

# FY 2018 Eswatini Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



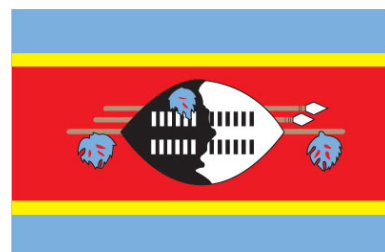
WORLD BANK GROUP

April 2019



## Acknowledgements

The Eswatini 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, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from Eswatini country team and the independent fielding agency Hugh Business Consult. In particular, PORG is grateful for the support from Nonhlahla Memorial Zindela (Senior Operations Officer) who coordinated the survey related activities from Mbabane, Eswatini.





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## ESWATINI





## I. Objectives

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

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

## II. Methodology

From February to July 2018, 218 stakeholders of the WBG in Eswatini 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 government; 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 160 stakeholders participated in the survey (73% response rate). Respondents either completed questionnaires with a representative from the local fielding agency, or they received the questionnaire via courier or email and returned it accordingly.

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 47%, N=142). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, 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, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 90).

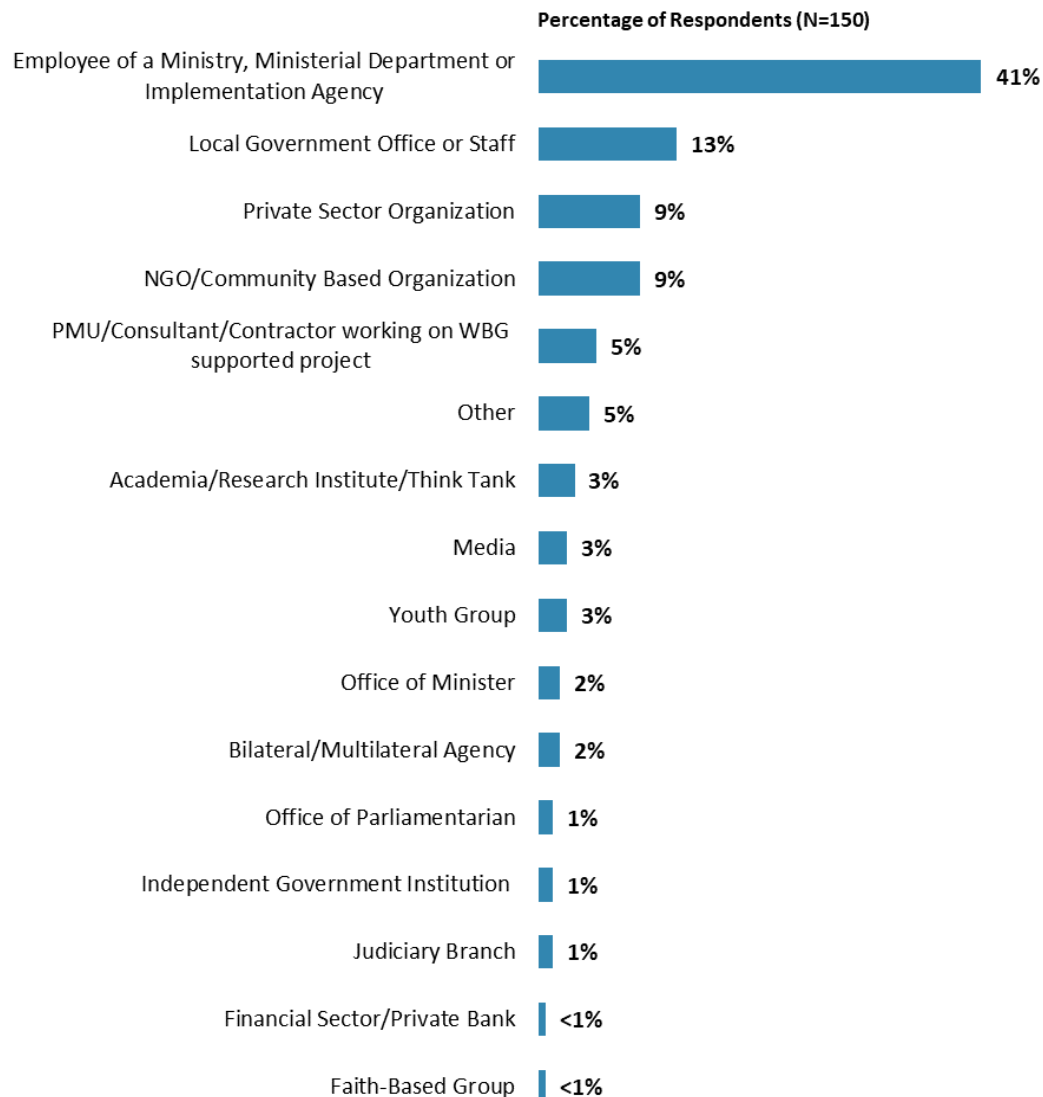
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

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

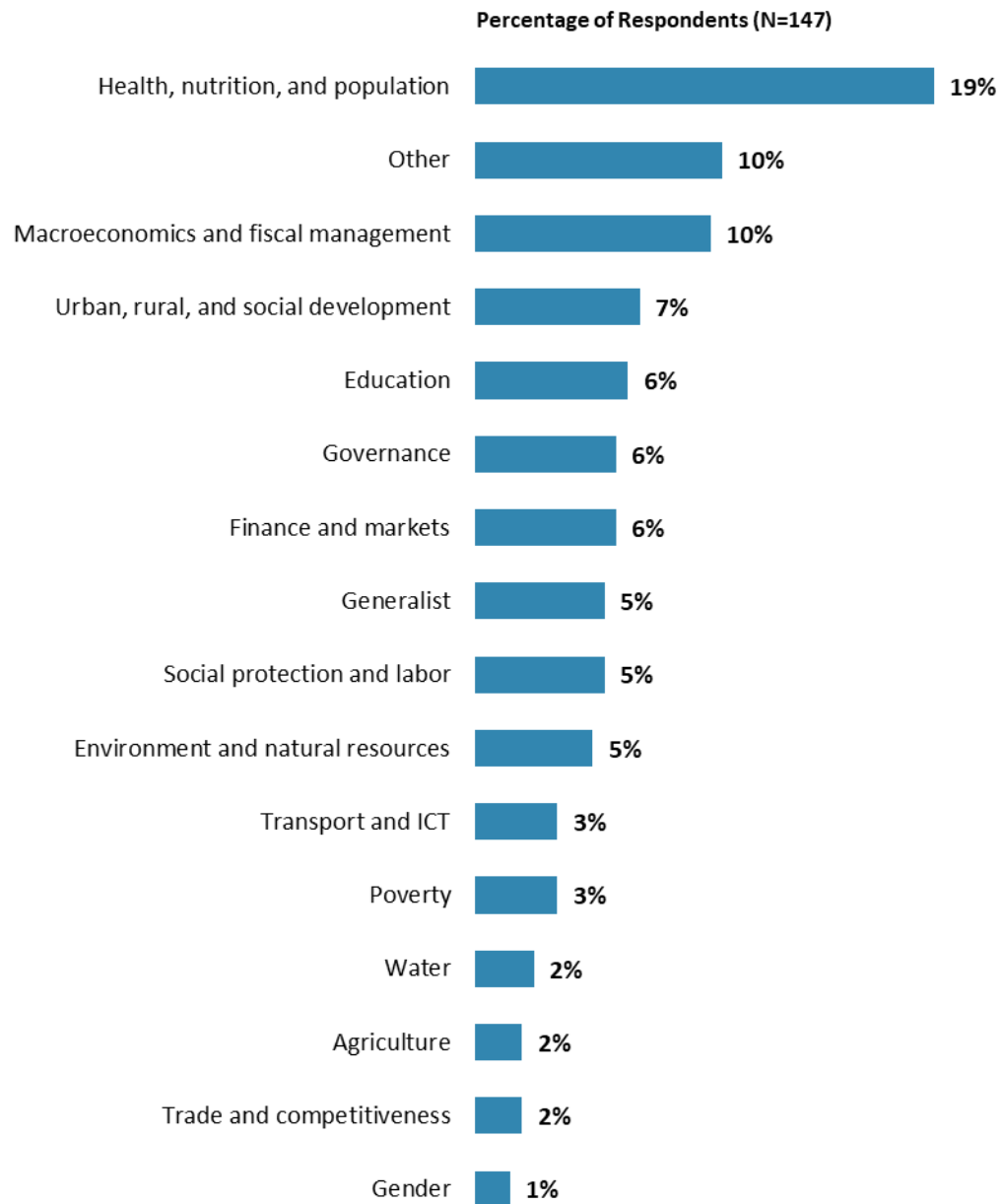


**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



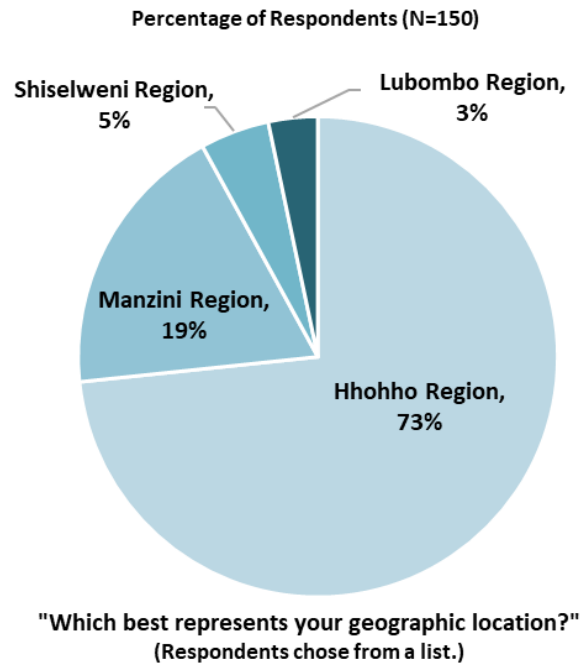
**"Please identify the primary specialization of your work."  
(Respondents chose from a list.)**



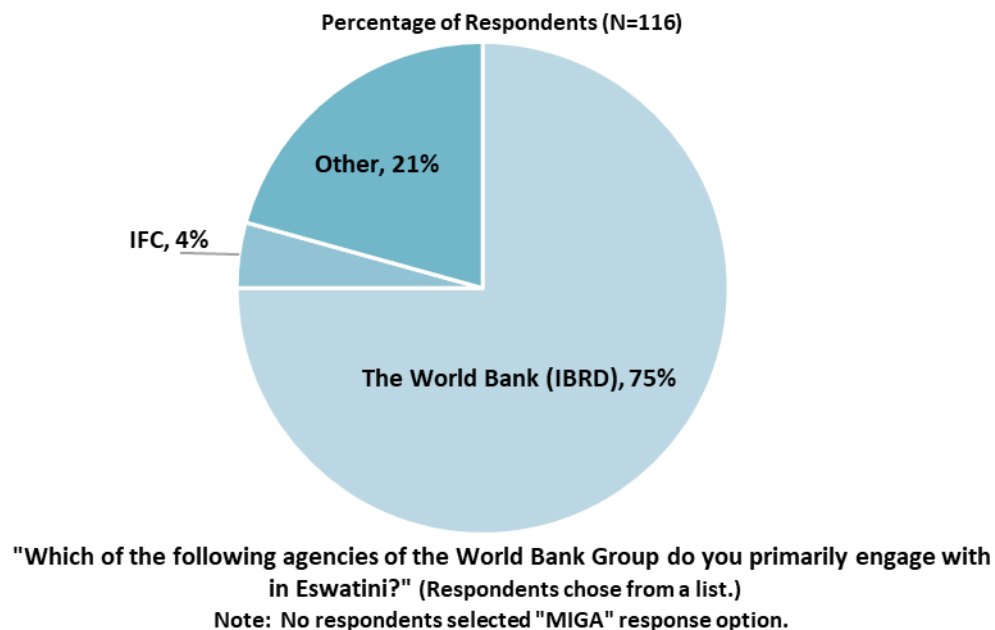
### III. Demographics of the Sample (continued)

#### Geographic Locations

- Because of the small number of respondents from the Manzini Region, Shiselweni Region, and Lubombo Region, they were combined into a single category. Geographic location comparisons can be found in Appendix C (page 80).



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

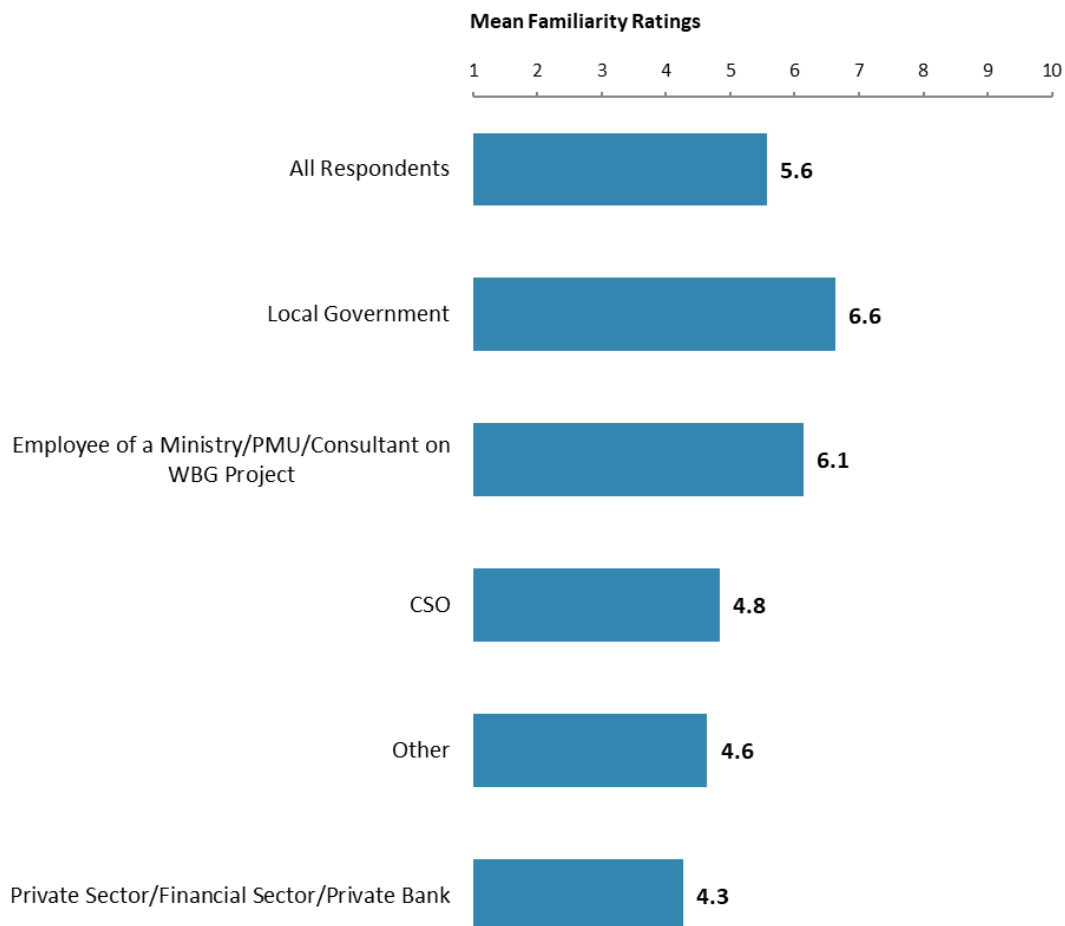




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 5.5; weighted mean in FY'14 = 6.1)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Eswatini, and significantly, moderately correlated with their ratings of the extent to which the WBG contributes to the country's development results.



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

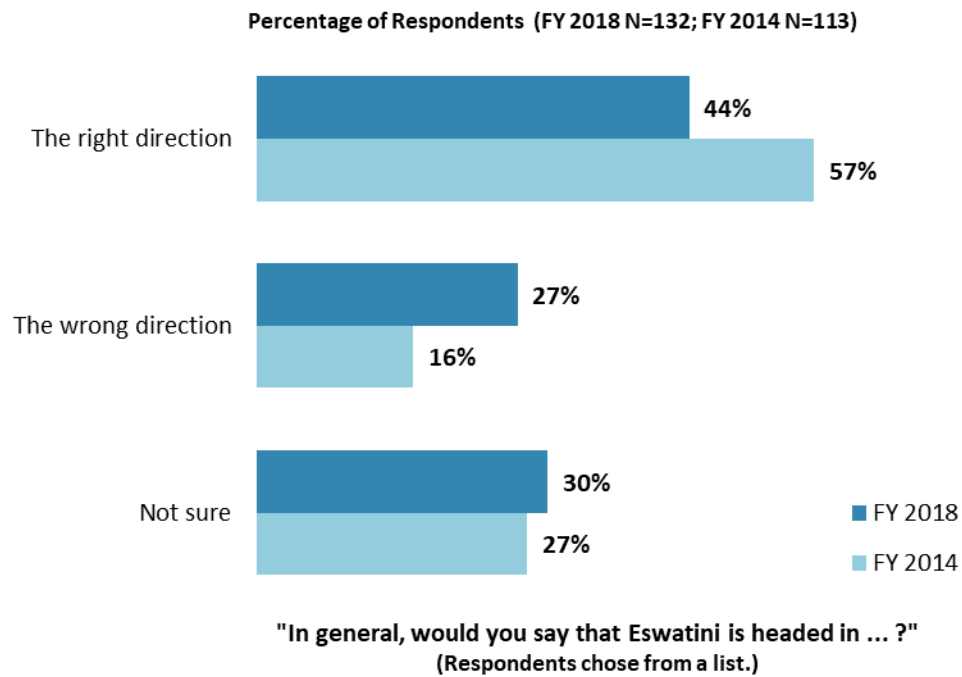
<sup>1</sup> Please refer to Appendix E (page 90) for more details on weighting. The means in the chart were calculated based on un-weighted data.





## IV. General Issues Facing Eswatini

### Headed in the Right Direction<sup>2</sup>



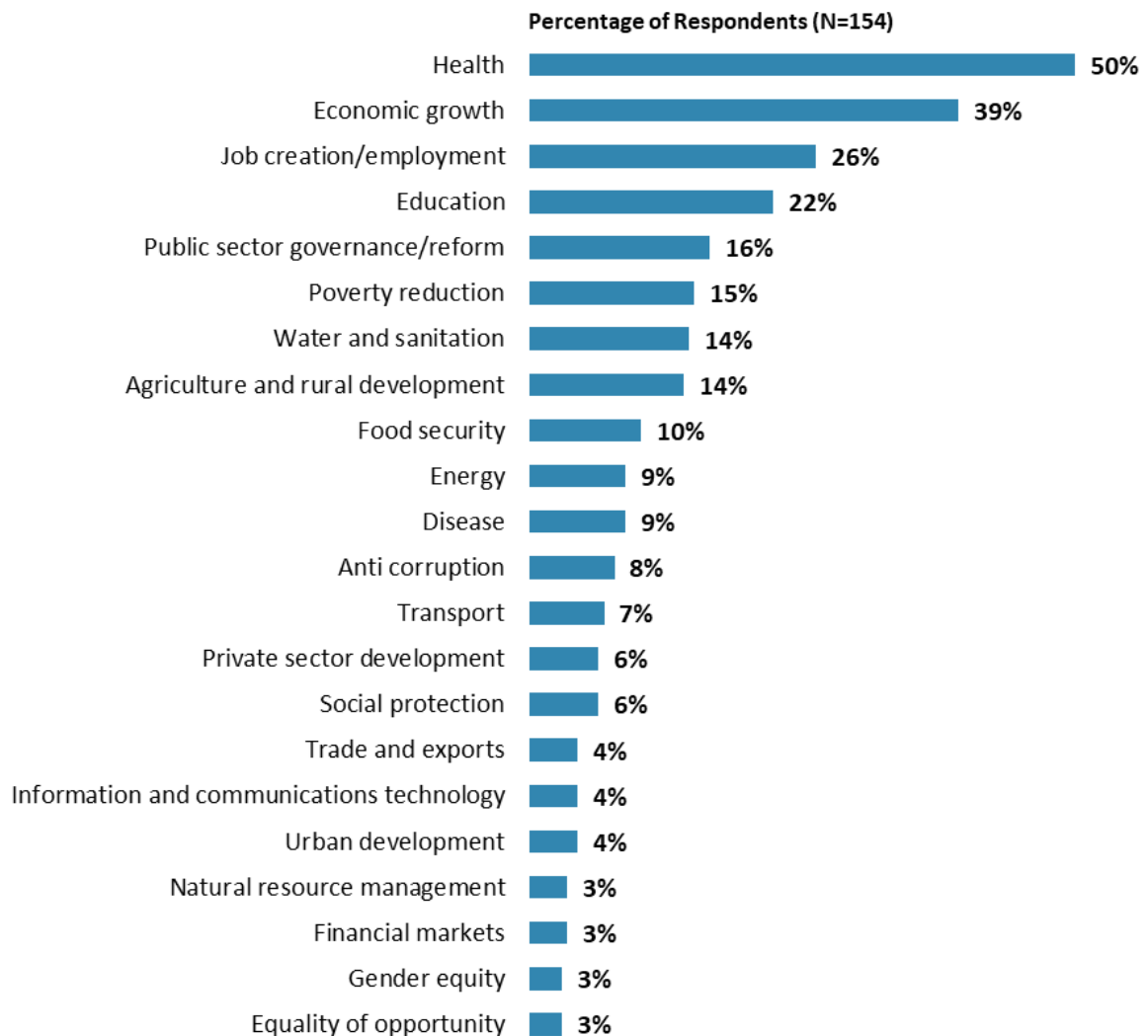
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'14 and FY'18.



## IV. General Issues Facing Eswatini (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Eswatini were “*education*” (37%), “*public sector governance/reform*” (34%), “*poverty reduction*” (34%), and “*health*” (28%).
- **Specialization:** Respondents who identified their primary specialization of work as “*health, nutrition, and population*” (19% of the sample) were significantly *more* likely to indicate that “*health*” was the most important development priority in Eswatini compared to the rest of respondents in other areas of work (health specialists = 53%; others = 26%).



"Listed below are a number of development priorities in Eswatini. Please identify which of the following you consider the most important development priorities in Eswatini. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 22 of 28 response options shown.)

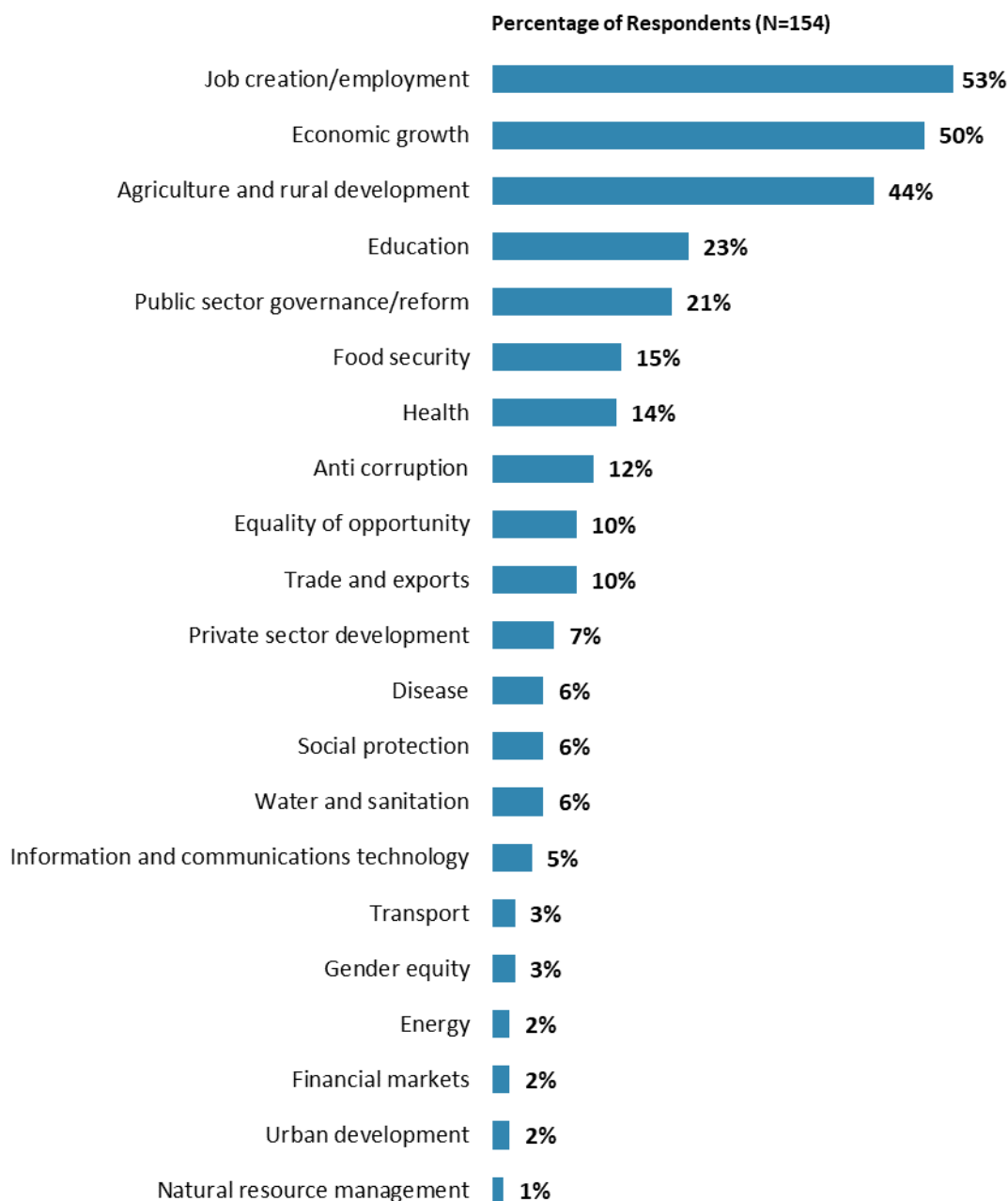
\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



## IV. General Issues Facing Eswatini (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 Eswatini were “*economic growth*” (41%) and “*job creation/employment*” (41%).



