



Zambia

The World Bank Group Country Opinion Survey FY15

Report of Findings
April 2015



Country Opinion Surveys
THE WORLD BANK GROUP

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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 Zambia perceive the World Bank Group;
- Obtain systematic feedback from stakeholders in Zambia regarding:
 - Their views regarding the general environment in Zambia;
 - Their overall attitudes toward the World Bank Group in Zambia;
 - Overall impressions of the World Bank Group's effectiveness and results, project/program related issues, knowledge work and activities, and communication and information sharing in Zambia; and
 - Perceptions of the World Bank Group's future role in Zambia.
- Use data to help inform Zambia country team's strategy.

II. Methodology

From December 2014 to February 2015, 546 stakeholders of the World Bank Group in Zambia were invited to provide their opinions on the WBG's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Vice President; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; project management units (PMUs) overseeing implementation of a project or consultants/contractors working on World Bank Group-supported projects/programs; local government officials or staff; bilateral/ multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; and the judiciary branch. A total of 304 stakeholders participated in the survey (56% response rate).

Respondents received questionnaires via courier or email and returned them accordingly. Respondents were asked about: general issues facing Zambia; 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 Zambia; and the WBG's communication and information sharing. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 312 respondents (56% response rate) who completed the country survey in FY '12. Additional comparisons to the 319 respondents (98% response rate) who completed the country survey in FY '07 and the 208 respondents (58% response rate) who completed the country survey in FY '04 can be found in Appendix F (see page 156).

II. Methodology (continued)

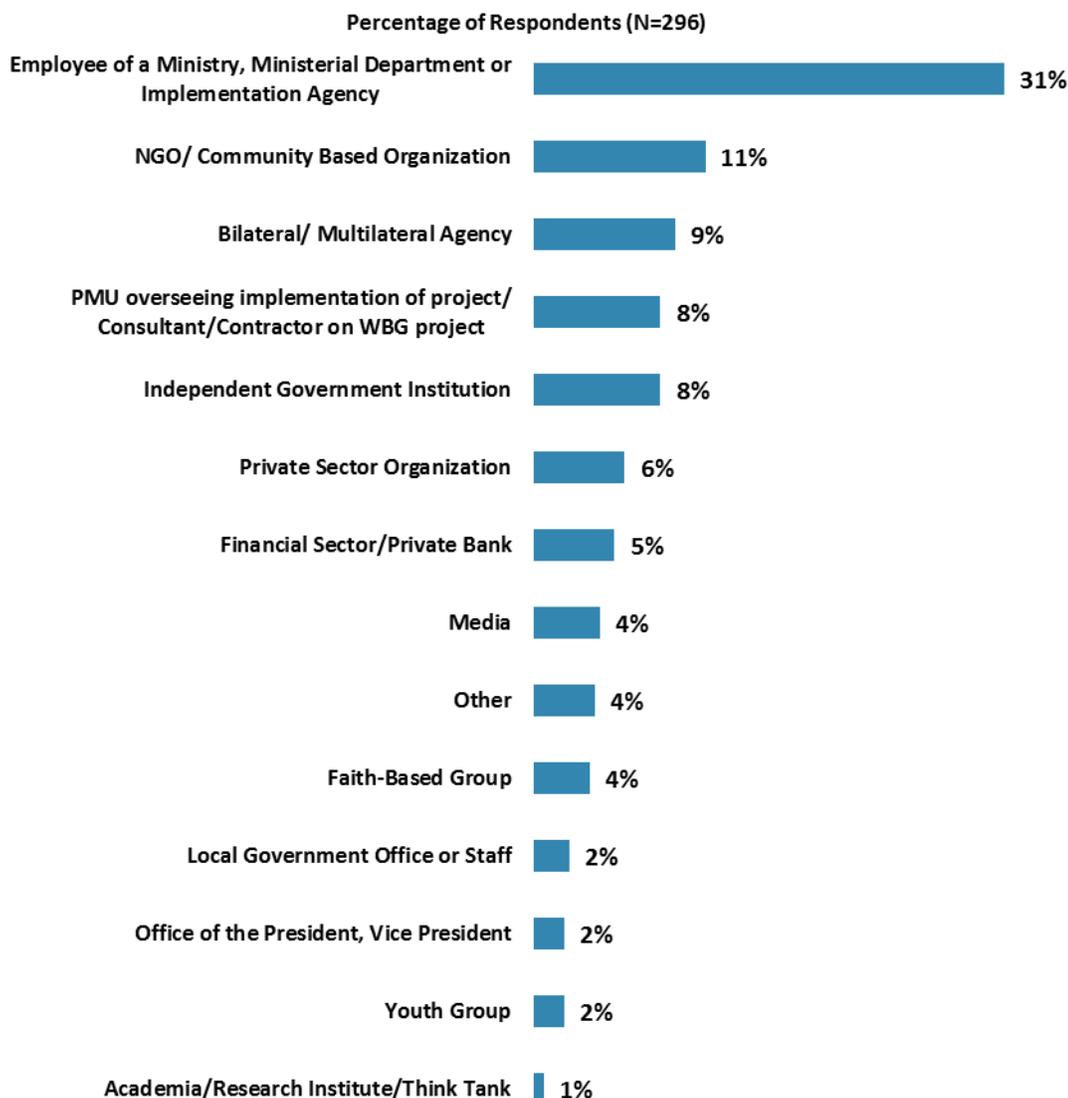
- A. **General Issues Facing Zambia:** Respondents were asked to indicate whether Zambia is headed in the right direction, what they thought were the most important development priorities, which areas would contribute most to reducing poverty, and what would achieve “Shared Prosperity”.
- B. **Overall Attitudes toward the World Bank Group:** Respondents were asked to rate their familiarity with the WBG, its effectiveness in Zambia, WBG staff preparedness, the importance and effectiveness of its capacity building work, their agreement with various statements regarding the WBG’s work, and the extent to which it is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the WBG to focus its resources, the WBG’s greatest values and greatest weaknesses, its most effective instruments, with which stakeholder groups the WBG should collaborate more, if the WBG should have more or less of a local presence in Zambia, and to what they attributed slowed or failed reform efforts.
- C. **World Bank Group’s Effectiveness and Results:** Respondents were asked to indicate where WBG decisions regarding its program were made and to rate the extent to which the WBG’s work helps achieve development results in Zambia, the extent to which the WBG meets Zambia’s needs for knowledge services and financial instruments, the extent to which the WBG measures and corrects its work in real time, and the importance of the WBG’s involvement and its effectiveness across thirty-one development areas.
- D. **The World Bank Group’s Knowledge Work and Activities:** Respondents were asked to indicate how frequently they consult WBG knowledge work and to rate the 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 indicate their agreement with a series of statements regarding working with the WBG. Respondents were also asked to indicate the perceptions of the WBG’s client engagement and support to Zambia.
- F. **The Future Role of the World Bank Group in Zambia:** Respondents were asked to indicate what the WBG should do to make itself of greater value and which of its services the WBG should offer more of in Zambia.
- 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, their Internet access, and their usage and evaluation of the WBG’s websites. Respondents were asked about their awareness of the WBG’s Access to Information policy and past information requests from the WBG. Respondents were also asked to evaluate the WBG’s information accessibility and social media.
- H. **Background Information:** Respondents were asked to indicate their current position, specialization, their level of interaction with the WBG, with which WBG agencies they work, their exposure to the WBG in Zambia, their gender, and their geographic location. Respondents were also asked if their projects involved both the World Bank and the IFC, and if so, to indicate their view of the two institutions working together.

Please Note: Only select demographic differences are discussed in the body of this report, but full breakdowns by stakeholder groups, level of collaboration, location, and gender, and select sector/specialization comparisons can be found in the Appendix (see page 69).

III. Demographics of the Sample

Current Position

- For all further analyses, the few respondents from the office of the President/Vice President, local government, youth groups, and academia were included in the “Other” category. A complete listing of comparisons across stakeholder groups can be found in Appendix B (see page 85).

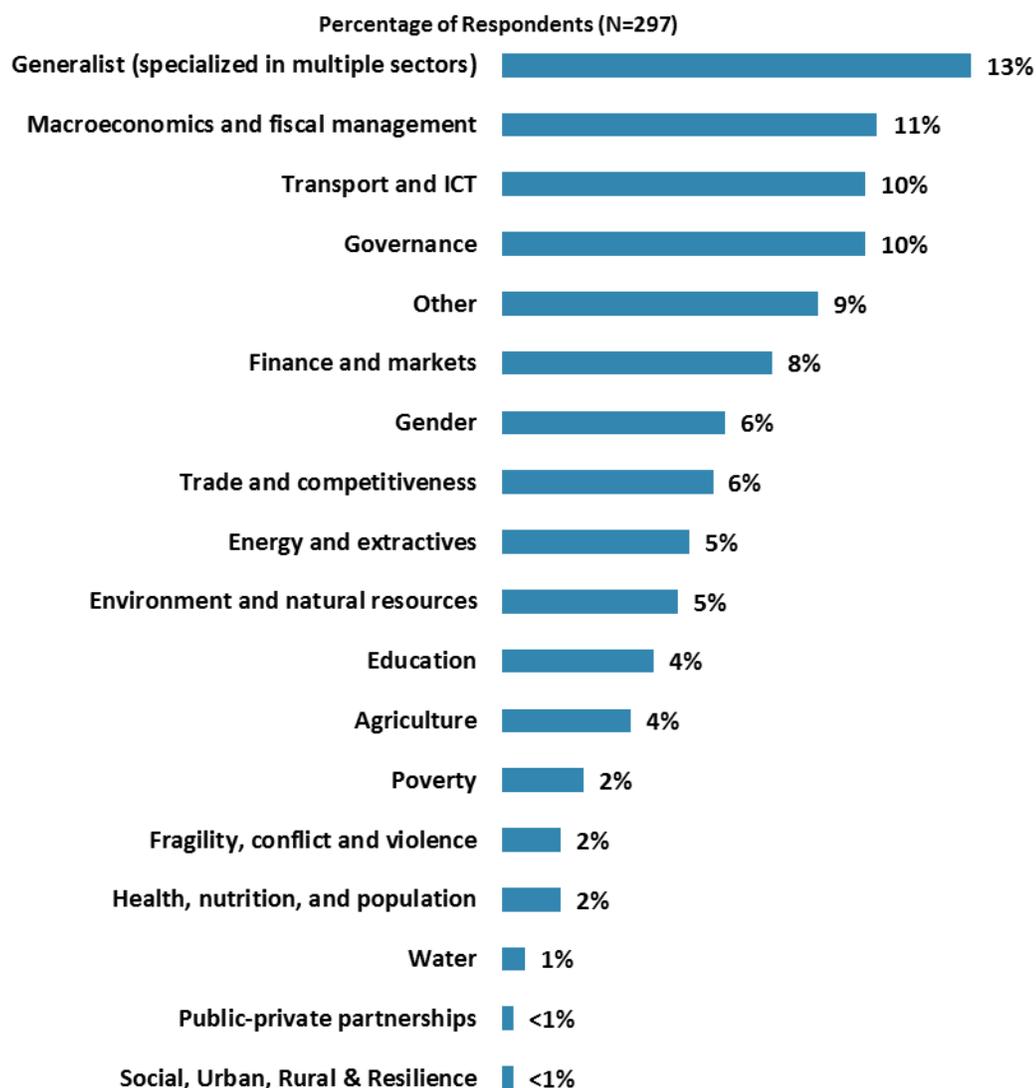


“Which of the following best describes your current position?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in Appendix G (see page 161). In addition, specific comparisons of respondents who identified themselves as Generalists or Macroeconomics and fiscal management were conducted to examine if respondents from these two sectors dominated overall responses to select multiple response questions regarding key development areas and ratings of the WBG's effectiveness across development areas.

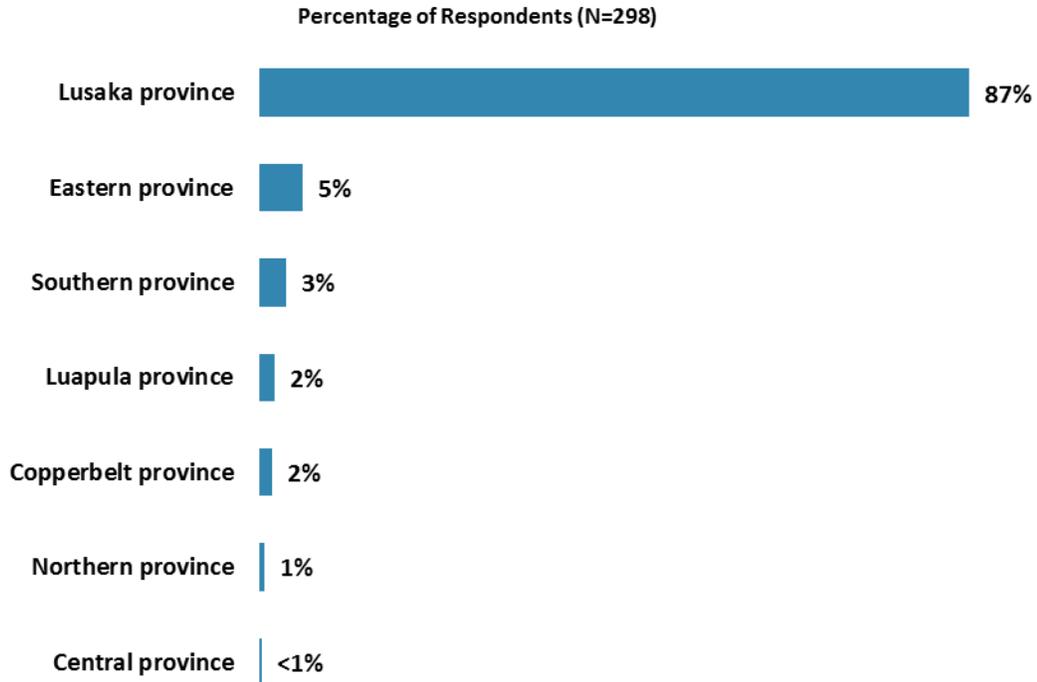


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Because of the small number of respondents from areas other than the Lusaka province, these areas were combined into one “Other Areas” category. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All comparisons can be found in Appendix C (see page 109).



“Which best represents your geographic location?” (Respondents chose from a list.)

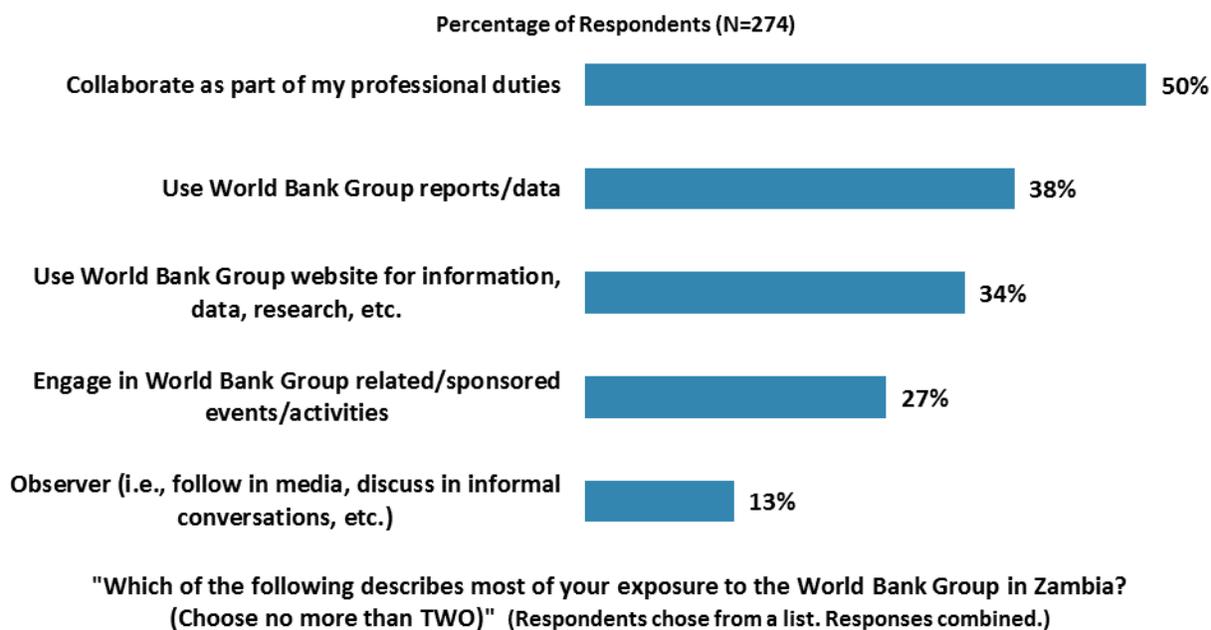
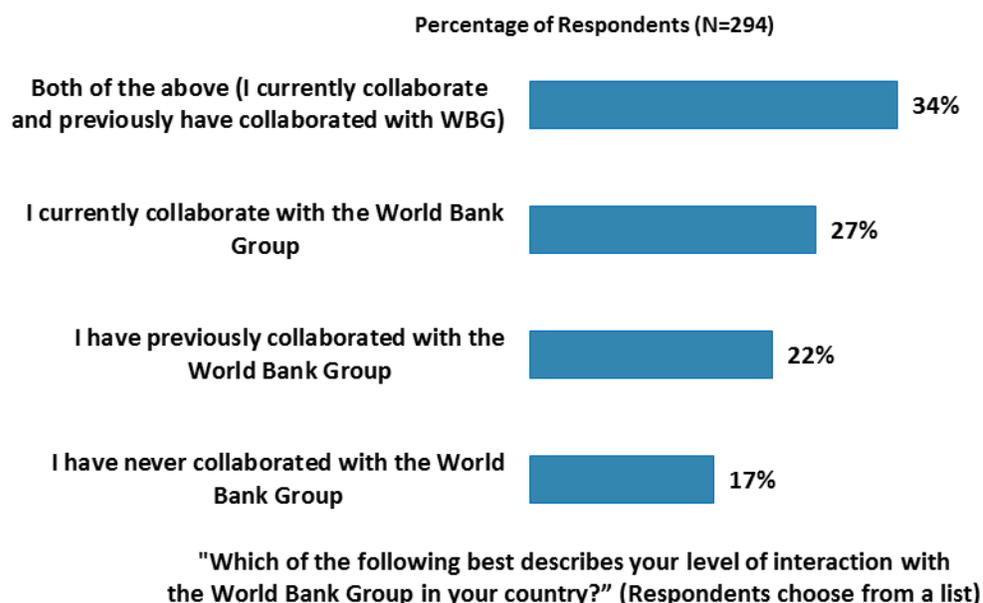
(Note: percentages may not total 100 due to rounding)



III. Demographics of the Sample (continued)

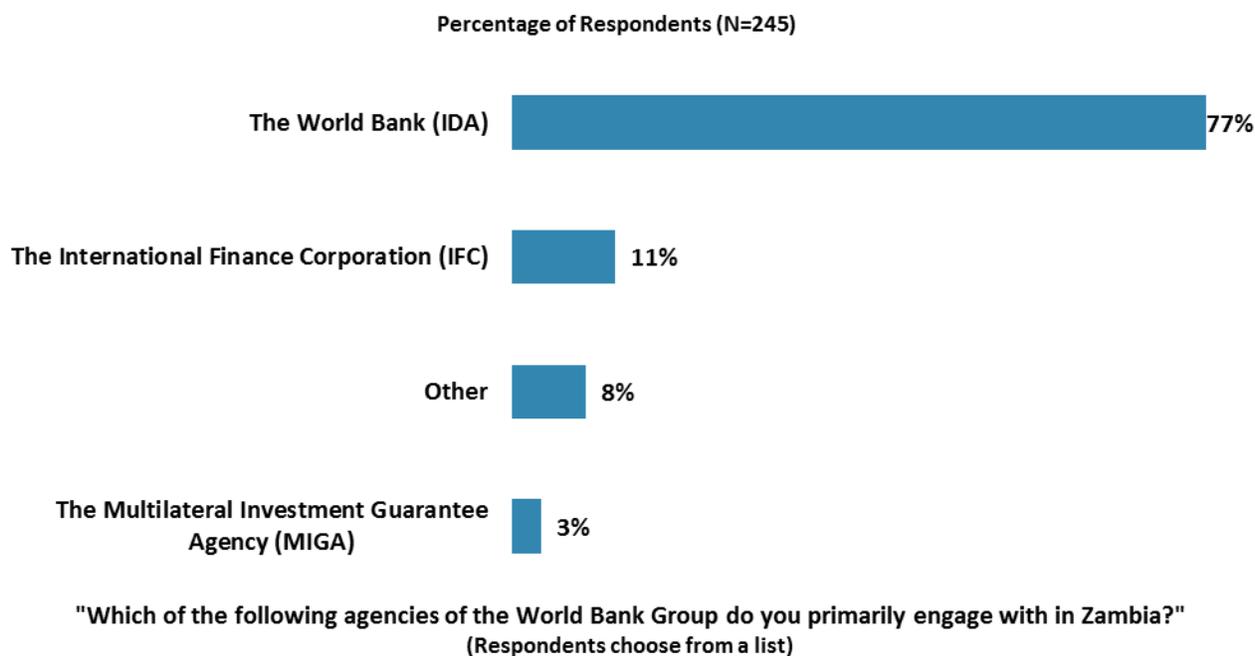
World Bank Group Collaboration and Exposure

- Differences in responding, based on collaboration with the World Bank Group in Zambia, can be found in the Appendix D (see page 125). Differences in responses to the indicator questions, based on collaboration and exposure to the World Bank Group in Zambia, can be found in Appendix H (see page 173). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that Appendix.



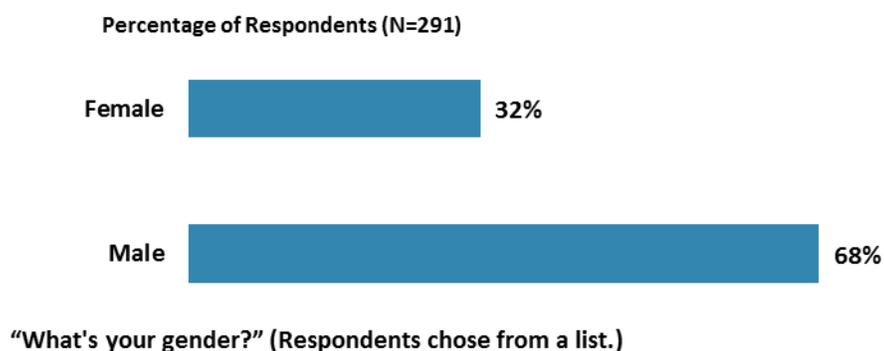
III. Demographics of the Sample (continued)

Engagement with the World Bank Group



Gender

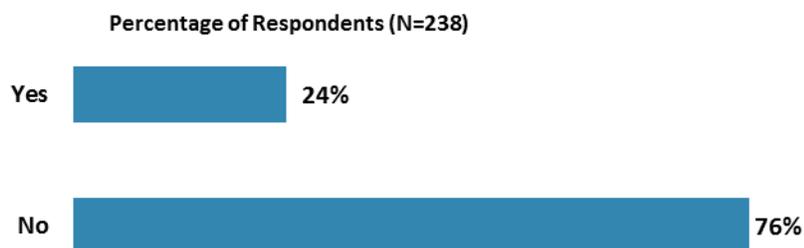
- Differences in responding, based on respondents' gender, can be found in the Appendix E (see page 140).



III. Demographics of the Sample (continued)

The World Bank and IFC

- **Stakeholders:** Respondents from the financial sector/private banks, NGOs/CBOs, and the media were significantly *less* likely to indicate that their projects involved both the World Bank and IFC compared to respondents from other stakeholder groups.
- **Locations:** Respondents from other areas were significantly more likely to indicate that their projects involved both the World Bank and IFC (53%) compared to respondents from the Lusaka province (22%).
- **Collaboration:** Respondents currently collaborating with the WBG were significantly more likely to indicate that their projects involved both the World Bank and IFC (29%) compared to respondents who previously collaborated (14%) and those who never collaborated (4%).
- **Gender:** Male respondents were significantly more likely to indicate that their projects involved both the World Bank and IFC (29%) compared to female respondents (14%).

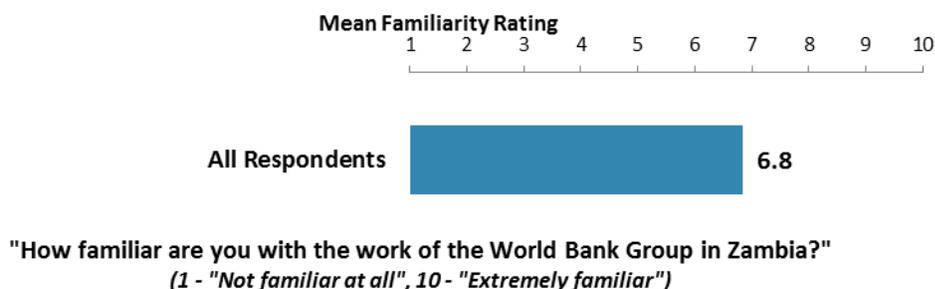


“Do your projects involve both the World Bank and IFC?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

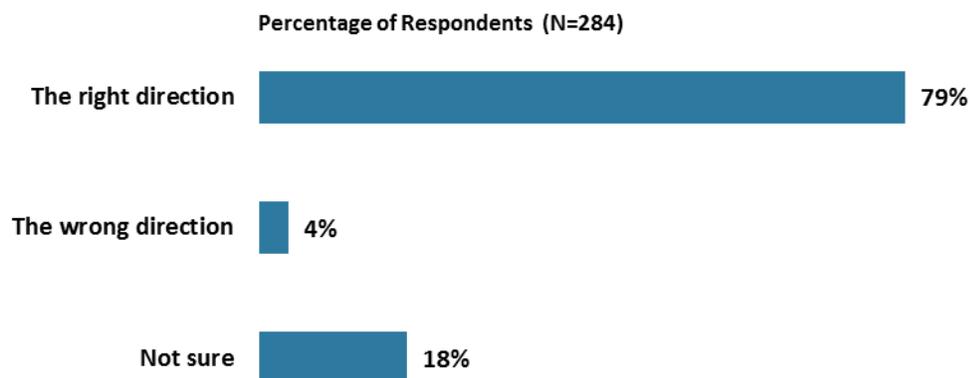
- **Year Comparison:** Respondents in this year's country survey had significantly higher ratings of familiarity with the WBG (mean familiarity = 6.8) compared to respondents from the FY '12 country survey (mean familiarity = 6.3).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects, bilateral/multilateral agencies, the media, and independent government institutions had significantly higher ratings of familiarity with the WBG compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher ratings of familiarity with the WBG (mean familiarity = 7.2) compared to respondents who had previously collaborated (mean familiarity = 6.7) and those who never collaborated (mean familiarity = 5.7).
- **Gender:** Male respondents had significantly higher ratings of familiarity with the WBG (mean familiarity = 7.0) compared to female respondents (mean familiarity = 6.3).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness, and significantly, moderately correlated with their perceptions of the WBG's work achieving development results and the WBG's relevance to development in Zambia.



IV. General Issues Facing Zambia

Zambia Heading in the Right Direction

- **Stakeholders:** Respondents from NGOs/CBOs were significantly less likely to indicate that Zambia is headed in the right direction compared to respondents from other stakeholder groups.
- **Gender:** Male respondents were significantly more likely to indicate that Zambia is headed in the right direction (86%) compared to female respondents (69%).

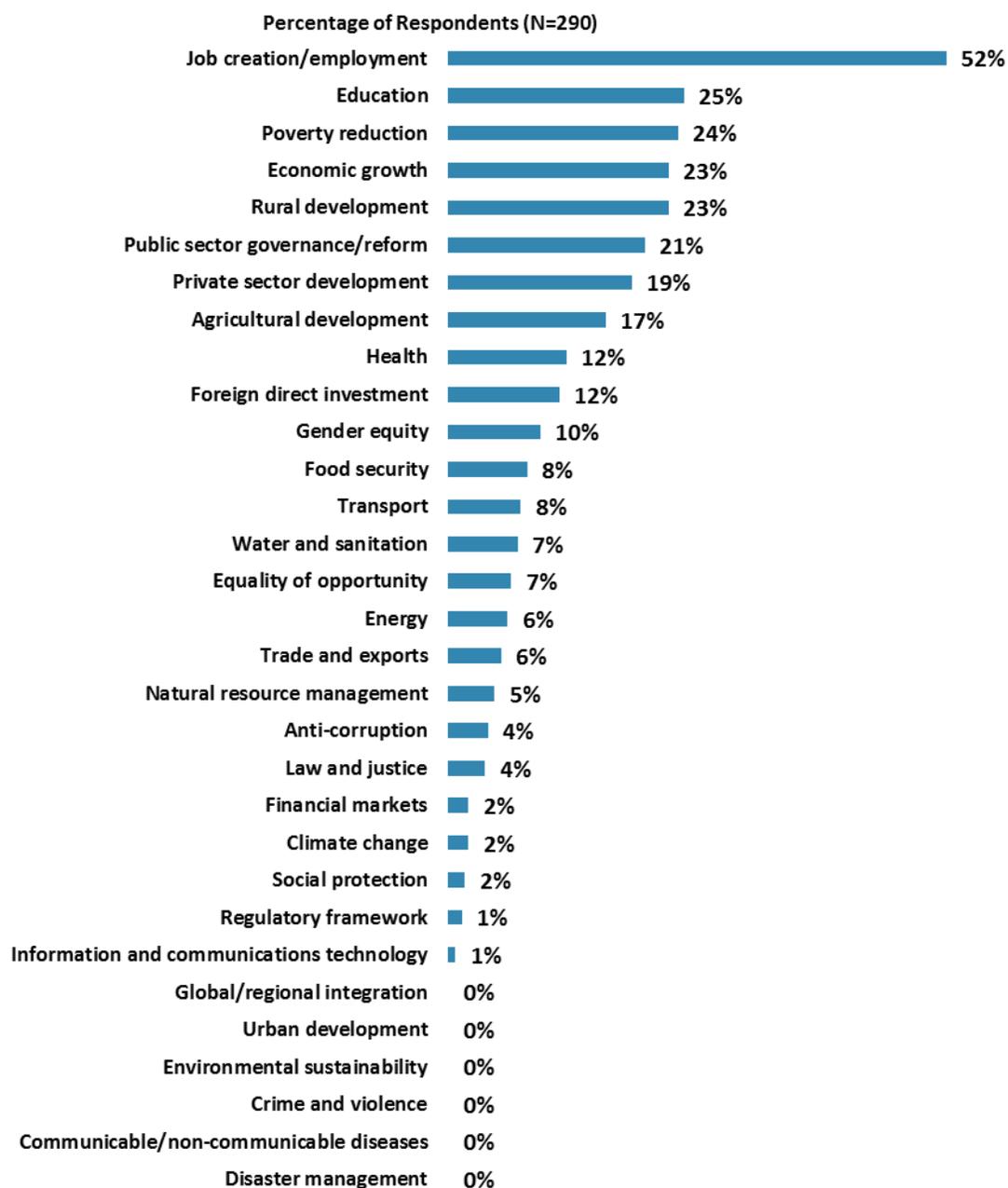


"In general, would you say that Zambia is headed in ... ?" (Respondents chose from a list.)

IV. General Issues Facing Zambia (continued)

Development Priority

- **Year Comparison:** Respondents from the FY '12 country survey indicated that education (37%), poverty reduction (29%), job creation/employment (28%), rural development (27%), and agricultural development (25%) were the most important development priorities facing Zambia.



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

IV. General Issues Facing Zambia (continued)

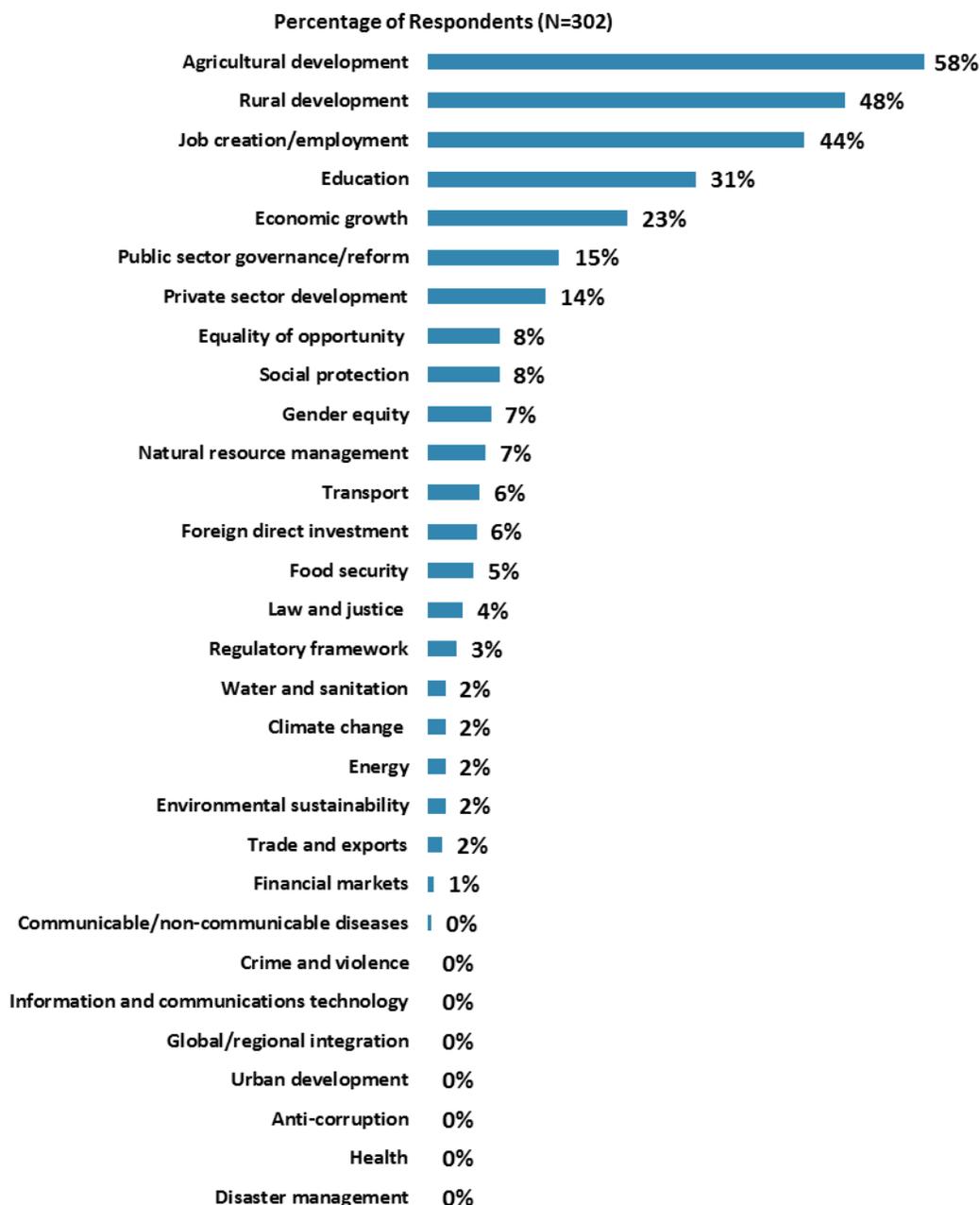
Development Priority (continued)

- **Stakeholders:** Although respondents from most stakeholder groups indicated that job creation is the most important development priority facing Zambia, respondents from PMUs/Consultants on WBG projects also indicated that trade/exports and rural development are important priorities, respondents from bilateral/ multilateral agencies also indicated that private sector development is an important priority, respondents from the private sector and NGOs/CBOs indicated that poverty reduction is also an important priority, respondents from the financial sector/private banks indicated that economic growth is also an important priority, respondents from the media indicated that economic growth and education are the most important priorities, and respondents from independent government institutions and faith-based groups indicated that education is one of the most important development priorities facing Zambia.
- **Collaboration:** Respondents who are currently collaborating with the WBG were significantly more likely to indicate that poverty reduction is one of the most important development priorities compared to respondents who had previously collaborated or never collaborated. Respondents who never collaborated with the WBG were significantly more likely to indicate that rural development is the most important development priority compared to respondents who had previously collaborated or are currently collaborating with the WBG.
- **Gender:** Female respondents were significantly more likely to indicate that rural development, poverty reduction, gender equity, foreign direct investment, trade and exports, climate change, and social protection are important development priorities facing Zambia compared to male respondents, who were significantly more likely to indicate that education, private sector development, agricultural development, water and sanitation, and anti-corruption are important development priorities.
- **Specializations/Sectors:**
 - Generalist respondents were significantly more likely to indicate that public sector governance/reform, private sector development, natural resource development, energy, equality of opportunity, and information and communications technology are important development priorities facing Zambia, but significantly *less* likely to indicate that economic growth is an important priority compared to respondents from other specializations.
 - Respondents from the macroeconomics and fiscal management sector were significantly more likely to indicate that rural development, education, agricultural development, and financial markets are important development priorities facing Zambia, but significantly *less* likely to indicate that poverty reduction and foreign direct investment are important priorities facing Zambia compared to respondents from other sectors.

IV. General Issues Facing Zambia (continued)

Factors Contributing to Poverty Reduction

- **Year Comparison:** Respondents from the FY '12 country survey indicated education (36%), job creation/employment (33%), rural development (32%), agricultural development (31%), and access to finance (23%) would contribute most to reducing poverty in Zambia.



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

IV. General Issues Facing Zambia (continued)

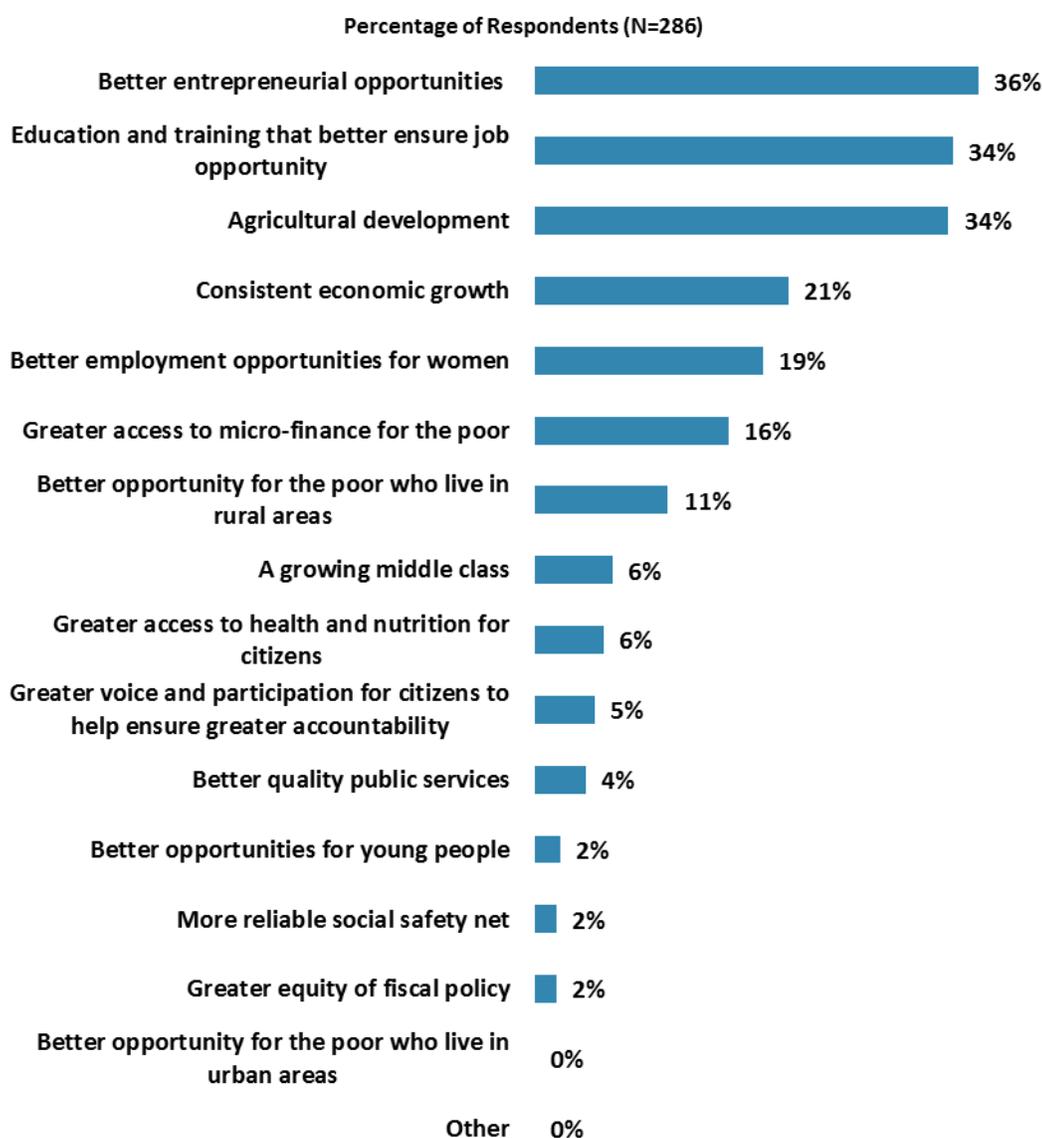
Factors Contributing to Poverty Reduction (continued)

- **Stakeholders:** Although respondents from most stakeholder groups indicated that agricultural development, rural development, and job creation are the key contributors to reducing poverty in Zambia, respondents from the private sector indicated that food security is also a key factor, respondents from NGOs/CBOs indicated that economic growth is a key factor, and respondents from the media indicated that natural resource management is one of the key contributors to reducing poverty in Zambia.
- **Collaboration:** Respondents who are currently collaborating with the WBG were significantly more likely to indicate that job creation and private sector development are key contributors to poverty reduction compared to respondents who had previously collaborated or never collaborated. Respondents who never collaborated with the WBG were significantly more likely to indicate that education, social protection, equality of opportunity, and food security are key contributors, and significantly *less* likely to say that agricultural development is a key contributor, compared to respondents who had previously collaborated or are currently collaborating with the WBG.
- **Gender:** Female respondents were significantly more likely to indicate that education, gender equity, foreign direct investment, food security, trade and exports, and climate change are key contributors to poverty reduction compared to male respondents, who were significantly more likely to indicate that, agricultural development, private sector development, law and justice, and regulatory framework are key contributors to poverty reduction in Zambia.
- **Specializations/Sectors:**
 - Generalist respondents were significantly more likely to indicate that agricultural development, public sector governance/reform, private sector development, and financial markets are key contributors to poverty reduction, but significantly *less* likely to indicate that economic growth is a key contributor compared to respondents from other specializations.
 - Respondents from the macroeconomics and fiscal management sector were significantly more likely to indicate that rural development and job creation are key contributors to poverty reduction, but significantly *less* likely to indicate that private sector development is a key contributor compared to respondents from other sectors.

IV. General Issues Facing Zambia (continued)

Achieving “Shared Prosperity”

- **Stakeholders:** Although respondents from most stakeholder groups indicated that better entrepreneurial opportunities, education and training, and agricultural development are the key contributors to achieving “Shared Prosperity” in Zambia, respondents from PMUs/Consultants on WBG projects indicated that better opportunities for the poor that live in rural areas is a key contributor, respondents from the private sector indicated that consistent economic growth is also a key contributor, and respondents from the financial sector/private banks indicated that greater access to micro-finance for the poor is a key contributor to achieving “Shared Prosperity” in Zambia.



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

IV. General Issues Facing Zambia (continued)

Achieving “Shared Prosperity” (continued)

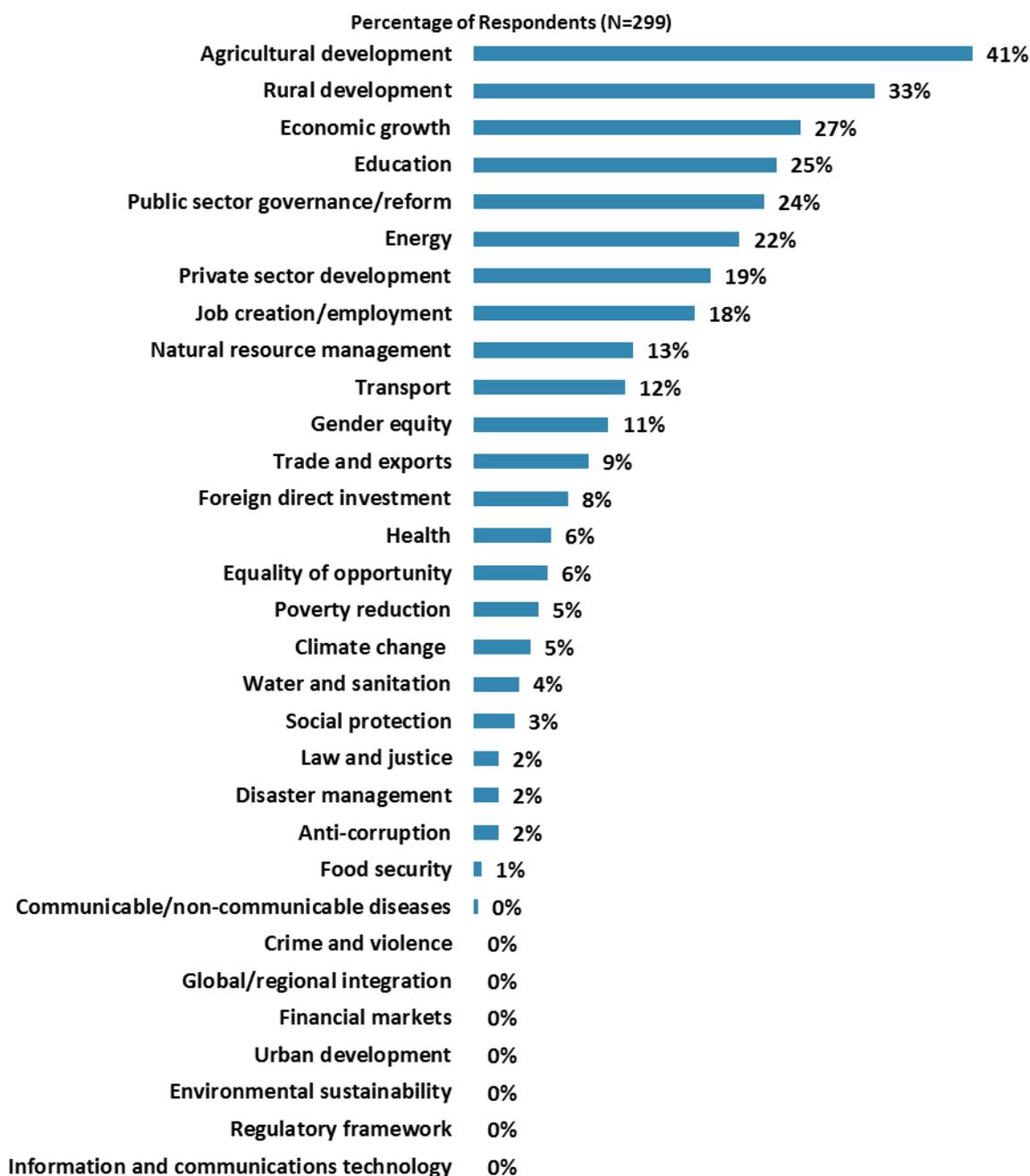
- **Collaboration:** Respondents who are currently collaborating with the WBG were significantly more likely to indicate that a growing middle class is a key contributor to achieving “Shared Prosperity”, but significantly *less* likely to indicate better entrepreneurial opportunities as a key contributor compared to respondents who had previously collaborated or never collaborated. Respondents who never collaborated with the WBG were significantly more likely to indicate that better employment opportunities for women and greater access to micro-finance for the poor are key contributors, and significantly *less* likely to say that agricultural development is a key contributor to achieving “Shared Prosperity” in Zambia compared to respondents who had previously collaborated or are currently collaborating with the WBG.
- **Gender:** Female respondents were significantly more likely to indicate that greater access to micro-finance for the poor is a key contributor to achieving “Shared Prosperity” compared to male respondents, who were significantly more likely to indicate that, agricultural development is a key contributor to achieving “Shared Prosperity” in Zambia. Although more female respondents than male respondents indicated that better employment opportunities for women would achieve “Shared Prosperity”, this difference did not reach statistical significance.

