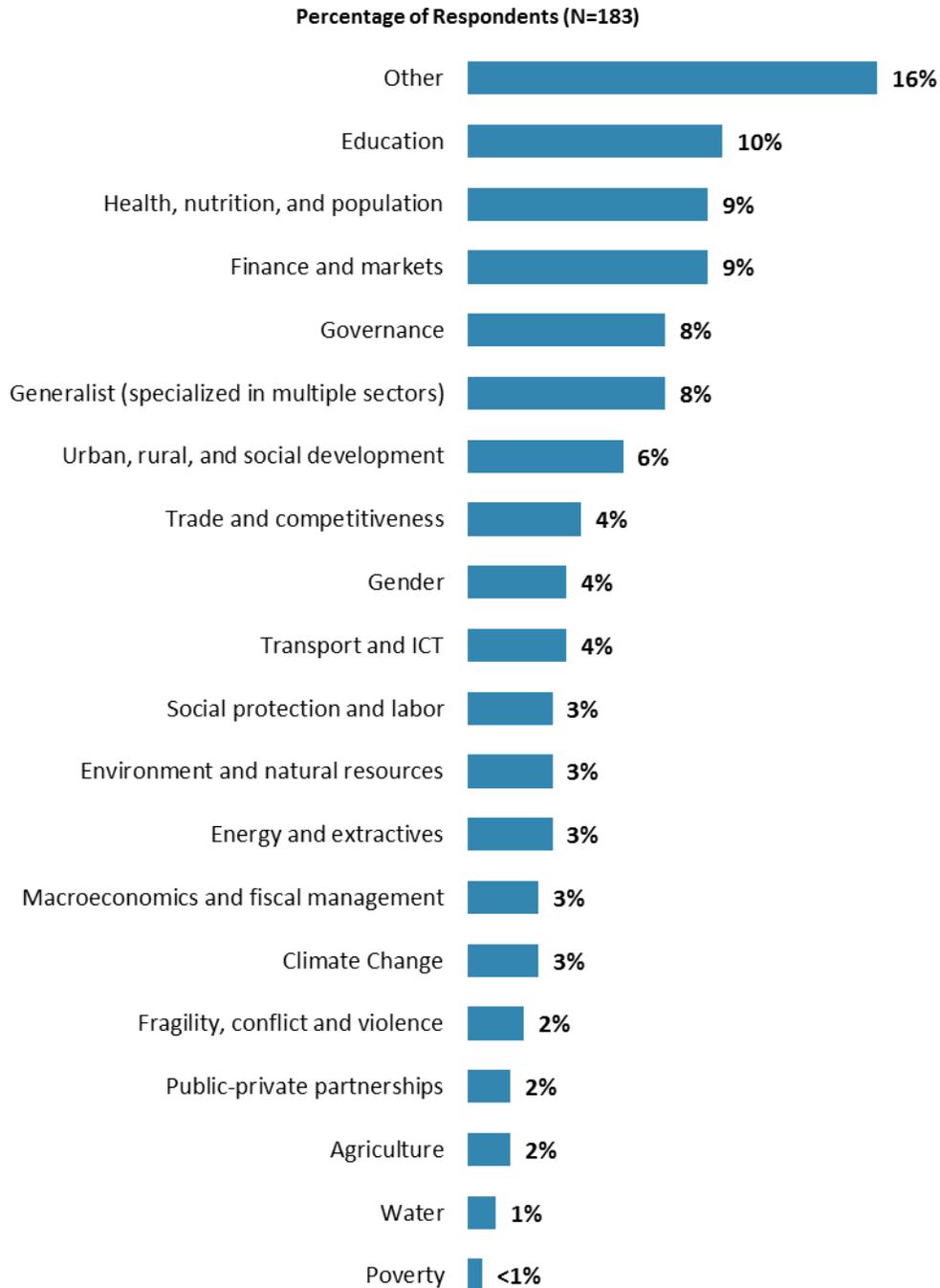


“Which of the following best describes your current position?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



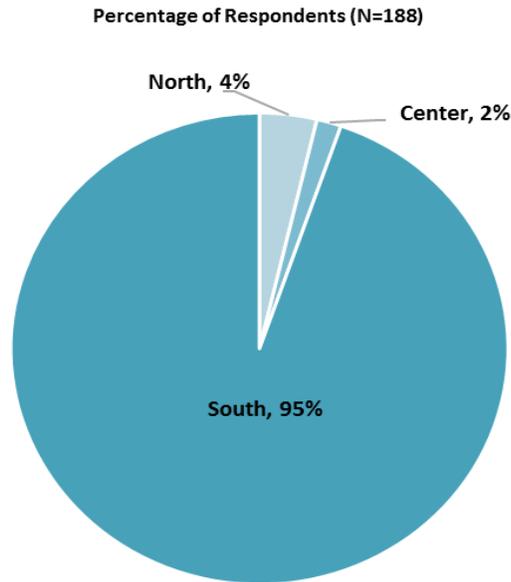
“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

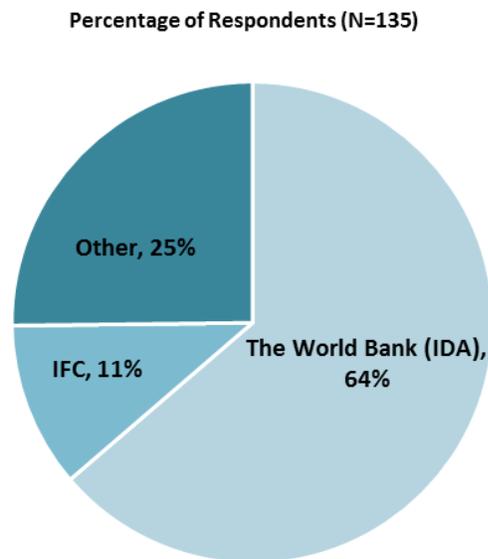
Geographic Locations

- Due to the small number of respondents from areas other than the South, statistical comparisons across geographic locations were not conducted.



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

Exposure to Agencies within the World Bank Group



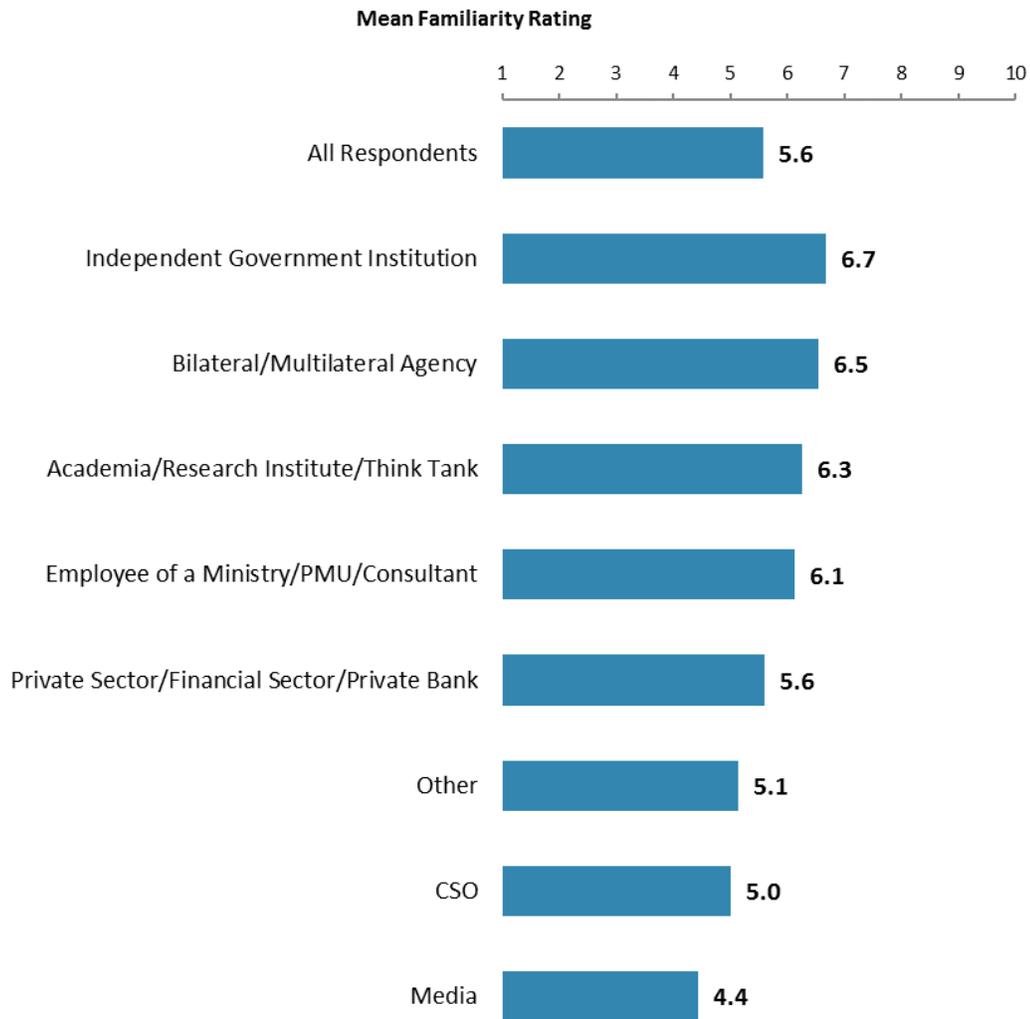
"Which of the following agencies of the World Bank Group do you primarily engage with in Mozambique?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 5.6; weighted mean in FY'14 = 5.9)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Mozambique.



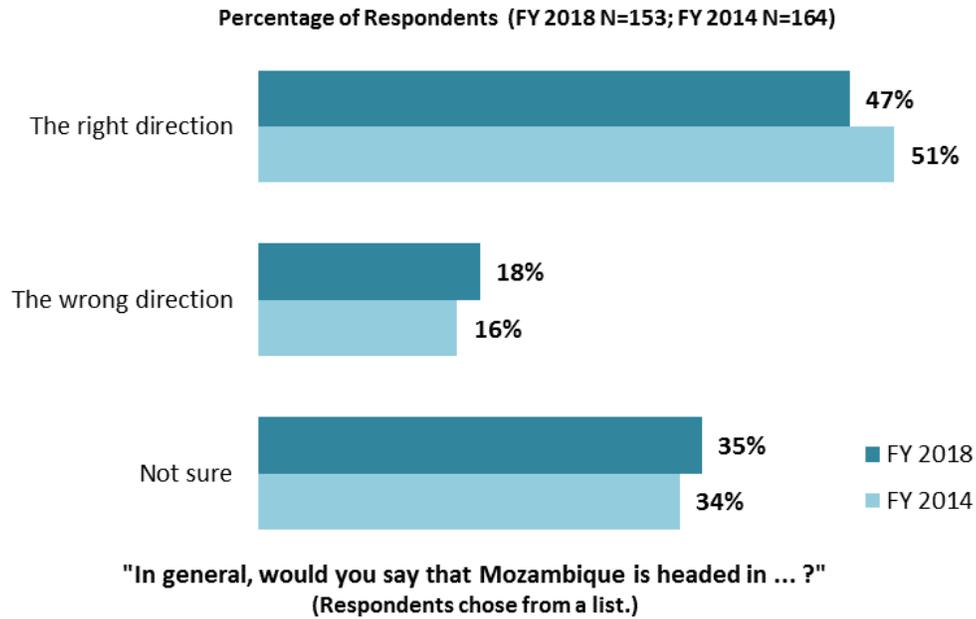
"How familiar are you with the work of the World Bank Group in Mozambique?"
(1-"Not familiar at all", 10-"Extremely familiar")

¹ Please refer to Appendix D (page 97) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Mozambique

Headed in the Right Direction²



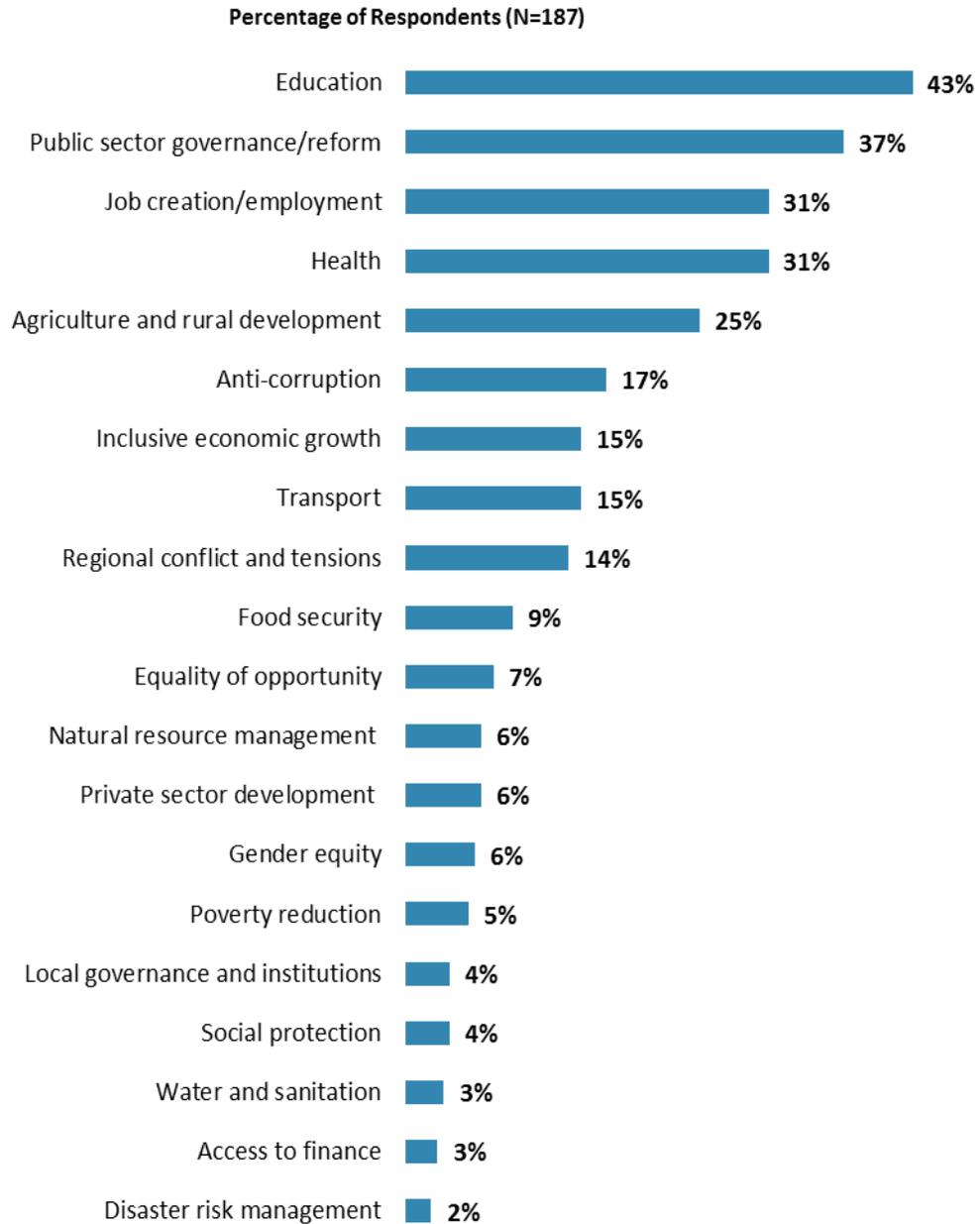
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'14.



IV. General Issues Facing Mozambique (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Mozambique were “*transport*” (31%), “*education*” (30%), and “*security and stabilization*” (26%).



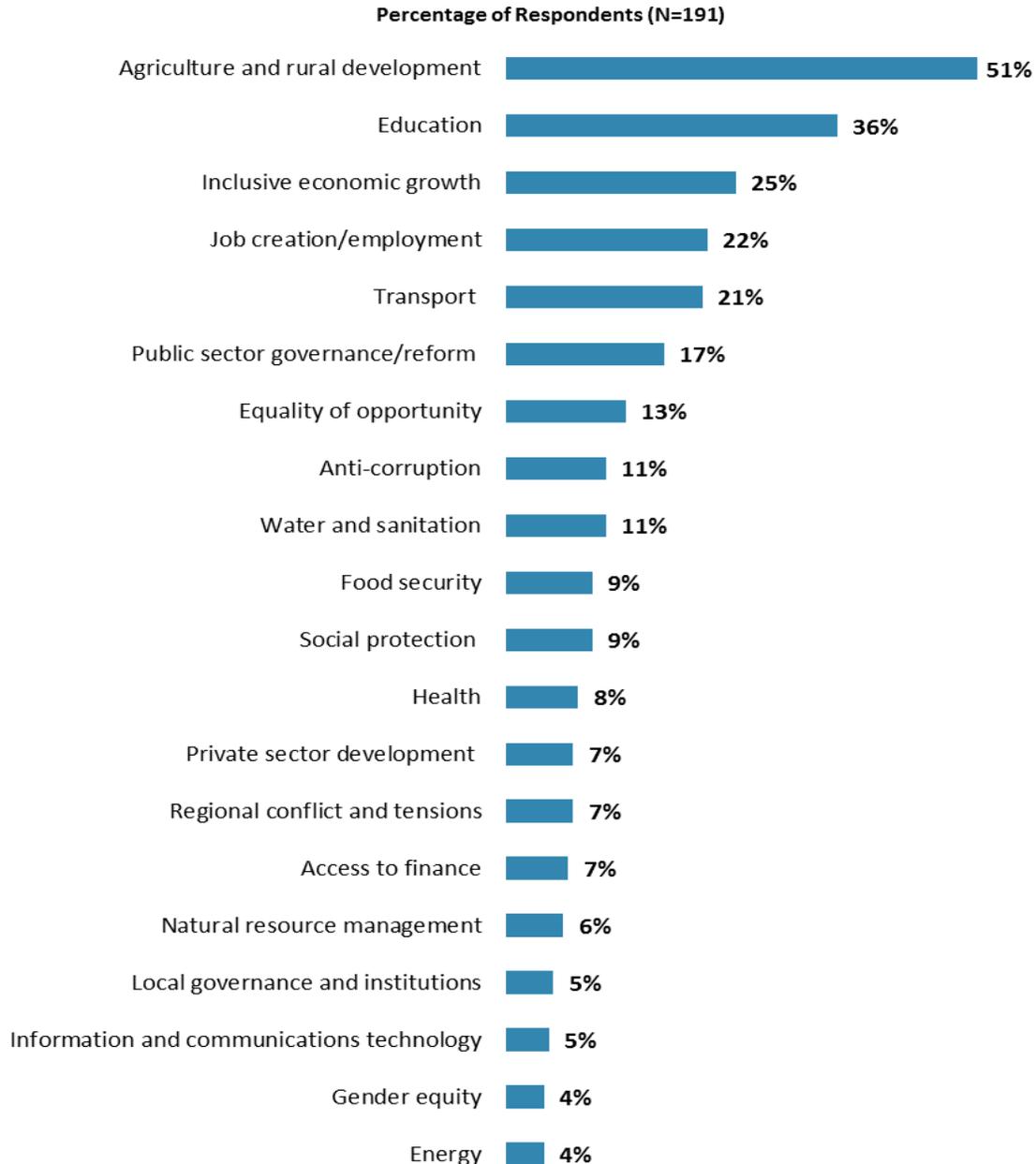
"Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



IV. General Issues Facing Mozambique (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the biggest contributors to poverty reduction in Mozambique were “*agriculture and rural development*” (41%), “*economic growth*” (35%), and “*education*” (31%).



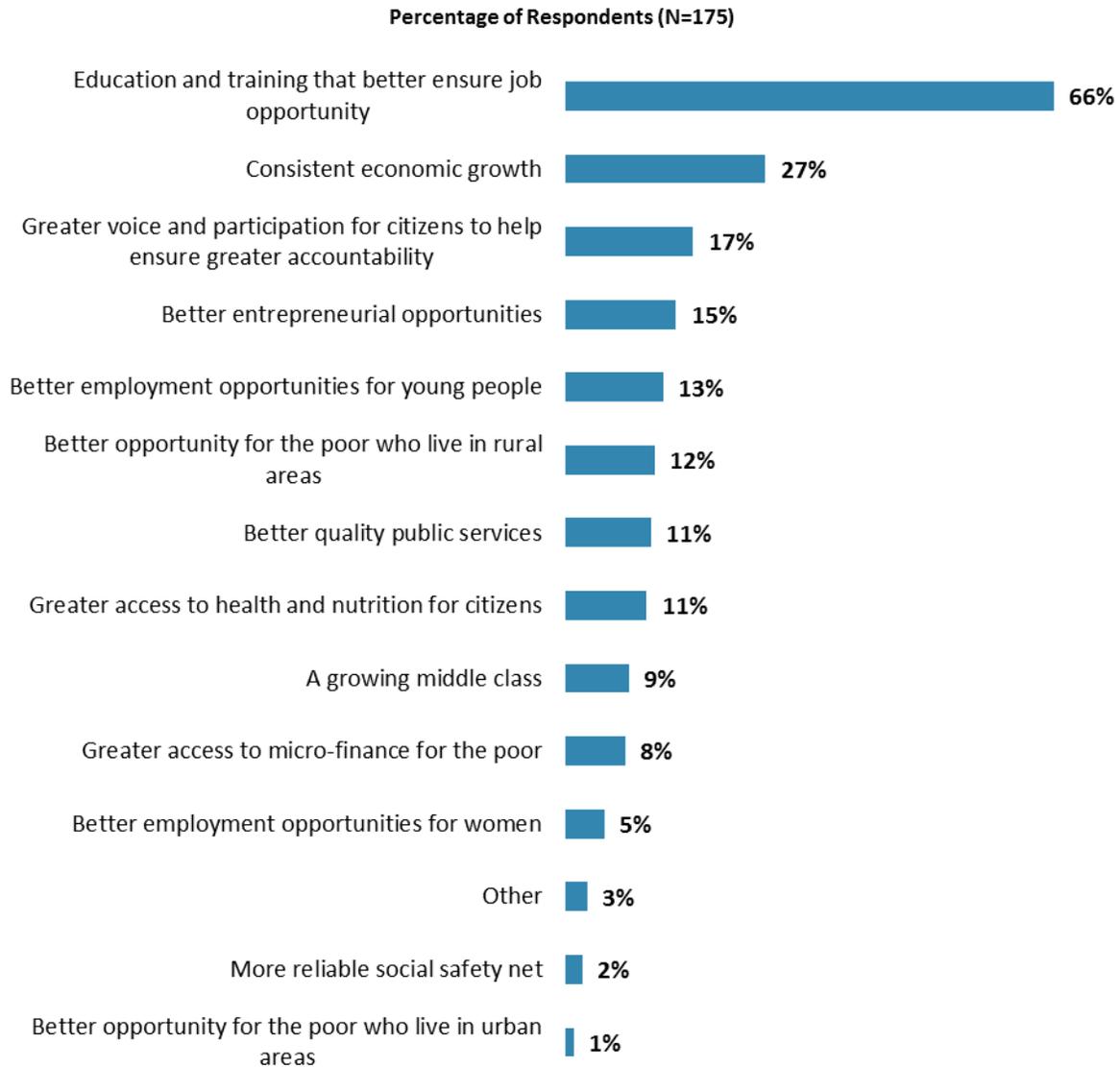
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mozambique? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



IV. General Issues Facing Mozambique (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Mozambique can be best achieved through “*reducing corruption in the country*” (28%), “*education and training that better ensure job opportunity*” (27%), “*better employment opportunities for young people*” (23%), and “*better entrepreneurial opportunities*” (23%).

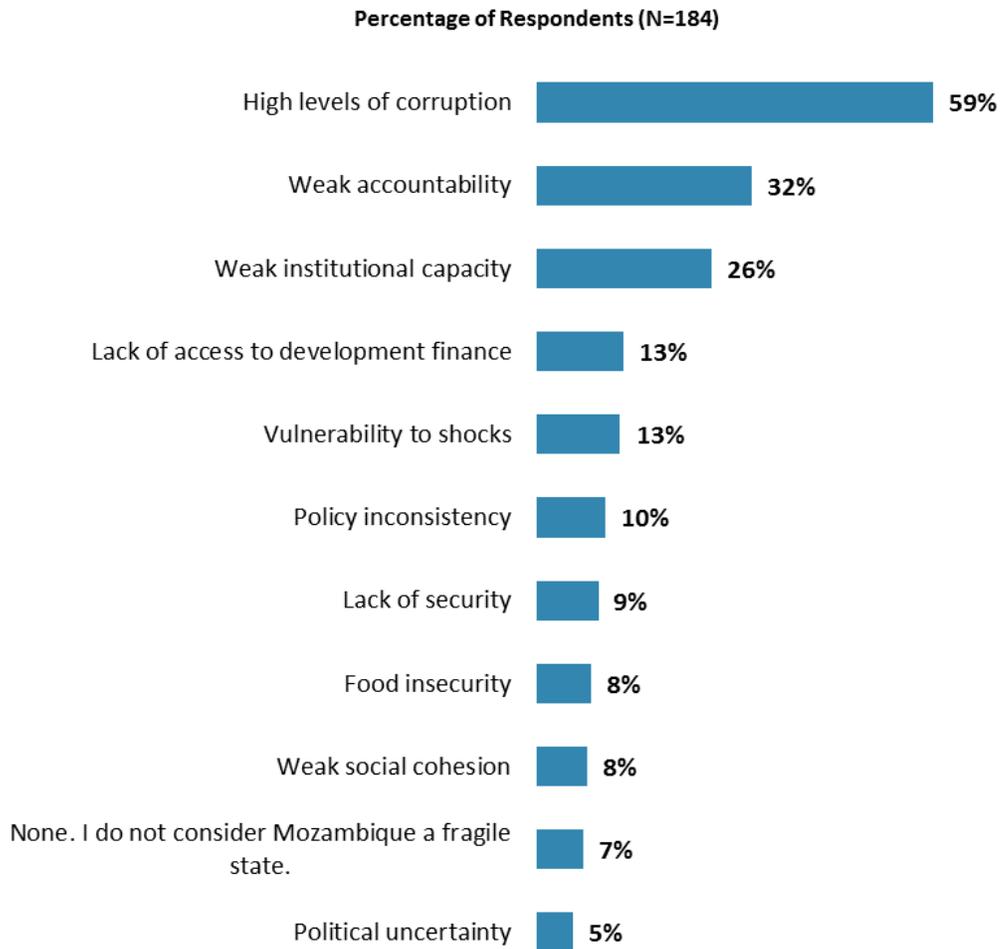


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



IV. General Issues Facing Mozambique (continued)

Fragility in Mozambique



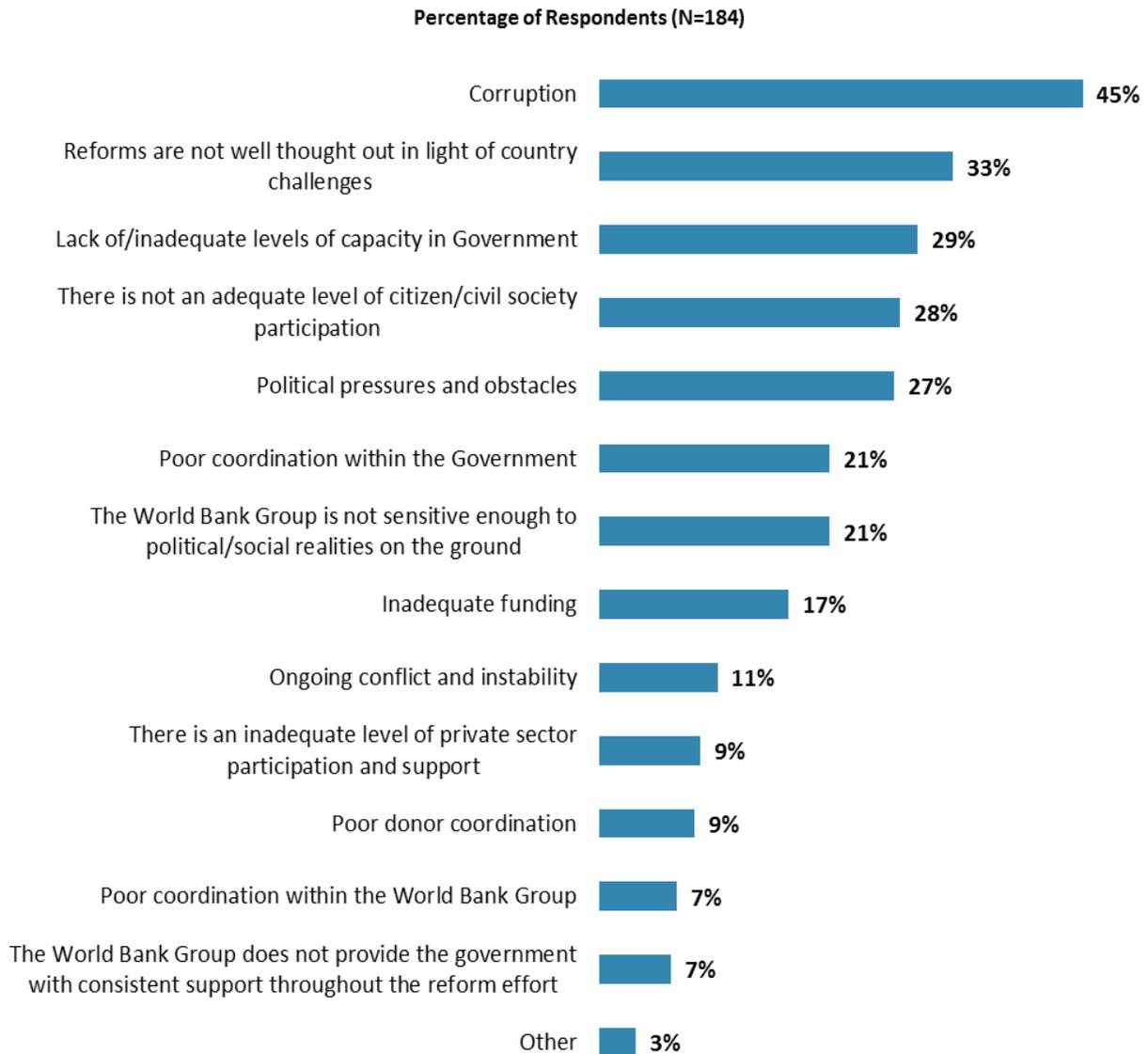
"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mozambique. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*there is not an adequate level of citizen/civil society participation*” (31%), “*political pressures and obstacles*” (26%), “*lack of/inadequate levels of capacity in Government*” (22%), and “*the Government works inefficiently*” (22%).

