



CountryOpinionSurveys

FY 2025 Saint Lucia Country Opinion Survey Report

Acknowledgements

The Saint Lucia 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, Qi Xue, and Sofya Gubaydullina 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 Saint Lucia 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 are stakeholders' opinions of the WBG's effectiveness and relevance to development in Saint Lucia? Are these perceptions improving or declining? Do stakeholders feel that the WBG has changed for the better or the worse in the last four 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 the WBG's operational effectiveness? How have these projects impacted the people of Saint Lucia, 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 Saint Lucia? 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 Saint Lucia?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Saint Lucia? 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 November 2024 – May 2025

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

139 participants (34% response rate)

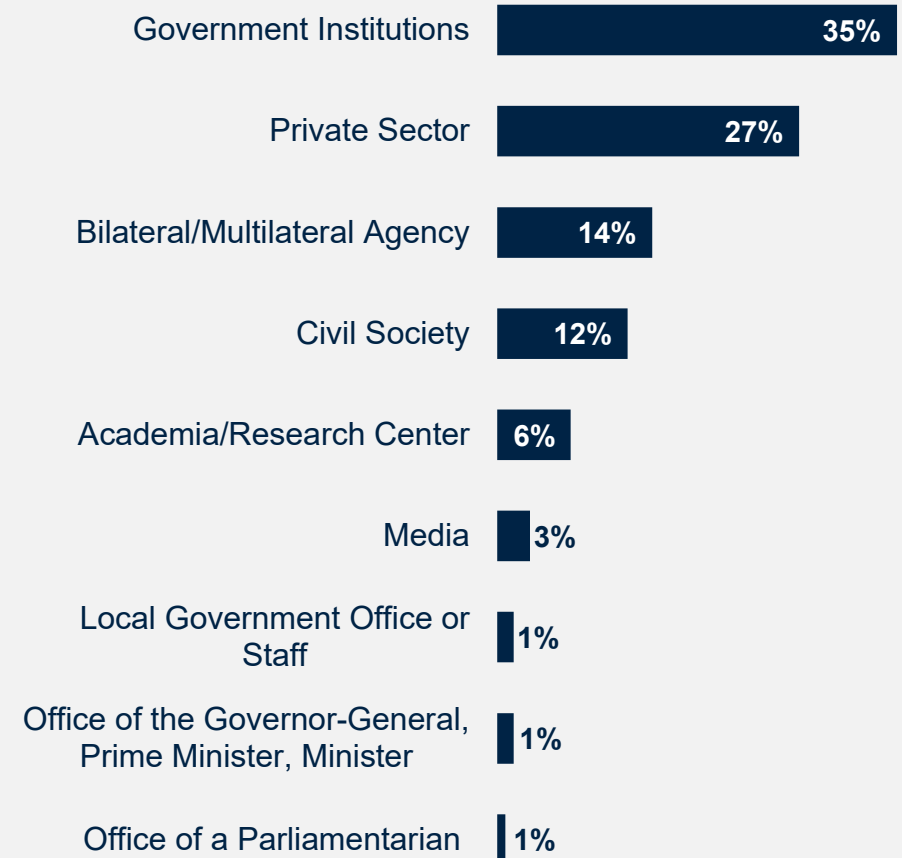
- 38% have collaborated with the WBG within the past 3 years

Compared to the FY21 Country Survey Results

- 48 participants
- 38% collaborated with the WBG

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

Stakeholders in FY25 COS Sample

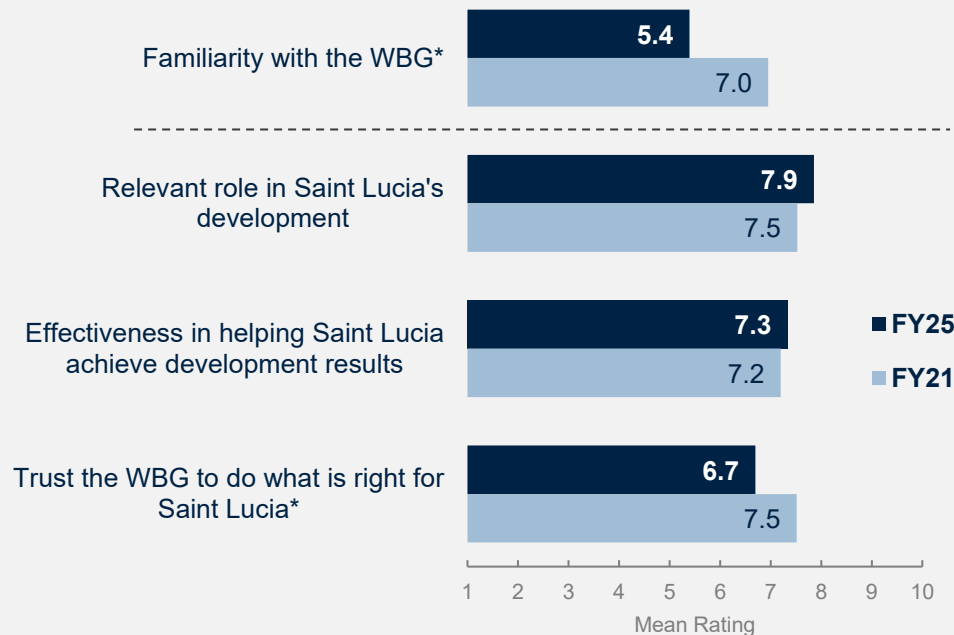


What's your primary professional affiliation? (Select only 1 response) (Percentage of Respondents, N=139)

Executive Summary

1. Overall Views of the WBG:

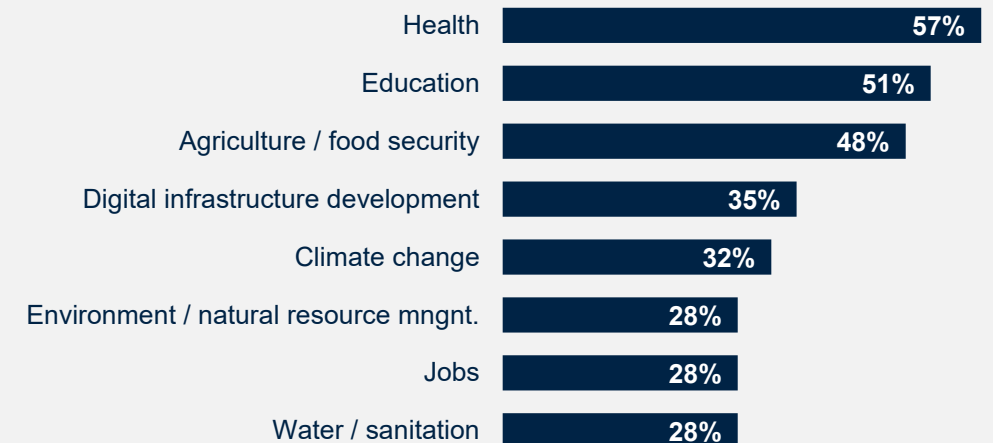
This year, respondents reported significantly lower levels of familiarity with the WBG than in the FY21 Country Survey, along with moderate levels of **trust** in the Bank—lower than in the United Nations but on par with bilateral development agencies. At the same time, stakeholder perceptions of the WBG’s **relevance** to Saint Lucia’s development have slightly improved since the previous survey, and ratings of the WBG’s **effectiveness** in helping the country achieve development results have remained positive. Relevance and effectiveness ratings in Saint Lucia were comparable to those reported by respondents in Grenada and higher than those reported by respondents in Sint Maarten.



2. The WBG’s Work on Development Priorities:

Stakeholders indicated that the WBG should prioritize its support in Saint Lucia in the areas of **health, education, and agriculture/food security**, followed by **digital infrastructure** and **climate change**. Compared to FY21, a substantially larger share of respondents identified agriculture/food security as a priority (48% vs. 17%), while climate change and digital infrastructure have also risen sharply in importance, with more than five times as many respondents selecting these areas than in FY21.

In written comments, respondents highlighted **climate resilience and environmental sustainability**, including renewable energy, water and sanitation, transport decarbonization, and climate adaptation. Agriculture and food security were identified as key priorities to increase domestic production and reduce food imports. In addition, respondents stressed economic development and **job creation**, including private sector growth and improved access to finance for MSMEs and informal businesses. Strong emphasis was also placed on infrastructure development—notably in water, transport, housing, digital, and health sectors—and on education and health investments to strengthen human capital and service delivery.



Executive Summary (continued)

To better prepare Saint Lucia to withstand and recover from **natural disasters** and to **strengthen regional integration**, stakeholders emphasized the need for greater investment in climate-resilient infrastructure, improved disaster risk financing and rapid access to funds, strengthened early warning systems and data/technology, and sustained capacity building and community preparedness through training, coordination, and public awareness.

3. WBG's Operational Effectiveness:

Regarding the WBG's reform efforts, 41% of stakeholders in Saint Lucia indicated that the institution had become somewhat or significantly better at fulfilling its core mission of improving people's lives in the country, while 36% reported improvements in the technical quality of WBG projects. In assessments of the WBG's role in achieving project goals, 91% of respondents reported that the Bank was helpful, with **58% rating its support as very helpful**.

At the same time, nearly half of the respondents noted no noticeable progress in the **ease of working with the Bank** or in its **operational speed**, pointing to areas where further improvement is needed. In qualitative comments, respondents highlighted the need to streamline procurement and disbursement processes, strengthen institutional capacity through hands-on technical assistance and training, and improve coordination with development partners and within the WBG. Finally, respondents call for stronger follow-up, accountability, and communication of results to ensure projects deliver sustained impact beyond completion.

4. WBG Instruments:

Stakeholders viewed the WBG's **financial resources** (76%) and **advisory services** (55%) as its greatest values to Saint Lucia. However, financing-related ratings in FY25 were significantly lower than in FY21; ratings for **meeting the country's needs**, for standards and requirements being reasonable, and for **timeliness** of financial support were moderately positive (below 7.0). In qualitative comments, respondents called for increased concessional financing and grants (including debt relief), paired with stronger technical assistance and capacity building, with a particular focus on financing priority sectors such as energy, water, climate resilience, and infrastructure.

56% of respondents reported having used the WBG's knowledge work, most commonly research and analytical reports. Stakeholders appreciated the WBG's contributions to strengthening institutional capacity in the country (mean=7.7) and to development results (mean=7.2), but they gave relatively lower ratings to the **technical quality** of knowledge work (mean=6.7). In qualitative comments, respondents emphasized that the WBG could make its work more practical and implementation-focused by strengthening hands-on capacity building and technical assistance for local institutions, and by deepening engagement with local governments, communities, civil society, and the private sector to ensure that knowledge is tailored to country contexts and small-island realities.

66% reported that the WBG's policy advice influenced government policies in Saint Lucia, shaping policies, legislation, and

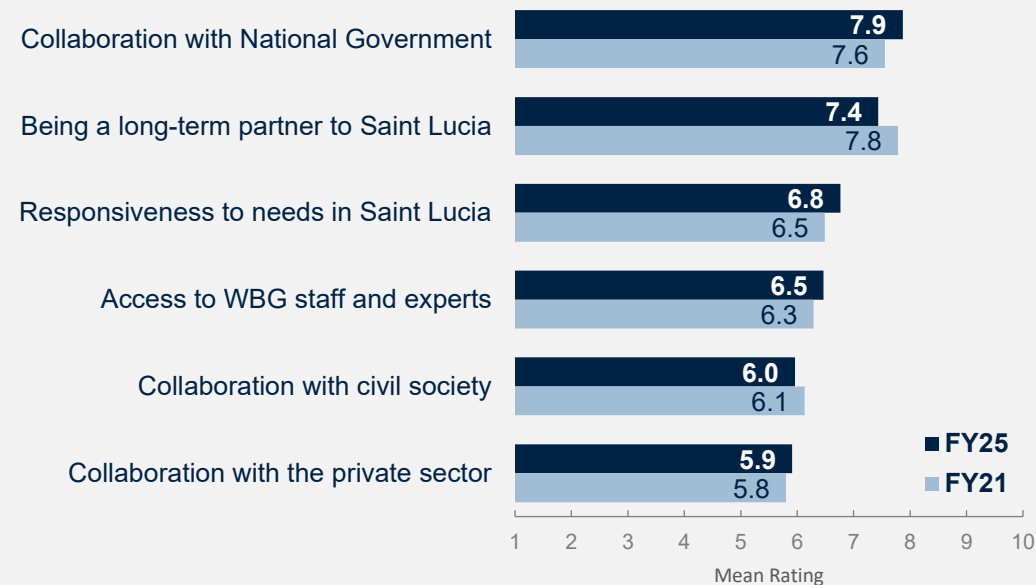


Executive Summary (continued)

systems related to climate resilience and disaster risk management; renewable energy; fiscal reforms and budget processes; digital government, data use, and ICT policy, among other areas.

