

# FY 2020 Zimbabwe Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



November 2020



## Acknowledgements

The Zimbabwe Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Zimbabwe country team and independent fielding agency Mass Public Opinion Institute (MPOI). In particular, PORG is grateful for the support from Cheryl Khuphe (Consultant) who coordinated the survey related activities from Harare, Zimbabwe.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## ZIMBABWE





## I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Zimbabwe*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From February to August 2020, 300 stakeholders of the WBG in Zimbabwe were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 196 stakeholders participated in the survey (65% response rate). Respondents received the questionnaire via mail and returned it accordingly, or they filled out the questionnaire via the online survey platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 93%, N=279). 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'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 80).

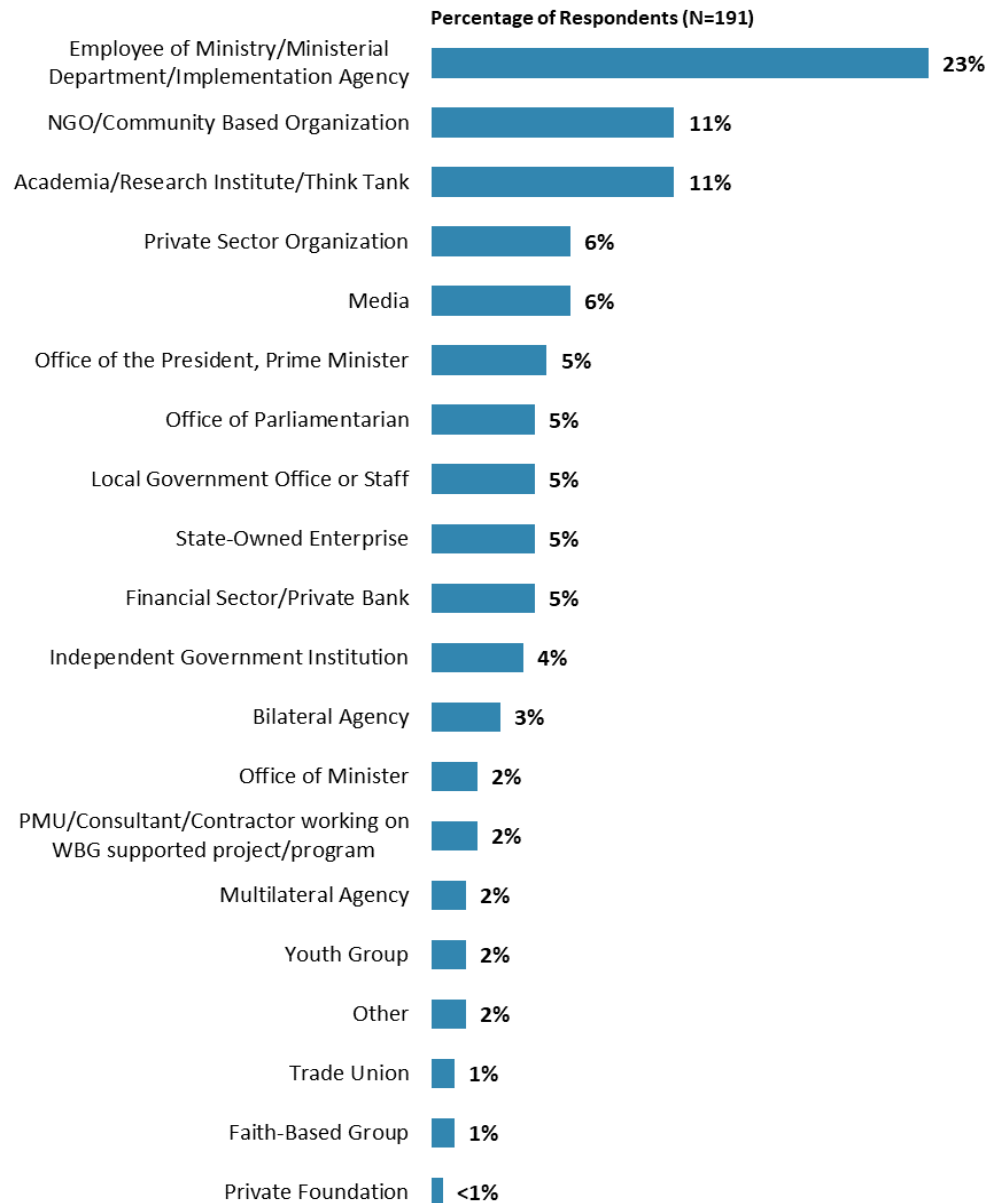
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



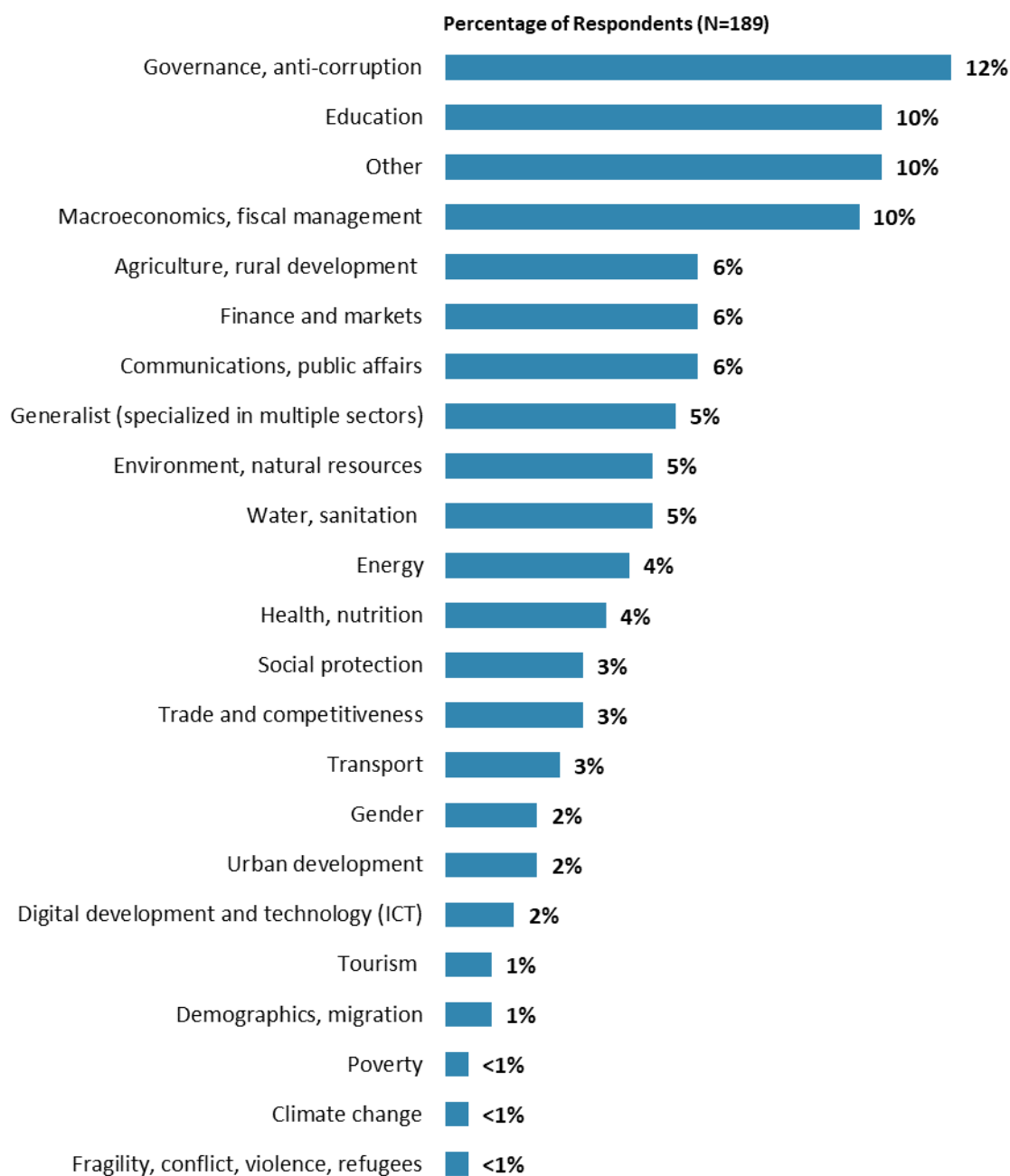
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries, ministerial department and implementation agencies were combined with those from PMUs, with consultants and contractors working on WBG-supported projects/programs; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community-based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category. There were no respondents from the judicial system.



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

#### Area of Primary Specialization

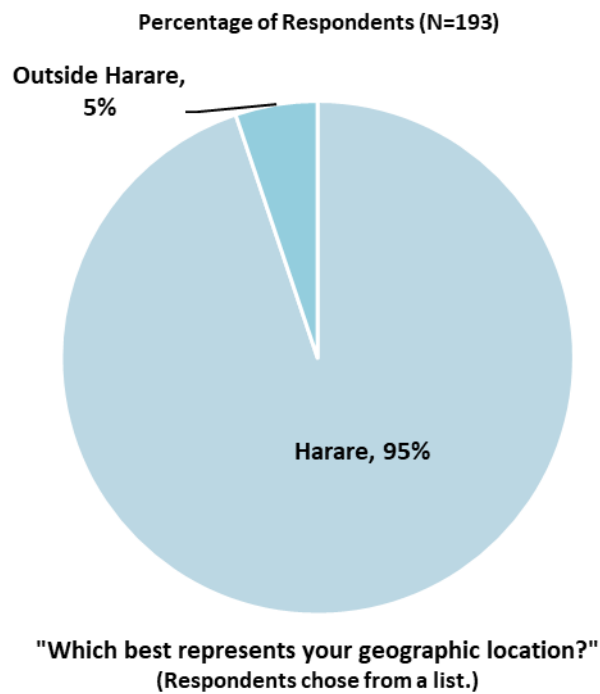


**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



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

#### Geographic Locations

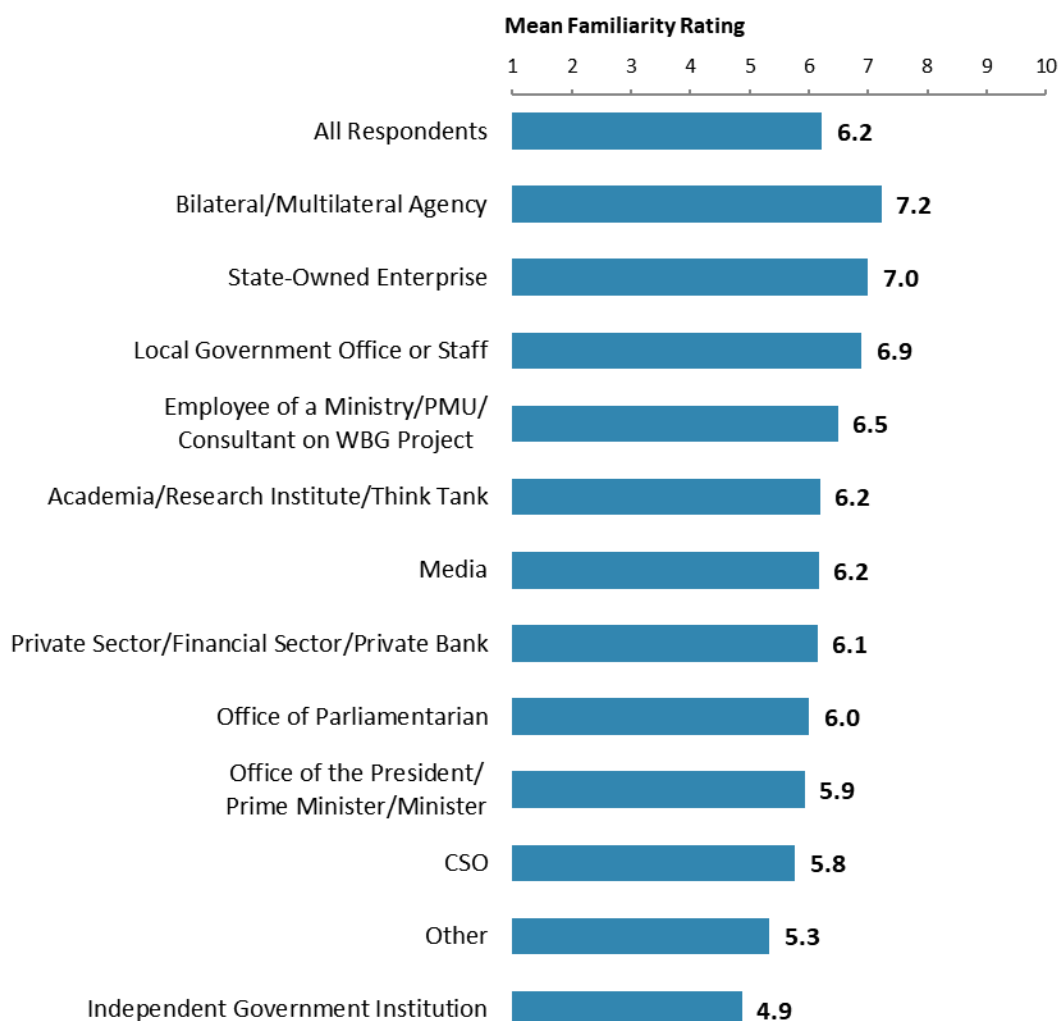




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 6.2; weighted mean in FY'17 = 6.3)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in Zimbabwe, with their agreement that the WBG plays a relevant role in Zimbabwe's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Zimbabwe.



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

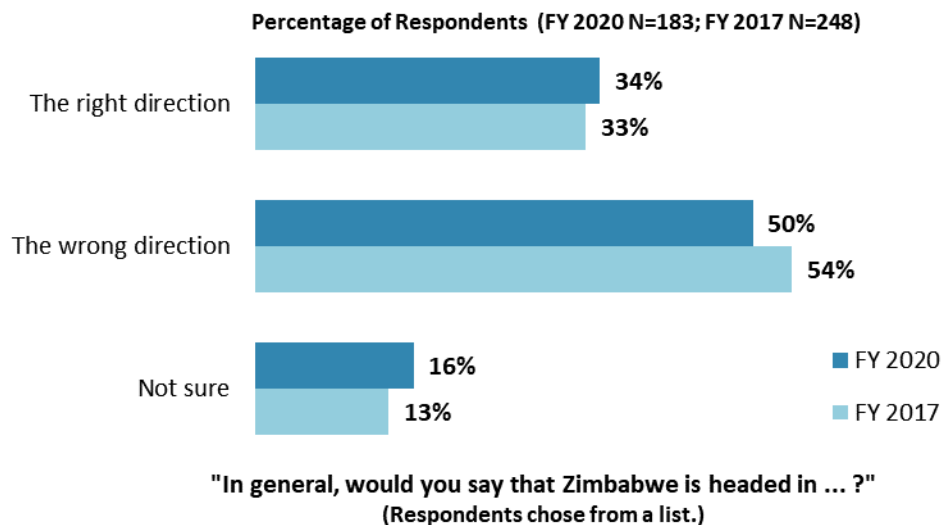
<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 80) for more details on weighting.



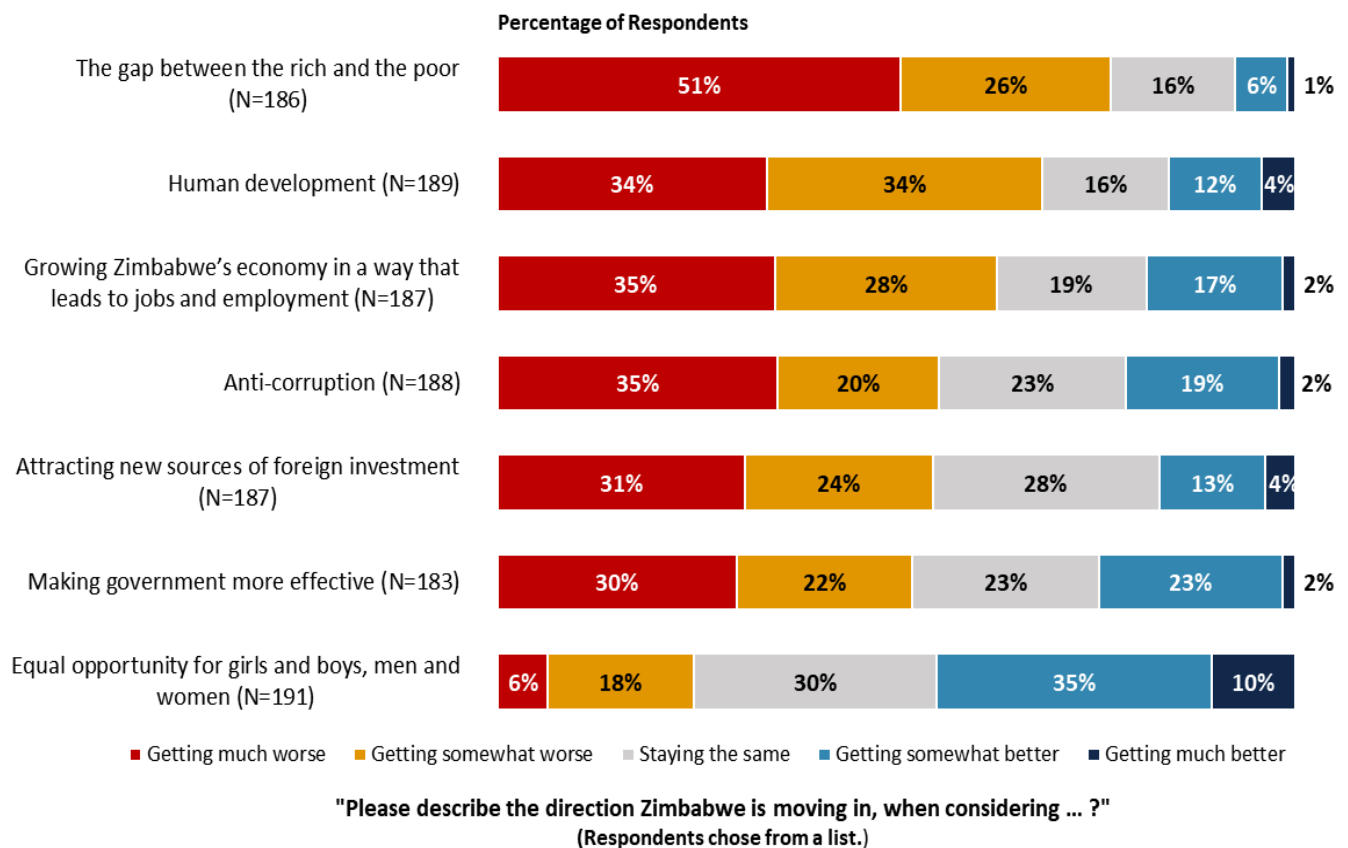


## IV. Overall Context

### Headed in the Right Direction<sup>3</sup>



### Perceptions of Improvement and Decline in Specific Areas



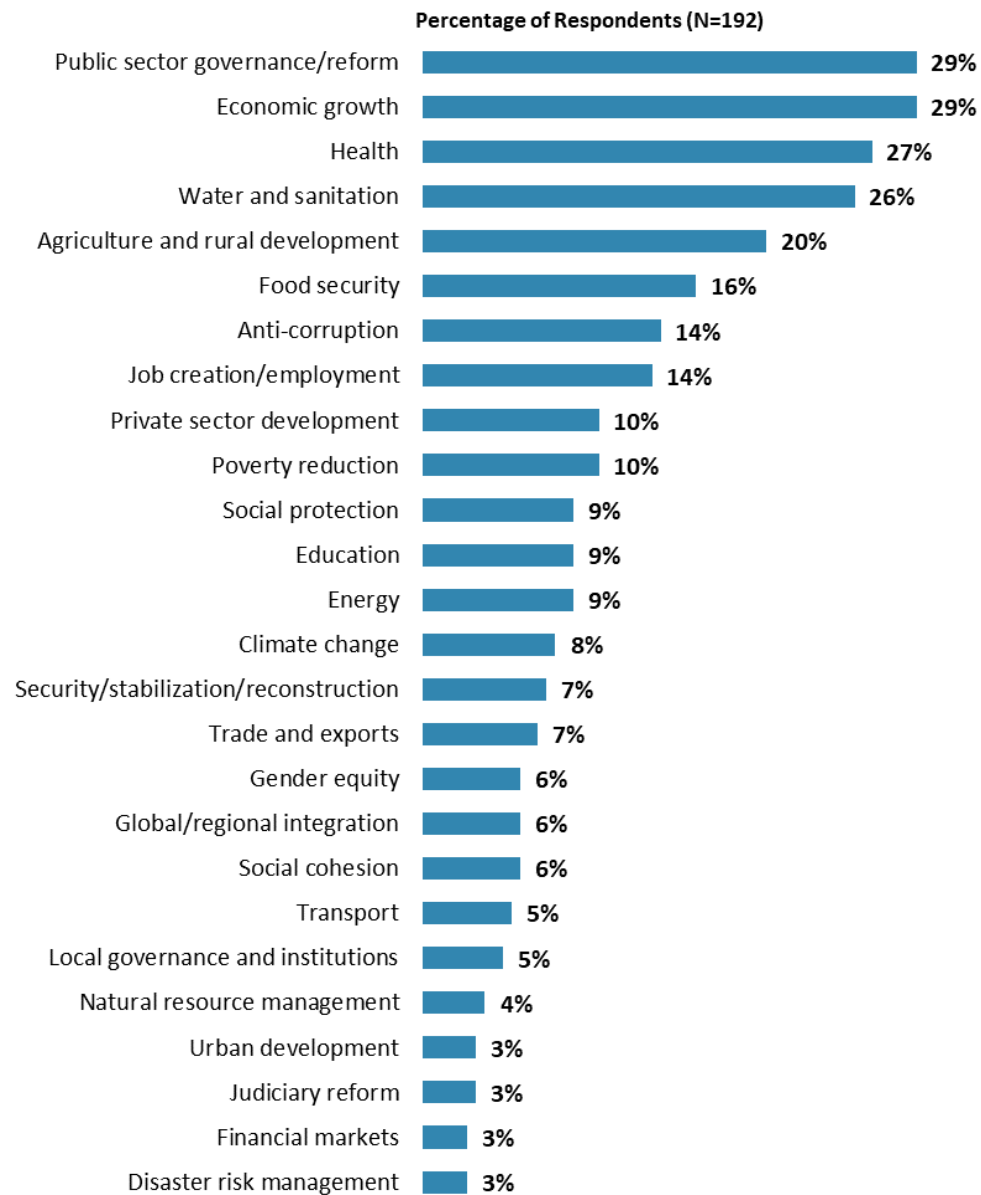
<sup>3</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Zimbabwe were “*public sector governance/reform*” (40%), “*private sector development*” (27%), “*economic growth*” (23%), “*agriculture and rural development*” (21%), and “*job creation/employment*” (20%). This year, “*health*” and “*water and sanitation*” emerged among the top development priorities, with 27% and 26% of respondents selecting them, up from 4% and 8% in FY'17.



