



CountryOpinionSurveys

FY 2025 Sint Maarten Country Opinion Survey Report

Acknowledgements

The Sint Maarten Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank. 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 (WB) in gaining a better understanding of how stakeholders in Sint Maarten perceive the WB. The survey explored the following questions:

- 1. Overall Views of the WB:** How familiar are stakeholders with the WB? How much do they trust the WB? What are stakeholders' opinions of the WB regarding its effectiveness and relevance to development in Sint Maarten?
- 2. The WB's Operational Effectiveness:** What projects are respondents most familiar with? Has the WB been helpful in achieving the development goals in these projects? How did these projects impact the people of Sint Maarten, and how could the WB have been more helpful? How effective have the WB and its partners been in the identified priority areas?
- 3. WB Instruments:** What do key stakeholders value the most regarding the WB's work in Sint Maarten? What opinion do key stakeholders have of the WB-managed Trust Fund and its products?
- 4. The WB's Engagement and Collaboration:** How is the WB perceived as a development partner in Sint Maarten? How effective has the WB 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 WB messaging? What key topics do stakeholders recall? What information do stakeholders want from the WB?



Methodology Overview

Fielded in June – November 2025

- 1030 potential participants were asked to complete the survey
- Respondents completed the questionnaire online or face-to-face
- List of names provided by the WB country team and supplemented by the independent field firm
- Data collection conducted by an independent field firm

238 participants (23% response rate)

- 53% have collaborated with the WB

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

Stakeholders in FY25 COS Sample



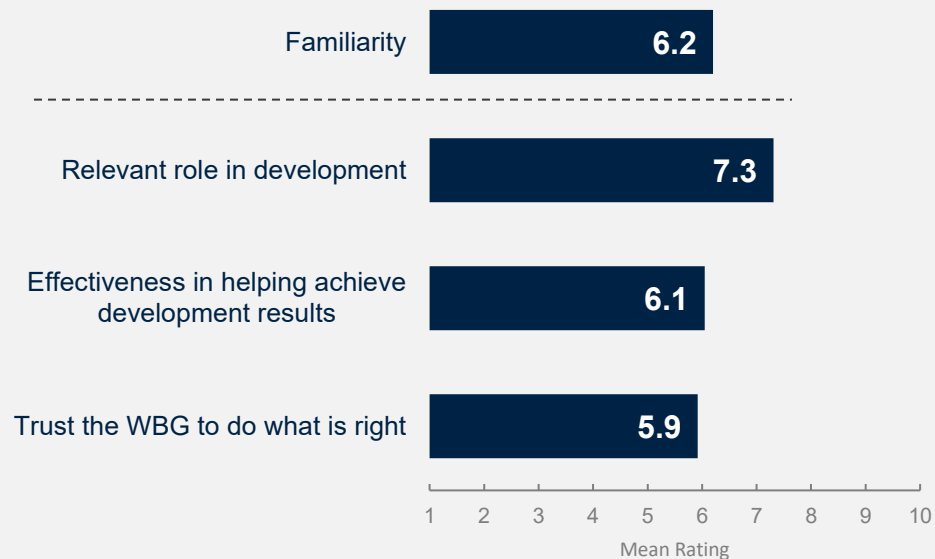
What's your primary professional affiliation? (Select only 1 response) (Percentage of Respondents, N=238)

Executive Summary

1. Overall Views of the WB:

The FY25 Country Opinion Survey in Sint Maarten was conducted for the first time, establishing a baseline for future surveys. Respondents from **government institutions reported high levels of familiarity** with the World Bank's (WB) work (mean=7.8 on a 10-point scale), while other stakeholder groups reported lower levels of familiarity, resulting in an overall mean of 6.2.

Respondents expressed relatively **moderate levels of trust** in the WB (mean=5.9) and perceptions of its **effectiveness** (mean=6.1) in helping Sint Maarten achieve results, both of which were lower than the average ratings in other Caribbean countries. At the same time, perceptions of the WB's **relevance** to the country's development were very positive (mean=7.3), particularly among private sector respondents.



2. WB's Operational Effectiveness:

Stakeholders in Sint Maarten referenced their involvement in several WB-managed projects, including initiatives focused on enterprise support, emergency recovery, and healthcare, among others. When asked how helpful the WB was in achieving project goals, 87% of respondents indicated that the Bank was helpful, **including 49% who rated it as very helpful**. More than one-third of stakeholders perceived positive change in the WB's work to improve the **overall business environment** and **people's lives** in Sint Maarten. At the same time, most respondents perceived no change or reported a decline in the **ease of working with the WB** in Sint Maarten.

In qualitative comments, stakeholders emphasized the need for simpler and more transparent processes, fewer bureaucratic hurdles, and **greater reliance on local expertise** to improve project implementation in Sint Maarten. They also highlighted challenges related to cumbersome requirements, subjective decision-making, frequent changes in project scope, and insufficient communication, noting that more culturally sensitive engagement, timely support, and stronger accountability would have improved trust and outcomes.

When asked about the effectiveness of the **WB's partnership with the government of Sint Maarten and the government of the Netherlands** across several focus areas, respondents gave the highest rating to improved access to finance for micro, small, and medium-sized enterprises (mean=6.8), followed by improved capacity in debris management (mean=6.3).



Executive Summary (continued)

3. WB Instruments:

When asked about the **WB-managed Trust Fund (TF)**, the instrument through which the WB operates in Sint Maarten, stakeholders expressed the strongest agreement that **more public information** about the work funded by the TF should be made available. Respondents gave moderately positive ratings (means below 7.0 on a 10-point scale) regarding the TF's ability to **meet the country's needs**, the **alignment** of TF priorities with Sint Maarten's key development priorities, and the TF's contributions to **institutional capacity and sustainable results**. Respondents gave the lowest ratings to the **timeliness** of financial support (mean=5.2) and to the **flexibility** of the response to changing circumstances in Sint Maarten (mean=4.9).

4. The WB's Engagement and Collaboration:

The WB received moderately positive ratings for the effectiveness of its partnerships with the **national government** and **civil society**, while ratings for its collaboration with other stakeholder groups—including other donors and development partners, academia, the private sector, and the parliament of Sint Maarten—were relatively low (below 6.0 on a 10-point scale).

Looking ahead, stakeholders indicated that the WB should collaborate more effectively with **civil society, the private sector, and youth organizations**. Respondents from civil society and the private sector were significantly more likely than other stakeholder groups to select their respective groups in response to this question about future collaboration.

Furthermore, respondents were unanimous in giving WB rather low ratings for its role in facilitating civil society participation in development policy dialogue and implementation in Sint Maarten (mean = 5.1). To more effectively facilitate civil society participation, stakeholders believe the WB should **engage civil society directly and consistently** through structured, transparent dialogue, reduce bureaucracy while improving fairness and cultural sensitivity, and better leverage local expertise by involving qualified local organizations throughout the project cycle.

5. Communications:

Just under half of respondents (44%) reported having recently seen or heard about the WB, most commonly through social or traditional media channels. The initiative recalled most often was the **WB's work in disaster recovery** in Sint Maarten.

Respondents indicated a preference for receiving information from the WB through its **social media channels, events, direct contact with staff, and e-newsletters**. They identified regular updates on WB activities, information on how to work with or partner with the WB, and impact assessments and evaluations as the most helpful resources for better understanding the Bank's role in Sint Maarten.

