



# Lesotho

## The World Bank Group Country Survey FY 2014

Report of Findings  
March 2015



Country **Opinion** Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Lesotho Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Bosnia and Herzegovina country team and the local fielding agency LEADS SERVICES. In particular, PORG is grateful to Macmillan Anyanwu (Senior Operations Officer); Edmund Motseki (Operations Officer) and Mmenyane Seoposengwe (Public Information Associate) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

From April to June 2014, 142 stakeholders of the WBG in Lesotho were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 106 stakeholders participated in the survey (75% response rate).

Respondents completed questionnaires with a representative of the fielding agency face to face. Respondents were asked about: general issues facing Lesotho; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Lesotho; and the WBG's communication and information sharing.

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

The results in this year's Country Survey were compared to those in the Country Surveys conducted in FY'06. Data were weighted to reach the same stakeholder composition in two years, which allows for between-year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 14 data and the total number of respondents in two years are slightly different from those of the original data reported in appendices A, B, C, E, F, G. For year comparison results, please see appendix D (page 104).

- A. General Issues Facing Lesotho: Respondents were asked to indicate whether Lesotho is headed in the right direction, what they thought were the most important development priorities, which areas would contribute most to reducing poverty and generating economic growth, and how "shared prosperity" would be best achieved.

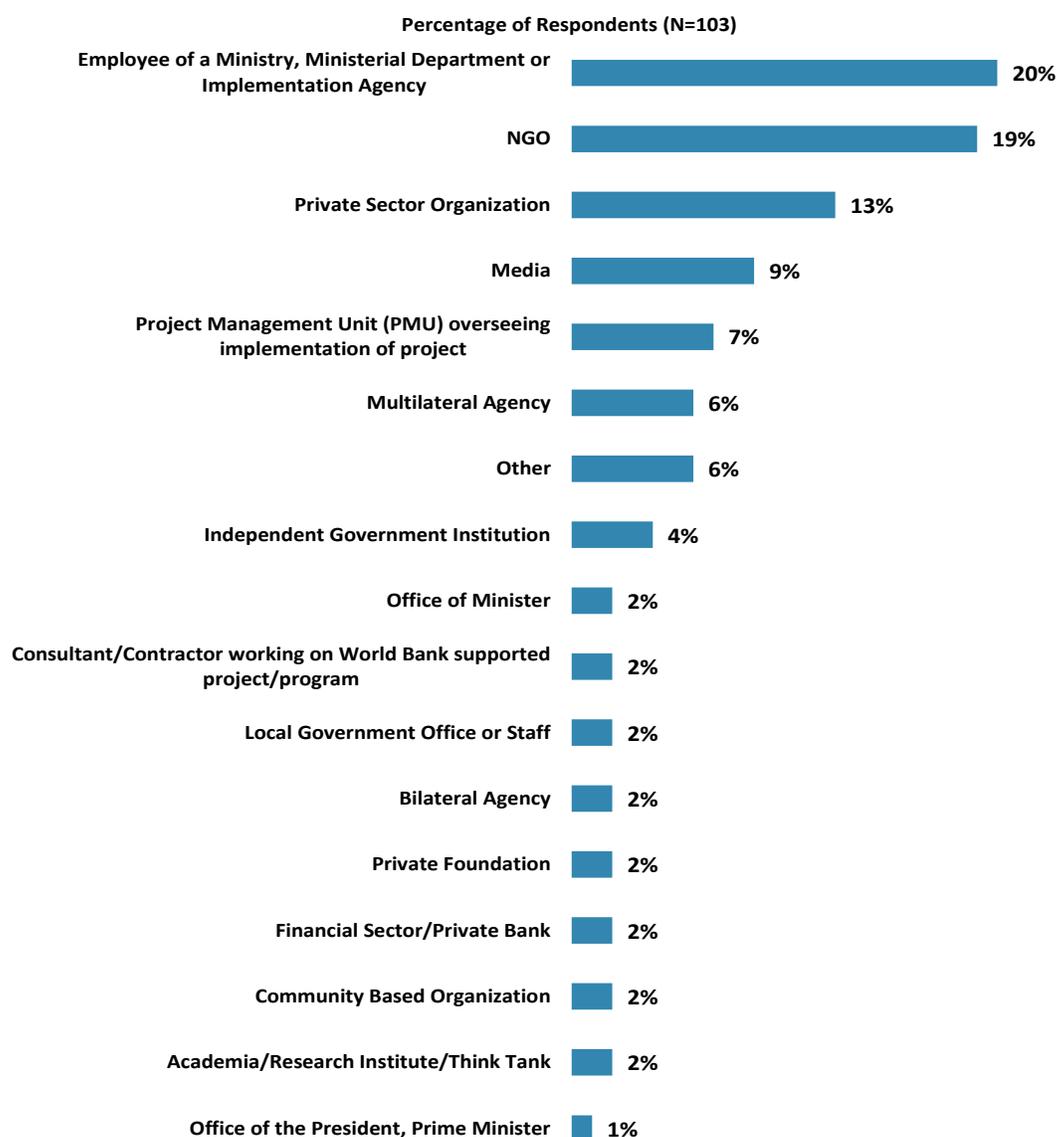
## II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, its effectiveness in Lesotho, WBG staff preparedness to help Lesotho solve its development challenges, WBG's local presence, WBG's capacity building in Lesotho, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Lesotho, and in which sectoral areas the WBG should focus most of its resources (financial and knowledge services).
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Lesotho, the extent to which the WBG meets Lesotho's needs for knowledge services and financial instruments, the importance for the WBG to be involved in thirty development areas, and the WBG's level of effectiveness across these areas, such as job creation, health, and education.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked how often they use the WBG's knowledge work, and were asked to rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, and disbursing funds promptly. The respondents were also asked whether they think the organization is risk-averse and to rate the contribution of the WBG's technical assistance to solving Lesotho's development challenges.
- F. The Future Role of the World Bank Group in Lesotho: Respondents were asked to indicate what the WBG should do to make itself of greater value in Lesotho and which services the WBG should offer more of in the country.
- 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 WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, were asked to rate WBG's responsiveness to information requests, value of its social media channels, levels of easiness to find information they needed, the levels of easiness to navigate the WBG websites, and whether they use WBG data more often than before.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Lesotho, which WBG agencies they work with, and their geographic locations.

### III. Demographics of the Sample

#### Current Position

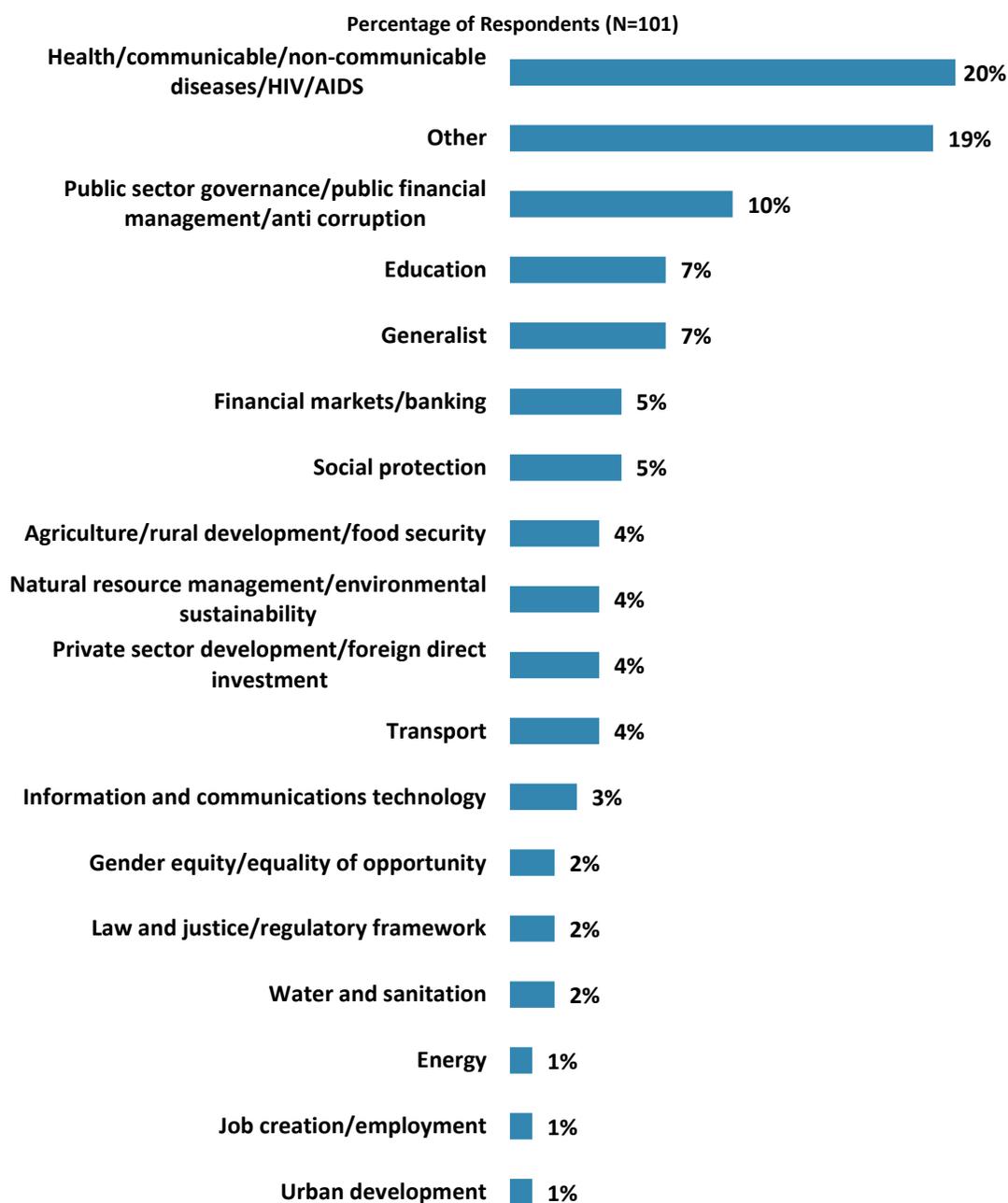
- For further analyses, respondents from ministries/ministerial departments, PMUs and consultants/contractors working WBG projects were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from bilateral agencies were combined with those from multilateral agencies. Respondents from private foundations, NGOs, and CBOs were combined into “CSO.” Few respondents from the office of the President/Prime Minister/Minister, local governments, independent government institutions, academia, and other organizations were included in the “Other” category. There were no respondents from the office of a parliamentarian, trade unions, faith-based groups, or the judiciary branch.



“Which of the following best describes your current position?” (Respondents chose from a list.)

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

#### Area of Primary Specialization

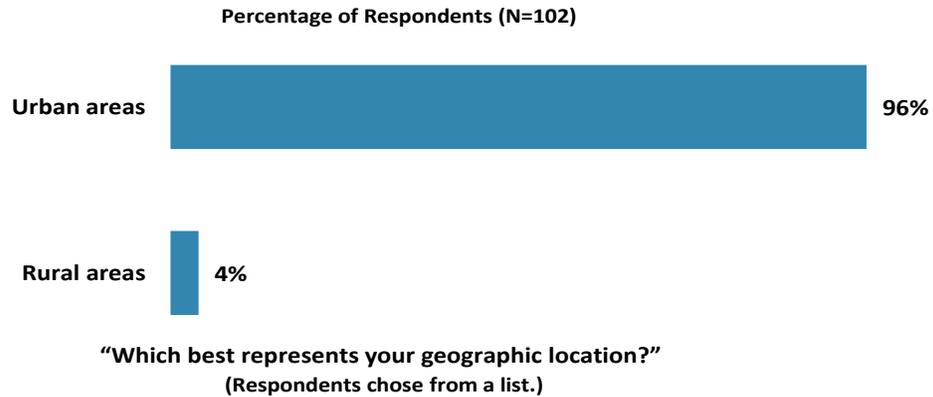


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

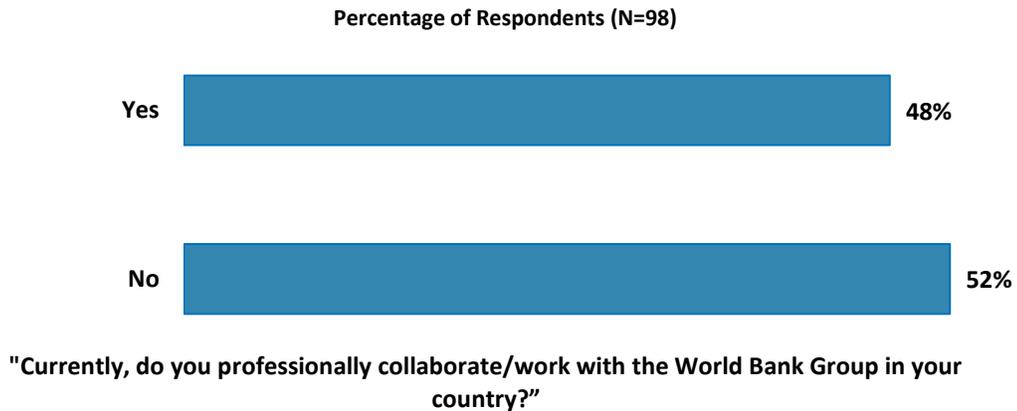
- Almost all respondents in the Country Survey were from urban areas. So geographic comparisons of respondents were not possible.



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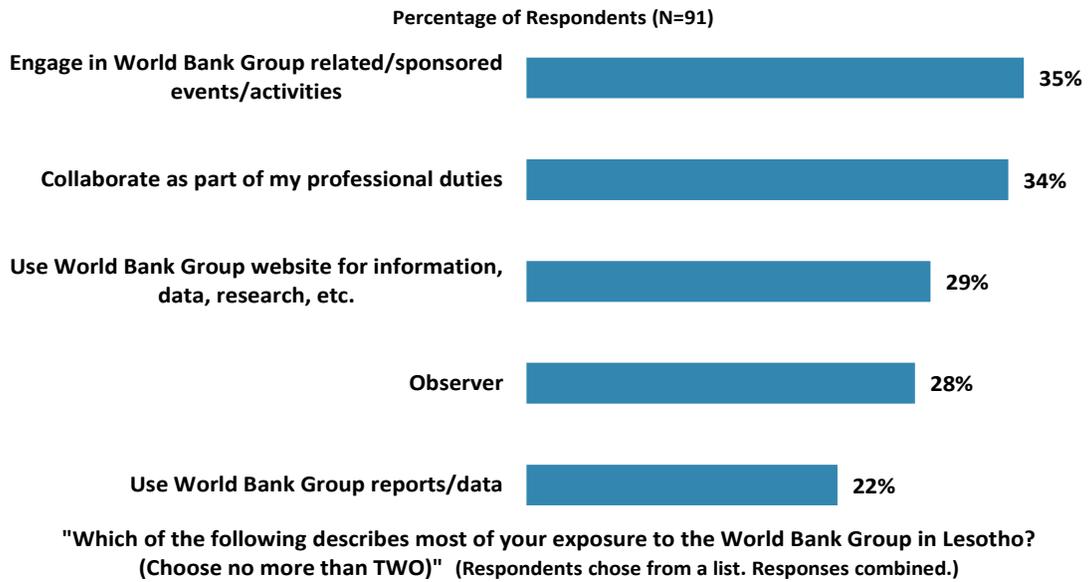
#### Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Lesotho, can be found in Appendix C (see page 91) and Appendix E (see page 106). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in Appendix E.

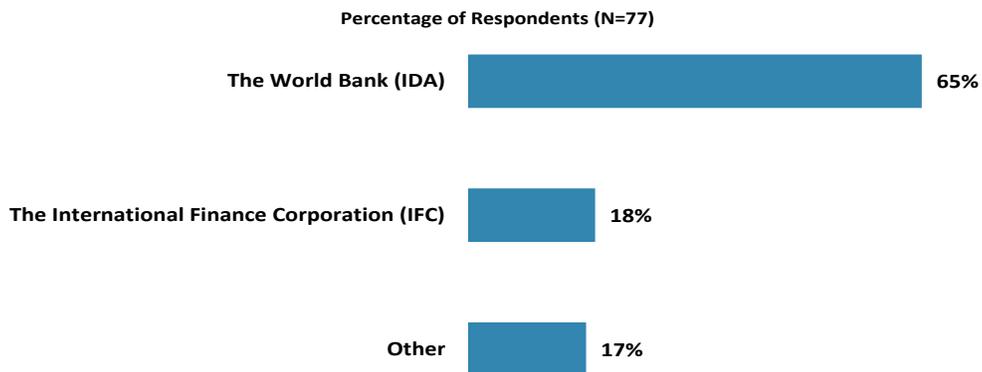


### III. Demographics of the Sample (continued)

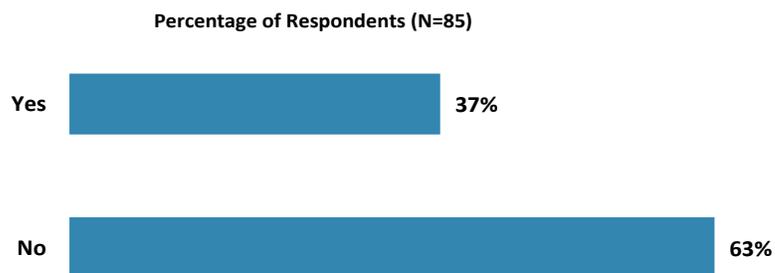
#### Collaboration with and Exposure to the World Bank Group (continued)



#### Exposure to Agencies within the World Bank Group



"Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho?" (Select only ONE response)



"Do your projects involve both the World Bank and IFC?"

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

#### Familiarity with the World Bank Group

- **Stakeholder groups:** Respondents from ministries, PMUs, and consultants working on WBG projects had the highest levels of familiarity with the WBG, whereas respondents from the CSOs had significantly lower levels of familiarity with the WBG.
- **Collaboration:** Respondents who collaborate with the WBG were significantly more familiar with the institution than those who do not collaborate with the WBG.
- **Familiarity, effectiveness, relevance, and achieving results:** Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Lesotho, and significantly, moderately correlated with the respondents' perceptions of the WBG's relevance to Lesotho's development or its ability to help achieve development results in Lesotho.

Mean Familiarity Rating



All Respondents

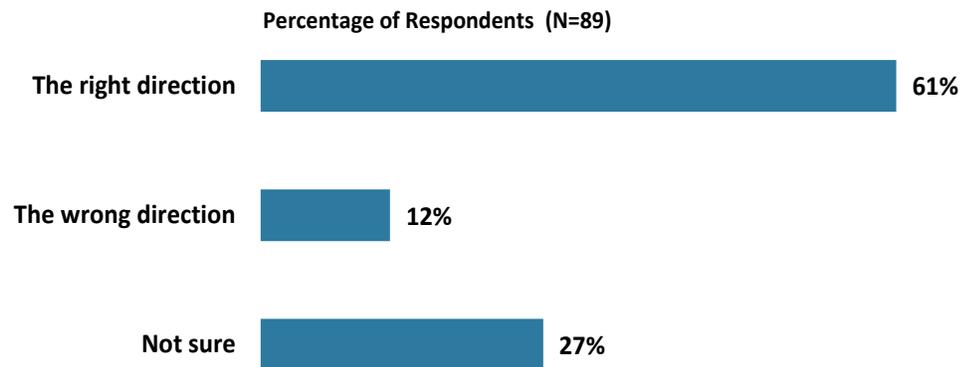


5.7

"How familiar are you with the work of the World Bank Group in Lesotho?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Lesotho

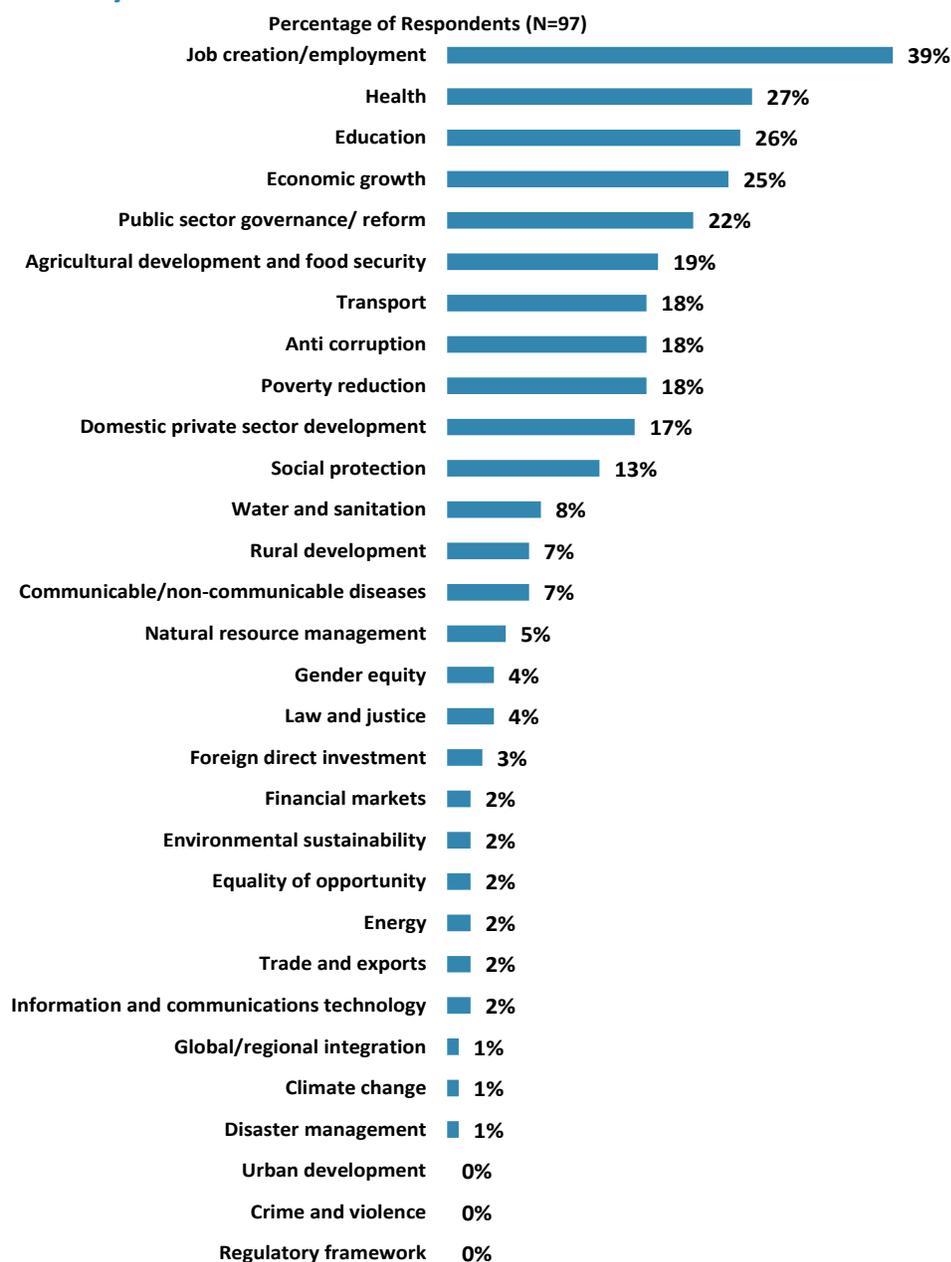
### Headed in the Right Direction



"In general, would you say that Lesotho is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Lesotho (continued)

### Development Priority<sup>1</sup>



"Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

<sup>1</sup> When more than 10% of the total respondents are from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are usually done to see how these respondents view the top development priorities. In this year's Survey in Lesotho, 20% of the respondents specialized in "health/communicable/non-communicable diseases/HIV/AIDS," so analysis was done to see if those respondents saw "health" as the most important development priority in the country.

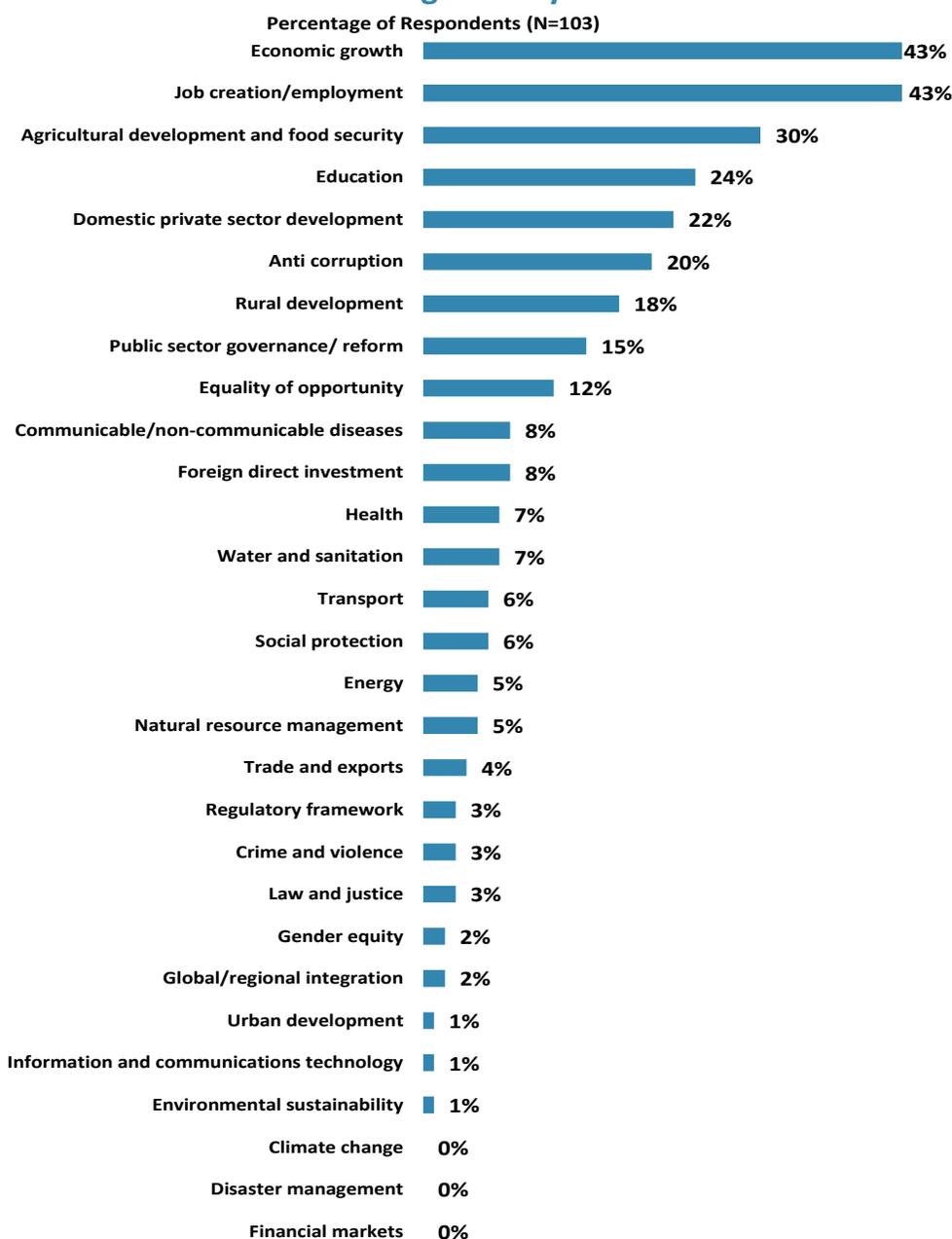
## IV. General Issues Facing Lesotho (continued)

### Development Priority (continued)

- **Stakeholder groups:** Respondents across stakeholder groups all agreed that “*job creation/employment,*” “*health,*” “*education,*” and “*economic growth*” are Lesotho’s top development priorities.
- **Collaboration:** Respondents who collaborate with the WBG were significantly more likely to indicate that “*economic growth*” is Lesotho’s top development priority than respondents who do not collaborate with the institution.
- **“Health” as a development priority:** Respondents who primarily specialize in “*health/communicable/non-communicable diseases/HIV/AIDS*” (20% of the sample) were significantly more likely to believe that “*health*” is Lesotho’s top development priority compared to respondents who specialize in other areas.

## IV. General Issues Facing Lesotho (continued)

### What Would Contribute Most to Reducing Poverty<sup>2</sup>

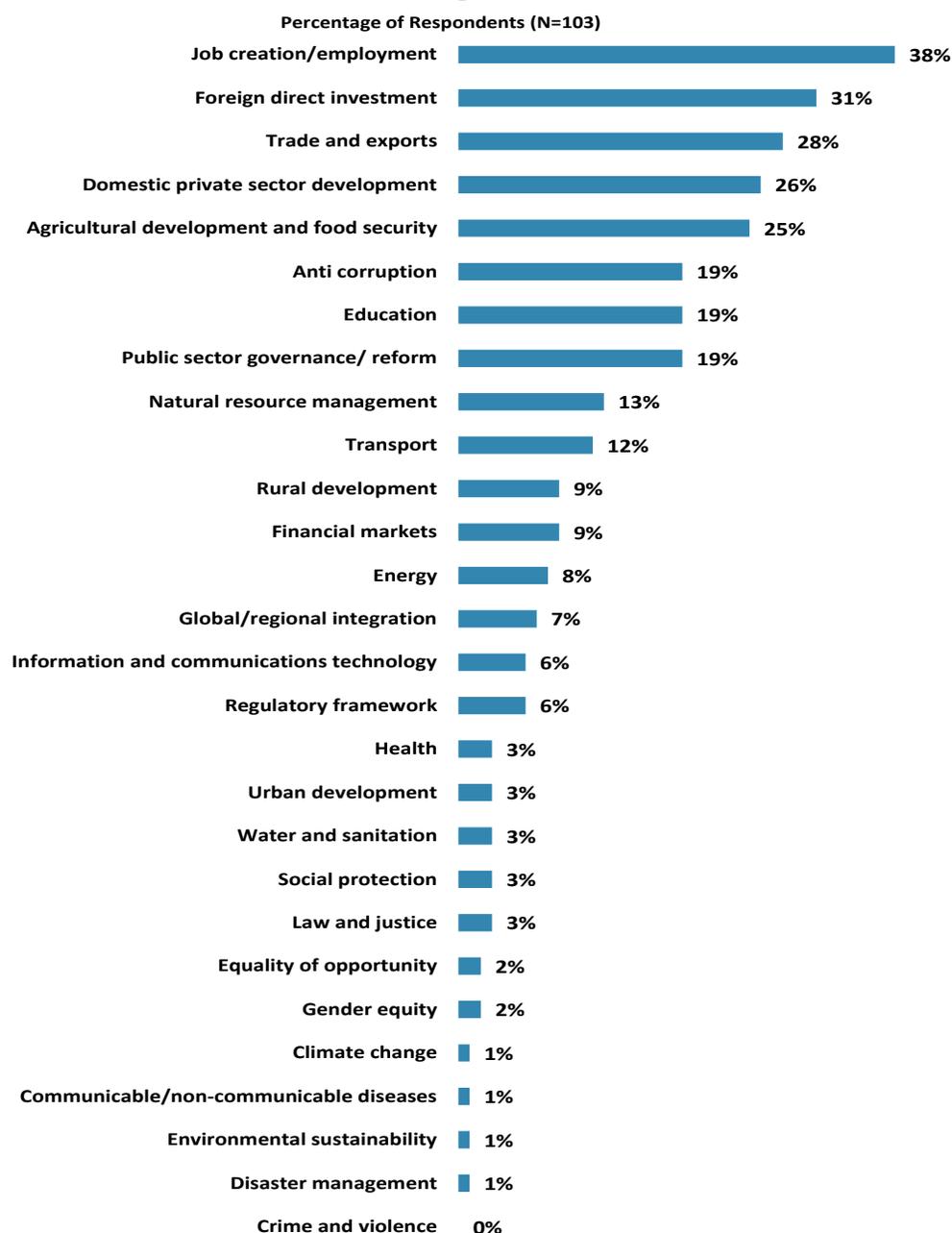


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lesotho?" (Respondents chose from a list. Responses combined.)**

<sup>2</sup> When more than 10% of the total respondents are from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are usually done to see which development areas these respondents believe would contribute most to poverty reduction in Lesotho. In this year's Survey in Lesotho, 20% of the respondents specialized in "health/communicable/non-communicable diseases/HIV/AIDS," so analysis was done to identify development areas which they believe would contribute most to poverty reduction in Lesotho.

