



South Africa

The World Bank
Country Survey FY 2012

Report of Findings
December 2012

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in South Africa perceive the Bank;
- Obtain systematic feedback from stakeholders in South Africa regarding:
 - Their views regarding the general environment in South Africa;
 - Their overall attitudes toward the World Bank in South Africa;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in South Africa; and
 - Perceptions of the World Bank's future role in South Africa.
- Use data to help inform the South Africa country team's strategy.

II. Methodology

In June and August 2012, 481 stakeholders of the World Bank in South Africa were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 69 stakeholders participated in the country survey (14%).

Respondents received questionnaires via post or email and returned it accordingly, or completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing South Africa, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in South Africa, and the Bank's communication and information sharing.

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

II. Methodology (continued)

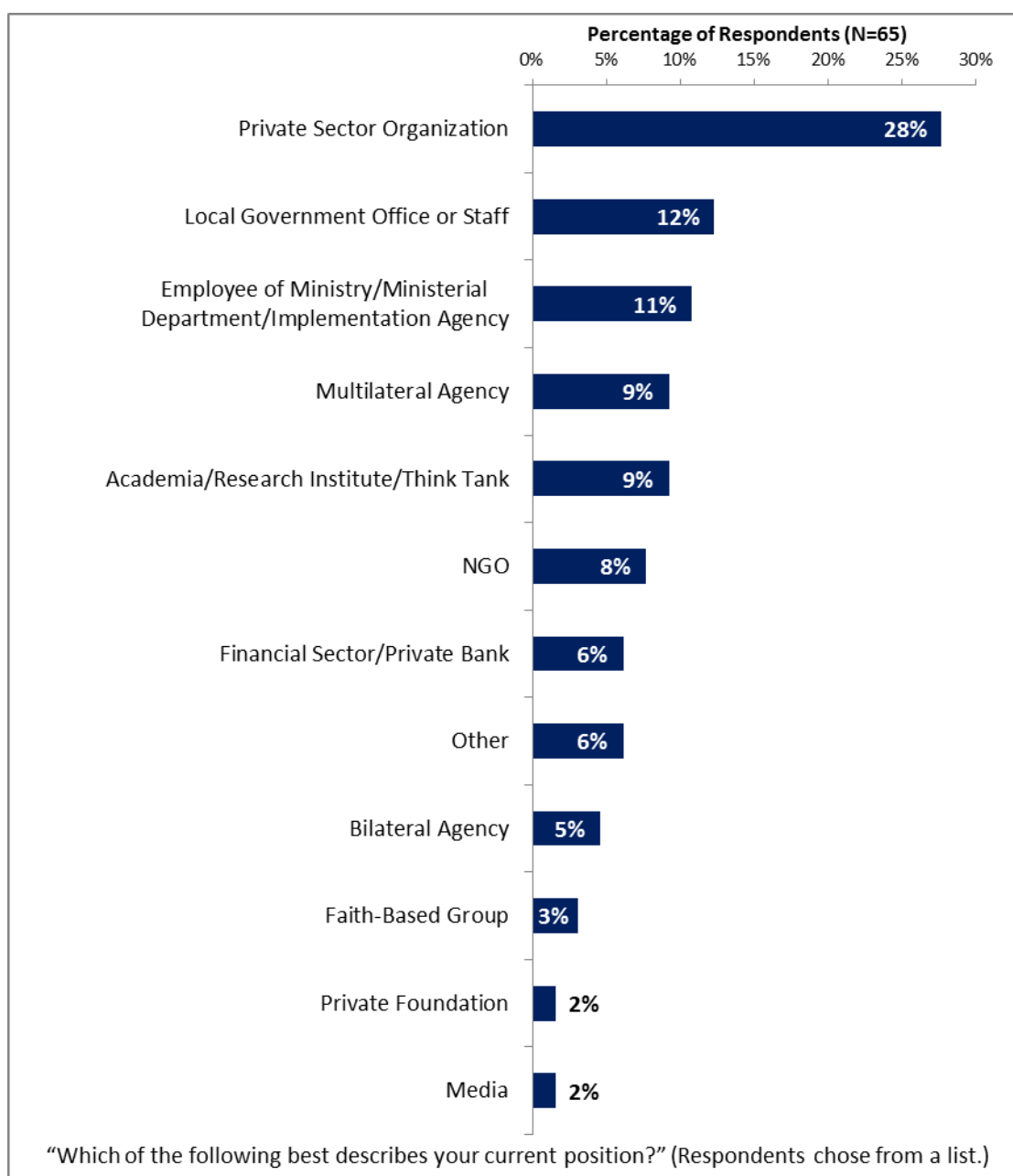
- A. General Issues facing South Africa: Respondents were asked to indicate their three most important development priorities in South Africa.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in South Africa, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, with which groups the Bank should collaborate with more in South Africa, and how they attribute slow or failed reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in South Africa, the Bank's level of effectiveness across thirty-four development areas, such as economic growth and basic education, the extent to which the Bank meets South Africa's need for knowledge services and financial instruments, and their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge products and research and to rate the effectiveness and quality of the Bank's knowledge products and research, including how significant a contribution it makes to development results and its technical quality.
- E. The Future Role of the World Bank in South Africa: Respondents were asked to rate how significant a role the Bank should play in South Africa in the near future, their level of agreement with a series of statements regarding Eskom, and to indicate what the Bank should do to make itself of greater value in South Africa.
- F. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked to indicate their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- G. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in South Africa, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 54 respondents who completed the survey in FY 2006. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

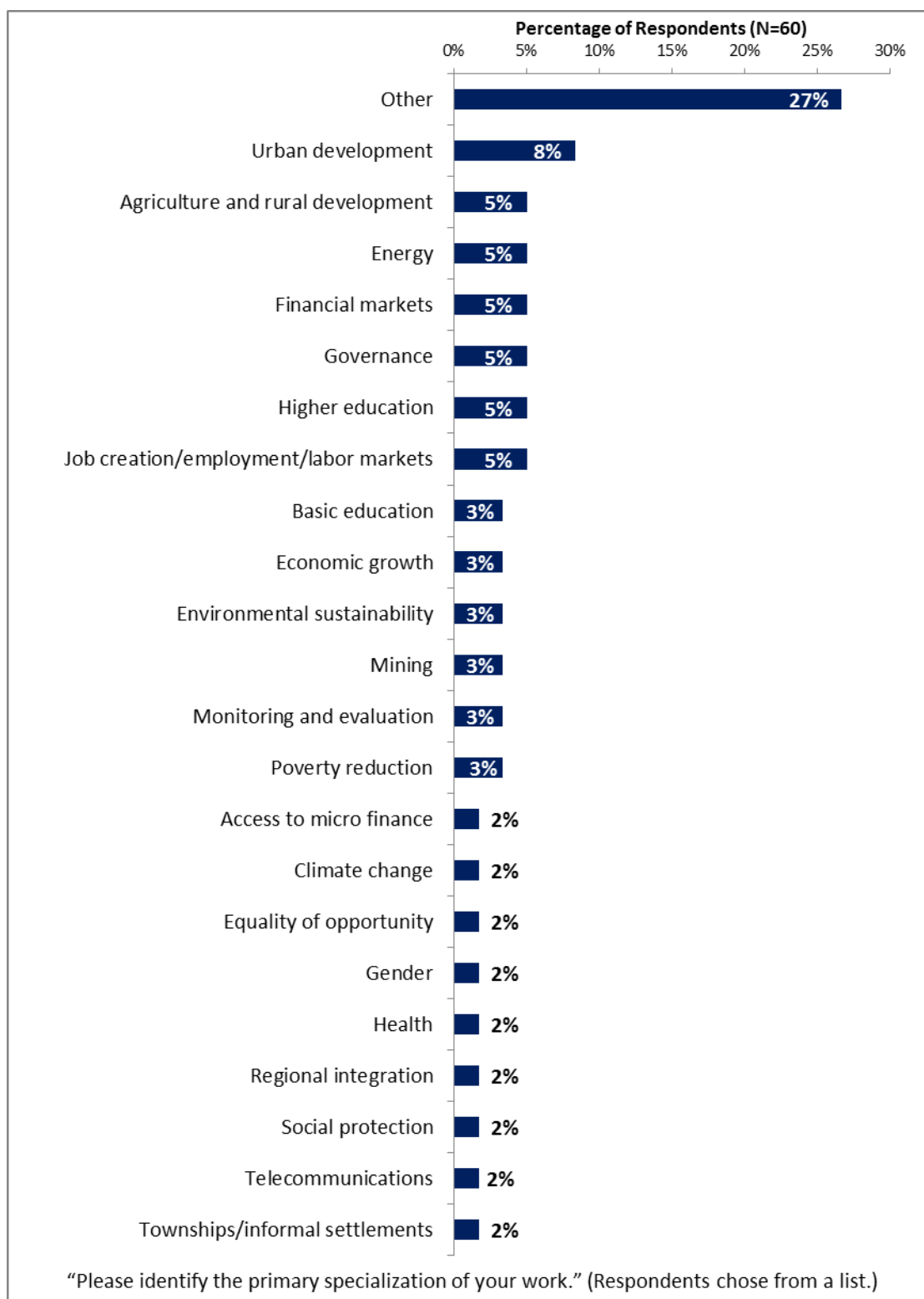
Current Position

- For further analyses, the small number of respondents from bilateral agencies were combined with those from multilateral agencies, respondents from private foundations and faith-based groups were combined with those from NGOs, respondents from the financial sector/private banks were combined with those from the private sector, and the few respondents from the media were included in the “Other” category.



III. Demographics of the Sample (continued)

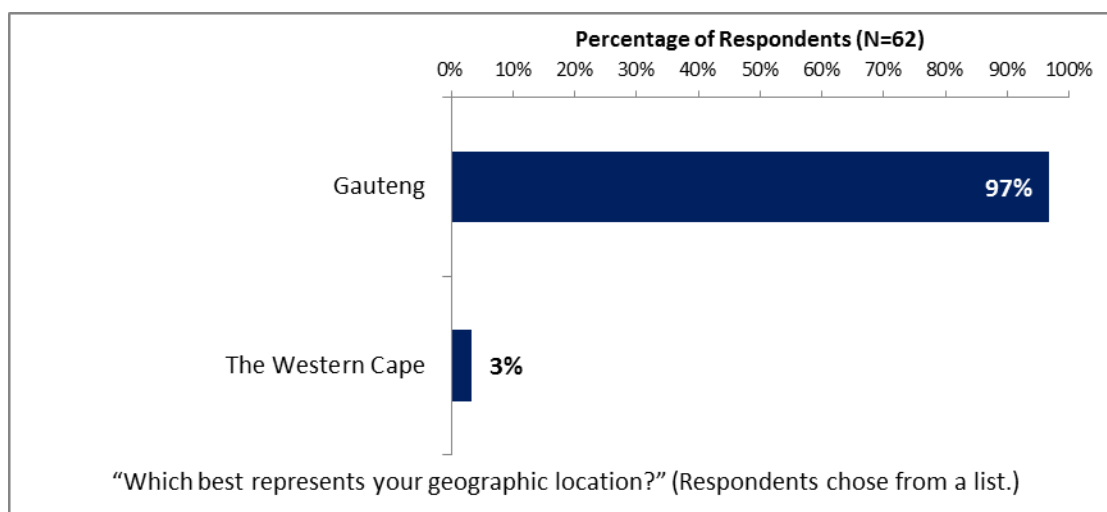
Area of Primary Specialization



III. Demographics of the Sample (continued)

Geographic Location

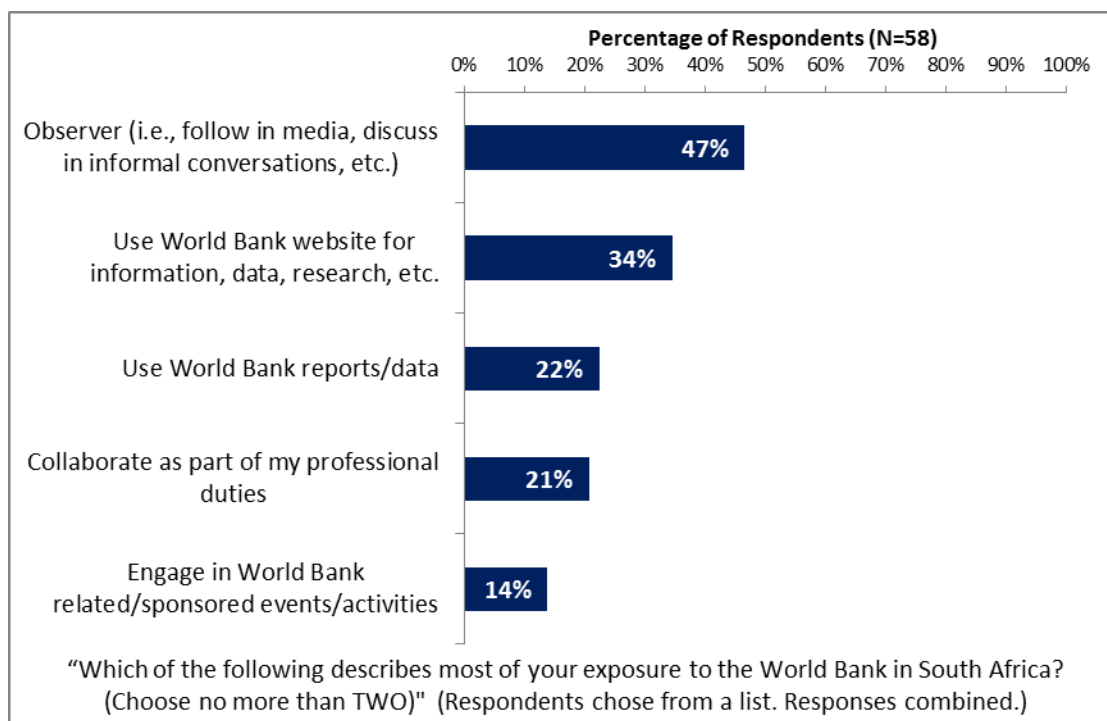
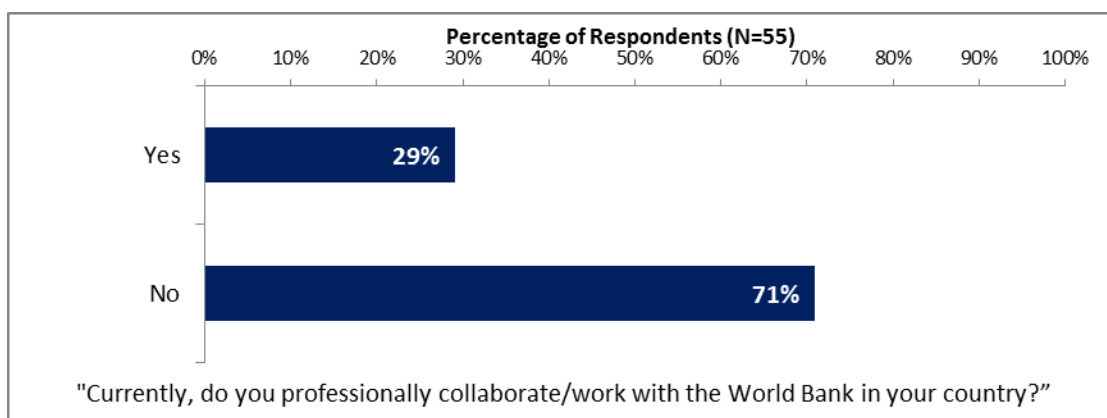
- Because of the small number of respondents from areas other than Gauteng, it was not possible to make statistical comparisons between geographic locations.



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

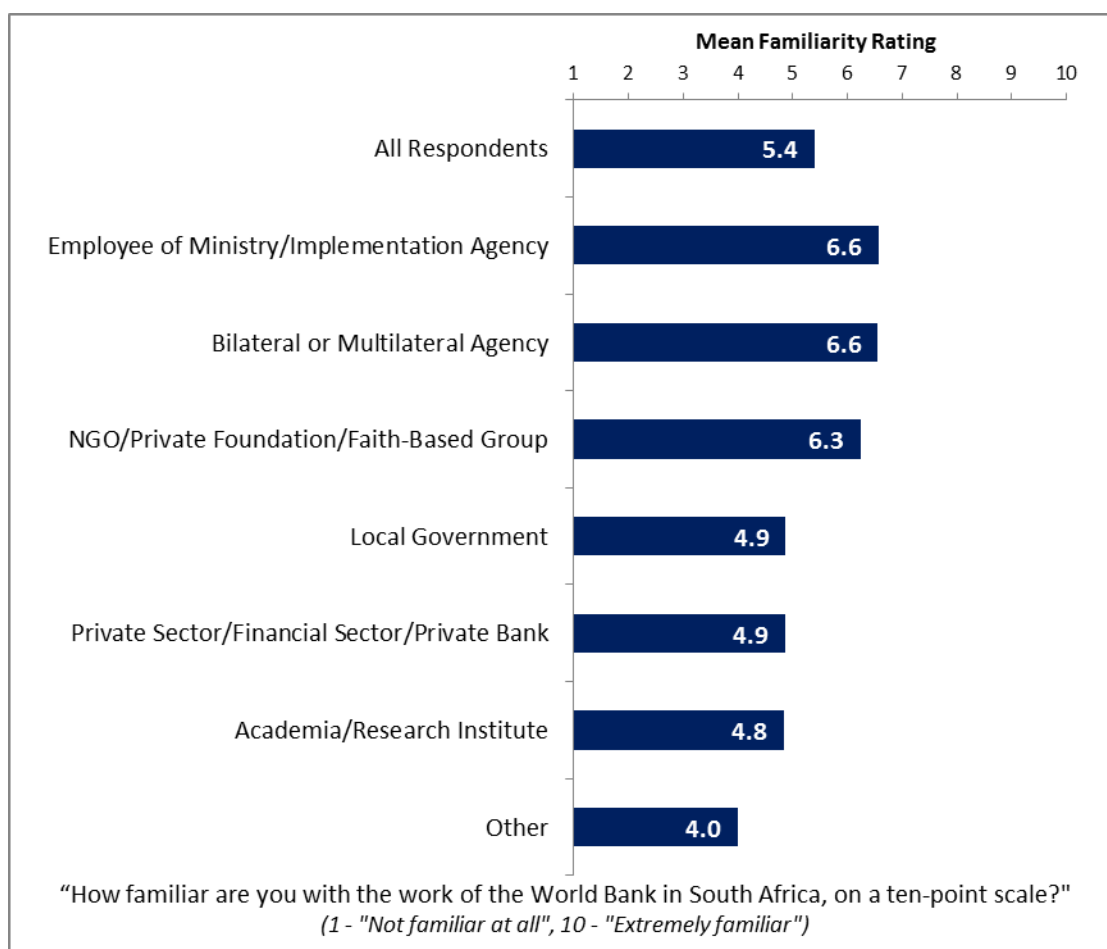
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in South Africa, can be found in the Appendix (page 75). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



III. Demographics of the Sample (continued)

Familiarity with the World Bank

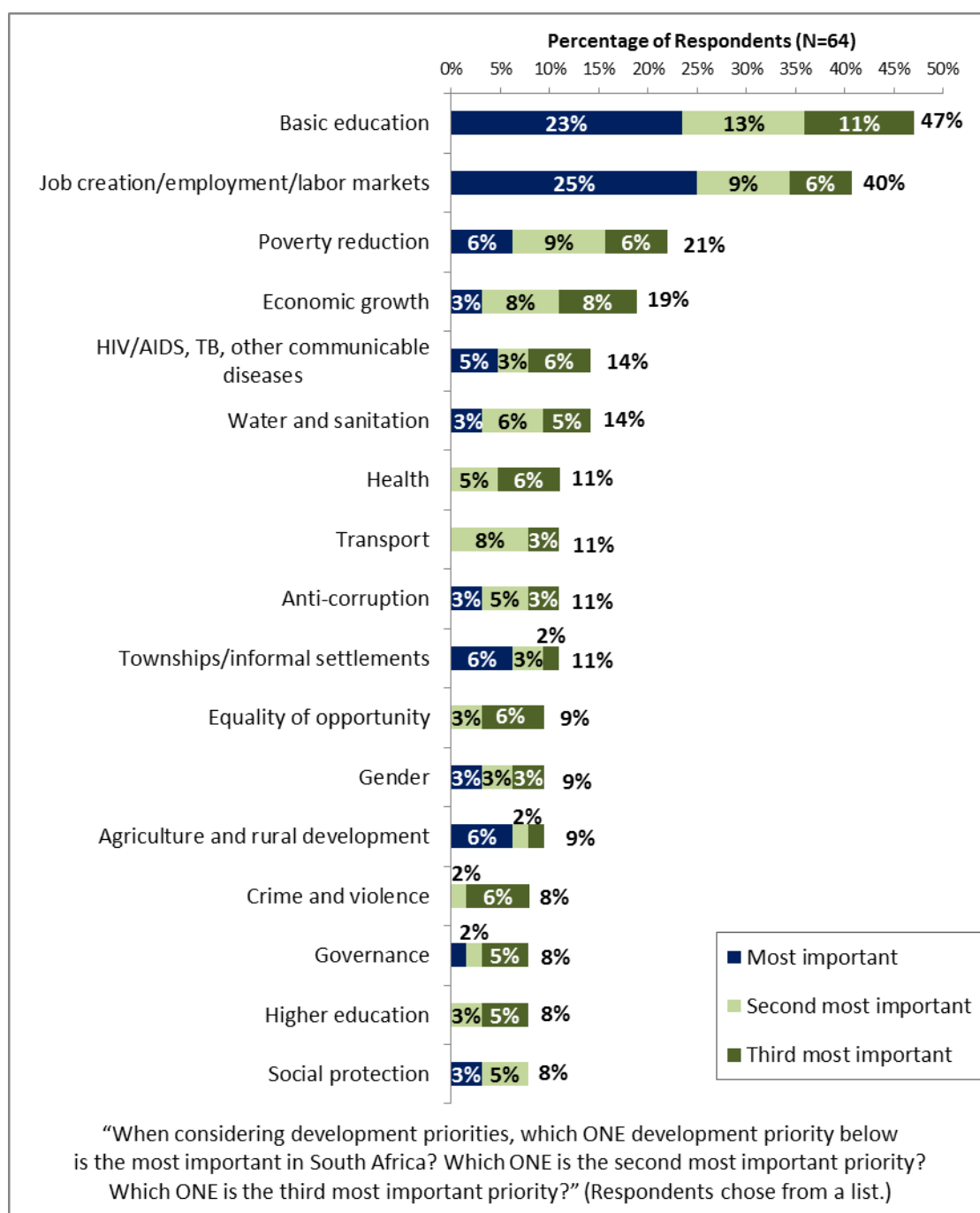
- Across all respondents, familiarity with the Bank received a mean rating of 5.4; this was statistically similar to the mean rating received in the FY '06 country survey (5.9).
 - Respondents across all stakeholder groups had statistically similar levels of familiarity with the Bank.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their perceptions of the Bank's overall effectiveness in South Africa, and had small, but significant correlations with the Bank's ability to help achieve sustainable development results and the Bank's relevance to South Africa's development.



IV. General Issues facing South Africa

Development Priorities

- Half of all respondents in the FY '06 country survey indicated that increasing employment was the most important development priority (50%), followed by reducing poverty (30%), HIV/AIDS (23%), and improving government effectiveness (22%).
- Although respondents from most stakeholder groups indicated that basic education and job creation were the most important development priorities in South Africa, respondents from bilateral or multilateral agencies were more likely to indicate that HIV/AIDS, TB, and other communicable diseases were the most important priority.