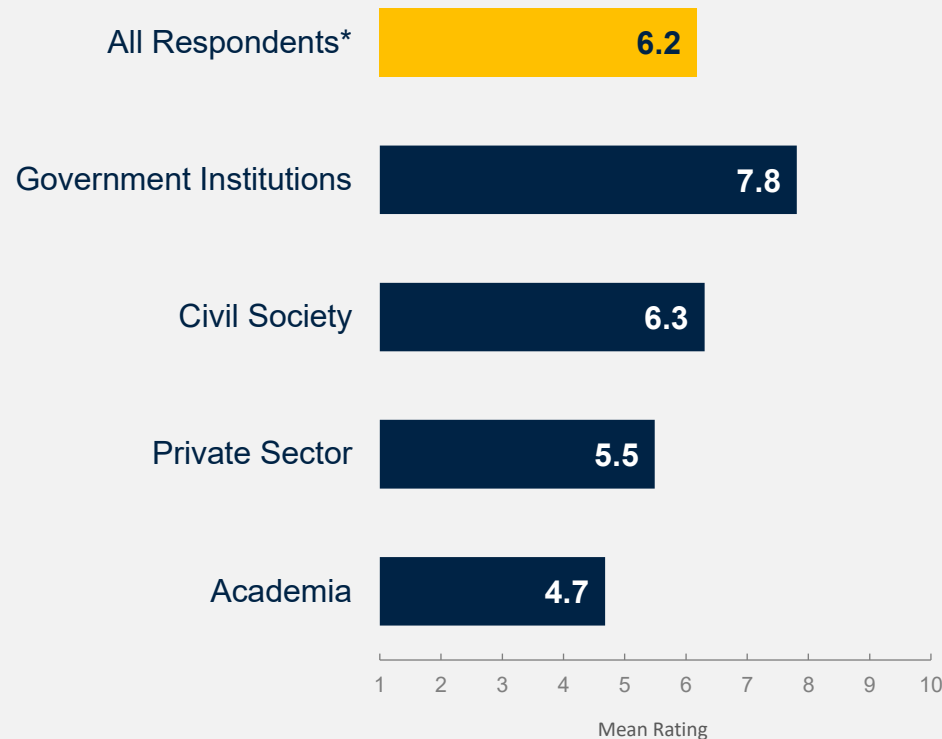


Overall Views of the World Bank



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Familiarity Varies Significantly Across Stakeholder Groups, with Respondents from Government Institutions Reporting the Highest Levels of Familiarity with the WB



Familiarity by Collaboration Level:

