

# FY 2019 Mauritius Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



December 2019



## Acknowledgements

The Mauritius Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Mauritius country team and the independent fielding agency DCDM Research. In particular, PORG is grateful for the support from Erik von Uexkull (Senior Economist) who coordinated the survey related activities from Port Louis, Mauritius.

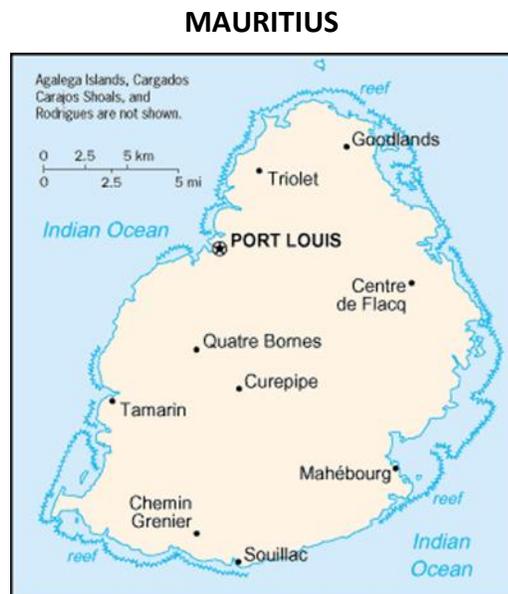


Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Mauritius perceive the WBG. The survey explored:

- *General Issues Facing Mauritius*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Mauritius*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

In May-July 2019, 354 stakeholders of the WBG in Mauritius were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 122 stakeholders participated in the survey (34% response rate). Respondents received the questionnaires via the online survey platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 52%, N=130). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 68).

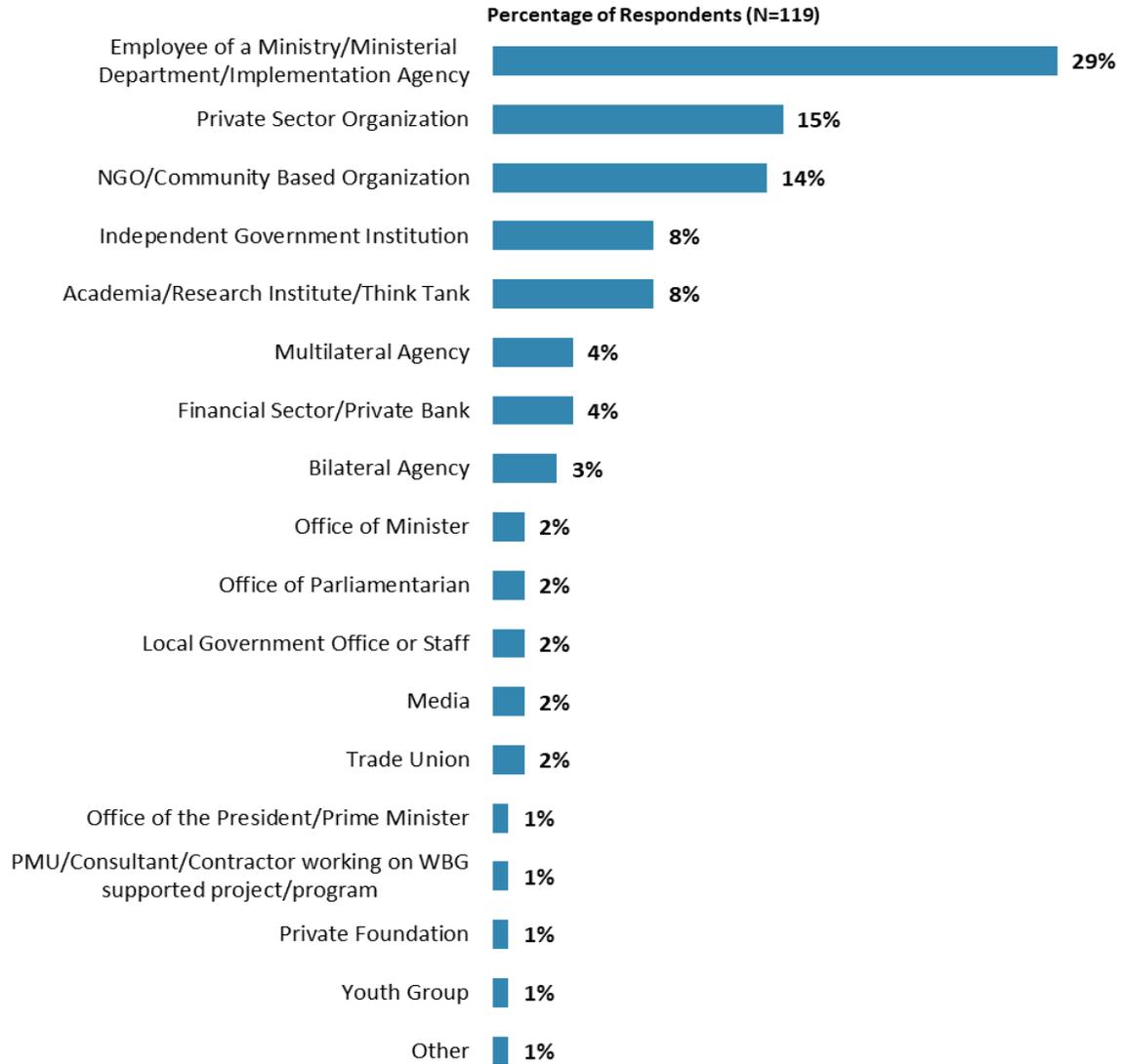
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



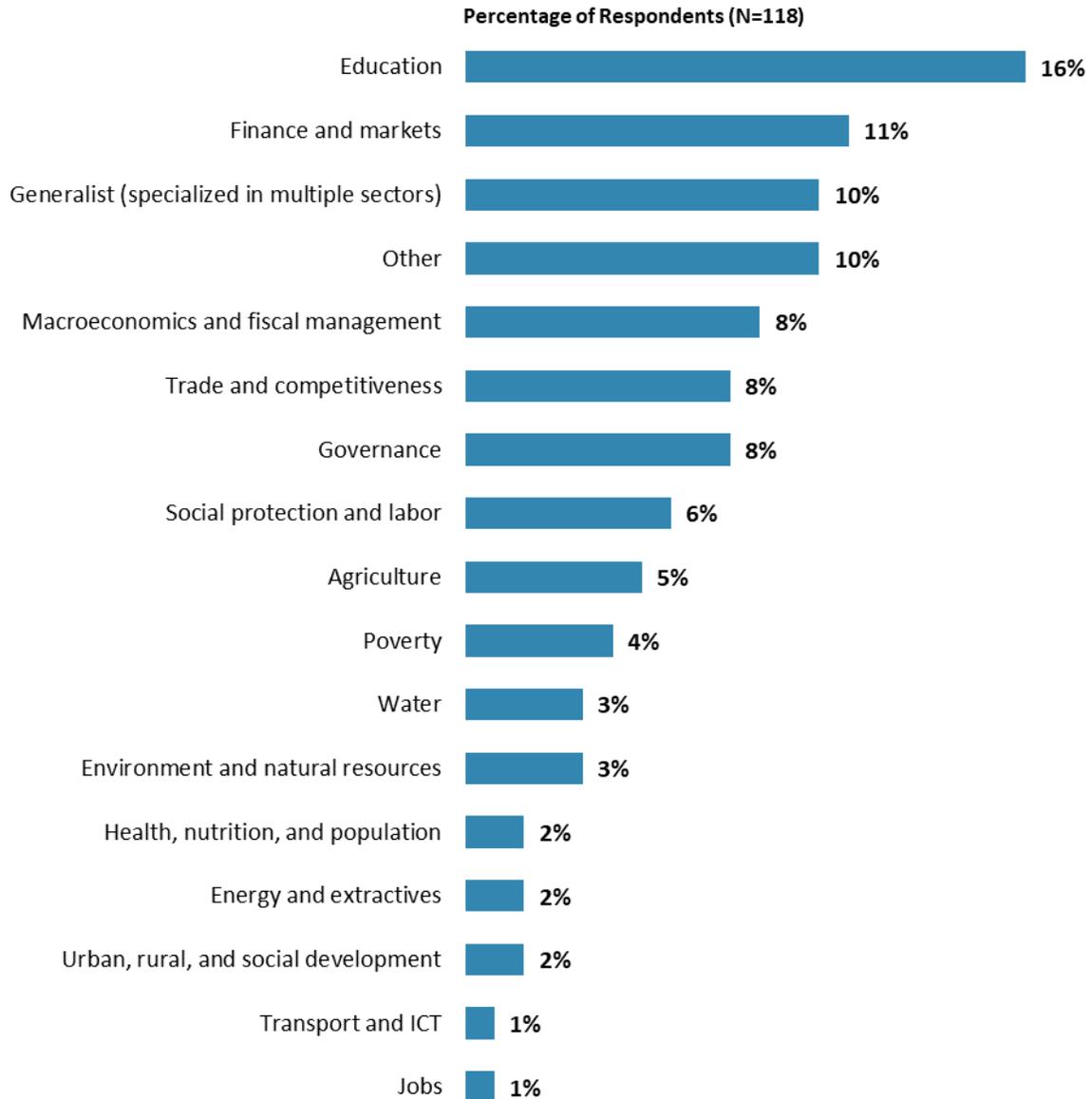
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Employees of ministries, ministerial departments, and implementation agencies were combined with the respondents from PMUs, consultants, and contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, trade unions, and youth groups were combined in the “CSO” category. The small number of the respondents from the office of the President/Prime Minister, office of a minister, office of a parliamentarian, local government, and the media were included in the “Other” category. There were no respondents from faith-based groups and the judiciary branch.



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

#### Area of Primary Specialization



**“Please identify the primary specialization of your work.”**

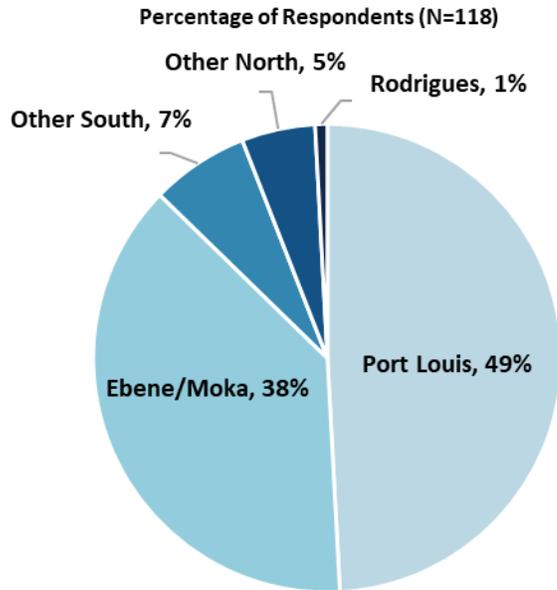
**(Respondents chose from a list.)**

**Note: no respondents selected "Fragility, conflict and violence", "Public-private partnerships", "Gender", or "Climate change" response options**



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

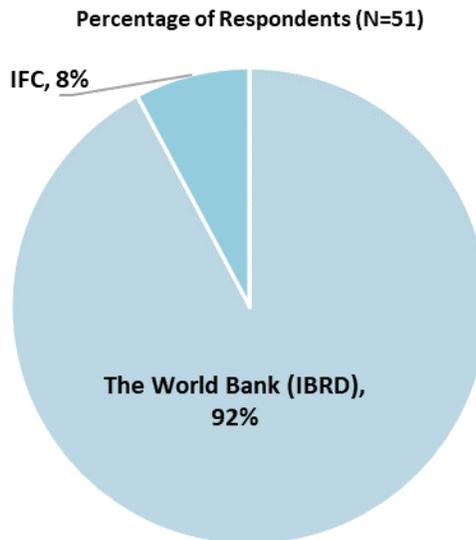
#### Geographic Locations



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

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



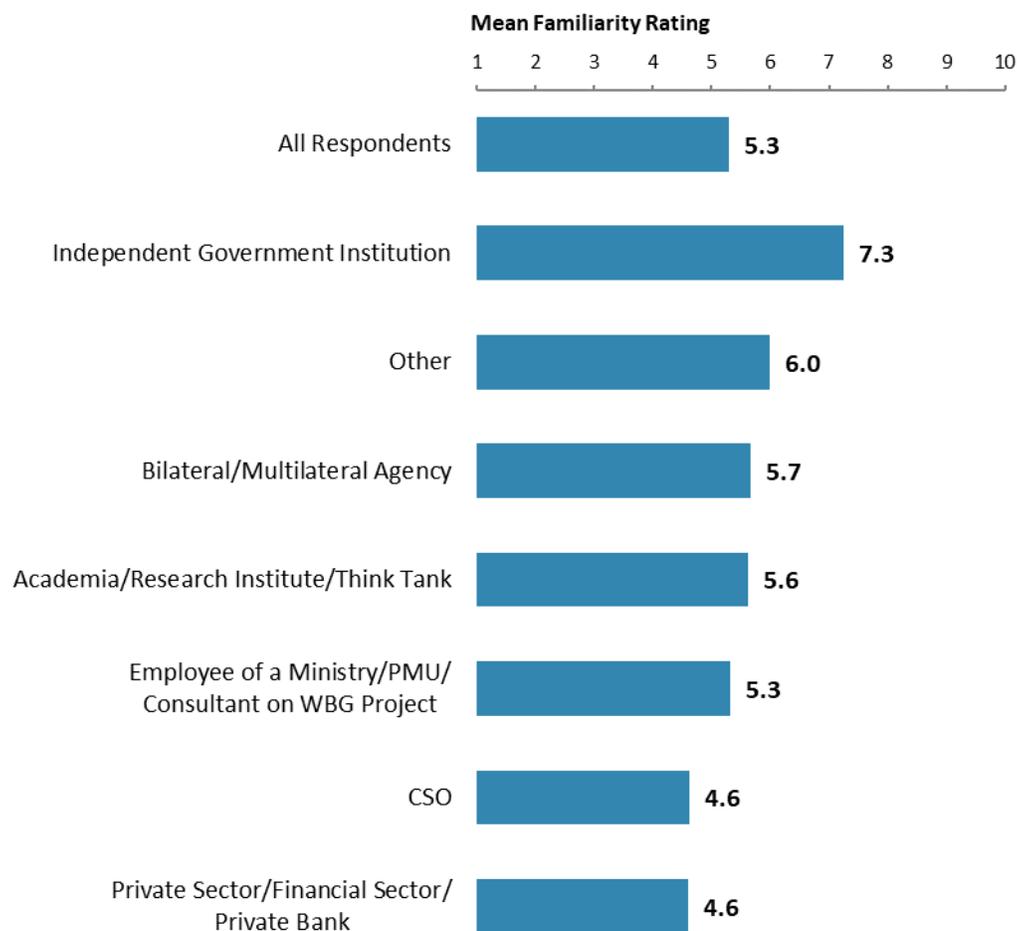
"Which of the following agencies of the World Bank Group do you primarily collaborate/  
work with in Mauritius?" (Respondents chose from a list.)  
Note: no respondents selected "MIGA" or "ICSID" response options



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'19 = 5.2; weighted mean in FY'15 = 4.6)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Mauritius, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Mauritius's development and with their ratings of the extent to which the WBG's work helps to achieve development results in Mauritius.



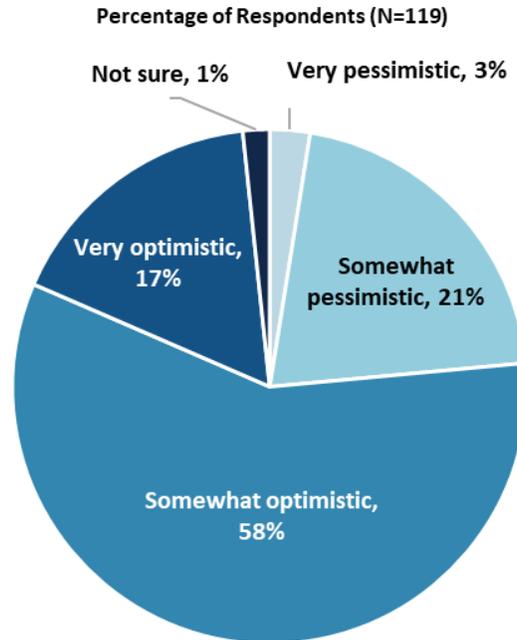
"How familiar are you with the work of the World Bank Group in Mauritius?"  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> Please refer to Appendix D (page 68) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Mauritius

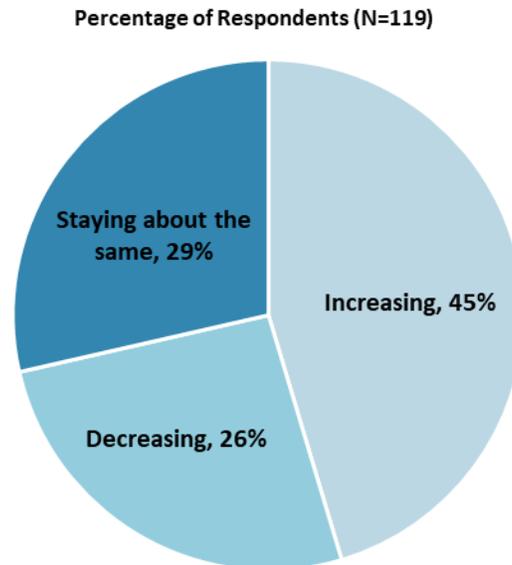
### Optimism for the Future of Mauritius



"When you think about the future in Mauritius, are you ... ?"  
(Respondents chose from a list.)

