



Mozambique

The World Bank Group
Country Survey FY 2014

Report of Findings
December 2014



CountryOpinionSurveys
THE WORLD BANK GROUP

Acknowledgements

The Mozambique 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 Mozambique country team and the local fielding agency GFK. In particular, PORG is grateful to Rafael Saute (Senior Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Mozambique	10
V. Overall Attitudes toward the World Bank Group.....	18
VI. Sectoral Importance and Effectiveness.....	29
VII. How the World Bank Group Operates	35
VIII. World Bank Group's Knowledge and Instruments	43
IX. The Future Role of the World Bank Group in Mozambique	50
X. Communication and Openness.....	56
XI. Appendices.....	63



I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In July 2014, 304 stakeholders of the WBG in Mozambique 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 180 stakeholders participated in the survey (59% response rate).

Some respondents received the questionnaires through mail, courier, and email and responded accordingly. Other respondents completed questionnaires with a representative of the fielding agency face to face. Respondents were asked about: general issues facing Mozambique; 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 Mozambique; 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'07. 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, D, F, G. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 130).

- A. General Issues Facing Mozambique: Respondents were asked to indicate whether Mozambique 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.

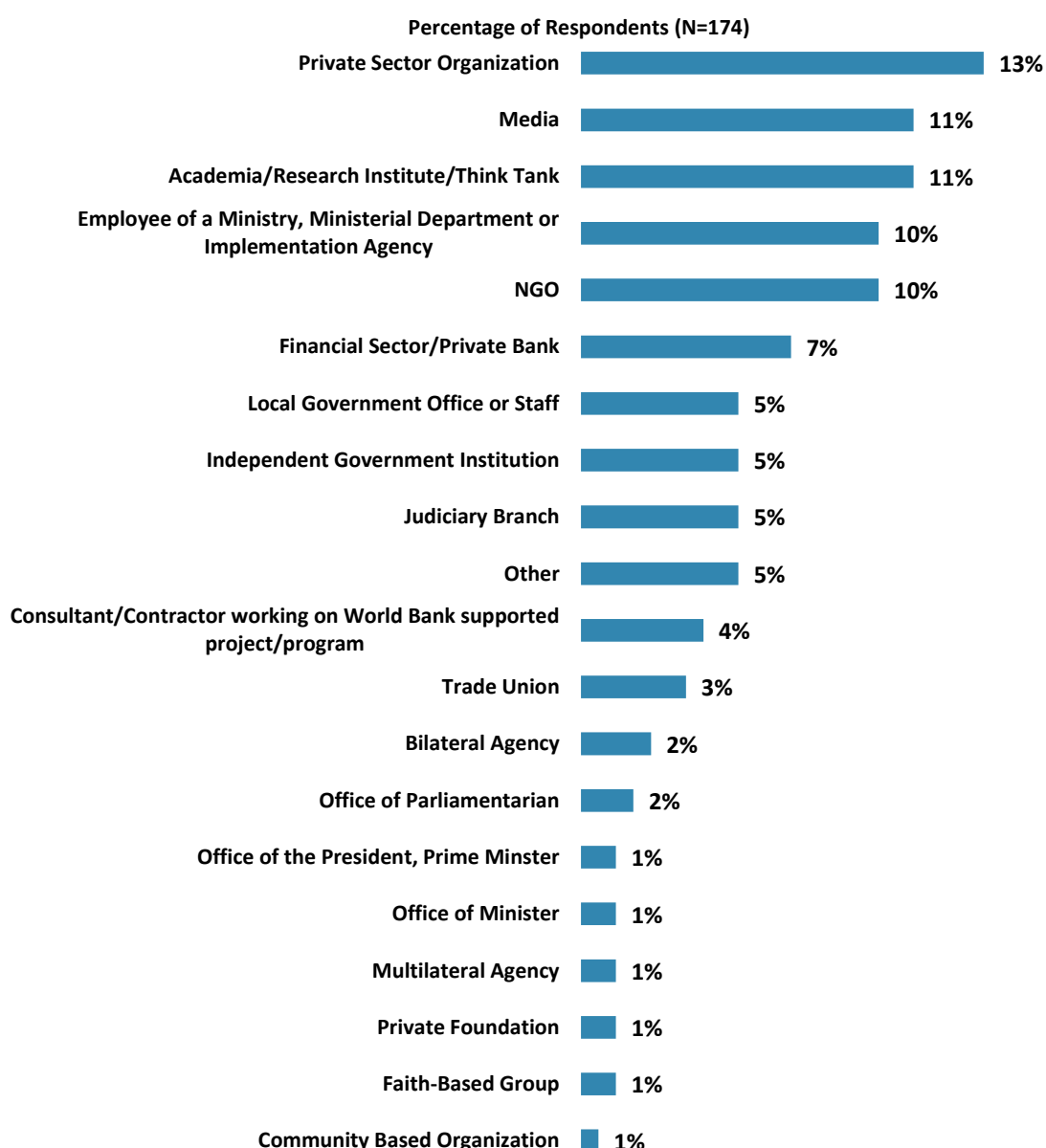
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, its effectiveness in Mozambique, WBG staff preparedness to help Mozambique solve its development challenges, WBG's local presence, WBG's capacity building in Mozambique, 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 Mozambique, 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 Mozambique, the extent to which the WBG meets Mozambique's needs for knowledge services and financial instruments, the extent the WBG helps build existing country systems, the importance for the WBG to be involved in twenty nine development areas, and the WBG's level of effectiveness across these areas, such as transport, education, security and stabilization, poverty reduction, and economic growth.
- 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 extent to which the WBG is adequately staffed locally and the contribution of the WBG's technical assistance to solving Mozambique's development challenges.
- F. The Future Role of the World Bank Group in Mozambique: Respondents were asked to indicate what the WBG should do to make itself of greater value in Mozambique and which services the WBG should offer more of in the country. They were asked what areas the country would benefit most from the WBG playing a leading role and what areas it would benefit most from other donors.
- 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 Mozambique, which WBG agencies they work with, and their geographic locations.

III. Demographics of the Sample

Current Position

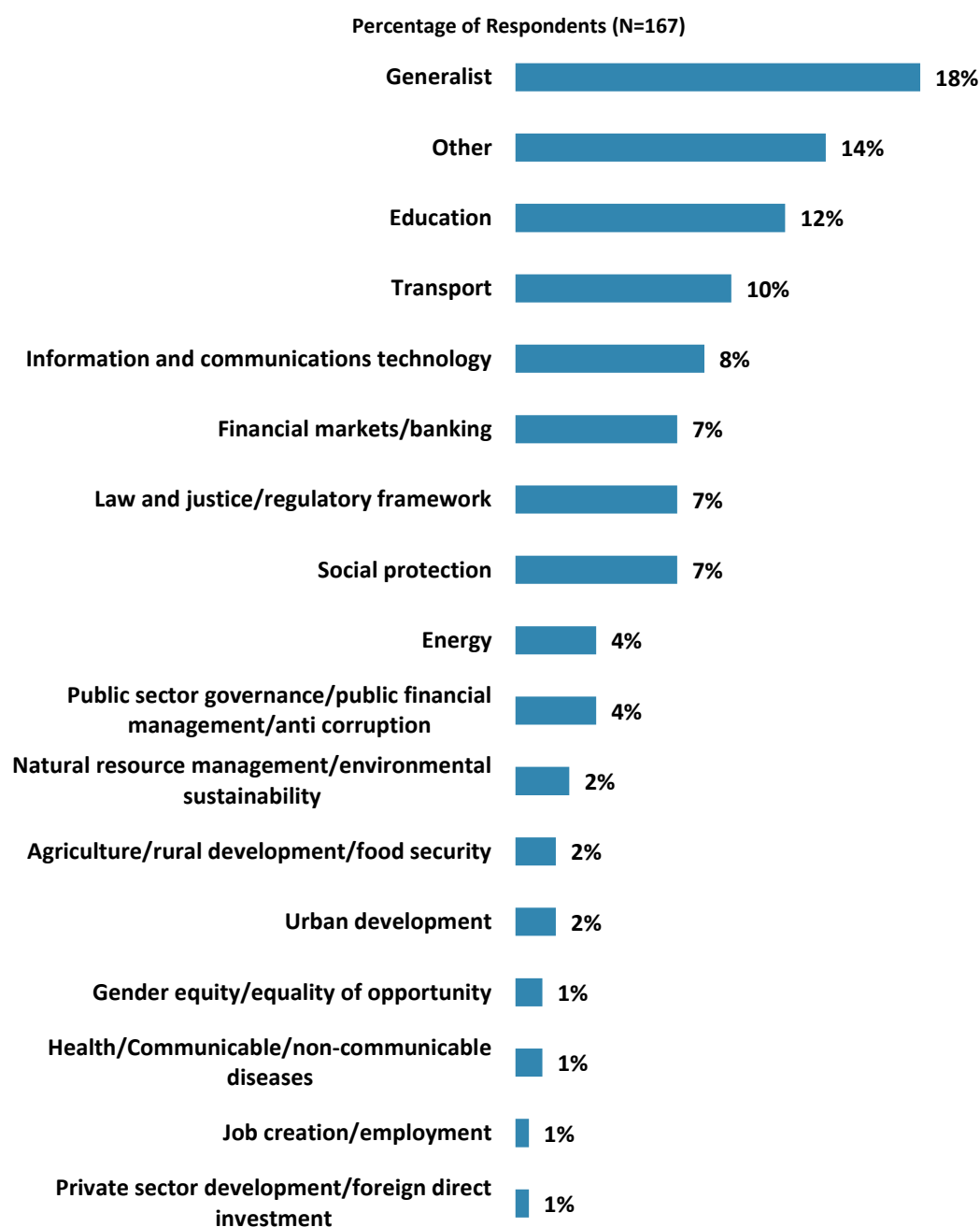
- For further analyses, respondents from ministries/ministerial departments and consultants/contractors working WBG projects were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from bilateral agencies were combined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



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

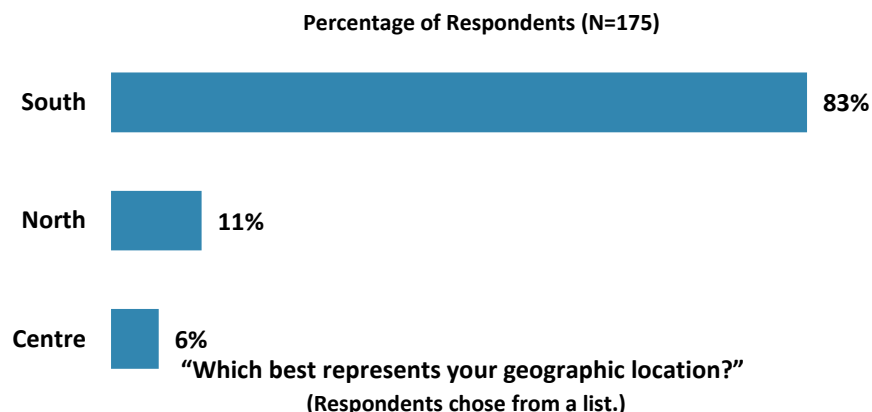


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

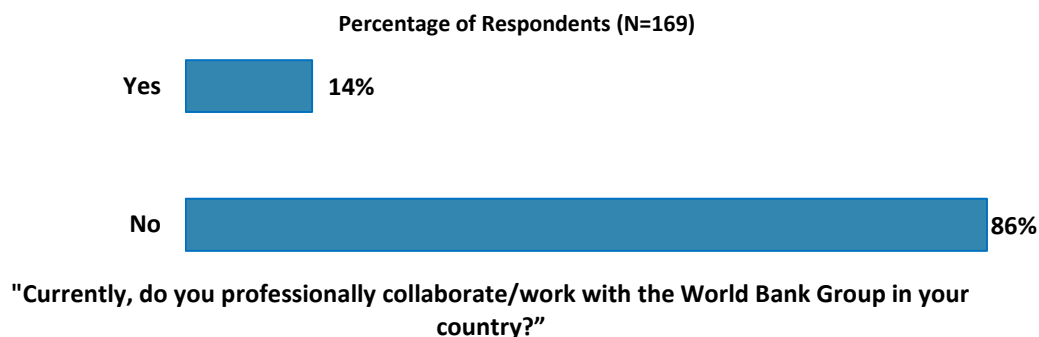
Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 102).



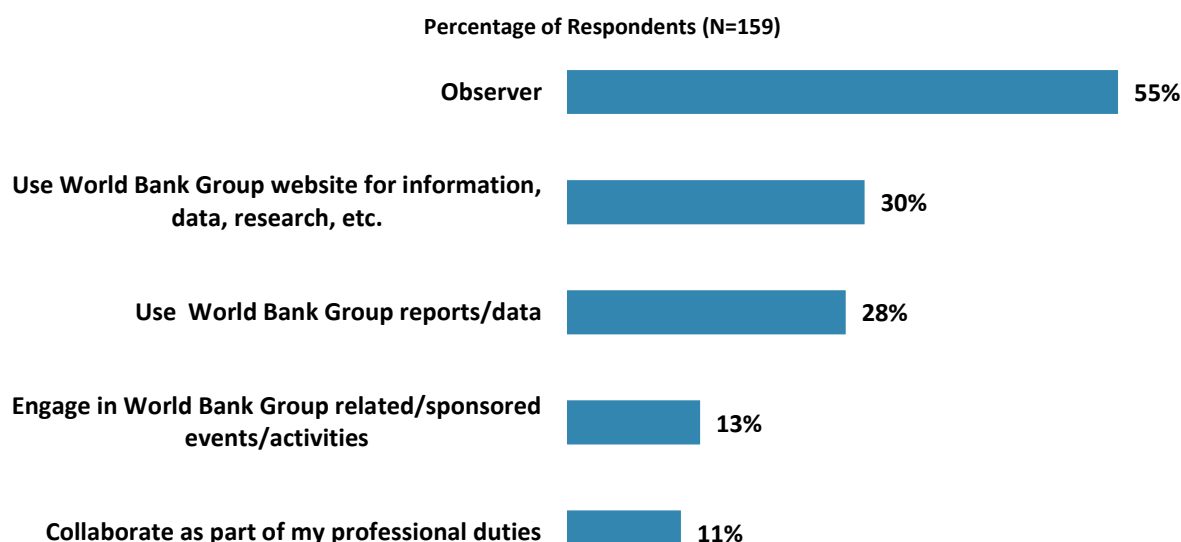
Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Mozambique, can be found in Appendix F (see page 132) and Appendix G (see page 133). 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 F.



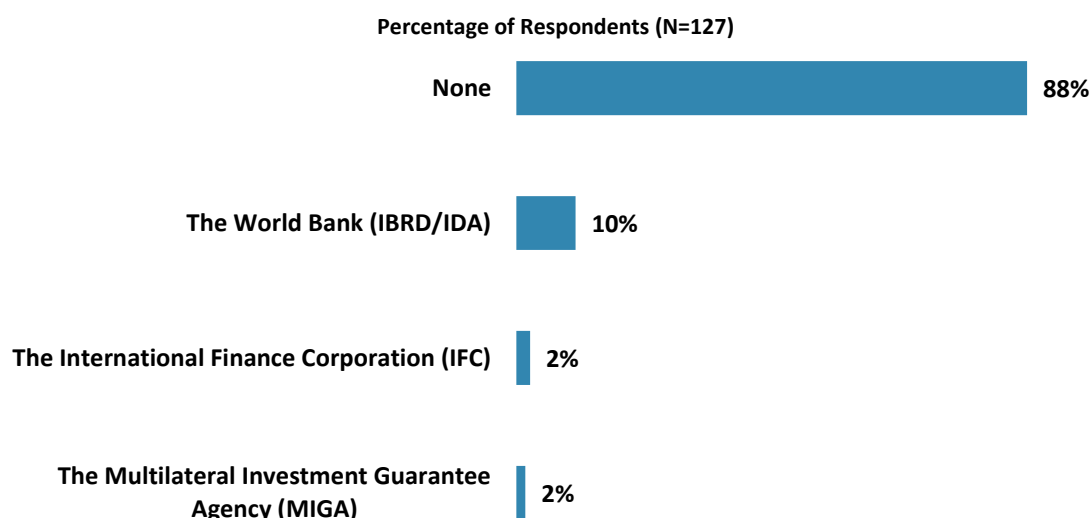
III. Demographics of the Sample (continued)

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



"Which of the following describes most of your exposure to the World Bank Group in Mozambique?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

Exposure to Agencies within the World Bank Group

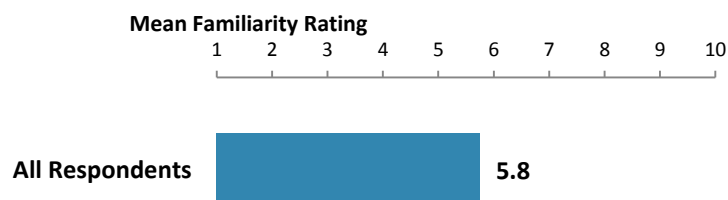


"Which of the following agencies of the World Bank Group do you work with in Mozambique?"
(Select all that apply)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents from ministries and consultants working on WBG projects had the highest levels of familiarity with the WBG, whereas respondents from the media had significantly lower levels of familiarity with the WBG.
- Respondents across geographic locations had statistically similar levels of familiarity with the WBG.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their perceptions of the WBG's overall effectiveness in Mozambique, but not significantly correlated with the respondents' perceptions of the WBG's relevance to Mozambique's development or its ability to help achieve development results in Mozambique.

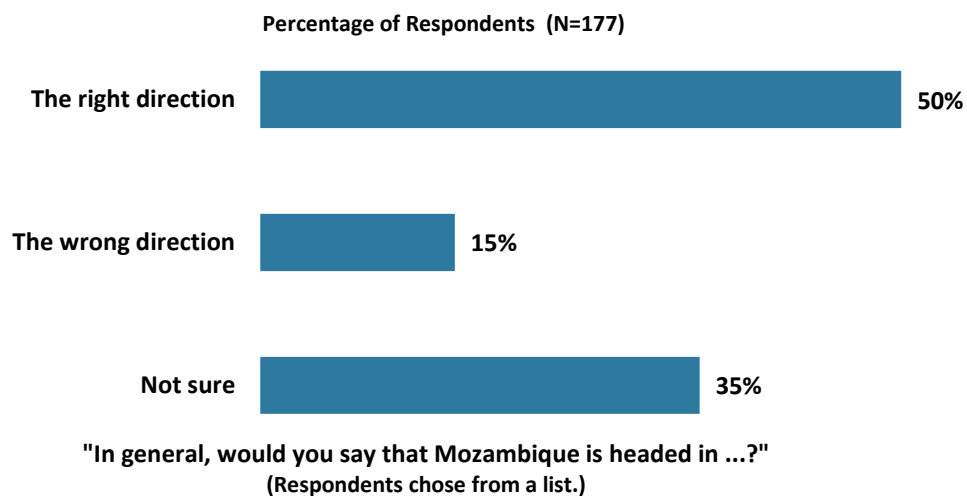


"How familiar are you with the work of the World Bank Group in Mozambique?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Mozambique

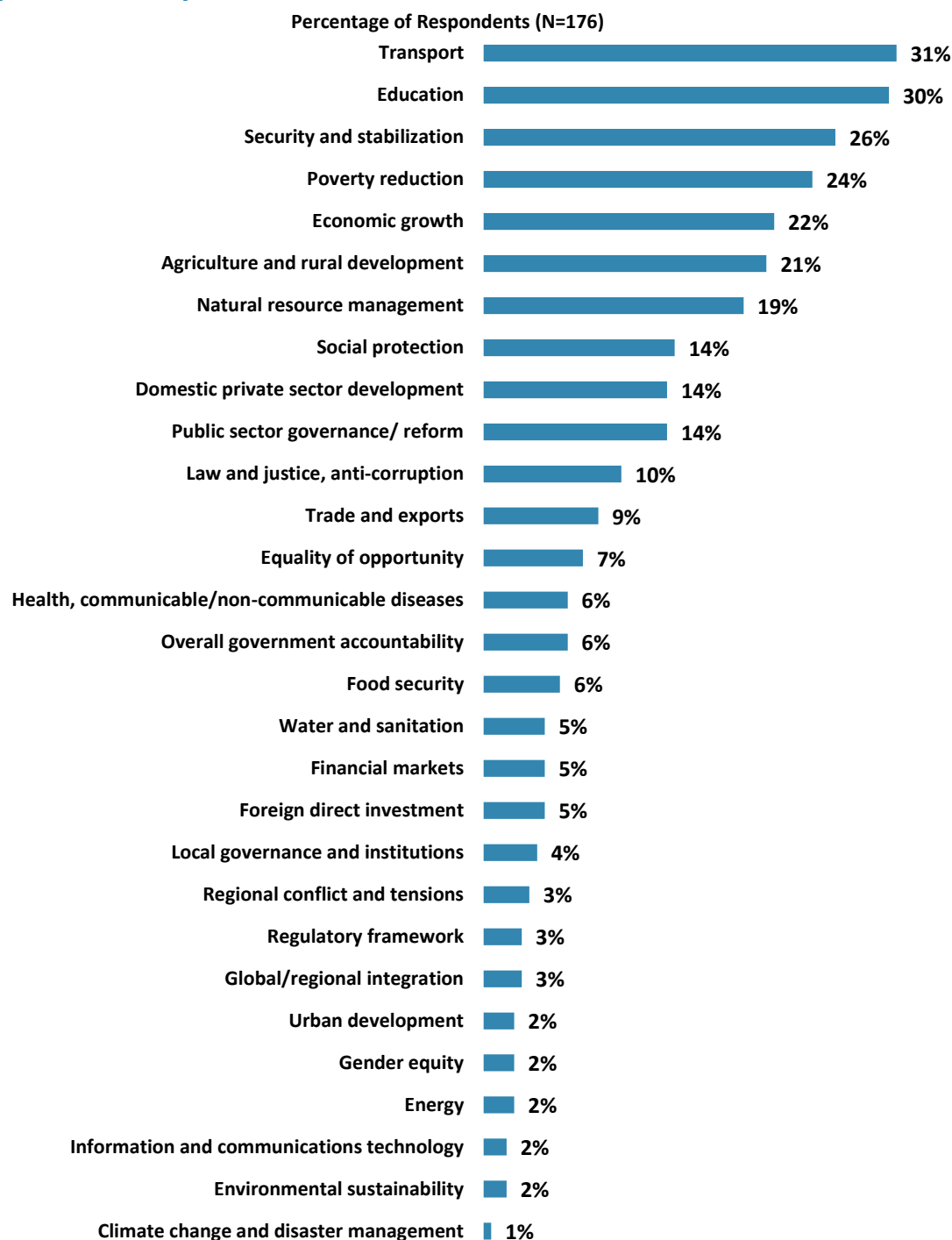
Headed in the Right Direction

- Respondents who professionally collaborate/work with the WBG were significantly more likely to believe that Mozambique is headed in the right direction than respondents who do not collaborate with the WBG.



IV. General Issues Facing Mozambique (continued)

Development Priority



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

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the top development priorities.

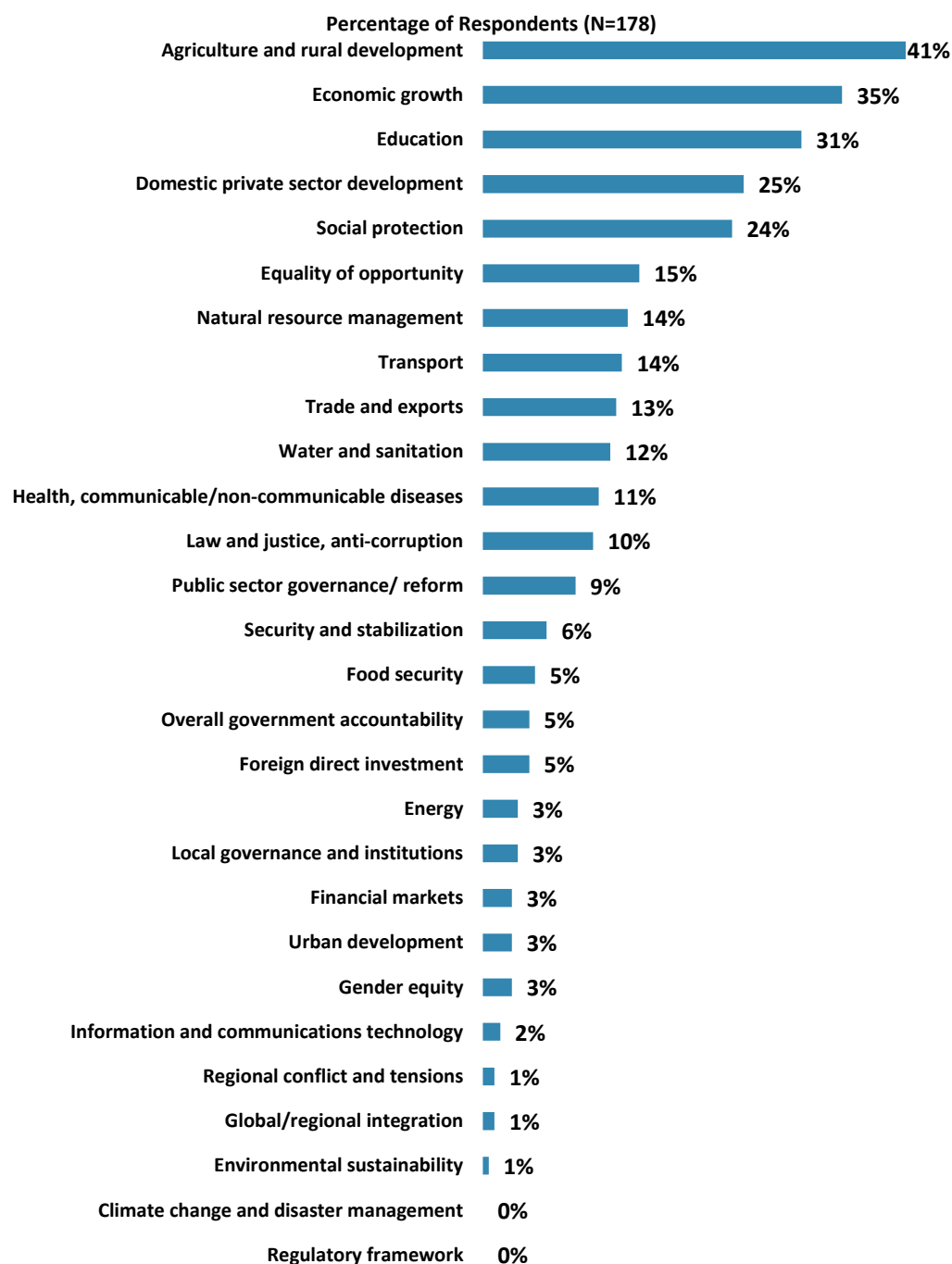
IV. General Issues Facing Mozambique (continued)

Development Priority (continued)

- Respondents across stakeholder groups, geographic locations, and levels of collaboration all agreed that “*education*,” “*transport*,” “*security and stabilization*,” and “*poverty reduction*” are Mozambique’s top development priorities.
- Respondents who primarily specialize in “*education*” (12% of the sample) were significantly more likely to believe that “*security and stabilization*” is Mozambique’s top development priority compared to respondents who specialize in other areas.
- Respondents who primarily specialize in “*education*” (12% of the sample) and those who are “*generalists*” (18% of the sample) were significantly more likely to believe that “*education*” is Mozambique’s top development priority compared to respondents who specialize in other areas.
- Respondents who primarily specialize in “*transport*” (10% of the sample) were significantly more likely to believe that “*economic growth*” is Mozambique’s top development priority compared to respondents who specialize in other areas.

IV. General Issues Facing Mozambique (continued)

What Would Contribute Most to Reducing Poverty



"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 Mozambique?" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.

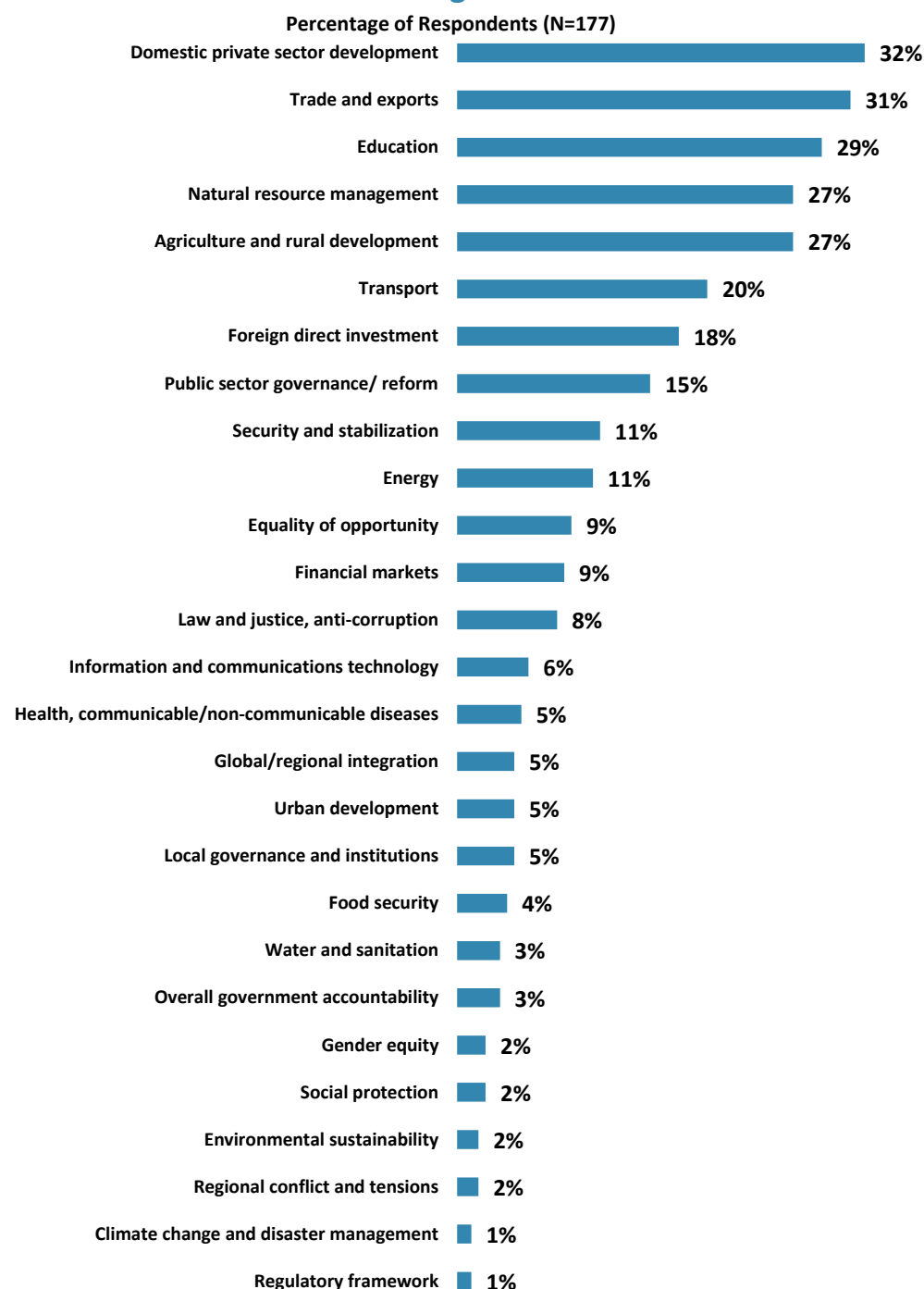
IV. General Issues Facing Mozambique (continued)

What Would Contribute Most to Reducing Poverty (continued)

- While overall “*agricultural and rural development*” is perceived as the greatest contributor to poverty reduction in Mozambique, respondents from the media and independent government institutions were significantly more likely to indicate that “*agricultural and rural development*” is the greatest contributor to reducing poverty in Mozambique compared to respondents from other stakeholder groups.
- Respondents from the South were significantly more likely to indicate that “*agricultural and rural development*” is the greatest contributor to reducing poverty in Mozambique than respondents from North and Centre.
- Respondents who are “*generalists*” (18% of the sample) were significantly more likely to indicate that “*agricultural and rural development*” is the greatest contributor to reducing poverty in Mozambique than respondents who specialize in other development areas.

IV. General Issues Facing Mozambique (continued)

What Would Contribute Most to Generating Economic Growth



"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 Mozambique? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the areas of development that would contribute most to economic growth.

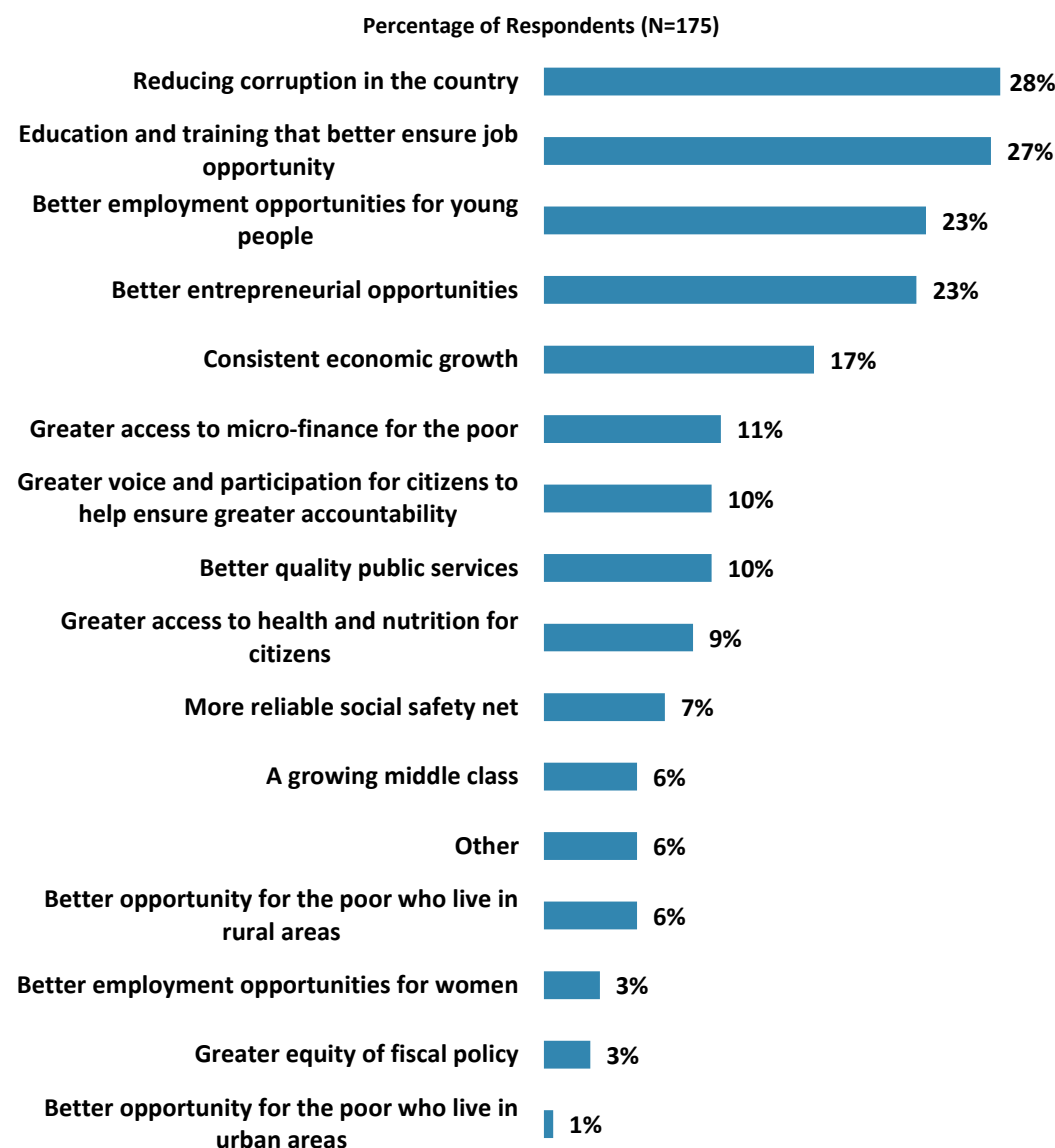
IV. General Issues Facing Mozambique (continued)

What Would Contribute Most to Generating Economic Growth (continued)

- While a plurality of respondents indicated that “*domestic private sector development*” would contribute most to generating economic growth in Mozambique, respondents from South were significantly more likely to indicate so than respondents from North and Centre.
- Respondents who specialize in “*transport*” (10% of the sample) and those who are “*generalists*” (18% of the sample) were significantly more likely to believe that “*domestic private sector development*” would contribute most to generating economic growth in Mozambique than respondents who specialize in other areas.

IV. General Issues Facing Mozambique (continued)

Factors Contributing to “Shared Prosperity”

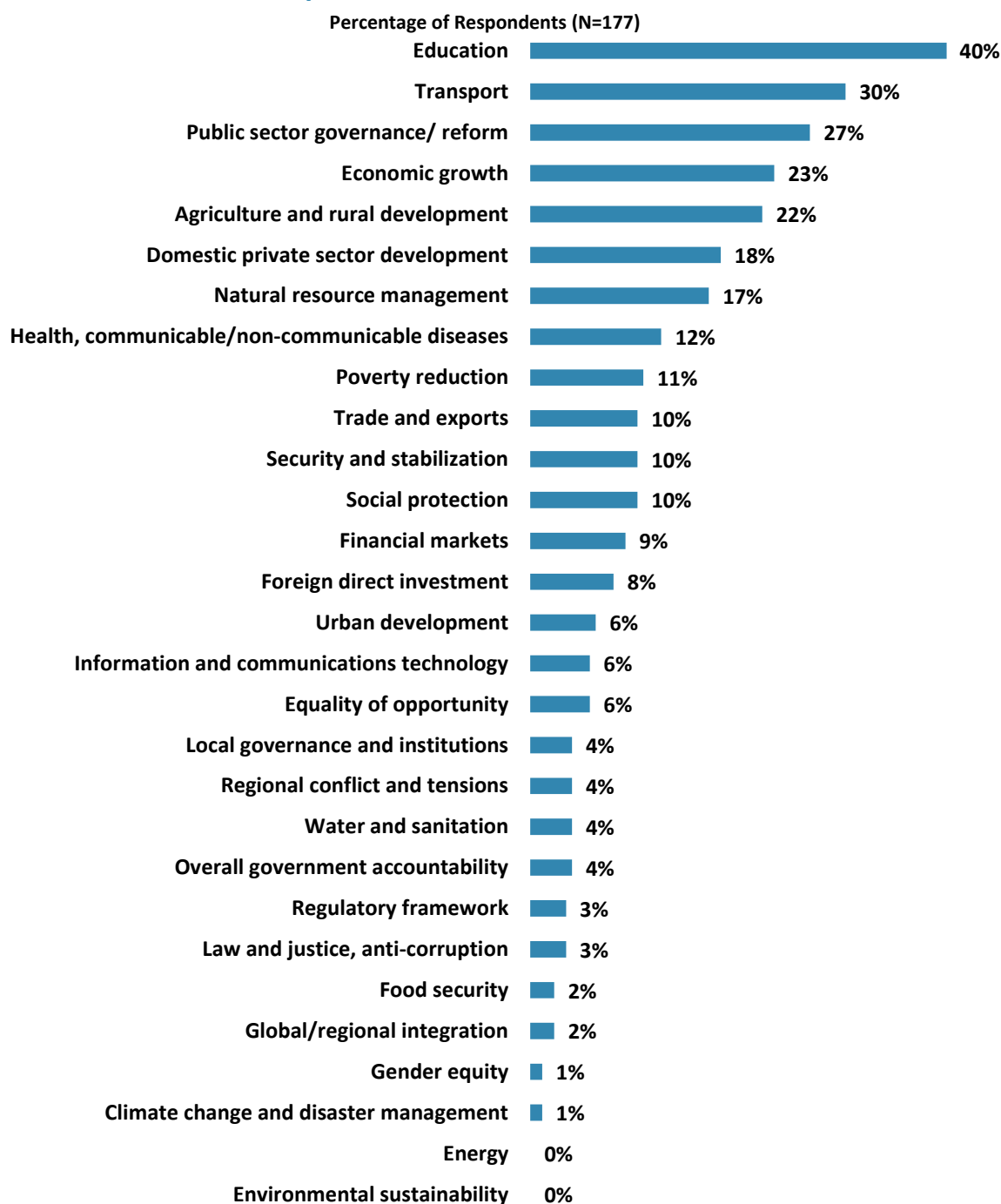


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mozambique?
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources



“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 in Mozambique? (Choose no more than THREE)”

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about which areas the World Bank Group should focus its attention and resources on.