Collaborate with WB = 7.5*

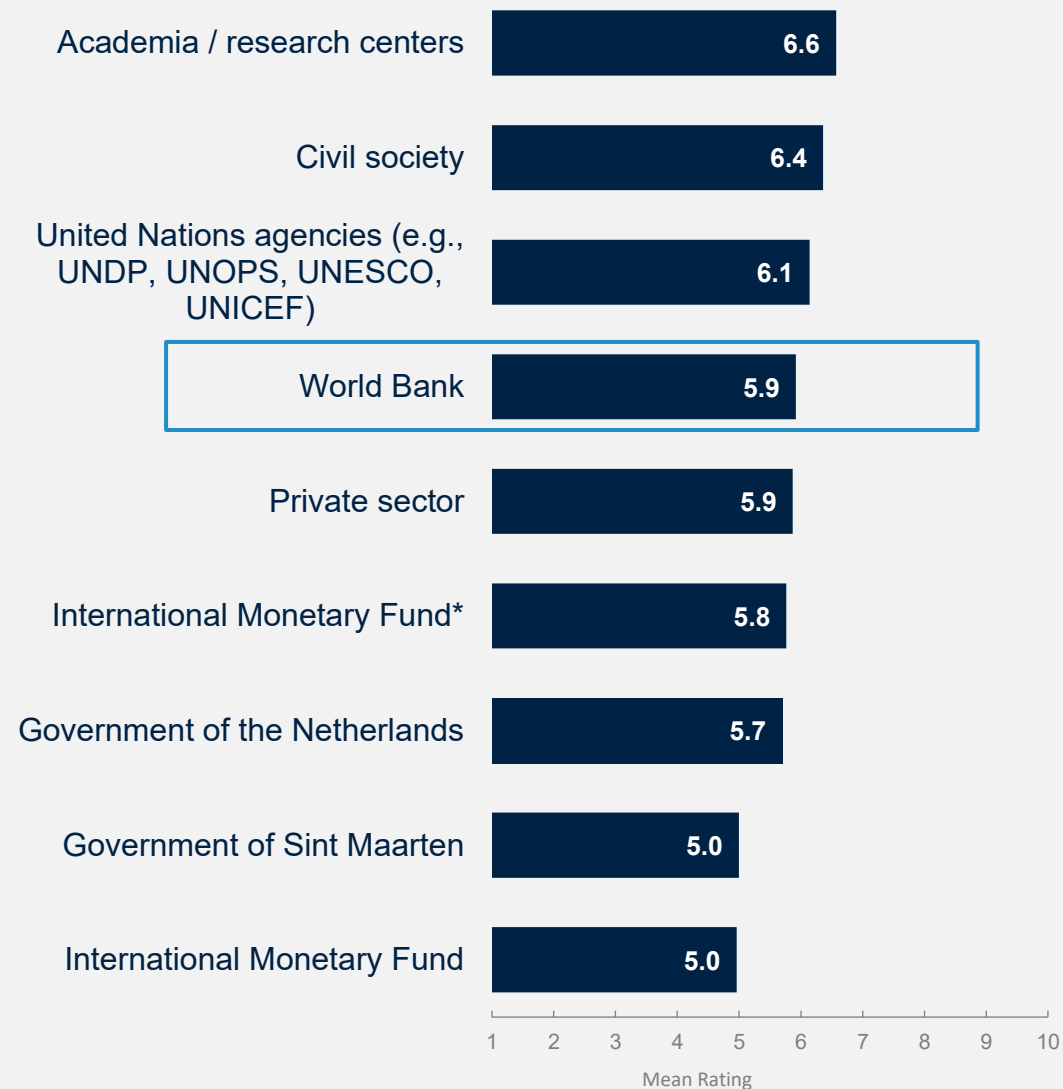
Do not collaborate = 4.7



Moderate Trust Levels in the World Bank

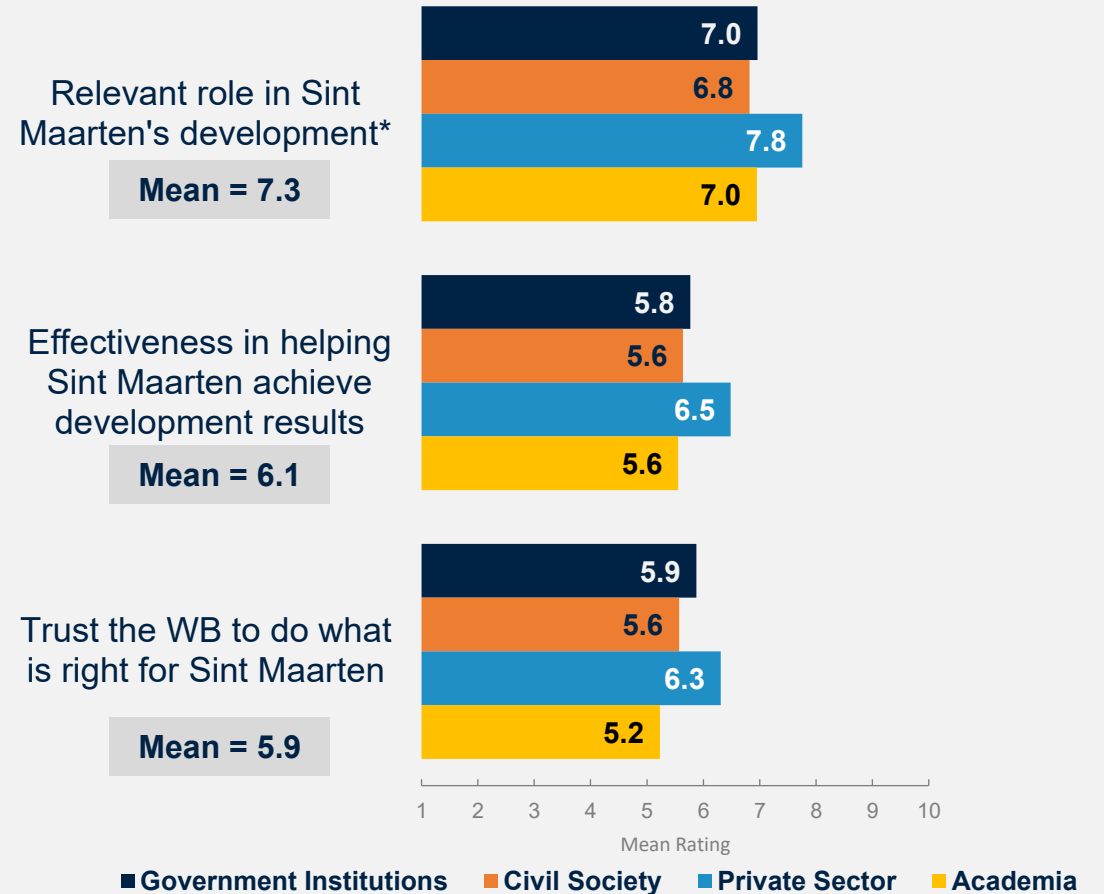
Respondents in Sint Maarten gave the highest trust ratings to academia and civil society; however, both ratings were relatively moderate (below 7.0 on a 10-point scale). **Trust in the World Bank** and the UN was also moderate, though higher than trust in the government of Sint Maarten and the IMF.

Respondents from the private sector expressed slightly higher levels of trust in the World Bank (mean = 6.3); however, the difference compared with other stakeholder groups was not statistically significant.



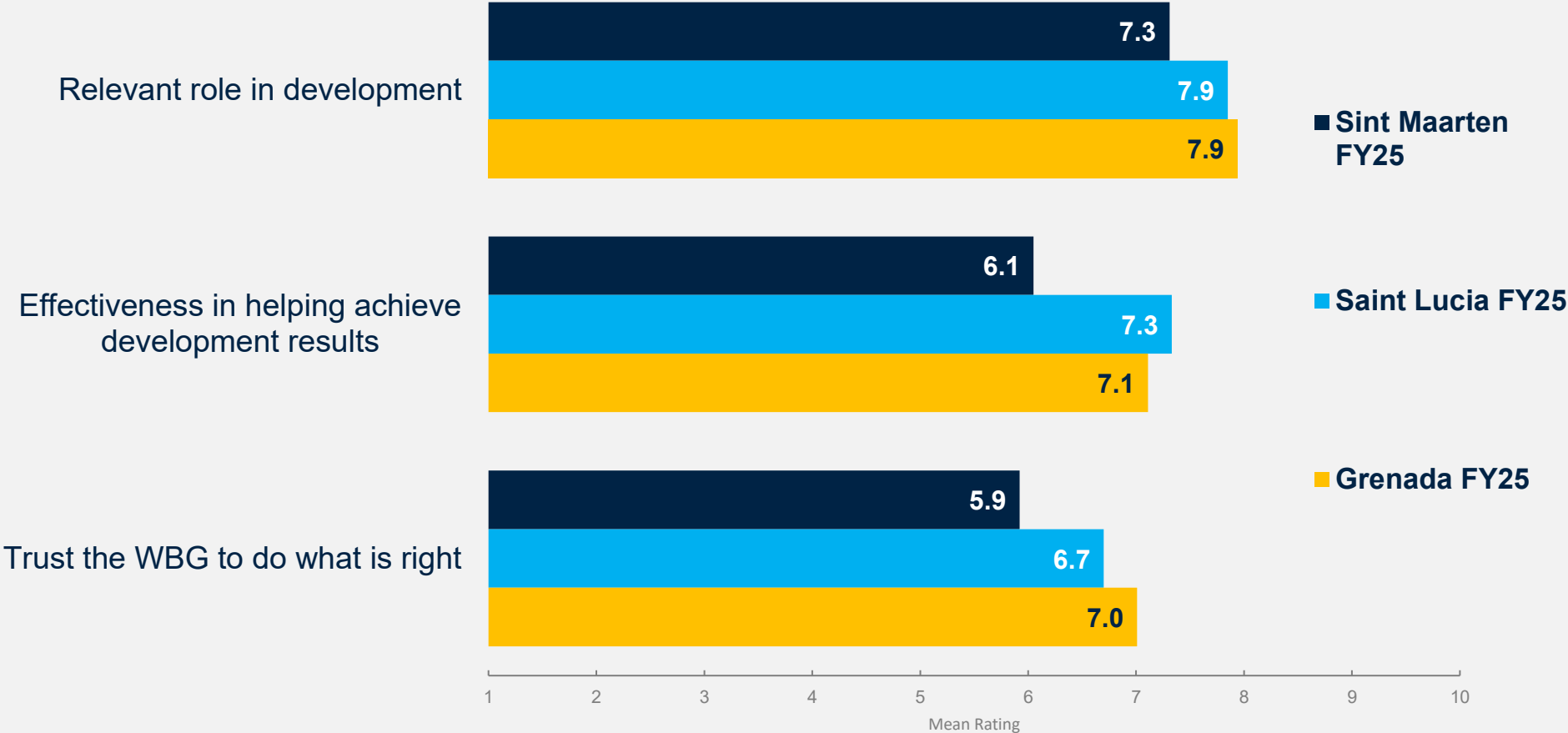
Private Sector Stakeholders Report Higher Ratings Across Three Key Performance Indicators

Respondents in Sint Maarten gave the highest ratings to the **World Bank's relevance** in the country, with private sector stakeholders reporting significantly higher ratings.