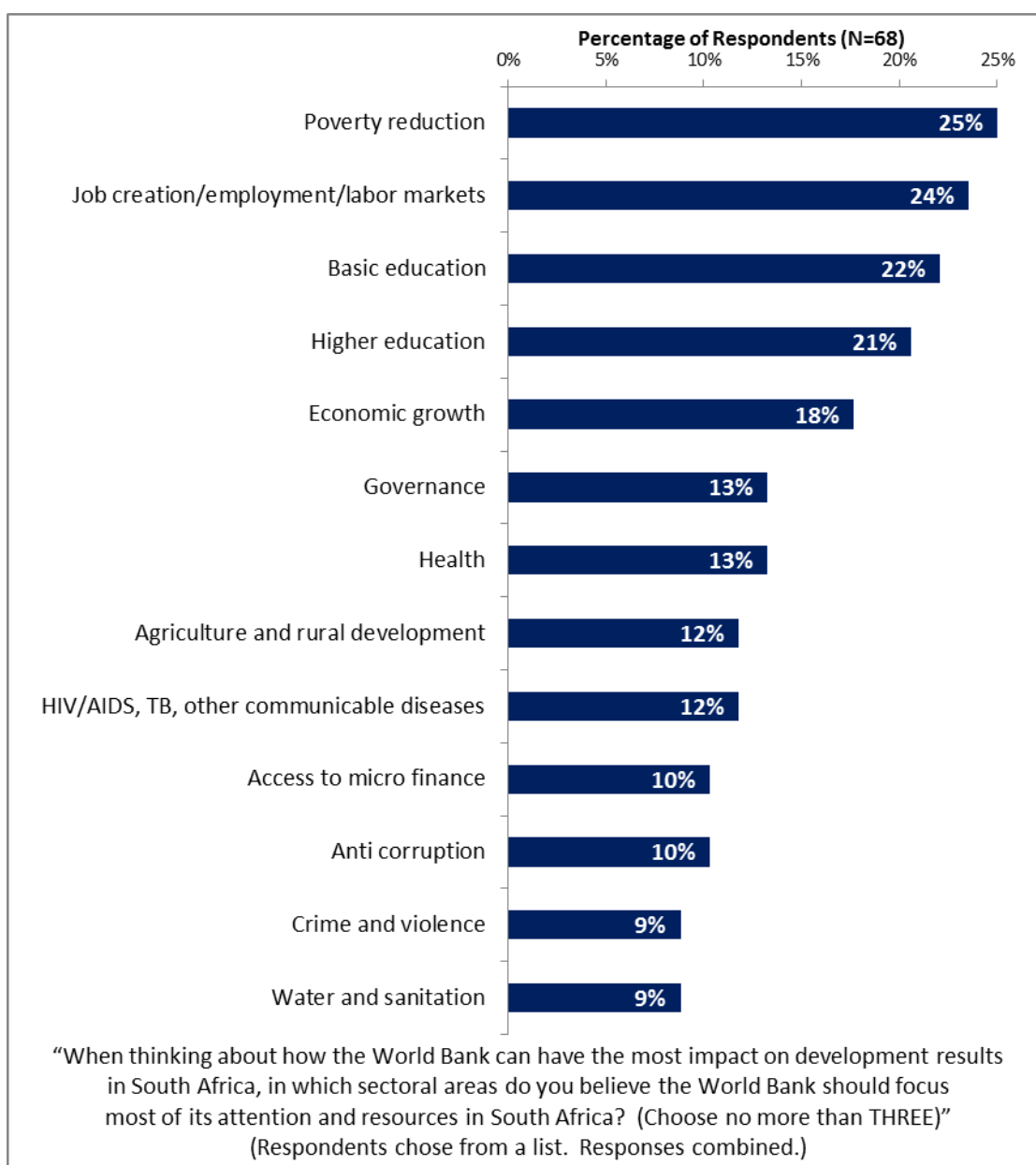


V. Overall Attitudes toward the World Bank

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

Focusing World Bank Resources

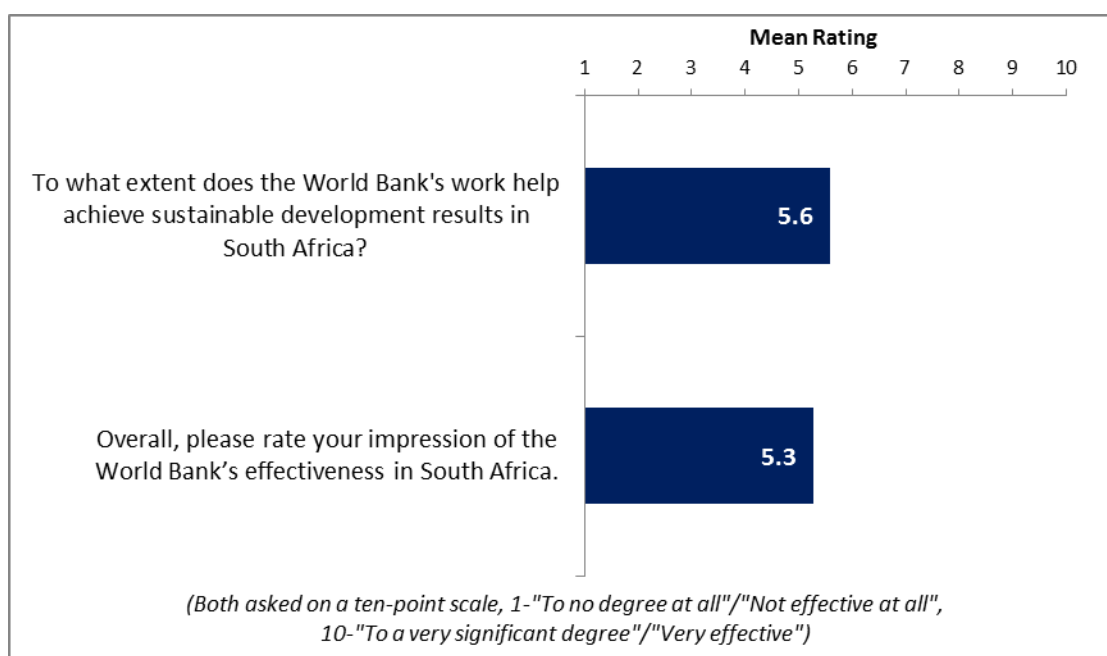
- Respondents in the FY '06 country survey indicated that it would be most productive for the Bank to focus most of its resources on education (28%) and job creation/employment (26%) in South Africa.



V. Overall Attitudes toward the World Bank (continued)

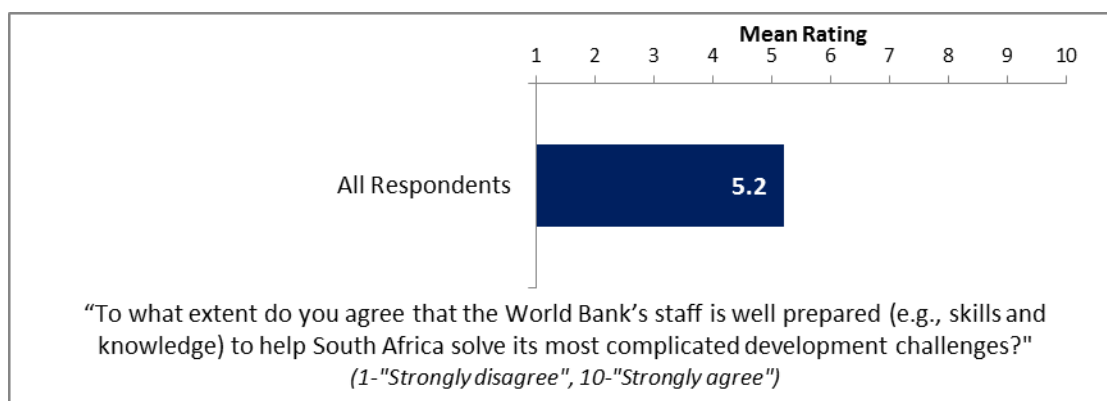
The World Bank's Overall Effectiveness in South Africa *(Indicator Question)*

- Ratings of the World Bank's work achieving sustainable development results in South Africa received a mean rating of 5.6 across all respondents.
- Across all respondents, ratings of the World Bank's overall effectiveness in South Africa received a mean rating of 5.3; this was statistically similar to the mean overall effectiveness rating received in the FY '06 country survey (5.1).
 - Respondents across all stakeholder groups had statistically similar ratings for the Bank's overall effectiveness in South Africa and for the World Bank's work achieving sustainable development results in South Africa.



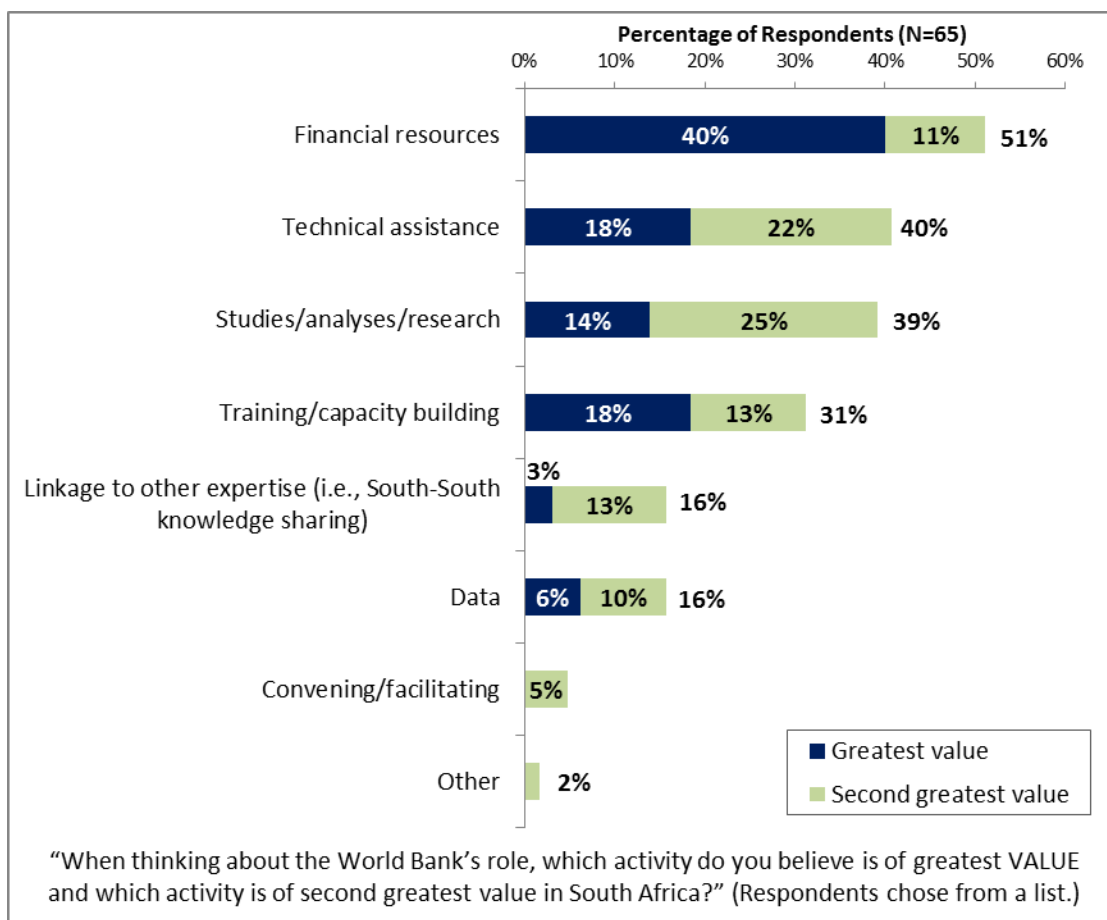
V. Overall Attitudes toward the World Bank (continued)

Bank Staff are Well Prepared to Help South Africa



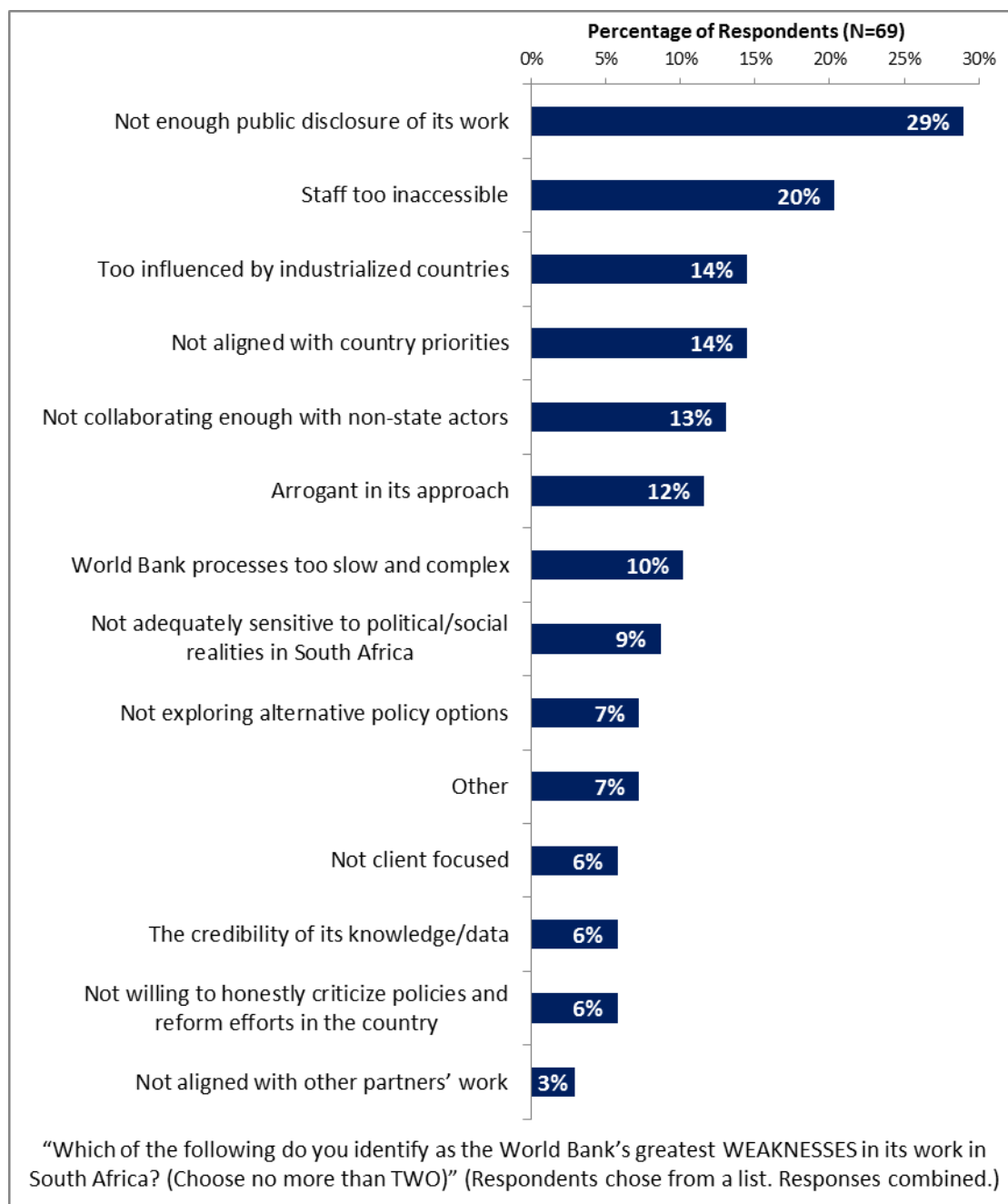
The World Bank's Greatest Value in South Africa

- Respondents in the FY '06 country survey indicated that the Bank's knowledge (43%) and policy and economic advice (36%) were its greatest values to South Africa.



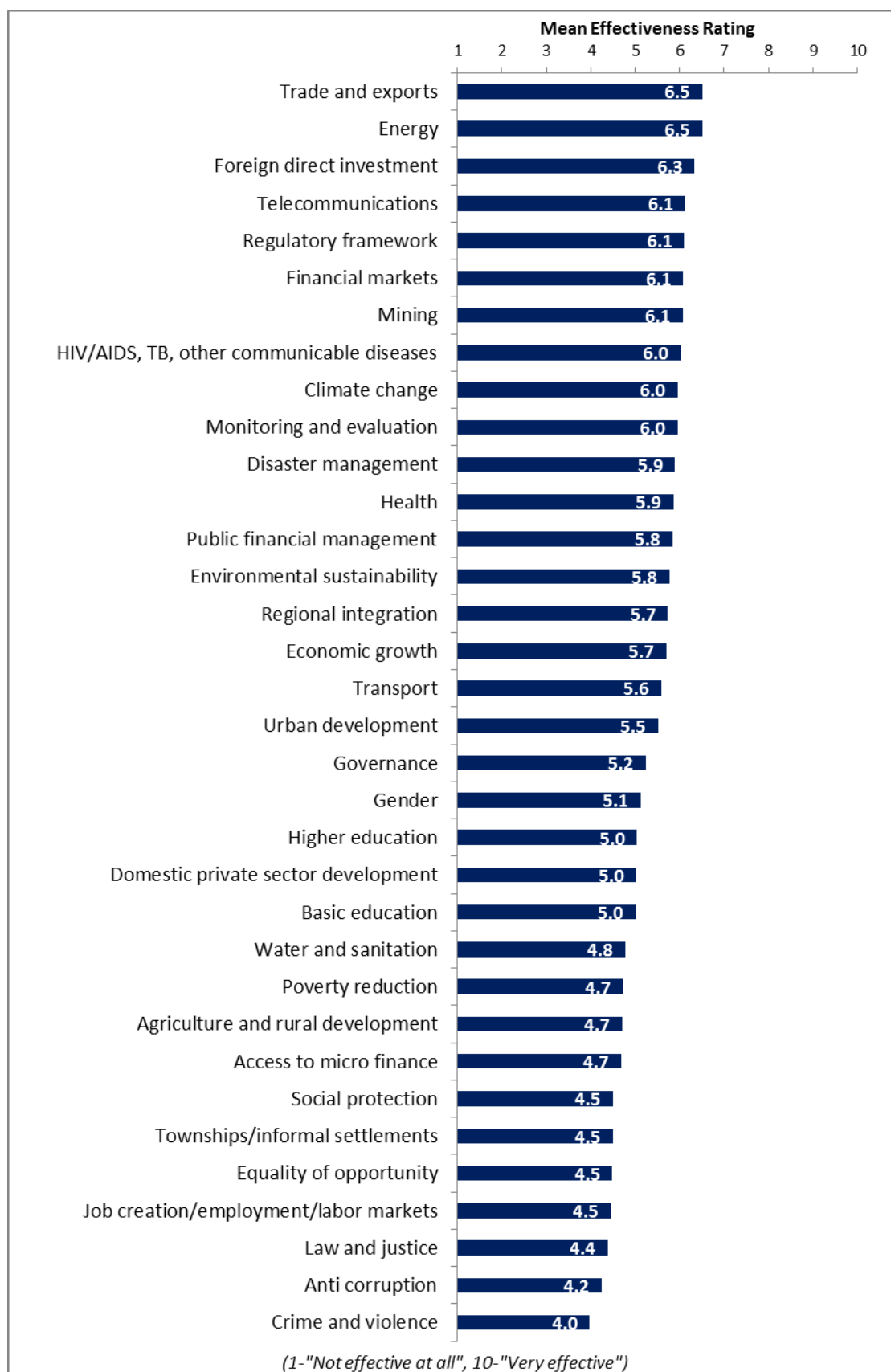
V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness



VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

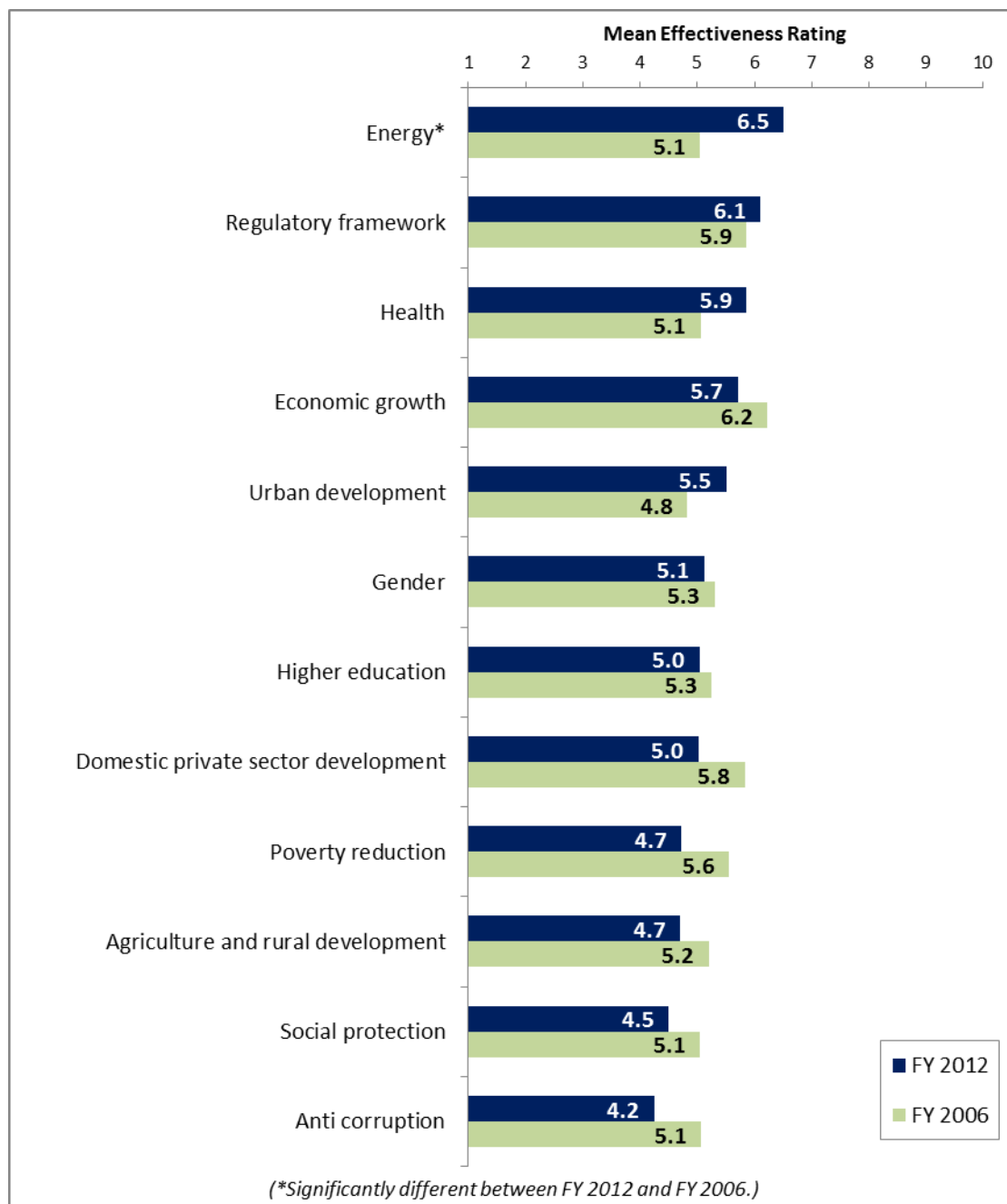
Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness in two of these thirty-four development areas.
 - Respondents from NGOs/private foundations/faith-based groups had the highest ratings for the Bank's effectiveness at anti-corruption whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.
 - Employees of ministries/implementation agencies and respondents from local government had the highest ratings for the Bank's effectiveness at environmental sustainability whereas respondents from bilateral or multilateral agencies, NGOs/private foundations/faith-based groups, and other organizations had significantly lower ratings.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly higher ratings for the Bank's effectiveness in energy compared to respondents from the FY '06 country survey. All other areas that could be compared had statistically similar ratings across both country surveys.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

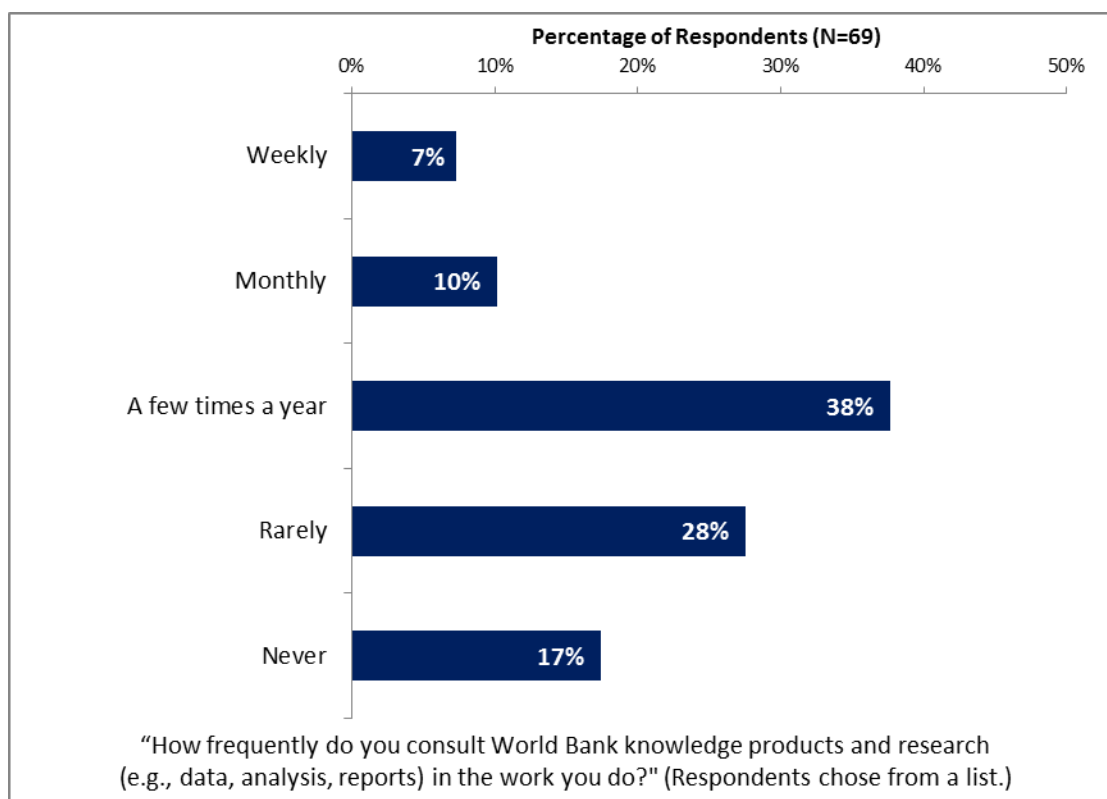
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in South Africa, bivariate correlational analyses were conducted using respondents' ratings of the thirty-four specific areas of effectiveness.

