

FY 2019 South Africa Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The South Africa 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, 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 South Africa country team and the independent fielding agency Citizen Surveys. In particular, PORG is grateful for the support from Zandile Portia Ratshitanga (Senior External Affairs Officer) who coordinated the survey related activities from Pretoria, South Africa.



Country Opinion Surveys
THE WORLD BANK GROUP



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SOUTH AFRICA





I. Objectives

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

- *General Issues Facing South Africa*
- *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 South Africa*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2019, 482 stakeholders of the WBG in South Africa 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 96 stakeholders participated in the survey (20% response rate). Respondents received the questionnaires via 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.

As a rule, the results of the current year's Country Survey are compared to the results of the previous cycle of the Country Survey. Due to a small number of respondents in the FY'15 South Africa Country Survey (response rate was 41%, N=83) and the FY'19 South Africa Country Survey, and due to a difference in stakeholder composition in the FY'15 and FY'19 samples, the data comparisons across years would have been statistically unsound. Therefore, only FY'19 data are presented in this report.

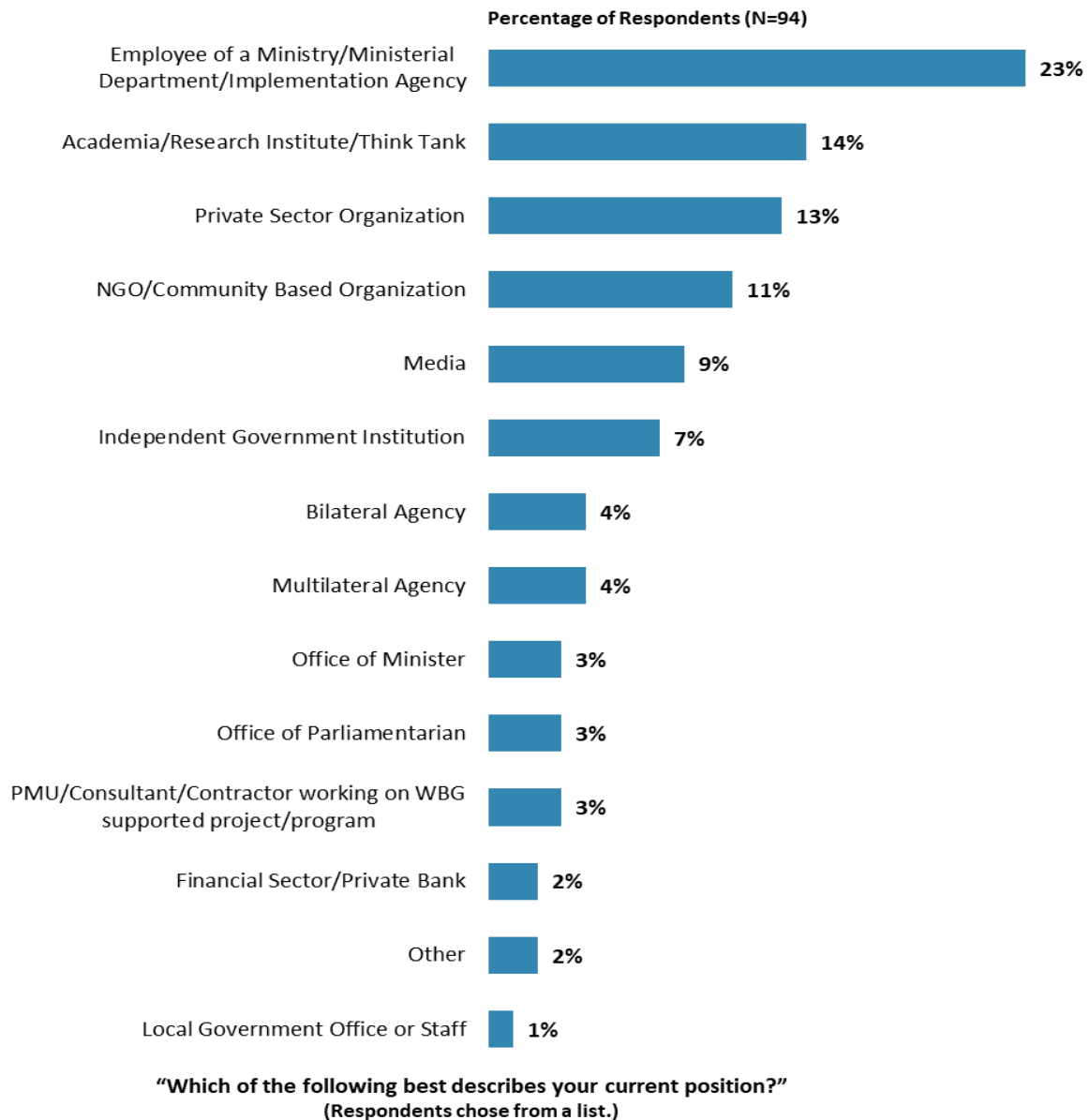
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, and D present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Affiliation

- For further analyses, some respondent groups were combined¹.

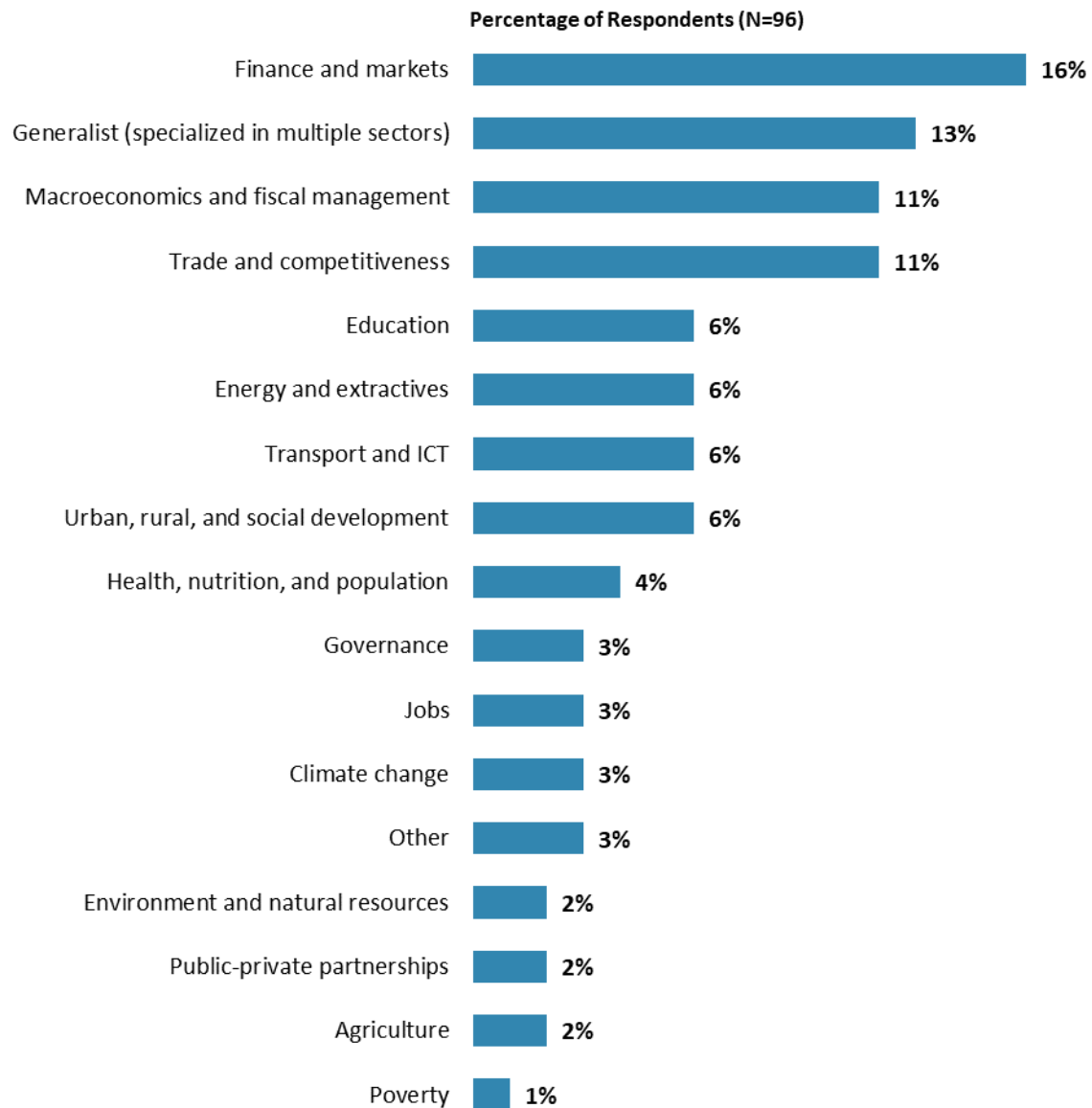


¹ Employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks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



III. Demographics of the Sample (continued)

Area of Primary Specialization



"Please identify the primary specialization of your work."

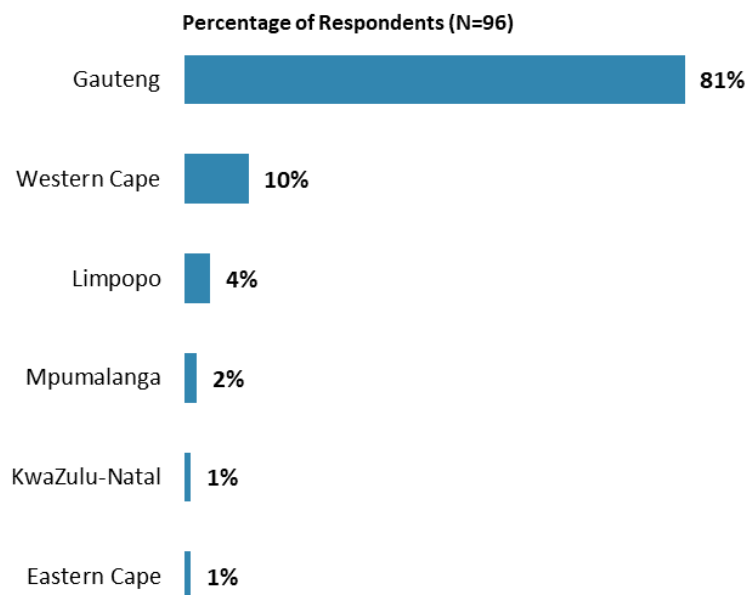
(Respondents chose from a list.)

Note: no respondents selected "Social protection and labor", "Fragility, conflict and violence", "Gender", and "Water" response options



III. Demographics of the Sample (continued)

Geographic Locations

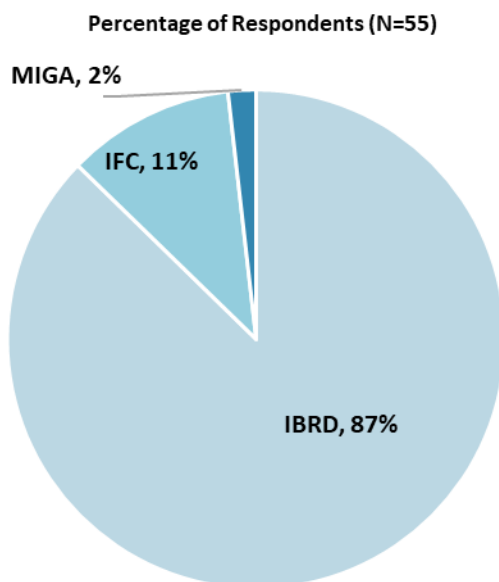


"Which best represents your geographic location?"

(Respondents chose from a list.)

Note: no respondents selected "Northern Cape", "North West", and "Free State" response options

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 South Africa?" (Respondents chose from a list.)

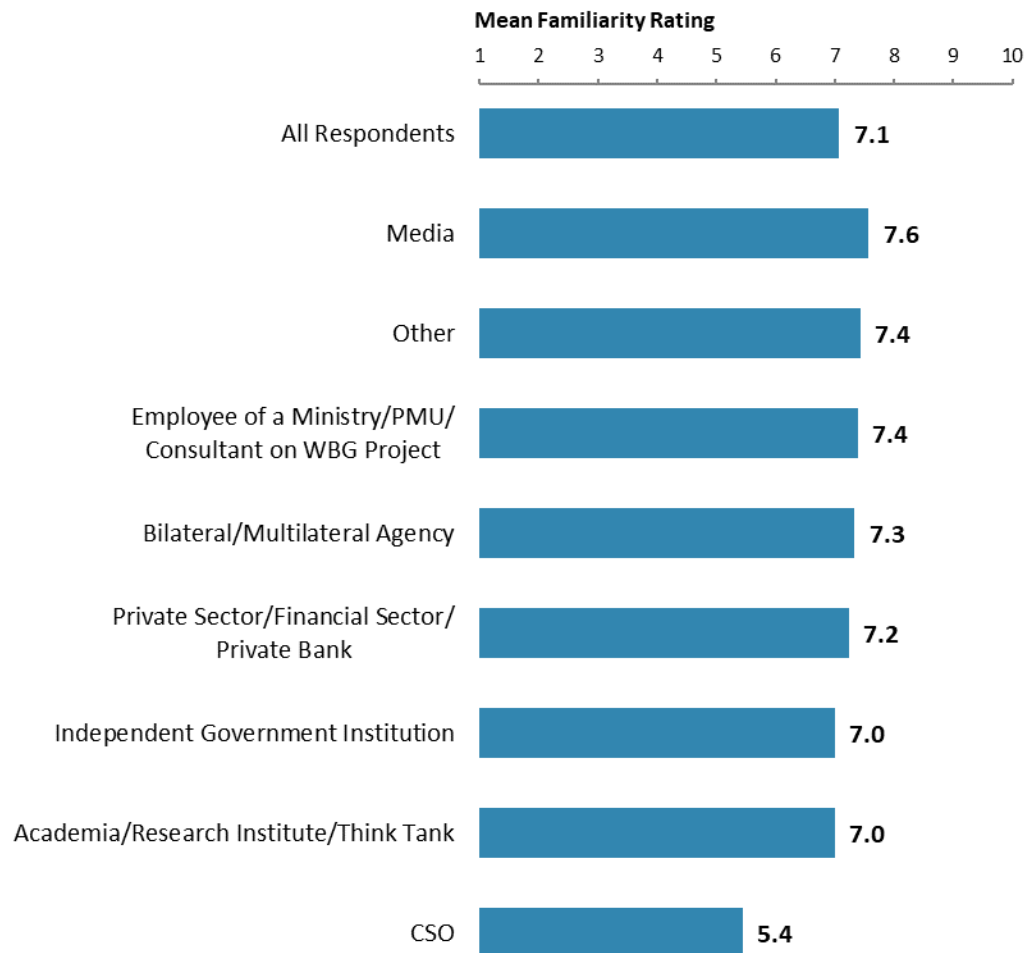
Note: no respondents selected "ICSID" response option



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly correlated with their ratings of the WBG's overall effectiveness in South Africa and with their ratings of the extent to which the WBG's work helps to achieve development results in South Africa.

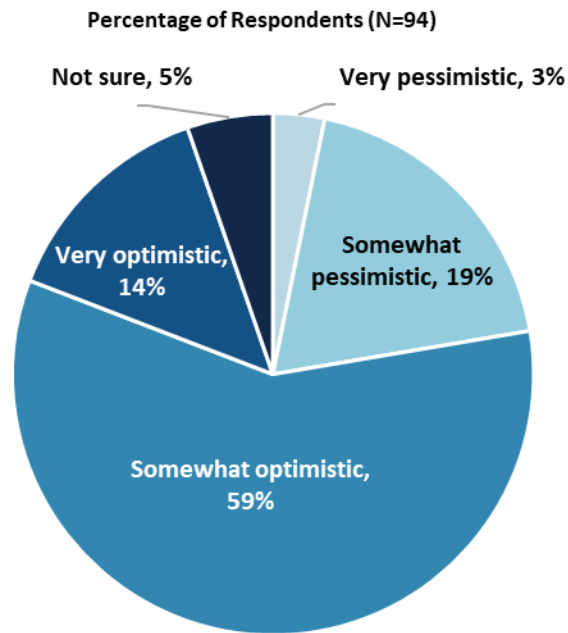


"How familiar are you with the work of the World Bank Group in South Africa?"
(1-"Not familiar at all", 10-"Extremely familiar")



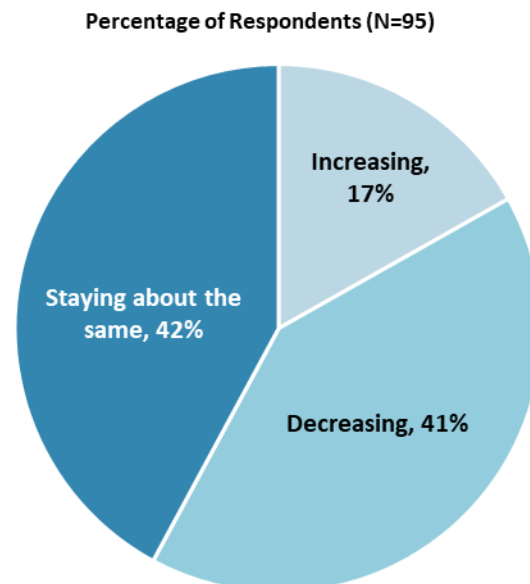
IV. General Issues Facing South Africa

Optimism for the Future of South Africa



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

Perceptions of Economic Opportunity

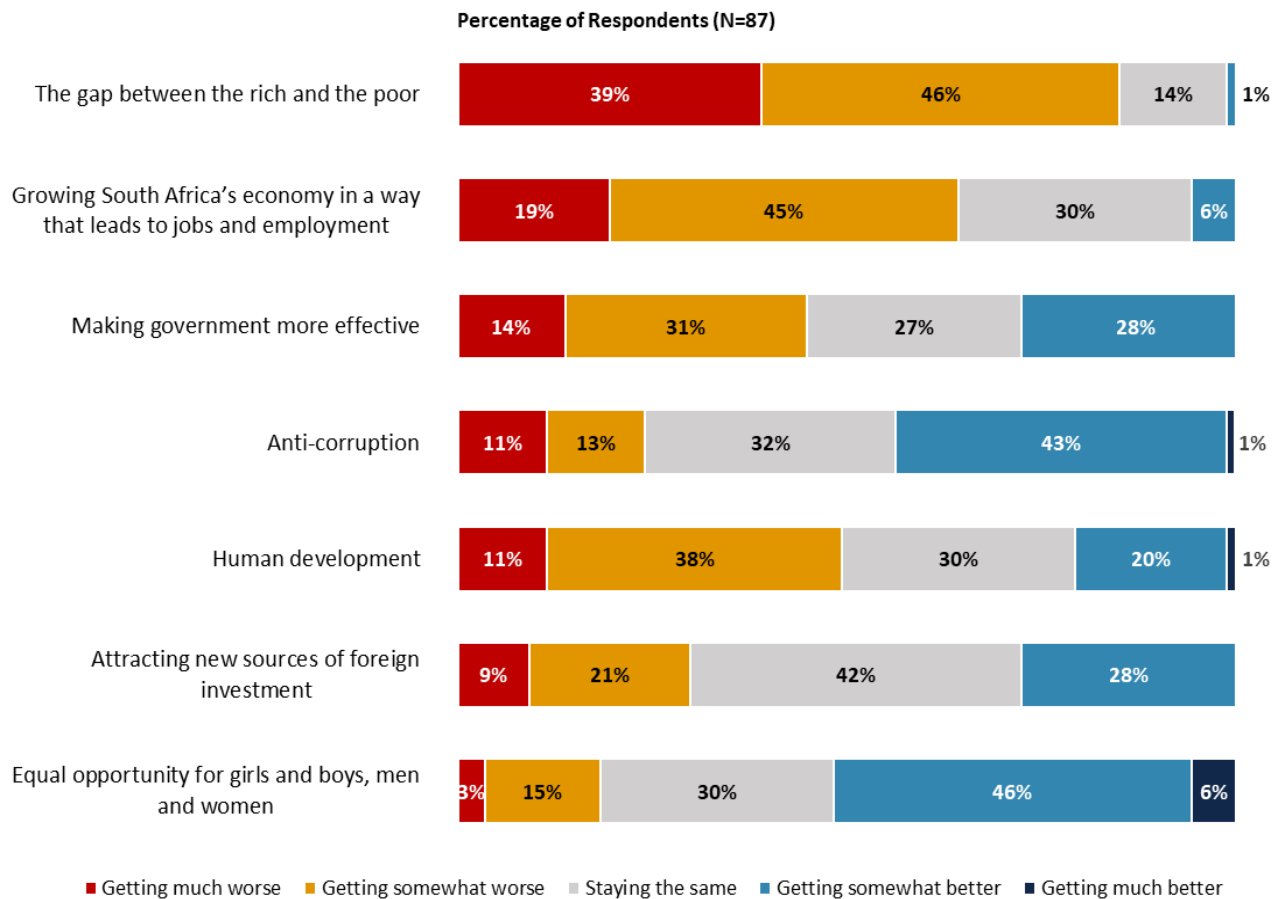


"Do you think that economic opportunity for citizens in South Africa is ... ?"
(Respondents chose from a list.)



