



World Bank Group Country Survey FY 2018 – Swaziland

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

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 SWAZILAND

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

SECTION A: GENERAL ISSUES

| | | | |
|--|---|----|---|
| A2. Listed below are a number of development priorities in Swaziland. | | | |
| Please identify which of the following you consider the most important development priorities in Swaziland. (Choose no more than THREE) | | | |
| 1 | Energy | 15 | Judiciary reform |
| 2 | Water and sanitation | 16 | Economic growth |
| 3 | Pollution | 17 | Disaster risk management |
| 4 | Job creation/employment | 18 | Equality of opportunity (i.e., social inclusion) |
| 5 | Health | 19 | Disease (i.e., HIV/AIDS and TB) |
| 6 | Financial markets | 20 | Information and communications technology |
| 7 | Social protection (e.g., pensions, targeted social assistance) | 21 | Transport (e.g., roads, bridges, transportation) |
| 8 | Gender equity | 22 | Agriculture and rural development |
| 9 | Private sector development | 23 | Trade and exports |
| 10 | Education | 24 | Crime and violence |
| 11 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 25 | Natural resource management (renewable and non-renewable) |
| 12 | Global/regional integration | 26 | Climate change (e.g., mitigation, adaptation) |
| 13 | Food security | 27 | Poverty reduction |
| 14 | Urban development | 28 | Anti corruption |

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

SECTION A: GENERAL ISSUES

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

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

SECTION A: GENERAL ISSUES

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Swaziland? (Select only ONE response)

| | |
|---|--------------------------|
| 1 | A very big problem |
| 2 | A moderately big problem |
| 3 | A small problem |
| 4 | Not a problem at all |
| 5 | Don't know |

A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

| | |
|---|----------------------------|
| 1 | A very serious problem |
| 2 | A somewhat serious problem |
| 3 | Not too serious problem |
| 4 | Not a problem |
| 5 | Don't know |

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Swaziland? (Select only ONE response)

| | |
|---|---|
| 1 | A very important development priority |
| 2 | A moderately important development priority |
| 3 | A slightly important development priority |
| 4 | Not an important development priority |
| 5 | Don't know |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|--------------------|----|
| B1. How familiar are you with the work of the World Bank Group in Swaziland? | | | | | | | | | |
| 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 Swaziland. | | | | | | | | | | |
| 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 Swaziland 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 Swaziland, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Swaziland? (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 15 | Transport (e.g., roads, bridges, transportation) |
| 2 | Gender equity | 16 | Agriculture and rural development |
| 3 | Private sector development | 17 | Trade and exports |
| 4 | Education | 18 | Crime and violence |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 19 | Natural resource management (renewable and non-renewable) |
| 6 | Global/regional integration | 20 | Climate change (e.g., mitigation, adaptation) |
| 7 | Food security | 21 | Poverty reduction |
| 8 | Urban development | 22 | Anti corruption |
| 9 | Energy | 23 | Judiciary reform |
| 10 | Water and sanitation | 24 | Economic growth |
| 11 | Pollution | 25 | Disaster risk management |
| 12 | Job creation/employment | 26 | Equality of opportunity (i.e., social inclusion) |
| 13 | Health | 27 | Disease (i.e., HIV/AIDS and TB) |
| 14 | Financial markets | 28 | Information and communications technology |

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 Swaziland? | | | |
|---|---|---|--|
| | | 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 | Stand-alone technical assistance (system oriented) | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Policy advice, studies, analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Data and statistics | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Promoting knowledge sharing | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Implementation support | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Swaziland? (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 Swaziland Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

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

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

| | | | |
|---|------------------------------------|----|--|
| 1 | Beneficiaries | 7 | Academia/think tanks/research institutes |
| 2 | Youth/university groups | 8 | Parliament |
| 3 | Private sector | 9 | Foundations |
| 4 | Local government | 10 | Media |
| 5 | Donor community | 11 | Other (please specify): _____ |
| 6 | NGOs/Community Based Organizations | 12 | Don't know |

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

| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| B10 | Overall the World Bank Group currently plays a relevant role in development in Swaziland | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B11 | The World Bank Group's work is aligned with what I consider the development priorities for Swaziland | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

| To what extent is the World Bank Group an effective development partner in Swaziland, in terms of each of the following? | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| 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 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B25 | Treating clients and stakeholders in Swaziland with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B26 | Being a long-term partner | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO) | |
|---|--|
| 1 | Poor donor coordination |
| 2 | The World Bank Group is not sensitive enough to political/social realities on the ground |
| 3 | Lack of/inadequate levels of capacity in Government |
| 4 | There is not an adequate level of citizen/civil society participation |
| 5 | The World Bank Group works too slowly |
| 6 | Poor coordination within the World Bank Group |
| 7 | The World Bank Group does not do adequate follow through/follow-up |
| 8 | Political pressures and obstacles |
| 9 | Reforms are not well thought out in light of country challenges |
| 10 | Poor coordination within the Government |
| 11 | The Government works inefficiently |
| 12 | Other (please specify): _____ |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Swaziland? | | | | | | | | | | | | |
|--|---|----------------------|---|---|---|---|---|---|---|---|----------------|--------------------------|
| | | Not important at all | | | | | | | | | Very important | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Gender equity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11 | Pollution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 13 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 14 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 15 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 16 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 17 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 18 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 19 | Natural resource management (renewable and non-renewable) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 20 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 21 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 22 | Anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 23 | Judiciary reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 24 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 25 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 26 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 27 | Disease (i.e., HIV/AIDS and TB) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 28 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Swaziland? (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 | Gender equity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10 | Pollution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 13 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 14 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 15 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 16 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 17 | Natural resource management (renewable and non-renewable) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 18 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 19 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 20 | Anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 21 | Judiciary reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 22 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 23 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 24 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 25 | Disease (i.e., HIV/AIDS and TB) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 26 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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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 Swaziland, 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 relevant to country challenges | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D8 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D9 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D10 | Are adaptable to Swaziland's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|-------------------------|----|--------------------------|--|--|
| D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| Not significant at all | | | | | | | | Very significant | | Don't know | | |

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|------------------------------------|----|--------------------------|--|--|
| D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| Very low technical quality | | | | | | | | Very high technical quality | | Don't know | | |

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

| E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Swaziland? | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | | | <input type="checkbox"/> |
| To no degree at all | | | | | | | | | | To a very significant degree | | Don't know |

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

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

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

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Swaziland? (Choose no more than TWO)

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

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

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

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

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

| | |
|---|-----------------|
| 1 | High speed/WiFi |
| 2 | Dial-up |

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

| Please rate how much you agree with the following statements. | | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| G9 | I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i> | 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"/> |
| G12 | When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| G13 | The World Bank Group is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION H: BACKGROUND INFORMATION

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

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

| H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, 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 Swaziland? (Select only ONE response) | |
|--|---|
| 1 | The World Bank (IBRD) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

SECTION H: BACKGROUND INFORMATION

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

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

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

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

(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 Swaziland?

(Choose no more than TWO)

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

H8. What's your gender?

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

H9. Which best represents your geographic location?

- | | |
|---|-------------------|
| 1 | Hhohho Region |
| 2 | Manzini Region |
| 3 | Lubombo Region |
| 4 | Shiselweni Region |

Thank you for completing the survey!