5. The WBG's Engagement and Collaboration:

Respondents consistently gave the WBG high ratings for its **collaboration with the national government** and its role as a **long-term partner** in Saint Lucia. Perceptions of the WBG's **responsiveness** to the country's needs and **staff accessibility** remained moderate, while ratings for collaboration with **the private sector** and **civil society** remained relatively low and unchanged since FY21. Looking forward, respondents would like the WBG to strengthen engagement with civil society (54%) and the private sector (46%), to ensure a deeper understanding of local contexts and needs.



In written comments, respondents consistently called for much deeper and **earlier stakeholder engagement, especially at the community and grassroots levels**, with stronger involvement of civil society, NGOs, local government, and the private sector throughout the project cycle. They emphasized the need for better coordination and collaboration—across development partners, regional institutions, and existing in-country agencies—to avoid fragmented, donor-driven approaches and improve implementation efficiency.

6. Communications:

45% of respondents recalled seeing or hearing about the WBG recently, most often through traditional media and social media. Among those who did, the WBG's economic forecasts and other reports and analytical materials were the most frequently recalled topics.

Respondents expressed a preference for receiving information from the WBG through **events** (both in person and online), **social media channels**, and the WBG **website**, with civil society respondents also favoring direct contact with WBG staff.

Respondents indicated that regular updates on WBG activities, guidance on working or partnering with the WBG, and impact assessments would be most helpful for improving understanding of the Bank's role in Saint Lucia. Respondents from development partner organizations additionally expressed a preference for case studies of WBG projects and WBG research and knowledge products.



Overall Views of the World Bank Group



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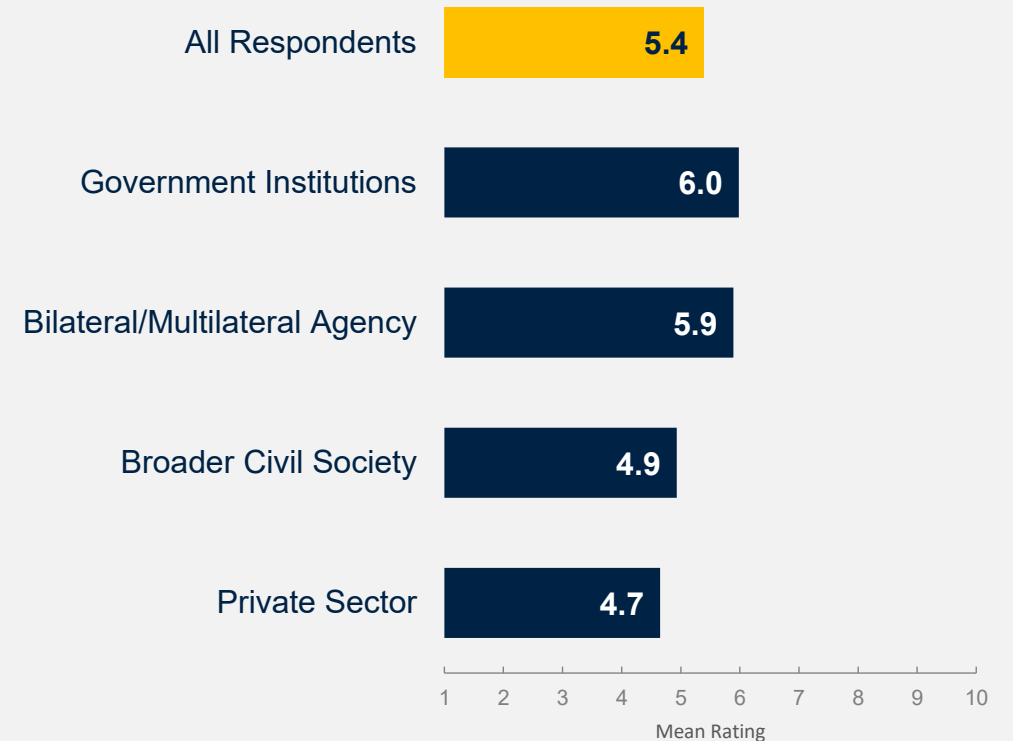
Familiarity with the WBG has Gone Down since FY21, with Private Sector Stakeholders Being the Least Familiar

Comparison of FY21 and FY25

Mean familiarity: **FY25 = 5.4***
FY21 = 7.0

Collaboration with the WBG

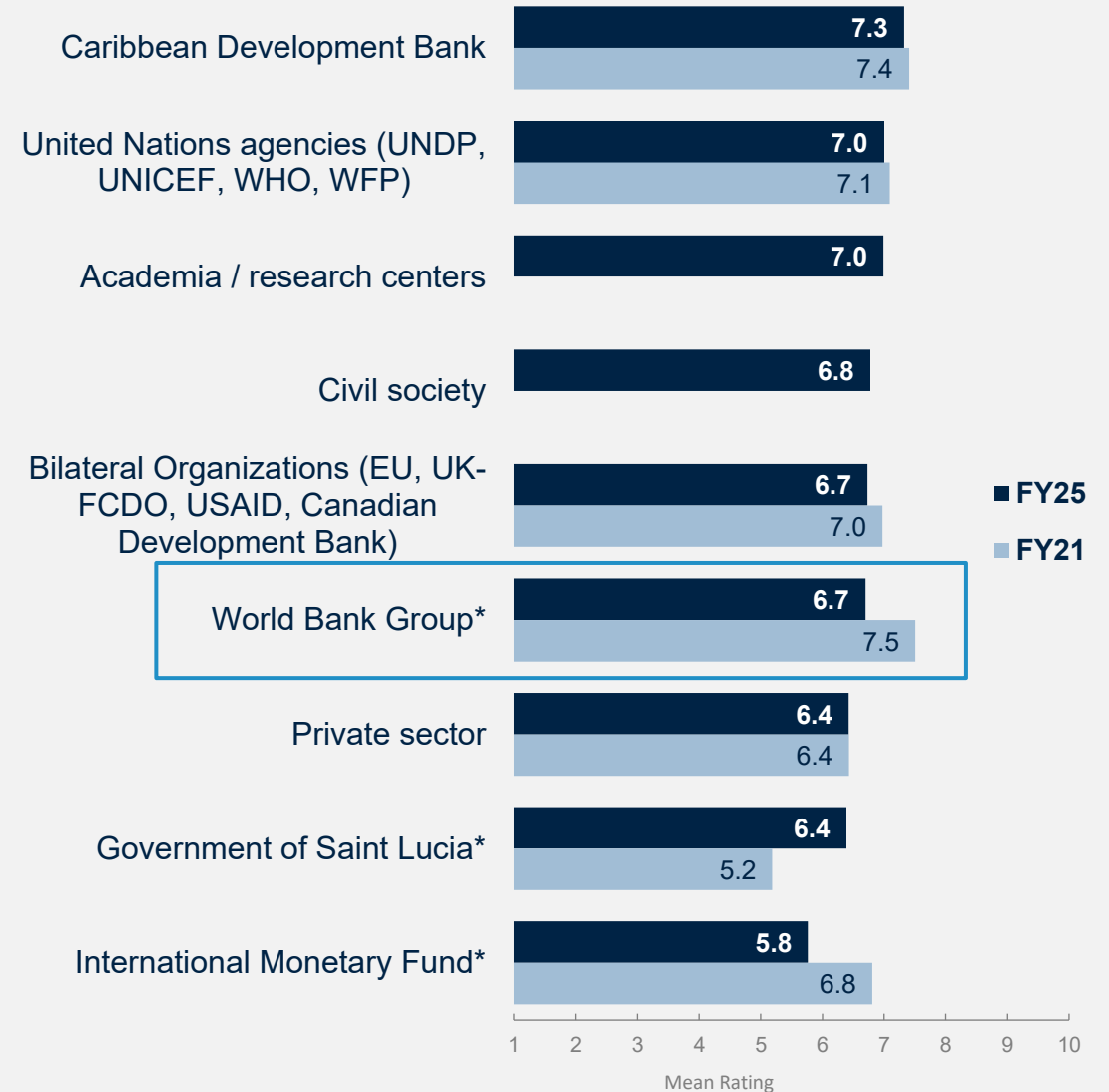
Mean familiarity: **Collaborate with WBG = 7.1***
Do not collaborate = 4.4



Trust in the WBG Has Decreased Since FY21

In FY25, respondents expressed greater trust in the Caribbean Development Bank, United Nations agencies, and academia.

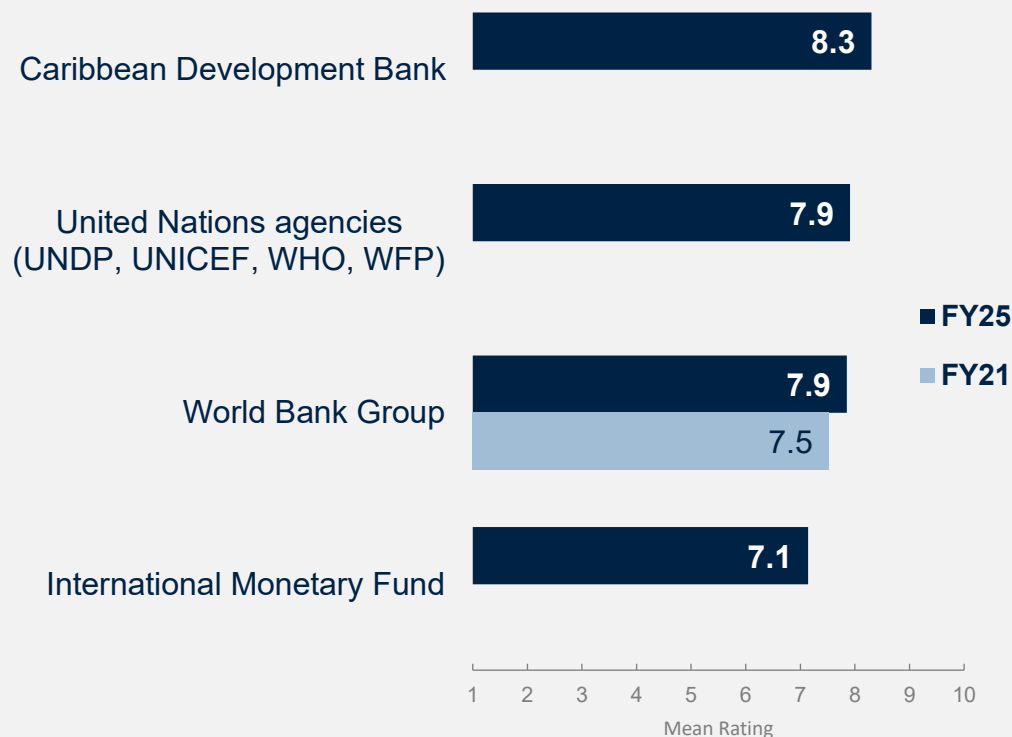
Perceptions of trust in the WBG have notably decreased since the last survey in FY21. It is on par with trust in other bilateral organizations, but notably lower than trust in the UN agencies and the Caribbean Development Bank.



