



# **Mauritius**

The World Bank  
Country Survey FY 2012

Report of Findings  
January 2013

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Mauritius perceive the Bank;
- Obtain systematic feedback from stakeholders in Mauritius regarding:
  - Their views regarding the general environment in Mauritius;
  - Their overall attitudes toward the World Bank in Mauritius;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Mauritius; and
  - Perceptions of the World Bank's future role in Mauritius.
- Use data to help inform the Mauritius country team's strategy.

## II. Methodology

In June and July 2012, 303 stakeholders of the World Bank in Mauritius were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 153 stakeholders participated in the country survey (50%).

Respondents received questionnaires via courier or post and returned it similarly. Respondents were asked about: general issues facing Mauritius, their overall attitudes toward the Bank, the World Bank's effectiveness and results, the Bank's knowledge, working with the World Bank, the Bank's future role in Mauritius, and the Bank's communication and information sharing in Mauritius.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues facing Mauritius: Respondents were asked to indicate whether Mauritius was headed in the right or wrong direction, the three most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth.

## II. Methodology (continued)

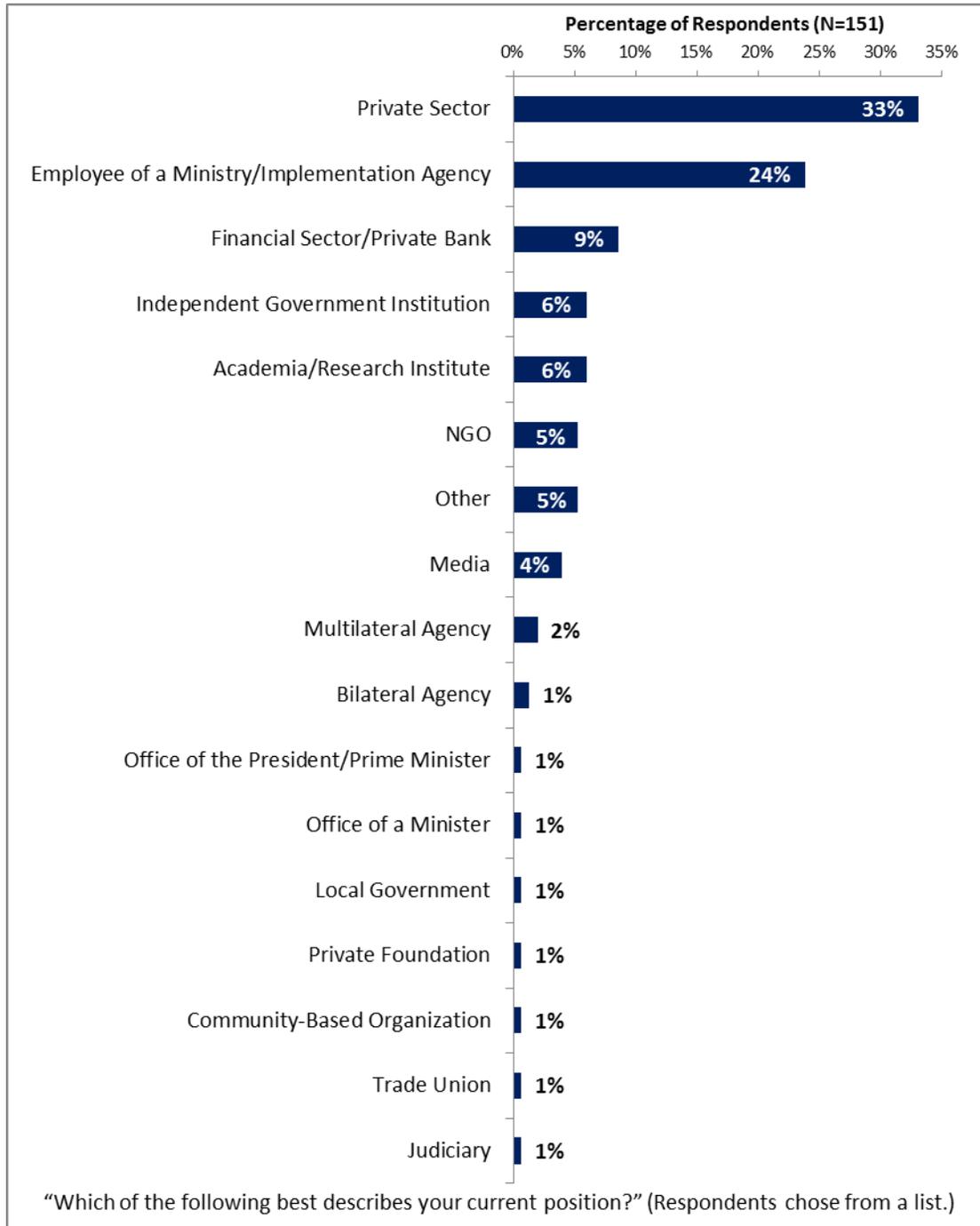
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's overall effectiveness in Mauritius, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Mauritius, with which groups the Bank should work more in Mauritius, and how they attribute slow or failed reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Mauritius, the extent to which the Bank meets Mauritius's need for knowledge services and financial instruments, the extent to which the World Bank's programs and financing contribute to improvements in Mauritius, and the Bank's level of effectiveness across thirty-six development areas, such as economic growth and anti-corruption.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Mauritius: Respondents were asked to rate how significant a role the Bank should play in Mauritius in the near future and to indicate what the Bank should do to make itself of greater value in Mauritius.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked to indicate their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Mauritius, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 90 respondents (23% response rate) who completed the country survey in FY 2007. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

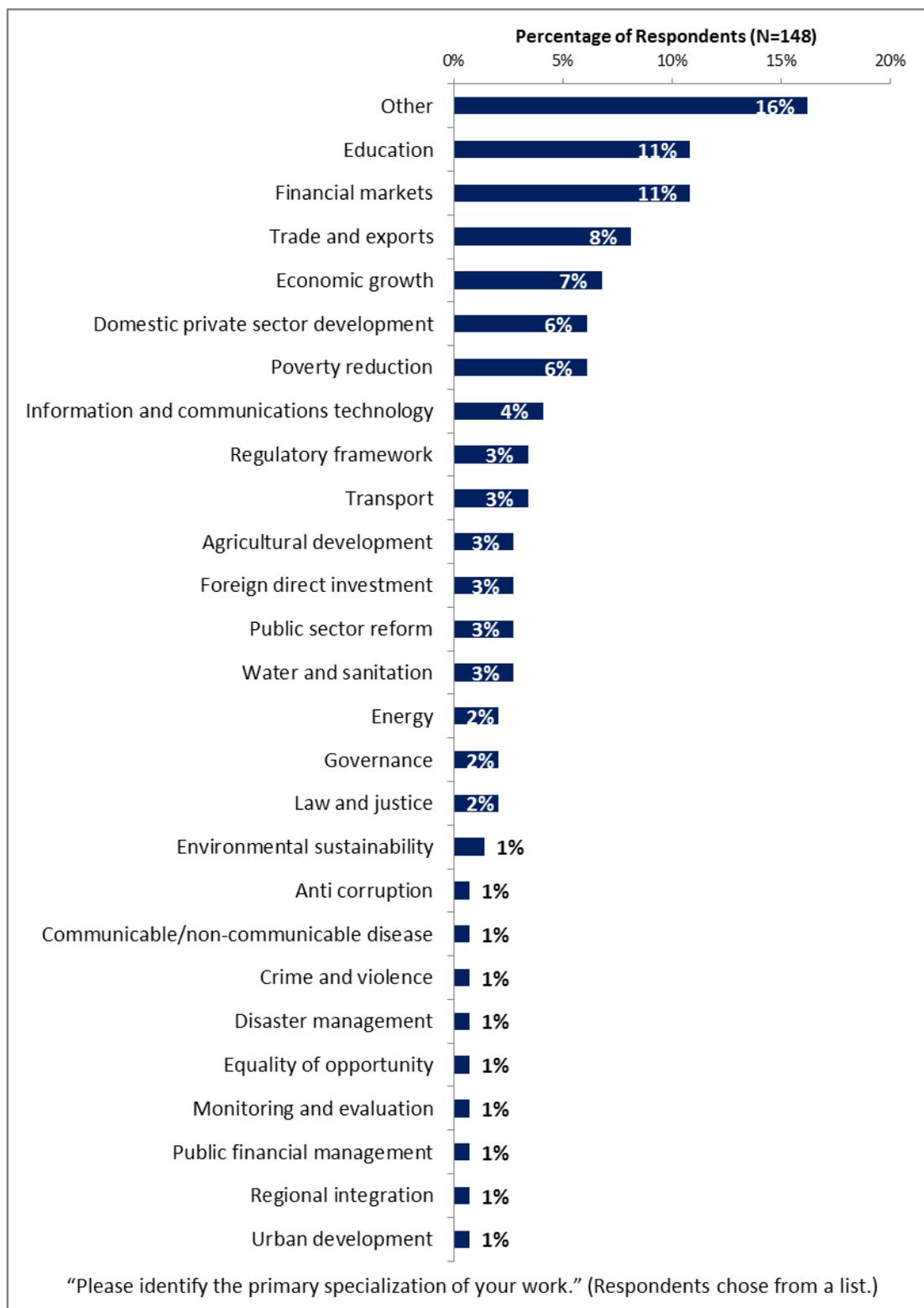
#### Current Position

- For further analyses, the small number of respondents from bilateral agencies were combined with those from multilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, respondents from private foundations, CBOs, NGOs, and trade unions were combined into a “CSO” group, and respondents from the office of the President/Prime Minister, the office of a Minister, local government, and the judiciary was included in the “Other” category.



### III. Demographics of the Sample (continued)

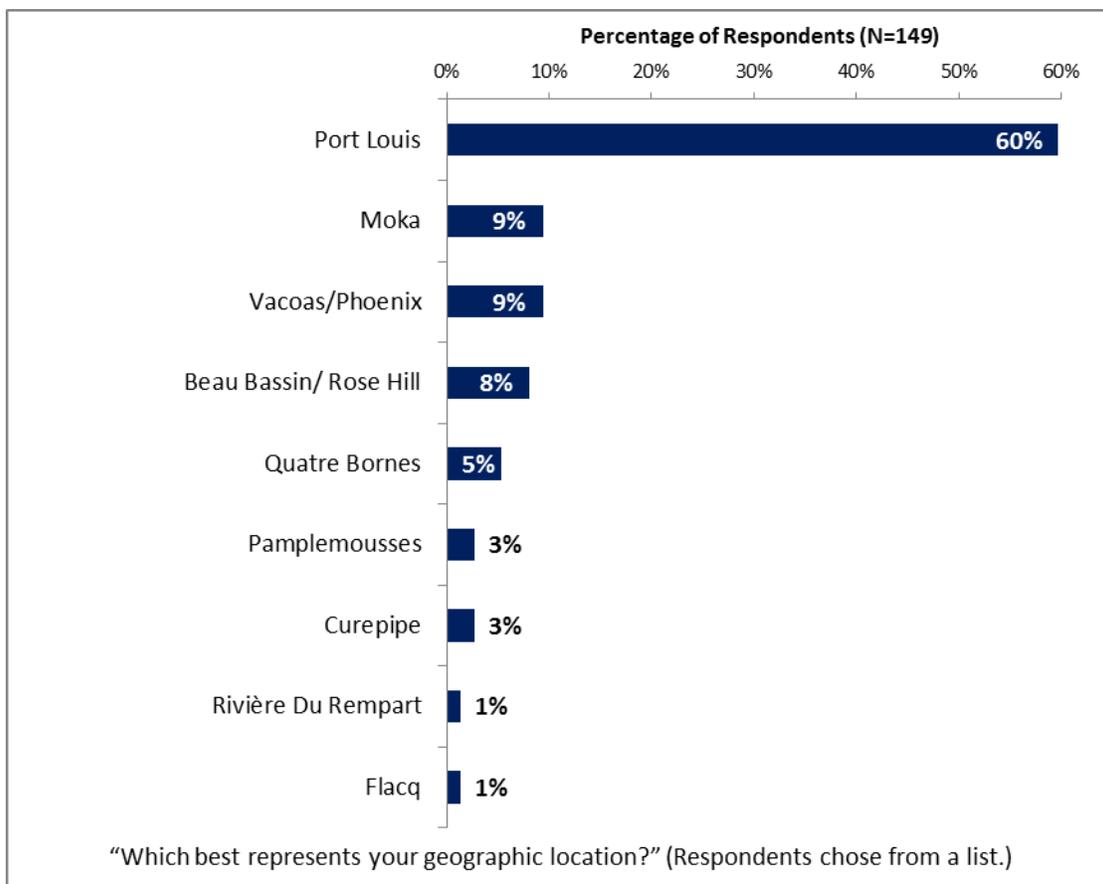
#### Area of Primary Specialization



### III. Demographics of the Sample (continued)

#### Geographic Location

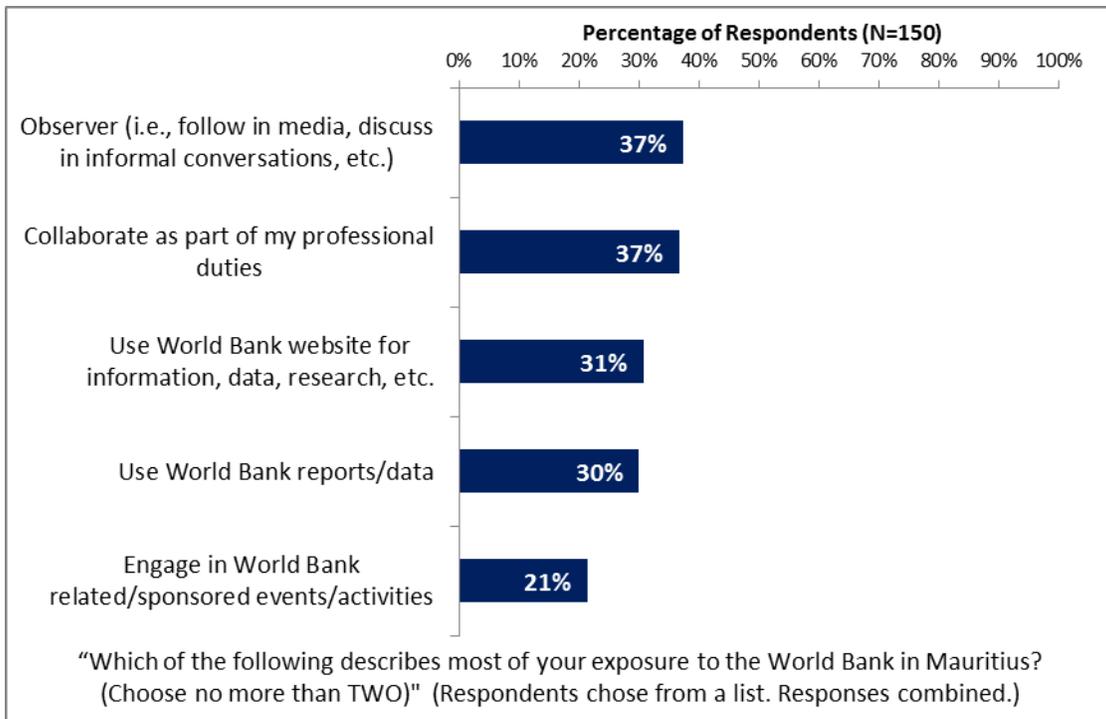
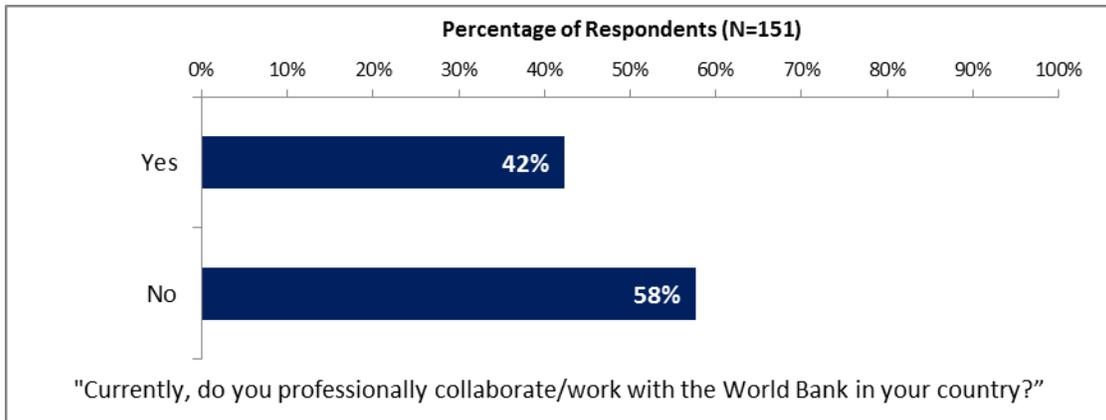
- For further analyses, respondents from Moka, Vacoas/Phoenix, Beau Bassin/Rose Hill, Quatre Bornes, Pamplemousses, Curepipe, Rivière Du Rempart, and Flacq were combined into an “Other” category.
- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 80). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

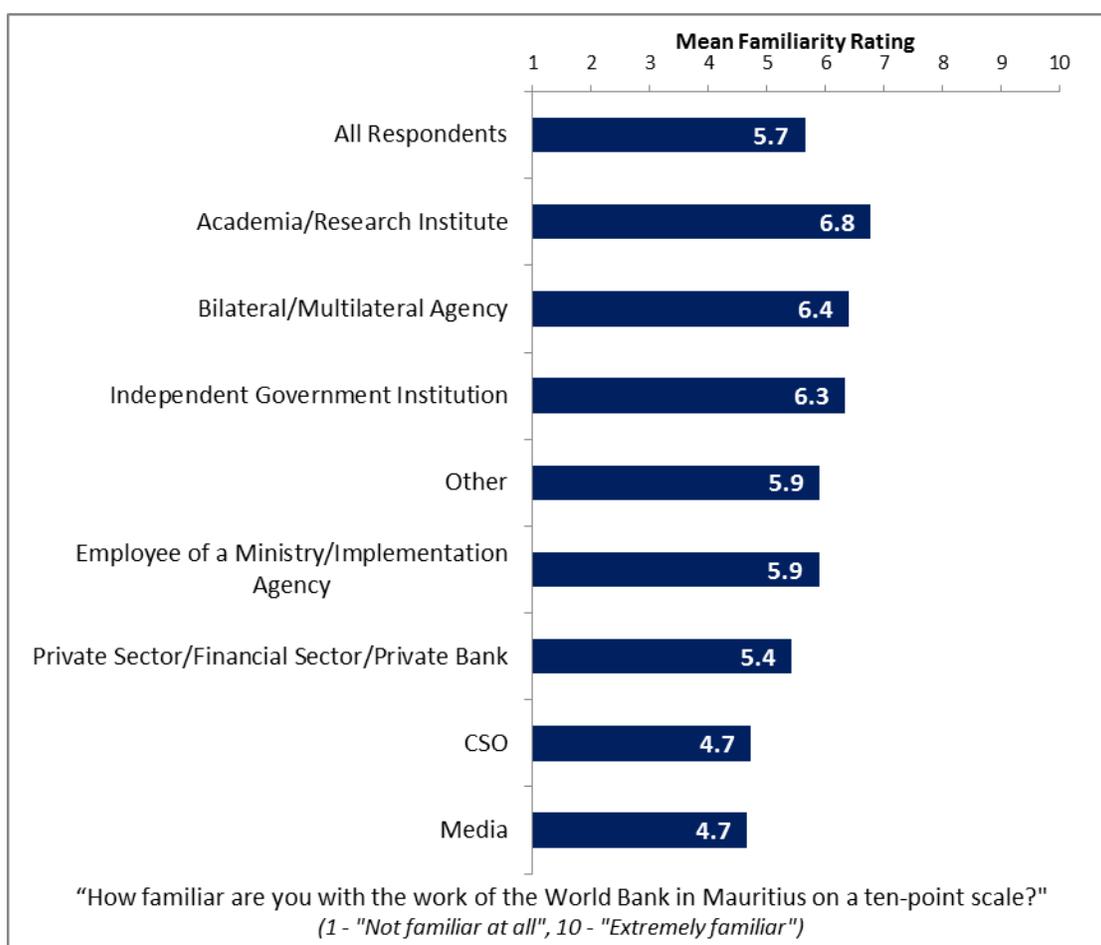
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Mauritius, can be found in the Appendix (page 100). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

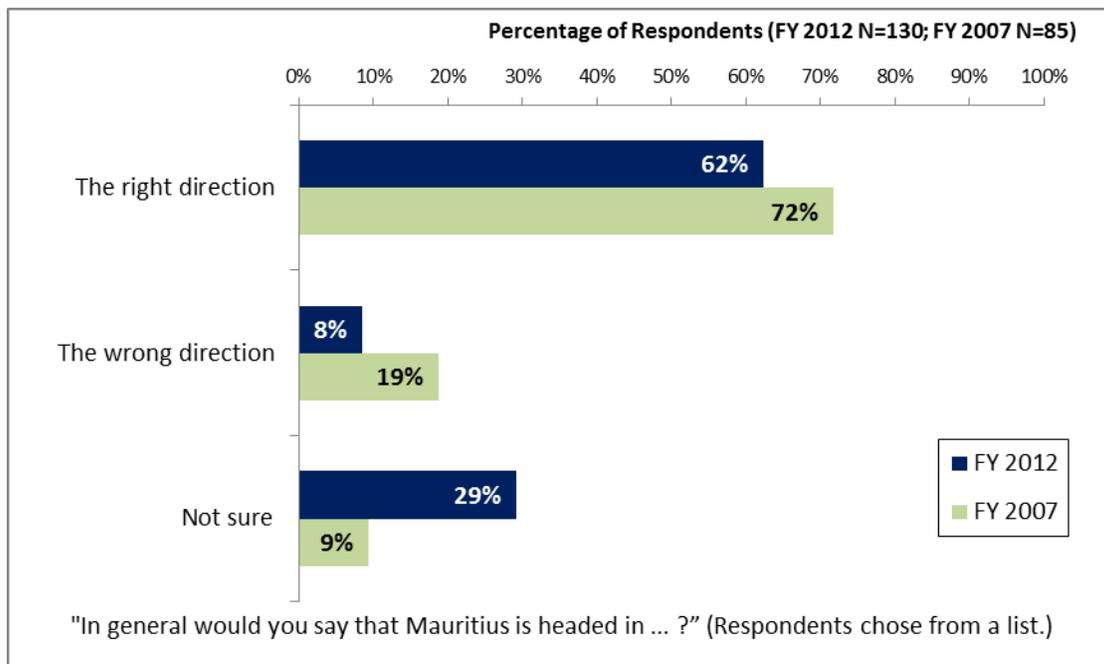
- Across all respondents, familiarity with the Bank received a mean rating of 5.7; this was statistically similar to the mean familiarity rating received in the FY '07 country survey (5.5).
  - Respondents across all stakeholder groups and geographic locations had statistically similar levels of familiarity with the Bank.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Mauritius, and significantly, moderately correlated with the extent to which the Bank achieves developmental results in Mauritius, and the Bank's relevance to Mauritius's development.



## IV. General Issues facing Mauritius

### Headed in the Right Direction

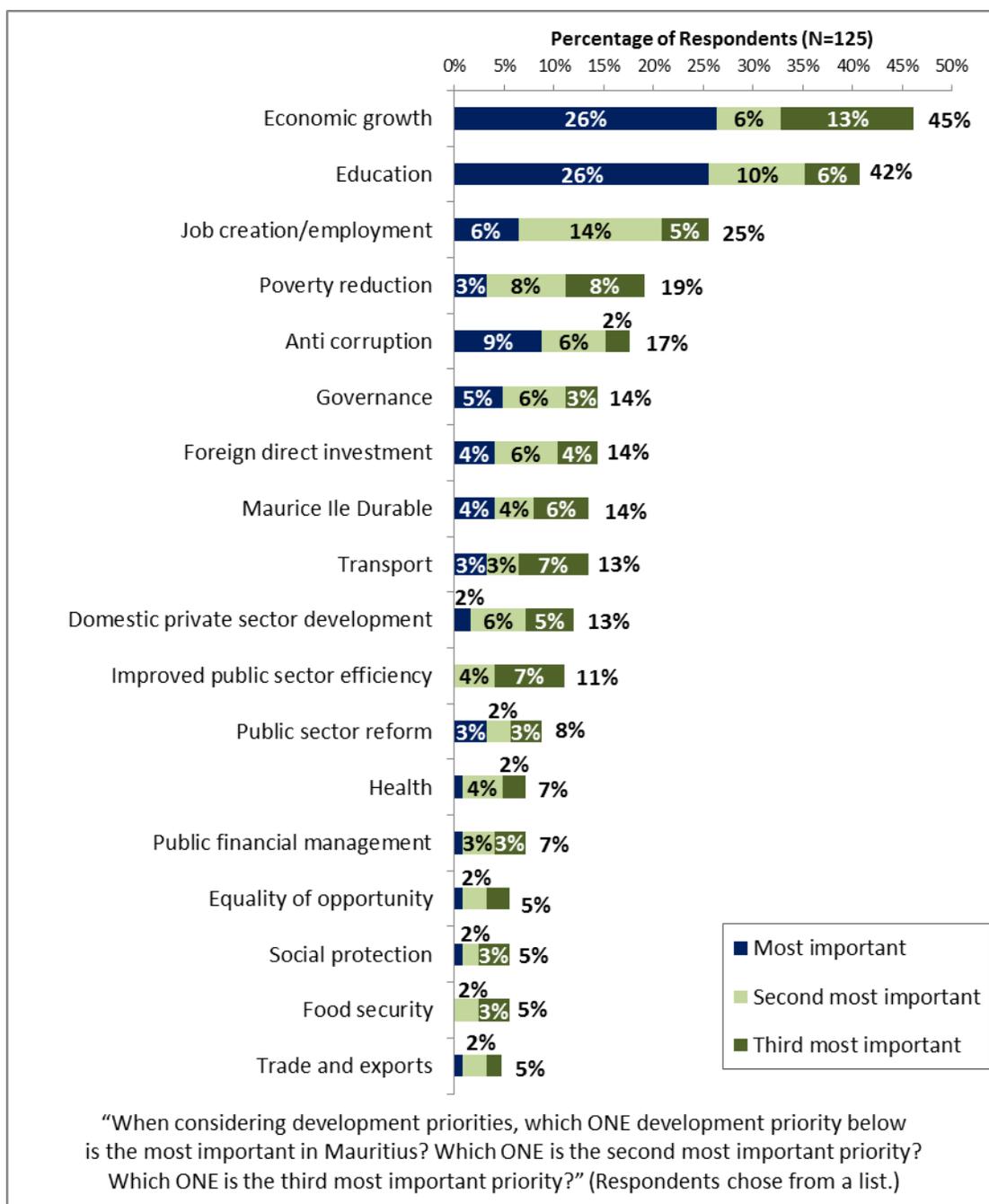
- Compared to respondents from the FY '07 country survey, respondents in this year's country survey were significantly *less* likely to indicate that Mauritius was headed in the right or wrong direction, but were instead more likely to indicate that they were not sure.
- The majority of respondents from most stakeholder groups indicated that Mauritius was headed in the right direction, except respondents from the media who were more likely to say that Mauritius was headed in the wrong direction and respondents from bilateral or multilateral agencies who were more likely to say that they were not sure.



## IV. General Issues facing Mauritius (continued)

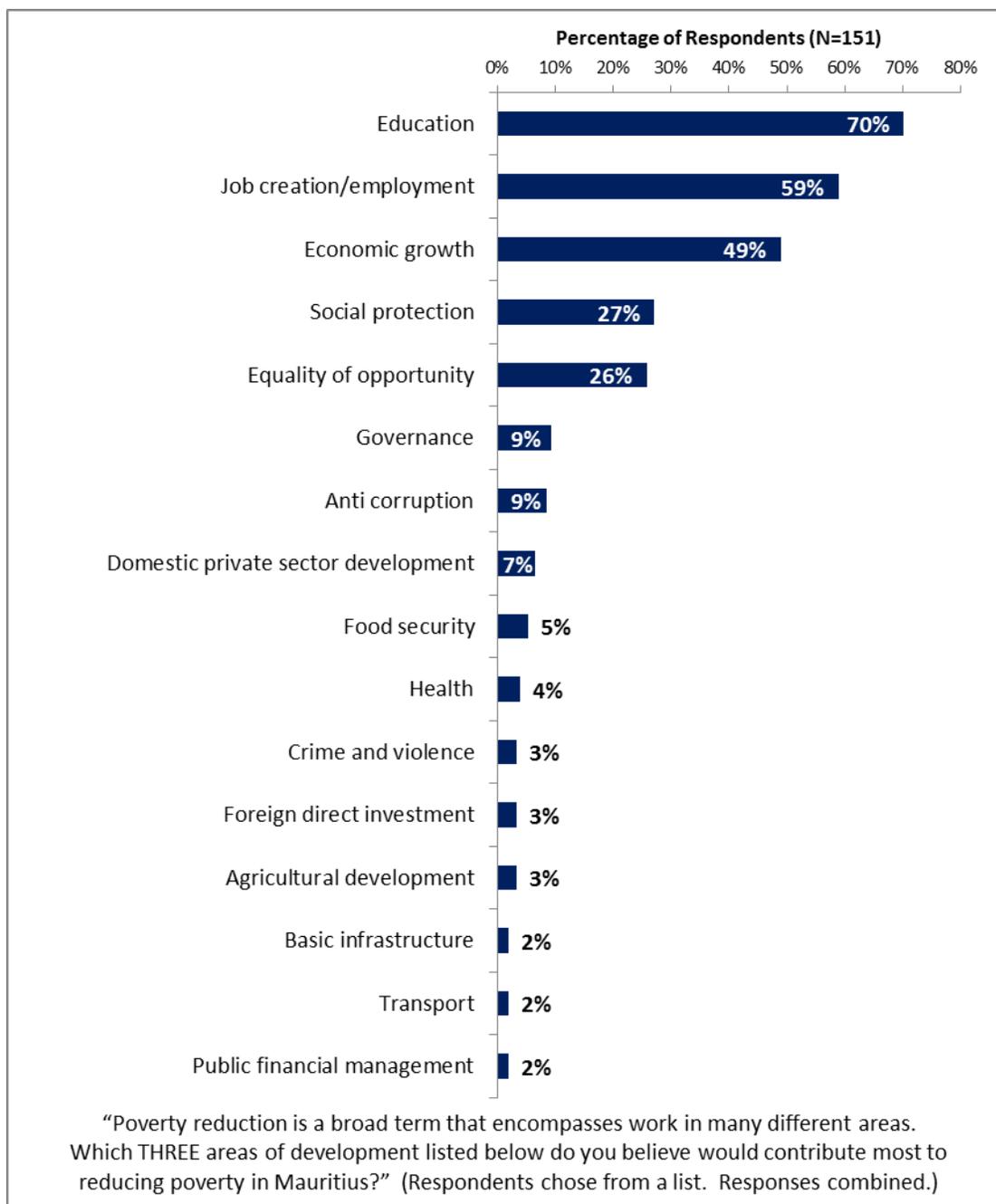
### Development Priorities

- Respondents in the FY '07 country survey indicated that economic growth was the most serious challenge facing Mauritius (58%), followed by government effectiveness/governance (31%) and increasing employment (29%).