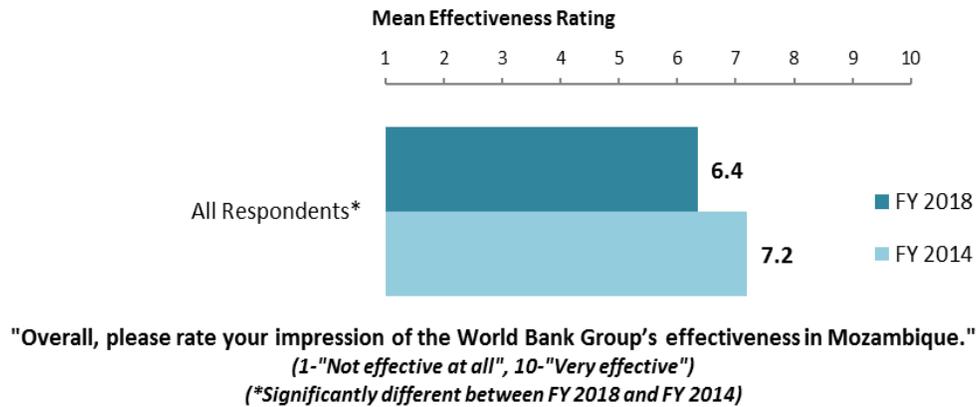


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

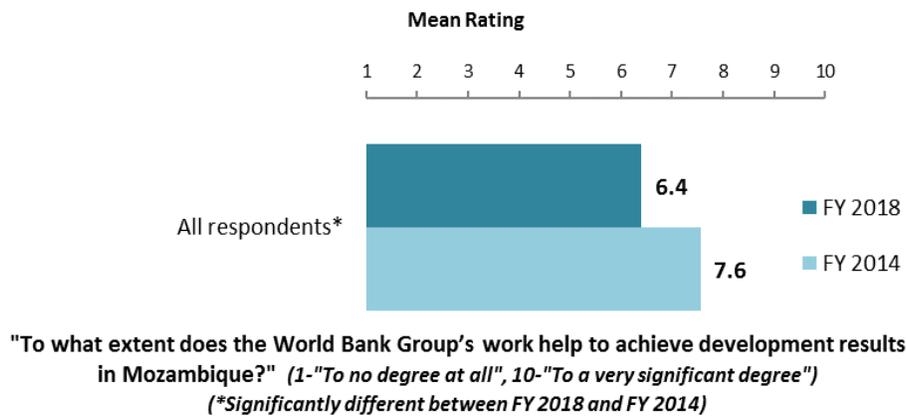


V. Overall Attitudes toward the World Bank Group (continued)

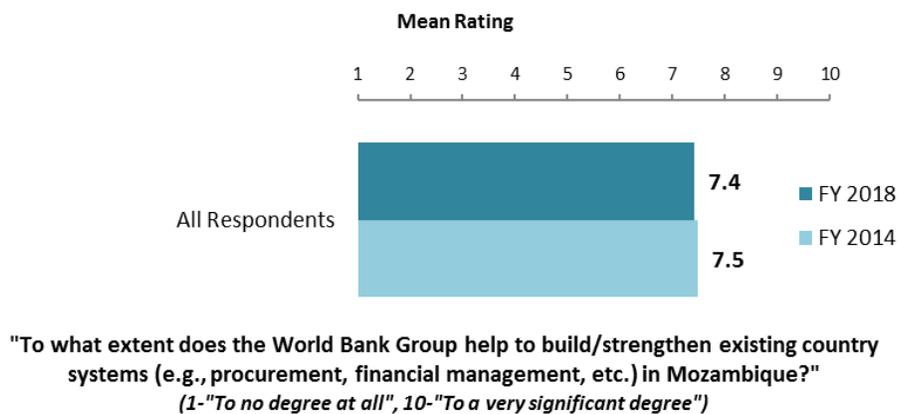
The World Bank Group's Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)



Building/Strengthening Existing Country Systems (Indicator Question)

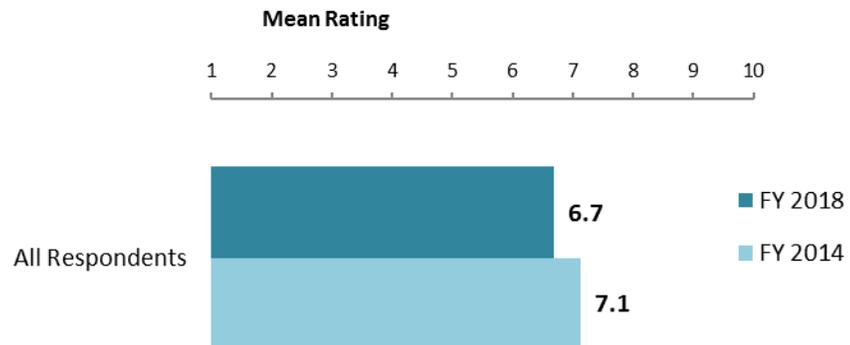


³ Means presented in the charts on this page were calculated based on weighted data.



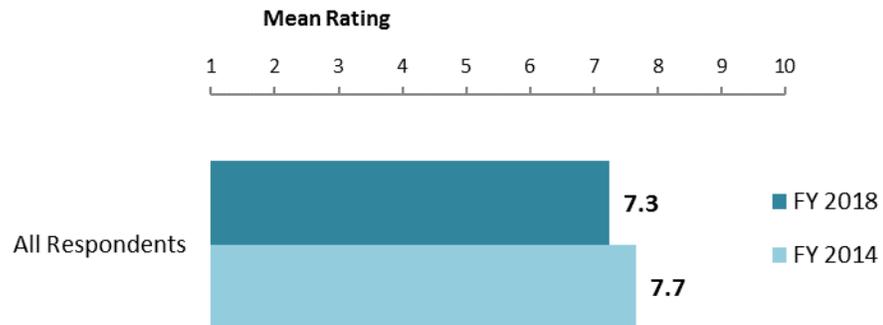
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Mozambique⁴



"To what extent do you believe the World Bank Group is adequately staffed in Mozambique?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness



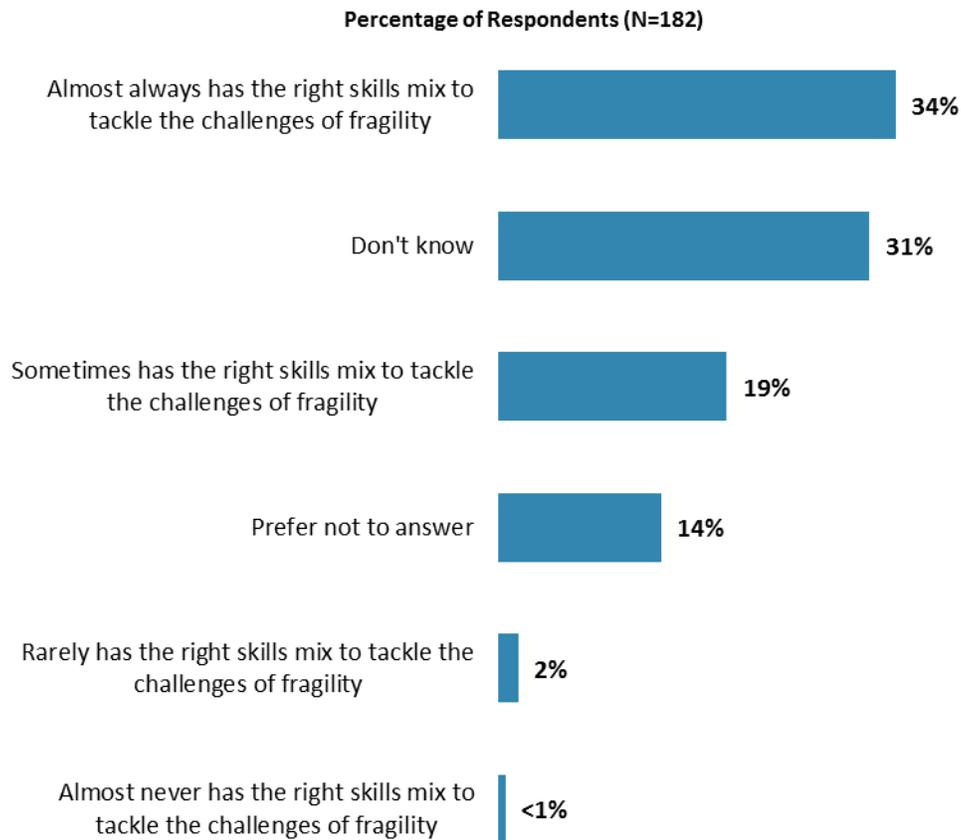
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mozambique solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

⁴ Means presented in the charts on this page were calculated based on weighted data.



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

The World Bank Group Staff's Skills Mix to Tackle Fragility

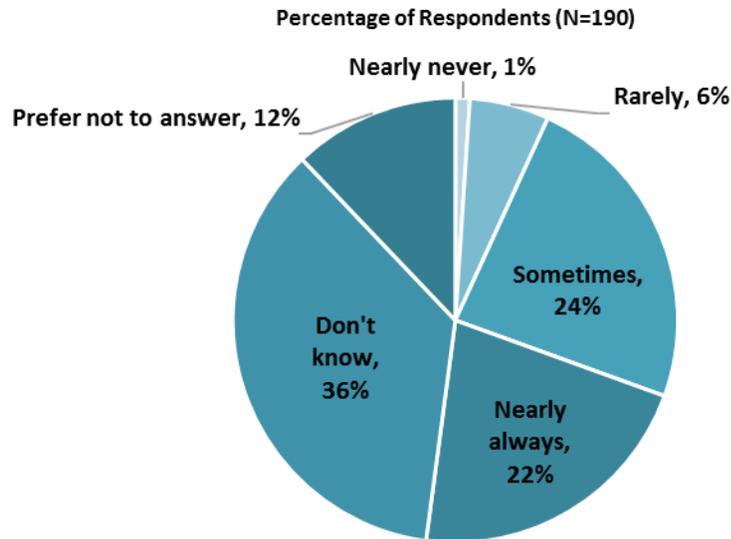


"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?"
(Respondents chose from a list.)



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

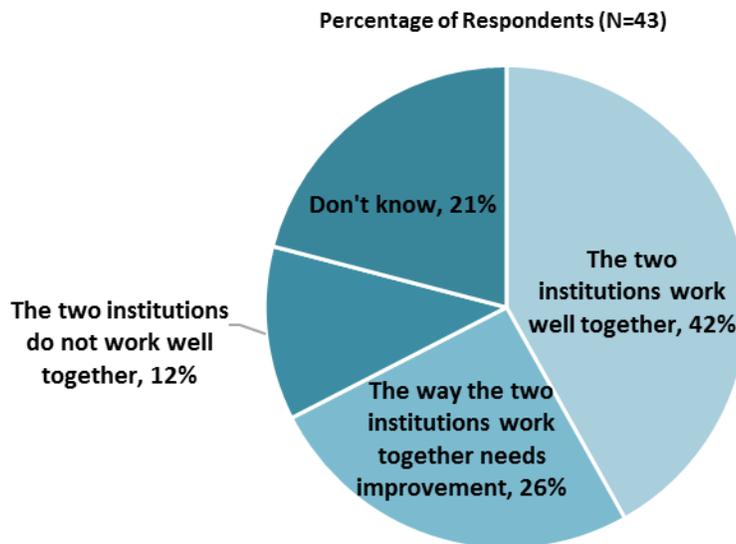
The World Bank Group Partnering with the Right People on the Ground



“To what extent does the World Bank Group partner with the right people to support work on the ground in Mozambique?” (Respondents chose from a list.)

The World Bank and the IFC Working Together

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



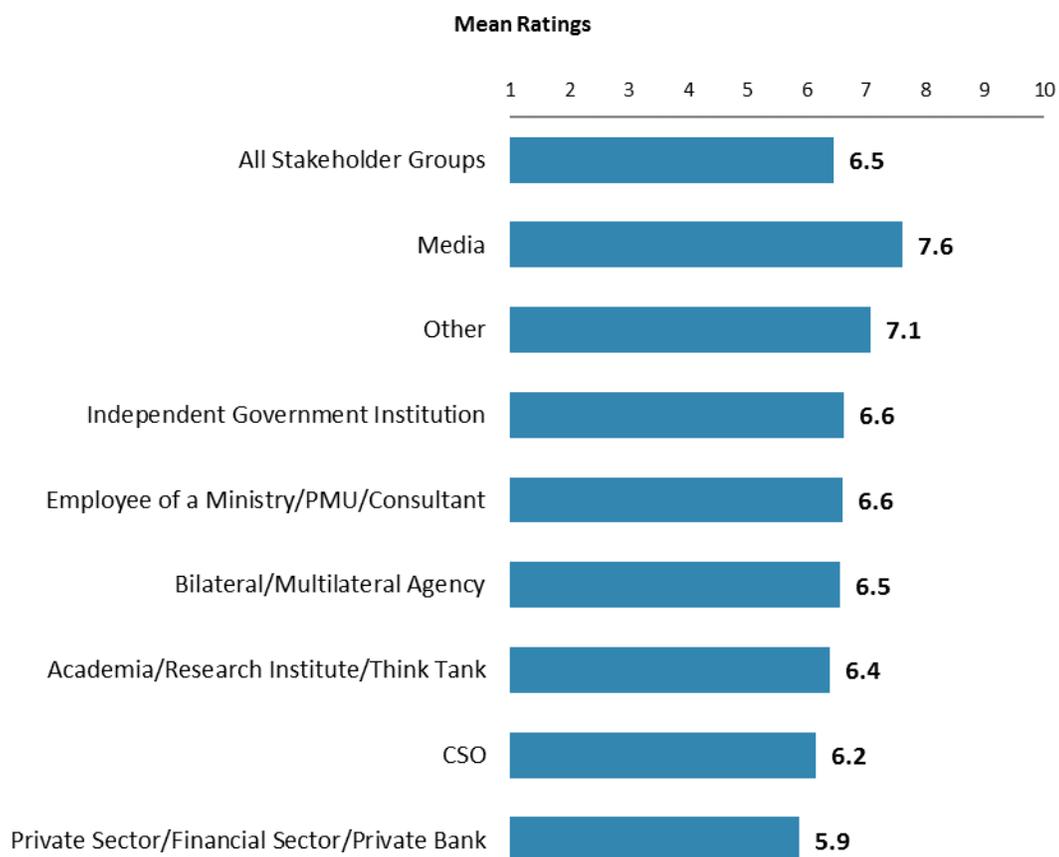
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Mozambique?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the media had the highest mean rating for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the private sector/financial sector/private bank had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 67).
- Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 102).



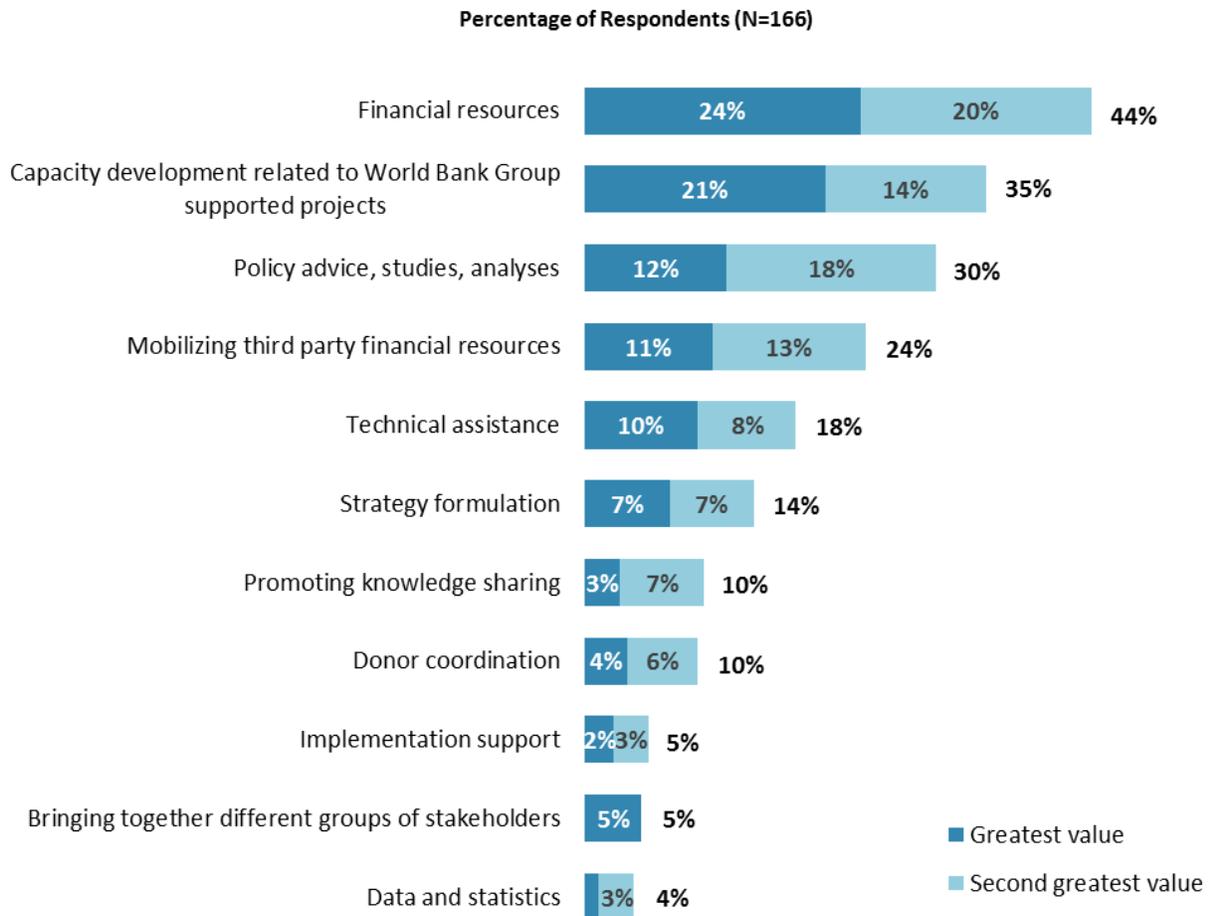
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Mozambique were "*capacity development*" (45%), "*policy advice, studies, analyses*" (37%), "*strategy formulation*" (25%), and "*financial resources*" (24%).



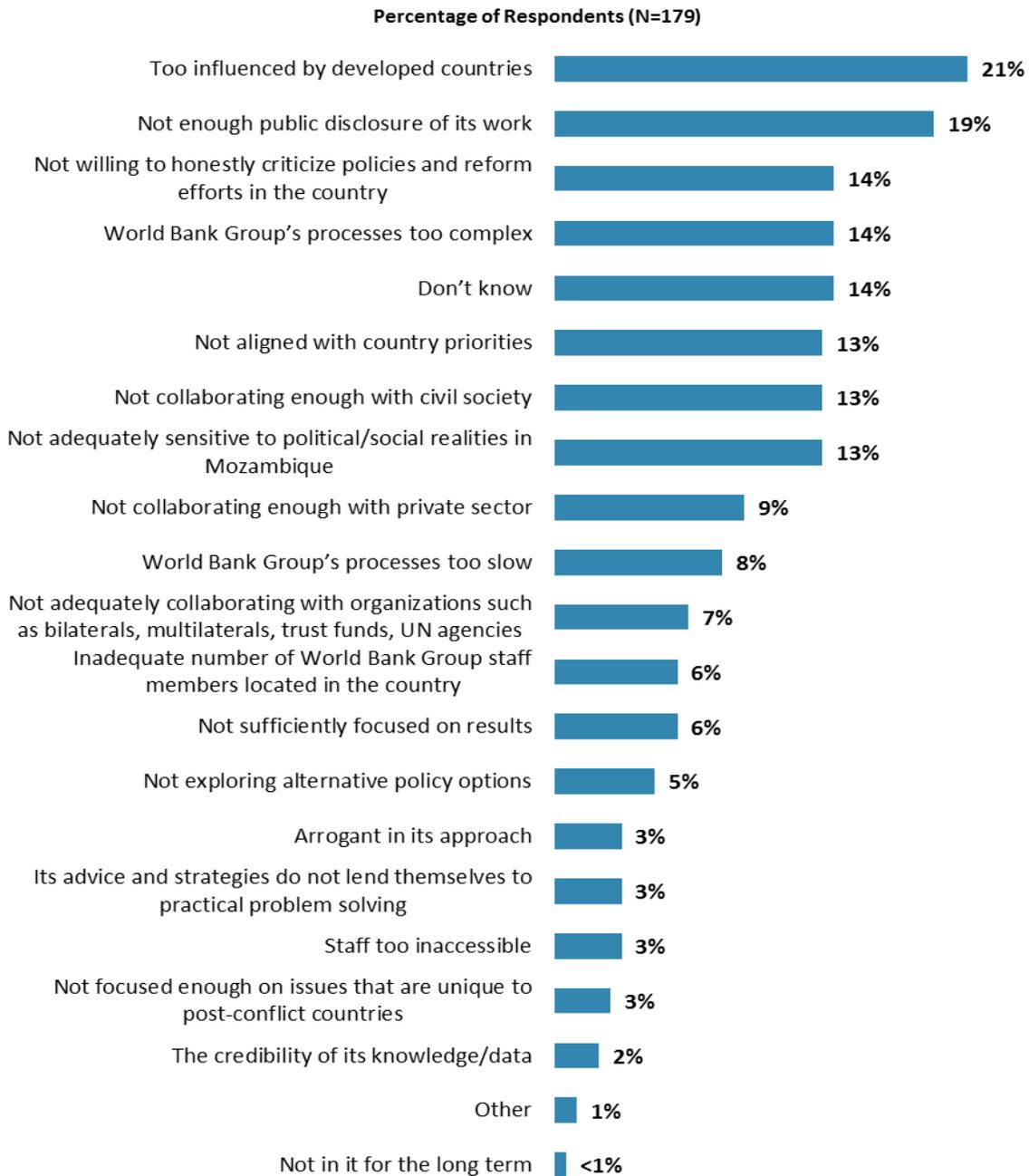
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mozambique?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weaknesses in its work in Mozambique were “*not enough public disclosure of its work*” (22%), “*WBG's processes too complex*” (16%), and “*too influenced by developed countries*” (12%).

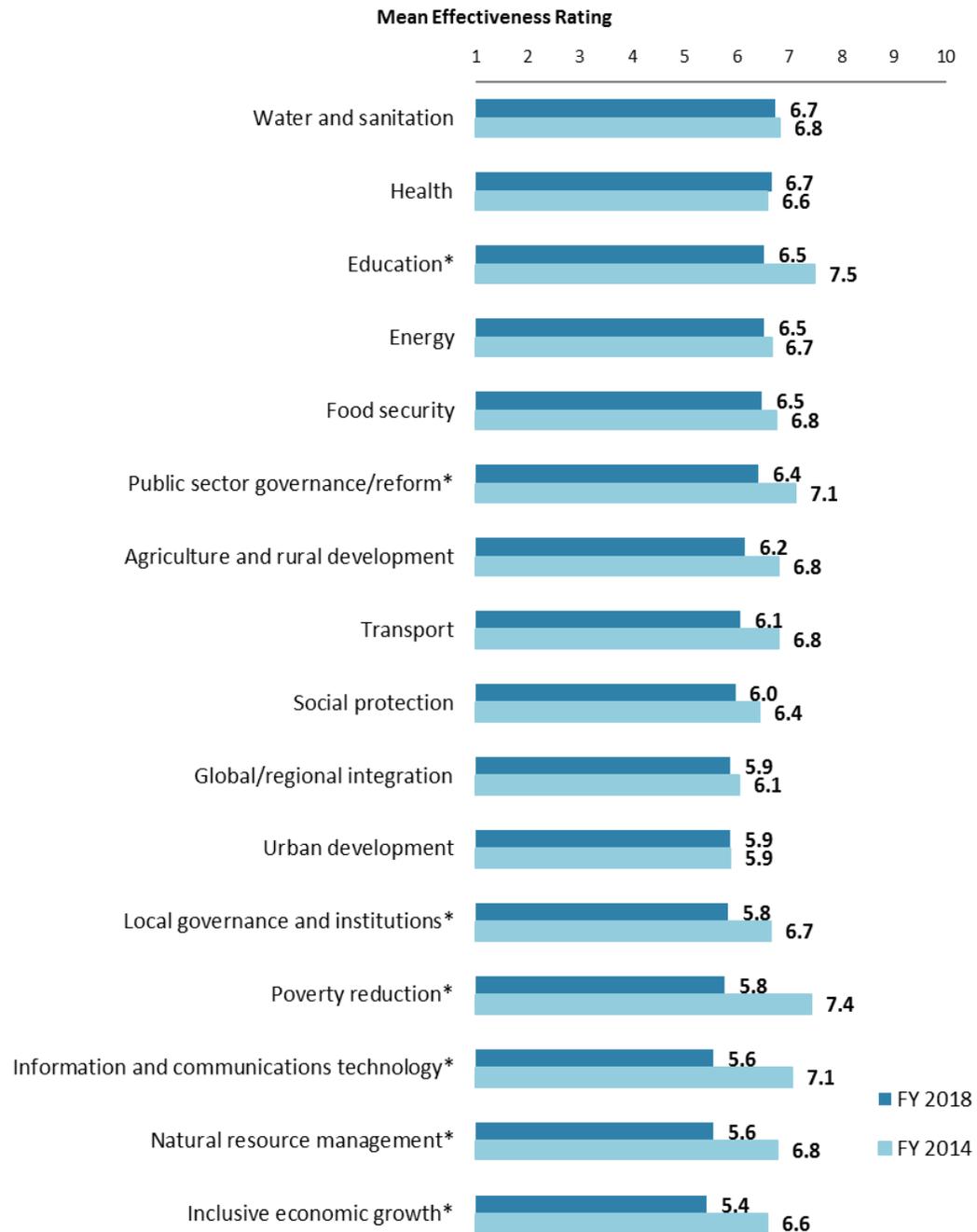


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mozambique? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



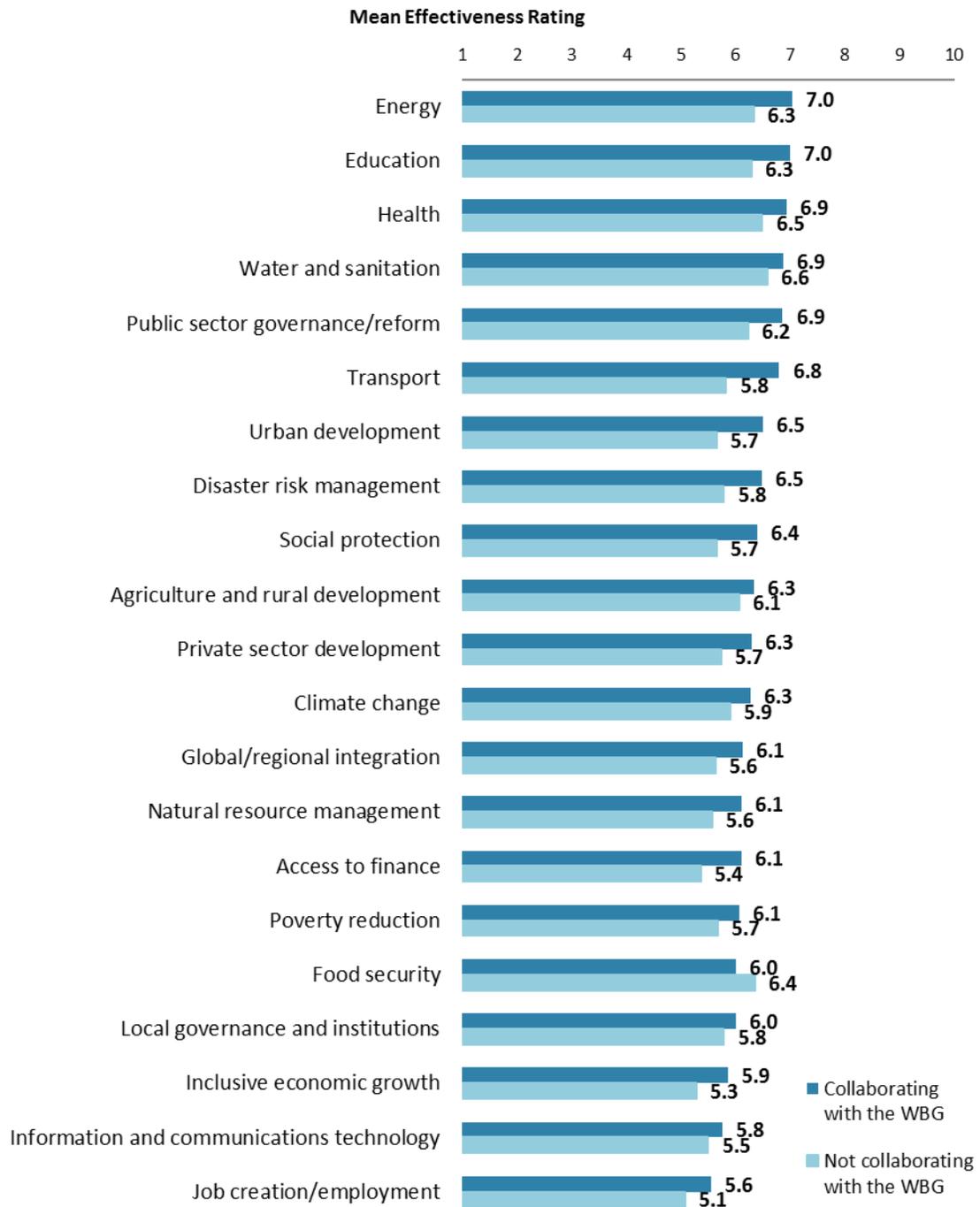
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mozambique?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2018 and FY 2014)

⁵ Means presented in this chart were calculated based on weighted data. Only those sectors comparable across both FY'14 and FY'18 are presented in this chart. See Appendix D for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 50) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Mozambique, bivariate correlational analyses were conducted using respondents' ratings of the twenty-one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

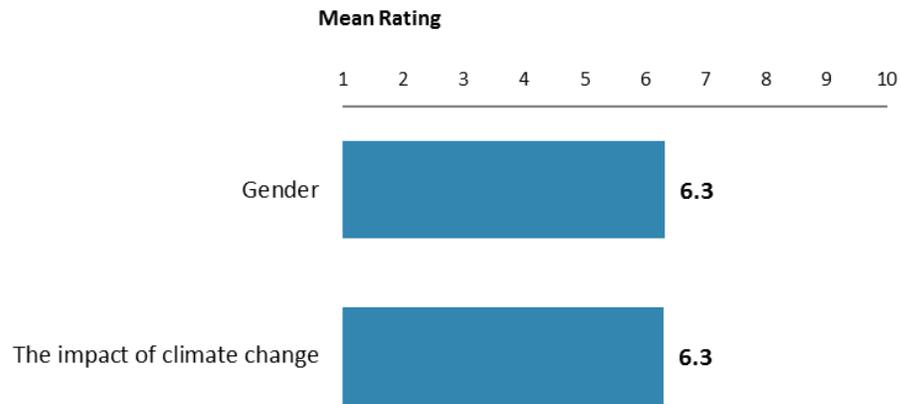
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Mozambique. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at access to finance;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at agriculture and rural development; and
 - The WBG's effectiveness at food security.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Mozambique, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at access to finance;
 - The WBG's effectiveness at agriculture and rural development;
 - The WBG's effectiveness at food security;
 - The WBG's effectiveness at public sector governance/reform; and
 - The WBG's effectiveness at poverty reduction.



