

FY 2018 Lesotho Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2018



Acknowledgements

The Lesotho Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Calita Woods oversaw design, reporting, and analysis. Kseniia Ivanenko, Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Lesotho country team and the independent fielding agency 360 Communications Pty Ltd Lesotho. In particular, PORG is grateful for the support from Elita Banda (Consultant) who coordinated the survey related activities from Maseru, Lesotho.



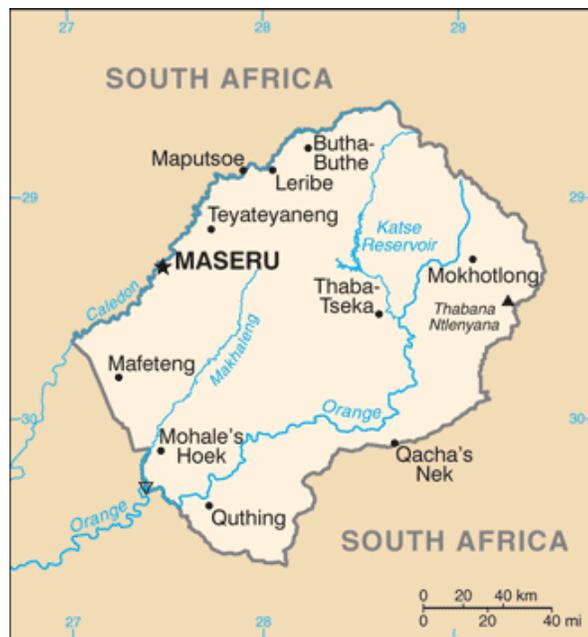
Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Lesotho.....	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates	24
VIII. World Bank Group’s Knowledge and Instruments	31
IX. The Future Role of the World Bank Group in Lesotho	34
X. Communication and Outreach	38
XI. Appendices.....	43

LESOTHO





I. Objectives

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

- *General Issues Facing Lesotho*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Lesotho*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to May 2018, 342 stakeholders of the WBG in Lesotho were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 175 stakeholders participated in the survey (51% response rate). Respondents received the questionnaires via courier or completed the questionnaires with a representative from the local fielding agency.

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

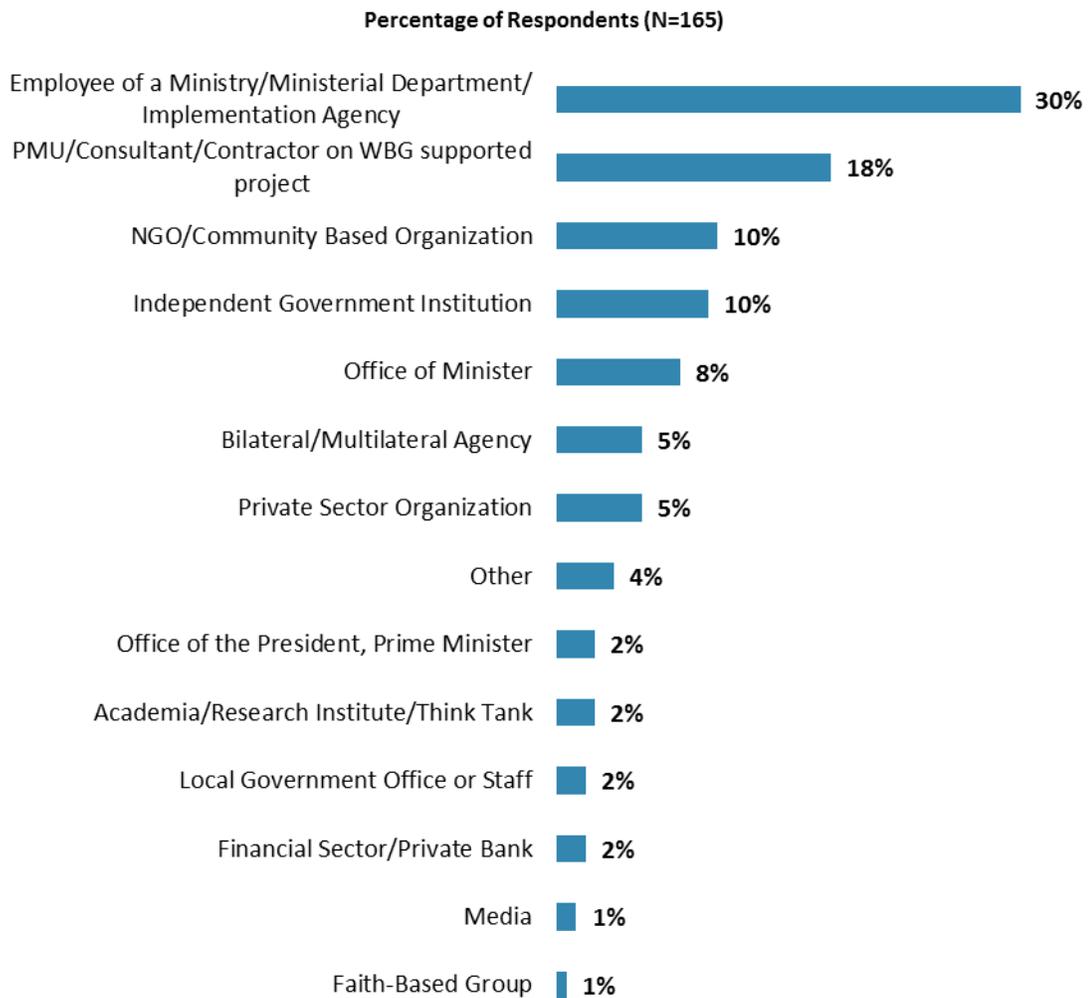
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 75%, N=106). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 86).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President, Prime Minister and the office of a minister were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations and faith-based groups were combined in the “CSO” category; and the small number of respondents from local government, the media, and academia/research institute/think tank were included in the “Other” category. There were no respondents from the office of a parliamentarian, private foundations, trade unions, youth groups, and the judiciary branch.

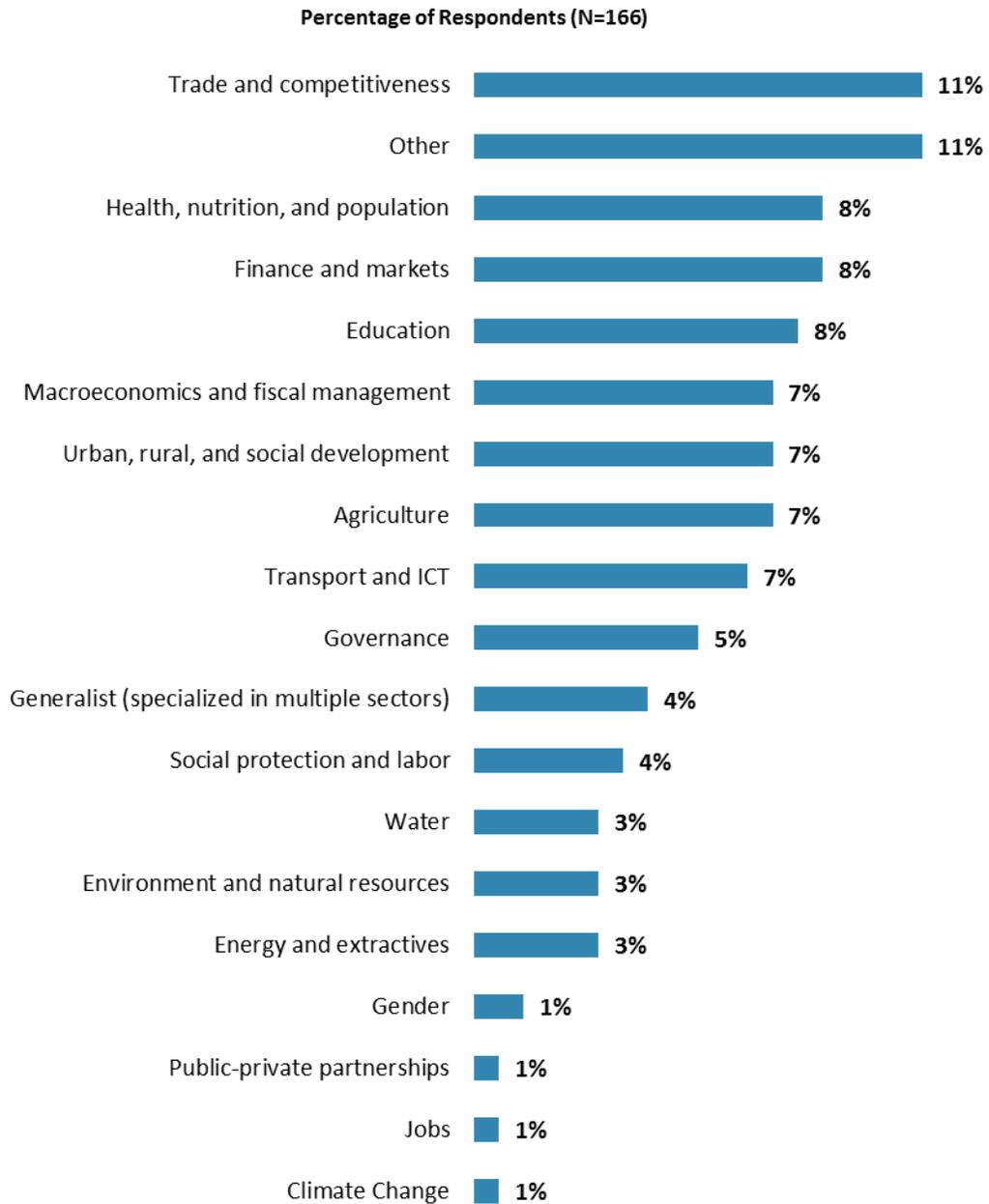


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization

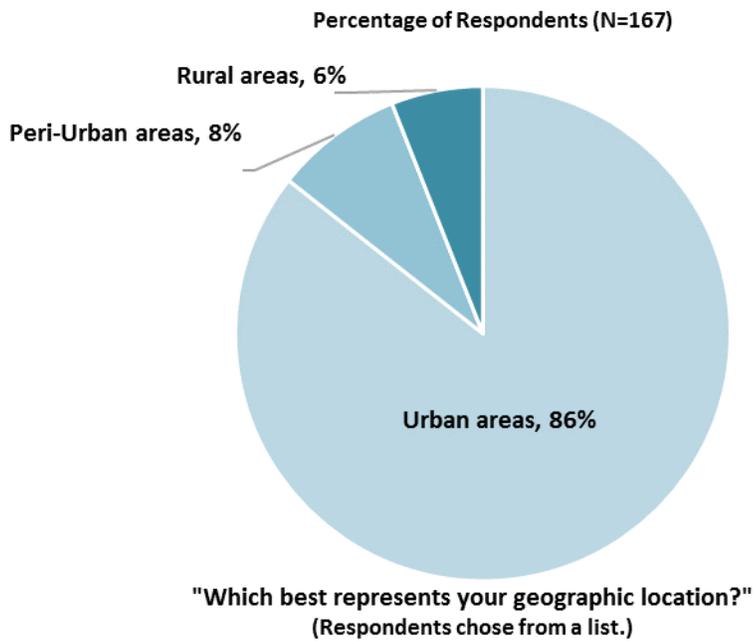


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

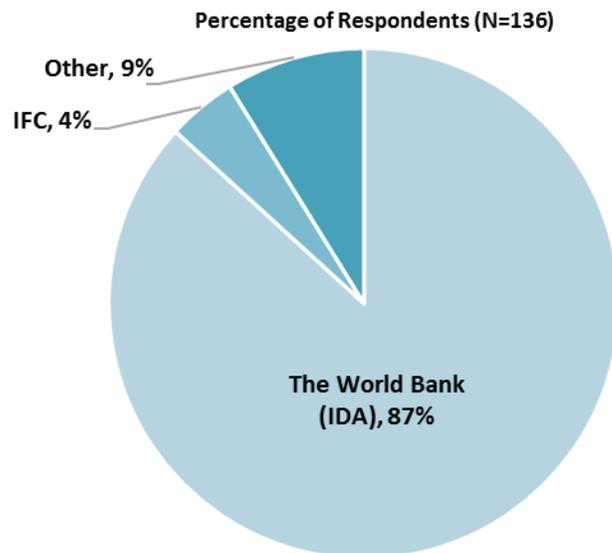


III. Demographics of the Sample (continued)

Geographic Locations



Exposure to Agencies within the World Bank Group



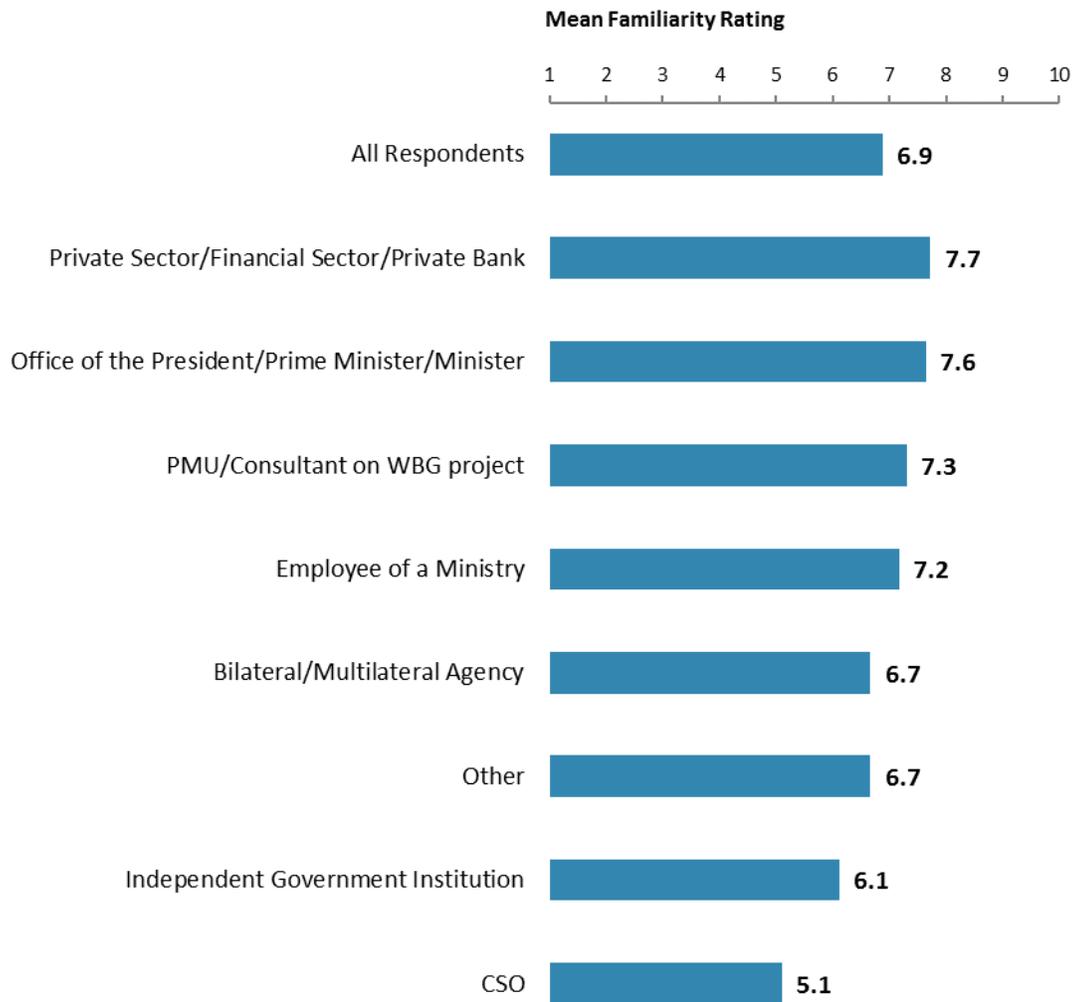
"Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho?"
(Respondents chose from a list.)
(Note: No respondents selected "MIGA" response option.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher levels of familiarity with the WBG than respondents in the FY’14 Country Survey (weighted mean in FY’18 = 6.7; weighted mean in FY’14 = 6.0)¹.
- Respondents’ levels of familiarity with the WBG were significantly correlated with their ratings of the WBG’s overall effectiveness in Lesotho.



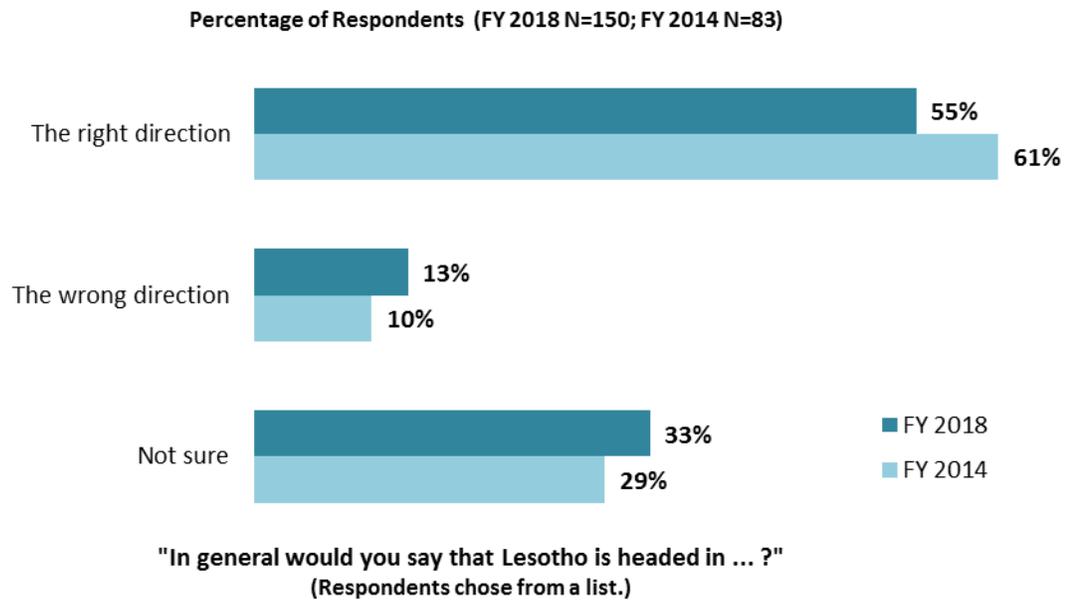
"How familiar are you with the work of the World Bank Group in Lesotho?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix D (page 86) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Lesotho

Headed in the Right Direction²



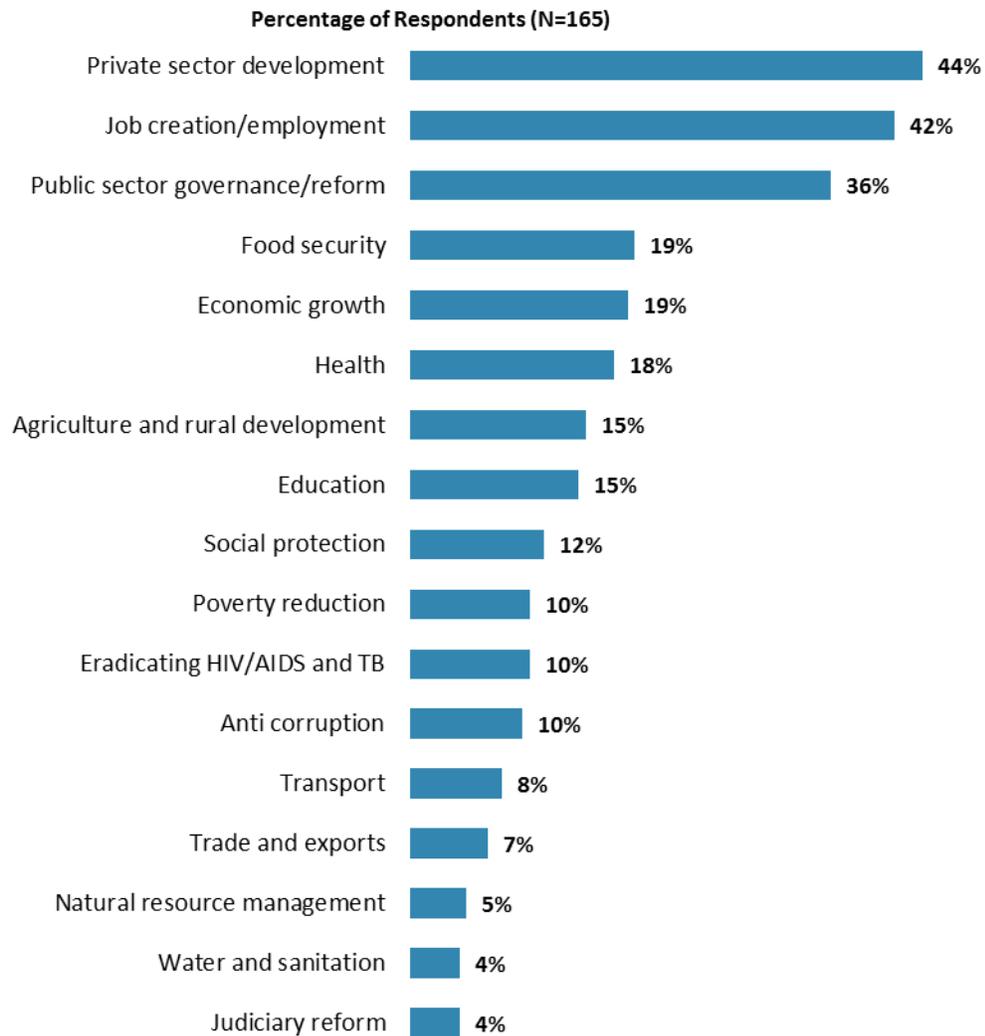
² Percentages presented in the chart were calculated based on weighted data.



IV. General Issues Facing Lesotho (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Lesotho were “*job creation/employment*” (39%), “*health*” (27%), “*education*” (26%), and “*economic growth*” (25%).
- **Specialization:** Respondents who identified their primary specialization of work as “*trade and competitiveness*” (11% of the sample) were significantly more likely to indicate that “*private sector development*” was the most important development priority in Lesotho, compared to the rest of respondents in other areas of work (trade and competitiveness specialists = 81%; others = 41%).



"Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 17 out of 28 response options shown.)

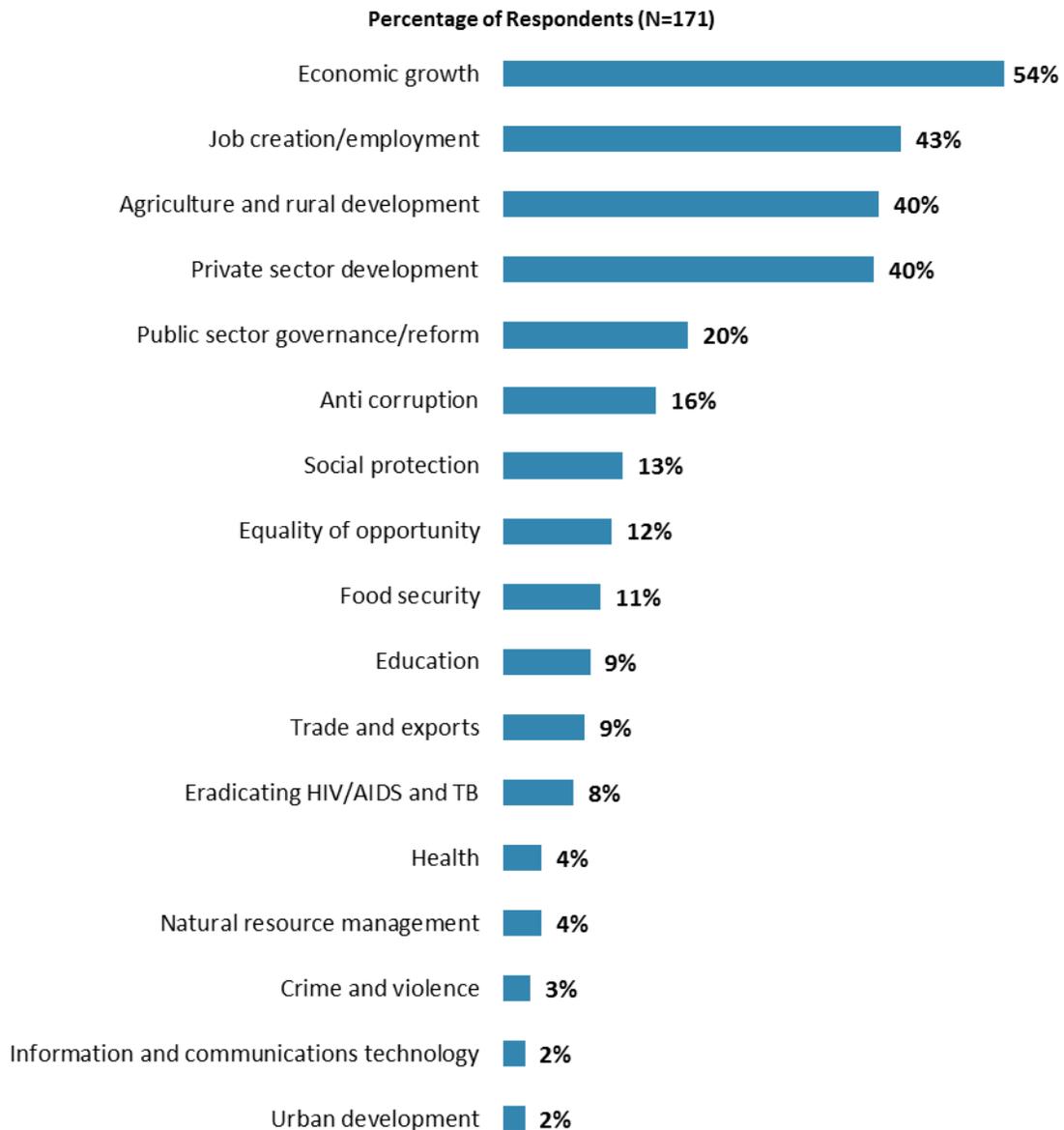
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in a country.