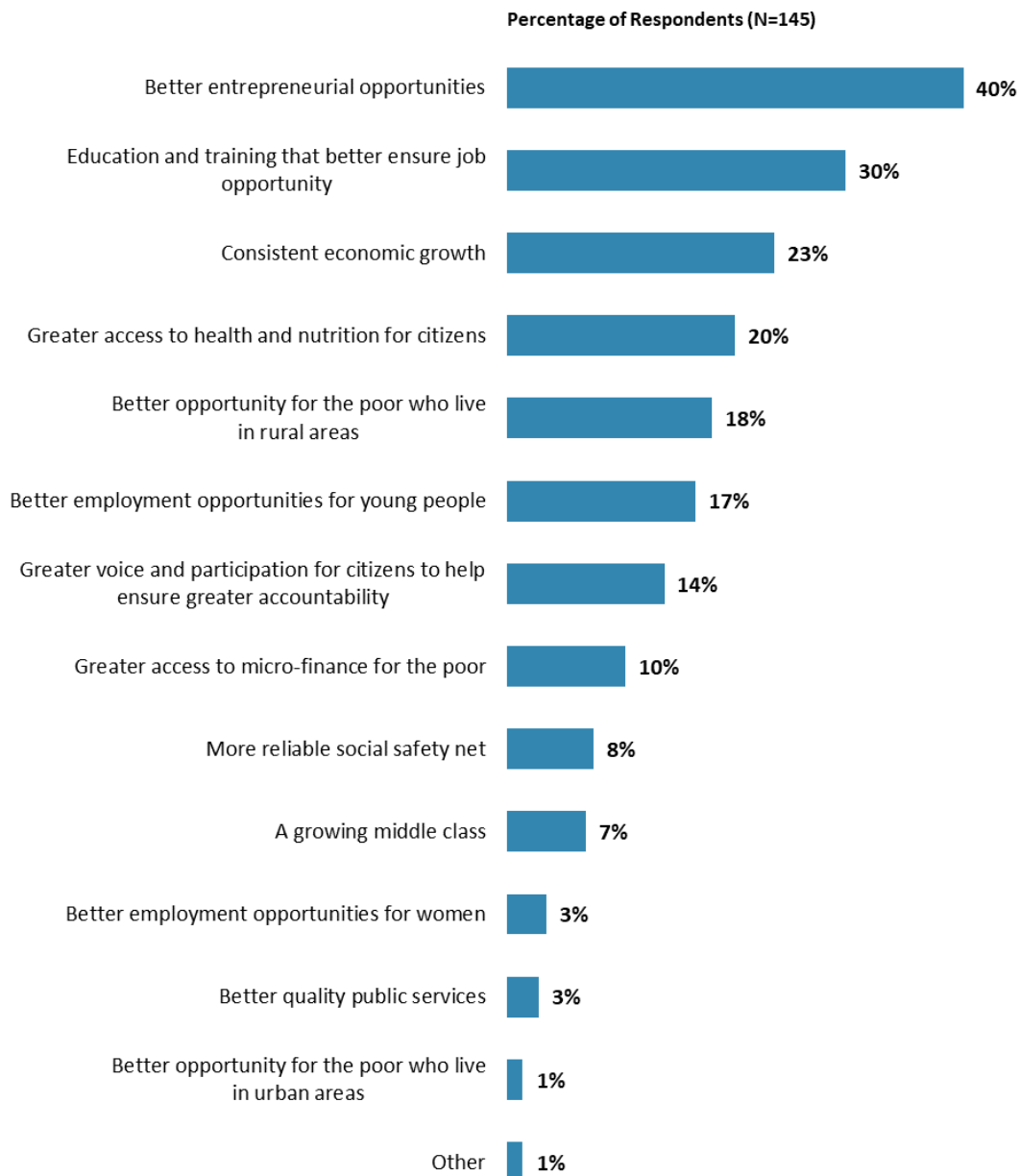
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Eswatini? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 21 of 27 response options shown.)



## IV. General Issues Facing Eswatini (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that shared prosperity in Eswatini can be best achieved through “*better entrepreneurial opportunities*” (32%) and “*greater voice and participation for citizens to help ensure greater accountability*” (30%).



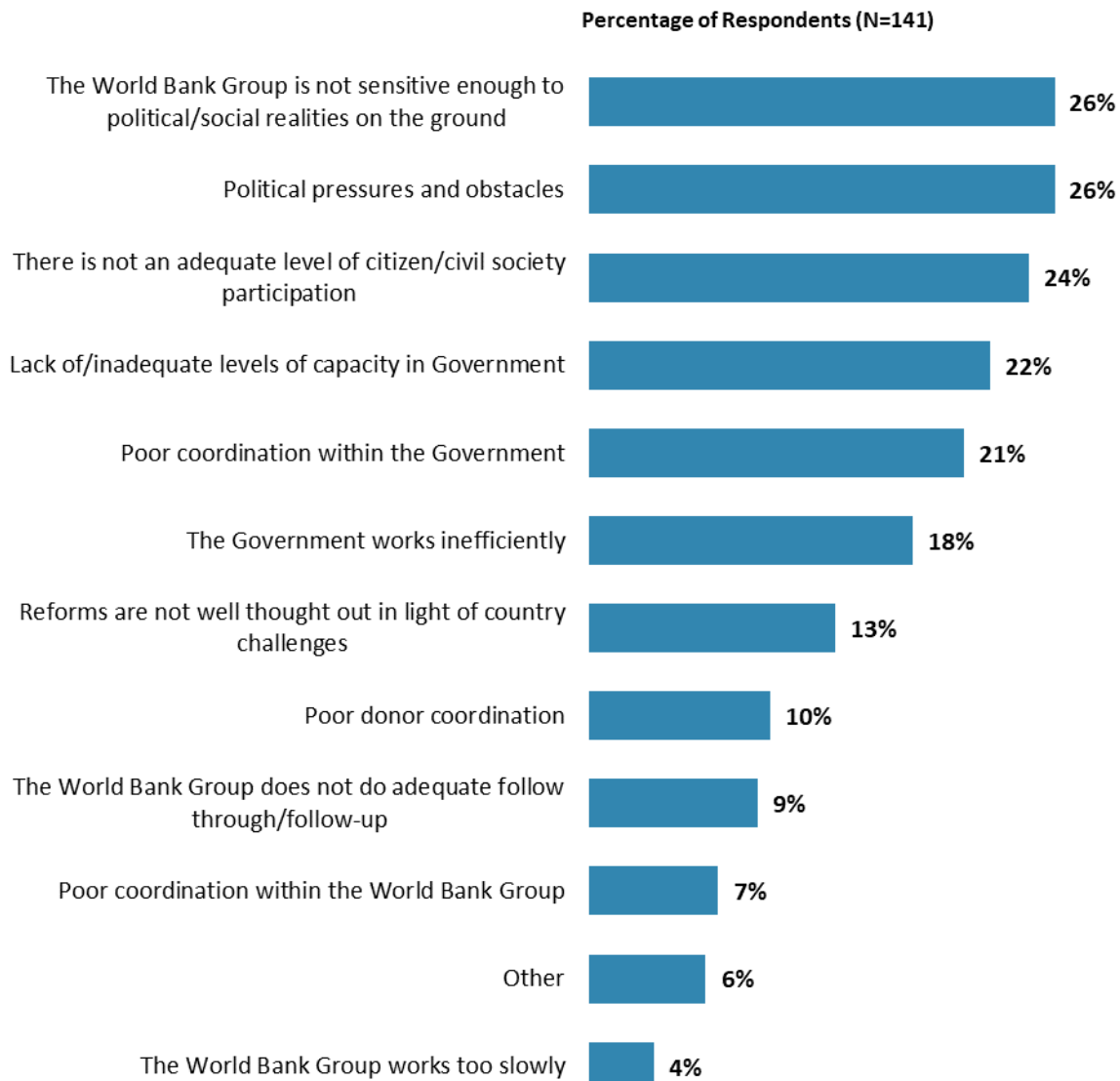
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Eswatini? (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 that *“there is not an adequate level of citizen/civil society participation”* (35%) and to the *“lack of/inadequate levels of capacity in Government”* (35%).

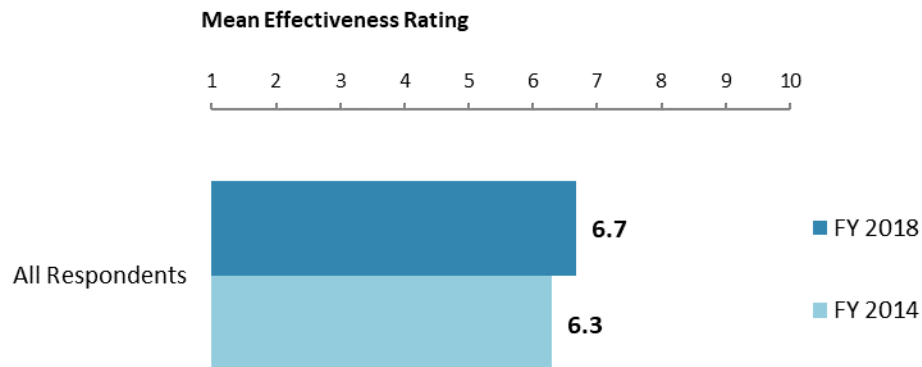


**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



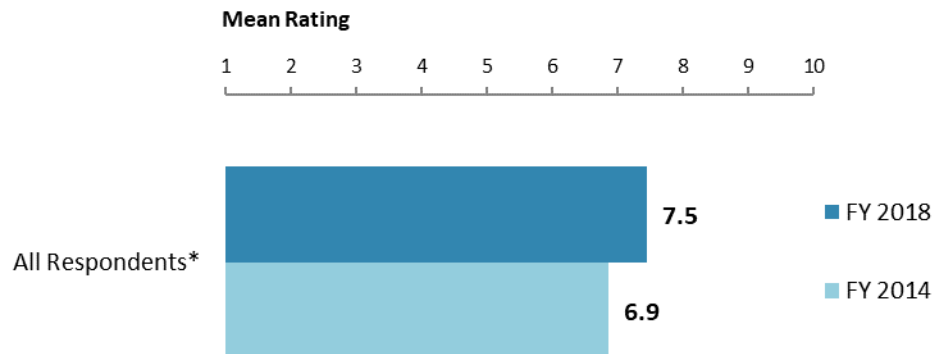
## V. Overall Attitudes toward the World Bank Group (continued)

### The World Bank Group's Overall Effectiveness<sup>3</sup> (*Indicator Question*)



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

### Achieving Development Results (*Indicator Question*)



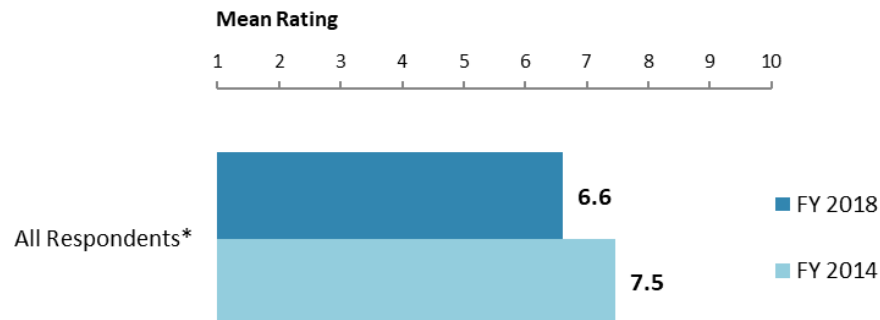
"To what extent does the World Bank Group's work help to achieve development results in Eswatini?"  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2018 and FY 2014)

<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

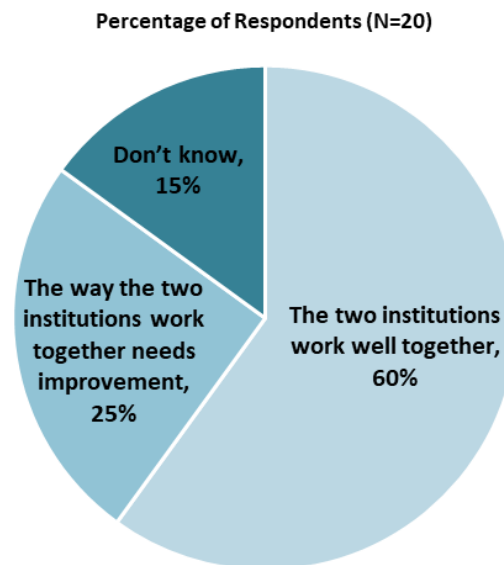
### WBG Staff Preparedness<sup>4</sup>



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Eswatini solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2018 and FY 2014)

### 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 of how the two institutions work together in Eswatini?"  
(Respondents chose from a list.)

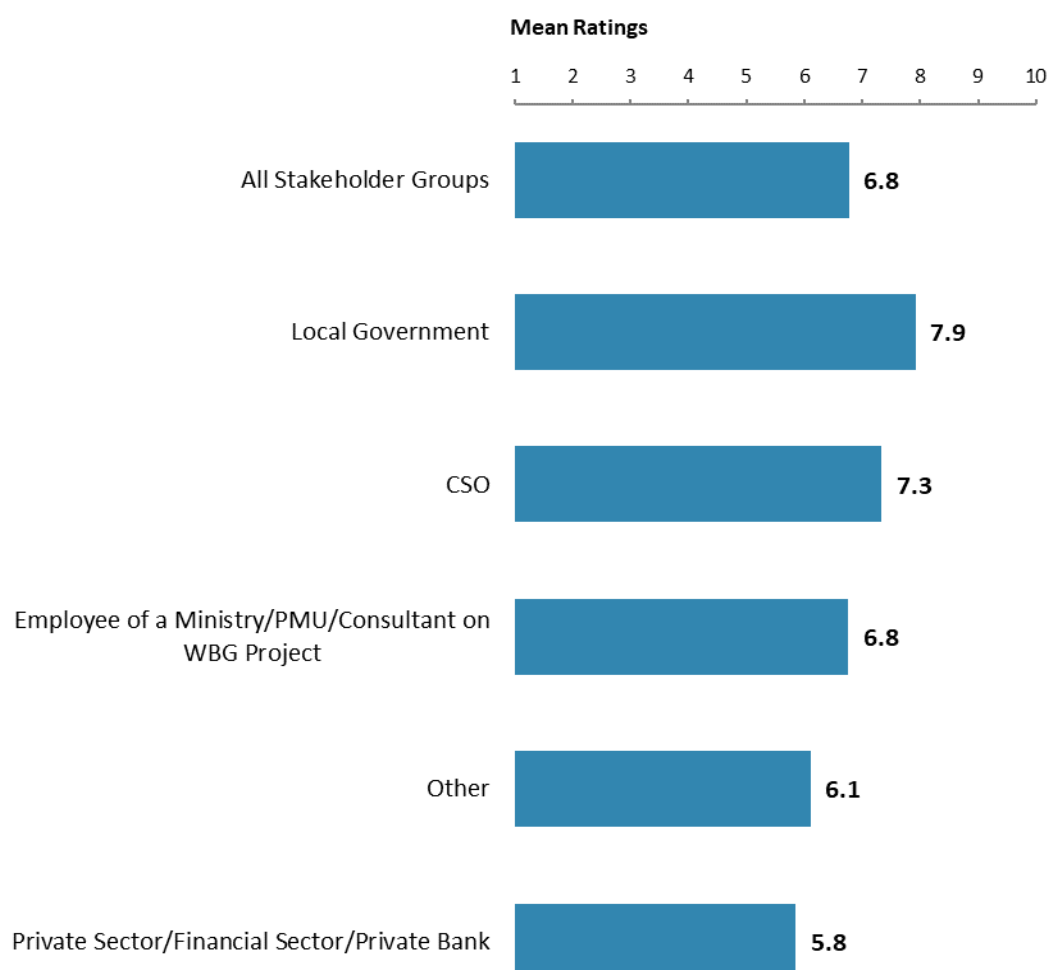
<sup>4</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from local government had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from the private sector/financial sector/private banks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 56).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 6.0). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 97).



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

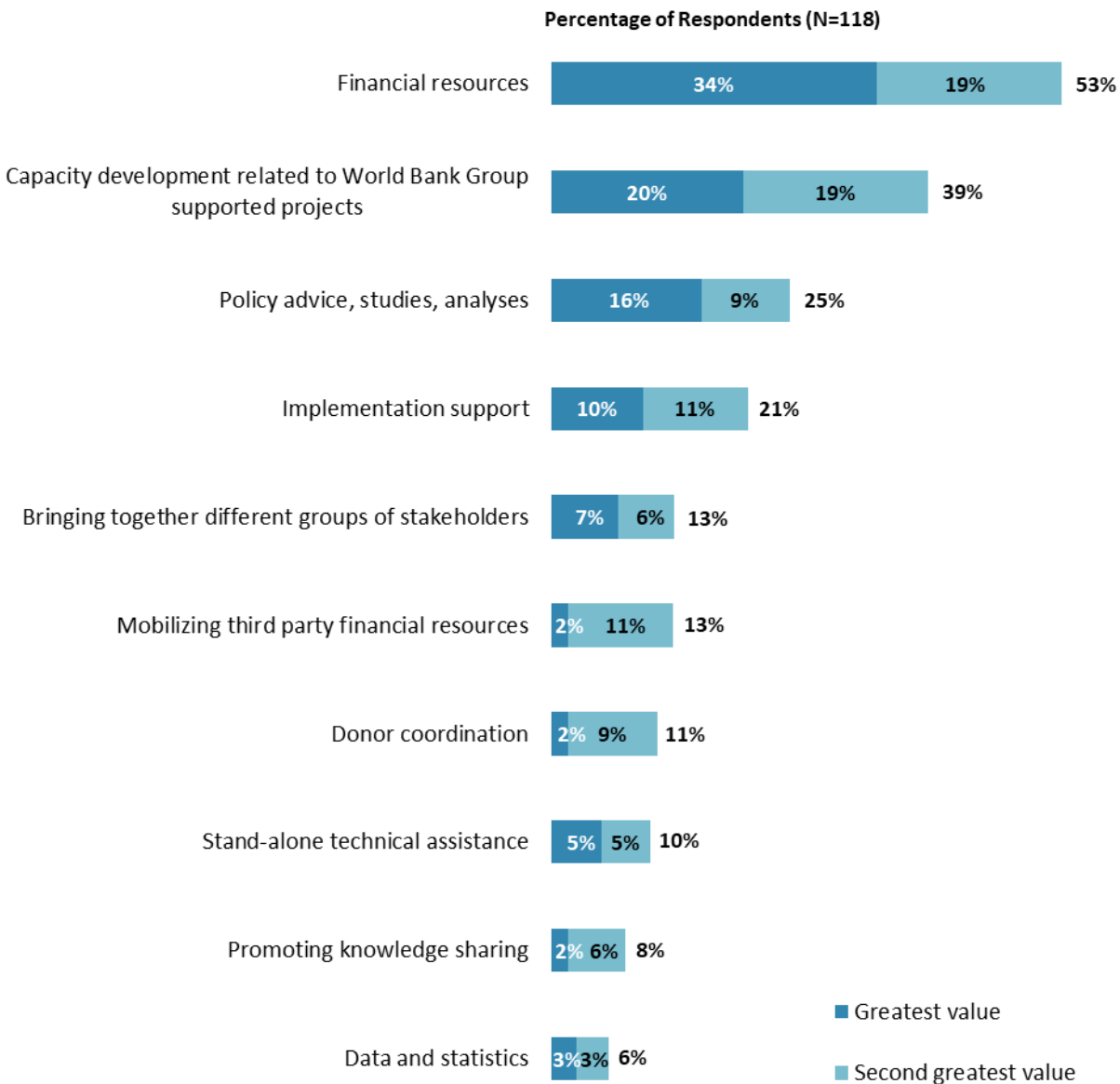




## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Eswatini were its "*policy advice, studies, analyses*" (48%), "*financial resources*" (44%), "*technical assistance*" (42%), and "*capacity development*" (32%).



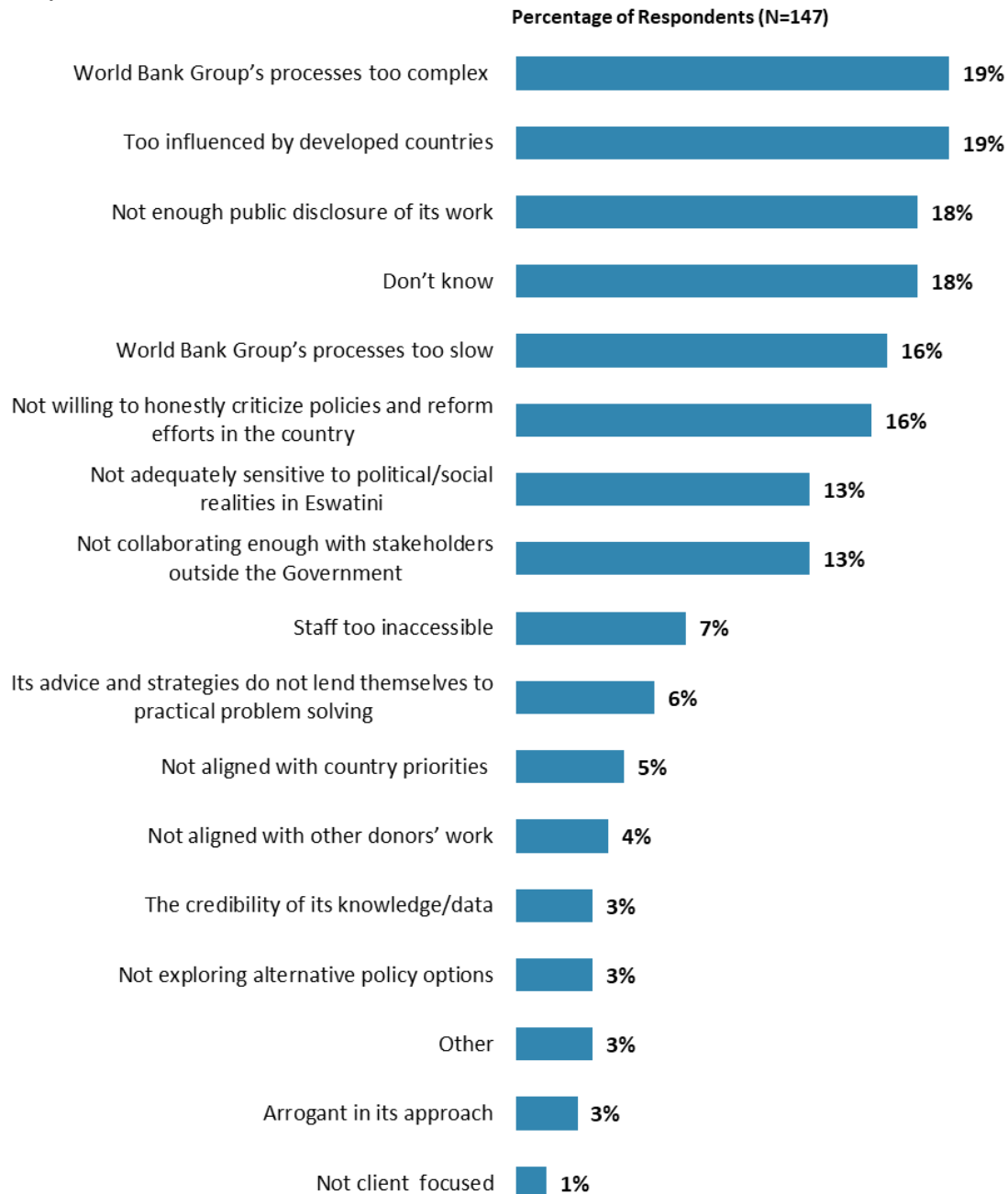
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Eswatini?"**  
(Respondents chose from a list.)