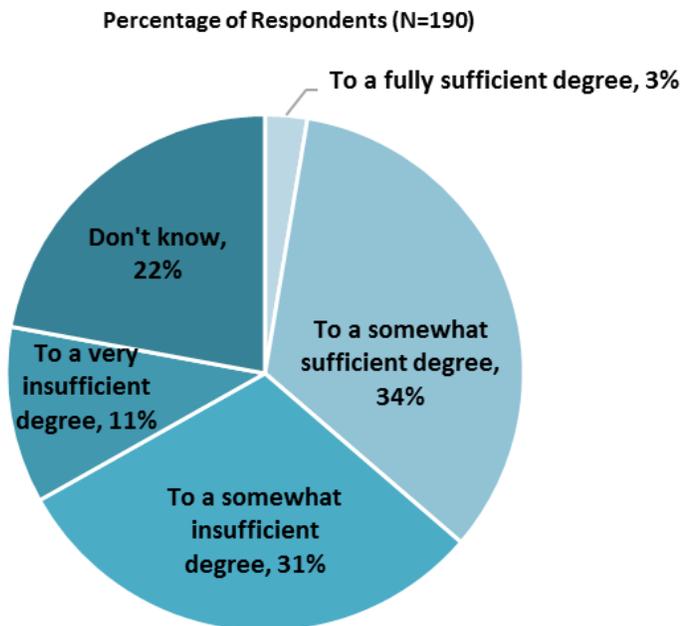
VI. Sectoral Effectiveness (continued)

WBG's Influence on Gender and Climate Change Policy



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

Helping the Poorest

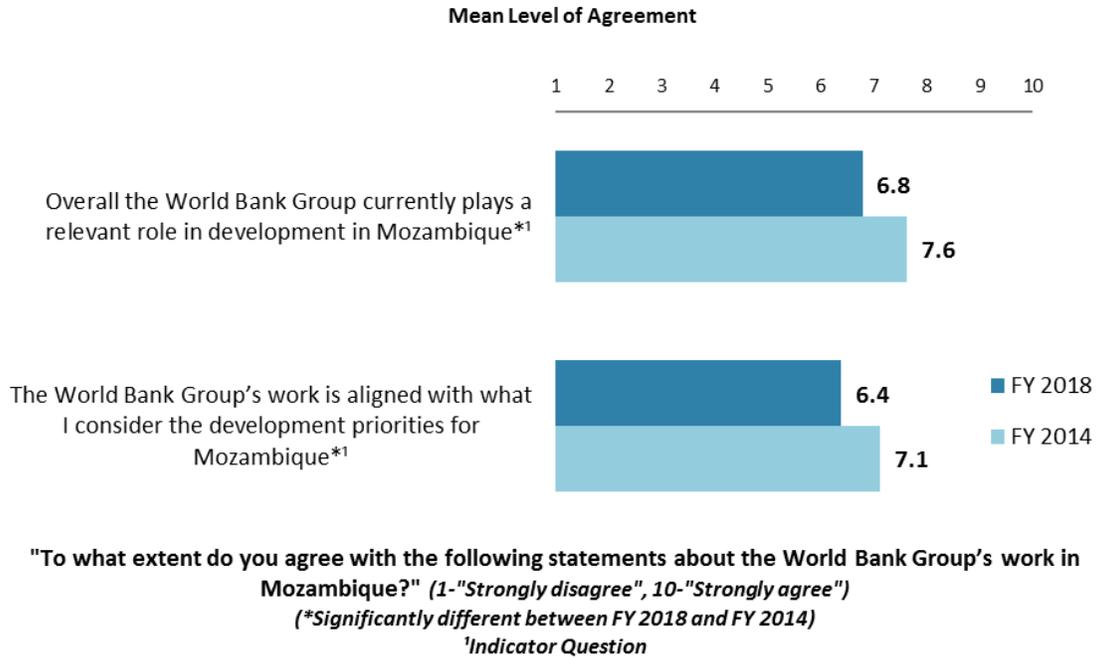


"To what extent do you believe that the World Bank Group's work and support help the poorest in Mozambique?" (Respondents chose from a list.)

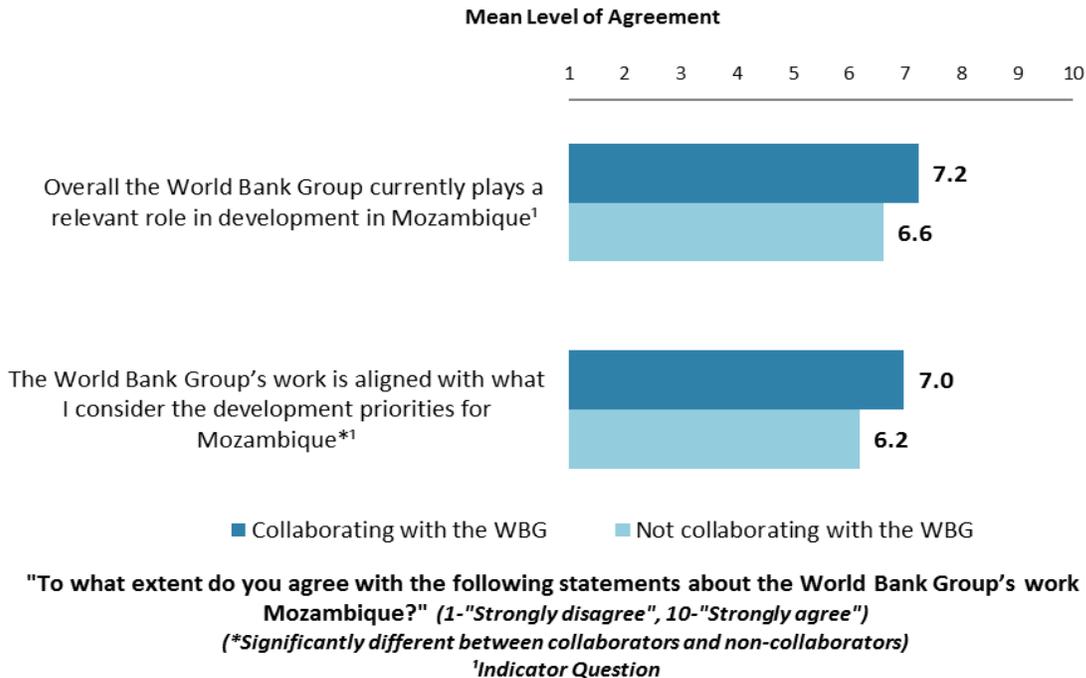


VII. How the World Bank Group Operates

The World Bank Group’s Work in Mozambique: Year Comparison⁷



The World Bank Group’s Work in Mozambique: Collaboration

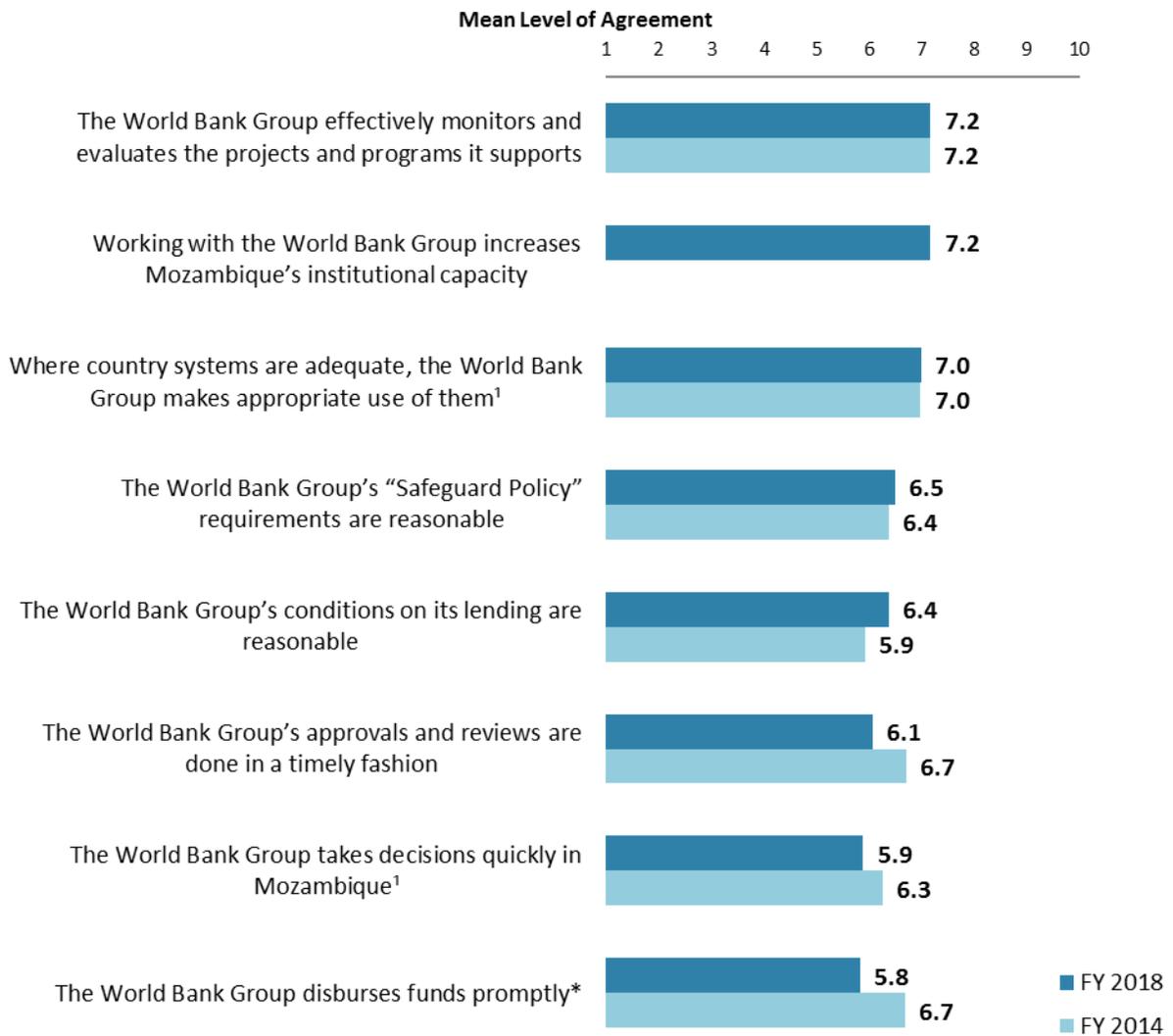


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



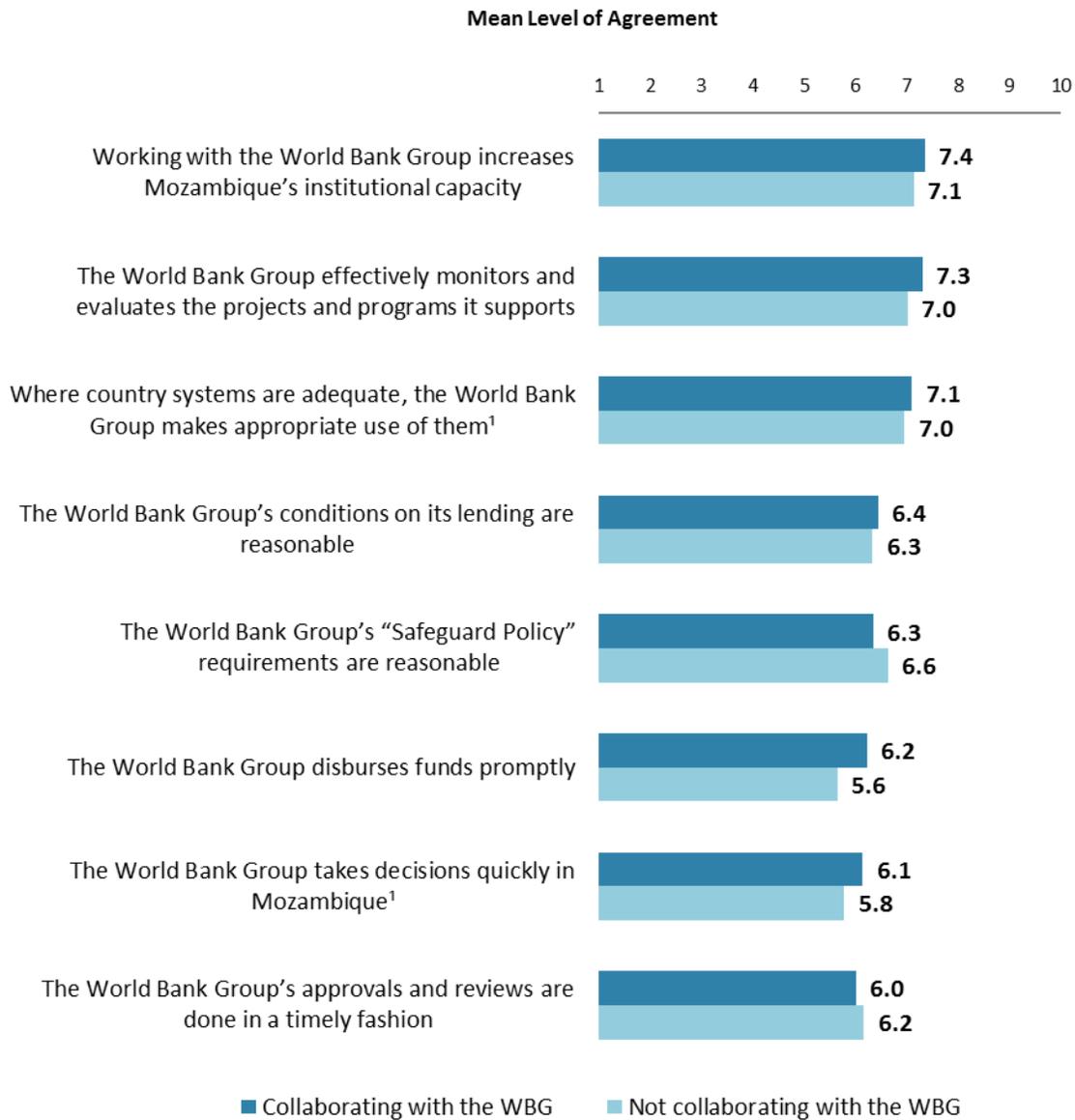
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2018 and FY 2014)*
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

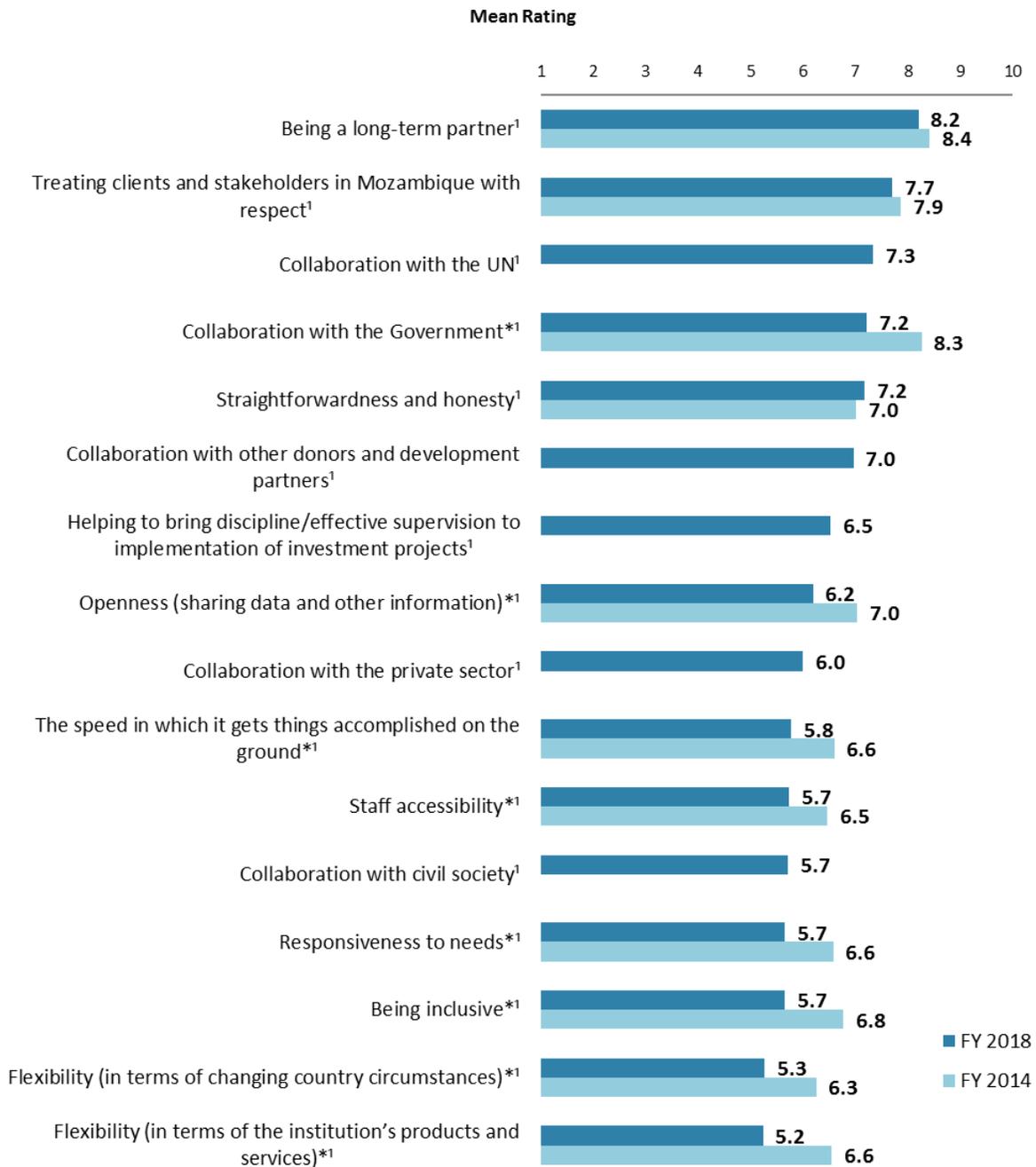


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

*(*Significantly different between FY 2018 and FY 2014)*

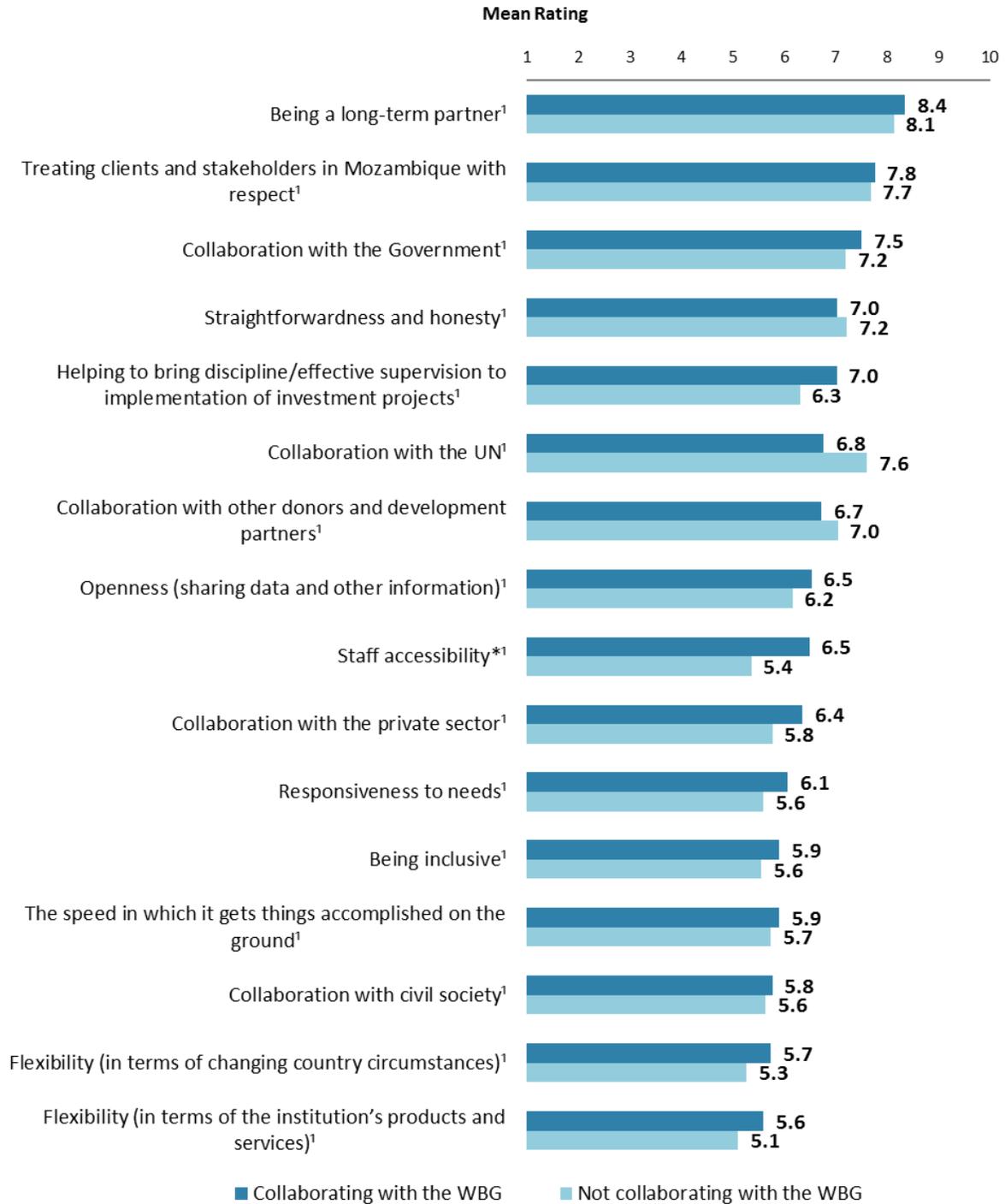
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

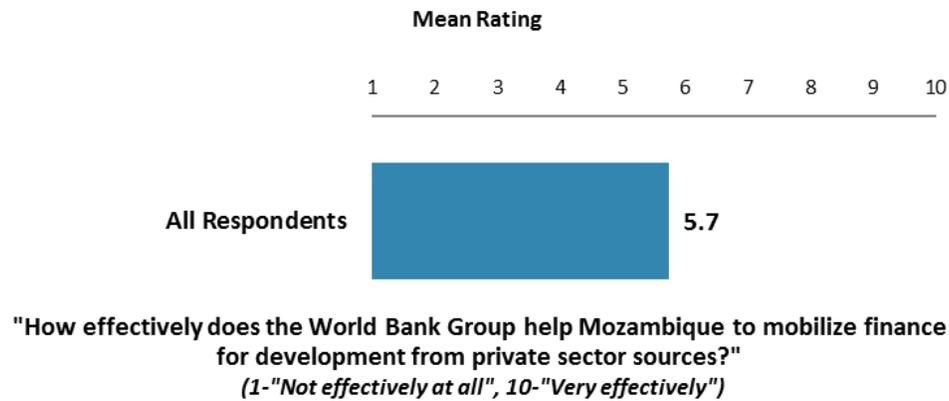
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question

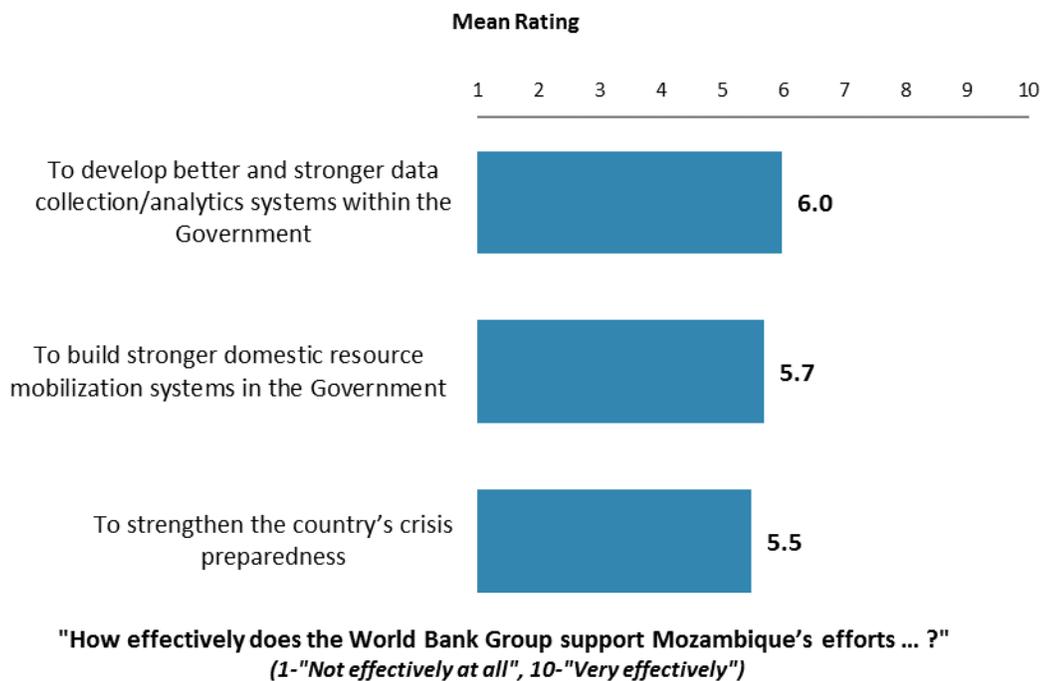


VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



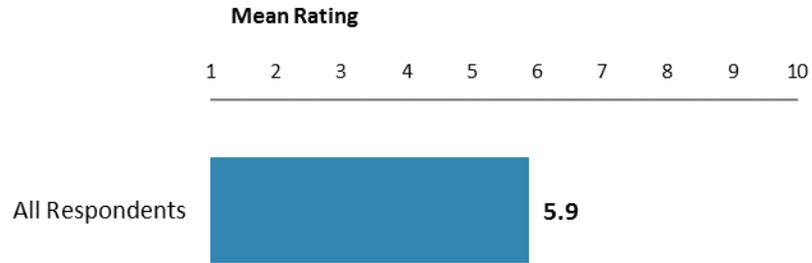
The World Bank Group's Support to Mozambique





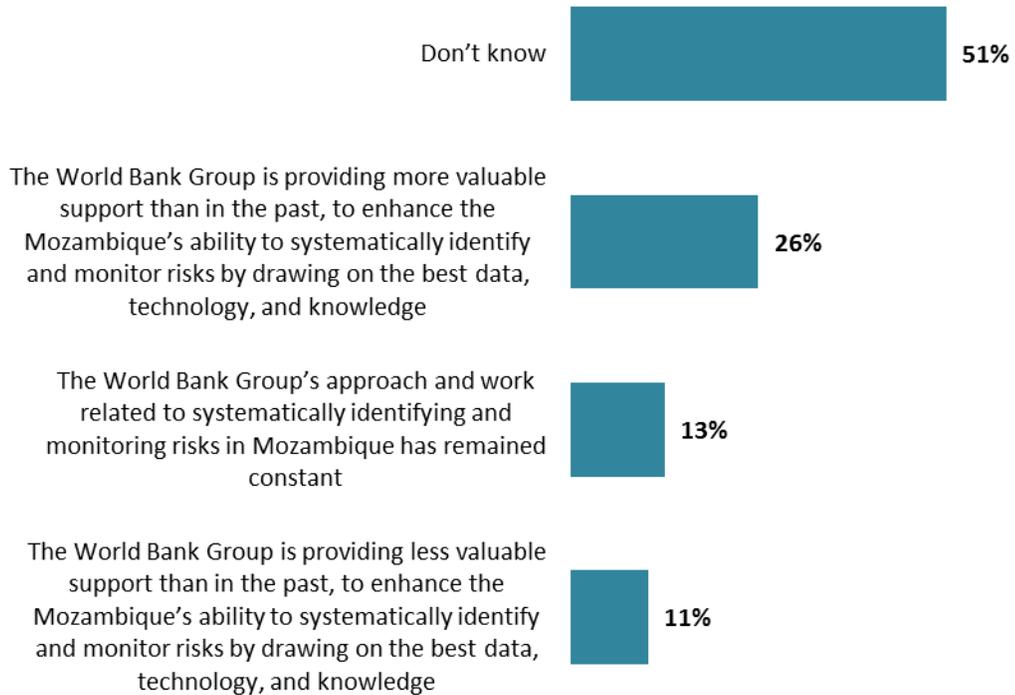
VII. How the World Bank Group Operates (continued)

Work in FCV Contexts



"How effectively does the World Bank Group's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF) activities support Mozambique's efforts to manage crisis related risks?" (1-"Not effectively at all", 10-"Very effectively")

Percentage of Respondents (N=188)



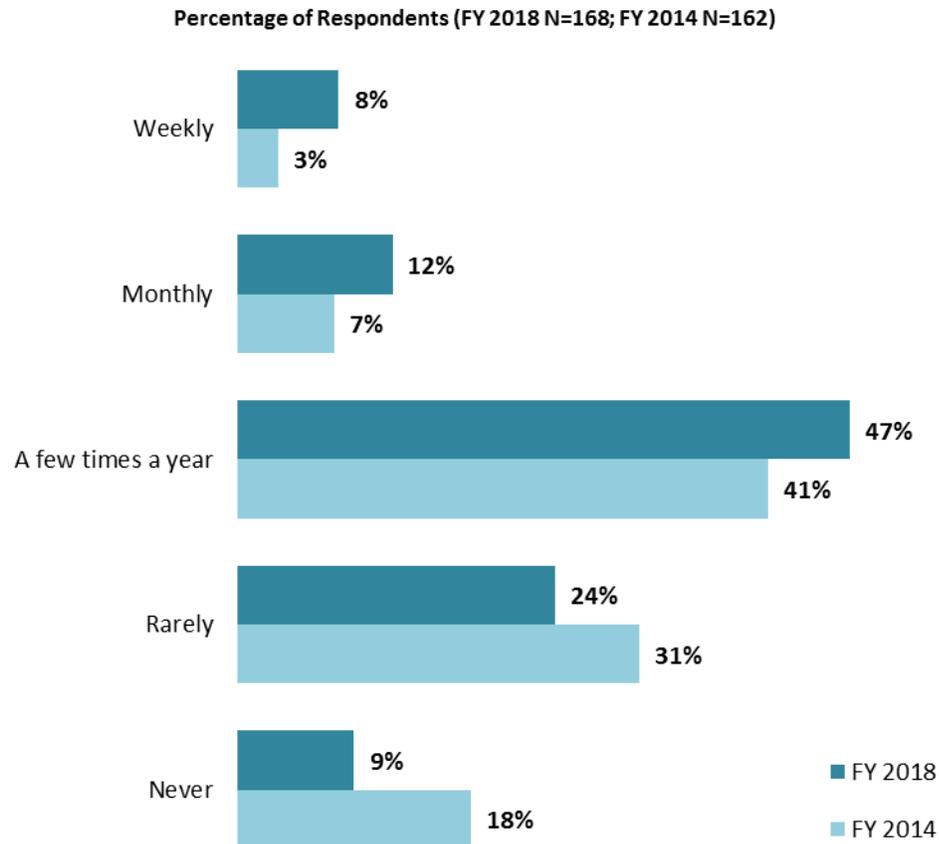
"When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities?" (Respondents chose from a list.)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year's respondents were significantly more likely to consult the World Bank Group's knowledge work and activities compared to respondents in the FY'14 Country Survey.