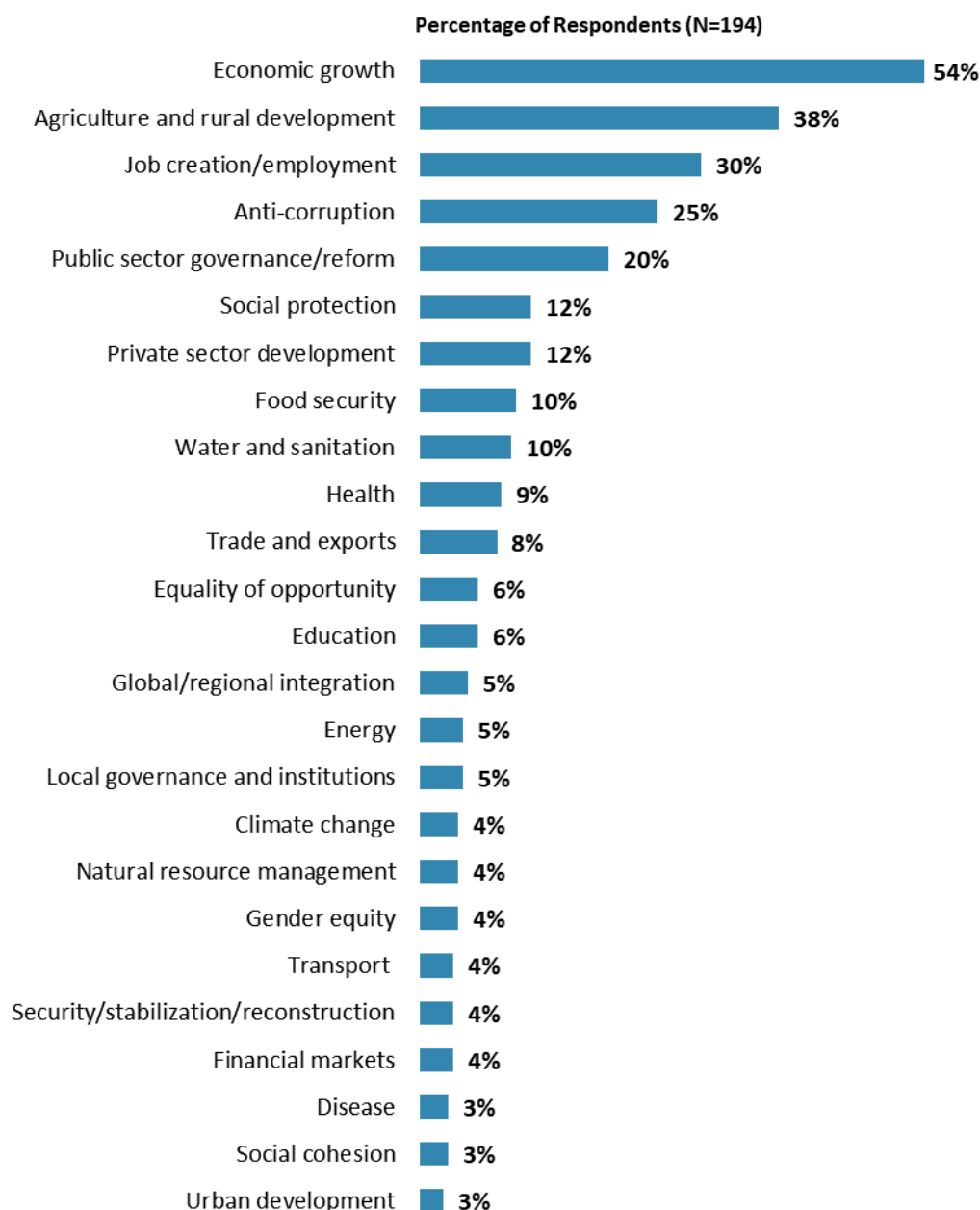
"Listed below are a number of development priorities in Zimbabwe. Please identify which of the following you consider the most important development priorities in Zimbabwe. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 26 of 31 response options shown)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Zimbabwe were “*job creation/employment*” (34%), “*economic growth*” (34%), “*agriculture and rural development*” (28%), “*public sector governance/reform*” (27%), and “*private sector development*” (25%).



"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?

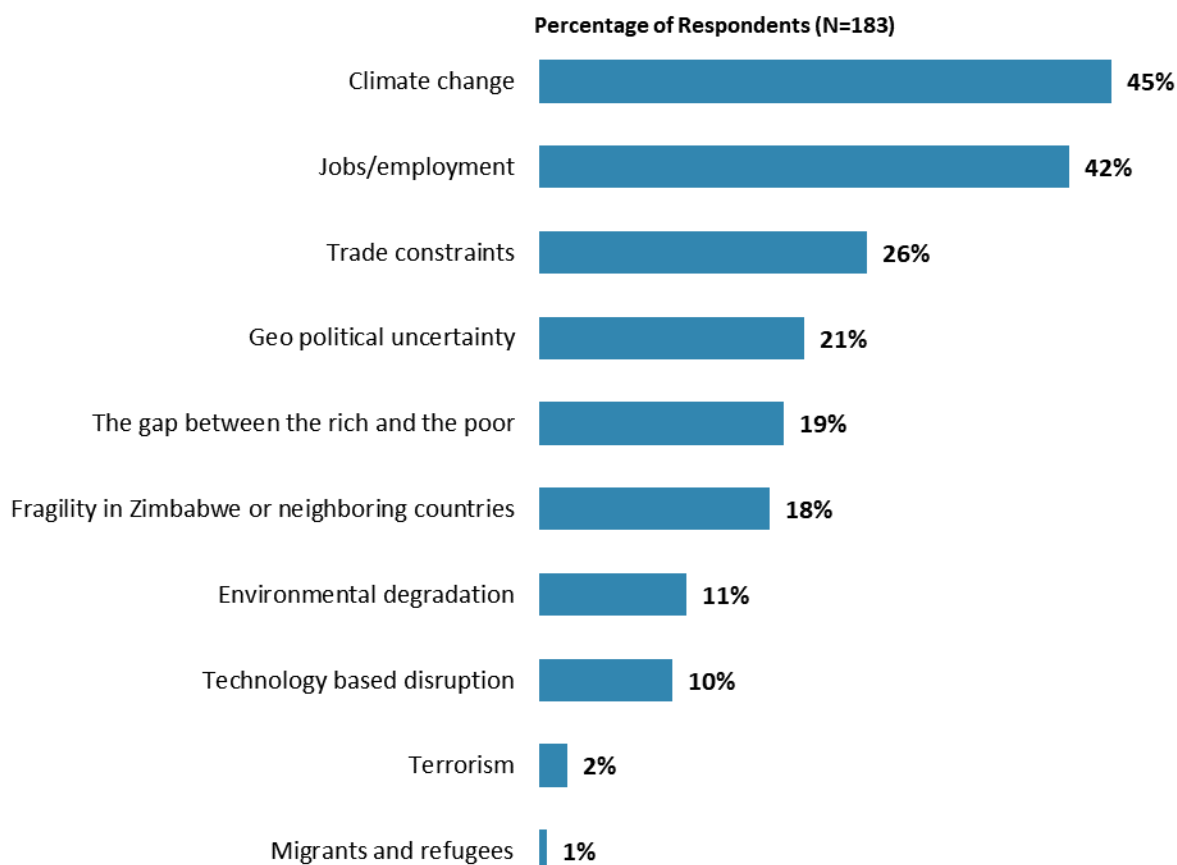
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.

Top 25 of 30 response options shown)



## IV. Overall Context (continued)

### The Impact of Global Challenges on Zimbabwe

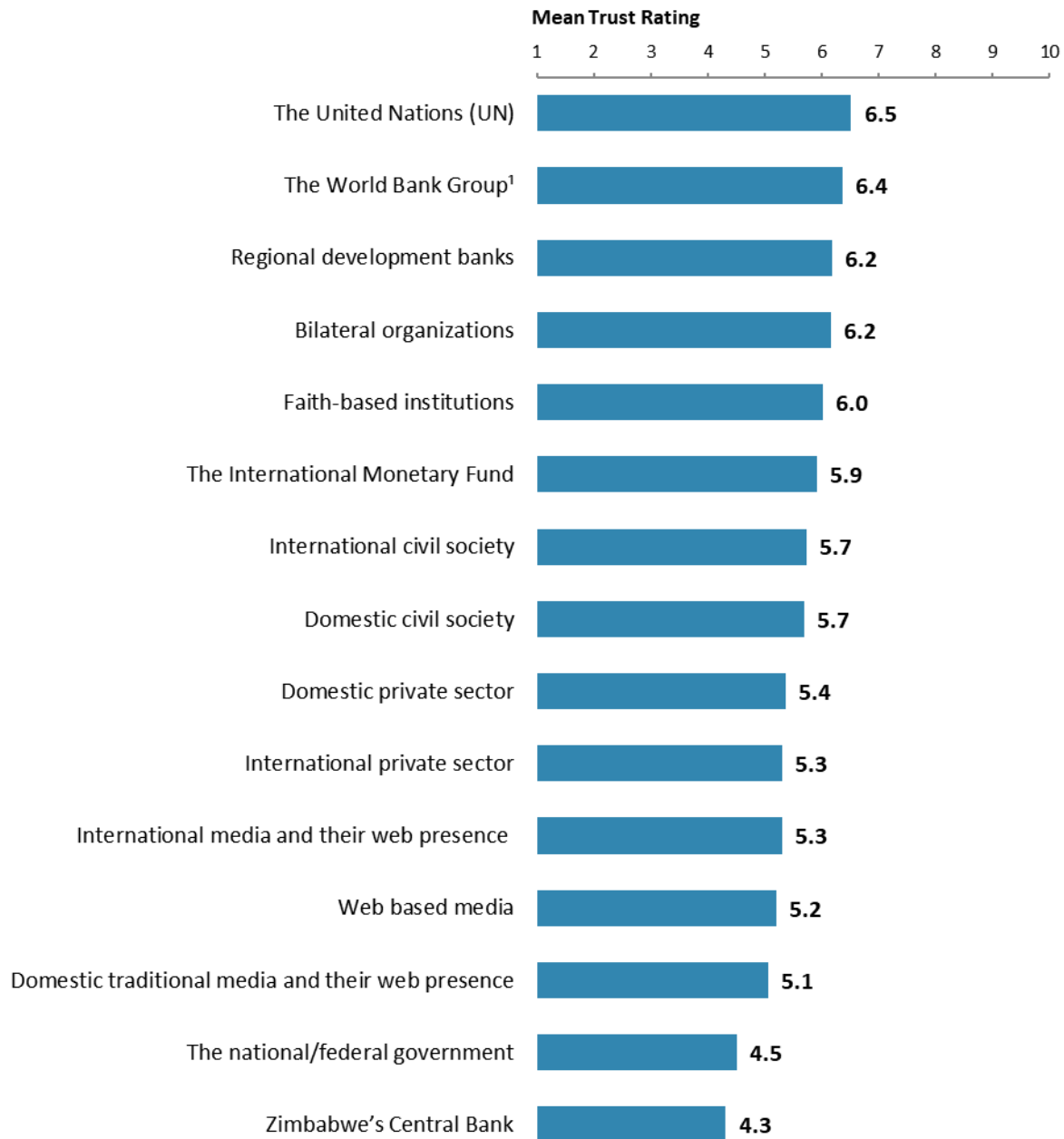


**"Listed below are global challenges. Which do you think have the most serious impact on Zimbabwe? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Trust in Institutions

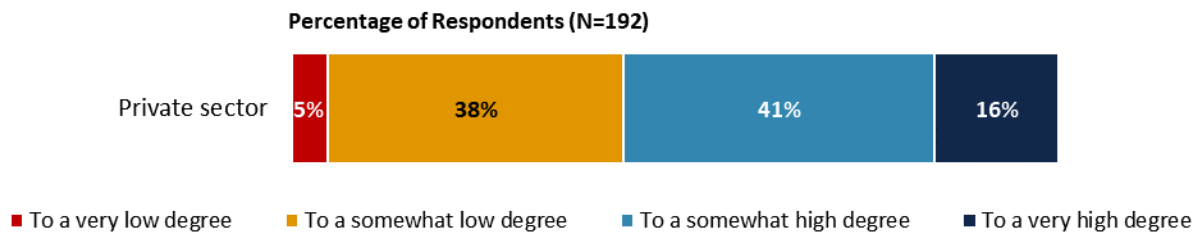


**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
*<sup>1</sup>Indicator Question*



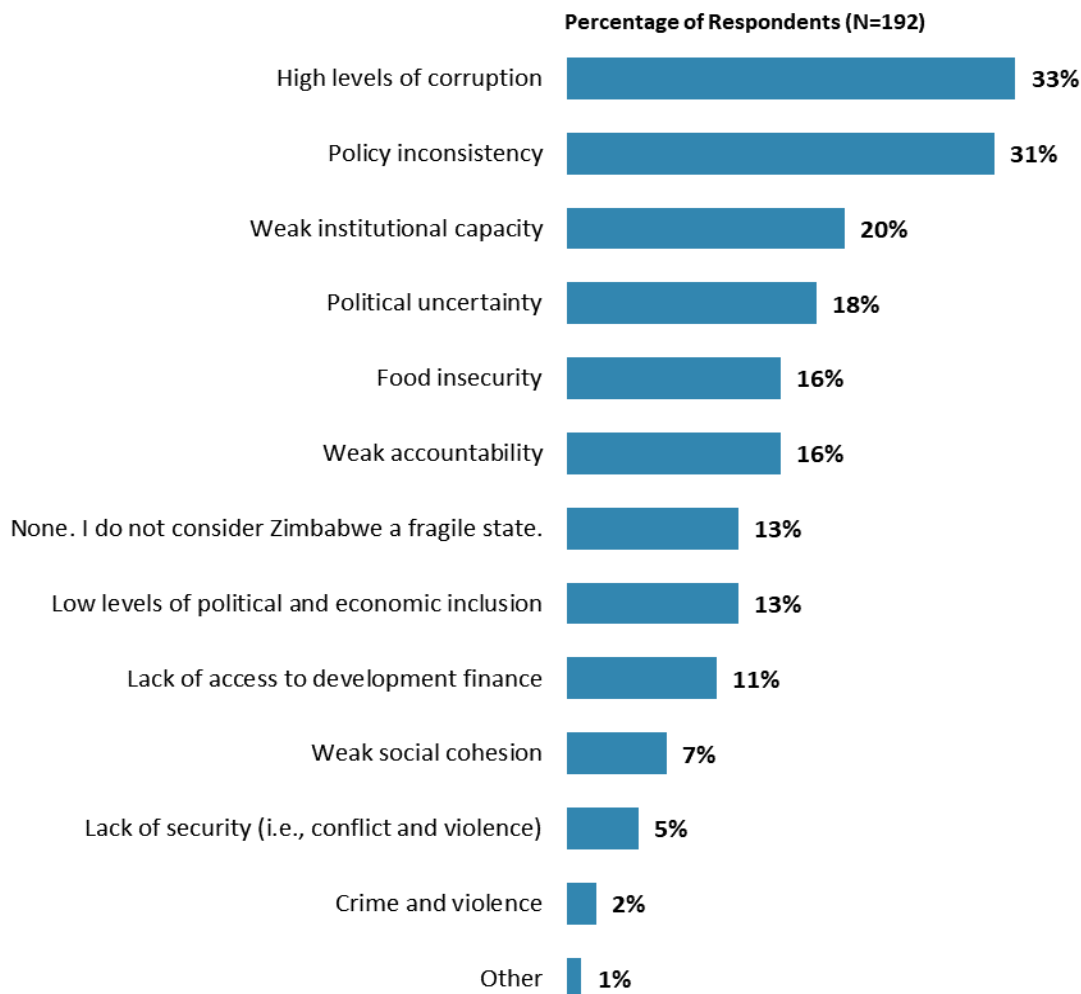
## IV. Overall Context (continued)

### Trust in the Private Sector



**"To what extent do you trust private sector to engage in public service delivery in Zimbabwe?"**  
(Respondents chose from a list.)

### Zimbabwe as a Fragile State

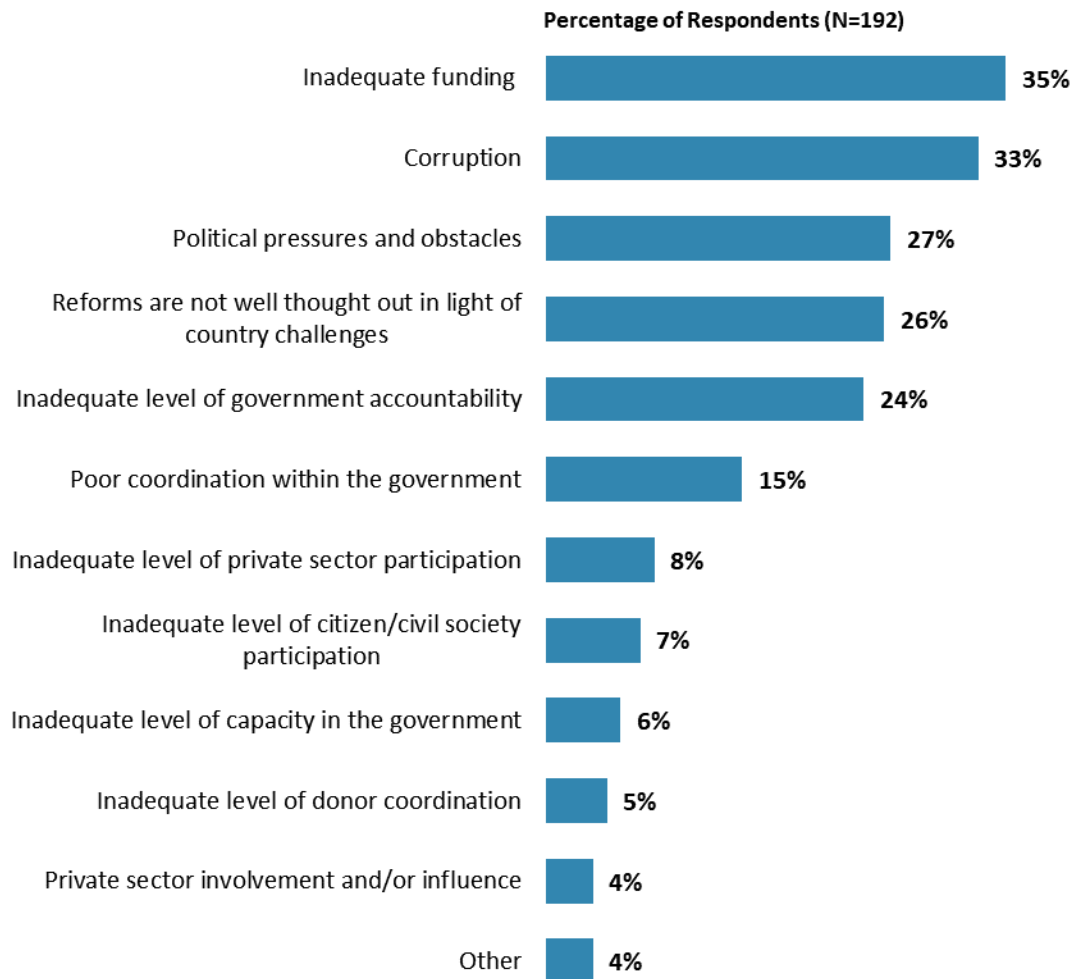


**"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

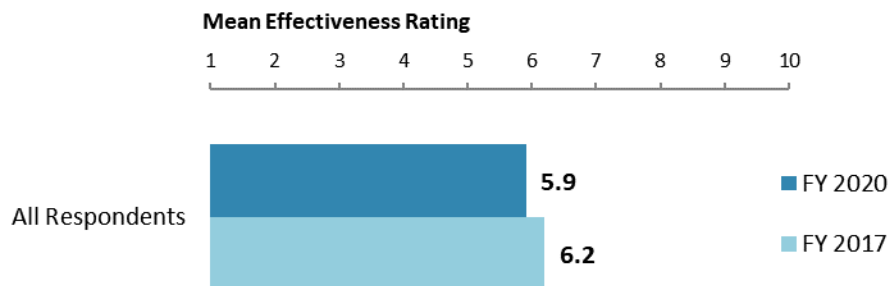


**"When economic and/or social reform efforts fail or are slow to take place in Zimbabwe, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



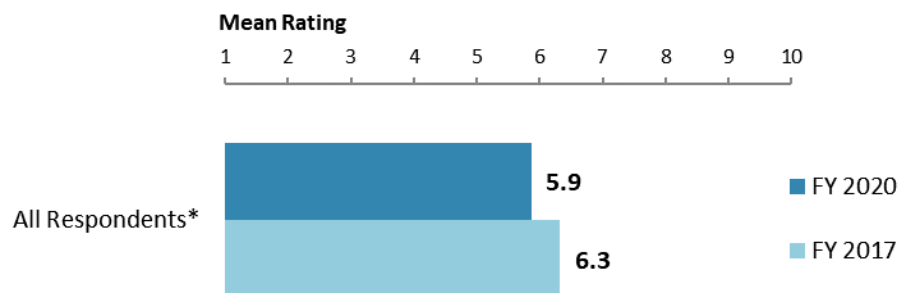
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>4</sup> (*Indicator Question*)



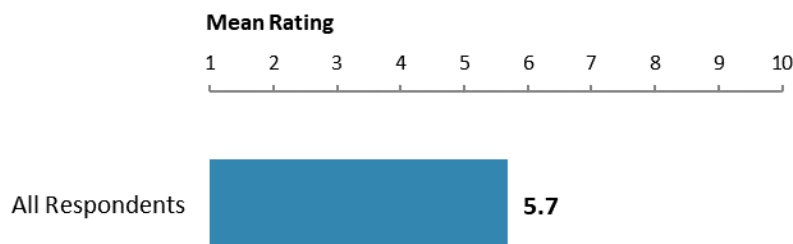
"Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe." (1- "Not effective at all", 10- "Very effective")

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



"To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?" (1- "To no degree at all", 10- "To a very significant degree")  
(\*Significantly different between FY 2020 and FY 2017)

### Influence on Zimbabwe's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Zimbabwe?"  
(1- "To no degree at all", 10- "To a very significant degree")

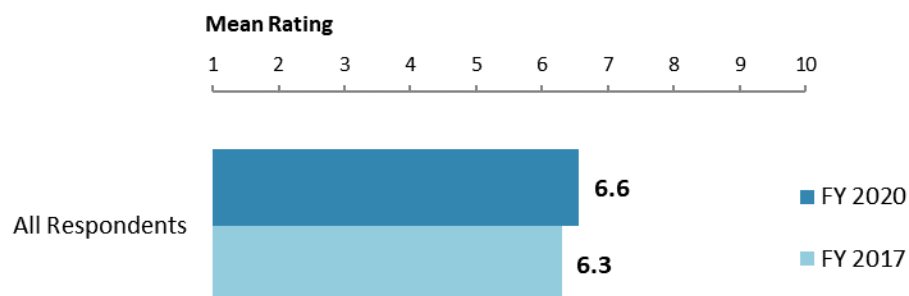
<sup>4</sup> Means in the first two charts on this page were calculated based on weighted data.





