



CountryOpinionSurveys

FY 2025 **Angola** Country Opinion Survey Report

Acknowledgements

The Angola Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Sofya Gubaydullina, and Qi Xue oversaw the design, reporting, and analysis of the survey results. Irina Popova and Noreen Wambui provided data support.

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Objectives

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

- 1. Overall Views of the WBG:** How familiar are stakeholders with the WBG? How much do they trust the WBG? What opinions do stakeholders have of the WBG regarding its effectiveness and relevance to development in Angola? Are these perceptions improving or declining? Do stakeholders feel that the WBG has changed for the better or the worse in the last two years?
- 2. The WBG's Work on Development Priorities:** What areas of development are perceived to be the most important? Has the WBG been helpful in achieving the goals of its projects in these areas? How do respondents perceive its operational effectiveness? How did these projects impact the people of Angola, and how could the WBG have been more helpful?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Angola? What opinion do key stakeholders have of WBG's financial instruments and knowledge products? How are stakeholders using WBG knowledge work, and has it influenced government policy in Angola?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Angola? Are opinions improving or declining? How effective has the WBG been in facilitating the Government's engagement with civil society?
- 5. Communications:** What are the preferred communication channels, and do they differ between stakeholder groups? Do stakeholders recall any WBG messaging? What key topics do stakeholders recall? What information do stakeholders want from the WBG?



Methodology Overview

Fielded in April – July 2025

- 688 potential participants were asked to complete the survey
- Respondents completed the questionnaire online and by courier
- List of names provided by the WBG country team and supplemented by the field agency
- Data collection conducted by an independent field firm

505 participants (73% response rate)

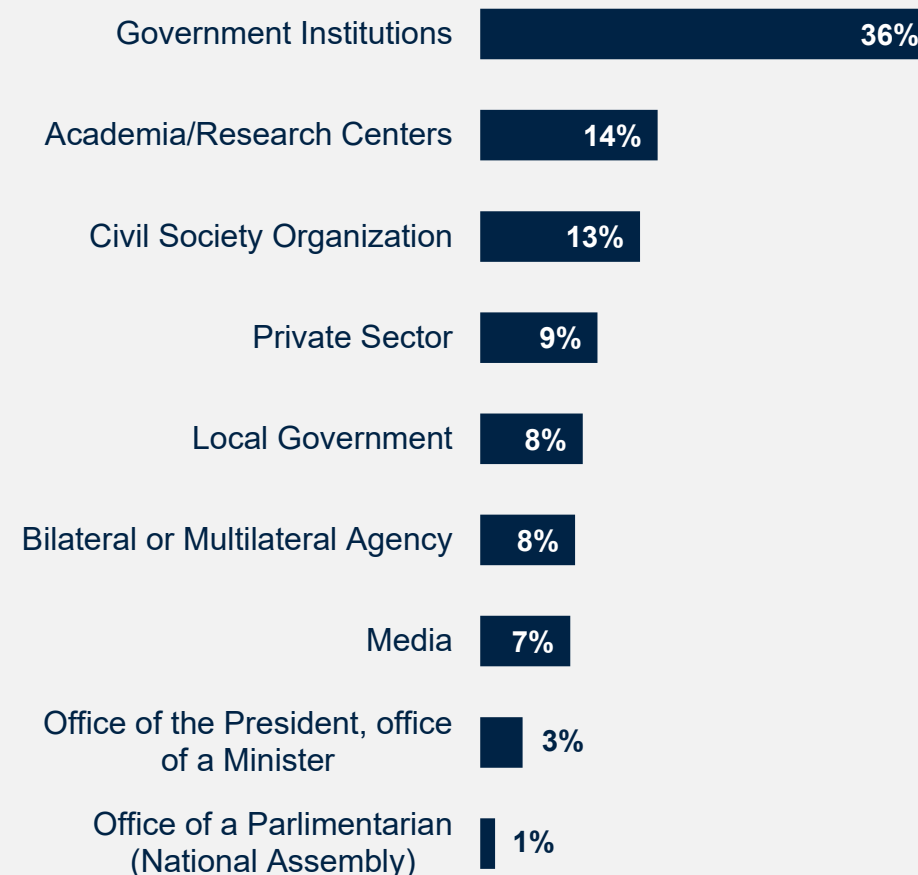
- 75% from Luanda
- 46% have collaborated with the WBG within the past 3 years

Compared to the FY22 Country Survey Results

- 502 participants (62% response rate)
- 67% from Luanda
- 21% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.

Stakeholders in FY25 COS Sample



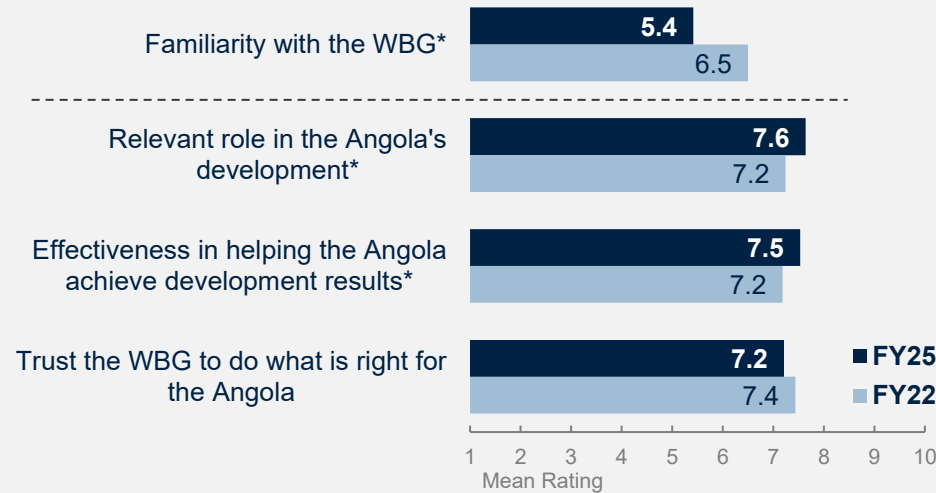
What is your primary professional affiliation? (Select only 1 response) (Percentage of Respondents, N=502)

Executive Summary

1. Overall Views of the WBG:

This year, stakeholders in Angola reported, on average, lower levels of **familiarity** with the WBG’s work than in FY22; yet, they consistently reported high levels of **trust** in the institution, on par with the private sector and slightly below academia.

Year-over-year ratings for the WBG’s **relevance** to the country’s development priorities and **effectiveness** in helping Angola achieve development results improved significantly, and were on par with those of other Eastern and Southern African countries and IBRD countries surveyed in FY25.

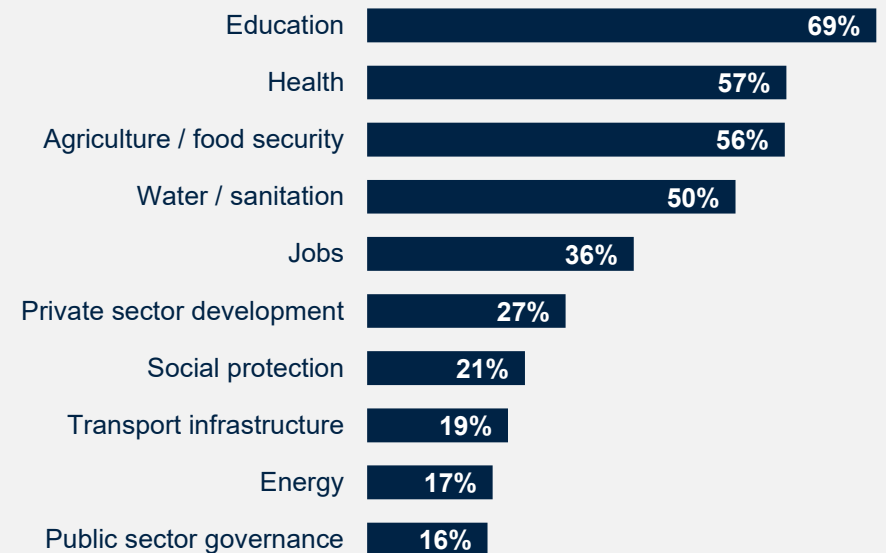


2. The WBG’s Work on Development Priorities:

Education, health, agriculture/food security, water/sanitation, and jobs were indicated as the top priorities for the WBG’s support. All five priorities were consistent with the FY22 findings, with education remaining the top priority for most stakeholders.

In their qualitative comments regarding how to make the WBG more effective in Angola, respondents emphasized the need for more and better schools—particularly in rural areas—along with improved teaching quality, infrastructure, and job-linked technical and vocational training supported by youth scholarships. Health was also recognized as essential, with calls for stronger primary and community care through upgraded facilities, reliable medicines and equipment, and expanded training for healthcare workers to better reach remote communities and improve maternal and child health outcomes.

In addition, respondents urged greater support for smallholder and family farmers via access to credit, inputs, irrigation, technical assistance, and improved rural roads and value chains to boost productivity and reduce poverty. Finally, they highlighted clean water and basic sanitation as urgent needs, especially for peri-urban and rural populations.



Executive Summary (continued)

3. WBG's Operational Effectiveness:

In response to the question about WBG reform efforts over the past two years, **two-thirds of the stakeholders reported that the institution had become somewhat or significantly better at fulfilling its core mission of improving people's lives in Angola**, and 59% stated that it had improved in contributing to the country's overall business environment.

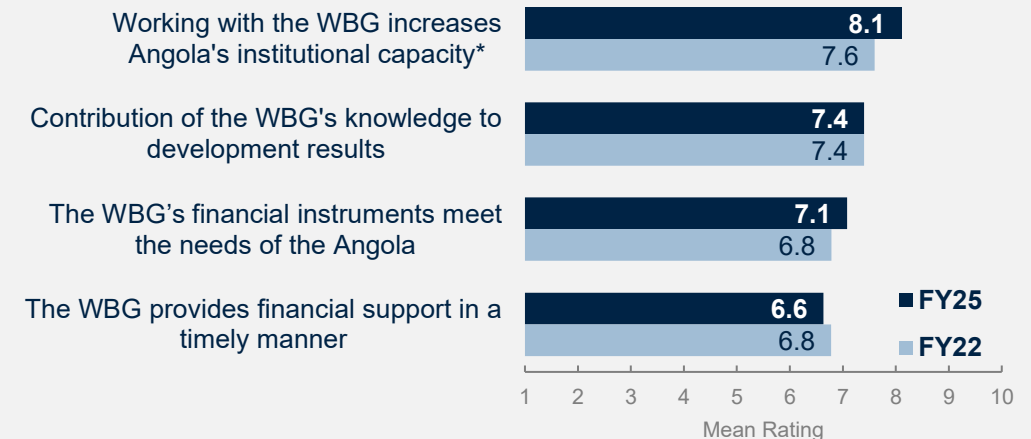
WBG clients and partners identified the most notable reform-related change in improving the **technical quality** of WBG-supported projects, with over 70% of respondents recognizing positive change in this area. Another 60% observed improvements in the **ease of working** with the Bank and in its **partnerships with others to increase development finance**. Views on the **speed of the Bank's project approval** and its **working across institutions** were more moderate, but still very positive: 52% of clients reported improvements in both areas. **When asked how helpful the WBG was in achieving project goals, 98% of respondents said the Bank was helpful**, with 74% rating it as very helpful.

In their written comments, respondents emphasized that to **enhance its operational effectiveness** in Angola, the WBG should strengthen governance with tighter oversight, public transparency, and independent monitoring to prevent delays and misuse of funds; engage communities more deeply—especially youth—through closer work with local institutions and civil society and sustained field presence; and design projects around stronger diagnostics, better targeting to local realities, adaptability as needs change, and improved coordination with government and partners to boost impact.

4. WBG Instruments:

Stakeholders viewed the WBG's **financial resources** (67%) as its greatest value to Angola, followed by **advisory services** that were highly valued by 50% of respondents. Perceptions of the WBG's financial support in Angola were moderately positive, and in qualitative comments, many pointed out the need for more financing, especially for youth and women's entrepreneurship, access to micro/small business credit, while pairing finance with technical assistance and capacity building, so projects are viable and sustainable.

74% of respondents reported that they had used the WBG's knowledge work, primarily workshops and training courses. Stakeholders expressed very positive views of the Bank's knowledge, with significant improvements in ratings for its **increasing Angola's institutional capacity**. 71% reported that the **WBG's policy advice helped shape government policies in Angola**, contributing to the decentralization of the water supply, new policies and codes in the education sector, and family farming frameworks.

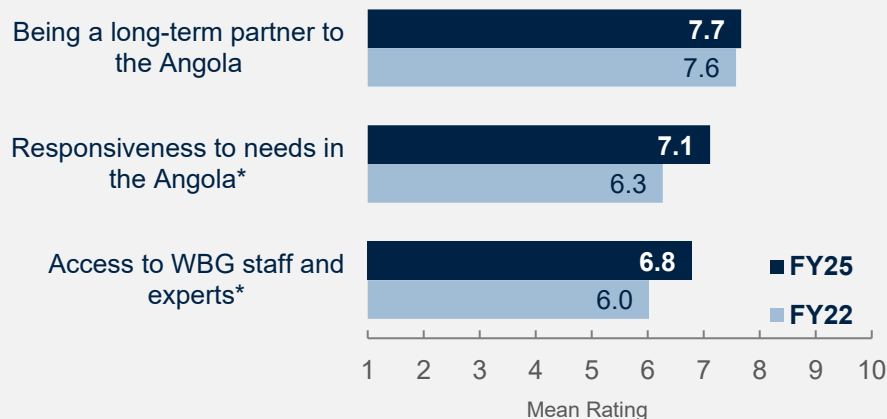


Executive Summary (continued)

In written responses, stakeholders suggested that the WBG’s knowledge and technical support could be more closely tailored to local realities. They called for more analysis that provides context-specific, practical guidance and helps government and partners tackle real development challenges. Many emphasized expanding training and capacity-building—both within public institutions and civil society (particularly youth)—to enable fuller participation in development. Respondents also urged clearer and more accessible communication, as well as the wider dissemination of knowledge products, so that findings can reach and be used by decision-makers and communities.