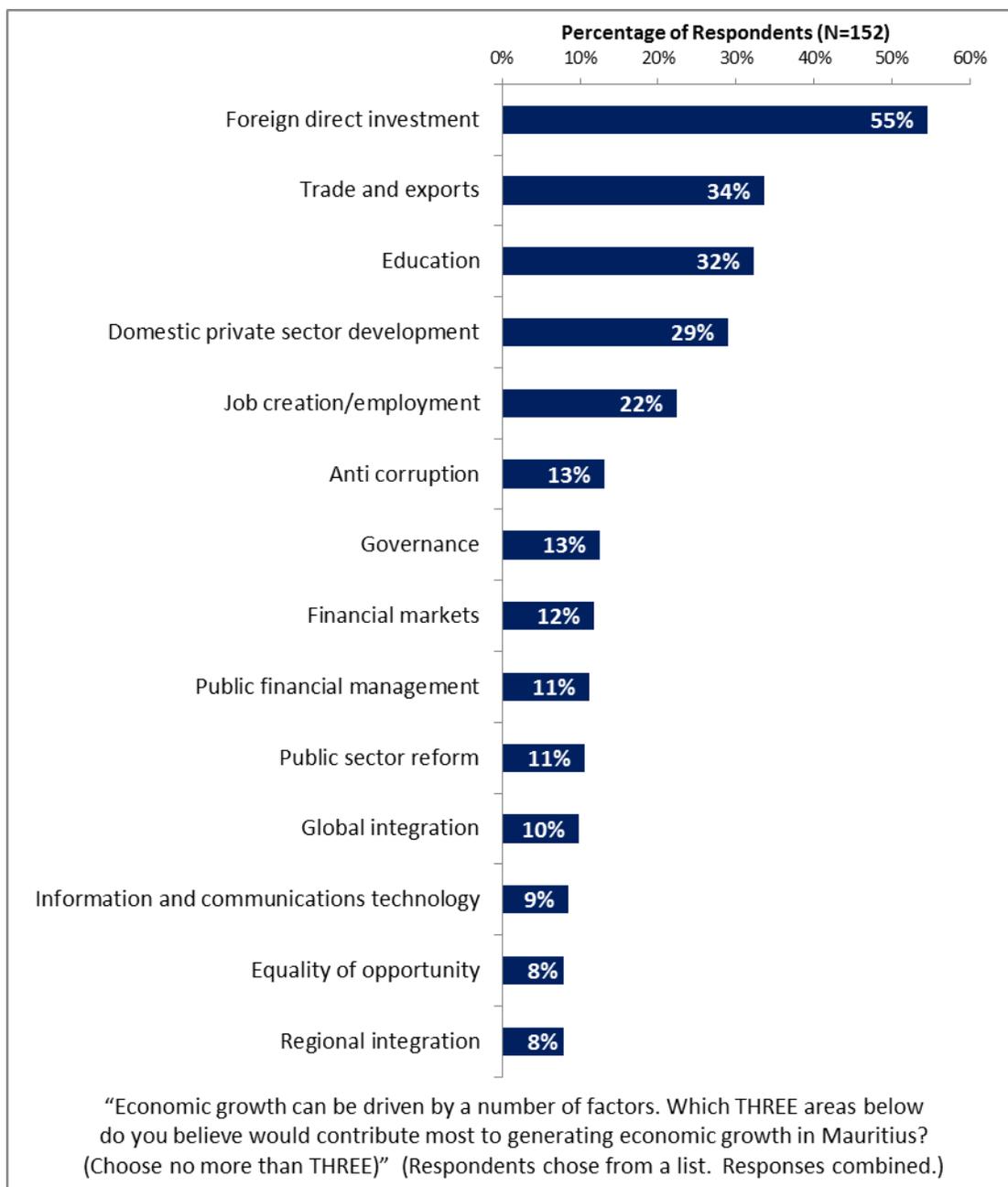
## IV. General Issues facing Mauritius (continued)

### Factors Contributing to Poverty Reduction



## IV. General Issues facing Mauritius (continued)

### Factors Contributing to Economic Growth

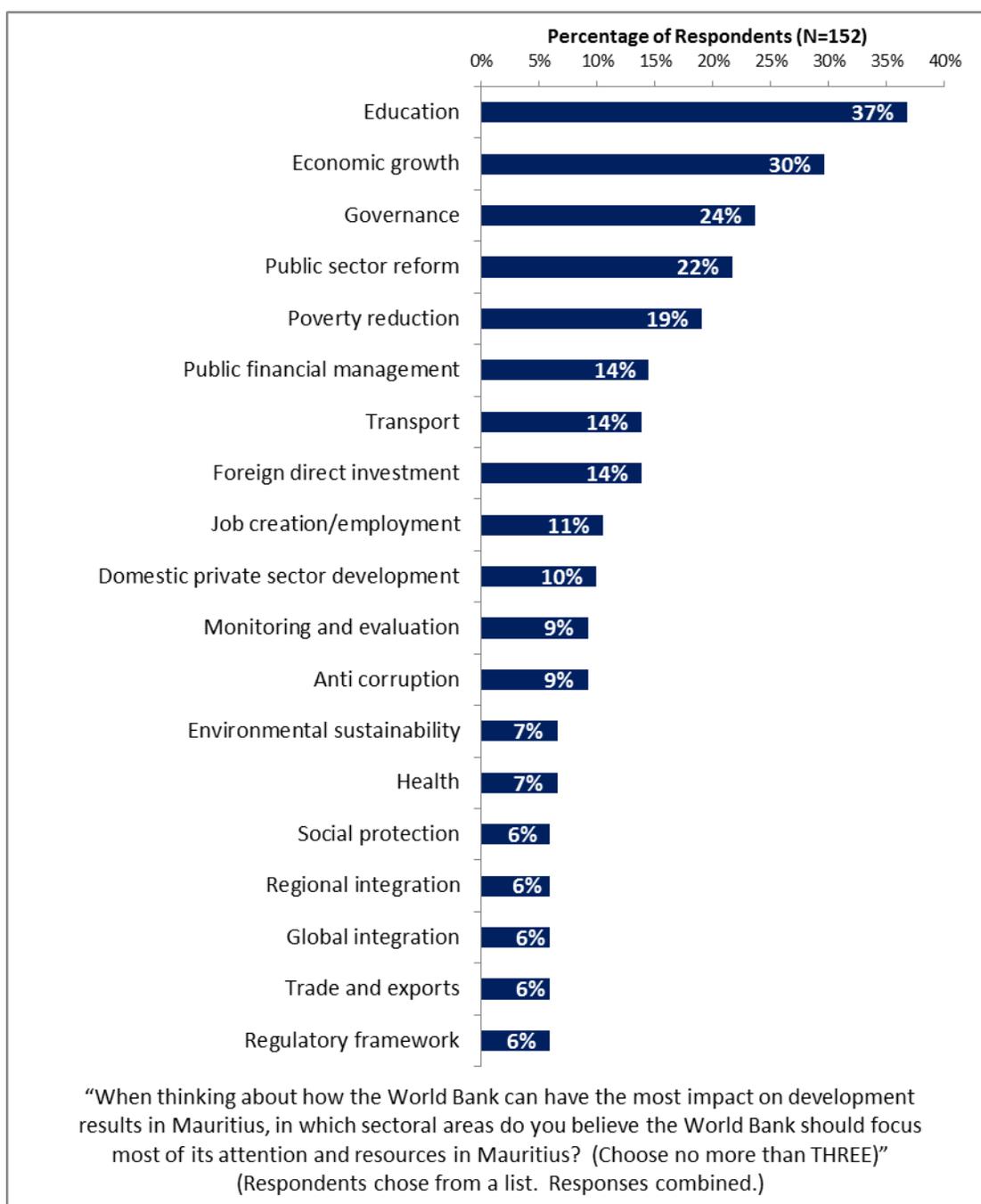


## V. Overall Attitudes toward the World Bank

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### Focusing World Bank Resources

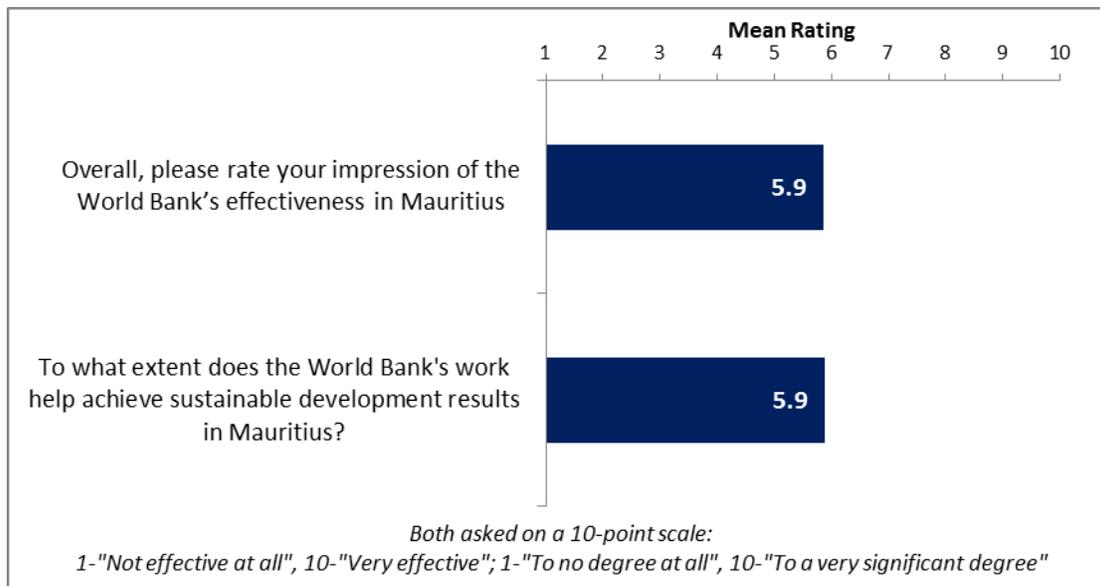
- Respondents in the FY '07 country survey indicated that it would be most productive for the Bank to focus most of its resources on economic growth in Mauritius (54%), followed by government effectiveness/governance (31%), increasing employment (27%), and reducing poverty (25%).



## V. Overall Attitudes toward the World Bank (continued)

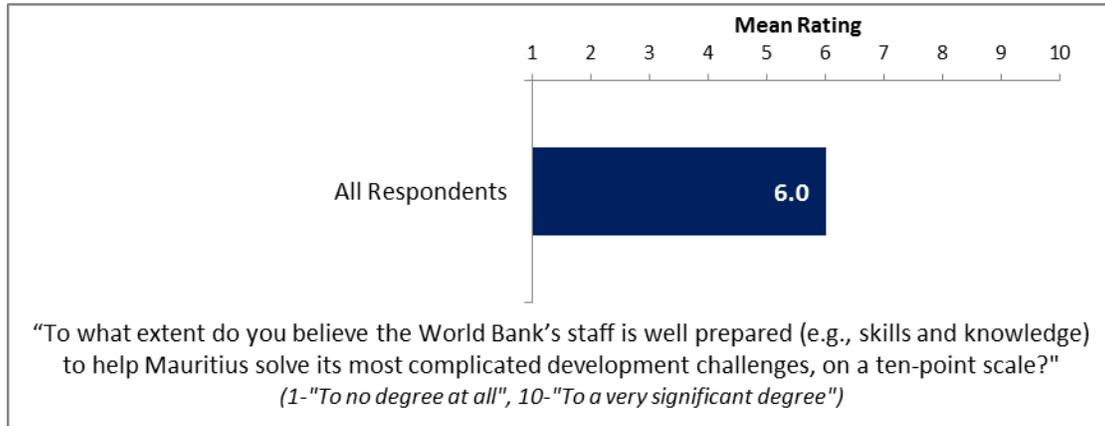
### The World Bank's Overall Effectiveness in Mauritius (*Indicator Question*)

- Across all respondents, ratings of the World Bank's overall effectiveness in Mauritius received a mean rating of 5.9. This is statistically similar to the mean rating of the World Bank's overall effectiveness received in the FY '07 country survey (5.7).
  - Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the Bank's overall effectiveness in Mauritius.
- Ratings of the World Bank's work achieving sustainable development results in Mauritius received a mean rating of 5.9 across all respondents.
  - Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's work achieving sustainable development results in Mauritius.



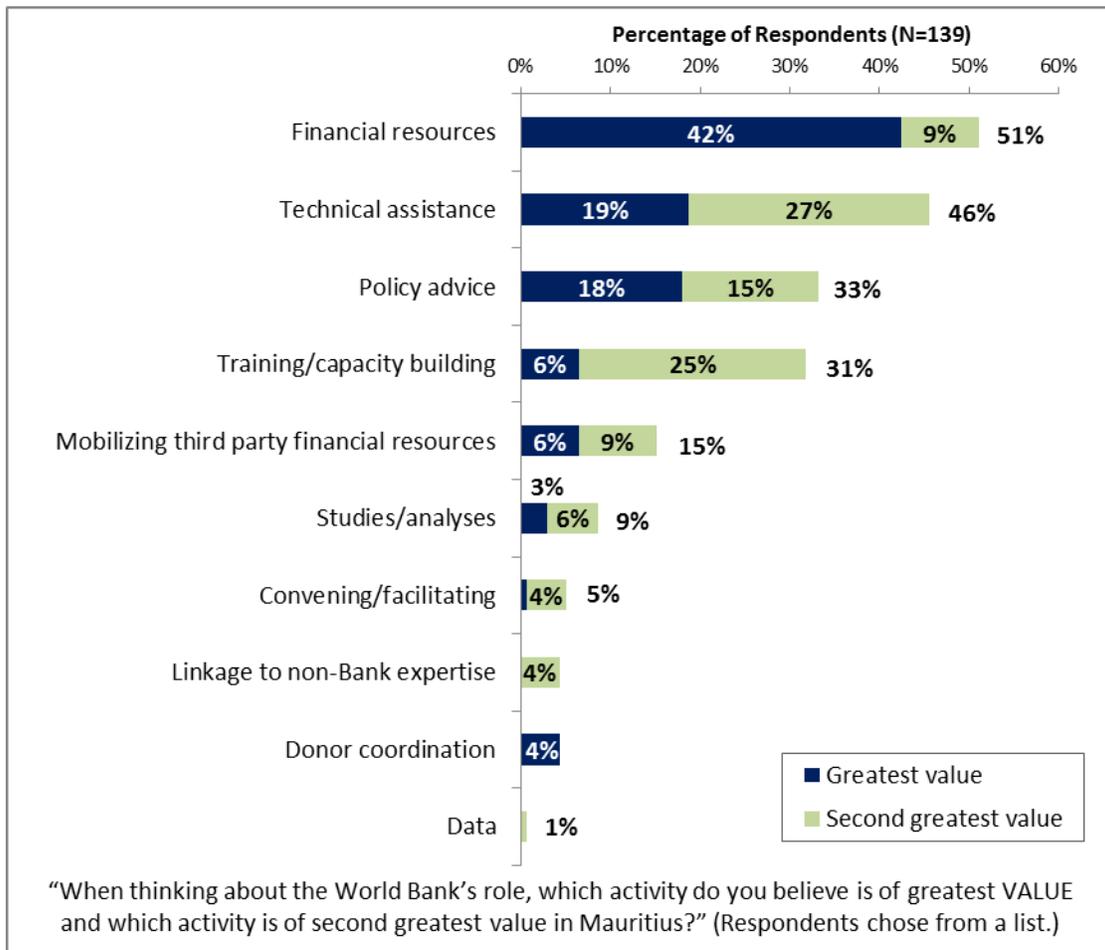
## V. Overall Attitudes toward the World Bank (continued)

### Bank Staff are Well Prepared to Help Mauritius



### The World Bank’s Greatest Value in Mauritius

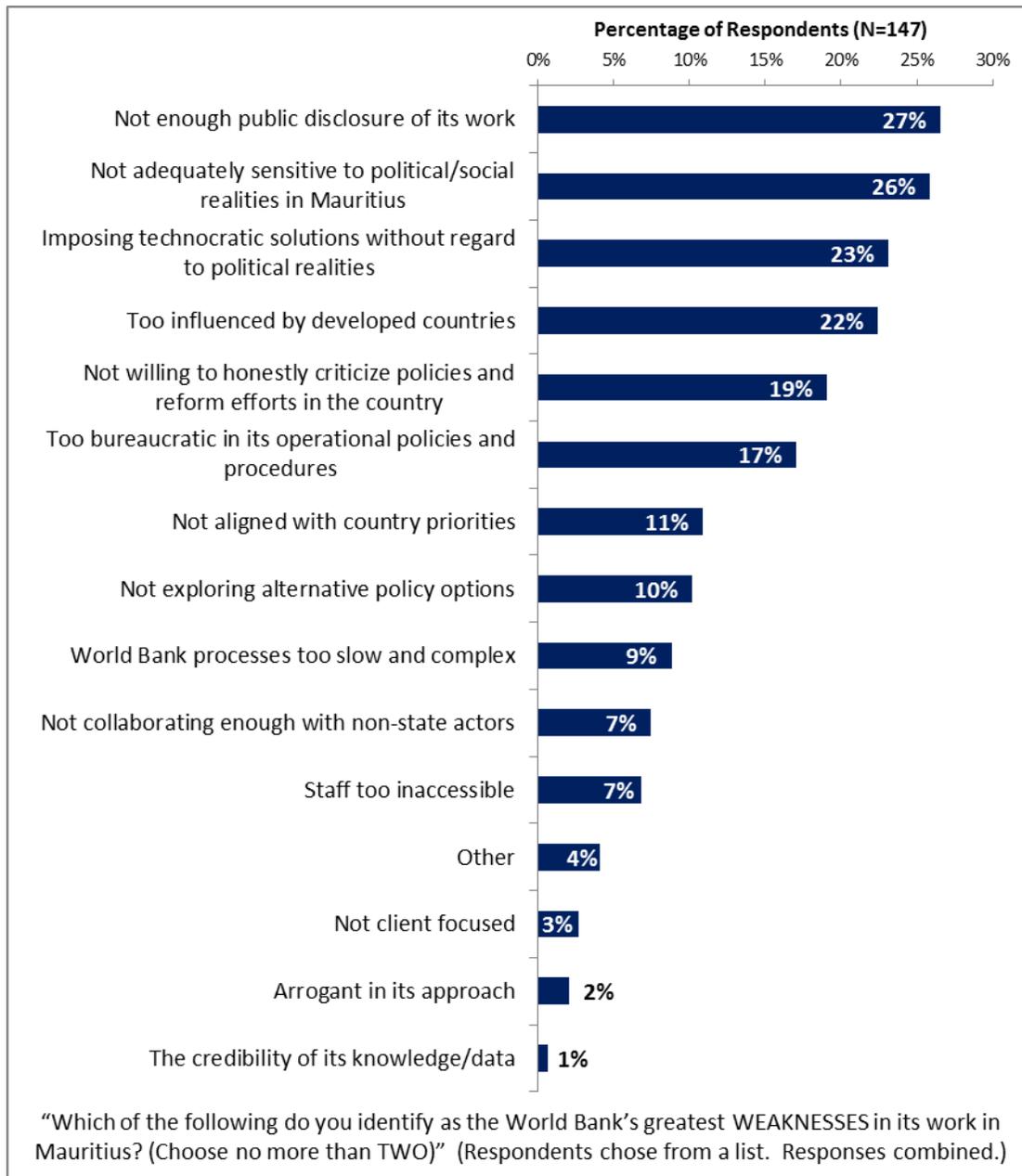
- Respondents in the FY '07 country survey indicated that the Bank’s policy and economic advice was its greatest value to Mauritius (54%), followed by its technical advice (37%), the Bank’s knowledge (33%), and financial resources (28%).



## V. Overall Attitudes toward the World Bank (continued)

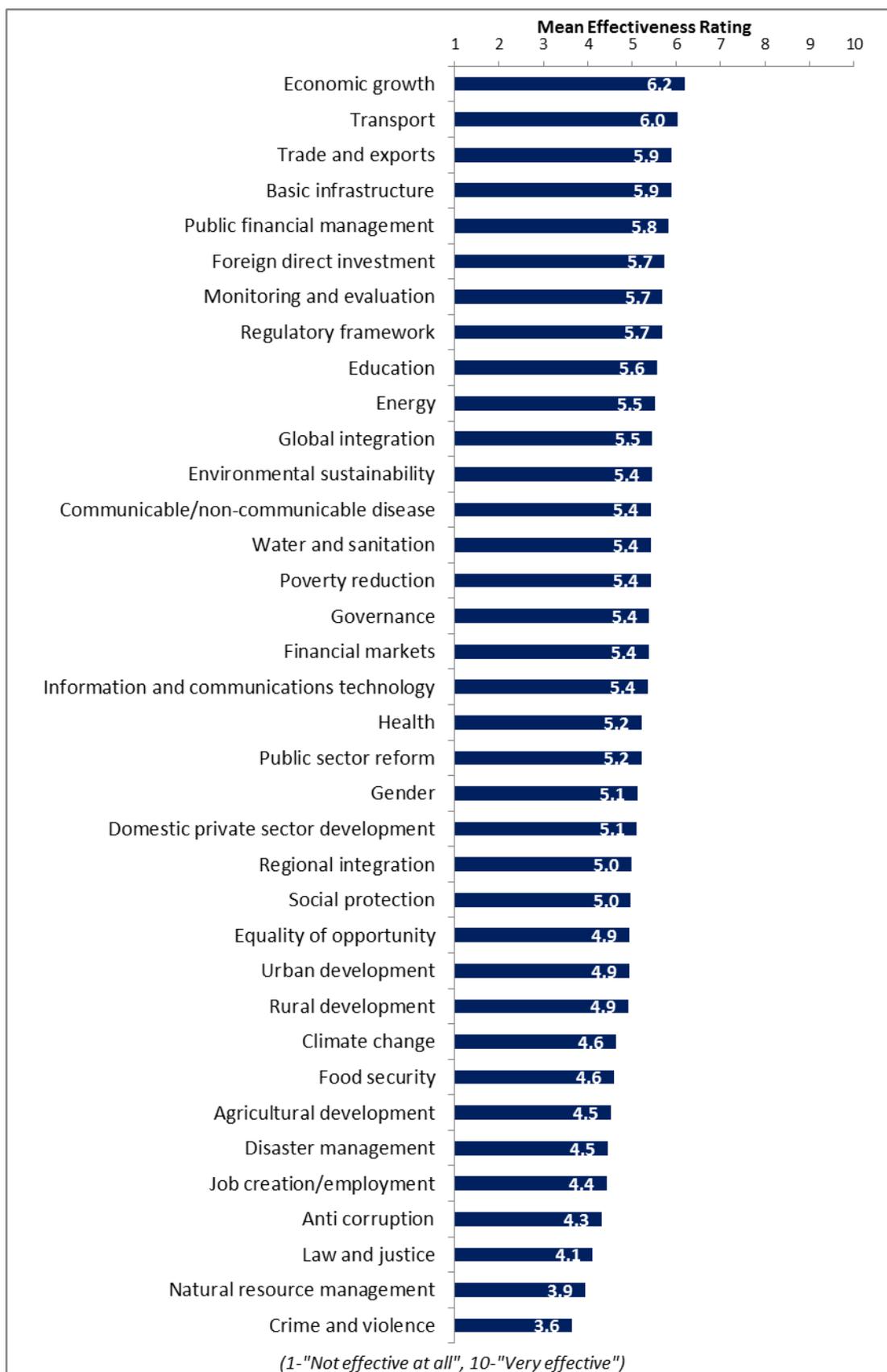
### Greatest Weakness

- Respondents in the FY '07 country survey indicated that the Bank's greatest weakness in its work in Mauritius was imposing technocratic solutions without regard to political realities (41%).



## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

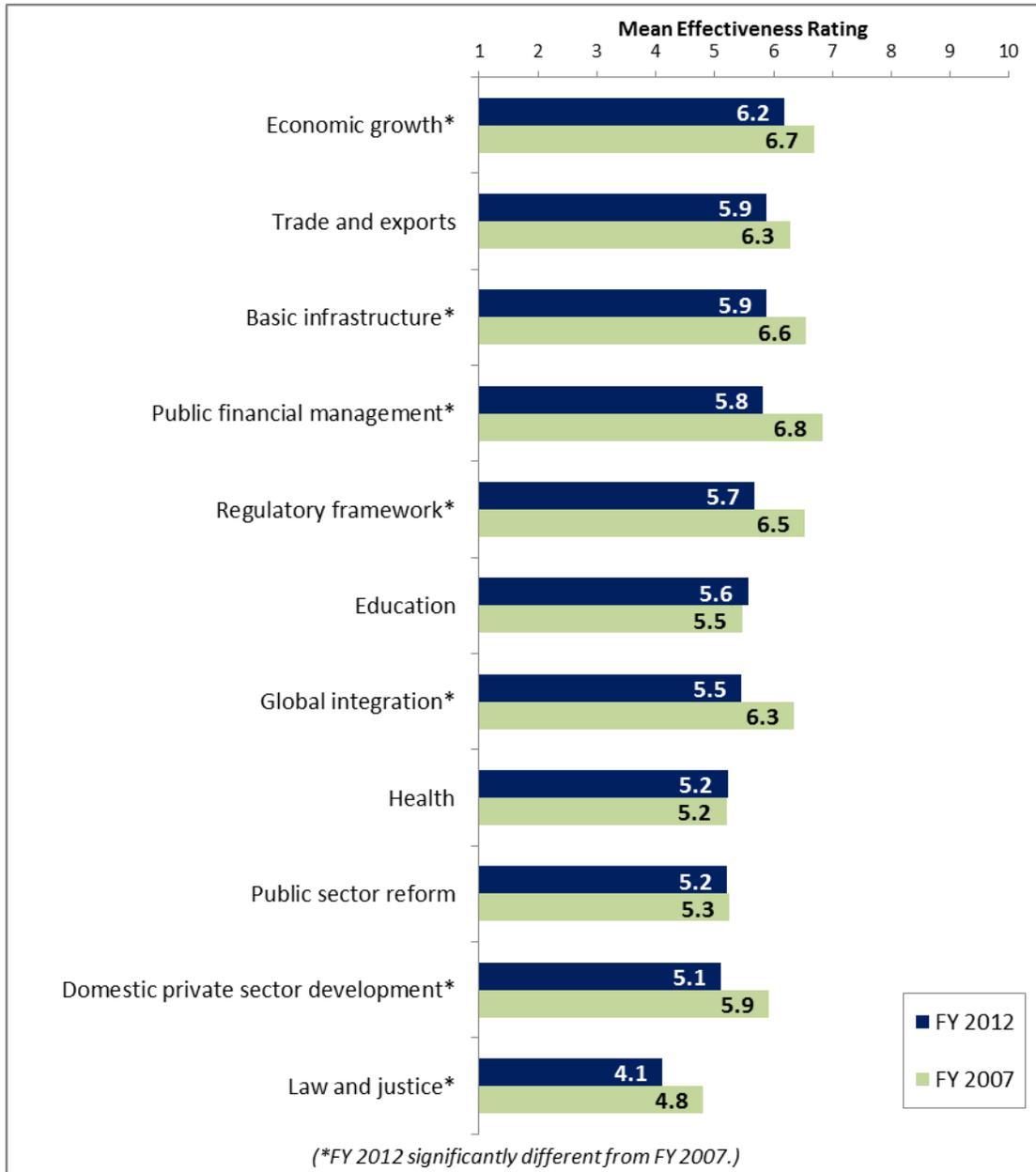
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness in just three of these thirty-six development areas.
  - Employees of ministries and respondents from the private sector/financial sector/private banks and CSOs had the highest ratings for the Bank's effectiveness at food security whereas respondents from bilateral or multilateral agencies and the media had significantly lower ratings for the Bank's effectiveness.
  - Employees of ministries and respondents from the private sector/financial sector/private banks and academia/research institutes had the highest ratings for the Bank's effectiveness at climate change whereas respondents from bilateral or multilateral agencies and the media had significantly lower ratings for the Bank's effectiveness.
  - Employees of ministries and respondents from bilateral or multilateral agencies, independent government institutions, and academia/research institutes had the highest ratings for the Bank's effectiveness at public sector reform whereas respondents from the media had significantly lower ratings for the Bank's effectiveness.

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey had significantly lower ratings for the Bank's effectiveness at economic growth, basic infrastructure, public financial management, regulatory framework, global integration, domestic private sector development, and law and justice compared to respondents from the FY '07 country survey.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

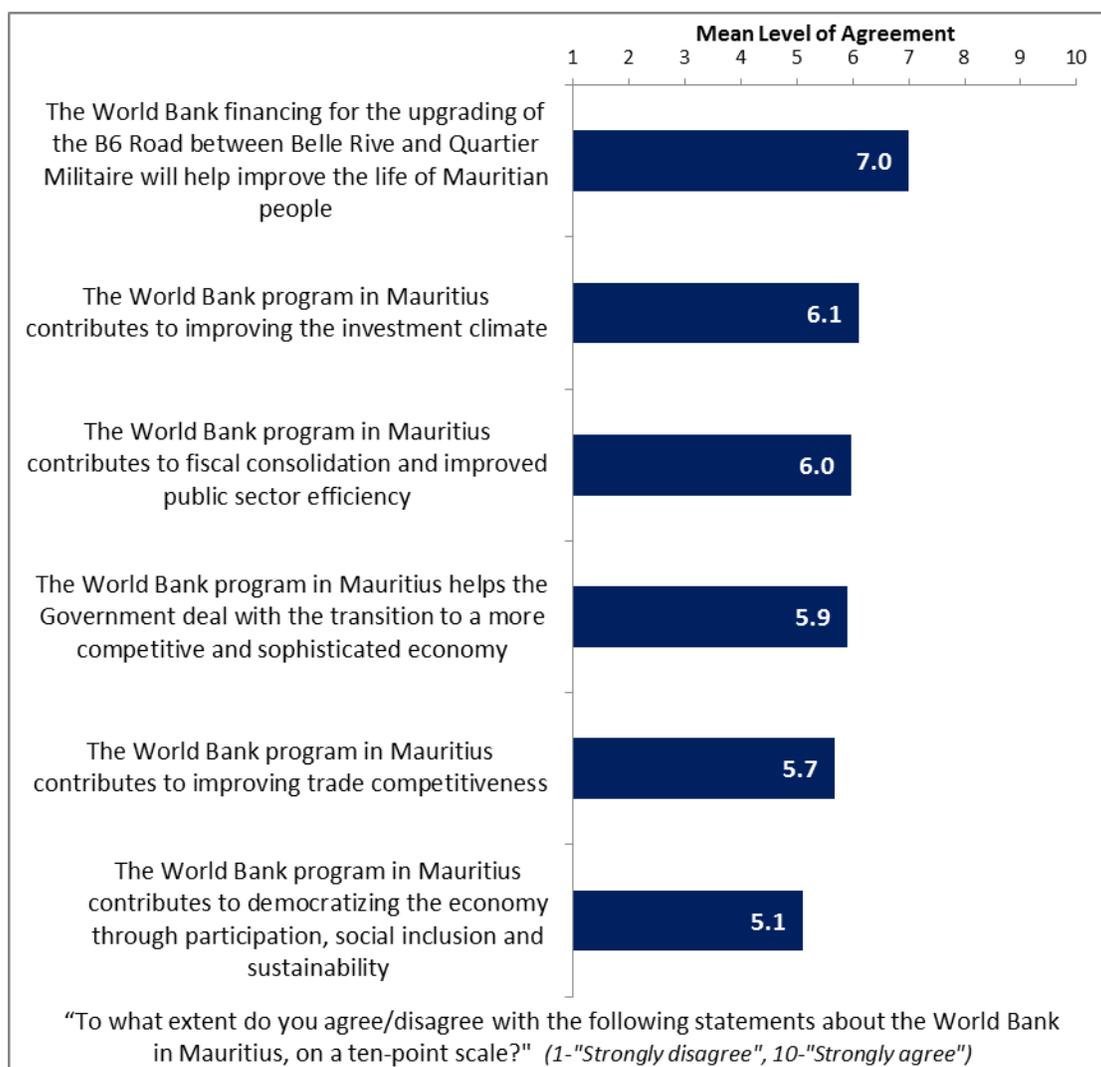
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in Mauritius, bivariate correlational analyses were conducted using respondents' ratings of the thirty-six specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve sustainable development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve sustainable development results.

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Mauritius. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at education;
  - The Bank's effectiveness at disaster management;
  - The Bank's effectiveness at equality of opportunity; and
  - The Bank's effectiveness at financial markets.
  - For comparison, the areas determined to be key drivers in the FY '07 country survey were:
    - The Bank's effectiveness in helping to bring about economic growth;
    - The Bank's effectiveness in encouraging greater transparency in governance;
    - The Bank's effectiveness in helping the government stay on track with its macro-economic program; and
    - The Bank's effectiveness in helping to strengthen the regulatory framework.
- **Achieving Sustainable Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in Mauritius, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at equality of opportunity; and
  - The Bank's effectiveness at economic growth.