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

Where the World Bank Group Should Focus its Resources (continued)

- Among the top areas in which stakeholders believe the WBG should focus its resources, employees of ministries and consultants working on WBG projects were mostly likely to think that the WBG should focus its resources on “*public sector governance/reform*,” whereas respondents from local governments were significantly less likely to think so.
- Respondent from South were significantly more likely to indicate that the WBG should focus its resources on “*transport*” than respondents from North and Centre.
- Respondent who do not collaborate with the WBG were significantly more likely to indicate that the WBG should focus its resources on “*education*” than respondents who do.
- Respondent who specialize in “*education*” (12% of the sample) were significantly more likely to indicate that the WBG should focus its resources on “*education*” than respondents who specialize in other areas.

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*)

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the Bank Group’s overall effectiveness in Mozambique.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the Bank Group’s overall effectiveness in Mozambique as well.

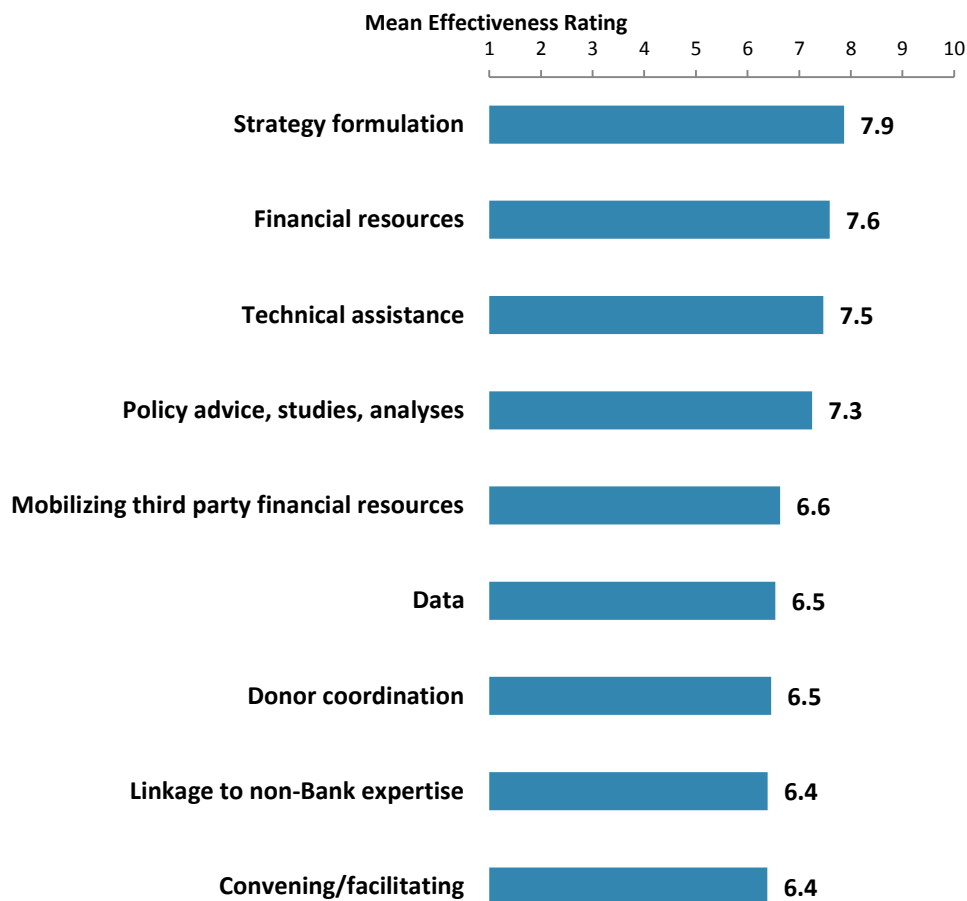


"Overall, please rate your impression of the World Bank Group’s effectiveness in Mozambique."
(1 - "Not effective at all", 10 - "Very effective")

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

Effectiveness of the WBG Activities

- Respondents across stakeholder groups and levels of collaboration had statistically similar ratings for the effectiveness of the following WBG activities in supporting Mozambique's efforts to achieve development results.
- Respondents from Centre gave significantly higher ratings for the effectiveness of the WBG's activities in strategy formulation than respondents from North and South.

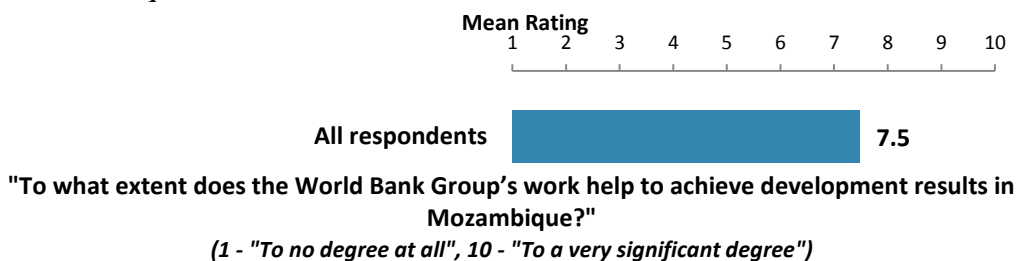


"How effectively do the World Bank Group's activities below support Mozambique's efforts to achieve development results? "
 (1 - "Not effective at all", 10 - "Very effective")

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

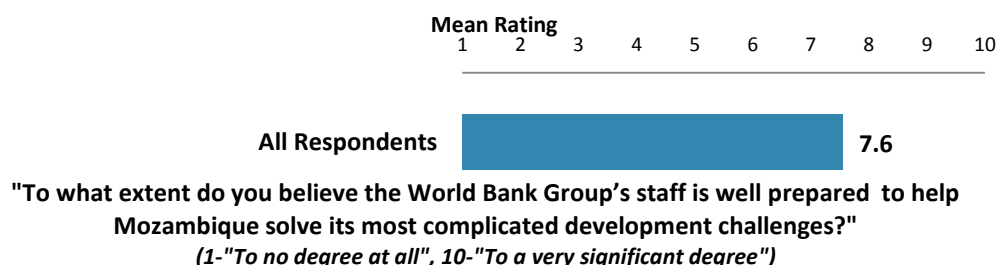
Achieving Development Results *(Indicator Question)*

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's work helped to achieve development results in Mozambique.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the WBG helping achieve development results in Mozambique.

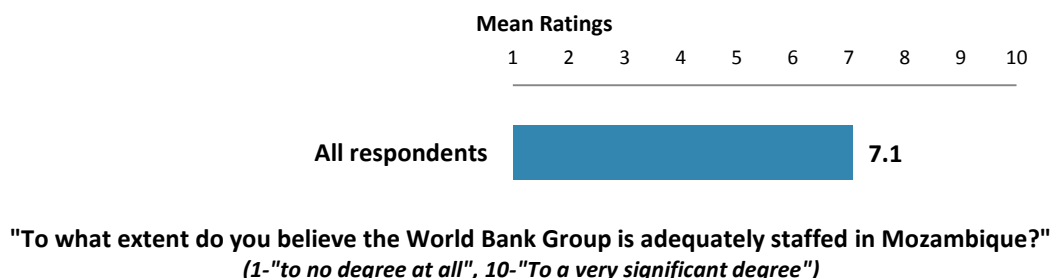


Staff Preparedness *(Indicator Question)*

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Mozambique solve its most complicated development challenges.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Mozambique solve its most complicated development challenges.



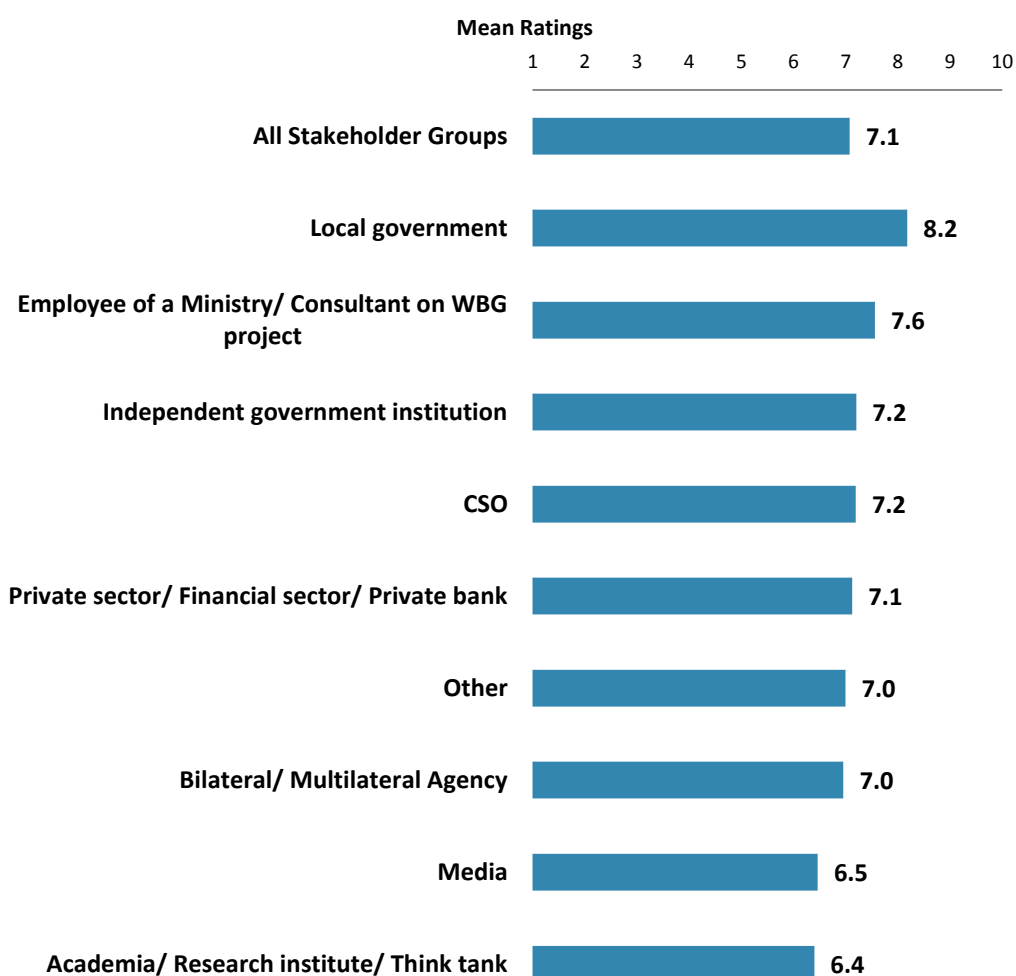
Adequate staffing



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- Respondents across stakeholder groups overall had statistically similar responses to twenty six indicator questions.
- Respondents who do and do not collaborate with the World Bank Group had statistically similar responses to twenty six indicator questions.
- Responses to individual indicator questions by stakeholder groups can be found in Appendix G (page 133).

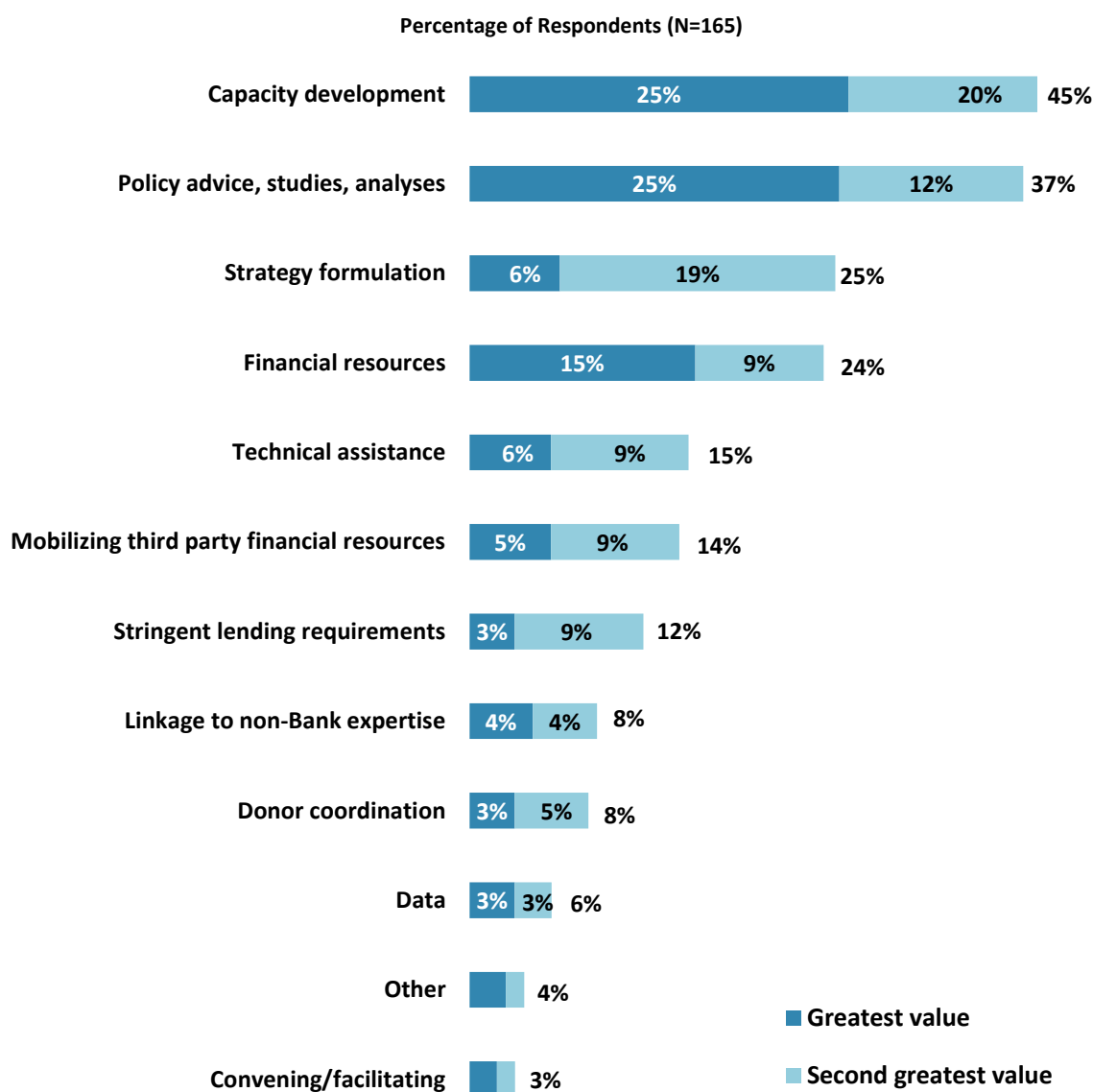


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

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

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

Greatest Value

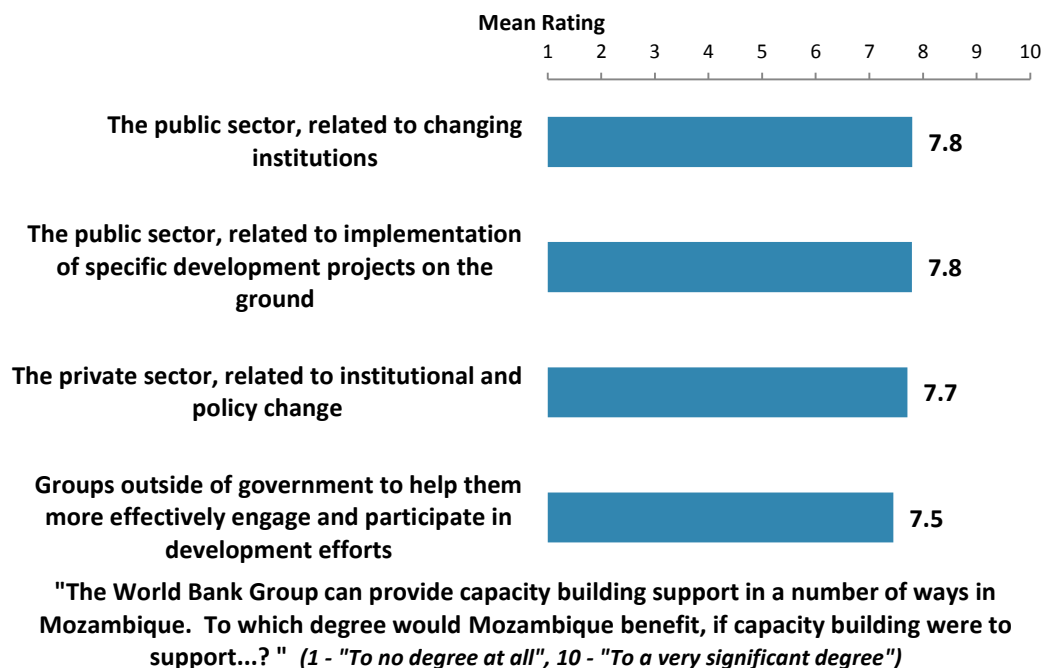


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mozambique?"
(Respondents chose from a list.)

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

Ways of Capacity Building Support

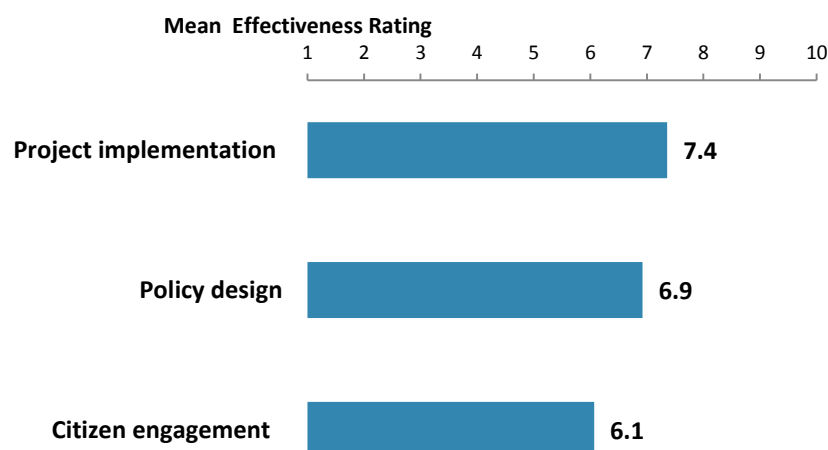
- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which Mozambique would benefit, if capacity building were to support all four areas below.
- Respondents who do and do not collaborate/work with the WBG gave statistically similar ratings for the extent to which Mozambique would benefit, if capacity building were to support all four areas below.



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

Effectiveness of WBG's Capacity Building Work

- Respondents from local governments gave the highest ratings for the WBG's effectiveness in "*project implementation*" and "*citizen engagement*," whereas respondents from academia/research institutes/think tanks and independent government institutions gave significantly lower ratings.
- Respondents from bilateral/multilateral agencies gave the highest ratings for the WBG's effectiveness in "*policy design*," whereas respondents from academia/research institutes/think tanks and independent government institutions gave significantly lower ratings.
- Respondents from Centre gave the highest ratings for the WBG's effectiveness in "*project implementation*" and "*citizen engagement*," whereas respondents from South gave significantly lower ratings.
- Respondents who do and do not professionally collaborate with the WBG had statistically similar ratings for the WBG's effectiveness in all three areas of capacity building work.

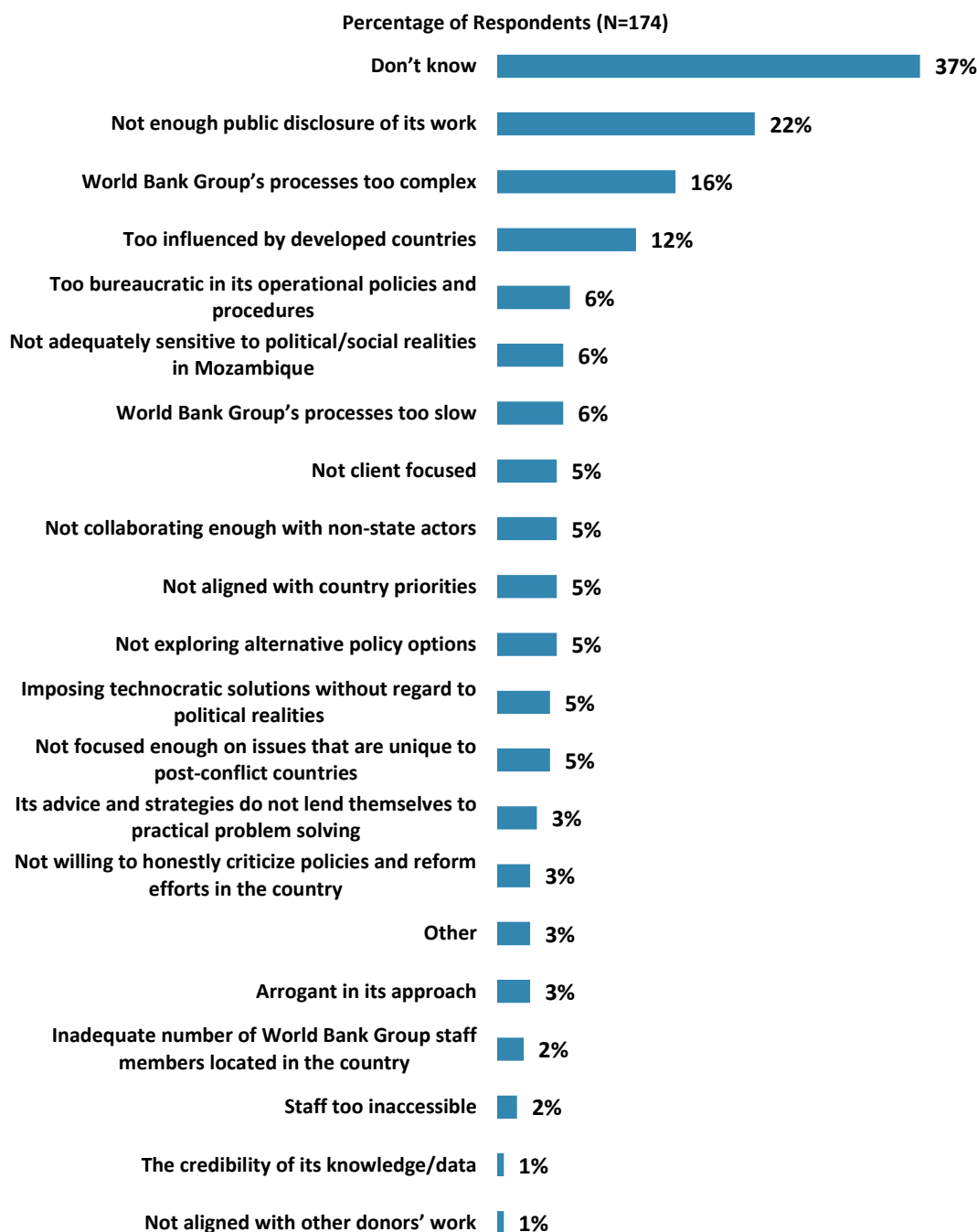


"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mozambique?"
(1 - "Not effective at all", 10 - "Very effective")

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

Greatest Weakness

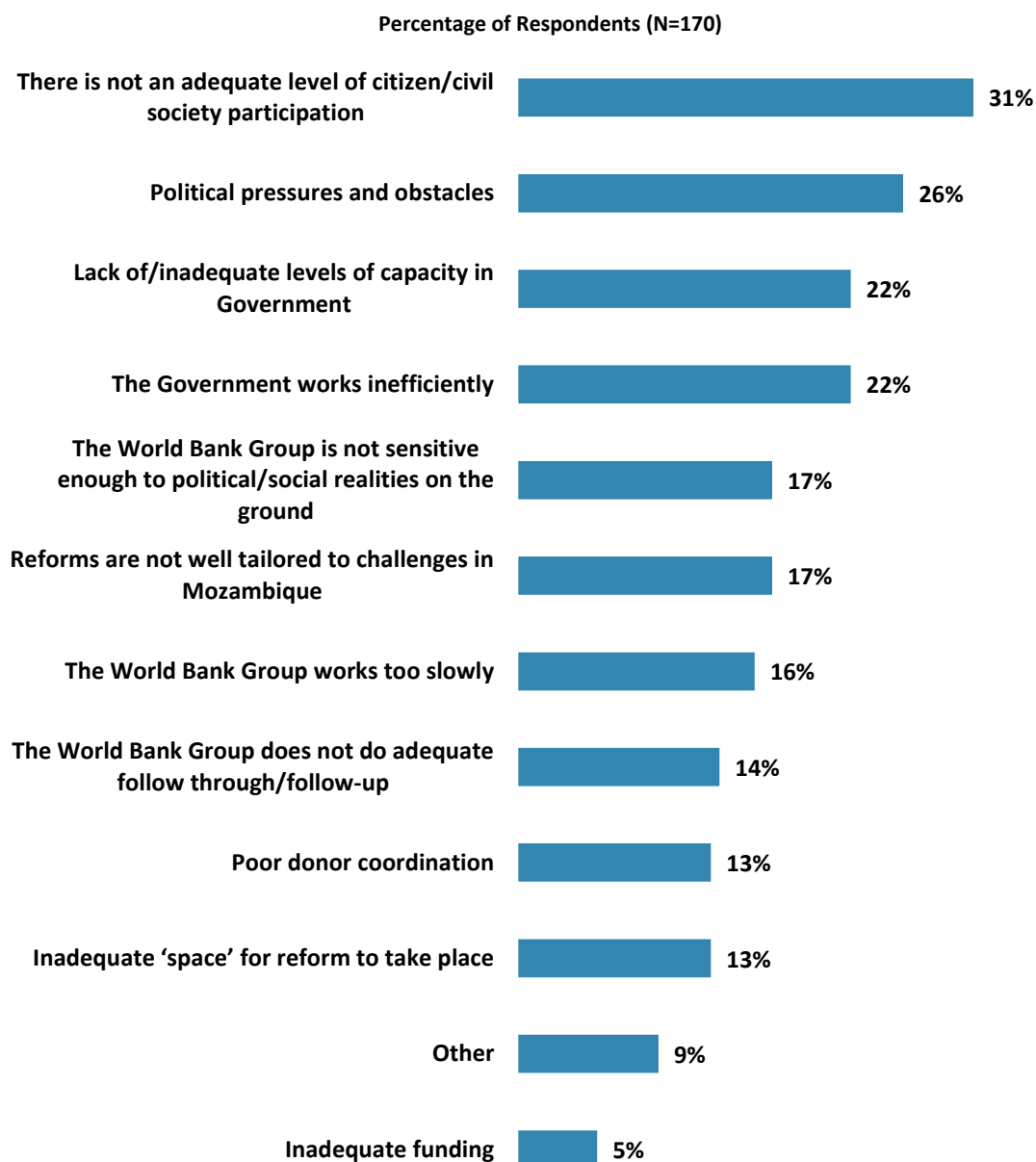
- Although many respondents indicated that they “*don’t know*” which of the following is the WBG’s greatest weakness, a plurality of those who made a choice indicated that “*not enough public disclosure of its work*” is the WBG’s greatest weakness.



"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)"
(Respondents chose from a list. Responses combined.)

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

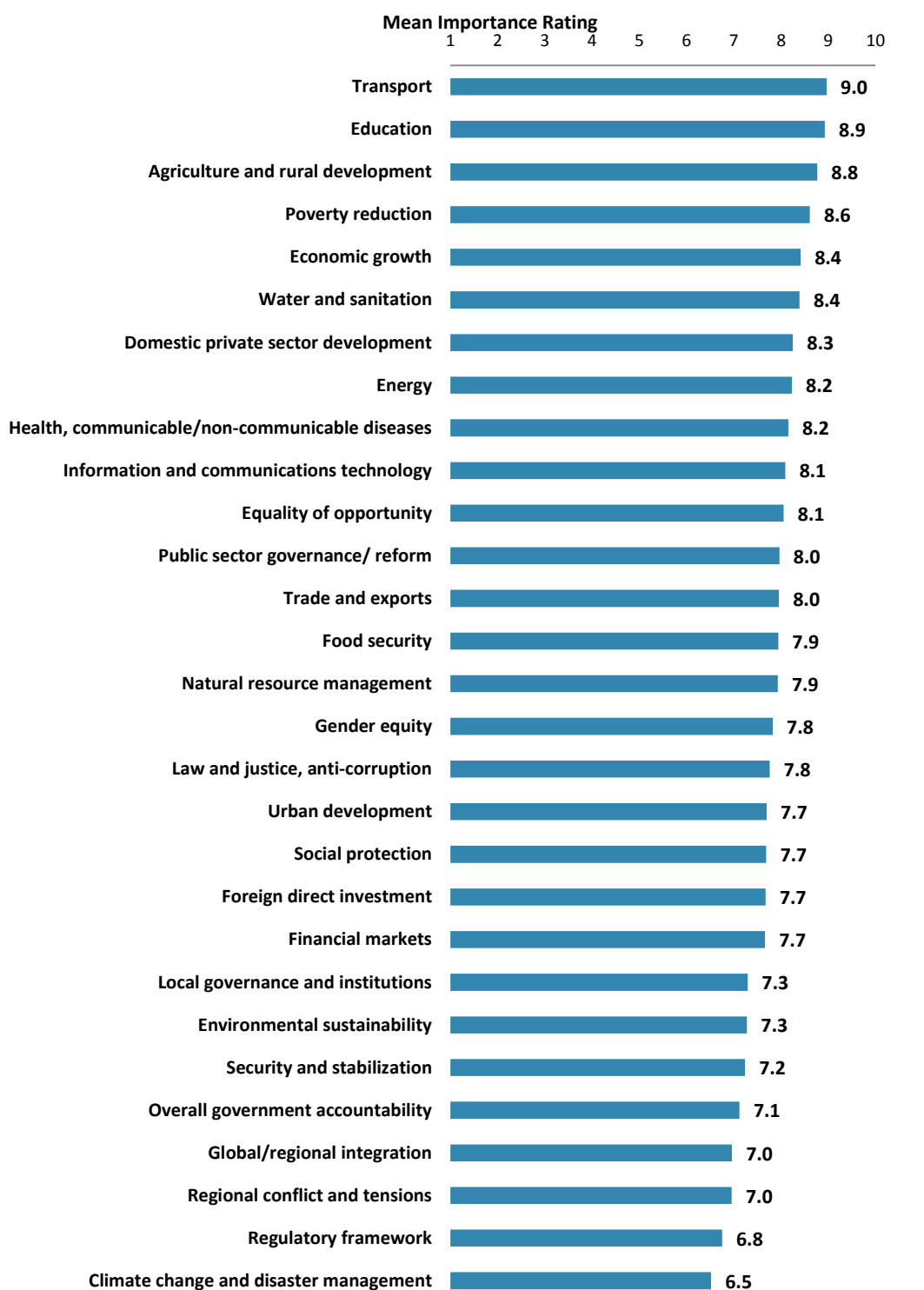
Attributing Failed/Slow Reform Efforts



"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

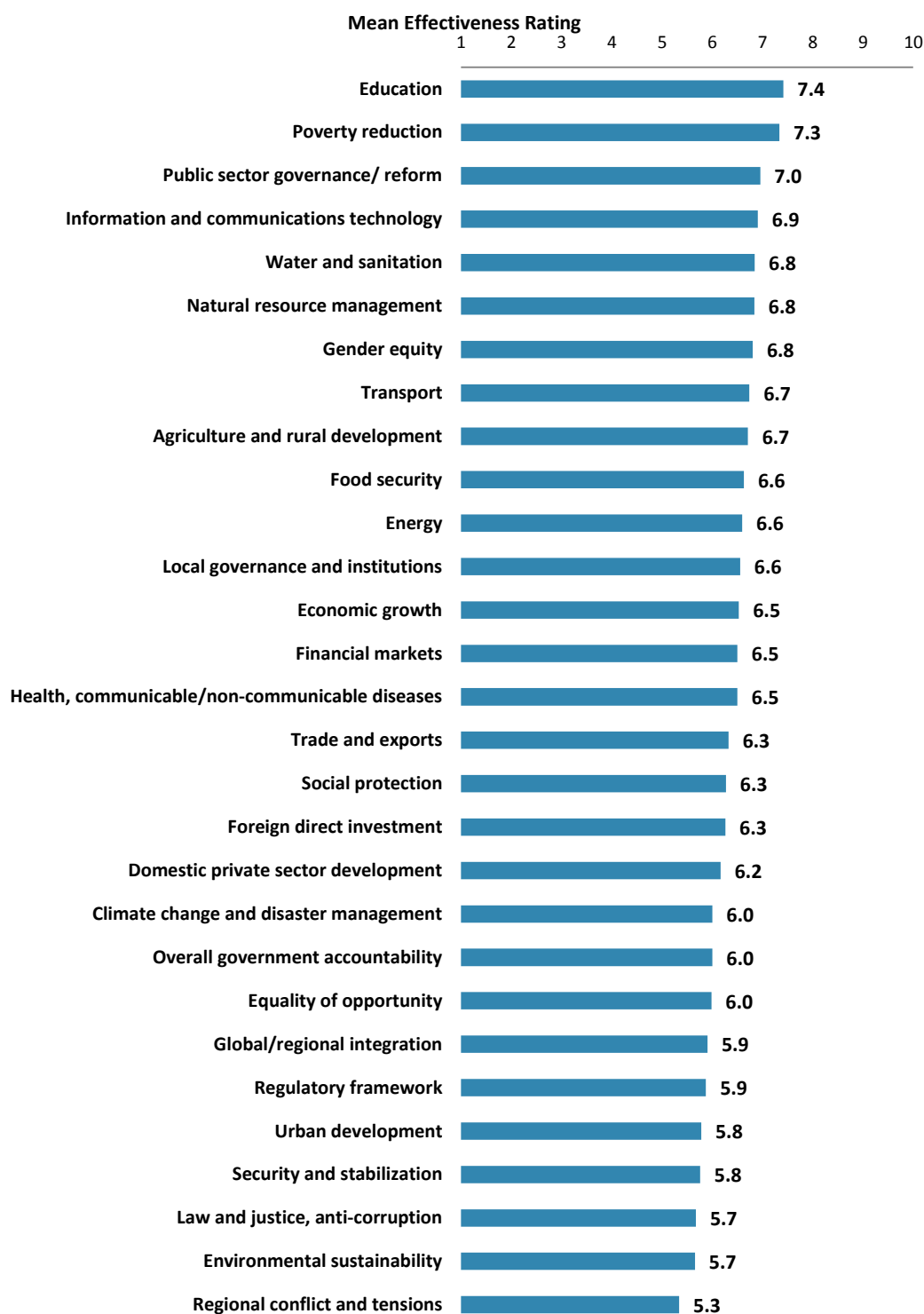


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mozambique?"

(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 Mozambique?"
(1-"Not effective at all", 10-"Very effective")

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas (continued)

- Respondents from ministries and consultants working on WBG projects had the highest ratings for the WBG's effectiveness in "*information and communications technology*," whereas respondents from bilateral/multilateral agencies had significantly lower ratings.
- Respondents from ministries and consultants working on WBG projects had the highest ratings for the WBG's effectiveness in "*environmental sustainability*," whereas respondents from independent government institutions and academia/research institutes/think tanks had significantly lower ratings.
- Respondents from North had significantly lower ratings for the WBG's effectiveness in "*regional conflict and tensions*" and "*domestic private sector development*" than respondents from Centre and South.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 66) 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.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators



"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?" (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)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators (continued)

- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG's effectiveness than respondents who do not collaborate in the following development areas.
 - *Public sector governance/reform;*
 - *Energy;*
 - *Trade and exports;*
 - *Urban development; and,*
 - *Environmental sustainability*

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 Mozambique, bivariate correlational analyses were conducted using respondents' ratings of the twenty nine specific areas of effectiveness.

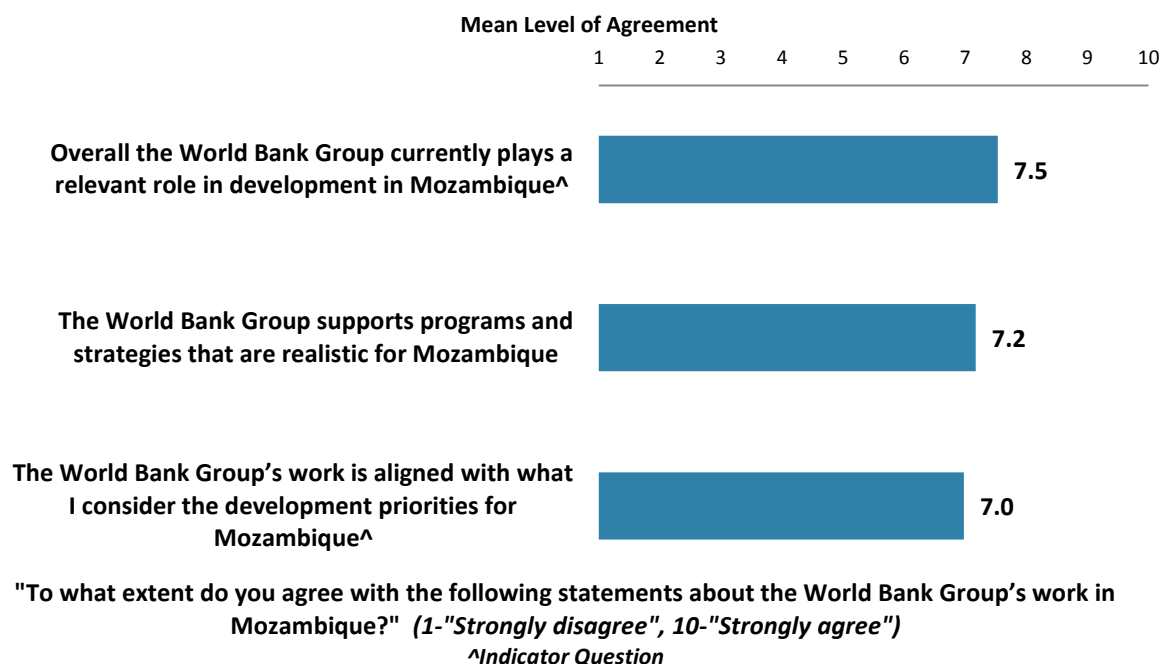
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Mozambique. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at local governance and institutions;
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at education; 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 Mozambique, 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 poverty reduction;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at financial markets; and
 - The WBG's effectiveness at security and stabilization.