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

V. Overall Attitudes toward the World Bank Group

Focusing World Bank Group Resources

- **Year Comparison:** Respondents from the FY '12 country survey indicated that the WBG should focus most of its resources on rural development (42%) and education (35%) in Zambia.



“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 in Zambia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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

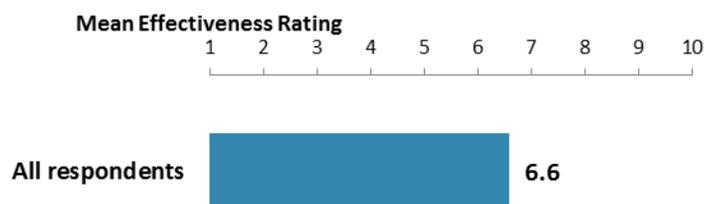
Focusing World Bank Group Resources (continued)

- **Stakeholders:** Although respondents from most stakeholder groups indicated that the WBG should focus on agricultural development and rural development, respondents from the private sector and the media indicated that the WBG should focus on economic growth, respondents from NGOs/CBOs indicated that the WBG should focus on gender equity, and respondents from independent government institutions and faith-based groups indicated that the WBG should focus on job creation in Zambia.
- **Collaboration:** Respondents who never collaborated with the WBG were significantly more likely to indicate that the WBG should focus on rural development, economic growth, and foreign direct investment, and significantly *less* likely to say that the WBG should focus on agricultural development and job creation compared to respondents who had previously collaborated or are currently collaborating with the WBG.
- **Gender:** Female respondents were significantly more likely to indicate that the WBG should focus on gender equity, transport, foreign direct investment, food security, poverty reduction, and disaster management compared to male respondents, who were significantly more likely to indicate that the WBG should focus on job creation, natural resource management, and health in Zambia.
- **Specializations/Sectors:**
 - Generalist respondents were significantly more likely to indicate that the WBG should focus on public sector governance/reform, natural resource management, climate change, and food security, but significantly *less* likely to indicate that the WBG should focus on economic growth and private sector development compared to respondents from other specializations.
 - Respondents from the macroeconomics and fiscal management sector were significantly more likely to indicate that the WBG should focus on agricultural development, job creation, education, and transport, but significantly *less* likely to indicate that the WBG should focus on public sector governance/reform, natural resource management, and gender equity compared to respondents from other sectors.

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

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

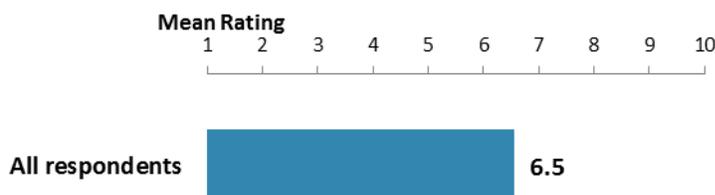
- **Year Comparison:** Respondents in this year's country survey had significantly higher ratings for the WBG's overall effectiveness in Zambia (mean effectiveness = 6.6) compared to respondents from the FY '12 country survey (mean effectiveness = 6.0).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects had the highest ratings for the WBG's overall effectiveness in Zambia whereas respondents from faith-based groups had significantly lower ratings.
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher ratings of familiarity with the WBG (mean effectiveness = 6.9) compared to respondents who had previously collaborated (mean effectiveness = 6.0) and those who never collaborated (mean effectiveness = 5.6).



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

Achieving Development Results (*Indicator Question*)

- **Year Comparison:** Respondents in this year's country survey had statistically similar ratings for the extent to which the WBG achieves development results in Zambia (mean rating = 6.6) compared to FY '12 respondents (mean rating = 6.6).
- **Stakeholders:** Respondents from the private sector had the highest ratings for the extent to which the WBG achieves development results in Zambia whereas respondents from independent government institutions, the financial sector/private banks, and employees of ministries had significantly lower ratings.
- **Gender:** Female respondents had significantly higher ratings for the extent to which the WBG achieves development results in Zambia (mean rating = 6.8) compared to male respondents (mean rating = 6.5).



"To what extent does the World Bank Group's work help to achieve development results in Zambia?" (1 - "To no degree at all", 10 - "To a very significant degree")

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

Staff Preparedness (*Indicator Question*)

- **Year Comparison:** Respondents in this year's country survey had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Zambia solve its development challenges (mean rating = 7.1) compared to FY '12 respondents (mean rating = 6.9).
- **Stakeholders:** Respondents from the private sector had the highest ratings for the extent to which the WBG's staff is well prepared to help Zambia solve its development challenges whereas respondents from independent government institutions, the financial sector/private banks, and employees of ministries had significantly lower ratings.
- **Gender:** Female respondents had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Zambia solve its development challenges (mean rating = 7.5) compared to male respondents (mean rating = 6.9).

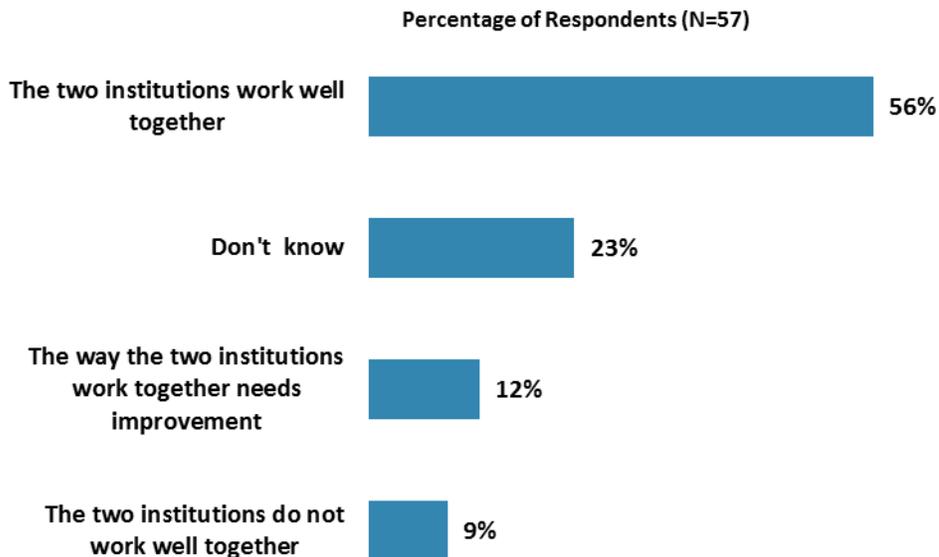


"To what extent do you believe the World Bank Group's staff is well prepared to help Zambia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

World Bank and IFC Working Together

- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects and independent government institutions were significantly more likely to indicate that the two institutions work well together, however, respondents from bilateral/multilateral agencies and the private sector were significantly more likely to indicate that the way the two institutions work together needs improvement, compared to respondents from other stakeholder groups.
- **Locations:** Respondents from other areas were significantly more likely to indicate that the two institutions work well together (100%) compared to respondents from Lusaka province (47%).

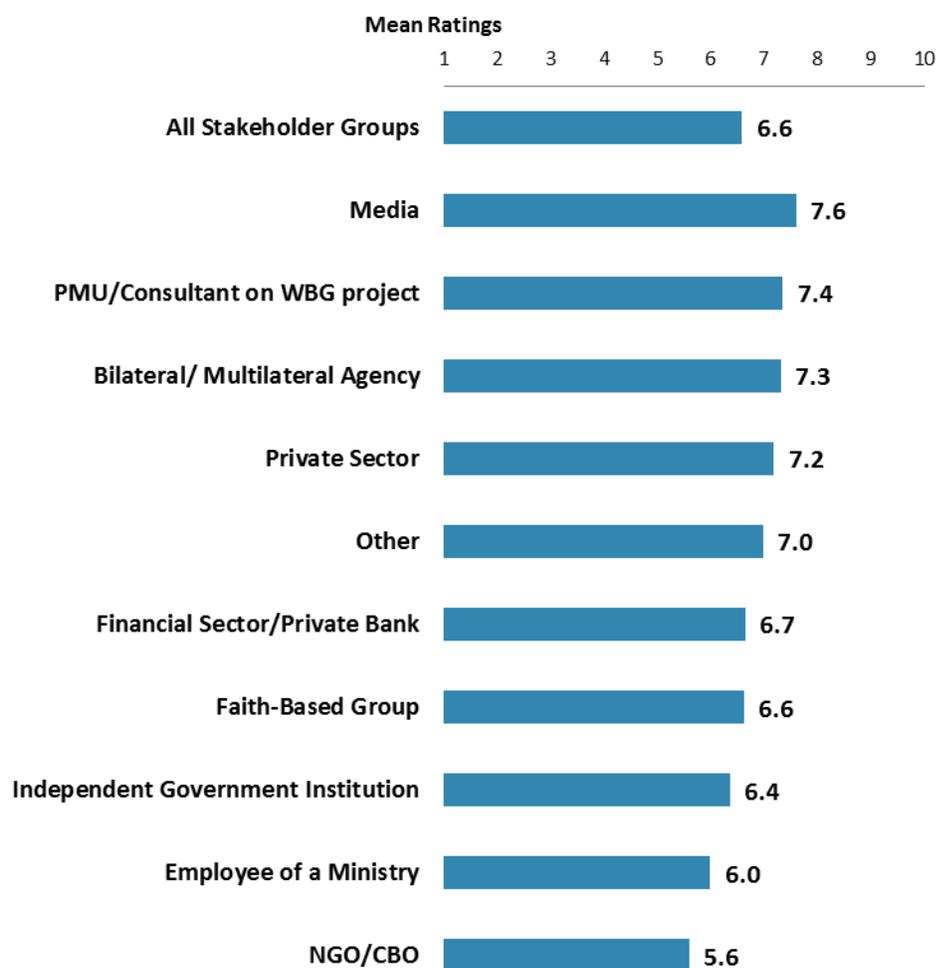


“If your projects involve both the World Bank and IFC, what was your view of how the two institutions work together in Zambia?” (Respondents chose from a list.)

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

Overall Ratings for Indicator Questions

- **Stakeholders:** Respondents from media gave the highest ratings across all of the country survey indicator questions whereas respondents from independent government institutions, NGOs/CBOs, and employees of ministries had significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix I (see page 174).
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher ratings across all of the country survey indicator questions (mean rating = 6.8) compared to respondents who had previously collaborated (mean rating = 5.9) and those who never collaborated (mean rating = 6.3). Responses for individual indicator questions by levels of collaboration can be found in Appendix H (see page 173).

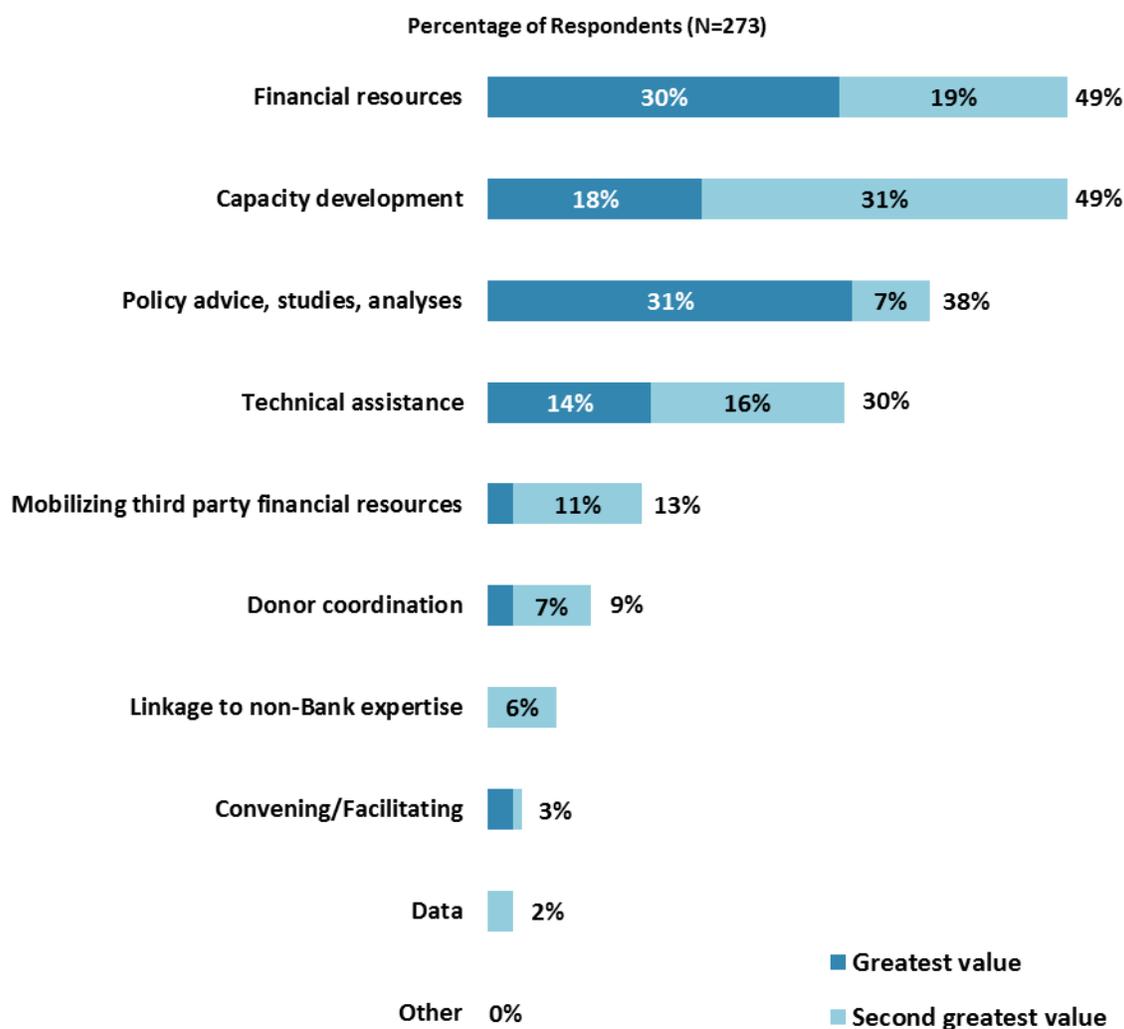


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

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

WBG Activities: Greatest Value

- **Year Comparison:** Respondents from the FY '12 country survey indicated that the WBG's greatest value to Zambia was its financial resources (61%), followed by its technical assistance (35%), training/capacity building (32%), and policy advice (24%).

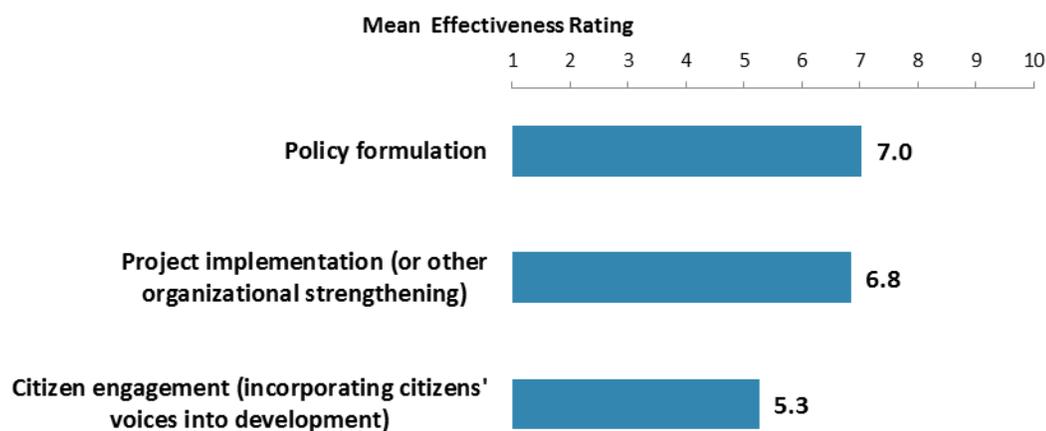


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Zambia?"
(Respondents chose from a list.)

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

Capacity Building: WBG Effectiveness

- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects, the private sector, and the media tended to have the highest ratings for the WBG's effectiveness in these aspects of capacity building whereas employees of ministries and respondents from faith-based groups tended to have significantly lower ratings.
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher ratings for the WBG's effectiveness at citizen engagement (mean effectiveness = 5.6) compared to respondents who had previously collaborated (mean effectiveness = 4.4) and those who never collaborated (mean effectiveness = 4.9).

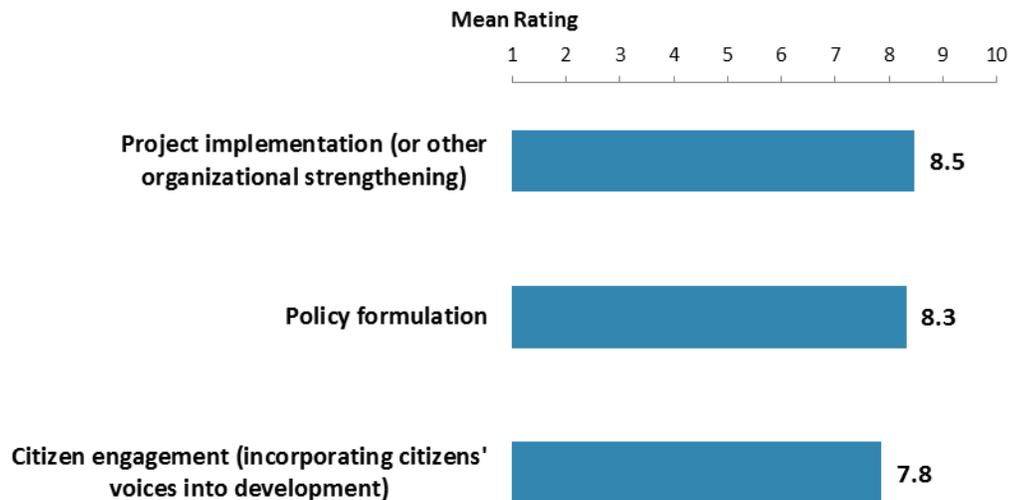


"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Zambia?"
(1 - "Not effective at all", 10 - "Very effective")

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

Capacity Building: Importance of WBG Involvement

- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects, the private sector, the financial sector/private banks, and other organizations tended to have the highest ratings for the importance of the WBG's involvement in these aspects of capacity building whereas employees of ministries and respondents from faith-based groups tended to have significantly lower ratings.
- **Collaboration:** Respondents who never collaborated with the WBG had significantly higher ratings for the importance of the WBG's involvement in project implementation (mean rating = 9.2) compared to respondents who had previously collaborated (mean rating = 8.5) and those who are currently collaborating (mean rating = 8.3). Respondents who are currently collaborating with the WBG had significantly higher ratings for the importance of the WBG's involvement in policy formulation (mean rating = 8.6) compared to respondents who had previously collaborated (mean rating = 7.8) and those who never collaborated (mean rating = 8.1).

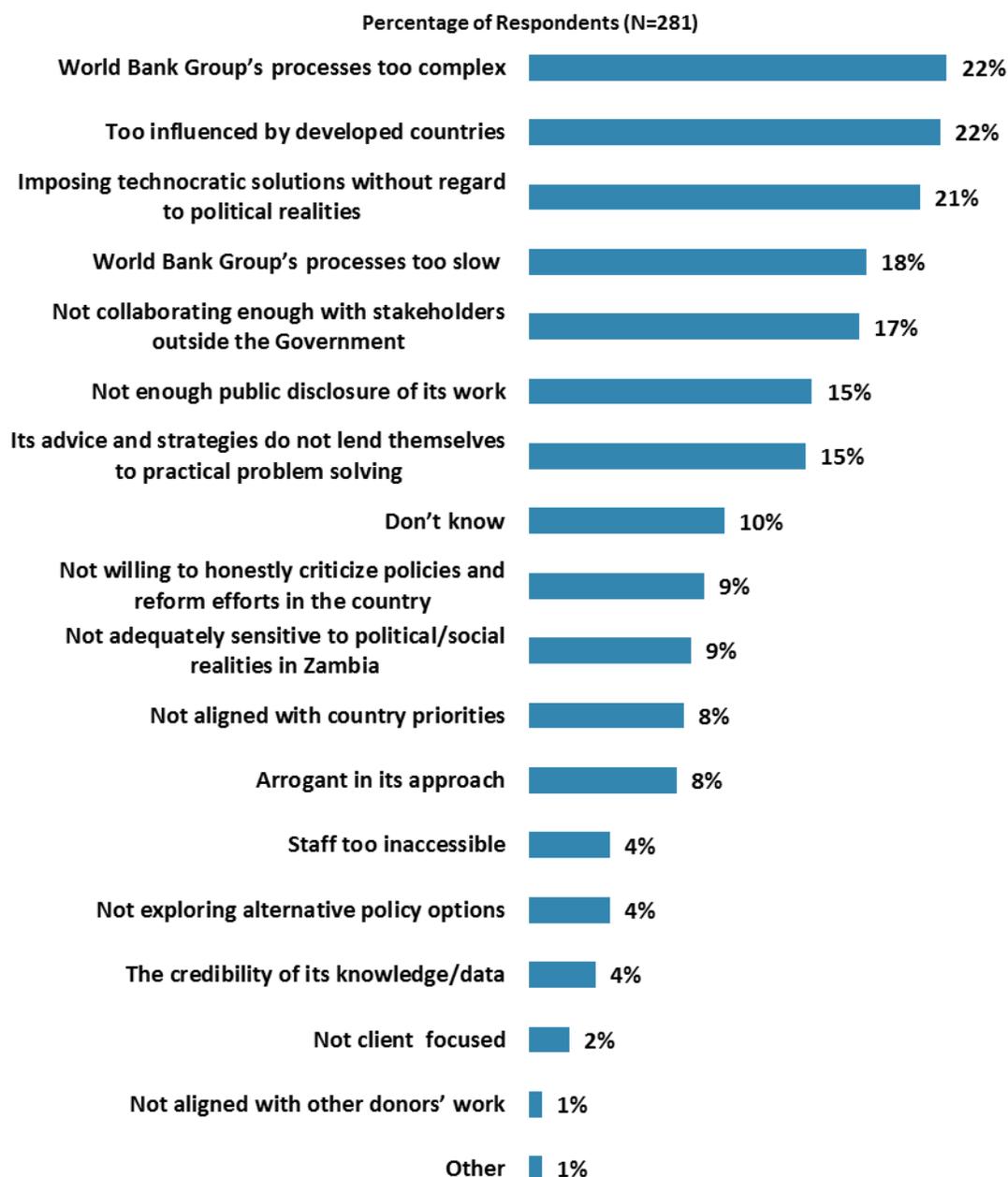


"When thinking about how to improve capacity building in Zambia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
 (1 - "Not important at all", 10 - "Very important")

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

Greatest Weakness

- **Year Comparison:** Respondents from the FY '12 country survey indicated that the WBG's greatest weaknesses were being too influenced by developed countries (29%) and being too bureaucratic in its operational policies and procedures (26%) in its work in Zambia.

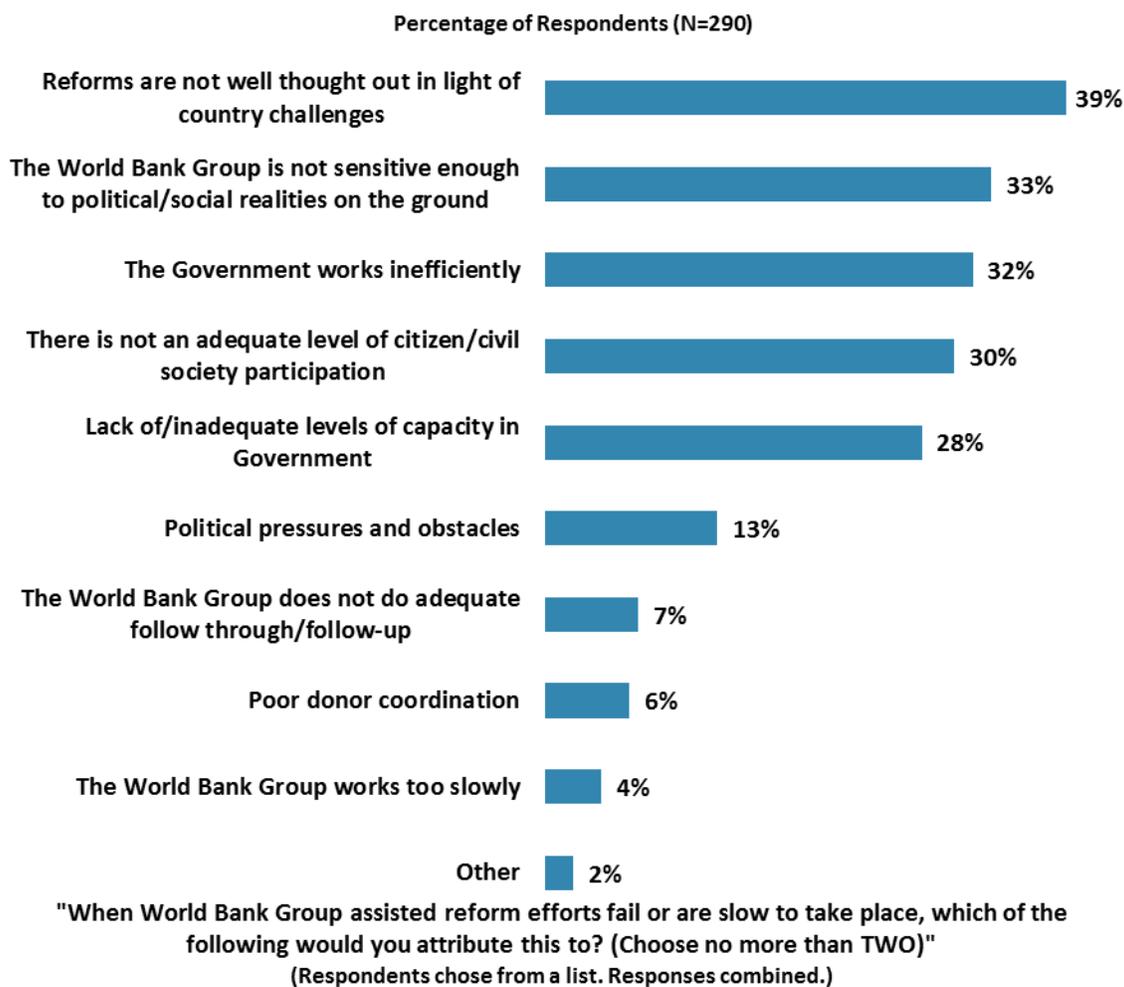


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

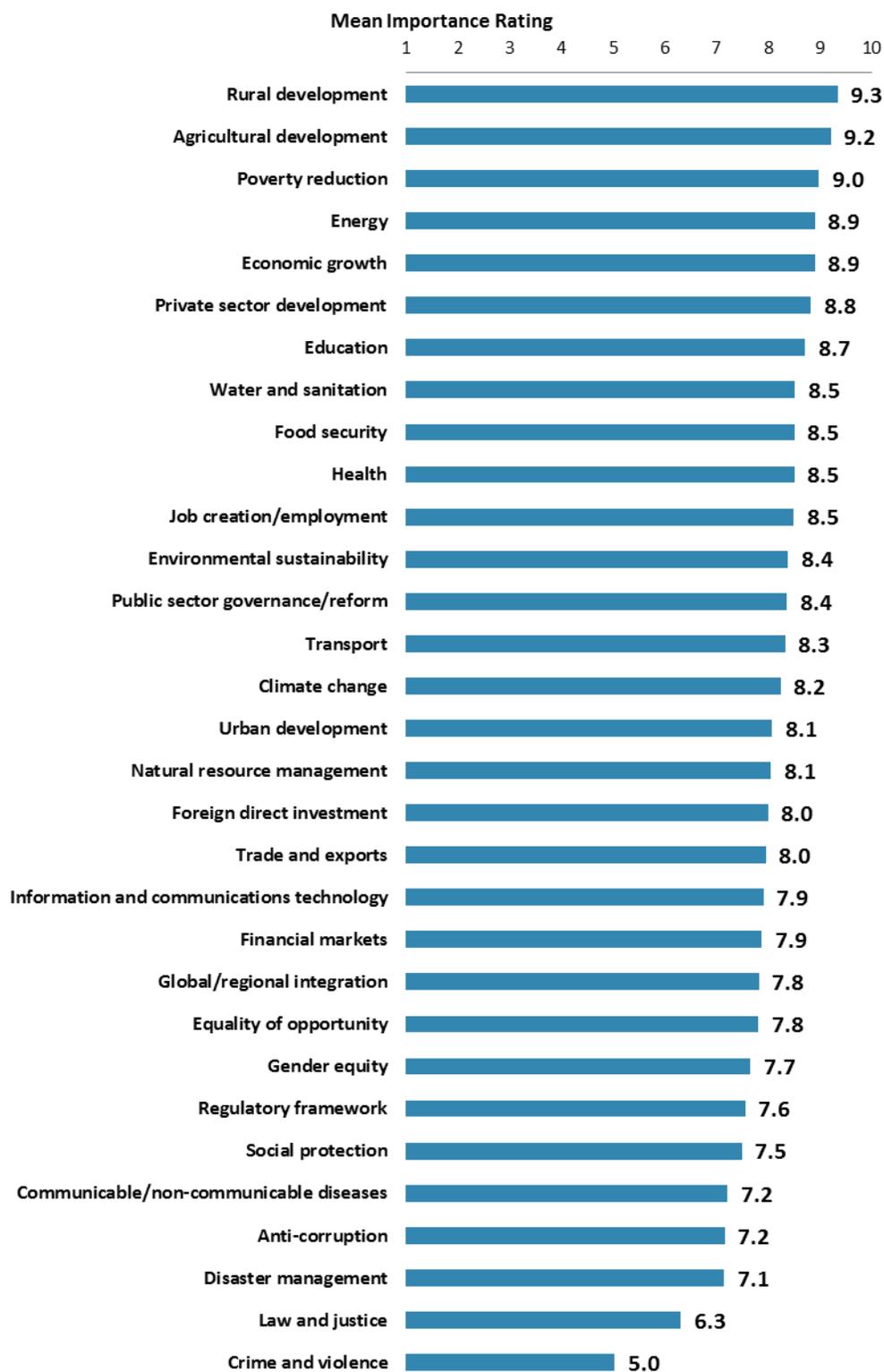
Attributing Failed/Slow Reform Efforts

- **Year Comparison:** Respondents from the FY '12 country survey indicated that they most often attributed failed or slow reform efforts to an inadequate level of citizen/civil society participation (27%), the government working inefficiently (25%), the Bank not reaching out enough to non-state actors (23%), and reforms not being well thought out in light of country challenges (22%).



VI. Sectors: Importance and Effectiveness

Importance of Specific Areas



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

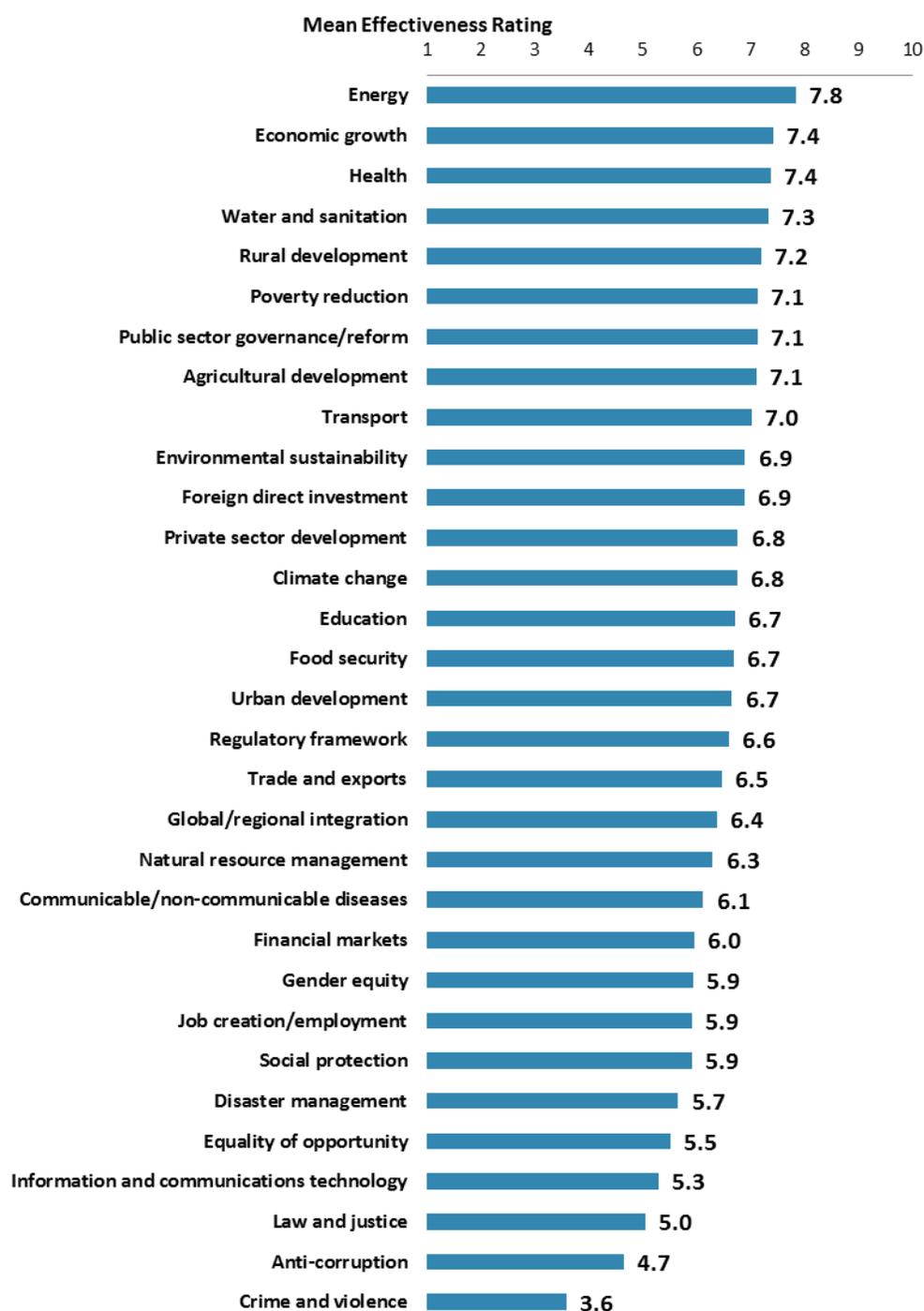
VI. Sectors: Importance and Effectiveness (continued)

Importance of Specific Areas (continued)

- **Stakeholders:** There were significant stakeholder group differences across all of these development areas, except agricultural development. Although there was a lot of variation, respondents from the media and other organizations tended to have the highest ratings for the importance of the WBG's involvement in these areas whereas respondents from faith-based groups, independent government institutions, the financial sector/private banks, and employees of ministries tended to have significantly lower ratings. A full breakdown of importance ratings by stakeholder groups can be found in Appendix B (see page 85).
- **Collaboration:** A full breakdown of ratings by level of collaboration can be found in Appendix D (see page 125).
 - Respondents who are currently collaborating with the WBG had significantly higher ratings for the importance of the WBG's involvement in poverty reduction, rural development, and agricultural development, but significantly *lower* importance ratings for health compared to respondents who had previously collaborated and those who never collaborated.
 - Respondents who had previously collaborated with the WBG had significantly *lower* ratings for the importance of the WBG's involvement in law and justice, economic growth, energy, public sector governance/reform, job creation, equality of opportunity, global/regional integration, and natural resource management compared to respondents who are currently collaborating and those who never collaborated.
 - Respondents who never collaborated with the WBG had significantly higher ratings for the importance of the WBG's involvement in anti-corruption, environmental sustainability, gender equity, and foreign direct investment, but significantly *lower* importance ratings for transport compared to respondents who had previously collaborated and those who are currently collaborating.
- **Specializations/Sectors:** A full breakdown of ratings by respondents' specializations/sectors in Appendix G (see page 161).
 - Generalist respondents had significantly higher ratings for the importance of the WBG's involvement in anti-corruption, transport, environmental sustainability, regulatory framework, poverty reduction, water and sanitation, energy, public sector governance/reform, job creation, financial markets, rural development, and climate change compared to respondents from other specializations.
 - Respondents from the macroeconomics and fiscal management sector had significantly higher ratings for the importance of the WBG's involvement in transport, public sector governance/reform, job creation, rural development, food security, education, and agricultural development, but significantly *lower* ratings for the importance of the WBG's involvement in crime and violence, law and justice, private sector development, foreign direct investment, trade and exports, and economic growth compared to respondents from other sectors.

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific 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 Zambia?" (1-"Not effective at all", 10-"Very effective")

VI. Sectors: Importance and Effectiveness (continued)

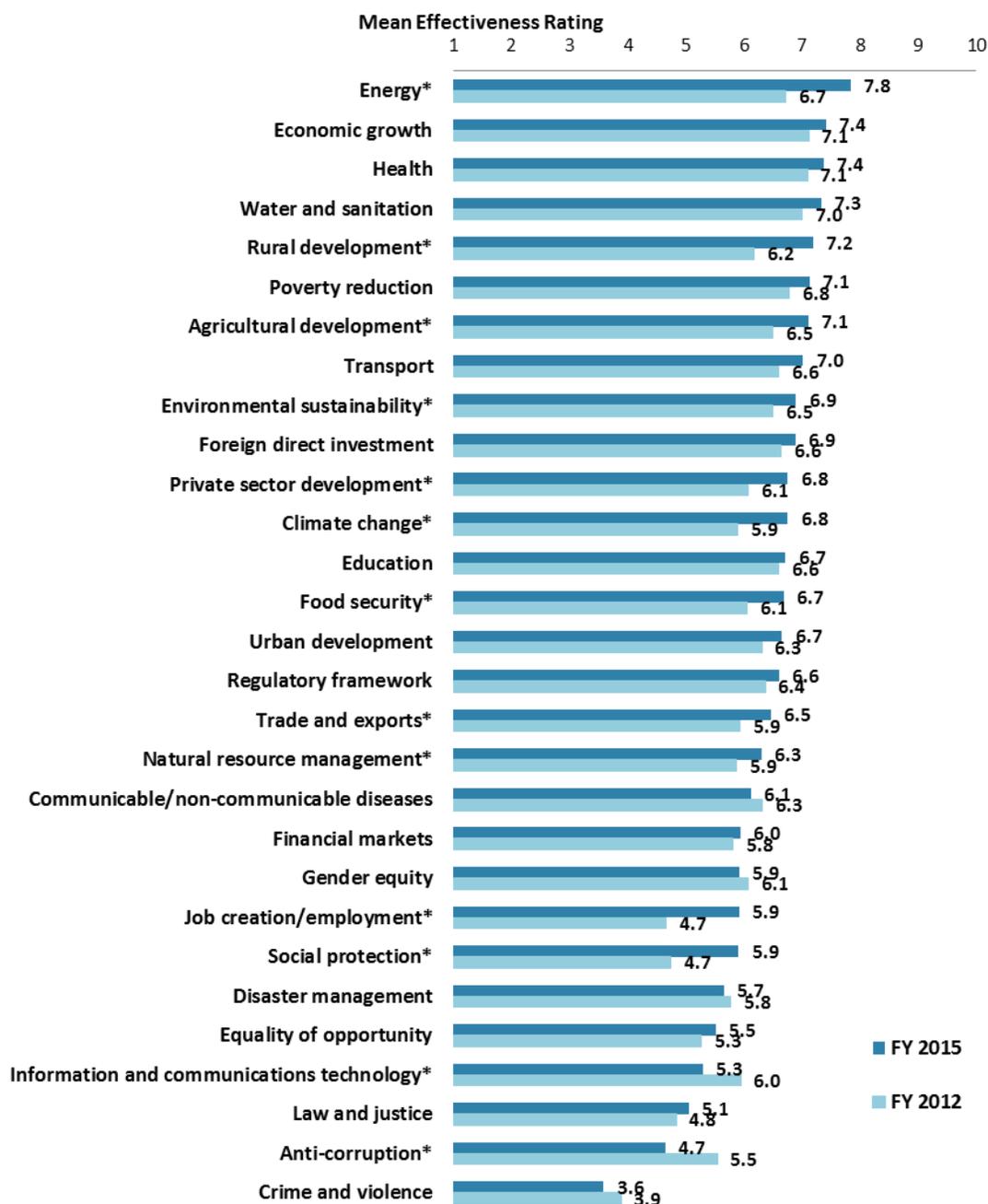
Effectiveness of Specific Areas (continued)

- **Stakeholders:** There were significant stakeholder group differences across all of these development areas. Although there was a lot of variation, respondents from the media, the private sector, and the financial sector/private banks tended to give the highest ratings for the WBG's effectiveness in these areas whereas respondents from NGOs/CBOs, faith-based groups, and employees of ministries tended to give significantly lower ratings. A full breakdown of effectiveness ratings by stakeholder groups can be found in Appendix B (see page 85).
- **Specializations/Sectors:** A full breakdown of importance ratings by respondents' specializations/sectors in Appendix G (see page 161).
 - Generalist respondents had significantly higher ratings for the WBG's effectiveness in information and communications technology and economic growth, but significantly *lower* ratings for the WBG's effectiveness in private sector development and health compared to respondents from other specializations.
 - Respondents from the macroeconomics and fiscal management sector had significantly higher ratings for the WBG's effectiveness in education, but significantly *lower* ratings for the WBG's effectiveness in anti-corruption, crime and violence, law and justice, poverty reduction, private sector development, foreign direct investment, trade and exports, economic growth, job creation, financial markets, equality of opportunity, rural development, food security, agricultural development, and natural resource management compared to respondents from other sectors.
- **Additional Comparisons:** Please note a complete breakdown of respondents' effectiveness ratings for the WBG's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 70), suggesting that primarily informed stakeholders responded to these questions. Additional breakdowns by geographic locations can be found in Appendix C (see page 109) and breakdowns by gender can be found in Appendix E (see page 140).

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas: Year Comparison

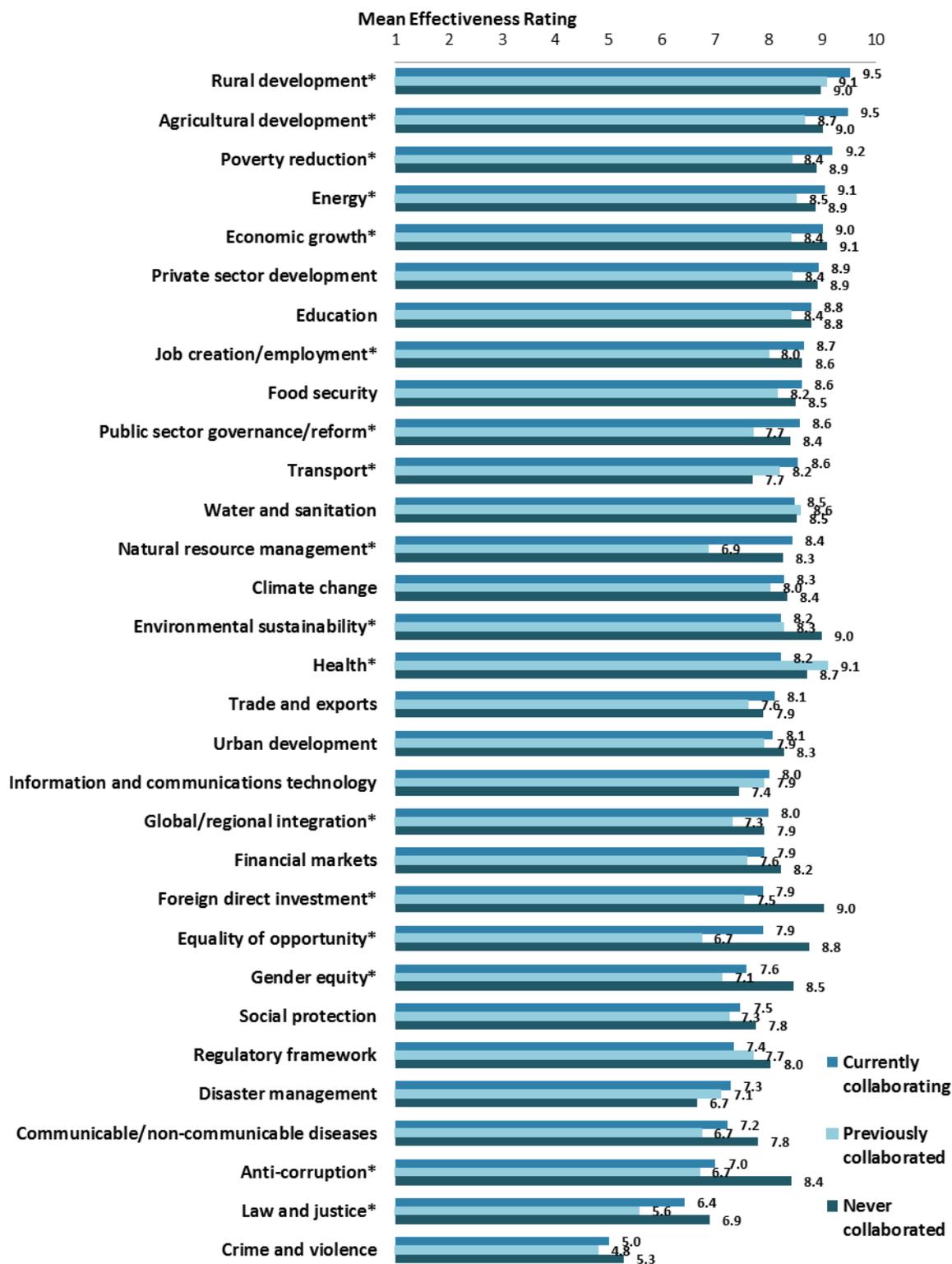
- Year Comparison:** Respondents in this year's country survey tended to give the higher ratings for the WBG's effectiveness across most areas compared to respondents from the FY '12 country survey. Those differences that reached statistical significance are indicated in the chart. A full breakdown of effectiveness ratings across country surveys can be found in Appendix F (see page 157).