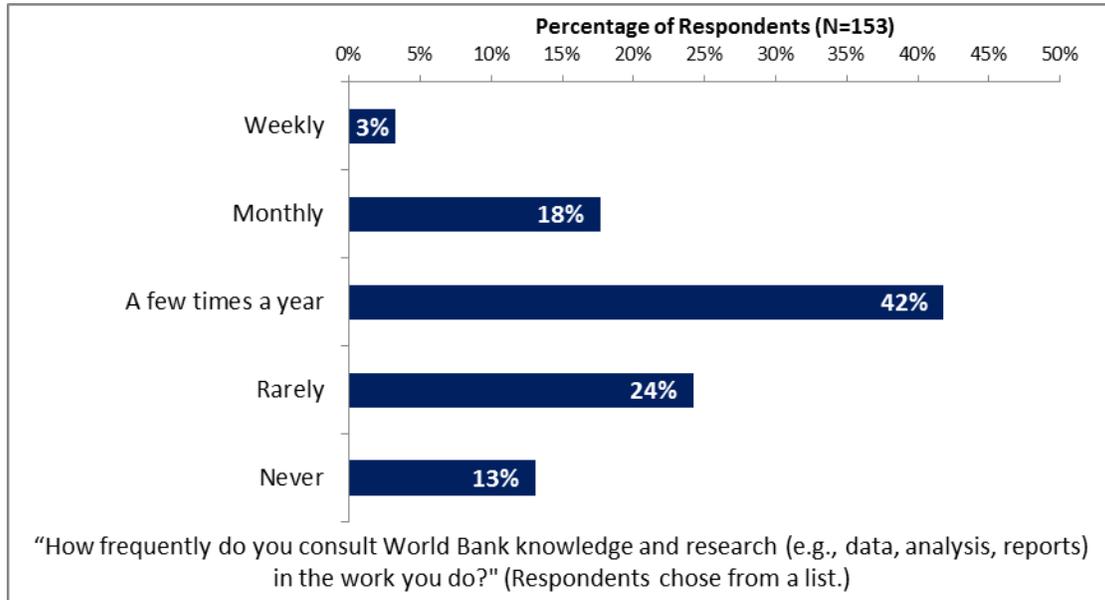
## VI. Sectoral Effectiveness (continued)

### Contribution of World Bank Programs & Financing



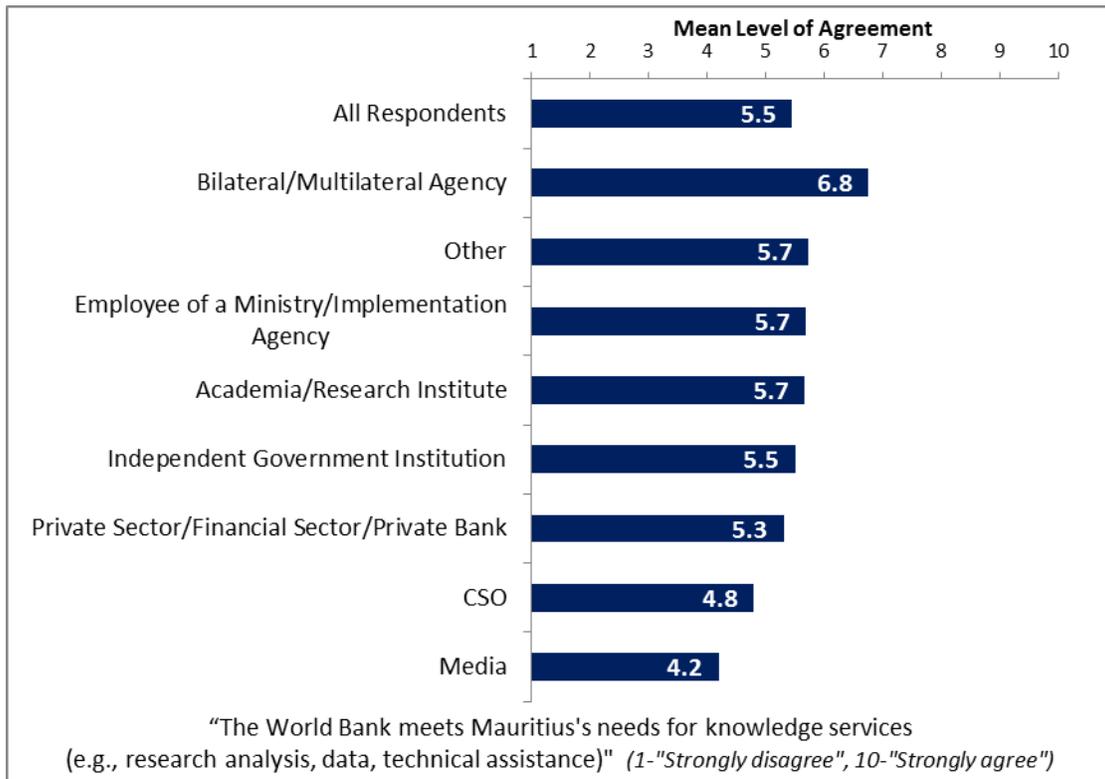
## VII. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use



### Knowledge: Meeting Mauritius’s Knowledge Needs (Indicator Question)

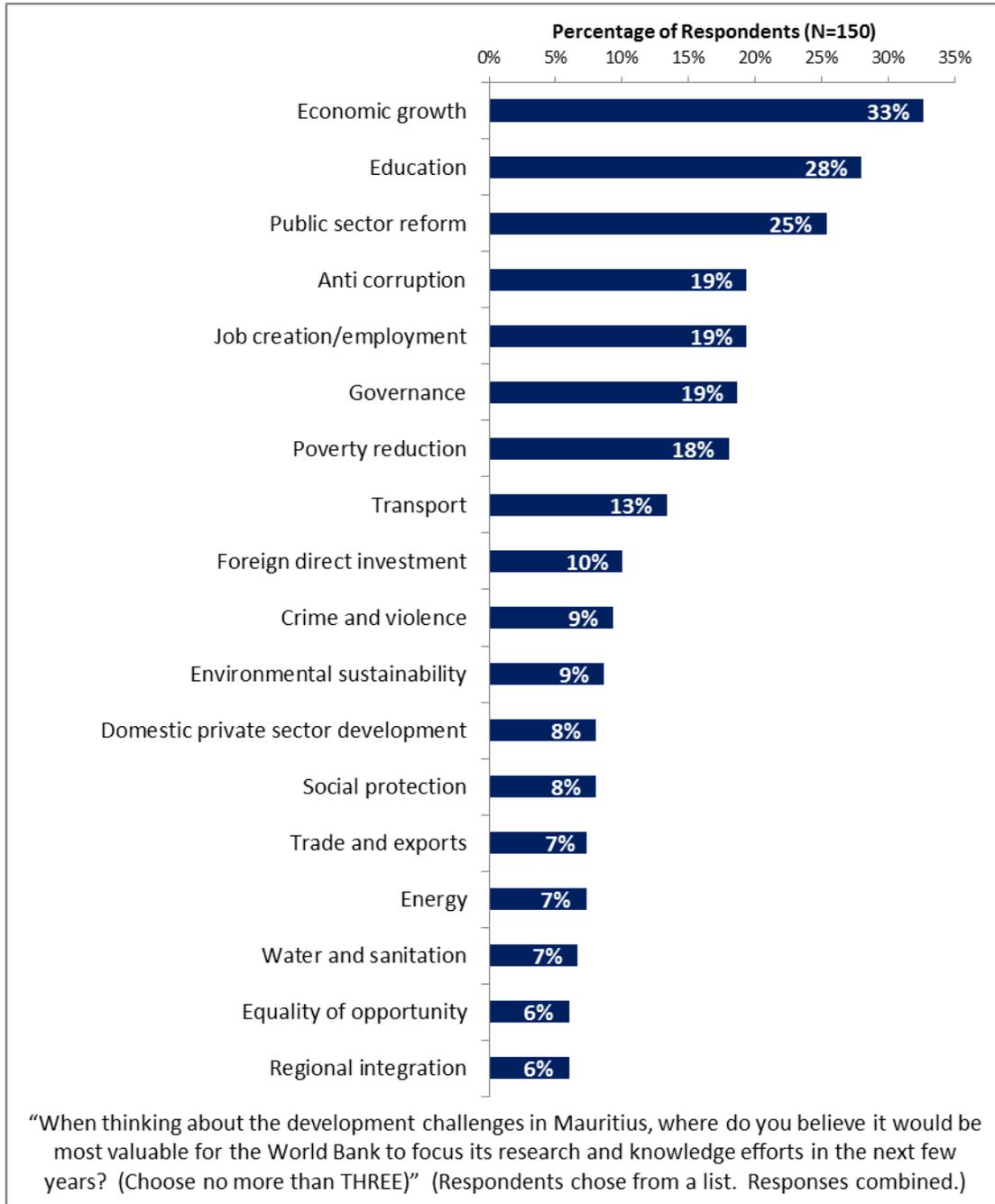
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Mauritius’s knowledge service needs.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

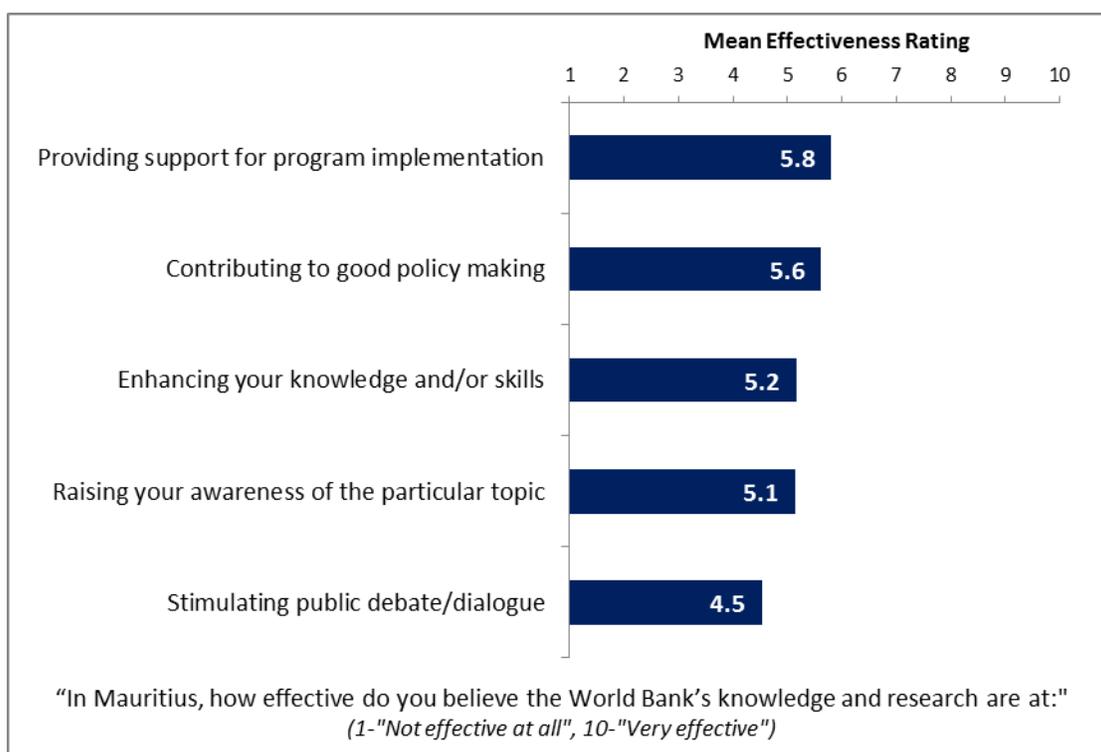
- Respondents in the FY '07 country survey indicated that it would be most valuable for the Bank to focus most of its research efforts on an enhanced business environment for private sector development (31%), education (25%), transport (24%), and public sector performance (22%) in Mauritius.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

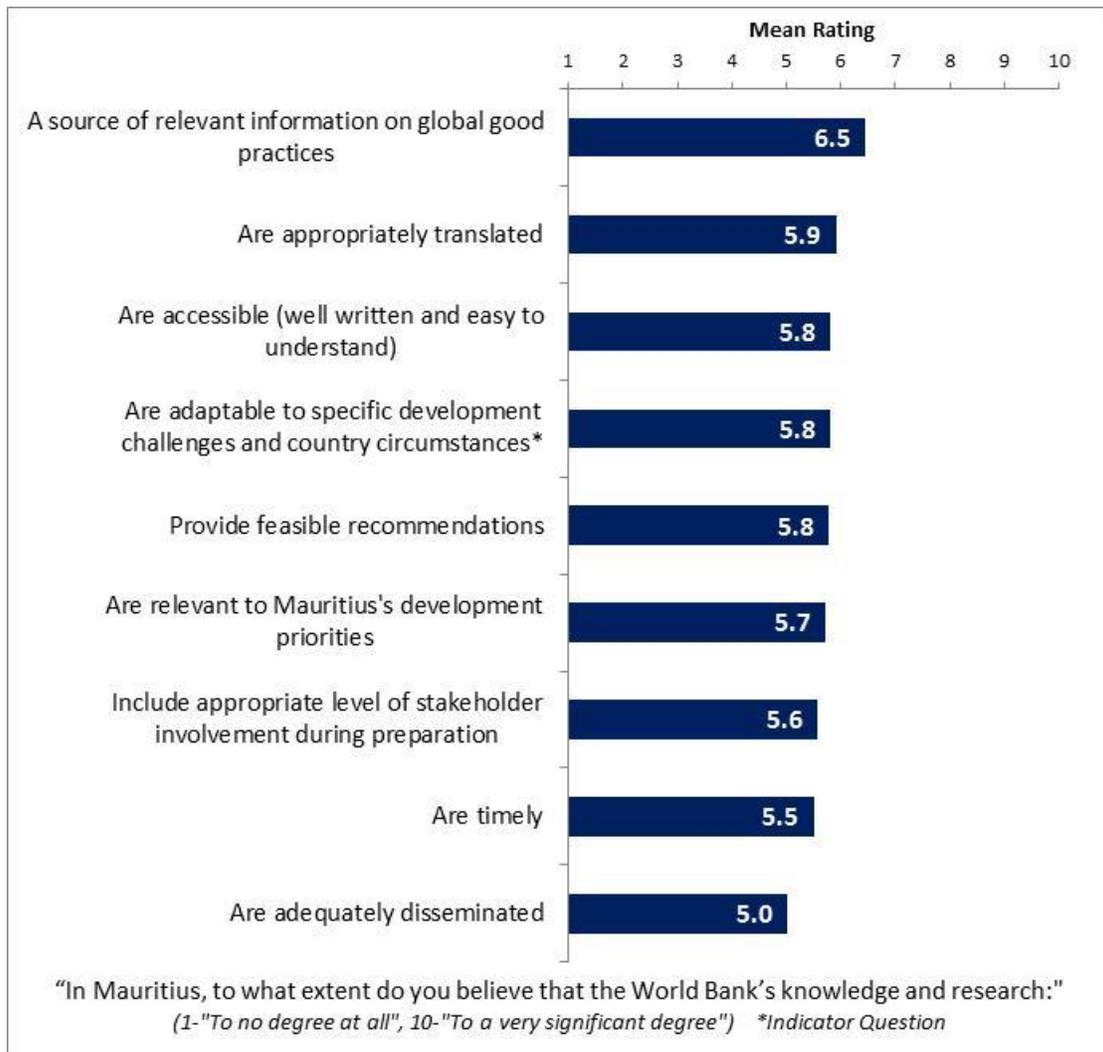
- Respondents from academia/research institutes had the highest ratings for the Bank's knowledge and research raising awareness of particular topics and stimulating public debate/dialogue whereas respondents from CSOs had significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

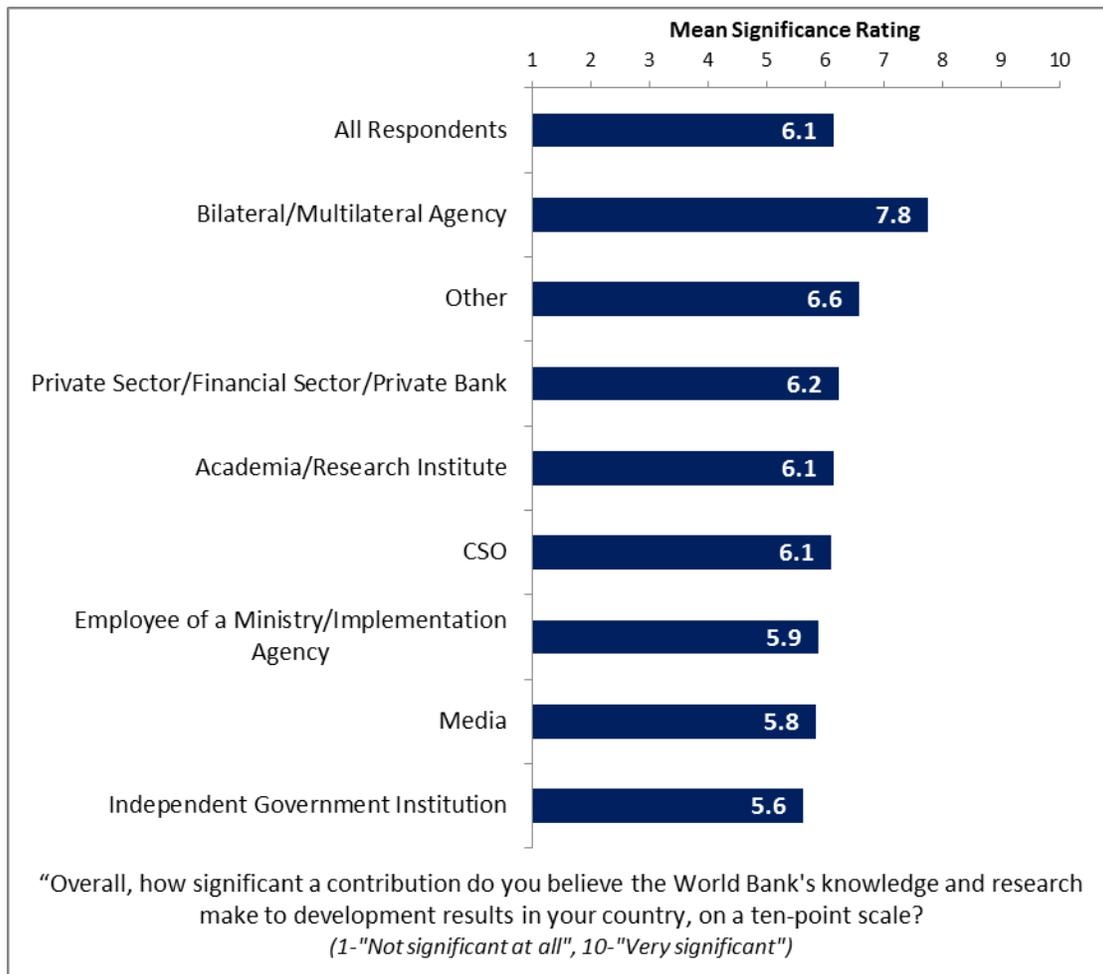
- Respondents in this year's country survey had statistically similar ratings for the extent to which the Bank's knowledge and research are adaptable to Mauritius's specific development challenges and country circumstances compared to respondents from the FY '07 country survey (5.6).



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

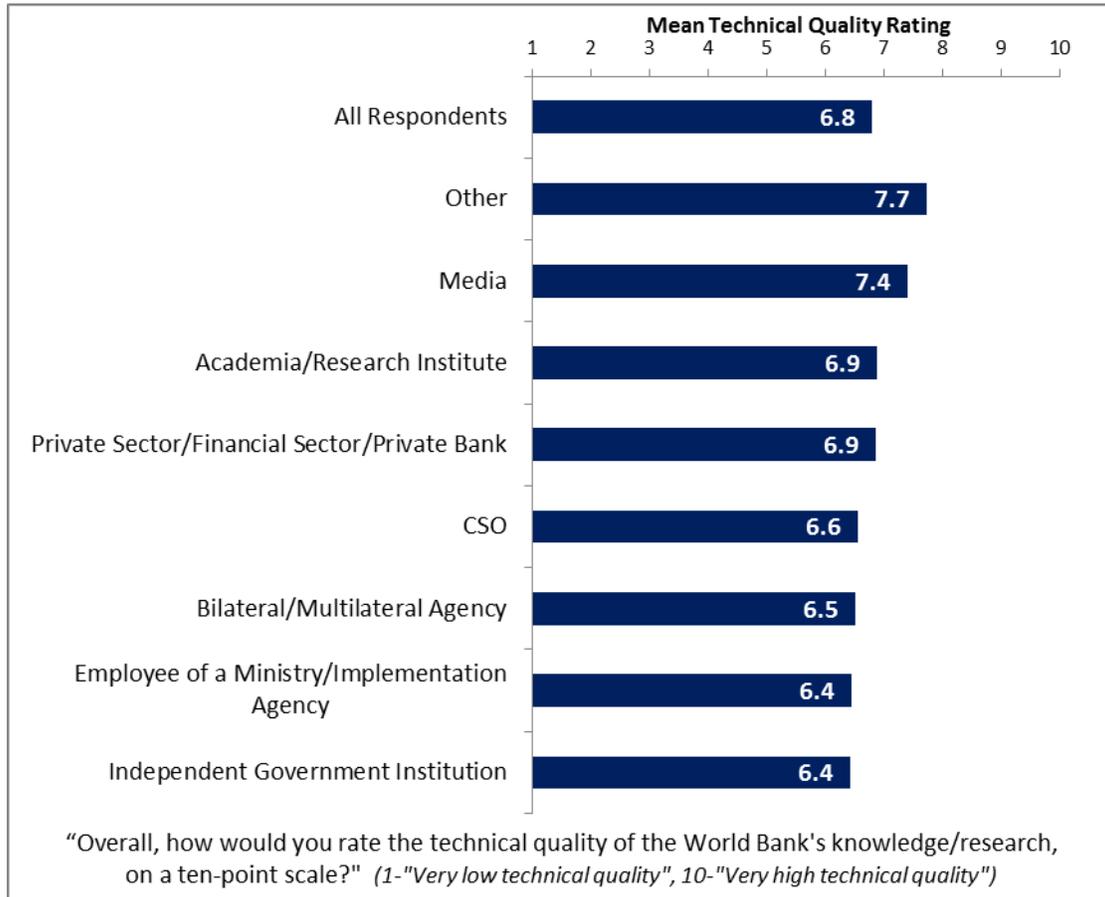
- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Mauritius.



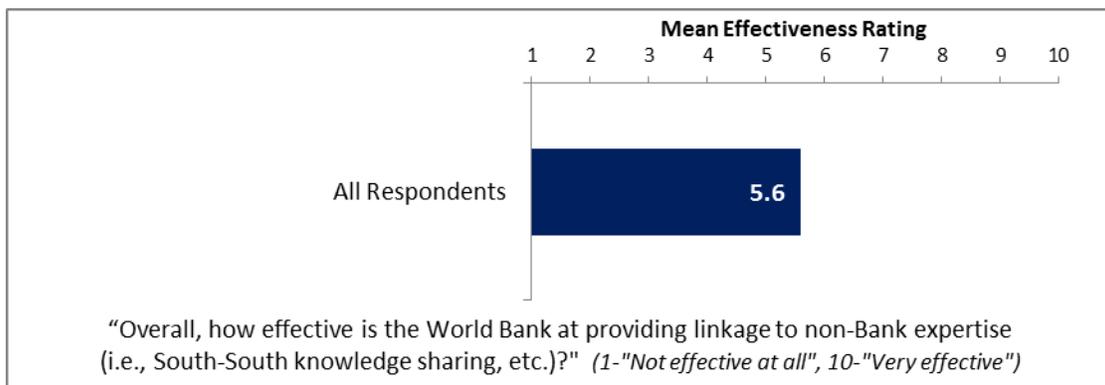
## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the technical quality of the World Bank’s knowledge and research.

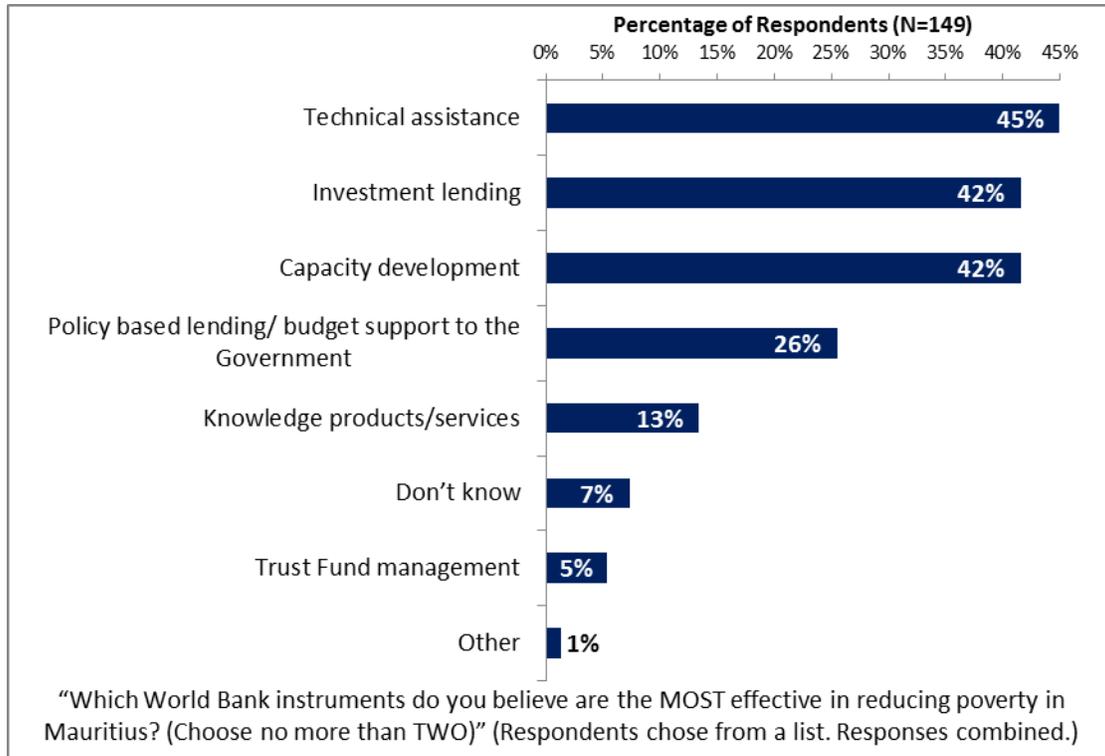


### Knowledge: Providing Linkage to Non-Bank Expertise

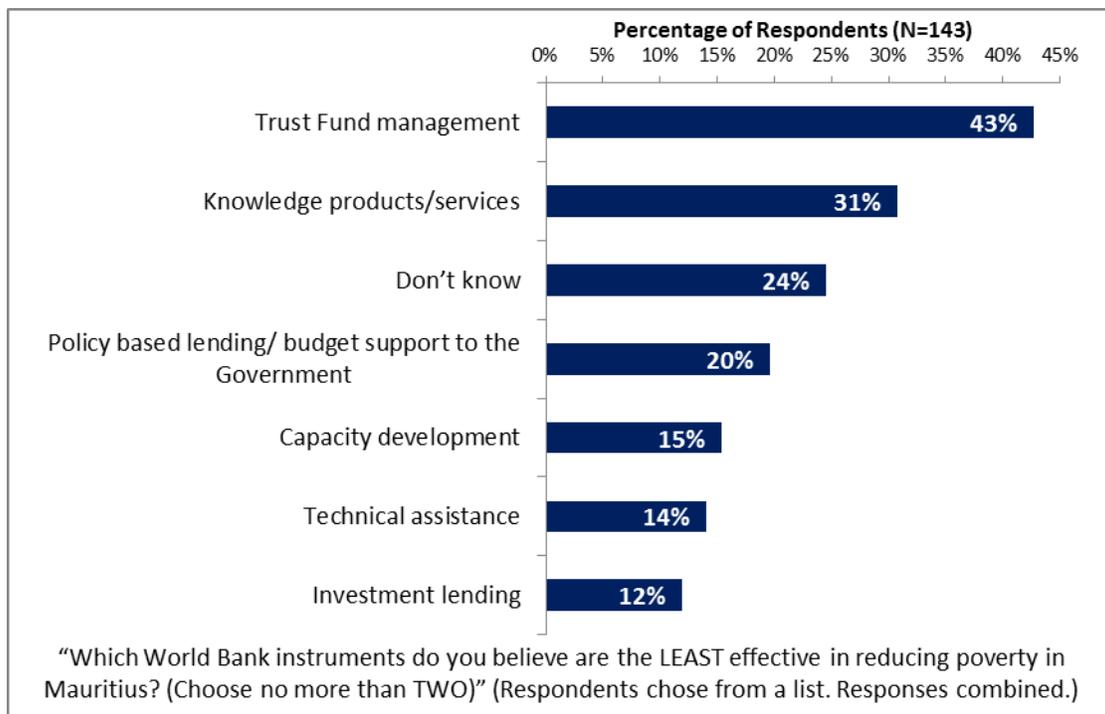


## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



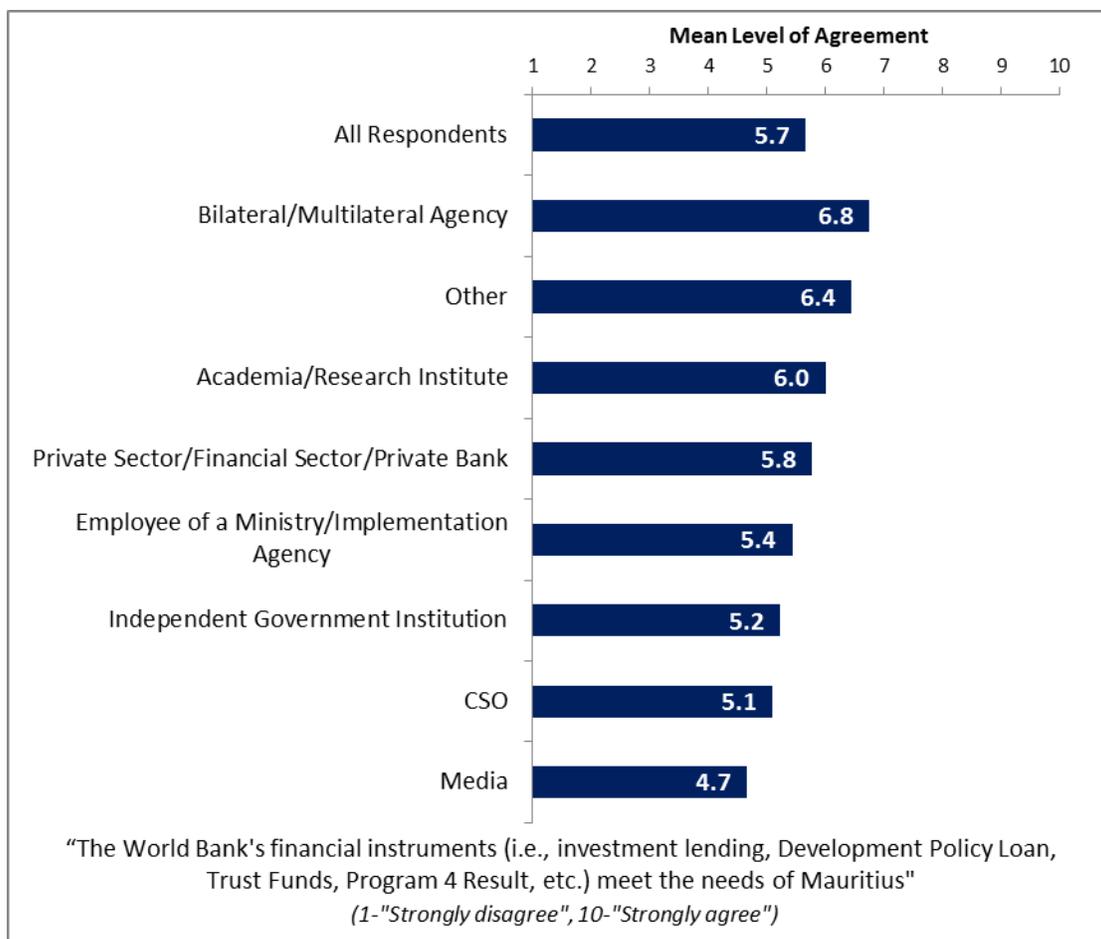
### Instruments: Least Effective



## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Mauritius's Needs (*Indicator Question*)

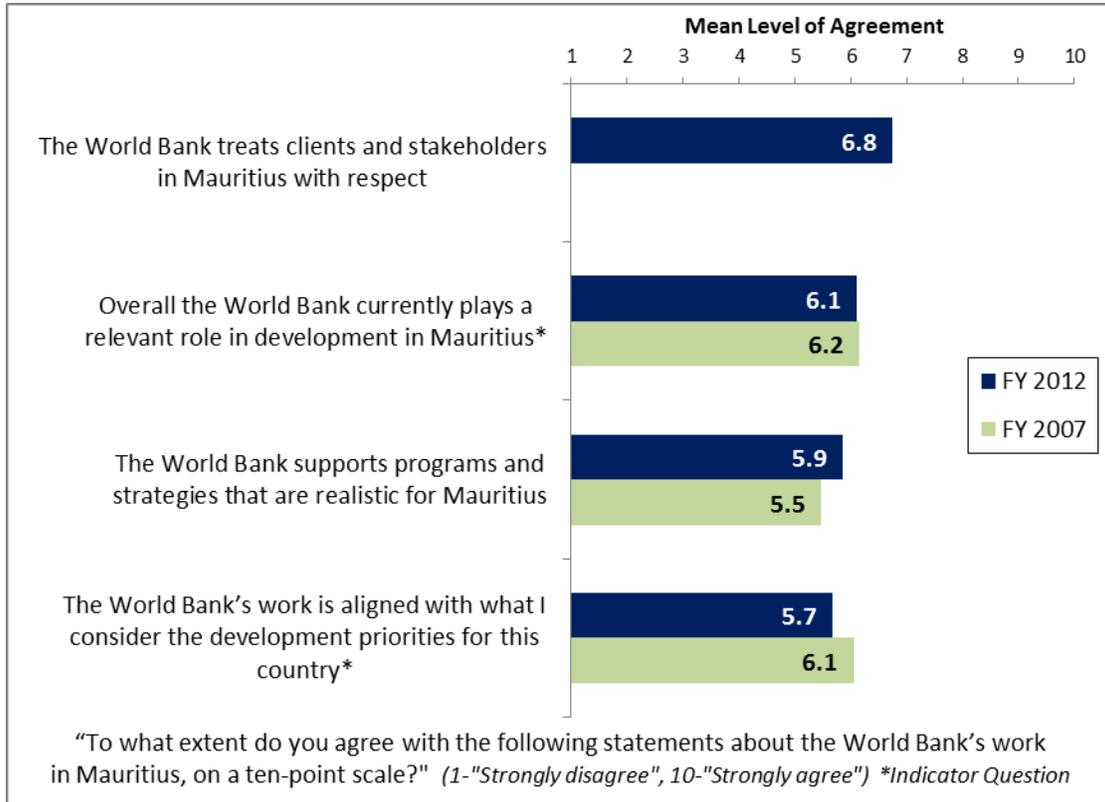
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank's financial instruments meet the needs of Mauritius.