IV. General Issues Facing South Africa (continued)

Perceptions of Improvement and Decline in Specific Areas

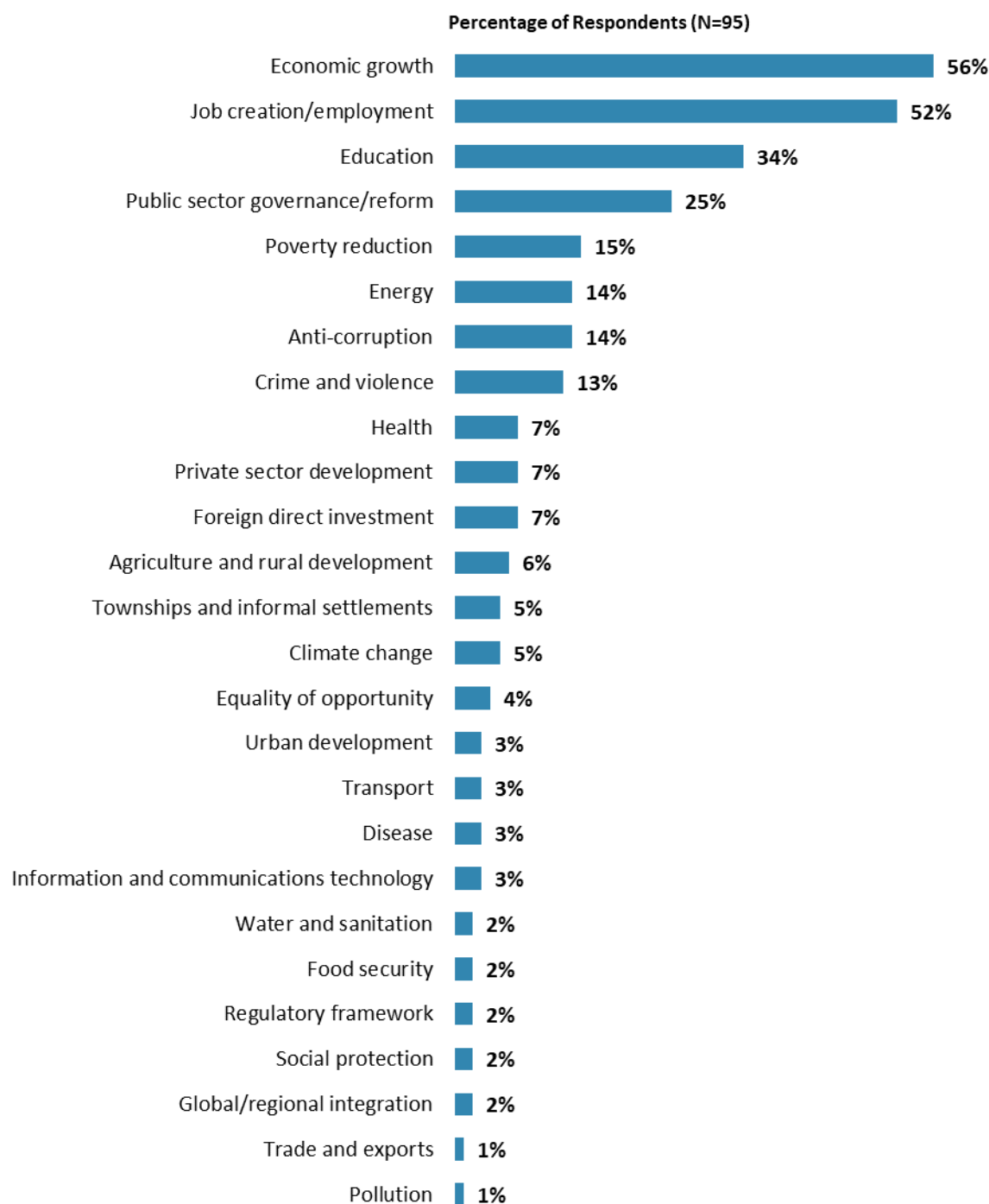


"Please describe the direction South Africa is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing South Africa (continued)

Development Priority



"Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa.

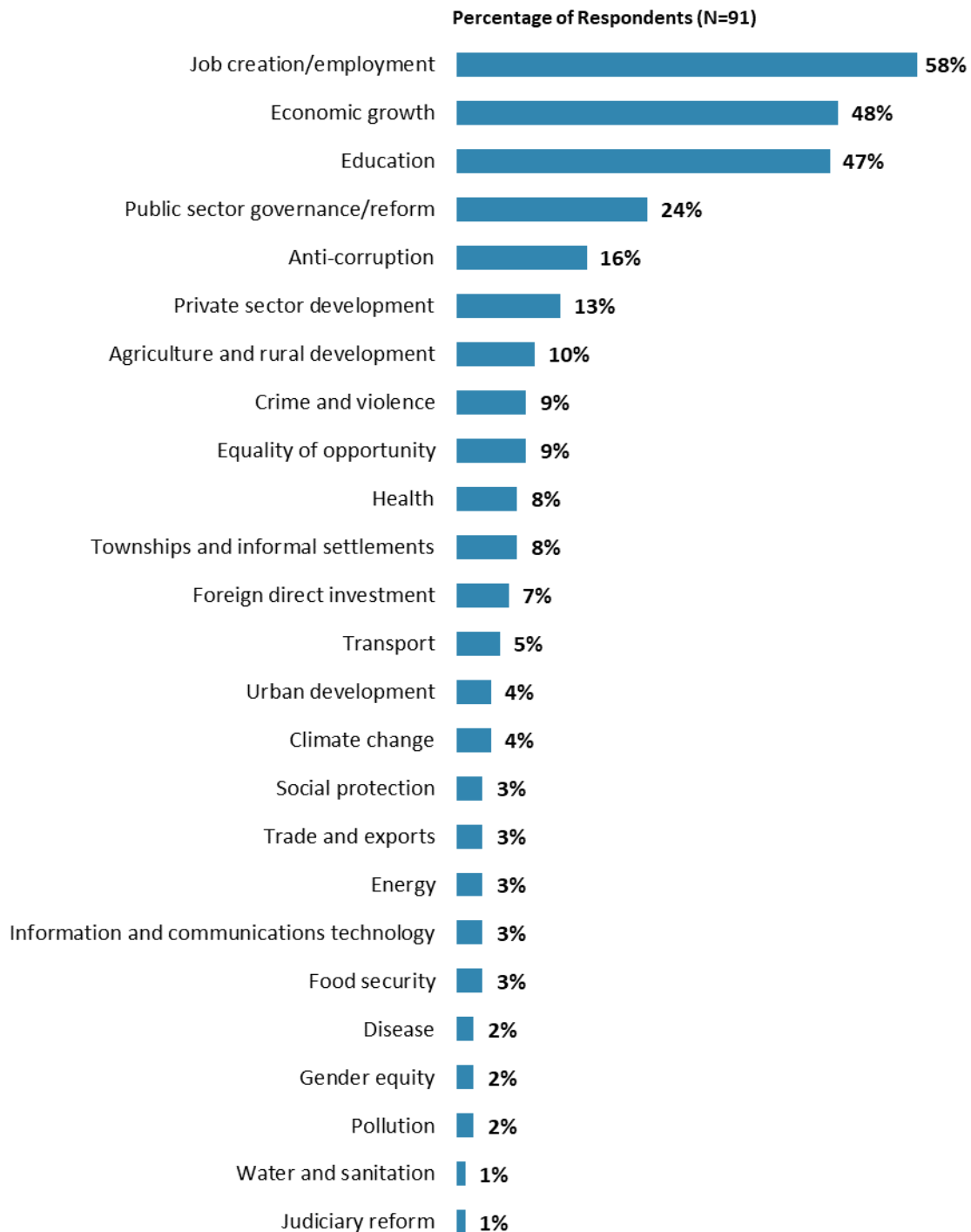
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



IV. General Issues Facing South Africa (continued)

What Would Contribute Most to Reducing Poverty



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in South Africa?

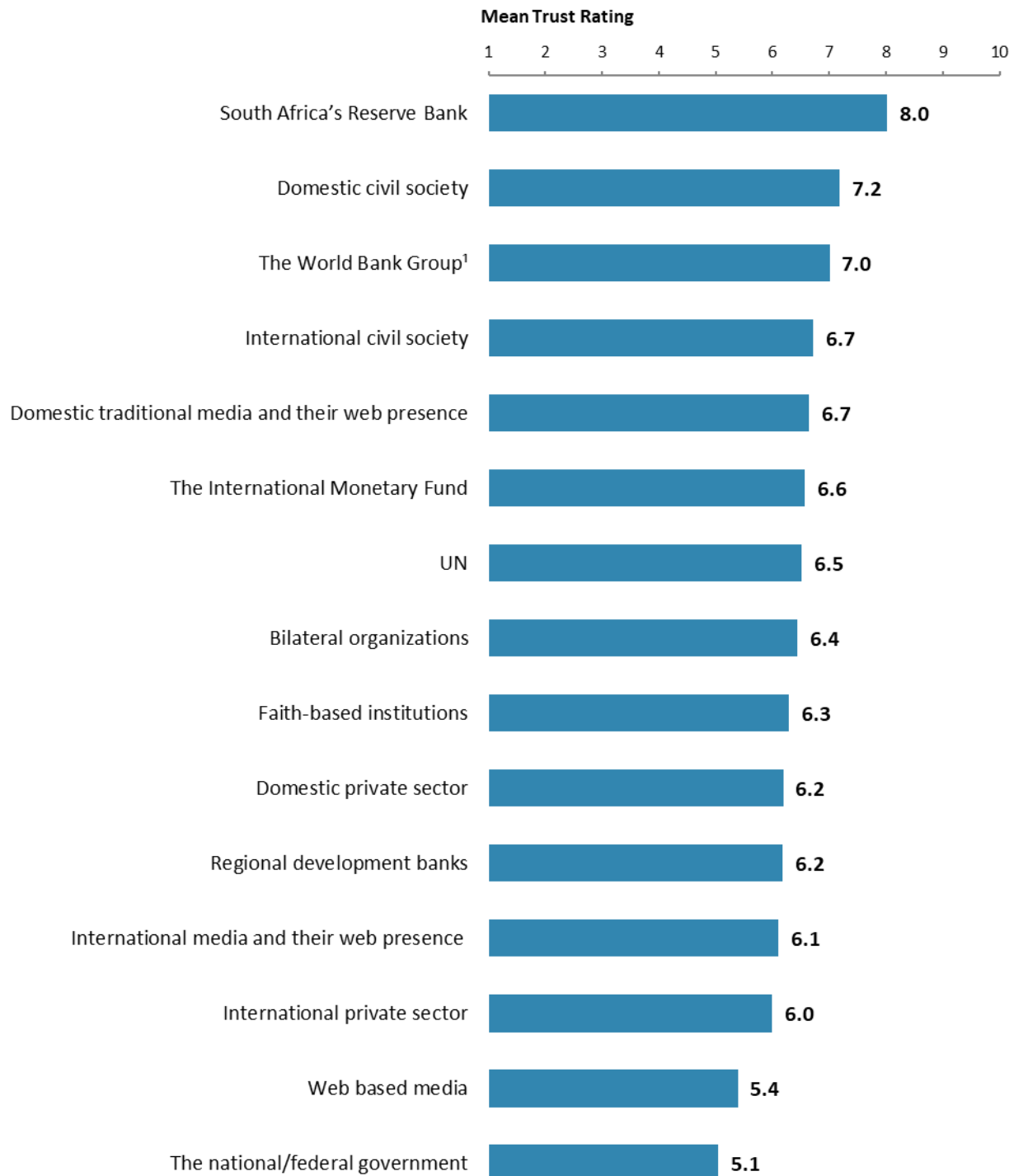
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



IV. General Issues Facing South Africa (continued)

Trust in Institutions



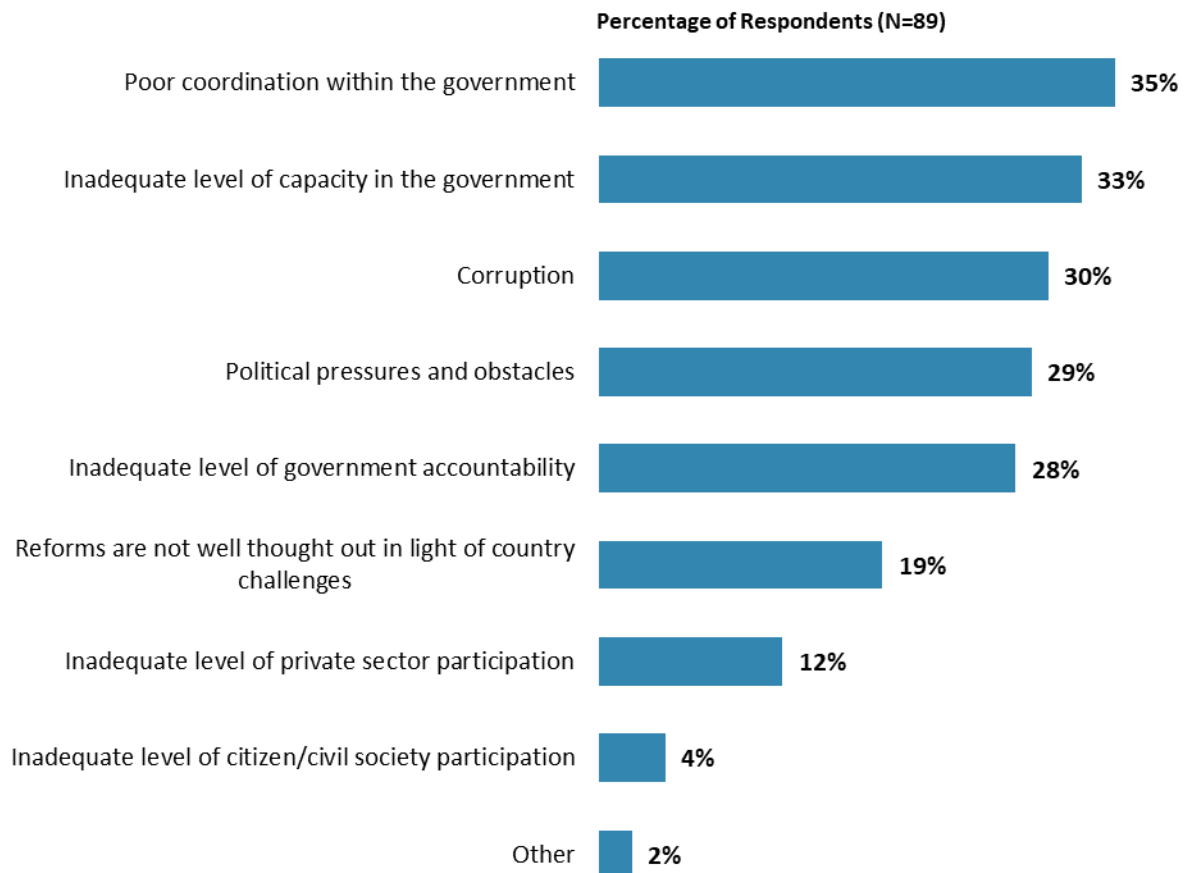
"To what extent do you trust each of the following groups to do what is right? "
(1-"To no degree at all ", 10-"To a very significant degree")

'Indicator Question



IV. General Issues Facing South Africa (continued)

Attributions for Slow/Failed Reform Efforts



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



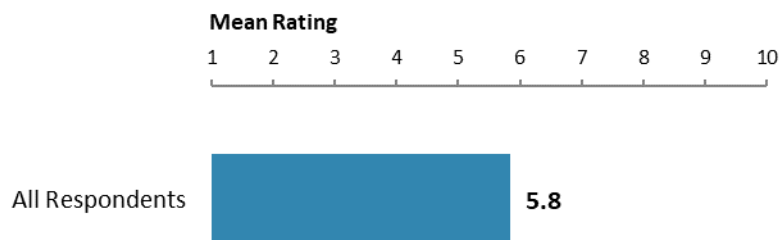
V. Overall Attitudes Toward the World Bank Group

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



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

Achieving Development Results (*Indicator Question*)

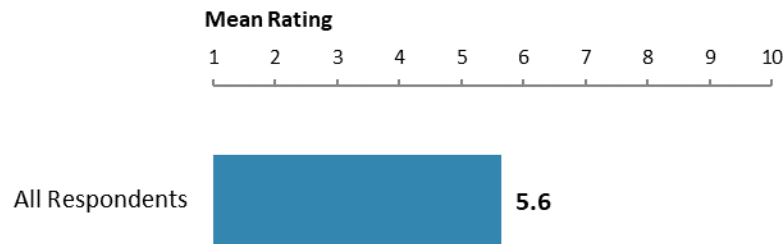


"To what extent does the World Bank Group's work help to achieve development results in South Africa?"
(1-"To no degree at all", 10-"To a very significant degree")



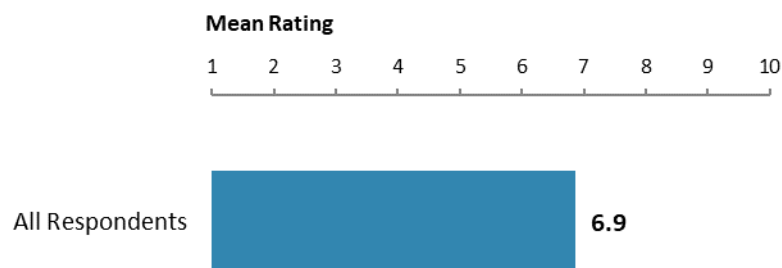
V. Overall Attitudes Toward the World Bank Group (continued)

Influence on South Africa's Development Agenda (*Indicator Question*)



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

WBG Staff Preparedness



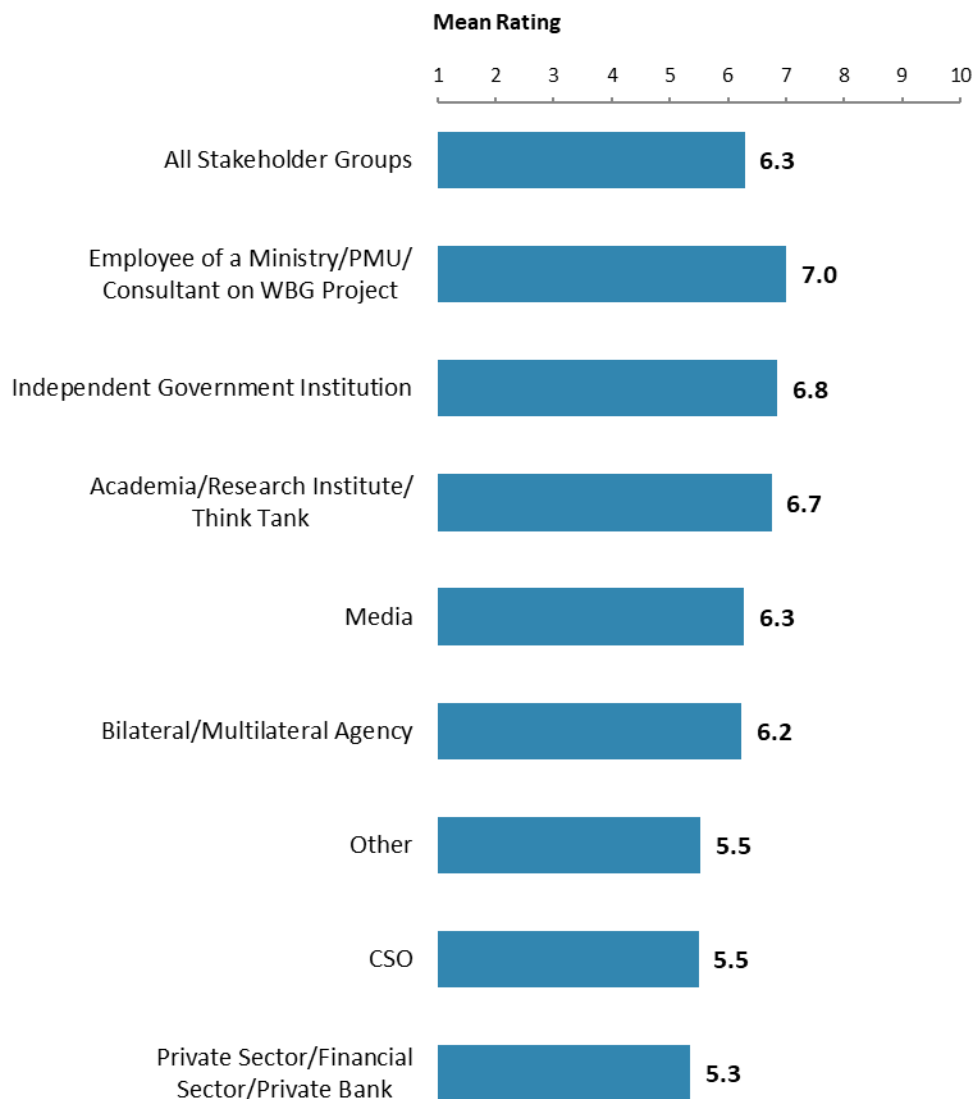
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help South Africa solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")



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

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 = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (page 77).

