



Country Opinion Surveys

FY 2026 Zimbabwe

Country Opinion Survey Report

Acknowledgements

Zimbabwe Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the CER Analytics Team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Qi Xue, Sofya Gubaydullina, and Irina Popova oversaw the design, reporting, and analysis of the survey results. Noreen Wambui provided data support.

The CER Analytics Team acknowledges the significant contribution from the Zimbabwe country team and an independent field agency, Mass Public Opinion Institute (MPOI). In particular, CER Analytics is grateful for the support from Zewditu Banteyehun Haile (Senior Operations Officer), Loy Nabeta (Senior External Affairs Officer), and Mutsawashe Chitando (Consultant) who coordinated the survey-related activities from Harare, Zimbabwe and Dar es Salaam, Tanzania.



Contents

Objectives

Methodology Overview

Executive Summary

Overall Views of the World Bank Group (WBG)

The WBG's Work on Development Priorities

The WBG's Instruments

The WBG's Engagement, and Collaboration

Communication and Outreach

Sample Demographics and Detailed Methodology



Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Zimbabwe perceive the WBG. The survey explored the following questions:

- 1. Overall Views of the WBG:** How familiar are stakeholders with the WBG? How much trust do stakeholders have in the WBG? What are their opinions on the WBG's effectiveness and relevance to development in Zimbabwe? Are these perceptions improving or declining?
- 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 effective have WBG-supported projects or initiatives been in creating sustainable, long-term jobs in Zimbabwe? How have these projects affected people in Zimbabwe, and how could the WBG improve its effectiveness?
- 3. WBG Instruments:** What do key stakeholders value most about the WBG's work in Zimbabwe? What are their views on the WBG's financial instruments and knowledge products? Has the WBG's advice influenced any new or existing policies in government or the private sector—particularly government policies related to employment and job creation?
- 4. The WBG's Engagement and Collaboration:** How effective is the WBG in collaborating with different stakeholder groups in Zimbabwe? Are these perceptions of the WBG's collaboration improving or declining? How effective has the WBG been in partnering with the government and the private sector to improve the business environment and support business development in Zimbabwe?
- 5. Communications:** What communication channels do stakeholders prefer for receiving information from the WBG, and do these preferences vary across stakeholder groups? To what extent do stakeholders recall WBG messaging? Which key topics communicated by the WBG are most recalled by stakeholders? What types of information are stakeholders seeking from the WBG?



Methodology Overview

Fielded in March – May 2026

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

215 participants (46% response rate)

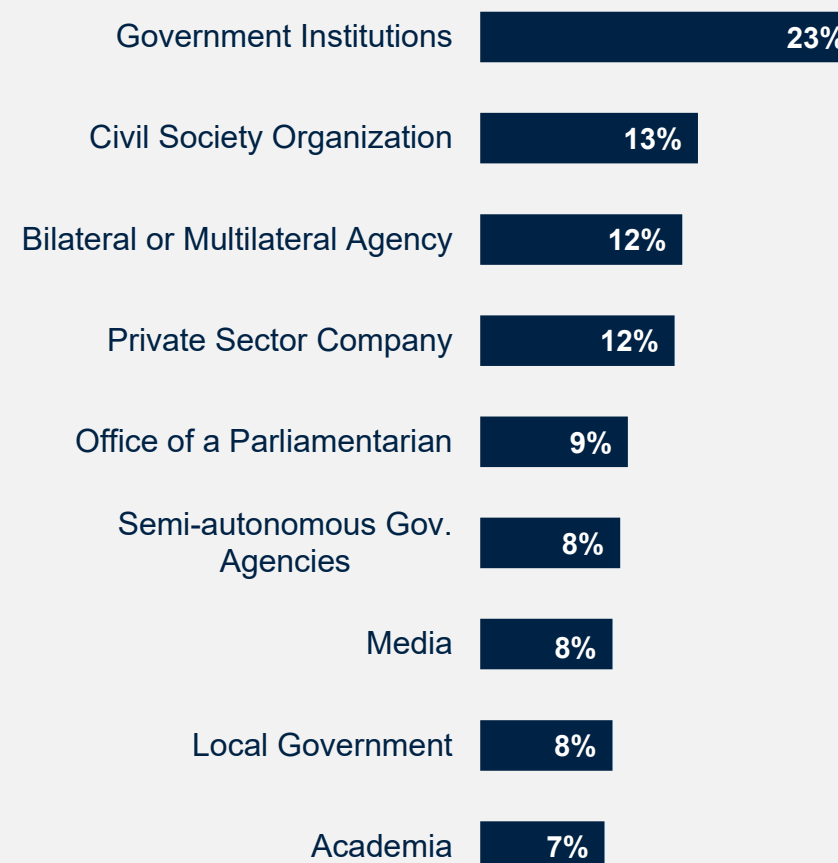
- 70% from Harare
- 42% have collaborated with the WBG within the past 3 years

Compared to the FY23 Country Survey Results

- 301 participants (72% response rate)
- 69% collaborated with the WBG

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

Stakeholders in FY26 COS Sample



What is your primary professional affiliation? (Select only 1 response) (Percentage of Respondents, N=215)



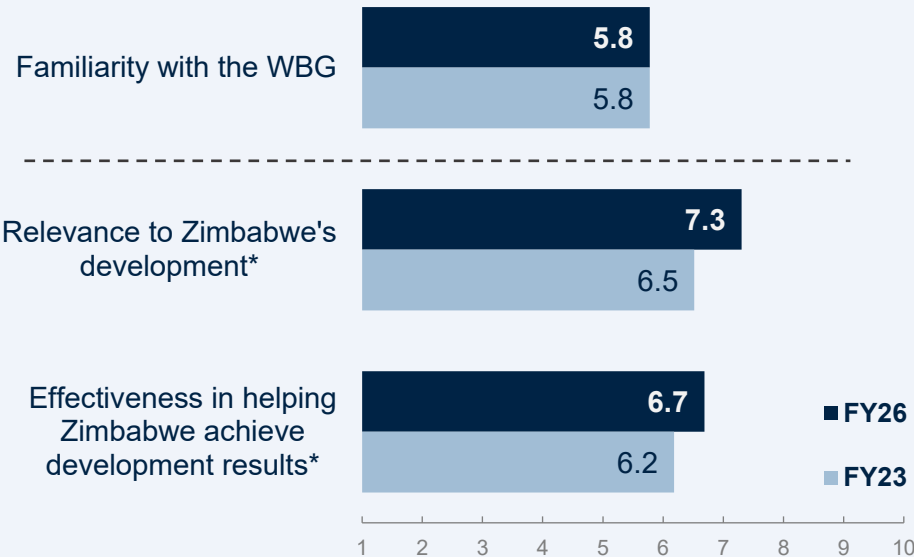
WORLD BANK GROUP

Executive Summary

1. Overall Views of the WBG:

In FY26, stakeholders' familiarity with the WBG's work in Zimbabwe remained consistent with FY23 results. Respondents who collaborate directly with the WBG reported significantly higher familiarity levels than those who do not collaborate, suggesting that awareness of the institution's work is limited beyond its immediate partners.

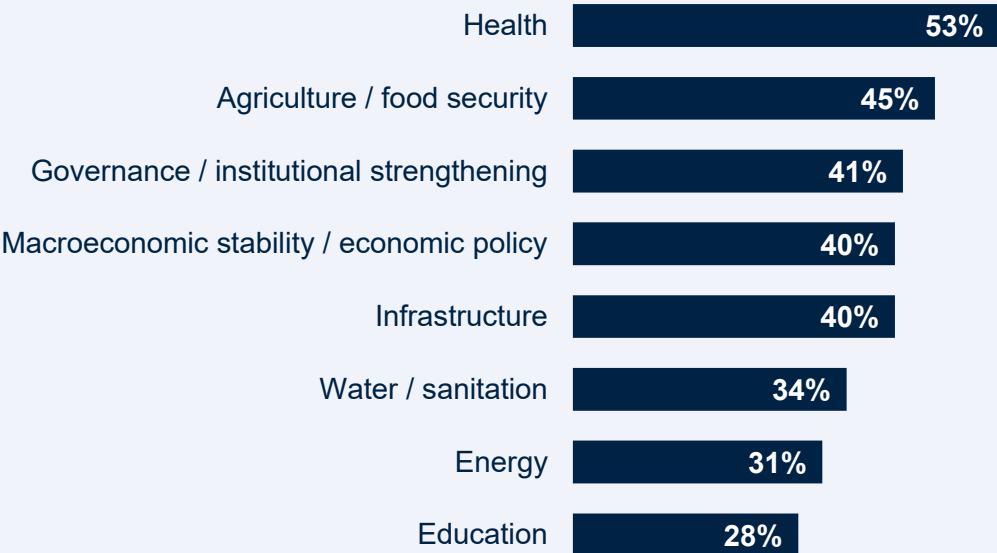
Meanwhile, perceptions of the WBG's relevance to Zimbabwe's development and effectiveness in helping the country achieve results have improved significantly since the previous survey. However, these ratings remain slightly below the averages for other countries in Eastern and Southern Africa surveyed in FY25.



2. The WBG's Work on Development Priorities:

Health (53%), agriculture and food security (45%), governance and institutional strengthening (41%), macroeconomic stability (40%), and infrastructure (40%) are the top development areas stakeholders believe the WBG should prioritize in Zimbabwe. Notably, the share of respondents identifying agriculture and food security as a priority has doubled in this year's survey.

In written comments, stakeholders overwhelmingly called for the WBG to prioritize support for arrears clearance and debt resolution as the single most impactful action – noting that Zimbabwe's inability to access concessional lending constrains all other development outcomes. Beyond debt, respondents highlighted the need for investments that create jobs, support the private sector, strengthen governance, and improve access to social services including health, education, and water.



Executive Summary (continued)

3. WBG's Operational Effectiveness:

Among clients who engaged with the WBG on specific projects in Zimbabwe, 46% rated the WBG highly (8-10) for helpfulness in achieving project goals and they rated moderately positively (mean ratings slightly below 7.0) effectiveness of the WBG support in the two engagement areas: 1. supporting macroeconomic stability and inclusive growth, and 2. building resilience.

In written comments, respondents indicate that the WBG's impact in Zimbabwe is most visible through healthcare improvements, economic and business reforms, and education and youth empowerment, particularly in enhancing maternal health and WASH infrastructure post-Cyclone Idai, streamlining the ease of doing business for SMEs, and supporting school retention for adolescent girls. These efforts are widely associated with poverty reduction, improved community resilience, and entrepreneurship growth, although some respondents note that high-level policy interventions are still in nascent stages, lack immediate visible impact at the grassroots level, and remain constrained by national debt arrears and systemic governance issues.

In relation to future engagements, respondents emphasized that improving the WBG's operational effectiveness in Zimbabwe requires simplifying internal procedures and reducing complex reporting requirements, particularly regarding trust funds and funding conditionalities. According to respondents, there is also the need to shift from "one-size-fits-all" policy models and standalone analytics toward practical, measurable development outcomes, supported by stronger independent monitoring and results-based accountability mechanisms.

Many highlighted concerns about operational bottlenecks, including rigid project cycles, inaccessible funding structures, and a lack of consistent follow-through on project implementation. Zimbabwe's unique context – debt arrears, restricted access to international capital, and an economy in transition – was consistently cited as the defining constraint on development outcomes. Stakeholders urged the WBG to account for this context by tailoring its instruments and advisory services rather than applying standard frameworks designed for countries with full access to concessional lending.