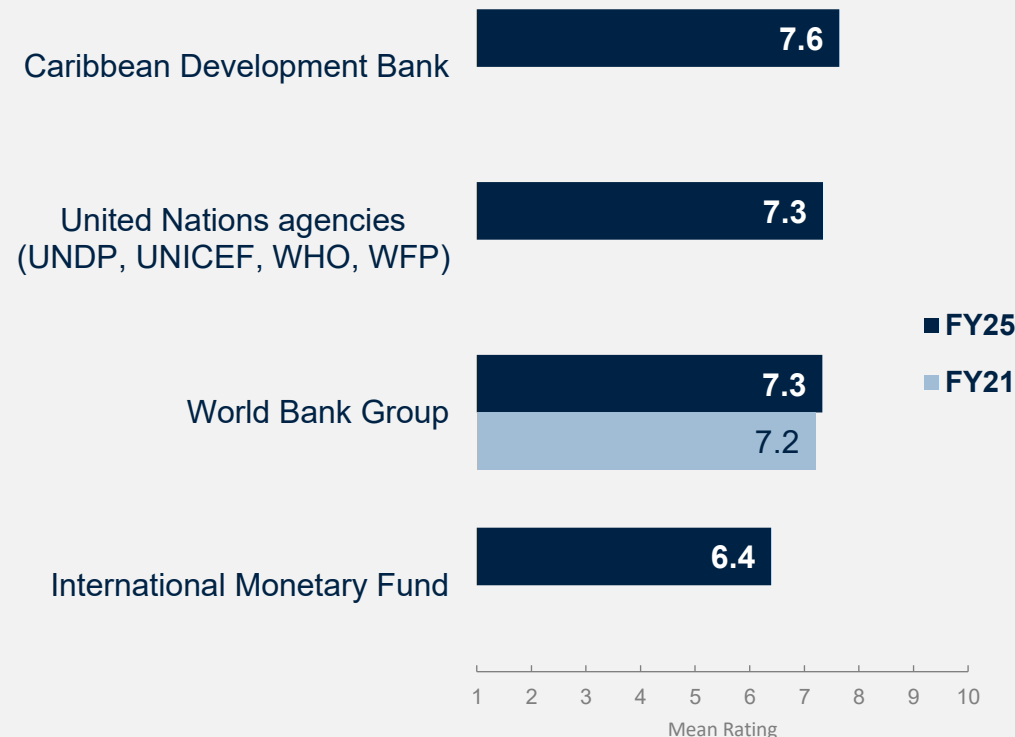
Perceptions of WBG Relevance Have Increased

In FY25, respondents viewed the Caribbean Development Bank as the most relevant and effective institution in Saint Lucia among the comparators. The WBG's levels of relevance and effectiveness were slightly higher than in the previous survey and are on par with the perceived relevance and effectiveness of United Nations agencies.

RELEVANCE to Saint Lucia's development

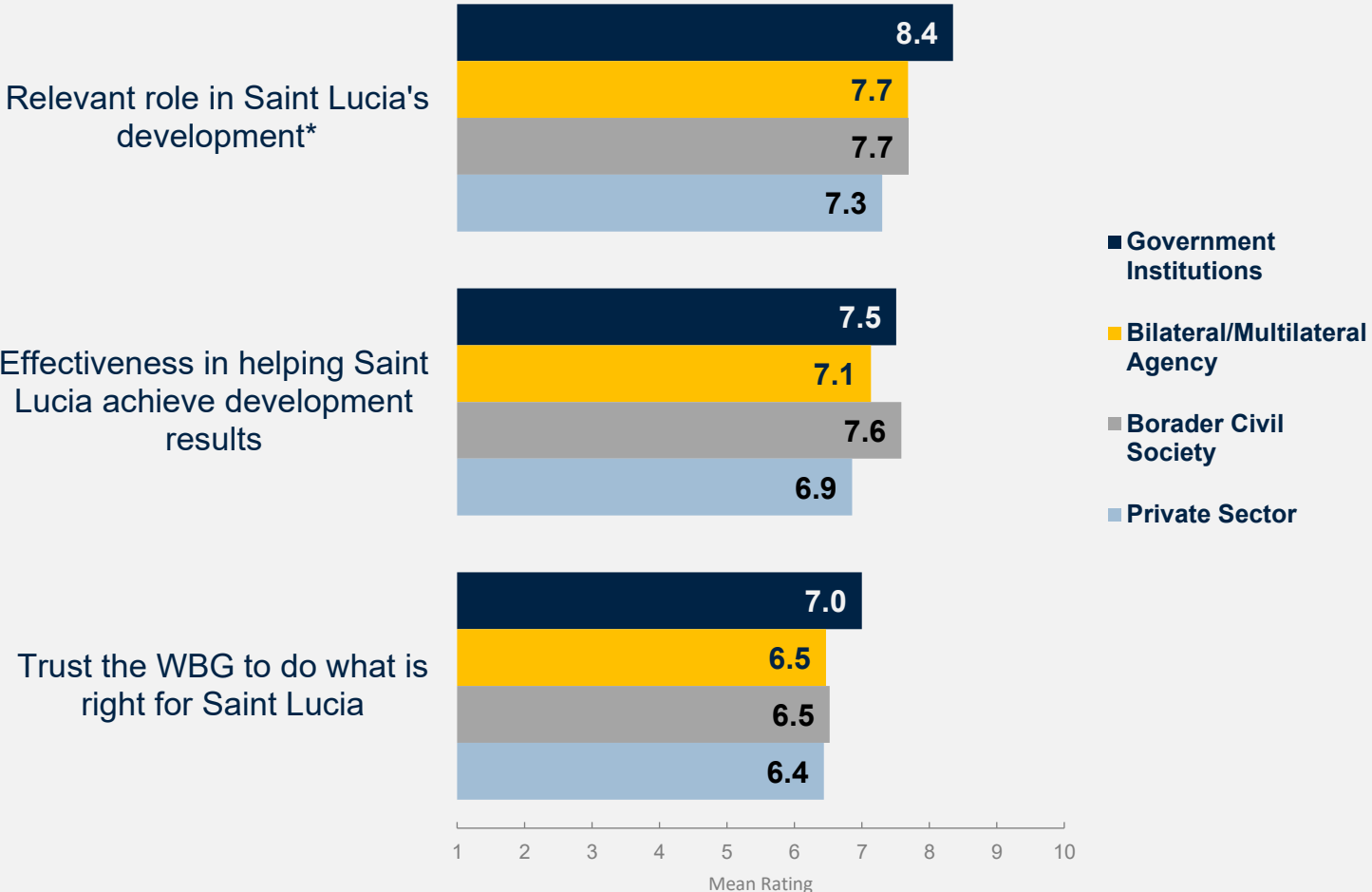


EFFECTIVENESS in helping Saint Lucia to achieve development results



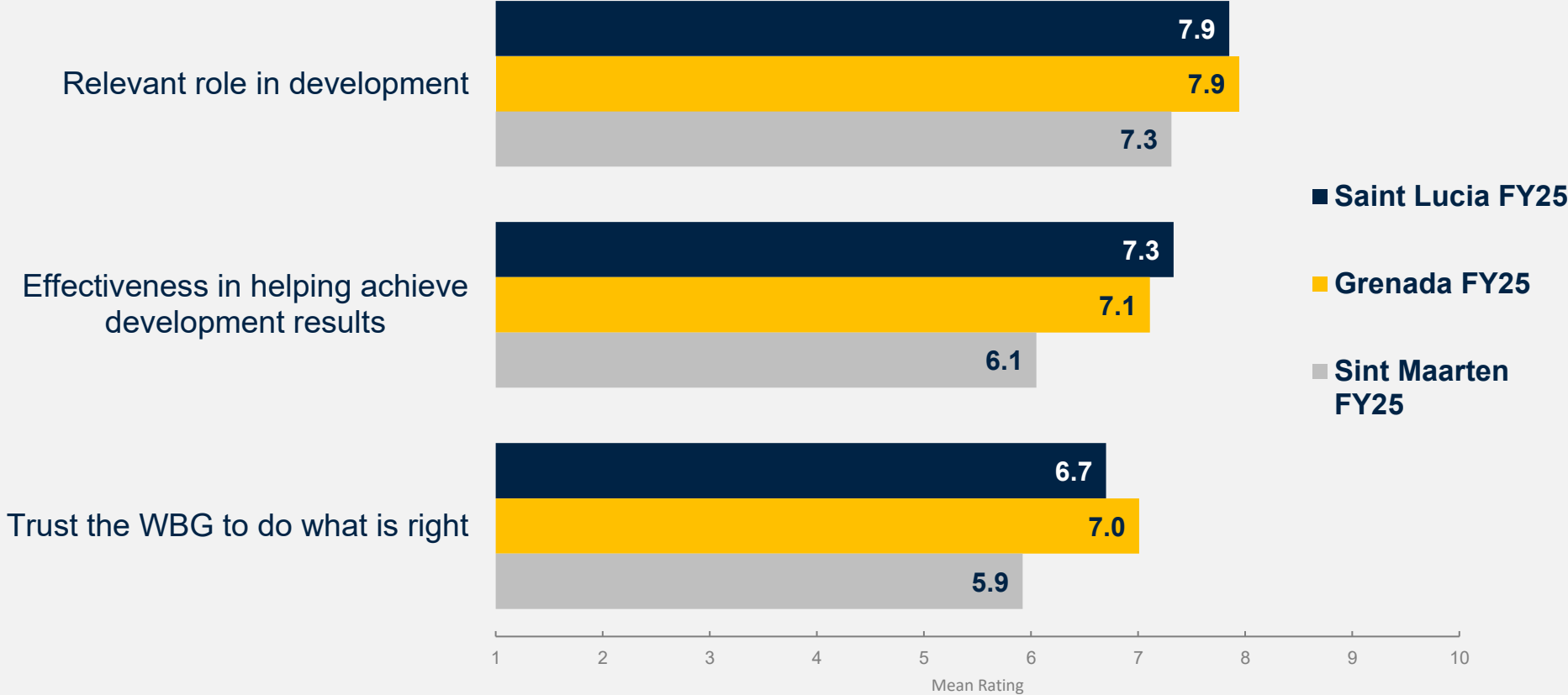
How relevant is each of the following organizations to Saint Lucia's development? Scale: 1= Not at all, 10 = Very much.
 How effective is each of the following organizations in helping Saint Lucia achieve development results? Scale: 1=Not at all, 10 = Very much