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### Perceptions of Economic Opportunity

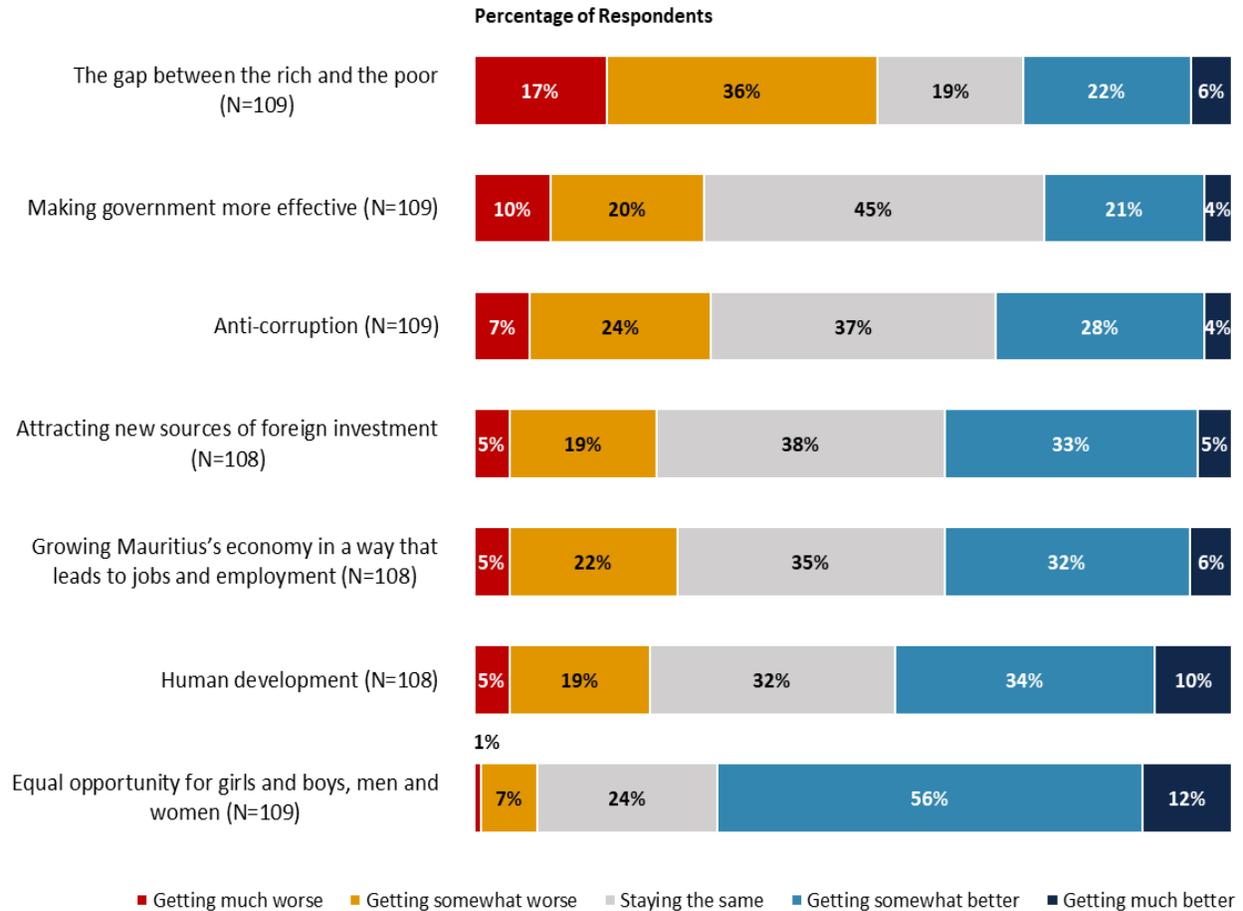


"Do you think that economic opportunity for citizens in Mauritius is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Mauritius (continued)

### Perceptions of Improvement and Decline in Specific Areas



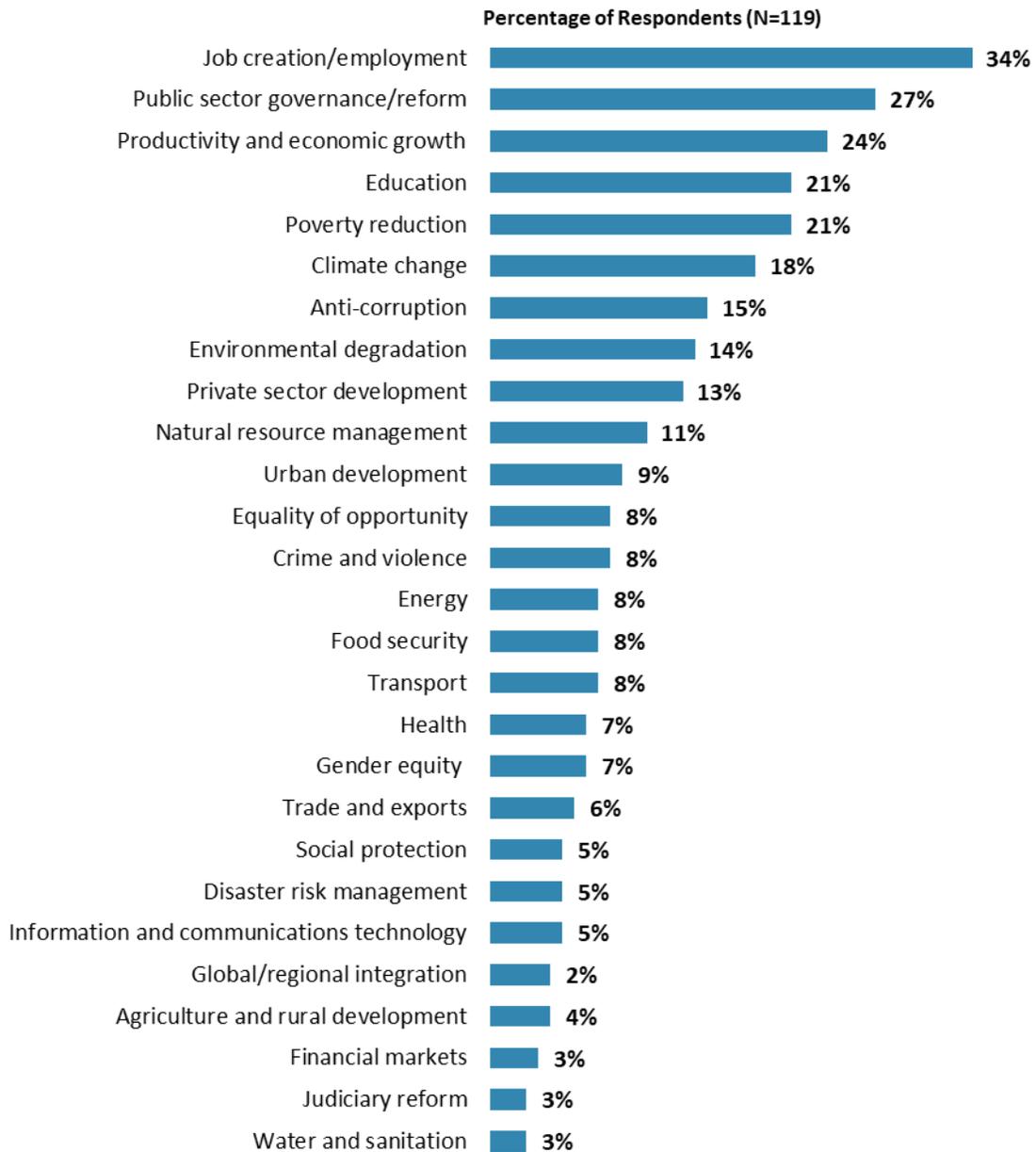
"Please describe the direction Mauritius is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Mauritius (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Mauritius were “*job creation/employment*” (44%), “*poverty reduction*” (40%), “*economic growth*” (35%), “*education*” (31%), and “*public sector governance/reform*” (19%).

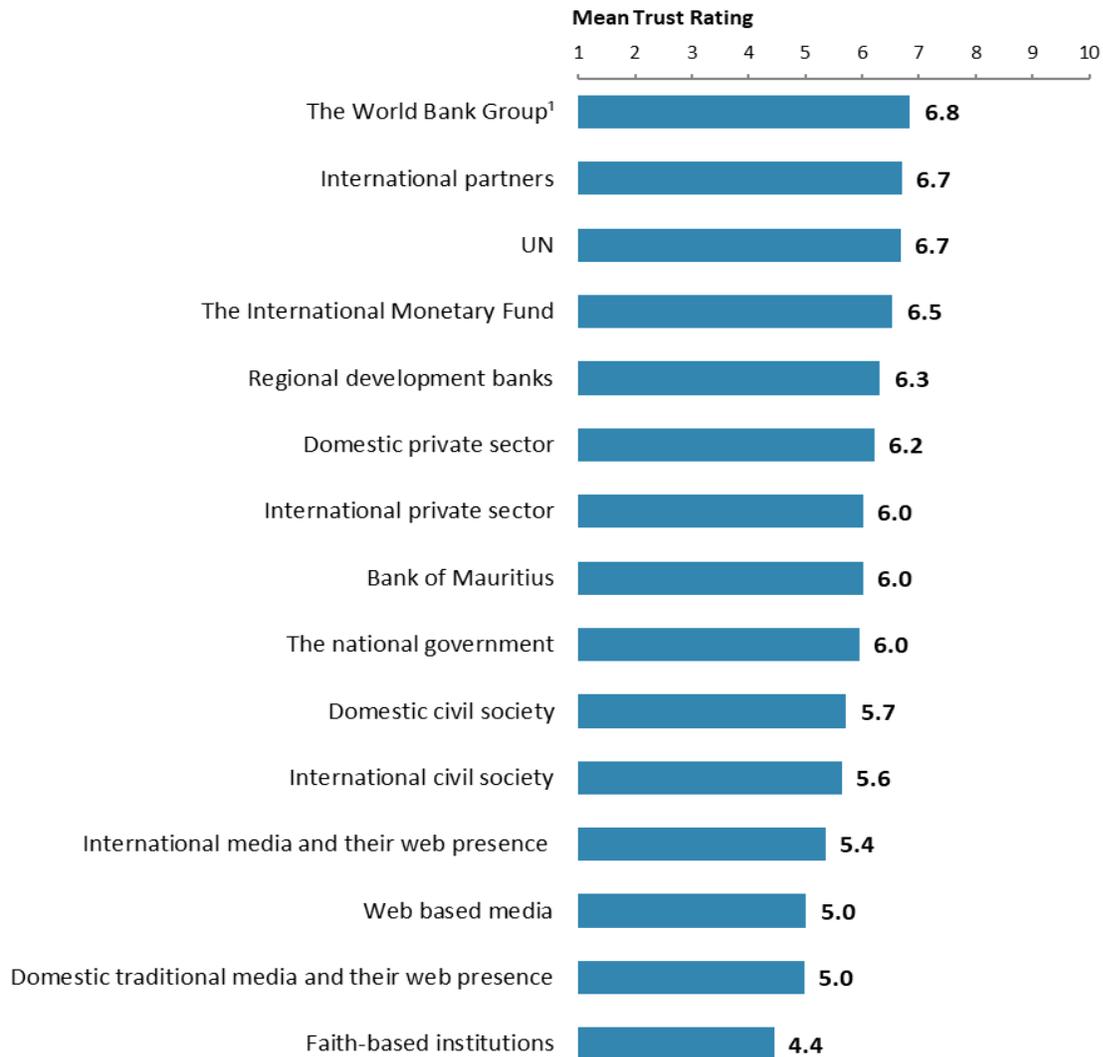


"Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Mauritius (continued)

### Trust in Institutions



**"To what extent do you trust each of the following groups to do what is right? "**  
*(1-"To no degree at all", 10-"To a very significant degree")*  
*<sup>1</sup>Indicator Question*

### Trust in the Private Sector to Engage in Public Service Delivery

Percentage of Respondents (N=111)



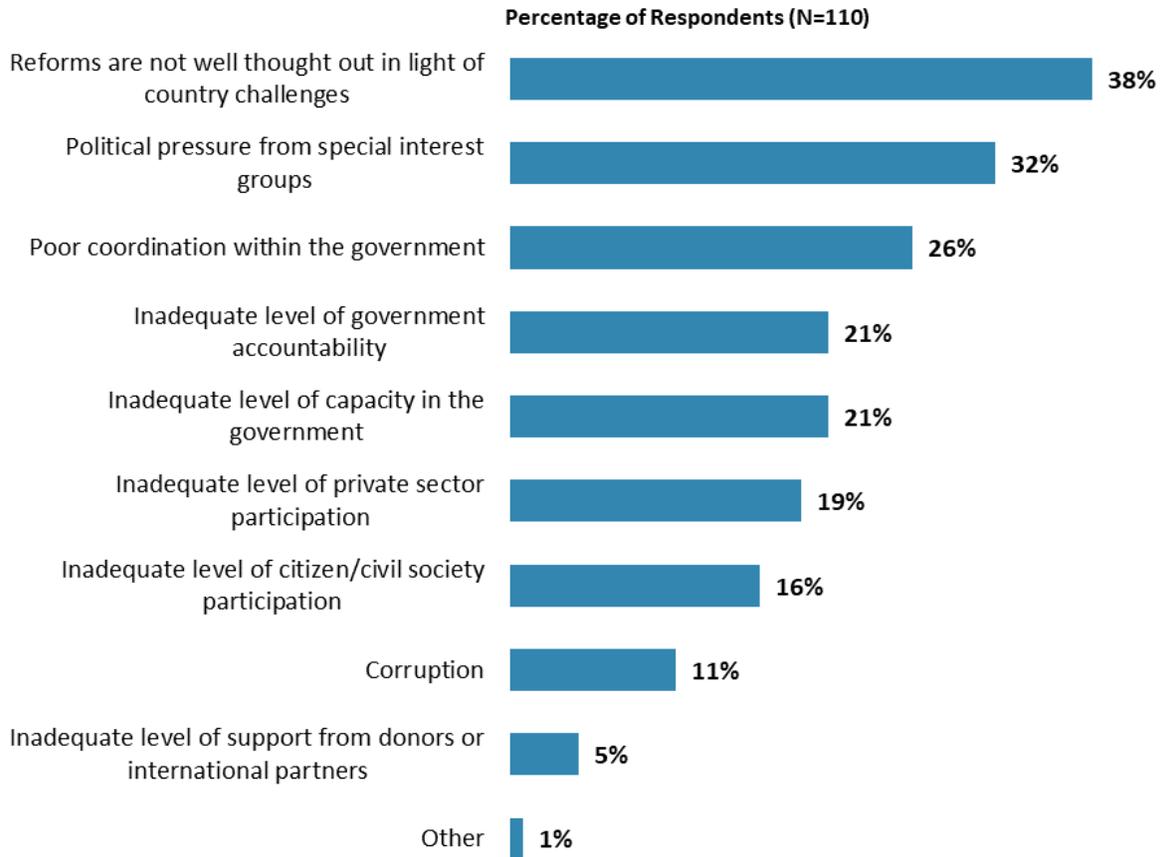
■ To a very low degree ■ To a somewhat low degree ■ To a somewhat high degree ■ To a very high degree ■ Don't know

**"To what extent do you trust the private sector to engage in public service delivery in Mauritius?"**  
 (Respondents chose from a list.)



## IV. General Issues Facing Mauritius (continued)

### Attributions for Slow/Failed Reform Efforts

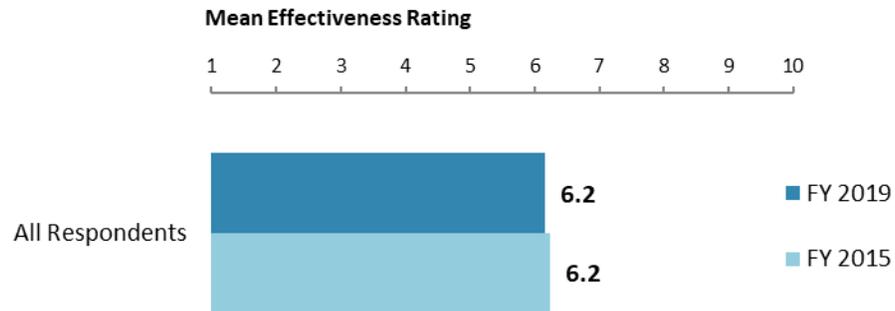


**"When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



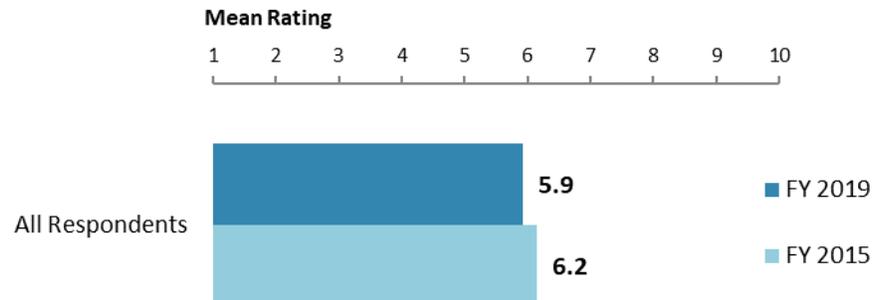
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



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

### Achieving Development Results (Indicator Question)



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

<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

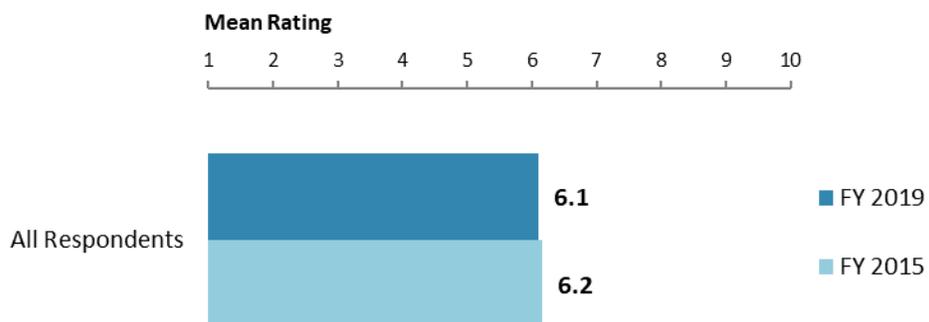
### Influence on Mauritius's Development Agenda (*Indicator Question*)



**"To what extent does the World Bank Group influence the development agenda in Mauritius?"**  
(1-"To no degree at all", 10-"To a very significant degree")

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### WBG Staff Preparedness<sup>4</sup>



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

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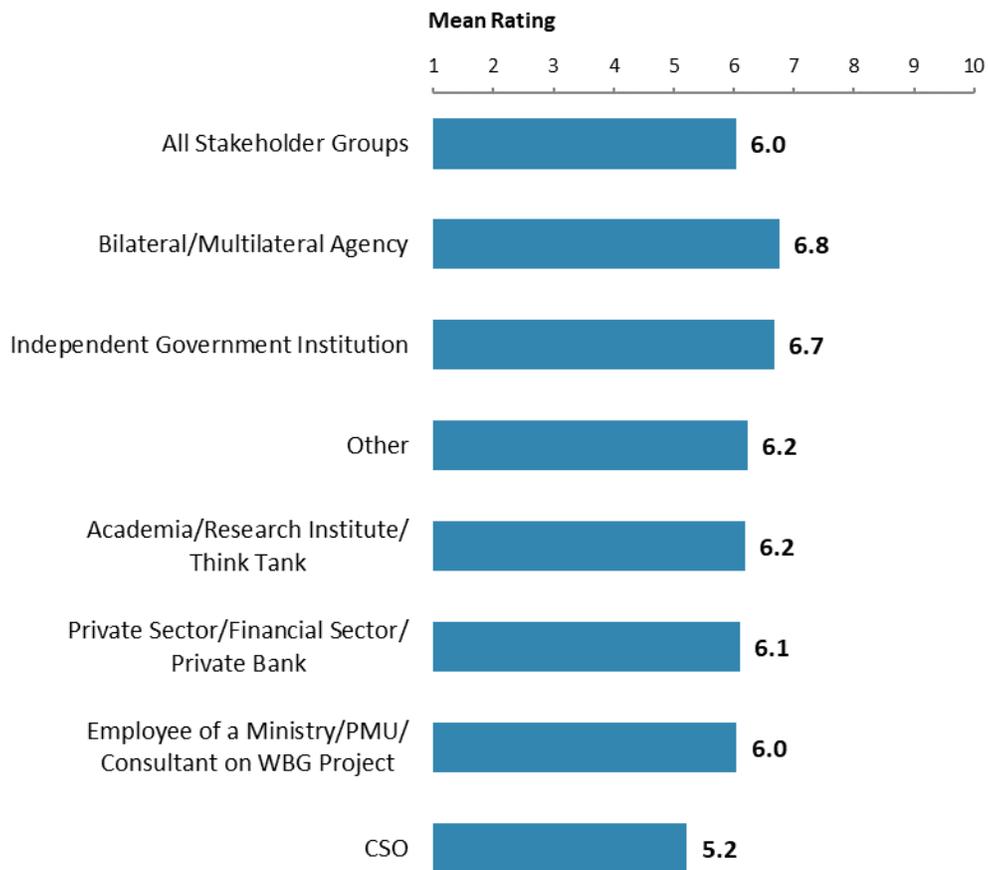
<sup>4</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.6) compared to respondents who do not collaborate with the WBG (mean rating = 5.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 72).



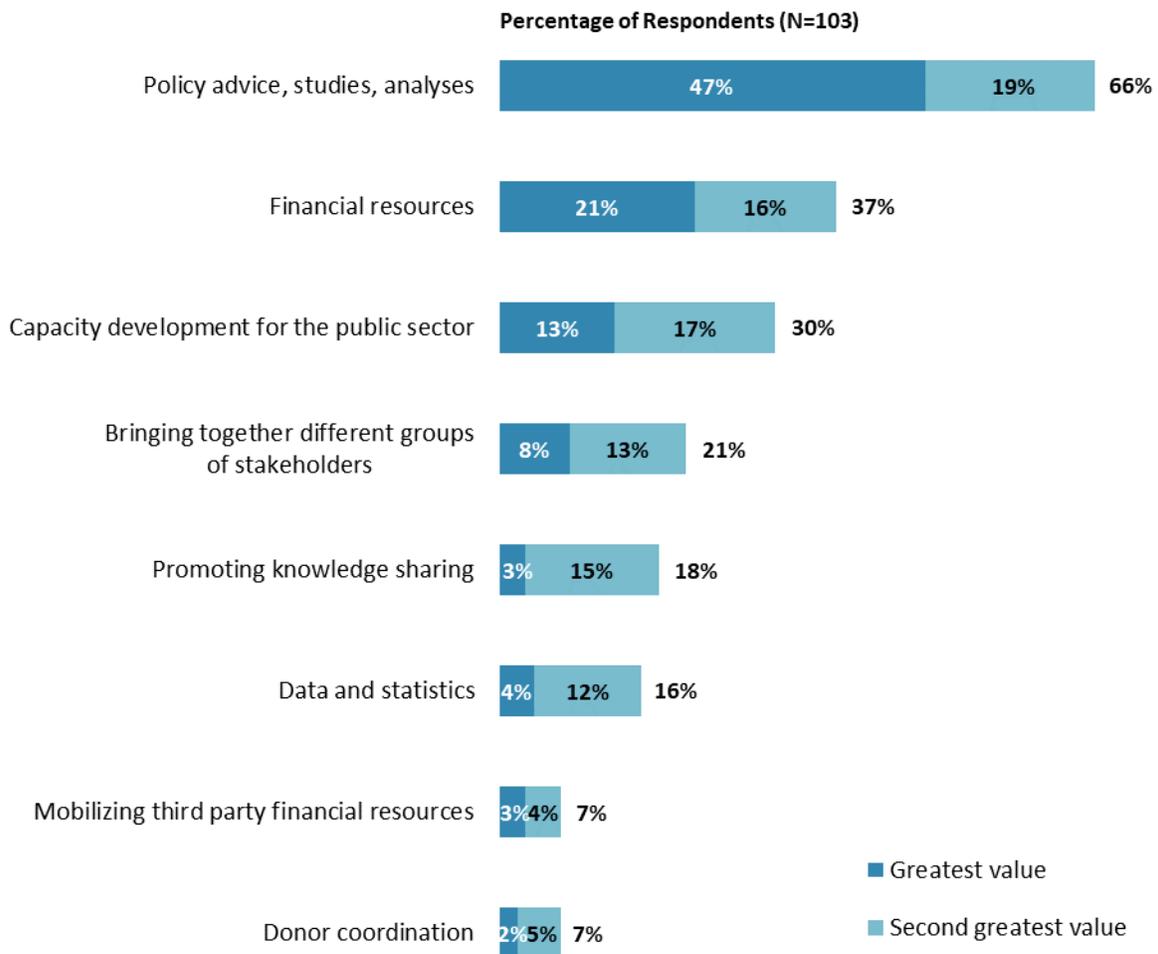
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest value to Mauritius was its "*financial resources*" (52%) and "*technical assistance*" (50%).