## IV. General Issues Facing Lesotho (continued)

### What Would Contribute Most to Generating Economic Growth<sup>3</sup>

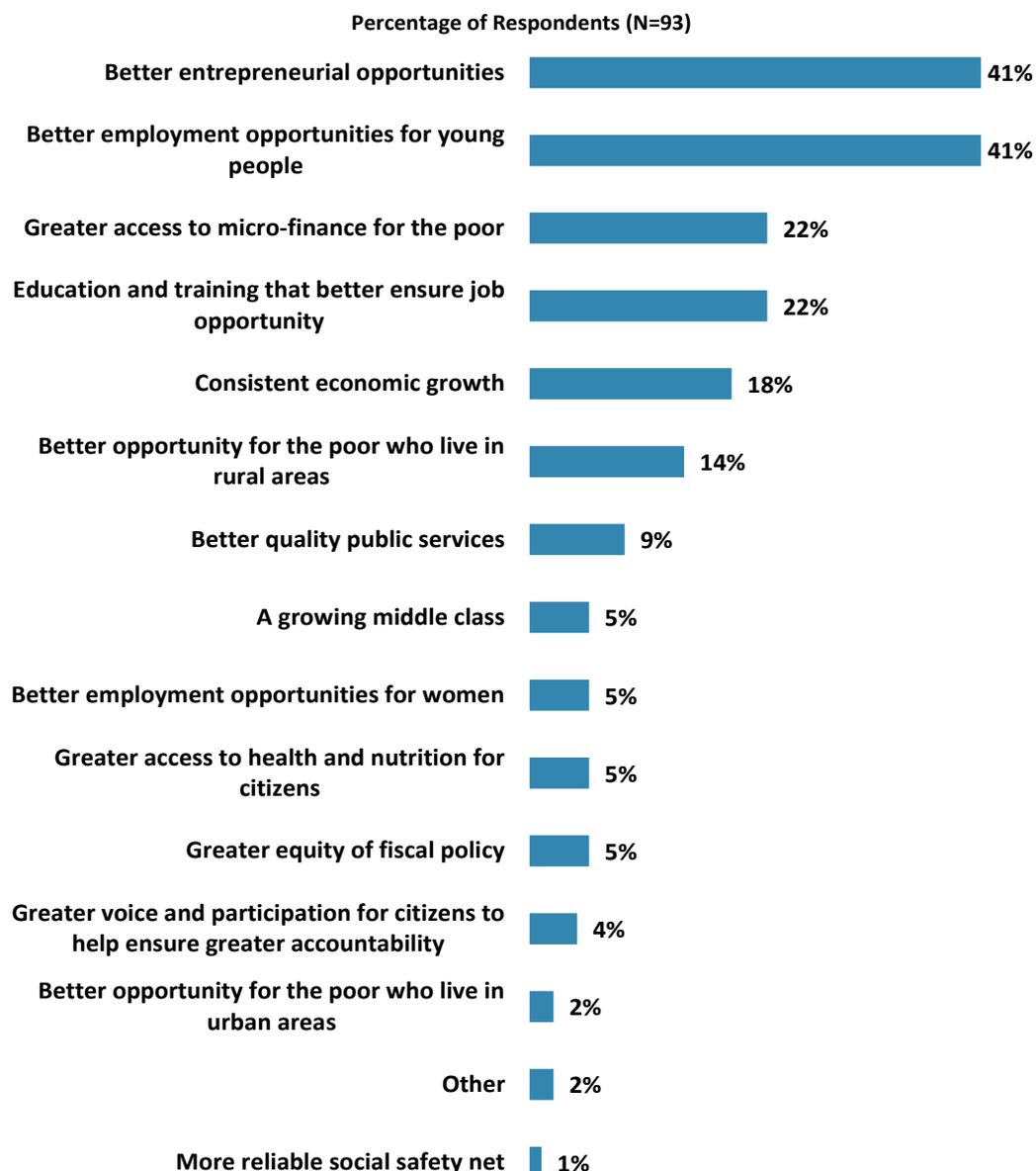


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Lesotho? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

<sup>3</sup> When more than 10% of the total respondents are from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are usually done to see which development areas these respondents believe would contribute most to economic growth in Lesotho. In this year's Survey in Lesotho, 20% of the respondents specialized in "health/communicable/non-communicable diseases/HIV/AIDS," so analysis was done to identify development areas which they believe would contribute most to economic growth in Lesotho.

## IV. General Issues Facing Lesotho (continued)

### Factors Contributing to “Shared Prosperity”

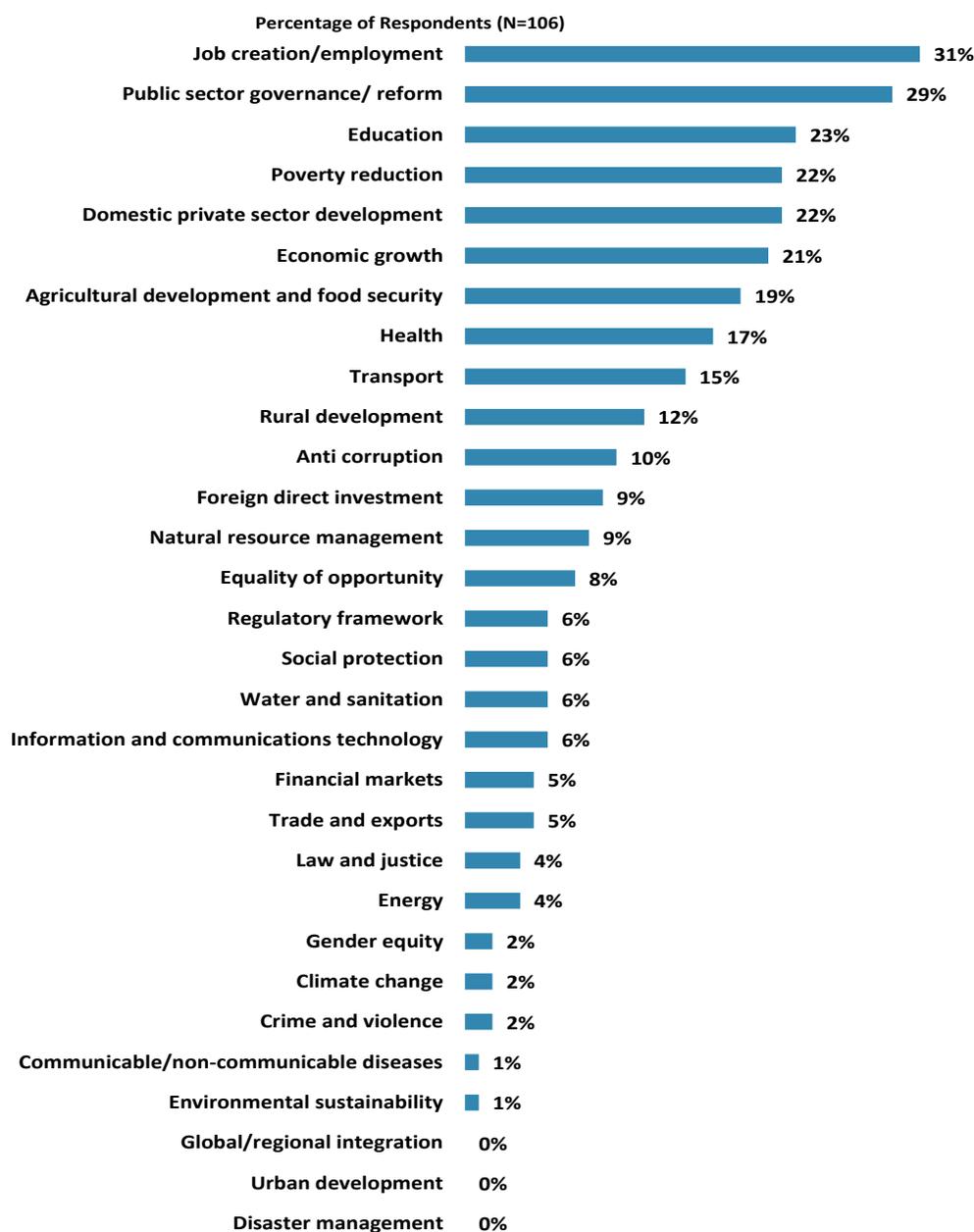


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Lesotho? ?

(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources<sup>4</sup>



**“When thinking about how the World Bank Group can have the most impact on development results in Lesotho in which sectoral areas do you believe the World Bank Group should focus most of its resources in Lesotho?”**

**(Choose no more than THREE)<sup>4</sup>**

(Respondents chose from a list. Responses combined.)

<sup>4</sup> When more than 10% of the total respondents are from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are usually done to see which development areas these respondents believe the WBG should focus its resources on in Lesotho. In this year’s Survey in Lesotho, 20% of the respondents specialized in “health/communicable/non-communicable diseases/HIV/AIDS,” so analysis was done to identify development areas where they believe the WBG should focus its resources in Lesotho.

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

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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

### The World Bank Group’s Overall Effectiveness (*Indicator Question*)

- **Stakeholder groups:** Respondents from ministries, PMUs, and consultants working on WBG projects had the highest ratings for the WBG’s overall effectiveness in Lesotho, whereas respondents from the CSOs had significantly lower ratings.
- **Collaboration:** respondents who collaborate with the WBG had significantly higher ratings for the WBG’s overall effectiveness than respondents who do not collaborate with the institution.

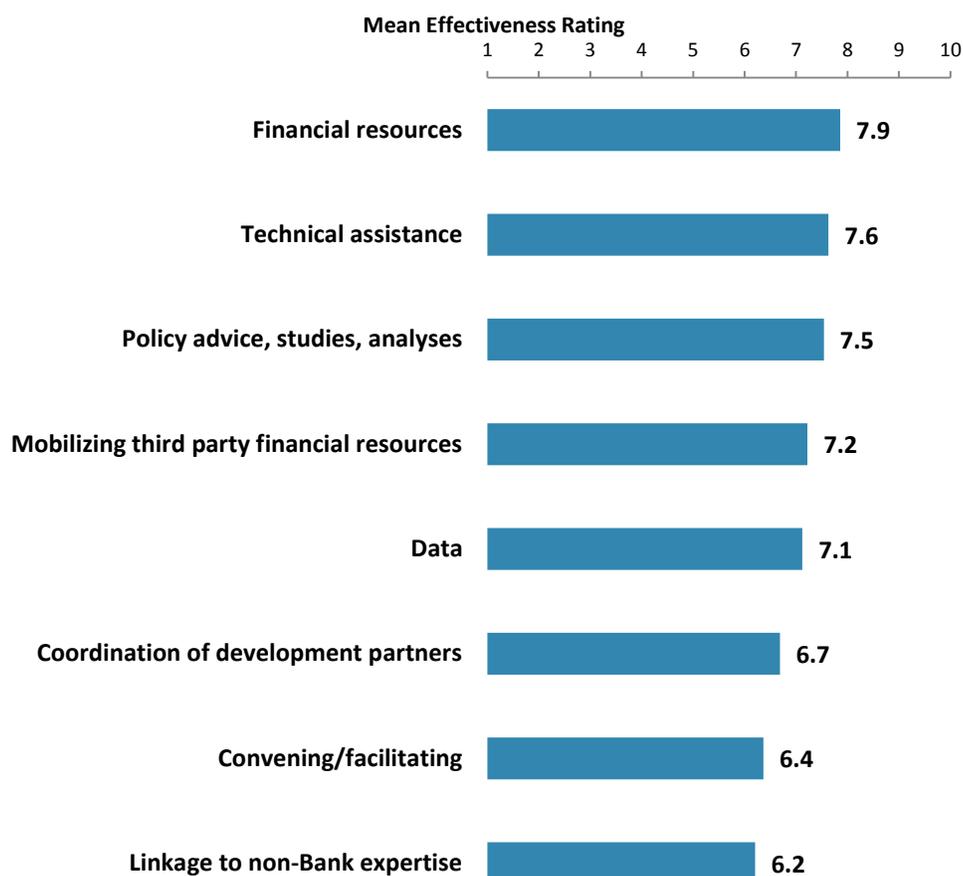


"Overall, please rate your impression of the World Bank Group’s effectiveness in Lesotho."  
(1 - "Not effective at all", 10 - "Very effective")

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

### Effectiveness of the WBG Activities

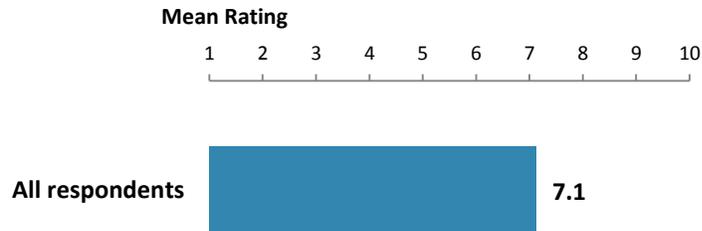
- **Stakeholder groups:** Respondents from the media had the highest ratings for the effectiveness of the WBG activities in “*mobilizing third party financial resources*” and “*coordination of development partners*,” whereas respondents from bilateral/multilateral agencies had significantly lower ratings for the WBG’s effectiveness in these two areas.
- **Collaboration:** respondents who do and do not collaborate with the WBG gave statistically similar ratings for all of the following WBG activities in support of Lesotho’s efforts to achieve development results.



"How effectively do the World Bank Group's activities below support Lesotho's efforts to achieve development results? "  
 (1 - "Not effective at all", 10 - "Very effective")

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

### Achieving Development Results *(Indicator Question)*



"To what extent does the World Bank Group's work help to achieve development results in Lesotho?"

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

### Staff Preparedness *(Indicator Question)*

- **Stakeholder groups:** Respondents from media, ministries, PMUs, and consultants working on WBG projects had the highest ratings for the extent to which the WBG's staff is well prepared to help Lesotho solve its most complicated development challenges, whereas respondents from CSOs had significantly lower ratings.
- **Collaboration:** Respondents who collaborate/work with the World Bank Group had significantly higher ratings for the extent to which the WBG's staff is well prepared than respondents who do not collaborate with the institution.



"To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?"

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

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- **Stakeholder groups:** respondents from media tended to have the highest ratings for twenty six indicator questions among all stakeholder groups, whereas respondents from CSOs had significantly lower ratings.
- **Collaboration:** respondents who collaborate with the World Bank Group had significantly higher ratings for twenty six indicator questions (7.2) than respondents who do not collaborate with the institution (6.2).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix F (page 107).

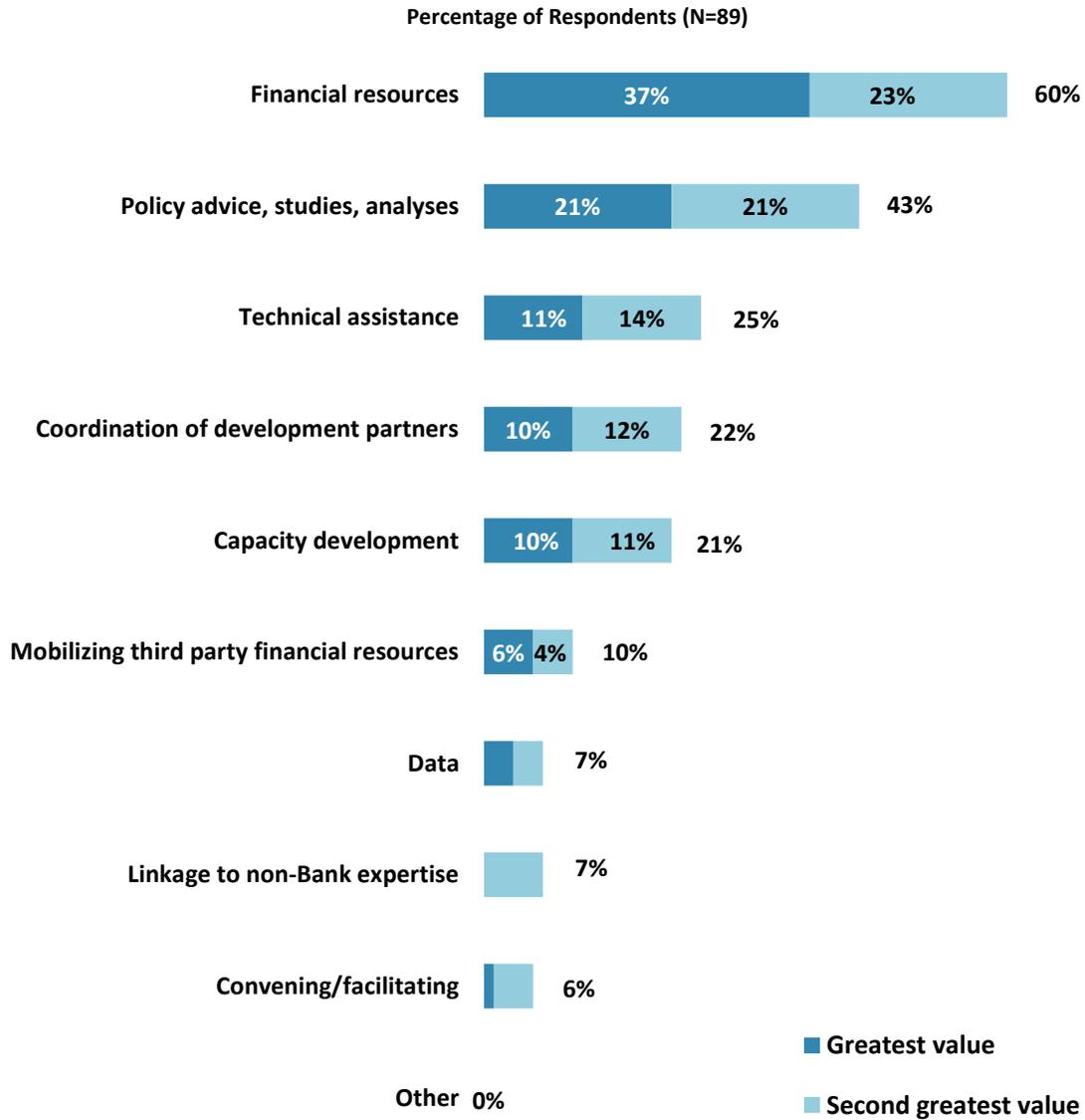


**Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10**

\* Responses to all twenty six indicator questions can be found in Appendices E and F.

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

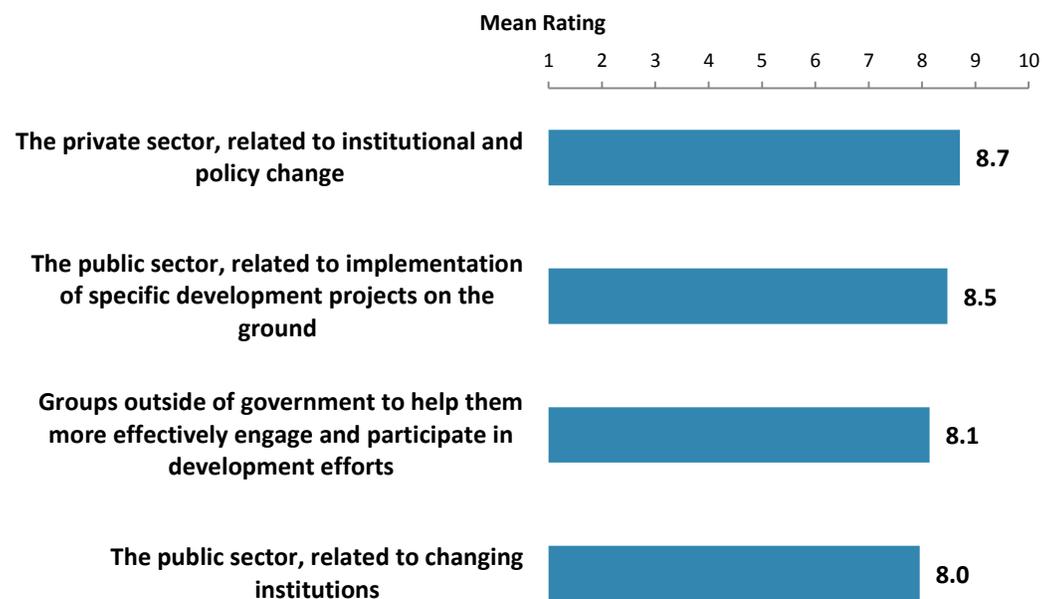
### Greatest Value



"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lesotho?"  
(Respondents chose from a list.)

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

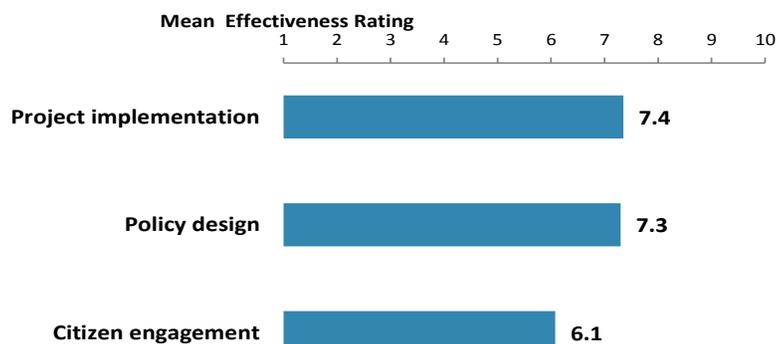
### Ways of Capacity Building Support



"The World Bank Group can provide capacity building support in a number of ways in Lesotho. To which degree would Lesotho benefit, if capacity building were to support...?"  
(1 - "To no degree at all", 10 - "To a very significant degree")

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

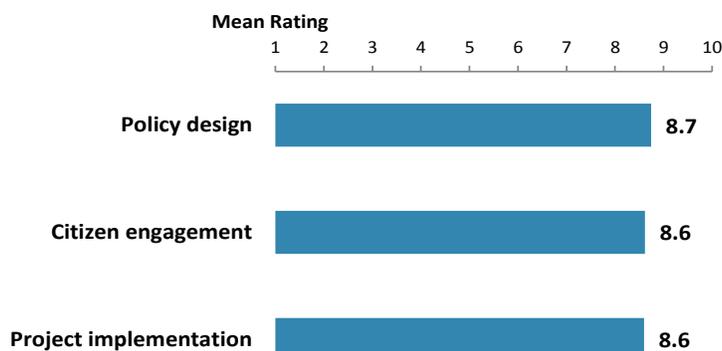
### Effectiveness of WBG's Capacity Building Work



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lesotho?"  
(1 - "Not effective at all", 10 - "Very effective")

### Importance of WBG's Capacity Building Work

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies gave significantly lower ratings for the importance of the WBG being involved in "citizen engagement," compared to respondents from other stakeholder groups.

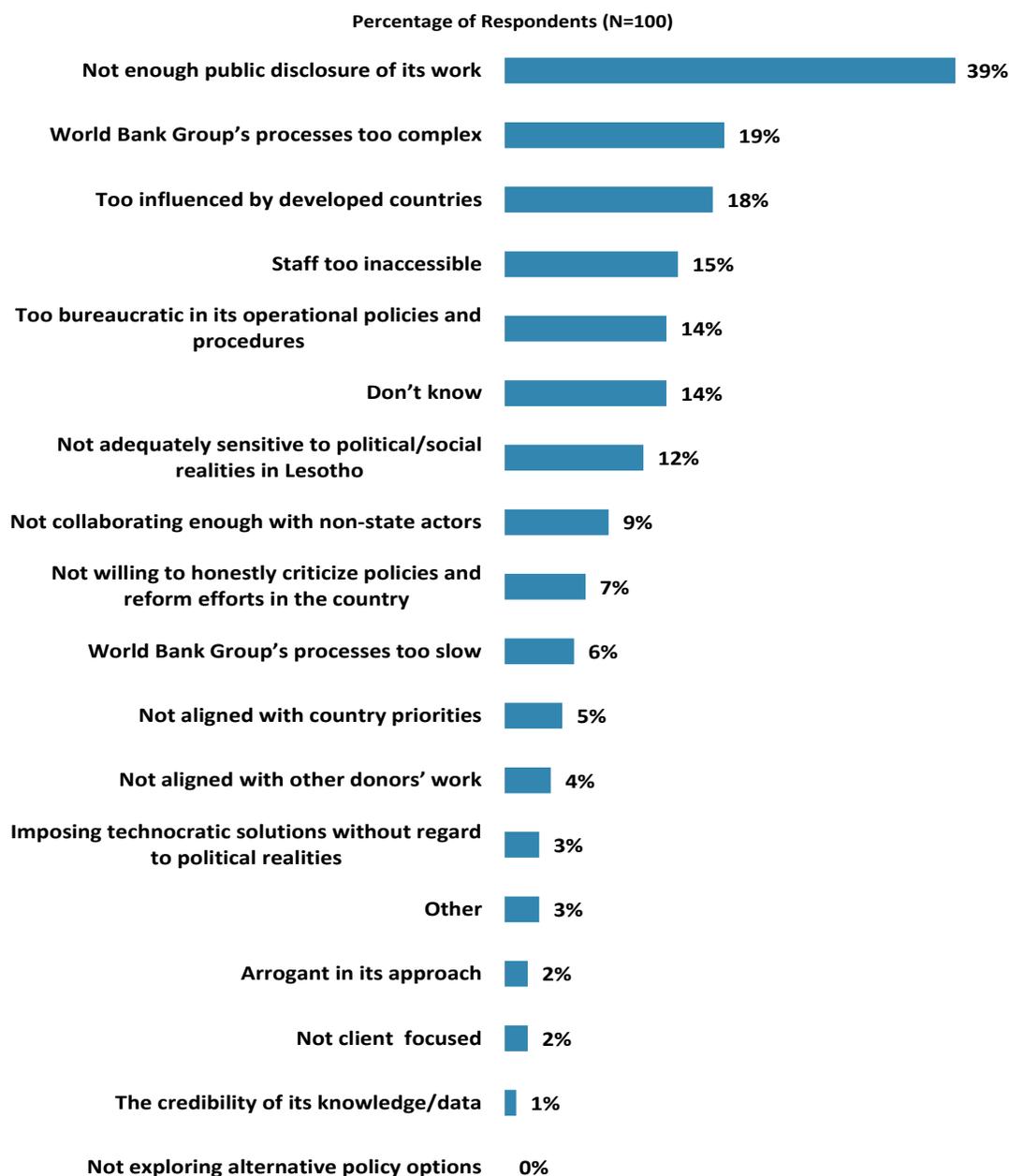


"When thinking about how to improve capacity building in Lesotho to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? "  
(1 - "Not important at all", 10 - "Very important")

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

### Greatest Weakness

- **Stakeholder groups:** A plurality of the stakeholders indicated that “*not enough public disclosure of its work*” was the WBG’s greatest weakness in Lesotho. Among all respondents, those from the media were significantly more likely to indicate so than respondents from other stakeholder groups.



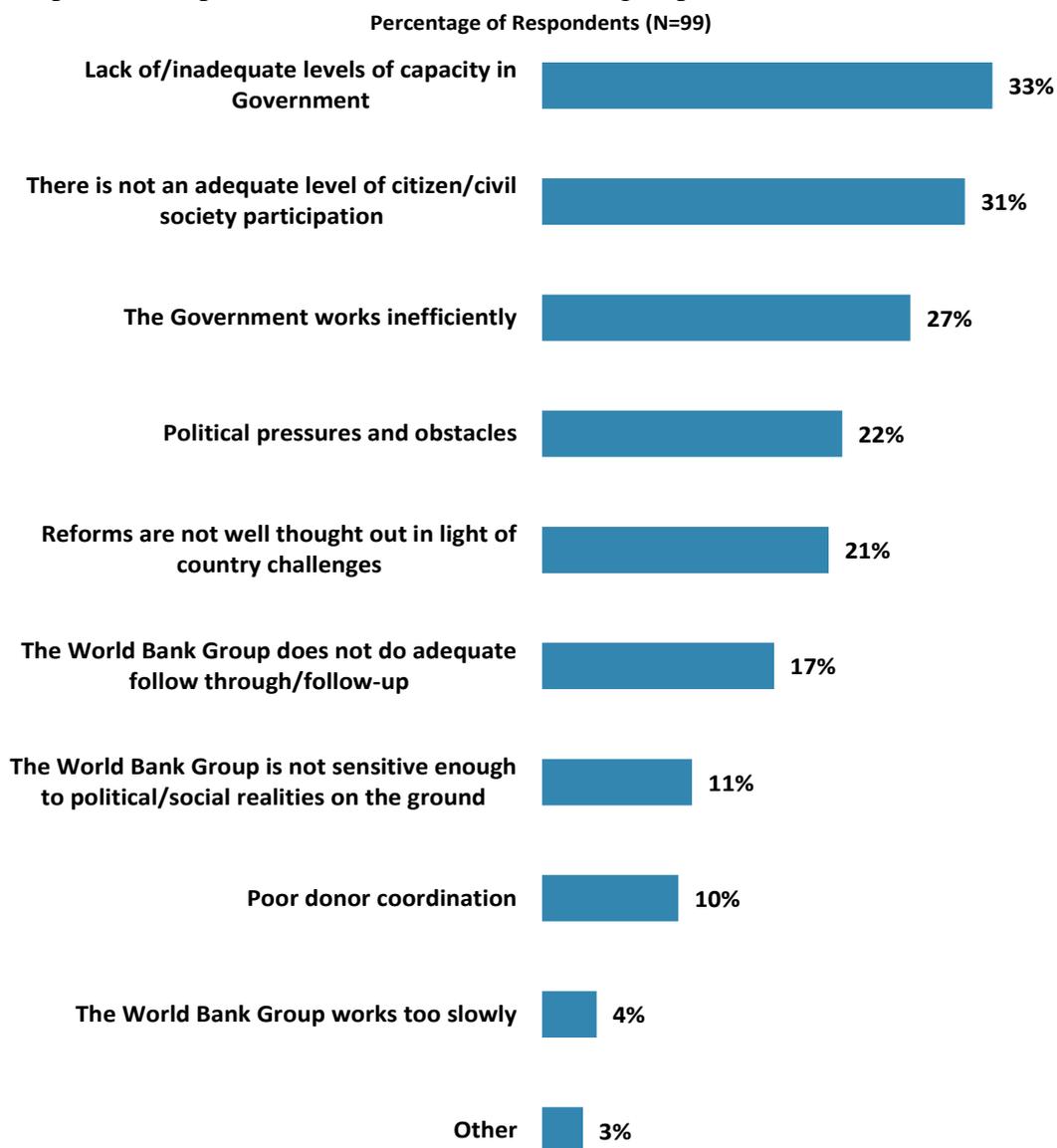
"Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

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

### Attributing Failed/Slow Reform Efforts

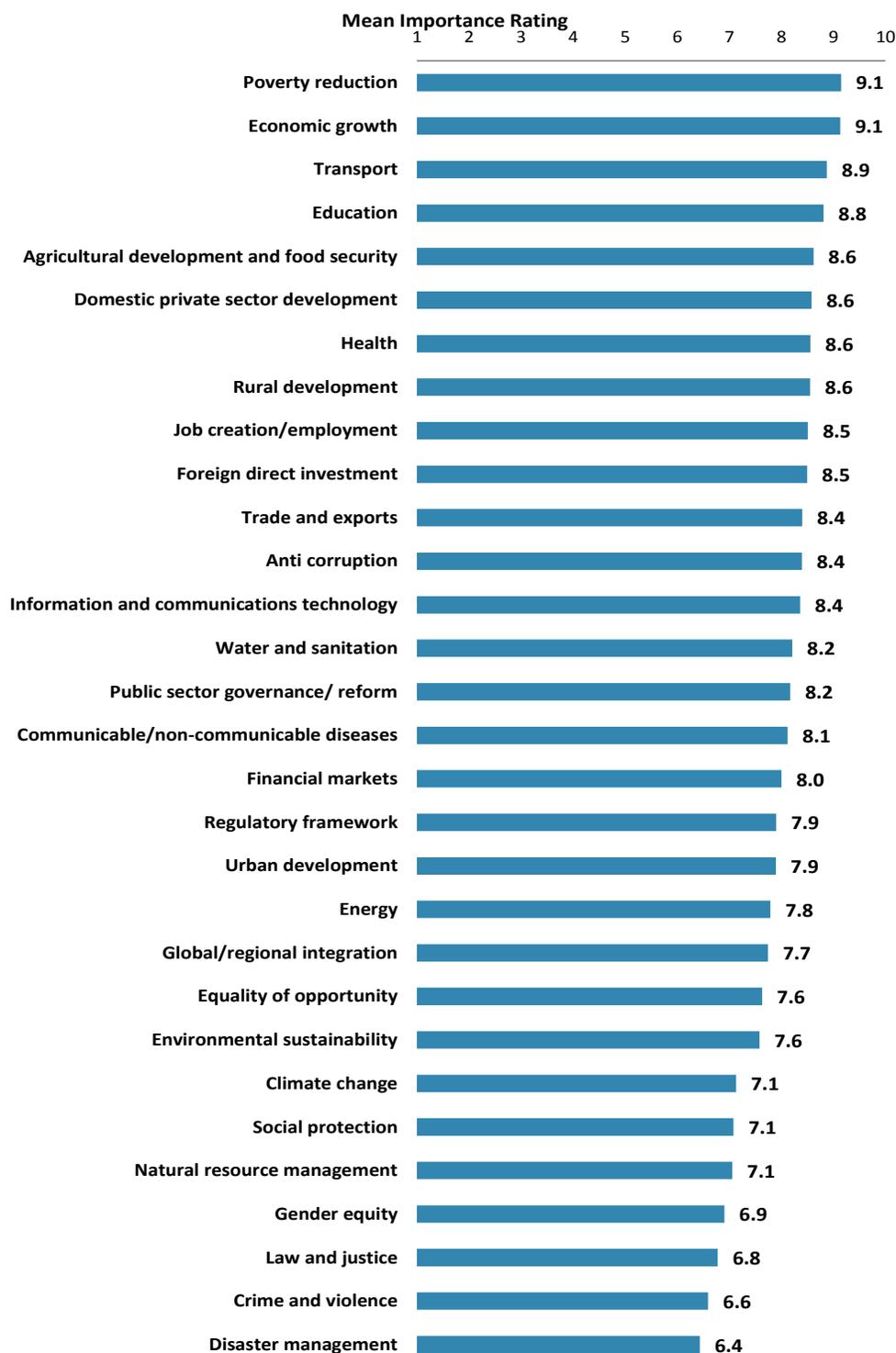
- Stakeholder groups:** Pluralities of the stakeholders attributed failed/slow WBG-assisted reforms to “*inadequate levels of capacity in Government*” and “*inadequate level of citizen/civil society participation.*” Respondents from the private sector/financial sector/private banks and CSOs were significantly more likely to believe that “*inadequate level of citizen/civil society participation*” was the cause for failed/slow reforms compared to respondents from other stakeholder groups.