Government Stakeholders View the WBG More Favorably — Especially on Relevance



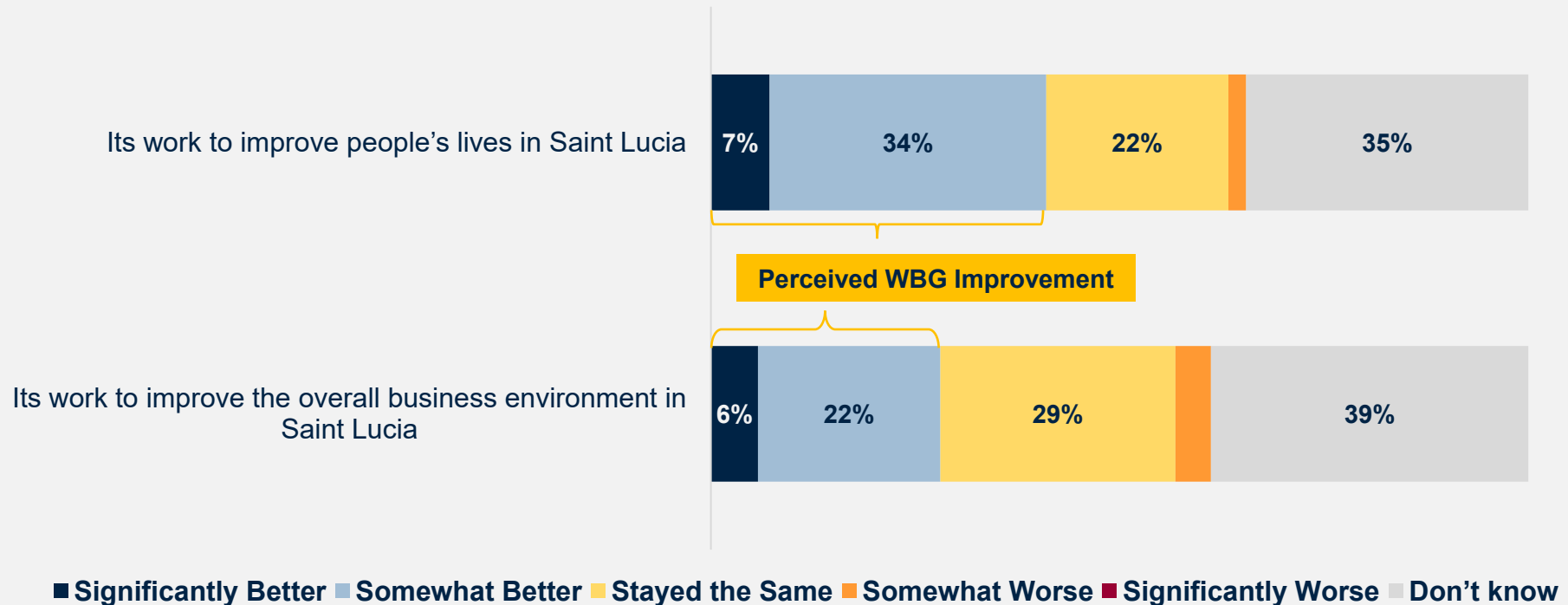
For question wording and scales, please see the previous slides. *Denotes statistically significant differences between stakeholder groups.

Stakeholders in Saint Lucia Report More Positive Perceptions of the WBG's Effectiveness than Those in Other Countries in the Region



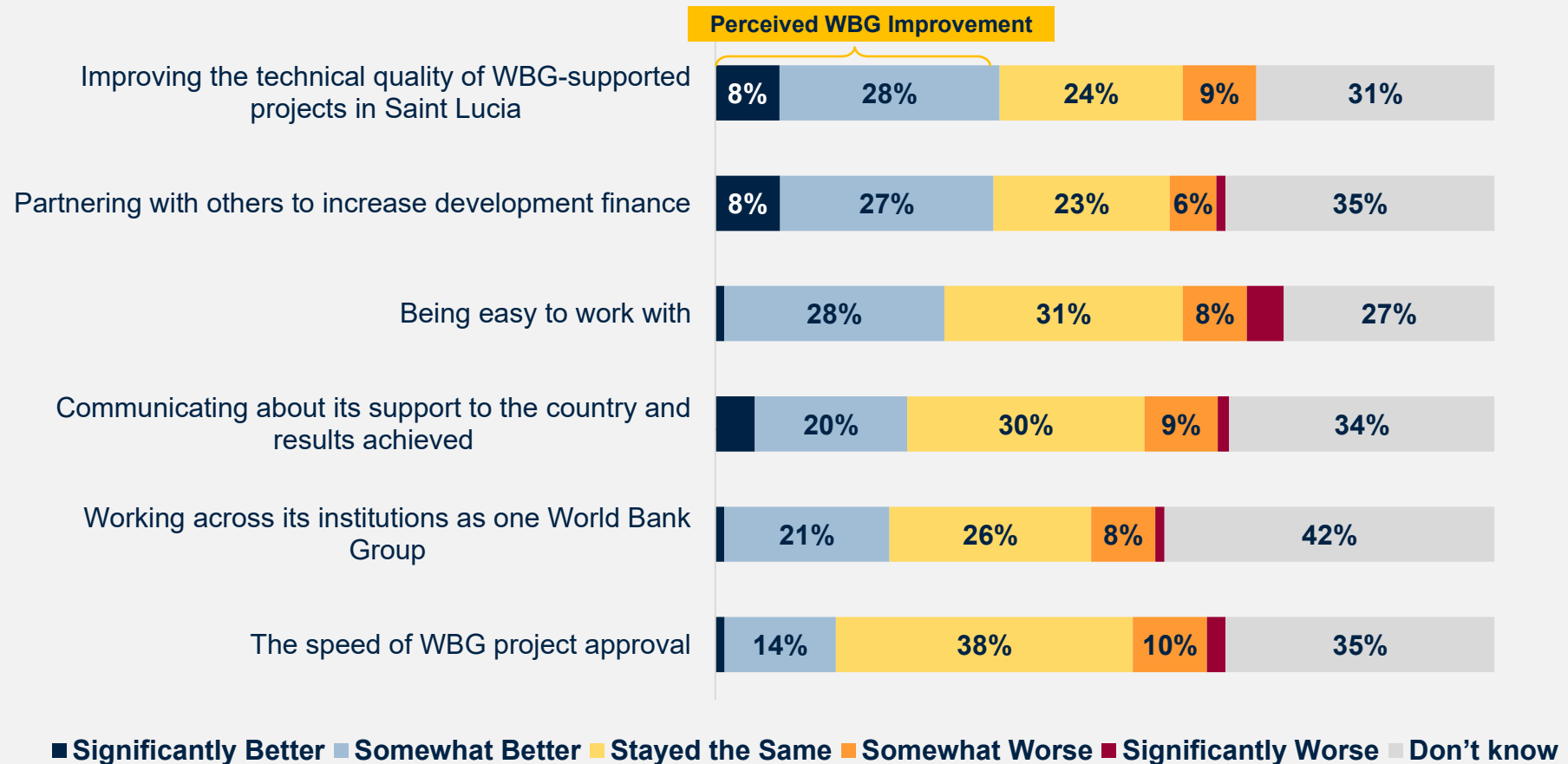
Over One-Third of Stakeholders Believe the WBG Has Changed Positively and Contributed to Improvements in People's Lives in Saint Lucia, While Views on Improving the Business Environment Are More Mixed

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



Around 36% of Stakeholders Report Improvements in the Technical Quality of WBG-Supported Projects and Partnerships with Other Institutions, While Most See No Change in the Speed of Project Approval

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 ≈ 91)



The WBG's Work on Development Priorities



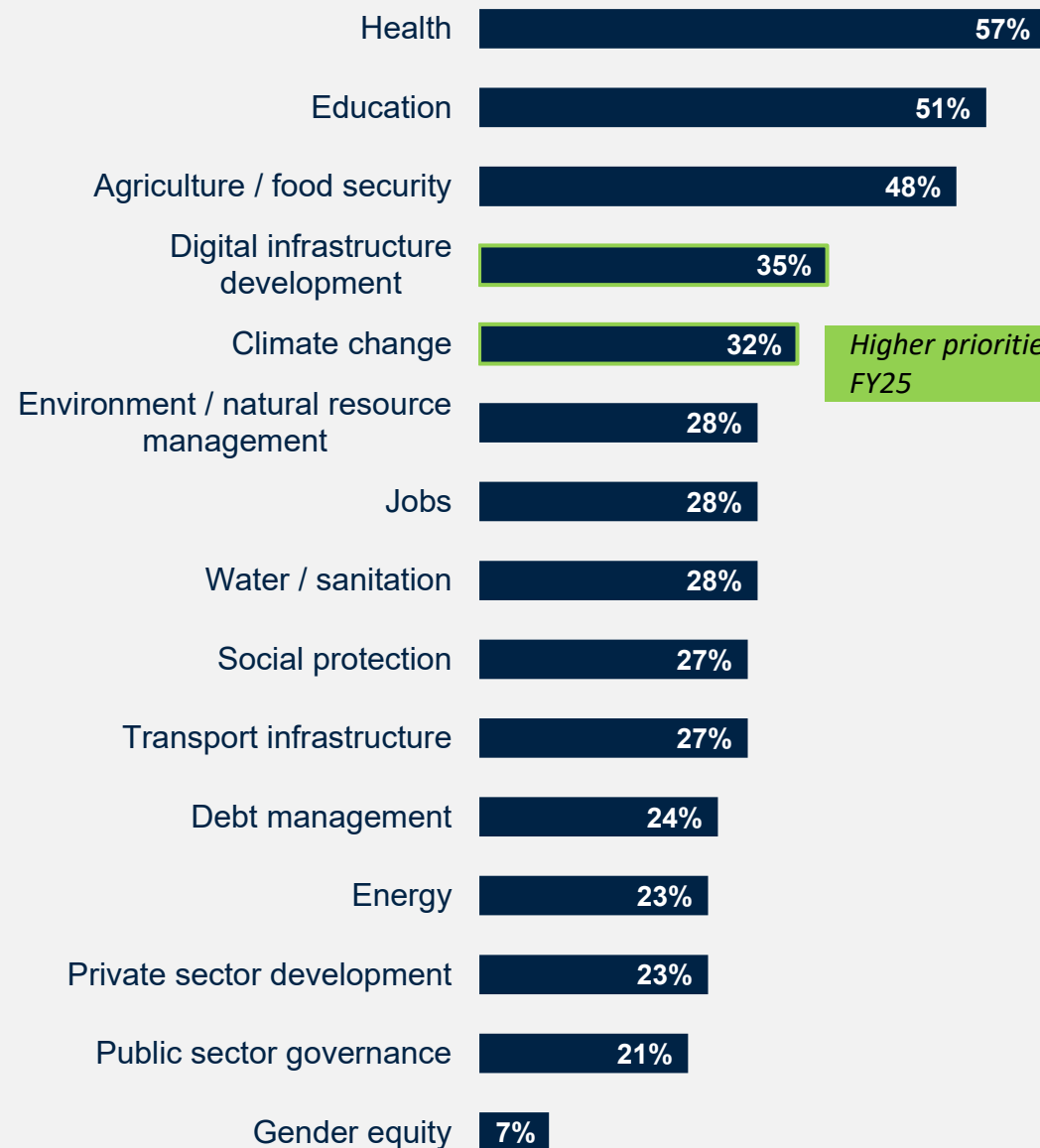
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WBG: Focal Development Areas

In FY25, stakeholders believed the WBG should prioritize **health, education, and agriculture/food security**. The prominence of agriculture has grown notably since FY21, when only 17% of respondents considered it a priority. **Jobs**, which ranked as the top priority in FY21, were less likely to be selected by respondents in this round.

Notably, **digital infrastructure development** and **climate change** emerged as top focus areas, compared to 7% and 5%, respectively, in the previous survey.

In their comments on an open-ended question[^] on how the WBG could enhance its effectiveness, stakeholders emphasized the importance of strengthening resilience in key sectors such as energy, agriculture, and water. They underscored the need for continued WBG support in building human capital, particularly through reforms to the education system, expansion of vocational training, and development of workforce skills to better align with national development priorities and future economic needs.