IV. General Issues Facing Lesotho (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Lesotho were “*economic growth*” (43%), “*job creation/employment*” (43%), and “*agricultural development and food security*” (30%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lesotho? (Choose no more than THREE)"

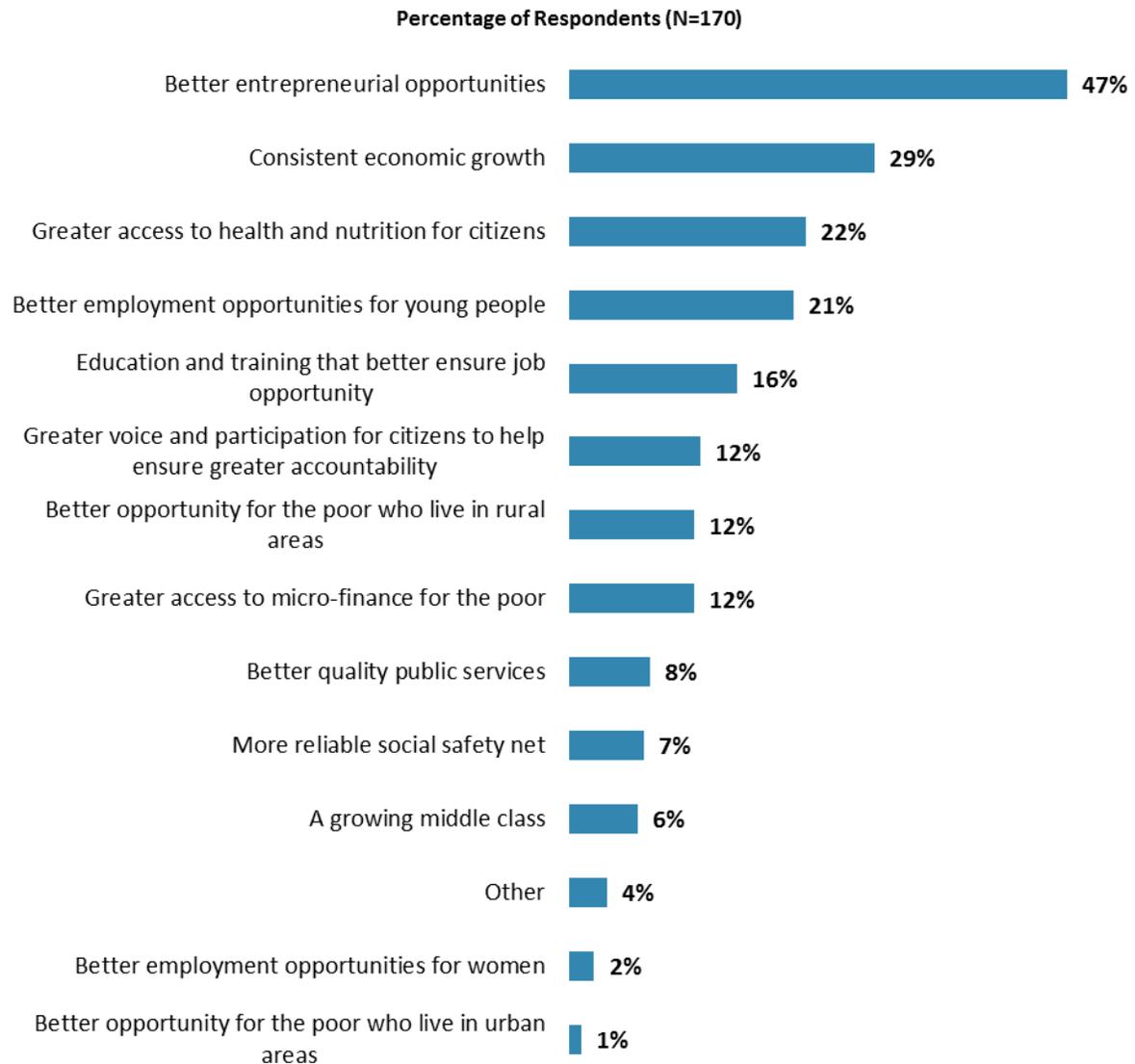
(Respondents chose from a list. Responses combined. Top 17 out of 27 response options shown.)



IV. General Issues Facing Lesotho (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Lesotho can be best achieved through “*better entrepreneurial opportunities*” (41%) and “*better employment opportunities for young people*” (41%).

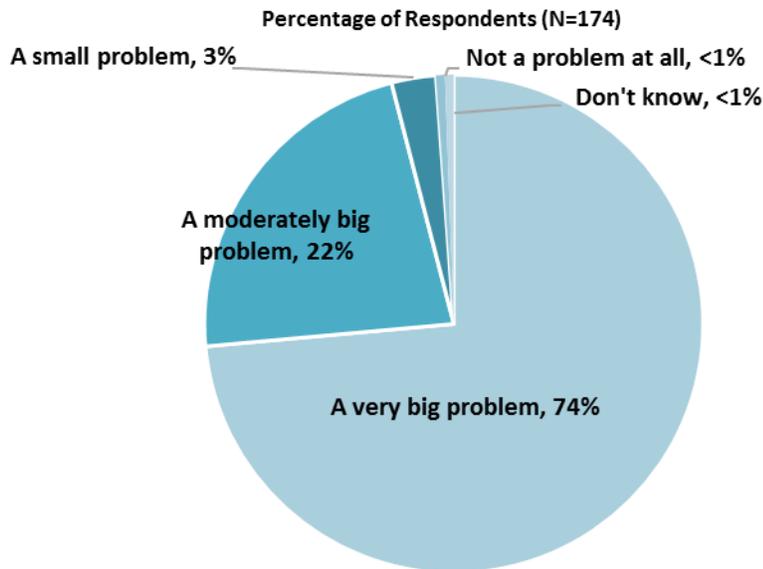


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



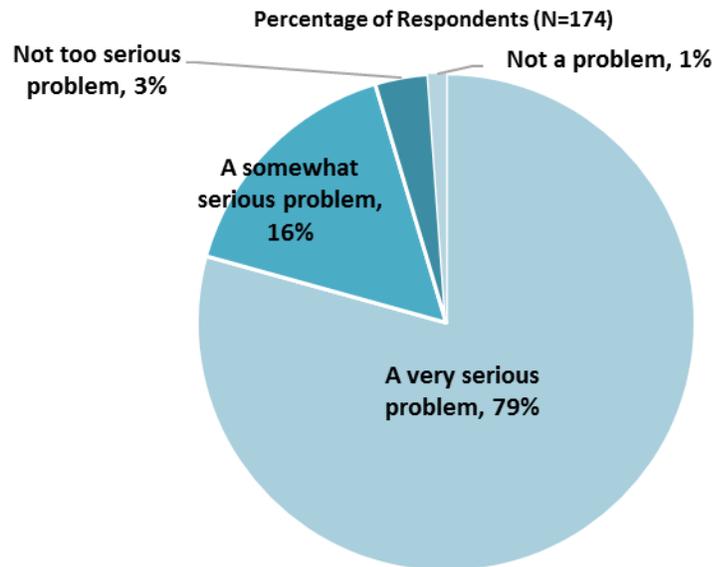
IV. General Issues Facing Lesotho (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lesotho?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

Global Climate Change

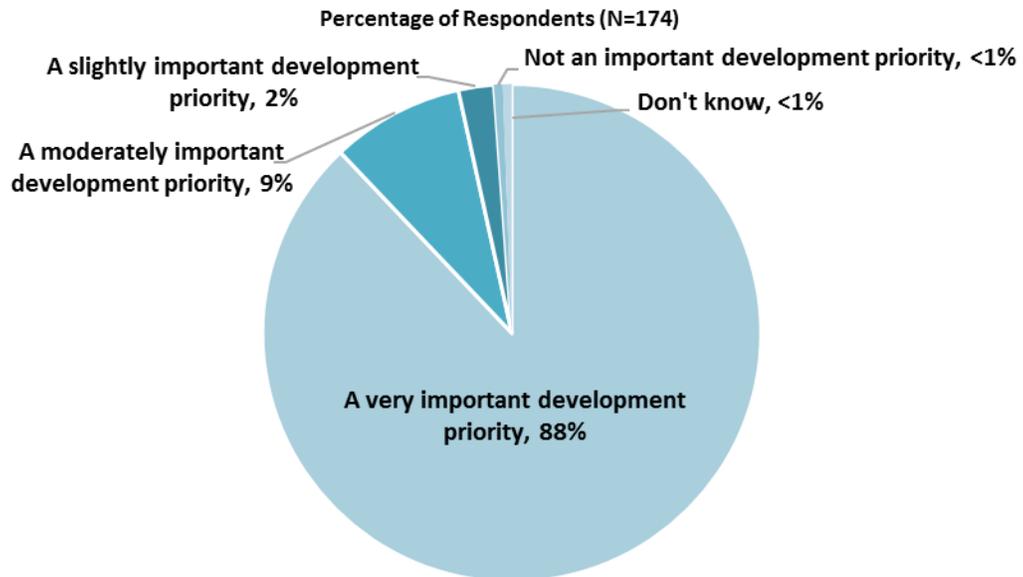


"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



IV. General Issues Facing Lesotho (continued)

Early Childhood Development



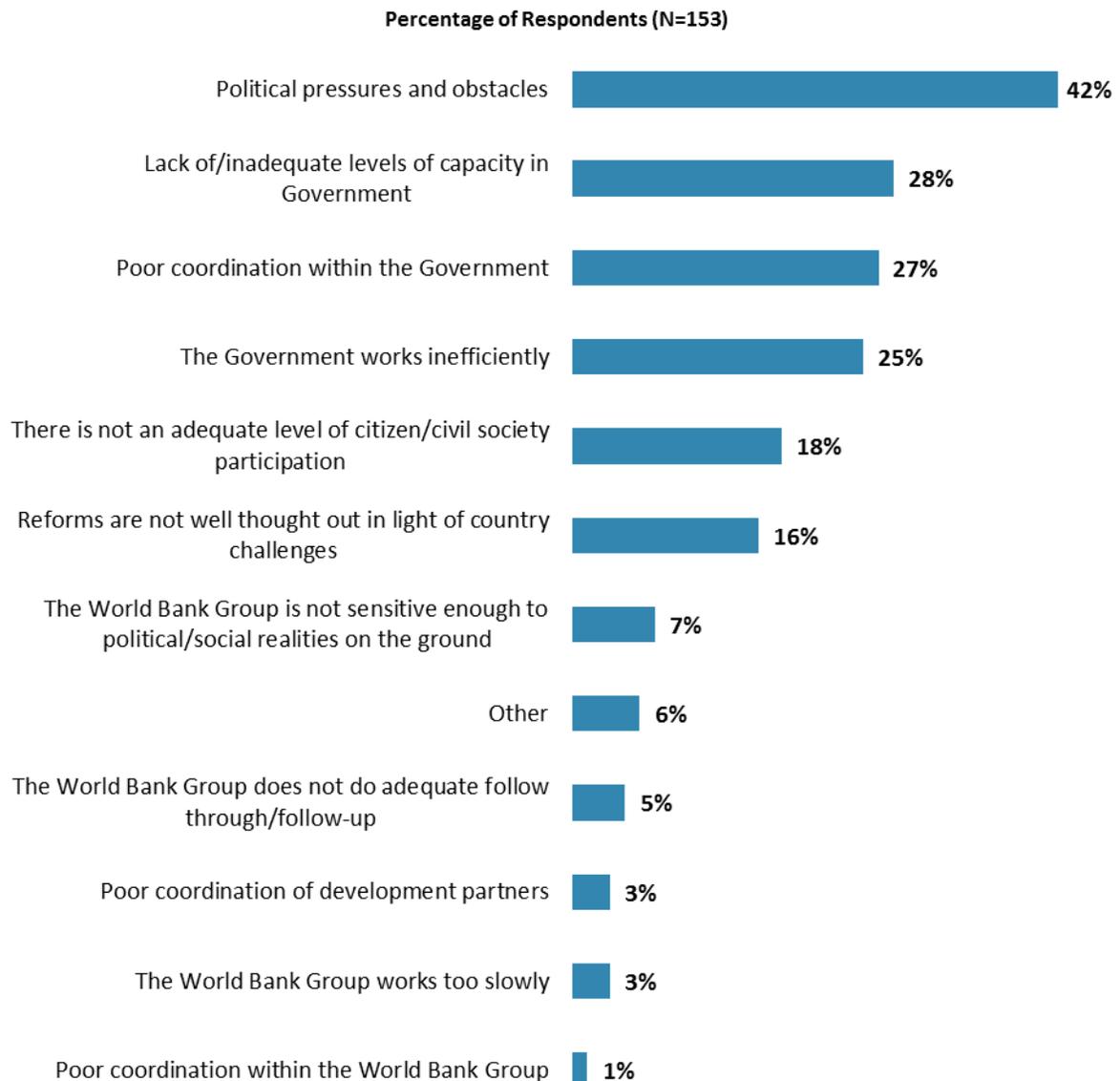
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Lesotho?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*lack of/inadequate levels of capacity in Government*” (33%), to that “*there is not an adequate level of citizen/civil society participation*” (31%), and to that “*the Government works inefficiently*” (27%).



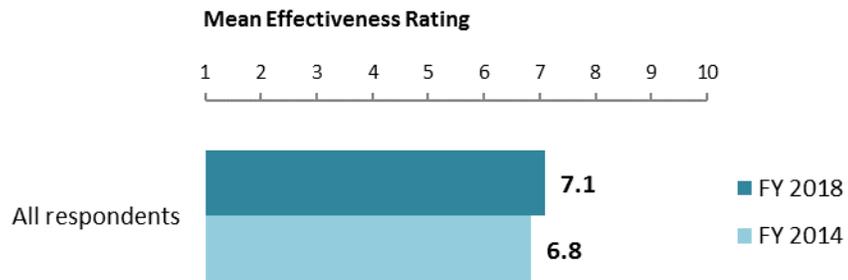
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

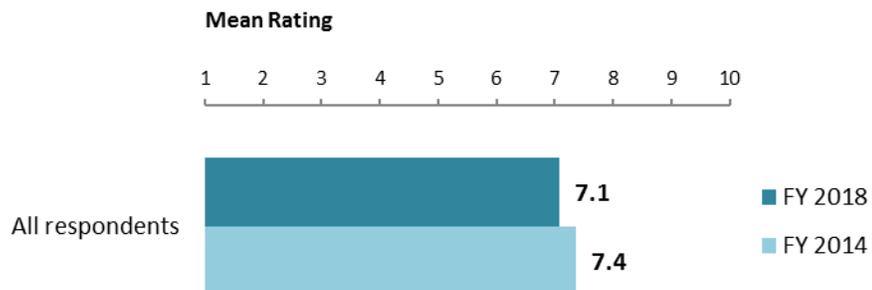
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



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

Achieving Development Results (Indicator Question)



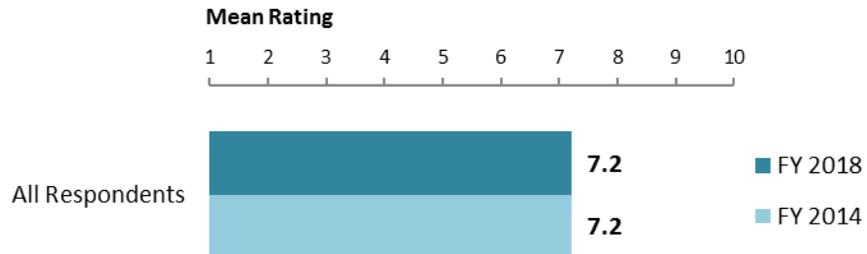
"To what extent does the World Bank Group’s work help to achieve development results in Lesotho?"
(1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data.



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

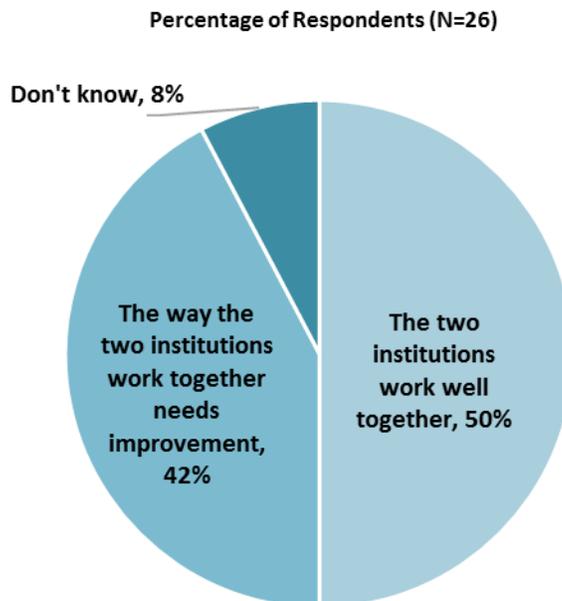
WBG Staff Preparedness⁴



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "Do your projects involve both the World Bank and the IFC?" provided their views on the working relationship between the World Bank and the IFC.



"If your projects involved both the World Bank and the IFC, what was your view of how the two institutions work together in Lesotho?" (Respondents chose from a list.)
 (Note: No respondents selected "The two institutions do not work well together" response option.)

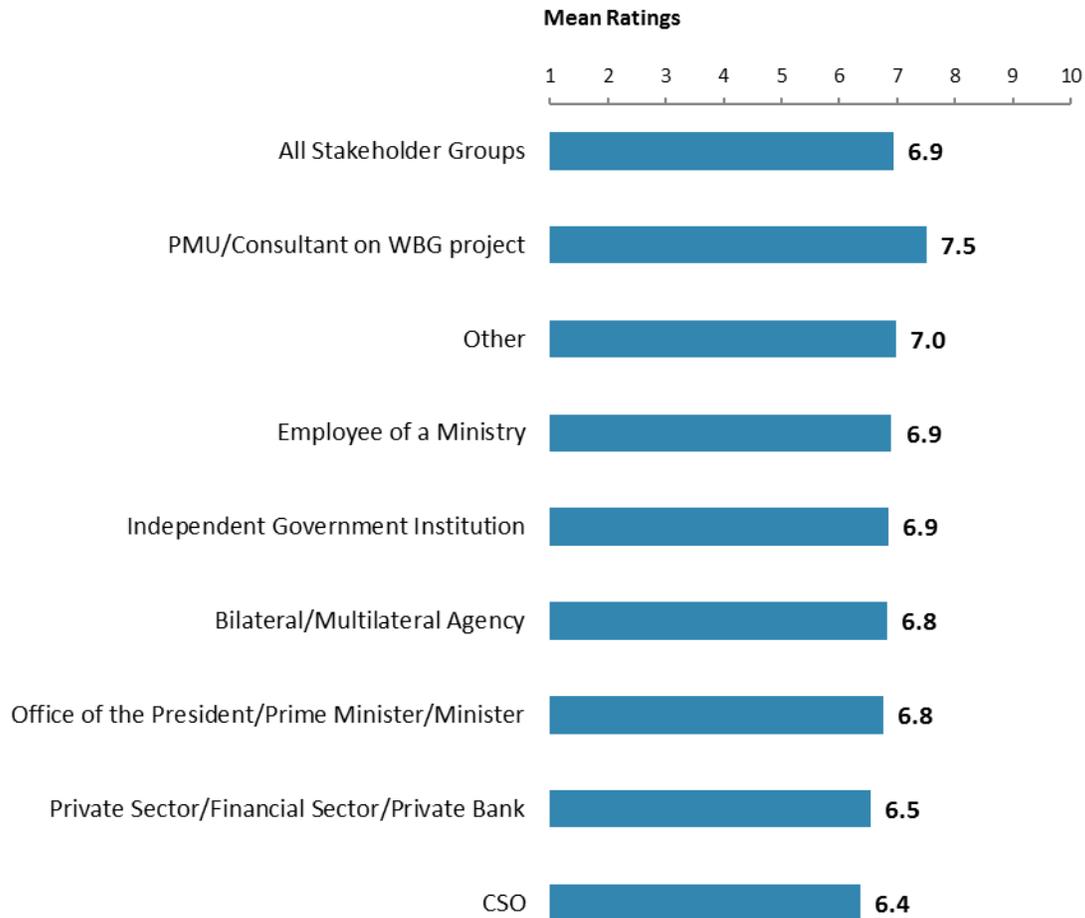
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 93).



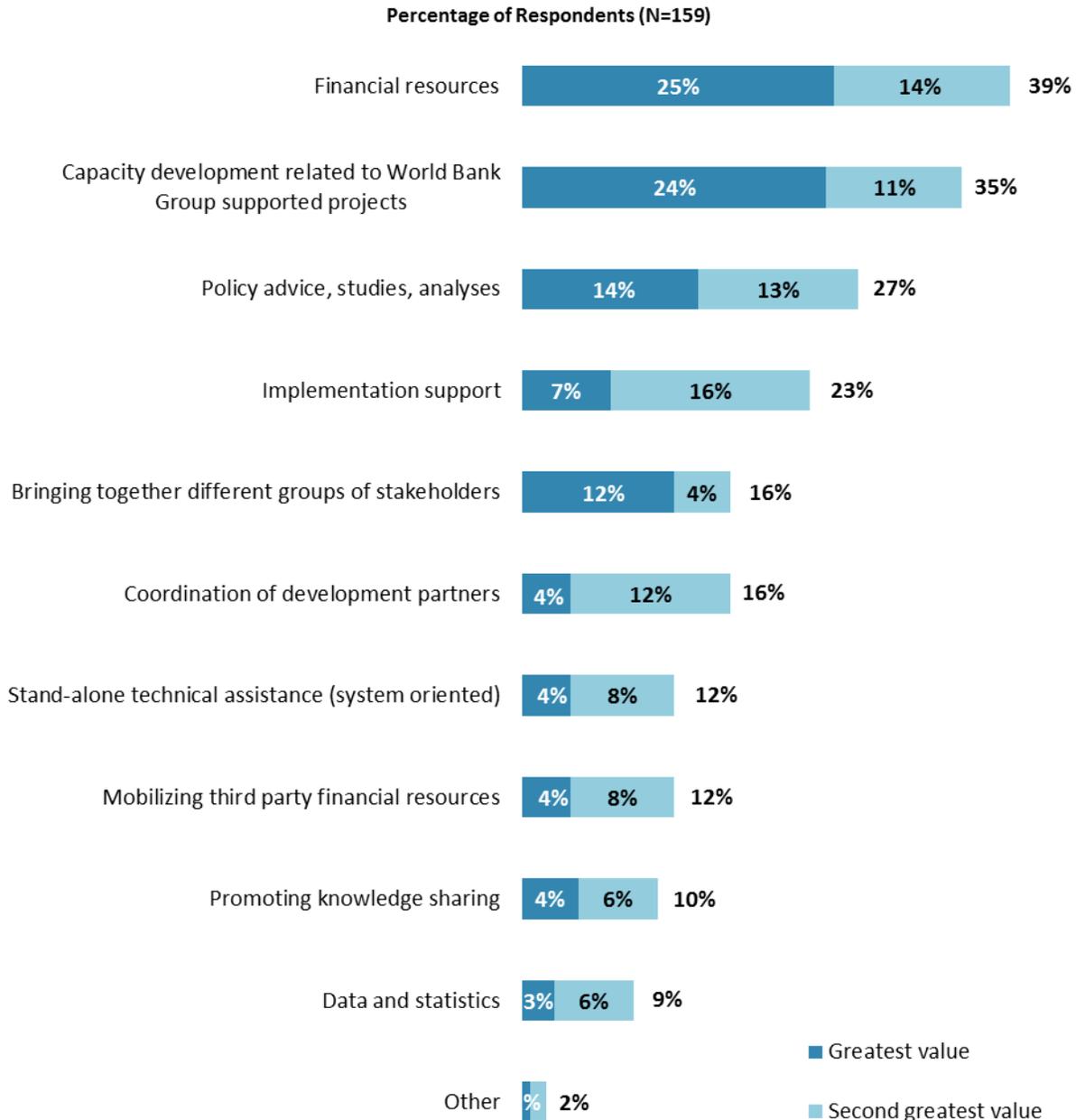
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Lesotho were its "*financial resources*" (60%) and "*policy advice, studies, analyses*" (43%).



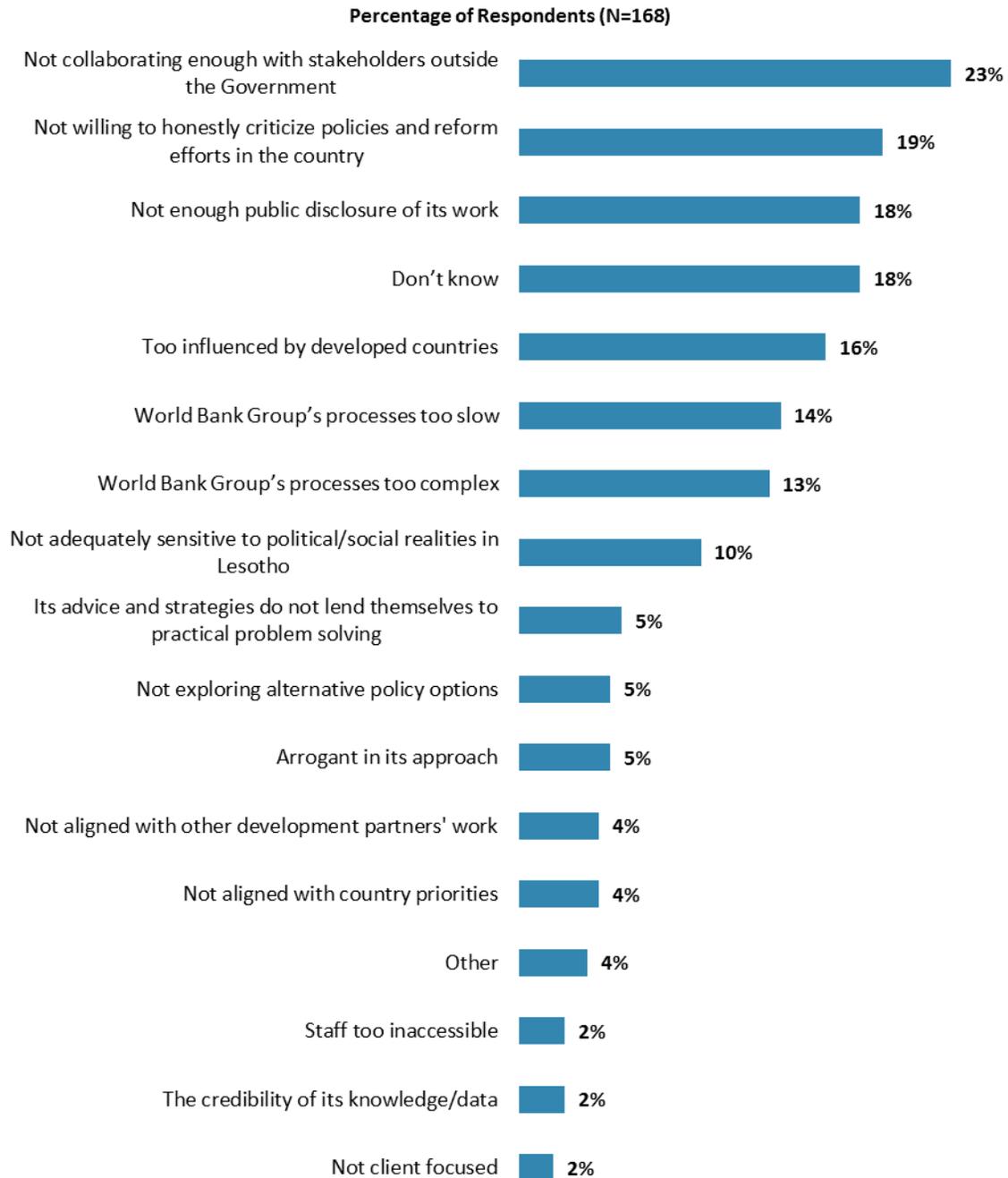
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lesotho?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Lesotho was "*not enough public disclosure of its work*" (39%).