## VIII. How the World Bank Operates

### The World Bank’s Work in Mauritius

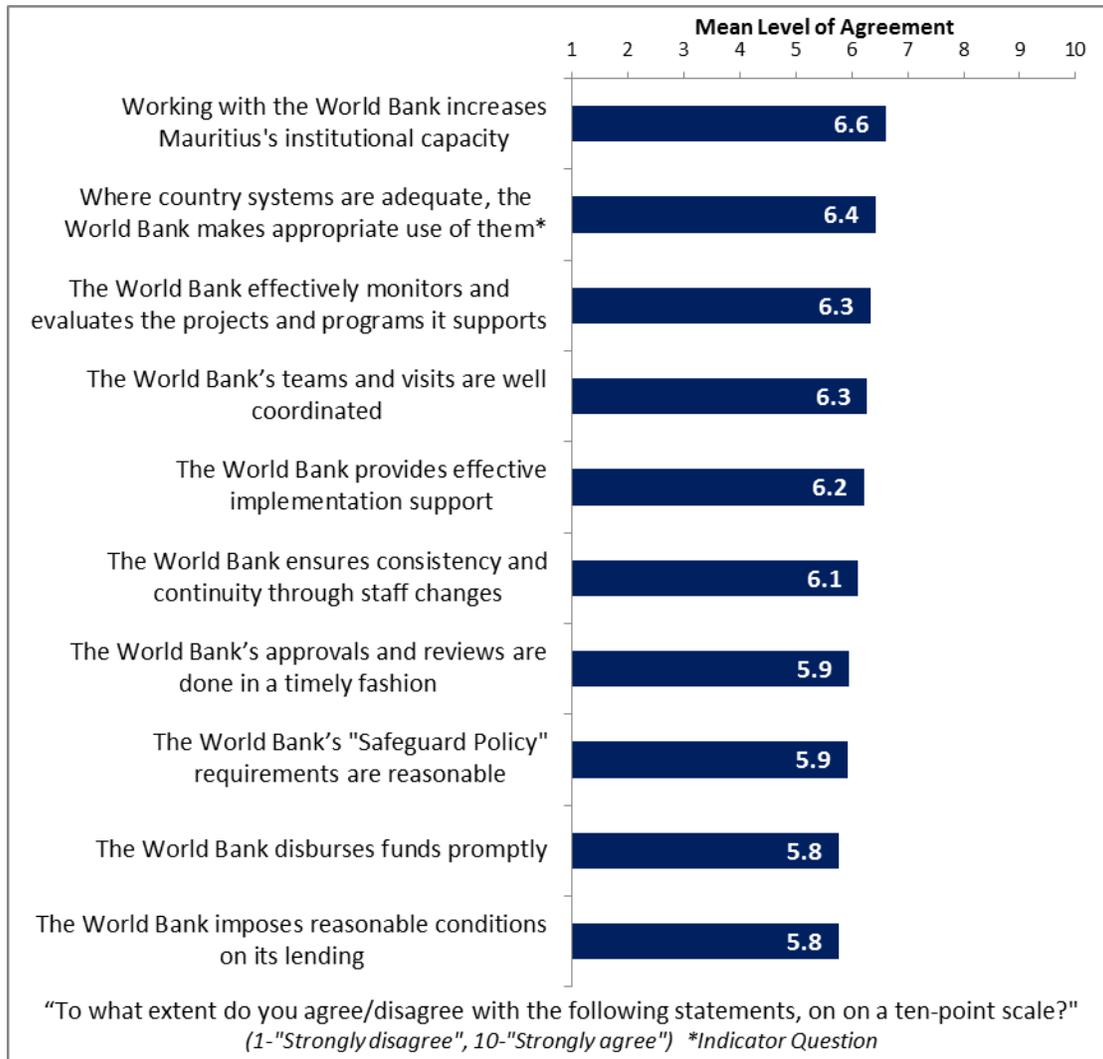
- Respondents in this year’s country survey had statistically similar levels of agreement regarding these aspects of the Bank’s work in Mauritius compared to respondents from the FY ’07 country survey.



## VIII. How the World Bank Operates (continued)

### Overall Perceptions

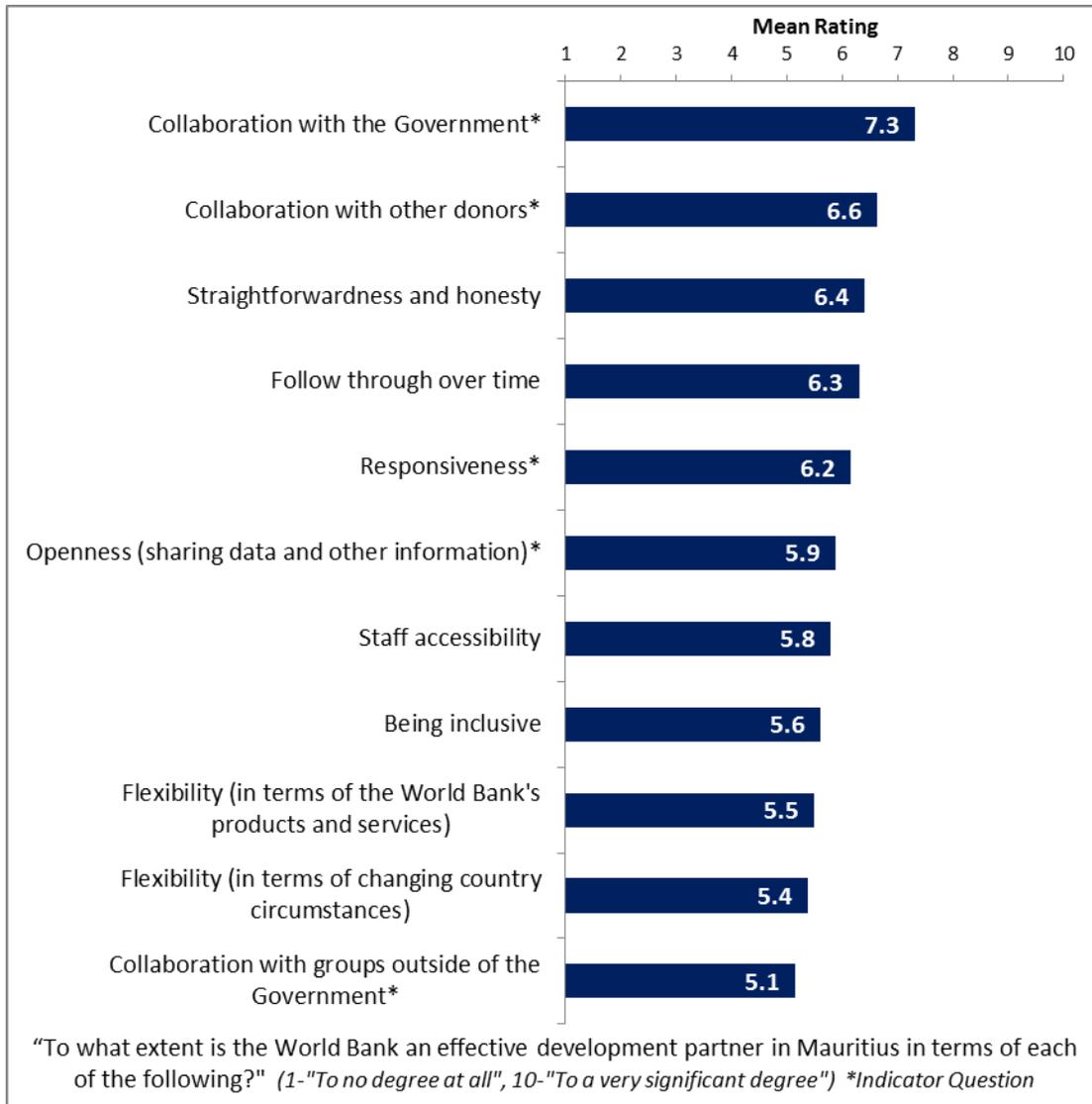
- Respondents in this year's country survey had significantly higher levels of agreement that the Bank imposes reasonable conditions on its lending compared to respondents from the FY '07 country survey (5.0).



## VIII. How the World Bank Operates (continued)

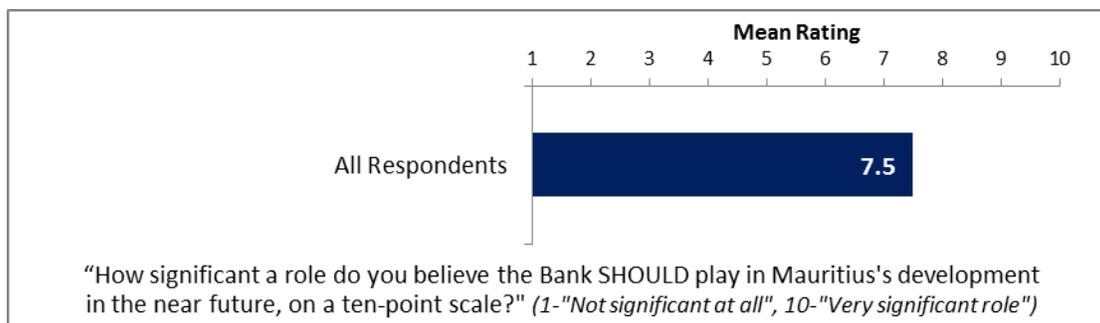
### The World Bank as an Effective Development Partner

- Respondents in this year's country survey had statistically similar ratings for the extent to which the Bank is effective development partner in terms of its flexibility (in terms of changing country circumstances) and collaboration with other donors compared to respondents from the FY '07 country survey (5.7 and 6.4, respectively).

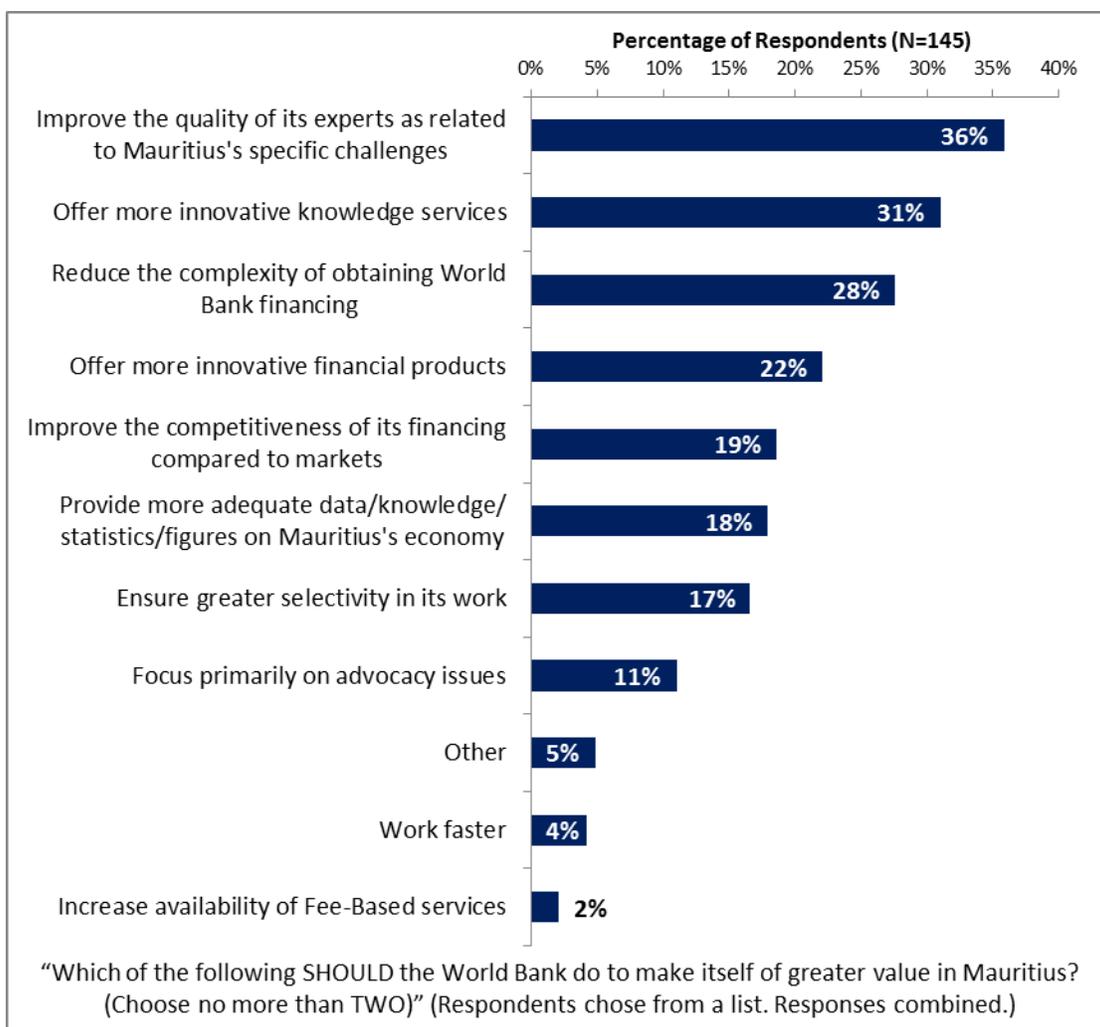


## IX. The Future Role of the World Bank in Mauritius

### Role Significance

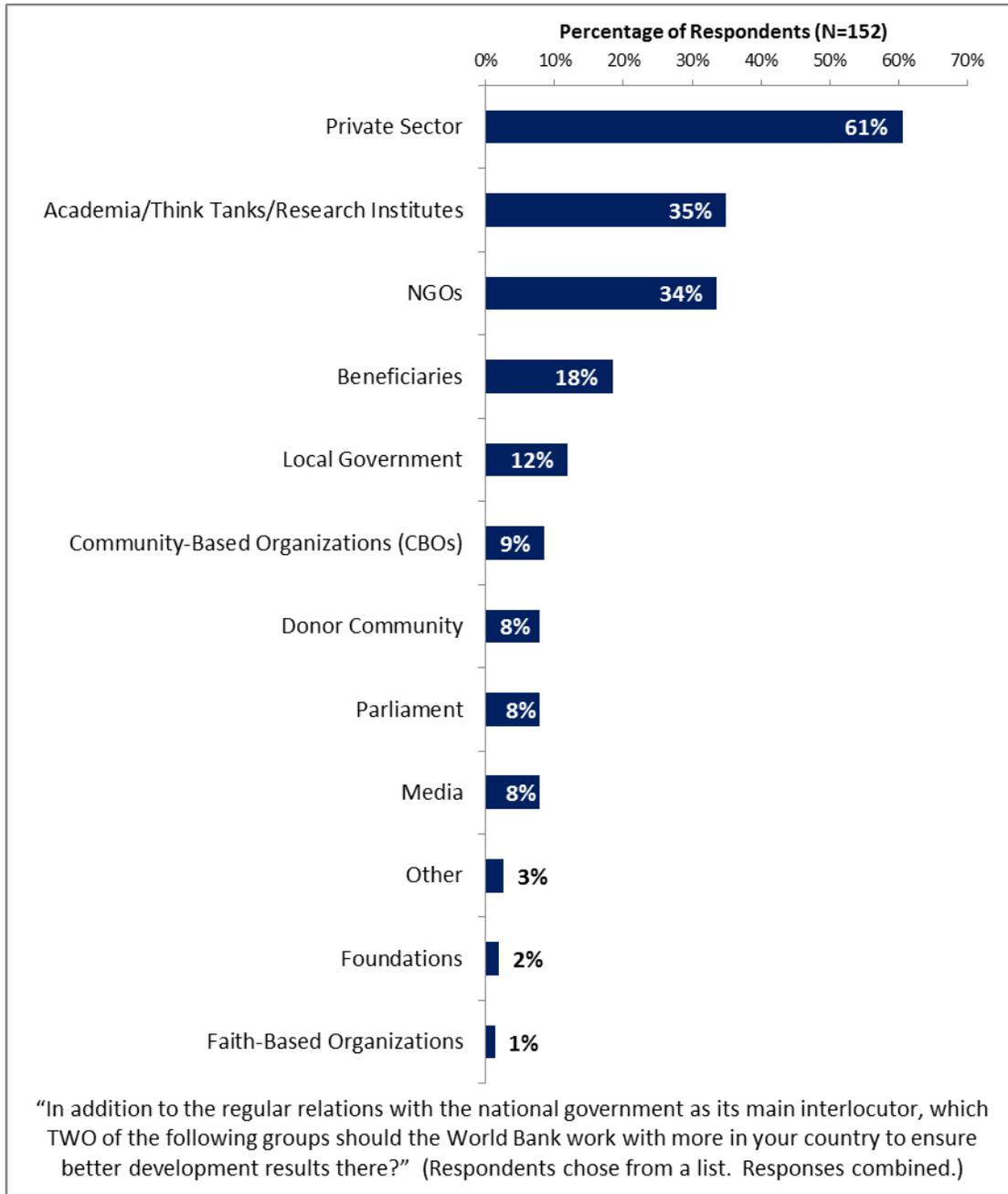


### Making the Bank of Greater Value



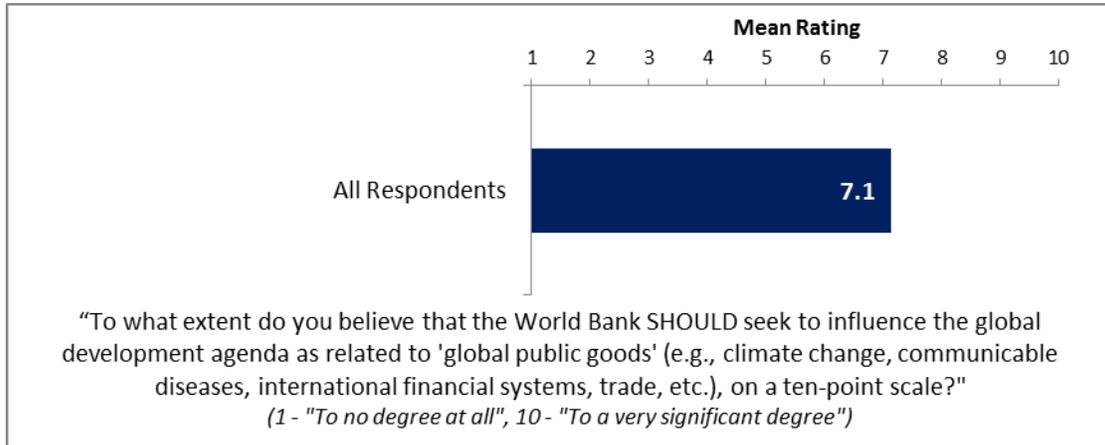
## IX. The Future Role of the World Bank in Mauritius (continued)

### Collaborating in Mauritius

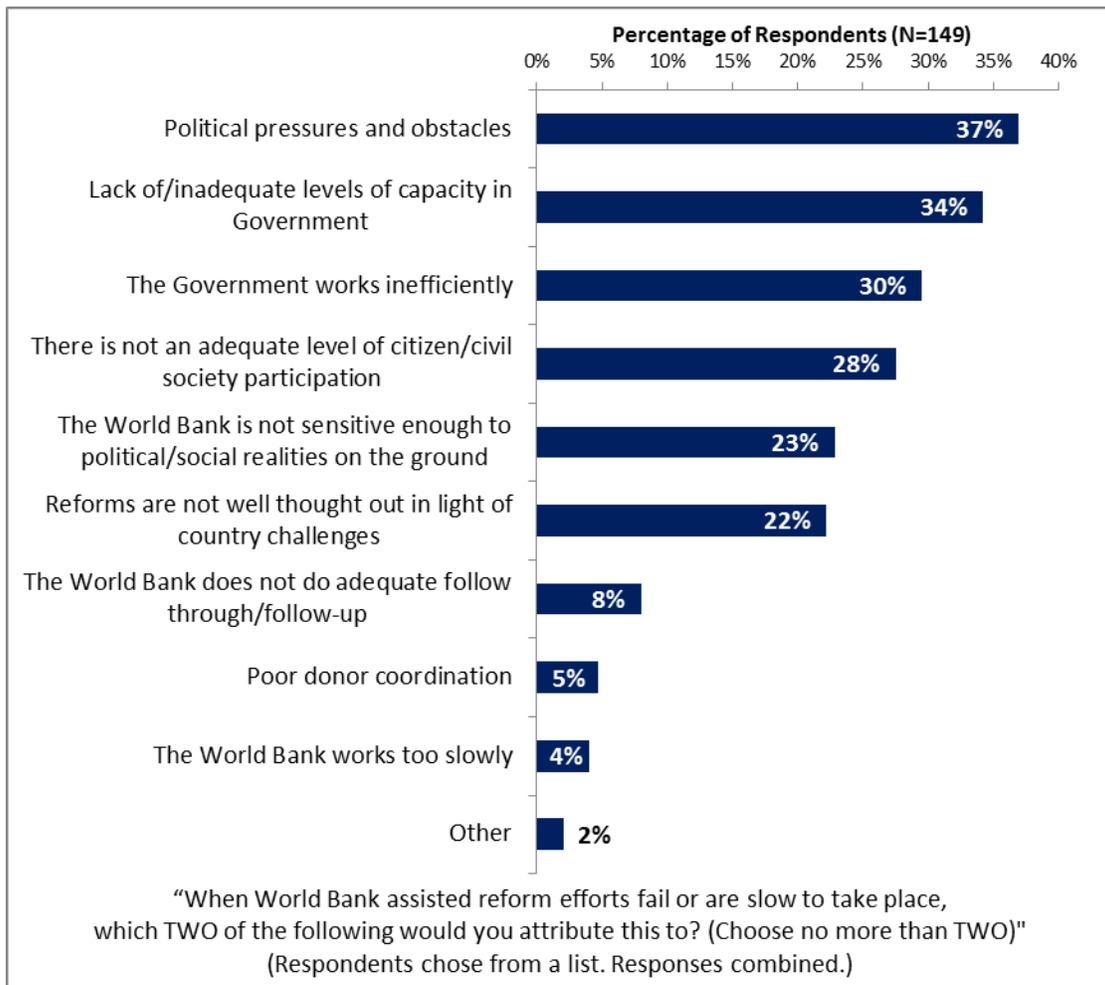


## IX. The Future Role of the World Bank in Mauritius (continued)

### Influencing the Global Development Agenda



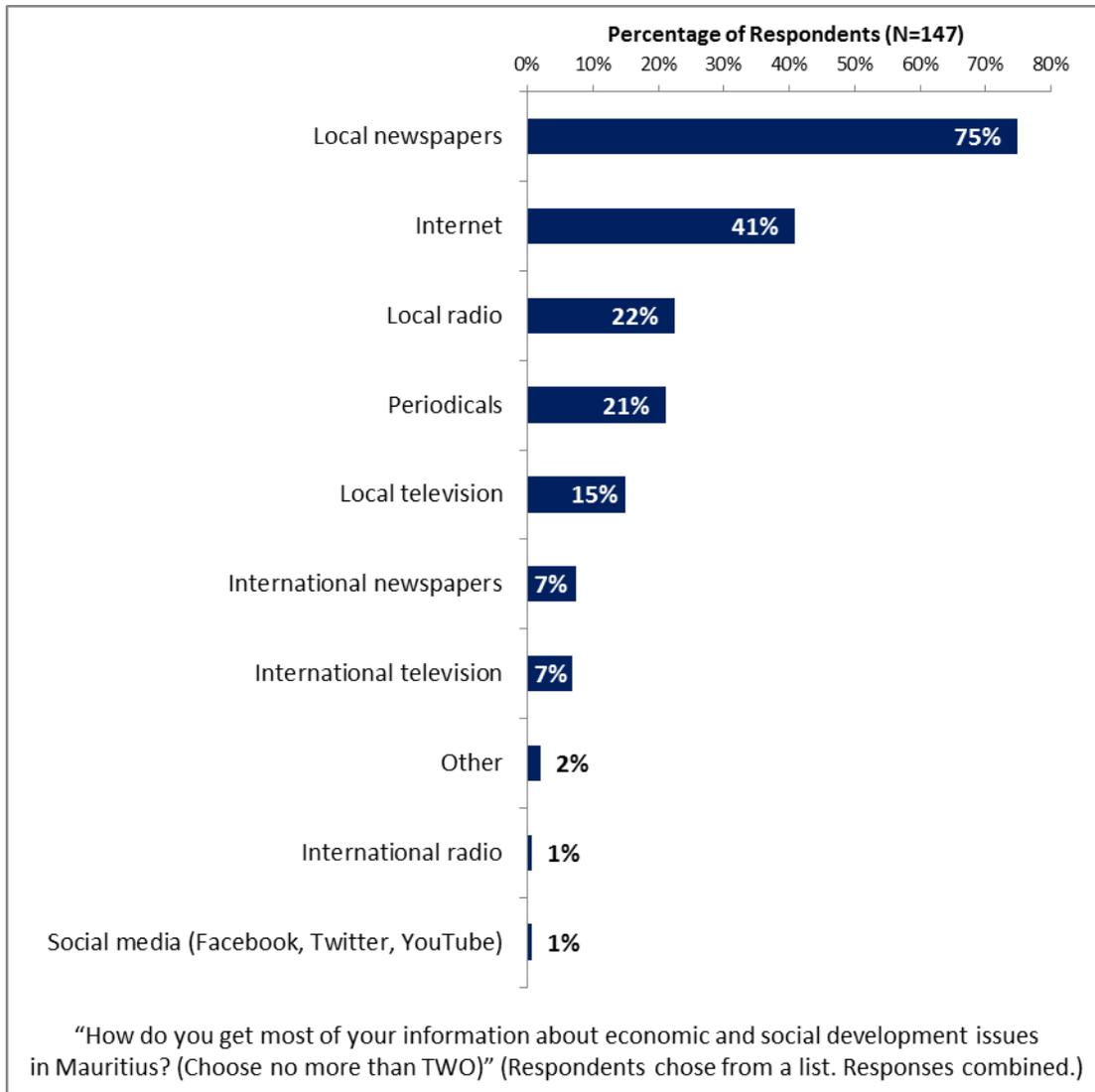
### Attributing Slow or Failed Reform Efforts



## X. Communication and Openness

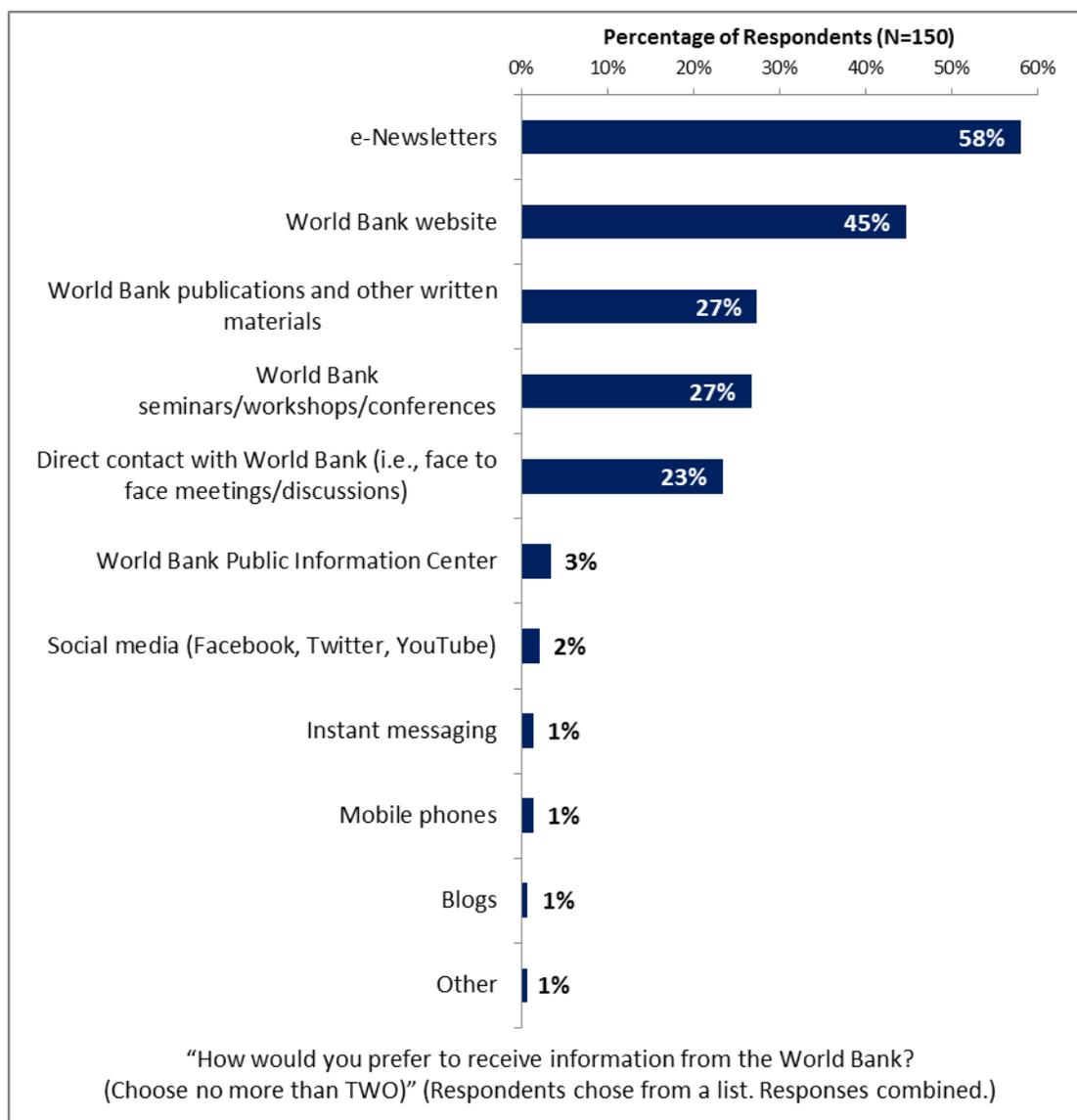
### Information Sources

- The vast majority of respondents in the FY '07 country survey indicated that they got most of their information about economic and social development issues in Mauritius from local newspapers (81%).