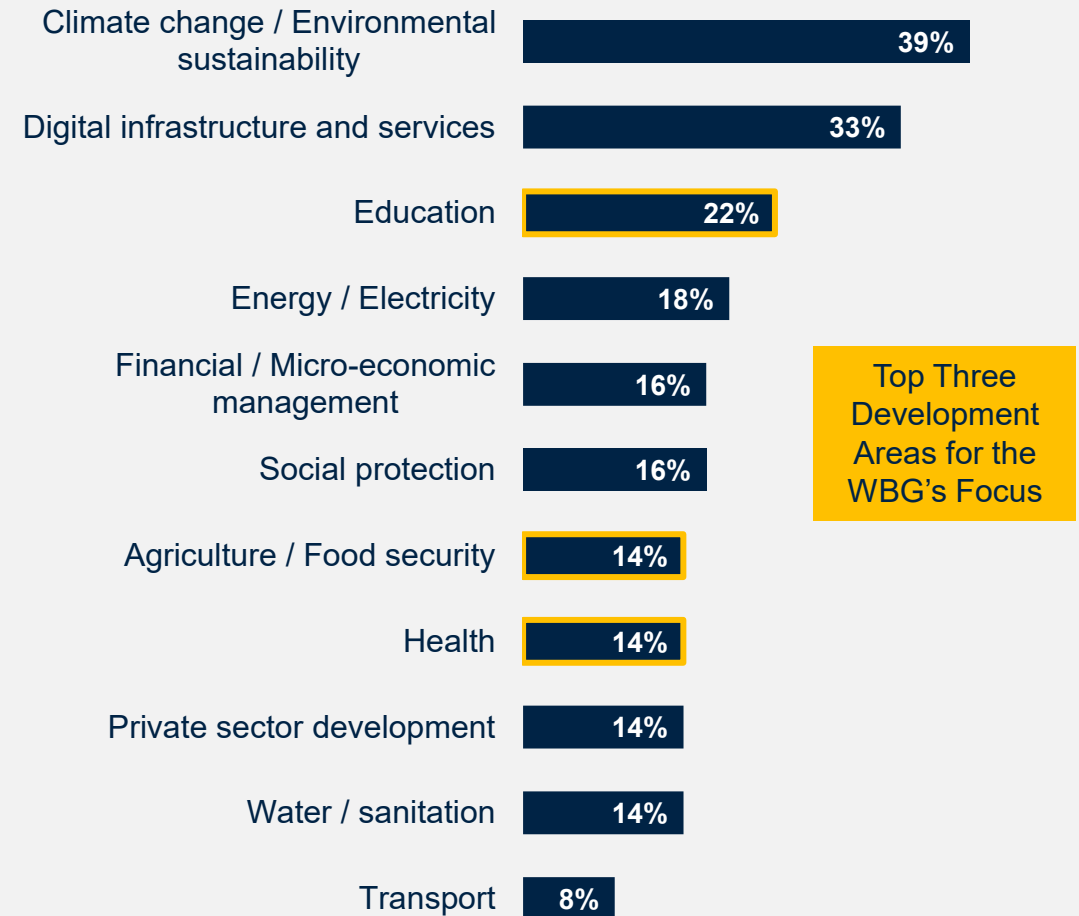


Higher priorities in FY25

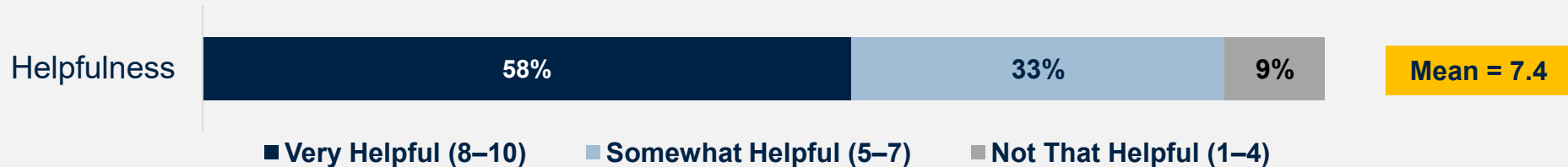
Stakeholders Are Most Familiar with Projects on Climate Change and Digital Infrastructure and Services

In their open-ended comments[^] stakeholders cited projects such as the Saint Lucia Human Capital Resilience Project, the Caribbean Digital Transformation Project, energy efficiency supporting projects, and projects on blue economy integration.

To be more helpful^{^^}, respondents urged the WBG to engage capable local experts, ensure project sustainability and continuity, and align designs with national contexts. They also called for greater accountability from consultants and contractors, as well as stronger collaboration with local partners.



More than Half of Stakeholders Consider the WBG to be Very Helpful in Project Implementation



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

“Project is ongoing, but it has so far facilitated digital skills training. It is providing support for the development of frameworks for data protection, cybersecurity, and telecommunications quality of service, among others, which will ultimately benefit all Saint Lucians.” (Government Institution Respondent discussing the **Caribbean Digital Transformation Project (CARDTP)**)

“The Public Assistance Program (PAP) was able to expand coverage to an additional 1125 households, thus providing financial support to poor/vulnerable population.” (Government Institution Respondent discussing the **Human Capital Resilience Project**)

“The projects implemented have benefited every sector and more than 120, 000 persons were positively impacted. Allowing equal access to men and women in decision making and access to resources. Improved access to health care, strengthened the qualification framework for issuance of the Caribbean Vocational Education, Improved quality of skills training and TVET, improved access and connectivity through construction of roads, enhanced access and quality in education, improved citizen partnership, reduction in gender disparities and empowering of women economically and socially access to micro financing for climate adaption, resilient infrastructure, reduction in flooding and damage to private property during and after an event, access to parametric insurance.” (Government Institution Respondent discussing the **Emergency Recovery Project**)

To Better Withstand and Recover from Natural Disasters, Stakeholders Call for More Resilient Infrastructure

What could the WBG do more to prepare Saint Lucia better to withstand and recover from natural disasters?

Infrastructure Resilience and Financing

- Invest in climate-resilient infrastructure (roads, drainage, buildings, coastal defenses).
- Provide rapid and accessible financing, including grants, microinsurance, and recovery funds.
- Support maintenance and sustainability of existing resilient infrastructure.
- Help integrate climate resilience into national planning and budgeting.
- Promote renewable energy and water security as resilience measures.

Disaster Risk Management and Early Warning

- Strengthen early warning systems, forecasting, and real-time alerts.
- Support data, risk analysis, and planning to inform national and community-level actions.
- Improve coordination among agencies and establish a national focal point for disaster response.

Capacity Building and Community Preparedness

- Expand training and simulations for local authorities and communities.
- Build institutional capacity in NEMO [National Emergency Management Organization], local governments, and emergency teams.
- Support public awareness and education campaigns for long-term behavior change.

“Enable rapid deployment of finance post disasters or put instruments in place that can help in building infrastructure with more resilience. The WBG can also assist in providing TA by facilitating training necessary for green and resilient buildings designs.”

(Government Institution Respondent)

“Support the development and deployment of advanced, community-based early warning systems that leverage technology to provide timely alerts to residents and authorities.”

(Government Institution Respondent)

“Education programs for local citizens to expand our own knowledge-based, experience, and responses.”

(Private Sector Respondent)



Stakeholder Comments on Strengthening Regional Integration Among the OECS Countries

How can the WBG contribute to strengthening regional integration among the OECS countries?

Enhancing Institutional Capacity and Coordination

- Establish a regional coordination or focal point to harmonize WBG and OECS efforts.
- Support CDEMA, NEMO, and key government agencies through capacity building, training, and data systems.
- Promote cross-country collaboration and partnerships with UN agencies, regional development banks, and civil society.
- Strengthen governance, transparency, and long-term sustainability of WBG-financed interventions.

Building Climate and Disaster Resilience

- Invest in resilient infrastructure (roads, drainage, schools, and public buildings).
- Support early warning systems, community preparedness, and rapid emergency financing mechanisms.
- Strengthen risk financing and insurance tools (e.g., CCRIF, CERC, CAT DDO) to improve response capacity.
- Fund climate adaptation measures such as flood mitigation, renewable energy, and water security

Promoting Inclusion, Knowledge, and Financing Access

- Provide grants and concessional financing for vulnerable communities and small businesses.
- Expand microinsurance and affordable financing options for recovery and adaptation.
- Support education, awareness campaigns, and skills training to build local capacity for resilience and diversified livelihoods.
- Facilitate knowledge sharing and regional learning exchanges on disaster management and climate resilience.



The WBG's Instruments



Financial Resources Considered the WBG's Greatest Value to Saint Lucia

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

76%

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

55%

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

28%

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

24%



Stakeholders' Views on WBG Financial Instruments Have Decreased Over Time

While respondents gave the highest ratings to the **WBG's financing being competitive to markets**, the overall financial ratings were modest, but with a notable decline since FY21.

Stakeholders from private sector and bilateral/multilateral agencies expressed markedly lower levels of satisfaction compared to their government counterparts, contributing to the overall decline in scores.

The conditions of the WBG's financing are competitive compared to markets (private sector or other development banks)



The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Saint Lucia*



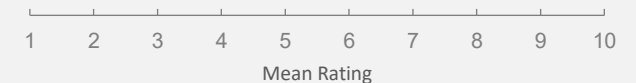
The standards and requirements for the WBG's financing are reasonable*



The WBG provides financial support in a timely manner*



■ FY25
■ FY21



To what extent do you agree with the following statements about the WBG's financial support to Saint Lucia? Scale: 1 = Strongly disagree, 10 = Strongly agree.

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

*Denotes statistically significant difference between FY21 and FY25.

More than Half of the Respondents Used WBG Knowledge Work in the Past 3 Years—Primarily Research and Analytical Reports and Data



For what purpose did you use this WBG knowledge work?

Professional Development and Capacity Building

- Training and upskilling in procurement, finance, and recovery.
- Exposure to global best practices and regulatory reforms.
- Improved job performance and project delivery.

Research and Policy Analysis

- Data and research to inform policy and strategy.
- Support for tax, debt, and climate finance analysis.
- Benchmarking and credible evidence for decision-making.

Project Design and Implementation

- Guidance for technical teams and consultants.
- Input for stakeholder engagement and proposal writing.
- Alignment of projects with local priorities and WBG standards.



66% of Respondents Report WBG Policy Advice Shaped Government Policy and Influenced Key Development Areas

- Stakeholders say that WBG advice shaped key reforms in procurement, environmental & social safeguards (ESF/ESS), and gender mainstreaming across agencies.
- Policy actions advanced through DPC (Development Policy Credit) support, including climate legislation (Climate Change Act) and stronger fiscal sustainability/transparency.
- Influenced priorities in digital transformation, renewable energy, and resilience/social protection through major projects and strategies.

- *“The commencement of the TVET (Technical and vocational education and training) program. This aims to prepare secondary school students for the world of work with practical knowledge and applications.”*
(Civil Society Respondent)
- *“The operational policies, for example, procurement led to procurement of reform, adoption of WB policies and standard documents, environmental and social framework adopted by most agencies, in particular, the aspect of stakeholder engagement, gender equality - in Government there is a gender focal point in each agency.”*
(Government Institution Respondent)
- *“1. Digital Transformation in government 2. A more robust and strategic fiscal policy 3. Improvement in health and education plans in terms of disaster and climate resilience 4. Water and sanitation in terms of water harvesting and distribution to reduce water-borne diseases and improvement in basic sanitation practices and activities.”*
(Government Institution Respondent)