31% of stakeholders were aware of the WBG joint country office representation in Zimbabwe. A majority of respondents expected the JCR structure to create integrated public and private sector solutions to meet the country's unique needs and to improve speed and efficiency of WBG operations.

4. WBG Instruments:

Stakeholders view the WBG as an essential technical and convening partner in Zimbabwe's arrears clearance and Structured Dialogue Platform (SDP). However, overall familiarity with the platform remains low (mean=4.6), with only 17% of respondents reporting a high level of familiarity. Financial resources remained the most valued WBG instrument in Zimbabwe (60%), but advisory services are seen as almost equally important (50%).

To maximize its impact, respondents urge the WBG to provide robust technical assistance in public financial management, mobilize bridge financing, and leverage the IFC to de-risk private investment. Furthermore, the WBG should link re-engagement to strict governance milestones and fund social safety nets to protect vulnerable populations during fiscal reforms.

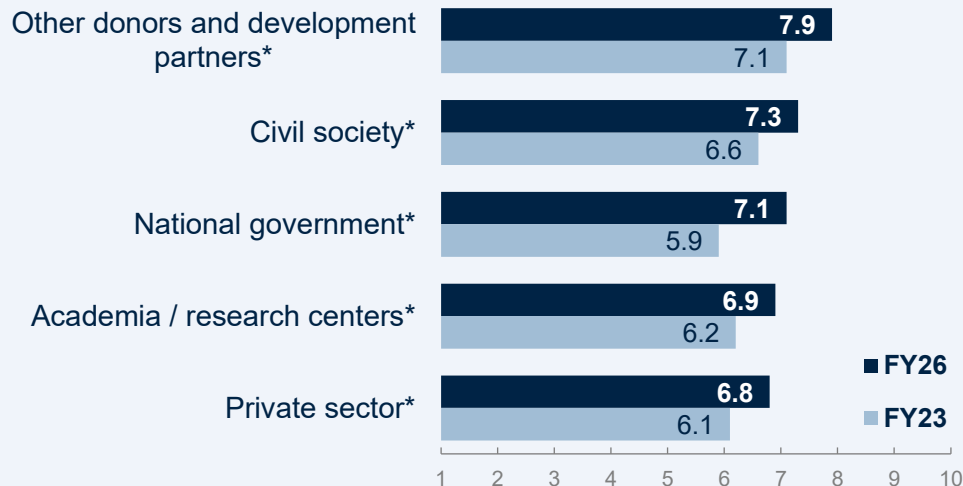


Executive Summary (continued)

When asked about their use of the WBG's knowledge work, a large majority of respondents (77%) reported that they had used WBG knowledge within the past three years, with research and analytical reports being the most widely used products. Overall, perceptions of the quality of the WBG's knowledge work were positive (mean=7.5). Meanwhile, its perceived contribution to development remains moderate, showing a slight, non-significant increase from FY23 (29% reporting a high contribution) to FY26 (33%).

5. The WBG's Engagement and Collaboration:

In FY26, stakeholders had significantly more positive perceptions of the WBG as a long-term partner to Zimbabwe. The WBG received the highest ratings for the effectiveness of its collaboration with other development partners (mean=7.9, significantly improved since FY23). Notably, government respondents tended to be more critical than other stakeholder groups about the WBG's collaboration with the national government (mean=6.8, lower than the average reported below)



suggesting a need for deeper alignment, better communication, or the management of unmet expectations in the direct working relationship between the WBG and state authorities.

Despite improved ratings, stakeholders called for the WBG to deepen partnerships beyond government – particularly with local authorities (38%), the private sector (32%), and civil society (29%) – and stressed the importance of better aligning projects with local context through broader grassroots consultation, increased physical visibility, and deeper tripartite collaboration with the government, civil society, and the private sector that allow genuine partnerships to develop over time rather than one-off consultations.

6. Communications:

WBG events and conferences (56%), WBG websites (45%), and social media (44%) are the preferred ways for stakeholders to receive information from the WBG. Over half of respondents (56%) recalled seeing or hearing about the WBG recently, with WBG websites (40%) and social media (40%) as the top recall channels. The WBG's reengagement in Zimbabwe was the most frequently recalled topic (42%), followed by economic forecasts (29%) and debt clearance (25%), reflecting acute awareness of Zimbabwe's debt situation.

In terms of information needs, respondents would like to see impact assessments (48%), regular updates on WBG activities (47%), and information on the outcomes/results of WBG projects (46%) to better understand the WBG's role in Zimbabwe. Multiple respondents highlighted that the WBG remains largely unknown to ordinary Zimbabweans and called for more accessible communications, greater media engagement, and a presence that extends beyond government and elite audiences, including about the ongoing SDP process.



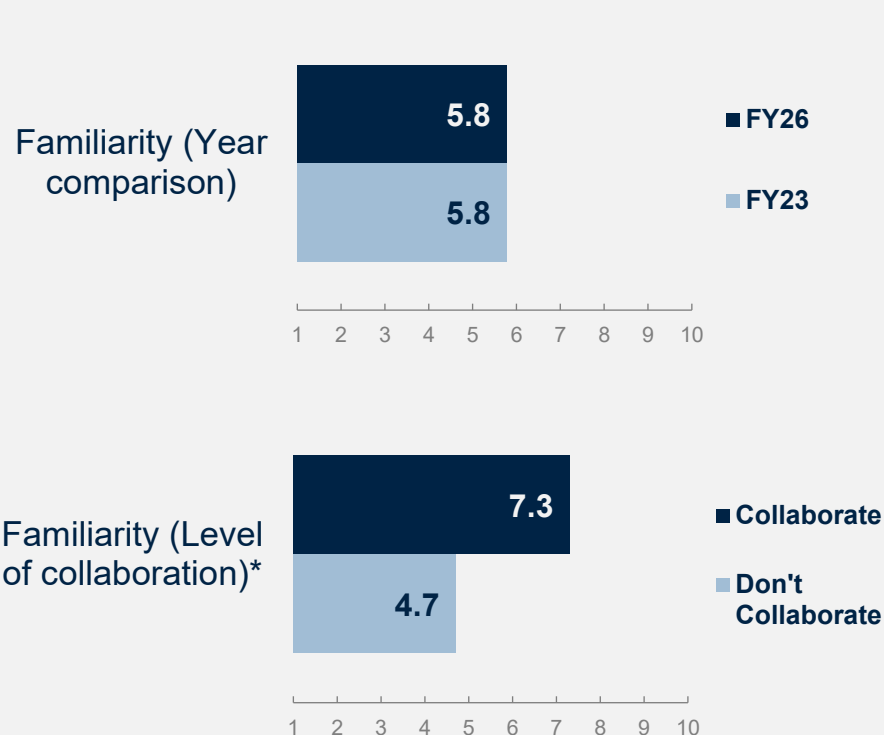
Overall Views of the World Bank Group



WORLD BANK GROUP

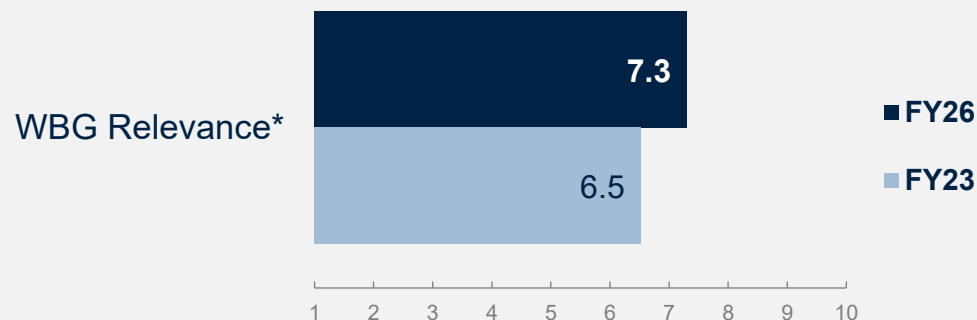
Familiarity with the WBG Remained Consistent with FY23, With Those Who Collaborate Being Significantly More Familiar

Q: How familiar are you with the World Bank Group's work in Zimbabwe? 1=Not familiar at all; 10=Very familiar (Mean is reported)

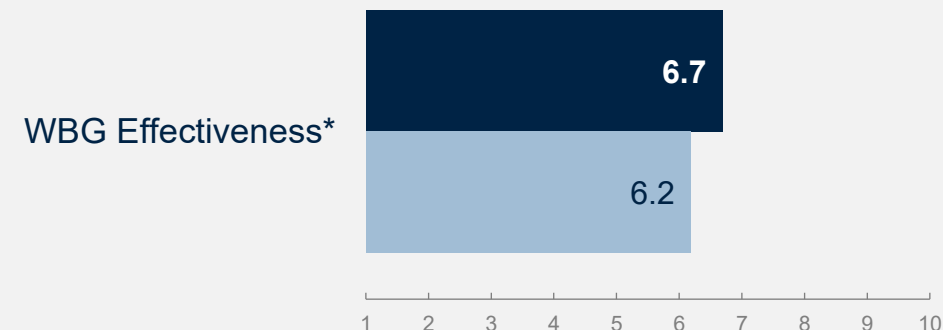


Perceptions of the WBG Have Improved Since FY23, With Both Relevance and Effectiveness Ratings Rising Significantly

Q: How *relevant* is the WBG's work to Zimbabwe's development? 1=Not at all; 10=Very much (Mean is reported)

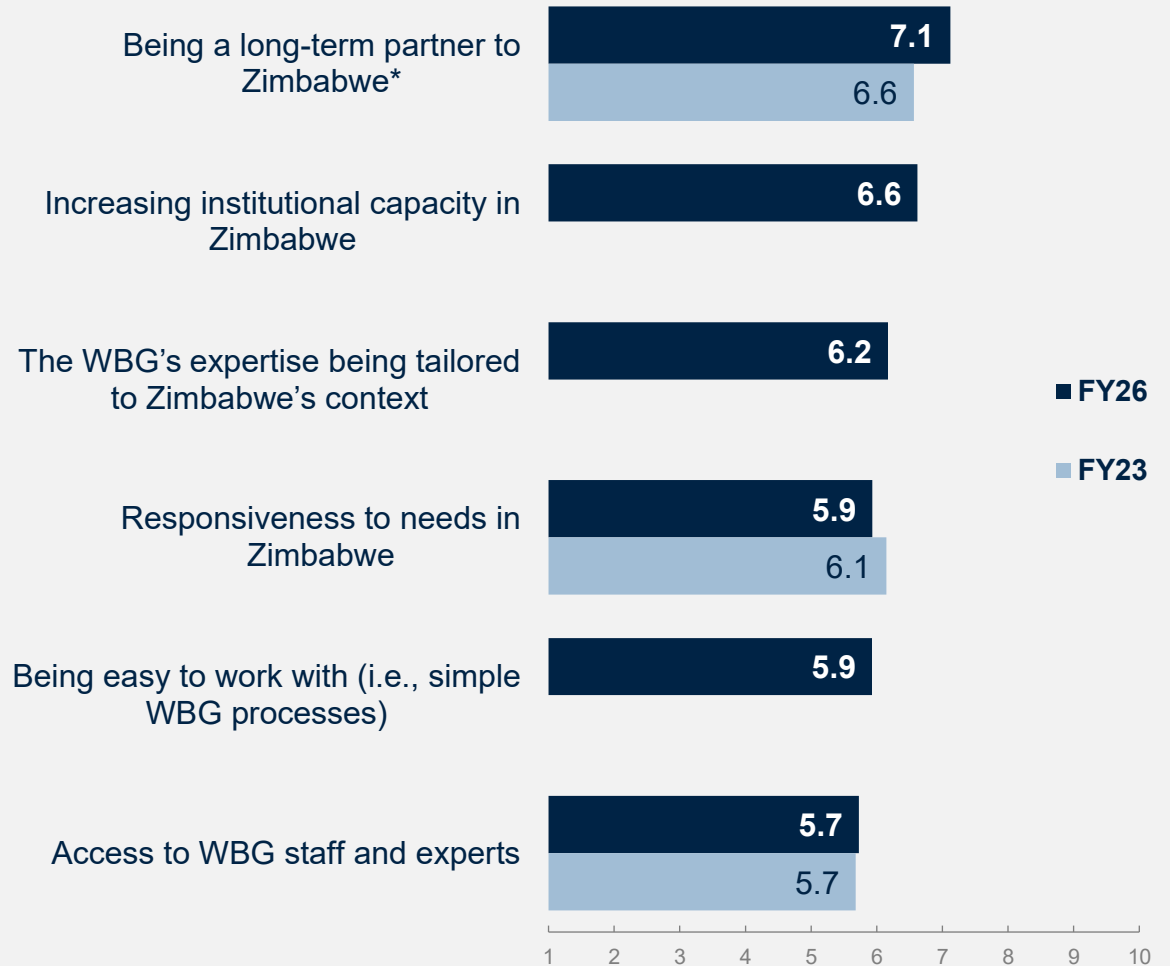


Q: How *effective* is the WBG in helping Zimbabwe achieve development results? 1=Not at all; 10=Very much (Mean is reported)