5. The WBG’s Engagement and Collaboration:

Stakeholders continue to view the WBG as a **long-term development partner** to Angola, and their perceptions of WBG staff accessibility and responsiveness were significantly more positive this year. The WBG received high ratings for the effectiveness of its partnerships with the **national government** and **other donors and development partners**, including the UN, EU, ADB, and AFD, and perceptions of



the WBG’s collaboration with the **private sector** and **civil society** have improved since FY22, although they remain moderately positive. Looking ahead, respondents would like to see more collaboration with **academia, the private sector, and civil society**. In open-ended comments, respondents emphasized that the WBG should deepen engagement by listening directly to communities—especially youth and vulnerable groups—through regular consultations and participatory research that shape projects from the outset. They also called for stronger, sustained partnerships with local governments, civil society, NGOs, academia, and the private sector at both national and sub-national levels to co-design, implement, and monitor interventions, build local ownership, and maintain open feedback channels.

6. Communications:

66% of respondents recalled seeing or hearing about the WBG recently, most often about the WBG’s efforts to empower girls and women for sustainable development and poverty reduction. Stakeholders most frequently reported obtaining this information through traditional media channels (TV, radio, newspapers).

WBG events (in-person or online) and **direct contact** with Bank staff were indicated as the preferred WBG’s communications channels. Most stakeholders listed **impact assessments, information on how to work or partner with the WBG, and regular updates on the WBG activities** as the most helpful information types for better understanding the Bank’s role in Angola, and respondents from the media, the private sector, and civil society were also interested in overviews of the WBG’s financial products and services.



Overall Views of the World Bank Group



WORLD BANK GROUP

Familiarity with the WBG has decreased since FY22; Highest Among Bilateral or Multilateral Agencies and Government Institutions

Comparison of FY22 and FY25

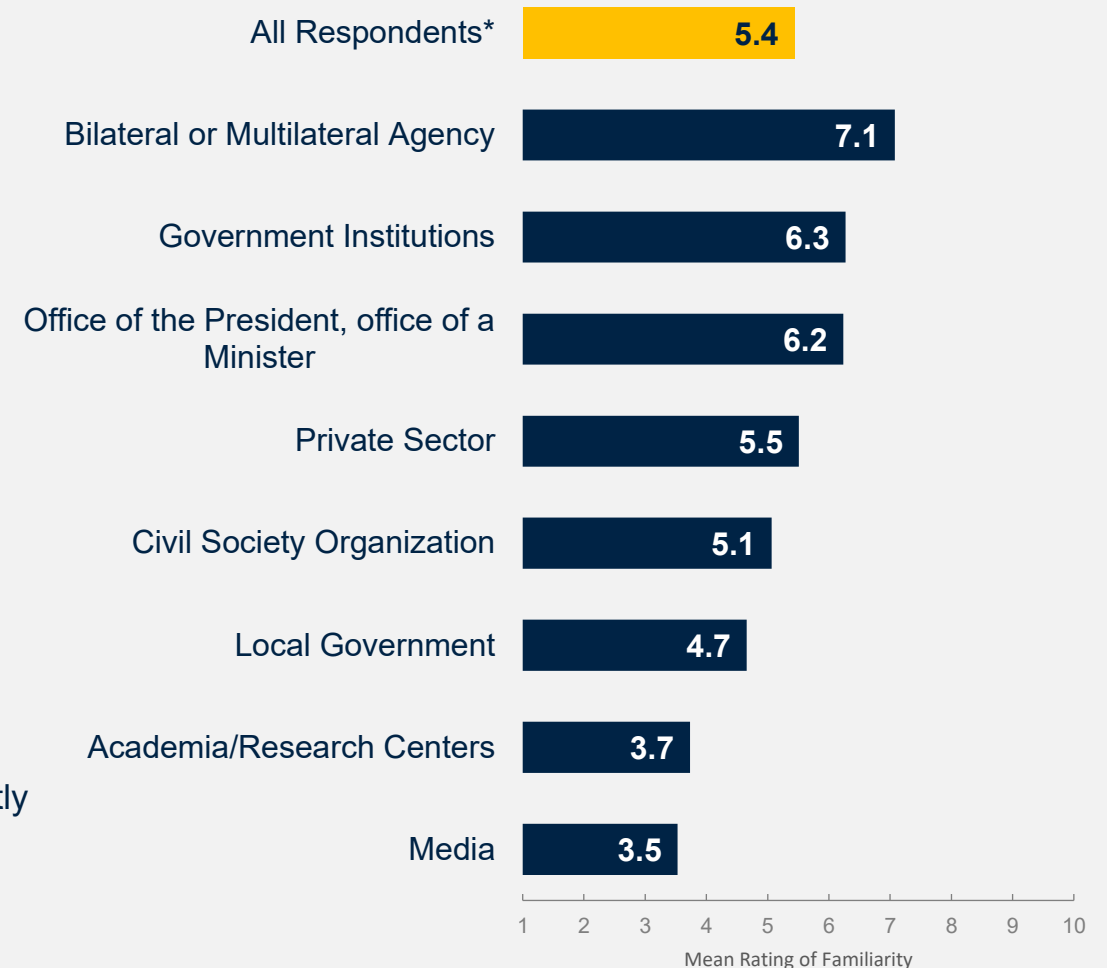
Mean familiarity*: **FY25 = 5.4**
FY22 = 6.5

Collaboration with the WBG

Mean familiarity*: **Collaborate with WBG = 7.2**
Do not collaborate = 3.9

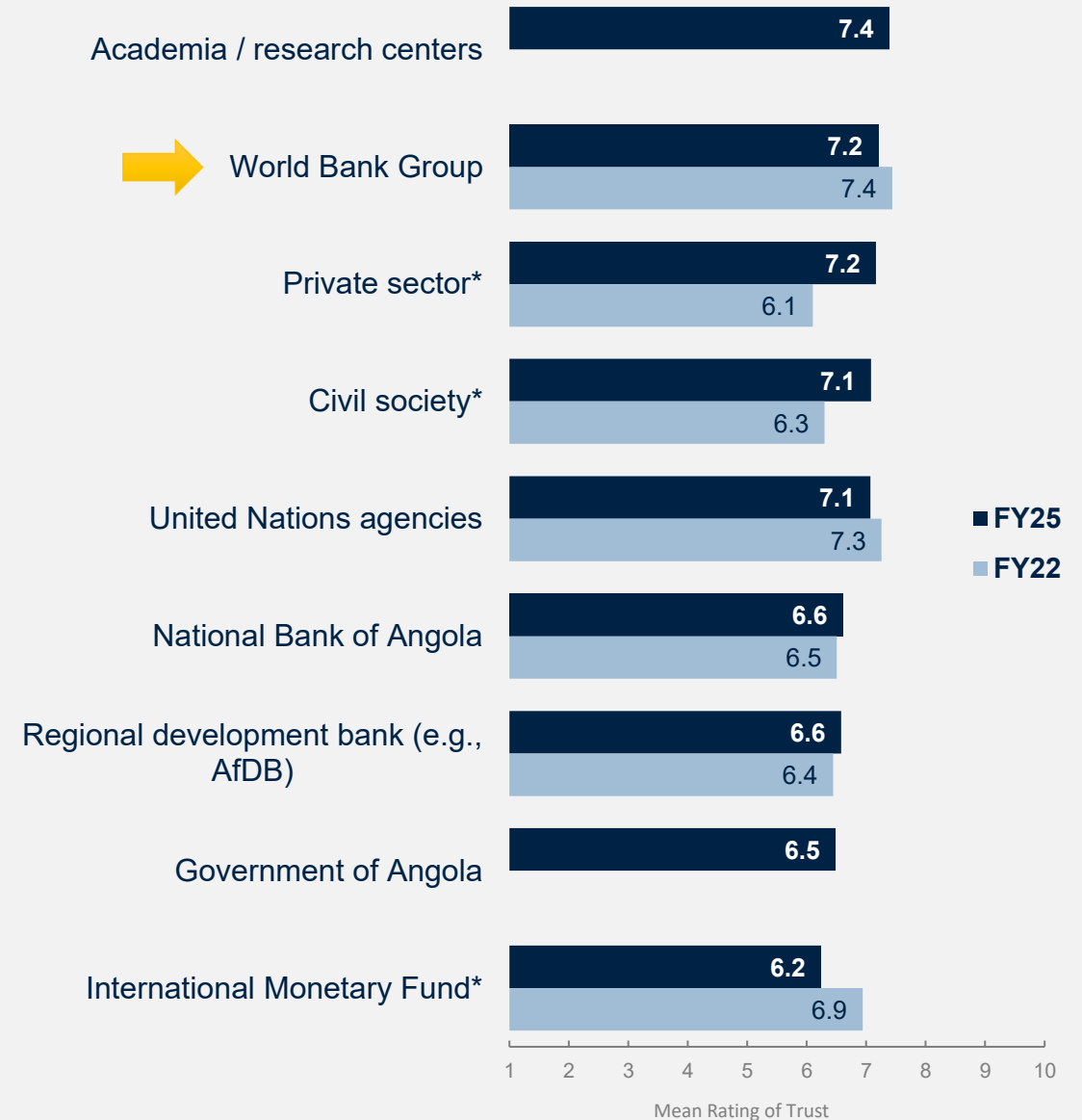
Stakeholder groups

Respondents from bilateral or multilateral agencies and government institutions were most familiar with the WBG, whereas academia and media respondents were significantly less familiar.



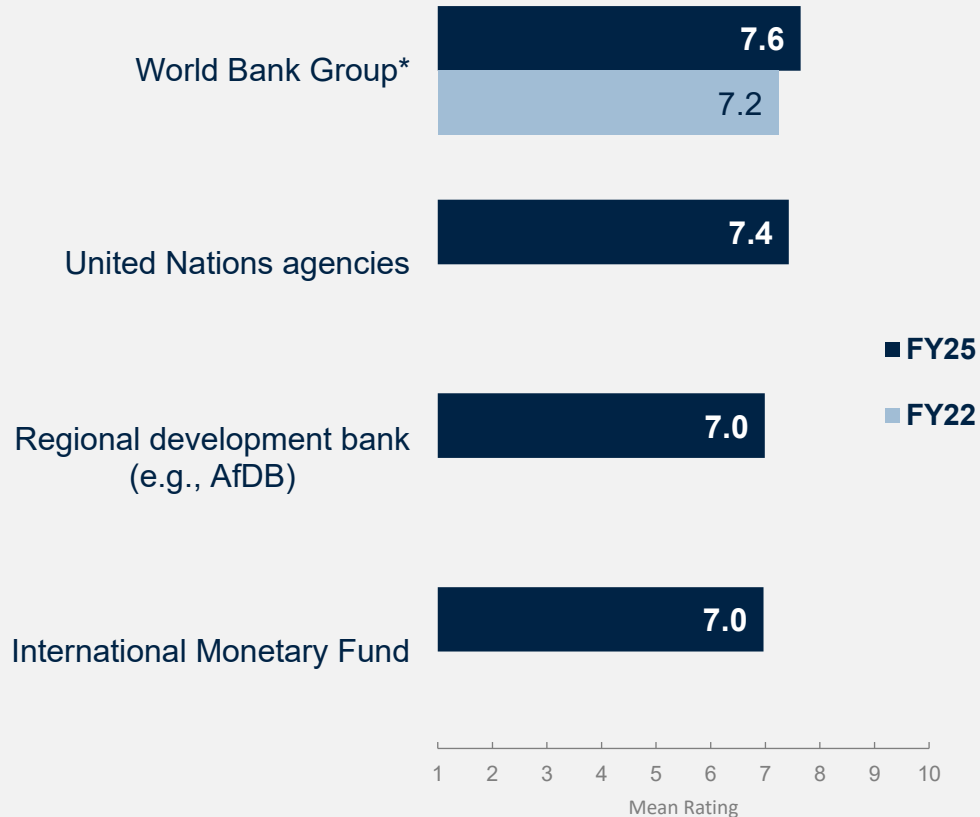
Consistently High Trust in the WBG to Do What is Right for Angola

Since the last survey effort in FY22, stakeholders have reported significantly higher levels of trust in the private sector and civil society, while trust in the IMF has declined.

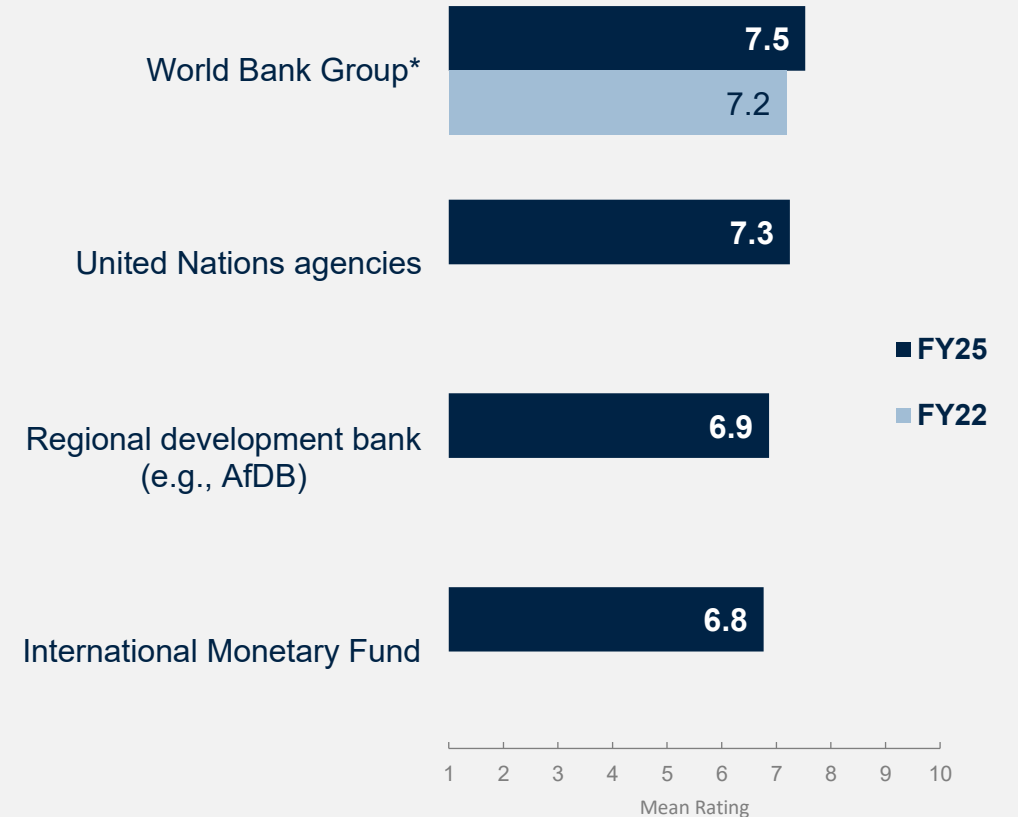


Perceptions of WBG Relevance and Effectiveness Increased Slightly, but Significantly