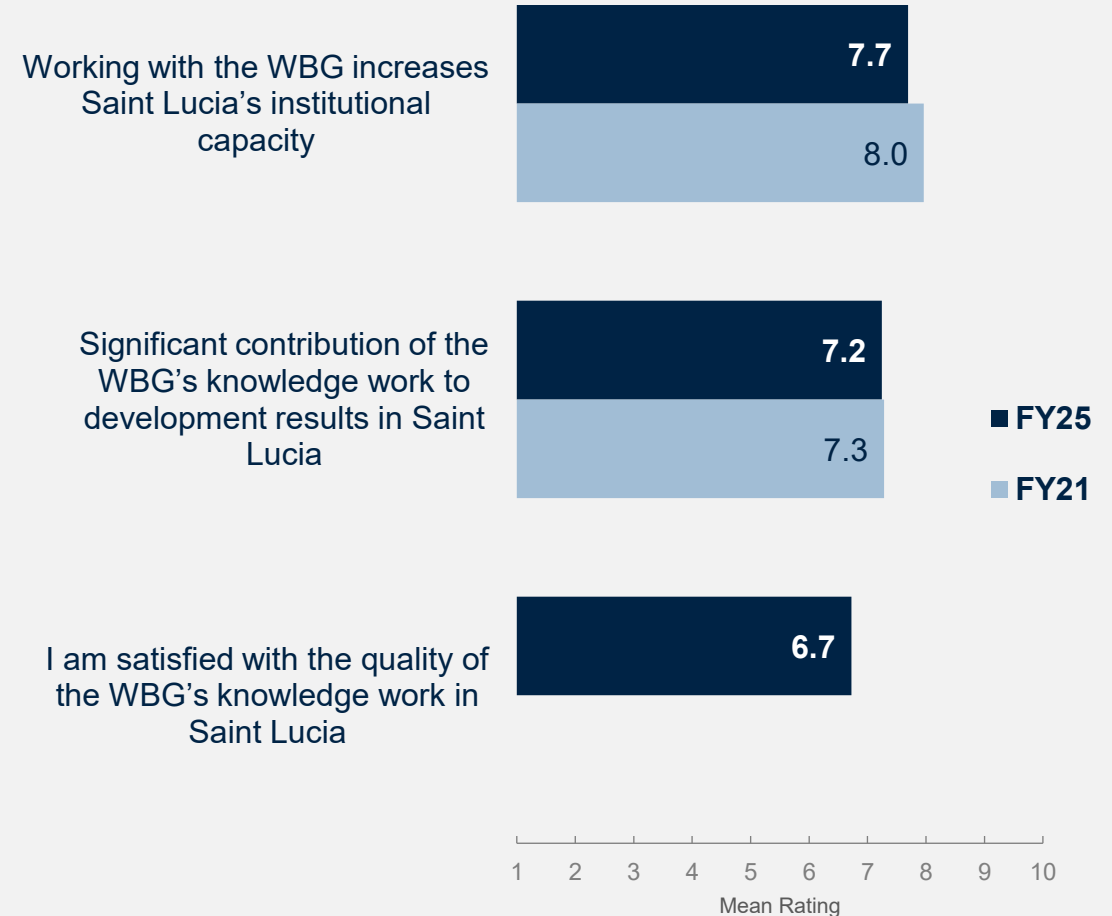
In your opinion, has the WBG's policy advice influenced a new or previous government policy in Saint Lucia? (Percentage of Respondents, N=30)
What government policy or action did the WBG's advice influence and in what way? (N=16)

Respondents' Perceptions of the WBG's Knowledge Work Are Consistently Positive

In FY25, stakeholders expressed the strongest agreement that the WBG contributes to strengthening Saint Lucia's institutional capacity. Meanwhile, perceptions of the WBG's knowledge work contributing to development results remained at levels comparable to FY21.

However, fewer stakeholders reported satisfaction with the quality of the WBG's knowledge work, with private sector stakeholders (mean = 5.6) and broader civil society (mean = 5.3) assigning lower ratings than respondents from government institutions (mean = 7.5).

To improve the quality of knowledge work[^], most respondents suggested enhancing collaboration with grassroots stakeholders to strengthen capacity and ensure a deeper understanding of local contexts and needs. Stakeholders also emphasized the importance of collecting and **relying on national data** and **statistics** to better inform analysis and decision-making.



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

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

To what extent do you agree with the following statements? Scale: 1 = Strongly disagree, 10 = Strongly agree.

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

^{^^}How could the WBG improve the quality of its knowledge work in Saint Lucia? (N=4) Only asked those who indicated that they had used WBG knowledge work in the past 3 years and rated the quality of the WBG's knowledge work 1-4.

The WBG's Engagement and Collaboration

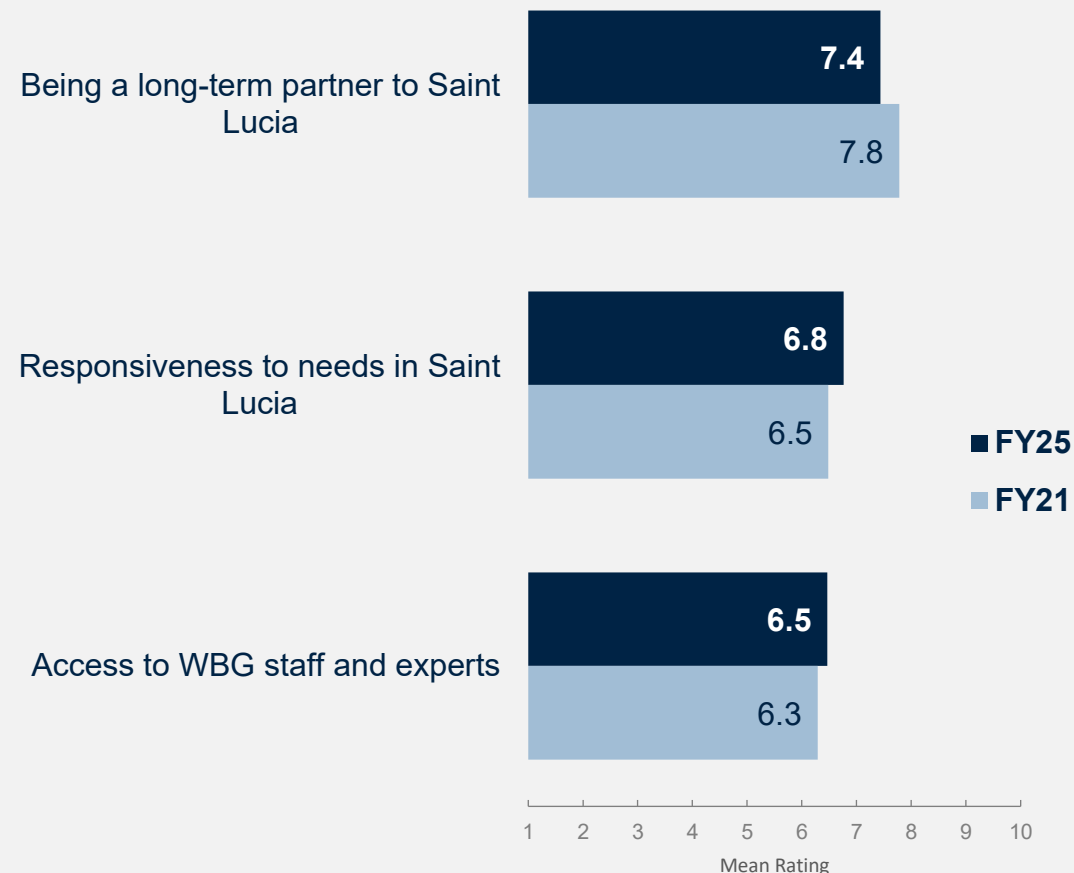


WBG Viewed as a Long-Term Partner with Slightly Improved Staff Accessibility and Responsiveness

While the Bank continues to be viewed as a **long-term partner** to Saint Lucia, ratings in this area have slightly declined since the FY21 survey.

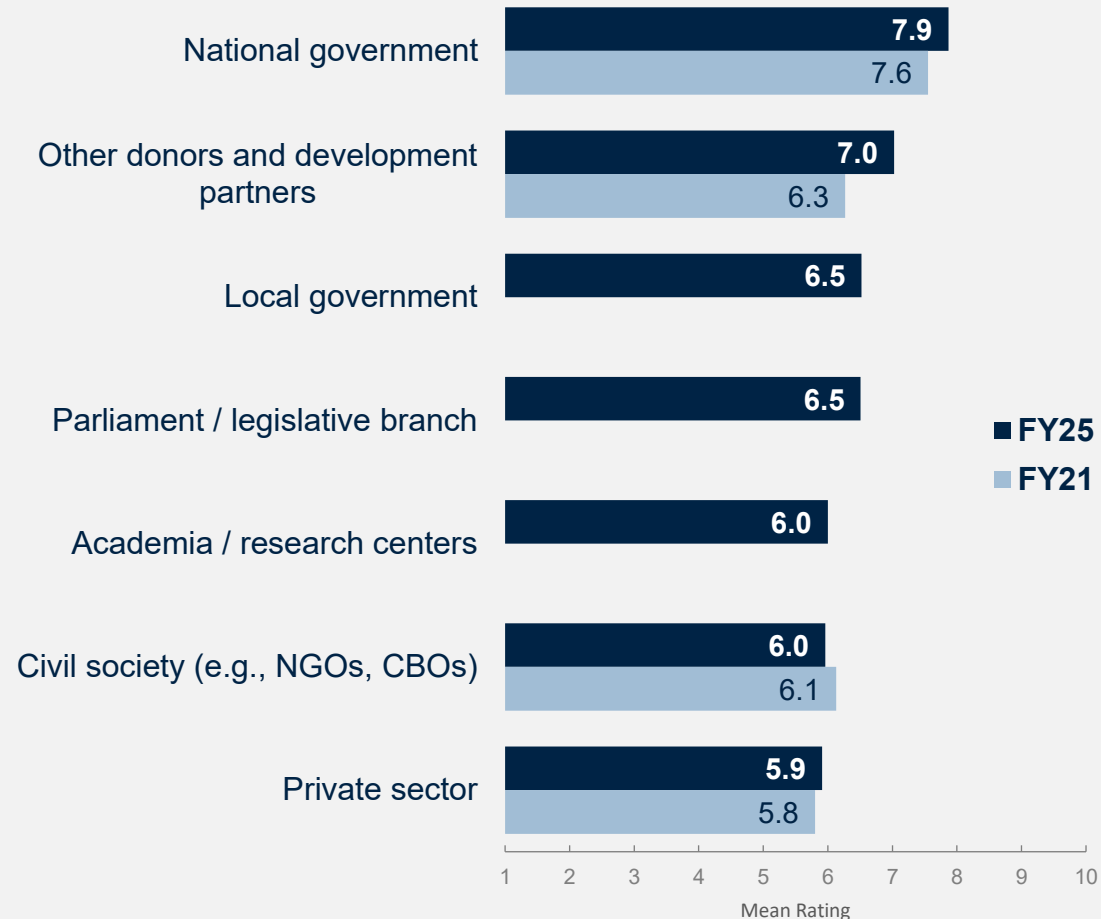
In contrast, perceptions of the Bank's **responsiveness** and **staff accessibility** have shown slight improvement. The gap in perceptions between government and other stakeholder groups persists, with respondents from bilateral/multilateral agencies being notably more critical across all three indicators.

In their open-ended responses[^], stakeholders highlighted the need for stronger coordination and collaboration with government, partners, and communities to enhance project delivery. They also called for simplified procurement and disbursement processes, greater local presence and follow-up, continued capacity building, and data improvements to strengthen implementation and transparency.



