



CountryOpinionSurveys

FY 2025 Mauritius Country Opinion Survey Report

Acknowledgements

The Mauritius 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, Qi Xue, and Irina Popova oversaw the design, reporting, and analysis of the survey results. 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 Mauritius 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 Mauritius? 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 helped achieve the goals of its projects in these areas? How did these projects impact the people of Mauritius, and how could the WBG have been more helpful? How do respondents perceive its operational effectiveness?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Mauritius? 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 Mauritius?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Mauritius? 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

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

156 participants (29% response rate)

- 32% from Port Louis
- 35% have collaborated with the WBG within the past 3 years

Compared to the FY22 Country Survey Results

- 183 participants (37% response rate)
- 45% from Port Louis
- 36% collaborated with the WBG

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

Stakeholders in FY25 COS Sample



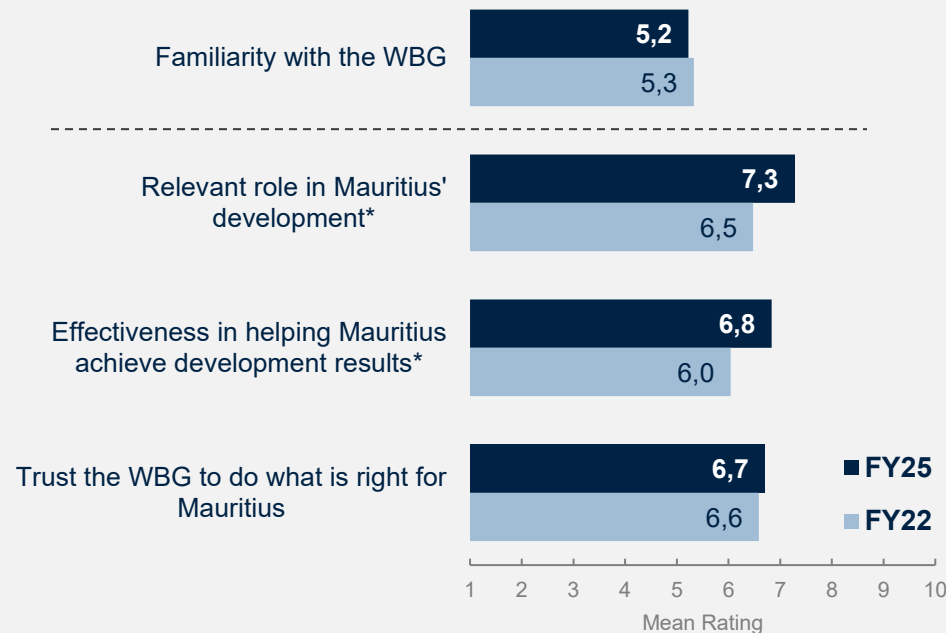
What is your primary professional affiliation? (Select only 1 response) (Percentage of Respondents, N=156)

Executive Summary

1. Overall Views of the WBG:

This year, stakeholders reported moderate **familiarity** with the WBG's work (below the regional average) and moderately positive levels of **trust** in the institution, consistent with the FY22 findings. At the same time, perceptions of the WBG's **relevance** to the country's development and its **effectiveness** in supporting development results have improved significantly, with government respondents being the most positive.

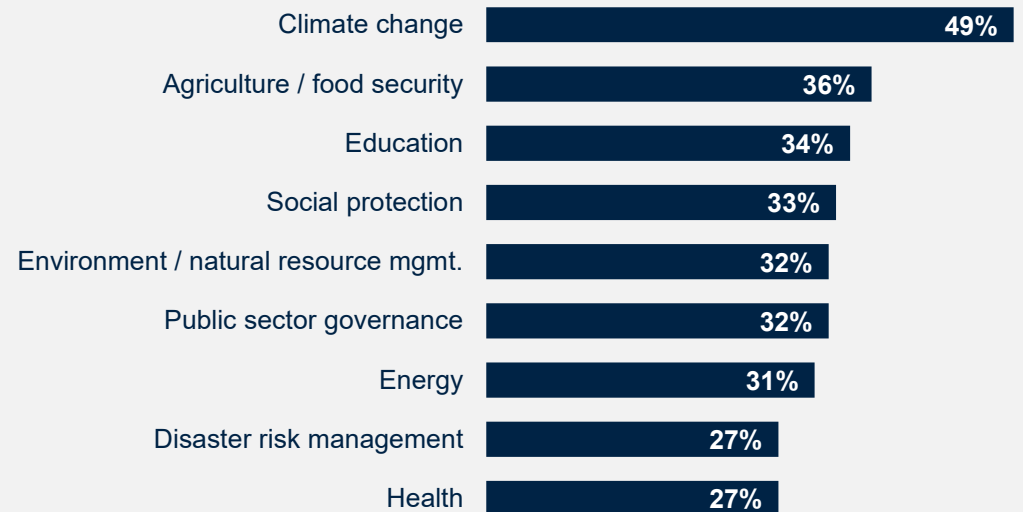
In comparison, stakeholder ratings of trust, relevance, and effectiveness in Mauritius were somewhat lower than those in other Eastern and Southern African countries and IBRD countries surveyed in FY25.



2. The WBG's Work on Development Priorities:

Stakeholders would like the WBG to focus its support in Mauritius primarily on **climate change**, followed by **agriculture, education, social protection, natural resource management, public sector governance, and energy**. Notably, **education** and **social protection** emerged as substantially higher priorities in FY25, with approximately twice as many respondents identifying these sectors compared to FY22.

In their qualitative comments, respondents indicated that the WBG should focus on strengthening climate resilience and environmental sustainability, including integrated climate risk management, disaster preparedness, renewable energy, and sustainable use of natural and marine resources. Improving governance and institutional capacity was also a key priority, particularly through stronger public sector effectiveness, better data systems, and transparent management of funds. Respondents further emphasized economic diversification and food security, alongside education, skills development, and social protection, to support inclusive growth and reduce vulnerability.



Executive Summary (continued)

Regarding private sector development, it has remained relatively low on the list of development priorities for stakeholders. Respondents considered the limited availability of skilled workforce and market size to be the biggest challenges facing private sector development in Mauritius.

3. WBG's Operational Effectiveness:

In response to the question about WBG reform efforts over the past two years, **over 40% of the stakeholders** in Mauritius reported that the institution had become somewhat or significantly **better at contributing to improving the country's overall business environment**, and 36% said it had become **better at fulfilling its core mission of improving people's lives in Mauritius**. When asked how helpful the WBG was in achieving project goals, **90% said the Bank was helpful**, with **60% of respondents rating it as very helpful**.

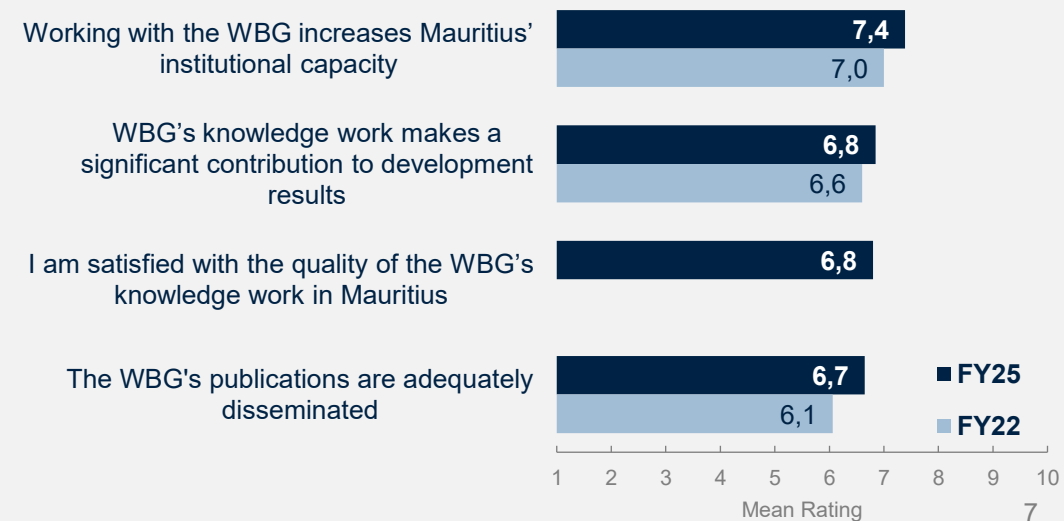
Regarding the **joint country office representation** in Mauritius, only 28% of respondents reported their awareness of this transition, and the majority of those who were aware said that having a single interlocutor, rather than multiple, at the WBG would be beneficial to their partnership with the Bank.

In their written comments, respondents most frequently cited weak implementation, follow-through, and monitoring as key constraints to the WBG's operational effectiveness, noting gaps between strong diagnostics and concrete action. They called for greater local ownership, sustained technical support, improved data and results monitoring, and stronger transparency and governance, alongside closer collaboration with local experts to ensure financing delivers country-relevant results.

4. WBG Instruments:

Stakeholders viewed the WBG's **financial resources** (64%) and **advisory services** (54%) as its greatest values to Mauritius. In FY25, respondents held moderately positive views of WBG financing, but they rated its **competitiveness** less favorably (mean=6.0). In written responses, there was a strong focus on climate and resilience, and some respondents called for more concessionary approaches.

Around **57% of respondents reported having used the WBG's knowledge work**, most commonly research and analytical reports. Overall, stakeholders expressed positive views of the Bank's knowledge work, with the highest ratings given to the WBG's **contribution to strengthening institutional capacity** in the country (mean=7.4). Among stakeholder groups, government respondents reported the highest levels of satisfaction with the quality of the knowledge work.



Executive Summary (continued)

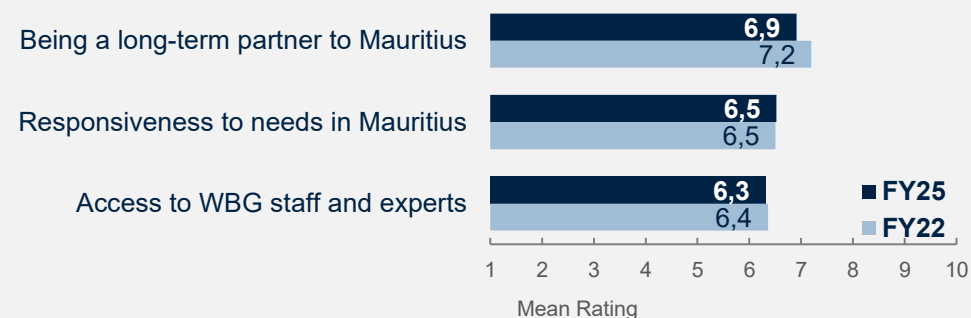
In addition, **74% reported that the WBG’s policy advice helped shape government policies** in Mauritius, contributing to climate-related policies and budgeting, new frameworks and programs in the agriculture, education, social protection, and transformation of financial services. In qualitative comments, respondents stressed that the WBG’s effectiveness depends on sustained capacity building at the local level. They emphasized the need for long-term training, technical assistance, and knowledge transfer to strengthen institutions, improve data systems, and ensure that policies are effectively implemented. Capacity building—supported by applied research, community-based knowledge, and learning from international experience—is seen as essential for equipping government, civil society, and the private sector to manage reforms and deliver results in the key areas such as climate resilience, education, agriculture, and inclusive development.

5. The WBG’s Engagement and Collaboration:

In FY25, government respondents were more likely than other stakeholder groups to view the WBG as a **long-term development partner** in Mauritius, with non-government respondents providing significantly lower ratings. Perceptions of the WBG’s **responsiveness** to the country’s needs and **staff accessibility** have remained moderate since FY22, with lower ratings largely driven by respondents outside the government.

The WBG consistently received positive ratings for the effectiveness of its partnership with the national government, while ratings for its collaboration with the private sector and civil society were significantly lower. Looking forward, respondents would like the WBG

to collaborate more effectively with civil society, the private sector, and academia to increase its development impact on the ground. Respondents called for the WBG to strengthen inclusive, coordinated engagement across government, civil society, NGOs, academia, local experts, and the private sector by acting as a neutral convenor, expanding partnerships beyond traditional counterparts, supporting capacity building and financing for NGOs, fostering public–private collaboration, and ensuring closer, more visible engagement grounded in local knowledge and needs.



6. Communications:

About a third of respondents (38%) reported having recently seen or heard about the WBG, most commonly through direct contact with WBG staff or traditional media. The initiatives recalled most often were the CCDD, the launch of the Rodrigues Airport Project, and the WBG’s economic forecasts. Respondents indicated a preference for receiving information from the WBG through its events (both in person and online), as well as through WBG publications and direct contact with experts. Stakeholders identified information on how to work or partner with the WBG and regular updates on WBG activities as the most helpful resources for better understanding the Bank’s role in Mauritius.