"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?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY15 and FY12)

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas: Collaboration



"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?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different across levels of collaboration)

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas: Collaboration (continued)

▪ *Collaboration:*

- Respondents who are currently collaborating with the WBG had significantly higher ratings for the WBG's effectiveness in law and justice, environmental sustainability, private sector development, equality of opportunity, climate change, and natural resource management compared to respondents who had previously collaborated and those who never collaborated.
- Respondents who had previously collaborated with the WBG had significantly higher ratings for the WBG's effectiveness in information and communications technology, but significantly *lower* ratings for the WBG's effectiveness in poverty reduction, gender equity, disaster management, and public sector governance/ reform compared to respondents who are currently collaborating and those who never collaborated.
- Respondents who never collaborated with the WBG had significantly *lower* ratings for the WBG's effectiveness in transport, crime and violence, economic growth, and financial markets compared to respondents who had previously collaborated and those who are currently collaborating.

VI. Sectors: 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 Zambia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG'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 WBG'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 WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

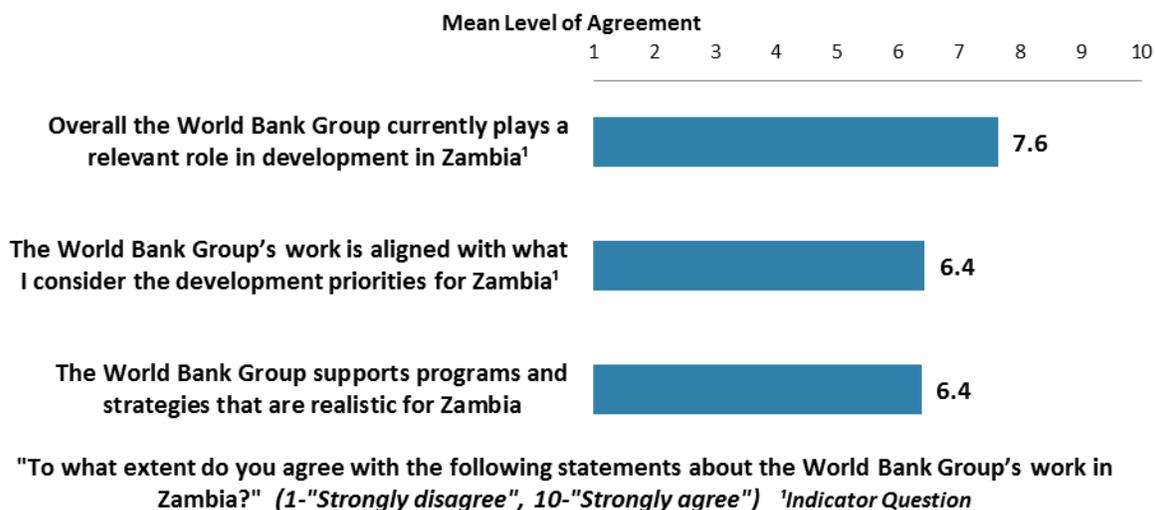
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Zambia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at law and justice;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at crime and violence.

- 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 Zambia, 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 food security;
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at agricultural development;
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at rural development.

VII. How the World Bank Group Operates

The World Bank Group's Work in Zambia

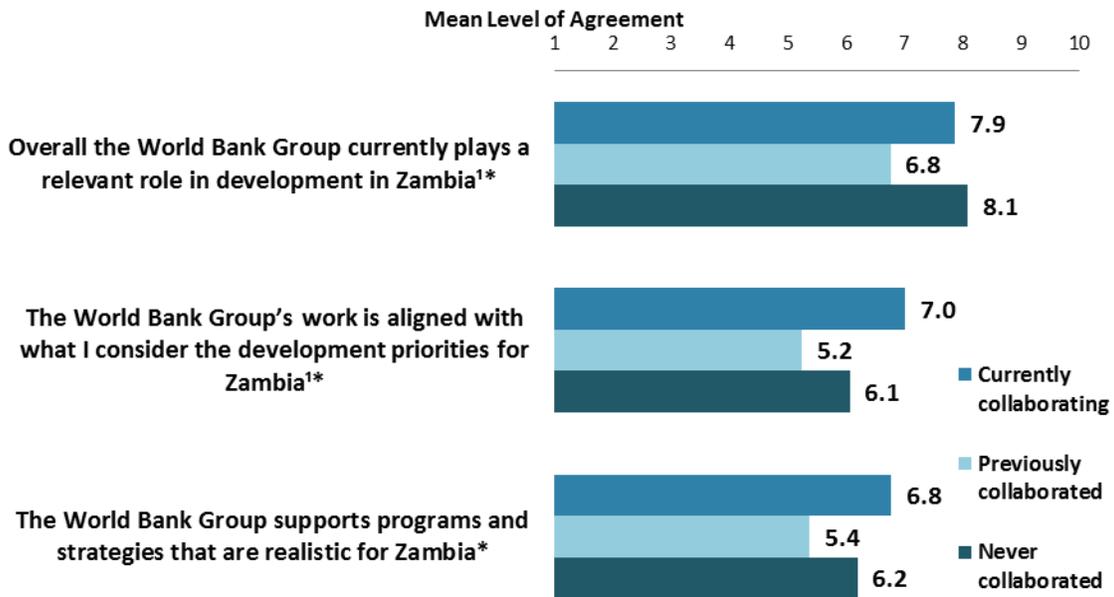
- **Year Comparison:** Respondents in this year's country survey had significantly higher levels of agreement for the WBG's relevance to development in Zambia (mean level of agreement = 7.6) compared to respondents from the FY '12 country survey (mean level of agreement = 7.1). Respondents in this year's country survey and the FY '12 country survey had statistically similar levels of agreement regarding the WBG's alignment with development priorities and the WBG's strategies being realistic for Zambia.
- **Stakeholders:**
 - Respondents from PMUs/Consultants on WBG projects and the private sector had the highest levels of agreement for the WBG's relevance to development in Zambia whereas respondents from independent government institutions and employees of ministries had significantly lower levels of agreement.
 - Respondents from bilateral/multilateral agencies had the highest levels of agreement for the WBG's alignment with development priorities whereas respondents from independent government institutions, faith-based groups and employees of ministries had significantly lower levels of agreement.
 - Respondents from the media had the highest levels of agreement for the WBG's strategies being realistic for Zambia whereas respondents from independent government institutions had significantly lower levels of agreement.



VII. How the World Bank Group Operates (continued)

The World Bank Group’s Work in Zambia: Collaboration

- Collaboration:** Respondents who had previously collaborated with the WBG had significantly *lower* levels of agreement for the WBG’s relevance to development in Zambia, the WBG’s alignment with development priorities, and the WBG’s strategies being realistic for Zambia compared to respondents who currently collaborate or never collaborated with the WBG.



"To what extent do you agree with the following statements about the World Bank Group’s work in Zambia?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different across levels of collaboration) ¹Indicator Question

VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Stakeholders:** There were significant stakeholder group differences across all of these aspects of how the WBG operates, except that the WBG effectively monitors and evaluates its projects and working with the WBG increases institutional capacity in Zambia. Although there was a lot of variation, respondents from bilateral/multilateral agencies and the financial sector/private banks tended to have the highest levels of agreement for these aspects of how the WBG operates whereas respondents from NGOs/CBOs tended to have significantly lower levels of agreement. A full breakdown of these ratings by stakeholder groups can be found in Appendix B (see page 85).

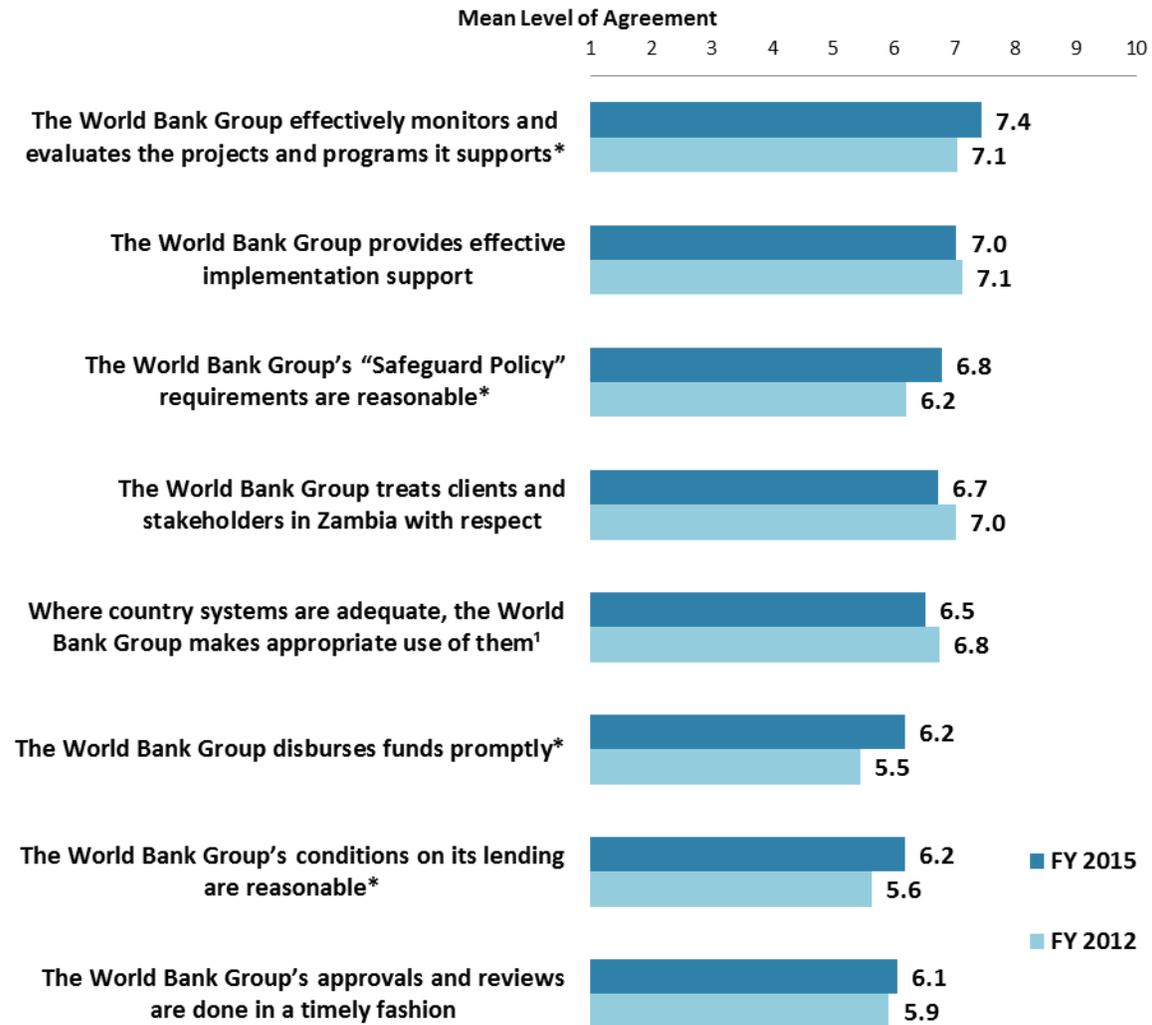


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison

- Year Comparison:** Respondents in this year’s country survey had significantly higher levels of agreement for the WBG effectively monitoring and evaluating its projects, having reasonable “Safeguard Policy” requirements, disbursing funds promptly, and having reasonable lending conditions compared to respondents from the FY ’12 country survey.

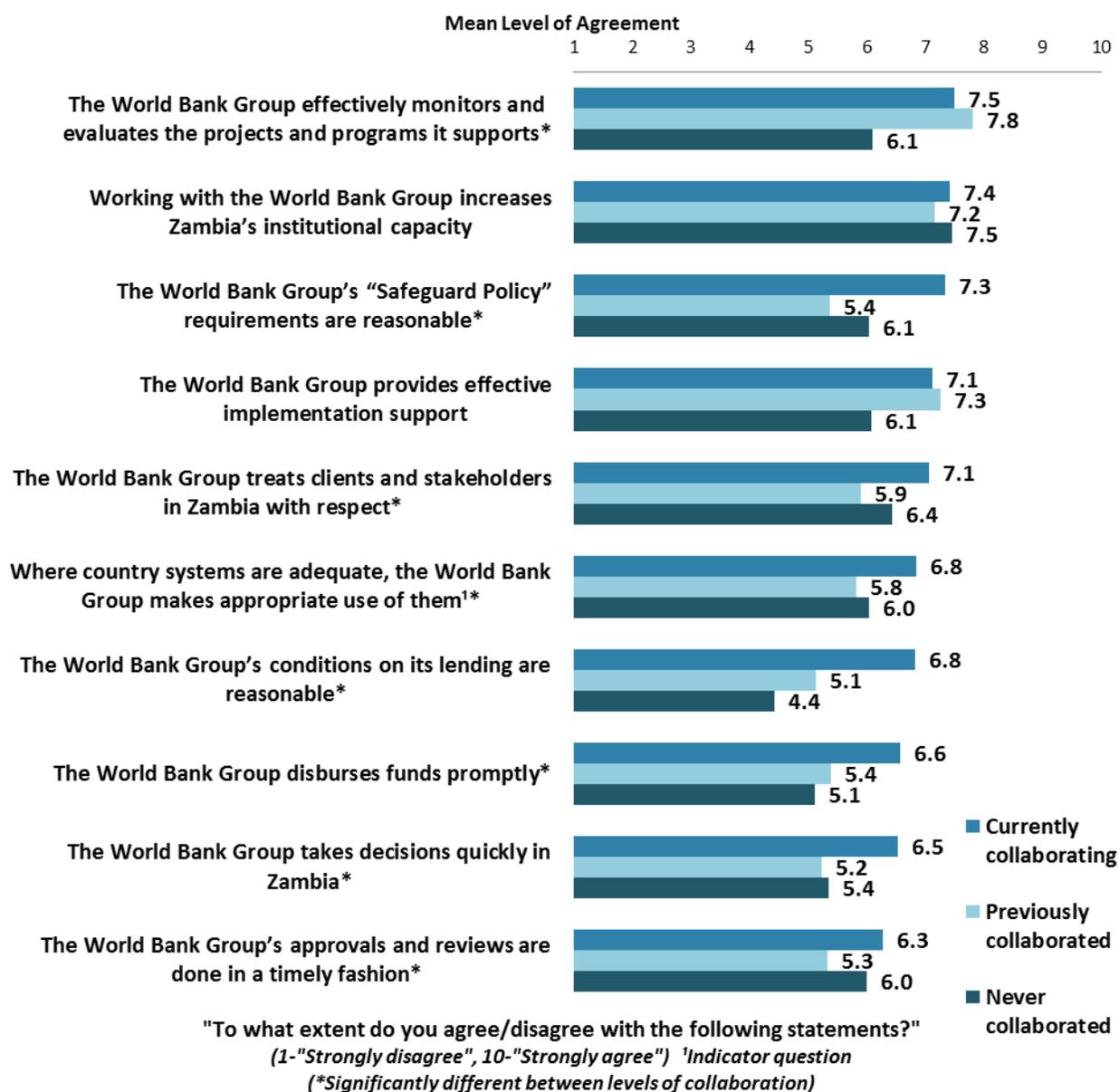


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") *Indicator question*
 (*Significantly different between FY15 and FY12)

VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- Collaboration:** Respondents who currently collaborate with the WBG tended to have higher levels of agreement for these aspects of how the WBG operates in Zambia compared to respondents who previously collaborated or never collaborated with the WBG. Those comparisons that reached statistical significance are indicated in the chart.



VII. How the World Bank Group Operates (continued)

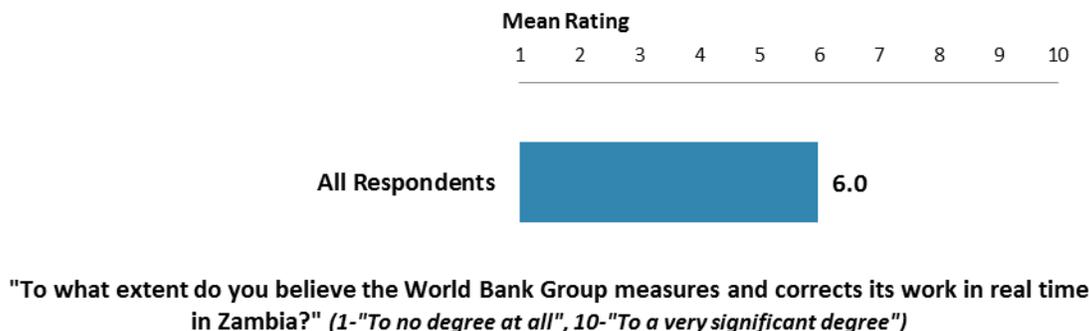
WBG Promoting Private Public Partnerships

- **Stakeholders:** Respondents from the private sector, the financial sector/private banks, and independent government institutions had the highest ratings for the extent to which the WBG's work promotes private public partnerships in Zambia whereas employees of ministries had significantly lower ratings.
- **Collaboration:** Respondents who currently collaborate or had previously collaborated with the WBG had significantly higher ratings for the extent to which the WBG's work promotes private public partnerships in Zambia (mean rating = 6.3 and 6.6, respectively) compared to respondents who had never collaborated with the WBG (mean rating = 4.5).



Measuring and Correcting in Real Time

- **Stakeholders:** Respondents from the media, faith-based groups, and other organizations had the highest ratings for the extent to which the WBG measures and corrects its work in real time whereas respondents from the financial sector/private banks had significantly lower ratings.



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- **Year Comparison:** Respondents in this year's country survey gave significantly *lower* ratings for the WBG collaborating with civil society (mean rating = 5.8) compared to respondents from the FY '12 country survey (mean rating = 6.3), but all other comparisons were statistically similar.
- **Stakeholders:** There were significant stakeholder group differences across all of these aspects of the WBG being an effective development partner in Zambia. For the most part, respondents from PMUs/Consultants on WBG projects, the media, and the private sector tended to have the highest ratings for these aspects of the WBG being an effective development partner whereas respondents from NGOs/CBOs and employees of ministries tended to have significantly lower levels of agreement. A full breakdown of these ratings by stakeholder groups can be found in Appendix B (see page 85).

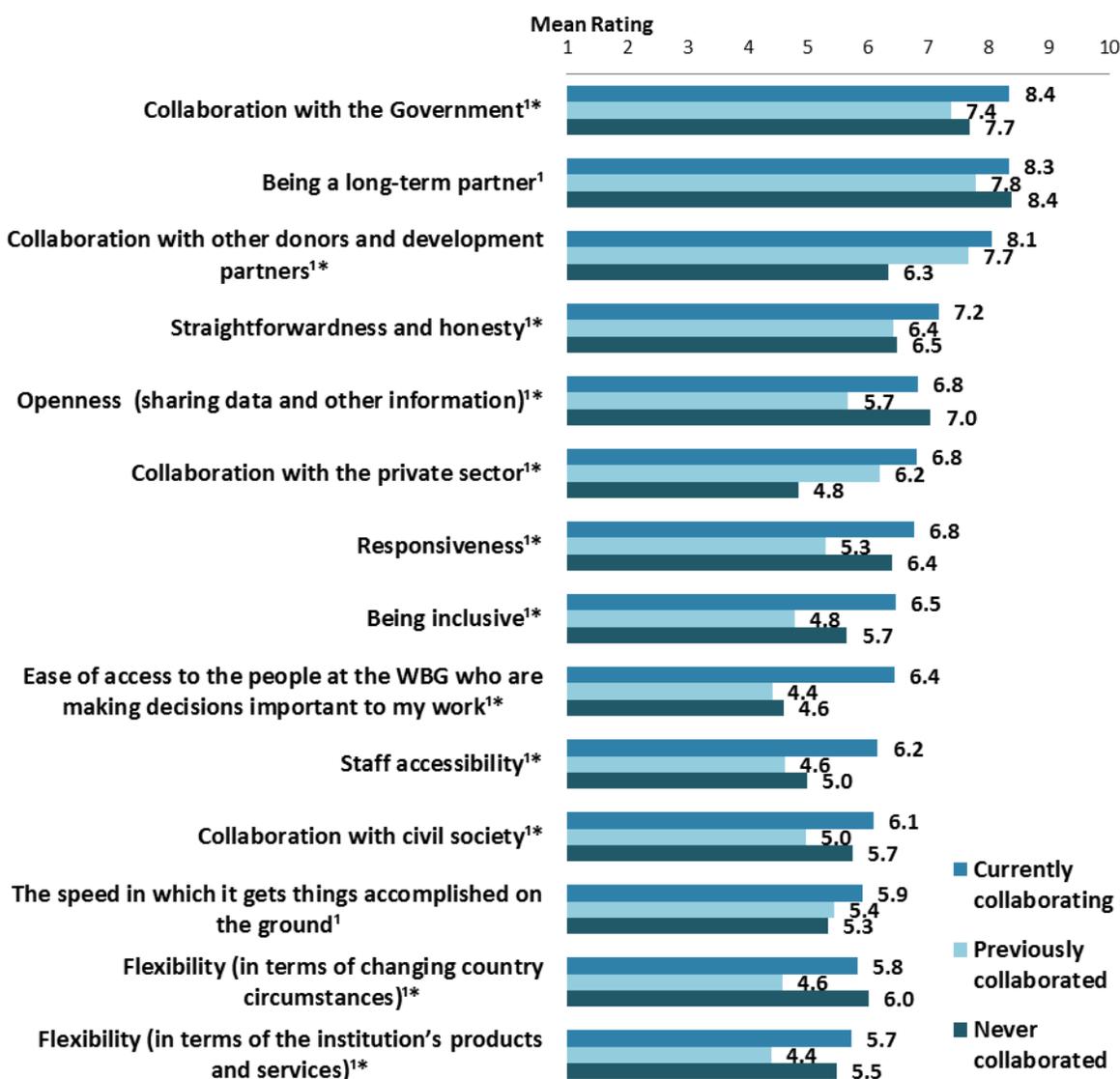


"To what extent is the World Bank Group an effective development partner in Zambia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner: Collaboration

- Collaboration:** Respondents who currently collaborate with the WBG tended to have higher ratings for these aspects of the WBG as an effective development partner in Zambia compared to respondents who previously collaborated or never collaborated with the WBG. Those comparisons that reached statistical significance are indicated in the chart below.



"To what extent is the World Bank Group an effective development partner in Zambia in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different across levels of collaboration) ¹Indicator Question

VII. How the World Bank Group Operates (continued)

Risk-Taking

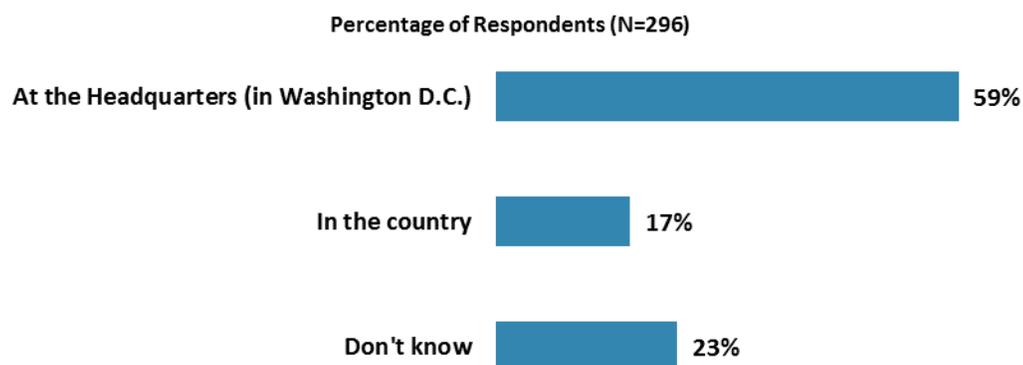
- **Stakeholders:** A majority of respondents from independent government institutions and faith-based groups indicated that the WBG does not take enough risk in engaging with its clients in Zambia, whereas a majority of respondents from PMUs/Consultants on WBG projects, the private sector, and media indicated that the WBG's approach to risk is appropriate. A majority of respondents from bilateral/ multilateral agencies and NGOs/CBOs indicated that they didn't know.
- **Collaboration:** A plurality of respondents who currently collaborate with the WBG indicated that the WBG's approach to risk is appropriate whereas a majority of respondents who previously collaborated and had never collaborated with the WBG indicated that they didn't know.



VII. How the World Bank Group Operates (continued)

Where Decisions are Made

- **Stakeholders:** A majority of respondents across most stakeholder groups indicated that the WBG's decisions are made at Headquarters, except a majority of respondents from the media who indicated that the WBG's decisions are made in country, and respondents from faith-based groups who were split between indicating Headquarters and in country.
- **Collaboration:** A majority of respondents who currently collaborate and who previously collaborated with the WBG indicated that the WBG's decisions are made at Headquarters whereas respondents who had never collaborated with the WBG were split between indicating Headquarters and that they didn't know.

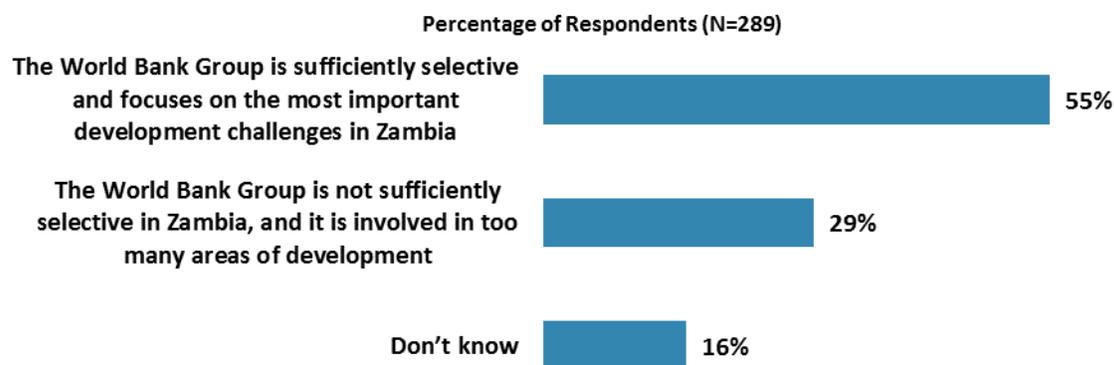


“Where are the World Bank Group's decisions made primarily that support the program in Zambia?” (Respondents chose from a list.)

VII. How the World Bank Group Operates (continued)

Selectivity of the WBG's Support

- **Stakeholders:** A majority of respondents across most stakeholder groups indicated that the WBG is sufficiently selective, except respondents from the private sector, the financial sector/private banks, and NGOs/CBOs who were split between indicating the WBG is sufficiently selective, that the WBG is not sufficiently selective, and that they don't know.
- **Collaboration:** A majority of respondents who currently collaborate and who had never collaborated with the WBG indicated that the WBG is sufficiently selective whereas respondents who had previously collaborated with the WBG were split between indicating the WBG is sufficiently selective and that the WBG is not sufficiently selective.

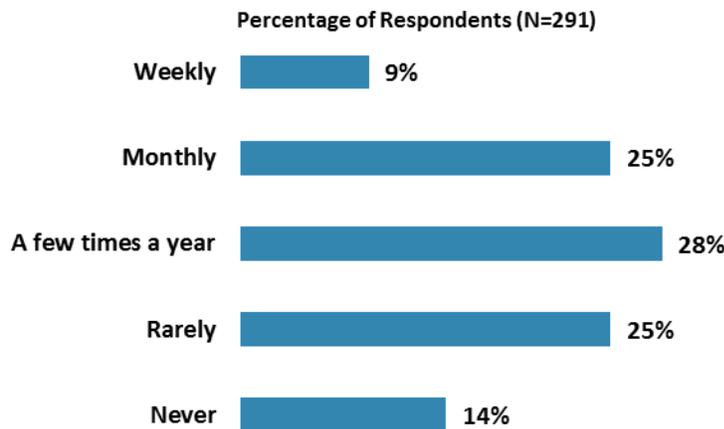


"Which of the following best describes the World Bank Group's support in Zambia?"
(Respondents chose from a list.)

VIII. World Bank Group Knowledge and Instruments

Frequency of Consulting World Bank Group Knowledge Work and Activities

- **Year Comparison:** Respondents in this year's country survey indicated significantly more frequent use of the WBG's knowledge work and activities (34% indicated weekly or monthly usage) compared to respondents from the FY '12 country survey (15% indicated weekly or monthly usage).
- **Stakeholders:** Respondents from the media indicated the most frequent use of the WBG's knowledge work and activities (54% indicated weekly usage) whereas respondents from the private sector indicated significantly less frequent usage (78% indicated never).
- **Collaboration:** Respondents who currently collaborate with the WBG indicated the most frequent use of the WBG's knowledge work and activities (42% indicated weekly or monthly usage) whereas respondents who had never collaborated with the WBG indicated significantly less frequent usage (55% indicated never).

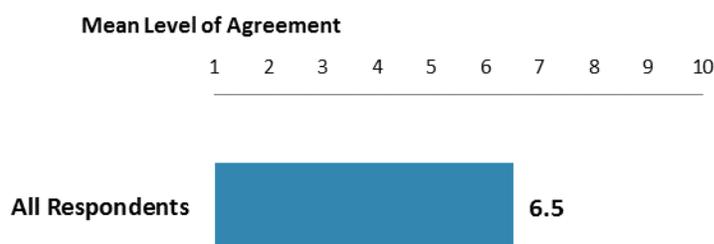


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

VIII. World Bank Group Knowledge and Instruments

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

- **Year Comparison:** Respondents in this year's country survey had statistically similar levels of agreement for the WBG meeting Zambia's needs for knowledge services (mean level of agreement = 6.5) compared to respondents from the FY '12 country survey (mean level of agreement = 6.2).
- **Stakeholders:** Respondents from the media and the private sector had the highest levels of agreement for the WBG meeting Zambia's needs for knowledge services whereas respondents from independent government institutions had significantly lower levels of agreement.



"The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

- **Year Comparison:** Respondents in this year's country survey gave higher ratings for all aspects of the WBG's knowledge work and activities compared to respondents from the FY '12 country survey. Those differences that reached statistical significance are indicated in the chart.
- **Stakeholders:** There were significant stakeholder group differences across all of these aspects of the WBG's knowledge work and activities in Zambia. For the most part, respondents from the media and the private sector tended to have the highest ratings for these aspects whereas respondents from NGOs/CBOs tended to have significantly lower levels of agreement. A full breakdown of these ratings by stakeholder groups can be found in Appendix B (see page 85).
- **Collaboration:** There were significant differences between levels of collaboration across all of these aspects of the WBG's knowledge work and activities, except that they are a source of relevant information on global good practices. For the most part, respondents who currently collaborate with the WBG tended to have higher ratings for these aspects of the WBG's knowledge work and activities in Zambia compared to respondents who previously collaborated or never collaborated with the WBG. A full breakdown of these ratings by levels of collaboration can be found in Appendix D (see page 125).

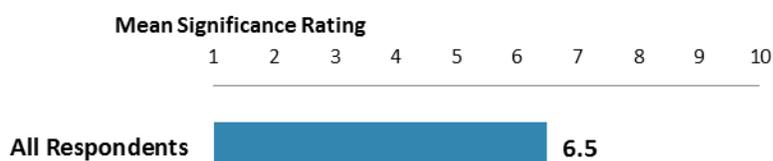


"In Zambia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question
 (*Significantly different between FY2015 and FY2012)

VIII. World Bank Group Knowledge and Instruments (continued)

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

- **Year Comparison:** Respondents in this year's country survey gave statistically similar ratings for the contribution of the WBG's knowledge work and activities (mean rating = 6.5) compared to respondents from the FY '12 country survey (mean rating = 6.8).
- **Stakeholders:** Respondents from the private sector gave the highest ratings for the contribution of the WBG's knowledge work and activities whereas respondents from independent government institutions gave significantly lower ratings.



"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*)

- **Year Comparison:** Respondents in this year's country survey gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.4) compared to respondents from the FY '12 country survey (mean rating = 7.5).

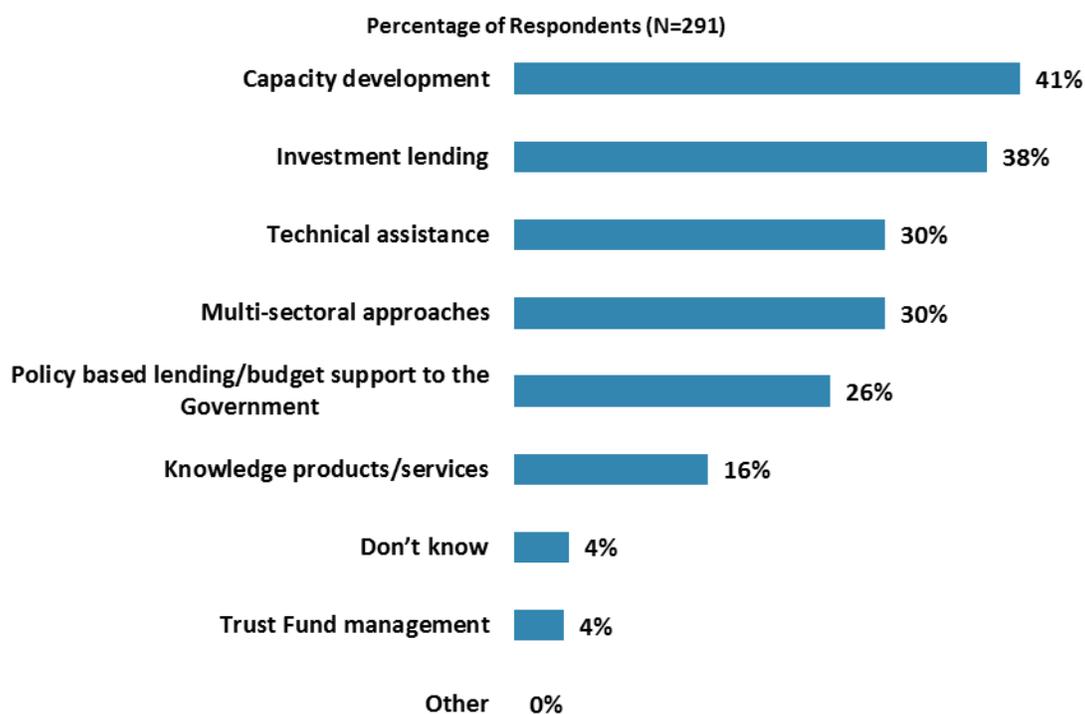


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" *(1-"Very low technical quality", 10-"Very high technical quality")*

VIII. World Bank Group Knowledge and Instruments (continued)

Most Effective Instruments in Reducing Poverty

- **Year Comparison:** Respondents from the FY '12 country survey indicated that investment lending was the WBG's most effective instrument in helping Zambia reduce poverty (52%), followed by its capacity development (38%), policy-based lending/budget support to the Government (33%), and technical assistance (33%).

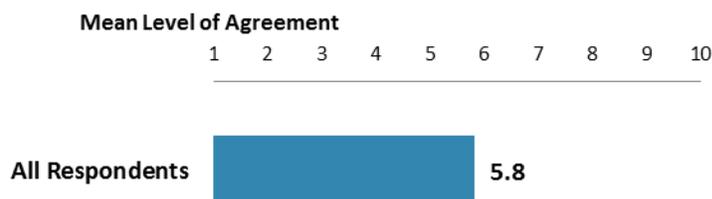


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Zambia?" (Respondents chose from a list. Responses combined.)

VIII. World Bank Group Knowledge and Instruments (continued)

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

- **Year Comparison:** Respondents in this year's country survey had statistically similar levels of agreement for the WBG meeting Zambia's needs for financial instruments (mean level of agreement = 5.8) compared to respondents from the FY '12 country survey (mean level of agreement = 5.8).
- **Stakeholders:** Respondents from the media had the highest levels of agreement for the WBG meeting Zambia's needs for financial instruments whereas respondents from independent government institutions had significantly lower levels of agreement.
- **Collaboration:** Respondents who currently collaborate with the WBG or had never collaborated with the WBG had significantly higher levels of agreement for the WBG meeting Zambia's needs for financial instruments (mean level of agreement = 6.1 and 5.9, respectively) compared to respondents who had previously collaborated with the WBG (mean level of agreement = 5.0).

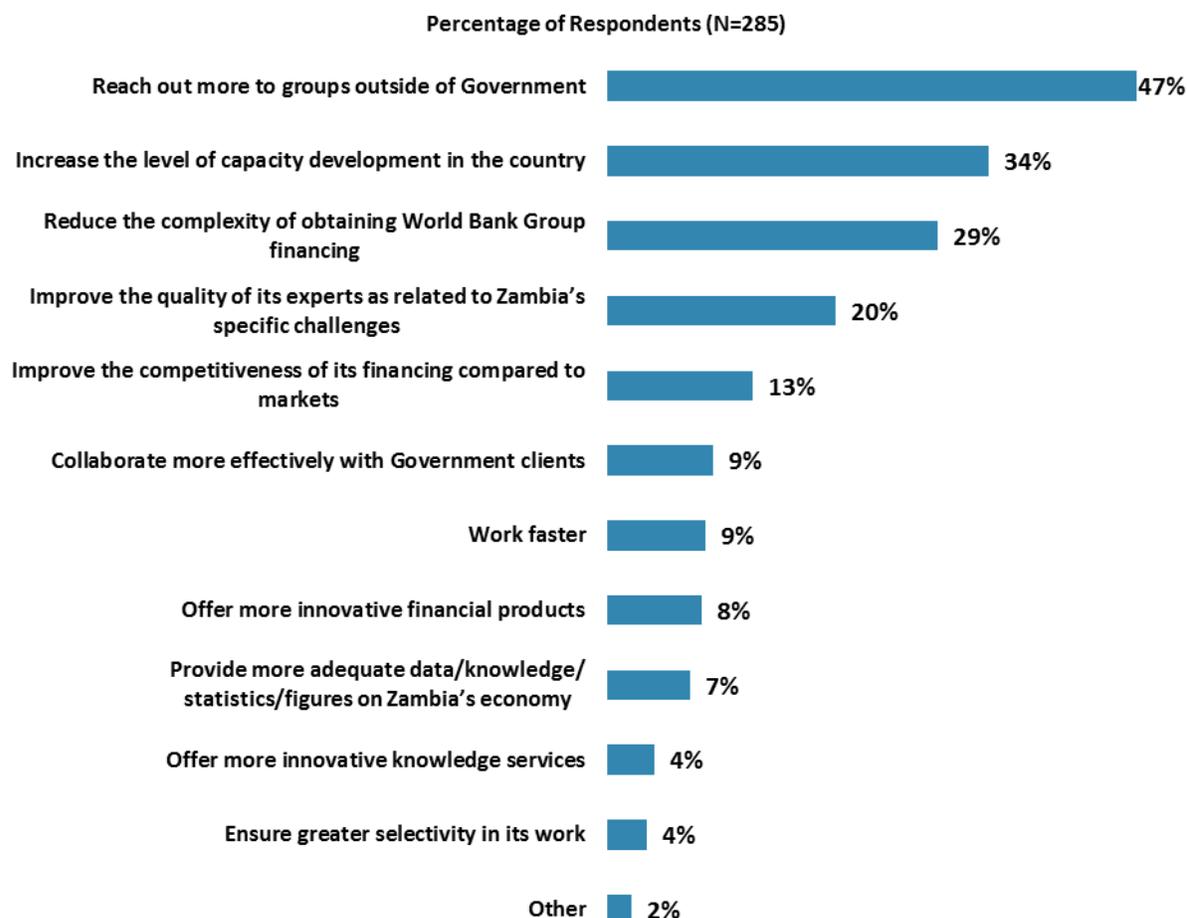


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Zambia." (1-"Strongly disagree", 10-"Strongly agree")

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

Making the World Bank Group of Greater Value

- **Year Comparison:** Respondents from the FY '12 country survey indicated that the WBG should reduce the complexity of obtaining Bank financing (47%) and improve the quality of its experts as related to Zambia's specific challenges (36%) to make itself of greater value in Zambia.

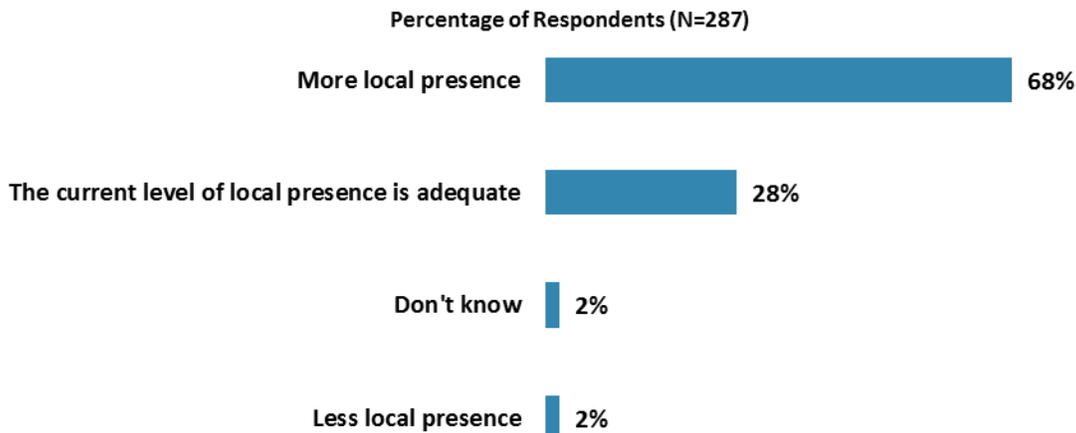


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

Local Presence in Zambia

- **Stakeholders:** A majority of respondents across all stakeholder groups indicated that the WBG should have more of a local presence in Zambia, except respondents from PMUs/Consultants on WBG projects and other organizations who were significantly more likely to indicate that the current level of local presence is adequate.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly less likely to indicate that the WBG should have more of a local presence in Zambia (59%) compared to respondents who had previously collaborated or had never collaborated with the WBG (80% and 80%, respectively).

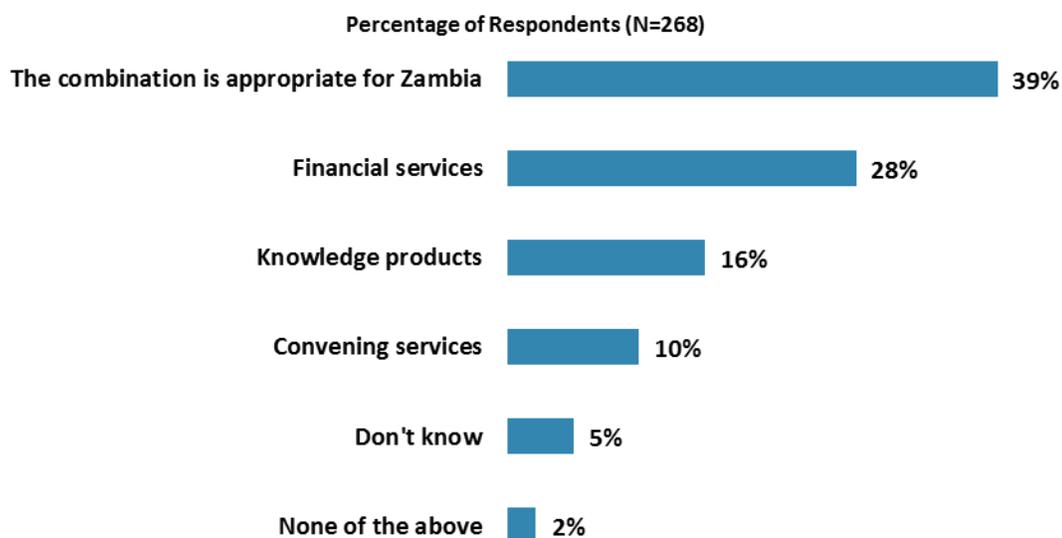


"To be a more effective development partner in Zambia, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

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

Focusing Services

- **Stakeholders:** A majority of respondents from the financial sector/private banks and independent government institutions indicated that the WBG should offer more financial services in Zambia; however, a majority of respondents from the private sector indicates that the WBG should offer more knowledge products and a majority of respondents from NGOs/CBOs, the media, faith-based groups, and other organizations indicated that the combination of services is appropriate for Zambia.
- **Collaboration:** A plurality of respondents who currently collaborate with the WBG and the majority of respondents who had previously collaborated indicated that the combination of services is appropriate for Zambia (41% and 54%, respectively) whereas respondents who had never collaborated with the WBG were split between the WBG offering more financial services (36%) and more knowledge products (38%).



