



## World Bank Group Client Survey FY14 – Mozambique

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Mozambique or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Mozambique, 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 Mozambique.

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 MOZAMBIQUE

<b>A1. In general would you say that Mozambique 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 Mozambique.</b>			
<b>Please identify which of the following you consider the most important development priorities in Mozambique? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Equality of opportunity (i.e., equity)
2	Transport (e.g., roads, bridges, transportation)	17	Health, communicable/non-communicable diseases
3	Security and stabilization (i.e., peaceful elections and maintaining the peace)	18	Education (i.e., accessibility, affordability, quality of primary, secondary, and higher education)
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Poverty reduction
5	Global/regional integration	20	Food security
6	Gender equity	21	Overall government accountability (i.e., civil society participation)
7	Domestic private sector development (e.g., job creation, employment opportunities)	22	Climate change (e.g., mitigation, adaptation) and disaster management
8	Foreign direct investment	23	Trade and exports
9	Water and sanitation (expansion, quality)	24	Economic growth (improve linkage between economic growth and poverty reduction, making growth inclusive and broad based)
10	Energy (accessibility)	25	Law and justice (e.g., judicial system), anti-corruption
11	Regional conflict and tensions	26	Regulatory framework
12	Agriculture and rural development	27	Local governance and institutions
13	Financial markets (accessibility and affordability)	28	Natural resource management (e.g., oil, gas, mining)
14	Urban development	29	Information and communications technology
15	Environmental sustainability		

## SECTION A: GENERAL ISSUES

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mozambique? (Choose no more than THREE)</b>			
1	Water and sanitation (expansion, quality)	15	Overall government accountability (i.e., civil society participation)
2	Equality of opportunity (i.e., equity)	16	Information and communications technology
3	Economic growth (improve linkage between economic growth and poverty reduction, making growth inclusive and broad based)	17	Security and stabilization (i.e., peaceful elections and maintaining the peace)
4	Climate change (e.g., mitigation, adaptation) and disaster management	18	Domestic private sector development (e.g., job creation, employment opportunities)
5	Regional conflict and tensions	19	Foreign direct investment
6	Global/regional integration	20	Energy (accessibility)
7	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	22	Education (i.e., accessibility, affordability, quality of primary, secondary, and higher education)
9	Urban development	23	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	24	Environmental sustainability
11	Local governance and institutions	25	Health, communicable/non-communicable diseases
12	Social protection (e.g., pensions, targeted social assistance)	26	Financial markets (accessibility and affordability)
13	Law and justice (e.g., judicial system), anti-corruption	27	Trade and exports
14	Transport (e.g., roads, bridges, transportation)	28	Food security

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## 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 Mozambique? (Choose no more than THREE)</b>		
1	Energy (accessibility)	15 Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Gender equity	16 Domestic private sector development (e.g., job creation, employment opportunities)
3	Equality of opportunity (i.e., equity)	17 Overall government accountability (i.e., civil society participation)
4	Global/regional integration	18 Food security
5	Social protection (e.g., pensions, targeted social assistance)	19 Transport (e.g., roads, bridges, transportation)
6	Climate change (e.g., mitigation, adaptation) and disaster management	20 Security and stabilization (i.e., peaceful elections and maintaining the peace)
7	Regional conflict and tensions	21 Education (i.e., accessibility, affordability, quality of primary, secondary, and higher education)
8	Agriculture and rural development	22 Natural resource management (e.g., oil, gas, mining)
9	Foreign direct investment	23 Environmental sustainability
10	Urban development	24 Health, communicable/non-communicable diseases
11	Water and sanitation (expansion, quality)	25 Law and justice (e.g., judicial system), anti-corruption
12	Trade and exports	26 Local governance and institutions
13	Information and communications technology	27 Financial markets (accessibility and affordability)
14	Regulatory framework	