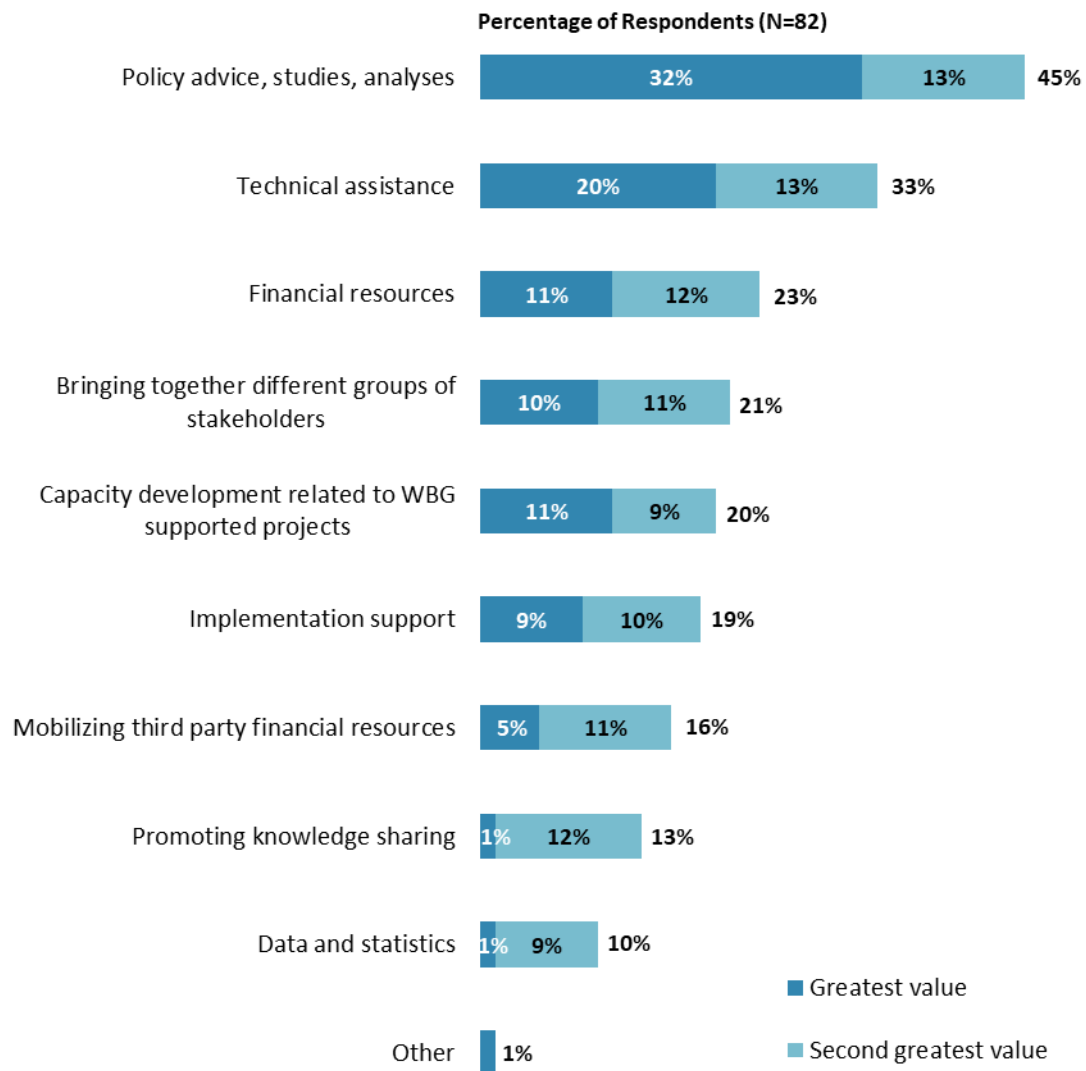


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

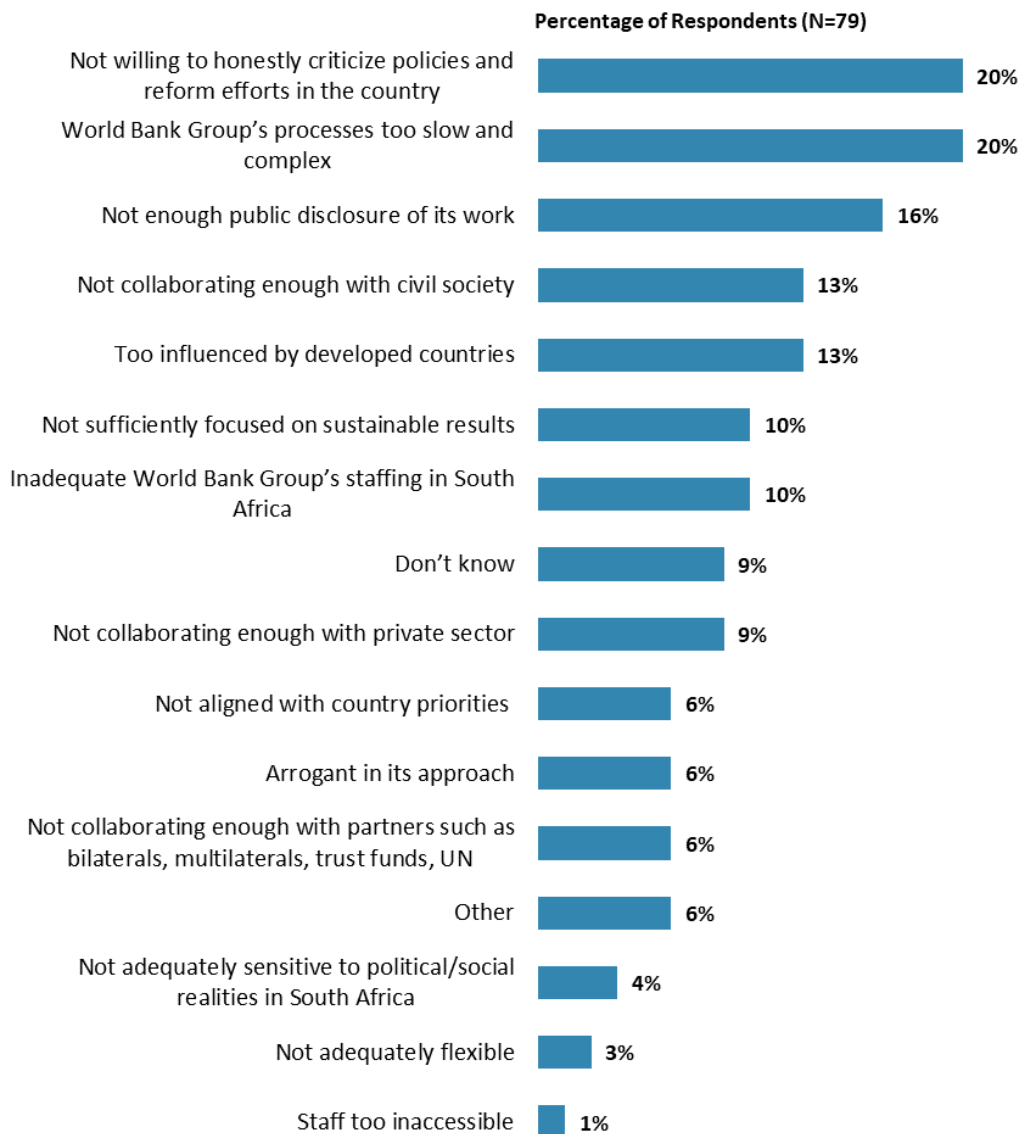


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?"
(Respondents chose from a list.)



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

Greatest Weakness

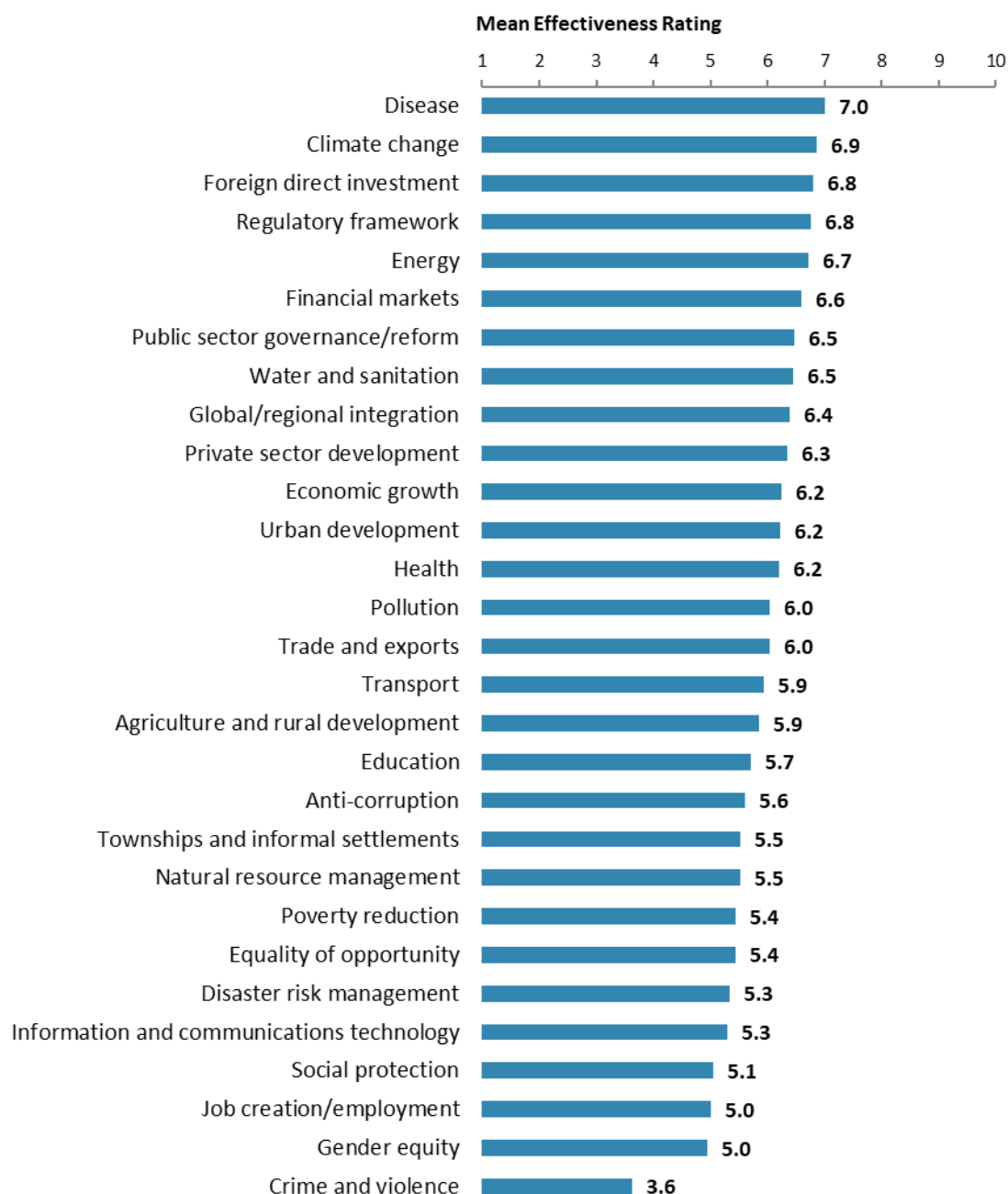


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas²



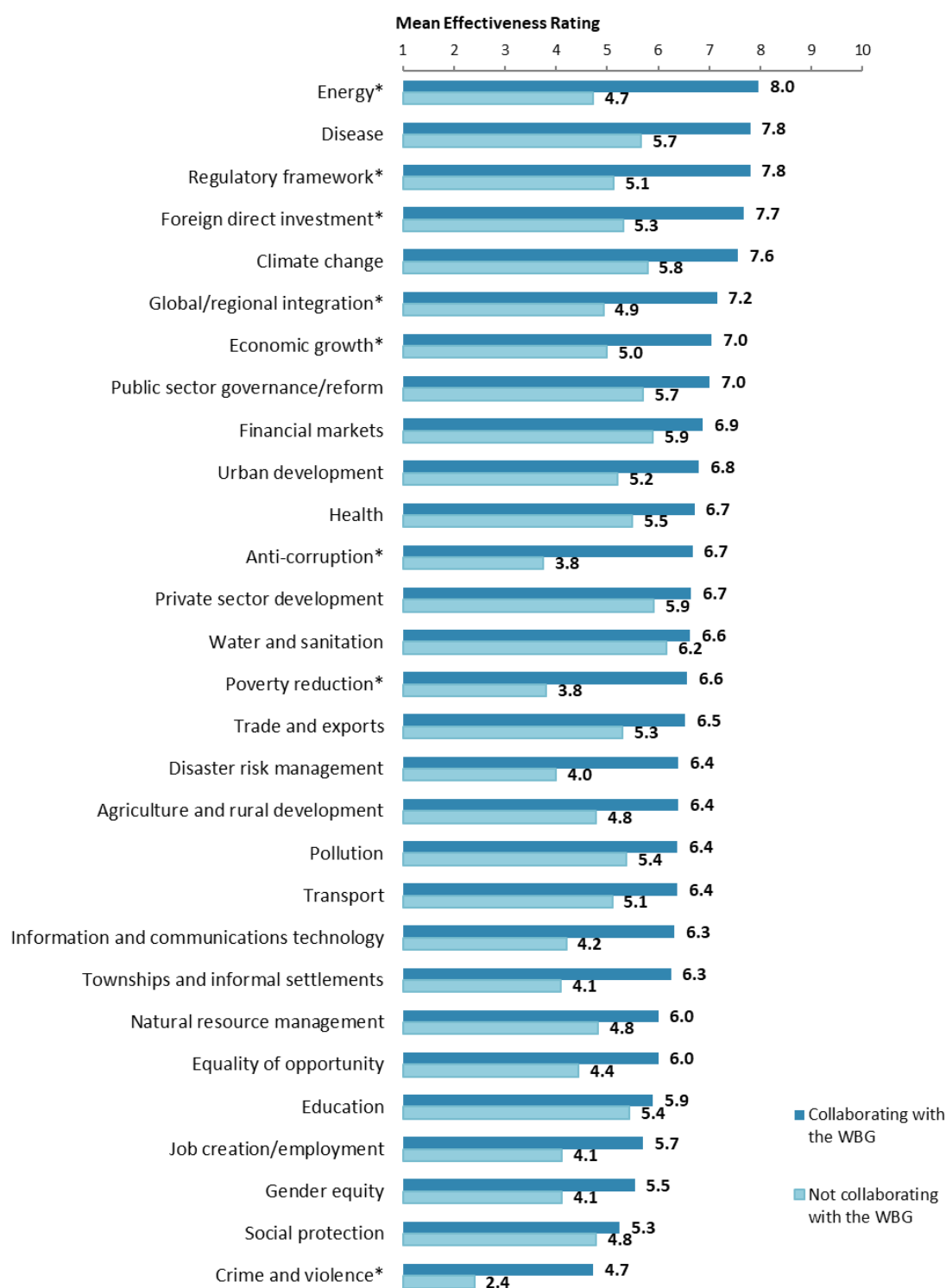
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in South Africa?"
(1-"Not effective at all", 10-"Very effective")

² Note in the Appendix on the sectoral effectiveness (Appendix A, page 39) 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)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration

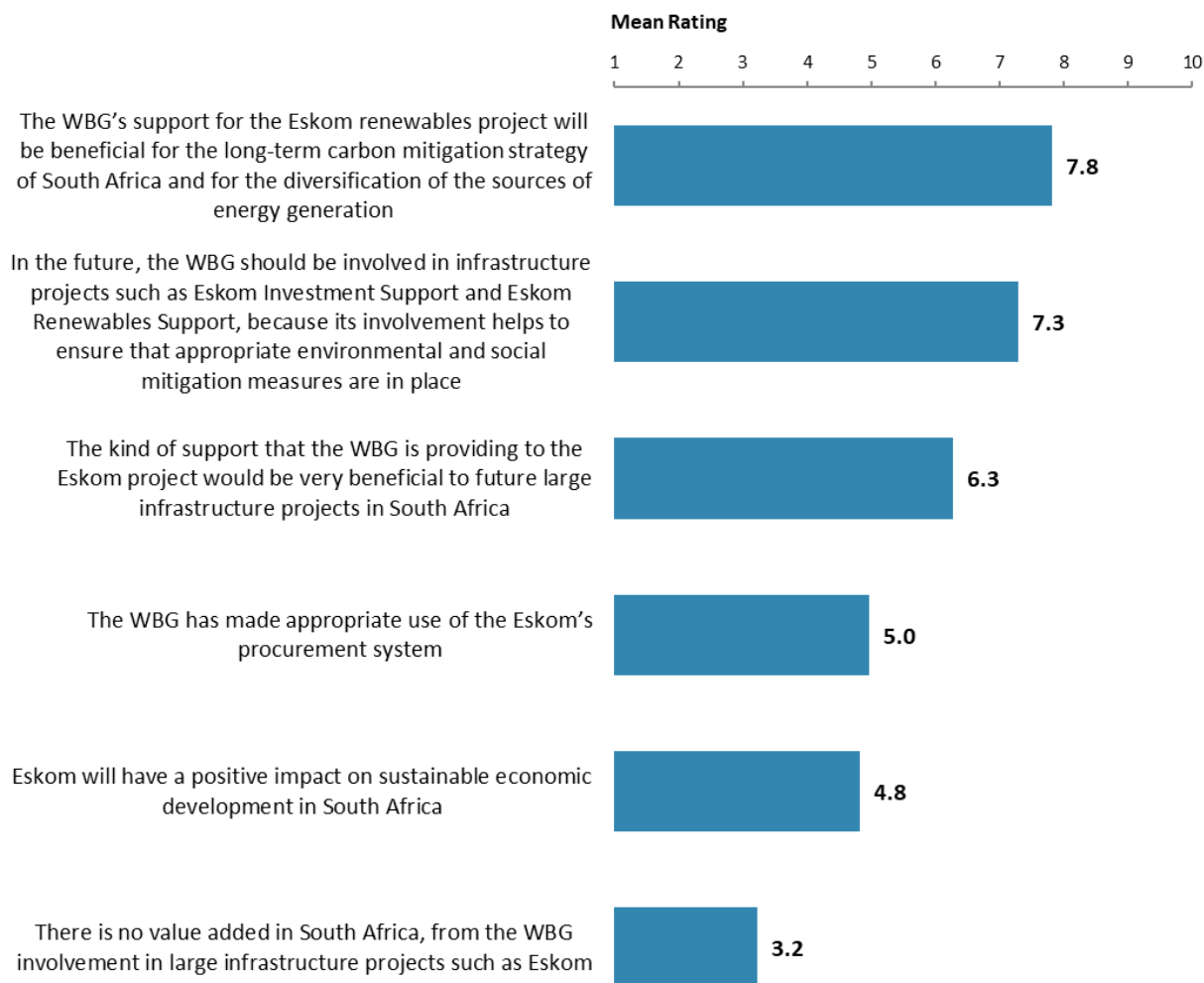


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in South Africa?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators)



VI. Sectoral Effectiveness (continued)

World Bank Group's Support for the Eskom Renewables Project

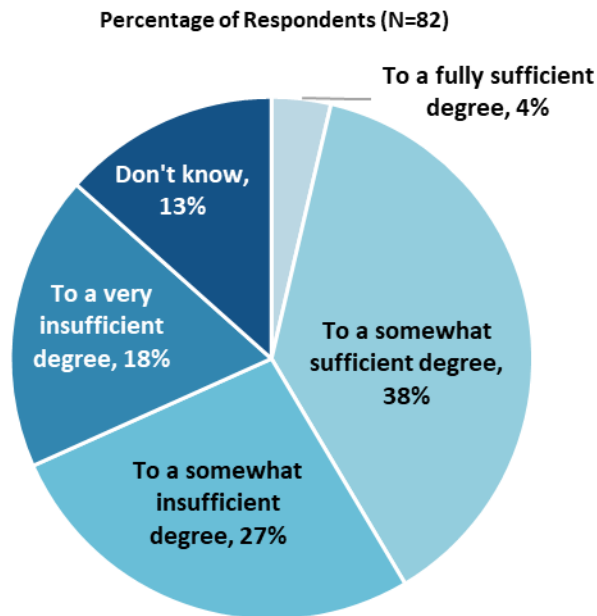


"To what extent do you agree/disagree with the following statements?"
(1 - "Strongly disagree", 10 - "Strongly agree")



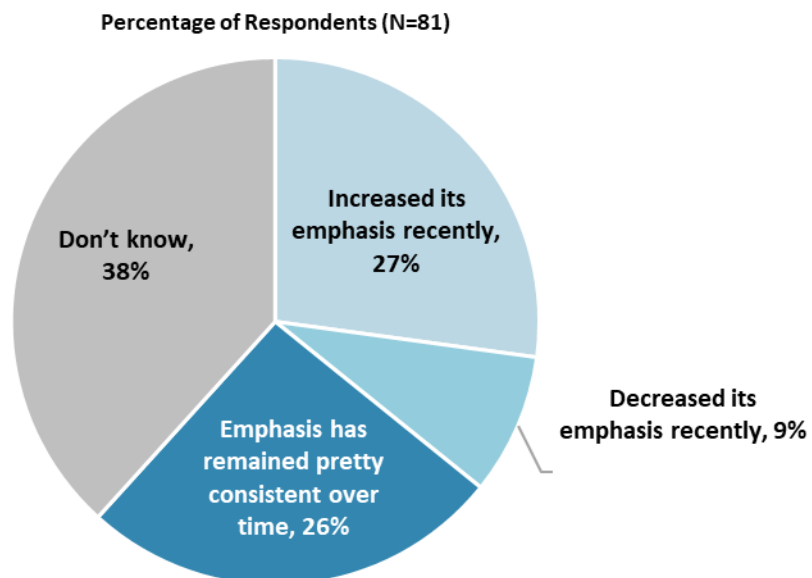
VI. Sectoral Effectiveness (continued)

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in South Africa?" (Respondents chose from a list.)