VII. How the World Bank Group Operates

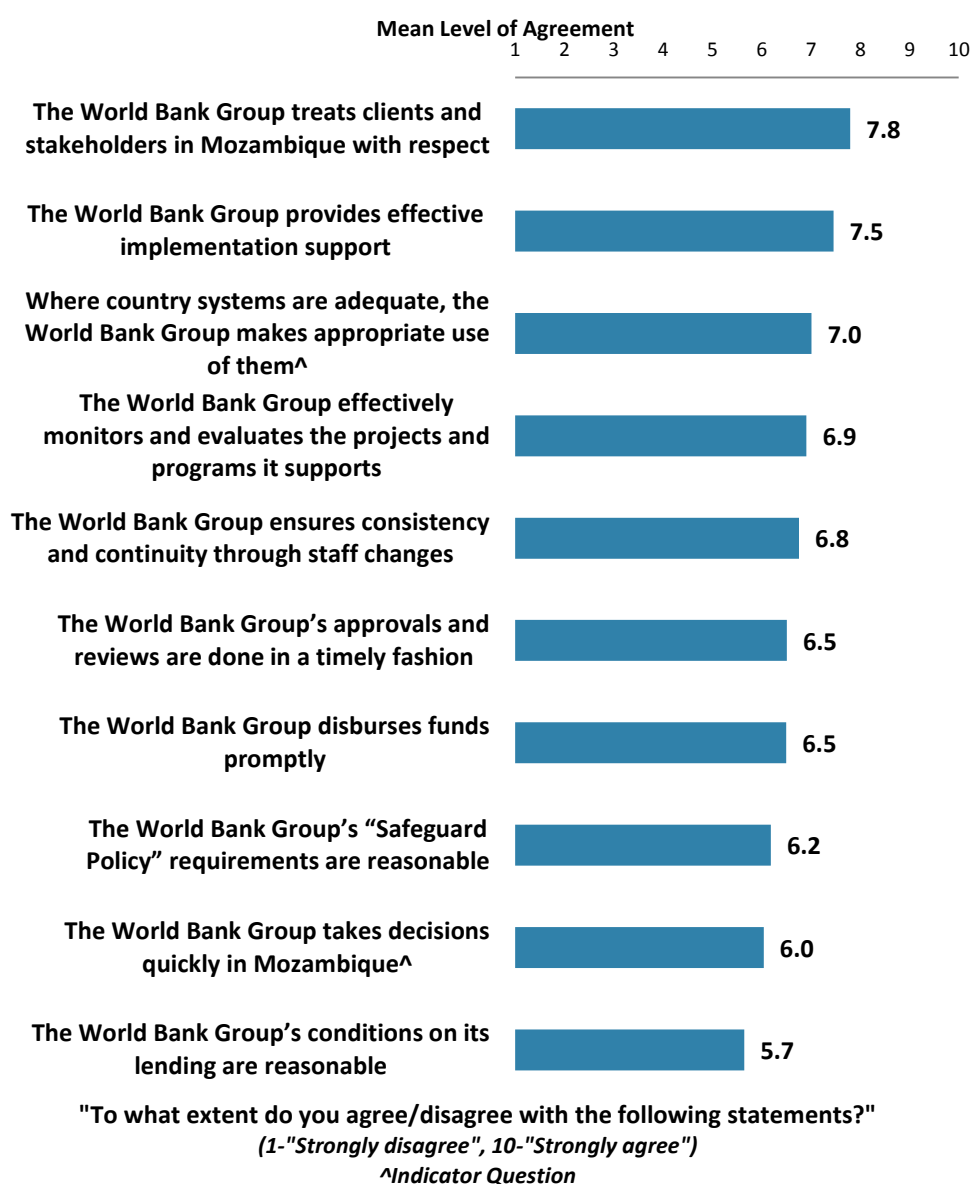
The World Bank Group's Work in Mozambique

- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement with all the following three statements about the WBG's work in Mozambique.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar levels of agreement with all the following three statements about the WBG's work in Mozambique.



VII. How the World Bank Group Operates (continued)

Overall Perceptions



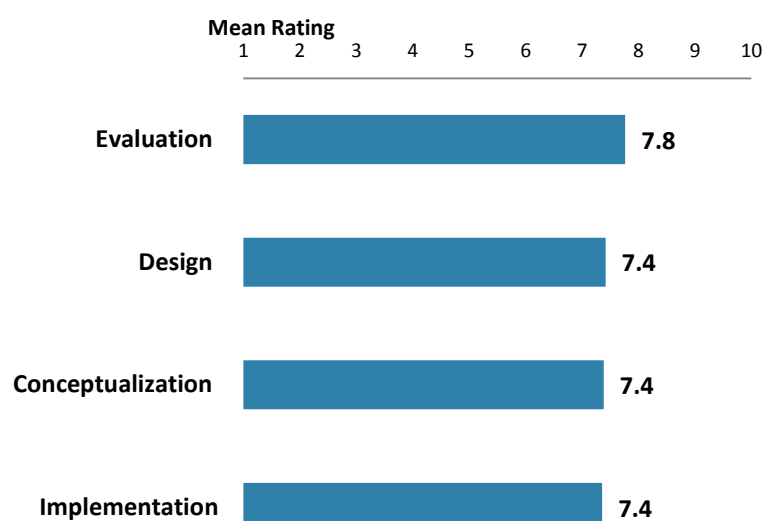
VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

- Respondents from the CSOs had the highest levels of agreement with several of the statements, whereas respondents from ministries and consultants working on WBG projects, in most cases, had significantly lower levels of agreement. These statements include:
 - *The WBG effectively monitors and evaluates the projects and programs it supports*
 - *The WBG's approvals and reviews are done in a timely fashion*
 - *The WBG's conditions on its lending are reasonable*
 - *The WBG takes decisions quickly in Mozambique*
 - *The WBG ensures consistency and continuity through staff changes*
- Respondents across geographic locations and levels of collaboration had statistically similar levels of agreement with all of the statements about the WBG's operations.
- Respondents who do and do not collaborate with the WBG had statistically similar levels of agreement with all of the statements about the WBG's operations.

VII. How the World Bank Group Operates (continued)

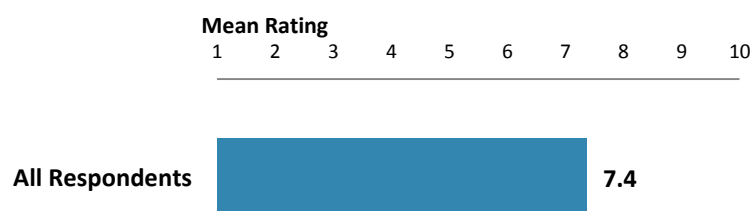
WBG's Technical Assistance/Advisory Work



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

Strengthening Existing Country Systems

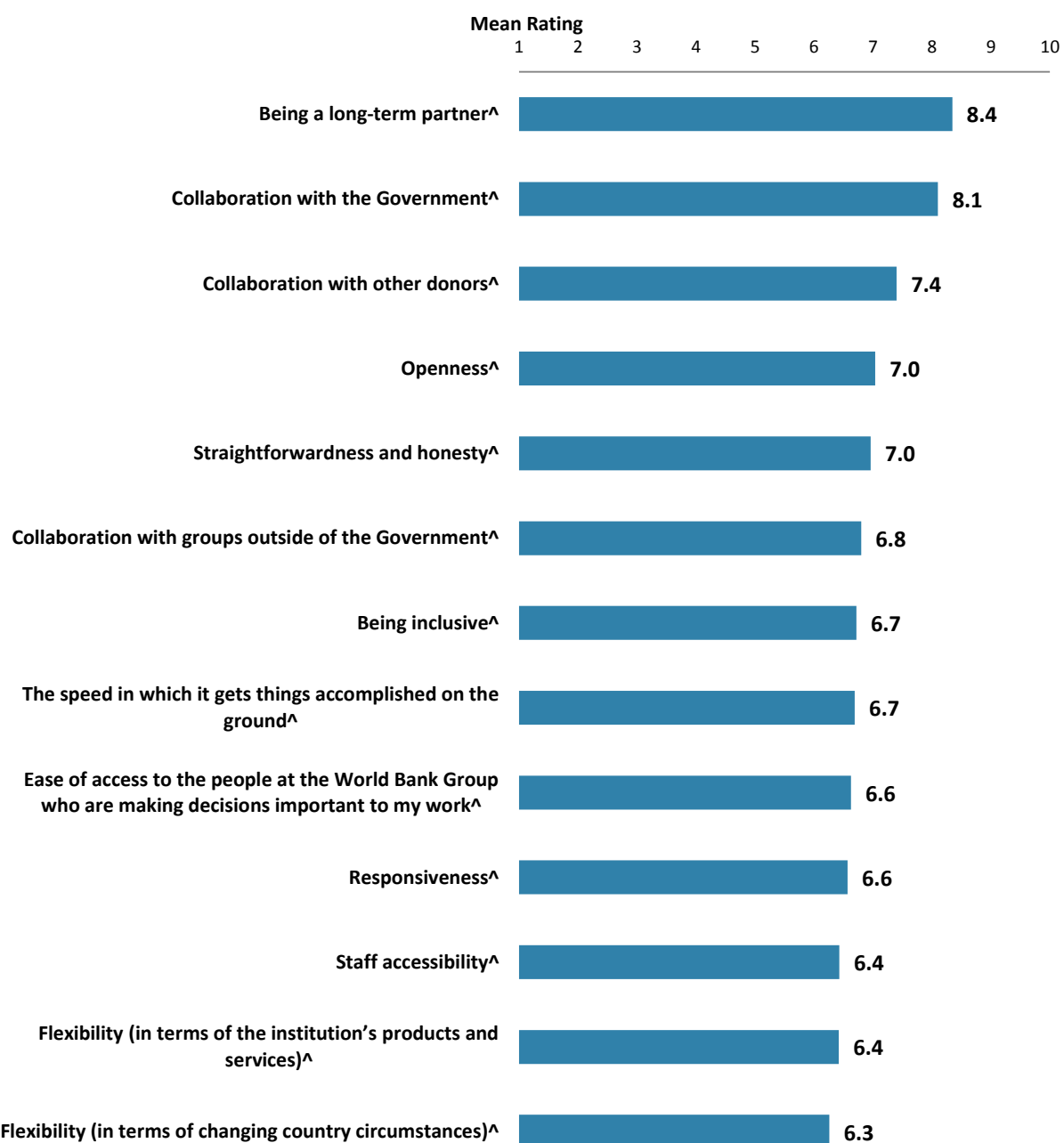
- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the WBG helps build/strengthen existing country systems in Mozambique.
- Respondents who do and do not collaborate with the WBG gave statistically similar ratings for the extent to which the WBG helps build/strengthen existing country systems in Mozambique.



"To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?"
(1-"To no degree at all", 10-"To a very significant degree")

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner



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

^Indicator Question

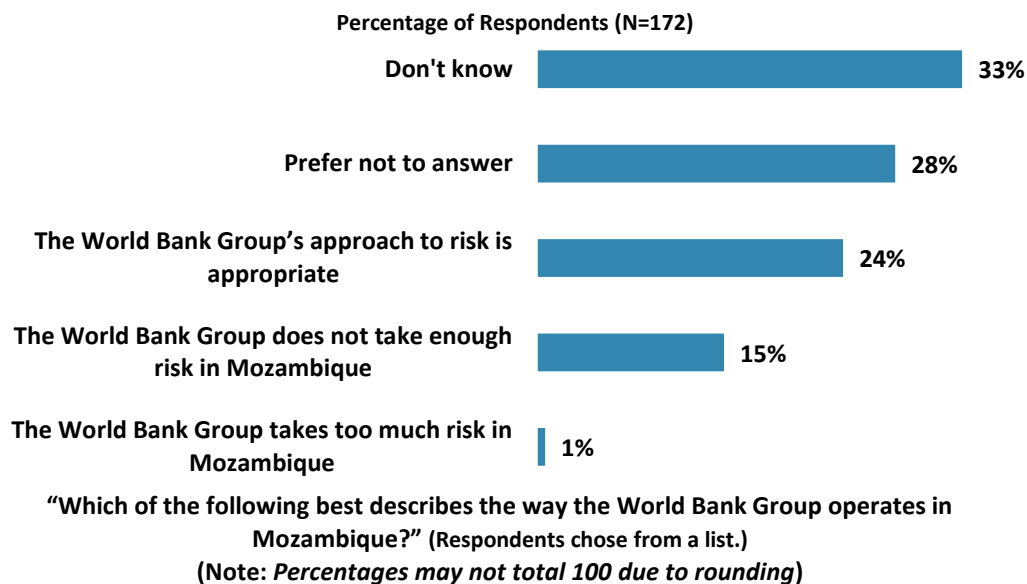
VII. How the World Bank Group Operates (continued)

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

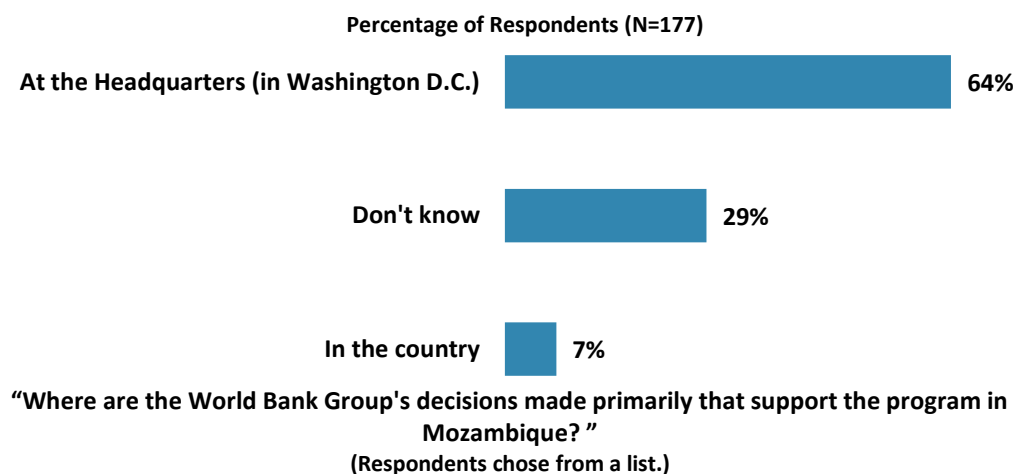
- Respondents across stakeholder groups gave statistically similar ratings for all of the qualities of the WBG as an effective development partner.
- Respondents from Centre tended to give the highest ratings for the “*WBG’s flexibility in terms of the institution’s products and services*”, whereas respondents from South tended to give significantly lower ratings.
- While all respondents gave quite positive ratings for the WBG “*being a long-term partner*,” respondents who professionally collaborate with the WBG tended to give significantly higher ratings for the WBG “*being a long-term partner*” than respondents who do not collaborate.

VII. How the World Bank Group Operates (continued)

The World Bank Group's Approach to Risk in Mozambique

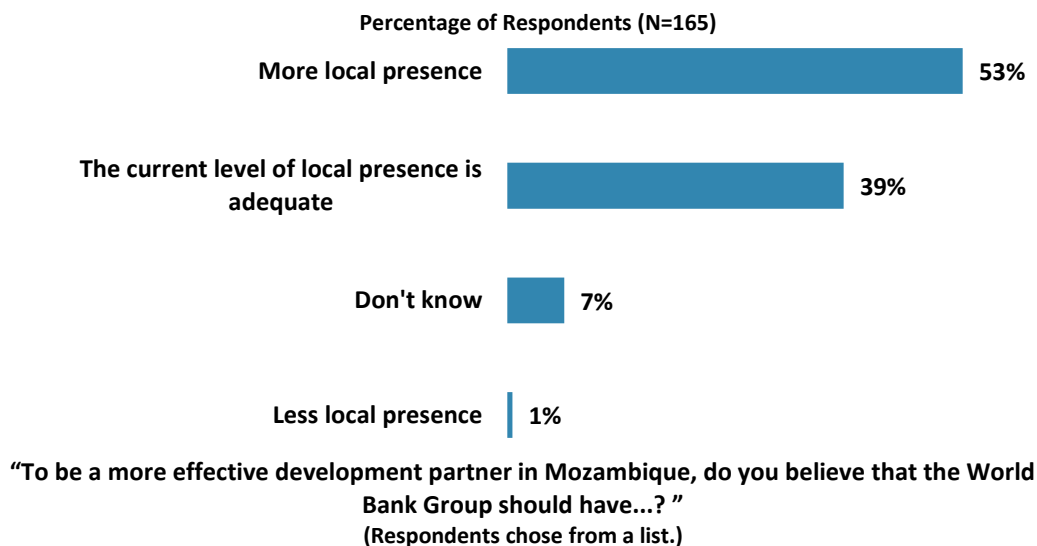


Making Decisions about the WBG Program in Mozambique



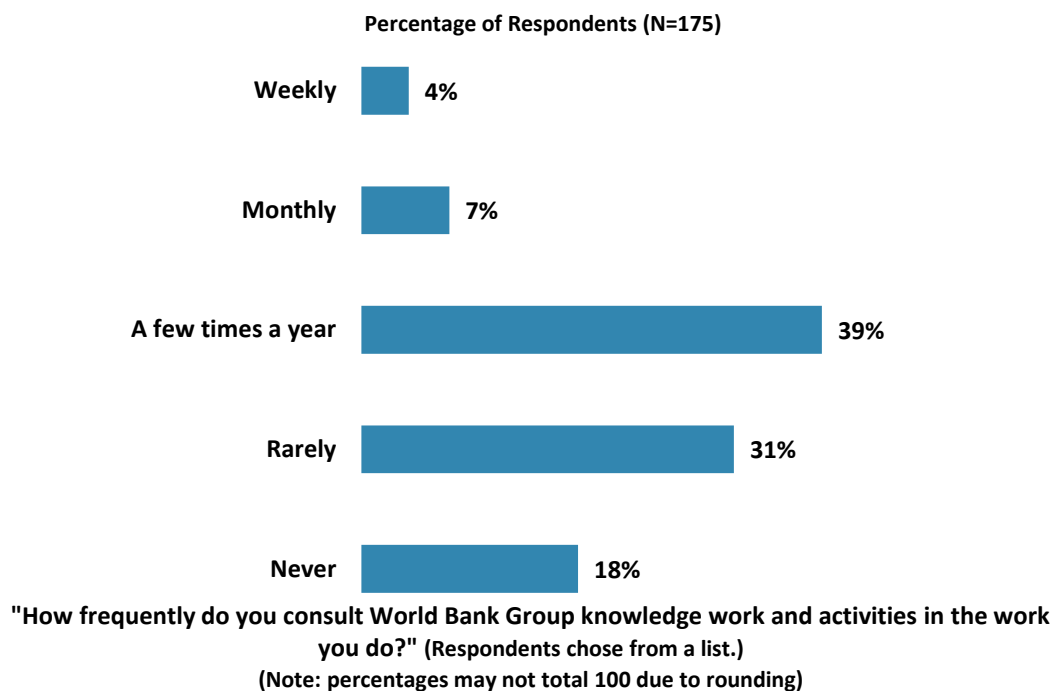
VII. How the World Bank Group Operates (continued)

The World Bank Group's Local Presence in Mozambique



VIII. World Bank Group's Knowledge and Instruments

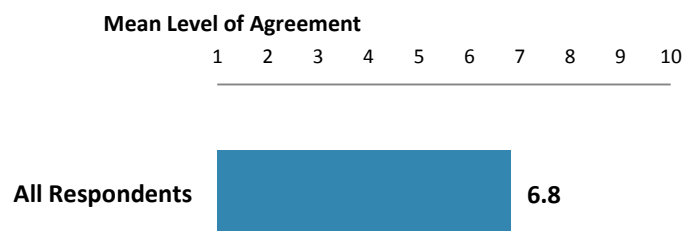
Frequency of Consulting WBG Knowledge Work



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

Meeting Mozambique's Knowledge Needs (*Indicator Question*)

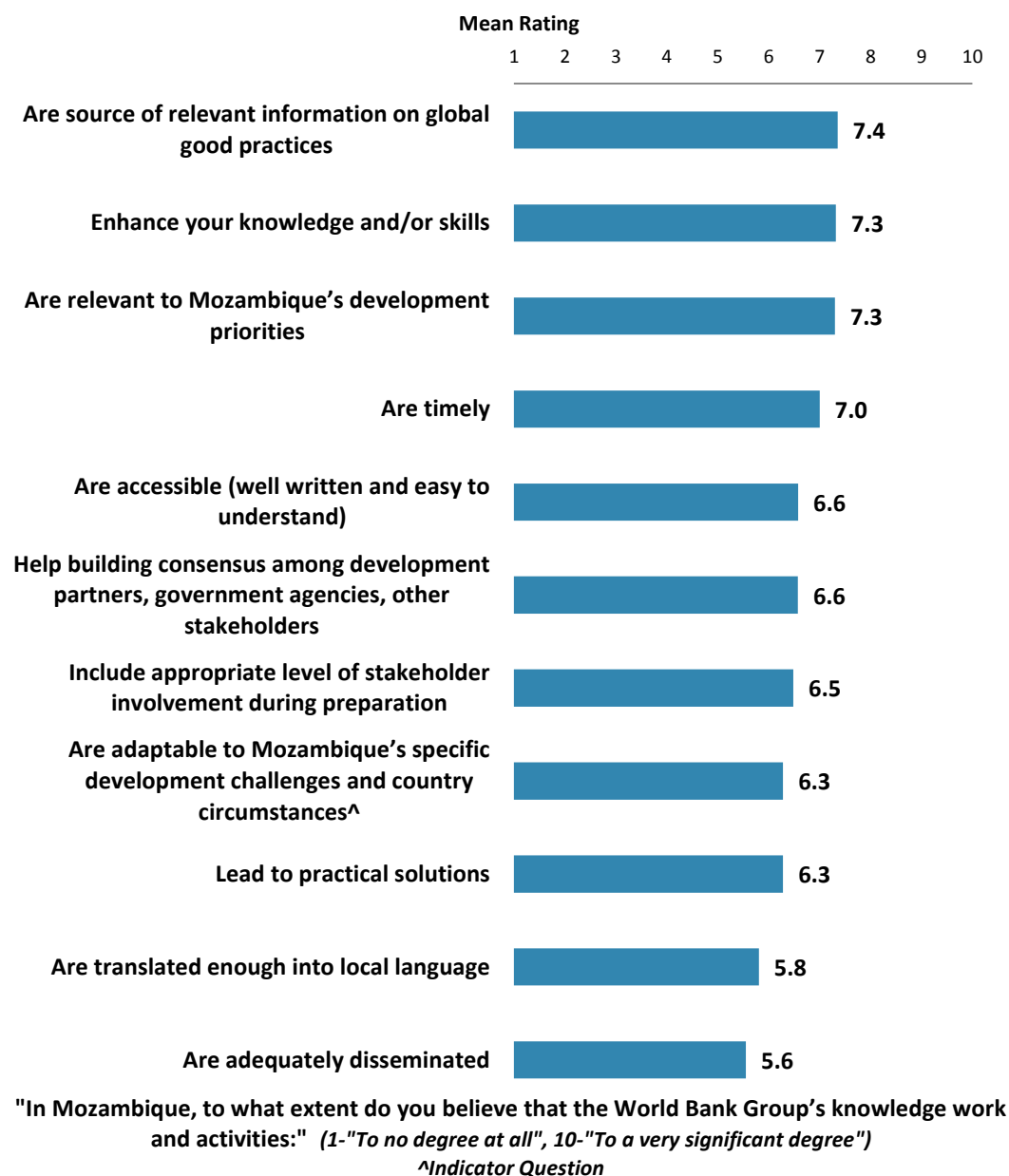
- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement that World Bank Group meets Mozambique's needs for knowledge services.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement that World Bank Group meets Mozambique's needs for knowledge services.



"The World Bank Group meets Mozambique'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



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

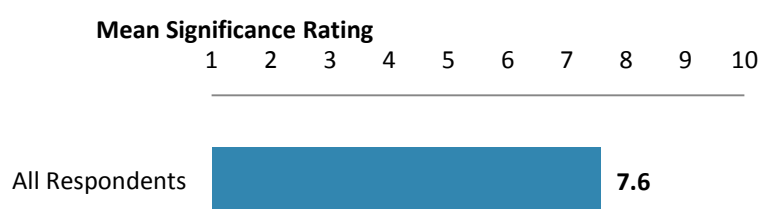
Qualities of the WBG's Knowledge Work and Activities (continued)

- Respondents from local governments have the highest ratings for the extent to which the WBG knowledge work and activities are “*timely*,” “*including appropriate level of stakeholder involvement during preparation*,” “*relevant to Mozambique's development priorities*,” and “*source of relevant information on global good practices*,” whereas respondents from independent government institutions had significantly lower ratings.
- Respondents from North had significantly higher ratings for the extent to which the WBG knowledge work and activities are “*timely*,” “*including appropriate level of stakeholder involvement during preparation*,” and “*relevant to Mozambique's development priorities*,” compared to respondents from Centre and South.
- Respondents from Centre had significantly higher ratings for the extent to which the WBG knowledge work and activities are “*leading to practical solutions*,” “*adequately disseminated*,” and “*adaptable to Mozambique's specific development challenges and country circumstances*,” compared to respondents from North and South.
- Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG knowledge work and activities are “*adequately disseminated*,” than respondents who do not collaborate with the WBG.

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

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

- Respondents from local governments had the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Mozambique, whereas respondents from the media had significantly lower ratings.
- Respondents from South had significantly lower ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Mozambique than respondents from North and Centre.
- Respondents who do and do not 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 Mozambique.



"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*)

- Respondents from local governments had the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from academia/research institutes/think tanks had significantly lower ratings.
- Respondents from North gave the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from South gave significantly lower ratings.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the technical quality of the WBG's knowledge work and activities.

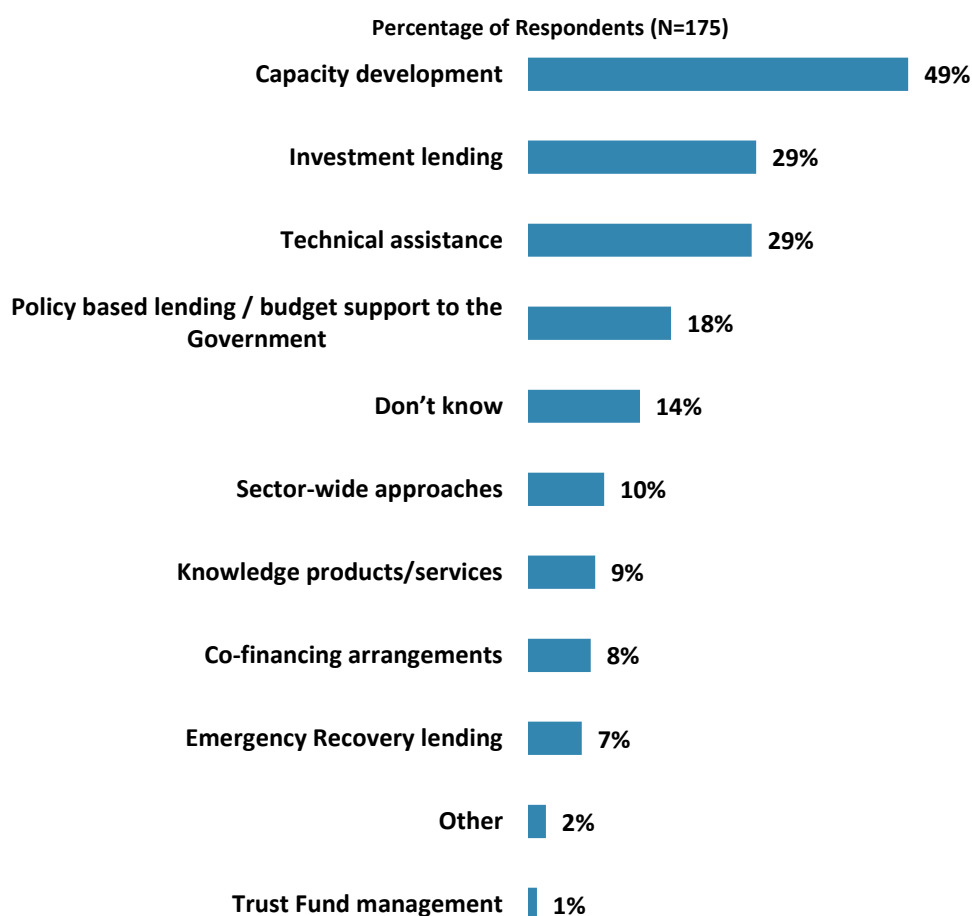


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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

Most Effective Instruments in Reducing Poverty

- Respondents from independent government institutions were significantly more likely to indicate that the most effective instrument in reducing poverty in Mozambique is “*technical assistance*” compared to respondents in other stakeholder groups.
- Respondents across stakeholder groups, geographic locations and levels of collaboration agreed that “*capacity development*” is the most effective instrument in Mozambique to reduce poverty.



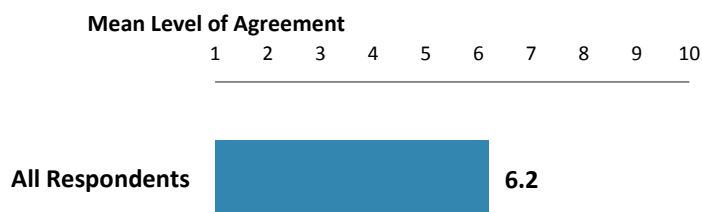
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mozambique?"

(Respondents chose from a list. Responses combined.)

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

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

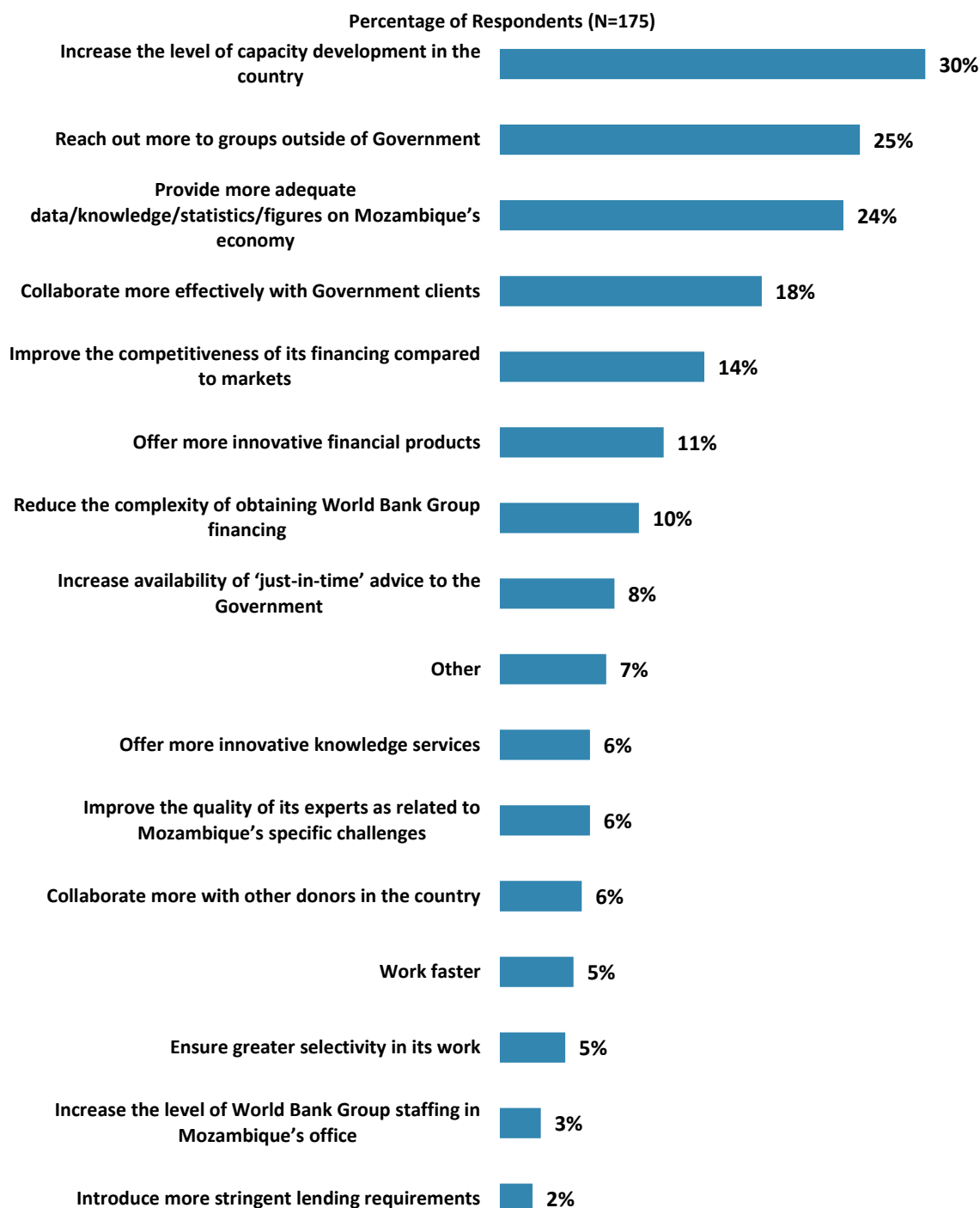
- Respondents from ministries and consultants working on WBG projects had the highest levels of agreement that the WBG's financial instruments meet the needs of Mozambique, whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.
- Respondents across geographic locations and levels of collaboration had statistically similar levels of agreement that the World Bank Group's financial instruments meet Mozambique's needs.



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

IX. The Future Role of the World Bank Group in Mozambique

Making the World Bank Group of Greater Value



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

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

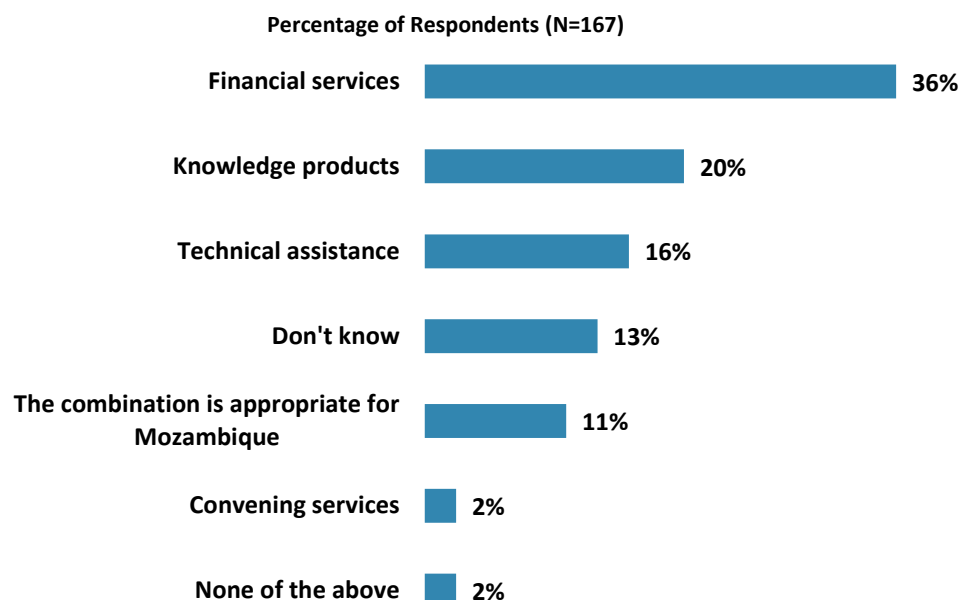
Making the World Bank Group of Greater Value (continued)

- Respondents from the Centre were significantly more likely to indicate that the WBG should “*reach out to more groups outside Government*” than respondents from other stakeholder groups.
- Respondents from bilateral/multilateral agencies were significantly more likely to indicate that the WBG should “*offer more innovative knowledge services*” than respondents from other stakeholder groups.
- Respondents who professionally collaborate/work with the WBG were significantly more likely to indicate that the WBG should “*offer more innovative financial products*” than those who do not collaborate with the organization.

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

World Bank Group's Services in Mozambique

- A plurality of respondents across stakeholder groups, geographic locations, and levels of collaboration agreed that the WBG should offer more financial services in Mozambique.

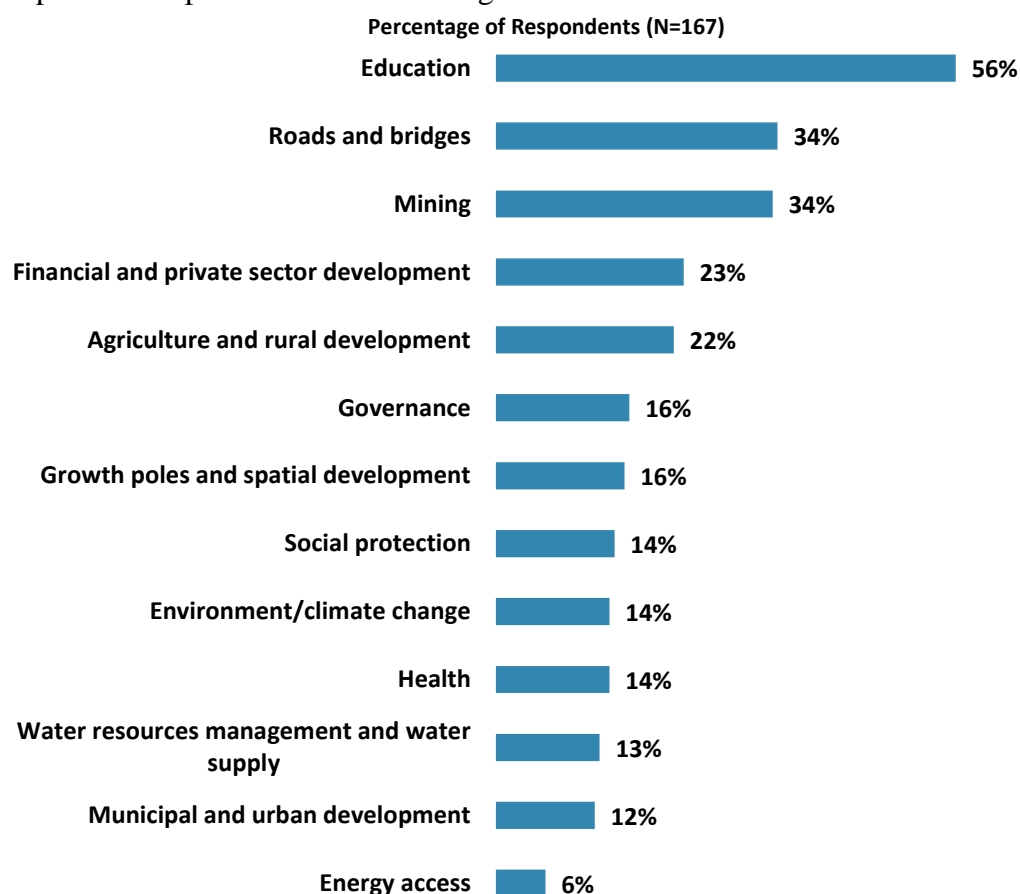


"When considering the combination of services that the World Bank Group offers in Mozambique, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mozambique?"
(Respondents chose from a list.)