"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## VI. Sectoral Importance and Effectiveness

### Importance of Sectoral Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho?"

(1-"Not important at all", 10-"Very important")

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho?"  
(1-"Not effective at all", 10-"Very effective")

## VI. Sectoral Importance and Effectiveness (continued)

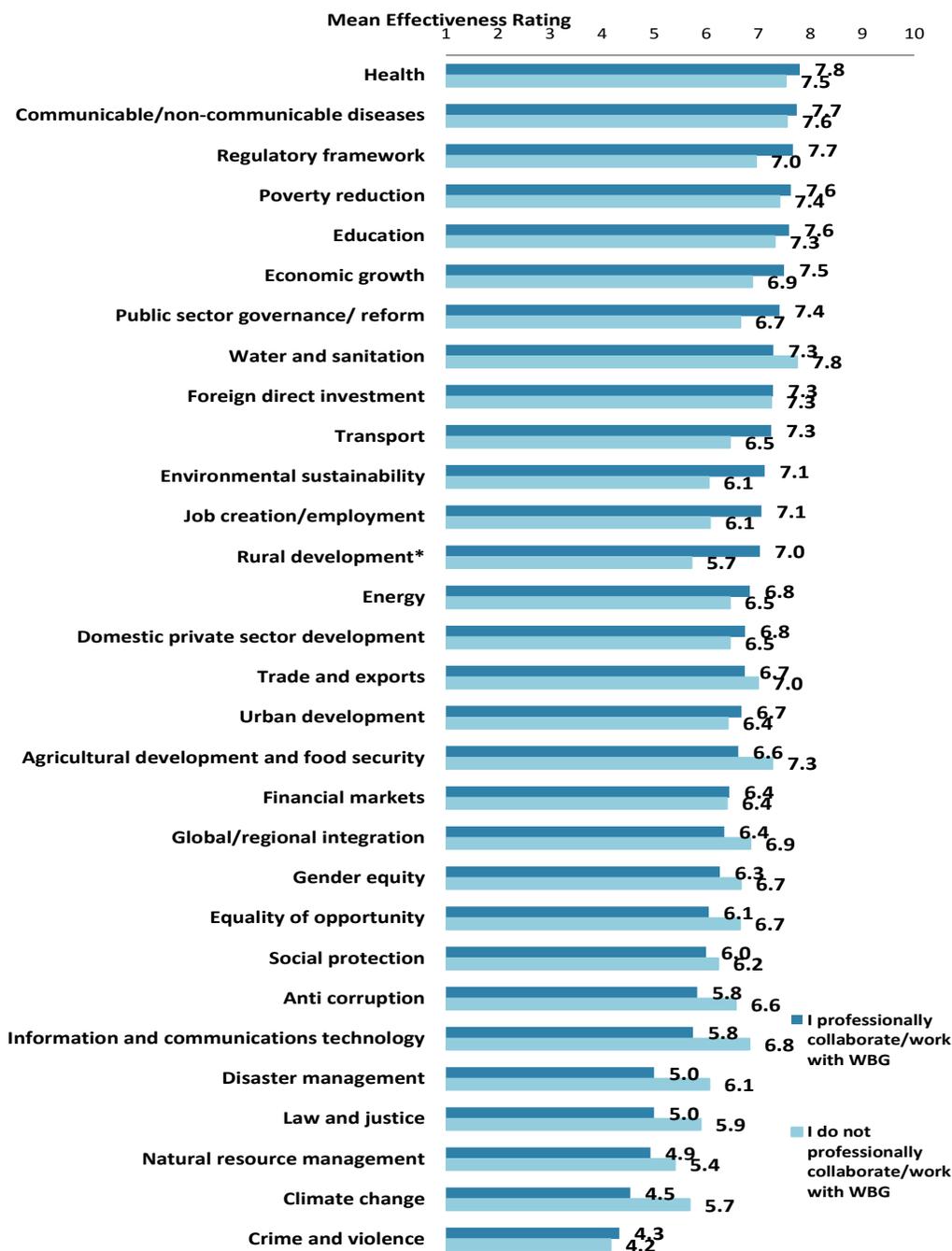
### Effectiveness of Sectoral Areas (continued)

- Overall, the WBG was well rated for its effectiveness in development areas which were rated as most important in Lesotho (*poverty reduction, economic growth, transport, education, and agricultural development and food security*).
- **Stakeholder groups:** There were significant differences between stakeholder groups in their ratings for the WBG's effectiveness in a number of sectoral areas (listed below). Overall, respondents from the private sector/financial sector/private banks had significantly lower ratings for the WBG's effectiveness in these areas than respondents from other stakeholder groups.
  - *Foreign direct investment;*
  - *Energy;*
  - *Public sector governance/reform;*
  - *Job creation/employment; and,*
  - *Global/regional integration*
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 58) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators

- Collaboration:** Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG’s effectiveness in “rural development” than respondents who do not collaborate with the institution.



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between respondents who do and do not collaborate with the WBG)

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

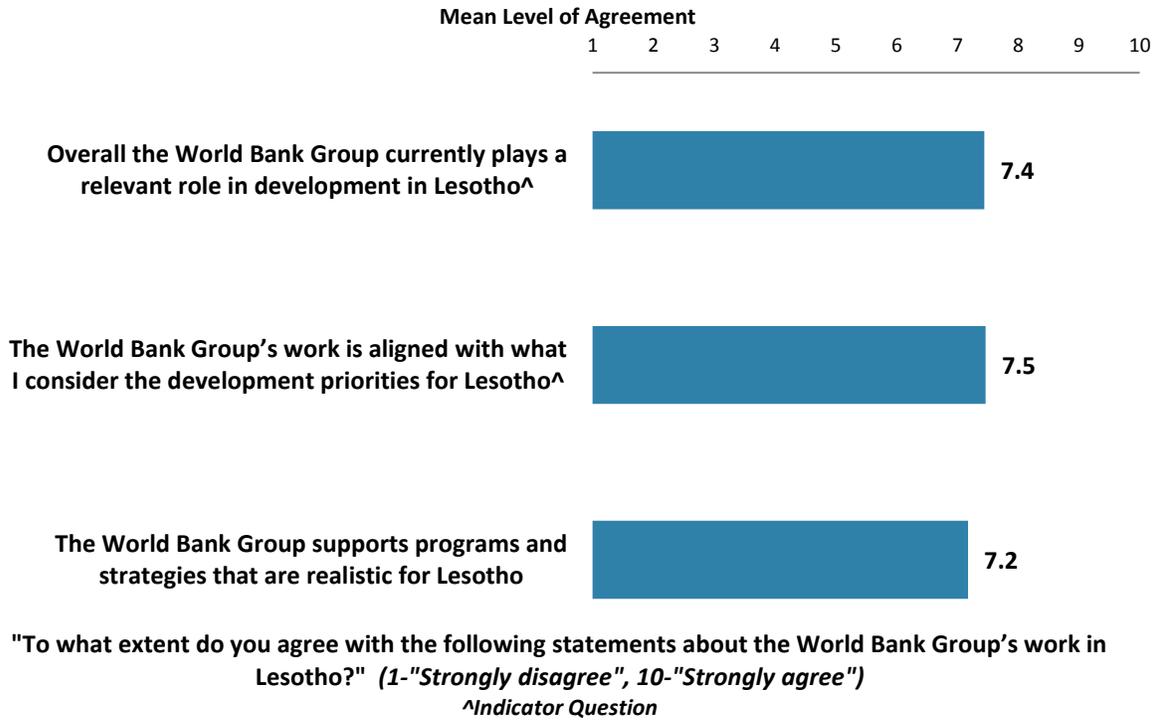
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve 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 Group's overall effectiveness or perceptions of the WBG's ability to help achieve 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 Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Lesotho. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at environmental sustainability;
  - The WBG's effectiveness at water and sanitation;
  - The WBG's effectiveness at regulatory framework;
  - The WBG's effectiveness at energy; and,
  - The WBG's effectiveness at economic growth.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Lesotho, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at urban development;
  - The WBG's effectiveness at health;
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at disaster management; and
  - The WBG's effectiveness at public sector governance/reform.

## VII. How the World Bank Group Operates

### The World Bank Group’s Work in Lesotho

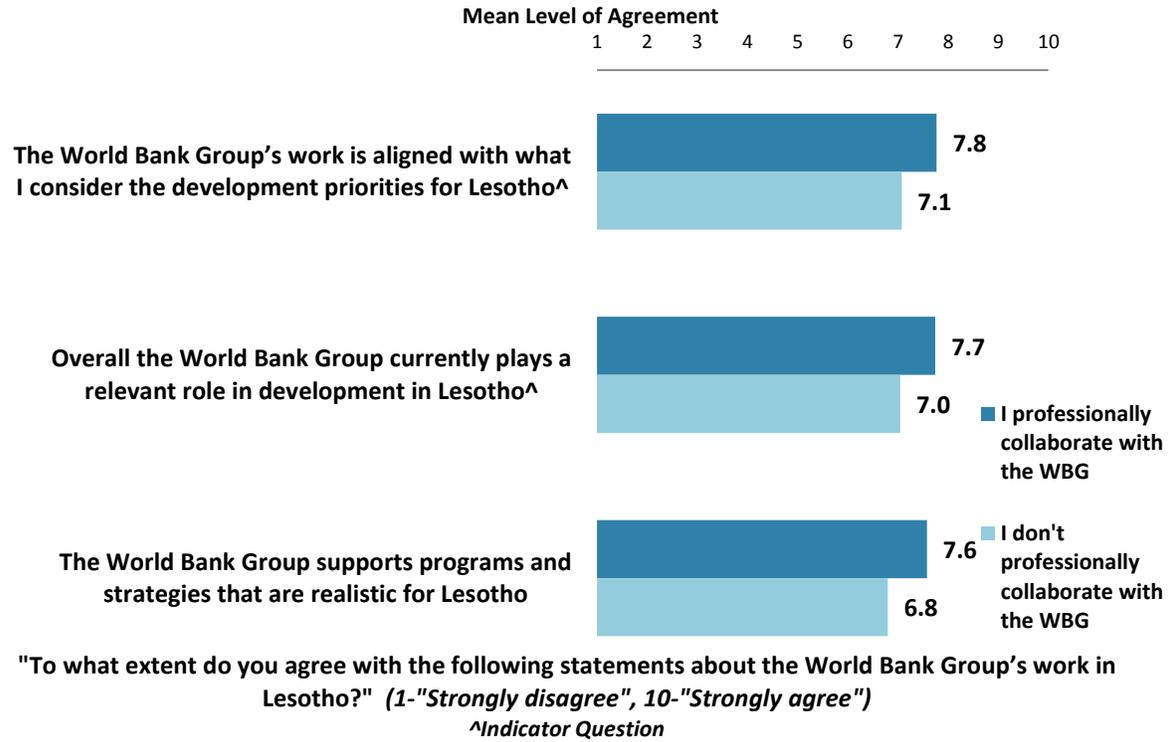
- Stakeholder groups:** Respondents from the media had the highest levels of agreement with the statements that “*overall the WBG currently plays a relevant role in development in Lesotho*” and “*the WBG’s work is aligned with what I consider the development priorities for Lesotho,*” whereas respondents from CSOs and private sector/financial sector/private banks had significantly lower levels of agreement with the two statements.



## VII. How the World Bank Group Operates

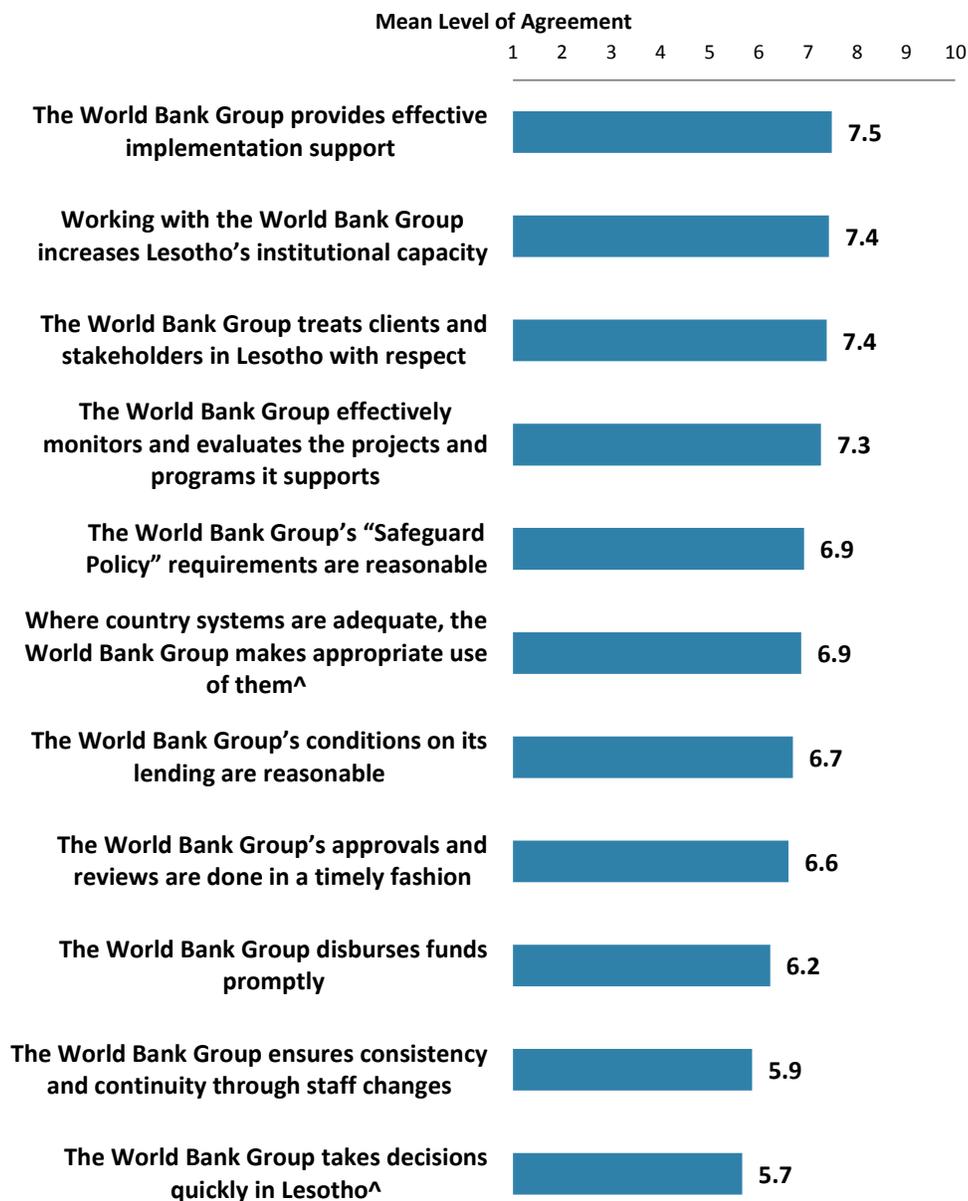
### The World Bank Group’s Work in Lesotho (continued)

- Collaboration:** All respondents whether or not they collaborate with the WBG had statistically similar levels of agreement with all three of the following statements about the WBG’s work in Lesotho.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions



"To what extent do you agree/disagree with the following statements?"

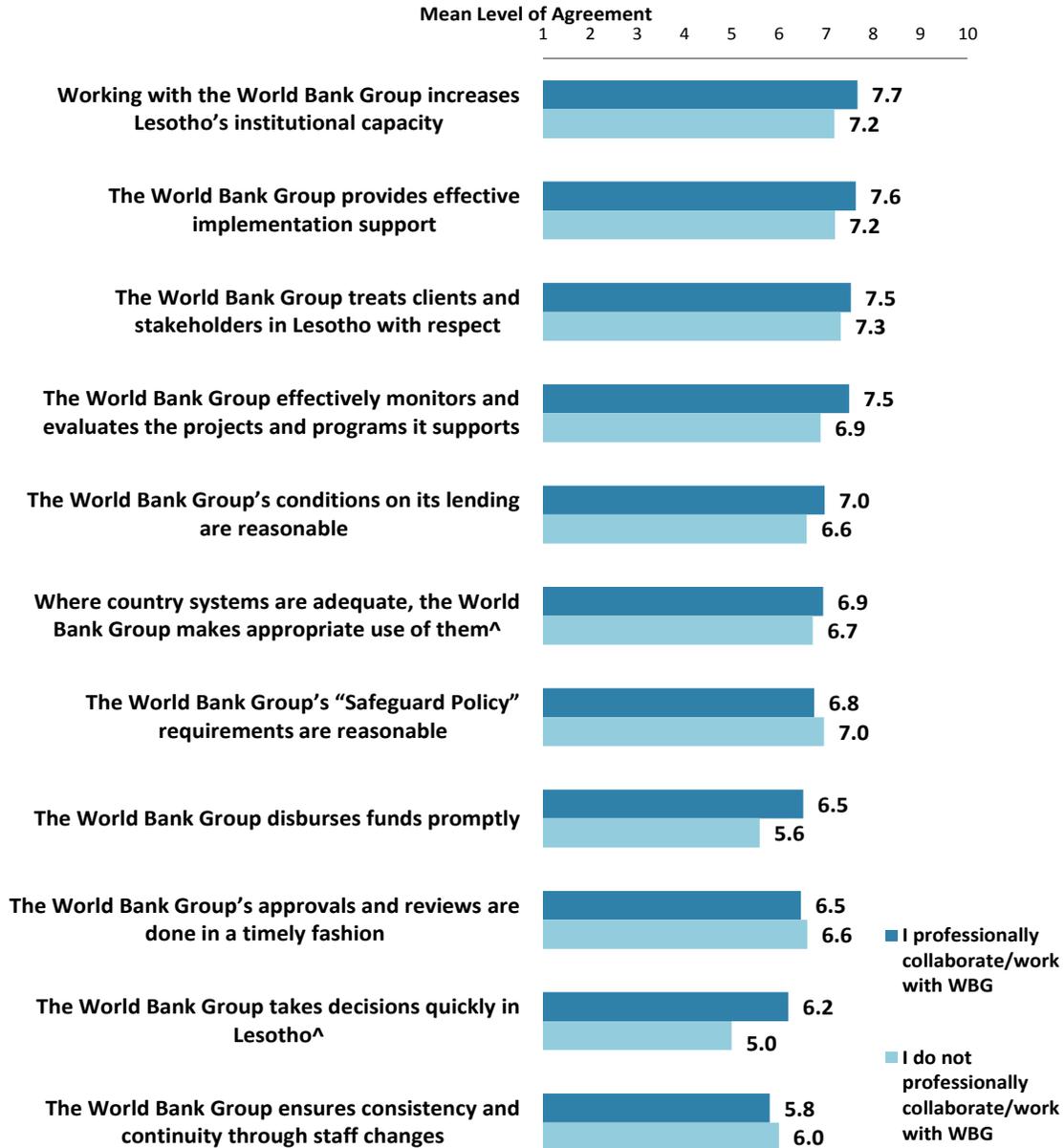
(1-"Strongly disagree", 10-"Strongly agree")

^Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions (continued)

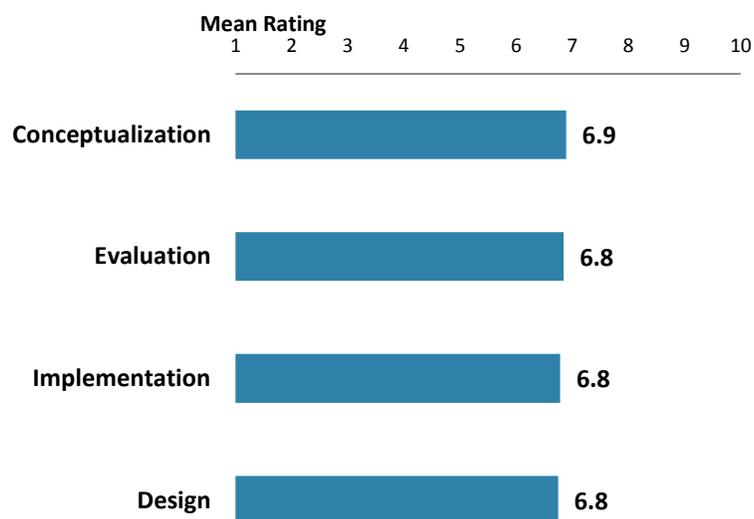
- Collaboration:** Respondents who do and do not collaborate with the WBG had statistically similar levels of agreement with all of the statements below about the WBG’s operations.



"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree")  
 ^Indicator Question

## VII. How the World Bank Group Operates (continued)

### WBG's Technical Assistance/Advisory Work

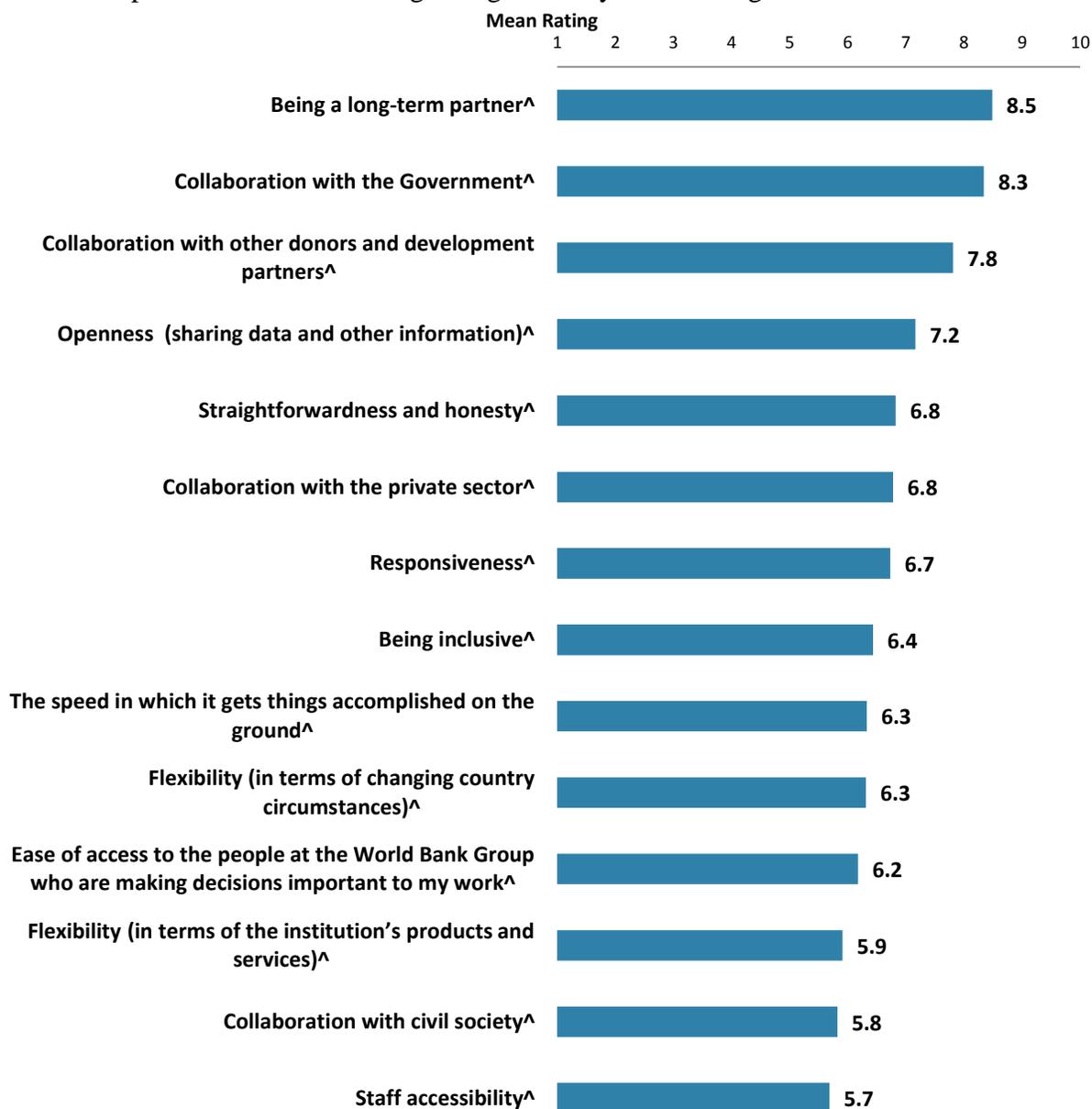


**"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Lesotho's development challenges?"**  
(1-"To no degree at all", 10-"To a significant degree")

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- **Stakeholder groups:** Respondents from the media had the highest ratings for the WBG's "inclusiveness," whereas respondents from CSOs and private sector/financial sector/private banks tended to give significantly lower ratings.



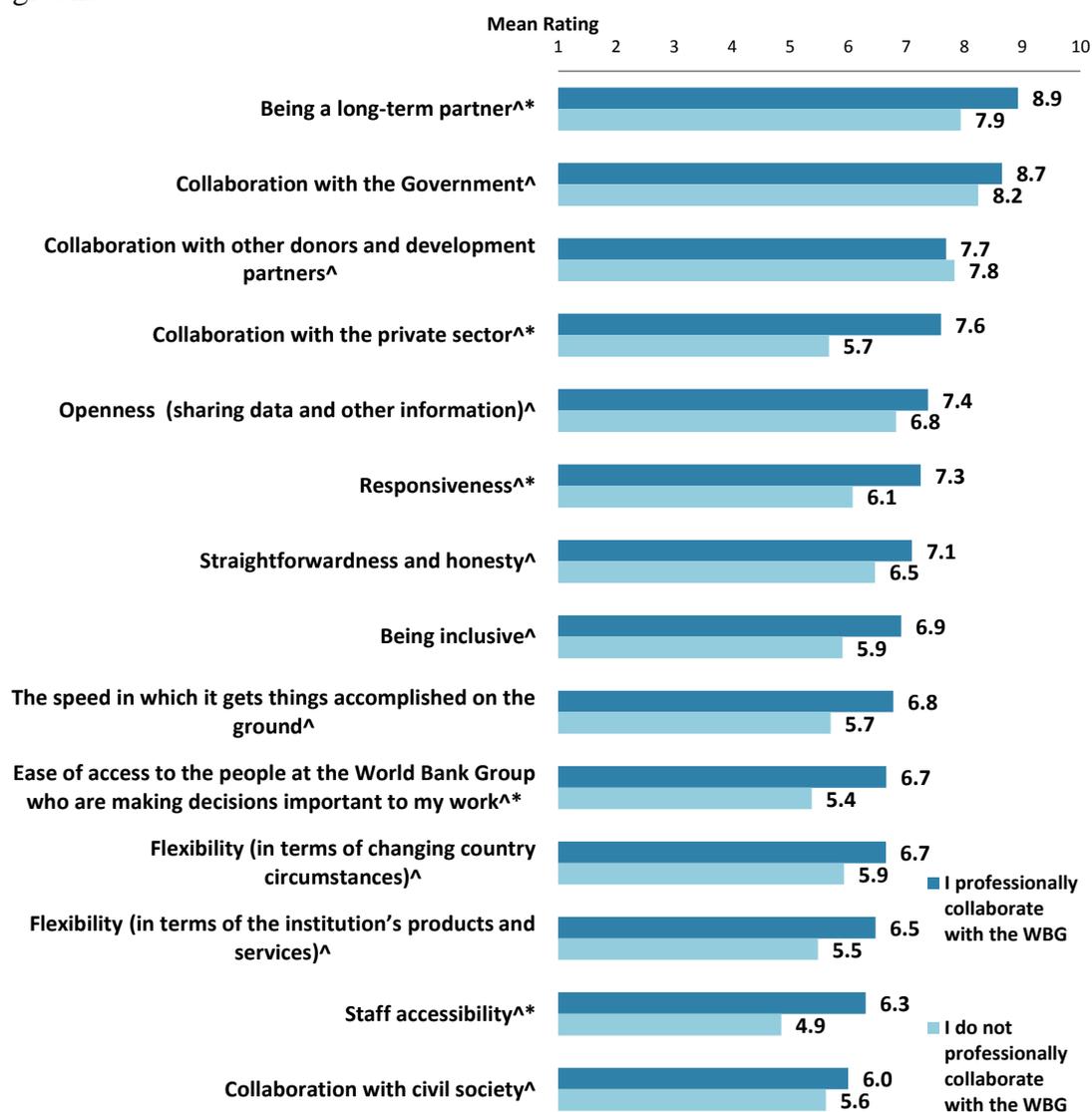
"To what extent is the World Bank Group an effective development partner in Lesotho, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>^</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner (continued)

- Collaboration:** respondents who professionally collaborate with the WBG gave significantly higher ratings for the WBG being an effective development partner in terms of several areas (indicated by \* below), compared to respondents who do not collaborate with the WBG. Generally speaking, collaborators and non-collaborators differed significantly in their views of the institution’s accessibility, responsiveness, work with private sector, and being a long-term partner in Lesotho. Those who collaborate with the WBG tended to be more positive about these aspects of the WBG’s operations on the ground.