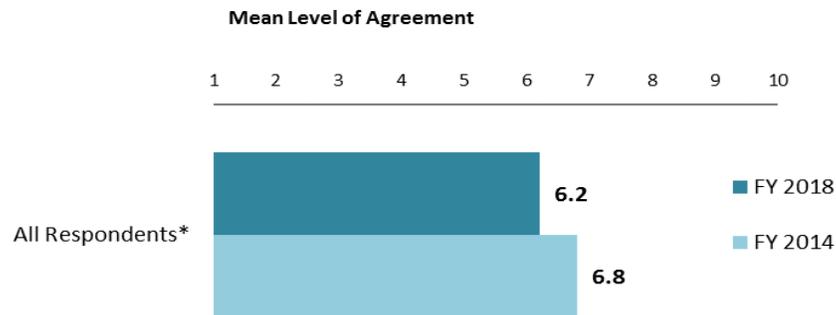
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages presented in the chart were calculated based on weighted data.



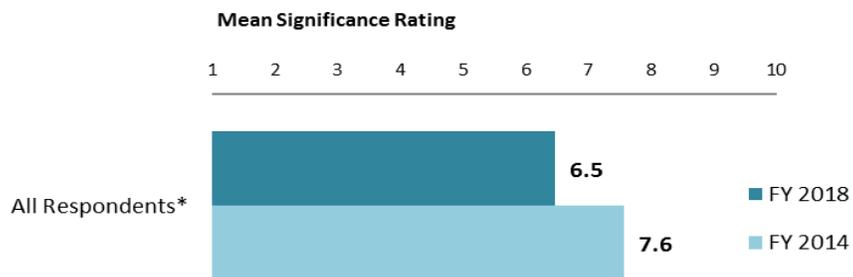
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Mozambique's Knowledge Needs¹¹ (Indicator Question)



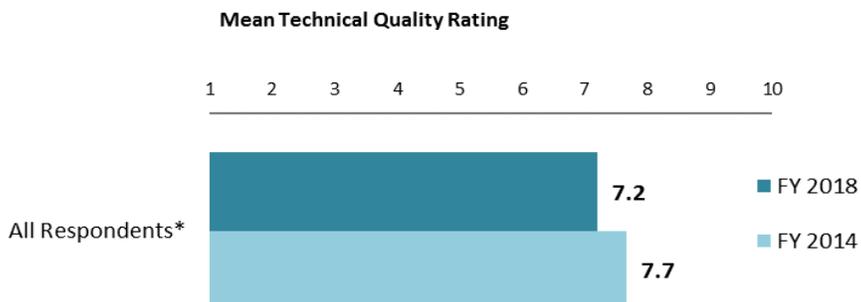
"The World Bank Group meets Mozambique's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2018 and FY 2014)

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")
(*Significantly different between FY 2018 and FY 2014)

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



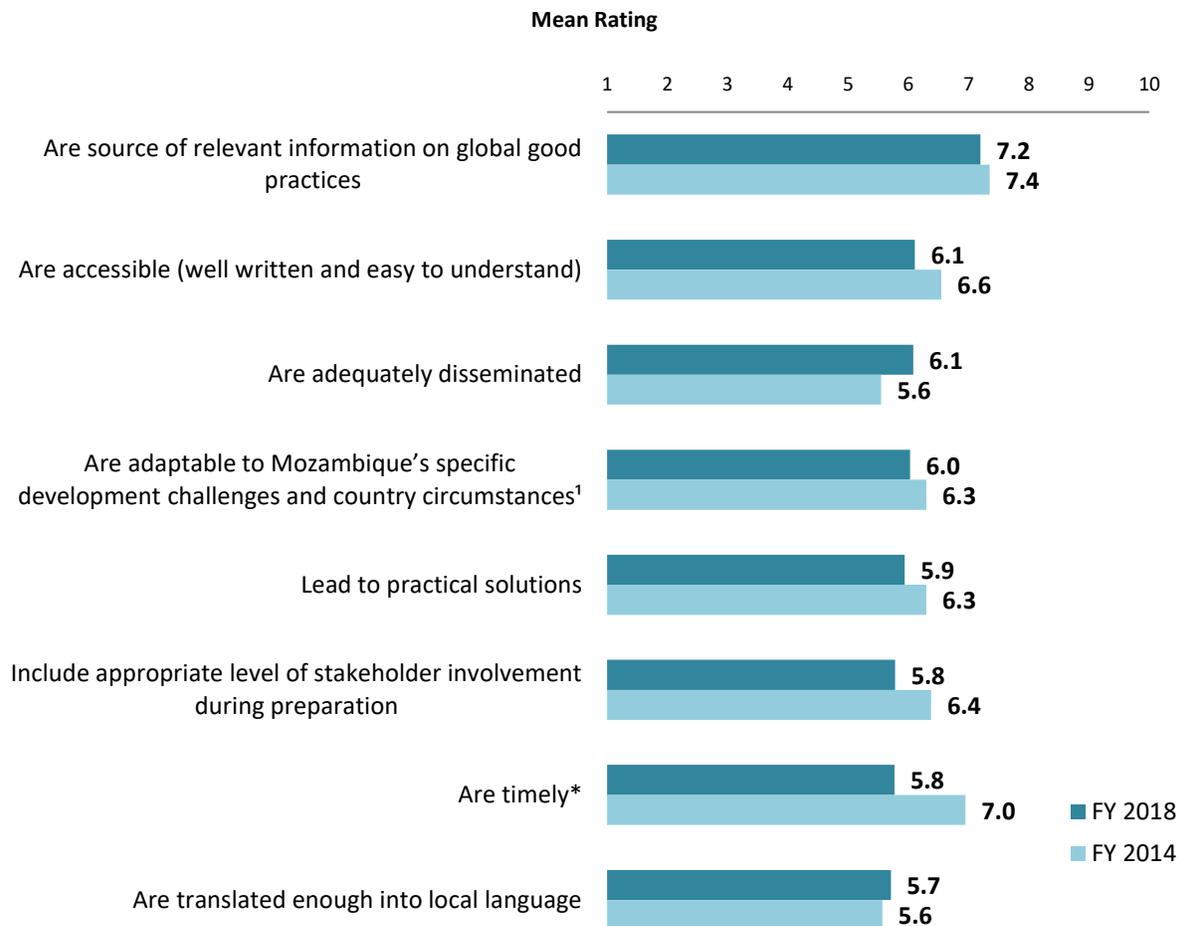
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2018 and FY 2014)

¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²



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

(*Significantly different between FY 2018 and FY 2014)

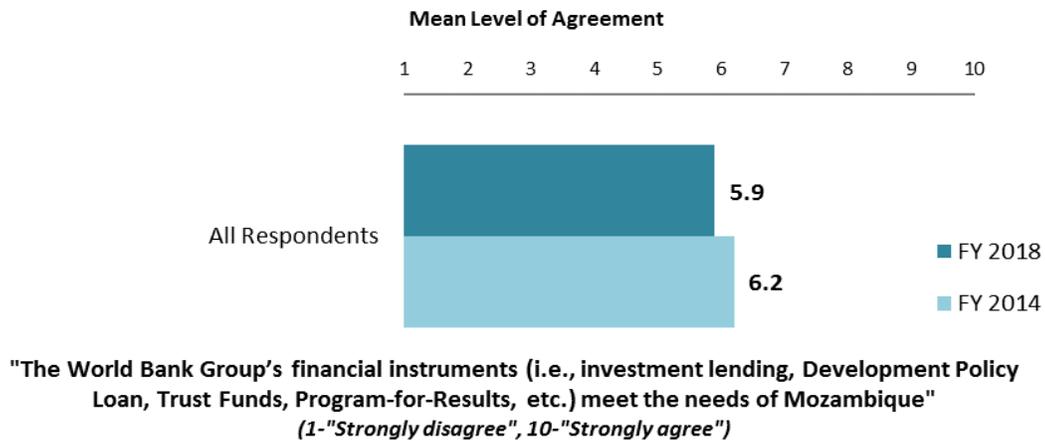
¹Indicator Question

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

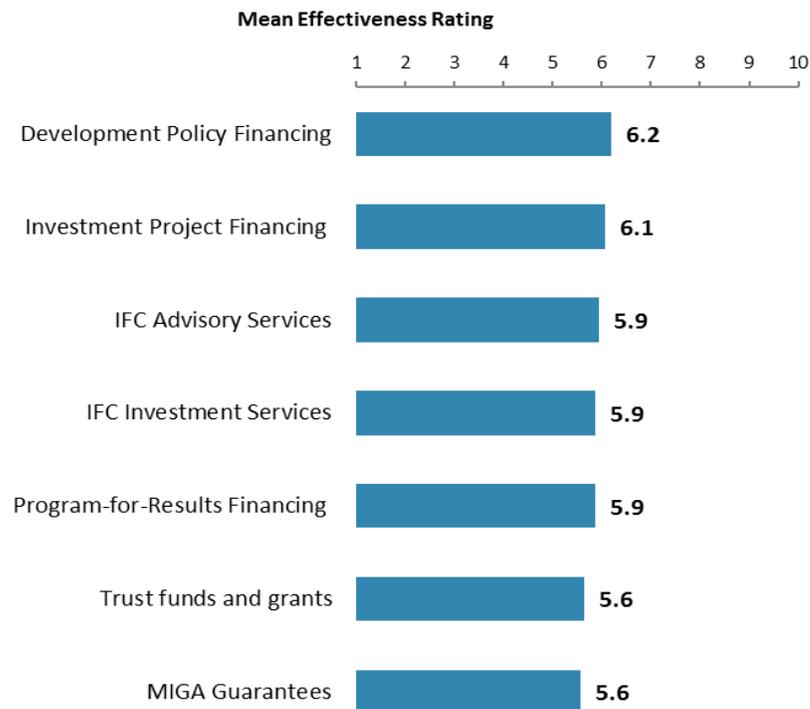


VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Mozambique's Needs for Financial Instruments¹³ (Indicator Question)



Effectiveness of WBG's Instruments



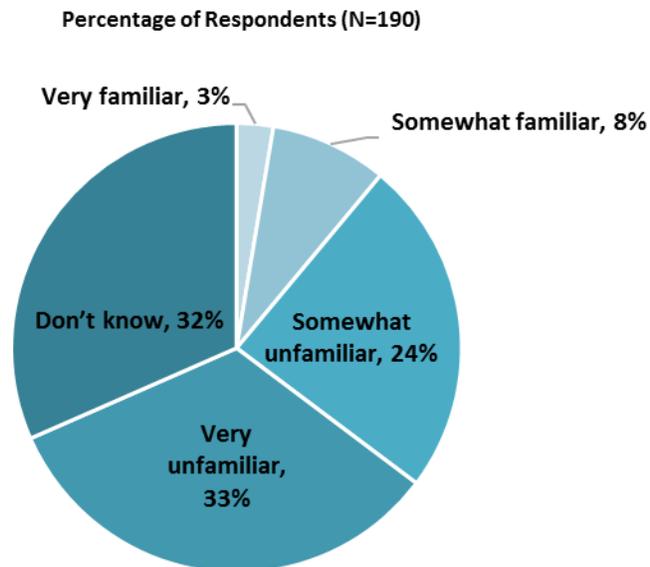
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Mozambique Government's efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")

¹³ Means in the chart were calculated based on weighted data.



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

Familiarity with WBG's New/Expanded Financial Instruments



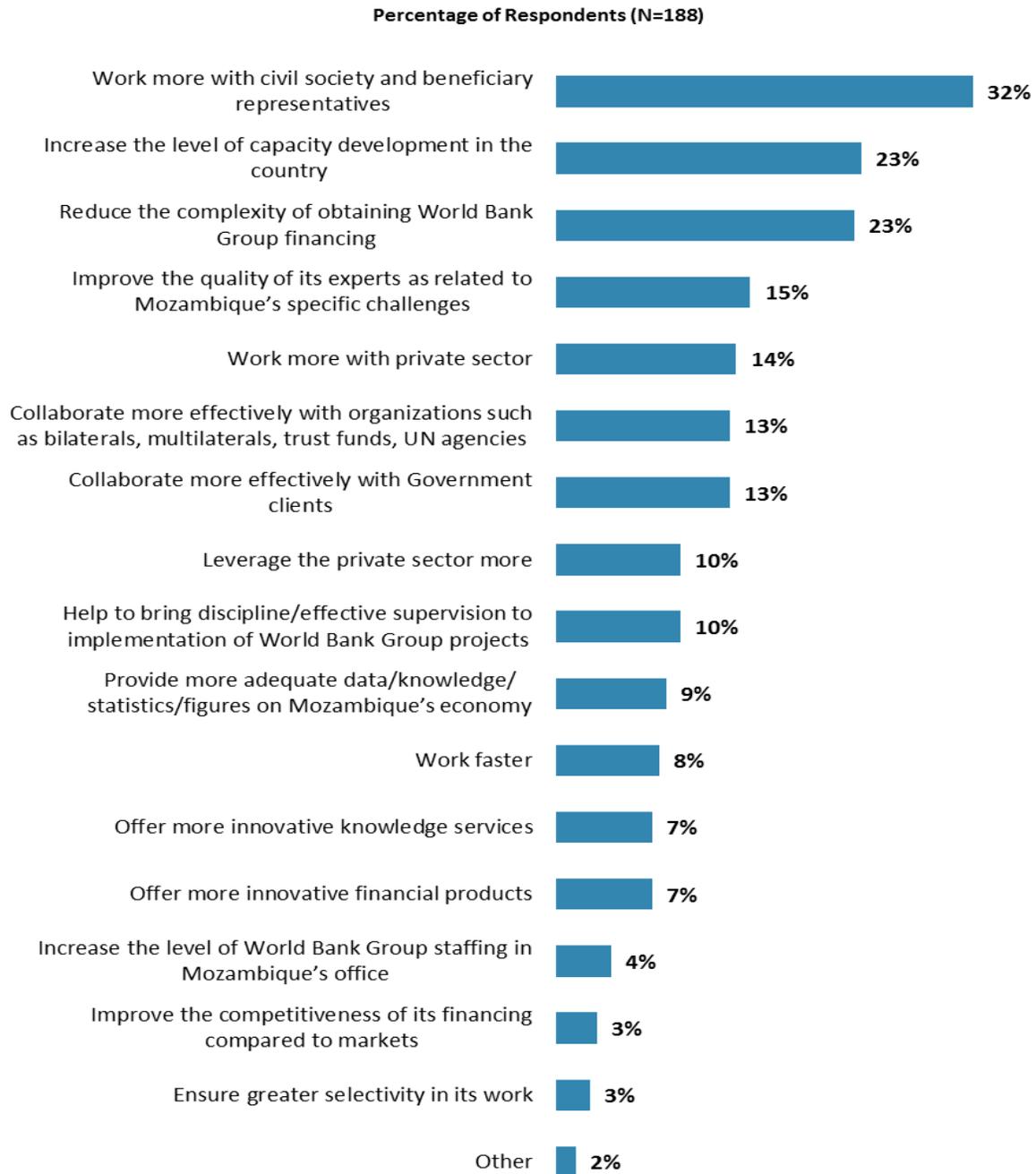
"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private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



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (30%) and “*reach out more to groups outside of Government*” (25%) to make itself of greater value in Mozambique.



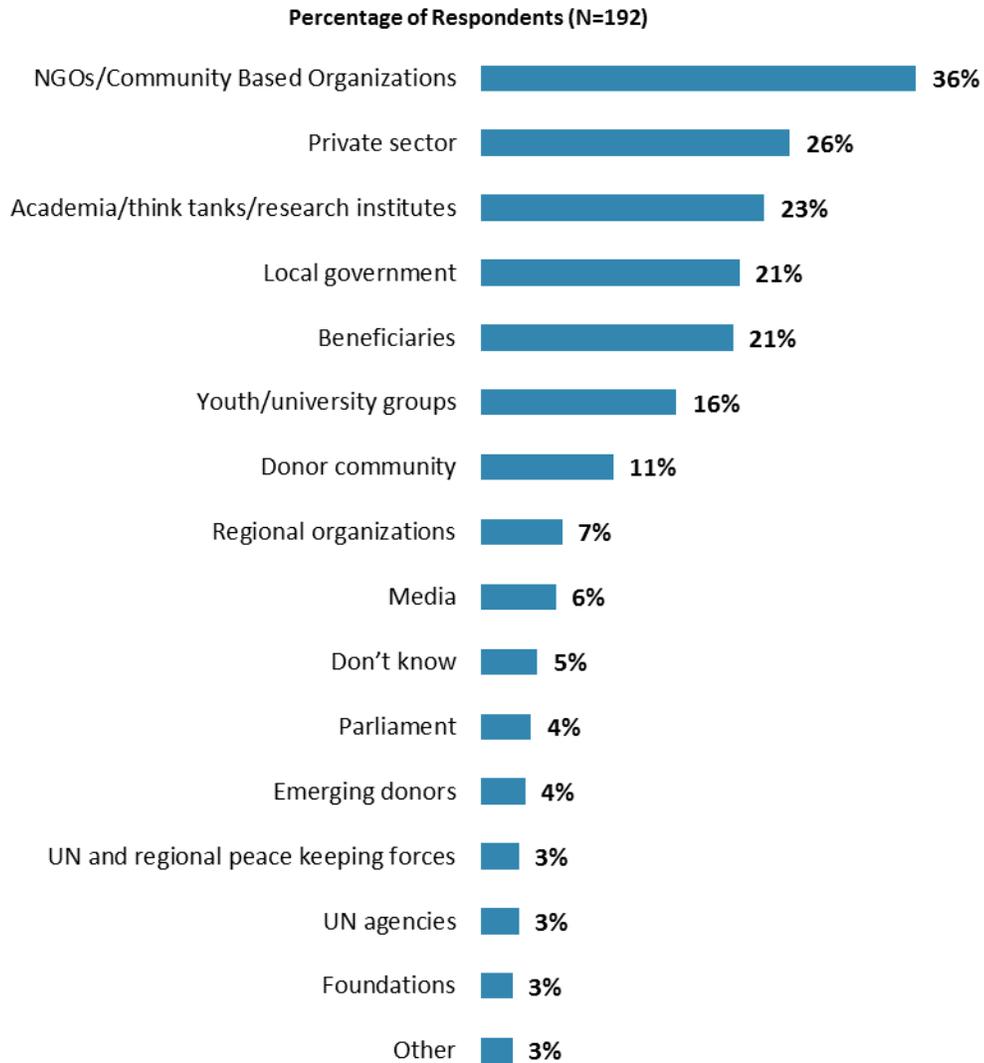
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (40%), “*private sector*” (27%), and “*local government*” (27%) to ensure better development results in Mozambique.



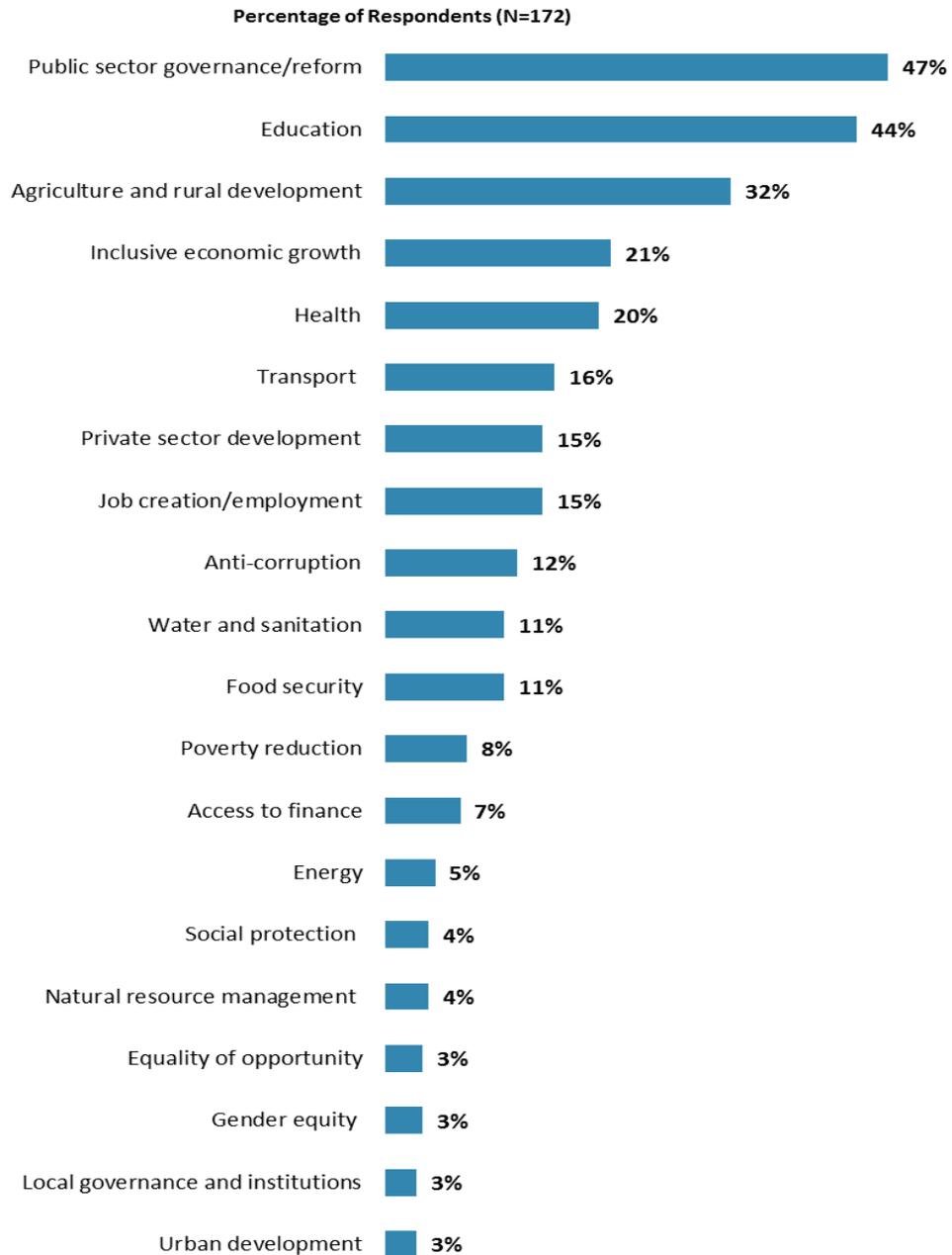
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?" (Choose no more than TWO) (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*education*” (40%), “*transport*” (30%), “*public sector governance/reform*” (27%), “*economic growth*” (23%), and “*agriculture and rural development*” (22%).



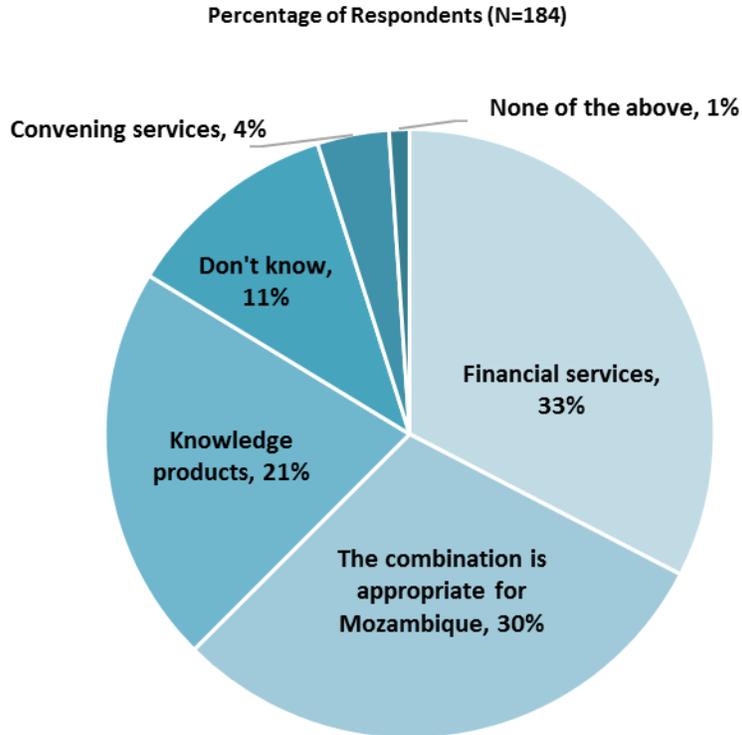
“When thinking about how the World Bank Group can have the most impact on development results in Mozambique, in which sectors do you believe the World Bank Group should focus most of its resources in Mozambique? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



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

Future Combination of the WBG Services

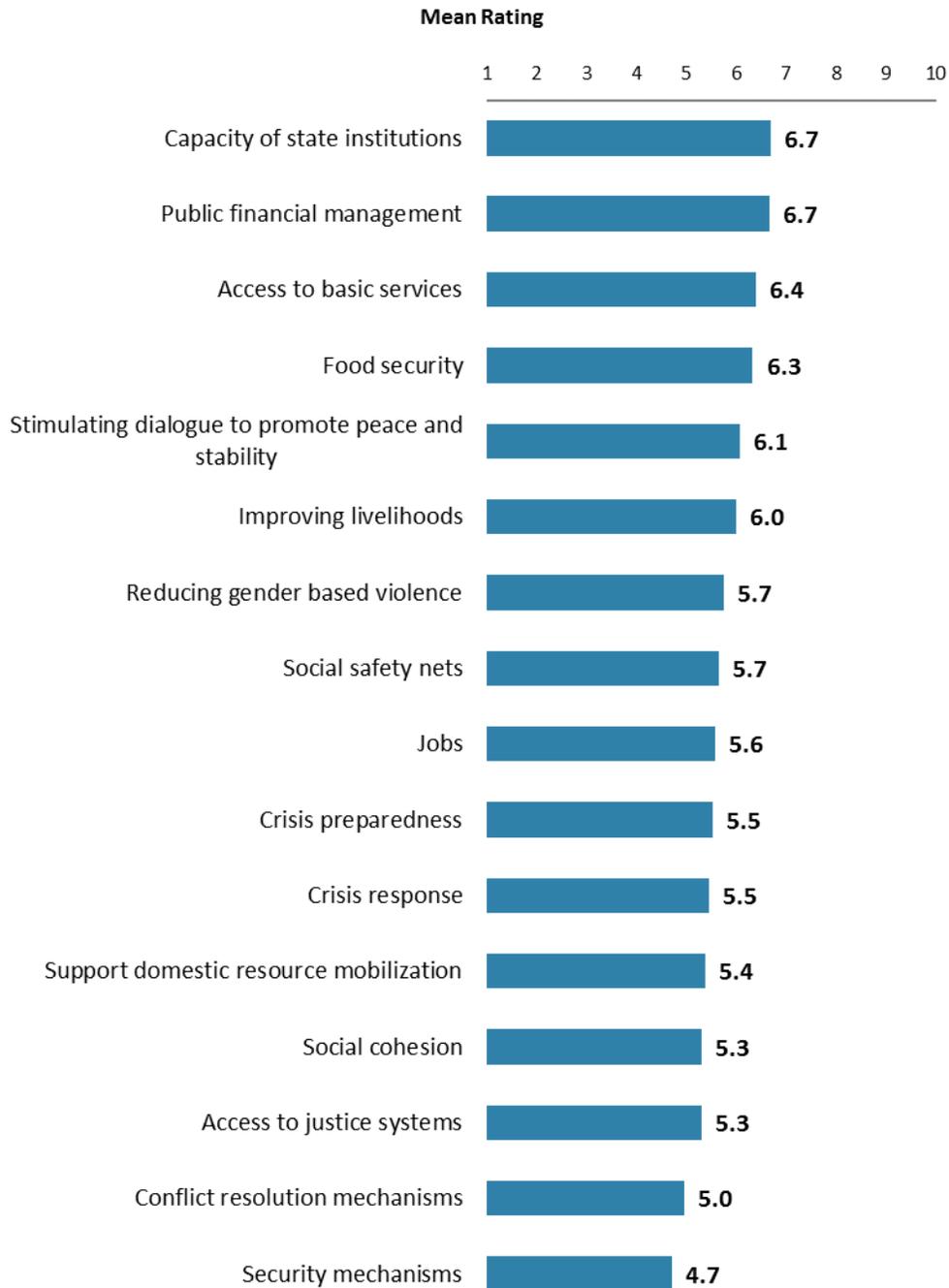


"When considering the combination of services that the World Bank Group offers in Mozambique, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mozambique?" (Respondents chose from a list.)