To what extent is the WBG an effective development partner in terms of the following? Scale: 1 = To no degree at all, 10 = To a very significant degree.
[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Saint Lucia? (Please be specific) (N = 80)

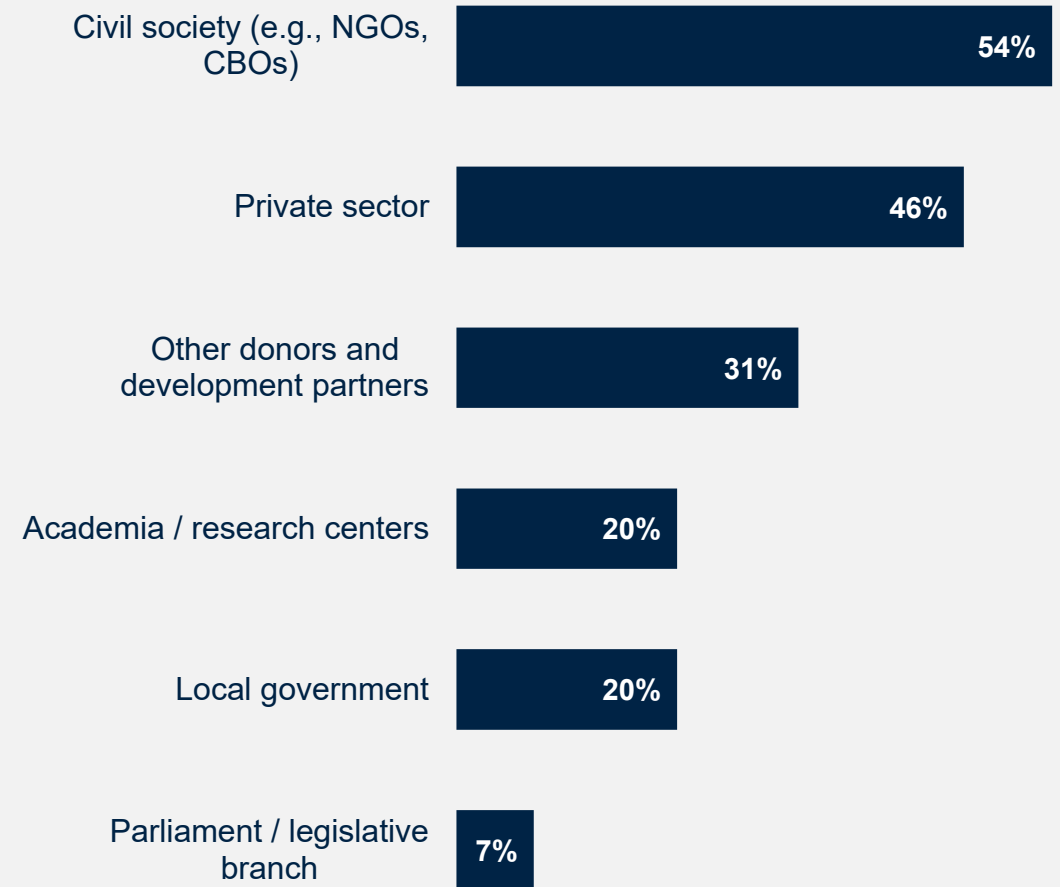
Positive Perceptions of WBG Partnerships with Government and Development Partners, While Engagement with Civil Society and the Private Sector Receives Lower Ratings



To what extent is the WBG an effective development partner in Saint Lucia, in terms of collaborating with the following groups? Scale: 1 = To no degree at all, 10 = To a very significant degree.

Stakeholders Want the Bank to Collaborate More With Civil Society and the Private Sector

In their open-ended comments[^], stakeholders emphasized the importance of collaboration, highlighting the need for the WBG to work more closely with **communities, NGOs, and grassroots organizations**. They noted that stronger collaboration and improved public communication could enhance transparency, accountability, and feedback on results achieved.

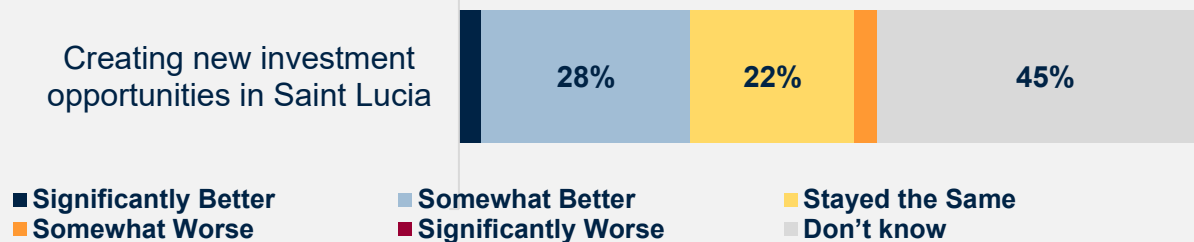


In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Saint Lucia? (Select up to 2) (Percentage of Respondents, N = 122)

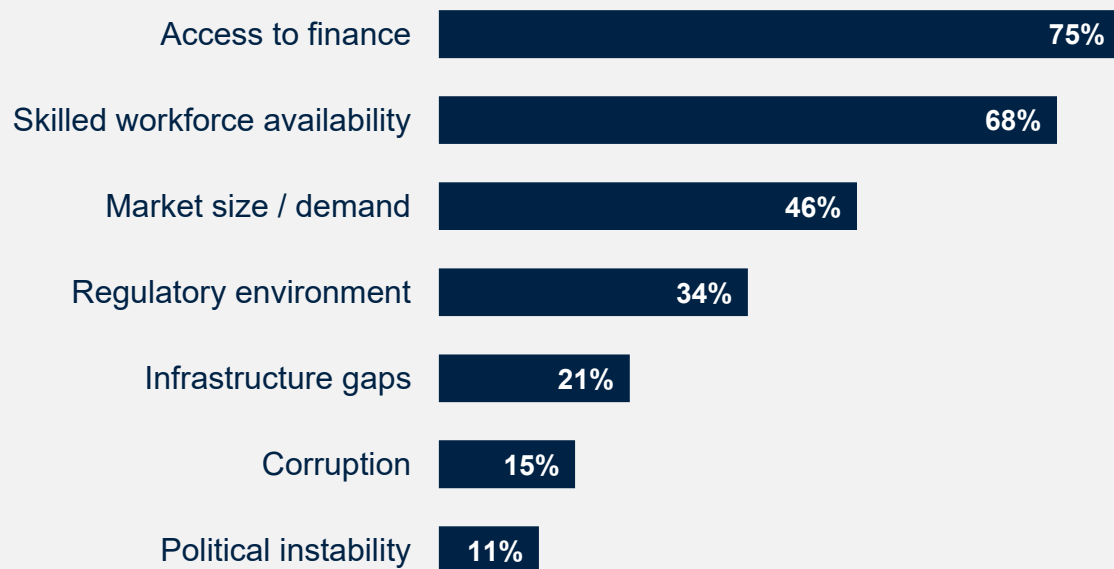
[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Saint Lucia? (Please be specific) (N = 80)

The WBG Working With the Private Sector

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



What are the biggest challenges facing private sector development in Saint Lucia?



In their open-ended responses[^], stakeholders highlighted the critical role of the private sector in driving sustainable growth and development. They encouraged the WBG to strengthen partnerships with private enterprises, MSMEs, improve access to finance and procurement opportunities, and support entrepreneurship and job creation. Such engagement, they noted, would enhance **local ownership** and foster more **inclusive economic outcomes**.



What are the biggest challenges facing private sector development in Saint Lucia? (Select up to 3) (Percentage of Respondents, N = 71)
[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Saint Lucia? (Please be specific) (N = 80)

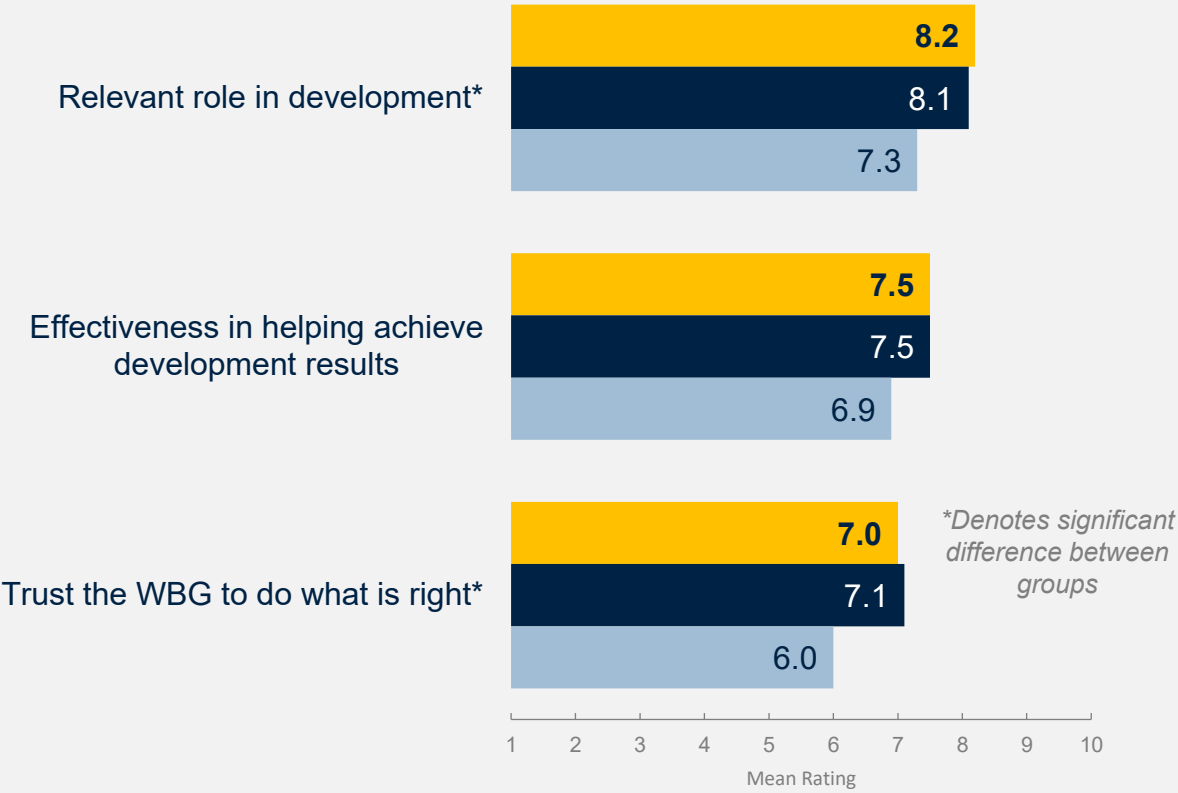
Communication and Outreach



WORLD BANK GROUP

Outreach and Engagement Matter Because Greater Familiarity Is Associated with 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 Saint Lucia?

■ High Familiarity (8–10) ■ Some Familiarity (5–7) ■ Low Familiarity (1–4)

How familiar are you with the World Bank Group's work in the country? Scale: 1 Not familiar at all – 10 Very familiar
 Trust the WBG to do what is right. Scale: 1 Not at all – 10 Very much
 Relevant role in development Scale: 1 Not at all – 10 Very much
 Effectiveness in helping achieve development results Scale: 1 Not at all – 10 Very much

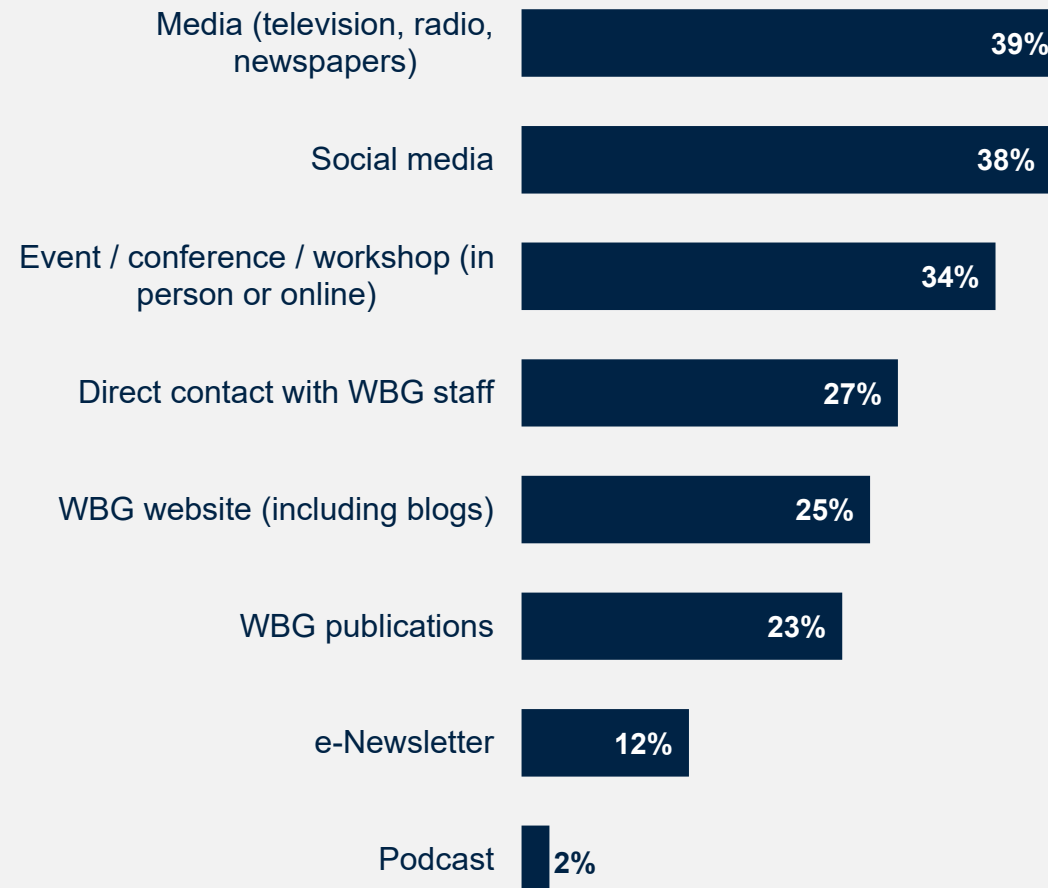
WBG Events, Social Media Channels, and the Website Are Stakeholders' Preferred Information Channels