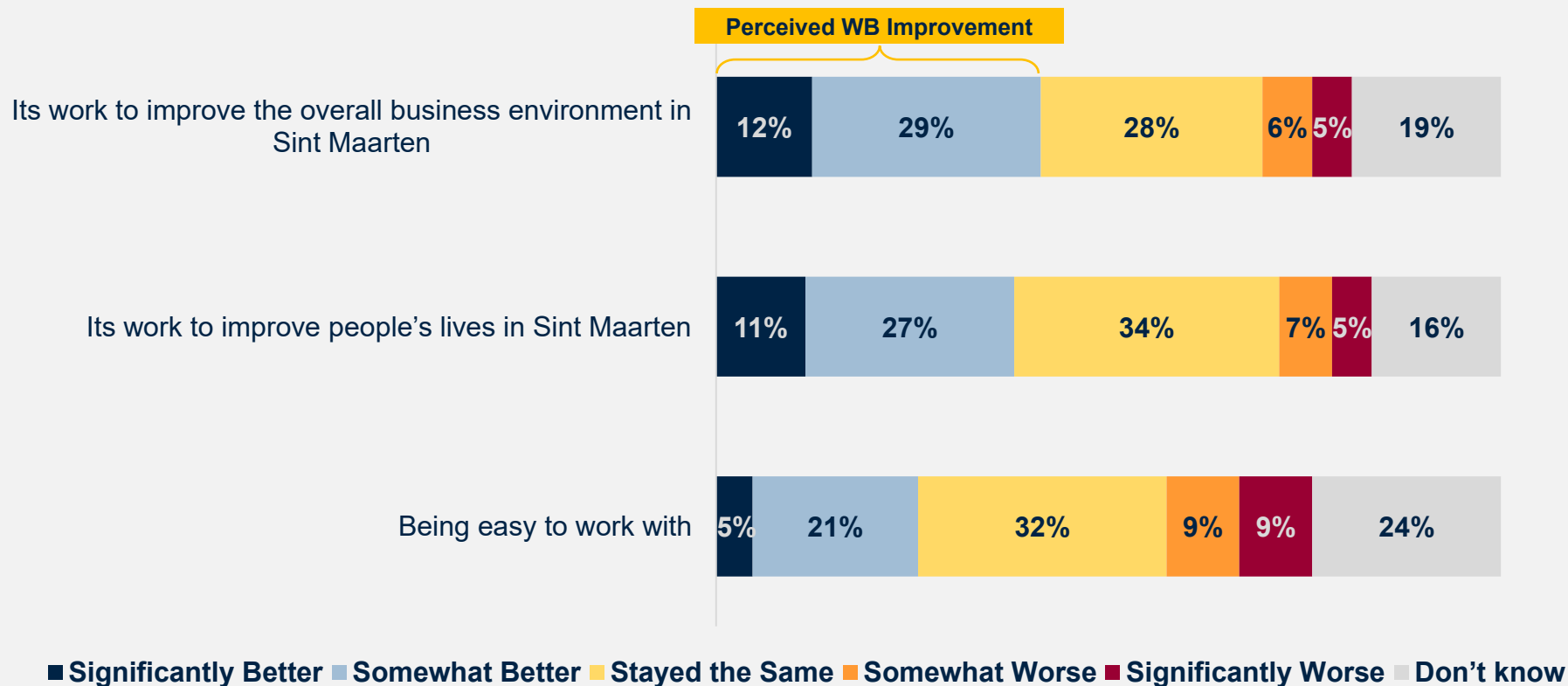
How relevant is each of the following organizations to Sint Maarten's development? Scale: 1= Not relevant at all, 10 = Very relevant
 How effective is each of the following organizations in helping Sint Maarten achieve development results? Scale: 1=Not effective at all, 10 = Very effective
 How much do you trust each of the following institutions to do what is right for Sint Maarten? Scale: 1 = Not at all, 10 = Very much.
 *Denotes statistically significant differences between stakeholder groups.

Stakeholder Ratings in Sint Maarten Are Somewhat Lower Than Regional Comparisons



Over a Third of Stakeholders See Positive Change in the WB's Work to Improve Overall Business Environment and People's Lives in Sint Maarten

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



Based on your experience, in the past two years, how has the WB changed in terms of...(Percentage of Respondents, N=237)

The WB's Operational Effectiveness

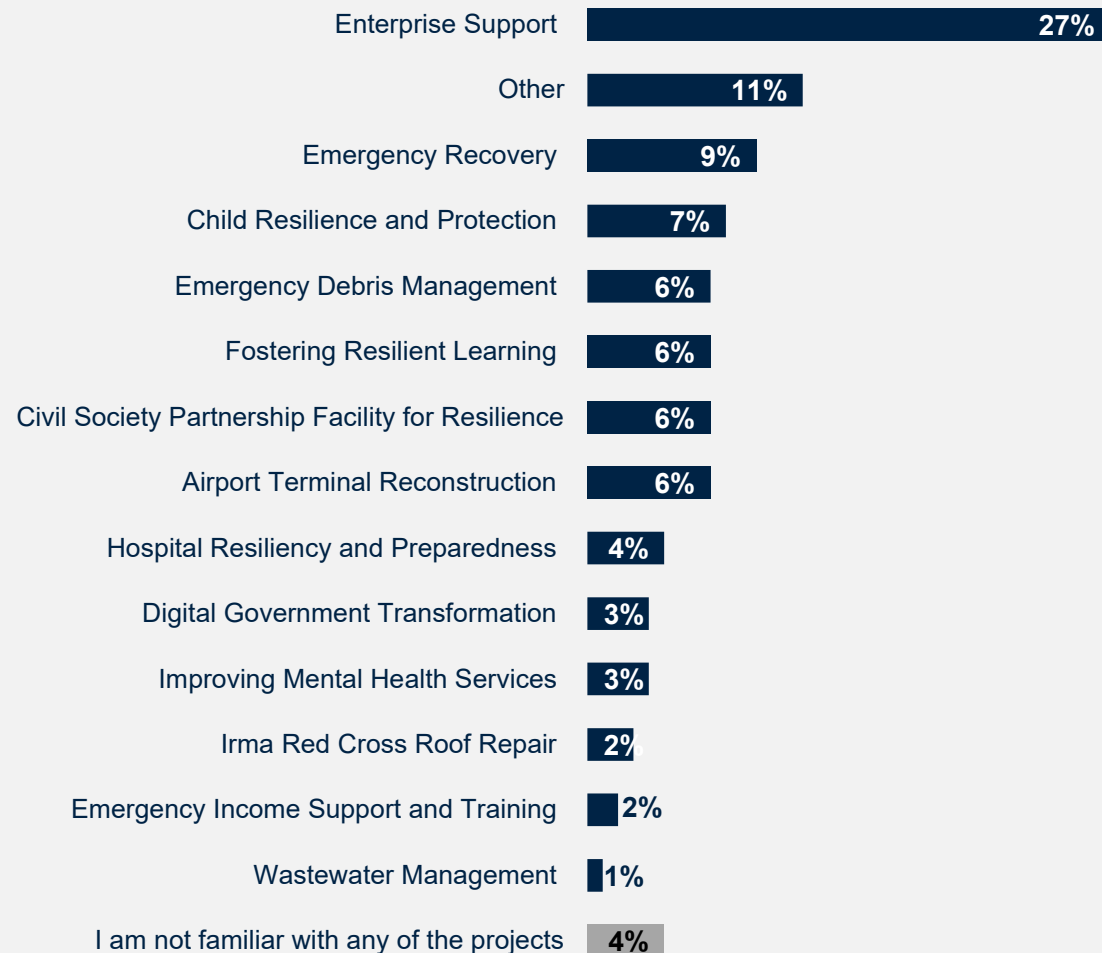


Almost One-Third of Stakeholders Recalled the Enterprise Support Project

In their comments to an open-ended question^{^^} on how the WB can be more helpful in implementing projects in Sint Maarten, stakeholders mentioned the need for **simpler and more transparent processes**, fewer bureaucratic hurdles, and greater reliance on **local expertise**.

Several stakeholders felt that requirements were cumbersome, decision-making was subjective, and project scope changes occurred too often, creating delays and discouragement. Respondents emphasized **clearer communication**, more culturally sensitive engagement, and support that aligns with the island's economic and social realities. They also noted that timelier assistance to affected enterprises, better protection of property during works, and stronger accountability would have improved trust and outcomes.