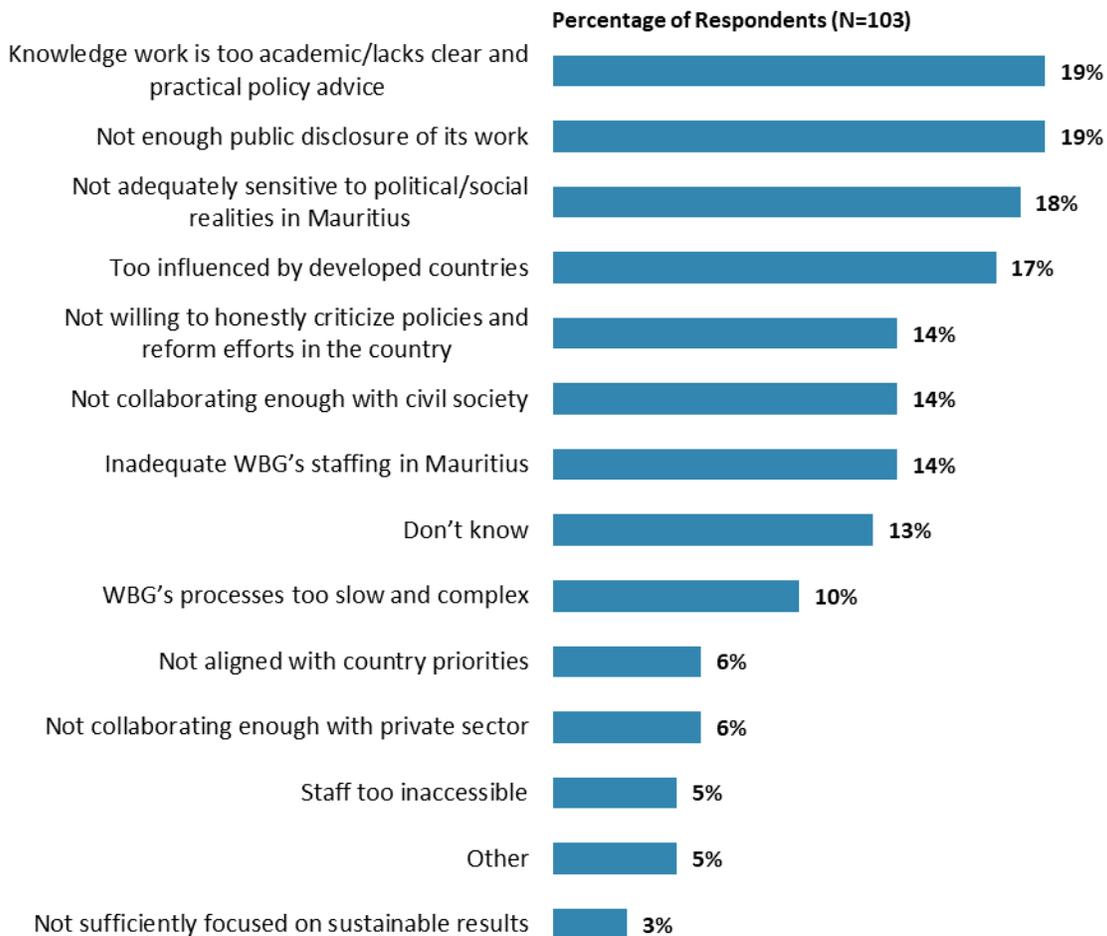
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?"**  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weakness in its work in Mauritius was "*not enough public disclosure of its work*" (35%).
- **Impact of familiarity:** This year, respondents who had higher levels of *familiarity*<sup>5</sup> with the work of the WBG indicated that the WBG's greatest weaknesses were being "*too influenced by developed countries*" (26%), "*knowledge work is too academic/lacks clear and practical policy advice*" (23%), and "*not adequately sensitive to political/social realities in Mauritius*" (23%).



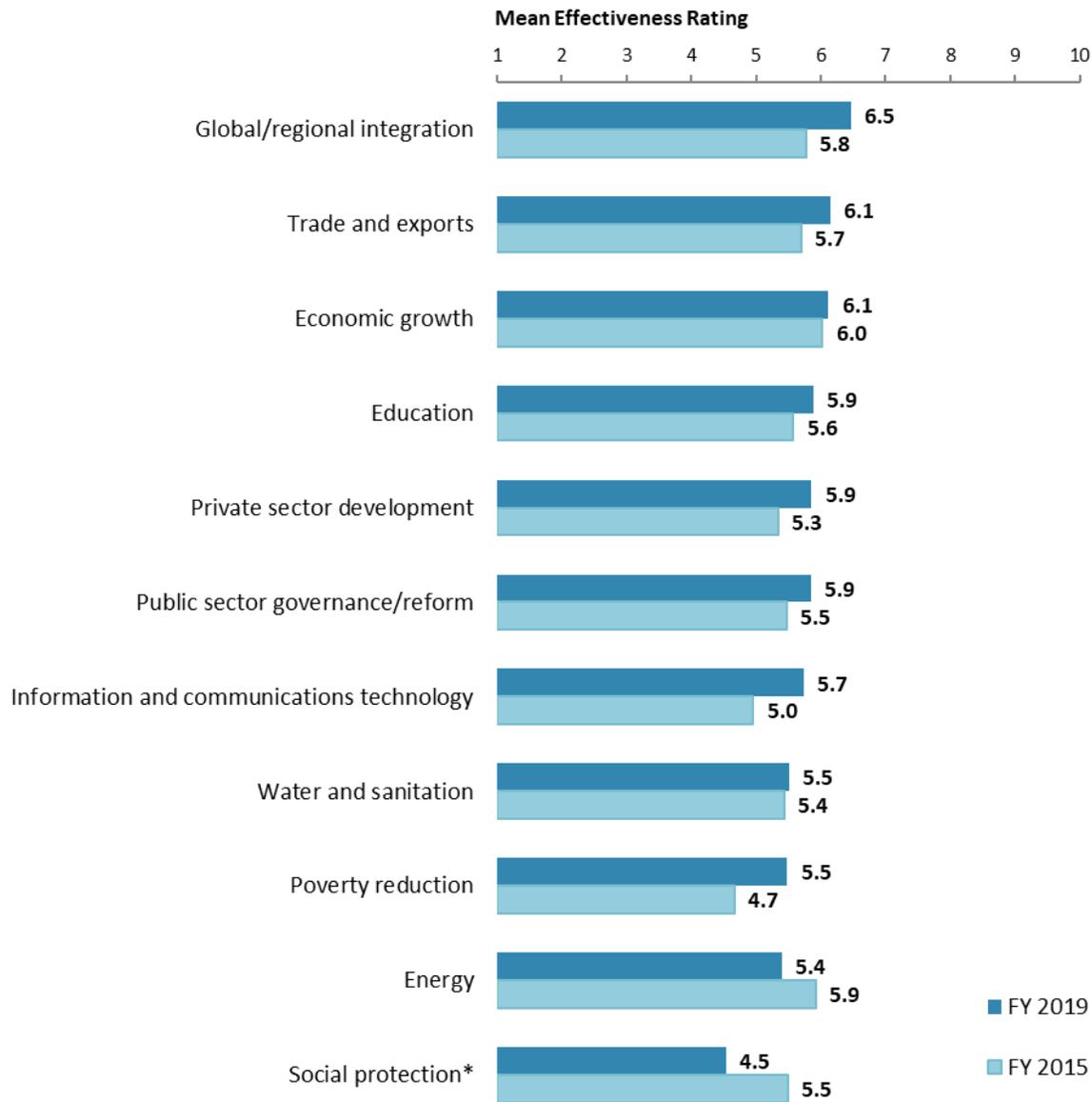
**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

<sup>5</sup> In this category were included respondents who reported their level of familiarity with the work of the World Bank Group in Mauritius as 5 and higher on a 10-point scale in question B1.



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>6</sup>



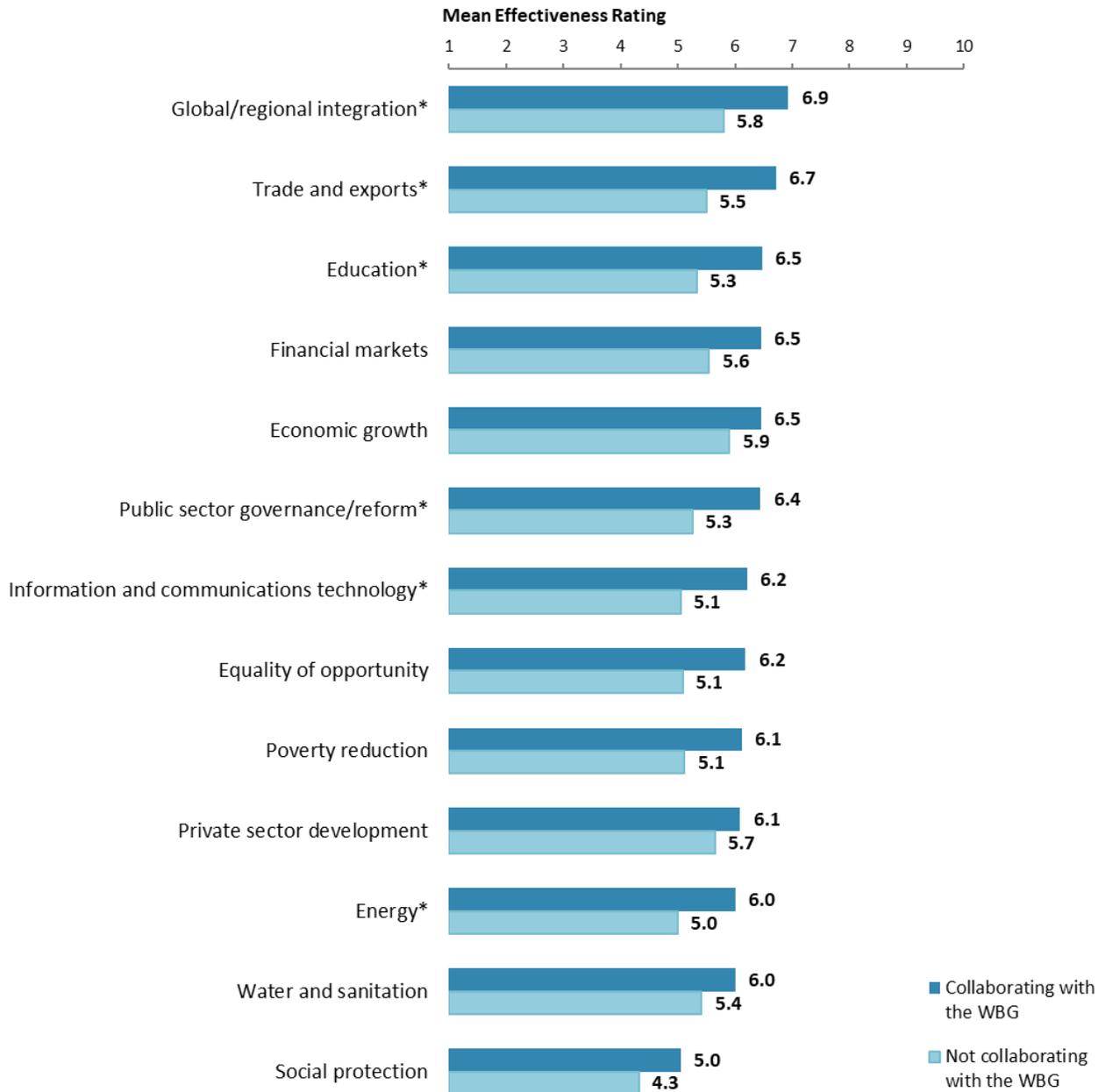
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2019 and FY 2015)

<sup>6</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration<sup>7</sup>



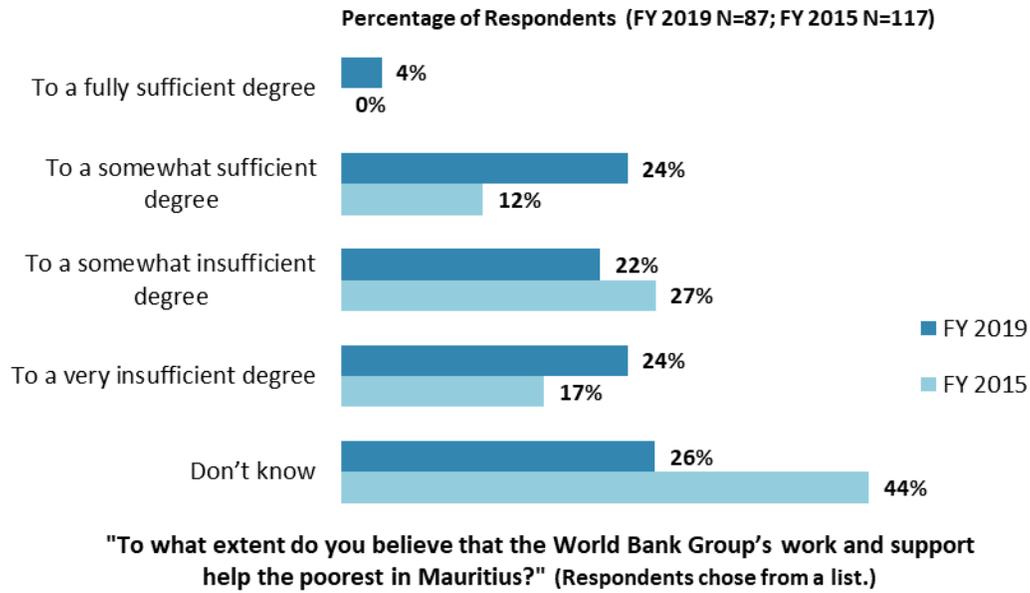
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>7</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 38) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>8</sup>

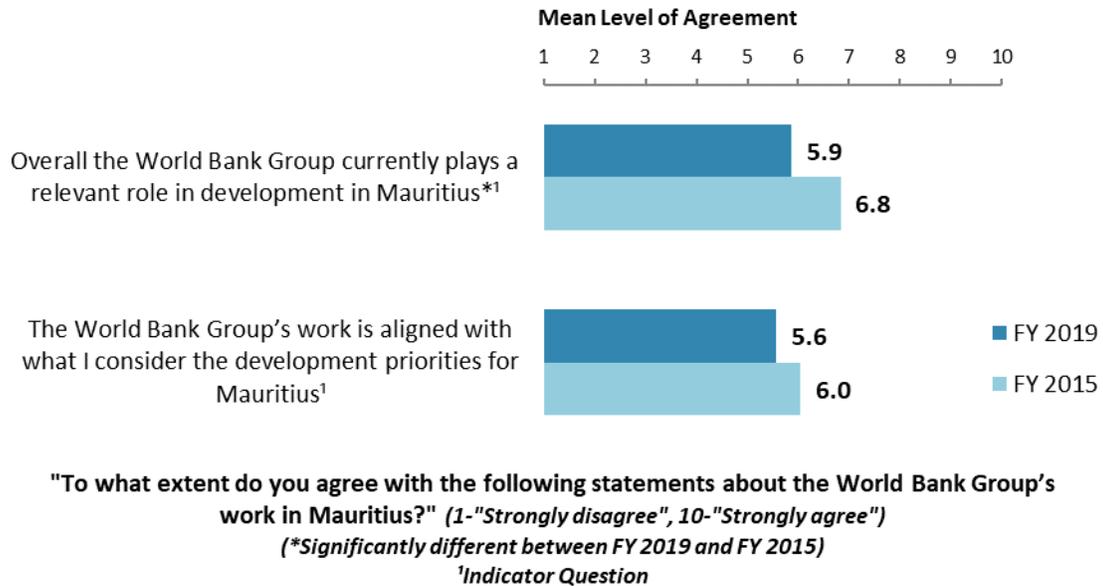


<sup>8</sup> Percentages presented in this chart were calculated based on weighted data.