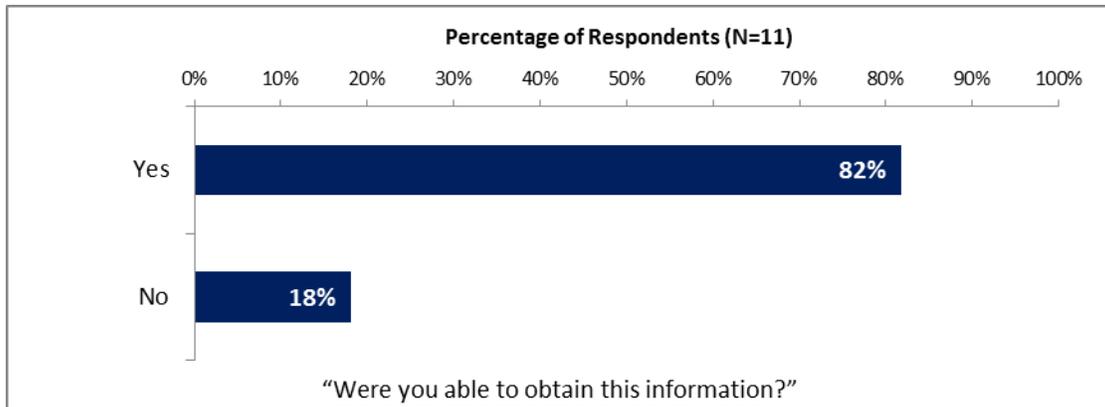
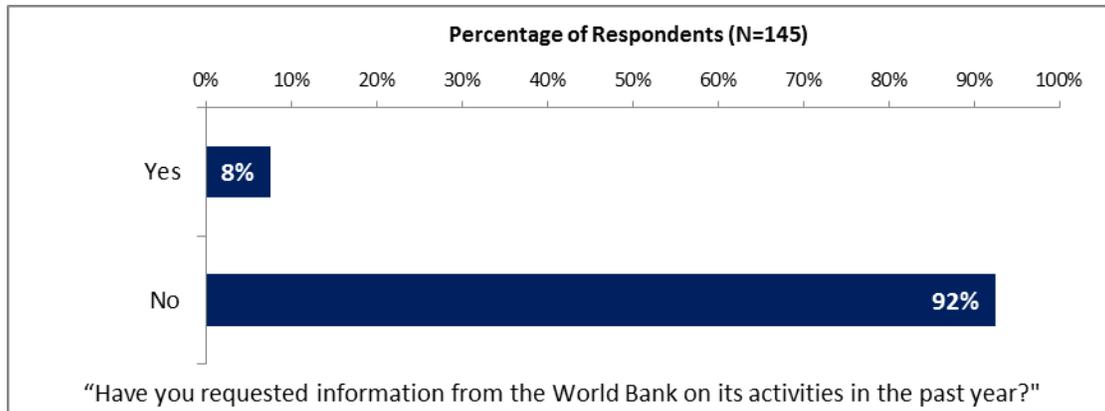
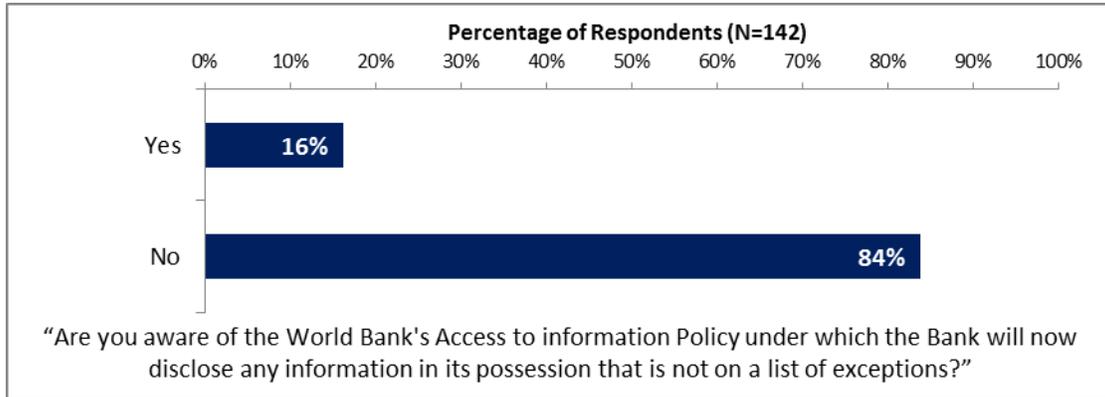
## X. Communication and Openness (continued)

### Preferred Information Sources



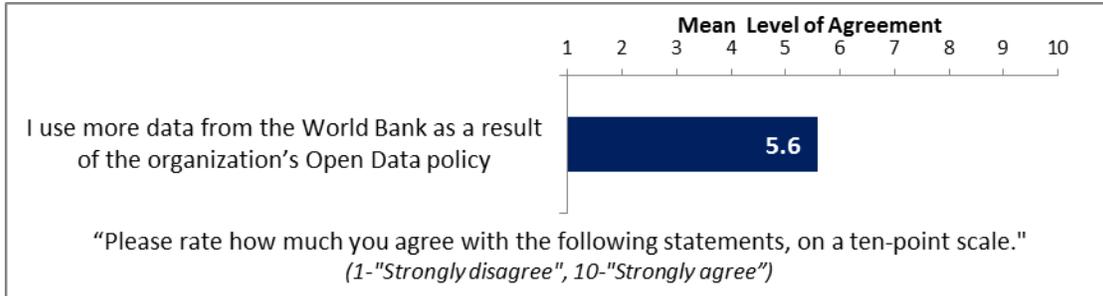
## X. Communication and Openness (continued)

### Access to Information



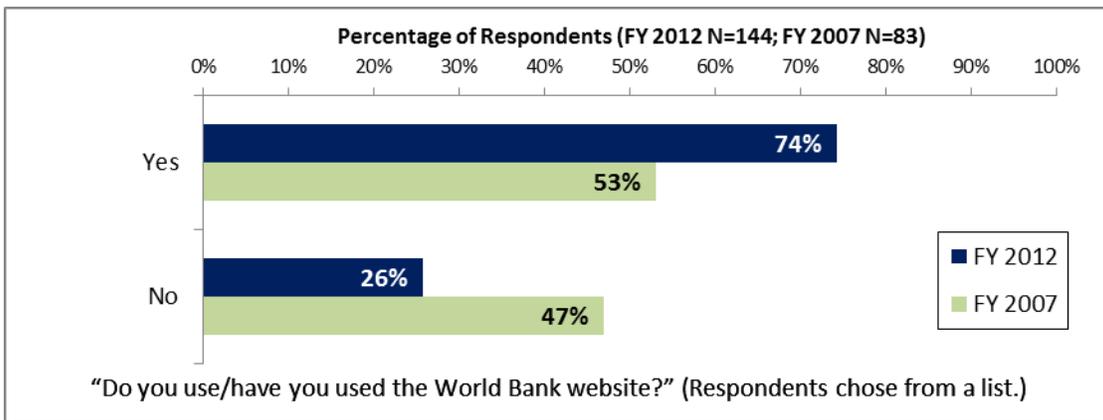
## X. Communication and Openness (continued)

### Access to Information (continued)

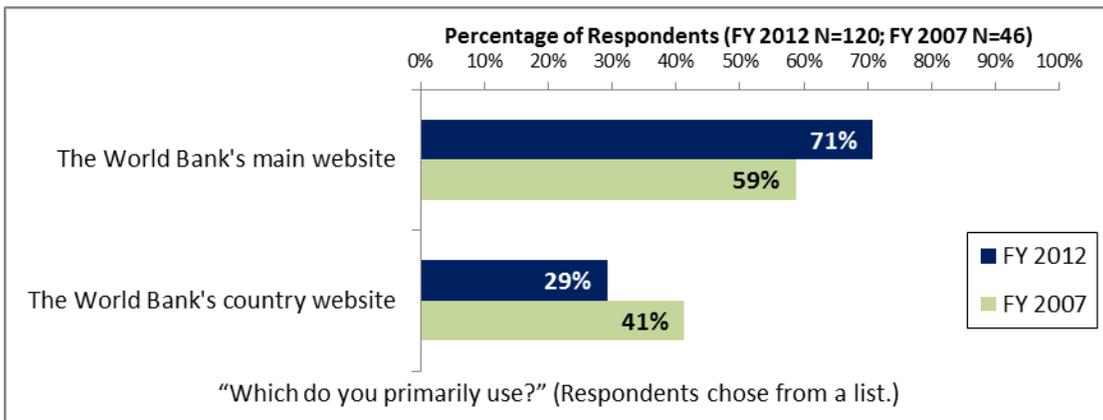


### Website Usage

- All respondents indicated that they had access to the Internet (100%).
- Respondents in this year's country survey were significantly *more* likely to have used the World Bank's website compared to respondents from the FY '07 country survey.

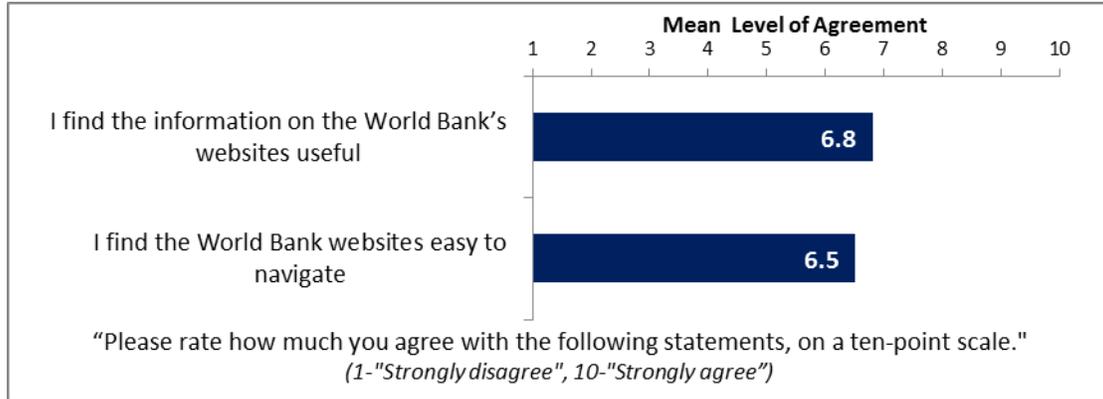


- Respondents in this year's country survey and those from the FY '07 country survey had statistically similar rates of usage for the World Bank's main and country websites.

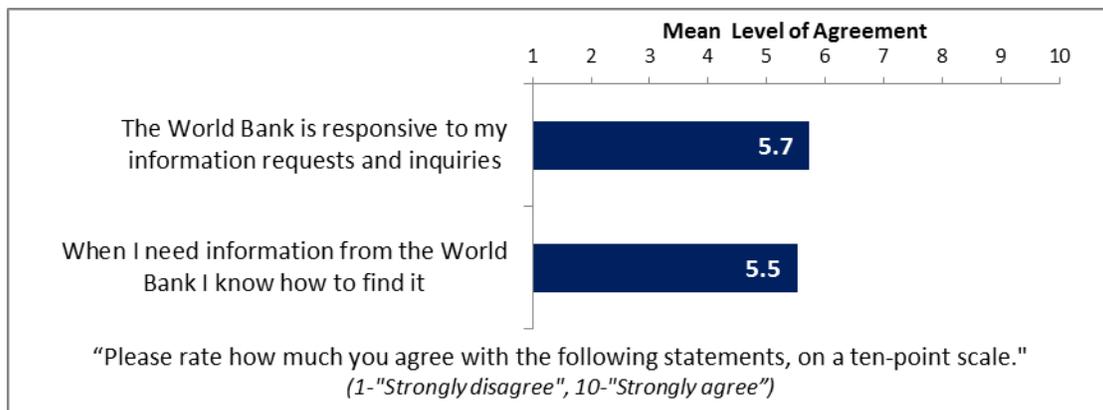


## X. Communication and Openness (continued)

### Website Evaluation



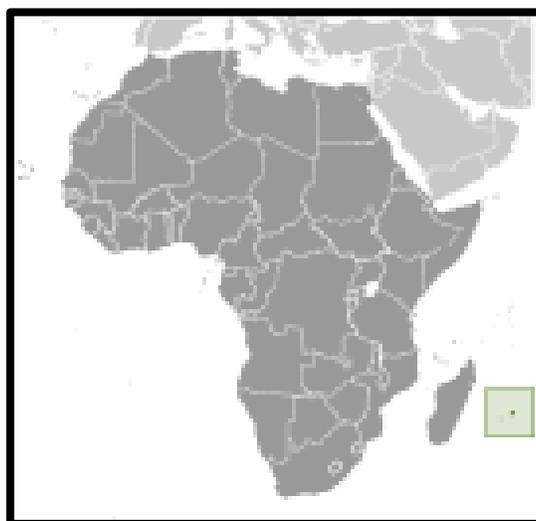
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### MAURITIUS



## Appendix A: Responses to All Questions across All Respondents (N=153)

### A. General Issues facing Mauritius

1. In general would you say that Mauritius is headed in ... ?	Percentage of Respondents (N=130)
The right direction	62.3%
The wrong direction	8.5%
Not sure	29.2%

2. When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=127)			
	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>	<i>Combined</i>
Economic growth	26.4%	6.4%	13.4%	46.2%
Education	25.6%	9.6%	5.5%	40.7%
Job creation/employment	6.4%	14.4%	4.7%	25.5%
Poverty reduction	3.2%	8.0%	7.9%	19.1%
Anti corruption	8.8%	6.4%	2.4%	17.6%
Governance	4.8%	6.4%	3.1%	14.3%
Foreign direct investment	4.0%	6.4%	3.9%	14.3%
Maurice Ile Durable	4.0%	4.0%	5.5%	13.5%
Transport	3.2%	3.2%	7.1%	13.5%
Domestic private sector development	1.6%	5.6%	4.7%	11.9%
Improved public sector efficiency	0.0%	4.0%	7.1%	11.1%
Public sector reform	3.2%	2.4%	3.1%	8.7%
Health	0.8%	4.0%	2.4%	7.2%
Public financial management	0.8%	3.2%	3.1%	7.1%
Equality of opportunity	0.8%	2.4%	2.4%	5.6%
Social protection	0.8%	1.6%	3.1%	5.5%
Food security	0.0%	2.4%	3.1%	5.5%
Trade and exports	0.8%	2.4%	1.6%	4.8%
Water and sanitation	0.8%	1.6%	1.6%	4.0%
Law and justice	0.0%	0.0%	3.9%	3.9%
Energy	0.0%	1.6%	1.6%	3.2%
Financial markets	0.0%	0.8%	2.4%	3.2%
Monitoring and evaluation	0.0%	1.6%	0.0%	1.6%
Agricultural development	0.8%	0.8%	0.0%	1.6%
Global integration	0.8%	0.0%	0.8%	1.6%
Natural resource management	0.0%	0.0%	1.6%	1.6%
Gender	0.0%	0.8%	0.0%	0.8%
Climate change	0.8%	0.0%	0.0%	0.8%
Basic infrastructure	0.8%	0.0%	0.0%	0.8%
Disaster management	0.8%	0.0%	0.0%	0.8%
Rural development	0.0%	0.0%	0.8%	0.8%
Regional integration	0.0%	0.0%	0.8%	0.8%
Regulatory framework	0.0%	0.0%	0.8%	0.8%
Communicable/non-communicable disease	0.0%	0.0%	0.8%	0.8%
Information and communications technology	0.0%	0.0%	0.8%	0.8%
Urban development	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Mauritius (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=151)</b>
Education	70.2%
Job creation/employment	58.9%
Economic growth	49.0%
Social protection	27.2%
Equality of opportunity	25.8%
Governance	9.3%
Anti corruption	8.6%
Domestic private sector development	6.6%
Food security	5.3%
Health	4.0%
Crime and violence	3.3%
Foreign direct investment	3.3%
Agricultural development	3.3%
Basic infrastructure	2.0%
Transport	2.0%
Public financial management	2.0%
Water and sanitation	1.3%
Regional integration	1.3%
Gender	1.3%
Rural development	1.3%
Regulatory framework	1.3%
Law and justice	1.3%
Information and communications technology	1.3%
Public sector reform	1.3%
Monitoring and evaluation	1.3%
Communicable/non-communicable disease	0.7%
Global integration	0.7%
Financial markets	0.7%
Trade and exports	0.7%
Climate change	0.0%
Disaster management	0.0%
Urban development	0.0%
Energy	0.0%
Natural resource management	0.0%
Environmental sustainability	0.0%

**A. General Issues facing Mauritius (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mauritius? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=152)</b>
Foreign direct investment	54.6%
Trade and exports	33.6%
Education	32.2%
Domestic private sector development	28.9%
Job creation/employment	22.4%
Anti corruption	13.2%
Governance	12.5%
Financial markets	11.8%
Public financial management	11.2%
Public sector reform	10.5%
Global integration	9.9%
Information and communications technology	8.6%
Equality of opportunity	7.9%
Regional integration	7.9%
Transport	7.2%
Regulatory framework	4.6%
Monitoring and evaluation	3.3%
Law and justice	3.3%
Energy	2.6%
Basic infrastructure	2.6%
Rural development	2.0%
Agricultural development	2.0%
Environmental sustainability	2.0%
Social protection	1.3%
Communicable/non-communicable disease	0.7%
Food security	0.7%
Gender	0.7%
Natural resource management	0.7%
Health	0.7%
Climate change	0.0%
Disaster management	0.0%
Urban development	0.0%
Water and sanitation	0.0%
Crime and violence	0.0%

**B. Overall Attitudes toward the World Bank**

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Mauritius, on a ten point scale? (1-Not familiar at all, 10-Extremely familiar)	152	5.65	2.27

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Mauritius, on a ten point scale. (1-Not effective at all, 10-Very effective)	125	5.86	1.60

**B. Overall Attitudes toward the World Bank (continued)**

<b>Staff Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Mauritius solve its most complicated development challenges, on a ten point scale?	115	6.00	1.65

<b>4. When thinking about how the World Bank can have the most impact on development results in Mauritius, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Mauritius? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=152)</b>
Education	36.8%
Economic growth	29.6%
Governance	23.7%
Public sector reform	21.7%
Poverty reduction	19.1%
Public financial management	14.5%
Transport	13.8%
Foreign direct investment	13.8%
Job creation/employment	10.5%
Domestic private sector development	9.9%
Monitoring and evaluation	9.2%
Anti corruption	9.2%
Environmental sustainability	6.6%
Health	6.6%
Social protection	5.9%
Regional integration	5.9%
Global integration	5.9%
Trade and exports	5.9%
Regulatory framework	5.9%
Water and sanitation	5.3%
Energy	5.3%
Financial markets	4.6%
Food security	4.6%
Crime and violence	3.9%
Equality of opportunity	3.3%
Basic infrastructure	3.3%
Law and justice	2.6%
Rural development	2.0%
Urban development	2.0%
Information and communications technology	2.0%
Agricultural development	1.3%
Gender	0.7%
Climate change	0.7%
Communicable/non-communicable disease	0.0%
Natural resource management	0.0%
Disaster management	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?	Percentage of Respondents (N=139)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	42.4%	8.7%	51.1%
Technical assistance	18.7%	26.8%	45.5%
Policy advice	18.0%	15.2%	33.2%
Training/capacity building	6.5%	25.4%	31.8%
Mobilizing third party financial resources	6.5%	8.7%	15.2%
Studies/analyses	2.9%	5.8%	8.7%
Convening/facilitating	0.7%	4.3%	5.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	4.3%	4.3%
Donor coordination	4.3%	0.0%	4.3%
Data	0.0%	0.7%	0.7%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
Not enough public disclosure of its work	26.5%
Not adequately sensitive to political/social realities in Mauritius	25.9%
Imposing technocratic solutions without regard to political realities	23.1%
Too influenced by developed countries	22.4%
Not willing to honestly criticize policies and reform efforts in the country	19.0%
Too bureaucratic in its operational policies and procedures	17.0%
Not aligned with country priorities	10.9%
Not exploring alternative policy options	10.2%
World Bank processes too slow and complex	8.8%
Not collaborating enough with non-state actors	7.5%
Staff too inaccessible	6.8%
Other	4.1%
Not client focused	2.7%
Arrogant in its approach	2.0%
The credibility of its knowledge/data	0.7%
Not aligned with other donors' work	0.0%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=149)
Technical assistance	45.0%
Investment lending	41.6%
Capacity development	41.6%
Policy based lending/ budget support to the Government	25.5%
Knowledge products/services	13.4%
Don't know	7.4%
Trust Fund management	5.4%
Other	1.3%

**B. Overall Attitudes toward the World Bank (continued)**

<b>8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=143)</b>
Trust Fund management	42.7%
Knowledge products/services	30.8%
Don't know	24.5%
Policy based lending/ budget support to the Government	19.6%
Capacity development	15.4%
Technical assistance	14.0%
Investment lending	11.9%
Other	0.0%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	148	7.14	2.06

<b>10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=152)</b>
Private sector	60.5%
Academia/think tanks/research institutes	34.9%
NGOs	33.6%
Beneficiaries	18.4%
Local Government	11.8%
Community Based Organizations (CBOs)	8.6%
Donor community	7.9%
Parliament	7.9%
Media	7.9%
Other	2.6%
Foundations	2.0%
Faith based organizations	1.3%

<b>To what extent do you agree with the following statements about the World Bank's work in Mauritius, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
11. Overall the World Bank currently plays a relevant role in development in Mauritius	141	6.11	1.89
12. The World Bank's work is aligned with what I consider the development priorities for this country	133	5.68	1.98
13. The World Bank supports programs and strategies that are realistic for Mauritius	134	5.86	1.83
14. The World Bank treats clients and stakeholders in Mauritius with respect	124	6.75	1.87

**B. Overall Attitudes toward the World Bank (continued)**

To what extent is the World Bank an effective development partner in Mauritius, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
15. Responsiveness	112	6.16	1.53
16. Flexibility (in terms of the World Bank's products and services)	112	5.49	1.55
17. Flexibility (in terms of changing country circumstances)	108	5.38	1.63
18. Being inclusive	98	5.61	1.56
19. Openness (sharing data and other information)	116	5.89	1.88
20. Staff accessibility	109	5.79	2.01
21. Straightforwardness and honesty	107	6.41	1.85
22. Collaboration with groups outside of the Government	111	5.14	2.06
23. Collaboration with the Government	126	7.32	1.45
24. Collaboration with other donors	90	6.63	1.74
25. Follow through over time	102	6.30	1.80

26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=149)
Political pressures and obstacles	36.9%
Lack of/inadequate levels of capacity in Government	34.2%
The Government works inefficiently	29.5%
There is not an adequate level of citizen/civil society participation	27.5%
The World Bank is not sensitive enough to political/social realities on the ground	22.8%
Reforms are not well thought out in light of country challenges	22.1%
The World Bank does not do adequate follow through/follow-up	8.1%
Poor donor coordination	4.7%
The World Bank works too slowly	4.0%
Other	2.0%

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Mauritius, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti corruption	107	4.32	2.23
2. Information and communications technology	98	5.36	1.73
3. Transport	117	6.03	1.70
4. Crime and violence	99	3.64	1.78
5. Law and justice	92	4.12	1.72
6. Urban development	103	4.93	1.62
7. Environmental sustainability	115	5.44	1.68
8. Regulatory framework	112	5.68	1.67
9. Basic infrastructure	109	5.88	1.39
10. Communicable/non-communicable disease	94	5.43	2.08
11. Poverty reduction	111	5.42	1.80
12. Gender	89	5.12	1.73
13. Domestic private sector development	100	5.11	1.92
14. Foreign direct investment	98	5.73	1.82
15. Water and sanitation	99	5.42	2.00
16. Trade and exports	101	5.88	1.67
17. Economic growth	118	6.19	1.61
18. Energy	96	5.52	1.78
19. Disaster management	84	4.45	1.93
20. Monitoring and evaluation	103	5.69	1.83
21. Public financial management	115	5.83	1.95
22. Job creation/employment	100	4.43	1.96
23. Financial markets	99	5.38	1.93
24. Equality of opportunity	95	4.94	1.95
25. Health	100	5.22	1.92
26. Rural development	98	4.91	1.75
27. Global integration	99	5.45	1.69
28. Governance	118	5.39	1.89
29. Food security	95	4.59	1.87
30. Education	104	5.57	1.79
31. Social protection	102	4.97	1.77
32. Climate change	99	4.64	2.03
33. Public sector reform	118	5.21	2.06
34. Regional integration	102	4.99	1.74
35. Agricultural development	98	4.52	2.00
36. Natural resource management	75	3.95	1.96

**C. World Bank Effectiveness and Results (continued)**

<b>Achieving Development Results</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
37. To what extent does the World Bank's work help to achieve development results in Mauritius, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	141	5.89	1.64

<b>To what extent do you agree with the following statements about the World Bank in Mauritius, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
38. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Mauritius	132	5.67	1.49
39. The World Bank meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)	137	5.45	1.79

<b>To what extent do you agree with the following statements about the World Bank in Mauritius, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
40. The World Bank program in Mauritius contributes to fiscal consolidation and improved public sector efficiency	133	5.96	1.69
41. The World Bank program in Mauritius contributes to improving trade competitiveness	123	5.68	1.64
42. The World Bank program in Mauritius contributes to improving the investment climate	129	6.12	1.63
43. The World Bank program in Mauritius contributes to democratizing the economy through participation, social inclusion and sustainability	127	5.10	1.82
44. The World Bank program in Mauritius helps the Government deal with the transition to a more competitive and sophisticated economy	130	5.90	1.76
45. The World Bank financing for the upgrading of the B6 Road between Belle Rive and Quartier Militaire will help improve the life of Mauritian people	133	6.98	1.93

**D. The World Bank's Knowledge**

<b>1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	<b>Percentage of Respondents (N=153)</b>
Weekly	3.3%
Monthly	17.6%
A few times a year	41.8%
Rarely	24.2%
Never	13.1%

**D. The World Bank's Knowledge (continued)**

<b>2. When thinking about the development challenges in Mauritius, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=150)</b>
Economic growth	32.7%
Education	28.0%
Public sector reform	25.3%
Anti corruption	19.3%
Job creation/employment	19.3%
Governance	18.7%
Poverty reduction	18.0%
Transport	13.3%
Foreign direct investment	10.0%
Crime and violence	9.3%
Environmental sustainability	8.7%
Domestic private sector development	8.0%
Social protection	8.0%
Trade and exports	7.3%
Energy	7.3%
Water and sanitation	6.7%
Equality of opportunity	6.0%
Regional integration	6.0%
Financial markets	5.3%
Climate change	4.7%
Information and communications technology	4.7%
Law and justice	3.3%
Civil service reform	3.3%
Public financial management	3.3%
Food security	3.3%
Health	2.7%
Regulatory framework	2.7%
Monitoring and evaluation	2.0%
Rural development	2.0%
Global integration	2.0%
Gender	1.3%
Urban development	0.7%
Basic infrastructure	0.7%
Communicable/non-communicable disease	0.7%
Disaster management	0.0%
Natural resource management	0.0%

<b>In Mauritius, how effective do you believe the World Bank's knowledge and research are at . . . (1-Not effective at all, 10-Very effective)</b>	<b>Level of Effectiveness</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. Raising your awareness of the particular topic	135	5.14	2.11
4. Stimulating public debate/dialogue	135	4.53	1.88
5. Enhancing your knowledge and/or skills	137	5.16	2.14
6. Contributing to good policy making	132	5.62	1.82
7. Providing support for program implementation	132	5.81	1.74

**D. The World Bank's Knowledge (continued)**

In Mauritius, to what extent do you believe that the World Bank's knowledge and research . . . (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	112	5.50	1.62
9. Include appropriate level of stakeholder involvement during preparation	118	5.57	1.92
10. Are relevant to Mauritius's development priorities	132	5.73	1.70
11. Provide feasible recommendations	128	5.79	1.74
12. Are accessible (well written and easy to understand)	125	5.82	2.03
13. A source of relevant information on global good practices	130	6.45	1.76
14. Are adequately disseminated	128	5.01	2.25
15. Are appropriately translated	111	5.91	2.11
16. Are adaptable to Mauritius's specific development challenges and country circumstances	125	5.82	1.87

Overall Evaluations	N	Mean	SD
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	136	6.14	1.64
18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	128	6.80	1.55
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)? (1- Not effective at all, 10-Very effective)	98	5.60	1.77

**E. Working with the World Bank**

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	86	5.77	1.76
2. The World Bank effectively monitors and evaluates the projects and programs it supports	124	6.34	1.52
3. The World Bank's approvals and reviews are done in a timely fashion	103	5.94	1.72
4. The World Bank's "Safeguard Policy" requirements are reasonable	89	5.92	1.69
5. The World Bank imposes reasonable conditions on its lending	117	5.76	1.82
6. Working with the World Bank increases Mauritius's institutional capacity	134	6.61	1.78
7. The World Bank ensures consistency and continuity through staff changes	89	6.11	1.92
8. The World Bank's teams and visits are well coordinated	103	6.27	1.90
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	100	6.42	1.80
10. The World Bank provides effective implementation support	118	6.22	1.63

### F. The Future Role of the World Bank in Mauritius

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Mauritius's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	149	7.48	1.75

2. Which of the following SHOULD the World Bank do to make itself of greater value in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
Improve the quality of its experts as related to Mauritius's specific challenges	35.9%
Offer more innovative knowledge services	31.0%
Reduce the complexity of obtaining World Bank financing	27.6%
Offer more innovative financial products	22.1%
Improve the competitiveness of its financing compared to markets	18.6%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	17.9%
Ensure greater selectivity in its work	16.6%
Focus primarily on advocacy issues	11.0%
Other	4.8%
Work faster	4.1%
Increase availability of Fee-Based services	2.1%

### G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
Local newspapers	74.8%
Internet	40.8%
Local radio	22.4%
Periodicals	21.1%
Local television	15.0%
International newspapers	7.5%
International television	6.8%
Other	2.0%
International radio	0.7%
Social media (Facebook, Twitter, YouTube)	0.7%
Blogs	0.0%
Mobile phones	0.0%
Instant messaging	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
e-Newsletters	58.0%
World Bank website	44.7%
World Bank publications and other written materials	27.3%
World Bank seminars/workshops/conferences	26.7%
Direct contact with World Bank (i.e., face to face meetings/discussions)	23.3%
World Bank Public Information Center	3.3%
Social media (Facebook, Twitter, YouTube)	2.0%
Instant messaging	1.3%
Mobile phones	1.3%
Blogs	0.7%
Other	0.7%

**G. Communication and Information Sharing (continued)**

<b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=142)</b>
Yes	16.2%
No	83.8%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=145)</b>
Yes	7.6%
No	92.4%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=11)</b>
Yes	81.8%
No	18.2%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=146)</b>
Yes	100.0%
No	0.0%

<b>7. Do you use/have you used the World Bank website?</b>	<b>Percentage of Respondents (N=144)</b>
Yes	74.3%
No	25.7%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=120)</b>
The World Bank's country website	29.2%
The World Bank's main website	70.8%

<b>Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. I use more data from the World Bank as a result of the organization's Open Data policy	91	5.58	2.30
10. I find the World Bank websites easy to navigate.	112	6.52	1.73
11. I find the information on the World Bank's websites useful.	110	6.81	1.42
12. When I need information from the World Bank I know how to find it	111	5.52	2.22
13. The World Bank is responsive to my information requests and inquiries	67	5.73	2.28

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=151)</b>
Private sector organization	33.1%
Employee of Ministry/Ministerial Dep/Implementation Agency	23.8%
Financial sector/Private bank	8.6%
Independent Government Institution	6.0%
Academia/Research institute/Think tank	6.0%
NGO	5.3%
Other	5.3%
Media	4.0%
Multilateral agency	2.0%
Bilateral agency	1.3%
Office of Minister	0.7%
Local Government office or staff	0.7%
Private foundation	0.7%
Community Based Organization	0.7%
Trade Union	0.7%
Judiciary branch	0.7%
Office of the President, Prime Minister	0.7%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=148)</b>
Other	16.2%
Education	10.8%
Financial markets	10.8%
Trade and exports	8.1%
Economic growth	6.8%
Domestic private sector development	6.1%
Poverty reduction	6.1%
Information and communications technology	4.1%
Regulatory framework	3.4%
Transport	3.4%
Agricultural development	2.7%
Foreign direct investment	2.7%
Public sector reform	2.7%
Water and sanitation	2.7%
Energy	2.0%
Governance	2.0%
Law and justice	2.0%
Environmental sustainability	1.4%
Anti-corruption	0.7%
Communicable/non-communicable disease	0.7%
Crime and violence	0.7%
Disaster management	0.7%
Equality of opportunity	0.7%
Monitoring and evaluation	0.7%
Public financial management	0.7%
Regional integration	0.7%
Urban development	0.7%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=151)</b>
Yes	42.4%
No	57.6%

<b>4. Which of the following describes most of your exposure to the World Bank in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=150)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	37.3%
Collaborate as part of my professional duties	36.7%
Use World Bank website for information, data, research, etc.	30.7%
Use World Bank reports/data	30.0%
Engage in World Bank related/sponsored events/activities	21.3%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=149)</b>
Port Louis	59.7%
Moka	9.4%
Vacoas/Phoenix	9.4%
Beau Bassin/ Rose Hill	8.1%
Quatre Bornes	5.4%
Pamplemousses	2.7%
Curepipe	2.7%
Rivière Du Rempart	1.3%
Flacq	1.3%

## Appendix B: Responses to All Questions by Stakeholder Groups

### **A. General Issues facing Mauritius**

In general would you say that Mauritius is headed in ... ?\*

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	76.7%	20.0%	55.6%	60.0%	40.0%	100.0%	55.6%	66.7%
The wrong direction	0.0%	20.0%	9.3%	0.0%	60.0%	0.0%	0.0%	22.2%
Not sure	23.3%	60.0%	35.2%	40.0%	0.0%	0.0%	44.4%	11.1%

\*Significantly different between stakeholder groups

### A. General Issues facing Mauritius (continued)

When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 <sup>st</sup> Most Important	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	12.0%	0.0%	32.7%	44.4%	16.7%	25.0%	33.3%	16.7%
Social protection	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	4.0%	0.0%	1.9%	0.0%	0.0%	25.0%	0.0%	0.0%
Poverty reduction	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Public sector reform	4.0%	0.0%	1.9%	0.0%	16.7%	12.5%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	1.9%	0.0%	16.7%	0.0%	0.0%	0.0%
Foreign direct investment*	0.0%	0.0%	5.8%	0.0%	33.3%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	8.0%	20.0%	11.5%	0.0%	0.0%	0.0%	0.0%	16.7%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	4.0%	0.0%	3.8%	0.0%	0.0%	0.0%	50.0%	16.7%
Governance	4.0%	0.0%	5.8%	22.2%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Maurice Ile Durable	12.0%	0.0%	0.0%	0.0%	16.7%	12.5%	0.0%	0.0%
Equality of opportunity	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Improved public sector efficiency	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	40.0%	20.0%	30.8%	11.1%	0.0%	25.0%	16.7%	16.7%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Mauritius (continued)

When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?