Please select the project that you are most familiar with[^]



Please select the development area that this WB-supported project or initiative supported. (N=124)

[^]Asked only of those who said that they collaborate with the WB. (Percentage of Respondents, N = 124)

^{^^}If you rated the WB's helpfulness between 1 and 4, how could the WB have been more helpful on this project or initiative? [open-ended] (N=13)

Just Under Half of Stakeholders Consider the WB Being “Very Helpful” in Project Implementation



In Open-Ended Comments, Clients Discussed the Impact the WB-Supported Project Had on the People of Sint Maarten

“The project enabled NGOS in various fields to rebuild, retool, and enhance capacity to help various sectors of the island, from youth, education, art, nature, the elderly, disaster relief, and more. It allowed NGOS to execute much needed projects to really impact those most in need on the island.”

(Civil Society Respondent discussing the **Civil Society Partnership Facility for Resilience Project (CSPFRP)**)

“Being closely involved with the repairs to the public buildings (e.g., schools), private homes, and the utilities infrastructure (GEBE), I experienced that the aforementioned projects have significantly made the structures more hurricane resilient and gave the users peace of mind and a sense of safety.”

(Government Institution Respondent discussing the **Emergency Recovery Project**)

“The project not only gathered data regarding the challenges the youth face, but it also helped bring to the public the resources and the importance of supporting youth. It made clear that the youth of Sint Maarten want a place in society and to make a change in their country. The project also provided the different actors in Sint Maarten with tools and techniques to approach the challenges that children and adolescents face. The project gave a voice to the youth and also helped the adults remember their role in the upbringing of the youth. It strengthened the psychosocial tools schools should have to support children and also helped them be prepared for any type of emergency.”

(Bilateral/Multilateral Respondent discussing the **Child Resilience and Protection Project**)

“It helped create new businesses and allowed entrepreneurs to enter the market. The requirements were such that they motivated and moved new business owners to establish themselves properly.”

(Private Sector Respondent discussing the **Enterprise Support Project**)

Improved Access to Finance for MSMEs Receives the Highest Effectiveness Ratings, Particularly from Government and Private Sector Respondents

Respondents from **government institutions** (mean = 7.4) and the **private sector** (mean = 7.1) gave the highest effectiveness ratings to the focus area on improved access to finance for MSMEs.

Notably, **civil society stakeholders** reported some of the lowest perceptions across these questions compared to other stakeholder groups.

I. Promote sustainable economic recovery

Improved access to finance for micro, small, and medium-sized enterprises (MSMEs)

6.8

Improved capacity to manage debris from Hurricane Irma and reconstruction activities to facilitate recovery and reduce risk

6.3

Increased tourism and competitiveness

5.1

II. Invest in citizens and resilient communities

Reduced economic impacts of Hurricane Irma on the poor and most vulnerable

5.8

Increased access to quality healthcare

5.5

Enhanced environmental resilience

5.4

Improved access to psychosocial and parenting support

5.4

III. Build the foundations to improve long-term resilience and good governance

Knowledge exchange

6.0

1 2 3 4 5 6 7 8 9 10

Mean Effectiveness Rating

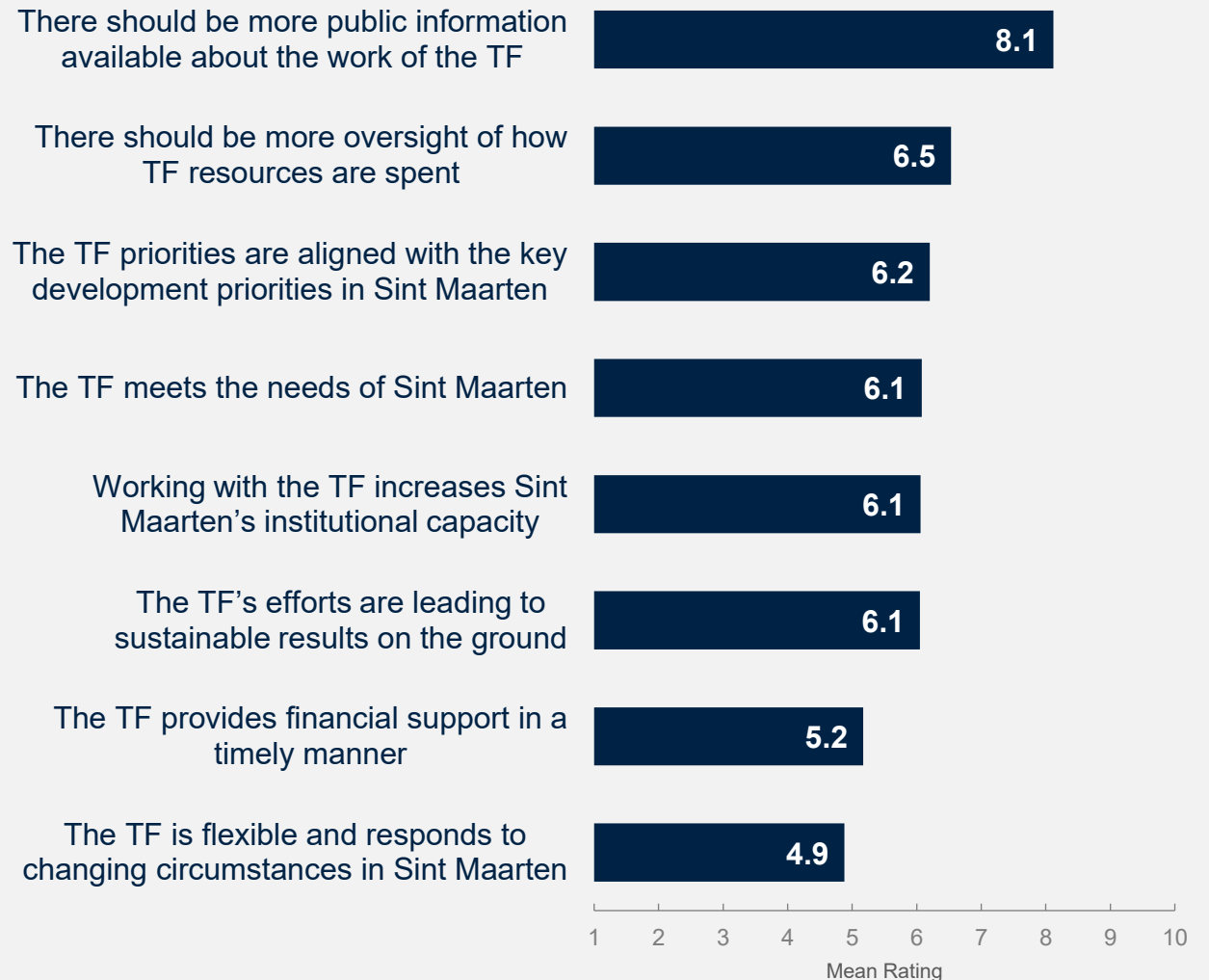


The WB's Instruments



Perceptions on WB-managed Trust Fund in Sint Maarten

- In FY25, there was near-unanimous agreement among stakeholders on the need for greater public information about the WB-managed Trust Fund in Sint Maarten.
- Respondents from civil society and academia gave significantly lower ratings (below 5.0 on a 10-point scale) for the TF's ability to **meet the country's needs** compared to respondents from government institutions or the private sector.