	All Respondents	Government Institutions	Bilateral/Multilateral Organizations	Broader Civil Society	Top Two Preferred WBG Channels
					Private Sector
WBG event / conference / workshop (<i>in person or online</i>)	49%	51%	47%	58%	43%
WBG social media channels (<i>e.g., Facebook, LinkedIn, Instagram, Twitter/X</i>)	44%	49%	47%	38%	37%
WBG website (<i>including blogs</i>)	43%	47%	53%	46%	29%
WBG e-Newsletters	32%	38%	18%	23%	37%
Direct contact with WBG staff (<i>e.g., in person, virtually, phone, email</i>)	31%	26%	24%	46%	31%
WBG publications	31%	30%	47%	23%	31%
WBG direct messaging (<i>e.g., WhatsApp</i>)	17%	17%	0%	31%	14%
WBG podcasts	10%	11%	6%	8%	11%



How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=126)

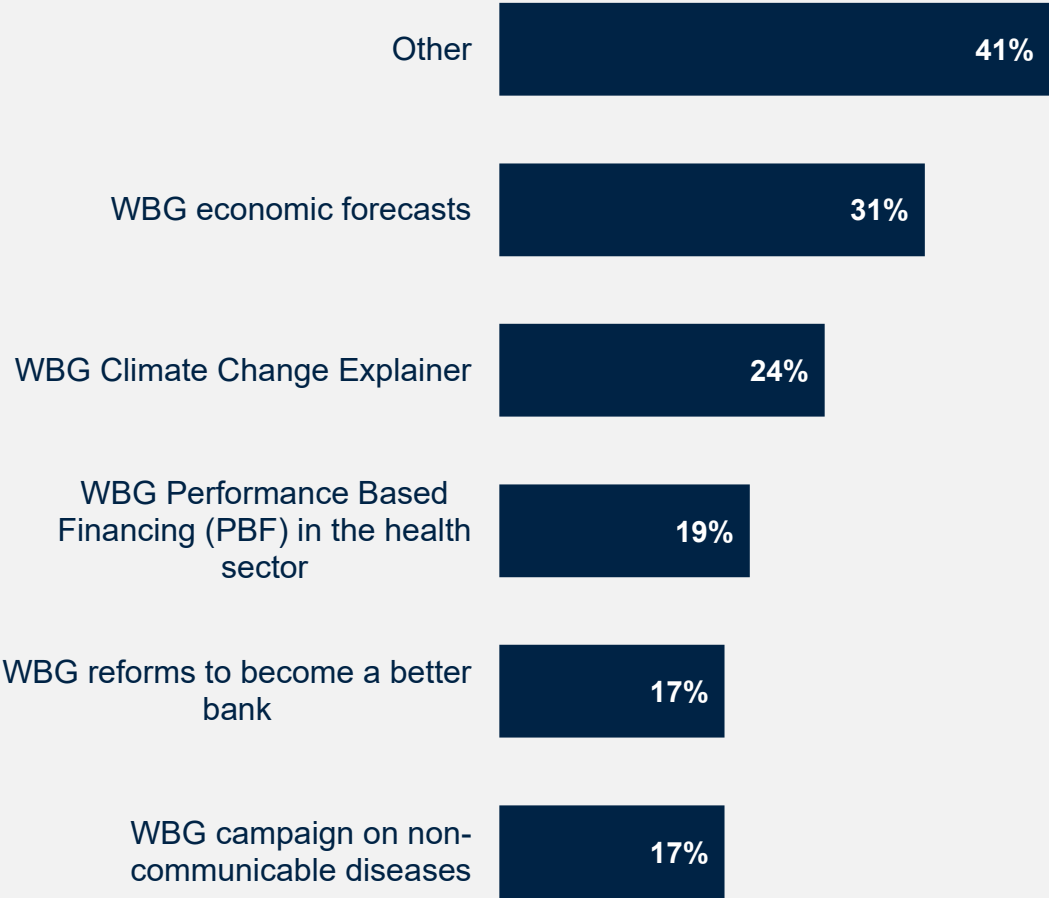
45% of Respondents Recalled Seeing or Hearing About the WBG, Recently, Most Often Through Traditional Media, Social Media Channels, and Events



Do you recall seeing or hearing anything about the WBG recently? (N = 127)

Where do you recall seeing or hearing this information? (Select all that apply) (Percentage of Respondents, N = 56) ^Only asked to respondents who indicated that they recalled seeing/hearing about the WBG recently.

Respondents Recall WBG Economic Forecasts Most Frequently



To Better Understand the WBG's Role in Saint Lucia, Stakeholders Wanted Regular Updates on WBG Activity, Information on How to Partner with WBG, and Impact Assessments and Evaluations

	All Respondents	Government Institutions	Bilateral/Multilateral Organizations	Broader Civil Society	Private Sector
Regular updates on WBG activities	52%	53%	41%	46%	61%
Information on how to work / partner with WBG	50%	45%	41%	58%	55%
Impact assessments and evaluations	49%	53%	47%	54%	42%
Sector-specific strategies	41%	47%	35%	46%	32%
Case studies of WBG projects	38%	36%	53%	42%	29%
Overview of WBG financial products and services	25%	19%	24%	23%	35%
WBG research and knowledge*	21%	23%	47%	19%	6%

Top Types of Preferred Information About the WBG



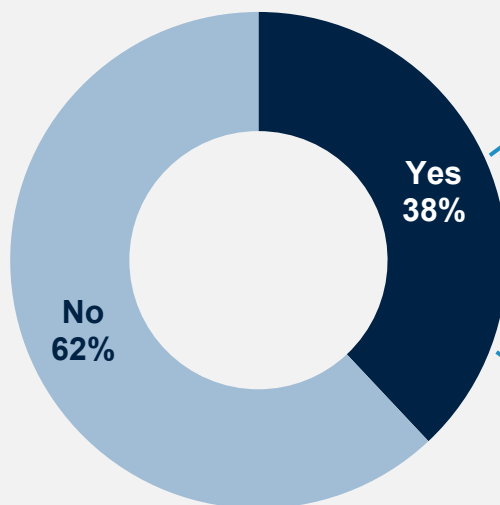
What information would be most helpful to you in understanding the WBG's role in Saint Lucia? (Select up to 3)
(Percentage of Respondents, N=122) *Statistically different between stakeholder groups

Sample Demographics and Detailed Methodology

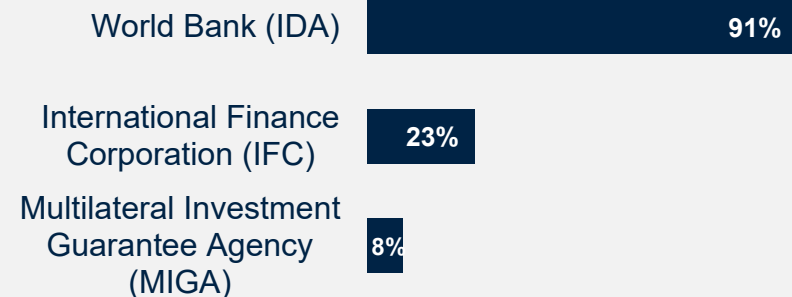


Sample Demographics

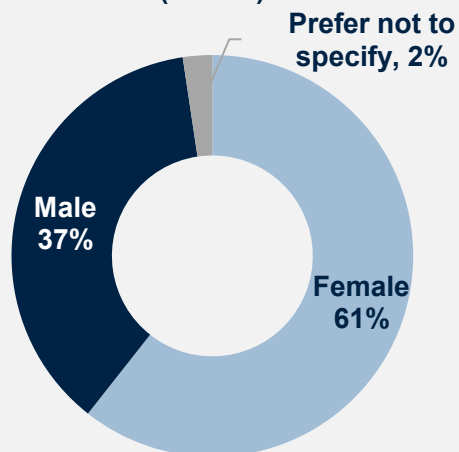
In the past 3 years, have you worked or collaborated with the WBG in Saint Lucia?
(N=139)



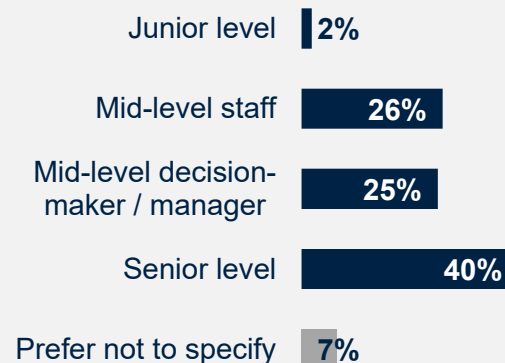
Which of the following WBG agencies have you worked or collaborated with in Saint Lucia?
(N=53)



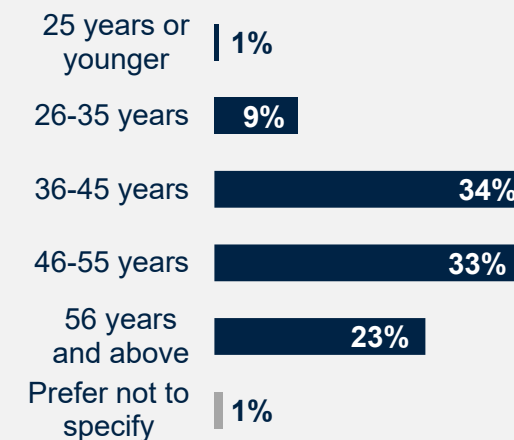
What is your gender?
(N=127)



Within your organization, would you describe yourself as...
(N=127)



What's your age?
(N=127)



Detailed Methodology

From **November 2024 to May 2025**, a total of 410 stakeholders in Saint Lucia 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 government, bilateral or multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **139 participated in the survey (34% 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 FY21 Country Opinion Survey (N=46).

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, stakeholder compositions across both survey years should be taken into account when interpreting these comparisons.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report with an asterisk.

Percentage of Respondents	FY 2021	FY 2025
Government Principals: Office of the Governor-General, Prime Minister, Minister, Parliamentarian	11%	2%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	52%	35%
Local Government	0%	1%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	2%	14%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	7%	12%
Private Sector: Private Company, Financial Sector Organization, Private Bank	13%	27%
Academia / Research Center	2%	6%
Media	9%	3%
Other	4%	0%
Total Number of Respondents	46	139

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Saint Lucia 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 FY21 means shown in this report are based only on the subset of respondents who received the same questions in FY25, rather than the full FY21 sample. As a result, these means may differ from those published in the original FY21 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