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in South Africa. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at crime and violence;
 - The Bank's effectiveness at agriculture and rural development; and
 - The Bank's effectiveness at energy.
 - Of note, the areas determined to be key drivers of the Bank's overall effectiveness in the FY '06 country survey were:
 - The Bank's effectiveness in helping to strengthen the social protection sector;
 - The Bank's effectiveness in helping to reduce poverty; and
 - The Bank's effectiveness in helping to bring about economic growth.
- Achieving Sustainable Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in South Africa, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The area determined to be the key driver from these analyses was:
 - The Bank's effectiveness at economic growth.

VII. World Bank Knowledge and Instruments

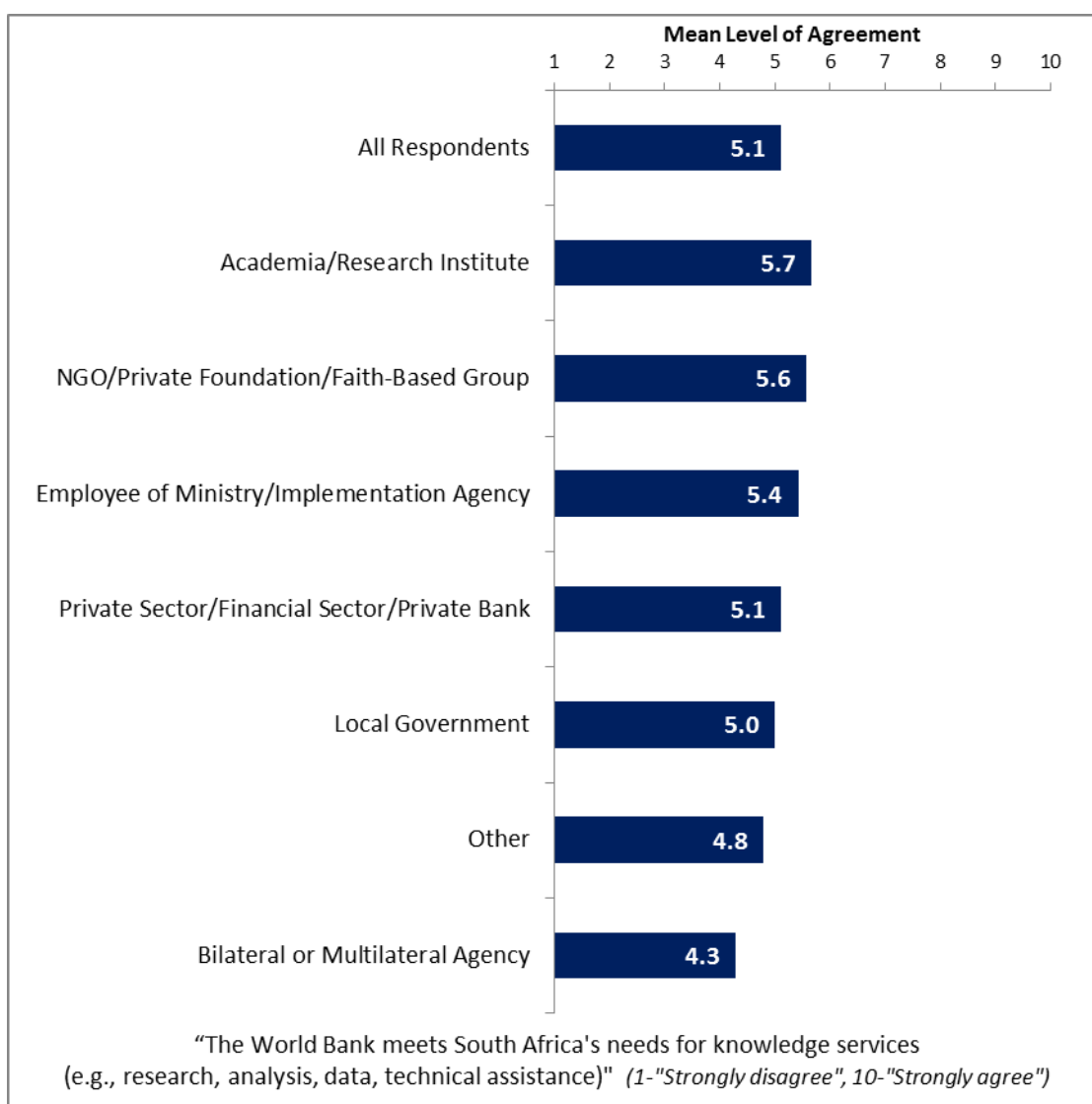
Knowledge: Frequency of Use



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting South Africa's Knowledge Needs (*Indicator Question*)

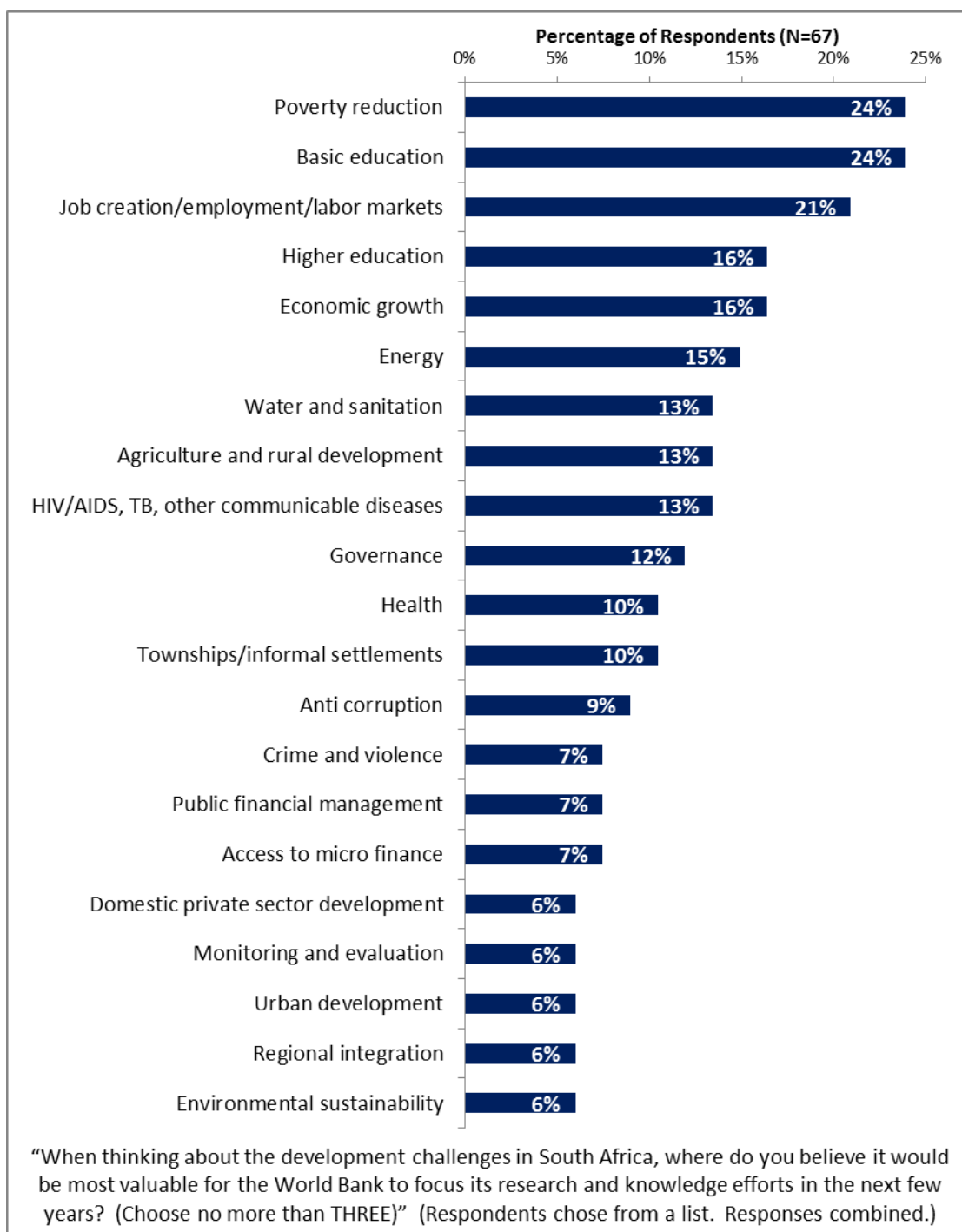
- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank meets South Africa's needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

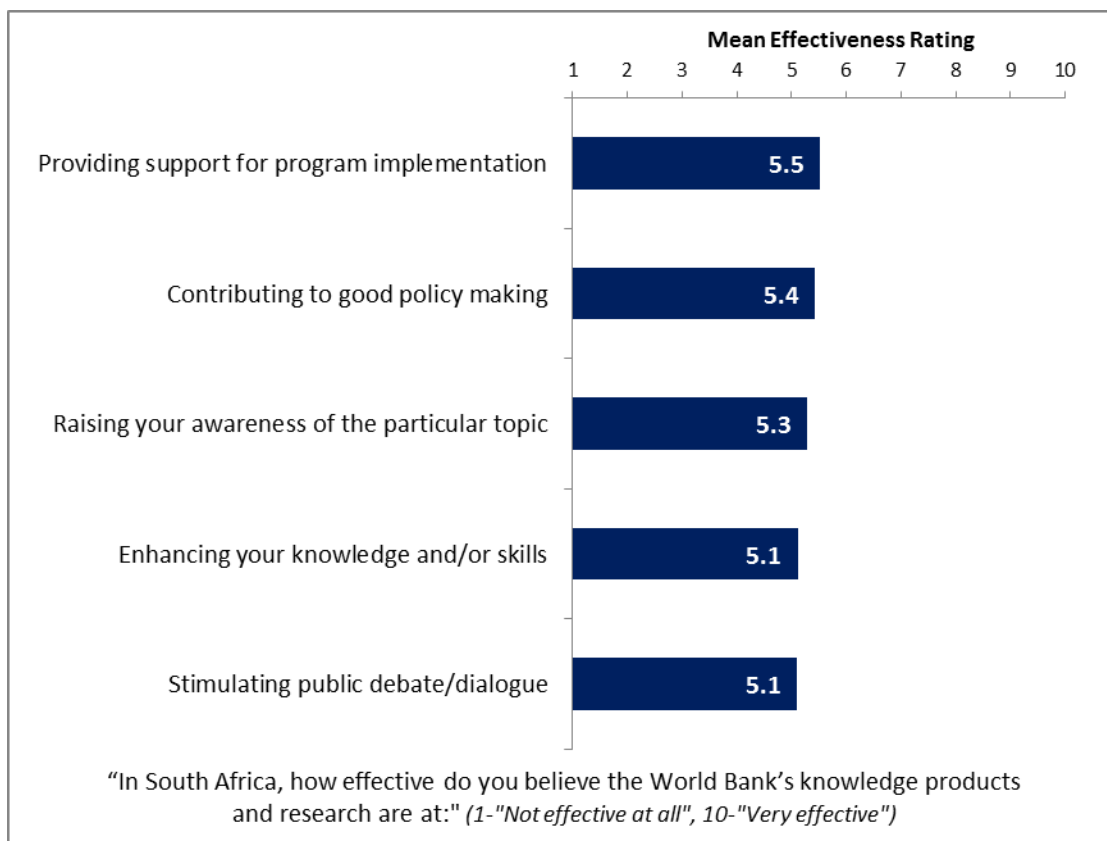
Knowledge: Focusing Bank Research

- In addition to poverty reduction, basic education, and job creation, employees of ministries/implementation agencies indicated that it would be valuable for the Bank to focus its research efforts on energy and respondents from bilateral or multilateral agencies indicated that it would be valuable for the Bank to focus its research efforts on HIV/AIDS, TB, and other communicable diseases.



VII. World Bank Knowledge and Instruments (continued)

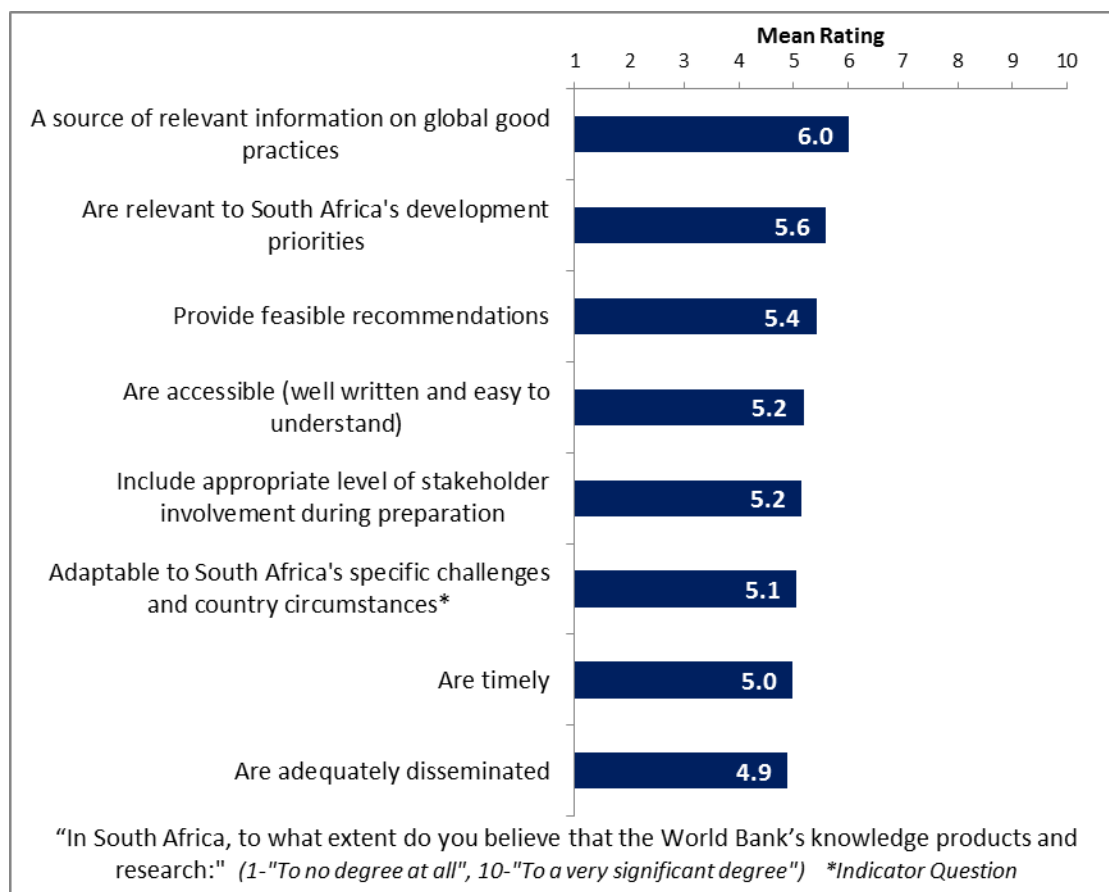
Knowledge: Effectiveness



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

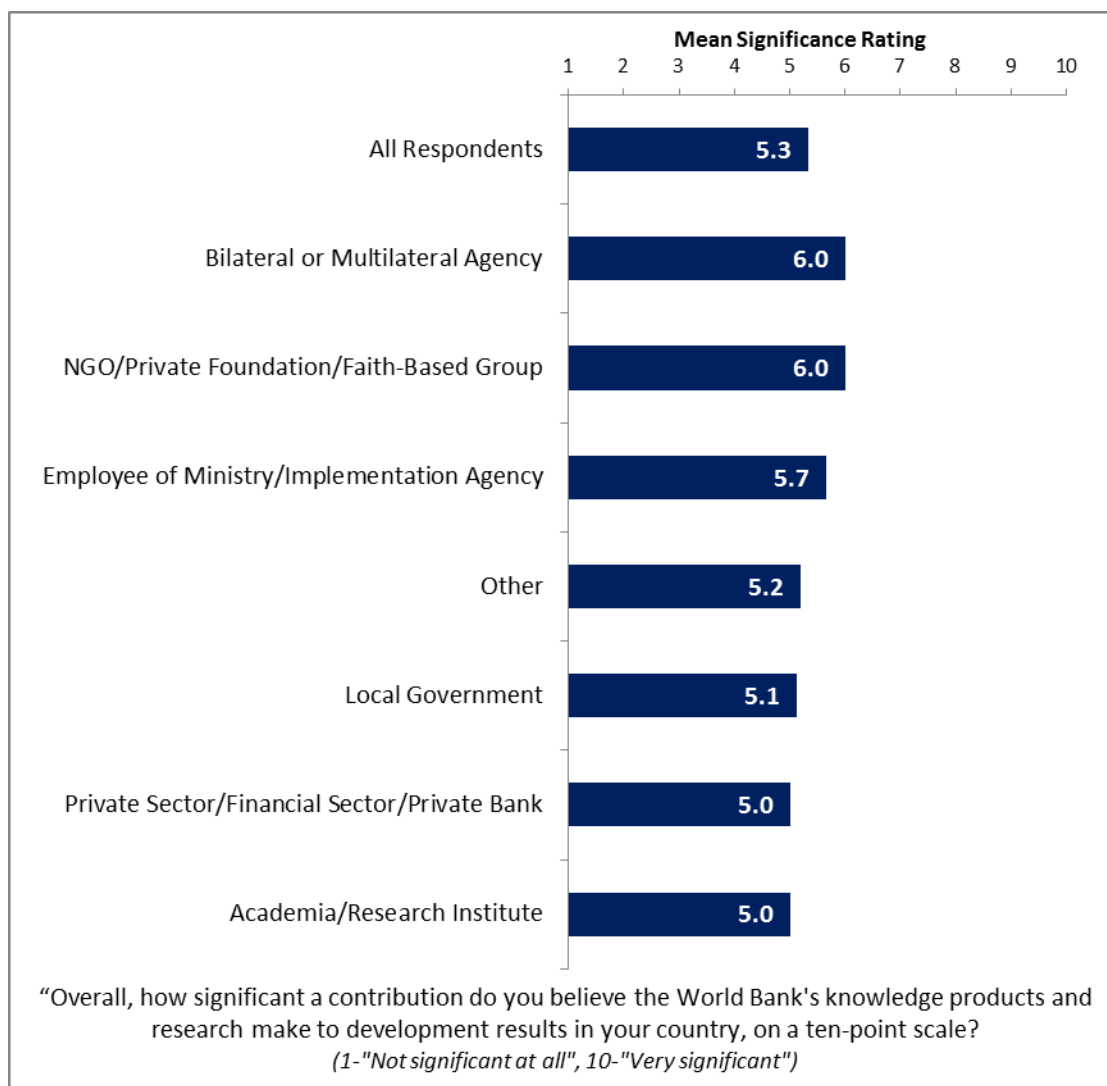
- Respondents in this year's country survey had significantly *lower* ratings for the extent to which the Bank's knowledge products and research are relevant to South Africa's development priorities and adaptable to South Africa's challenges compared to respondents from the FY '06 country survey (7.1 and 6.2, respectively).



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

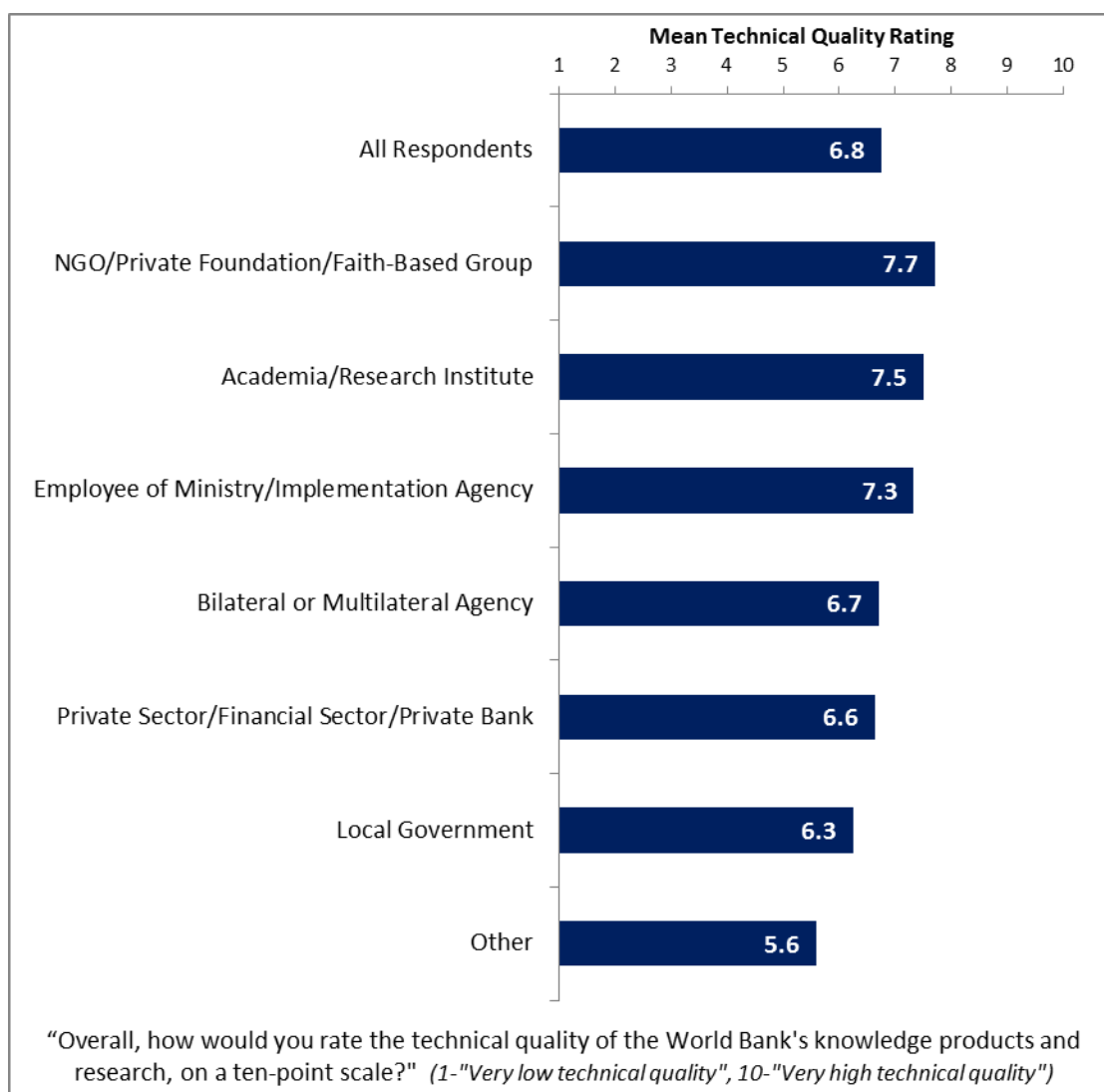
- Respondents across all stakeholder groups had statistically similar ratings for the significance of the contribution that the World Bank's knowledge products and research make to development results in South Africa.