The WBG's Human Capital Investment

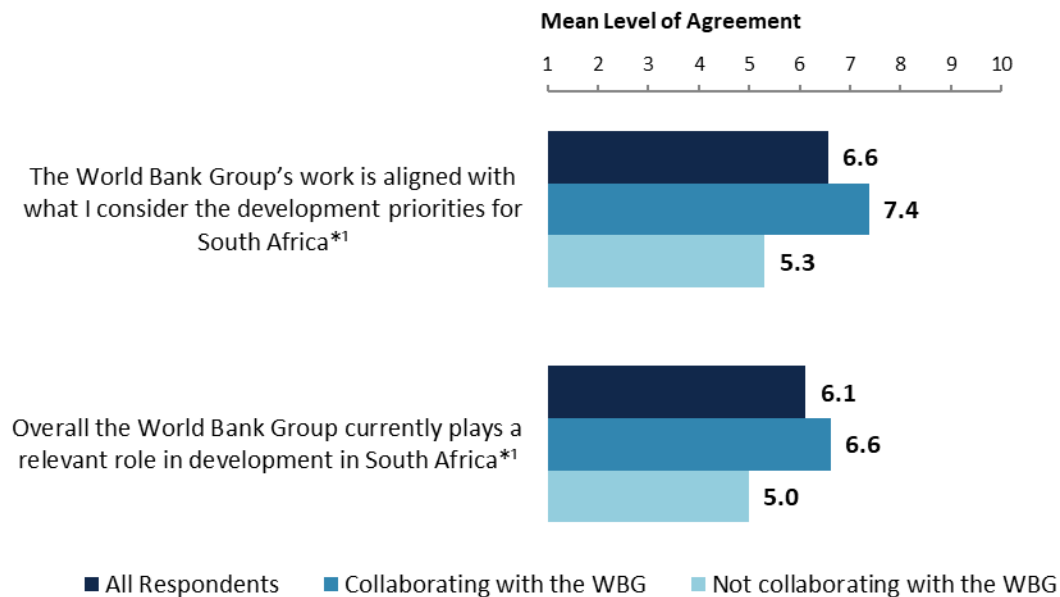


"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in South Africa: Collaboration

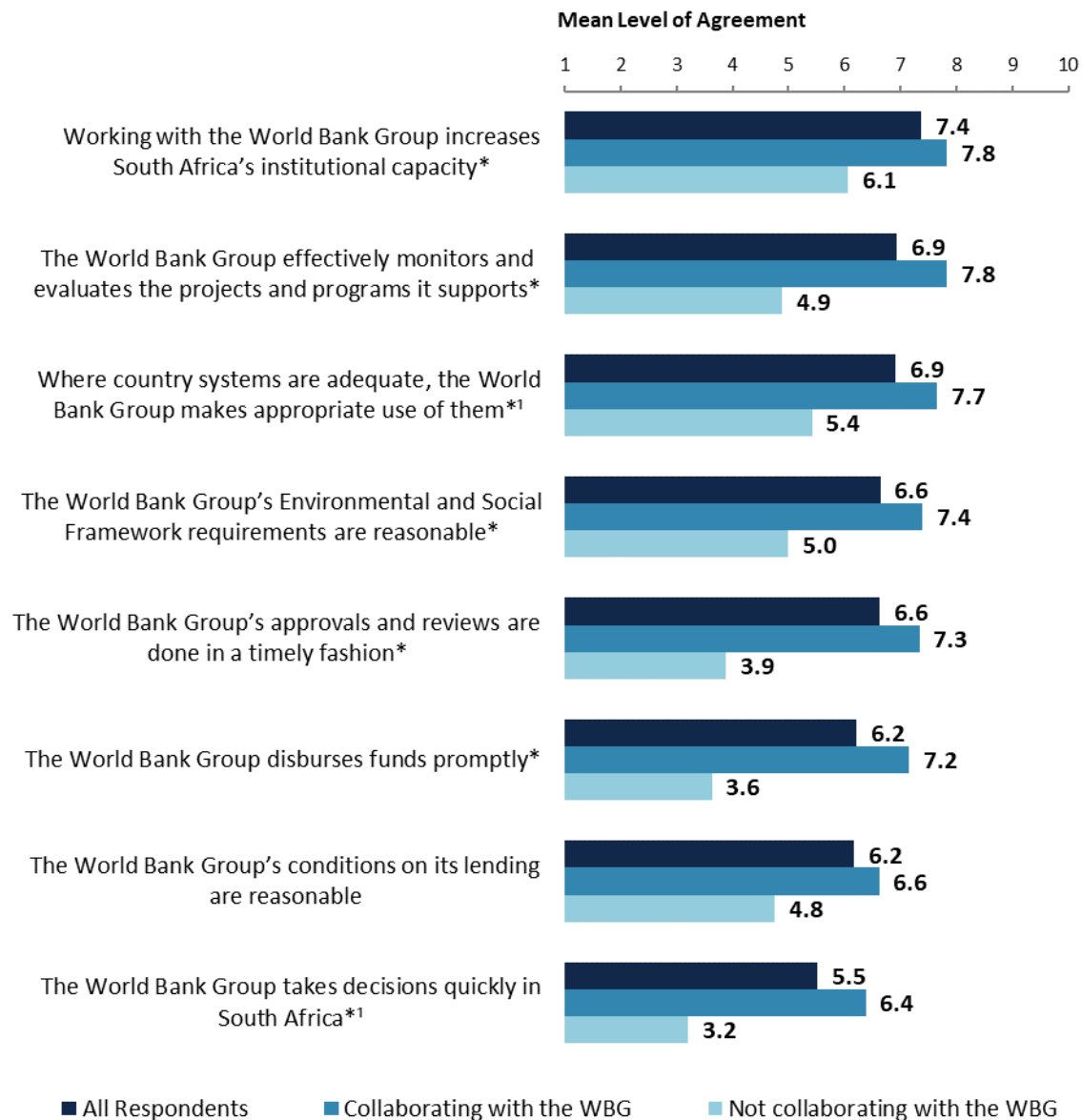


"To what extent do you agree with the following statements about the World Bank Group's work in South Africa?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators)
'Indicator Question



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")

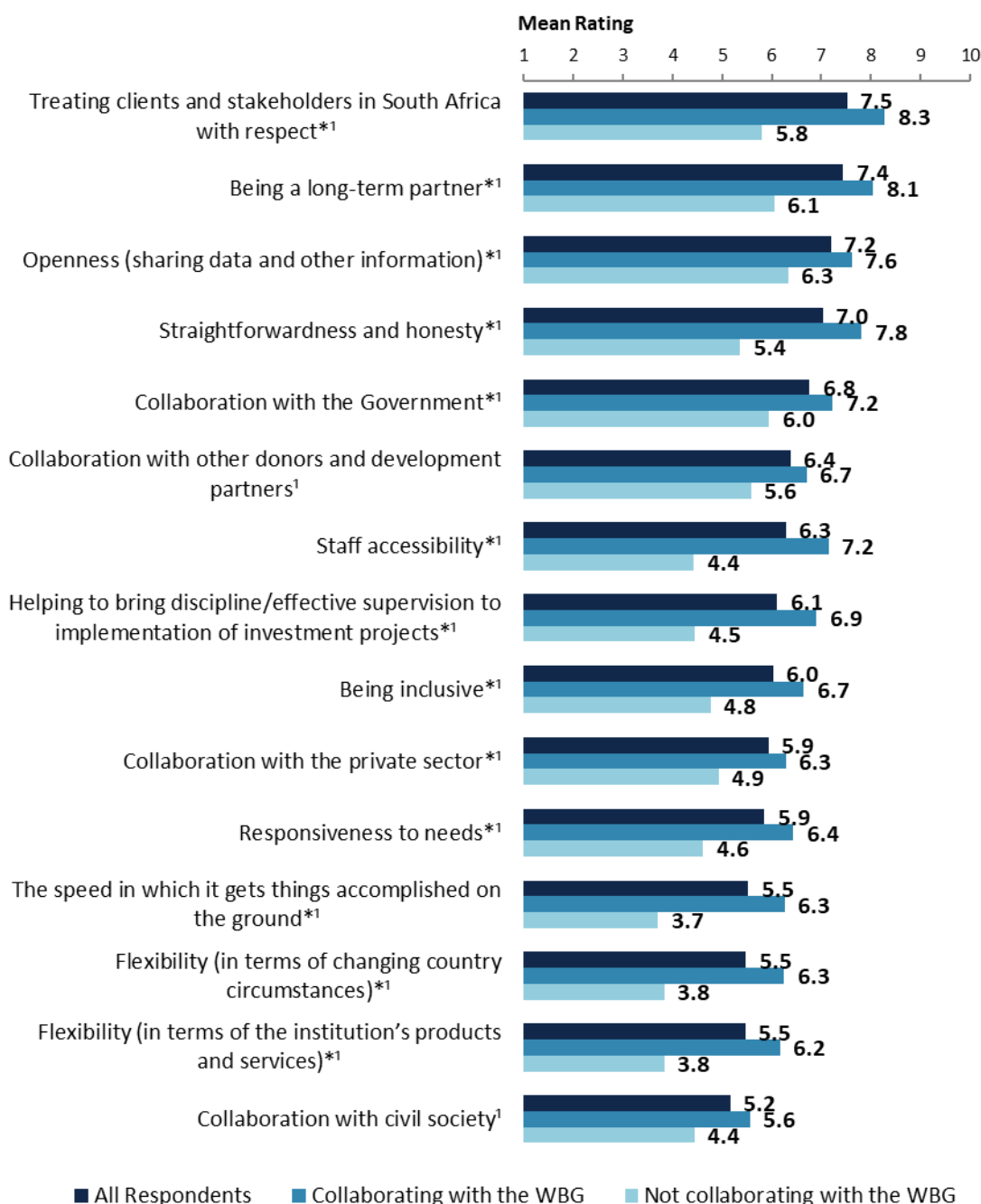
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



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 South Africa, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

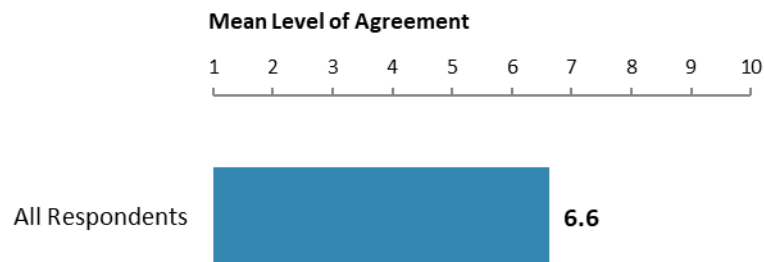
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Meeting South Africa's Knowledge Needs (*Indicator Question*)



"The World Bank Group meets South Africa'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")



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

Qualities of the WBG's Knowledge Work and Activities



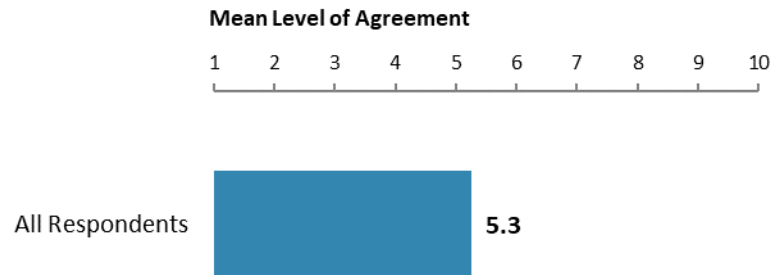
"In South Africa, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



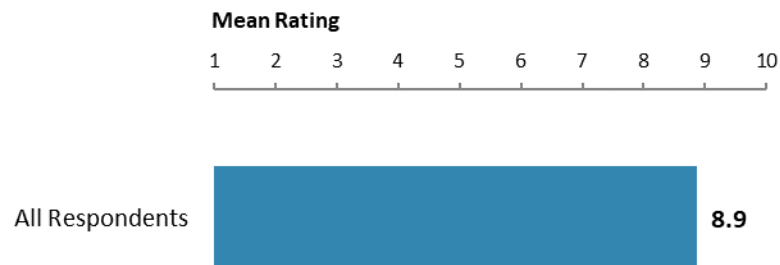
VIII. World Bank Group's Knowledge and Instruments (continued)

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



"The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Reimbursable Advisory Services, etc.) meet the needs of South Africa"
(1-"Strongly disagree", 10-"Strongly agree")

Effectiveness of WBG's Reimbursable Advisory Services (RAS)

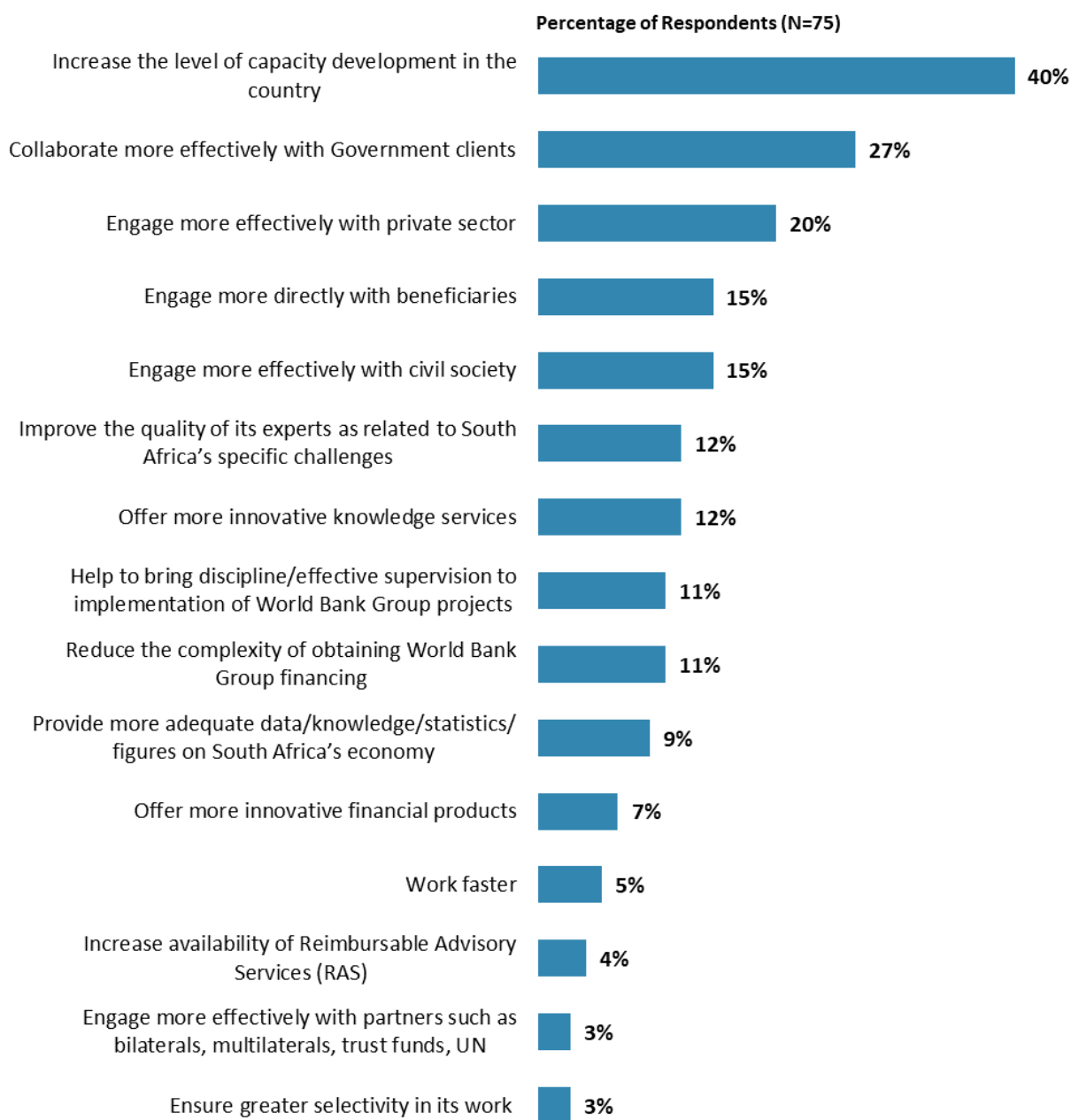


"To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")



IX. The Future Role of the WBG in South Africa

Making the World Bank Group of Greater Value

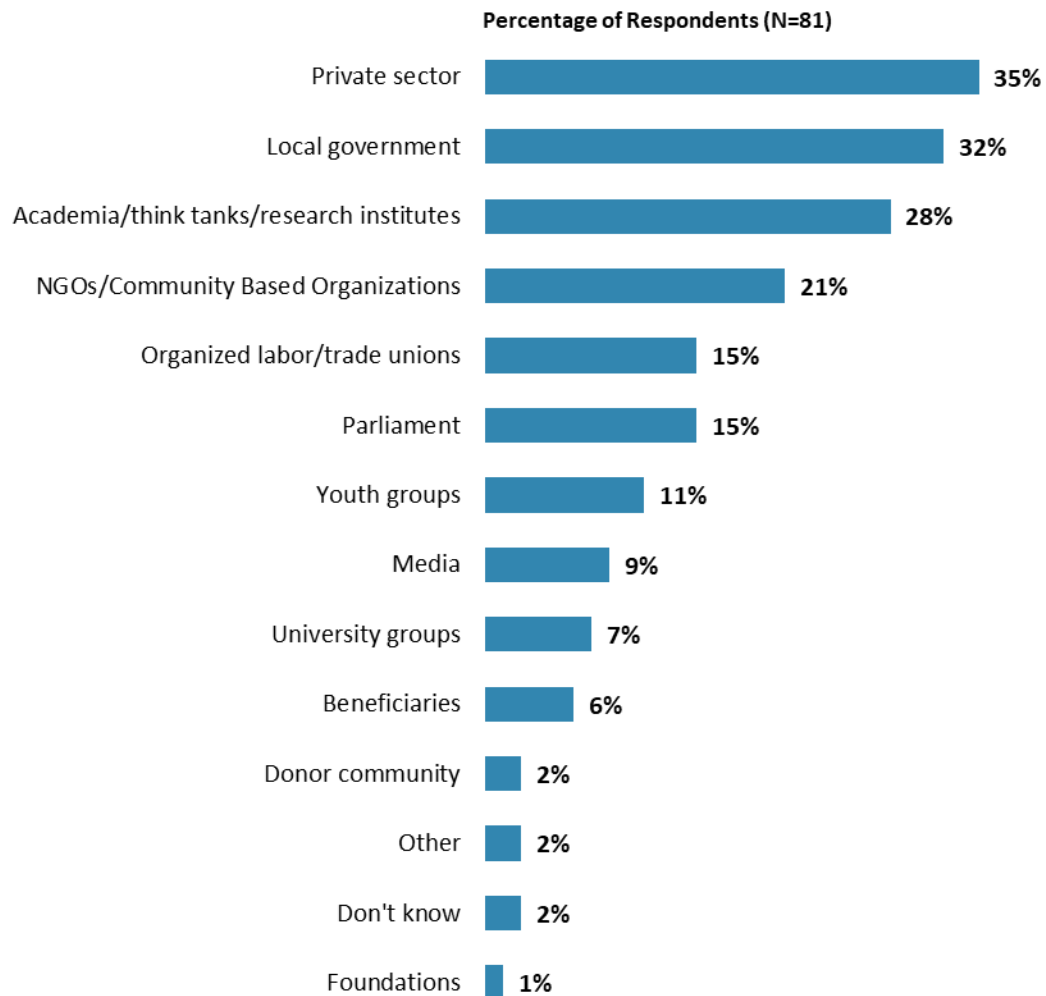


"Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in South Africa (continued)

The World Bank Group Should Collaborate More with ...