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

World Bank Group Support

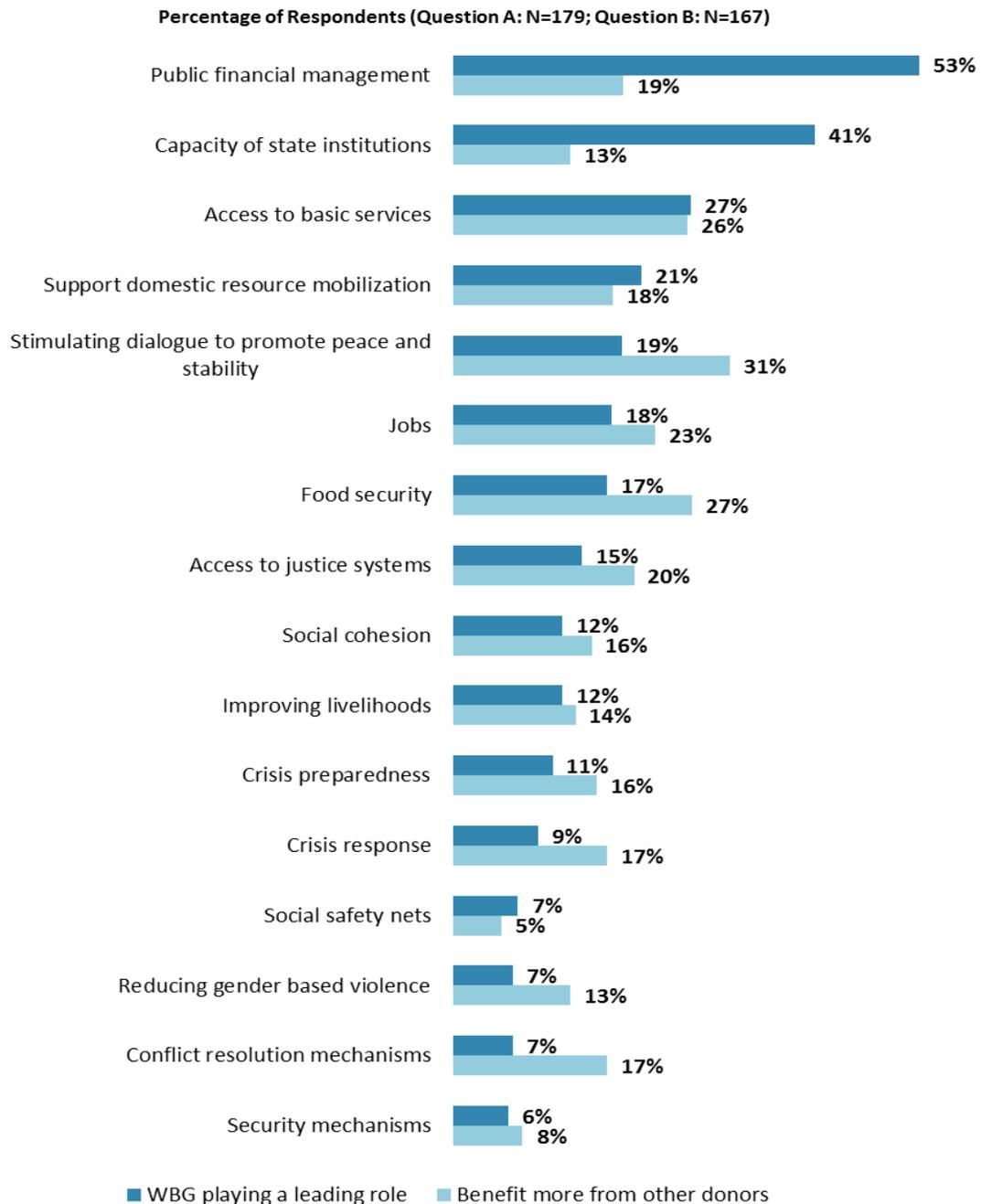


"To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?" (1-"To no degree at all", 10-"To a very significant degree")



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

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

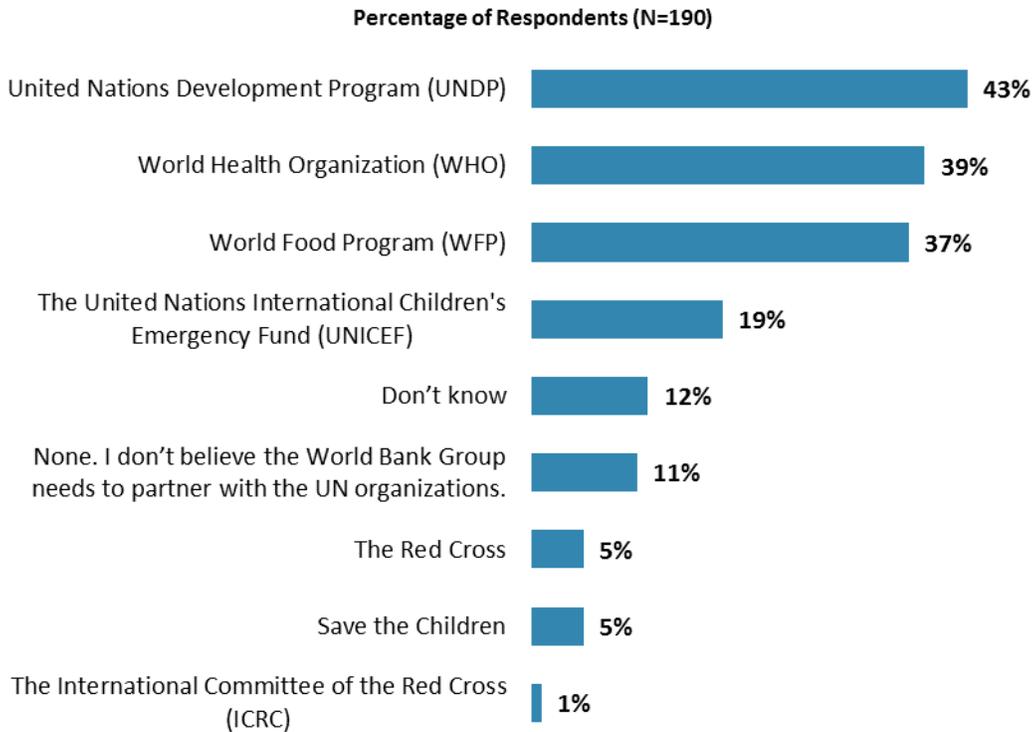
B. Which THREE areas below would benefit most from other donors in Mozambique?"

(Respondents chose from a list. Responses combined.)



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

Partnering with UN Organizations



"Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Mozambique?"
(Respondents chose from a list. Responses combined.)

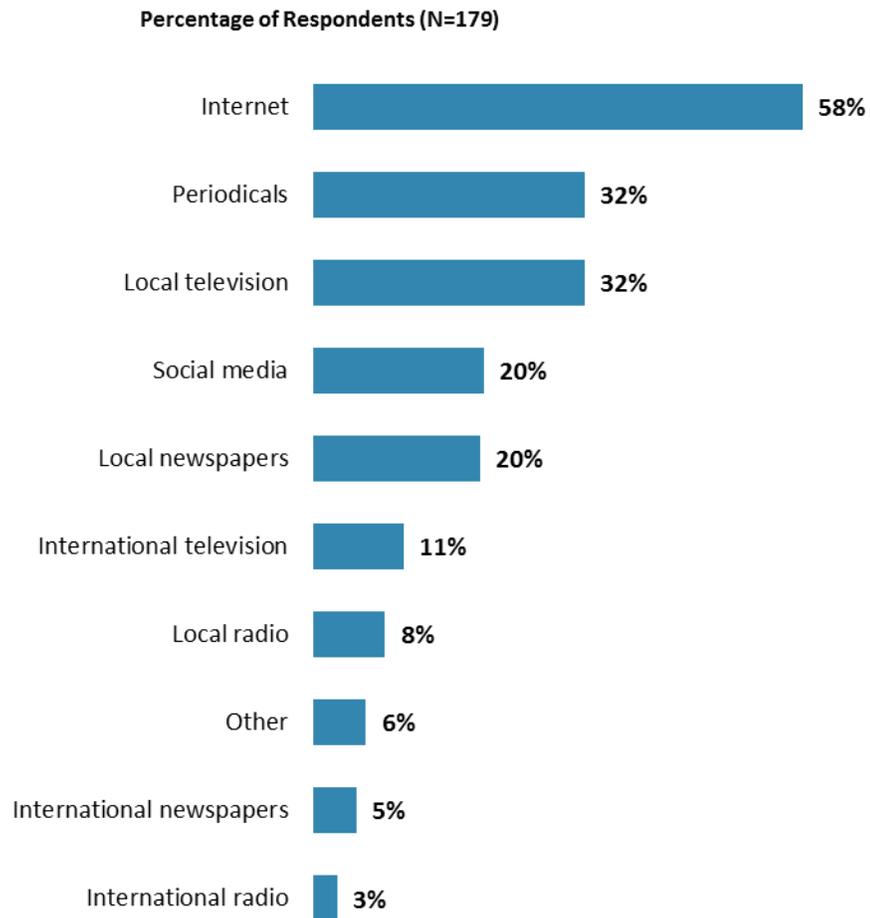


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Mozambique from “*local newspapers*” (48%), “*local television*” (41%), and “*Internet*” (37%).



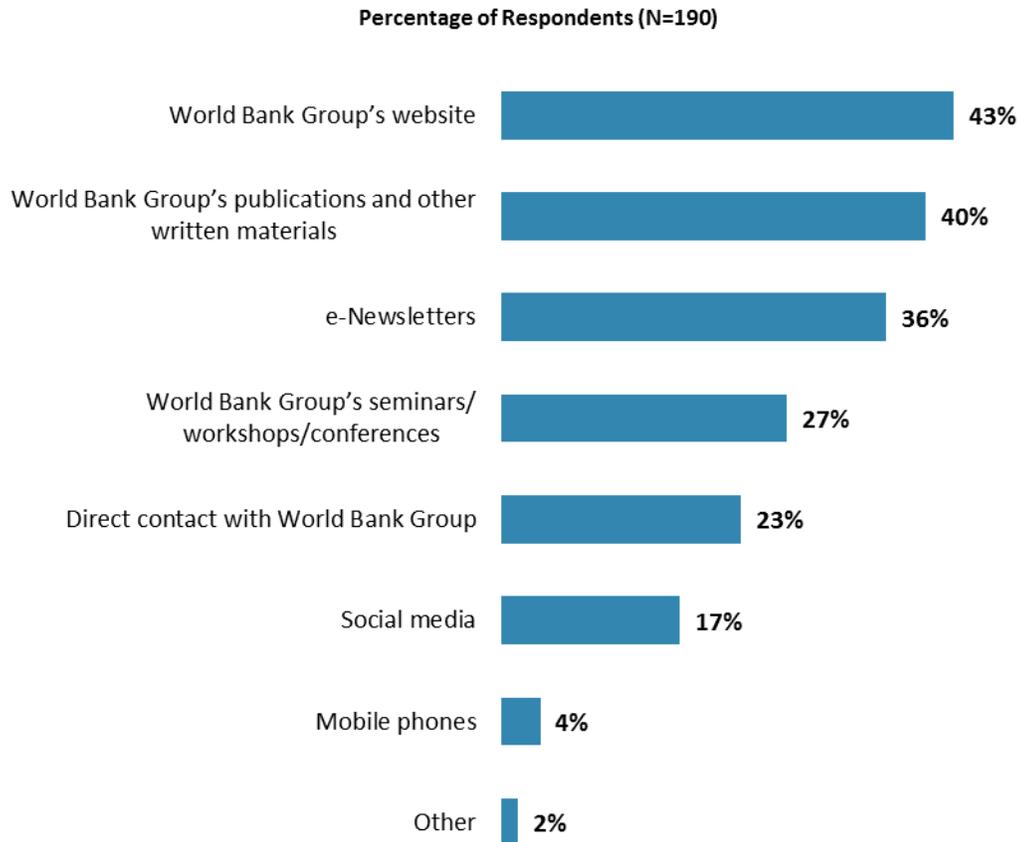
"How do you get most of your information about economic and social development issues in Mozambique? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s publications and other written materials*” (44%), “*e-Newsletters*” (42%), and “*World Bank Group’s seminars/workshops/conferences*” (35%).



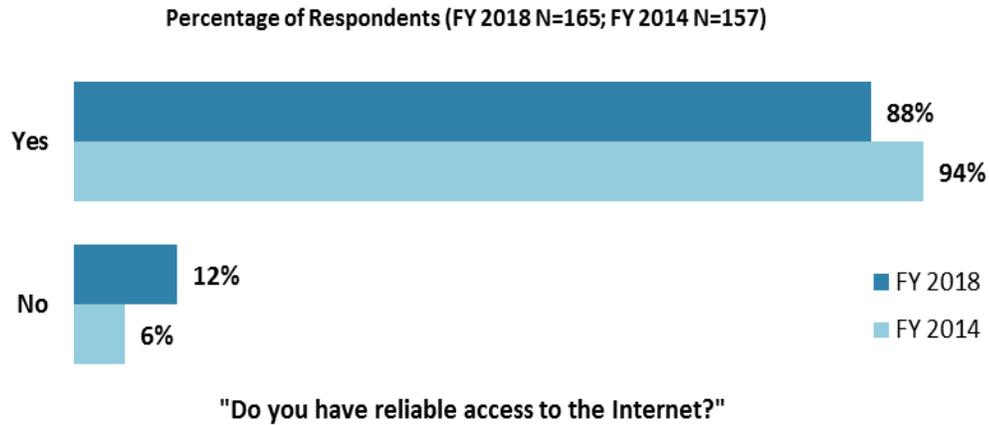
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



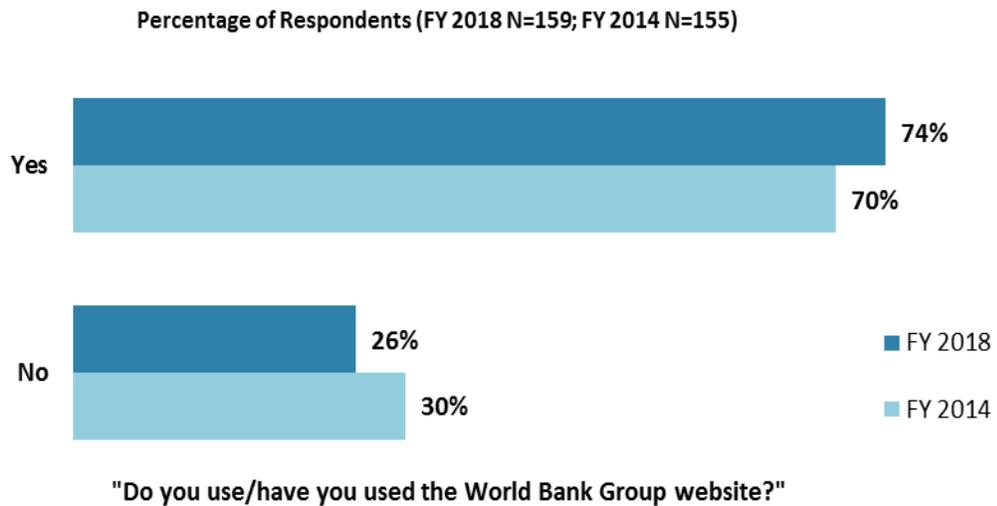
X. Communication and Outreach (continued)

Access to the Internet¹⁴

- 87 percent of respondents in this year's Country Survey indicated that they primarily use high speed/WiFi connections when visiting a World Bank Group website.



The WBG Website Usage

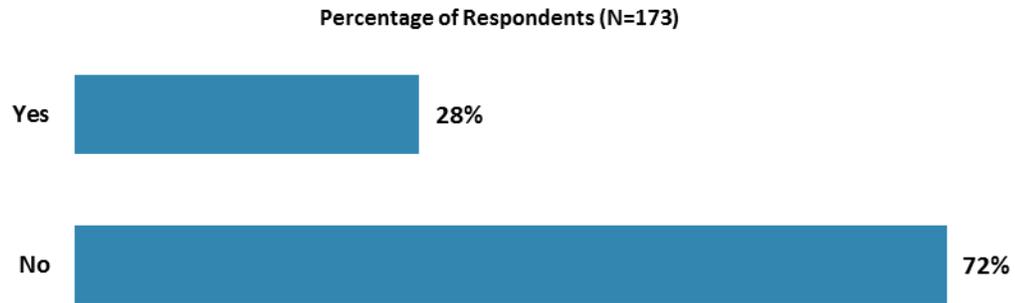


¹⁴ Percentages presented in the charts on this page were calculated based on weighted data.



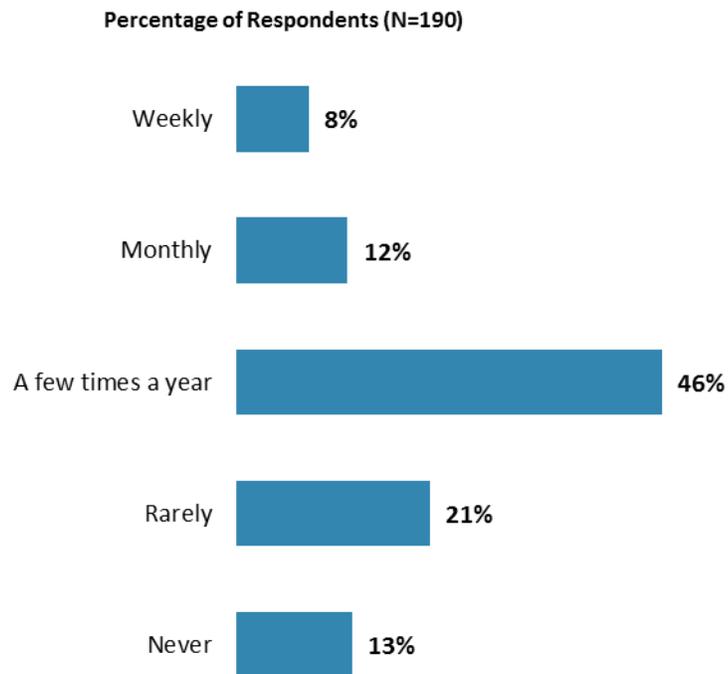
X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels



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

Frequency of Digital WBG Usage



"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?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	50
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MOZAMBIQUE





Appendix A: Responses to All Questions across All Respondents (N=194)

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 Mozambique

1. In general, would you say that Mozambique is headed in ... ?	Percentage of Respondents (N=169)
The right direction	45.6%
The wrong direction	17.8%
Not sure	36.7%

2. Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=187)
Education (e.g., quality, skills development)	43.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	37.4%
Job creation/employment	31.0%
Health	31.0%
Agriculture and rural development	25.1%
Anti-corruption	17.1%
Inclusive economic growth	15.0%
Transport (e.g., roads, bridges, transportation)	15.0%
Regional conflict and tensions	13.9%
Food security	9.1%
Equality of opportunity (i.e., social inclusion)	7.5%
Natural resource management (non-renewables)	6.4%
Private sector development (e.g., business environment)	6.4%
Gender equity (closing the gap between women and men, and boys and girls)	5.9%
Poverty reduction	5.3%
Local governance and institutions	3.7%
Social protection (e.g., pensions, targeted social assistance)	3.7%
Water and sanitation	3.2%
Access to finance	2.7%
Disaster risk management	2.1%
Climate change (e.g., mitigation, adaptation)	2.1%
Information and communications technology	2.1%
Urban development	1.6%
Energy (e.g., access to electricity)	1.6%
Gender based violence	1.6%
Social cohesion	1.6%
Trade and exports	1.6%
Disease (e.g., Malaria)	0.5%
Global/regional integration	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=191)
Agriculture and rural development	51.3%
Education (e.g., quality, skills development)	36.1%
Inclusive economic growth	25.1%
Job creation/employment	22.0%
Transport (e.g., roads, bridges, transportation)	21.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.3%
Equality of opportunity (i.e., social inclusion)	13.1%
Anti-corruption	11.0%
Water and sanitation	11.0%
Food security	9.4%
Social protection (e.g., pensions, targeted social assistance)	9.4%
Health	7.9%
Private sector development (e.g., business environment)	7.3%
Regional conflict and tensions	7.3%
Access to finance	6.8%
Natural resource management (non-renewables)	6.3%
Local governance and institutions	5.2%
Information and communications technology	4.7%
Gender equity (closing the gap between women and men, and boys and girls)	4.2%
Energy (e.g., access to electricity)	4.2%
Trade and exports	3.7%
Disaster risk management	2.1%
Climate change (e.g., mitigation, adaptation)	2.1%
Gender based violence	1.6%
Social cohesion	1.0%
Urban development	1.0%
Disease (e.g., Malaria)	0.5%
Global/regional integration	0.5%

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

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=175)
Education and training that better ensure job opportunity	65.7%
Consistent economic growth	26.9%
Greater voice and participation for citizens to help ensure greater accountability	17.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.9%
Better employment opportunities for young people	13.1%
Better opportunity for the poor who live in rural areas	12.0%
Better quality public services	11.4%
Greater access to health and nutrition for citizens	10.9%
A growing middle class	8.6%
Greater access to micro-finance for the poor	8.0%
Better employment opportunities for women	5.1%
Other	2.9%
More reliable social safety net	2.3%
Better opportunity for the poor who live in urban areas	1.1%

5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mozambique. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=184)
High levels of corruption	59.2%
Weak accountability	32.1%
Weak institutional capacity	26.1%
Lack of access to development finance	13.0%
Vulnerability to shocks	12.5%
Policy inconsistency	10.3%
Lack of security (i.e., conflict and violence)	9.2%
Food insecurity	8.2%
Weak social cohesion	7.6%
None. I do not consider Mozambique a fragile state.	7.1%
Political uncertainty	5.4%
Other	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Mozambique? (1-Not familiar at all, 10-Extremely familiar)	174	0	5.51	2.36

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Mozambique. (1-Not effective at all, 10-Very effective)	150	25	6.33	1.85

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

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mozambique solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	138	36	7.21	1.85

4. When thinking about how the World Bank Group can have the most impact on development results in Mozambique, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=172)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	46.5%
Education (e.g., quality, skills development)	43.6%
Agriculture and rural development	32.0%
Inclusive economic growth	20.9%
Health	19.8%
Transport (e.g., roads, bridges, transportation)	15.7%
Private sector development (e.g., business environment)	14.5%
Job creation/employment	14.5%
Anti-corruption	12.2%
Water and sanitation	11.0%
Food security	11.0%
Poverty reduction	7.6%
Access to finance	7.0%
Energy (e.g., access to electricity)	4.7%
Social protection (e.g., pensions, targeted social assistance)	4.1%
Natural resource management (non-renewables)	4.1%
Equality of opportunity (i.e., social inclusion)	3.5%
Gender equity (closing the gap between women and men, and boys and girls)	3.5%
Local governance and institutions	2.9%
Urban development	2.9%
Information and communications technology	2.3%
Regional conflict and tensions	2.3%
Disaster risk management	1.7%
Social cohesion	1.2%
Climate change (e.g., mitigation, adaptation)	1.2%
Trade and exports	1.2%
Global/regional integration	0.6%
Gender based violence	0.6%
Disease (e.g., Malaria)	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 Mozambique?	Percentage of Respondents (N=166)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	23.8%	19.9%	43.7%
Capacity development related to World Bank Group supported projects	20.7%	13.9%	34.6%
Policy advice, studies, analyses	12.2%	18.1%	30.3%
Mobilizing third party financial resources	11.0%	13.3%	24.2%
Technical assistance	9.8%	8.4%	18.2%
Strategy formulation (e.g., PRSP assistance)	7.3%	7.2%	14.5%
Promoting knowledge sharing	3.0%	7.2%	10.3%
Donor coordination	3.7%	6.0%	9.7%
Implementation support	2.4%	3.0%	5.5%
Bringing together different groups of stakeholders	4.9%	0.0%	4.9%
Data and statistics	1.2%	3.0%	4.2%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=179)
Too influenced by developed countries	20.7%
Not enough public disclosure of its work	19.0%
Not willing to honestly criticize policies and reform efforts in the country	14.0%
World Bank Group's processes too complex	14.0%
Don't know	14.0%
Not aligned with country priorities	13.4%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	13.4%
Not adequately sensitive to political/social realities in Mozambique	13.4%
Not collaborating enough with private sector	9.5%
World Bank Group's processes too slow	8.4%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	6.7%
Inadequate number of World Bank Group staff members located in the country	6.1%
Not sufficiently focused on results	6.1%
Not exploring alternative policy options	5.0%
Arrogant in its approach	3.4%
Its advice and strategies do not lend themselves to practical problem solving	3.4%
Staff too inaccessible	3.4%
Not focused enough on issues that are unique to post-conflict countries	2.8%
The credibility of its knowledge/data	2.2%
Other	1.1%
Not in it for the long term	0.6%



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

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mozambique? (Select only ONE response)	Percentage of Respondents (N=190)
To a fully sufficient degree	2.6%
To a somewhat sufficient degree	33.7%
To a somewhat insufficient degree	30.5%
To a very insufficient degree	11.1%
Don't know	22.1%

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Mozambique Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	88	85	6.07	1.84
2. Development Policy Financing (DPF)	78	74	6.19	1.93
3. Program-for-Results Financing (PforR)	59	92	5.86	2.12
4. Trust funds and grants	53	96	5.64	2.22
5. MIGA Guarantees	31	118	5.58	2.55
6. IFC Investment Services	52	100	5.87	2.11
7. IFC Advisory Services	48	102	5.94	2.17

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=192)
NGOs/Community Based Organizations	35.9%
Private sector	25.5%
Academia/think tanks/research institutes	23.4%
Local government	21.4%
Beneficiaries	20.8%
Youth/university groups	16.1%
Donor community	10.9%
Regional organizations (e.g., SADC, African Union, CPLP)	6.8%
Media	6.3%
Don't know	4.7%
Parliament	4.2%
Emerging donors	3.6%
UN and regional peace keeping forces	3.1%
UN agencies	3.1%
Foundations	2.6%
Other	2.6%

To what extent do you agree with the following statements about the World Bank Group's work in Mozambique? (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 Mozambique*	158	22	6.82	2.18
11. The World Bank Group's work is aligned with what I consider the development priorities for Mozambique*	152	22	6.47	2.08

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

To what extent is the World Bank Group an effective development partner in Mozambique, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	135	37	5.72	1.87
13. Flexibility (in terms of the institution's products and services)*	132	36	5.27	1.73
14. Flexibility (in terms of changing country circumstances)*	121	47	5.36	1.93
15. Being inclusive*	128	37	5.63	1.95
16. Openness (sharing data and other information)*	138	33	6.29	2.21
17. Collaboration with the Government*	148	20	7.26	1.86
18. The speed in which it gets things accomplished on the ground*	130	39	5.76	2.25
19. Helping to bring discipline/effective supervision to implementation of investment projects*	135	35	6.54	2.22
20. Collaboration with civil society*	130	45	5.72	2.12
21. Staff accessibility*	124	38	5.71	2.10
22. Collaboration with other donors and development partners*	122	49	6.93	2.03
23. Collaboration with the private sector*	109	56	5.97	2.20
24. Collaboration with the UN*	79	89	7.27	2.04
25. Straightforwardness and honesty*	117	48	7.17	1.98
26. Treating clients and stakeholders in Mozambique with respect*	128	42	7.66	1.84
27. Being a long-term partner*	143	31	8.24	1.92

28. To what extent does the World Bank Group partner with the right people to support work on the ground in Mozambique? (Select only ONE response)	Percentage of Respondents (N=190)
Nearly never	1.1%
Rarely	5.8%
Sometimes	23.7%
Nearly always	21.6%
Don't know	35.8%
Prefer not to answer	12.1%

29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Mozambique? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=190)
United Nations Development Program (UNDP)	43.2%
World Health Organization (WHO)	38.9%
World Food Program (WFP)	37.4%
The United Nations International Children's Emergency Fund (UNICEF)	18.9%
Don't know	11.6%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	10.5%
The Red Cross	5.3%
Save the Children	5.3%
The International Committee of the Red Cross (ICRC)	1.1%

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

30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=184)
Corruption	44.6%
Reforms are not well thought out in light of country challenges	32.6%
Lack of/inadequate levels of capacity in Government	29.3%
There is not an adequate level of citizen/civil society participation	27.7%
Political pressures and obstacles	27.2%
Poor coordination within the Government	21.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.2%
Inadequate funding	17.4%
Ongoing conflict and instability	10.9%
There is an inadequate level of private sector participation and support	9.2%
Poor donor coordination	8.7%
Poor coordination within the World Bank Group	7.1%
The World Bank Group does not provide the government with consistent support throughout the reform effort	6.5%
Other	3.3%

C. World Bank Group's Effectiveness and Results

1. In Mozambique, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	125	58	6.33	2.16
2. The impact of climate change	122	55	6.30	2.07

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mozambique? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	78	96	5.88	2.13
2. Private sector development (e.g., business environment)	95	73	5.96	2.03
3. Education (e.g., quality, skills development)	125	49	6.51	2.13
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	115	56	6.48	2.03
5. Global/regional integration	60	109	5.78	1.94
6. Food security	90	77	6.33	2.01
7. Urban development	70	94	5.81	1.77
8. Energy (e.g., access to electricity)	85	81	6.51	1.93
9. Water and sanitation	98	70	6.67	1.95
10. Job creation/employment	77	86	5.26	2.03
11. Health	109	57	6.59	2.09
12. Access to finance	87	80	5.61	2.23
13. Transport (e.g., roads, bridges, transportation)	87	79	6.13	2.06
14. Agriculture and rural development	97	68	6.14	2.06
15. Natural resource management (non-renewables)	70	96	5.64	2.06
16. Climate change (e.g., mitigation, adaptation)	82	82	6.02	2.26
17. Poverty reduction	113	57	5.77	2.14
18. Inclusive economic growth	90	77	5.38	2.00
19. Disaster risk management	88	81	5.97	2.05
20. Information and communications technology	76	91	5.61	2.07
21. Local governance and institutions	98	73	5.83	2.22
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Mozambique? (1-To no degree at all, 10-To a very significant degree)	165	27	6.38	1.87
Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mozambique? (1-To no degree at all, 10-To a very significant degree)	149	41	7.46	1.87
To what extent do you agree with the following statements about the World Bank Group in Mozambique? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mozambique*	142	39	5.84	2.14
6. The World Bank Group meets Mozambique's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	141	43	6.14	2.20
Mobilizing Finance for Development	N	DK	Mean	SD
7. How effectively does the World Bank Group help Mozambique to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	95	92	5.73	2.21

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

8. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Mozambique? (Select only ONE response)	Percentage of Respondents (N=190)
Very familiar	2.6%
Somewhat familiar	8.4%
Somewhat unfamiliar	24.2%
Very unfamiliar	33.2%
Don't know	31.6%

How effectively does the World Bank Group support Mozambique's efforts ... ? (1-Not effectively at all, 10-Very effectively)	N	DK	Mean	SD
9. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	101	85	5.69	2.15
10. To develop better and stronger data collection/analytics systems within the Government	114	70	5.97	2.20
11. To strengthen the country's crisis preparedness	107	74	5.48	2.21

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
12. How effectively does the World Bank Group's SCD and CPF activities support Mozambique's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	30	149	5.87	1.87

13. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only ONE response)	Percentage of Respondents (N=188)
The World Bank Group is providing less valuable support than in the past, to enhance the Mozambique's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge	10.6%
The World Bank Group is providing more valuable support than in the past, to enhance the Mozambique's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge	25.5%
The World Bank Group's approach and work related to systematically identifying and monitoring risks in Mozambique has remained constant	12.8%
Don't know	51.1%

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=188)
Weekly	6.9%
Monthly	11.2%
A few times a year	50.0%
Rarely	22.9%
Never	9.0%

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

In Mozambique, 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	115	53	5.75	1.91
3. Include appropriate level of stakeholder involvement during preparation	129	43	5.81	1.95
4. Lead to practical solutions	135	40	5.95	2.16
5. Are accessible (well written and easy to understand)	134	37	6.10	2.08
6. Are source of relevant information on global good practices	140	32	7.18	1.99
7. Are adequately disseminated	136	37	6.05	2.18
8. Are translated enough into local language	118	55	5.67	2.36
9. Are adaptable to Mozambique's specific development challenges and country circumstances*	139	35	6.01	1.97

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	154	31	6.44	1.94
11. 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)	149	36	7.21	1.82

E. Working with the World Bank Group

1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ? (Select only ONE response)	Percentage of Respondents (N=182)
Almost never has the right skills mix to tackle the challenges of fragility	0.5%
Rarely has the right skills mix to tackle the challenges of fragility	1.6%
Sometimes has the right skills mix to tackle the challenges of fragility	19.2%
Almost always has the right skills mix to tackle the challenges of fragility	33.5%
Don't know	31.3%
Prefer not to answer	13.7%

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. The World Bank Group disburses funds promptly	109	71	5.86	2.32
3. The World Bank Group effectively monitors and evaluates the projects and programs it supports	143	39	7.14	2.20
4. The World Bank Group's approvals and reviews are done in a timely fashion	111	67	6.05	2.17
5. The World Bank Group's "Safeguard Policy" requirements are reasonable	94	80	6.54	1.94
6. The World Bank Group's conditions on its lending are reasonable	93	80	6.31	2.31
7. The World Bank Group takes decisions quickly in Mozambique*	111	65	5.86	2.20
8. Working with the World Bank Group increases Mozambique's institutional capacity	148	29	7.16	2.11
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	102	73	7.02	2.05

