



World Bank Group Country Survey FY 2026 – South Africa

The World Bank Group (WBG) seeks your insights regarding our engagement and activities in South Africa. You have been identified as an integral partner, leader, or decision-maker in South Africa, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in South Africa but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged Ipsos, a reputable local research and advocacy institute, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

PLEASE NOTE: If a question asks for a specific number of responses, please do not choose more than the requested number. If more responses are chosen, the data cannot be included in the analysis.

If you have any questions or concerns about this survey, please contact:
countrysurveys@worldbankgroup.org

Q1. What is your primary professional affiliation? <i>(Select only 1 response)</i>	
1	Office of the President, Minister, Deputy Minister
2	Office of a Parliamentarian (National Assembly, Legislative Body)
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., South African Reserve Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Provincial Government Office or Staff
5	Local Government Office or Staff
6	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
7	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
8	Private Sector: Private Company / Financial Sector Organization / Private Bank
9	Academia / Research Centers
10	Media
11	Other (please specify): _____

Q2. How familiar are you with the World Bank Group's work in South Africa?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Very familiar

Q3. In the past 3 years, have you worked or collaborated with the World Bank Group (WBG) in South Africa?	
1	Yes
2	No

Q4. <u>If you answered Yes above</u> , which of the following WBG agencies have you worked or collaborated with in South Africa? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

A1. How much do you trust each of the following institutions to do what is right for South Africa?														
		No trust at all										Trust very much		Don't know
		1	2	3	4	5	6	7	8	9	10			
1	Government of South Africa (Government of National Unity)	1	2	3	4	5	6	7	8	9	10	☐		
2	Parliament of South Africa	1	2	3	4	5	6	7	8	9	10	☐		
3	Judiciary (Constitutional Court, High Courts, lower courts)	1	2	3	4	5	6	7	8	9	10	☐		
4	Provincial government	1	2	3	4	5	6	7	8	9	10	☐		
5	Local Government – municipalities (metropolitan, district, and local)	1	2	3	4	5	6	7	8	9	10	☐		
6	South African Reserve Bank	1	2	3	4	5	6	7	8	9	10	☐		
7	World Bank Group	1	2	3	4	5	6	7	8	9	10	☐		
8	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐		
9	United Nations agencies (e.g., UNDP; UNICEF; WHO; UNHCR; IOM; UN Women; UNFPA; UNODC; UNESCO; FAO; WFP; ILO; UNAIDS)	1	2	3	4	5	6	7	8	9	10	☐		
10	Regional development bank (e.g., Development Bank of Southern Africa (DBSA); New Development Bank; African Development Bank (AfDB); Trade and Development Bank (TDB); European Investment Bank (EIB))	1	2	3	4	5	6	7	8	9	10	☐		
11	Private sector	1	2	3	4	5	6	7	8	9	10	☐		
12	Civil society	1	2	3	4	5	6	7	8	9	10	☐		
13	Academia / research centers	1	2	3	4	5	6	7	8	9	10	☐		

A2. How relevant is each of the following organizations to South Africa's development?														
		Not relevant at all										Very relevant		Don't know
		1	2	3	4	5	6	7	8	9	10			
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	☐		
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐		
3	United Nations agencies (e.g., UNDP, UNAIDS, UNICEF, UNEP)	1	2	3	4	5	6	7	8	9	10	☐		
4	Regional development bank (e.g., DBSA, AfDB, TDB, EIB)	1	2	3	4	5	6	7	8	9	10	☐		
5	Bilateral partners (e.g., Germany's KfW Development Bank; UK's Foreign, Commonwealth & Development Office (FCDO))	1	2	3	4	5	6	7	8	9	10	☐		

A3. How **effective** is each of the following organizations in helping South Africa achieve development results?