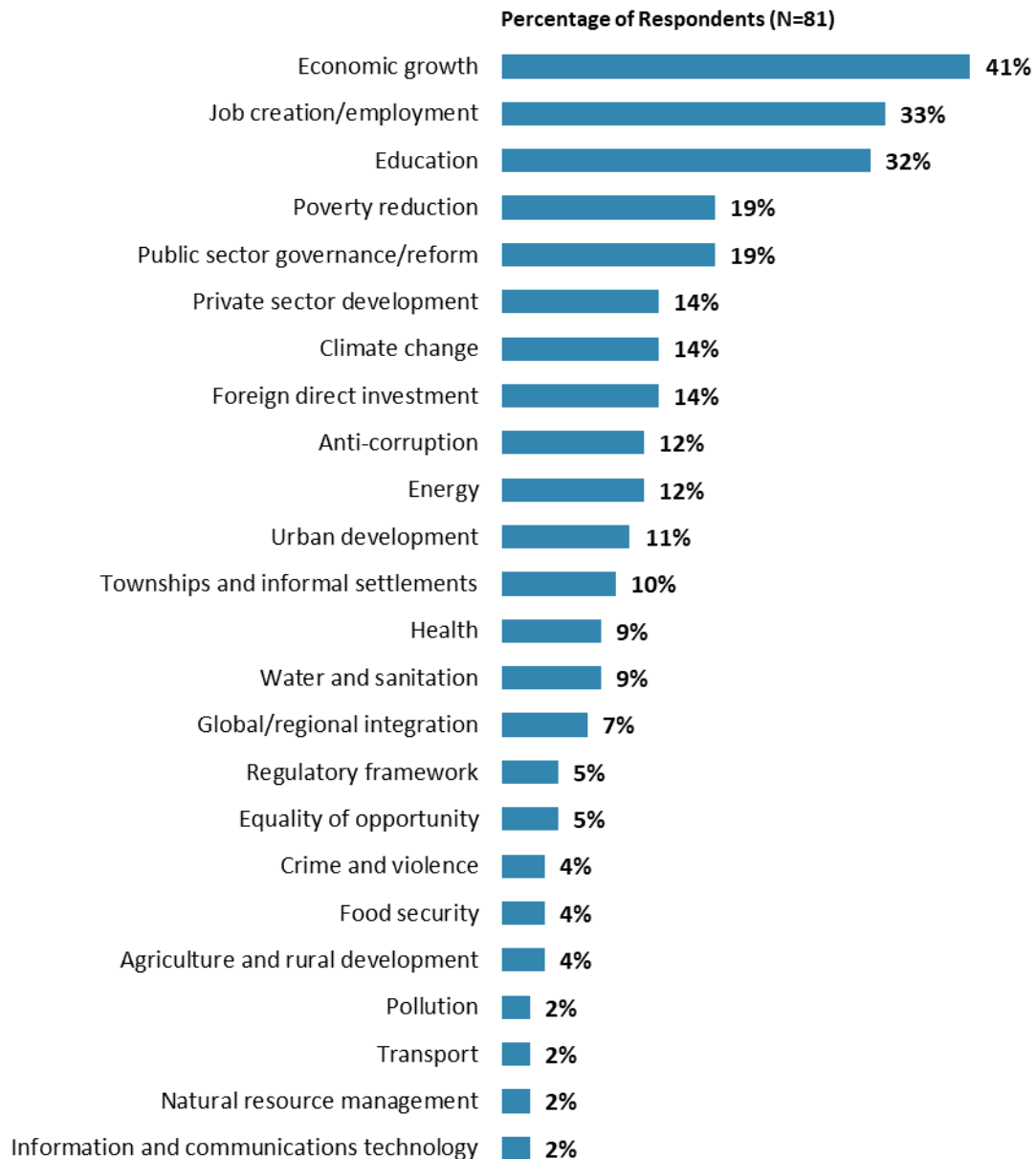


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in South Africa (continued)

Where the World Bank Group Should Focus its Resources

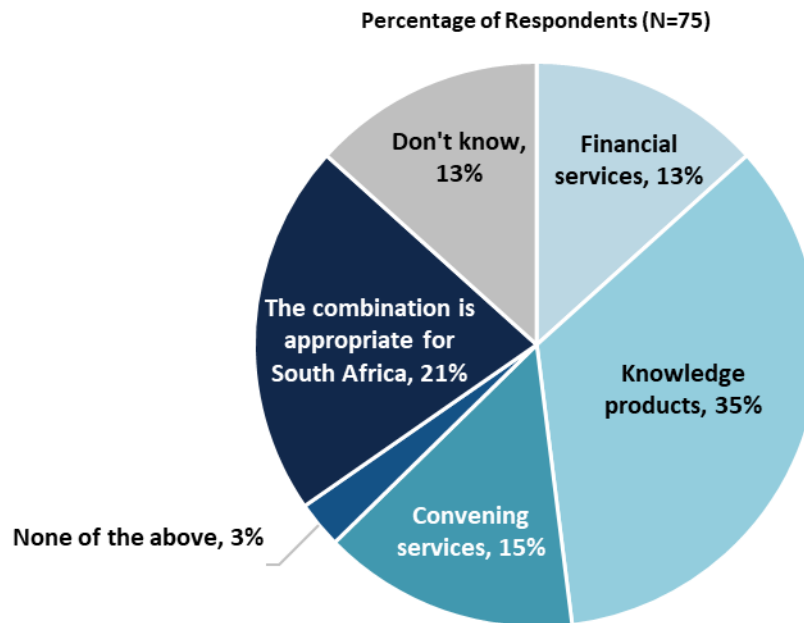


“When thinking about how the World Bank Group can have the most impact on development results in South Africa, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in South Africa? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 24 of 31 response options shown)



IX. The Future Role of the WBG in South Africa (continued)

Future Combination of the WBG Services

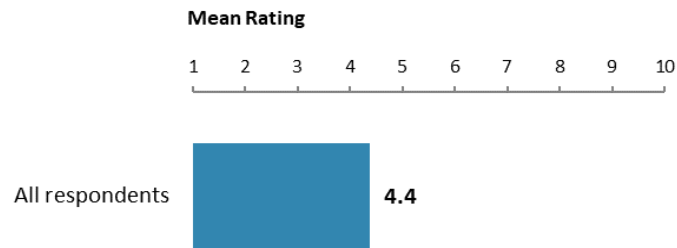


"When considering the combination of services that the World Bank Group offers in South Africa, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in South Africa?"
(Respondents chose from a list.)



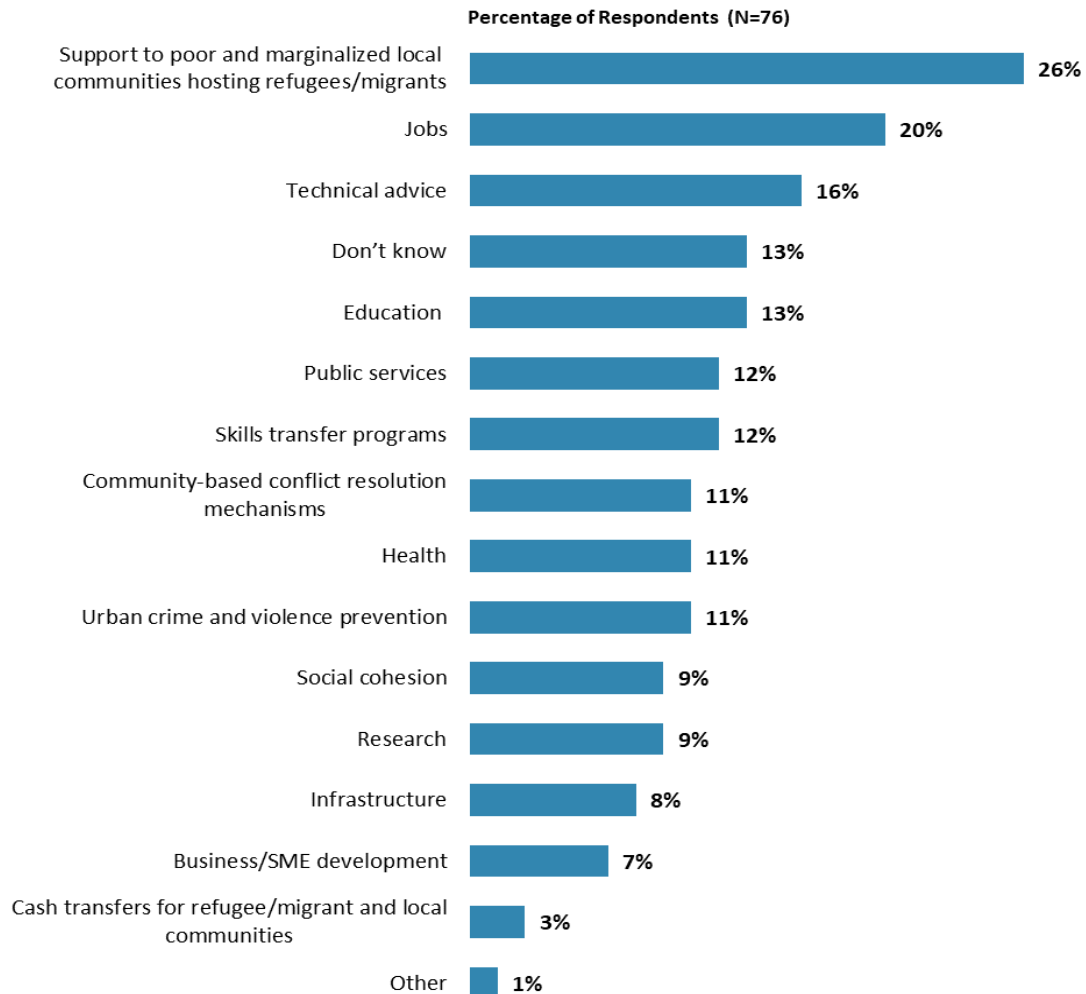
IX. The Future Role of the WBG in South Africa (continued)

Refugees: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees/migrants in South Africa?"
(1-"To no degree at all", 10-"To a very significant degree")

Refugees: WBG's Support



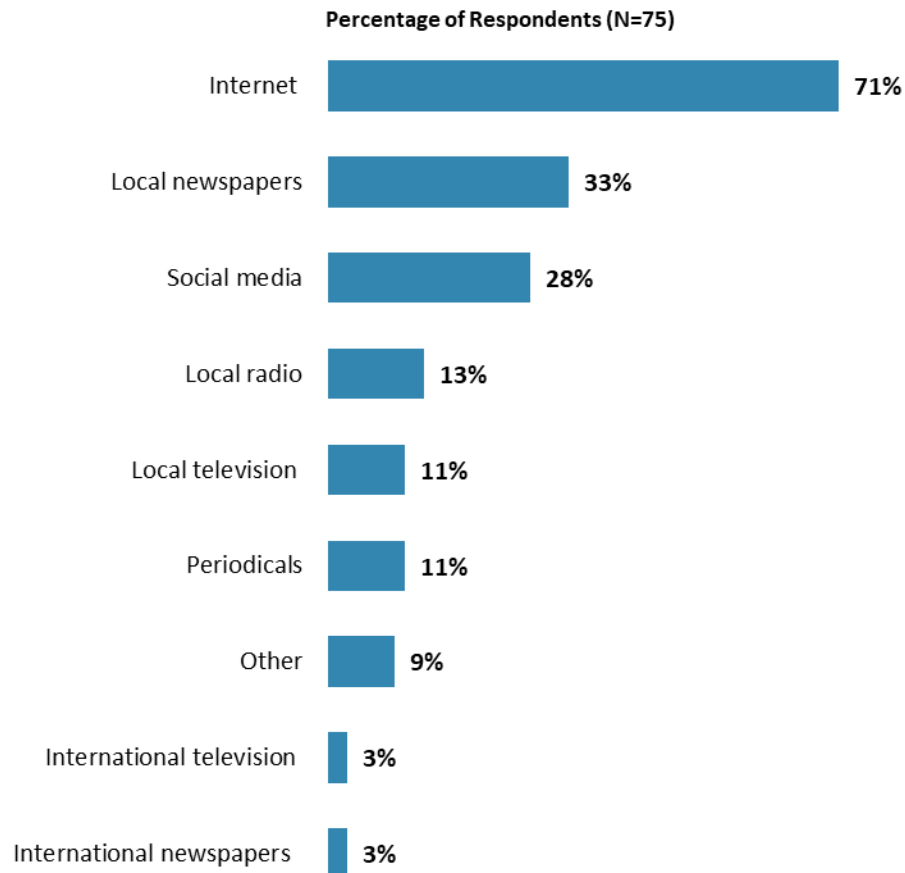
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugee/migrant and host communities in South Africa? (Choose no more than TWO)" (Respondents chose from a list.)



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 56) for responses by stakeholder groups.

General Information Sources

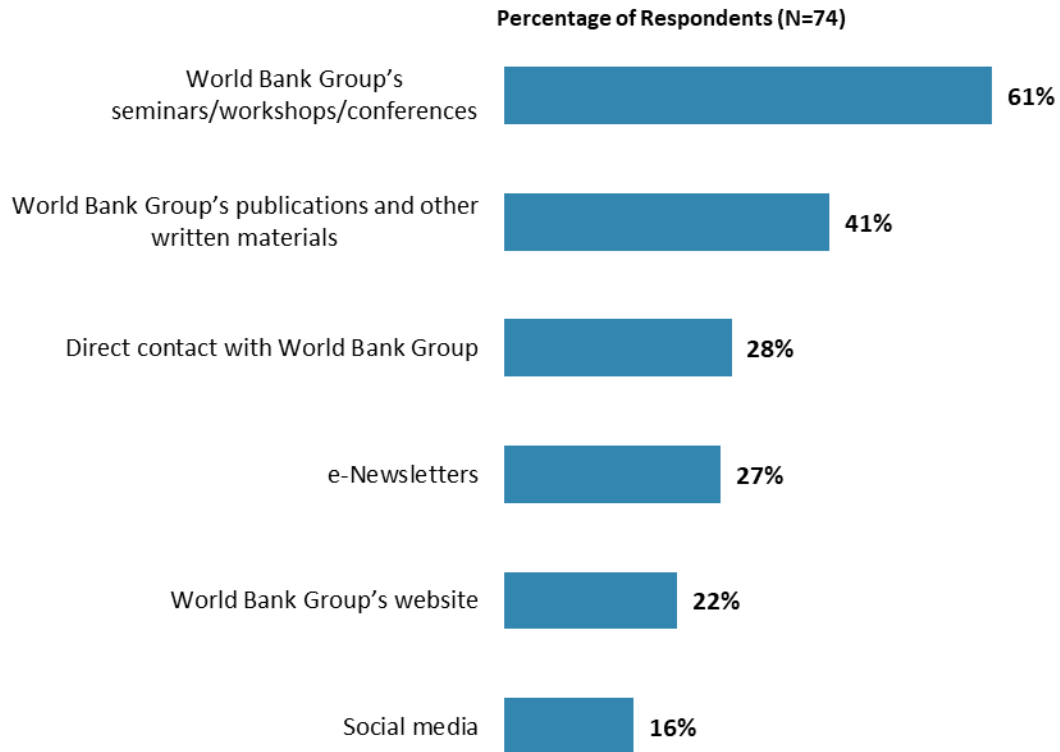


"How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

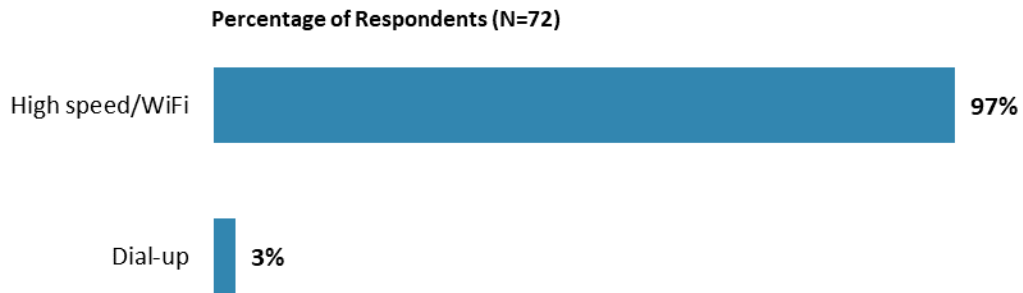


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



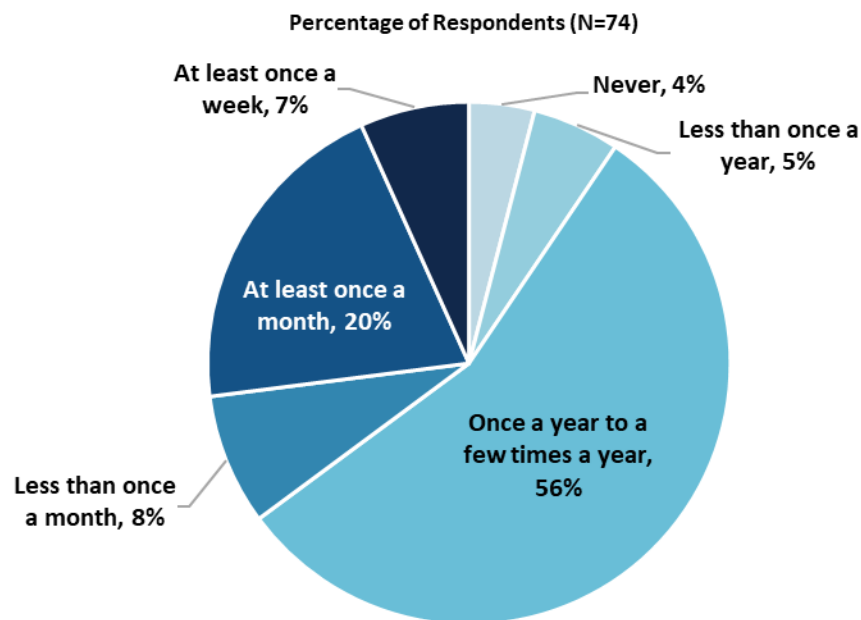
X. Communication and Outreach (continued)

Access to the Internet



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

WBG Interaction Frequency

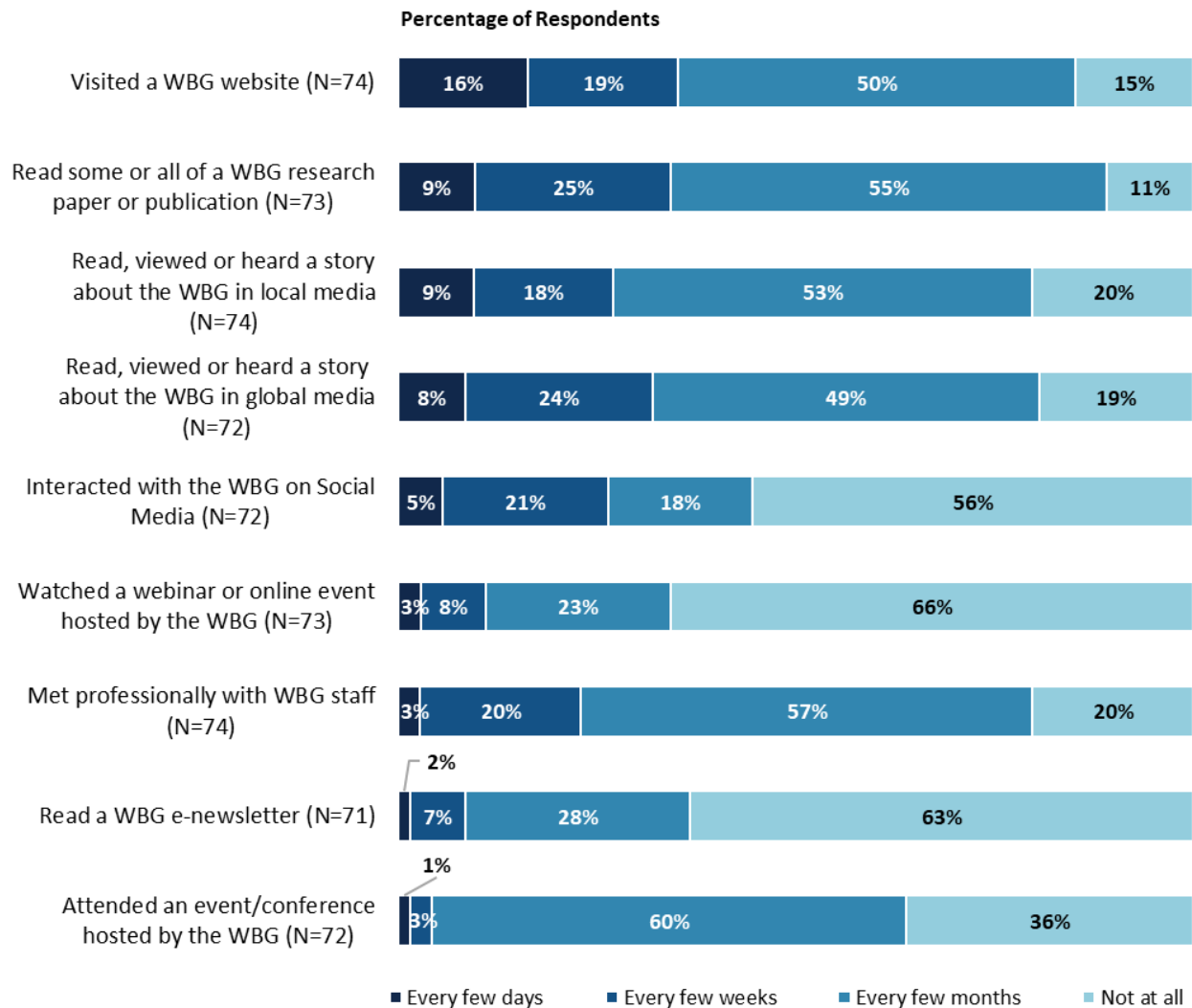


"How frequently do you interact with the World Bank Group now in South Africa?" (Respondents chose from a list.)