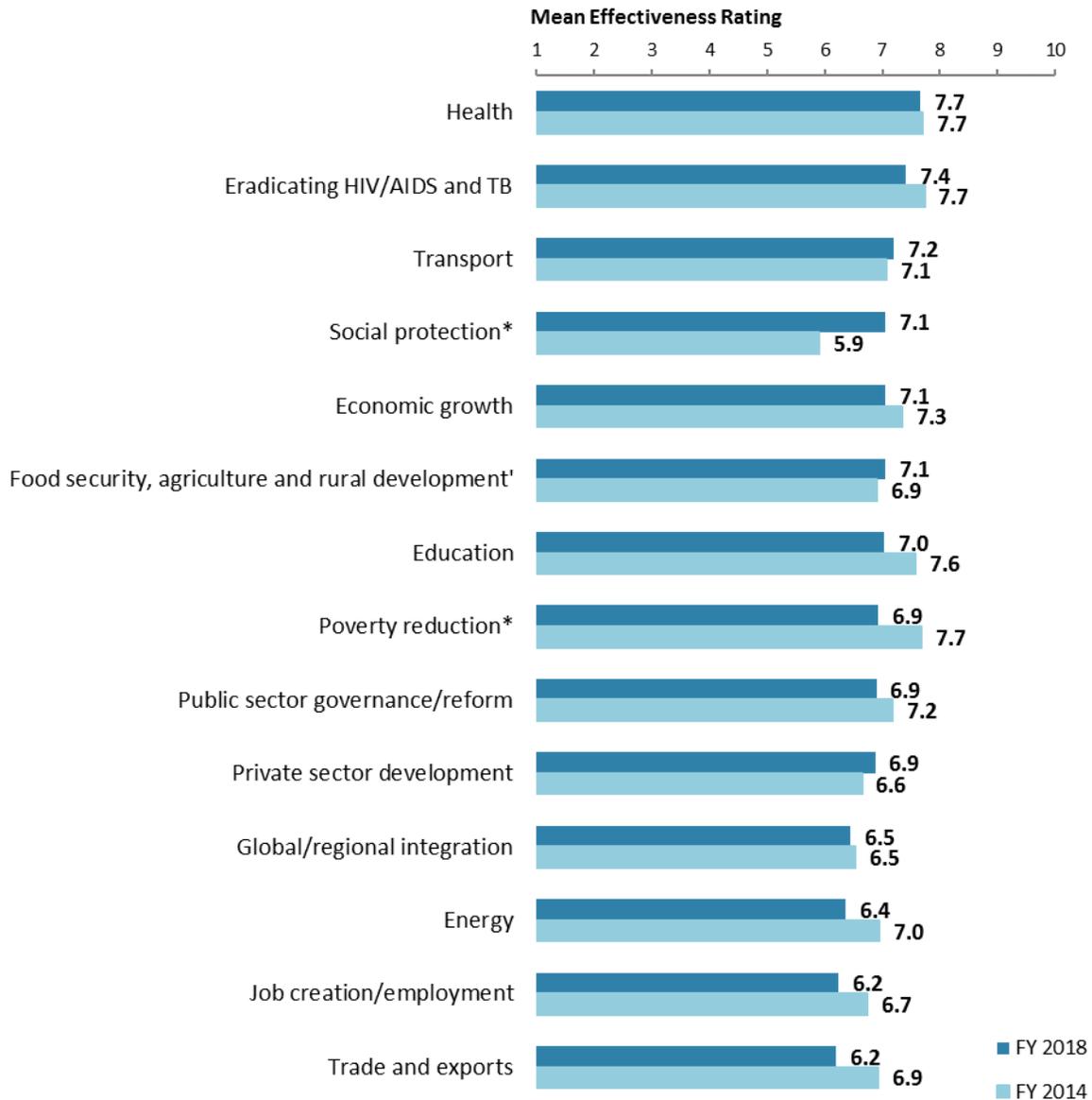


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



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

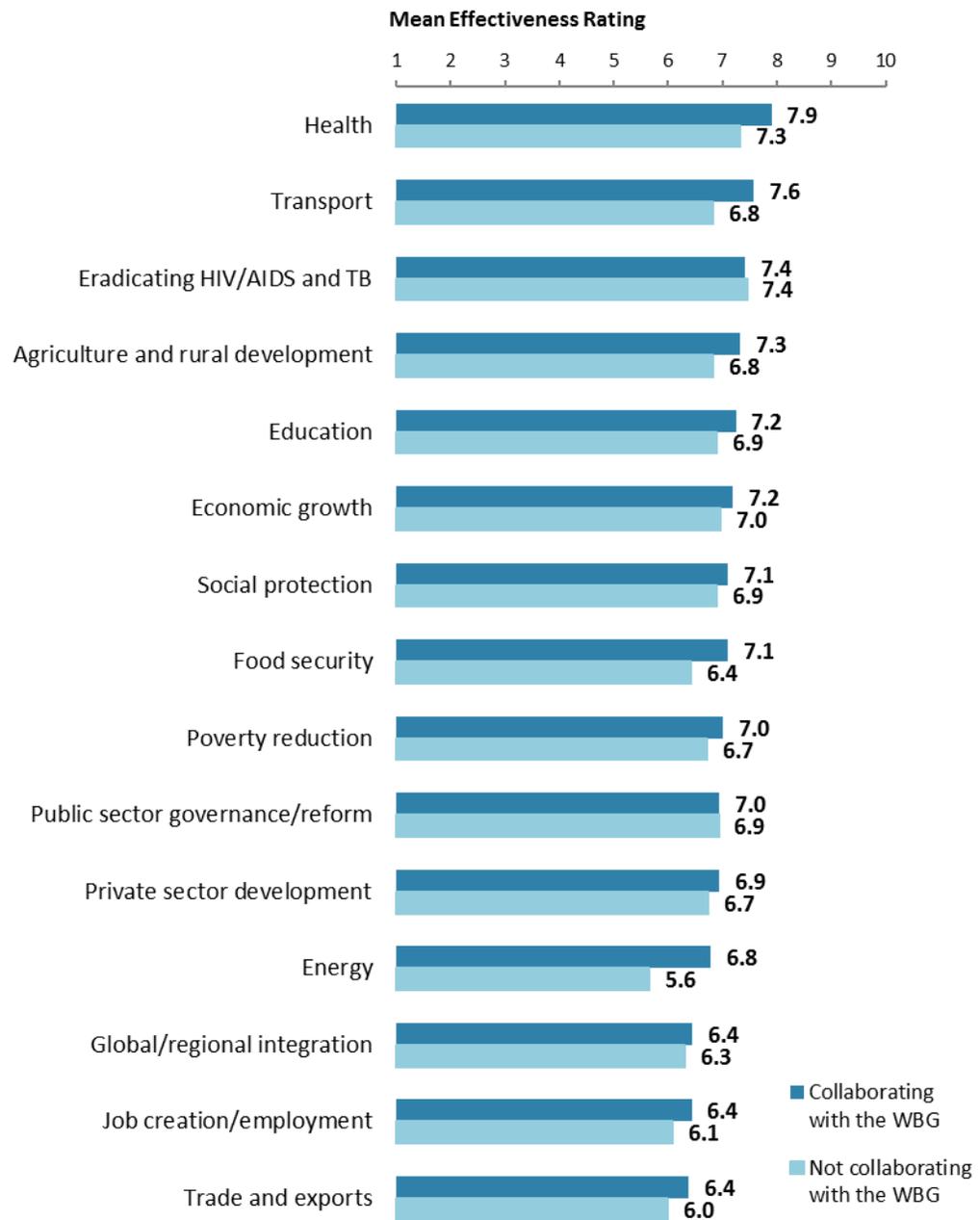
⁵ Means presented in this chart were calculated based on weighted data. Please refer to Appendix D for details.

' Information about how this variable was computed for year comparison is available in Appendix D (page 86).



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Lesotho, bivariate correlational analyses were conducted using respondents' ratings of the fifteen specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve 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 WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

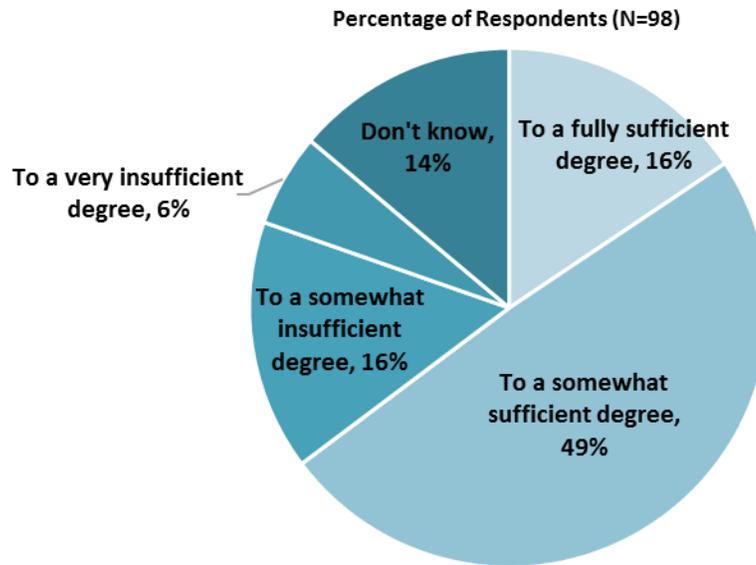
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Lesotho. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at social protection; and
 - The WBG's effectiveness at public sector governance/reform.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Lesotho, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at energy; and
 - The WBG's effectiveness at economic growth.



VI. Sectoral Effectiveness (continued)

Helping the Poorest



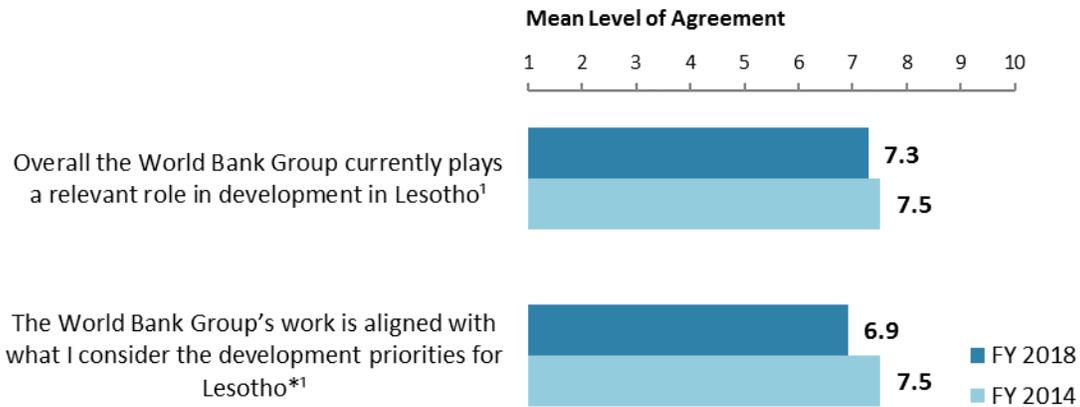
““To what extent do you believe that the World Bank Group’s work and support help the poorest in Lesotho?” (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)



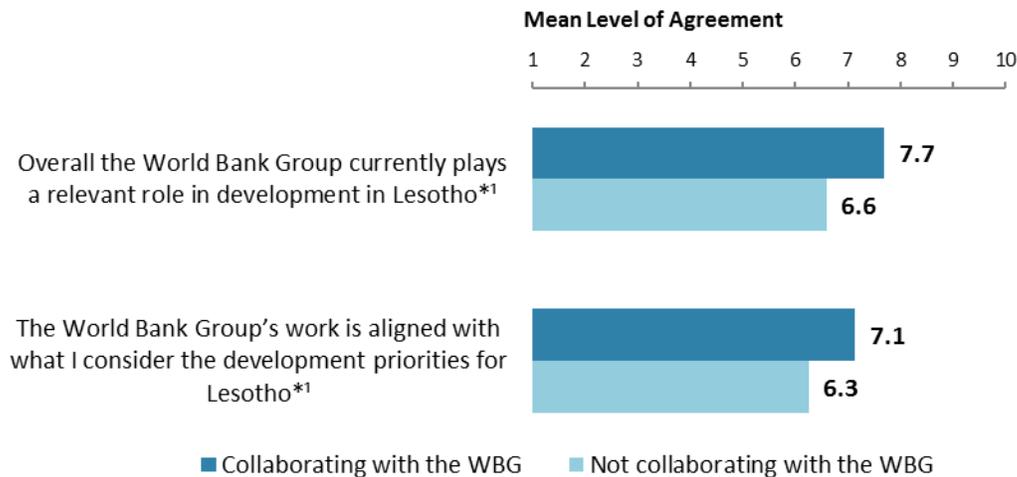
VII. How the World Bank Group Operates

The World Bank Group's Work in Lesotho: Year Comparison⁷



"To what extent do you agree with the following statements about the World Bank Group's work in Lesotho?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2018 and FY 2014)
¹Indicator Question

The World Bank Group's Work in Lesotho: Collaboration



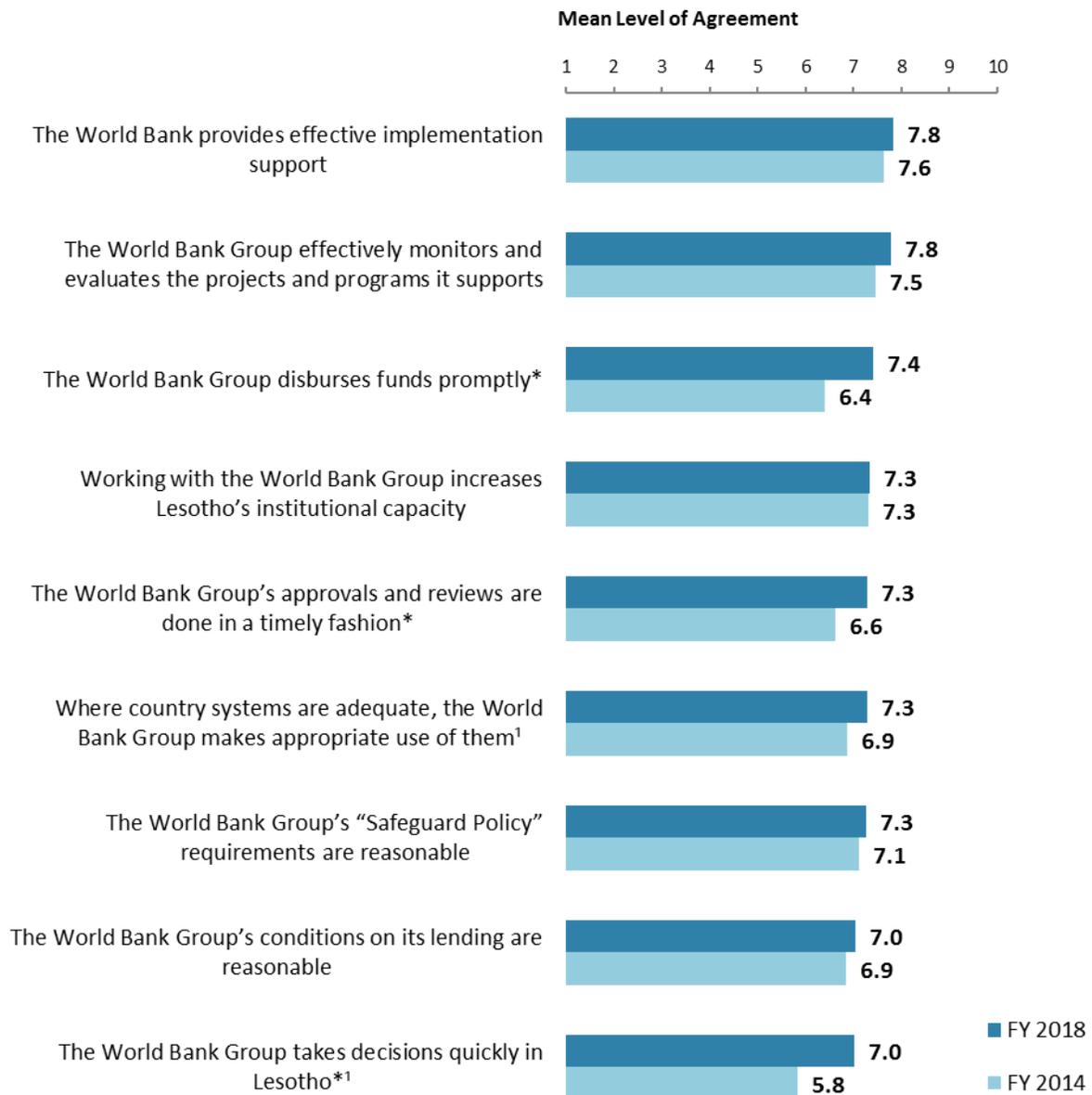
"To what extent do you agree with the following statements about the World Bank Group's work in Lesotho?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

(*Significantly different between FY 2018 and FY 2014)

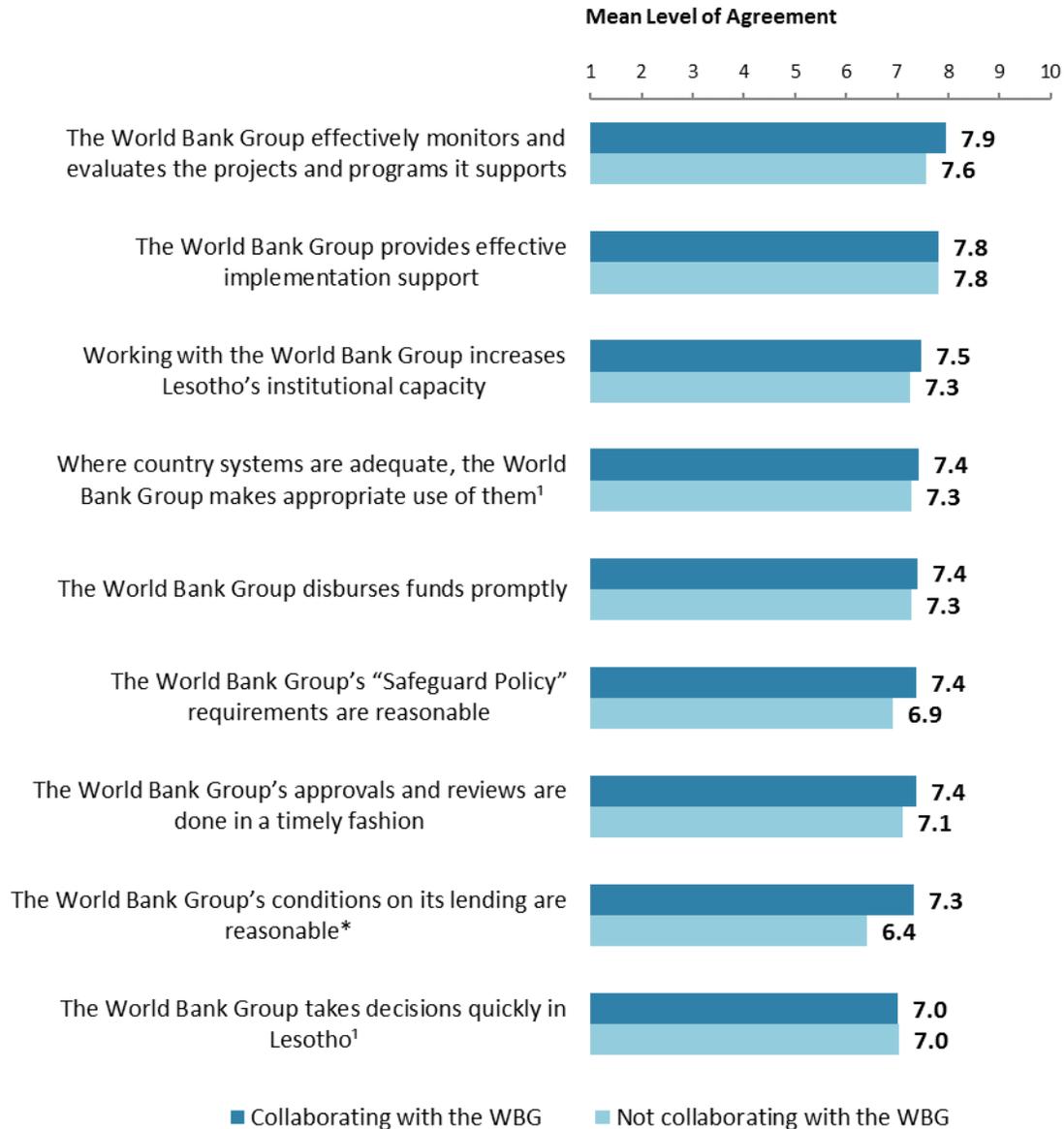
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

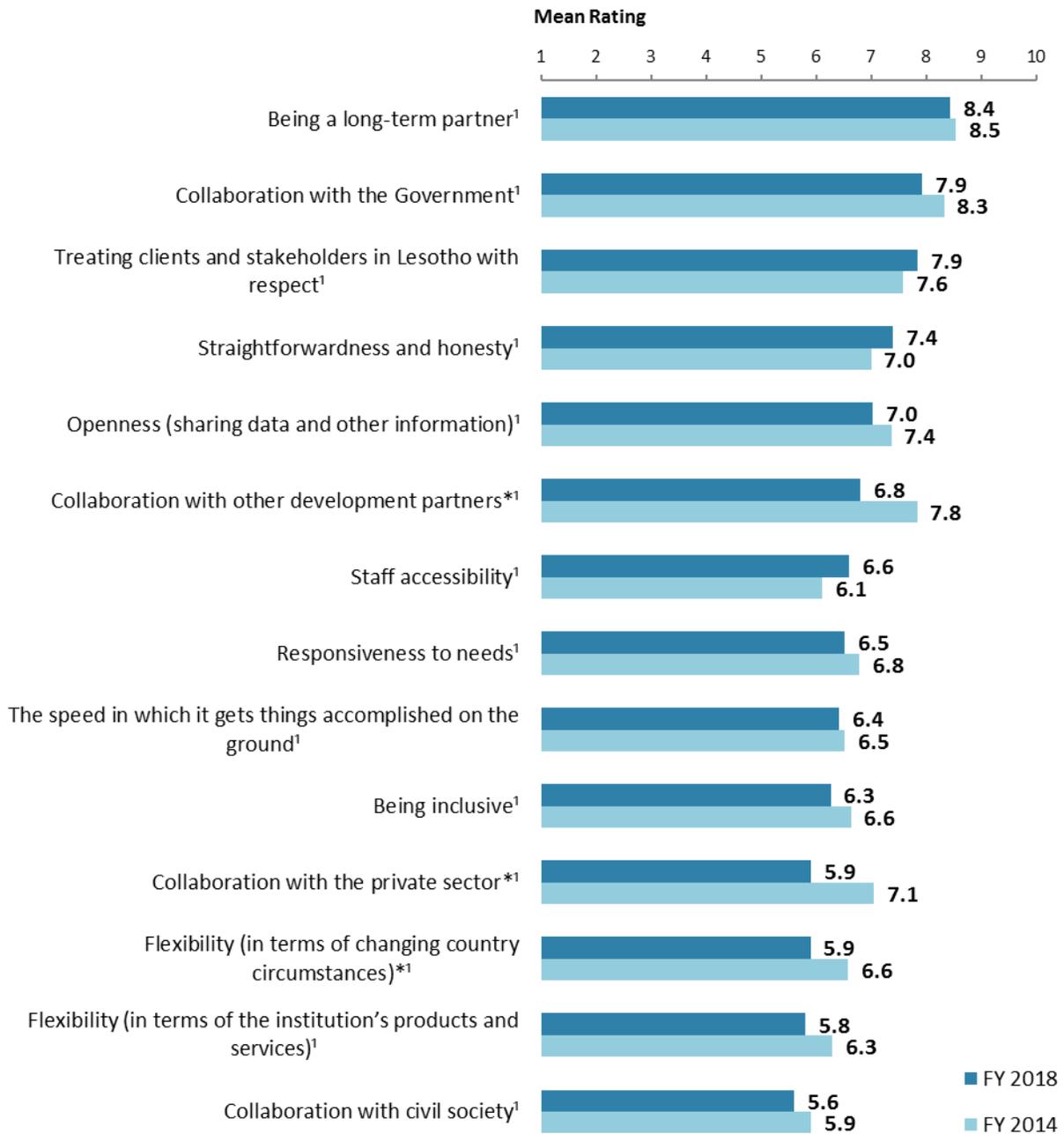


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between collaborators and non-collaborators with the WBG)*
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2018 and FY 2014)