Overall Views of the World Bank Group



WORLD BANK GROUP

Familiarity with the WBG Is Unchanged Since FY22 and Higher Among Government Institutions

Comparison of FY22 and FY25

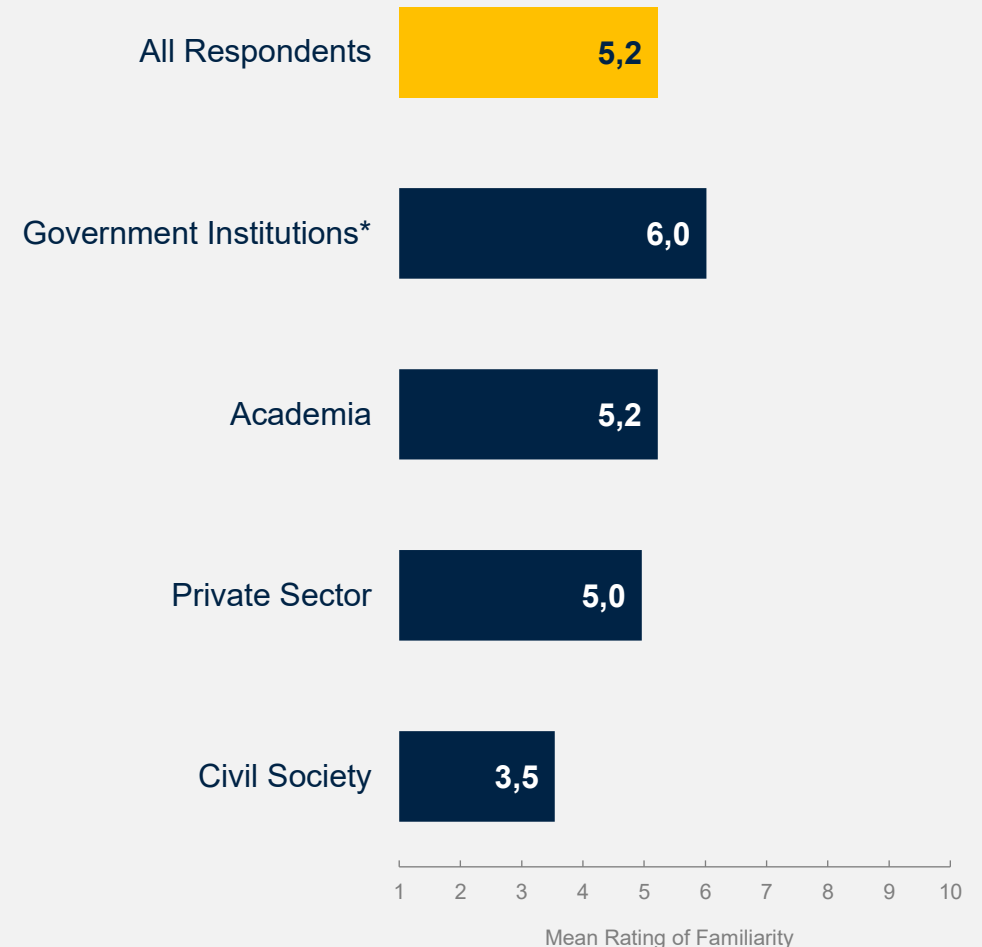
Mean familiarity: **FY25 = 5.2**
 FY22 = 5.3

Collaboration with the WBG

Mean familiarity: **Collaborate with WBG = 6.8***
 Do not collaborate = 4.4

Stakeholder groups

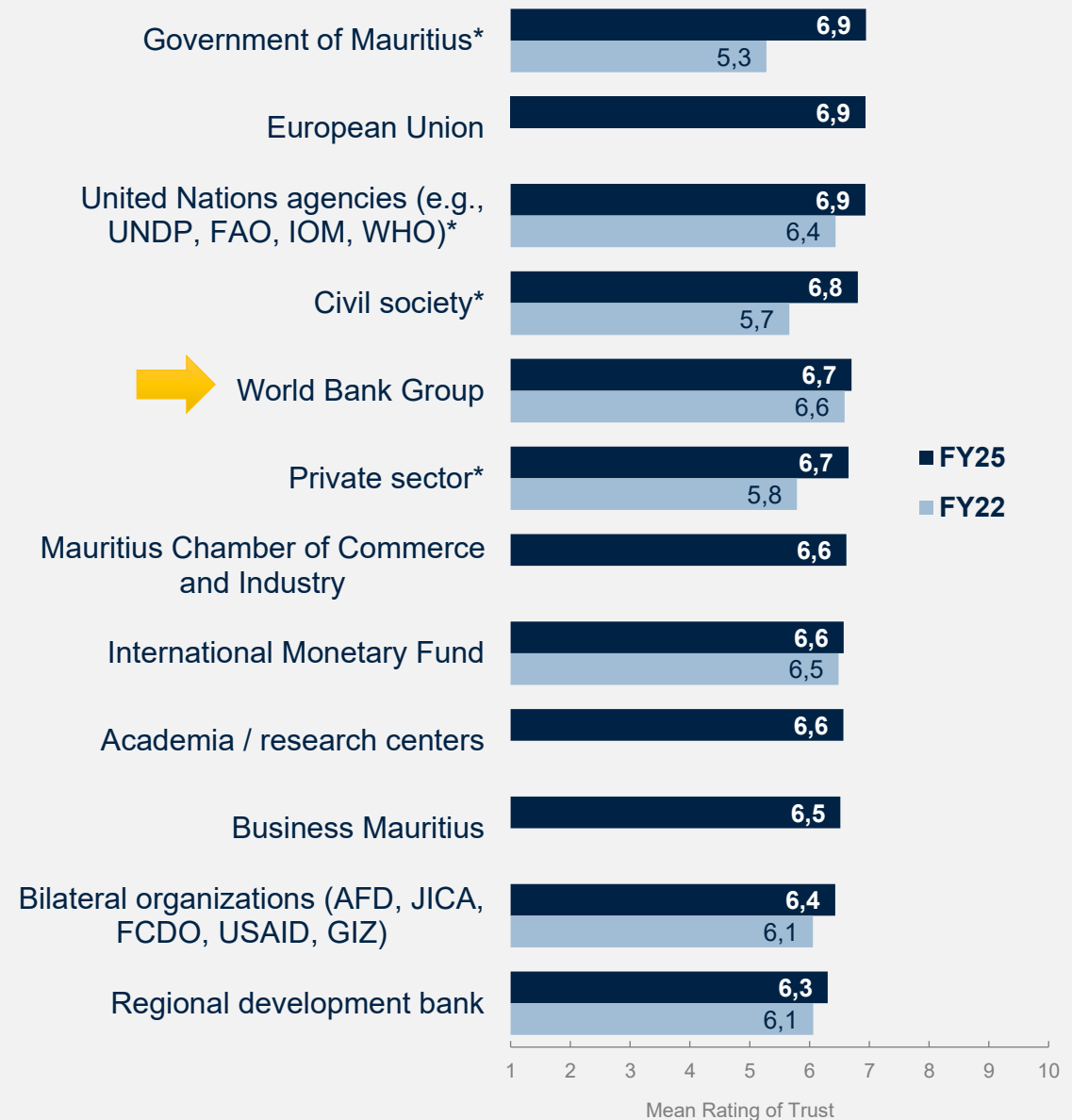
Respondents from government institutions were significantly more familiar with the WBG than those from civil society.



Moderate Trust Levels Across all Institutions, with Government, the EU, and the UN Among the Most Trusted

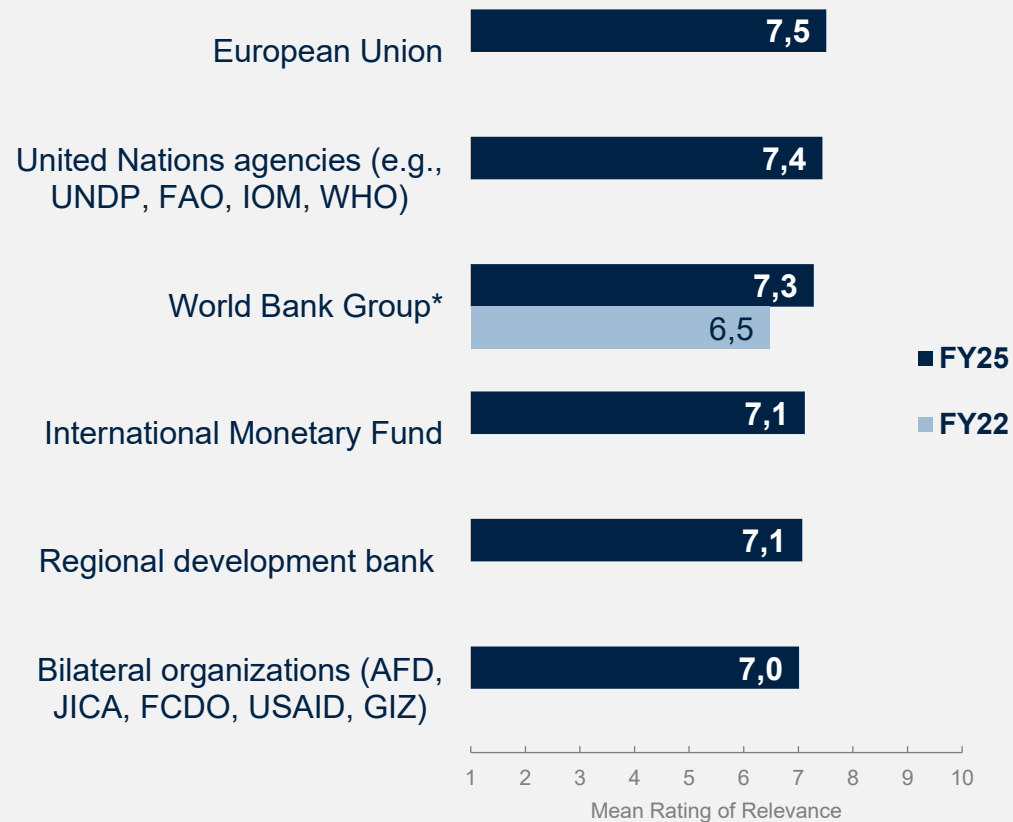
Respondents from government institutions reported significantly higher levels of trust in the WBG (mean = 7.4), whereas civil society respondents expressed significantly lower trust (mean = 5.5).

Trust in the government of Mauritius, UN agencies, civil society, and the private sector to do what is right has increased notably since the FY22 survey.

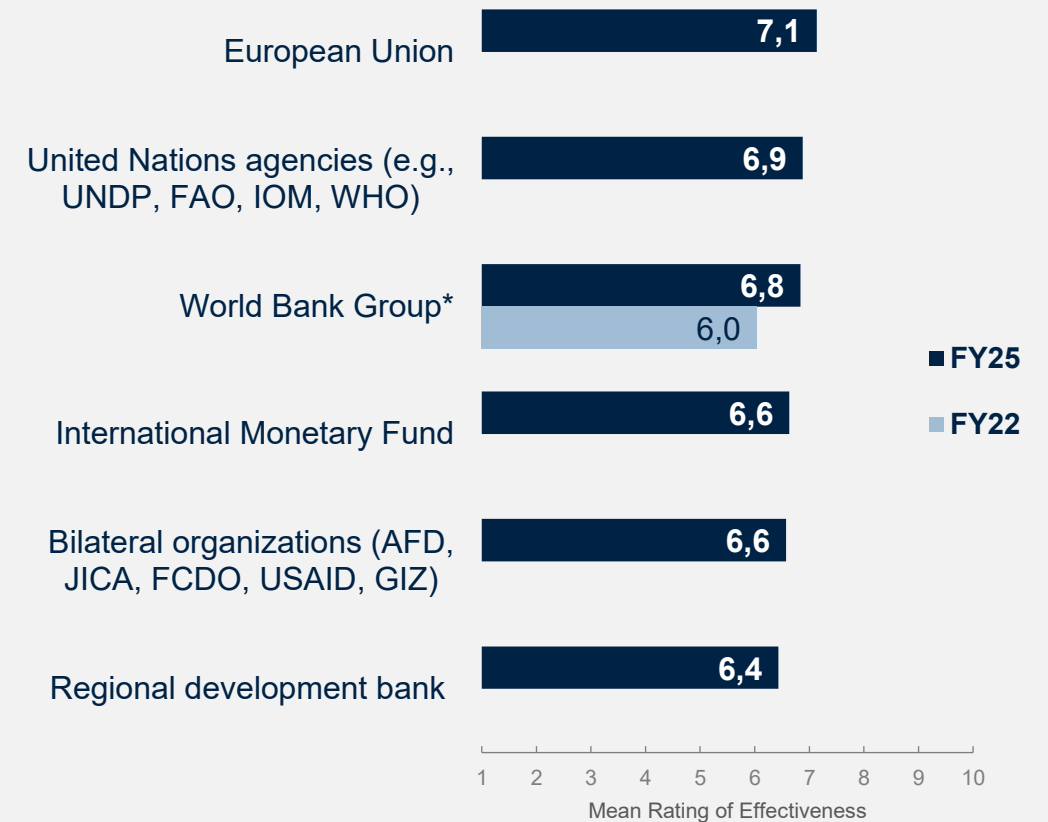


Perceptions of WBG Relevance and Effectiveness Have Improved Significantly, with Government Institutions Most Positive