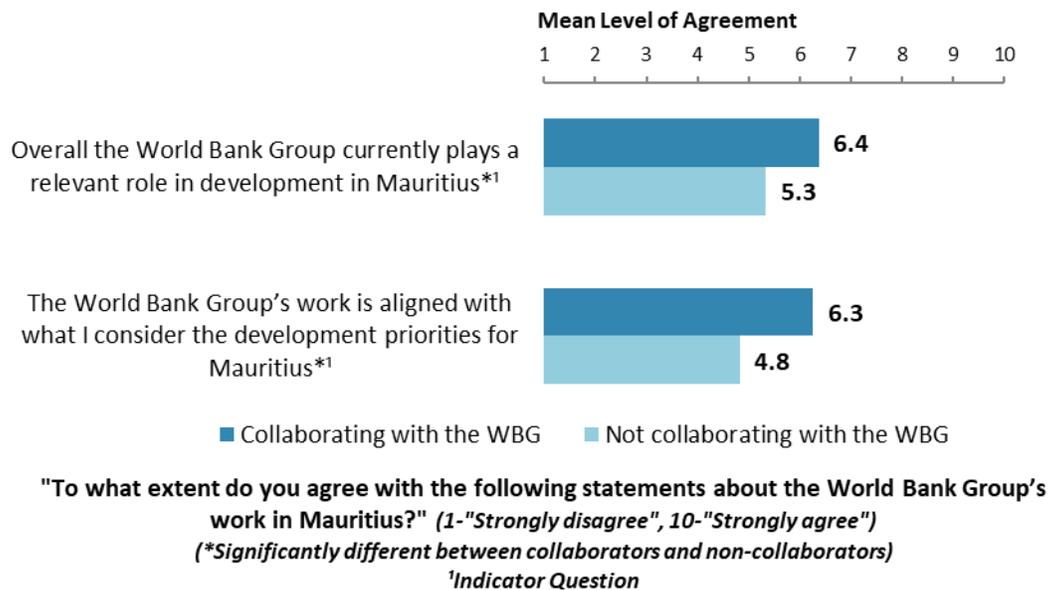


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Mauritius: Year Comparison<sup>9</sup>



### The World Bank Group's Work in Mauritius: Collaboration

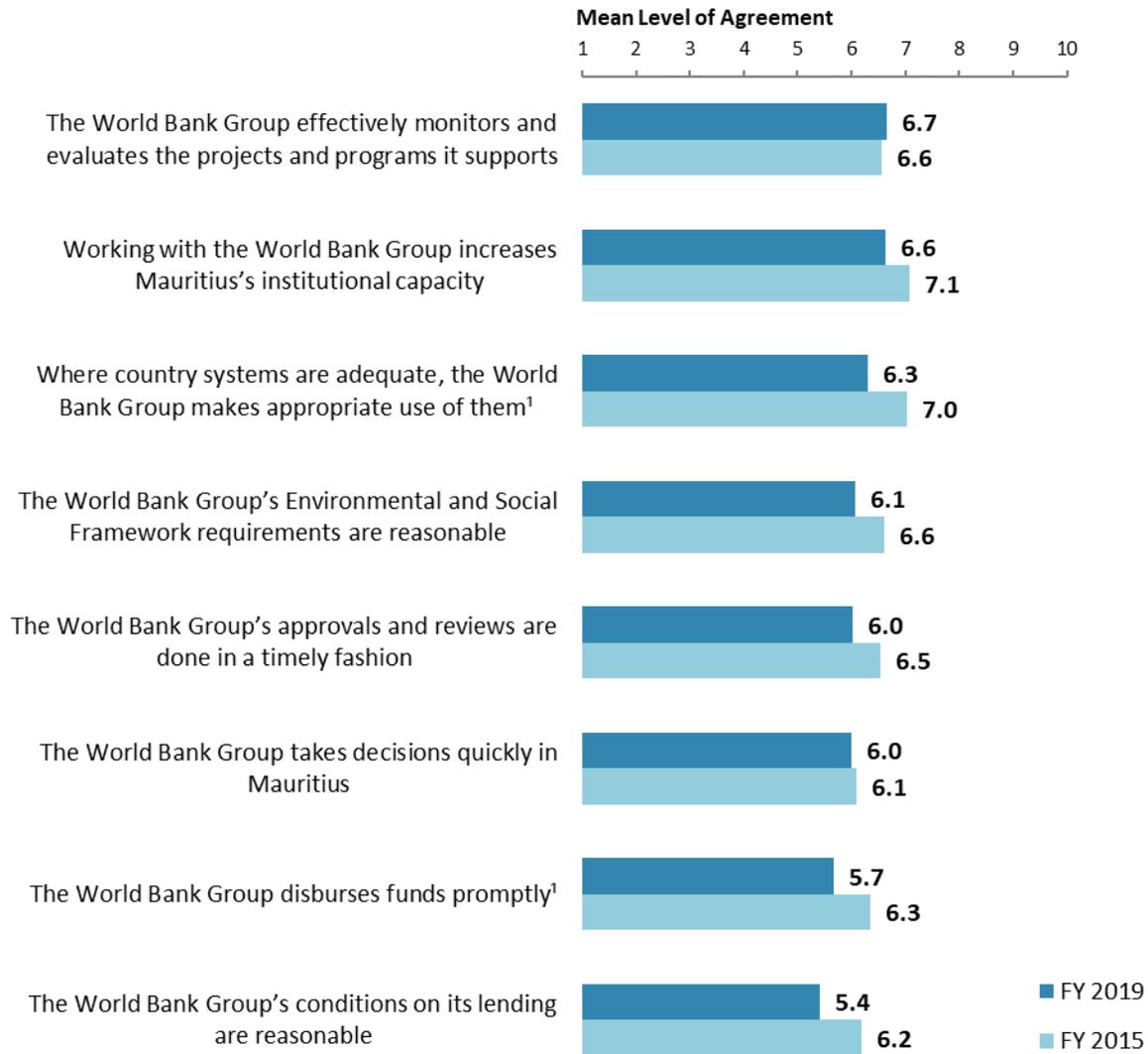


<sup>9</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>10</sup>



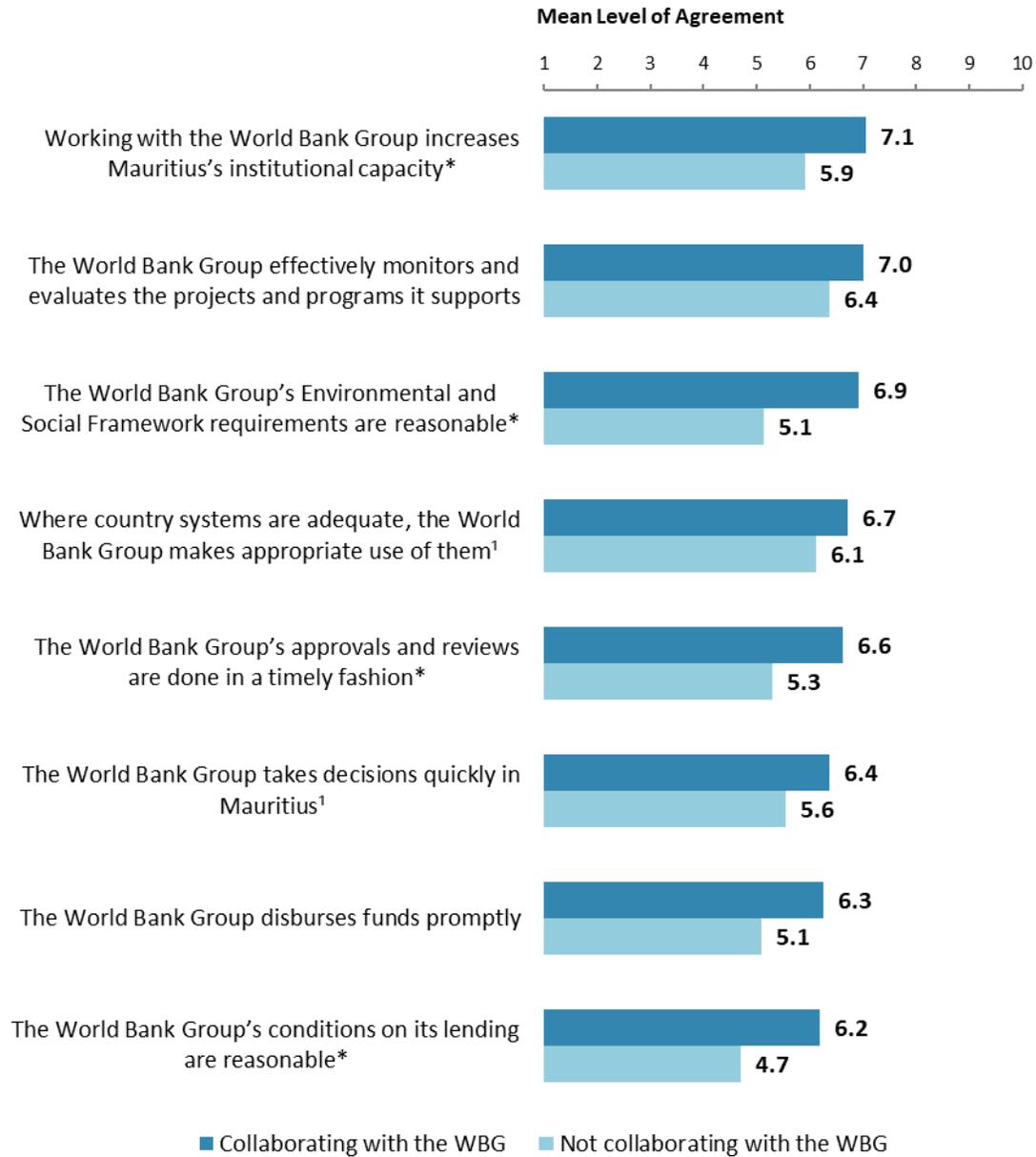
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
<sup>1</sup>Indicator Question

<sup>10</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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

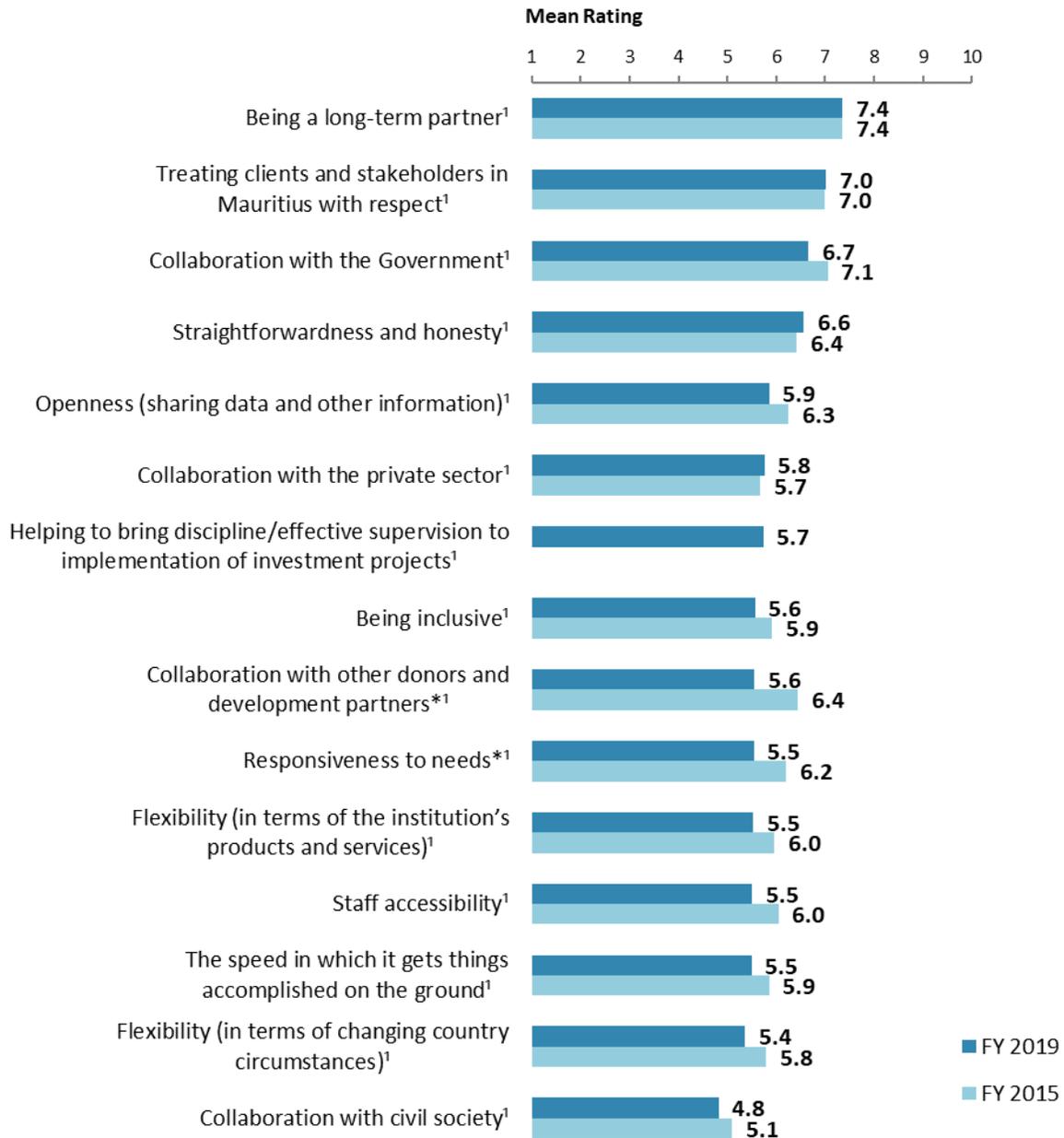
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>11</sup>



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

(\*Significantly different between FY 2019 and FY 2015)

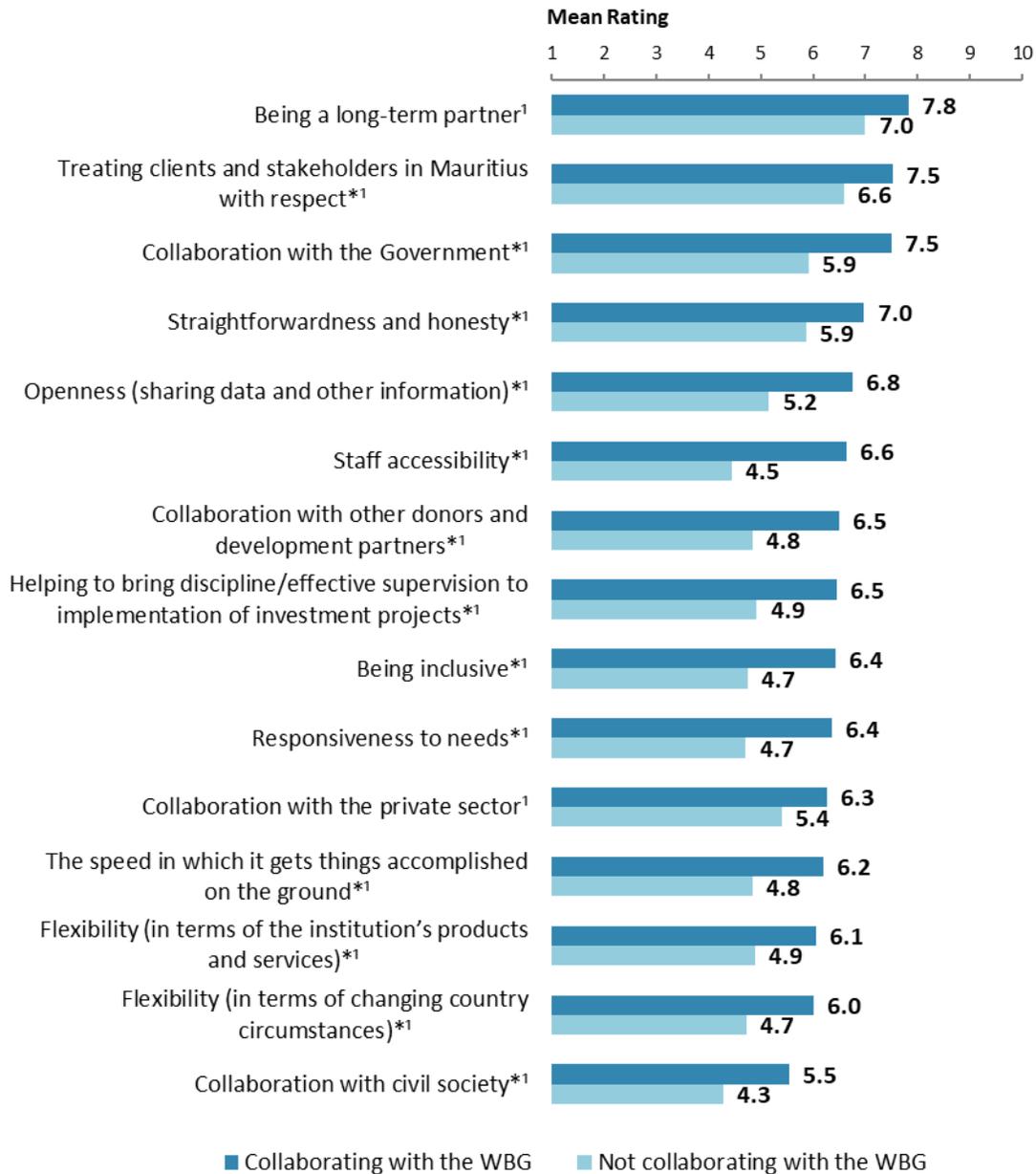
<sup>1</sup>Indicator Question

<sup>11</sup> Means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

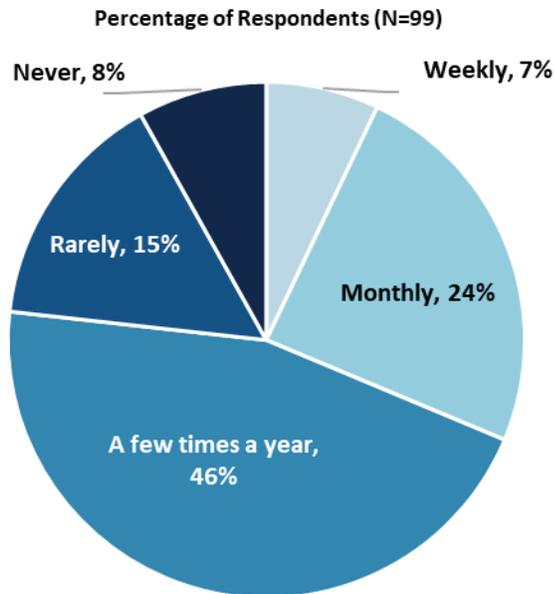
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

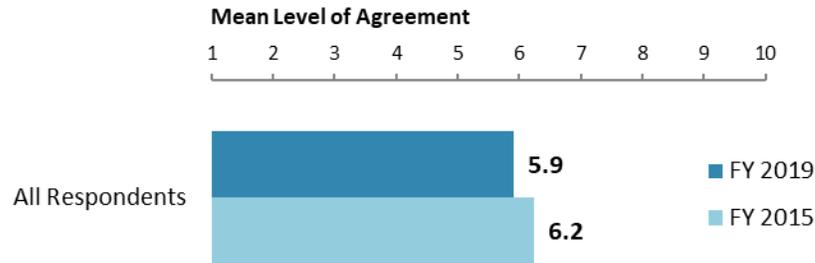


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



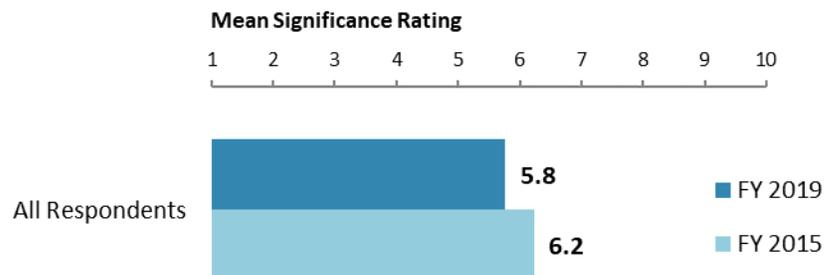
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Mauritius's Knowledge Needs<sup>12</sup> (*Indicator Question*)



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

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



**"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*)



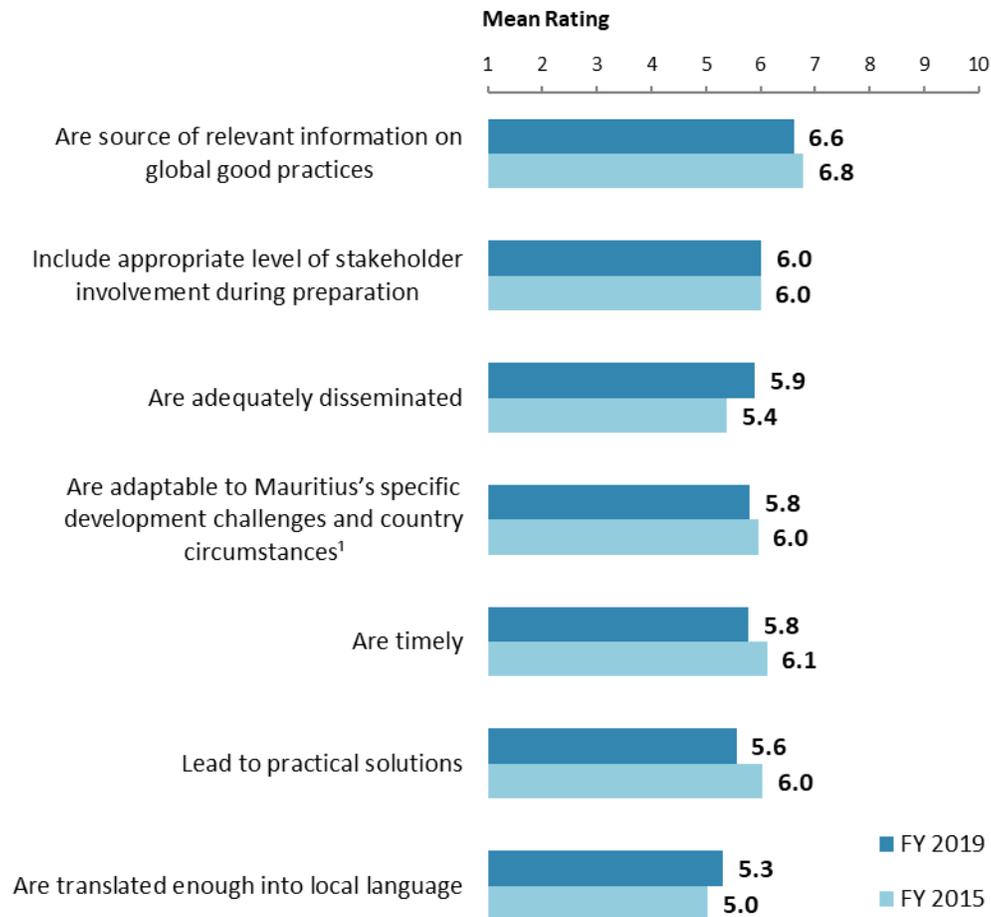
**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"**  
(1-"Very low technical quality", 10-"Very high technical quality")