2 <sup>nd</sup> Most Important	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	12.0%	0.0%	7.7%	0.0%	16.7%	12.5%	0.0%	25.0%
Social protection	0.0%	0.0%	1.9%	11.1%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	4.0%	0.0%	5.8%	22.2%	0.0%	25.0%	16.7%	0.0%
Public sector reform	0.0%	0.0%	3.8%	0.0%	0.0%	12.5%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Domestic private sector development	4.0%	0.0%	3.8%	0.0%	33.3%	0.0%	0.0%	16.7%
Foreign direct investment	8.0%	0.0%	5.8%	22.2%	0.0%	0.0%	16.7%	0.0%
Water and sanitation	0.0%	0.0%	1.9%	11.1%	0.0%	0.0%	0.0%	0.0%
Anti corruption	4.0%	0.0%	11.5%	0.0%	0.0%	0.0%	0.0%	8.3%
Monitoring and evaluation	4.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Public financial management	4.0%	0.0%	3.8%	0.0%	16.7%	0.0%	0.0%	0.0%
Job creation/employment	16.0%	0.0%	15.4%	22.2%	0.0%	25.0%	0.0%	16.7%
Governance	8.0%	0.0%	7.7%	0.0%	16.7%	0.0%	0.0%	8.3%
Financial markets*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Maurice Ile Durable	12.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	8.3%
Equality of opportunity*	0.0%	20.0%	0.0%	0.0%	0.0%	12.5%	16.7%	0.0%
Health	8.0%	0.0%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	0.0%	20.0%	0.0%	0.0%	16.7%	0.0%	16.7%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	20.0%	1.9%	0.0%	0.0%	0.0%	16.7%	0.0%
Improved public sector efficiency	4.0%	20.0%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	12.0%	0.0%	3.8%	11.1%	0.0%	0.0%	16.7%	8.3%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Mauritius (continued)

When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?

3 <sup>rd</sup> Most Important	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Education	4.0%	0.0%	9.1%	11.1%	0.0%	0.0%	0.0%	0.0%
Social protection	4.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	8.3%
Transport	8.0%	0.0%	1.8%	22.2%	0.0%	12.5%	0.0%	25.0%
Poverty reduction	12.0%	0.0%	7.3%	0.0%	20.0%	12.5%	0.0%	8.3%
Public sector reform	0.0%	0.0%	5.5%	0.0%	0.0%	0.0%	0.0%	8.3%
Regional integration	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	5.5%	0.0%	0.0%	12.5%	16.7%	8.3%
Foreign direct investment	0.0%	0.0%	3.6%	11.1%	0.0%	25.0%	0.0%	0.0%
Water and sanitation	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Anti corruption	4.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	4.0%	0.0%	3.6%	11.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	12.0%	0.0%	5.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	0.0%	3.6%	11.1%	0.0%	0.0%	0.0%	8.3%
Financial markets	0.0%	0.0%	1.8%	0.0%	20.0%	0.0%	0.0%	8.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Maurice Ile Durable*	8.0%	20.0%	0.0%	11.1%	0.0%	0.0%	33.3%	0.0%
Equality of opportunity	4.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	3.6%	11.1%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	8.0%	0.0%	1.8%	0.0%	0.0%	0.0%	16.7%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	20.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Improved public sector efficiency	4.0%	0.0%	9.1%	0.0%	0.0%	25.0%	0.0%	8.3%
Economic growth	4.0%	20.0%	16.4%	0.0%	60.0%	12.5%	16.7%	8.3%
Law and justice	8.0%	0.0%	5.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Mauritius (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
	Water and sanitation	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	36.1%	20.0%	19.4%	20.0%	50.0%	33.3%	22.2%	25.0%
Economic growth	41.7%	40.0%	61.3%	40.0%	16.7%	44.4%	55.6%	33.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration*	0.0%	20.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	8.3%
Rural development*	0.0%	20.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	69.4%	0.0%	75.8%	70.0%	66.7%	77.8%	66.7%	75.0%
Regulatory framework*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Basic infrastructure	0.0%	0.0%	1.6%	0.0%	16.7%	0.0%	11.1%	0.0%
Social protection	36.1%	60.0%	24.2%	10.0%	16.7%	11.1%	33.3%	33.3%
Law and justice	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	5.6%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	2.8%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease*	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.8%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Anti corruption*	8.3%	20.0%	8.1%	40.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	8.3%	0.0%	4.8%	0.0%	33.3%	0.0%	11.1%	0.0%
Foreign direct investment	2.8%	0.0%	3.2%	10.0%	0.0%	0.0%	0.0%	8.3%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	0.0%	0.0%	1.6%	0.0%	0.0%	11.1%	0.0%	0.0%
Monitoring and evaluation*	0.0%	20.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	8.3%	0.0%	8.1%	20.0%	16.7%	11.1%	0.0%	16.7%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	2.8%	0.0%	3.2%	0.0%	0.0%	0.0%	22.2%	8.3%
Public financial management	2.8%	0.0%	1.6%	10.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	16.7%
Job creation/employment	66.7%	20.0%	58.1%	50.0%	83.3%	77.8%	55.6%	41.7%
Financial markets	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	20.0%	4.8%	10.0%	0.0%	0.0%	11.1%	16.7%

\*Significantly different between stakeholder groups

**A. General Issues facing Mauritius (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
	Energy	2.8%	0.0%	3.2%	0.0%	0.0%	0.0%	11.1%
Equality of opportunity	2.8%	20.0%	8.1%	9.1%	16.7%	0.0%	0.0%	25.0%
Social protection	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	13.9%	20.0%	9.7%	9.1%	0.0%	11.1%	11.1%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	5.6%	20.0%	16.1%	36.4%	33.3%	0.0%	0.0%	8.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	20.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	61.1%	20.0%	53.2%	54.5%	33.3%	55.6%	66.7%	58.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	19.4%	0.0%	43.5%	18.2%	16.7%	22.2%	44.4%	41.7%
Information and communications technology	16.7%	0.0%	9.7%	0.0%	16.7%	0.0%	0.0%	0.0%
Regulatory framework	2.8%	0.0%	6.5%	9.1%	0.0%	0.0%	0.0%	8.3%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Trade and exports*	41.7%	60.0%	25.8%	27.3%	16.7%	22.2%	77.8%	16.7%
Public sector reform	2.8%	0.0%	9.7%	18.2%	33.3%	33.3%	0.0%	16.7%
Regional integration	8.3%	0.0%	11.3%	0.0%	16.7%	0.0%	0.0%	8.3%
Domestic private sector development	33.3%	40.0%	22.6%	18.2%	33.3%	33.3%	33.3%	50.0%
Job creation/employment	22.2%	0.0%	21.0%	45.5%	16.7%	33.3%	22.2%	16.7%
Agricultural development	5.6%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Governance	16.7%	40.0%	9.7%	0.0%	16.7%	11.1%	11.1%	16.7%
Transport	8.3%	0.0%	9.7%	0.0%	0.0%	22.2%	0.0%	0.0%
Monitoring and evaluation	5.6%	0.0%	1.6%	9.1%	0.0%	11.1%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Natural resource management*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	1.6%	9.1%	0.0%	0.0%	0.0%	0.0%
Health	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	5.6%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Law and justice	0.0%	20.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	5.6%	20.0%	12.9%	27.3%	16.7%	11.1%	11.1%	0.0%
Financial markets	13.9%	0.0%	9.7%	9.1%	16.7%	33.3%	11.1%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritius? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	36	5.89	2.39	5	6.40	3.13	63	5.41	2.36	11	4.73	2.41	6	4.67	2.07	9	6.33	1.73	9	6.78	1.48	11	5.91	1.76

*(1-Not familiar at all, 10-Extremely familiar)*

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritius. <i>(1-Not effective at all, 10-Very effective)</i>	33	5.88	1.56	4	6.75	1.26	49	5.73	1.77	8	5.63	1.41	5	4.80	0.45	6	5.83	1.47	8	6.00	1.77	10	6.50	1.43

*(1-Not effective at all, 10-Very effective)*

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Mauritius solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	30	6.00	1.93	4	6.75	1.26	44	5.77	1.54	7	6.86	1.21	6	5.00	1.10	6	5.50	1.38	7	6.57	1.99	9	6.78	1.20

*(1-To no degree at all, 10-To a very significant degree)*

**B. Overall Attitudes toward the World Bank (continued)**

When thinking about how the World Bank can have the most impact on development results in MAURITIUS, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
	Rural development	0.0%	0.0%	3.2%	9.1%	0.0%	0.0%	0.0%
Education	20.0%	20.0%	41.3%	45.5%	33.3%	33.3%	66.7%	41.7%
Social protection	8.6%	0.0%	4.8%	9.1%	0.0%	0.0%	0.0%	16.7%
Governance*	28.6%	0.0%	20.6%	63.6%	33.3%	22.2%	0.0%	16.7%
Transport	20.0%	0.0%	14.3%	9.1%	0.0%	11.1%	11.1%	16.7%
Poverty reduction	17.1%	20.0%	14.3%	36.4%	33.3%	0.0%	33.3%	25.0%
Public sector reform	22.9%	0.0%	25.4%	9.1%	0.0%	44.4%	0.0%	33.3%
Regional integration	5.7%	0.0%	6.3%	0.0%	16.7%	0.0%	11.1%	8.3%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Crime and violence	2.9%	0.0%	1.6%	9.1%	0.0%	0.0%	11.1%	16.7%
Domestic private sector development	8.6%	20.0%	12.7%	0.0%	33.3%	0.0%	11.1%	0.0%
Foreign direct investment	11.4%	20.0%	17.5%	9.1%	33.3%	11.1%	11.1%	0.0%
Water and sanitation	8.6%	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	8.6%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	11.4%	0.0%	7.9%	9.1%	0.0%	22.2%	11.1%	8.3%
Public financial management	8.6%	20.0%	17.5%	36.4%	16.7%	22.2%	0.0%	0.0%
Job creation/employment	11.4%	0.0%	4.8%	0.0%	16.7%	22.2%	33.3%	25.0%
Financial markets*	2.9%	40.0%	4.8%	0.0%	16.7%	0.0%	0.0%	0.0%
Urban development	2.9%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	8.6%	0.0%	6.3%	9.1%	16.7%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	20.0%	1.6%	0.0%	0.0%	11.1%	11.1%	8.3%
Health	8.6%	0.0%	3.2%	9.1%	0.0%	22.2%	11.1%	8.3%
Global integration	5.7%	0.0%	7.9%	9.1%	16.7%	0.0%	0.0%	0.0%
Food security	2.9%	20.0%	4.8%	0.0%	0.0%	0.0%	11.1%	8.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Trade and exports	5.7%	20.0%	6.3%	0.0%	0.0%	11.1%	11.1%	0.0%
Economic growth	34.3%	60.0%	31.7%	0.0%	0.0%	33.3%	33.3%	33.3%
Law and justice	2.9%	0.0%	3.2%	0.0%	0.0%	0.0%	11.1%	0.0%
Regulatory framework	8.6%	20.0%	4.8%	0.0%	0.0%	11.1%	0.0%	8.3%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	6.3%	0.0%	16.7%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	8.6%	20.0%	6.3%	27.3%	16.7%	11.1%	11.1%	0.0%
Information and communications technology	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

<b>Greatest Value</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private sector/ Financial sector/ Private bank</b>	<b>CSO</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	39.4%	60.0%	49.1%	30.0%	16.7%	25.0%	25.0%	58.3%
Mobilizing third party financial resources	6.1%	0.0%	5.5%	0.0%	33.3%	0.0%	12.5%	8.3%
Technical assistance	24.2%	0.0%	14.5%	30.0%	0.0%	25.0%	25.0%	16.7%
Policy advice	15.2%	20.0%	18.2%	30.0%	0.0%	25.0%	37.5%	8.3%
Donor coordination*	0.0%	20.0%	1.8%	10.0%	33.3%	12.5%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	12.1%	0.0%	5.5%	0.0%	16.7%	12.5%	0.0%	0.0%
Studies/analyses	3.0%	0.0%	5.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

<b>2<sup>nd</sup> Greatest Value</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private sector/ Financial sector/ Private bank</b>	<b>CSO</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	3.1%	20.0%	5.5%	30.0%	33.3%	0.0%	12.5%	8.3%
Mobilizing third party financial resources*	0.0%	0.0%	18.2%	20.0%	0.0%	0.0%	0.0%	0.0%
Technical assistance*	46.9%	0.0%	27.3%	10.0%	50.0%	12.5%	0.0%	16.7%
Policy advice	12.5%	0.0%	16.4%	30.0%	0.0%	25.0%	12.5%	16.7%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Training/capacity building*	25.0%	0.0%	20.0%	10.0%	0.0%	25.0%	62.5%	50.0%
Studies/analyses*	6.3%	40.0%	1.8%	0.0%	0.0%	25.0%	12.5%	0.0%
Convening/facilitating	3.1%	20.0%	7.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.1%	20.0%	3.6%	0.0%	16.7%	12.5%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities	32.4%	25.0%	22.6%	9.1%	0.0%	22.2%	22.2%	27.3%
Not exploring alternative policy options	8.8%	0.0%	11.3%	9.1%	0.0%	11.1%	22.2%	9.1%
Too bureaucratic in its operational policies and procedures	20.6%	0.0%	21.0%	9.1%	0.0%	0.0%	0.0%	36.4%
Staff too inaccessible	0.0%	0.0%	6.5%	18.2%	16.7%	11.1%	11.1%	9.1%
Arrogant in its approach	0.0%	0.0%	3.2%	0.0%	16.7%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	1.6%	9.1%	0.0%	0.0%	0.0%	9.1%
The credibility of its knowledge/data*	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	20.6%	25.0%	16.1%	27.3%	16.7%	33.3%	22.2%	9.1%
Too influenced by developed countries	26.5%	50.0%	24.2%	9.1%	16.7%	22.2%	11.1%	9.1%
Not enough public disclosure of its work	14.7%	25.0%	32.3%	36.4%	33.3%	22.2%	22.2%	27.3%
World Bank processes too slow and complex	2.9%	25.0%	12.9%	0.0%	0.0%	0.0%	0.0%	27.3%
Not aligned with country priorities	14.7%	25.0%	8.1%	9.1%	0.0%	33.3%	0.0%	9.1%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	0.0%	4.8%	18.2%	66.7%	0.0%	11.1%	9.1%
Not adequately sensitive to political/social realities in Mauritius*	41.2%	0.0%	19.4%	18.2%	33.3%	11.1%	66.7%	9.1%
Other	2.9%	25.0%	4.8%	9.1%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	26.5%	40.0%	50.0%	36.4%	50.0%	33.3%	55.6%	36.4%
Capacity development	29.4%	0.0%	45.2%	45.5%	50.0%	44.4%	33.3%	63.6%
Policy based lending/ budget support to the Government	38.2%	60.0%	19.4%	18.2%	16.7%	33.3%	11.1%	27.3%
Knowledge products/services	11.8%	0.0%	12.9%	9.1%	16.7%	11.1%	44.4%	9.1%
Technical assistance	44.1%	40.0%	51.6%	45.5%	33.3%	55.6%	33.3%	18.2%
Trust Fund management*	8.8%	40.0%	1.6%	0.0%	0.0%	0.0%	0.0%	18.2%
Other	0.0%	0.0%	1.6%	9.1%	0.0%	0.0%	0.0%	0.0%
Don't know	14.7%	0.0%	3.2%	18.2%	16.7%	0.0%	0.0%	9.1%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	12.5%	20.0%	6.7%	0.0%	16.7%	22.2%	22.2%	33.3%
Capacity development	15.6%	20.0%	13.3%	18.2%	16.7%	0.0%	44.4%	11.1%
Policy based lending/ budget support to the Government	12.5%	0.0%	20.0%	36.4%	33.3%	22.2%	22.2%	22.2%
Knowledge products/services	31.3%	0.0%	38.3%	9.1%	50.0%	33.3%	11.1%	22.2%
Technical assistance	15.6%	0.0%	13.3%	9.1%	50.0%	11.1%	11.1%	0.0%
Trust Fund management	37.5%	20.0%	48.3%	45.5%	33.3%	55.6%	44.4%	22.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	28.1%	60.0%	23.3%	27.3%	0.0%	33.3%	0.0%	33.3%

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	35	6.94	2.18	5	8.40	1.34	62	6.92	2.02	10	8.10	1.97	6	6.67	2.50	8	6.88	1.46	9	7.44	2.13	11	8.09	1.58

(1-To no degree at all, 10-To a very significant degree)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs	28.6%	40.0%	30.2%	72.7%	0.0%	44.4%	22.2%	41.7%
Local Government*	17.1%	80.0%	6.3%	0.0%	0.0%	0.0%	0.0%	25.0%
Beneficiaries*	31.4%	20.0%	6.3%	27.3%	50.0%	22.2%	22.2%	16.7%
Private sector*	42.9%	40.0%	87.3%	27.3%	83.3%	44.4%	33.3%	33.3%
Community Based Organizations (CBOs)	14.3%	0.0%	4.8%	9.1%	0.0%	22.2%	11.1%	8.3%
Donor community	14.3%	20.0%	4.8%	9.1%	0.0%	0.0%	11.1%	8.3%
Foundations	2.9%	0.0%	1.6%	9.1%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	31.4%	0.0%	39.7%	18.2%	0.0%	22.2%	88.9%	41.7%
Parliament	8.6%	0.0%	6.3%	9.1%	0.0%	22.2%	11.1%	8.3%
Media*	5.7%	0.0%	3.2%	18.2%	66.7%	11.1%	0.0%	0.0%
Faith based organizations	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	8.3%
Other	0.0%	0.0%	3.2%	0.0%	0.0%	11.1%	0.0%	8.3%

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Mauritius, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Mauritius	36	6.03	1.83	4	7.00	2.31	54	6.20	2.05	9	5.22	2.68	6	6.00	1.90	9	6.22	1.30	9	6.11	1.54	12	6.25	1.42
The World Bank's work is aligned with what I consider the development priorities for this country	31	5.90	1.78	4	7.25	2.06	52	5.46	2.22	9	5.00	2.35	6	5.00	1.90	8	5.75	2.19	9	5.56	1.33	12	6.25	1.42
The World Bank supports programs and strategies that are realistic for Mauritius	34	5.71	1.99	4	6.25	2.75	51	5.84	1.86	8	6.38	1.69	6	4.83	1.83	8	6.13	2.03	9	5.89	1.62	12	6.00	1.28
The World Bank treats clients and stakeholders in Mauritius with respect	31	6.74	1.81	4	7.50	2.38	50	6.66	1.97	7	6.14	1.46	5	6.40	2.30	8	7.25	1.75	8	6.75	1.67	9	6.78	2.11

To what extent is the World Bank an effective development partner in Mauritius, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	31	6.26	1.90	4	6.50	1.29	45	5.89	1.43	8	5.25	1.28	2	7.50	0.71	5	6.60	1.14	7	6.29	0.76	8	7.25	1.04
Flexibility (in terms of the World Bank's products and services)	30	5.47	1.68	4	6.25	1.50	45	5.44	1.42	8	5.25	1.75	2	8.00	0.00	8	4.63	1.69	7	5.43	0.79	7	6.43	1.27
Flexibility (in terms of changing country circumstances)	28	5.36	1.81	4	4.50	1.91	45	5.33	1.77	5	5.40	0.89	2	7.00	1.41	8	5.38	0.92	8	5.75	1.16	7	5.71	1.38
Being inclusive	27	5.59	1.65	4	5.00	1.63	39	5.69	1.54	5	5.40	1.52	2	7.00	1.41	7	5.14	1.07	7	5.29	1.11	6	6.67	1.97
Openness (sharing data and other information)	32	5.78	1.95	4	5.00	2.16	43	5.58	1.78	6	6.00	2.10	3	4.67	2.52	9	6.89	1.76	8	5.75	1.75	9	7.11	1.54
Staff accessibility	31	6.16	1.83	4	6.00	1.83	38	5.37	1.76	7	4.86	3.08	3	4.00	3.46	8	5.63	1.41	8	5.75	2.25	8	7.38	1.85
Straightforwardness and honesty	31	6.23	1.73	4	6.00	3.16	41	6.32	1.93	5	6.80	1.30	3	5.00	3.46	7	6.43	1.13	7	6.43	1.51	7	7.71	1.38
Collaboration with groups outside of the Government	27	5.70	1.79	4	6.75	2.63	44	5.14	1.76	8	3.13	2.30	4	4.00	3.16	8	5.00	2.51	8	5.00	2.00	7	5.43	2.30
Collaboration with the Government	33	6.97	1.65	4	8.75	0.96	49	7.35	1.48	9	7.56	1.01	3	7.33	0.58	8	7.13	1.73	8	7.63	0.74	10	7.20	1.32
Collaboration with other donors	27	6.44	1.72	4	6.75	3.40	36	6.42	1.90	5	7.00	0.71	2	7.50	0.71	7	7.14	1.35	4	7.50	0.58	4	6.75	1.26
Follow through over time	29	5.90	1.93	4	6.25	1.50	40	6.40	1.85	6	6.33	2.25	2	6.50	0.71	7	6.29	2.06	6	6.50	1.05	6	6.67	1.21

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	2.9%	0.0%	4.8%	0.0%	16.7%	0.0%	0.0%	9.1%
The Government works inefficiently*	11.4%	25.0%	47.6%	27.3%	16.7%	11.1%	22.2%	18.2%
There is not an adequate level of citizen/civil society participation	31.4%	50.0%	15.9%	27.3%	66.7%	22.2%	44.4%	45.5%
Poor donor coordination	2.9%	0.0%	4.8%	9.1%	0.0%	0.0%	0.0%	18.2%
The World Bank does not do adequate follow through/follow-up	5.7%	0.0%	7.9%	9.1%	0.0%	33.3%	11.1%	0.0%
Lack of/inadequate levels of capacity in Government	48.6%	25.0%	31.7%	0.0%	16.7%	33.3%	44.4%	36.4%
Political pressures and obstacles*	20.0%	75.0%	50.8%	36.4%	50.0%	11.1%	44.4%	9.1%
Reforms are not well thought out in light of country challenges	20.0%	0.0%	20.6%	36.4%	16.7%	55.6%	0.0%	27.3%
The World Bank is not sensitive enough to political/social realities on the ground*	45.7%	0.0%	12.7%	18.2%	0.0%	11.1%	33.3%	36.4%
Other*	0.0%	0.0%	0.0%	18.2%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Mauritius, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	23	4.61	2.25	5	3.80	2.77	44	4.48	2.45	9	3.44	2.13	6	3.33	2.25	7	4.29	1.89	7	5.00	0.58	5	4.20	2.28
Information and communications technology	24	5.29	1.49	5	5.40	2.97	36	5.50	1.86	9	5.11	1.54	5	4.40	1.52	7	5.71	1.80	7	6.14	0.90	4	4.25	2.22
Transport	26	5.85	1.46	4	7.25	0.96	47	5.81	2.07	9	7.22	1.09	6	5.83	1.47	8	6.13	1.55	8	5.75	1.16	7	6.14	1.07
Crime and violence	21	4.48	1.81	5	3.20	2.17	40	3.33	1.80	9	3.11	1.45	6	2.50	1.38	4	3.25	1.26	7	4.43	0.98	6	4.50	2.07
Law and justice	20	4.60	1.64	5	4.60	1.67	38	3.87	1.82	7	3.71	1.98	4	2.50	1.29	4	4.25	0.96	7	4.71	1.25	6	4.67	1.86
Urban development	23	5.13	1.46	5	5.40	1.14	43	4.79	1.83	7	5.14	1.57	5	3.80	1.30	6	5.00	2.28	7	5.29	1.11	6	5.00	1.26
Environmental sustainability	27	5.78	1.80	5	5.60	1.14	48	5.42	1.54	8	4.13	1.73	5	3.80	2.05	6	5.33	1.97	8	6.00	1.60	6	6.17	0.75
Regulatory framework	26	5.92	1.62	5	5.80	2.28	49	5.96	1.57	9	4.89	1.83	4	4.50	2.08	4	5.25	2.87	7	4.43	0.98	7	5.86	0.90
Basic infrastructure	25	5.60	1.32	4	7.00	0.82	44	6.09	1.41	10	6.10	1.10	5	4.20	1.30	5	6.00	1.87	8	6.00	1.41	7	5.71	1.11
Communicable/non-communicable disease	21	5.67	2.24	3	3.67	2.08	41	5.85	1.80	8	5.25	2.66	4	3.75	1.89	5	5.00	2.45	7	5.57	1.81	4	4.00	2.16
Poverty reduction	24	5.96	1.78	4	5.25	2.63	46	5.46	1.80	9	5.33	2.00	5	3.60	1.95	7	5.00	1.83	8	5.50	1.60	7	5.29	1.11
Gender	19	5.32	1.53	4	4.75	2.06	37	5.38	1.89	7	5.00	1.53	5	3.40	1.14	4	4.50	1.73	7	5.29	1.89	5	5.00	1.58
Domestic private sector development	20	5.40	1.70	5	6.80	1.30	42	4.76	2.25	7	4.71	1.25	4	4.75	0.50	7	5.71	2.14	8	5.38	1.51	6	5.17	1.60
Foreign direct investment	20	5.85	1.63	5	7.80	0.84	43	5.56	1.89	7	6.43	1.51	5	5.00	1.87	5	5.40	2.30	8	5.50	1.77	4	5.75	1.71
Water and sanitation	23	5.74	1.98	3	4.00	2.65	40	5.65	1.92	9	5.33	2.24	5	4.00	2.24	6	5.00	1.67	7	6.00	1.29	5	4.80	2.86
Trade and exports	20	6.35	2.01	5	7.20	1.48	43	5.58	1.59	9	6.33	1.50	5	5.20	1.30	6	5.00	1.67	8	6.25	1.67	4	5.50	0.58
Economic growth	25	6.40	1.61	5	7.00	1.58	51	6.02	1.61	9	6.00	2.18	5	5.60	1.14	7	5.86	1.95	8	6.75	0.71	7	6.43	1.90
Energy	20	6.20	1.44	3	4.67	3.51	41	5.51	1.89	7	4.86	2.19	5	4.00	1.58	6	5.50	1.38	7	5.86	1.21	6	5.33	1.51
Disaster management	18	5.50	1.20	3	3.00	2.65	36	4.64	2.06	7	3.57	1.81	5	3.20	2.49	4	3.25	0.96	6	4.67	1.63	4	3.50	1.73
Monitoring and evaluation	23	6.22	1.57	2	3.50	2.12	45	5.69	1.89	8	4.75	2.43	3	5.33	1.53	7	5.57	2.23	8	5.50	1.51	6	6.00	1.26
Public financial management	25	6.08	1.55	3	7.33	0.58	48	5.42	2.33	9	5.89	1.83	4	4.75	2.99	9	5.67	1.22	8	6.63	1.06	8	6.63	1.30
Job creation/employment	20	5.00	1.75	2	6.50	2.12	44	4.61	2.13	8	3.38	1.51	5	2.40	2.07	6	5.00	1.55	8	4.13	1.36	6	3.67	1.51
Financial markets	20	5.80	1.51	5	7.00	1.58	42	5.24	2.17	8	5.88	1.73	5	4.80	2.59	6	4.17	1.94	7	4.86	1.68	5	5.40	0.89
Equality of opportunity	20	5.90	1.71	4	6.00	2.71	40	4.70	2.07	8	4.75	1.39	5	4.20	2.68	5	3.60	1.34	7	4.29	1.11	5	5.80	1.30
Health	22	5.36	1.81	3	2.67	2.08	44	5.61	1.81	9	5.22	2.44	5	3.60	1.14	5	4.80	1.79	7	5.57	1.40	4	4.50	2.65
Rural development	20	4.95	1.93	5	4.20	2.59	40	5.03	1.83	8	4.75	1.28	4	4.50	1.29	7	5.14	2.04	7	4.86	1.46	6	5.17	0.98
Global integration	21	5.67	1.74	5	5.00	3.24	44	5.59	1.63	8	5.25	1.67	3	5.00	1.00	4	4.50	1.29	8	5.25	1.49	5	5.20	1.48
Governance	25	6.12	1.79	5	5.00	2.24	49	4.96	2.04	9	5.44	1.59	5	4.00	2.83	8	5.38	0.92	8	6.13	0.64	8	6.25	1.49
Food security*	20	4.95	1.70	3	2.67	2.08	41	5.17	1.88	8	4.88	1.36	5	2.20	1.30	5	3.60	1.52	7	4.14	1.46	5	3.40	1.52
Education	22	6.05	1.43	5	5.20	3.11	42	5.81	1.78	8	4.50	1.77	5	4.00	2.24	6	4.83	1.60	7	6.14	1.46	8	5.63	1.06
Social protection	22	5.27	1.61	5	5.00	2.45	43	4.95	1.81	8	3.88	1.46	5	4.80	2.28	6	5.67	1.51	7	5.14	2.04	5	5.00	1.41
Climate change*	20	5.25	1.92	3	3.00	2.65	43	4.95	2.03	8	3.50	2.20	5	2.40	1.52	5	4.20	1.30	8	5.00	1.51	6	4.67	2.07
Public sector reform*	27	5.93	1.66	5	6.00	3.08	46	4.61	2.44	9	4.89	1.62	5	3.60	1.95	9	6.00	1.22	8	6.25	0.89	8	5.13	0.83
Regional integration	20	5.65	1.42	5	4.40	2.70	44	4.84	1.93	9	4.67	1.73	5	3.80	1.64	6	5.00	1.26	7	5.71	1.38	5	5.00	0.71
Agricultural development	20	4.75	1.86	4	3.25	2.22	40	5.05	2.00	9	4.44	2.13	5	2.60	2.30	5	3.60	1.67	8	4.13	1.73	6	4.00	1.79
Natural resource management	16	4.69	1.62	2	3.50	2.12	34	4.12	2.27	4	2.75	0.50	3	1.67	0.58	5	3.40	2.07	7	3.86	1.57	3	3.67	1.15