		Not effective at all										Very effective	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10		☐
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10		☐
3	United Nations agencies (e.g., UNDP, UNAIDS, UNICEF, UNEP)	1	2	3	4	5	6	7	8	9	10		☐
4	Regional development bank (e.g., DBSA, AfDB, TDB, EIB)	1	2	3	4	5	6	7	8	9	10		☐
5	Bilateral partners (e.g., Germany's KfW Development Bank; UK's Foreign, Commonwealth & Development Office (FCDO))	1	2	3	4	5	6	7	8	9	10		☐

A4. How **effective** is the WBG in terms of the following?

		Not effective at all										Very effective	Don't know
1	Being a long-term partner to South Africa	1	2	3	4	5	6	7	8	9	10		☐
2	Being easy to work with (i.e., simple WBG processes)	1	2	3	4	5	6	7	8	9	10		☐
3	Increasing institutional capacity in South Africa	1	2	3	4	5	6	7	8	9	10		☐
4	Responsiveness to needs in South Africa	1	2	3	4	5	6	7	8	9	10		☐
5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10		☐
6	The speed of WBG project approval	1	2	3	4	5	6	7	8	9	10		☐
7	The WBG's expertise being tailored to South Africa's context	1	2	3	4	5	6	7	8	9	10		☐

A5. Creating more and better jobs in client countries is a top priority for the WBG. How **effective** is the WBG at...

		Not effective at all										Very effective	Don't know
1	Helping create the conditions for more and better jobs in South Africa	1	2	3	4	5	6	7	8	9	10		☐
2	Aligning its support for job creation to the national priorities in South Africa	1	2	3	4	5	6	7	8	9	10		☐

SECTION B: THE WBG'S OPERATIONS

Please think about **ONE** WBG-supported project or initiative that you are most familiar with.

B1. If you recall, what was the **name** of this one WBG-supported project or initiative?

B2. Please select the **development area** that was the primary focus of this WBG-supported project or initiative. (Select ONE only)

1	Agriculture / food security	7	Health
2	Climate / environmental sustainability	8	Private sector development
3	Digital infrastructure and services	9	Social protection
4	Education	10	Transport
5	Energy / electricity	11	Water / sanitation
6	Financial / micro-economic management	12	Other (please specify): _____

B3. How **helpful** was the WBG in achieving the goals of this one project or initiative?

1	2	3	4	5	6	7	8	9	10	☐
Not helpful at all									Very helpful	Don't know

B4. In what way, if any, did this WBG-supported project or initiative **impact the people** of South Africa? *(Please be specific)*

B5. How effective has this WBG-supported project or initiative been at creating sustainable, long-term jobs in South Africa?												
1	2	3	4	5	6	7	8	9	10	☐		
Not effective at all									Very effective		Don't know	

SECTION C: THE WBG'S COLLABORATION AND PARTNERSHIPS

C1. How effective is the WBG at collaborating with the following groups in South Africa?														
		Not effective at all										Very effective		Don't know
1	National government	1	2	3	4	5	6	7	8	9	10	☐		
2	Local government	1	2	3	4	5	6	7	8	9	10	☐		
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10	☐		
4	Private sector	1	2	3	4	5	6	7	8	9	10	☐		
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	☐		
6	Other donors and development partners (e.g., Germany's KfW Development Bank; UK's Foreign, Commonwealth & Development Office (FCDO), and the State Secretariat for Economic Affairs of Switzerland (SECO))	1	2	3	4	5	6	7	8	9	10	☐		
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	☐		

C2. How effective is the WBG at partnering in terms of the following...														
		Not effective at all										Very effective		Don't know
1	Partnering with the government to improve the business environment in South Africa	1	2	3	4	5	6	7	8	9	10	☐		
2	Partnering with the private sector in South Africa to support business development and investment	1	2	3	4	5	6	7	8	9	10	☐		

C3. In addition to its partnership with the national government, which of the following should the WBG **collaborate with more** to have greater impact in South Africa?
(Select up to 2)