VII. World Bank Knowledge and Instruments (continued)

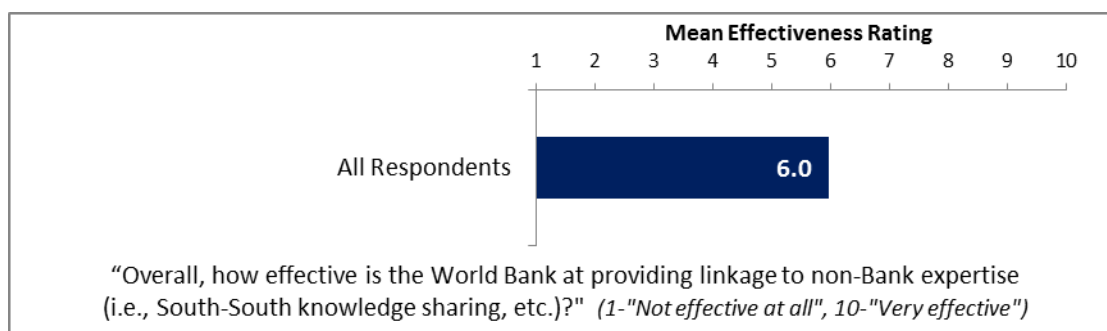
Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups had statistically similar ratings for the technical quality of the World Bank's knowledge products and research.



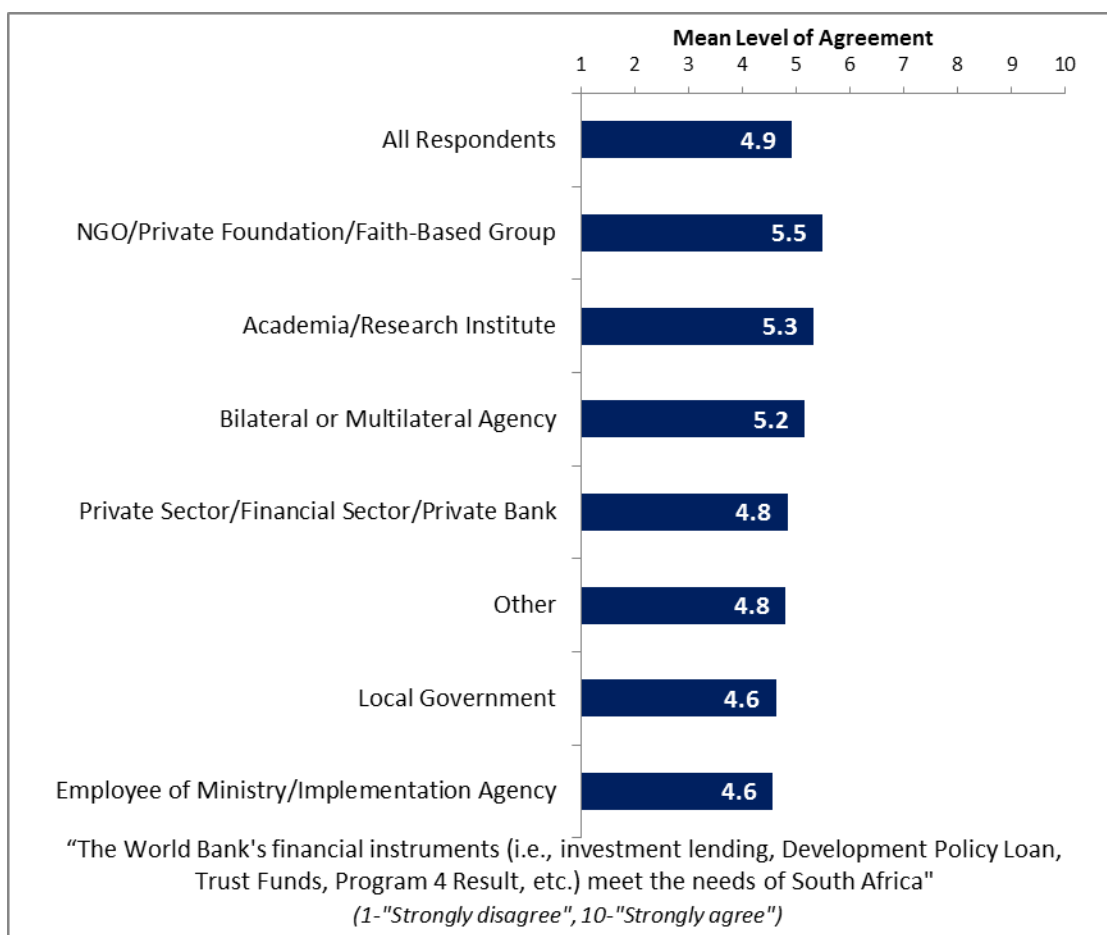
VII. World Bank Knowledge and Instruments (continued)

Knowledge: Providing Linkage to Non-Bank Expertise



Instruments: Meeting South Africa’s Needs (Indicator Question)

- Respondents across all stakeholder groups had statistically similar levels of agreement that the World Bank’s financial instruments meet South Africa’s needs.



VIII. How the World Bank Operates

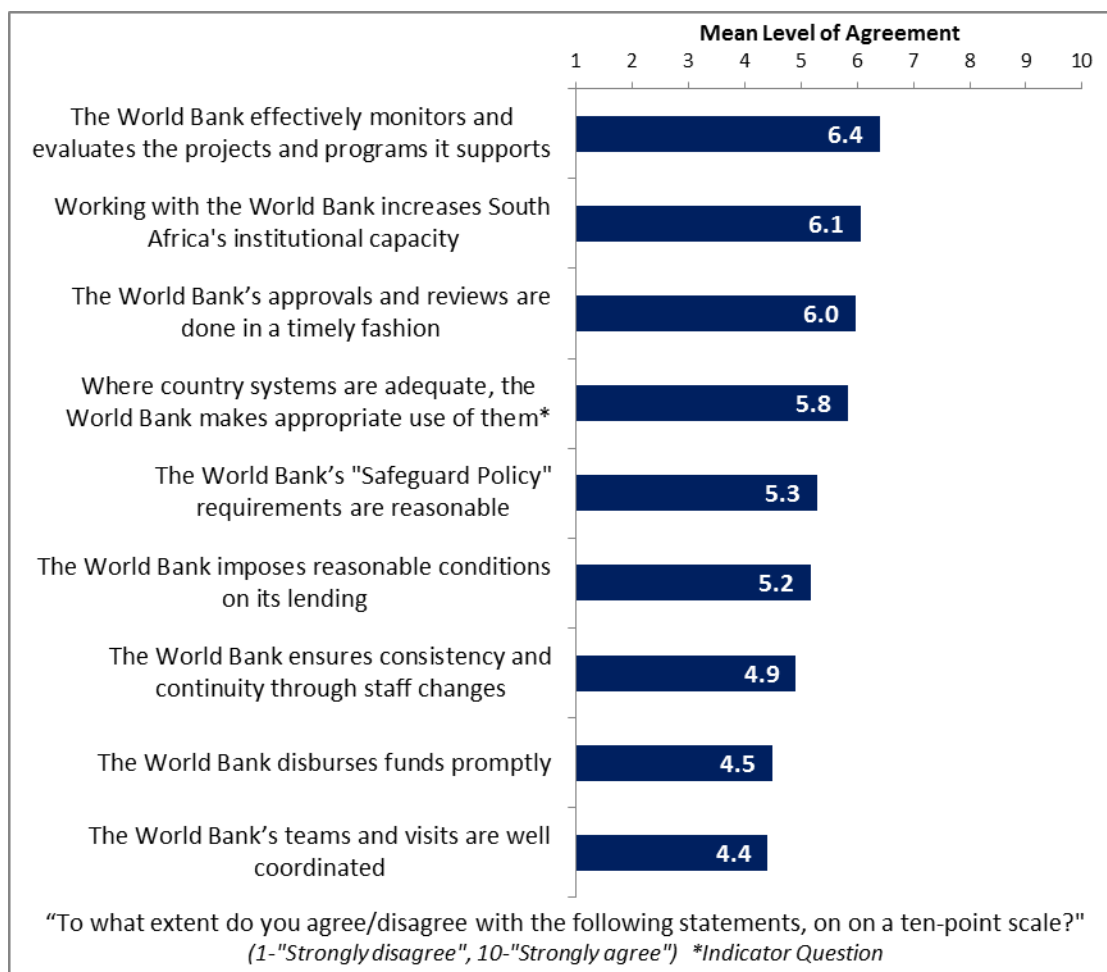
The World Bank's Work in South Africa

- Respondents in this year's country survey had significantly *lower* levels of agreement that the World Bank's work is aligned with respondents' development priorities for South Africa and that the World Bank treats clients and stakeholders in South Africa with respect compared to respondents from the FY '06 country survey.



VIII. How the World Bank Operates (continued)

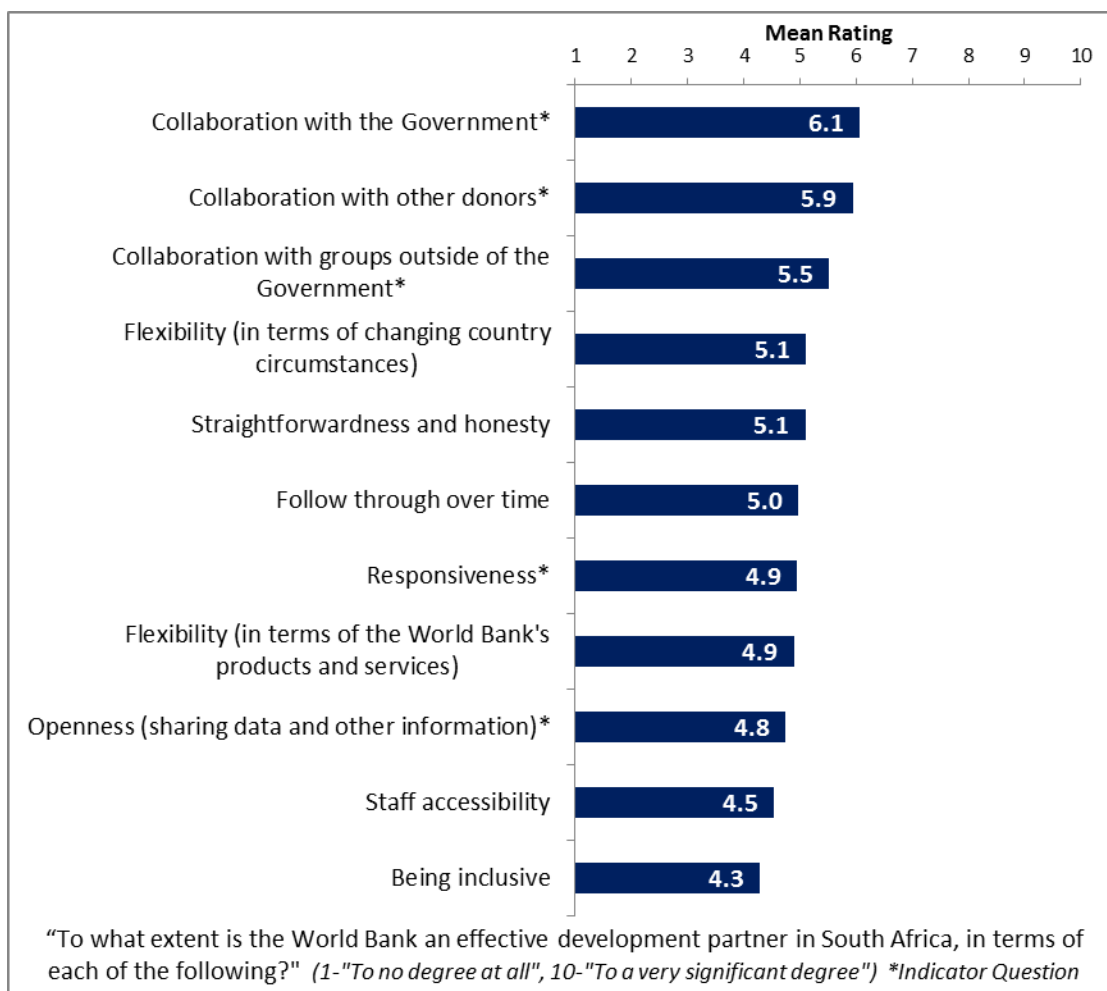
Overall Perceptions



VIII. How the World Bank Operates (continued)

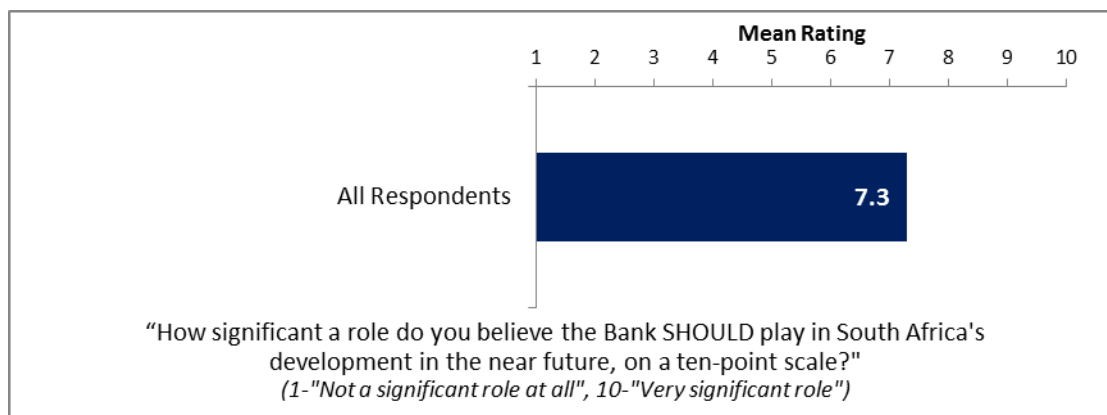
The World Bank as an Effective Development Partner

- Respondents in this year's country survey had significantly *lower* ratings for the Bank's straightforwardness and honesty and staff accessibility, but statistically similar ratings for the Bank's collaboration with other donors, compared to respondents from the FY '06 survey (6.8, 6.5, and 6.7, respectively).

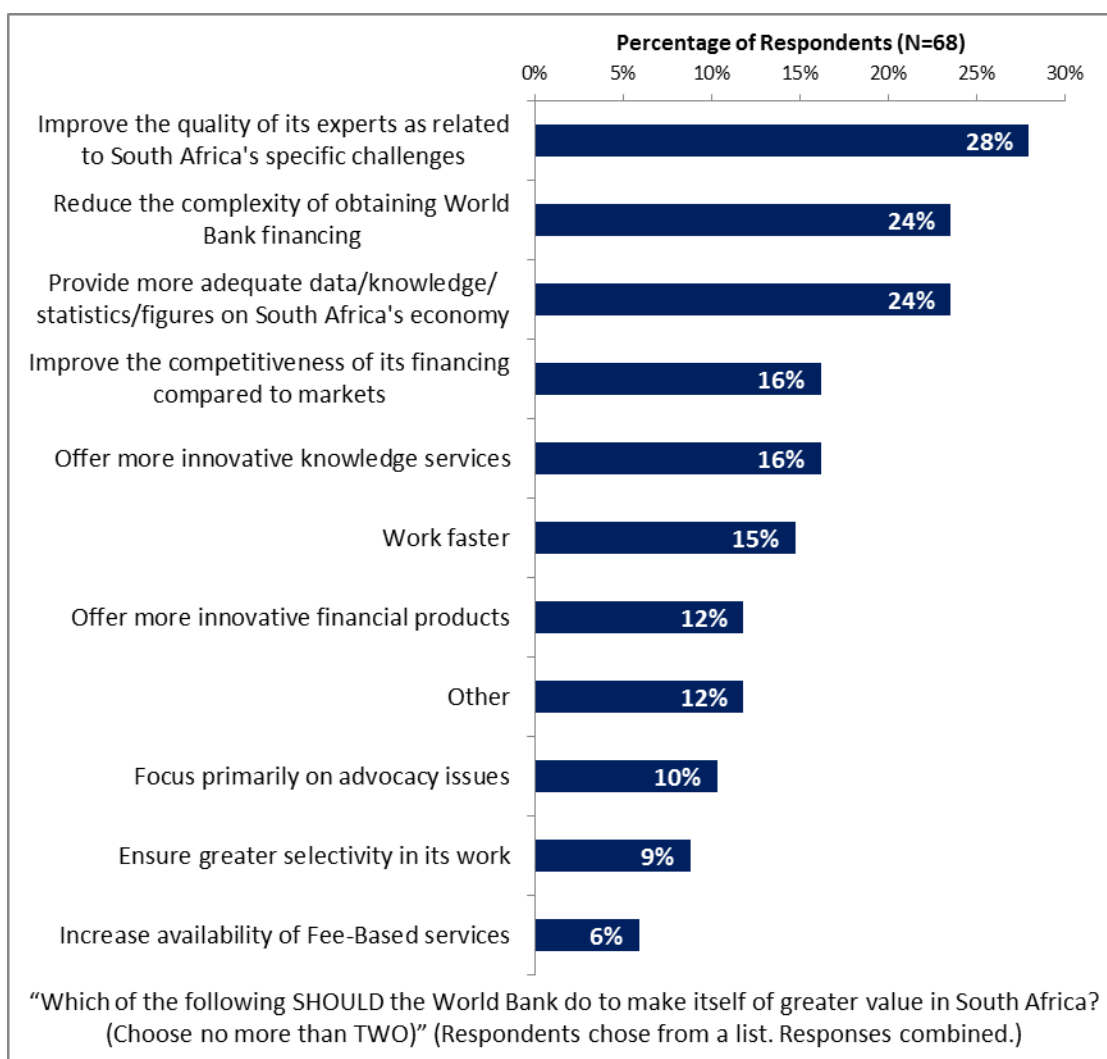


IX. The Future Role of the World Bank in South Africa

Role Significance



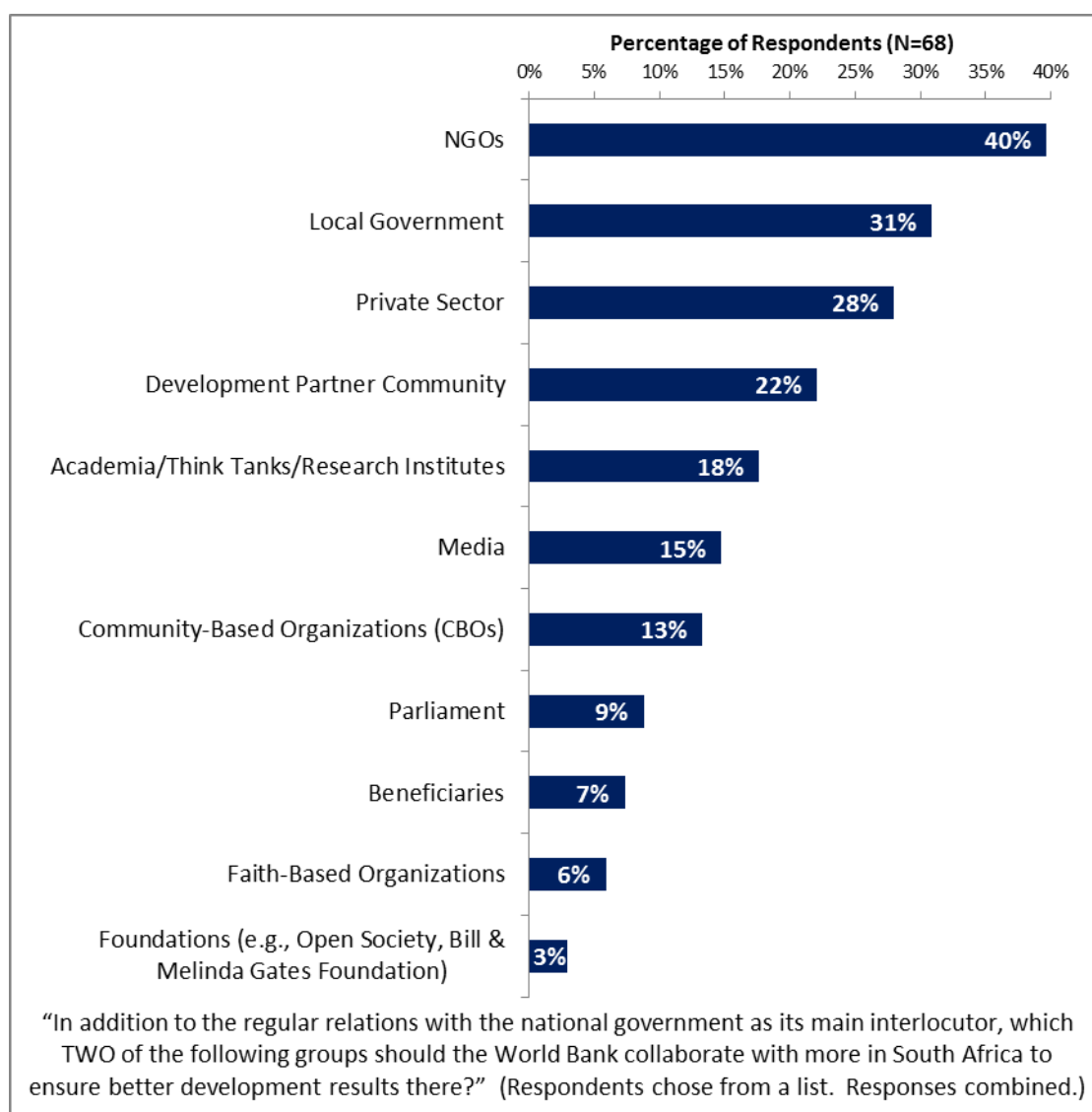
Making the Bank of Greater Value



IX. The Future Role of the World Bank in South Africa (continued)

Collaborating in South Africa

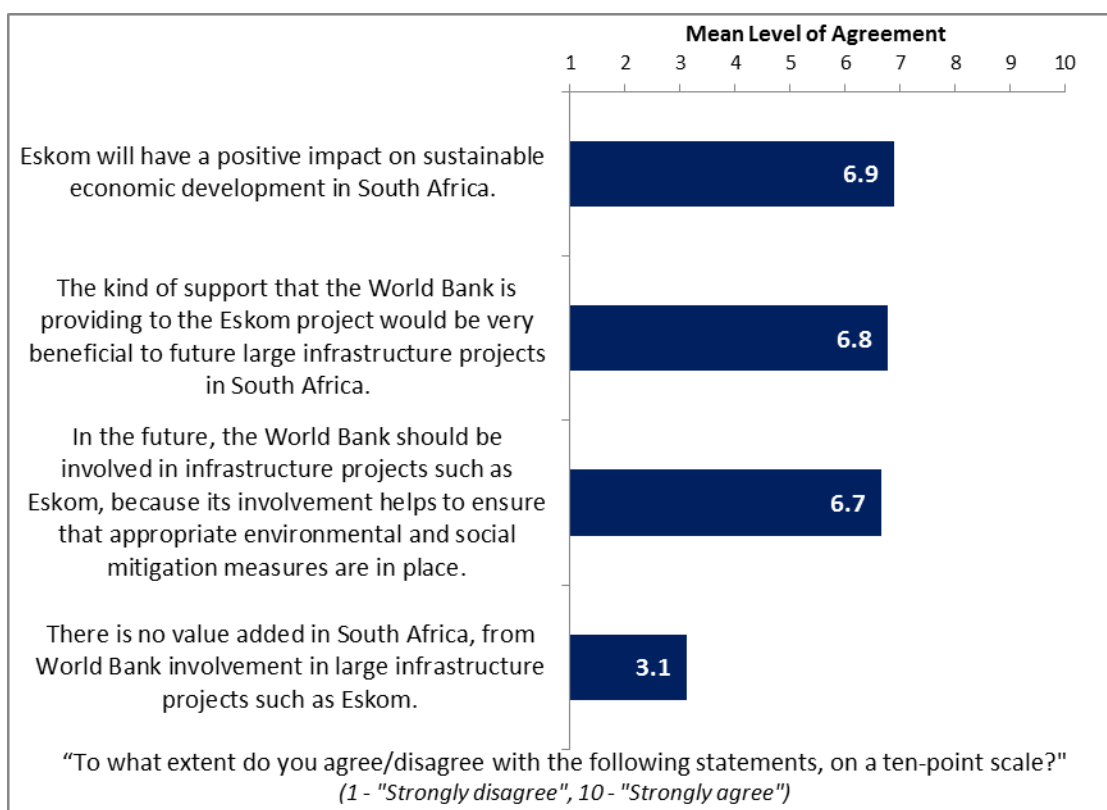
- Employees of ministries/implementation agencies indicated that the Bank should collaborate more with local government and the development partner community.
- Respondents from local government indicated that the Bank should collaborate more with local government.
- Respondents from bilateral or multilateral agencies indicated that the Bank should collaborate more with NGOs and the private sector.
- Respondents from the private sector/financial sector/private banks indicated that the Bank should collaborate more with the private sector.
- Respondents from NGOs/private foundations/faith-based groups indicated that the Bank should collaborate more with NGOs.
- Respondents from academia/research institutes indicated that the Bank should collaborate more with academia/think tanks/research institutes.