RELEVANCE to Angola's development

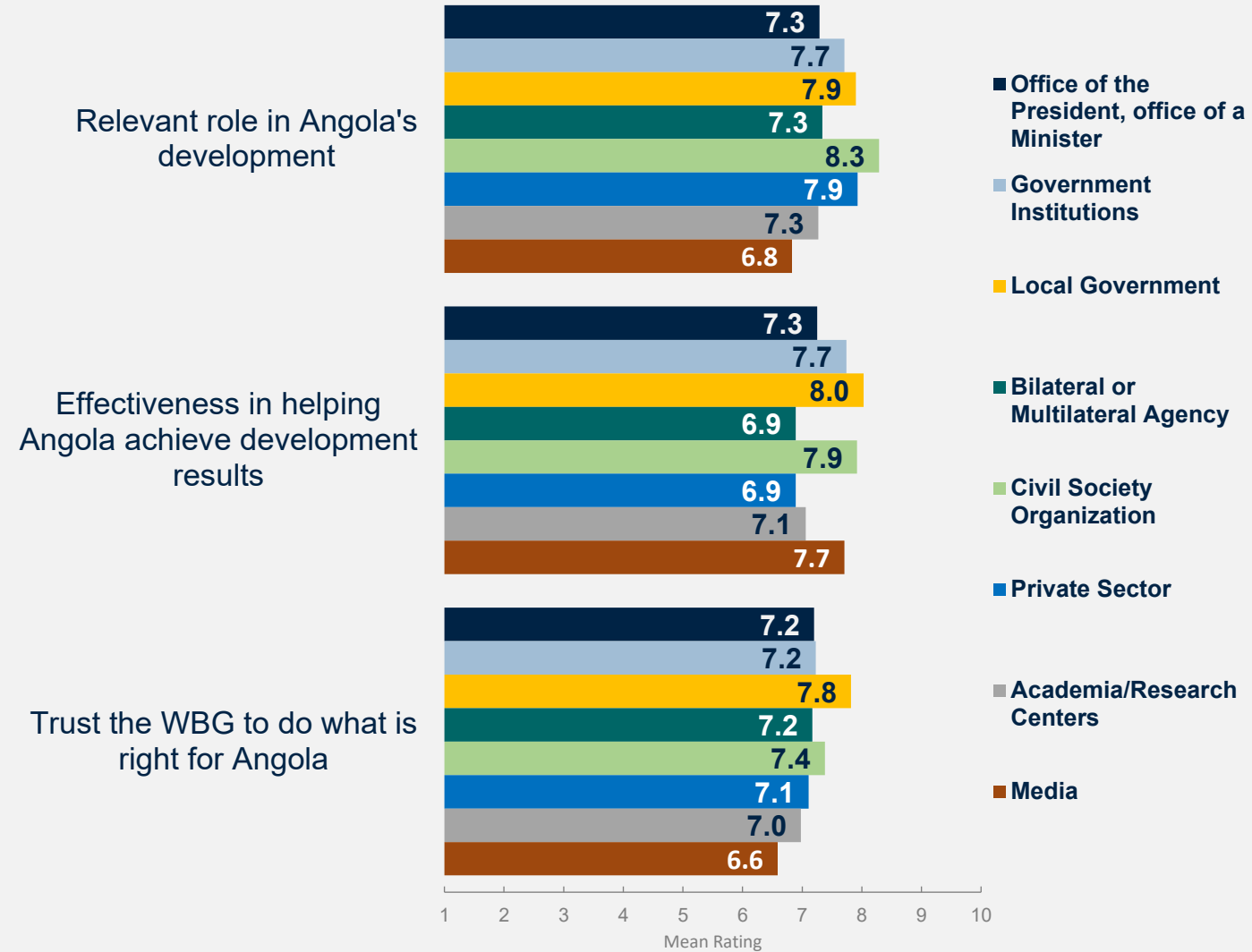


EFFECTIVENESS in achieving development results

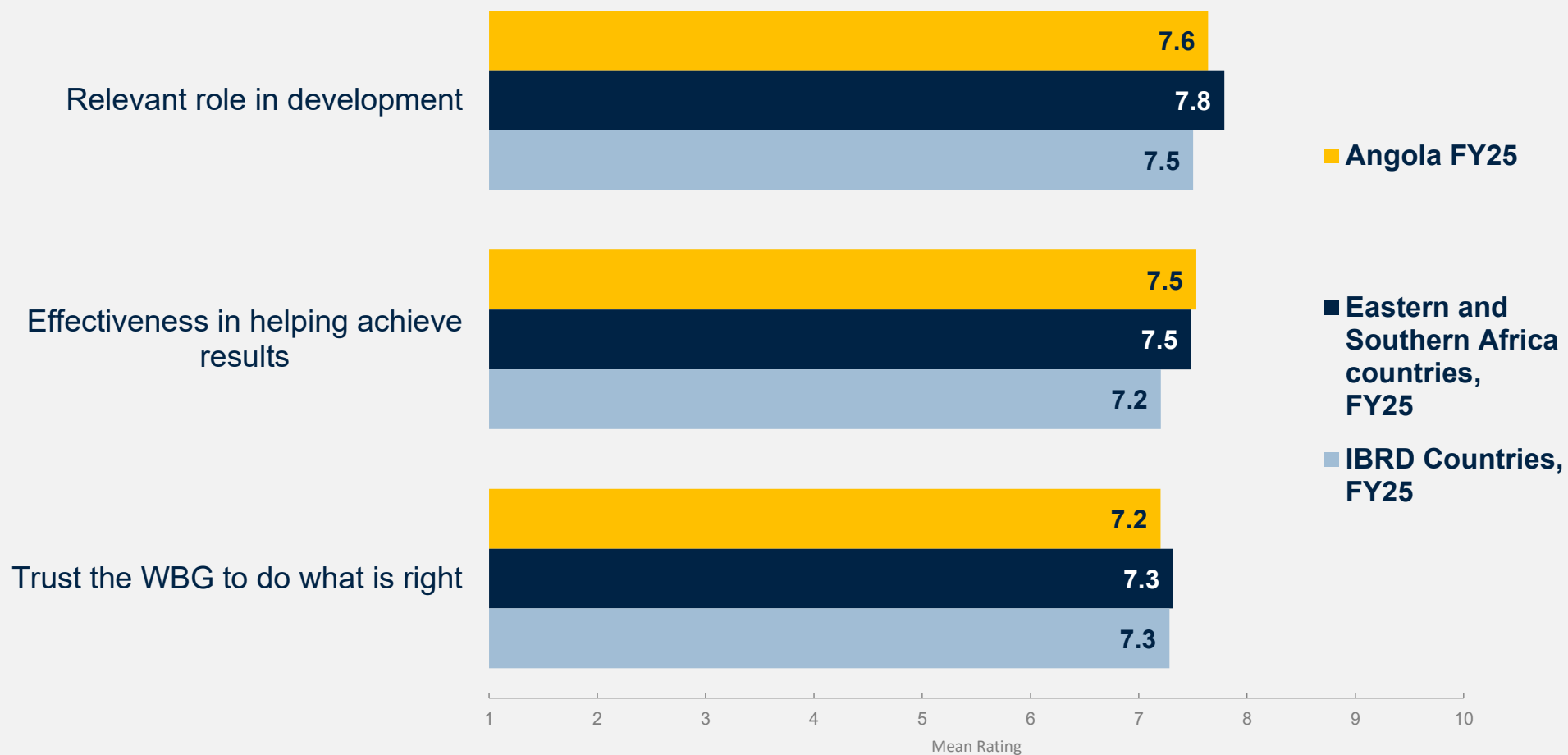


How relevant is each of the following organizations to Angola's development? How effective is each of the following organizations in helping Angola achieve development results? Scale: 1 = Not at all, 10 = Very much.
 *Denotes statistically significant difference between FY22 and FY25.

Bilateral/Multilateral and Private Sector Slightly More Critical of WBG Effectiveness, Media – on Relevance and Trust



Angola Is on Par with FY25 Regional Ratings and the IBRD Average Ratings on Trust, Relevance, and Effectiveness

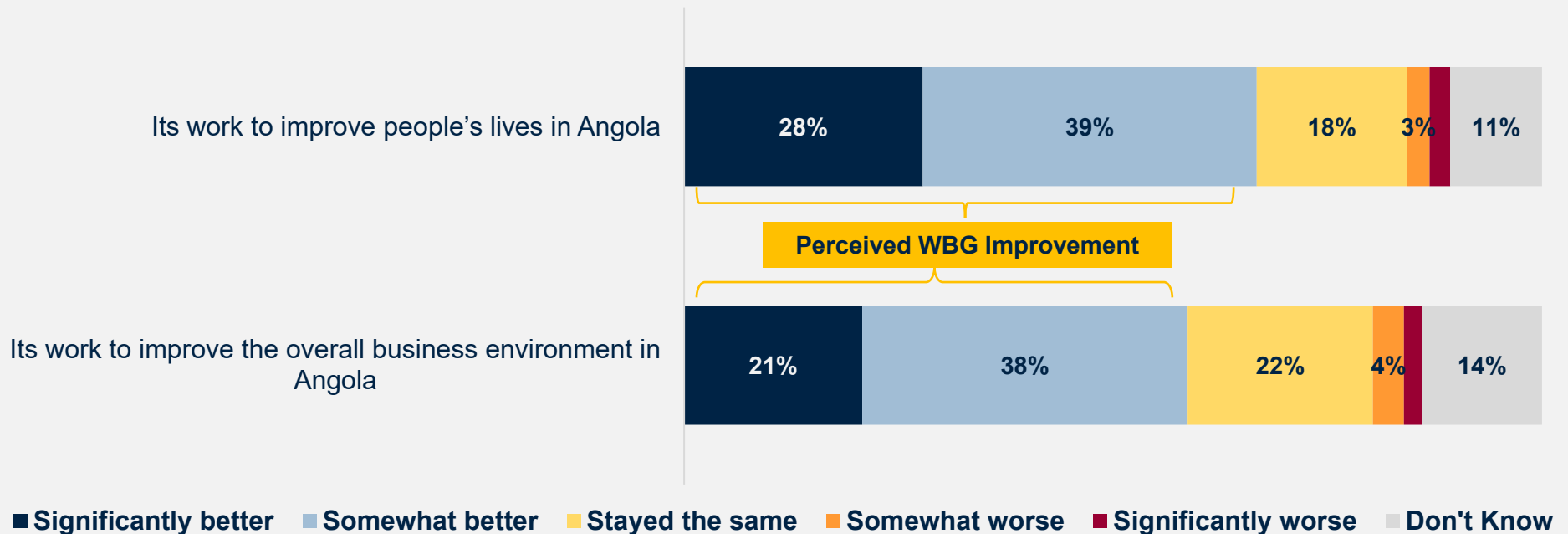


Eastern and Southern Africa countries in FY25 included: Botswana, Dem. Rep. of Congo, Eswatini, Ethiopia, Madagascar, Malawi, Mauritius, and Rwanda.
Other IBRD FY25 countries included: Argentina, Bolivia, Botswana, China, Colombia, Ecuador, Gabon, Guatemala, India, Indonesia, Iraq, Jordan, Kazakhstan, Mauritius, Mexico, Panama, Peru, the Philippines, and Thailand.



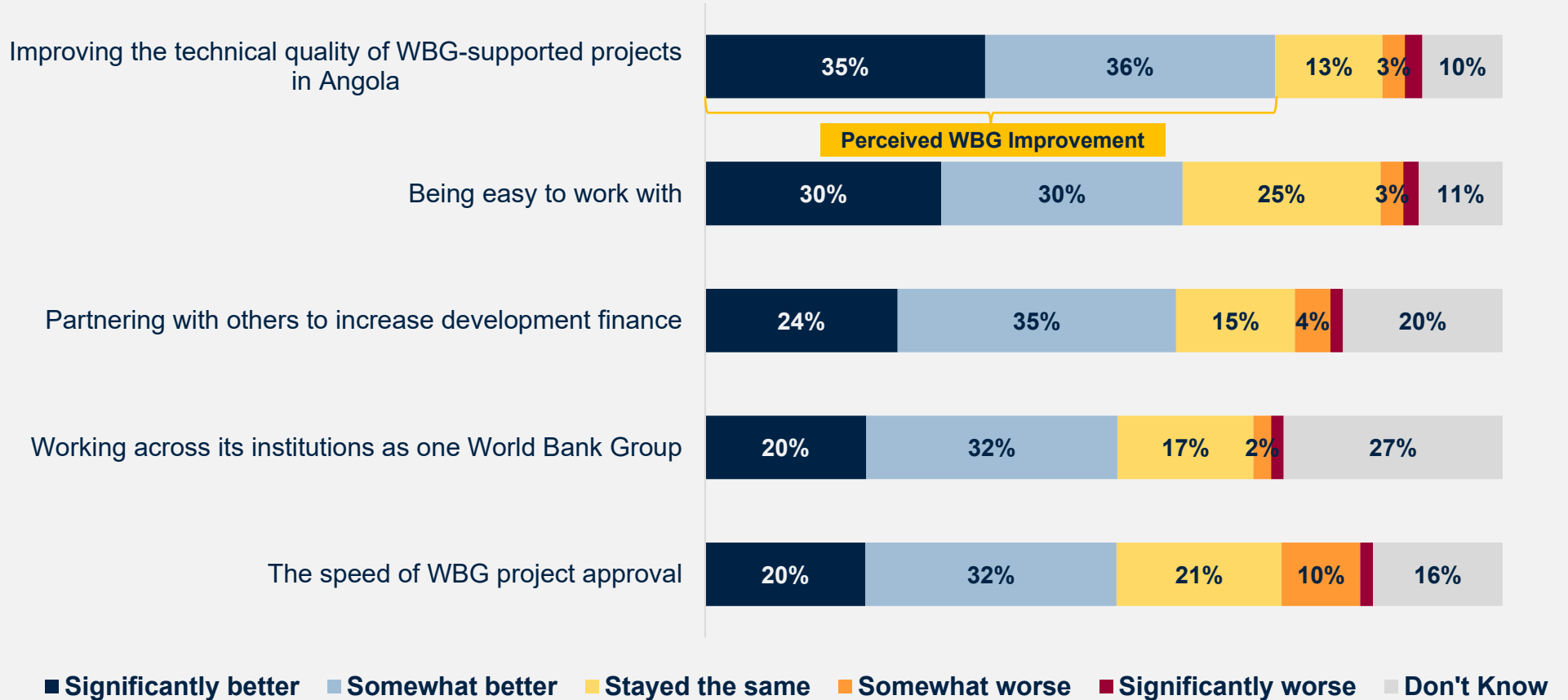
Almost Two-Thirds of Respondents Said the Bank is Doing Better or Significantly Better at Improving People's Lives and the Overall Business Environment in Angola

Based on your experience, *in the past two years*, how has the WBG changed in terms of...