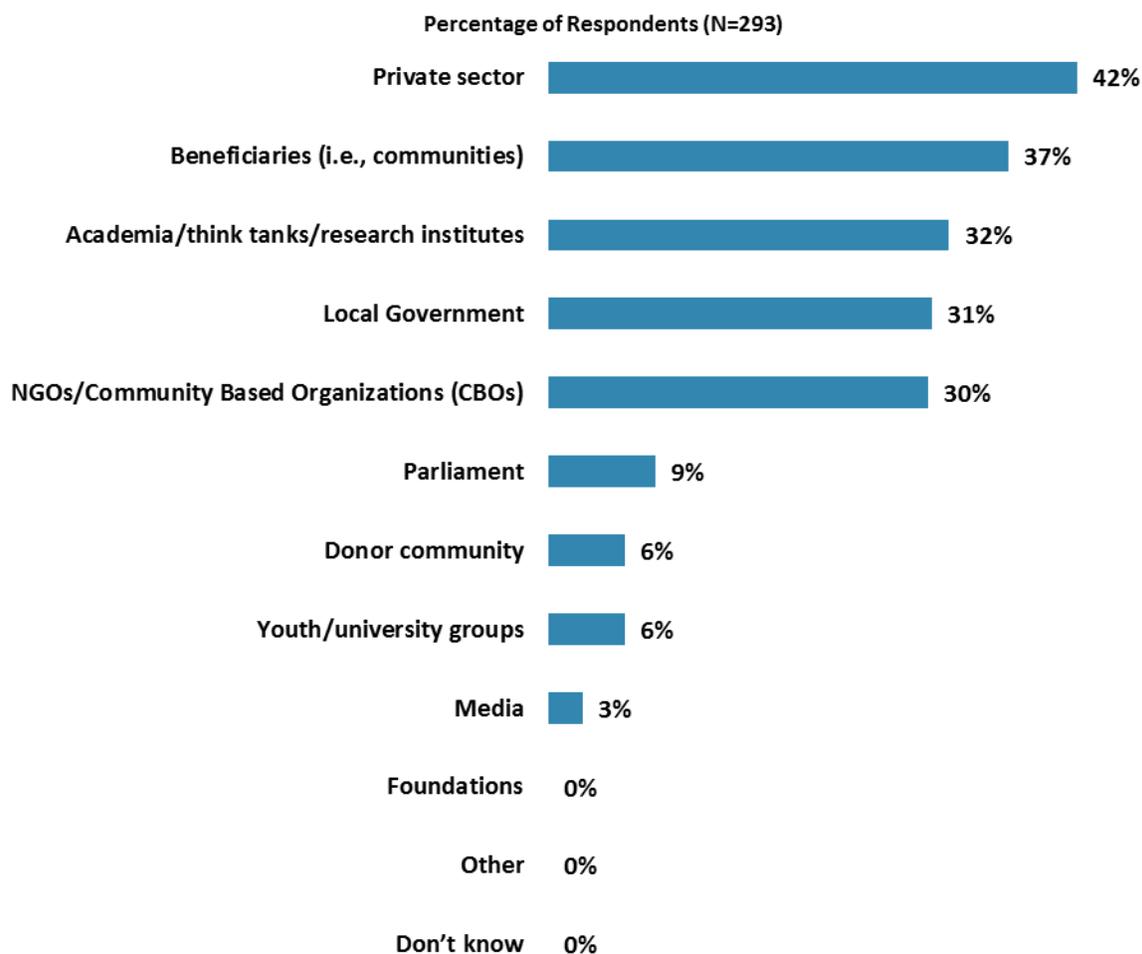
"When considering the combination of services that the World Bank Group offers in Zambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Zambia?" (Respondents chose from a list.)

(Note: percentages might not total 100 due to rounding)

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

Collaborating with Stakeholders in Zambia

- **Year Comparison:** Respondents from the FY '12 country survey indicated that the WBG should work more closely with local government (35%), the private sector (30%), NGOs (29%), and beneficiaries (26%) to ensure better development results in Zambia.
- **Collaboration:** Respondents who currently collaborate with the WBG and respondents who had previously collaborated were significantly more likely to indicate that the WBG should work more closely with local government (36% and 42%, respectively) compared to respondents who had never collaborated with the WBG (2%), who were significantly more likely to indicate that the WBG should work more closely with academia (58%) compared to respondents who currently collaborate and respondents who had previously collaborated with the WBG (23% and 33%, respectively).

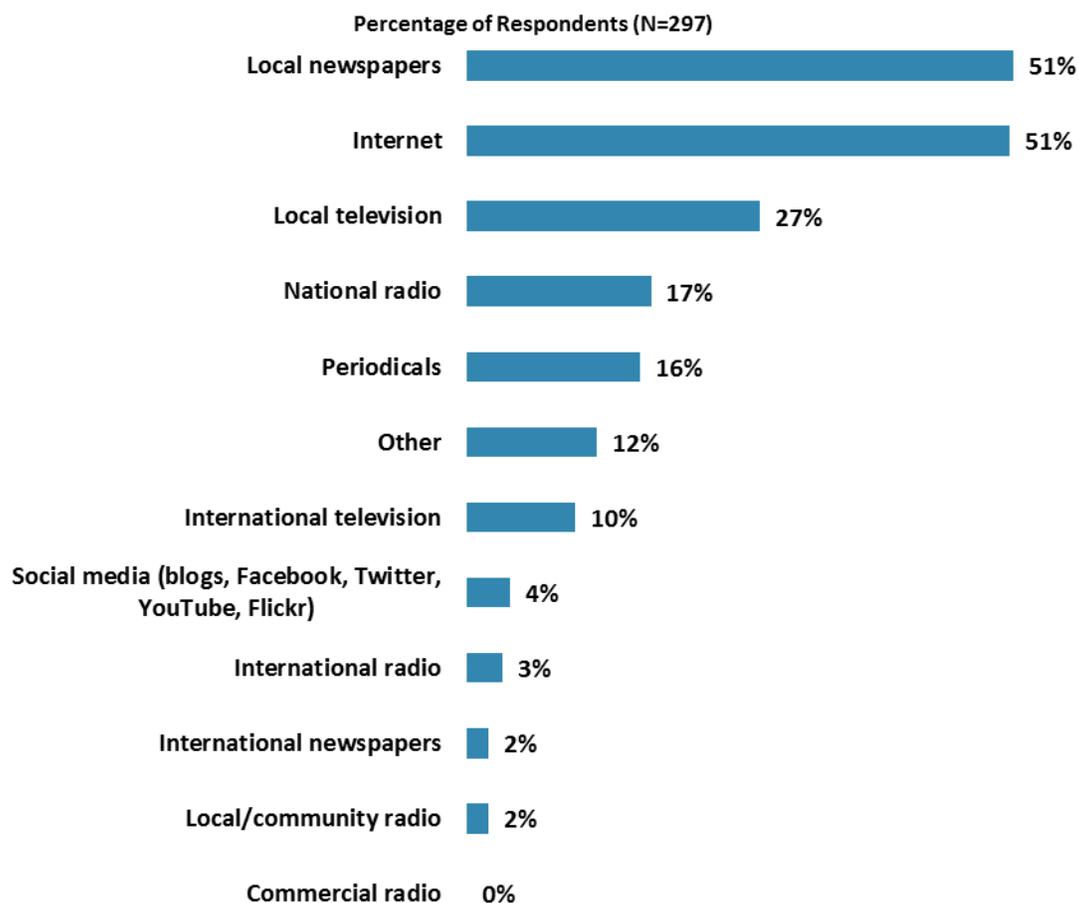


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness

Information Sources

- **Year Comparison:** Nearly three-quarters of all respondents from the FY '12 country survey indicated that they got most of their information about economic and social development issues in Zambia from local newspapers (73%).
- **Stakeholders:** Although a majority of respondents across all stakeholder groups indicated that they got most of their information about economic and social development issues in Zambia from local newspapers and the Internet, a majority of respondents from PMUs/Consultants on WBG projects and the financial sector/private banks indicated that they also utilize local television.

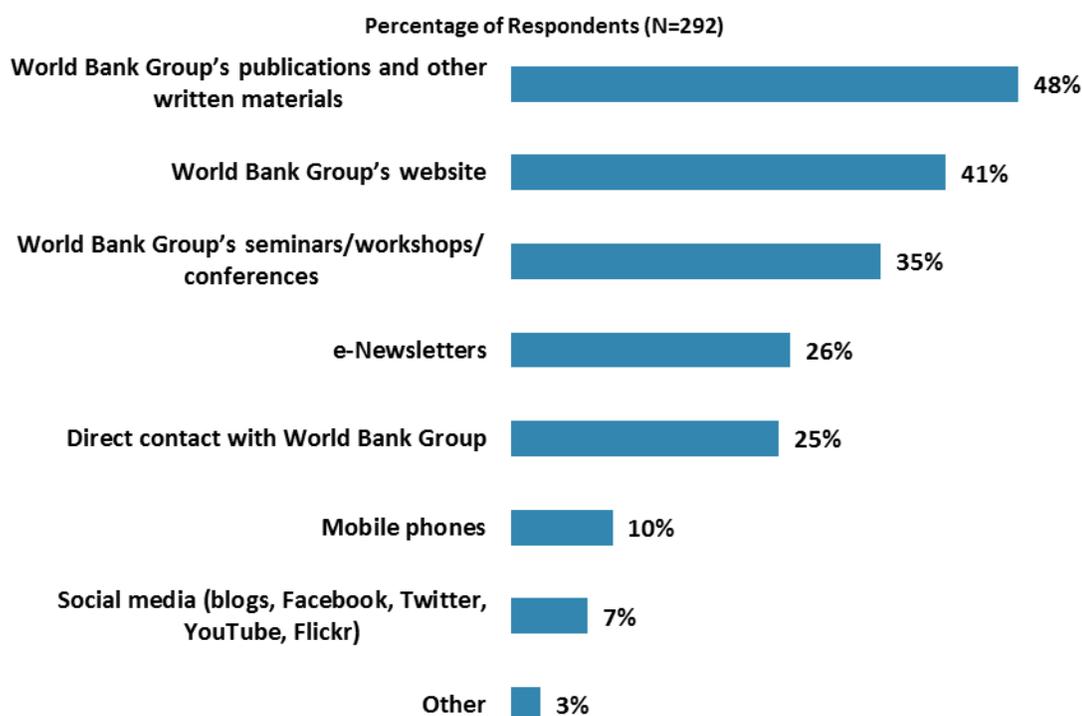


"How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- **Year Comparison:** When asked how they would prefer to receive information from the World Bank Group, respondents from the FY '12 country survey indicated that they would prefer the WBG website (39%), WBG publications and other written materials (34%), and WBG seminars/ workshops/conferences (33%).
- **Stakeholders:** Although respondents across most stakeholder groups indicated that they preferred to get their information from the WBG in WBG publications and the WBG website, a majority of respondents from the financial sector/private banks and independent government institutions indicated that they preferred WBG seminars/ workshops/conferences and respondents from faith-based groups preferred e-Newsletters.
- **Mobile Phones:** There was an interesting contingent of respondents who indicated that they preferred to get their information from the WBG on mobile phones – respondents who had never collaborated with the WBG were significantly more likely to prefer this method (28%) compared to respondents who currently collaborate or had previously collaborated with the WBG (7% and 0%, respectively); respondents from other areas were significantly more likely to prefer this method (19%) compared to respondents from Lusaka province (8%), and respondents from NGOs/CBOs were significantly more likely to prefer this method (32%) compared to respondents from other stakeholder groups.

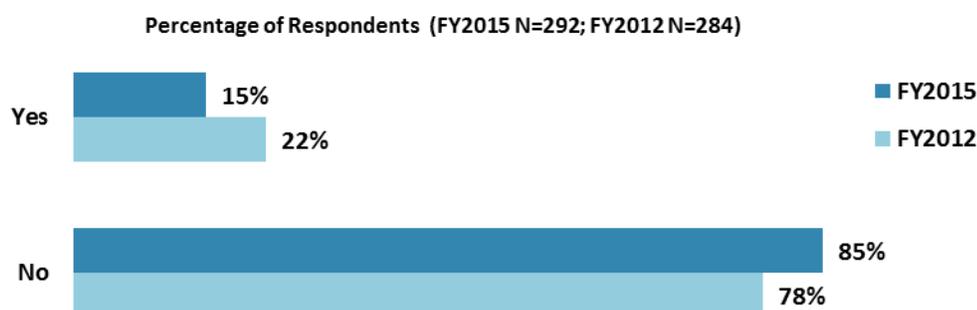


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

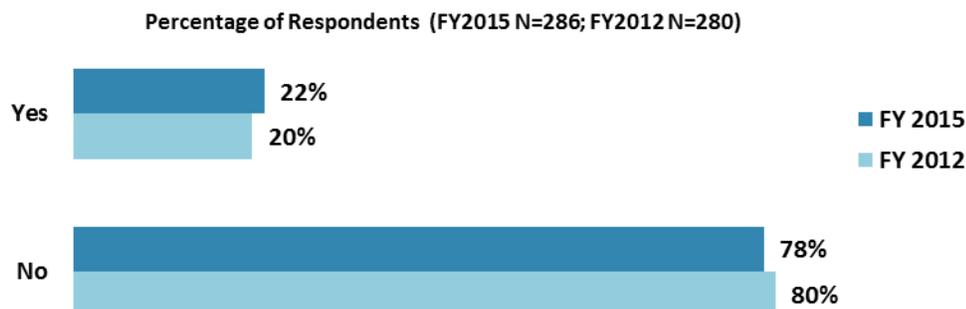
Access to Information

- **Year Comparison:** Respondents from the FY '12 country survey were significantly more likely to indicate that they were aware of the WBG's access to information policy compared to respondents from this year's country survey.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects, the private sector, the financial sector/private banks, and the media were significantly more likely to indicate that they were aware of the WBG's access to information policy compared to respondents from other stakeholder groups.



"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?"

- **Year Comparison:** Respondents from this year's country survey were just as likely to indicate that they had requested information from the WBG as respondents from the FY '12 country survey.
- **Stakeholders:** Respondents from independent government institutions were significantly more likely to indicate that they had requested information from the WBG compared to respondents from other stakeholder groups.

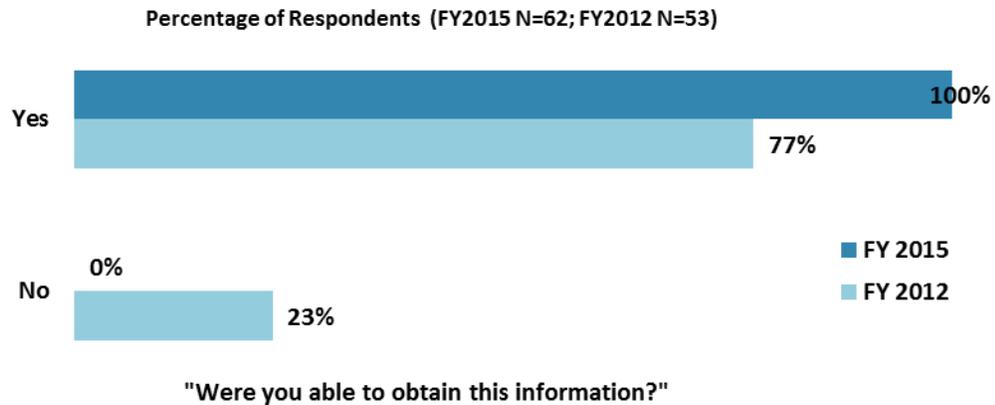


"Have you requested information from the World Bank Group on its activities in the past year?"

X. Communication and Openness (continued)

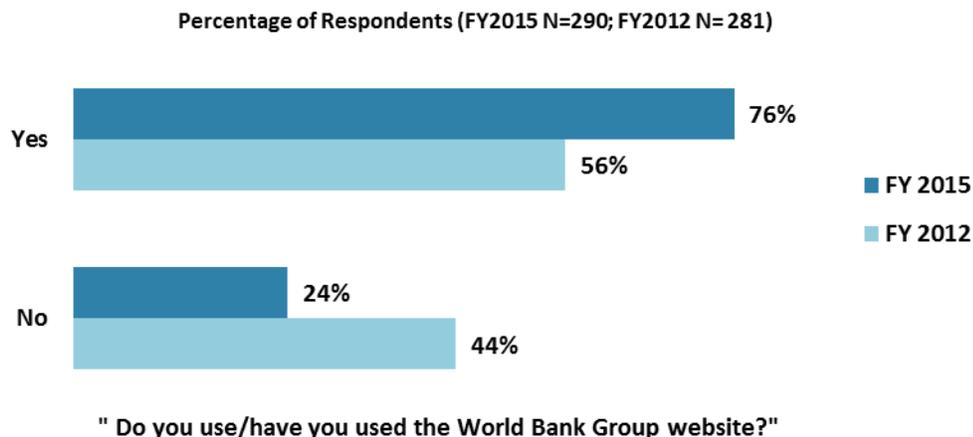
Access to Information (continued)

- **Year Comparison:** Respondents from this year's country survey were significantly more likely to indicate that they obtained the information requested from the WBG compared to respondents from the FY '12 country survey.



Website Usage

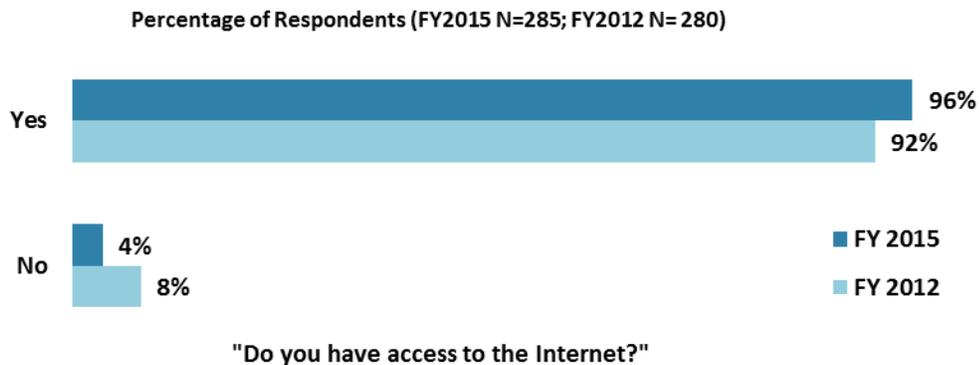
- **Year Comparison:** Respondents from this year's country survey were significantly more likely to indicate having used the WBG's website compared to respondents from the FY '12 country survey.
- **Stakeholders:** Respondents from the private sector, independent government institutions, and faith-based groups were significantly *less* likely to indicate having used the WBG's website compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who currently collaborate with the WBG and respondents who had previously collaborated were significantly more likely to indicate having used the WBG's website (78% and 80%, respectively) compared to respondents who had never collaborated with the WBG (62%).



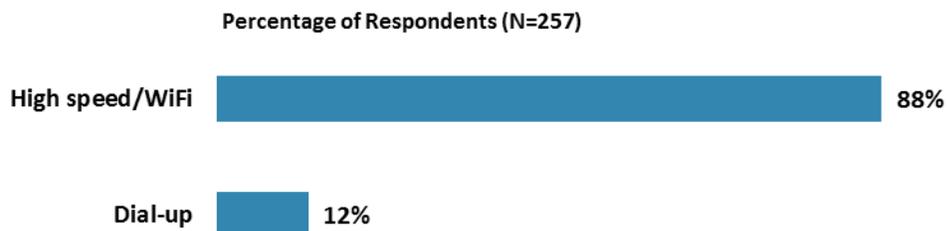
X. Communication and Openness (continued)

Internet Access

- **Year Comparison:** Respondents from this year's country survey were significantly more likely to have Internet access compared to respondents from the FY '12 country survey.
- **Stakeholders:** Respondents from the private sector and independent government institutions were significantly *less* likely to indicate having Internet access compared to respondents from other stakeholder groups.
- **Location:** Respondents from other areas were significantly *less* likely to indicate having Internet access (89%) compared to respondents from Lusaka province (98%).



- **Stakeholders:** Respondents from faith-based groups were significantly *less* likely to access the WBG website using high speed or WiFi connections compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who currently collaborate with the WBG and respondents who had previously collaborated were significantly *less* likely to access the WBG website using high speed or WiFi connections (86% and 85%, respectively) compared to respondents who had never collaborated with the WBG (100%).



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

X. Communication and Openness (continued)

WBG Website Evaluation

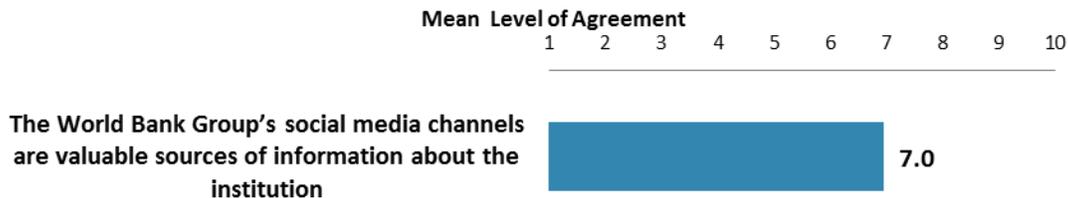
- **Year Comparison:** Respondents in this year's country survey had statistically similar levels of agreement regarding the WBG's websites compared to respondents from the FY '12 country survey.
- **Stakeholders:** Respondents from the private sector, the financial sector/private banks, and other organizations had the highest levels of agreement that they find the WBG's websites easy to navigate whereas respondents from NGOs/CBOs had significantly lower levels of agreement. Respondents from the private sector and other organizations had the highest levels of agreement that they find the information on the WBG's websites useful whereas respondents from bilateral/multilateral agencies, independent government institutions, and faith-based groups had significantly lower levels of agreement.
- **Collaboration:** Respondents who had never collaborated with the WBG had the highest levels of agreement that they find the WBG's websites easy to navigate (mean level of agreement = 8.0) compared to respondents who currently collaborate with the WBG or who had previously collaborated with the WBG (mean level of agreement = 7.3 and 6.6, respectively).



X. Communication and Openness (continued)

WBG Social Media Evaluation

- **Stakeholders:** Respondents from faith-based groups and other organizations had the highest levels of agreement that the WBG's social media channels are a valuable source of information whereas respondents from bilateral/multilateral agencies and the private sector had significantly lower levels of agreement.
- **Collaboration:** Respondents who had never collaborated with the WBG had the highest levels of agreement that the WBG's social media channels are a valuable source of information (mean level of agreement = 8.5) compared to respondents who currently collaborate with the WBG or who had previously collaborated with the WBG (mean level of agreement = 7.3 and 5.7, respectively).

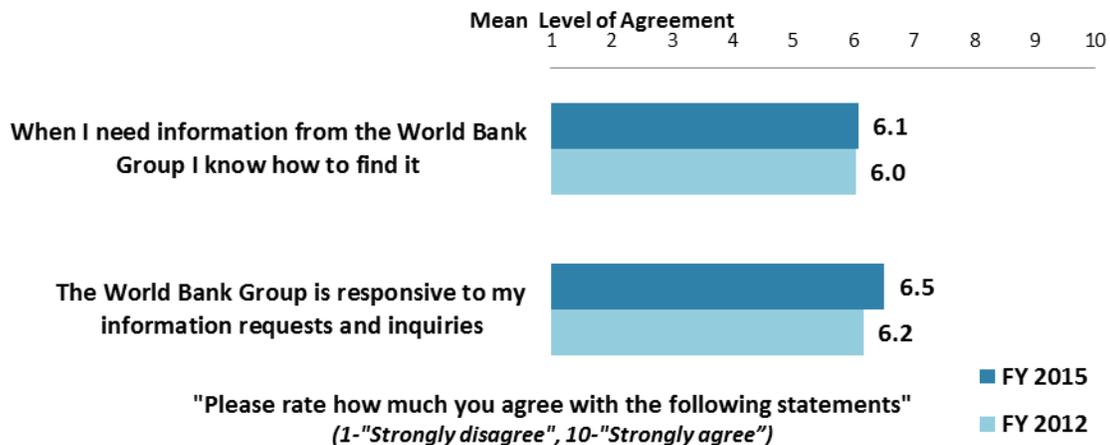


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Information Sharing

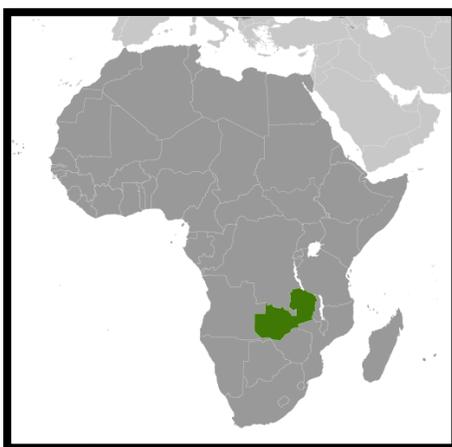
- **Year Comparison:** Respondents in this year’s country survey had statistically similar levels of agreement regarding the WBG’s information sharing compared to respondents from the FY ’12 country survey.
- **Stakeholders:** Respondents from the private sector had the highest levels of agreement that when they need information they know how to find it whereas respondents from the financial sector/private banks had significantly lower levels of agreement. Respondents from other organizations had the highest levels of agreement that the WBG is responsive to their information requests whereas respondents from NGOs/CBOs had significantly lower levels of agreement.
- **Collaboration:** Respondents who currently collaborate with the WBG or who had never collaborated with the WBG had the highest levels of agreement that the WBG is responsive to their information requests (mean level of agreement = 6.9 and 7.0, respectively) compared to respondents who had previously collaborated with the WBG (mean level of agreement = 5.1).



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ZAMBIA



Appendix A: Responses to All Questions across All Respondents (N=304)

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 (*).

1. In general would you say that Zambia is headed in ...?	Percentage of Respondents (N=284)
The right direction	78.5%
The wrong direction	3.5%
Not sure	18.0%

2. 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)	Percentage of Respondents (Responses Combined; N=290)
Job creation/employment	52.4%
Education	24.8%
Poverty reduction	24.1%
Economic growth	23.1%
Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	23.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.7%
Private sector development	19.3%
Agricultural development	16.6%
Health	12.4%
Foreign direct investment	11.7%
Gender equity	9.7%
Food security	8.3%
Transport (e.g., roads, bridges, transportation)	7.6%
Water and sanitation	7.2%
Equality of opportunity (i.e., equity)	6.6%
Energy	6.2%
Trade and exports	5.5%
Natural resource management (e.g., mining, copper)	4.8%
Anti-corruption	4.1%
Law and justice (e.g., judicial system)	3.8%
Financial markets	2.1%
Climate change (e.g., mitigation, adaptation)	2.1%
Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	1.7%
Regulatory framework	1.4%
Information and communications technology	0.7%
Global/regional integration	0.0%
Urban development	0.0%
Environmental sustainability	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

A. General Issues Facing Zambia (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 Zambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=302)
Agricultural development	57.6%
Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	48.3%
Job creation/employment	43.7%
Education	31.1%
Economic growth	23.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.2%
Private sector development	13.6%
Equality of opportunity (i.e., equity)	8.3%
Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	8.3%
Gender equity	7.3%
Natural resource management (e.g., mining, copper)	6.6%
Transport (e.g., roads, bridges, transportation)	6.0%
Foreign direct investment	5.6%
Food security	5.3%
Law and justice (e.g., judicial system)	4.0%
Regulatory framework	3.3%
Water and sanitation	2.0%
Climate change (e.g., mitigation, adaptation)	2.0%
Energy	2.0%
Environmental sustainability	2.0%
Trade and exports	1.7%
Financial markets	0.7%
Communicable/non-communicable diseases	0.3%
Crime and violence	0.0%
Information and communications technology	0.0%
Global/regional integration	0.0%
Urban development	0.0%
Anti-corruption	0.0%
Health	0.0%
Disaster management	0.0%

A. General Issues Facing Zambia (continued)

4. 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)	Percentage of Respondents (Responses Combined; N=286)
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	36.0%
Education and training that better ensure job opportunity	33.9%
Agricultural development	33.6%
Consistent economic growth	20.6%
Better employment opportunities for women	18.5%
Greater access to micro-finance for the poor	15.7%
Better opportunity for the poor who live in rural areas	10.8%
A growing middle class	6.3%
Greater access to health and nutrition for citizens	5.6%
Greater voice and participation for citizens to help ensure greater accountability	4.9%
Better quality public services	4.2%
Better opportunities for young people	2.1%
More reliable social safety net	1.7%
Greater equity of fiscal policy	1.7%
Better opportunity for the poor who live in urban areas	0.0%
Other	0.0%

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 Zambia? (1-Not familiar at all, 10-Extremely familiar)	298	0	6.84	1.79
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Zambia? (1-Not effective at all, 10-Very effective)	282	18	6.60	1.95
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, knowledge, and understanding of the country situation) to help Zambia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	275	29	7.12	1.73

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

4. 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)	Percentage of Respondents (Responses Combined; N=299)
Agricultural development	40.8%
Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	32.8%
Economic growth	26.8%
Education	24.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.7%
Energy	21.7%
Private sector development	19.4%
Job creation/employment	18.1%
Natural resource management (e.g., mining, copper)	13.0%
Transport (e.g., roads, bridges, transportation)	12.4%
Gender equity	11.0%
Trade and exports	9.4%
Foreign direct investment	7.7%
Health	6.4%
Equality of opportunity (i.e., equity)	6.0%
Poverty reduction	5.4%
Climate change (e.g., mitigation, adaptation)	4.7%
Water and sanitation	3.7%
Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	3.3%
Law and justice (e.g., judicial system)	2.0%
Disaster management	2.0%
Anti-corruption	2.0%
Food security	0.7%
Communicable/non-communicable diseases	0.3%
Crime and violence	0.0%
Global/regional integration	0.0%
Financial markets	0.0%
Urban development	0.0%
Environmental sustainability	0.0%
Regulatory framework	0.0%
Information and communications technology	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 Zambia?	Percentage of Respondents (N=273)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	30.0%	19.4%	49.5%
Capacity development	18.3%	31.1%	49.5%
Policy advice, studies, analyses	31.1%	6.6%	37.7%
Technical assistance	13.9%	16.5%	30.4%
Mobilizing third party financial resources	2.2%	11.0%	13.2%
Donor coordination	2.2%	6.6%	8.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	5.9%	5.9%
Convening/Facilitating	2.2%	0.7%	2.9%
Data	0.0%	2.2%	2.2%
Other	0.0%	0.0%	0.0%

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Zambia? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	249	50	6.85	1.94
7. Citizen engagement (incorporating citizens' voices into development)	223	65	5.26	1.92
8. Policy formulation	241	47	7.03	1.87

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? <i>(1-Not important at all, 10-Very important)</i>	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	268	27	8.46	2.05
10. Citizen engagement (incorporating citizens' voices into development)	273	17	7.85	2.45
11. Policy formulation	273	17	8.32	1.83

12. 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)	Percentage of Respondents (Responses Combined; N=281)
World Bank Group's processes too complex	22.1%
Too influenced by developed countries	21.7%
Imposing technocratic solutions without regard to political realities	20.6%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	17.8%
Not collaborating enough with stakeholders outside the Government	17.4%
Not enough public disclosure of its work	14.9%
Its advice and strategies do not lend themselves to practical problem solving	14.6%
Don't know	10.3%
Not willing to honestly criticize policies and reform efforts in the country	9.3%
Not adequately sensitive to political/social realities in Zambia	8.5%
Not aligned with country priorities	8.2%
Arrogant in its approach	7.8%
Staff too inaccessible	4.3%
Not exploring alternative policy options	4.3%
The credibility of its knowledge/data	3.6%
Not client focused	2.1%
Not aligned with other donors' work	0.7%
Other	0.7%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=291)
Capacity development	41.2%
Investment lending (financing specific projects)	38.5%
Technical assistance (advice, best practice, international experience, etc.)	30.2%
Multi-sectoral approaches	30.2%
Policy based lending/budget support to the Government	25.8%
Knowledge products/services (analytical work, studies, surveys, etc.)	15.8%
Don't know	4.5%
Trust Fund management	4.1%
Other	0.0%

14. 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)	Percentage of Respondents (Responses Combined; N=293)
Private sector	42.3%
Beneficiaries (i.e., communities)	36.9%
Academia/think tanks/research institutes	32.1%
Local Government	30.7%
NGOs/Community Based Organizations (CBOs)	30.4%
Parliament	8.5%
Donor community	6.1%
Youth/university groups	6.1%
Media	2.7%
Foundations	0.0%
Other	0.0%
Don't know	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Zambia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
15. Overall the WBG currently plays a relevant role in development in Zambia*	289	10	7.65	1.96
16. The WBG's work is aligned with what I consider the development priorities for Zambia*	283	5	6.44	2.08
17. The WBG supports programs and strategies that are realistic for Zambia	283	5	6.39	1.91
18. The WBG treats clients and stakeholders in Zambia with respect	257	25	6.72	2.00

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

To what extent is the WBG an effective development partner in Zambia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
19. Responsiveness*	262	30	6.40	1.83
20. Flexibility (in terms of the institution's products and services)*	244	36	5.38	1.91
21. Flexibility (in terms of changing country circumstances)*	251	30	5.57	1.91
22. Being inclusive*	264	16	5.92	2.17
23. Openness (sharing data and other information)*	280	6	6.59	2.42
24. Staff accessibility*	264	16	5.60	2.30
25. Straightforwardness and honesty*	240	40	6.92	1.88
26. Ease of access to the people at the World Bank Group who are making decisions important to my work*	272	14	5.70	2.73
27. Collaboration with civil society*	230	50	5.76	2.07
28. Collaboration with the Government*	278	14	7.99	1.73
29. Collaboration with other donors and development partners*	252	28	7.69	1.80
30. Collaboration with the private sector*	224	52	6.28	1.83
31. The speed in which it gets things accomplished on the ground*	258	28	5.71	1.97
32. Being a long-term partner*	280	6	8.20	1.83

33. To be a more effective development partner in Zambia, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=287)
More local presence	67.9%
The current level of local presence is adequate	27.9%
Less local presence	2.1%
Don't know	2.1%

34. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=290)
Reforms are not well thought out in light of country challenges	38.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.1%
The Government works inefficiently	31.7%
There is not an adequate level of citizen/civil society participation	30.3%
Lack of/inadequate levels of capacity in Government	27.9%
Political pressures and obstacles	12.8%
The World Bank Group does not do adequate follow through/follow-up	6.9%
Poor donor coordination	6.2%
The World Bank Group works too slowly	4.1%
Other	2.1%

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 Zambia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	268	0	7.16	2.60
2. Information and communications technology	260	6	7.92	1.91
3. Transport (e.g., roads, bridges, transportation)	275	0	8.33	1.99
4. Crime and violence	266	6	5.03	2.55
5. Law and justice (e.g., judicial system)	268	6	6.31	2.28
6. Urban development	260	0	8.08	1.77
7. Environmental sustainability	270	0	8.38	1.86
8. Regulatory framework	274	0	7.56	2.32
9. Communicable/non-communicable diseases	266	0	7.21	2.37
10. Poverty reduction	270	4	8.98	1.36
11. Gender equity	268	4	7.65	2.12
12. Private sector development	278	2	8.83	1.61
13. Foreign direct investment	274	0	8.00	1.85
14. Water and sanitation	274	0	8.51	1.35
15. Trade and exports	270	2	7.96	1.79
16. Economic growth	270	4	8.90	1.72
17. Energy	282	0	8.90	1.39
18. Disaster management	268	4	7.15	2.31
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	274	0	8.36	1.79
20. Job creation/employment	278	0	8.50	1.77
21. Financial markets	260	0	7.88	1.69
22. Equality of opportunity (i.e., equity)	266	6	7.81	2.11
23. Health	278	0	8.50	1.42
24. Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	282	0	9.34	.88
25. Global/regional integration	268	4	7.81	1.81
26. Food security	268	4	8.50	1.68
27. Education	278	0	8.72	1.79
28. Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	266	0	7.49	2.07
29. Climate change (e.g., mitigation, adaptation)	276	0	8.24	1.83
30. Agricultural development	282	0	9.21	1.14
31. Natural resource management (e.g., mining, copper)	274	0	8.05	1.79

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 Zambia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	143	132	4.65	2.11
2. Information and communications technology	142	119	5.29	2.03
3. Transport (e.g., roads, bridges, transportation)	220	65	7.02	2.35
4. Crime and violence	125	148	3.59	1.67
5. Law and justice (e.g., judicial system)	147	115	5.05	1.85
6. Urban development	189	84	6.66	2.10
7. Environmental sustainability	220	59	6.90	1.76
8. Regulatory framework	207	66	6.60	2.12
9. Communicable/non-communicable diseases	181	98	6.12	2.24
10. Poverty reduction	234	51	7.14	1.76
11. Gender equity	180	93	5.93	1.86
12. Private sector development	220	53	6.76	1.83
13. Foreign direct investment	193	80	6.89	1.69
14. Water and sanitation	204	69	7.33	1.53
15. Trade and exports	183	90	6.47	1.71
16. Economic growth	216	57	7.42	1.71
17. Energy	220	59	7.84	1.66
18. Disaster management	170	109	5.66	2.29
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	232	47	7.13	1.74
20. Job creation/employment	197	71	5.92	2.00
21. Financial markets	165	108	5.95	1.57
22. Equality of opportunity (i.e., equity)	166	101	5.51	2.15
23. Health	216	69	7.37	1.80
24. Rural development (e.g. access to electricity, safe drinking water, roads, connectivity and other services in the rural areas)	210	63	7.20	2.06
25. Global/regional integration	182	97	6.38	1.99
26. Food security	203	65	6.69	2.09
27. Education	230	51	6.72	1.84
28. Social protection (e.g., pensions, targeted social assistance focused on the most vulnerable)	171	96	5.91	2.08
29. Climate change (e.g., mitigation, adaptation)	214	71	6.76	1.92
30. Agricultural development	222	63	7.11	2.07
31. Natural resource management (e.g., mining, copper)	214	65	6.30	1.95

3. Where are the World Bank Group's decisions made primarily that support the program in Zambia? (Select only ONE response)	Percentage of Respondents (N=296)
At the Headquarters (in Washington D.C.)	59.5%
In the country	17.2%
Don't know	23.3%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Zambia? (1-To no degree at all, 10-To a very significant degree)	273	23	6.55	1.68

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 Zambia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Zambia	245	49	5.82	1.67
6. The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	252	35	6.52	1.86
Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Zambia? (1-To no degree at all, 10-To a very significant degree)	208	87	5.98	1.37

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=291)
Weekly	8.6%
Monthly	24.7%
A few times a year	28.2%
Rarely	24.7%
Never	13.7%

In Zambia, 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	218	65	6.18	1.40
3. Include appropriate level of stakeholder involvement during preparation	245	38	6.19	2.06
4. Lead to practical solutions	261	16	6.24	1.84
5. Are accessible (well written and easy to understand)	267	10	6.90	1.92
6. Are source of relevant information on global good practices	261	10	7.73	1.66
7. Are adequately disseminated	255	16	6.12	2.03
8. Are adaptable to Zambia's specific development challenges and country circumstances*	261	16	6.24	1.94

Overall Evaluations	N	DK	Mean	SD
9. 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)	274	17	6.50	1.60
10. Overall, how would you rate the technical quality of the WBG's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	274	17	7.35	1.84

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	195	90	6.19	1.90
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	236	43	7.44	1.97
3. The World Bank Group's approvals and reviews are done in a timely fashion	211	74	6.06	1.82
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	179	100	6.79	2.08
5. The World Bank Group's conditions on its lending are reasonable	200	73	6.18	2.24
6. The World Bank Group takes decisions quickly in Zambia	202	71	6.20	2.01
7. Working with the World Bank Group increases Zambia's institutional capacity	273	12	7.34	1.85
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	211	68	6.52	2.35
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	235	44	7.03	2.10

WBG Promoting PPP in Zambia	N	DK	Mean	SD
10. 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-To no degree at all, 10-To a very significant degree)	220	71	6.12	2.03

11. Which of the following best describes the way the World Bank Group operates in Zambia? (Select only one response)	Percentage of Respondents (N=285)
The World Bank Group takes too much risk in engaging with its clients in Zambia	2.1%
The World Bank Group does not take enough risk in engaging with its clients in Zambia	24.2%
The World Bank Group's approach to risk is appropriate with regards to in engaging with its clients in Zambia	35.4%
Don't know	38.2%

12. Which of the following best describes the World Bank Group's support in Zambia? (Select only one response)	Percentage of Respondents (N=289)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Zambia	55.0%
The World Bank Group is not sufficiently selective in Zambia, and it is involved in too many areas of development	29.4%
Don't know	15.6%

F. The Future Role of the World Bank Group in Zambia

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=285)
Reach out more to groups outside of Government	47.4%
Increase the level of capacity development in the country	34.0%
Reduce the complexity of obtaining World Bank Group financing	29.5%
Improve the quality of its experts as related to Zambia's specific challenges	20.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	13.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	9.5%
Work faster	8.8%
Offer more innovative financial products	8.4%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	7.4%
Offer more innovative knowledge services	4.2%
Ensure greater selectivity in its work	3.5%
Other	2.1%

2. When considering the combination of services that the WBG offers in Zambia and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Zambia? (Select only ONE response)	Percentage of Respondents (N=268)
The combination is appropriate for Zambia	38.8%
Financial services	27.6%
Knowledge products	15.7%
Convening services	10.4%
Don't know	5.2%
None of the above	2.2%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=297)
Local newspapers	50.8%
Internet	50.5%
Local television	27.3%
National radio	17.2%
Periodicals	16.2%
Other	12.1%
International television	10.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	4.0%
International radio	3.4%
International newspapers	2.0%
Local/community radio	2.0%
Commercial radio	0.0%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=292)
World Bank Group's publications and other written materials	47.9%
World Bank Group's website	41.1%
World Bank Group's seminars/workshops/ conferences	34.9%
e-Newsletters	26.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.3%
Mobile phones	9.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	7.2%
Other	2.7%

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=292)
Yes	15.1%
No	84.9%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=286)
Yes	21.7%
No	78.3%

5. Were you able to obtain this information?	Percentage of Respondents (N=62)
Yes	100.0%
No	-

6. Do you have access to the Internet?	Percentage of Respondents (N=285)
Yes	96.5%
No	3.5%

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=290)
Yes	75.5%
No	24.5%

8. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=257)
High speed/WiFi	87.9%
Dial-up	12.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	237	49	7.19	2.44
10. I find the information on the World Bank Group's websites useful.	230	47	7.67	2.15
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	102	178	6.96	1.91
12. When I need information from the World Bank Group I know how to find it	232	48	6.08	2.82
13. The World Bank Group is responsive to my information requests and inquiries	167	112	6.51	2.40

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=296)
Employee of a Ministry, Ministerial Department or Implementation Agency	31.4%
NGO/ Community Based Organization	11.5%
Bilateral/ Multilateral Agency	9.5%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	8.4%
Independent Government Institution	8.4%
Private Sector Organization	6.1%
Financial Sector/Private Bank	5.4%
Media	4.4%
Other	4.1%
Faith-Based Group	3.7%
Local Government Office or Staff	2.4%
Office of the President, Vice President	2.0%
Youth Group	2.0%
Academia/Research Institute/Think Tank	.7%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=297)
Generalist (specialized in multiple sectors)	13.5%
Macroeconomics and fiscal management	10.8%
Transport and ICT	10.4%
Governance	10.4%
Other	9.1%
Finance and markets	7.7%
Gender	6.4%
Trade and competitiveness	6.1%
Energy and extractives	5.4%
Environment and natural resources	5.1%
Education	4.4%
Agriculture	3.7%
Poverty	2.4%
Fragility, conflict and violence	1.7%
Health, nutrition, and population	1.7%
Water	.7%
Public-private partnerships	.3%
Social, Urban, Rural & Resilience	.3%

3. 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)	Percentage of Respondents (N=294)
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	34.0%
I currently collaborate with the World Bank Group	26.5%
I have previously collaborated with the World Bank Group	22.4%
I have never collaborated with the World Bank Group	17.0%

H. Background Information (continued)

4. Which of the following agencies of the World Bank Group do you primarily engage with in Zambia? (Select only ONE response)	Percentage of Respondents (N=245)
The World Bank (IDA)	77.1%
The International Finance Corporation (IFC)	11.4%
Other	8.2%
The Multilateral Investment Guarantee Agency (MIGA)	3.3%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=238)
Yes	23.9%
No	76.1%

6. If yes, what was your view of how the two institutions work together in Zambia? (Select only ONE response)	Percentage of Respondents (N=57)
The two institutions work well together	56.1%
Don't know	22.8%
The way the two institutions work together needs improvement	12.3%
The two institutions do not work well together	8.8%

7. Which of the following describes most of your exposure to the World Bank Group in Zambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
Collaborate as part of my professional duties	49.6%
Use World Bank Group reports/data	38.0%
Use World Bank Group website for information, data, research, etc.	33.6%
Engage in World Bank Group related/sponsored events/activities	26.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	13.1%

8. What's your gender?	Percentage of Respondents (N=291)
Female	31.6%
Male	68.4%

9. Which best represents your geographic location?	Percentage of Respondents (N=298)
Lusaka province	86.6%
Eastern province	5.4%
Southern province	3.4%
Luapula province	2.0%
Copperbelt province	1.7%
Northern province	.7%
Central province	.3%

Appendix B: Responses to All Questions by Stakeholder Groups¹

Employee of a Ministry N=93 ● PMU/Consultant on WBG Project N=25 ● Bilateral or Multilateral Agency N=28
 Private Sector N=18 ● Financial Sector/Private Bank N=16 ● NGO/CBO N=34 ● Media N=13
 Independent Government Institution N=25 ● Faith-Based Group N=11 ● Other N=33

A. General Issues facing Zambia

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
The right direction	69.5%	95.8%	60.7%	82.4%	100.0%	47.1%	92.3%	96.0%	100.0%	96.9%
The wrong direction	1.2%	-	7.1%	5.9%	-	17.6%	-	-	-	-
Not sure	29.3%	4.2%	32.1%	11.8%	-	35.3%	7.7%	4.0%	-	3.1%

*Significantly different between stakeholder groups

¹ Only 296 respondents provided the information about their current positions. Thus only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Zambia (continued)

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?

