



World Bank Group Country Survey FY 2026 – Zimbabwe

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

To maintain the integrity and confidentiality of this process, we have engaged Mass Public Opinion Institute (MPOI), a reputable local firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

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, Vice President, Chief Secretary, Minister
2	Office of a Parliamentarian (National Assembly, Legislative Body)
3	Government Institution: Employee of a Ministry / Ministerial Department / Judiciary / State-Owned Enterprise
4	Semi-autonomous government agencies: Commissions, para-statals, quasi-independent bodies
5	Local Government, Provincial and District Officials and Staff, Chiefs, Traditional Leaders
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 Union, Religious Council, Faith-Based Group, Youth Group)
8	Private Sector Company
9	Academia / Research Centers
10	Media
11	Other (please specify): _____

Q2. How familiar are you with the World Bank Group's work in Zimbabwe?									
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 Zimbabwe?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following WBG agencies have you worked or collaborated with in Zimbabwe? <i>(Select all that apply)</i>	
1	World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP [ASK ALL]

A1. How relevant is the WBG's work to Zimbabwe's development?												
1	2	3	4	5	6	7	8	9	10	☐		
Not relevant at all									Very relevant		Don't know	

A2. How effective is the WBG in helping Zimbabwe achieve development results?												
1	2	3	4	5	6	7	8	9	10	☐		
Not effective at all									Very effective		Don't know	

A3. 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 Zimbabwe	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 Zimbabwe	1	2	3	4	5	6	7	8	9	10	☐		
4	Responsiveness to needs in Zimbabwe	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 WBG's expertise being tailored to Zimbabwe's context	1	2	3	4	5	6	7	8	9	10	☐		

A4. 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 Zimbabwe	1	2	3	4	5	6	7	8	9	10	☐		
2	Aligning its support for job creation to the national priorities in Zimbabwe	1	2	3	4	5	6	7	8	9	10	☐		

SECTION B: THE WBG'S OPERATIONS

[ASK GOVT Q1=1-5, COLLAB ONLY FOR Q1 6-11, Q3=1]

B1. The WBG (including the IFC) has emphasized two focus areas in its current strategy (Country Engagement Note for the Period FY25-FY26) with the Government of Zimbabwe. How would you rate the **EFFECTIVENESS** of the WBG's support in the following aspects of these focus areas?

If you are not familiar with any of these areas of the WBG's work, please select "Don't know"

		Not effective at all										Very effective	Don't know
I. Supporting macroeconomic stability and inclusive growth													
1	Strengthening macroeconomic stability and promoting good governance	1	2	3	4	5	6	7	8	9	10	☐	
2	Strengthening the enabling environment for an inclusive and resilient private sector (investment climate)	1	2	3	4	5	6	7	8	9	10	☐	
II. Building resilience													
3	Strengthening pro-poor social services and women's empowerment	1	2	3	4	5	6	7	8	9	10	☐	
4	Promote energy transition and resilience to climate change and disasters	1	2	3	4	5	6	7	8	9	10	☐	

[ASK WBG COLLABORATORS, Q3=1]

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

B2. If you recall, what was the **name** of this one WBG-supported initiative?

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B3. Please select the **development area** that was the primary focus of this WBG-supported 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	Economic Policy
5	Energy / electricity	11	Water / sanitation
6	Financial sector	12	Other (please specify): _____

B4. How **helpful** was the WBG in achieving the goals of this initiative?

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

B5. In what way, if any, did this WBG-supported initiative **impact the people** of Zimbabwe?
(Please be specific)

B6. How **effective** has this WBG-supported project or initiative been at creating sustainable, long-term jobs in Zimbabwe?

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 [ASK ALL]

C1. How effective is the WBG at collaborating with the following groups in Zimbabwe?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
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, youth groups, and women's groups)	1	2	3	4	5	6	7	8	9	10	☐	
6	Other donors and development partners (other UN agencies)	1	2	3	4	5	6	7	8	9	10	☐	
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	☐	
8	Media	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	2	3	4	5	6	7	8	9	10		
1	Partnering with the government to improve the business environment in Zimbabwe	1	2	3	4	5	6	7	8	9	10	☐	
2	Partnering with the private sector in Zimbabwe 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 Zimbabwe? (Select up to 2)			
1	Local government	5	Other donors and development partners
2	Parliament / legislative branch	6	Academia / research centers
3	Private sector	7	Media
4	Civil society (e.g., NGOs, CBOs)	8	Other (please specify) _____

In 2022, the Government of Zimbabwe launched the **Structured Dialogue Platform (SDP)** with development partners to advance arrears clearance and debt resolution efforts. The World Bank Group has been an active participant, co-chairing the economic pillar of the platform and supporting the design and implementation of key reforms under this agenda.