WBG Staffing in Mozambique	N	DK	Mean	SD
10. To what extent do you believe the World Bank Group is adequately staffed in Mozambique? (1-To no degree at all, 10-To a very significant degree)	86	96	6.74	1.93

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=188)
Work more with civil society and beneficiary representatives	31.9%
Increase the level of capacity development in the country	23.4%
Reduce the complexity of obtaining World Bank Group financing	22.9%
Improve the quality of its experts as related to Mozambique's specific challenges	14.9%
Work more with private sector	13.8%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	13.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.3%
Leverage the private sector more (i.e., mobilize private sector development)	9.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.6%
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	8.5%
Work faster	8.0%
Offer more innovative knowledge services	7.4%
Offer more innovative financial products	7.4%
Increase the level of World Bank Group staffing in Mozambique's office	4.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	3.2%
Ensure greater selectivity in its work	2.7%
Other	1.6%

2. When considering the combination of services that the World Bank Group offers in Mozambique, 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 Mozambique? (Select only ONE response)	Percentage of Respondents (N=184)
Financial services	32.6%
The combination is appropriate for Mozambique	29.9%
Knowledge products	21.2%
Don't know	11.4%
Convening services	3.8%
None of the above	1.1%

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

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=179)
Public financial management	52.5%
Capacity of state institutions	40.8%
Access to basic services	26.8%
Support domestic resource mobilization	21.2%
Stimulating dialogue to promote peace and stability	19.0%
Jobs	17.9%
Food security	17.3%
Access to justice systems	14.5%
Social cohesion	12.3%
Improving livelihoods	12.3%
Crisis preparedness	11.2%
Crisis response	9.5%
Social safety nets	7.3%
Reducing gender based violence	6.7%
Conflict resolution mechanisms	6.7%
Security mechanisms	6.1%

3B. Which THREE areas below would benefit most from other donors in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=167)
Stimulating dialogue to promote peace and stability	31.1%
Food security	26.9%
Access to basic services	26.3%
Jobs	22.8%
Access to justice systems	20.4%
Public financial management	19.2%
Support domestic resource mobilization	18.0%
Conflict resolution mechanisms	17.4%
Crisis response	17.4%
Crisis preparedness	16.2%
Social cohesion	15.6%
Improving livelihoods	13.8%
Reducing gender based violence	13.2%
Capacity of state institutions	13.2%
Security mechanisms	7.8%
Social safety nets	5.4%

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

4. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Social cohesion	53	62	5.30	2.02
2. Public financial management	91	43	6.66	2.18
3. Reducing gender based violence	66	52	5.74	2.24
4. Crisis preparedness	75	49	5.52	1.99
5. Crisis response	74	47	5.46	1.95
6. Access to justice systems	67	51	5.30	2.02
7. Security mechanisms	48	64	4.71	1.77
8. Conflict resolution mechanisms	57	64	4.96	2.15
9. Support domestic resource mobilization	81	48	5.38	1.95
10. Access to basic services	106	30	6.40	2.03
11. Capacity of state institutions	90	38	6.68	2.00
12. Jobs	84	46	5.58	2.03
13. Improving livelihoods	80	49	5.99	1.69
14. Food security	93	39	6.33	1.98
15. Social safety nets	66	55	5.65	1.93
16. Stimulating dialogue to promote peace and stability	68	58	6.06	2.38

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=179)
Internet	57.5%
Periodicals	31.8%
Local television	31.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	20.1%
Local newspapers	19.6%
International television	10.6%
Local radio	8.4%
Other	6.1%
International newspapers	5.0%
International radio	2.8%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=190)
World Bank Group's website	42.6%
World Bank Group's publications and other written materials	40.0%
e-Newsletters	36.3%
World Bank Group's seminars/workshops/conferences	26.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	22.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	16.8%
Mobile phones	3.7%
Other	1.6%

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

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=179)
Yes	21.8%
No	78.2%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=184)
Yes	89.1%
No	10.9%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=176)
Yes	73.3%
No	26.7%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=173)
Yes	28.3%
No	71.7%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=166)
High speed/WiFi	87.3%
Dial-up	12.7%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=190)
Weekly	7.9%
Monthly	12.1%
A few times a year	46.3%
Rarely	21.1%
Never	12.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	122	2	7.44	1.80
10. I find the information on the World Bank Group's websites useful	123	2	7.88	1.63
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	94	79	7.39	2.27

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=187)
NGO/Community Based Organization	23.5%
Employee of a Ministry, Ministerial Department or Implementation Agency	13.9%
Academia/Research Institute/Think Tank	10.7%
Private Sector Organization	9.6%
Other	6.4%
Bilateral/Multilateral Agency	5.9%
Media (press, radio, TV, web, etc.)	5.9%
Financial Sector/Private Bank	5.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.8%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/ program	2.1%
Local Government Office or Staff	2.1%
Private Foundation	2.1%
Faith-Based Group	2.1%
Office of Parliamentarian	1.6%
Judiciary Branch	1.6%
Office of the President, Prime Minister	1.1%
Trade Union	0.5%
Youth Group	0.5%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=183)
Other	15.8%
Education	9.8%
Health, nutrition, and population	9.3%
Finance and markets	9.3%
Governance	7.7%
Generalist (specialized in multiple sectors)	7.7%
Urban, rural, and social development	6.0%
Trade and competitiveness	4.4%
Gender	3.8%
Transport and ICT	3.8%
Social protection and labor	3.3%
Environment and natural resources	3.3%
Energy and extractives	3.3%
Macroeconomics and fiscal management	2.7%
Climate Change	2.7%
Fragility, conflict and violence	2.2%
Public-private partnerships	1.6%
Agriculture	1.6%
Water	1.1%
Poverty	0.5%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=181)
Yes	27.6%
No	72.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Mozambique? (Select only ONE response)	Percentage of Respondents (N=135)
The World Bank (IDA)	63.7%
The International Finance Corporation (IFC)	11.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	25.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=174)
Yes	25.9%
No	74.1%

6. If yes, what was your view of how the two institutions work together in Mozambique? (Select only ONE response)	Percentage of Respondents (N=43)
The two institutions work well together	41.9%
The way the two institutions work together needs improvement	25.6%
The two institutions do not work well together	11.6%
Don't know	20.9%

7. Which of the following describes most of your exposure to the World Bank Group in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
Use World Bank Group reports/data	41.2%
Use World Bank Group website for information, data, research, etc.	37.0%
Collaborate as part of my professional duties	29.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	20.0%
Engage in World Bank Group related/sponsored events/activities	18.8%

8. What's your gender?	Percentage of Respondents (N=187)
Female	27.8%
Male	72.2%

9. What's your age?	Percentage of Respondents (N=190)
25 and under	2.1%
26-35	13.7%
36-45	36.8%
46-55	34.7%
56 and above	12.6%

10. Which best represents your geographic location?	Percentage of Respondents (N=188)
North	3.7%
Center	1.6%
South	94.7%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁵

- Employee of a Ministry/PMU/Consultant N=30
- Bilateral/Multilateral Agency N=11
- Private Sector/Financial Sector/Private Bank N=28
- CSO N=54
- Media N=11
- Independent Government Institution N=9
- Academia/Research Institute/Think Tank N=20
- Other N=24

A. General Issues facing Mozambique

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

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	71.4%	10.0%	37.0%	29.8%	30.0%	100.0%	60.0%	65.0%
The wrong direction	10.7%	40.0%	18.5%	23.4%	30.0%	0.0%	13.3%	5.0%
Not sure	17.9%	50.0%	44.4%	46.8%	40.0%	0.0%	26.7%	30.0%

*Significantly different between stakeholder groups

¹⁵ Only 187 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Mozambique (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Regional conflict and tensions	16.7%	9.1%	10.7%	20.0%	9.1%	12.5%	10.5%	13.0%
Job creation/employment	23.3%	18.2%	42.9%	32.0%	36.4%	12.5%	31.6%	21.7%
Health	20.0%	27.3%	28.6%	28.0%	36.4%	0.0%	47.4%	43.5%
Social protection	3.3%	9.1%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	3.3%	9.1%	3.6%	8.0%	18.2%	0.0%	5.3%	4.3%
Private sector development	3.3%	9.1%	17.9%	4.0%	0.0%	0.0%	5.3%	4.3%
Education	40.0%	63.6%	50.0%	40.0%	36.4%	25.0%	47.4%	52.2%
Public sector governance/reform	46.7%	27.3%	35.7%	40.0%	18.2%	75.0%	42.1%	21.7%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	23.3%	9.1%	3.6%	8.0%	0.0%	0.0%	10.5%	4.3%
Urban development	0.0%	0.0%	3.6%	2.0%	0.0%	0.0%	5.3%	0.0%
Energy	0.0%	9.1%	0.0%	0.0%	0.0%	12.5%	5.3%	0.0%
Water and sanitation	6.7%	9.1%	0.0%	0.0%	0.0%	12.5%	5.3%	4.3%
Access to finance	0.0%	0.0%	3.6%	6.0%	0.0%	12.5%	0.0%	0.0%
Gender based violence	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	3.3%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	4.3%
Equality of opportunity	6.7%	0.0%	3.6%	6.0%	27.3%	12.5%	5.3%	13.0%
Disease	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Transport	26.7%	0.0%	10.7%	14.0%	18.2%	25.0%	15.8%	13.0%
Agriculture and rural development	26.7%	45.5%	14.3%	20.0%	9.1%	50.0%	26.3%	30.4%
Trade and exports	6.7%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	3.6%	4.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	13.3%	0.0%	0.0%	4.0%	18.2%	12.5%	0.0%	13.0%
Climate change	3.3%	0.0%	0.0%	6.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	3.3%	0.0%	3.6%	4.0%	27.3%	0.0%	5.3%	4.3%
Anti-corruption	10.0%	9.1%	21.4%	18.0%	27.3%	12.5%	10.5%	30.4%
Inclusive economic growth	13.3%	36.4%	25.0%	8.0%	18.2%	25.0%	15.8%	8.7%
Local governance and institutions	0.0%	9.1%	3.6%	8.0%	0.0%	0.0%	0.0%	4.3%
Information and communications technology	0.0%	0.0%	3.6%	2.0%	0.0%	0.0%	0.0%	4.3%

**A. General Issues facing Mozambique (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which **THREE** areas of development listed below do you believe would contribute most to reducing poverty in Mozambique? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Climate change	3.3%	0.0%	3.6%	1.9%	0.0%	0.0%	5.0%	0.0%
Transport	26.7%	0.0%	21.4%	18.9%	33.3%	55.6%	10.0%	20.8%
Social cohesion	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	4.2%
Inclusive economic growth	20.0%	54.5%	35.7%	17.0%	44.4%	11.1%	30.0%	25.0%
Disaster risk management	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Equality of opportunity	10.0%	0.0%	7.1%	17.0%	11.1%	22.2%	20.0%	12.5%
Disease	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	6.7%	0.0%	7.1%	5.7%	0.0%	22.2%	0.0%	4.2%
Information and communications technology	3.3%	0.0%	7.1%	1.9%	11.1%	0.0%	10.0%	8.3%
Social protection*	6.7%	36.4%	0.0%	13.2%	0.0%	11.1%	5.0%	4.2%
Agriculture and rural development	53.3%	72.7%	46.4%	52.8%	33.3%	77.8%	60.0%	37.5%
Trade and exports	3.3%	0.0%	3.6%	1.9%	0.0%	11.1%	5.0%	4.2%
Energy	0.0%	0.0%	7.1%	1.9%	11.1%	11.1%	5.0%	4.2%
Anti-corruption	10.0%	0.0%	14.3%	13.2%	11.1%	0.0%	5.0%	20.8%
Food security	10.0%	9.1%	14.3%	7.5%	11.1%	0.0%	10.0%	8.3%
Regional conflict and tensions	13.3%	9.1%	7.1%	3.8%	11.1%	11.1%	5.0%	8.3%
Urban development	0.0%	0.0%	0.0%	1.9%	11.1%	0.0%	0.0%	0.0%
Water and sanitation	6.7%	0.0%	14.3%	17.0%	22.2%	0.0%	5.0%	12.5%
Job creation/employment	26.7%	27.3%	25.0%	18.9%	55.6%	22.2%	5.0%	12.5%
Health	0.0%	9.1%	3.6%	15.1%	0.0%	0.0%	10.0%	12.5%
Access to finance	10.0%	9.1%	7.1%	7.5%	0.0%	0.0%	0.0%	8.3%
Public sector governance/reform	20.0%	9.1%	21.4%	18.9%	0.0%	11.1%	30.0%	12.5%
Gender equity	0.0%	9.1%	7.1%	1.9%	0.0%	0.0%	5.0%	8.3%
Private sector development	6.7%	0.0%	14.3%	5.7%	0.0%	11.1%	0.0%	12.5%
Education	33.3%	36.4%	25.0%	50.9%	22.2%	22.2%	30.0%	37.5%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
Natural resource management	10.0%	9.1%	3.6%	1.9%	0.0%	0.0%	15.0%	4.2%
Gender based violence	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

**A. General Issues facing Mozambique (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Education and training that better ensure job opportunity*	62.1%	33.3%	58.3%	64.0%	100.0%	71.4%	93.8%	63.6%
Better quality public services	20.7%	11.1%	12.5%	10.0%	0.0%	0.0%	0.0%	13.6%
Better employment opportunities for young people*	10.3%	55.6%	8.3%	12.0%	18.2%	0.0%	6.3%	13.6%
Better employment opportunities for women	6.9%	11.1%	0.0%	6.0%	9.1%	0.0%	0.0%	4.5%
Greater access to health and nutrition for citizens	3.4%	0.0%	16.7%	14.0%	18.2%	14.3%	18.8%	4.5%
Better entrepreneurial opportunities	13.8%	11.1%	12.5%	22.0%	9.1%	14.3%	0.0%	13.6%
A growing middle class	6.9%	11.1%	12.5%	2.0%	0.0%	14.3%	18.8%	13.6%
Better opportunity for the poor who live in rural areas	17.2%	22.2%	8.3%	6.0%	18.2%	14.3%	12.5%	9.1%
Better opportunity for the poor who live in urban areas	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Consistent economic growth	37.9%	22.2%	41.7%	22.0%	18.2%	57.1%	25.0%	9.1%
More reliable social safety net	0.0%	11.1%	0.0%	4.0%	0.0%	0.0%	0.0%	4.5%
Greater access to micro-finance for the poor	3.4%	11.1%	4.2%	10.0%	0.0%	14.3%	6.3%	18.2%
Greater voice and participation for citizens to help ensure greater accountability	13.8%	0.0%	20.8%	22.0%	9.1%	0.0%	12.5%	27.3%
Other	0.0%	0.0%	4.2%	6.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mozambique. (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
None. I do not consider Mozambique a fragile state.	3.3%	9.1%	4.0%	8.2%	9.1%	0.0%	15.8%	8.3%
Policy inconsistency	13.3%	0.0%	8.0%	12.2%	9.1%	0.0%	10.5%	12.5%
Weak social cohesion	6.7%	9.1%	8.0%	4.1%	18.2%	0.0%	5.3%	16.7%
Weak institutional capacity	16.7%	45.5%	32.0%	24.5%	9.1%	33.3%	31.6%	20.8%
Food insecurity	16.7%	18.2%	4.0%	0.0%	9.1%	22.2%	10.5%	8.3%
High levels of corruption*	63.3%	27.3%	60.0%	67.3%	81.8%	22.2%	63.2%	54.2%
Weak accountability	23.3%	27.3%	44.0%	36.7%	27.3%	33.3%	31.6%	29.2%
Lack of security	6.7%	0.0%	4.0%	16.3%	9.1%	11.1%	0.0%	8.3%
Political uncertainty	0.0%	0.0%	12.0%	6.1%	0.0%	11.1%	10.5%	4.2%
Lack of access to development finance*	30.0%	9.1%	8.0%	4.1%	9.1%	33.3%	0.0%	16.7%
Vulnerability to shocks*	20.0%	36.4%	8.0%	10.2%	0.0%	33.3%	10.5%	4.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mozambique?	30	6.13	2.24	11	6.55	1.63	23	5.61	2.13	49	5.00	2.05	9	4.44	3.00	9	6.67	1.87	16	6.25	2.38	21	5.14	2.95

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.	28	6.32	1.89	11	6.91	1.22	19	6.05	1.68	44	5.77	2.01	5	6.60	2.07	9	7.78	1.20	14	6.57	1.34	16	6.63	1.82

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mozambique solve its most complicated development challenges?	26	7.00	1.88	11	7.36	0.50	16	6.88	1.71	37	6.81	1.88	4	8.50	2.38	7	8.00	1.83	15	7.67	2.09	17	7.65	1.62

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

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

When thinking about how the World Bank Group can have the most impact on development results in Mozambique, in which sectors do you believe the World Bank Group should focus most of its resources in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Public sector governance/reform	46.7%	36.4%	57.1%	49.0%	50.0%	33.3%	50.0%	38.1%
Global/regional integration	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	20.0%	27.3%	4.8%	10.2%	0.0%	0.0%	11.1%	9.5%
Energy*	6.7%	0.0%	0.0%	0.0%	12.5%	22.2%	0.0%	4.8%
Water and sanitation	13.3%	9.1%	19.0%	4.1%	25.0%	22.2%	5.6%	9.5%
Job creation/employment	6.7%	9.1%	23.8%	14.3%	12.5%	0.0%	11.1%	23.8%
Health	16.7%	18.2%	9.5%	24.5%	12.5%	0.0%	27.8%	33.3%
Regional conflict and tensions	0.0%	0.0%	4.8%	4.1%	0.0%	0.0%	5.6%	0.0%
Access to finance	6.7%	0.0%	14.3%	12.2%	0.0%	0.0%	0.0%	4.8%
Social protection*	3.3%	27.3%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%
Gender equity	3.3%	0.0%	0.0%	4.1%	12.5%	0.0%	0.0%	4.8%
Private sector development	16.7%	9.1%	38.1%	16.3%	0.0%	11.1%	5.6%	4.8%
Education*	36.7%	54.5%	19.0%	42.9%	50.0%	44.4%	77.8%	42.9%
Urban development	6.7%	0.0%	4.8%	4.1%	0.0%	0.0%	0.0%	0.0%
Gender based violence	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	4.8%
Climate change	3.3%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	10.0%	9.1%	0.0%	8.2%	0.0%	0.0%	0.0%	19.0%
Inclusive economic growth	16.7%	18.2%	19.0%	26.5%	12.5%	33.3%	22.2%	19.0%
Disaster risk management	3.3%	0.0%	4.8%	0.0%	0.0%	0.0%	5.6%	0.0%
Equality of opportunity	3.3%	0.0%	0.0%	4.1%	12.5%	11.1%	0.0%	4.8%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions*	0.0%	18.2%	0.0%	4.1%	0.0%	11.1%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	5.6%	4.8%
Transport	23.3%	0.0%	14.3%	6.1%	25.0%	44.4%	16.7%	19.0%
Agriculture and rural development	40.0%	45.5%	23.8%	24.5%	50.0%	66.7%	44.4%	14.3%
Trade and exports	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	4.8%
Natural resource management	0.0%	18.2%	9.5%	4.1%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	6.7%	0.0%	14.3%	12.2%	25.0%	0.0%	11.1%	23.8%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	3.7%	0.0%	4.3%	13.0%	0.0%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects	18.5%	10.0%	13.0%	23.9%	11.1%	25.0%	25.0%	21.1%
Technical assistance	11.1%	0.0%	4.3%	10.9%	11.1%	0.0%	12.5%	15.8%
Policy advice, studies, analyses	3.7%	0.0%	26.1%	15.2%	22.2%	12.5%	6.3%	5.3%
Financial resources*	29.6%	60.0%	13.0%	10.9%	33.3%	25.0%	12.5%	47.4%
Data and statistics	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Promoting knowledge sharing	3.7%	0.0%	0.0%	2.2%	11.1%	0.0%	6.3%	5.3%
Implementation support	3.7%	10.0%	4.3%	0.0%	0.0%	0.0%	6.3%	0.0%
Mobilizing third party financial resources*	7.4%	0.0%	17.4%	6.5%	11.1%	37.5%	31.3%	0.0%
Donor coordination	3.7%	0.0%	8.7%	6.5%	0.0%	0.0%	0.0%	0.0%
Strategy formulation	14.8%	10.0%	8.7%	10.9%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects	10.3%	30.0%	8.7%	11.1%	22.2%	22.2%	25.0%	5.3%
Technical assistance	10.3%	20.0%	8.7%	0.0%	0.0%	22.2%	6.3%	21.1%
Policy advice, studies, analyses	27.6%	10.0%	17.4%	20.0%	33.3%	0.0%	12.5%	5.3%
Financial resources	13.8%	30.0%	30.4%	24.4%	0.0%	22.2%	6.3%	10.5%
Data and statistics	3.4%	0.0%	8.7%	4.4%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	3.4%	10.0%	4.3%	8.9%	11.1%	11.1%	6.3%	10.5%
Implementation support	0.0%	0.0%	0.0%	6.7%	0.0%	11.1%	6.3%	0.0%
Mobilizing third party financial resources	13.8%	0.0%	17.4%	15.6%	11.1%	0.0%	6.3%	26.3%
Donor coordination	3.4%	0.0%	4.3%	6.7%	11.1%	0.0%	6.3%	15.8%
Strategy formulation	13.8%	0.0%	0.0%	2.2%	11.1%	11.1%	25.0%	5.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The credibility of its knowledge/data	3.3%	0.0%	3.7%	0.0%	9.1%	0.0%	0.0%	4.5%
Not focused enough on issues that are unique to post-conflict countries	3.3%	9.1%	0.0%	4.3%	0.0%	0.0%	5.9%	0.0%
Inadequate number of World Bank Group staff members located in the country	3.3%	9.1%	7.4%	4.3%	0.0%	12.5%	5.9%	9.1%
Not willing to honestly criticize policies and reform efforts in the country	6.7%	18.2%	18.5%	21.3%	18.2%	0.0%	5.9%	4.5%
Staff too inaccessible*	0.0%	0.0%	0.0%	2.1%	9.1%	0.0%	17.6%	4.5%
Not collaborating enough with private sector*	3.3%	0.0%	40.7%	4.3%	0.0%	25.0%	5.9%	0.0%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	3.3%	36.4%	3.7%	10.6%	0.0%	0.0%	0.0%	4.5%
Not aligned with country priorities	20.0%	0.0%	18.5%	2.1%	9.1%	25.0%	23.5%	13.6%
Not adequately sensitive to political/social realities in Mozambique	16.7%	0.0%	11.1%	10.6%	18.2%	25.0%	11.8%	22.7%
Too influenced by developed countries	40.0%	9.1%	14.8%	14.9%	9.1%	25.0%	29.4%	18.2%
World Bank Group's processes too slow	6.7%	9.1%	7.4%	8.5%	18.2%	12.5%	11.8%	4.5%
World Bank Group's processes too complex	16.7%	27.3%	7.4%	6.4%	18.2%	12.5%	23.5%	18.2%
Not exploring alternative policy options	6.7%	9.1%	0.0%	2.1%	0.0%	0.0%	11.8%	9.1%
Not sufficiently focused on results	3.3%	9.1%	14.8%	6.4%	0.0%	0.0%	0.0%	4.5%
Not in it for the long term*	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	3.7%	6.4%	0.0%	0.0%	0.0%	9.1%
Not collaborating enough with civil society*	3.3%	18.2%	11.1%	31.9%	0.0%	0.0%	11.8%	4.5%
Not enough public disclosure of its work	13.3%	9.1%	14.8%	19.1%	36.4%	25.0%	29.4%	18.2%
Arrogant in its approach	3.3%	9.1%	3.7%	4.3%	0.0%	0.0%	0.0%	0.0%
Other	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Don't know	16.7%	9.1%	7.4%	19.1%	27.3%	12.5%	0.0%	18.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	3.3%	0.0%	7.1%	0.0%	9.1%	0.0%	0.0%	4.5%
To a somewhat sufficient degree	43.3%	72.7%	14.3%	28.3%	45.5%	25.0%	30.0%	45.5%
To a somewhat insufficient degree	23.3%	27.3%	32.1%	41.5%	0.0%	50.0%	40.0%	13.6%
To a very insufficient degree	10.0%	0.0%	10.7%	9.4%	18.2%	25.0%	15.0%	0.0%
Don't know	20.0%	0.0%	35.7%	20.8%	27.3%	0.0%	15.0%	36.4%

*Significantly different between stakeholder groups



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

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

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing	12	6.75	1.48	4	7.75	1.71	13	5.46	2.47	20	5.95	1.50	5	6.20	1.64	7	6.00	2.45	14	5.71	1.49	12	6.42	1.56
Development Policy Financing	13	6.46	2.11	3	6.33	1.15	9	6.56	2.55	17	6.00	1.80	4	6.25	2.75	6	5.17	2.23	15	5.93	1.49	10	7.20	1.14
Program-for-Results Financing	11	7.27	1.90	5	6.60	1.14	8	5.00	2.45	13	6.08	1.98	3	4.33	1.53	3	5.33	2.89	8	4.75	1.39	7	6.43	2.23
Trust funds and grants	7	5.71	2.29	6	7.50	1.05	10	5.20	3.29	14	5.93	2.09	3	5.67	1.15	4	5.25	1.71	4	4.25	0.96	4	5.50	1.29
MIGA Guarantees	4	7.00	2.45	2	5.00	1.41	8	5.25	3.49	5	6.20	1.30	1	3.00	-	4	5.50	3.87	4	5.50	0.58	2	6.50	2.12
IFC Investment Services	7	6.57	2.30	2	6.50	0.71	10	5.70	3.02	13	5.92	1.71	3	6.00	1.73	6	5.83	2.93	7	5.86	1.21	3	5.33	0.58
IFC Advisory Services	7	6.71	2.69	1	6.00	-	10	5.50	2.95	11	5.64	1.57	2	5.50	2.12	5	7.20	1.64	8	6.00	2.14	3	5.67	1.15

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)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	20.0%	9.1%	17.9%	15.1%	45.5%	25.0%	35.0%	25.0%
Youth/university groups	10.0%	27.3%	21.4%	11.3%	9.1%	0.0%	15.0%	25.0%
Private sector	26.7%	0.0%	42.9%	24.5%	18.2%	37.5%	15.0%	25.0%
Local government	43.3%	9.1%	10.7%	20.8%	9.1%	37.5%	20.0%	20.8%
Donor community*	16.7%	36.4%	0.0%	11.3%	0.0%	37.5%	0.0%	8.3%
NGOs/Community Based Organizations*	16.7%	45.5%	25.0%	69.8%	18.2%	0.0%	15.0%	25.0%
Academia/think tanks/research institutes*	20.0%	18.2%	35.7%	9.4%	9.1%	12.5%	70.0%	20.8%
Parliament	10.0%	0.0%	3.6%	3.8%	0.0%	0.0%	0.0%	8.3%
Foundations	3.3%	0.0%	0.0%	3.8%	9.1%	0.0%	0.0%	4.2%
Media	3.3%	0.0%	10.7%	5.7%	27.3%	0.0%	0.0%	8.3%
UN and regional peace keeping forces*	3.3%	0.0%	0.0%	1.9%	0.0%	25.0%	5.0%	4.2%
Emerging donors	3.3%	9.1%	7.1%	1.9%	0.0%	0.0%	0.0%	8.3%
UN agencies*	6.7%	27.3%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Regional organizations	10.0%	0.0%	7.1%	1.9%	0.0%	25.0%	15.0%	0.0%
Other	0.0%	0.0%	3.6%	1.9%	0.0%	0.0%	5.0%	8.3%
Don't know*	3.3%	9.1%	7.1%	3.8%	27.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mozambique	26	6.92	2.26	11	7.45	1.44	22	6.14	2.47	42	6.40	2.29	8	7.75	1.98	8	6.63	1.77	16	6.50	2.16	20	8.00	1.62
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique*	26	6.62	2.19	11	7.82	1.33	22	5.91	2.18	40	6.60	1.91	8	7.63	2.00	8	4.63	1.60	16	5.88	2.42	17	6.47	1.70

*Significantly different between stakeholder groups

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

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	26	5.65	1.67	11	6.36	1.12	15	5.27	1.83	33	5.45	1.97	7	6.43	2.30	7	4.57	2.07	16	5.25	1.65	15	7.27	1.79
Flexibility (in terms of the institution's products and services)	25	5.32	1.60	11	5.45	1.51	14	4.50	1.65	35	5.11	1.69	5	6.40	2.07	6	5.33	2.07	17	4.88	1.50	16	6.13	2.06
Flexibility (in terms of changing country circumstances)*	23	5.35	1.97	10	6.20	1.40	11	4.73	1.68	30	5.00	1.91	7	6.57	2.15	5	4.40	1.67	17	4.53	1.23	14	6.86	2.11
Being inclusive	22	5.82	2.04	11	5.45	1.63	15	5.20	2.34	36	5.44	1.92	4	5.75	1.71	7	6.29	2.43	18	5.72	1.74	12	6.25	1.91
Openness (sharing data and other information)	22	6.50	1.97	10	5.60	2.22	15	5.20	2.27	40	6.03	2.15	6	6.33	2.66	9	6.89	2.47	18	6.17	2.20	14	7.57	1.99
Collaboration with the Government	26	7.31	2.05	11	7.27	1.10	19	6.63	2.09	42	7.29	1.84	6	7.50	1.87	9	6.67	2.87	15	7.40	1.18	16	8.13	1.54
The speed in which it gets things accomplished on the ground	24	5.83	2.50	10	6.00	1.70	16	4.88	2.28	34	5.29	2.24	6	7.17	1.94	8	5.88	2.10	14	5.64	1.50	14	7.14	2.48
Helping to bring discipline/effective supervision to implementation of investment projects*	25	7.12	2.17	10	7.20	1.03	18	4.89	2.19	34	5.82	2.22	6	7.67	2.07	7	7.71	1.89	16	6.81	1.91	16	7.38	2.28
Collaboration with civil society*	21	6.38	2.01	9	5.11	1.27	15	4.80	2.14	39	5.00	2.04	7	7.43	1.72	6	4.50	2.07	16	5.94	1.53	13	7.38	2.18
Staff accessibility*	24	6.38	2.04	11	6.18	1.78	15	5.33	1.95	32	4.94	2.02	6	6.00	1.41	8	6.63	2.13	12	4.50	1.98	13	7.15	2.08
Collaboration with other donors and development partners	24	6.92	2.12	10	6.00	1.56	15	6.13	2.36	29	6.83	2.07	7	7.86	1.57	7	7.29	2.56	12	7.25	1.48	15	7.80	1.97
Collaboration with the private sector	22	6.32	2.32	6	7.00	0.89	16	5.13	2.50	26	5.23	1.88	6	6.67	1.03	7	5.71	2.93	12	6.00	1.91	12	7.50	2.11
Collaboration with the UN*	17	7.59	1.54	6	5.83	1.17	7	6.57	1.99	19	6.89	2.26	4	9.50	0.58	4	5.75	3.59	9	7.67	1.50	9	8.56	1.81
Straightforwardness and honesty	20	7.85	1.84	10	6.30	1.77	14	6.86	2.21	32	6.88	2.01	6	7.00	2.53	5	6.80	2.28	13	7.38	1.66	15	7.87	1.81
Treating clients and stakeholders in Mozambique with respect	26	7.69	1.67	9	7.67	1.41	17	7.82	1.91	32	7.13	2.09	6	9.17	0.98	7	8.00	1.63	15	7.60	1.45	13	8.46	1.76
Being a long-term partner	26	8.65	1.77	10	8.20	0.92	18	7.39	2.25	35	7.77	2.18	8	9.25	0.89	9	8.78	1.20	15	7.80	2.48	17	9.06	1.34