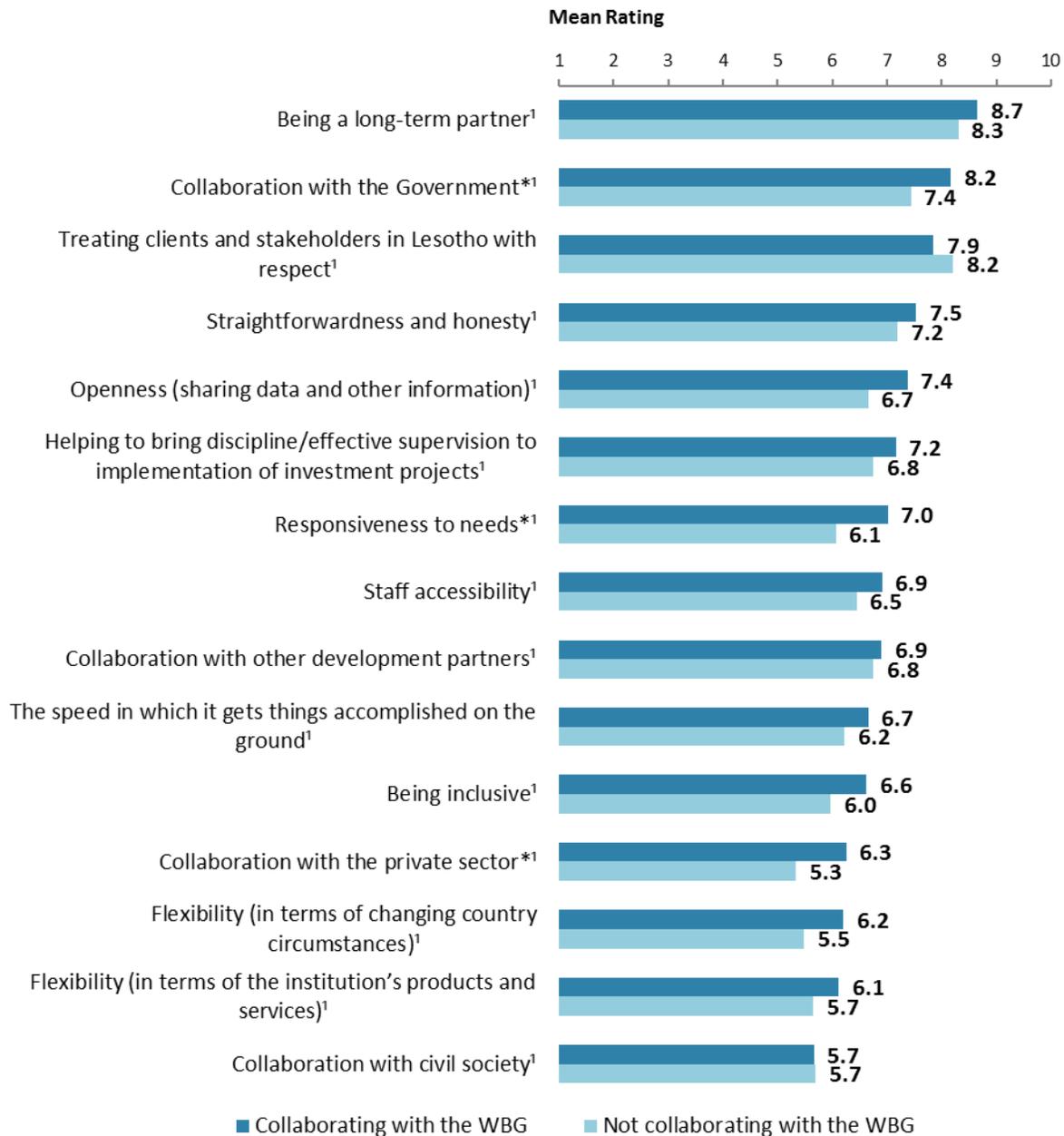
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lesotho?" (1-"To no degree at all", 10-"To a very significant degree")

Internal Measuring and Monitoring



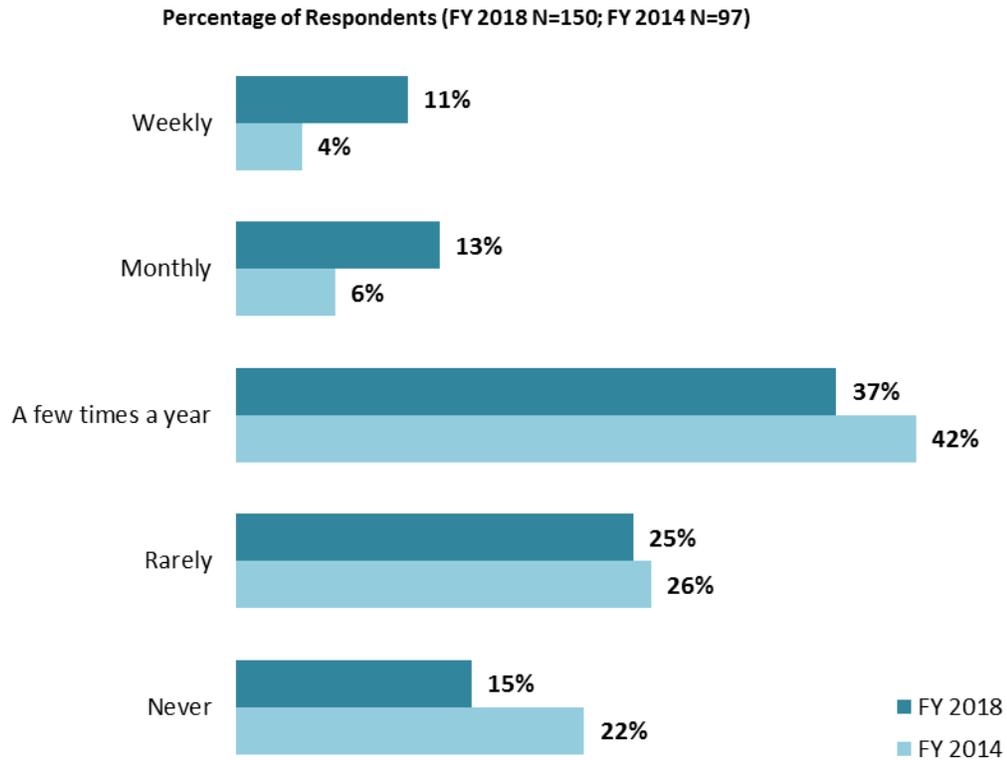
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Lesotho?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** This year, PMUs/consultants on WBG projects indicated more frequent usage of the WBG's knowledge work and activities (*weekly/monthly*) compared to respondents from other stakeholder groups.



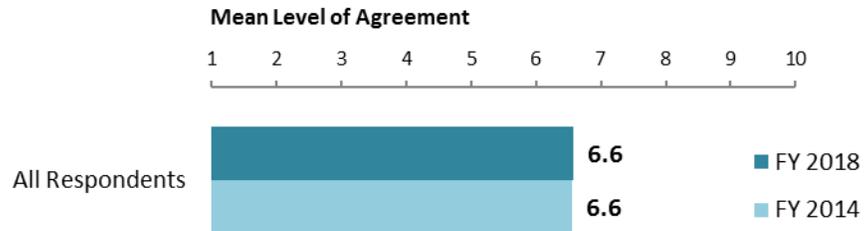
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

¹⁰ Percentages in the chart were calculated based on weighted data.



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

Meeting Lesotho’s Knowledge Needs¹¹ (Indicator Question)



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

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")
(*Significantly different between FY 2018 and FY 2014)

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



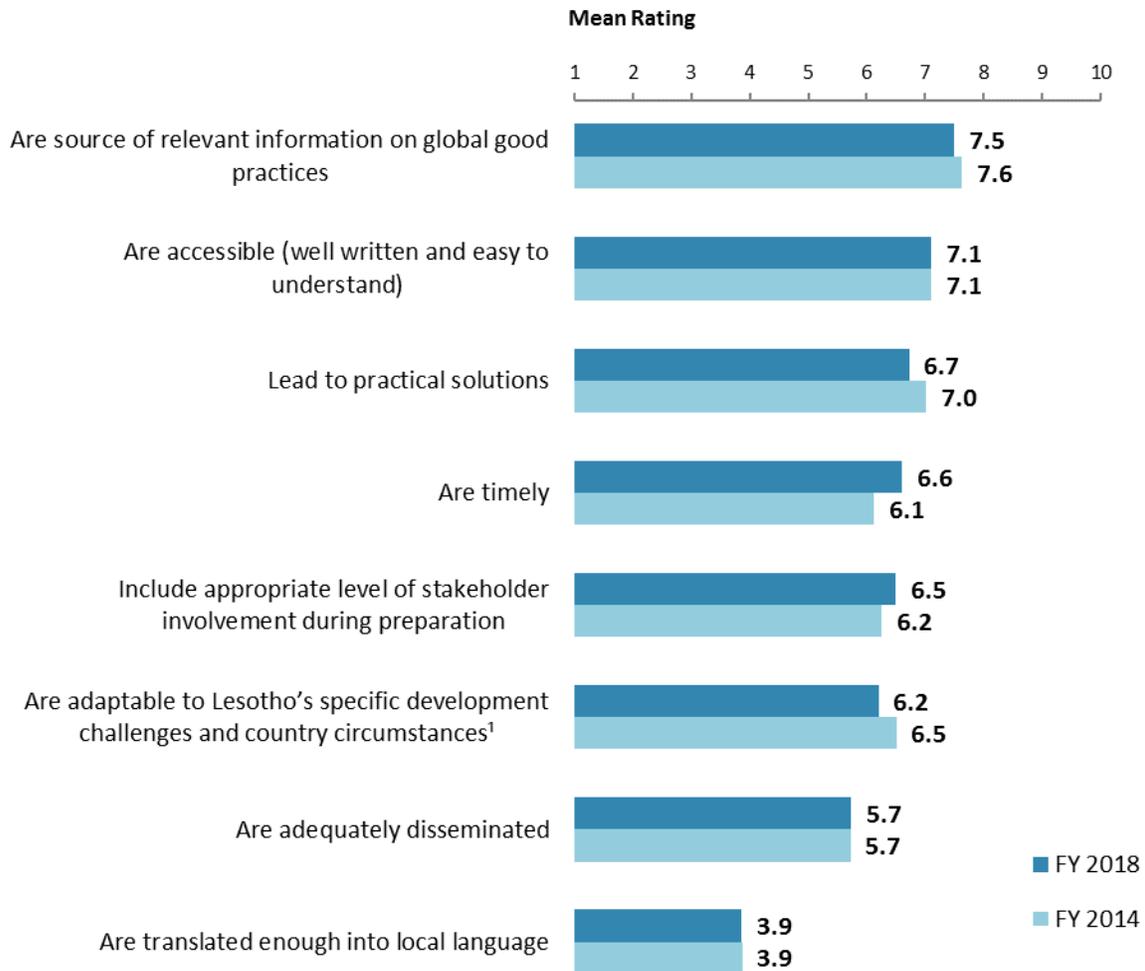
"Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²



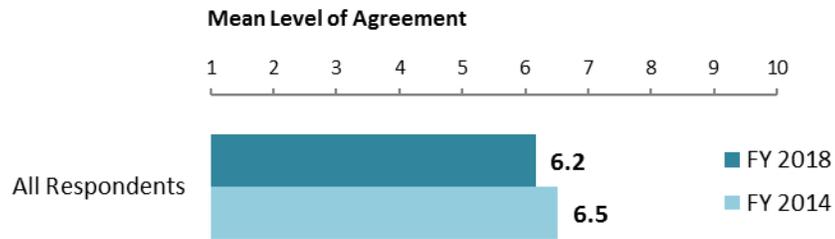
"In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
Indicator Question

¹² Means in the chart were calculated based on weighted data.



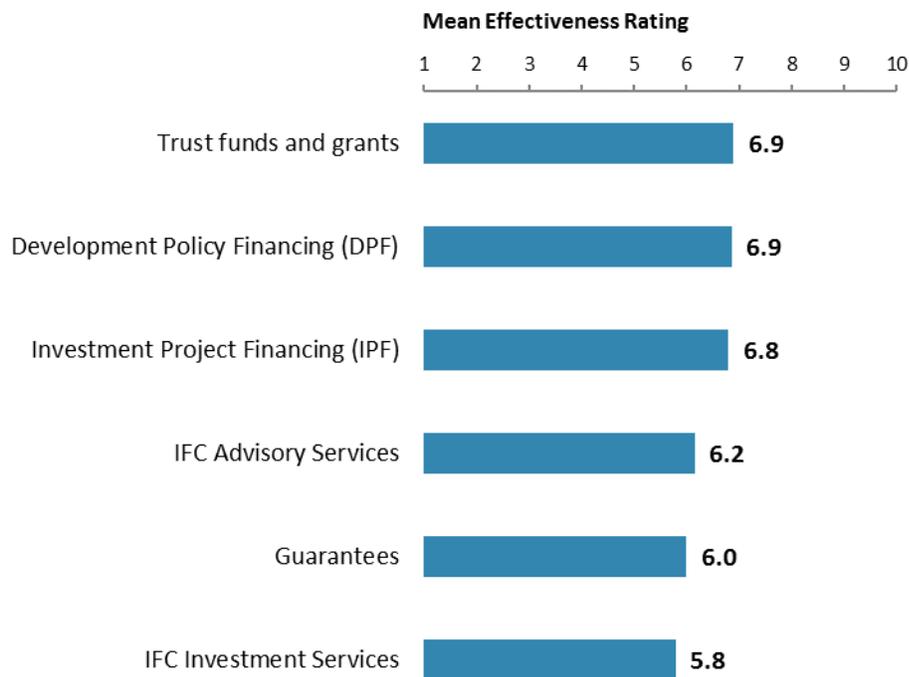
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Lesotho’s Needs for Financial Instruments¹³ (Indicator Question)



"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lesotho."
(1-"Strongly disagree", 10-"Strongly agree")

Effectiveness of WBG’s Instruments



"How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Lesotho Government’s efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")

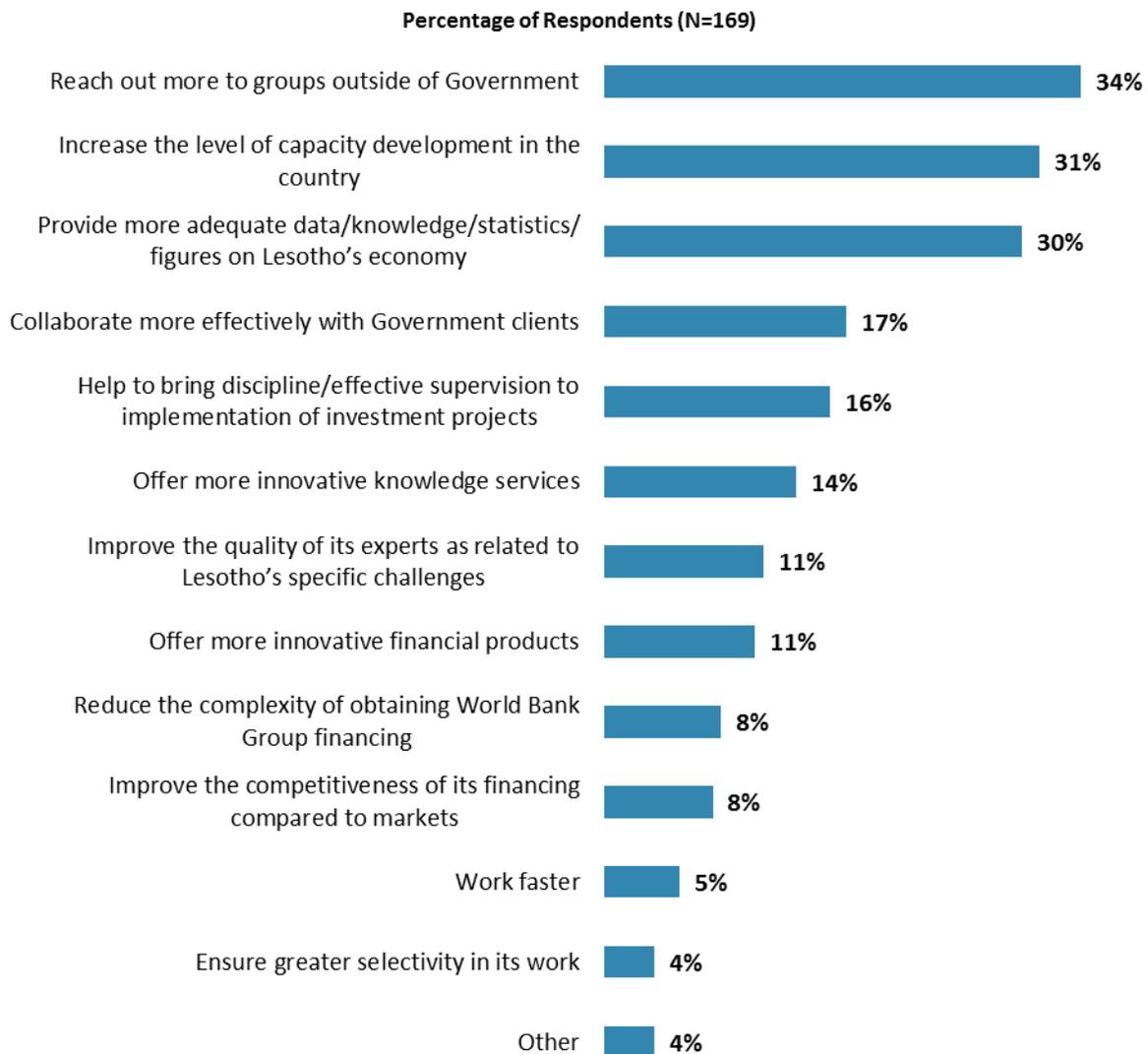
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Lesotho

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should “*reach out more to groups outside of Government*” (43%) and “*increase the level of capacity development in the country*” (42%) to make itself of greater value in Lesotho.
- **Stakeholders:** In this year’s Country Survey respondents from the private sector and the Office of the President/Prime Minister/Minister were significantly more likely than representatives from other groups to believe that the WBG should “*provide more adequate data/knowledge/statistics/figures on Lesotho’s economy*” to make itself of greater value in Lesotho.



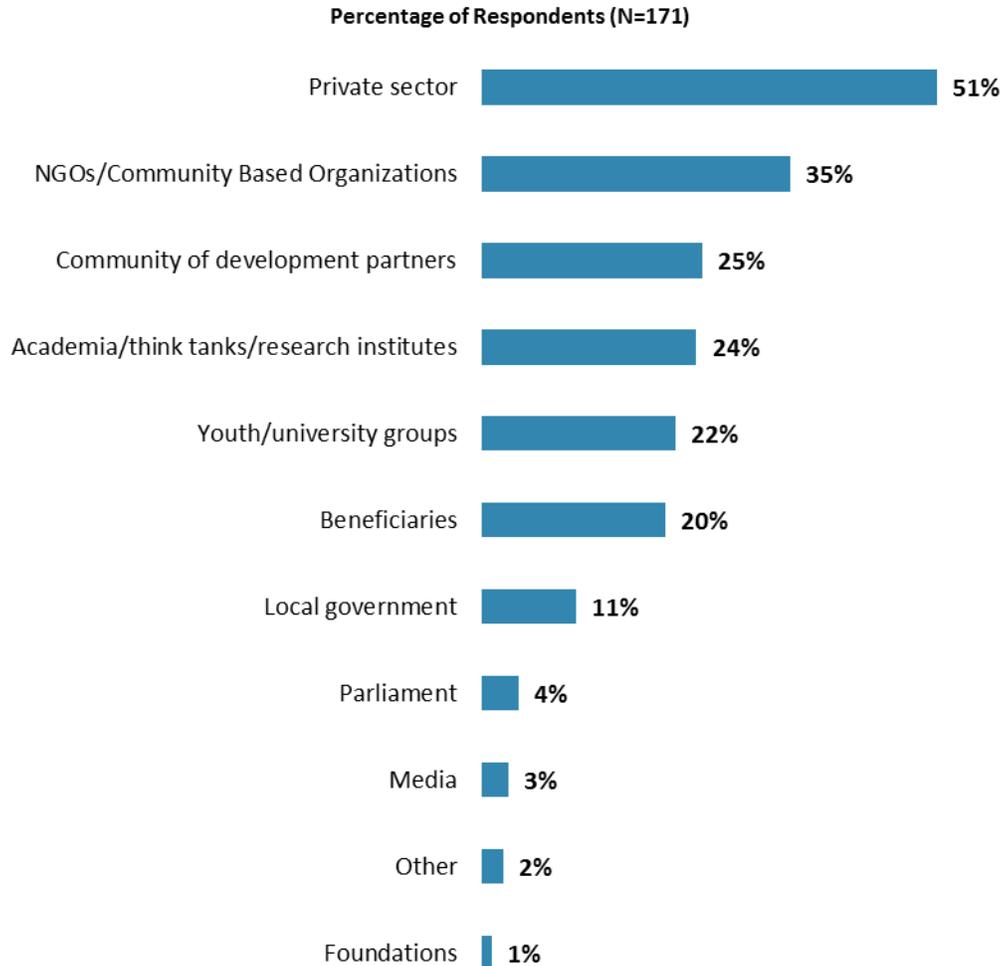
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*private sector*” (53%), “*Civil Society Organizations (CSOs)*” (29%), and “*academia/think tanks/research institutes*” (25%) to ensure better development results in Lesotho.



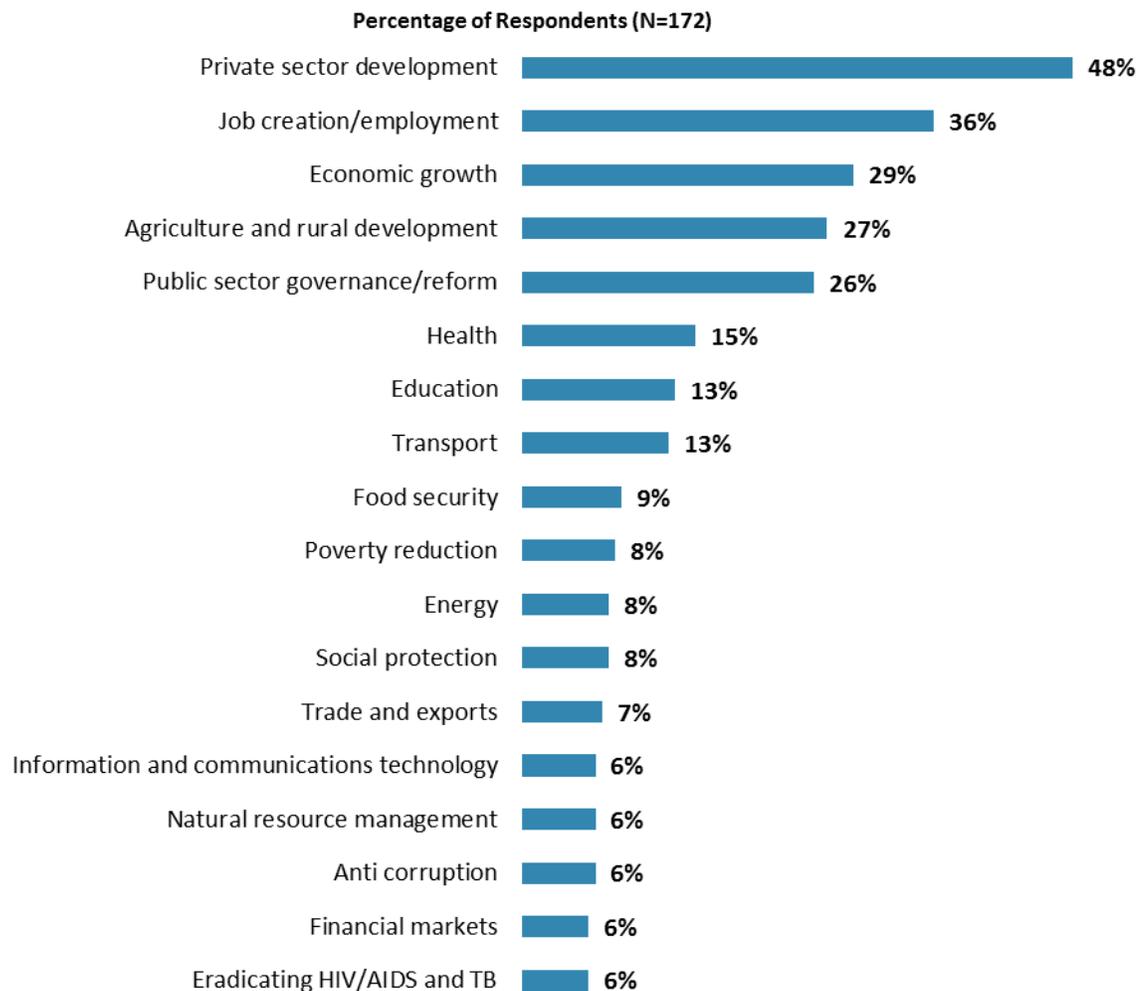
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus most of its resources on “*job creation/employment*” (31%) and “*public sector governance/reform*” (30%).
- **Specialization:** Respondents who identified their primary specialization of work as “*trade and competitiveness*” (11% of the sample) were significantly more likely to indicate that the WBG should focus most of its resources on “*private sector development*” in Lesotho, compared to the rest of respondents in other areas of work (trade and competitiveness specialists = 88%; others = 44%).



“When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 18 of 28 response options shown.)

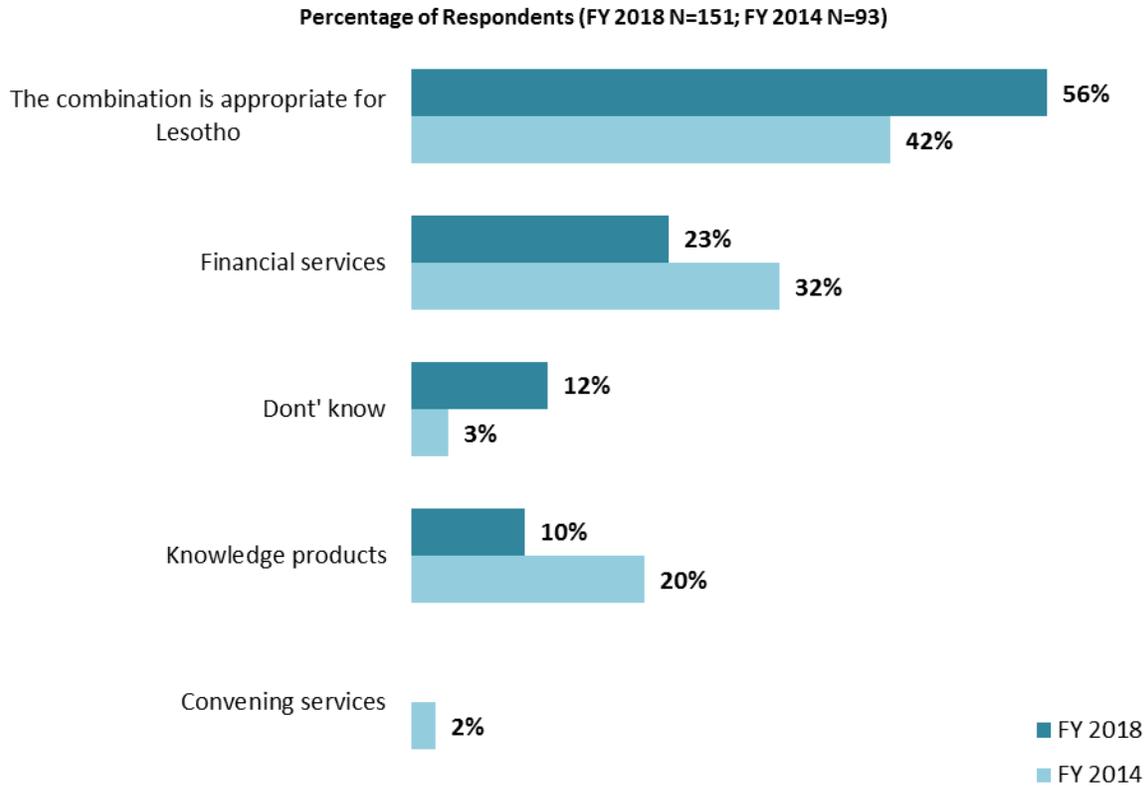
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about where the WBG should focus most of its resources.



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

Future Combination of the WBG Services¹⁴

- **Year comparison:** This year's respondents were significantly more likely to believe that *"the combination is appropriate for Lesotho"* when considering the combination of services that the WBG should offer more in the country, compared to respondents in the FY'14 Country Survey.