RELEVANCE to Mauritius' development

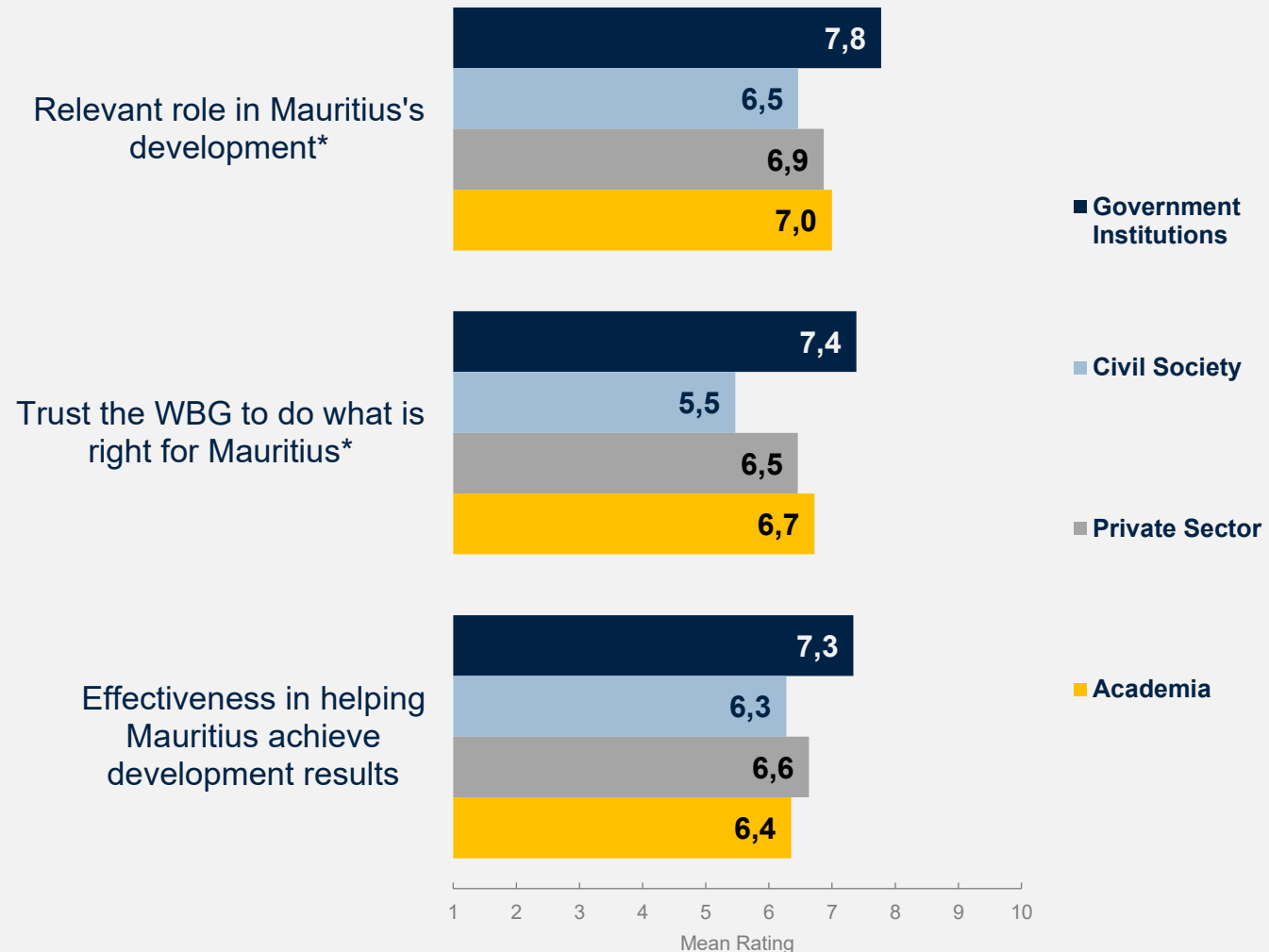


EFFECTIVENESS in achieving development results

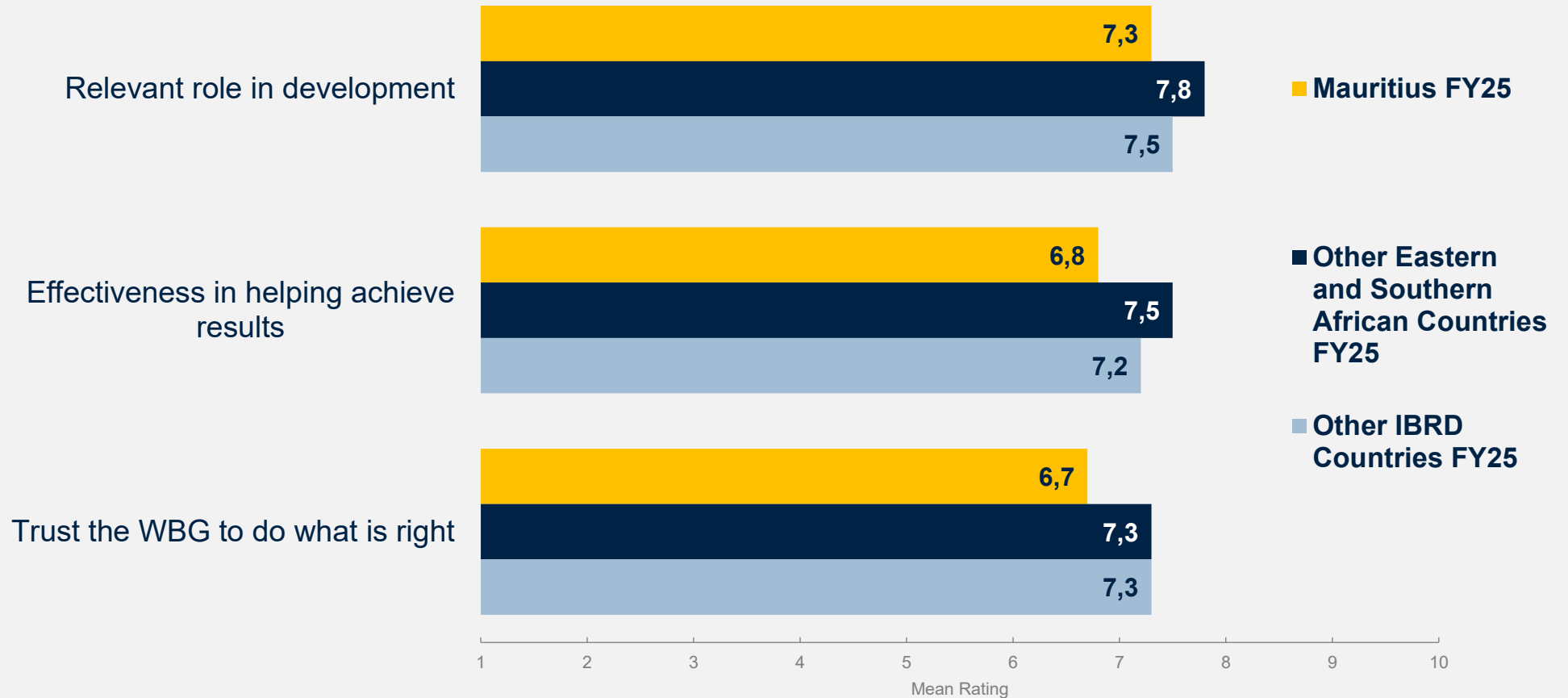


How relevant is each of the following organizations to Mauritius's development? How effective is each of the following organizations in helping Mauritius achieve development results? Scale: 1 = Not at all, 10 = Very much.
 *Denotes statistically significant difference between FY22 and FY25.

Government Stakeholders Reported Significantly More Positive Perceptions of the WBG Across Key Indicators



Mauritius KPI Ratings Are Somewhat Lower Compared with Eastern and Southern Africa and IBRD Averages



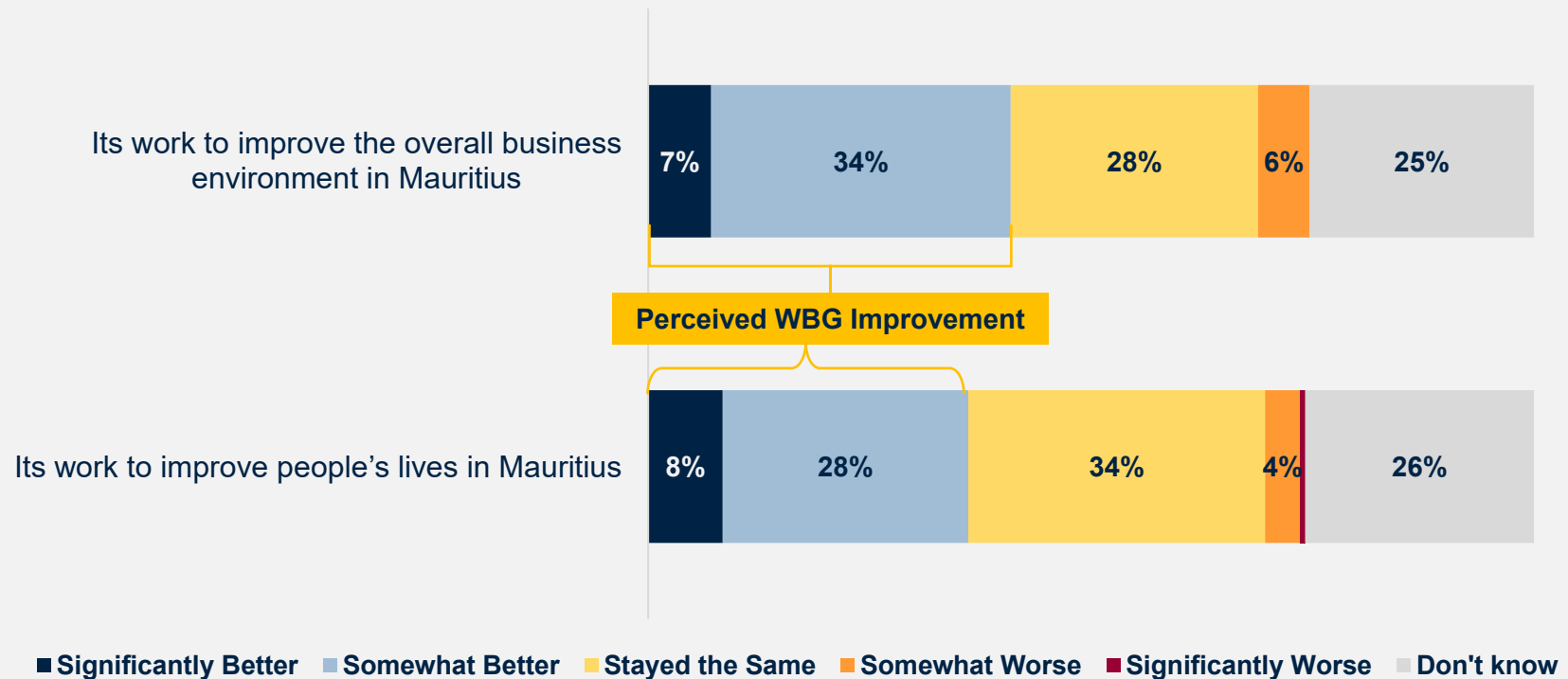
Other Eastern and Southern African countries in FY25 included: Angola, Botswana, Democratic Republic of the Congo, Eswatini, Ethiopia, Madagascar, Malawi, and Rwanda.

Other IBRD countries in FY25 included: Angola, Argentina, Bolivia, Botswana, China, Colombia, Ecuador, Gabon, Guatemala, India, Indonesia, Iraq, Jordan, Kazakhstan, Mexico, Panama, Peru, the Philippines, and Thailand



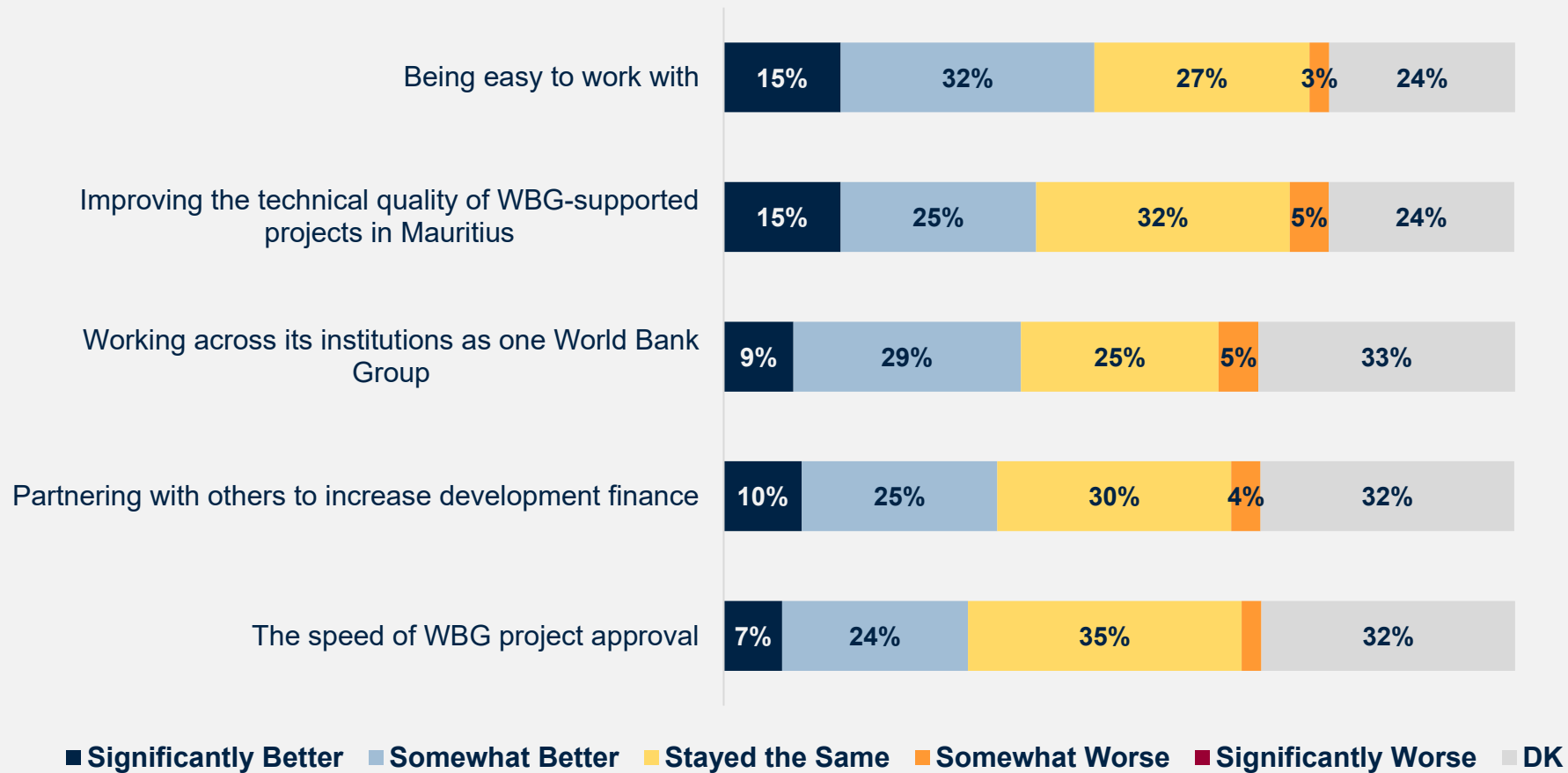
About One-Third of Stakeholders Perceive Positive Change in the WBG's Contribution to Improving the Business Environment and People's Lives in Mauritius