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

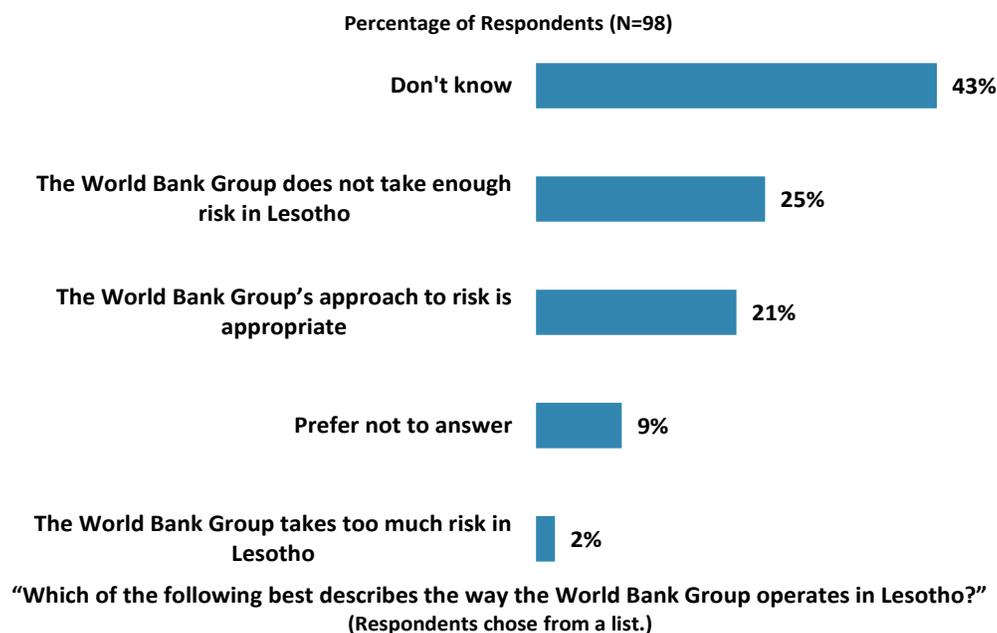
(\*significantly different between respondents who do and do not collaborate with the WBG)

<sup>^</sup>Indicator Question

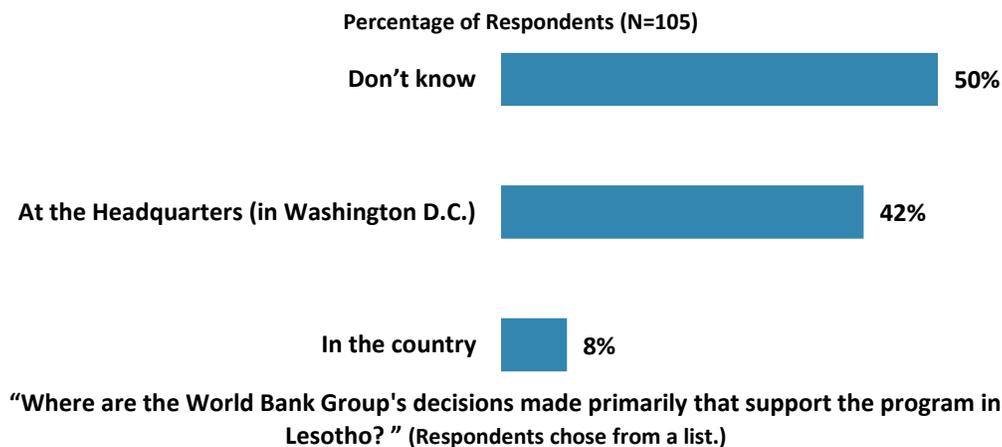
## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Approach to Risk in Lesotho

- Collaboration:** Respondents who collaborate with the WBG were more likely to know whether the WBG takes enough risks. Among those who collaborate/work with the institution, views on the WBG's approach to risk were split. A third of these respondents believed that the institution does not take enough risk in Lesotho, whereas about the same number of people believed that the WBG's approach to risk is appropriate.



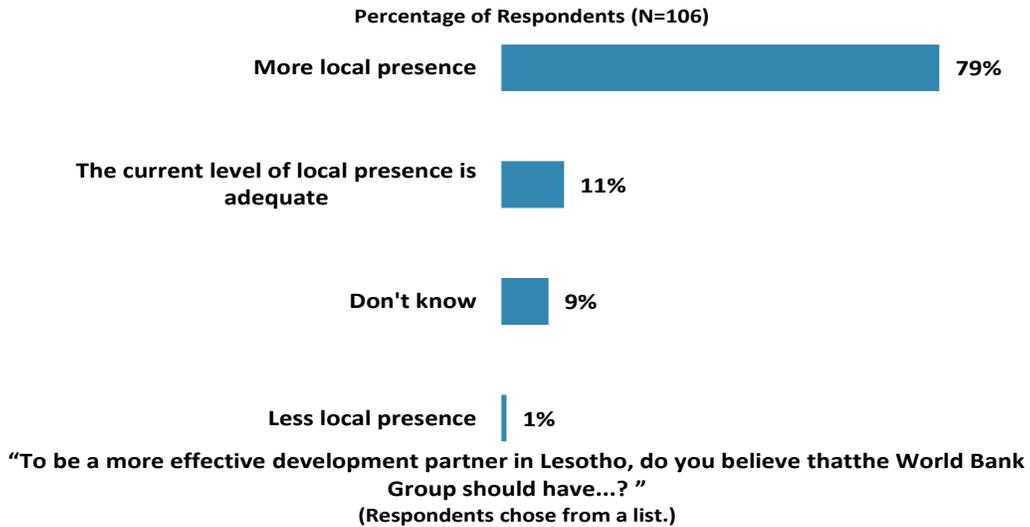
### Making Decisions about the WBG Program in Lesotho



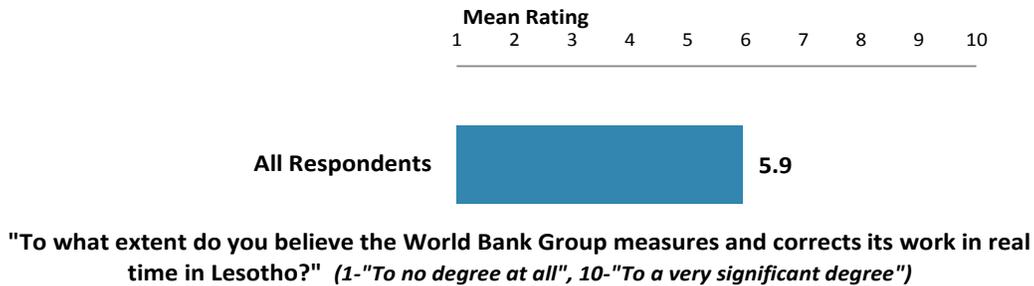
## VII. How the World Bank Group Operates (continued)

### The World Bank Group’s Local Presence in Lesotho

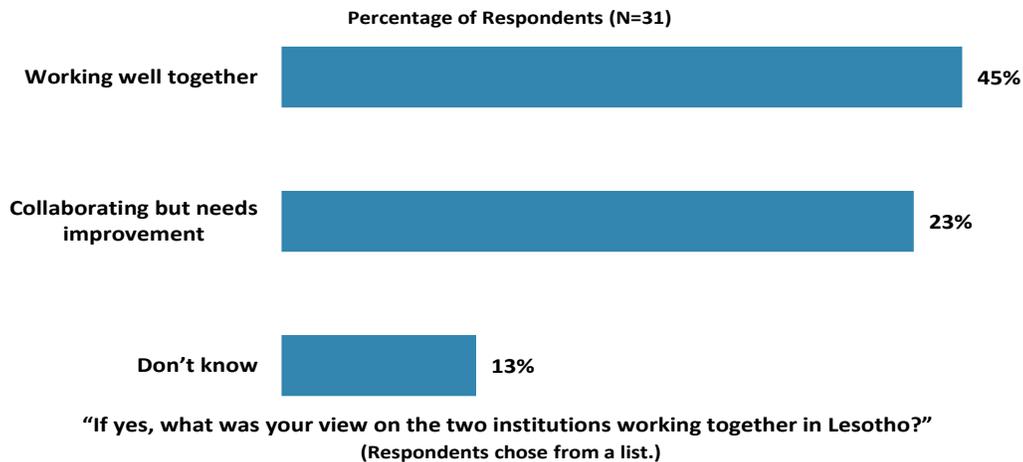
- A plurality of respondents across stakeholder groups, whether or not they collaborate with the WBG, believed that the WBG should have more local presence in order to be a more effective development partner in Lesotho.



### The World Bank Group’s Measuring of Its Work



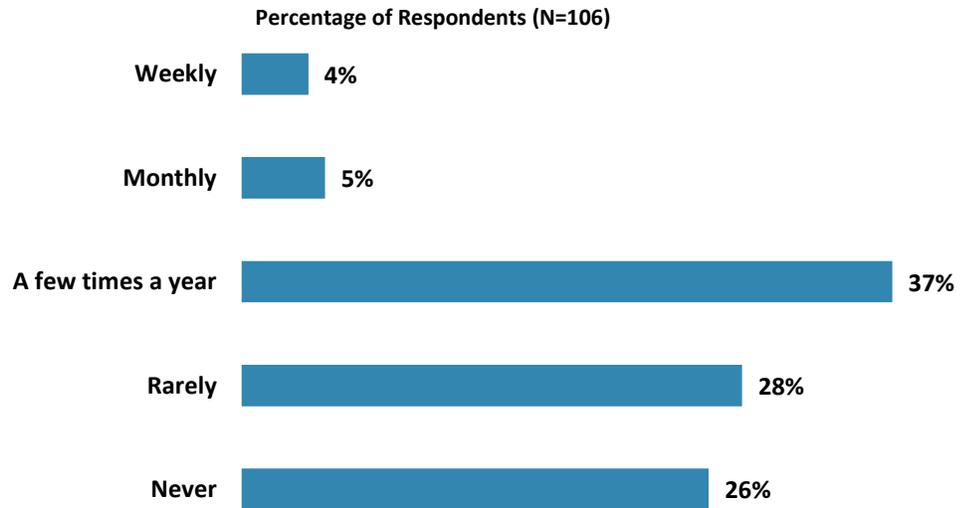
### World Bank and IFC Working Together



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work

- **Stakeholder groups:** A majority of respondents indicated that they rarely or never consult the WBG knowledge work and activities. Among all of the respondents, those from the CSOs were least likely to consult the WBG knowledge work and activities. Respondents from bilateral/multilateral agencies and employees of ministries, PMUs and consultants on WBG projects however were significantly more likely to consult the WBG's knowledge work and activities.
- **Collaboration:** Respondents who professionally work/collaborate with the WBG consulted the WBG knowledge work and activities more frequently than those who do not work with the institution.

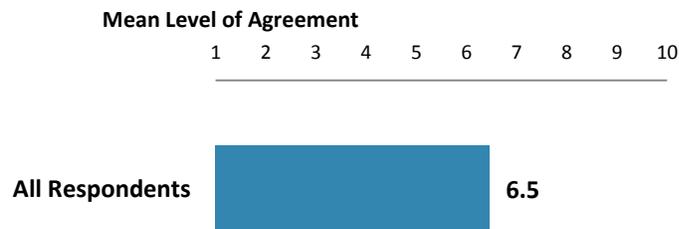


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Lesotho's Knowledge Needs (*Indicator Question*)

- **Stakeholder groups:** Respondents from the media had the highest levels of agreement that World Bank Group meets Lesotho's needs for knowledge services, whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement with it.
- **Collaboration:** Although the survey data show that respondents who professionally collaborate with the WBG were more likely to consult the WBG knowledge work and activities than those we do not collaborate, all respondents irrespective of their levels of collaboration had statistically similar levels of agreement that World Bank Group meets Lesotho's needs for knowledge services.

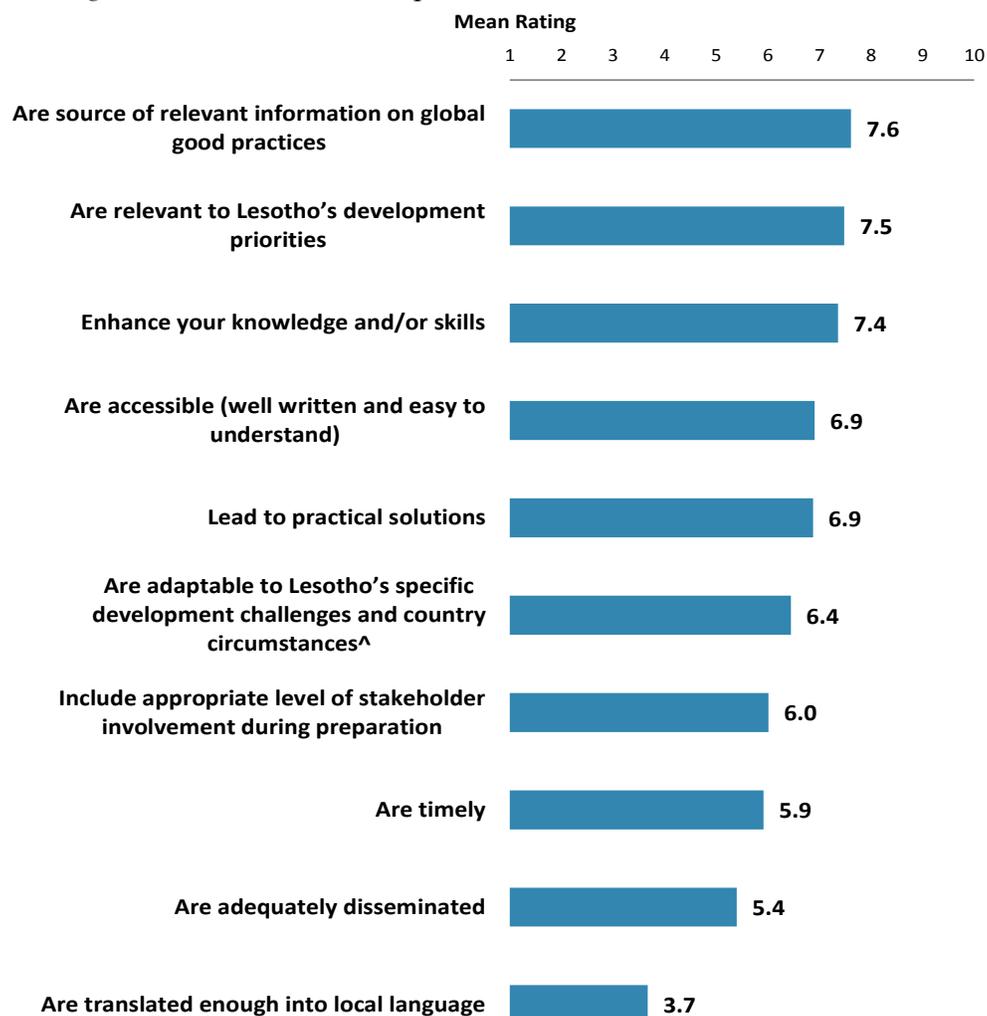


**"The World Bank Group meets Lesotho's needs for knowledge services"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities

- **Stakeholder groups:** overall, the WBG's knowledge work and activities were not perceived as *adequately disseminated*. Among all respondents, employees of ministries, PMUs and consultants working on WBG projects however gave significantly higher ratings for the dissemination of the WBG's knowledge work than respondents from all other stakeholder groups.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG knowledge work and activities "*enhance your knowledge and/or skills,*" than respondents who do not collaborate with the WBG.



"In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

^Indicator Question

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents across stakeholder groups, whether or not they collaborate with the WBG, had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Lesotho.



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
(1-"Not significant at all", 10-"Very significant")

### Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Stakeholder group:** Respondents from the media, ministries, PMUs, and consultants working on WBG projects had the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from CSOs had significantly lower ratings.
- Collaboration:** Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work and activities than respondents who do not work with the WBG.

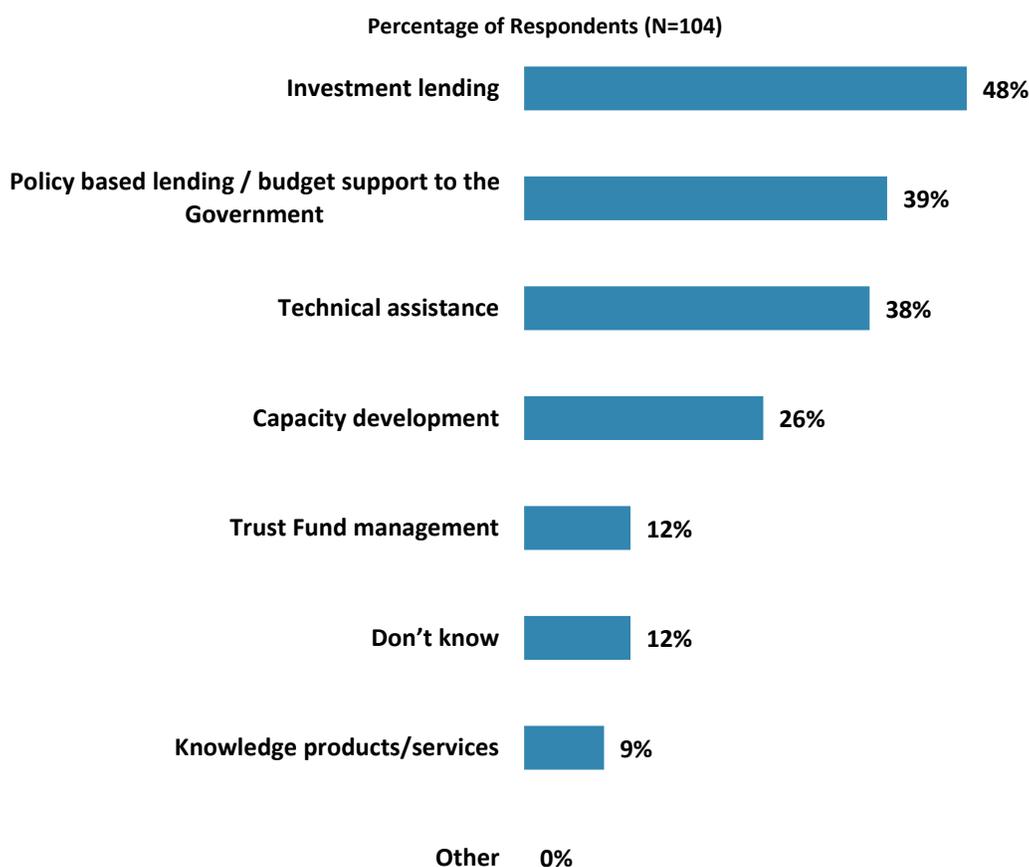


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty

- **Stakeholder groups:** Respondents across stakeholder groups all tended to agree that the most effective WBG instruments in reducing poverty in Lesotho are *investment lending*, *policy based lending/budget support to the Government*, and *technical assistance*.
- **Collaboration:** Respondents who collaborate/work with the WBG were significantly more likely to consider "*technical assistance*" as one of the most effective WBG instruments in reducing poverty in Lesotho, compared to respondents who do not collaborate with the institution.



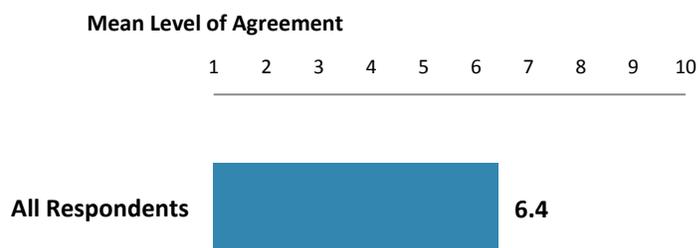
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lesotho?"

(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Lesotho's Needs for Financial Instruments (*Indicator Question*)

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar levels of agreement that the World Bank Group's financial instruments meet Lesotho's needs.
- **Collaboration:** Respondents who do and do not collaborate/work with the WBG had statistically similar levels of agreement that the World Bank Group's financial instruments meet Lesotho's needs.

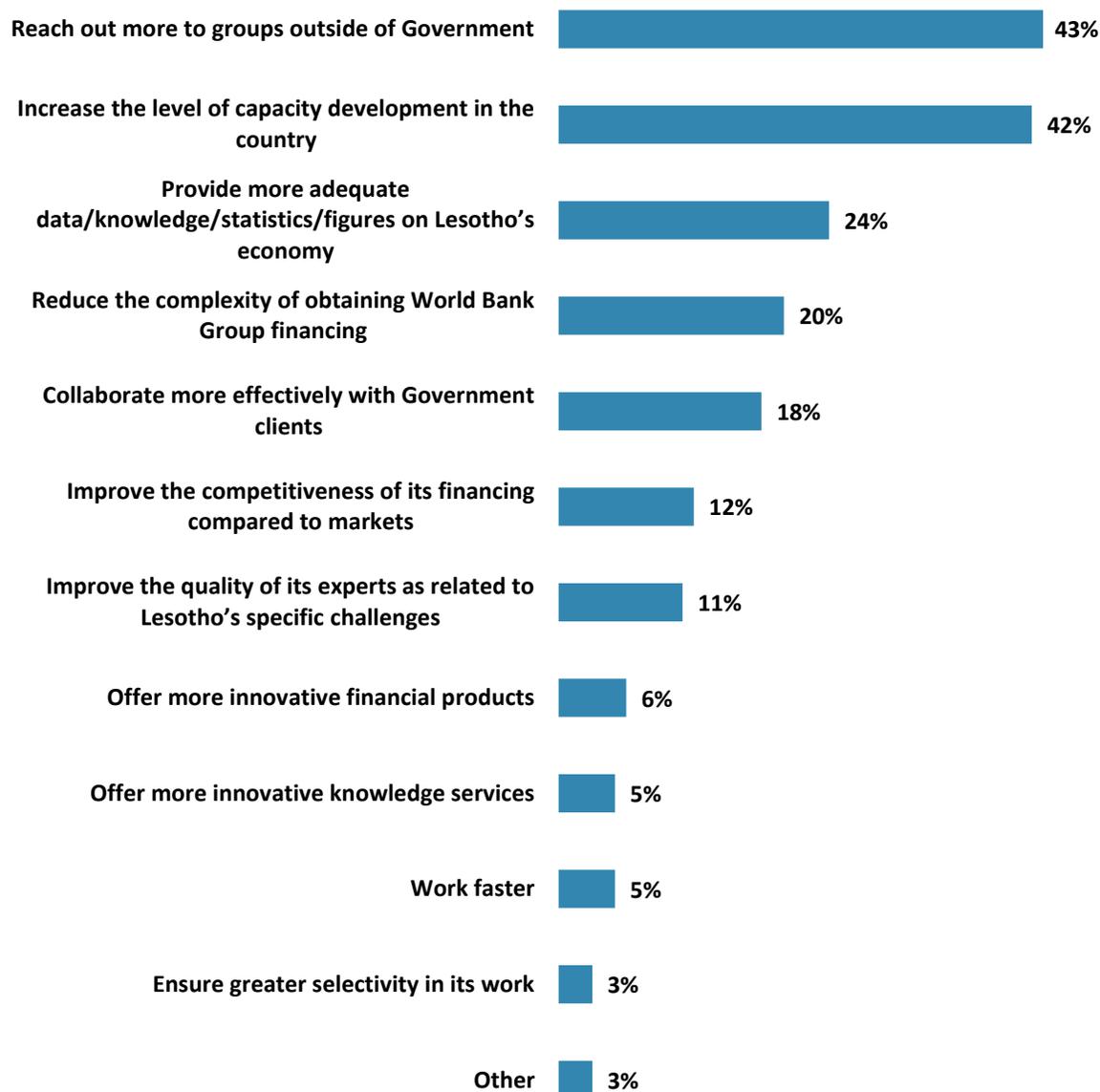


"The World Bank Group's financial instruments meet the needs of Lesotho."  
(1-"Strongly disagree", 10-"Strongly agree")

## IX. The Future Role of the World Bank Group in Lesotho

### Making the World Bank Group of Greater Value

Percentage of Respondents (N=99)



"Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

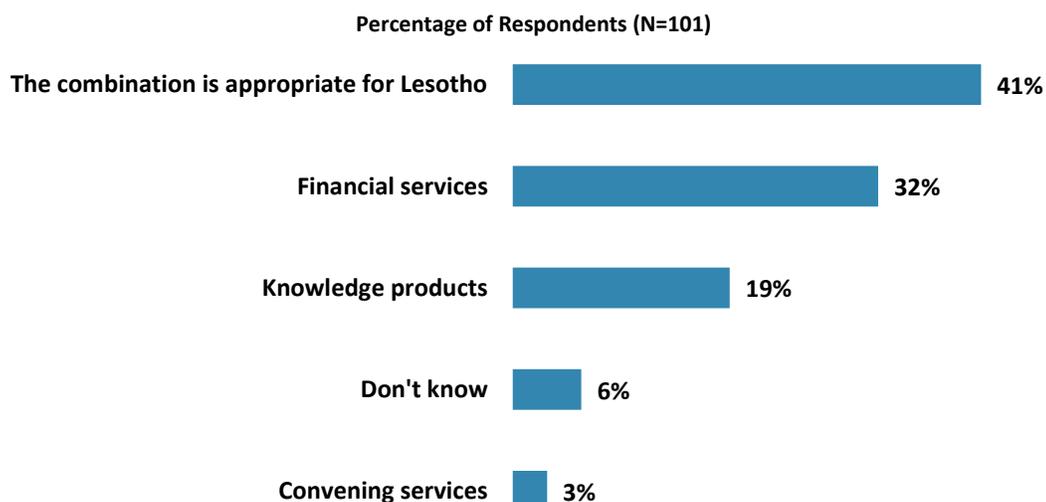
### Making the World Bank Group of Greater Value (continued)

- Overall, pluralities of respondents believed that the WBG should “*reach out more to groups outside of Government*” and “*increase the level of capacity development in the country*” to make itself of great value in Lesotho.
- **Stakeholder groups:** Respondents from CSOs and private sector/financial sector/private banks were significantly more likely to indicate that the WBG should “*reach out more to groups outside of Government*” than respondents from other stakeholder groups.
- **Collaboration:** Respondents who professionally collaborate/work with the WBG were significantly *more* likely to indicate that the WBG should “*increase the level of capacity development in the country*” than those who do not collaborate with the organization. However, respondents who professionally collaborate/work with the WBG were significantly *less* likely to indicate that the WBG should “*reach out more to groups outside of Government*” than those who do not collaborate with the institution.

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

### World Bank Group's Services in Lesotho

- A plurality of respondents across stakeholder groups and levels of collaboration agreed that the WBG's current combination of services is appropriate in Lesotho.



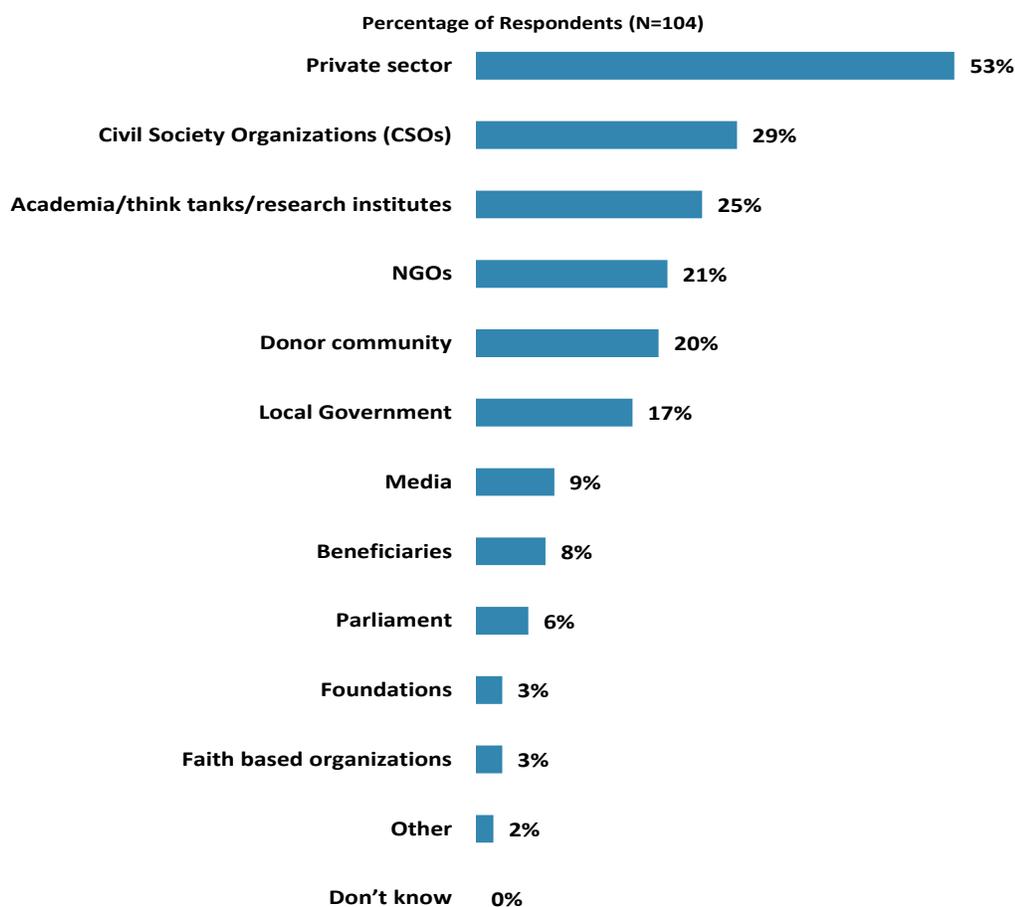
**"When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho?"**  
(Respondents chose from a list.)

## IX. The Future Role of the World Bank Group in Lesotho

(continued)

### Collaborate More with...

- **Stakeholder** groups: Pluralities of respondents across stakeholder groups and levels of collaboration think that the WBG should collaborate more with private sector in Lesotho. Respondents from bilateral/multilateral agencies were most likely to indicate that the WBG should collaborate more with the “*donor community*.” Respondents from the media were significantly more likely to believe that the WBG should collaborate more with “*media*.” Respondents from CSOs were most likely to indicate that the WBG need to collaborate more with “*NGOs*.”
- **Collaboration:** Respondents who professionally work with the WBG were significantly *more* likely to indicate that the WBG should collaborate more with the “*donor community*” than those who do not work with the institution. However, respondents who professionally work with the WBG were significantly *less* likely to indicate that the WBG should collaborate more with the “*NGOs*” than those who do not work with the institution.

