



World Bank Group Country Survey FY15 – Zambia

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

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 ZAMBIA

A1. In general would you say that Zambia 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 Zambia.			
Please identify which of the following you consider the most important development priorities in Zambia? (Choose no more than THREE)			
1	Foreign direct investment	17	Trade and exports
2	Water and sanitation	18	Crime and violence
3	Anti-corruption	19	Economic growth
4	Job creation/employment	20	Law and justice (e.g., judicial system)
5	Energy	21	Regulatory framework
6	Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	22	Education
7	Food security	23	Poverty reduction
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)
9	Global/regional integration	25	Transport (e.g., roads, bridges, transportation)
10	Gender equity	26	Climate change (e.g., mitigation, adaptation)
11	Private sector development	27	Agricultural development
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Natural resource management (e.g., mining, copper)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

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 Zambia? (Choose no more than THREE)			
1	Law and justice (e.g., judicial system)	16	Agricultural development
2	Transport (e.g., roads, bridges, transportation)	17	Job creation/employment
3	Crime and violence	18	Financial markets
4	Communicable/non-communicable diseases	19	Trade and exports
5	Information and communications technology	20	Food security
6	Water and sanitation	21	Anti-corruption
7	Equality of opportunity (i.e., equity)	22	Private sector development
8	Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Gender equity	24	Natural resource management (e.g., mining, copper)
10	Economic growth	25	Foreign direct investment
11	Climate change (e.g., mitigation, adaptation)	26	Education
12	Global/regional integration	27	Energy
13	Urban development	28	Environmental sustainability
14	Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	29	Health
15	Regulatory framework	30	Disaster management

SECTION A: GENERAL ISSUES

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Zambia?

(Choose no more than TWO)

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

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Zambia?									
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 Zambia.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills, knowledge, and understanding of the country situation) to help Zambia solve its most complicated development challenges?										
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

B4. When thinking about how the World Bank Group can have the most impact on development results in Zambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Zambia? (Choose no more than THREE)			
1	Health	17	Economic growth
2	Trade and exports	18	Law and justice (e.g., judicial system)
3	Foreign direct investment	19	Regulatory framework
4	Education	20	Communicable/non-communicable diseases
5	Energy	21	Disaster management
6	Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	22	Equality of opportunity (i.e., equity)
7	Crime and violence	23	Private sector development
8	Transport (e.g., roads, bridges, transportation)	24	Water and sanitation
9	Agricultural development	25	Food security
10	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
11	Gender equity	27	Poverty reduction
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)
13	Job creation/employment	29	Anti-corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Natural resource management (e.g., mining, copper)
16	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 Zambia?

		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	<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 (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<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 Zambia? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)											<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)											<input type="checkbox"/>	
B8	Policy formulation											<input type="checkbox"/>	

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

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)											<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)											<input type="checkbox"/>	
B11	Policy formulation											<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)

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

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Zambia? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B14. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries (i.e., communities)
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B15	Overall the World Bank Group currently plays a relevant role in development in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The World Bank Group's work is aligned with what I consider the development priorities for Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The World Bank Group supports programs and strategies that are realistic for Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The World Bank Group treats clients and stakeholders in Zambia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

		To no degree at all										To a very significant degree	Don't know
B19	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B31	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B33. To be a more effective development partner in Zambia, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B34. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

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

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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 Zambia?												
		Not important at all								Very important		Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Natural resource management (e.g., mining, copper)	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 Zambia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Natural resource management (e.g., mining, copper)	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 Zambia? (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 Zambia?											
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 Zambia?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Zambia'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"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Zambia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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SECTION D: THE WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES – SPECIFIC EXAMPLES INCLUDE RECENT ECONOMIC BRIEFS)

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 Zambia, to what extent do you believe that the World Bank Group’s knowledge work and activities:

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
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	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adaptable to Zambia’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D9. 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

D10. 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 do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Zambia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zambia?												
		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		

E11. Which of the following best describes the way the World Bank Group operates in Zambia? (Select only one response)	
1	The World Bank Group takes too much risk in engaging with its clients in Zambia
2	The World Bank Group does not take enough risk in engaging with its clients in Zambia
3	The World Bank Group's approach to risk is appropriate with regards to engaging with its clients in Zambia
4	Don't know

E12. Which of the following best describes the WBG's support in Zambia? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Zambia
2	The World Bank Group is not sufficiently selective in Zambia, and it is involved in too many areas of development
3	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ZAMBIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)	
1	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
2	Provide more adequate data/knowledge/statistics/figures on Zambia's economy
3	Offer more innovative financial products
4	Ensure greater selectivity in its work
5	Reach out more to groups outside of Government
6	Work faster
7	Increase the level of capacity development in the country
8	Improve the quality of its experts as related to Zambia's specific challenges
9	Offer more innovative knowledge services
10	Collaborate more effectively with Government clients (e.g., national, state, local)
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Zambia, 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 Zambia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services (e.g., bringing specialists from countries together to learn from each other's experiences)
4	None of the above
5	The combination is appropriate for Zambia
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)			
1	Periodicals	7	Local television
2	International newspapers	8	International television
3	International radio	9	Local newspapers
4	National radio	10	Internet
5	Local/community radio	11	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
6	Commercial radio	12	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	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

G8. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
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		
G9	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"/>
G10	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"/>
G11	The World Bank Group's social media channels (e.g., blogs, 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"/>
G12	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"/>
G13	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"/>

SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Social, Urban, Rural & Resilience
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

SECTION H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Zambia? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

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

H6. If yes, what was your view of how the two institutions work together in Zambia? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Zambia? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	North Western province
2	Western province
3	Southern province
4	Central province
5	Copperbelt province
6	Lusaka province
7	Eastern province
8	Muchinga province
9	Northern province
10	Luapula province

Thank you for completing the survey!