"When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho?" (Respondents chose from a list.)
(Note: In the weighted dataset, "Convening services" response option was not selected for FY 2018.)

¹⁴ Percentages presented in this chart were calculated based on weighted data.

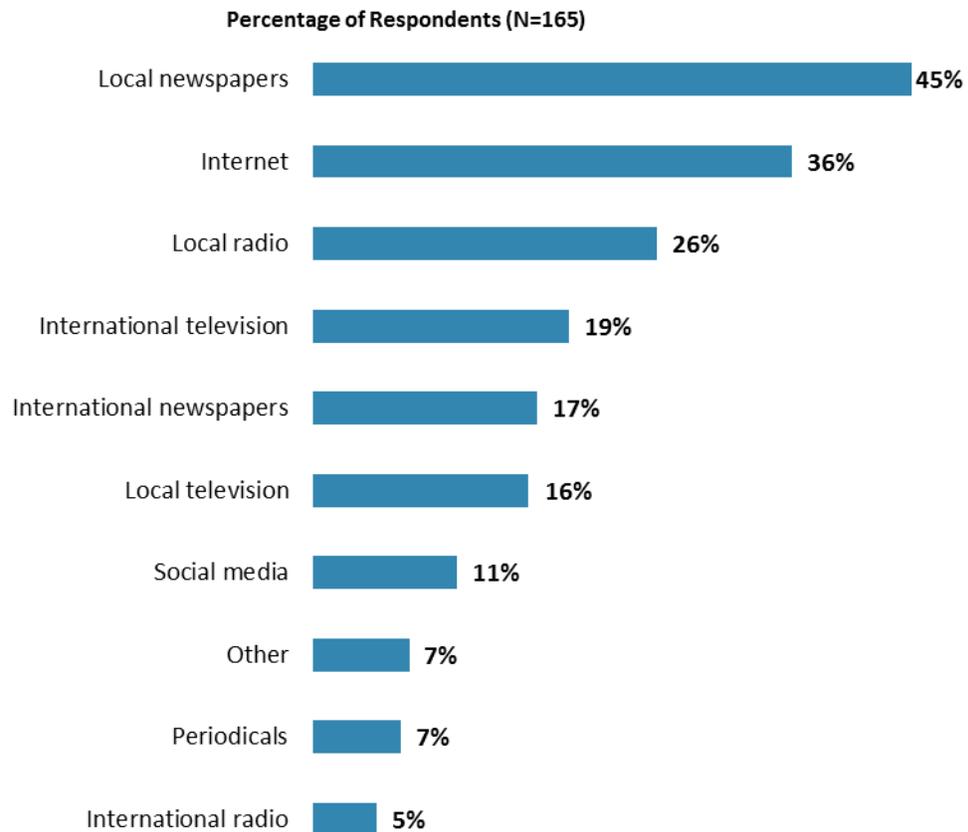


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Lesotho from “*local newspapers*” (64%) and “*Internet*” (36%).
- **Stakeholder groups:** Respondents from CSOs and the private sector were significantly more likely than respondents from other stakeholder groups to indicate that they get most of their information about economic and social development issues in Lesotho from “*international newspapers.*”



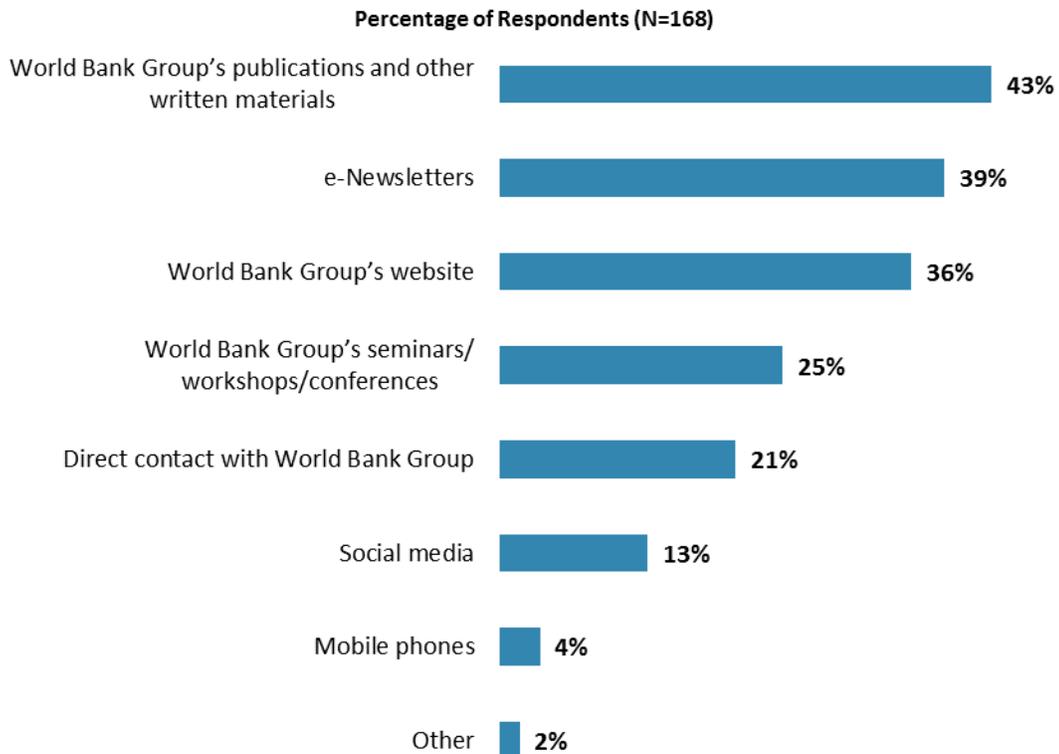
"How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s website*” (40%), “*direct contact with World Bank Group*” (36%), “*World Bank Group’s publications and other written materials*” (36%), and “*e-Newsletters*” (34%).

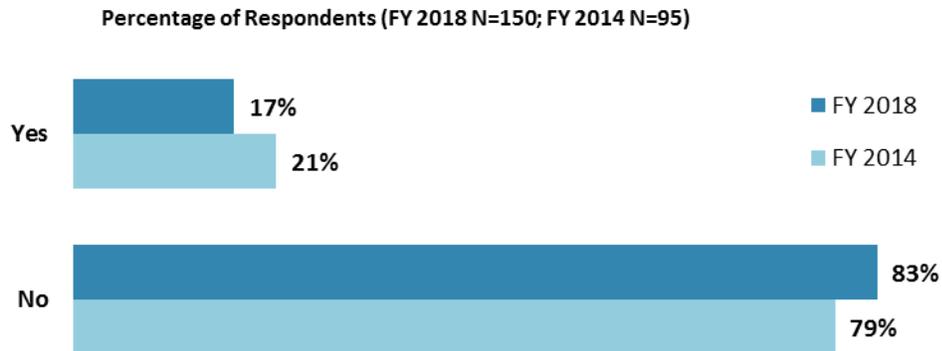


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

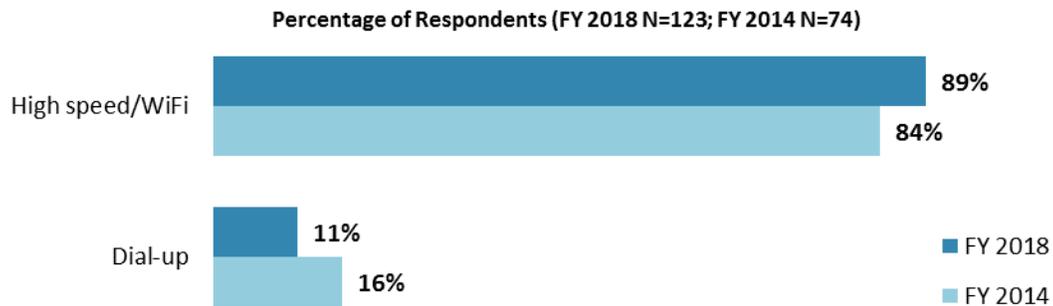
Access to Information¹⁵



"Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?"

Access to the Internet

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



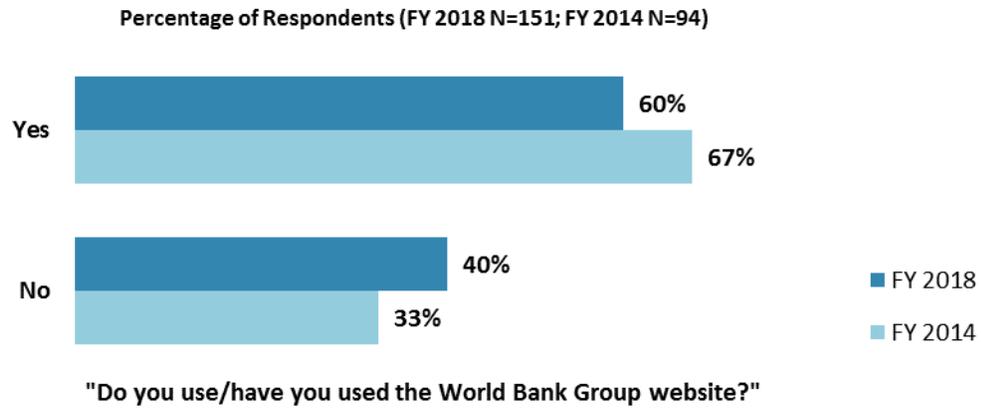
"Which Internet connection do you use primarily when visiting a World Bank Group website?"

¹⁵ Percentages presented in the charts on this page were calculated based on weighted data.

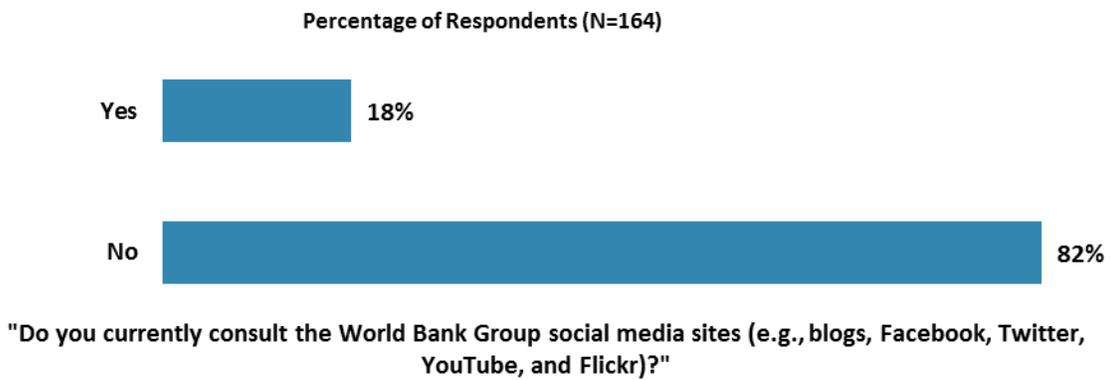


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels

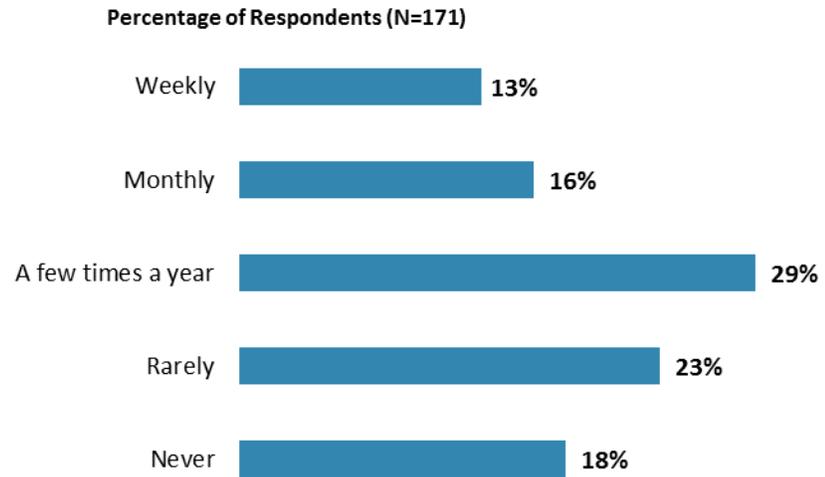


¹⁶ Percentages presented in the chart were calculated based on weighted data.



X. Communication and Outreach (continued)

Frequency Visiting WBG Websites and Social Media



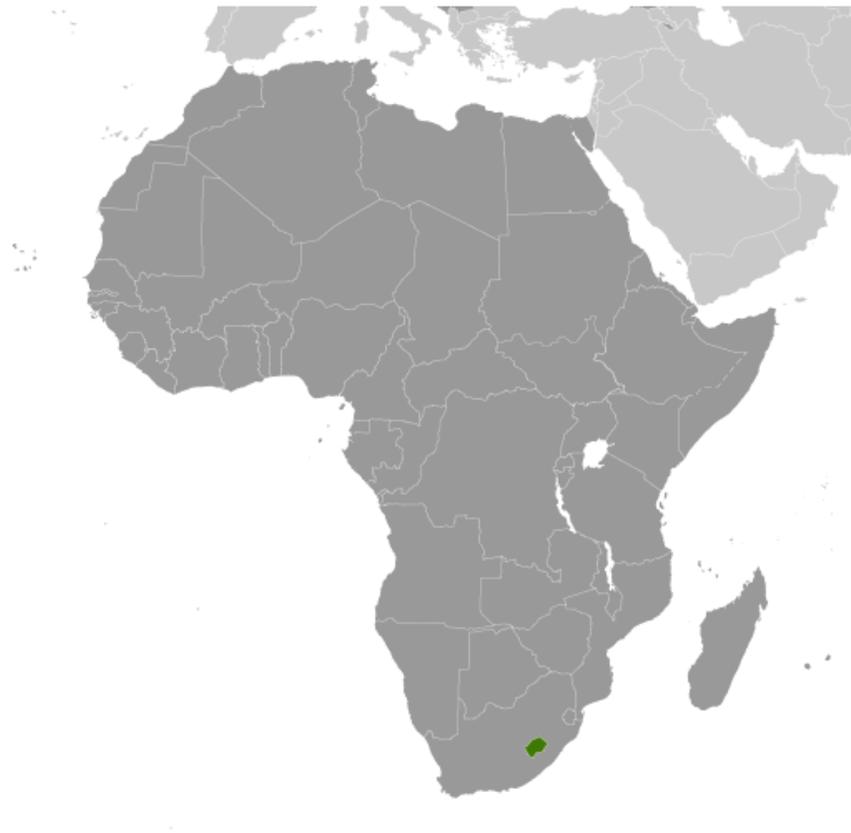
"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?"
(Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	44
B. Responses to All Questions by Stakeholder Groups.....	59
C. Responses to Selected Questions by Level of Collaboration with the World Bank Group	79
D. Responses to Selected Questions by Year.....	86
E. Indicator Questions as a Function of Exposure to the WBG	93
F. WBG Country Opinion Survey FY'18 – Lesotho Questionnaire	94

LESOTHO





Appendix A: Responses to All Questions across All Respondents (N=175)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they “Don’t know” (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Lesotho

1. In general, would you say that Lesotho is headed in ... ?	Percentage of Respondents (N=166)
The right direction	56.6%
The wrong direction	13.3%
Not sure	30.1%

2. Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=165)
Private sector development	44.2%
Job creation/employment	41.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	36.4%
Food security	19.4%
Economic growth	18.8%
Health	17.6%
Agriculture and rural development	15.2%
Education	14.5%
Social protection (e.g., pensions, targeted social assistance)	11.5%
Poverty reduction	10.3%
Eradicating HIV/AIDS and TB	10.3%
Anti corruption	9.7%
Transport (e.g., roads, bridges, transportation)	7.9%
Trade and exports	6.7%
Natural resource management	4.8%
Water and sanitation	4.2%
Judiciary reform	4.2%
Urban development	3.6%
Climate change (e.g., mitigation, adaptation)	3.6%
Gender equity	3.0%
Energy	3.0%
Equality of opportunity (i.e., social inclusion)	2.4%
Information and communications technology	1.8%
Financial markets	1.2%
Crime and violence	1.2%
Global/regional integration	0.6%
Pollution	0.6%
Disaster risk management	0.6%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lesotho? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=171)
Economic growth	53.8%
Job creation/employment	42.7%
Agriculture and rural development	40.4%
Private sector development	39.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19.9%
Anti corruption	16.4%
Social protection (e.g., pensions, targeted social assistance)	12.9%
Equality of opportunity (i.e., social inclusion)	11.7%
Food security	10.5%
Education	9.4%
Trade and exports	8.8%
Eradicating HIV/AIDS and TB	7.6%
Health	4.1%
Natural resource management	4.1%
Crime and violence	2.9%
Information and communications technology	2.3%
Urban development	2.3%
Water and sanitation	1.8%
Financial markets	1.8%
Climate change (e.g., mitigation, adaptation)	1.2%
Energy	1.2%
Judiciary reform	1.2%
Gender equity	1.2%
Disaster risk management	0.6%
Transport (e.g., roads, bridges, transportation)	0.6%
Global/regional integration	0.6%
Pollution	0.0%

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

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=170)
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	47.1%
Consistent economic growth	28.8%
Greater access to health and nutrition for citizens	22.4%
Better employment opportunities for young people	21.2%
Education and training that better ensure job opportunity	15.9%
Greater voice and participation for citizens to help ensure greater accountability	12.4%
Better opportunity for the poor who live in rural areas	11.8%
Greater access to micro-finance for the poor	11.8%
Better quality public services	7.6%
More reliable social safety net	7.1%
A growing middle class	6.5%
Other	3.5%
Better employment opportunities for women	2.4%
Better opportunity for the poor who live in urban areas	1.2%
5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lesotho? (Select only ONE response)	Percentage of Respondents (N=174)
A very big problem	73.6%
A moderately big problem	22.4%
A small problem	2.9%
Not a problem at all	0.6%
Don’t know	0.6%
6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=174)
A very serious problem	79.3%
A somewhat serious problem	16.1%
Not too serious problem	3.4%
Not a problem	1.1%
Don’t know	0.0%
7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Lesotho? (Select only ONE response)	Percentage of Respondents (N=174)
A very important development priority	87.9%
A moderately important development priority	8.6%
A slightly important development priority	2.3%
Not an important development priority	0.6%
Don’t know	0.6%



B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Lesotho? (1-Not familiar at all, 10-Extremely familiar)	173	n/a	6.88	2.16

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Lesotho. (1-Not effective at all, 10-Very effective)	150	24	7.29	1.69

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Lesotho solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	139	34	7.39	1.56

4. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=172)
Private sector development	48.3%
Job creation/employment	36.0%
Economic growth	29.1%
Agriculture and rural development	26.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.6%
Health	15.1%
Education	13.4%
Transport (e.g., roads, bridges, transportation)	12.8%
Food security	8.7%
Poverty reduction	8.1%
Energy	7.6%
Social protection (e.g., pensions, targeted social assistance)	7.6%
Trade and exports	7.0%
Information and communications technology	6.4%
Natural resource management	6.4%
Anti corruption	6.4%
Financial markets	5.8%
Eradicating HIV/AIDS and TB	5.8%
Global/regional integration	4.7%
Equality of opportunity (i.e., social inclusion)	4.7%
Water and sanitation	4.1%
Urban development	2.3%
Judiciary reform	2.3%
Climate change (e.g., mitigation, adaptation)	2.3%
Gender equity	0.6%
Disaster risk management	0.6%
Pollution	0.0%
Crime and violence	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lesotho?	Percentage of Respondents (N=159)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	24.5%	13.8%	38.4%
Capacity development related to World Bank Group supported projects	23.9%	10.7%	34.6%
Policy advice, studies, analyses	13.8%	12.6%	26.4%
Implementation support	6.9%	15.7%	22.6%
Bringing together different groups of stakeholders	11.9%	4.4%	16.4%
Coordination of development partners	3.8%	12.6%	16.4%
Stand-alone technical assistance (system oriented)	3.8%	8.2%	11.9%
Mobilizing third party financial resources	3.8%	8.2%	11.9%
Promoting knowledge sharing	4.4%	6.3%	10.7%
Data and statistics	2.5%	6.3%	8.8%
Other	0.6%	1.3%	1.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=168)
Not collaborating enough with stakeholders outside the Government	22.6%
Not willing to honestly criticize policies and reform efforts in the country	19.0%
Not enough public disclosure of its work	17.9%
Don't know	17.9%
Too influenced by developed countries	16.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	13.7%
World Bank Group's processes too complex	13.1%
Not adequately sensitive to political/social realities in Lesotho	9.5%
Its advice and strategies do not lend themselves to practical problem solving	5.4%
Not exploring alternative policy options	4.8%
Arrogant in its approach	4.8%
Not aligned with other development partners' work	4.2%
Not aligned with country priorities	4.2%
Other	3.6%
Staff too inaccessible	2.4%
The credibility of its knowledge/data	2.4%
Not client focused	1.8%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Lesotho? (Select only ONE response)	Percentage of Respondents (N=173)
To a fully sufficient degree	15.6%
To a somewhat sufficient degree	49.1%
To a somewhat insufficient degree	15.6%
To a very insufficient degree	5.8%
Don't know	13.9%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Lesotho Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
Investment Project Financing (IPF)	81	72	6.80	1.68
Development Policy Financing (DPF)	75	70	6.85	1.81
Trust funds and grants	71	75	6.89	2.00
Guarantees	46	97	6.00	1.94
IFC Investment Services	43	101	5.79	2.29
IFC Advisory Services	52	92	6.15	2.24

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=171)
Private sector	50.9%
NGOs/Community Based Organizations	34.5%
Community of development partners	24.6%
Academia/think tanks/research institutes	24.0%
Youth/university groups	21.6%
Beneficiaries	20.5%
Local government	10.5%
Parliament	4.1%
Media	2.9%
Other	2.3%
Foundations	1.2%
Don't know	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Lesotho? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Lesotho*	153	15	7.37	2.05
11. The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	150	20	6.94	2.19

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

To what extent is the World Bank Group an effective development partner in Lesotho, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	145	25	6.77	1.73
13. Flexibility (in terms of the institution's products and services)*	133	33	6.02	1.91
14. Flexibility (in terms of changing country circumstances)*	132	34	6.08	1.80
15. Being inclusive*	140	26	6.54	1.82
16. Openness (sharing data and other information)*	149	20	7.26	1.97
17. Collaboration with the Government*	150	18	7.96	1.69
18. The speed in which it gets things accomplished on the ground*	141	28	6.61	1.74
19. Helping to bring discipline/effective supervision to implementation of investment projects*	140	31	7.11	1.72
20. Collaboration with civil society*	119	48	5.71	1.97
21. Staff accessibility*	142	25	6.88	2.31
22. Collaboration with other development partners*	124	41	6.92	2.01
23. Collaboration with the private sector*	110	50	6.13	2.04
24. Straightforwardness and honesty*	137	27	7.54	1.93
25. Treating clients and stakeholders in Lesotho with respect*	138	29	7.98	1.72
26. Being a long-term partner*	146	21	8.60	1.47

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=153)
Political pressures and obstacles	42.5%
Lack of/inadequate levels of capacity in Government	28.1%
Poor coordination within the Government	26.8%
The Government works inefficiently	25.5%
There is not an adequate level of citizen/civil society participation	18.3%
Reforms are not well thought out in light of country challenges	16.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	7.2%
Other	5.9%
The World Bank Group does not do adequate follow through/follow-up	4.6%
Poor coordination of development partners	3.3%
The World Bank Group works too slowly	3.3%
Poor coordination within the World Bank Group	1.3%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	156	10	7.45	2.61
2. Gender equity	155	10	7.23	2.44
3. Private sector development	164	6	9.12	1.30
4. Education	163	7	8.60	1.86
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	165	5	8.93	1.54
6. Global/regional integration	150	13	7.90	2.22
7. Food security	160	8	8.26	2.12
8. Urban development	157	8	7.69	2.30
9. Energy	158	9	8.19	2.01
10. Water and sanitation	161	9	8.47	2.00
11. Pollution	154	10	7.34	2.65
12. Job creation/employment	159	6	8.97	1.68
13. Health	163	8	8.51	2.07
14. Financial markets	155	11	8.19	2.10
15. Transport (e.g., roads, bridges, transportation)	162	7	8.62	1.90
16. Agriculture and rural development	160	9	9.03	1.62
17. Trade and exports	157	12	8.32	1.95
18. Crime and violence	152	15	6.99	2.66
19. Natural resource management	159	9	7.91	2.38
20. Climate change (e.g., mitigation, adaptation)	159	9	8.15	2.09
21. Poverty reduction	161	8	8.97	1.72
22. Anti corruption	158	10	8.59	2.09
23. Judiciary reform	155	13	8.10	2.30
24. Economic growth	164	6	9.34	1.29
25. Disaster risk management	157	12	7.76	2.22
26. Equality of opportunity (i.e., social inclusion)	158	10	8.20	2.02
27. Eradicating HIV/AIDS and TB	160	9	8.34	2.24
28. Information and communications technology	159	10	8.48	1.97

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (1-Not effective at all, 10-Very effective) (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	95	73	7.19	2.00
2. Private sector development	111	60	6.99	1.97
3. Education	116	53	7.19	1.68
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	122	47	7.00	1.87
5. Global/regional integration	81	86	6.37	1.83
6. Food security	102	68	6.95	1.90
7. Energy	72	92	6.46	2.10
8. Job creation/employment	100	69	6.46	2.11
9. Health	114	53	7.68	1.64
10. Transport (e.g., roads, bridges, transportation)	109	60	7.40	1.91
11. Agriculture and rural development	114	55	7.32	1.97
12. Trade and exports	86	82	6.35	2.17
13. Poverty reduction	111	57	7.05	1.95
14. Economic growth	113	56	7.18	1.75
15. Eradicating HIV/AIDS and TB	114	55	7.53	1.82

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Lesotho? (1-To no degree at all, 10-To a very significant degree)	149	21	7.23	1.51

To what extent do you agree with the following statements about the World Bank Group in Lesotho? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lesotho*	124	49	6.40	1.93
5. The World Bank Group meets Lesotho's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	136	34	6.64	1.76

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=169)
Weekly	10.1%
Monthly	14.2%
A few times a year	39.1%
Rarely	23.7%
Never	13.0%

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

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	129	40	6.75	1.63
3. Include appropriate level of stakeholder involvement during preparation	124	43	6.68	1.78
4. Lead to practical solutions	141	27	6.91	1.75
5. Are accessible (well written and easy to understand)	137	31	7.22	1.74
6. Are source of relevant information on global good practices	134	33	7.66	1.67
7. Are relevant to country challenges	140	26	6.89	1.72
8. Are adequately disseminated	131	37	5.89	2.09
9. Are translated enough into local language	107	62	3.78	2.26
10. Are adaptable to Lesotho's specific development challenges and country circumstances*	137	32	6.37	1.86