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

World Bank Group Playing a Leading Role

- Respondents from academia/research institutes/think tanks were significantly *more* likely to indicate that the Mozambique would benefit most from the WBG playing a leading role in “*roads and bridges*” compared to respondents from other stakeholder groups.
- Respondents from bilateral/multilateral agencies were significantly *more* likely to indicate that the Mozambique would benefit most from the WBG playing a leading role in “*financial and private sector development*” compared to respondents from other stakeholder groups.
- Respondents who professionally collaborate with the WBG were significantly *less* likely to indicate that the Mozambique would benefit most from the WBG playing a leading role in “*education*” compared to respondents who do not work with the WBG.
- Respondents from South were significantly more likely to indicate that the Mozambique would benefit most from the WBG playing a leading role in “*roads and bridges*” compared to respondents from other regions.

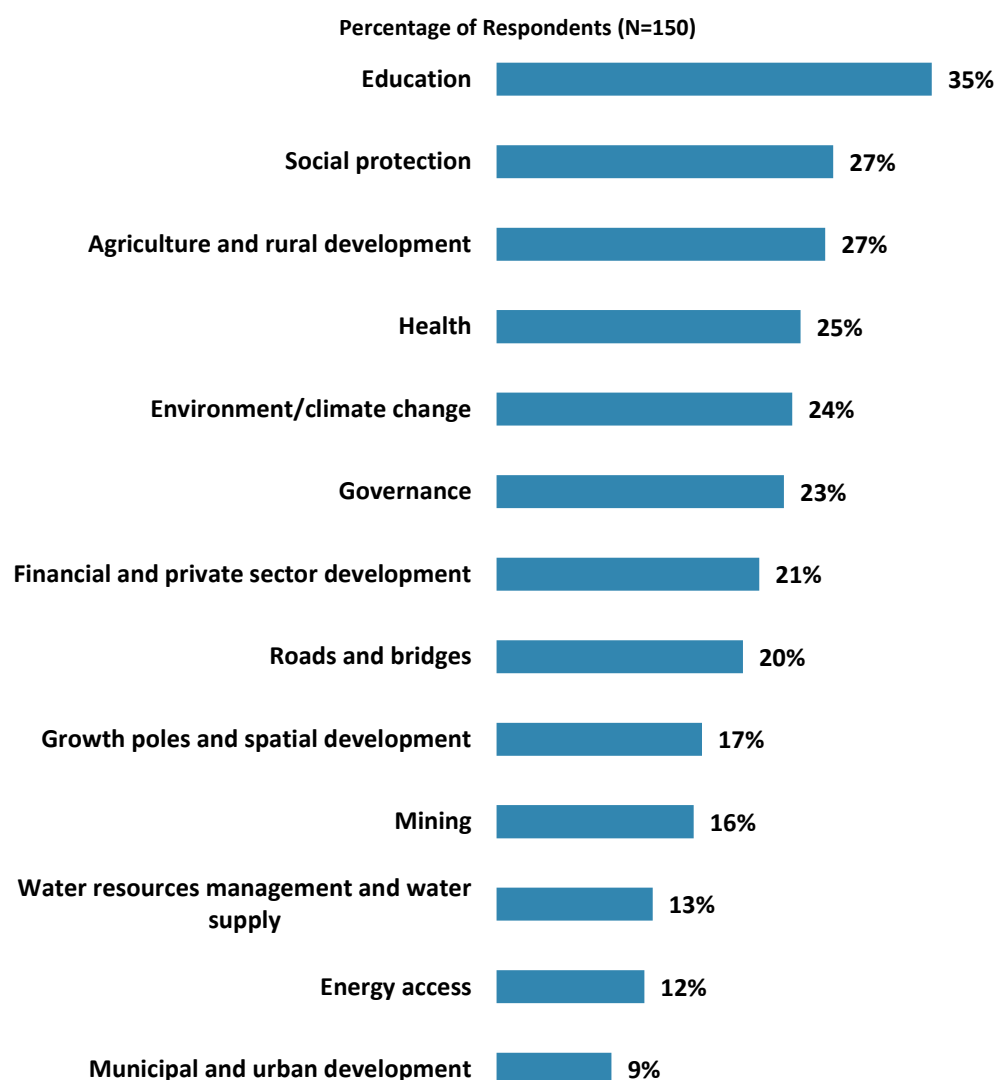


"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique?"
(Respondents chose from a list. Responses combined.)

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

Other Donors Playing a Leading Role

- Respondents from local governments were significantly *more* likely to indicate that the Mozambique would benefit most from the other donors playing a leading role in “*social protection*” compared to respondents from other stakeholder groups.
- Respondents from Centre were significantly more likely to indicate that the Mozambique would benefit most from the other donors playing a leading role in “*education*” and “*social protection*” compared to respondents from other regions.

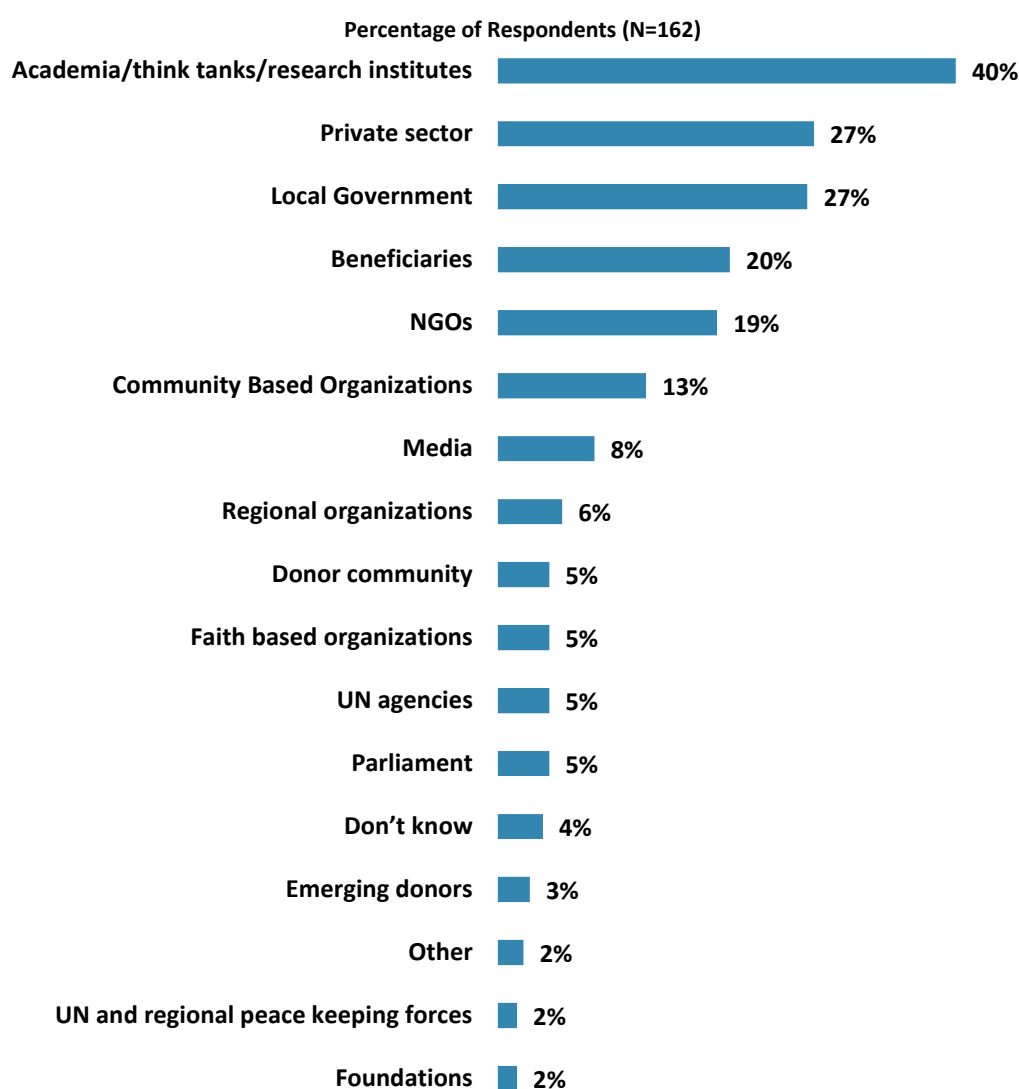


"Which THREE areas below would benefit most from other donors playing a leading role among international partners in Mozambique?" (Respondents chose from a list. Responses combined.)

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

Collaborate More with...

- Pluralities of respondents across stakeholder groups, geographic locations and levels of collaboration think that the WBG should collaborate more with academia/think tanks/research institutes in Mozambique.

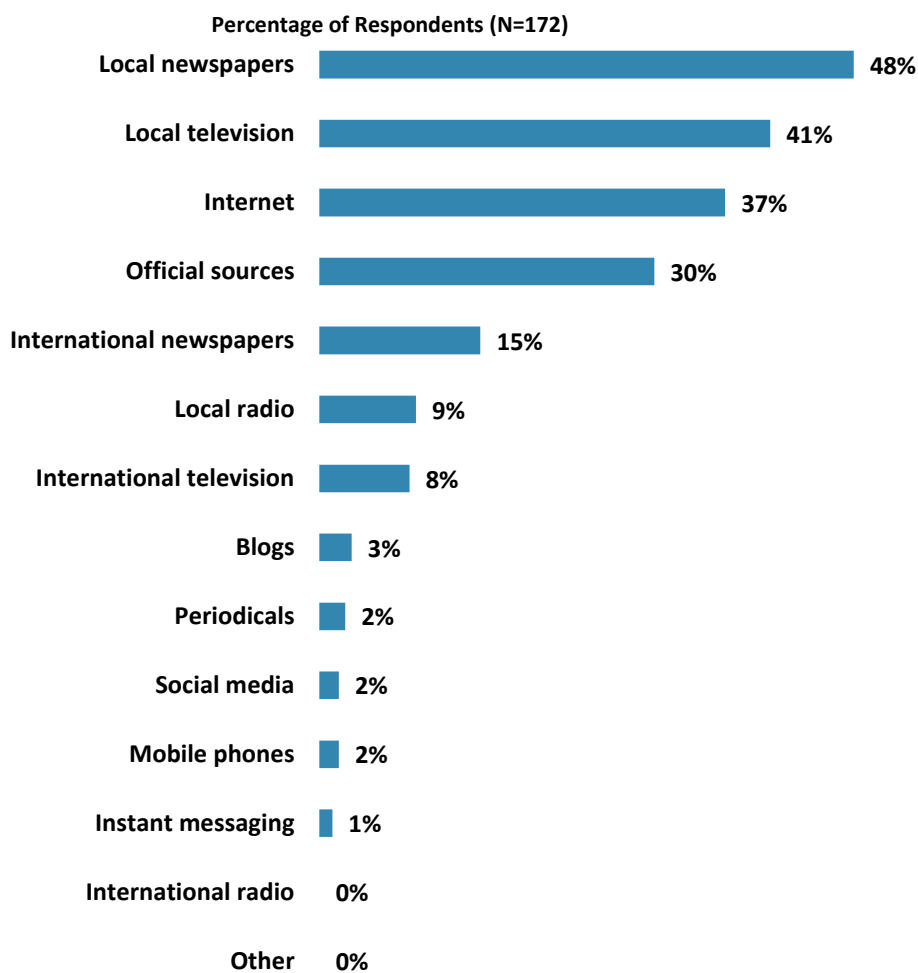


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness

General Information Sources

- Respondents from North and Centre were significantly more likely to get most of their information about economic and social development issues in Mozambique through *local television* than respondents from South.

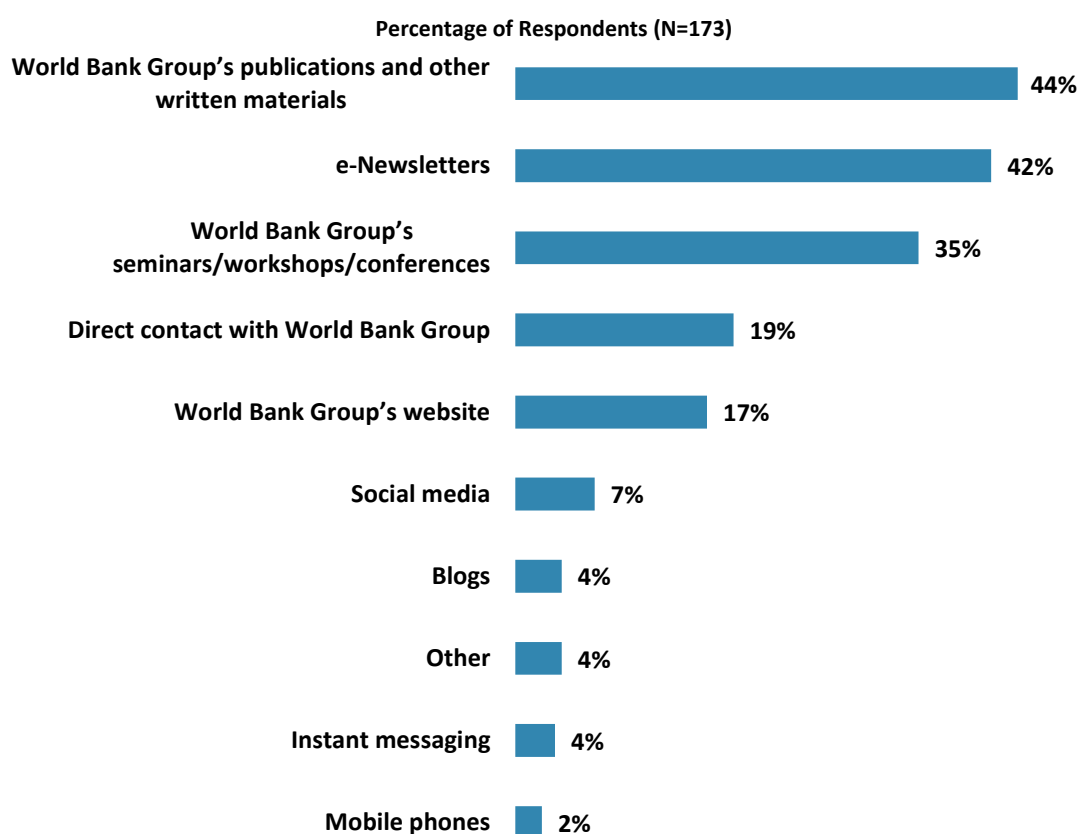


"How do you get most of your information about economic and social development issues in Mozambique? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- Respondents from bilateral/multilateral agencies and independent government institutions were significantly more likely to indicate that they would prefer to receive information from the WBG at “*e-newsletters*,” compared to respondents from other stakeholder groups.
- Respondents from South and Centre were significantly more likely to indicate that they would prefer to receive information from the WBG at “*e-newsletters*,” compared to respondents from North.



"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

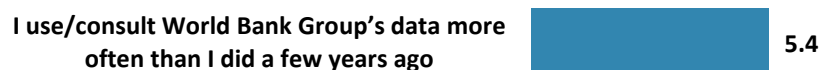
Percentage of Respondents (N=159)



"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

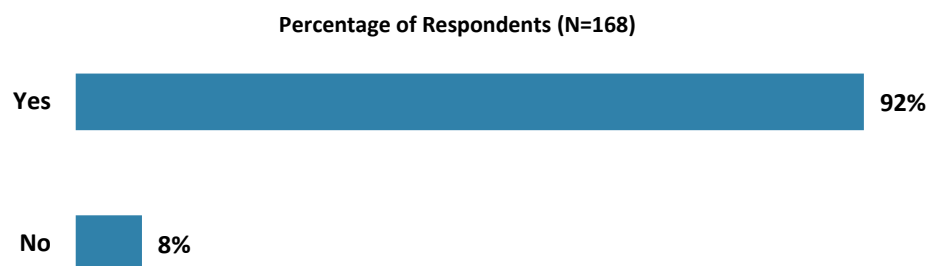


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

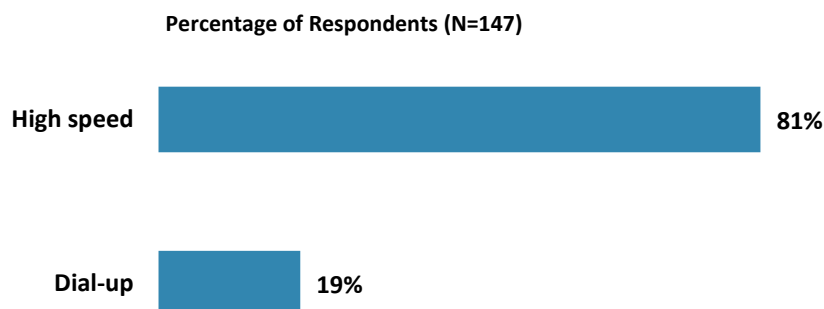
Internet Access

- Although a majority of respondents have access to the Internet, respondents from local governments were significantly less likely to have access to the Internet compared to other respondents.
- Although a majority of respondents have access to the Internet, respondents from North were significantly less likely to have access to the Internet compared to other respondents.



"Do you have access to the Internet?"

-
- Respondents from local governments were significantly more likely to use dial-up than respondents from other stakeholder groups.

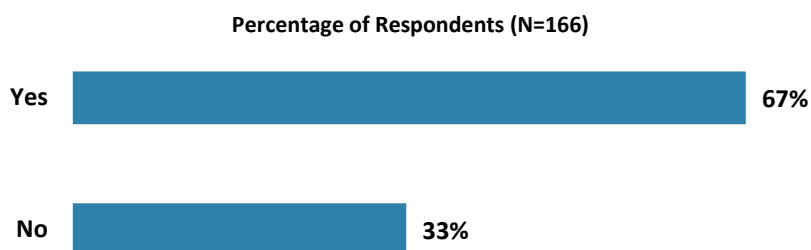


"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

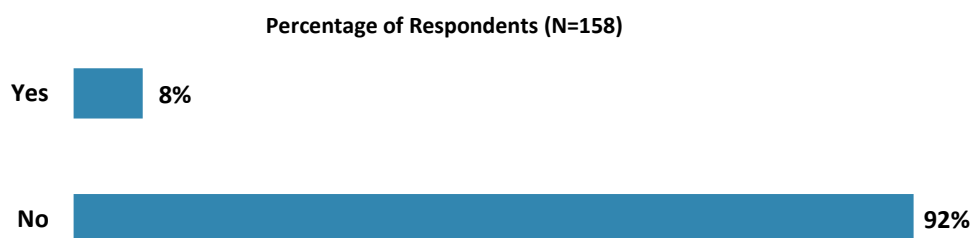
X. Communication and Openness (continued)

Website Usage

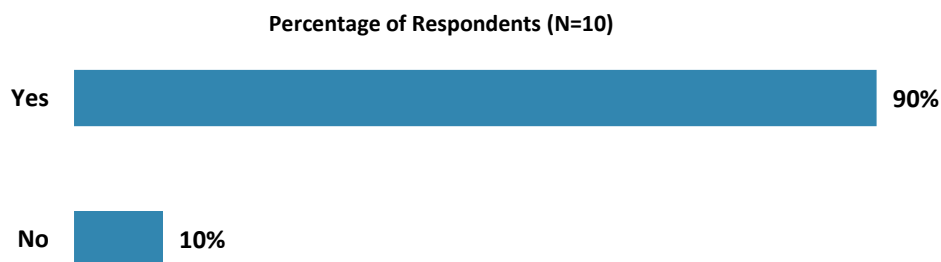
- Respondents from North were significantly less likely to have used the WBG website than any other respondents.



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



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

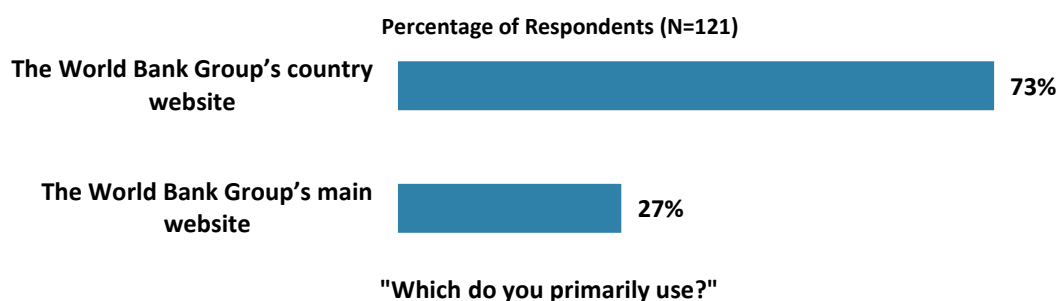


"Were you able to obtain this information?"

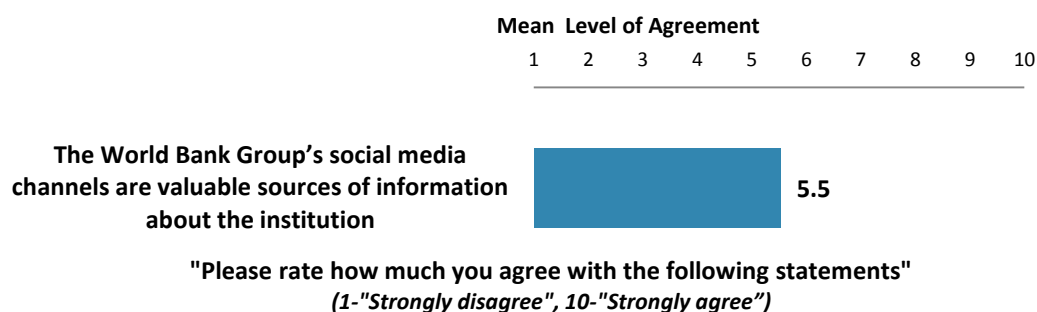
X. Communication and Openness (continued)

Website Usage (continued)

- Respondents from local governments were significantly more likely to use the WBG's country website than respondents from other stakeholder groups.

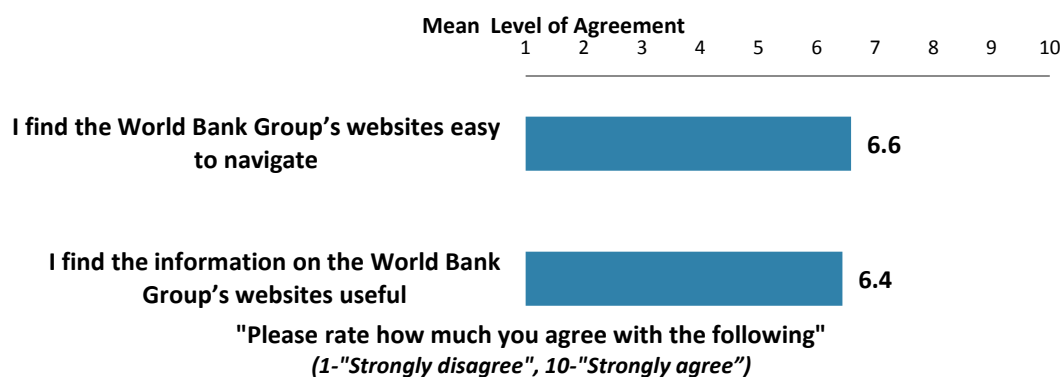


Evaluation of WBG's Social Media Channels



Website Evaluation

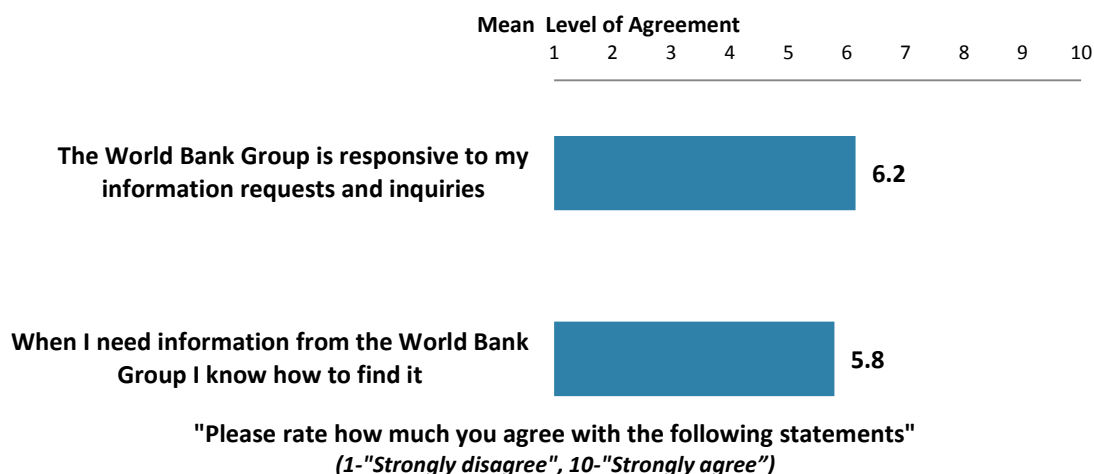
- Respondents from academia/think tanks/research institutes had significantly lower levels of agreement with both statements than respondents from other stakeholder groups.
- Respondents who collaborate with the WBG had significantly higher levels of agreement with both statements than respondents who do not collaborate.



X. Communication and Openness (continued)

Information Sharing

- Respondents from academia/think tanks/research institutes had significantly lower levels of agreement that “*when I need information for the WBG, I know how to find it*” compared to respondents from other stakeholder groups.
- Respondents who professionally work/collaborate with the WBG had the significantly higher levels of agreement with both statements below than respondents who do not professionally work with the institution.



XI. Appendices

A. Responses to All Questions across All Respondents	64
B. Responses to All Questions by Stakeholder Groups.....	80
C. Responses to All Questions by Geographic Location.....	100
D. Responses to All Questions by Levels of Collaboration	114
E. Responses to All Questions by Year	128
F. Indicator Questions as a Function of Exposure to the WBG.....	130
G. Indicator Questions by Stakeholder Groups	131
H. WBG Country Opinion Survey FY 14 – Mozambique Questionnaire	132

Mozambique



Appendix A: Responses to All Questions across All Respondents (N=180)

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 Mozambique

1. In general would you say that Mozambique is headed in ... ?	Percentage of Respondents (N=177)
The right direction	50.3%
The wrong direction	15.3%
Not sure	34.5%

2. Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=176)
Transport	30.7%
Education	30.1%
Security and stabilization	26.1%
Poverty reduction	24.4%
Economic growth	21.6%
Agriculture and rural development	21.0%
Natural resource management	19.3%
Social protection	14.2%
Domestic private sector development	13.6%
Public sector governance/ reform	13.6%
Law and justice, anti-corruption	10.2%
Trade and exports	8.5%
Equality of opportunity	7.4%
Health, communicable/non-communicable diseases	6.3%
Overall government accountability	6.3%
Food security	5.7%
Water and sanitation	4.5%
Financial markets	4.5%
Foreign direct investment	4.5%
Local governance and institutions	4.0%
Regional conflict and tensions	3.4%
Regulatory framework	2.8%
Global/regional integration	2.8%
Urban development	2.3%
Gender equity	2.3%
Energy	2.3%
Information and communications technology	1.7%
Environmental sustainability	1.7%
Climate change and disaster management	0.6%

A. General Issues Facing Mozambique (continued)

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 Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=178)
Agriculture and rural development	41.0%
Economic growth	34.8%
Education	30.9%
Domestic private sector development	25.3%
Social protection	24.2%
Equality of opportunity	15.2%
Natural resource management	14.0%
Transport	13.5%
Trade and exports	12.9%
Water and sanitation	12.4%
Health, communicable/non-communicable diseases	11.2%
Law and justice, anti-corruption	10.7%
Public sector governance/ reform	9.0%
Security and stabilization	6.2%
Food security	5.1%
Overall government accountability	4.5%
Foreign direct investment	4.5%
Energy	3.4%
Local governance and institutions	3.4%
Financial markets	2.8%
Urban development	2.8%
Gender equity	2.8%
Information and communications technology	1.7%
Regional conflict and tensions	1.1%
Global/regional integration	1.1%
Environmental sustainability	0.6%
Climate change and disaster management	0.0%
Regulatory framework	0.0%

A. General Issues Facing Mozambique (continued)

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 Mozambique? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=177)
Domestic private sector development	32.2%
Trade and exports	31.1%
Education	28.8%
Natural resource management	26.6%
Agriculture and rural development	26.6%
Transport	19.8%
Foreign direct investment	17.5%
Public sector governance/ reform	15.3%
Security and stabilization	11.3%
Energy	10.7%
Equality of opportunity	9.0%
Financial markets	8.5%
Law and justice, anti-corruption	7.9%
Information and communications technology	5.6%
Health, communicable/non-communicable diseases	5.1%
Global/regional integration	4.5%
Urban development	4.5%
Local governance and institutions	4.5%
Food security	4.0%
Water and sanitation	3.4%
Overall government accountability	3.4%
Gender equity	2.3%
Social protection	2.3%
Environmental sustainability	1.7%
Regional conflict and tensions	1.7%
Climate change and disaster management	1.1%
Regulatory framework	1.1%

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 Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=175)
Reducing corruption in the country	28.0%
Education and training that better ensure job opportunity	27.4%
Better employment opportunities for young people	23.4%
Better entrepreneurial opportunities	22.9%
Consistent economic growth	16.6%
Greater access to micro-finance for the poor	10.9%
Greater voice and participation for citizens to help ensure greater accountability	10.3%
Better quality public services	10.3%
Greater access to health and nutrition for citizens	9.1%
More reliable social safety net	7.4%
A growing middle class	5.7%
Other	5.7%
Better opportunity for the poor who live in rural areas	5.7%
Better employment opportunities for women	3.4%
Greater equity of fiscal policy	2.9%
Better opportunity for the poor who live in urban areas	0.6%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Mozambique? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	177	0	5.75	2.25

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique? <i>(1-Not effective at all, 10-Very effective)</i>	155	23	7.11	2.05

Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Mozambique's most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	141	37	7.55	2.12

4. 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)	Percentage of Respondents (Responses Combined; N=177)
Education	39.5%
Transport	29.9%
Public sector governance/ reform	26.6%
Economic growth	23.2%
Agriculture and rural development	22.0%
Domestic private sector development	18.1%
Natural resource management	16.9%
Health, communicable/non-communicable diseases	12.4%
Poverty reduction	10.7%
Trade and exports	10.2%
Security and stabilization	10.2%
Social protection	10.2%
Financial markets	9.0%
Foreign direct investment	7.9%
Urban development	6.2%
Information and communications technology	5.6%
Equality of opportunity	5.6%
Local governance and institutions	4.0%
Regional conflict and tensions	4.0%
Water and sanitation	4.0%
Overall government accountability	4.0%
Regulatory framework	3.4%
Law and justice, anti-corruption	3.4%
Food security	2.3%
Global/regional integration	2.3%
Gender equity	1.1%
Climate change and disaster management	1.1%
Energy	0.0%
Environmental sustainability	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 Mozambique?	Percentage of Respondents (N=165)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	25.5%	19.8%	45.2%
Policy advice, studies, analyses	24.8%	12.3%	37.2%
Strategy formulation	6.1%	18.5%	24.6%
Financial resources	15.2%	8.6%	23.8%
Technical assistance	5.5%	9.3%	14.7%
Mobilizing third party financial resources	5.5%	8.6%	14.1%
Stringent lending requirements	3.0%	8.6%	11.7%
Linkage to non-Bank expertise	4.2%	4.3%	8.6%
Donor coordination	3.0%	4.9%	8.0%
Data	3.0%	2.5%	5.5%
Other	2.4%	1.2%	3.7%
Convening/facilitating	1.8%	1.2%	3.1%

How effectively do the WBG's activities below support Mozambique's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	96	69	6.39	2.32
7. Data	106	55	6.54	2.31
8. Policy advice, studies, analyses	123	42	7.25	1.98
9. Financial resources	125	42	7.59	1.97
10. Technical assistance	118	46	7.47	1.99
11. Mobilizing third party financial resources	106	55	6.63	2.18
12. Donor coordination	103	59	6.46	2.30
13. Linkage to non-Bank expertise	87	76	6.39	2.53
14. Strategy formulation	107	57	7.87	1.89

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...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Groups outside of government to help them more effectively engage and participate in development efforts	152	19	7.45	2.13
16. The public sector, related to implementation of specific development projects on the ground	159	13	7.79	1.94
17. The public sector, related to changing institutions	151	18	7.80	1.88
18. The private sector, related to institutional and policy change	148	21	7.71	2.01

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Mozambique? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
19. Project implementation	111	62	7.36	1.72
20. Citizen engagement	105	67	6.07	2.45
21. Policy design	107	66	6.93	2.01

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

22. 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)	Percentage of Respondents (Responses Combined; N=174)
Don't know	36.8%
Not enough public disclosure of its work	22.4%
World Bank Group's processes too complex	15.5%
Too influenced by developed countries	12.1%
Too bureaucratic in its operational policies and procedures	6.3%
Not adequately sensitive to political/social realities in Mozambique	5.7%
World Bank Group's processes too slow	5.7%
Not client focused	5.2%
Not collaborating enough with non-state actors	5.2%
Not aligned with country priorities	5.2%
Not exploring alternative policy options	5.2%
Imposing technocratic solutions without regard to political realities	4.6%
Not focused enough on issues that are unique to post-conflict countries	4.6%
Its advice and strategies do not lend themselves to practical problem solving	3.4%
Not willing to honestly criticize policies and reform efforts in the country	2.9%
Other	2.9%
Arrogant in its approach	2.9%
Inadequate number of World Bank Group staff members located in the country	2.3%
Staff too inaccessible	1.7%
The credibility of its knowledge/data	0.6%
Not aligned with other donors' work	0.6%

23. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=175)
Capacity development	48.6%
Investment lending	29.1%
Technical assistance	28.6%
Policy based lending / budget support to the Government	18.3%
Don't know	14.3%
Sector-wide approaches	9.7%
Knowledge products/services	8.6%
Co-financing arrangements	8.0%
Emergency Recovery lending	6.9%
Other	2.3%
Trust Fund management	1.1%

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

24. 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)	Percentage of Respondents (Responses Combined; N=179)
Academia/think tanks/research institutes	39.7%
Private sector	27.4%
Local Government	26.8%
Beneficiaries	20.1%
NGOs	19.0%
Community Based Organizations	12.8%
Media	8.4%
Regional organizations	5.6%
Donor community	4.5%
Faith based organizations	4.5%
UN agencies	4.5%
Parliament	4.5%
Don't know	3.9%
Emerging donors	2.8%
Other	2.2%
UN and regional peace keeping forces	1.7%
Foundations	1.7%

To what extent do you agree with the following statements about the World Bank Group's work in Mozambique? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
25. Overall the WBG currently plays a relevant role in development in Mozambique*	154	21	7.53	1.94
26. The WBG's work is aligned with what I consider the development priorities for Mozambique*	138	31	6.98	2.18
27. The WBG supports programs and strategies that are realistic for Mozambique	139	33	7.17	2.02
28. The WBG treats clients and stakeholders in Mozambique with respect	125	46	7.80	1.79

To what extent is the World Bank Group an effective development partner in Mozambique, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
29. Responsiveness*	109	61	6.57	2.31
30. Flexibility (in terms of the institution's products and services)*	102	62	6.42	2.39
31. Flexibility (in terms of changing country circumstances)*	100	65	6.26	2.28
32. Being inclusive*	96	64	6.72	2.42
33. Openness*	103	58	7.04	2.12
34. Staff accessibility*	100	67	6.43	2.38
35. Straightforwardness and honesty*	99	69	6.96	2.26
36. Ease of access to the people at the World Bank Group who are making decisions important to my work*	86	82	6.63	2.39
37. Collaboration with groups outside of the Government*	95	71	6.80	2.13
38. Collaboration with the Government*	108	57	8.10	1.87
39. Collaboration with other donors*	92	72	7.40	1.97
40. The speed in which it gets things accomplished on the ground*	94	71	6.69	2.47
41. Being a long-term partner*	110	58	8.35	1.97

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

42. To be a more effective development partner in Mozambique, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=165)
More local presence	53.3%
The current level of local presence is adequate	39.4%
Don't know	6.7%
Less local presence	.6%

43. 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 THREE)	Percentage of Respondents (Responses Combined; N=170)
There is not an adequate level of citizen/civil society participation	30.6%
Political pressures and obstacles	25.9%
Lack of/inadequate levels of capacity in Government	22.4%
The Government works inefficiently	22.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.1%
Reforms are not well tailored to challenges in Mozambique	17.1%
The World Bank Group works too slowly	15.9%
The World Bank Group does not do adequate follow through/follow-up	13.5%
Poor donor coordination	12.9%
Inadequate 'space' for reform to take place	12.9%
Other	9.4%
Inadequate funding	5.3%

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 Mozambique? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Information and communications technology	145	17	8.09	2.13
2. Transport	149	11	8.97	1.43
3. Regional conflict and tensions	138	22	6.96	2.90
4. Law and justice, anti-corruption	138	23	7.76	2.42
5. Urban development	135	21	7.70	2.14
6. Environmental sustainability	136	20	7.28	2.33
7. Regulatory framework	130	31	6.75	2.55
8. Overall government accountability	132	22	7.12	2.59
9. Poverty reduction	152	12	8.61	1.75
10. Gender equity	142	18	7.82	2.13
11. Domestic private sector development	147	14	8.25	1.60
12. Foreign direct investment	141	20	7.67	2.09
13. Local governance and institutions	131	21	7.30	2.15
14. Water and sanitation	146	11	8.39	1.82
15. Trade and exports	138	22	7.96	2.04
16. Economic growth	152	15	8.41	1.90
17. Energy	139	18	8.23	1.96
18. Public sector governance/ reform	142	17	7.96	2.15
19. Financial markets	136	21	7.66	1.96
20. Equality of opportunity	137	20	8.06	1.90
21. Health, communicable/non-communicable diseases	143	15	8.15	2.05
22. Agriculture and rural development	143	14	8.77	1.64
23. Global/regional integration	129	23	6.96	2.50
24. Food security	136	19	7.94	2.14
25. Education	152	12	8.93	1.68
26. Security and stabilization	139	20	7.24	2.51
27. Social protection	146	15	7.68	2.29
28. Climate change and disaster management	140	18	6.52	3.03
29. Natural resource management	145	19	7.93	2.36

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 Mozambique? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	54	113	6.91	2.47
2. Transport	65	95	6.74	2.61
3. Regional conflict and tensions	50	111	5.34	2.57
4. Law and justice, anti-corruption	55	108	5.67	2.40
5. Urban development	55	105	5.78	2.87
6. Environmental sustainability	58	104	5.66	2.88
7. Regulatory framework	47	114	5.87	2.60
8. Overall government accountability	51	107	6.00	2.73
9. Poverty reduction	77	84	7.34	2.35
10. Gender equity	61	98	6.80	2.35
11. Domestic private sector development	61	99	6.16	2.60
12. Foreign direct investment	54	107	6.26	2.28
13. Local governance and institutions	63	97	6.56	2.22
14. Water and sanitation	64	96	6.84	2.33
15. Trade and exports	53	108	6.32	1.89
16. Economic growth	70	92	6.53	2.33
17. Energy	62	100	6.60	2.05
18. Public sector governance/ reform	66	95	6.95	2.21
19. Financial markets	62	99	6.50	2.24
20. Equality of opportunity	64	94	5.98	2.54
21. Health, communicable/non-communicable diseases	68	91	6.50	2.51
22. Agriculture and rural development	76	86	6.71	2.51
23. Global/regional integration	52	107	5.90	2.52
24. Food security	67	95	6.63	2.40
25. Education	80	82	7.41	2.46
26. Security and stabilization	58	104	5.76	2.69
27. Social protection	66	95	6.27	2.56
28. Climate change and disaster management	54	106	6.00	2.66
29. Natural resource management	68	96	6.84	2.61