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Foreign direct investment*	16.1%	22.2%	3.6%	0.0%	0.0%	18.8%	38.5%	0.0%	0.0%	3.0%
Water and sanitation*	11.8%	27.8%	3.6%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption*	5.4%	5.6%	3.6%	0.0%	0.0%	0.0%	38.5%	0.0%	0.0%	0.0%
Job creation/employment*	63.4%	66.7%	46.4%	38.9%	68.8%	34.4%	38.5%	90.0%	45.5%	30.3%
Energy*	3.2%	0.0%	0.0%	27.8%	0.0%	0.0%	0.0%	0.0%	0.0%	15.2%
Social protection*	0.0%	0.0%	3.6%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	10.8%	0.0%	25.0%	27.8%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%
Public sector governance/reform*	11.8%	33.3%	28.6%	16.7%	37.5%	0.0%	15.4%	35.0%	0.0%	48.5%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	5.4%	0.0%	25.0%	27.8%	0.0%	31.3%	0.0%	0.0%	0.0%	3.0%
Private sector development*	21.5%	5.6%	42.9%	11.1%	31.3%	6.3%	0.0%	10.0%	0.0%	21.2%
Financial markets	5.4%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	21.4%	5.6%	31.3%	18.8%	0.0%	0.0%	0.0%	3.0%
Health*	15.1%	0.0%	3.6%	22.2%	0.0%	18.8%	0.0%	0.0%	9.1%	30.3%
Trade and exports*	6.5%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth*	11.8%	11.1%	0.0%	27.8%	62.5%	21.9%	46.2%	30.0%	54.5%	39.4%
Law and justice	5.4%	5.6%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	3.0%
Regulatory framework*	0.0%	0.0%	10.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education*	19.4%	11.1%	0.0%	0.0%	31.3%	3.1%	46.2%	60.0%	100.0%	33.3%
Poverty reduction*	20.4%	0.0%	25.0%	33.3%	0.0%	37.5%	38.5%	0.0%	45.5%	42.4%
Rural development*	24.7%	55.6%	25.0%	5.6%	6.3%	31.3%	7.7%	30.0%	45.5%	9.1%
Transport*	10.8%	0.0%	0.0%	0.0%	0.0%	18.8%	0.0%	25.0%	0.0%	3.0%
Climate change	5.4%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	23.7%	5.6%	32.1%	0.0%	31.3%	21.9%	0.0%	20.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	0.0%	0.0%	5.6%	0.0%	18.8%	15.4%	0.0%	0.0%	15.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Law and justice*	5.4%	4.3%	0.0%	0.0%	0.0%	0.0%	38.5%	0.0%	0.0%	0.0%
Transport*	16.1%	0.0%	3.6%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	3.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	17.9%	5.6%	31.3%	35.3%	0.0%	0.0%	0.0%	6.1%
Rural development*	58.1%	47.8%	64.3%	22.2%	31.3%	32.4%	46.2%	32.0%	54.5%	63.6%
Gender equity*	0.0%	0.0%	21.4%	27.8%	0.0%	29.4%	0.0%	0.0%	0.0%	3.0%
Economic growth*	6.5%	30.4%	3.6%	27.8%	37.5%	44.1%	46.2%	44.0%	54.5%	21.2%
Climate change	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection*	4.3%	0.0%	14.3%	22.2%	6.3%	0.0%	0.0%	20.0%	0.0%	18.2%
Regulatory framework*	0.0%	0.0%	10.7%	5.6%	0.0%	14.7%	0.0%	0.0%	0.0%	3.0%
Agricultural development*	57.0%	56.5%	71.4%	44.4%	62.5%	41.2%	46.2%	56.0%	90.9%	75.8%
Job creation/employment	52.7%	52.2%	42.9%	44.4%	62.5%	11.8%	0.0%	52.0%	54.5%	39.4%
Financial markets	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	1.1%	17.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	5.4%	0.0%	0.0%	44.4%	0.0%	2.9%	15.4%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	9.7%	43.5%	0.0%	0.0%	31.3%	0.0%	0.0%	0.0%	45.5%	21.2%
Public sector governance/reform*	6.5%	21.7%	35.7%	5.6%	0.0%	23.5%	15.4%	32.0%	0.0%	18.2%
Natural resource management*	6.5%	4.3%	0.0%	0.0%	0.0%	17.6%	53.8%	0.0%	0.0%	0.0%
Foreign direct investment*	11.8%	17.4%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Education*	45.2%	4.3%	7.1%	22.2%	37.5%	38.2%	38.5%	24.0%	0.0%	24.2%
Energy*	1.1%	0.0%	0.0%	27.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Zambia (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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Better employment opportunities for women*	14.1%	26.3%	30.4%	33.3%	0.0%	30.3%	0.0%	20.0%	0.0%	18.2%
Greater access to micro-finance for the poor*	10.9%	5.3%	21.7%	27.8%	62.5%	18.2%	0.0%	20.0%	0.0%	6.1%
Agricultural development*	40.2%	31.6%	39.1%	11.1%	31.3%	30.3%	46.2%	16.0%	90.9%	18.2%
Greater access to health and nutrition for citizens*	10.9%	0.0%	4.3%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Better entrepreneurial opportunities*	30.4%	0.0%	56.5%	11.1%	37.5%	72.7%	0.0%	56.0%	9.1%	45.5%
Greater voice and participation for citizens to help ensure greater accountability*	5.4%	5.3%	0.0%	0.0%	0.0%	18.2%	15.4%	0.0%	0.0%	0.0%
Better opportunities for young people	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Consistent economic growth*	17.4%	0.0%	4.3%	33.3%	6.3%	21.2%	38.5%	20.0%	9.1%	48.5%
More reliable social safety net	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater equity of fiscal policy*	0.0%	26.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
A growing middle class*	5.4%	31.6%	4.3%	0.0%	0.0%	0.0%	7.7%	0.0%	45.5%	0.0%
Better opportunity for the poor who live in rural areas*	8.7%	52.6%	30.4%	5.6%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity*	40.2%	15.8%	4.3%	27.8%	62.5%	9.1%	53.8%	48.0%	45.5%	39.4%
Better quality public services*	6.5%	0.0%	4.3%	27.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zambia?*	88	6.42	1.82	25	7.48	1.58	27	7.59	0.97	18	6.22	2.67	16	6.25	1.73	34	6.21	1.67	13	7.62	1.39	25	7.44	1.58	11	6.55	1.51	33	7.12	1.69

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.*	88	6.06	2.05	25	8.28	1.10	23	7.43	1.53	13	6.23	1.36	15	7.00	0.85	34	6.29	1.93	13	7.23	2.01	20	6.15	0.99	11	5.64	1.21	33	6.18	2.31

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Zambia solve its most complicated development challenges?*	83	6.41	2.22	24	8.04	1.16	28	7.71	1.78	14	8.36	1.50	10	7.50	0.53	31	7.23	1.36	13	7.31	1.18	20	6.55	1.19	11	6.45	0.52	33	7.21	1.05

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Health*	17.2%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Trade and exports*	7.5%	16.0%	3.6%	0.0%	0.0%	14.7%	0.0%	40.0%	0.0%	3.0%
Foreign direct investment*	0.0%	0.0%	17.9%	0.0%	6.3%	29.4%	0.0%	20.0%	0.0%	6.1%
Education*	34.4%	4.0%	7.1%	5.6%	31.3%	23.5%	7.7%	4.0%	90.9%	36.4%
Energy*	14.0%	8.0%	32.1%	38.9%	31.3%	2.9%	38.5%	24.0%	9.1%	48.5%
Social protection*	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	16.1%	24.0%	7.1%	5.6%	31.3%	2.9%	0.0%	4.0%	0.0%	18.2%
Agricultural development*	67.7%	32.0%	21.4%	27.8%	31.3%	32.4%	7.7%	36.0%	90.9%	9.1%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	5.4%	0.0%	7.1%	22.2%	0.0%	58.8%	0.0%	0.0%	0.0%	6.1%
Public sector governance/reform*	22.6%	20.0%	46.4%	11.1%	6.3%	8.8%	15.4%	28.0%	0.0%	48.5%
Job creation/employment*	17.2%	4.0%	17.9%	33.3%	0.0%	2.9%	7.7%	52.0%	90.9%	3.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth*	12.9%	44.0%	3.6%	50.0%	37.5%	35.3%	76.9%	44.0%	9.1%	18.2%
Law and justice	5.4%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Disaster management*	0.0%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	17.9%	5.6%	31.3%	17.6%	0.0%	0.0%	0.0%	3.0%
Private sector development	23.7%	20.0%	17.9%	22.2%	31.3%	20.6%	0.0%	8.0%	0.0%	24.2%
Water and sanitation*	4.3%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%
Food security*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%
Climate change*	6.5%	28.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Poverty reduction*	5.4%	0.0%	3.6%	22.2%	0.0%	0.0%	38.5%	0.0%	0.0%	0.0%
Rural development*	33.3%	52.0%	67.9%	22.2%	62.5%	5.9%	0.0%	20.0%	9.1%	36.4%
Anti-corruption*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	38.5%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	6.5%	44.0%	21.4%	11.1%	0.0%	5.9%	53.8%	0.0%	0.0%	15.2%

*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 Zambia?

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Convening/Facilitating*	0.0%	0.0%	0.0%	0.0%	0.0%	18.5%	0.0%	0.0%	0.0%	3.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	39.1%	27.8%	22.2%	27.8%	6.3%	14.8%	23.1%	40.0%	45.5%	42.4%
Financial resources*	33.3%	55.6%	22.2%	33.3%	31.3%	11.1%	38.5%	5.0%	54.5%	33.3%
Capacity development*	17.2%	5.6%	37.0%	33.3%	0.0%	40.7%	0.0%	0.0%	0.0%	21.2%
Technical assistance*	10.3%	11.1%	18.5%	5.6%	62.5%	11.1%	38.5%	0.0%	0.0%	0.0%
Mobilizing third party financial resources*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	30.0%	0.0%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	25.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Convening/Facilitating	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data*	0.0%	0.0%	18.5%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	13.8%	27.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources*	12.6%	33.3%	40.7%	11.1%	31.3%	40.7%	0.0%	0.0%	0.0%	21.2%
Capacity development*	47.1%	27.8%	3.7%	0.0%	31.3%	51.9%	38.5%	15.0%	45.5%	12.1%
Technical assistance*	6.9%	5.6%	3.7%	77.8%	0.0%	3.7%	53.8%	25.0%	0.0%	30.3%
Mobilizing third party financial resources*	11.5%	0.0%	3.7%	0.0%	6.3%	0.0%	7.7%	30.0%	54.5%	15.2%
Donor coordination*	5.7%	5.6%	0.0%	0.0%	31.3%	0.0%	0.0%	30.0%	0.0%	3.0%
Linkage to non-Bank expertise*	0.0%	0.0%	29.6%	5.6%	0.0%	3.7%	0.0%	0.0%	0.0%	18.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Project implementation*	73	6.62	2.55	25	7.48	1.19	21	7.10	1.18	13	7.23	0.83	16	7.38	0.50	24	6.46	1.82	13	7.77	2.35	18	6.56	1.69	11	5.18	2.09	33	6.85	1.54
Citizen engagement*	68	4.25	1.62	23	6.74	1.57	20	6.25	1.92	13	5.08	1.55	11	4.73	0.91	17	5.00	1.37	13	6.31	2.25	18	5.72	1.49	11	5.73	2.20	27	5.15	2.28
Policy formulation*	68	6.06	1.84	23	8.43	0.99	20	7.55	1.10	13	8.46	1.39	16	7.75	0.58	19	7.42	1.81	13	7.85	1.91	23	6.70	1.72	11	6.64	1.21	33	6.58	2.37

*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Project implementation*	83	7.39	2.79	23	9.17	1.34	26	8.77	1.51	14	9.29	0.99	16	9.38	0.50	24	8.92	1.38	13	8.62	1.56	23	8.78	1.70	11	7.27	0.91	32	9.31	1.12
Citizen engagement*	83	6.69	3.14	23	8.61	1.37	26	8.04	1.89	14	8.93	1.49	16	9.00	1.41	28	8.39	2.44	13	8.77	1.48	23	7.22	2.15	11	8.27	0.91	33	8.36	1.93
Policy formulation*	83	7.16	2.34	23	8.91	1.00	26	9.12	0.99	14	9.29	0.99	16	9.50	0.82	28	8.46	1.80	13	8.85	0.99	23	8.04	1.36	11	8.00	1.00	33	9.15	0.94

*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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Arrogant in its approach*	7.0%	10.0%	14.3%	23.5%	0.0%	0.0%	0.0%	24.0%	0.0%	0.0%
Not client focused	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with other donors' work	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities*	17.4%	0.0%	3.6%	0.0%	0.0%	2.9%	7.7%	0.0%	45.5%	0.0%
The credibility of its knowledge/data	4.7%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	3.6%
World Bank Group's processes too complex*	22.1%	50.0%	35.7%	5.9%	6.3%	38.2%	0.0%	24.0%	0.0%	3.6%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	5.0%	3.6%	0.0%	31.3%	0.0%	46.2%	28.0%	45.5%	0.0%
Too influenced by developed countries*	27.9%	25.0%	3.6%	29.4%	31.3%	35.3%	0.0%	0.0%	0.0%	28.6%
Staff too inaccessible	5.8%	0.0%	0.0%	0.0%	0.0%	14.7%	0.0%	0.0%	0.0%	7.1%
Not exploring alternative policy options*	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	45.5%	3.6%
Not collaborating enough with stakeholders outside the Government*	5.8%	0.0%	21.4%	29.4%	0.0%	70.6%	0.0%	28.0%	0.0%	7.1%
Its advice and strategies do not lend themselves to practical problem solving*	17.4%	10.0%	0.0%	0.0%	0.0%	2.9%	38.5%	24.0%	45.5%	21.4%
Not enough public disclosure of its work*	12.8%	10.0%	0.0%	29.4%	31.3%	5.9%	76.9%	20.0%	0.0%	3.6%
Imposing technocratic solutions without regard to political realities*	27.9%	10.0%	39.3%	11.8%	0.0%	2.9%	0.0%	24.0%	9.1%	39.3%
World Bank Group's processes too slow*	12.8%	75.0%	35.7%	5.9%	31.3%	2.9%	0.0%	4.0%	9.1%	17.9%
Not adequately sensitive to political/social realities in Zambia	11.6%	5.0%	3.6%	5.9%	6.3%	0.0%	0.0%	20.0%	0.0%	17.9%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%
Don't know*	5.8%	0.0%	17.9%	29.4%	31.3%	5.9%	0.0%	0.0%	0.0%	25.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Trust Fund management*	5.4%	0.0%	21.4%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Knowledge products/services*	12.0%	20.0%	32.1%	11.1%	0.0%	0.0%	53.8%	4.0%	0.0%	33.3%
Technical assistance*	19.6%	60.0%	35.7%	11.1%	31.3%	50.0%	61.5%	0.0%	45.5%	36.4%
Investment lending	43.5%	55.0%	21.4%	33.3%	62.5%	37.5%	38.5%	32.0%	9.1%	39.4%
Capacity development*	50.0%	15.0%	35.7%	50.0%	68.8%	46.9%	0.0%	60.0%	45.5%	15.2%
Policy based lending/budget support to the Government*	26.1%	25.0%	7.1%	5.6%	31.3%	6.3%	46.2%	4.0%	54.5%	66.7%
Multi-sectoral approaches*	22.8%	5.0%	7.1%	72.2%	6.3%	56.3%	0.0%	92.0%	45.5%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	4.3%	10.0%	17.9%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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 to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Academia/think tanks/research institutes*	42.4%	25.0%	14.3%	11.1%	68.8%	50.0%	0.0%	20.0%	0.0%	30.3%
Donor community*	5.4%	0.0%	17.9%	0.0%	0.0%	5.9%	0.0%	0.0%	9.1%	15.2%
Media*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	53.8%	0.0%	0.0%	0.0%
Local Government*	38.0%	55.0%	28.6%	27.8%	0.0%	5.9%	7.7%	64.0%	54.5%	15.2%
Private sector*	28.3%	20.0%	57.1%	61.1%	100.0%	38.2%	38.5%	56.0%	45.5%	42.4%
Parliament*	6.5%	0.0%	17.9%	11.1%	0.0%	0.0%	0.0%	8.0%	0.0%	30.3%
NGOs/CBOs*	17.4%	35.0%	25.0%	33.3%	0.0%	70.6%	61.5%	4.0%	90.9%	27.3%
Youth/university groups*	10.9%	25.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Beneficiaries*	45.7%	40.0%	32.1%	55.6%	31.3%	29.4%	38.5%	48.0%	0.0%	18.2%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia*	88	6.77	2.20	25	8.72	1.34	28	8.29	1.65	14	8.64	1.55	16	8.44	1.32	33	7.52	2.06	13	8.23	2.01	25	6.92	1.78	11	7.36	0.67	33	8.27	1.44
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	88	5.43	2.16	25	7.44	1.33	28	8.11	1.52	14	6.07	2.09	16	7.38	1.71	33	6.09	1.99	8	6.75	2.12	25	5.68	1.46	11	5.64	1.57	33	7.79	1.60
The World Bank Group supports programs and strategies that are realistic for Zambia*	83	5.75	1.92	25	7.08	1.78	27	7.15	1.70	14	6.21	1.97	16	7.31	2.50	33	6.15	1.58	13	8.08	2.18	25	5.20	1.04	11	5.64	0.67	33	7.12	1.47
The World Bank Group treats clients and stakeholders in Zambia with respect*	78	5.74	2.11	25	7.84	1.38	27	7.26	1.56	13	7.23	2.05	16	8.75	1.00	25	6.16	1.57	8	7.00	1.85	25	7.60	1.50	11	6.64	1.57	27	6.26	2.21

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Responsiveness*	78	5.60	1.80	23	8.09	1.13	26	7.00	1.27	13	7.38	1.04	16	6.69	1.25	28	5.36	1.22	13	8.08	2.18	25	5.80	0.76	11	6.27	1.68	27	6.89	2.46
Flexibility (in terms of the institution's products and services)*	78	4.97	1.79	23	6.35	1.97	17	6.41	1.12	11	4.45	2.42	16	4.88	1.89	26	4.38	0.75	13	7.38	2.18	25	5.52	1.45	11	6.09	1.45	22	5.36	2.42
Flexibility (in terms of changing country circumstances)*	79	5.09	1.84	23	6.09	1.88	22	6.41	0.85	12	4.75	2.53	11	4.82	2.71	27	4.48	0.98	13	7.46	2.15	25	5.84	1.31	11	6.64	1.21	27	6.00	2.17
Being inclusive*	73	5.47	2.24	23	7.30	1.94	22	7.14	1.98	14	6.21	1.63	16	5.56	2.53	33	4.27	1.28	13	7.69	1.84	24	6.00	1.64	11	5.73	1.35	33	6.12	2.40
Openness (sharing data and other information)*	83	5.67	2.28	23	8.43	1.81	27	7.37	2.29	14	8.50	1.74	16	7.19	2.93	33	4.94	2.21	13	7.54	1.45	25	6.80	2.20	11	7.73	0.91	33	6.70	2.44
Staff accessibility*	76	5.07	2.31	23	7.87	2.30	27	6.67	1.52	13	5.15	1.46	16	5.75	3.42	33	3.85	1.75	13	5.00	1.08	22	5.68	1.13	11	6.55	0.52	28	6.25	2.50
Straightforwardness and honesty*	73	7.25	1.71	23	7.65	1.11	27	7.11	2.01	13	8.00	1.41	11	7.55	1.51	22	4.41	1.47	13	6.54	1.81	18	7.50	1.51	11	6.45	1.51	27	6.48	2.05
Ease of access to the people at the WBG who are making decisions important to my work*	83	4.90	2.91	23	8.04	2.23	27	6.93	1.66	14	7.07	1.33	11	5.36	4.18	32	2.88	1.45	13	6.77	1.79	23	6.04	1.94	11	7.27	0.91	33	6.21	2.47
Collaboration with civil society*	66	5.56	2.14	18	6.44	2.20	18	5.28	1.36	12	6.17	1.27	16	6.69	2.06	31	3.71	1.27	13	7.85	1.68	22	5.91	1.27	10	7.00	0.00	22	6.18	2.48
Collaboration with the Government*	86	7.45	2.07	23	9.09	1.28	23	7.83	1.59	13	9.00	1.08	16	8.00	0.82	33	7.45	1.77	13	8.38	1.98	25	7.92	1.08	11	8.73	0.91	33	8.58	1.48
Collaboration with other donors and development partners*	75	6.96	2.11	18	8.56	1.34	27	7.59	1.72	14	8.79	1.19	11	8.91	0.30	24	7.38	1.28	13	8.38	1.98	25	8.16	1.38	11	7.73	1.35	32	7.75	1.85
Collaboration with the private sector*	64	5.33	1.46	18	7.72	1.18	13	5.77	0.93	12	5.08	1.62	16	6.63	2.06	24	6.33	1.74	13	8.15	2.08	24	6.00	1.59	10	6.50	0.53	28	7.32	2.02
The speed in which it gets things accomplished on the ground*	88	5.63	2.08	23	6.87	2.20	23	5.87	1.29	13	4.92	0.86	11	6.09	1.04	24	4.08	1.28	13	8.23	1.54	23	5.04	1.36	11	5.73	0.91	27	5.74	2.35
Being a long-term partner*	83	7.80	2.35	23	9.13	1.18	27	8.37	1.25	14	8.71	0.83	16	8.06	0.85	33	7.33	2.33	13	8.77	1.48	25	8.04	1.21	11	8.45	0.52	33	8.94	1.35

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
More local presence	81.6%	48.0%	28.6%	71.4%	62.5%	85.3%	61.5%	80.0%	90.9%	48.5%
The current level of local presence is adequate	12.6%	52.0%	50.0%	21.4%	37.5%	14.7%	38.5%	20.0%	9.1%	51.5%
Less local presence	5.7%	-	3.6%	-	-	-	-	-	-	-
Don't know	-	-	17.9%	7.1%	-	-	-	-	-	-

*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Poor donor coordination*	5.5%	0.0%	17.9%	0.0%	0.0%	3.0%	0.0%	0.0%	45.5%	6.1%
The World Bank Group does not do adequate follow through/follow-up*	11.0%	4.0%	0.0%	0.0%	45.5%	3.0%	15.4%	0.0%	0.0%	0.0%
The World Bank Group works too slowly*	0.0%	4.0%	0.0%	0.0%	45.5%	0.0%	0.0%	0.0%	9.1%	15.2%
The Government works inefficiently*	15.4%	80.0%	46.4%	88.9%	0.0%	3.0%	84.6%	0.0%	90.9%	21.2%
The World Bank Group is not sensitive enough to political/social realities on the ground*	48.4%	12.0%	32.1%	22.2%	0.0%	15.2%	0.0%	32.0%	9.1%	66.7%
Lack of/inadequate levels of capacity in Government*	30.8%	20.0%	32.1%	61.1%	9.1%	27.3%	0.0%	20.0%	0.0%	36.4%
There is not an adequate level of citizen/civil society participation*	22.0%	8.0%	21.4%	27.8%	45.5%	36.4%	84.6%	76.0%	45.5%	9.1%
Political pressures and obstacles*	16.5%	28.0%	3.6%	0.0%	54.5%	3.0%	15.4%	20.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges*	45.1%	44.0%	42.9%	0.0%	0.0%	72.7%	0.0%	52.0%	0.0%	27.3%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Anti-corruption*	78	6.56	3.04	23	8.39	2.29	27	7.00	1.90	14	5.79	3.83	15	8.33	1.29	33	7.52	1.81	13	9.38	0.87	19	5.68	2.24	11	6.36	0.67	33	7.64	2.56
Information and communications technology*	73	7.51	1.95	23	8.43	1.12	26	7.73	2.15	14	8.93	1.39	11	7.64	1.21	32	7.19	2.13	13	9.23	1.36	22	6.59	1.50	11	7.27	2.20	33	9.42	0.94
Transport*	83	7.75	2.61	23	8.96	1.33	27	8.56	1.31	14	8.93	1.39	16	7.50	1.83	33	8.58	1.48	13	8.08	2.53	25	7.76	1.51	11	10.00	0.00	28	9.14	1.33
Crime and violence*	76	3.75	2.60	23	6.57	1.41	23	5.70	1.85	14	3.86	2.71	16	6.19	0.75	33	6.27	2.43	13	7.62	2.18	22	4.50	1.68	11	3.27	0.91	33	5.12	2.89
Law and justice*	73	5.84	2.60	23	7.17	1.97	26	6.42	1.58	14	8.07	1.90	16	7.31	1.89	33	5.67	2.00	13	8.23	1.48	24	6.08	1.89	11	5.73	2.20	33	5.64	2.38
Urban development*	77	7.65	2.25	18	8.06	1.43	27	8.22	0.89	14	7.36	1.45	15	7.67	1.29	33	7.97	1.85	13	9.15	1.07	17	7.59	1.28	11	8.09	2.02	33	9.27	1.04
Environmental sustainability*	77	7.99	2.38	20	8.15	1.42	27	8.48	0.94	14	9.21	0.98	16	8.25	1.29	33	8.64	1.52	13	8.85	1.52	24	6.75	2.31	11	9.45	0.52	33	9.36	0.99
Regulatory framework*	78	6.68	3.03	23	8.09	2.17	27	8.56	1.95	14	9.29	0.99	16	6.81	0.75	33	7.79	1.82	13	8.46	1.81	24	7.21	1.93	11	6.18	1.17	33	8.18	1.72
Communicable/non-communicable diseases*	78	6.47	3.09	23	8.87	1.77	27	7.00	2.13	14	8.50	0.94	16	7.19	1.38	33	7.82	1.94	12	8.33	1.23	22	6.14	1.08	6	5.83	0.41	33	7.52	2.22
Poverty reduction*	78	8.65	1.88	25	9.16	1.25	23	9.48	0.51	14	8.21	1.76	16	9.06	0.85	33	9.00	0.75	13	9.46	0.66	22	9.32	0.84	11	8.36	0.67	33	9.24	1.25
Gender equity*	78	7.22	2.89	23	7.48	1.65	23	8.48	1.93	14	7.00	2.22	16	6.38	1.26	33	8.73	1.10	13	8.23	0.73	22	6.50	1.19	11	8.00	0.00	33	8.33	1.69
Private sector development*	81	8.37	1.93	23	9.35	1.11	27	9.11	1.16	14	9.64	0.50	16	9.38	0.96	33	8.55	1.80	13	9.23	1.36	25	9.08	0.70	11	6.91	2.02	33	9.24	1.46
Foreign direct investment*	78	7.35	2.13	23	7.48	1.62	27	8.19	1.18	14	9.43	0.65	16	9.06	1.44	33	7.97	2.01	13	8.31	1.44	24	8.88	0.74	11	7.73	1.35	33	8.06	2.15
Water and sanitation*	82	8.32	1.68	18	8.44	1.62	27	8.33	1.18	14	8.43	1.22	16	7.88	0.96	33	8.94	0.79	13	9.54	0.52	25	7.72	1.21	11	8.91	0.30	33	9.18	0.98
Trade and exports*	76	7.45	2.16	23	8.83	1.50	27	8.48	1.16	14	8.36	1.15	16	7.56	1.75	33	8.03	1.85	13	8.62	1.26	22	8.00	1.51	11	7.00	1.00	33	8.12	1.75
Economic growth*	78	8.15	2.46	23	8.39	1.88	23	9.57	0.59	14	9.07	1.39	16	9.38	0.96	33	8.70	1.55	13	9.62	0.51	24	9.21	0.83	11	9.45	0.52	33	9.70	0.53
Energy*	83	8.69	1.48	25	8.88	1.27	27	8.70	1.14	14	8.93	0.73	16	9.00	1.41	33	8.00	2.02	13	9.62	0.51	25	8.84	1.11	11	10.00	0.00	33	9.79	0.60
Disaster management*	78	6.03	2.87	23	8.61	2.17	23	7.78	1.51	14	6.79	2.61	16	7.50	0.82	33	7.91	1.91	13	8.46	1.45	22	7.23	1.45	11	6.82	1.17	33	6.94	1.95
Public sector governance/reform*	78	8.08	2.12	23	8.13	1.58	27	8.44	1.40	14	7.14	1.92	16	8.13	1.71	33	8.06	1.97	13	9.62	0.51	24	8.00	1.41	11	9.09	1.04	33	9.48	1.15
Job creation/employment*	83	8.10	2.22	23	8.65	1.50	27	7.89	2.04	14	8.00	1.52	16	8.75	1.92	33	8.21	1.29	13	9.46	0.66	23	9.13	1.01	11	8.91	1.04	33	9.39	1.09
Financial markets*	68	7.22	1.92	22	7.82	0.96	27	8.00	1.18	14	7.21	1.89	16	7.81	1.80	33	8.21	1.62	13	8.62	1.19	22	8.50	1.10	11	7.73	0.91	32	8.56	2.00
Equality of opportunity*	73	7.44	2.73	23	7.00	1.73	26	7.50	1.92	14	6.79	2.39	16	8.06	0.85	33	8.06	2.06	13	9.15	0.99	22	7.55	1.26	11	8.73	0.91	33	8.76	1.70
Health*	83	8.83	1.56	23	7.35	0.89	27	7.81	1.80	14	9.43	0.76	16	7.69	0.48	33	9.06	0.90	13	9.38	0.87	23	8.13	0.92	11	7.82	1.17	33	8.58	1.48
Rural development*	83	9.19	0.99	25	9.16	1.46	27	9.59	0.50	14	9.29	0.47	16	9.00	0.82	33	9.33	0.89	13	9.62	0.51	25	9.12	0.73	11	10.00	0.00	33	9.67	0.54
Global/regional integration*	78	7.27	2.17	23	7.74	1.21	23	7.74	1.18	14	8.79	1.37	16	8.00	2.16	33	7.91	2.01	13	8.85	1.07	22	8.23	0.43	11	7.18	0.60	33	8.18	2.01
Food security*	78	8.18	2.52	23	7.74	1.18	23	8.91	0.67	14	8.07	1.69	16	8.25	1.29	33	9.09	1.04	13	9.54	0.52	22	8.09	0.81	11	8.45	0.52	33	9.09	1.10
Education*	83	8.72	2.44	23	8.35	1.47	27	7.96	1.85	14	8.36	1.22	16	7.88	1.71	33	9.15	1.23	13	9.62	0.51	23	8.22	1.31	11	9.82	0.60	33	9.27	0.94
Social protection*	73	6.77	2.65	23	7.35	1.80	27	7.04	2.01	14	6.43	2.77	16	8.06	0.25	33	8.12	1.24	13	9.08	0.95	22	7.27	1.64	11	6.73	0.91	32	8.81	1.26
Climate change*	83	7.65	2.44	25	7.68	1.22	22	8.45	0.74	14	9.07	1.00	16	8.00	1.63	32	8.66	1.77	13	9.62	0.51	25	7.52	1.56	11	8.55	1.51	33	9.24	0.94
Agricultural development	83	8.95	1.54	25	9.08	1.12	27	9.56	0.51	14	9.00	0.78	16	9.06	1.44	33	9.30	0.73	13	9.62	0.51	25	9.32	0.80	11	9.91	0.30	33	9.36	0.82
Natural resource management*	78	7.01	2.23	23	8.48	1.70	27	9.19	0.74	14	8.21	1.19	16	7.19	1.11	33	8.06	1.39	13	9.38	0.87	24	7.96	1.27	11	8.55	1.51	33	9.06	1.20

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Anti-corruption*	58	3.83	2.39	12	4.58	0.67	13	5.54	1.76	1	5.00	.			19	4.58	1.50	13	6.92	1.50	11	5.09	2.02	5	5.00	0.00	10	4.60	1.90	
Information and communications technology*	49	5.04	2.34	21	6.62	1.50	14	6.36	1.78	1	7.00	.	5	2.00	0.00	18	4.78	1.52	8	5.63	2.72	10	5.00	1.05	5	5.00	0.00	10	4.70	0.82
Transport*	81	6.52	2.92	22	7.91	1.54	18	6.94	1.43	8	9.13	1.36	10	7.00	3.16	27	6.30	1.51	8	8.13	1.55	12	6.17	1.34	11	8.91	1.04	22	7.27	2.03
Crime and violence*	52	2.94	1.83	6	4.33	0.82	13	4.69	1.38	1	4.00	.			18	3.06	0.94	8	4.13	1.81	11	4.64	1.57	5	4.00	0.00	10	4.20	1.48	
Law and justice*	54	4.20	1.64	17	6.29	1.26	16	6.44	2.13	2	7.50	3.54	5	8.00	0.00	18	3.89	1.02	8	6.63	1.06	11	4.91	1.04	5	4.00	0.00	10	4.60	0.97
Urban development*	64	5.80	2.48	14	7.14	0.66	18	7.22	1.80	8	9.38	1.41	10	8.50	0.53	18	6.00	2.00	13	7.08	1.19	11	5.36	1.57	10	8.00	1.05	22	6.77	1.48
Environmental sustainability*	66	6.26	1.96	23	7.48	0.59	17	7.65	1.41	8	6.75	1.39	11	7.82	0.60	27	6.22	1.99	13	7.92	1.66	22	6.23	1.57	6	8.00	0.00	26	7.62	1.68
Regulatory framework*	62	5.84	2.59	22	6.77	1.63	21	7.33	1.02	8	8.63	0.74	11	7.09	1.04	21	5.05	1.80	8	9.50	1.41	22	7.00	1.02	6	6.17	0.41	26	7.00	2.17
Communicable/non-communicable diseases*	67	5.45	2.54	22	7.36	0.58	17	6.65	1.87	3	7.67	1.53	5	8.00	0.00	23	5.48	2.15	13	8.00	1.73	11	5.64	1.57	5	5.00	0.00	14	6.14	2.32
Poverty reduction*	77	7.09	1.86	23	6.96	1.61	19	7.68	1.89	3	7.67	1.53	11	8.91	1.04	32	6.38	1.66	13	8.08	2.18	22	6.68	0.84	10	6.00	1.05	23	7.61	1.70
Gender equity*	58	6.07	1.68	19	5.58	1.26	17	7.12	2.06	2	6.50	2.12	11	6.45	0.52	28	4.50	2.20	13	7.69	1.93	16	5.69	1.25	5	6.00	0.00	10	5.20	1.55
Private sector development*	64	6.25	1.67	23	7.00	1.31	21	7.33	0.73	11	8.45	1.51	11	9.09	1.45	26	5.19	1.36	13	8.54	1.66	22	6.77	1.07	10	6.00	0.00	18	6.61	2.79
Foreign direct investment*	63	6.05	1.54	18	6.39	1.38	21	7.95	0.22	7	9.43	0.98	11	9.27	0.91	21	6.62	1.56	8	8.88	1.81	22	7.00	0.69	10	6.50	1.58	11	5.73	1.49
Water and sanitation*	73	6.86	1.43	23	7.04	1.82	18	7.78	0.55	7	9.29	1.25	10	9.00	1.05	27	6.81	1.52	13	8.54	1.66	11	7.91	0.30	10	7.00	1.05	11	7.27	1.42
Trade and exports*	65	6.15	1.88	18	6.00	1.65	17	7.76	1.20	7	8.14	0.38	10	7.00	0.00	26	5.96	1.61	6	9.17	2.04	11	6.45	0.52	10	6.00	1.05	12	5.83	1.34
Economic growth*	73	7.21	1.92	23	7.65	1.56	18	7.83	0.92	7	7.14	0.38	11	8.00	2.00	21	6.38	1.80	13	8.62	1.56	22	6.91	0.81	10	7.00	0.00	17	8.65	1.94
Energy*	73	7.73	1.69	23	7.78	1.28	22	7.68	1.13	8	9.38	1.19	10	9.00	1.05	21	6.19	1.89	13	9.08	1.04	17	6.82	1.29	11	8.55	0.52	21	8.76	1.55
Disaster management*	59	4.97	2.82	21	6.29	1.10	17	6.82	1.63	2	6.50	2.12	5	7.00	0.00	25	4.76	1.79	8	8.25	2.49	11	6.45	1.51	6	4.50	1.23	15	5.60	1.81
Public sector governance/reform*	73	6.86	1.93	23	8.04	1.15	22	7.59	1.18	8	7.38	1.19	11	6.64	1.57	27	6.70	2.07	13	7.08	1.38	16	6.75	1.29	11	6.45	0.52	27	7.78	2.15
Job creation/employment*	71	5.70	2.32	22	5.68	1.21	12	6.17	1.47	7	6.86	0.90	11	4.73	2.61	26	5.62	1.55	3	8.67	2.31	17	6.41	1.42	10	6.50	0.53	17	6.59	2.60
Financial markets*	53	6.25	1.96	18	5.39	0.92	16	6.94	0.93	2	7.00	1.41	10	5.50	0.53	20	5.10	1.68	6	5.17	0.41	11	5.82	1.17	10	6.50	0.53	18	5.89	1.71
Equality of opportunity*	58	5.00	2.51	11	5.18	0.87	16	6.63	1.31	3	7.33	2.08	5	3.00	0.00	21	4.71	1.59	8	8.13	1.73	11	5.73	1.35	10	5.00	1.05	22	6.36	2.13
Health*	78	7.29	1.80	22	7.23	1.54	18	8.00	1.41	8	9.25	1.39	5	8.00	0.00	27	6.41	2.08	13	8.77	1.24	12	6.50	1.45	10	7.00	1.05	22	7.41	2.04
Rural development*	73	6.85	2.32	22	7.64	1.68	17	7.76	1.44	8	9.25	1.39	10	9.00	0.00	27	5.74	1.87	8	9.38	1.06	12	6.50	1.78	10	7.50	0.53	22	7.18	1.82
Global/regional integration*	65	5.69	2.18	17	5.94	1.75	17	7.29	1.05	8	9.25	1.17	10	6.50	1.58	19	5.00	1.73	8	8.25	1.04	11	7.36	0.67	10	7.00	0.00	16	6.75	1.88
Food security*	67	5.69	2.45	18	7.39	1.42	16	7.69	1.54	8	9.25	1.39	10	7.50	0.53	27	6.63	1.94	13	8.15	1.68	11	6.45	1.51	10	6.00	1.05	23	6.83	1.59
Education*	78	6.41	2.04	23	6.74	1.63	15	6.60	0.83	7	8.57	1.13	11	5.18	3.06	32	6.78	1.54	13	8.38	1.39	17	6.71	1.40	10	7.00	1.05	23	6.78	1.57
Social protection*	59	5.27	2.09	14	5.57	1.83	15	7.40	1.06	3	8.00	1.00	10	5.00	3.16	20	5.40	1.88	13	6.46	0.66	11	6.36	1.57	5	5.00	0.00	20	7.10	2.36
Climate change*	76	6.32	2.28	23	7.13	1.42	18	6.72	0.67	8	9.00	1.60	10	8.50	0.53	27	6.22	1.58	13	6.62	1.76	12	6.67	1.50	5	6.00	0.00	21	7.29	2.17
Agricultural development*	78	7.09	2.21	23	7.57	1.47	18	7.67	1.46	8	9.25	1.39	10	6.00	3.16	27	5.81	1.84	13	8.54	1.66	12	7.00	1.28	10	6.00	0.00	22	7.27	2.21
Natural resource management*	71	5.48	2.03	23	7.09	0.90	18	7.83	0.92	9	7.33	0.71	10	6.50	2.64	21	5.00	1.90	13	8.08	1.50	11	5.91	1.04	10	6.00	1.05	27	6.67	1.96

*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 Zambia?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
At the Headquarters (in Washington D.C.)	65.6%	80.0%	57.1%	61.1%	62.5%	58.8%	38.5%	78.3%	45.5%	30.3%
In the country	7.5%	20.0%	21.4%	5.6%	6.3%	5.9%	61.5%	21.7%	45.5%	33.3%
Don't know	26.9%	-	21.4%	33.3%	31.3%	35.3%	-	-	9.1%	36.4%

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zambia?*	93	6.04	1.78	25	6.44	1.56	27	7.15	1.73	14	8.21	1.53	10	6.00	0.00	27	6.41	1.53	13	7.77	2.52	18	5.94	0.24	11	6.45	0.52	33	7.12	1.32

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia*	73	5.33	1.75	23	5.70	1.46	21	6.57	1.66	13	5.85	1.14	10	6.00	1.05	30	5.73	1.74	11	7.27	2.61	18	5.06	0.24	11	5.45	0.52	33	6.64	1.66
The World Bank Group meets Zambia's needs for knowledge services*	78	6.46	1.86	22	6.09	1.48	26	6.92	1.32	14	8.07	1.21	10	5.50	1.58	32	6.00	1.44	6	9.33	1.63	18	5.06	1.43	11	5.73	0.91	33	7.39	2.29

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zambia?*	61	5.48	1.37	24	6.25	1.07	21	5.62	1.32	6	6.17	1.60	10	4.50	0.53	27	5.70	1.03	8	7.88	0.35	18	6.17	1.10	11	7.09	0.30	21	7.10	1.26

(1-To no degree at all, 10-To a very significant degree) *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	PMU/	Bilateral/	Private	Financial		Independent	Faith-		
	Ministry	Consultant on WBG Project	Multilateral Agency	Sector	Sector/Private Bank	NGO/CBO	Government Institution	Based Group	Other	
Weekly	7.5%	20.0%	17.9%	-	-	-	53.8%	-	-	3.0%
Monthly	26.9%	-	42.9%	11.1%	33.3%	23.5%	7.7%	-	54.5%	39.4%
A few times a year	23.7%	40.0%	28.6%	11.1%	-	26.5%	38.5%	45.0%	45.5%	36.4%
Rarely	29.0%	32.0%	7.1%	-	66.7%	35.3%	-	55.0%	-	3.0%
Never	12.9%	8.0%	3.6%	77.8%	-	14.7%	-	-	-	18.2%

*Significantly different between stakeholder groups

In Zambia, 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)

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Are timely*	59	5.78	1.51	22	5.59	1.05	25	7.32	0.80	8	7.50	0.76	15	6.00	0.85	23	4.96	1.30	8	6.63	0.92	19	5.84	0.60	11	6.55	0.52	27	7.15	1.51
Include appropriate level of stakeholder involvement during preparation*	78	5.74	2.28	23	6.65	1.64	19	6.53	1.35	12	6.33	1.07	10	5.50	2.64	31	4.68	1.42	13	7.92	2.47	19	5.58	0.90	11	7.91	0.30	28	7.64	1.73
Lead to practical solutions*	78	5.63	1.87	23	6.78	1.28	26	7.35	1.20	14	7.79	1.93	15	7.33	0.49	28	5.07	1.56	13	7.77	2.52	19	5.63	0.50	11	5.82	0.60	33	6.18	2.08
Are accessible (well written and easy to understand)*	78	6.35	1.82	23	7.04	1.26	27	7.96	1.26	14	8.86	1.46	15	6.67	1.29	33	5.27	1.72	13	7.23	1.96	19	5.95	1.39	11	7.55	1.51	33	8.39	1.77
Are source of relevant information on global good practices*	77	7.60	1.58	18	7.00	1.03	27	8.74	1.53	14	8.93	1.49	15	8.00	0.85	33	6.82	1.69	13	7.69	2.25	19	6.21	0.86	11	8.45	1.51	33	8.58	1.37
Are adequately disseminated*	72	6.03	2.28	18	6.22	1.59	26	6.54	0.58	14	7.50	1.99	15	6.00	3.05	33	4.85	2.09	13	7.23	1.88	19	5.21	1.44	11	6.91	1.04	33	6.52	1.60
Are adaptable to Zambia's specific development challenges and country circumstances*	78	5.46	2.29	23	6.13	1.46	22	7.32	1.32	13	8.00	1.87	15	6.33	0.98	33	5.45	1.48	13	7.85	2.48	19	6.11	0.88	11	6.36	0.67	33	6.94	1.69

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	88	6.08	1.61	25	6.56	0.92	23	7.17	1.92	13	8.23	1.64	15	6.33	0.98	33	6.52	1.91	13	7.08	1.89	19	5.63	0.50	11	6.55	0.52	33	6.73	1.51
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	82	7.20	2.18	25	7.52	1.01	28	7.82	1.96	14	8.71	1.64	15	6.67	0.49	33	7.06	1.73	13	7.85	2.48	19	7.26	0.56	11	7.09	0.30	33	7.21	2.18

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
The World Bank Group disburses funds promptly*	73	6.41	1.78	22	6.50	2.16	17	6.41	1.06	11	3.82	1.78	5	5.00	0.00	15	5.33	1.84	13	7.77	2.52	13	6.31	0.86	6	5.67	0.82	19	6.16	1.95
The World Bank Group effectively monitors and evaluates the projects and programs it supports	78	7.08	2.43	22	8.05	0.84	27	7.67	2.08	13	7.92	1.80	5	8.00	0.00	27	7.37	2.22	13	7.38	2.29	13	7.23	0.93	11	7.00	0.00	26	7.81	1.58
The World Bank Group's approvals and reviews are done in a timely fashion*	78	6.18	1.91	21	6.10	1.95	22	6.41	1.26	11	5.64	0.92	10	6.00	1.05	16	4.81	1.60	8	8.13	0.64	13	5.85	1.14	11	6.55	1.51	20	5.50	2.63
The World Bank Group's "Safeguard Policy" requirements are reasonable*	56	6.59	2.28	22	6.91	1.48	26	7.85	1.78	13	7.46	1.56	5	8.00	0.00	17	4.12	1.45	13	7.00	1.92	6	7.67	0.82	6	6.00	0.00	14	7.36	2.34
The World Bank Group's conditions on its lending are reasonable*	68	5.43	2.33	22	8.00	1.45	20	7.15	1.53	12	6.67	1.50	5	9.00	0.00	21	3.90	2.14	13	7.38	2.18	13	7.38	0.96	6	5.83	0.41	19	5.68	1.46
The World Bank Group takes decisions quickly in Zambia*	61	6.49	2.23	22	6.27	1.55	22	7.32	1.46	11	5.36	0.92	5	5.00	0.00	22	4.18	1.47	13	7.08	1.89	13	5.46	1.66	11	6.27	0.91	21	6.90	2.32
Working with the World Bank Group increases Zambia's institutional capacity	88	7.10	1.97	23	8.17	0.98	28	7.57	1.43	13	8.23	1.92	15	7.67	0.49	33	6.94	2.36	13	7.92	2.47	20	6.80	0.70	11	7.73	0.91	28	7.11	2.33
Where country systems are adequate, the World Bank Group makes appropriate use of them*	66	5.79	2.30	23	7.35	1.34	17	8.12	1.54	11	8.36	1.96	10	6.00	2.11	31	5.71	2.58	13	7.46	2.15	13	6.15	0.90	6	6.17	2.04	20	6.85	3.28
The World Bank Group provides effective implementation support*	78	6.72	2.42	23	8.35	1.07	22	7.41	2.24	12	8.50	1.57	10	7.50	0.53	26	6.08	2.10	13	7.85	2.48	13	5.31	1.44	11	7.00	0.00	26	7.15	1.49