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	142	29	7.14	1.68
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	148	24	7.92	1.50

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	112	59	7.39	1.78
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	141	31	7.87	1.59
3. The World Bank Group's approvals and reviews are done in a timely fashion	128	44	7.30	1.45
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	110	59	7.32	1.42
5. The World Bank Group's conditions on its lending are reasonable	110	61	7.08	1.73
6. The World Bank Group takes decisions quickly in Lesotho*	119	53	7.05	1.60
7. Working with the World Bank Group increases Lesotho's institutional capacity	138	34	7.46	1.69
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	111	60	7.43	1.82
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	138	33	7.84	1.61

WBG Promoting PPP in Lesotho	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lesotho? (1-To no degree at all, 10-To a very significant degree)	123	48	6.86	2.05

Measuring/Correcting the World Bank Group's Work	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lesotho? (1-To no degree at all, 10-To a very significant degree)	120	52	7.09	1.53

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=169)
Reach out more to groups outside of Government	33.7%
Increase the level of capacity development in the country	30.8%
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	29.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.2%
Help to bring discipline/effective supervision to implementation of investment projects	16.0%
Offer more innovative knowledge services	13.6%
Improve the quality of its experts as related to Lesotho's specific challenges (e.g., cost, timeliness, other terms)	11.2%
Offer more innovative financial products	10.7%
Reduce the complexity of obtaining World Bank Group financing	8.3%
Improve the competitiveness of its financing compared to markets	7.7%
Work faster	5.3%
Ensure greater selectivity in its work	3.6%
Other	3.6%

2. When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)	Percentage of Respondents (N=167)
The combination is appropriate for Lesotho	60.5%
Financial services	21.0%
Knowledge products	10.2%
Don't know	8.4%
Convening services	0.0%
None of the above	0.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
Local newspapers	45.5%
Internet	36.4%
Local radio	26.1%
International television	19.4%
International newspapers	17.0%
Local television	16.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	10.9%
Other	7.3%
Periodicals	6.7%
International radio	4.8%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=168)
World Bank Group's publications and other written materials	43.5%
e-Newsletters	39.3%
World Bank Group's website	36.3%
World Bank Group's seminars/workshops/conferences	25.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	13.1%
Mobile phones	3.6%
Other	1.8%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=162)
Yes	17.9%
No	82.1%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=165)
Yes	90.9%
No	9.1%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=164)
Yes	61.6%
No	38.4%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=164)
Yes	17.7%
No	82.3%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=134)
High speed/WiFi	87.3%
Dial-up	12.7%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=171)
Weekly	13.5%
Monthly	16.4%
A few times a year	28.7%
Rarely	23.4%
Never	18.1%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	91	5	8.25	1.52
10. I find the information on the World Bank Group's websites useful.	94	3	8.59	1.39
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	53	102	7.26	2.20
12. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	108	48	7.60	2.34
13. The World Bank Group is responsive to my information requests and inquiries	95	61	7.85	1.90

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=165)
Employee of a Ministry, Ministerial Department or Implementation Agency	29.7%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	17.6%
NGO/Community Based Organization	10.3%
Independent Government Institution	9.7%
Office of Minister	7.9%
Bilateral/Multilateral Agency	5.5%
Private Sector Organization	5.5%
Other	3.6%
Office of the President, Prime Minister	2.4%
Academia/Research Institute/Think Tank	2.4%
Local Government Office or Staff	1.8%
Financial Sector/Private Bank	1.8%
Media (press, radio, TV, web, etc.)	1.2%
Faith-Based Group	0.6%
Office of Parliamentarian	0.0%
Private Foundation	0.0%
Trade Union	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=166)
Trade and competitiveness	10.8%
Other	10.8%
Health, nutrition, and population	8.4%
Finance and markets	8.4%
Education	7.8%
Macroeconomics and fiscal management	7.2%
Urban, rural, and social development	7.2%
Agriculture	7.2%
Transport and ICT	6.6%
Governance	5.4%
Generalist (specialized in multiple sectors)	4.2%
Social protection and labor	3.6%
Water	3.0%
Environment and natural resources	3.0%
Energy and extractives	3.0%
Gender	1.2%
Public-private partnerships	0.6%
Jobs	0.6%
Climate Change	0.6%
Fragility, conflict and violence	0.0%
Poverty	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=158)
Yes	65.2%
No	34.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho? (Select only ONE response)	Percentage of Respondents (N=136)
The World Bank (IDA)	86.8%
The International Finance Corporation (IFC)	4.4%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	8.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=112)
Yes	23.2%
No	76.8%

6. If yes, what was your view of how the two institutions work together in Lesotho? (Select only ONE response)	Percentage of Respondents (N=26)
The two institutions work well together	50.0%
The way the two institutions work together needs improvement	42.3%
Don't know	7.7%
The two institutions do not work well together	0.0%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Collaborate as part of my professional duties	56.7%
Engage in World Bank Group related/sponsored events/activities	40.0%
Use World Bank Group reports/data	24.7%
Observer	13.3%
Use World Bank Group website for information, data, research, etc.	12.7%

8. What's your gender?	Percentage of Respondents (N=167)
Female	43.1%
Male	56.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=167)
Urban areas	85.6%
Peri-Urban areas	8.4%
Rural areas	6.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of the President/Prime Minister/Minister N=17
- Employee of a Ministry N=49
- PMU/Consultant on WBG project N=29
- Bilateral/Multilateral Agency N=9
- Private Sector/Financial Sector/Private Bank N=12
- CSO N=18
- Independent Government Institution N=16
- Other N=15

A. General Issues facing Lesotho

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The right direction	94.1%	55.3%	51.9%	55.6%	45.5%	62.5%	60.0%	35.7%
The wrong direction	5.9%	14.9%	14.8%	11.1%	27.3%	12.5%	6.7%	0.0%
Not sure	0.0%	29.8%	33.3%	33.3%	27.3%	25.0%	33.3%	64.3%

¹⁷ Only 165 respondents provided information about their current positions. Therefore, only these respondents were included in the analysis presented in this Appendix.

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Social protection	7.1%	17.4%	10.7%	0.0%	9.1%	11.1%	0.0%	13.3%
Gender equity	0.0%	2.2%	0.0%	11.1%	0.0%	5.6%	7.1%	0.0%
Private sector development	42.9%	34.8%	46.4%	33.3%	45.5%	38.9%	57.1%	60.0%
Education	28.6%	13.0%	14.3%	0.0%	0.0%	27.8%	0.0%	20.0%
Public sector governance/reform	28.6%	37.0%	42.9%	66.7%	36.4%	38.9%	21.4%	40.0%
Global/regional integration	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	28.6%	10.9%	14.3%	33.3%	18.2%	44.4%	21.4%	6.7%
Urban development	0.0%	2.2%	3.6%	0.0%	18.2%	0.0%	14.3%	0.0%
Energy	7.1%	2.2%	0.0%	0.0%	9.1%	0.0%	14.3%	0.0%
Water and sanitation	7.1%	4.3%	7.1%	0.0%	0.0%	0.0%	7.1%	0.0%
Pollution	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	57.1%	41.3%	46.4%	33.3%	63.6%	16.7%	35.7%	53.3%
Health	21.4%	15.2%	14.3%	22.2%	9.1%	33.3%	14.3%	20.0%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Transport	0.0%	13.0%	7.1%	11.1%	0.0%	5.6%	14.3%	6.7%
Agriculture and rural development	14.3%	15.2%	25.0%	0.0%	9.1%	0.0%	21.4%	6.7%
Trade and exports	0.0%	8.7%	10.7%	0.0%	0.0%	11.1%	7.1%	6.7%
Crime and violence	0.0%	0.0%	0.0%	11.1%	9.1%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.5%	7.1%	11.1%	0.0%	0.0%	0.0%	6.7%
Climate change	0.0%	2.2%	7.1%	22.2%	9.1%	0.0%	0.0%	0.0%
Poverty reduction	7.1%	13.0%	7.1%	11.1%	27.3%	5.6%	0.0%	13.3%
Anti corruption	7.1%	13.0%	14.3%	0.0%	9.1%	5.6%	7.1%	13.3%
Judiciary reform	14.3%	4.3%	3.6%	0.0%	0.0%	5.6%	7.1%	0.0%
Economic growth	21.4%	26.1%	10.7%	22.2%	18.2%	16.7%	21.4%	13.3%
Disaster risk management*	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	4.3%	0.0%	0.0%	0.0%	5.6%	7.1%	0.0%
Eradicating HIV/AIDS and TB	0.0%	8.7%	3.6%	0.0%	9.1%	22.2%	0.0%	20.0%
Information and communications technology	0.0%	2.2%	0.0%	0.0%	9.1%	5.6%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lesotho? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Economic growth	68.8%	50.0%	53.6%	55.6%	50.0%	70.6%	43.8%	46.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%
Equality of opportunity	25.0%	8.3%	7.1%	22.2%	8.3%	0.0%	12.5%	20.0%
Eradicating HIV/AIDS and TB	0.0%	8.3%	7.1%	11.1%	0.0%	17.6%	6.3%	13.3%
Information and communications technology	6.3%	2.1%	0.0%	0.0%	0.0%	0.0%	6.3%	6.7%
Social protection	12.5%	10.4%	7.1%	0.0%	8.3%	35.3%	6.3%	20.0%
Agriculture and rural development	62.5%	47.9%	42.9%	33.3%	58.3%	11.8%	25.0%	33.3%
Trade and exports	12.5%	10.4%	10.7%	0.0%	8.3%	5.9%	12.5%	6.7%
Crime and violence	0.0%	2.1%	0.0%	11.1%	8.3%	5.9%	6.3%	0.0%
Climate change	0.0%	2.1%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	2.1%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Anti corruption	18.8%	18.8%	21.4%	11.1%	8.3%	17.6%	18.8%	6.7%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	6.3%	0.0%
Water and sanitation*	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	37.5%	47.9%	32.1%	33.3%	66.7%	35.3%	43.8%	40.0%
Health	0.0%	4.2%	3.6%	11.1%	0.0%	0.0%	12.5%	0.0%
Financial markets	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	6.3%	0.0%
Public sector governance/reform*	0.0%	16.7%	42.9%	33.3%	8.3%	11.8%	18.8%	20.0%
Gender equity*	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Private sector development	31.3%	43.8%	39.3%	33.3%	41.7%	35.3%	31.3%	53.3%
Education*	12.5%	8.3%	3.6%	0.0%	0.0%	29.4%	0.0%	20.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%
Food security	6.3%	10.4%	14.3%	11.1%	25.0%	0.0%	6.3%	0.0%
Urban development	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	12.5%	6.7%
Natural resource management	0.0%	4.2%	3.6%	0.0%	0.0%	5.9%	12.5%	6.7%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Greater access to health and nutrition for citizens	6.3%	27.7%	25.9%	22.2%	25.0%	38.9%	12.5%	13.3%
Better entrepreneurial opportunities	56.3%	46.8%	37.0%	33.3%	41.7%	44.4%	62.5%	40.0%
A growing middle class	0.0%	6.4%	3.7%	22.2%	8.3%	5.6%	6.3%	6.7%
Better opportunity for the poor who live in rural areas	12.5%	12.8%	11.1%	11.1%	8.3%	16.7%	6.3%	20.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	3.7%	0.0%	8.3%	0.0%	0.0%	0.0%
Consistent economic growth	25.0%	36.2%	37.0%	22.2%	16.7%	16.7%	31.3%	20.0%
More reliable social safety net	0.0%	4.3%	7.4%	11.1%	0.0%	5.6%	12.5%	20.0%
Greater access to micro-finance for the poor	31.3%	10.6%	18.5%	11.1%	0.0%	5.6%	12.5%	6.7%
Greater voice and participation for citizens to help ensure greater accountability	18.8%	6.4%	3.7%	33.3%	8.3%	22.2%	25.0%	13.3%
Education and training that better ensure job opportunity	18.8%	14.9%	7.4%	22.2%	41.7%	16.7%	12.5%	6.7%
Better quality public services	6.3%	4.3%	7.4%	0.0%	16.7%	5.6%	6.3%	13.3%
Better employment opportunities for young people	18.8%	23.4%	25.9%	0.0%	25.0%	11.1%	6.3%	40.0%
Better employment opportunities for women	6.3%	0.0%	3.7%	0.0%	0.0%	5.6%	6.3%	0.0%
Other	0.0%	6.4%	7.4%	11.1%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
A very big problem	76.5%	68.8%	69.0%	77.8%	75.0%	72.2%	81.3%	80.0%
A moderately big problem	23.5%	25.0%	27.6%	11.1%	16.7%	22.2%	18.8%	20.0%
A small problem	0.0%	6.3%	0.0%	0.0%	8.3%	5.6%	0.0%	0.0%
Not a problem at all	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%



A. General Issues facing Lesotho (continued)

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

Percentage of Respondents	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
A very serious problem	76.5%			75.0%			79.3%			77.8%			75.0%			94.4%			93.8%			53.3%		
A somewhat serious problem	11.8%			25.0%			10.3%			11.1%			25.0%			5.6%			6.3%			33.3%		
Not too serious problem	11.8%			0.0%			6.9%			11.1%			0.0%			0.0%			0.0%			6.7%		
Not a problem	0.0%			0.0%			3.4%			0.0%			0.0%			0.0%			0.0%			6.7%		
Don't know	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%		

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

Percentage of Respondents	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
A very important development priority	94.1%			95.8%			89.7%			66.7%			75.0%			94.4%			81.3%			66.7%		
A moderately important development priority	5.9%			4.2%			6.9%			33.3%			8.3%			0.0%			18.8%			20.0%		
A slightly important development priority	0.0%			0.0%			3.4%			0.0%			16.7%			5.6%			0.0%			0.0%		
Not an important development priority	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			6.7%		
Don't know	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			6.7%		

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 Group in Lesotho?*	17	7.65	2.57	48	7.17	1.94	29	7.31	1.67	9	6.67	2.35	11	7.73	1.56	18	5.11	1.78	16	6.13	2.70	15	6.67	2.50

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 Group's effectiveness in Lesotho.	16	8.06	1.91	43	7.51	1.87	29	7.34	1.47	6	7.33	0.82	9	7.11	1.17	11	6.18	1.83	13	7.00	1.53	14	6.86	1.70

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



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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 Group's staff is well prepared to help Lesotho solve its most complicated development challenges?	15	7.27	1.83	40	7.25	1.74	27	7.74	1.43	6	8.17	1.17	9	6.67	1.32	9	6.67	1.22	12	7.33	1.61	12	7.42	1.51

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

When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Energy	5.9%	10.6%	6.9%	11.1%	8.3%	0.0%	12.5%	7.1%
Water and sanitation	5.9%	4.3%	3.4%	0.0%	0.0%	0.0%	12.5%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	41.2%	31.9%	51.7%	33.3%	41.7%	33.3%	12.5%	28.6%
Health	5.9%	21.3%	20.7%	11.1%	8.3%	16.7%	18.8%	0.0%
Financial markets*	11.8%	2.1%	0.0%	0.0%	16.7%	0.0%	25.0%	0.0%
Social protection	17.6%	2.1%	6.9%	11.1%	8.3%	16.7%	0.0%	14.3%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Private sector development	52.9%	48.9%	34.5%	22.2%	66.7%	50.0%	56.3%	57.1%
Education	11.8%	17.0%	17.2%	11.1%	0.0%	5.6%	12.5%	21.4%
Public sector governance/reform*	11.8%	19.1%	34.5%	66.7%	8.3%	38.9%	6.3%	42.9%
Global/regional integration	0.0%	4.3%	6.9%	0.0%	0.0%	11.1%	0.0%	14.3%
Food security	17.6%	6.4%	6.9%	0.0%	16.7%	11.1%	6.3%	0.0%
Urban development*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	6.3%	0.0%
Judiciary reform	5.9%	2.1%	0.0%	0.0%	0.0%	5.6%	6.3%	0.0%
Economic growth	29.4%	25.5%	24.1%	55.6%	33.3%	16.7%	31.3%	42.9%
Disaster risk management*	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	4.3%	3.4%	0.0%	0.0%	11.1%	12.5%	0.0%
Eradicating HIV/AIDS and TB*	5.9%	2.1%	6.9%	0.0%	0.0%	27.8%	0.0%	7.1%
Information and communications technology	11.8%	8.5%	3.4%	0.0%	8.3%	5.6%	12.5%	0.0%
Transport	11.8%	25.5%	13.8%	11.1%	8.3%	5.6%	0.0%	7.1%
Agriculture and rural development	23.5%	34.0%	31.0%	22.2%	16.7%	5.6%	37.5%	21.4%
Trade and exports	11.8%	2.1%	10.3%	0.0%	16.7%	5.6%	12.5%	7.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.9%	6.4%	3.4%	22.2%	0.0%	5.6%	6.3%	14.3%
Climate change	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Poverty reduction	11.8%	10.6%	3.4%	0.0%	25.0%	5.6%	0.0%	0.0%
Anti corruption	0.0%	2.1%	10.3%	11.1%	0.0%	16.7%	6.3%	14.3%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Bringing together different groups of stakeholders	28.6%	7.0%	11.5%	0.0%	25.0%	12.5%	18.8%	6.7%
Capacity development related to World Bank Group supported projects	28.6%	23.3%	15.4%	12.5%	25.0%	12.5%	31.3%	40.0%
Stand-alone technical assistance (system oriented)	0.0%	4.7%	7.7%	0.0%	0.0%	0.0%	0.0%	6.7%
Policy advice, studies, analyses	7.1%	16.3%	11.5%	25.0%	16.7%	18.8%	12.5%	13.3%
Financial resources	28.6%	23.3%	30.8%	50.0%	25.0%	25.0%	18.8%	13.3%
Data and statistics	0.0%	2.3%	0.0%	0.0%	0.0%	6.3%	6.3%	0.0%
Promoting knowledge sharing	7.1%	4.7%	11.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Implementation support	0.0%	7.0%	3.8%	0.0%	0.0%	12.5%	6.3%	13.3%
Mobilizing third party financial resources	0.0%	4.7%	3.8%	12.5%	8.3%	0.0%	0.0%	6.7%
Coordination of development partners	0.0%	4.7%	3.8%	0.0%	0.0%	12.5%	6.3%	0.0%
Other	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Bringing together different groups of stakeholders	0.0%	4.7%	0.0%	0.0%	0.0%	6.3%	12.5%	13.3%
Capacity development related to World Bank Group supported projects	0.0%	9.3%	19.2%	12.5%	25.0%	12.5%	12.5%	0.0%
Technical assistance	21.4%	7.0%	7.7%	0.0%	16.7%	0.0%	0.0%	20.0%
Policy advice, studies, analyses	14.3%	9.3%	15.4%	50.0%	0.0%	12.5%	12.5%	6.7%
Financial resources	7.1%	18.6%	0.0%	25.0%	33.3%	6.3%	18.8%	13.3%
Data and statistics	7.1%	4.7%	7.7%	0.0%	0.0%	12.5%	12.5%	6.7%
Promoting knowledge sharing	7.1%	9.3%	7.7%	0.0%	0.0%	6.3%	6.3%	6.7%
Implementation support	14.3%	16.3%	15.4%	12.5%	16.7%	12.5%	12.5%	20.0%
Mobilizing third party financial resources	7.1%	9.3%	7.7%	0.0%	0.0%	18.8%	6.3%	6.7%
Coordination of development partners	21.4%	9.3%	19.2%	0.0%	8.3%	6.3%	6.3%	6.7%
Other	0.0%	2.3%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%



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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
World Bank Group's processes too complex	12.5%	19.1%	6.9%	0.0%	25.0%	11.8%	7.1%	6.7%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	21.3%	34.5%	0.0%	25.0%	29.4%	7.1%	6.7%
Staff too inaccessible*	6.3%	0.0%	3.4%	22.2%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow	25.0%	17.0%	6.9%	11.1%	16.7%	5.9%	7.1%	6.7%
Not aligned with other development partners' work	0.0%	8.5%	6.9%	0.0%	0.0%	5.9%	0.0%	0.0%
Not aligned with country priorities*	6.3%	2.1%	0.0%	0.0%	0.0%	0.0%	21.4%	13.3%
Not adequately sensitive to political/social realities in Lesotho	6.3%	12.8%	17.2%	11.1%	0.0%	0.0%	7.1%	13.3%
Too influenced by developed countries	12.5%	19.1%	17.2%	0.0%	16.7%	5.9%	14.3%	26.7%
Not exploring alternative policy options	0.0%	6.4%	6.9%	0.0%	0.0%	5.9%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	12.5%	14.9%	20.7%	44.4%	8.3%	47.1%	21.4%	26.7%
Its advice and strategies do not lend themselves to practical problem solving	12.5%	4.3%	6.9%	0.0%	8.3%	0.0%	0.0%	13.3%
Not enough public disclosure of its work	25.0%	19.1%	13.8%	0.0%	25.0%	11.8%	14.3%	26.7%
Arrogant in its approach	0.0%	6.4%	6.9%	22.2%	0.0%	0.0%	7.1%	0.0%
Not client focused	6.3%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
The credibility of its knowledge/data	6.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	8.5%	3.4%	0.0%	0.0%	0.0%	0.0%	6.7%
Don't know	18.8%	10.6%	17.2%	33.3%	16.7%	23.5%	42.9%	6.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
To a fully sufficient degree	18.8%	18.4%	17.2%	11.1%	25.0%	5.6%	20.0%	6.7%
To a somewhat sufficient degree	56.3%	51.0%	48.3%	55.6%	50.0%	33.3%	40.0%	60.0%
To a somewhat insufficient degree	18.8%	14.3%	20.7%	11.1%	8.3%	16.7%	0.0%	20.0%
To a very insufficient degree	0.0%	8.2%	10.3%	0.0%	0.0%	5.6%	6.7%	6.7%
Don't know	6.3%	8.2%	3.4%	22.2%	16.7%	38.9%	33.3%	6.7%



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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Lesotho Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	6	6.83	1.17	26	7.08	1.81	19	7.05	1.58	5	7.00	1.41	6	6.17	1.17				7	5.86	2.27	8	6.63	1.77
Development Policy Financing (DPF)	6	6.17	3.06	27	7.04	1.74	15	7.13	1.88	5	7.40	1.34	7	6.29	1.25				5	5.40	1.52	8	7.63	1.41
Trust funds and grants*	6	8.33	1.37	27	7.04	1.95	14	7.57	1.45	5	7.40	1.34	4	5.25	2.22	2	6.50	0.71	5	4.20	1.64	5	5.80	1.48
Guarantees	2	5.50	2.12	15	5.67	2.02	10	7.20	2.04	1	7.00		4	6.00	1.41	1	6.00		6	5.00	2.37	5	6.00	0.00
IFC Investment Services	1	7.00		18	6.00	2.38	8	6.75	2.19	2	7.00	1.41	4	5.00	1.41				4	3.75	2.22	4	5.25	2.99
IFC Advisory Services	2	9.00	0.00	21	6.19	2.52	8	6.25	2.38	3	7.00	1.73	4	5.00	1.63				6	5.00	1.10	5	6.00	2.74

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Beneficiaries	31.3%	29.2%	24.1%	11.1%	16.7%	0.0%	20.0%	7.1%
Youth/university groups	31.3%	20.8%	27.6%	22.2%	16.7%	5.6%	20.0%	35.7%
Private sector	37.5%	45.8%	41.4%	44.4%	83.3%	44.4%	73.3%	50.0%
Local government	25.0%	4.2%	6.9%	0.0%	0.0%	16.7%	13.3%	21.4%
Community of development partners	12.5%	16.7%	27.6%	44.4%	33.3%	38.9%	26.7%	21.4%
NGOs/Community Based Organizations*	31.3%	33.3%	34.5%	0.0%	33.3%	94.4%	20.0%	7.1%
Academia/think tanks/research institutes*	6.3%	37.5%	24.1%	33.3%	0.0%	0.0%	20.0%	42.9%
Parliament	0.0%	8.3%	0.0%	11.1%	8.3%	0.0%	6.7%	0.0%
Foundations	6.3%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Media	0.0%	2.1%	10.3%	0.0%	0.0%	0.0%	0.0%	7.1%
Other*	6.3%	2.1%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	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 Group (continued)

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 Group currently plays a relevant role in development in Lesotho	15	7.00	2.54	48	7.25	2.31	27	7.81	1.71	8	8.25	1.67	9	6.44	1.33	8	7.00	1.31	13	6.85	2.51	15	7.87	1.68
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	16	6.19	2.79	48	6.90	2.32	27	7.63	1.47	7	8.57	1.40	9	6.11	0.93	6	8.33	1.37	13	5.77	3.03	15	6.60	1.68

*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	17	6.59	1.62	47	6.91	1.69	27	7.59	1.42	6	7.50	1.22	10	5.30	1.34	3	6.00	1.73	12	5.92	2.07	14	6.57	2.10
Flexibility (in terms of the institution's products and services)*	14	5.43	1.50	42	5.74	2.31	29	7.24	1.46	5	5.80	1.48	9	5.11	1.05	4	4.50	1.29	12	5.75	1.66	12	6.00	1.76
Flexibility (in terms of changing country circumstances)	16	5.63	1.63	40	6.05	2.16	26	6.77	1.31	6	6.17	1.94	8	5.38	1.41	4	5.00	1.63	10	5.80	1.93	15	6.13	1.73
Being inclusive	17	6.35	1.73	42	6.48	1.93	27	7.11	1.45	6	6.67	1.63	10	6.40	1.65	6	4.67	2.07	12	5.83	1.75	13	6.46	2.07
Openness (sharing data and other information)	17	6.12	2.29	43	7.42	1.76	29	7.69	1.56	6	7.33	1.63	10	6.90	1.10	6	6.17	2.48	14	7.36	2.21	15	6.93	2.74
Collaboration with the Government	17	6.82	2.46	47	7.89	1.63	29	8.31	1.31	7	8.43	0.98	10	8.20	0.79	5	7.60	2.07	13	7.54	2.15	14	8.50	1.22
The speed in which it gets things accomplished on the ground*	16	5.75	1.98	44	6.86	1.53	29	7.14	1.57	7	6.43	1.99	10	6.50	2.01	4	4.25	1.50	11	6.45	1.75	13	6.38	1.66
Helping to bring discipline/effective supervision to implementation of investment projects	17	7.06	1.95	44	7.11	1.69	29	7.48	1.50	4	6.75	2.06	9	7.00	1.50	5	5.40	2.30	11	6.82	1.47	14	6.64	1.91
Collaboration with civil society	14	5.36	2.10	36	5.92	2.03	23	6.09	1.78	3	7.00	2.00	9	5.89	1.90	6	3.83	1.83	10	5.50	2.17	12	5.17	1.64
Staff accessibility	16	6.31	2.55	40	6.55	2.31	28	7.75	1.97	7	6.71	2.50	9	5.89	2.15	7	6.00	3.06	12	7.42	2.54	15	6.93	2.34
Collaboration with other development partners	12	5.83	2.33	40	6.65	1.97	22	7.00	1.69	8	7.38	2.72	9	6.89	0.78	6	7.00	2.83	11	7.45	2.11	12	7.50	2.11
Collaboration with the private sector*	9	5.56	1.59	34	6.09	1.83	22	6.86	1.93	3	8.33	1.15	9	5.89	1.17	4	6.00	2.71	12	4.67	2.10	11	5.82	2.56
Straightforwardness and honesty	14	7.14	2.51	42	7.21	1.93	26	8.04	1.61	6	7.50	1.87	10	7.40	1.90	6	7.50	1.38	12	7.08	2.75	14	8.00	1.57
Treating clients and stakeholders in Lesotho with respect	14	8.00	1.92	41	7.44	1.96	27	8.48	1.40	5	8.60	0.89	10	7.30	1.57	6	8.17	1.33	12	8.17	1.70	15	8.20	1.82
Being a long-term partner	14	8.29	2.43	46	8.61	1.39	29	8.59	1.59	7	9.14	0.90	9	7.67	1.22	6	8.00	0.63	13	8.62	1.12	14	9.00	1.18