3. Where are the World Bank Group's decisions made primarily that support the program in Mozambique? (Select only ONE response)	Percentage of Respondents (N=177)
At the Headquarters (in Washington D.C.)	63.8%
Don't know	28.8%
In the country	7.3%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Mozambique? (1-To no degree at all, 10-To a very significant degree)	164	15	7.49	1.87

Building Existing Country Systems*	N	DK	Mean	SD
5. To what extent does the WBG help to build/strengthen existing country systems in Mozambique? (1-To no degree at all, 10-To a very significant degree)	141	38	7.37	2.07

To what extent do you agree with the following statements about the World Bank Group in Mozambique? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments meet the needs of Mozambique*	142	36	6.19	2.21
7. The World Bank Group meets Mozambique's needs for knowledge services*	137	38	6.82	2.20

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=175)
Weekly	4.0%
Monthly	7.4%
A few times a year	38.9%
Rarely	31.4%
Never	18.3%

In Mozambique, 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	116	52	7.00	2.43
3. Include appropriate level of stakeholder involvement during preparation	97	67	6.48	2.53
4. Are relevant to Mozambique's development priorities	120	46	7.30	2.14
5. Lead to practical solutions	100	63	6.28	2.29
6. Are accessible (well written and easy to understand)	104	59	6.58	2.39
7. Are source of relevant information on global good practices	113	53	7.35	2.16
8. Enhance your knowledge and/or skills	112	54	7.32	2.08
9. Are adequately disseminated	109	54	5.55	2.49
10. Are translated enough into local language	88	76	5.81	2.96
11. Are adaptable to Mozambique's specific development challenges and country circumstances*	110	55	6.28	2.29
12. Help building consensus among development partners, government agencies, other stakeholders	87	78	6.57	2.28

Overall Evaluations	N	DK	Mean	SD
1. 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)	147	29	7.56	1.78
2. 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)	136	40	7.65	1.87

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? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	112	57	7.38	2.23
2. Design (appraising and planning the solutions)	112	55	7.42	2.18
3. Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	120	51	7.36	2.20
4. Evaluation (assessing the impact and results)	116	54	7.77	2.03

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	86	87	6.50	2.53
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	110	60	6.91	2.63
7. The World Bank Group's approvals and reviews are done in a timely fashion	98	71	6.51	2.41
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	80	88	6.19	2.39
9. The World Bank Group's conditions on its lending are reasonable	85	81	5.65	2.37
10. The World Bank Group takes decisions quickly in Mozambique*	93	75	6.04	2.43
11. The World Bank Group ensures consistency and continuity through staff changes	79	89	6.76	2.66
12. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	79	88	7.01	2.37
13. The World Bank Group provides effective implementation support (i.e., supervision of projects)	98	71	7.46	2.27
14. Which of the following best describes the way the World Bank Group operates in Mozambique? (Select only one response)	Percentage of Respondents (N=172)			
Don't know	33.1%			
Prefer not to answer	27.9%			
The World Bank Group's approach to risk is appropriate	23.8%			
The World Bank Group does not take enough risk in Mozambique	14.5%			
The World Bank Group takes too much risk in Mozambique	.6%			
WBG Staffing*	N	DK	Mean	SD
15. To what extent do you believe the WBG is adequately staffed in Mozambique? (1-To no degree at all, 10-To a very significant degree)	90	84	7.07	2.31

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=175)
Increase the level of capacity development in the country	29.7%
Reach out more to groups outside of Government	25.1%
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	24.0%
Collaborate more effectively with Government clients	18.3%
Improve the competitiveness of its financing compared to markets	14.3%
Offer more innovative financial products	11.4%
Reduce the complexity of obtaining World Bank Group financing	9.7%
Increase availability of 'just-in-time' advice to the Government	8.0%
Other	7.4%
Offer more innovative knowledge services	6.3%
Improve the quality of its experts as related to Mozambique's specific challenges	6.3%
Collaborate more with other donors in the country	5.7%
Work faster	5.1%
Ensure greater selectivity in its work	4.6%
Increase the level of World Bank Group staffing in Mozambique's office	2.9%
Introduce more stringent lending requirements	2.3%

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

2. 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)	Percentage of Respondents (N=167)
Financial services	35.9%
Knowledge products	19.8%
Technical assistance	15.6%
Don't know	13.2%
The combination is appropriate for Mozambique	10.8%
Convening services	2.4%
None of the above	2.4%

3a. Which THREE areas below would benefit most from the WBG playing a leading role among international partners in Mozambique?	Percentage of Respondents (Responses Combined; N=167)
Education	55.7%
Roads and bridges	34.1%
Mining	33.5%
Financial and private sector development	22.8%
Agriculture and rural development	21.6%
Governance	16.2%
Growth poles and spatial development	15.6%
Social protection	14.4%
Environment/climate change	13.8%
Health	13.8%
Water resources management and water supply	12.6%
Municipal and urban development	12.0%
Energy access	6.0%

3b. Which THREE areas below would benefit most from other donors in Mozambique?	Percentage of Respondents (Responses Combined; N=150)
Education	35.3%
Social protection	27.3%
Agriculture and rural development	26.7%
Health	24.7%
Environment/climate change	24.0%
Governance	23.3%
Financial and private sector development	21.3%
Roads and bridges	20.0%
Growth poles and spatial development	16.7%
Mining	16.0%
Water resources management and water supply	12.7%
Energy access	12.0%
Municipal and urban development	9.3%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=172)
Local newspapers	48.3%
Local television	40.7%
Internet	36.6%
Official sources	30.2%
International newspapers	14.5%
Local radio	8.7%
International television	8.1%
Blogs	2.9%
Periodicals	2.3%
Social media	1.7%
Mobile phones	1.7%
Instant messaging	1.2%
International radio	0.0%
Other	0.0%
2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=173)
World Bank Group's publications and other written materials	43.9%
e-Newsletters	41.6%
World Bank Group's seminars/workshops/conferences	35.3%
Direct contact with World Bank Group	19.1%
World Bank Group's website	16.8%
Social media	6.9%
Blogs	4.0%
Other	4.0%
Instant messaging	3.5%
Mobile phones	2.3%
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?	Percentage of Respondents (N=159)
Yes	23.3%
No	76.7%
4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=158)
Yes	7.6%
No	92.4%
5. Were you able to obtain this information?	Percentage of Respondents (N=10)
Yes	90.0%
No	10.0%
6. Do you have access to the Internet?	Percentage of Respondents (N=168)
Yes	92.3%
No	7.7%

G. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=166)
Yes	66.9%
No	33.1%

8. Which do you primarily use? (Select only ONE response)	Percentage of Respondents (N=121)
The World Bank Group's country website	72.7%
The World Bank Group's main website	27.3%

9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=147)
High speed	81.0%
Dial-up	19.0%

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	124	28	5.35	3.12
11. I find the World Bank Group's websites easy to navigate	105	42	6.59	2.37
12. I find the information on the World Bank Group's websites useful	91	50	6.44	2.58
13. The World Bank Group's social media channels are valuable sources of information about the institution	74	74	5.53	2.96
14. When I need information from the World Bank Group I know how to find it	109	37	5.79	2.88
15. The World Bank Group is responsive to my information requests and inquiries	73	67	6.15	3.06

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=174)
Private Sector Organization	13.2%
Media	10.9%
Academia/Research Institute/Think Tank	10.9%
Employee of a Ministry, Ministerial Department or Implementation Agency	9.8%
NGO	9.8%
Financial Sector/Private Bank	6.9%
Local Government Office or Staff	5.2%
Independent Government Institution	5.2%
Judiciary Branch	5.2%
Other	5.2%
Consultant/Contractor working on World Bank supported project/program	4.0%
Trade Union	3.4%
Bilateral Agency	2.3%
Office of Parliamentarian	1.7%
Office of the President, Prime Minister	1.1%
Office of Minister	1.1%
Multilateral Agency	1.1%
Private Foundation	1.1%
Faith-Based Group	1.1%
Community Based Organization	.6%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=167)
Generalist	18.0%
Other	13.8%
Education	12.0%
Transport	9.6%
Information and communications technology	8.4%
Financial markets/banking	7.2%
Law and justice/regulatory framework	7.2%
Social protection	7.2%
Energy	3.6%
Public sector governance/public financial management/anti corruption	3.6%
Natural resource management/environmental sustainability	2.4%
Agriculture/rural development/food security	1.8%
Urban development	1.8%
Gender equity/equality of opportunity	1.2%
Health/Communicable/non-communicable diseases	1.2%
Job creation/employment	.6%
Private sector development/foreign direct investment	.6%
3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=169)
Yes	13.6%
No	86.4%
4. Which of the following agencies of the World Bank Group do you primarily engage with in Mozambique? (Select all that apply)	Percentage of Respondents (Responses Combined; N=127)
None	88.2%
The World Bank (IBRD/IDA)	10.2%
The International Finance Corporation (IFC)	2.4%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%
5. Which of the following describes most of your exposure to the World Bank Group in Mozambique? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=159)
Observer	54.7%
Use World Bank Group website for information, data, research, etc.	29.6%
Use World Bank Group reports/data	27.7%
Engage in World Bank Group related/sponsored events/activities	13.2%
Collaborate as part of my professional duties	11.3%
6. Which best represents your geographic location?	Percentage of Respondents (N=175)
South	83.4%
North	10.9%
Centre	5.7%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Mozambique

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

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The right direction	70.8%	66.7%	50.0%	50.0%	42.9%	52.6%	33.3%	47.4%	48.0%
The wrong direction	8.3%	0.0%	33.3%	17.6%	21.4%	15.8%	0.0%	21.1%	16.0%
Not sure	20.8%	33.3%	16.7%	32.4%	35.7%	31.6%	66.7%	31.6%	36.0%

Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique?

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Social protection*	12.5%	11.1%	33.3%	2.9%	32.1%	17.6%	0.0%	5.3%	20.8%
Transport	50.0%	66.7%	16.7%	25.7%	28.6%	29.4%	11.1%	15.8%	25.0%
Security and stabilization	29.2%	11.1%	16.7%	37.1%	25.0%	29.4%	22.2%	10.5%	25.0%
Public sector governance/ reform*	8.3%	0.0%	16.7%	31.4%	14.3%	0.0%	11.1%	5.3%	8.3%
Global/regional integration*	4.2%	22.2%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
Gender equity	4.2%	0.0%	0.0%	0.0%	10.7%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	12.5%	11.1%	33.3%	17.1%	7.1%	23.5%	0.0%	26.3%	0.0%
Foreign direct investment	4.2%	22.2%	0.0%	2.9%	0.0%	11.8%	0.0%	5.3%	4.2%
Water and sanitation	4.2%	11.1%	0.0%	5.7%	0.0%	5.9%	0.0%	10.5%	4.2%
Energy	8.3%	0.0%	0.0%	2.9%	3.6%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	8.6%	3.6%	5.9%	0.0%	0.0%	4.2%
Agriculture and rural development	25.0%	44.4%	0.0%	17.1%	7.1%	23.5%	33.3%	36.8%	16.7%
Financial markets	0.0%	0.0%	16.7%	5.7%	7.1%	5.9%	0.0%	0.0%	8.3%
Urban development	8.3%	11.1%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	8.3%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	8.3%	11.1%	0.0%	2.9%	17.9%	5.9%	0.0%	0.0%	12.5%
Health, communicable/non-communicable diseases	16.7%	0.0%	0.0%	8.6%	10.7%	0.0%	0.0%	0.0%	4.2%
Education	12.5%	11.1%	50.0%	31.4%	32.1%	35.3%	22.2%	42.1%	29.2%
Poverty reduction	20.8%	11.1%	16.7%	17.1%	28.6%	23.5%	33.3%	31.6%	33.3%
Food security	4.2%	0.0%	16.7%	8.6%	7.1%	0.0%	0.0%	10.5%	4.2%
Overall government accountability	4.2%	0.0%	16.7%	0.0%	10.7%	5.9%	11.1%	10.5%	8.3%
Climate change and disaster management*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	4.2%	0.0%	0.0%	2.9%	7.1%	11.8%	33.3%	5.3%	20.8%
Economic growth	29.2%	11.1%	16.7%	20.0%	10.7%	29.4%	55.6%	26.3%	16.7%
Law and justice, anti-corruption	4.2%	11.1%	0.0%	17.1%	10.7%	0.0%	11.1%	15.8%	12.5%
Regulatory framework	0.0%	11.1%	0.0%	2.9%	3.6%	0.0%	0.0%	0.0%	8.3%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	11.1%	5.3%	12.5%
Natural resource management	12.5%	11.1%	0.0%	25.7%	7.1%	35.3%	44.4%	26.3%	12.5%
Information and communications technology	4.2%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	5.3%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation*	37.5%	33.3%	0.0%	11.4%	3.6%	10.5%	0.0%	0.0%	8.3%
Equality of opportunity	12.5%	33.3%	50.0%	5.7%	21.4%	5.3%	0.0%	21.1%	20.8%
Economic growth	33.3%	55.6%	33.3%	31.4%	35.7%	26.3%	37.5%	47.4%	29.2%
Climate change and disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Gender equity	8.3%	0.0%	0.0%	2.9%	0.0%	5.3%	0.0%	0.0%	4.2%
Agriculture and rural development*	37.5%	0.0%	16.7%	28.6%	35.7%	73.7%	75.0%	52.6%	41.7%
Urban development	0.0%	11.1%	0.0%	2.9%	10.7%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	4.2%	22.2%	0.0%	2.9%	3.6%	0.0%	0.0%	0.0%	0.0%
Social protection*	33.3%	55.6%	50.0%	17.1%	28.6%	5.3%	0.0%	10.5%	41.7%
Law and justice, anti-corruption	16.7%	0.0%	0.0%	14.3%	14.3%	10.5%	0.0%	10.5%	4.2%
Transport	20.8%	0.0%	16.7%	17.1%	0.0%	21.1%	25.0%	5.3%	16.7%
Overall government accountability*	0.0%	0.0%	33.3%	5.7%	0.0%	10.5%	0.0%	0.0%	4.2%
Information and communications technology	0.0%	0.0%	0.0%	2.9%	3.6%	0.0%	0.0%	5.3%	0.0%
Security and stabilization	4.2%	0.0%	16.7%	11.4%	10.7%	0.0%	0.0%	0.0%	8.3%
Domestic private sector development*	12.5%	11.1%	0.0%	40.0%	21.4%	36.8%	12.5%	47.4%	12.5%
Foreign direct investment	8.3%	11.1%	0.0%	8.6%	3.6%	0.0%	0.0%	0.0%	4.2%
Energy	0.0%	0.0%	0.0%	5.7%	7.1%	0.0%	0.0%	10.5%	0.0%
Public sector governance/ reform	8.3%	0.0%	0.0%	11.4%	10.7%	5.3%	0.0%	0.0%	16.7%
Education	25.0%	22.2%	33.3%	37.1%	32.1%	15.8%	75.0%	31.6%	33.3%
Natural resource management	8.3%	0.0%	0.0%	8.6%	14.3%	15.8%	37.5%	21.1%	20.8%
Environmental sustainability	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Health, communicable/non-communicable diseases	12.5%	22.2%	16.7%	14.3%	14.3%	10.5%	0.0%	0.0%	8.3%
Financial markets	0.0%	0.0%	0.0%	2.9%	3.6%	10.5%	0.0%	0.0%	0.0%
Trade and exports	12.5%	11.1%	0.0%	11.4%	3.6%	26.3%	37.5%	10.5%	12.5%
Food security	0.0%	11.1%	16.7%	0.0%	7.1%	5.3%	0.0%	10.5%	8.3%

*Significantly different between stakeholder groups

A. General Issues facing Mozambique (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 Mozambique?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Energy	16.7%	0.0%	16.7%	8.6%	11.1%	10.5%	11.1%	11.1%	12.5%
Gender equity	4.2%	0.0%	0.0%	2.9%	7.4%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	8.3%	0.0%	0.0%	8.6%	25.9%	5.3%	0.0%	5.6%	8.3%
Global/regional integration*	4.2%	33.3%	0.0%	0.0%	0.0%	10.5%	0.0%	5.6%	4.2%
Social protection*	0.0%	0.0%	0.0%	0.0%	14.8%	0.0%	0.0%	0.0%	0.0%
Climate change and disaster management	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	7.4%	5.3%	0.0%	0.0%	0.0%
Agriculture and rural development	16.7%	33.3%	16.7%	20.0%	37.0%	26.3%	22.2%	50.0%	8.3%
Foreign direct investment	16.7%	33.3%	50.0%	25.7%	7.4%	10.5%	0.0%	16.7%	12.5%
Urban development	4.2%	11.1%	16.7%	5.7%	3.7%	5.3%	0.0%	0.0%	4.2%
Water and sanitation	12.5%	0.0%	0.0%	2.9%	3.7%	0.0%	0.0%	0.0%	4.2%
Trade and exports	16.7%	44.4%	16.7%	28.6%	25.9%	52.6%	44.4%	38.9%	33.3%
Information and communications technology	8.3%	0.0%	0.0%	5.7%	7.4%	5.3%	0.0%	5.6%	8.3%
Regulatory framework	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
Public sector governance/ reform	25.0%	0.0%	16.7%	11.4%	18.5%	5.3%	0.0%	11.1%	20.8%
Domestic private sector development	25.0%	22.2%	50.0%	40.0%	14.8%	52.6%	66.7%	33.3%	25.0%
Overall government accountability	0.0%	0.0%	0.0%	2.9%	0.0%	10.5%	0.0%	5.6%	4.2%
Food security	8.3%	0.0%	0.0%	5.7%	0.0%	0.0%	11.1%	0.0%	8.3%
Transport	33.3%	0.0%	16.7%	28.6%	14.8%	5.3%	22.2%	16.7%	16.7%
Security and stabilization	12.5%	11.1%	0.0%	11.4%	11.1%	5.3%	22.2%	0.0%	25.0%
Education	16.7%	55.6%	33.3%	17.1%	33.3%	21.1%	55.6%	33.3%	33.3%
Natural resource management	29.2%	0.0%	0.0%	25.7%	22.2%	36.8%	44.4%	38.9%	20.8%
Environmental sustainability	0.0%	0.0%	0.0%	5.7%	0.0%	5.3%	0.0%	0.0%	0.0%
Health, communicable/non-communicable diseases	4.2%	11.1%	0.0%	5.7%	7.4%	10.5%	0.0%	0.0%	0.0%
Law and justice, anti-corruption	16.7%	0.0%	0.0%	8.6%	14.8%	0.0%	0.0%	5.6%	4.2%
Local governance and institutions*	8.3%	33.3%	0.0%	2.9%	7.4%	0.0%	0.0%	0.0%	0.0%
Financial markets	8.3%	11.1%	0.0%	14.3%	0.0%	5.3%	0.0%	5.6%	20.8%

*Significantly different between stakeholder groups

A. General Issues facing Mozambique (continued)

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)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Better employment opportunities for young people	47.8%	33.3%	16.7%	11.4%	28.6%	15.8%	0.0%	22.2%	21.7%
Better employment opportunities for women	0.0%	0.0%	0.0%	2.9%	14.3%	0.0%	0.0%	0.0%	4.3%
Greater access to micro-finance for the poor	13.0%	22.2%	0.0%	5.7%	10.7%	26.3%	0.0%	5.6%	8.7%
Greater voice and participation for citizens to help ensure greater accountability	13.0%	0.0%	16.7%	11.4%	10.7%	26.3%	0.0%	5.6%	0.0%
Greater access to health and nutrition for citizens	4.3%	0.0%	0.0%	20.0%	3.6%	0.0%	12.5%	11.1%	17.4%
Better entrepreneurial opportunities	21.7%	22.2%	33.3%	31.4%	10.7%	21.1%	37.5%	22.2%	26.1%
A growing middle class	0.0%	22.2%	0.0%	5.7%	3.6%	0.0%	0.0%	11.1%	13.0%
Reducing corruption in the country	17.4%	0.0%	33.3%	28.6%	35.7%	47.4%	50.0%	27.8%	17.4%
Better opportunity for the poor who live in rural areas	4.3%	0.0%	0.0%	5.7%	14.3%	5.3%	0.0%	0.0%	4.3%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth*	34.8%	55.6%	0.0%	8.6%	21.4%	5.3%	0.0%	11.1%	17.4%
More reliable social safety net	8.7%	11.1%	33.3%	11.4%	3.6%	0.0%	0.0%	16.7%	0.0%
Greater equity of fiscal policy	0.0%	0.0%	16.7%	2.9%	0.0%	0.0%	0.0%	5.6%	8.7%
Education and training that better ensure job opportunity	21.7%	11.1%	50.0%	28.6%	14.3%	31.6%	62.5%	33.3%	21.7%
Better quality public services*	0.0%	0.0%	0.0%	2.9%	17.9%	0.0%	25.0%	11.1%	21.7%
Other	4.3%	11.1%	0.0%	5.7%	7.1%	5.3%	0.0%	5.6%	8.7%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mozambique?*	23	6.96	2.48	9	5.33	1.58	6	6.50	1.22	35	5.60	2.51	28	6.11	2.38	19	5.21	1.75	9	6.78	1.39	18	5.72	2.19	25	4.76	1.96

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

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique	21	7.71	1.52	9	8.22	.97	6	7.00	1.26	31	7.32	2.12	25	7.20	2.08	17	6.71	2.76	9	7.11	2.15	13	6.62	1.71	22	6.32	2.23

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

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mozambique solve its most complicated development challenges?	19	8.21	1.32	8	8.63	.74	6	7.83	1.47	28	7.18	2.09	20	7.60	2.04	15	7.60	2.50	8	8.63	1.60	16	6.31	2.30	18	7.33	2.77

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

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 Mozambique, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Social protection	8.3%	11.1%	33.3%	2.9%	14.3%	0.0%	0.0%	15.8%	20.0%
Security and stabilization	8.3%	22.2%	0.0%	14.7%	3.6%	11.8%	11.1%	5.3%	12.0%
Public sector governance/ reform*	45.8%	0.0%	16.7%	38.2%	32.1%	5.9%	22.2%	10.5%	20.0%
Transport	45.8%	11.1%	16.7%	17.6%	21.4%	29.4%	55.6%	31.6%	32.0%
Poverty reduction	16.7%	0.0%	33.3%	5.9%	21.4%	5.9%	0.0%	10.5%	0.0%
Global/regional integration*	0.0%	0.0%	33.3%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	2.9%	3.6%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	16.7%	11.1%	16.7%	14.7%	17.9%	35.3%	33.3%	36.8%	20.0%
Domestic private sector development*	12.5%	44.4%	66.7%	20.6%	14.3%	23.5%	0.0%	5.3%	16.0%
Foreign direct investment	4.2%	33.3%	16.7%	8.8%	7.1%	11.8%	0.0%	5.3%	4.0%
Water and sanitation	0.0%	0.0%	0.0%	8.8%	3.6%	5.9%	0.0%	5.3%	4.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	4.2%	11.1%	16.7%	14.7%	7.1%	11.8%	0.0%	5.3%	12.0%
Urban development	0.0%	22.2%	0.0%	2.9%	7.1%	5.9%	0.0%	10.5%	12.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.2%	0.0%	16.7%	5.9%	10.7%	17.6%	0.0%	0.0%	0.0%
Regional conflict and tensions	4.2%	11.1%	0.0%	8.8%	0.0%	0.0%	0.0%	5.3%	4.0%
Health, communicable/non-communicable diseases	16.7%	0.0%	0.0%	2.9%	10.7%	17.6%	33.3%	21.1%	16.0%
Education	45.8%	44.4%	16.7%	29.4%	32.1%	47.1%	66.7%	63.2%	28.0%
Food security	4.2%	0.0%	0.0%	2.9%	0.0%	5.9%	0.0%	0.0%	4.0%
Climate change and disaster management	0.0%	0.0%	16.7%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall government accountability	0.0%	0.0%	0.0%	8.8%	7.1%	0.0%	0.0%	5.3%	4.0%
Trade and exports	4.2%	11.1%	0.0%	11.8%	3.6%	29.4%	11.1%	5.3%	16.0%
Economic growth	20.8%	0.0%	0.0%	20.6%	28.6%	11.8%	44.4%	26.3%	32.0%
Law and justice, anti-corruption	4.2%	0.0%	0.0%	5.9%	3.6%	0.0%	0.0%	0.0%	4.0%
Local governance and institutions	4.2%	11.1%	0.0%	5.9%	7.1%	0.0%	0.0%	5.3%	0.0%
Regulatory framework	4.2%	0.0%	0.0%	5.9%	3.6%	0.0%	0.0%	5.3%	4.0%
Natural resource management	16.7%	33.3%	0.0%	26.5%	10.7%	23.5%	22.2%	10.5%	12.0%
Information and communications technology	0.0%	22.2%	0.0%	8.8%	7.1%	0.0%	0.0%	5.3%	8.0%

*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 Mozambique?

Greatest Value	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Percentage of Respondents									
Convening/facilitating*	0.0%	25.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	3.3%	3.7%	0.0%	0.0%	12.5%	4.2%
Policy advice, studies, analyses*	21.7%	25.0%	33.3%	26.7%	11.1%	22.2%	75.0%	12.5%	25.0%
Financial resources	13.0%	0.0%	50.0%	16.7%	11.1%	16.7%	12.5%	12.5%	20.8%
Capacity development*	17.4%	0.0%	16.7%	20.0%	37.0%	38.9%	12.5%	50.0%	12.5%
Technical assistance	13.0%	12.5%	0.0%	3.3%	3.7%	5.6%	0.0%	0.0%	8.3%
Mobilizing third party financial resources	8.7%	0.0%	0.0%	3.3%	14.8%	5.6%	0.0%	0.0%	4.2%
Donor coordination	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Linkage to non-Bank expertise	0.0%	25.0%	0.0%	6.7%	7.4%	0.0%	0.0%	0.0%	4.2%
Strategy formulation	13.0%	0.0%	0.0%	6.7%	3.7%	5.6%	0.0%	6.3%	8.3%
Stringent lending requirements	8.7%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	4.2%
Other	4.3%	12.5%	0.0%	3.3%	0.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Percentage of Respondents									
Convening/facilitating	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	8.7%
Policy advice, studies, analyses*	13.0%	37.5%	0.0%	0.0%	11.1%	27.8%	12.5%	0.0%	21.7%
Financial resources	0.0%	0.0%	16.7%	10.7%	11.1%	11.1%	12.5%	6.3%	13.0%
Capacity development	13.0%	37.5%	16.7%	25.0%	11.1%	16.7%	50.0%	12.5%	21.7%
Technical assistance	4.3%	0.0%	16.7%	7.1%	14.8%	11.1%	12.5%	18.8%	4.3%
Mobilizing third party financial resources*	4.3%	12.5%	50.0%	14.3%	0.0%	0.0%	0.0%	6.3%	13.0%
Donor coordination	13.0%	0.0%	0.0%	7.1%	3.7%	5.6%	0.0%	6.3%	0.0%
Linkage to non-Bank expertise	4.3%	12.5%	0.0%	3.6%	3.7%	5.6%	12.5%	0.0%	4.3%
Strategy formulation	30.4%	0.0%	0.0%	17.9%	25.9%	22.2%	0.0%	31.3%	8.7%
Stringent lending requirements	8.7%	0.0%	0.0%	14.3%	14.8%	0.0%	0.0%	12.5%	4.3%
Other	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

How effectively do the World Bank Group's activities below support Mozambique'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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	13	6.69	2.66	4	8.50	1.00	4	5.00	2.94	22	6.36	2.19	15	6.40	2.67	11	6.64	1.50	7	5.57	2.07	11	5.73	2.20	9	6.78	2.77
Data	15	7.20	2.14	7	8.14	1.57	5	6.80	1.64	20	5.70	2.52	18	6.50	2.33	10	6.10	2.85	7	6.43	1.99	12	6.33	2.10	11	6.91	2.63
Policy advice, studies, analyses	17	8.00	1.94	7	8.57	1.27	5	8.20	1.10	23	6.57	1.73	20	7.30	1.66	13	7.38	2.02	7	7.00	1.73	14	6.50	2.21	13	7.69	2.53
Financial resources	19	8.05	1.58	5	7.60	.55	5	8.20	1.92	23	7.35	1.99	20	8.20	1.54	15	7.87	2.70	7	7.71	1.70	12	6.25	1.82	15	7.33	2.35
Technical assistance	18	7.83	1.50	5	8.20	.84	5	8.40	1.14	22	7.45	2.06	18	7.72	2.32	13	7.77	1.96	7	7.57	1.40	14	6.29	2.02	13	7.62	2.10
Mobilizing third party financial resources	12	7.50	1.83	4	7.25	.96	5	7.60	2.61	23	6.52	1.90	18	6.83	2.41	11	6.36	2.54	7	5.57	2.23	13	6.15	1.99	10	6.10	2.73
Donor coordination	15	7.73	2.28	4	5.50	1.00	5	5.80	2.39	21	6.00	2.21	18	6.61	2.40	9	6.56	2.01	7	5.29	2.75	14	6.64	2.53	8	6.13	1.89
Linkage to non-Bank expertise	13	7.77	1.83	4	8.00	1.83	4	7.75	.96	17	5.65	2.40	16	5.44	2.73	7	7.71	3.30	5	4.80	2.77	11	6.09	1.81	9	6.56	2.92
Strategy formulation	14	8.57	1.40	4	8.75	.50	5	8.20	.45	21	7.67	2.13	16	7.75	2.46	13	8.77	1.79	7	7.86	1.07	13	6.62	1.80	11	8.09	1.51

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

The World Bank Group can provide capacity building support in a number of ways in Mozambique. To what degree would Mozambique 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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	20	7.50	2.56	8	8.00	.93	5	6.80	3.11	30	6.73	2.00	23	8.04	1.87	18	7.94	1.89	9	7.78	1.48	16	7.38	2.28	19	6.84	2.50
The public sector, related to implementation of specific development projects on the ground	22	8.59	1.59	9	8.56	.73	6	7.83	1.47	30	7.10	2.06	22	7.95	1.73	17	7.47	2.62	8	7.75	1.58	19	7.68	1.77	22	7.59	2.28
The public sector, related to changing institutions	22	8.68	1.52	9	7.00	2.60	6	8.33	1.51	29	7.45	2.34	22	8.05	1.40	13	7.54	1.81	8	8.38	1.06	17	7.35	1.77	21	7.62	1.91
The private sector, related to institutional and policy change	20	8.45	1.90	8	8.75	.71	6	6.50	2.88	31	7.90	1.81	22	7.59	2.02	14	7.71	1.68	9	8.00	1.58	15	7.13	2.07	19	7.11	2.62

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

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	17	8.18	1.19	7	8.43	1.27	4	7.75	1.89	24	7.46	1.41	16	7.38	1.96	11	7.36	2.20	7	6.14	1.21	11	6.09	1.51	13	6.92	1.80
Citizen engagement (incorporating citizens' voices into development)*	12	7.08	2.02	7	7.57	1.62	4	6.75	1.71	23	6.26	1.89	18	6.72	2.59	11	6.09	2.43	7	3.29	2.69	11	5.00	1.84	11	4.73	2.97
Policy design*	11	8.27	1.27	7	7.71	.76	4	8.50	.58	24	7.00	1.72	15	7.13	1.88	12	6.67	2.67	7	6.43	2.15	12	6.17	1.59	14	5.71	2.64

*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 Mozambique? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Staff too inaccessible	0.0%	0.0%	0.0%	3.1%	0.0%	5.3%	0.0%	5.6%	0.0%
Not exploring alternative policy options	4.2%	0.0%	16.7%	6.3%	3.7%	5.3%	0.0%	11.1%	4.0%
Not adequately sensitive to political/social realities in Mozambique	0.0%	0.0%	16.7%	9.4%	11.1%	5.3%	0.0%	5.6%	4.0%
Not enough public disclosure of its work	12.5%	22.2%	0.0%	18.8%	25.9%	31.6%	22.2%	22.2%	32.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	5.6%	12.0%
Not aligned with country priorities	4.2%	0.0%	0.0%	3.1%	3.7%	5.3%	22.2%	5.6%	8.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	45.8%	0.0%	0.0%	9.4%	3.7%	15.8%	55.6%	5.6%	12.0%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	0.0%	33.3%	0.0%	0.0%	10.5%	0.0%	0.0%	4.0%
Too influenced by developed countries	16.7%	0.0%	0.0%	15.6%	7.4%	10.5%	11.1%	11.1%	12.0%
Imposing technocratic solutions without regard to political realities	8.3%	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	11.1%	4.0%
World Bank Group's processes too slow	16.7%	11.1%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	4.0%
Too bureaucratic in its operational policies and procedures	16.7%	0.0%	0.0%	3.1%	3.7%	10.5%	0.0%	11.1%	4.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%
Not collaborating enough with non-state actors	4.2%	0.0%	0.0%	9.4%	11.1%	5.3%	0.0%	5.6%	0.0%
Not client focused	4.2%	0.0%	33.3%	0.0%	3.7%	5.3%	11.1%	5.6%	8.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	0.0%	9.4%	0.0%	10.5%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	0.0%	0.0%	0.0%	3.1%	14.8%	5.3%	0.0%	5.6%	4.0%
Inadequate number of World Bank Group staff members located in the country	4.2%	0.0%	0.0%	3.1%	3.7%	0.0%	0.0%	0.0%	4.0%
Other	0.0%	11.1%	16.7%	0.0%	7.4%	0.0%	0.0%	0.0%	4.0%
Don't know	29.2%	77.8%	50.0%	37.5%	44.4%	31.6%	11.1%	33.3%	28.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Capacity development	56.5%	44.4%	66.7%	52.9%	51.9%	36.8%	66.7%	44.4%	33.3%
Policy based lending / budget support to the Government	17.4%	33.3%	33.3%	14.7%	11.1%	26.3%	22.2%	5.6%	29.2%
Knowledge products/services	17.4%	0.0%	0.0%	20.6%	3.7%	0.0%	0.0%	5.6%	8.3%
Investment lending	30.4%	22.2%	33.3%	26.5%	44.4%	31.6%	11.1%	27.8%	25.0%
Technical assistance*	21.7%	0.0%	50.0%	23.5%	29.6%	42.1%	66.7%	33.3%	16.7%
Trust Fund management*	0.0%	0.0%	16.7%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%
Co-financing arrangements	17.4%	11.1%	0.0%	8.8%	11.1%	5.3%	0.0%	0.0%	8.3%
Sector-wide approaches	8.7%	0.0%	0.0%	5.9%	11.1%	21.1%	22.2%	5.6%	12.5%
Emergency Recovery lending	4.3%	11.1%	0.0%	11.8%	11.1%	15.8%	0.0%	0.0%	0.0%
Other	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Don't know	4.3%	22.2%	0.0%	17.6%	7.4%	10.5%	0.0%	27.8%	20.8%

*Significantly different between stakeholder groups

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 a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Academia/think tanks/research institutes	33.3%	22.2%	33.3%	47.1%	25.0%	42.1%	11.1%	68.4%	44.0%
Donor community	4.2%	0.0%	0.0%	5.9%	10.7%	5.3%	0.0%	5.3%	0.0%
Media*	8.3%	0.0%	0.0%	2.9%	0.0%	36.8%	0.0%	10.5%	12.0%
NGOs*	37.5%	0.0%	0.0%	8.8%	42.9%	15.8%	11.1%	10.5%	16.0%
Local Government*	54.2%	100.0%	66.7%	17.6%	10.7%	15.8%	11.1%	0.0%	28.0%
Private sector*	25.0%	0.0%	0.0%	55.9%	10.7%	52.6%	44.4%	10.5%	20.0%
Parliament*	0.0%	0.0%	33.3%	2.9%	3.6%	0.0%	0.0%	5.3%	8.0%
Community Based Organizations*	0.0%	44.4%	0.0%	5.9%	32.1%	5.3%	33.3%	21.1%	0.0%
Beneficiaries*	12.5%	11.1%	66.7%	17.6%	21.4%	15.8%	55.6%	10.5%	24.0%
Foundations	0.0%	0.0%	0.0%	2.9%	3.6%	5.3%	0.0%	0.0%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	7.1%	5.3%	0.0%	15.8%	8.0%
UN and regional peace keeping forces	0.0%	11.1%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	11.1%	0.0%	2.9%	0.0%	0.0%	0.0%	5.3%	4.0%
UN agencies	12.5%	0.0%	0.0%	8.8%	3.6%	0.0%	0.0%	0.0%	4.0%
Regional organizations	8.3%	0.0%	0.0%	0.0%	14.3%	0.0%	11.1%	0.0%	12.0%
Other	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	8.0%
Don't know	0.0%	0.0%	0.0%	5.9%	3.6%	0.0%	11.1%	0.0%	4.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mozambique	22	8.05	1.59	8	8.50	.53	6	7.33	1.37	27	7.56	1.58	26	7.85	1.74	18	7.17	2.31	8	6.88	2.03	17	7.24	2.44	20	7.25	2.45
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	19	7.89	1.76	8	8.00	1.41	6	7.00	.89	28	7.00	2.11	22	7.32	1.78	16	6.56	2.58	8	7.00	2.62	13	6.38	2.63	17	6.12	2.34
The World Bank Group supports programs and strategies that are realistic for Mozambique	22	7.68	2.10	6	8.00	1.67	6	7.33	.82	26	7.27	1.69	23	7.30	2.01	13	6.69	2.32	8	6.75	2.12	16	6.69	2.09	17	7.00	2.50
The World Bank Group treats clients and stakeholders in Mozambique with respect	21	8.52	1.29	7	9.00	.58	4	8.25	.50	28	7.93	1.82	17	8.24	1.56	15	6.80	2.24	6	7.17	2.14	10	6.70	1.89	16	7.44	1.79

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

To what extent is the World Bank Group an effective development partner in Mozambique 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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	8	6.50	3.30	5	9.00	.71	2	5.00	2.83	30	6.27	2.13	17	6.65	2.15	13	6.38	1.94	8	8.00	2.00	11	5.91	2.07	14	6.79	2.46
Flexibility (in terms of the institution's products and services)	8	5.75	2.19	5	8.80	.84	2	5.00	2.83	27	6.07	2.34	17	7.00	2.21	13	6.31	2.29	8	7.63	2.39	9	5.56	2.30	12	6.33	2.90
Flexibility (in terms of changing country circumstances)	8	5.13	1.46	5	8.60	1.14	2	5.50	3.54	27	6.30	2.02	17	6.41	2.45	13	6.00	2.35	7	8.14	1.77	9	5.22	2.54	12	5.83	2.44
Being inclusive	4	6.00	2.58	5	7.20	2.59	2	7.00	1.41	28	6.61	2.57	16	7.00	2.34	12	6.75	2.80	8	8.25	1.83	9	5.67	2.69	11	6.45	2.07
Openness	7	6.86	1.86	5	8.20	1.48	2	8.50	.71	27	7.00	2.08	17	7.24	2.08	14	6.86	2.93	8	7.75	1.67	10	5.70	1.57	12	7.25	2.22
Staff accessibility	7	6.71	3.25	5	8.80	.84	2	6.50	3.54	25	6.72	2.21	16	6.69	2.36	12	5.00	2.22	8	7.00	2.14	11	5.64	2.06	14	6.14	2.57
Straightforwardness and honesty	7	8.29	1.80	5	9.00	.71	2	8.00	0.00	25	6.48	2.26	17	7.12	2.39	12	6.17	1.85	7	7.71	2.43	11	6.09	2.34	12	7.58	1.83
Ease of access to the people at the World Bank Group who are making decisions important to my work	8	6.88	2.64	4	9.00	.82	1	7.00		22	6.23	2.64	15	6.33	2.61	9	6.22	2.64	7	7.86	1.95	9	5.44	1.67	10	7.40	1.96
Collaboration with groups outside of the Government	5	6.00	1.00	5	8.20	1.48	2	6.50	.71	24	6.71	2.12	15	7.20	2.04	10	6.50	2.59	8	6.50	2.78	12	5.83	2.04	12	7.50	2.02
Collaboration with the Government	11	8.27	1.68	5	8.00	1.58	2	8.00	0.00	28	8.00	1.66	14	9.00	1.41	15	7.73	2.52	8	9.00	1.07	12	7.92	1.68	13	7.31	2.56
Collaboration with other donors	7	8.14	2.48	5	8.40	1.14	4	7.25	1.26	19	6.74	1.97	14	7.64	1.91	12	6.83	2.21	6	7.00	2.53	11	7.18	1.89	12	8.17	1.64
The speed in which it gets things accomplished on the ground	7	5.57	3.60	5	6.80	3.11	2	6.00	2.83	23	6.57	2.11	17	6.47	2.35	12	6.67	2.77	6	7.83	1.94	10	7.20	2.35	10	7.20	2.30
Being a long-term partner	7	8.57	1.13	5	8.80	.84	2	8.50	.71	28	8.68	1.61	18	8.33	2.20	13	7.69	2.93	8	9.38	.74	12	8.25	1.48	15	7.47	2.61