WBG Perceived as a Strong Long-Term Partner; Perceptions of Operational Effectiveness are Moderately Positive to Moderate

Q: How effective is the WBG in terms of the following? 1=Not effective at all; 10=Very effective (Mean is reported)

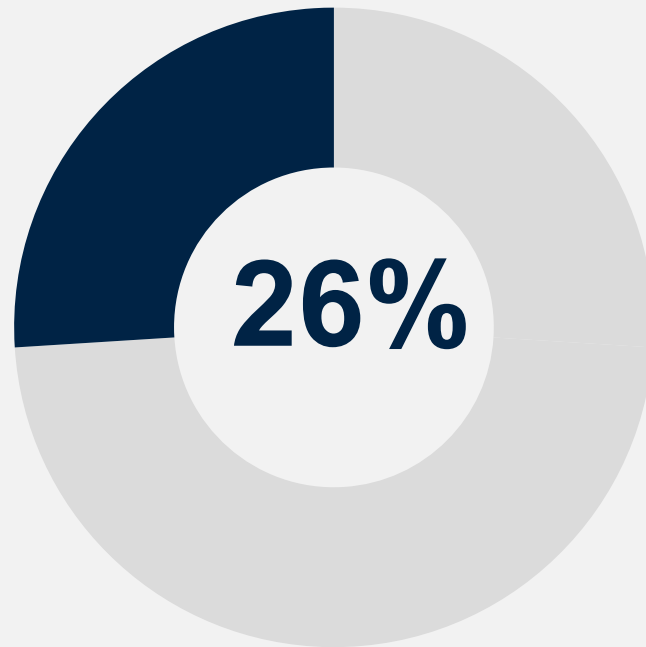


* Denotes significant differences between years

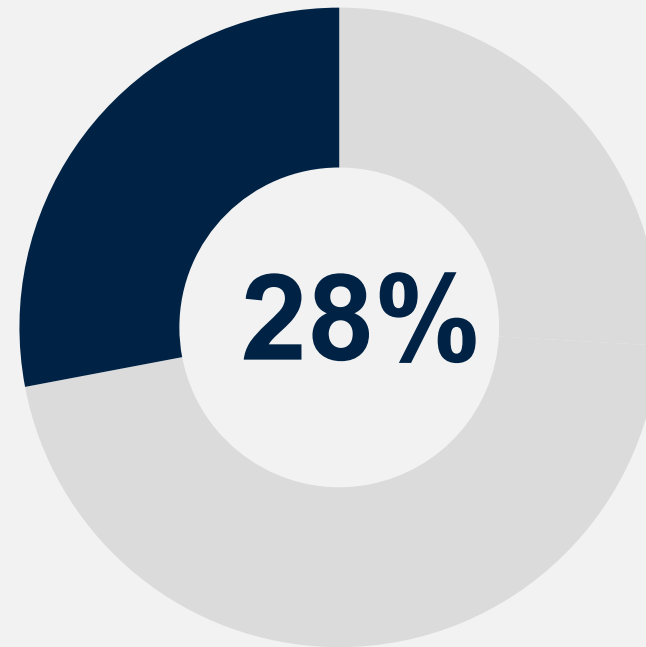
About One-Quarter of Respondents Say WBG Effectively Supports Job Creation

Q: *Creating more and better jobs in client countries is a top priority for the WBG. **How effective** is the WBG at...*
1=Not effective at all; 10=Very effective

Helping create the **conditions** for more and better jobs in Zimbabwe
(% rating – 8-10 on a 10-point scale)



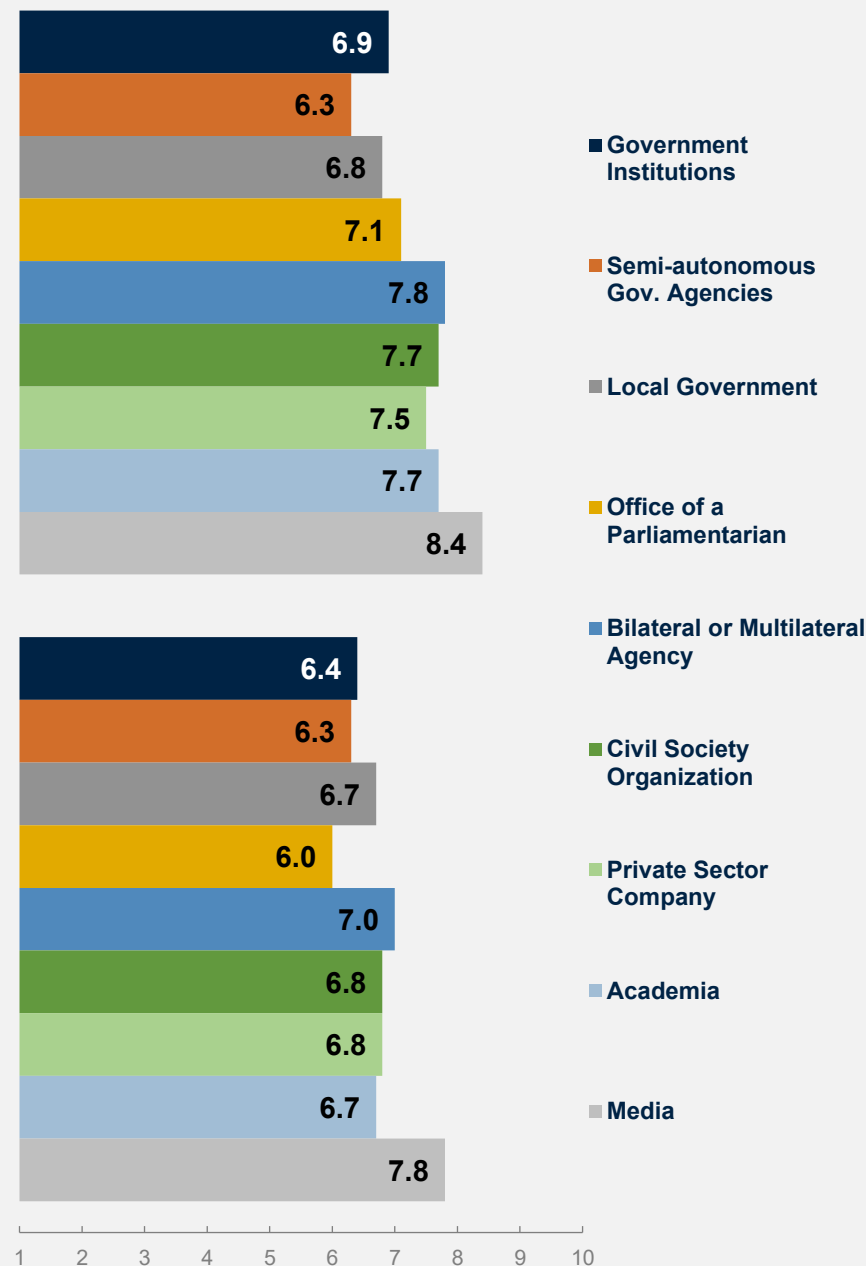
Aligning its support for job creation to the national priorities in Zimbabwe (% rating – 8-10 on a 10-point scale)



Stakeholder Perspectives on KPIs Vary, but Differences Are Not Statistically Significant

Comparisons of ratings for relevance and effectiveness between stakeholder groups show that **respondents from local government** gave the highest trust ratings, while **office of a parliamentarian and media** gave the highest relevance ratings, and **academia** gave the highest effectiveness rating. Respondents from **bilateral/multilateral agencies and civil society** tended to give lower ratings across both KPIs, but the difference hasn't reached statistical significance level.

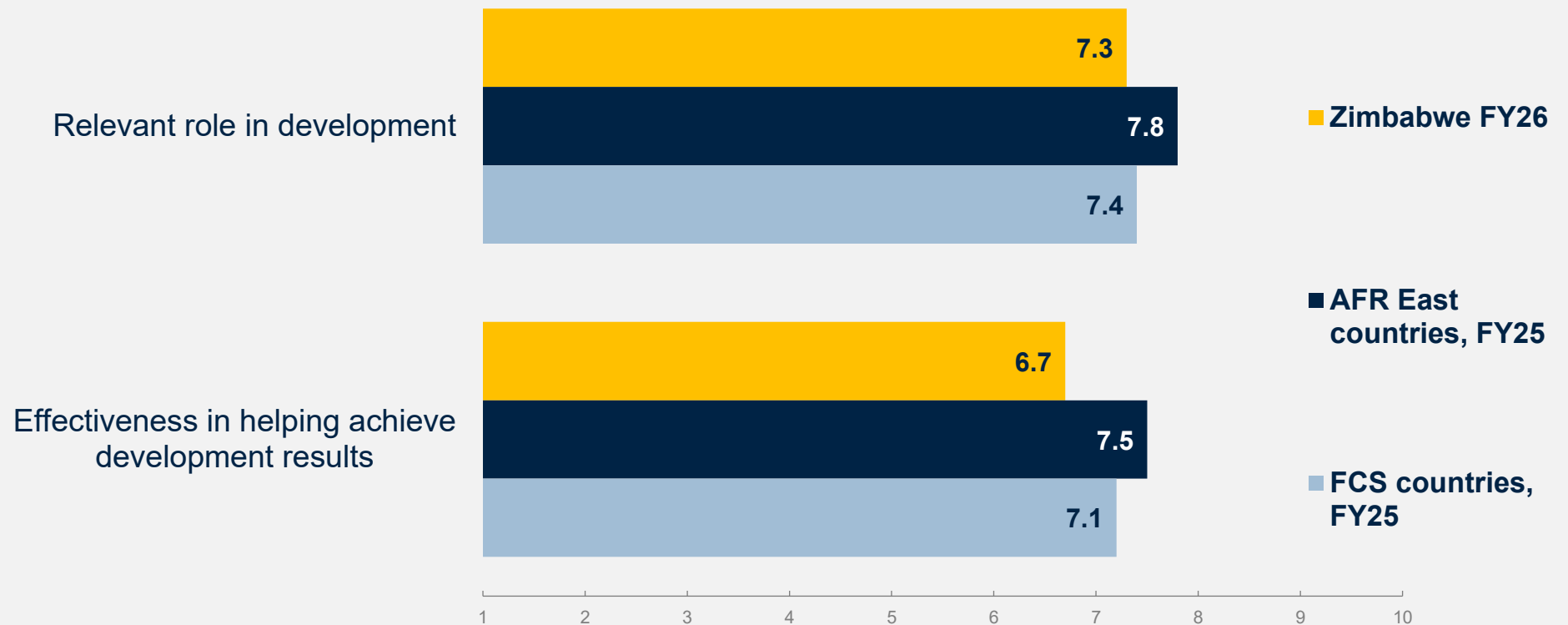
Relevant role in Zimbabwe's development



Effectiveness in helping Zimbabwe achieve development results



Ratings of Relevance in Zimbabwe Are Comparable to Other FY25 FCS Countries, While Effectiveness Ratings Are Slightly Lower Than Those of Comparator Groups



AFR East countries in FY25 included: Angola, Botswana, Dem. Rep. of Congo, Eswatini, Ethiopia, Madagascar, Malawi, Mauritius, Rwanda.
FCS FY25 countries included: Cameroon, Dem. Rep. of Congo, Ethiopia, Iraq, Kosovo, Timor-Leste.