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zambia?*	61	5.49	2.08	20	6.35	0.67	17	6.00	1.50	13	7.08	2.75	10	7.50	0.53	30	5.77	1.87	13	6.54	1.81	17	7.24	1.25	10	6.00	1.05	28	5.96	2.96

(1-To no degree at all, 10-To a very significant degree) *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 Zambia?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
The World Bank Group takes too much risk in engaging with its clients in Zambia	5.7%	-	-	-	-	-	-	5.3%	-	-
The World Bank Group does not take enough risk in engaging with its clients in Zambia	21.6%	4.0%	17.9%	-	33.3%	23.5%	7.7%	57.9%	54.5%	36.4%
The World Bank Group's approach to risk is appropriate with regards to in engaging with its clients in Zambia	26.1%	68.0%	32.1%	61.1%	33.3%	14.7%	92.3%	-	45.5%	42.4%
Don't know	46.6%	28.0%	50.0%	38.9%	33.3%	61.8%	-	36.8%	-	21.2%

*Significantly different between stakeholder groups

Which of the following best describes the World Bank Group's support in Zambia?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Zambia	54.8%	76.0%	50.0%	33.3%	33.3%	41.2%	92.3%	61.1%	54.5%	63.6%
The World Bank Group is not sufficiently selective in Zambia, and it is involved in too many areas of development	34.4%	24.0%	32.1%	33.3%	33.3%	20.6%	7.7%	38.9%	45.5%	18.2%
Don't know	10.8%	-	17.9%	33.3%	33.3%	38.2%	-	-	-	18.2%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in Zambia

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Improve the competitiveness of its financing compared to markets	12.6%	30.0%	21.4%	5.6%	0.0%	8.8%	0.0%	20.8%	0.0%	15.2%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy*	10.3%	20.0%	0.0%	5.6%	0.0%	0.0%	15.4%	0.0%	0.0%	15.2%
Offer more innovative financial products*	13.8%	5.0%	0.0%	27.8%	0.0%	0.0%	38.5%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	5.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Reach out more to groups outside of Government*	36.8%	35.0%	57.1%	61.1%	68.8%	47.1%	76.9%	75.0%	45.5%	27.3%
Work faster*	4.6%	15.0%	0.0%	0.0%	31.3%	0.0%	0.0%	25.0%	9.1%	15.2%
Increase the level of capacity development in the country*	23.0%	50.0%	14.3%	5.6%	0.0%	73.5%	7.7%	29.2%	90.9%	57.6%
Improve the quality of its experts as related to Zambia's specific challenges*	29.9%	15.0%	25.0%	5.6%	62.5%	14.7%	0.0%	0.0%	0.0%	18.2%
Offer more innovative knowledge services*	2.3%	0.0%	0.0%	22.2%	0.0%	14.7%	0.0%	0.0%	0.0%	3.0%
Collaborate more effectively with Government clients*	5.7%	5.0%	10.7%	27.8%	0.0%	2.9%	7.7%	0.0%	45.5%	18.2%
Reduce the complexity of obtaining World Bank Group financing*	43.7%	25.0%	7.1%	27.8%	37.5%	38.2%	0.0%	45.8%	0.0%	12.1%
Other*	0.0%	0.0%	17.9%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Financial services*	35.1%	33.3%	29.6%	5.6%	68.8%	5.9%	-	70.8%	-	6.3%
Knowledge products*	14.3%	-	22.2%	55.6%	-	14.7%	-	-	-	31.3%
Convening services*	-	33.3%	22.2%	-	-	29.4%	38.5%	-	-	6.3%
None of the above	7.8%	-	-	-	-	-	-	-	-	-
The combination is appropriate for Zambia*	42.9%	20.0%	3.7%	33.3%	31.3%	50.0%	61.5%	8.3%	100.0%	56.3%
Don't know*	-	13.3%	22.2%	5.6%	-	-	-	20.8%	-	-

*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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Periodicals*	18.3%	24.0%	0.0%	0.0%	6.3%	8.8%	38.5%	20.0%	45.5%	18.2%
International newspapers*	1.1%	0.0%	0.0%	27.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio*	0.0%	0.0%	28.6%	5.6%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
National radio*	24.7%	0.0%	14.3%	44.4%	0.0%	29.4%	0.0%	20.0%	0.0%	3.0%
Local/community radio*	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	15.2%
Commercial radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	30.1%	68.0%	14.3%	5.6%	62.5%	23.5%	15.4%	20.0%	0.0%	15.2%
International television*	16.1%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	9.1%	24.2%
Local newspapers*	49.5%	52.0%	57.1%	55.6%	93.8%	32.4%	46.2%	56.0%	90.9%	27.3%
Internet*	45.2%	56.0%	35.7%	38.9%	37.5%	67.6%	53.8%	52.0%	9.1%	81.8%
Social media*	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.0%	0.0%	0.0%
Other*	7.5%	0.0%	50.0%	16.7%	0.0%	0.0%	7.7%	4.0%	45.5%	15.2%

*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	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Direct contact with World Bank Group	26.1%	28.0%	17.9%	5.6%	6.3%	38.2%	38.5%	20.0%	45.5%	27.3%
e-Newsletters*	20.5%	40.0%	17.9%	27.8%	0.0%	23.5%	46.2%	32.0%	100.0%	18.2%
World Bank Group's seminars/workshops/ conferences*	33.0%	44.0%	35.7%	5.6%	68.8%	38.2%	15.4%	64.0%	0.0%	24.2%
World Bank Group's publications and other written materials*	44.3%	36.0%	57.1%	72.2%	62.5%	35.3%	7.7%	52.0%	54.5%	63.6%
World Bank Group's website*	38.6%	52.0%	50.0%	44.4%	62.5%	29.4%	92.3%	0.0%	0.0%	57.6%
Social media*	15.9%	0.0%	3.6%	22.2%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Mobile phones*	5.7%	0.0%	17.9%	22.2%	0.0%	32.4%	0.0%	0.0%	0.0%	9.1%
Other	8.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith- Based Group	Other
Yes	10.1%	44.0%	3.6%	33.3%	31.3%	2.9%	38.5%	-	-	18.2%
No	89.9%	56.0%	96.4%	66.7%	68.8%	97.1%	61.5%	100.0%	100.0%	81.8%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Yes	22.5%	-	32.1%	-	6.3%	27.3%	-	60.0%	-	24.2%
No	77.5%	100.0%	67.9%	100%	93.8%	72.7%	100.0%	40.0%	100.0%	75.8%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Yes	100.0%	-	100.0%	-	100.0%	100.0%	-	100.0%	-	100%
No	-	-	-	-	-	-	-	-	-	-

Do you have access to the Internet?*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Yes	100.0%	100.0%	100.0%	77.8%	100.0%	100.0%	100.0%	76.0%	100.0%	100%
No	-	-	-	22.2%	-	-	-	24.0%	-	-

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Yes	71.6%	80.0%	92.6%	55.6%	100.0%	78.8%	100.0%	36.0%	54.5%	93.9%
No	28.4%	20.0%	7.4%	44.4%	-	21.2%	-	64.0%	45.5%	6.1%

*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	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
High speed/WiFi	87.7%	95.0%	100.0%	100%	68.8%	76.9%	84.6%	100.0%	54.5%	93.8%
Dial-up	12.3%	5.0%	-	-	31.3%	23.1%	15.4%	-	45.5%	6.3%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	69	6.81	2.43	21	6.71	2.05	27	6.67	3.10	10	8.60	2.55	16	8.44	1.32	26	6.46	2.44	13	7.62	2.69	19	6.89	1.63	6	7.00	0.00	29	8.34	2.47
I find the information on the World Bank Group's websites useful.*	63	8.02	2.01	21	7.24	1.30	27	6.67	3.21	10	8.70	1.95	16	7.81	0.75	25	7.40	2.18	13	7.31	2.25	19	6.79	1.99	6	6.67	0.82	29	8.83	1.89
The WBG's social media channels are valuable sources of information about the institution.*	31	7.19	2.33	13	7.15	0.90	7	5.00	1.16	2	4.50	0.71	11	6.82	1.17	12	7.17	0.39	11	7.09	2.84	6	5.83	2.04	5	8.00	0.00	4	9.00	0.00
When I need information from the World Bank Group I know how to find it.*	76	5.88	2.38	23	4.96	2.95	27	6.44	3.31	11	8.18	2.68	16	3.88	2.50	16	4.94	3.04	13	6.92	1.98	12	7.67	1.61	6	6.33	1.63	31	7.13	3.09
The World Bank Group is responsive to my information requests and inquiries*	46	6.17	2.21	19	7.26	1.41	26	6.50	3.35	4	6.25	2.22	10	5.00	2.11	14	4.43	1.22	13	7.62	2.69	16	5.88	0.96				19	8.74	1.24

*Significantly different between stakeholder group

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
I currently collaborate with the World Bank Group	18.3%	44.0%	60.7%	-	31.3%	34.4%	38.5%	-	45.5%	21.9%
I have previously collaborated with the World Bank Group	21.5%	-	3.6%	33.3%	-	43.8%	46.2%	52.0%	9.1%	12.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	43.0%	56.0%	35.7%	5.6%	31.3%	6.3%	15.4%	28.0%	45.5%	43.8%
I have never collaborated with the World Bank Group	17.2%	-	-	61.1%	37.5%	15.6%	-	20.0%	-	21.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
The World Bank (IDA)	77.6%	100.0%	96.4%	9.1%	-	65.5%	100.0%	100.0%	90.9%	76.7%
The International Finance Corporation (IFC)	9.2%	-	-	90.9%	100.0%	-	-	-	-	3.3%
The Multilateral Investment Guarantee Agency (MIGA)	6.6%	-	3.6%	-	-	-	-	-	9.1%	3.3%
Other	6.6%	-	-	-	-	34.5%	-	-	-	16.7%

*Significantly different between stakeholder groups

H. Background Information (continued)**Do your projects involve both the World Bank and IFC?***

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Yes	35.5%	24.0%	39.3%	9.1%	-	-	-	31.6%	9.1%	33.3%
No	64.5%	76.0%	60.7%	90.9%	100.0%	100.0%	100.0%	68.4%	90.9%	66.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
The two institutions work well together	59.1%	83.3%	54.5%	-	-	-	-	83.3%	-	30.0%
The way the two institutions work together needs improvement	-	-	45.5%	100.0%	-	-	-	16.7%	-	-
The two institutions do not work well together	18.2%	-	-	-	-	-	-	-	-	10.0%
Don't know	22.7%	16.7%	-	-	-	-	-	-	100.0%	60.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Observer*	17.2%	0.0%	0.0%	36.4%	0.0%	24.2%	62.5%	0.0%	9.1%	6.3%
Use World Bank Group reports/data*	32.3%	20.0%	47.8%	63.6%	68.8%	36.4%	12.5%	25.0%	90.9%	34.4%
Engage in World Bank Group related/sponsored events/activities*	26.9%	64.0%	0.0%	9.1%	0.0%	54.5%	37.5%	5.0%	0.0%	21.9%
Collaborate as part of my professional duties*	58.1%	80.0%	78.3%	0.0%	0.0%	24.2%	0.0%	60.0%	45.5%	56.3%
Use World Bank Group website for information, data, research, etc.*	18.3%	4.0%	39.1%	54.5%	100.0%	36.4%	87.5%	40.0%	9.1%	46.9%

What's your gender?*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Faith-Based Group	Other
Female	35.2%	36.0%	39.3%	22.2%	-	66.7%	7.7%	20.0%	9.1%	21.9%
Male	64.8%	64.0%	60.7%	77.8%	100.0%	33.3%	92.3%	80.0%	90.9%	78.1%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographical Locations²

Lusaka Province N=258 ● Other Areas N=40

A. General Issues facing Zambia

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

Percentage of Respondents	Lusaka Province	Other Areas
The right direction	77.9%	78.9%
The wrong direction	3.8%	2.6%
Not sure	18.3%	18.4%

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?

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Foreign direct investment*	13.3%	0.0%
Water and sanitation	6.4%	14.3%
Anti-corruption	4.8%	0.0%
Job creation/employment*	55.8%	37.1%
Energy*	3.2%	14.3%
Social protection*	0.4%	11.4%
Food security	8.0%	11.4%
Public sector governance/reform	21.3%	20.0%
Global/regional integration	0.0%	0.0%
Gender equity	9.2%	14.3%
Private sector development	16.5%	28.6%
Financial markets	2.4%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	6.8%	5.7%
Health	12.0%	17.1%
Trade and exports	6.4%	0.0%
Crime and violence	0.0%	0.0%
Economic growth	23.7%	20.0%
Law and justice	4.4%	0.0%
Regulatory framework	1.6%	0.0%
Education	24.5%	17.1%
Poverty reduction	22.9%	34.3%
Rural development*	26.5%	2.9%
Transport	6.8%	14.3%
Climate change	2.4%	0.0%
Agricultural development*	15.3%	28.6%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	4.4%	8.6%
Disaster management	0.0%	0.0%
Information and communications technology	0.8%	0.0%

*Significantly different between locations

² Only 298 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix.

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

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Law and justice	4.3%	0.0%
Transport	5.1%	12.5%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	2.5%
Information and communications technology	0.0%	0.0%
Water and sanitation*	0.4%	12.5%
Equality of opportunity	9.0%	5.0%
Rural development*	53.1%	22.5%
Gender equity	7.0%	10.0%
Economic growth	24.6%	17.5%
Climate change	2.3%	0.0%
Global/regional integration	0.0%	0.0%
Urban development	0.0%	0.0%
Social protection*	6.6%	20.0%
Regulatory framework	3.5%	2.5%
Agricultural development	60.2%	50.0%
Job creation/employment*	45.3%	27.5%
Financial markets	0.8%	0.0%
Trade and exports	2.0%	0.0%
Food security*	3.5%	17.5%
Anti-corruption	0.0%	0.0%
Private sector development	12.1%	12.5%
Public sector governance/reform*	13.3%	30.0%
Natural resource management*	4.7%	20.0%
Foreign direct investment	6.6%	0.0%
Education*	32.4%	12.5%
Energy*	0.4%	12.5%
Environmental sustainability*	0.4%	12.5%
Health	0.0%	0.0%
Disaster management	0.0%	0.0%

*Significantly different between locations

A. General Issues facing Zambia (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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Lusaka Province		Other Areas	
	N	Mean	N	Mean
Better employment opportunities for women*	15.9%		35.9%	
Greater access to micro-finance for the poor	15.9%		15.4%	
Agricultural development	33.7%		30.8%	
Greater access to health and nutrition for citizens	5.7%		5.1%	
Better entrepreneurial opportunities	38.2%		23.1%	
Greater voice and participation for citizens to help ensure greater accountability	4.5%		7.7%	
Better opportunities for young people	2.0%		2.6%	
Consistent economic growth*	18.3%		33.3%	
More reliable social safety net	2.0%		0.0%	
Greater equity of fiscal policy	2.0%		0.0%	
A growing middle class	7.3%		0.0%	
Better opportunity for the poor who live in rural areas*	8.5%		25.6%	
Better opportunity for the poor who live in urban areas	0.0%		0.0%	
Education and training that better ensure job opportunity*	38.2%		7.7%	
Better quality public services*	2.8%		12.8%	
Other	0.0%		0.0%	

*Significantly different between locations

B. Overall Attitudes toward the World Bank Group

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zambia?	252	6.82	1.70	40	6.63	2.25

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.	241	6.59	1.95	35	6.11	1.51

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Zambia solve its most complicated development challenges?	235	7.11	1.68	34	6.82	2.05

(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 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)

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Health	7.0%	2.5%
Trade and exports*	7.0%	25.0%
Foreign direct investment	8.5%	2.5%
Education	26.7%	12.5%
Energy	20.5%	30.0%
Social protection*	2.3%	10.0%
Crime and violence	0.0%	0.0%
Transport	13.6%	5.0%
Agricultural development*	44.2%	20.0%
Global/regional integration	0.0%	0.0%
Gender equity	10.5%	15.0%
Public sector governance/reform	22.9%	30.0%
Job creation/employment	18.6%	15.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Economic growth	27.9%	17.5%
Law and justice	2.3%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	2.5%
Disaster management	1.9%	2.5%
Equality of opportunity	6.2%	5.0%
Private sector development	20.5%	12.5%
Water and sanitation	3.9%	2.5%
Food security*	0.0%	5.0%
Climate change	5.4%	0.0%
Poverty reduction*	3.9%	12.5%
Rural development*	29.8%	52.5%
Anti-corruption	1.9%	0.0%
Information and communications technology	0.0%	0.0%
Natural resource management	14.0%	7.5%

*Significantly different between locations

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 Zambia?

Greatest Value		
Percentage of Respondents	Lusaka Province	Other Areas
Convening/Facilitating	2.1%	3.0%
Data	0.0%	0.0%
Policy advice, studies, analyses*	28.9%	48.5%
Financial resources	29.7%	33.3%
Capacity development	19.7%	9.1%
Technical assistance	14.6%	6.1%
Mobilizing third party financial resources	2.5%	0.0%
Donor coordination	2.5%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

*Significantly different between locations

2 nd Greatest Value		
Percentage of Respondents	Lusaka Province	Other Areas
Convening/Facilitating	0.8%	0.0%
Data	2.5%	0.0%
Policy advice, studies, analyses	7.5%	0.0%
Financial resources*	17.2%	36.4%
Capacity development	31.8%	24.2%
Technical assistance*	14.2%	33.3%
Mobilizing third party financial resources	12.1%	3.0%
Donor coordination	7.5%	0.0%
Linkage to non-Bank expertise	6.3%	3.0%
Other	0.0%	0.0%

*Significantly different between locations

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Project implementation	218	6.77	2.00	30	7.30	1.26
Citizen engagement	194	5.22	1.88	28	5.43	2.20
Policy formulation	212	7.00	1.87	28	7.14	1.88

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Project implementation	236	8.42	2.11	31	8.74	1.53
Citizen engagement	241	7.81	2.46	31	8.06	2.41
Policy formulation	241	8.24	1.88	31	8.90	1.22

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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Arrogant in its approach	7.3%	11.4%
Not client focused	2.4%	0.0%
Not aligned with other donors' work	0.8%	0.0%
Not aligned with country priorities	7.8%	11.4%
The credibility of its knowledge/data	4.1%	0.0%
World Bank Group's processes too complex*	24.1%	8.6%
Not willing to honestly criticize policies and reform efforts in the country	8.2%	14.3%
Too influenced by developed countries	22.4%	17.1%
Staff too inaccessible	4.1%	5.7%
Not exploring alternative policy options	4.5%	2.9%
Not collaborating enough with stakeholders outside the Government	17.6%	17.1%
Its advice and strategies do not lend themselves to practical problem solving*	16.3%	2.9%
Not enough public disclosure of its work	14.3%	17.1%
Imposing technocratic solutions without regard to political realities	19.6%	28.6%
World Bank Group's processes too slow*	19.6%	5.7%
Not adequately sensitive to political/social realities in Zambia	9.4%	2.9%
Other*	0.0%	5.7%
Don't know*	9.0%	20.0%

*Significantly different between locations

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

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Trust Fund management	4.8%	0.0%
Knowledge products/services	14.0%	25.0%
Technical assistance	29.6%	35.0%
Investment lending	38.0%	42.5%
Capacity development	42.8%	32.5%
Policy based lending/budget support to the Government*	28.4%	7.5%
Multi-sectoral approaches*	27.6%	47.5%
Other	0.0%	0.0%
Don't know	4.8%	2.5%

*Significantly different between locations

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

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 to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Academia/think tanks/research institutes*	35.7%	10.0%
Donor community	6.7%	2.5%
Media	2.0%	5.0%
Local Government*	27.8%	50.0%
Private sector	44.4%	30.0%
Parliament	9.1%	5.0%
NGOs/CBOs	29.0%	37.5%
Youth/university groups	6.3%	5.0%
Beneficiaries*	34.1%	55.0%
Foundations	0.0%	0.0%
Other	0.0%	0.0%
Don't know	0.0%	0.0%

*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia	257	7.62	1.98	31	7.81	1.74
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	252	6.47	2.08	31	6.23	2.13
The World Bank Group supports programs and strategies that are realistic for Zambia	251	6.45	1.89	31	5.77	1.88
The World Bank Group treats clients and stakeholders in Zambia with respect	227	6.70	2.01	30	6.93	1.93

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

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness	231	6.36	1.86	31	6.65	1.58
Flexibility (in terms of the institution's products and services)	216	5.41	1.88	28	5.14	2.10
Flexibility (in terms of changing country circumstances)	222	5.56	1.87	29	5.66	2.22
Being inclusive	237	5.88	2.20	27	6.26	1.89
Openness (sharing data and other information)	249	6.58	2.37	31	6.71	2.83
Staff accessibility	234	5.66	2.37	30	5.13	1.61
Straightforwardness and honesty	212	6.94	1.85	28	6.75	2.08
Ease of access to the people at the WBG who are making decisions important to my work	242	5.65	2.77	30	6.10	2.45
Collaboration with civil society	201	5.71	2.10	29	6.14	1.81
Collaboration with the Government	248	8.02	1.70	30	7.73	2.00
Collaboration with other donors and development partners	223	7.74	1.70	29	7.24	2.44
Collaboration with the private sector	200	6.28	1.81	24	6.25	2.07
The speed in which it gets things accomplished on the ground	230	5.75	2.04	28	5.32	1.22
Being a long-term partner	249	8.19	1.88	31	8.26	1.37

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

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

Percentage of Respondents	Lusaka Province	Other Areas
More local presence	67.3%	72.2%
The current level of local presence is adequate	28.3%	25.0%
Less local presence	2.4%	-
Don't know	2.0%	2.8%

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

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Poor donor coordination	6.0%	7.7%
The World Bank Group does not do adequate follow through/follow-up	7.2%	5.1%
The World Bank Group works too slowly	4.8%	0.0%
The Government works inefficiently*	28.3%	53.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	31.5%	43.6%
Lack of/inadequate levels of capacity in Government	29.1%	20.5%
There is not an adequate level of citizen/civil society participation	29.1%	38.5%
Political pressures and obstacles	13.5%	7.7%
Reforms are not well thought out in light of country challenges*	41.8%	17.9%
Other	2.0%	2.6%

*Significantly different between locations

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	237	7.32	2.48	31	6.00	3.19
Information and communications technology	230	7.96	1.85	30	7.57	2.30
Transport*	244	8.23	2.03	31	9.16	1.37
Crime and violence	239	5.00	2.52	27	5.26	2.82
Law and justice	237	6.25	2.31	31	6.77	2.01
Urban development	229	8.11	1.83	31	7.81	1.22
Environmental sustainability*	239	8.28	1.92	31	9.19	1.01
Regulatory framework*	243	7.39	2.33	31	8.90	1.80
Communicable/non-communicable diseases	235	7.17	2.38	31	7.52	2.31
Poverty reduction	243	9.00	1.35	27	8.74	1.46
Gender equity	241	7.67	2.14	27	7.48	1.97
Private sector development	247	8.81	1.63	31	9.00	1.44
Foreign direct investment*	243	7.92	1.86	31	8.68	1.62
Water and sanitation	243	8.51	1.37	31	8.55	1.23
Trade and exports*	239	7.86	1.84	31	8.74	1.06
Economic growth*	243	8.83	1.78	27	9.52	0.89
Energy	251	8.88	1.42	31	9.06	1.09
Disaster management	241	7.12	2.37	27	7.41	1.72
Public sector governance/reform	243	8.40	1.76	31	8.10	2.02
Job creation/employment	247	8.53	1.76	31	8.23	1.89
Financial markets*	229	7.97	1.69	31	7.19	1.49
Equality of opportunity*	235	7.90	2.02	31	7.10	2.61
Health	247	8.47	1.33	31	8.77	1.98
Rural development	251	9.34	0.91	31	9.32	0.60
Global/regional integration*	241	7.72	1.80	27	8.63	1.69
Food security	241	8.48	1.70	27	8.70	1.51
Education	247	8.77	1.75	31	8.29	2.05
Social protection*	235	7.63	1.98	31	6.42	2.45
Climate change*	246	8.14	1.86	30	9.10	1.35
Agricultural development	251	9.19	1.19	31	9.32	0.65
Natural resource management	243	8.00	1.83	31	8.45	1.41

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	131	4.45	1.99	12	6.83	2.33
Information and communications technology*	130	5.17	1.94	12	6.58	2.54
Transport	191	6.94	2.40	29	7.52	1.98
Crime and violence*	113	3.42	1.55	12	5.17	1.99
Law and justice	135	4.99	1.89	12	5.75	1.22
Urban development*	165	6.46	2.09	24	8.00	1.69
Environmental sustainability	196	6.86	1.79	24	7.21	1.47
Regulatory framework*	180	6.46	2.14	27	7.59	1.76
Communicable/non-communicable diseases	162	6.09	2.27	19	6.42	1.95
Poverty reduction	214	7.10	1.76	20	7.55	1.79
Gender equity*	167	5.85	1.86	13	6.92	1.66
Private sector development*	193	6.59	1.80	27	8.00	1.57
Foreign direct investment*	166	6.75	1.69	27	7.78	1.48
Water and sanitation*	180	7.25	1.50	24	7.96	1.68
Trade and exports*	162	6.37	1.75	21	7.24	1.18
Economic growth	193	7.43	1.73	23	7.30	1.55
Energy	192	7.80	1.63	28	8.11	1.87
Disaster management	157	5.57	2.27	13	6.77	2.39
Public sector governance/reform	203	7.12	1.74	29	7.14	1.83
Job creation/employment*	174	5.78	1.99	23	7.00	1.78
Financial markets*	154	5.87	1.53	11	7.09	1.70
Equality of opportunity*	152	5.38	2.13	14	6.93	1.90
Health*	191	7.27	1.78	25	8.16	1.80
Rural development	186	7.13	2.05	24	7.75	2.09
Global/regional integration*	163	6.21	1.91	19	7.84	2.09
Food security*	178	6.57	2.08	25	7.60	1.98
Education	205	6.65	1.85	25	7.28	1.75
Social protection*	150	5.77	2.09	21	6.86	1.77
Climate change	190	6.68	1.88	24	7.42	2.17
Agricultural development*	197	6.98	2.08	25	8.08	1.78
Natural resource management	190	6.23	1.97	24	6.88	1.70

*Significantly different between locations

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

Percentage of Respondents	Lusaka Province	Other Areas
At the Headquarters (in Washington D.C.)	62.9%	37.5%
In the country	16.8%	20.0%
Don't know	20.3%	42.5%

*Significantly different between locations

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zambia?	239	6.48	1.64	34	7.03	1.92

(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 Zambia?

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia	218	5.85	1.71	27	5.59	1.34
The World Bank Group meets Zambia's needs for knowledge services	224	6.53	1.85	28	6.50	1.99

(1-Strongly disagree, 10-Strongly agree)

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zambia?	191	6.00	1.38	17	5.76	1.15

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

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

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

(Select only ONE response)

Percentage of Respondents	Lusaka Province	Other Areas
Weekly	7.6%	15.0%
Monthly	26.7%	12.5%
A few times a year	29.9%	17.5%
Rarely	25.9%	17.5%
Never	10.0%	37.5%

*Significantly different between locations

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Are timely	197	6.12	1.39	21	6.71	1.42
Include appropriate level of stakeholder involvement during preparation	220	6.21	2.05	25	6.04	2.19
Lead to practical solutions*	230	6.13	1.80	31	7.03	2.01
Are accessible (well written and easy to understand)	236	6.86	1.85	31	7.16	2.41
Are source of relevant information on global good practices	230	7.67	1.64	31	8.16	1.75
Are adequately disseminated	224	6.05	1.98	31	6.65	2.30
Are adaptable to Zambia's specific development challenges and country circumstances	231	6.16	1.85	30	6.83	2.52

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	240	6.48	1.53	34	6.68	2.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	244	7.32	1.82	30	7.67	2.07

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	172	6.33	1.81	23	5.17	2.27
The WBG effectively monitors and evaluates the projects and programs it supports	206	7.47	2.02	30	7.23	1.61
The World Bank Group's approvals and reviews are done in a timely fashion	182	6.06	1.88	29	6.07	1.33
The World Bank Group's "Safeguard Policy" requirements are reasonable	150	6.68	2.11	29	7.38	1.90
The World Bank Group's conditions on its lending are reasonable	172	6.09	2.25	28	6.68	2.14
The World Bank Group takes decisions quickly in Zambia	175	6.18	2.10	27	6.30	1.30
Working with the World Bank Group increases Zambia's institutional capacity	242	7.27	1.86	31	7.90	1.66
Where country systems are adequate, the WBG makes appropriate use of them	184	6.40	2.33	27	7.30	2.37
The World Bank Group provides effective implementation support	206	6.97	2.10	29	7.48	2.10

*Significantly different between locations

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zambia?*	196	5.92	1.92	24	7.79	2.13

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

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

Percentage of Respondents	Lusaka Province	Other Areas
The World Bank Group takes too much risk in engaging with its clients in Zambia	2.4%	-
The World Bank Group does not take enough risk in engaging with its clients in Zambia	27.3%	5.0%
The World Bank Group's approach to risk is appropriate with regards to in engaging with its clients in Zambia	35.5%	35.0%
Don't know	34.7%	60.0%

*Significantly different between locations

Which of the following best describes the World Bank Group's support in Zambia?* (Select only ONE response)

Percentage of Respondents	Lusaka Province	Other Areas
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Zambia	57.0%	42.5%
The World Bank Group is not sufficiently selective in Zambia, and it is involved in too many areas of development	30.1%	25.0%
Don't know	12.9%	32.5%

*Significantly different between locations

F. The Future Role of the World Bank Group in Zambia

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

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Improve the competitiveness of its financing compared to markets	14.3%	5.0%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy*	5.7%	17.5%
Offer more innovative financial products*	6.1%	22.5%
Ensure greater selectivity in its work*	2.4%	10.0%
Reach out more to groups outside of Government	47.3%	47.5%
Work faster*	10.2%	0.0%
Increase the level of capacity development in the country	35.5%	25.0%
Improve the quality of its experts as related to Zambia's specific challenges*	22.9%	5.0%
Offer more innovative knowledge services	4.9%	0.0%
Collaborate more effectively with Government clients	9.0%	12.5%
Reduce the complexity of obtaining World Bank Group financing	28.6%	35.0%
Other	2.0%	2.5%

*Significantly different between locations

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)

Percentage of Respondents	Lusaka Province	Other Areas
Financial services	29.8%	15.0%
Knowledge products	14.5%	22.5%
Convening services	11.4%	5.0%
None of the above	2.6%	-
The combination is appropriate for Zambia	38.2%	42.5%
Don't know*	3.5%	15.0%

*Significantly different between locations

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Periodicals*	18.3%	2.5%
International newspapers*	0.4%	12.5%
International radio	3.5%	2.5%
National radio*	12.8%	45.0%
Local/community radio	2.3%	0.0%
Commercial radio	0.0%	0.0%
Local television*	24.1%	47.5%
International television	11.3%	2.5%
Local newspapers	52.9%	37.5%
Internet*	53.3%	32.5%
Social media	4.7%	0.0%
Other	11.7%	15.0%

*Significantly different between locations

G. Communication and Information Sharing (continued)**How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Direct contact with World Bank Group*	27.3%	11.1%
e-Newsletters*	28.9%	8.3%
World Bank Group's seminars/workshops/ conferences	35.9%	27.8%
World Bank Group's publications and other written materials*	45.7%	63.9%
World Bank Group's website*	38.7%	58.3%
Social media	6.6%	11.1%
Mobile phones*	8.2%	19.4%
Other	3.1%	0.0%

Significantly different between 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	Lusaka Province	Other Areas
Yes	14.7%	17.5%
No	85.3%	82.5%

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

Percentage of Respondents	Lusaka Province	Other Areas
Yes	22.3%	17.9%
No	77.7%	82.1%

Were you able to obtain this information?

Percentage of Respondents	Lusaka Province	Other Areas
Yes	100.0%	100.0%
No	-	-

Do you have access to the Internet?*

Percentage of Respondents	Lusaka Province	Other Areas
Yes	97.6%	89.5%
No	2.4%	10.5%

Significantly different between locations*Do you use/have used the World Bank Group website?***

Percentage of Respondents	Lusaka Province	Other Areas
Yes	80.1%	46.2%
No	19.9%	53.8%

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

Percentage of Respondents	Lusaka Province	Other Areas
High speed/WiFi	87.7%	89.7%
Dial-up	12.3%	10.3%

G. Communication and Information Sharing (continued)

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

	Lusaka Province			Other Areas		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	213	7.15	2.40	24	7.46	2.78
I find the information on the World Bank Group's websites useful.	208	7.61	2.10	22	8.18	2.58
The WBG's social media channels are valuable sources of information about the institution	95	7.02	1.91	7	6.14	1.95
When I need information from the World Bank Group I know how to find it*	205	5.78	2.76	27	8.41	2.15
The World Bank Group is responsive to my information requests and inquiries	151	6.45	2.39	16	7.06	2.54

*Significantly different between locations

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?*

(Select only ONE response)

Percentage of Respondents	Lusaka Province	Other Areas
I currently collaborate with the World Bank Group	30.4%	-
I have previously collaborated with the World Bank Group	21.0%	32.4%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	34.2%	32.4%
I have never collaborated with the World Bank Group	14.4%	35.1%

*Significantly different between locations

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

(Select only ONE response)

Percentage of Respondents	Lusaka Province	Other Areas
The World Bank (IDA)	78.1%	64.7%
The International Finance Corporation (IFC)	10.1%	29.4%
The Multilateral Investment Guarantee Agency (MIGA)	3.1%	5.9%
Other	8.8%	-

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

Percentage of Respondents	Lusaka Province	Other Areas
Yes	21.5%	52.6%
No	78.5%	47.4%

*Significantly different between locations

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

Percentage of Respondents	Lusaka Province	Other Areas
The two institutions work well together	46.8%	100.0%
The way the two institutions work together needs improvement	14.9%	-
The two institutions do not work well together	10.6%	-
Don't know	27.7%	-

*Significantly different between locations

H. Background Information (continued)

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

Percentage of Respondents (Responses combined)	Lusaka Province	Other Areas
Observer	13.1%	13.0%
Use World Bank Group reports/data	36.3%	56.5%
Engage in World Bank Group related/sponsored events/activities	27.5%	17.4%
Collaborate as part of my professional duties	50.6%	39.1%
Use World Bank Group website for information, data, research, etc.	33.5%	34.8%

What's your gender?*

Percentage of Respondents	Lusaka Province	Other Areas
Female	34.4%	13.2%
Male	65.6%	86.8%

*Significantly different between locations

Appendix D: Responses to All Questions by Levels of Collaboration³

Currently Collaborating N=178 ● Previously Collaborated N=66 ● Never Collaborated N=50

A. General Issues facing Zambia

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
The right direction	81.2%	70.5%	75.5%
The wrong direction	4.8%	1.6%	2.0%
Not sure	13.9%	27.9%	22.4%

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?

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Foreign direct investment	14.6%	5.1%	10.0%
Water and sanitation*	6.4%	0.0%	20.0%
Anti-corruption*	1.2%	16.9%	0.0%
Job creation/employment	55.6%	59.3%	38.0%
Energy*	4.1%	10.2%	0.0%
Social protection*	0.6%	0.0%	8.0%
Food security	8.2%	8.5%	10.0%
Public sector governance/reform	19.3%	22.0%	26.0%
Global/regional integration	0.0%	0.0%	0.0%
Gender equity	9.9%	11.9%	8.0%
Private sector development*	20.5%	6.8%	24.0%
Financial markets	2.9%	1.7%	0.0%
Urban development	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%
Equality of opportunity	7.0%	0.0%	10.0%
Health	10.5%	13.6%	20.0%
Trade and exports	5.8%	8.5%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Economic growth	26.3%	23.7%	10.0%
Law and justice*	3.5%	0.0%	10.0%
Regulatory framework	1.8%	0.0%	2.0%
Education*	24.0%	32.2%	12.0%
Poverty reduction*	29.8%	13.6%	16.0%
Rural development*	21.6%	13.6%	44.0%
Transport*	3.5%	16.9%	12.0%
Climate change*	0.6%	0.0%	10.0%
Agricultural development*	19.9%	23.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Natural resource management*	1.2%	11.9%	10.0%
Disaster management	0.0%	0.0%	0.0%
Information and communications technology	1.2%	0.0%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

³ Only 294 respondents provided the information about their levels of collaboration with the World Bank Group. Thus only these respondents were included in the analysis presented in this appendix. Please note that, "I currently collaborate with the WBG" and "Both of the above", were grouped into "Currently collaborating."

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

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Law and justice*	6.3%	0.0%	0.0%
Transport*	9.1%	1.5%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%
Water and sanitation*	0.6%	7.6%	0.0%
Equality of opportunity*	6.3%	3.0%	20.0%
Rural development	53.4%	40.9%	48.0%
Gender equity	6.3%	10.6%	8.0%
Economic growth	22.2%	19.7%	32.0%
Climate change*	0.6%	0.0%	10.0%
Global/regional integration	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%
Social protection*	8.0%	1.5%	20.0%
Regulatory framework	4.5%	0.0%	2.0%
Agricultural development*	64.8%	71.2%	26.0%
Job creation/employment*	50.0%	36.4%	28.0%
Financial markets	1.1%	0.0%	0.0%
Trade and exports	2.8%	0.0%	0.0%
Food security*	1.1%	7.6%	18.0%
Anti-corruption	0.0%	0.0%	0.0%
Private sector development*	19.9%	1.5%	0.0%
Public sector governance/reform	13.6%	16.7%	22.0%
Natural resource management*	1.7%	16.7%	12.0%
Foreign direct investment	3.4%	7.6%	10.0%
Education*	23.3%	34.8%	44.0%
Energy*	0.6%	7.6%	0.0%
Environmental sustainability*	0.6%	7.6%	0.0%
Health	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

A. General Issues facing Zambia (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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Better employment opportunities for women*	14.5%	21.2%	30.0%
Greater access to micro-finance for the poor*	10.3%	16.7%	30.0%
Agricultural development*	40.6%	36.4%	6.0%
Greater access to health and nutrition for citizens*	6.7%	0.0%	10.0%
Better entrepreneurial opportunities*	26.7%	50.0%	48.0%
Greater voice and participation for citizens to help ensure greater accountability	4.8%	9.1%	0.0%
Better opportunities for young people	3.0%	0.0%	2.0%
Consistent economic growth	22.4%	10.6%	24.0%
More reliable social safety net	2.4%	1.5%	0.0%
Greater equity of fiscal policy	3.0%	0.0%	0.0%
A growing middle class*	10.3%	1.5%	0.0%
Better opportunity for the poor who live in rural areas	12.1%	7.6%	12.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	34.5%	30.3%	38.0%
Better quality public services	4.2%	7.6%	0.0%
Other	0.0%	0.0%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

B. Overall Attitudes toward the World Bank Group

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zambia?*	177	7.16	1.69	61	6.74	1.87	50	5.66	1.45

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

*Significantly different between those who currently, previously, or never collaborated with the WBG

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.*	173	6.94	1.79	61	6.05	2.16	39	5.56	1.39

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

*Significantly different between those who currently, previously, or never collaborated with the WBG

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Zambia solve its most complicated development challenges?	171	7.16	1.68	61	7.11	1.85	34	6.68	1.77

(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 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)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Health	6.7%	9.1%	2.0%
Trade and exports*	3.9%	15.2%	22.0%
Foreign direct investment*	3.4%	9.1%	22.0%
Education*	28.1%	28.8%	4.0%
Energy	22.5%	25.8%	16.0%
Social protection	3.4%	0.0%	8.0%
Crime and violence	0.0%	0.0%	0.0%
Transport*	18.5%	3.0%	2.0%
Agricultural development*	44.4%	47.0%	24.0%
Global/regional integration	0.0%	0.0%	0.0%
Gender equity*	6.2%	19.7%	18.0%
Public sector governance/reform	20.2%	24.2%	36.0%
Job creation/employment*	23.0%	19.7%	0.0%
Financial markets	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%
Economic growth*	25.3%	18.2%	40.0%
Law and justice	3.4%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Disaster management*	0.0%	9.1%	0.0%
Equality of opportunity*	6.2%	0.0%	10.0%
Private sector development	19.7%	21.2%	18.0%
Water and sanitation*	2.2%	10.6%	0.0%
Food security	1.1%	0.0%	0.0%
Climate change*	7.3%	1.5%	0.0%
Poverty reduction	6.2%	0.0%	8.0%
Rural development*	30.9%	18.2%	58.0%
Anti-corruption	2.8%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%
Natural resource management	14.0%	12.1%	12.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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 Zambia?