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Mauritius?	36	6.00	1.72	5	6.60	1.34	55	5.67	1.68	10	6.20	1.62	5	5.60	2.07	8	5.13	1.25	8	6.00	1.69	12	6.42	1.56

(1-To no degree at all, 10-To a very significant degree)

### To what extent do you agree with the following statements about the World Bank in Mauritius, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Mauritius	30	5.43	1.48	4	6.75	1.50	53	5.77	1.54	10	5.10	1.10	6	4.67	1.03	9	5.22	1.39	9	6.00	1.41	9	6.44	1.59
The World Bank meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)	32	5.69	1.67	4	6.75	2.63	56	5.30	1.85	10	4.80	1.32	5	4.20	1.30	8	5.50	1.60	9	5.67	1.87	11	5.73	2.05

### To what extent do you agree with the following statements about the World Bank in Mauritius, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank program in Mauritius contributes to fiscal consolidation and improved public sector efficiency	33	6.36	1.64	4	6.75	1.50	53	5.64	1.81	9	5.67	1.58	5	5.00	2.24	9	6.00	1.41	8	6.00	1.31	10	6.30	1.25
The World Bank program in Mauritius contributes to improving trade competitiveness	29	5.72	1.36	4	7.25	0.96	50	5.60	1.80	8	5.88	1.81	5	4.60	1.52	9	4.89	1.36	8	5.63	1.69	8	6.13	1.25
The World Bank program in Mauritius contributes to improving the investment climate	28	5.75	1.58	3	7.33	1.15	55	6.29	1.52	9	6.56	1.24	5	4.80	1.64	9	5.89	2.26	8	6.00	1.41	10	6.00	2.00
The World Bank program in Mauritius contributes to democratizing the economy through participation, social inclusion and sustainability	30	5.53	1.57	3	6.33	2.08	54	4.76	1.91	8	5.63	1.77	5	4.20	2.39	8	5.13	1.64	8	4.50	1.31	9	5.33	1.80
The World Bank program in Mauritius helps the Government deal with the transition to a more competitive and sophisticated economy	32	6.00	1.55	4	6.25	2.75	55	5.58	1.92	7	6.00	1.63	5	5.40	2.07	8	6.00	1.31	8	6.50	1.51	9	6.44	1.59
The World Bank financing for the upgrading of the B6 Road between Belle Rive and Quartier Militaire will help improve the life of Mauritian people	32	6.56	1.92	4	9.00	1.15	55	7.00	2.10	9	7.22	1.64	5	7.00	2.00	9	7.00	1.50	8	6.25	2.19	9	7.56	1.24

### D. The World Bank's Knowledge

#### How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	8.3%	0.0%	1.6%	0.0%	16.7%	0.0%	0.0%	0.0%
Monthly	19.4%	20.0%	15.9%	0.0%	16.7%	22.2%	33.3%	25.0%
A few times a year	47.2%	20.0%	36.5%	27.3%	16.7%	55.6%	55.6%	58.3%
Rarely	19.4%	60.0%	25.4%	45.5%	50.0%	11.1%	11.1%	8.3%
Never	5.6%	0.0%	20.6%	27.3%	0.0%	11.1%	0.0%	8.3%

**D. The World Bank's Knowledge (continued)**

When thinking about the development challenges in Mauritius, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Public sector reform	28.6%	40.0%	24.2%	18.2%	50.0%	25.0%	11.1%	25.0%
Gender	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Education	20.0%	0.0%	35.5%	36.4%	0.0%	37.5%	33.3%	16.7%
Domestic private sector development	5.7%	20.0%	8.1%	0.0%	33.3%	25.0%	0.0%	0.0%
Foreign direct investment*	5.7%	20.0%	12.9%	0.0%	50.0%	0.0%	11.1%	0.0%
Water and sanitation	14.3%	0.0%	4.8%	9.1%	0.0%	0.0%	0.0%	0.0%
Trade and exports	5.7%	0.0%	6.5%	9.1%	0.0%	0.0%	33.3%	8.3%
Economic growth	40.0%	40.0%	37.1%	9.1%	16.7%	25.0%	22.2%	25.0%
Energy	8.6%	0.0%	6.5%	9.1%	0.0%	0.0%	0.0%	25.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation*	0.0%	20.0%	0.0%	0.0%	0.0%	12.5%	0.0%	8.3%
Governance	17.1%	20.0%	19.4%	36.4%	0.0%	37.5%	11.1%	8.3%
Social protection	5.7%	0.0%	6.5%	18.2%	16.7%	0.0%	22.2%	8.3%
Climate change	5.7%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	17.1%	0.0%	19.4%	27.3%	33.3%	0.0%	11.1%	25.0%
Law and justice	5.7%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	8.3%
Anti corruption	14.3%	40.0%	27.4%	18.2%	0.0%	12.5%	11.1%	8.3%
Financial markets	2.9%	0.0%	6.5%	0.0%	16.7%	12.5%	0.0%	8.3%
Equality of opportunity	5.7%	0.0%	3.2%	9.1%	0.0%	0.0%	11.1%	25.0%
Urban development*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Crime and violence	5.7%	0.0%	11.3%	18.2%	0.0%	0.0%	22.2%	8.3%
Regional integration	2.9%	0.0%	6.5%	0.0%	16.7%	12.5%	11.1%	8.3%
Information and communications technology	8.6%	0.0%	3.2%	0.0%	0.0%	12.5%	0.0%	8.3%
Transport	20.0%	0.0%	16.1%	9.1%	0.0%	12.5%	0.0%	8.3%
Civil service reform	0.0%	0.0%	4.8%	9.1%	0.0%	12.5%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	1.6%	9.1%	16.7%	12.5%	0.0%	8.3%
Job creation/employment	25.7%	0.0%	14.5%	36.4%	16.7%	25.0%	33.3%	8.3%
Health	2.9%	0.0%	3.2%	0.0%	0.0%	0.0%	11.1%	0.0%
Rural development	2.9%	20.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	2.9%	0.0%	1.6%	0.0%	0.0%	0.0%	11.1%	0.0%
Food security	2.9%	0.0%	1.6%	0.0%	0.0%	12.5%	0.0%	16.7%
Environmental sustainability	11.4%	0.0%	1.6%	18.2%	16.7%	0.0%	22.2%	16.7%
Regulatory framework*	2.9%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Basic infrastructure	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

In Mauritius, how effective do you believe the World Bank's knowledge and research are at . . . (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic*	32	5.31	1.87	5	5.20	2.68	53	5.23	2.26	11	3.36	1.75	4	4.25	1.71	8	4.00	1.77	9	6.44	1.51	12	5.92	1.88
Stimulating public debate/dialogue*	31	4.68	1.78	5	3.40	2.88	53	4.92	1.81	11	2.91	1.30	6	4.33	2.73	8	3.50	1.20	8	5.25	1.75	12	4.67	1.72
Enhancing your knowledge and/or skills	32	5.28	2.00	5	3.80	2.95	54	5.33	2.14	11	3.91	2.66	5	4.20	2.28	8	4.50	1.51	9	6.11	1.96	12	5.83	1.75
Contributing to good policy making	33	5.58	1.87	5	4.80	2.59	52	5.83	1.78	10	4.80	1.81	4	4.25	2.36	8	4.88	1.73	7	6.29	1.50	12	6.58	1.00
Providing support for program implementation	34	5.94	1.82	5	5.20	2.77	52	5.96	1.83	9	5.11	1.27	5	5.60	1.14	7	5.00	1.53	8	5.75	1.75	11	6.36	1.12

\*Significantly different between stakeholder groups

In Mauritius, to what extent do you believe that the World Bank's knowledge and research . . . (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	29	5.55	1.55	4	5.25	1.71	42	5.71	1.73	7	5.00	1.83	4	5.25	1.71	8	4.63	1.30	8	5.38	1.85	9	5.67	1.41
Include appropriate level of stakeholder involvement during preparation	29	5.69	1.67	4	6.25	2.22	46	5.85	1.93	7	4.00	2.52	4	5.25	2.87	8	4.88	1.64	9	4.89	2.15	10	6.20	1.32
Are relevant to Mauritius's development priorities	34	5.62	1.56	4	5.75	2.22	52	6.04	1.70	9	4.56	2.07	5	5.40	2.88	8	5.50	0.93	8	5.38	1.85	11	6.27	1.10
Provide feasible recommendations	33	5.55	1.60	4	6.75	1.26	49	6.14	1.88	10	5.00	1.94	5	5.00	2.74	8	5.38	1.69	8	5.75	0.71	10	6.20	1.14
Are accessible (well written and easy to understand)	32	5.75	1.83	4	6.75	1.26	46	5.87	2.08	10	4.00	2.11	4	5.25	3.40	9	5.67	2.12	8	7.00	1.07	11	6.55	1.81
A source of relevant information on global good practices	33	6.55	1.77	4	7.00	1.41	51	6.35	1.96	9	4.89	1.96	4	7.00	1.15	8	6.50	1.20	8	7.00	1.07	12	7.00	1.28
Are adequately disseminated	31	5.39	1.98	4	5.75	2.22	49	5.00	2.30	8	3.88	2.42	6	3.83	3.31	9	3.89	2.52	9	4.89	1.90	11	5.91	1.70
Are appropriately translated	30	5.83	2.31	4	6.25	1.50	42	5.69	2.25	5	6.00	2.12	4	6.50	1.91	8	6.00	2.27	8	5.88	1.81	9	6.33	1.50
Are adaptable to Mauritius's specific development challenges and country circumstances	33	5.67	1.74	4	5.75	2.22	48	5.81	2.08	8	5.63	2.20	5	5.40	2.07	8	5.75	1.98	7	6.29	1.60	11	6.55	1.04

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	35	5.89	1.69	4	7.75	1.89	53	6.23	1.59	10	6.10	2.23	6	5.83	1.83	8	5.63	1.51	7	6.14	1.68	12	6.58	0.90
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	32	6.44	1.70	4	6.50	2.38	51	6.86	1.44	9	6.56	1.59	5	7.40	2.19	7	6.43	1.51	8	6.88	1.25	11	7.73	1.01
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	24	5.42	1.61	4	7.00	0.82	42	5.62	1.90	2	4.50	3.54	5	4.80	2.17	6	5.67	1.37	7	5.86	2.12	7	6.14	1.07

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective)

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	23	5.74	1.66	3	6.33	0.58	34	5.65	2.00	6	6.83	2.32	2	6.50	0.71	5	5.20	1.64	7	5.86	1.07	5	5.00	1.58
The World Bank effectively monitors and evaluates the projects and programs it supports	29	6.38	1.45	5	5.00	2.12	50	6.32	1.60	9	6.67	1.87	4	6.25	0.96	8	5.50	1.41	8	6.50	1.07	9	7.00	0.87
The World Bank's approvals and reviews are done in a timely fashion	28	5.68	1.59	5	5.20	2.05	37	5.95	1.93	8	6.25	2.31	3	6.00	1.00	6	5.00	1.26	7	6.57	0.98	7	6.86	0.90
The World Bank's "Safeguard Policy" requirements are reasonable	24	5.79	1.53	5	5.60	0.89	34	5.85	1.91	7	6.57	2.51	2	5.50	2.12	5	5.40	1.14	5	6.00	1.58	5	6.40	0.89
The World Bank imposes reasonable conditions on its lending	29	5.79	1.76	5	6.20	0.84	46	5.74	2.00	8	5.13	2.70	4	5.00	1.83	8	5.25	1.83	8	6.13	0.99	7	6.57	0.98
Working with the World Bank increases Mauritius's institutional	32	6.66	1.88	5	6.00	1.58	52	6.88	1.81	9	6.11	2.09	6	5.83	1.83	9	5.89	1.83	9	6.33	1.80	10	6.90	0.99
The World Bank ensures consistency and continuity through staff changes	25	5.68	1.99	4	6.00	1.83	33	6.27	1.97	6	6.50	2.26	3	5.33	2.52	5	6.00	1.87	6	6.33	1.86	5	6.40	1.34
The World Bank's teams and visits are well coordinated	32	6.03	1.94	4	5.50	2.89	37	6.22	1.84	5	7.40	1.52	3	5.67	0.58	7	5.43	2.23	6	7.83	1.33	7	6.57	1.72
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	28	6.21	1.85	4	5.75	3.20	40	6.38	1.90	6	7.00	1.67	3	6.33	1.15	6	6.17	1.47	5	7.20	1.48	6	6.67	1.21
The World Bank provides effective implementation support	32	6.06	1.29	5	5.20	3.56	45	6.49	1.65	8	6.38	1.69	4	5.00	0.82	7	5.00	1.73	6	6.50	1.05	9	6.78	0.97

### F. The Future Role of the World Bank in Mauritius

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Mauritius's development in the near future?	35	7.00	1.94	5	8.80	2.17	61	7.38	1.74	10	8.80	1.40	6	7.17	2.14	9	7.33	1.32	9	7.78	1.20	12	7.67	1.23

(1-Not significant at all, 10-Very significant)

### F. The Future Role of the World Bank in Mauritius(continued)

Which of the following SHOULD the World Bank do to make itself of greater value in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Mauritius's specific challenges	40.0%	20.0%	33.9%	33.3%	33.3%	55.6%	33.3%	33.3%
Reduce the complexity of obtaining World Bank financing	40.0%	0.0%	33.9%	22.2%	33.3%	11.1%	11.1%	0.0%
Focus primarily on advocacy issues*	5.7%	60.0%	8.5%	22.2%	16.7%	0.0%	11.1%	16.7%
Improve the competitiveness of its financing compared to markets	14.3%	40.0%	20.3%	11.1%	16.7%	22.2%	22.2%	16.7%
Ensure greater selectivity in its work*	28.6%	0.0%	6.8%	33.3%	0.0%	22.2%	33.3%	8.3%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	5.7%	20.0%	20.3%	11.1%	50.0%	22.2%	33.3%	16.7%
Offer more innovative financial products	20.0%	20.0%	27.1%	11.1%	16.7%	0.0%	11.1%	41.7%
Offer more innovative knowledge services	40.0%	20.0%	23.7%	22.2%	16.7%	44.4%	22.2%	50.0%
Increase availability of Fee-Based services	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	8.3%
Work faster	0.0%	0.0%	6.8%	0.0%	16.7%	0.0%	11.1%	0.0%
Other	2.9%	0.0%	5.1%	22.2%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers*	61.1%	100.0%	85.0%	90.0%	100.0%	55.6%	33.3%	75.0%
International newspapers	11.1%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	8.3%
Local radio	16.7%	0.0%	26.7%	30.0%	0.0%	44.4%	11.1%	25.0%
International radio	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	27.8%	0.0%	8.3%	30.0%	20.0%	11.1%	11.1%	8.3%
International television	16.7%	0.0%	1.7%	10.0%	0.0%	0.0%	11.1%	8.3%
Periodicals*	30.6%	0.0%	11.7%	20.0%	0.0%	33.3%	55.6%	25.0%
Internet*	25.0%	75.0%	46.7%	20.0%	80.0%	44.4%	66.7%	25.0%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	2.8%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing (continued)

How would you prefer to receive information from the World Bank? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website	47.2%	20.0%	52.5%	30.0%	16.7%	22.2%	55.6%	33.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)*	16.7%	60.0%	21.3%	60.0%	66.7%	11.1%	11.1%	8.3%
e-Newsletters	50.0%	60.0%	62.3%	60.0%	50.0%	44.4%	44.4%	75.0%
Instant messaging*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
World Bank seminars/workshops/conferences	27.8%	20.0%	27.9%	20.0%	33.3%	22.2%	44.4%	16.7%
World Bank Public Information Center	2.8%	0.0%	1.6%	10.0%	16.7%	11.1%	0.0%	0.0%
World Bank publications and other written materials*	47.2%	0.0%	13.1%	10.0%	0.0%	77.8%	44.4%	33.3%
Mobile phones	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	8.3%
Blogs	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	21.2%	40.0%	8.6%	0.0%	20.0%	22.2%	33.3%	9.1%
No	78.8%	60.0%	91.4%	100.0%	80.0%	77.8%	66.7%	90.9%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	11.8%	0.0%	4.9%	0.0%	16.7%	12.5%	11.1%	9.1%
No	88.2%	100.0%	95.1%	100.0%	83.3%	87.5%	88.9%	90.9%

Were you able to obtain this information?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	0.0%	66.7%	0.0%	0.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	33.3%	0.0%	100.0%	0.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### G. Communication and Information Sharing (continued)

#### Do you use/have used the World Bank website?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	82.9%	100.0%	71.2%	50.0%	66.7%	77.8%	77.8%	70.0%
No	17.1%	0.0%	28.8%	50.0%	33.3%	22.2%	22.2%	30.0%

#### Which do you primarily use?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	34.5%	40.0%	25.5%	37.5%	80.0%	0.0%	0.0%	40.0%
The World Bank's main website	65.5%	60.0%	74.5%	62.5%	20.0%	100.0%	100.0%	60.0%

#### Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector organization/ Financial sector/ Private bank			CSO			Media			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	24	5.96	1.65	5	6.20	1.30	34	5.21	2.46	5	4.00	3.74	3	3.33	3.21	6	5.83	1.72	6	6.00	2.53	6	7.17	2.04
I find the World Bank websites easy to navigate	28	6.96	1.45	5	6.00	1.58	43	6.19	1.53	7	6.57	2.88	4	5.25	2.75	7	6.29	1.25	7	7.71	1.50	9	6.56	2.30
I find the information on the World Bank's websites useful	28	6.89	1.37	5	6.40	1.14	41	6.80	1.52	7	6.43	1.27	4	5.75	1.50	7	6.29	1.38	7	7.57	1.13	9	7.00	1.50
When I need information from the World Bank I know how to find it	29	6.21	1.99	5	4.80	2.17	41	4.90	2.22	8	5.00	2.14	4	4.75	2.06	7	5.14	2.41	8	6.75	2.49	7	6.00	2.00
The World Bank is responsive to my information requests and inquiries	19	6.42	2.01	3	4.33	1.53	24	5.54	2.02	3	5.00	3.46	4	3.25	2.87	4	6.75	2.63	3	6.33	2.08	6	5.67	2.88

### H. Background Information

#### Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	70.6%	80.0%	27.0%	18.2%	16.7%	66.7%	55.6%	33.3%
No	29.4%	20.0%	73.0%	81.8%	83.3%	33.3%	44.4%	66.7%

\*Significantly different between stakeholder groups

#### Which of the following describes most of your exposure to the World Bank in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private sector/ Financial sector/ Private bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	20.6%	20.0%	46.8%	72.7%	66.7%	11.1%	33.3%	25.0%
Use World Bank reports/data	44.1%	60.0%	29.0%	9.1%	33.3%	22.2%	22.2%	8.3%
Engage in World Bank related/sponsored events/activities*	41.2%	40.0%	11.3%	27.3%	0.0%	11.1%	11.1%	25.0%
Collaborate as part of my professional duties*	44.1%	40.0%	29.0%	9.1%	16.7%	77.8%	55.6%	50.0%
Use World Bank website for information, data, research, etc.	20.6%	20.0%	30.6%	36.4%	0.0%	33.3%	55.6%	50.0%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Mauritius

In general would you say that Mauritius is headed in ... ?

Percentage of Respondents	Port Louis	Other
The right direction	67.6%	58.5%
The wrong direction	6.8%	11.3%
Not sure	25.7%	30.2%

When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 <sup>st</sup> Most Important		
Percentage of Respondents	Port Louis	Other
Rural development	0.0%	0.0%
Education	23.1%	31.1%
Social protection	1.3%	0.0%
Transport	2.6%	4.4%
Poverty reduction	2.6%	4.4%
Public sector reform	5.1%	0.0%
Regional integration	0.0%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	0.0%	4.4%
Foreign direct investment	3.8%	4.4%
Water and sanitation	1.3%	0.0%
Anti corruption	11.5%	4.4%
Monitoring and evaluation	0.0%	0.0%
Public financial management	0.0%	2.2%
Job creation/employment	5.1%	8.9%
Governance	2.6%	6.7%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Maurice Ile Durable	5.1%	2.2%
Equality of opportunity	1.3%	0.0%
Health	0.0%	2.2%
Energy	0.0%	0.0%
Food security	0.0%	0.0%
Climate change	1.3%	0.0%
Agricultural development	1.3%	0.0%
Trade and exports	0.0%	2.2%
Improved public sector efficiency	0.0%	0.0%
Economic growth	30.8%	17.8%
Law and justice	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	1.3%	0.0%
Natural resource management	0.0%	0.0%
Global integration	0.0%	2.2%
Disaster management	0.0%	2.2%
Information and communications technology	0.0%	0.0%

### A. General Issues facing Mauritius (continued)

When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>2<sup>nd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Port Louis</b>	<b>Other</b>
Rural development	0.0%	0.0%
Education	10.3%	8.9%
Social protection	1.3%	2.2%
Transport	3.8%	2.2%
Poverty reduction	7.7%	6.7%
Public sector reform	2.6%	2.2%
Regional integration	0.0%	0.0%
Gender	0.0%	2.2%
Domestic private sector development	7.7%	2.2%
Foreign direct investment	3.8%	11.1%
Water and sanitation	0.0%	4.4%
Anti corruption*	2.6%	13.3%
Monitoring and evaluation	2.6%	0.0%
Public financial management	2.6%	4.4%
Job creation/employment	19.2%	6.7%
Governance	5.1%	8.9%
Financial markets	1.3%	0.0%
Urban development	0.0%	0.0%
Maurice Ile Durable*	1.3%	8.9%
Equality of opportunity	2.6%	2.2%
Health	5.1%	2.2%
Energy	2.6%	0.0%
Food security	2.6%	2.2%
Climate change	0.0%	0.0%
Agricultural development	1.3%	0.0%
Trade and exports	2.6%	0.0%
Improved public sector efficiency	5.1%	2.2%
Economic growth	6.4%	6.7%
Law and justice	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	0.0%	0.0%
Natural resource management	0.0%	0.0%
Global integration	0.0%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.0%

\*Significantly different between locations

### A. General Issues facing Mauritius (continued)

When considering development priorities, which ONE development priority below is the most important in Mauritius? Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>3<sup>rd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Port Louis</b>	<b>Other</b>
Rural development	0.0%	2.1%
Education	6.5%	4.2%
Social protection	5.2%	0.0%
Transport	5.2%	10.4%
Poverty reduction	5.2%	12.5%
Public sector reform	2.6%	4.2%
Regional integration	1.3%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	2.6%	6.3%
Foreign direct investment	5.2%	2.1%
Water and sanitation	0.0%	4.2%
Anti corruption	3.9%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	3.9%	2.1%
Job creation/employment	6.5%	2.1%
Governance	2.6%	4.2%
Financial markets	2.6%	2.1%
Urban development	0.0%	0.0%
Maurice Ile Durable	2.6%	8.3%
Equality of opportunity	2.6%	2.1%
Health	3.9%	0.0%
Energy	1.3%	2.1%
Food security	3.9%	2.1%
Climate change	0.0%	0.0%
Agricultural development	0.0%	0.0%
Trade and exports	2.6%	0.0%
Improved public sector efficiency	6.5%	8.3%
Economic growth	13.0%	14.6%
Law and justice	5.2%	2.1%
Regulatory framework	1.3%	0.0%
Communicable/non-communicable disease	1.3%	0.0%
Basic infrastructure	0.0%	0.0%
Natural resource management	0.0%	4.2%
Global integration	1.3%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	1.3%	0.0%

### A. General Issues facing Mauritius (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Water and sanitation	0.0%	3.3%
Equality of opportunity	23.0%	28.3%
Economic growth	51.7%	45.0%
Climate change	0.0%	0.0%
Disaster management	0.0%	0.0%
Regional integration	1.1%	1.7%
Gender	0.0%	3.3%
Rural development	1.1%	1.7%
Urban development	0.0%	0.0%
Education	70.1%	71.7%
Regulatory framework	1.1%	1.7%
Basic infrastructure	2.3%	1.7%
Social protection	25.3%	28.3%
Law and justice	1.1%	1.7%
Transport	2.3%	1.7%
Crime and violence	3.4%	3.3%
Communicable/non-communicable disease	1.1%	0.0%
Information and communications technology	2.3%	0.0%
Anti corruption	5.7%	13.3%
Domestic private sector development	5.7%	6.7%
Foreign direct investment*	0.0%	8.3%
Global integration	0.0%	1.7%
Energy	0.0%	0.0%
Public sector reform	2.3%	0.0%
Monitoring and evaluation	1.1%	1.7%
Governance	9.2%	10.0%
Natural resource management	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Health	4.6%	3.3%
Public financial management	2.3%	0.0%
Agricultural development	3.4%	3.3%
Job creation/employment	64.4%	51.7%
Financial markets	1.1%	0.0%
Trade and exports	1.1%	0.0%
Food security	5.7%	5.0%

\*Significantly different between locations

### A. General Issues facing Mauritius (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Port Louis	Other
Energy	3.4%	1.7%
Equality of opportunity	11.4%	3.3%
Social protection	2.3%	0.0%
Global integration	10.2%	10.0%
Climate change	0.0%	0.0%
Anti corruption	14.8%	10.0%
Disaster management	0.0%	0.0%
Rural development	2.3%	1.7%
Foreign direct investment	55.7%	56.7%
Urban development	0.0%	0.0%
Water and sanitation	0.0%	0.0%
Education*	26.1%	43.3%
Information and communications technology	9.1%	6.7%
Regulatory framework*	1.1%	8.3%
Communicable/non-communicable disease	1.1%	0.0%
Trade and exports	30.7%	36.7%
Public sector reform	11.4%	10.0%
Regional integration	8.0%	8.3%
Domestic private sector development	25.0%	33.3%
Job creation/employment	23.9%	21.7%
Agricultural development	1.1%	3.3%
Food security	1.1%	0.0%
Governance	12.5%	10.0%
Transport	6.8%	8.3%
Monitoring and evaluation	5.7%	0.0%
Gender	0.0%	1.7%
Natural resource management	1.1%	0.0%
Environmental sustainability	1.1%	3.3%
Health	1.1%	0.0%
Basic infrastructure	3.4%	1.7%
Law and justice	2.3%	5.0%
Crime and violence	0.0%	0.0%
Public financial management	13.6%	6.7%
Financial markets	13.6%	6.7%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritius?	89	5.63	2.40	59	5.76	2.04

(1-Not familiar at all, 10-Extremely familiar)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritius.	75	5.88	1.59	47	5.85	1.64

(1-Not effective at all, 10-Very effective)

### B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Mauritius solve its most complicated development challenges?	68	5.91	1.54	45	6.09	1.79

(1-To no degree at all, 10-To a very significant degree)

When thinking about how the World Bank can have the most impact on development results in Mauritius, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Rural development	2.3%	1.7%
Education*	30.7%	46.7%
Social protection	9.1%	1.7%
Governance	23.9%	23.3%
Transport	10.2%	16.7%
Poverty reduction	17.0%	21.7%
Public sector reform	23.9%	20.0%
Regional integration	5.7%	6.7%
Gender	0.0%	1.7%
Crime and violence	2.3%	6.7%
Domestic private sector development	12.5%	3.3%
Foreign direct investment	14.8%	13.3%
Water and sanitation	3.4%	8.3%
Energy	3.4%	8.3%
Monitoring and evaluation	10.2%	6.7%
Public financial management	15.9%	13.3%
Job creation/employment	10.2%	10.0%
Financial markets*	8.0%	0.0%
Urban development	0.0%	3.3%
Environmental sustainability	6.8%	6.7%
Equality of opportunity	2.3%	5.0%
Health	8.0%	5.0%
Global integration	8.0%	3.3%
Food security	4.5%	5.0%
Climate change	1.1%	0.0%
Agricultural development	2.3%	0.0%
Trade and exports	6.8%	5.0%
Economic growth	30.7%	28.3%
Law and justice	3.4%	1.7%
Regulatory framework	6.8%	5.0%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	2.3%	5.0%
Natural resource management	0.0%	0.0%
Anti corruption	9.1%	8.3%
Information and communications technology	2.3%	1.7%
Disaster management	0.0%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

Greatest Value		
Percentage of Respondents	Port Louis	Other
Financial resources	39.0%	46.3%
Mobilizing third party financial resources	8.5%	3.7%
Technical assistance	22.0%	14.8%
Policy advice	18.3%	16.7%
Donor coordination	3.7%	5.6%
Data	0.0%	0.0%
Training/capacity building	4.9%	9.3%
Studies/analyses	3.7%	1.9%
Convening/facilitating	0.0%	1.9%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	0.0%	0.0%

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Port Louis	Other
Financial resources	7.3%	9.4%
Mobilizing third party financial resources	7.3%	11.3%
Technical assistance	24.4%	30.2%
Policy advice	17.1%	13.2%
Donor coordination	0.0%	0.0%
Data	0.0%	1.9%
Training/capacity building	25.6%	26.4%
Studies/analyses	7.3%	1.9%
Convening/facilitating	4.9%	3.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	6.1%	1.9%
Other	0.0%	0.0%