The WBG's Work on Development Priorities



WORLD BANK GROUP

Development Areas for WBG Focus

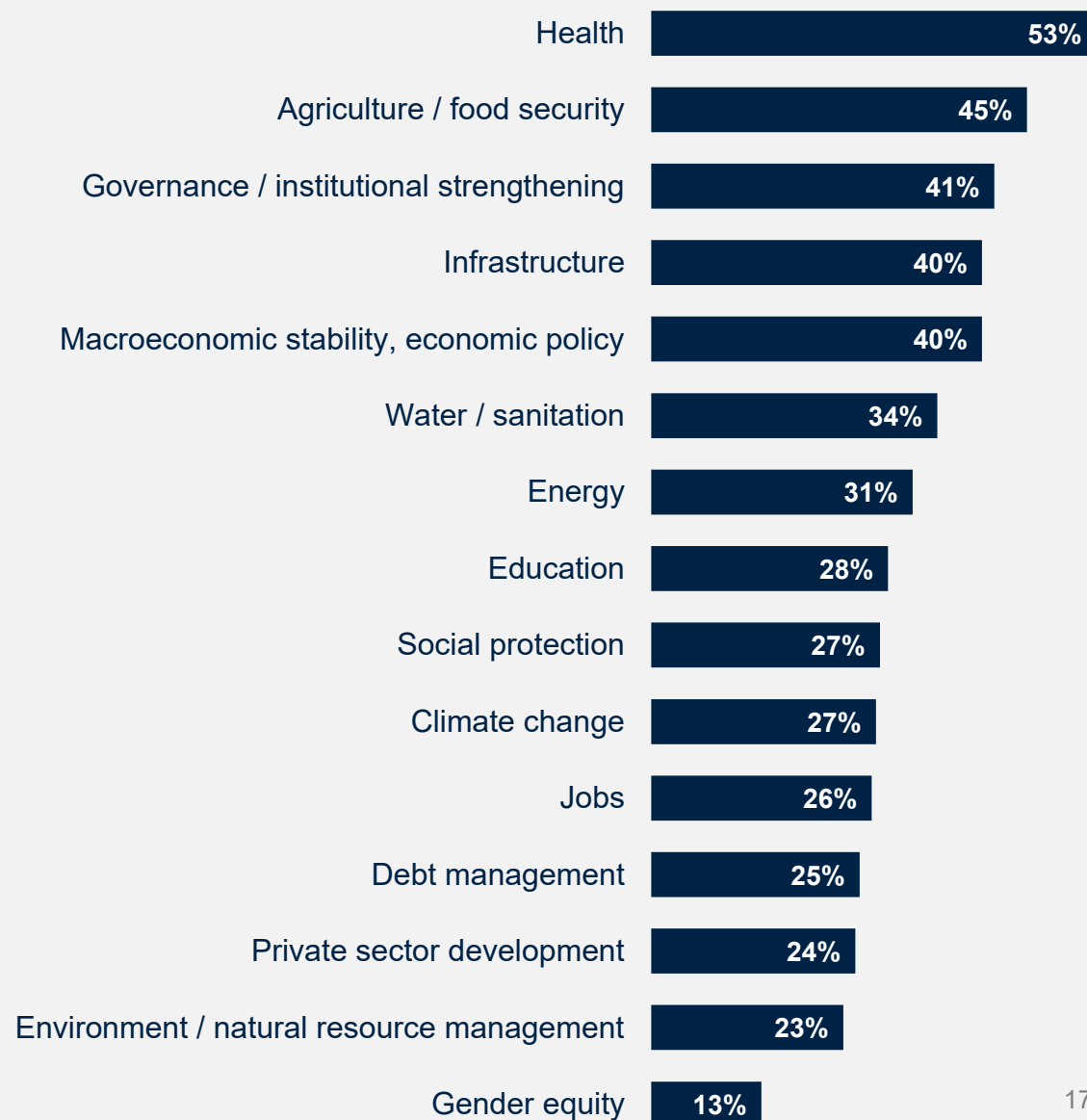
Health, agriculture and food security, governance and institutional strengthening, infrastructure, and macroeconomic stability emerged as the top priorities in Zimbabwe. Notably, the share of respondents identifying **agriculture and food security** as a priority more than doubled between FY23 and FY26.

Health and agriculture and food security were the areas most frequently identified by respondents as those that would benefit from increased support from other donors in Zimbabwe, followed by education and water and sanitation.

In open-ended comments, respondents most frequently emphasized the need for the WBG to support Zimbabwe's arrears clearance and debt resolution process, viewing it as a prerequisite for restoring access to concessional financing and scaling up development investments.

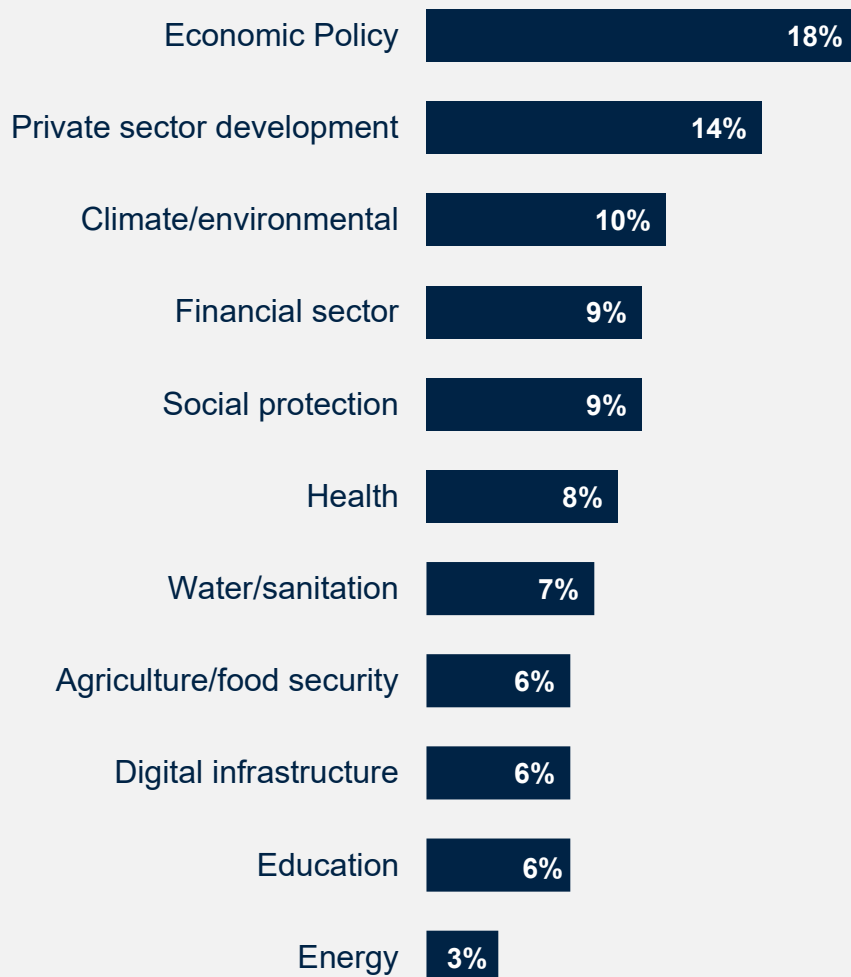
Many also called for greater focus on macroeconomic stability, economic governance, public sector accountability, and institutional strengthening, alongside reforms to improve the business environment and promote private sector-led growth, investment, industrialization, and job creation.

Q: If Zimbabwe gets access to concessional resources/lending, which FIVE areas should the WBG prioritize and play a leading role among international partners? Select up to 5 (%)



Just Under Half of WBG Clients in Zimbabwe Rate WBG as Helpful in Achieving Project Goals

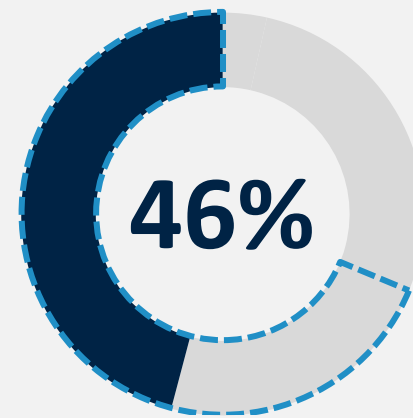
Q: Please select the development area that was the primary focus of this WBG-supported project or initiative. Select ONE only (%)



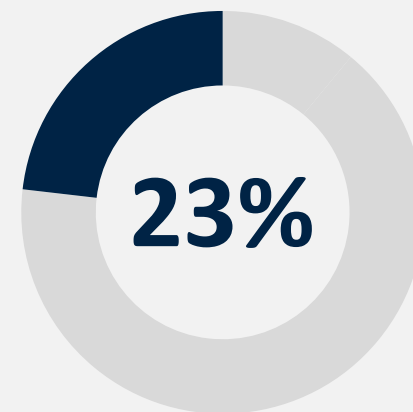
Q: How helpful was the WBG in achieving the goals of this one project or initiative?
1=Not helpful at all; 10=Very helpful (% rating – 8-10 on a 10-point scale)



In FY25, in AFE region, on average **69%** of stakeholders selected 8-10, answering this question



Q: How effective has this WBG-supported project or initiative been at creating sustainable, long-term jobs in Zimbabwe?
1=Not effective at all; 10=Very effective (% rating – 8-10 on a 10-point scale)



Perceptions of the WBG's Effectiveness in the Two Focus Areas are Moderately Positive, With About One-Third of Respondents Giving High Ratings[^]

Q: 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? 1=Not effective at all; 10=Very effective (Mean is reported)

I. Supporting macroeconomic stability and inclusive growth



II. Building resilience



[^] High Ratings defined as 8, 9, or 10 on a 10-point scale

Perceptions of Impact of WBG-Supported Projects in Zimbabwe

Q: *In what way, if any, did this WBG-supported project or initiative impact the people of Zimbabwe?*

Health and Social Protection

“World Bank support in Zimbabwe improved healthcare access for millions and rebuilt community infrastructure after Cyclone Idai. Over 1.1 million women delivered in supported facilities, and more than 958,000 children completed immunizations.” (Office of a Parliamentarian Respondent)

“Increased equitable access to maternal and newborn care in urban areas for the poorest pregnant women who cannot afford to pay for health services. Through this initiative it was also made possible to equip central, provincial and district hospitals, paving the way for quality maternal and newborn care.” (Media Respondent)

Business Environment and Economic Reform

“The WBG-supported ease of doing business reforms helped create a more supportive environment for entrepreneurship and investment in Zimbabwe. These efforts have contributed to improving opportunities for businesses to grow, create jobs, and give people greater hope for economic stability.” (Civil Society Respondent)

Climate Resilience, Water and Infrastructure

“It supported the case for wide-ranging economic reforms that have brought macroeconomic stability not seen since the 1980s.” (Private Sector Respondent)

“The Zimbabwe National Water Project delivered clean water to over 12,000 residents in growth centres. After nearly 14 years of dry taps, households gained direct connections, allowing the transition from pit latrines to flush toilets and significantly lowering the risk of waterborne diseases.” (Government Institution Respondent)

“It [Zimbabwe Idai Recovery Project] provided short term and long-term relief and recovery from a major disaster.” (Respondent from Bilateral or Multilateral Agency)

Key Themes from Open-Ended Responses on WBG's Operational Effectiveness

Q: What is the most important thing the WBG could do to increase its effectiveness in Zimbabwe?