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

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
More local presence	47.8%	14.3%	50.0%	46.9%	57.1%	64.3%	37.5%	61.1%	69.6%
The current level of local presence is adequate	52.2%	85.7%	33.3%	40.6%	39.3%	35.7%	62.5%	33.3%	17.4%
Don't know	0.0%	0.0%	16.7%	12.5%	3.6%	0.0%	0.0%	5.6%	13.0%

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 a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group does not do adequate follow through/follow-up*	18.2%	14.3%	16.7%	9.4%	0.0%	36.8%	11.1%	5.6%	20.0%
There is not an adequate level of citizen/civil society participation	31.8%	0.0%	33.3%	28.1%	35.7%	31.6%	22.2%	27.8%	32.0%
The WBG is not sensitive enough to political/social realities on the ground	13.6%	0.0%	0.0%	28.1%	25.0%	21.1%	11.1%	11.1%	4.0%
Lack of/inadequate levels of capacity in Government*	9.1%	0.0%	83.3%	28.1%	21.4%	10.5%	33.3%	16.7%	24.0%
Poor donor coordination	9.1%	0.0%	0.0%	12.5%	17.9%	26.3%	11.1%	22.2%	4.0%
The World Bank Group works too slowly*	54.5%	14.3%	0.0%	18.8%	14.3%	5.3%	0.0%	5.6%	8.0%
The Government works inefficiently	18.2%	0.0%	16.7%	43.8%	14.3%	21.1%	0.0%	22.2%	28.0%
Political pressures and obstacles	4.5%	28.6%	33.3%	15.6%	32.1%	26.3%	44.4%	22.2%	44.0%
Reforms are not well tailored to challenges in Mozambique	22.7%	0.0%	16.7%	12.5%	14.3%	21.1%	0.0%	27.8%	16.0%
Inadequate funding	4.5%	14.3%	16.7%	6.3%	0.0%	5.3%	11.1%	5.6%	4.0%
Inadequate 'space' for reform to take place	13.6%	14.3%	0.0%	12.5%	25.0%	5.3%	22.2%	5.6%	12.0%
Other	9.1%	28.6%	16.7%	15.6%	7.1%	0.0%	0.0%	5.6%	12.0%

*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 Mozambique? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	21	7.38	2.62	6	9.33	.82	5	5.80	2.28	28	8.39	1.79	25	8.12	2.01	14	8.43	2.06	8	8.25	1.58	16	8.50	2.03	17	8.18	2.43
Transport	21	9.19	1.57	8	9.25	.71	6	8.33	1.03	28	8.61	1.77	24	9.04	1.04	14	9.36	1.39	9	9.56	.53	16	8.56	2.06	19	9.11	1.05
Regional conflict and tensions*	20	5.15	2.81	8	8.25	2.66	5	4.00	3.39	29	6.86	2.80	20	7.10	2.34	12	8.25	3.05	8	6.25	3.15	14	7.64	3.18	18	7.89	2.27
Law and justice, anti-corruption	19	6.89	2.77	3	7.00	2.65	5	5.60	4.04	30	7.97	2.19	22	7.68	1.91	12	9.17	1.53	8	7.50	1.69	14	7.50	3.06	20	8.15	2.50
Urban development*	20	8.40	1.88	7	9.00	1.15	5	6.40	2.30	26	7.42	2.18	19	7.05	1.81	14	7.29	2.23	8	6.13	2.36	14	7.93	2.50	17	8.82	1.70
Environmental sustainability	20	7.50	2.48	6	8.00	.63	5	7.20	1.64	26	7.15	2.39	20	7.15	2.28	15	7.27	2.28	8	5.25	2.87	15	7.33	2.32	16	7.88	2.50
Regulatory framework*	19	6.79	2.46	6	6.17	2.23	4	6.25	3.30	27	7.67	2.18	19	6.63	1.92	11	7.27	2.69	8	3.38	2.13	15	6.47	2.85	18	7.17	2.68
Overall government accountability	20	6.80	2.88	6	5.83	2.56	6	6.50	2.74	28	7.54	2.27	19	7.21	2.49	12	7.42	2.91	8	5.38	2.83	14	6.79	2.97	17	8.12	2.06
Poverty reduction	21	9.14	1.46	7	9.14	.90	6	8.67	1.03	29	8.28	1.83	25	8.96	1.62	14	7.93	2.59	8	9.00	.93	18	8.44	1.98	19	8.53	1.61
Gender equity	21	8.71	2.15	7	8.29	.49	6	7.83	2.14	28	7.61	2.13	23	8.43	1.59	13	7.23	2.01	8	8.13	1.55	15	7.27	2.69	17	7.71	2.11
Domestic private sector development	21	8.67	1.43	8	8.25	1.16	6	7.67	1.21	28	8.18	1.42	23	8.48	1.75	14	7.79	1.93	8	8.00	1.41	16	7.88	1.78	19	8.84	1.57
Foreign direct investment	21	8.14	2.35	8	8.63	1.19	5	8.00	1.00	29	7.07	2.15	23	7.65	1.70	13	8.15	1.99	8	6.63	2.07	13	7.62	2.36	17	8.24	1.79
Local governance and institutions	19	7.11	2.77	7	6.57	1.62	5	8.60	1.14	25	6.96	2.26	21	7.29	2.08	12	7.83	1.64	8	8.00	1.85	15	6.67	2.38	15	8.13	1.55
Water and sanitation	21	8.33	2.18	6	9.00	1.26	6	8.17	2.64	27	8.26	1.53	23	8.48	1.50	15	8.33	2.09	8	9.50	.76	17	7.94	2.30	18	8.22	1.80
Trade and exports	19	7.63	2.19	8	9.00	1.07	5	8.20	2.17	29	7.59	2.21	21	8.14	1.85	13	8.31	1.75	8	8.50	3.12	15	7.53	2.33	18	8.17	1.54
Economic growth	21	8.52	2.16	8	9.38	.74	6	9.00	1.26	30	8.00	1.74	24	8.50	1.91	13	8.15	2.15	9	8.89	1.69	15	8.33	1.91	21	8.24	2.30
Energy	21	8.10	2.34	6	9.50	.84	6	8.00	2.90	28	8.71	1.49	22	8.27	1.42	14	7.43	2.10	8	8.63	1.77	14	7.00	2.86	16	8.69	1.30
Public sector governance/ reform*	20	6.85	2.76	6	5.67	3.01	5	8.80	1.64	29	8.31	2.17	23	8.35	1.37	12	7.92	2.23	8	8.88	1.46	15	7.20	2.24	19	8.68	1.42
Financial markets	20	7.60	2.60	6	7.17	2.23	5	7.80	1.48	29	7.55	2.23	22	7.86	1.78	13	7.31	1.80	8	6.88	1.55	14	7.71	1.82	16	8.38	1.41
Equality of opportunity	18	8.17	2.18	6	9.17	.98	6	7.83	1.33	26	7.85	1.78	23	8.22	2.04	13	8.23	1.92	8	7.38	1.77	16	7.63	1.93	18	8.33	2.17
Health, communicable/non-communicable diseases	21	9.05	1.40	6	9.33	.82	6	7.17	3.13	27	7.81	1.88	24	8.00	2.04	13	7.62	2.50	8	7.13	1.96	16	8.06	2.49	18	8.61	1.85
Agriculture and rural development	20	9.20	1.11	6	9.33	.82	6	7.17	3.25	27	8.22	1.95	24	8.96	1.20	14	8.79	1.53	9	9.56	1.01	14	8.50	1.87	19	8.95	1.58
Global/regional integration	20	7.55	2.50	7	8.57	1.62	5	5.20	4.09	23	6.78	2.00	22	6.36	2.57	13	7.85	2.41	7	5.43	2.70	13	6.46	2.70	14	7.64	2.27
Food security*	20	8.85	1.27	6	9.33	.82	5	5.60	4.34	27	8.26	1.43	22	7.68	2.06	13	8.08	2.14	8	6.63	2.13	16	7.38	2.63	15	7.87	2.42
Education*	23	9.48	.90	8	9.50	.76	6	6.83	3.54	28	9.07	.81	24	8.67	1.83	14	9.29	1.14	8	9.38	1.41	16	8.50	2.28	20	8.70	2.18
Security and stabilization*	19	7.53	2.50	8	8.00	2.00	6	4.50	3.02	26	6.35	2.43	22	7.41	2.52	12	8.25	2.05	8	6.63	2.45	15	6.93	2.91	19	8.53	1.71
Social protection*	18	8.78	1.66	8	8.75	.46	6	6.17	2.79	28	6.36	1.99	25	7.84	2.37	14	7.64	2.79	8	7.13	2.10	15	7.73	2.69	19	9.05	1.51
Climate change and disaster management	20	5.95	3.39	6	6.50	2.81	5	4.60	3.05	28	6.29	2.89	23	6.35	3.20	13	7.92	2.40	8	5.25	3.01	16	6.63	3.34	17	7.76	2.75
Natural resource management	19	8.26	2.18	8	9.63	.74	5	8.80	1.64	30	7.27	2.63	24	7.63	2.34	14	8.29	2.76	8	7.88	2.03	15	7.80	2.57	18	8.06	2.36

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

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology*	6	9.00	1.67	1	10.00		1	6.00		12	7.42	2.27	8	7.13	1.46	8	6.63	2.39	7	6.43	2.64	5	7.60	2.30	6	3.50	2.07
Transport	9	7.56	3.13	1	7.00		2	8.00	0.00	15	7.20	2.31	11	6.64	2.87	6	6.83	2.64	7	6.29	2.21	6	7.17	3.25	8	4.75	2.25
Regional conflict and tensions	4	4.25	2.63	1	5.00		1	5.00		12	5.67	2.96	10	5.90	2.47	5	6.20	2.68	6	3.83	2.86	5	4.40	2.07	6	6.17	2.40
Law and justice, anti-corruption	5	5.60	2.97	1	5.00		1	6.00		14	6.14	2.48	10	6.40	1.84	5	6.40	3.36	6	4.00	1.55	6	4.83	2.79	7	5.43	2.51
Urban development	5	7.00	3.32	1	2.00		2	8.00	0.00	11	6.64	2.94	10	6.50	1.90	9	6.00	3.39	6	2.83	1.47	5	4.80	3.11	6	5.33	2.66
Environmental sustainability*	5	7.60	2.51	1	2.00		2	7.50	.71	13	6.92	3.04	11	5.82	2.18	6	6.33	3.56	6	2.67	1.51	6	4.33	2.50	8	4.88	2.70
Regulatory framework	2	6.00	1.41	1	2.00		1	6.00		14	6.79	2.49	9	6.44	2.46	5	6.00	3.54	6	4.33	2.50	4	6.50	2.65	5	4.20	2.17
Overall government accountability	5	8.00	2.35	1	4.00		1	7.00		10	6.20	3.22	10	6.30	2.41	5	5.40	3.13	7	5.29	3.40	6	6.17	1.94	6	4.83	2.79
Poverty reduction	13	9.08	1.44	1	8.00		3	6.00	2.65	16	7.69	2.52	12	7.17	1.95	9	6.78	2.77	7	7.57	1.99	6	6.50	2.88	10	5.90	2.13
Gender equity	8	8.13	1.64	1	8.00		1	7.00		13	7.92	1.71	12	6.58	2.31	7	5.86	2.61	7	5.71	3.04	6	6.67	2.25	6	5.33	2.73
Domestic private sector development	8	6.88	2.85	1	7.00		2	6.50	.71	14	7.00	2.29	10	5.60	2.91	8	5.88	2.42	7	4.57	3.15	5	6.20	3.27	6	6.17	2.14
Foreign direct investment	7	7.14	2.41	1	8.00		1	6.00		14	6.79	2.01	9	6.44	2.65	5	5.60	2.30	7	4.57	2.51	4	6.25	2.50	6	6.00	2.00
Local governance and institutions	7	7.14	2.19	1	8.00		1	7.00		16	6.75	2.27	11	6.27	1.95	6	6.67	2.50	7	6.00	2.71	5	6.80	2.49	9	6.11	2.52
Water and sanitation	9	7.56	2.65	1	9.00		3	6.67	2.31	15	7.53	1.68	10	6.70	2.67	6	6.33	2.73	7	6.00	2.16	5	5.20	3.35	8	6.88	1.89
Trade and exports	8	7.75	1.83	1	6.00		2	7.00	1.41	14	6.64	1.60	8	6.50	1.20	5	5.40	1.67	6	4.67	2.07	3	6.33	3.21	6	5.67	2.07
Economic growth	10	8.10	2.02	1	8.00		2	8.00	1.41	14	7.43	1.79	13	5.85	2.30	8	6.00	2.62	7	5.43	2.23	5	6.60	2.88	10	5.30	2.26
Energy	10	7.20	3.01	1	8.00		2	7.50	2.12	14	7.00	1.62	10	6.30	1.42	6	5.17	1.60	7	7.14	2.41	4	6.25	1.89	8	5.88	2.10
Public sector governance/ reform	9	7.67	2.50	1	7.00		3	7.67	1.53	14	6.86	2.82	12	7.25	1.36	7	8.00	1.41	7	6.86	1.77	4	5.00	2.45	9	5.89	2.47
Financial markets	8	7.38	2.26	1	8.00		1	5.00		16	6.31	2.09	10	7.70	2.26	7	6.00	2.58	7	6.00	2.58	4	5.50	1.00	8	5.88	2.36
Equality of opportunity	9	6.56	2.30	1	8.00		2	7.00	2.83	12	6.83	2.66	13	6.46	2.76	7	4.71	2.69	7	5.86	2.19	6	4.00	3.10	7	5.43	1.27
Health, communicable/non-communicable diseases	7	8.00	2.24	1	9.00		2	7.50	2.12	14	7.43	1.91	13	6.38	2.75	9	5.33	2.92	7	6.00	2.00	6	5.00	2.76	9	6.11	2.57
Agriculture and rural development	10	8.30	1.70	1	9.00		3	6.00	3.61	17	7.24	2.02	13	6.54	2.50	10	6.30	3.02	7	6.29	2.98	5	6.40	2.97	10	5.30	2.36
Global/regional integration	8	7.38	2.72	1	6.00		1	6.00		11	6.18	1.78	9	6.56	2.30	6	5.33	3.27	7	5.14	3.24	4	4.25	1.26	5	4.80	2.86
Food security	10	7.60	2.72	1	6.00		2	8.00	1.41	15	7.47	1.41	12	6.33	2.31	6	6.00	2.37	7	6.14	2.61	5	6.40	3.05	9	5.22	2.99
Education	15	8.20	1.78	1	10.00		3	5.67	3.21	15	7.73	1.94	13	7.23	2.59	10	6.90	3.54	7	8.14	1.68	8	7.38	2.50	8	6.00	2.88
Security and stabilization	9	6.78	2.54	1	7.00		2	6.50	2.12	12	5.58	2.71	11	6.09	2.91	5	5.20	2.05	6	5.83	2.64	6	4.00	3.03	6	5.67	3.44
Social protection	11	8.00	2.10	1	8.00		2	7.00	2.83	13	6.31	2.36	12	6.17	1.95	6	4.83	2.86	7	6.14	2.27	6	5.33	3.44	8	5.50	3.30
Climate change and disaster management	6	5.83	3.31	1	6.00		1	6.00		11	6.82	2.52	11	5.27	2.61	5	5.40	2.07	7	5.86	3.34	5	5.20	3.27	7	7.14	2.41
Natural resource management	10	8.50	2.12	1	7.00		4	7.75	1.50	17	7.71	1.76	11	5.73	2.20	5	4.80	3.27	7	5.86	3.13	5	5.20	2.86	7	6.71	3.35

*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 Mozambique? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
At the Headquarters (in Washington D.C.)	66.7%	77.8%	50.0%	43.8%	75.0%	73.7%	77.8%	68.4%	68.0%
In the country	12.5%	22.2%	16.7%	6.3%	7.1%	5.3%	11.1%	0.0%	4.0%
Don't know	20.8%	0.0%	33.3%	50.0%	17.9%	21.1%	11.1%	31.6%	28.0%

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	24	7.92	1.86	9	8.11	1.27	6	7.00	.89	30	7.77	1.83	24	7.96	1.78	17	7.35	2.42	9	7.89	.60	18	6.94	1.83	21	6.43	2.06

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

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	23	7.52	2.02	4	8.25	1.71	5	7.40	1.14	28	7.64	2.09	21	7.86	2.03	15	7.53	2.36	8	7.00	1.77	18	6.94	1.89	15	6.33	2.50

(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 Mozambique? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mozambique*	21	7.33	2.18	4	5.50	2.52	5	4.80	1.79	28	6.79	1.89	19	5.84	2.09	17	5.94	2.56	8	6.75	2.05	16	5.19	2.07	18	5.56	2.09
The World Bank Group meets Mozambique's needs for knowledge services	21	7.71	1.68	4	7.50	2.65	5	7.40	2.07	27	7.15	2.23	21	6.05	2.44	16	6.13	1.78	8	6.75	2.05	13	6.85	2.34	18	6.39	2.59

*Significantly different between stakeholder groups

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 a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Weekly	4.2%	0.0%	0.0%	0.0%	0.0%	10.5%	11.1%	0.0%	12.5%
Monthly	12.5%	0.0%	0.0%	9.1%	7.1%	10.5%	0.0%	5.6%	4.2%
A few times a year	62.5%	44.4%	83.3%	39.4%	46.4%	21.1%	11.1%	22.2%	29.2%
Rarely	12.5%	44.4%	16.7%	30.3%	28.6%	42.1%	55.6%	44.4%	25.0%
Never	8.3%	11.1%	0.0%	21.2%	17.9%	15.8%	22.2%	27.8%	29.2%

In Mozambique, 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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	18	7.83	1.95	9	9.22	1.09	6	6.67	1.37	22	6.91	1.85	18	6.83	2.85	11	6.73	2.00	5	4.40	2.88	10	5.70	3.65	14	7.14	2.44
Include appropriate level of stakeholder involvement during preparation*	11	7.45	2.16	8	9.25	1.04	6	4.67	1.75	22	6.18	2.13	17	6.71	2.78	10	5.80	1.81	5	4.80	3.03	7	5.00	3.56	9	7.44	2.24
Are relevant to Mozambique's development priorities*	21	7.81	1.83	9	9.33	1.00	6	7.17	1.47	25	7.40	1.32	19	6.84	2.41	9	6.89	1.62	5	4.20	3.42	9	6.33	2.83	14	8.07	2.06
Lead to practical solutions	16	6.69	1.92	4	8.00	1.41	6	6.17	1.47	21	7.19	2.36	17	6.06	1.95	9	5.33	1.66	5	4.20	3.27	9	5.44	2.55	11	6.64	2.66
Are accessible (well written and easy to understand)	16	6.81	1.87	5	7.40	2.19	6	6.50	1.52	21	6.90	2.45	19	6.47	2.59	9	6.00	2.40	5	5.40	3.05	9	5.33	2.65	11	8.00	1.73
Are source of relevant information on global good practices*	17	7.71	2.05	8	8.38	.92	6	7.17	1.47	24	8.29	1.43	18	6.83	2.28	9	7.11	1.90	5	5.60	3.65	9	6.11	2.37	13	7.46	2.03
Enhance your knowledge and/or skills	19	7.79	1.72	8	8.00	1.31	6	6.83	1.72	23	8.00	1.60	19	6.68	2.38	8	6.75	2.38	5	6.40	3.36	8	6.50	2.56	13	7.54	2.11
Are adequately disseminated	17	6.47	2.40	5	6.20	2.77	6	6.00	2.00	22	6.18	2.70	18	5.33	2.22	13	4.77	2.28	5	4.40	2.88	9	3.78	2.73	12	5.83	2.29
Are translated enough into local language	12	5.67	2.81	4	8.75	1.26	4	3.50	1.91	22	6.50	2.82	13	4.85	3.18	9	5.44	3.50	4	5.00	2.94	7	4.43	3.05	11	7.18	2.60
Are adaptable to Mozambique's specific development challenges and country circumstances	18	6.39	2.03	6	6.83	2.14	6	5.67	.52	22	7.18	1.92	18	6.22	2.86	11	5.73	2.05	5	4.40	2.97	10	5.90	2.42	11	6.73	2.57
Help building consensus among development partners, government agencies, other stakeholders	14	6.79	2.22	4	7.25	1.89	5	7.20	1.79	20	7.60	1.60	13	5.77	2.71	9	5.44	2.55	4	4.75	2.22	8	6.00	2.83	8	7.38	1.92

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	24	8.00	1.47	9	8.56	.53	6	7.50	1.05	28	8.11	1.13	24	7.54	2.19	13	6.62	2.14	6	6.67	2.16	12	6.67	2.42	20	7.30	1.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	23	7.65	1.87	8	8.63	.74	6	7.83	.75	27	8.44	1.37	19	7.74	2.08	13	6.92	2.18	6	7.17	1.47	12	6.33	2.81	16	7.44	1.75

(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 Mozambique'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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	15	8.07	1.53	2	9.50	.71	4	8.25	.96	21	7.86	1.68	16	7.63	2.85	13	6.38	2.40	7	8.86	.90	14	6.50	2.53	15	6.60	2.35
Design (appraising and planning the solutions)	17	7.71	1.96	2	9.00	1.41	4	7.75	.96	21	8.24	1.81	15	7.20	2.78	11	6.91	1.97	8	8.50	1.07	13	6.69	1.97	16	6.75	2.59
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	18	7.67	1.24	2	8.00	2.83	4	7.50	1.00	23	7.83	2.17	15	7.47	2.85	13	7.62	1.66	8	8.63	1.06	16	6.63	2.66	16	6.25	2.67
Evaluation (assessing the impact and results)	16	8.06	1.34	2	7.50	3.54	4	7.00	1.41	22	8.32	1.81	16	7.88	2.78	12	7.50	1.73	8	8.38	1.06	14	8.07	1.94	17	6.71	2.44

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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	13	5.92	2.66	1	8.00		2	7.50	2.12	19	6.68	2.50	15	7.60	2.32	10	7.10	2.08	8	6.63	2.33	8	5.75	3.01	10	4.80	2.66
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	13	5.31	2.81	1	9.00		4	7.25	1.71	23	7.00	2.81	17	8.18	1.78	14	6.86	2.48	8	7.63	2.33	13	7.77	2.31	13	5.15	3.00
The World Bank Group's approvals and reviews are done in a timely fashion*	16	4.94	2.54	2	7.00	1.41	4	6.75	.96	21	6.76	2.55	12	8.50	1.93	11	6.73	1.85	8	6.88	2.03	10	6.60	2.27	12	5.33	2.53
The World Bank Group's "Safeguard Policy" requirements are reasonable	11	5.45	2.98	2	6.00	2.83	4	6.75	.50	14	7.07	2.43	10	7.60	2.17	12	5.33	1.67	7	6.71	2.29	9	5.33	2.18	9	5.44	3.00
The World Bank Group's conditions on its lending are reasonable*	10	4.90	2.33	2	4.50	.71	3	6.00	1.00	19	6.63	2.54	10	7.90	2.18	12	5.08	1.51	7	5.00	1.53	12	5.33	2.31	10	3.90	2.33
The World Bank Group takes decisions quickly in Mozambique*	13	5.69	2.59	2	3.00	1.41	2	4.00	2.83	22	6.50	2.09	14	7.93	2.37	9	5.56	1.88	8	6.00	1.77	10	6.30	2.67	11	4.18	2.09
The World Bank Group ensures consistency and continuity through staff changes*	10	5.50	2.72	1	8.00		2	7.50	.71	21	6.90	2.84	12	8.92	1.44	8	8.25	1.28	6	5.33	2.34	6	6.50	2.51	10	4.90	2.88
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	6.82	2.44	1	9.00		2	4.00	4.24	20	7.25	2.15	10	7.60	2.01	9	8.33	1.80	7	6.43	2.51	7	7.14	2.67	10	5.80	2.78
The World Bank Group provides effective implementation support	12	5.75	2.77	2	6.50	3.54	2	7.00	0.00	23	7.70	2.08	15	8.53	1.30	11	8.45	1.44	8	7.75	2.12	11	7.73	2.65	12	6.58	2.64

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group takes too much risk in Mozambique	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Mozambique	12.5%	0.0%	0.0%	9.4%	28.6%	21.1%	0.0%	16.7%	16.7%
The World Bank Group's approach to risk is appropriate	33.3%	37.5%	16.7%	25.0%	21.4%	21.1%	33.3%	16.7%	16.7%
Don't know	16.7%	50.0%	33.3%	25.0%	25.0%	31.6%	55.6%	44.4%	45.8%
Prefer not to answer	37.5%	12.5%	50.0%	37.5%	25.0%	26.3%	11.1%	22.2%	20.8%

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mozambique?	9	6.56	2.30	3	7.33	3.06	2	5.50	.71	17	7.35	1.87	14	7.71	2.33	12	7.17	2.44	8	7.88	1.46	11	6.91	2.77	12	6.17	2.92

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	14.3%	22.2%	16.7%	14.7%	25.0%	33.3%	11.1%	36.8%	28.0%
Collaborate more effectively with Government clients	33.3%	33.3%	16.7%	11.8%	17.9%	5.6%	22.2%	0.0%	32.0%
Offer more innovative financial products	23.8%	11.1%	0.0%	14.7%	14.3%	5.6%	0.0%	15.8%	4.0%
Improve the competitiveness of its financing compared to markets	28.6%	11.1%	0.0%	14.7%	0.0%	22.2%	33.3%	5.3%	20.0%
Reach out more to groups outside of Government	9.5%	11.1%	33.3%	29.4%	21.4%	27.8%	44.4%	31.6%	20.0%
Improve the quality of its experts as related to Mozambique's specific challenges	0.0%	0.0%	0.0%	11.8%	10.7%	5.6%	0.0%	5.3%	0.0%
Offer more innovative knowledge services*	14.3%	0.0%	33.3%	0.0%	3.6%	0.0%	22.2%	15.8%	0.0%
Introduce more stringent lending requirements	4.8%	0.0%	0.0%	2.9%	7.1%	0.0%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	4.8%	0.0%	0.0%	14.7%	0.0%	0.0%	0.0%	5.3%	4.0%
Increase the level of capacity development in the country	19.0%	22.2%	66.7%	38.2%	28.6%	22.2%	22.2%	26.3%	36.0%
Reduce the complexity of obtaining World Bank Group financing	9.5%	0.0%	0.0%	5.9%	17.9%	16.7%	33.3%	10.5%	0.0%
Increase availability of 'just-in-time' advice to the Government	4.8%	11.1%	0.0%	8.8%	0.0%	11.1%	0.0%	21.1%	12.0%
Work faster	4.8%	22.2%	0.0%	5.9%	7.1%	11.1%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Mozambique's office	0.0%	0.0%	0.0%	2.9%	0.0%	16.7%	0.0%	5.3%	0.0%
Collaborate more with other donors in the country	4.8%	0.0%	0.0%	5.9%	7.1%	11.1%	0.0%	10.5%	4.0%
Other	9.5%	11.1%	16.7%	5.9%	10.7%	5.6%	0.0%	0.0%	12.0%

*Significantly different between stakeholder groups

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

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)

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Financial services	30.4%	16.7%	16.7%	29.0%	34.6%	61.1%	44.4%	31.6%	45.8%
Knowledge products	17.4%	33.3%	16.7%	22.6%	7.7%	11.1%	0.0%	26.3%	33.3%
Convening services	0.0%	16.7%	0.0%	3.2%	7.7%	0.0%	0.0%	0.0%	0.0%
Technical assistance	17.4%	0.0%	33.3%	25.8%	15.4%	0.0%	11.1%	26.3%	4.2%
None of the above	0.0%	0.0%	0.0%	3.2%	7.7%	0.0%	0.0%	5.3%	0.0%
The combination is appropriate for Mozambique	13.0%	16.7%	16.7%	6.5%	11.5%	22.2%	22.2%	5.3%	4.2%
Don't know	21.7%	16.7%	16.7%	9.7%	15.4%	5.6%	22.2%	5.3%	12.5%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Water resources management and water supply	9.5%	0.0%	0.0%	15.2%	12.0%	33.3%	11.1%	5.3%	4.3%
Environment/climate change	14.3%	0.0%	16.7%	24.2%	12.0%	11.1%	11.1%	0.0%	17.4%
Education	57.1%	55.6%	33.3%	48.5%	60.0%	38.9%	88.9%	57.9%	65.2%
Social protection*	14.3%	22.2%	0.0%	9.1%	44.0%	0.0%	0.0%	0.0%	21.7%
Mining	33.3%	33.3%	33.3%	39.4%	24.0%	27.8%	55.6%	36.8%	26.1%
Health	14.3%	11.1%	0.0%	12.1%	20.0%	11.1%	0.0%	21.1%	13.0%
Municipal and urban development	19.0%	11.1%	0.0%	15.2%	16.0%	22.2%	0.0%	5.3%	4.3%
Growth poles and spatial development	4.8%	44.4%	33.3%	12.1%	12.0%	16.7%	22.2%	15.8%	17.4%
Roads and bridges*	33.3%	11.1%	16.7%	27.3%	12.0%	50.0%	55.6%	57.9%	47.8%
Energy access	4.8%	0.0%	0.0%	9.1%	4.0%	16.7%	0.0%	0.0%	8.7%
Financial and private sector development*	28.6%	33.3%	100.0%	21.2%	16.0%	11.1%	11.1%	15.8%	21.7%
Agriculture and rural development	19.0%	11.1%	16.7%	15.2%	24.0%	27.8%	33.3%	31.6%	17.4%
Governance	19.0%	33.3%	16.7%	33.3%	4.0%	16.7%	11.1%	10.5%	4.3%

*Significantly different between stakeholder groups

Which THREE areas below would benefit most from other donors in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Water resources management and water supply	22.2%	0.0%	16.7%	9.7%	9.1%	5.6%	0.0%	18.8%	15.0%
Environment/climate change	11.1%	0.0%	50.0%	25.8%	27.3%	27.8%	33.3%	37.5%	15.0%
Education	22.2%	71.4%	50.0%	29.0%	40.9%	38.9%	11.1%	37.5%	40.0%
Social protection*	50.0%	85.7%	66.7%	25.8%	31.8%	11.1%	22.2%	0.0%	10.0%
Mining	16.7%	14.3%	16.7%	12.9%	22.7%	5.6%	11.1%	25.0%	15.0%
Health	22.2%	42.9%	33.3%	16.1%	31.8%	16.7%	22.2%	25.0%	35.0%
Municipal and urban development	11.1%	0.0%	0.0%	12.9%	9.1%	16.7%	0.0%	6.3%	5.0%
Growth poles and spatial development*	0.0%	0.0%	0.0%	29.0%	4.5%	38.9%	0.0%	25.0%	15.0%
Roads and bridges	27.8%	0.0%	16.7%	22.6%	22.7%	5.6%	44.4%	12.5%	20.0%
Energy access	11.1%	0.0%	0.0%	9.7%	9.1%	11.1%	22.2%	18.8%	20.0%
Financial and private sector development	27.8%	14.3%	0.0%	32.3%	13.6%	16.7%	44.4%	12.5%	20.0%
Agriculture and rural development	22.2%	0.0%	16.7%	25.8%	27.3%	27.8%	44.4%	18.8%	45.0%
Governance	16.7%	0.0%	16.7%	29.0%	22.7%	38.9%	44.4%	12.5%	15.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Local newspapers	60.9%	44.4%	16.7%	45.7%	50.0%	47.4%	44.4%	55.6%	50.0%
International newspapers	13.0%	0.0%	16.7%	8.6%	11.5%	31.6%	11.1%	16.7%	18.2%
Local radio	4.3%	11.1%	0.0%	2.9%	11.5%	10.5%	0.0%	11.1%	22.7%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	39.1%	77.8%	33.3%	40.0%	46.2%	36.8%	22.2%	22.2%	50.0%
International television	0.0%	0.0%	0.0%	14.3%	7.7%	21.1%	22.2%	0.0%	4.5%
Periodicals	4.3%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	5.6%	0.0%
Official sources*	60.9%	55.6%	83.3%	28.6%	19.2%	15.8%	22.2%	11.1%	18.2%
Internet*	8.7%	11.1%	33.3%	45.7%	46.2%	31.6%	77.8%	50.0%	27.3%
Social media	4.3%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	5.6%	0.0%
Blogs	4.3%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%	5.6%	4.5%
Mobile phones	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%	5.6%	0.0%
Instant messaging	0.0%	0.0%	0.0%	2.9%	3.8%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*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 a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Blogs	8.3%	0.0%	0.0%	9.1%	0.0%	5.3%	0.0%	0.0%	4.2%
Direct contact with World Bank Group	37.5%	12.5%	33.3%	12.1%	3.8%	21.1%	12.5%	26.3%	12.5%
e-Newsletters*	25.0%	0.0%	66.7%	63.6%	38.5%	42.1%	75.0%	31.6%	33.3%
Instant messaging	4.2%	0.0%	0.0%	3.0%	3.8%	5.3%	0.0%	10.5%	0.0%
World Bank Group's seminars/workshops/conferences	50.0%	25.0%	16.7%	21.2%	50.0%	36.8%	50.0%	31.6%	25.0%
World Bank Group's publications and other written materials	41.7%	75.0%	50.0%	39.4%	53.8%	26.3%	37.5%	52.6%	45.8%
Mobile phones	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	10.5%	4.2%
Social media	4.2%	0.0%	0.0%	15.2%	0.0%	10.5%	0.0%	10.5%	8.3%
World Bank Group's website	16.7%	0.0%	33.3%	21.2%	19.2%	15.8%	12.5%	5.3%	16.7%
Other	0.0%	12.5%	0.0%	3.0%	3.8%	10.5%	0.0%	0.0%	8.3%

*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 a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	45.0%	44.4%	40.0%	15.6%	12.0%	25.0%	22.2%	5.9%	26.1%
No	55.0%	55.6%	60.0%	84.4%	88.0%	75.0%	77.8%	94.1%	73.9%

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

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	14.3%	0.0%	40.0%	5.9%	3.7%	7.1%	11.1%	0.0%	9.5%
No	85.7%	100.0%	60.0%	94.1%	96.3%	92.9%	88.9%	100.0%	90.5%

G. Communication and Information Sharing (continued)**Were you able to obtain this information?**

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	100.0%	-	100.0%	0.0%	100.0%	100.0%	100.0%	-	100.0%
No	0.0%	-	0.0%	100.0%	0.0%	0.0%	0.0%	-	0.0%

Do you have access to the Internet?*

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	95.5%	55.6%	100.0%	90.6%	92.6%	100.0%	100.0%	100.0%	91.7%
No	4.5%	44.4%	0.0%	9.4%	7.4%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	76.2%	55.6%	100.0%	66.7%	59.3%	76.5%	88.9%	70.6%	52.2%
No	23.8%	44.4%	0.0%	33.3%	40.7%	23.5%	11.1%	29.4%	47.8%

Which do you primarily use?*

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group's country website	66.7%	100.0%	66.7%	50.0%	80.0%	93.8%	88.9%	90.0%	66.7%
The World Bank Group's main website	33.3%	0.0%	33.3%	50.0%	20.0%	6.3%	11.1%	10.0%	33.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
High speed	100.0%	40.0%	83.3%	84.8%	71.4%	93.8%	88.9%	78.6%	66.7%
Dial-up	0.0%	60.0%	16.7%	15.2%	28.6%	6.3%	11.1%	21.4%	33.3%

*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 a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO				Media				Independent government institution			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	19	7.68	2.52	5	7.60	2.07	5	7.40	1.52	26	5.50	2.98	17	4.71	3.16	15	4.33	2.13	9	3.67	3.77	14	3.86	2.21
I find the World Bank Group's websites easy to navigate*	17	7.88	1.73	5	6.80	1.64	5	7.80	.84	22	7.05	1.84	14	6.79	2.49	14	6.14	1.56	8	6.00	2.73	10	5.00	2.40
I find the information on the World Bank Group's websites useful*	15	7.93	1.58	4	7.25	1.26	5	8.00	.71	18	7.28	1.96	14	6.79	2.86	10	5.30	1.70	8	4.75	2.96	9	4.67	2.65
The World Bank Group's social media channels are valuable sources of information about the institution	10	6.10	3.11	3	6.00	3.00	2	6.50	2.12	16	6.13	2.60	9	4.67	3.32	10	6.60	3.03	4	3.75	3.40	10	4.70	2.83
When I need information from the World Bank Group I know how to find it*	16	7.06	1.88	4	6.00	1.15	4	8.25	1.26	22	6.09	2.91	16	5.94	3.21	15	5.93	1.91	8	6.13	2.95	13	3.38	2.57
The World Bank Group is responsive to my information requests and inquiries	9	7.89	2.03	1	9.00		3	8.00	1.00	14	7.43	2.85	12	5.50	3.42	12	5.67	2.61	7	4.14	3.39	7	5.00	2.45

*Significantly different between stakeholder groups

H. Background Information**Currently, do you professionally collaborate/work with the World Bank Group in your country?***

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	34.8%	0.0%	66.7%	12.1%	7.4%	5.3%	0.0%	0.0%	18.2%
No	65.2%	100.0%	33.3%	87.9%	92.6%	94.7%	100.0%	100.0%	81.8%

Significantly different between stakeholder groups*Which of the following agencies of the World Bank Group do you primarily engage with in Mozambique? (Select all that apply)**

Percentage of Respondents	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank (IBRD/IDA)*	50.0%	0.0%	80.0%	3.4%	5.0%	0.0%	0.0%	0.0%	7.1%
The International Finance Corporation (IFC)	0.0%	0.0%	20.0%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	20.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
None*	50.0%	100.0%	20.0%	89.7%	95.0%	100.0%	100.0%	100.0%	92.9%

Significantly different between stakeholder groups*Which of the following describes most of your exposure to the World Bank Group in Mozambique? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant on WBG project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Observer	45.5%	100.0%	33.3%	50.0%	58.3%	41.2%	55.6%	70.6%	52.4%
Use World Bank Group reports/data	50.0%	22.2%	16.7%	28.1%	20.8%	17.6%	44.4%	5.9%	33.3%
Engage in World Bank Group related/sponsored events/activities	9.1%	0.0%	50.0%	15.6%	4.2%	11.8%	11.1%	23.5%	14.3%
Collaborate as part of my professional duties	27.3%	0.0%	16.7%	9.4%	12.5%	23.5%	0.0%	0.0%	4.8%
Use World Bank Group website for information, data, research, etc.*	18.2%	0.0%	83.3%	37.5%	25.0%	52.9%	22.2%	29.4%	19.0%

**Significantly different between stakeholder groups*

Appendix C: Responses to All Questions by Geographic Locations

A. General Issues facing Mozambique

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

Percentage of Respondents	North	Centre	South
The right direction	52.6%	60.0%	50.7%
The wrong direction	26.3%	0.0%	15.3%
Not sure	21.1%	40.0%	34.0%

Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique?