1	Local government	8	Other donors and development partners (e.g., KfW, FCDO, SECO)
2	Parliament / legislative branch	9	Academia / research centers
3	Provincial government	10	Youth organizations
4	South African Reserve Bank	11	Regional development banks (e.g., DBSA, AfDB, TDB, EIB)
5	Private sector	12	The United Nations
6	Private foundations and philanthropic groups	13	Civil society (e.g., NGOs, CBOs)
7	Media	14	Other (please specify) _____

The WBG supports the Government of South Africa's **engagement with civil society** (including citizens, community-based organizations, and CSOs) in development policy dialogue and implementation (including the design, preparation, implementation, and oversight of WBG-supported operations).

C4. How **effective** is the WBG in facilitating civil society participation in development policy dialogue and implementation in South Africa?

If you are not familiar with this area of the WBG's work, please select "Don't know"

1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									Very effective	Don't know

C5. Please share examples, if any, of the WBG's **facilitation of civil society participation** in development policy dialogue and implementation. In what ways could the WBG be **more effective** in facilitating civil society participation? *(Please be specific)*

SECTION D: THE WBG'S INSTRUMENTS

D1. Which WBG instruments do you **value the most** in South Africa?

(Select up to 2)

1	Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing third party financial resources)
2	Advisory services (e.g., capacity building and training, policy advice, technical assistance)
3	Financial resources (e.g., budget support, investment lending, grants, trust funds)
4	Data and research (e.g., statistics, reports, research on global development issues)
5	Other (please specify): _____

D2. To what extent do you agree with the following statements about the WBG's **financial support** to South Africa?

(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")

		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of South Africa	1	2	3	4	5	6	7	8	9	10		☐
2	The terms of the WBG's financing are competitive compared to other available options (e.g., other development banks, private financial institutions/ investment banks, etc.)	1	2	3	4	5	6	7	8	9	10		☐
3	The standards and requirements for the WBG's financing are reasonable	1	2	3	4	5	6	7	8	9	10		☐
4	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10		☐

The following questions ask about the WBG's **knowledge work, including data, research, training, policy notes, and advisory services**, in South Africa.

D3. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in South Africa?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									Very significant	Don't know

D4. In the past 3 years, what WBG knowledge work **have you used**?

(Select all that apply)

1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify) _____
4	Advisory services	8	I have not used WBG knowledge work

Please answer the following questions **ONLY if you used WBG's knowledge work** (options 1 through 7 above)

D5. How would you rate the **quality** of the WBG's knowledge work (*including data, research, training, policy notes, and advisory services*) in South Africa?

1	2	3	4	5	6	7	8	9	10	☐
Very low quality					Very high quality					Don't know

D6. In your opinion, has the WBG influenced a new or existing **government policy/action** in South Africa?

1	Yes
2	No

D7. In your opinion, has the WBG influenced strategies or actions of **private sector** actors in South Africa?

1	Yes
2	No

D8. If you answered "Yes" to either D6 or D7 above, what **policy, strategy, or action** by the government and/or private sector did the WBG influence, and **in what way**? (*Please be specific*)

D9. If you answered "Yes" to D6 above, to what extent has the WBG influenced the government's **policies or strategies on employment and job creation** in South Africa?

1	2	3	4	5	6	7	8	9	10	☐
Not influential at all					Very influential					Don't know

SECTION E: LOOKING FORWARD

E1. What is the **most important thing** the WBG could do **to increase its effectiveness** in South Africa? *(Please be specific)*

E2. Which areas should the WBG prioritize to have the most impact on development results in South Africa? (Select up to 5)

1	Gender equity	13	Social protection
2	Water / sanitation	14	Jobs
3	Health	15	Debt management
4	Transport infrastructure	16	Youth development
5	Energy	17	Urban development
6	Public sector governance	18	Crime and violence
7	Agriculture / food security	19	Financial markets development
8	Education	20	Trade
9	Climate change	21	Macroeconomic stability
10	Digital infrastructure development	22	Disaster risk management
11	Private sector development	23	Tourism development
12	Environment / natural resource management	24	Other (please specify): _____

The WBG is proposing to transition to a unified WBG country representation for the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), and the Multilateral Investment Guarantee Agency (MIGA). The introduction of joint country offices is part of building a stronger WBG.