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

### Building/Strengthening Existing Country Systems<sup>5</sup> (*Indicator Question*)



**"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Zimbabwe?"**  
(1-"To no degree at all", 10-"To a very significant degree")

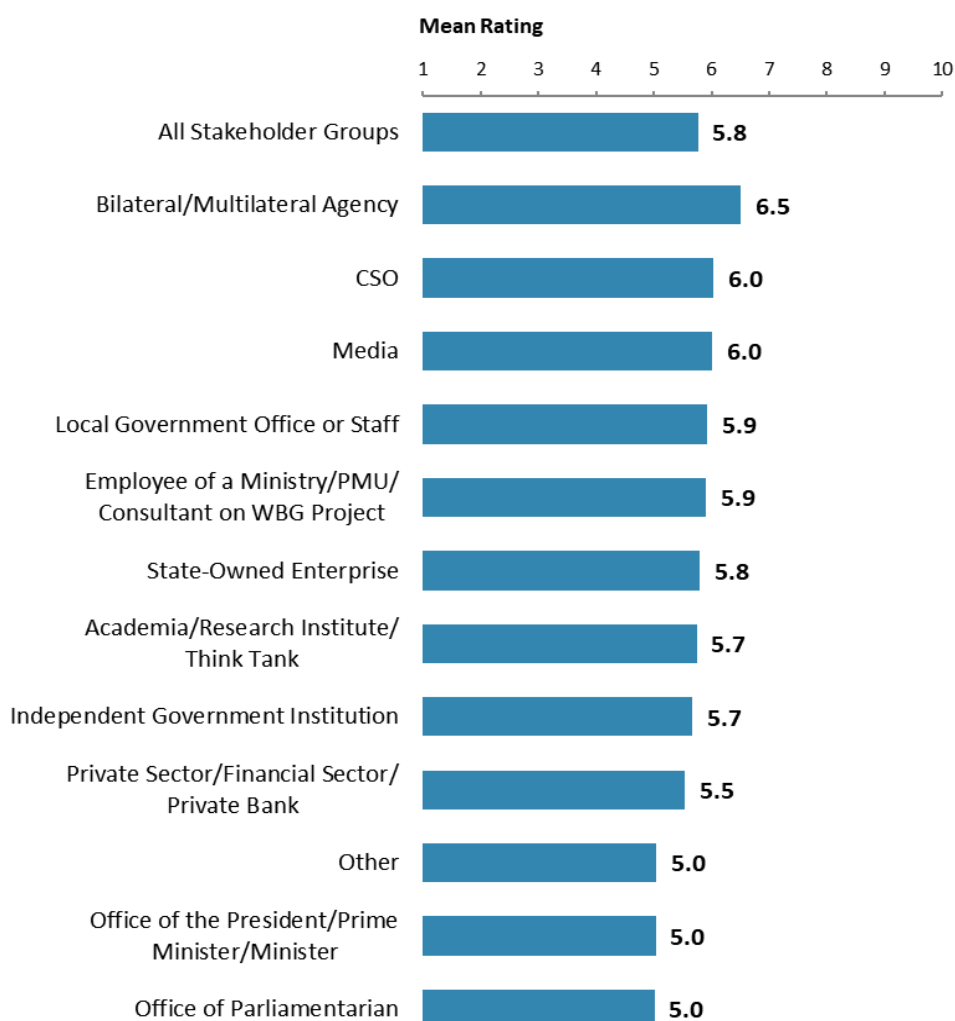
<sup>5</sup> Means in this chart were calculated based on weighted data



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar ratings for the aggregated responses to the thirty COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 57).
- **Collaboration:** This year's collaborators had significantly lower mean ratings for the aggregated responses to the indicator questions<sup>6</sup> compared to the collaborators in FY'17 Country Survey (mean rating in FY20 = 5.9, mean rating in FY17 = 6.3). Responses for individual indicator questions by respondent exposure to the WBG can be found in Appendix E (page 85).



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

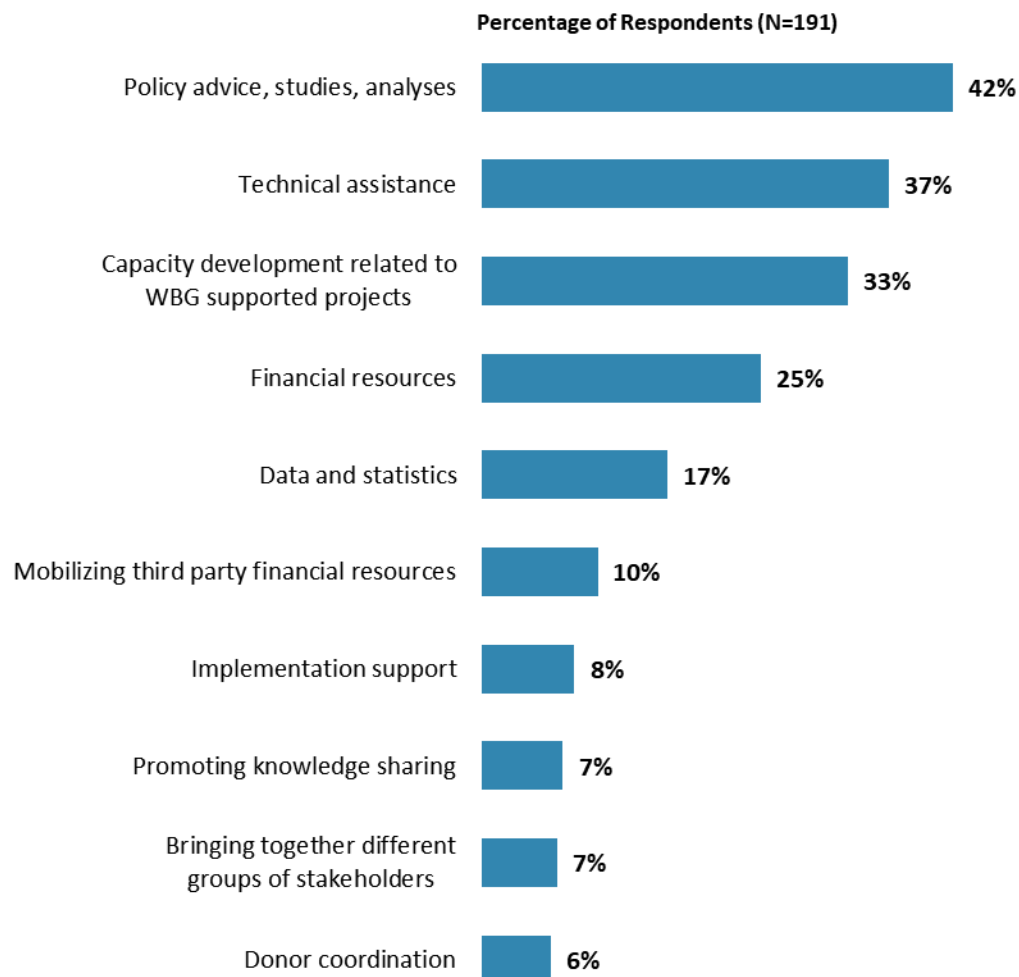
<sup>6</sup> Only the twenty-eight indicator questions that had been asked both in FY17 and in FY20 were included in this calculation. Questions A7\_3 and B6 were not included, as they were asked only in FY20.



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Zimbabwe were "*policy advice, studies, analyses*" (41%), "*capacity development*" (33%), and "*financial resources*" (30%).



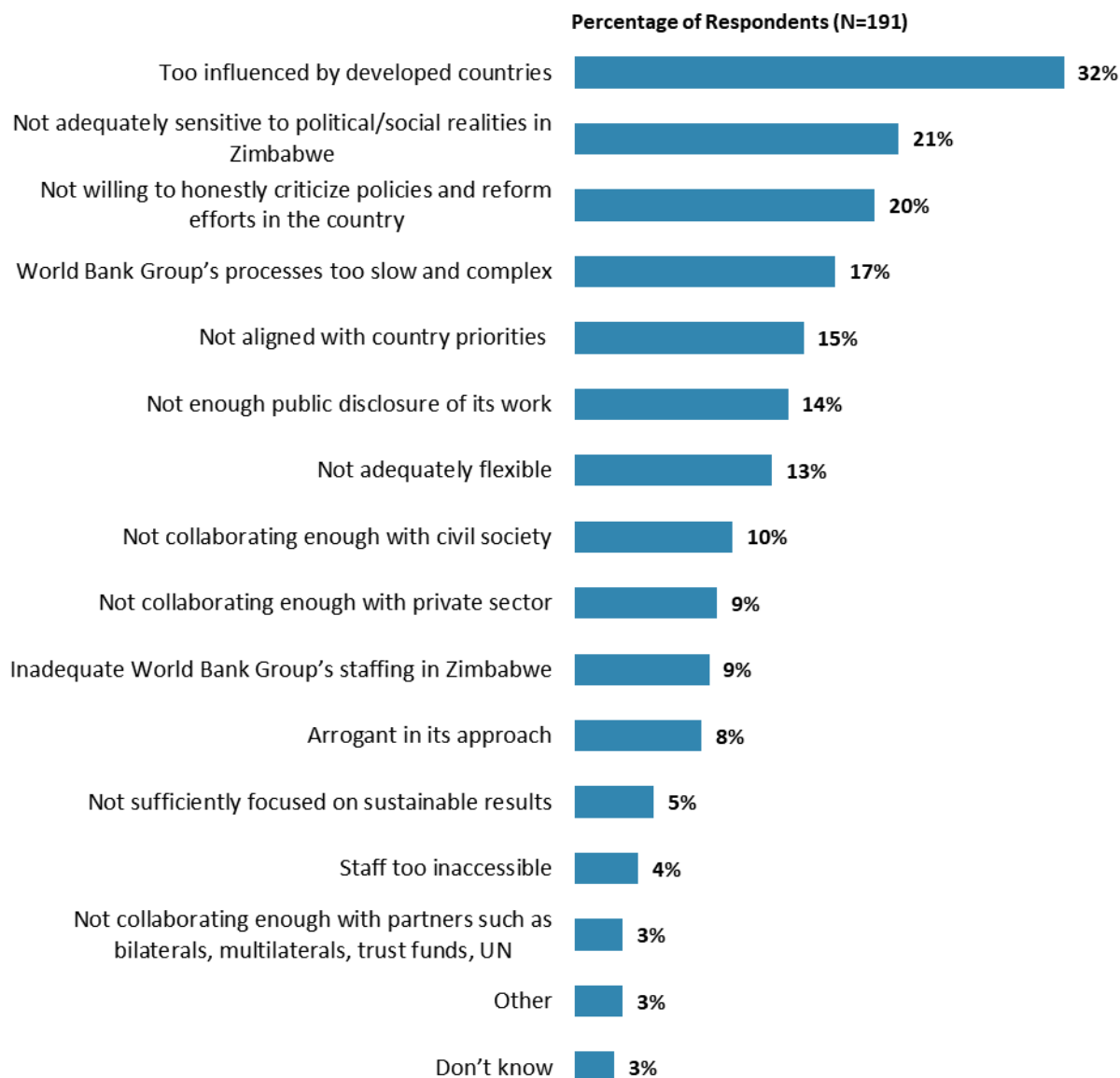
**"When thinking about the World Bank Group's role in Zimbabwe, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Zimbabwe were "*too influenced by developed countries*" (25%), "*WBG's processes too slow*" (24%), "*not willing to honestly criticize policies and reform efforts in the country*" (22%), and "*not adequately sensitive to political/social realities in Zimbabwe*" (19%).

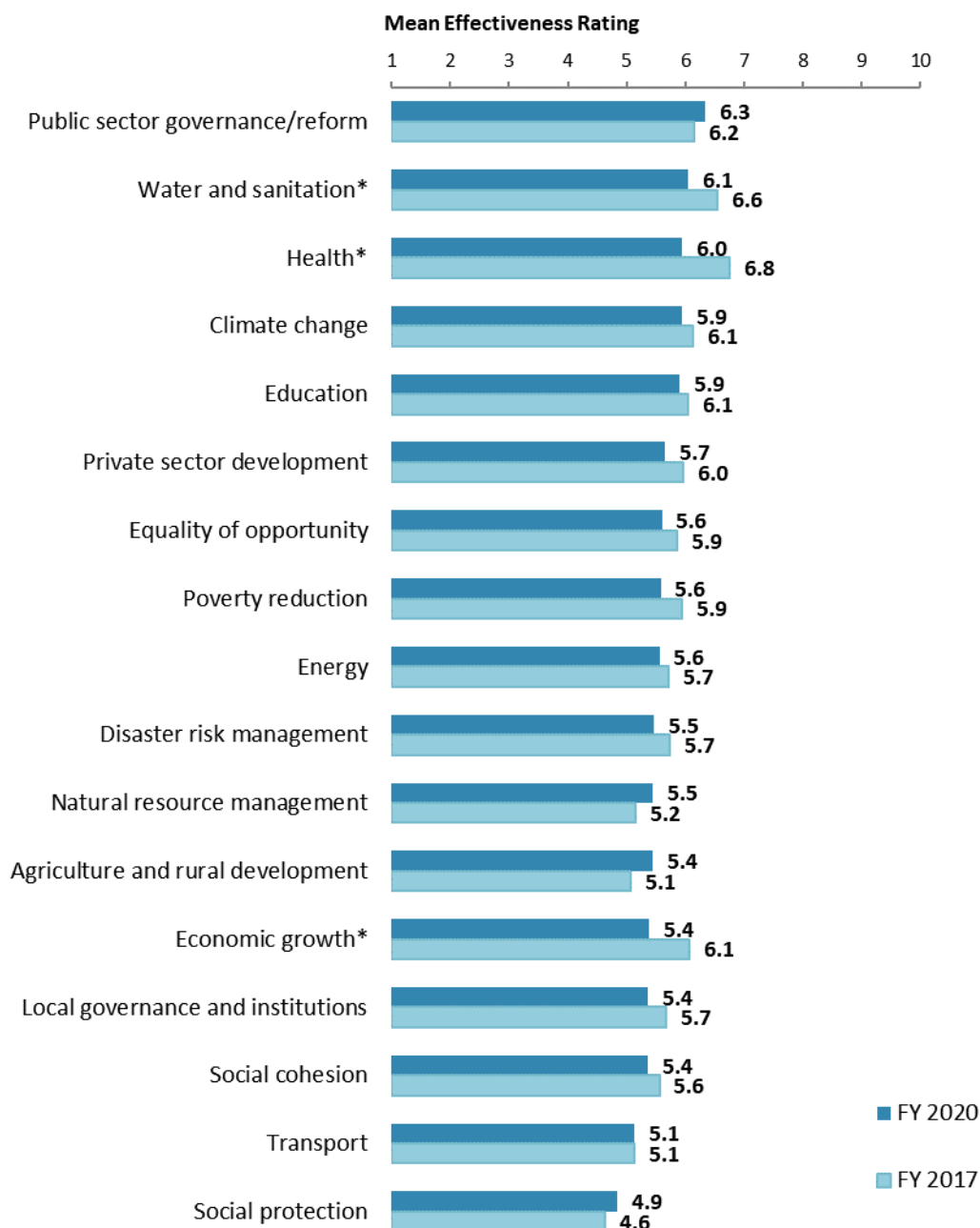


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zimbabwe? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>7</sup>



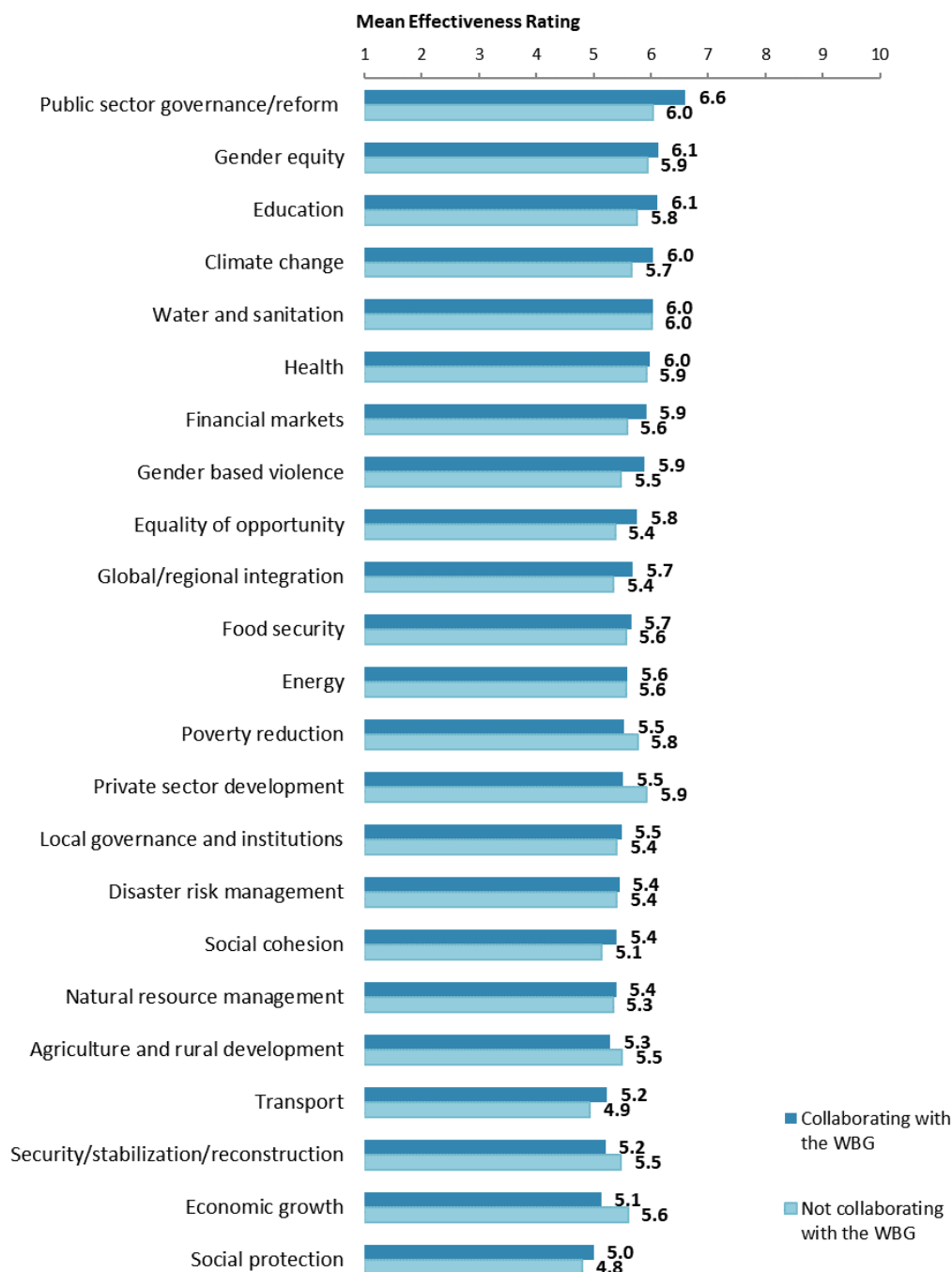
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe?"**  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2020 and FY 2017)

<sup>7</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. WBG's Support in Development Areas (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>8</sup>



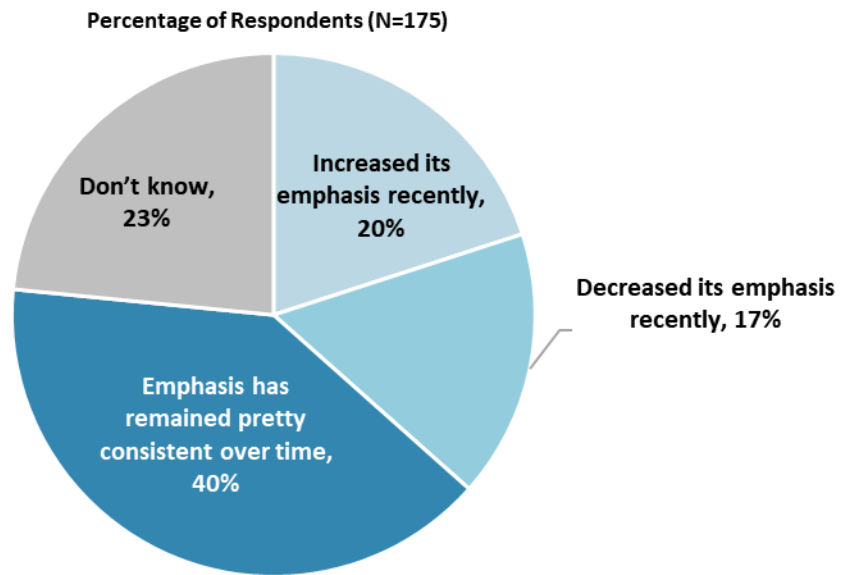
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Zimbabwe?"**  
(1-"Not effective at all", 10-"Very effective")

<sup>8</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 41) 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. WBG's Support in Development Areas (continued)

### The WBG's Human Capital Investment

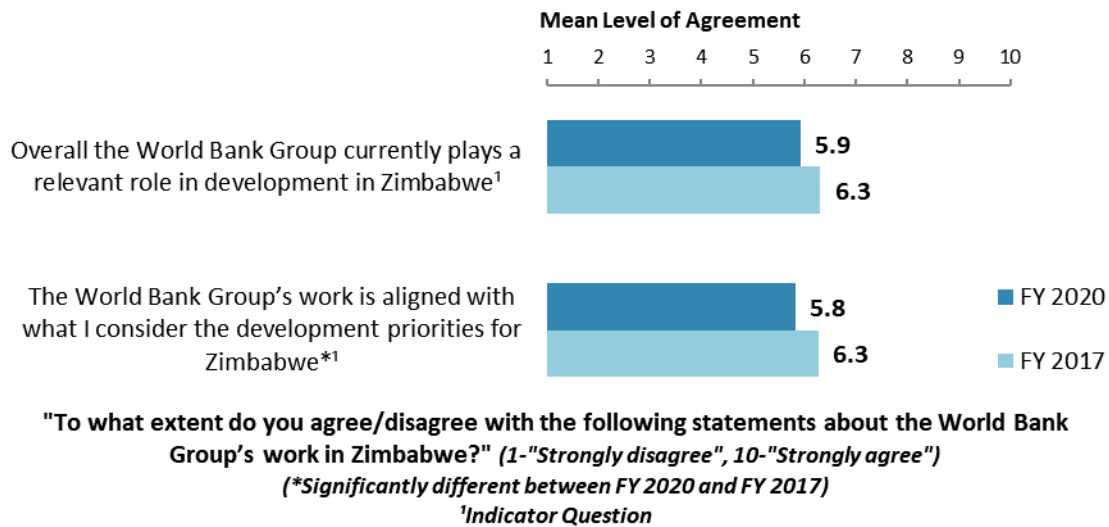


"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?"  
(Respondents chose from a list.)



## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Zimbabwe: Year Comparison<sup>9</sup>



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



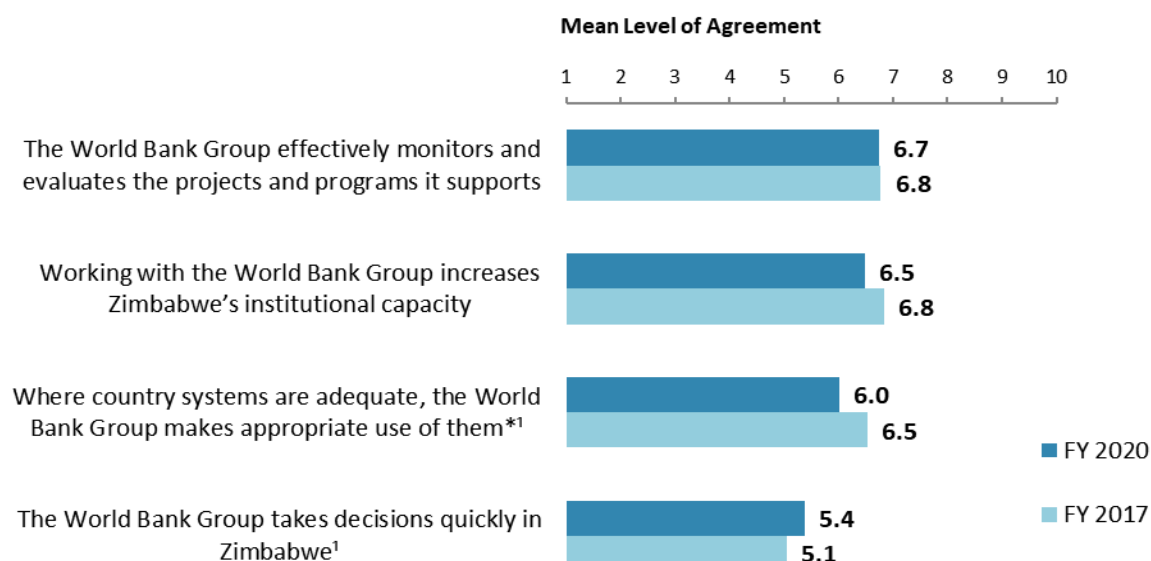
<sup>9</sup> Means in this chart were calculated based on weighted data.





## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison<sup>10</sup>



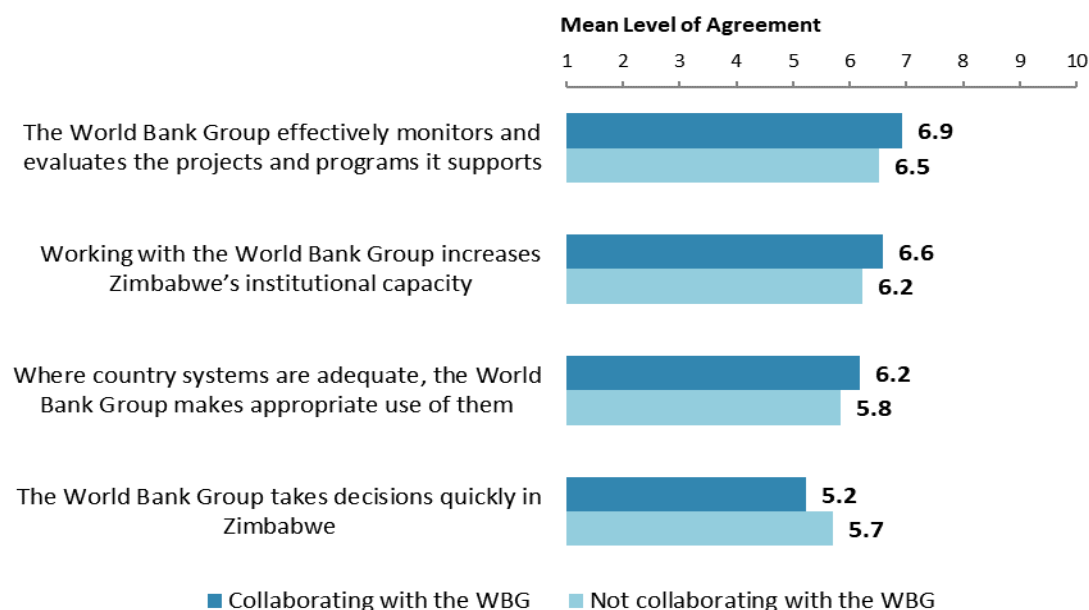
**"To what extent do you agree/disagree with the following statements?"**

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

*(\*Significantly different between FY 2020 and FY 2017)*

<sup>1</sup>Indicator Question

### Overall Perceptions: Collaboration



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

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

<sup>1</sup>Indicator Question

<sup>10</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>11</sup>



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

(\*Significantly different between FY 2020 and FY 2017)

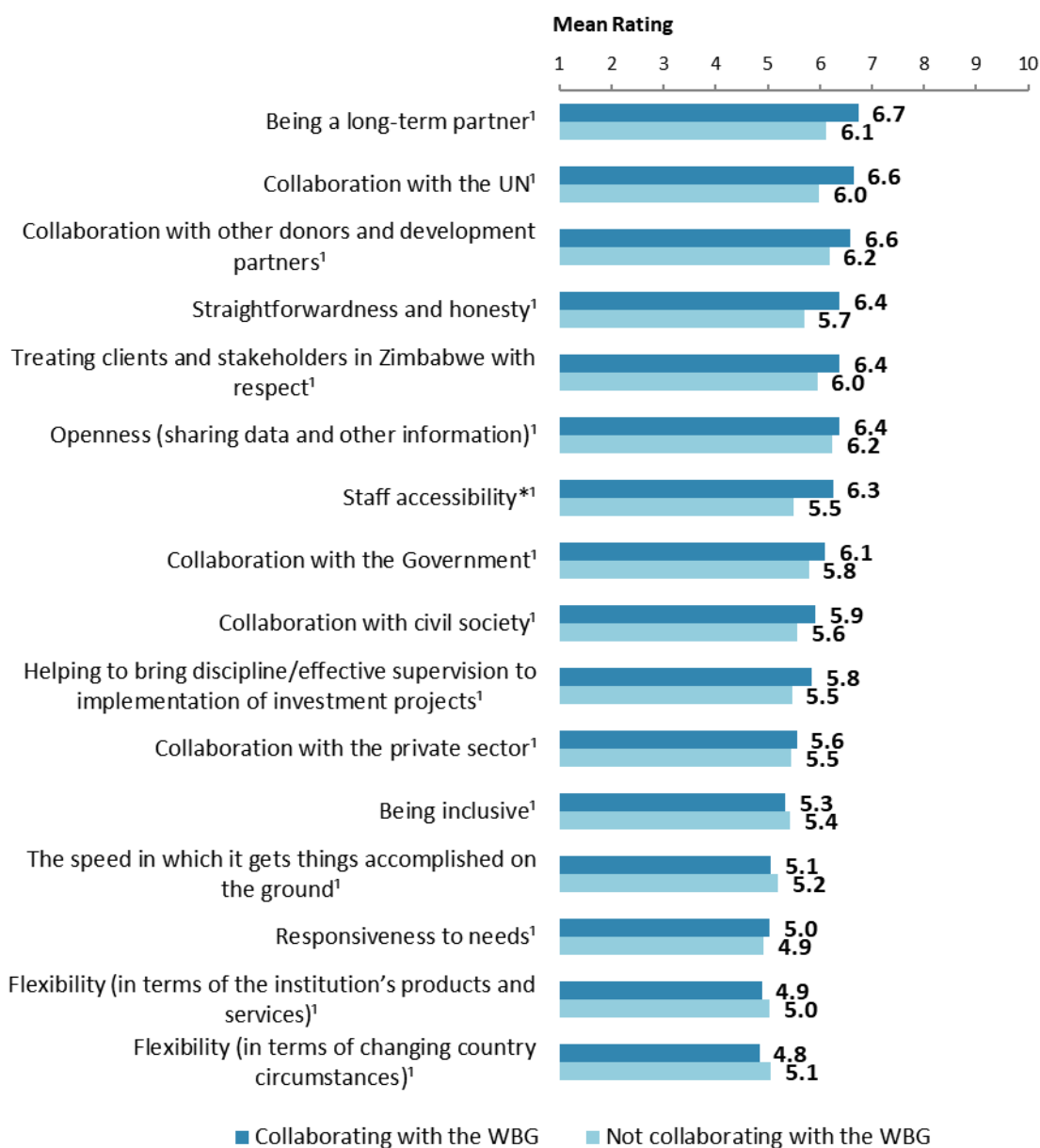
<sup>1</sup>Indicator Question

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



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Collaboration



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

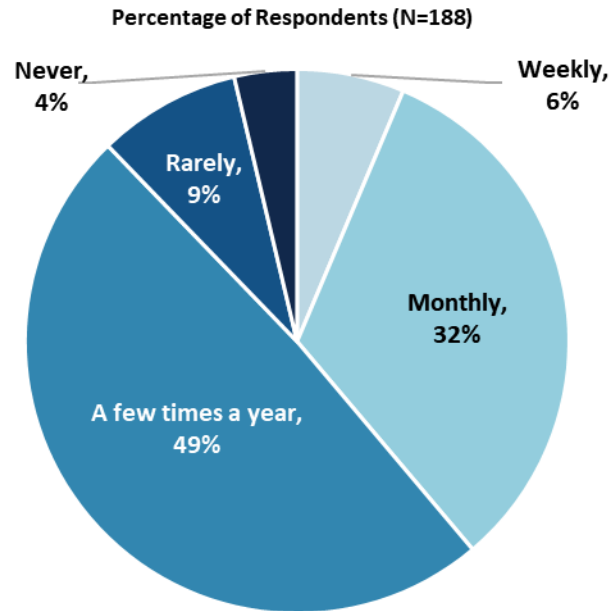
**(\*Significantly different between collaborators and non-collaborators)**

<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

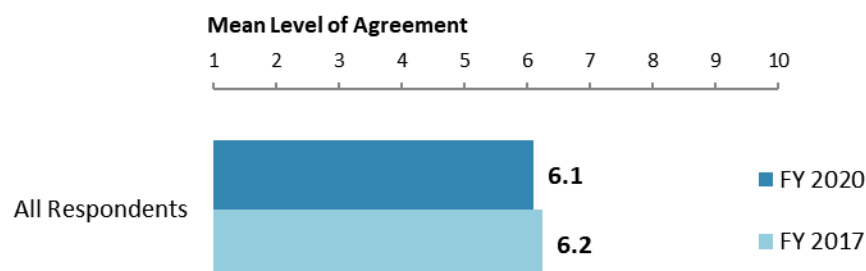


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



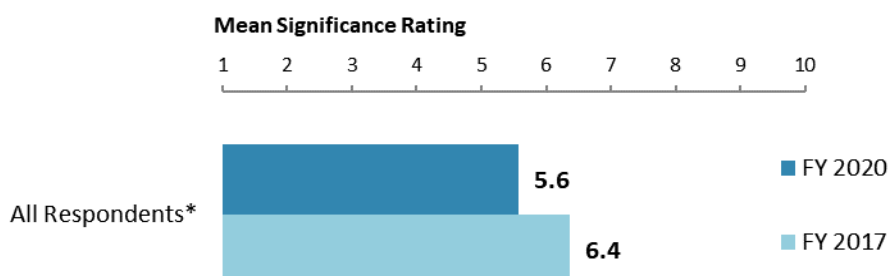
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Zimbabwe's Knowledge Needs<sup>12</sup> (Indicator Question)



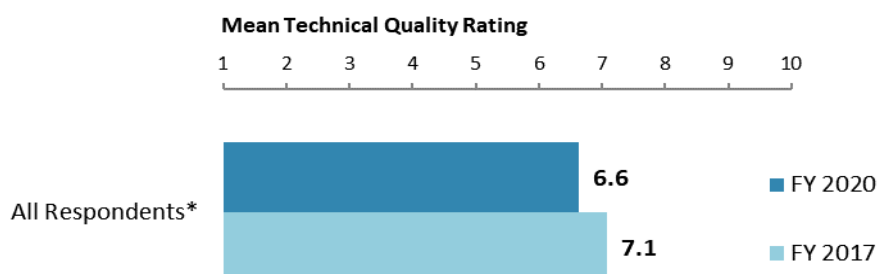
**"The World Bank Group meets Zimbabwe's needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
(1-"Strongly disagree", 10-"Strongly agree")

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



**"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"**  
(1-"Not significant at all", 10-"Very significant")  
(\*Significantly different between FY 2020 and FY 2017)

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



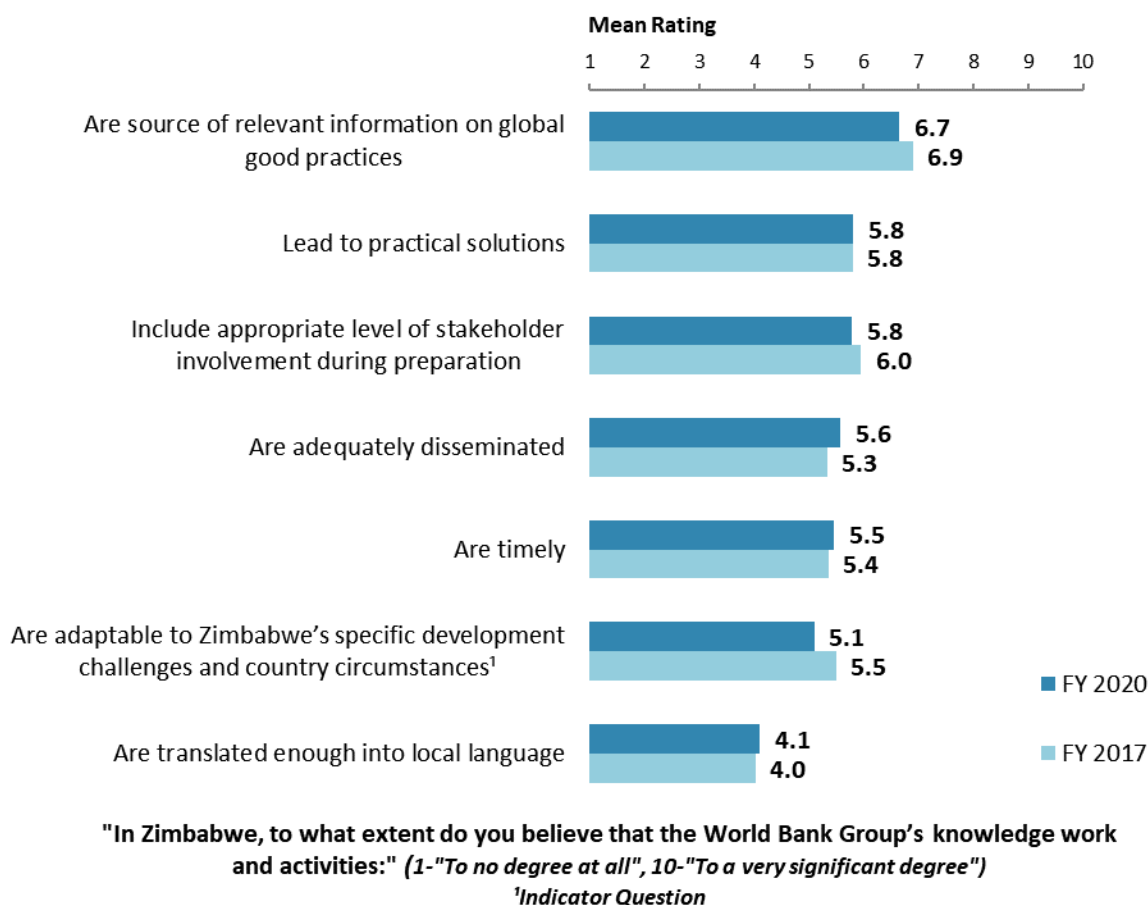
**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"**  
(1-"Very low technical quality", 10-"Very high technical quality")  
(\*Significantly different between FY 2020 and FY 2017)

<sup>12</sup> Means in the charts on this page were calculated based on weighted data.

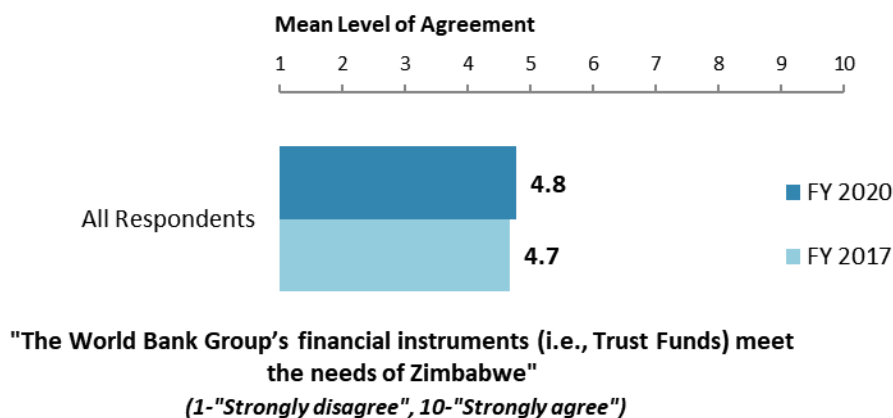


## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities<sup>13</sup>



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



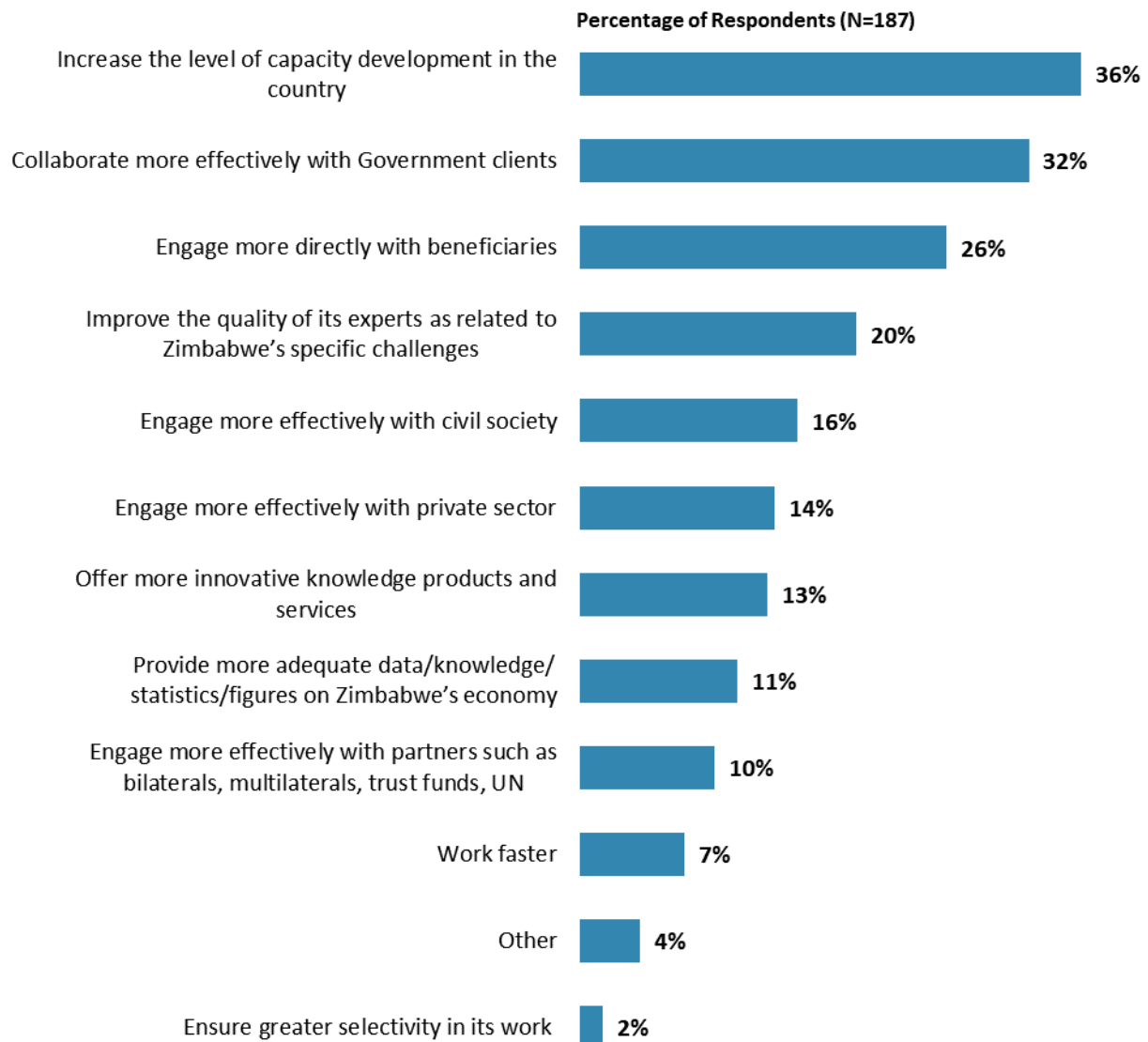
<sup>13</sup> Means in the charts on this page were calculated based on weighted data.



## IX. The Future Role of the World Bank Group in Zimbabwe

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients*” (33%), “*reach out more to groups outside of Government*” (32%), and “*increase the level of capacity development in the country*” (30%) to make itself of greater value in Zimbabwe.



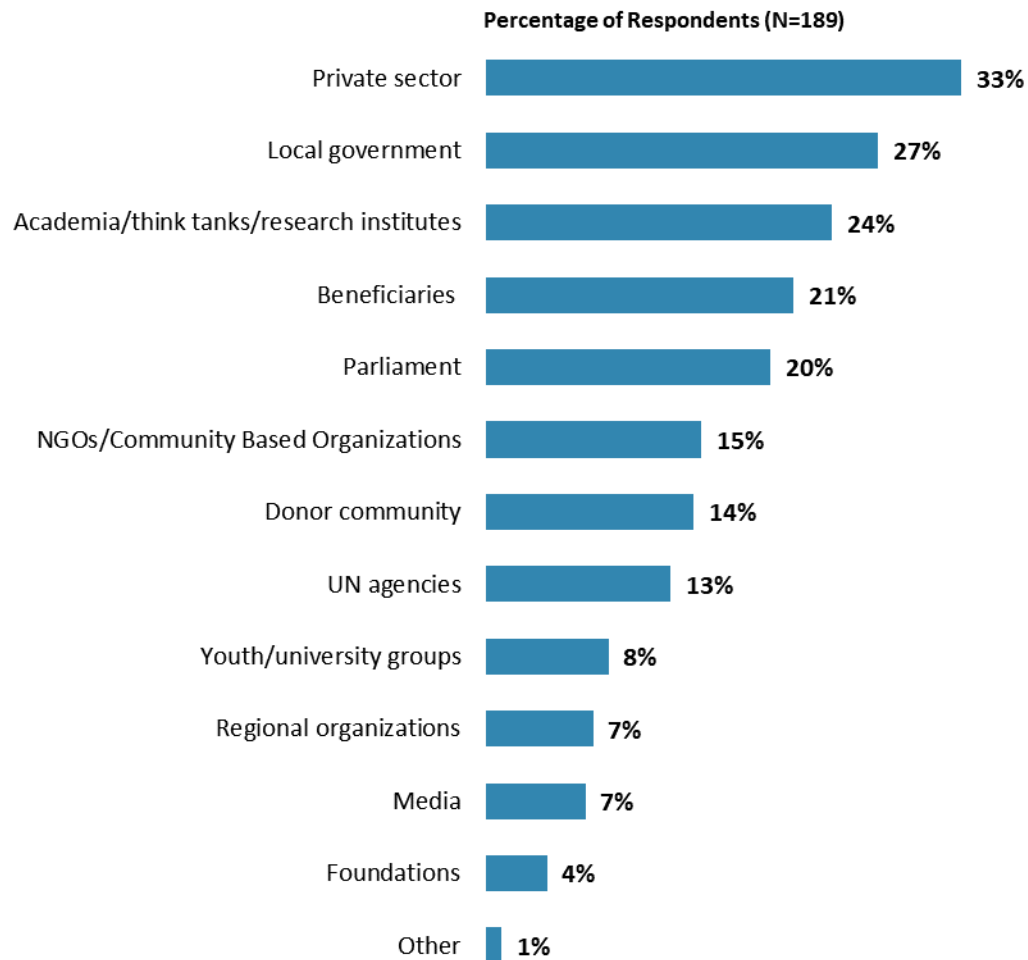
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Zimbabwe? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*private sector*” (39%) to ensure better development results in Zimbabwe.