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The World Bank Group does not do adequate follow through/follow-up	21.4%	4.3%	3.6%	0.0%	0.0%	7.7%	0.0%	0.0%
Political pressures and obstacles	28.6%	56.5%	53.6%	33.3%	50.0%	23.1%	27.3%	30.8%
Reforms are not well thought out in light of country challenges	35.7%	15.2%	10.7%	33.3%	8.3%	0.0%	27.3%	7.7%
Poor coordination within the Government	35.7%	28.3%	17.9%	22.2%	33.3%	23.1%	27.3%	30.8%
The Government works inefficiently*	7.1%	13.0%	50.0%	22.2%	50.0%	15.4%	27.3%	30.8%
Poor coordination of development partners	0.0%	2.2%	3.6%	11.1%	0.0%	7.7%	9.1%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.3%	8.7%	7.1%	11.1%	0.0%	0.0%	9.1%	7.7%
Lack of/inadequate levels of capacity in Government	14.3%	39.1%	17.9%	55.6%	8.3%	15.4%	27.3%	30.8%
There is not an adequate level of citizen/civil society participation*	14.3%	10.9%	14.3%	11.1%	8.3%	38.5%	0.0%	46.2%
The World Bank Group works too slowly	7.1%	4.3%	3.6%	0.0%	8.3%	0.0%	0.0%	0.0%
Poor coordination within the World Bank Group	0.0%	0.0%	3.6%	0.0%	8.3%	0.0%	0.0%	0.0%
Other	0.0%	4.3%	0.0%	0.0%	8.3%	23.1%	18.2%	7.7%

*Significantly different between stakeholder groups

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

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	17	8.18	2.16	41	7.22	2.84	27	7.33	2.40	8	7.38	1.85	10	7.30	2.21	15	7.87	3.25	15	7.73	2.52	15	6.27	3.15
Gender equity	16	7.81	2.04	43	6.70	2.34	26	7.31	2.31	9	7.67	2.00	9	7.44	2.13	15	8.53	2.97	15	6.27	2.87	15	6.67	2.58
Private sector development	17	8.82	1.70	48	8.92	1.33	27	9.07	1.30	9	8.78	0.97	10	8.70	1.57	16	9.69	0.79	15	9.40	1.40	15	9.47	1.06
Education*	17	8.76	1.86	47	8.74	1.99	28	8.86	1.38	8	7.50	1.69	10	8.40	1.17	15	9.27	1.28	15	8.60	1.99	15	6.93	2.55
Public sector governance/reform	16	8.56	1.82	48	8.98	1.52	28	8.75	1.69	9	8.00	1.41	10	9.00	0.82	15	9.87	0.35	15	9.33	1.18	15	8.67	2.29
Global/regional integration*	17	8.06	1.71	42	7.69	2.42	26	7.96	1.75	6	6.33	2.16	10	8.00	1.89	15	9.80	0.56	15	7.67	2.66	15	6.80	2.76
Food security*	16	8.50	1.63	48	8.33	2.13	28	8.68	1.61	7	6.14	2.85	10	8.90	1.29	15	8.80	2.08	14	8.29	1.98	15	6.40	2.75
Urban development	16	7.88	2.22	46	7.74	2.21	27	7.78	2.15	8	6.50	2.56	10	8.10	1.66	15	8.40	2.77	15	7.73	2.15	15	6.47	2.75
Energy	17	8.29	2.08	46	8.07	2.23	27	8.30	1.54	8	7.75	2.05	9	8.56	1.01	15	8.87	1.68	15	8.80	1.97	15	7.13	2.59
Water and sanitation	17	8.29	2.17	48	8.60	1.89	27	8.63	1.67	8	7.13	2.42	10	8.80	1.03	15	9.07	1.79	15	8.80	2.27	15	7.13	2.61
Pollution	14	6.93	3.02	46	7.48	2.62	27	7.37	2.15	7	6.00	2.58	9	7.33	2.00	15	8.40	2.80	15	6.67	3.29	15	7.27	2.52
Job creation/employment	14	9.21	1.53	45	8.78	1.82	28	8.68	1.59	9	8.67	1.00	10	9.30	0.82	15	9.47	1.19	15	9.00	2.45	15	8.93	2.15
Health*	17	8.59	1.94	48	8.79	2.06	28	8.71	1.44	8	6.63	2.67	10	9.30	0.67	15	8.67	2.23	15	8.33	2.16	15	7.13	2.77
Financial markets	17	8.18	2.10	42	7.76	2.22	28	7.61	2.33	8	8.25	2.05	10	8.60	1.35	14	9.21	1.53	15	9.40	0.99	15	7.60	2.61
Transport	17	9.00	1.77	47	8.53	2.02	27	8.67	1.64	8	7.75	1.04	10	8.60	1.26	16	8.88	2.16	15	8.93	2.09	15	7.93	2.55
Agriculture and rural development*	17	9.06	1.85	46	9.22	1.28	28	9.14	1.38	9	7.56	2.40	10	8.80	1.23	13	9.08	1.61	15	9.80	0.56	15	8.13	2.53
Trade and exports	17	8.00	2.35	46	8.07	2.04	27	8.70	1.44	8	7.75	1.39	10	8.20	1.32	14	9.29	1.44	14	8.50	2.53	15	7.87	2.53
Crime and violence	16	7.13	2.47	43	6.88	2.53	26	7.58	2.34	7	4.86	2.41	10	7.70	1.77	15	7.80	3.32	14	6.86	3.35	15	5.93	2.55
Natural resource management	17	7.76	2.05	47	7.94	2.48	26	8.08	2.00	8	6.50	3.07	10	8.10	1.79	14	8.79	2.55	15	7.93	3.06	15	7.13	2.39
Climate change*	16	7.44	2.58	47	8.36	1.87	26	8.42	1.81	8	6.50	2.39	10	8.30	1.70	15	9.07	1.67	15	8.73	2.19	15	7.13	2.45
Poverty reduction	17	9.00	2.06	47	9.02	1.79	27	8.93	1.44	8	7.75	2.25	10	9.20	0.79	14	9.50	0.85	15	9.60	1.06	15	8.20	2.48
Anti corruption	16	8.63	2.00	46	8.43	2.25	27	8.93	1.59	8	6.75	3.01	10	8.70	1.06	14	9.29	1.33	15	8.40	2.85	15	8.73	2.31
Judiciary reform	17	8.59	1.97	43	7.53	2.79	27	8.37	1.76	8	6.50	2.62	10	8.20	1.40	15	8.93	1.87	14	8.57	2.53	15	7.93	2.37
Economic growth	17	8.88	2.15	48	9.08	1.49	28	9.43	1.03	8	9.13	0.83	10	9.20	1.23	15	9.87	0.52	15	9.93	0.26	15	9.60	0.83
Disaster risk management*	17	7.82	2.27	47	7.79	2.12	26	8.00	1.77	7	5.86	3.29	10	7.40	1.78	15	8.87	1.85	14	8.29	2.49	15	6.53	2.61
Equality of opportunity	17	8.41	2.12	45	7.89	2.18	26	8.42	1.63	8	7.25	2.19	10	7.80	1.62	15	9.07	1.71	15	8.67	1.63	15	7.60	2.85
Eradicating HIV/AIDS and TB*	17	8.88	1.87	46	8.98	2.04	28	8.11	2.04	8	6.00	2.83	10	8.30	1.70	15	8.27	2.71	14	8.36	1.91	15	7.47	2.83
Information and communications technology	17	8.94	1.68	46	8.41	2.12	27	8.37	2.06	8	6.38	2.50	10	8.10	1.29	15	9.27	1.39	15	8.60	2.23	15	8.87	1.46

*Significantly different between stakeholder groups



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

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	15	7.53	1.96	27	6.78	2.29	18	7.28	1.90	3	8.33	1.15	8	6.38	2.26	2	7.50	0.71	7	7.00	2.08	9	7.33	2.00
Private sector development	12	6.50	2.61	32	7.50	1.80	20	6.70	1.89	5	7.20	1.64	8	6.88	1.89	4	6.75	0.50	12	7.00	2.13	11	6.36	2.42
Education	14	7.57	1.74	37	7.41	1.77	24	7.38	1.35	3	7.33	1.53	9	6.33	2.00	4	6.75	0.96	10	7.20	1.23	9	5.78	2.17
Public sector governance/reform	15	7.07	1.91	41	7.00	1.96	20	7.30	1.66	4	7.00	0.00	9	7.33	1.66	5	6.20	3.42	10	7.00	1.70	12	6.67	2.06
Global/regional integration	12	6.50	2.43	27	6.48	1.87	12	7.08	1.51	2	8.00	1.41	7	6.71	1.80	3	6.67	0.58	6	4.83	0.41	9	5.67	1.50
Food security	14	6.86	2.25	29	7.00	1.81	16	7.38	1.59	3	6.33	2.08	9	7.33	1.87	4	7.00	1.15	10	6.60	2.27	12	6.25	2.38
Energy	11	6.18	1.47	21	6.24	2.53	13	7.23	1.59	1	9.00		7	6.29	2.29	1	8.00		8	6.63	2.07	8	5.75	2.55
Job creation/employment	12	5.92	2.07	33	6.67	2.16	15	6.87	1.85	4	7.25	1.26	8	6.00	2.07	3	7.00	1.00	10	5.50	2.22	10	5.80	2.57
Health	16	8.19	1.80	35	7.77	1.63	22	7.82	1.37	2	8.50	2.12	8	7.13	2.10	5	8.40	1.34	11	6.91	1.38	9	7.22	1.86
Transport	17	7.76	2.22	31	7.19	2.17	22	7.86	1.46	3	7.67	0.58	9	6.44	2.13	3	7.67	1.15	10	7.10	1.79	8	7.00	2.20
Agriculture and rural development	14	7.50	2.03	34	7.06	1.82	23	7.22	1.86	4	7.75	0.96	9	6.78	2.73	3	7.00	1.00	10	7.60	2.32	10	7.60	2.55
Trade and exports	13	5.92	2.25	30	6.37	2.11	13	6.69	2.36	3	8.00	1.00	8	6.00	2.62	2	7.50	2.12	7	6.00	2.45	7	5.57	1.90
Poverty reduction	13	7.23	1.79	33	6.73	2.31	17	7.00	1.70	4	7.50	1.29	10	6.80	2.30	5	7.00	2.24	11	7.27	1.74	12	6.83	1.70
Economic growth	12	7.08	1.78	33	7.06	1.95	19	7.05	1.43	6	7.67	0.82	10	6.70	2.26	4	8.50	1.29	11	7.09	1.92	12	7.17	1.64
Eradicating HIV/AIDS and TB	15	8.07	1.62	34	7.76	1.62	21	7.24	1.84	2	8.00	1.41	10	6.40	1.96	4	8.75	1.26	12	6.58	1.93	11	7.45	2.16

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 Group's work help to achieve development results in Lesotho?	16	7.69	1.74	43	7.12	1.53	28	7.54	1.23	7	7.86	0.90	9	6.67	1.41	9	6.44	1.88	13	7.15	1.21	15	6.73	1.79

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



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

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho	14	5.79	2.72	42	6.26	1.90	24	7.29	1.30	6	6.67	1.63	7	5.57	2.07	3	5.33	2.08	10	5.90	1.10	12	6.17	2.25
The World Bank Group meets Lesotho's needs for knowledge services*	13	6.92	2.18	44	5.93	1.69	24	6.88	1.33	5	7.80	1.48	7	6.57	1.40	6	8.00	1.79	14	6.93	1.14	15	6.40	2.06

*Significantly different between stakeholder groups

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Weekly	5.9%	8.2%	17.9%	22.2%	18.2%	6.3%	0.0%	14.3%
Monthly	5.9%	24.5%	21.4%	11.1%	9.1%	0.0%	0.0%	21.4%
A few times a year	47.1%	30.6%	35.7%	55.6%	36.4%	25.0%	53.3%	42.9%
Rarely	35.3%	20.4%	25.0%	0.0%	18.2%	43.8%	33.3%	7.1%
Never	5.9%	16.3%	0.0%	11.1%	18.2%	25.0%	13.3%	14.3%

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	14	6.29	1.94	41	6.59	1.64	24	7.00	1.50	5	7.40	0.89	7	6.14	1.35	7	6.00	1.63	11	6.73	1.62	12	7.50	1.78
Include appropriate level of stakeholder involvement during preparation	12	6.00	1.86	38	6.74	1.86	23	7.04	1.69	5	7.60	0.55	8	5.88	0.99	7	6.29	1.38	11	5.82	1.94	13	6.77	1.83
Lead to practical solutions	14	6.43	1.99	44	6.84	1.72	26	7.38	1.55	6	6.33	1.63	8	6.25	0.89	9	6.11	1.83	13	7.38	1.94	13	6.77	1.79
Are accessible (well written and easy to understand)	15	6.73	2.19	40	6.98	1.59	26	7.81	1.27	6	6.83	1.17	8	6.50	1.41	9	6.78	2.05	12	7.25	2.05	13	7.69	2.02
Are source of relevant information on global good practices	15	7.33	1.99	42	7.52	1.69	24	7.96	1.23	7	7.71	0.95	7	7.57	0.98	7	6.14	2.04	12	8.25	1.60	13	7.62	2.14
Are relevant to country challenges	14	6.50	1.87	44	6.70	1.86	26	7.27	1.28	7	7.00	1.15	8	6.50	1.41	8	6.75	1.28	13	6.46	2.11	12	7.08	1.98
Are adequately disseminated*	14	5.50	1.87	44	5.57	2.18	24	6.50	1.82	7	6.86	1.77	7	5.86	1.46	4	4.50	2.52	11	5.27	1.62	14	5.93	2.40
Are translated enough into local language*	14	4.57	1.40	35	3.37	1.90	21	4.43	2.99	4	6.25	3.59	6	4.00	2.37	3	4.00	1.00	11	2.45	1.63	8	2.75	1.91
Are adaptable to Lesotho's specific development challenges and country	15	6.20	2.11	40	6.30	1.91	25	6.80	1.41	7	6.86	1.35	8	5.63	1.51	7	5.71	1.50	13	5.92	2.06	14	6.43	2.53

*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 Group's knowledge work and activities make to development results in your country?	15	7.80	1.82	45	6.76	1.86	24	7.71	1.33	8	7.38	0.92	9	6.22	0.67	6	6.00	0.63	13	7.31	1.80	14	6.93	1.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	8.60	1.45	45	7.69	1.65	27	8.15	1.43	8	8.13	0.99	9	6.67	1.12	9	7.67	1.12	13	7.92	1.38	14	8.00	1.57

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

E. Working with the World Bank Group

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	12	6.58	1.88	42	7.24	1.91	28	7.93	1.61	4	7.50	1.29	5	6.60	1.82	1	9.00	0.00	10	7.50	2.01	6	7.50	1.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports	16	7.50	2.31	43	8.12	1.38	29	8.00	1.34	6	7.00	1.10	8	6.88	1.46	6	7.67	0.52	13	7.77	1.88	12	7.67	1.72
The World Bank Group's approvals and reviews are done in a timely fashion	15	7.07	1.79	44	7.30	1.55	28	7.68	1.19	5	7.60	0.55	7	6.71	1.11	2	6.50	0.71	11	7.18	1.54	9	7.33	1.66
The World Bank Group's "Safeguard Policy" requirements are reasonable	14	6.79	1.85	34	7.47	1.44	24	7.46	1.10	3	7.33	2.08	6	6.50	1.05	3	7.33	0.58	10	6.70	1.42	9	7.67	1.22
The World Bank Group's conditions on its lending are reasonable	14	6.29	2.09	36	6.67	2.00	25	7.64	1.32	4	7.25	1.71	7	6.71	0.95	3	7.00	1.00	7	7.29	1.60	9	7.78	1.09
The World Bank Group takes decisions quickly in Lesotho	16	6.69	1.85	40	7.00	1.75	27	7.48	1.19	3	7.67	0.58	8	6.38	1.41	3	6.33	1.53	11	7.18	1.66	5	6.60	1.67
Working with the World Bank Group increases Lesotho's institutional capacity	16	7.50	1.83	42	7.38	1.79	29	7.72	1.39	5	7.40	0.89	8	6.88	1.36	4	6.25	2.22	13	7.23	1.96	13	7.54	1.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.20	2.34	38	7.45	1.78	23	7.61	1.56	5	7.20	1.48	3	5.67	2.08	1	6.00	0.00	10	6.80	2.20	8	8.25	1.28
The World Bank provides effective implementation support	17	7.29	1.99	44	8.05	1.49	29	8.07	1.31	4	7.25	0.50	7	7.71	1.60	4	7.75	1.89	13	7.69	1.93	12	7.92	1.98



E. Working with the World Bank Group(continued)

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	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 that the World Bank Groups's work helps to find solutions that promote private public partnerships in	15	6.47	2.88	35	7.11	1.94	22	7.45	1.63	3	8.00	1.00	9	6.00	2.06	6	7.00	1.79	13	6.00	1.68	11	6.45	2.16
To what extent do you believe the World Bank measures and corrects its work in real time in Lesotho?	15	6.53	2.17	35	7.43	1.24	28	7.36	1.39	3	8.33	1.15	8	5.88	1.25	5	6.60	1.52	9	6.67	1.50	8	7.13	1.81

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

F. The Future Role of the World Bank Group in Lesotho

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy*	50.0%	8.3%	31.0%	44.4%	58.3%	33.3%	26.7%	40.0%
Improve the competitiveness of its financing compared to markets	18.8%	12.5%	3.4%	0.0%	0.0%	0.0%	6.7%	6.7%
Reduce the complexity of obtaining World Bank Group financing	6.3%	12.5%	0.0%	11.1%	8.3%	6.7%	13.3%	13.3%
Help to bring discipline/effective supervision to implementation of investment projects*	6.3%	6.3%	37.9%	33.3%	25.0%	13.3%	13.3%	6.7%
Offer more innovative knowledge services	6.3%	16.7%	10.3%	22.2%	8.3%	20.0%	20.0%	6.7%
Collaborate more effectively with Government clients	18.8%	20.8%	20.7%	0.0%	8.3%	13.3%	26.7%	6.7%
Work faster	12.5%	6.3%	10.3%	0.0%	8.3%	0.0%	0.0%	0.0%
Offer more innovative financial products	6.3%	20.8%	3.4%	0.0%	8.3%	0.0%	20.0%	6.7%
Ensure greater selectivity in its work	0.0%	6.3%	3.4%	0.0%	0.0%	0.0%	13.3%	0.0%
Reach out more to groups outside of Government	25.0%	27.1%	24.1%	33.3%	41.7%	66.7%	26.7%	46.7%
Increase the level of capacity development in the country	31.3%	35.4%	24.1%	55.6%	16.7%	13.3%	20.0%	46.7%
Improve the quality of its experts as related to Lesotho's specific challenges	6.3%	16.7%	17.2%	0.0%	8.3%	6.7%	6.7%	6.7%
Other	6.3%	4.2%	6.9%	0.0%	0.0%	6.7%	0.0%	0.0%

*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho?* (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Financial services	33.3%	22.4%	14.8%	28.6%	27.3%	5.9%	31.3%	20.0%
Knowledge products	6.7%	6.1%	14.8%	14.3%	27.3%	5.9%	0.0%	20.0%
Convening services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Lesotho	60.0%	65.3%	70.4%	28.6%	36.4%	52.9%	62.5%	53.3%
Don't know	0.0%	6.1%	0.0%	28.6%	9.1%	35.3%	6.3%	6.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Local radio	37.5%	31.9%	40.7%	0.0%	27.3%	5.6%	18.8%	13.3%
International radio	6.3%	4.3%	7.4%	0.0%	0.0%	5.6%	12.5%	0.0%
Social media	25.0%	8.5%	3.7%	0.0%	18.2%	11.1%	12.5%	13.3%
International newspapers*	25.0%	6.4%	25.9%	0.0%	36.4%	38.9%	12.5%	6.7%
Local television	18.8%	23.4%	18.5%	0.0%	9.1%	5.6%	18.8%	13.3%
Internet	25.0%	29.8%	25.9%	75.0%	36.4%	55.6%	43.8%	46.7%
Periodicals	0.0%	6.4%	7.4%	12.5%	18.2%	0.0%	0.0%	6.7%
International television	6.3%	12.8%	25.9%	12.5%	18.2%	27.8%	31.3%	26.7%
Local newspapers	56.3%	44.7%	37.0%	75.0%	36.4%	44.4%	37.5%	53.3%
Other	0.0%	12.8%	3.7%	25.0%	0.0%	0.0%	0.0%	13.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
World Bank Group's publications and other written materials	35.3%	41.7%	46.4%	22.2%	40.0%	66.7%	50.0%	21.4%
e-Newsletters	41.2%	41.7%	35.7%	55.6%	70.0%	33.3%	18.8%	42.9%
World Bank Group's seminars/workshops/conferences	23.5%	33.3%	35.7%	11.1%	10.0%	0.0%	25.0%	28.6%
Mobile phones	0.0%	4.2%	3.6%	0.0%	0.0%	0.0%	12.5%	0.0%
Direct contact with World Bank Group	5.9%	25.0%	14.3%	55.6%	20.0%	27.8%	18.8%	21.4%
World Bank Group's website	41.2%	27.1%	39.3%	44.4%	50.0%	22.2%	43.8%	50.0%
Social media	17.6%	14.6%	17.9%	0.0%	0.0%	11.1%	12.5%	14.3%
Other	5.9%	0.0%	3.6%	0.0%	0.0%	5.6%	0.0%	0.0%

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

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	13.3%	17.0%	37.0%	25.0%	10.0%	11.1%	6.3%	14.3%
No	86.7%	83.0%	63.0%	75.0%	90.0%	88.9%	93.8%	85.7%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	93.3%	93.8%	82.1%	87.5%	100.0%	94.4%	100.0%	86.7%
No	6.7%	6.3%	17.9%	12.5%	0.0%	5.6%	0.0%	13.3%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	60.0%	66.0%	64.3%	62.5%	80.0%	33.3%	56.3%	66.7%
No	40.0%	34.0%	35.7%	37.5%	20.0%	66.7%	43.8%	33.3%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	33.3%	12.8%	17.9%	0.0%	10.0%	16.7%	12.5%	40.0%
No	66.7%	87.2%	82.1%	100.0%	90.0%	83.3%	87.5%	60.0%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
High speed/WiFi	92.9%	81.1%	81.8%	100.0%	88.9%	92.3%	90.9%	100.0%
Dial-up	7.1%	18.9%	18.2%	0.0%	11.1%	7.7%	9.1%	0.0%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Weekly	11.8%	10.4%	25.0%	22.2%	25.0%	0.0%	12.5%	6.7%
Monthly	17.6%	20.8%	21.4%	0.0%	0.0%	11.1%	6.3%	33.3%
A few times a year	23.5%	31.3%	14.3%	55.6%	41.7%	5.6%	50.0%	33.3%
Rarely	23.5%	18.8%	28.6%	22.2%	16.7%	44.4%	18.8%	20.0%
Never	23.5%	18.8%	10.7%	0.0%	16.7%	38.9%	12.5%	6.7%



G. Communication and Information Sharing (continued)

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

	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	6	7.00	1.26	27	8.11	1.65	17	8.12	2.00	5	8.40	1.14	8	8.38	1.19	6	8.33	1.03	9	8.56	1.42	10	9.00	1.05
I find the information on the World Bank Group's websites useful.	9	7.67	1.80	27	8.59	1.37	17	8.47	1.74	5	9.20	0.84	8	8.63	0.92	6	8.00	0.63	9	8.78	1.39	10	9.30	0.82
The World Bank Group's social media channels are valuable sources of information about the institution	6	8.00	2.10	19	7.11	2.11	11	7.27	2.72	1	2.00		3	6.67	2.08	5	7.00	1.58	4	7.75	2.22	4	8.50	1.00
When I need information from the World Bank Group I know how to find it	9	7.89	1.54	31	7.81	2.40	23	8.04	2.31	7	7.57	2.76	8	7.88	1.73	8	6.50	1.41	11	7.45	2.16	8	7.63	2.88
The World Bank Group is responsive to my information requests and inquires	8	8.50	1.41	30	7.80	2.11	22	8.00	1.77	4	8.50	1.29	8	8.00	1.51	5	7.20	1.64	8	7.00	2.39	8	8.00	1.85

H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	71.4%	76.6%	93.1%	66.7%	45.5%	17.6%	28.6%	69.2%
No	28.6%	23.4%	6.9%	33.3%	54.5%	82.4%	71.4%	30.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The World Bank (IDA)	91.7%	86.7%	93.1%	100.0%	55.6%	75.0%	84.6%	92.3%
The International Finance Corporation (IFC)	0.0%	6.7%	3.4%	0.0%	11.1%	25.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	8.3%	6.7%	3.4%	0.0%	33.3%	0.0%	15.4%	7.7%

Do your projects involve both the World Bank and the IFC?*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	33.3%	31.6%	19.0%	0.0%	62.5%	14.3%	11.1%	0.0%
No	66.7%	68.4%	81.0%	100.0%	37.5%	85.7%	88.9%	100.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The two institutions work well together	50.0%	75.0%	0.0%	0.0%	40.0%	0.0%	100.0%	0.0%
The way the two institutions work together needs improvement	50.0%	25.0%	50.0%	0.0%	60.0%	100.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Observer*	8.3%	4.4%	0.0%	22.2%	20.0%	60.0%	13.3%	7.7%
Use World Bank Group reports/data	25.0%	20.0%	23.1%	55.6%	40.0%	20.0%	20.0%	30.8%
Engage in World Bank Group related/sponsored events/activities	50.0%	46.7%	57.7%	11.1%	30.0%	20.0%	40.0%	23.1%
Collaborate as part of my professional duties*	58.3%	64.4%	73.1%	66.7%	40.0%	13.3%	46.7%	61.5%
Use World Bank Group website for information, data, research, etc.	0.0%	13.3%	15.4%	11.1%	0.0%	0.0%	13.3%	38.5%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Female	25.0%	45.8%	50.0%	33.3%	27.3%	55.6%	43.8%	46.7%
Male	75.0%	54.2%	50.0%	66.7%	72.7%	44.4%	56.3%	53.3%

Which best represents your geographic location?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Urban areas	80.0%	81.3%	86.2%	100.0%	91.7%	83.3%	100.0%	86.7%
Peri-Urban areas	6.7%	12.5%	10.3%	0.0%	8.3%	5.6%	0.0%	6.7%
Rural areas	13.3%	6.3%	3.4%	0.0%	0.0%	11.1%	0.0%	6.7%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY 2018 Lesotho COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho?”