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



Over 45% of WBG Stakeholders Report Improvements in the Ease of Working with the WBG

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



The WBG's Work on Development Priorities

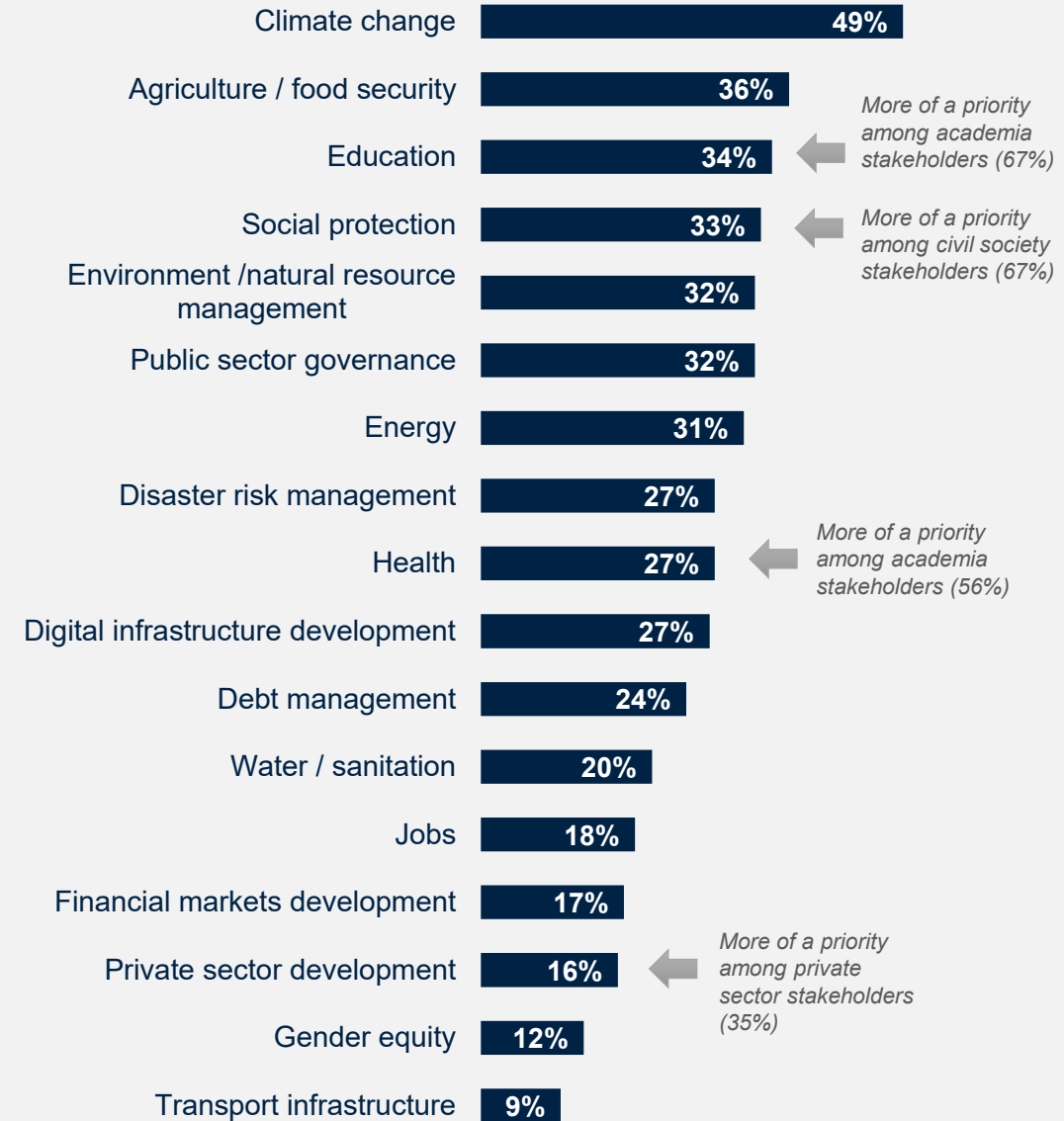


WBG: Focal Development Areas

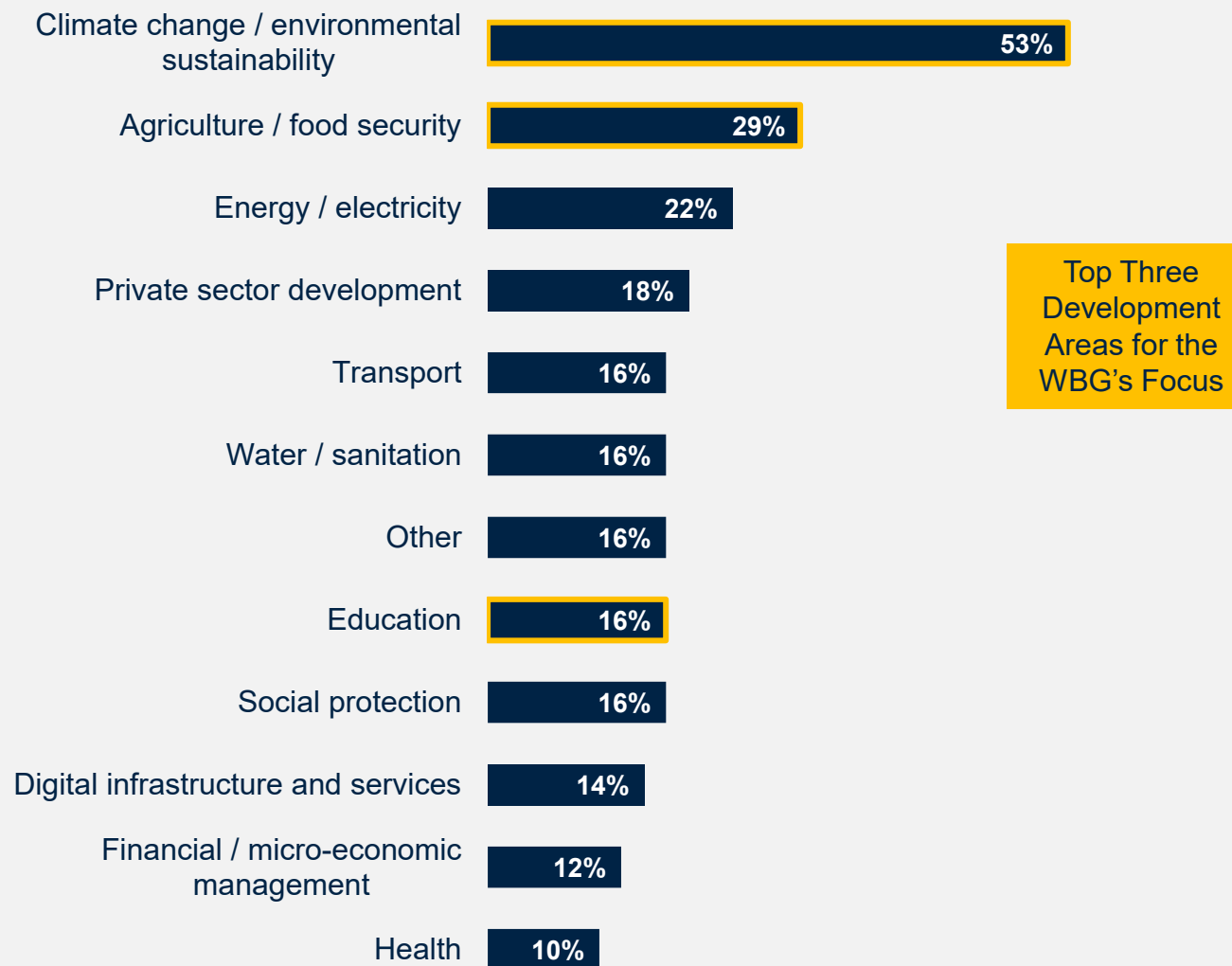
Climate change has become even more important to clients since FY22, and **education** and **social protection** emerged as significantly higher priorities in FY25, with twice as many respondents selecting these sectors as in FY22.

In open-ended comments, respondents discussed the following focus areas for the WBG^:

- **Climate Change, Environment, and Resilience:** Protection of biodiversity, coastal areas, and marine ecosystems. Expansion of renewable energy, especially solar, wind, and ocean energy.
- **Food Security, Agriculture, and Natural Resources:** Increasing domestic food production and reducing dependence on imports. Supporting sustainable farming models, including integrated farms. Better management of natural resources, such as fisheries and sugar industry-related biomass.
- **Education, Skills, and Human Capital:** Advancing digitalization of education at all levels. Reforming curriculum and pedagogy (including mother-tongue instruction). Expanding opportunities for skills development, training, and exposure, particularly for youth.
- **Social Development, Inclusion, and Human Rights:** Addressing poverty and inequality. Backing civil society and NGOs working on rights advocacy, children's protection, and community development. Strengthening programs that support vulnerable groups.



Five In Ten WBG Clients Were Most Familiar With a Project Involving Climate Change / Environmental Sustainability



Most WBG Clients Found the WBG Helpful in Achieving Project Goals, With 6 in 10 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 Mauritius

“First project enables a better assessment of the current risks involved in climate reporting and proposed solutions. The second project trained Mauritian officials in using the fiscal incidence analysis tool for better policy making.” (Government Institution Respondent discussing Country Climate and Development Report (CCDR) and Mauritius Fiscal Incidence Analysis)

“Will boost the economic development of Rodrigues, thus enhancing poverty alleviation and reducing the inequality gap among the Rodriguan population. The tourism sector, the main pillar of our small economy, will benefit most from this major project.” (Office of a Parliamentarian Respondent discussing Rodrigues Airport Project)

“The evaluation report helped policymakers to rethink the Extended program with a focus on literacy, numeracy, and socio-emotional development. We recommend a competency-based approach and more vocational subjects in the Program. Based on the Evaluation Report, the Ministry of Education has embarked on a new program development where emphasis is on the consolidation of Foundation Knowledge and skills with a real benefit on vocational training.” (Government Institution Respondent discussing Mid-Term Evaluation of the Extended Programme)

“Brought to the decision-makers, the relevant private sector development priorities, with the credibility and support of the WBG.” (Civil Society Respondent discussing Country Private Sector Diagnosis)



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=54)
 [If helpful rating > 4] How did this WBG-supported project or initiative impact the people of Mauritius? (Please be specific) (N=36)

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

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

Strengthen Implementation Capacity and Governance Systems

- Provide long-term, **hands-on technical assistance** to ensure reforms are effectively implemented, not just designed.
- **Invest in local skills, data systems, and institutional capacity** so national institutions can manage, monitor, and sustain reforms.
- Work with the government to co-set benchmarks, **jointly monitor milestones**, and strengthen accountability throughout implementation.
- **Support impact assessments** of government policies to identify what works, what doesn't, and how to improve implementation.

Deliver More Actionable, Context-Specific, and Coordinated Support

- **Pair local experts** and specialists **with international experts** to build lasting local capabilities.
- **Leverage practical examples** from other countries and **rotate review teams as needed** to incorporate new expertise.
- Prioritize **reforms tailored to Mauritius's** context, avoid applying standardized solutions used in developed countries.
- **Focus on concrete, implementable actions** and reform measures, rather than only publishing reports
- Balance support across different national needs and **ensure interventions reach the groups** they are meant to benefit.

Communicate to Build Trust

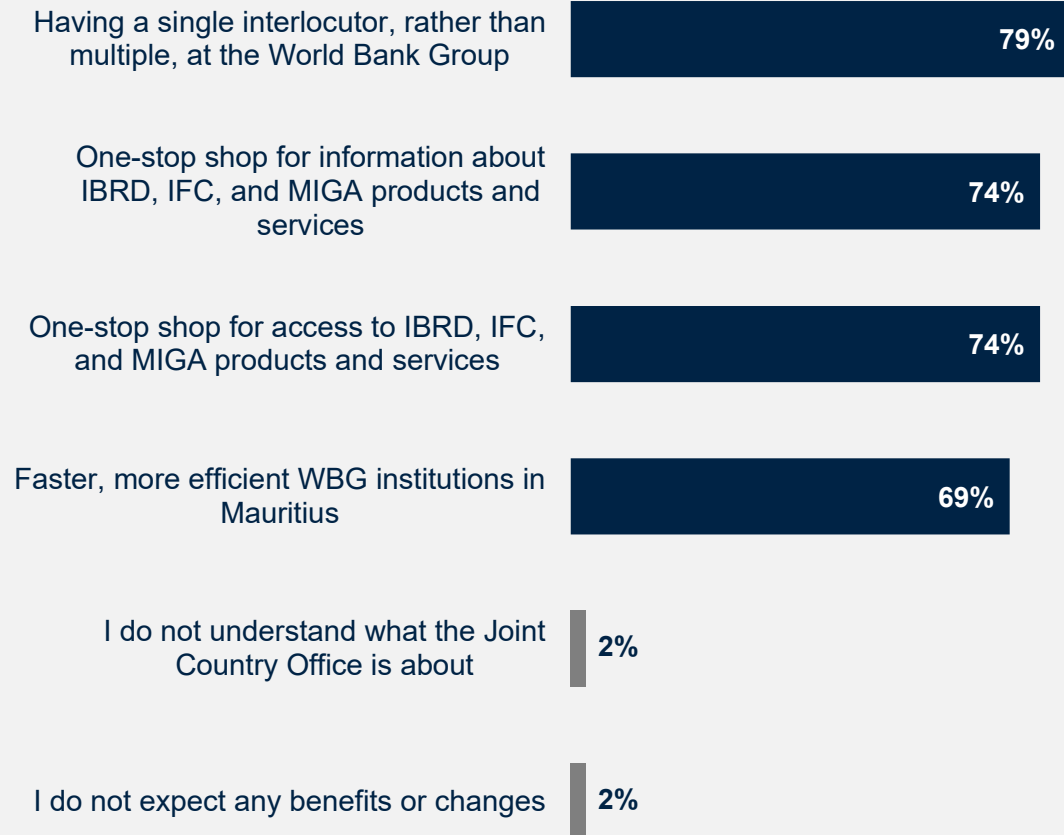
- **Enhance transparency** and communication with journalists, civil society, and stakeholders to build awareness and trust.