Over 70% of WBG Stakeholders Saw Improvement in the Technical Quality of WBG-Supported Projects

Based on your experience, *in the past two years*, how has the WBG changed in terms of...[^]



Based on your experience, in the past two years, how has the WBG changed in terms of... (Percentage of Respondents, N≈316)

[^]Asked only to respondents in Government Institutions, Bilateral/Multilateral Agencies, and those who indicated that they have collaborated with the WBG in the past 3 years.)



The WBG's Work on Development Priorities



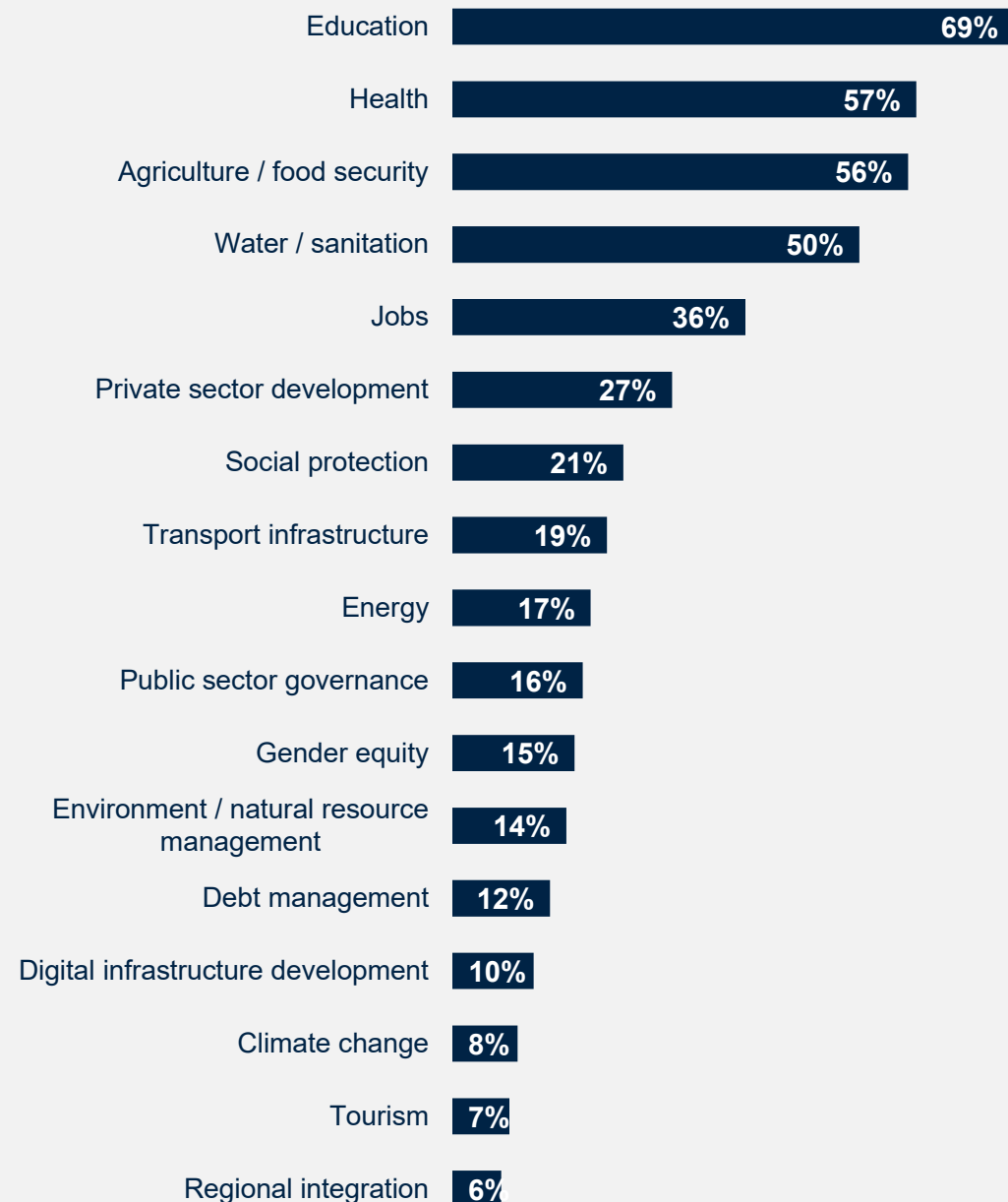
WORLD BANK GROUP

WBG: Focal Development Areas

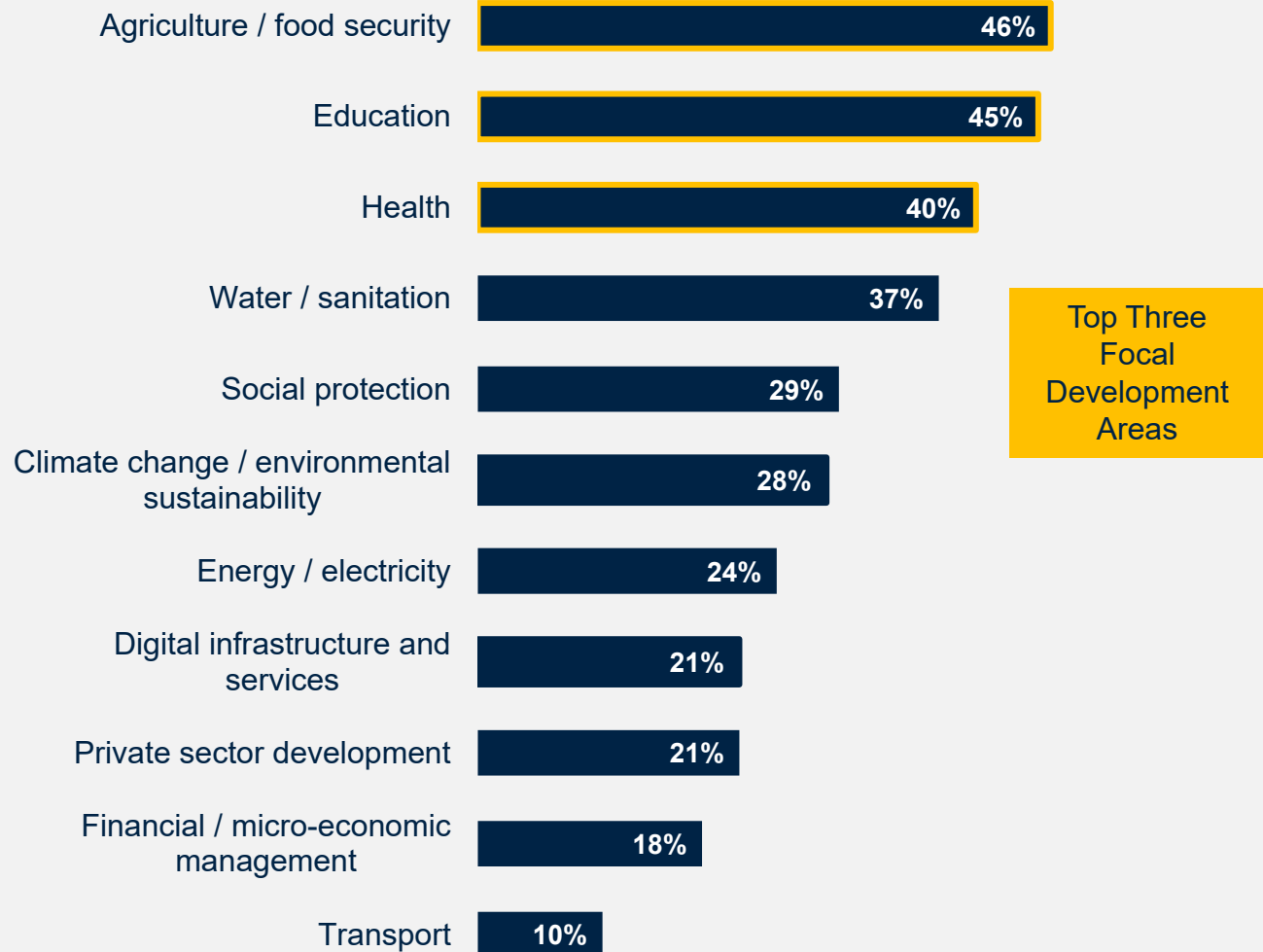
This year's priorities remain very consistent with the FY22 survey: respondents identified the same top five priority areas, with education continuing to be the most prominent.

In qualitative comments[^], respondents expanded on the need for the WBG support in the top focus areas:

- Respondents most often emphasized education as the top priority, calling for expanded access through more and better schools—especially in rural areas—plus stronger teaching quality, infrastructure, and technical/vocational training linked to jobs, supported by scholarships for youth.
- Respondents highlighted health as a core priority, urging the WBG to strengthen primary and community health care by upgrading facilities, ensuring medicines and equipment, and expanding training for doctors, nurses, and technicians—especially to serve remote areas and improve maternal and child health outcomes.
- Respondents called for stronger support to smallholder and family farmers through access to credit, technical assistance, inputs and irrigation, and better rural roads and value chains to raise productivity and reduce poverty.
- Respondents stressed water and basic sanitation as urgent needs, asking the WBG to expand reliable access to clean water and sanitation services—especially in peri-urban and rural areas.



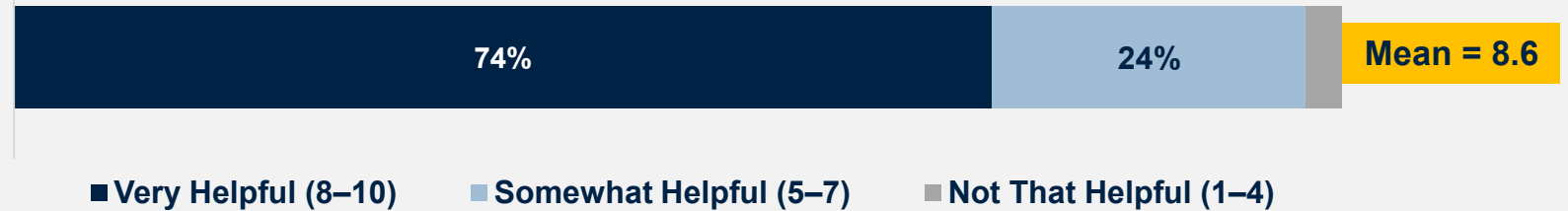
Clients Were Most Familiar With WBG Projects Involving Agriculture / Food Security, Education, and Health



Please select the development area that this WBG-supported project or initiative supported. (Select all that apply) (Percentage of Respondents, N = 226)
^Asked only of those who said that they collaborate with the WBG.

Nearly All WBG Clients Said the WBG Was Helpful in Achieving Project Goals, With Majority Saying “Very Helpful”

How helpful was the WBG in achieving the goals of this project or initiative?



In Open-Ended Comments, Clients Discussed the Impact the WBG-Supported Project Had on the People of Angola

1) Improved access to essential public services (education, health, water, social protection)

- “In improving the quality of life of the population by improving vaccination coverage in children under 5 years of age, and also introducing support criteria and indicators for the implementation of activities.” (Government Institution Respondent discussing the REDISSE Project)

2) Reduced vulnerability and strengthened social protection systems

- “The project had an impact on families in vulnerable situations, helping them to have better living conditions and empowering them to seek alternatives.” (Civil Society Respondent discussing the Kwenda Program)

3) Strengthened community capacity and participation

- “The project contributed to strengthening the community’s capacity, especially at the level of vulnerable families, through training actions and support in the preparation of family plans, improving citizens’ participation in the development process.” (Government Institution Respondent discussing the Kwenda Program)

4) Improved technical capacity and professional skills across sectors

- “In the REDISSE Project, the implementation of the mechanism of training and monitoring of activities had a great impact on the training of the technicians participating in the project.” (Government Institution Respondent discussing the REDISSE Project)



How helpful was the WBG in achieving the goals of this project or initiative? Scale: 1 Not helpful at all – 10 Very helpful (Asked only those who said that they collaborate with the WBG, Percentage of Respondents, N=220) [If helpful rating > 4] How did this WBG-supported project or initiative impact the people of Angola? (Please be specific) (N=136)

Key Actions to Enhance the WBG's Operational Effectiveness in Angola: Summary of Comments

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Angola?

Strengthening Governance, Transparency, and Oversight

- Respondents frequently called for clearer oversight of resources, with stronger systems to prevent misuse and improve accountability.
- Many comments emphasized publishing accessible information so citizens can follow how funds are used and how projects progress.
- People stressed the need for independent monitoring mechanisms that can detect delays, diversion of funds, or weak implementation.

Deepening Engagement With Communities and Local Actors

- A recurring theme was the importance of listening more to communities - especially youth - to understand real needs and daily challenges.
- Respondents encouraged the WBG to work more closely with local institutions and civil society, so interventions reflect ground realities.
- There was consistent demand for regular presence in the field to ensure projects remain relevant and responsive throughout implementation.

Improving Project Design, Targeting, and Responsiveness

- Many comments urged the WBG to align its actions more closely with citizens' priorities through stronger diagnostics and needs assessments.
- Respondents highlighted that projects should respond to local conditions and be adapted as new challenges emerge.
- Better coordination with government and other partners was seen as essential to avoid duplication and strengthen impact.