## 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 weakness in its work in Eswatini was "*not enough public disclosure of its work*" (38%).

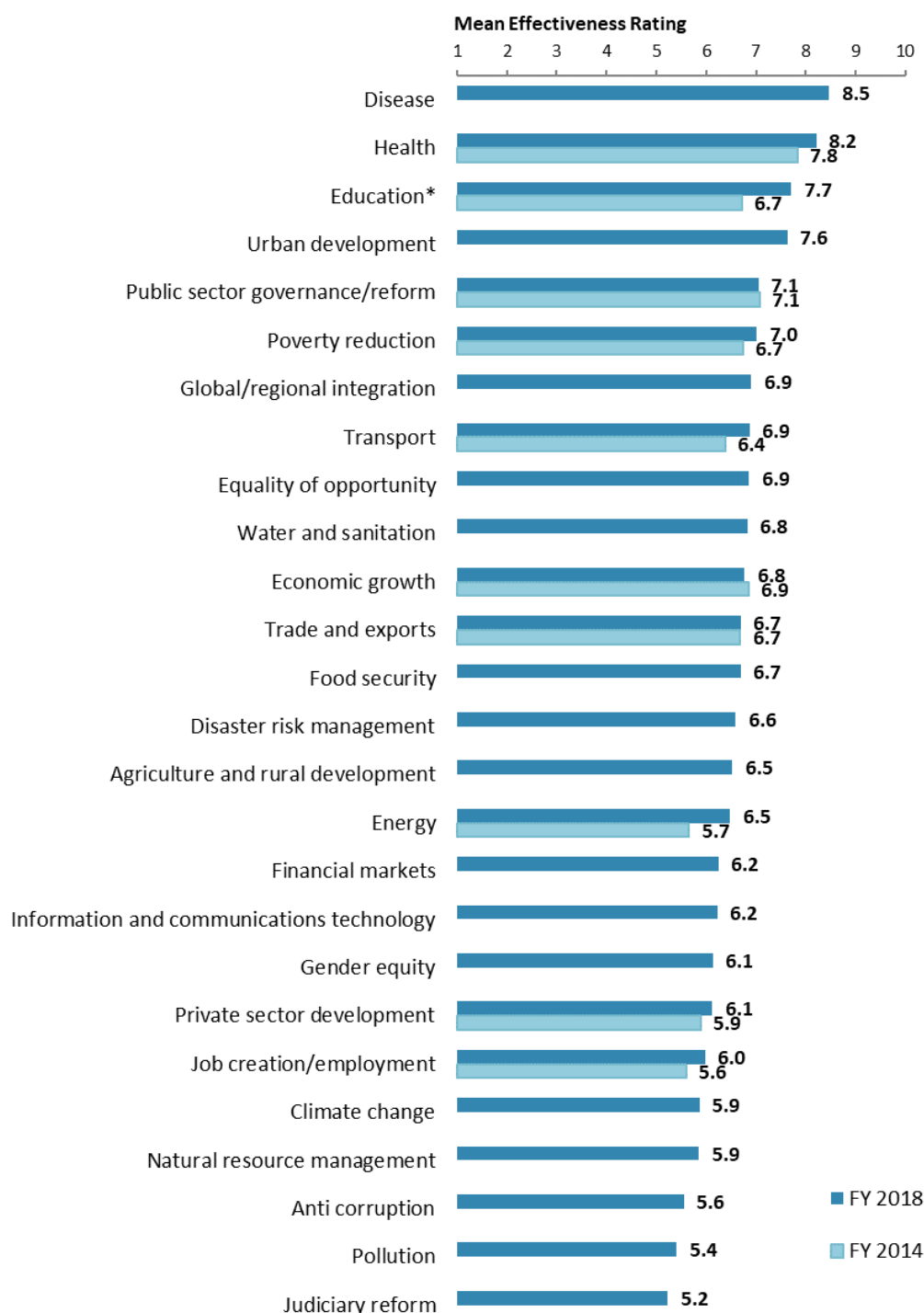


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Eswatini? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



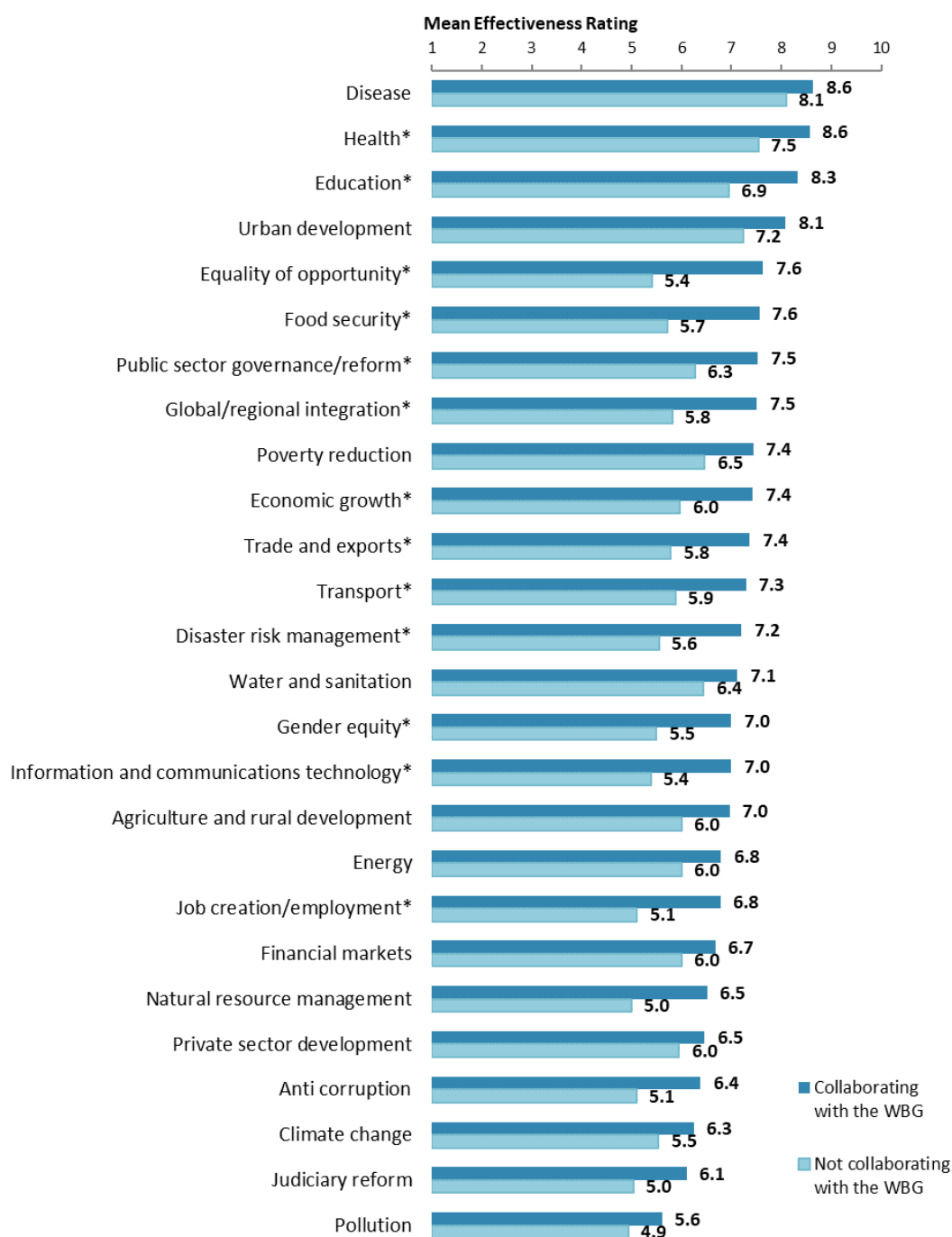
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Eswatini?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between FY 2018 and FY 2014)*

<sup>5</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



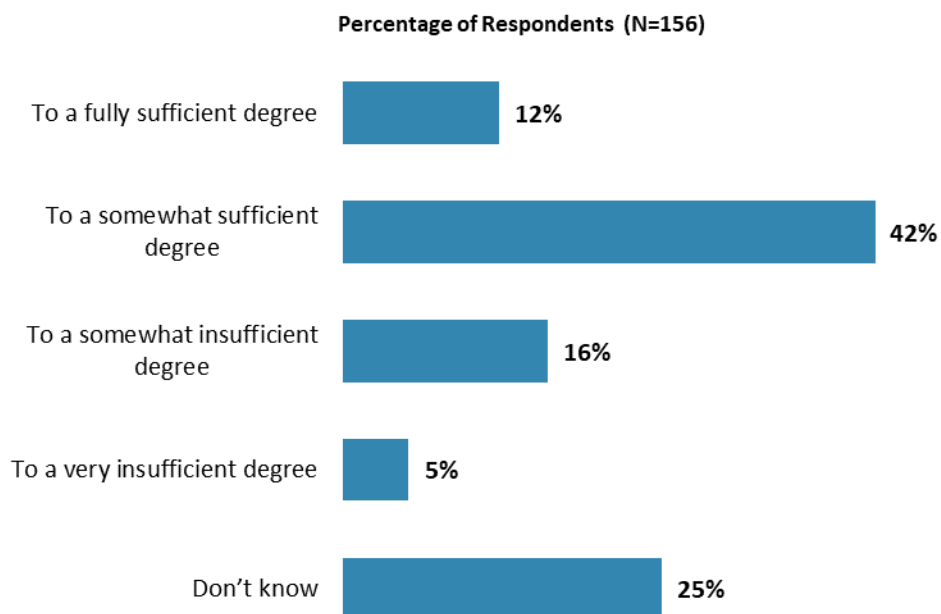
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Eswatini?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 39) 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)

### Helping the Poorest

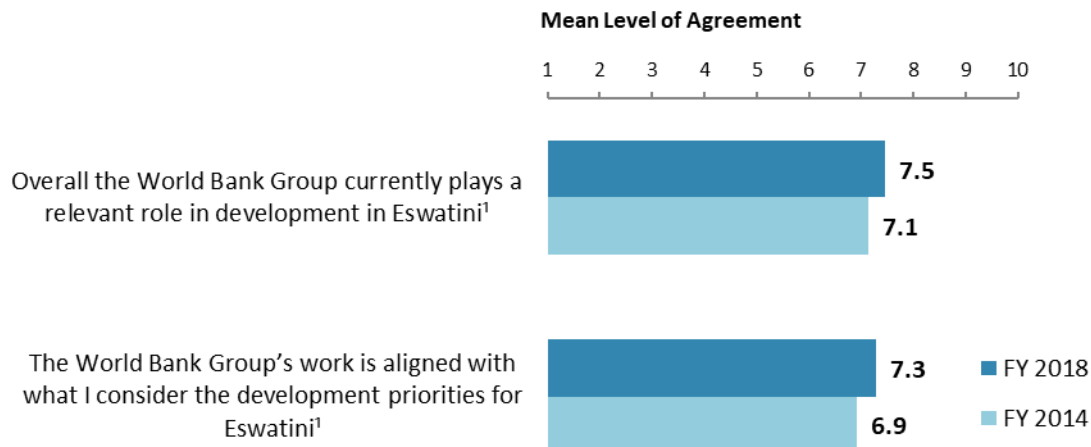


**"To what extent do you believe that the World Bank Group's work and support help the poorest in Eswatini?" (Respondents chose from a list.)**



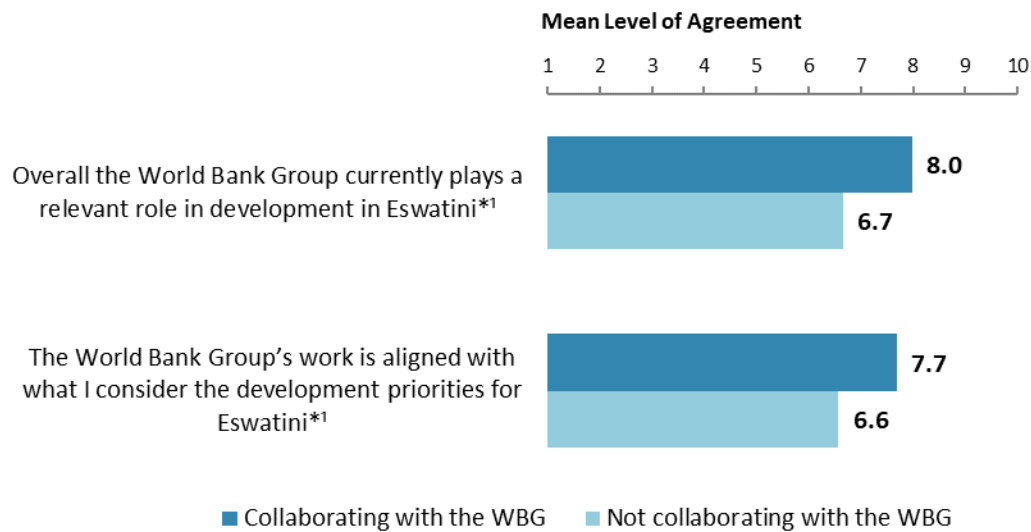
## VII. How the World Bank Group Operates

### The World Bank Group's Work in Eswatini: Year Comparison<sup>7</sup>



**"To what extent do you agree with the following statements about the World Bank Group's work in Eswatini?" (1-"Strongly disagree", 10-"Strongly agree")**  
*<sup>1</sup>Indicator Question*

### The World Bank Group's Work in Eswatini: Collaboration



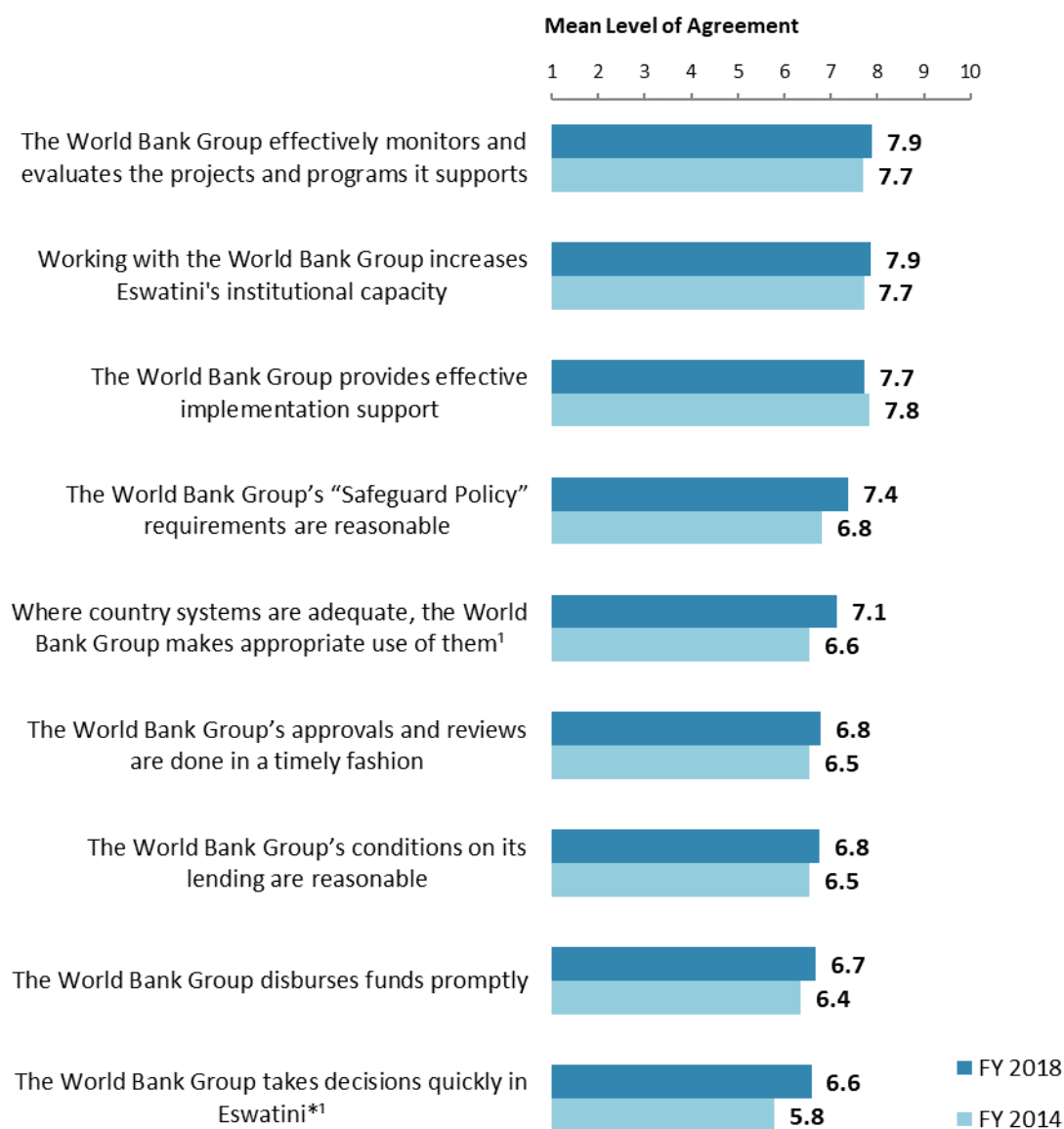
**"To what extent do you agree with the following statements about the World Bank Group's work in Eswatini?" (1-"Strongly disagree", 10-"Strongly agree")**  
*(\*Significantly different between collaborators and non-collaborators)*  
*<sup>1</sup>Indicator Question*

<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



"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)

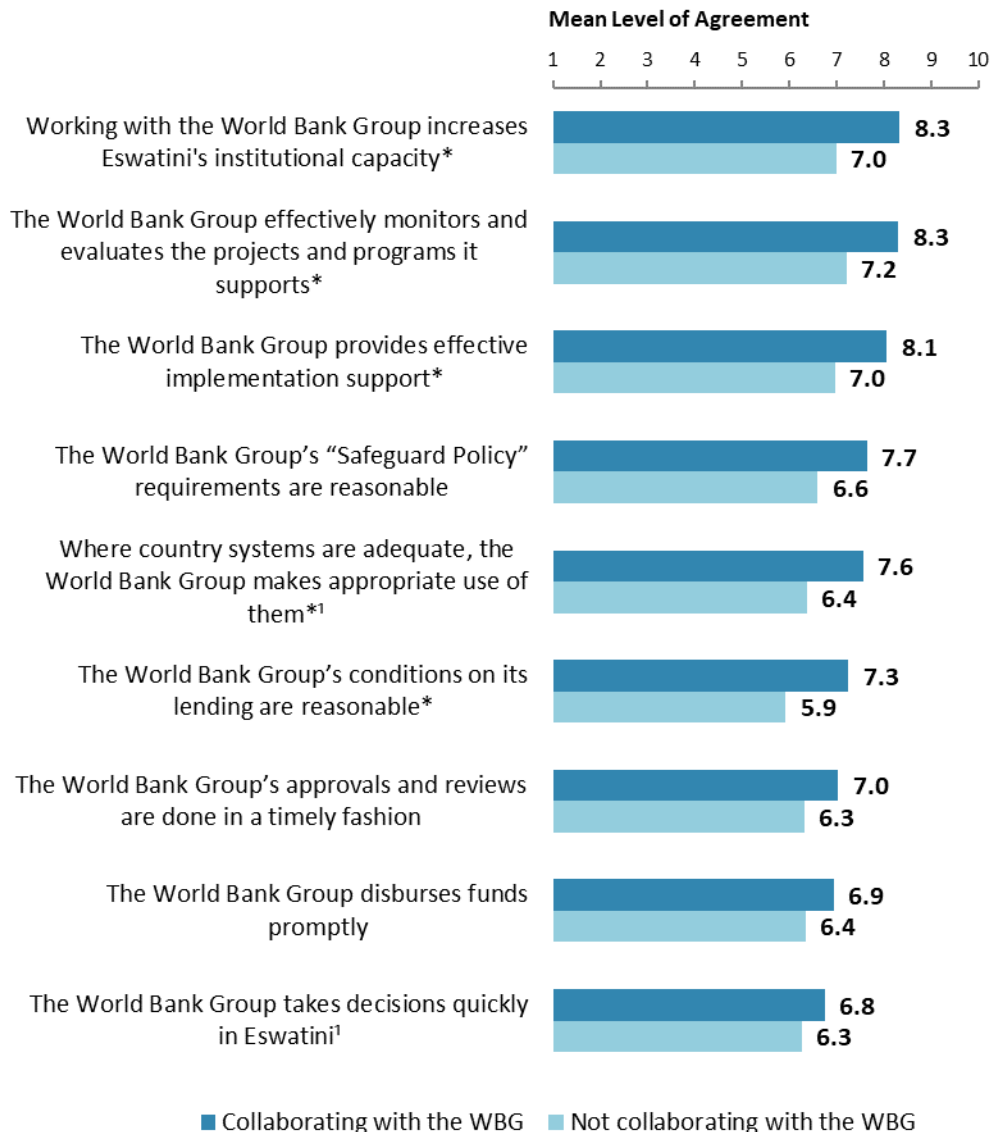
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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

(\*Significantly different between collaborators and non-collaborators)

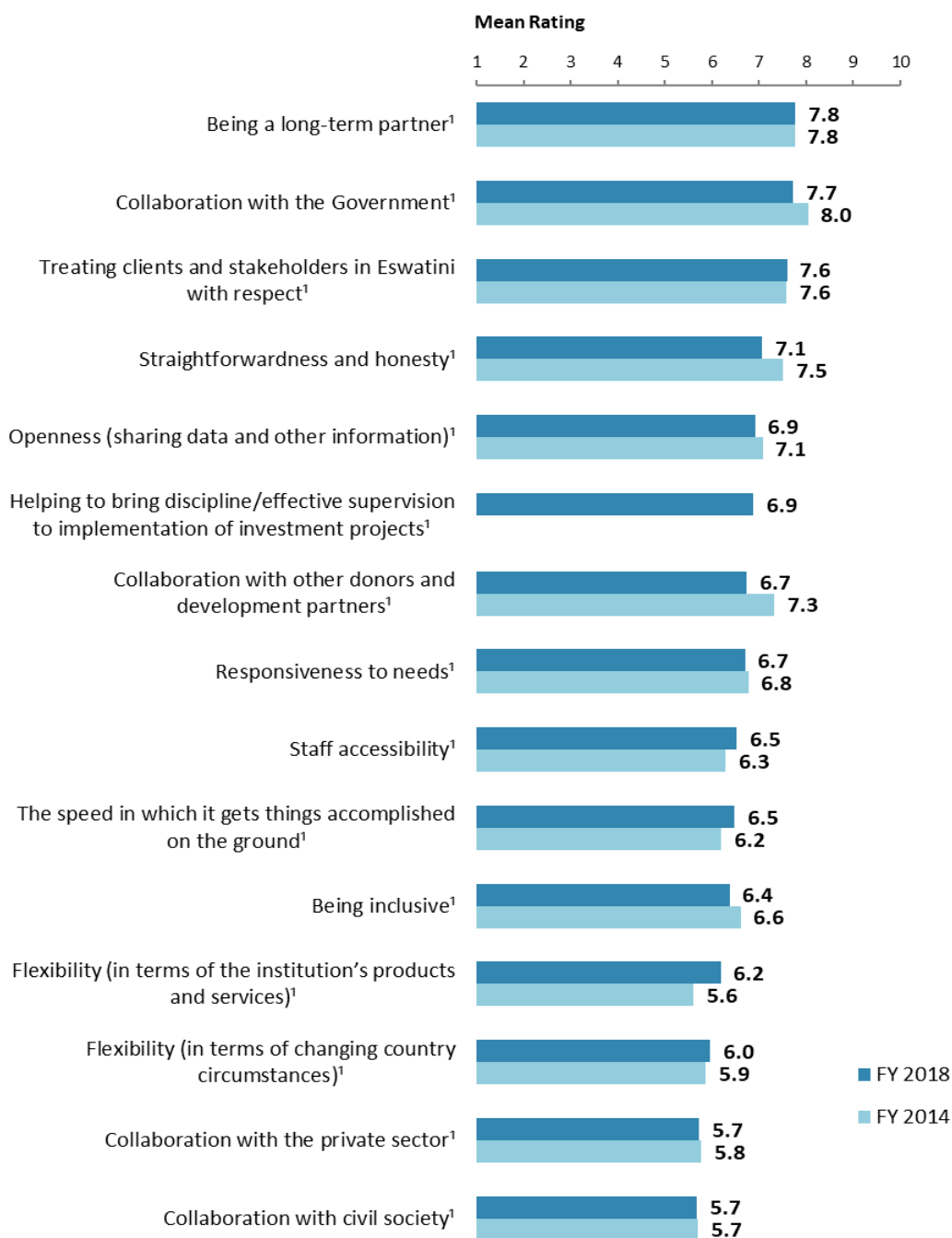
<sup>1</sup>Indicator Question





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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