IX. The Future Role of the World Bank in South Africa (continued)

Overall Evaluations of Eskom

- Employees of ministries/implementation agencies and respondents from the private sector/financial sector/private banks had the highest levels of agreement that the World Bank should be involved in infrastructure projects such as Eskom whereas respondents from bilateral or multilateral agencies had significantly lower levels of agreement.
- Respondents from bilateral or multilateral agencies had the highest levels of agreement that there is no value added from World Bank involvement in large infrastructure projects like Eskom whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.



IX. The Future Role of the World Bank in South Africa (continued)

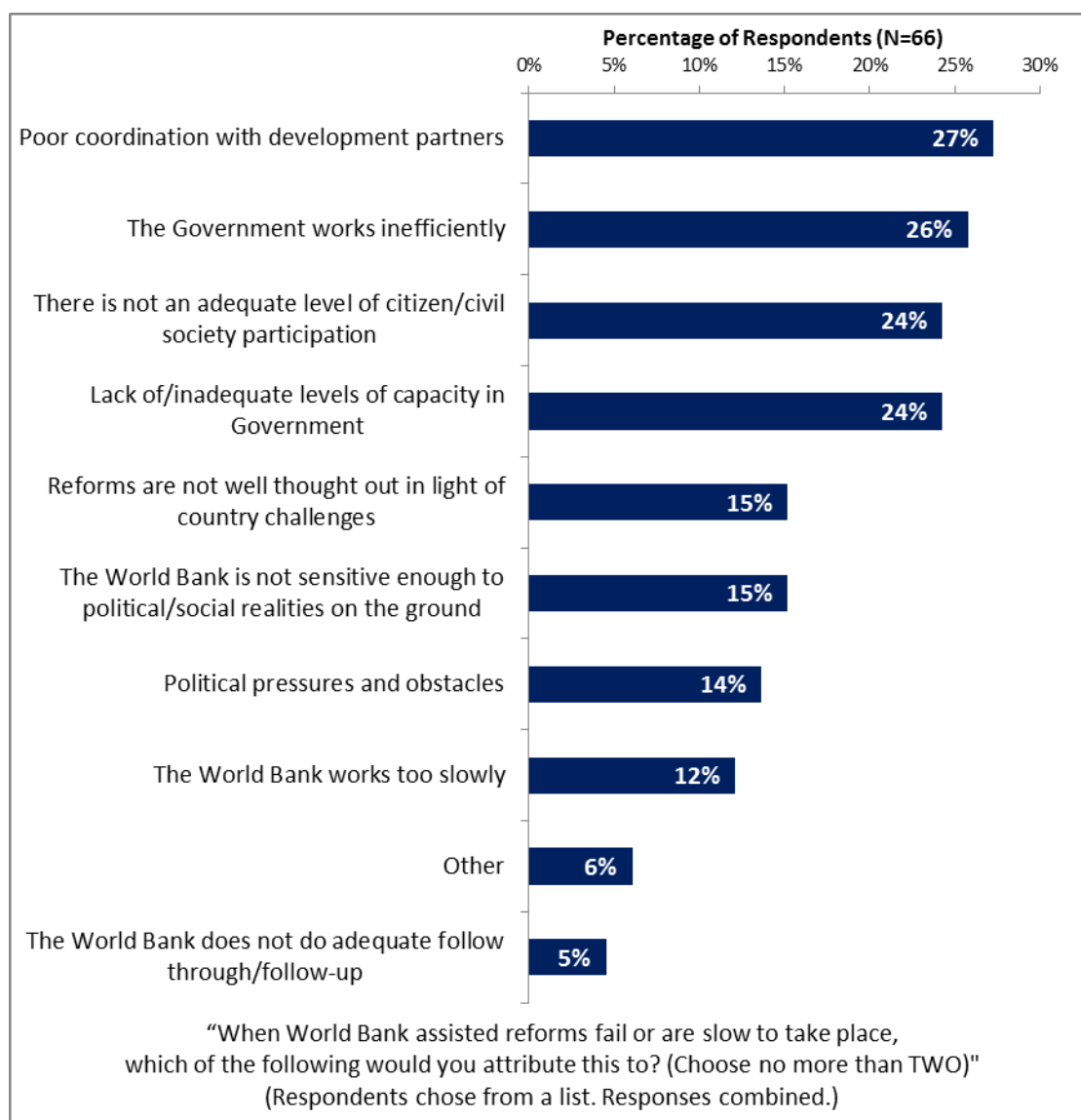
Influencing the Global Development Agenda



IX. The Future Role of the World Bank in South Africa (continued)

Attributing Slow or Failed Reform Efforts

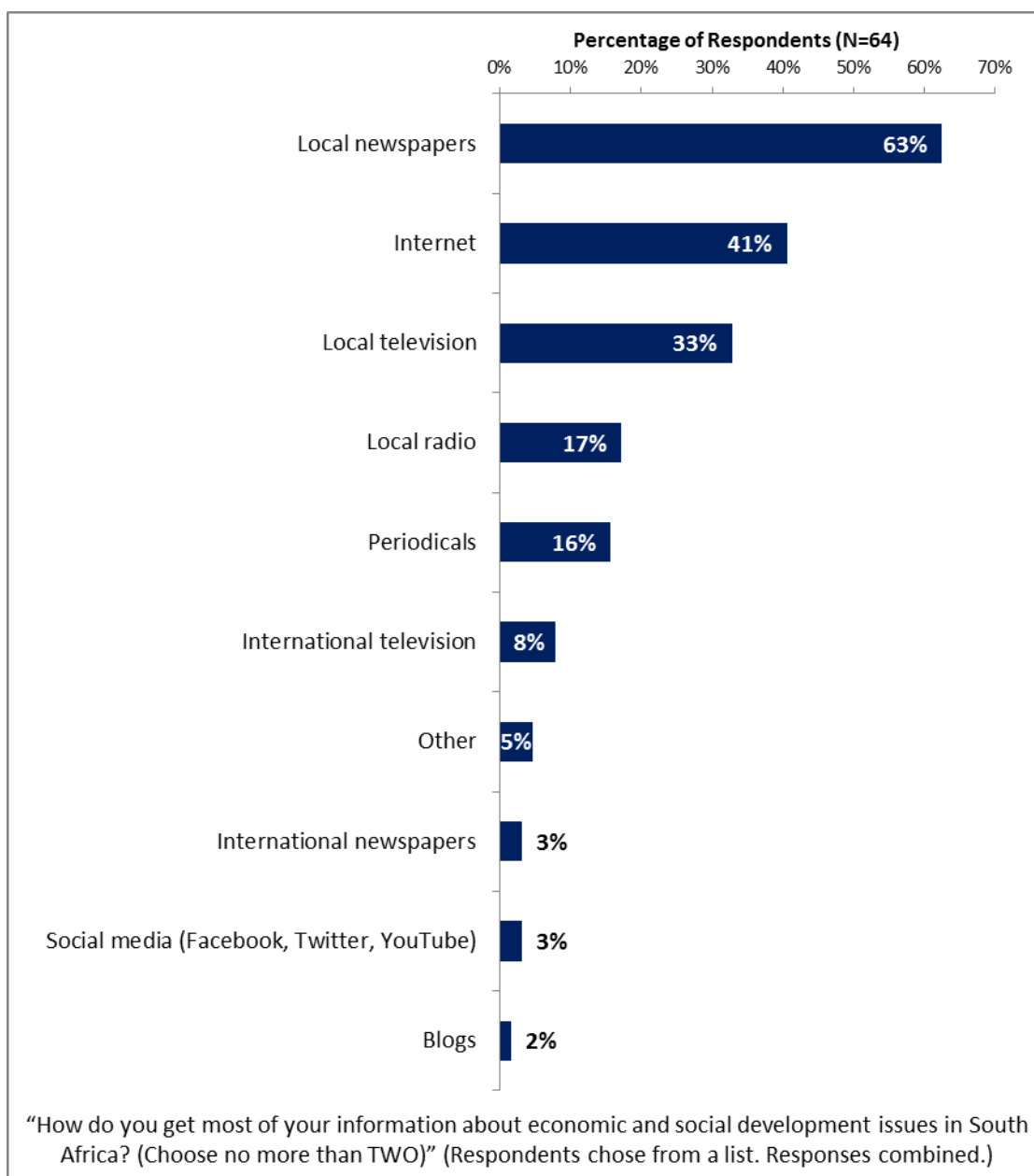
- Respondents from most stakeholder groups indicated that slow or failed reform efforts should be attributed to poor coordination with development partners, the Government working inefficiently, an inadequate level of citizen/civil society participation, and inadequate capacity in Government; however, employees of ministries were more likely to attribute slow or failed reform efforts to the World Bank working slowly or the World Bank not being sensitive enough to political/social realities on the ground.



X. Communication and Openness

Information Sources

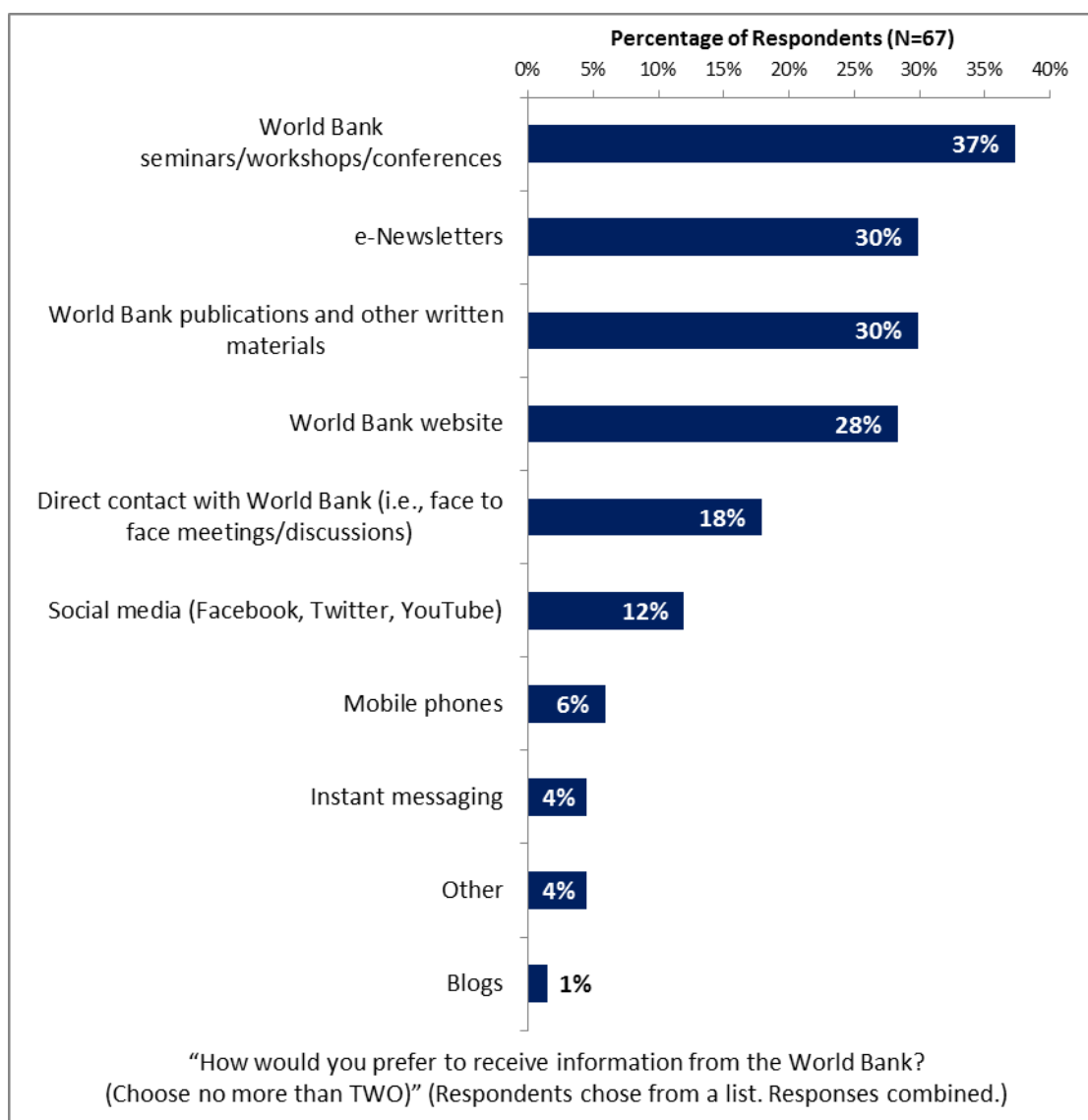
- Respondents in the FY '06 country survey indicated that they got most of their information about economic and social development issues in South Africa from local newspapers (54%) and reports/surveys (44%).



X. Communication and Openness (continued)

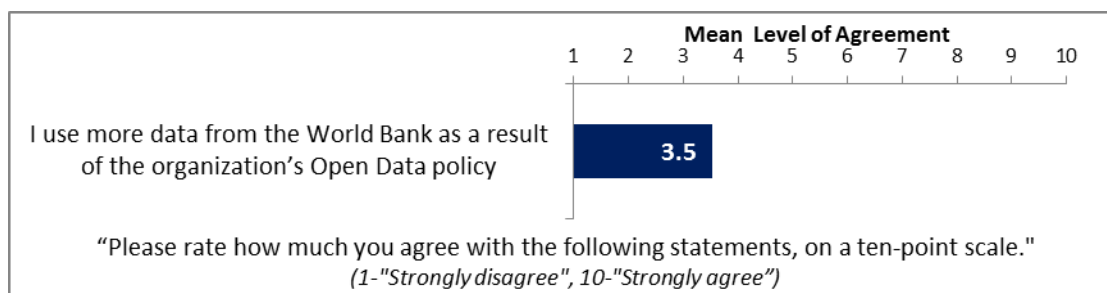
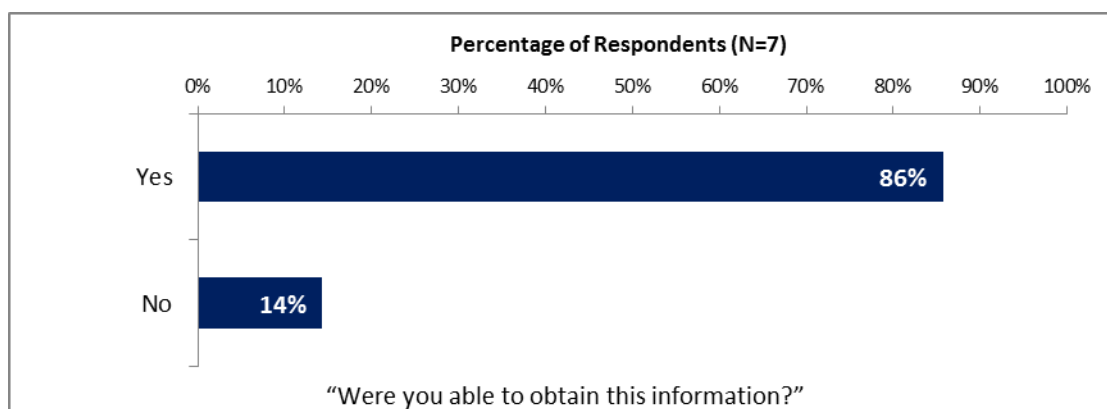
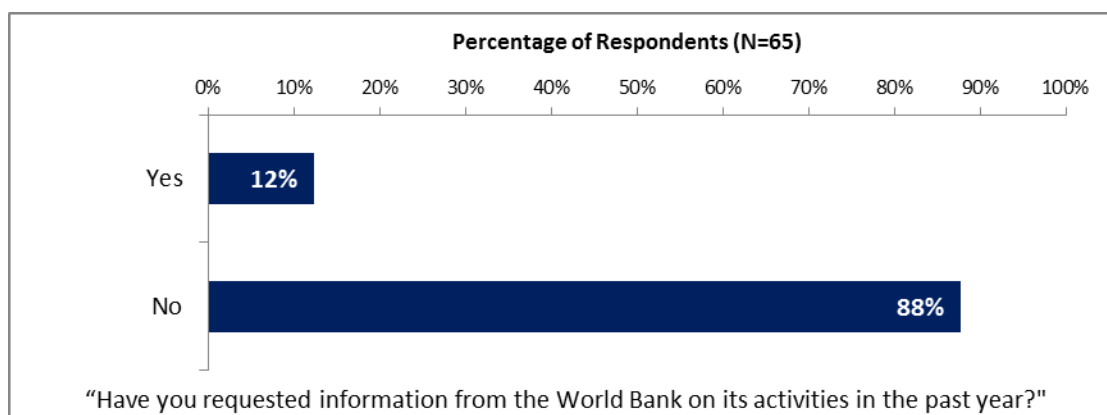
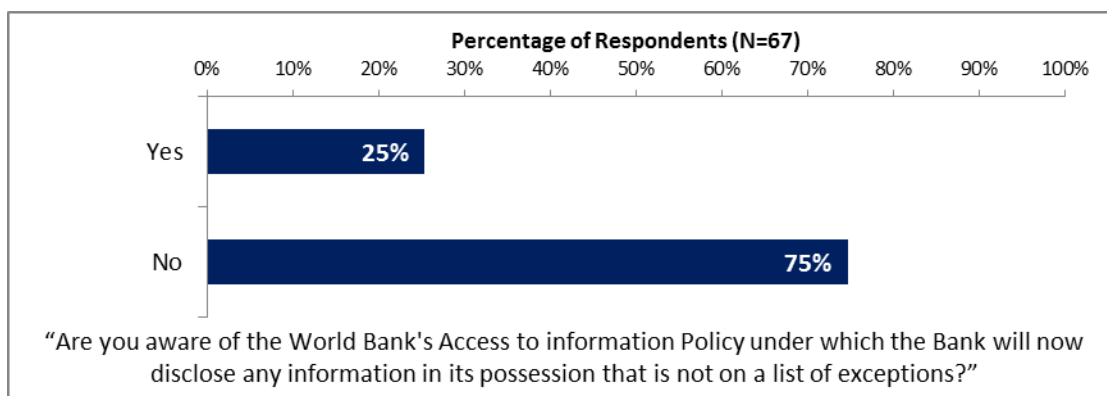
Preferred Information Sources

- Respondents in the FY '06 country survey indicated that their preferred source for information about the World Bank's development activities in South Africa was interaction with World Bank staff (39%), followed by reports/surveys (31%), and websites (30%).



X. Communication and Openness (continued)

Access to Information



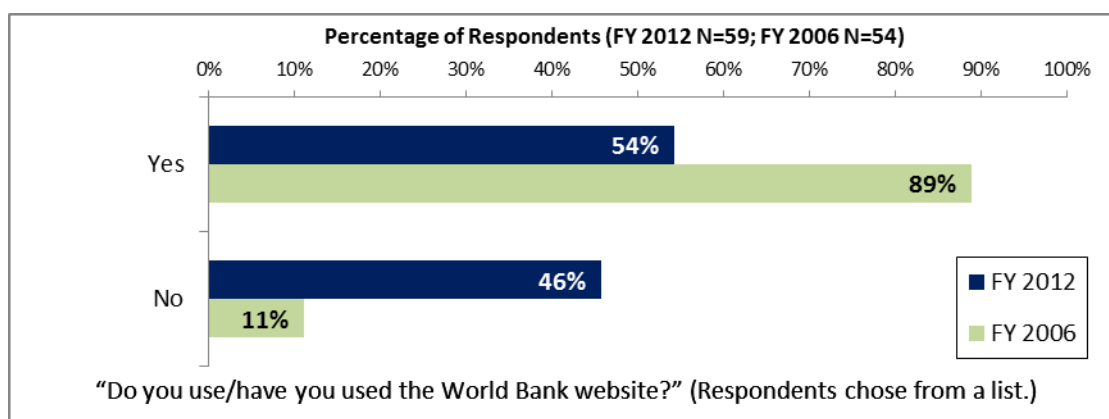
X. Communication and Openness (continued)

Internet Access

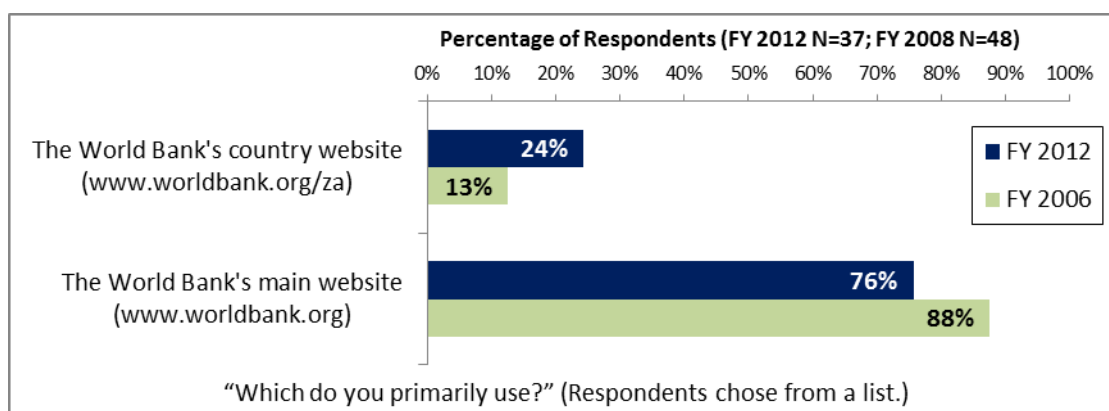
- All respondents indicated that they had access to the Internet (100%).

Website Usage

- Respondents in this year's country survey were significantly *less* likely to have used the Bank's website compared to respondents from the FY '06 country survey.
- Respondents from local government and the private sector/financial sector/private banks were significantly *less* likely to have used the Bank's website compared to respondents from other stakeholder groups.



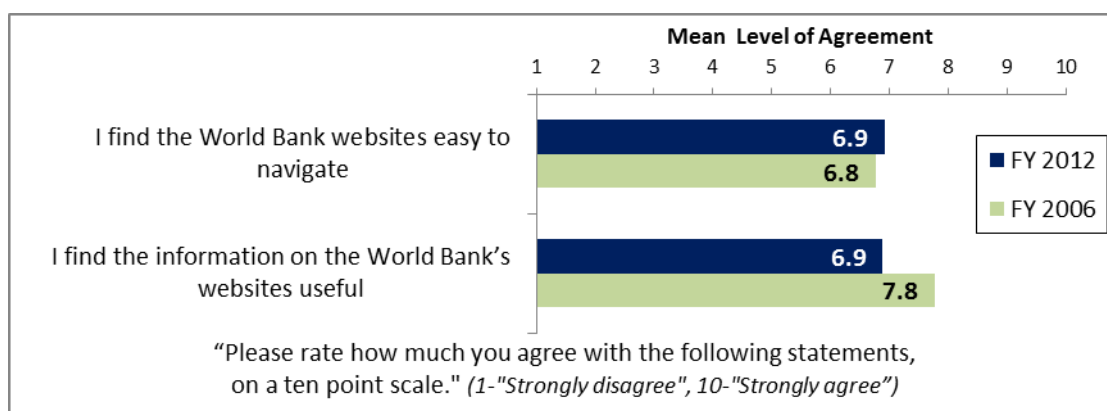
- Respondents across both country surveys had statistically similar rates of usage for the Bank's country and main websites.