<sup>12</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>13</sup>



**"In Mauritius, 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")**

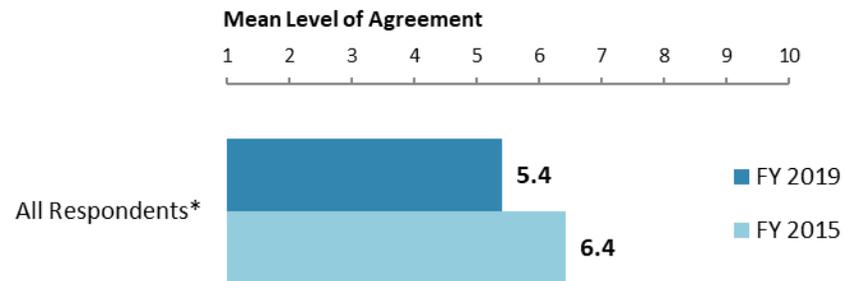
*<sup>1</sup>Indicator Question*

<sup>13</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Mauritius's Needs for Financial Instruments<sup>14</sup> (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Mauritius"**

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

*(\*Significantly different between FY 2019 and FY 2015)*

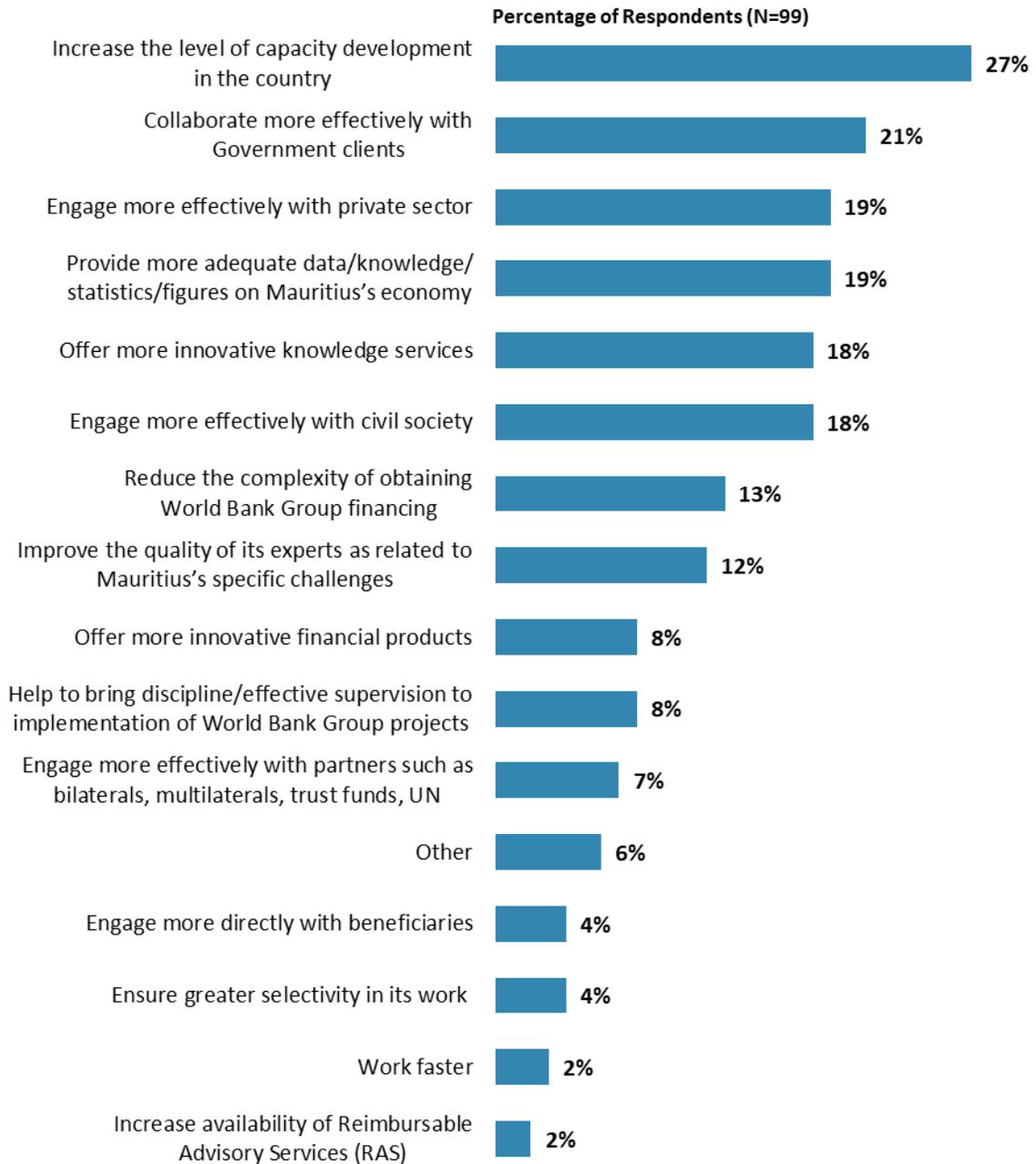
<sup>14</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Mauritius

### Making the World Bank Group of Greater Value

- Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (34%) and “*improve the quality of its experts as related to Mauritius’s specific challenges*” (33%) to make itself of greater value in Mauritius.



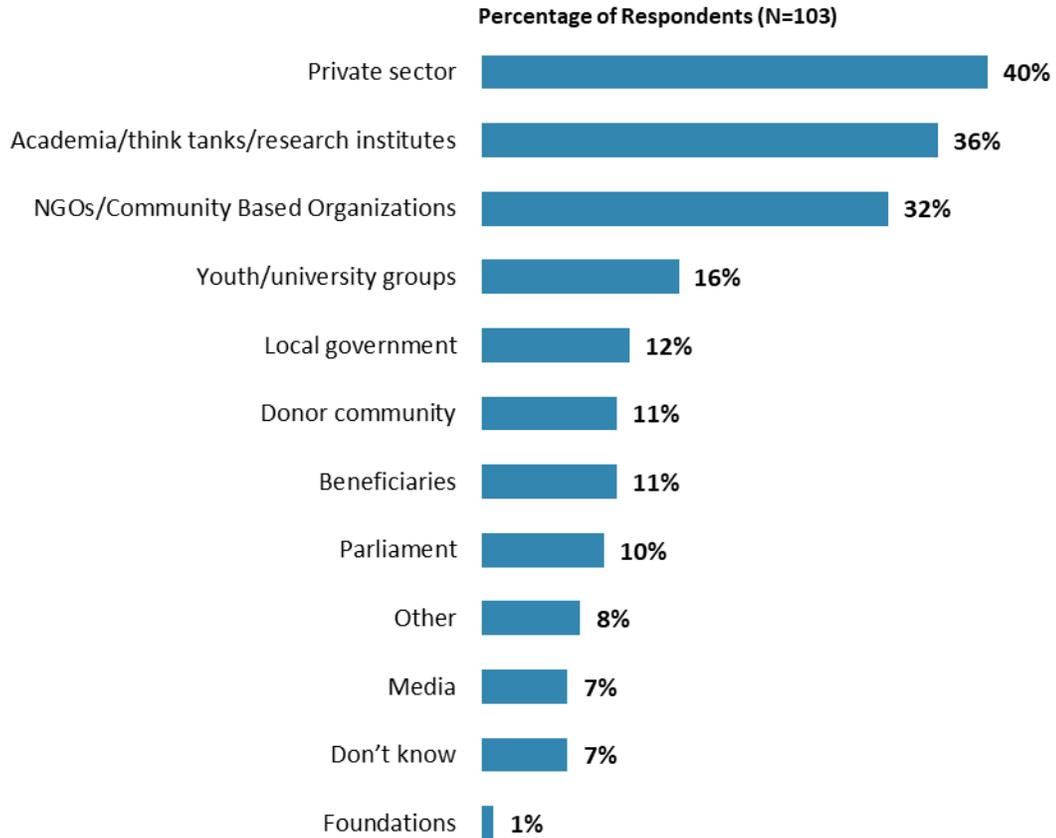
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Mauritius (continued)

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the WBG should collaborate more with “*private sector*” (47%), “*NGOs/community-based organizations*” (38%), and “*academia/think tanks/research institutes*” (33%).



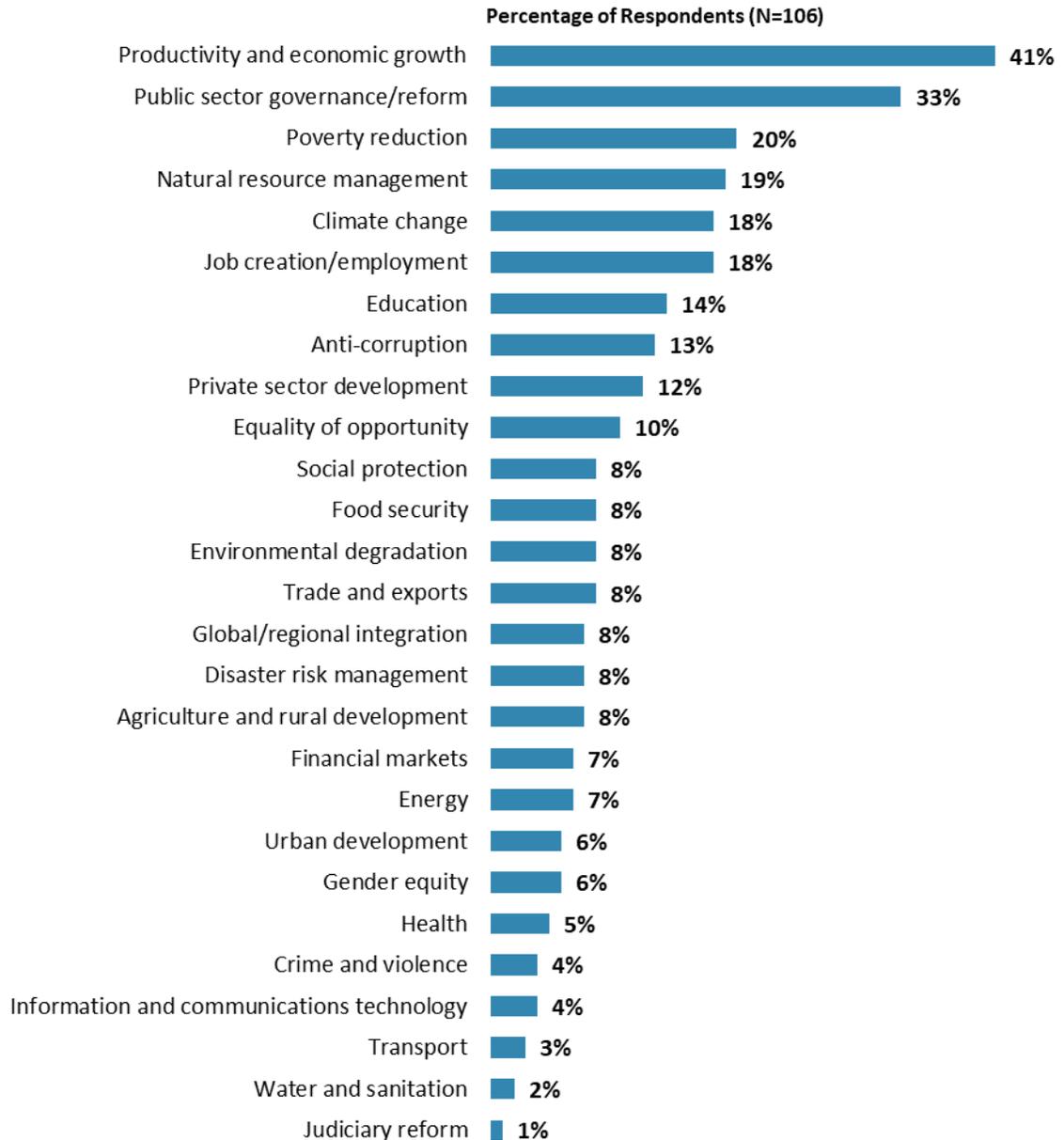
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Mauritius (continued)

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (43%), “*education*” (35%), and “*poverty reduction*” (34%).



**“When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined.)

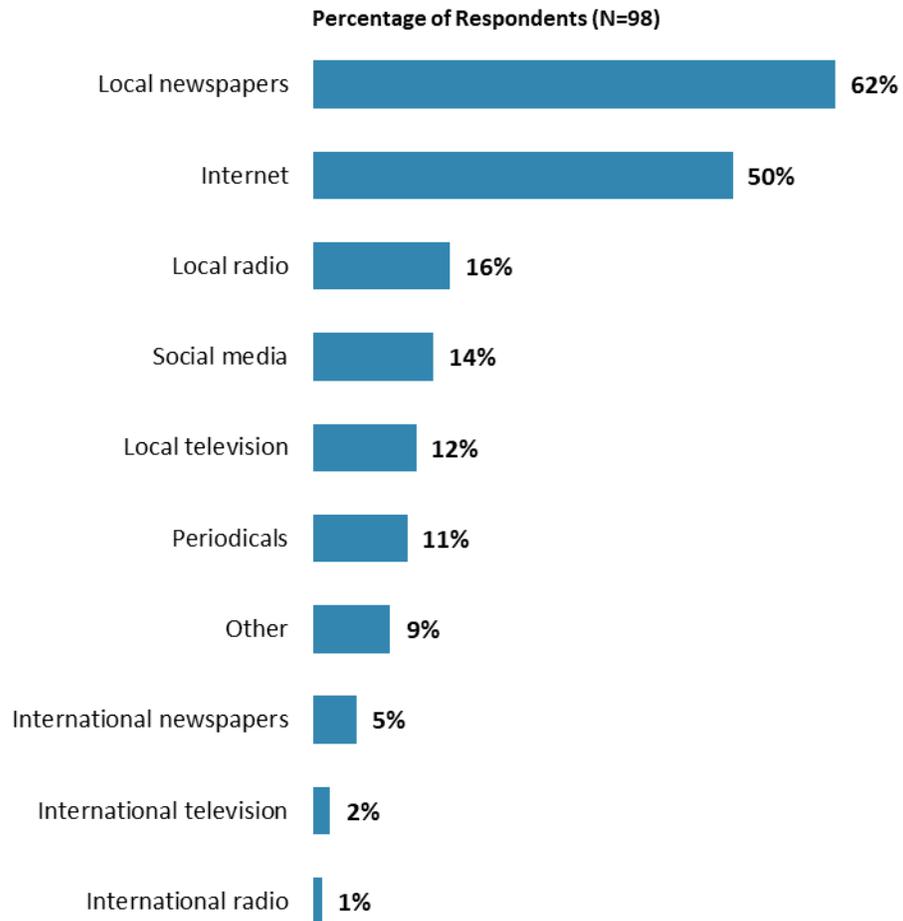


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 50) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’15 Country Survey indicated that they got most of their information about economic and social development issues in Mauritius from the “*local newspapers*” (77%).



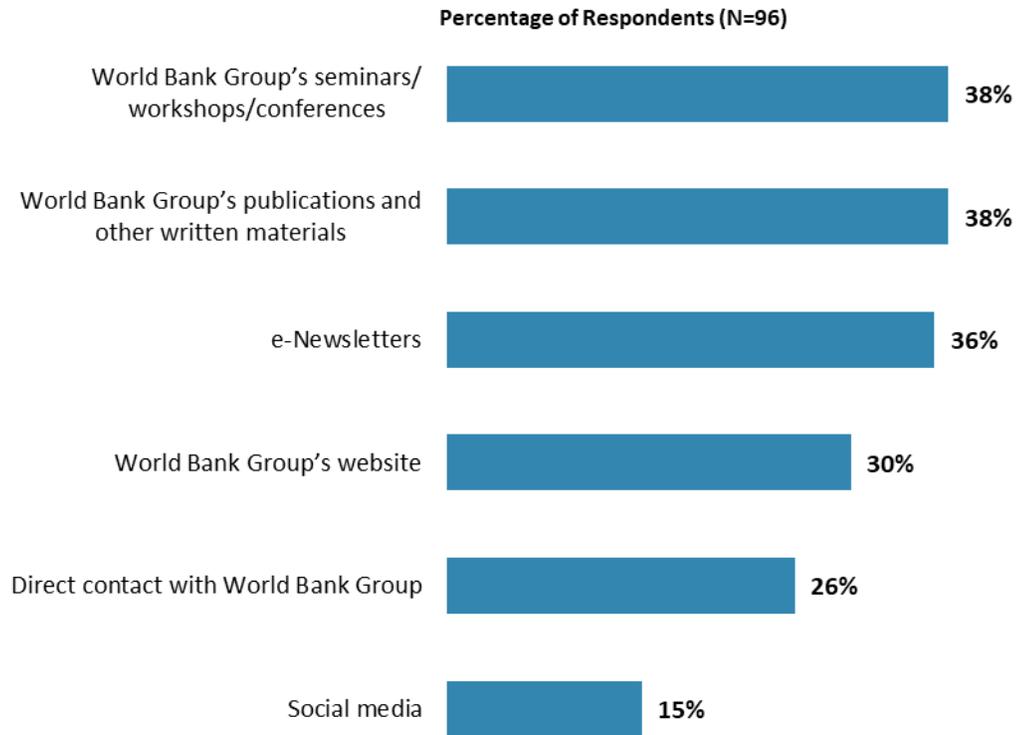
**"How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s website*” (46%), “*e-Newsletters*” (43%), and “*World Bank Group’s publications and other written materials*” (41%).

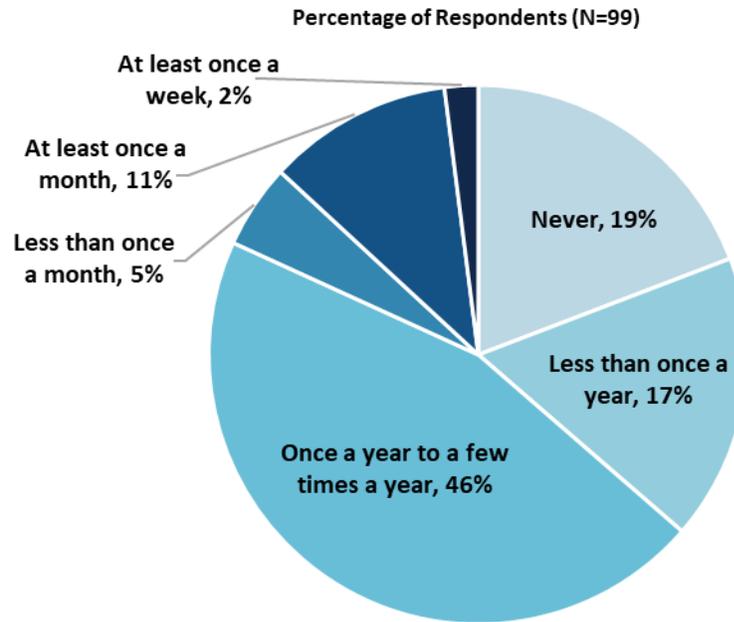


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### WBG Interaction Frequency

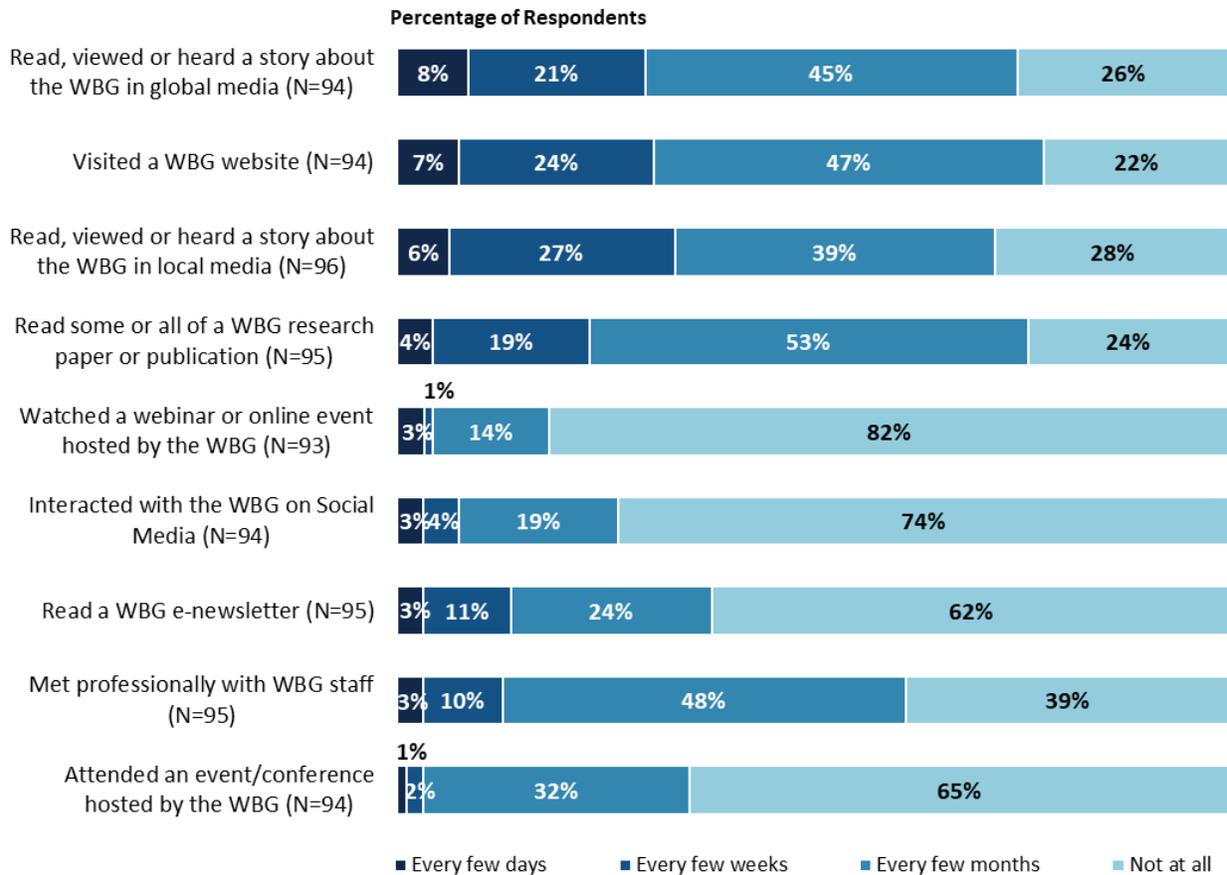


"How frequently do you interact with the World Bank Group now in Mauritius?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