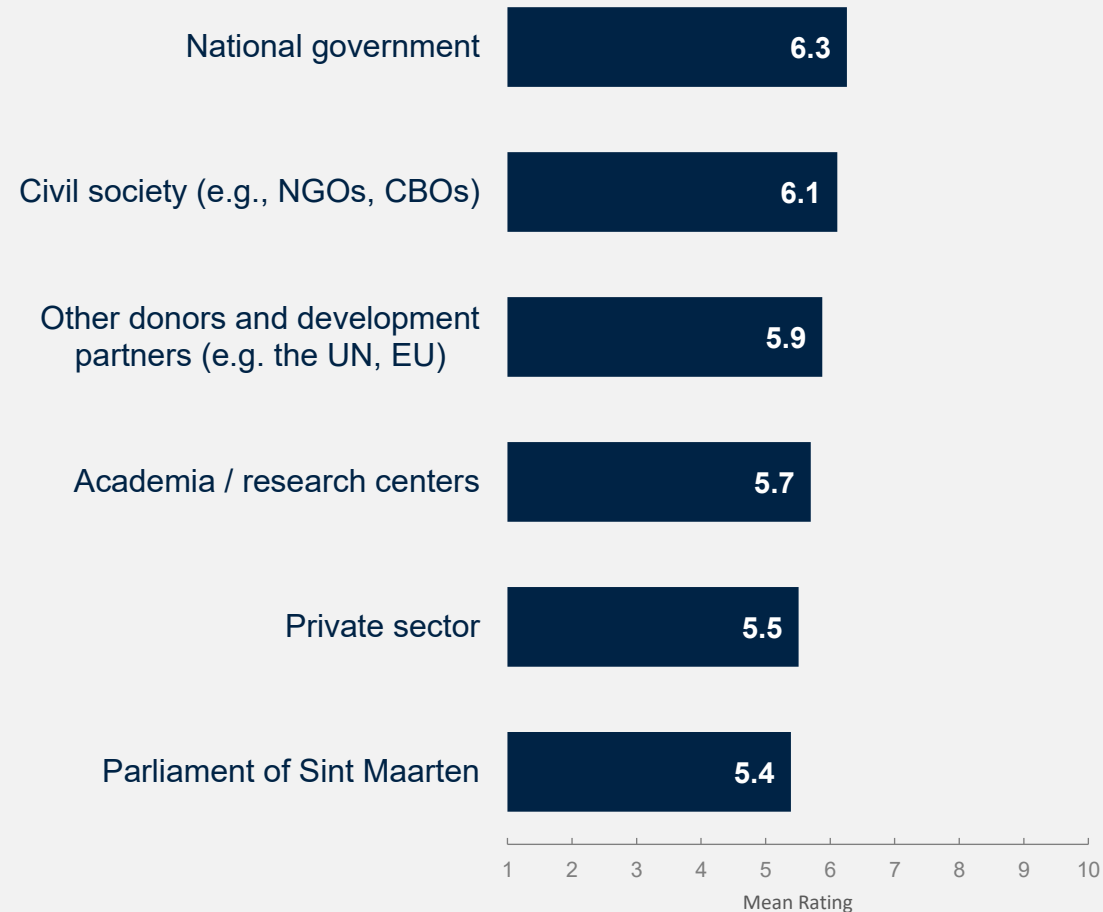


The WB's Engagement and Collaboration

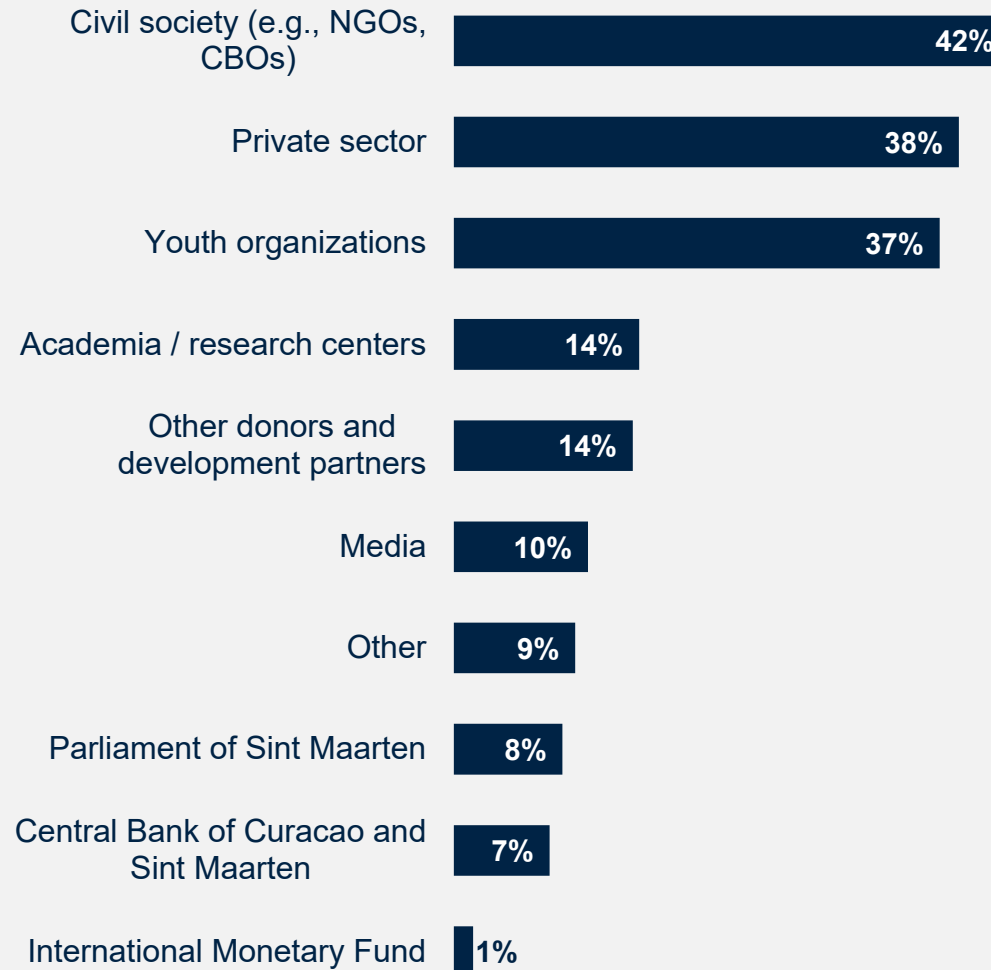


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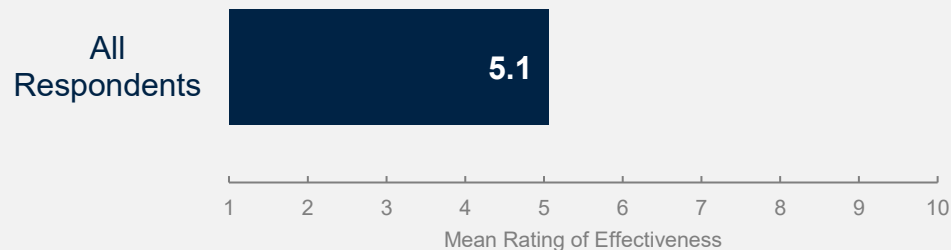
Perceptions of WB Partnerships in Sint Maarten are Moderate, with Particularly Low Ratings for Partnerships with the Private Sector and Parliament



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



WB Effectiveness in Facilitating Civil Society Participation



To be more effective in facilitating civil society participation in development policy dialogue and implementation in Sint Maarten, stakeholders believe the WB should:

- Engage civil society directly and consistently through structured dialogue, town halls, stakeholder forums, and transparent information-sharing—rather than relying solely on government or external intermediaries.
- Reduce bureaucracy and improve transparency and fairness by simplifying procedures, clarifying requirements, ensuring culturally sensitive staff, and applying objective, consistent decision-making.
- Respect and leverage local expertise by involving qualified local organizations and professionals in project design, review, monitoring, and communication, ensuring approaches fit Sint Maarten’s social and economic realities.