Streamlining Internal Procedures

- **Simplify Bureaucracy and Reporting:** The WBG should harmonize its reporting requirements to match the capacity limitations of local partners, reduce procedural "red tape," and operationalize practical risk-mitigation tools (like partial credit guarantees) to mobilize private investment.

Deepening Local Engagement and Contextual Adaptation

- **Broaden Consultations Beyond the Executive:** Respondents suggested to expand WBG engagement to include rural communities, civil society, the private sector, and parliamentarians to ensure project designs are driven by on-the-ground realities rather than top-down or "one-size-fits-all" assumptions.
- **Empower Grassroots Implementers:** Operational impact would be significantly amplified by channeling resources and delegating project implementation directly to community-based organizations, local NGOs, and regional enterprises that possess deep contextual understanding.
- **Increase WBG Visibility and Accessibility:** The WBG needs to improve communication with the media and public and enhance its physical field presence so that ordinary citizens know how to participate in its development programs.

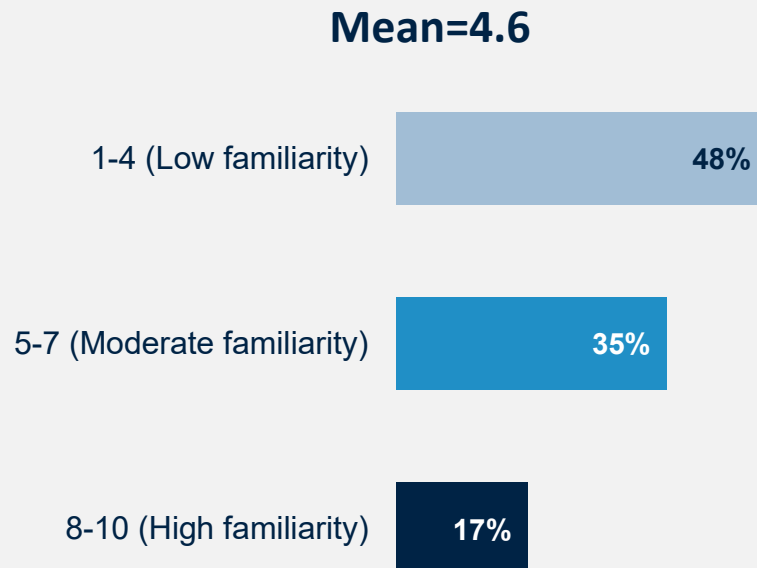
Enhancing Program Execution, Capacity Building, and Monitoring

- **Enforce Strict Accountability and Independent Monitoring:** To ensure delivery, the WBG should tie funding to independently verified results (e.g., releasing funds in tranches) and formally include civil society and private sector actors in the monitoring and evaluation of reform implementation.
- **Build Local Implementation Capacity:** A critical operational need is providing targeted technical assistance and training to government technocrats, parliament, and local organizations to improve their ability to manage WBG grants, govern finances, and utilize data effectively.
- **Ensure Project Continuity and Follow-Through:** The WBG should commit to longer-term project cycles and extend staff deployments in the field to guarantee that high-level analytical and policy advice successfully translates into tangible service delivery and lasting impact.

Most Stakeholders Are Not Very Familiar with the Structured Dialogue Platform for Debt Resolution

In 2022, the Government of Zimbabwe launched the Structured Dialogue Platform (SDP) with development partners to advance arrears clearance and debt resolution efforts. The WBG 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.

Q: *How familiar are you with the Structured Dialogue Platform (SDP) for arrears clearance and debt resolution in Zimbabwe? 1=Not familiar at all; 10=Very familiar (%)*



Q: *How could the WBG contribute most effectively to the SDP and arrears clearance process?*

Based on the survey responses, stakeholders view the WBG as a critical technical and convening partner in Zimbabwe's SDP and arrears clearance process. The feedback outlines several distinct areas where the WBG can most effectively contribute:

Technical Leadership: Deepen technical assistance in debt management, public financial management, and macroeconomic stability to anchor a credible reform program.

Financial Mobilization: Coordinate bridge financing solutions with partners like the African Development Bank and establish a clear, sequenced roadmap for debt clearance.

Private Sector Support: Utilize the IFC to provide credit guarantees that de-risk the environment and unlock private investment.

Governance and Transparency: Ensure reforms are enforced by linking re-engagement to concrete governance milestones and tracking progress publicly to build creditor trust.

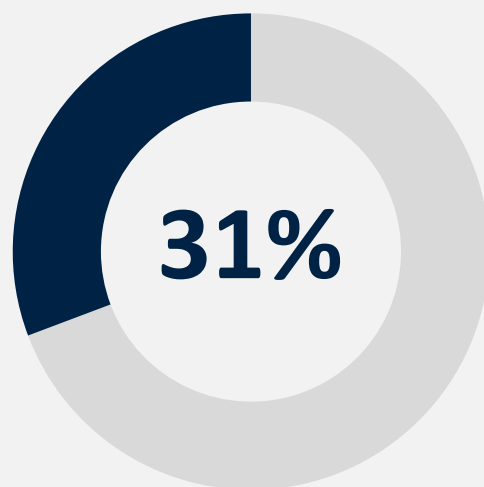
Social Protection: Protect vulnerable households from the painful impacts of fiscal consolidation by funding social safety nets and initiatives like the Zimbabwe Social Registry.

Inclusivity and Awareness: Address the widespread lack of public knowledge about the SDP by improving communication and expanding the dialogue to include civil society, ordinary citizens, and the private sector.

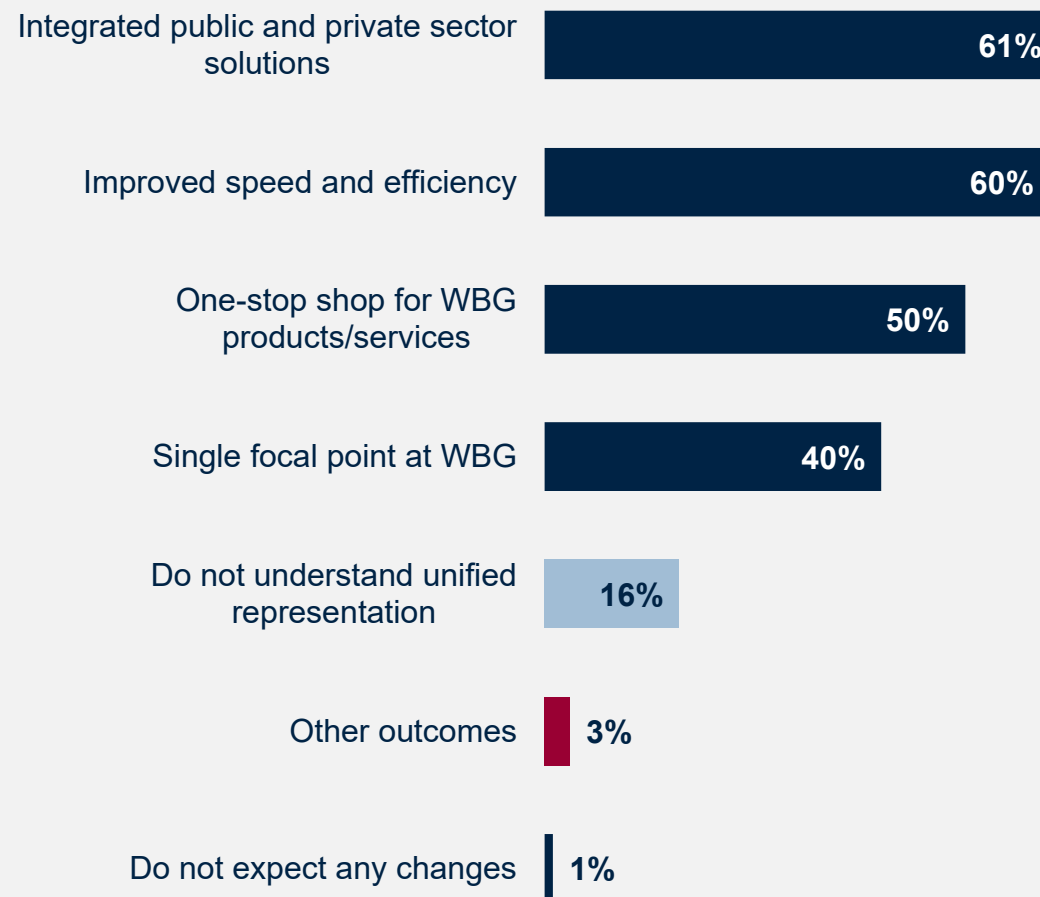


Top Expected Outcomes from Unified WBG Country Representation

Q: Are you aware that the WBG's Zimbabwe office now has unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA? (% Yes)



Q: What outcomes do you expect from unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA in Zimbabwe? Select all that apply (%)



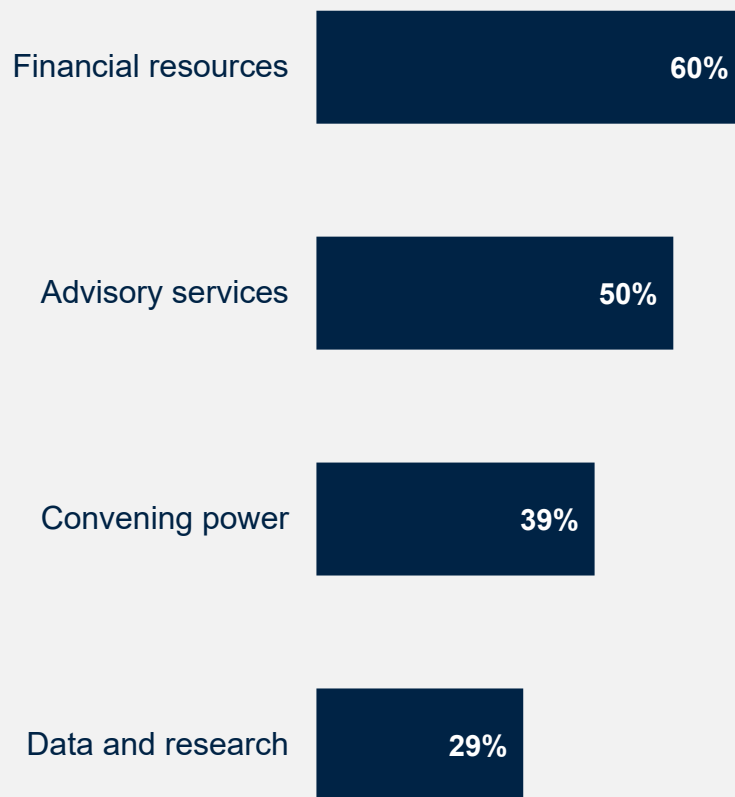
The WBG's Instruments



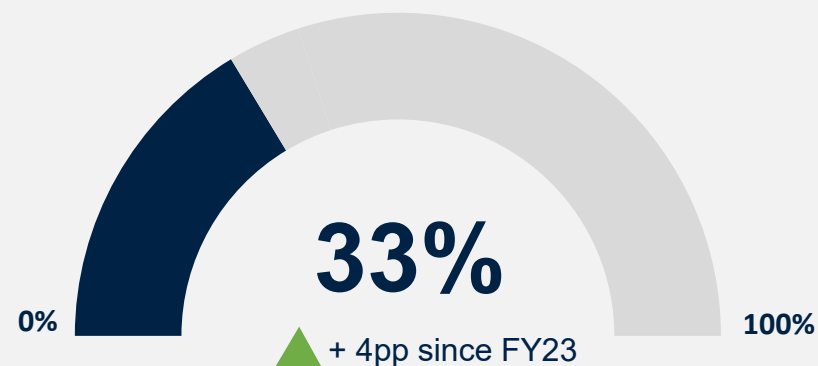
WORLD BANK GROUP

Financial Resources Considered the WBG's Greatest Value to Zimbabwe; Advisory Services Follow Closely in Importance