What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Mauritius? (Please be specific) (N = 94)

28% of Respondents Were Aware That the WBG's Mauritius Office is Now a Joint Country Office

What benefits do you expect from the Joint Country Office of the World Bank, IFC, and MIGA?^



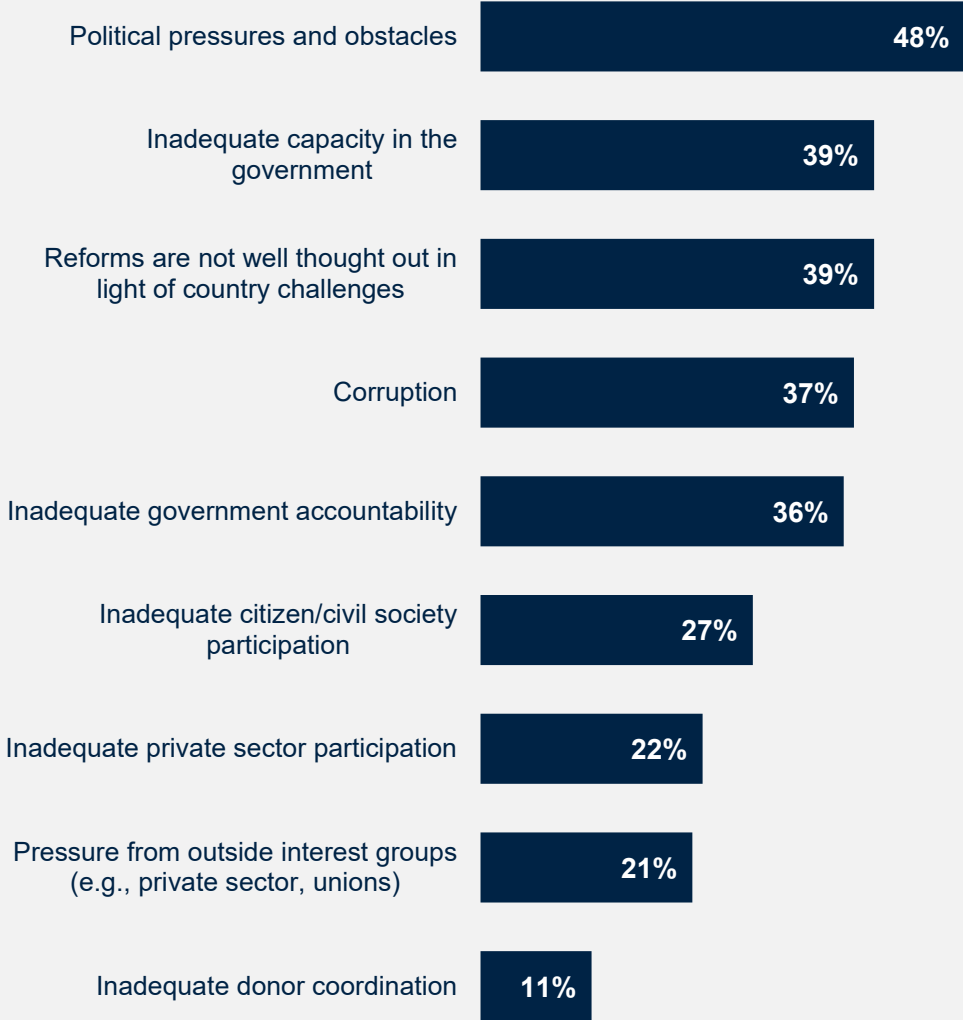
Are you aware that the WBG's Mauritius office is now considered a Joint Country Office (Joint Country Office of the World Bank, IFC, and MIGA)? (Percentage of Respondents, N=156)

What benefits do you expect from the Joint Country Office of the World Bank, IFC, and MIGA?^ (Select all that apply) (Percentage of Respondents, N=42)

^Only asked those who indicated that they are aware that the WBG's Mauritius office is now considered a Joint Country Office.

Political Pressures are a Major Reform Obstacle in Mauritius

Respondents from academia (61%) were significantly more likely to identify inadequate government accountability as a reform obstacle than those from government institutions (22%), while respondents from civil society were most likely to identify corruption (56%).



The WBG's Instruments



WORLD BANK GROUP

Financial Resources and Advisory Services Are Seen as the WBG's Greatest Value to Mauritius

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

64%

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

54%

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

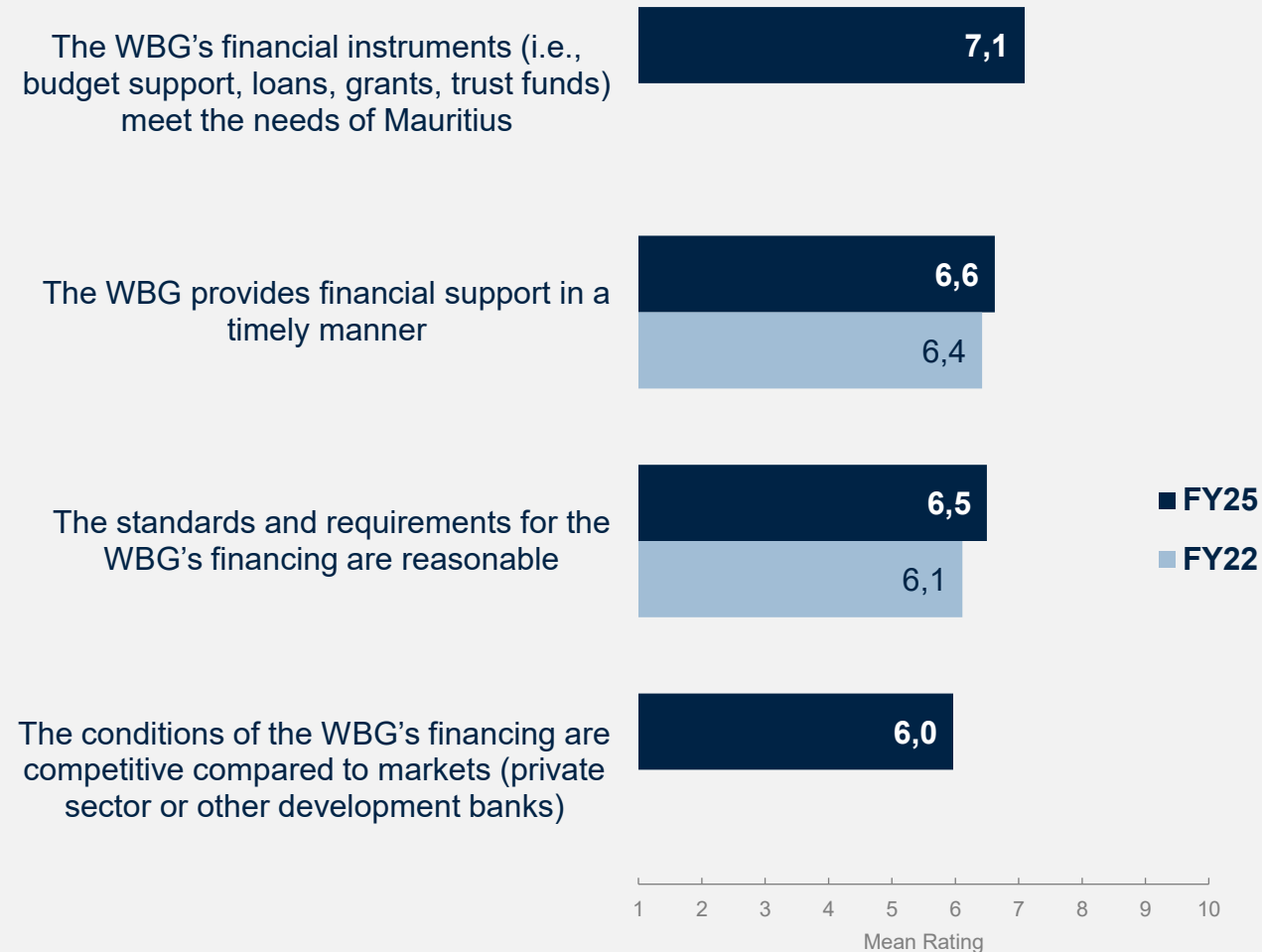
32%

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

28%



Stakeholders Report Moderately Positive Views of WBG Financing, with Competitiveness Rated Least Favorably



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

Scale: 1 Strongly disagree – 10 Strongly agree

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

19% of Respondents Felt the WBG Could Be More Effective in Mauritius by Better Targeting and Coordinating Its Financial Support

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

Expand and Better Target WBG Financing

- Channel funding to business associations and private bodies to decentralize development initiatives and improve efficiency.
- Increase financing for food security and integrated farming models to reduce reliance on food imports.
- Expand funding for NGOs/CSOs that deliver solutions and advise the government across sectors.
- Sponsor training for specific groups, helping Mauritians learn from more advanced countries.

Strengthen Financial Coordination, Access, and Follow-Through

- Play a neutral-connector role to align public and private funds around shared national priorities.
- Promote blended finance structures with appropriate de-risking mechanisms so climate finance becomes affordable for the public sector and viable for the private sector.
- Improve follow-up on financial commitments and ensure projects receive the financing needed to advance.
- Support more effective resource mobilization by channeling funds through business associations and private bodies, reducing bottlenecks in government systems.



57% of Respondents Used WBG Knowledge Work in the Past 3 Years — Primarily Research and Analytical Reports

Academia respondents (67%) reported using **research and analytical reports** significantly more often than **civil society** stakeholders (27%).

Notably, respondents from **civil society** (73%) were the least likely to have used the WBG's knowledge work in the past three years.



Stakeholders Used WBG Knowledge Work for a Variety of Purposes

For what purpose did you use this WBG knowledge work?

Research, Academic Work, and Evidence Building

- Academic papers, PhD work, and university research.
- Think-tank activity, contextual reading, and evidence gathering for concept notes and reports.
- Understanding how WBG assesses the research ecosystem in Mauritius.
- Training of staff and internal capacity building.
- Prepare press articles, editorials, and journalistic projects, especially on climate change and development topics.
- Communicate complex issues to the public through the media.

Policy Analysis, Strategy Development, and Government/Institutional Planning

- Designing or evaluating policies in priority development sectors such as poverty, education, fisheries, and the ocean economy.
- Preparing policy advice, board-level decisions, and CSR-related initiatives.
- Drafting concept notes for national events such as the Higher Education Summit.

Organizational Planning, Business Purposes, and Practical Applications

- Company objectives, business incubation, and improving Mauritius' position on digital transformation.
- Report writing, internal decision-making, and general professional development.
- Personal knowledge and staying informed on national development issues.