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

“The WB raised awareness on a variety of effective places and methods to contribute to civil society participation. By injecting funds, they helped to incentivize and bring a sense of compassion to organizers, and that, in turn, attracted more people to help and get the civil society participating.

Organizers and groups that long felt the struggle of pulling the cart by themselves got a renewed sense of encouragement from the World Bank, and that was clear to see in their enthusiasm, which was contagious.”

(Private Sector Respondents)

“Through R4CR and UNICEF several workshops and training were organized to do just that.”

(Civil Society Respondents)



Communication and Outreach



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Social Media Channels and WB Events Are Stakeholders' Top Choices for Receiving Information from the Institution

Top Two Preferred WB Channels	All respondents	Government Institutions	Civil Society	Private Sector	Academia
WB social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	47%	46%	45%	49%	42%
WB event / conference / workshop (in person or online)	37%	41%	45%	37%	21%
Direct contact with WB staff (e.g., in person, virtually, phone, email)	33%	29%	36%	36%	25%
WB e-Newsletters	30%	32%	38%	25%	38%
WB direct messaging (e.g., WhatsApp)	26%	15%	21%	33%	29%
WB website (including blogs)	23%	22%	31%	15%	38%
WB publications*	17%	37%	12%	9%	17%
WB podcasts	14%	5%	12%	16%	25%

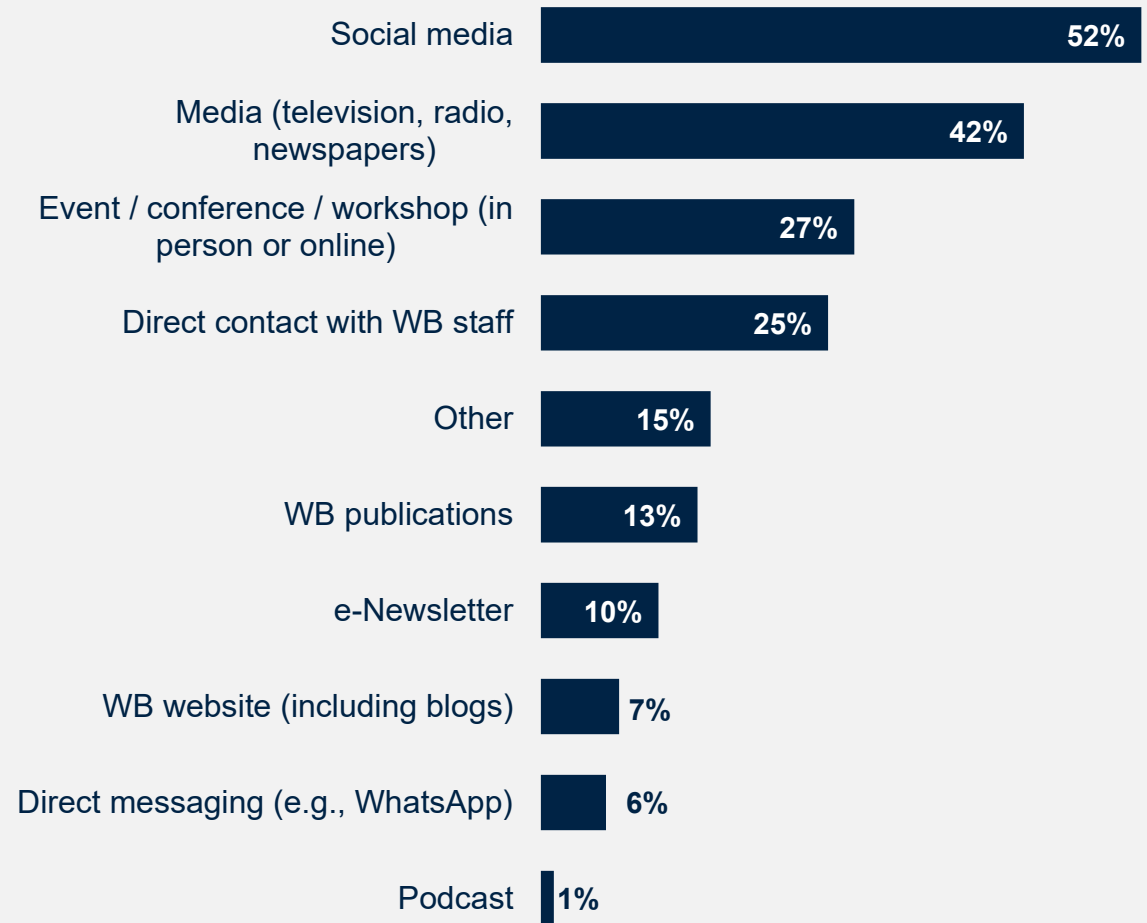


How would you prefer to obtain information from the WB? (Select up to 3) (Percentage of Respondents, N=203)

*Denotes statistically significant differences between stakeholder groups.

44% of Respondents Recalled Seeing or Hearing About the WB, Recently, Most Often Through Social Media and Traditional Media Channels

Of note, stakeholders from civil society and academia were more likely to report hearing about the WB through traditional media channels.