Q: Which WBG instruments do you value the most in Zimbabwe? Select up to 2 (%)



Q: How significant a contribution do you believe the WBG's knowledge work makes to development results in Zimbabwe? 1=Not significant at all; 10=Very significant (% rating – 8-10 on a 10-point scale)

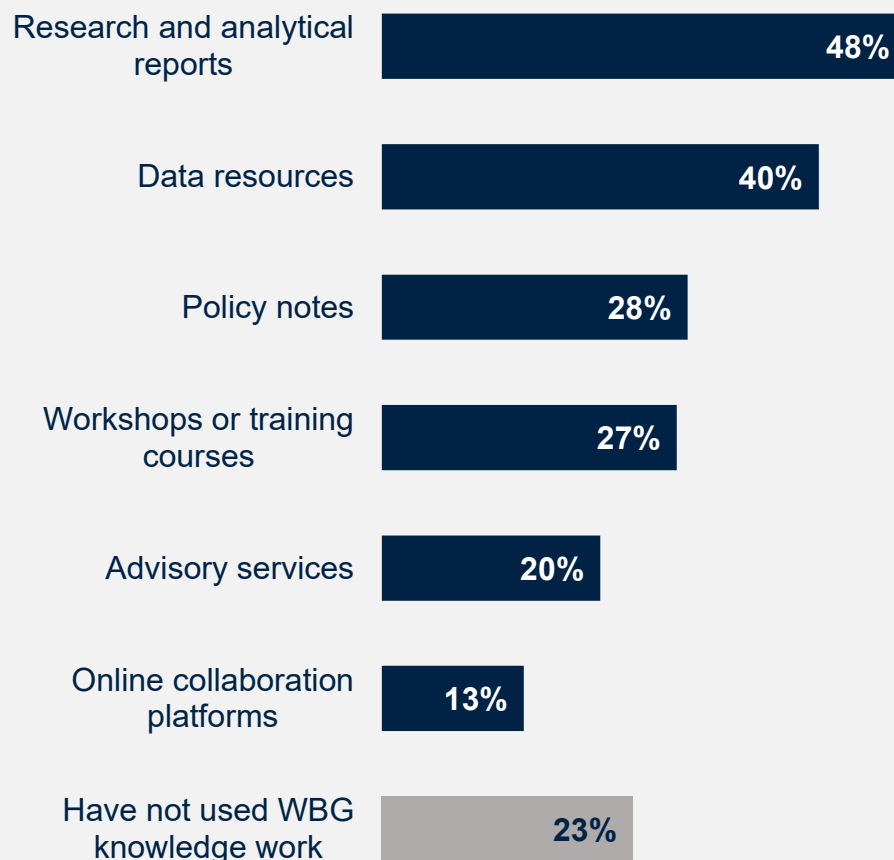


In FY23, 29% of stakeholders selected 8-10, answering this question



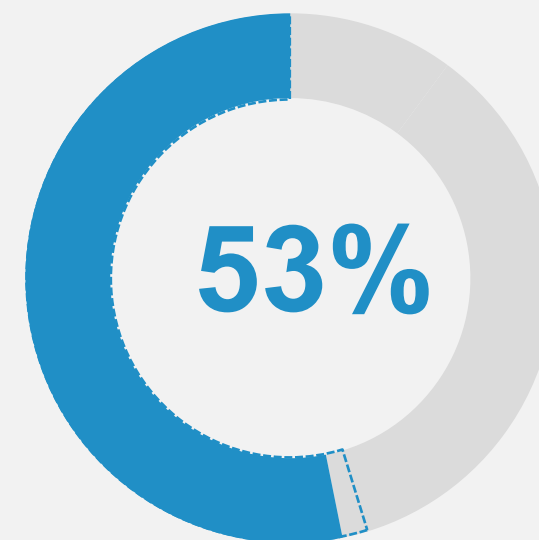
77% of Respondents Used WBG Knowledge Work in the Past Three Years; Those Who Did Report Relatively High Quality

Q: In the past 3 years, what WBG knowledge work have you used? Select all that apply (%)



Q: How would you rate the quality of the WBG's knowledge work (including data, research, training, policy notes, and advisory services) in Zimbabwe? 1=Very low quality; 10=Very high quality (% rating – 8-10 on a 10-point scale)

Mean = 7.5



In FY25, in AFE region, on average **55%** of stakeholders selected 8-10, answering this question



Comments on Financial Instruments and Knowledge: Summary of Comments

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

Unlock Finance Through Arrears Resolution

- **Restore Access to Concessional Lending:** The dominant theme is that Zimbabwe's inability to access IDA loans due to arrears is the core constraint on development financing — all other financial instruments are seen as secondary until this is resolved.
- **Use IFC and MIGA to Bridge the Gap:** In the absence of sovereign lending, several stakeholders urged the WBG to expand IFC partial credit guarantees and MIGA risk insurance to reduce the prohibitively high cost of capital for Zimbabwean businesses.
- **Reduce Conditionality on Trust Funds:** Multiple respondents argued that current trust fund (ZIMREF) processes are too complex for organisations with limited administrative capacity and called for simpler reporting requirements and flexible financing mechanisms.

Integrate Knowledge with Financial Operations

- **Link Analytical Products to Executable Reform:** Respondents praised WBG data and research quality but noted a persistent gap between diagnostics and implementation — calling for programme-for-results instruments that tie financing to specific, verified policy actions.
- **Combine Advisory Services with Funding:** Stakeholders called for bundling technical assistance with financial support rather than treating them as separate tracks, so that government can implement reforms effectively alongside accessing resources.
- **Scale Up Locally Relevant Knowledge Work:** The WBG's public data resources and research are seen as among the few freely accessible development knowledge tools in Zimbabwe; respondents urged further investment in open-access platforms and sector-specific diagnostics.

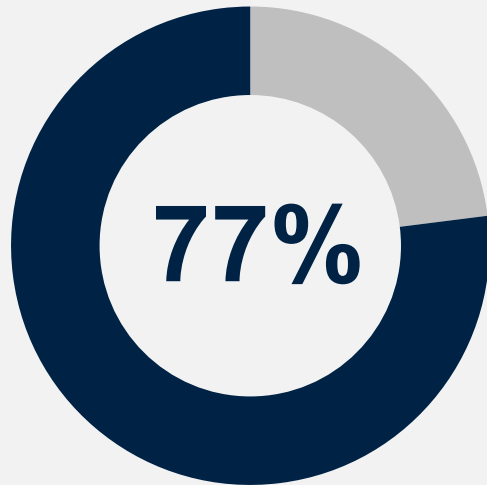
Strengthen Local Capacity and Contextual Knowledge

- **Invest in Private Sector Knowledge Transfer:** Respondents called for more knowledge-sharing and capacity building with the private sector — particularly SMEs — on accessing finance, regulatory compliance, and international markets.
- **Tailor Advisory Services to Zimbabwe's Context:** Several stakeholders warned against "one-size-fits-all" approaches, urging the WBG to ensure advisory services reflect Zimbabwe's specific political economy, debt situation, and institutional constraints.
- **Leverage Data to Drive Government Accountability:** Improve analytical work by conducting more thorough research on the specific needs of Zimbabweans, ensuring strategies are based on a deep understanding of the local environment.



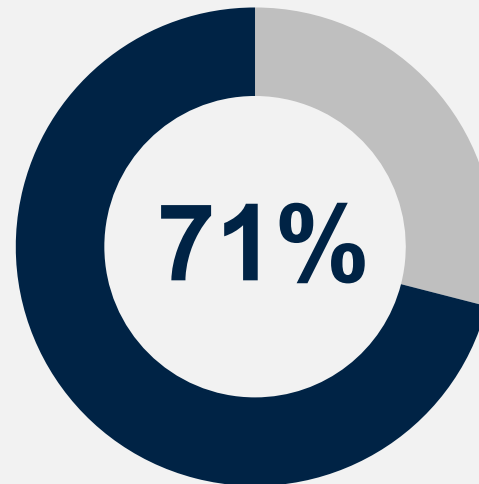
Influence of WBG Knowledge on Policy, Including Employment Policy

Influence on government policy
(% Yes)



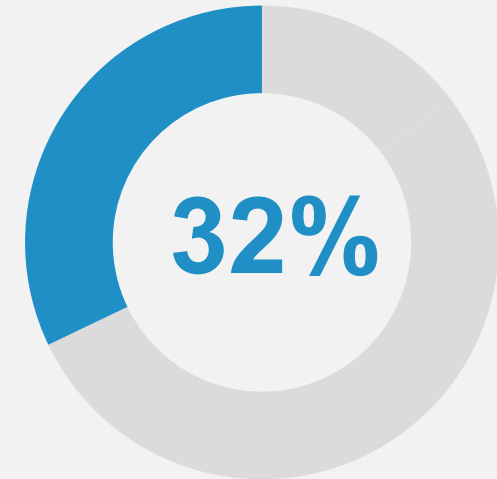
Q: In your opinion, has the WBG influenced a new or existing government policy/action in Zimbabwe?

Influence on private sector
(% Yes)



Q: In your opinion, has the WBG influenced strategies or actions of private sector actors in Zimbabwe?