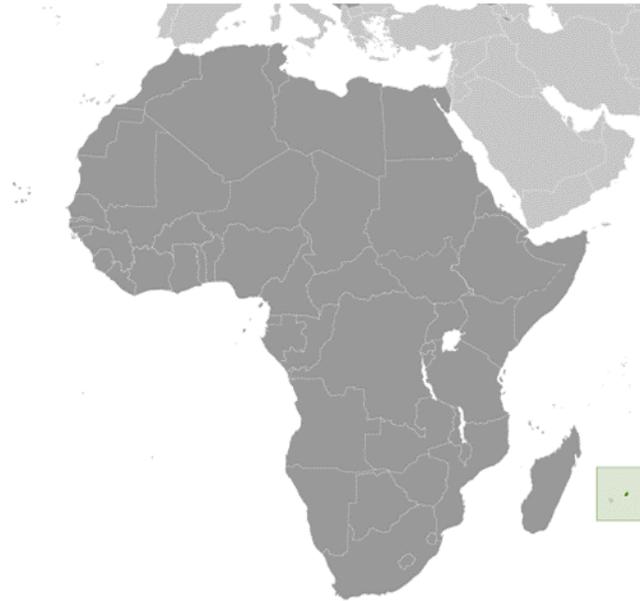
"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



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### MAURITIUS





## Appendix A: Responses to All Questions across All Respondents (N=122)

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

### A. General Issues Facing Mauritius

<b>1. When you think about the future in Mauritius, are you ... ?</b>	<b>Percentage of Respondents (N=119)</b>
Very pessimistic	2.5%
Somewhat pessimistic	21.0%
Somewhat optimistic	58.0%
Very optimistic	16.8%
Not sure	1.7%

<b>2. Do you think that economic opportunity for citizens in Mauritius is ... ?</b>	<b>Percentage of Respondents (N=119)</b>
Increasing	45.4%
Decreasing	26.1%
Staying about the same	28.6%

**A. General Issues Facing Mauritius (continued)**

<b>3. Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=119)</b>
Job creation/employment	33.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.9%
Productivity and economic growth	23.5%
Education	21.0%
Poverty reduction	21.0%
Climate change (e.g., mitigation, adaptation)	18.5%
Anti-corruption	15.1%
Environmental degradation	14.3%
Private sector development	13.4%
Natural resource management (e.g., Ocean Economy, freshwater, land)	10.9%
Urban development (including traffic decongestion)	9.2%
Equality of opportunity (i.e., social inclusion)	8.4%
Crime and violence	8.4%
Energy	7.6%
Food security	7.6%
Transport (e.g., roads, bridges, transportation)	7.6%
Health	6.7%
Gender equity (closing the gap between women and men, and boys and girls)	6.7%
Trade and exports	5.9%
Social protection (e.g., pensions, targeted social assistance)	5.0%
Disaster risk management	5.0%
Information and communications technology	5.0%
Global/regional integration	4.2%
Agriculture and rural development	4.2%
Financial markets	3.4%
Judiciary reform	2.5%
Water and sanitation	2.5%

<b>4. When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=110)</b>
Reforms are not well thought out in light of country challenges	38.2%
Political pressure from special interest groups	31.8%
Poor coordination within the government	26.4%
Inadequate level of government accountability	20.9%
Inadequate level of capacity in the government	20.9%
Inadequate level of private sector participation	19.1%
Inadequate level of citizen/civil society participation	16.4%
Corruption	10.9%
Inadequate level of support from donors or international partners	4.5%
Other	0.9%



**A. General Issues Facing Mauritius (continued)**

5. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	105	5	5.95	2.20
2. International partners (e.g., AFD, EU)	102	6	6.71	1.89
3. The World Bank Group*	98	10	6.85	1.89
4. The International Monetary Fund	90	15	6.53	2.02
5. UN	96	6	6.68	2.06
6. Regional development banks (e.g., African Development Bank, Trade and Development Bank)	92	12	6.32	1.90
7. Bank of Mauritius	98	8	6.01	2.16
8. International private sector	90	15	6.01	1.91
9. Domestic private sector	101	6	6.22	2.07
10. International civil society (e.g., NGOs, CBOs)	97	10	5.64	1.96
11. Domestic civil society (e.g., NGOs, CBOs)	102	5	5.72	2.11
12. Faith-based institutions	92	12	4.45	2.16
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	101	5	4.98	2.17
14. International media and their web presence	102	5	5.35	2.14
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	100	4	5.01	2.12

6. Please describe the direction Mauritius is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewh at worse	Staying the same	Getting somewh at better	Getting much better
1. Human development (e.g., health, education, and social protection)	108	4.6%	18.5%	32.4%	34.3%	10.2%
2. Equal opportunity for girls and boys, men and women	109	0.9%	7.3%	23.9%	56.0%	11.9%
3. Growing Mauritius's economy in a way that leads to jobs and employment	108	4.6%	22.2%	35.2%	32.4%	5.6%
4. The gap between the rich and the poor	109	17.4%	35.8%	19.3%	22.0%	5.5%
5. Making government more effective	109	10.1%	20.2%	45.0%	21.1%	3.7%
6. Anti-corruption	109	7.3%	23.9%	37.6%	27.5%	3.7%
7. Attracting new sources of foreign investment	108	4.6%	19.4%	38.0%	33.3%	4.6%

7. To what extent do you trust the private sector to engage in public service delivery in Mauritius?	Percentage of Respondents (N=111)
To a very low degree	11.7%
To a somewhat low degree	36.0%
To a somewhat high degree	36.9%
To a very high degree	10.8%
Don't know	4.5%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Mauritius? (1-Not familiar at all, 10-Extremely familiar)	105	n/a	5.32	2.23

<b>Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.* (1-Not effective at all, 10-Very effective)	90	15	6.20	1.79

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mauritius solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	88	17	6.24	2.05

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Productivity and economic growth	40.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.0%
Poverty reduction	19.8%
Natural resource management (e.g., Ocean Economy, freshwater, land)	18.9%
Climate change (e.g., mitigation, adaptation)	17.9%
Job creation/employment	17.9%
Education	14.2%
Anti-corruption	13.2%
Private sector development	12.3%
Equality of opportunity (i.e., social inclusion)	10.4%
Social protection (e.g., pensions, targeted social assistance)	8.5%
Food security	8.5%
Environmental degradation	8.5%
Trade and exports	8.5%
Global/regional integration	7.5%
Disaster risk management	7.5%
Agriculture and rural development	7.5%
Financial markets	6.6%
Energy	6.6%
Urban development (including traffic decongestion)	5.7%
Gender equity (closing the gap between women and men, and boys and girls)	5.7%
Health	4.7%
Crime and violence	3.8%
Information and communications technology	3.8%
Transport (e.g., roads, bridges, transportation)	2.8%
Water and sanitation	1.9%
Judiciary reform	0.9%

**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 Mauritius?	Percentage of Respondents (N=103)		
	Greatest Value	Second Greatest Value	Combined
Policy advice, studies, analyses	46.6%	19.4%	66.0%
Financial resources	21.4%	15.5%	36.9%
Capacity development for the public sector	12.6%	17.5%	30.1%
Bringing together different groups of stakeholders	7.8%	12.6%	20.4%
Promoting knowledge sharing	2.9%	14.6%	17.5%
Data and statistics	3.9%	11.7%	15.5%
Mobilizing third party financial resources	2.9%	3.9%	6.8%
Donor coordination	1.9%	4.9%	6.8%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=103)
Knowledge work is too academic/ lacks clear and practical policy advice	19.4%
Not enough public disclosure of its work	19.4%
Not adequately sensitive to political/social realities in Mauritius	18.4%
Too influenced by developed countries	17.5%
Not willing to honestly criticize policies and reform efforts in the country	13.6%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	13.6%
Inadequate World Bank Group's staffing in Mauritius	13.6%
Don't know	12.6%
World Bank Group's processes too slow and complex	9.7%
Not aligned with country priorities	5.8%
Not collaborating enough with private sector	5.8%
Staff too inaccessible	4.9%
Other	4.9%
Not sufficiently focused on sustainable results	2.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	0.0%
Arrogant in its approach	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only ONE response)	Percentage of Respondents (N=103)
To a fully sufficient degree	2.9%
To a somewhat sufficient degree	23.3%
To a somewhat insufficient degree	24.3%
To a very insufficient degree	25.2%
Don't know	24.3%



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

<b>8. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Private sector	39.8%
Academia/think tanks/research institutes	35.9%
NGOs/Community Based Organizations	32.0%
Youth/university groups	15.5%
Local government	11.7%
Donor community	10.7%
Beneficiaries	10.7%
Parliament	9.7%
Other	7.8%
Media	6.8%
Don't know	6.8%
Foundations	1.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Mauritius? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. Overall the World Bank Group currently plays a relevant role in development in Mauritius*	99	3	5.82	1.79
10. The World Bank Group's work is aligned with what I consider the development priorities for Mauritius*	91	10	5.55	1.69

<b>To what extent is the World Bank Group an effective development partner in Mauritius, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. Responsiveness to needs*	89	11	5.56	1.66
12. Flexibility (in terms of the institution's products and services)*	81	17	5.49	1.62
13. Flexibility (in terms of changing country circumstances)*	82	15	5.34	1.47
14. Being inclusive*	81	16	5.59	1.76
15. Openness (sharing data and other information)*	90	9	5.89	2.02
16. Collaboration with the Government*	88	10	6.72	1.74
17. The speed in which it gets things accomplished on the ground*	80	22	5.45	1.80
18. Helping to bring discipline/effective supervision to implementation of investment projects*	80	21	5.70	1.79
19. Collaboration with civil society*	71	28	4.75	1.93
20. Staff accessibility*	89	11	5.51	2.36
21. Collaboration with other donors and development partners*	75	26	5.63	2.13
22. Collaboration with the private sector*	73	26	5.82	2.03
23. Straightforwardness and honesty*	83	17	6.43	2.23
24. Treating clients and stakeholders in Mauritius with respect*	80	18	7.10	2.00
25. Being a long-term partner*	88	13	7.44	1.99

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	43	57	4.81	1.87
2. Private sector development	50	46	5.86	1.96
3. Education	61	35	5.92	1.87
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	58	38	5.84	2.03
5. Global/regional integration	52	45	6.42	1.85
6. Energy	46	50	5.43	1.59
7. Water and sanitation	48	50	5.60	1.70
8. Financial markets	45	49	5.91	1.90
9. Trade and exports	53	45	6.09	1.81
10. Poverty reduction	56	41	5.50	2.13
11. Economic growth	65	33	6.26	1.95
12. Equality of opportunity (i.e., social inclusion)	49	47	5.76	2.00
13. Information and communications technology	41	57	5.76	1.79

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Mauritius?* (1-To no degree at all, 10-To a very significant degree)	79	22	6.04	1.62

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Mauritius?* (1-To no degree at all, 10-To a very significant degree)	78	20	5.94	1.69

To what extent do you agree with the following statements about the World Bank Group in Mauritius? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Mauritius*	65	35	5.46	1.66
5. The World Bank Group meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	74	22	6.00	1.89

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Mauritius received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	47	53	5.60	1.90

**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=99)
Weekly	7.1%
Monthly	24.2%
A few times a year	45.5%
Rarely	15.2%
Never	8.1%

In Mauritius, 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	77	21	5.86	1.95
3. Include appropriate level of stakeholder involvement during preparation	71	24	6.01	1.82
4. Lead to practical solutions	76	21	5.55	1.79
5. Are source of relevant information on global good practices	84	12	6.74	1.86
6. Are adequately disseminated	85	12	5.91	2.33
7. Are translated enough into local language	66	27	5.20	2.63
8. Are adaptable to Mauritius's specific development challenges and country circumstances*	83	14	5.88	2.04

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)	84	14	5.82	1.61
10. 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)	81	17	6.98	1.49

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	47	51	5.66	2.13
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	66	29	6.73	1.78
3. The World Bank Group's approvals and reviews are done in a timely fashion	55	43	6.00	1.99
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	48	46	6.08	1.96
5. The World Bank Group's conditions on its lending are reasonable	43	55	5.58	2.18
6. The World Bank Group takes decisions quickly in Mauritius*	49	47	5.98	1.99
7. Working with the World Bank Group increases Mauritius's institutional capacity	76	22	6.72	2.01
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	44	51	6.55	1.69

**F. The Future Role of the World Bank Group in Mauritius**

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>
Increase the level of capacity development in the country	27.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	21.2%
Engage more effectively with private sector	19.2%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	19.2%
Offer more innovative knowledge services	18.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	18.2%
Reduce the complexity of obtaining World Bank Group financing	13.1%
Improve the quality of its experts as related to Mauritius's specific challenges	12.1%
Offer more innovative financial products	8.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.1%
Other	6.1%
Engage more directly with beneficiaries	4.0%
Ensure greater selectivity in its work	4.0%
Work faster	3.0%
Increase availability of Reimbursable Advisory Services (RAS)	2.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Mauritius?</b>	<b>Percentage of Respondents (N=99)</b>
Never	19.2%
Less than once a year	17.2%
Once a year to a few times a year	45.5%
Less than once a month	5.1%
At least once a month	11.1%
At least once a week	2.0%

<b>2. How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=98)</b>
Local newspapers	62.2%
Internet	50.0%
Local radio	16.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.3%
Local television	12.2%
Periodicals	11.2%
Other	9.2%
International newspapers	5.1%
International television	2.0%
International radio	1.0%

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

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
World Bank Group's seminars/workshops/conferences	37.5%
World Bank Group's publications and other written materials	37.5%
e-Newsletters	36.5%
World Bank Group's website	30.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.6%

<b>4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	96	6.3%	27.1%	38.5%	28.1%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	94	8.5%	21.3%	44.7%	25.5%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	94	3.2%	4.3%	19.1%	73.4%
Visited a WBG website (e.g. read a blog, used data)	94	7.4%	23.4%	46.8%	22.3%
Attended an event/conference hosted by the WBG	94	1.1%	2.1%	31.9%	64.9%
Watched a webinar or online event hosted by the WBG	93	3.2%	1.1%	14.0%	81.7%
Read some or all of a WBG research paper or publication	95	4.2%	18.9%	52.6%	24.2%
Met professionally with WBG staff	95	3.2%	9.5%	48.4%	38.9%
Read a WBG e-newsletter	95	3.2%	10.5%	24.2%	62.1%

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=119)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	29.4%
Private Sector Organization	15.1%
NGO/Community Based Organization	14.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	8.4%
Academia/Research Institute/Think Tank	8.4%
Multilateral Agency	4.2%
Financial Sector/Private Bank	4.2%
Bilateral Agency	3.4%
Office of Minister	1.7%
Office of Parliamentarian	1.7%
Local Government Office or Staff	1.7%
Media (press, radio, TV, web, etc.)	1.7%
Trade Union	1.7%
Office of the President, Prime Minister	0.8%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	0.8%
Private Foundation	0.8%
Youth Group	0.8%
Other	0.8%
Faith-Based Group	0.0%
Judiciary Branch	0.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=118)</b>
Education	16.1%
Finance and markets	11.0%
Generalist (specialized in multiple sectors)	10.2%
Other	10.2%
Macroeconomics and fiscal management	8.5%
Trade and competitiveness	7.6%
Governance	7.6%
Social protection and labor	5.9%
Agriculture	5.1%
Poverty	4.2%
Water	3.4%
Environment and natural resources	3.4%
Health, nutrition, and population	1.7%
Energy and extractives	1.7%
Urban, rural, and social development	1.7%
Transport and ICT	0.8%
Jobs	0.8%
Fragility, conflict and violence	0.0%
Public-private partnerships	0.0%
Gender	0.0%
Climate change	0.0%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=116)</b>
Yes	44.8%
No	55.2%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Mauritius? (Select only ONE response)</b>	<b>Percentage of Respondents (N=51)</b>
The World Bank (IBRD)	92.2%
The International Finance Corporation (IFC)	7.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=117)</b>
Collaborate as part of my professional duties	43.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	32.5%
Use World Bank Group reports/data	31.6%
Use World Bank Group website for information, data, research, etc.	28.2%
Engage in World Bank Group financed projects/events/activities	16.2%

<b>6. What's your gender?</b>	<b>Percentage of Respondents (N=118)</b>
Female	33.9%
Male	66.1%

<b>7. What's your age?</b>	<b>Percentage of Respondents (N=118)</b>
25 and under	2.5%
26-35	9.3%
36-45	24.6%
46-55	28.8%
56 and above	34.7%

<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=118)</b>
Port Louis	49.2%
Ebene/Moka	38.1%
Other South	6.8%
Other North	5.1%
Rodrigues	0.8%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>15</sup>

- Employee of a Ministry/PMU/Consultant on WBG Project N=36
- Bilateral/Multilateral Agency N=9
- Private Sector/Financial Sector/Private Bank N=23
- CSO N=21
- Independent Government Institution N=10
- Academia/Research Institute/Think Tank N=10
- Other<sup>16</sup> N=10

### A. General Issues facing Mauritius

When you think about the future in Mauritius, are you ... ?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Very pessimistic	0.0%	0.0%	4.3%	4.8%	0.0%	0.0%	10.0%
Somewhat pessimistic	11.4%	22.2%	26.1%	33.3%	0.0%	30.0%	30.0%
Somewhat optimistic	68.6%	44.4%	52.2%	57.1%	70.0%	70.0%	30.0%
Very optimistic	17.1%	33.3%	17.4%	4.8%	20.0%	0.0%	30.0%
Not sure	2.9%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%

<sup>15</sup> Only 119 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>16</sup> Includes the following categories: Office of the President, Prime Minister (N=1), Office of Minister (N=2), Office of Parliamentarian (N=2), Local Government Office or Staff (N=2), Media (N=2), and Other (N=1).