*Significantly different between stakeholder groups

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

To what extent does the World Bank Group partner with the right people to support work on the ground in Mozambique? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Nearly never	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	4.2%
Rarely	3.6%	0.0%	3.6%	9.3%	0.0%	11.1%	5.0%	0.0%
Sometimes	10.7%	27.3%	32.1%	25.9%	30.0%	22.2%	25.0%	20.8%
Nearly always	39.3%	27.3%	0.0%	20.4%	10.0%	11.1%	25.0%	33.3%
Don't know	35.7%	36.4%	53.6%	33.3%	20.0%	44.4%	35.0%	29.2%
Prefer not to answer	10.7%	9.1%	10.7%	11.1%	40.0%	0.0%	10.0%	12.5%

Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Mozambique? (Select no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Food Program (WFP)*	36.7%	54.5%	39.3%	18.5%	60.0%	33.3%	55.0%	50.0%
World Health Organization (WHO)	43.3%	18.2%	39.3%	33.3%	40.0%	33.3%	45.0%	50.0%
United Nations Development Program (UNDP)	56.7%	27.3%	32.1%	40.7%	40.0%	77.8%	40.0%	40.9%
Save the Children	0.0%	0.0%	7.1%	9.3%	20.0%	0.0%	5.0%	0.0%
The Red Cross	3.3%	9.1%	10.7%	3.7%	0.0%	0.0%	5.0%	9.1%
The United Nations International Children's Emergency Fund (UNICEF)*	20.0%	54.5%	7.1%	16.7%	20.0%	0.0%	20.0%	27.3%
The International Committee of the Red Cross (ICRC)	0.0%	0.0%	3.6%	1.9%	0.0%	0.0%	0.0%	0.0%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	13.3%	0.0%	7.1%	20.4%	0.0%	22.2%	5.0%	0.0%
Don't know	6.7%	9.1%	17.9%	14.8%	10.0%	0.0%	10.0%	9.1%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Lack of/inadequate levels of capacity in Government																									
There is not an adequate level of citizen/civil society participation*																									
Corruption*																									
Poor coordination within the World Bank Group																									
Ongoing conflict and instability																									
Inadequate funding																									
The World Bank Group does not provide the government with consistent support throughout the reform effort																									
Political pressures and obstacles																									
Reforms are not well thought out in light of country challenges																									
Poor coordination within the Government																									
There is an inadequate level of private sector participation and support*																									
Poor donor coordination																									
The World Bank Group is not sensitive enough to political/social realities on the ground																									
Other																									

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender	17	6.35	2.47	7	6.14	1.57	14	5.93	2.02	37	6.03	2.48	9	7.56	1.24	4	4.75	0.50	17	6.41	1.70	16	7.00	1.86
The impact of climate change	21	6.71	2.10	7	6.57	0.79	15	6.27	2.55	34	6.15	2.05	8	7.38	1.60	5	5.80	1.92	18	6.00	1.85	10	6.00	2.45

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

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	17	6.88	2.00	7	6.57	1.27	7	4.57	1.99	15	5.47	1.60	5	6.60	2.30	4	4.50	3.11	13	5.31	2.18	8	6.50	2.33
Private sector development	20	6.25	1.89	7	7.29	1.25	15	5.53	2.26	18	5.39	1.88	6	7.17	2.04	6	5.17	2.23	12	5.50	1.93	9	6.56	1.74
Education*	22	6.59	2.20	9	6.89	1.83	12	4.83	2.25	33	6.55	2.21	6	8.17	0.98	7	6.00	1.41	18	6.28	1.81	16	7.31	1.85
Public sector governance/reform	22	7.05	1.84	8	6.63	1.60	14	5.29	2.49	30	6.40	2.19	7	7.43	1.62	7	6.14	0.90	15	5.93	1.71	9	7.22	2.17
Global/regional integration	15	6.20	2.31	1	3.00	-	6	4.83	1.47	11	5.64	1.86	4	5.75	1.26	4	5.00	0.00	13	6.38	1.89	5	6.00	2.65
Food security	16	6.81	1.91	4	4.75	0.50	9	6.00	1.87	21	6.29	2.08	6	7.17	1.94	7	6.00	1.29	16	6.13	2.16	9	6.89	2.26
Urban development	11	5.73	2.00	3	7.67	0.58	8	5.13	1.46	17	5.59	1.91	5	7.00	1.41	5	5.60	1.95	13	5.69	1.65	6	6.50	1.87
Energy	14	7.29	2.02	5	7.80	0.84	10	6.10	2.13	16	5.81	2.04	7	7.14	2.61	7	6.29	1.60	16	5.75	1.44	9	7.44	1.51
Water and sanitation	14	7.07	2.06	5	7.00	0.71	11	6.18	1.72	24	6.00	2.09	7	7.71	2.29	8	6.50	1.85	17	6.71	1.93	10	7.60	1.65
Job creation/employment	8	5.38	2.92	3	7.00	1.00	12	5.75	2.63	17	4.88	1.83	6	6.17	1.72	6	4.17	1.47	15	4.47	1.25	8	5.88	1.64
Health	18	6.89	2.08	7	7.43	1.81	14	5.86	2.35	27	6.37	2.29	8	7.88	1.73	5	6.20	1.92	17	6.12	1.83	11	7.00	1.79
Access to finance	16	5.75	2.41	3	7.00	0.00	14	4.36	2.47	20	5.85	2.30	6	7.17	1.72	6	5.83	0.98	13	4.77	1.88	7	6.29	2.14
Transport	16	6.88	2.45	3	7.67	1.15	12	5.58	2.27	18	5.89	1.97	6	6.67	1.37	7	6.14	2.12	15	5.07	1.44	8	7.00	1.77
Agriculture and rural development	17	6.29	2.76	6	6.67	1.51	10	6.00	2.00	25	5.92	1.98	7	7.71	0.95	6	6.17	1.17	16	5.38	2.16	8	6.25	1.39
Natural resource management (non-renewables)	10	6.30	2.54	4	6.50	2.38	8	5.00	1.85	15	5.53	2.00	5	6.60	2.51	5	4.80	2.17	16	4.94	1.53	6	7.00	2.10
Climate change*	15	7.40	2.56	5	6.60	1.14	7	4.29	2.43	20	5.80	1.67	7	7.14	2.27	6	4.83	2.32	17	5.35	2.06	4	7.50	1.91
Poverty reduction	18	6.11	2.47	8	6.63	1.41	14	5.00	2.51	31	5.61	2.08	8	6.75	2.25	7	5.57	1.62	17	5.00	1.94	8	6.88	1.64
Inclusive economic growth*	13	5.92	1.98	7	6.57	1.51	13	5.46	1.81	22	4.77	1.88	7	6.00	2.00	5	5.40	2.70	16	4.31	1.74	6	7.17	1.94
Disaster risk management	14	6.50	2.18	6	6.50	1.38	9	4.78	2.82	23	5.96	2.01	8	6.63	2.13	4	5.75	2.06	15	5.47	1.77	7	6.29	1.60
Information and communications technology	13	5.38	1.98				7	4.14	1.95	19	5.79	2.02	7	6.14	1.86	5	3.80	1.92	14	6.00	1.88	9	6.67	2.18
Local governance and institutions	13	6.54	2.47	4	5.75	1.50	13	4.38	2.33	31	5.94	2.08	7	6.86	2.48	5	5.20	2.49	14	5.21	1.58	9	7.00	2.24

*Significantly different between stakeholder groups

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	26	6.88	2.12	10	6.70	0.82	23	5.70	1.77	45	6.24	2.04	9	7.22	1.72	9	6.56	1.51	17	5.76	1.39	21	6.86	1.68

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



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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	24	7.58	2.02	8	6.13	1.55	23	6.91	1.93	36	7.33	1.93	8	7.63	1.60	6	8.00	1.67	18	8.22	1.52	21	7.90	1.58

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mozambique	25	6.04	2.11	9	6.44	1.33	20	5.00	2.41	40	5.80	2.10	7	7.00	1.53	7	6.43	1.81	17	5.18	2.56	15	6.40	2.10
The World Bank Group meets Mozambique's needs for knowledge services	25	6.16	2.19	8	6.25	1.28	18	5.72	2.14	41	5.88	2.00	8	7.13	2.17	6	7.33	2.34	18	5.28	2.27	15	7.33	2.69

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Mozambique to mobilize finance for development from private sector sources?*	15	6.13	1.88	3	5.33	2.89	16	4.25	2.32	22	5.77	2.05	7	7.00	2.45	5	6.20	1.30	15	4.87	1.92	9	7.78	1.48

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

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Very familiar	3.4%	0.0%	0.0%	1.9%	0.0%	0.0%	5.0%	4.2%
Somewhat familiar	17.2%	27.3%	3.6%	1.9%	20.0%	11.1%	10.0%	4.2%
Somewhat unfamiliar	20.7%	9.1%	17.9%	20.8%	40.0%	55.6%	20.0%	33.3%
Very unfamiliar	27.6%	54.5%	42.9%	39.6%	10.0%	22.2%	30.0%	25.0%
Don't know	31.0%	9.1%	35.7%	35.8%	30.0%	11.1%	35.0%	33.3%



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

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

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	22	6.05	2.48	3	6.33	2.89	15	4.93	2.71	25	5.68	1.86	5	6.20	1.92	5	5.40	1.82	14	5.07	1.64	10	7.00	1.56
To develop better and stronger data collection/analytics systems within the Government*	21	5.71	2.33	6	7.00	0.63	18	5.00	2.72	30	6.10	2.06	6	6.33	1.75	4	6.25	2.06	15	5.27	1.44	12	7.67	1.72
To strengthen the country's crisis preparedness	19	4.79	2.51	6	6.00	1.41	15	4.93	2.74	27	5.81	1.69	6	5.83	2.14	6	5.83	2.14	15	5.00	2.14	10	6.80	2.04

*Significantly different between stakeholder groups

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Mozambique's efforts to manage crisis related risks?	5	5.80	2.59	4	7.25	0.50	7	6.14	1.95	5	5.00	1.58	1	7.00	-				4	4.25	1.89	3	6.67	1.53

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

When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only one response)

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank Group is providing less valuable support than in the past, to enhance the Mozambique's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge	13.8%	9.1%	3.6%	11.5%	10.0%	11.1%	10.0%	13.6%
The World Bank Group is providing more valuable support than in the past, to enhance the Mozambique's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge	31.0%	27.3%	32.1%	11.5%	10.0%	33.3%	35.0%	31.8%
The World Bank Group's approach and work related to systematically identifying and monitoring risks in Mozambique has remained constant	13.8%	9.1%	17.9%	13.5%	30.0%	0.0%	10.0%	4.5%
Don't know	41.4%	54.5%	46.4%	63.5%	50.0%	55.6%	45.0%	50.0%



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

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	10.3%	0.0%	7.4%	1.9%	30.0%	22.2%	5.0%	4.3%
Monthly	13.8%	27.3%	11.1%	5.8%	0.0%	11.1%	15.0%	17.4%
A few times a year	51.7%	54.5%	37.0%	55.8%	30.0%	22.2%	65.0%	47.8%
Rarely	20.7%	18.2%	33.3%	25.0%	20.0%	33.3%	15.0%	17.4%
Never	3.4%	0.0%	11.1%	11.5%	20.0%	11.1%	0.0%	13.0%

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

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	19	5.68	2.03	9	6.89	1.54	18	5.33	1.68	29	5.45	1.66	7	6.29	1.38	5	5.20	2.86	15	5.47	1.55	12	6.92	2.50
Include appropriate level of stakeholder involvement during preparation	26	6.15	2.03	6	4.67	1.63	15	6.20	1.70	36	5.31	2.03	7	6.00	1.00	6	5.33	2.66	17	5.65	1.87	13	6.92	1.38
Lead to practical solutions	25	6.48	2.08	8	6.13	1.55	18	5.44	2.18	36	5.56	2.27	6	5.50	1.64	6	6.00	2.83	18	5.67	2.30	14	7.00	1.71
Are accessible (well written and easy to understand)	25	6.16	2.44	10	7.20	1.69	18	6.39	1.97	35	5.71	1.99	7	5.29	1.38	6	6.33	2.88	16	5.88	2.09	14	6.79	1.42
Are source of relevant information on global good practices	24	7.04	2.29	10	7.50	1.18	19	6.89	2.35	39	6.77	1.94	7	7.86	1.68	5	7.80	2.95	17	7.76	1.15	15	7.67	1.99
Are adequately disseminated	23	6.00	2.39	10	6.50	1.58	20	6.05	2.63	37	5.54	2.18	7	7.43	1.99	6	7.33	1.97	16	5.31	1.85	14	6.86	1.46
Are translated enough into local language*	22	5.95	2.17	4	7.75	0.50	17	6.00	2.18	30	4.90	2.45	7	7.14	1.57	7	5.86	2.85	16	4.62	2.03	12	6.25	2.56
Are adaptable to Mozambique's specific development challenges and country circumstances	25	5.96	2.15	8	6.50	1.60	20	5.65	2.25	34	5.50	1.75	7	6.86	0.69	8	6.38	2.07	17	6.12	2.00	16	6.94	1.88

*Significantly different between stakeholder groups

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	25	6.76	1.90	8	6.38	0.92	24	5.58	2.32	41	6.29	2.19	7	7.00	1.41	8	6.50	0.93	19	6.68	1.80	17	7.06	1.48
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	26	7.58	1.72	10	7.30	0.95	23	6.78	1.93	40	7.00	2.17	5	8.40	1.14	7	7.57	1.40	16	6.37	1.63	17	8.18	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

When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Almost never has the right skills mix to tackle the challenges of fragility	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Rarely has the right skills mix to tackle the challenges of fragility	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	4.5%
Sometimes has the right skills mix to tackle the challenges of fragility	28.6%	45.5%	11.1%	19.6%	12.5%	22.2%	21.1%	4.5%
Almost always has the right skills mix to tackle the challenges of fragility	46.4%	27.3%	18.5%	25.5%	37.5%	33.3%	42.1%	50.0%
Don't know	10.7%	27.3%	37.0%	41.2%	37.5%	33.3%	26.3%	22.7%
Prefer not to answer	14.3%	0.0%	25.9%	11.8%	12.5%	11.1%	10.5%	18.2%

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

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	24	5.42	2.48	6	6.50	1.38	15	6.07	1.79	28	5.14	2.24	4	6.75	2.06	6	7.33	2.94	13	5.77	2.52	9	6.89	2.47
The World Bank Group effectively monitors and evaluates the projects and programs it supports	29	7.59	2.06	10	7.10	1.37	18	6.39	2.64	36	6.53	2.25	5	8.60	1.52	8	7.00	2.07	16	7.50	2.07	16	7.50	2.37
The World Bank Group's approvals and reviews are done in a timely fashion	23	5.87	2.10	8	6.25	1.39	15	6.07	2.12	28	5.68	2.26	4	7.50	2.08	5	5.40	2.61	16	6.44	2.28	9	6.89	2.67
The World Bank Group's "Safeguard Policy" requirements are reasonable	20	6.00	2.29	5	7.40	1.14	13	6.85	1.57	26	6.65	1.55	2	6.50	2.12	5	5.20	2.95	13	6.85	2.15	7	7.29	1.60
The World Bank Group's conditions on its lending are reasonable	19	6.00	2.47	2	8.50	0.71	18	6.83	1.72	19	5.42	2.46	4	7.25	2.22	7	6.71	2.87	12	6.50	2.58	9	7.00	1.94
The World Bank Group takes decisions quickly in Mozambique	25	5.80	2.25	9	6.22	1.39	14	5.43	2.31	25	5.72	1.99	4	7.75	1.26	8	6.38	2.39	11	5.00	1.90	11	6.00	3.13
Working with the World Bank Group increases Mozambique's institutional capacity	28	7.18	2.18	11	6.55	1.13	18	6.39	2.20	38	6.74	2.41	4	8.75	1.50	9	7.44	2.19	18	8.11	1.60	17	7.47	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them	19	7.16	1.95	8	7.13	1.13	16	6.19	2.32	23	7.09	1.98	2	10.00	0.00	6	6.33	2.66	12	7.00	1.48	13	7.62	2.33

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mozambique?	12	7.08	1.98	8	6.75	1.28	14	6.21	2.19	21	6.71	1.79	2	9.00	1.41	6	5.67	1.51	12	5.92	1.73	9	7.89	1.96

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



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Improve the quality of its experts as related to Mozambique's specific challenges	20.7%	0.0%	11.1%	15.4%	9.1%	0.0%	26.3%	20.8%
Work more with private sector*	3.4%	9.1%	40.7%	7.7%	0.0%	22.2%	10.5%	12.5%
Increase the level of World Bank Group staffing in Mozambique's office	0.0%	18.2%	3.7%	1.9%	9.1%	11.1%	5.3%	0.0%
Offer more innovative knowledge services	10.3%	9.1%	11.1%	7.7%	18.2%	0.0%	0.0%	4.2%
Collaborate more effectively with Government clients	31.0%	9.1%	11.1%	9.6%	0.0%	22.2%	10.5%	12.5%
Work faster	10.3%	18.2%	7.4%	3.8%	9.1%	0.0%	0.0%	16.7%
Reduce the complexity of obtaining World Bank Group financing	41.4%	0.0%	25.9%	19.2%	9.1%	22.2%	21.1%	20.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	0.0%	18.5%	5.8%	9.1%	22.2%	15.8%	16.7%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	10.3%	81.8%	11.1%	15.4%	0.0%	11.1%	0.0%	4.2%
Offer more innovative financial products	10.3%	0.0%	3.7%	5.8%	9.1%	11.1%	0.0%	16.7%
Ensure greater selectivity in its work	0.0%	0.0%	3.7%	3.8%	9.1%	0.0%	0.0%	4.2%
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	10.3%	9.1%	3.7%	9.6%	9.1%	0.0%	21.1%	4.2%
Improve the competitiveness of its financing compared to markets	3.4%	0.0%	3.7%	3.8%	0.0%	0.0%	0.0%	4.2%
Work more with civil society and beneficiary representatives*	6.9%	18.2%	18.5%	57.7%	36.4%	11.1%	42.1%	29.2%
Increase the level of capacity development in the country	20.7%	27.3%	14.8%	23.1%	27.3%	44.4%	26.3%	25.0%
Leverage the private sector more	17.2%	0.0%	7.4%	3.8%	27.3%	22.2%	5.3%	8.3%
Other	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	10.5%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	46.7%	36.4%	36.0%	28.3%	10.0%	55.6%	22.2%	31.8%
Knowledge products	6.7%	9.1%	24.0%	20.8%	30.0%	11.1%	50.0%	18.2%
Convening services	6.7%	18.2%	0.0%	1.9%	10.0%	0.0%	0.0%	4.5%
None of the above	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	4.5%
The combination is appropriate for Mozambique	30.0%	27.3%	28.0%	34.0%	30.0%	22.2%	22.2%	31.8%
Don't know	10.0%	9.1%	12.0%	13.2%	20.0%	11.1%	5.6%	9.1%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion	11.5%	0.0%	16.0%	12.2%	20.0%	11.1%	10.0%	16.7%
Public financial management	38.5%	63.6%	60.0%	51.0%	50.0%	66.7%	50.0%	58.3%
Reducing gender based violence	0.0%	0.0%	8.0%	12.2%	10.0%	0.0%	5.0%	4.2%
Crisis preparedness	19.2%	9.1%	8.0%	12.2%	20.0%	11.1%	5.0%	0.0%
Crisis response	3.8%	0.0%	20.0%	12.2%	20.0%	0.0%	5.0%	8.3%
Access to justice systems	23.1%	9.1%	8.0%	10.2%	10.0%	0.0%	20.0%	29.2%
Security mechanisms	7.7%	0.0%	12.0%	4.1%	0.0%	0.0%	5.0%	12.5%
Conflict resolution mechanisms	0.0%	0.0%	4.0%	8.2%	10.0%	0.0%	20.0%	8.3%
Support domestic resource mobilization	30.8%	18.2%	20.0%	26.5%	0.0%	33.3%	15.0%	16.7%
Access to basic services	34.6%	45.5%	20.0%	24.5%	30.0%	44.4%	25.0%	20.8%
Capacity of state institutions	46.2%	45.5%	40.0%	24.5%	40.0%	55.6%	65.0%	41.7%
Jobs	7.7%	18.2%	28.0%	12.2%	40.0%	33.3%	15.0%	16.7%
Improving livelihoods	11.5%	36.4%	16.0%	14.3%	10.0%	11.1%	0.0%	8.3%
Food security	26.9%	18.2%	4.0%	22.4%	10.0%	11.1%	20.0%	12.5%
Social safety nets*	7.7%	36.4%	0.0%	10.2%	0.0%	11.1%	5.0%	0.0%
Stimulating dialogue to promote peace and stability	15.4%	0.0%	20.0%	20.4%	30.0%	0.0%	25.0%	20.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion	11.5%	9.1%	16.7%	13.3%	40.0%	12.5%	11.1%	18.2%
Public financial management	30.8%	0.0%	16.7%	20.0%	30.0%	12.5%	16.7%	18.2%
Reducing gender based violence	7.7%	18.2%	8.3%	17.8%	30.0%	0.0%	11.1%	13.6%
Crisis preparedness	26.9%	9.1%	16.7%	8.9%	10.0%	37.5%	16.7%	18.2%
Crisis response	3.8%	36.4%	16.7%	24.4%	20.0%	12.5%	11.1%	13.6%
Access to justice systems	19.2%	18.2%	12.5%	26.7%	20.0%	37.5%	27.8%	9.1%
Security mechanisms	7.7%	18.2%	4.2%	4.4%	10.0%	25.0%	5.6%	9.1%
Conflict resolution mechanisms	15.4%	45.5%	12.5%	13.3%	20.0%	0.0%	27.8%	13.6%
Support domestic resource mobilization	15.4%	18.2%	12.5%	20.0%	10.0%	25.0%	22.2%	22.7%
Access to basic services	19.2%	18.2%	41.7%	31.1%	20.0%	25.0%	22.2%	22.7%
Capacity of state institutions	11.5%	0.0%	16.7%	22.2%	0.0%	0.0%	5.6%	18.2%
Jobs	30.8%	9.1%	25.0%	11.1%	20.0%	37.5%	22.2%	31.8%
Improving livelihoods	15.4%	0.0%	16.7%	11.1%	10.0%	0.0%	22.2%	22.7%
Food security	30.8%	36.4%	29.2%	20.0%	20.0%	25.0%	33.3%	27.3%
Social safety nets	11.5%	9.1%	12.5%	2.2%	0.0%	12.5%	0.0%	0.0%
Stimulating dialogue to promote peace and stability	23.1%	54.5%	20.8%	31.1%	40.0%	37.5%	27.8%	36.4%



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

To what degree does the World Bank Group support with its resources? (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social cohesion	10	4.50	1.58	4	4.25	2.50	8	5.00	2.27	13	5.77	1.36	2	5.00	2.83	1	4.00	-	8	5.13	1.36	6	7.67	2.66
Public financial management	15	7.20	2.34	7	6.57	1.40	11	4.82	2.44	25	6.44	2.26	6	7.83	1.60	4	7.25	1.71	11	6.73	1.27	10	7.60	2.07
Reducing gender based violence*	8	4.00	1.60	3	5.00	1.00	7	5.43	1.90	20	5.70	2.25	6	7.00	1.79	2	5.00	4.24	11	5.27	1.42	8	8.50	1.69
Crisis preparedness	15	5.73	2.31	6	5.33	2.16	8	4.88	2.75	16	5.38	1.59	5	6.40	1.14	4	6.00	2.58	12	4.75	0.97	7	6.86	1.86
Crisis response	13	5.46	1.71	6	5.83	1.47	9	5.00	2.96	18	5.06	1.86	5	7.20	1.10	4	5.75	2.99	11	5.00	1.18	7	6.57	1.51
Access to justice systems	8	4.88	1.25	3	3.33	1.53	7	5.00	1.83	19	5.32	1.92	5	6.40	1.14	4	5.00	2.83	9	5.00	2.00	11	6.45	2.46
Security mechanisms	6	4.50	1.38	1	3.00	-	7	4.14	1.68	15	4.87	1.36	2	6.00	2.83	2	4.00	4.24	8	5.00	1.20	6	5.17	2.99
Conflict resolution mechanisms	7	5.71	2.43	2	2.50	0.71	10	4.60	1.78	16	4.62	2.13	3	5.00	2.65	1	1.00	-	10	5.40	1.26	6	6.17	2.32
Support domestic resource mobilization	17	5.18	2.38	5	6.40	1.67	11	4.45	2.11	19	5.11	1.79	5	6.60	2.51	5	5.80	1.79	9	5.22	0.83	9	6.44	1.42
Access to basic services*	22	6.14	2.27	8	7.75	0.89	11	5.45	1.75	24	5.88	1.87	6	8.50	1.22	7	6.14	1.86	12	6.33	2.15	15	7.13	1.85
Capacity of state institutions	15	6.80	1.86	7	6.71	1.11	9	5.78	2.49	24	6.54	2.34	4	8.75	1.50	7	7.00	1.29	12	6.25	1.42	10	7.20	2.04
Jobs	15	5.33	2.02	6	6.67	1.21	11	4.55	2.66	21	5.71	2.15	5	6.40	2.07	5	6.40	1.34	12	5.25	1.22	7	5.86	2.27
Improving livelihoods	13	5.69	1.80	6	6.50	1.38	12	5.33	1.72	21	6.24	1.79	6	7.67	0.52	3	5.67	1.53	11	5.45	1.29	7	6.43	1.72
Food security	16	6.63	2.22	5	4.60	2.19	12	5.92	1.83	22	5.95	2.15	7	7.43	1.51	6	7.17	1.17	13	6.54	1.61	10	6.60	1.78
Social safety nets*	8	5.50	2.78	8	6.75	1.58	8	3.75	2.05	19	5.63	1.67	4	7.50	1.29	3	7.33	0.58	10	5.20	1.03	6	5.67	1.63
Stimulating dialogue to promote peace and stability*	12	5.50	2.50	2	3.00	0.00	10	5.40	2.27	18	5.83	1.92	4	6.75	2.99	1	1.00	-	10	6.10	1.79	9	8.67	1.12

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	10.7%	0.0%	8.0%	3.9%	10.0%	0.0%	5.6%	27.3%
International radio*	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	16.7%	0.0%
Social media	14.3%	45.5%	32.0%	19.6%	0.0%	0.0%	16.7%	18.2%
International newspapers	7.1%	0.0%	8.0%	9.8%	0.0%	0.0%	0.0%	0.0%
Local television	32.1%	18.2%	28.0%	39.2%	10.0%	62.5%	27.8%	31.8%
Internet	53.6%	63.6%	52.0%	54.9%	60.0%	50.0%	72.2%	59.1%
Periodicals	42.9%	18.2%	12.0%	37.3%	30.0%	25.0%	27.8%	40.9%
International television*	10.7%	0.0%	8.0%	9.8%	40.0%	25.0%	16.7%	0.0%
Local newspapers*	10.7%	45.5%	36.0%	17.6%	20.0%	25.0%	5.6%	4.5%
Other*	10.7%	0.0%	0.0%	2.0%	20.0%	12.5%	0.0%	18.2%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	50.0%	36.4%	32.1%	46.2%	45.5%	37.5%	35.0%	37.5%
e-Newsletters	26.7%	45.5%	32.1%	46.2%	27.3%	37.5%	35.0%	29.2%
World Bank Group's seminars/workshops/conferences	33.3%	18.2%	25.0%	15.4%	36.4%	37.5%	35.0%	41.7%
Mobile phones	3.3%	0.0%	3.6%	3.8%	18.2%	0.0%	0.0%	4.2%
Direct contact with World Bank Group	23.3%	27.3%	21.4%	23.1%	27.3%	25.0%	15.0%	25.0%
World Bank Group's website	36.7%	54.5%	50.0%	38.5%	27.3%	50.0%	50.0%	33.3%
Social media	10.0%	9.1%	21.4%	19.2%	9.1%	0.0%	20.0%	20.8%
Other	6.7%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	27.6%	27.3%	16.0%	15.7%	20.0%	55.6%	16.7%	25.0%
No	72.4%	72.7%	84.0%	84.3%	80.0%	44.4%	83.3%	75.0%

Do you have reliable access to the Internet?

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	79.3%	100.0%	88.9%	90.6%	100.0%	100.0%	84.2%	85.7%
No	20.7%	0.0%	11.1%	9.4%	0.0%	0.0%	15.8%	14.3%

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	71.4%	72.7%	80.0%	72.5%	70.0%	66.7%	88.9%	65.0%
No	28.6%	27.3%	20.0%	27.5%	30.0%	33.3%	11.1%	35.0%

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	25.9%	27.3%	28.0%	30.6%	20.0%	0.0%	35.3%	30.0%
No	74.1%	72.7%	72.0%	69.4%	80.0%	100.0%	64.7%	70.0%



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
High speed/WiFi	77.8%	100.0%	84.0%	91.5%	90.0%	100.0%	100.0%	70.6%
Dial-up	22.2%	0.0%	16.0%	8.5%	10.0%	0.0%	0.0%	29.4%

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?