**"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.)

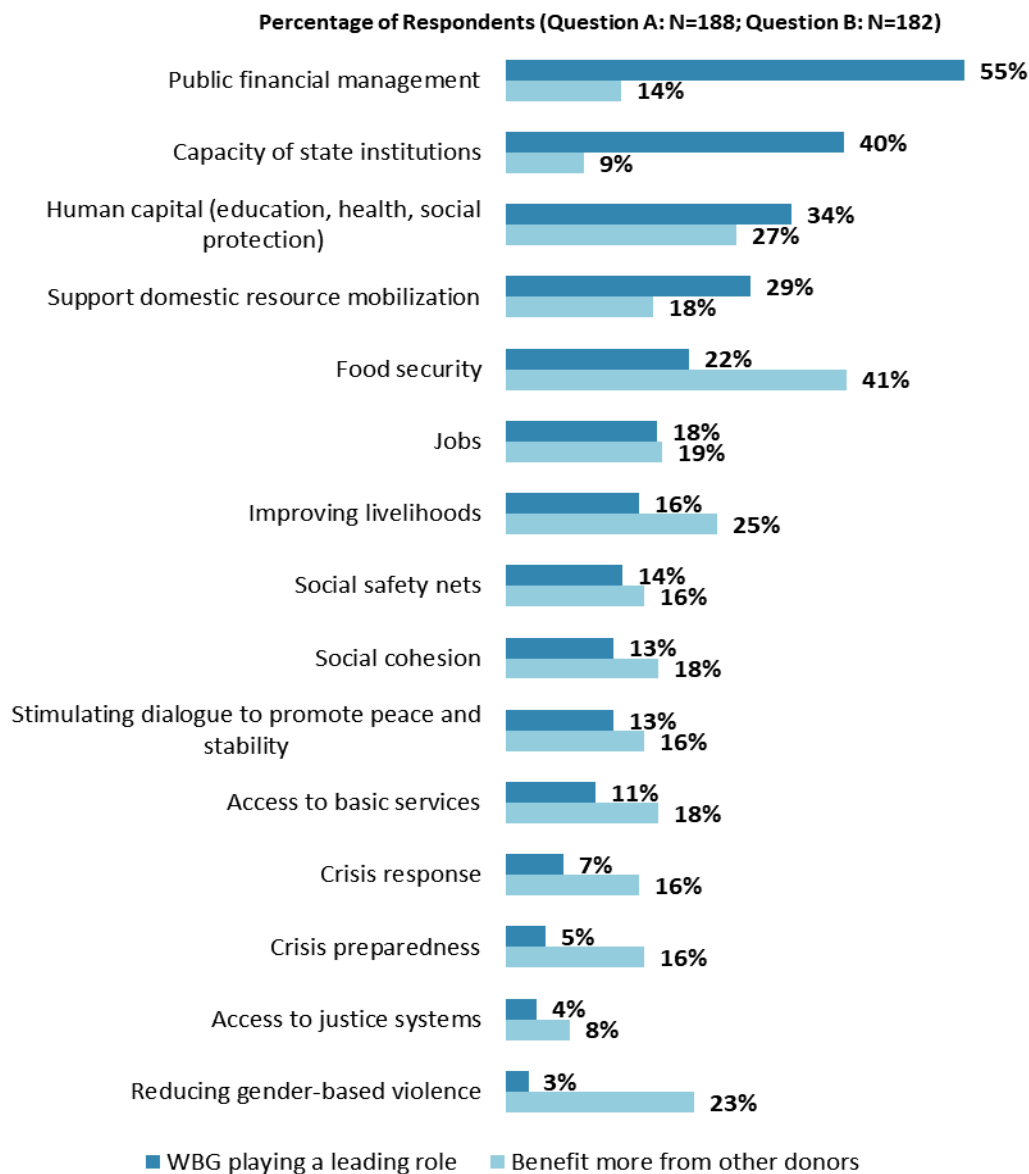




## IX. The Future Role of the WBG in Zimbabwe (continued)

### The WBG Playing a Leading Role vs. Other Donors

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that “*public financial management*” (58%), “*investment climate*” (47%), “*macroeconomic policy*” (46%), and “*capacity of state institutions*” (45%) were the areas that would benefit most from the WBG’s playing a leading role in Zimbabwe.



"Please answer the following questions:

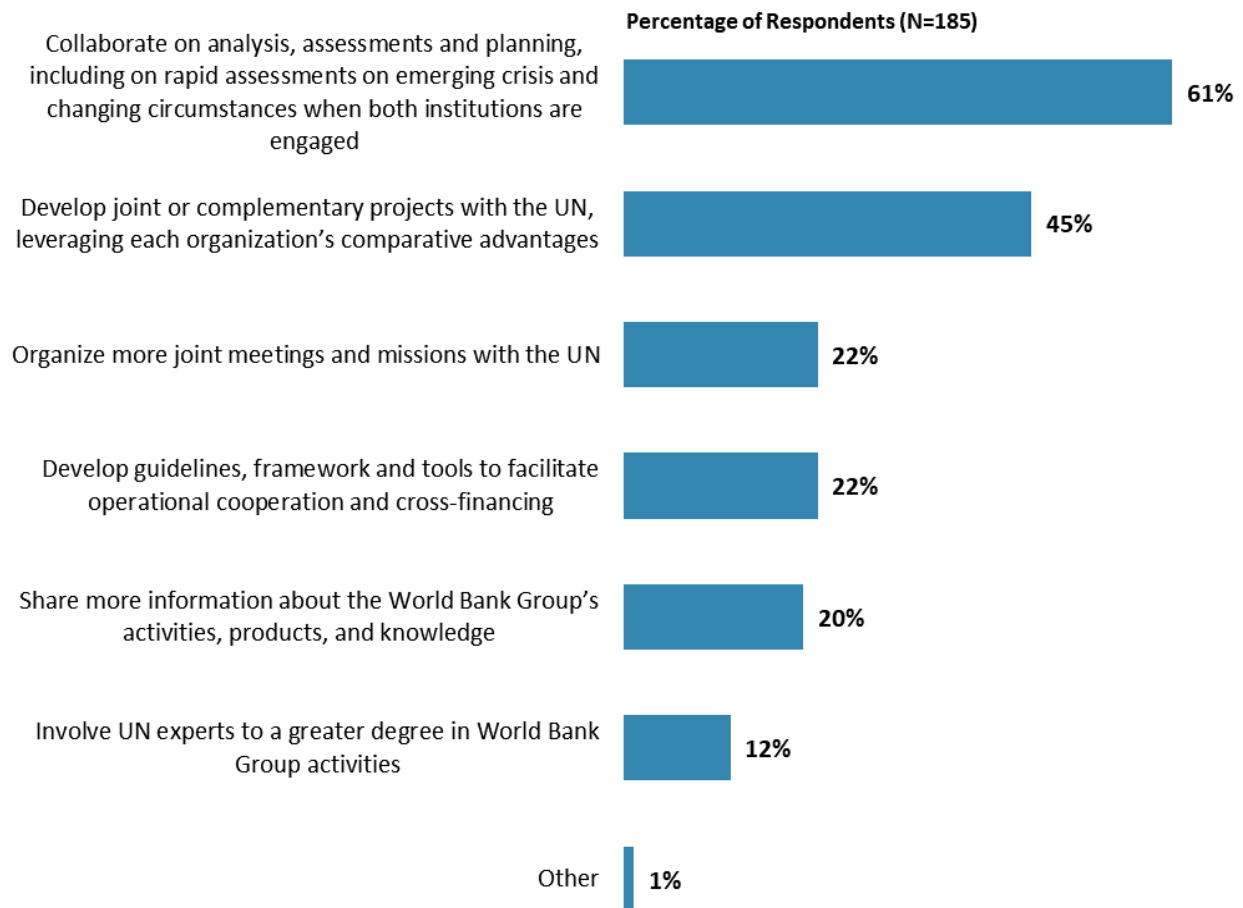
**A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Zimbabwe?**

**B. Which THREE areas below would benefit most from other donors in Zimbabwe?"**  
(Respondents chose from a list. Responses combined.)



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

### WBG Collaboration with the UN

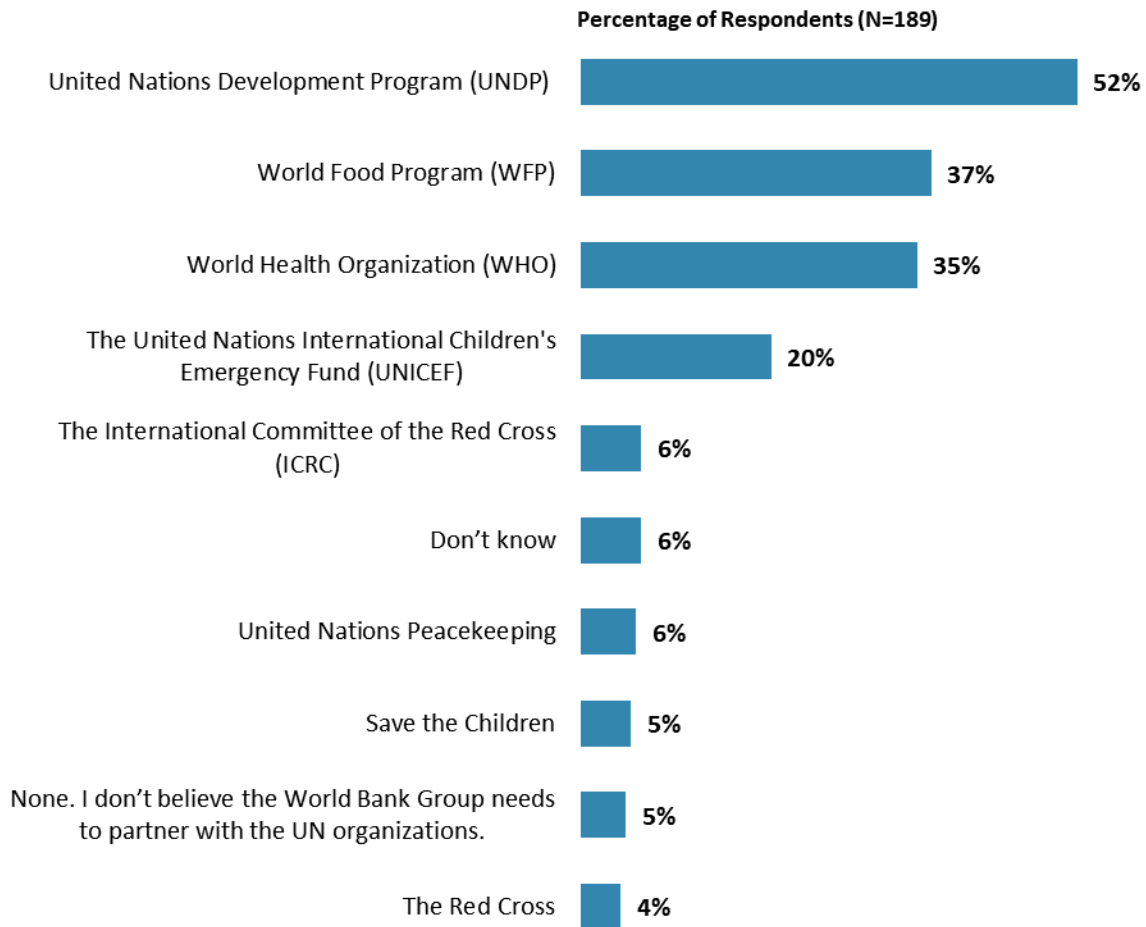


**"What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Partnering with Other Organizations

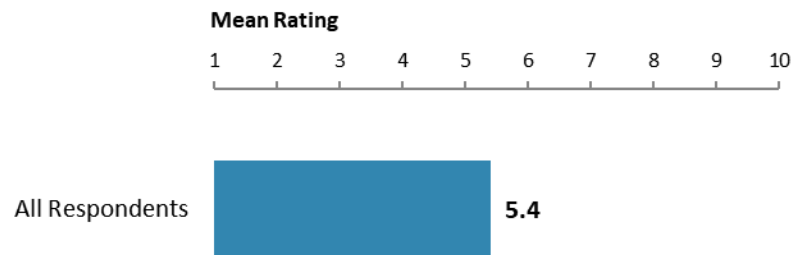


**"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Zimbabwe?  
(Select no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



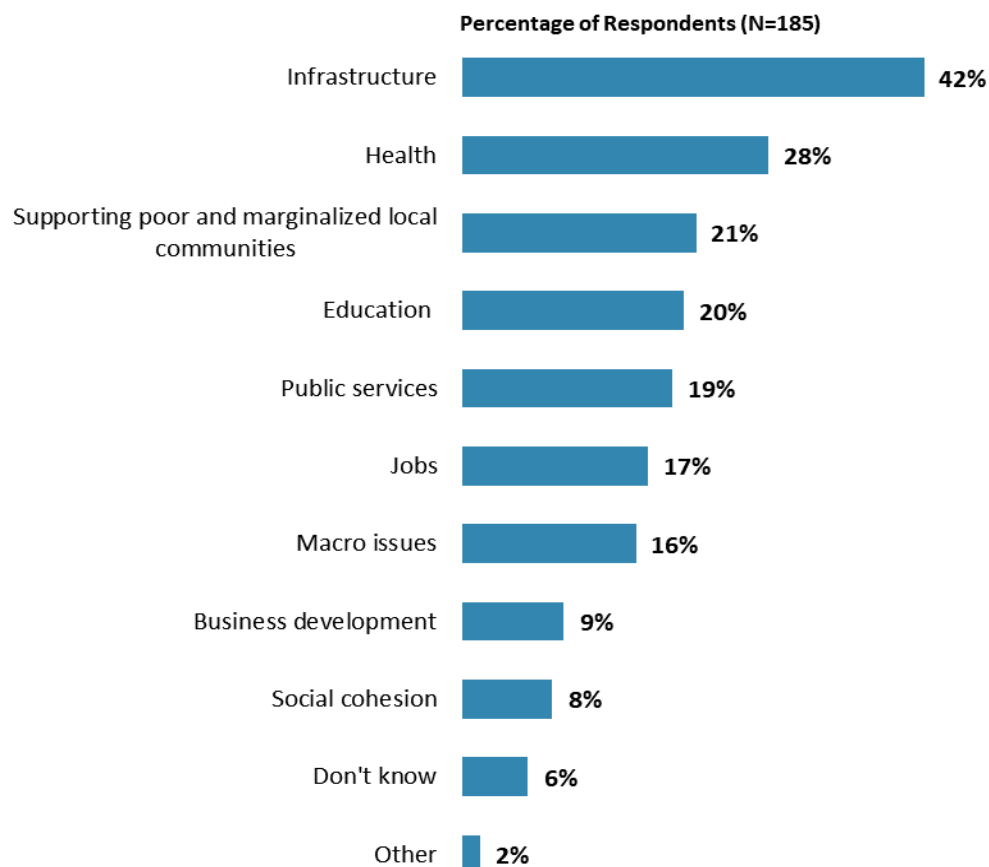
## IX. The Future Role of the WBG in Zimbabwe (continued)

### Refugees: Donor Community's Support



**"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-"To no degree at all", 10-"To a very significant degree")

### Refugees: WBG's Support



**"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)"**  
(Respondents chose from a list. Responses combined.)

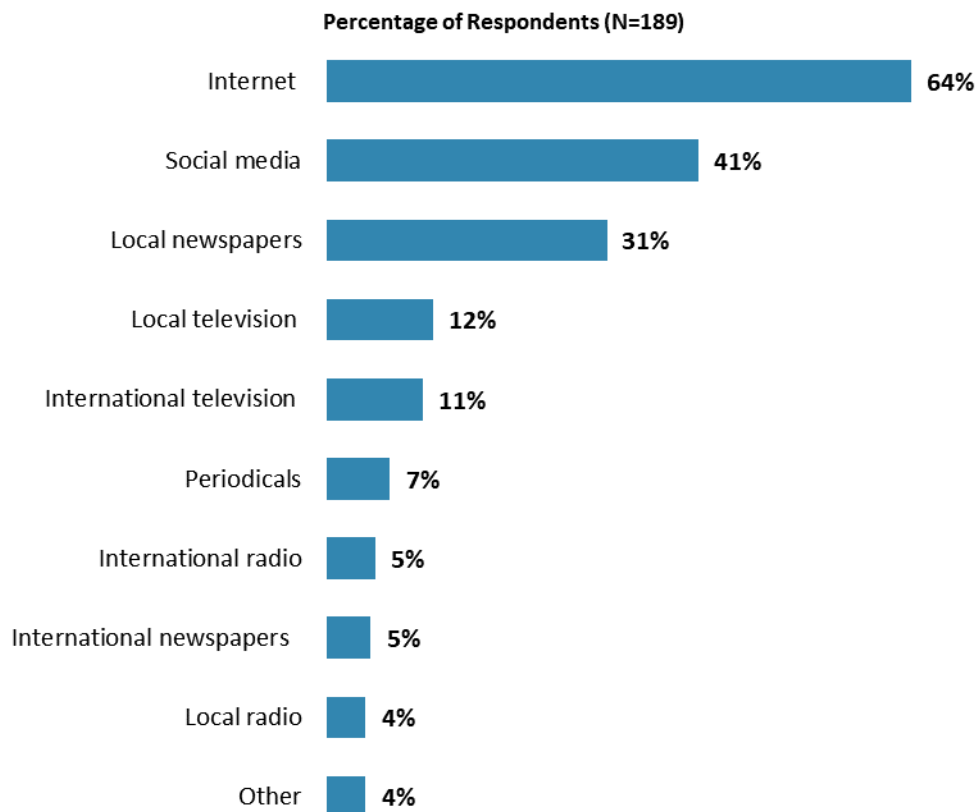


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Zimbabwe from the “Internet” (59%) and from “local newspapers” (44%).



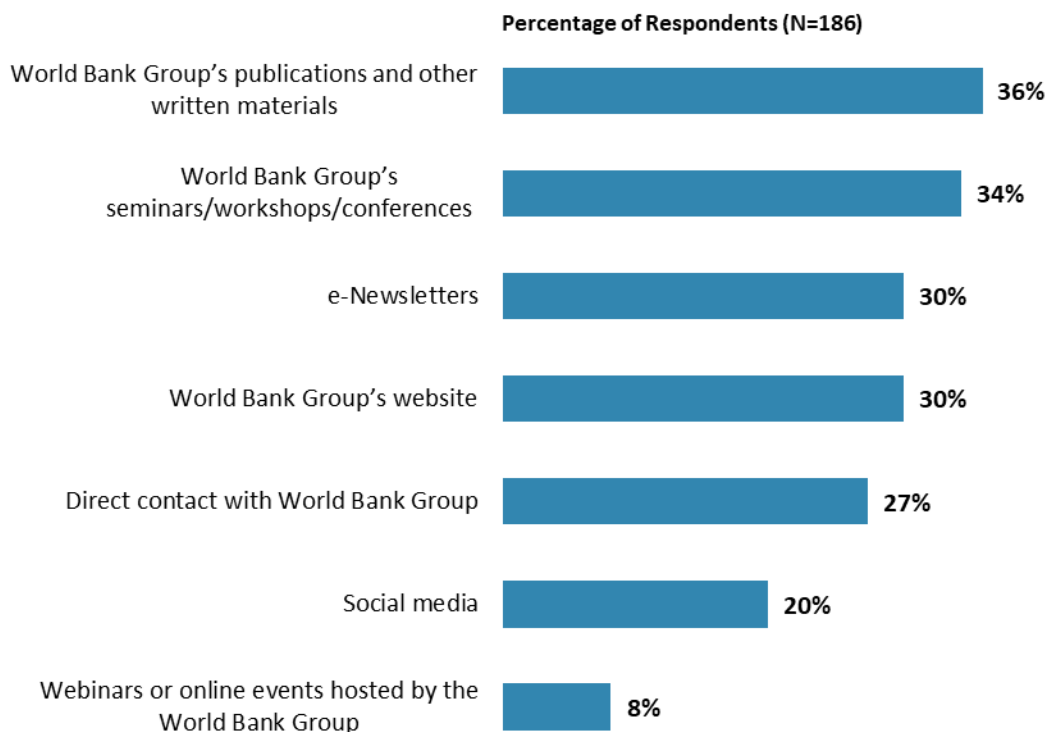
**"How do you get most of your information about economic and social development issues in Zimbabwe? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s website*” (36%) and through “*e-Newsletters*” (36%).

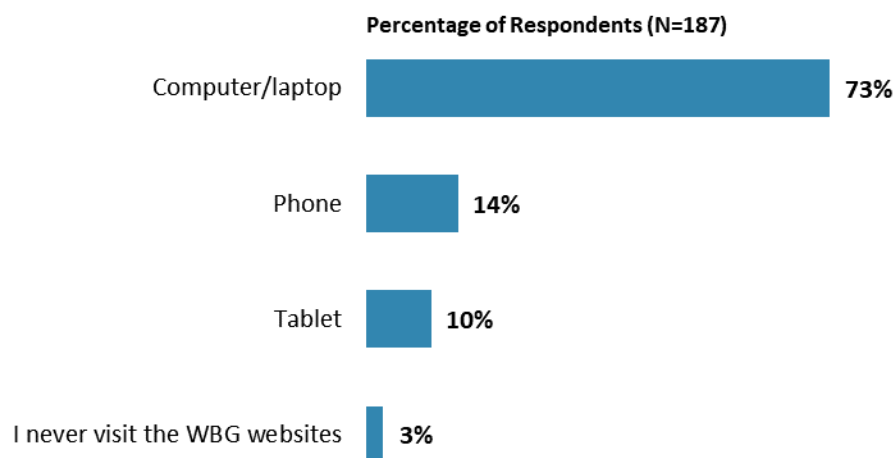


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



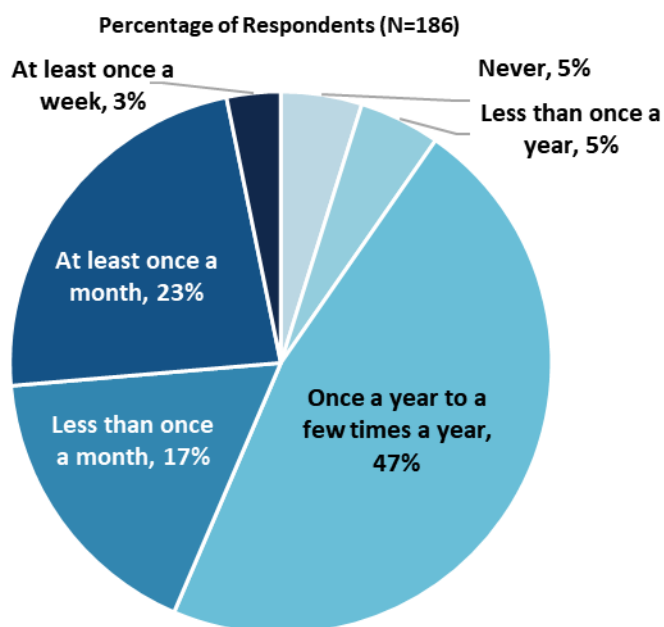
## X. Communication and Outreach (continued)

### Devices used to access WBG website



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

### WBG Interaction Frequency

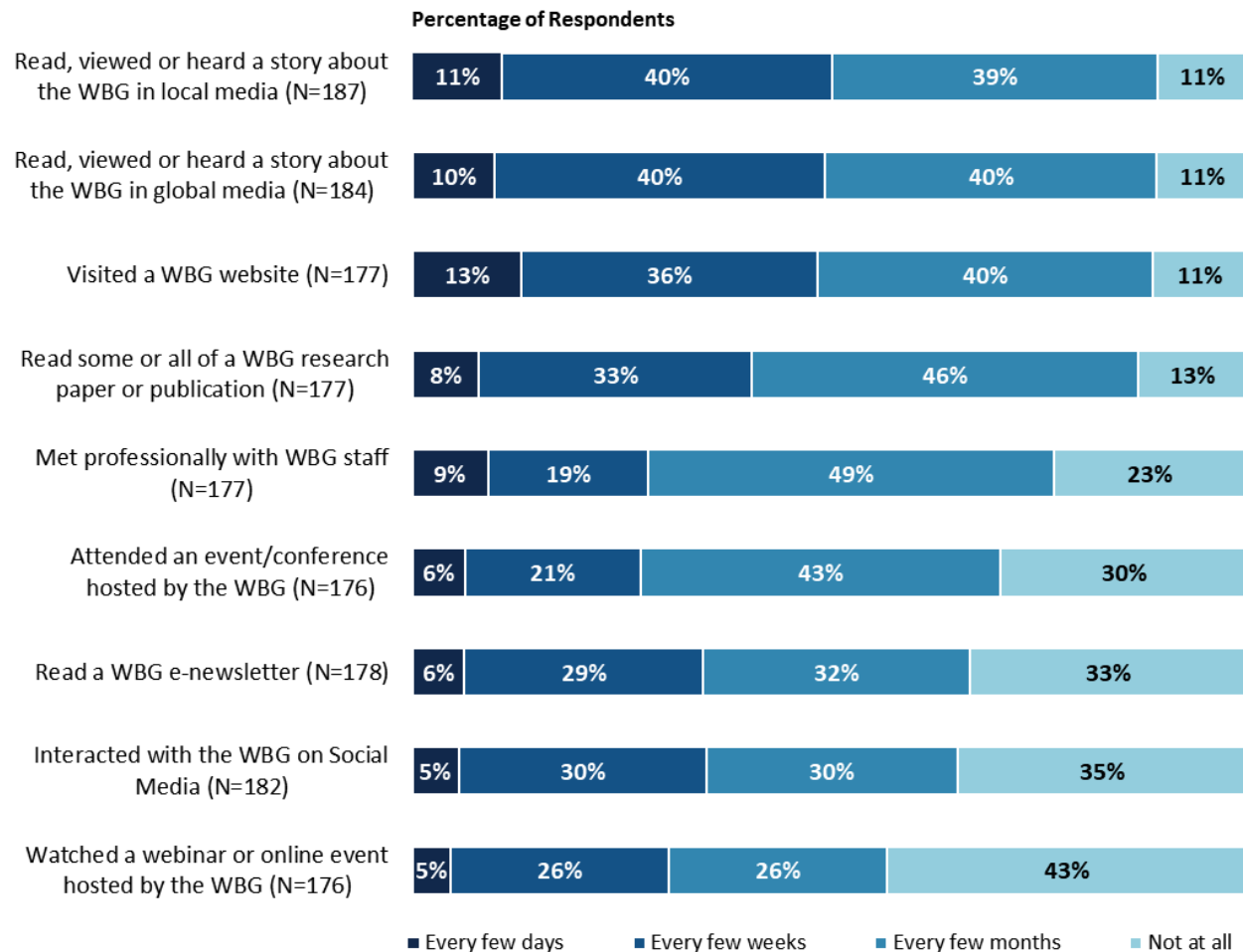


"How frequently do you interact with the World Bank Group now in Zimbabwe?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