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

Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius. (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	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Environmental degradation	14.3%	11.1%	8.7%	23.8%	0.0%	20.0%	20.0%
Urban development	17.1%	0.0%	4.3%	9.5%	0.0%	10.0%	10.0%
Public sector governance/reform	20.0%	11.1%	47.8%	23.8%	40.0%	30.0%	10.0%
Energy	5.7%	22.2%	8.7%	0.0%	10.0%	0.0%	20.0%
Job creation/employment	40.0%	22.2%	21.7%	33.3%	30.0%	40.0%	40.0%
Global/regional integration	5.7%	11.1%	8.7%	0.0%	0.0%	0.0%	0.0%
Social protection	5.7%	11.1%	0.0%	9.5%	0.0%	10.0%	0.0%
Private sector development	11.4%	11.1%	26.1%	0.0%	30.0%	20.0%	0.0%
Education	14.3%	22.2%	21.7%	42.9%	0.0%	30.0%	10.0%
Food security	8.6%	0.0%	0.0%	23.8%	0.0%	10.0%	0.0%
Water and sanitation	2.9%	0.0%	4.3%	0.0%	0.0%	10.0%	0.0%
Gender equity	14.3%	22.2%	4.3%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	8.6%	11.1%	30.4%	19.0%	10.0%	0.0%	20.0%
Financial markets	0.0%	0.0%	8.7%	0.0%	10.0%	0.0%	0.0%
Disaster risk management	8.6%	11.1%	0.0%	0.0%	0.0%	0.0%	20.0%
Health	5.7%	11.1%	0.0%	14.3%	0.0%	10.0%	10.0%
Natural resource management	8.6%	22.2%	4.3%	19.0%	0.0%	20.0%	10.0%
Information and communications technology	11.4%	0.0%	0.0%	4.8%	10.0%	0.0%	0.0%
Equality of opportunity	8.6%	22.2%	8.7%	0.0%	10.0%	10.0%	0.0%
Climate change*	22.9%	44.4%	0.0%	9.5%	0.0%	10.0%	70.0%
Transport*	2.9%	0.0%	4.3%	0.0%	30.0%	20.0%	20.0%
Trade and exports	2.9%	11.1%	8.7%	0.0%	20.0%	0.0%	10.0%
Crime and violence	8.6%	0.0%	8.7%	9.5%	20.0%	10.0%	0.0%
Poverty reduction	20.0%	0.0%	13.0%	38.1%	20.0%	30.0%	20.0%
Productivity and economic growth*	20.0%	22.2%	52.2%	9.5%	40.0%	10.0%	0.0%
Agriculture and rural development	5.7%	0.0%	4.3%	9.5%	0.0%	0.0%	0.0%
Judiciary reform*	2.9%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

When economic and/or social reform efforts fail or are slow to take place in Mauritius, 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	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Inadequate level of support from donors or international partners	11.8%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Political pressure from special interest groups	32.4%	0.0%	28.6%	28.6%	28.6%	50.0%	55.6%
Corruption	2.9%	14.3%	19.0%	19.0%	0.0%	10.0%	11.1%
Inadequate level of private sector participation*	29.4%	14.3%	9.5%	4.8%	57.1%	20.0%	11.1%
Inadequate level of citizen/civil society participation	17.6%	14.3%	14.3%	23.8%	0.0%	30.0%	0.0%
Reforms are not well thought out in light of country challenges	58.8%	28.6%	19.0%	33.3%	57.1%	20.0%	33.3%
Poor coordination within the government	23.5%	57.1%	19.0%	38.1%	14.3%	20.0%	11.1%
Inadequate level of government accountability	5.9%	42.9%	33.3%	19.0%	14.3%	30.0%	33.3%
Inadequate level of capacity in the government*	8.8%	0.0%	52.4%	28.6%	0.0%	10.0%	22.2%
Other	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	27	7.30	1.41	6	6.50	2.17	20	6.90	2.13	18	6.06	2.24	9	7.56	1.01	9	6.44	1.81	8	6.63	2.26

**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			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?	34	5.32	2.06	6	5.67	1.97	20	4.60	2.44	19	4.63	2.43	8	7.25	0.71	8	5.63	1.85	9	6.00	2.55

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	30	6.13	1.59	4	7.50	1.73	16	6.44	1.79	16	5.25	2.49	8	7.13	1.13	7	6.14	1.21	8	6.25	1.49

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

**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 Mauritius, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (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	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	11.8%	0.0%	10.5%	5.0%	12.5%	12.5%	0.0%
Gender equity	5.9%	0.0%	10.5%	5.0%	0.0%	0.0%	0.0%
Private sector development	11.8%	0.0%	21.1%	0.0%	25.0%	25.0%	10.0%
Education	14.7%	0.0%	10.5%	25.0%	12.5%	25.0%	0.0%
Public sector governance/reform*	23.5%	50.0%	63.2%	35.0%	12.5%	25.0%	20.0%
Global/regional integration	5.9%	16.7%	10.5%	5.0%	0.0%	25.0%	0.0%
Food security	5.9%	0.0%	5.3%	15.0%	0.0%	12.5%	20.0%
Urban development	2.9%	33.3%	5.3%	0.0%	12.5%	0.0%	10.0%
Energy	2.9%	16.7%	15.8%	0.0%	0.0%	0.0%	20.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	10.0%
Environmental degradation	5.9%	0.0%	10.5%	10.0%	0.0%	12.5%	20.0%
Job creation/employment	23.5%	33.3%	10.5%	10.0%	25.0%	37.5%	0.0%
Health	8.8%	0.0%	0.0%	5.0%	0.0%	0.0%	10.0%
Financial markets	2.9%	16.7%	5.3%	0.0%	25.0%	0.0%	10.0%
Transport	2.9%	0.0%	0.0%	5.0%	12.5%	0.0%	0.0%
Agriculture and rural development	5.9%	0.0%	5.3%	20.0%	0.0%	0.0%	10.0%
Trade and exports	17.6%	0.0%	0.0%	10.0%	12.5%	0.0%	0.0%
Crime and violence	5.9%	16.7%	0.0%	0.0%	12.5%	0.0%	0.0%
Natural resource management	17.6%	0.0%	10.5%	20.0%	25.0%	25.0%	30.0%
Climate change	23.5%	0.0%	5.3%	20.0%	12.5%	25.0%	30.0%
Poverty reduction	11.8%	16.7%	21.1%	20.0%	12.5%	25.0%	50.0%
Anti-corruption	5.9%	33.3%	15.8%	20.0%	12.5%	0.0%	20.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Productivity and economic growth	44.1%	33.3%	47.4%	40.0%	50.0%	50.0%	10.0%
Disaster risk management	11.8%	16.7%	5.3%	5.0%	0.0%	0.0%	10.0%
Equality of opportunity	8.8%	16.7%	10.5%	25.0%	0.0%	0.0%	0.0%
Information and communications technology	11.8%	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)**

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)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local government	20.6%	0.0%	5.0%	6.3%	12.5%	0.0%	25.0%
Donor community*	8.8%	33.3%	0.0%	6.3%	0.0%	12.5%	37.5%
Beneficiaries	14.7%	16.7%	10.0%	6.3%	12.5%	0.0%	12.5%
Youth/university groups	17.6%	16.7%	20.0%	18.8%	0.0%	12.5%	12.5%
Private sector*	32.4%	50.0%	65.0%	25.0%	75.0%	25.0%	25.0%
NGOs/Community Based Organizations*	14.7%	0.0%	20.0%	81.3%	37.5%	37.5%	37.5%
Media	2.9%	16.7%	10.0%	0.0%	25.0%	0.0%	12.5%
Foundations	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	47.1%	0.0%	35.0%	18.8%	25.0%	100.0%	12.5%
Parliament	8.8%	16.7%	5.0%	12.5%	0.0%	12.5%	25.0%
Other	5.9%	33.3%	5.0%	6.3%	12.5%	0.0%	0.0%
Don't know	11.8%	0.0%	5.0%	6.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius	33	5.88	1.62	6	6.17	1.60	17	6.12	2.09	16	5.31	2.21	8	6.38	0.74	8	5.38	1.51	8	5.75	1.39
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	30	5.67	1.65	3	6.67	1.53	16	5.94	1.61	16	4.63	1.96	8	6.13	0.83	7	5.43	1.72	8	5.50	1.07

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

To what extent is the World Bank Group an effective development partner in Mauritius, 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			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	30	5.80	1.65	4	5.75	2.06	16	5.56	1.90	14	4.43	1.79	8	6.50	0.76	7	5.57	1.40	8	5.63	1.06
Flexibility (in terms of the institution's products and services)	29	5.79	1.59	2	7.00	1.41	14	5.00	1.80	13	5.15	1.91	7	6.00	1.29	7	5.29	1.25	7	5.43	1.40
Flexibility (in terms of changing country circumstances)	27	5.48	1.55	3	6.67	0.58	15	5.13	1.46	13	4.69	1.55	8	6.25	0.89	6	5.17	1.33	8	5.25	1.39
Being inclusive*	29	5.93	1.67	1	7.00	0.00	15	6.27	1.67	14	4.07	1.90	6	6.00	1.67	7	5.14	1.35	7	5.57	1.27
Openness (sharing data and other information)	29	5.79	1.66	4	7.25	0.96	16	6.88	1.71	16	4.75	2.52	7	6.57	1.62	8	5.63	2.07	8	5.75	2.49
Collaboration with the Government	30	6.50	1.76	2	7.50	0.71	15	7.33	1.72	16	6.00	2.00	7	7.14	1.07	7	6.29	1.70	8	7.00	1.60
The speed in which it gets things accomplished on the ground	27	5.89	1.85	4	6.75	0.50	13	5.08	1.55	14	4.71	1.90	5	6.20	1.64	6	5.50	1.64	8	5.25	1.16
Helping to bring discipline/effective supervision to implementation of investment projects	26	6.31	1.67	2	6.50	2.12	16	5.75	2.05	14	4.71	1.64	6	6.00	0.89	5	5.20	1.92	8	5.13	1.46
Collaboration with civil society	23	5.57	1.70	2	7.00	1.41	12	4.50	1.45	15	3.93	2.43	4	4.00	0.82	5	4.00	1.22	7	5.14	1.77
Staff accessibility*	30	5.33	1.83	4	8.00	0.00	15	6.87	2.20	16	3.94	2.89	8	6.00	1.85	7	4.57	1.90	6	5.50	2.17
Collaboration with other donors and development partners*	25	5.32	1.70	6	7.83	0.98	13	6.23	2.49	14	4.36	2.13	6	5.67	1.03	4	3.50	0.58	5	7.00	2.12
Collaboration with the private sector	23	5.48	1.62	2	6.00	1.41	15	6.53	2.50	14	5.43	2.28	6	5.17	0.75	5	4.40	1.95	5	7.40	1.67
Straightforwardness and honesty	29	6.52	1.72	4	7.25	0.96	16	7.31	2.39	13	5.54	2.93	7	6.86	1.07	6	5.17	1.47	5	5.80	2.77
Treating clients and stakeholders in Mauritius with respect	28	6.82	1.83	2	9.00	1.41	15	7.60	2.10	14	6.64	2.37	6	7.00	1.10	6	6.50	1.97	7	7.43	2.37
Being a long-term partner	30	7.10	1.95	3	8.33	1.53	16	7.81	2.01	15	7.47	2.33	8	7.25	1.28	6	7.17	2.32	7	7.29	2.36

\*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	24	6.50	1.64	3	5.00	2.00	14	5.57	1.55	15	5.53	1.88	6	6.17	0.75	6	6.00	1.79	8	6.00	1.07

*(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			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Mauritius?	24	6.17	1.61	2	6.00	1.41	15	5.47	1.88	14	5.57	2.06	6	6.17	0.75	6	5.50	1.52	8	6.00	1.41

*(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 Mauritius? (1- Strongly disagree, 10- Strongly agree)**

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius	20	5.90	1.41	4	5.00	2.58	10	5.80	1.55	13	4.31	1.75	4	6.25	0.96	5	6.00	1.87	6	5.50	1.38
The World Bank Group meets Mauritius's needs for knowledge services	22	6.23	1.80	3	7.33	1.15	16	5.88	1.96	13	4.92	2.36	5	6.40	1.67	6	6.17	1.72	7	6.00	1.29

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	6.9%	0.0%	5.0%	0.0%	25.0%	12.5%	11.1%
Monthly	27.6%	16.7%	25.0%	37.5%	12.5%	25.0%	11.1%
A few times a year	37.9%	83.3%	40.0%	37.5%	62.5%	50.0%	33.3%
Rarely	24.1%	0.0%	5.0%	18.8%	0.0%	12.5%	33.3%
Never	3.4%	0.0%	25.0%	6.3%	0.0%	0.0%	11.1%

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Mauritius's specific development challenges and country circumstances	23	6.04	1.61	4	7.00	0.82	17	5.94	2.46	14	4.64	2.13	7	6.86	1.07	8	6.88	2.10	7	5.43	1.99

(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			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	26	5.88	1.66	4	5.50	2.08	17	5.88	1.69	14	5.50	2.10	6	6.00	1.10	7	6.00	1.15	8	5.88	1.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	23	7.00	1.68	4	6.50	1.73	16	7.31	1.25	12	6.42	1.78	8	7.25	1.16	8	7.00	1.07	7	6.57	1.51

(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)

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Mauritius	20	6.10	2.22	1	8.00	0.00	9	6.00	2.06	8	5.50	2.33	4	6.50	1.73	2	5.50	0.71	3	5.67	1.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	14	6.29	1.54	2	8.00	1.41	8	6.88	1.89	7	5.71	1.60	3	7.33	0.58	4	7.25	2.06	4	5.25	0.96



## F. The Future Role of the World Bank Group in Mauritius

Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (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	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Offer more innovative financial products	6.5%	33.3%	10.5%	0.0%	0.0%	0.0%	22.2%
Offer more innovative knowledge services	22.6%	16.7%	15.8%	12.5%	28.6%	12.5%	11.1%
Engage more directly with beneficiaries	6.5%	0.0%	0.0%	6.3%	14.3%	0.0%	0.0%
Collaborate more effectively with Government clients	35.5%	33.3%	21.1%	6.3%	14.3%	0.0%	22.2%
Engage more effectively with civil society*	6.5%	0.0%	0.0%	75.0%	0.0%	25.0%	11.1%
Engage more effectively with private sector	9.7%	16.7%	42.1%	12.5%	28.6%	25.0%	11.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.5%	16.7%	0.0%	0.0%	14.3%	0.0%	22.2%
Reduce the complexity of obtaining World Bank Group financing	16.1%	0.0%	10.5%	18.8%	0.0%	12.5%	22.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	6.5%	0.0%	0.0%	12.5%	0.0%	37.5%	11.1%
Ensure greater selectivity in its work	0.0%	0.0%	5.3%	6.3%	0.0%	0.0%	22.2%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	25.8%	33.3%	10.5%	12.5%	14.3%	37.5%	0.0%
Increase the level of capacity development in the country	25.8%	16.7%	36.8%	12.5%	42.9%	37.5%	22.2%
Improve the quality of its experts as related to Mauritius's specific challenges	6.5%	16.7%	15.8%	6.3%	42.9%	12.5%	11.1%
Work faster	6.5%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Other	9.7%	0.0%	5.3%	6.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Mauritius?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Never	9.7%	0.0%	25.0%	28.6%	0.0%	25.0%	44.4%
Less than once a year	19.4%	33.3%	15.0%	35.7%	0.0%	12.5%	0.0%
Once a year to a few times a year	45.2%	33.3%	40.0%	21.4%	87.5%	62.5%	44.4%
Less than once a month	3.2%	33.3%	10.0%	0.0%	0.0%	0.0%	0.0%
At least once a month	16.1%	0.0%	10.0%	14.3%	12.5%	0.0%	11.1%

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

How do you get most of your information about economic and social development issues in Mauritius? (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	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	16.1%	0.0%	20.0%	28.6%	0.0%	25.0%	12.5%
International radio*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media*	12.9%	0.0%	0.0%	35.7%	12.5%	50.0%	0.0%
International newspapers	0.0%	16.7%	10.0%	7.1%	0.0%	0.0%	12.5%
Local television	22.6%	0.0%	0.0%	21.4%	12.5%	12.5%	0.0%
Internet	35.5%	50.0%	65.0%	28.6%	50.0%	62.5%	75.0%
Periodicals	9.7%	0.0%	15.0%	7.1%	12.5%	12.5%	12.5%
International television	3.2%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Local newspapers*	74.2%	100.0%	60.0%	64.3%	50.0%	12.5%	50.0%
Other	9.7%	0.0%	15.0%	0.0%	25.0%	0.0%	12.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	41.9%	33.3%	36.8%	7.7%	37.5%	75.0%	37.5%
e-Newsletters	29.0%	33.3%	52.6%	30.8%	50.0%	0.0%	62.5%
World Bank Group's seminars/workshops/conferences	38.7%	33.3%	36.8%	46.2%	25.0%	50.0%	25.0%
Direct contact with World Bank Group	32.3%	33.3%	26.3%	30.8%	0.0%	25.0%	12.5%
World Bank Group's website	22.6%	16.7%	26.3%	23.1%	62.5%	37.5%	50.0%
Social media*	9.7%	16.7%	10.5%	53.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?\*

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	55.9%	44.4%	47.8%	15.0%	80.0%	30.0%	40.0%
No	44.1%	55.6%	52.2%	85.0%	20.0%	70.0%	60.0%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Mauritius?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	95.0%	100.0%	72.7%	100.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	5.0%	0.0%	27.3%	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Mauritius? (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	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	22.2%	44.4%	40.9%	57.1%	10.0%	0.0%	40.0%
Use World Bank Group reports/data	33.3%	44.4%	13.6%	19.0%	40.0%	66.7%	40.0%
Engage in World Bank Group financed projects/events/activities	16.7%	11.1%	18.2%	14.3%	30.0%	0.0%	20.0%
Collaborate as part of my professional duties*	61.1%	55.6%	45.5%	9.5%	70.0%	44.4%	10.0%
Use World Bank Group website for information, data, research, etc.	22.2%	22.2%	27.3%	33.3%	20.0%	44.4%	40.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

**Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY19 Mauritius COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.**

- Collaborating with the WBG N=52
- Not collaborating with the WBG N=64

### A. General Issues Facing Mauritius

**To what extent do you trust each of the following groups to do what is right?** (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government*	48	6.54	2.19	53	5.43	2.13
International partners	44	6.98	1.78	54	6.44	1.89
The World Bank Group*	43	7.28	1.76	51	6.37	1.92
The International Monetary Fund	41	6.83	1.95	45	6.13	2.06
UN	43	6.91	2.17	50	6.36	1.96
Regional development banks	42	6.43	1.78	47	6.09	1.99
Bank of Mauritius	43	6.14	2.19	51	5.86	2.18
International private sector	40	6.18	1.87	46	5.74	1.93
Domestic private sector	41	6.39	2.20	56	6.00	1.97
International civil society	41	5.59	1.91	52	5.52	1.96
Domestic civil society	43	5.86	2.29	55	5.45	1.94
Faith-based institutions	42	4.29	2.21	46	4.48	2.12
Domestic traditional media and their web presence	43	4.91	2.06	54	4.89	2.25
International media and their web presence	43	5.53	2.28	55	5.04	1.99
Web based media	42	5.19	2.07	54	4.72	2.12

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?*	45	6.51	1.80	56	4.46	2.11

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.*	44	6.75	1.57	43	5.67	1.90

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

<sup>17</sup> Only 116 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?*	43	6.72	1.76	42	5.67	2.23

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

**When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	13.0%	5.4%
Gender equity	4.3%	5.4%
Private sector development	17.4%	8.9%
Education	15.2%	12.5%
Public sector governance/reform	30.4%	37.5%
Global/regional integration	6.5%	8.9%
Food security	6.5%	10.7%
Urban development	4.3%	7.1%
Energy	2.2%	10.7%
Water and sanitation	4.3%	0.0%
Environmental degradation	10.9%	7.1%
Job creation/employment	21.7%	14.3%
Health	2.2%	5.4%
Financial markets	6.5%	5.4%
Transport	4.3%	1.8%
Agriculture and rural development*	0.0%	14.3%
Trade and exports	6.5%	8.9%
Crime and violence	4.3%	3.6%
Natural resource management	21.7%	16.1%
Climate change	15.2%	19.6%
Poverty reduction	19.6%	21.4%
Anti-corruption	10.9%	14.3%
Judiciary reform	2.2%	0.0%
Productivity and economic growth	41.3%	39.3%
Disaster risk management	10.9%	5.4%
Equality of opportunity	6.5%	12.5%
Information and communications technology	6.5%	1.8%

\*Significantly different between collaborators and non-collaborators



**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 Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not sufficiently focused on sustainable results	0.0%	5.5%
Too influenced by developed countries	22.7%	14.5%
Knowledge work is too academic/ lacks clear and practical policy advice	22.7%	18.2%
Not willing to honestly criticize policies and reform efforts in the country	13.6%	12.7%
Staff too inaccessible	4.5%	5.5%
Not collaborating enough with private sector	6.8%	3.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	0.0%
Not aligned with country priorities	4.5%	7.3%
Not adequately sensitive to political/social realities in Mauritius	18.2%	20.0%
World Bank Group’s processes too slow and complex*	18.2%	1.8%
Not collaborating enough with civil society*	4.5%	20.0%
Not enough public disclosure of its work	15.9%	21.8%
Arrogant in its approach	0.0%	0.0%
Inadequate World Bank Group’s staffing in Mauritius	13.6%	9.1%
Other	6.8%	3.6%
Don’t know	9.1%	16.4%