74% of Respondents Report WBG Policy Advice Shaped Government Policy and Influenced Key Development Areas

Climate Change

- “In April 2024, the Bank of Mauritius established a Climate Change Center and adopted a regulatory framework to oversee and manage climate-related financial risks. The WBG, under its Climate Change Action Plan (2021–2025), provided advisory services and facilitated a workshop on climate-related financial risks jointly with the Bank of Mauritius on April 16, 2024. This event brought together regulators and banking institutions, helping embed climate risks into the central bank's mandate. As a result, the Bank of Mauritius: Authored climate risk assessments to inform banking supervision. Updated regulatory expectations require financial institutions to integrate climate risks into governance, risk management, and disclosure. Established the Climate Change Center (October 2021), strengthened in 2024 for sustained oversight.”
(Private Sector Respondent)
- “Green Budgeting and Climate Financing; Strengthening the Financial Sector on Climate Risk.”
(Private Sector Respondent)

Social Protection

- “The gradual increase of pensions, an international monetary fund for raising them, and economic reforms to address an aging population.”
(Media Respondent)
- “The advice of the WBG influenced the review of the social protection system (Social Protection Public Expenditure Review, 2021), the aim being to move from a very costly universal model to a mixed model, combining universal and targeted benefits.”
(Media Respondent)

Agriculture / Rural Development

- “The World Bank report on the sugar industry led to the establishment of a National Biomass framework.”
(Media Respondent)

Education

- “The World Bank Mid-Evaluation report on the extended Program influences policy makers in their rethinking, and a new program has been designed and developed to cater for the above school population.”
(Government Institution Respondent)
- Basic Education Reform regarding the 9-year schooling, Technical support and assistance through Climate Resilience Financing Policies, Rodrigues Airport Support in Data Statistics, leading to innovation and favoring a knowledge hub.”
(Government Institution Respondent)
- “Science, Technology, and Innovation - In terms of rationalizing resources and institutional capacity in this sector.”
(Government Institution Respondent)

Public Sector Governance

- “WBG provided strong feedback, I know of, when Mauritius was last on the gray list, and recommendations to help with Mauritian financial standing.”
(Civil Society Respondent)
- “Financial Sector Assessment Program (FSAP) directly influenced the transformation of financial services in Mauritius in the 2000s.”
(Government Institution Respondent)



In your opinion, has the WBG's policy advice influenced a new or previous government policy in Mauritius? (Percentage of Respondents, N=82)

What government policy or action did the WBG's advice influence, and in what way? (N=41)

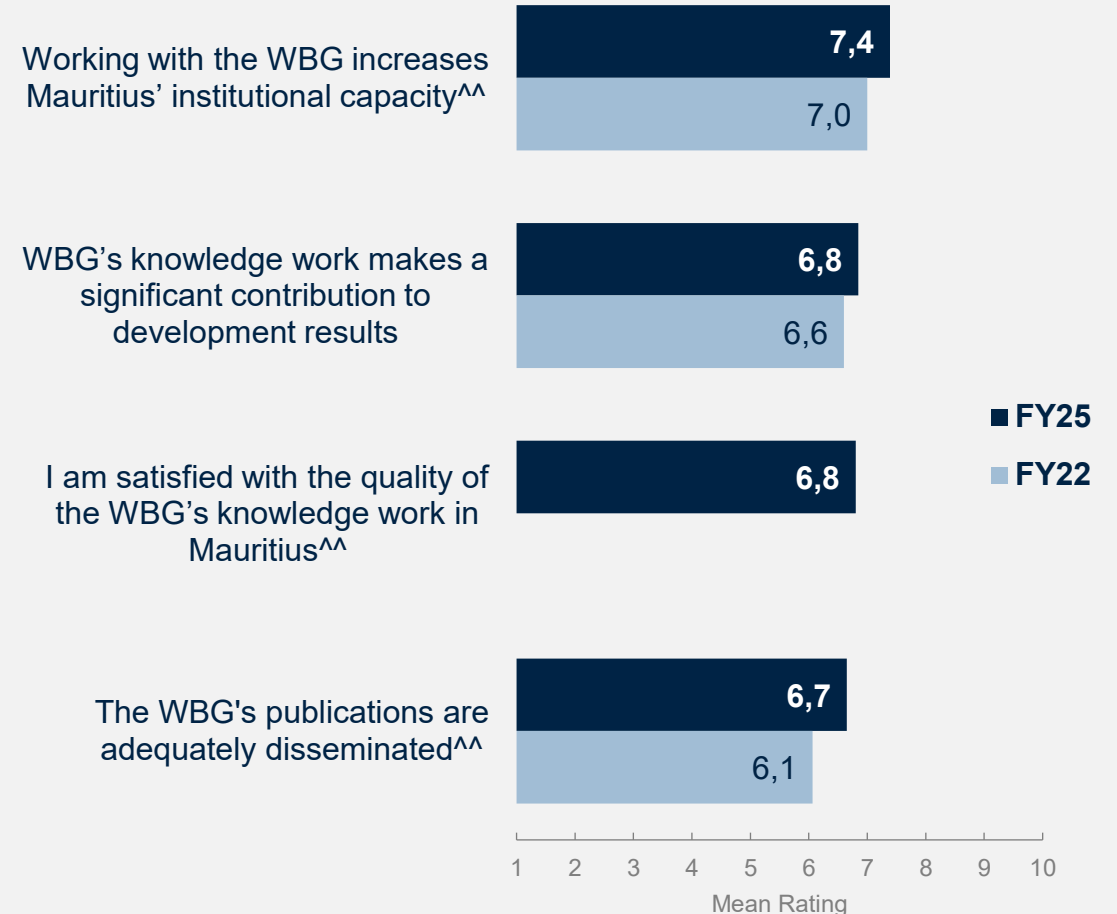
The top development priorities for the WBG's focus, as identified by respondents, are presented here.

Stakeholders Were Moderately Positive About the Bank's Knowledge Work, with Highest Ratings for Strengthening Institutional Capacity

Government respondents in Mauritius gave significantly higher ratings for the contribution of WBG knowledge work to development results (mean = 7.5) and expressed greater satisfaction with its quality (mean = 7.4).

In qualitative comments[^], respondents pointed out that the WBG could **improve communication and accessibility of knowledge** by:

- Increasing public education and conducting awareness campaigns to help people better understand the WBG's mission.
- Disseminating knowledge products more widely, including through universities.
- Using social media platforms more proactively to reach a broader range of stakeholders.
- Creating an accessible platform for academics, researchers, and policymakers to use WBG knowledge for decision-making.



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

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

[^]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.



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

Improve Data, Research, and Evidence Use

- Encourage interdisciplinary collaboration between academia, government, civil society, and technical experts.
- Share international best practices and examples to support locally driven reforms and reduce repeated mistakes.
- Help government and partners develop long-term plans grounded in reliable data and research.
- Equip institutions with tools to strengthen evidence generation, monitoring, and evaluation.

Strengthen Technical Support and Local Capacity

- Build local institutions' capacity to design strategies and master plans, especially in resource-limited sectors.
- Provide tailored technical assistance to government, NGOs, and private actors, including regulatory and digital transformation support.
- Support the creation of regional or national hubs (e.g., a Digital Law Reform Hub) to harmonize policies and build regional capacity.

Expand Knowledge Access and Outreach

- Strengthen public education and awareness so citizens better understand the WBG's mission and development priorities.
- Share knowledge products more widely through universities, research institutions, and social media.
- Create a digital platform for researchers, policymakers, and academics to access WBG data and analysis.

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 Mauritius?

(Please be specific) (N=5)

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Malawi? (Please be specific) (N=94)

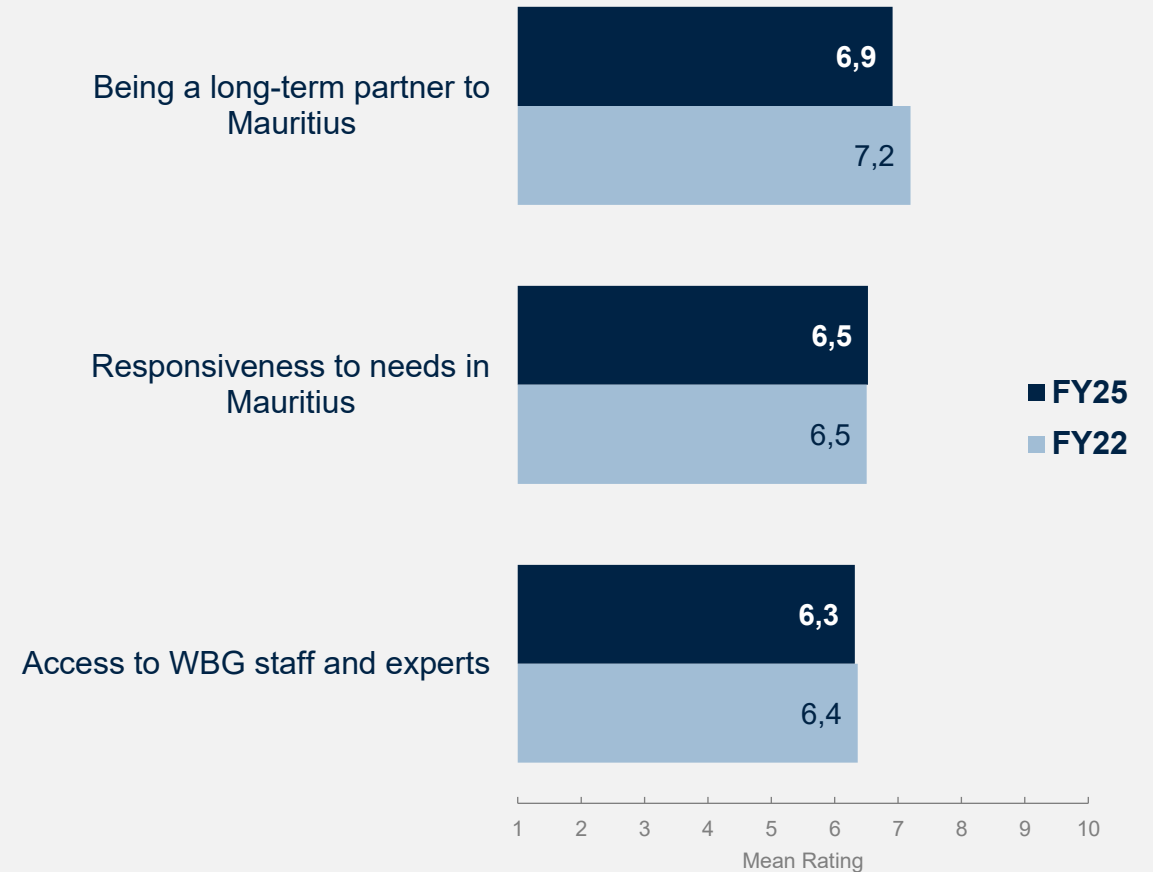


The WBG's Operational Effectiveness, Engagement and Collaboration



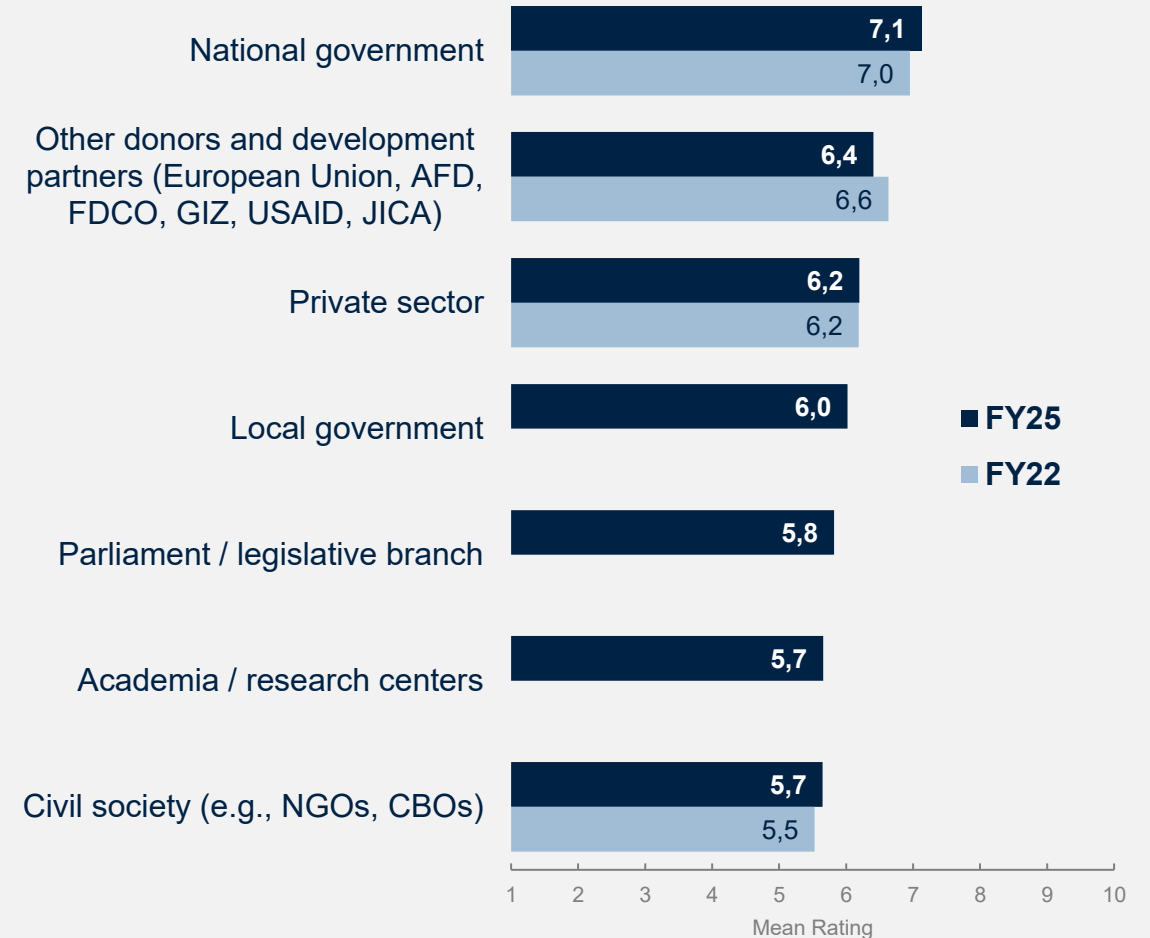
Perceptions of the WBG as an Effective Development Partner Remained Moderately Positive, Particularly Among Non-Government Respondents

Stakeholder views differed notably. **Non-government respondents** gave significantly lower ratings across all three measures compared with the respondents from **government institutions**.