**"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)**





## XI. Appendices

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### Zimbabwe





## Appendix A: Responses to All Questions across All Respondents (N=196)

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. Overall Context

1. In general, would you say that Zimbabwe is headed in ... ?	Percentage of Respondents (N=188)
The right direction	36.2%
The wrong direction	47.3%
Not sure	16.5%

**A. Overall Context (continued)**

<b>2. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=192)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.2%
Economic growth	29.2%
Health	26.6%
Water and sanitation	25.5%
Agriculture and rural development	20.3%
Food security	16.1%
Anti-corruption	14.1%
Job creation/employment	13.5%
Private sector development	10.4%
Poverty reduction	10.4%
Social protection (e.g., pensions, targeted social assistance)	8.9%
Education	8.9%
Energy	8.9%
Climate change (e.g., mitigation, adaptation)	7.8%
Security/stabilization/reconstruction	7.3%
Trade and exports	6.8%
Gender equity (closing the gap between women and men, and boys and girls)	5.7%
Global/regional integration	5.7%
Social cohesion	5.7%
Transport (e.g., roads, bridges, transportation)	5.2%
Local governance and institutions	4.7%
Natural resource management	3.6%
Urban development	3.1%
Judiciary reform	3.1%
Financial markets	2.6%
Disaster risk management	2.6%
Equality of opportunity (i.e., social inclusion)	2.1%
Disease (e.g., Cholera, HIV/AIDS, Typhoid)	1.6%
Information and communications technology	1.6%
Gender based violence	1.0%
Pollution	0.0%

**A. Overall Context (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 Zimbabwe? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=194)</b>
Economic growth	53.6%
Agriculture and rural development	38.1%
Job creation/employment	29.9%
Anti-corruption	25.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.1%
Social protection (e.g., pensions, targeted social assistance)	11.9%
Private sector development	11.9%
Food security	10.3%
Water and sanitation	9.8%
Health	8.8%
Trade and exports	8.2%
Equality of opportunity (i.e., social inclusion)	6.2%
Education	6.2%
Global/regional integration	5.2%
Energy	4.6%
Local governance and institutions	4.6%
Climate change (e.g., mitigation, adaptation)	4.1%
Natural resource management	4.1%
Gender equity (closing the gap between women and men, and boys and girls)	4.1%
Transport (e.g., roads, bridges, transportation)	3.6%
Security/stabilization/reconstruction	3.6%
Financial markets	3.6%
Disease (e.g., Cholera, HIV/AIDS, Typhoid)	3.1%
Social cohesion	3.1%
Urban development	2.6%
Disaster risk management	2.1%
Information and communications technology	1.5%
Judiciary reform	1.0%
Gender based violence	1.0%
Pollution	1.0%

**A. Overall Context (continued)**

4. Please describe the direction Zimbabwe is moving in, when considering ... ?	N	Direction				
		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)	189	33.9%	34.4%	15.9%	11.6%	4.2%
2. Equal opportunity for girls and boys, men and women	191	6.3%	18.3%	30.4%	34.6%	10.5%
3. Growing Zimbabwe's economy in a way that leads to jobs and employment	187	34.8%	27.8%	18.7%	17.1%	1.6%
4. The gap between the rich and the poor	186	50.5%	26.3%	15.6%	6.5%	1.1%
5. Making government more effective	183	30.1%	21.9%	23.5%	23.0%	1.6%
6. Anti-corruption	188	35.1%	20.2%	23.4%	19.1%	2.1%
7. Attracting new sources of foreign investment	187	31.0%	23.5%	28.3%	13.4%	3.7%

5. Listed below are global challenges. Which do you think have the most serious impact on Zimbabwe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=183)
Climate change	44.8%
Jobs/employment	41.5%
Trade constraints	25.7%
Geo political uncertainty	20.8%
The gap between the rich and the poor	19.1%
Fragility in Zimbabwe or neighboring countries	18.0%
Environmental degradation	11.5%
Technology based disruption	10.4%
Terrorism	2.2%
Migrants and refugees	0.5%

6. 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)	Percentage of Respondents (Responses Combined; N=192)
Inadequate funding	35.4%
Corruption	33.3%
Political pressures and obstacles	26.6%
Reforms are not well thought out in light of country challenges	26.0%
Inadequate level of government accountability	24.5%
Poor coordination within the government	15.1%
Inadequate level of private sector participation	8.3%
Inadequate level of citizen/civil society participation	7.3%
Inadequate level of capacity in the government	5.7%
Inadequate level of donor coordination	4.7%
Private sector involvement and/or influence	3.6%
Other	3.6%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	185	4	4.51	2.53
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	189	3	6.16	2.08
3. The World Bank Group*	188	2	6.36	2.24
4. The International Monetary Fund	183	6	5.92	2.24
5. The United Nations (UN)	187	2	6.52	2.06
6. Regional development banks	177	9	6.19	2.04
7. Zimbabwe's Central Bank	190	1	4.32	2.74
8. International private sector	181	9	5.31	2.06
9. Domestic private sector	187	2	5.37	2.08
10. International civil society (e.g., NGOs, CBOs)	187	3	5.74	2.16
11. Domestic civil society (e.g., NGOs, CBOs)	185	2	5.69	2.04
12. Faith-based institutions	182	7	6.02	2.10
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	187	1	5.07	2.05
14. International media and their web presence	187	3	5.30	2.01
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	185	5	5.21	2.18

8. To what extent do you trust private sector to engage in public service delivery in Zimbabwe?	Percentage of Respondents (N=192)
To a very low degree	4.7%
To a somewhat low degree	38.5%
To a somewhat high degree	40.6%
To a very high degree	16.1%
Don't know	0.0%

9. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Zimbabwe. (Choose no more than TWO)	Percentage of Respondents (N=192)
High levels of corruption	32.8%
Policy inconsistency	31.3%
Weak institutional capacity	20.3%
Political uncertainty	18.2%
Food insecurity	15.6%
Weak accountability	15.6%
None. I do not consider Zimbabwe a fragile state.	12.5%
Low levels of political and economic inclusion	12.5%
Lack of access to development finance	10.9%
Weak social cohesion	7.3%
Lack of security (i.e., conflict and violence)	5.2%
Crime and violence	2.1%
Other	1.0%
High influx of refugees/migrants	0.0%

**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 Zimbabwe? (1-Not familiar at all, 10-Extremely familiar)	190	n/a	6.22	2.24

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Zimbabwe? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall the World Bank Group currently plays a relevant role in development in Zimbabwe*	187	2	5.89	2.07
3. The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe*	183	3	5.78	2.11

<b>Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.* (1-Not effective at all, 10-Very effective)	183	3	5.86	2.10

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?* (1-To no degree at all, 10-To a very significant degree)	181	5	5.82	2.11

<b>Influencing the Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent does the World Bank Group influence the development agenda in Zimbabwe?* (1-To no degree at all, 10-To a very significant degree)	181	8	5.69	2.14

<b>7. When thinking about the World Bank Group's role in Zimbabwe, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
Policy advice, studies, analyses	42.4%
Technical assistance	36.6%
Capacity development related to World Bank Group supported projects	33.0%
Financial resources	25.1%
Data and statistics	16.8%
Mobilizing third party financial resources	10.5%
Implementation support	8.4%
Promoting knowledge sharing	7.3%
Bringing together different groups of stakeholders	6.8%
Donor coordination	6.3%
Other	0.0%

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

<b>8. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
Too influenced by developed countries	32.5%
Not adequately sensitive to political/social realities in Zimbabwe	21.5%
Not willing to honestly criticize policies and reform efforts in the country	19.9%
World Bank Group's processes too slow and complex	17.3%
Not aligned with country priorities	15.2%
Not enough public disclosure of its work	14.1%
Not adequately flexible	13.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.5%
Not collaborating enough with private sector	9.4%
Inadequate World Bank Group's staffing in Zimbabwe	8.9%
Arrogant in its approach	8.4%
Not sufficiently focused on sustainable results	5.2%
Staff too inaccessible	4.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.1%
Other	3.1%
Don't know	2.6%

**C. World Bank Group's Work and Engagement on the Ground**

<b>To what extent is the World Bank Group an effective development partner in ZIMBABWE, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Responsiveness to needs*	180	7	5.03	1.91
2. Flexibility (in terms of the institution's products and services)*	175	11	4.96	1.66
3. Flexibility (in terms of changing country circumstances)*	172	14	4.92	1.66
4. Being inclusive*	173	10	5.34	1.90
5. Openness (sharing data and other information)*	179	6	6.24	1.95
6. Collaboration with the Government*	175	9	5.94	1.89
7. The speed in which it gets things accomplished on the ground*	169	17	5.16	1.84
8. Helping to bring discipline/effective supervision to implementation of investment projects*	165	17	5.75	1.95
9. Collaboration with civil society*	162	22	5.80	2.06
10. Staff accessibility*	167	17	5.89	2.05
11. Collaboration with other donors and development partners*	166	19	6.40	1.98
12. Collaboration with the private sector*	155	29	5.54	1.97
13. Collaboration with the UN*	151	31	6.34	2.31
14. Straightforwardness and honesty*	153	30	6.16	2.27
15. Treating clients and stakeholders in Zimbabwe with respect*	161	24	6.16	2.39
16. Being a long-term partner*	173	11	6.54	2.38



**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group effectively monitors and evaluates the projects and programs it supports	173	12	6.76	2.06
18. The World Bank Group takes decisions quickly in Zimbabwe*	170	16	5.44	2.01
19. Working with the World Bank Group increases Zimbabwe's institutional capacity	175	10	6.52	2.15
20. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	144	41	6.04	2.16

Building and Strengthening Country Systems	N	DK	Mean	SD
21. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Zimbabwe?* (1-To no degree at all, 10-To a very significant degree)	158	21	6.61	1.91

To what extent do you agree with the following statements about the World Bank Group in Zimbabwe? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
22. The World Bank Group's financial instruments (i.e., Trust Funds) meet the needs of Zimbabwe*	152	34	4.74	1.74
23. The World Bank Group meets Zimbabwe's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	179	9	6.11	2.03

Donor Support to Refugees	N	DK	Mean	SD
24. 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-To no degree at all, 10-To a very significant degree)	139	47	5.40	1.90

25. 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)	Percentage of Respondents (Responses Combined; N=185)
Infrastructure	41.6%
Health	27.6%
Supporting poor and marginalized local communities	21.1%
Education	20.0%
Public services	18.9%
Jobs	16.8%
Macro issues (fiscal accounts, balance of payments, etc.)	15.7%
Business development	9.2%
Social cohesion	8.1%
Don't know	5.9%
Other	1.6%

**D. World Bank Group's Support in Development Areas**

1. 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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	100	80	4.93	1.90
2. Gender equity (closing the gap between women and men, and boys and girls)	131	50	6.08	1.89
3. Private sector development	139	40	5.68	1.77
4. Education	132	46	5.91	1.89
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	162	17	6.37	1.97
6. Global/regional integration	128	50	5.58	1.97
7. Food security	133	43	5.63	1.72
8. Energy	127	51	5.56	1.81
9. Water and sanitation	142	35	6.02	1.87
10. Health	132	44	5.92	1.85
11. Financial markets	132	44	5.82	2.06
12. Transport (e.g., roads, bridges, transportation)	125	53	5.12	1.88
13. Agriculture and rural development	140	38	5.43	2.00
14. Natural resource management	126	52	5.46	1.78
15. Climate change (e.g., mitigation, adaptation)	130	46	5.96	2.02
16. Poverty reduction	150	27	5.61	2.00
17. Economic growth	153	24	5.37	1.97
18. Disaster risk management	122	55	5.97	6.17
19. Equality of opportunity (i.e., social inclusion)	126	47	5.63	2.03
20. Gender based violence	112	64	5.75	2.01
21. Security/stabilization/reconstruction	109	65	5.35	1.99
22. Local governance and institutions	129	49	5.44	1.92
23. Social cohesion	112	62	5.39	1.90

2. 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)?	Percentage of Respondents (N=175)
Increased its emphasis recently	20.0%
Decreased its emphasis recently	16.6%
Emphasis has remained pretty consistent over time	40.0%
Don't know	23.4%

**E. World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=188)
Weekly	6.4%
Monthly	32.4%
A few times a year	48.9%
Rarely	8.5%
Never	3.7%

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

In Zimbabwe, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	165	17	5.47	2.10
3. Include appropriate level of stakeholder involvement during preparation	167	16	5.78	1.97
4. Lead to practical solutions	170	14	5.80	1.92
5. Are source of relevant information on global good practices	169	13	6.64	2.12
6. Are adequately disseminated	166	18	5.56	2.06
7. Are translated enough into local language	124	55	4.07	2.06
8. Are adaptable to Zimbabwe's specific development challenges and country circumstances*	166	17	5.11	2.26

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	176	11	5.60	2.15
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	179	8	6.63	2.25

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zimbabwe? <i>(Choose no more than TWO)</i>	Percentage of Respondents (Responses Combined; N=187)
Increase the level of capacity development in the country	35.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	32.1%
Engage more directly with beneficiaries	26.2%
Improve the quality of its experts as related to Zimbabwe's specific challenges	19.8%
Engage more effectively with civil society (e.g., NGOs, CBOs)	15.5%
Engage more effectively with private sector	13.9%
Offer more innovative knowledge products and services	13.4%
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	11.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.6%
Work faster	7.5%
Other	4.3%
Ensure greater selectivity in its work	1.6%

**F. The Future Role of the World Bank Group in ZIMBABWE (continue)**

<b>2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Zimbabwe? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=188)</b>
Public financial management	54.8%
Capacity of state institutions	40.4%
Human capital (education, health, social protection)	34.0%
Support domestic resource mobilization	29.3%
Food security	21.8%
Jobs	18.1%
Improving livelihoods	16.0%
Social safety nets	13.8%
Social cohesion	12.8%
Stimulating dialogue to promote peace and stability	12.8%
Access to basic services	10.6%
Crisis response	6.9%
Crisis preparedness	4.8%
Access to justice systems	3.7%
Reducing gender-based violence	2.7%

<b>2B. Which THREE areas below would benefit most from other donors in Zimbabwe? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=182)</b>
Food security	40.7%
Human capital (education, health, social protection)	27.5%
Improving livelihoods	25.3%
Reducing gender-based violence	22.5%
Jobs	18.7%
Social cohesion	18.1%
Access to basic services	18.1%
Support domestic resource mobilization	17.6%
Crisis preparedness	16.5%
Social safety nets	16.5%
Stimulating dialogue to promote peace and stability	16.5%
Crisis response	15.9%
Public financial management	13.7%
Capacity of state institutions	9.3%
Access to justice systems	7.7%

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

<b>3. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
Private sector	32.8%
Local government	27.0%
Academia/think tanks/research institutes	23.8%
Beneficiaries	21.2%
Parliament	19.6%
NGOs/Community Based Organizations	14.8%
Donor community	14.3%
UN agencies	12.7%
Youth/university groups	8.5%
Regional organizations (e.g., the Southern African Development Community [SADC])	7.4%
Media	6.9%
Foundations	4.2%
Other	1.1%
Don't know	0.0%

<b>4. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
United Nations Development Program (UNDP)	52.4%
World Food Program (WFP)	37.0%
World Health Organization (WHO)	35.4%
The United Nations International Children's Emergency Fund (UNICEF)	20.1%
The International Committee of the Red Cross (ICRC)	6.3%
Don't know	6.3%
United Nations Peacekeeping	5.8%
Save the Children	5.3%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	4.8%
The Red Cross	4.2%

<b>5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=185)</b>
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	61.1%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	45.4%
Organize more joint meetings and missions with the UN	21.6%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	21.6%
Share more information about the World Bank Group's activities, products, and knowledge	20.0%
Involve UN experts to a greater degree in World Bank Group activities	11.9%
Other	1.1%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Zimbabwe?</b>	<b>Percentage of Respondents (N=186)</b>
Never	4.8%
Less than once a year	4.8%
Once a year to a few times a year	46.8%
Less than once a month	17.2%
At least once a month	23.1%
At least once a week	3.2%

<b>2. How do you get most of your information about economic and social development issues in Zimbabwe? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
Internet	64.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	40.7%
Local newspapers	30.7%
Local television	11.6%
International television	10.6%
Periodicals	6.9%
International radio	5.3%
International newspapers	4.8%
Local radio	4.2%
Other	4.2%

<b>3. 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=186)</b>
World Bank Group's publications and other written materials	36.0%
World Bank Group's seminars/workshops/conferences	34.4%
e-Newsletters	30.1%
World Bank Group's website	30.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	27.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.9%
Webinars or online events hosted by the World Bank Group	8.1%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=181)</b>
High speed/WiFi	96.7%
Dial-up	3.3%

<b>5. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=187)</b>
Phone	14.4%
Tablet	10.2%
Computer/laptop	72.7%
I never visit the WBG websites	2.7%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	187	10.7%	39.6%	39.0%	10.7%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	184	9.8%	39.7%	39.7%	10.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	182	5.5%	29.7%	30.2%	34.6%
Visited a WBG website (e.g., read a blog, used data)	177	13.0%	35.6%	40.1%	11.3%
Attended an event/conference hosted by the WBG	176	6.3%	21.0%	43.2%	29.5%
Watched a webinar or online event hosted by the WBG	176	4.5%	26.1%	26.1%	43.2%
Read some or all of a WBG research paper or publication	177	7.9%	32.8%	46.3%	13.0%
Met professionally with WBG staff	177	9.0%	19.2%	48.6%	23.2%
Read a WBG e-newsletter	178	6.2%	28.7%	32.0%	33.1%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=191)
Employee of Ministry, Ministerial Department, Implementation Agency	22.5%
NGO/Community Based Organization	11.0%
Academia/Research Institute/Think Tank	11.0%
Private Sector Organization	6.3%
Media (press, radio, TV, web, etc.)	6.3%
Office of the President, Prime Minister	5.2%
Office of Parliamentarian	4.7%
Local Government Office or Staff	4.7%
State-Owned Enterprise	4.7%
Financial Sector/Private Bank	4.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	4.2%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.1%
Office of Minister	2.1%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	2.1%
Multilateral Agency (UN, regional development bank)	1.6%
Youth Group	1.6%
Other	1.6%
Trade Union	1.0%
Faith-Based Group	1.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.5%
Judicial System (e.g., courts)	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=189)</b>
Governance, anti-corruption	11.6%
Education	10.1%
Other	10.1%
Macroeconomics, fiscal management	9.5%
Agriculture, rural development	5.8%
Finance and markets	5.8%
Communications, public affairs	5.8%
Generalist (specialized in multiple sectors)	5.3%
Environment, natural resources	4.8%
Water, sanitation	4.8%
Energy	4.2%
Health, nutrition	3.7%
Social protection	3.2%
Trade and competitiveness	3.2%
Transport	2.6%
Gender	2.1%
Urban development	2.1%
Digital development and technology (ICT)	1.6%
Tourism	1.1%
Demographics, migration	1.1%
Poverty	0.5%
Climate change	0.5%
Fragility, conflict, violence, refugees	0.5%
Jobs	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=176)</b>
Yes	57.4%
No	42.6%

<b>4. Which of the following describes most of your exposure to the World Bank Group in Zimbabwe? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=194)</b>
Collaborate as part of my professional duties	37.1%
Use World Bank Group reports/data	36.6%
Engage in World Bank Group related/sponsored events/activities	34.0%
Use World Bank Group website for information, data, research, etc.	23.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	13.9%

<b>5. What's your gender?</b>	<b>Percentage of Respondents (N=194)</b>
Female	25.8%
Male	74.2%



**H. Background Information (continued)**

<b>6. What's your age?</b>	<b>Percentage of Respondents (N=194)</b>
25 and under	0.0%
26-35	12.4%
36-45	31.4%
46-55	30.4%
56 and above	25.8%

<b>7. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=193)</b>
Harare	94.8%
Outside Harare	5.2%



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

- Office of President/Prime Minister/Minister N=14   ● Office of Parliamentarian N=9   ● Employee of a Ministry/PMU/Consultant on WBG Project N=47
- Local Government N=9   ● Independent Government Institution N=8   ● State-Owned Enterprise N=9   ● Bilateral/Multilateral Agency N=9
- Private Sector/Financial Sector/Private Bank N=21   ● CSO N=29   ● Academia/Research Institute/Think Tank (Academia) N=21   ● Media N=12   ● Other N=3

### A. Overall Context

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The right direction	53.8%	55.6%	47.8%	77.8%	87.5%	66.7%	11.1%	10.0%	10.7%	19.0%	18.2%	0.0%
The wrong direction	30.8%	33.3%	28.3%	11.1%	0.0%	11.1%	55.6%	75.0%	85.7%	71.4%	54.5%	50.0%
Not sure	15.4%	11.1%	23.9%	11.1%	12.5%	22.2%	33.3%	15.0%	3.6%	9.5%	27.3%	50.0%

\*Significantly different between stakeholder groups

<sup>14</sup> Only 191 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. Overall Context (continued)**