What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Angola? (Please be specific) (N=277)

The WBG's Instruments



Financial Resources and Advisory Services are Considered the WBG's Greatest Value to Angola

Financial resources (e.g., budget support, investment lending, grants, trust funds)

67%

Advisory services (e.g., capacity building and training, policy advice, technical assistance)

50%

Significantly more valued by respondents from the office of the President/Minister (81%) and government institutions (64%)

Data and research (e.g., statistics, reports, research on global development issues)

31%

Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3rd party financial resources)

24%

Significantly more valued by respondents from civil society (41%)

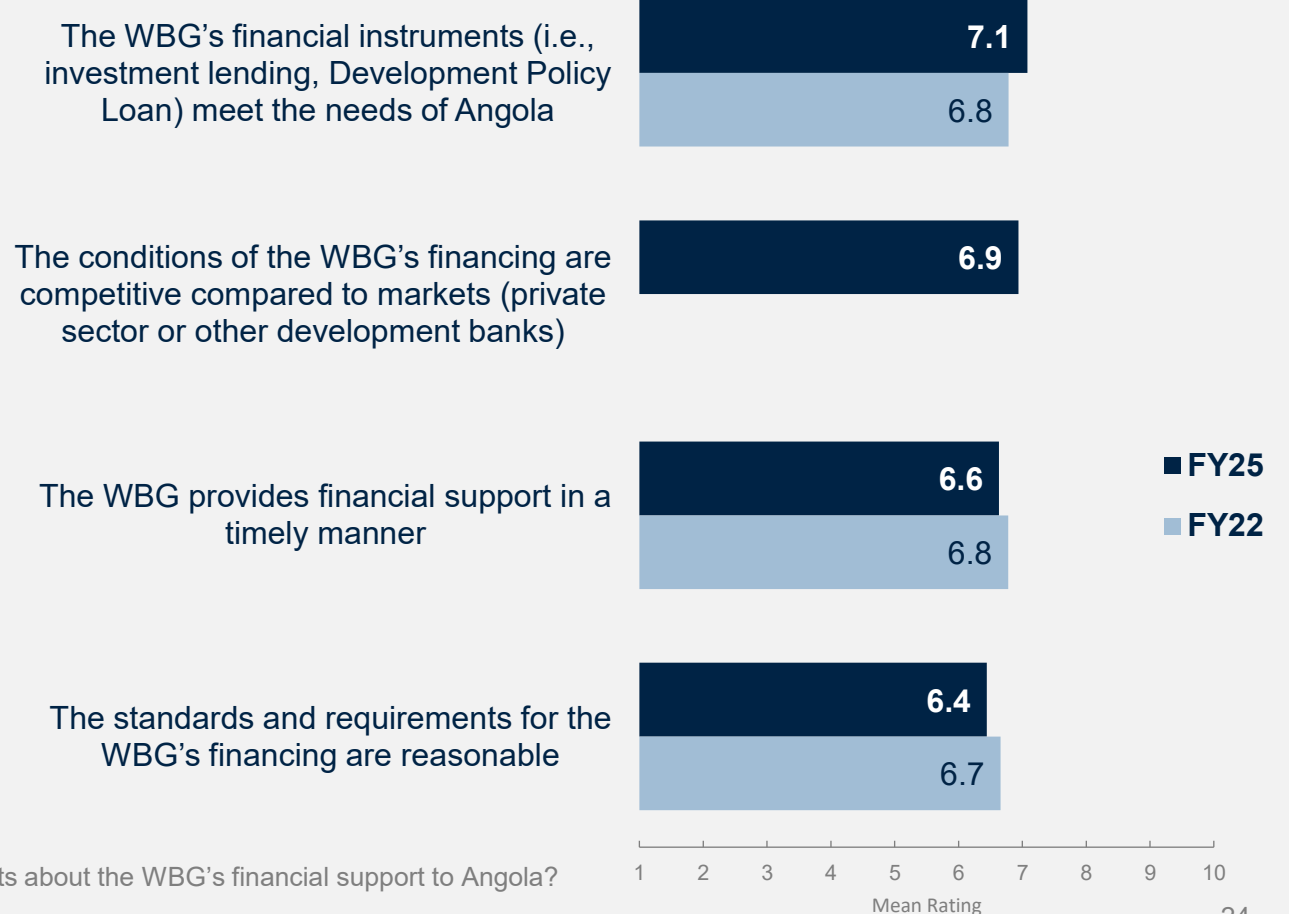


Overall Perceptions of WBG Financial Support Remain Moderately Positive

To what extent do you agree with the following statements about the WBG's financial support to Angola?^

Perceptions of the WBG's financial support to Angola remain moderately positive across most dimensions in both FY22 and FY25.

Satisfaction with the WBG's financial instruments improved from moderately positive to positive.



To what extent do you agree with the following statements about the WBG's financial support to Angola?

Scale: 1 = Not at all, 10 = Very much.

^Asked only to those in government institutions or who said that they collaborate with the WBG.



Greater Credit Access and Stronger Financial Oversight Can Improve WBG Effectiveness: Insights from Qualitative Comments

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Angola?

Expand Access to Credit and Financial Support

- Many respondents emphasized the need for the WBG to broaden access to credit and financing, particularly for entrepreneurs, small businesses, and youth. Improving **capital availability** is viewed as essential for stimulating economic activity, creating jobs, and supporting household livelihoods.

Ensure Financial Resources Reach Intended Beneficiaries

- Comments frequently expressed concern about the diversion or misuse of funds. Respondents urged the WBG to strengthen financial controls, oversight, and transparency to ensure resources are used appropriately and benefit those most in need.

Provide Scholarships and Direct Financial Assistance

- A recurring request involved expanding scholarships, stipends, and financial assistance for education and skills development. Respondents see these as critical investments in human capital, particularly for low-income families and young people.



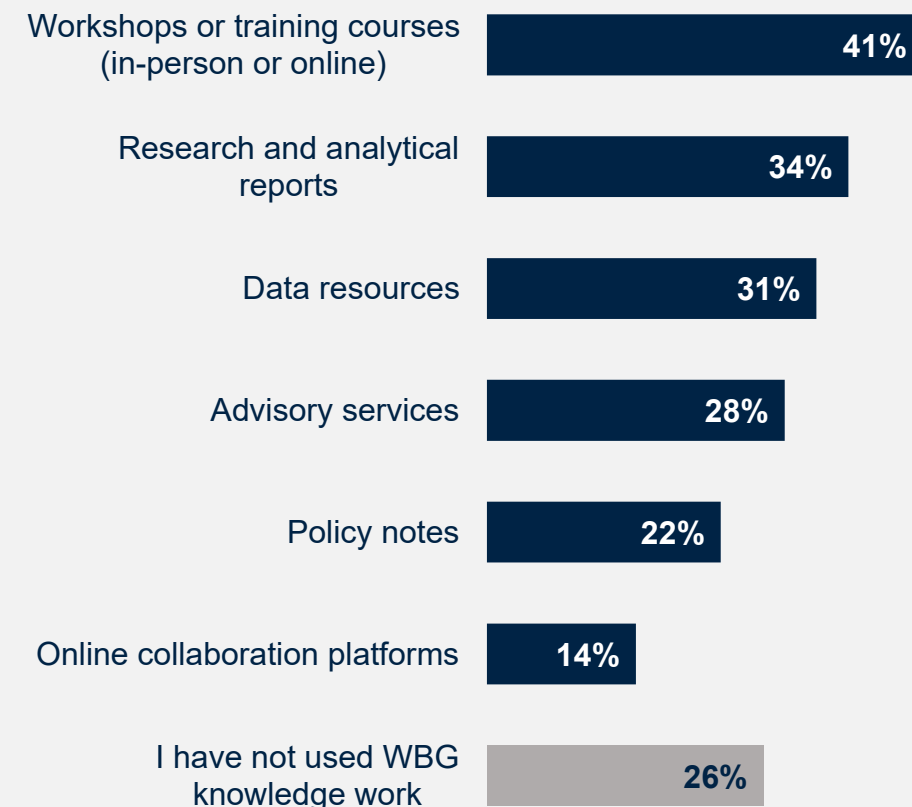
74% of Respondents Used WBG Knowledge Work in the Past 3 Years — Primarily Workshops or Training Courses, Research, and Data

Use of WBG knowledge work differs sharply across stakeholder groups:

- **Data resources** are mostly used by respondents from the office of the President/Ministers (56%);
- **Advisory services** are mostly used by government institutions (41%);
- **Workshops/training courses** show the widest engagement, especially among government institutions (49%) and civil society (48%).

These differences highlight distinct knowledge needs and access patterns across audiences.

In the past 3 years, what WBG knowledge work have you used?



Stakeholders Used WBG Knowledge Work for a Variety of Purposes

For what purpose did you use this WBG knowledge work?

Professional, Academic, and Analytical Use

- Respondents used the knowledge to prepare technical reports, policy briefs, and strategic recommendations.
- It informed academic work, including PhD theses, scientific articles, research papers, and university teaching.
- It supported project design, economic analysis, sector studies, feasibility work, and statistical system development.

Strengthening Technical Capacity and Applying Standards

- Respondents used the materials to understand and apply Environmental and Social Standards (ESS), ESIA/ESMP procedures, GBV mitigation plans, and operational guidelines.
- It supported training of professionals and students across sectors such as environment, safety, livestock, agriculture, and education.
- It helped improve monitoring, implementation methodologies, and technical performance within ongoing projects.

Community-Facing and Social Development Use

- Respondents used the knowledge to support social protection programs, poverty reduction activities, and community outreach.
- It guided NGO/CSO initiatives, awareness campaigns, and advocacy for vulnerable groups, including women, children, and rural communities.
- It informed work related to WASH practices, local development efforts, youth empowerment activities, and field-level engagement.



Stakeholders Are Consistently Positive About the WBG's Knowledge Work, Especially Its Impact on Institutional Capacity

Local government consistently rated WBG's knowledge work very highly. **Media** respondents gave particularly high ratings for WBG's contribution to increasing Angola's institutional capacity (mean=9.1)

How the WBG Can Improve the Quality of Its Knowledge Work in Angola^:

- Make analytical work more **locally grounded** by ensuring studies, diagnostics, and recommendations reflect Angola's social, cultural, and institutional realities and incorporate field-level insights.
- Strengthen collaboration with universities, research centers, civil society, and youth groups to **co-produce knowledge**, support local research capacity, and involve national actors in consultations and monitoring.
- Improve dissemination and accessibility of knowledge products through **clearer communication, wider outreach, and translations** into accessible Portuguese so that information reaches students, practitioners, and communities.

Working with the WBG increases Angola's institutional capacity*

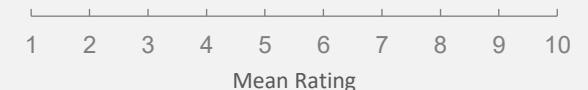
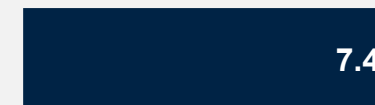


How significant a contribution do you believe the WBG's knowledge work makes to development results in Angola?



■ FY25
■ FY22

I am satisfied with the quality of the WBG's knowledge work in Angola



How significant a contribution do you believe the WBG's knowledge work makes to development results in Angola? Scale: 1 = Not at all, 10 = Very much.

^Only asked those who indicated that they had used WBG knowledge work in the past 3 years.

*Denotes statistically significant difference between FY22 and FY25.



71% of Respondents Report WBG Policy Advice Shaped Government Policy and Influenced Key Development Areas

Education

- *“The World Bank Group (WBG) has played a significant role in influencing education policy in Angola, especially through the support given to improving the quality of teaching and learning.”* (Private Sector Respondent)
- *“The government action influenced by WBG’s advice was education policy, improving the quality of teaching and student learning. The implementation of several projects, such as PAT I and PAT II.”* (Civil Society Respondent)
- *“A concrete example of government action influenced by WBG advice is the implementation of codes of conduct for the entire school community as part of the Girls’ Empowerment Project, financed by the World Bank and implemented by the Angolan Ministry of Education.”* (Government Institution Respondent)

Health

- *“Policies influenced by the World Bank Office include implementing projects to combat hunger and poverty, installing energy in some rural communities in Cabida, and fighting to eradicate contagious diseases (HIV, leprosy, and tuberculosis).”* (Civil Society Respondent)
- *“The World Bank has been instrumental in improving access to basic services such as water and healthcare. Examples include the Bita Project... and the REDISSE IV Project, which aims to strengthen disease surveillance and health emergency response capacity in Angola.”* (Government Institution Respondent)

Agriculture / Food Security

- *“The public policy or government action that was influenced by the advisory is FADA and MOSAP II. Due to the way the Project was structured and its implementation in the agricultural field.”* (Government Institution Respondent)
- *“The Angolan government is strengthening its public policy framework for family farming. The capitalization of FADA and the hiring of new rural extension workers are examples of this dynamic.”* (Government Institution Respondent)

Water / Sanitation

- *“The WBG has influenced several public policies and government actions in Angola, such as the creation of the Provincial Public Water Companies (EPAS). Previously, the water supply sector was centralized, inefficient, and caused significant losses. The creation of EPAS increased the number of household water connections, reducing technical and commercial losses.”* (Government Institution Respondent)
- *“Water supply and wastewater sanitation. Increased coverage rates for both services.”* (Civil Society Respondent)



In your opinion, has the WBG’s policy advice influenced a new or previous government policy in Angola? (Percentage of Respondents, N=314)
What government policy or action did the WBG’s advice influence and in what way? (N=200) Select comments corresponding to the top 4 development priorities for the WBG’s focus as identified by respondents are shown here.

Key Actions to Enhance the WBG's Effectiveness in Angola through Knowledge, Capacity, and Technical Support: Summary of Comments

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Angola?

Produce More Context-Relevant and Actionable Analysis

- Respondents want analytical work that reflects the lived realities of Angolan communities rather than generic regional diagnoses.
- Several comments emphasized the need for studies that offer clear, practical guidance for solving local development challenges.
- People noted that more tailored analysis would help the government and partners make better-informed decisions.