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mozambique? (Choose no more than TWO)</b>	
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	Reducing corruption in the country
9	Better opportunity for the poor who live in rural areas
10	Better opportunity for the poor who live in urban areas
11	Consistent economic growth
12	More reliable social safety net
13	Greater equity of fiscal policy
14	Education and training that better ensure job opportunity
15	Better quality public services
16	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 Mozambique?</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 Mozambique.</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 Mozambique 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 Mozambique, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mozambique? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Equality of opportunity (i.e., equity)
2	Security and stabilization (i.e., peaceful elections and maintaining the peace)	17	Regional conflict and tensions
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health, communicable/non-communicable diseases
4	Transport (e.g., roads, bridges, transportation)	19	Education (i.e., accessibility, affordability, quality of primary, secondary, and higher education)
5	Poverty reduction	20	Food security
6	Global/regional integration	21	Climate change (e.g., mitigation, adaptation) and disaster management
7	Gender equity	22	Overall government accountability (i.e., civil society participation)
8	Agriculture and rural development	23	Trade and exports
9	Domestic private sector development (e.g., job creation, employment opportunities)	24	Economic growth (improve linkage between economic growth and poverty reduction, making growth inclusive and broad based)
10	Foreign direct investment	25	Law and justice (e.g., judicial system), anti-corruption
11	Water and sanitation (expansion, quality)	26	Local governance and institutions
12	Energy (accessibility)	27	Regulatory framework
13	Financial markets (accessibility and affordability)	28	Natural resource management (e.g., oil, gas, mining)
14	Urban development	29	Information and communications technology
15	Environmental sustainability		

## 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 Mozambique?</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., institutional development, training for staff at state institutions)	<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	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Stringent lending requirements (i.e., environmental and social safeguards, procurement, financial management)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Mozambique'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>	Donor coordination	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>B14</b>	Strategy formulation (e.g., PRSP assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

The World Bank Group can provide capacity building support in a number of ways in Mozambique. To which degree would Mozambique benefit, if capacity building were to support...?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B15</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts											<input type="checkbox"/>
<b>B16</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground											<input type="checkbox"/>
<b>B17</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)											<input type="checkbox"/>
<b>B18</b>	<b>The private sector</b> , related to institutional and policy change											<input type="checkbox"/>

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 Mozambique? (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>B19</b>	Project implementation (or other organizational strengthening)											<input type="checkbox"/>
<b>B20</b>	Citizen engagement (incorporating citizens' voices into development)											<input type="checkbox"/>
<b>B21</b>	Policy design (for clarity and better incentives to achieve development goals)											<input type="checkbox"/>

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

<b>B22. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mozambique? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Mozambique
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	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

<b>B23. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mozambique? (Choose no more than TWO)</b>	
1	Capacity development (e.g., institutional development, training for staff at state institutions)
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	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

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

**B24. 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	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., SADC, African Union, CPLP )
16	Other (please specify): _____
17	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B25</b>	Overall the World Bank Group currently plays a relevant role in development in Mozambique	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	The World Bank Group supports programs and strategies that are realistic for Mozambique	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	The World Bank Group treats clients and stakeholders in Mozambique 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 Mozambique, 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>B29</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B30</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>B31</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B32</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B33</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B34</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B35</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B36</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>B37</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B38</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B39</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B40</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>B41</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B42. To be a more effective development partner in Mozambique, 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
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**B43. 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 THREE)**

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 tailored to challenges in Mozambique
10	Inadequate funding
11	Inadequate 'space' (in particular, time) for reform to take place
12	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 Mozambique?</b>													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system), anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Overall government accountability (i.e., civil society participation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic private sector development (e.g., job creation, employment opportunities)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation (expansion, quality)	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 (improve linkage between economic growth and poverty reduction, making growth inclusive and broad based)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy (accessibility)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Financial markets (accessibility and affordability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Health, communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Education (i.e., accessibility, affordability, quality of primary, secondary, and higher education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Security and stabilization (i.e., peaceful elections and maintaining the peace)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation) and disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	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 Mozambique? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Law and justice (e.g., judicial system), anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Overall government accountability (i.e., civil society participation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector development (e.g., job creation, employment opportunities)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Water and sanitation (expansion, quality)	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 (improve linkage between economic growth and poverty reduction, making growth inclusive and broad based)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Energy (accessibility)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	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"/>
19	Financial markets (accessibility and affordability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Health, communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Education (i.e., accessibility, affordability, quality of primary, secondary, and higher education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Security and stabilization (i.e., peaceful elections and maintaining the peace)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Climate change (e.g., mitigation, adaptation) and disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	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 Mozambique? (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 Mozambique?</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>C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mozambique?</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 Mozambique?</b>															
											Strongly disagree		Strongly agree		Don't know
<b>C6</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 Mozambique	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
		<b>C7</b>	The World Bank Group meets Mozambique'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"/>	