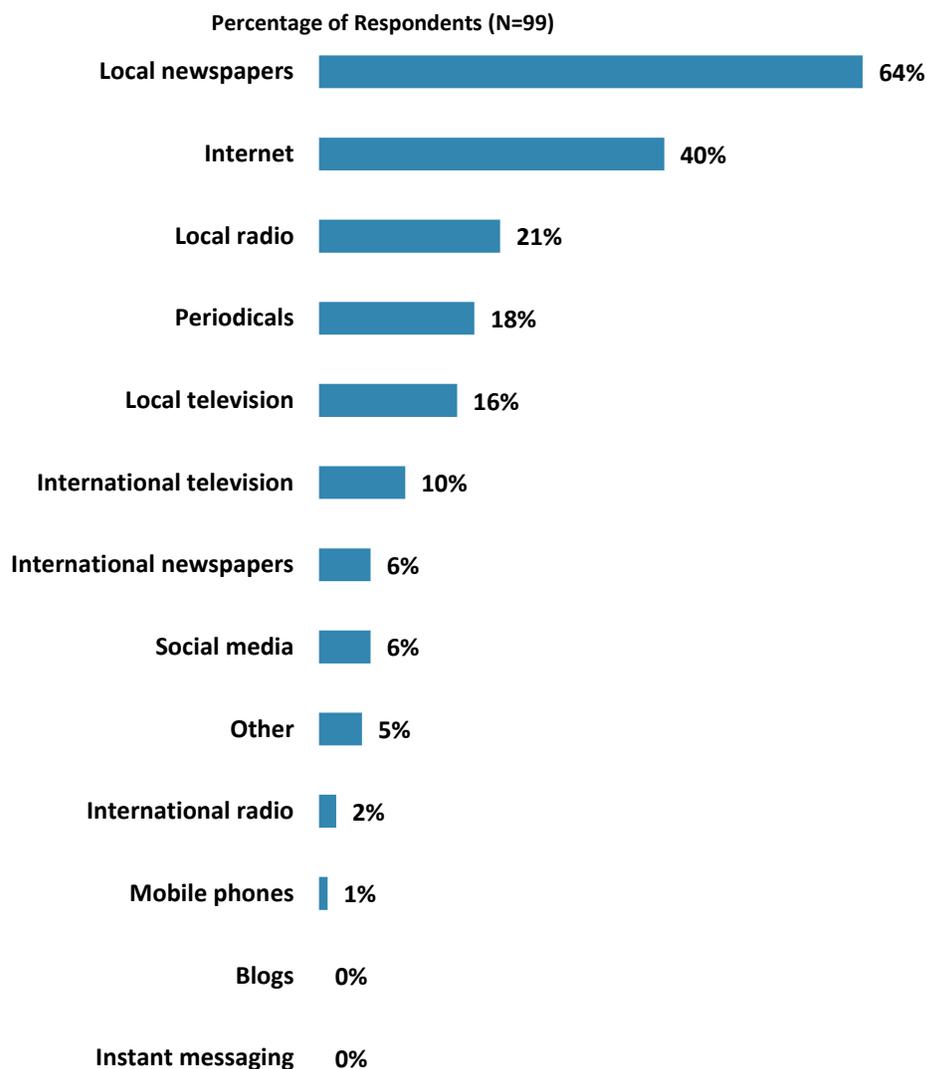


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness

### General Information Sources

- **Stakeholder groups:** Respondents from CSOs and private sector/financial sector/private banks were significantly more likely to get most of their information about economic and social development issues in Lesotho through *local radio* than respondents from other stakeholder groups.

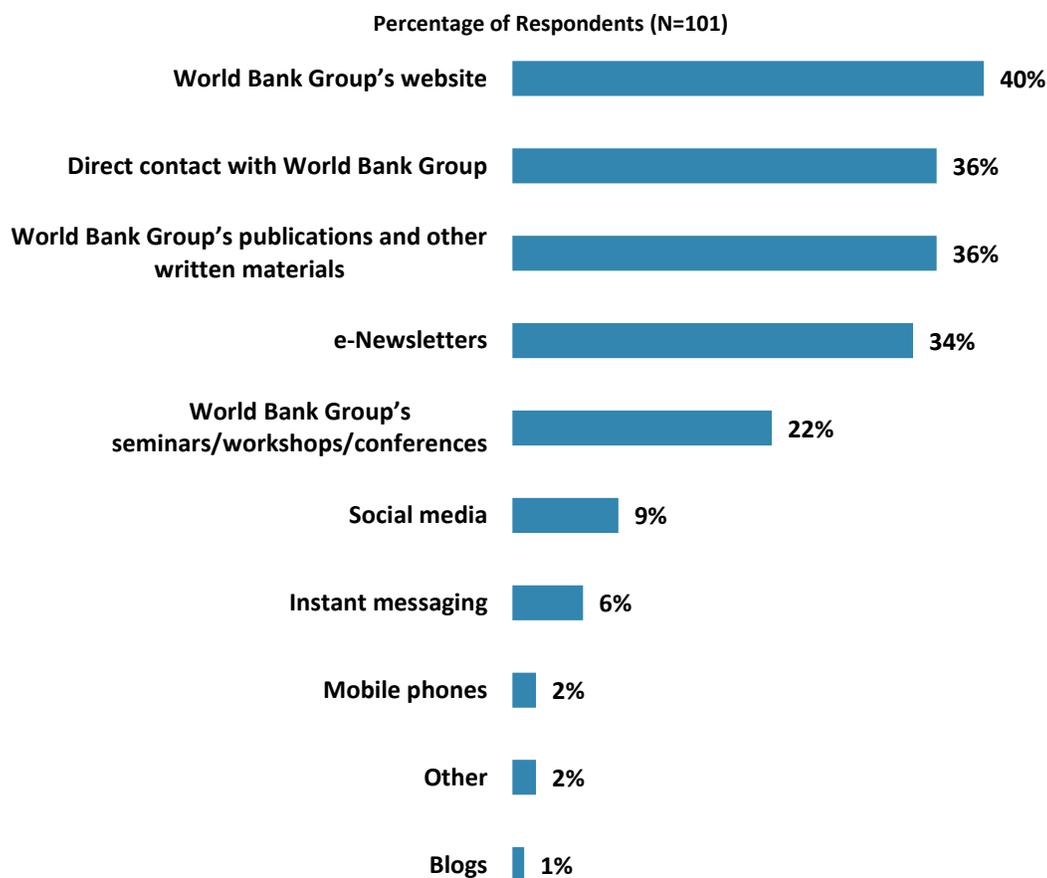


"How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Preferred Information Sources

- **Stakeholder groups:** Respondents from private sector/financial sector/private banks and CSOs were significantly more likely to indicate that they would prefer to receive information from the WBG at “*seminars/workshops/conferences*” compared to respondents from other stakeholder groups. Among all respondents, only those from the media indicated that they would be interested in receiving information from the WBG through “*blogs*.”



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

(Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Overall, a majority of respondents was not aware of the Access to Information (AI) Policy. Although respondents who professionally collaborate/work with the WBG were significantly more likely to be aware of the AI Policy than those who do not collaborate with the WBG, still only less than a third of these collaborators know about this Policy.

Percentage of Respondents (N=102)



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

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

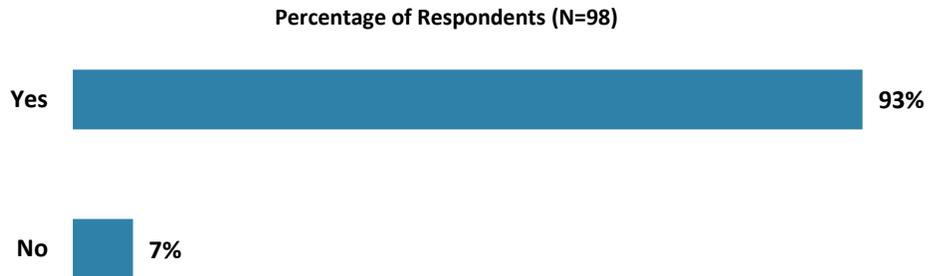


"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

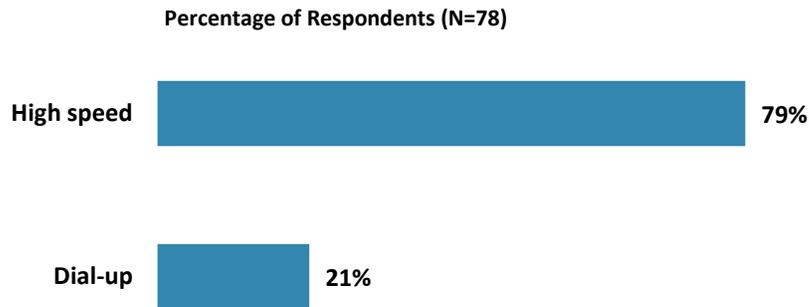
### Internet Access

- A majority of respondents across stakeholder groups and levels of collaboration indicated that they have access to the Internet.



"Do you have access to the Internet?"

- Stakeholder groups:** Most of the respondents indicated that they used the high-speed Internet when visiting a WBG website. However, among all respondents, those who are from the media were significantly *less* likely to have access to the high-speed Internet when visiting a WBG website than others.
- Collaboration:** Respondents who collaborate with the WBG were significantly *more* likely to have access to the high-speed Internet when visiting the WBG website than those who do not work with the institution.

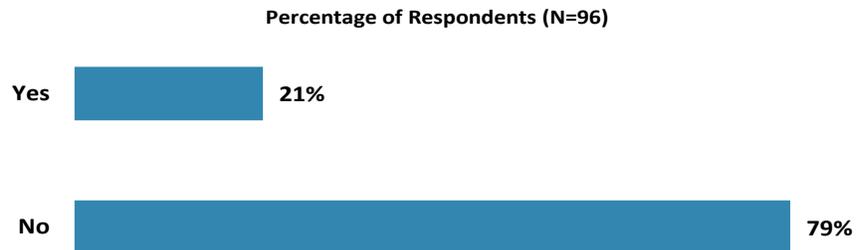
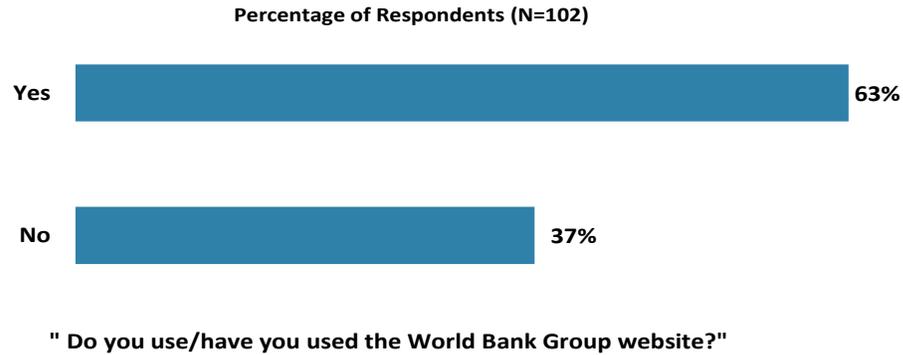


"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

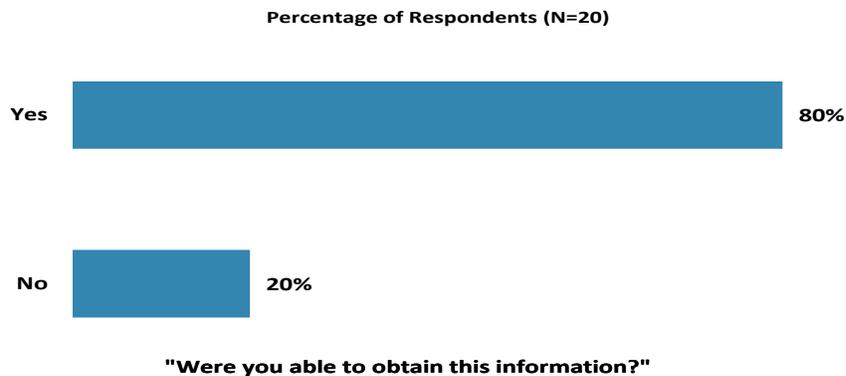
## X. Communication and Openness (continued)

### Website Usage

- **Collaboration:** Not surprisingly, respondents who professionally collaborate with the WBG were significantly more likely to have used the WBG website than those who do not work with the institution.



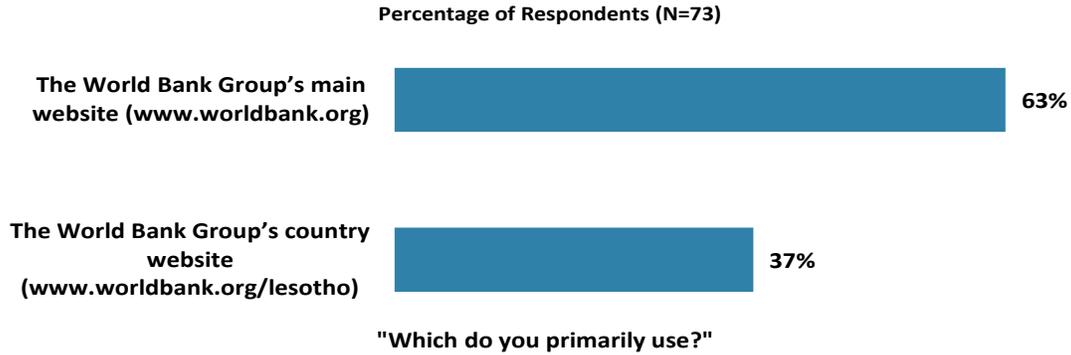
- It is important to note that while respondents from other stakeholder groups were all able to obtain information from the WBG, respondents from CSOs were significantly less likely to be able to do so (only 25% said that they obtained information they requested).



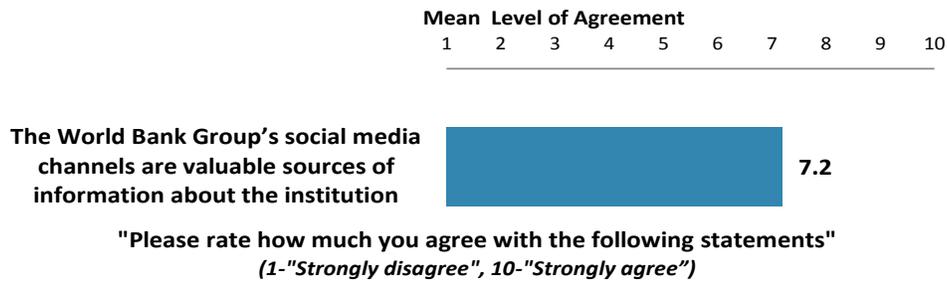
## X. Communication and Openness (continued)

### Website Usage (continued)

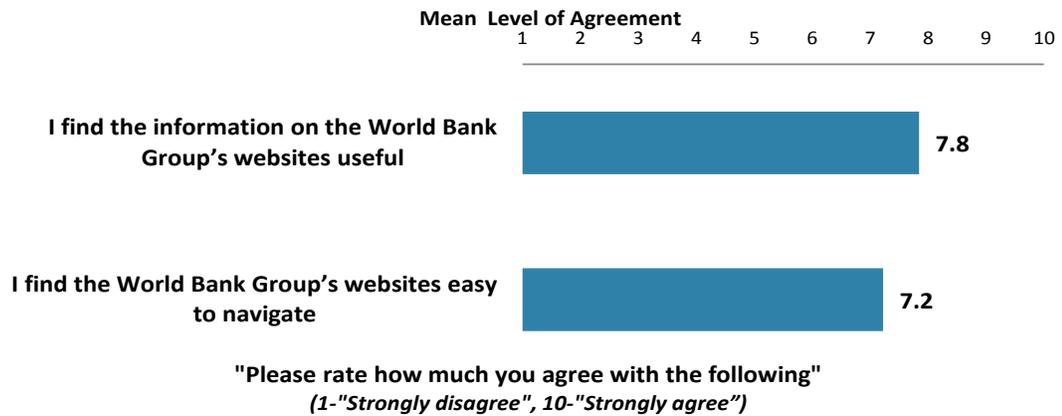
- Respondents who collaborate with the WBG were significantly more likely to use the WBG’s main website, whereas those who do not collaborate with the institution were more likely to use the WBG country website.



### Evaluation of WBG’s Social Media Channels



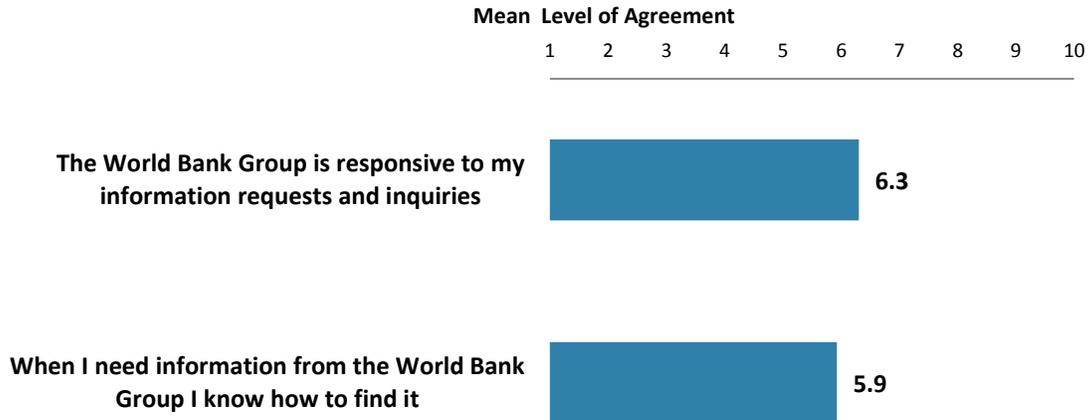
### Website Evaluation



## X. Communication and Openness (continued)

### Information Sharing

- Respondents who professionally work/collaborate with the WBG had the significantly higher levels of agreement that they know how to find the information they need, compared to respondents who do not professionally work with the institution.



**"Please rate how much you agree with the following statements"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

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### Lesotho



## Appendix A: Responses to All Questions across All Respondents (N=106)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Lesotho

1. In general would you say that Lesotho is headed in ... ?	Percentage of Respondents (N=89)
The right direction	60.7%
The wrong direction	12.4%
Not sure	27.0%

2. Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=97)
Job creation/employment	39.2%
Health	26.8%
Education	25.8%
Economic growth	24.7%
Public sector governance/ reform	21.6%
Agricultural development and food security	18.6%
Transport	17.5%
Anti corruption	17.5%
Poverty reduction	17.5%
Domestic private sector development	16.5%
Social protection	13.4%
Water and sanitation	8.2%
Rural development	7.2%
Communicable/non-communicable diseases	7.2%
Natural resource management	5.2%
Gender equity	4.1%
Law and justice	4.1%
Foreign direct investment	3.1%
Financial markets	2.1%
Environmental sustainability	2.1%
Equality of opportunity	2.1%
Energy	2.1%
Trade and exports	2.1%
Information and communications technology	2.1%
Global/regional integration	1.0%
Climate change	1.0%
Disaster management	1.0%
Urban development	0.0%
Crime and violence	0.0%
Regulatory framework	0.0%

**A. General Issues Facing Lesotho (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 Lesotho? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Economic growth	42.7%
Job creation/employment	42.7%
Agricultural development and food security	30.1%
Education	24.3%
Domestic private sector development	22.3%
Anti corruption	20.4%
Rural development	17.5%
Public sector governance/ reform	14.6%
Equality of opportunity	11.7%
Communicable/non-communicable diseases	7.8%
Foreign direct investment	7.8%
Health	6.8%
Water and sanitation	6.8%
Transport	5.8%
Social protection	5.8%
Energy	4.9%
Natural resource management	4.9%
Trade and exports	3.9%
Regulatory framework	2.9%
Crime and violence	2.9%
Law and justice	2.9%
Gender equity	1.9%
Global/regional integration	1.9%
Urban development	1.0%
Information and communications technology	1.0%
Environmental sustainability	1.0%
Climate change	0.0%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing Lesotho (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 Lesotho? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Job creation/employment	37.9%
Foreign direct investment	31.1%
Trade and exports	28.2%
Domestic private sector development	26.2%
Agricultural development and food security	25.2%
Anti corruption	19.4%
Education	19.4%
Public sector governance/ reform	19.4%
Natural resource management	12.6%
Transport	11.7%
Rural development	8.7%
Financial markets	8.7%
Energy	7.8%
Global/regional integration	6.8%
Information and communications technology	5.8%
Regulatory framework	5.8%
Health	2.9%
Urban development	2.9%
Water and sanitation	2.9%
Social protection	2.9%
Law and justice	2.9%
Equality of opportunity	1.9%
Gender equity	1.9%
Climate change	1.0%
Communicable/non-communicable diseases	1.0%
Environmental sustainability	1.0%
Disaster management	1.0%
Crime and violence	0.0%
<b>5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=93)</b>
Better entrepreneurial opportunities	40.9%
Better employment opportunities for young people	40.9%
Greater access to micro-finance for the poor	21.5%
Education and training that better ensure job opportunity	21.5%
Consistent economic growth	18.3%
Better opportunity for the poor who live in rural areas	14.0%
Better quality public services	8.6%
A growing middle class	5.4%
Better employment opportunities for women	5.4%
Greater access to health and nutrition for citizens	5.4%
Greater equity of fiscal policy	5.4%
Greater voice and participation for citizens to help ensure greater accountability	4.3%
Better opportunity for the poor who live in urban areas	2.2%
Other	2.2%
More reliable social safety net	1.1%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Lesotho? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	104	0	5.68	2.56
<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho? <i>(1-Not effective at all, 10-Very effective)</i>	88	16	6.59	2.10
<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	83	21	6.94	2.27

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Job creation/employment	31.1%
Public sector governance/ reform	29.2%
Education	22.6%
Poverty reduction	21.7%
Domestic private sector development	21.7%
Economic growth	20.8%
Agricultural development and food security	18.9%
Health	17.0%
Transport	15.1%
Rural development	12.3%
Anti corruption	10.4%
Foreign direct investment	9.4%
Natural resource management	8.5%
Equality of opportunity	7.5%
Regulatory framework	5.7%
Social protection	5.7%
Water and sanitation	5.7%
Information and communications technology	5.7%
Financial markets	4.7%
Trade and exports	4.7%
Law and justice	3.8%
Energy	3.8%
Gender equity	1.9%
Climate change	1.9%
Crime and violence	1.9%
Communicable/non-communicable diseases	0.9%
Environmental sustainability	0.9%
Global/regional integration	0.0%
Urban development	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lesotho?	Percentage of Respondents (N=89)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	37.1%	22.5%	59.6%
Policy advice, studies, analyses	21.3%	21.3%	42.7%
Technical assistance	11.2%	13.5%	24.7%
Coordination of development partners	10.1%	12.4%	22.5%
Capacity development	10.1%	11.2%	21.3%
Mobilizing third party financial resources	5.6%	4.5%	10.1%
Data	3.4%	3.4%	6.7%
Linkage to non-Bank expertise	0.0%	6.7%	6.7%
Convening/facilitating	1.1%	4.5%	5.6%
Other	0.0%	0.0%	0.0%

How effectively do the WBG's activities below support Lesotho's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	63	30	6.37	2.19
7. Data	65	23	7.12	2.20
8. Policy advice, studies, analyses	72	17	7.54	1.88
9. Financial resources	77	13	7.86	1.80
10. Technical assistance	73	18	7.63	1.72
11. Mobilizing third party financial resources	59	30	7.22	1.80
12. Coordination of development partners	67	21	6.69	2.44
13. Linkage to non-Bank expertise	49	38	6.20	2.09

The World Bank Group can provide capacity building support in a number of ways in Lesotho. To which degree would Lesotho benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	93	5	8.14	2.15
15. The public sector, related to implementation of specific development projects on the ground	97	3	8.47	1.79
16. The public sector, related to changing institutions	88	7	7.95	1.89
17. The private sector, related to institutional and policy change	93	5	8.71	1.63

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Lesotho? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation	71	30	7.35	2.06
19. Citizen engagement	50	49	6.08	2.60
20. Policy design	63	36	7.30	2.14

When thinking about how to improve capacity building in Lesotho to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Effectiveness			
	N	DK	Mean	SD
21. Project implementation	87	10	8.60	1.87
22. Citizen engagement	81	18	8.62	1.80
23. Policy design	89	9	8.74	1.64

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

<b>24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=100)</b>
Not enough public disclosure of its work	39.0%
World Bank Group's processes too complex	19.0%
Too influenced by developed countries	18.0%
Staff too inaccessible	15.0%
Too bureaucratic in its operational policies and procedures	14.0%
Don't know	14.0%
Not adequately sensitive to political/social realities in Lesotho	12.0%
Not collaborating enough with non-state actors	9.0%
Not willing to honestly criticize policies and reform efforts in the country	7.0%
World Bank Group's processes too slow	6.0%
Not aligned with country priorities	5.0%
Not aligned with other donors' work	4.0%
Imposing technocratic solutions without regard to political realities	3.0%
Other	3.0%
Arrogant in its approach	2.0%
Not client focused	2.0%
The credibility of its knowledge/data	1.0%
Not exploring alternative policy options	0.0%

<b>25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=104)</b>
Investment lending	48.1%
Policy based lending / budget support to the Government	39.4%
Technical assistance	37.5%
Capacity development	26.0%
Trust Fund management	11.5%
Don't know	11.5%
Knowledge products/services	8.7%
Other	0.0%

<b>26. In addition to the regular relations with the national government as its interlocutor, which TWO of the following groups should the World Bank Group 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=104)</b>
Private sector	52.9%
Civil Society Organizations (CSOs)	28.8%
Academia/think tanks/research institutes	25.0%
NGOs	21.2%
Donor community	20.2%
Local Government	17.3%
Media	8.7%
Beneficiaries	7.7%
Parliament	5.8%
Foundations	2.9%
Faith based organizations	2.9%
Other	1.9%
Don't know	0.0%

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

<b>To what extent do you agree with the following statements about the World Bank Group's work in Lesotho? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. Overall the World Bank Group currently plays a relevant role in development in Lesotho*	97	8	7.44	1.94
28. The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	90	12	7.47	1.96
29. The World Bank Group supports programs and strategies that are realistic for Lesotho	91	12	7.18	1.90
30. The World Bank Group treats clients and stakeholders in Lesotho with respect	76	26	7.38	2.31
<b>To what extent is the World Bank Group an effective development partner in Lesotho, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
31. Responsiveness*	67	32	6.73	1.75
32. Flexibility (in terms of the institution's products and services)*	66	32	5.91	2.35
33. Flexibility (in terms of changing country circumstances)*	70	26	6.31	2.16
34. Being inclusive*	69	28	6.43	2.28
35. Openness (sharing data and other information)*	79	19	7.16	2.43
36. Staff accessibility*	70	24	5.69	2.52
37. Straightforwardness and honesty*	69	26	6.83	2.24
38. Ease of access to the people at the World Bank Group who are making decisions important to my work*	68	28	6.18	2.53
39. Collaboration with civil society*	67	28	5.82	2.46
40. Collaboration with the Government*	82	17	8.34	1.62
41. Collaboration with other donors and development partners*	69	28	7.81	1.93
42. Collaboration with the private sector*	59	39	6.78	2.32
43. The speed in which it gets things accomplished on the ground*	61	37	6.33	2.37
44. Being a long-term partner*	76	25	8.49	1.59
<b>45. To be a more effective development partner in Lesotho, do you believe that the World Bank Group should have...? (Select only ONE response)</b>	<b>Percentage of Respondents (N=106)</b>			
More local presence	79.2%			
The current level of local presence is adequate	11.3%			
Don't know	8.5%			
Less local presence	.9%			
<b>46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>			
Lack of/inadequate levels of capacity in Government	33.3%			
There is not an adequate level of citizen/civil society participation	31.3%			
The Government works inefficiently	27.3%			
Political pressures and obstacles	22.2%			
Reforms are not well thought out in light of country challenges	21.2%			
The World Bank Group does not do adequate follow through/follow-up	17.2%			
The World Bank Group is not sensitive enough to political/social realities on the ground	11.1%			
Poor donor coordination	10.1%			
The World Bank Group works too slowly	4.0%			
Other	3.0%			

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	99	3	8.39	2.49
2. Information and communications technology	94	5	8.36	2.22
3. Transport	97	4	8.88	1.57
4. Crime and violence	96	5	6.59	2.94
5. Law and justice	95	4	6.78	3.00
6. Urban development	95	4	7.89	1.95
7. Environmental sustainability	95	5	7.58	2.16
8. Regulatory framework	91	11	7.90	2.24
9. Communicable/non-communicable diseases	99	3	8.12	2.12
10. Poverty reduction	102	2	9.15	1.35
11. Gender equity	94	6	6.90	2.35
12. Domestic private sector development	100	2	8.58	1.71
13. Foreign direct investment	97	4	8.49	1.86
14. Water and sanitation	95	2	8.21	2.08
15. Trade and exports	95	4	8.40	1.93
16. Economic growth	100	2	9.13	1.17
17. Energy	100	2	7.79	2.42
18. Disaster management	97	4	6.43	2.57
19. Public sector governance/ reform	99	2	8.17	2.37
20. Job creation/employment	98	3	8.51	1.99
21. Financial markets	91	8	8.00	2.01
22. Equality of opportunity	92	7	7.63	2.25
23. Health	100	3	8.56	1.57
24. Rural development	98	3	8.55	1.64
25. Global/regional integration	90	11	7.74	2.19
26. Agricultural development and food security	97	3	8.62	1.88
27. Education	95	5	8.81	1.64
28. Social protection	97	5	7.08	2.41
29. Climate change	99	2	7.13	2.66
30. Natural resource management	102	1	7.06	2.89

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	39	58	5.97	2.76
2. Information and communications technology	40	54	6.25	2.47
3. Transport	64	32	6.97	2.25
4. Crime and violence	35	61	4.26	2.29
5. Law and justice	40	57	5.43	2.60
6. Urban development	52	44	6.54	2.19
7. Environmental sustainability	48	47	6.42	2.24
8. Regulatory framework	56	41	7.09	2.61
9. Communicable/non-communicable diseases	71	26	7.63	1.99
10. Poverty reduction	71	27	7.52	2.08
11. Gender equity	50	45	6.44	2.48
12. Domestic private sector development	56	41	6.64	2.19
13. Foreign direct investment	56	41	7.14	2.19
14. Water and sanitation	59	36	7.29	2.19
15. Trade and exports	49	45	6.80	2.25
16. Economic growth	65	30	7.11	2.36
17. Energy	57	39	6.58	2.57
18. Disaster management	42	53	5.55	2.05
19. Public sector governance/ reform	71	25	7.01	2.50
20. Job creation/employment	61	35	6.56	2.42
21. Financial markets	50	46	6.32	2.51
22. Equality of opportunity	44	48	6.45	2.40
23. Health	69	22	7.70	1.99
24. Rural development	60	36	6.43	2.40
25. Global/regional integration	49	47	6.57	2.13
26. Agricultural development and food security	51	44	6.98	2.34
27. Education	66	27	7.53	2.38
28. Social protection	47	48	6.02	2.35
29. Climate change	43	53	5.21	2.44
30. Natural resource management	46	51	5.04	2.49

3. Where are the World Bank Group's decisions made primarily that support the program in Lesotho? (Select only ONE response)	Percentage of Respondents (N=105)
Don't know	50.5%
At the Headquarters (in Washington D.C.)	41.9%
In the country	7.6%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Lesotho? (1-To no degree at all, 10-To a very significant degree)	87	18	7.13	1.92

To what extent do you agree with the following statements about the World Bank Group in Lesotho? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of Lesotho*	79	27	6.43	2.19
6. The World Bank Group meets Lesotho's needs for knowledge services*	84	20	6.46	2.47

Measure and Correct WBG Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lesotho? (1-To no degree at all, 10-To a very significant degree)	57	47	5.95	2.26

**D. The World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=106)
Weekly	3.8%
Monthly	4.7%
A few times a year	36.8%
Rarely	28.3%
Never	26.4%

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	69	27	5.91	2.40
3. Include appropriate level of stakeholder involvement during preparation	72	26	6.01	2.64
4. Are relevant to Lesotho's development priorities	81	17	7.48	1.82
5. Lead to practical solutions	72	24	6.88	2.16
6. Are accessible (well written and easy to understand)	75	22	6.91	2.33
7. Are source of relevant information on global good practices	75	25	7.61	2.28
8. Enhance your knowledge and/or skills	80	17	7.36	2.27
9. Are adequately disseminated	73	25	5.40	2.68
10. Are translated enough into local language	64	36	3.67	2.99
11. Are adaptable to Lesotho's specific development challenges and country circumstances*	72	24	6.44	2.18

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	89	14	7.34	1.96
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	84	19	7.25	2.23

**E. Working with the World Bank Group**

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Lesotho's development challenges? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization	74	25	6.89	2.27
2. Design	76	24	6.75	2.14
3. Implementation	80	19	6.79	2.07
4. Evaluation	78	21	6.85	2.14

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	56	45	6.23	2.64
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	78	22	7.27	2.18
7. The World Bank Group's approvals and reviews are done in a timely fashion	61	40	6.61	2.36
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	51	47	6.92	2.46
9. The World Bank Group's conditions on its lending are reasonable	62	36	6.69	2.51
10. The World Bank Group takes decisions quickly in Lesotho*	54	47	5.67	2.56
11. Working with the World Bank Group increases Lesotho's institutional capacity	79	22	7.43	2.29
12. The World Bank Group ensures consistency and continuity through staff changes	52	47	5.87	2.38
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	60	38	6.87	2.47
14. The World Bank Group provides effective implementation support	74	26	7.49	2.06