Expand Training and Capacity-Building Efforts

- Many respondents requested training programs that strengthen technical and professional skills within public institutions.
- Others highlighted the importance of building capacity among citizens and youth so they can participate more effectively in development processes.

Improve Communication and Accessibility of Knowledge Products

- Respondents encouraged clearer communication of findings so decision-makers and communities can apply the information more easily.
- Some comments called for broader dissemination, noting that knowledge products need to reach a wider audience to have a real impact.



If you rated the quality of the WBG's knowledge work between 1-4, how could the WBG improve the quality of its knowledge work in Angola?
(Please be specific) (N=200)

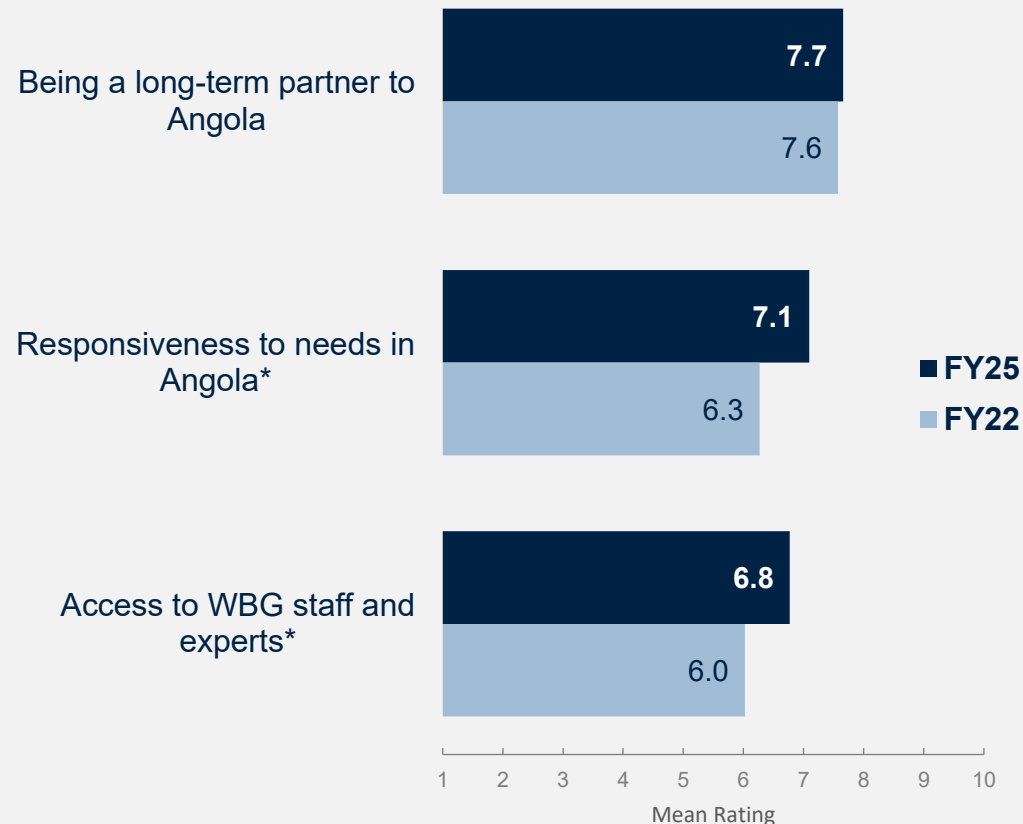
What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Angola? (Please be specific) (N=277)

The WBG's Engagement and Collaboration



WBG's Responsiveness and Staff Accessibility Ratings Improved, with Partnership Perceptions Remaining Positive

To what extent is the WBG an effective development partner in terms of the following?



Government institutions show strong confidence in WBG responsiveness (mean = 7.6) and access to staff and experts (mean = 7.2). Local government rates both even higher (responsiveness mean = 7.7; access mean = 7.7).

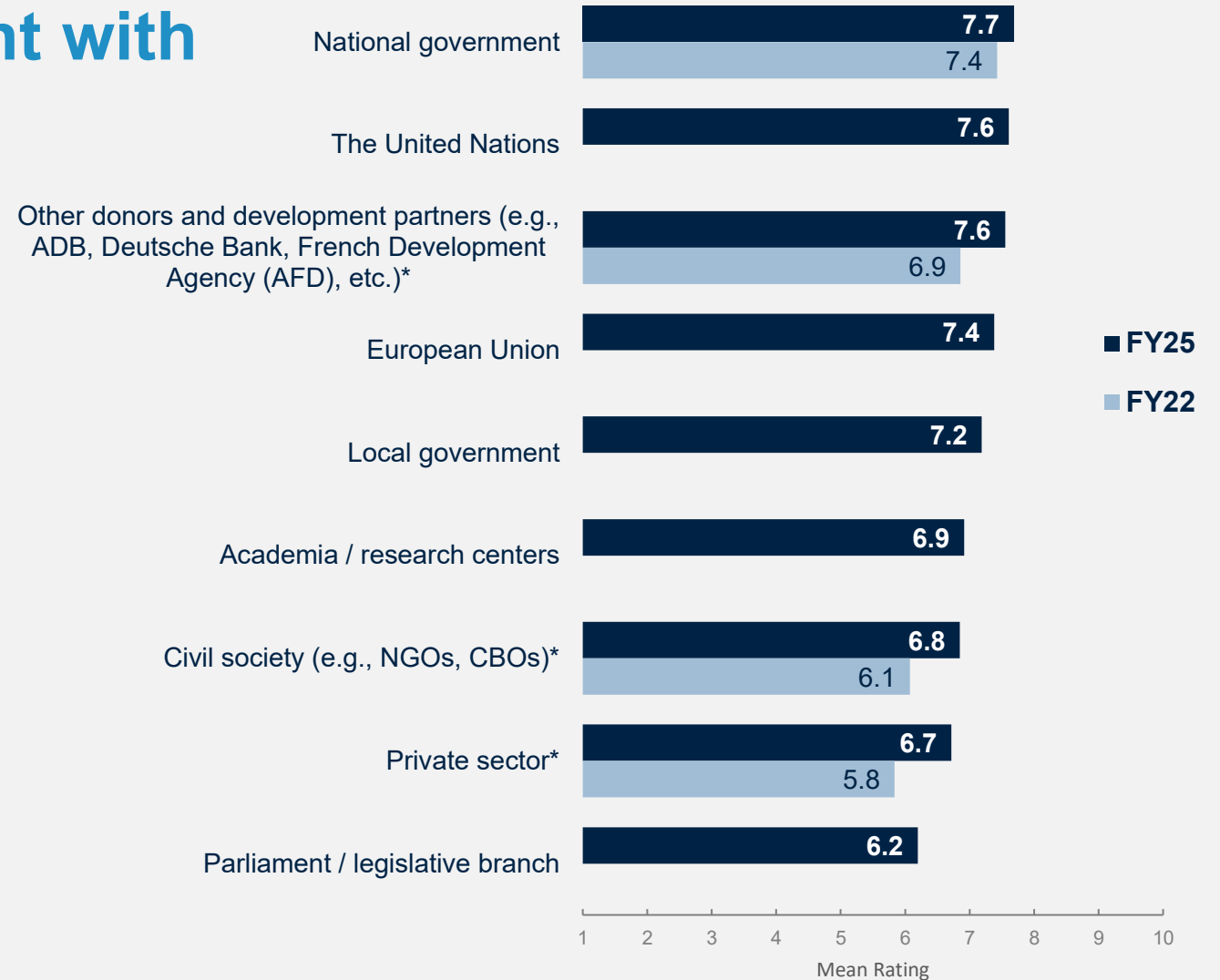
In contrast, the private sector gives a notably lower rating for access (mean = 6.0), while academia provides the lowest score on responsiveness (mean = 6.0), highlighting weaker engagement beyond the public sector.



WBG Collaboration with National Government Rated Highest; Engagement with Parliament Seen as Weakest

Perceptions of the WBG's collaboration with other donors and development partners, civil society, and the private sector have improved significantly.

To what extent is the WBG an effective development partner in Angola, in terms of collaborating with the following groups?



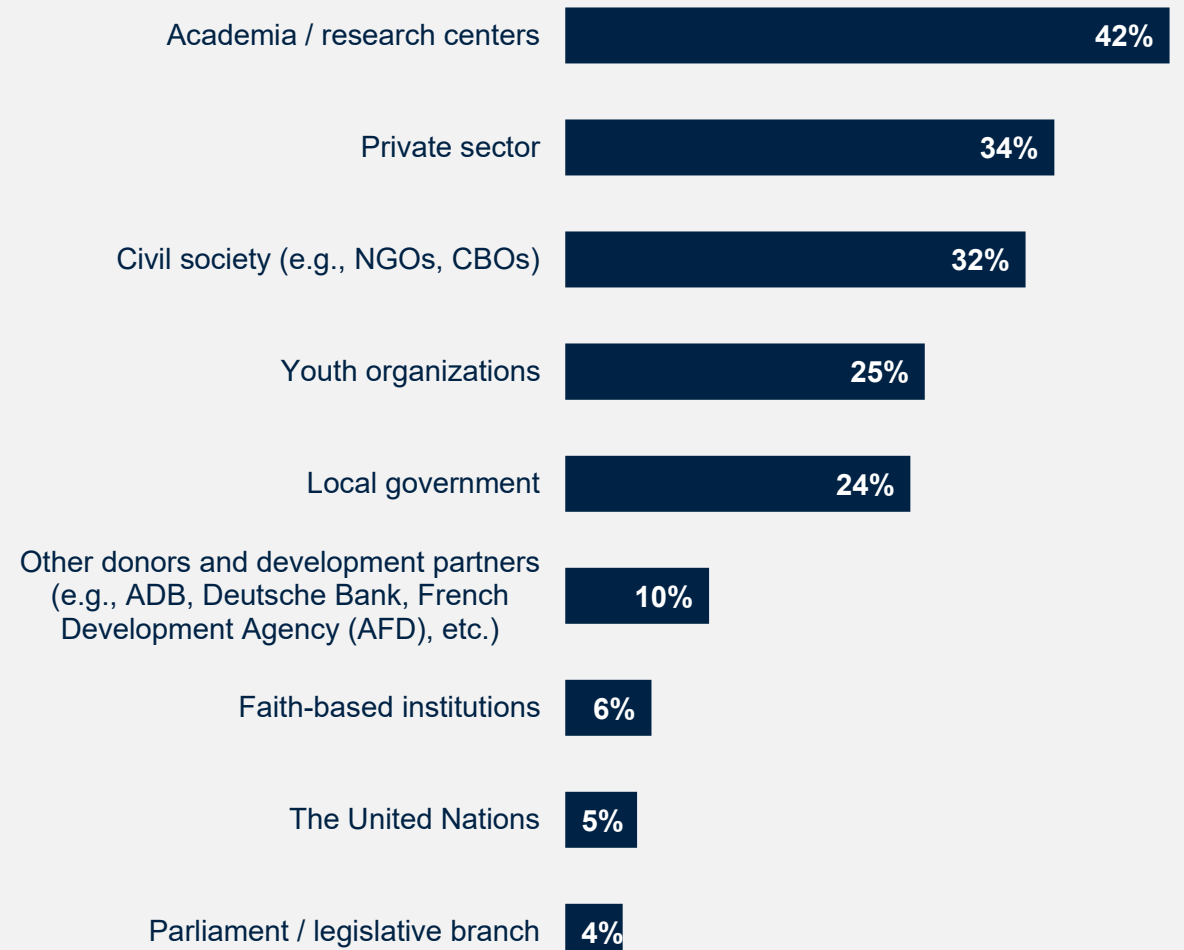
To what extent is the WBG an effective development partner in Angola, in terms of collaborating with the following groups? Scale: 1 = Not at all, 10 = Very much. *Denotes statistically significant difference between FY22 and FY25.

Stakeholders Want the WBG to Prioritize Collaboration with Academia, Private Sector, and Civil Society

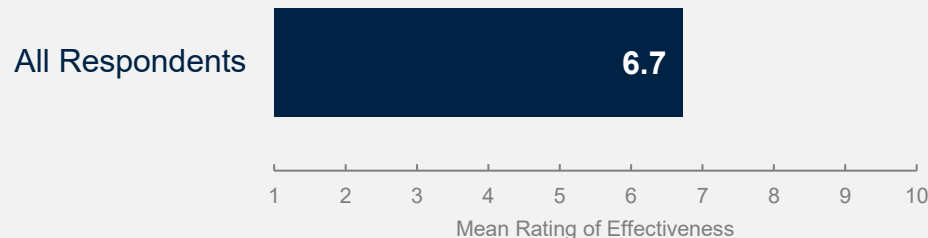
In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Angola?

In qualitative comments[^], a notable share of respondents addressing how the WBG can be more effective in Angola emphasized the importance of **strengthening engagement, partnership, and collaboration** with different stakeholders. Specifically, respondents suggested:

- Increase **direct engagement** with communities to better understand local priorities and incorporate citizen perspectives into project decisions.
- Work more closely with **national and municipal institutions** to ensure interventions align with local needs and improve coordination during implementation.
- Expand **collaboration with civil society and community-based groups** to enhance participation, reinforce transparency, and strengthen project monitoring efforts.



WBG Effectiveness in Facilitating Civil Society Participation



Around 23% of respondents rated the WBG's effectiveness at engaging civil society below average (1-4). These respondents suggested the following could help to make the WBG more effective:

- Many respondents want the WBG to listen to civil society before plans are negotiated with the government, not after. Respondents want engagement to be broader, clearer, and continuous.
- Comments stress that CSOs vary in quality and legitimacy. The WBG should partner with capable, community-connected CSOs who understand “the real country context.”
- WBG should train and finance CSOs, often alongside local governments, so both can engage in dialogue on equal footing.
- Respondents call for intentional inclusion of younger and less-connected voices.

Some Examples of the WBG's Effective Facilitation of Civil Society Participation

The WBG provided technical advice to the Angolan government on fuel subsidy policy reform, highlighting the negative economic impacts of maintaining widespread subsidies... Based on studies and simulations provided by the WBG, the government initiated a process of gradually phasing out subsidies, coupled with social compensation measures, such as strengthening the Kwenda program.”

(Government Institution Respondent)

“One public policy that led to concrete government action was the reform of the social protection sector, specifically the development and implementation of the Kwenda Program — the Social Protection Strengthening Program.”