Greatest Value	Currently Collaborating	Previously Collaborated	Never Collaborated
Percentage of Respondents			
Convening/Facilitating	3.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	25.4%	30.0%	55.1%
Financial resources	33.1%	30.0%	20.4%
Capacity development	18.9%	14.0%	22.4%
Technical assistance*	15.4%	16.0%	2.0%
Mobilizing third party financial resources	3.6%	0.0%	0.0%
Donor coordination*	0.6%	10.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

2 nd Greatest Value	Currently Collaborating	Previously Collaborated	Never Collaborated
Percentage of Respondents			
Convening/Facilitating	1.2%	0.0%	0.0%
Data	3.6%	0.0%	0.0%
Policy advice, studies, analyses*	10.1%	2.0%	0.0%
Financial resources	18.9%	14.0%	26.5%
Capacity development	26.0%	42.0%	32.7%
Technical assistance*	8.9%	34.0%	26.5%
Mobilizing third party financial resources	12.4%	6.0%	12.2%
Donor coordination*	10.1%	2.0%	0.0%
Linkage to non-Bank expertise*	8.9%	0.0%	2.0%
Other	0.0%	0.0%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	160	6.81	1.95	46	6.57	2.44	40	7.28	0.93
Citizen engagement*	146	5.59	1.95	40	4.35	1.63	35	4.89	1.73
Policy formulation	153	7.07	1.82	45	6.96	1.94	40	6.95	2.03

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	165	8.26	2.05	58	8.45	2.45	41	9.22	1.19
Citizen engagement	165	7.79	2.25	58	7.48	3.20	46	8.41	2.02
Policy formulation*	165	8.56	1.74	58	7.78	1.95	46	8.11	1.87

*Significantly different between those who currently, previously, or never collaborated with the WBG

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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Arrogant in its approach	7.6%	7.7%	10.3%
Not client focused*	0.6%	7.7%	0.0%
Not aligned with other donors' work	1.2%	0.0%	0.0%
Not aligned with country priorities*	12.2%	3.1%	0.0%
The credibility of its knowledge/data*	2.3%	1.5%	12.8%
World Bank Group's processes too complex	22.7%	23.1%	20.5%
Not willing to honestly criticize policies and reform efforts in the country	9.9%	12.3%	0.0%
Too influenced by developed countries*	14.5%	36.9%	28.2%
Staff too inaccessible	5.8%	0.0%	2.6%
Not exploring alternative policy options	6.4%	1.5%	0.0%
Not collaborating enough with stakeholders outside the Government*	12.8%	33.8%	10.3%
Its advice and strategies do not lend themselves to practical problem solving	13.4%	18.5%	12.8%
Not enough public disclosure of its work	11.6%	23.1%	15.4%
Imposing technocratic solutions without regard to political realities	23.3%	18.5%	15.4%
World Bank Group's processes too slow*	27.3%	3.1%	2.6%
Not adequately sensitive to political/social realities in Zambia	7.0%	7.7%	17.9%
Other	1.2%	0.0%	0.0%
Don't know*	9.3%	1.5%	25.6%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Trust Fund management	4.1%	7.8%	0.0%
Knowledge products/services*	22.7%	1.6%	10.0%
Technical assistance	32.0%	21.9%	36.0%
Investment lending*	45.3%	23.4%	34.0%
Capacity development*	30.8%	62.5%	52.0%
Policy based lending/budget support to the Government*	33.1%	6.3%	24.0%
Multi-sectoral approaches*	15.1%	62.5%	40.0%
Other	0.0%	0.0%	0.0%
Don't know	6.4%	1.6%	2.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

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 to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Academia/think tanks/research institutes*	23.3%	33.3%	58.0%
Donor community	7.0%	1.5%	10.0%
Media	4.1%	0.0%	0.0%
Local Government*	35.5%	42.4%	2.0%
Private sector	42.4%	36.4%	52.0%
Parliament	8.7%	12.1%	4.0%
NGOs/CBOs	30.2%	28.8%	30.0%
Youth/university groups*	9.9%	0.0%	2.0%
Beneficiaries	35.5%	37.9%	42.0%
Foundations	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

(1-Strongly disagree, 10-Strongly agree)

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia*	173	7.87	1.96	66	6.77	2.01	46	8.09	1.46
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	168	7.02	1.94	66	5.24	1.90	46	6.07	2.07
The World Bank Group supports programs and strategies that are realistic for Zambia*	172	6.78	1.98	61	5.38	1.56	46	6.20	1.47
The World Bank Group treats clients and stakeholders in Zambia with respect*	161	7.07	1.76	53	5.91	2.31	40	6.43	2.18

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	164	6.77	1.86	54	5.30	1.61	41	6.39	1.34
Flexibility (in terms of the institution's products and services)*	153	5.73	1.95	54	4.39	1.63	34	5.47	1.64
Flexibility (in terms of changing country circumstances)*	161	5.82	1.94	53	4.57	1.68	35	6.00	1.61
Being inclusive*	155	6.45	2.23	60	4.78	1.57	46	5.65	2.09
Openness (sharing data and other information)*	170	6.82	2.38	61	5.67	2.45	46	7.04	2.22
Staff accessibility*	158	6.16	2.45	58	4.62	1.57	45	4.98	1.94
Straightforwardness and honesty*	163	7.17	1.89	41	6.41	1.52	34	6.47	1.94
Ease of access to the people at the WBG who are making decisions important to my work*	170	6.44	2.66	59	4.42	2.19	41	4.59	2.71
Collaboration with civil society*	137	6.09	2.22	52	4.96	1.80	38	5.74	1.47
Collaboration with the Government*	164	8.35	1.60	66	7.38	2.07	45	7.69	1.33
Collaboration with other donors and development partners*	162	8.05	1.80	48	7.67	1.31	40	6.33	1.72
Collaboration with the private sector*	132	6.80	1.84	46	6.20	1.64	43	4.84	1.13
The speed in which it gets things accomplished on the ground	160	5.91	2.17	56	5.43	1.66	40	5.33	1.37
Being a long-term partner	170	8.34	1.81	61	7.79	2.18	46	8.39	1.00

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

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

(Select only ONE response)

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
More local presence	59.3%	80.0%	80.4%
The current level of local presence is adequate	37.2%	12.3%	17.4%
Less local presence	.6%	7.7%	-
Don't know	2.9%	-	2.2%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Poor donor coordination*	9.1%	1.5%	2.2%
The World Bank Group does not do adequate follow through/follow-up	5.1%	7.6%	11.1%
The World Bank Group works too slowly	6.3%	1.5%	0.0%
The Government works inefficiently*	31.8%	21.2%	46.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	30.7%	33.3%	42.2%
Lack of/inadequate levels of capacity in Government	28.4%	21.2%	37.8%
There is not an adequate level of citizen/civil society participation	29.5%	37.9%	22.2%
Political pressures and obstacles	11.4%	15.2%	15.6%
Reforms are not well thought out in light of country challenges	40.9%	42.4%	22.2%
Other*	0.0%	9.1%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	165	7.00	2.65	60	6.70	2.93	40	8.43	1.24
Information and communications technology	159	8.01	1.85	58	7.91	2.03	41	7.44	1.95
Transport*	166	8.55	1.65	60	8.20	2.65	46	7.70	2.01
Crime and violence	159	5.01	2.57	58	4.81	2.91	46	5.28	2.00
Law and justice*	159	6.42	2.46	60	5.57	2.40	46	6.89	0.90
Urban development	159	8.08	1.61	58	7.91	2.38	40	8.28	1.34
Environmental sustainability*	161	8.22	1.83	60	8.28	2.25	46	9.00	1.21
Regulatory framework	165	7.35	2.36	60	7.70	2.54	46	8.04	1.78
Communicable/non-communicable diseases	160	7.22	2.26	57	6.74	2.57	46	7.80	2.41
Poverty reduction*	163	9.20	1.12	58	8.43	1.83	46	8.89	1.29
Gender equity*	161	7.59	2.06	58	7.12	2.56	46	8.46	1.46
Private sector development	168	8.93	1.56	61	8.44	1.71	46	8.91	1.67
Foreign direct investment*	165	7.90	1.83	60	7.53	2.00	46	9.04	1.23
Water and sanitation	164	8.48	1.36	61	8.59	1.16	46	8.52	1.59
Trade and exports	163	8.11	1.76	58	7.62	2.00	46	7.89	1.54
Economic growth*	161	9.02	1.60	60	8.42	2.33	46	9.09	1.03
Energy*	172	9.05	1.30	61	8.52	1.76	46	8.87	1.09
Disaster management	161	7.29	1.98	58	7.10	2.86	46	6.65	2.62
Public sector governance/reform*	165	8.58	1.66	60	7.70	2.08	46	8.41	1.68
Job creation/employment*	170	8.66	1.90	59	8.00	1.39	46	8.63	1.53
Financial markets	158	7.92	1.61	58	7.59	1.81	41	8.22	1.73
Equality of opportunity*	159	7.89	1.86	58	6.74	2.76	46	8.76	1.27
Health*	170	8.22	1.51	59	9.10	0.96	46	8.72	1.31
Rural development*	172	9.53	0.82	61	9.08	0.97	46	8.98	0.80
Global/regional integration*	161	7.99	1.53	58	7.31	2.36	46	7.91	1.75
Food security	161	8.62	1.32	58	8.16	2.51	46	8.50	1.50
Education	170	8.79	1.52	59	8.42	2.47	46	8.80	1.66
Social protection	160	7.47	1.94	57	7.25	2.73	46	7.76	1.51
Climate change	166	8.29	1.50	61	8.02	2.69	46	8.35	1.52
Agricultural development*	172	9.48	0.79	61	8.67	1.55	46	9.02	1.15
Natural resource management*	165	8.44	1.50	60	6.87	1.98	46	8.26	1.84

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	94	4.63	2.21	31	5.03	1.33	17	4.00	2.65
Information and communications technology*	103	5.21	1.96	26	6.08	2.13	12	4.25	2.01
Transport*	153	7.25	2.16	41	6.95	2.58	25	5.84	2.78
Crime and violence*	86	3.80	1.62	26	3.54	1.68	12	2.25	1.55
Law and justice*	102	5.29	1.82	31	4.74	1.71	13	3.92	2.06
Urban development	126	6.78	1.78	42	6.33	2.94	20	6.70	1.87
Environmental sustainability*	143	7.24	1.57	45	6.56	2.08	31	5.90	1.54
Regulatory framework	142	6.83	1.92	33	6.15	2.86	31	6.16	1.93
Communicable/non-communicable diseases	121	6.08	2.37	39	6.18	2.16	20	6.40	1.39
Poverty reduction*	151	7.44	1.80	51	6.31	1.64	31	7.10	1.22
Gender equity*	115	6.23	1.91	45	5.04	1.67	19	6.37	1.26
Private sector development*	140	7.00	1.92	45	6.49	1.87	34	6.24	1.08
Foreign direct investment	128	7.01	1.77	34	6.88	1.82	30	6.47	1.07
Water and sanitation	134	7.42	1.60	45	7.40	1.36	24	6.88	1.30
Trade and exports	118	6.35	1.81	40	6.90	1.58	24	6.42	1.32
Economic growth*	146	7.67	1.77	39	7.21	1.38	30	6.57	1.38
Energy	154	7.99	1.62	40	7.78	1.69	25	7.16	1.63
Disaster management*	118	6.04	2.07	33	4.48	2.40	18	5.44	2.79
Public sector governance/reform*	154	7.40	1.83	46	6.17	0.97	31	7.29	1.64
Job creation/employment	125	5.77	2.01	41	6.54	1.86	30	5.80	2.07
Financial markets*	117	5.96	1.61	34	6.38	0.92	13	5.00	2.00
Equality of opportunity*	117	5.77	2.11	29	4.72	1.60	19	5.21	2.78
Health	144	7.48	1.75	46	7.48	1.95	25	6.72	1.51
Rural development	143	7.42	2.05	41	7.00	2.27	25	6.44	1.36
Global/regional integration	130	6.57	1.87	32	6.16	2.59	19	5.63	1.30
Food security	128	6.66	2.04	49	7.08	2.44	25	6.20	1.44
Education	147	6.61	1.78	52	7.13	2.16	30	6.60	1.40
Social protection	113	5.96	1.91	32	6.31	2.49	25	5.28	2.13
Climate change*	143	7.13	1.61	45	6.29	2.56	25	5.64	1.60
Agricultural development	150	7.25	2.05	46	7.04	2.18	25	6.52	1.85
Natural resource management*	143	6.66	2.03	40	5.93	1.42	30	5.17	1.60

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
At the Headquarters (in Washington D.C.)	60.7%	71.9%	42.0%
In the country	23.0%	4.7%	14.0%
Don't know	16.3%	23.4%	44.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	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 Zambia?	173	6.68	1.62	63	6.52	2.05	35	6.03	1.12

(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 Zambia?

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia*	157	6.10	1.74	52	5.00	1.37	34	5.88	1.34
The World Bank Group meets Zambia's needs for knowledge services	161	6.43	1.97	54	6.98	1.76	35	6.34	1.31

(1-Strongly disagree, 10-Strongly agree)

*Significantly different between those who currently, previously, or never collaborated with the WBG

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zambia?	149	6.07	1.44	37	6.00	1.18	21	5.38	1.02

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

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

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

(Select only ONE response)

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Weekly	13.5%	1.5%	-
Monthly	28.1%	13.6%	27.3%
A few times a year	29.8%	33.3%	15.9%
Rarely	26.4%	34.8%	2.3%
Never	2.2%	16.7%	54.5%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	150	6.37	1.39	37	5.54	1.35	29	6.07	1.22
Include appropriate level of stakeholder involvement during preparation*	156	6.62	1.96	64	5.59	1.97	24	5.17	2.14
Lead to practical solutions*	160	6.66	1.78	59	5.78	1.89	40	5.30	1.45
Are accessible (well written and easy to understand)*	165	7.16	1.86	60	6.18	1.88	40	6.98	1.90
Are source of relevant information on global good practices	159	7.89	1.58	60	7.30	1.97	40	7.83	1.30
Are adequately disseminated*	153	6.37	1.80	60	6.05	2.68	40	5.35	1.49
Are adaptable to Zambia's specific development challenges and country circumstances*	160	6.65	1.79	60	5.70	2.09	39	5.46	1.90

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

*Significantly different between those who currently, previously, or never collaborated with the WBG

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	168	6.64	1.56	65	6.37	1.96	39	6.21	0.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	173	7.46	1.73	65	7.20	2.27	34	7.24	1.48

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	138	6.57	1.94	38	5.39	1.70	18	5.11	0.32
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	162	7.49	1.86	53	7.81	1.97	20	6.10	2.36
The World Bank Group's approvals and reviews are done in a timely fashion*	147	6.28	1.87	39	5.33	1.69	23	6.00	1.24
The World Bank Group's "Safeguard Policy" requirements are reasonable*	123	7.34	1.72	35	5.37	2.41	20	6.05	2.14
The World Bank Group's conditions on its lending are reasonable*	135	6.83	1.93	40	5.13	2.60	24	4.42	1.41
The World Bank Group takes decisions quickly in Zambia*	149	6.54	2.03	35	5.23	1.75	17	5.35	1.17
Working with the World Bank Group increases Zambia's institutional capacity	171	7.42	1.80	65	7.17	2.24	35	7.46	1.04
Where country systems are adequate, the World Bank Group makes appropriate use of them*	141	6.84	2.18	46	5.83	2.94	23	6.04	1.58
The World Bank Group provides effective implementation support	163	7.12	2.04	47	7.26	2.25	24	6.08	2.06

*Significantly different between those who currently, previously, or never collaborated with the WBG

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zambia?*	139	6.31	1.80	52	6.56	2.24	28	4.46	1.90

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

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
The World Bank Group takes too much risk in engaging with its clients in Zambia	3.5%	-	-
The World Bank Group does not take enough risk in engaging with its clients in Zambia	24.9%	23.1%	25.0%
The World Bank Group's approach to risk is appropriate with regards to in engaging with its clients in Zambia	46.8%	20.0%	15.9%
Don't know	24.9%	56.9%	59.1%

*Significantly different between those who currently, previously, or never collaborated with the WBG

Which of the following best describes the World Bank Group's support in Zambia?* (Select only ONE response)

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
The World Bank Group takes too much risk in engaging with its clients in Zambia	61.2%	42.2%	52.3%
The World Bank Group does not take enough risk in engaging with its clients in Zambia	30.3%	39.1%	13.6%
The World Bank Group's approach to risk is appropriate with regards to in engaging with its clients in Zambia	8.4%	18.8%	34.1%

*Significantly different between those who currently, previously, or never collaborated with the WBG

F. The Future Role of the World Bank Group in Zambia

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	15.7%	7.6%	12.0%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy*	5.4%	1.5%	22.0%
Offer more innovative financial products*	7.8%	16.7%	0.0%
Ensure greater selectivity in its work	5.4%	1.5%	0.0%
Reach out more to groups outside of Government*	41.0%	40.9%	74.0%
Work faster*	13.9%	3.0%	0.0%
Increase the level of capacity development in the country*	35.5%	47.0%	12.0%
Improve the quality of its experts as related to Zambia's specific challenges	21.7%	24.2%	12.0%
Offer more innovative knowledge services*	1.2%	9.1%	8.0%
Collaborate more effectively with Government clients*	12.0%	1.5%	10.0%
Reduce the complexity of obtaining World Bank Group financing*	21.7%	36.4%	46.0%
Other	3.0%	0.0%	2.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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)

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Financial services	28.7%	18.5%	36.0%
Knowledge products*	10.0%	12.3%	38.0%
Convening services*	14.7%	-	10.0%
None of the above*	.7%	7.7%	-
The combination is appropriate for Zambia*	40.7%	53.8%	14.0%
Don't know	5.3%	7.7%	2.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Periodicals*	10.1%	28.8%	22.0%
International newspapers*	0.6%	7.6%	0.0%
International radio	5.1%	0.0%	2.0%
National radio*	11.2%	25.8%	28.0%
Local/community radio*	0.0%	1.5%	10.0%
Commercial radio	0.0%	0.0%	0.0%
Local television	27.5%	19.7%	34.0%
International television	11.8%	4.5%	10.0%
Local newspapers	50.6%	50.0%	52.0%
Internet	53.9%	51.5%	38.0%
Social media*	6.7%	0.0%	0.0%
Other*	18.5%	1.5%	4.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Direct contact with World Bank Group	24.3%	28.8%	24.0%
e-Newsletters	26.0%	33.3%	20.0%
World Bank Group's seminars/workshops/ conferences	33.5%	39.4%	34.0%
World Bank Group's publications and other written materials	48.0%	57.6%	36.0%
World Bank Group's website	42.8%	30.3%	50.0%
Social media	6.4%	9.1%	8.0%
Mobile phones*	6.9%	0.0%	28.0%
Other	4.0%	1.5%	0.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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	Currently Collaborating	Previously Collaborated	Never Collaborated
Yes	17.8%	9.2%	12.0%
No	82.2%	90.8%	88.0%

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Yes	22.5%	26.2%	14.0%
No	77.5%	73.8%	86.0%

Were you able to obtain this information?

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Yes	100.0%	100.0%	100.0%
No	-	-	-

Do you have access to the Internet?

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Yes	96.4%	100.0%	91.8%
No	3.6%	-	8.2%

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Yes	78.0%	80.3%	62.0%
No	22.0%	19.7%	38.0%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
High speed/WiFi	85.9%	84.7%	100.0%
Dial-up	14.1%	15.3%	-

*Significantly different between those who currently, previously, or never collaborated with the WBG

G. Communication and Information Sharing (continued)

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

	Currently Collaborating			Previously Collaborated			Never Collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	141	7.31	2.49	63	6.57	2.40	32	8.03	1.69
I find the information on the World Bank Group's websites useful.	136	7.65	2.10	63	7.33	2.40	31	8.39	1.69
The WBG's social media channels are valuable sources of information about the institution*	68	7.28	1.58	26	5.65	2.08	8	8.50	1.85
When I need information from the World Bank Group I know how to find it	142	6.13	2.87	58	5.91	2.51	32	6.16	3.21
The World Bank Group is responsive to my information requests and inquiries*	111	6.89	2.49	37	5.14	1.48	19	6.95	2.42

*Significantly different between those who currently, previously, or never collaborated with the WBG

H. Background Information

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
The World Bank (IDA)	91.7%	51.7%	22.2%
The International Finance Corporation (IFC)	7.1%	12.1%	50.0%
The Multilateral Investment Guarantee Agency (MIGA)	1.2%	10.3%	-
Other	-	25.9%	27.8%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Yes	29.4%	13.6%	4.2%
No	70.6%	86.4%	95.8%

*Significantly different between those who currently, previously, or never collaborated with the WBG

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

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
The two institutions work well together	52.0%	83.3%	100.0%
The way the two institutions work together needs improvement	14.0%	-	-
The two institutions do not work well together	10.0%	-	-
Don't know	24.0%	16.7%	-

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

Percentage of Respondents (Responses combined)	Currently Collaborating	Previously Collaborated	Never Collaborated
Observer*	6.9%	21.8%	23.8%
Use WBG reports/data*	27.7%	60.0%	52.4%
Engage in WBG related/sponsored events/activities*	30.6%	32.7%	2.4%
Collaborate as part of my professional duties*	66.5%	16.4%	26.2%
Use WBG website for information, data, research, etc.*	25.4%	40.0%	61.9%

What's your gender?*

Percentage of Respondents	Currently Collaborating	Previously Collaborated	Never Collaborated
Female	23.7%	40.9%	47.9%
Male	76.3%	59.1%	52.1%

*Significantly different between those who currently, previously, or never collaborated with the WBG

Appendix E: Responses to All Questions by Gender⁴

Females N=92 ● Males N=199

A. General Issues facing Zambia

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

Percentage of Respondents	Females	Males
The right direction	68.9%	85.6%
The wrong direction	1.1%	5.0%
Not sure	30.0%	9.4%

*Significantly different between genders

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?

Percentage of Respondents (Responses combined)	Females	Males
Foreign direct investment*	23.3%	6.4%
Water and sanitation*	0.0%	11.2%
Anti-corruption*	0.0%	6.4%
Job creation/employment	48.9%	54.0%
Energy	2.2%	5.9%
Social protection*	4.4%	0.5%
Food security	11.1%	7.5%
Public sector governance/reform	23.3%	20.9%
Global/regional integration	0.0%	0.0%
Gender equity*	26.7%	2.1%
Private sector development*	5.6%	24.1%
Financial markets	0.0%	3.2%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	6.7%	7.0%
Health	7.8%	15.5%
Trade and exports*	10.0%	3.7%
Crime and violence	0.0%	0.0%
Economic growth	16.7%	27.3%
Law and justice	4.4%	3.7%
Regulatory framework	0.0%	2.1%
Education*	8.9%	28.9%
Poverty reduction*	33.3%	19.8%
Rural development*	40.0%	16.6%
Transport	10.0%	6.4%
Climate change*	5.6%	0.5%
Agricultural development*	5.6%	20.3%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	5.6%	4.8%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	1.1%

*Significantly different between genders

⁴ Only 291 respondents provided their demographic information about gender. Thus only these respondents were included in the comparisons presented in this appendix.

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

Percentage of Respondents (Responses combined)	Females	Males
Law and justice*	0.0%	5.6%
Transport	6.5%	6.1%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.5%
Information and communications technology	0.0%	0.0%
Water and sanitation	0.0%	3.0%
Equality of opportunity	13.0%	6.6%
Rural development	45.7%	52.3%
Gender equity*	20.7%	1.5%
Economic growth	19.6%	26.4%
Climate change*	5.4%	0.5%
Global/regional integration	0.0%	0.0%
Urban development	0.0%	0.0%
Social protection	10.9%	7.6%
Regulatory framework*	0.0%	5.1%
Agricultural development*	37.0%	68.0%
Job creation/employment	43.5%	40.6%
Financial markets	0.0%	1.0%
Trade and exports*	4.3%	0.5%
Food security*	9.8%	3.0%
Anti-corruption	0.0%	0.0%
Private sector development*	4.3%	16.2%
Public sector governance/reform	14.1%	16.8%
Natural resource management	5.4%	7.6%
Foreign direct investment*	15.2%	1.5%
Education*	38.0%	23.4%
Energy	1.1%	2.5%
Environmental sustainability	0.0%	3.0%
Health	0.0%	0.0%
Disaster management	0.0%	0.0%

*Significantly different between genders

A. General Issues facing Zambia (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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Females		Males	
	N	Mean	N	Mean
Better employment opportunities for women	22.7%		17.4%	
Greater access to micro-finance for the poor*	28.4%		10.5%	
Agricultural development*	20.5%		37.4%	
Greater access to health and nutrition for citizens	5.7%		5.3%	
Better entrepreneurial opportunities	43.2%		33.7%	
Greater voice and participation for citizens to help ensure greater accountability	5.7%		4.7%	
Better opportunities for young people	0.0%		2.6%	
Consistent economic growth	26.1%		18.4%	
More reliable social safety net	1.1%		2.1%	
Greater equity of fiscal policy	0.0%		2.6%	
A growing middle class	8.0%		5.8%	
Better opportunity for the poor who live in rural areas	12.5%		10.5%	
Better opportunity for the poor who live in urban areas	0.0%		0.0%	
Education and training that better ensure job opportunity	25.0%		36.8%	
Better quality public services	1.1%		5.8%	
Other	0.0%		0.0%	

*Significantly different between genders

B. Overall Attitudes toward the World Bank Group

	Females			Males		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Zambia?*	92	6.34	1.74	193	7.01	1.76

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.	73	6.66	2.04	196	6.49	1.86

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Zambia solve its most complicated development challenges?*	73	7.48	1.50	190	6.94	1.80

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

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 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)

Percentage of Respondents (Responses combined)	Females	Males
Health*	1.1%	8.5%
Trade and exports	8.7%	10.1%
Foreign direct investment*	15.2%	4.5%
Education	18.5%	25.6%
Energy	25.0%	20.6%
Social protection	4.3%	3.0%
Crime and violence	0.0%	0.0%
Transport*	18.5%	10.1%
Agricultural development	32.6%	42.7%
Global/regional integration	0.0%	0.0%
Gender equity*	30.4%	2.5%
Public sector governance/reform	20.7%	26.1%
Job creation/employment*	7.6%	21.1%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Economic growth	23.9%	28.6%
Law and justice	0.0%	3.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.5%
Disaster management*	5.4%	0.5%
Equality of opportunity	6.5%	6.0%
Private sector development	15.2%	22.1%
Water and sanitation	6.5%	2.5%
Food security	0.0%	1.0%
Climate change	6.5%	4.0%
Poverty reduction*	9.8%	3.0%
Rural development	35.9%	32.2%
Anti-corruption	0.0%	2.5%
Information and communications technology	0.0%	0.0%
Natural resource management*	7.6%	16.1%

*Significantly different between genders

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 Zambia?

Greatest Value		
Percentage of Respondents	Females	Males
Convening/Facilitating	0.0%	3.3%
Data	0.0%	0.0%
Policy advice, studies, analyses	31.7%	28.8%
Financial resources*	22.0%	34.8%
Capacity development*	30.5%	13.6%
Technical assistance	15.9%	13.0%
Mobilizing third party financial resources	0.0%	3.3%
Donor coordination	0.0%	3.3%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

*Significantly different between genders

2 nd Greatest Value		
Percentage of Respondents	Females	Males
Convening/Facilitating	0.0%	1.1%
Data*	6.1%	0.5%
Policy advice, studies, analyses	6.1%	7.1%
Financial resources*	37.8%	12.0%
Capacity development*	20.7%	33.2%
Technical assistance*	7.3%	21.2%
Mobilizing third party financial resources	14.6%	9.8%
Donor coordination	7.3%	6.5%
Linkage to non-Bank expertise*	0.0%	8.7%
Other	0.0%	0.0%

*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Project implementation*	66	7.92	1.54	175	6.47	1.87
Citizen engagement	60	5.55	1.96	155	5.15	1.93
Policy formulation*	56	7.57	2.03	177	6.90	1.79

*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Project implementation*	79	9.22	1.02	181	8.25	2.21
Citizen engagement	83	8.10	2.62	182	7.78	2.36
Policy formulation*	83	7.95	1.66	182	8.50	1.90

*Significantly different between genders

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 Zambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Females	Males
Arrogant in its approach*	0.0%	12.2%
Not client focused	0.0%	3.3%
Not aligned with other donors' work	0.0%	1.1%
Not aligned with country priorities*	1.1%	12.2%
The credibility of its knowledge/data	5.4%	2.8%
World Bank Group's processes too complex*	35.9%	15.5%
Not willing to honestly criticize policies and reform efforts in the country*	1.1%	13.3%
Too influenced by developed countries*	34.8%	15.5%
Staff too inaccessible*	0.0%	6.1%
Not exploring alternative policy options	0.0%	3.9%
Not collaborating enough with stakeholders outside the Government	23.9%	14.9%
Its advice and strategies do not lend themselves to practical problem solving	12.0%	16.6%
Not enough public disclosure of its work*	6.5%	18.8%
Imposing technocratic solutions without regard to political realities	17.4%	20.4%
World Bank Group's processes too slow	17.4%	18.8%
Not adequately sensitive to political/social realities in Zambia	10.9%	7.7%
Other	0.0%	1.1%
Don't know*	17.4%	7.2%

*Significantly different between genders

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

Percentage of Respondents (Responses combined)	Females	Males
Trust Fund management	5.6%	3.6%
Knowledge products/services	10.0%	16.1%
Technical assistance	24.4%	33.7%
Investment lending	31.1%	40.9%
Capacity development	44.4%	40.9%
Policy based lending/budget support to the Government	22.2%	27.5%
Multi-sectoral approaches*	43.3%	24.9%
Other	0.0%	0.0%
Don't know.	6.7%	3.6%

*Significantly different between genders

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

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 to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Females	Males
Academia/think tanks/research institutes*	54.3%	22.3%
Donor community	6.5%	6.2%
Media	0.0%	3.6%
Local Government*	19.6%	36.8%
Private sector	37.0%	46.6%
Parliament	12.0%	7.3%
NGOs/CBOs*	42.4%	22.8%
Youth/university groups*	12.0%	3.1%
Beneficiaries*	10.9%	47.7%
Foundations	0.0%	0.0%
Other	0.0%	0.0%
Don't know	0.0%	0.0%

*Significantly different between genders

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

(1-Strongly disagree, 10-Strongly agree)

	Females			Males		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Zambia*	88	8.22	1.71	193	7.42	2.02
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	88	6.77	2.35	188	6.29	1.94
The World Bank Group supports programs and strategies that are realistic for Zambia*	88	6.74	1.64	187	6.21	2.02
The World Bank Group treats clients and stakeholders in Zambia with respect	71	7.04	2.30	179	6.67	1.85

*Significantly different between genders

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

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Responsiveness*	83	6.77	1.82	172	6.28	1.82
Flexibility (in terms of the institution's products and services)	68	5.76	1.96	169	5.24	1.90
Flexibility (in terms of changing country circumstances)*	76	5.99	1.77	168	5.43	1.96
Being inclusive	88	6.19	2.44	169	5.85	2.03
Openness (sharing data and other information)*	88	7.16	2.50	185	6.45	2.29
Staff accessibility	83	5.67	2.52	174	5.64	2.20
Straightforwardness and honesty	65	7.15	1.94	169	6.91	1.81
Ease of access to the people at the WBG who are making decisions important to my work	87	5.55	3.15	178	5.84	2.53
Collaboration with civil society	66	5.80	2.08	158	5.80	2.08
Collaboration with the Government	83	7.87	1.98	188	8.19	1.44
Collaboration with other donors and development partners	75	7.88	1.73	171	7.71	1.75
Collaboration with the private sector	64	6.44	1.79	154	6.28	1.84
The speed in which it gets things accomplished on the ground*	75	6.15	1.76	176	5.59	2.02
Being a long-term partner*	88	8.58	1.31	185	8.11	1.92

*Significantly different between genders

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

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

(Select only ONE response)

Percentage of Respondents	Females	Males
More local presence	51.7%	74.1%
The current level of local presence is adequate	42.5%	22.3%
Less local presence	-	3.1%
Don't know	5.7%	.5%

*Significantly different between genders

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)

Percentage of Respondents (Responses combined)	Females	Males
Poor donor coordination*	0.0%	8.9%
The World Bank Group does not do adequate follow through/follow-up	11.0%	5.2%
The World Bank Group works too slowly	1.1%	5.7%
The Government works inefficiently	29.7%	33.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.3%	34.9%
Lack of/inadequate levels of capacity in Government*	41.8%	22.4%
There is not an adequate level of citizen/civil society participation*	22.0%	34.9%
Political pressures and obstacles	11.0%	13.5%
Reforms are not well thought out in light of country challenges*	47.3%	33.3%
Other*	5.5%	0.5%

*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Anti-corruption	83	6.98	2.50	178	7.43	2.47
Information and communications technology*	87	7.53	2.23	166	8.11	1.73
Transport	87	8.03	1.96	181	8.49	2.02
Crime and violence	88	5.32	2.84	171	5.01	2.31
Law and justice	88	6.17	1.97	173	6.54	2.29
Urban development	83	8.39	1.61	170	7.92	1.86
Environmental sustainability	88	8.61	1.46	175	8.28	2.04
Regulatory framework	88	7.50	2.61	179	7.56	2.21
Communicable/non-communicable diseases	87	6.99	2.62	172	7.29	2.27
Poverty reduction	88	8.99	1.26	175	8.94	1.42
Gender equity*	88	8.45	1.45	173	7.24	2.31
Private sector development*	88	8.30	1.93	183	9.07	1.37
Foreign direct investment	88	7.82	2.02	179	8.12	1.78
Water and sanitation	88	8.58	1.31	179	8.50	1.40
Trade and exports	88	7.82	1.65	175	8.07	1.85
Economic growth	88	9.08	1.09	175	8.82	1.99
Energy	88	8.68	1.44	187	9.00	1.38
Disaster management	88	7.26	2.67	173	7.13	2.11
Public sector governance/reform*	88	7.84	2.11	179	8.64	1.57
Job creation/employment*	88	7.94	2.13	183	8.70	1.53
Financial markets*	83	7.45	2.01	170	8.08	1.49
Equality of opportunity	88	7.82	2.20	171	7.75	2.03
Health	88	8.51	1.37	183	8.45	1.44
Rural development*	88	9.15	1.02	187	9.41	0.81
Global/regional integration	88	7.74	1.89	173	7.86	1.76
Food security	88	8.64	1.34	173	8.38	1.84
Education	88	8.77	1.33	183	8.64	1.99
Social protection	82	7.74	1.73	177	7.29	2.19
Climate change	88	8.33	1.60	181	8.18	1.93
Agricultural development	88	9.05	1.33	187	9.26	1.05
Natural resource management	88	7.82	1.73	179	8.23	1.81

*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	43	3.77	1.97	93	5.22	1.89
Information and communications technology	48	5.44	2.70	92	5.15	1.53
Transport	66	6.97	2.76	147	7.08	2.17
Crime and violence*	38	2.74	1.27	80	4.16	1.53
Law and justice*	42	4.52	1.50	98	5.32	1.99
Urban development	50	6.74	1.99	132	6.70	2.12
Environmental sustainability	72	7.06	1.67	141	6.89	1.74
Regulatory framework	66	6.21	2.14	134	6.78	2.12
Communicable/non-communicable diseases	61	5.92	2.50	113	6.17	2.12
Poverty reduction	75	7.44	1.56	152	6.99	1.85
Gender equity	62	5.74	2.04	111	6.03	1.82
Private sector development*	66	5.86	1.38	147	7.16	1.89
Foreign direct investment	57	6.56	1.49	129	7.04	1.80
Water and sanitation	61	7.39	0.99	136	7.31	1.76
Trade and exports	57	6.53	1.65	119	6.41	1.75
Economic growth	61	7.33	1.59	148	7.50	1.72
Energy*	62	7.45	1.71	151	7.97	1.65
Disaster management*	59	5.17	2.21	104	5.93	2.30
Public sector governance/reform	72	7.36	1.71	153	7.14	1.60
Job creation/employment	66	6.27	1.95	124	5.76	1.98
Financial markets	46	5.87	1.60	112	6.03	1.50
Equality of opportunity	54	5.59	2.29	105	5.57	2.04
Health	66	7.71	1.48	143	7.20	1.94
Rural development	61	7.25	1.47	142	7.27	2.22
Global/regional integration	53	6.40	1.89	122	6.40	2.07
Food security*	59	7.19	1.58	137	6.48	2.28
Education*	76	7.24	1.38	147	6.48	1.99
Social protection	44	6.34	2.38	120	5.75	1.96
Climate change	66	6.86	1.81	141	6.70	2.00
Agricultural development	66	7.12	1.85	149	7.15	2.17
Natural resource management	61	6.16	2.05	146	6.40	1.94

*Significantly different between genders

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

Percentage of Respondents	Females	Males
At the Headquarters (in Washington D.C.)	44.6%	65.5%
In the country	26.1%	13.7%
Don't know	29.3%	20.8%

*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Zambia?	77	6.84	1.74	189	6.47	1.66

(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 Zambia?

	Females			Males		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia	70	6.14	1.77	168	5.72	1.65
The World Bank Group meets Zambia's needs for knowledge services*	82	6.93	1.66	163	6.28	1.95

(1-Strongly disagree, 10-Strongly agree) *Significantly different between genders

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Zambia?	61	6.28	1.23	141	5.91	1.39

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

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

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

(Select only ONE response)

Percentage of Respondents	Females	Males
Weekly	13.8%	6.6%
Monthly	32.2%	21.8%
A few times a year	31.0%	25.4%
Rarely	12.6%	30.5%
Never	10.3%	15.7%

*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Are timely	67	6.33	1.57	144	6.11	1.35
Include appropriate level of stakeholder involvement during preparation	72	5.89	1.87	166	6.31	2.16
Lead to practical solutions	78	6.06	1.65	176	6.31	1.95
Are accessible (well written and easy to understand)	83	6.84	1.45	177	6.95	2.11
Are source of relevant information on global good practices	83	7.98	1.62	171	7.62	1.70
Are adequately disseminated	83	6.36	1.98	165	6.01	2.06
Are adaptable to Zambia's specific development challenges and country circumstances	78	6.15	1.83	176	6.31	2.02

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	78	6.83	1.40	189	6.39	1.68
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	83	7.95	1.67	184	7.09	1.86

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

*Significantly different between genders

E. Working with the World Bank Group

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	46	6.83	1.79	142	6.00	1.94
The WBG effectively monitors and evaluates the projects and programs it supports*	73	8.14	2.08	156	7.13	1.86
The World Bank Group's approvals and reviews are done in a timely fashion*	47	6.66	1.97	157	5.90	1.76
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	6.54	2.70	118	7.00	1.71
The World Bank Group's conditions on its lending are reasonable*	57	5.49	2.11	136	6.55	2.23
The World Bank Group takes decisions quickly in Zambia	45	6.07	1.99	151	6.30	2.01
Working with the World Bank Group increases Zambia's institutional capacity*	83	8.07	1.72	183	7.09	1.77
Where country systems are adequate, the WBG makes appropriate use of them	61	6.54	2.62	144	6.63	2.19
The World Bank Group provides effective implementation support	67	7.36	2.08	161	6.93	2.11

*Significantly different between genders

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Zambia?*	55	5.62	1.88	159	6.28	2.08

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

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

Percentage of Respondents	Females	Males
The World Bank Group takes too much risk in engaging with its clients in Zambia	-	1%
The World Bank Group does not take enough risk in engaging with its clients in Zambia	21%	26%
The World Bank Group's approach to risk is appropriate with regards to in engaging with its clients in Zambia	24%	41%
Don't know	55%	32%

*Significantly different between genders

Which of the following best describes the World Bank Group's support in Zambia? (Select only ONE response)

Percentage of Respondents	Females	Males
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Zambia	56.3%	55.9%
The World Bank Group is not sufficiently selective in Zambia, and it is involved in too many areas of development	20.7%	31.3%
Don't know	23.0%	12.8%

F. The Future Role of the World Bank Group in Zambia

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Females	Males
Improve the competitiveness of its financing compared to markets	15.2%	12.0%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	4.3%	8.9%
Offer more innovative financial products*	2.2%	11.5%
Ensure greater selectivity in its work	6.5%	2.1%
Reach out more to groups outside of Government*	35.9%	52.9%
Work faster*	2.2%	12.0%
Increase the level of capacity development in the country*	48.9%	27.2%
Improve the quality of its experts as related to Zambia's specific challenges	21.7%	19.4%
Offer more innovative knowledge services	5.4%	3.7%
Collaborate more effectively with Government clients	5.4%	11.5%
Reduce the complexity of obtaining World Bank Group financing	34.8%	26.2%
Other*	5.4%	0.5%

*Significantly different between genders

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)

Percentage of Respondents	Females	Males
Financial services*	18.6%	31.7%
Knowledge products*	23.3%	12.2%
Convening services	11.6%	10.0%
None of the above	-	3.3%
The combination is appropriate for Zambia	40.7%	37.8%
Don't know	5.8%	5.0%

*Significantly different between genders

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Females	Males
Periodicals	19.6%	15.2%
International newspapers	1.1%	2.5%
International radio*	0.0%	5.1%
National radio	15.2%	18.7%
Local/community radio	0.0%	3.0%
Commercial radio	0.0%	0.0%
Local television	23.9%	29.3%
International television	13.0%	9.1%
Local newspapers	45.7%	54.0%
Internet	58.7%	48.0%
Social media	0.0%	3.5%
Other*	17.4%	7.6%

*Significantly different between genders

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Females	Males
Direct contact with World Bank Group*	43.5%	17.6%
e-Newsletters	22.8%	29.0%
World Bank Group's seminars/workshops/ conferences	38.0%	34.2%
World Bank Group's publications and other written materials*	37.0%	54.4%
World Bank Group's website	39.1%	42.5%
Social media	5.4%	5.7%
Mobile phones	14.1%	7.8%
Other*	0.0%	4.1%

*Significantly different between genders

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	Females	Males
Yes	25.3%	10.8%
No	74.7%	89.2%

*Significantly different between genders

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

Percentage of Respondents	Females	Males
Yes	23.1%	21.3%
No	76.9%	78.7%

Were you able to obtain this information?

Percentage of Respondents	Females	Males
Yes	100.0%	100.0%
No	-	-

Do you have access to the Internet?*

Percentage of Respondents	Females	Males
Yes	95.7%	96.8%
No	4.3%	3.2%

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

Percentage of Respondents	Females	Males
Yes	83.7%	70.7%
No	16.3%	29.3%

*Significantly different between genders

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

Percentage of Respondents	Females	Males
High speed/WiFi	91.8%	85.9%
Dial-up	8.2%	14.1%

G. Communication and Information Sharing (continued)

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	76	8.13	1.59	154	6.72	2.69
I find the information on the World Bank Group's websites useful.*	76	8.57	1.57	147	7.20	2.30
The WBG's social media channels are valuable sources of information about the institution	35	7.29	1.53	61	6.74	2.16
When I need information from the World Bank Group I know how to find it	68	6.10	2.88	157	6.03	2.86
The World Bank Group is responsive to my information requests and inquiries	53	6.70	2.17	107	6.43	2.58

*Significantly different between genders

H. Background Information

Which of the following best describes your current position?

Percentage of Respondents	Females	Males
Office of the President, Vice President	-	3.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	34.1%	28.8%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	9.9%	8.1%
Local Government Office or Staff	-	3.0%
Bilateral/ Multilateral Agency	12.1%	8.6%
Private Sector Organization	4.4%	7.1%
Financial Sector/Private Bank	-	8.1%
NGO/ Community Based Organization	24.2%	5.6%
Media	1.1%	6.1%
Independent Government Institution	5.5%	10.1%
Faith-Based Group	1.1%	5.1%
Youth Group	-	3.0%
Academia/Research Institute/Think Tank	-	1.0%
Other	7.7%	2.5%

Which one of the following best describes your level of interaction with the World Bank Group in your country?

(Select only ONE response)

Percentage of Respondents	Females	Males
I currently collaborate with the World Bank Group	24.2%	28.6%
I have previously collaborated with the World Bank Group	29.7%	19.9%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	20.9%	38.8%
I have never collaborated with the World Bank Group	25.3%	12.8%

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

(Select only ONE response)

Percentage of Respondents	Females	Males
The World Bank (IDA)	71.4%	79.1%
The International Finance Corporation (IFC)	7.8%	13.5%
The Multilateral Investment Guarantee Agency (MIGA)	7.8%	1.2%
Other	13.0%	6.1%

*Significantly different between genders

H. Background Information (continued)**Do your projects involve both the World Bank and IFC?***

Percentage of Respondents	Females	Males
Yes	14.1%	29.0%
No	85.9%	71.0%

Significantly different between genders*If yes, what was your view on the two institutions working together in Zambia? (Select only ONE response)**

Percentage of Respondents	Females	Males
The two institutions work well together	40.0%	59.6%
The way the two institutions work together needs improvement	50.0%	4.3%
The two institutions do not work well together	-	10.6%
Don't know	10.0%	25.5%

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

Percentage of Respondents (Responses combined)	Females	Males
Observer	13.6%	12.8%
Use World Bank Group reports/data	43.2%	36.7%
Engage in World Bank Group related/sponsored events/activities	34.1%	23.9%
Collaborate as part of my professional duties	44.3%	51.1%
Use World Bank Group website for information, data, research, etc.	30.7%	36.1%

Appendix F: Responses to Questions across Country Surveys

Comparing responses across country surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Note that the unique samples in FY15 and past years made it impractical to weight the samples to have equivalent stakeholder groups.

FY04 N=208 ● FY07 N=319 ● FY12 N=312 ● FY15 N=304

Overall Attitudes toward the World Bank Group

	FY04			FY07			FY12			FY15		
	N	Mean	SD									
How familiar are you with the work of the World Bank Group in Zambia?*	204	6.84	2.10	314	6.62	1.81	304	6.26	2.32	298	6.84	1.79

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD									
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.*	203	5.76	1.95	310	6.08	1.78	280	6.03	2.07	282	6.60	1.95

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

	FY04			FY07			FY12			FY15		
	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 Zambia solve its most complicated development challenges?							256	6.89	2.16	275	7.12	1.73

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

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD									
Overall the World Bank Group currently plays a relevant role in development in Zambia*	203	6.64	2.29	311	6.51	1.91	284	7.14	2.16	289	7.65	1.96
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	201	5.87	2.42	307	6.16	1.99	272	6.42	2.29	283	6.44	2.08
The World Bank Group supports programs and strategies that are realistic for Zambia*	199	4.89	2.39	304	5.62	2.12	272	6.37	2.32	283	6.39	1.91
The World Bank Group treats clients and stakeholders in Zambia with respect*	190	6.01	2.32	289	6.18	1.90	252	7.02	2.41	257	6.72	2.00

(1-Strongly disagree, 10-Strongly agree) *Significantly different between country surveys

Overall Attitudes toward the World Bank Group (continued)**To what extent is the World Bank Group an effective development partner in Zambia, in terms of each of the following?**

	FY04			FY07			FY12			FY15		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness							253	6.16	2.09	262	6.40	1.83
Flexibility (in terms of the institution's products and services)							244	5.31	2.20	244	5.38	1.91
Flexibility (in terms of changing country circumstances)							249	5.49	2.19	251	5.57	1.91
Being inclusive							253	5.67	2.34	264	5.92	2.17
Openness (sharing data and other information)							264	6.25	2.48	280	6.59	2.42
Staff accessibility							250	5.47	2.54	264	5.60	2.30
Straightforwardness and honesty							253	6.75	2.33	240	6.92	1.88
Collaboration with civil society*							254	6.30	2.48	230	5.76	2.07
Collaboration with the Government							274	8.07	1.71	278	7.99	1.73
Collaboration with other donors and development partners							230	7.77	2.04	252	7.69	1.80

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between country surveys*

World Bank Group's Effectiveness and Results

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD									
Anti-corruption*				302	6.30	1.92	217	5.54	2.57	143	4.65	2.11
Information and communications technology*							211	5.95	2.17	142	5.29	2.03
Transport							235	6.60	2.26	220	7.02	2.35
Crime and violence							185	3.89	2.23	125	3.59	1.67
Law and justice*	167	5.03	2.29	281	5.78	1.90	201	4.84	2.51	147	5.05	1.85
Urban development				291	6.25	2.08	239	6.31	2.08	189	6.66	2.10
Environmental sustainability*							230	6.50	2.17	220	6.90	1.76
Regulatory framework	180	6.51	2.18	286	6.36	1.89	217	6.37	2.19	207	6.60	2.12
Communicable/non-communicable diseases							226	6.32	2.40	181	6.12	2.24
Poverty reduction*	200	5.71	2.19	310	6.24	1.92	259	6.78	2.25	234	7.14	1.77
Gender equity*	189	6.11	2.22	289	5.59	2.23	215	6.08	2.12	180	5.93	1.86
Private sector development*	193	6.02	2.55	290	6.83	2.19	227	6.08	2.27	220	6.76	1.83
Foreign direct investment							220	6.64	2.07	193	6.89	1.69
Water and sanitation							252	7.01	2.03	204	7.33	1.53
Trade and exports*							207	5.94	2.20	183	6.47	1.71
Economic growth*	200	5.70	2.26	304	7.05	2.11	247	7.12	2.07	216	7.42	1.71
Energy*							233	6.73	2.00	220	7.84	1.66
Disaster management							206	5.78	2.16	170	5.66	2.29
Job creation/employment*							221	4.67	2.20	197	5.92	2.00
Financial markets							213	5.82	2.11	165	5.95	1.57
Equality of opportunity							197	5.27	2.29	166	5.51	2.15
Health*	191	6.62	2.20	291	6.36	1.99	250	7.10	2.03	216	7.37	1.80
Rural development*							251	6.18	2.35	210	7.20	2.06
Food security*							226	6.06	2.25	203	6.69	2.09
Education	190	6.90	2.26	293	6.48	2.00	248	6.60	2.20	230	6.72	1.84
Social protection*	173	5.34	2.37	283	5.41	2.21	203	4.74	2.34	171	5.91	2.08
Climate change*							228	5.89	2.19	214	6.76	1.92
Agricultural development*	176	5.67	2.36	300	6.40	1.92	251	6.50	2.25	222	7.11	2.07
Natural resource management*	179	6.29	2.17	281	5.69	1.89	216	5.88	2.40	214	6.30	1.95

*Significantly different between country surveys

	FY04			FY07			FY12			FY15		
	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 Zambia?							278	6.58	1.84	273	6.55	1.68

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

World Bank Group's Effectiveness and Results (continued)

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Zambia							276	5.75	2.19	245	5.82	1.67
The World Bank Group meets Zambia's needs for knowledge services							272	6.23	2.19	252	6.52	1.86

(1-Strongly disagree, 10-Strongly agree)

The World Bank Group's Knowledge Work and Activities

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*							239	5.76	2.22	218	6.18	1.40
Include appropriate level of stakeholder involvement during preparation*							251	5.81	2.23	245	6.19	2.06
Are accessible (well written and easy to understand)*							253	6.24	2.32	267	6.90	1.92
Are source of relevant information on global good practices*							256	7.21	1.99	261	7.73	1.66
Are adequately disseminated*							257	5.36	2.45	255	6.12	2.03
Are adaptable to Zambia's specific development challenges and country circumstances							258	6.08	2.42	261	6.24	1.94

(1-To no degree at all, 10-To a very significant degree) *Significantly different between country surveys

	FY04			FY07			FY12			FY15		
	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?							273	6.77	1.96	274	6.50	1.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?							272	7.52	1.83	274	7.35	1.84

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

Working with the World Bank Group

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD									
The World Bank Group disburses funds promptly*	129	5.66	2.83	179	6.23	2.31	224	5.45	2.30	195	6.19	1.90
The World Bank Group effectively monitors and evaluates the projects and programs it supports	131	6.95	2.47	186	7.30	2.21	261	7.05	2.19	236	7.44	1.97
The World Bank Group's approvals and reviews are done in a timely fashion							232	5.92	2.38	211	6.06	1.82
The World Bank Group's "Safeguard Policy" requirements are reasonable*							206	6.20	2.18	179	6.79	2.08
The World Bank Group's conditions on its lending are reasonable*				291	5.45	2.43	249	5.64	2.35	200	6.18	2.24
Where country systems are adequate, the World Bank Group makes appropriate use of them							208	6.75	2.29	211	6.52	2.35
The World Bank Group provides effective implementation support (i.e., supervision of projects)							255	7.12	2.20	235	7.03	2.10

(1-Strongly disagree, 10-Strongly agree) *Significantly different between country surveys

Communication and Information Sharing

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?

