



World Bank Group Country Survey FY 2020 – Zimbabwe

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

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: OVERALL CONTEXT

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

A2. Listed below are a number of development priorities in Zimbabwe.			
Please identify which of the following you consider the most important development priorities in Zimbabwe. (Choose no more than THREE)			
1	Water and sanitation	17	Local governance and institutions
2	Security/stabilization/reconstruction	18	Natural resource management
3	Health	19	Disease (e.g., Cholera, HIV/AIDS, Typhoid)
4	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
6	Private sector development	22	Trade and exports
7	Education	23	Social cohesion
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Climate change (e.g., mitigation, adaptation)
9	Global/regional integration	25	Poverty reduction
10	Food security	26	Anti-corruption
11	Urban development	27	Judiciary reform
12	Energy	28	Economic growth
13	Pollution	29	Disaster risk management
14	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)
15	Financial markets	31	Information and communications technology
16	Gender based violence		

SECTION A: OVERALL CONTEXT

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Zimbabwe? (Choose no more than THREE)

1	Judiciary reform	16	Gender based violence
2	Energy	17	Urban development
3	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Anti-corruption	19	Natural resource management
5	Economic growth	20	Water and sanitation
6	Disaster risk management	21	Pollution
7	Equality of opportunity (i.e., social inclusion)	22	Job creation/employment
8	Disease (e.g., Cholera, HIV/AIDS, Typhoid)	23	Health
9	Local governance and institutions	24	Security/stabilization/reconstruction
10	Information and communications technology	25	Financial markets
11	Agriculture and rural development	26	Gender equity (closing the gap between women and men, and boys and girls)
12	Trade and exports	27	Private sector development
13	Climate change (e.g., mitigation, adaptation)	28	Education
14	Transport (e.g., roads, bridges, transportation)	29	Global/regional integration
15	Social cohesion	30	Food security

A4. Please describe the direction Zimbabwe is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing Zimbabwe's economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				

A5. Listed below are global challenges. Which do you think have the most serious impact on Zimbabwe? (Choose no more than TWO)

1	Environmental degradation	6	Terrorism
2	Geo political uncertainty	7	Trade constraints
3	The gap between the rich and the poor	8	Climate change
4	Fragility in Zimbabwe or neighboring countries	9	Migrants and refugees
5	Technology based disruption	10	Jobs/employment

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Zimbabwe, which of the following would you attribute this to? (Choose no more than TWO)

1	Reforms are not well thought out in light of country challenges
2	Poor coordination within the government
3	Inadequate funding
4	Inadequate level of private sector participation
5	Private sector involvement and/or influence
6	Inadequate level of citizen/civil society participation
7	Corruption
8	Political pressures and obstacles
9	Inadequate level of donor coordination
10	Inadequate level of government accountability
11	Inadequate level of capacity in the government
12	Other (please specify): _____

A7. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Zimbabwe's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION A: OVERALL CONTEXT

A8. To what extent do you trust private sector to engage in public service delivery in Zimbabwe?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A9. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)

1	None. I do not consider Zimbabwe a fragile state.
2	Policy inconsistency
3	Weak social cohesion
4	Weak institutional capacity
5	Food insecurity
6	High levels of corruption
7	Weak accountability
8	Lack of security (i.e., conflict and violence)
9	Political uncertainty
10	Low levels of political and economic inclusion
11	Crime and violence
12	High influx of refugees/migrants
13	Lack of access to development finance
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Zimbabwe?												
		Strongly disagree					Strongly agree					Don't know
B2	Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?											
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

B6. To what extent does the World Bank Group influence the development agenda in Zimbabwe?											
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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. When thinking about the World Bank Group's role in Zimbabwe, which activity do you VALUE the most? (Choose no more than TWO)

1	Donor coordination
2	Data and statistics
3	Mobilizing third party financial resources
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Policy advice, studies, analyses
8	Financial resources
9	Promoting knowledge sharing
10	Implementation support
11	Other (please specify): _____

B8. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zimbabwe? (Choose no more than TWO)

1	Not aligned with country priorities
2	Inadequate World Bank Group's staffing in Zimbabwe
3	Arrogant in its approach
4	Not adequately sensitive to political/social realities in Zimbabwe
5	Too influenced by developed countries
6	Not willing to honestly criticize policies and reform efforts in the country
7	Staff too inaccessible
8	Not collaborating enough with private sector
9	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
10	World Bank Group's processes too slow and complex
11	Not adequately flexible
12	Not sufficiently focused on sustainable results
13	Not collaborating enough with civil society (e.g., NGOs, CBOs)
14	Not enough public disclosure of its work
15	Other (please specify): _____
16	Don't know

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent is the World Bank Group an effective development partner in Zimbabwe, 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	
C1	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Zimbabwe with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C17	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"/>
C18	The World Bank Group takes decisions quickly in Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Working with the World Bank Group increases Zimbabwe's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	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"/>

C21. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Zimbabwe?												
		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 C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

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

		Strongly disagree										Strongly agree		Don't know
C22	The World Bank Group's financial instruments (i.e., Trust Funds) meet the needs of Zimbabwe	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C23	The World Bank Group meets Zimbabwe'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"/>

C24. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zimbabwe?

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

C25. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zimbabwe? (Choose no more than TWO)

1	Macro issues (fiscal accounts, balance of payments, etc.)
2	Social cohesion
3	Jobs
4	Supporting poor and marginalized local communities
5	Health
6	Business development
7	Education
8	Infrastructure
9	Public services
10	Other (please specify): _____
11	Don't know

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	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	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	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Zimbabwe, 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	
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Are adaptable to Zimbabwe's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ZIMBABWE

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

1	Improve the quality of its experts as related to Zimbabwe's specific challenges
2	Engage more directly with beneficiaries
3	Engage more effectively with private sector
4	Increase the level of capacity development in the country
5	Engage more effectively with civil society (e.g., NGOs, CBOs)
6	Offer more innovative knowledge products and services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Work faster
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Ensure greater selectivity in its work
11	Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy
12	Other (please specify): _____

F2. Please answer the following questions: (Choose no more than THREE for each column)

		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Zimbabwe?	B. Which THREE areas below would benefit most from other donors in Zimbabwe?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
9	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
10	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
11	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
13	Food security	<input type="checkbox"/>	<input type="checkbox"/>
14	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
15	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

F3. 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	Donor community	8	Regional organizations (e.g., the Southern African Development Community [SADC])
2	Local government	9	UN agencies
3	Youth/university groups	10	Foundations
4	Beneficiaries	11	Parliament
5	Private sector	12	Media
6	NGOs/Community Based Organizations	13	Other (please specify): _____
7	Academia/think tanks/research institutes	14	Don't know

F4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Zimbabwe? (Select no more than TWO)

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	Save the Children
6	The Red Cross
7	The United Nations International Children's Emergency Fund (UNICEF)
8	The International Committee of the Red Cross (ICRC)
9	None. I don't believe the World Bank Group needs to partner with the UN organizations.
10	Don't know

F5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)

1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Share more information about the World Bank Group's activities, products, and knowledge
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Zimbabwe?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Zimbabwe? (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): _____

G3. 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	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	
1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

H4. Which of the following describes most of your exposure to the World Bank Group in Zimbabwe? (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.

H5. What's your gender?

1	Female
2	Male

H6. What's your age?

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

H7. Which best represents your geographic location?

1	Harare
2	Outside Harare

Thank you for completing the survey!