X. Communication and Openness (continued)

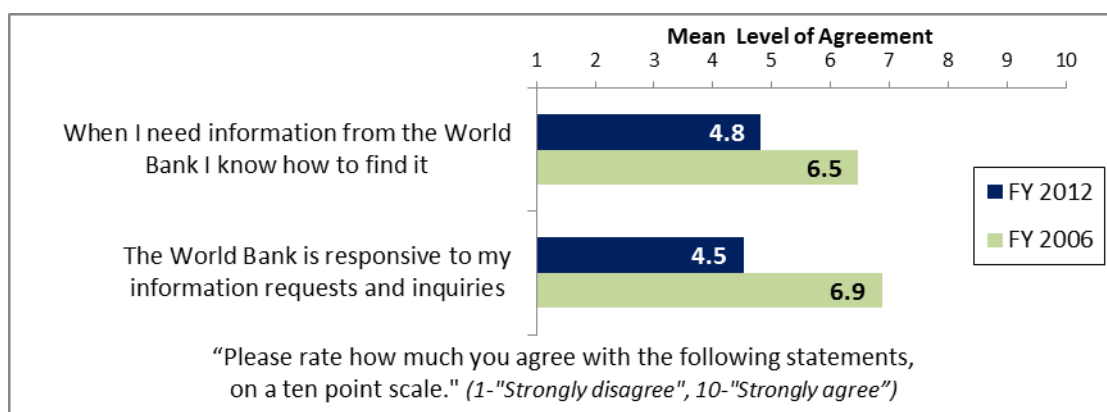
Website Evaluation

- Respondents in this year's country survey had statistically similar levels of agreement that they find the World Bank websites easy to navigate and that information on the World Bank websites is useful compared to respondents from the FY '06 country survey.



Information Sharing

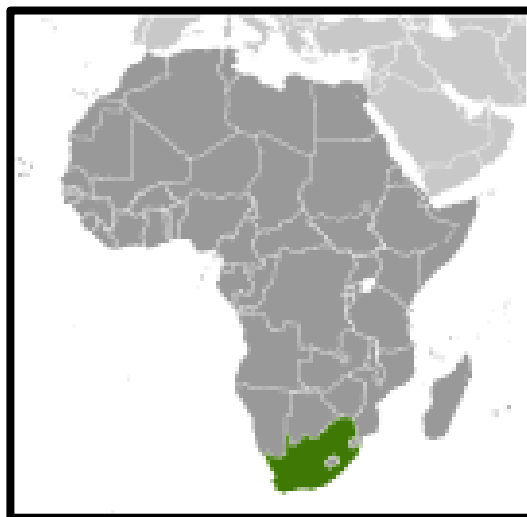
- Respondents in this year's country survey had significantly *lower* levels of agreement that when they need information from the World Bank they know how to find it and that the World Bank is responsive to their information requests and inquiries compared to respondents from the FY '06 country survey.



XI. Appendices

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SOUTH AFRICA



Appendix A: Responses to All Questions across All Respondents (N=69)

A. General Issues facing South Africa

1. Listed below are a number of development priorities in South Africa. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority?	Percentage of Respondents (N=64)			
	<i>Most Important</i>	<i>2nd Most Important</i>	<i>3rd Most Important</i>	<i>Combined</i>
Basic education	23.4%	12.5%	11.1%	47.0%
Job creation/employment/labor markets	25.0%	9.4%	6.3%	40.7%
Poverty reduction	6.3%	9.4%	6.3%	22.0%
Economic growth	3.1%	7.8%	7.9%	18.9%
HIV/AIDS, TB, other communicable diseases	4.7%	3.1%	6.3%	14.2%
Water and sanitation	3.1%	6.3%	4.8%	14.1%
Health	0.0%	4.7%	6.3%	11.0%
Transport	0.0%	7.8%	3.2%	11.0%
Anti-corruption	3.1%	4.7%	3.2%	11.0%
Townships/informal settlements	6.3%	3.1%	1.6%	11.0%
Equality of opportunity	0.0%	3.1%	6.3%	9.5%
Gender	3.1%	3.1%	3.2%	9.4%
Agriculture and rural development	6.3%	1.6%	1.6%	9.4%
Crime and violence	0.0%	1.6%	6.3%	7.9%
Governance	1.6%	1.6%	4.8%	7.9%
Higher education	0.0%	3.1%	4.8%	7.9%
Social protection	3.1%	4.7%	0.0%	7.8%
Access to micro finance	0.0%	0.0%	6.3%	6.3%
Climate change	1.6%	0.0%	4.8%	6.3%
Energy	1.6%	3.1%	1.6%	6.3%
Foreign direct investment	0.0%	1.6%	1.6%	3.1%
Public financial management	0.0%	1.6%	1.6%	3.1%
Financial markets	3.1%	0.0%	0.0%	3.1%
Urban development	1.6%	1.6%	0.0%	3.1%
Law and justice	0.0%	3.1%	0.0%	3.1%
Domestic private sector development	1.6%	0.0%	0.0%	1.6%
Environmental sustainability	0.0%	1.6%	0.0%	1.6%
Disaster management	1.6%	0.0%	0.0%	1.6%
Regional integration	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%
Mining	0.0%	0.0%	0.0%	0.0%
Telecommunications	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in South Africa, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	69	5.39	2.10

B. Overall Attitudes toward the World Bank (continued)

Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in South Africa, on a ten-point scale. (1-Not effective at all, 10-Very effective)	59	5.27	1.82

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help South Africa solve its most complicated development challenges, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	55	5.20	2.09

4. When thinking about how the World Bank can have the most impact on development results in South Africa, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in South Africa? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=68)
Poverty reduction	25.0%
Job creation/employment/labor markets	23.5%
Basic education	22.1%
Higher education	20.6%
Economic growth	17.6%
Governance	13.2%
Health	13.2%
Agriculture and rural development	11.8%
HIV/AIDS, TB, other communicable diseases	11.8%
Access to micro finance	10.3%
Anti corruption	10.3%
Crime and violence	8.8%
Water and sanitation	8.8%
Transport	7.4%
Public financial management	7.4%
Urban development	7.4%
Townships/informal settlements	7.4%
Social protection	5.9%
Energy	5.9%
Mining	5.9%
Monitoring and evaluation	4.4%
Domestic private sector development	2.9%
Financial markets	2.9%
Trade and exports	2.9%
Law and justice	2.9%
Regional integration	1.5%
Foreign direct investment	1.5%
Environmental sustainability	1.5%
Equality of opportunity	1.5%
Regulatory framework	1.5%
Disaster management	1.5%
Gender	0.0%
Climate change	0.0%
Telecommunications	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?	Percentage of Respondents (N=65)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	40.0%	11.1%	51.1%
Technical assistance	18.5%	22.2%	40.7%
Studies/analyses/research	13.8%	25.4%	39.2%
Training/capacity building	18.5%	12.7%	31.2%
Linkage to other expertise (i.e., South-South knowledge sharing)	3.1%	12.7%	15.8%
Data	6.2%	9.5%	15.7%
Convening/facilitating	0.0%	4.8%	4.8%
Other	0.0%	1.6%	1.6%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=69)
Not enough public disclosure of its work	29.0%
Staff too inaccessible	20.3%
Too influenced by industrialized countries	14.5%
Not aligned with country priorities	14.5%
Not collaborating enough with non-state actors	13.0%
Arrogant in its approach	11.6%
World Bank processes too slow and complex	10.1%
Not adequately sensitive to political/social realities in South Africa	8.7%
Not exploring alternative policy options	7.2%
Other	7.2%
Not client focused	5.8%
The credibility of its knowledge/data	5.8%
Not willing to honestly criticize policies and reform efforts in the country	5.8%
Not aligned with other partners' work	2.9%

Global Development Agenda	N	Mean	SD
7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	64	7.22	2.35

B. Overall Attitudes toward the World Bank (continued)

8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=68)
NGOs	39.7%
Local Government	30.9%
Private sector	27.9%
Development partner community	22.1%
Academia/think tanks/research institutes	17.6%
Media	14.7%
Community Based Organizations (CBOs)	13.2%
Parliament	8.8%
Beneficiaries	7.4%
Faith based organizations	5.9%
Foundations (e.g., Open Society, Bill & Melinda Gates Foundation)	2.9%
Other	1.5%

To what extent do you agree with the following statements about the World Bank's work in South Africa, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
9. Overall the World Bank currently plays a relevant role in development in South Africa	61	5.28	1.80
10. The World Bank's work is aligned with what I consider the development priorities for South Africa	58	5.12	2.03
11. The World Bank supports programs and strategies that are realistic for South Africa	59	5.27	2.01
12. The World Bank treats clients and stakeholders in South Africa with respect	57	5.77	2.43

To what extent is the World Bank an effective development partner in South Africa in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
13. Responsiveness	54	4.94	1.77
14. Flexibility (in terms of the World Bank's products and services)	55	4.89	1.75
15. Flexibility (in terms of changing country circumstances)	53	5.11	1.91
16. Being inclusive	51	4.29	1.93
17. Openness (sharing data and other information)	56	4.75	2.47
18. Staff accessibility	51	4.53	2.38
19. Straightforwardness and honesty	52	5.10	2.15
20. Collaboration with groups outside of the Government	49	5.51	1.86
21. Collaboration with the Government	51	6.06	1.82
22. Collaboration with other donors	47	5.94	2.07
23. Follow through over time	46	4.98	2.34

B. Overall Attitudes toward the World Bank (continued)

24. When World Bank assisted reforms fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=66)
Poor coordination with development partners	27.3%
The Government works inefficiently	25.8%
There is not an adequate level of citizen/civil society participation	24.2%
Lack of/inadequate levels of capacity in Government	24.2%
Reforms are not well thought out in light of country challenges	15.2%
The World Bank is not sensitive enough to political/social realities on the ground	15.2%
Political pressures and obstacles	13.6%
The World Bank works too slowly	12.1%
Other	6.1%
The World Bank does not do adequate follow through/follow-up	4.5%

C. Perceptions of World Bank Effectiveness and Results

Achieving Development Results	N	Mean	SD
1. To what extent does the World Bank's work help to achieve development results in South Africa, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	59	5.59	1.75

C. Perceptions of World Bank Effectiveness and Results (continued)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in South Africa, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
2. Anti corruption	49	4.24	2.17
3. Telecommunications	47	6.13	2.43
4. Transport	48	5.58	1.93
5. Crime and violence	44	3.98	1.91
6. Law and justice	40	4.38	1.90
7. Urban development	55	5.51	2.10
8. Environmental sustainability	54	5.78	2.16
9. Regulatory framework	46	6.11	2.26
10. Basic education	47	5.00	2.53
11. HIV/AIDS, TB, other communicable diseases	47	6.02	2.24
12. Poverty reduction	51	4.73	2.16
13. Gender	49	5.12	2.23
14. Domestic private sector development	48	5.02	2.01
15. Foreign direct investment	47	6.34	2.09
16. Water and sanitation	44	4.77	2.44
17. Trade and exports	45	6.51	2.24
18. Economic growth	51	5.71	1.99
19. Energy	53	6.51	2.28
20. Disaster management	39	5.90	2.34
21. Monitoring and evaluation	43	5.95	1.63
22. Public financial management	46	5.85	2.10
23. Job creation/employment/labor markets	44	4.45	2.39
24. Financial markets	47	6.09	2.25
25. Equality of opportunity	41	4.49	1.78
26. Health	45	5.87	2.02
27. Agriculture and rural development	44	4.70	2.22
28. Governance	49	5.24	2.12
29. Access to micro finance	44	4.68	2.37
30. Higher education	44	5.05	1.96
31. Social protection	40	4.50	2.22
32. Climate change	47	5.96	2.01
33. Regional integration	45	5.73	2.21
34. Townships/informal settlements	48	4.50	2.17
35. Mining	43	6.07	1.96

To what extent do you agree with the following statements about the World Bank in South Africa, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
36. The World Bank's financial instruments meet the needs of South Africa	59	4.92	1.87
37. The World Bank meets South Africa's needs for knowledge services	57	5.12	1.67

C. Perceptions of World Bank Effectiveness and Results (continued)

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
38. The World Bank disburses funds promptly	48	4.48	1.99
39. The World Bank effectively monitors and evaluates the projects and programs it supports	53	6.40	1.92
40. The World Bank's approvals and reviews are done in a timely fashion	50	5.96	2.13
41. The World Bank's "Safeguard Policy" requirements are reasonable	53	5.28	2.20
42. The World Bank imposes reasonable conditions on its lending	60	5.17	2.21
43. Working with the World Bank increases South Africa's institutional capacity	50	6.06	2.01
44. The World Bank ensures consistency and continuity through staff changes	43	4.91	1.72
45. The World Bank's teams and visits are well coordinated	44	4.41	2.29
46. Where country systems are adequate, the World Bank makes appropriate use of them	48	5.83	2.01

D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge products and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=69)
Weekly	7.2%
Monthly	10.1%
A few times a year	37.7%
Rarely	27.5%
Never	17.4%

In South Africa, how effective do you believe the World Bank's knowledge products and research are at: ... (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
2. Raising your awareness of the particular topic	60	5.28	2.21
3. Stimulating public debate/dialogue	56	5.11	2.17
4. Enhancing your knowledge and/or skills	60	5.12	2.18
5. Contributing to good policy making	55	5.44	2.32
6. Providing support for program implementation	54	5.52	2.10

In South Africa, to what extent do you believe that the World Bank's knowledge products and research: ... (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
7. Are timely	52	4.98	1.72
8. Include appropriate level of stakeholder involvement during preparation	52	5.15	2.09
9. Are relevant to South Africa's development priorities	55	5.58	2.03
10. Provide feasible recommendations	53	5.42	1.83
11. Are accessible (well written and easy to understand)	55	5.18	2.10
12. A source of relevant information on global good practices	53	6.02	1.84
13. Are adequately disseminated	53	4.89	1.67
14. Are adaptable to South Africa's specific development challenges and country circumstances	52	5.06	1.69

D. The World Bank's Knowledge (continued)

Overall Evaluations	N	Mean	SD
15. Overall, how significant a contribution do you believe the World Bank's knowledge products and research make to development results in your country? <i>(1-Not significant at all, 10-Very significant)</i>	55	5.33	1.77
16. Overall, how would you rate the technical quality of the World Bank's knowledge products and research? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	56	6.75	1.63
17. Overall, how effective is the World Bank at providing linkage to other expertise (i.e., South-South knowledge sharing, etc.)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	53	5.96	1.65

E. The Future Role of the World Bank in South Africa

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in South Africa's development in the near future, on a ten point scale? <i>(1-Not a significant role at all, 10-Very significant role)</i>	66	7.29	1.92

2. Which of the following SHOULD the World Bank do to make itself more useful in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=68)
Improve the quality of its experts as related to South Africa's specific challenges	27.9%
Reduce the complexity of obtaining World Bank financing	23.5%
Provide more adequate data/knowledge/statistics/figures on South Africa's economy	23.5%
Improve the competitiveness of its financing compared to markets	16.2%
Offer more innovative knowledge services	16.2%
Work faster	14.7%
Offer more innovative financial products	11.8%
Other	11.8%
Focus primarily on advocacy issues	10.3%
Ensure greater selectivity in its work	8.8%
Increase availability of Fee-Based services	5.9%

To what extent do you agree/disagree with the following statements, on a ten point scale? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement		
	N	Mean	SD
3. Eskom will have a positive impact on sustainable economic development in South Africa.	67	6.90	2.42
4. The kind of support that the World Bank is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa.	63	6.78	2.39
5. In the future, the World Bank should be involved in infrastructure projects such as Eskom, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	67	6.66	2.74
6. There is no value added in South Africa, from World Bank involvement in large infrastructure projects such as Eskom.	63	3.13	2.35

E. The Future Role of the World Bank in South Africa (continued)

7. When thinking about the development challenges in South Africa, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=67)
Poverty reduction	23.9%
Basic education	23.9%
Job creation/employment/labor markets	20.9%
Higher education	16.4%
Economic growth	16.4%
Energy	14.9%
Water and sanitation	13.4%
Agriculture and rural development	13.4%
HIV/AIDS, TB, other communicable diseases	13.4%
Governance	11.9%
Health	10.4%
Townships/informal settlements	10.4%
Anti corruption	9.0%
Crime and violence	7.5%
Public financial management	7.5%
Access to micro finance	7.5%
Domestic private sector development	6.0%
Monitoring and evaluation	6.0%
Urban development	6.0%
Regional integration	6.0%
Environmental sustainability	6.0%
Social protection	4.5%
Financial markets	4.5%
Transport	4.5%
Mining	4.5%
Foreign direct investment	3.0%
Trade and exports	3.0%
Law and justice	3.0%
Equality of opportunity	3.0%
Disaster management	1.5%
Climate change	1.5%
Telecommunications	1.5%
Regulatory framework	1.5%
Gender	0.0%

F. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=64)
Local newspapers	62.5%
Internet	40.6%
Local television	32.8%
Local radio	17.2%
Periodicals	15.6%
International television	7.8%
Other	4.7%
International newspapers	3.1%
Social media (Facebook, Twitter, YouTube)	3.1%
Blogs	1.6%
International radio	0.0%
Mobile phones	0.0%
Instant messaging	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
World Bank seminars/workshops/conferences	37.3%
e-Newsletters	29.9%
World Bank publications and other written materials	29.9%
World Bank website	28.4%
Direct contact with World Bank (i.e., face to face meetings/discussions)	17.9%
Social media (Facebook, Twitter, YouTube)	11.9%
Mobile phones	6.0%
Instant messaging	4.5%
Other	4.5%
Blogs	1.5%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=67)
Yes	25.4%
No	74.6%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=65)
Yes	12.3%
No	87.7%

5. Were you able to obtain this information?	Percentage of Respondents (N=7)
Yes	85.7%
No	14.3%

6. Do you have access to the Internet?	Percentage of Respondents (N=59)
Yes	100.0%
No	0.0%

F. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=59)
Yes	54.2%
No	45.8%

8. Which do you primarily use?	Percentage of Respondents (N=37)
The World Bank's country website	24.3%
The World Bank's main website	75.7%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
9. I use more data from the World Bank as a result of the organization's Open Data policy	48	3.54	2.18
10. When I need information from the World Bank I know how to find it	54	4.81	2.66
11. The World Bank is responsive to my information requests and inquiries	46	4.52	2.68
12. I find the World Bank websites easy to navigate	35	6.91	1.84
13. I find the information on the World Bank's websites useful	36	6.89	1.53

G. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=65)
Private sector organization	27.7
Local Government office or staff	12.3
Employee of Ministry/Ministerial Dep/Implementation Agency	10.8
Multilateral agency	9.2
Academia/Research institute/Think tank	9.2
NGO	7.7
Financial sector/Private bank	6.2
Other	6.2
Bilateral agency	4.6
Faith-based group	3.1
Private foundation	1.5
Media	1.5

G. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=60)
Other	26.7
Urban development	8.3
Agriculture and rural development	5.0
Energy	5.0
Financial markets	5.0
Governance	5.0
Higher education	5.0
Job creation/employment/labor markets	5.0
Basic education	3.3
Economic growth	3.3
Environmental sustainability	3.3
Mining	3.3
Monitoring and evaluation	3.3
Poverty reduction	3.3
Access to micro finance	1.7
Climate change	1.7
Equality of opportunity	1.7
Gender	1.7
Health	1.7
Regional integration	1.7
Social protection	1.7
Telecommunications	1.7
Townships/informal settlements	1.7

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=55)
Yes	29.1%
No	70.9%

4. Which of the following describes most of your exposure to the World Bank in South Africa? (Choose no more than TWO)	Percentage of Respondents (N=58)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	46.6%
Use World Bank website for information, data, research, etc.	34.5%
Use World Bank reports/data	22.4%
Collaborate as part of my professional duties	20.7%
Engage in World Bank related/sponsored events/activities	13.8%

5. Which best represents your geographic location?	Percentage of Respondents (N=62)
Gauteng	96.8%
The Western Cape	3.2%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing South Africa

Listed below are a number of development priorities in South Africa. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

1st Most Important	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Percentage of Respondents							
Agriculture and rural development*	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%
Basic education*	33.3%	12.5%	11.1%	14.3%	12.5%	33.3%	100.0%
Social protection*	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	16.7%	0.0%	22.2%	0.0%	0.0%	16.7%	0.0%
Townships/informal settlements	0.0%	25.0%	0.0%	9.5%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	12.5%	0.0%	4.8%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	12.5%	0.0%	4.8%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment/labor markets	16.7%	12.5%	11.1%	33.3%	50.0%	33.3%	0.0%
Governance	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%
Urban development	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Access to micro finance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Higher education	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	16.7%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HIV/AIDS, TB, other communicable diseases	0.0%	0.0%	11.1%	9.5%	0.0%	0.0%	0.0%
Mining	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Telecommunications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing South Africa (continued)

Listed below are a number of development priorities in South Africa. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

2nd Most Important	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Percentage of Respondents							
Agriculture and rural development	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Basic education	0.0%	12.5%	33.3%	4.8%	25.0%	16.7%	0.0%
Social protection	0.0%	0.0%	0.0%	9.5%	12.5%	0.0%	0.0%
Transport	16.7%	12.5%	0.0%	9.5%	12.5%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	11.1%	9.5%	12.5%	16.7%	25.0%
Townships/informal settlements	16.7%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	16.7%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Water and sanitation	16.7%	0.0%	0.0%	4.8%	0.0%	16.7%	0.0%
Anti-corruption	0.0%	0.0%	11.1%	4.8%	0.0%	16.7%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment/labor markets	16.7%	25.0%	11.1%	4.8%	0.0%	0.0%	25.0%
Governance	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	12.5%	11.1%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	12.5%	0.0%	9.5%	0.0%	0.0%	0.0%
Energy	16.7%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Access to micro finance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Higher education	0.0%	0.0%	0.0%	4.8%	0.0%	16.7%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Economic growth	0.0%	12.5%	11.1%	4.8%	0.0%	16.7%	25.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HIV/AIDS, TB, other communicable diseases	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	25.0%
Mining	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Telecommunications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing South Africa (continued)

Listed below are a number of development priorities in South Africa. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

3rd Most Important	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Percentage of Respondents							
Agriculture and rural development	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic education	16.7%	25.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	16.7%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Poverty reduction	0.0%	25.0%	0.0%	9.5%	0.0%	0.0%	0.0%
Townships/informal settlements	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	12.5%	12.5%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Water and sanitation	16.7%	0.0%	0.0%	4.8%	0.0%	16.7%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	4.8%	12.5%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Job creation/employment/labor markets	16.7%	0.0%	0.0%	9.5%	0.0%	16.7%	0.0%
Governance	0.0%	0.0%	0.0%	0.0%	12.5%	16.7%	25.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	50.0%
Health	0.0%	12.5%	0.0%	14.3%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Access to micro finance	0.0%	12.5%	12.5%	4.8%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	12.5%	0.0%	25.0%	0.0%	0.0%
Higher education	0.0%	0.0%	12.5%	4.8%	0.0%	0.0%	25.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	12.5%	14.3%	0.0%	0.0%	0.0%
Economic growth	33.3%	0.0%	0.0%	9.5%	0.0%	16.7%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HIV/AIDS, TB, other communicable diseases*	0.0%	0.0%	37.5%	0.0%	12.5%	0.0%	0.0%
Mining	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Telecommunications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in South Africa?	7	6.57	0.79	8	4.88	3.14	9	6.56	2.07	22	4.86	1.98	8	6.25	2.05	6	4.83	1.72	5	4.00	2.12

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

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in South Africa.	6	5.33	1.97	8	5.75	2.71	7	5.14	1.68	18	5.28	1.67	8	6.00	1.20	3	5.33	2.08	5	4.20	1.92

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

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help South Africa solve its most complicated development challenges?	6	5.00	2.10	7	5.29	2.87	7	4.71	1.70	15	4.67	2.32	8	6.50	1.93	4	5.00	0.82	4	4.75	1.26