Percentage of Respondents	FY12	FY15
Yes	21.8%	15.1%
No	78.2%	84.9%

*Significantly different between country surveys

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

Percentage of Respondents	FY12	FY15
Yes	20.4%	21.7%
No	79.6%	78.3%

Were you able to obtain this information?

Percentage of Respondents	FY12	FY15
Yes	77.4%	100.0%
No	22.6%	-

*Significantly different between country surveys

Do you have access to the Internet?

Percentage of Respondents	FY12	FY15
Yes	92.1%	96.5%
No	7.9%	3.5%

*Significantly different between country surveys

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

Percentage of Respondents	FY07	FY12	FY15
Yes	54.2%	56.2%	75.5%
No	45.8%	43.8%	24.5%

*Significantly different between country surveys

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

	FY04			FY07			FY12			FY15		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.							167	6.86	2.41	237	7.19	2.44
I find the information on the World Bank Group's websites useful.							168	7.43	2.17	230	7.67	2.15
When I need information from the World Bank Group I know how to find it							205	6.03	2.96	232	6.08	2.82
The World Bank Group is responsive to my information requests and inquiries							174	6.16	2.66	167	6.51	2.40

Appendix G: Responses to Key Questions by Respondents' Specializations/Sectors

C. World Bank 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 Zambia?

(1-Not important at all, 10-Very important) *Significantly different between sectors

	Fragility, conflict and violence		Environment and natural resources		Education		Health, nutrition, and population		Energy and extractives		Macroeconomics and fiscal management		Trade and competitiveness		Finance and markets		Gender		Transport and ICT		Governance		Poverty		Agriculture		Generalist (specialized in multiple sectors)		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption*	5	8.00	13	7.00	7	5.57	5	10.00	15	3.67	26	6.23	13	7.69	22	8.50	19	6.16	27	6.93	31	6.26	7	9.43	11	7.55	40	8.00	26	8.42
Information and communications technology*	5	10.00	13	9.00	7	9.71	5	7.00	15	8.60	26	7.62	12	8.25	18	7.89	19	5.89	22	7.23	31	7.48	7	9.57	11	8.18	39	8.23	29	7.90
Transport*	5	10.00	13	9.38	7	9.57	5	10.00	15	9.20	32	9.31	13	6.62	22	7.64	19	7.16	27	8.44	31	7.45	7	9.43	11	6.82	36	9.39	31	7.39
Crime and violence*	5	8.00	13	6.08	7	1.86	5	7.00	15	2.47	26	3.88	13	5.62	21	5.71	19	4.74	27	5.07	31	4.90	7	8.71	11	5.73	36	4.86	29	5.41
Law and justice*	5	9.00	13	5.77	7	5.71	5	7.00	15	6.73	26	5.46	13	7.54	23	7.22	19	4.63	22	6.50	31	5.68	7	9.14	11	6.18	39	5.92	31	6.94
Urban development*	5	9.00	13	7.38	7	9.57	5	8.00	14	6.29	26	8.38	13	8.00	22	7.86	19	8.42	27	8.26	31	7.68	7	9.43	11	7.36	35	8.34	24	8.29
Environmental sustainability*	5	10.00	15	8.93	7	9.57	5	10.00	14	6.93	26	8.77	13	7.92	23	8.43	19	8.68	27	8.30	31	7.87	7	9.43	11	7.09	35	9.00	31	7.68
Regulatory framework*	5	10.00	13	8.15	7	9.43	5	10.00	15	7.13	26	7.81	13	7.46	23	7.26	19	5.68	27	6.59	31	6.55	7	9.57	11	7.18	40	8.40	31	7.90
Communicable/non-communicable diseases*	5	9.00	13	7.92	7	9.00	5	10.00	15	7.67	21	7.95	13	5.69	23	7.65	19	5.89	27	7.48	30	6.47	7	8.43	11	7.36	40	7.50	29	5.97
Poverty reduction*	5	9.00	15	8.60	7	9.57	5	10.00	15	8.20	26	9.04	13	7.85	23	9.17	19	9.53	27	8.67	31	8.58	7	9.57	11	8.55	36	9.69	29	9.00
Gender equity*	5	9.00	13	7.46	7	6.00	5	10.00	15	5.60	26	8.08	13	8.62	23	6.57	19	9.74	27	6.56	31	7.58	7	8.57	11	6.55	36	8.14	29	7.86
Private sector development*	5	10.00	13	10.00	7	6.43	5	10.00	15	9.33	32	8.25	13	9.08	23	9.39	19	8.16	27	7.96	31	8.58	7	9.71	11	9.00	38	9.29	31	8.87
Foreign direct investment*	5	9.00	13	8.38	7	6.43	5	10.00	15	8.80	26	6.27	13	8.15	23	8.96	19	8.16	27	8.44	31	8.16	7	9.29	11	7.45	40	7.98	31	7.42
Water and sanitation*	5	9.00	13	9.08	7	7.71	5	10.00	14	7.71	32	8.84	13	7.54	23	8.35	19	9.00	27	9.00	31	8.65	7	9.29	11	7.18	35	8.97	31	7.58
Trade and exports*	5	10.00	13	8.85	7	10.00	5	10.00	15	9.27	26	6.85	13	8.00	23	7.57	19	8.00	27	8.07	31	7.61	7	9.71	11	8.27	38	8.21	29	6.45
Economic growth*	5	10.00	13	10.00	7	10.00	5	10.00	15	9.67	26	8.23	13	9.46	23	9.04	19	9.26	27	8.70	31	7.84	7	9.71	11	8.36	36	8.89	31	8.68
Energy*	5	9.00	15	9.20	7	9.71	5	10.00	15	9.60	32	9.34	13	8.23	23	8.96	19	8.68	27	8.67	31	8.32	7	9.29	11	7.18	40	9.63	31	8.29
Disaster management*	5	8.00	13	7.69	7	2.86	5	7.00	15	7.67	26	7.23	13	6.15	23	6.83	19	7.63	27	7.59	31	7.23	7	9.29	11	6.64	36	6.92	29	7.24
Public sector governance/reform*	5	10.00	13	6.31	7	5.86	5	10.00	15	6.20	26	9.15	13	9.00	23	8.35	19	9.05	27	7.37	31	8.16	7	9.71	11	8.91	40	8.95	31	8.71
Job creation/employment*	5	10.00	13	7.77	7	9.43	5	10.00	15	8.87	32	9.22	13	8.85	23	8.43	19	6.11	27	8.15	31	8.68	7	9.14	11	7.27	40	9.18	29	8.17
Financial markets*	5	9.00	13	7.31	7	7.43	5	7.00	15	6.87	26	7.62	8	9.13	23	8.13	19	7.63	27	6.37	31	8.58	7	9.57	10	8.80	40	8.38	23	7.91
Equality of opportunity*	5	10.00	13	6.54	7	4.00	5	10.00	15	5.33	26	8.04	13	9.38	23	8.13	19	9.00	22	6.95	31	7.10	7	9.14	11	6.55	39	8.38	29	8.59
Health*	5	10.00	13	7.08	7	9.29	5	10.00	15	8.20	32	8.38	13	7.77	23	8.13	19	9.05	27	8.85	31	9.10	7	9.43	11	7.91	40	8.15	29	8.48
Rural development*	5	10.00	15	8.47	7	9.29	5	10.00	15	9.60	32	10.00	13	8.62	23	9.13	19	9.53	27	8.85	31	8.81	7	9.71	11	9.55	40	9.83	31	9.26
Global/regional integration*	5	10.00	13	7.08	7	4.43	5	9.00	15	8.80	26	7.46	13	9.08	23	7.87	19	8.47	27	7.81	31	7.45	7	9.14	11	6.73	36	7.97	29	7.52
Food security*	5	10.00	13	7.46	7	9.14	5	10.00	15	7.13	26	9.15	13	7.77	23	8.61	19	9.47	27	8.63	31	7.55	7	9.57	11	8.09	36	8.81	29	8.41
Education*	5	10.00	13	8.00	7	9.29	5	10.00	15	8.13	32	9.47	13	9.15	23	8.35	19	8.95	27	9.19	31	7.87	7	9.57	11	7.91	40	8.75	29	8.34
Social protection*	5	10.00	13	6.08	7	9.29	5	8.00	15	4.73	26	8.19	13	6.92	23	8.22	19	6.74	22	6.77	31	7.55	7	9.57	11	7.73	39	7.51	29	7.93
Climate change*	5	10.00	15	7.53	7	5.00	5	10.00	15	7.60	32	8.59	13	8.08	23	8.26	19	8.68	27	8.44	31	7.74	6	9.67	6	6.67	40	8.78	31	8.10
Agricultural development*	5	9.00	15	8.60	7	9.43	5	10.00	15	9.53	32	9.69	13	8.54	23	9.00	19	9.74	27	8.96	31	8.71	7	9.71	11	9.27	40	9.88	31	8.65
Natural resource management*	5	10.00	13	7.77	7	6.71	5	10.00	15	7.67	26	7.85	13	7.38	23	7.70	19	8.21	27	6.96	31	7.42	7	9.71	11	8.64	40	9.13	31	8.35

C. World Bank 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 Zambia?

(1-Not effective at all, 10-Very effective) *Significantly different between sectors

	Fragility, conflict and violence		Environment and natural resources		Education		Health, nutrition, and population		Energy and extractives		Macroeconomics and fiscal management		Trade and competitiveness		Finance and markets		Gender		Transport and ICT		Governance		Poverty		Agriculture		Generalist (specialized in multiple sectors)		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption*	5	6.00	4	5.00	6	5.33			2	4.50	16	2.81	10	4.50	1	5.00	14	2.64	21	5.29	12	4.58	7	6.57	9	5.89	23	4.83	13	5.08
Information and communications technology*	5	5.00	8	7.00	7	9.14			2	6.00	16	5.75	10	4.50	6	2.50	14	2.93	16	4.69	11	5.45	7	4.43	10	6.00	23	6.13	7	4.86
Transport*	5	4.00	8	9.00	8	9.00	5	7.00	9	9.22	32	7.69	11	4.91	10	7.00	14	5.50	31	7.06	31	6.03	7	6.71	10	6.50	25	7.68	14	7.50
Crime and violence*	5	3.00	4	4.00	6	1.50			1	4.00	16	2.44	10	3.50	1	5.00	14	2.64	16	4.56	12	3.17	7	3.57	8	5.25	18	4.11	7	5.29
Law and justice*	5	4.00	8	6.50	7	5.71			2	5.50	16	3.44	10	4.50	6	7.50	14	3.36	16	4.94	12	4.08	2	5.50	9	5.89	23	5.13	17	6.88
Urban development*	5	4.00	4	7.00	11	7.18	5	8.00	8	8.88	21	6.48	11	6.27	11	8.36	14	5.71	17	5.29	23	6.13	7	6.00	11	7.00	23	6.96	18	7.39
Environmental sustainability*	5	4.00	8	7.00	7	9.29	5	7.00	15	7.13	26	6.58	11	6.27	12	7.67	14	5.79	22	6.27	31	7.29	7	8.29	11	7.64	23	6.91	23	6.78
Regulatory framework*	5	3.00	8	6.00	6	9.67	5	7.00	15	8.07	26	6.42	11	6.73	12	6.92	14	4.71	22	5.09	21	6.10	7	9.14	10	6.80	27	7.04	18	7.67
Communicable/non-communicable diseases*	5	3.00	8	7.50	7	8.43	5	6.00	2	7.50	21	5.76	11	5.36	8	7.88	10	2.50	21	5.14	26	5.77	7	8.86	10	7.10	22	6.05	18	7.61
Poverty reduction*	5	4.00	8	8.00	12	6.92	5	6.00	9	6.00	21	5.52	11	7.64	14	8.71	19	7.32	27	7.33	31	7.16	7	9.43	11	8.27	30	6.63	24	7.58
Gender equity*	5	3.00	4	4.00	6	5.00			2	4.50	21	6.19	10	6.00	12	6.42	15	5.00	21	5.86	20	5.80	7	9.00	11	7.18	23	5.26	23	6.65
Private sector development*	5	4.00	8	7.50	7	5.43	5	7.00	14	8.21	21	5.81	10	7.00	16	8.25	19	5.95	22	6.32	20	7.55	7	9.14	11	7.00	31	6.10	24	6.79
Foreign direct investment*	5	5.00	4	6.00	6	5.33	5	6.00	14	8.07	21	5.62	10	6.50	12	8.92	14	8.00	21	5.95	15	6.87	7	9.14	10	7.70	30	6.70	19	7.05
Water and sanitation*	5	4.00	8	8.00	7	7.71	5	6.00	8	9.00	21	6.76	10	6.50	13	8.92	14	8.00	26	7.85	21	6.19	7	9.43	11	7.55	29	7.21	19	6.79
Trade and exports*	5	5.00	4	8.00	6	9.33	5	6.00	8	7.50	21	5.14	10	7.00	11	6.82	19	6.47	21	5.95	15	6.20	7	9.14	10	6.70	27	6.15	14	6.43
Economic growth*	5	4.00	8	7.50	7	8.86	5	6.00	14	7.29	21	5.81	10	7.50	14	7.64	14	7.43	27	7.37	20	7.20	7	9.29	11	7.91	29	8.10	24	7.92
Energy*	5	4.00	8	8.00	7	9.00	5	6.00	15	8.80	26	8.15	11	7.73	13	9.00	14	5.86	26	7.27	20	7.50	7	9.00	11	7.82	33	8.12	19	8.63
Disaster management*	5	3.00	8	5.50	7	2.43			3	6.67	26	5.00	10	5.50	6	6.67	14	6.36	21	6.10	18	4.94	7	9.00	10	6.50	23	5.48	12	6.75
Public sector governance/reform*	5	4.00	8	8.50	7	5.57	5	5.00	9	7.11	26	6.58	11	8.18	14	6.93	14	9.00	27	6.81	31	7.23	7	6.86	11	7.18	33	7.06	24	7.71
Job creation/employment*	5	4.00	8	5.50	7	8.71	5	5.00	8	6.50	27	4.81	10	5.50	12	4.67	14	5.57	22	6.95	26	6.15	1	5.00	5	5.20	28	6.04	19	7.00
Financial markets*	5	3.00	4	4.00	6	6.83			2	5.00	21	5.29	10	7.00	11	5.45	14	6.86	17	5.29	19	6.58	7	5.29	9	6.56	27	6.04	13	6.85
Equality of opportunity*	5	3.00	8	5.50	7	4.00			1	5.00	16	3.44	11	5.82	6	3.33	14	6.50	22	5.91	24	6.29	7	8.14	9	5.78	23	5.22	13	6.31
Health*	5	3.00	8	8.00	7	9.29	5	6.00	8	9.25	27	6.74	11	7.64	8	7.88	14	7.50	27	7.48	31	7.58	7	9.14	10	7.70	29	6.62	19	7.37
Rural development*	5	3.00	8	9.00	7	9.29	5	5.00	8	9.50	27	5.74	11	7.18	13	8.69	9	6.56	27	7.44	30	6.57	7	9.14	10	7.90	29	6.83	14	8.14
Global/regional integration*	5	3.00	8	5.00	7	4.00			8	9.00	16	5.50	11	6.73	11	6.45	14	7.14	26	6.85	17	6.47	7	8.29	9	5.44	29	6.76	14	5.86
Food security*	5	4.00	8	7.00	6	9.50	5	5.00	8	9.50	16	4.44	11	6.27	11	7.27	14	6.36	27	7.07	27	6.41	7	9.14	9	7.11	30	6.80	19	6.32
Education*	5	4.00	8	7.50	7	9.29	5	5.00	8	8.38	27	7.41	11	6.27	14	5.71	19	6.47	27	6.89	31	6.68	7	8.86	11	5.91	30	6.23	20	6.45
Social protection*	5	3.00	4	7.00	6	9.50	5	5.00	2	5.50	16	5.50	11	4.45	11	5.00	14	5.57	17	6.00	25	6.48	6	5.83	5	4.40	26	6.50	18	6.33
Climate change*	5	4.00	8	6.00	7	5.00	5	5.00	8	9.25	27	7.15	11	5.36	11	8.18	14	6.43	27	7.33	31	6.71	7	5.29	11	6.64	24	7.17	18	6.94
Agricultural development*	5	3.00	8	8.50	7	9.29	5	7.00	8	9.63	27	6.11	11	6.27	13	6.38	14	6.07	27	8.04	31	6.68	7	9.29	11	7.18	29	6.97	19	7.68
Natural resource management*	5	3.00	8	7.50	7	6.71	5	5.00	8	7.00	21	4.86	11	5.36	11	6.36	14	6.86	27	5.41	25	7.08	7	8.43	11	7.27	35	6.51	19	6.74

In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Zambia, there were 13% of respondents from the Generalist sector and 11% of respondents from the Macroeconomics and fiscal management sector.

Generalist Sector vs. Others

Generalist Sector N=40 ● All Others N=257

A. General Issues Facing Zambia

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)

Percentage of Respondents (Responses Combined)	Generalist Sector	All Others
Foreign direct investment	2.9%	12.9%
Water and sanitation	2.9%	8.1%
Anti-corruption	0.0%	4.8%
Job creation/employment	40.0%	55.6%
Energy*	17.1%	2.8%
Social protection	2.9%	1.6%
Food security	5.7%	8.9%
Public sector governance/reform*	34.3%	19.0%
Global/regional integration	0.0%	0.0%
Gender equity	17.1%	8.9%
Private sector development*	31.4%	16.1%
Financial markets	2.9%	2.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity*	17.1%	5.2%
Health	14.3%	12.5%
Trade and exports	0.0%	6.0%
Crime and violence	0.0%	0.0%
Economic growth*	5.7%	25.8%
Law and justice	2.9%	4.0%
Regulatory framework	0.0%	1.6%
Education	25.7%	23.0%
Poverty reduction	17.1%	25.4%
Rural development	14.3%	25.0%
Transport	5.7%	8.1%
Climate change	0.0%	2.4%
Agricultural development	11.4%	17.7%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management*	22.9%	2.4%
Disaster management	0.0%	0.0%
Information and communications technology*	5.7%	0.0%

*Significantly different between sectors

A. General Issues Facing Zambia (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 Zambia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Generalist Sector	All Others
Law and justice	0.0%	4.3%
Transport	5.0%	6.3%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.4%
Information and communications technology	0.0%	0.0%
Water and sanitation	2.5%	2.0%
Equality of opportunity	15.0%	7.5%
Rural development	35.0%	51.4%
Gender equity	15.0%	6.3%
Economic growth*	2.5%	27.1%
Climate change	0.0%	2.4%
Global/regional integration	0.0%	0.0%
Urban development	0.0%	0.0%
Social protection	10.0%	8.2%
Regulatory framework	0.0%	3.9%
Agricultural development*	75.0%	56.5%
Job creation/employment	45.0%	42.7%
Financial markets*	5.0%	0.0%
Trade and exports	0.0%	2.0%
Food security	7.5%	5.1%
Anti-corruption	0.0%	0.0%
Private sector development*	25.0%	10.2%
Public sector governance/reform*	32.5%	12.9%
Natural resource management	5.0%	7.1%
Foreign direct investment	0.0%	6.3%
Education	17.5%	31.4%
Energy	0.0%	2.4%
Environmental sustainability	2.5%	2.0%
Health	0.0%	0.0%
Disaster management	0.0%	0.0%

*Significantly different between sectors

B. Overall Attitudes toward the World Bank Group

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)

Percentage of Respondents (Responses Combined)	Generalist Sector	All Others
Health	0.0%	7.4%
Trade and exports	5.0%	10.1%
Foreign direct investment	5.0%	8.2%
Education	30.0%	23.7%
Energy	27.5%	21.0%
Social protection	0.0%	3.9%
Crime and violence	0.0%	0.0%
Transport	5.0%	13.6%
Agricultural development	37.5%	41.6%
Global/regional integration	0.0%	0.0%
Gender equity	5.0%	12.1%
Public sector governance/reform*	45.0%	20.2%
Job creation/employment	25.0%	17.1%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Economic growth*	0.0%	30.7%
Law and justice	0.0%	2.3%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.4%
Disaster management	0.0%	2.3%
Equality of opportunity	12.5%	5.1%
Private sector development*	5.0%	21.8%
Water and sanitation	0.0%	4.3%
Food security*	5.0%	0.0%
Climate change*	15.0%	3.1%
Poverty reduction	0.0%	5.8%
Rural development	40.0%	31.5%
Anti-corruption	0.0%	1.9%
Information and communications technology	0.0%	0.0%
Natural resource management*	35.0%	9.7%

*Significantly different between sectors

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

	Generalist Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	40	8.00	2.01	227	7.00	2.67
Information and communications technology	39	8.23	1.91	220	7.85	1.91
Transport*	36	9.39	0.84	238	8.17	2.07
Crime and violence	36	4.86	1.64	229	5.06	2.67
Law and justice	39	5.92	1.69	228	6.39	2.37
Urban development	35	8.34	1.61	224	8.03	1.80
Environmental sustainability*	35	9.00	1.03	234	8.28	1.94
Regulatory framework*	40	8.40	1.61	233	7.41	2.39
Communicable/non-communicable diseases	40	7.50	2.24	225	7.17	2.39
Poverty reduction*	36	9.69	0.53	233	8.86	1.41
Gender equity	36	8.14	2.24	231	7.57	2.09
Private sector development	38	9.29	1.01	239	8.75	1.68
Foreign direct investment	40	7.98	1.73	233	8.02	1.86
Water and sanitation*	35	8.97	1.04	238	8.44	1.38
Trade and exports	38	8.21	1.46	231	7.93	1.83
Economic growth	36	8.89	1.41	233	8.90	1.77
Energy*	40	9.63	0.54	241	8.78	1.45
Disaster management	36	6.92	2.13	231	7.17	2.34
Public sector governance/reform*	40	8.95	1.36	233	8.25	1.84
Job creation/employment*	40	9.18	1.48	237	8.40	1.78
Financial markets*	40	8.38	1.41	219	7.80	1.71
Equality of opportunity	39	8.38	2.11	226	7.70	2.09
Health	40	8.15	1.85	237	8.56	1.33
Rural development*	40	9.83	0.39	241	9.26	0.92
Global/regional integration	36	7.97	1.91	231	7.80	1.79
Food security	36	8.81	1.33	231	8.45	1.73
Education	40	8.75	1.84	237	8.70	1.79
Social protection	39	7.51	2.05	226	7.48	2.08
Climate change*	40	8.78	1.29	235	8.14	1.90
Agricultural development*	40	9.88	0.34	241	9.11	1.16
Natural resource management*	40	9.13	1.24	233	7.88	1.81

*Significantly different between sectors

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

	Generalist Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	23	4.83	1.95	120	4.62	2.15
Information and communications technology*	23	6.13	1.87	119	5.13	2.02
Transport	25	7.68	1.41	195	6.93	2.44
Crime and violence	18	4.11	1.68	107	3.50	1.66
Law and justice	23	5.13	1.14	124	5.03	1.96
Urban development	23	6.96	1.22	166	6.61	2.20
Environmental sustainability	23	6.91	1.73	197	6.89	1.76
Regulatory framework	27	7.04	1.74	180	6.54	2.17
Communicable/non-communicable diseases	22	6.05	1.43	159	6.13	2.33
Poverty reduction	30	6.63	1.52	204	7.21	1.79
Gender equity	23	5.26	1.10	157	6.03	1.94
Private sector development*	31	6.10	1.80	189	6.87	1.81
Foreign direct investment	30	6.70	1.66	163	6.93	1.70
Water and sanitation	29	7.21	1.70	175	7.35	1.51
Trade and exports	27	6.15	1.73	156	6.53	1.71
Economic growth*	29	8.10	1.35	187	7.31	1.74
Energy	33	8.12	1.27	187	7.79	1.72
Disaster management	23	5.48	1.90	147	5.69	2.35
Public sector governance/reform	33	7.06	1.41	199	7.14	1.79
Job creation/employment	28	6.04	2.01	169	5.91	2.01
Financial markets	27	6.04	0.94	138	5.93	1.67
Equality of opportunity	23	5.22	1.31	143	5.55	2.25
Health*	29	6.62	1.59	187	7.49	1.81
Rural development	29	6.83	1.73	181	7.26	2.10
Global/regional integration	29	6.76	1.53	153	6.31	2.06
Food security	30	6.80	1.85	173	6.68	2.14
Education	30	6.23	1.22	200	6.79	1.91
Social protection	26	6.50	1.75	145	5.80	2.12
Climate change	24	7.17	1.93	190	6.71	1.92
Agricultural development	29	6.97	1.76	193	7.13	2.12
Natural resource management	35	6.51	1.52	179	6.26	2.03

*Significantly different between sectors

Macroeconomics and Fiscal Management Sector vs. Others

Macroeconomics and Fiscal Management Sector N=32 ● All Others N=265

A. General Issues Facing Zambia

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)

Percentage of Respondents (Responses Combined)	Macroeconomics and Fiscal Management	All Others
Foreign direct investment*	0.0%	13.1%
Water and sanitation	0.0%	8.4%
Anti-corruption	0.0%	4.8%
Job creation/employment	68.8%	51.8%
Energy	0.0%	5.2%
Social protection	0.0%	2.0%
Food security	0.0%	9.6%
Public sector governance/reform	15.6%	21.5%
Global/regional integration	0.0%	0.0%
Gender equity	3.1%	10.8%
Private sector development	15.6%	18.3%
Financial markets*	15.6%	0.4%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	3.1%	7.2%
Health	15.6%	12.4%
Trade and exports	0.0%	6.0%
Crime and violence	0.0%	0.0%
Economic growth	31.3%	22.3%
Law and justice	0.0%	4.4%
Regulatory framework	0.0%	1.6%
Education*	46.9%	20.3%
Poverty reduction*	0.0%	27.5%
Rural development*	50.0%	20.3%
Transport	0.0%	8.8%
Climate change	0.0%	2.4%
Agricultural development*	34.4%	14.7%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	5.6%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.8%

*Significantly different between sectors

A. General Issues Facing Zambia (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 Zambia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Macroeconomics and	
	Fiscal Management	All Others
Law and justice	0.0%	4.2%
Transport	0.0%	6.8%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.4%
Information and communications technology	0.0%	0.0%
Water and sanitation	0.0%	2.3%
Equality of opportunity	3.1%	9.1%
Rural development*	81.3%	45.2%
Gender equity	3.1%	8.0%
Economic growth	31.3%	22.8%
Climate change	0.0%	2.3%
Global/regional integration	0.0%	0.0%
Urban development	0.0%	0.0%
Social protection	0.0%	9.5%
Regulatory framework	0.0%	3.8%
Agricultural development	65.6%	58.2%
Job creation/employment*	68.8%	39.9%
Financial markets	0.0%	0.8%
Trade and exports	0.0%	1.9%
Food security	0.0%	6.1%
Anti-corruption	0.0%	0.0%
Private sector development*	0.0%	13.7%
Public sector governance/reform	15.6%	15.6%
Natural resource management	0.0%	7.6%
Foreign direct investment	0.0%	6.1%
Education	31.3%	29.3%
Energy	0.0%	2.3%
Environmental sustainability	0.0%	2.3%
Health	0.0%	0.0%
Disaster management	0.0%	0.0%

*Significantly different between sectors

B. Overall Attitudes toward the World Bank Group

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)

Percentage of Respondents (Responses Combined)	Macroeconomics and Fiscal Management	All Others
Health	0.0%	7.2%
Trade and exports	0.0%	10.6%
Foreign direct investment	0.0%	8.7%
Education*	46.9%	21.9%
Energy	15.6%	22.6%
Social protection	0.0%	3.8%
Crime and violence	0.0%	0.0%
Transport*	34.4%	9.8%
Agricultural development*	65.6%	38.1%
Global/regional integration	0.0%	0.0%
Gender equity*	0.0%	12.5%
Public sector governance/reform*	15.6%	24.5%
Job creation/employment*	53.1%	14.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Economic growth	15.6%	27.9%
Law and justice	0.0%	2.3%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.4%
Disaster management	0.0%	2.3%
Equality of opportunity	3.1%	6.4%
Private sector development	15.6%	20.0%
Water and sanitation	0.0%	4.2%
Food security	0.0%	0.8%
Climate change	0.0%	5.3%
Poverty reduction	0.0%	5.7%
Rural development	34.4%	32.5%
Anti-corruption	0.0%	1.9%
Information and communications technology	0.0%	0.0%
Natural resource management*	0.0%	14.7%

*Significantly different between sectors

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

	Macroeconomics and Fiscal Management			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	26	6.23	3.00	241	7.25	2.54
Information and communications technology	26	7.62	1.86	233	7.94	1.92
Transport*	32	9.31	0.78	242	8.20	2.07
Crime and violence*	26	3.88	2.96	239	5.15	2.48
Law and justice*	26	5.46	3.02	241	6.41	2.18
Urban development	26	8.38	1.86	233	8.03	1.76
Environmental sustainability	26	8.77	0.77	243	8.33	1.94
Regulatory framework	26	7.81	1.60	247	7.53	2.38
Communicable/non-communicable diseases	21	7.95	1.88	244	7.16	2.40
Poverty reduction	26	9.04	1.28	243	8.97	1.37
Gender equity	26	8.08	0.39	241	7.60	2.22
Private sector development*	32	8.25	2.03	245	8.90	1.54
Foreign direct investment*	26	6.27	1.51	247	8.20	1.78
Water and sanitation	32	8.84	0.72	241	8.46	1.41
Trade and exports*	26	6.85	1.19	243	8.09	1.80
Economic growth*	26	8.23	1.34	243	8.97	1.75
Energy	32	9.34	0.75	249	8.84	1.45
Disaster management	26	7.23	1.73	241	7.13	2.37
Public sector governance/reform*	26	9.15	0.78	247	8.27	1.85
Job creation/employment*	32	9.22	0.91	245	8.42	1.83
Financial markets	26	7.62	1.36	233	7.92	1.71
Equality of opportunity	26	8.04	1.43	239	7.77	2.17
Health	32	8.38	1.50	245	8.51	1.41
Rural development*	32	10.00	0.00	249	9.25	0.91
Global/regional integration	26	7.46	1.39	241	7.86	1.84
Food security*	26	9.15	0.78	241	8.43	1.74
Education*	32	9.47	0.80	245	8.61	1.86
Social protection	26	8.19	1.47	239	7.41	2.11
Climate change	32	8.59	1.13	243	8.19	1.90
Agricultural development*	32	9.69	0.47	249	9.16	1.16
Natural resource management	26	7.85	1.49	247	8.09	1.82

*Significantly different between sectors

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

	Macroeconomics and Fiscal Management			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	16	2.81	1.80	127	4.88	2.04
Information and communications technology	16	5.75	1.73	126	5.23	2.06
Transport	32	7.69	1.69	188	6.90	2.43
Crime and violence*	16	2.44	1.32	109	3.76	1.65
Law and justice*	16	3.44	1.03	131	5.24	1.84
Urban development	21	6.48	1.81	168	6.68	2.14
Environmental sustainability	26	6.58	1.75	194	6.94	1.76
Regulatory framework	26	6.42	0.50	181	6.63	2.26
Communicable/non-communicable diseases	21	5.76	1.30	160	6.17	2.33
Poverty reduction*	21	5.52	0.51	213	7.30	1.77
Gender equity	21	6.19	0.51	159	5.89	1.97
Private sector development*	21	5.81	1.66	199	6.86	1.82
Foreign direct investment*	21	5.62	1.75	172	7.05	1.63
Water and sanitation	21	6.76	0.83	183	7.40	1.58
Trade and exports*	21	5.14	1.39	162	6.64	1.68
Economic growth*	21	5.81	0.87	195	7.59	1.69
Energy	26	8.15	0.46	194	7.80	1.76
Disaster management	26	5.00	1.79	144	5.78	2.36
Public sector governance/reform	26	6.58	2.06	206	7.19	1.69
Job creation/employment*	27	4.81	1.69	170	6.10	2.00
Financial markets*	21	5.29	0.85	144	6.05	1.63
Equality of opportunity*	16	3.44	0.63	150	5.73	2.14
Health	27	6.74	0.76	189	7.46	1.89
Rural development*	27	5.74	2.46	183	7.42	1.91
Global/regional integration	16	5.50	1.83	166	6.46	1.99
Food security*	16	4.44	1.75	187	6.89	2.01
Education*	27	7.41	1.39	203	6.63	1.88
Social protection	16	5.50	0.82	155	5.95	2.16
Climate change	27	7.15	0.77	187	6.71	2.03
Agricultural development*	27	6.11	1.74	195	7.25	2.08
Natural resource management*	21	4.86	1.85	193	6.46	1.90

*Significantly different between sectors

Appendix H: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	Which one of the following best describes your level of interaction with the WBG in your country?			Which of the following describes most of your exposure to the World Bank in BH? (Choose no more than TWO)									
	Currently Collaborating	Previously Collaborated	Never Collaborated	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
				No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia.	6.94	6.05	5.56	6.45	7.39	6.47	6.77	6.46	6.89	6.63	6.54	6.60	6.55
Overall the World Bank Group currently plays a relevant role in development in Zambia	7.87	6.77	8.09	7.66	7.76	7.65	7.71	7.64	7.77	7.89	7.45	7.39	8.21
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	7.02	5.24	6.07	6.50	5.93	6.51	6.33	6.43	6.45	6.27	6.61	6.27	6.77
Responsiveness	6.77	5.30	6.39	6.37	6.71	6.39	6.44	6.49	6.16	6.28	6.52	6.32	6.59
Flexibility (in terms of the institution's products and services)	5.73	4.39	5.47	5.40	5.44	5.21	5.73	5.46	5.26	5.27	5.53	5.45	5.31
Flexibility (in terms of changing country circumstances)	5.82	4.57	6.00	5.52	6.00	5.28	6.06	5.71	5.22	5.40	5.73	5.59	5.53
Being inclusive	6.45	4.78	5.65	5.92	5.72	6.00	5.74	6.01	5.60	5.44	6.36	5.73	6.18
Openness (sharing data and other information)	6.82	5.67	7.04	6.65	6.72	6.73	6.53	6.80	6.27	6.53	6.78	6.15	7.57
Staff accessibility	6.16	4.62	4.98	5.77	4.62	5.70	5.54	5.71	5.44	5.10	6.20	5.66	5.57
Straightforwardness and honesty	7.17	6.41	6.47	7.05	7.04	7.21	6.76	6.99	7.21	6.91	7.16	6.87	7.41
Ease of access to the people at the WBG who are making decisions important to my work	6.44	4.42	4.59	5.88	4.25	5.68	5.73	5.77	5.55	5.08	6.29	5.72	5.66
Collaboration with civil society	6.09	4.96	5.74	5.70	6.15	5.53	6.09	5.92	5.36	5.77	5.74	5.68	5.90
Collaboration with the Government	8.35	7.38	7.69	8.07	8.26	8.23	7.88	8.06	8.16	8.08	8.10	7.79	8.66
Collaboration with other donors and development partners	8.05	7.67	6.33	7.84	7.19	7.85	7.63	7.55	8.39	7.98	7.58	7.53	8.24
Collaboration with the private sector	6.80	6.20	4.84	6.25	6.22	6.43	5.98	6.09	6.71	6.12	6.37	6.02	6.59
The speed in which it gets things accomplished on the ground	5.91	5.43	5.33	5.57	6.69	5.47	6.11	5.74	5.65	5.62	5.80	5.73	5.68
Being a long-term partner	8.34	7.79	8.39	8.13	8.90	8.14	8.35	8.13	8.45	8.48	7.95	8.01	8.60
To what extent does the World Bank Group's work help to achieve development results in Zambia?	6.68	6.52	6.03	6.63	6.26	6.43	6.86	6.63	6.47	6.92	6.27	6.30	7.20
The World Bank Group's financial instruments meet the needs of Zambia	6.10	5.00	5.88	5.76	6.32	5.75	5.94	6.01	5.38	6.02	5.65	5.60	6.28
The World Bank Group meets Zambia's needs for knowledge services	6.43	6.98	6.34	6.42	7.43	6.63	6.41	6.77	5.94	6.60	6.48	6.28	7.08
Are adaptable to Zambia's specific development challenges and country circumstances	6.65	5.70	5.46	6.28	5.83	6.00	6.56	6.25	6.17	6.48	5.94	5.90	6.84
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.64	6.37	6.21	6.61	6.31	6.38	6.84	6.60	6.49	6.75	6.37	6.25	7.20
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.46	7.20	7.24	7.44	7.23	7.45	7.35	7.40	7.44	7.55	7.25	7.20	7.82
The World Bank Group takes decisions quickly in Zambia	6.54	5.23	5.35	6.27	5.67	6.07	6.45	6.09	6.44	6.53	5.97	6.05	6.62
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.84	5.83	6.04	6.58	6.27	6.42	6.82	6.56	6.51	6.88	6.27	5.99	7.58

Yellow highlight indicates significant difference between Yes and No mean.

Appendix I: Indicator Questions as a Function of Stakeholder Group

	Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Faith-Based Group			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	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Zambia*	88	6.06	2.05	25	8.28	1.10	23	7.43	1.53	13	6.23	1.36	15	7.00	0.85	34	6.29	1.93	13	7.23	2.01	20	6.15	0.99	11	5.64	1.21	33	6.18	2.31
Overall the World Bank Group currently plays a relevant role in development in Zambia*	88	6.77	2.20	25	8.72	1.34	28	8.29	1.65	14	8.64	1.55	16	8.44	1.32	33	7.52	2.06	13	8.23	2.01	25	6.92	1.78	11	7.36	0.67	33	8.27	1.44
The WBG's work is aligned with what I consider the development priorities for Zambia*	88	5.43	2.16	25	7.44	1.33	28	8.11	1.52	14	6.07	2.09	16	7.38	1.71	33	6.09	1.99	8	6.75	2.12	25	5.68	1.46	11	5.64	1.57	33	7.79	1.60
Responsiveness*	78	5.60	1.80	23	8.09	1.13	26	7.00	1.27	13	7.38	1.04	16	6.69	1.25	28	5.36	1.22	13	8.08	2.18	25	5.80	0.76	11	6.27	1.68	27	6.89	2.46
Flexibility (in terms of the institution's products and services)*	78	4.97	1.79	23	6.35	1.97	17	6.41	1.12	11	4.45	2.42	16	4.88	1.89	26	4.38	0.75	13	7.38	2.18	25	5.52	1.45	11	6.09	1.45	22	5.36	2.42
Flexibility (in terms of changing country circumstances)*	79	5.09	1.84	23	6.09	1.88	22	6.41	0.85	12	4.75	2.53	11	4.82	2.71	27	4.48	0.98	13	7.46	2.15	25	5.84	1.31	11	6.64	1.21	27	6.00	2.17
Being inclusive*	73	5.47	2.24	23	7.30	1.94	22	7.14	1.98	14	6.21	1.63	16	5.56	2.53	33	4.27	1.28	13	7.69	1.84	24	6.00	1.64	11	5.73	1.35	33	6.12	2.40
Openness (sharing data and other information)*	83	5.67	2.28	23	8.43	1.81	27	7.37	2.29	14	8.50	1.74	16	7.19	2.93	33	4.94	2.21	13	7.54	1.45	25	6.80	2.20	11	7.73	0.91	33	6.70	2.44
Staff accessibility*	76	5.07	2.31	23	7.87	2.30	27	6.67	1.52	13	5.15	1.46	16	5.75	3.42	33	3.85	1.75	13	5.00	1.08	22	5.68	1.13	11	6.55	0.52	28	6.25	2.50
Straightforwardness and honesty*	73	7.25	1.71	23	7.65	1.11	27	7.11	2.01	13	8.00	1.41	11	7.55	1.51	22	4.41	1.47	13	6.54	1.81	18	7.50	1.51	11	6.45	1.51	27	6.48	2.05
Ease of access to the people at the WBG who are making decisions important to my work*	83	4.90	2.91	23	8.04	2.23	27	6.93	1.66	14	7.07	1.33	11	5.36	4.18	32	2.88	1.45	13	6.77	1.79	23	6.04	1.94	11	7.27	0.91	33	6.21	2.47
Collaboration with civil society*	66	5.56	2.14	18	6.44	2.20	18	5.28	1.36	12	6.17	1.27	16	6.69	2.06	31	3.71	1.27	13	7.85	1.68	22	5.91	1.27	10	7.00	0.00	22	6.18	2.48
Collaboration with the Government*	86	7.45	2.07	23	9.09	1.28	23	7.83	1.59	13	9.00	1.08	16	8.00	0.82	33	7.45	1.77	13	8.38	1.98	25	7.92	1.08	11	8.73	0.91	33	8.58	1.48
Collaboration with other donors and development partners*	75	6.96	2.11	18	8.56	1.34	27	7.59	1.72	14	8.79	1.19	11	8.91	0.30	24	7.38	1.28	13	8.38	1.98	25	8.16	1.38	11	7.73	1.35	32	7.75	1.85
Collaboration with the private sector*	64	5.33	1.46	18	7.72	1.18	13	5.77	0.93	12	5.08	1.62	16	6.63	2.06	24	6.33	1.74	13	8.15	2.08	24	6.00	1.59	10	6.50	0.53	28	7.32	2.02
The speed in which it gets things accomplished on the ground*	88	5.63	2.08	23	6.87	2.20	23	5.87	1.29	13	4.92	0.86	11	6.09	1.04	24	4.08	1.28	13	8.23	1.54	23	5.04	1.36	11	5.73	0.91	27	5.74	2.35
Being a long-term partner	83	7.80	2.35	23	9.13	1.18	27	8.37	1.25	14	8.71	0.83	16	8.06	0.85	33	7.33	2.33	13	8.77	1.48	25	8.04	1.21	11	8.45	0.52	33	8.94	1.35
To what extent does the WBG's work help to achieve development results in Zambia?*	93	6.04	1.78	25	6.44	1.56	27	7.15	1.73	14	8.21	1.53	10	6.00	0.00	27	6.41	1.53	13	7.77	2.52	18	5.94	0.24	11	6.45	0.52	33	7.12	1.32
The World Bank Group's financial instruments meet the needs of Zambia*	73	5.33	1.75	23	5.70	1.46	21	6.57	1.66	13	5.85	1.14	10	6.00	1.05	30	5.73	1.74	11	7.27	2.61	18	5.06	0.24	11	5.45	0.52	33	6.64	1.66
The World Bank Group meets Zambia's needs for knowledge services*	78	6.46	1.86	22	6.09	1.48	26	6.92	1.32	14	8.07	1.21	10	5.50	1.58	32	6.00	1.44	6	9.33	1.63	18	5.06	1.43	11	5.73	0.91	33	7.39	2.29
Are adaptable to Zambia's specific development challenges and country circumstances*	78	5.46	2.29	23	6.13	1.46	22	7.32	1.32	13	8.00	1.87	15	6.33	0.98	33	5.45	1.48	13	7.85	2.48	19	6.11	0.88	11	6.36	0.67	33	6.94	1.69
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	88	6.08	1.61	25	6.56	0.92	23	7.17	1.92	13	8.23	1.64	15	6.33	0.98	33	6.52	1.91	13	7.08	1.89	19	5.63	0.50	11	6.55	0.52	33	6.73	1.51
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	82	7.20	2.18	25	7.52	1.01	28	7.82	1.96	14	8.71	1.64	15	6.67	0.49	33	7.06	1.73	13	7.85	2.48	19	7.26	0.56	11	7.09	0.30	33	7.21	2.18
The World Bank Group takes decisions quickly in Zambia*	61	6.49	2.23	22	6.27	1.55	22	7.32	1.46	11	5.36	0.92	5	5.00	0.00	22	4.18	1.47	13	7.08	1.89	13	5.46	1.66	11	6.27	0.91	21	6.90	2.32
Where country systems are adequate, the WBG makes appropriate use of them*	66	5.79	2.30	23	7.35	1.34	17	8.12	1.54	11	8.36	1.96	10	6.00	2.11	31	5.71	2.58	13	7.46	2.15	13	6.15	0.90	6	6.17	2.04	20	6.85	3.28

*Significantly different between stakeholder groups

Appendix J: Zambia FY 2015 Questionnaire



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): _____

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

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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8	Policy formulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11	Policy formulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
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
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
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
--	--	--	-------------------------------------

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): _____

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 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

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 – 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. (Only answer if you have used a World Bank Group website)	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. (Only answer if you have used a World Bank Group website)	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!