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	6.7%	0.0%	10.7%	5.9%	18.2%	11.1%	10.0%	4.3%
Monthly	16.7%	36.4%	7.1%	11.8%	0.0%	0.0%	20.0%	8.7%
A few times a year	30.0%	18.2%	53.6%	56.9%	54.5%	22.2%	55.0%	43.5%
Rarely	33.3%	45.5%	21.4%	13.7%	9.1%	44.4%	15.0%	17.4%
Never	13.3%	0.0%	7.1%	11.8%	18.2%	22.2%	0.0%	26.1%

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

	Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	21	7.19	1.94	8	7.13	1.13	20	7.15	1.79	34	7.24	1.97	7	6.71	1.38	6	9.67	0.82	13	7.69	1.38	11	8.27	1.79
I find the information on the World Bank Group's websites useful.	20	7.85	1.73	8	7.25	0.89	20	7.65	2.13	34	7.65	1.52	7	7.00	1.41	6	9.50	0.84	13	8.31	1.49	12	8.50	1.31
The World Bank Group's social media channels are valuable sources of information about the institution.	14	7.43	1.65	4	6.75	0.96	13	6.77	3.17	28	7.04	2.36	4	7.75	0.50	2	8.00	1.41	10	7.90	1.91	16	7.94	2.64

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?*

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	46.4%	90.9%	3.8%	21.2%	18.2%	66.7%	5.6%	26.1%
No	53.6%	9.1%	96.2%	78.8%	81.8%	33.3%	94.4%	73.9%

*Significantly different between stakeholder groups

**H. Background Information (continued)****Which of the following agencies of the World Bank Group do you primarily engage with in Mozambique?*** (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	81.8%	100.0%	30.0%	61.1%	75.0%	83.3%	54.5%	60.0%
The International Finance Corporation	9.1%	0.0%	45.0%	5.6%	12.5%	0.0%	0.0%	5.0%
The Multilateral Investment Guarantee Agency	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	9.1%	0.0%	25.0%	33.3%	12.5%	16.7%	45.5%	35.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	38.5%	27.3%	20.0%	11.5%	10.0%	55.6%	50.0%	36.4%
No	61.5%	72.7%	80.0%	88.5%	90.0%	44.4%	50.0%	63.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	44.4%	66.7%	40.0%	60.0%	0.0%	20.0%	28.6%	50.0%
The way the two institutions work together needs improvement	22.2%	0.0%	20.0%	20.0%	100.0%	40.0%	28.6%	25.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	42.9%	12.5%
Don't know	33.3%	33.3%	40.0%	20.0%	0.0%	20.0%	0.0%	12.5%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer	15.4%	0.0%	37.5%	17.8%	25.0%	16.7%	11.1%	27.3%
Use World Bank Group reports/data	26.9%	27.3%	45.8%	42.2%	50.0%	50.0%	55.6%	40.9%
Engage in World Bank Group related/sponsored events/activities	15.4%	27.3%	16.7%	28.9%	0.0%	16.7%	5.6%	22.7%
Collaborate as part of my professional duties*	50.0%	81.8%	16.7%	20.0%	37.5%	66.7%	5.6%	13.6%
Use World Bank Group website for information, data, research, etc.*	23.1%	9.1%	45.8%	40.0%	50.0%	0.0%	61.1%	36.4%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	32.1%	22.2%	10.7%	35.8%	40.0%	12.5%	25.0%	20.8%
Male	67.9%	77.8%	89.3%	64.2%	60.0%	87.5%	75.0%	79.2%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY18 Mozambique COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Mozambique, in which sectors do you believe the World Bank Group should focus most of its resources in Mozambique?”

- Collaborating with the WBG N=50
- Not collaborating with the WBG N=131

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mozambique?*	47	6.47	1.94	117	5.33	2.35

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.*	45	6.96	1.54	98	6.03	1.90

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mozambique solve its most complicated development challenges?	42	7.48	1.38	88	7.14	1.95

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

¹⁶ Only 181 respondents provided information about their level of collaboration with the World Bank Group (question I3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**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 Mozambique, in which sectors do you believe the World Bank Group should focus most of its resources in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Public sector governance/reform	45.7%	47.0%
Global/regional integration	0.0%	0.9%
Food security	10.9%	12.2%
Energy*	10.9%	0.9%
Water and sanitation	4.3%	13.0%
Job creation/employment	8.7%	16.5%
Health	21.7%	19.1%
Regional conflict and tensions	0.0%	3.5%
Access to finance	4.3%	7.8%
Social protection	8.7%	2.6%
Gender equity	4.3%	3.5%
Private sector development	15.2%	14.8%
Education	54.3%	39.1%
Urban development	2.2%	2.6%
Gender based violence	0.0%	0.9%
Social cohesion	0.0%	1.7%
Climate change	2.2%	0.9%
Poverty reduction	8.7%	6.1%
Inclusive economic growth	13.0%	25.2%
Disaster risk management	2.2%	1.7%
Equality of opportunity	0.0%	5.2%
Disease	0.0%	0.0%
Local governance and institutions	6.5%	1.7%
Information and communications technology	4.3%	1.7%
Transport	17.4%	12.2%
Agriculture and rural development	34.8%	32.2%
Trade and exports	0.0%	1.7%
Natural resource management	4.3%	2.6%
Anti-corruption*	4.3%	16.5%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	27	6.07	1.75	60	6.07	1.90
Development Policy Financing	26	5.88	1.90	52	6.35	1.95
Program-for-Results Financing	24	6.42	2.15	35	5.49	2.05
Trust funds and grants	19	6.42	1.57	34	5.21	2.42
MIGA Guarantees	8	5.38	2.26	23	5.65	2.69
IFC Investment Services	16	5.88	1.96	36	5.86	2.21
IFC Advisory Services	13	5.85	1.46	34	5.94	2.42

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mozambique	47	7.23	1.68	101	6.61	2.29
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique*	46	6.98	1.76	98	6.18	2.15

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	43	6.07	1.50	87	5.59	1.99
Flexibility (in terms of the institution's products and services)	42	5.60	1.68	84	5.10	1.73
Flexibility (in terms of changing country circumstances)	38	5.74	1.73	77	5.27	1.97
Being inclusive	40	5.90	1.86	82	5.55	1.96
Openness (sharing data and other information)	43	6.53	2.20	88	6.16	2.22
Collaboration with the Government	44	7.50	1.64	97	7.19	1.96
The speed in which it gets things accomplished on the ground	40	5.90	2.07	84	5.74	2.37
Helping to bring discipline/effective supervision to implementation of investment projects	41	7.02	1.96	88	6.30	2.36
Collaboration with civil society	35	5.77	2.13	88	5.64	2.12
Staff accessibility*	41	6.49	2.00	76	5.36	2.07
Collaboration with other donors and development partners	39	6.72	2.11	77	7.04	2.04
Collaboration with the private sector	33	6.36	2.26	71	5.77	2.19
Collaboration with the UN	25	6.76	2.26	50	7.60	1.91
Straightforwardness and honesty	38	7.03	1.82	76	7.21	2.09
Treating clients and stakeholders in Mozambique with respect	42	7.76	1.57	81	7.68	1.94
Being a long-term partner	46	8.35	1.49	89	8.13	2.15

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender	37	6.32	1.76	80	6.31	2.33
The impact of climate change	35	6.43	1.75	80	6.20	2.21

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	20	6.40	2.06	56	5.66	2.16
Private sector development	27	6.30	1.81	65	5.74	2.07
Education	37	7.00	1.67	82	6.30	2.26
Public sector governance/reform	36	6.86	1.64	74	6.24	2.12
Global/regional integration	15	6.13	2.17	43	5.63	1.88
Food security	23	6.00	1.51	63	6.35	2.13
Urban development	16	6.50	1.51	51	5.65	1.84
Energy	23	7.04	1.49	60	6.33	2.07
Water and sanitation	23	6.87	1.69	71	6.59	2.05
Job creation/employment	20	5.55	1.93	54	5.07	2.05
Health	27	6.93	2.16	77	6.49	2.06
Access to finance	21	6.10	1.89	61	5.36	2.27
Transport	20	6.80	1.91	63	5.83	2.08
Agriculture and rural development	29	6.34	1.70	63	6.06	2.15
Natural resource management	18	6.11	2.14	50	5.58	2.00
Climate change	25	6.28	2.13	53	5.91	2.35
Poverty reduction	31	6.06	1.82	76	5.67	2.24
Inclusive economic growth	22	5.86	1.98	65	5.29	1.99
Disaster risk management	21	6.48	1.54	62	5.79	2.15
Information and communications technology	17	5.76	2.36	56	5.50	2.03
Local governance and institutions	18	6.00	2.33	76	5.79	2.22

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	46	6.74	1.73	110	6.22	1.92

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	38	7.05	1.92	101	7.69	1.83

(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 Mozambique?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mozambique*	40	6.43	1.84	96	5.63	2.24
The World Bank Group meets Mozambique's needs for knowledge services	39	6.64	2.03	96	5.96	2.28

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Mozambique to mobilize finance for development from private sector sources?	25	6.32	2.15	66	5.44	2.21

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	28	5.64	2.26	69	5.67	2.14
To develop better and stronger data collection/analytics systems within the Government	33	6.33	2.10	74	5.78	2.28
To strengthen the country's crisis preparedness	30	5.67	2.12	72	5.32	2.24

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Mozambique's efforts to manage crisis related risks?	8	6.38	1.30	21	5.57	2.01

*(1-Not effectively at all, 10-Very effectively)***D. The World Bank Group's Knowledge Work and Activities****In Mozambique, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	37	6.30	1.90	76	5.51	1.89
Include appropriate level of stakeholder involvement during preparation	34	5.79	2.03	89	5.85	1.86
Lead to practical solutions	38	6.26	2.15	89	5.79	2.15
Are accessible (well written and easy to understand)	38	6.58	2.18	90	5.98	2.03
Are source of relevant information on global good practices	39	7.41	1.80	94	7.07	2.10
Are adequately disseminated	39	6.36	2.10	93	5.88	2.20
Are translated enough into local language	33	5.79	2.65	79	5.56	2.25
Are adaptable to Mozambique's specific development challenges and country circumstances	40	6.30	1.81	91	5.95	2.04

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	43	6.86	1.54	103	6.23	2.09
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	41	7.54	1.40	101	7.11	2.00

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	36	6.22	1.97	69	5.64	2.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports	44	7.30	1.84	92	7.01	2.37
The World Bank Group's approvals and reviews are done in a timely fashion	37	6.00	1.86	70	6.16	2.35
The World Bank Group's "Safeguard Policy" requirements are reasonable	29	6.34	2.00	62	6.63	1.94
The World Bank Group's conditions on its lending are reasonable	28	6.43	2.41	61	6.33	2.32
The World Bank Group takes decisions quickly in Mozambique	39	6.13	1.91	66	5.77	2.38
Working with the World Bank Group increases Mozambique's institutional capacity	46	7.35	1.85	95	7.13	2.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	34	7.09	1.80	64	6.95	2.14

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mozambique?	31	7.06	1.53	52	6.50	2.11

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

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

To what degree does the World Bank Group support with its resources? (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social cohesion	18	5.50	2.23	35	5.20	1.92
Public financial management	30	6.87	1.87	58	6.53	2.36
Reducing gender based violence	22	5.82	2.77	42	5.74	1.99
Crisis preparedness	28	5.82	2.04	43	5.23	1.96
Crisis response	27	5.70	1.79	46	5.33	2.07
Access to justice systems	20	5.10	2.17	47	5.38	1.97
Security mechanisms	16	4.94	2.08	32	4.59	1.62
Conflict resolution mechanisms	13	5.08	2.66	43	4.84	1.93
Support domestic resource mobilization	32	5.69	1.82	47	5.19	2.06
Access to basic services	38	6.50	2.01	64	6.41	2.09
Capacity of state institutions	34	7.09	1.91	53	6.43	2.04
Jobs	32	6.13	1.79	49	5.22	2.12
Improving livelihoods	30	6.20	1.49	48	5.92	1.81
Food security	30	6.13	1.80	60	6.43	2.07
Social safety nets	24	5.88	1.85	42	5.52	1.99
Stimulating dialogue to promote peace and stability	17	5.59	2.67	48	6.21	2.24

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	33	7.85	1.37	86	7.34	1.94
I find the information on the World Bank Group's websites useful.	33	7.88	1.49	87	7.91	1.70
The World Bank Group's social media channels are valuable sources of information about the institution.	24	7.42	1.67	66	7.47	2.39



Appendix D: Responses to Selected Questions by Year¹⁷

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents = 165
- FY 2018 Number of comparable respondents = 175

By weighting, the FY 2014 and FY 2018 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2014	FY 2018
Office of the President/Prime Minister/Minister	1.5%	1.5%
Office of Parliamentarian	2.0%	2.0%
Government Institutions	25.0%	25.0%
Local Government	3.5%	3.5%
Bilateral/Multilateral Agencies	5.0%	5.0%
Civil Society	25.0%	25.0%
Private Sector	19.0%	19.0%
Academia	11.0%	11.0%
Media	8.0%	8.0%

A. General Issues facing Mozambique

In general would you say that Mozambique is headed in...?

Percentage of Respondents	FY 2014	FY 2018
The right direction	50.6%	47.1%
The wrong direction	15.9%	17.6%
Not sure	33.5%	35.3%

B. Overall Attitudes toward the World Bank Group

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mozambique?	163	5.94	2.23	157	5.58	2.33

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.*	145	7.20	1.95	135	6.35	1.81

(1-Not effective at all, 10-Very effective) *Significantly different between FY2014 and FY2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mozambique solve its most complicated development challenges?	132	7.67	1.96	120	7.25	1.82

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

¹⁷ Only those questions that were asked in the FY 2014 and FY 2018 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mozambique*	146	7.62	1.79	141	6.79	2.21
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique*	130	7.12	2.01	140	6.38	2.10

*Significantly different between FY2014 and FY2018

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	100	6.58	2.23	121	5.66	1.86
Flexibility (in terms of the institution's products and services)*	95	6.55	2.27	118	5.24	1.71
Flexibility (in terms of changing country circumstances)*	95	6.25	2.27	107	5.27	1.84
Being inclusive*	90	6.77	2.39	115	5.66	1.93
Openness (sharing data and other information)*	97	7.03	2.09	124	6.19	2.21
Collaboration with the Government*	100	8.26	1.69	133	7.21	1.89
The speed in which it gets things accomplished on the ground*	88	6.60	2.41	116	5.77	2.23
Helping to bring discipline/effective supervision to implementation of investment projects				122	6.52	2.27
Collaboration with civil society				116	5.71	2.13
Staff accessibility*	95	6.46	2.38	112	5.73	2.08
Collaboration with other donors and development partners				110	6.96	2.05
Collaboration with the private sector				100	6.00	2.24
Collaboration with the UN				69	7.34	2.04
Straightforwardness and honesty	93	7.02	2.20	107	7.17	1.99
Treating clients and stakeholders in Mozambique with respect	116	7.87	1.71	118	7.71	1.79
Being a long-term partner	100	8.42	1.82	129	8.20	1.98

*Significantly different between FY2014 and FY2018



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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	65	6.44	2.42	70	5.97	2.16
Education*	78	7.49	2.32	114	6.52	2.11
Public sector governance/reform*	64	7.13	2.01	108	6.42	2.03
Global/regional integration	52	6.05	2.47	57	5.87	1.95
Food security	66	6.75	2.28	85	6.47	1.93
Urban development	54	5.88	2.75	65	5.87	1.76
Energy	60	6.66	2.01	81	6.52	1.94
Water and sanitation	62	6.82	2.37	90	6.73	1.95
Health	65	6.58	2.44	100	6.66	2.13
Transport	63	6.80	2.63	83	6.07	2.02
Agriculture and rural development	72	6.80	2.44	90	6.16	2.06
Natural resource management*	66	6.78	2.52	66	5.55	2.04
Poverty reduction*	74	7.43	2.27	105	5.76	2.18
Inclusive economic growth*	68	6.58	2.26	85	5.43	2.03
Information and communications technology*	52	7.06	2.26	71	5.56	2.02
Local governance and institutions*	60	6.65	2.13	90	5.84	2.30

*Significantly different between FY2014 and FY2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mozambique?*	151	7.56	1.82	150	6.40	1.87

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2014 and FY2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	133	7.49	1.98	134	7.42	1.84

(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 Mozambique?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mozambique	130	6.21	2.14	132	5.90	2.16
The World Bank Group meets Mozambique's needs for knowledge services*	127	6.80	2.18	131	6.21	2.19

*Significantly different between FY2014 and FY2018

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	FY 2014	FY 2018
Weekly	3.1%	7.7%
Monthly	7.4%	11.9%
A few times a year	40.7%	47.0%
Rarely	30.9%	24.4%
Never	17.9%	8.9%

*Significantly different between FY2014 and FY2018

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely*	107	6.95	2.49	106	5.77	1.84
Include appropriate level of stakeholder involvement during preparation	91	6.38	2.57	115	5.78	1.91
Lead to practical solutions	94	6.30	2.18	123	5.94	2.16
Are accessible (well written and easy to understand)	98	6.55	2.35	121	6.11	2.09
Are source of relevant information on global good practices	104	7.35	2.11	126	7.20	2.02
Are adequately disseminated	103	5.55	2.48	125	6.08	2.24
Are translated enough into local language	81	5.57	2.98	109	5.71	2.34
Are adaptable to Mozambique's specific development challenges and country circumstances	103	6.30	2.28	126	6.03	1.96

*Significantly different between FY2014 and FY2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	135	7.57	1.84	140	6.47	1.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	124	7.67	1.89	134	7.20	1.82

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

*Significantly different between FY2014 and FY2018

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	84	6.68	2.45	98	5.82	2.26
The World Bank Group effectively monitors and evaluates the projects and programs it supports	102	7.15	2.50	129	7.17	2.18
The World Bank Group's approvals and reviews are done in a timely fashion	91	6.70	2.40	100	6.06	2.13
The World Bank Group's "Safeguard Policy" requirements are reasonable	74	6.38	2.36	85	6.50	1.92
The World Bank Group's conditions on its lending are reasonable	79	5.93	2.35	88	6.38	2.27
The World Bank Group takes decisions quickly in Mozambique	88	6.26	2.48	98	5.89	2.11
Working with the World Bank Group increases Mozambique's institutional capacity				131	7.17	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them	73	6.98	2.41	92	6.99	2.03

*Significantly different between FY2014 and FY2018

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mozambique?	83	7.13	2.26	78	6.68	1.93

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

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2014	FY 2018
Yes	23.0%	22.0%
No	77.0%	78.0%

Do you have reliable access to the Internet?

Percentage of Respondents	FY 2014	FY 2018
Yes	94.3%	88.5%
No	5.7%	11.5%

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

Percentage of Respondents	FY 2014	FY 2018
Yes	69.7%	74.2%
No	30.3%	25.8%

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

Percentage of Respondents	FY 2014	FY 2018
High speed/WiFi	81.2%	87.6%
Dial-up	18.8%	12.4%

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	100	6.70	2.31	112	7.45	1.82
I find the information on the World Bank Group's websites useful.*	90	6.54	2.59	112	7.87	1.68
The World Bank Group's social media channels are valuable sources of information about the institution.*	70	5.43	2.98	81	7.44	2.20

*Significantly different between FY2014 and FY2018



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Mozambique? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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 Mozambique.	6.03	6.96	6.35	6.32	6.58	6.05	6.36	6.28	6.10	6.92	6.42	6.22
Overall the World Bank Group currently plays a relevant role in development in Mozambique	6.61	7.23	6.79	7.62	7.16	6.70	6.97	6.86	6.81	7.26	6.96	6.93
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	6.18	6.98	6.58	6.33	6.82	6.22	6.34	7.33	6.38	6.88	6.73	6.21
Responsiveness to needs	5.59	6.07	5.82	5.84	5.94	5.68	5.66	6.55	5.84	5.79	5.82	5.82
Flexibility (in terms of the institution's products and services)	5.10	5.60	5.25	5.00	5.45	4.95	5.21	5.23	5.12	5.41	5.10	5.44
Flexibility (in terms of changing country circumstances)	5.27	5.74	5.37	4.94	5.25	5.36	5.22	5.67	5.22	5.44	5.30	5.31
Being inclusive	5.55	5.90	5.51	5.61	5.66	5.36	5.42	5.91	5.53	5.50	5.58	5.42
Openness (sharing data and other information)	6.16	6.53	5.96	7.20	6.21	6.12	6.21	6.00	6.27	5.95	6.34	5.79
Collaboration with the Government	7.19	7.50	7.20	7.73	7.43	7.12	7.14	7.92	7.25	7.36	7.43	7.00
The speed in which it gets things accomplished on the ground	5.74	5.90	5.84	5.56	6.13	5.40	5.74	6.00	5.66	6.05	5.68	6.00
Helping to bring discipline/effective supervision to implementation of investment projects	6.30	7.02	6.60	6.11	6.89	6.11	6.58	6.26	6.28	7.03	6.61	6.36
Collaboration with civil society	5.64	5.77	5.58	5.90	5.81	5.41	5.64	5.60	5.78	5.32	5.63	5.65
Staff accessibility	5.36	6.49	5.75	5.10	5.66	5.60	5.46	6.40	5.46	5.93	5.78	5.33
Collaboration with other donors and development partners	7.04	6.72	6.89	7.22	6.76	7.17	6.92	7.05	7.12	6.63	7.03	6.78
Collaboration with the private sector	5.77	6.36	5.90	6.00	5.96	5.86	5.99	5.61	5.98	5.78	5.74	6.25
Collaboration with the UN	7.60	6.76	7.41	7.25	7.25	7.58	7.60	6.27	7.49	7.23	7.16	7.78
Straightforwardness and honesty	7.21	7.03	7.24	7.33	7.30	7.19	7.18	7.52	7.23	7.29	7.36	7.05
Treating clients and stakeholders in Mozambique with respect	7.68	7.76	7.63	8.20	7.78	7.65	7.72	7.77	7.75	7.68	7.72	7.75
Being a long-term partner	8.13	8.35	8.37	8.48	8.51	8.23	8.40	8.35	8.30	8.57	8.39	8.39
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	6.22	6.74	6.45	6.48	6.75	6.06	6.46	6.39	6.33	6.71	6.46	6.43
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	7.69	7.05	7.63	7.35	7.66	7.45	7.72	6.75	7.66	7.36	7.32	7.94
The World Bank Group's financial instruments meet the needs of Mozambique	5.63	6.43	5.88	5.59	5.91	5.73	5.69	6.57	5.72	6.08	5.96	5.62
The World Bank Group meets Mozambique's needs for knowledge services	5.96	6.64	6.31	5.41	6.17	6.13	6.05	6.58	6.02	6.47	6.19	6.08
The World Bank Group's knowledge work and activities are adaptable to Mozambique's specific development challenges and country circumstances	5.95	6.30	6.07	5.53	6.05	5.91	5.83	6.65	5.96	6.02	5.84	6.23
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.23	6.86	6.61	5.96	6.65	6.29	6.47	6.60	6.43	6.64	6.34	6.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.11	7.54	7.30	7.32	7.50	7.05	7.25	7.52	7.21	7.51	7.30	7.31
The World Bank Group takes decisions quickly in Mozambique	5.77	6.13	5.94	5.83	6.00	5.84	5.81	6.47	5.73	6.25	6.06	5.68
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.95	7.09	7.23	6.07	7.19	6.85	7.04	7.06	7.03	7.06	6.81	7.42

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Mozambique FY 2018 Questionnaire



World Bank Group Country Survey FY 2018 – Mozambique

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

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 MOZAMBIQUE**

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

A2. Listed below are a number of development priorities in Mozambique.			
Please identify which of the following you consider the most important development priorities in Mozambique. (Choose no more than THREE)			
1	Regional conflict and tensions	16	Disaster risk management
2	Job creation/employment	17	Equality of opportunity (i.e., social inclusion)
3	Health	18	Disease (e.g., Malaria)
4	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
6	Private sector development (e.g., business environment)	21	Trade and exports
7	Education (e.g., quality, skills development)	22	Social cohesion
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (non-renewables)
9	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
10	Food security	25	Poverty reduction
11	Urban development	26	Anti-corruption
12	Energy (e.g., access to electricity)	27	Inclusive economic growth
13	Water and sanitation	28	Local governance and institutions
14	Access to finance	29	Information and communications technology
15	Gender based violence		

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mozambique? (Choose no more than THREE)

1	Climate change (e.g., mitigation, adaptation)	15	Food security
2	Transport (e.g., roads, bridges, transportation)	16	Regional conflict and tensions
3	Social cohesion	17	Urban development
4	Inclusive economic growth	18	Water and sanitation
5	Disaster risk management	19	Job creation/employment
6	Equality of opportunity (i.e., social inclusion)	20	Health
7	Disease (e.g., Malaria)	21	Access to finance
8	Local governance and institutions	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Information and communications technology	23	Gender equity (closing the gap between women and men, and boys and girls)
10	Social protection (e.g., pensions, targeted social assistance)	24	Private sector development (e.g., business environment)
11	Agriculture and rural development	25	Education (e.g., quality, skills development)
12	Trade and exports	26	Global/regional integration
13	Energy (e.g., access to electricity)	27	Natural resource management (non-renewables)
14	Anti-corruption	28	Gender based violence

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 Mozambique? (Choose no more than TWO)

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

**SECTION A: GENERAL ISSUES**

A5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Mozambique. (Choose no more than TWO)

1	None. I do not consider Mozambique a fragile state.
2	Policy inconsistency
3	Weak social cohesion
4	Weak institutional capacity
5	Food insecurity
6	High levels of corruption
7	Weak accountability
8	Lack of security (i.e., conflict and violence)
9	Political uncertainty
10	Lack of access to development finance
11	Vulnerability to shocks
12	Other (please specify): _____

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Mozambique, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mozambique? (Choose no more than THREE)			
1	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Social cohesion
2	Global/regional integration	17	Climate change (e.g., mitigation, adaptation)
3	Food security	18	Poverty reduction
4	Energy (e.g., access to electricity)	19	Inclusive economic growth
5	Water and sanitation	20	Disaster risk management
6	Job creation/employment	21	Equality of opportunity (i.e., social inclusion)
7	Health	22	Disease (e.g., Malaria)
8	Regional conflict and tensions	23	Local governance and institutions
9	Access to finance	24	Information and communications technology
10	Social protection (e.g., pensions, targeted social assistance)	25	Transport (e.g., roads, bridges, transportation)
11	Gender equity (closing the gap between women and men, and boys and girls)	26	Agriculture and rural development
12	Private sector development (e.g., business environment)	27	Trade and exports
13	Education (e.g., quality, skills development)	28	Natural resource management (non-renewables)
14	Urban development	29	Anti-corruption
15	Gender based violence		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mozambique?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mozambique? (Choose no more than TWO)	
1	The credibility of its knowledge/data
2	Not focused enough on issues that are unique to post-conflict countries
3	Inadequate number of World Bank Group staff members located in the country
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Mozambique
10	Too influenced by developed countries
11	World Bank Group's processes too slow
12	World Bank Group's processes too complex
13	Not exploring alternative policy options
14	Not sufficiently focused on results
15	Not in it for the long term
16	Its advice and strategies do not lend themselves to practical problem solving
17	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
18	Not enough public disclosure of its work
19	Arrogant in its approach
20	Other (please specify): _____
21	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 Mozambique? (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 Mozambique 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	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
5	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	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	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations (e.g., SADC, African Union, CPLP)
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	10	
B10	Overall the World Bank Group currently plays a relevant role in development in Mozambique	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	1	2	3	4	5	6	7	8	9	10	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 Mozambique, 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	<input type="checkbox"/>
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Treating clients and stakeholders in Mozambique with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B28. To what extent does the World Bank Group partner with the right people to support work on the ground in Mozambique? (Select only ONE response)

1	Nearly never
2	Rarely
3	Sometimes
4	Nearly always
5	Don't know
6	Prefer not to answer

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

B29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Mozambique? (Select no more than TWO)	
1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	Save the Children
5	The Red Cross
6	The United Nations International Children's Emergency Fund (UNICEF)
7	The International Committee of the Red Cross (ICRC)
8	None. I don't believe the World Bank Group needs to partner with the UN organizations.
9	Don't know

B30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	
1	Lack of/inadequate levels of capacity in Government
2	There is not an adequate level of citizen/civil society participation
3	Corruption
4	Poor coordination within the World Bank Group
5	Ongoing conflict and instability
6	Inadequate funding
7	The World Bank Group does not provide the government with consistent support throughout the reform effort
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Poor coordination within the Government
11	There is an inadequate level of private sector participation and support
12	Poor donor coordination
13	The World Bank Group is not sensitive enough to political/social realities on the ground
14	Other (please specify): _____

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

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mozambique? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")												
		Not effective at all					Very effective					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>
2	Private sector development (e.g., business environment)											<input type="checkbox"/>
3	Education (e.g., quality, skills development)											<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>
5	Global/regional integration											<input type="checkbox"/>
6	Food security											<input type="checkbox"/>
7	Urban development											<input type="checkbox"/>
8	Energy (e.g., access to electricity)											<input type="checkbox"/>
9	Water and sanitation											<input type="checkbox"/>
10	Job creation/employment											<input type="checkbox"/>
11	Health											<input type="checkbox"/>
12	Access to finance											<input type="checkbox"/>
13	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>
14	Agriculture and rural development											<input type="checkbox"/>
15	Natural resource management (non-renewables)											<input type="checkbox"/>
16	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>
17	Poverty reduction											<input type="checkbox"/>
18	Inclusive economic growth											<input type="checkbox"/>
19	Disaster risk management											<input type="checkbox"/>
20	Information and communications technology											<input type="checkbox"/>
21	Local governance and institutions											<input type="checkbox"/>

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

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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mozambique?												
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 Mozambique?													
		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mozambique	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets Mozambique'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"/>	

C7. How effectively does the World Bank Group help Mozambique to mobilize finance for development from private sector sources?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effectively at all									Very effectively			Don't know

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

C8. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Mozambique? (Select only ONE response)

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

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

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
C9	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C12. How effectively does the World Bank Group's SCD and CPF activities support Mozambique's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]

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

C13. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only ONE response)

1	The World Bank Group is providing less valuable support than in the past, to enhance the Mozambique's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge
2	The World Bank Group is providing more valuable support than in the past, to enhance the Mozambique's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge
3	The World Bank Group's approach and work related to systematically identifying and monitoring risks in Mozambique has remained constant
4	Don't know



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

D1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Mozambique, to what extent do you believe that the World Bank Group’s knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Mozambique’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ? (Select only ONE response)	
1	Almost never has the right skills mix to tackle the challenges of fragility
2	Rarely has the right skills mix to tackle the challenges of fragility
3	Sometimes has the right skills mix to tackle the challenges of fragility
4	Almost always has the right skills mix to tackle the challenges of fragility
5	Don't know
6	Prefer not to answer

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E2	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E3	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"/>
E4	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"/>
E5	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7	The World Bank Group takes decisions quickly in Mozambique	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8	Working with the World Bank Group increases Mozambique's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9	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"/>

E10. To what extent do you believe the World Bank Group is adequately staffed in Mozambique?													
		1	2	3	4	5	6	7	8	9	10		
To no degree at all											To a very significant degree	<input type="checkbox"/>	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MOZAMBIQUE**

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

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MOZAMBIQUE**

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique?	B. Which THREE areas below would benefit most from other donors in Mozambique?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MOZAMBIQUE**

F4. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?													
		To no degree at all					To a very significant degree					Don't know	Prefer not to answer
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
1	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Mozambique? (Choose no more than TWO)**

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

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

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

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

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Mozambique? (Select only ONE response)	
1	The World Bank (IDA)
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 Mozambique?
(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 Mozambique?
(Choose no more than TWO)**

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

H8. What's your gender?

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

H9. What's your age?

- | | |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

H10. Which best represents your geographic location?

- | | |
|---|--------|
| 1 | North |
| 2 | Center |
| 3 | South |

Thank you for completing the survey!