\*Significantly different between collaborators and non-collaborators

To what extent do you believe that the World Bank Group’s work and support help the poorest in Mauritius?  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	2.3%	3.7%
To a somewhat sufficient degree	32.6%	14.8%
To a somewhat insufficient degree	25.6%	22.2%
To a very insufficient degree	23.3%	27.8%
Don’t know	16.3%	31.5%

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius*	43	6.37	1.45	50	5.34	1.85
The World Bank Group’s work is aligned with what I consider the development priorities for Mauritius*	42	6.26	1.29	43	4.84	1.68

\*Significantly different between collaborators and non-collaborators



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	42	6.36	1.25	42	4.71	1.64
Flexibility (in terms of the institution's products and services)*	39	6.05	1.41	37	4.89	1.63
Flexibility (in terms of changing country circumstances)*	39	6.00	1.28	39	4.72	1.39
Being inclusive*	37	6.43	1.42	39	4.74	1.76
Openness (sharing data and other information)*	40	6.75	1.66	45	5.16	2.09
Collaboration with the Government*	38	7.50	1.18	44	5.91	1.78
The speed in which it gets things accomplished on the ground*	35	6.20	1.53	39	4.85	1.68
Helping to bring discipline/effective supervision to implementation of investment projects*	35	6.46	1.40	39	4.92	1.77
Collaboration with civil society*	28	5.54	1.64	38	4.29	1.93
Staff accessibility*	41	6.63	1.98	42	4.45	2.18
Collaboration with other donors and development partners*	32	6.50	1.81	38	4.84	2.07
Collaboration with the private sector	31	6.26	1.86	37	5.41	2.09
Straightforwardness and honesty*	39	6.97	1.68	39	5.87	2.45
Treating clients and stakeholders in Mauritius with respect*	38	7.53	1.81	37	6.59	2.11
Being a long-term partner	40	7.83	1.75	42	7.00	2.18

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	21	5.05	1.47	19	4.32	2.00
Private sector development	23	6.09	1.73	23	5.65	2.10
Education*	32	6.47	1.72	27	5.33	1.94
Public sector governance/reform*	27	6.44	1.76	27	5.26	2.18
Global/regional integration*	28	6.93	1.63	20	5.80	1.91
Energy*	21	6.00	1.38	22	5.00	1.69
Water and sanitation	21	6.00	1.52	24	5.42	1.82
Financial markets	22	6.45	1.53	20	5.55	2.09
Trade and exports*	25	6.72	1.49	24	5.50	1.72
Poverty reduction	25	6.12	1.74	26	5.12	2.18
Economic growth	31	6.45	1.61	30	5.90	2.19
Equality of opportunity	22	6.18	1.79	23	5.09	1.98
Information and communications technology*	19	6.21	1.55	19	5.05	1.75

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?*	36	6.44	1.48	37	5.46	1.64

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Mauritius?*	37	6.22	1.34	35	5.31	1.76

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius*	28	5.96	1.60	32	5.00	1.65
The World Bank Group meets Mauritius's needs for knowledge services*	35	6.63	1.57	35	5.20	1.83

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Mauritius received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	25	5.84	2.03	19	5.16	1.68

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

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

In Mauritius, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	34	6.35	1.41	37	5.51	2.14
Include appropriate level of stakeholder involvement during preparation*	33	6.82	1.45	33	5.18	1.76
Lead to practical solutions*	36	6.22	1.57	35	5.00	1.73
Are source of relevant information on global good practices*	40	7.13	1.44	38	6.24	1.97
Are adequately disseminated*	38	6.71	1.81	41	5.20	2.42
Are translated enough into local language	27	5.70	2.22	33	4.73	2.68
Are adaptable to Mauritius's specific development challenges and country circumstances*	40	6.33	1.61	37	5.38	2.22

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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?*	38	6.18	1.43	41	5.41	1.72

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	37	6.97	1.36	38	6.84	1.62

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	24	6.25	1.65	21	5.10	2.49
The World Bank Group effectively monitors and evaluates the projects and programs it supports	31	7.00	1.67	30	6.37	1.81
The World Bank Group's approvals and reviews are done in a timely fashion*	29	6.62	1.92	23	5.30	1.94
The World Bank Group's Environmental and Social Framework requirements are reasonable*	24	6.92	1.69	22	5.14	1.86
The World Bank Group's conditions on its lending are reasonable*	21	6.19	2.09	20	4.70	2.00
The World Bank Group takes decisions quickly in Mauritius	27	6.37	1.92	18	5.56	2.18
Working with the World Bank Group increases Mauritius's institutional capacity*	39	7.05	1.39	32	5.91	2.28
Where country systems are adequate, the World Bank Group makes appropriate use of them	24	6.71	1.73	17	6.12	1.54

\*Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in Mauritius**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Increase availability of Reimbursable Advisory Services (RAS)	4.8%	0.0%
Offer more innovative financial products	9.5%	7.8%
Offer more innovative knowledge services	26.2%	11.8%
Engage more directly with beneficiaries	4.8%	3.9%
Collaborate more effectively with Government clients	21.4%	21.6%
Engage more effectively with civil society*	7.1%	25.5%
Engage more effectively with private sector	16.7%	21.6%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.8%	7.8%
Reduce the complexity of obtaining World Bank Group financing	19.0%	9.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.1%	9.8%
Ensure greater selectivity in its work	2.4%	5.9%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	16.7%	17.6%
Increase the level of capacity development in the country	21.4%	31.4%
Improve the quality of its experts as related to Mauritius's specific challenges	14.3%	11.8%
Work faster	4.8%	2.0%
Other	4.8%	5.9%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>18</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents = 116
- FY 2019 Number of comparable respondents = 118

By weighting, the FY 2015 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2015	FY 2019
Office of the President/Prime Minister/Minister	2.0%	2.0%
Office of Parliamentarian	1.5%	1.5%
Government Institutions	36.5%	36.5%
Local Government Office or Staff	3.5%	3.5%
Bilateral/Multilateral Agency	7.5%	7.5%
Civil Society	18.0%	18.0%
Private Sector	18.0%	18.0%
Academia/Research Institute/Think Tank	8.0%	8.0%
Media	5.0%	5.0%

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius? (1-Not familiar at all, 10-Extremely familiar)	116	4.62	2.39	91	5.19	2.21

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius. (1-Not effective at all, 10-Very effective)	69	6.25	1.56	78	6.16	1.89

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	53	6.16	1.81	76	6.09	2.08

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

<sup>18</sup> Only those questions that were asked in the FY 2015 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius?\*

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2019
To a fully sufficient degree	0.0%	3.4%
To a somewhat sufficient degree	12.0%	24.1%
To a somewhat insufficient degree	26.5%	21.8%
To a very insufficient degree	17.1%	24.1%
Don't know	44.4%	26.4%

\*Significantly different between FY2015 and FY2019

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius*	88	6.83	2.00	82	5.86	1.76
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	61	6.04	1.72	76	5.56	1.66

\*Significantly different between FY2015 and FY2019

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs <sup>i</sup>	54	6.21	1.69	75	5.54	1.71
Flexibility (in terms of the institution's products and services)	50	5.96	1.72	67	5.52	1.67
Flexibility (in terms of changing country circumstances)	51	5.80	1.91	69	5.36	1.49
Being inclusive	45	5.91	1.88	68	5.57	1.83
Openness (sharing data and other information)	57	6.26	1.84	75	5.86	2.03
Collaboration with the Government	57	7.05	1.69	73	6.66	1.74
The speed in which it gets things accomplished on the ground	45	5.85	1.54	66	5.49	1.73
Helping to bring discipline/effective supervision to implementation of investment projects <sup>ii</sup>				67	5.73	1.74
Collaboration with civil society	47	5.10	1.82	59	4.82	1.91
Staff accessibility	54	6.05	1.93	74	5.51	2.39
Collaboration with other donors and development partners*	47	6.44	1.82	65	5.56	2.04
Collaboration with the private sector	47	5.67	1.90	60	5.76	1.99
Straightforwardness and honesty	46	6.42	1.70	70	6.56	2.11
Treating clients and stakeholders in Mauritius with respect	51	6.99	1.57	67	7.02	1.99
Being a long-term partner	57	7.35	1.57	75	7.36	2.00

\*Significantly different between FY2015 and FY2019

<sup>i</sup> In FY 2015, the category was "Responsiveness"

<sup>ii</sup> Only FY 2019 questionnaire had this response option



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

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	41	5.49	1.69	34	4.54	1.75
Private sector development	41	5.33	1.55	40	5.85	2.00
Education	46	5.58	2.05	50	5.89	1.93
Public sector governance/reform	43	5.47	1.69	49	5.85	2.06
Global/regional integration	31	5.77	1.85	44	6.47	1.85
Energy	35	5.92	1.73	40	5.39	1.55
Water and sanitation	32	5.43	1.77	40	5.51	1.72
Financial markets <sup>i</sup>				38	5.96	1.88
Trade and exports	36	5.69	1.50	44	6.14	1.81
Poverty reduction	51	4.67	2.18	45	5.48	2.05
Economic growth	49	6.02	1.71	54	6.12	1.97
Equality of opportunity <sup>j</sup>				39	5.58	1.94
Information and communications technology	33	4.95	2.11	36	5.74	1.71

\*Significantly different between FY2015 and FY2019

<sup>i</sup> Only FY 2019 questionnaire had this response option.

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	69	6.15	1.61	65	5.93	1.62

(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 Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius*	72	6.43	2.17	53	5.42	1.67
The World Bank Group meets Mauritius's needs for knowledge services	71	6.24	1.90	60	5.91	1.95

\*Significantly different between FY2015 and FY2019

### 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?\*

Percentage of Respondents	FY 2015	FY 2019
Weekly	2.7%	6.2%
Monthly	6.2%	25.9%
A few times a year	25.7%	43.2%
Rarely	23.9%	16.0%
Never	41.6%	8.6%

\*Significantly different between FY2015 and FY2019

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

In Mauritius, 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)

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely	45	6.12	1.50	61	5.78	1.84
Include appropriate level of stakeholder involvement during preparation	44	6.00	1.69	56	6.00	1.90
Lead to practical solutions	51	6.03	1.71	60	5.56	1.75
Are source of relevant information on global good practices	50	6.79	1.60	68	6.61	1.79
Are adequately disseminated	52	5.37	1.96	69	5.89	2.26
Are translated enough into local language	44	5.03	2.54	53	5.32	2.64
Are adaptable to Mauritius's specific development challenges and country circumstances	55	5.95	1.71	67	5.79	2.00

	FY 2015			FY 2019		
	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?	71	6.24	1.64	70	5.77	1.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	67	7.04	1.65	65	6.86	1.54

(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)

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	44	6.35	1.73	42	5.68	2.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	56	6.55	1.66	56	6.66	1.86
The World Bank Group's approvals and reviews are done in a timely fashion	45	6.54	1.46	49	6.02	2.02
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	37	6.61	1.48	39	6.06	2.06
The World Bank Group's conditions on its lending are reasonable	44	6.18	1.77	37	5.42	2.21
The World Bank Group takes decisions quickly in Mauritius	42	6.10	1.75	42	6.00	2.08
Working with the World Bank Group increases Mauritius's institutional capacity	57	7.07	1.74	64	6.62	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them	41	7.03	1.60	36	6.30	1.65

<sup>i</sup> In FY 2015, the category was "the World Bank Group's 'Safeguard Policy' requirements are reasonable".



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Mauritius? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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
To what extent do you trust The World Bank Group to do what is right?	6.37	7.28	7.18	6.07	6.61	7.31	6.77	7.18	6.44	7.36	6.80	6.96
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	5.67	6.75	6.41	5.57	5.98	6.58	5.96	7.25	5.64	6.81	6.42	5.58
Overall the World Bank Group currently plays a relevant role in development in Mauritius	5.34	6.37	6.01	5.41	5.70	6.09	5.58	7.20	5.65	6.07	5.90	5.67
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	4.84	6.26	5.79	5.00	5.56	5.59	5.34	6.79	5.12	6.10	5.54	5.64
Responsiveness to needs	4.71	6.36	5.87	4.75	5.44	5.82	5.35	6.60	5.13	6.07	5.57	5.55
Flexibility (in terms of the institution's products and services)	4.89	6.05	5.67	5.14	5.55	5.46	5.34	6.36	5.16	5.94	5.51	5.55
Flexibility (in terms of changing country circumstances)	4.72	6.00	5.58	4.83	5.31	5.46	5.13	6.54	4.98	5.81	5.36	5.37
Being inclusive	4.74	6.43	5.91	4.67	5.53	5.71	5.31	6.73	4.95	6.30	5.60	5.52
Openness (sharing data and other information)	5.16	6.75	6.30	4.88	5.79	6.13	5.60	7.69	5.43	6.51	5.82	6.12
Collaboration with the Government	5.91	7.50	6.95	6.00	6.74	6.48	6.37	8.00	6.13	7.32	6.70	6.52
The speed in which it gets things accomplished on the ground	4.85	6.20	5.77	4.92	5.57	5.35	5.34	6.42	5.02	6.06	5.60	5.25
Helping to bring discipline/effective supervision to implementation of investment projects	4.92	6.46	5.93	5.09	5.67	5.74	5.52	6.54	5.13	6.30	5.79	5.40
Collaboration with civil society	4.29	5.54	5.07	4.27	4.74	4.95	4.60	5.91	4.41	5.41	4.77	4.90
Staff accessibility	4.45	6.63	5.85	4.67	5.46	5.52	5.13	7.13	4.70	6.37	5.64	4.95
Collaboration with other donors and development partners	4.84	6.50	5.71	5.21	5.45	5.77	5.23	7.00	5.12	6.09	5.70	5.15
Collaboration with the private sector	5.41	6.26	5.77	5.70	5.82	5.57	5.51	6.77	5.63	5.90	5.76	5.68
Straightforwardness and honesty	5.87	6.97	6.70	5.83	6.41	6.50	6.13	8.17	6.02	6.87	6.53	6.15
Treating clients and stakeholders in Mauritius with respect	6.59	7.53	7.20	6.65	7.02	7.09	6.75	8.36	6.83	7.26	7.14	6.74
Being a long-term partner	7.00	7.83	7.42	7.28	7.47	7.15	7.17	8.54	7.02	7.76	7.66	6.61
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	5.46	6.44	6.19	5.41	5.73	6.44	5.80	6.91	5.71	6.26	6.13	5.58
To what extent does the World Bank Group influence the development agenda in Mauritius?	5.31	6.22	6.04	5.39	5.85	5.82	5.65	6.83	5.40	6.34	5.91	5.67
The World Bank Group's financial instruments meet the needs of Mauritius	5.00	5.96	5.93	4.47	5.12	6.14	5.32	6.44	5.09	5.93	5.49	5.47
The World Bank Group meets Mauritius's needs for knowledge services	5.20	6.63	6.13	5.42	5.80	6.27	5.72	7.18	5.53	6.41	6.04	5.73
The World Bank Group's knowledge work and activities are adaptable to Mauritius's specific development challenges and country circumstances	5.38	6.33	6.24	5.09	5.94	5.88	5.76	6.83	5.17	6.72	6.02	5.68
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.41	6.18	6.03	5.29	5.76	5.93	5.64	6.83	5.46	6.28	5.76	5.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.84	6.97	6.86	7.14	6.82	7.14	6.76	7.92	6.95	6.92	6.98	6.80
The World Bank Group takes decisions quickly in Mauritius	5.56	6.37	5.86	6.42	6.09	5.79	5.74	7.11	5.71	6.23	6.24	5.38
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.12	6.71	6.53	6.25	6.30	6.83	6.30	7.00	6.20	6.68	6.60	5.71

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Mauritius FY19 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Mauritius**

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

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

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of the International Bank for Reconstruction and Development, International Development Association (often jointly referred to as ‘World Bank’), International Finance Corporation (the World Bank Group’s private sector arm), Multilateral Investment Guarantee Agency, and International Center for Settlement of Investment Disputes. 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 MAURITIUS**

<b>A1. When you think about the future in Mauritius, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in Mauritius is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius. (Choose no more than THREE)</b>			
1	Environmental degradation	15	Disaster risk management
2	Urban development (including traffic decongestion)	16	Health
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (e.g., Ocean Economy, freshwater, land)
4	Energy	18	Information and communications technology
5	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Private sector development	22	Trade and exports
9	Education	23	Crime and violence
10	Food security	24	Poverty reduction
11	Water and sanitation	25	Productivity and economic growth
12	Gender equity (closing the gap between women and men, and boys and girls)	26	Agriculture and rural development
13	Anti-corruption	27	Judiciary reform
14	Financial markets		

**SECTION A: GENERAL ISSUES**

**A4. When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate level of support from donors or international partners
2	Political pressure from special interest groups
3	Corruption
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the government
8	Inadequate level of government accountability
9	Inadequate level of capacity in the government
10	Other (please specify): _____

**A5. To what extent do you trust each of the following groups to do what is right?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International partners (e.g., AFD, EU)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (e.g., African Development Bank, Trade and Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Bank of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES**

<b>A6. Please describe the direction Mauritius is moving in, when considering ... ?</b>						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Mauritius's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>A7. To what extent do you trust the private sector to engage in public service delivery in Mauritius?</b>	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mauritius solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management (e.g., Ocean Economy, freshwater, land)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security	21	Poverty reduction
8	Urban development (including traffic decongestion)	22	Anti-corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Productivity and economic growth
11	Environmental degradation	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Information and communications technology
14	Financial markets		

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development for the public sector	<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	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
6	Promoting knowledge sharing	<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	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)</b>	
1	Not sufficiently focused on sustainable results
2	Too influenced by developed countries
3	Knowledge work is too academic/ lacks clear and practical policy advice
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Mauritius
10	World Bank Group's processes too slow and complex
11	Not collaborating enough with civil society (e.g., NGOs, CBOs)
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Inadequate World Bank Group's staffing in Mauritius
15	Other (please specify): _____
16	Don't know

<b>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only ONE response)</b>	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know



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

**B8. 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	Local government	7	Media
2	Donor community	8	Foundations
3	Beneficiaries	9	Academia/think tanks/research institutes
4	Youth/university groups	10	Parliament
5	Private sector	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>B9</b>	Overall the World Bank Group currently plays a relevant role in development in Mauritius	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B10</b>	The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	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 Mauritius, in terms of each of the following?**

		To no degree at all										To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>B11</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B12</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B14</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B15</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B16</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B17</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B18</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B19</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B21</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B22</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B23</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B24</b>	Treating clients and stakeholders in Mauritius with respect	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B25</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>



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

**C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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"/>	
5	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Trade and exports	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	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C2. To what extent does the World Bank Group’s work help to achieve development results in Mauritius?**

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

**C3. To what extent does the World Bank Group influence the development agenda in Mauritius?**

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 Mauritius?**

		Strongly disagree									Strongly agree	Don't know	
		1	2	3	4	5	6	7	8	9	10		
<b>C4</b>	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Mauritius’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"/>	

**C6. To what extent do you believe that Mauritius received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?**

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



**SECTION D: THE WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

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

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

<b>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?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>Not significant at all</b>									<b>Very significant</b>		<b>Don't know</b>	

<b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>Very low technical quality</b>									<b>Very high technical quality</b>		<b>Don't know</b>	

**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
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Mauritius's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MAURITIUS**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)</b>	
1	Increase availability of Reimbursable Advisory Services (RAS)
2	Offer more innovative financial products
3	Offer more innovative knowledge services
4	Engage more directly with beneficiaries
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Engage more effectively with civil society (e.g., NGOs, CBOs)
7	Engage more effectively with private sector
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Reduce the complexity of obtaining World Bank Group financing
10	Help to bring discipline/effective supervision to implementation of World Bank Group projects
11	Ensure greater selectivity in its work
12	Provide more adequate data/knowledge/statistics/figures on Mauritius's economy
13	Increase the level of capacity development in the country
14	Improve the quality of its experts as related to Mauritius's specific challenges
15	Work faster
16	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How frequently do you interact with the World Bank Group now in Mauritius?</b>	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

<b>G2. How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's publications and other written materials	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

<b>G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
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		

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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Mauritius? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION****H5. Which of the following describes most of your exposure to the World Bank Group in Mauritius?  
(Choose no more than TWO)**

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

**H6. What's your gender?**

1	Female
2	Male

**H7. What's your age?**

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

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

1	Port Louis
2	Ebene/Moka
3	Other South
4	Other North
5	Rodrigues

**Thank you for completing the survey!**