- Collaborating with the WBG N=103
- Not collaborating with the WBG N=55

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lesotho?*	102	7.35	1.96	54	5.89	2.33

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group’s effectiveness in Lesotho.*	95	7.54	1.64	39	6.67	1.74

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group’s staff is well prepared to help Lesotho solve its most complicated development challenges?*	90	7.56	1.58	33	6.67	1.08

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

¹⁸ Only 158 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.



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

When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	8.0%	9.1%
Water and sanitation	6.0%	0.0%
Pollution	0.0%	0.0%
Job creation/employment	38.0%	32.7%
Health	12.0%	23.6%
Financial markets	4.0%	5.5%
Social protection	6.0%	7.3%
Gender equity	0.0%	1.8%
Private sector development	46.0%	45.5%
Education	10.0%	20.0%
Public sector governance/reform	32.0%	20.0%
Global/regional integration	5.0%	5.5%
Food security	6.0%	14.5%
Urban development	3.0%	1.8%
Judiciary reform	2.0%	1.8%
Economic growth	29.0%	25.5%
Disaster risk management	0.0%	1.8%
Equality of opportunity	3.0%	7.3%
Eradicating HIV/AIDS and TB	5.0%	9.1%
Information and communications technology	5.0%	5.5%
Transport	18.0%	7.3%
Agriculture and rural development	31.0%	21.8%
Trade and exports	7.0%	7.3%
Crime and violence	0.0%	0.0%
Natural resource management*	4.0%	12.7%
Climate change	3.0%	1.8%
Poverty reduction	9.0%	5.5%
Anti corruption	6.0%	5.5%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Lesotho Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	57	6.98	1.58	17	6.24	2.05
Development Policy Financing (DPF)	52	7.06	1.86	18	6.50	1.76
Trust funds and grants	48	6.98	1.87	16	6.13	2.28
Guarantees	30	6.00	1.95	12	5.67	2.19
IFC Investment Services*	32	6.09	2.33	7	4.14	2.12
IFC Advisory Services	37	6.38	2.22	10	4.80	2.20

*Significantly different between collaborators and non-collaborators

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho*	98	7.69	1.80	39	6.59	2.24
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	99	7.14	2.02	36	6.25	2.41

**Significantly different between collaborators and non-collaborators*

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	97	7.02	1.68	32	6.06	1.87
Flexibility (in terms of the institution's products and services)	91	6.12	1.97	29	5.66	1.78
Flexibility (in terms of changing country circumstances)	90	6.20	1.70	29	5.48	1.92
Being inclusive	96	6.63	1.69	30	5.97	2.16
Openness (sharing data and other information)	99	7.37	1.88	35	6.66	2.15
Collaboration with the Government*	100	8.17	1.48	34	7.44	1.81
The speed in which it gets things accomplished on the ground	96	6.66	1.73	31	6.23	1.80
Helping to bring discipline/effective supervision to implementation of investment projects	97	7.16	1.64	29	6.76	1.94
Collaboration with civil society	77	5.66	1.80	30	5.70	2.20
Staff accessibility	96	6.92	2.26	31	6.45	2.32
Collaboration with other development partners	85	6.91	1.85	29	6.76	2.21
Collaboration with the private sector*	71	6.25	1.94	27	5.33	2.17
Straightforwardness and honesty	93	7.54	1.81	30	7.20	2.31
Treating clients and stakeholders in Lesotho with respect	95	7.85	1.76	28	8.21	1.66
Being a long-term partner	98	8.65	1.44	33	8.30	1.33

**Significantly different between collaborators and non-collaborators*

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection	97	7.25	2.55	44	7.43	2.91
Gender equity	95	6.98	2.36	46	7.54	2.66
Private sector development	100	9.07	1.32	50	9.10	1.37
Education	100	8.49	1.89	48	8.52	1.99
Public sector governance/reform	102	8.93	1.54	48	8.98	1.59
Global/regional integration	94	7.77	2.26	45	8.20	2.16
Food security	99	8.21	2.23	47	8.15	2.07
Urban development	98	7.53	2.33	46	7.89	2.36
Energy	97	8.10	1.99	48	8.29	2.05
Water and sanitation	99	8.34	2.00	49	8.47	2.14
Pollution	95	7.05	2.52	47	7.91	2.77
Job creation/employment	99	8.92	1.61	46	8.89	1.96
Health	100	8.41	2.08	49	8.43	2.22
Financial markets	97	7.86	2.21	45	8.56	1.88
Transport	99	8.52	1.83	49	8.59	2.18
Agriculture and rural development	98	8.97	1.55	48	8.96	1.89
Trade and exports	98	8.13	2.02	46	8.54	1.89
Crime and violence	93	6.68	2.62	46	7.37	2.69
Natural resource management	97	7.73	2.35	48	7.92	2.58
Climate change	98	7.98	2.05	47	8.34	2.21
Poverty reduction	98	8.91	1.63	48	8.94	1.99
Anti corruption	98	8.62	2.07	46	8.35	2.33
Judiciary reform	96	7.89	2.37	46	8.24	2.29
Economic growth	100	9.31	1.28	49	9.35	1.38
Disaster risk management	97	7.51	2.17	47	7.96	2.39
Equality of opportunity	97	8.04	2.03	47	8.19	2.09
Eradicating HIV/AIDS and TB	99	8.28	2.29	47	8.34	2.29
Information and communications technology	99	8.42	1.97	47	8.34	2.11



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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection	60	7.10	2.02	21	6.90	2.02
Private sector development	70	6.94	1.76	26	6.73	2.66
Education	73	7.25	1.37	29	6.90	2.29
Public sector governance/reform	80	6.95	1.79	29	6.93	2.10
Global/regional integration	50	6.44	1.73	23	6.30	2.16
Food security	63	7.10	1.90	28	6.43	2.01
Energy	46	6.78	1.97	17	5.65	2.47
Job creation/employment	62	6.44	1.99	25	6.08	2.29
Health	71	7.90	1.29	31	7.32	2.26
Transport	73	7.58	1.86	23	6.83	2.04
Agriculture and rural development	71	7.32	1.93	29	6.83	2.11
Trade and exports	56	6.38	2.24	21	6.00	2.07
Poverty reduction	66	7.02	1.80	31	6.71	2.34
Economic growth	71	7.20	1.64	28	6.96	2.13
Eradicating HIV/AIDS and TB	72	7.42	1.66	29	7.45	2.31

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lesotho	97	7.26	1.39	36	6.92	1.83

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho	85	6.51	1.98	27	5.93	1.92
The World Bank Group meets Lesotho's needs for knowledge services	89	6.58	1.70	33	6.55	1.87



D. The World Bank Group’s Knowledge Work and Activities

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	87	6.75	1.69	28	6.71	1.49
Include appropriate level of stakeholder involvement	83	6.71	1.70	29	6.24	2.01
Lead to practical solutions	93	6.81	1.69	34	6.68	1.77
Are accessible (well written and easy to understand)	92	7.27	1.58	32	6.88	1.83
Are source of relevant information on global good	88	7.68	1.63	33	7.30	1.76
Are relevant to country challenges	92	6.92	1.72	36	6.50	1.65
Are adequately disseminated*	86	6.09	1.95	32	5.16	2.13
Are translated enough into local language	68	3.93	2.39	28	3.79	1.89
Are adaptable to Lesotho’s specific development challenges and country circumstances	91	6.47	1.75	32	5.97	2.18

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group knowledge work and activities make to development results in your country?*	94	7.40	1.52	35	6.17	1.71
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?	97	8.00	1.51	38	7.47	1.43

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

**Significantly different between collaborators and non-collaborators*

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	78	7.38	1.77	22	7.27	2.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports	93	7.95	1.45	34	7.56	1.80
The World Bank Group's approvals and reviews are done in a timely fashion	87	7.37	1.40	27	7.11	1.58
The World Bank Group's "Safeguard Policy" requirements are reasonable	75	7.37	1.30	22	6.91	1.57
The World Bank Group's conditions on its lending are reasonable*	76	7.33	1.52	24	6.42	1.93
The World Bank Group takes decisions quickly in Lesotho	81	7.00	1.57	25	7.04	1.59
Working with the World Bank Group increases Lesotho's institutional capacity	97	7.47	1.63	28	7.25	1.73
Where country systems are adequate, the World Bank Group makes appropriate use of them	75	7.41	1.72	22	7.27	2.10
The World Bank Group provides effective implementation support	93	7.80	1.57	31	7.81	1.72

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Groups's work helps to find solutions that promote private public partnerships in Lesotho?	80	7.01	1.97	29	6.24	2.28
To what extent do you believe the World Bank measures and corrects its work in real time in Lesotho?	83	7.19	1.36	23	6.52	2.02

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

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	64	8.17	1.60	19	8.32	1.34
I find the information on the World Bank Group's websites useful.	66	8.56	1.46	20	8.75	1.12
The World Bank Group's social media channels are valuable sources of information about the institution	35	7.09	2.23	15	7.47	2.23
When I need information from the World Bank Group I know how to find it	75	7.93	2.17	25	6.96	2.34
The World Bank Group is responsive to my information requests and inquires	71	7.99	1.91	21	7.43	1.69



Appendix D: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents N=97
- FY 2018 Number of comparable respondents N=159

By weighting, the FY 2014 and FY 2018 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2014	FY 2018
Office of the President/Prime Minister/Minister	7%	7%
Government Institutions	47%	47%
Local Government Office	2%	2%
Bilateral/Multilateral Agency	7%	7%
Civil Society	18%	18%
Private Sector	12%	12%
Academia/Research Institute/Think Tank	3%	3%
Media	4%	4%

A. General Issues facing Lesotho

In general would you say that Lesotho is headed in ... ?

Percentage of Respondents	FY 2014	FY 2018
The right direction	61.4%	54.7%
The wrong direction	9.6%	12.7%
Not sure	28.9%	32.7%

B. Overall Attitudes toward the World Bank Group

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lesotho?*	96	5.98	2.47	157	6.74	2.18

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY 2014 and FY 2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho.	84	6.84	2.05	132	7.10	1.68

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?	77	7.22	2.16	121	7.21	1.53

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

¹⁹ Only those questions that were asked in the FY 2014 and FY 2018 Country Opinion Surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho	92	7.52	1.92	131	7.29	1.97
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	87	7.52	1.98	127	6.91	2.09

*Significantly different between FY 2014 and FY 2018

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

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	64	6.78	1.76	122	6.52	1.76
Flexibility (in terms of the institution's products and services)	62	6.30	2.34	112	5.80	1.90
Flexibility (in terms of changing country circumstances)*	66	6.58	2.04	112	5.90	1.77
Being inclusive	68	6.63	2.21	118	6.27	1.88
Openness (sharing data and other information)	76	7.37	2.26	127	7.03	1.98
Collaboration with the Government	78	8.33	1.51	128	7.93	1.60
The speed in which it gets things accomplished on the ground	56	6.53	2.26	122	6.42	1.75
Helping to bring discipline/effective supervision to implementation of investment projects ¹				119	6.87	1.72
Collaboration with civil society	61	5.91	2.42	106	5.61	1.98
Staff accessibility	67	6.11	2.50	122	6.60	2.36
Collaboration with other development partners**	63	7.84	2.01	109	6.81	1.99
Collaboration with the private sector*	54	7.05	2.25	94	5.92	1.98
Straightforwardness and honesty	68	7.00	2.20	119	7.40	1.87
Treating clients and stakeholders in Lesotho with respect***	73	7.59	2.34	119	7.85	1.71
Being a long-term partner	71	8.54	1.59	126	8.43	1.40

*Significantly different between FY 2014 and FY 2018

¹ Only FY 2018 questionnaire had this response option.

** In FY 2014, the response option was "Collaboration with other donors and development partners."

***In FY 2014, the response option was "The World Bank Group treats clients and stakeholders in Lesotho with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho?²⁰ (1-Not important at all, 10-Very important)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	88	7.08	2.28	141	7.42	2.66
Gender equity	86	6.95	2.18	141	7.33	2.51
Private sector development**	91	8.47	1.71	149	9.14	1.28
Education	86	8.93	1.53	147	8.58	1.85
Public sector governance/reform*	90	8.09	2.42	148	8.97	1.54
Global/regional integration	82	7.75	2.11	139	7.96	2.21
Urban development	88	7.99	1.97	144	7.77	2.28
Energy	92	7.82	2.31	143	8.27	1.92
Water and sanitation	88	8.22	1.99	147	8.49	1.96
Pollution				140	7.43	2.61
Job creation/employment*	89	8.53	1.90	144	9.05	1.57
Health	92	8.56	1.49	147	8.53	2.05
Financial markets	85	7.90	2.13	141	8.30	2.03
Transport	89	8.86	1.60	147	8.59	1.91
Trade and exports	86	8.32	1.96	143	8.35	1.91
Crime and violence	88	6.51	2.85	139	7.10	2.66
Natural resource management*	94	7.12	2.71	143	7.90	2.43
Climate change*	91	7.08	2.53	144	8.20	2.08
Poverty reduction	93	9.18	1.24	144	9.01	1.70
Anti corruption	90	8.37	2.45	143	8.59	2.10
Judiciary reform				142	8.11	2.29
Economic growth	91	9.13	1.18	147	9.39	1.21
Disaster risk management***	89	6.36	2.46	143	7.75	2.25
Equality of opportunity*	84	7.55	2.29	143	8.20	2.00
Eradicating HIV/AIDS and TB***	91	8.09	2.00	145	8.25	2.29
Information and communications technology	87	8.38	2.16	145	8.48	1.95
Food security, agriculture and rural development****	94	8.56	1.54	149	8.65	1.69

*Significantly different between FY 2014 and FY 2018

ⁱ In FY 2014, the category was "Domestic private sector development."

ⁱⁱ In FY 2014, the category was "Disaster management."

ⁱⁱⁱ In FY 2014, the category was "Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)."

^{iv} In FY 2014, there were two categories related to food security, agriculture and rural development: "Agricultural development and food security" and "Rural development." In FY 2018, there were also two categories related to food security, agriculture and rural development, but the combination of the three development areas was different: "Food security" and "Agriculture and rural development." Mean scores of responses to FY 2014 "Agricultural development and food security" and "Rural development" were calculated and included in a separate variable "Food security, agriculture and rural development." In FY 2018, mean scores of responses to "Food security" and "Agriculture and rural development" were calculated and included in the variable "Food security, agriculture and rural development." The year comparison of this variable is included in this table.

²⁰ The categories that were compared had the same wording or slightly different wording, but the same meaning.

The category "Pollution" was absent in FY 2014; FY 2018 "Judiciary reform" category could not be compared to FY 2014 "Law and justice (e.g., judicial system)" category.

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

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection*	43	5.90	2.31	78	7.06	2.00
Private sector development [†]	52	6.64	2.23	95	6.87	1.92
Education	64	7.58	2.48	104	7.03	1.71
Public sector governance/reform	65	7.19	2.45	103	6.89	1.93
Global/regional integration	51	6.52	2.10	75	6.45	1.76
Energy	56	6.95	2.54	65	6.35	2.10
Job creation/employment	61	6.75	2.27	86	6.23	2.12
Health	64	7.70	2.03	101	7.65	1.69
Transport	64	7.07	2.14	96	7.20	1.94
Trade and exports	47	6.92	2.35	77	6.20	2.23
Poverty reduction*	70	7.69	2.05	100	6.94	1.96
Economic growth	64	7.34	2.31	101	7.06	1.76
Eradicating HIV/AIDS and TB [‡]	69	7.73	1.99	101	7.41	1.86
Food security, agriculture and rural development ^{‡‡‡}	66	6.91	2.16	103	7.05	1.79

*Significantly different between FY 2014 and FY 2018

[†] In FY 2014, the category was "Domestic private sector development."

[‡] In FY 2014, the category was "Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)."

^{‡‡‡} In FY 2014, there were two categories related to food security, agriculture and rural development: "Agricultural development and food security" and "Rural development." In FY 2018, there were also two categories related to food security, agriculture and rural development, but the combination of the three development areas was different: "Food security" and "Agriculture and rural development." Mean scores of responses to FY 2014 "Agricultural development and food security" and "Rural development" were calculated and included in a separate variable "Food security, agriculture and rural development." In FY 2018, mean scores of responses to "Food security" and "Agriculture and rural development" were calculated and included in the variable "Food security, agriculture and rural development." The year comparison of this variable is included in this table.

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	81	7.36	1.78	129	7.08	1.48

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho	77	6.52	2.13	105	6.16	1.84
The World Bank Group meets Lesotho's needs for knowledge services	80	6.56	2.41	115	6.57	1.69

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	FY 2014	FY 2018
Weekly	4.1%	10.7%
Monthly	6.2%	12.7%
A few times a year	42.3%	37.3%
Rarely	25.8%	24.7%
Never	21.6%	14.7%

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:*(1-To no degree at all, 10-To a very significant degree)*

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	66	6.13	2.33	108	6.61	1.57
Include appropriate level of stakeholder involvement during preparation	70	6.25	2.56	105	6.50	1.66
Lead to practical solutions	71	7.02	2.10	118	6.72	1.70
Are accessible (well written and easy to understand)	73	7.10	2.29	116	7.10	1.71
Are source of relevant information on global good practices	70	7.63	2.23	111	7.49	1.65
Are relevant to country challenges ^a				118	6.74	1.61
Are adequately disseminated	68	5.72	2.75	109	5.73	1.98
Are translated enough into local language	59	3.87	3.19	92	3.85	2.31
Are adaptable to Lesotho's specific development challenges and country circumstances	69	6.50	2.24	115	6.20	1.79

^a*Only FY 2018 questionnaire had this response option.*

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	85	7.48	1.81	120	6.96	1.53
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	81	7.47	2.09	127	7.76	1.43

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)^{*}*Significantly different between FY 2014 and FY 2018*



E. Working with the World Bank Group

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	53	6.39	2.56	91	7.41	1.77
The World Bank Group effectively monitors and evaluates the projects and programs it supports	75	7.46	2.14	120	7.77	1.53
The World Bank Group's approvals and reviews are done in a timely fashion*	57	6.62	2.44	104	7.29	1.37
The World Bank Group's "Safeguard Policy" requirements are reasonable	51	7.12	2.39	90	7.27	1.34
The World Bank Group's conditions on its lending are reasonable	59	6.85	2.48	92	7.03	1.64
The World Bank Group takes decisions quickly in Lesotho*	53	5.83	2.60	97	7.01	1.54
Working with the World Bank Group increases Lesotho's institutional capacity	71	7.32	2.31	115	7.34	1.63
Where country systems are adequate, the World Bank Group makes appropriate use of them	55	6.87	2.46	87	7.28	1.77
The World Bank provides effective implementation support	69	7.64	2.04	114	7.83	1.56

*Significantly different between FY 2014 and FY 2018

F. The Future Role of the World Bank Group in Lesotho

When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)*

Percentage of Respondents	FY 2014	FY 2018
Financial services	32.3%	22.5%
Knowledge products	20.4%	9.9%
Convening services	2.2%	0.0%
None of the above	0.0%	0.0%
The combination is appropriate for Lesotho	41.9%	55.6%
Don't know	3.2%	11.9%

*Significantly different between FY 2014 and FY 2018

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	FY 2014	FY 2018
Yes	21.1%	16.7%
No	78.9%	83.3%

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

Percentage of Respondents	FY 2014	FY 2018
Yes	67.0%	59.6%
No	33.0%	40.4%

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

Percentage of Respondents	FY 2014	FY 2018
High speed/WiFi ¹	83.8%	89.4%
Dial-up	16.2%	10.6%

¹ In FY 2014, the category was "High speed."

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

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	63	7.40	2.05	84	8.29	1.48
I find the information on the World Bank Group's websites useful.*	62	8.10	1.86	86	8.62	1.30
The World Bank Group's social media channels are valuable sources of information about the institution	37	7.10	2.98	47	7.10	2.17
When I need information from the World Bank Group I know how to find it*	69	6.42	3.08	98	7.60	2.20
The World Bank Group is responsive to my information requests and inquires*	55	6.72	2.66	85	7.78	1.84

*Significantly different between FY 2014 and FY 2018



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho	6.67	7.54	7.41	6.08	7.31	7.21	7.17	7.44	7.10	7.40	7.24	7.56
Overall the World Bank Group currently plays a relevant role in development in Lesotho	6.59	7.69	7.45	6.27	7.37	7.31	7.36	7.35	7.08	7.52	7.26	7.94
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	6.25	7.14	6.98	6.50	6.87	7.11	6.94	6.94	7.00	6.90	6.80	7.88
Responsiveness to needs	6.06	7.02	6.87	5.40	6.96	6.42	6.75	6.89	6.64	6.91	6.71	7.50
Flexibility (in terms of the institution's products and services)	5.66	6.12	6.12	4.25	6.23	5.58	5.90	6.23	5.40	6.40	5.94	7.00
Flexibility (in terms of changing country circumstances)	5.48	6.20	6.18	4.86	6.21	5.75	5.84	6.41	5.41	6.49	6.06	6.38
Being inclusive	5.97	6.63	6.54	5.00	6.49	6.35	6.38	6.55	6.09	6.66	6.45	6.46
Openness (sharing data and other information)	6.66	7.37	7.35	6.00	7.42	6.92	7.47	7.02	6.48	7.73	7.28	7.24
Collaboration with the Government	7.44	8.17	8.07	7.00	7.96	8.14	8.14	7.84	7.72	8.17	7.96	8.38
The speed in which it gets things accomplished on the ground	6.23	6.66	6.61	6.00	6.62	6.48	6.33	6.89	6.42	6.68	6.52	7.00
Helping to bring discipline/effective supervision to implementation of investment projects	6.76	7.16	7.17	5.80	7.27	6.66	6.83	7.44	7.07	7.13	7.10	7.13
Collaboration with civil society	5.70	5.66	5.71	5.00	5.65	5.69	5.39	6.02	5.97	5.47	5.57	6.50
Staff accessibility	6.45	6.92	6.97	5.56	6.88	6.85	6.80	6.96	6.21	7.21	6.79	7.40
Collaboration with other development partners	6.76	6.91	7.14	4.63	6.76	7.38	6.97	6.93	6.71	7.10	6.89	7.60
Collaboration with the private sector	5.33	6.25	6.11	5.17	6.07	6.00	5.93	6.21	6.00	6.09	5.98	6.58
Straightforwardness and honesty	7.20	7.54	7.47	7.63	7.54	7.33	7.40	7.58	7.43	7.51	7.52	7.21
Treating clients and stakeholders in Lesotho with respect	8.21	7.85	7.88	8.33	7.86	8.00	7.85	7.96	7.86	7.92	7.89	7.94
Being a long-term partner	8.30	8.65	8.64	7.43	8.55	8.62	8.51	8.64	8.49	8.61	8.57	8.56
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	6.92	7.26	7.22	6.42	7.20	7.00	7.18	7.11	6.88	7.32	7.05	7.76
The World Bank Group's financial instruments meet the needs of Lesotho	5.93	6.51	6.46	5.33	6.56	5.93	6.41	6.37	6.03	6.61	6.26	7.13
The World Bank Group meets Lesotho's needs for knowledge services	6.55	6.58	6.65	5.83	6.66	6.47	6.63	6.58	6.34	6.75	6.63	6.47
World Bank Group's knowledge work and activities are adaptable to Lesotho's specific development challenges and country circumstances	5.97	6.47	6.39	5.50	6.40	6.13	5.99	6.78	6.00	6.52	6.27	6.73
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.17	7.40	7.27	5.63	7.24	6.97	7.00	7.39	6.89	7.33	7.11	7.53
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.47	8.00	7.93	7.80	8.03	7.63	7.99	7.83	7.59	8.13	7.94	7.82
The World Bank Group takes decisions quickly in Lesotho	7.04	7.00	7.13	6.00	7.28	6.58	7.16	7.04	6.70	7.33	6.98	8.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.27	7.41	7.48	6.33	7.58	6.95	7.27	7.63	7.36	7.48	7.37	7.92

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Lesotho FY 2018 Questionnaire



World Bank Group Country Survey FY 2018 – Lesotho

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Lesotho or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Lesotho, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Lesotho.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING LESOTHO

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

SECTION A: GENERAL ISSUES

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

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lesotho? (Choose no more than THREE)			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Eradicating HIV/AIDS and TB	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management
14	Judiciary reform		

**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

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

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

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

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

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

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

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Eradicating HIV/AIDS and TB
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food security	27	Poverty reduction
14	Urban development	28	Anti corruption

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lesotho?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Coordination of development partners	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Lesotho? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Lesotho Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

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

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

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

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

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



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

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



SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
2	Private sector development	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
5	Global/regional integration	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
6	Food security	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
7	Energy	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
9	Health	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
10	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
11	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
14	Economic growth	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
15	Eradicating HIV/AIDS and TB	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>

C3. To what extent does the World Bank Group’s work help to achieve development results in Lesotho?

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
C4	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lesotho	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
C5	The World Bank Group meets Lesotho’s needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>



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

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

In Lesotho, to what extent do you believe that the World Bank Group’s knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to Lesotho’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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



SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LESOTHO**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Lesotho's economy
2	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
3	Reduce the complexity of obtaining World Bank Group financing
4	Help to bring discipline/effective supervision to implementation of investment projects
5	Offer more innovative knowledge services
6	Collaborate more effectively with Government clients (e.g., national, state, local)
7	Work faster
8	Offer more innovative financial products
9	Ensure greater selectivity in its work
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Improve the quality of its experts as related to Lesotho's specific challenges
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Lesotho
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

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

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Lesotho? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Urban areas
2	Peri-Urban areas
3	Rural areas

Thank you for completing the survey!