(Civil Society Respondent)

“In Angola, one of the public policies influenced by the WBG advice was the review and strengthening of social and environmental safeguards... The WBG recommended strengthening mechanisms for preventing and responding to Gender-Based Violence (GBV)... leading to the creation of instruments such as the GBV Risk Mitigation Plan, the Suggestion, Complaint, and Resolution Mechanism (RSRM), and the Code of Conduct for all project stakeholders.”

(Academia Respondent)



How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Angola?

Scale: 1 Not effective at all – 10 Very effective

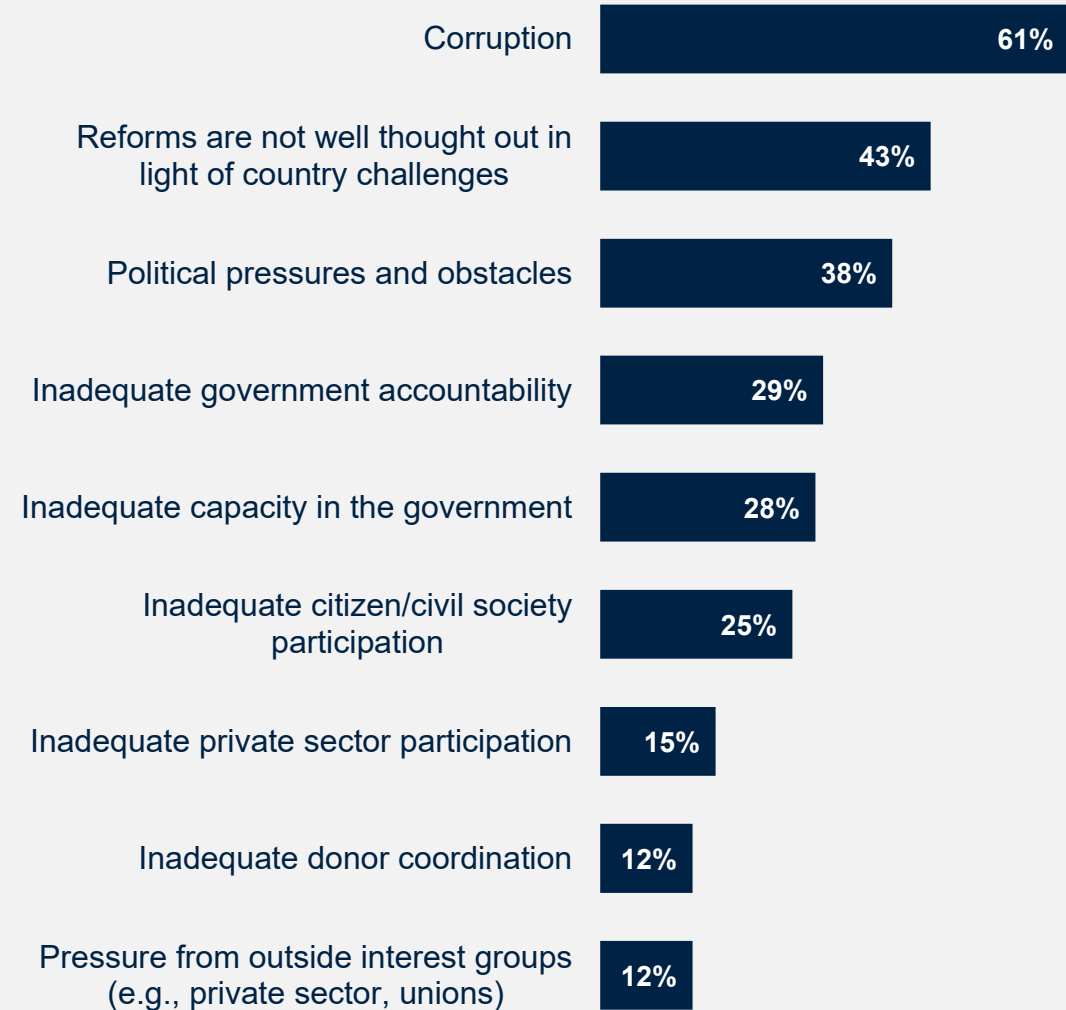
[If effectiveness rating < 5] How could the WBG be more effective in facilitating civil society participation in development policy dialogue and implementation? (N=177)

[If effectiveness rating > 4] Please share examples of the WBG's effective facilitation of civil society participation in development policy dialogue and implementation. 35 (N=136)



Corruption is Considered A Major Reform Obstacle in Angola

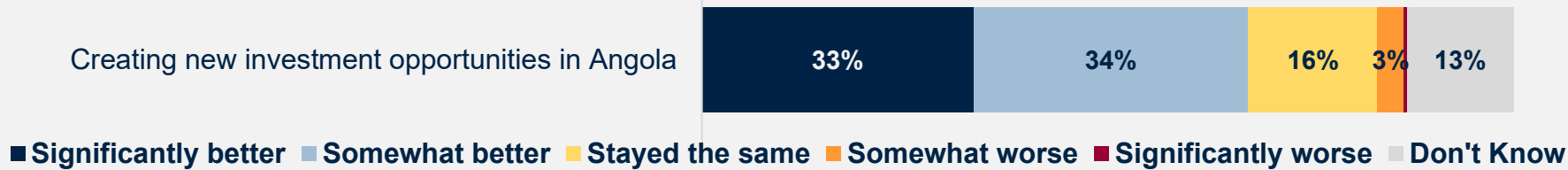
- Corruption is overwhelmingly seen as the top obstacle, especially among civil society (72%) and the private sector (70%) respondents.
- Other major barriers include poorly designed reforms, political pressures, and weak government accountability and capacity.



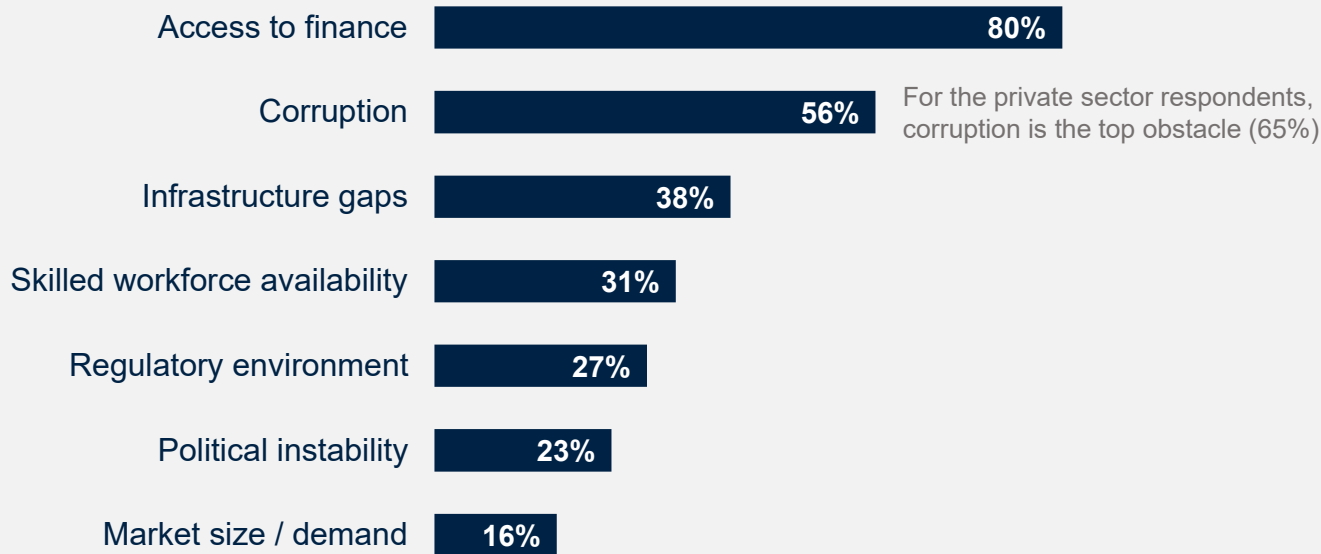
When economic and/or social reform efforts fail or are slow to take place in Angola, which of the following would you attribute this to? (Select up to 3)
 (Percentage of Respondents, N = 440) ^Only asked respondents from government institutions and the private sector.

Access to Finance and Corruption are Most Widely Cited Obstacles to Private Sector Development in Angola

Based on your experience, in the past three years, how has the WBG changed in terms of...



What are the biggest challenges facing private sector development in Angola?



To Make the WBG More Effective in Private Sector Development, Respondents Discussed:

- **Expand access to financing for entrepreneurs and small businesses** so they can invest, grow, and generate employment opportunities.
- **Provide technical assistance and skills support** to strengthen the capacity of local enterprises and improve their ability to operate sustainably.
- **Address regulatory and structural barriers** that limit business growth, with efforts that improve the environment for investment and economic activity.



When economic and/or social reform efforts fail or are slow to take place in Angola, which of the following would you attribute this to? (Select up to 3) (Percentage of Respondents, N = 440) ^Only asked respondents from government institutions and the private sector.
What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Angola? (Please be specific) (N = 277)

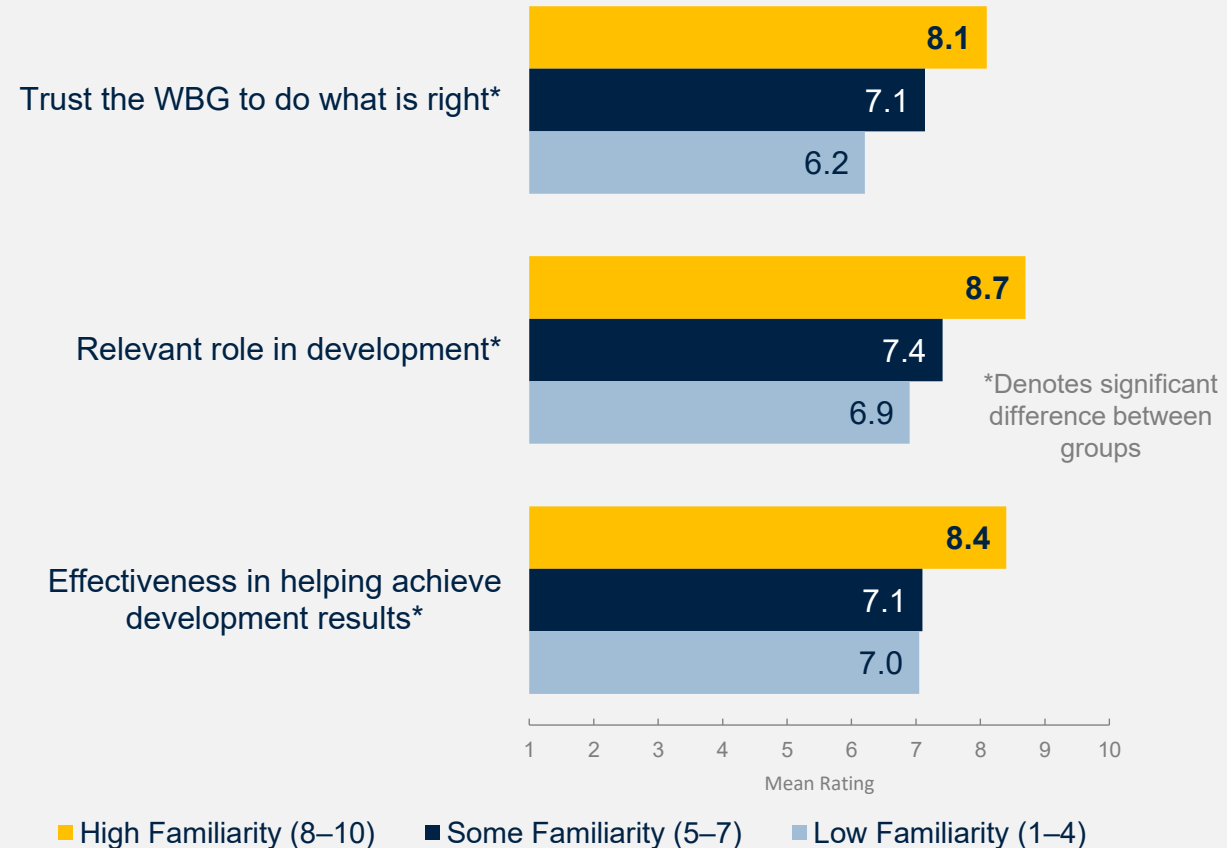
Communication and Outreach



WORLD BANK GROUP

Outreach and Engagement Is Important Because Familiarity Leads to More Positive Perceptions

Greater engagement with the WBG not only meets stakeholder demand but also fosters more positive perceptions. Stakeholders highly familiar with the WBG (ratings of 8–10) consistently rate its trust, relevance, and effectiveness higher than those with low familiarity (ratings of 1–4).



How familiar are you with the work of the WBG in Angola?