15. Which of the following best describes the way the World Bank Group operates in Lesotho? (Select only one response)	Percentage of Respondents (N=98)
Don't know	42.9%
The World Bank Group does not take enough risk in Lesotho	24.5%
The World Bank Group's approach to risk is appropriate	21.4%
Prefer not to answer	9.2%
The World Bank Group takes too much risk in Lesotho	2.0%

**F. Recent Trends and the Future Role of the World Bank Group in Lesotho**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=99)
Reach out more to groups outside of Government	43.4%
Increase the level of capacity development in the country	42.4%
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	24.2%
Reduce the complexity of obtaining World Bank Group financing	20.2%
Collaborate more effectively with Government clients	18.2%
Improve the competitiveness of its financing compared to markets	12.1%
Improve the quality of its experts as related to Lesotho's specific challenges	11.1%
Offer more innovative financial products	6.1%
Offer more innovative knowledge services	5.1%
Work faster	5.1%
Ensure greater selectivity in its work	3.0%
Other	3.0%

2. When considering the combination of services that the World Bank Group offers in Lesotho and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)	Percentage of Respondents (N=101)
The combination is appropriate for Lesotho	40.6%
Financial services	31.7%
Knowledge products	18.8%
Don't know	5.9%
Convening services	3.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>
Local newspapers	63.6%
Internet	40.4%
Local radio	21.2%
Periodicals	18.2%
Local television	16.2%
International television	10.1%
International newspapers	6.1%
Social media	6.1%
Other	5.1%
International radio	2.0%
Mobile phones	1.0%
Blogs	0.0%
Instant messaging	0.0%
<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
World Bank Group's website	39.6%
Direct contact with World Bank Group	35.6%
World Bank Group's publications and other written materials	35.6%
e-Newsletters	33.7%
World Bank Group's seminars/workshops/conferences	21.8%
Social media	8.9%
Instant messaging	5.9%
Mobile phones	2.0%
Other	2.0%
Blogs	1.0%
<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=102)</b>
Yes	18.6%
No	81.4%
<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=96)</b>
Yes	20.8%
No	79.2%
<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=20)</b>
Yes	80.0%
No	20.0%
<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=98)</b>
Yes	92.9%
No	7.1%

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

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=102)
Yes	62.7%
No	37.3%

8. Which do you primarily use? (Select only ONE response)	Percentage of Respondents (N=73)
The World Bank Group's country website (www.worldbank.org/lesotho)	37.0%
The World Bank Group's main website (www.worldbank.org)	63.0%

9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=78)
High speed	79.5%
Dial-up	20.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	84	11	5.27	3.02
11. I find the World Bank Group's websites easy to navigate	66	19	7.23	2.14
12. I find the information on the World Bank Group's websites useful	66	15	7.85	2.00
13. The World Bank Group's social media channels are valuable sources of information about the institution	36	47	7.19	2.90
14. When I need information from the World Bank Group I know how to find it	70	22	5.93	3.21
15. The World Bank Group is responsive to my information requests and inquiries	56	27	6.30	2.78

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=103)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.4%
NGO	19.4%
Private Sector Organization	12.6%
Media	8.7%
Project Management Unit (PMU) overseeing implementation of project	6.8%
Multilateral Agency	5.8%
Other	5.8%
Independent Government Institution	3.9%
Office of Minister	1.9%
Consultant/Contractor working on World Bank supported project/program	1.9%
Local Government Office or Staff	1.9%
Bilateral Agency	1.9%
Private Foundation	1.9%
Financial Sector/Private Bank	1.9%
Community Based Organization	1.9%
Academia/Research Institute/Think Tank	1.9%
Office of the President, Prime Minister	1.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=101)</b>
Health/communicable/non-communicable diseases/HIV/AIDS	19.8%
Other	18.8%
Public sector governance/public financial management/anti corruption	9.9%
Education	6.9%
Generalist	6.9%
Financial markets/banking	5.0%
Social protection	5.0%
Agriculture/rural development/food security	4.0%
Natural resource management/environmental sustainability	4.0%
Private sector development/foreign direct investment	4.0%
Transport	4.0%
Information and communications technology	3.0%
Gender equity/equality of opportunity	2.0%
Law and justice/regulatory framework	2.0%
Water and sanitation	2.0%
Energy	1.0%
Job creation/employment	1.0%
Urban development	1.0%
<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=98)</b>
Yes	48.0%
No	52.0%
<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho? (Select only ONE response)</b>	<b>Percentage of Respondents (N=77)</b>
The World Bank (IDA)	64.9%
The International Finance Corporation (IFC)	18.2%
Other	16.9%
<b>5. Do your projects involve both the World Bank and IFC?</b>	<b>Percentage of Respondents (N=85)</b>
Yes	36.5%
No	63.5%
<b>6. If yes, what was your view on the two institutions working together in Lesotho? (Select only ONE response)</b>	<b>Percentage of Respondents (N=31)</b>
Working well together	45.2%
Collaborating but needs improvement	41.9%
Don't know	12.9%
<b>7. Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=91)</b>
Engage in World Bank Group related/sponsored events/activities	35.2%
Collaborate as part of my professional duties	34.1%
Use World Bank Group website for information, data, research, etc.	28.6%
Observer	27.5%
Use World Bank Group reports/data	22.0%
<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=102)</b>
Urban areas	96.1%
Rural areas	3.9%

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

### A. General Issues facing Lesotho

In general, would you say that Lesotho is headed in...?

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	53.8%	57.1%	64.3%	64.7%	75.0%	66.7%
The wrong direction	3.8%	28.6%	7.1%	23.5%	12.5%	6.7%
Not sure	42.3%	14.3%	28.6%	11.8%	12.5%	26.7%

Listed below are a number of development priorities in Lesotho.

Please identify which of the following you consider the most important development priorities in Lesotho?

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	12.0%	14.3%	7.1%	16.7%	14.3%	11.8%
Transport	20.0%	0.0%	28.6%	25.0%	0.0%	11.8%
Public sector governance/ reform	24.0%	57.1%	21.4%	4.2%	14.3%	29.4%
Global/regional integration	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Gender equity	4.0%	0.0%	0.0%	8.3%	14.3%	0.0%
Domestic private sector development	16.0%	14.3%	28.6%	8.3%	28.6%	11.8%
Foreign direct investment	0.0%	0.0%	14.3%	4.2%	0.0%	0.0%
Water and sanitation	8.0%	14.3%	0.0%	0.0%	14.3%	23.5%
Anti corruption	16.0%	14.3%	14.3%	16.7%	28.6%	17.6%
Job creation/employment	52.0%	28.6%	42.9%	41.7%	28.6%	29.4%
Rural development	12.0%	14.3%	7.1%	4.2%	14.3%	0.0%
Financial markets	0.0%	14.3%	0.0%	4.2%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	4.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Equality of opportunity	4.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Health	28.0%	28.6%	21.4%	37.5%	0.0%	29.4%
Education	20.0%	28.6%	28.6%	29.2%	28.6%	29.4%
Poverty reduction	16.0%	28.6%	7.1%	25.0%	0.0%	23.5%
Energy	0.0%	0.0%	7.1%	0.0%	0.0%	5.9%
Agricultural development and food security	20.0%	0.0%	14.3%	8.3%	57.1%	23.5%
Climate change	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	4.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	24.0%	28.6%	21.4%	20.8%	14.3%	35.3%
Law and justice	0.0%	14.3%	7.1%	8.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	4.0%	0.0%	7.1%	12.5%	14.3%	5.9%
Natural resource management	8.0%	0.0%	0.0%	4.2%	14.3%	5.9%
Disaster management	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	14.3%	5.9%

**A. General Issues facing Lesotho (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 Lesotho? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Water and sanitation*	3.7%	12.5%	0.0%	0.0%	0.0%	23.5%
Equality of opportunity	11.1%	37.5%	6.7%	16.7%	0.0%	5.9%
Economic growth	59.3%	50.0%	33.3%	45.8%	55.6%	17.6%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%
Gender equity	3.7%	0.0%	0.0%	0.0%	0.0%	5.9%
Rural development	11.1%	25.0%	13.3%	8.3%	33.3%	29.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Regulatory framework	3.7%	0.0%	6.7%	0.0%	0.0%	0.0%
Social protection*	3.7%	0.0%	0.0%	20.8%	0.0%	0.0%
Law and justice	0.0%	0.0%	6.7%	0.0%	0.0%	11.8%
Transport	7.4%	0.0%	6.7%	8.3%	0.0%	5.9%
Crime and violence	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Trade and exports	3.7%	0.0%	13.3%	4.2%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Anti corruption	25.9%	0.0%	13.3%	16.7%	55.6%	17.6%
Domestic private sector development	29.6%	25.0%	33.3%	16.7%	22.2%	11.8%
Foreign direct investment	7.4%	12.5%	6.7%	8.3%	0.0%	11.8%
Education	22.2%	12.5%	40.0%	29.2%	11.1%	17.6%
Energy	0.0%	12.5%	13.3%	0.0%	11.1%	5.9%
Public sector governance/ reform	22.2%	12.5%	6.7%	0.0%	22.2%	29.4%
Natural resource management	0.0%	0.0%	20.0%	4.2%	0.0%	5.9%
Environmental sustainability	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	25.0%	0.0%	8.3%	0.0%	11.8%
Agricultural development and food security	25.9%	12.5%	20.0%	41.7%	33.3%	41.2%
Job creation/employment	48.1%	50.0%	46.7%	41.7%	55.6%	23.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	11.1%	12.5%	0.0%	12.5%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Lesotho (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 Lesotho? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Energy	3.6%	25.0%	13.3%	0.0%	0.0%	18.8%
Gender equity	0.0%	12.5%	0.0%	4.2%	0.0%	0.0%
Equality of opportunity	3.6%	0.0%	0.0%	4.2%	0.0%	0.0%
Social protection	3.6%	0.0%	6.7%	4.2%	0.0%	0.0%
Global/regional integration	3.6%	0.0%	20.0%	4.2%	11.1%	6.3%
Climate change	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	17.9%	25.0%	20.0%	29.2%	22.2%	6.3%
Disaster management	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Rural development	3.6%	0.0%	6.7%	8.3%	22.2%	18.8%
Foreign direct investment	28.6%	50.0%	33.3%	12.5%	44.4%	37.5%
Urban development	3.6%	0.0%	0.0%	4.2%	0.0%	6.3%
Water and sanitation	0.0%	12.5%	0.0%	4.2%	0.0%	6.3%
Education	25.0%	0.0%	6.7%	29.2%	22.2%	18.8%
Information and communications technology	10.7%	0.0%	13.3%	4.2%	0.0%	0.0%
Regulatory framework	7.1%	12.5%	13.3%	0.0%	0.0%	6.3%
Communicable/non-communicable diseases	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	28.6%	25.0%	40.0%	25.0%	44.4%	12.5%
Public sector governance/ reform	25.0%	12.5%	13.3%	8.3%	11.1%	31.3%
Domestic private sector development	17.9%	12.5%	40.0%	25.0%	33.3%	31.3%
Job creation/employment	39.3%	50.0%	13.3%	50.0%	44.4%	37.5%
Agricultural development and food security	32.1%	37.5%	20.0%	33.3%	11.1%	0.0%
Transport	17.9%	12.5%	6.7%	4.2%	11.1%	18.8%
Natural resource management	10.7%	0.0%	13.3%	12.5%	11.1%	25.0%
Environmental sustainability	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	8.3%	0.0%	6.3%
Law and justice	3.6%	0.0%	0.0%	8.3%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	3.6%	12.5%	20.0%	8.3%	11.1%	6.3%

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

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Lesotho? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	Better employment opportunities for young people	25.0%	57.1%	33.3%	45.5%	66.7%
Better employment opportunities for women	4.2%	0.0%	0.0%	9.1%	0.0%	11.8%
Greater access to micro-finance for the poor	20.8%	14.3%	33.3%	18.2%	11.1%	29.4%
Greater voice and participation for citizens to help ensure greater accountability	12.5%	0.0%	0.0%	0.0%	0.0%	5.9%
Greater access to health and nutrition for citizens	4.2%	14.3%	0.0%	4.5%	11.1%	5.9%
Better entrepreneurial opportunities	37.5%	0.0%	41.7%	54.5%	55.6%	35.3%
A growing middle class	8.3%	0.0%	8.3%	0.0%	11.1%	5.9%
Better opportunity for the poor who live in rural areas	16.7%	28.6%	8.3%	13.6%	11.1%	5.9%
Better opportunity for the poor who live in urban areas	0.0%	14.3%	0.0%	0.0%	11.1%	0.0%
Consistent economic growth	20.8%	14.3%	25.0%	9.1%	11.1%	29.4%
More reliable social safety net	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%
Greater equity of fiscal policy	4.2%	28.6%	0.0%	4.5%	0.0%	5.9%
Education and training that better ensure job opportunity	33.3%	14.3%	16.7%	31.8%	0.0%	11.8%
Better quality public services	8.3%	14.3%	16.7%	0.0%	11.1%	11.8%
Other	4.2%	0.0%	8.3%	0.0%	0.0%	0.0%

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

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Other		
	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 Group in Lesotho?*	29	7.17	2.33	8	6.50	1.77	15	5.47	2.26	24	4.00	2.02	9	5.56	3.28	16	5.56	2.34

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Other		
	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 Group's effectiveness in Lesotho.*	28	7.46	1.82	7	7.29	.49	12	5.83	2.08	18	5.17	1.89	7	7.29	2.81	14	6.64	2.27

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Other		
	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 Group's staff is well prepared to help Lesotho solve its most complicated development challenges?*	26	7.73	2.03	8	7.13	1.36	12	6.08	2.39	12	5.25	1.86	8	8.00	2.07	14	7.64	2.10

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	13.3%	0.0%	6.7%	4.2%	0.0%	0.0%
Public sector governance/ reform	33.3%	37.5%	33.3%	20.8%	22.2%	35.3%
Transport	16.7%	0.0%	20.0%	20.8%	11.1%	11.8%
Poverty reduction	23.3%	25.0%	6.7%	20.8%	11.1%	35.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	4.2%	11.1%	0.0%
Crime and violence	3.3%	0.0%	0.0%	4.2%	0.0%	0.0%
Domestic private sector development	33.3%	12.5%	33.3%	8.3%	11.1%	11.8%
Rural development	6.7%	12.5%	13.3%	20.8%	0.0%	11.8%
Foreign direct investment	6.7%	37.5%	13.3%	4.2%	11.1%	5.9%
Water and sanitation	3.3%	12.5%	6.7%	4.2%	0.0%	11.8%
Energy	0.0%	12.5%	6.7%	0.0%	11.1%	5.9%
Job creation/employment	33.3%	12.5%	33.3%	37.5%	44.4%	17.6%
Financial markets	3.3%	12.5%	13.3%	4.2%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%
Equality of opportunity	6.7%	0.0%	6.7%	8.3%	33.3%	0.0%
Health	16.7%	25.0%	6.7%	25.0%	0.0%	11.8%
Education	23.3%	12.5%	20.0%	25.0%	22.2%	29.4%
Climate change	3.3%	0.0%	0.0%	0.0%	0.0%	5.9%
Agricultural development and food security	23.3%	12.5%	20.0%	20.8%	22.2%	11.8%
Trade and exports	0.0%	0.0%	13.3%	4.2%	11.1%	0.0%
Economic growth	20.0%	25.0%	13.3%	20.8%	11.1%	35.3%
Law and justice	3.3%	12.5%	6.7%	0.0%	0.0%	5.9%
Regulatory framework	6.7%	12.5%	6.7%	4.2%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Natural resource management	6.7%	12.5%	0.0%	8.3%	22.2%	11.8%
Anti corruption	6.7%	0.0%	6.7%	20.8%	22.2%	5.9%
Information and communications technology*	3.3%	0.0%	0.0%	0.0%	11.1%	23.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/facilitating	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Data	0.0%	12.5%	14.3%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	27.3%	37.5%	14.3%	19.0%	0.0%	28.6%
Financial resources	40.9%	37.5%	35.7%	47.6%	14.3%	28.6%
Capacity development	0.0%	0.0%	21.4%	14.3%	14.3%	14.3%
Technical assistance	9.1%	12.5%	7.1%	0.0%	42.9%	14.3%
Mobilizing third party financial resources	9.1%	0.0%	0.0%	9.5%	14.3%	0.0%
Coordination of development partners	13.6%	0.0%	0.0%	9.5%	14.3%	14.3%
Linkage to non-Bank expertise	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%

2 <sup>nd</sup> Greatest Value	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/facilitating	0.0%	0.0%	0.0%	9.5%	0.0%	13.3%
Data	8.7%	0.0%	0.0%	4.8%	0.0%	0.0%
Policy advice, studies, analyses	34.8%	42.9%	7.1%	14.3%	28.6%	13.3%
Financial resources	17.4%	42.9%	21.4%	14.3%	42.9%	26.7%
Capacity development	17.4%	0.0%	7.1%	9.5%	14.3%	13.3%
Technical assistance	13.0%	0.0%	35.7%	4.8%	14.3%	6.7%
Mobilizing third party financial resources	4.3%	0.0%	0.0%	9.5%	0.0%	6.7%
Coordination of development partners	0.0%	14.3%	14.3%	23.8%	0.0%	13.3%
Linkage to non-Bank expertise	4.3%	0.0%	14.3%	9.5%	0.0%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Lesotho's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	20	6.45	1.50	8	5.38	2.20	6	6.33	1.51	11	5.91	2.47	7	7.00	3.27	9	7.44	2.24
Data	22	7.32	1.96	7	7.00	2.52	7	6.00	1.29	12	6.58	2.87	7	8.57	2.07	9	7.56	1.81
Policy advice, studies, analyses	25	8.24	1.20	7	8.00	1.00	8	7.63	1.60	15	6.53	2.33	5	7.40	3.13	10	7.30	2.00
Financial resources	25	7.92	1.38	7	8.14	1.35	9	7.56	1.74	14	7.71	2.27	7	8.86	1.46	13	7.31	2.46
Technical assistance	23	7.39	1.64	8	7.88	1.13	10	8.00	1.41	15	7.00	2.17	5	9.60	.55	10	7.80	1.62
Mobilizing third party financial resources*	18	7.06	1.80	6	6.00	1.41	6	6.50	1.38	14	7.07	1.77	6	9.50	.55	7	7.29	1.98
Coordination of development partners*	22	6.64	2.15	7	4.43	2.64	7	6.00	2.16	13	6.46	2.57	6	9.33	.82	10	7.60	2.46
Linkage to non-Bank expertise	16	6.38	2.22	7	5.57	1.90	5	5.40	1.82	10	6.00	2.26	3	9.00	1.00	7	6.43	1.72

\*Significantly different between stakeholder groups

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

The World Bank Group can provide capacity building support in a number of ways in Lesotho. To what degree would Lesotho benefit, if capacity building were to support...?

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

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	29	7.86	2.22	8	6.75	1.58	12	8.33	2.53	21	8.52	1.81	8	9.63	1.06	12	8.33	1.72
The public sector, related to implementation of specific development projects on the ground	30	8.87	1.33	8	8.25	1.49	11	7.64	2.06	21	8.48	1.83	9	9.11	1.83	15	8.07	2.19
The public sector, related to changing institutions	28	8.18	2.02	8	8.25	1.49	10	6.90	2.02	19	7.84	1.89	8	8.50	1.85	14	7.93	1.82
The private sector, related to institutional and policy change	29	8.69	1.67	8	9.00	.93	14	8.93	1.49	19	8.32	1.77	8	9.25	1.75	12	9.17	1.53

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lesotho? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	22	8.05	1.76	4	6.50	1.29	10	6.40	2.22	14	6.57	2.50	7	7.71	2.50	12	7.83	1.64
Citizen engagement	17	6.88	2.23	2	5.00	1.41	6	4.67	1.86	11	5.45	3.39	5	6.60	3.21	8	6.63	2.20
Policy design	21	7.48	1.94	5	7.60	1.14	9	8.33	1.32	11	6.18	3.25	5	6.40	2.07	11	7.82	1.54

When thinking about how to improve capacity building in Lesotho to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	27	8.81	1.55	7	7.43	2.37	11	8.36	1.57	18	8.28	2.56	7	9.29	1.50	15	8.87	1.60
Citizen engagement*	24	8.96	1.12	7	6.43	2.23	10	8.40	1.90	18	8.61	2.43	8	9.25	1.39	12	8.83	1.03
Policy design	25	8.96	1.17	7	8.57	1.51	13	8.62	1.33	18	8.28	2.56	8	9.25	1.49	16	8.75	1.48

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Staff too inaccessible	15.4%	12.5%	0.0%	21.7%	33.3%	12.5%
Not exploring alternative policy options	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Lesotho	19.2%	0.0%	6.7%	4.3%	11.1%	18.8%
Not enough public disclosure of its work*	23.1%	50.0%	46.7%	47.8%	77.8%	12.5%
Arrogant in its approach	3.8%	0.0%	0.0%	4.3%	0.0%	0.0%
Not aligned with country priorities	11.5%	0.0%	0.0%	0.0%	0.0%	6.3%
The credibility of its knowledge/data	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	23.1%	12.5%	13.3%	21.7%	11.1%	18.8%
Not willing to honestly criticize policies and reform efforts in the country	3.8%	0.0%	6.7%	8.7%	0.0%	12.5%
Too influenced by developed countries	23.1%	0.0%	40.0%	8.7%	22.2%	12.5%
Imposing technocratic solutions without regard to political realities	0.0%	0.0%	6.7%	0.0%	0.0%	12.5%
World Bank Group's processes too slow	3.8%	0.0%	0.0%	13.0%	11.1%	6.3%
Too bureaucratic in its operational policies and procedures*	19.2%	37.5%	0.0%	4.3%	0.0%	31.3%
Not aligned with other donors' work*	3.8%	37.5%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	7.7%	0.0%	13.3%	17.4%	11.1%	0.0%
Not client focused	3.8%	0.0%	0.0%	4.3%	0.0%	0.0%
Other	3.8%	0.0%	6.7%	4.3%	0.0%	0.0%
Don't know	11.5%	12.5%	20.0%	13.0%	11.1%	18.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Capacity development	35.7%	12.5%	40.0%	20.8%	11.1%	11.8%
Policy based lending / budget support to the Government	46.4%	37.5%	46.7%	33.3%	55.6%	29.4%
Knowledge products/services	7.1%	25.0%	0.0%	12.5%	11.1%	5.9%
Investment lending	42.9%	62.5%	26.7%	37.5%	66.7%	70.6%
Technical assistance	53.6%	25.0%	20.0%	33.3%	22.2%	52.9%
Trust Fund management	7.1%	12.5%	13.3%	16.7%	11.1%	11.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	3.6%	12.5%	20.0%	20.8%	11.1%	0.0%

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group 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/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Academia/think tanks/research institutes	27.6%	12.5%	13.3%	33.3%	22.2%	31.3%
Donor community*	20.7%	62.5%	13.3%	8.3%	11.1%	31.3%
Media*	10.3%	12.5%	0.0%	4.2%	44.4%	0.0%
NGOs*	6.9%	0.0%	13.3%	41.7%	22.2%	31.3%
Local Government	13.8%	0.0%	20.0%	20.8%	11.1%	18.8%
Private sector	65.5%	62.5%	73.3%	37.5%	44.4%	31.3%
Parliament	10.3%	0.0%	6.7%	0.0%	11.1%	6.3%
Civil Society Organizations (CSOs)	17.2%	50.0%	33.3%	41.7%	22.2%	25.0%
Beneficiaries	10.3%	0.0%	6.7%	4.2%	11.1%	6.3%
Foundations	3.4%	0.0%	0.0%	8.3%	0.0%	0.0%
Faith based organizations	3.4%	0.0%	6.7%	0.0%	0.0%	6.3%
Other	3.4%	0.0%	0.0%	0.0%	0.0%	6.3%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank Group's work in Lesotho? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho*	30	7.80	1.67	8	7.63	1.41	13	6.62	2.69	20	6.50	1.85	7	8.57	1.62	17	7.82	1.78
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	29	7.59	2.01	8	8.13	1.46	11	6.64	2.20	17	6.71	1.69	7	9.43	.79	16	7.50	2.10
The World Bank Group supports programs and strategies that are realistic for Lesotho	29	7.45	2.05	8	8.00	1.07	12	6.17	2.29	16	7.44	1.50	7	7.57	1.72	17	6.65	1.97
The World Bank Group treats clients and stakeholders in Lesotho with respect	24	7.79	2.21	6	7.83	1.47	8	5.38	3.25	13	7.46	2.26	7	8.00	2.00	16	7.44	2.10

\*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in Lesotho 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/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	23	7.00	1.68	6	6.67	.82	5	6.20	.84	13	5.92	1.93	6	7.67	1.86	12	7.08	2.07
Flexibility (in terms of the institution's products and services)	21	6.52	2.40	6	5.00	1.26	5	5.60	3.29	13	5.46	1.94	7	6.00	2.38	12	6.42	2.43
Flexibility (in terms of changing country circumstances)	23	6.91	1.70	6	5.33	1.03	8	6.00	2.93	14	5.50	1.79	7	8.14	1.68	10	6.30	2.67
Being inclusive*	25	7.16	1.70	6	6.17	1.47	7	5.57	2.70	15	5.13	2.64	5	8.00	2.55	10	6.80	2.15
Openness (sharing data and other information)	27	7.67	1.90	7	6.43	2.07	5	7.40	1.52	17	6.41	2.92	7	6.29	3.55	14	7.93	2.16
Staff accessibility*	25	7.08	2.22	7	5.57	1.72	7	4.00	2.31	13	4.00	1.91	7	4.00	2.71	10	6.70	2.26
Straightforwardness and honesty	25	7.32	2.08	6	6.83	1.17	8	5.00	2.73	11	6.00	2.65	5	7.60	1.95	13	7.54	1.81
Ease of access to the people at the World Bank Group who are making decisions important to my work	25	6.84	2.32	7	6.43	1.90	6	4.50	3.51	12	4.75	2.56	6	6.50	2.59	11	6.55	2.21
Collaboration with civil society	21	6.33	2.44	4	5.00	.82	10	4.60	2.84	16	5.31	2.50	6	5.83	2.71	8	6.88	1.96
Collaboration with the Government	26	8.46	1.45	7	8.14	1.07	12	8.75	1.06	17	8.18	1.51	6	8.00	3.52	12	8.25	1.82
Collaboration with other donors and development partners	22	8.32	1.78	8	6.63	1.60	8	7.13	2.85	13	8.00	1.47	5	9.20	1.30	11	7.18	2.04
Collaboration with the private sector	17	7.41	2.03	4	6.50	1.29	11	5.91	2.66	10	6.10	2.42	6	8.00	2.68	9	7.00	2.45
The speed in which it gets things accomplished on the ground	20	6.95	2.35	5	6.20	1.30	10	6.00	2.79	9	5.67	2.18	6	6.50	3.08	10	6.30	2.26
Being a long-term partner	26	8.92	1.55	7	7.71	1.38	8	8.63	1.19	15	7.67	1.59	6	9.00	1.67	12	8.50	1.78

\*Significantly different between stakeholder groups

To be more effective development partner in Lesotho, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More local presence	76.7%	100.0%	73.3%	83.3%	88.9%	70.6%
The current level of local presence is adequate	13.3%	0.0%	13.3%	4.2%	11.1%	23.5%
Less local presence	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Don't know	10.0%	0.0%	13.3%	8.3%	0.0%	5.9%

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	20.7%	14.3%	14.3%	13.6%	44.4%	6.7%
There is not an adequate level of citizen/civil society participation*	17.2%	14.3%	57.1%	50.0%	33.3%	13.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	20.7%	0.0%	0.0%	4.5%	22.2%	6.7%
Lack of/inadequate levels of capacity in Government	41.4%	57.1%	28.6%	13.6%	33.3%	40.0%
Poor donor coordination	17.2%	0.0%	7.1%	9.1%	11.1%	6.7%
The World Bank Group works too slowly	3.4%	0.0%	7.1%	9.1%	0.0%	0.0%
The Government works inefficiently	17.2%	57.1%	28.6%	36.4%	22.2%	26.7%
Political pressures and obstacles	20.7%	28.6%	35.7%	18.2%	22.2%	20.0%
Reforms are not well thought out in light of country challenges	27.6%	14.3%	7.1%	13.6%	11.1%	40.0%
Other	3.4%	0.0%	7.1%	0.0%	0.0%	6.7%

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	29	8.38	2.26	7	8.00	2.52	15	9.07	2.02	20	7.75	3.37	9	9.44	1.67	16	8.38	2.36
Information and communications	28	8.50	1.93	8	6.75	2.38	14	7.71	2.89	18	8.78	2.32	9	8.67	2.24	15	8.87	1.64
Transport	29	8.76	1.81	7	8.86	1.07	13	8.77	1.83	21	8.86	1.68	9	9.89	.33	16	8.69	1.40
Crime and violence	29	6.55	2.71	7	4.14	2.41	13	7.23	2.77	20	6.30	3.50	9	8.44	2.13	15	6.13	2.85
Law and justice	27	6.67	2.83	7	6.29	3.30	13	7.00	3.06	20	7.00	3.43	9	6.56	3.28	16	6.94	2.62
Urban development	28	8.14	1.74	7	7.00	.82	13	8.31	1.60	19	7.74	2.00	9	9.22	.97	16	7.31	2.68
Environmental sustainability	28	7.82	1.76	7	8.00	1.00	13	6.85	2.70	20	7.05	2.70	9	8.11	2.20	15	7.60	1.92
Regulatory framework	27	8.44	1.40	7	8.71	.95	14	7.29	2.64	17	7.59	2.60	9	7.78	3.07	14	7.14	2.51
Communicable/non-communicable diseases	28	7.93	1.88	7	7.57	2.88	14	8.29	1.90	22	8.18	2.13	9	8.89	2.98	16	8.00	2.07
Poverty reduction	29	9.17	1.28	8	8.63	1.19	14	9.43	1.09	23	9.17	1.27	9	10.00	0.00	16	8.88	1.31
Gender equity	28	6.89	1.91	7	6.00	2.08	13	6.85	1.86	19	7.58	2.87	9	7.67	2.92	15	6.20	2.68
Domestic private sector development	28	8.71	1.51	8	7.88	1.73	15	8.87	1.30	22	8.41	2.32	9	9.44	1.33	15	8.13	1.60
Foreign direct investment	29	8.45	1.99	8	9.13	.64	14	7.71	2.37	18	8.78	1.48	9	9.22	1.72	16	8.13	1.96
Water and sanitation	27	8.26	1.68	6	7.50	2.88	14	8.43	1.83	20	8.25	2.43	9	8.33	2.96	16	8.13	1.89
Trade and exports	27	8.30	1.77	6	8.33	1.51	14	8.29	1.64	20	8.10	2.65	9	9.78	.44	16	8.06	2.02
Economic growth	28	9.18	1.19	8	9.13	.64	13	9.08	1.32	23	9.09	1.28	9	9.67	.71	16	8.94	1.29
Energy	29	7.72	2.03	8	8.25	1.91	14	7.64	3.13	20	7.15	2.94	9	8.33	3.08	17	8.00	1.77
Disaster management	27	6.33	2.27	7	4.86	1.95	14	6.21	2.97	21	6.19	3.08	9	7.67	3.04	16	6.75	1.81
Public sector governance/ reform	29	8.45	2.28	8	7.63	2.33	13	8.00	2.24	22	7.82	2.99	8	9.00	1.77	16	8.19	2.29
Job creation/employment	28	8.75	1.69	7	7.86	2.27	13	9.15	1.21	23	8.13	2.26	9	8.44	3.24	15	8.53	1.77
Financial markets	27	7.41	2.55	8	8.38	1.06	12	8.25	1.82	19	8.37	1.83	9	9.00	1.12	14	7.71	2.02
Equality of opportunity	28	7.50	2.22	8	6.88	2.23	11	6.82	2.89	19	8.16	2.36	9	9.00	1.12	14	7.50	2.18
Health	28	8.57	1.35	8	8.00	1.85	14	8.36	1.55	22	8.73	1.67	9	9.11	1.69	16	8.44	1.63
Rural development	27	8.44	1.78	8	9.00	.93	14	8.79	1.48	22	8.27	1.88	8	9.50	1.07	16	8.06	1.65
Global/regional integration	27	7.74	1.97	6	6.33	2.42	14	7.07	2.23	18	8.78	2.05	9	7.44	2.79	14	7.71	2.05
Agricultural development and food security*	27	8.81	1.49	7	6.00	2.16	15	7.87	2.56	19	9.16	1.26	9	9.56	1.01	17	8.76	1.79
Education*	26	9.27	1.08	8	6.88	2.10	14	8.86	1.23	20	8.75	1.92	9	9.44	1.67	15	9.13	1.13
Social protection	28	7.11	1.99	8	6.25	1.67	14	8.14	1.88	20	7.10	3.14	9	7.78	2.77	15	6.20	2.54
Climate change	28	7.32	1.94	7	5.29	3.04	14	6.71	2.92	22	6.50	3.33	9	7.67	2.60	16	8.19	2.10
Natural resource management	28	7.18	2.23	8	6.75	1.98	15	7.40	3.48	23	6.22	3.63	9	7.11	3.82	16	7.63	2.16