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

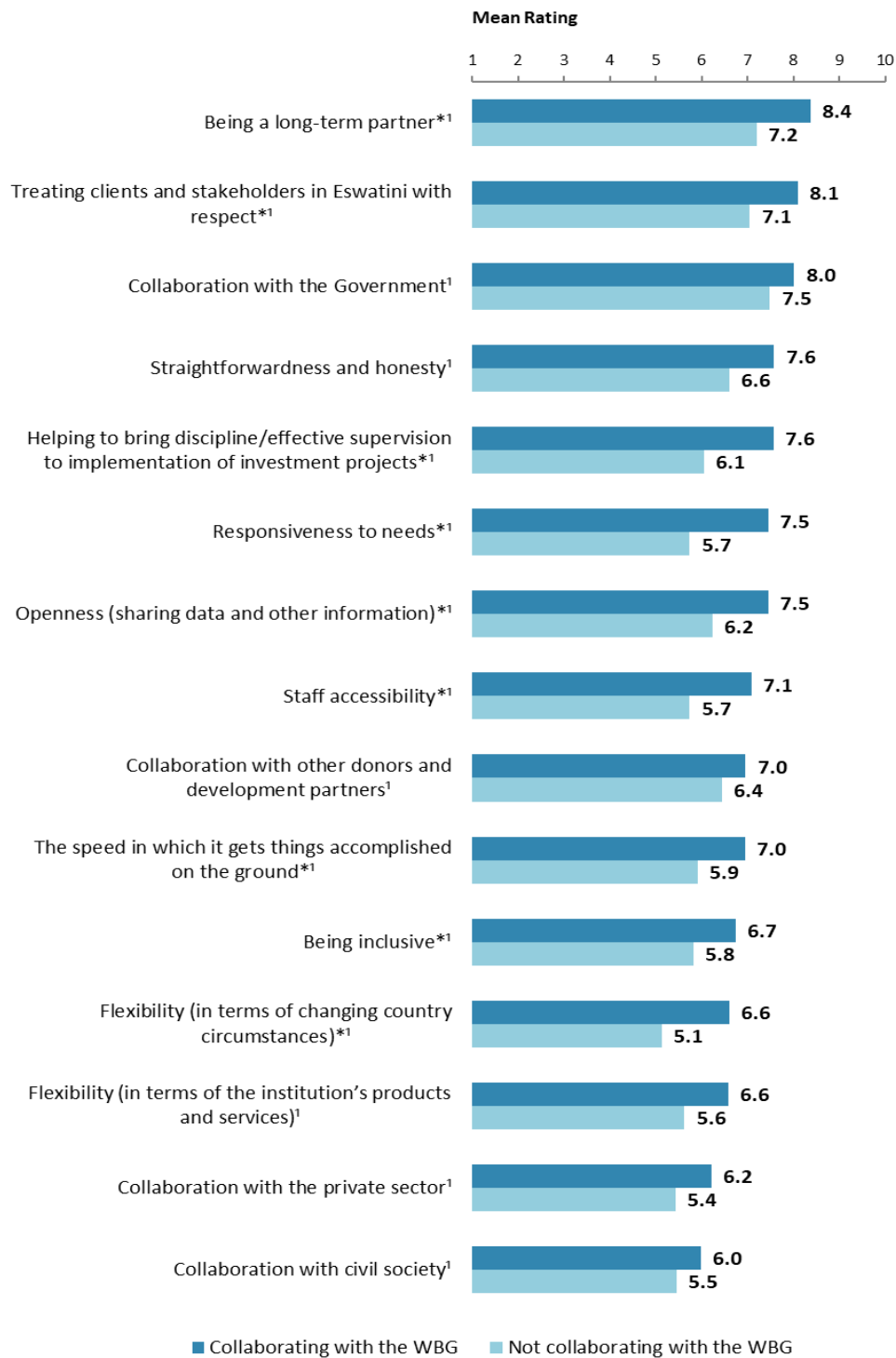
*<sup>1</sup>Indicator Question*

<sup>9</sup> 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 Eswatini, 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)*

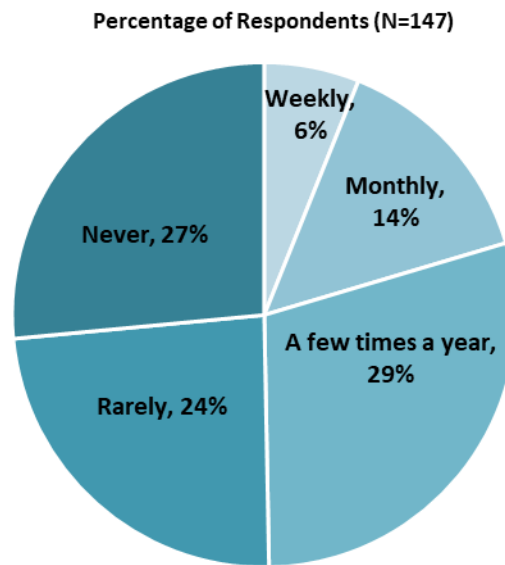
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from local government and CSOs indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

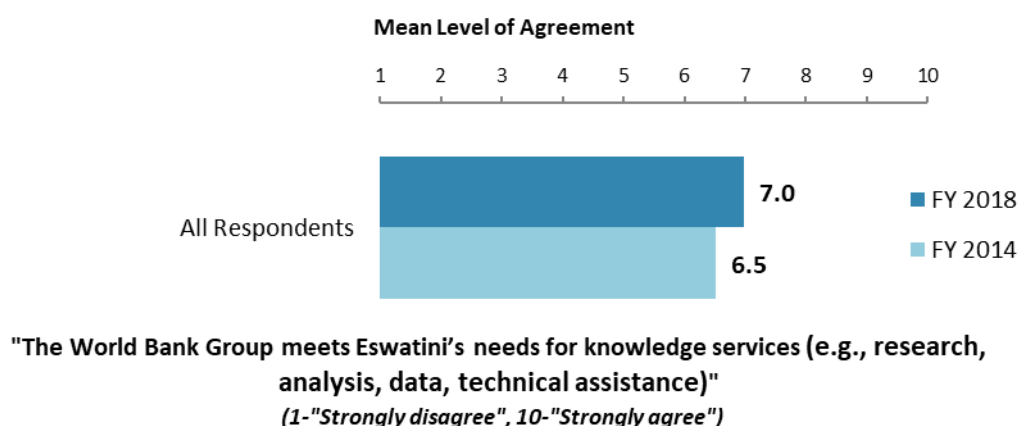


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

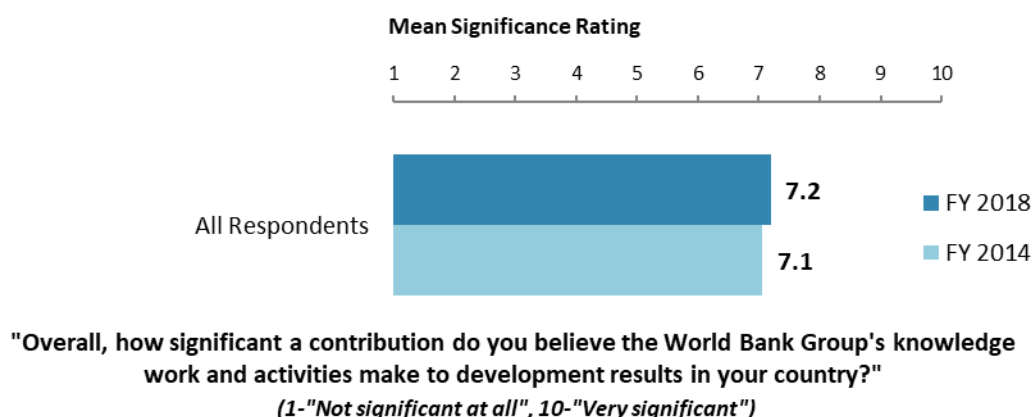


## VIII. World Bank Group's Knowledge and Instruments (continued)

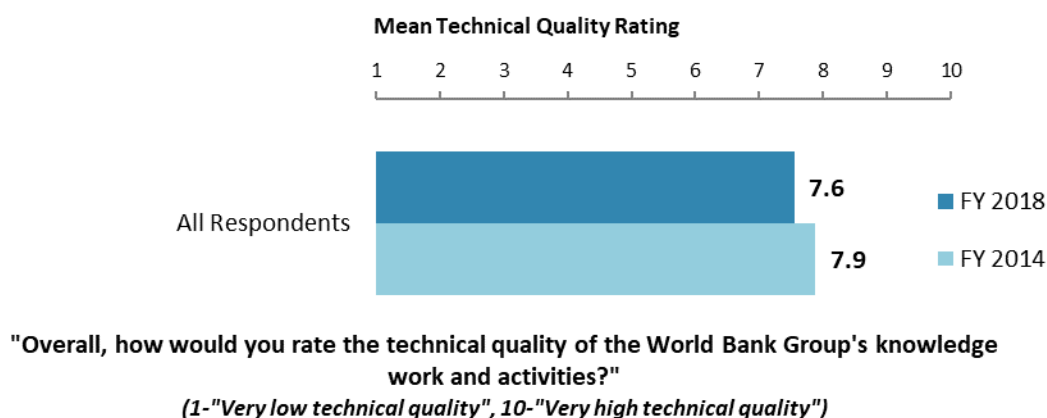
### Meeting Eswatini's Knowledge Needs<sup>10</sup> (Indicator Question)



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



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

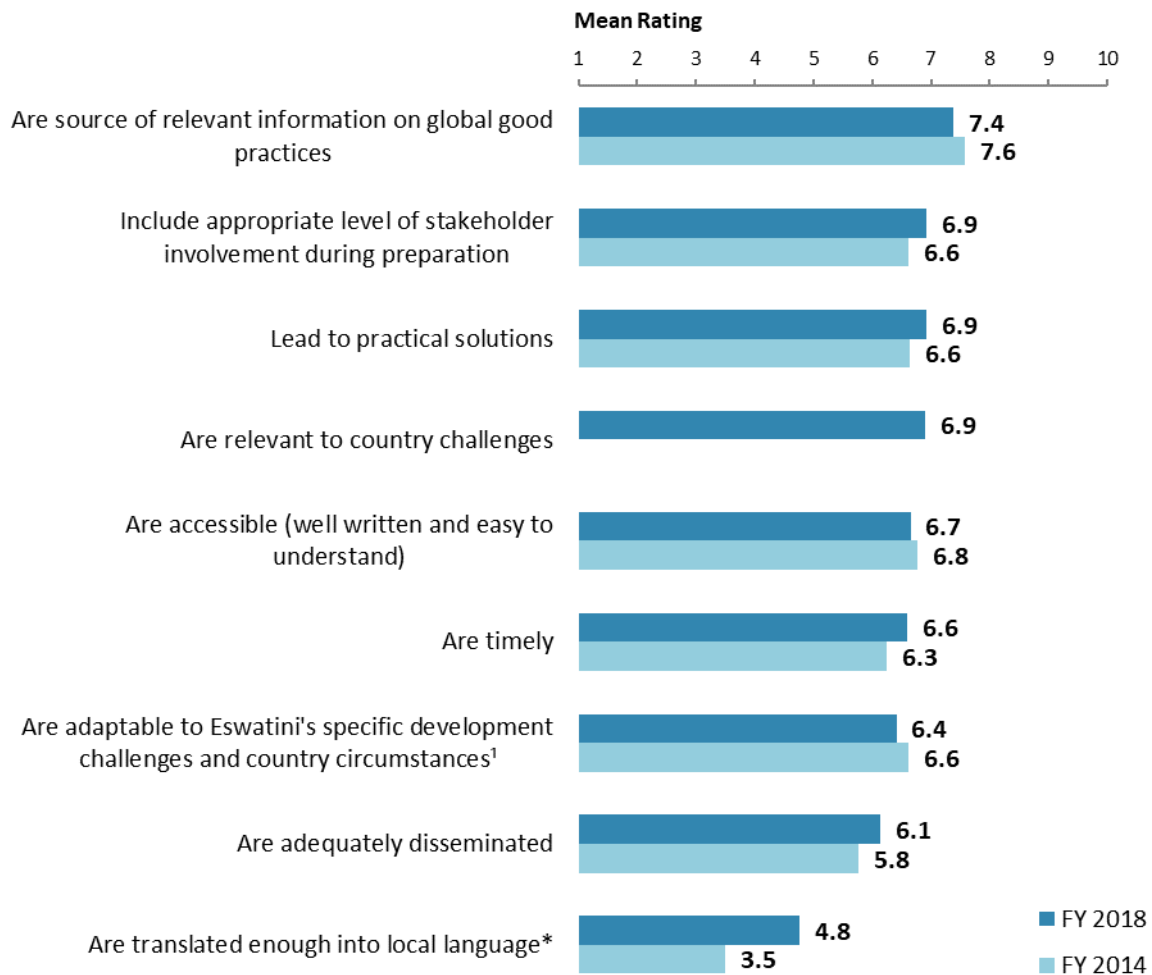


<sup>10</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>11</sup>



"In Eswatini, 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)

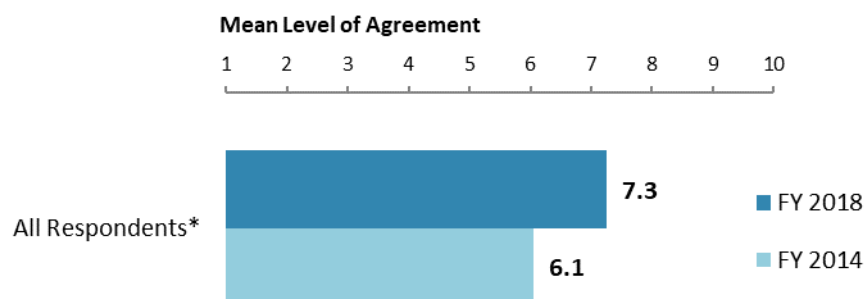
<sup>1</sup>Indicator Question

<sup>11</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Eswatini's Needs for Financial Instruments<sup>12</sup> (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Eswatini"

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

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

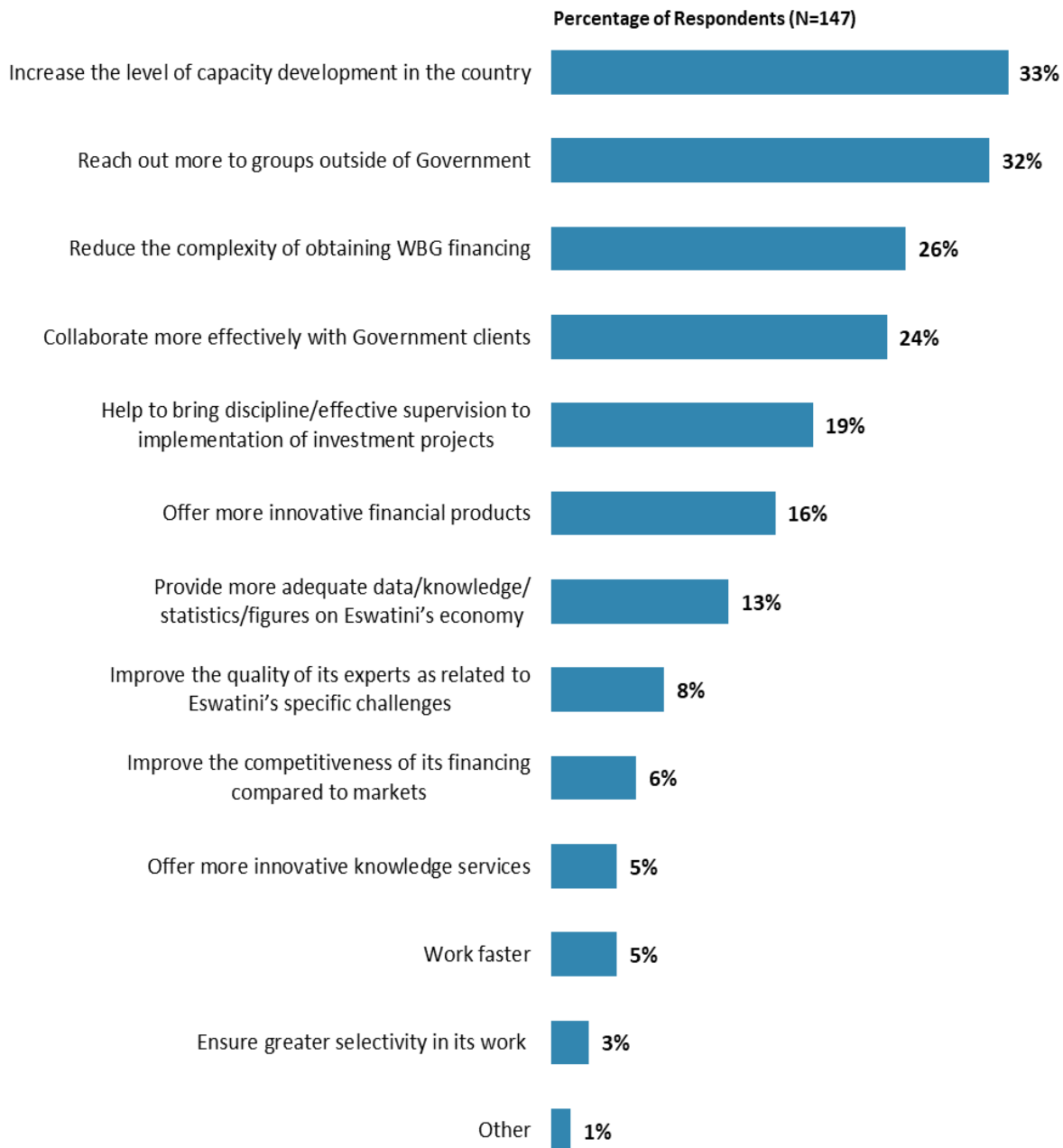
<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (37%), “*collaborate more effectively with Government clients*” (28%), “*increase the level of capacity development in the country*” (26%), and “*reduce the complexity of obtaining WBG financing*” (25%) to make itself of greater value in Eswatini.



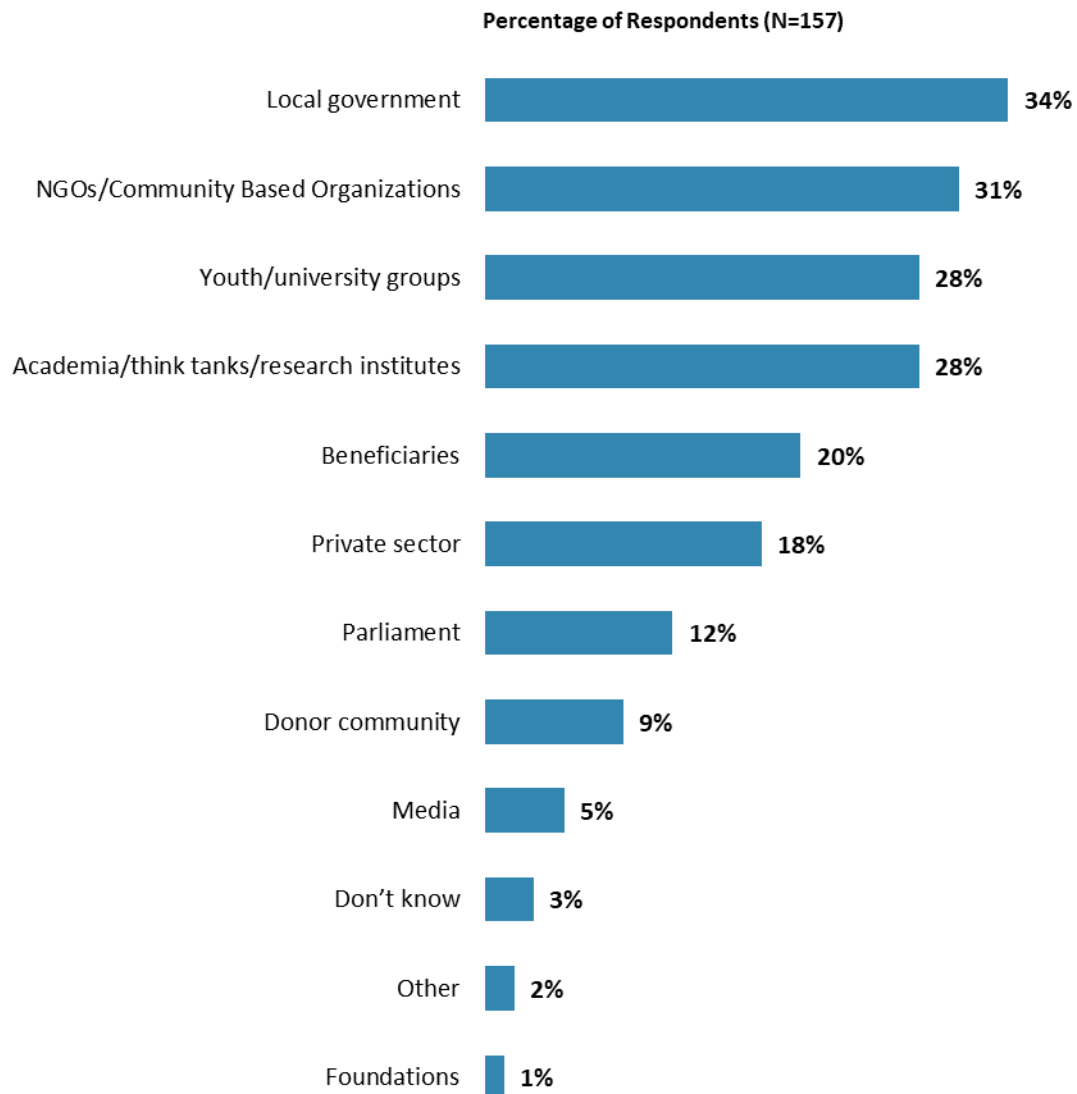
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Eswatini? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*private sector*” (35%), “*academia/think tanks/research institutes*” (26%), “*NGOs*” (24%), and “*local government*” (24%) to ensure better development results in Eswatini.



"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.)