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)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Water and sanitation*	14.3%	55.6%	39.1%	33.3%	0.0%	11.1%	11.1%	4.8%	24.1%	30.0%	16.7%	33.3%
Security/stabilization/reconstruct-n	7.1%	0.0%	4.3%	11.1%	0.0%	0.0%	11.1%	9.5%	6.9%	20.0%	8.3%	0.0%
Health	28.6%	33.3%	28.3%	22.2%	37.5%	11.1%	22.2%	14.3%	24.1%	35.0%	33.3%	0.0%
Social protection	14.3%	11.1%	4.3%	0.0%	25.0%	0.0%	33.3%	9.5%	10.3%	5.0%	0.0%	33.3%
Gender equity*	0.0%	11.1%	2.2%	0.0%	0.0%	11.1%	33.3%	4.8%	3.4%	5.0%	8.3%	33.3%
Private sector development*	28.6%	0.0%	4.3%	0.0%	0.0%	11.1%	11.1%	38.1%	10.3%	5.0%	0.0%	0.0%
Education	0.0%	11.1%	15.2%	11.1%	0.0%	0.0%	0.0%	0.0%	24.1%	0.0%	8.3%	0.0%
Public sector governance/reform	28.6%	44.4%	21.7%	0.0%	37.5%	11.1%	22.2%	38.1%	31.0%	40.0%	41.7%	33.3%
Global/regional integration	0.0%	0.0%	4.3%	0.0%	25.0%	11.1%	11.1%	4.8%	6.9%	5.0%	8.3%	0.0%
Food security	7.1%	33.3%	15.2%	22.2%	12.5%	0.0%	0.0%	23.8%	20.7%	15.0%	25.0%	0.0%
Urban development	0.0%	11.1%	2.2%	0.0%	0.0%	0.0%	11.1%	0.0%	3.4%	10.0%	0.0%	0.0%
Energy*	0.0%	22.2%	15.2%	22.2%	0.0%	22.2%	22.2%	0.0%	0.0%	5.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	14.3%	0.0%	10.9%	33.3%	25.0%	44.4%	0.0%	4.8%	13.8%	20.0%	8.3%	0.0%
Financial markets	0.0%	11.1%	2.2%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Gender based violence*	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Local governance and institutions	14.3%	0.0%	8.7%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	5.0%	0.0%	33.3%
Natural resource management	14.3%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	12.5%	11.1%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Transport*	21.4%	0.0%	4.3%	22.2%	0.0%	0.0%	11.1%	4.8%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	14.3%	0.0%	23.9%	22.2%	12.5%	55.6%	22.2%	23.8%	10.3%	15.0%	25.0%	33.3%
Trade and exports	7.1%	11.1%	0.0%	11.1%	25.0%	11.1%	11.1%	14.3%	3.4%	0.0%	8.3%	33.3%
Social cohesion	0.0%	22.2%	4.3%	11.1%	0.0%	0.0%	11.1%	4.8%	10.3%	5.0%	0.0%	0.0%
Climate change	7.1%	0.0%	4.3%	0.0%	12.5%	33.3%	0.0%	4.8%	13.8%	0.0%	16.7%	0.0%
Poverty reduction	21.4%	0.0%	4.3%	0.0%	0.0%	11.1%	22.2%	9.5%	20.7%	5.0%	25.0%	0.0%
Anti-corruption	7.1%	0.0%	10.9%	22.2%	25.0%	11.1%	11.1%	14.3%	10.3%	30.0%	16.7%	33.3%
Judiciary reform	7.1%	11.1%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Economic growth	28.6%	0.0%	47.8%	33.3%	37.5%	22.2%	22.2%	38.1%	24.1%	15.0%	16.7%	0.0%
Disaster risk management	0.0%	11.1%	4.3%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	5.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	4.8%	0.0%	10.0%	0.0%	0.0%
Information and comm. technology	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	5.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Reforms are not well thought out in light of country challenges	42.9%	33.3%	26.1%	22.2%	12.5%	22.2%	33.3%	19.0%	17.9%	38.1%	18.2%	0.0%
Poor coordination within the government	7.1%	11.1%	13.0%	0.0%	0.0%	11.1%	22.2%	19.0%	14.3%	19.0%	36.4%	50.0%
Inadequate funding*	42.9%	22.2%	54.3%	66.7%	62.5%	44.4%	11.1%	23.8%	17.9%	14.3%	27.3%	50.0%
Inadequate level of private sector participation	7.1%	0.0%	10.9%	11.1%	0.0%	0.0%	11.1%	19.0%	14.3%	0.0%	0.0%	0.0%
Private sector involvement and/or influence*	21.4%	22.2%	0.0%	0.0%	0.0%	11.1%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Inadequate level of citizen/civil society participation	7.1%	22.2%	4.3%	0.0%	0.0%	11.1%	0.0%	4.8%	7.1%	14.3%	18.2%	0.0%
Corruption	7.1%	11.1%	37.0%	33.3%	25.0%	44.4%	22.2%	19.0%	53.6%	42.9%	45.5%	50.0%
Political pressures and obstacles	21.4%	22.2%	21.7%	44.4%	25.0%	0.0%	22.2%	42.9%	25.0%	28.6%	36.4%	0.0%
Inadequate level of donor coordination*	7.1%	0.0%	2.2%	11.1%	25.0%	22.2%	11.1%	0.0%	0.0%	0.0%	9.1%	0.0%
Inadequate level of government accountability	7.1%	33.3%	19.6%	11.1%	25.0%	33.3%	55.6%	23.8%	39.3%	14.3%	9.1%	50.0%
Inadequate level of capacity in the government	14.3%	0.0%	4.3%	0.0%	12.5%	0.0%	0.0%	14.3%	7.1%	4.8%	0.0%	0.0%
Other	0.0%	11.1%	4.3%	0.0%	0.0%	0.0%	0.0%	4.8%	3.6%	4.8%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
None. I do not consider Zimbabwe a fragile state.*	35.7%	11.1%	23.9%	22.2%	12.5%	0.0%	0.0%	0.0%	3.6%	4.8%	16.7%	0.0%
Policy inconsistency	14.3%	11.1%	37.0%	11.1%	12.5%	37.5%	11.1%	47.6%	28.6%	33.3%	41.7%	66.7%
Weak social cohesion	28.6%	0.0%	4.3%	0.0%	25.0%	0.0%	11.1%	9.5%	3.6%	4.8%	0.0%	0.0%
Weak institutional capacity	7.1%	55.6%	13.0%	11.1%	12.5%	37.5%	0.0%	28.6%	17.9%	28.6%	33.3%	0.0%
Food insecurity	7.1%	22.2%	15.2%	22.2%	12.5%	37.5%	11.1%	23.8%	10.7%	14.3%	16.7%	0.0%
High levels of corruption	21.4%	11.1%	26.1%	33.3%	37.5%	12.5%	77.8%	33.3%	28.6%	47.6%	33.3%	66.7%
Weak accountability	28.6%	0.0%	17.4%	0.0%	0.0%	12.5%	22.2%	4.8%	25.0%	28.6%	8.3%	0.0%
Lack of security (i.e., conflict and violence)	7.1%	0.0%	10.9%	0.0%	0.0%	0.0%	0.0%	9.5%	3.6%	0.0%	8.3%	0.0%
Political uncertainty*	0.0%	11.1%	6.5%	33.3%	37.5%	0.0%	22.2%	14.3%	60.7%	9.5%	0.0%	0.0%
Low levels of political and economic inclusion*	7.1%	33.3%	0.0%	11.1%	0.0%	37.5%	22.2%	19.0%	10.7%	19.0%	16.7%	33.3%
Crime and violence	0.0%	11.1%	2.2%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
High influx of refugees/migrants	7.1%	22.2%	17.4%	33.3%	25.0%	25.0%	11.1%	4.8%	3.6%	0.0%	0.0%	0.0%
Lack of access to development finance	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	35.7%	11.1%	23.9%	22.2%	12.5%	0.0%	0.0%	0.0%	3.6%	4.8%	16.7%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	14	5.71	9	5.56	45	6.09	8	6.13	8	6.13	8	6.75	9	7.22	20	6.95	28	6.75	19	7.00	12	6.00	3	4.00

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

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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Zimbabwe?	14	5.93	9	6.00	45	6.49	9	6.89	8	4.88	8	7.00	9	7.22	21	6.14	26	5.77	21	6.19	12	6.17	3	5.33

*(1-Not familiar at all, 10-Extremely familiar)***To what extent do you agree/disagree with the following statements about the World Bank Group's work in Zimbabwe? (1-Strongly disagree, 10-Strongly agree)**

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	14	5.00	9	4.78	45	6.24	9	5.89	8	4.88	8	5.88	9	6.56	20	5.85	25	6.08	21	6.10	11	6.45	3	4.00
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	14	4.50	9	4.22	45	6.09	9	6.00	8	4.88	7	6.00	9	6.33	19	5.84	24	6.13	20	5.70	11	6.91	3	5.00

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	14	5.00	8	5.13	44	6.05	8	7.25	8	5.38	7	5.57	9	6.89	20	5.85	24	6.17	21	5.57	12	5.75	3	4.00

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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	14	4.79	9	5.56	45	6.02	8	6.38	8	5.75	7	5.57	9	6.33	19	5.74	23	6.13	21	5.43	10	6.50	3	4.33

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

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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Zimbabwe?	14	4.71	9	5.00	44	6.00	9	7.22	8	4.88	6	6.00	8	5.75	20	5.25	23	6.04	21	5.14	11	5.91	3	6.33

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



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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	14	4.21	8	4.25	41	5.24	8	6.00	7	4.86	6	4.50	8	6.25	16	4.81	25	5.44	19	5.32	8	4.13	3	4.00
Flexibility (in terms of the institution's products and services)	14	4.07	8	4.63	38	5.21	7	4.57	6	5.33	5	5.00	6	5.83	19	5.11	19	5.47	21	5.38	9	4.67	3	4.00
Flexibility (in terms of changing country circumstances)	14	4.36	9	4.67	43	4.95	7	4.71	8	4.75	6	4.83	7	6.00	18	5.11	22	5.14	21	4.81	9	5.22	3	3.67
Being inclusive	13	4.69	9	4.78	41	5.71	8	5.00	8	5.50	6	5.33	8	6.75	18	5.61	24	5.67	20	4.75	10	5.00	3	4.67
Openness (sharing data and other information)	13	5.77	9	4.67	44	6.14	9	5.67	8	6.00	6	7.17	9	7.44	19	6.58	26	6.31	20	6.45	10	6.50	2	6.00
Collaboration with the Government	14	5.57	9	5.22	43	5.63	9	6.11	8	6.13	5	5.80	9	6.89	18	5.33	23	6.74	20	6.15	9	5.67	3	6.00
The speed in which it gets things accomplished on the ground	14	4.79	8	4.63	43	5.33	9	5.00	7	5.29	6	5.00	6	4.83	19	4.89	22	5.59	18	5.50	9	4.33	3	4.33
Helping to bring discipline/effective supervision to implementation of investment projects	14	5.14	7	5.00	42	5.81	7	6.57	7	5.71	5	5.20	7	6.43	19	5.37	23	6.04	17	6.12	9	5.33	3	5.33
Collaboration with civil society	12	5.75	8	5.75	37	6.19	7	5.71	6	6.00	3	4.00	8	6.00	19	5.37	25	5.24	20	5.80	9	6.44	3	5.67
Staff accessibility	13	5.08	9	5.56	39	6.00	7	5.71	8	6.25	6	6.17	9	8.00	18	5.39	23	5.65	16	6.00	11	5.64	3	4.33
Collaboration with other donors and development partners	13	5.92	9	5.89	41	6.80	7	6.86	7	7.00	4	6.75	9	7.00	19	5.58	21	5.71	19	6.74	9	6.56	3	5.67
Collaboration with the private sector	13	5.08	8	4.50	35	5.66	7	5.57	7	6.71	3	6.00	6	6.17	19	4.63	22	5.41	19	6.11	8	5.88	3	5.67
Collaboration with the UN	13	5.46	8	5.50	35	6.80	5	6.60	5	5.80	4	7.75	8	7.00	17	5.53	21	5.81	18	6.78	9	7.11	3	5.67
Straightforwardness and honesty	9	5.11	9	5.22	35	6.63	8	5.88	8	5.38	6	5.83	6	6.67	18	6.00	20	6.20	18	6.28	8	7.13	3	5.67
Treating clients and stakeholders in Zimbabwe with respect	12	4.67	9	5.22	35	6.14	8	6.50	7	5.43	6	6.17	9	7.89	18	6.06	21	6.71	19	6.11	9	5.89	3	5.33
Being a long-term partner	14	5.43	9	5.89	42	6.90	8	6.00	8	6.00	5	6.20	8	6.63	17	6.24	24	6.46	20	6.80	10	7.60	3	5.67



**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Zimbabwe	14	4.86	9	4.44	44	5.32	8	5.38	7	5.57	7	5.86	7	6.00	16	5.19	24	5.83	17	5.88	10	4.70	2	5.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	5.73	6	4.83	34	6.03	8	5.63	6	6.33	4	5.50	6	5.83	17	5.41	20	6.55	16	6.31	9	6.78	3	6.33

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	14	6.64	7	6.00	39	7.10	8	6.38	6	6.33	6	7.50	6	7.00	18	6.17	19	6.53	19	5.95	9	6.56	3	7.00

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

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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Zimbabwe	12	4.08	8	4.13	36	5.00	7	5.00	6	4.67	4	5.00	7	4.57	19	4.47	21	5.10	15	5.27	10	4.40	3	4.33
The World Bank Group meets Zimbabwe's needs for knowledge services	14	4.86	8	6.38	43	5.95	8	6.50	8	6.50	7	7.14	9	6.44	20	5.50	26	6.27	19	6.05	9	6.89	3	5.67

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Macro issues	7.1%	22.2%	18.6%	11.1%	37.5%	0.0%	11.1%	23.8%	11.5%	9.5%	18.2%	33.3%
Social cohesion	0.0%	22.2%	7.0%	0.0%	12.5%	0.0%	11.1%	19.0%	7.7%	4.8%	0.0%	0.0%
Jobs	21.4%	22.2%	9.3%	44.4%	25.0%	14.3%	22.2%	28.6%	11.5%	0.0%	9.1%	0.0%
Supporting poor and marginalized local communities	21.4%	0.0%	16.3%	22.2%	25.0%	42.9%	11.1%	14.3%	30.8%	23.8%	27.3%	33.3%
Health	28.6%	22.2%	44.2%	0.0%	12.5%	14.3%	22.2%	19.0%	26.9%	33.3%	36.4%	0.0%
Business development*	0.0%	0.0%	4.7%	22.2%	0.0%	0.0%	22.2%	28.6%	15.4%	0.0%	0.0%	0.0%
Education	7.1%	22.2%	20.9%	22.2%	12.5%	28.6%	22.2%	4.8%	26.9%	33.3%	27.3%	0.0%
Infrastructure	64.3%	44.4%	48.8%	0.0%	50.0%	57.1%	11.1%	38.1%	30.8%	42.9%	54.5%	33.3%
Public services	21.4%	11.1%	23.3%	22.2%	25.0%	42.9%	11.1%	9.5%	19.2%	14.3%	9.1%	66.7%
Other	0.0%	11.1%	2.3%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Don't know	7.1%	0.0%	0.0%	22.2%	0.0%	0.0%	22.2%	0.0%	7.7%	14.3%	9.1%	0.0%

\*Significantly different between stakeholder groups

**D. World Bank Group's Support in Development Areas**

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)?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Increased its emphasis recently	16.7%	0.0%	14.0%	33.3%	25.0%	0.0%	25.0%	15.0%	31.8%	25.0%	27.3%	0.0%
Decreased its emphasis recently	33.3%	33.3%	23.3%	11.1%	25.0%	14.3%	12.5%	15.0%	9.1%	5.0%	9.1%	0.0%
Emphasis has remained pretty consistent over time	41.7%	55.6%	48.8%	33.3%	25.0%	28.6%	50.0%	35.0%	31.8%	40.0%	36.4%	0.0%
Don't know	8.3%	11.1%	14.0%	22.2%	25.0%	57.1%	12.5%	35.0%	27.3%	30.0%	27.3%	100.0%



## E. 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	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Weekly	14.3%	11.1%	2.3%	11.1%	0.0%	0.0%	22.2%	0.0%	3.8%	9.5%	18.2%	0.0%
Monthly	42.9%	22.2%	38.6%	22.2%	75.0%	12.5%	33.3%	42.9%	19.2%	14.3%	45.5%	33.3%
A few times a year	42.9%	55.6%	52.3%	55.6%	12.5%	75.0%	33.3%	42.9%	57.7%	57.1%	27.3%	33.3%
Rarely	0.0%	11.1%	2.3%	0.0%	0.0%	12.5%	11.1%	14.3%	15.4%	9.5%	9.1%	33.3%
Never	0.0%	0.0%	4.5%	11.1%	12.5%	0.0%	0.0%	0.0%	3.8%	9.5%	0.0%	0.0%

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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Zimbabwe's specific development challenges and country circumstances	14	3.93	9	3.78	40	5.43	7	5.57	8	5.25	7	5.29	7	5.86	17	5.06	24	5.25	18	4.44	9	6.33	3	4.33

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

	Office of the President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	12	4.42	9	4.33	43	5.93	9	5.89	7	5.43	7	5.71	8	5.25	20	5.70	25	6.04	20	5.05	9	6.22	3	5.33
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	14	5.79	9	4.89	43	6.77	8	6.50	8	6.38	7	8.14	8	7.38	20	6.35	25	7.16	21	6.05	9	7.78	3	4.33

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



## F. The Future Role of The World Bank Group in Zimbabwe

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Improve the quality of its experts as related to Zimbabwe's specific challenges	35.7%	22.2%	25.0%	11.1%	25.0%	0.0%	0.0%	14.3%	18.5%	21.1%	18.2%	0.0%
Engage more directly with beneficiaries	14.3%	22.2%	20.5%	44.4%	0.0%	25.0%	33.3%	23.8%	40.7%	26.3%	36.4%	0.0%
Engage more effectively with private sector*	7.1%	11.1%	11.4%	0.0%	0.0%	37.5%	0.0%	47.6%	11.1%	5.3%	0.0%	33.3%
Increase the level of capacity development in the country	42.9%	22.2%	34.1%	33.3%	50.0%	87.5%	22.2%	42.9%	18.5%	31.6%	45.5%	66.7%
Engage more effectively with civil society*	7.1%	11.1%	2.3%	11.1%	0.0%	0.0%	0.0%	14.3%	51.9%	31.6%	18.2%	0.0%
Offer more innovative knowledge products and services*	7.1%	0.0%	34.1%	22.2%	0.0%	0.0%	11.1%	0.0%	14.8%	5.3%	0.0%	33.3%
Collaborate more effectively with Government clients	35.7%	33.3%	47.7%	22.2%	62.5%	25.0%	22.2%	19.0%	11.1%	26.3%	54.5%	33.3%
Work faster	0.0%	0.0%	13.6%	11.1%	0.0%	0.0%	0.0%	14.3%	7.4%	5.3%	9.1%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	21.4%	22.2%	0.0%	11.1%	37.5%	12.5%	33.3%	14.3%	0.0%	5.3%	0.0%	0.0%
Ensure greater selectivity in its work	7.1%	11.1%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	7.1%	11.1%	11.4%	11.1%	0.0%	12.5%	22.2%	4.8%	14.8%	21.1%	9.1%	0.0%
Other	0.0%	11.1%	0.0%	11.1%	0.0%	0.0%	11.1%	0.0%	0.0%	5.3%	9.1%	33.3%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Social cohesion	7.1%	33.3%	11.4%	0.0%	25.0%	0.0%	22.2%	23.8%	7.4%	9.5%	9.1%	0.0%
Public financial management	50.0%	33.3%	61.4%	44.4%	50.0%	25.0%	55.6%	38.1%	63.0%	61.9%	63.6%	100.0%
Reducing gender-based violence	7.1%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	4.8%	0.0%	0.0%
Human capital (education, health, social protection)	14.3%	44.4%	45.5%	44.4%	25.0%	37.5%	44.4%	19.0%	44.4%	23.8%	27.3%	50.0%
Crisis preparedness	7.1%	0.0%	4.5%	0.0%	0.0%	12.5%	0.0%	4.8%	7.4%	4.8%	9.1%	0.0%
Crisis response	7.1%	0.0%	15.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	9.5%	18.2%	0.0%
Access to justice systems*	0.0%	33.3%	0.0%	11.1%	12.5%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%
Support domestic resource mobilization	21.4%	33.3%	36.4%	11.1%	12.5%	25.0%	33.3%	23.8%	29.6%	47.6%	27.3%	0.0%
Access to basic services	14.3%	11.1%	9.1%	11.1%	37.5%	25.0%	11.1%	14.3%	3.7%	4.8%	0.0%	0.0%
Capacity of state institutions	57.1%	33.3%	40.9%	11.1%	50.0%	37.5%	11.1%	38.1%	37.0%	52.4%	45.5%	100.0%
Jobs	35.7%	0.0%	11.4%	44.4%	25.0%	25.0%	11.1%	9.5%	29.6%	9.5%	9.1%	0.0%
Improving livelihoods	7.1%	11.1%	13.6%	33.3%	25.0%	25.0%	33.3%	19.0%	14.8%	0.0%	27.3%	0.0%
Food security	7.1%	33.3%	20.5%	11.1%	12.5%	37.5%	0.0%	28.6%	22.2%	28.6%	45.5%	0.0%
Social safety nets	14.3%	0.0%	15.9%	11.1%	12.5%	25.0%	44.4%	14.3%	11.1%	9.5%	0.0%	0.0%
Stimulating dialogue to promote peace and stability*	28.6%	11.1%	4.5%	11.1%	12.5%	0.0%	0.0%	28.6%	7.4%	23.8%	0.0%	50.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Social cohesion	28.6%	25.0%	19.0%	11.1%	0.0%	0.0%	33.3%	10.0%	30.8%	14.3%	20.0%	0.0%
Public financial management	14.3%	12.5%	9.5%	0.0%	25.0%	25.0%	0.0%	10.0%	19.2%	9.5%	30.0%	0.0%
Reducing gender-based violence	35.7%	25.0%	23.8%	33.3%	25.0%	25.0%	11.1%	15.0%	23.1%	19.0%	20.0%	50.0%
Human capital (education, health, social protection)	28.6%	25.0%	28.6%	11.1%	25.0%	37.5%	11.1%	20.0%	23.1%	42.9%	30.0%	0.0%
Crisis preparedness	14.3%	0.0%	23.8%	11.1%	12.5%	37.5%	44.4%	15.0%	3.8%	19.0%	10.0%	0.0%
Crisis response	14.3%	25.0%	14.3%	22.2%	25.0%	0.0%	33.3%	35.0%	7.7%	4.8%	10.0%	50.0%
Access to justice systems	28.6%	12.5%	7.1%	0.0%	0.0%	12.5%	0.0%	0.0%	7.7%	4.8%	10.0%	50.0%
Support domestic resource mobilization	21.4%	37.5%	19.0%	11.1%	37.5%	25.0%	22.2%	5.0%	11.5%	14.3%	10.0%	0.0%
Access to basic services	7.1%	25.0%	21.4%	44.4%	25.0%	0.0%	11.1%	10.0%	11.5%	23.8%	20.0%	100.0%
Capacity of state institutions	0.0%	12.5%	2.4%	11.1%	0.0%	25.0%	11.1%	20.0%	15.4%	14.3%	0.0%	0.0%
Jobs	7.1%	0.0%	14.3%	33.3%	37.5%	25.0%	22.2%	30.0%	11.5%	23.8%	10.0%	0.0%
Improving livelihoods	14.3%	0.0%	26.2%	22.2%	37.5%	50.0%	0.0%	25.0%	42.3%	19.0%	30.0%	0.0%
Food security	42.9%	12.5%	45.2%	44.4%	37.5%	25.0%	55.6%	45.0%	42.3%	33.3%	50.0%	0.0%
Social safety nets	7.1%	37.5%	21.4%	22.2%	12.5%	0.0%	11.1%	20.0%	11.5%	14.3%	30.0%	0.0%
Stimulating dialogue to promote peace and stability	14.3%	25.0%	16.7%	0.0%	0.0%	0.0%	22.2%	10.0%	23.1%	28.6%	10.0%	50.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Food Program (WFP)	14.3%	44.4%	40.9%	11.1%	25.0%	50.0%	33.3%	33.3%	40.7%	47.6%	45.5%	33.3%
World Health Organization (WHO)	28.6%	33.3%	40.9%	22.2%	75.0%	25.0%	22.2%	42.9%	33.3%	38.1%	18.2%	33.3%
United Nations Development Program (UNDP)	35.7%	66.7%	47.7%	66.7%	37.5%	62.5%	55.6%	52.4%	44.4%	61.9%	63.6%	66.7%
United Nations Peacekeeping	7.1%	0.0%	6.8%	0.0%	0.0%	0.0%	11.1%	9.5%	7.4%	9.5%	0.0%	0.0%
Save the Children	14.3%	11.1%	0.0%	11.1%	0.0%	0.0%	11.1%	0.0%	7.4%	9.5%	9.1%	0.0%
The Red Cross	7.1%	0.0%	2.3%	0.0%	12.5%	0.0%	0.0%	9.5%	7.4%	0.0%	9.1%	0.0%
The United Nations International Children's Emergency Fund (UNICEF)	28.6%	22.2%	31.8%	11.1%	12.5%	25.0%	33.3%	14.3%	11.1%	9.5%	18.2%	0.0%
The International Committee of the Red Cross (ICRC)	0.0%	11.1%	4.5%	0.0%	12.5%	0.0%	11.1%	4.8%	11.1%	9.5%	0.0%	0.0%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	14.3%	0.0%	2.3%	11.1%	0.0%	0.0%	0.0%	9.5%	7.4%	0.0%	0.0%	33.3%
Don't know	7.1%	0.0%	6.8%	22.2%	12.5%	0.0%	0.0%	0.0%	3.7%	4.8%	18.2%	0.0%