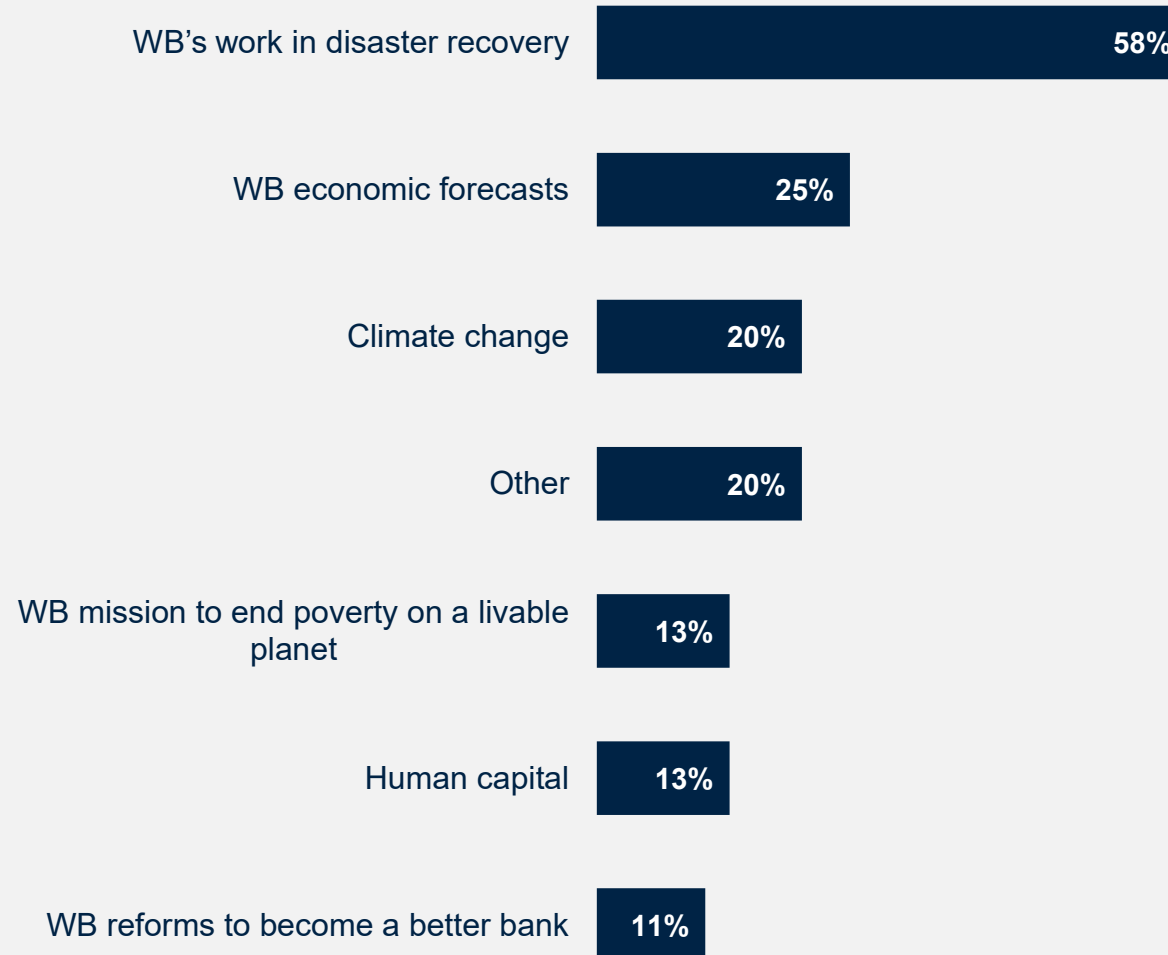
Do you recall seeing or hearing anything about the WB recently? (N = 206)

Where do you recall seeing or hearing this information? (Select all that apply) (Percentage of Respondents, N = 89) ^Only asked respondents who indicated that they recalled seeing/hearing about the WB recently.

What do you recall seeing or hearing about the WB? (Select all that apply) (N=85)



WB Work in Disaster Recovery Was the Most Frequently Recalled Topic



To Better Understand the WB's Role in Sint Maarten, Stakeholders Wanted Regular Updates on WB Activities, Information on How to Partner with WB, and Impact Assessments & Evaluations

Top Types of Preferred Information About the WB	All respondents	Government Institutions	Civil Society	Private Sector	Academia
Regular updates on WB activities	58%	51%	59%	62%	50%
Information on how to work / partner with WB	48%	44%	49%	51%	63%
Impact assessments and evaluations*	38%	41%	56%	25%	42%
Overview of WB financial products and services	33%	24%	26%	41%	29%
Case studies of WB projects	31%	34%	33%	25%	38%
Sector-specific strategies	23%	29%	21%	20%	25%
WB research and knowledge	14%	17%	10%	16%	4%



What information would be most helpful to you in understanding the WB's role in Sint Maarten? (Select up to 3)
(Percentage of Respondents, N=200)

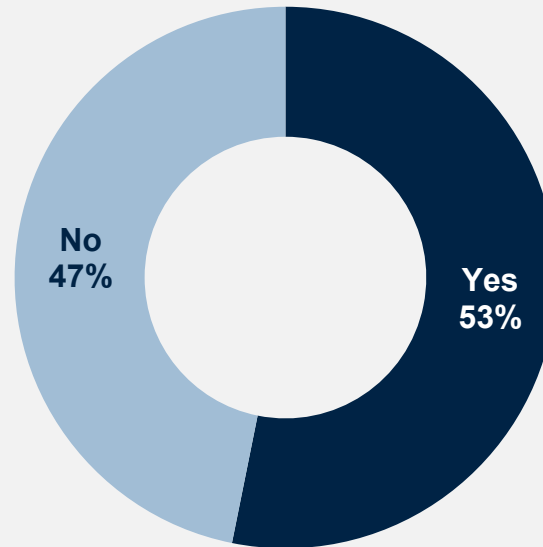
*Denotes statistically significant differences between stakeholder groups.

Sample Demographics and Detailed Methodology

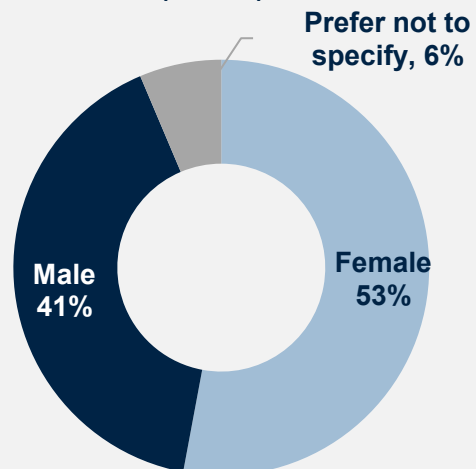


Sample Demographics

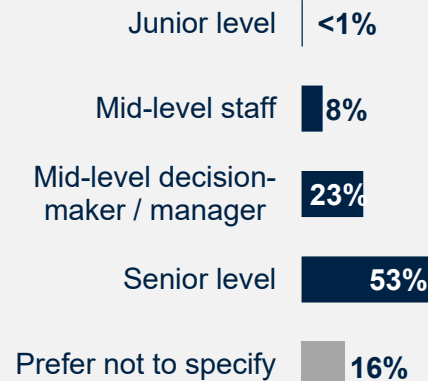
Have you worked or collaborated with the WB in Sint Maarten?
(N=237)



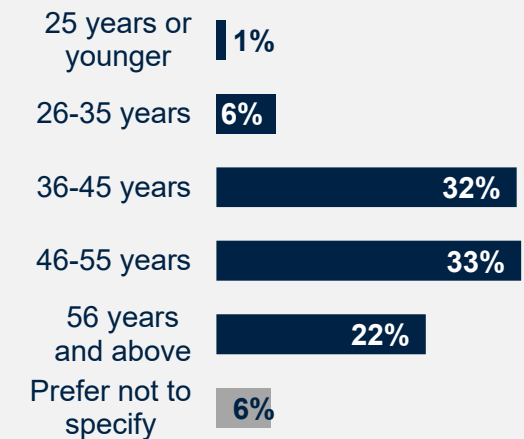
What is your gender?
(N=204)



Within your organization, would you describe yourself as...
(N=205)



What's your age?
(N=206)



Detailed Methodology

From **June to November 2025**, a total of 1030 stakeholders in Sint Maarten were invited to provide their opinions on the WB's work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WB 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, **238 participated in the survey (23% 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.

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

Percentage of Respondents	FY 2025
Government Principals: Office of the Governor, Prime Minister, Minister, Parliamentarian	3%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	17%
Local Government	3%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	3%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	19%
Private Sector: Private Company, Financial Sector Organization, Private Bank	40%
Academia / Research Center	11%
Media	4%
Other	1%
Total Number of Respondents	238

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Sint Maarten COS FY25 Appendices.xlsx” file published in the WB 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 WB projects and operations—were only presented to a subset of stakeholders.

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,
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