C4. How familiar are you with the SDP for arrears clearance and debt resolution in Zimbabwe?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Very familiar				

C5. How could the WBG contribute most effectively to the SDP and arrears clearance process? <i>(Please be specific)</i>

SECTION D: THE WBG'S INSTRUMENTS

[ASK ALL] D1. Which WBG instruments do you **value the most** in Zimbabwe?

(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): _____

The following questions ask about the WBG's **knowledge work, including data, research, training/capacity building, technical assistance, policy notes, and advisory services**, in Zimbabwe.

[ASK ALL] D2. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in Zimbabwe?

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

[ASK ALL] D3. 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

[ASK IF, D3=1-7] D4. How would you rate the **quality** of the WBG's knowledge work (*including data, research, training, policy notes, and advisory services*) in Zimbabwe?

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

[ASK IF D3=1-7] D5. In your opinion, has the WBG influenced a new or existing **government policy/action** in Zimbabwe?

1	Yes
2	No

[ASK IF D3=1-7] D6. In your opinion, has the WBG influenced strategies or actions of **private sector** actors in Zimbabwe?

1 Yes

2 No

[ASK IF D5=1 OR D6=1] D7. **What** policy, strategy, or action by the government and/or private sector did the WBG influence, and **in what way?** *(Please be specific)*

[ASK IF D5=1] D8. To what extent has the WBG influenced the government's **policies or strategies on employment and job creation** in Zimbabwe?

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

SECTION E: LOOKING FORWARD [ASK ALL]

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

E2. Please answer the following questions: **(Select up to FIVE for each column)**

		A. If Zimbabwe gets access to concessional resources/lending, which FIVE areas should the WBG prioritize and play a leading role among international partners?	B. Which FIVE areas would benefit most from other donors in Zimbabwe?
1	Gender equity	☐	☐
2	Water / sanitation	☐	☐
3	Health	☐	☐
4	Macroeconomic stability, economic policy	☐	☐
5	Energy	☐	☐
6	Governance / institutional strengthening	☐	☐
7	Agriculture / food security	☐	☐
8	Education	☐	☐
9	Climate change	☐	☐
10	Infrastructure	☐	☐
11	Private sector development	☐	☐
12	Environment / natural resource management	☐	☐
13	Social protection	☐	☐
14	Jobs	☐	☐
15	Debt management	☐	☐

Zimbabwe is one of the WBG offices that transitioned 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 an essential step towards building a stronger WBG.

E3. Are you aware that the WBG's Zimbabwe office now has unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA?	
1	Yes
2	No

E4. What outcomes do you expect from unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA in Zimbabwe? <i>(Select all that apply)</i>	
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 Zimbabwe's unique needs
4	Improved speed and efficiency of WBG operations while maintaining necessary safeguards in Zimbabwe
5	I do not understand what a unified WBG country representation is about EXCLUSIVE
6	I do not expect any changes EXCLUSIVE
7	I expect other outcomes (please specify): _____

SECTION F: WBG COMMUNICATIONS

[ASK ALL] F1. How would you prefer to obtain information from the WBG? *(Select up to 3)*

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)		

[ASK ALL] F2. Do you recall **seeing or hearing anything about the WBG recently?**

1	Yes
2	No

[ASK IF F2=1] F3. **Where do you recall** seeing or hearing this information? *(Select all that apply)*

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): _____

[ASK IF F2=1] F4. **What do you recall** seeing or hearing about the WBG? *(Select all that apply)*

1	WBG economic forecasts	8	Women empowerment
2	WBG reforms to become a better Bank	9	Health
3	WBG mission to end poverty on a livable planet	10	Energy
4	Climate / environment	11	Debt clearance
5	Job creation / employment	12	WBG's reengagement in Zimbabwe
6	Education / skills development	13	Other (please specify): _____
7	Agribusiness and food security		

[ASK ALL] F5. What information would be most helpful to you in **understanding the WBG's role** in Zimbabwe? *(Select up to 3)*

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 H: ADDITIONAL INFORMATION [ASK ALL]

G1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

G2. 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

G3. 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

G4. Which best represents your geographic location ?	
1	Harare
2	Outside Harare

Thank you for completing this survey!