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.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	39
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SOUTH AFRICA





Appendix A: Responses to All Questions across All Respondents (N=96)

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 South Africa

1. When you think about the future in South Africa, are you ... ?	Percentage of Respondents (N=94)
Very pessimistic	3.2%
Somewhat pessimistic	19.1%
Somewhat optimistic	58.5%
Very optimistic	13.8%
Not sure	5.3%

2. Do you think that economic opportunity for citizens in South Africa is ... ?	Percentage of Respondents (N=95)
Increasing	16.8%
Decreasing	41.1%
Staying about the same	42.1%

**A. General Issues Facing South Africa (continued)**

3. Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=95)
Economic growth	55.8%
Job creation/employment	51.6%
Education	33.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.3%
Poverty reduction	14.7%
Energy	13.7%
Anti-corruption	13.7%
Crime and violence	12.6%
Health	7.4%
Private sector development	7.4%
Foreign direct investment	7.4%
Agriculture and rural development (including land reform)	6.3%
Townships and informal settlements	5.3%
Climate change (e.g., mitigation, adaptation)	5.3%
Equality of opportunity (i.e., social inclusion)	4.2%
Urban development	3.2%
Transport (e.g., roads, bridges, transportation)	3.2%
Disease (HIV/AIDS, TB, and other communicable diseases)	3.2%
Information and communications technology	3.2%
Water and sanitation	2.1%
Food security	2.1%
Regulatory framework	2.1%
Social protection (e.g., pensions, targeted social assistance)	2.1%
Global/regional integration	2.1%
Trade and exports	1.1%
Pollution	1.1%
Financial markets	0.0%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%
Judiciary reform	0.0%
Disaster risk management	0.0%
Natural resource management (e.g., mining, renewables, conservation)	0.0%

**A. General Issues Facing South Africa (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in South Africa? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=91)
Job creation/employment	58.2%
Economic growth	48.4%
Education	47.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.2%
Anti-corruption	16.5%
Private sector development	13.2%
Agriculture and rural development (including land reform)	9.9%
Crime and violence	8.8%
Equality of opportunity (i.e., social inclusion)	8.8%
Health	7.7%
Townships and informal settlements	7.7%
Foreign direct investment	6.6%
Transport (e.g., roads, bridges, transportation)	5.5%
Urban development	4.4%
Climate change (e.g., mitigation, adaptation)	4.4%
Social protection (e.g., pensions, targeted social assistance)	3.3%
Trade and exports	3.3%
Energy	3.3%
Information and communications technology	3.3%
Food security	3.3%
Disease (HIV/AIDS, TB, and other communicable diseases)	2.2%
Gender equity (closing the gap between women and men, and boys and girls)	2.2%
Pollution	2.2%
Water and sanitation	1.1%
Judiciary reform	1.1%
Natural resource management (e.g., mining, renewables, conservation)	0.0%
Disaster risk management	0.0%
Regulatory framework	0.0%
Financial markets	0.0%
Global/regional integration	0.0%

5. When economic and/or social reform efforts fail or are slow to take place in South Africa, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=89)
Poor coordination within the government	34.8%
Inadequate level of capacity in the government	32.6%
Corruption	30.3%
Political pressures and obstacles	29.2%
Inadequate level of government accountability	28.1%
Reforms are not well thought out in light of country challenges	19.1%
Inadequate level of private sector participation	12.4%
Inadequate level of citizen/civil society participation	4.5%
Other	2.2%
Inadequate level of donor coordination	0.0%

**A. General Issues Facing South Africa (continued)**

6. 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/federal government	84	1	5.05	2.00
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	79	6	6.44	1.99
3. The World Bank Group*	81	5	7.01	2.05
4. The International Monetary Fund	75	10	6.57	2.11
5. UN	77	8	6.52	2.08
6. Regional development banks	77	7	6.18	2.33
7. South Africa's Reserve Bank	81	6	8.02	1.58
8. International private sector	80	6	6.00	2.24
9. Domestic private sector	79	5	6.19	2.02
10. International civil society (e.g., NGOs, CBOs)	81	4	6.72	2.09
11. Domestic civil society (e.g., NGOs, CBOs)	84	2	7.19	1.88
12. Faith-based institutions	77	8	6.29	2.29
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	82	4	6.65	1.86
14. International media and their web presence	83	3	6.11	1.99
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	82	3	5.39	2.05

7. Please describe the direction South Africa is moving in, when considering ... ?	N	Direction				
		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)	87	11.5%	37.9%	29.9%	19.5%	1.1%
2. Equal opportunity for girls and boys, men and women	87	3.4%	14.9%	29.9%	46.0%	5.7%
3. Growing South Africa's economy in a way that leads to jobs and employment	87	19.5%	44.8%	29.9%	5.7%	0.0%
4. The gap between the rich and the poor	87	39.1%	46.0%	13.8%	1.1%	0.0%
5. Making government more effective	87	13.8%	31.0%	27.6%	27.6%	0.0%
6. Anti-corruption	87	11.5%	12.6%	32.2%	42.5%	1.1%
7. Attracting new sources of foreign investment	87	9.2%	20.7%	42.5%	27.6%	0.0%

8. Listed below are global challenges. Which do you think have the most serious impact on South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=84)
Jobs/employment	57.1%
The gap between the rich and the poor	50.0%
Climate change	25.0%
Migrants and refugees	14.3%
Fragility in South Africa or neighboring countries	11.9%
Geo political uncertainty	11.9%
Technology based disruption	10.7%
Trade constraints	9.5%
Environmental degradation	4.8%
Terrorism	0.0%

**A. General Issues Facing South Africa (continued)**

9. When thinking about development efforts in South Africa, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=83)
Engage significantly less	1.2%
Engage somewhat less	2.4%
Engage somewhat more	25.3%
Engage significantly more	60.2%
Engage at the same level it does currently	9.6%
Don't know	1.2%

10. To what extent do you trust domestic private sector to engage in public service delivery in South Africa?	Percentage of Respondents (N=84)
To a very low degree	14.3%
To a somewhat low degree	31.0%
To a somewhat high degree	38.1%
To a very high degree	14.3%
Don't know	2.4%

11. To what extent do you trust international private sector to engage in public service delivery in South Africa?	Percentage of Respondents (N=84)
To a very low degree	22.6%
To a somewhat low degree	39.3%
To a somewhat high degree	25.0%
To a very high degree	8.3%
Don't know	4.8%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in South Africa? (1-Not familiar at all, 10-Extremely familiar)	83	n/a	6.99	2.22

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in South Africa.* (1-Not effective at all, 10-Very effective)	75	7	6.29	1.90

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help South Africa solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	75	8	6.87	2.30

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

4. When thinking about how the World Bank Group can have the most impact on development results in South Africa, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in South Africa? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=81)
Economic growth	40.7%
Job creation/employment	33.3%
Education	32.1%
Poverty reduction	18.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.5%
Private sector development	13.6%
Climate change (e.g., mitigation, adaptation)	13.6%
Foreign direct investment	13.6%
Anti-corruption	12.3%
Energy	12.3%
Urban development	11.1%
Townships and informal settlements	9.9%
Health	8.6%
Water and sanitation	8.6%
Global/regional integration	7.4%
Regulatory framework	4.9%
Equality of opportunity (i.e., social inclusion)	4.9%
Crime and violence	3.7%
Food security	3.7%
Agriculture and rural development (including land reform)	3.7%
Pollution	2.5%
Transport (e.g., roads, bridges, transportation)	2.5%
Natural resource management (e.g., mining, renewables, conservation)	2.5%
Information and communications technology	2.5%
Social protection (e.g., pensions, targeted social assistance)	1.2%
Financial markets	1.2%
Disease (HIV/AIDS, TB, and other communicable diseases)	1.2%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%
Trade and exports	0.0%
Judiciary reform	0.0%
Disaster risk management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?	Percentage of Respondents (N=82)		
	Greatest Value	Second Greatest Value	Combined
Policy advice, studies, analyses	31.7%	13.4%	45.1%
Technical assistance	19.5%	13.4%	32.9%
Financial resources	11.0%	12.2%	23.2%
Bringing together different groups of stakeholders	9.8%	11.0%	20.7%
Capacity development related to World Bank Group supported projects	11.0%	8.5%	19.5%
Implementation support	8.5%	9.8%	18.3%
Mobilizing third party financial resources	4.9%	11.0%	15.9%
Promoting knowledge sharing	1.2%	12.2%	13.4%
Data and statistics	1.2%	8.5%	9.8%
Other	1.2%	0.0%	1.2%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=79)
Not willing to honestly criticize policies and reform efforts in the country	20.3%
World Bank Group's processes too slow and complex	20.3%
Not enough public disclosure of its work	16.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	12.7%
Too influenced by developed countries	12.7%
Not sufficiently focused on sustainable results	10.1%
Inadequate World Bank Group's staffing in South Africa	10.1%
Don't know	8.9%
Not collaborating enough with private sector	8.9%
Not aligned with country priorities	6.3%
Arrogant in its approach	6.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.3%
Other	6.3%
Not adequately sensitive to political/social realities in South Africa	3.8%
Not adequately flexible	2.5%
Staff too inaccessible	1.3%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in South Africa? (Select only ONE response)	Percentage of Respondents (N=82)
To a fully sufficient degree	3.7%
To a somewhat sufficient degree	37.8%
To a somewhat insufficient degree	26.8%
To a very insufficient degree	18.3%
Don't know	13.4%

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

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=81)
Increased its emphasis recently	27.2%
Decreased its emphasis recently	8.6%
Emphasis has remained pretty consistent over time	25.9%
Don't know	38.3%

9. 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 (N=81)
Private sector	34.6%
Local government	32.1%
Academia/think tanks/research institutes	28.4%
NGOs/Community Based Organizations	21.0%
Organized labor/trade unions	14.8%
Parliament	14.8%
Youth groups	11.1%
Media	8.6%
University groups	7.4%
Beneficiaries	6.2%
Donor community	2.5%
Other	2.5%
Don't know	2.5%
Foundations	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in South Africa? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in South Africa*	78	4	6.12	2.23
11. The World Bank Group's work is aligned with what I consider the development priorities for South Africa*	74	5	6.57	2.28

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

To what extent is the World Bank Group an effective development partner in South Africa, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	65	12	5.85	2.11
13. Flexibility (in terms of the institution's products and services)*	60	16	5.47	2.30
14. Flexibility (in terms of changing country circumstances)*	60	14	5.48	2.16
15. Being inclusive*	66	9	6.03	2.15
16. Openness (sharing data and other information)*	70	5	7.20	2.01
17. Collaboration with the Government*	63	9	6.76	1.99
18. The speed in which it gets things accomplished on the ground*	60	15	5.53	2.31
19. Helping to bring discipline/effective supervision to implementation of investment projects*	61	14	6.11	2.51
20. Collaboration with civil society*	53	20	5.17	2.16
21. Staff accessibility*	64	11	6.28	2.57
22. Collaboration with other donors and development partners*	55	20	6.38	2.30
23. Collaboration with the private sector*	47	27	5.94	2.09
24. Straightforwardness and honesty*	66	9	7.03	2.39
25. Treating clients and stakeholders in South Africa with respect*	66	10	7.52	2.40
26. Being a long-term partner*	66	10	7.44	2.21

**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 South Africa? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	21	52	5.05	2.66
2. Gender equity (closing the gap between women and men, and boys and girls)	22	50	4.95	2.21
3. Private sector development	35	36	6.34	1.81
4. Education	35	35	5.71	2.14
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	50	23	6.48	2.34
6. Global/regional integration	40	32	6.38	2.30
7. Urban development	39	32	6.23	2.44
8. Energy	39	32	6.72	2.77
9. Water and sanitation	31	40	6.45	2.39
10. Pollution	24	45	6.04	2.76
11. Job creation/employment	38	31	5.00	2.65
12. Health	24	45	6.21	2.57
13. Financial markets	35	36	6.60	2.37
14. Transport (e.g., roads, bridges, transportation)	29	42	5.93	2.80
15. Agriculture and rural development (including land reform)	27	43	5.85	2.63
16. Trade and exports	25	47	6.04	2.62
17. Crime and violence	21	49	3.62	2.20
18. Natural resource management (e.g., mining, renewables, conservation)	27	45	5.52	2.86
19. Climate change (e.g., mitigation, adaptation)	35	37	6.86	2.70
20. Poverty reduction	39	31	5.44	2.75
21. Anti-corruption	33	38	5.61	2.78
22. Economic growth	46	25	6.24	2.46
23. Disaster risk management	18	53	5.33	2.89
24. Equality of opportunity (i.e., social inclusion)	25	47	5.44	2.53
25. Disease (HIV/AIDS, TB, and other communicable diseases)	24	48	7.00	2.64
26. Information and communications technology	24	47	5.29	2.71
27. Townships and informal settlements	30	42	5.53	2.96
28. Regulatory framework	41	32	6.76	2.64
29. Foreign direct investment	35	36	6.80	2.36
Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in South Africa?* (1-To no degree at all, 10-To a very significant degree)	61	15	5.84	2.02
Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in South Africa?* (1-To no degree at all, 10-To a very significant degree)	62	13	5.63	2.19

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

To what extent do you agree with the following statements about the World Bank Group in South Africa? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Reimbursable Advisory Services, etc.) meet the needs of South Africa*	52	24	5.25	2.34
5. The World Bank Group meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	66	9	6.62	2.35

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that South Africa 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)	76	44	8.86	3.10

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=75)
Weekly	12.0%
Monthly	24.0%
A few times a year	50.7%
Rarely	12.0%
Never	1.3%

In South Africa, 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	57	14	6.82	1.94
3. Include appropriate level of stakeholder involvement during preparation	62	12	6.47	2.29
4. Lead to practical solutions	62	12	6.18	2.35
5. Are source of relevant information on global good practices	66	7	7.36	2.01
6. Are adequately disseminated	66	8	6.15	2.50
7. Are translated enough into local language	44	30	4.86	3.08
8. Are adaptable to South Africa's specific development challenges and country circumstances*	63	10	6.22	2.25

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)	66	9	6.11	2.26
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)	68	7	7.53	1.98

**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	29	46	6.21	2.64
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	53	22	6.94	2.65
3. The World Bank Group's approvals and reviews are done in a timely fashion	38	36	6.63	2.39
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	28	46	6.64	2.86
5. The World Bank Group's conditions on its lending are reasonable	30	43	6.17	3.15
6. The World Bank Group takes decisions quickly in South Africa*	37	36	5.51	2.61
7. Working with the World Bank Group increases South Africa's institutional capacity	60	15	7.37	2.27
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	36	38	6.92	2.88

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees/migrants in South Africa? (1-To no degree at all, 10-To a very significant degree)	43	31	4.37	2.24

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugee/migrant and host communities in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=76)
Support to poor and marginalized local communities hosting refugees/migrants (e.g., urban township communities)	26.3%
Jobs	19.7%
Technical advice (e.g., immigration policy advice)	15.8%
Don't know	13.2%
Education	13.2%
Public services	11.8%
Skills transfer programs	11.8%
Community-based conflict resolution mechanisms	10.5%
Health	10.5%
Urban crime and violence prevention	10.5%
Social cohesion	9.2%
Research (e.g., impact of migrants on the economy)	9.2%
Infrastructure	7.9%
Business/SME development	6.6%
Cash transfers for refugee/migrant and local communities	2.6%
Other	1.3%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=75)
Increase the level of capacity development in the country	40.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	26.7%
Engage more effectively with private sector	20.0%
Engage more directly with beneficiaries	14.7%
Engage more effectively with civil society (e.g., NGOs, CBOs)	14.7%
Improve the quality of its experts as related to South Africa's specific challenges	12.0%
Offer more innovative knowledge services	12.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.7%
Reduce the complexity of obtaining World Bank Group financing	10.7%
Provide more adequate data/knowledge/statistics/figures on South Africa's economy	9.3%
Offer more innovative financial products	6.7%
Work faster	5.3%
Increase availability of Reimbursable Advisory Services (RAS)	4.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	2.7%
Ensure greater selectivity in its work	2.7%
Other	0.0%

8. When considering the combination of services that the World Bank Group offers in South Africa, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in South Africa? (Select only ONE response)	Percentage of Respondents (N=75)
Financial services	13.3%
Knowledge products (including knowledge sharing services)	34.7%
Convening services	14.7%
None of the above	2.7%
The combination is appropriate for South Africa	21.3%
Don't know	13.3%

**F. The Future Role of the World Bank Group in South Africa (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
3. Eskom will have a positive impact on sustainable economic development in South Africa	74	1	4.82	3.25
4. The kind of support that the World Bank Group is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa	59	16	6.27	3.08
5. In the future, the World Bank Group should be involved in infrastructure projects such as Eskom Investment Support and Eskom Renewables Support, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place	70	4	7.29	2.56
6. The World Bank Group has made appropriate use of the Eskom's procurement system	26	47	4.96	2.99
7. The World Bank Group's support for the Eskom renewables project will be beneficial for the long-term carbon mitigation strategy of South Africa and for the diversification of the sources of energy generation	60	14	7.82	2.29
8. There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom	62	12	3.23	2.69

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in South Africa?	Percentage of Respondents (N=74)
Never	4.1%
Less than once a year	5.4%
Once a year to a few times a year	55.4%
Less than once a month	8.1%
At least once a month	20.3%
At least once a week	6.8%

2. How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=75)
Internet	70.7%
Local newspapers	33.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	28.0%
Local radio	13.3%
Local television	10.7%
Periodicals	10.7%
Other	9.3%
International television	2.7%
International newspapers	2.7%
International radio	0.0%

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

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=74)
World Bank Group's seminars/workshops/conferences	60.8%
World Bank Group's publications and other written materials	40.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.4%
e-Newsletters	27.0%
World Bank Group's website	21.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	16.2%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=72)
High speed/WiFi	97.2%
Dial-up	2.8%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	74	9.5%	17.6%	52.7%	20.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	72	8.3%	23.6%	48.6%	19.4%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	72	5.6%	20.8%	18.1%	55.6%
Visited a WBG website (e.g. read a blog, used data)	74	16.2%	18.9%	50.0%	14.9%
Attended an event/conference hosted by the WBG	72	1.4%	2.8%	59.7%	36.1%
Watched a webinar or online event hosted by the WBG	73	2.7%	8.2%	23.3%	65.8%
Read some or all of a WBG research paper or publication	73	9.6%	24.7%	54.8%	11.0%
Met professionally with WBG staff	74	2.7%	20.3%	56.8%	20.3%
Read a WBG e-newsletter	71	1.4%	7.0%	28.2%	63.4%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=94)
Employee of a Ministry, Ministerial Department or Implementation Agency	23.4%
Academia/Research Institute/Think Tank	13.8%
Private Sector Organization	12.8%
NGO/Community Based Organization	10.6%
Media (press, radio, TV, web, etc.)	8.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	7.4%
Bilateral Agency	4.3%
Multilateral Agency	4.3%
Office of Minister	3.2%
Office of Parliamentarian	3.2%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	3.2%
Financial Sector/Private Bank	2.1%
Other	2.1%
Local Government Office or Staff	1.1%
Office of the President, Prime Minister	0.0%
Private Foundation	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=96)
Finance and markets	15.6%
Generalist (specialized in multiple sectors)	12.5%
Macroeconomics and fiscal management	11.5%
Trade and competitiveness	11.5%
Education	6.3%
Energy and extractives	6.3%
Transport and ICT	6.3%
Urban, rural, and social development	6.3%
Health, nutrition, and population	4.2%
Governance	3.1%
Jobs	3.1%
Climate change	3.1%
Other	3.1%
Environment and natural resources	2.1%
Public-private partnerships	2.1%
Agriculture	2.1%
Poverty	1.0%
Water	0.0%
Social protection and labor	0.0%
Fragility, conflict and violence	0.0%
Gender	0.0%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=93)
Yes	58.1%
No	41.9%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in South Africa? (Select only ONE response)	Percentage of Respondents (N=55)
The World Bank (IBRD)	87.3%
The International Finance Corporation (IFC)	10.9%
The Multilateral Investment Guarantee Agency (MIGA)	1.8%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=55)
Yes	36.4%
No	63.6%

6. Which of the following describes most of your exposure to the World Bank Group in South Africa? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=93)
Collaborate as part of my professional duties	48.4%
Use World Bank Group reports/data	39.8%
Engage in World Bank Group related/sponsored events/activities	39.8%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	17.2%
Use World Bank Group website for information, data, research, etc.	12.9%

7. What's your gender?	Percentage of Respondents (N=94)
Female	44.7%
Male	55.3%

8. What's your age?	Percentage of Respondents (N=95)
25 and under	0.0%
26-35	14.7%
36-45	40.0%
46-55	25.3%
56 and above	20.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=96)
Gauteng	81.3%
Western Cape	10.4%
Limpopo	4.2%
Mpumalanga	2.1%
KwaZulu-Natal	1.0%
Eastern Cape	1.0%
Northern Cape	0.0%
North West	0.0%
Free State	0.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups³

- Employee of a Ministry/PMU/Consultant on WBG Project N=25 ● Bilateral/Multilateral Agency N=8 ● Private Sector/Financial Sector/Private Bank N=14
 ● CSO N=10 ● Media N=8 ● Independent Government Institution N=7 ● Academia/Research Institute/Think Tank N=13 ● Other⁴ N=9

A. General Issues facing South Africa

When you think about the future in South Africa, are you ... ?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Very pessimistic	8.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Somewhat pessimistic	8.0%	25.0%	28.6%	10.0%	25.0%	16.7%	30.8%	22.2%
Somewhat optimistic	64.0%	50.0%	64.3%	60.0%	50.0%	66.7%	69.2%	22.2%
Very optimistic	16.0%	0.0%	7.1%	20.0%	12.5%	16.7%	0.0%	44.4%
Not sure	4.0%	12.5%	0.0%	10.0%	12.5%	0.0%	0.0%	11.1%

³ Only 94 respondents provided information about their current affiliation (question H1 in the questionnaire). Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁴ Includes the following categories: Office of Minister (N=3), Office of Parliamentarian (N=3), Local Government Office or Staff (N=1), and Other (N=2).