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	13	5.62	2.43	3	5.33	2.52	6	6.17	3.06	7	6.43	3.51	4	4.50	3.32	6	7.33	2.34
Information and communications technology	14	6.29	2.43	2	4.50	.71	5	5.80	2.95	9	5.67	2.24	5	6.40	3.36	5	8.20	1.64
Transport	23	7.09	2.00	5	6.00	1.58	8	7.13	1.81	11	5.91	2.70	6	6.67	3.44	10	8.10	1.73
Crime and violence	13	4.62	2.22	2	4.00	0.00	5	4.40	2.07	9	4.22	3.15	3	2.00	1.00	3	5.00	1.00
Law and justice	10	6.00	2.05	2	3.50	.71	8	4.75	2.60	9	5.22	2.68	5	4.60	4.10	5	6.80	2.17
Urban development	18	6.39	2.25	3	6.00	2.00	9	6.44	1.24	10	6.10	2.13	7	7.29	3.30	5	7.40	2.30
Environmental sustainability	15	7.20	1.86	3	5.67	.58	6	6.83	1.83	11	5.91	2.51	6	5.67	3.67	6	6.67	1.37
Regulatory framework	19	8.05	1.99	4	7.50	1.29	7	6.43	2.82	12	6.08	2.97	5	6.20	3.83	7	8.00	2.38
Communicable/non-communicable diseases	24	7.92	2.06	5	6.20	1.79	11	7.82	1.66	17	7.06	2.33	5	8.40	2.19	8	8.13	1.13
Poverty reduction	25	7.48	2.18	5	7.00	2.24	10	7.00	1.76	14	7.50	1.99	6	7.83	3.06	10	8.60	1.17
Gender equity	16	6.63	1.96	2	5.50	3.54	9	6.67	2.60	10	5.20	3.33	6	6.83	2.64	6	7.67	1.75
Domestic private sector development	18	6.78	2.29	5	6.20	1.10	11	5.09	1.87	11	7.36	2.29	5	7.80	2.17	5	7.40	2.30
Foreign direct investment*	17	7.29	1.86	4	6.00	2.45	8	4.88	2.47	9	7.89	1.76	7	8.29	1.50	10	8.10	1.52
Water and sanitation	19	7.84	1.50	7	7.43	1.13	9	6.11	2.62	9	6.22	1.99	6	7.67	3.39	8	8.63	1.85
Trade and exports	18	6.78	2.37	3	6.33	1.53	7	5.57	2.44	8	7.50	1.69	5	5.80	2.39	7	8.00	2.38
Economic growth	22	7.86	2.12	6	6.50	1.87	11	5.91	2.12	9	6.11	2.67	7	7.00	3.42	9	8.11	1.69
Energy*	21	7.43	1.96	4	6.00	2.45	8	4.50	2.78	9	5.67	2.83	7	6.43	2.99	7	8.00	2.24
Disaster management	17	5.41	2.15	2	4.50	.71	6	5.83	2.14	7	5.14	1.95	4	6.75	2.63	6	5.67	2.07
Public sector governance/ reform*	20	7.70	2.47	6	7.50	1.05	11	5.00	2.57	15	6.93	2.49	7	6.14	3.39	10	7.90	1.37
Job creation/employment*	22	7.23	2.07	2	4.50	2.12	10	4.60	2.37	11	7.73	2.28	7	5.57	3.21	8	6.88	1.36
Financial markets	19	6.68	2.11	3	5.67	3.51	8	4.75	2.31	8	7.63	2.45	7	5.29	3.35	5	7.20	1.48
Equality of opportunity	14	6.14	2.21	2	4.00	2.83	7	5.71	2.69	8	7.88	1.81	6	6.00	3.22	6	7.17	1.83
Health	22	7.64	2.22	5	6.80	.84	11	7.45	1.75	14	7.50	2.35	7	8.57	2.57	8	8.13	1.13
Rural development	20	6.15	2.11	4	5.75	1.26	10	6.00	2.58	10	6.60	1.96	7	5.29	3.99	7	8.57	.98
Global/regional integration*	18	5.78	1.96	2	4.00	0.00	6	6.00	1.55	8	7.88	1.81	6	7.00	3.03	9	7.67	1.58
Agricultural development and food security	20	6.85	2.62	3	5.33	1.53	7	6.29	1.70	8	7.13	1.64	6	7.50	3.56	7	8.14	1.57
Education	23	7.57	2.86	5	6.20	1.10	9	7.89	1.76	11	6.55	2.70	7	8.00	2.31	10	8.30	1.49
Social protection	16	5.44	2.28	5	6.00	1.58	7	7.57	2.23	9	5.44	2.65	5	6.40	3.44	5	6.40	1.34
Climate change	16	4.69	2.12	3	3.67	2.31	7	4.43	2.44	8	5.75	2.87	5	7.60	2.61	4	5.75	.96
Natural resource management	20	5.45	2.74	3	4.33	1.15	7	5.29	2.14	8	4.38	2.50	4	3.50	3.32	4	6.00	1.41

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

Where are the World Bank Group's decisions made primarily that support the program in Lesotho?\*( Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
At the Headquarters (in Washington D.C.)	43.3%	37.5%	46.7%	20.8%	33.3%	64.7%
In the country	20.0%	0.0%	0.0%	0.0%	11.1%	5.9%
Don't know	36.7%	62.5%	53.3%	79.2%	55.6%	29.4%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	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 Group's work help to achieve development results in Lesotho?	27	7.78	1.53	6	6.67	.52	12	6.58	2.02	16	6.50	2.03	8	8.13	2.36	15	7.13	1.73

(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 Group in Lesotho? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho	27	6.85	2.05	6	6.33	1.37	12	5.42	2.15	13	6.38	2.06	6	7.17	3.82	14	6.14	2.07
The World Bank Group meets Lesotho's needs for knowledge services*	26	6.92	2.30	6	4.83	1.94	13	5.46	2.67	16	5.69	2.44	7	8.29	2.87	14	7.00	1.88

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	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 Group measures and corrects its work in real time in Lesotho?	20	6.90	1.74	4	5.00	.82	9	5.33	2.55	8	6.25	1.49	6	5.33	3.56	8	5.75	2.38

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	10.0%	0.0%	0.0%	0.0%	0.0%	11.8%
A few times a year	50.0%	62.5%	26.7%	20.8%	22.2%	47.1%
Rarely	16.7%	25.0%	46.7%	20.8%	66.7%	29.4%
Never	13.3%	12.5%	26.7%	58.3%	11.1%	11.8%

\*Significantly different between stakeholder groups

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	23	6.70	2.05	6	5.50	2.17	9	4.11	2.37	12	6.25	2.53	6	5.50	3.27	11	6.00	2.24
Include appropriate level of stakeholder involvement during preparation	23	7.09	2.33	5	4.80	2.68	9	4.78	2.82	15	5.40	2.77	5	6.20	3.63	14	6.21	2.22
Are relevant to Lesotho's development priorities	25	7.60	1.89	6	6.67	1.63	9	7.00	1.73	17	7.18	1.98	8	8.88	1.13	15	7.47	1.81
Lead to practical solutions	23	7.17	1.92	5	6.40	.89	10	6.60	2.63	14	5.86	2.44	6	8.17	1.83	13	7.31	2.21
Are accessible (well written and easy to understand)	24	7.17	2.08	6	6.50	2.59	9	6.22	2.11	16	6.44	2.61	6	8.17	2.48	13	7.15	2.54
Are source of relevant information on global good practices	24	7.96	2.10	6	7.17	1.83	9	7.22	2.82	16	6.63	2.73	8	8.75	1.39	11	7.91	2.12
Enhance your knowledge and/or skills	25	8.12	2.09	6	6.67	1.97	10	7.50	2.37	18	6.06	2.36	7	7.86	2.19	13	7.62	2.18
Are adequately disseminated*	22	6.68	2.68	6	4.33	2.34	9	4.11	2.80	16	4.38	2.22	7	5.00	3.11	12	5.83	2.21
Are translated enough into local language	21	4.14	3.42	5	2.60	2.61	8	2.38	1.60	14	3.21	2.61	7	5.29	3.82	8	3.63	2.97
Are adaptable to Lesotho's specific development challenges and country circumstances	23	6.52	2.33	5	5.80	.84	10	7.40	1.90	14	5.36	2.13	7	8.14	1.77	12	6.00	2.22

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	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 Group's knowledge work and activities make to development results in your country?	27	7.63	1.52	7	6.29	1.11	12	6.58	2.02	18	7.50	1.98	8	8.75	1.75	15	7.40	2.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	26	8.00	1.60	7	7.00	1.41	10	6.40	3.03	16	5.88	2.53	8	8.00	1.93	15	7.93	1.91

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Lesotho's development challenges?

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

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization	23	7.48	1.97	7	7.14	1.68	11	6.82	2.79	12	5.33	2.50	7	7.71	2.43	13	7.00	1.87
Design	25	7.28	1.77	7	7.14	1.57	11	6.00	2.72	12	5.58	2.61	7	7.14	1.86	13	7.08	2.06
Implementation	27	7.07	1.88	7	6.71	1.98	11	6.27	1.79	13	5.62	2.33	7	7.57	2.37	14	7.43	2.14
Evaluation	25	7.60	1.87	6	6.33	1.51	11	6.91	2.07	13	5.38	2.29	8	6.75	2.82	14	7.14	1.99

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

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	21	6.81	2.20	3	5.33	.58	7	6.57	2.51	10	5.00	3.50	4	7.75	3.86	10	5.50	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports	25	7.96	1.81	7	6.14	1.57	9	6.22	2.59	15	6.87	2.26	7	7.43	2.99	14	7.57	2.10
The World Bank Group's approvals and reviews are done in a timely fashion	21	6.81	2.64	4	4.50	.58	8	6.38	2.39	11	6.91	2.66	6	7.00	1.90	10	6.40	2.07
The World Bank Group's "Safeguard Policy" requirements are reasonable	19	7.47	2.29	2	5.00	0.00	6	5.83	3.06	11	6.73	2.41	4	8.00	3.37	8	6.88	2.36
The World Bank Group's conditions on its lending are reasonable	19	7.37	2.17	5	5.60	1.14	10	4.70	2.31	11	6.64	2.54	6	7.83	3.49	10	7.40	2.46
The World Bank Group takes decisions quickly in Lesotho	20	6.50	2.69	3	4.67	.58	8	3.88	2.17	10	5.10	2.38	4	5.25	2.99	8	6.38	2.45
Working with the World Bank Group increases Lesotho's institutional capacity	23	7.30	2.46	6	7.00	1.79	12	8.08	1.68	17	6.18	2.48	8	9.00	1.31	12	7.83	2.33
The World Bank Group ensures consistency and continuity through staff changes	17	6.65	2.57	2	5.00	1.41	8	4.75	2.05	9	5.67	2.06	6	5.17	3.25	9	6.00	2.12
Where country systems are adequate, the World Bank Group makes appropriate use of them	20	6.85	2.54	3	6.67	.58	10	6.40	2.63	9	7.56	2.40	6	8.00	3.16	11	6.36	2.42
The World Bank Group provides effective implementation support	24	7.63	2.06	6	7.17	1.47	9	7.67	1.87	14	7.14	2.25	7	7.71	2.98	13	7.46	2.03

**E. Working with the World Bank Group (continued)**

Which of the following best describes the way the World Bank Group operates in Lesotho? (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group takes too much risk in Lesotho	3.8%	0.0%	0.0%	0.0%	11.1%	0.0%
The World Bank Group does not take enough risk in Lesotho	30.8%	12.5%	20.0%	25.0%	33.3%	20.0%
The World Bank Group's approach to risk is appropriate	26.9%	37.5%	13.3%	8.3%	22.2%	33.3%
Don't know	30.8%	50.0%	53.3%	54.2%	22.2%	46.7%
Prefer not to answer	7.7%	0.0%	13.3%	12.5%	11.1%	0.0%

**F. Recent Trends and the Future Role of the World Bank Group in Lesotho**

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	19.2%	25.0%	20.0%	25.0%	44.4%	25.0%
Collaborate more effectively with Government clients	15.4%	37.5%	6.7%	12.5%	44.4%	18.8%
Offer more innovative financial products	15.4%	0.0%	13.3%	0.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets*	7.7%	0.0%	13.3%	0.0%	33.3%	31.3%
Reach out more to groups outside of Government*	38.5%	12.5%	60.0%	66.7%	44.4%	18.8%
Improve the quality of its experts as related to Lesotho's specific challenges	15.4%	0.0%	13.3%	0.0%	0.0%	25.0%
Offer more innovative knowledge services	7.7%	12.5%	6.7%	4.2%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	12.5%	0.0%	4.2%	0.0%	6.3%
Increase the level of capacity development in the country	53.8%	50.0%	46.7%	37.5%	22.2%	31.3%
Reduce the complexity of obtaining World Bank Group financing	19.2%	37.5%	6.7%	29.2%	11.1%	18.8%
Work faster	7.7%	0.0%	13.3%	4.2%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	8.3%	0.0%	6.3%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial services	44.8%	12.5%	33.3%	34.8%	22.2%	18.8%
Knowledge products	24.1%	0.0%	13.3%	30.4%	0.0%	18.8%
Convening services	0.0%	0.0%	13.3%	0.0%	11.1%	0.0%
The combination is appropriate for Lesotho	31.0%	75.0%	26.7%	34.8%	55.6%	50.0%
Don't know	0.0%	12.5%	13.3%	0.0%	11.1%	12.5%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local newspapers	59.3%	50.0%	73.3%	60.9%	44.4%	81.3%
International newspapers	3.7%	25.0%	6.7%	0.0%	11.1%	6.3%
Local radio*	14.8%	0.0%	40.0%	39.1%	11.1%	6.3%
International radio	0.0%	0.0%	0.0%	4.3%	0.0%	6.3%
Local television	14.8%	12.5%	6.7%	21.7%	11.1%	25.0%
International television	11.1%	0.0%	13.3%	8.7%	22.2%	6.3%
Periodicals	25.9%	12.5%	20.0%	8.7%	22.2%	18.8%
Internet	33.3%	75.0%	33.3%	39.1%	44.4%	37.5%
Social media	11.1%	0.0%	6.7%	4.3%	11.1%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	7.4%	12.5%	0.0%	0.0%	0.0%	12.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Blogs*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Direct contact with World Bank Group	37.9%	50.0%	46.7%	29.2%	50.0%	12.5%
e-Newsletters	31.0%	50.0%	40.0%	25.0%	25.0%	43.8%
Instant messaging	3.4%	0.0%	0.0%	12.5%	0.0%	12.5%
World Bank Group's seminars/workshops/conferences*	24.1%	0.0%	40.0%	33.3%	0.0%	6.3%
World Bank Group's publications and other written materials	37.9%	50.0%	26.7%	29.2%	50.0%	37.5%
Mobile phones	3.4%	0.0%	0.0%	4.2%	0.0%	0.0%
Social media	10.3%	0.0%	13.3%	12.5%	0.0%	6.3%
World Bank Group's website	41.4%	50.0%	33.3%	33.3%	37.5%	43.8%
Other	3.4%	0.0%	0.0%	0.0%	12.5%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank Group'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/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	31.0%	25.0%	0.0%	8.7%	11.1%	23.5%
No	69.0%	75.0%	100.0%	91.3%	88.9%	76.5%

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

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	34.5%	37.5%	0.0%	19.0%	14.3%	12.5%
No	65.5%	62.5%	100.0%	81.0%	85.7%	87.5%

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

Were you able to obtain this information?\*

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	100.0%	100.0%	-	25.0%	100.0%	50.0%
No	0.0%	0.0%	-	75.0%	0.0%	50.0%

\*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	92.9%	87.5%	100.0%	86.4%	88.9%	100.0%
No	7.1%	12.5%	0.0%	13.6%	11.1%	0.0%

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

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	82.1%	87.5%	46.7%	54.2%	44.4%	58.8%
No	17.9%	12.5%	53.3%	45.8%	55.6%	41.2%

Which do you primarily use?

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group's country website (www.worldbank.org/lesotho)	30.8%	12.5%	55.6%	25.0%	66.7%	50.0%
The World Bank Group's main website (www.worldbank.org)	69.2%	87.5%	44.4%	75.0%	33.3%	50.0%

Which Internet connection do you use primarily when visiting a World Bank Group website?\*

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed	92.0%	87.5%	100.0%	66.7%	42.9%	73.3%
Dial-up	8.0%	12.5%	0.0%	33.3%	57.1%	26.7%

\*Significantly different between stakeholder groups

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant/PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	27	6.11	2.83	8	4.63	2.33	11	5.45	3.27	15	4.00	2.70	8	6.13	3.44	15	4.80	3.43
I find the World Bank Group's websites easy to navigate	22	7.77	1.31	8	6.00	1.69	8	6.88	3.27	11	6.73	2.61	5	8.40	2.30	12	7.25	2.09
I find the information on the World Bank Group's websites useful	22	8.55	1.22	8	7.00	2.00	8	7.25	2.82	12	7.08	2.47	5	8.20	2.05	11	8.18	1.83
The World Bank Group's social media channels are valuable sources of information about the institution	15	6.53	3.31	4	5.00	3.56	3	9.67	.58	6	7.17	1.94	4	8.75	2.50	4	8.50	1.00
When I need information from the World Bank Group I know how to find it	24	7.25	2.45	7	6.00	2.83	7	5.86	3.44	14	4.29	3.47	6	4.33	3.56	12	6.00	3.57
The World Bank Group is responsive to my information requests and inquiries	22	7.00	2.64	8	6.75	2.12	5	6.00	2.92	6	4.83	3.19	6	5.00	3.85	9	6.22	2.54

**H. Background Information**

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

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	88.9%	62.5%	26.7%	17.4%	12.5%	52.9%
No	11.1%	37.5%	73.3%	82.6%	87.5%	47.1%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho?\*( Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IDA)	73.1%	100.0%	27.3%	33.3%	57.1%	92.3%
The International Finance Corporation (IFC)	15.4%	0.0%	36.4%	33.3%	28.6%	0.0%
Other	11.5%	0.0%	36.4%	33.3%	14.3%	7.7%

\*Significantly different between stakeholder groups

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	53.8%	14.3%	25.0%	23.8%	80.0%	30.8%
No	46.2%	85.7%	75.0%	76.2%	20.0%	69.2%

\*Significantly different between stakeholder groups

If yes, what was your view of the two institutions working together in Lesotho? (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Working well together	50.0%	0.0%	33.3%	40.0%	50.0%	50.0%
Collaborating but needs improvement	35.7%	0.0%	33.3%	60.0%	50.0%	50.0%
Don't know	14.3%	100.0%	33.3%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of Ministry/ PMU /Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer	14.3%	25.0%	25.0%	45.0%	42.9%	26.7%
Use World Bank Group reports/data	28.6%	37.5%	16.7%	20.0%	14.3%	13.3%
Engage in World Bank Group related/sponsored events/activities	42.9%	25.0%	41.7%	20.0%	14.3%	46.7%
Collaborate as part of my professional duties	42.9%	50.0%	33.3%	20.0%	42.9%	26.7%
Use World Bank Group website for information, data, research, etc.	25.0%	50.0%	25.0%	30.0%	42.9%	20.0%

## Appendix C: Responses to All Questions by Levels of Collaboration

### A. General Issues facing Lesotho

In general, would you say that Lesotho is headed in...?

Percentage of Respondents	Collaborator	Non-collaborator
The right direction	61.9%	61.0%
The wrong direction	4.8%	17.1%
Not sure	33.3%	22.0%

Listed below are a number of development priorities in Lesotho.

Please identify which of the following you consider the most important development priorities in Lesotho?

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Social protection	6.8%	16.7%
Transport	15.9%	20.8%
Public sector governance/ reform	20.5%	22.9%
Global/regional integration	0.0%	2.1%
Gender equity	2.3%	6.3%
Domestic private sector development	13.6%	18.8%
Foreign direct investment	2.3%	4.2%
Water and sanitation	11.4%	6.3%
Anti corruption	15.9%	16.7%
Job creation/employment	36.4%	43.8%
Rural development	6.8%	8.3%
Financial markets	0.0%	4.2%
Urban development	0.0%	0.0%
Environmental sustainability	2.3%	2.1%
Equality of opportunity	2.3%	2.1%
Health	27.3%	29.2%
Education	31.8%	20.8%
Poverty reduction	20.5%	14.6%
Energy	2.3%	2.1%
Agricultural development and food security	20.5%	16.7%
Climate change	2.3%	0.0%
Trade and exports	4.5%	0.0%
Crime and violence	0.0%	0.0%
Economic growth*	36.4%	14.6%
Law and justice	0.0%	8.3%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	6.8%	6.3%
Natural resource management	9.1%	2.1%
Disaster management	0.0%	2.1%
Information and communications technology	2.3%	2.1%

\*Significantly different between collaborators and non-collaborators

**A. General Issues facing Lesotho (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 Lesotho?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator		Non-collaborator	
Water and sanitation	8.9%		3.9%	
Equality of opportunity	11.1%		13.7%	
Economic growth	51.1%		35.3%	
Climate change	0.0%		0.0%	
Global/regional integration	2.2%		2.0%	
Gender equity	0.0%		3.9%	
Rural development	13.3%		21.6%	
Urban development	2.2%		0.0%	
Regulatory framework	4.4%		0.0%	
Social protection	4.4%		7.8%	
Law and justice	4.4%		2.0%	
Transport	8.9%		3.9%	
Crime and violence	0.0%		2.0%	
Trade and exports	6.7%		2.0%	
Information and communications technology	0.0%		2.0%	
Anti corruption	13.3%		25.5%	
Domestic private sector development	22.2%		25.5%	
Foreign direct investment	11.1%		5.9%	
Education	17.8%		29.4%	
Energy	6.7%		3.9%	
Public sector governance/ reform	15.6%		15.7%	
Natural resource management	4.4%		5.9%	
Environmental sustainability	2.2%		0.0%	
Disaster management	0.0%		0.0%	
Health	4.4%		7.8%	
Agricultural development and food security	37.8%		23.5%	
Job creation/employment	40.0%		43.1%	
Financial markets	0.0%		0.0%	
Communicable/non-communicable diseases	6.7%		5.9%	

### A. General Issues facing Lesotho (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 Lesotho?

(Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Energy	8.7%	8.0%
Gender equity	2.2%	2.0%
Equality of opportunity	2.2%	2.0%
Social protection	0.0%	6.0%
Global/regional integration*	0.0%	12.0%
Climate change	2.2%	0.0%
Anti corruption	13.0%	26.0%
Disaster management	0.0%	2.0%
Rural development	10.9%	8.0%
Foreign direct investment	34.8%	24.0%
Urban development	4.3%	2.0%
Water and sanitation	2.2%	4.0%
Education	21.7%	20.0%
Information and communications technology	6.5%	6.0%
Regulatory framework	4.3%	8.0%
Communicable/non-communicable diseases	2.2%	0.0%
Trade and exports	30.4%	26.0%
Public sector governance/ reform	19.6%	16.0%
Domestic private sector development	21.7%	32.0%
Job creation/employment	37.0%	38.0%
Agricultural development and food security	30.4%	16.0%
Transport*	19.6%	6.0%
Natural resource management	15.2%	12.0%
Environmental sustainability	2.2%	0.0%
Health	0.0%	6.0%
Law and justice	2.2%	4.0%
Crime and violence	0.0%	0.0%
Financial markets	4.3%	12.0%

\*Significantly different between collaborators and non-collaborators

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following **TWO** best illustrate how this would be achieved in Lesotho? (Choose no more than **TWO**)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Better employment opportunities for young people	36.6%	44.4%
Better employment opportunities for women	4.9%	6.7%
Greater access to micro-finance for the poor	29.3%	15.6%
Greater voice and participation for citizens to help ensure greater accountability	7.3%	2.2%
Greater access to health and nutrition for citizens	4.9%	4.4%
Better entrepreneurial opportunities	41.5%	40.0%
A growing middle class	4.9%	6.7%
Better opportunity for the poor who live in rural areas	14.6%	11.1%
Better opportunity for the poor who live in urban areas	0.0%	4.4%
Consistent economic growth	26.8%	11.1%
More reliable social safety net	0.0%	2.2%
Greater equity of fiscal policy	4.9%	6.7%
Education and training that better ensure job opportunity	19.5%	26.7%
Better quality public services	4.9%	11.1%
Other	0.0%	2.2%

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lesotho?*	46	6.76	2.31	51	4.88	2.44

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho.*	44	7.30	1.77	38	5.84	2.20

(1-Not effective at all, 10-Very effective) \*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?*	41	7.83	1.75	35	6.23	2.37

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Social protection	8.5%	3.9%
Public sector governance/ reform	38.3%	23.5%
Transport	14.9%	17.6%
Poverty reduction	27.7%	13.7%
Global/regional integration	0.0%	0.0%
Gender equity	0.0%	3.9%
Crime and violence	0.0%	3.9%
Domestic private sector development	27.7%	15.7%
Rural development	6.4%	17.6%
Foreign direct investment	12.8%	7.8%
Water and sanitation	4.3%	7.8%
Energy	4.3%	3.9%
Job creation/employment	29.8%	27.5%
Financial markets	6.4%	3.9%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	2.0%
Equality of opportunity	6.4%	9.8%
Health	12.8%	17.6%
Education	19.1%	25.5%
Climate change	2.1%	0.0%
Agricultural development and food security	21.3%	17.6%
Trade and exports	4.3%	3.9%
Economic growth	25.5%	15.7%
Law and justice	2.1%	5.9%
Regulatory framework	4.3%	5.9%
Communicable/non-communicable diseases	2.1%	0.0%
Natural resource management	8.5%	9.8%
Anti corruption	4.3%	15.7%
Information and communications technology	2.1%	9.8%
Disaster management	0.0%	0.0%

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

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

Greatest Value		
Percentage of Respondents	Collaborator	Non-collaborator
Convening/facilitating	0.0%	2.3%
Data	5.1%	2.3%
Policy advice, studies, analyses	25.6%	18.6%
Financial resources	41.0%	34.9%
Capacity development*	2.6%	16.3%
Technical assistance	12.8%	9.3%
Mobilizing third party financial resources	2.6%	7.0%
Coordination of development partners	10.3%	9.3%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborator	Non-collaborator
Convening/facilitating	2.5%	6.8%
Data	5.0%	2.3%
Policy advice, studies, analyses	30.0%	15.9%
Financial resources	22.5%	22.7%
Capacity development	12.5%	9.1%
Technical assistance	12.5%	13.6%
Mobilizing third party financial resources	5.0%	4.5%
Coordination of development partners	10.0%	13.6%
Linkage to non-Bank expertise*	0.0%	11.4%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

How effectively do the World Bank Group's activities below support Lesotho's efforts to achieve development results?