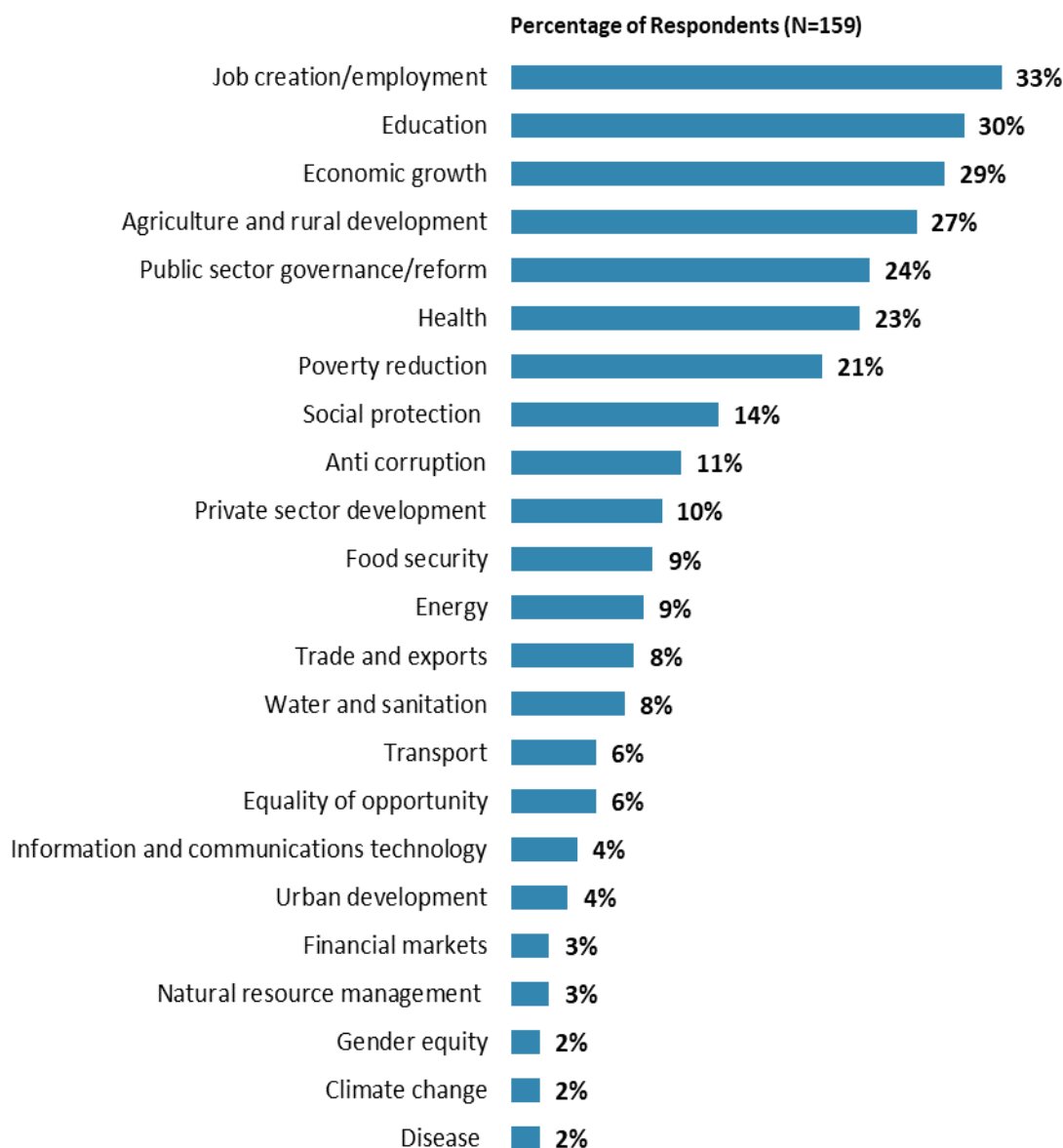




## IX. The Future Role of the WBG in Eswatini (continued)

### 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 “*public sector governance/reform*” (42%), “*poverty reduction*” (27%), “*agricultural development*” (25%), “*economic growth*” (24%), “*job creation/employment*” (22%), “*education*” (21%), and “*health*” (19%).



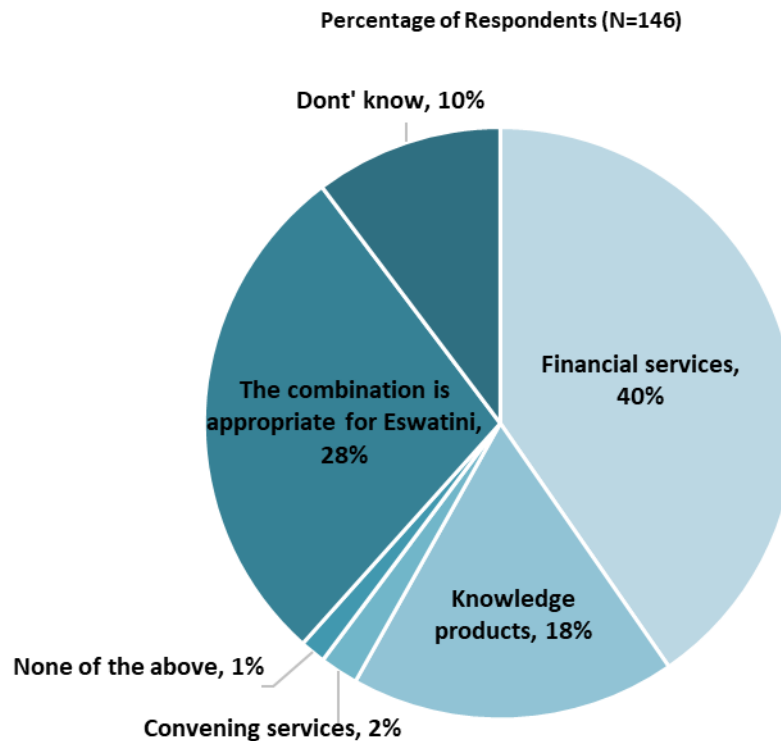
**“When thinking about how the World Bank Group can have the most impact on development results in Eswatini, in which sectors do you believe the WBG should focus most of its resources (financial and knowledge services) in Eswatini? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 23 of 28 response options shown.)



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

### Future Combination of the WBG Services

- **Year comparison:** Respondents in the previous FY'14 Country Survey were significantly more likely to indicate that the WBG should offer more “*convening services*”. This year’s respondents were significantly more likely to indicate that “*the combination is appropriate for Eswatini*”.



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

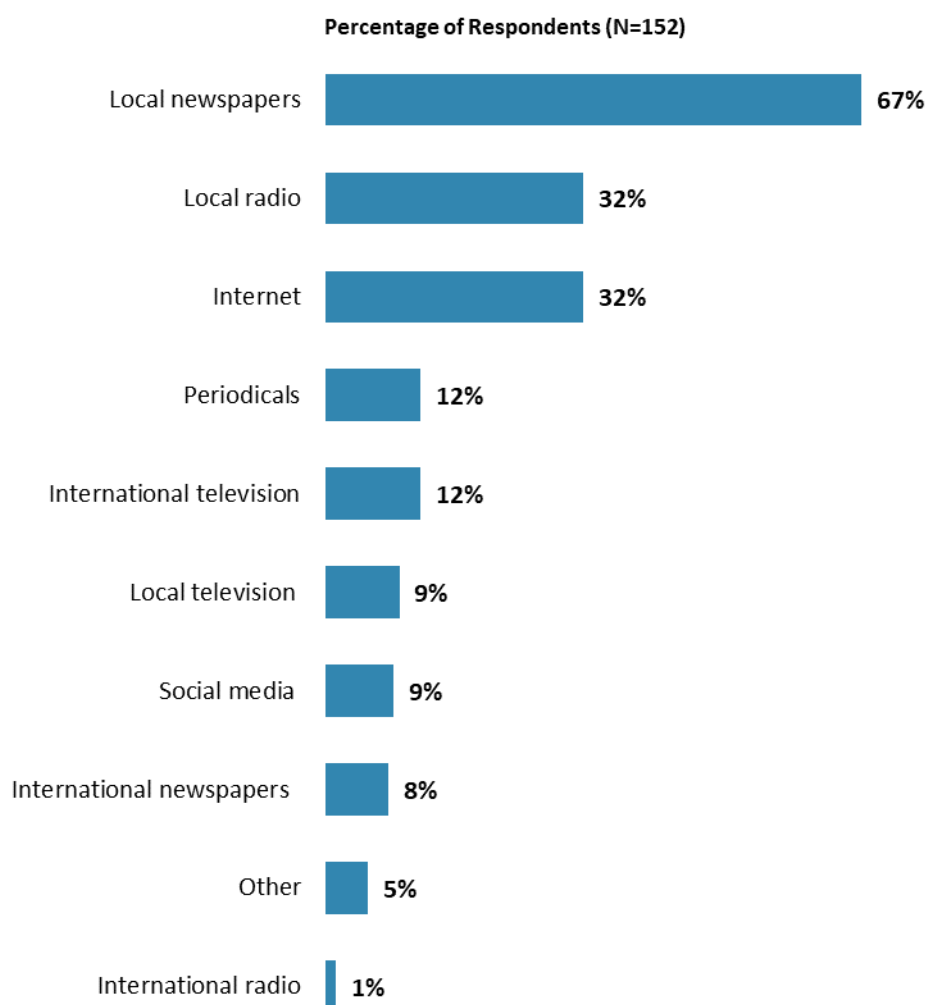


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 56) 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 Eswatini from “*local newspapers*” (79%) and “*Internet*” (36%).



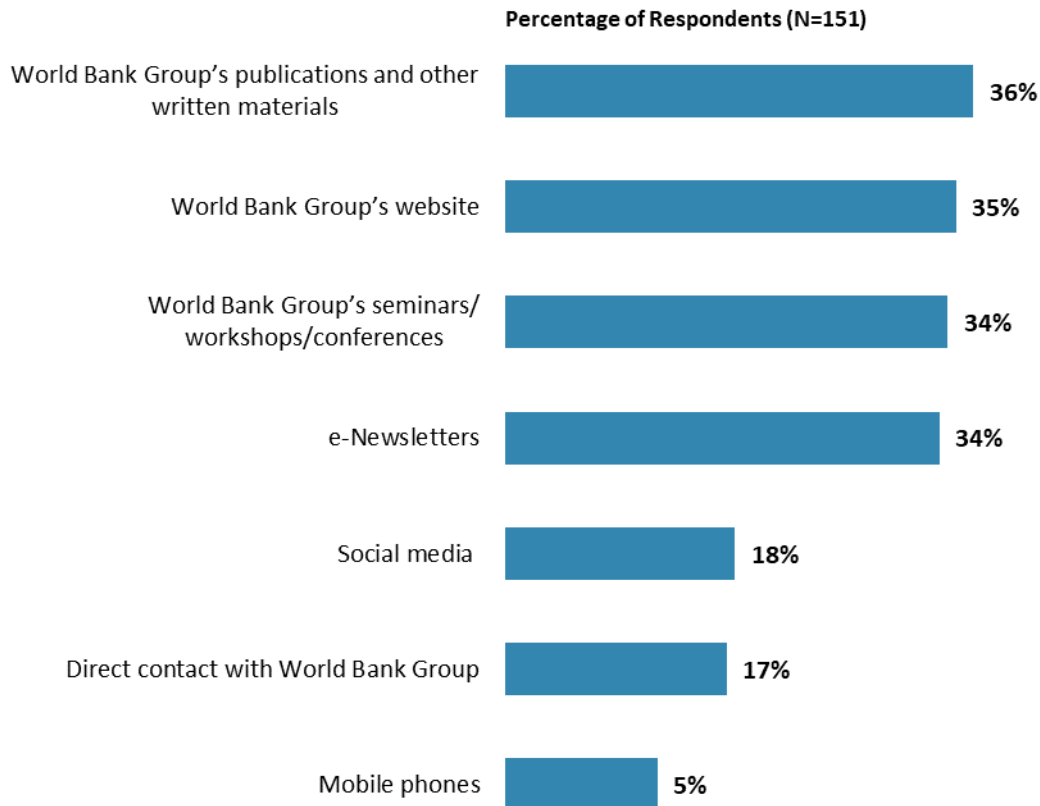
**"How do you get most of your information about economic and social development issues in Eswatini? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## 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 “WBG’s seminars/workshops/conferences” (42%), “WBG’s publications and other written materials” (39%), “WBG’s website” (35%), and “e-Newsletters” (32%).



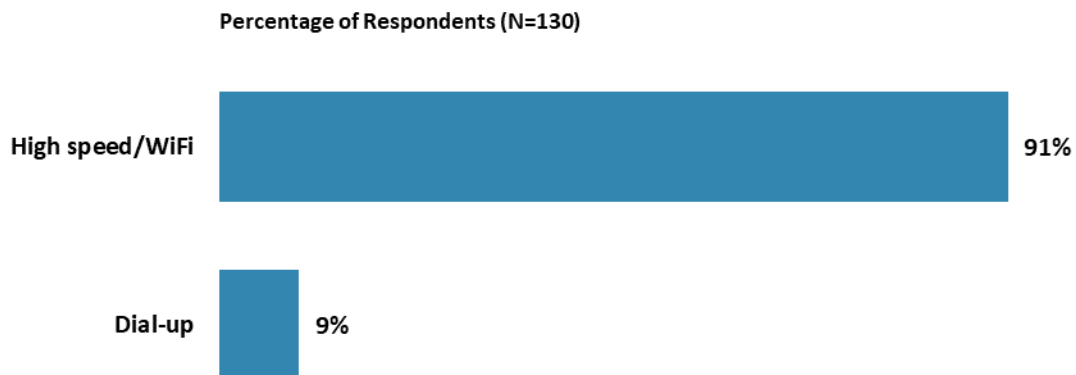
**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

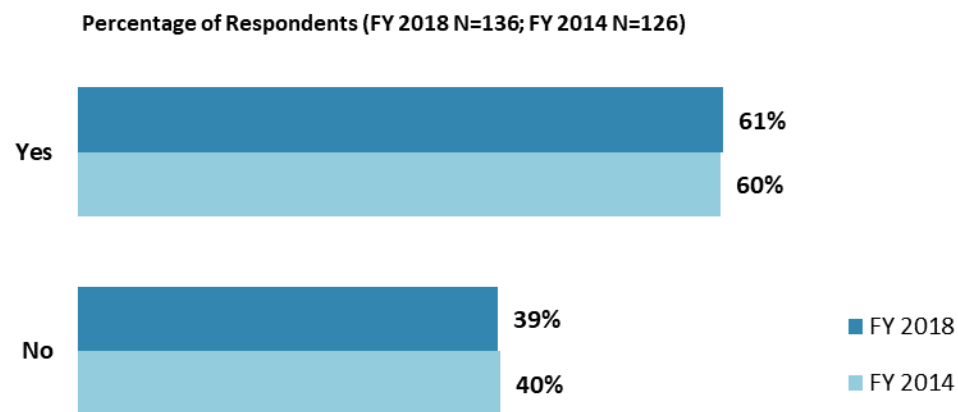
### Access to the Internet

- 81 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



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

### The WBG Website Usage<sup>13</sup>



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

<sup>13</sup> Percentages presented in this chart were calculated based on weighted data.



## X. Communication and Outreach (continued)

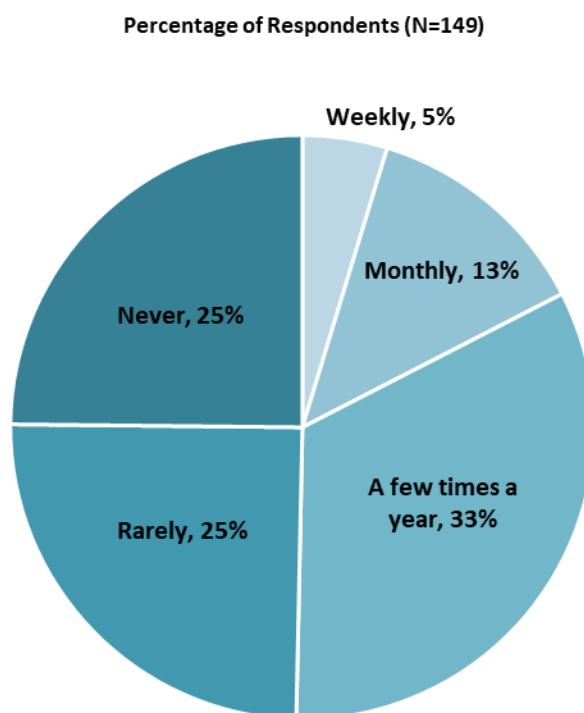
### Use of the WBG's Social Media Channels



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

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### Frequency Visiting WBG Websites and Social Media



"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

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### ESWATINI





## Appendix A: Responses to All Questions across All Respondents (N=160)

*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 Eswatini

1. In general, would you say that Eswatini is headed in ... ?	Percentage of Respondents (N=146)
The right direction	41.8%
The wrong direction	25.3%
Not sure	32.9%



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

<b>2. Listed below are a number of development priorities in Eswatini. Please identify which of the following you consider the most important development priorities in Eswatini. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=154)</b>
Health	33.8%
Economic growth	33.1%
Job creation/employment	32.5%
Education	27.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.1%
Poverty reduction	18.8%
Water and sanitation	18.2%
Agriculture and rural development	16.2%
Food security	14.3%
Energy	12.3%
Disease (i.e., HIV/AIDS and TB)	11.0%
Anti corruption	9.1%
Transport (e.g., roads, bridges, transportation)	7.8%
Private sector development	5.2%
Social protection (e.g., pensions, targeted social assistance)	4.5%
Trade and exports	4.5%
Information and communications technology	3.9%
Urban development	3.2%
Natural resource management (renewable and non-renewable)	3.2%
Financial markets	2.6%
Gender equity	2.6%
Equality of opportunity (i.e., social inclusion)	2.6%
Judiciary reform	1.9%
Disaster risk management	1.9%
Pollution	1.3%
Crime and violence	0.6%
Climate change (e.g., mitigation, adaptation)	0.6%
Global/regional integration	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Eswatini? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=154)</b>
Job creation/employment	53.2%
Economic growth	50.0%
Agriculture and rural development	44.2%
Education	22.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.8%
Food security	14.9%
Health	14.3%
Anti corruption	11.7%
Equality of opportunity (i.e., social inclusion)	9.7%
Trade and exports	9.7%
Private sector development	7.1%
Disease (i.e., HIV/AIDS and TB)	5.8%
Social protection (e.g., pensions, targeted social assistance)	5.8%
Water and sanitation	5.8%
Information and communications technology	4.5%
Transport (e.g., roads, bridges, transportation)	2.6%
Gender equity	2.6%
Energy	1.9%
Financial markets	1.9%
Urban development	1.9%
Natural resource management (renewable and non-renewable)	1.3%
Disaster risk management	0.6%
Crime and violence	0.6%
Climate change (e.g., mitigation, adaptation)	0.6%
Judiciary reform	0.6%
Pollution	0.0%
Global/regional integration	0.0%

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

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Eswatini? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=145)</b>
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	40.0%
Education and training that better ensure job opportunity	29.7%
Consistent economic growth	23.4%
Greater access to health and nutrition for citizens	20.0%
Better opportunity for the poor who live in rural areas	17.9%
Better employment opportunities for young people	16.6%
Greater voice and participation for citizens to help ensure greater accountability	13.8%
Greater access to micro-finance for the poor	10.3%
More reliable social safety net	7.6%
A growing middle class	6.9%
Better employment opportunities for women	3.4%
Better quality public services	2.8%
Better opportunity for the poor who live in urban areas	1.4%
Other	1.4%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Eswatini? (Select only ONE response)</b>	<b>Percentage of Respondents (N=156)</b>
A very big problem	71.8%
A moderately big problem	23.7%
A small problem	1.9%
Not a problem at all	0.6%
Don't know	1.9%

<b>6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=157)</b>
A very serious problem	66.9%
A somewhat serious problem	26.1%
Not too serious problem	4.5%
Not a problem	0.6%
Don't know	1.9%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Eswatini? (Select only ONE response)</b>	<b>Percentage of Respondents (N=157)</b>
A very important development priority	84.1%
A moderately important development priority	10.2%
A slightly important development priority	5.1%
Not an important development priority	0.0%
Don't know	0.6%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Eswatini? (1-Not familiar at all, 10-Extremely familiar)	157	n/a	5.66	2.78

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Eswatini. (1-Not effective at all, 10-Very effective)	130	27	6.80	2.24

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Eswatini solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	112	44	6.78	2.29

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Eswatini, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Eswatini? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=159)</b>
Job creation/employment	32.7%
Education	30.2%
Economic growth	28.9%
Agriculture and rural development	27.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.9%
Health	23.3%
Poverty reduction	20.8%
Social protection (e.g., pensions, targeted social assistance)	13.8%
Anti corruption	11.3%
Private sector development	10.1%
Food security	9.4%
Energy	8.8%
Trade and exports	8.2%
Water and sanitation	7.5%
Transport (e.g., roads, bridges, transportation)	5.7%
Equality of opportunity (i.e., social inclusion)	5.7%
Information and communications technology	4.4%
Urban development	3.8%
Financial markets	2.5%
Natural resource management (renewable and non-renewable)	2.5%
Gender equity	1.9%
Climate change (e.g., mitigation, adaptation)	1.9%
Disease (i.e., HIV/AIDS and TB)	1.9%
Judiciary reform	1.3%
Disaster risk management	1.3%
Global/regional integration	0.0%
Pollution	0.0%
Crime and violence	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Eswatini?	Percentage of Respondents (N=118)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	34.2%	19.5%	53.7%
Capacity development related to World Bank Group supported projects	20.2%	19.5%	39.7%
Policy advice, studies, analyses	15.8%	9.3%	25.1%
Implementation support	9.6%	11.0%	20.7%
Bringing together different groups of stakeholders	7.0%	5.9%	12.9%
Mobilizing third party financial resources	1.8%	11.0%	12.8%
Donor coordination	1.8%	9.3%	11.1%
Stand-alone technical assistance (system oriented)	5.3%	5.1%	10.3%
Promoting knowledge sharing	1.8%	5.9%	7.7%
Data and statistics	2.6%	3.4%	6.0%
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 Eswatini? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
World Bank Group's processes too complex	19.0%
Too influenced by developed countries	19.0%
Not enough public disclosure of its work	17.7%
Don't know	17.7%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	16.3%
Not willing to honestly criticize policies and reform efforts in the country	15.6%
Not adequately sensitive to political/social realities in Eswatini	12.9%
Not collaborating enough with stakeholders outside the Government	12.9%
Staff too inaccessible	7.5%
Its advice and strategies do not lend themselves to practical problem solving	6.1%
Not aligned with country priorities	4.8%
Not aligned with other donors' work	4.1%
The credibility of its knowledge/data	3.4%
Not exploring alternative policy options	3.4%
Other	3.4%
Arrogant in its approach	2.7%
Not client focused	1.4%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Eswatini? (Select only ONE response)	Percentage of Respondents (N=156)
To a fully sufficient degree	12.2%
To a somewhat sufficient degree	41.7%
To a somewhat insufficient degree	16.0%
To a very insufficient degree	5.1%
Don't know	25.0%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Eswatini 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)	63	75	7.73	2.07
2. Trust funds and grants	53	78	7.00	2.31
3. Guarantees	32	94	6.59	2.08
4. IFC Investment Services	25	101	6.04	2.32
5. IFC Advisory Services	31	97	6.52	2.31

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=157)
Local government	33.8%
NGOs/Community Based Organizations	30.6%
Youth/university groups	28.0%
Academia/think tanks/research institutes	28.0%
Beneficiaries	20.4%
Private sector	17.8%
Parliament	12.1%
Donor community	8.9%
Media	5.1%
Don't know	3.2%
Other	1.9%
Foundations	1.3%

To what extent do you agree with the following statements about the World Bank Group's work in Eswatini? (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 Eswatini*	124	23	7.51	1.99
11. The World Bank Group's work is aligned with what I consider the development priorities for Eswatini*	116	29	7.30	2.07

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

To what extent is the World Bank Group an effective development partner in Eswatini, 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*	104	43	6.86	2.04
13. Flexibility (in terms of the institution's products and services)*	94	54	6.27	2.30
14. Flexibility (in terms of changing country circumstances)*	101	43	6.03	2.41
15. Being inclusive*	99	46	6.41	2.14
16. Openness (sharing data and other information)*	112	31	6.97	2.47
17. Collaboration with the Government*	123	22	7.77	1.98
18. The speed in which it gets things accomplished on the ground*	112	33	6.58	2.16
19. Helping to bring discipline/effective supervision to implementation of investment projects*	108	39	7.04	2.25
20. Collaboration with civil society*	84	60	5.82	2.70
21. Staff accessibility*	96	49	6.57	2.64
22. Collaboration with other donors and development partners*	92	54	6.78	2.52
23. Collaboration with the private sector*	85	62	5.88	2.42
24. Straightforwardness and honesty*	97	48	7.29	2.31
25. Treating clients and stakeholders in Eswatini with respect*	107	40	7.76	2.08
26. Being a long-term partner*	116	31	7.88	2.36

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=141)
The World Bank Group is not sensitive enough to political/social realities on the ground	25.5%
Political pressures and obstacles	25.5%
There is not an adequate level of citizen/civil society participation	24.1%
Lack of/inadequate levels of capacity in Government	22.0%
Poor coordination within the Government	20.6%
The Government works inefficiently	17.7%
Reforms are not well thought out in light of country challenges	13.5%
Poor donor coordination	9.9%
The World Bank Group does not do adequate follow through/follow-up	9.2%
Poor coordination within the World Bank Group	7.1%
Other	6.4%
The World Bank Group works too slowly	3.5%