WBG Partnership with the Government Is Viewed Positively, While Partnerships with Other Groups Remain Moderate

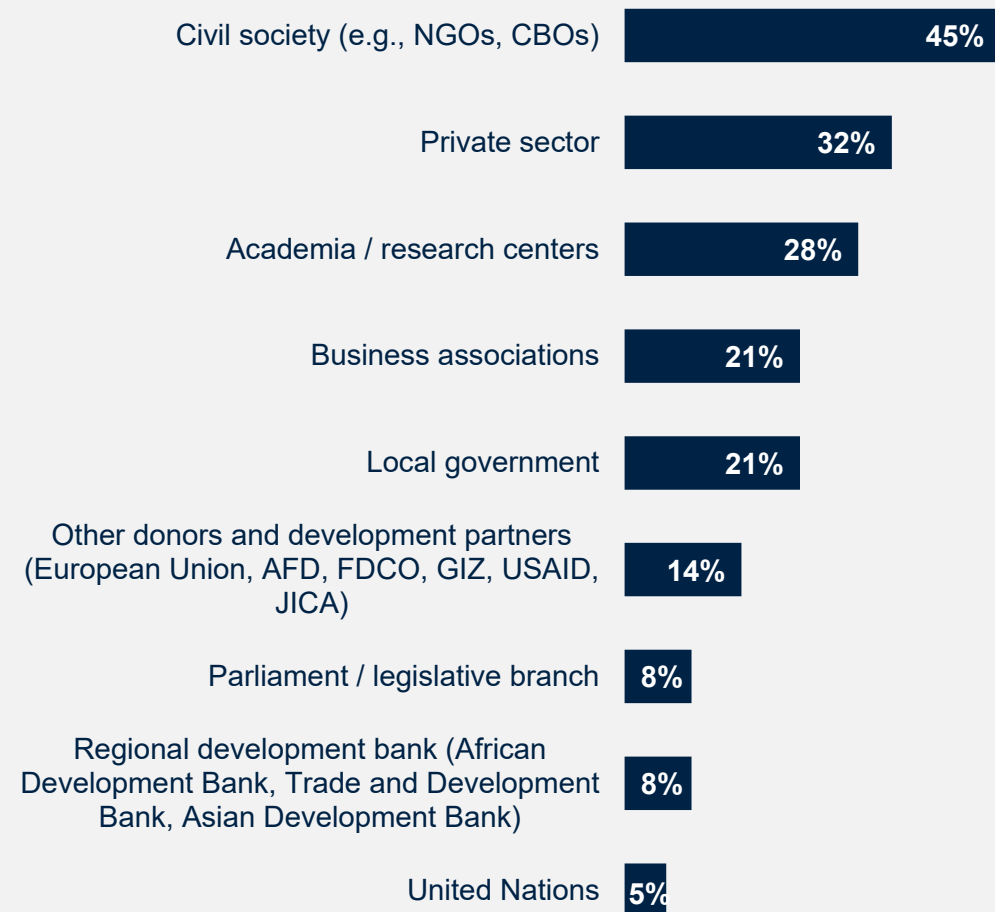
Civil society respondents rated the WBG's partnerships with the national government (mean = 6.6) and with civil society (mean = 4.5) significantly lower than did respondents from government institutions (means = 7.7 and 6.4, respectively).



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

In qualitative comments[^], around one-third of comments addressing how the WBG can be more effective in Mauritius discussed the need for the WBG to increase its engagement and collaboration with stakeholders. Respondents emphasized the importance of:

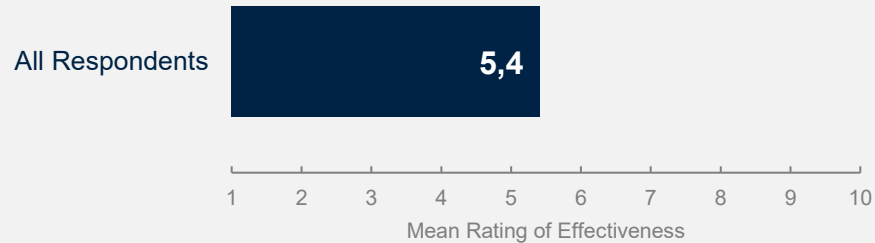
- Bringing in greater private sector participation in areas such as energy and climate change;
- Increasing regular exchanges, workshops, and field engagement to stay aligned with local needs;
- Actively listening to vulnerable groups, including women, youth, and persons with disabilities, when shaping reforms;
- Improve visibility by engaging beyond the University of Mauritius and connecting more broadly with stakeholders.



In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have a greater impact in Mauritius? (Select up to 2) (Percentage of Respondents, N = 155)

[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Mauritius? (Please be specific) (N = 94)

WBG Effectiveness in Facilitating Civil Society Participation



Respondents from **civil society** gave the lowest ratings (mean = 3.9) for the WBG’s effectiveness at facilitating civil society participation in development policy dialogue and implementation in Mauritius.

Around 26% of respondents rated the WBG’s effectiveness below average (1-4). These respondents suggested the following could help to make the WBG more effective:

- Engage directly with civil society rather than relying on intermediaries or only high-level officials.
- Create a permanent, credible platform for CSOs to voice concerns, coordinate, and participate in WBG processes.
- Advocate for stronger political commitment to advance social and community issues.
- Strengthen cohesion among CSO umbrella organizations and help build their institutional capacity.

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

“The WBG has facilitated civil society participation in Mauritius through structured dialogue, capacity building, and citizen monitoring. Under the Country Partnership Framework, CSOs are included in policy discussions and implementation tracking, particularly in sectors like education and climate resilience. For example, during the Nine-Year Schooling reform, CSOs, teacher unions, and parent groups were consulted to shape curriculum changes. The WBG also supported civil society’s use of tools like community scorecards to monitor public services and give feedback to the government. Additionally, the Bank funded training for CSOs on participatory budgeting and social accountability, helping them contribute more effectively to development processes. Through its Civic and Citizen Engagement Scorecard, the WBG tracks the quality of civil society involvement, ensuring consistent engagement throughout policy planning and execution.”

(Private Sector Respondent)

“By providing very reliable data such as growth rates, public debt, and inflation rates, civil society can have a complete picture and make informed economic decisions. We can trust the World Bank.”

(Media Respondent)

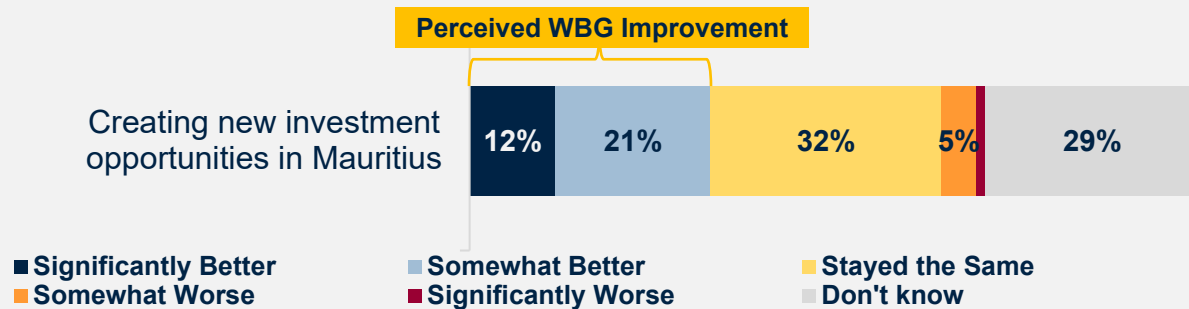


How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Mauritius? Scale: 1 Not effective at all – 10 Very effective

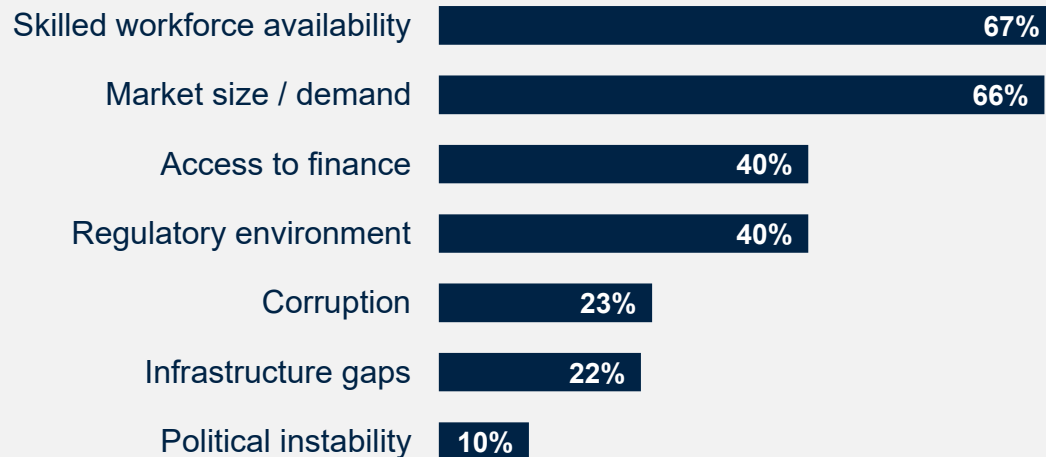
[If effectiveness rating < 5] How could the WBG be more effective in facilitating civil society participation in development policy dialogue and implementation? (N=11)
[If effectiveness rating > 4] Please share examples of the WBG’s effective facilitation of civil society participation in development policy dialogue and implementation. (N=15)

Skilled Workforce Availability and Market Size are the Biggest Challenges to Private Sector Development in Mauritius

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 Mauritius?



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

- Support Mauritius' shift toward a high-productivity, innovation-driven economy through skills development, research, and technology upgrading.
- Facilitate blended finance and de-risking mechanisms to unlock private capital, especially for climate-smart and green investments.
- Improve dissemination of WBG financial tools, opportunities, and support programs so businesses understand how to engage.
- Give more support to business groups so they can help lead development efforts more efficiently.
- Promote public-private-civil society partnerships to co-design solutions and drive inclusive economic growth.



Based on your experience, in the past two years, how has the WBG changed in terms of... (Percentage of Respondents, N= 85)

What are the biggest challenges facing private sector development in Mauritius? (Select up to 3) (Percentage of Government & Private Sector Respondents, N=82)

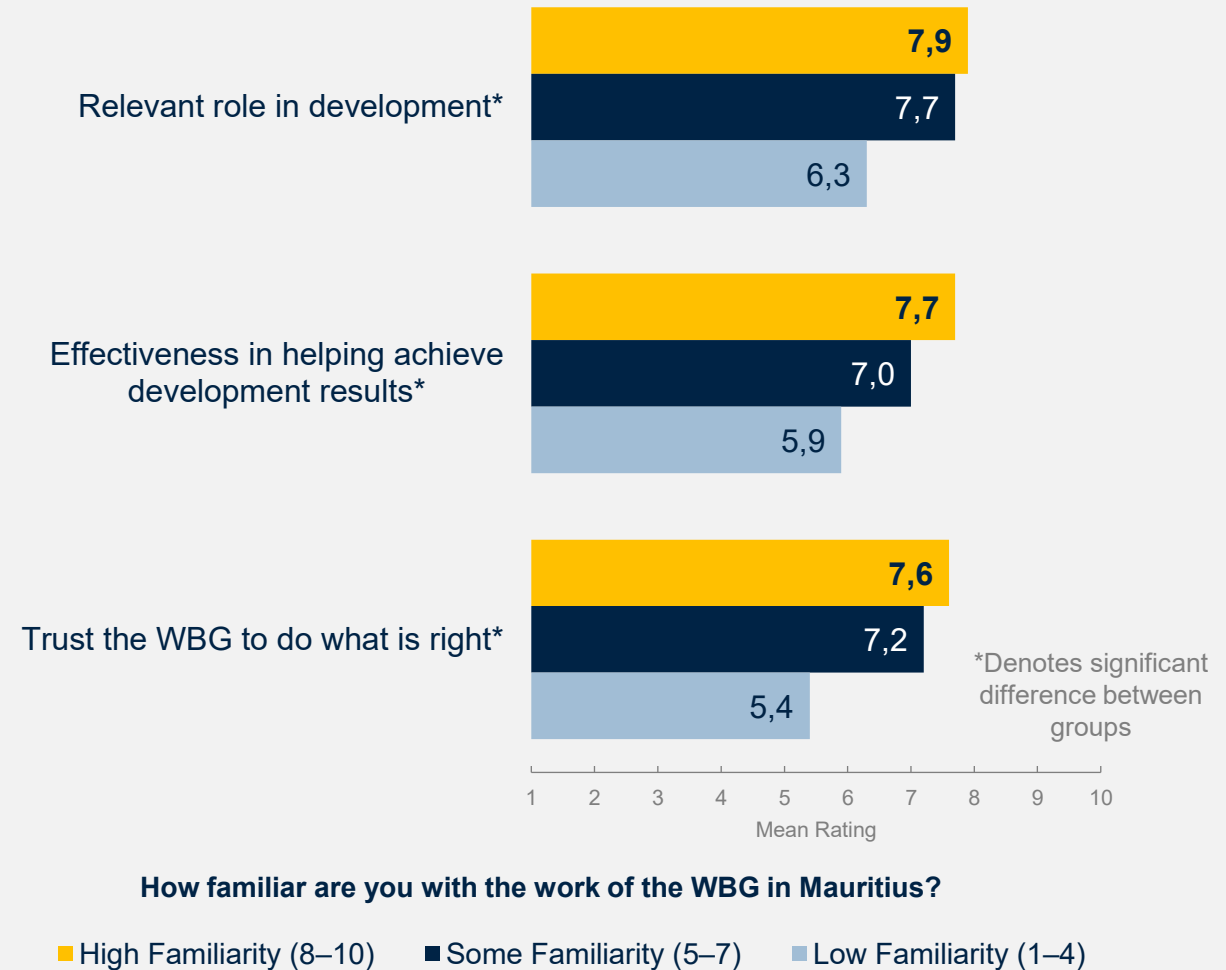
What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Mauritius? (Please be specific) (N=94)

Communication and Outreach



Outreach and Engagement Are 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).