**A. General Issues facing South Africa (continued)**

Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa. (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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	4.0%	0.0%	7.1%	20.0%	37.5%	16.7%	7.7%	33.3%
Water and sanitation	4.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	68.0%	75.0%	14.3%	30.0%	62.5%	16.7%	69.2%	66.7%
Health	4.0%	0.0%	7.1%	30.0%	0.0%	0.0%	15.4%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Townships and informal settlements	0.0%	12.5%	0.0%	10.0%	12.5%	0.0%	7.7%	11.1%
Private sector development	4.0%	0.0%	7.1%	10.0%	0.0%	16.7%	23.1%	0.0%
Education	32.0%	37.5%	35.7%	40.0%	12.5%	33.3%	38.5%	22.2%
Public sector governance/reform	24.0%	50.0%	14.3%	10.0%	25.0%	50.0%	15.4%	33.3%
Global/regional integration*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	10.0%	12.5%	0.0%	0.0%	0.0%
Urban development	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Foreign direct investment	12.0%	0.0%	7.1%	0.0%	0.0%	0.0%	7.7%	22.2%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	60.0%	75.0%	42.9%	30.0%	62.5%	100.0%	61.5%	33.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.0%	0.0%	7.1%	10.0%	0.0%	16.7%	0.0%	0.0%
Disease	4.0%	12.5%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	7.1%	10.0%	0.0%	0.0%	0.0%	11.1%
Transport	0.0%	12.5%	0.0%	0.0%	0.0%	16.7%	0.0%	11.1%
Agriculture and rural development	4.0%	0.0%	21.4%	10.0%	0.0%	0.0%	0.0%	11.1%
Regulatory framework	4.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	20.0%	0.0%	7.1%	10.0%	25.0%	16.7%	15.4%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	14.3%	10.0%	0.0%	0.0%	0.0%	11.1%
Poverty reduction	12.0%	12.5%	28.6%	20.0%	0.0%	0.0%	23.1%	11.1%
Anti-corruption	24.0%	0.0%	21.4%	0.0%	12.5%	16.7%	7.7%	11.1%

*Significantly different between stakeholder groups



A. General Issues facing South Africa (continued)

When economic and/or social reform efforts fail or are slow to take place in South Africa, 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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Reforms are not well thought out in light of country challenges	13.0%	57.1%	35.7%	0.0%	14.3%	20.0%	7.7%	22.2%
Poor coordination within the government	47.8%	28.6%	21.4%	44.4%	14.3%	60.0%	23.1%	33.3%
Corruption	30.4%	14.3%	42.9%	44.4%	28.6%	0.0%	23.1%	44.4%
Inadequate level of government accountability	43.5%	42.9%	21.4%	33.3%	14.3%	0.0%	23.1%	11.1%
Inadequate level of capacity in the government	30.4%	28.6%	21.4%	22.2%	42.9%	40.0%	53.8%	33.3%
Political pressures and obstacles	26.1%	28.6%	21.4%	11.1%	57.1%	20.0%	53.8%	22.2%
Inadequate level of private sector participation	4.3%	0.0%	14.3%	22.2%	0.0%	20.0%	15.4%	33.3%
Inadequate level of citizen/civil society participation	4.3%	0.0%	0.0%	11.1%	14.3%	0.0%	0.0%	0.0%
Inadequate level of donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	23	7.00	2.13	6	7.67	1.03	12	6.67	2.39	8	6.00	2.56	7	7.43	1.62	4	8.50	1.00	13	7.46	1.51	7	6.14	2.73

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

**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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in South Africa?	21	7.38	2.18	6	7.33	1.51	13	7.23	2.09	9	5.44	2.56	7	7.57	2.37	5	7.00	1.73	13	7.00	2.08	7	7.43	2.15

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in South Africa.	20	6.55	2.04	6	6.17	1.72	13	5.92	2.50	6	5.67	1.86	6	6.33	0.82	5	7.00	2.35	12	6.92	1.24	7	5.29	1.80

(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 South Africa, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in South Africa? (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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	10.0%	33.3%	15.4%	22.2%	0.0%	25.0%	15.4%	0.0%
Education	10.0%	50.0%	46.2%	33.3%	57.1%	25.0%	38.5%	14.3%
Public sector governance/reform*	25.0%	33.3%	7.7%	0.0%	0.0%	75.0%	15.4%	14.3%
Global/regional integration	10.0%	0.0%	7.7%	0.0%	14.3%	0.0%	7.7%	14.3%
Food security	5.0%	0.0%	7.7%	0.0%	14.3%	0.0%	0.0%	0.0%
Urban development	25.0%	16.7%	0.0%	0.0%	14.3%	0.0%	7.7%	14.3%
Energy	15.0%	0.0%	7.7%	0.0%	14.3%	25.0%	15.4%	14.3%
Water and sanitation	15.0%	16.7%	0.0%	0.0%	14.3%	0.0%	0.0%	14.3%
Pollution	0.0%	0.0%	7.7%	11.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	15.0%	16.7%	30.8%	44.4%	14.3%	0.0%	69.2%	57.1%
Health	5.0%	0.0%	15.4%	0.0%	14.3%	0.0%	15.4%	14.3%
Financial markets	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Townships and informal settlements	10.0%	16.7%	15.4%	11.1%	0.0%	0.0%	15.4%	0.0%
Foreign direct investment	15.0%	16.7%	15.4%	11.1%	14.3%	25.0%	7.7%	14.3%
Transport	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	0.0%	0.0%	7.7%	11.1%	14.3%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Natural resource management	5.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	20.0%	0.0%	15.4%	11.1%	14.3%	0.0%	7.7%	14.3%
Poverty reduction	10.0%	0.0%	30.8%	33.3%	28.6%	0.0%	23.1%	14.3%
Anti-corruption	20.0%	0.0%	23.1%	11.1%	14.3%	0.0%	0.0%	14.3%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	35.0%	66.7%	23.1%	33.3%	42.9%	75.0%	53.8%	42.9%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	22.2%	0.0%	25.0%	0.0%	14.3%
Disease	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	10.0%	16.7%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Increased its emphasis recently	19.0%	40.0%	23.1%	55.6%	42.9%	0.0%	23.1%	14.3%
Decreased its emphasis recently	9.5%	20.0%	7.7%	0.0%	14.3%	25.0%	7.7%	0.0%
Emphasis has remained pretty consistent over time	33.3%	0.0%	30.8%	11.1%	28.6%	25.0%	15.4%	57.1%
Don't know	38.1%	40.0%	38.5%	33.3%	14.3%	50.0%	53.8%	28.6%

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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
University groups	4.8%	0.0%	15.4%	0.0%	0.0%	0.0%	23.1%	0.0%
Youth groups*	4.8%	0.0%	0.0%	50.0%	14.3%	0.0%	7.7%	14.3%
Beneficiaries	0.0%	0.0%	23.1%	0.0%	14.3%	0.0%	0.0%	14.3%
Private sector	28.6%	16.7%	61.5%	37.5%	14.3%	50.0%	30.8%	28.6%
Local government	38.1%	66.7%	23.1%	0.0%	14.3%	25.0%	38.5%	57.1%
Donor community	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	14.3%	0.0%	15.4%	75.0%	0.0%	0.0%	23.1%	14.3%
Organized labor/trade unions	19.0%	16.7%	7.7%	12.5%	42.9%	25.0%	0.0%	14.3%
Parliament	28.6%	16.7%	0.0%	0.0%	28.6%	0.0%	7.7%	28.6%
Academia/think tanks/research institutes	23.8%	33.3%	15.4%	12.5%	28.6%	75.0%	53.8%	14.3%
Foundations	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Media*	4.8%	0.0%	15.4%	12.5%	42.9%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	14.3%
Don't know	4.8%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

To what extent do you agree with the following statements about the World Bank Group's work in South Africa? (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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in South Africa	21	6.81	1.91	5	5.80	2.78	12	4.67	2.39	9	5.22	2.73	7	6.86	1.77	5	6.60	2.30	11	6.73	1.74	7	5.29	1.50
The World Bank Group's work is aligned with what I consider the development priorities for South Africa*	19	7.37	1.64	4	8.00	1.41	12	4.92	2.71	8	6.50	2.78	7	7.71	1.60	5	6.40	2.19	11	7.00	1.55	7	5.57	2.15

*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in South Africa, 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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	18	6.78	1.83	4	5.50	2.38	11	5.09	1.87	6	5.67	2.73	6	4.83	2.14	5	6.80	2.39	8	5.88	1.64	7	5.14	2.48
Flexibility (in terms of the institution's products and services)	19	6.58	2.04	4	5.50	2.52	10	4.20	2.15	3	3.67	2.08	6	4.33	1.86	5	6.60	2.51	6	5.33	1.97	7	5.29	2.63
Flexibility (in terms of changing country circumstances)*	16	6.69	1.99	4	4.75	1.89	10	4.30	2.06	4	3.50	1.29	6	4.67	2.07	5	6.20	2.39	8	6.13	2.17	7	5.43	1.81
Being inclusive	18	6.72	1.78	5	5.60	2.07	11	4.82	2.14	6	5.50	2.26	6	6.50	2.07	5	6.80	3.03	8	6.25	2.32	7	5.71	2.22
Openness (sharing data and other information)	19	7.79	1.84	5	6.00	1.23	12	6.17	2.17	6	7.33	1.86	5	7.40	1.95	5	6.00	2.55	10	7.60	2.22	7	7.86	1.35
Collaboration with the Government	17	7.65	1.84	5	5.60	2.79	9	5.22	1.86	6	6.67	0.52	6	7.17	1.72	5	7.00	3.00	8	7.13	1.25	6	6.50	2.26
The speed in which it gets things accomplished on the ground	16	6.69	2.02	5	4.40	1.95	10	4.30	2.26	4	5.00	1.63	5	4.20	2.17	5	6.60	2.30	8	6.38	1.92	7	5.00	2.94
Helping to bring discipline/effective supervision to implementation of investment projects	16	7.00	2.31	5	5.00	1.87	10	4.90	2.64	4	5.75	1.26	6	4.83	2.56	5	6.60	2.97	9	7.33	2.18	6	6.00	3.23
Collaboration with civil society	14	5.21	1.93	3	4.33	2.08	10	5.20	2.35	5	3.80	2.39	6	4.33	2.81	3	5.67	2.31	8	6.38	2.13	4	5.75	0.50
Staff accessibility	16	7.25	1.88	4	4.75	2.22	12	6.08	3.23	5	4.60	2.79	6	4.67	2.88	5	7.40	3.21	9	6.78	1.64	7	6.43	2.37
Collaboration with other donors and development partners	15	6.33	2.50	5	5.60	2.19	9	5.56	2.92	4	6.00	2.94	6	6.67	1.86	4	6.75	2.99	8	7.00	1.41	4	7.75	1.26
Collaboration with the private sector	11	6.09	2.26	5	6.60	1.14	9	5.00	2.65	4	5.50	2.38	6	6.33	2.81	2	6.00	0.00	7	6.00	1.63	3	6.67	1.16
Straightforwardness and honesty	18	7.83	1.95	5	7.40	0.89	11	5.45	3.42	6	6.83	2.04	5	7.40	2.07	5	6.60	3.51	9	7.67	1.73	7	6.57	2.23
Treating clients and stakeholders in South Africa with respect	18	8.06	2.16	5	7.60	1.14	12	6.17	3.27	5	7.80	2.17	6	8.17	1.84	5	7.40	3.72	8	7.25	2.32	7	8.00	1.41
Being a long-term partner	18	8.22	1.93	5	7.60	1.14	10	5.80	3.26	6	7.00	1.90	6	8.00	2.00	5	7.60	3.21	9	7.11	1.69	6	7.83	1.17

*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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in South Africa?*	17	6.88	1.87	5	6.20	0.84	10	4.20	1.23	5	6.60	1.34	6	6.17	2.04	3	6.67	4.16	8	5.38	2.00	7	4.71	1.80

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in South Africa?*	18	6.56	1.95	5	6.20	1.64	10	4.10	1.29	5	7.60	2.61	6	5.83	2.64	1	2.00	.	10	5.40	1.65	7	4.29	2.22

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

To what extent do you agree with the following statements about the World Bank Group in South Africa? (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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of South Africa	16	6.00	2.45	4	7.25	1.89	8	4.50	2.45	4	5.00	2.16	5	4.00	2.00	3	7.33	1.53	7	4.86	1.57	5	3.20	1.92
The World Bank Group meets South Africa's needs for knowledge services	19	7.05	2.61	5	7.20	1.64	10	5.50	2.27	6	6.83	2.64	5	7.60	1.95	4	6.50	3.42	9	6.78	1.72	7	5.14	1.86

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	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	20.0%	0.0%	0.0%	0.0%	16.7%	0.0%	33.3%	0.0%
Monthly	20.0%	20.0%	25.0%	25.0%	16.7%	50.0%	16.7%	28.6%
A few times a year	40.0%	80.0%	58.3%	37.5%	66.7%	50.0%	41.7%	71.4%
Rarely	20.0%	0.0%	16.7%	25.0%	0.0%	0.0%	8.3%	0.0%

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

In South Africa, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to South Africa's specific development challenges and country circumstances	16	6.38	2.47	5	6.20	2.49	11	5.73	2.41	6	5.67	1.75	5	8.80	1.64	4	6.50	2.08	9	6.11	1.54	7	5.29	2.43

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	17	7.00	2.15	5	6.20	2.39	11	4.73	1.95	5	6.40	1.67	6	6.50	2.35	4	6.00	2.45	11	6.82	2.23	7	4.43	2.23
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	7.61	2.09	5	8.00	1.00	10	6.70	2.41	6	6.50	3.02	6	8.33	1.21	4	8.50	1.00	12	8.00	1.28	7	7.00	2.31

(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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in South Africa*	12	7.50	1.93	4	6.75	1.50	7	3.57	1.72	4	3.50	1.92	2	4.00	4.24	1	8.00	.	3	5.00	1.73	4	4.25	3.20
Where country systems are adequate, the World Bank Group makes appropriate use of them*	13	8.77	1.09	4	5.50	3.32	5	4.20	2.59	3	5.00	3.61	2	9.00	1.41	1	10.00	.	4	8.25	2.22	4	4.00	2.16

*Significantly different between stakeholder groups

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Increase availability of Reimbursable Advisory Services (RAS)	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on South Africa's economy	5.0%	40.0%	0.0%	0.0%	16.7%	33.3%	8.3%	14.3%
Offer more innovative knowledge services	10.0%	20.0%	0.0%	12.5%	0.0%	33.3%	25.0%	14.3%
Engage more effectively with civil society*	5.0%	0.0%	16.7%	62.5%	16.7%	0.0%	16.7%	0.0%
Collaborate more effectively with Government clients*	55.0%	20.0%	0.0%	0.0%	16.7%	33.3%	33.3%	28.6%
Offer more innovative financial products	10.0%	0.0%	8.3%	0.0%	0.0%	0.0%	16.7%	0.0%
Work faster	0.0%	20.0%	16.7%	0.0%	16.7%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	15.0%	20.0%	16.7%	0.0%	16.7%	0.0%	0.0%	14.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	0.0%	0.0%	25.0%	12.5%	50.0%	0.0%	0.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	14.3%
Increase the level of capacity development in the country	50.0%	40.0%	33.3%	50.0%	16.7%	66.7%	16.7%	42.9%
Engage more directly with beneficiaries	5.0%	0.0%	41.7%	12.5%	33.3%	0.0%	8.3%	14.3%
Improve the quality of its experts as related to South Africa's specific challenges	15.0%	0.0%	8.3%	0.0%	0.0%	0.0%	25.0%	28.6%
Engage more effectively with private sector	5.0%	20.0%	25.0%	37.5%	16.7%	0.0%	33.3%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in South Africa (continued)**

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			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Eskom will have a positive impact on sustainable economic development in South Africa	19	6.37	3.66	4	5.75	3.40	12	4.83	3.41	9	4.00	2.55	6	2.83	2.56	3	6.67	0.58	12	3.58	2.28	7	4.29	3.95
The kind of support that the World Bank Group is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa	19	7.05	2.86	3	7.00	4.36	10	4.70	3.34	5	4.40	3.44	4	5.25	3.95	3	6.00	1.73	9	7.44	2.51	4	8.00	0.82
In the future, the World Bank Group should be involved in infrastructure projects such as Eskom Investment Support and Eskom Renewables Support, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place	20	7.85	2.03	4	7.00	3.16	11	6.64	3.38	9	5.78	2.95	6	8.33	1.51	3	4.67	1.53	10	8.50	1.43	6	7.17	3.19
The World Bank Group has made appropriate use of the Eskom's procurement system	9	6.33	2.92	1	1.00	.	5	3.00	1.87	4	4.00	3.83	4	6.25	3.30	1	6.00	.	2	4.50	0.71	0	0.00	0.00
The World Bank Group's support for the Eskom renewables project will be beneficial for the long-term carbon mitigation strategy of South Africa and for the diversification of the sources of energy generation	17	8.12	2.15	3	8.00	2.65	10	7.20	2.94	8	6.38	2.97	5	9.00	1.23	2	5.00	1.41	8	8.63	1.51	6	8.67	0.82
There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom	18	3.17	2.64	3	2.67	2.89	10	5.40	3.41	6	3.17	3.25	5	2.20	1.79	3	3.00	1.00	11	2.64	2.62	5	2.20	0.84



G. Communication and Information Sharing

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Never	0.0%	0.0%	8.3%	12.5%	0.0%	0.0%	8.3%	0.0%
Less than once a year	5.0%	0.0%	0.0%	12.5%	0.0%	0.0%	8.3%	0.0%
Once a year to a few times a year	40.0%	75.0%	58.3%	62.5%	83.3%	50.0%	50.0%	71.4%
Less than once a month	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	28.6%
At least once a month	35.0%	25.0%	33.3%	0.0%	0.0%	50.0%	8.3%	0.0%
At least once a week	10.0%	0.0%	0.0%	12.5%	16.7%	0.0%	8.3%	0.0%

How do you get most of your information about economic and social development issues in South Africa? (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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	20.0%	0.0%	0.0%	22.2%	16.7%	33.3%	16.7%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	25.0%	0.0%	33.3%	66.7%	0.0%	0.0%	25.0%	28.6%
International newspapers	0.0%	0.0%	8.3%	0.0%	0.0%	33.3%	0.0%	0.0%
Local television	25.0%	0.0%	8.3%	11.1%	16.7%	0.0%	0.0%	0.0%
Internet	70.0%	100.0%	75.0%	55.6%	50.0%	66.7%	66.7%	100.0%
Periodicals	0.0%	25.0%	16.7%	11.1%	16.7%	0.0%	16.7%	14.3%
International television	0.0%	0.0%	8.3%	0.0%	0.0%	33.3%	0.0%	0.0%
Local newspapers*	35.0%	25.0%	25.0%	11.1%	100.0%	0.0%	33.3%	42.9%
Other	15.0%	25.0%	8.3%	0.0%	0.0%	33.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	35.0%	75.0%	25.0%	50.0%	33.3%	75.0%	36.4%	42.9%
e-Newsletters*	20.0%	25.0%	16.7%	12.5%	66.7%	0.0%	27.3%	71.4%
World Bank Group's seminars/workshops/conferences	80.0%	50.0%	50.0%	37.5%	33.3%	75.0%	63.6%	71.4%
Direct contact with World Bank Group	15.0%	25.0%	41.7%	50.0%	66.7%	0.0%	18.2%	14.3%
World Bank Group's website	35.0%	25.0%	16.7%	12.5%	0.0%	25.0%	27.3%	0.0%
Social media	15.0%	0.0%	25.0%	37.5%	0.0%	0.0%	27.3%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Dial-up	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%

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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	84.0%	75.0%	25.0%	50.0%	37.5%	71.4%	38.5%	66.7%
No	16.0%	25.0%	75.0%	50.0%	62.5%	28.6%	61.5%	33.3%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in South Africa? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	85.7%	66.7%	80.0%	100.0%	66.7%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	14.3%	16.7%	20.0%	0.0%	33.3%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in South Africa? (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	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	8.0%	0.0%	21.4%	25.0%	62.5%	0.0%	7.7%	22.2%
Use World Bank Group reports/data	40.0%	50.0%	21.4%	25.0%	50.0%	28.6%	38.5%	66.7%
Engage in World Bank Group related/sponsored events/activities	48.0%	12.5%	35.7%	62.5%	25.0%	57.1%	30.8%	44.4%
Collaborate as part of my professional duties	56.0%	62.5%	50.0%	25.0%	0.0%	71.4%	61.5%	44.4%
Use World Bank Group website for information, data, research, etc.	4.0%	37.5%	7.1%	25.0%	12.5%	0.0%	23.1%	11.1%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group⁵

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 South Africa COS questionnaire: All 10-point scale questions and questions B4, B6, B7 and F1 from the questionnaire.