How familiar are you with the World Bank Group's work in Angola? Scale: 1 = Not at all, 10 = Very much
 How much do you trust each of the following institutions to do what is right for Angola? Scale: 1 Not at all – 10 Very much
 How relevant is each of the following organizations to Angola's development? Scale: 1 Not at all – 10 Very much
 How effective is each of the following organizations in helping Angola achieve development results? Scale: 1 Not at all – 10 Very much

WBG Events and Direct Contact with WBG Staff are Top Choices for Receiving Information from the Institution

	Top Two Preferred WBG Channels								
	All Respondents	Office of the President, office of a Minister	Government Institution	Local Government	Bilateral or Multilateral Agency	Civil Society	Private Sector	Academia	Media
WBG event / conference / workshop (<i>in person or online</i>)	61%	71%	63%	68%	44%	68%	62%	58%	50%
Direct contact with WBG staff (<i>e.g., in person, virtually, phone, email</i>)	59%	36%	59%	62%	44%	71%	67%	59%	50%
WBG direct messaging (<i>e.g., WhatsApp</i>)*	41%	7%	40%	46%	21%	61%	44%	49%	33%
WBG website (<i>including blogs</i>)	28%	36%	29%	24%	44%	20%	28%	15%	40%
WBG social media channels (<i>e.g., Facebook, LinkedIn, Instagram, Twitter/X</i>)	27%	36%	28%	24%	29%	29%	15%	25%	37%
WBG publications	24%	36%	26%	24%	29%	14%	26%	20%	30%
WBG e-Newsletters*	15%	29%	17%	5%	32%	10%	15%	8%	10%
WBG podcasts	6%	0%	6%	5%	6%	2%	5%	8%	17%



How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=446)

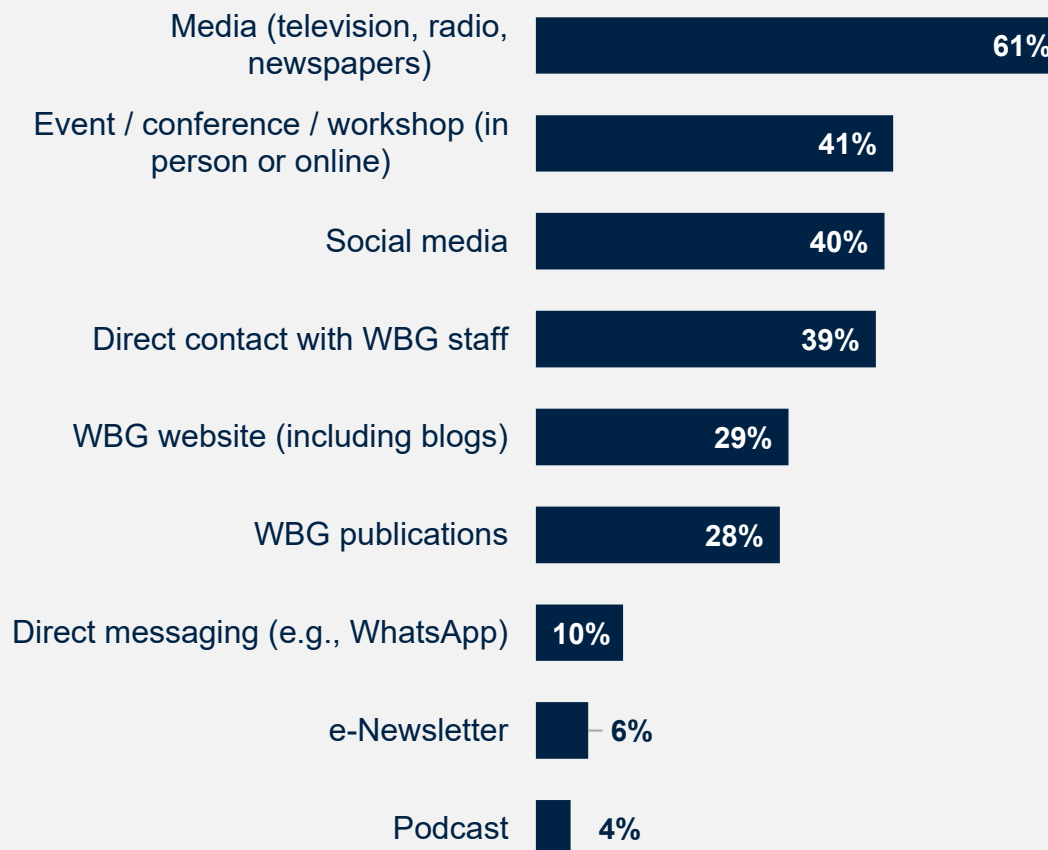
*Denotes statistically significant difference between stakeholder groups

66% of Respondents Recalled Seeing or Hearing About the WBG Recently, Most Often through Media

Respondents from academia, the media, and the private sector were the **least likely to recall** WBG-related information, with nearly half unable to recall any information.

Different stakeholder groups access WBG information through very different channels. More specifically, traditional **media** is the main source for local government (84%); digital platforms such as **social media** are most common for civil society (61%) and academia (56%), and **direct staff engagement** is highest among bilateral or multilateral agencies (59%) and government institutions (47%).

Where do you recall seeing or hearing this information?^



Do you recall seeing or hearing anything about the WBG recently? (Percentage of Respondents, N = 454)
 Where do you recall seeing or hearing this information? (Select all that apply) (Percentage of Respondents, N = 300)
 ^Only asked respondents who indicated that they recalled seeing/hearing about the WBG recently.

To Better Understand the WBG's Role in Angola, Stakeholders Preferred Information on its Impact Assessments and Evaluations, but Preferences Varied Among Stakeholder Groups

Key differences between stakeholder groups should be considered for targeted engagement. For example, respondents from civil society, the private sector, and academia were interested in the information on how to work or partner with the WBG, whereas respondents from the office of the President / Minister and local government respondents were more interested in the case studies of WBG projects.

Top Two Types of Preferred Information About the WBG

	All Respondents	Office of the President, office of a Minister	Government Institution	Local Government	Bilateral or Multilateral Agency	Civil Society	Private Sector	Academia	Media
Impact assessments and evaluations*	48%	73%	56%	57%	40%	39%	41%	33%	29%
Information on how to work / partner with WBG*	46%	7%	42%	43%	47%	63%	56%	48%	39%
Regular updates on WBG activities	45%	47%	49%	32%	50%	42%	41%	45%	50%
Case studies of WBG projects*	43%	80%	46%	51%	33%	37%	36%	33%	46%
Overview of WBG financial products and services	37%	33%	31%	38%	40%	44%	44%	28%	54%
Sector-specific strategies	32%	13%	28%	35%	27%	34%	41%	38%	39%
WBG research and knowledge	23%	13%	20%	19%	33%	22%	26%	35%	21%



What information would be most helpful to you in understanding the WBG's role in Angola? (Select up to 3) (Percentage of Respondents, N=444)

*Denotes significant difference between stakeholder groups.

Messages About Gender Empowerment and Climate-Smart Agriculture Drive the Strongest Recall of WBG Communications

- **WBG economic forecasts*** are recalled at very high levels by the office of the President/Minister (91%), but much less by bilateral or multilateral agencies (19%).
- **WBG mission to end poverty on a livable planet*** is most recalled by civil society (49%), academia (48%), and local government (48%), but far less by the office of the President/Minister (9%).

What do you recall seeing or hearing about the WBG?



What do you recall seeing or hearing about the WBG? (Select all that apply) (N = 294)

*Denotes statistically significant difference between stakeholder groups

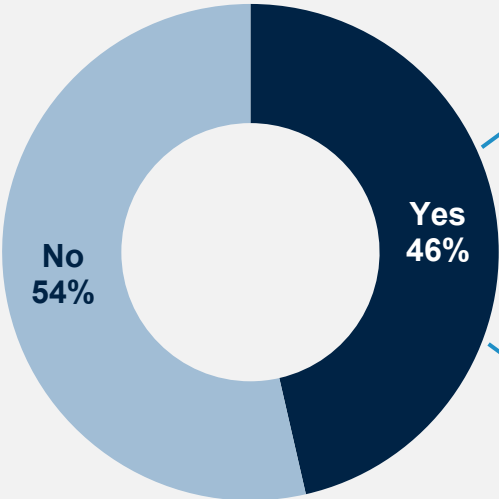


Sample Demographics and Detailed Methodology

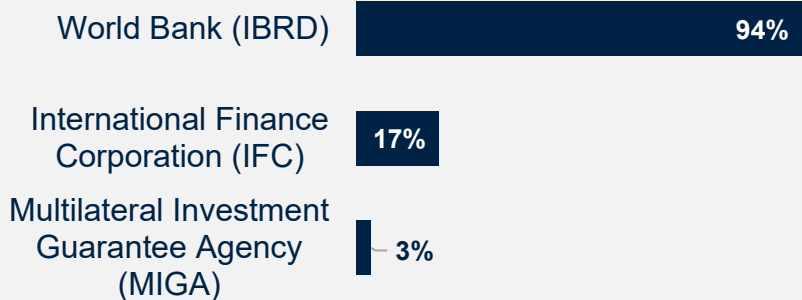


Sample Demographics

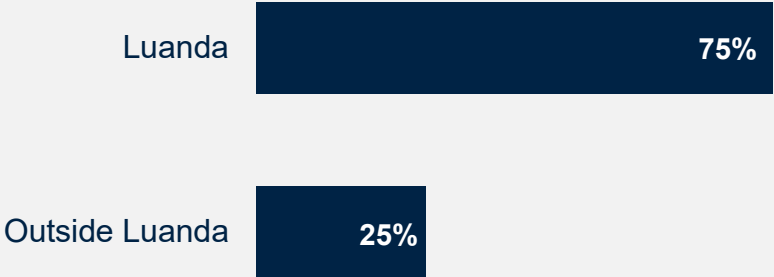
In the past 3 years, have you worked or collaborated with the WBG in Angola?
(N=502)



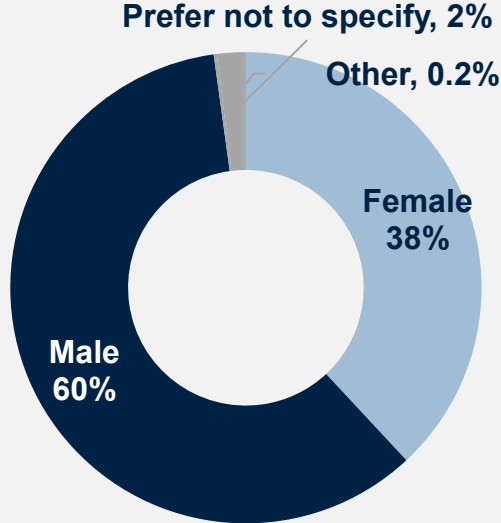
Which of the following WBG agencies have you worked or collaborated with in Angola?
(N=230)



Which best represents your geographic location?
(N=454)

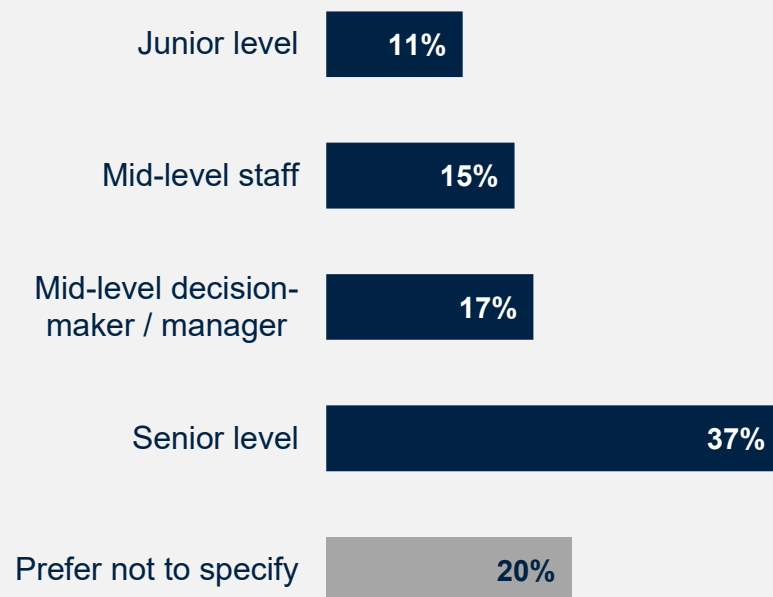


What is your gender?
(N=457)

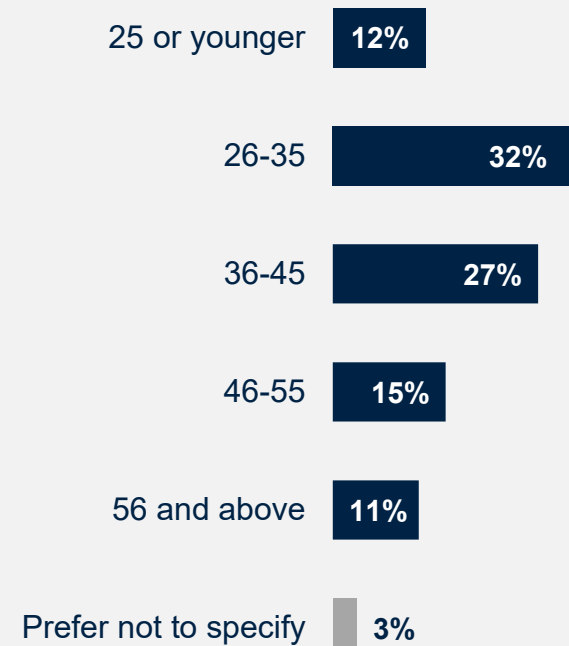


Sample Demographics (continued)

*Within your organization,
would you describe yourself as...*
(N=452)



What's your age?
(N=454)



Detailed Methodology

From **April to July 2025**, a total of 688 stakeholders in Angola were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from government institutions, local governments, bilateral or multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **505 participated in the survey (73% response rate)**. Respondents received the questionnaire via courier and returned it, accordingly, or completed it online, or completed it with a representative of the field agency.

This year’s survey results were compared to the FY22 Country Opinion Survey, which had a response rate of 62% (N = 502).

Comparing responses across Country Opinion Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. However, the stakeholder compositions for both survey years should be taken into consideration when interpreting these comparisons.

Key statistically significant findings (tested at the research standard of $p < 0.05$) are noted throughout the report with an asterisk.

Percentage of Respondents	FY 2022	FY 2025
Government Principals: Office of the President, office of a Minister	5%	5%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	31%	36%
Local Government	16%	8%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	1%	8%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	19%	13%
Private Sector: Private Company, Financial Sector Organization, Private Bank	12%	9%
Academia / Research Center	8%	14%
Media	5%	7%
Other	4%	0%
Total Number of Respondents*	480	502



What is your primary professional affiliation? (Select only 1 response)

*Not all respondents provided information about their professional affiliation. Therefore, the total number of respondents listed in the table is lower than the N reported in the methodology.

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Angola COS FY25 Appendices.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Please note that not all questions were asked of every respondent in FY25. Some questions—particularly those requiring more in-depth knowledge of WBG projects and operations—were only presented to a subset of stakeholders. Consequently, for year-over-year comparisons, some FY22 means shown in this report are based only on the subset of respondents who received the same questions in FY25, rather than the full FY22 sample. As a result, these means may differ from those published in the original FY22 report. Please refer to the questionnaire for details on question routing. The questionnaire is published in the WBG Microdata Library, along with the survey microdata, appendices, and this report.

The open-ended comments to this survey were analyzed with ChatGPT, a generative AI tool, and reviewed by the World Bank staff for accuracy.



CountryOpinionSurveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

countrysurveys@worldbankgroup.org