WBG Events, Publications, and Direct Contact with Staff are Stakeholders' Most Preferred Information Channels for Receiving Information from the Bank

Top Two Preferred WBG Channels

	All Respondents	Government Institutions	Civil Society	Private Sector	Academia
WBG event / conference / workshop (<i>in person or online</i>)	50%	55%	58%	43%	39%
WBG publications*	45%	47%	25%	57%	61%
Direct contact with WBG staff (<i>e.g., in person, virtually, phone, email</i>)	42%	45%	47%	26%	44%
WBG website (including blogs)	36%	43%	25%	30%	50%
WBG e-Newsletters	30%	28%	36%	30%	22%
WBG social media channels (<i>e.g., Facebook, LinkedIn, Instagram, Twitter/X</i>)	26%	17%	33%	30%	28%
WBG direct messaging (<i>e.g., WhatsApp</i>)	21%	16%	33%	17%	11%
WBG podcasts	7%	3%	11%	9%	11%



How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=149)

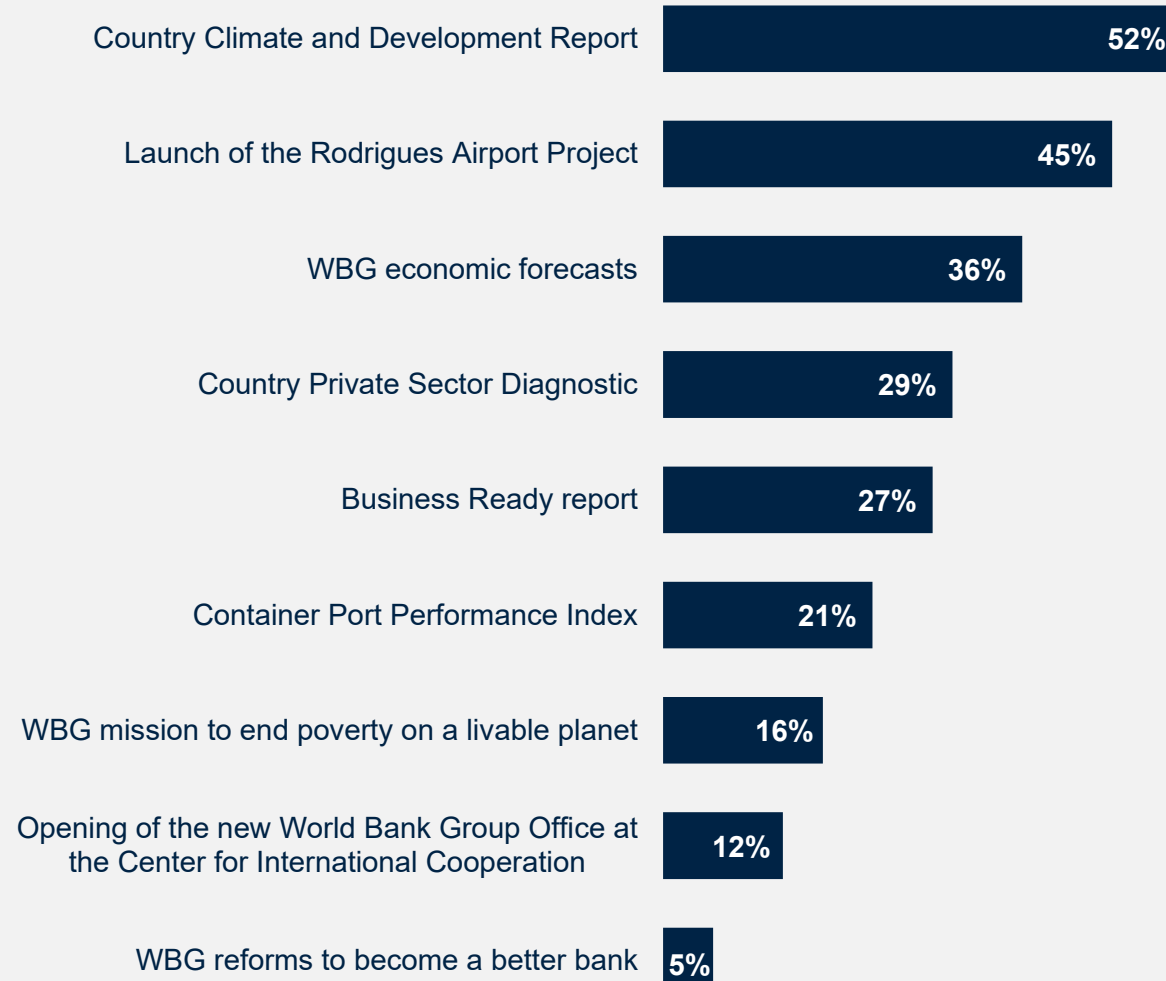
38% of Respondents Recalled Seeing or Hearing About the WBG, Recently, Most Often through Direct Contact and Media

Civil society respondents were the least likely to have heard anything about the WBG recently, with only 19% reporting that they had.

Where do you recall seeing or hearing this information?



WBG's Climate and Development Report, Followed by the Rodrigues Airport Project, Is the Most Recalled Topic



To Better Understand the WBG's Role in Mauritius, Stakeholders Wanted Information on How to Partner with the Bank and Receive Regular Updates

Information needs vary across stakeholder groups and should be considered when planning targeted outreach. Civil society respondents strongly prefer information on how to partner with WBG, while academia stakeholders prioritize WBG research and knowledge.

Top Two Types of Preferred Information About the WBG

	All Respondents	Government Institutions	Civil Society	Private Sector	Academia
Information on how to work / partner with WBG*	51%	43%	72%	48%	44%
Regular updates on WBG activities	47%	41%	53%	52%	44%
Sector-specific strategies	40%	41%	31%	48%	39%
WBG research and knowledge	37%	38%	33%	30%	61%
Case studies of WBG projects	34%	41%	25%	26%	22%
Impact assessments and evaluations	32%	36%	19%	30%	44%
Overview of WBG financial products and services	25%	29%	31%	26%	6%



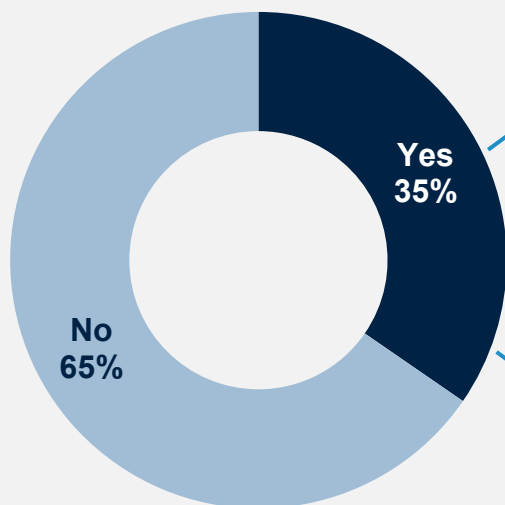
What information would be most helpful to you in understanding the WBG's role in Mauritius? (Select up to 3) (Percentage of Respondents, N=149)

Sample Demographics and Detailed Methodology



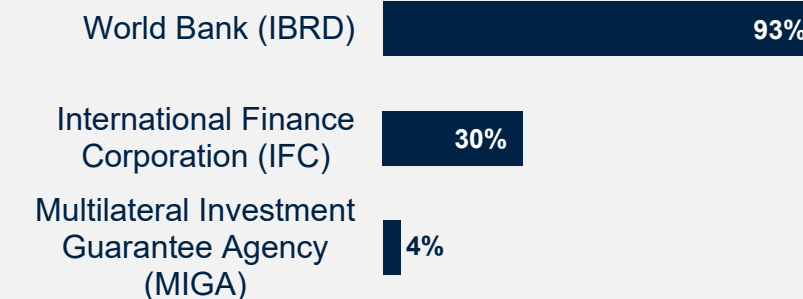
Sample Demographics

In the past 3 years, have you worked or collaborated with the WBG in Mauritius?
(N=156)

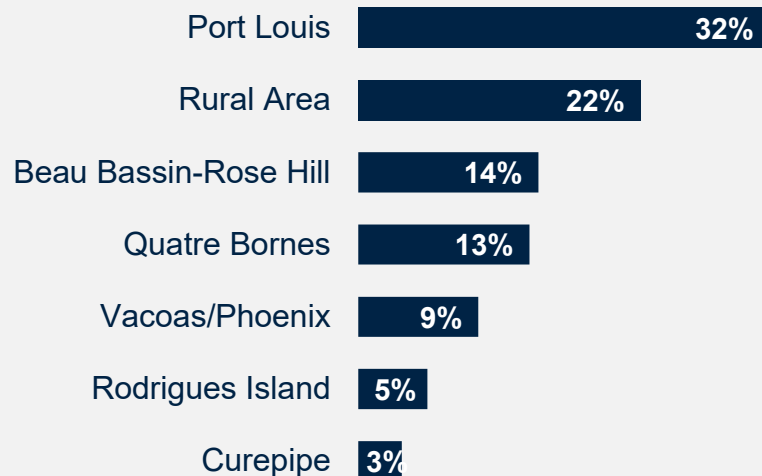


Which of the following WBG agencies have you worked or collaborated with in Mauritius?

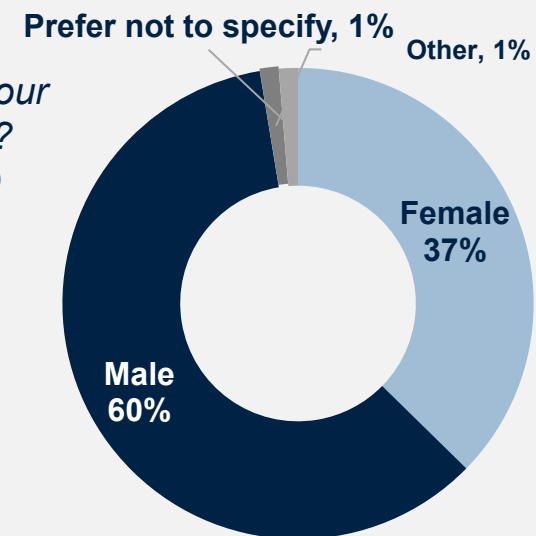
(N=54)



Which best represents your geographic location?
(N=149)

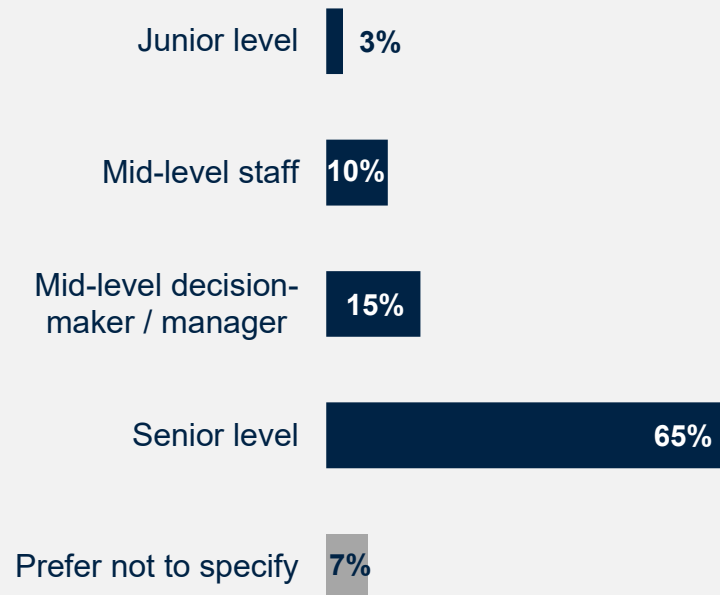


What is your gender?
(N=150)

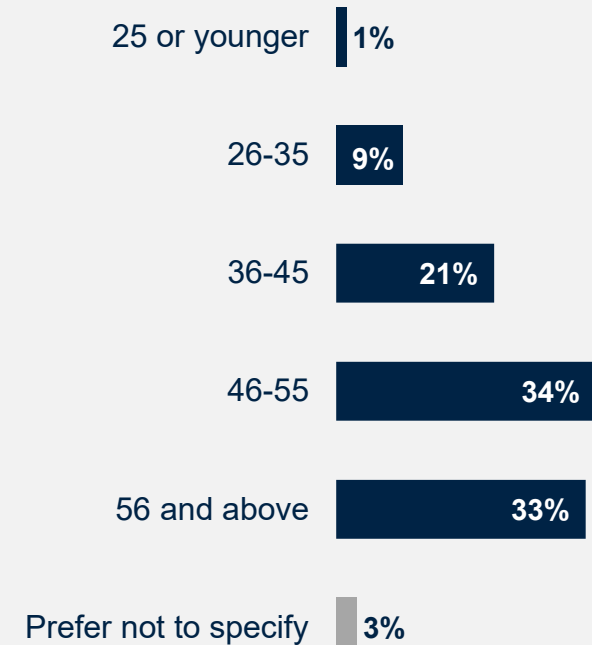


Sample Demographics (continued)

*Within your organization,
would you describe yourself as...*
(N=150)



What's your age?
(N=150)



Detailed Methodology

From **April to July 2025**, a total of 547 stakeholders in Mauritius 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 and multilateral agencies, civil society organizations, the private sector, academia, research centers, and the media.

Of these stakeholders, **156 participated in the survey (29% response rate)**. Respondents completed the questionnaire online.

This year’s survey results were compared to the FY22 Country Opinion Survey, which had a response rate of 37% (N = 183).

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 $p < .05$) are noted throughout the report with an asterisk.

Percentage of Respondents	FY 2022	FY 2025
Government Principals: Office of the President, Prime Minister, Minister, Parliamentarian	6%	<1%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	31%	36%
Local Government	6%	4%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	12%	3%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	19%	24%
Private Sector: Private Company, Financial Sector Organization, Private Bank	15%	16%
Academia / Research Center	5%	12%
Media	6%	5%
Other	0%	<1%
Total Number of Respondents	183	156



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

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Mauritius 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