**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)**

**D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	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	10	<input type="checkbox"/>
<b>D4</b>	Are relevant to Mozambique's development priorities	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	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	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	10	<input type="checkbox"/>
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
<b>D11</b>	Are adaptable to Mozambique's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
<b>D12</b>	Help building consensus among development partners, government agencies, other stakeholders	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>

**D13. 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	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**D14. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

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 Mozambique'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 Mozambique	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E11</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>E12</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>E13</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"/>	

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

<b>E14. Which of the following best describes the way the World Bank Group operates in Mozambique? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Mozambique
2	The World Bank Group does not take enough risk in Mozambique
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

<b>E15. To what extent do you believe the World Bank Group is adequately staffed in Mozambique?</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

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## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MOZAMBIQUE

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Mozambique'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 Mozambique's specific challenges
7	Offer more innovative knowledge services
8	Introduce more stringent lending requirements (i.e., environmental and social safeguards, procurement, financial management)
9	Ensure greater selectivity in its work
10	Increase the level of capacity development in the country (e.g., institutional development, training for staff at state institutions)
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of 'just-in-time' advice to the Government
13	Work faster
14	Increase the level of World Bank Group staffing in Mozambique's office
15	Collaborate more with other donors in the country
16	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Mozambique, 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 Mozambique? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	Technical assistance
5	None of the above
6	The combination is appropriate for Mozambique
7	Don't know

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MOZAMBIQUE

<b>F3. Please answer the following questions:</b>			
<b>Choose no more than THREE for each column</b>		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique?</b>	<b>B. Which THREE areas below would benefit most from other donors in Mozambique?</b>
1	Water resources management (rivers, dams) and water supply (distribution, accessibility)	<input type="checkbox"/>	<input type="checkbox"/>
2	Environment/climate change (incl. coastal protection, disaster management, emergency recovery, early warning systems)	<input type="checkbox"/>	<input type="checkbox"/>
3	Education (e.g., accessibility, quality, expansion of basic, secondary, and higher education, technical and vocational training)	<input type="checkbox"/>	<input type="checkbox"/>
4	Social protection	<input type="checkbox"/>	<input type="checkbox"/>
5	Mining (e.g., implementation of Extractive Industries Transparency Initiative standards)	<input type="checkbox"/>	<input type="checkbox"/>
6	Health	<input type="checkbox"/>	<input type="checkbox"/>
7	Municipal and urban development	<input type="checkbox"/>	<input type="checkbox"/>
8	Growth poles and spatial development (spatial investment planning for greater impact)	<input type="checkbox"/>	<input type="checkbox"/>
9	Roads and bridges	<input type="checkbox"/>	<input type="checkbox"/>
10	Energy access	<input type="checkbox"/>	<input type="checkbox"/>
11	Financial and private sector development	<input type="checkbox"/>	<input type="checkbox"/>
12	Agriculture and rural development (e.g., irrigation, market access)	<input type="checkbox"/>	<input type="checkbox"/>
13	Governance (e.g., decentralization, planning and budgeting)	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	
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/mz)
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			<input type="checkbox"/>
<b>G10</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<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>	1	2	3	4	5	6	7	8	9	10			<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>	1	2	3	4	5	6	7	8	9	10			<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	1	2	3	4	5	6	7	8	9	10			<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.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

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## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (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	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

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you work with in Mozambique? (Select all that apply)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Which of the following describes most of your exposure to the World Bank Group in Mozambique? (Choose no more than TWO)</b>	
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.

<b>H6. Which best represents your geographic location?</b>	
1	North
2	Centre
3	South

**Thank you for completing the survey!**