● Collaborating with the WBG N=54 ● Not collaborating with the WBG N=39

A. General Issues Facing South Africa

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/federal government	49	5.45	1.85	33	4.64	2.06
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	45	6.58	1.87	32	6.06	2.05
The World Bank Group	49	7.24	2.09	30	6.47	1.87
The International Monetary Fund*	44	6.89	2.05	29	5.90	2.02
UN	46	6.65	2.05	29	6.10	2.02
Regional development banks	45	6.29	2.40	30	5.87	2.21
South Africa's Reserve Bank	48	7.87	1.82	31	8.19	1.17
International private sector	47	6.06	2.27	31	5.84	2.28
Domestic private sector	48	6.15	2.16	29	6.17	1.79
International civil society	47	6.81	1.94	31	6.32	2.23
Domestic civil society	48	7.27	1.83	33	6.88	1.92
Faith-based institutions	47	6.43	2.11	28	6.21	2.54
Domestic traditional media and their web presence	49	6.78	1.76	31	6.35	2.03
International media and their web presence	49	6.10	1.89	31	5.87	2.08
Web based media	49	5.65	1.92	31	4.87	2.20

*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 South Africa?*	49	7.55	1.78	31	6.16	2.37

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

⁵ Only 93 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
Overall, please rate your impression of the World Bank Group's effectiveness in South Africa.*	48	6.67	1.63	25	5.36	2.02

(1-Not effective at all, 10-Very effective) *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 the World Bank Group's staff is well prepared to help South Africa solve its most complicated development challenges?*	45	7.18	2.10	27	6.04	2.39

(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 South Africa, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in South Africa? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	0.0%	3.2%
Gender equity	0.0%	0.0%
Private sector development	14.9%	12.9%
Education	31.9%	29.0%
Public sector governance/reform	23.4%	12.9%
Global/regional integration	6.4%	9.7%
Food security	2.1%	6.5%
Urban development	14.9%	6.5%
Energy	10.6%	12.9%
Water and sanitation	8.5%	6.5%
Pollution	4.3%	0.0%
Job creation/employment	31.9%	38.7%
Health	8.5%	9.7%
Financial markets	2.1%	0.0%
Townships and informal settlements	10.6%	6.5%
Foreign direct investment	10.6%	19.4%
Transport	4.3%	0.0%
Agriculture and rural development*	0.0%	9.7%
Trade and exports	0.0%	0.0%
Crime and violence	6.4%	0.0%
Natural resource management	0.0%	6.5%
Climate change	10.6%	12.9%
Poverty reduction	12.8%	29.0%
Anti-corruption	12.8%	9.7%
Judiciary reform	0.0%	0.0%
Economic growth	40.4%	41.9%
Disaster risk management	0.0%	0.0%
Equality of opportunity	8.5%	0.0%
Disease	2.1%	0.0%
Information and communications technology	4.3%	0.0%
Regulatory framework	6.4%	3.2%

*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 South Africa?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Not adequately flexible	4.3%	0.0%
Not sufficiently focused on sustainable results	8.7%	9.7%
Not collaborating enough with civil society	10.9%	12.9%
Not enough public disclosure of its work	19.6%	12.9%
Inadequate World Bank Group's staffing in South Africa	13.0%	6.5%
Not willing to honestly criticize policies and reform efforts in the country	17.4%	25.8%
Arrogant in its approach	2.2%	12.9%
Staff too inaccessible	0.0%	3.2%
Not collaborating enough with private sector	13.0%	3.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.5%	6.5%
Not aligned with country priorities	2.2%	9.7%
Not adequately sensitive to political/social realities in South Africa	4.3%	3.2%
Too influenced by developed countries	10.9%	16.1%
World Bank Group's processes too slow and complex	23.9%	16.1%
Other	6.5%	6.5%
Don't know	8.7%	9.7%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	4.2%	3.2%
To a somewhat sufficient degree	45.8%	22.6%
To a somewhat insufficient degree	27.1%	29.0%
To a very insufficient degree	10.4%	29.0%
Don't know	12.5%	16.1%

To what extent do you agree with the following statements about the World Bank Group's work in South Africa?
(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 South Africa*	48	6.62	1.86	27	5.00	2.45
The World Bank Group's work is aligned with what I consider the development priorities for South Africa*	45	7.38	1.51	26	5.31	2.60

*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 South Africa, 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*	43	6.44	1.93	21	4.62	2.01
Flexibility (in terms of the institution's products and services)*	41	6.17	2.08	18	3.83	2.01
Flexibility (in terms of changing country circumstances)*	40	6.25	1.91	19	3.84	1.80
Being inclusive*	43	6.65	1.80	22	4.77	2.31
Openness (sharing data and other information)*	44	7.61	1.60	24	6.33	2.43
Collaboration with the Government*	40	7.23	1.79	22	5.95	2.15
The speed in which it gets things accomplished on the ground*	42	6.26	2.06	17	3.71	1.96
Helping to bring discipline/effective supervision to implementation of investment projects*	40	6.90	2.02	20	4.45	2.67
Collaboration with civil society	34	5.56	1.97	18	4.44	2.41
Staff accessibility*	41	7.15	2.02	21	4.43	2.60
Collaboration with other donors and development partners	37	6.70	2.16	17	5.59	2.50
Collaboration with the private sector*	31	6.29	1.74	14	4.93	2.40
Straightforwardness and honesty*	42	7.81	1.64	22	5.36	2.80
Treating clients and stakeholders in South Africa with respect*	43	8.28	1.67	21	5.81	2.87
Being a long-term partner*	43	8.05	1.57	21	6.05	2.73

**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 South Africa? (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	12	5.25	2.34	9	4.78	3.15
Gender equity	13	5.54	1.90	9	4.11	2.47
Private sector development	23	6.65	1.58	11	5.91	2.17
Education	21	5.90	1.73	14	5.43	2.68
Public sector governance/reform	30	7.00	1.91	20	5.70	2.74
Global/regional integration*	26	7.15	1.49	14	4.93	2.84
Urban development	25	6.80	1.92	14	5.21	2.99
Energy*	24	7.96	1.30	15	4.73	3.35
Water and sanitation	19	6.63	2.11	12	6.17	2.86
Pollution	16	6.37	2.22	8	5.38	3.70
Job creation/employment	21	5.71	2.13	17	4.12	3.02
Health	14	6.71	2.23	10	5.50	2.95
Financial markets	25	6.88	2.17	10	5.90	2.81
Transport	19	6.37	2.48	10	5.10	3.32
Agriculture and rural development	18	6.39	2.28	9	4.78	3.07
Trade and exports	15	6.53	2.10	10	5.30	3.23
Crime and violence*	11	4.73	2.20	10	2.40	1.51
Natural resource management	16	6.00	2.45	11	4.82	3.37
Climate change	21	7.57	1.96	14	5.79	3.33
Poverty reduction*	23	6.57	2.17	16	3.81	2.74
Anti-corruption*	21	6.67	2.13	12	3.75	2.90
Economic growth*	28	7.04	1.77	18	5.00	2.89
Disaster risk management	10	6.40	2.50	8	4.00	2.93
Equality of opportunity (i.e., social inclusion)	16	6.00	2.31	9	4.44	2.74
Disease (HIV/AIDS, TB, and other communicable diseases)	15	7.80	1.86	9	5.67	3.28
Information and communications technology	13	6.31	2.46	10	4.20	2.70
Townships and informal settlements	20	6.25	2.67	10	4.10	3.11
Regulatory framework*	25	7.80	1.85	16	5.13	2.92
Foreign direct investment*	22	7.68	1.52	13	5.31	2.81

*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 South Africa?*	39	6.49	1.60	21	4.71	2.24

(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
To what extent does the World Bank Group influence the development agenda in South Africa?*	38	6.37	1.84	23	4.48	2.27

(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)****To what extent do you agree with the following statements about the World Bank Group in South Africa?***(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's financial instruments meet the needs of South Africa*	33	5.85	2.32	18	4.06	1.98
The World Bank Group meets South Africa's needs for knowledge services*	41	7.02	2.21	23	5.83	2.42

Significantly different between collaborators and non-collaborators*To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that South Africa received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	45	8.91	2.86	29	8.86	3.45

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In South Africa, 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	35	7.09	1.88	20	6.20	1.96
Include appropriate level of stakeholder involvement during preparation*	39	7.18	2.13	21	4.95	1.88
Lead to practical solutions*	40	6.88	2.14	21	4.81	2.23
Are source of relevant information on global good practices*	41	7.78	1.73	23	6.43	2.21
Are adequately disseminated and accessible*	41	6.56	2.17	23	5.13	2.72
Are translated enough into local language	26	5.00	3.10	17	4.59	3.20
Are adaptable to South Africa's specific development challenges and country circumstances	37	6.32	2.15	24	5.96	2.44

**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?*	41	6.59	2.11	23	5.13	2.28
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	42	7.90	1.64	24	6.71	2.31

*(1- Not significant at all, 10- Very significant; 1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators*

**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*	20	7.15	1.87	8	3.63	2.77
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	36	7.83	1.96	16	4.88	2.96
The World Bank Group's approvals and reviews are done in a timely fashion*	29	7.34	1.86	8	3.88	2.30
The World Bank Group's Environmental and Social Framework requirements are reasonable*	18	7.39	2.40	9	5.00	3.28
The World Bank Group's conditions on its lending are reasonable	21	6.62	2.97	8	4.75	3.54
The World Bank Group takes decisions quickly in South Africa*	26	6.38	2.26	10	3.20	2.20
Working with the World Bank Group increases South Africa's institutional capacity*	41	7.83	1.86	17	6.06	2.75
Where country systems are adequate, the World Bank Group makes appropriate use of them*	23	7.65	2.62	12	5.42	3.00

*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 the donor community is doing enough to support the government's efforts related to refugees/migrants in South Africa?	25	4.40	2.22	16	4.00	2.13

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

F. The Future Role of the World Bank Group in South Africa**Which of the following SHOULD the World Bank Group do to make itself of greater value in South Africa? (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)	7.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on South Africa's economy	11.6%	6.9%
Offer more innovative knowledge services	14.0%	10.3%
Engage more effectively with civil society	9.3%	20.7%
Collaborate more effectively with Government clients	32.6%	20.7%
Offer more innovative financial products	7.0%	6.9%
Work faster	2.3%	10.3%
Reduce the complexity of obtaining World Bank Group financing	11.6%	10.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.0%	13.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.7%	0.0%
Ensure greater selectivity in its work	0.0%	6.9%
Increase the level of capacity development in the country	39.5%	34.5%
Engage more directly with beneficiaries	9.3%	20.7%
Improve the quality of its experts as related to South Africa's specific challenges	14.0%	10.3%
Engage more effectively with private sector	18.6%	24.1%
Other	0.0%	0.0%



Appendix D: 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 South Africa? (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?	6.47	7.24	7.22	5.83	6.73	7.45	7.06	6.94	6.92	7.10	7.01	7.00
Overall, please rate your impression of the World Bank Group's effectiveness in South Africa.	5.36	6.67	6.45	5.22	6.30	6.30	6.48	6.06	5.94	6.62	6.35	5.89
Overall the World Bank Group currently plays a relevant role in development in South Africa	5.00	6.62	6.33	4.44	6.00	6.29	6.05	6.18	5.86	6.33	6.02	6.70
The World Bank Group's work is aligned with what I consider the development priorities for South Africa	5.31	7.38	6.84	5.78	6.42	7.19	6.74	6.67	6.60	6.81	6.64	7.10
Responsiveness to needs	4.62	6.44	6.00	4.33	5.85	5.84	6.18	5.50	5.23	6.41	5.83	6.00
Flexibility (in terms of the institution's products and services)	3.83	6.17	5.65	3.83	5.32	5.70	5.55	5.38	4.96	5.91	5.49	5.20
Flexibility (in terms of changing country circumstances)	3.84	6.25	5.63	4.17	5.39	5.64	5.78	5.14	4.86	6.03	5.46	5.67
Being inclusive	4.77	6.65	6.22	4.17	5.98	6.12	6.03	6.03	5.59	6.44	6.09	5.63
Openness (sharing data and other information)	6.33	7.61	7.28	6.33	6.98	7.52	7.26	7.12	6.85	7.51	7.26	6.75
Collaboration with the Government	5.95	7.23	6.79	6.50	6.68	6.88	6.97	6.53	6.43	7.06	6.80	6.43
The speed in which it gets things accomplished on the ground	3.71	6.26	5.75	3.20	5.62	5.39	5.50	5.57	4.93	6.06	5.42	6.80
Helping to bring discipline/effective supervision to implementation of investment projects	4.45	6.90	6.30	4.71	6.03	6.25	6.38	5.78	5.57	6.65	6.05	6.67
Collaboration with civil society	4.44	5.56	5.31	3.80	5.06	5.33	5.19	5.15	5.11	5.24	4.98	6.67
Staff accessibility	4.43	7.15	6.49	4.00	6.19	6.35	6.34	6.14	5.48	6.91	6.25	6.29
Collaboration with other donors and development partners	5.59	6.70	6.42	6.00	6.33	6.45	6.41	6.35	6.36	6.41	6.33	6.83
Collaboration with the private sector	4.93	6.29	6.07	4.50	5.50	6.58	5.85	6.05	5.91	5.96	6.00	5.40
Straightforwardness and honesty	5.36	7.81	7.23	4.60	6.89	7.21	7.11	6.93	6.65	7.37	7.05	6.86
Treating clients and stakeholders in South Africa with respect	5.81	8.28	7.68	5.83	7.52	7.50	7.56	7.47	7.13	7.86	7.55	7.25
Being a long-term partner	6.05	8.05	7.45	7.14	7.38	7.46	7.78	6.97	7.03	7.79	7.55	6.29
To what extent does the World Bank Group's work help to achieve development results in South Africa?	4.71	6.49	5.91	4.83	5.71	5.92	5.59	6.08	5.60	6.00	5.85	5.33
To what extent does the World Bank Group influence the development agenda in South Africa?	4.48	6.37	5.72	4.57	5.54	5.65	5.73	5.37	5.20	5.97	5.58	5.67
The World Bank Group's financial instruments meet the needs of South Africa	4.06	5.85	5.48	3.50	5.03	5.57	5.15	5.36	4.93	5.65	5.39	4.17
The World Bank Group meets South Africa's needs for knowledge services	5.83	7.02	6.53	7.50	6.33	7.04	7.00	6.17	6.66	6.59	6.67	6.25
The World Bank Group's knowledge work and activities are adaptable to South Africa's specific development challenges and country circumstances	5.96	6.32	6.20	6.50	5.95	6.64	6.61	5.80	6.19	6.25	6.13	6.88
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.13	6.59	6.30	4.17	6.05	6.19	6.24	5.93	5.59	6.59	6.00	6.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.71	7.90	7.64	7.50	7.26	8.24	7.95	7.23	7.47	7.77	7.67	7.33
The World Bank Group takes decisions quickly in South Africa	3.20	6.38	5.76	3.50	5.58	5.75	5.79	5.47	5.00	6.15	5.59	6.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.42	7.65	7.09	7.00	7.20	6.93	6.94	7.24	7.00	7.16	7.16	6.33

Yellow highlight indicates significant difference between Yes and No means.

Appendix E: South Africa FY 2019 COS Questionnaire



World Bank Group Country Survey FY 2019 – South Africa

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

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

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING SOUTH AFRICA

A1. When you think about the future in South Africa, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in South Africa is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in South Africa. Please identify which of the following you consider the most important development priorities in South Africa. (Choose no more than THREE)			
1	Energy	17	Judiciary reform
2	Water and sanitation	18	Economic growth
3	Pollution	19	Disaster risk management
4	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
5	Health	21	Disease (HIV/AIDS, TB, and other communicable diseases)
6	Financial markets	22	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	24	Agriculture and rural development (including land reform)
9	Townships and informal settlements	25	Regulatory framework
10	Private sector development	26	Trade and exports
11	Education	27	Crime and violence
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Natural resource management (e.g., mining, renewables, conservation)
13	Global/regional integration	29	Climate change (e.g., mitigation, adaptation)
14	Food security	30	Poverty reduction
15	Urban development	31	Anti-corruption
16	Foreign direct investment		

SECTION A: GENERAL ISSUES

A4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in South Africa? (Choose no more than THREE)

1	Judiciary reform	16	Foreign direct investment
2	Disease (HIV/AIDS, TB, and other communicable diseases)	17	Health
3	Anti-corruption	18	Social protection (e.g., pensions, targeted social assistance)
4	Natural resource management (e.g., mining, renewables, conservation)	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Agriculture and rural development (including land reform)	20	Gender equity (closing the gap between women and men, and boys and girls)
6	Economic growth	21	Water and sanitation
7	Disaster risk management	22	Pollution
8	Equality of opportunity (i.e., social inclusion)	23	Job creation/employment
9	Information and communications technology	24	Financial markets
10	Regulatory framework	25	Townships and informal settlements
11	Trade and exports	26	Private sector development
12	Crime and violence	27	Education
13	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
14	Transport (e.g., roads, bridges, transportation)	29	Food security
15	Energy	30	Urban development

A5. When economic and/or social reform efforts fail or are slow to take place in South Africa, which of the following would you attribute this to? (Choose no more than TWO)

1	Reforms are not well thought out in light of country challenges
2	Poor coordination within the government
3	Corruption
4	Inadequate level of government accountability
5	Inadequate level of capacity in the government
6	Political pressures and obstacles
7	Inadequate level of private sector participation
8	Inadequate level of citizen/civil society participation
9	Inadequate level of donor coordination
10	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. 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/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	South Africa's Reserve Bank	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"/>

A7. Please describe the direction South Africa is moving in, when considering ... ?						
		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 South Africa'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"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on South Africa? (Choose no more than TWO)

1	Migrants and refugees	6	Fragility in South Africa or neighboring countries
2	Jobs/employment	7	Technology based disruption
3	Climate change	8	The gap between the rich and the poor
4	Terrorism	9	Environmental degradation
5	Trade constraints	10	Geo political uncertainty

A9. When thinking about development efforts in South Africa, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in South Africa?

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

A11. To what extent do you trust international private sector to engage in public service delivery in South Africa?

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**

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in South Africa, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in South Africa? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development (including land reform)
3	Private sector development	19	Trade and exports
4	Education	20	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management (e.g., mining, renewables, conservation)
6	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
7	Food security	23	Poverty reduction
8	Urban development	24	Anti-corruption
9	Energy	25	Judiciary reform
10	Water and sanitation	26	Economic growth
11	Pollution	27	Disaster risk management
12	Job creation/employment	28	Equality of opportunity (i.e., social inclusion)
13	Health	29	Disease (HIV/AIDS, TB, and other communicable diseases)
14	Financial markets	30	Information and communications technology
15	Townships and informal settlements	31	Regulatory framework
16	Foreign direct investment		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in South Africa?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)

1	Not adequately flexible
2	Not sufficiently focused on sustainable results
3	Not collaborating enough with civil society (e.g., NGOs, CBOs)
4	Not enough public disclosure of its work
5	Inadequate World Bank Group's staffing in South Africa
6	Not willing to honestly criticize policies and reform efforts in the country
7	Arrogant in its approach
8	Staff too inaccessible
9	Not collaborating enough with private sector
10	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
11	Not aligned with country priorities
12	Not adequately sensitive to political/social realities in South Africa
13	Too influenced by developed countries
14	World Bank Group's processes too slow and complex
15	Other (please specify): _____
16	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in South Africa? (Select only ONE response)

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

B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

B9. 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	University groups	8	Organized labor/trade unions
2	Youth groups	9	Parliament
3	Beneficiaries	10	Academia/think tanks/research institutes
4	Private sector	11	Foundations
5	Local government	12	Media
6	Donor community	13	Other (please specify): _____
7	NGOs/Community Based Organizations	14	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank Group's work is aligned with what I consider the development priorities for South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in South Africa, 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	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Straightforwardness and honesty											<input type="checkbox"/>
B25	Treating clients and stakeholders in South Africa with respect											<input type="checkbox"/>
B26	Being a long-term partner											<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 South Africa? *(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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	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"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agriculture and rural development (including land reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (e.g., mining, renewables, conservation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disease (HIV/AIDS, TB, and other communicable diseases)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Townships and informal settlements	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C2. To what extent does the World Bank Group's work help to achieve development results in South Africa?											
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 South Africa?											
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 South Africa?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Reimbursable Advisory Services, etc.) meet the needs of South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets South Africa'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 South Africa 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)

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

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

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to South Africa's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees/migrants in South Africa?												
	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

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugee/migrant and host communities in South Africa? (Choose no more than TWO)	
1	Urban crime and violence prevention
2	Cash transfers for refugee/migrant and local communities
3	Support to poor and marginalized local communities hosting refugees/migrants (e.g., urban township communities)
4	Community-based conflict resolution mechanisms
5	Research (e.g., impact of migrants on the economy)
6	Technical advice (e.g., immigration policy advice)
7	Skills transfer programs
8	Business/SME development
9	Education
10	Health
11	Jobs
12	Infrastructure
13	Social cohesion
14	Public services
15	Other (please specify): _____
16	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SOUTH AFRICA

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

1	Increase availability of Reimbursable Advisory Services (RAS)
2	Provide more adequate data/knowledge/statistics/figures on South Africa's economy
3	Offer more innovative knowledge services
4	Engage more effectively with civil society (e.g., NGOs, CBOs)
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Offer more innovative financial products
7	Work faster
8	Reduce the complexity of obtaining World Bank Group financing
9	Help to bring discipline/effective supervision to implementation of World Bank Group projects
10	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
11	Ensure greater selectivity in its work
12	Increase the level of capacity development in the country
13	Engage more directly with beneficiaries
14	Improve the quality of its experts as related to South Africa's specific challenges
15	Engage more effectively with private sector
16	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in South Africa, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in South Africa? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for South Africa
6	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SOUTH AFRICA

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		
F3	Eskom will have a positive impact on sustainable economic development in South Africa											<input type="checkbox"/>	
F4	The kind of support that the World Bank Group is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa											<input type="checkbox"/>	
F5	In the future, the World Bank Group should be involved in infrastructure projects such as Eskom Investment Support and Eskom Renewables Support, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place											<input type="checkbox"/>	
F6	The World Bank Group has made appropriate use of the Eskom's procurement system											<input type="checkbox"/>	
F7	The World Bank Group's support for the Eskom renewables project will be beneficial for the long-term carbon mitigation strategy of South Africa and for the diversification of the sources of energy generation											<input type="checkbox"/>	
F8	There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom											<input type="checkbox"/>	

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in South Africa?	
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

G2. How do you get most of your information about economic and social development issues in South Africa? (Choose no more than TWO)			
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): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
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)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		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

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

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

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in South Africa? (Select only ONE response)	
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. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in South Africa? (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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Northern Cape
2	Western Cape
3	North West
4	KwaZulu-Natal
5	Gauteng
6	Limpopo
7	Mpumalanga
8	Eastern Cape
9	Free State

Thank you for completing the survey!