WBG support of policies on employment and job creation
(% selected 8-10)



Q: To what extent has the WBG influenced the government's policies or strategies on employment and job creation in Zimbabwe? 1=Not influential at all; 10=Very influential (% rating – 8-10 on a 10-point scale)



Examples of Strategies, Policies and Reforms Supported by WBG

Q: *What policy, strategy, or action by the government and/or private sector did the WBG influence, and in what way?*

Business Environment and Regulatory Reform

- *“The World Bank played a significant advisory role in the introduction of the new ZiG currency in 2024 and the macroeconomic environment is now more stable largely as a result of the successful management of this new currency.” (Private Sector Respondent)*
- *“Zimbabwe has drastically removed repetitive taxes and licensing as part of efforts to improve the ease of doing business. The WBG's analytical support led to a Cabinet decision mandating that all new regulatory fees undergo a Regulatory Impact Assessment before approval.” (Government Institution Respondent)*
- *“The government adopted and expanded a Social Cash Transfer Programme for vulnerable households. The WBG provided research and data showing that cash transfers reduce extreme poverty — this evidence helped the government justify adopting the programme as national policy.” (Private Sector Respondent)*

Macroeconomic Stability and Debt Resolution

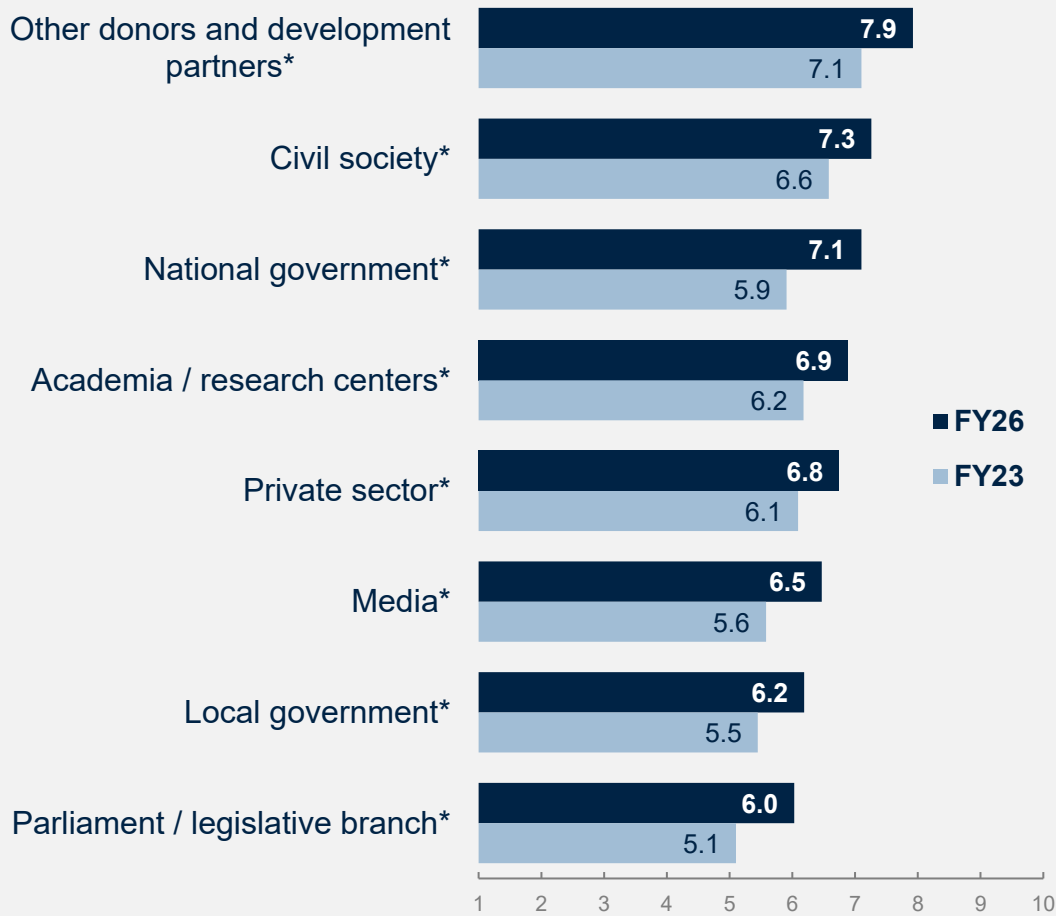
- *“Through ZIMREF the WBG has influenced the policy and regulatory framework around sovereign debt distress. Government action on macroeconomic stability reflects the influence of the WBG — particularly through its co-chair role in the Structured Dialogue Platform.” (Civil Society Respondent)*
- *“The World Bank's support has helped the government deal with the impact of the COVID-19 pandemic and the energy crisis, which has been vital in enabling the economic recovery and policy stability we are now seeing. The presence of the Bank and its arms like the IFC has helped provide confidence to the private sector, which has worked with the government in a number of initiatives to turn the economy around.” (Media Respondent)*

The WBG's Engagement and Collaboration



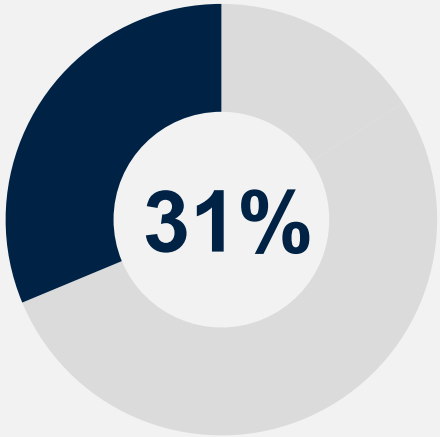
WBG Collaboration Ratings Have Improved Significantly Across All Groups Since FY23

Q: How effective is the WBG at **collaborating** with the following groups in Zimbabwe? 1=Not effective at all; 10=Very effective (Mean is reported)

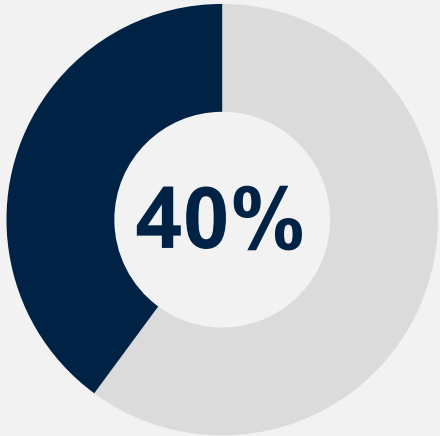


* Denotes significant differences between years

Q: How effective is the WBG at **partnering with the government** to improve the business environment in Zimbabwe? 1=Not effective at all; 10=Very effective (% rating – 8-10 on a 10-point scale)

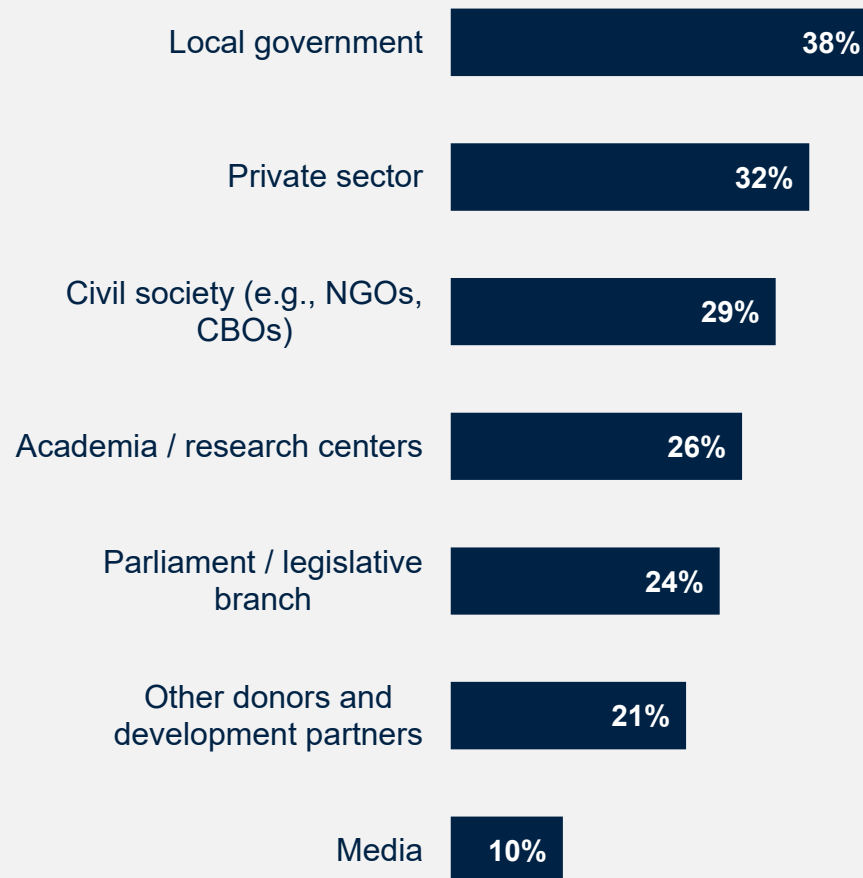


Q: How effective is the WBG at **partnering with the private sector** in Zimbabwe to support business development and investment? 1=Not effective at all; 10=Very effective (% rating – 8-10 on a 10-point scale)



Stakeholders Prioritize Private Sector Collaboration and Call for More Genuine, Locally Driven Partnerships

Q: 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 (%)



Improved collaboration emerged as one of the key themes when respondents discussed the ways the WBG could enhance its effectiveness:

Broaden Grassroots and Civil Society Engagement: Multiple comments stress the need to move consultations beyond the government and urban elites. The WBG should actively collaborate with local communities, rural populations, and civil society organizations to ensure programs address actual on-the-ground realities.

Strengthen Private Sector Partnerships: Respondents frequently call for deeper collaboration with the private sector to foster a better business environment. Key recommendations include utilizing IFC and MIGA to provide credit guarantees, supporting SMEs, and working together to cut regulatory red tape and create jobs.

Increase Public Visibility and Transparency: A recurring theme is the need to make the WBG less "hidden" and "elitist." The WBG should collaborate with the media and use public platforms to simplify its communications, share data, and make its operations more accessible to ordinary citizens.



Communication and Outreach



WORLD BANK GROUP

WBG Events, Direct Contact, and Social Media are the Most Preferred Channels to Obtain Information From the Bank

Top Two Preferred WBG Channels

	All Respondents (N=203)	Government Institution	Parliament	Semi-autonomous Gov. Agencies	Local Gov.	Bilateral/Multilateral Agency	Civil Society	Private Sector	Academia	Media
WBG events/conferences*	56%	60%	67%	72%	73%	36%	73%	28%	44%	53%
WBG websites	45%	42%	44%	44%	33%	45%	54%	56%	50%	33%
WBG social media	44%	48%	72%	17%	47%	50%	27%	44%	44%	47%
WBG e-Newsletters	42%	38%	39%	50%	40%	32%	50%	48%	56%	27%
WBG publications*	29%	19%	11%	33%	7%	50%	46%	24%	44%	33%
Direct contact with WBG staff	28%	33%	17%	28%	27%	36%	27%	28%	19%	20%
WBG direct messaging (WhatsApp)	18%	23%	17%	17%	33%	9%	12%	20%	6%	27%
WBG podcasts	7%	6%	6%	6%	0%	14%	12%	0%	12%	7%



How would you prefer to obtain information from the WBG? (Select up to 3)