E3. What **outcomes do you expect from unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA in South Africa? (Select all that apply)**

1	One-stop shop for information about and access to IDA/IBRD, IFC, and MIGA products and services
2	Having a single focal point, rather than multiple, at the World Bank Group
3	Integrated public and private sector solutions to better meet South Africa's unique needs
4	Improved speed and efficiency of WBG operations while maintaining necessary safeguards in South Africa
5	I do not understand what a unified WBG country representation is about
6	I do not expect any changes
7	I expect other outcomes (please specify): _____

SECTION F: WBG COMMUNICATIONS

F1. How would you prefer to obtain information from the WBG? <i>(Select up to 3)</i>			
1	WBG e-Newsletters	6	WBG websites (including blogs)
2	Direct contact with WBG staff (e.g., in person, virtually, phone, email)	7	WBG podcasts
3	WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	WBG publications
4	WBG direct messaging (e.g., WhatsApp)	9	Other (please specify): _____
5	WBG event / conference / workshop (in person or online)		

F2. Do you recall seeing or hearing anything about the WBG recently?	
1	Yes
2	No

F3. If you answered Yes above, where do you recall seeing or hearing this information? <i>(Select all that apply)</i>			
1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG websites (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

F4. If you answered Yes above, what do you recall seeing or hearing about the WBG? <i>(Select all that apply)</i>			
1	WBG economic forecasts	7	Agribusiness and food security
2	WBG reforms to become a better Bank	8	Women empowerment
3	WBG mission to end poverty on a livable planet	9	Health
4	Climate / environment	10	Energy
5	Job creation / employment	11	Transport sector
6	Education / skills development	12	Other (please specify): _____

F5. What information would be most helpful to you in understanding the WBG's role in South Africa? <i>(Select up to 3)</i>			
1	Outcomes / results of WBG-supported projects or initiatives	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations of WBG-supported projects	6	Regular updates on WBG activities
3	WBG sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

SECTION G: COUNTRY CONTEXT

The next three questions ask about challenges to development in South Africa.

G1. When economic and/or social reform efforts fail or are slow to take place in South Africa, which of the following would you attribute this to? <i>(Select up to 3)</i>			
1	Inadequate government accountability	6	Inadequate private sector participation
2	Inadequate donor coordination	7	Reforms are not well thought out in light of country challenges
3	Inadequate capacity in the government	8	Inadequate citizen/civil society participation
4	Political pressures and obstacles	9	Pressure from outside interest groups (e.g., private sector, unions)
5	Corruption	10	Other (please specify): _____

G2. What are the biggest challenges facing private sector development in South Africa? <i>(Select up to 3)</i>			
1	Access to finance	5	Political instability
2	Regulatory environment	6	Corruption
3	Infrastructure gaps (e.g., energy, transport)	7	Market size / demand
4	Availability of skilled workforce	8	Other (please specify): _____

G3. Which sectors hold the greatest promise to drive job creation in South Africa? <i>(Please be specific)</i>			

SECTION H: ADDITIONAL INFORMATION

H1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

H2. What is your age ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

H3. Within your organization , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

H4. Which best represents your geographic location ?	
1	Gauteng
2	KwaZulu-Natal
3	Western Cape
4	Eastern Cape
5	Northern Cape
6	Free State
7	North West
8	Mpumalanga
9	Limpopo

H5. Which of the following best describes the **area where you currently live?**

*(If you are answering in your capacity as a government official or representative, which of the following best describes the area you **primarily represent?**)*

1	City/urban area
2	Suburban area
3	Township
4	Rural area

Thank you for completing this survey!