Percentage of Respondents (Responses combined)	North	Centre	South
Social protection	21.1%	30.0%	12.7%
Transport	26.3%	40.0%	30.3%
Security and stabilization	21.1%	10.0%	26.8%
Public sector governance/ reform	5.3%	20.0%	13.4%
Global/regional integration*	0.0%	20.0%	2.1%
Gender equity	0.0%	10.0%	2.1%
Domestic private sector development	10.5%	0.0%	14.8%
Foreign direct investment	10.5%	0.0%	4.2%
Water and sanitation	5.3%	0.0%	4.9%
Energy	0.0%	0.0%	2.8%
Regional conflict and tensions*	10.5%	20.0%	1.4%
Agriculture and rural development	26.3%	0.0%	21.8%
Financial markets	10.5%	10.0%	3.5%
Urban development	5.3%	0.0%	2.1%
Environmental sustainability	0.0%	10.0%	1.4%
Equality of opportunity*	10.5%	40.0%	4.2%
Health, communicable/non-communicable diseases	5.3%	0.0%	7.0%
Education	26.3%	10.0%	31.0%
Poverty reduction	31.6%	40.0%	22.5%
Food security	10.5%	0.0%	5.6%
Overall government accountability	0.0%	10.0%	7.0%
Climate change and disaster management	0.0%	0.0%	0.7%
Trade and exports	10.5%	0.0%	9.2%
Economic growth	15.8%	0.0%	24.6%
Law and justice, anti-corruption	5.3%	0.0%	12.0%
Regulatory framework	10.5%	0.0%	2.1%
Local governance and institutions	0.0%	0.0%	4.9%
Natural resource management	10.5%	20.0%	20.4%
Information and communications technology	5.3%	0.0%	1.4%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	North	Centre	South
Water and sanitation	10.5%	20.0%	11.8%
Equality of opportunity*	26.3%	50.0%	11.8%
Economic growth	36.8%	20.0%	36.1%
Climate change and disaster management	0.0%	0.0%	0.0%
Regional conflict and tensions*	5.3%	0.0%	0.0%
Global/regional integration	5.3%	0.0%	0.7%
Gender equity	0.0%	0.0%	2.8%
Agriculture and rural development*	15.8%	20.0%	45.8%
Urban development*	0.0%	20.0%	2.1%
Regulatory framework	0.0%	0.0%	0.0%
Local governance and institutions	5.3%	10.0%	2.1%
Social protection*	68.4%	30.0%	18.1%
Law and justice, anti-corruption	10.5%	0.0%	11.1%
Transport	0.0%	0.0%	16.0%
Overall government accountability	0.0%	0.0%	4.9%
Information and communications technology	0.0%	0.0%	2.1%
Security and stabilization	0.0%	10.0%	6.9%
Domestic private sector development*	0.0%	0.0%	31.3%
Foreign direct investment*	15.8%	10.0%	2.8%
Energy	5.3%	0.0%	3.5%
Public sector governance/ reform	5.3%	0.0%	9.7%
Education	31.6%	40.0%	31.3%
Natural resource management	5.3%	0.0%	16.7%
Environmental sustainability*	0.0%	10.0%	0.0%
Health, communicable/non-communicable diseases*	31.6%	20.0%	7.6%
Financial markets	5.3%	0.0%	2.1%
Trade and exports	0.0%	0.0%	15.3%
Food security	5.3%	20.0%	4.2%

*Significantly different between geographic locations

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 Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	North	Centre	South
Energy	10.5%	10.0%	11.2%
Gender equity	0.0%	10.0%	2.1%
Equality of opportunity	15.8%	10.0%	8.4%
Global/regional integration*	15.8%	0.0%	3.5%
Social protection	5.3%	10.0%	1.4%
Climate change and disaster management	0.0%	0.0%	1.4%
Regional conflict and tensions*	10.5%	0.0%	0.7%
Agriculture and rural development	15.8%	50.0%	25.2%
Foreign direct investment	26.3%	30.0%	15.4%
Urban development	10.5%	0.0%	4.2%
Water and sanitation	5.3%	0.0%	3.5%
Trade and exports	21.1%	40.0%	32.2%
Information and communications technology	0.0%	10.0%	6.3%
Regulatory framework	5.3%	0.0%	0.7%
Public sector governance/ reform	5.3%	0.0%	16.8%
Domestic private sector development*	5.3%	10.0%	38.5%
Overall government accountability	0.0%	0.0%	3.5%
Food security	0.0%	0.0%	4.9%
Transport	5.3%	20.0%	21.0%
Security and stabilization	21.1%	20.0%	9.1%
Education	47.4%	30.0%	25.9%
Natural resource management	5.3%	40.0%	29.4%
Environmental sustainability	0.0%	0.0%	2.1%
Health, communicable/non-communicable diseases	5.3%	0.0%	5.6%
Law and justice, anti-corruption	15.8%	0.0%	7.0%
Local governance and institutions*	21.1%	0.0%	2.8%
Financial markets	10.5%	10.0%	7.7%

*Significantly different between geographic locations

A. General Issues facing Mozambique (continued)

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)

Percentage of Respondents (Responses combined)	North	Centre	South
Better employment opportunities for young people	42.1%	10.0%	21.3%
Better employment opportunities for women	10.5%	10.0%	2.1%
Greater access to micro-finance for the poor	5.3%	10.0%	11.3%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	12.1%
Greater access to health and nutrition for citizens	5.3%	0.0%	9.9%
Better entrepreneurial opportunities	15.8%	30.0%	24.1%
A growing middle class*	10.5%	30.0%	3.5%
Reducing corruption in the country	26.3%	10.0%	29.8%
Better opportunity for the poor who live in rural areas	10.5%	0.0%	5.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.7%
Consistent economic growth	26.3%	20.0%	15.6%
More reliable social safety net	5.3%	20.0%	7.1%
Greater equity of fiscal policy	5.3%	0.0%	2.8%
Education and training that better ensure job opportunity	10.5%	20.0%	29.8%
Better quality public services	0.0%	10.0%	10.6%
Other	5.3%	20.0%	5.0%

*Significantly different between geographic locations

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mozambique?	19	5.05	2.15	10	5.90	2.92	143	5.88	2.20

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.	16	7.44	1.67	9	8.56	1.13	127	6.96	2.11

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
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?	12	7.42	1.98	7	8.86	.90	118	7.47	2.17

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

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 Mozambique, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Mozambique?
(Choose no more than THREE)

Percentage of Respondents (Responses combined)	North	Centre	South
Social protection	10.5%	20.0%	9.8%
Security and stabilization	0.0%	20.0%	10.5%
Public sector governance/ reform	5.3%	20.0%	30.1%
Transport*	5.3%	0.0%	33.6%
Poverty reduction	0.0%	10.0%	11.2%
Global/regional integration	5.3%	0.0%	2.1%
Gender equity*	0.0%	10.0%	0.7%
Agriculture and rural development	15.8%	0.0%	23.8%
Domestic private sector development	36.8%	20.0%	15.4%
Foreign direct investment*	10.5%	40.0%	5.6%
Water and sanitation	0.0%	0.0%	4.9%
Energy	0.0%	0.0%	0.0%
Financial markets	21.1%	10.0%	7.7%
Urban development	15.8%	0.0%	5.6%
Environmental sustainability	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	10.0%	6.3%
Regional conflict and tensions*	5.3%	20.0%	2.8%
Health, communicable/non-communicable diseases	5.3%	0.0%	14.7%
Education	31.6%	20.0%	42.7%
Food security	0.0%	0.0%	2.8%
Climate change and disaster management*	0.0%	10.0%	0.7%
Overall government accountability	5.3%	10.0%	3.5%
Trade and exports	10.5%	0.0%	10.5%
Economic growth	31.6%	10.0%	23.1%
Law and justice, anti-corruption	10.5%	0.0%	2.1%
Local governance and institutions	5.3%	10.0%	3.5%
Regulatory framework	10.5%	0.0%	2.8%
Natural resource management	15.8%	30.0%	16.8%
Information and communications technology*	26.3%	10.0%	2.8%

*Significantly different between geographic locations

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?

Greatest Value			
Percentage of Respondents	North	Centre	South
Convening/facilitating*	6.7%	11.1%	0.7%
Data	0.0%	0.0%	3.7%
Policy advice, studies, analyses	20.0%	22.2%	24.3%
Financial resources	6.7%	11.1%	16.9%
Capacity development	20.0%	22.2%	25.7%
Technical assistance*	20.0%	0.0%	4.4%
Mobilizing third party financial resources	6.7%	0.0%	5.9%
Donor coordination	0.0%	0.0%	3.7%
Linkage to non-Bank expertise*	13.3%	22.2%	2.2%
Strategy formulation	0.0%	11.1%	6.6%
Stringent lending requirements	0.0%	0.0%	3.7%
Other	6.7%	0.0%	2.2%

*Significantly different between geographic locations

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

2 nd Greatest Value			
Percentage of Respondents	North	Centre	South
Convening/facilitating	0.0%	0.0%	0.8%
Data	6.7%	0.0%	1.5%
Policy advice, studies, analyses*	33.3%	11.1%	10.5%
Financial resources	13.3%	22.2%	7.5%
Capacity development	6.7%	22.2%	21.8%
Technical assistance	6.7%	0.0%	10.5%
Mobilizing third party financial resources	6.7%	11.1%	7.5%
Donor coordination	0.0%	0.0%	6.0%
Linkage to non-Bank expertise	0.0%	11.1%	4.5%
Strategy formulation	13.3%	22.2%	19.5%
Stringent lending requirements	13.3%	0.0%	8.3%
Other	0.0%	0.0%	1.5%

*Significantly different between geographic locations

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	4	6.50	2.38	5	8.80	.84	87	6.24	2.31
Data	8	8.00	2.93	5	7.60	.55	92	6.37	2.28
Policy advice, studies, analyses*	11	8.82	1.40	6	8.00	1.26	103	7.07	1.99
Financial resources	8	8.38	1.51	6	8.33	.82	108	7.50	2.03
Technical assistance	7	8.43	1.62	6	8.17	.98	101	7.44	1.98
Mobilizing third party financial resources	6	8.17	1.83	5	7.00	1.00	92	6.48	2.22
Donor coordination	4	6.75	1.71	5	6.00	1.41	92	6.45	2.36
Linkage to non-Bank expertise	3	6.67	2.08	5	8.60	1.52	78	6.26	2.56
Strategy formulation*	4	5.50	2.65	6	8.83	.75	94	7.98	1.81

*Significantly different between geographic locations

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	16	7.88	1.15	7	8.00	1.41	125	7.32	2.27
The public sector, related to implementation of specific development projects on the ground	16	7.69	1.74	8	7.50	1.93	131	7.79	1.99
The public sector, related to changing institutions	16	6.88	2.45	8	7.63	1.85	123	7.94	1.78
The private sector, related to institutional and policy change	16	7.81	1.52	7	8.29	1.60	121	7.69	2.11

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	10	8.30	.67	7	8.43	1.40	92	7.13	1.74
Citizen engagement (incorporating citizens' voices into development)*	9	7.00	1.66	7	7.86	1.46	87	5.83	2.47
Policy design	11	7.00	2.32	6	8.33	1.03	88	6.83	2.01

*Significantly different between geographic locations

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 Mozambique?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	North	Centre	South
Staff too inaccessible	0.0%	0.0%	2.1%
Not exploring alternative policy options	0.0%	0.0%	6.4%
Not adequately sensitive to political/social realities in Mozambique	0.0%	0.0%	7.1%
Not enough public disclosure of its work	21.1%	30.0%	21.3%
Arrogant in its approach	0.0%	0.0%	3.5%
Not aligned with country priorities	0.0%	0.0%	6.4%
The credibility of its knowledge/data*	0.0%	10.0%	0.0%
World Bank Group's processes too complex*	0.0%	0.0%	19.1%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	0.0%	3.5%
Too influenced by developed countries	10.5%	0.0%	12.8%
Imposing technocratic solutions without regard to political realities	5.3%	0.0%	5.0%
World Bank Group's processes too slow	0.0%	10.0%	6.4%
Too bureaucratic in its operational policies and procedures	5.3%	0.0%	7.1%
Not aligned with other donors' work	0.0%	0.0%	0.7%
Not collaborating enough with non-state actors	5.3%	20.0%	4.3%
Not client focused	0.0%	0.0%	6.4%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	4.3%
Not focused enough on issues that are unique to post-conflict countries*	15.8%	0.0%	2.8%
Inadequate number of World Bank Group staff members located in the country	5.3%	10.0%	1.4%
Other	5.3%	10.0%	2.1%
Don't know	57.9%	50.0%	32.6%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	North	Centre	South
Capacity development	31.6%	50.0%	51.1%
Policy based lending / budget support to the Government*	0.0%	50.0%	19.1%
Knowledge products/services	10.5%	20.0%	7.8%
Investment lending	36.8%	20.0%	28.4%
Technical assistance	10.5%	10.0%	31.9%
Trust Fund management	0.0%	0.0%	1.4%
Co-financing arrangements*	26.3%	0.0%	6.4%
Sector-wide approaches	5.3%	0.0%	11.3%
Emergency Recovery lending	5.3%	10.0%	7.1%
Other*	15.8%	0.0%	0.7%
Don't know	21.1%	20.0%	12.8%

*Significantly different between geographic locations

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)	North	Centre	South
Academia/think tanks/research institutes	36.8%	20.0%	40.7%
Donor community	5.3%	0.0%	4.8%
Media	0.0%	0.0%	10.3%
NGOs	21.1%	20.0%	19.3%
Local Government	36.8%	40.0%	24.8%
Private sector	26.3%	20.0%	29.0%
Parliament	0.0%	0.0%	4.1%
Community Based Organizations	10.5%	30.0%	12.4%
Beneficiaries	21.1%	30.0%	20.0%
Foundations	0.0%	0.0%	2.1%
Faith based organizations	5.3%	0.0%	4.8%
UN and regional peace keeping forces*	5.3%	10.0%	0.7%
Emerging donors	5.3%	0.0%	2.1%
UN agencies	5.3%	0.0%	4.8%
Regional organizations	10.5%	0.0%	5.5%
Other	0.0%	10.0%	2.1%
Don't know	5.3%	10.0%	2.8%

*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mozambique	17	8.29	1.16	7	8.57	.79	129	7.37	2.04
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	14	7.43	1.91	7	7.86	.90	116	6.87	2.26
The World Bank Group supports programs and strategies that are realistic for Mozambique	11	7.82	1.25	7	7.71	.95	121	7.08	2.11
The World Bank Group treats clients and stakeholders in Mozambique with respect	13	8.23	.93	7	8.71	.76	104	7.69	1.90

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

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	6	7.33	1.37	7	8.00	1.15	96	6.42	2.38
Flexibility (in terms of the institution's products and services)*	7	7.43	2.44	7	8.43	.98	88	6.18	2.39
Flexibility (in terms of changing country circumstances)	5	7.00	1.41	7	7.71	1.25	88	6.10	2.34
Being inclusive	5	7.80	1.10	7	6.86	2.27	83	6.66	2.50
Openness	6	8.17	1.83	7	7.14	1.68	90	6.96	2.16
Staff accessibility	6	6.67	1.51	7	8.14	1.21	87	6.28	2.45
Straightforwardness and honesty	5	6.80	2.77	7	8.29	.95	87	6.86	2.29
Ease of access to the people at the World Bank Group who are making decisions important to my work	5	6.20	3.27	5	8.40	1.52	76	6.54	2.36
Collaboration with groups outside of the Government	6	6.67	1.97	7	7.57	1.51	81	6.70	2.17
Collaboration with the Government	6	8.17	1.60	6	7.83	1.17	96	8.11	1.93
Collaboration with other donors	5	6.80	1.30	5	7.80	.84	81	7.38	2.04
The speed in which it gets things accomplished on the ground	5	6.80	2.17	6	6.50	2.51	82	6.66	2.50
Being a long-term partner	8	8.38	1.30	7	9.14	.69	94	8.27	2.07

*Significantly different between geographic locations

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

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

Percentage of Respondents	North	Centre	South
More local presence	61.1%	33.3%	52.6%
The current level of local presence is adequate	27.8%	55.6%	40.6%
Less local presence	0.0%	0.0%	.8%
Don't know	11.1%	11.1%	6.0%

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)	North	Centre	South
The World Bank Group does not do adequate follow through/follow-up	5.9%	11.1%	15.0%
There is not an adequate level of citizen/civil society participation	23.5%	11.1%	31.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	11.8%	11.1%	17.9%
Lack of/inadequate levels of capacity in Government	5.9%	0.0%	25.0%
Poor donor coordination	5.9%	22.2%	13.6%
The World Bank Group works too slowly	17.6%	22.2%	15.7%
The Government works inefficiently	11.8%	0.0%	25.7%
Political pressures and obstacles	35.3%	22.2%	24.3%
Reforms are not well tailored to challenges in Mozambique	29.4%	0.0%	16.4%
Inadequate funding	11.8%	11.1%	4.3%
Inadequate 'space' for reform to take place	0.0%	33.3%	13.6%
Other	23.5%	11.1%	7.9%

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 Mozambique? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	16	9.31	.79	4	8.00	2.00	122	7.95	2.20
Transport	15	8.93	1.75	6	9.00	1.10	125	8.97	1.42
Regional conflict and tensions	15	8.00	2.85	6	8.17	1.47	114	6.74	2.94
Law and justice, anti-corruption	14	8.14	2.57	5	9.40	.89	116	7.61	2.44
Urban development*	13	8.92	1.12	4	8.75	.50	115	7.49	2.21
Environmental sustainability*	13	8.46	1.39	4	8.75	1.26	116	7.05	2.39
Regulatory framework	14	7.07	2.73	4	7.75	1.50	109	6.67	2.57
Overall government accountability	11	6.82	3.03	4	8.75	1.89	115	7.07	2.58
Poverty reduction	15	8.80	2.31	5	9.20	.45	129	8.58	1.70
Gender equity	15	8.80	.86	5	9.20	.84	120	7.68	2.23
Domestic private sector development	15	8.40	1.72	7	9.00	.82	122	8.21	1.60
Foreign direct investment*	14	9.21	.70	6	8.50	1.64	118	7.46	2.14
Local governance and institutions	14	7.50	1.99	4	7.25	1.26	110	7.28	2.20
Water and sanitation	15	9.20	1.01	4	8.50	.58	124	8.27	1.91
Trade and exports	15	8.80	1.47	7	8.57	1.27	114	7.83	2.12
Economic growth	16	9.06	1.53	7	9.00	.82	126	8.29	1.97
Energy	13	9.38	1.19	4	8.75	1.26	119	8.08	2.01
Public sector governance/ reform	15	7.73	2.63	4	8.25	1.71	119	7.96	2.14
Financial markets	14	7.64	2.27	5	8.20	1.92	114	7.63	1.95
Equality of opportunity*	13	9.46	.78	4	8.00	1.15	116	7.89	1.96
Health, communicable/non-communicable diseases*	14	9.43	.76	4	8.50	.58	121	7.98	2.14
Agriculture and rural development	14	9.50	.65	4	8.75	1.26	121	8.68	1.73
Global/regional integration*	13	9.38	.96	5	7.20	1.30	108	6.65	2.53
Food security	13	8.85	1.63	4	8.50	1.29	116	7.82	2.19
Education	16	9.56	.73	6	9.00	.63	126	8.83	1.81
Security and stabilization	13	7.85	2.48	6	8.67	1.51	116	7.08	2.54
Social protection	15	8.93	1.28	6	8.33	1.03	121	7.51	2.39
Climate change and disaster management	15	7.67	2.77	4	7.75	1.89	118	6.32	3.08
Natural resource management	17	9.06	2.16	8	8.75	1.28	116	7.70	2.41

*Significantly different between geographic locations

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	2	6.50	.71	1	8.00		51	6.90	2.54
Transport	3	4.67	4.73	2	8.00	1.41	60	6.80	2.51
Regional conflict and tensions*	3	2.67	1.53	1	10.00		46	5.41	2.47
Law and justice, anti-corruption	3	4.67	1.53	2	6.50	3.54	50	5.70	2.43
Urban development	2	6.50	4.95	2	9.00	1.41	51	5.63	2.81
Environmental sustainability	2	6.50	4.95	2	8.50	.71	54	5.52	2.85
Regulatory framework	1	2.00		2	7.50	3.54	44	5.89	2.54
Overall government accountability	2	7.50	3.54	2	7.00	2.83	47	5.89	2.74
Poverty reduction*	2	2.00	1.41	3	9.00	1.00	72	7.42	2.22
Gender equity	2	6.50	2.12	3	7.67	1.53	56	6.77	2.41
Domestic private sector development*	3	2.33	1.15	2	7.50	3.54	56	6.32	2.49
Foreign direct investment	2	4.50	3.54	1	9.00		51	6.27	2.24
Local governance and institutions	2	6.00	4.24	2	7.50	2.12	59	6.54	2.20
Water and sanitation	3	4.67	4.73	2	9.00	0.00	59	6.88	2.17
Trade and exports	3	5.33	.58	1	9.00		49	6.33	1.91
Economic growth	3	4.67	4.73	2	8.00	0.00	65	6.57	2.22
Energy	2	6.00	1.41	1	9.00		59	6.58	2.07
Public sector governance/ reform	2	6.50	4.95	2	9.00	1.41	62	6.90	2.15
Financial markets	2	5.50	.71	2	7.00	1.41	58	6.52	2.30
Equality of opportunity	3	4.33	4.16	2	6.50	2.12	59	6.05	2.49
Health, communicable/non-communicable diseases	3	5.33	4.51	2	7.00	0.00	63	6.54	2.46
Agriculture and rural development	3	4.67	3.51	2	9.00	1.41	71	6.73	2.46
Global/regional integration	2	3.50	.71	1	6.00		49	6.00	2.55
Food security	2	7.00	4.24	2	7.50	.71	63	6.59	2.41
Education	3	7.00	3.00	3	8.33	.58	74	7.39	2.50
Security and stabilization	2	1.50	.71	2	6.50	4.95	54	5.89	2.57
Social protection	2	5.50	.71	3	7.00	1.73	61	6.26	2.64
Climate change and disaster management	3	4.33	3.51	2	9.00	1.41	49	5.98	2.59
Natural resource management	3	6.67	1.53	4	8.75	.96	60	6.67	2.67

*Significantly different between geographic locations

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

Percentage of Respondents	North	Centre	South
At the Headquarters (in Washington D.C.)	73.7%	60.0%	64.3%
In the country	5.3%	20.0%	7.0%
Don't know	21.1%	20.0%	28.7%

	Which best represents your geographic location?								
	North			Centre			South		
	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 Mozambique?	17	7.65	1.46	9	8.44	.88	134	7.40	1.96

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	6	7.17	1.94	9	7.89	1.45	123	7.33	2.13

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mozambique	7	7.00	1.15	10	6.40	2.12	121	6.07	2.25
The World Bank Group meets Mozambique's needs for knowledge services	6	7.33	1.37	10	6.80	2.62	117	6.78	2.22

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	North	Centre	South
Weekly	0.0%	0.0%	4.9%
Monthly	5.3%	10.0%	7.7%
A few times a year	42.1%	20.0%	39.4%
Rarely	31.6%	40.0%	30.3%
Never	21.1%	30.0%	17.6%

In Mozambique, 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 best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	14	8.93	1.38	9	7.78	1.92	91	6.64	2.47
Include appropriate level of stakeholder involvement during preparation*	12	8.50	2.24	7	8.00	2.00	76	6.05	2.45
Are relevant to Mozambique's development priorities*	14	9.57	.51	7	8.43	.98	97	6.92	2.12
Lead to practical solutions*	8	7.88	1.64	7	8.29	1.25	83	6.02	2.26
Are accessible (well written and easy to understand)	9	7.33	2.55	8	7.50	1.85	85	6.51	2.35
Are source of relevant information on global good practices	12	8.33	1.50	8	8.38	1.30	90	7.21	2.14
Enhance your knowledge and/or skills	12	7.08	1.51	8	8.25	1.16	90	7.32	2.19
Are adequately disseminated*	8	5.13	2.70	7	8.00	1.73	92	5.43	2.46
Are translated enough into local language	6	5.50	3.67	4	9.25	.50	76	5.68	2.92
Are adaptable to Mozambique's specific development challenges and country circumstances*	9	7.44	1.81	7	8.00	1.91	92	6.07	2.30
Help building consensus among development partners, government agencies, other stakeholders	4	7.25	2.36	5	7.80	1.79	76	6.50	2.31

*Significantly different between geographic locations

	Which best represents your geographic location?								
	North			Centre			South		
	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?*	18	8.56	.62	9	8.56	.88	116	7.33	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	13	8.77	.73	8	8.63	.52	111	7.46	1.98

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

*Significantly different between geographic locations

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

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	4	7.25	1.50	4	8.25	.96	100	7.36	2.29
Design (appraising and planning the solutions)	3	8.33	2.08	4	8.50	.58	101	7.38	2.19
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	3	7.33	2.08	4	8.00	1.63	108	7.34	2.24
Evaluation (assessing the impact and results)	3	9.00	0.00	4	7.75	2.06	104	7.73	2.05

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)

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	2	9.00	1.41	2	9.00	1.41	82	6.38	2.52
The World Bank Group effectively monitors and evaluates the projects and programs it supports	3	7.00	2.00	3	8.33	.58	102	6.87	2.68
The World Bank Group's approvals and reviews are done in a timely fashion	2	4.50	2.12	3	8.00	2.00	92	6.50	2.42
The World Bank Group's "Safeguard Policy" requirements are reasonable	2	4.00	2.83	2	6.50	3.54	75	6.24	2.38
The World Bank Group's conditions on its lending are reasonable	2	3.50	.71	1	5.00		82	5.71	2.39
The World Bank Group takes decisions quickly in Mozambique	2	6.00	1.41	2	5.00	4.24	88	6.08	2.44
The World Bank Group ensures consistency and continuity through staff changes	2	5.00	4.24	2	9.00	1.41	74	6.73	2.66
Where country systems are adequate, the World Bank Group makes appropriate use of them	2	4.50	2.12	2	7.50	.71	74	7.08	2.40
The World Bank Group provides effective implementation support	2	9.50	.71	4	7.00	2.00	91	7.45	2.30

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

Percentage of Respondents	North	Centre	South
The World Bank Group takes too much risk in Mozambique	0.0%	0.0%	.7%
The World Bank Group does not take enough risk in Mozambique	27.8%	11.1%	13.5%
The World Bank Group's approach to risk is appropriate	11.1%	33.3%	24.8%
Don't know	22.2%	44.4%	32.6%
Prefer not to answer	38.9%	11.1%	28.4%

	Which best represents your geographic location?								
	North			Centre			South		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Mozambique?	7	6.43	2.51	5	6.60	1.52	76	7.18	2.36

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

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

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	North	Centre	South
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	26.3%	20.0%	24.1%
Collaborate more effectively with Government clients	15.8%	10.0%	18.4%
Offer more innovative financial products	10.5%	10.0%	12.1%
Improve the competitiveness of its financing compared to markets	0.0%	10.0%	17.0%
Reach out more to groups outside of Government*	15.8%	60.0%	22.7%
Improve the quality of its experts as related to Mozambique's specific challenges	0.0%	10.0%	6.4%
Offer more innovative knowledge services	5.3%	0.0%	7.1%
Introduce more stringent lending requirements	5.3%	0.0%	2.1%
Ensure greater selectivity in its work	0.0%	0.0%	5.7%
Increase the level of capacity development in the country	31.6%	20.0%	30.5%
Reduce the complexity of obtaining World Bank Group financing	10.5%	0.0%	10.6%
Increase availability of 'just-in-time' advice to the Government	5.3%	20.0%	7.8%
Work faster	0.0%	20.0%	5.0%
Increase the level of World Bank Group staffing in Mozambique's office	0.0%	0.0%	3.5%
Collaborate more with other donors in the country	5.3%	0.0%	6.4%
Other*	26.3%	10.0%	5.0%

*Significantly different between geographic locations

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

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)

Percentage of Respondents	North	Centre	South
Financial services	20.0%	28.6%	37.6%
Knowledge products	33.3%	14.3%	17.7%
Convening services	13.3%	0.0%	1.4%
Technical assistance	6.7%	14.3%	17.0%
None of the above	0.0%	14.3%	2.1%
The combination is appropriate for Mozambique	6.7%	28.6%	10.6%
Don't know	20.0%	0.0%	13.5%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	North	Centre	South
Water resources management and water supply	5.3%	12.5%	13.1%
Environment/climate change	10.5%	12.5%	14.6%
Education	42.1%	37.5%	59.1%
Social protection*	36.8%	25.0%	10.9%
Mining	31.6%	50.0%	32.8%
Health	5.3%	0.0%	16.1%
Municipal and urban development	15.8%	25.0%	10.9%
Growth poles and spatial development	26.3%	37.5%	12.4%
Roads and bridges*	10.5%	0.0%	40.1%
Energy access	0.0%	0.0%	7.3%
Financial and private sector development	36.8%	25.0%	20.4%
Agriculture and rural development*	5.3%	0.0%	25.5%
Governance	21.1%	12.5%	15.3%

*Significantly different between geographic locations

Which THREE areas below would benefit most from other donors in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	North	Centre	South
Water resources management and water supply	12.5%	0.0%	12.7%
Environment/climate change*	0.0%	0.0%	28.6%
Education*	75.0%	83.3%	28.6%
Social protection*	43.8%	83.3%	23.0%
Mining	6.3%	0.0%	18.3%
Health	43.8%	33.3%	22.2%
Municipal and urban development	0.0%	0.0%	10.3%
Growth poles and spatial development	6.3%	16.7%	18.3%
Roads and bridges	6.3%	0.0%	22.2%
Energy access	12.5%	16.7%	11.9%
Financial and private sector development*	0.0%	0.0%	25.4%
Agriculture and rural development	25.0%	0.0%	27.8%
Governance	0.0%	16.7%	27.0%

*Significantly different between geographic locations

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	North	Centre	South
Local newspapers	44.4%	40.0%	49.6%
International newspapers	16.7%	0.0%	15.8%
Local radio	22.2%	0.0%	7.9%
International radio	0.0%	0.0%	0.0%
Local television*	72.2%	70.0%	33.8%
International television	0.0%	10.0%	9.4%
Periodicals	0.0%	0.0%	2.2%
Official sources	16.7%	50.0%	30.9%
Internet	22.2%	20.0%	39.6%
Social media	0.0%	0.0%	2.2%
Blogs	0.0%	0.0%	3.6%
Mobile phones*	5.6%	10.0%	0.7%
Instant messaging	0.0%	0.0%	1.4%
Other	0.0%	0.0%	0.0%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	North	Centre	South
Blogs	0.0%	0.0%	4.9%
Direct contact with World Bank Group	18.8%	0.0%	19.6%
e-Newsletters*	6.3%	33.3%	45.5%
Instant messaging	0.0%	0.0%	4.2%
World Bank Group's seminars/workshops/conferences	43.8%	22.2%	35.7%
World Bank Group's publications and other written materials	50.0%	44.4%	44.1%
Mobile phones	0.0%	0.0%	2.8%
Social media	0.0%	11.1%	7.7%
World Bank Group's website	12.5%	11.1%	16.8%
Other	12.5%	0.0%	3.5%

*Significantly different between geographic locations

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	North	Centre	South
Yes	11.8%	44.4%	22.9%
No	88.2%	55.6%	77.1%

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

Percentage of Respondents	North	Centre	South
Yes	5.6%	0.0%	8.7%
No	94.4%	100.0%	91.3%

Were you able to obtain this information?

Percentage of Respondents	North	Centre	South
Yes	90.0%	-	-
No	10.0%	-	-

Do you have access to the Internet?*

Percentage of Respondents	North	Centre	South
Yes	64.7%	90.0%	95.7%
No	35.3%	10.0%	4.3%

*Significantly different between geographic locations

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

Percentage of Respondents	North	Centre	South
Yes	23.5%	60.0%	72.8%
No	76.5%	40.0%	27.2%

*Significantly different between geographic locations

G. Communication and Information Sharing (continued)

Which do you primarily use?

Percentage of Respondents	North	Centre	South
The World Bank Group's country website	100.0%	85.7%	72.2%
The World Bank Group's main website	0.0%	14.3%	27.8%

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

Percentage of Respondents	North	Centre	South
High speed	40.0%	66.7%	84.8%
Dial-up	60.0%	33.3%	15.2%

*Significantly different between geographic locations

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

	Which best represents your geographic location?								
	North			Centre			South		
	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	6	5.50	3.15	7	6.71	2.98	111	5.26	3.14
I find the World Bank Group's websites easy to navigate	5	7.60	1.82	6	7.00	1.41	94	6.51	2.44
I find the information on the World Bank Group's websites useful	4	7.25	.50	7	7.86	1.35	80	6.28	2.68
The World Bank Group's social media channels are valuable sources of information about the institution	3	4.33	.58	5	6.80	3.11	66	5.48	3.00
When I need information from the World Bank Group I know how to find it	4	6.00	3.37	7	6.29	2.98	98	5.74	2.88
The World Bank Group is responsive to my information requests and inquiries	1	9.00		1	9.00		71	6.07	3.07

H. Background Information

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

Percentage of Respondents	North	Centre	South
Yes	11.1%	11.1%	14.1%
No	88.9%	88.9%	85.9%

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

(Select all that apply)

Percentage of Respondents	North	Centre	South
The World Bank (IBRD/IDA)	0.0%	33.3%	10.2%
The International Finance Corporation (IFC)	16.7%	0.0%	1.7%
The Multilateral Investment Guarantee Agency (MIGA)*	0.0%	33.3%	0.8%
None	83.3%	66.7%	89.0%

*Significantly different between geographic locations

Which of the following describes most of your exposure to the World Bank Group in Mozambique?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	North	Centre	South
Observer*	83.3%	66.7%	50.0%
Use World Bank Group reports/data	5.6%	33.3%	30.3%
Engage in World Bank Group related/sponsored events/activities	11.1%	11.1%	13.6%
Collaborate as part of my professional duties	5.6%	0.0%	12.9%
Use World Bank Group website for information, data, research, etc.	11.1%	22.2%	32.6%

*Significantly different between geographic locations

Appendix D: Responses to All Questions by Levels of Collaboration

A. General Issues facing Mozambique

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

Percentage of Respondents	Collaborator	Non-Collaborator
The right direction	78.3%	48.6%
The wrong direction	17.4%	14.6%
Not sure	4.3%	36.8%

*Significantly different between collaborators and non-collaborators

Listed below are a number of development priorities in Mozambique. Please identify which of the following you consider the most important development priorities in Mozambique?

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Social protection	26.1%	12.7%
Transport	30.4%	31.0%
Security and stabilization	34.8%	23.2%
Public sector governance/ reform	4.3%	13.4%
Global/regional integration	4.3%	2.8%
Gender equity	0.0%	2.8%
Domestic private sector development	8.7%	14.8%
Foreign direct investment	4.3%	4.9%
Water and sanitation	4.3%	4.9%
Energy	0.0%	1.4%
Regional conflict and tensions	4.3%	2.1%
Agriculture and rural development	21.7%	21.1%
Financial markets	4.3%	4.9%
Urban development*	8.7%	1.4%
Environmental sustainability	4.3%	1.4%
Equality of opportunity	4.3%	6.3%
Health, communicable/non-communicable diseases	13.0%	5.6%
Education	30.4%	28.9%
Poverty reduction	21.7%	25.4%
Food security	13.0%	4.9%
Overall government accountability	8.7%	6.3%
Climate change and disaster management*	4.3%	0.0%
Trade and exports	4.3%	9.9%
Economic growth	17.4%	23.9%
Law and justice, anti-corruption	4.3%	11.3%
Regulatory framework	0.0%	3.5%
Local governance and institutions	0.0%	4.9%
Natural resource management	13.0%	21.1%
Information and communications technology	0.0%	1.4%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Water and sanitation	17.4%	10.4%
Equality of opportunity	21.7%	15.3%
Economic growth	34.8%	34.7%
Climate change and disaster management	0.0%	0.0%
Regional conflict and tensions	0.0%	0.7%
Global/regional integration	0.0%	1.4%
Gender equity	0.0%	2.8%
Agriculture and rural development	30.4%	43.8%
Urban development*	8.7%	1.4%
Regulatory framework	0.0%	0.0%
Local governance and institutions	0.0%	3.5%
Social protection	39.1%	21.5%
Law and justice, anti-corruption	4.3%	11.1%
Transport	13.0%	13.2%
Overall government accountability	8.7%	3.5%
Information and communications technology	4.3%	1.4%
Security and stabilization	8.7%	6.3%
Domestic private sector development	26.1%	27.1%
Foreign direct investment	8.7%	4.2%
Energy	4.3%	2.8%
Public sector governance/ reform	0.0%	9.7%
Education	34.8%	31.3%
Natural resource management*	0.0%	17.4%
Environmental sustainability*	4.3%	0.0%
Health, communicable/non-communicable diseases	21.7%	9.7%
Financial markets	0.0%	2.8%
Trade and exports	0.0%	13.9%
Food security	8.7%	4.2%

*Significantly different between collaborators and non-collaborators

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 Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Energy	4.5%	11.8%
Gender equity	4.5%	2.1%
Equality of opportunity	13.6%	9.0%
Global/regional integration	0.0%	5.6%
Social protection	0.0%	2.8%
Climate change and disaster management	4.5%	0.7%
Regional conflict and tensions	0.0%	2.1%
Agriculture and rural development	22.7%	25.0%
Foreign direct investment	9.1%	18.8%
Urban development	0.0%	5.6%
Water and sanitation	9.1%	2.8%
Trade and exports	18.2%	33.3%
Information and communications technology	9.1%	4.9%
Regulatory framework	0.0%	1.4%
Public sector governance/ reform	27.3%	12.5%
Domestic private sector development	27.3%	34.7%
Overall government accountability	4.5%	2.1%
Food security	9.1%	3.5%
Transport	27.3%	17.4%
Security and stabilization	9.1%	11.1%
Education	27.3%	28.5%
Natural resource management	31.8%	26.4%
Environmental sustainability	0.0%	2.1%
Health, communicable/non-communicable diseases	4.5%	5.6%
Law and justice, anti-corruption	4.5%	8.3%
Local governance and institutions	4.5%	4.9%
Financial markets	4.5%	9.0%

A. General Issues facing Mozambique (continued)

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)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Better employment opportunities for young people	39.1%	20.6%
Better employment opportunities for women	0.0%	4.3%
Greater access to micro-finance for the poor	4.3%	10.6%
Greater voice and participation for citizens to help ensure greater accountability	4.3%	11.3%
Greater access to health and nutrition for citizens	8.7%	9.2%
Better entrepreneurial opportunities	34.8%	22.7%
A growing middle class	0.0%	6.4%
Reducing corruption in the country	26.1%	29.1%
Better opportunity for the poor who live in rural areas	13.0%	5.0%
Better opportunity for the poor who live in urban areas	0.0%	0.7%
Consistent economic growth	13.0%	17.0%
More reliable social safety net	4.3%	7.8%
Greater equity of fiscal policy	8.7%	2.1%
Education and training that better ensure job opportunity	17.4%	29.1%
Better quality public services	4.3%	9.2%
Other	13.0%	5.0%

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 Mozambique?*	23	7.13	2.01	143	5.63	2.16

(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 Mozambique.	23	7.26	1.91	125	7.04	2.11

(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
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?	21	7.48	2.06	113	7.53	2.16

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

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 Mozambique, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Mozambique?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Social protection	22.7%	9.0%
Security and stabilization	4.5%	10.4%
Public sector governance/ reform	31.8%	26.4%
Transport	36.4%	27.8%
Poverty reduction	9.1%	10.4%
Global/regional integration	4.5%	2.1%
Gender equity	0.0%	1.4%
Agriculture and rural development	13.6%	22.2%
Domestic private sector development	31.8%	16.0%
Foreign direct investment	0.0%	9.7%
Water and sanitation	9.1%	3.5%
Energy	0.0%	0.0%
Financial markets	9.1%	8.3%
Urban development	13.6%	5.6%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	0.0%	6.9%
Regional conflict and tensions	9.1%	3.5%
Health, communicable/non-communicable diseases	18.2%	12.5%
Education*	18.2%	43.1%
Food security	0.0%	2.8%
Climate change and disaster management*	9.1%	0.0%
Overall government accountability	4.5%	3.5%
Trade and exports	4.5%	11.1%
Economic growth	22.7%	23.6%
Law and justice, anti-corruption	0.0%	2.8%
Local governance and institutions	0.0%	4.9%
Regulatory framework	0.0%	3.5%
Natural resource management	9.1%	18.1%
Information and communications technology	13.6%	4.9%

*Significantly different between collaborators and non-collaborators

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?