* Denotes significant differences between groups



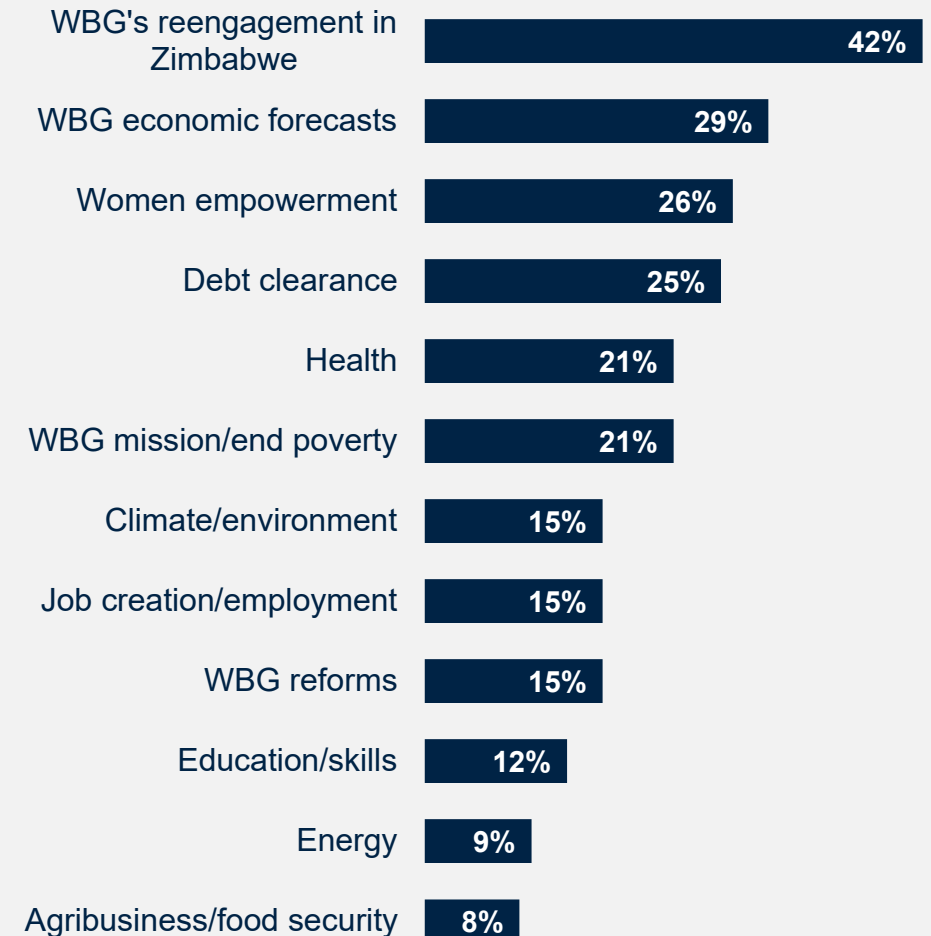
WORLD BANK GROUP

Over Half of Respondents (56%) Recalled Recent Exposure to the WBG, Most Commonly through WBG Websites and Social Media

Q: Where do you recall seeing or hearing this information? Select all that apply (%)



Q: What do you recall seeing or hearing about the WBG? Select all that apply (%)



Stakeholders Wanted Information About WBG Research & Knowledge, Regular Updates on Activities, and Information on How to Partner

Top Two Types of Preferred Information About the WBG

	All Respondents (N=202)	Government Institution	Parliament	Semi-autonomous Gov. Agencies	Local Gov.	Bilateral/Multilateral Agency	Civil Society	Private Sector	Academia	Media
Impact assessments	48%	49%	53%	50%	40%	59%	50%	29%	50%	53%
Regular updates on WBG activities*	47%	43%	37%	56%	40%	32%	58%	50%	25%	87%
Outcomes/results of WBG projects	46%	47%	68%	61%	33%	50%	35%	38%	38%	40%
WBG sector strategies	38%	43%	37%	44%	27%	32%	38%	50%	31%	27%
How to work/partner with WBG	38%	34%	32%	22%	40%	41%	58%	33%	44%	33%
WBG research and knowledge	33%	28%	21%	39%	33%	36%	23%	42%	62%	20%
Overview of WBG products	21%	34%	16%	17%	20%	18%	23%	8%	25%	13%



What information would be most helpful to you in understanding the WBG's role in Zimbabwe? (Select up to 3)

* Denotes significant differences between groups



WORLD BANK GROUP

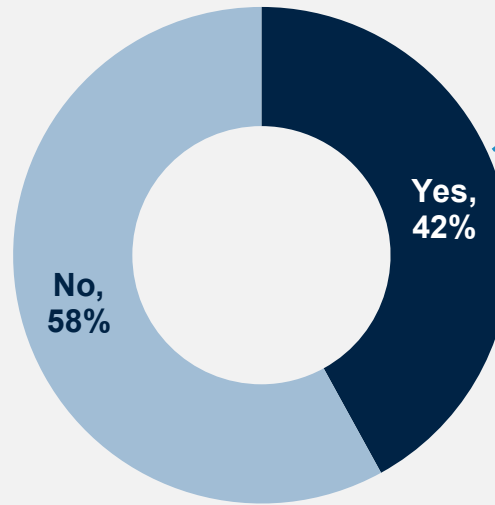
Sample Demographics and Detailed Methodology



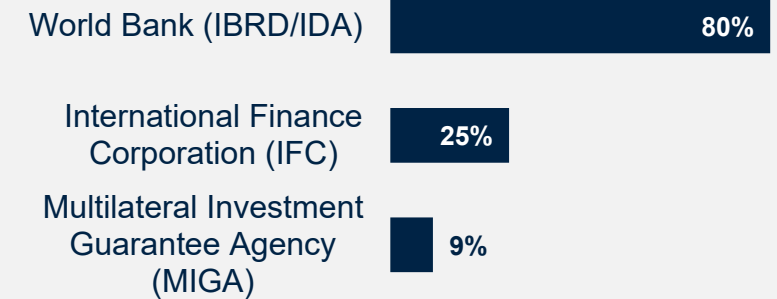
Sample Demographics

Q: In the past 3 years, have you worked or collaborated with the WBG in Zimbabwe?
(N=215)

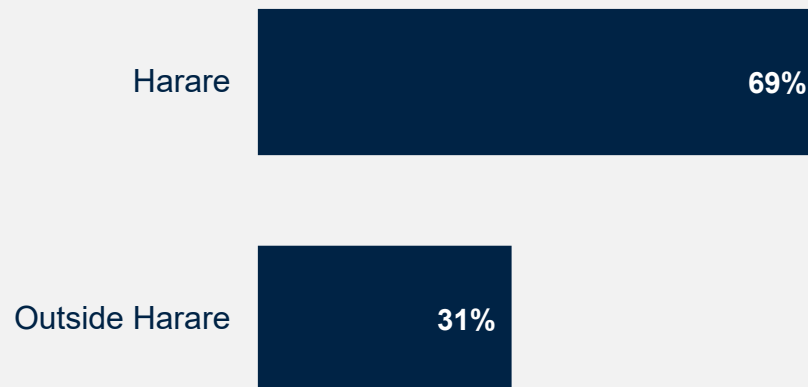
Respondents from Bilateral or Multilateral Agencies (77%) and Private Sector (44%) were most likely to collaborate with the WBG, while those from Civil Society (29%) were less likely to do so.



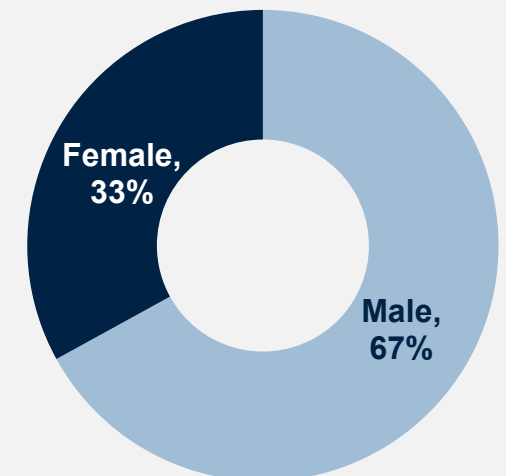
Q: Which of the following WBG agencies have you worked or collaborated with in Zimbabwe?
(N=91)



Q: Which best represents your geographic location? (N=203)

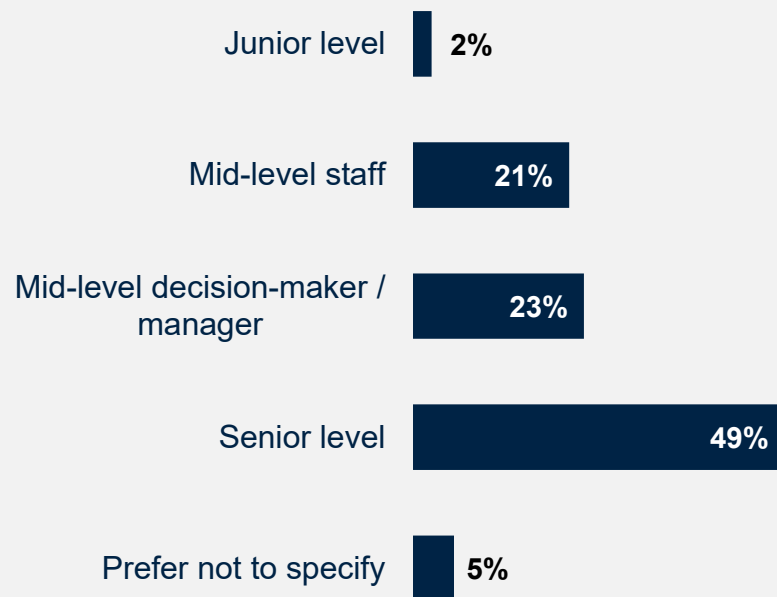


Q: What is your gender?
(N=204)

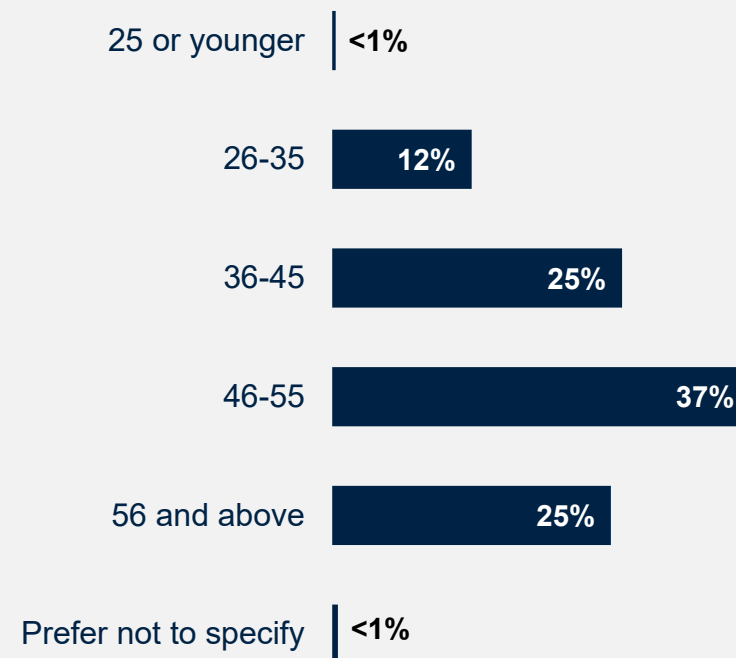


Sample Demographics (continued)

**Q: Within your organization,
would you describe yourself as...**
(N=204)



Q: What's your age?
(N= 204)



Detailed Methodology

From **March to May 2026**, a total of **463** stakeholders in Zimbabwe 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, bilateral or multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **215 participated in the survey (46% response rate)**. Respondents received the questionnaire by the courier or completed it online.

This year's survey results were compared to the FY23 Country Opinion Survey, which had a response rate of 72% (N=301).

Comparing responses across Country 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.

Percentage of Respondents	FY 2023	FY 2026
Government Principals: Office of the President, Prime Minister, Minister	10%	3%
Office of a Parliamentarian	6%	9%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	21%	20%
Semi-autonomous government agencies	NA	8%
Local Government	7%	8%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	10%	12%
Civil Society Organization: Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	17%	13%
Private Sector: Private Company, Financial Sector Organization, Private Bank, Small, Micro & Medium Enterprise	13%	12%
Academia/Research Institute/Think Tank	11%	7%
Media	4%	8%
Total Number of Respondents	301	215

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Zimbabwe COS FY26 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 FY26. 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 FY23 means shown in this report are based only on the subset of respondents who received the same questions in FY26, rather than the full FY23 sample. As a result, these means may differ from those published in the original FY23 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 Mai, the World Bank Group’s AI-powered secure tool, and reviewed by the Bank staff for accuracy.



Country Opinion Surveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

countriesurveys@worldbankgroup.org