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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Eswatini? (1-Not important at all, 10-Very important)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	133	8	7.44	2.75
2. Gender equity	135	8	7.34	2.57
3. Private sector development	133	10	7.92	2.34
4. Education	137	3	9.07	1.52
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	137	5	8.49	2.08
6. Global/regional integration	129	11	7.67	2.29
7. Food security	140	3	8.46	2.03
8. Urban development	138	6	7.74	2.21
9. Energy	129	9	8.22	2.02
10. Water and sanitation	136	5	8.62	1.85
11. Pollution	134	8	7.31	2.57
12. Job creation/employment	141	3	8.67	2.20
13. Health	139	1	8.96	1.85
14. Financial markets	132	12	7.77	2.34
15. Transport (e.g., roads, bridges, transportation)	138	2	7.82	2.31
16. Agriculture and rural development	140	3	8.60	1.96
17. Trade and exports	135	7	7.54	2.46
18. Crime and violence	132	8	6.50	2.85
19. Natural resource management (renewable and non-renewable)	137	5	7.32	2.75
20. Climate change (e.g., mitigation, adaptation)	138	4	7.67	2.55
21. Poverty reduction	140	2	9.06	1.78
22. Anti corruption	137	5	8.04	2.49
23. Judiciary reform	130	8	7.38	2.62
24. Economic growth	140	2	9.04	1.57
25. Disaster risk management	137	6	7.77	2.28
26. Equality of opportunity (i.e., social inclusion)	136	5	8.13	2.15
27. Disease (i.e., HIV/AIDS and TB)	140	3	8.44	2.35
28. Information and communications technology	138	5	8.20	2.11

**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 Eswatini? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	45	100	6.44	2.26
2. Private sector development	52	87	6.27	2.21
3. Education	79	61	7.71	2.25
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	90	52	7.04	2.56
5. Global/regional integration	61	80	6.92	2.35
6. Food security	54	83	6.57	2.55
7. Urban development	76	66	7.78	1.81
8. Energy	51	90	6.49	2.25
9. Water and sanitation	61	80	6.85	2.11
10. Pollution	42	96	5.52	2.66
11. Job creation/employment	62	79	6.11	2.59
12. Health	99	42	8.18	1.96
13. Financial markets	42	97	6.43	2.52
14. Transport (e.g., roads, bridges, transportation)	61	76	6.79	2.66
15. Agriculture and rural development	56	83	6.59	2.59
16. Trade and exports	48	92	6.79	2.48
17. Natural resource management (renewable and non-renewable)	43	98	5.95	2.69
18. Climate change (e.g., mitigation, adaptation)	50	86	6.04	2.63
19. Poverty reduction	75	62	7.11	2.14
20. Anti corruption	45	94	5.87	2.80
21. Judiciary reform	43	98	5.56	2.78
22. Economic growth	76	63	6.91	2.40
23. Disaster risk management	51	87	6.61	2.62
24. Equality of opportunity (i.e., social inclusion)	57	82	6.84	2.48
25. Disease (i.e., HIV/AIDS and TB)	85	56	8.47	1.91
26. Information and communications technology	45	96	6.44	2.57

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Eswatini? (1-To no degree at all, 10-To a very significant degree)	112	39	7.46	1.90

To what extent do you agree with the following statements about the World Bank Group in Eswatini? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Eswatini*	105	46	7.16	2.10
5. The World Bank Group meets Eswatini's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	107	40	7.04	2.30

**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=147)
Weekly	6.1%
Monthly	14.3%
A few times a year	29.3%
Rarely	23.8%
Never	26.5%

In Eswatini, 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	92	50	6.57	2.01
3. Include appropriate level of stakeholder involvement during preparation	95	48	7.01	1.99
4. Lead to practical solutions	96	48	7.03	2.08
5. Are accessible (well written and easy to understand)	97	46	6.62	2.23
6. Are source of relevant information on global good practices	96	47	7.51	1.99
7. Are relevant to country challenges	105	40	6.96	2.16
8. Are adequately disseminated	96	48	6.11	2.35
9. Are translated enough into local language	87	56	4.87	2.87
10. Are adaptable to Eswatini's specific development challenges and country circumstances*	97	46	6.48	2.21

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	117	33	7.26	1.88
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	111	37	7.67	1.78

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	81	68	6.80	2.31
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	108	42	7.97	1.94
3. The World Bank Group's approvals and reviews are done in a timely fashion	92	59	6.89	2.31
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	80	69	7.37	2.13
5. The World Bank Group's conditions on its lending are reasonable	84	64	6.90	2.24
6. The World Bank Group takes decisions quickly in Eswatini*	85	63	6.65	2.18
7. Working with the World Bank Group increases Eswatini's institutional capacity	105	45	7.95	1.91
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	83	67	7.24	2.17
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	103	48	7.81	1.93

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

<b>WBG Promoting PPP in Eswatini</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Eswatini? <i>(1-To no degree at all, 10-To a very significant degree)</i>	97	56	6.57	2.22

<b>Measuring and Correcting the World Bank Group's Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Eswatini? <i>(1-To no degree at all, 10-To a very significant degree)</i>	88	63	7.11	2.09

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Eswatini? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=147)</b>
Increase the level of capacity development in the country	33.3%
Reach out more to groups outside of Government	32.0%
Reduce the complexity of obtaining World Bank Group financing	25.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	24.5%
Help to bring discipline/effective supervision to implementation of investment projects	19.0%
Offer more innovative financial products	16.3%
Provide more adequate data/knowledge/statistics/figures on Eswatini's economy	12.9%
Improve the quality of its experts as related to Eswatini's specific challenges	8.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.1%
Offer more innovative knowledge services	4.8%
Work faster	4.8%
Ensure greater selectivity in its work	2.7%
Other	1.4%

<b>2. When considering the combination of services that the World Bank Group offers in Eswatini, 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 Eswatini? (Select only ONE response)</b>	<b>Percentage of Respondents (N=146)</b>
Financial services	40.4%
Knowledge products	17.8%
Convening services	2.1%
None of the above	1.4%
The combination is appropriate for Eswatini	28.1%
Don't know	10.3%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Eswatini? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=152)</b>
Local newspapers	67.1%
Local radio	32.2%
Internet	32.2%
Periodicals	11.8%
International television	11.8%
Local television	9.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8.6%
International newspapers	7.9%
Other	5.3%
International radio	1.3%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=151)</b>
World Bank Group's publications and other written materials	36.4%
World Bank Group's website	35.1%
World Bank Group's seminars/workshops/conferences	34.4%
e-Newsletters	33.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	17.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	17.2%
Mobile phones	11.9%
Other	0.0%

<b>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?</b>	<b>Percentage of Respondents (N=144)</b>
Yes	13.2%
No	86.8%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=147)</b>
Yes	81.0%
No	19.0%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=146)</b>
Yes	60.3%
No	39.7%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=147)</b>
Yes	9.5%
No	90.5%

<b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=130)</b>
High speed/WiFi	90.8%
Dial-up	9.2%

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

<b>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?</b>	<b>Percentage of Respondents (N=149)</b>
Weekly	4.7%
Monthly	12.8%
A few times a year	32.9%
Rarely	24.8%
Never	24.8%

<b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	80	6	7.56	2.10
10. I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	81	4	7.90	1.77
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	43	97	6.40	2.42
12. 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.)	89	51	6.70	2.93
13. The World Bank Group is responsive to my information requests and inquiries	64	76	7.05	2.60

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=150)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	40.7%
Local Government Office or Staff	12.7%
Private Sector Organization	9.3%
NGO/Community Based Organization	9.3%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	5.3%
Other	4.7%
Academia/Research Institute/Think Tank	3.3%
Media (press, radio, TV, web, etc.)	2.7%
Youth Group	2.7%
Office of Minister	2.0%
Bilateral/Multilateral Agency	2.0%
Office of Parliamentarian	1.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	1.3%
Judiciary Branch	1.3%
Financial Sector/Private Bank	0.7%
Faith-Based Group	0.7%
Office of the President, Prime Minister	0.0%
Private Foundation	0.0%
Trade Union	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=147)</b>
Health, nutrition, and population	29.3%
Other	14.3%
Macroeconomics and fiscal management	12.2%
Urban, rural, and social development	9.5%
Education	8.2%
Governance	6.8%
Finance and markets	3.4%
Generalist (specialized in multiple sectors)	3.4%
Social protection and labor	2.7%
Environment and natural resources	2.0%
Transport and ICT	2.0%
Poverty	2.0%
Water	1.4%
Agriculture	1.4%
Trade and competitiveness	0.7%
Gender	0.7%
Fragility, conflict and violence	0.0%
Public-private partnerships	0.0%
Energy and extractives	0.0%
Jobs	0.0%
Climate Change	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?*</b>	<b>Percentage of Respondents (N=148)</b>
Yes	50.7%
No	49.3%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Eswatini? (Select only ONE response)</b>	<b>Percentage of Respondents (N=116)</b>
The World Bank (IDA)	75.0%
The International Finance Corporation (IFC)	4.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	20.7%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=124)</b>
Yes	16.1%
No	83.9%

<b>6. If yes, what was your view of how the two institutions work together in Eswatini? (Select only ONE response)</b>	<b>Percentage of Respondents (N=20)</b>
The two institutions work well together	60.0%
The way the two institutions work together needs improvement	25.0%
The two institutions do not work well together	0.0%
Don't know	15.0%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Eswatini? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=127)</b>
Collaborate as part of my professional duties	33.9%
Use World Bank Group reports/data	28.3%
Engage in World Bank Group related/sponsored events/activities	26.8%
Use World Bank Group website for information, data, research, etc.	26.0%
Observer	25.2%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=151)</b>
Female	43.0%
Male	57.0%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=150)</b>
Hhohho Region	73.3%
Manzini Region	18.7%
Shiselweni Region	4.7%
Lubombo Region	3.3%





## Appendix B: Responses to All Questions by Stakeholder Groups<sup>14</sup>

- Employee of a Ministry/PMU/Consultant on WBG Project N=69
- Local Government N=19
- Private Sector/Financial Sector/Private Bank N=15
- CSO N=19
- Other N=28

### A. General Issues facing Eswatini

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
The right direction	41.4%	55.6%	13.3%	47.4%	51.9%
The wrong direction	25.9%	27.8%	33.3%	21.1%	25.9%
Not sure	32.8%	16.7%	53.3%	31.6%	22.2%

<sup>14</sup> Only 150 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 Eswatini (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Energy	17.6%	5.9%	26.7%	5.3%	3.7%
Water and sanitation	10.3%	23.5%	13.3%	26.3%	29.6%
Pollution	0.0%	0.0%	0.0%	0.0%	3.7%
Job creation/employment	27.9%	23.5%	33.3%	31.6%	44.4%
Health	33.8%	41.2%	13.3%	36.8%	40.7%
Financial markets	2.9%	0.0%	6.7%	0.0%	3.7%
Social protection	4.4%	5.9%	0.0%	0.0%	7.4%
Gender equity	0.0%	5.9%	0.0%	10.5%	3.7%
Private sector development	5.9%	5.9%	6.7%	5.3%	3.7%
Education	26.5%	41.2%	26.7%	31.6%	25.9%
Public sector governance/reform	20.6%	11.8%	20.0%	31.6%	22.2%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	16.2%	11.8%	6.7%	0.0%	18.5%
Urban development	1.5%	5.9%	6.7%	0.0%	3.7%
Judiciary reform	2.9%	0.0%	6.7%	0.0%	0.0%
Economic growth	39.7%	29.4%	6.7%	36.8%	25.9%
Disaster risk management	1.5%	0.0%	0.0%	0.0%	7.4%
Equality of opportunity	2.9%	11.8%	0.0%	0.0%	0.0%
Disease	5.9%	5.9%	6.7%	10.5%	25.9%
Information and communications technology	4.4%	5.9%	13.3%	0.0%	0.0%
Transport	7.4%	11.8%	6.7%	21.1%	0.0%
Agriculture and rural development*	23.5%	11.8%	33.3%	5.3%	0.0%
Trade and exports	4.4%	0.0%	0.0%	10.5%	3.7%
Crime and violence	0.0%	0.0%	6.7%	0.0%	0.0%
Natural resource management*	1.5%	11.8%	13.3%	0.0%	0.0%
Climate change	0.0%	5.9%	0.0%	0.0%	0.0%
Poverty reduction	22.1%	17.6%	6.7%	31.6%	11.1%
Anti corruption	8.8%	5.9%	20.0%	5.3%	7.4%

\*Significantly different between stakeholder groups

**A. General Issues facing Eswatini (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 Eswatini? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Economic growth	48.5%	55.6%	33.3%	52.6%	61.5%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	3.8%
Equality of opportunity	14.7%	5.6%	0.0%	15.8%	3.8%
Disease	4.4%	11.1%	6.7%	0.0%	7.7%
Information and communications technology	4.4%	0.0%	6.7%	5.3%	7.7%
Social protection	4.4%	5.6%	13.3%	0.0%	7.7%
Agriculture and rural development	39.7%	33.3%	53.3%	47.4%	53.8%
Trade and exports	5.9%	0.0%	20.0%	15.8%	15.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	3.8%
Climate change	0.0%	5.6%	0.0%	0.0%	0.0%
Transport	1.5%	0.0%	0.0%	10.5%	0.0%
Energy	2.9%	5.6%	0.0%	0.0%	0.0%
Anti corruption*	14.7%	0.0%	0.0%	0.0%	19.2%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	3.8%
Water and sanitation	4.4%	5.6%	0.0%	10.5%	3.8%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	51.5%	66.7%	60.0%	52.6%	42.3%
Health	16.2%	22.2%	6.7%	21.1%	3.8%
Financial markets	1.5%	5.6%	0.0%	5.3%	0.0%
Public sector governance/reform	26.5%	22.2%	20.0%	10.5%	19.2%
Gender equity	2.9%	0.0%	0.0%	5.3%	0.0%
Private sector development*	11.8%	0.0%	20.0%	0.0%	0.0%
Education	26.5%	22.2%	26.7%	10.5%	26.9%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	13.2%	16.7%	13.3%	26.3%	11.5%
Urban development	0.0%	5.6%	6.7%	0.0%	3.8%
Natural resource management	0.0%	0.0%	6.7%	5.3%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Eswatini (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 Eswatini? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Greater access to health and nutrition for citizens	18.0%	18.8%	13.3%	21.1%	25.9%
Better entrepreneurial opportunities	37.7%	31.3%	60.0%	36.8%	40.7%
A growing middle class	3.3%	6.3%	13.3%	15.8%	7.4%
Better opportunity for the poor who live in rural areas	23.0%	25.0%	0.0%	10.5%	18.5%
Better opportunity for the poor who live in urban areas	1.6%	0.0%	0.0%	0.0%	3.7%
Consistent economic growth	26.2%	6.3%	6.7%	26.3%	37.0%
More reliable social safety net	8.2%	6.3%	13.3%	5.3%	3.7%
Greater access to micro-finance for the poor	9.8%	12.5%	13.3%	10.5%	11.1%
Greater voice and participation for citizens to help ensure greater accountability	11.5%	25.0%	13.3%	5.3%	14.8%
Education and training that better ensure job opportunity	32.8%	31.3%	33.3%	31.6%	18.5%
Better quality public services	3.3%	0.0%	0.0%	5.3%	3.7%
Better employment opportunities for young people	13.1%	25.0%	26.7%	15.8%	11.1%
Better employment opportunities for women	4.9%	0.0%	0.0%	10.5%	0.0%
Other	3.3%	0.0%	0.0%	0.0%	0.0%

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 Eswatini?  
(Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
A very big problem	78.3%	83.3%	40.0%	68.4%	63.0%
A moderately big problem	18.8%	16.7%	60.0%	21.1%	29.6%
A small problem	1.4%	0.0%	0.0%	5.3%	3.7%
Not a problem at all	0.0%	0.0%	0.0%	5.3%	0.0%
Don't know	1.4%	0.0%	0.0%	0.0%	3.7%

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

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)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
A very serious problem	59.4%	94.4%	80.0%	68.4%	53.6%
A somewhat serious problem	30.4%	5.6%	20.0%	26.3%	35.7%
Not too serious problem	7.2%	0.0%	0.0%	0.0%	7.1%
Not a problem	1.4%	0.0%	0.0%	0.0%	0.0%
Don't know	1.4%	0.0%	0.0%	5.3%	3.6%

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 Eswatini? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
A very important development priority	81.2%	77.8%	86.7%	84.2%	89.3%
A moderately important development priority	11.6%	16.7%	13.3%	10.5%	3.6%
A slightly important development priority	5.8%	5.6%	0.0%	5.3%	7.1%
Not an important development priority	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	1.4%	0.0%	0.0%	0.0%	0.0%

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Eswatini?*	69	6.13	2.60	19	6.63	2.48	15	4.27	2.43	18	4.83	2.36	28	4.64	3.39

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Eswatini.*	61	6.98	2.10	17	7.65	1.94	9	5.78	2.49	14	6.86	2.38	21	5.38	2.31

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Eswatini solve its most complicated development challenges?	55	6.62	2.38	14	7.93	2.30	7	6.86	1.86	13	5.62	2.53	15	6.80	2.11

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Social protection	15.9%	31.6%	6.7%	5.3%	7.1%
Gender equity	1.4%	0.0%	0.0%	10.5%	0.0%
Private sector development	8.7%	0.0%	26.7%	5.3%	17.9%
Education	37.7%	21.1%	20.0%	42.1%	25.0%
Public sector governance/reform	29.0%	15.8%	13.3%	26.3%	25.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	10.1%	15.8%	0.0%	10.5%	10.7%
Urban development	1.4%	10.5%	6.7%	0.0%	3.6%
Energy	11.6%	15.8%	13.3%	0.0%	0.0%
Water and sanitation	5.8%	10.5%	0.0%	15.8%	3.6%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	24.6%	26.3%	33.3%	36.8%	46.4%
Health	29.0%	15.8%	20.0%	36.8%	14.3%
Financial markets	5.8%	0.0%	0.0%	0.0%	0.0%
Transport	2.9%	10.5%	0.0%	10.5%	7.1%
Agriculture and rural development	27.5%	31.6%	33.3%	21.1%	28.6%
Trade and exports	4.3%	0.0%	6.7%	21.1%	14.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	1.4%	0.0%	13.3%	0.0%	0.0%
Climate change	2.9%	5.3%	0.0%	0.0%	0.0%
Poverty reduction	20.3%	15.8%	13.3%	26.3%	21.4%
Anti corruption*	14.5%	0.0%	33.3%	0.0%	7.1%
Judiciary reform	0.0%	0.0%	6.7%	0.0%	0.0%
Economic growth	23.2%	42.1%	26.7%	15.8%	42.9%
Disaster risk management	1.4%	0.0%	0.0%	0.0%	3.6%
Equality of opportunity	5.8%	5.3%	6.7%	5.3%	3.6%
Disease	0.0%	5.3%	6.7%	5.3%	0.0%
Information and communications technology	4.3%	0.0%	13.3%	0.0%	3.6%

\*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 Eswatini?

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Bringing together different groups of stakeholders	4.1%	15.4%	12.5%	12.5%	4.3%
Capacity development related to World Bank Group supported projects	26.5%	23.1%	12.5%	12.5%	13.0%
Stand-alone technical assistance	4.1%	0.0%	0.0%	12.5%	8.7%
Policy advice, studies, analyses	20.4%	7.7%	12.5%	18.8%	13.0%
Financial resources	28.6%	38.5%	25.0%	37.5%	39.1%
Data and statistics	2.0%	0.0%	12.5%	0.0%	4.3%
Promoting knowledge sharing	2.0%	0.0%	0.0%	6.3%	0.0%
Implementation support	10.2%	7.7%	25.0%	0.0%	13.0%
Mobilizing third party financial resources	2.0%	7.7%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	4.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Bringing together different groups of stakeholders	2.0%	21.4%	0.0%	6.3%	8.7%
Capacity development related to World Bank Group supported projects	18.4%	21.4%	37.5%	12.5%	13.0%
Stand-alone technical assistance	4.1%	0.0%	12.5%	6.3%	0.0%
Policy advice, studies, analyses	16.3%	0.0%	12.5%	0.0%	8.7%
Financial resources	22.4%	14.3%	25.0%	18.8%	17.4%
Data and statistics	0.0%	0.0%	0.0%	12.5%	4.3%
Promoting knowledge sharing	4.1%	7.1%	0.0%	6.3%	13.0%
Implementation support	14.3%	14.3%	0.0%	18.8%	4.3%
Mobilizing third party financial resources	12.2%	14.3%	0.0%	12.5%	13.0%
Donor coordination	6.1%	7.1%	12.5%	6.3%	17.4%
Other	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 Eswatini? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Arrogant in its approach	2.9%	0.0%	0.0%	6.7%	4.0%
Not client focused	2.9%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	1.5%	5.9%	7.7%	6.7%	4.0%
World Bank Group's processes too complex	20.6%	29.4%	7.7%	20.0%	12.0%
Not willing to honestly criticize policies and reform efforts in the country	19.1%	0.0%	23.1%	13.3%	12.0%
Staff too inaccessible	7.4%	5.9%	0.0%	20.0%	4.0%
World Bank Group's processes too slow	17.6%	23.5%	23.1%	0.0%	12.0%
Not aligned with other donors' work	5.9%	0.0%	7.7%	6.7%	0.0%
Not aligned with country priorities	5.9%	5.9%	0.0%	0.0%	8.0%
Not adequately sensitive to political/social realities in Eswatini	16.2%	0.0%	15.4%	13.3%	4.0%
Too influenced by developed countries	17.6%	29.4%	30.8%	13.3%	20.0%
Not exploring alternative policy options	5.9%	0.0%	7.7%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	13.2%	17.6%	7.7%	20.0%	8.0%
Its advice and strategies do not lend themselves to practical problem solving	8.8%	17.6%	0.0%	0.0%	0.0%
Not enough public disclosure of its work*	10.3%	11.8%	46.2%	26.7%	20.0%
Other	2.9%	0.0%	0.0%	6.7%	8.0%
Don't know	16.2%	17.6%	7.7%	13.3%	32.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
To a fully sufficient degree	8.8%	26.3%	0.0%	26.3%	7.4%
To a somewhat sufficient degree	47.1%	21.1%	40.0%	36.8%	37.0%
To a somewhat insufficient degree	11.8%	36.8%	6.7%	15.8%	22.2%
To a very insufficient degree	5.9%	5.3%	6.7%	0.0%	7.4%
Don't know	26.5%	10.5%	46.7%	21.1%	25.9%

**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 Eswatini Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	25	7.64	2.23	7	9.29	0.95	4	6.50	1.00	7	8.29	1.89	15	7.27	2.19
Trust funds and grants	24	6.63	2.36	6	8.50	1.76	1	5.00	.	6	7.67	1.75	13	6.69	2.66
Guarantees	11	6.27	2.05	2	7.50	2.12	2	6.50	2.12	5	6.60	2.30	9	6.44	2.40
IFC Investment Services	9	5.89	2.32	2	7.00	1.41	1	6.00	.	3	5.00	2.00	7	5.43	2.44
IFC Advisory Services	13	6.31	2.53	2	8.00	1.41	1	7.00	.	4	6.75	1.26	8	5.50	2.33

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 on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Beneficiaries	23.5%	15.8%	13.3%	15.8%	21.4%
Youth/university groups	22.1%	42.1%	40.0%	21.1%	28.6%
Private sector	22.1%	10.5%	26.7%	5.3%	21.4%
Local government	36.8%	47.4%	20.0%	31.6%	28.6%
Donor community	5.9%	10.5%	0.0%	15.8%	14.3%
NGOs/Community Based Organizations	27.9%	21.1%	53.3%	47.4%	25.0%
Academia/think tanks/research institutes	33.8%	15.8%	33.3%	15.8%	35.7%
Parliament	11.8%	5.3%	6.7%	10.5%	10.7%
Foundations*	0.0%	0.0%	0.0%	10.5%	0.0%
Media	0.0%	5.3%	6.7%	10.5%	7.1%
Other	1.5%	5.3%	0.0%	0.0%	3.6%
Don't know	5.9%	0.0%	0.0%	5.3%	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 Eswatini? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Eswatini*	57	7.35	1.92	15	8.80	1.86	11	6.36	1.36	14	8.21	2.08	21	6.95	2.01
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini	55	7.09	2.17	12	8.33	1.61	10	6.20	1.14	13	8.15	1.86	21	7.00	2.15

\*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in Eswatini, 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 on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	47	6.87	2.13	13	7.46	1.94	8	5.63	1.69	13	7.00	1.63	15	6.07	2.19
Flexibility (in terms of the institution's products and services)	45	6.07	2.41	11	7.45	2.25	6	6.33	1.75	13	6.23	2.13	13	5.92	2.53
Flexibility (in terms of changing country circumstances)*	51	5.80	2.35	10	8.10	1.91	8	5.88	1.96	12	6.42	2.11	15	5.00	2.85
Being inclusive	49	6.49	2.13	10	6.60	2.32	8	6.00	1.51	12	6.75	1.60	15	5.73	2.79
Openness (sharing data and other information)	55	7.13	2.38	9	7.56	2.30	9	5.78	2.49	13	6.85	2.64	18	6.44	2.68
Collaboration with the Government	59	7.71	2.04	12	8.58	1.73	10	8.00	1.33	15	8.40	1.84	19	6.95	2.09
The speed in which it gets things accomplished on the ground	52	6.62	2.29	12	7.25	2.26	9	5.56	1.59	13	6.92	2.06	17	6.00	2.12
Helping to bring discipline/effective supervision to implementation of investment projects	51	7.12	2.38	12	7.50	2.47	8	6.12	2.10	12	7.00	2.41	17	6.59	1.97
Collaboration with civil society	38	5.47	3.01	9	6.78	2.39	7	6.29	1.70	9	5.44	2.88	15	5.73	2.46
Staff accessibility	48	6.44	2.74	10	8.10	2.13	6	5.67	3.20	11	7.00	2.24	14	6.00	2.63
Collaboration with other donors and development partners	43	6.44	2.62	8	7.00	2.27	6	6.50	3.27	12	7.58	2.15	17	6.59	2.60
Collaboration with the private sector	35	5.57	2.64	7	6.57	2.15	8	6.38	1.92	11	6.55	2.12	17	5.06	2.51
Straightforwardness and honesty	45	7.38	2.03	9	8.33	1.87	5	7.80	2.17	13	7.08	2.81	17	6.18	2.83
Treating clients and stakeholders in Eswatini with respect	49	7.90	2.12	12	7.83	2.21	9	7.11	2.32	13	8.15	2.08	16	6.87	1.82
Being a long-term partner*	52	8.15	2.40	13	8.62	1.98	10	6.90	2.03	14	8.43	2.07	19	6.42	2.69

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Poor donor coordination	12.1%	6.3%	0.0%	18.8%	8.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.7%	25.0%	41.7%	25.0%	30.4%
Lack of/inadequate levels of capacity in Government	22.7%	25.0%	16.7%	25.0%	13.0%
There is not an adequate level of citizen/civil society participation	27.3%	37.5%	25.0%	12.5%	13.0%
The World Bank Group works too slowly	7.6%	0.0%	0.0%	0.0%	0.0%
Poor coordination within the World Bank Group*	4.5%	12.5%	33.3%	6.3%	0.0%
The World Bank Group does not do adequate follow through/follow-up	9.1%	6.3%	0.0%	18.8%	13.0%
Political pressures and obstacles	30.3%	25.0%	16.7%	12.5%	17.4%
Reforms are not well thought out in light of country challenges	13.6%	18.8%	8.3%	6.3%	17.4%
Poor coordination within the Government	22.7%	18.8%	16.7%	25.0%	17.4%
The Government works inefficiently	13.6%	18.8%	41.7%	6.3%	21.7%
Other*	3.0%	0.0%	0.0%	18.8%	17.4%

\*Significantly different between stakeholder groups



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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Eswatini?