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Imposing technocratic solutions without regard to political realities	22%	26%
Not exploring alternative policy options	13%	5%
Too bureaucratic in its operational policies and procedures	20%	12%
Staff too inaccessible	5%	9%
Arrogant in its approach	1%	4%
Not client focused	1%	5%
The credibility of its knowledge/data	1%	0%
Not willing to honestly criticize policies and reform efforts in the country	19%	21%
Too influenced by developed countries	26%	18%
Not enough public disclosure of its work	30%	21%
World Bank processes too slow and complex	7%	12%
Not aligned with country priorities	10%	12%
Not aligned with other donors' work	0%	0%
Not collaborating enough with non-state actors	8%	7%
Not adequately sensitive to political/social realities in Mauritius*	16%	40%
Other	5%	2%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Investment lending	39.1%	44.8%
Capacity development	40.2%	43.1%
Policy based lending/ budget support to the Government*	33.3%	13.8%
Knowledge products/services	10.3%	19.0%
Technical assistance	44.8%	46.6%
Trust Fund management	6.9%	3.4%
Other	0.0%	3.4%
Don't know	6.9%	6.9%

\*Significantly different between locations

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Investment lending	10.7%	14.5%
Capacity development	10.7%	21.8%
Policy based lending/ budget support to the Government	22.6%	14.5%
Knowledge products/services	32.1%	30.9%
Technical assistance	14.3%	14.5%
Trust Fund management	39.3%	49.1%
Other	0.0%	0.0%
Don't know	26.2%	21.8%

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	87	7.14	2.04	57	7.21	2.06

(1-To no degree at all, 10-To a very significant degree)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
NGOs	30.7%	38.3%
Local Government	9.1%	15.0%
Beneficiaries	18.2%	20.0%
Private sector	64.8%	51.7%
Community Based Organizations (CBOs)	6.8%	11.7%
Donor community	10.2%	5.0%
Foundations	1.1%	3.3%
Academia/think tanks/research institutes	33.0%	38.3%
Parliament	9.1%	6.7%
Media	9.1%	6.7%
Faith based organizations	1.1%	1.7%
Other	4.5%	0.0%

### B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Mauritius, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Mauritius	82	6.10	1.83	56	6.18	2.02
The World Bank's work is aligned with what I consider the development priorities for this country	81	5.64	2.08	50	5.76	1.88
The World Bank supports programs and strategies that are realistic for Mauritius	79	5.75	1.84	52	5.96	1.75
The World Bank treats clients and stakeholders in Mauritius with respect	75	6.80	1.85	46	6.59	1.92

To what extent is the World Bank an effective development partner in Mauritius, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	65	6.20	1.63	46	6.13	1.41
Flexibility (in terms of the World Bank's products and services)	66	5.53	1.70	45	5.47	1.31
Flexibility (in terms of changing country circumstances)	62	5.52	1.76	44	5.18	1.43
Being inclusive	59	5.54	1.66	39	5.72	1.39
Openness (sharing data and other information)	69	5.96	2.01	46	5.85	1.66
Staff accessibility	64	5.64	2.07	44	6.07	1.90
Straightforwardness and honesty	64	6.31	1.98	43	6.56	1.65
Collaboration with groups outside of the Government	65	5.37	2.15	44	4.93	1.84
Collaboration with the Government	73	7.21	1.55	52	7.46	1.31
Collaboration with other donors	55	6.44	1.79	35	6.94	1.63
Follow through over time	59	6.08	1.82	43	6.60	1.73

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Port Louis	Other
The World Bank works too slowly	5.7%	1.7%
The Government works inefficiently	27.6%	32.8%
There is not an adequate level of citizen/civil society participation	26.4%	31.0%
Poor donor coordination	3.4%	6.9%
The World Bank does not do adequate follow through/follow-up*	11.5%	1.7%
Lack of/inadequate levels of capacity in Government	32.2%	36.2%
Political pressures and obstacles	40.2%	34.5%
Reforms are not well thought out in light of country challenges	23.0%	20.7%
The World Bank is not sensitive enough to political/social realities on the ground	19.5%	29.3%
Other	2.3%	0.0%

\*Significantly different between locations

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Mauritius, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption*	63	4.75	2.22	43	3.70	2.16
Information and communications technology	57	5.63	1.64	39	5.00	1.84
Transport	67	6.13	1.75	48	5.90	1.67
Crime and violence	57	3.93	1.93	41	3.24	1.50
Law and justice*	52	4.44	1.72	39	3.72	1.65
Urban development*	61	5.25	1.61	41	4.46	1.55
Environmental sustainability*	68	5.71	1.62	45	5.07	1.75
Regulatory framework*	63	6.13	1.59	48	5.13	1.61
Basic infrastructure	62	6.10	1.46	45	5.60	1.23
Communicable/non-communicable disease	55	5.62	2.05	38	5.21	2.11
Poverty reduction	66	5.67	1.72	43	5.09	1.89
Gender	51	5.33	1.58	38	4.84	1.90
Domestic private sector development*	58	5.50	1.82	40	4.53	1.99
Foreign direct investment*	55	6.07	1.71	41	5.29	1.93
Water and sanitation*	58	5.78	1.92	40	4.93	2.06
Trade and exports	59	6.03	1.52	40	5.68	1.87
Economic growth	67	6.37	1.60	49	5.94	1.63
Energy	55	5.58	1.93	40	5.45	1.60
Disaster management	49	4.59	1.89	34	4.32	1.98
Monitoring and evaluation	59	5.86	1.77	42	5.43	1.90
Public financial management	66	6.06	2.04	47	5.49	1.78
Job creation/employment	57	4.65	1.99	41	4.10	1.95
Financial markets	60	5.43	2.09	38	5.32	1.69
Equality of opportunity	54	5.13	2.04	40	4.68	1.83
Health	56	5.23	1.92	43	5.23	1.96
Rural development	55	5.16	1.68	42	4.60	1.82
Global integration	56	5.57	1.77	41	5.24	1.59
Governance	69	5.64	1.85	47	5.02	1.95
Food security	54	4.83	1.90	39	4.31	1.84
Education	60	5.67	1.97	44	5.43	1.52
Social protection	58	5.09	1.77	42	4.86	1.79
Climate change	56	4.75	1.95	41	4.54	2.19
Public sector reform*	66	5.58	1.96	49	4.73	2.17
Regional integration	59	5.14	1.70	42	4.81	1.82
Agricultural development	53	4.77	1.96	43	4.28	2.04
Natural resource management	41	4.34	1.91	33	3.45	1.97

\*Significantly different between locations

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Mauritius?	85	5.87	1.59	53	5.85	1.73

(1-To no degree at all, 10-To a very significant degree)

### C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Mauritius, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Mauritius	80	5.73	1.54	50	5.58	1.44
The World Bank meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)	83	5.57	1.88	52	5.29	1.66

To what extent do you agree with the following statements about the World Bank in Mauritius, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
The World Bank program in Mauritius contributes to fiscal consolidation and improved public sector efficiency	77	6.04	1.68	53	5.83	1.63
The World Bank program in Mauritius contributes to improving trade competitiveness	73	5.84	1.57	48	5.46	1.75
The World Bank program in Mauritius contributes to improving the investment climate	76	6.25	1.63	51	5.94	1.65
The World Bank program in Mauritius contributes to democratizing the economy through participation, social inclusion and sustainability	74	5.26	1.74	51	4.92	1.94
The World Bank program in Mauritius helps the Government deal with the transition to a more competitive and sophisticated economy	78	5.85	1.71	50	6.00	1.90
The World Bank financing for the upgrading of the B6 Road between Belle Rive and Quartier Militaire will help improve the life of Mauritian people	77	7.01	2.02	54	7.00	1.82

### D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Port Louis	Other
Weekly	3.4%	3.3%
Monthly	15.7%	20.0%
A few times a year	42.7%	41.7%
Rarely	24.7%	23.3%
Never	13.5%	11.7%

### D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Mauritius, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Port Louis		Other	
Public sector reform	25.3%		25.0%	
Gender	0.0%		1.7%	
Education*	20.7%		38.3%	
Domestic private sector development	10.3%		5.0%	
Foreign direct investment	10.3%		10.0%	
Water and sanitation	4.6%		8.3%	
Trade and exports	4.6%		10.0%	
Economic growth	36.8%		28.3%	
Energy	6.9%		8.3%	
Disaster management	0.0%		0.0%	
Monitoring and evaluation	3.4%		0.0%	
Governance	16.1%		21.7%	
Social protection	10.3%		3.3%	
Climate change	2.3%		8.3%	
Poverty reduction	20.7%		15.0%	
Law and justice	5.7%		0.0%	
Anti corruption	18.4%		21.7%	
Financial markets	6.9%		3.3%	
Equality of opportunity	5.7%		6.7%	
Urban development	1.1%		0.0%	
Crime and violence	6.9%		13.3%	
Regional integration	8.0%		3.3%	
Information and communications technology	6.9%		1.7%	
Transport	10.3%		18.3%	
Civil service reform	4.6%		0.0%	
Natural resource management	0.0%		0.0%	
Public financial management	1.1%		6.7%	
Job creation/employment	20.7%		18.3%	
Health	2.3%		3.3%	
Rural development	2.3%		1.7%	
Global integration	2.3%		1.7%	
Food security	5.7%		0.0%	
Environmental sustainability	6.9%		11.7%	
Regulatory framework	3.4%		1.7%	
Basic infrastructure	1.1%		0.0%	
Communicable/non-communicable disease	1.1%		0.0%	

\*Significantly different between locations

In Mauritius, how effective do you believe the World Bank's knowledge and research are at... (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	79	5.06	2.04	53	5.34	2.18
Stimulating public debate/dialogue	79	4.41	1.82	54	4.76	1.93
Enhancing your knowledge and/or skills	82	5.09	2.12	52	5.37	2.17
Contributing to good policy making	80	5.51	1.75	50	5.76	1.93
Providing support for program implementation	80	5.88	1.66	50	5.68	1.88

### D. The World Bank's Knowledge (continued)

In Mauritius, to what extent do you believe that the World Bank's knowledge and research... (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Are timely	66	5.47	1.64	45	5.56	1.63
Include appropriate level of stakeholder involvement during preparation	69	5.55	1.97	47	5.70	1.79
Are relevant to Mauritius's development priorities	77	5.65	1.78	52	5.96	1.52
Provide feasible recommendations	76	5.76	1.86	50	5.86	1.58
Are accessible (well written and easy to understand)	75	5.76	2.09	49	5.94	1.95
A source of relevant information on global good practices	77	6.47	1.69	52	6.46	1.88
Are adequately disseminated	73	5.01	2.07	53	5.09	2.47
Are appropriately translated	68	5.93	2.00	42	5.90	2.31
Are adaptable to Mauritius's specific development challenges and country circumstances	73	5.64	1.95	51	6.08	1.75

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	81	6.14	1.63	55	6.15	1.67
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	76	6.75	1.64	51	6.92	1.40
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	58	5.74	1.70	38	5.50	1.83

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective)

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	47	5.72	1.61	39	5.82	1.94
The World Bank effectively monitors and evaluates the projects and programs it supports*	73	6.00	1.52	50	6.86	1.40
The World Bank's approvals and reviews are done in a timely fashion*	62	5.65	1.66	40	6.38	1.75
The World Bank's "Safeguard Policy" requirements are reasonable	53	5.83	1.54	36	6.06	1.90
The World Bank imposes reasonable conditions on its lending	68	5.76	1.67	49	5.76	2.03
Working with the World Bank increases Mauritius's institutional capacity	77	6.51	1.76	56	6.77	1.83
The World Bank ensures consistency and continuity through staff changes	54	5.93	2.05	35	6.40	1.67
The World Bank's teams and visits are well coordinated*	62	5.95	1.94	40	6.73	1.77
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	60	6.27	1.71	40	6.65	1.94
The World Bank provides effective implementation support*	69	5.94	1.65	48	6.58	1.53

\*Significantly different between locations

### F. The Future Role of the World Bank in Mauritius

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Mauritius's development in the near future?	87	7.49	1.69	58	7.53	1.84

(1-Not a significant role at all, 10-Very significant role)

### Which of the following SHOULD the World Bank do to make itself of greater value in MAURITIUS? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Improve the quality of its experts as related to Mauritius's specific challenges	39.3%	28.1%
Reduce the complexity of obtaining World Bank financing	27.4%	28.1%
Focus primarily on advocacy issues	10.7%	12.3%
Improve the competitiveness of its financing compared to markets	20.2%	15.8%
Ensure greater selectivity in its work	16.7%	17.5%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	19.0%	15.8%
Offer more innovative financial products	20.2%	26.3%
Offer more innovative knowledge services	27.4%	38.6%
Increase availability of Fee-Based services	3.6%	0.0%
Work faster	3.6%	5.3%
Other	4.8%	3.5%

### G. Communication and Information Sharing

#### How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Local newspapers	77.4%	70.0%
International newspapers	4.8%	10.0%
Local radio	25.0%	18.3%
International radio	1.2%	0.0%
Local television	13.1%	18.3%
International television	7.1%	6.7%
Periodicals	19.0%	25.0%
Internet	40.5%	41.7%
Social media (Facebook, Twitter, Youtube)	0.0%	1.7%
Blogs	0.0%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	0.0%	0.0%
Other	2.4%	1.7%

#### How would you prefer to receive information from the World Bank? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
World Bank website	39.5%	50.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	26.7%	18.3%
e-Newsletters	55.8%	61.7%
Instant messaging	2.3%	0.0%
World Bank seminars/workshops/conferences	27.9%	25.0%
World Bank Public Information Center	4.7%	1.7%
World Bank publications and other written materials	26.7%	28.3%
Mobile phones	0.0%	3.3%
Social media (Facebook, Twitter, Youtube)	1.2%	3.3%
Blogs	1.2%	0.0%
Other	1.2%	0.0%

### G. Communication and Information Sharing (continued)

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Port Louis	Other
Yes	14.6%	17.5%
No	85.4%	82.5%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Port Louis	Other
Yes	8.2%	7.0%
No	91.8%	93.0%

Were you able to obtain this information?

Percentage of Respondents	Port Louis	Other
Yes	71.4%	100.0%
No	28.6%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Port Louis	Other
Yes	100.0%	100.0%
No	0.0%	0.0%

Do you use/have you used the World Bank website?

Percentage of Respondents	Port Louis	Other
Yes	75.3%	73.2%
No	24.7%	26.8%

Which do you primarily use?

Percentage of Respondents	Port Louis	Other
The World Bank's country website	30.0%	25.5%
The World Bank's main website	70.0%	74.5%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	54	5.46	2.16	35	5.69	2.45
I find the World Bank websites easy to navigate	66	6.39	1.62	44	6.66	1.85
I find the information on the World Bank's websites useful	65	6.72	1.28	43	6.98	1.58
When I need information from the World Bank I know how to find it	64	5.63	1.95	45	5.36	2.59
The World Bank is responsive to my information requests and inquiries	40	5.63	2.35	26	5.92	2.24

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Port Louis	Other
Yes	46.6%	36.7%
No	53.4%	63.3%

Which of the following describes most of your exposure to the World Bank in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Louis	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.6%	38.3%
Use World Bank reports/data	29.9%	31.7%
Engage in World Bank related/sponsored events/activities	24.1%	16.7%
Collaborate as part of my professional duties	39.1%	35.0%
Use World Bank website for information, data, research, etc.*	20.7%	43.3%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Year<sup>1</sup>

FY '07 Response Number = 90 • FY '12 Response Number = 153

### A. General Issues facing Mauritius

In general would you say that Mauritius is headed in ... ?\*

Percentage of Respondents	FY 2007	FY 2012
The right direction	71.8%	62.3%
The wrong direction	18.8%	8.5%
Not sure	9.4%	29.2%

\*Significantly different between FY12 and FY07 country surveys

### B. Overall Attitudes toward the World Bank

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritius?	88	5.45	2.48	152	5.65	2.27

(1-Not familiar at all, 10-Extremely familiar)

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritius.	83	5.67	1.96	125	5.86	1.60

(1-Not effective at all, 10-Very effective)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

Greatest Value		
Percentage of Respondents	FY 2007	FY 2012
Financial resources*	14.8%	42.4%
Mobilizing third party financial resources	3.4%	6.5%
Technical assistance	13.6%	18.7%
Policy advice*	34.1%	18.0%
Donor coordination	3.4%	4.3%
Data	-	0.0%
Training/capacity building	4.5%	6.5%
Studies/analyses*	21.6%	2.9%
Convening/facilitating	3.4%	0.7%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	-	0.0%
Other	1.1%	0.0%

\*Significantly different between FY12 and FY07 country surveys

<sup>1</sup> Only those questions that were asked in the FY '07 and FY '12 country surveys, with similar response scales/options, are presented.

## B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	FY 2007	FY 2012
Financial resources	17.2%	8.7%
Mobilizing third party financial resources	10.3%	8.7%
Technical assistance	23.0%	26.8%
Policy advice	19.5%	15.2%
Donor coordination*	4.6%	0.0%
Data	-	0.7%
Training/capacity building*	8.0%	25.4%
Studies/analyses	11.5%	5.8%
Convening/facilitating	4.6%	4.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	-	4.3%
Other	1.1%	0.0%

\*Significantly different between FY12 and FY07 country surveys

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in MAURITIUS? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	FY 2007	FY 2012
Imposing technocratic solutions without regard to political realities*	40.7%	23.1%
Not exploring alternative policy options	15.1%	10.2%
Too bureaucratic in its operational policies and procedures	12.8%	17.0%
Staff too inaccessible*	0.0%	6.8%
Arrogant in its approach	3.5%	2.0%
Not client focused	-	2.7%
The credibility of its knowledge/data	-	0.7%
Not willing to honestly criticize policies and reform efforts in the country	-	19.0%
Too influenced by developed countries	-	22.4%
Not enough public disclosure of its work	-	26.5%
World Bank processes too slow and complex	-	8.8%
Not aligned with country priorities	-	10.9%
Not aligned with other donors' work	-	0.0%
Not collaborating enough with non-state actors	-	7.5%
Not adequately sensitive to political/social realities in Mauritius	-	25.9%
Other*	27.9%	4.1%

\*Significantly different between FY12 and FY07 country surveys

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Mauritius	85	6.16	2.04	141	6.11	1.89
The World Bank's work is aligned with what I consider the development priorities for this country	80	6.05	2.19	133	5.68	1.98
The World Bank supports programs and strategies that are realistic for Mauritius	81	5.47	2.15	134	5.86	1.83

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	72	5.69	1.95	108	5.38	1.63
Collaboration with other donors	62	6.35	1.90	90	6.63	1.74

(1-To no degree at all, 10-To a very significant degree)

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Mauritius, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Law and justice*	71	4.80	2.17	92	4.12	1.72
Regulatory framework*	74	6.53	2.01	112	5.68	1.67
Basic infrastructure*	75	6.55	1.93	109	5.88	1.39
Domestic private sector development*	75	5.92	2.12	100	5.11	1.92
Trade and exports	75	6.28	1.94	101	5.88	1.67
Economic growth*	78	6.68	1.87	118	6.19	1.61
Public financial management*	73	6.83	1.75	115	5.83	1.95
Health	69	5.21	2.53	100	5.22	1.92
Global integration*	77	6.35	1.90	99	5.45	1.69
Education	72	5.47	2.68	104	5.57	1.79
Public sector reform	72	5.25	2.12	118	5.21	2.06

\*Significantly different between FY12 and FY07 country surveys

### D. The World Bank's Knowledge

When thinking about the development challenges in MAURITIUS, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	FY 2007	FY 2012
Public sector reform	-	25.3%
Gender	-	1.3%
Education	24.7%	28.0%
Domestic private sector development*	30.3%	8.0%
Foreign direct investment	-	10.0%
Water and sanitation	6.7%	6.7%
Trade and exports	-	7.3%
Economic growth	-	32.7%
Energy*	15.7%	7.3%
Disaster management	-	0.0%
Monitoring and evaluation	3.4%	2.0%
Governance	11.2%	18.7%
Social protection	6.7%	8.0%
Climate change (e.g., mitigation, adaptation)	-	4.7%
Poverty reduction	-	18.0%
Law and justice (e.g., judicial system)	-	3.3%
Anti corruption*	4.5%	19.3%
Financial markets	4.5%	5.3%
Equality of opportunity (i.e., equity)	-	6.0%
Urban development*	13.5%	0.7%
Crime and violence	-	9.3%
Regional integration	-	6.0%
Information and communications technology	-	4.7%
Transport*	23.6%	13.3%
Civil service reform	-	3.3%
Natural resource management (e.g., oil, gas, mining)	-	0.0%
Public financial management	6.7%	3.3%
Job creation/employment	-	19.3%
Health	5.6%	2.7%
Rural development	-	2.0%
Global integration	-	2.0%
Food security	-	3.3%
Environmental sustainability	-	8.7%
Regulatory framework	-	2.7%
Basic infrastructure	-	0.7%
Communicable/non-communicable diseases	-	0.7%

### D. The World Bank's Knowledge

In Mauritius, to what extent do you believe that the World Bank's knowledge and research ... (1-To no degree at all, 10-To a very significant degree)

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Are adaptable to Mauritius's specific development challenges and country circumstances	78	5.59	2.16	125	5.82	1.87

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank imposes reasonable conditions on its lending*	68	5.03	2.27	117	5.76	1.82

\*Significantly different between FY12 and FY07 country surveys

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	FY 2007	FY 2012
Local newspapers	80.9%	74.8%
International newspapers	2.2%	7.5%
Local radio	13.5%	22.4%
International radio	0.0%	0.7%
Local television	20.2%	15.0%
International television	11.2%	6.8%
Periodicals*	36.0%	21.1%
Internet*	18.0%	40.8%
Other*	10.1%	2.0%

\*Significantly different between FY12 and FY07 country surveys

Do you use/have you used the World Bank website?

Percentage of Respondents	FY 2007	FY 2012
Yes	53.0%	74.3%
No	47.0%	25.7%

\*Significantly different between FY12 and FY07 country surveys

Which do you primarily use?

Percentage of Respondents	FY 2007	FY 2012
The World Bank's country website	41.3%	29.2%
The World Bank's main website	58.7%	70.8%

## Appendix E: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Mauritius? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Mauritius.	5.51	6.15	6.04	5.54	5.88	5.87	5.78	6.16	5.58	6.29	5.84	5.97
To what extent do you believe the World Bank's staff is well prepared to help Mauritius solve its most complicated development challenges?	5.46	6.49	6.10	5.82	6.07	5.92	5.82	6.59	5.95	6.10	6.05	5.94
Overall the World Bank currently plays a relevant role in development in Mauritius	5.74	6.60	6.30	5.88	6.20	6.05	6.04	6.57	5.96	6.44	6.11	6.24
The World Bank's work is aligned with what I consider the development priorities for Mauritius	5.20	6.26	6.02	5.07	5.70	5.73	5.54	6.32	5.54	5.96	5.62	5.90
Responsiveness	5.49	6.73	6.48	5.48	6.18	6.24	5.99	6.79	5.95	6.56	6.32	5.94
Openness (sharing data and other information)	5.38	6.37	6.15	5.34	5.96	5.84	5.84	6.19	5.74	6.17	5.83	6.11
Collaboration with groups outside of the Government	4.43	5.87	5.45	4.52	5.12	5.25	4.93	5.96	5.11	5.23	5.29	4.88
Collaboration with the Government	7.14	7.53	7.43	7.23	7.34	7.41	7.26	7.70	7.32	7.43	7.39	7.30
Collaboration with other donors	6.36	6.88	6.84	6.25	6.84	6.39	6.55	7.04	6.58	6.80	6.63	6.86
To what extent does the World Bank's work help to achieve development results in Mauritius?	5.54	6.25	5.98	5.70	5.98	5.67	5.64	6.71	5.89	5.87	5.93	5.79
The World Bank's financial instruments meet the needs of Mauritius	5.21	6.22	5.88	5.34	5.78	5.53	5.58	6.15	5.52	5.98	5.67	5.76
The World Bank meets Mauritius's needs for knowledge services	4.90	6.06	5.72	4.93	5.44	5.52	5.24	6.23	5.30	5.71	5.58	5.23
The World Bank's knowledge and research are adaptable to Mauritius's specific development challenges and country circumstances	5.52	6.13	5.89	5.69	5.95	5.58	5.71	6.21	5.76	5.92	5.89	5.68
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	5.90	6.42	6.23	6.02	6.20	6.09	6.05	6.57	6.28	6.00	6.19	6.10
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	6.62	7.00	6.89	6.73	6.87	6.79	6.80	6.97	6.86	6.81	6.77	7.00
Where country systems are adequate, the World Bank makes appropriate use of them	5.94	6.87	6.69	5.81	6.48	6.39	6.36	6.72	6.11	6.88	6.53	6.23

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Mauritius FY 2012 Questionnaire



### **World Bank Country Survey FY12 – MAURITIUS**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in MAURITIUS or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in MAURITIUS, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in MAURITIUS. The World Bank commissioned an independent firm to oversee the logistics of this effort in MAURITIUS. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

#### **SECTION A: GENERAL ISSUES FACING MAURITIUS**

<b>A1. In general would you say that MAURITIUS is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. When considering development priorities, which ONE development priority below is the most important in MAURITIUS? Which ONE is the second most important priority? Which ONE is the third most important priority?</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
<b>Choose only ONE for each column</b>				
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Maurice Ile Durable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Improved Public Sector Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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36	Information and communications technology	□	□	□
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**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in MAURITIUS? (Choose no more than THREE)</b>	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Disaster management
6	Regional integration
7	Gender
8	Rural development
9	Urban development
10	Education
11	Regulatory framework
12	Basic infrastructure
13	Social protection (e.g., pensions, targeted social assistance)
14	Law and justice (e.g., judicial system)
15	Transport (e.g., roads, bridges, transportation)
16	Crime and violence
17	Communicable/non-communicable diseases
18	Information and communications technology
19	Anti corruption
20	Domestic private sector development
21	Foreign direct investment
22	Global integration
23	Energy
24	Public sector reform
25	Monitoring and evaluation
26	Governance (i.e., government effectiveness)
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Public financial management (e.g., public expenditure, fiscal system reform)
31	Agricultural development
32	Job creation/employment
33	Financial markets
34	Trade and exports
35	Food security



**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>	
<b>Which THREE areas below do you believe would contribute most to generating economic growth in MAURITIUS? (Choose no more than THREE)</b>	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Rural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Regulatory framework
15	Communicable/non-communicable diseases
16	Trade and exports
17	Public sector reform
18	Regional integration
19	Domestic private sector development
20	Job creation/employment
21	Agricultural development
22	Food security
23	Governance (i.e., government effectiveness)
24	Transport (e.g., roads, bridges, transportation)
25	Monitoring and evaluation
26	Gender
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Basic infrastructure
31	Law and justice (e.g., judicial system)
32	Crime and violence
33	Public financial management (e.g., public expenditure, fiscal system reform)
34	Financial markets

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B1. How familiar are you with the work of the World Bank in MAURITIUS, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in MAURITIUS, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help MAURITIUS solve its most complicated development challenges, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

**B4. When thinking about how the World Bank can have the most impact on development results in MAURITIUS, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in MAURITIUS? (Choose no more than THREE)**

1	Rural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., government effectiveness)
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Regional integration
9	Gender
10	Crime and violence
11	Domestic private sector development
12	Foreign direct investment
13	Water and sanitation
14	Energy
15	Monitoring and evaluation
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Job creation/employment
18	Financial markets
19	Urban development
20	Environmental sustainability
21	Equality of opportunity (i.e., equity)
22	Health
23	Global integration
24	Food security
25	Climate change (e.g., mitigation, adaptation)
26	Agricultural development
27	Trade and exports
28	Economic growth
29	Law and justice (e.g., judicial system)
30	Regulatory framework
31	Communicable/non-communicable diseases
32	Basic infrastructure
33	Natural resource management (e.g., oil, gas, mining)
34	Anti corruption
35	Information and communications technology

36 | Disaster management

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK****B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in MAURITIUS?**

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in MAURITIUS? (Choose no more than TWO)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in MAURITIUS
16	Other (please specify): _____



**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK****B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in MAURITIUS? (Choose no more than TWO)**

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in MAURITIUS? (Choose no more than TWO)**

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

**B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

**To what extent do you agree with the following statements about the World Bank's work in MAURITIUS, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B11</b>	Overall the World Bank currently plays a relevant role in development in MAURITIUS	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	The World Bank supports programs and strategies that are realistic for MAURITIUS	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	The World Bank treats clients and stakeholders in MAURITIUS with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>To what extent is the World Bank an effective development partner in MAURITIUS, in terms of each of the following?</b>												<b>Don't know</b>	
		<b>To no degree at all</b>										<b>To a very significant degree</b>	
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

		How effective do you believe the World Bank is in terms of the work it does in the following areas of development in MAURITIUS, on a ten point scale?										Don't know
		Not effective at all									Very effective	
		1	2	3	4	5	6	7	8	9	10	
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C33	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C34	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C35	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C36</b>	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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### SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

<b>C37. To what extent does the World Bank's work help to achieve development results in MAURITIUS, on a ten point scale?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know	

<b>To what extent do you agree with the following statements about the World Bank in MAURITIUS, on a ten point scale?</b>																					
											<b>Strongly disagree</b>		<b>Strongly agree</b>	<b>Don't know</b>							
<b>C38</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of MAURITIUS										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C39</b>	The World Bank meets MAURITIUS's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>To what extent do you agree with the following statements about the World Bank in MAURITIUS, on a ten point scale?</b>																					
											<b>Strongly disagree</b>		<b>Strongly agree</b>	<b>Don't know</b>							
<b>C40</b>	The World Bank program in MAURITIUS contributes to fiscal consolidation and improved public sector efficiency										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C41</b>	The World Bank program in MAURITIUS contributes to improving trade competitiveness										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C42</b>	The World Bank program in MAURITIUS contributes to improving the investment climate										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C43</b>	The World Bank program in MAURITIUS contributes to democratizing the economy through participation, social inclusion and sustainability										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C44</b>	The World Bank program in MAURITIUS helps the Government deal with the transition to a more competitive and sophisticated economy										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C45</b>	The World Bank financing for the upgrading of the B6 Road between Belle Rive and Quartier Militaire will help improve the life										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

	of Mauritian people											
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**SECTION D: THE WORLD BANK'S KNOWLEDGE**

**D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

**D2. When thinking about the development challenges in MAURITIUS, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)**

1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Disaster management
11	Monitoring and evaluation
12	Governance (i.e., government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Crime and violence
22	Regional integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Civil service reform
26	Natural resource management (e.g., oil, gas, mining)
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Job creation/employment
29	Health
30	Rural development
31	Global integration
32	Food security
33	Environmental sustainability
34	Regulatory framework
35	Basic infrastructure
36	Communicable/non-communicable diseases



## SECTION D: THE WORLD BANK'S KNOWLEDGE

In MAURITIUS, how effective do you believe the World Bank's knowledge and research are at:													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D3</b>	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

In MAURITIUS, to what extent do you believe that the World Bank's knowledge and research:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D8</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are relevant to MAURITIUS's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D12</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D13</b>	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D14</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D15</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D16</b>	Are adaptable to MAURITIUS's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

<b>D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

<b>D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

**SECTION E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases MAURITIUS's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN MAURITIUS**

<b>F1. How significant a role do you believe the World Bank SHOULD play in MAURITIUS's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in MAURITIUS? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to MAURITIUS's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on MAURITIUS's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in MAURITIUS? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>



**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use?</b>	
1	The World Bank's country website ( <a href="http://www.worldbank.org/mauritius">www.worldbank.org/mauritius</a> )
2	The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G9</b>	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G10</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G11</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G13</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

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**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable diseases
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global integration
19	Governance (i.e., government effectiveness)
20	Health
21	Information and communications technology
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Regional integration
30	Regulatory framework
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, bridges, transportation)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____



**SECTION H: BACKGROUND INFORMATION**

**H3. Currently, do you professionally collaborate/work with the World Bank in your country?**

1	Yes
2	No

**H4. Which of the following describes most of your exposure to the World Bank in MAURITIUS? (Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

**H5. Which best represents your geographic location?**

1	Port Louis
2	Black River
3	Pamplemousses
4	Rivière Du Rempart
5	Flacq
6	Moka
7	Grand Port
8	Savanne
9	Beau Bassin/ Rose Hill
10	Quatre Bornes
11	Vacoas/Phoenix
12	Curepipe

**Thank you for completing the survey!**