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

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in South Africa, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in South Africa? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Higher education	14.3%	25.0%	37.5%	18.2%	0.0%	16.7%	60.0%
Social protection	0.0%	12.5%	12.5%	4.5%	12.5%	0.0%	0.0%
Governance*	42.9%	12.5%	0.0%	0.0%	25.0%	33.3%	0.0%
Transport	28.6%	0.0%	0.0%	9.1%	0.0%	16.7%	0.0%
Poverty reduction	28.6%	37.5%	25.0%	27.3%	25.0%	0.0%	20.0%
Access to micro finance	14.3%	25.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	12.5%	0.0%	13.6%	25.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	4.5%	0.0%	16.7%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Water and sanitation	0.0%	0.0%	0.0%	13.6%	0.0%	33.3%	0.0%
Energy	28.6%	0.0%	0.0%	4.5%	0.0%	0.0%	20.0%
Monitoring and evaluation*	28.6%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	12.5%	12.5%	4.5%	12.5%	0.0%	0.0%
Job creation/employment/labor markets	0.0%	12.5%	25.0%	27.3%	25.0%	33.3%	40.0%
Financial markets	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	20.0%
Urban development	14.3%	12.5%	0.0%	4.5%	12.5%	16.7%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	12.5%	12.5%	18.2%	12.5%	16.7%	20.0%
Townships/informal settlements	14.3%	0.0%	0.0%	9.1%	12.5%	16.7%	0.0%
Basic education	14.3%	25.0%	12.5%	13.6%	25.0%	33.3%	60.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	0.0%	0.0%	37.5%	4.5%	12.5%	16.7%	0.0%
Trade and exports	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Economic growth	42.9%	25.0%	12.5%	18.2%	12.5%	0.0%	20.0%
Law and justice	0.0%	0.0%	12.5%	4.5%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
HIV/AIDS, TB, other communicable diseases	0.0%	0.0%	0.0%	22.7%	12.5%	16.7%	0.0%
Mining*	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	20.0%
Anti corruption	0.0%	25.0%	0.0%	4.5%	37.5%	16.7%	0.0%
Telecommunications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Percentage of Respondents							
Financial resources	28.6%	50.0%	37.5%	52.4%	25.0%	0.0%	50.0%
Technical assistance	28.6%	12.5%	12.5%	4.8%	37.5%	33.3%	25.0%
Data	0.0%	12.5%	12.5%	9.5%	0.0%	0.0%	0.0%
Training/capacity building	42.9%	0.0%	25.0%	14.3%	12.5%	50.0%	0.0%
Studies/analyses/research	0.0%	12.5%	0.0%	19.0%	25.0%	16.7%	25.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to other expertise (i.e., South-South knowledge sharing)	0.0%	12.5%	12.5%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Second Greatest Value	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Percentage of Respondents							
Financial resources	0.0%	12.5%	0.0%	25.0%	14.3%	0.0%	0.0%
Technical assistance	42.9%	25.0%	50.0%	15.0%	14.3%	0.0%	25.0%
Data*	14.3%	0.0%	0.0%	5.0%	0.0%	50.0%	25.0%
Training/capacity building	0.0%	12.5%	0.0%	30.0%	14.3%	0.0%	0.0%
Studies/analyses/research	28.6%	25.0%	37.5%	15.0%	14.3%	33.3%	50.0%
Convening/facilitating	0.0%	12.5%	0.0%	5.0%	14.3%	0.0%	0.0%
Linkage to other expertise (i.e., South-South knowledge sharing)	14.3%	12.5%	12.5%	5.0%	14.3%	16.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Not exploring alternative policy options	14.3%	25.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Staff too inaccessible	14.3%	0.0%	44.4%	22.7%	0.0%	33.3%	0.0%
Arrogant in its approach	0.0%	25.0%	22.2%	4.5%	12.5%	16.7%	20.0%
Not client focused*	0.0%	0.0%	33.3%	4.5%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	11.1%	9.1%	12.5%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	12.5%	0.0%	9.1%	12.5%	0.0%	0.0%
Too influenced by industrialized countries*	14.3%	0.0%	11.1%	9.1%	25.0%	0.0%	60.0%
Not enough public disclosure of its work	14.3%	25.0%	11.1%	36.4%	25.0%	33.3%	40.0%
World Bank processes too slow and complex	42.9%	0.0%	0.0%	13.6%	0.0%	0.0%	20.0%
Not aligned with country priorities*	57.1%	12.5%	0.0%	9.1%	0.0%	33.3%	20.0%
Not aligned with other partners' work	14.3%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	25.0%	11.1%	0.0%	50.0%	16.7%	20.0%
Not adequately sensitive to political/social realities in South Africa	0.0%	12.5%	11.1%	4.5%	12.5%	16.7%	0.0%
Other	0.0%	12.5%	11.1%	9.1%	0.0%	16.7%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	6	8.83	1.17	8	7.00	2.78	8	7.88	2.64	21	6.95	2.54	7	7.57	1.51	5	5.80	2.95	5	7.40	2.19

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in South Africa to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
NGOs*	28.6%	37.5%	62.5%	31.8%	87.5%	33.3%	0.0%
Local Government	42.9%	62.5%	0.0%	18.2%	25.0%	50.0%	40.0%
Beneficiaries	0.0%	0.0%	12.5%	18.2%	0.0%	0.0%	0.0%
Private sector	28.6%	12.5%	62.5%	36.4%	0.0%	0.0%	40.0%
Community Based Organizations (CBOs)	14.3%	0.0%	0.0%	22.7%	12.5%	0.0%	40.0%
Development partner community	42.9%	0.0%	25.0%	22.7%	25.0%	16.7%	20.0%
Foundations (e.g., Open Society, Bill & Melinda Gates Foundation)	0.0%	12.5%	0.0%	0.0%	0.0%	16.7%	0.0%
Academia/think tanks/research institutes*	28.6%	12.5%	12.5%	13.6%	0.0%	66.7%	0.0%
Parliament	14.3%	25.0%	0.0%	0.0%	12.5%	0.0%	40.0%
Media	0.0%	12.5%	25.0%	18.2%	12.5%	0.0%	20.0%
Faith based organizations	0.0%	0.0%	0.0%	13.6%	12.5%	0.0%	0.0%
Other	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank's work in South Africa, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in South Africa	6	6.83	2.14	8	5.00	2.39	9	4.22	1.48	19	5.16	1.77	7	6.00	1.00	4	5.25	0.96	5	5.20	1.64
The World Bank's work is aligned with what I consider the development priorities for South Africa	7	5.29	1.70	8	4.50	2.33	6	4.83	2.04	19	5.21	2.02	8	5.88	2.95	3	4.33	1.15	5	4.60	1.14
The World Bank supports programs and strategies that are realistic for South Africa	7	5.43	1.90	8	5.38	2.45	6	4.83	2.04	19	5.21	2.20	8	5.63	2.39	3	5.33	1.53	5	5.20	1.79
The World Bank treats clients and stakeholders in South Africa with respect	6	6.50	2.07	7	4.14	2.41	6	5.33	2.34	19	5.58	2.63	7	7.57	2.30	4	6.00	0.82	4	4.25	2.22

B. Overall Attitudes toward the World Bank (continued)

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

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	5	4.60	0.5	8	5.38	2.3	6	4.50	1.8	18	4.67	1.9	6	5.83	2.0	3	5.00	1.0	5	4.20	1.1
Flexibility (in terms of the World Bank's products and services)	6	4.50	1.0	8	5.50	1.7	6	4.00	1.1	18	4.67	1.6	6	6.00	1.8	3	4.67	1.2	5	3.60	2.1
Flexibility (in terms of changing country circumstances)	6	4.67	0.8	8	6.00	2.6	5	4.00	0.7	17	5.35	1.5	6	6.50	3.0	3	4.33	0.6	5	3.60	1.3
Being inclusive	4	4.50	1.0	8	4.63	2.7	7	4.71	2.1	17	3.82	1.9	6	5.33	1.8	3	3.67	1.2	5	3.40	1.5
Openness (sharing data and other information)	6	4.67	1.9	8	4.88	2.3	7	4.57	3.0	18	4.00	2.5	6	7.33	2.5	3	4.00	1.0	5	3.80	0.8
Staff accessibility	5	4.60	1.5	6	4.83	2.6	7	5.29	2.4	16	3.50	2.9	6	6.00	2.1	3	4.33	1.5	5	4.20	1.5
Straightforwardness and honesty	4	5.75	1.9	8	3.63	2.7	6	5.00	2.1	16	4.88	2.4	7	6.43	1.7	4	5.75	1.3	4	4.50	1.3
Collaboration with groups outside of the Government	5	5.00	0.7	8	5.75	2.9	6	5.50	1.2	15	6.00	1.9	7	5.29	2.5	3	4.67	0.6	4	4.75	1.0
Collaboration with the Government	6	5.83	1.0	8	5.38	2.4	7	6.29	1.5	16	6.25	1.8	6	7.67	1.4	1	5.00		5	4.60	1.8
Collaboration with other donors	5	4.60	0.9	8	6.88	2.9	7	5.57	2.1	15	6.13	2.2	5	6.20	1.9	1	5.00		4	5.25	1.3
Follow through over time	5	5.20	1.8	8	5.88	3.2	5	6.00	0.0	15	3.80	2.4	5	5.00	3.2	2	5.00	1.4	4	5.25	1.3

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
The World Bank works too slowly*	42.9%	25.0%	42.9%	0.0%	0.0%	0.0%	0.0%
The Government works inefficiently	0.0%	12.5%	14.3%	27.3%	25.0%	40.0%	20.0%
There is not an adequate level of citizen/civil society participation	14.3%	62.5%	14.3%	9.1%	37.5%	40.0%	40.0%
Poor coordination with development partners	28.6%	12.5%	57.1%	31.8%	25.0%	0.0%	20.0%
The World Bank does not do adequate follow through/follow-up	14.3%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Lack of/inadequate levels of capacity in Government	14.3%	25.0%	28.6%	27.3%	25.0%	40.0%	20.0%
Political pressures and obstacles	0.0%	12.5%	0.0%	18.2%	25.0%	20.0%	0.0%
Reforms are not well thought out in light of country challenges	28.6%	12.5%	0.0%	18.2%	0.0%	20.0%	40.0%
The World Bank is not sensitive enough to political/social realities on the ground	42.9%	12.5%	0.0%	4.5%	25.0%	0.0%	40.0%
Other	0.0%	0.0%	14.3%	4.5%	0.0%	20.0%	0.0%

*Significantly different between stakeholder groups

C. Perceptions of World Bank Effectiveness and Results

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in South Africa?	6	6.17	1.47	8	5.75	2.43	7	5.43	1.90	19	5.37	1.61	7	6.71	1.60	3	5.00	0.00	5	4.40	1.52

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

C. Perceptions of World Bank Effectiveness and Results (continued)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in South Africa, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	3	5.67	2.52	7	4.00	1.41	7	3.86	2.04	16	3.06	1.95	7	6.43	2.37	2	3.50	0.71	4	4.75	1.71
Telecommunications	4	5.25	1.50	8	6.88	2.42	6	4.67	2.94	15	6.67	2.44	6	8.00	2.10	2	4.50	0.71	4	4.25	1.26
Transport	5	5.00	1.00	7	5.57	1.99	6	5.17	2.56	17	5.53	1.74	6	7.50	1.97	1	4.00		5	5.40	1.82
Crime and violence	3	4.67	1.15	8	3.25	1.67	7	3.43	1.81	14	4.64	2.34	6	3.50	1.87	1	3.00		4	4.25	1.71
Law and justice	1	3.00		8	4.88	1.55	6	2.83	1.83	14	4.57	2.28	6	4.67	1.86	1	4.00		3	5.00	1.00
Urban development	6	5.17	2.40	8	5.88	2.64	7	3.57	1.27	17	6.18	2.07	6	6.50	1.38	3	5.33	0.58	5	5.80	1.48
Environmental sustainability*	4	7.25	1.71	8	7.50	2.62	8	4.38	1.60	18	6.22	1.80	7	4.29	2.63	1	6.00		5	4.80	0.84
Regulatory framework	3	5.33	1.53	8	7.50	2.67	8	5.75	2.76	15	6.00	2.42	6	6.17	1.72	1	6.00		4	5.25	0.96
Basic education	4	5.50	1.29	8	3.38	2.56	7	4.14	2.48	14	5.57	2.87	6	5.83	2.32	1	5.00		5	5.20	1.30
HIV/AIDS, TB, other communicable diseases	5	6.20	1.48	8	6.13	2.17	6	4.17	2.64	15	6.73	2.25	6	6.50	2.66	1	6.00		4	5.25	1.89
Poverty reduction	6	6.33	1.86	8	4.88	2.23	7	3.43	1.90	14	4.86	2.25	6	4.83	2.32	2	5.50	0.71	5	4.40	2.19
Gender	5	6.20	1.92	8	4.50	2.62	7	3.86	3.02	14	5.21	2.01	6	6.67	1.21	2	7.00	0.00	5	4.60	1.82
Domestic private sector development	5	7.00	1.58	8	3.75	2.12	7	4.71	1.70	15	5.00	1.96	6	6.00	2.10	1	4.00		3	5.67	1.53
Foreign direct investment	4	6.00	0.82	8	7.50	3.02	6	6.17	2.32	14	6.50	1.87	7	6.14	1.95	1	5.00		5	5.40	1.95
Water and sanitation	4	6.00	1.83	8	4.13	3.23	6	4.50	2.95	13	4.38	2.43	6	6.67	1.97	1	4.00		3	4.33	0.58
Trade and exports	2	5.50	0.71	8	7.38	2.72	7	5.57	2.30	14	6.86	2.14	6	7.00	2.10	1	4.00		5	5.60	1.52
Economic growth	4	6.00	0.82	8	5.88	2.70	7	5.86	1.21	15	5.47	1.81	7	6.14	2.79	2	4.00	0.00	5	5.20	1.79
Energy	7	7.14	1.86	8	7.00	2.20	5	6.80	2.17	17	6.65	2.52	7	6.43	2.99	1	4.00		5	4.80	1.64
Disaster management	2	5.00	1.41	8	6.00	2.78	5	4.80	2.39	13	6.69	2.63	5	6.20	2.39	1	6.00		3	4.67	0.58
Monitoring and evaluation	5	7.40	1.14	8	5.75	2.05	5	5.00	1.41	13	5.85	1.46	6	6.67	1.86	1	5.00		3	5.00	1.00
Public financial management	2	5.00	1.41	8	6.50	2.73	6	5.50	2.35	14	6.07	2.30	6	5.67	1.63	3	5.33	1.15	5	5.00	1.58
Job creation/employment/labor markets	2	4.50	0.71	8	4.25	2.82	6	4.50	1.97	14	4.36	2.84	6	5.00	2.76	1	3.00		5	4.40	2.30
Financial markets	4	6.00	0.82	8	5.75	2.60	7	5.29	2.69	14	6.64	2.62	6	7.00	1.26	1	3.00		4	5.50	2.08
Equality of opportunity	2	6.00	4.24	8	4.00	2.14	5	4.00	0.71	13	4.54	1.98	6	5.17	1.17	1	4.00		5	4.20	1.48
Health	6	6.50	1.64	8	5.63	2.77	5	5.00	1.41	14	6.14	2.11	5	6.40	1.82	1	5.00		4	4.50	1.29
Agriculture and rural development	4	6.00	1.83	8	4.88	2.47	5	2.80	1.79	14	4.71	2.52	6	5.50	1.64	1	6.00		4	4.25	2.22
Governance	5	6.40	1.52	8	6.50	2.62	5	4.00	1.73	15	4.33	1.88	6	5.50	2.26	1	5.00		5	5.20	1.30
Access to micro finance	3	6.00	2.65	8	3.13	2.90	6	4.17	2.04	15	5.27	2.40	4	5.50	1.29	1	4.00		4	4.50	1.73
Higher education	4	5.25	0.96	8	3.88	2.23	5	4.40	1.52	15	5.40	2.13	4	7.00	1.41	1	4.00		5	5.00	2.00
Social protection	1	3.00		7	3.57	2.44	6	4.17	1.33	13	5.08	2.63	5	6.00	2.55	1	4.00		5	4.20	1.30
Climate change	3	6.67	3.21	8	6.00	2.51	6	5.67	1.03	16	6.25	2.59	6	6.00	0.89	1	5.00		5	5.40	0.55
Regional integration	4	5.50	1.91	8	6.00	3.12	6	6.50	1.38	13	5.54	2.50	6	6.83	1.72	1	5.00		5	4.20	1.48
Townships/informal settlements	4	5.00	1.63	8	4.38	2.67	6	3.83	1.60	14	4.21	2.89	6	5.17	1.47	2	5.50	2.12	5	4.60	2.07
Mining	2	5.00	2.83	8	5.25	2.38	5	6.80	2.17	14	6.29	1.59	6	6.50	1.38	1	6.00		5	5.60	2.19

*Significantly different between stakeholder groups

C. Perceptions of World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in South Africa, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of South Africa	7	4.57	0.53	8	4.63	2.00	6	5.17	2.04	19	4.84	2.06	8	5.50	2.78	3	5.33	0.58	5	4.80	1.64
The World Bank meets South Africa's needs for knowledge services	7	5.43	0.79	8	5.00	2.07	7	4.29	2.06	18	5.11	1.88	7	5.57	1.40	3	5.67	0.58	5	4.80	1.79

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

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	6	4.50	1.76	8	5.38	2.50	4	4.00	0.00	16	4.00	2.19	5	4.80	2.77	1	5.00		5	4.60	1.67
The World Bank effectively monitors and evaluates the projects and programs it supports	6	5.83	1.60	8	6.38	2.97	6	5.00	2.00	17	6.76	1.79	6	7.17	1.47	2	7.50	2.12	5	5.80	1.10
The World Bank's approvals and reviews are done in a timely fashion	5	4.80	1.48	7	5.57	2.57	5	5.80	2.39	16	6.00	2.22	6	7.50	0.55	2	7.50	2.12	5	4.20	1.30
The World Bank's "Safeguard Policy" requirements are reasonable	5	4.60	1.52	8	5.25	2.25	6	4.33	2.07	17	5.00	2.00	7	7.14	2.97	1	7.00		5	4.60	2.30
The World Bank imposes reasonable conditions on its lending	7	4.71	1.60	8	4.63	2.45	8	5.38	3.11	19	5.21	2.20	8	5.75	2.05	2	5.00	2.83	5	4.60	2.30
Working with the World Bank increases South Africa's institutional capacity	6	5.83	1.60	7	6.00	2.65	4	4.25	1.50	15	6.40	1.96	8	7.25	1.91	2	5.50	0.71	5	6.20	1.79
The World Bank ensures consistency and continuity through staff changes	6	4.67	1.21	7	4.29	1.60	4	4.25	1.50	13	5.46	1.90	5	5.80	1.92	1	6.00		4	4.50	1.29
The World Bank's teams and visits are well coordinated	6	3.67	2.94	4	3.00	2.16	5	4.20	1.79	15	4.53	2.59	5	4.80	2.28	2	4.50	2.12	4	5.50	1.91
Where country systems are adequate, the World Bank makes appropriate use of them	7	5.43	2.23	8	7.00	2.93	5	5.60	1.34	16	5.63	2.16	5	5.80	0.84	1	5.00		3	5.67	1.53

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge products and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Weekly	0.0%	25.0%	22.2%	4.5%	0.0%	0.0%	0.0%
Monthly	28.6%	0.0%	0.0%	9.1%	0.0%	33.3%	0.0%
A few times a year	42.9%	12.5%	66.7%	22.7%	62.5%	33.3%	60.0%
Rarely	0.0%	50.0%	0.0%	36.4%	25.0%	33.3%	40.0%
Never	28.6%	12.5%	11.1%	27.3%	12.5%	0.0%	0.0%

D. The World Bank's Knowledge (continued)

In South Africa, how effective do you believe the World Bank's knowledge products and research are at: ... (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	6	6.17	1.47	8	5.00	2.56	8	4.88	2.30	19	5.00	2.65	7	6.57	1.27	4	6.00	1.15	5	4.80	1.48
Stimulating public debate/dialogue	6	6.50	1.22	8	5.00	2.83	6	4.83	2.71	17	5.00	2.37	6	5.83	1.83	4	5.50	1.00	5	4.00	1.41
Enhancing your knowledge and/or skills	6	7.00	1.10	8	4.25	2.96	8	4.75	1.75	19	4.63	2.24	7	6.00	1.73	4	4.75	1.71	5	5.80	2.17
Contributing to good policy making	6	6.17	0.98	7	5.14	2.91	6	5.50	2.35	17	4.76	2.56	7	6.00	2.52	3	5.00	1.00	5	5.80	2.28
Providing support for program implementation	5	5.80	1.79	7	5.86	2.61	6	4.33	1.37	17	5.53	2.43	7	5.29	1.98	3	5.67	1.53	5	5.40	2.30

In South Africa, to what extent do you believe that the World Bank's knowledge products and research: ... (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	5	6.20	0.84	8	4.63	2.20	7	4.57	1.62	16	4.44	2.00	7	5.57	1.13	3	6.00	1.00	5	5.00	1.41
Include appropriate level of stakeholder involvement during preparation	5	6.20	1.79	8	4.38	2.50	7	3.57	1.27	16	5.56	2.37	7	6.43	1.51	3	4.67	1.53	5	4.60	1.52
Are relevant to South Africa's development priorities	6	5.83	1.17	8	5.13	3.04	8	5.50	1.69	17	5.24	2.19	7	6.86	1.86	3	6.00	1.73	5	5.20	1.64
Provide feasible recommendations	5	5.80	0.45	8	5.25	2.38	7	4.14	2.27	17	5.59	1.94	7	6.57	1.13	3	5.33	0.58	5	4.80	1.64
Are accessible (well written and easy to understand)	6	6.00	1.55	8	4.25	2.05	8	5.25	2.66	17	4.41	2.15	7	6.57	1.62	3	6.00	2.00	5	5.40	1.52
A source of relevant information on global good practices	6	5.83	0.75	8	5.50	2.07	7	5.71	2.06	16	5.50	2.16	7	7.71	1.11	3	6.67	1.53	5	6.20	1.30
Are adequately disseminated	6	6.00	1.41	8	4.63	1.30	7	4.71	1.50	16	4.81	2.23	6	5.00	1.55	4	4.50	1.00	5	4.80	1.64
Are adaptable to South Africa's specific development challenges and country circumstances	6	5.33	0.82	8	4.00	2.14	6	4.67	1.97	16	5.25	1.88	7	6.29	1.11	3	4.67	1.15	5	4.80	1.10

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge products and research make to development results in your country?	6	5.67	0.52	8	5.13	2.42	6	6.00	1.90	17	5.00	1.58	7	6.00	1.83	4	5.00	3.27	5	5.20	1.30
Overall, how would you rate the technical quality of the World Bank's knowledge products and research?	6	7.33	1.51	8	6.25	2.55	7	6.71	1.38	17	6.65	1.27	7	7.71	1.60	4	7.50	1.91	5	5.60	1.14
Overall, how effective is the World Bank at providing linkage to other expertise (i.e., South-South knowledge sharing, etc.)?	6	6.50	1.64	8	5.50	1.69	7	6.14	2.04	16	6.25	1.53	7	6.71	1.38	2	5.50	0.71	5	4.20	1.64

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

E. The Future Role of the World Bank in South Africa

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in South Africa's development in the near future?	6	7.33	1.97	8	7.13	3.09	9	7.33	1.66	21	7.14	1.82	8	8.13	1.46	6	7.67	1.75	5	6.40	1.52

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

Which of the following SHOULD the World Bank do to make itself more useful in South Africa? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Improve the quality of its experts as related to South Africa's specific challenges	42.9%	50.0%	44.4%	22.7%	0.0%	16.7%	20.0%
Reduce the complexity of obtaining World Bank financing	57.1%	25.0%	11.1%	13.6%	12.5%	50.0%	20.0%
Focus primarily on advocacy issues	14.3%	12.5%	0.0%	9.1%	25.0%	0.0%	20.0%
Improve the competitiveness of its financing compared to markets	0.0%	25.0%	11.1%	18.2%	25.0%	16.7%	20.0%
Ensure greater selectivity in its work	0.0%	0.0%	11.1%	13.6%	25.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on South Africa's economy	0.0%	37.5%	0.0%	36.4%	25.0%	16.7%	40.0%
Offer more innovative financial products	28.6%	12.5%	0.0%	18.2%	0.0%	0.0%	20.0%
Offer more innovative knowledge services	42.9%	12.5%	11.1%	9.1%	12.5%	16.7%	40.0%
Increase availability of Fee-Based services	0.0%	12.5%	11.1%	9.1%	0.0%	0.0%	0.0%
Work faster	0.0%	0.0%	33.3%	9.1%	25.0%	33.3%	20.0%
Other	0.0%	0.0%	22.2%	13.6%	12.5%	0.0%	0.0%

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Eskom will have a positive impact on sustainable economic development in South Africa.	7	8.71	1.11	8	6.00	2.93	9	7.44	2.74	21	6.95	2.38	8	6.63	2.13	6	5.83	3.06	5	5.80	1.92
The kind of support that the World Bank is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa.	7	7.71	2.21	8	4.50	2.98	7	6.43	2.15	19	7.26	2.16	8	7.75	1.28	6	6.00	3.35	5	6.20	1.64
In the future, the World Bank should be involved in infrastructure projects such as Eskom, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.*	7	7.86	2.54	8	5.88	3.04	9	4.00	2.40	21	7.90	2.07	8	7.13	2.85	6	6.00	3.46	5	5.60	1.52
There is no value added in South Africa, from World Bank involvement in large infrastructure projects such as Eskom.*	7	2.86	2.48	8	4.00	2.56	7	5.86	2.12	19	1.79	0.85	8	2.75	2.05	6	4.00	3.52	5	3.00	2.35