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	60	7.45	3.01	13	8.31	2.59	15	6.53	2.70	14	7.86	2.11	23	7.70	2.48
Gender equity	61	7.31	2.55	14	7.86	2.66	15	7.27	2.31	15	7.47	2.42	23	7.70	2.18
Private sector development	62	7.76	2.32	14	7.71	3.12	15	8.40	1.40	12	7.75	1.96	23	8.43	2.29
Education	64	9.13	1.50	14	9.14	1.46	15	8.93	1.44	16	9.19	0.98	20	9.25	1.62
Public sector governance/reform*	62	9.10	1.46	16	8.00	2.56	15	7.20	2.98	15	7.87	2.20	21	8.43	2.11
Global/regional integration	59	8.03	2.20	15	7.53	2.23	14	7.14	2.51	14	7.71	1.90	19	6.84	2.69
Food security	61	8.80	1.71	16	8.19	2.34	15	8.00	2.00	17	8.41	1.54	23	8.65	2.10
Urban development	61	7.59	2.38	16	8.87	1.46	15	7.60	1.68	14	7.71	2.13	24	7.67	2.20
Energy	60	8.65	1.86	13	7.77	2.35	15	8.67	1.54	13	7.69	2.02	21	7.57	2.27
Water and sanitation	60	8.93	1.84	15	8.73	1.39	15	8.13	2.10	16	8.69	1.99	22	7.91	2.07
Pollution	59	7.22	2.72	15	7.93	2.34	15	7.07	2.63	14	7.36	2.56	23	6.83	2.55
Job creation/employment	63	8.59	2.36	15	8.80	2.08	15	8.87	1.36	16	8.94	1.84	24	8.83	1.86
Health	64	9.05	1.94	15	9.27	1.22	15	9.27	1.62	16	9.38	0.96	21	8.62	1.72
Financial markets	61	7.80	2.41	14	8.14	1.99	13	8.00	1.63	15	8.47	1.69	22	7.18	2.54
Transport	61	7.93	2.52	16	8.25	2.02	15	7.07	2.46	16	7.19	2.34	22	7.86	2.01
Agriculture and rural development	63	8.65	2.07	14	9.00	1.62	15	8.53	2.26	17	8.24	1.68	25	8.44	2.06
Trade and exports	59	7.53	2.69	15	8.00	2.42	13	7.31	1.97	16	7.50	2.56	23	7.78	2.04
Crime and violence	59	6.46	3.00	15	7.67	2.06	15	5.67	2.23	15	6.20	3.28	21	6.67	2.73
Natural resource management	62	7.56	2.84	14	7.50	2.38	15	8.20	1.57	16	6.31	3.16	23	6.78	2.68
Climate change	63	7.73	2.66	14	8.07	1.90	14	8.07	2.97	16	7.56	2.19	24	7.50	2.34
Poverty reduction	65	9.23	1.54	15	8.73	1.94	15	9.27	1.34	17	9.47	1.01	21	8.71	2.28
Anti corruption	62	7.85	2.71	14	8.43	2.53	14	9.29	1.14	16	7.94	2.05	23	7.61	2.41
Judiciary reform	60	6.98	2.89	14	7.71	2.20	12	8.25	1.42	16	6.94	2.79	21	7.95	2.16
Economic growth	64	9.19	1.37	15	8.53	2.26	13	9.31	1.11	17	9.24	0.97	23	8.91	1.47
Disaster risk management	63	7.79	2.21	15	8.47	2.30	14	7.71	1.54	15	7.47	2.30	23	7.70	2.57
Equality of opportunity	62	8.24	2.30	15	8.00	2.17	14	8.00	1.24	15	8.27	1.79	22	7.91	2.11
Disease	64	8.31	2.52	16	9.13	2.09	14	8.14	2.51	16	9.00	0.97	23	8.26	2.38
Information and communications technology	63	8.30	2.20	15	8.67	1.59	13	8.54	1.45	16	7.81	2.11	23	8.00	2.28

\*Significantly different between stakeholder groups

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

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Eswatini?

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	17	6.94	2.61	5	6.80	2.05	3	6.00	1.73	6	5.83	1.17	12	5.75	2.49
Private sector development	20	5.90	2.20	6	7.67	1.63	4	5.75	2.22	7	7.29	1.70	13	5.92	2.60
Education	35	7.77	2.24	12	8.83	1.34	5	7.00	1.87	11	7.73	1.95	12	6.92	2.88
Public sector governance/reform	43	7.28	2.57	13	7.38	2.66	6	6.67	2.07	12	7.33	1.67	12	6.00	3.08
Global/regional integration	26	7.00	2.59	7	7.43	1.72	5	6.60	2.07	8	6.75	1.49	11	6.64	2.91
Food security	24	6.92	2.65	5	7.40	2.07	3	6.00	1.00	8	7.38	2.26	10	5.30	2.71
Urban development	33	7.88	1.92	10	8.70	1.57	7	7.14	1.95	8	7.38	1.85	15	7.40	1.64
Energy	24	6.54	2.45	6	6.67	1.97	3	6.33	1.16	6	6.83	1.60	9	6.33	2.29
Water and sanitation	29	6.90	2.18	7	6.57	1.13	4	7.75	1.89	7	7.71	1.80	11	5.64	2.38
Pollution	18	4.39	2.85	5	6.40	1.52	3	6.67	2.08	6	7.00	1.67	9	5.44	2.65
Job creation/employment	27	5.37	2.68	6	8.17	2.48	6	7.00	1.41	8	5.75	1.91	13	6.38	2.90
Health	49	8.37	1.94	14	8.43	1.56	6	8.67	1.51	13	8.46	1.94	15	7.27	2.25
Financial markets	15	6.27	3.31	5	7.40	0.89	3	6.33	1.53	7	6.71	2.06	11	6.27	2.49
Transport	27	6.22	2.67	7	8.14	2.55	5	6.80	1.48	8	6.75	3.11	11	7.18	2.99
Agriculture and rural development	27	6.56	2.79	7	7.00	1.83	2	6.50	3.54	8	6.13	2.36	11	6.73	3.00
Trade and exports	19	6.74	2.96	7	7.00	1.63	3	6.33	1.53	7	6.43	2.64	9	6.89	2.76
Natural resource management	16	5.62	3.16	6	6.83	1.60	3	6.00	1.00	7	5.43	2.30	10	6.20	3.29
Climate change	20	5.10	2.77	7	7.43	1.27	4	7.50	1.73	8	6.50	2.83	10	6.00	2.91
Poverty reduction	34	7.44	2.26	10	6.70	1.89	5	8.00	1.23	11	7.09	2.12	12	6.00	2.30
Anti corruption	15	5.27	3.63	7	6.71	1.80	3	5.00	1.00	7	5.71	2.81	10	6.10	2.56
Judiciary reform	15	5.20	3.41	6	6.67	2.07	3	5.33	1.53	7	4.71	2.63	10	5.80	2.86
Economic growth	36	7.11	2.41	8	7.88	2.10	6	6.50	2.17	10	6.80	1.48	13	5.77	3.19
Disaster risk management	21	6.48	2.77	6	6.33	1.97	5	8.20	1.30	8	7.75	1.67	10	5.30	3.37
Equality of opportunity	25	7.04	2.67	5	7.00	2.35	3	6.33	0.58	11	6.73	2.15	10	6.30	3.23
Disease	39	8.54	2.06	12	8.58	1.93	6	9.50	0.84	12	8.33	2.02	14	7.93	1.82
Information and communications technology	17	5.76	3.15	6	7.33	1.51	3	6.67	2.08	7	7.43	2.37	10	6.10	2.47

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Eswatini?*	58	7.48	1.77	14	8.43	1.91	8	6.63	2.07	12	8.00	1.91	15	6.53	2.17

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Eswatini	47	7.17	2.06	16	8.19	2.40	9	6.11	1.45	13	7.38	1.71	15	6.73	2.22
The World Bank Group meets Eswatini's needs for knowledge services	51	6.94	2.31	13	8.15	2.19	10	7.00	1.89	12	7.42	2.02	16	6.19	2.61

**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 on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Weekly	7.8%	6.3%	6.7%	5.6%	3.6%
Monthly	12.5%	25.0%	0.0%	22.2%	14.3%
A few times a year	42.2%	18.8%	26.7%	16.7%	14.3%
Rarely	23.4%	37.5%	20.0%	16.7%	21.4%
Never	14.1%	12.5%	46.7%	38.9%	46.4%

\*Significantly different between stakeholder groups



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

In Eswatini, 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 on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	45	6.78	1.94	11	6.91	2.26	7	5.57	1.51	10	6.80	1.87	14	6.14	2.48
Include appropriate level of stakeholder involvement during preparation	49	7.12	2.06	12	7.17	2.17	8	6.50	1.31	10	7.20	2.04	13	6.54	2.15
Lead to practical solutions	46	7.04	2.12	13	7.23	2.24	7	7.29	1.11	11	7.18	2.09	15	6.33	2.38
Are accessible (well written and easy to understand)	49	6.88	2.20	12	7.17	2.44	7	6.29	1.60	10	7.20	1.75	15	5.47	2.50
Are source of relevant information on global good practices	49	7.92	1.94	11	7.27	2.05	8	7.13	2.03	10	7.70	2.00	15	6.53	2.03
Are relevant to country challenges*	51	7.39	2.04	13	7.23	2.01	8	6.63	1.60	10	7.10	2.13	18	5.28	2.35
Are adequately disseminated	47	6.47	2.33	12	6.33	2.46	6	5.50	2.07	10	6.60	1.84	17	5.06	2.68
Are translated enough into local language	43	4.42	3.13	11	6.18	2.68	7	4.86	1.77	10	4.90	2.89	12	4.83	2.66
Are adaptable to Eswatini's specific development challenges and country circumstances	48	6.40	2.14	10	7.00	2.79	8	6.63	1.41	10	7.10	2.13	17	5.71	2.54

\*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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?*	54	7.20	1.82	14	8.43	2.10	11	7.18	1.17	10	8.00	1.89	22	6.18	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	52	7.62	1.85	15	8.93	1.53	10	7.60	1.17	10	7.50	1.43	18	6.78	1.90

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	39	6.72	2.37	12	7.25	2.67	6	6.67	2.34	8	7.25	2.05	12	6.25	2.38
The World Bank Group effectively monitors and evaluates the projects and programs it supports	54	8.41	1.70	15	7.73	2.34	8	7.00	2.39	11	7.64	2.16	16	7.69	1.92
The World Bank Group's approvals and reviews are done in a timely fashion	44	7.32	2.45	14	6.50	2.62	6	5.67	1.86	9	7.33	2.12	14	6.29	1.94
The World Bank Group's "Safeguard Policy" requirements are reasonable	34	7.94	1.92	15	7.00	2.54	5	6.20	2.59	10	8.20	1.69	12	6.58	2.07
The World Bank Group's conditions on its lending are reasonable	39	7.26	2.07	12	7.75	2.14	8	6.38	2.00	8	7.00	2.27	15	5.53	2.56
The World Bank Group takes decisions quickly in Eswatini	38	6.87	2.21	11	6.55	2.84	9	5.78	1.79	10	7.20	1.87	12	6.08	2.23
Working with the World Bank Group increases Eswatini's institutional capacity	50	8.16	1.87	16	8.06	2.29	8	7.38	2.13	12	8.08	1.83	15	7.20	1.74
Where country systems are adequate, the World Bank Group makes appropriate use of them	37	7.05	2.27	15	7.80	2.27	5	7.20	1.92	10	8.10	2.23	13	6.46	1.94
The World Bank Group provides effective implementation support	51	8.10	1.78	15	7.67	2.55	7	7.00	2.08	12	7.67	2.02	14	7.43	1.87

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Eswatini?	43	6.44	2.44	12	7.42	2.61	11	6.00	1.55	11	7.36	1.75	18	6.00	1.94

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 measures and corrects its work in real time in Eswatini?	40	7.25	2.10	13	7.15	2.61	7	7.29	1.98	11	7.55	2.07	14	6.50	1.87

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Help to bring discipline/effective supervision to implementation of investment projects	18.2%	5.9%	30.8%	5.3%	28.6%
Offer more innovative financial products	9.1%	29.4%	7.7%	26.3%	21.4%
Ensure greater selectivity in its work	1.5%	5.9%	0.0%	5.3%	3.6%
Provide more adequate data/knowledge/statistics/figures on Eswatini's economy	15.2%	5.9%	23.1%	15.8%	7.1%
Offer more innovative knowledge services	4.5%	0.0%	0.0%	15.8%	3.6%
Collaborate more effectively with Government clients*	34.8%	41.2%	7.7%	0.0%	10.7%
Work faster*	3.0%	17.6%	15.4%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	27.3%	23.5%	23.1%	26.3%	25.0%
Improve the competitiveness of its financing compared to markets	6.1%	5.9%	7.7%	5.3%	7.1%
Reach out more to groups outside of Government	28.8%	35.3%	53.8%	26.3%	35.7%
Increase the level of capacity development in the country*	42.4%	17.6%	15.4%	47.4%	17.9%
Improve the quality of its experts as related to Eswatini's specific challenges	7.6%	5.9%	0.0%	10.5%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	7.1%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Financial services	40.9%	33.3%	13.3%	41.2%	50.0%
Knowledge products	24.2%	11.1%	26.7%	11.8%	7.7%
Convening services	0.0%	5.6%	0.0%	11.8%	0.0%
None of the above	1.5%	0.0%	0.0%	0.0%	3.8%
The combination is appropriate for Eswatini	27.3%	44.4%	46.7%	17.6%	19.2%
Don't know	6.1%	5.6%	13.3%	17.6%	19.2%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Local radio	27.5%	44.4%	14.3%	27.8%	42.9%
International radio	1.4%	5.6%	0.0%	0.0%	0.0%
Social media	4.3%	5.6%	14.3%	16.7%	14.3%
International newspapers	5.8%	11.1%	0.0%	5.6%	17.9%
Local television	10.1%	16.7%	7.1%	0.0%	3.6%
Internet	33.3%	11.1%	57.1%	38.9%	25.0%
Periodicals	17.4%	11.1%	0.0%	16.7%	0.0%
International television	17.4%	5.6%	14.3%	11.1%	3.6%
Local newspapers	63.8%	72.2%	71.4%	72.2%	71.4%
Other	5.8%	0.0%	7.1%	0.0%	10.7%

**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 on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
World Bank Group's publications and other written materials	34.3%	42.1%	35.7%	27.8%	46.4%
e-Newsletters	31.3%	31.6%	50.0%	44.4%	21.4%
World Bank Group's seminars/workshops/conferences	40.3%	42.1%	21.4%	22.2%	28.6%
Mobile phones	7.5%	15.8%	7.1%	16.7%	21.4%
Direct contact with World Bank Group	9.0%	21.1%	21.4%	16.7%	28.6%
World Bank Group's website*	49.3%	26.3%	28.6%	33.3%	14.3%
Social media	16.4%	10.5%	21.4%	33.3%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**Are you aware of the World Bank Group's Access to Information 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 on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	9.1%	29.4%	21.4%	11.8%	11.1%
No	90.9%	70.6%	78.6%	88.2%	88.9%

**Do you have reliable access to the Internet?**

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	80.3%	83.3%	92.9%	94.1%	67.9%
No	19.7%	16.7%	7.1%	5.9%	32.1%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	74.2%	57.9%	64.3%	47.1%	30.8%
No	25.8%	42.1%	35.7%	52.9%	69.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	9.1%	15.8%	7.1%	23.5%	0.0%
No	90.9%	84.2%	92.9%	76.5%	100.0%

**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 on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
High speed/WiFi	91.5%	88.9%	92.9%	100.0%	85.7%
Dial-up	8.5%	11.1%	7.1%	0.0%	14.3%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Weekly	4.4%	0.0%	7.1%	5.9%	7.4%
Monthly	13.2%	5.6%	0.0%	23.5%	11.1%
A few times a year	44.1%	22.2%	35.7%	29.4%	14.8%
Rarely	25.0%	38.9%	35.7%	17.6%	14.8%
Never	13.2%	33.3%	21.4%	23.5%	51.9%

\*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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.	43	7.63	2.26	10	8.30	2.00	9	7.67	1.58	8	7.00	2.00	8	6.88	2.30
I find the information on the World Bank Group's websites useful.	43	8.30	1.73	10	8.20	1.93	9	7.44	1.59	8	7.38	1.92	8	6.88	1.64
The World Bank Group's social media channels are valuable sources of information about the institution	20	6.40	2.48	5	6.00	3.81	4	7.25	0.96	6	6.33	3.20	6	6.00	0.89
When I need information from the World Bank Group I know how to find it	42	7.02	2.99	13	7.38	3.10	7	4.57	2.57	14	6.43	3.20	10	6.60	2.12
The World Bank Group is responsive to my information requests and inquiries	33	7.21	2.45	9	8.00	3.04	6	5.00	1.90	7	7.00	3.65	7	6.57	2.07



## H. Background Information

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	63.6%	83.3%	20.0%	31.6%	29.6%
No	36.4%	16.7%	80.0%	68.4%	70.4%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Eswatini?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
The World Bank (IBRD)	84.3%	88.2%	62.5%	73.3%	47.8%
The International Finance Corporation (IFC)	3.9%	0.0%	12.5%	6.7%	4.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%
Other	11.8%	11.8%	25.0%	20.0%	47.8%

\*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 on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	19.6%	13.3%	7.1%	6.7%	18.2%
No	80.4%	86.7%	92.9%	93.3%	81.8%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
The two institutions work well together	27.3%	100.0%	100.0%	100.0%	100.0%
The way the two institutions work together needs improvement	45.5%	0.0%	0.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	27.3%	0.0%	0.0%	0.0%	0.0%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Observer*	10.5%	25.0%	33.3%	46.7%	40.0%
Use World Bank Group reports/data	33.3%	18.8%	25.0%	33.3%	24.0%
Engage in World Bank Group related/sponsored events/activities	35.1%	31.3%	16.7%	13.3%	16.0%
Collaborate as part of my professional duties	35.1%	31.3%	58.3%	26.7%	24.0%
Use World Bank Group website for information, data, research, etc.	28.1%	25.0%	33.3%	20.0%	20.0%

\*Significantly different between stakeholder groups

Which best represents your geographic location?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Hhohho Region	77.9%	72.2%	66.7%	57.9%	77.8%
Manzini Region	19.1%	16.7%	33.3%	15.8%	11.1%
Lubombo Region	2.9%	5.6%	0.0%	5.3%	3.7%
Shiselweni Region	0.0%	5.6%	0.0%	21.1%	7.4%





## Appendix C: Responses to Indicator Questions by Geographic Location<sup>15</sup>

- Hhohho Region N=110    ● Manzini Region/Shiselweni Region/Lubombo Region N=40

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

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Eswatini.	92	6.97	2.13	30	6.10	2.51

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

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

(1-Strongly disagree, 10-Strongly agree)

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Eswatini	89	7.54	1.90	29	7.31	2.25
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini	85	7.41	1.95	26	6.73	2.36

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

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

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	71	6.92	2.08	26	6.35	1.90
Flexibility (in terms of the institution's products and services)	67	6.28	2.40	21	6.29	2.03
Flexibility (in terms of changing country circumstances)	71	6.17	2.49	25	5.56	2.16
Being inclusive*	68	6.66	2.16	26	5.69	1.96
Openness (sharing data and other information)*	78	7.27	2.27	27	6.15	2.70
Collaboration with the Government	82	8.02	1.86	33	7.39	2.02
The speed in which it gets things accomplished on the ground	77	6.64	2.26	27	6.30	1.86
Helping to bring discipline/effective supervision to implementation of investment projects	74	7.12	2.28	27	6.78	2.14
Collaboration with civil society	57	5.89	2.72	21	5.71	2.69
Staff accessibility*	70	6.99	2.46	20	5.50	2.84
Collaboration with other donors and development partners	61	7.03	2.40	26	6.19	2.74
Collaboration with the private sector	54	5.94	2.50	25	5.68	2.32
Straightforwardness and honesty	65	7.52	2.09	24	6.67	2.58
Treating clients and stakeholders in Eswatini with respect*	73	8.01	1.90	27	7.11	2.14
Being a long-term partner	80	8.16	2.18	29	7.28	2.62

\*Significantly different between geographic locations

<sup>15</sup> 150 respondents provided information about their geographic location (question H9 in the questionnaire).