## G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Zimbabwe?\*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Never	0.0%	0.0%	2.2%	0.0%	12.5%	12.5%	0.0%	0.0%	8.3%	9.5%	9.1%	0.0%
Less than once a year	0.0%	11.1%	0.0%	0.0%	0.0%	12.5%	0.0%	15.0%	4.2%	14.3%	0.0%	0.0%
Once a year to a few times a year	42.9%	66.7%	46.7%	55.6%	12.5%	62.5%	11.1%	35.0%	75.0%	42.9%	45.5%	33.3%
Less than once a month	14.3%	0.0%	26.7%	11.1%	12.5%	12.5%	33.3%	20.0%	0.0%	23.8%	9.1%	33.3%
At least once a month	35.7%	22.2%	24.4%	33.3%	50.0%	0.0%	22.2%	30.0%	12.5%	4.8%	36.4%	33.3%
At least once a week	7.1%	0.0%	0.0%	0.0%	12.5%	0.0%	33.3%	0.0%	0.0%	4.8%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Local radio*	0.0%	11.1%	2.2%	33.3%	12.5%	0.0%	0.0%	0.0%	3.7%	0.0%	9.1%	0.0%
International radio*	14.3%	0.0%	2.2%	0.0%	12.5%	0.0%	33.3%	10.0%	0.0%	0.0%	9.1%	0.0%
Social media	57.1%	44.4%	42.2%	33.3%	25.0%	25.0%	22.2%	50.0%	55.6%	33.3%	36.4%	33.3%
International newspapers	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	11.1%	5.0%	0.0%	19.0%	0.0%	0.0%
Local television *	28.6%	11.1%	24.4%	11.1%	0.0%	25.0%	0.0%	5.0%	3.7%	0.0%	9.1%	0.0%
Internet	35.7%	55.6%	66.7%	88.9%	50.0%	62.5%	77.8%	60.0%	66.7%	71.4%	54.5%	100.0%
Periodicals*	7.1%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	15.0%	3.7%	23.8%	9.1%	0.0%
International television	0.0%	22.2%	8.9%	22.2%	25.0%	12.5%	0.0%	0.0%	22.2%	4.8%	9.1%	0.0%
Local newspapers	21.4%	11.1%	28.9%	11.1%	50.0%	62.5%	44.4%	25.0%	29.6%	33.3%	36.4%	33.3%
Other	7.1%	0.0%	2.2%	0.0%	0.0%	0.0%	11.1%	5.0%	3.7%	4.8%	9.1%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials*	61.5%	44.4%	26.7%	44.4%	25.0%	37.5%	22.2%	20.0%	25.9%	68.4%	45.5%	33.3%
e-Newsletters	23.1%	22.2%	31.1%	22.2%	37.5%	37.5%	22.2%	35.0%	40.7%	31.6%	18.2%	0.0%
World Bank Group's seminars/workshops/conferences	38.5%	11.1%	48.9%	33.3%	25.0%	50.0%	33.3%	30.0%	29.6%	15.8%	36.4%	33.3%
World Bank Group's website	38.5%	44.4%	31.1%	44.4%	37.5%	25.0%	0.0%	25.0%	22.2%	36.8%	27.3%	66.7%
Direct contact with World Bank Group*	15.4%	11.1%	26.7%	22.2%	25.0%	50.0%	77.8%	40.0%	22.2%	10.5%	45.5%	0.0%
Social media	7.7%	22.2%	8.9%	22.2%	25.0%	0.0%	22.2%	35.0%	40.7%	21.1%	9.1%	0.0%
Webinars or online events hosted by the World Bank Group	0.0%	22.2%	6.7%	11.1%	12.5%	0.0%	11.1%	5.0%	7.4%	5.3%	9.1%	33.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
High speed/WiFi	92.3%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	94.7%	90.9%	100.0%
Dial-up	7.7%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	5.3%	9.1%	0.0%

**H. Background Information**

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	80.0%	25.0%	59.0%	75.0%	62.5%	55.6%	66.7%	57.9%	51.7%	35.0%	83.3%	33.3%
No	20.0%	75.0%	41.0%	25.0%	37.5%	44.4%	33.3%	42.1%	48.3%	65.0%	16.7%	66.7%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer	7.1%	0.0%	8.5%	0.0%	12.5%	22.2%	11.1%	4.8%	27.6%	25.0%	25.0%	33.3%
Use World Bank Group reports/data*	28.6%	44.4%	21.3%	22.2%	12.5%	55.6%	22.2%	52.4%	48.3%	60.0%	33.3%	0.0%
Engage in World Bank Group related/sponsored events/activities*	14.3%	33.3%	38.3%	88.9%	50.0%	22.2%	44.4%	47.6%	31.0%	5.0%	8.3%	100.0%
Collaborate as part of my professional duties*	71.4%	55.6%	48.9%	0.0%	37.5%	33.3%	44.4%	19.0%	24.1%	30.0%	33.3%	33.3%
Use World Bank Group website for information, data, research, etc.	21.4%	22.2%	12.8%	22.2%	12.5%	22.2%	11.1%	28.6%	37.9%	35.0%	33.3%	0.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>15</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 FY20 Zimbabwe COS questionnaire: All 10-point scale questions and questions B8 and F1.*

● Collaborating with the WBG N=101

● Not collaborating with the WBG N=75

### A. Overall Context

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

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
The national/federal government*	93	4.70	73	3.84
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	96	6.09	73	6.12
The World Bank Group	97	6.36	72	6.28
The International Monetary Fund	92	5.86	72	5.89
The United Nations (UN)	94	6.53	73	6.49
Regional development banks	87	6.15	70	6.13
Zimbabwe's Central Bank	96	4.26	74	3.77
International private sector	90	5.19	72	5.29
Domestic private sector	93	5.20	74	5.50
International civil society (e.g., NGOs, CBOs)	93	5.51	74	6.00
Domestic civil society (e.g., NGOs, CBOs)	91	5.51	74	6.03
Faith-based institutions	95	6.18	74	6.20
Domestic traditional media and their web presence	94	5.06	74	4.81
International media and their web presence	95	5.27	75	5.43
Web based media*	95	4.88	75	5.71

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Zimbabwe?*	96	6.68	74	5.50

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

<sup>15</sup> Only 176 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)**

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

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	95	6.11	72	5.53
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe	95	5.94	69	5.48

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	94	5.99	69	5.57

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?	91	5.98	70	5.47

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Zimbabwe?	91	5.71	70	5.40

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

**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 Zimbabwe?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities	13.4%	10.8%
Inadequate World Bank Group's staffing in Zimbabwe	9.3%	9.5%
Arrogant in its approach	7.2%	10.8%
Not adequately sensitive to political/social realities in Zimbabwe	19.6%	23.0%
Too influenced by developed countries	37.1%	24.3%
Not willing to honestly criticize policies and reform efforts in the country	22.7%	16.2%
Staff too inaccessible	3.1%	5.4%
Not collaborating enough with private sector	9.3%	10.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.1%	4.1%
World Bank Group's processes too slow and complex	22.7%	13.5%
Not adequately flexible	15.5%	9.5%
Not sufficiently focused on sustainable results	3.1%	6.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	9.3%	13.5%
Not enough public disclosure of its work*	8.2%	21.6%
Other	4.1%	1.4%
Don't know	2.1%	4.1%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Responsiveness to needs	96	5.03	64	4.92
Flexibility (in terms of the institution's products and services)	90	4.89	66	5.05
Flexibility (in terms of changing country circumstances)	90	4.84	64	5.06
Being inclusive	91	5.34	63	5.43
Openness (sharing data and other information)	93	6.38	67	6.24
Collaboration with the Government	89	6.10	66	5.79
The speed in which it gets things accomplished on the ground	91	5.05	58	5.21
Helping to bring discipline/effective supervision to implementation of investment projects	85	5.85	60	5.47
Collaboration with civil society	81	5.91	62	5.56
Staff accessibility*	91	6.25	58	5.50
Collaboration with other donors and development partners	85	6.59	61	6.18
Collaboration with the private sector	75	5.56	62	5.45
Collaboration with the UN	76	6.64	57	5.98
Straightforwardness and honesty	83	6.39	57	5.70
Treating clients and stakeholders in Zimbabwe with respect	84	6.38	62	5.95
Being a long-term partner	88	6.74	65	6.12

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)****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	N	Mean
The World Bank Group effectively monitors and evaluates the projects and programs it supports	89	6.93	64	6.52
The World Bank Group takes decisions quickly in Zimbabwe	91	5.23	59	5.69
Working with the World Bank Group increases Zimbabwe's institutional capacity	90	6.59	65	6.23
Where country systems are adequate, the World Bank Group makes appropriate use of them	78	6.18	53	5.85

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	79	6.70	59	6.36

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree/disagree with the following statements about the World Bank Group in Zimbabwe?**

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Zimbabwe	79	4.70	57	4.82
The World Bank Group meets Zimbabwe's needs for knowledge services	93	6.24	67	5.96

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zimbabwe?	66	5.24	59	5.51

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

**D. World Bank Group's Support in Development Areas**

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Social protection	51	5.00	36	4.81
Gender equity	63	6.13	50	5.94
Private sector development	66	5.52	54	5.93
Education	61	6.11	54	5.76
Public sector governance/reform	84	6.61	59	6.03
Global/regional integration	63	5.68	51	5.35
Food security	65	5.66	51	5.57
Energy	66	5.59	44	5.57
Water and sanitation	70	6.03	52	6.02
Health	66	5.98	49	5.92
Financial markets	63	5.92	51	5.59
Transport (e.g., roads, bridges, transportation)	60	5.23	47	4.94
Agriculture and rural development	68	5.29	54	5.50
Natural resource management	61	5.39	47	5.34
Climate change (e.g., mitigation, adaptation)	66	6.05	45	5.67
Poverty reduction	75	5.53	57	5.77
Economic growth	74	5.14	61	5.61
Disaster risk management	58	5.45	49	5.41
Equality of opportunity (i.e., social inclusion)	63	5.76	48	5.38
Gender based violence	56	5.89	42	5.48
Security/stabilization/reconstruction	53	5.21	42	5.48
Local governance and institutions	65	5.49	47	5.40
Social cohesion	54	5.41	43	5.14

**E. World Bank Group's Knowledge Work and Activities**

In Zimbabwe, 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	N	Mean
Are timely	86	5.58	60	5.33
Include appropriate level of stakeholder involvement during preparation*	86	6.21	62	5.29
Lead to practical solutions*	88	6.11	63	5.43
Are source of relevant information on global good practices*	88	7.05	63	6.17
Are adequately disseminated	87	5.76	61	5.18
Are translated enough into local language	64	4.14	54	3.94
Are adaptable to Zimbabwe's specific development challenges and country circumstances	86	5.23	62	5.02

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	88	5.63	69	5.57

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	90	6.83	70	6.24

(1- Very low technical quality, 10- Very high technical quality)

**F. The future role of the World Bank Group in Zimbabwe**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the quality of its experts as related to Zimbabwe's specific challenges	13.7%	13.9%
Engage more directly with beneficiaries	24.2%	33.3%
Engage more effectively with private sector	15.8%	12.5%
Increase the level of capacity development in the country	38.9%	31.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	15.8%	19.4%
Offer more innovative knowledge products and services	10.5%	18.1%
Collaborate more effectively with Government clients (e.g., national, state, local)*	37.9%	20.8%
Work faster	8.4%	6.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.5%	9.7%
Ensure greater selectivity in its work	2.1%	1.4%
Provide more adequate data/knowledge/statistics/figures on Zimbabwe's economy	11.6%	12.5%
Other	3.2%	5.6%

\*Significantly different between collaborators and non-collaborators





## Appendix D: Responses to Selected Questions by Year<sup>16</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.*

- FY 2017 Number of comparable respondents = 260
- FY 2020 Number of comparable respondents = 188

*By weighting, the FY 2017 and FY 2020 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 2017	FY 2020
Office of the President/Prime Minister/Minister	6.5%	6.5%
Office of Parliamentarian	5.5%	5.5%
Government Institutions	29.0%	29.0%
Local Government Office or Staff	5.5%	5.5%
Bilateral/Multilateral Agency	5.0%	5.0%
Civil Society	18.0%	18.0%
Private Sector	11.5%	11.5%
Academia/Research Institute/Think Tank	11.0%	11.0%
Media	8.0%	8.0%

### A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	33.1%	34.4%
The wrong direction	53.6%	49.7%
Not sure	13.3%	15.8%

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zimbabwe?	258	6.33	2.33	182	6.22	2.26

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

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

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zimbabwe	245	6.31	2.35	179	5.93	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Zimbabwe*	238	6.28	2.14	174	5.82	2.15

*\*Significantly different between FY2017 and FY2020*

<sup>16</sup> Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zimbabwe.	246	6.20	2.02	175	5.91	2.10

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zimbabwe?*	241	6.31	1.93	172	5.86	2.11

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2017 and FY2020

**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?**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	239	5.42	1.83	171	5.06	1.95
Flexibility (in terms of the institution's products and services)*	226	5.36	1.93	166	4.99	1.68
Flexibility (in terms of changing country circumstances)	231	5.21	1.95	163	4.96	1.66
Being inclusive*	237	5.88	2.29	165	5.39	1.89
Openness (sharing data and other information)*	241	6.82	2.07	173	6.23	1.99
Collaboration with the Government*	235	6.67	2.04	166	5.94	1.89
The speed in which it gets things accomplished on the ground*	222	5.65	2.09	160	5.13	1.84
Helping to bring discipline/effective supervision to implementation of investment projects*	218	6.36	2.18	156	5.75	1.97
Collaboration with civil society*	219	6.47	2.38	155	5.74	2.07
Staff accessibility	220	6.15	2.14	159	5.86	2.07
Collaboration with other donors and development partners*	217	7.20	2.07	158	6.35	1.99
Collaboration with the private sector*	200	6.54	2.18	147	5.50	2.00
Collaboration with the UN*	203	7.36	2.19	143	6.30	2.33
Straightforwardness and honesty*	223	6.75	2.23	145	6.16	2.30
Treating clients and stakeholders in Zimbabwe with respect*	223	6.90	2.25	153	6.14	2.42
Being a long-term partner*	230	7.11	2.28	165	6.50	2.40

\* Significantly different between FY2017 and FY2020

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports	228	6.78	1.75	164	6.74	2.07
The World Bank Group takes decisions quickly in Zimbabwe	204	5.05	2.14	162	5.38	2.02
Working with the World Bank Group increases Zimbabwe's institutional capacity	234	6.84	2.20	167	6.49	2.16
Where country systems are adequate, the World Bank Group makes appropriate use of them*	191	6.53	1.99	137	6.01	2.19

\* Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	226	6.30	2.03	150	6.56	1.91

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zimbabwe	229	4.67	2.05	146	4.77	1.75
The World Bank Group meets Zimbabwe's needs for knowledge services	241	6.23	2.07	170	6.09	2.04

**D. World Bank Group's Support in Development Areas**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	162	4.63	1.98	95	4.85	1.82
Gender equity <sup>i</sup>				125	6.03	1.87
Private sector development	205	5.96	1.82	132	5.65	1.77
Education	189	6.05	1.99	125	5.90	1.90
Public sector governance/reform	221	6.15	2.15	154	6.34	1.97
Global/regional integration <sup>i</sup>				123	5.56	1.93
Food security <sup>i</sup>				127	5.58	1.70
Energy	173	5.71	1.93	121	5.56	1.84
Water and sanitation*	209	6.55	1.94	137	6.05	1.89
Health*	199	6.76	2.15	125	5.95	1.90
Financial markets <sup>i</sup>				125	5.84	2.11
Transport (e.g., roads, bridges, transportation)	174	5.13	2.11	119	5.13	1.86
Agriculture and rural development	187	5.08	2.12	133	5.44	2.06
Natural resource management	173	5.16	2.04	120	5.45	1.82
Climate change (e.g., mitigation, adaptation)	185	6.14	2.16	125	5.94	2.04
Poverty reduction	214	5.94	2.07	144	5.58	1.99
Economic growth*	216	6.07	2.05	146	5.39	2.02
Disaster risk management	173	5.74	1.99	117	5.47	2.01
Equality of opportunity (i.e., social inclusion)	176	5.86	2.08	120	5.60	2.07
Gender based violence <sup>i</sup>				108	5.69	2.00
Security/stabilization/reconstruction <sup>i</sup>				104	5.28	1.97
Local governance and institutions	200	5.67	2.03	123	5.37	1.91
Social cohesion	177	5.56	1.91	108	5.36	1.89

\*Significantly different between FY2017 and FY2020

<sup>i</sup> Only FY20 questionnaire had this response option

**E. 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 2017	FY 2020
Weekly	16.9%	7.2%
Monthly	31.4%	32.0%
A few times a year	33.7%	48.6%
Rarely	14.9%	8.3%
Never	3.1%	3.9%

\*Significantly different between FY2017 and FY2020

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

**In Zimbabwe, 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 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	215	5.36	1.74	161	5.46	2.11
Include appropriate level of stakeholder involvement during preparation	225	5.95	1.94	160	5.79	1.98
Lead to practical solutions	230	5.80	1.98	163	5.81	1.93
Are source of relevant information on global good practices	234	6.90	2.22	163	6.65	2.13
Are adequately disseminated	225	5.34	2.13	160	5.58	2.07
Are translated enough into local language	200	4.03	2.19	121	4.11	2.04
Are adaptable to Zimbabwe's specific development challenges and country circumstances	230	5.50	1.91	159	5.10	2.28

	FY 2017			FY 2020		
	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?*	243	6.37	1.90	169	5.58	2.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	232	7.07	1.93	171	6.63	2.24

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

*\*Significantly different between FY2017 and FY2020*



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Zimbabwe? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the WBG to do what is right?	6.28	6.36	6.52	5.44	6.28	6.54	6.33	6.47	6.30	6.51	6.23	6.86
Overall the WBG currently plays a relevant role in development in Zimbabwe	5.53	6.11	6.02	5.00	5.88	5.91	5.76	6.16	5.68	6.25	5.76	6.33
The WBG's work is aligned with what I consider the development priorities for Zimbabwe	5.48	5.94	5.91	5.00	5.80	5.78	5.73	5.90	5.58	6.13	5.67	6.19
Overall, please rate your impression of the WBG's effectiveness in Zimbabwe.	5.57	5.99	6.01	4.96	5.89	5.85	5.74	6.13	5.75	6.07	5.83	6.05
To what extent does the WBG's work help to achieve development results in Zimbabwe?	5.47	5.98	5.95	5.04	5.87	5.77	5.71	6.08	5.62	6.18	5.83	5.85
To what extent does the WBG influence the development agenda in Zimbabwe?	5.40	5.71	5.73	5.54	5.86	5.44	5.62	5.86	5.61	5.88	5.67	5.82
Responsiveness to needs	4.92	5.03	5.12	4.38	5.15	4.83	4.97	5.15	4.96	5.14	4.89	5.53
Flexibility (in terms of the institution's products and services)	5.05	4.89	4.99	4.67	5.01	4.86	4.96	4.95	4.96	4.94	4.83	5.35
Flexibility (in terms of changing country circumstances)	5.06	4.84	4.92	5.00	5.01	4.79	5.01	4.77	4.92	4.94	4.89	5.08
Being inclusive	5.43	5.34	5.31	5.52	5.59	4.92	5.24	5.53	5.27	5.45	5.23	5.75
Openness (sharing data and other information)	6.24	6.38	6.20	6.81	6.25	6.30	6.23	6.35	6.20	6.40	6.26	6.30
Collaboration with the Government	5.79	6.10	5.89	6.04	5.83	6.05	5.89	5.93	5.78	6.12	5.88	6.00
The speed in which it gets things accomplished on the ground	5.21	5.05	5.19	5.00	5.26	5.02	5.18	5.15	5.08	5.32	5.07	5.54
Helping to bring discipline/effective supervision to implementation of investment projects	5.47	5.85	5.80	5.38	5.89	5.50	5.73	5.77	5.68	5.85	5.62	6.16
Collaboration with civil society	5.56	5.91	5.77	6.00	6.06	5.37	5.81	5.79	5.62	6.12	5.73	6.05
Staff accessibility	5.50	6.25	5.93	5.58	6.02	5.69	5.80	6.05	5.70	6.21	5.87	5.97
Collaboration with other donors and development partners	6.18	6.59	6.41	6.42	6.51	6.23	6.46	6.32	6.08	6.92	6.36	6.57
Collaboration with the private sector	5.45	5.56	5.50	5.95	5.72	5.29	5.59	5.48	5.25	6.09	5.56	5.54
Collaboration with the UN	5.98	6.64	6.44	6.00	6.55	6.08	6.26	6.63	5.97	7.02	6.33	6.56
Straightforwardness and honesty	5.70	6.39	6.27	5.50	6.30	6.02	6.02	6.47	5.98	6.57	6.11	6.45
Treating clients and stakeholders in Zimbabwe with respect	5.95	6.38	6.25	5.45	6.25	6.00	5.92	6.57	5.93	6.53	6.02	6.57
Being a long-term partner	6.12	6.74	6.64	5.86	6.60	6.45	6.30	7.00	6.24	7.06	6.52	6.64
To what extent does the World Bank Group help to build/strengthen existing country systems in Zimbabwe?	6.36	6.70	6.67	6.28	6.73	6.45	6.53	6.80	6.24	7.30	6.64	6.56
The WBG's financial instruments meet the needs of Zimbabwe	4.82	4.70	4.73	4.67	4.72	4.74	4.75	4.68	4.63	4.88	4.66	4.97
The WBG meets Zimbabwe's needs for knowledge services	5.96	6.24	6.11	6.21	6.07	6.20	6.04	6.25	5.98	6.34	6.09	6.21
In Zimbabwe, to what extent do you believe that the WBG's knowledge work and activities are adaptable to Zimbabwe's specific development challenges and country circumstances	5.02	5.23	5.09	5.41	5.03	5.28	5.05	5.27	5.09	5.17	5.13	5.10
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	5.57	5.62	5.61	5.60	5.62	5.60	5.51	5.79	5.53	5.75	5.53	5.85
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.24	6.83	6.65	6.62	6.64	6.67	6.63	6.68	6.32	7.21	6.62	6.73

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Zimbabwe FY20 COS Questionnaire



### **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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Zimbabwe's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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

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

<b>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)</b>	
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

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

<b>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)</b>	
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	
<b>C1</b>	Responsiveness to needs											<input type="checkbox"/>
<b>C2</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>C3</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>C4</b>	Being inclusive											<input type="checkbox"/>
<b>C5</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>C6</b>	Collaboration with the Government											<input type="checkbox"/>
<b>C7</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>C8</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>C9</b>	Collaboration with civil society											<input type="checkbox"/>
<b>C10</b>	Staff accessibility											<input type="checkbox"/>
<b>C11</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>C12</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>C13</b>	Collaboration with the UN											<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in Zimbabwe with respect											<input type="checkbox"/>
<b>C16</b>	Being a long-term partner											<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	
<b>C17</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>C18</b>	The World Bank Group takes decisions quickly in Zimbabwe											<input type="checkbox"/>
<b>C19</b>	Working with the World Bank Group increases Zimbabwe's institutional capacity											<input type="checkbox"/>
<b>C20</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<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			
To no degree at all									To a very significant degree	Don't know		
										<input type="checkbox"/>		

## 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
<b>C22</b>	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"/>
<b>C23</b>	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

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

<b>F2. Please answer the following questions: (Choose no more than THREE for each column)</b>		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Zimbabwe?</b>	<b>B. Which THREE areas below would benefit most from other donors in Zimbabwe?</b>
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

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

<b>G2. How do you get most of your information about economic and social development issues in Zimbabwe? (Choose no more than TWO)</b>			
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): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
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		

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	High speed/WiFi
2	Dial-up

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

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
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)		_____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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): _____

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	
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!**