(1-Strongly disagree, 10-Strongly agree); *Significantly different between stakeholder groups

E. The Future Role of the World Bank in South Africa (continued)

When thinking about the development challenges in South Africa, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Higher education	28.6%	12.5%	0.0%	19.0%	12.5%	16.7%	40.0%
Domestic private sector development	0.0%	12.5%	0.0%	9.5%	0.0%	16.7%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%
Water and sanitation	28.6%	12.5%	0.0%	9.5%	0.0%	33.3%	0.0%
Trade and exports	0.0%	0.0%	11.1%	4.8%	0.0%	0.0%	0.0%
Economic growth	14.3%	25.0%	22.2%	23.8%	0.0%	0.0%	20.0%
Energy	42.9%	12.5%	0.0%	14.3%	25.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Monitoring and evaluation*	42.9%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Governance	14.3%	0.0%	11.1%	14.3%	12.5%	16.7%	0.0%
Social protection	0.0%	0.0%	0.0%	4.8%	25.0%	0.0%	0.0%
Climate change	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	28.6%	50.0%	22.2%	19.0%	25.0%	16.7%	0.0%
Law and justice*	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	25.0%	11.1%	0.0%	12.5%	33.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	9.5%	12.5%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	11.1%	4.8%	0.0%	0.0%	0.0%
Urban development	0.0%	12.5%	0.0%	4.8%	12.5%	16.7%	0.0%
Crime and violence	0.0%	12.5%	0.0%	14.3%	12.5%	0.0%	0.0%
Regional integration	0.0%	0.0%	11.1%	9.5%	12.5%	0.0%	0.0%
Telecommunications	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Agriculture and rural development*	0.0%	37.5%	33.3%	4.8%	0.0%	0.0%	0.0%
Mining	0.0%	0.0%	11.1%	4.8%	0.0%	0.0%	20.0%
Public financial management	0.0%	0.0%	11.1%	4.8%	0.0%	16.7%	40.0%
Job creation/employment/labor markets	14.3%	0.0%	22.2%	23.8%	37.5%	16.7%	40.0%
Health	0.0%	12.5%	0.0%	19.0%	12.5%	0.0%	20.0%
Townships/informal settlements	14.3%	25.0%	0.0%	14.3%	0.0%	16.7%	0.0%
Access to micro finance	0.0%	12.5%	0.0%	9.5%	12.5%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	4.8%	12.5%	16.7%	20.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Basic education	14.3%	25.0%	33.3%	9.5%	25.0%	33.3%	80.0%
HIV/AIDS, TB, other communicable diseases	0.0%	0.0%	44.4%	9.5%	12.5%	16.7%	20.0%

*Significantly different between stakeholder groups

F. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Local newspapers	85.7%	50.0%	50.0%	65.0%	50.0%	50.0%	80.0%
International newspapers	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Local radio	0.0%	37.5%	12.5%	20.0%	12.5%	0.0%	40.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	14.3%	50.0%	12.5%	60.0%	25.0%	16.7%	0.0%
International television	14.3%	0.0%	0.0%	5.0%	12.5%	16.7%	20.0%
Periodicals*	0.0%	0.0%	37.5%	5.0%	12.5%	50.0%	20.0%
Internet	85.7%	25.0%	62.5%	25.0%	50.0%	33.3%	40.0%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	12.5%	0.0%	12.5%	0.0%	0.0%
Blogs	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	12.5%	0.0%	5.0%	0.0%	16.7%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
World Bank website	57.1%	25.0%	44.4%	13.6%	25.0%	33.3%	40.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	42.9%	12.5%	0.0%	13.6%	25.0%	0.0%	40.0%
e-Newsletters	28.6%	37.5%	11.1%	31.8%	37.5%	16.7%	40.0%
Instant messaging	0.0%	0.0%	11.1%	4.5%	0.0%	0.0%	20.0%
World Bank seminars/workshops/conferences	42.9%	25.0%	33.3%	40.9%	37.5%	66.7%	0.0%
World Bank publications and other written materials	28.6%	25.0%	33.3%	31.8%	25.0%	50.0%	20.0%
Mobile phones	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	20.0%
Social media (Facebook, Twitter, Youtube)	0.0%	12.5%	33.3%	9.1%	25.0%	0.0%	0.0%
Blogs	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	12.5%	0.0%	4.5%	0.0%	16.7%	0.0%

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Yes	57.1%	12.5%	0.0%	18.2%	37.5%	33.3%	20.0%
No	42.9%	87.5%	100.0%	81.8%	62.5%	66.7%	80.0%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Yes	16.7%	12.5%	37.5%	0.0%	12.5%	16.7%	20.0%
No	83.3%	87.5%	62.5%	100.0%	87.5%	83.3%	80.0%

F. Communication and Information Sharing (continued)

Were you able to obtain this information?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Yes	100.0%	100.0%	50.0%	0.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Yes	100.0%	25.0%	87.5%	31.8%	57.1%	100.0%	60.0%
No	0.0%	75.0%	12.5%	68.2%	42.9%	0.0%	40.0%

*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
The World Bank's country website	16.7%	50.0%	25.0%	33.3%	25.0%	0.0%	25.0%
The World Bank's main website	83.3%	50.0%	75.0%	66.7%	75.0%	100.0%	75.0%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Local Govt. office or staff			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			Private foundation/ NGO/ Faith-based group			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	4	4.25	1.50	6	3.67	2.50	8	3.13	1.81	16	3.25	2.52	6	3.50	1.87	3	4.67	4.04	5	3.80	1.48
When I need information from the World Bank I know how to find it	6	6.67	1.63	8	3.88	2.75	8	4.63	2.72	17	3.94	2.95	7	6.86	1.35	3	4.00	1.00	5	5.00	2.83
The World Bank is responsive to my information requests and inquiries	5	5.40	3.29	7	3.86	3.13	8	4.25	2.87	13	4.62	2.96	6	4.83	2.04	3	5.67	1.15	4	3.50	2.52
I find the World Bank websites easy to navigate	6	6.33	1.51	2	8.50	2.12	8	5.75	2.31	9	7.78	1.56	4	8.00	1.63	3	6.67	1.15	3	6.33	0.58
I find the information on the World Bank's websites useful	6	6.67	1.37	2	7.50	0.71	8	6.00	2.14	9	7.67	1.22	4	7.25	0.96	4	7.25	0.96	3	6.00	1.73

G. Background Information

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Yes	80.0%	14.3%	33.3%	30.0%	14.3%	20.0%	20.0%
No	20.0%	85.7%	66.7%	70.0%	85.7%	80.0%	80.0%

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Local Govt. office or staff	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	Private foundation/ NGO/ Faith-based group	Academia/ Research Institute/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	0.0%	71.4%	11.1%	57.9%	62.5%	60.0%	40.0%
Use World Bank reports/data	20.0%	28.6%	11.1%	5.3%	25.0%	60.0%	60.0%
Engage in World Bank related/sponsored events/activities	40.0%	14.3%	0.0%	10.5%	25.0%	20.0%	0.0%
Collaborate as part of my professional duties*	80.0%	14.3%	33.3%	15.8%	0.0%	0.0%	20.0%
Use World Bank website for information, data, research, etc.	20.0%	0.0%	77.8%	31.6%	25.0%	40.0%	40.0%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Year¹

FY '06 Response Number = 54 • FY '12 Response Number = 69

B. Overall Attitudes toward the World Bank

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in South Africa?	54	5.87	2.61	69	5.39	2.10

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

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in South Africa.	42	5.14	2.25	59	5.27	1.82

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

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

Greatest Value		
Percentage of Respondents	2006	2012
Financial resources*	7.4%	40.0%
Technical assistance	14.8%	18.5%
Training/capacity building	11.1%	18.5%
Studies/analyses/research	25.9%	13.8%
Convening/facilitating*	7.4%	0.0%
Other*	33.3%	0.0%

*Significantly different between FY12 and FY06 country surveys.

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

2 nd Greatest Value		
Percentage of Respondents	2006	2012
Financial resources	16.7%	11.1%
Technical assistance	13.0%	22.2%
Training/capacity building	13.0%	12.7%
Studies/analyses/research	16.7%	25.4%
Convening/facilitating	1.9%	4.8%
Other*	38.9%	1.6%

*Significantly different between FY12 and FY06 country surveys.

To what extent do you agree with the following statements about the World Bank's work in South Africa, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in South Africa	45	5.69	2.37	61	5.28	1.80
The World Bank's work is aligned with what I consider the development priorities for South Africa*	47	6.04	2.40	58	5.12	2.03
The World Bank treats clients and stakeholders in South Africa with respect*	45	7.13	2.32	57	5.77	2.43

*Significantly different between FY12 and FY06 country surveys

¹ Only those questions that were asked in the FY '06 and FY '12 country surveys, with similar response scales/options, are presented.

B. Overall Attitudes toward the World Bank (continued)

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

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Staff accessibility*	47	6.51	2.43	51	4.53	2.38
Straightforwardness and honesty*	44	6.83	2.72	52	5.10	2.15
Collaboration with other donors	36	6.72	2.42	47	5.94	2.07

*Significantly different between FY12 and FY06 country surveys

C. Perceptions of World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in South Africa, on a ten point scale? (1-Not effective at all, 10-Very effective)

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Anti corruption	37	5.07	2.18	49	4.24	2.17
Urban development	37	4.83	2.24	55	5.51	2.10
Regulatory framework	37	5.86	2.34	46	6.11	2.26
Poverty reduction	41	5.55	2.49	51	4.73	2.16
Gender	35	5.31	2.40	49	5.12	2.23
Domestic private sector development	40	5.84	2.31	48	5.02	2.01
Economic growth	43	6.23	2.39	51	5.71	1.99
Energy*	35	5.05	2.10	53	6.51	2.28
Health	36	5.06	2.57	45	5.87	2.02
Agriculture and rural development	38	5.20	2.17	44	4.70	2.22
Higher education	37	5.26	2.53	44	5.05	1.96
Social protection	35	5.05	2.17	40	4.50	2.22

*Significantly different between FY12 and FY06 country surveys.

D. The World Bank's Knowledge

In South Africa, to what extent do you believe that the World Bank's knowledge products and research... (1-To no degree at all, 10-To a very significant degree)

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Are relevant to South Africa's development priorities*	48	7.06	2.10	55	5.58	2.03
Are adaptable to South Africa's specific development challenges and country circumstances*	44	6.22	2.10	52	5.06	1.69

*Significantly different between FY12 and FY06 country surveys

F. Communication and Information Sharing

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

Percentage of Respondents	2006	2012
Yes	88.9%	54.2%
No	11.1%	45.8%

*Significantly different between FY12 and FY06 country surveys

Which do you primarily use?

Percentage of Respondents	2006	2012
The World Bank's country website	12.5%	24.3%
The World Bank's main website	87.5%	75.7%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree; 10-Strongly disagree)

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank I know how to find it*	45	6.47	2.82	54	4.81	2.66
The World Bank is responsive to my information requests and inquiries*	39	6.87	2.58	46	4.52	2.68
I find the World Bank websites easy to navigate	47	6.77	2.56	35	6.91	1.84
I find the information on the World Bank's websites useful	47	7.77	2.42	36	6.89	1.53

*Significantly different between FY12 and FY06 country surveys

Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in South Africa? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in South Africa.	5.30	5.50	5.64	5.12	5.26	5.82	5.21	6.43	5.44	5.11	5.26	5.67
To what extent do you believe the World Bank's staff is well prepared to help South Africa solve its most complicated development challenges?	5.21	5.36	5.72	4.67	5.08	5.80	5.05	6.50	5.14	5.60	5.10	5.53
Overall the World Bank currently plays a relevant role in development in South Africa	5.11	5.86	5.74	4.73	5.05	5.92	5.11	6.33	5.19	5.50	5.15	5.42
The World Bank's work is aligned with what I consider the development priorities for South Africa	4.85	5.86	5.08	5.04	4.97	5.33	5.16	4.50	5.12	4.78	4.97	5.25
Responsiveness	4.72	5.42	5.52	4.40	4.83	5.20	4.64	6.43	4.77	5.71	4.72	5.36
Openness (sharing data and other information)	4.64	5.08	4.96	4.60	4.74	4.91	4.69	5.29	4.60	5.56	4.76	4.81
Collaboration with groups outside of the Government	5.60	6.00	5.71	5.44	5.50	5.88	5.53	5.75	5.51	5.78	5.47	5.83
Collaboration with the Government	5.83	6.50	6.36	5.70	5.86	6.67	5.71	7.71	5.92	6.44	6.03	6.00
Collaboration with other donors	6.00	5.77	5.70	6.00	5.85	5.88	5.78	6.40	6.06	5.11	5.77	6.08
To what extent does the World Bank's work help to achieve development results in South Africa?	5.43	6.08	6.04	5.24	5.66	5.58	5.48	6.83	5.55	6.13	5.55	5.82
The World Bank's financial instruments meet the needs of South Africa	4.88	5.50	5.54	4.52	4.82	5.75	4.93	5.63	4.98	5.38	4.63	5.94
The World Bank meets South Africa's needs for knowledge services	4.86	6.17	5.80	4.56	4.90	6.18	5.05	6.00	5.00	6.00	4.97	5.59
The World Bank's knowledge and research are adaptable to South Africa's specific development challenges and country circumstances	4.87	5.93	5.29	5.08	4.94	5.92	5.20	5.14	5.15	5.33	5.15	5.27
Overall, how significant a contribution do you believe the World Bank's knowledge products and research make to development results in your country?	5.15	6.00	5.79	5.24	5.37	6.00	5.45	5.86	5.44	5.80	5.24	6.13
Overall, how would you rate the technical quality of the World Bank's knowledge products and research?	6.53	7.36	7.04	6.42	6.56	7.25	6.52	8.00	6.67	7.00	6.71	6.76
Where country systems are adequate, the World Bank makes appropriate use of them	5.76	5.67	5.95	5.43	5.45	6.63	5.74	5.43	5.82	5.00	5.47	6.27

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: South Africa FY 2012 Questionnaire



World Bank Country Survey FY12 – South Africa

The World Bank is interested in gauging the views of clients and partners who are either involved in development in South Africa or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in South Africa, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in South Africa. The World Bank commissioned an independent firm to oversee the logistics of this effort in South Africa. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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

SECTION A: GENERAL ISSUES FACING SOUTH AFRICA

A1. When considering development priorities, which ONE development priority below is the most important in South Africa? Which ONE is the second most important priority? Which ONE is the third most important priority?

Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Agriculture and rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Basic education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Townships/informal settlements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development (e.g., competition)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment/labor markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Access to micro finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Higher education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	HIV/AIDS, TB, other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Mining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Telecommunications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in South Africa, on a ten point scale?

1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank's effectiveness in South Africa, on a ten point scale?

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

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help South Africa solve its most complicated development challenges, on a ten point scale?

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

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B4. When thinking about how the World Bank can have the most impact on development results in South Africa, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in South Africa? (Choose no more than THREE)

1	Higher education	18	Urban development
2	Social protection (e.g., pensions, targeted social assistance)	19	Environmental sustainability
3	Governance (i.e., government effectiveness)	20	Equality of opportunity (i.e., equity)
4	Transport (e.g., roads, bridges, transportation)	21	Health
5	Poverty reduction	22	Townships/informal settlements
6	Access to micro finance	23	Basic education
7	Regional integration	24	Climate change (e.g., mitigation, adaptation)
8	Gender	25	Agriculture and rural development
9	Crime and violence	26	Trade and exports
10	Domestic private sector development (e.g., competition)	27	Economic growth
11	Foreign direct investment	28	Law and justice (e.g., judicial system)
12	Water and sanitation	29	Regulatory framework
13	Energy	30	HIV/AIDS, TB, other communicable diseases
14	Monitoring and evaluation	31	Mining
15	Public financial management (e.g., public expenditure, fiscal system reform)	32	Anti corruption
16	Job creation/employment/labor markets	33	Telecommunications
17	Financial markets	34	Disaster management

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
3	Data	<input type="checkbox"/>	<input type="checkbox"/>
4	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
5	Studies/analyses/research	<input type="checkbox"/>	<input type="checkbox"/>
6	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
7	Linkage to other expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
8	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)**

1	Not exploring alternative policy options
2	Staff too inaccessible
3	Arrogant in its approach
4	Not client focused
5	The credibility of its knowledge/data
6	Not willing to honestly criticize policies and reform efforts in the country
7	Too influenced by industrialized countries
8	Not enough public disclosure of its work
9	World Bank processes too slow and complex
10	Not aligned with country priorities
11	Not aligned with other partners' work
12	Not collaborating enough with non-state actors
13	Not adequately sensitive to political/social realities in South Africa
14	Other (please specify): _____

B7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

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

B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in South Africa to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Development partner community
7	Foundations (e.g., Open Society, Bill & Melinda Gates Foundation)
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in South Africa, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B9	Overall the World Bank currently plays a relevant role in development in South Africa											<input type="checkbox"/>
B10	The World Bank's work is aligned with what I consider the development priorities for South Africa											<input type="checkbox"/>
B11	The World Bank supports programs and strategies that are realistic for South Africa											<input type="checkbox"/>
B12	The World Bank treats clients and stakeholders in South Africa with respect											<input type="checkbox"/>

To what extent is the World Bank an effective development partner in South Africa, 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	
B13	Responsiveness											<input type="checkbox"/>
B14	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>
B15	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B16	Being inclusive											<input type="checkbox"/>
B17	Openness (sharing data and other information)											<input type="checkbox"/>
B18	Staff accessibility											<input type="checkbox"/>
B19	Straightforwardness and honesty											<input type="checkbox"/>
B20	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>
B21	Collaboration with the Government											<input type="checkbox"/>
B22	Collaboration with other donors											<input type="checkbox"/>
B23	Follow through over time											<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B24. When World Bank assisted reforms fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor coordination with development partners
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

SECTION C: PERCEPTIONS OF WORLD BANK EFFECTIVENESS AND RESULTS

C1. To what extent does the World Bank's work help to achieve development results in South Africa, on a ten point scale?										
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

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 C: PERCEPTIONS OF WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in South Africa, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C2	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Telecommunications	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Basic education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	HIV/AIDS, TB, other communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Domestic private sector development (e.g., competition)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Job creation/employment/labor markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Access to micro finance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Higher education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C34	Townships/informal settlements	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C35	Mining	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: PERCEPTIONS OF WORLD BANK EFFECTIVENESS AND RESULTS

To what extent do you agree with the following statements about the World Bank in South Africa, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C36	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa												<input type="checkbox"/>
C37	The World Bank meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)												<input type="checkbox"/>

To what extent do you agree/disagree with the following statements, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C38	The World Bank disburses funds promptly												<input type="checkbox"/>
C39	The World Bank effectively monitors and evaluates the projects and programs it supports												<input type="checkbox"/>
C40	The World Bank's approvals and reviews are done in a timely fashion												<input type="checkbox"/>
C41	The World Bank's "Safeguard Policy" requirements are reasonable												<input type="checkbox"/>
C42	The World Bank imposes reasonable conditions on its lending												<input type="checkbox"/>
C43	Working with the World Bank increases South Africa's institutional capacity												<input type="checkbox"/>
C44	The World Bank ensures consistency and continuity through staff changes												<input type="checkbox"/>
C45	The World Bank's teams and visits are well coordinated												<input type="checkbox"/>
C46	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them												<input type="checkbox"/>

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge products and research (e.g., data, analysis, reports) in the work you do?

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

In South Africa, how effective do you believe the World Bank's knowledge products and research are at:

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

In South Africa, to what extent do you believe that the World Bank's knowledge products and research:

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D7	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Are relevant to South Africa's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D10	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D11	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D12	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D14	Are adaptable to South Africa's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION D: THE WORLD BANK'S KNOWLEDGE

D15. Overall, how significant a contribution do you believe the World Bank's knowledge products and research make to development results in your country, on a ten point scale?

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

D16. Overall, how would you rate the technical quality of the World Bank's knowledge products and research, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D17. Overall, how effective is the World Bank at providing linkage to other expertise (i.e., South-South knowledge sharing, etc.)?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	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 E: THE FUTURE ROLE OF THE WORLD BANK IN SOUTH AFRICA

E1. How significant a role do you believe the World Bank SHOULD play in South Africa's development in the near future, on a ten point scale?

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

E2. Which of the following SHOULD the World Bank do to make itself more useful in South Africa? (Choose no more than TWO)

1	Improve the quality of its experts as related to South Africa's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on South Africa's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

To what extent do you agree/disagree with the following statements, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E3	Eskom will have a positive impact on sustainable economic development in South Africa.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The kind of support that the World Bank is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	In the future, the World Bank should be involved in infrastructure projects such as Eskom, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	There is no value added in South Africa, from World Bank involvement in large infrastructure projects such as Eskom.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION E: THE FUTURE ROLE OF THE WORLD BANK IN SOUTH AFRICA

E7. When thinking about the development challenges in South Africa, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

1	Gender	18	Equality of opportunity (i.e., equity)
2	Higher education	19	Urban development
3	Domestic private sector development (e.g., competition)	20	Crime and violence
4	Foreign direct investment	21	Regional integration
5	Water and sanitation	22	Telecommunications
6	Trade and exports	23	Transport (e.g., roads, bridges, transportation)
7	Economic growth	24	Agriculture and rural development
8	Energy	25	Mining
9	Disaster management	26	Public financial management (e.g., public expenditure, fiscal system reform)
10	Monitoring and evaluation	27	Job creation/employment/labor markets
11	Governance (i.e., government effectiveness)	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Townships/informal settlements
13	Climate change (e.g., mitigation, adaptation)	30	Access to micro finance
14	Poverty reduction	31	Environmental sustainability
15	Law and justice (e.g., judicial system)	32	Regulatory framework
16	Anti corruption	33	Basic education
17	Financial markets	34	HIV/AIDS, TB, other communicable diseases

SECTION F: COMMUNICATION AND INFORMATION SHARING**F1. How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

F2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Others (please specify): _____

F3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
F4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
F5	Were you able to obtain this information?	Yes	No
F6	Do you have access to the Internet?	Yes	No
F7	Do you use/have you used the World Bank website?	Yes	No

SECTION F: COMMUNICATION AND INFORMATION SHARING

F8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/za)
2	The World Bank's main website (www.worldbank.org)

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
F9	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F10	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F11	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

SECTION G: BACKGROUND INFORMATION**G1. Which of the following best describes your current position? (Please mark only ONE response)**

1	Office of the President
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

SECTION G: BACKGROUND INFORMATION**G2. Please identify the primary specialization of your work. (Please mark only ONE response)**

1	Access to micro finance	18	Higher education
2	Agriculture and rural development	19	HIV/AIDS, TB, other communicable diseases
3	Anti corruption	20	Job creation/employment/labor markets
4	Basic education	21	Law and justice (e.g., judicial system)
5	Climate change (e.g., mitigation, adaptation)	22	Mining
6	Crime and violence	23	Monitoring and evaluation
7	Disaster management	24	Poverty reduction
8	Domestic private sector development (e.g., competition)	25	Public financial management (e.g., public expenditure, fiscal system reform)
9	Economic growth	26	Regional integration
10	Energy	27	Regulatory framework
11	Environmental sustainability	28	Social protection (e.g., pensions, targeted social assistance)
12	Equality of opportunity (i.e., equity)	29	Telecommunications
13	Financial markets	30	Townships/informal settlements
14	Foreign direct investment	31	Trade and exports
15	Gender	32	Transport (e.g., roads, bridges, transportation)
16	Governance (i.e., government effectiveness)	33	Urban development
17	Health	34	Water and sanitation
35	Other (please specify): _____		

G3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

SECTION G: BACKGROUND INFORMATION**G4. Which of the following describes most of your exposure to the World Bank in South Africa? (Choose no more than TWO)**

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

G5. Which best represents your geographic location?

1	The Eastern Cape
2	The Free State
3	Gauteng
4	KwaZulu-Natal
5	Limpopo
6	Mpumalanga
7	The Northern Cape
8	North West
9	The Western Cape

Thank you for completing the survey!