Greatest Value		
Percentage of Respondents	Collaborator	Non-Collaborator
Convening/facilitating	0.0%	2.3%
Data	4.8%	3.0%
Policy advice, studies, analyses	9.5%	24.1%
Financial resources	28.6%	14.3%
Capacity development	14.3%	27.1%
Technical assistance	14.3%	4.5%
Mobilizing third party financial resources	0.0%	6.8%
Donor coordination	4.8%	2.3%
Linkage to non-Bank expertise	4.8%	4.5%
Strategy formulation	9.5%	6.0%
Stringent lending requirements	9.5%	2.3%
Other	0.0%	3.0%

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

2 nd Greatest Value		
Percentage of Respondents	Collaborator	Non-Collaborator
Convening/facilitating	0.0%	0.0%
Data	4.8%	1.5%
Policy advice, studies, analyses	0.0%	15.4%
Financial resources	14.3%	8.5%
Capacity development	28.6%	18.5%
Technical assistance	4.8%	10.8%
Mobilizing third party financial resources	9.5%	6.2%
Donor coordination	4.8%	5.4%
Linkage to non-Bank expertise	0.0%	5.4%
Strategy formulation	28.6%	17.7%
Stringent lending requirements	4.8%	9.2%
Other	0.0%	1.5%

How effectively do the World Bank Group's activities below support Mozambique'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	11	6.36	2.84	82	6.37	2.23
Data	13	6.85	2.15	91	6.49	2.36
Policy advice, studies, analyses	15	7.67	1.80	103	7.24	1.97
Financial resources	15	8.13	1.64	103	7.51	2.01
Technical assistance	14	7.79	1.42	97	7.51	1.95
Mobilizing third party financial resources	11	7.09	1.97	90	6.53	2.21
Donor coordination	10	6.50	2.17	88	6.40	2.32
Linkage to non-Bank expertise	9	7.33	2.45	74	6.26	2.51
Strategy formulation	13	8.00	2.58	89	7.96	1.76

The World Bank Group can provide capacity building support in a number of ways in Mozambique. To what degree would Mozambique 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	18	7.17	2.50	125	7.53	2.02
The public sector, related to implementation of specific development projects on the ground	21	8.29	1.68	129	7.64	2.00
The public sector, related to changing institutions	18	8.50	2.12	124	7.74	1.83
The private sector, related to institutional and policy change	18	7.89	2.61	121	7.79	1.89

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? (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 (or other organizational strengthening)	19	7.74	1.59	86	7.19	1.72
Citizen engagement (incorporating citizens' voices into development)	14	6.29	2.49	85	6.05	2.41
Policy design	12	7.50	2.54	89	6.80	1.96

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 Mozambique?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Staff too inaccessible	0.0%	1.4%
Not exploring alternative policy options	8.7%	5.0%
Not adequately sensitive to political/social realities in Mozambique	8.7%	5.7%
Not enough public disclosure of its work	8.7%	23.4%
Arrogant in its approach	0.0%	3.5%
Not aligned with country priorities	8.7%	5.0%
The credibility of its knowledge/data*	4.3%	0.0%
World Bank Group's processes too complex*	30.4%	13.5%
Not willing to honestly criticize policies and reform efforts in the country	8.7%	2.1%
Too influenced by developed countries	17.4%	10.6%
Imposing technocratic solutions without regard to political realities	8.7%	4.3%
World Bank Group's processes too slow	8.7%	5.0%
Too bureaucratic in its operational policies and procedures	8.7%	6.4%
Not aligned with other donors' work	0.0%	0.7%
Not collaborating enough with non-state actors	4.3%	5.0%
Not client focused	8.7%	5.0%
Its advice and strategies do not lend themselves to practical problem solving	4.3%	3.5%
Not focused enough on issues that are unique to post-conflict countries	4.3%	4.3%
Inadequate number of World Bank Group staff members located in the country	0.0%	2.1%
Other	4.3%	2.8%
Don't know	30.4%	38.3%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Capacity development	61.9%	46.9%
Policy based lending / budget support to the Government	28.6%	17.5%
Knowledge products/services	14.3%	7.7%
Investment lending	33.3%	28.7%
Technical assistance	23.8%	29.4%
Trust Fund management	0.0%	1.4%
Co-financing arrangements	0.0%	8.4%
Sector-wide approaches	0.0%	11.9%
Emergency Recovery lending	9.5%	6.3%
Other	0.0%	2.8%
Don't know	9.5%	14.7%

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	26.1%	39.3%
Donor community	4.3%	4.8%
Media	4.3%	9.7%
NGOs	17.4%	20.7%
Local Government*	56.5%	22.1%
Private sector	26.1%	29.0%
Parliament	4.3%	3.4%
Community Based Organizations*	0.0%	15.9%
Beneficiaries*	39.1%	17.9%
Foundations	0.0%	2.1%
Faith based organizations	4.3%	4.8%
UN and regional peace keeping forces	4.3%	1.4%
Emerging donors	0.0%	2.8%
UN agencies	4.3%	4.8%
Regional organizations	4.3%	6.2%
Other	0.0%	2.1%
Don't know	4.3%	2.8%

*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 Mozambique?

(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 Mozambique	21	7.62	2.01	128	7.48	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	21	7.57	2.11	112	6.88	2.21
The World Bank Group supports programs and strategies that are realistic for Mozambique	20	7.50	1.88	114	7.16	2.01
The World Bank Group treats clients and stakeholders in Mozambique with respect	20	8.05	1.50	100	7.74	1.87

To what extent is the World Bank Group an effective development partner in Mozambique 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	14	6.64	2.31	92	6.60	2.33
Flexibility (in terms of the institution's products and services)	11	5.55	2.58	87	6.59	2.37
Flexibility (in terms of changing country circumstances)	13	6.92	1.85	83	6.22	2.33
Being inclusive	12	7.25	1.86	80	6.73	2.52
Openness	12	7.83	1.53	88	6.97	2.14
Staff accessibility	13	7.23	2.20	83	6.43	2.31
Straightforwardness and honesty	12	7.17	2.44	83	6.90	2.29
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	7.00	3.22	73	6.62	2.18
Collaboration with groups outside of the Government	10	7.20	1.55	81	6.80	2.15
Collaboration with the Government	11	8.64	1.03	93	8.09	1.93
Collaboration with other donors	12	7.50	1.78	75	7.47	1.94
The speed in which it gets things accomplished on the ground	11	7.55	2.02	79	6.58	2.51
Being a long-term partner*	12	9.58	.67	94	8.16	2.05

*Significantly different between collaborators and non-collaborators

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

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

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-Collaborator
More local presence	47.6%	52.2%
The current level of local presence is adequate	47.6%	39.6%
Less local presence	0.0%	.7%
Don't know	4.8%	7.5%

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	13.6%	13.8%
There is not an adequate level of citizen/civil society participation	27.3%	30.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	18.2%	17.4%
Lack of/inadequate levels of capacity in Government	36.4%	20.3%
Poor donor coordination	13.6%	13.8%
The World Bank Group works too slowly*	31.8%	13.0%
The Government works inefficiently	9.1%	25.4%
Political pressures and obstacles	22.7%	26.1%
Reforms are not well tailored to challenges in Mozambique	13.6%	16.7%
Inadequate funding	0.0%	6.5%
Inadequate 'space' for reform to take place	18.2%	13.0%
Other	18.2%	6.5%

*Significantly different between collaborators and non-collaborators

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 Mozambique? (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
Information and communications technology*	19	7.00	2.49	118	8.25	2.03
Transport	22	8.50	2.13	120	9.05	1.28
Regional conflict and tensions*	19	4.95	2.90	111	7.25	2.81
Law and justice, anti-corruption*	20	6.00	2.90	111	7.98	2.24
Urban development	18	7.72	1.96	110	7.60	2.19
Environmental sustainability	19	7.21	2.10	111	7.21	2.37
Regulatory framework	18	6.11	2.74	104	6.82	2.54
Overall government accountability	20	6.55	2.87	106	7.10	2.54
Poverty reduction	20	8.05	2.58	125	8.70	1.58
Gender equity	20	8.50	2.01	116	7.81	2.10
Domestic private sector development	19	7.84	1.86	121	8.31	1.54
Foreign direct investment	19	8.47	1.26	115	7.62	2.13
Local governance and institutions	15	7.67	1.91	110	7.25	2.19
Water and sanitation	19	8.05	2.41	120	8.47	1.70
Trade and exports	20	7.80	2.17	112	7.96	2.05
Economic growth	19	8.21	2.72	125	8.45	1.76
Energy	19	8.21	2.35	113	8.19	1.92
Public sector governance/ reform	19	8.37	2.17	116	7.85	2.19
Financial markets	19	7.47	2.32	111	7.68	1.94
Equality of opportunity*	19	7.16	2.27	112	8.19	1.82
Health, communicable/non-communicable diseases	20	8.20	2.42	116	8.14	2.01
Agriculture and rural development	18	8.67	2.28	118	8.78	1.54
Global/regional integration	18	6.33	3.25	106	7.03	2.38
Food security	20	7.65	2.94	110	7.94	1.97
Education	21	8.43	2.54	123	8.98	1.54
Security and stabilization*	19	6.05	2.82	114	7.46	2.40
Social protection	18	7.28	2.52	121	7.82	2.20
Climate change and disaster management	19	6.95	3.17	116	6.45	3.01
Natural resource management	18	7.39	2.89	119	8.07	2.22

*Significantly different between collaborators and non-collaborators

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 Mozambique? (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
Information and communications technology	7	7.14	2.27	46	6.80	2.51
Transport	11	7.55	2.34	53	6.51	2.63
Regional conflict and tensions	8	5.75	2.87	41	5.32	2.54
Law and justice, anti-corruption	8	6.38	2.07	46	5.46	2.39
Urban development*	8	7.88	2.03	46	5.33	2.80
Environmental sustainability*	11	7.27	2.37	46	5.17	2.82
Regulatory framework	6	6.00	2.83	41	5.85	2.60
Overall government accountability	7	7.14	2.79	43	5.72	2.67
Poverty reduction	16	7.06	3.36	59	7.44	1.96
Gender equity	10	6.80	3.01	50	6.74	2.21
Domestic private sector development	9	6.44	3.43	51	6.18	2.45
Foreign direct investment	8	6.25	2.76	45	6.33	2.20
Local governance and institutions	10	7.60	1.84	52	6.29	2.21
Water and sanitation	13	7.77	1.96	50	6.54	2.35
Trade and exports*	11	7.55	1.21	41	5.90	1.83
Economic growth	11	7.09	2.91	58	6.36	2.19
Energy*	11	7.73	2.00	50	6.28	1.95
Public sector governance/ reform*	10	8.20	1.99	55	6.67	2.16
Financial markets	10	5.90	2.02	51	6.55	2.25
Equality of opportunity	10	6.80	3.05	54	5.83	2.44
Health, communicable/non-communicable diseases	12	7.17	2.92	56	6.36	2.42
Agriculture and rural development	13	6.69	3.09	61	6.66	2.41
Global/regional integration	8	5.88	2.36	43	5.81	2.53
Food security	12	7.08	2.94	53	6.51	2.25
Education	17	7.41	2.81	62	7.37	2.38
Security and stabilization	11	5.64	2.87	46	5.70	2.63
Social protection	12	7.08	2.47	53	6.02	2.54
Climate change and disaster management	10	7.00	2.79	44	5.77	2.61
Natural resource management	13	7.00	2.48	53	6.68	2.63

*Significantly different between collaborators and non-collaborators

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

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-Collaborator
At the Headquarters (in Washington D.C.)	54.5%	68.1%
In the country	13.6%	5.6%
Don't know	31.8%	26.4%

	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 Mozambique?	22	7.73	1.78	133	7.44	1.90

(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
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	21	7.52	2.36	115	7.32	2.03

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

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

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

(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 Mozambique	19	6.58	2.43	115	6.05	2.15
The World Bank Group meets Mozambique's needs for knowledge services	21	7.38	1.77	108	6.68	2.21

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	8.7%	3.5%
Monthly	17.4%	5.6%
A few times a year	52.2%	36.6%
Rarely	13.0%	34.5%
Never	8.7%	19.7%

*Significantly different between collaborators and non-collaborators

In Mozambique, 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	17	7.41	1.87	92	6.90	2.56
Include appropriate level of stakeholder involvement during preparation	14	6.29	2.84	79	6.58	2.48
Are relevant to Mozambique's development priorities	20	8.00	1.95	94	7.12	2.18
Lead to practical solutions	18	6.94	2.18	78	6.13	2.27
Are accessible (well written and easy to understand)	17	6.53	2.21	83	6.63	2.37
Are source of relevant information on global good practices	18	8.17	1.58	90	7.24	2.14
Enhance your knowledge and/or skills	19	7.84	1.98	89	7.26	2.08
Are adequately disseminated*	18	7.00	2.30	87	5.34	2.45
Are translated enough into local language	14	5.86	3.08	70	5.84	3.02
Are adaptable to Mozambique's specific development challenges and country circumstances	16	6.00	2.03	89	6.35	2.33
Help building consensus among development partners, government agencies, other stakeholders	16	7.38	1.82	68	6.46	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?	21	7.57	1.50	118	7.53	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	21	7.81	1.66	107	7.67	1.85

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

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? (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 (understanding and framing the problem)	18	7.94	1.83	88	7.30	2.31
Design (appraising and planning the solutions)*	20	8.35	1.90	85	7.28	2.14
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	20	7.80	1.96	94	7.30	2.26
Evaluation (assessing the impact and results)	19	7.95	1.93	90	7.72	2.08

*Significantly different between collaborators and non-collaborators

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)

	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	16	6.75	2.67	68	6.44	2.48
The World Bank Group effectively monitors and evaluates the projects and programs it supports	18	6.50	2.75	89	7.03	2.61
The World Bank Group's approvals and reviews are done in a timely fashion	19	6.26	2.47	77	6.61	2.40
The World Bank Group's "Safeguard Policy" requirements are reasonable	17	6.65	2.00	62	6.06	2.50
The World Bank Group's conditions on its lending are reasonable	14	5.64	2.31	69	5.70	2.42
The World Bank Group takes decisions quickly in Mozambique	17	5.82	2.30	73	6.10	2.44
The World Bank Group ensures consistency and continuity through staff changes	14	6.57	2.44	63	6.83	2.74
Where country systems are adequate, the World Bank Group makes appropriate use of them	14	6.79	2.33	63	7.11	2.42
The World Bank Group provides effective implementation support	15	6.60	2.87	81	7.64	2.15

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

Percentage of Respondents	Collaborator	Non-Collaborator
The World Bank Group takes too much risk in Mozambique	0.0%	.7%
The World Bank Group does not take enough risk in Mozambique	17.4%	14.3%
The World Bank Group's approach to risk is appropriate	39.1%	20.7%
Don't know	21.7%	33.6%
Prefer not to answer	21.7%	30.7%

	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 is adequately staffed in Mozambique?	14	6.79	1.89	71	7.34	2.25

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

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

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

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Provide more adequate data/knowledge/statistics/figures on Mozambique's economy	26.1%	23.2%
Collaborate more effectively with Government clients	21.7%	16.2%
Offer more innovative financial products*	26.1%	9.9%
Improve the competitiveness of its financing compared to markets	8.7%	16.2%
Reach out more to groups outside of Government	8.7%	27.5%
Improve the quality of its experts as related to Mozambique's specific challenges	4.3%	6.3%
Offer more innovative knowledge services	8.7%	6.3%
Introduce more stringent lending requirements	4.3%	2.1%
Ensure greater selectivity in its work	8.7%	4.2%
Increase the level of capacity development in the country	26.1%	31.0%
Reduce the complexity of obtaining World Bank Group financing	4.3%	11.3%
Increase availability of 'just-in-time' advice to the Government	8.7%	8.5%
Work faster	0.0%	6.3%
Increase the level of World Bank Group staffing in Mozambique's office	0.0%	3.5%
Collaborate more with other donors in the country	8.7%	5.6%
Other*	21.7%	4.2%

*Significantly different between collaborators and non-collaborators

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

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)

Percentage of Respondents	Collaborator	Non-Collaborator
Financial services	22.7%	37.8%
Knowledge products	18.2%	18.5%
Convening services	0.0%	3.0%
Technical assistance	22.7%	15.6%
None of the above	0.0%	3.0%
The combination is appropriate for Mozambique	9.1%	11.1%
Don't know	27.3%	11.1%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Water resources management and water supply	10.0%	12.9%
Environment/climate change	25.0%	12.9%
Education*	35.0%	60.0%
Social protection	15.0%	15.0%
Mining	30.0%	33.6%
Health	5.0%	15.7%
Municipal and urban development	10.0%	11.4%
Growth poles and spatial development	25.0%	12.9%
Roads and bridges	30.0%	35.7%
Energy access	0.0%	6.4%
Financial and private sector development	35.0%	20.0%
Agriculture and rural development	30.0%	21.4%
Governance	10.0%	16.4%

*Significantly different between collaborators and non-collaborators

Which THREE areas below would benefit most from other donors in Mozambique? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Water resources management and water supply	21.4%	10.0%
Environment/climate change	35.7%	21.5%
Education	50.0%	33.8%
Social protection	35.7%	26.9%
Mining	7.1%	17.7%
Health	21.4%	26.2%
Municipal and urban development	7.1%	9.2%
Growth poles and spatial development	14.3%	17.7%
Roads and bridges	14.3%	20.0%
Energy access	14.3%	12.3%
Financial and private sector development	14.3%	23.1%
Agriculture and rural development	14.3%	26.2%
Governance	14.3%	25.4%

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Local newspapers	42.9%	50.4%
International newspapers	14.3%	15.6%
Local radio	14.3%	8.5%
International radio	0.0%	0.0%
Local television	33.3%	39.7%
International television	0.0%	9.2%
Periodicals	0.0%	2.1%
Official sources*	52.4%	27.0%
Internet	19.0%	39.0%
Social media	4.8%	1.4%
Blogs	0.0%	3.5%
Mobile phones*	9.5%	0.7%
Instant messaging	4.8%	0.7%
Other	0.0%	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	4.5%	4.3%
Direct contact with World Bank Group	31.8%	16.4%
e-Newsletters	27.3%	44.3%
Instant messaging	4.5%	3.6%
World Bank Group's seminars/workshops/conferences	45.5%	34.3%
World Bank Group's publications and other written materials	27.3%	47.9%
Mobile phones	4.5%	2.1%
Social media	9.1%	7.1%
World Bank Group's website	27.3%	13.6%
Other	4.5%	3.6%

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	50.0%	19.7%
No	50.0%	80.3%

*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	35.0%	3.8%
No	65.0%	96.2%

*Significantly different between collaborators and non-collaborators

Were you able to obtain this information?

Percentage of Respondents	Collaborator	Non-Collaborator
Yes	100.0%	75.0%
No	0.0%	25.0%

Do you have access to the Internet?

Percentage of Respondents	Collaborator	Non-Collaborator
Yes	90.0%	92.9%
No	10.0%	7.1%

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

Percentage of Respondents	Collaborator	Non-Collaborator
Yes	84.2%	64.7%
No	15.8%	35.3%

G. Communication and Information Sharing (continued)**Which do you primarily use?***

Percentage of Respondents	Collaborator	Non-Collaborator
The World Bank Group's country website	50.0%	79.4%
The World Bank Group's main website	50.0%	20.6%

*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	73.7%	81.5%
Dial-up	26.3%	18.5%

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*	18	7.39	2.50	104	4.95	3.10
I find the World Bank Group's websites easy to navigate*	15	8.27	1.16	88	6.25	2.39
I find the information on the World Bank Group's websites useful*	11	8.27	.90	79	6.18	2.65
The World Bank Group's social media channels are valuable sources of information about the institution	11	6.82	1.99	61	5.36	3.08
When I need information from the World Bank Group I know how to find it*	15	7.93	1.91	92	5.46	2.86
The World Bank Group is responsive to my information requests and inquiries*	16	8.25	2.11	57	5.56	3.04

*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 Mozambique?****(Select all that apply)**

Percentage of Respondents	Collaborator	Non-Collaborator
The World Bank (IBRD/IDA)*	64.7%	1.8%
The International Finance Corporation (IFC)*	11.8%	0.9%
The Multilateral Investment Guarantee Agency (MIGA)*	11.8%	0.0%
None*	29.4%	97.2%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-Collaborator
Observer*	17.4%	61.4%
Use World Bank Group reports/data	30.4%	26.5%
Engage in World Bank Group related/sponsored events/activities	26.1%	11.4%
Collaborate as part of my professional duties*	43.5%	6.1%
Use World Bank Group website for information, data, research, etc.	34.8%	28.0%

*Significantly different between collaborators and non-collaborators

Appendix E: Responses to All Questions by Year¹

*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 '07 Number of comparable respondents = 154 • FY '14 Number of comparable respondents = 153

By weighting, FY07 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	FY2007
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 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mozambique?*	152	6.06	2.19	148	5.51	2.19

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY14 and FY07 country surveys

	year					
	FY 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.*	139	7.23	1.97	125	6.37	1.71

(1-Not effective at all, 10-Very effective) *Significantly different between FY14 and FY07 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mozambique*	141	7.64	1.76	144	7.08	1.73
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique*	125	7.23	1.91	144	6.11	1.90
The World Bank Group supports programs and strategies that are realistic for Mozambique*	125	7.37	1.83	135	5.65	2.15
The World Bank Group treats clients and stakeholders in Mozambique with respect*	110	8.02	1.65	122	6.83	1.91

*Significantly different between FY14 and FY07 country surveys

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

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

	Year					
	FY 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*	87	6.46	2.49	107	5.40	2.09
Staff accessibility	86	6.44	2.57	116	6.66	1.93
Straightforwardness and honesty*	82	7.37	2.14	114	6.70	1.98
Collaboration with the Government*	85	8.25	1.65	114	6.58	1.90

*Significantly different between FY14 and FY07 country surveys

¹ Only those questions that were asked in the FY '07 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 Mozambique? (1-Not effective at all, 10-Very effective)

	Year					
	FY 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
Regulatory framework	39	5.37	2.85	115	5.76	2.02
Poverty reduction*	68	7.49	2.16	133	6.33	1.96
Gender equity	51	6.42	2.67	119	5.74	1.97
Domestic private sector development	52	5.92	2.56	127	6.16	1.85
Economic growth	61	6.69	2.22	132	6.46	1.91
Public sector governance/ reform*	60	7.38	1.86	124	6.16	2.08
Health, communicable/non-communicable diseases	60	6.57	2.41	130	6.54	2.07
Education*	73	7.40	2.45	130	6.44	2.00
Social protection*	60	6.35	2.60	124	5.47	1.72
Natural resource management*	59	6.47	2.67	120	5.67	1.97

*Significantly different between FY14 and FY07 country surveys

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

In Mozambique, 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 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	106	7.43	2.02	122	7.45	1.99
Are adaptable to Mozambique's specific development challenges and country circumstances	101	6.19	2.10	122	6.47	2.29

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 2014			FY 2007		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	77	6.40	2.58	113	4.79	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	93	6.95	2.68	112	5.98	1.93
The World Bank Group's conditions on its lending are reasonable	73	5.79	2.22	120	5.72	2.33

*Significantly different between FY14 and FY07 country surveys

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	FY2014	FY2007
Yes	73.9%	52.1%
No	26.1%	47.9%

*Significantly different between FY14 and FY07 country surveys

Which do you primarily use?*

Percentage of Respondents	FY2014	FY2007
The World Bank Group's country website	73.5%	52.5%
The World Bank Group's main website	26.5%	47.5%

*Significantly different between FY14 and FY07 country surveys

Appendix F: 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 Mozambique? (Choose no more than TWO)									
			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	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.	7.04	7.26	7.00	7.34	7.25	7.05	7.20	7.13	7.26	6.63	7.21	7.13
To what extent do you believe the World Bank Group's staff is well prepared to help Mozambique solve its most complicated development challenges?	7.53	7.48	7.34	7.89	7.66	7.56	7.68	7.33	7.73	6.86	7.69	7.53
Overall the World Bank Group currently plays a relevant role in development in Mozambique	7.48	7.62	7.17	7.79	7.55	7.39	7.48	7.67	7.61	6.71	7.47	7.57
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	6.88	7.57	6.92	7.13	7.04	7.00	7.01	7.19	7.07	6.75	6.89	7.33
Responsiveness	6.60	6.64	6.71	6.75	6.44	7.40	6.70	6.91	6.84	5.82	6.82	6.57
Flexibility (in terms of the institution's products and services)	6.59	5.55	6.36	6.71	6.46	6.81	6.48	7.08	6.71	5.00	6.59	6.48
Flexibility (in terms of changing country circumstances)	6.22	6.92	6.52	6.39	6.23	7.00	6.42	6.73	6.52	5.89	6.59	6.24
Being inclusive	6.72	7.25	6.98	6.80	6.84	7.00	6.80	7.67	6.99	6.10	6.82	7.00
Openness	6.97	7.83	7.16	7.24	7.19	7.26	7.12	7.83	7.24	6.89	7.19	7.24
Staff accessibility	6.43	7.23	6.59	6.73	6.39	7.35	6.57	7.23	6.65	6.78	6.93	6.23
Straightforwardness and honesty	6.90	7.17	6.91	7.18	6.88	7.48	7.04	7.17	7.13	6.25	7.18	6.86
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.62	7.00	6.61	7.03	6.76	6.92	6.79	7.00	6.86	6.38	6.94	6.60
Collaboration with groups outside of the Government	6.80	7.20	6.61	7.02	6.92	6.67	6.64	8.17	6.87	6.50	7.11	6.25
Collaboration with the Government	8.09	8.64	8.04	8.09	8.14	7.90	8.09	7.92	8.01	8.55	8.09	8.03
Collaboration with other donors	7.47	7.50	7.55	7.31	7.18	8.09	7.43	7.38	7.42	7.44	7.46	7.36
The speed in which it gets things accomplished on the ground	6.58	7.55	6.79	6.80	6.98	6.32	6.75	7.08	6.68	7.78	6.55	7.18
Being a long-term partner	8.16	9.58	8.46	8.41	8.38	8.57	8.47	8.15	8.40	8.70	8.40	8.50
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	7.44	7.73	7.22	7.75	7.55	7.43	7.60	6.89	7.49	7.69	7.58	7.36
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	7.32	7.52	7.22	7.59	7.57	7.03	7.52	6.65	7.41	7.37	7.21	7.80
The World Bank Group's financial instruments meet the needs of Mozambique	6.05	6.58	6.05	6.42	6.28	6.14	6.19	6.53	6.26	6.08	6.30	6.12
The World Bank Group meets Mozambique's needs for knowledge services	6.68	7.38	6.85	7.11	6.84	7.32	6.95	7.20	7.06	6.31	7.19	6.60
The World Bank Group's knowledge work and activities are adaptable to Mozambique's specific development challenges and country circumstances	6.35	6.00	6.17	6.45	6.43	6.03	6.28	6.46	6.35	5.92	6.21	6.47
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.53	7.57	7.50	7.63	7.50	7.76	7.51	7.95	7.65	6.93	7.66	7.36
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.67	7.81	7.69	7.75	7.60	8.00	7.70	7.88	7.82	7.06	7.76	7.65
The World Bank Group takes decisions quickly in Mozambique	6.10	5.82	5.58	6.54	6.31	5.36	6.12	5.45	6.07	5.82	6.04	6.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.11	6.79	6.51	7.62	7.38	6.17	7.20	5.67	7.11	6.40	7.09	6.90

Yellow highlight indicates significant difference between Yes and No mean.

Appendix G: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																										
	Employee of a Ministry/ Consultant on WBG project			Local government			Bilateral/ Multilateral Agency		Private sector/ Financial sector/ Private bank			CSO			Media			Independent government institution		Research institute/ Think tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mozambique.	21	7.71	1.52	9	8.22	.97	6	7.00	1.26	31	7.32	2.12	25	7.20	2.08	17	6.71	2.76	9	7.11	2.15	13	6.62	1.71	22	6.32	2.23
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?	19	8.21	1.32	8	8.63	.74	6	7.83	1.47	28	7.18	2.09	20	7.60	2.04	15	7.60	2.50	8	8.63	1.60	16	6.31	2.30	18	7.33	2.77
Overall the World Bank Group currently plays a relevant role in development in Mozambique	22	8.05	1.59	8	8.50	.53	6	7.33	1.37	27	7.56	1.58	26	7.85	1.74	18	7.17	2.31	8	6.88	2.03	17	7.24	2.44	20	7.25	2.45
The World Bank Group's work is aligned with what I consider the development priorities for Mozambique	19	7.89	1.76	8	8.00	1.41	6	7.00	.89	28	7.00	2.11	22	7.32	1.78	16	6.56	2.58	8	7.00	2.62	13	6.38	2.63	17	6.12	2.34
Responsiveness	8	6.50	3.30	5	9.00	.71	2	5.00	2.83	30	6.27	2.13	17	6.65	2.15	13	6.38	1.94	8	8.00	2.00	11	5.91	2.07	14	6.79	2.46
Flexibility (in terms of the institution's products and services)	8	5.75	2.19	5	8.80	.84	2	5.00	2.83	27	6.07	2.34	17	7.00	2.21	13	6.31	2.29	8	7.63	2.39	9	5.56	2.30	12	6.33	2.90
Flexibility (in terms of changing country circumstances)	8	5.13	1.46	5	8.60	1.14	2	5.50	3.54	27	6.30	2.02	17	6.41	2.45	13	6.00	2.35	7	8.14	1.77	9	5.22	2.54	12	5.83	2.44
Being inclusive	4	6.00	2.58	5	7.20	2.59	2	7.00	1.41	28	6.61	2.57	16	7.00	2.34	12	6.75	2.80	8	8.25	1.83	9	5.67	2.69	11	6.45	2.07
Openness	7	6.86	1.86	5	8.20	1.48	2	8.50	.71	27	7.00	2.08	17	7.24	2.08	14	6.86	2.93	8	7.75	1.67	10	5.70	1.57	12	7.25	2.22
Staff accessibility	7	6.71	3.25	5	8.80	.84	2	6.50	3.54	25	6.72	2.21	16	6.69	2.36	12	5.00	2.22	8	7.00	2.14	11	5.64	2.06	14	6.14	2.57
Straightforwardness and honesty	7	8.29	1.80	5	9.00	.71	2	8.00	0.00	25	6.48	2.26	17	7.12	2.39	12	6.17	1.85	7	7.71	2.43	11	6.09	2.34	12	7.58	1.83
Ease of access to the people at the World Bank Group who are making decisions important to my work	8	6.88	2.64	4	9.00	.82	1	7.00		22	6.23	2.64	15	6.33	2.61	9	6.22	2.64	7	7.86	1.95	9	5.44	1.67	10	7.40	1.96
Collaboration with groups outside of the Government	5	6.00	1.00	5	8.20	1.48	2	6.50	.71	24	6.71	2.12	15	7.20	2.04	10	6.50	2.59	8	6.50	2.78	12	5.83	2.04	12	7.50	2.02
Collaboration with the Government	11	8.27	1.68	5	8.00	1.58	2	8.00	0.00	28	8.00	1.66	14	9.00	1.41	15	7.73	2.52	8	9.00	1.07	12	7.92	1.68	13	7.31	2.56
Collaboration with other donors	7	8.14	2.48	5	8.40	1.14	4	7.25	1.26	19	6.74	1.97	14	7.64	1.91	12	6.83	2.21	6	7.00	2.53	11	7.18	1.89	12	8.17	1.64
The speed in which it gets things accomplished on the ground	7	5.57	3.60	5	6.80	3.11	2	6.00	2.83	23	6.57	2.11	17	6.47	2.35	12	6.67	2.77	6	7.83	1.94	10	7.20	2.35	10	7.20	2.30
Being a long-term partner	7	8.57	1.13	5	8.80	.84	2	8.50	.71	28	8.68	1.61	18	8.33	2.20	13	7.69	2.93	8	9.38	.74	12	8.25	1.48	15	7.47	2.61
To what extent does the World Bank Group's work help to achieve development results in Mozambique?	24	7.92	1.86	9	8.11	1.27	6	7.00	.89	30	7.77	1.83	24	7.96	1.78	17	7.35	2.42	9	7.89	.60	18	6.94	1.83	21	6.43	2.06
To what extent does the World Bank Group help to build/strengthen existing country systems in Mozambique?	23	7.52	2.02	4	8.25	1.71	5	7.40	1.14	28	7.64	2.09	21	7.86	2.03	15	7.53	2.36	8	7.00	1.77	18	6.94	1.89	15	6.33	2.50
The World Bank Group's financial instruments meet the needs of Mozambique*	21	7.33	2.18	4	5.50	2.52	5	4.80	1.79	28	6.79	1.89	19	5.84	2.09	17	5.94	2.56	8	6.75	2.05	16	5.19	2.07	18	5.56	2.09
The World Bank Group meets Mozambique's needs for knowledge services	21	7.71	1.68	4	7.50	2.65	5	7.40	2.07	27	7.15	2.23	21	6.05	2.44	16	6.13	1.78	8	6.75	2.05	13	6.85	2.34	18	6.39	2.59
The World Bank Group's knowledge work and activities are adaptable to Mozambique's specific development challenges and country circumstances	18	6.39	2.03	6	6.83	2.14	6	5.67	.52	22	7.18	1.92	18	6.22	2.86	11	5.73	2.05	5	4.40	2.97	10	5.90	2.42	11	6.73	2.57
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	24	8.00	1.47	9	8.56	.53	6	7.50	1.05	28	8.11	1.13	24	7.54	2.19	13	6.62	2.14	6	6.67	2.16	12	6.67	2.42	20	7.30	1.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	23	7.65	1.87	8	8.63	.74	6	7.83	.75	27	8.44	1.37	19	7.74	2.08	13	6.92	2.18	6	7.17	1.47	12	6.33	2.81	16	7.44	1.75
The World Bank Group takes decisions quickly in Mozambique*	13	5.69	2.59	2	3.00	1.41	2	4.00	2.83	22	6.50	2.09	14	7.93	2.37	9	5.56	1.88	8	6.00	1.77	10	6.30	2.67	11	4.18	2.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	6.82	2.44	1	9.00		2	4.00	4.24	20	7.25	2.15	10	7.60	2.01	9	8.33	1.80	7	6.43	2.51	7	7.14	2.67	10	5.80	2.78

*Significantly different between stakeholder groups

Appendix H: Mozambique FY 2014 Questionnaire



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

A1. In general would you say that Mozambique is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Mozambique.			
Please identify which of the following you consider the most important development priorities in Mozambique? (Choose no more than THREE)			
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

A3. 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 Mozambique? (Choose no more than THREE)			
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

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

A4. 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 Mozambique? (Choose no more than THREE)		
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	

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)	
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

B1. How familiar are you with the work of the World Bank Group in Mozambique?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

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

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

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)			
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

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?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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"/>

How effectively do the World Bank Group's activities below support Mozambique's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	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
B15	Groups outside of government (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"/>	
B16	The public sector, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The public sector, related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The private sector, related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<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
B19	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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)	
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

B23. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mozambique? (Choose no more than TWO)	
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		
B25	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"/>
B26	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"/>
B27	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"/>
B28	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		
B29	Responsiveness												<input type="checkbox"/>
B30	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
B31	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B32	Being inclusive												<input type="checkbox"/>
B33	Openness (sharing data and other information)												<input type="checkbox"/>
B34	Staff accessibility												<input type="checkbox"/>
B35	Straightforwardness and honesty												<input type="checkbox"/>
B36	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
B37	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)												<input type="checkbox"/>
B38	Collaboration with the Government												<input type="checkbox"/>
B39	Collaboration with other donors												<input type="checkbox"/>
B40	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B41	Being a long-term partner												<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
--	--	--	-------------------------------------

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mozambique?													
		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? (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	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

C3. Where are the World Bank Group's decisions made primarily that support the program in Mozambique? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Mozambique?

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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Mozambique?

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

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

		Strongly disagree										Strongly agree	Don't know
C6	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"/>	
C7	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
		1	2	3	4	5	6	7	8	9	10	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Are relevant to Mozambique's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are adaptable to Mozambique's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Help building consensus among development partners, government agencies, other stakeholders	1	2	3	4	5	6	7	8	9	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		
E1	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)											<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)											<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)											<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		
E5	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E7	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E9	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E10	The World Bank Group takes decisions quickly in Mozambique											<input type="checkbox"/>	
E11	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>	
E12	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
E13	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

**E14. Which of the following best describes the way the World Bank Group operates in Mozambique?
(Select only one response)**

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

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

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mozambique? (Choose no more than TWO)	
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): _____

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)	
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

F3. Please answer the following questions:			
Choose no more than THREE for each column		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Mozambique?	B. Which THREE areas below would benefit most from other donors in Mozambique?
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

G1. How do you get most of your information about economic and social development issues in Mozambique? (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	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): _____

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): _____

G3	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?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
G10	I use/consult World Bank Group's data more often than I did a few years ago											<input type="checkbox"/>	
G11	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"/>	
G12	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"/>	
G13	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"/>	
G14	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"/>	
G15	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"/>	

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

H1. Which of the following best describes your current position? (Select only ONE response)	
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): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
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

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

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

H5. Which of the following describes most of your exposure to the World Bank Group in Mozambique? (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.

H6. Which best represents your geographic location?	
1	North
2	Centre
3	South

Thank you for completing the survey!