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

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Eswatini?	80	7.61	1.93	27	7.11	1.89

(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 Eswatini?**

(1-Strongly disagree, 10-Strongly agree)

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Eswatini*	75	7.53	1.91	25	6.36	2.25
The World Bank Group meets Eswatini's needs for knowledge services	79	7.18	2.41	23	6.87	1.79

\*Significantly different between geographic locations

**D. The World Bank Group's Knowledge Work and Activities****In Eswatini, 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)

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
Are adaptable to Eswatini's specific development challenges and country circumstances	69	6.65	2.18	23	5.96	2.23

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	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?	84	7.35	1.83	28	6.96	2.12
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	78	7.79	1.78	28	7.32	1.70

(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)

	Hhohho Region			Manzini Region/ Shiselweni Region/ Lubombo Region		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Eswatini	59	6.88	2.00	21	6.38	2.13
Where country systems are adequate, the World Bank Group makes appropriate use of them	60	7.43	2.13	19	6.95	2.12



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>16</sup>

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

● Collaborating with the WBG N=75      ● Not collaborating with the WBG N=73

### 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 Eswatini?*	75	6.84	2.50	72	4.19	2.39

(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 Eswatini.*	72	7.43	2.00	49	5.51	2.04

(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 Eswatini solve its most complicated development challenges?*	63	7.29	2.29	40	5.70	2.12

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

<sup>16</sup> Only 148 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection*	22.7%	4.1%
Gender equity	2.7%	1.4%
Private sector development	8.0%	13.7%
Education	32.0%	30.1%
Public sector governance/reform	22.7%	24.7%
Global/regional integration	0.0%	0.0%
Food security	9.3%	11.0%
Urban development	4.0%	0.0%
Energy	12.0%	6.8%
Water and sanitation	8.0%	4.1%
Pollution	0.0%	0.0%
Job creation/employment	26.7%	38.4%
Health	25.3%	23.3%
Financial markets	2.7%	2.7%
Transport	6.7%	2.7%
Agriculture and rural development	21.3%	34.2%
Trade and exports	6.7%	11.0%
Crime and violence	0.0%	0.0%
Natural resource management	1.3%	2.7%
Climate change	1.3%	2.7%
Poverty reduction	22.7%	17.8%
Anti corruption	10.7%	12.3%
Judiciary reform	0.0%	1.4%
Economic growth	28.0%	28.8%
Disaster risk management	2.7%	0.0%
Equality of opportunity	4.0%	8.2%
Disease	1.3%	2.7%
Information and communications technology	4.0%	5.5%

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting Eswatini 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 (IPF)	41	7.93	1.95	18	7.28	2.42
Trust funds and grants	34	7.12	2.48	16	6.37	1.82
Guarantees	14	7.07	2.24	15	5.93	1.83
IFC Investment Services	14	6.50	2.10	10	5.00	2.16
IFC Advisory Services	18	6.94	2.07	12	5.58	2.35

**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 Eswatini?** (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 Eswatini*	69	7.99	1.87	47	6.66	1.96
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini*	65	7.68	2.05	44	6.57	1.89

\*Significantly different between collaborators and non-collaborators

**To what extent is the World Bank Group an effective development partner in Eswatini, 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*	54	7.46	1.98	42	5.74	1.68
Flexibility (in terms of the institution's products and services)	52	6.58	2.45	35	5.63	1.96
Flexibility (in terms of changing country circumstances)*	53	6.60	2.43	42	5.14	2.15
Being inclusive*	53	6.74	2.10	41	5.83	2.10
Openness (sharing data and other information)*	58	7.45	2.27	46	6.24	2.55
Collaboration with the Government	65	8.02	1.90	49	7.49	1.94
The speed in which it gets things accomplished on the ground*	60	6.95	2.16	43	5.91	2.08
Helping to bring discipline/effective supervision to implementation of investment projects*	60	7.57	2.06	40	6.05	2.30
Collaboration with civil society	44	5.98	2.97	33	5.45	2.45
Staff accessibility*	55	7.09	2.56	34	5.74	2.59
Collaboration with other donors and development partners	51	6.96	2.56	36	6.44	2.52
Collaboration with the private sector	42	6.21	2.38	39	5.44	2.44
Straightforwardness and honesty	53	7.58	2.05	36	6.61	2.63
Treating clients and stakeholders in Eswatini with respect*	58	8.10	2.09	41	7.05	1.97
Being a long-term partner*	59	8.37	2.19	50	7.20	2.52

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	61	7.64	2.70	63	7.32	2.81
Gender equity	65	7.62	2.43	62	7.37	2.38
Private sector development	64	7.61	2.62	61	8.30	1.82
Education	66	8.95	1.55	62	9.26	1.32
Public sector governance/reform	66	8.73	1.84	62	8.19	2.35
Global/regional integration	62	7.94	2.22	59	7.27	2.33
Food security	66	8.32	2.13	65	8.77	1.58
Urban development	64	8.02	2.07	65	7.43	2.24
Energy	61	8.13	2.05	61	8.39	1.95
Water and sanitation	65	8.57	1.99	62	8.58	1.81
Pollution	63	7.25	2.65	62	7.19	2.57
Job creation/employment	67	8.40	2.34	65	9.03	1.70
Health	67	9.04	1.81	64	9.06	1.58
Financial markets	64	7.73	2.28	60	7.88	2.21
Transport	65	7.69	2.52	65	7.82	2.16
Agriculture and rural development	65	8.40	2.22	68	8.74	1.73
Trade and exports	65	7.42	2.61	61	7.74	2.23
Crime and violence	65	6.42	2.93	60	6.57	2.68
Natural resource management	66	7.32	2.82	63	7.30	2.60
Climate change	65	7.72	2.58	65	7.69	2.39
Poverty reduction	67	9.07	1.68	65	9.14	1.64
Anti corruption	66	7.88	2.66	62	8.15	2.21
Judiciary reform	65	7.03	2.79	58	7.69	2.30
Economic growth	67	9.16	1.39	64	8.98	1.52
Disaster risk management	66	7.65	2.47	63	7.92	1.93
Equality of opportunity	66	8.09	2.24	61	8.23	1.91
Disease	68	8.38	2.51	64	8.50	2.09
Information and communications technology	67	8.18	2.14	62	8.31	2.01

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity*	26	7.00	2.40	18	5.50	1.72
Private sector development	28	6.46	2.35	22	5.95	1.91
Education*	42	8.33	1.93	33	6.94	2.25
Public sector governance/reform*	55	7.53	2.46	30	6.27	2.39
Global/regional integration*	35	7.51	2.17	22	5.82	2.15
Food security*	27	7.56	2.41	25	5.72	2.23
Urban development	40	8.08	1.90	31	7.23	1.63
Energy	28	6.79	2.41	19	6.00	1.49
Water and sanitation	33	7.12	2.27	25	6.44	1.87
Pollution	23	5.61	2.89	17	4.94	2.08
Job creation/employment*	32	6.78	2.74	28	5.11	2.03
Health*	56	8.57	1.76	39	7.54	2.14
Financial markets	22	6.68	2.61	19	6.00	2.43
Transport*	31	7.29	2.64	25	5.88	2.59
Agriculture and rural development	30	6.97	2.50	25	6.00	2.60
Trade and exports*	27	7.37	2.47	19	5.79	2.25
Natural resource management	21	6.52	2.60	20	5.00	2.49
Climate change	24	6.25	2.44	24	5.54	2.72
Poverty reduction	45	7.44	2.19	26	6.46	2.06
Anti corruption	21	6.38	3.01	21	5.10	2.49
Judiciary reform	18	6.11	2.97	23	5.04	2.67
Economic growth*	44	7.43	2.20	29	5.97	2.53
Disaster risk management*	30	7.20	2.52	20	5.55	2.44
Equality of opportunity*	32	7.63	2.47	22	5.41	1.89
Disease	53	8.64	1.87	30	8.10	2.01
Information and communications technology*	25	7.00	2.58	18	5.39	2.28

\*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 does the World Bank Group's work help to achieve development results in Eswatini?*	67	8.10	1.67	38	6.21	1.82

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

	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 Eswatini*	65	7.62	2.04	34	6.35	1.92
The World Bank Group meets Eswatini's needs for knowledge services	63	7.30	2.38	39	6.59	2.11

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators



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

In Eswatini, 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*	59	7.02	2.22	28	5.71	1.21
Include appropriate level of stakeholder involvement during preparation*	62	7.37	2.13	30	6.23	1.52
Lead to practical solutions*	61	7.43	2.16	31	6.13	1.73
Are accessible (well written and easy to understand)*	61	7.16	2.25	31	5.65	1.91
Are source of relevant information on global good practices	60	7.78	2.04	32	6.97	1.88
Are relevant to country challenges*	65	7.37	2.12	35	6.06	2.09
Are adequately disseminated*	58	6.53	2.52	33	5.39	1.97
Are translated enough into local language	55	5.11	3.18	27	4.19	2.11
Are adaptable to Eswatini's specific development challenges and country circumstances*	58	7.03	2.23	35	5.34	1.73

\*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?*	66	7.65	1.84	43	6.44	1.75

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	66	8.02	1.85	39	6.92	1.49

(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	53	6.94	2.48	23	6.35	2.04
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	68	8.31	1.81	34	7.21	2.12
The World Bank Group's approvals and reviews are done in a timely fashion	62	7.03	2.45	25	6.32	1.93
The World Bank Group's "Safeguard Policy" requirements are reasonable	55	7.65	2.24	20	6.60	1.76
The World Bank Group's conditions on its lending are reasonable*	56	7.25	2.27	25	5.92	1.94
The World Bank Group takes decisions quickly in Eswatini	55	6.75	2.38	27	6.26	1.70
Working with the World Bank Group increases Eswatini's institutional capacity*	70	8.33	1.85	29	7.00	1.79
Where country systems are adequate, the World Bank Group makes appropriate use of them*	54	7.56	2.28	24	6.37	1.84
The World Bank Group provides effective implementation support*	68	8.07	1.87	29	6.97	1.96

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Eswatini?*	59	6.95	2.43	37	5.89	1.66

(1- To no degree at all, 10- To a very significant degree) \*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 measures and corrects its work in real time in Eswatini?	59	7.39	2.19	25	6.52	1.81

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

**G. Communication and Information Sharing****Please rate how much you agree with the following statements.** (1-Strongly disagree, 10-Strongly agree)

	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.	51	7.80	2.25	28	7.11	1.81
I find the information on the World Bank Group's websites useful.*	50	8.24	1.84	29	7.38	1.57
The World Bank Group's social media channels are valuable sources of information about the institution	24	6.33	2.75	19	6.47	2.01
When I need information from the World Bank Group I know how to find it*	53	7.40	2.87	32	5.47	2.69
The World Bank Group is responsive to my information requests and inquiries*	38	7.63	2.57	23	5.87	2.40

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>17</sup>

*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 = 142
- FY 2018 Number of comparable respondents = 160

*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	2%	2%
Office of Parliamentarian	1%	1%
Government Institutions	47%	47%
Local Government	10%	10%
Bilateral/Multilateral Agencies	5%	5%
Civil Society	16%	16%
Private Sector	10%	10%
Academia	6%	6%
Media	3%	3%

### A. General Issues facing Eswatini

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

Percentage of Respondents	FY 2014	FY 2018
The right direction	56.6%	43.9%
The wrong direction	15.9%	26.5%
Not sure	27.4%	29.5%

### 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 Eswatini?	128	6.08	2.42	142	5.46	2.80

*(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 Eswatini.	105	6.30	2.11	116	6.68	2.19

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

<sup>17</sup> Only those questions that were asked in the FY 2015 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)**

	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 Eswatini solve its most complicated development challenges?*	99	7.47	1.95	98	6.61	2.34

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

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

(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 Eswatini	115	7.13	2.08	115	7.46	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini	111	6.91	2.10	108	7.29	2.02

**To what extent is the World Bank Group an effective development partner in Eswatini, 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 <sup>1</sup>	97	6.77	2.02	95	6.70	2.05
Flexibility (in terms of the institution's products and services)	91	5.61	2.05	87	6.19	2.25
Flexibility (in terms of changing country circumstances)	85	5.87	2.13	93	5.96	2.35
Being inclusive	90	6.61	2.04	89	6.37	2.11
Openness (sharing data and other information)	99	7.08	2.40	100	6.91	2.40
Collaboration with the Government	102	8.04	1.87	113	7.72	1.96
The speed in which it gets things accomplished on the ground	91	6.20	2.32	100	6.48	2.13
Helping to bring discipline/effective supervision to implementation of investment projects <sup>2</sup>				98	6.88	2.26
Collaboration with civil society	77	5.70	2.61	75	5.68	2.67
Staff accessibility	93	6.29	2.49	86	6.53	2.57
Collaboration with other donors and development partners	80	7.32	1.79	85	6.74	2.49
Collaboration with the private sector	75	5.77	2.41	78	5.73	2.35
Straightforwardness and honesty	103	7.52	2.09	88	7.07	2.40
Treating clients and stakeholders in Eswatini with respect <sup>3</sup>	101	7.58	1.99	97	7.60	2.09
Being a long-term partner	96	7.76	2.07	106	7.77	2.41

<sup>1</sup> In FY 2014, the category was "Responsiveness."

<sup>2</sup> Only FY 2018 questionnaire had this response option.

<sup>3</sup> In FY 2014, the category was "The World Bank Group treats clients and stakeholders in Swaziland with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



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

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	121	7.13	2.34	117	7.51	2.74
Gender equity	124	7.52	2.25	120	7.44	2.40
Private sector development <sup>1</sup>	122	8.24	1.71	117	7.88	2.26
Education <sup>*</sup>	121	8.60	1.81	121	9.11	1.42
Public sector governance/reform	123	8.90	1.54	120	8.47	2.12
Global/regional integration	117	7.89	2.05	112	7.69	2.24
Food security	124	8.37	1.89	124	8.56	1.83
Urban development	123	7.45	2.16	122	7.68	2.15
Energy	123	7.99	2.02	115	8.26	1.91
Water and sanitation <sup>*</sup>	122	7.97	2.09	121	8.56	1.88
Pollution <sup>"</sup>				119	7.16	2.54
Job creation/employment	122	8.36	2.11	125	8.70	2.03
Health <sup>*</sup>	125	8.57	1.84	125	9.06	1.69
Financial markets	115	7.87	1.87	118	7.84	2.22
Transport	121	7.37	2.33	123	7.72	2.34
Agriculture and rural development <sup>***</sup>	123	8.81	1.25	126	8.53	1.97
Trade and exports	120	8.05	1.67	120	7.61	2.43
Crime and violence <sup>***</sup>	117	6.14	2.57	118	6.45	2.79
Natural resource management	120	7.68	2.30	124	7.34	2.68
Climate change	124	7.45	2.31	123	7.68	2.46
Poverty reduction	126	8.97	1.58	126	9.19	1.46
Anti corruption	121	8.24	2.15	123	8.12	2.35
Judiciary reform <sup>"</sup>				116	7.33	2.58
Economic growth	126	8.92	1.52	125	9.07	1.42
Disaster risk management <sup>****</sup>	121	6.88	2.52	123	7.80	2.15
Equality of opportunity <sup>*</sup>	120	7.49	2.24	121	8.13	2.07
Disease <sup>"</sup>				124	8.45	2.25
Information and communications technology	122	7.99	2.08	123	8.27	1.98

<sup>\*</sup>Significantly different between FY2014 and FY2018

<sup>1</sup> In FY 2014, the category was "Domestic private sector development."

<sup>"</sup> Only FY 2018 questionnaire had this response option.

<sup>\*\*\*</sup> In FY 2014, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture and rural development" category.

<sup>\*\*\*\*</sup> In FY 2014, the category was "Reduction of crime and violence."

<sup>\*\*\*\*</sup> In FY 2014, the category was "Disaster management."



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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Gender equity"				41	6.14	2.21
Private sector development <sup>a</sup>	57	5.89	2.34	47	6.12	2.17
Education <sup>*</sup>	63	6.72	2.52	72	7.71	2.19
Public sector governance/reform	83	7.07	2.28	79	7.05	2.45
Global/regional integration"				54	6.91	2.27
Food security"				47	6.69	2.37
Urban development"				67	7.63	1.81
Energy	48	5.65	2.52	44	6.48	2.06
Water and sanitation"				54	6.83	2.00
Pollution"				38	5.41	2.46
Job creation/employment	59	5.60	2.43	55	5.98	2.41
Health	81	7.83	1.66	92	8.21	1.84
Financial markets"				39	6.24	2.46
Transport	59	6.38	2.87	55	6.87	2.66
Agriculture and rural development"				50	6.53	2.46
Trade and exports	55	6.68	2.12	41	6.70	2.47
Natural resource management"				40	5.86	2.69
Climate change"				47	5.87	2.63
Poverty reduction	67	6.74	2.30	68	7.02	2.12
Anti corruption"				40	5.55	2.81
Judiciary reform"				38	5.23	2.80
Economic growth	74	6.85	2.30	68	6.77	2.31
Disaster risk management"				46	6.59	2.59
Equality of opportunity"				53	6.86	2.42
Disease"				78	8.47	1.92
Information and communications technology"				41	6.23	2.62

<sup>\*</sup>Significantly different between FY2014 and FY2018

<sup>a</sup> In FY 2014, the category was "Domestic private sector development."

<sup>"</sup> Only FY 2018 questionnaire had this response option.

	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 Eswatini?*	105	6.86	2.01	100	7.45	1.89

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

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

To what extent do you agree with the following statements about the World Bank Group in Eswatini? (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 Eswatini*	86	6.06	2.32	93	7.26	1.94
The World Bank Group meets Eswatini's needs for knowledge services	97	6.51	2.00	96	6.97	1.86

\*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	6.4%	5.9%
Monthly	12.0%	14.1%
A few times a year	36.0%	29.6%
Rarely	22.4%	24.4%
Never	23.2%	25.9%

In Eswatini, 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	85	6.25	2.21	84	6.59	2.02
Include appropriate level of stakeholder involvement during preparation	86	6.62	2.01	89	6.93	1.95
Lead to practical solutions	99	6.63	1.96	87	6.92	2.04
Are accessible (well written and easy to understand)	91	6.76	2.06	88	6.65	2.13
Are source of relevant information on global good practices	97	7.57	1.99	90	7.39	2.02
Are relevant to country challenges*				95	6.91	2.07
Are adequately disseminated	94	5.76	2.25	87	6.14	2.25
Are translated enough into local language*	81	3.49	2.88	80	4.77	2.78
Are adaptable to Eswatini's specific development challenges and country circumstances	99	6.61	2.16	89	6.41	2.13

\*Significantly different between FY2014 and FY2018

† Only FY 2018 questionnaire had this response option.

	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?	103	7.05	2.10	108	7.19	1.81
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	103	7.88	1.76	101	7.55	1.76

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

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

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	71	6.35	2.48	73	6.68	2.28
The World Bank Group effectively monitors and evaluates the projects and programs it supports	98	7.70	1.79	98	7.88	1.98
The World Bank Group's approvals and reviews are done in a timely fashion	87	6.53	2.24	84	6.78	2.31
The World Bank Group's "Safeguard Policy" requirements are reasonable	67	6.81	2.09	74	7.38	2.08
The World Bank Group's conditions on its lending are reasonable	77	6.53	2.18	79	6.76	2.22
The World Bank Group takes decisions quickly in Eswatini*	74	5.78	2.29	78	6.58	2.12
Working with the World Bank Group increases Eswatini's institutional capacity	98	7.71	1.93	98	7.86	1.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	61	6.55	2.54	76	7.14	2.20
The World Bank Group provides effective implementation support	90	7.82	1.93	96	7.73	1.94

\*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 measures and corrects its work in real time in Eswatini?*	76	6.40	2.04	81	7.11	2.07

\*Significantly different between FY2014 and FY2018

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

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

Percentage of Respondents	FY 2014	FY 2018
Financial services	30.8%	39.3%
Knowledge products	10.3%	17.8%
Convening services	43.6%	2.2%
None of the above	0.0%	0.7%
The combination is appropriate for Eswatini	7.7%	29.6%
Don't know	7.7%	10.4%

\*Significantly different between FY2014 and FY2018

**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	11.8%	12.6%
No	88.2%	87.4%



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

Percentage of Respondents	FY 2014	FY 2018
Yes	97.6%	81.6%
No	2.4%	18.4%

\*Significantly different between FY2014 and FY2018

' In FY 2014, the question was "Do you have access to the Internet?"

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

Percentage of Respondents	FY 2014	FY 2018
Yes	60.3%	60.6%
No	39.7%	39.4%

**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.*	91	6.87	2.31	76	7.55	2.09
I find the information on the World Bank Group's websites useful.	88	7.75	1.98	76	7.87	1.76
The World Bank Group's social media channels are valuable sources of information about the institution	35	6.09	2.90	41	6.39	2.38
When I need information from the World Bank Group I know how to find it	87	5.86	3.25	84	6.70	2.98
The World Bank Group is responsive to my information requests and inquiries	59	7.33	2.30	61	6.96	2.64

\*Significantly different between FY2014 and FY2018



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Eswatini? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Eswatini.	5.51	7.43	7.07	5.90	6.73	7.13	6.66	7.28	6.33	7.72	7.00	6.41
Overall the World Bank Group currently plays a relevant role in development in Eswatini	6.66	7.99	7.73	6.65	7.64	7.23	7.15	8.30	7.47	7.60	7.59	7.29
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini	6.57	7.68	7.44	6.60	7.29	7.23	7.06	7.77	7.07	7.61	7.35	7.04
Responsiveness to needs	5.74	7.46	6.93	6.12	6.90	6.46	6.48	7.44	6.48	7.17	6.80	6.63
Flexibility (in terms of the institution's products and services)	5.63	6.58	6.32	6.07	6.36	6.08	5.93	7.14	6.24	6.31	6.54	5.59
Flexibility (in terms of changing country circumstances)	5.14	6.60	6.35	5.41	6.12	6.23	5.95	6.70	6.02	6.34	6.23	5.95
Being inclusive	5.83	6.74	6.67	5.75	6.31	6.83	6.33	6.95	6.20	6.97	6.70	5.96
Openness (sharing data and other information)	6.24	7.45	7.30	5.88	6.87	7.38	6.75	7.83	6.91	7.22	7.05	7.00
Collaboration with the Government	7.49	8.02	7.92	7.75	7.96	7.75	7.70	8.34	7.67	8.23	8.06	7.46
The speed in which it gets things accomplished on the ground	5.91	6.95	6.77	5.81	6.35	7.10	6.28	7.46	6.47	6.78	6.95	5.62
Helping to bring discipline/effective supervision to implementation of investment projects	6.05	7.57	7.28	5.82	7.10	6.83	6.70	7.87	6.74	7.39	7.01	7.00
Collaboration with civil society	5.45	5.98	5.93	5.71	5.83	6.00	5.49	7.12	5.69	6.18	6.24	4.95
Staff accessibility	5.74	7.09	6.94	6.00	6.94	6.38	6.38	7.95	6.19	7.46	7.30	5.52
Collaboration with other donors and development partners	6.44	6.96	6.81	6.47	6.85	6.54	6.50	7.42	6.40	7.29	6.96	6.19
Collaboration with the private sector	5.44	6.21	5.77	5.44	5.63	5.79	5.42	6.44	5.57	5.88	5.78	5.45
Straightforwardness and honesty	6.61	7.58	7.57	5.40	7.25	6.91	6.91	7.81	6.56	7.89	7.22	6.95
Treating clients and stakeholders in Eswatini with respect	7.05	8.10	7.87	6.31	7.56	7.63	7.37	8.17	7.13	8.10	7.72	7.11
Being a long-term partner	7.20	8.37	8.14	6.50	7.97	7.46	7.52	8.50	7.56	8.24	7.85	7.78
To what extent does the World Bank Group's work help to achieve development results in Eswatini?	6.21	8.10	7.75	6.56	7.44	7.74	7.18	8.31	7.39	7.74	7.74	6.96
The World Bank Group's financial instruments meet the needs of Eswatini	6.35	7.62	7.48	6.24	7.30	7.08	6.73	8.28	7.18	7.33	7.50	6.35
The World Bank Group meets Eswatini's needs for knowledge services	6.59	7.30	7.21	6.37	6.98	7.14	6.75	7.76	6.91	7.22	7.29	6.33
The World Bank Group's knowledge work and activities are adaptable to Eswatini's specific development challenges and country circumstances	5.34	7.03	6.72	5.33	6.26	6.86	6.19	7.35	6.02	7.03	6.59	6.17
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.44	7.65	7.43	6.63	7.14	7.60	7.03	7.96	7.29	7.26	7.44	6.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.92	8.02	7.85	6.94	7.65	7.76	7.36	8.60	7.52	7.90	7.94	7.07
The World Bank Group takes decisions quickly in Eswatini	6.26	6.75	6.83	5.62	6.60	6.65	6.26	7.55	6.69	6.53	6.73	6.24
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.37	7.56	7.56	5.54	7.10	7.40	6.82	8.10	7.03	7.39	7.09	7.53

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: Eswatini FY18 COS Questionnaire



### **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**

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

## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Swaziland.</b>			
<b>Please identify which of the following you consider the most important development priorities in Swaziland. (Choose no more than THREE)</b>			
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

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Swaziland? (Choose no more than THREE)</b>			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Disease (i.e., HIV/AIDS 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

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

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

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

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in 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)</b>			
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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Swaziland?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	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"/>

<b>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)</b>	
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	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10			
2	Trust funds and grants	1	2	3	4	5	6	7	8	9	10			
3	Guarantees	1	2	3	4	5	6	7	8	9	10			
4	IFC Investment Services	1	2	3	4	5	6	7	8	9	10			
5	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10			

**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
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Swaziland	1	2	3	4	5	6	7	8	9	10			
<b>B11</b>	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			

## 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
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Swaziland with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

<b>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)</b>	
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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Swaziland?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Swaziland?												
		Strongly disagree								Strongly agree		Don't know
<b>C4</b>	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"/>
<b>C5</b>	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"/>

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

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

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

In 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
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Swaziland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Swaziland's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	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"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>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?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree	Don't know		

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

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

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

<b>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)</b>	
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): _____

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

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

1	High speed/WiFi
2	Dial-up

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G13</b>	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

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

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

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

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

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

1	Yes
2	No

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