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	30	6.73	2.10	28	6.18	2.21
Data	34	7.32	2.11	28	6.89	2.30
Policy advice, studies, analyses	37	7.97	1.42	30	7.10	2.29
Financial resources	39	7.95	1.57	33	7.73	2.15
Technical assistance	36	7.78	1.73	34	7.53	1.74
Mobilizing third party financial resources	28	7.00	1.89	27	7.37	1.80
Coordination of development partners	33	6.36	2.66	29	7.03	2.29
Linkage to non-Bank expertise	25	6.52	2.14	22	5.95	2.08

The World Bank Group can provide capacity building support in a number of ways in Lesotho. To what degree would Lesotho benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	39	7.90	2.21	46	8.61	1.78
The public sector, related to implementation of specific development projects on the ground	44	8.75	1.37	45	8.22	2.11
The public sector, related to changing institutions	41	8.32	1.79	42	7.57	2.00
The private sector, related to institutional and policy change	42	9.07	1.37	44	8.66	1.68

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lesotho? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	36	7.61	1.69	31	6.97	2.47
Citizen engagement	24	6.33	2.37	22	5.64	2.79
Policy design	35	7.54	1.77	26	7.08	2.54

When thinking about how to improve capacity building in Lesotho to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	42	8.60	1.86	39	8.56	1.97
Citizen engagement	38	8.45	1.81	38	8.76	1.87
Policy design	42	8.95	1.27	42	8.60	1.98

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Staff too inaccessible	16.3%	12.0%
Not exploring alternative policy options	0.0%	0.0%
Not adequately sensitive to political/social realities in Lesotho	16.3%	8.0%
Not enough public disclosure of its work	32.6%	42.0%
Arrogant in its approach	2.3%	2.0%
Not aligned with country priorities	4.7%	4.0%
The credibility of its knowledge/data	0.0%	2.0%
World Bank Group's processes too complex	20.9%	16.0%
Not willing to honestly criticize policies and reform efforts in the country	9.3%	4.0%
Too influenced by developed countries	18.6%	20.0%
Imposing technocratic solutions without regard to political realities	0.0%	6.0%
World Bank Group's processes too slow	2.3%	10.0%
Too bureaucratic in its operational policies and procedures	18.6%	10.0%
Not aligned with other donors' work	4.7%	4.0%
Not collaborating enough with non-state actors	11.6%	8.0%
Not client focused	2.3%	2.0%
Other	2.3%	4.0%
Don't know	11.6%	16.0%

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Capacity development	19.6%	29.4%
Policy based lending / budget support to the Government	45.7%	35.3%
Knowledge products/services	4.3%	13.7%
Investment lending	54.3%	41.2%
Technical assistance*	54.3%	25.5%
Trust Fund management	15.2%	9.8%
Other	0.0%	0.0%
Don't know*	2.2%	17.6%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborator		Non-collaborator	
Academia/think tanks/research institutes	17.4%		33.3%	
Donor community*	34.8%		9.8%	
Media	8.7%		7.8%	
NGOs*	10.9%		29.4%	
Local Government	17.4%		15.7%	
Private sector	58.7%		47.1%	
Parliament	6.5%		5.9%	
Civil Society Organizations (CSOs)	21.7%		35.3%	
Beneficiaries	10.9%		3.9%	
Foundations	4.3%		2.0%	
Faith based organizations	2.2%		3.9%	
Other	2.2%		2.0%	
Don't know	0.0%		0.0%	

\*Significantly different between collaborators and non-collaborators

**To what extent do you agree with the following statements about the World Bank Group's work in Lesotho?**

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho	47	7.74	1.82	43	7.05	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	44	7.77	1.87	40	7.08	2.08
The World Bank Group supports programs and strategies that are realistic for Lesotho	45	7.58	2.04	40	6.80	1.73
The World Bank Group treats clients and stakeholders in Lesotho with respect	40	7.53	2.53	32	7.31	2.04

**To what extent is the World Bank Group an effective development partner in Lesotho in terms of each of the following? (1-**

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	36	7.25	1.70	26	6.08	1.70
Flexibility (in terms of the institution's products and services)	36	6.47	2.22	25	5.48	2.16
Flexibility (in terms of changing country circumstances)	37	6.65	1.95	28	5.93	2.26
Being inclusive	35	6.91	2.05	30	5.90	2.52
Openness (sharing data and other information)	40	7.38	2.11	34	6.82	2.72
Staff accessibility*	40	6.30	2.58	26	4.85	2.20
Straightforwardness and honesty	40	7.10	2.34	26	6.46	2.16
Ease of access to the people at the World Bank Group who are making decisions important to my work*	38	6.66	2.37	27	5.37	2.68
Collaboration with civil society	31	6.00	2.58	31	5.61	2.43
Collaboration with the Government	40	8.65	1.35	37	8.24	1.48
Collaboration with other donors and development partners	35	7.69	2.08	30	7.83	1.84
Collaboration with the private sector*	30	7.60	1.81	24	5.67	2.57
The speed in which it gets things accomplished on the ground	36	6.78	2.29	23	5.70	2.36
Being a long-term partner*	40	8.93	1.49	32	7.94	1.61

\*Significantly different between collaborators and non-collaborators

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

To be more effective development partner in Lesotho, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
More local presence	87.2%	74.5%
The current level of local presence is adequate	10.6%	11.8%
Less local presence	0.0%	2.0%
Don't know	2.1%	11.8%

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
The World Bank Group does not do adequate follow through/follow-up	15.6%	21.3%
There is not an adequate level of citizen/civil society participation	28.9%	31.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	11.1%	6.4%
Lack of/inadequate levels of capacity in Government	37.8%	29.8%
Poor donor coordination	11.1%	10.6%
The World Bank Group works too slowly	4.4%	4.3%
The Government works inefficiently	24.4%	34.0%
Political pressures and obstacles	22.2%	23.4%
Reforms are not well thought out in light of country challenges	28.9%	12.8%
Other	4.4%	2.1%

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	45	8.62	2.06	47	8.40	2.74
Information and communications technology	43	8.21	2.37	45	8.67	2.02
Transport	45	8.89	1.58	46	8.98	1.53
Crime and violence	43	6.12	2.76	46	6.91	3.08
Law and justice	42	6.67	2.91	46	7.15	3.04
Urban development	44	8.00	2.05	45	7.91	1.83
Environmental sustainability	43	7.77	2.00	46	7.41	2.31
Regulatory framework	43	8.16	2.00	42	7.76	2.27
Communicable/non-communicable diseases	45	8.07	2.16	48	8.21	2.13
Poverty reduction	46	9.22	1.19	49	9.29	1.10
Gender equity	43	6.95	2.40	45	6.84	2.45
Domestic private sector development	45	8.71	1.55	49	8.47	1.91
Foreign direct investment	44	8.57	2.00	46	8.54	1.60
Water and sanitation	41	8.24	1.83	48	8.21	2.33
Trade and exports	44	8.61	1.59	45	8.11	2.27
Economic growth	46	9.33	1.06	48	9.04	1.20
Energy	46	7.98	2.08	47	7.79	2.54
Disaster management	45	6.20	2.34	47	6.43	2.80
Public sector governance/ reform	45	8.49	2.05	47	8.02	2.54
Job creation/employment	44	8.91	1.70	48	8.23	2.23
Financial markets	42	7.81	2.40	44	8.18	1.65
Equality of opportunity	42	7.26	2.45	43	8.02	2.13
Health	45	8.58	1.54	49	8.53	1.61
Rural development	45	8.40	1.72	47	8.64	1.61
Global/regional integration	42	7.60	2.25	43	8.00	1.98
Agricultural development and food security	46	8.28	2.20	45	8.93	1.56
Education	43	8.88	1.58	46	8.89	1.64
Social protection	44	7.32	1.97	47	6.81	2.82
Climate change	44	7.14	2.40	49	6.94	2.96
Natural resource management	46	6.89	2.67	50	7.28	3.10

### C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	23	5.83	2.55	14	6.57	2.98
Information and communications technology	20	5.75	2.27	18	6.83	2.73
Transport	36	7.25	2.10	24	6.46	2.50
Crime and violence	21	4.33	2.15	12	4.17	2.48
Law and justice	18	5.00	2.20	19	5.89	2.87
Urban development	25	6.68	2.25	24	6.42	2.30
Environmental sustainability	24	7.13	1.87	20	6.05	2.28
Regulatory framework	27	7.67	2.30	24	6.96	2.73
Communicable/non-communicable diseases	31	7.74	2.11	36	7.56	1.93
Poverty reduction	38	7.63	2.01	29	7.41	2.18
Gender equity	23	6.26	2.51	24	6.67	2.65
Domestic private sector development	28	6.75	2.52	24	6.46	1.93
Foreign direct investment	28	7.29	2.05	24	7.25	2.36
Water and sanitation	31	7.29	2.12	24	7.75	1.87
Trade and exports	27	6.74	2.36	18	7.00	2.17
Economic growth	34	7.50	2.16	27	6.89	2.44
Energy	31	6.84	2.78	22	6.45	2.22
Disaster management	23	5.00	2.17	16	6.06	1.81
Public sector governance/ reform	34	7.41	2.38	32	6.66	2.52
Job creation/employment	31	7.06	2.26	26	6.08	2.45
Financial markets	27	6.44	2.34	20	6.40	2.68
Equality of opportunity	20	6.05	2.35	20	6.65	2.64
Health	30	7.80	2.06	34	7.53	2.05
Rural development*	30	7.03	2.24	25	5.72	2.34
Global/regional integration	26	6.35	2.24	20	6.85	2.16
Agricultural development and food security	26	6.62	2.32	22	7.27	2.41
Education	32	7.59	2.54	31	7.32	2.27
Social protection	27	6.00	2.30	17	6.24	2.33
Climate change	24	4.54	2.52	16	5.69	1.99
Natural resource management	28	4.93	2.60	15	5.40	2.32

\*Significantly different between collaborators and non-collaborators

Where are the World Bank Group's decisions made primarily that support the program in Lesotho?\*

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
At the Headquarters (in Washington D.C.)	55.3%	27.5%
In the country	8.5%	3.9%
Don't know	36.2%	68.6%

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	42	7.38	1.55	38	6.89	2.13

(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 Group in Lesotho?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho	41	6.68	1.77	32	6.19	2.57
The World Bank Group meets Lesotho's needs for knowledge services	40	6.43	2.14	37	6.27	2.82

**C. World Bank Group's Effectiveness and Results (continued)**

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Lesotho?	33	6.36	1.75	18	5.61	2.59

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

**D. The World Bank Group's Knowledge Work and Activities**

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
Weekly	6.4%	0.0%
Monthly	10.6%	0.0%
A few times a year	46.8%	27.5%
Rarely	25.5%	31.4%
Never	10.6%	41.2%

\*Significantly different between collaborators and non-collaborators

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	36	6.06	2.37	30	5.67	2.40
Include appropriate level of stakeholder involvement during preparation	35	6.09	2.78	35	6.14	2.44
Are relevant to Lesotho's development priorities	39	7.77	1.78	39	7.15	1.83
Lead to practical solutions	36	7.19	1.98	34	6.47	2.30
Are accessible (well written and easy to understand)	38	7.05	2.32	35	6.80	2.41
Are source of relevant information on global good practices	37	7.59	2.27	34	7.53	2.42
Enhance your knowledge and/or skills*	39	7.87	2.00	38	6.74	2.45
Are adequately disseminated	34	6.00	2.75	36	4.81	2.44
Are translated enough into local language	32	3.28	2.94	29	3.83	3.07
Are adaptable to Lesotho's specific development challenges and country circumstances	37	6.35	2.04	32	6.41	2.37

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	42	7.52	1.50	40	7.25	2.18
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	41	7.83	1.86	36	6.64	2.47

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

\*Significantly different between collaborators and non-collaborators

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Lesotho's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization	33	7.21	2.07	36	6.61	2.43
Design	36	7.17	2.01	35	6.46	2.34
Implementation	39	7.23	1.72	36	6.36	2.36
Evaluation	37	7.32	1.90	36	6.53	2.20

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	31	6.52	2.05	22	5.59	3.30
The World Bank Group effectively monitors and evaluates the projects and programs it supports	39	7.49	2.17	34	6.88	2.25
The World Bank Group's approvals and reviews are done in a timely fashion	32	6.47	2.46	25	6.60	2.36
The World Bank Group's "Safeguard Policy" requirements are reasonable	24	6.75	2.09	23	6.96	2.84
The World Bank Group's conditions on its lending are reasonable	32	6.97	2.16	27	6.59	2.80
The World Bank Group takes decisions quickly in Lesotho	30	6.20	2.73	20	5.00	2.05
Working with the World Bank Group increases Lesotho's institutional capacity	36	7.67	2.19	39	7.18	2.42
The World Bank Group ensures consistency and continuity through staff changes	26	5.81	2.51	23	6.00	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	32	6.94	2.21	25	6.72	2.85
The World Bank Group provides effective implementation support	38	7.63	1.98	32	7.19	2.24

Which of the following best describes the way the World Bank Group operates in Lesotho?\* (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank Group takes too much risk in Lesotho	0.0%	4.1%
The World Bank Group does not take enough risk in Lesotho	34.1%	14.3%
The World Bank Group's approach to risk is appropriate	29.5%	16.3%
Don't know	29.5%	55.1%
Prefer not to answer	6.8%	10.2%

\*Significantly different between collaborators and non-collaborators

### F. Recent Trends and the Future Role of the World Bank Group in Lesotho

Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	26.7%	23.5%
Collaborate more effectively with Government clients	15.6%	19.6%
Offer more innovative financial products	11.1%	2.0%
Improve the competitiveness of its financing compared to markets	13.3%	9.8%
Reach out more to groups outside of Government*	31.1%	56.9%
Improve the quality of its experts as related to Lesotho's specific challenges	15.6%	5.9%
Offer more innovative knowledge services	6.7%	3.9%
Ensure greater selectivity in its work	2.2%	3.9%
Increase the level of capacity development in the country*	51.1%	31.4%
Reduce the complexity of obtaining World Bank Group financing	20.0%	21.6%
Work faster	2.2%	7.8%
Other	2.2%	3.9%

\*Significantly different between collaborators and non-collaborators

### F. Recent Trends and the Future Role of the World Bank Group in Lesotho (continued)

When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
Financial services	32.6%	30.0%
Knowledge products	19.6%	20.0%
Convening services	2.2%	4.0%
The combination is appropriate for Lesotho	39.1%	40.0%
Don't know	6.5%	6.0%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Lesotho?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Local newspapers	61.4%	66.0%
International newspapers	9.1%	4.0%
Local radio	15.9%	22.0%
International radio	0.0%	4.0%
Local television	18.2%	14.0%
International television	9.1%	12.0%
Periodicals	20.5%	18.0%
Internet	40.9%	42.0%
Social media	4.5%	8.0%
Blogs	0.0%	0.0%
Mobile phones	0.0%	2.0%
Instant messaging	0.0%	0.0%
Other*	9.1%	0.0%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Blogs	0.0%	2.0%
Direct contact with World Bank Group	43.5%	26.0%
e-Newsletters	28.3%	40.0%
Instant messaging	10.9%	2.0%
World Bank Group's seminars/workshops/conferences	17.4%	28.0%
World Bank Group's publications and other written materials	43.5%	28.0%
Mobile phones	4.3%	0.0%
Social media	6.5%	10.0%
World Bank Group's website	37.0%	40.0%
Other	2.2%	2.0%

Are you aware of the World Bank Group'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	Collaborator	Non-collaborator
Yes	28.3%	7.8%
No	71.7%	92.2%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	27.3%	17.0%
No	72.7%	83.0%

Were you able to obtain this information?

Percentage of Respondents	Collaborator	Non-collaborator
Yes	91.7%	62.5%
No	8.3%	37.5%

## G. Communication and Information Sharing

### Do you have access to the Internet?

Percentage of Respondents	Collaborator	Non-collaborator
Yes	95.6%	93.6%
No	4.4%	6.4%

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	74.5%	54.0%
No	25.5%	46.0%

\*Significantly different between collaborators and non-collaborators

### Which do you primarily use?\*

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank Group's country website (www.worldbank.org/lesotho)	22.5%	51.7%
The World Bank Group's main website (www.worldbank.org)	77.5%	48.3%

\*Significantly different between collaborators and non-collaborators

### Which Internet connection do you use primarily when visiting a World Bank Group website?\*

Percentage of Respondents	Collaborator	Non-collaborator
High speed	92.7%	66.7%
Dial-up	7.3%	33.3%

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	44	6.09	2.83	36	4.22	2.99
I find the World Bank Group's websites easy to navigate	38	7.45	1.88	25	6.84	2.51
I find the information on the World Bank Group's websites useful	38	8.11	1.59	26	7.31	2.43
The World Bank Group's social media channels are valuable sources of information about the institution	21	6.48	3.12	14	8.07	2.30
When I need information from the World Bank Group I know how to find it*	39	7.00	3.03	28	4.61	3.00
The World Bank Group is responsive to my information requests and inquiries	35	6.46	2.85	20	6.00	2.75

\*Significantly different between collaborators and non-collaborators

## H. Background Information

### Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho?

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank (IDA)	71.1%	59.3%
The International Finance Corporation (IFC)	20.0%	11.1%
Other	8.9%	29.6%

### Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Collaborator	Non-collaborator
Yes	52.3%	13.5%
No	47.7%	86.5%

\*Significantly different between collaborators and non-collaborators

### If yes, what was your view of the two institutions working together in Lesotho? (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
Working well together	47.8%	60.0%
Collaborating but needs improvement	39.1%	20.0%
Don't know	13.0%	20.0%

## Appendix D: Responses to All Questions by Year<sup>5</sup>

\*All data presented in this appendix are weighted. As a result, means of the FY14 data and the total number of respondents each year will be slightly different from those in other appendices.

**FY '06 Number of comparable respondents = 53 • FY '14 Number of comparable respondents = 97**

By weighting, FY06 and FY14 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2014	FY2006
Office of the President/Prime Minister	10.0%	10.0%
Government institutions	20.0%	20.0%
Local government	10.0%	10.0%
Bilateral/multilateral agencies	10.0%	10.0%
Civil society	20.0%	20.0%
Private sector	10.0%	10.0%
Academia	10.0%	10.0%
Media	10.0%	10.0%

### B. Overall Attitudes toward the World Bank Group

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lesotho?*	53	6.96	2.60	96	5.44	2.44

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY14 and FY06 country surveys

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho.	46	6.05	2.15	76	6.50	2.24

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

To what extent do you agree with the following statements about the World Bank Group's work in Lesotho?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho*	47	6.70	2.83	90	7.65	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	48	6.42	2.77	86	7.55	2.18
The World Bank Group supports programs and strategies that are realistic for Lesotho	45	6.67	2.30	86	7.11	2.04
The World Bank Group treats clients and stakeholders in Lesotho with respect*	42	5.69	2.74	76	7.41	2.47

\*Significantly different between FY14 and FY06 country surveys

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

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

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	36	6.23	3.14	67	6.29	2.30
Staff accessibility	43	6.39	2.77	63	5.50	2.46
Straightforwardness and honesty	45	7.07	2.97	62	6.97	2.15
Collaboration with civil society	45	5.59	3.07	59	5.87	2.35
Collaboration with the Government	45	7.71	1.87	77	8.04	1.90
Collaboration with other donors and development partners	43	7.40	2.50	65	7.37	2.23

<sup>5</sup> Only those questions that were asked in the FY '06 and FY '14 country surveys, with similar response scales/options, are presented.

### C. World Bank Group's Effectiveness and Results

How effective do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (1-Not effective at all, 10-Very effective)

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Law and justice	31	5.70	2.24	35	5.56	2.54
Regulatory framework	40	6.42	1.99	50	7.13	2.66
Poverty reduction*	45	6.19	2.42	61	7.84	2.02
Domestic private sector development*	39	4.67	2.65	49	6.39	2.08
Economic growth*	46	5.66	2.11	60	6.99	2.26
Public sector governance/ reform	43	6.51	2.25	63	7.03	2.41
Health	40	6.79	2.95	57	7.78	1.98
Education	41	7.93	2.10	53	7.61	2.34
Anti corruption*	38	4.81	2.65	34	6.71	3.05
Information and communications technology	39	6.19	2.66	36	6.77	2.61
Transport	38	6.37	2.66	58	6.76	2.22
Urban development	38	5.48	2.39	49	6.40	2.17
Gender equity	41	7.14	2.49	42	6.39	2.51
Water and sanitation	42	7.55	2.20	56	7.42	2.15
Energy	35	6.56	2.42	54	6.62	2.63
Agricultural development and food security*	43	5.81	2.81	47	6.99	2.24
Social protection	36	5.62	2.94	38	6.26	2.36
Natural resource management*	42	6.81	2.45	36	4.88	2.35

\*Significantly different between FY14 and FY06 country surveys

### D. The World Bank Group's Knowledge Work and Activities

In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	49	7.47	2.96	68	7.27	2.21
Are adaptable to Lesotho's specific development challenges and country circumstances	41	6.09	2.50	68	6.15	2.49

### E. Working with the World Bank Group

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

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	35	6.76	2.67	51	5.51	2.81
The World Bank Group effectively monitors and evaluates the projects and programs it supports	35	7.14	3.15	74	6.86	2.39
The World Bank Group's conditions on its lending are reasonable	40	6.17	3.03	61	6.63	2.74
Working with the World Bank Group increases Lesotho's institutional capacity	36	7.00	2.62	70	7.09	2.38

\*Significantly different between FY14 and FY06 country surveys

### G. Communication and Information Sharing

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

Percentage of Respondents	FY2006	FY2014
Yes	54.0%	63.2%
No	46.0%	36.8%

Which do you primarily use?

Percentage of Respondents	FY2006	FY2014
The World Bank Group's country website (www.worldbank.org/lesotho)	30.8%	43.9%
The World Bank Group's main website (www.worldbank.org)	69.2%	56.1%

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Lesotho? (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 Group's effectiveness in Lesotho.	5.84	7.30	6.96	6.17	6.65	7.06	6.77	6.67	6.41	7.32	6.68	6.86
To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?	6.23	7.83	7.44	6.56	7.09	7.65	7.33	7.04	7.09	7.44	7.14	7.39
Overall the World Bank Group currently plays a relevant role in development in Lesotho	7.05	7.74	7.56	7.45	7.42	7.90	7.78	7.10	7.39	7.80	7.41	7.84
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	7.08	7.77	7.62	7.80	7.73	7.45	8.06	7.03	7.51	7.90	7.51	8.05
Responsiveness	6.08	7.25	7.07	5.85	6.64	7.29	6.89	6.65	6.63	7.04	6.64	7.27
Flexibility (in terms of the institution's products and services)	5.48	6.47	5.93	6.33	5.93	6.33	6.62	5.13	5.85	6.25	5.88	6.43
Flexibility (in terms of changing country circumstances)	5.93	6.65	6.53	6.17	6.53	6.17	6.87	5.78	6.44	6.48	6.30	6.88
Being inclusive	5.90	6.91	6.59	6.86	6.57	6.93	6.79	6.38	6.51	6.84	6.68	6.56
Openness (sharing data and other information)	6.82	7.38	7.22	7.67	7.25	7.50	7.59	6.84	7.34	7.28	7.20	7.60
Staff accessibility	4.85	6.30	5.80	5.54	5.57	6.36	5.68	5.86	5.59	5.96	5.86	5.47
Straightforwardness and honesty	6.46	7.10	6.94	6.33	6.56	7.67	6.84	6.80	6.73	6.96	6.73	7.13
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.37	6.66	6.38	6.00	6.02	7.31	6.67	5.64	5.95	6.83	6.20	6.56
Collaboration with civil society	5.61	6.00	5.58	6.40	5.81	5.73	5.78	5.81	5.56	6.18	6.02	5.19
Collaboration with the Government	8.24	8.65	8.51	8.07	8.15	9.22	8.51	8.27	8.30	8.61	8.37	8.55
Collaboration with other donors and development partners	7.83	7.69	7.74	8.14	7.73	8.13	7.87	7.76	7.97	7.63	7.80	7.94
Collaboration with the private sector	5.67	7.60	6.58	7.25	6.90	6.09	7.16	6.05	6.69	6.80	6.59	7.15
The speed in which it gets things accomplished on the ground	5.70	6.78	6.17	6.80	6.09	6.92	6.83	5.38	6.13	6.50	6.21	6.50
Being a long-term partner	7.94	8.92	8.57	7.92	8.14	9.28	8.63	8.19	8.45	8.44	8.40	8.59
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	6.89	7.38	7.25	7.40	7.20	7.62	7.45	7.00	7.25	7.36	7.20	7.55
The World Bank Group's financial instruments meet the needs of Lesotho	6.19	6.68	6.22	7.06	6.22	7.21	6.84	5.79	6.45	6.36	6.29	6.82
The World Bank Group meets Lesotho's needs for knowledge services	6.27	6.43	6.29	6.53	6.37	6.29	6.57	6.00	6.41	6.24	6.12	6.91
The World Bank Group's knowledge work and activities are adaptable to Lesotho's specific development challenges and country circumstances	6.41	6.35	6.55	6.21	6.52	6.35	6.74	6.08	6.62	6.22	6.02	7.67
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.25	7.52	7.33	7.71	7.39	7.58	7.75	6.86	7.58	7.17	7.10	8.26
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.64	7.83	7.68	6.68	7.28	7.94	7.55	7.22	7.25	7.75	7.26	7.86
The World Bank Group takes decisions quickly in Lesotho	5.00	6.20	5.73	5.67	5.64	6.00	5.69	5.76	5.74	5.67	5.54	6.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.72	6.94	7.00	7.73	7.26	6.73	7.85	5.95	7.24	7.04	6.86	8.17

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																	
	Employee of Ministry/ Consultant /PMU			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	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 Group's effectiveness in Lesotho.*	28	7.46	1.82	7	7.29	.49	12	5.83	2.08	18	5.17	1.89	7	7.29	2.81	14	6.64	2.27
To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?*	26	7.73	2.03	8	7.13	1.36	12	6.08	2.39	12	5.25	1.86	8	8.00	2.07	14	7.64	2.10
Overall the World Bank Group currently plays a relevant role in development in Lesotho*	30	7.80	1.67	8	7.63	1.41	13	6.62	2.69	20	6.50	1.85	7	8.57	1.62	17	7.82	1.78
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	29	7.59	2.01	8	8.13	1.46	11	6.64	2.20	17	6.71	1.69	7	9.43	.79	16	7.50	2.10
Responsiveness	23	7.00	1.68	6	6.67	.82	5	6.20	.84	13	5.92	1.93	6	7.67	1.86	12	7.08	2.07
Flexibility (in terms of the institution's products and services)	21	6.52	2.40	6	5.00	1.26	5	5.60	3.29	13	5.46	1.94	7	6.00	2.38	12	6.42	2.43
Flexibility (in terms of changing country circumstances)	23	6.91	1.70	6	5.33	1.03	8	6.00	2.93	14	5.50	1.79	7	8.14	1.68	10	6.30	2.67
Being inclusive*	25	7.16	1.70	6	6.17	1.47	7	5.57	2.70	15	5.13	2.64	5	8.00	2.55	10	6.80	2.15
Openness (sharing data and other information)	27	7.67	1.90	7	6.43	2.07	5	7.40	1.52	17	6.41	2.92	7	6.29	3.55	14	7.93	2.16
Staff accessibility*	25	7.08	2.22	7	5.57	1.72	7	4.00	2.31	13	4.00	1.91	7	4.00	2.71	10	6.70	2.26
Straightforwardness and honesty	25	7.32	2.08	6	6.83	1.17	8	5.00	2.73	11	6.00	2.65	5	7.60	1.95	13	7.54	1.81
Ease of access to the people at the World Bank Group who are making decisions important to my work	25	6.84	2.32	7	6.43	1.90	6	4.50	3.51	12	4.75	2.56	6	6.50	2.59	11	6.55	2.21
Collaboration with civil society	21	6.33	2.44	4	5.00	.82	10	4.60	2.84	16	5.31	2.50	6	5.83	2.71	8	6.88	1.96
Collaboration with the Government	26	8.46	1.45	7	8.14	1.07	12	8.75	1.06	17	8.18	1.51	6	8.00	3.52	12	8.25	1.82
Collaboration with other donors and development partners	22	8.32	1.78	8	6.63	1.60	8	7.13	2.85	13	8.00	1.47	5	9.20	1.30	11	7.18	2.04
Collaboration with the private sector	17	7.41	2.03	4	6.50	1.29	11	5.91	2.66	10	6.10	2.42	6	8.00	2.68	9	7.00	2.45
The speed in which it gets things accomplished on the ground	20	6.95	2.35	5	6.20	1.30	10	6.00	2.79	9	5.67	2.18	6	6.50	3.08	10	6.30	2.26
Being a long-term partner	26	8.92	1.55	7	7.71	1.38	8	8.63	1.19	15	7.67	1.59	6	9.00	1.67	12	8.50	1.78
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	27	7.78	1.53	6	6.67	.52	12	6.58	2.02	16	6.50	2.03	8	8.13	2.36	15	7.13	1.73
The World Bank Group's financial instruments meet the needs of Lesotho	27	6.85	2.05	6	6.33	1.37	12	5.42	2.15	13	6.38	2.06	6	7.17	3.82	14	6.14	2.07
The World Bank Group meets Lesotho's needs for knowledge services*	26	6.92	2.30	6	4.83	1.94	13	5.46	2.67	16	5.69	2.44	7	8.29	2.87	14	7.00	1.88
The World Bank Group's knowledge work and activities are adaptable to Lesotho's specific development challenges and country circumstances	23	6.52	2.33	5	5.80	.84	10	7.40	1.90	14	5.36	2.13	7	8.14	1.77	12	6.00	2.22
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	27	7.63	1.52	7	6.29	1.11	12	6.58	2.02	18	7.50	1.98	8	8.75	1.75	15	7.40	2.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	26	8.00	1.60	7	7.00	1.41	10	6.40	3.03	16	5.88	2.53	8	8.00	1.93	15	7.93	1.91
The World Bank Group takes decisions quickly in Lesotho	20	6.50	2.69	3	4.67	.58	8	3.88	2.17	10	5.10	2.38	4	5.25	2.99	8	6.38	2.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	20	6.85	2.54	3	6.67	.58	10	6.40	2.63	9	7.56	2.40	6	8.00	3.16	11	6.36	2.42

\*Significantly different between stakeholder groups

## Appendix G: Lesotho FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Lesotho**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Lesotho or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Lesotho, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Lesotho.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**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. If you feel that you do not have an adequate amount of information on a subject, please check “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 A: GENERAL ISSUES FACING LESOTHO**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Lesotho.</b>			
<b>Please identify which of the following you consider the most important development priorities in Lesotho? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Health
2	Transport (e.g., roads, bridges, transportation)	17	Education
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Poverty reduction
4	Global/regional integration	19	Energy
5	Gender equity	20	Agricultural development and food security
6	Domestic private sector development	21	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	22	Trade and exports
8	Water and sanitation	23	Crime and violence
9	Anti corruption	24	Economic growth
10	Job creation/employment	25	Law and justice (e.g., judicial system)
11	Rural development	26	Regulatory framework
12	Financial markets	27	Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)
13	Urban development	28	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	29	Disaster management
15	Equality of opportunity (i.e., equity)	30	Information and communications technology

<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 Lesotho? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Domestic private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development and food security
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Trade and exports	29	Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)
15	Information and communications technology		

**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 Lesotho? (Choose no more than THREE)</b>			
1	Energy	15	Regulatory framework
2	Gender equity	16	Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)
3	Equality of opportunity (i.e., equity)	17	Trade and exports
4	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Global/regional integration	19	Domestic private sector development
6	Climate change (e.g., mitigation, adaptation)	20	Job creation/employment
7	Anti corruption	21	Agricultural development and food security
8	Disaster management	22	Transport (e.g., roads, bridges, transportation)
9	Rural development	23	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	24	Environmental sustainability
11	Urban development	25	Health
12	Water and sanitation	26	Law and justice (e.g., judicial system)
13	Education	27	Crime and violence
14	Information and communications technology	28	Financial markets

**A5. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lesotho? (Choose no more than TWO)**

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

<b>B1. How familiar are you with the work of the World Bank Group in Lesotho?</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 Group's effectiveness in Lesotho.</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 Group's staff is well prepared (e.g., skills and knowledge) to help Lesotho solve its most complicated development challenges?</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>B4. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Environmental sustainability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Equality of opportunity (i.e., equity)
3	Transport (e.g., roads, bridges, transportation)	18	Health
4	Poverty reduction	19	Education
5	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
6	Gender equity	21	Agricultural development and food security
7	Crime and violence	22	Trade and exports
8	Domestic private sector development	23	Economic growth
9	Rural development	24	Law and justice (e.g., judicial system)
10	Foreign direct investment	25	Regulatory framework
11	Water and sanitation	26	Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)
12	Energy	27	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	28	Anti corruption
14	Financial markets	29	Information and communications technology
15	Urban development	30	Disaster management

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lesotho?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., trainings, workshops, knowledge exchange)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Coordination of development partners	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Lesotho's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Coordination of development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>The World Bank Group can provide capacity building support in a number of ways in Lesotho. To which degree would Lesotho benefit, if capacity building were to support...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The private sector</b> , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lesotho? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B18</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**When thinking about how to improve capacity building in Lesotho to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B21</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)**

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lesotho? (Choose no more than TWO)**

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

**B26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Civil Society Organizations (CSOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Lesotho?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B27</b>	Overall the World Bank Group currently plays a relevant role in development in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B28</b>	The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29</b>	The World Bank Group supports programs and strategies that are realistic for Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30</b>	The World Bank Group treats clients and stakeholders in Lesotho with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B31</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B44</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B45. To be a more effective development partner in Lesotho, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

**B46. When World Bank Group 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 Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lesotho?</b>													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Agricultural development and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases (e.g., reducing the prevalence of HIV/AIDS)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Agricultural development and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C3. Where are the World Bank Group's decisions made primarily that support the program in Lesotho? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Lesotho?</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 Group in Lesotho?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	The World Bank Group meets Lesotho'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>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lesotho?</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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Lesotho's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adaptable to Lesotho's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not significant at all										Very significant	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not significant at all										Very significant	Don't know

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Very low technical quality										Very high technical quality	Don't know

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Lesotho's development challenges?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Implementation (executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E5</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	The World Bank Group takes decisions quickly in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E11</b>	Working with the World Bank Group increases Lesotho's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E12</b>	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E13</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E14</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**E15. Which of the following best describes the way the World Bank Group operates in Lesotho? (Select only one response)**

1	The World Bank Group takes too much risk in Lesotho
2	The World Bank Group does not take enough risk in Lesotho
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LESOTHO****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Lesotho's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Lesotho's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Work faster
12	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Lesotho, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lesotho? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Lesotho
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)**

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 (e.g., Facebook, Twitter, YouTube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, YouTube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group'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 Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<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 Group website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website (www.worldbank.org/lesotho)
2	The World Bank Group's main website (www.worldbank.org)

<b>G9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed
2	Dial-up

<b>Please rate how much you agree with the following statements.</b>																						
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I use/consult World Bank Group's data more often than I did a few years ago																					<input type="checkbox"/>
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>																					<input type="checkbox"/>
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>																					<input type="checkbox"/>
<b>G13</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution																					<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)																					<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries																					<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 H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select 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 Group 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): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases / HIV/AIDS	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION**

**H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Lesotho? (Select only ONE response)**

- |   |   |
|---|---|
| 1 | The World Bank (IDA)                                |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (Please specify): _____                       |

**H5. Do your projects involve both the World Bank and the IFC?  
(If YES please go to Question H6; If NO please go to H7)**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H6. If yes, what was your view on the two institutions working together in Lesotho? (Select only ONE response)**

- |   |                                     |
|---|-------------------------------------|
| 1 | Working well together               |
| 2 | Collaborating but needs improvement |
| 3 | In conflict                         |
| 4 | Other                               |
| 5 | Don't know                          |

**H7. Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)**

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

**H8. Which best represents your geographic location?**

- |   |             |
|---|-------------|
| 1 | Urban areas |
| 2 | Rural areas |

**Thank you for completing the survey!**