

FY 2020 Seychelles Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2020



Acknowledgements

The Seychelles Country Opinion Survey is part of the County 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 Seychelles country team and the independent fielding agency DCDM Marketing Research Ltd. In particular, PORG is grateful for the support from Rafael Saute (Senior Communications Officer) who coordinated the survey related activities from Maputo, Mozambique.



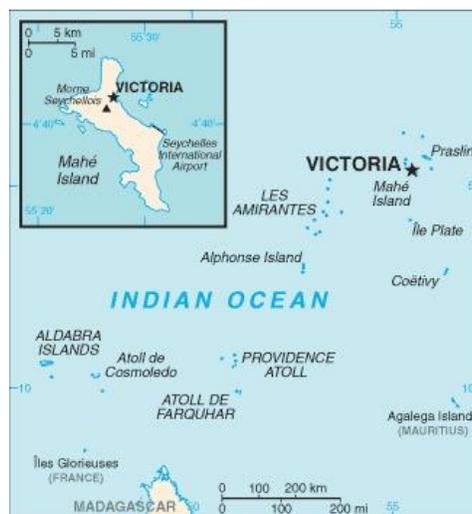
Country Opinion Surveys
THE WORLD BANK GROUP



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SEYCHELLES





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Seychelles*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to July 2020, 306 stakeholders of the WBG in Seychelles 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; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 107 stakeholders participated in the survey (35% response rate). Respondents filled out the questionnaire via the online survey platform Qualtrics.

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

As a rule, the results in this year's Country Survey are compared to the results of the previous cycle of the Country Survey. Since FY'20 is the first time the COS was conducted in Seychelles, the data comparisons across years are unavailable and only FY'20 data are presented in this report.

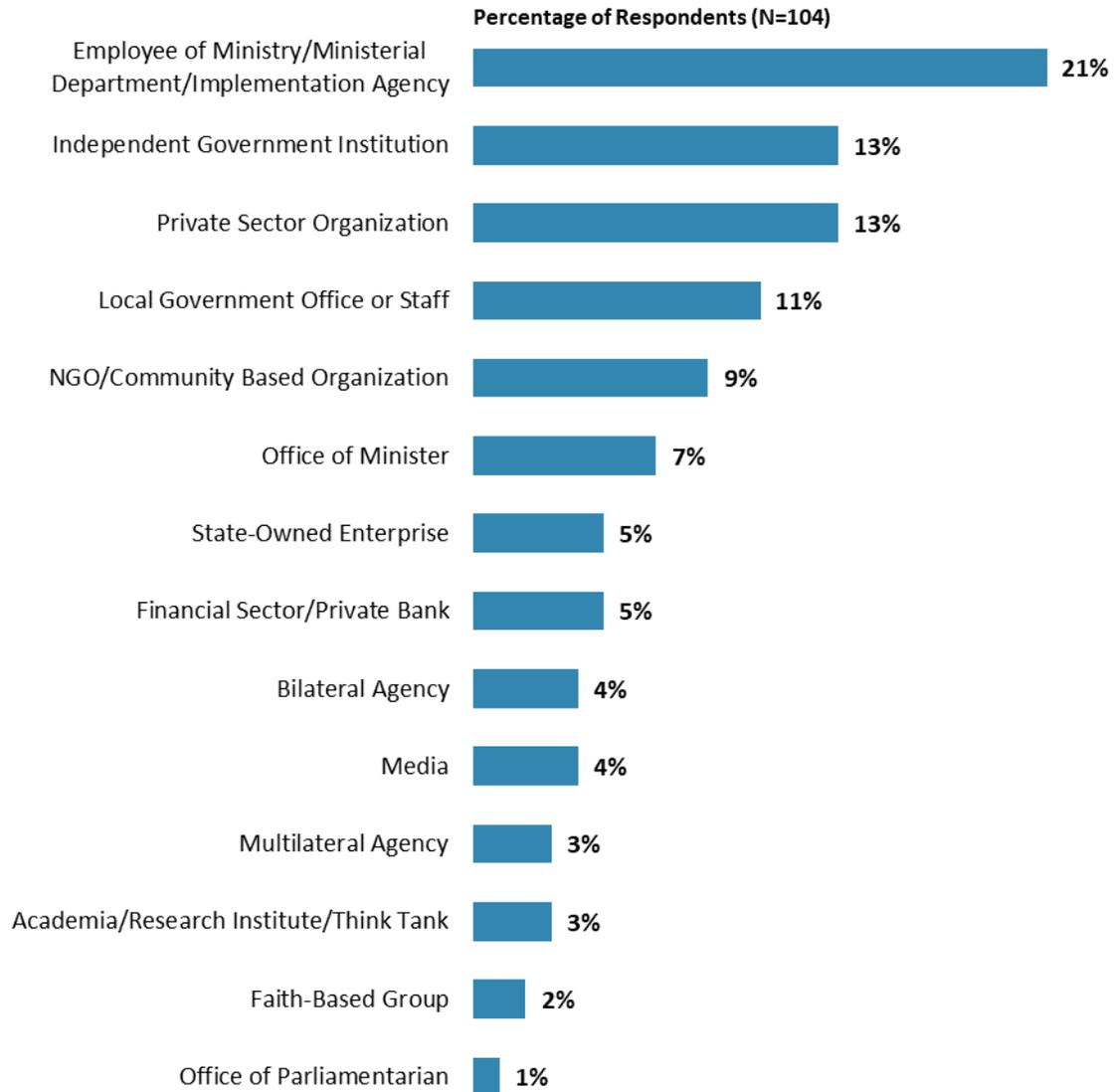
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, and D present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



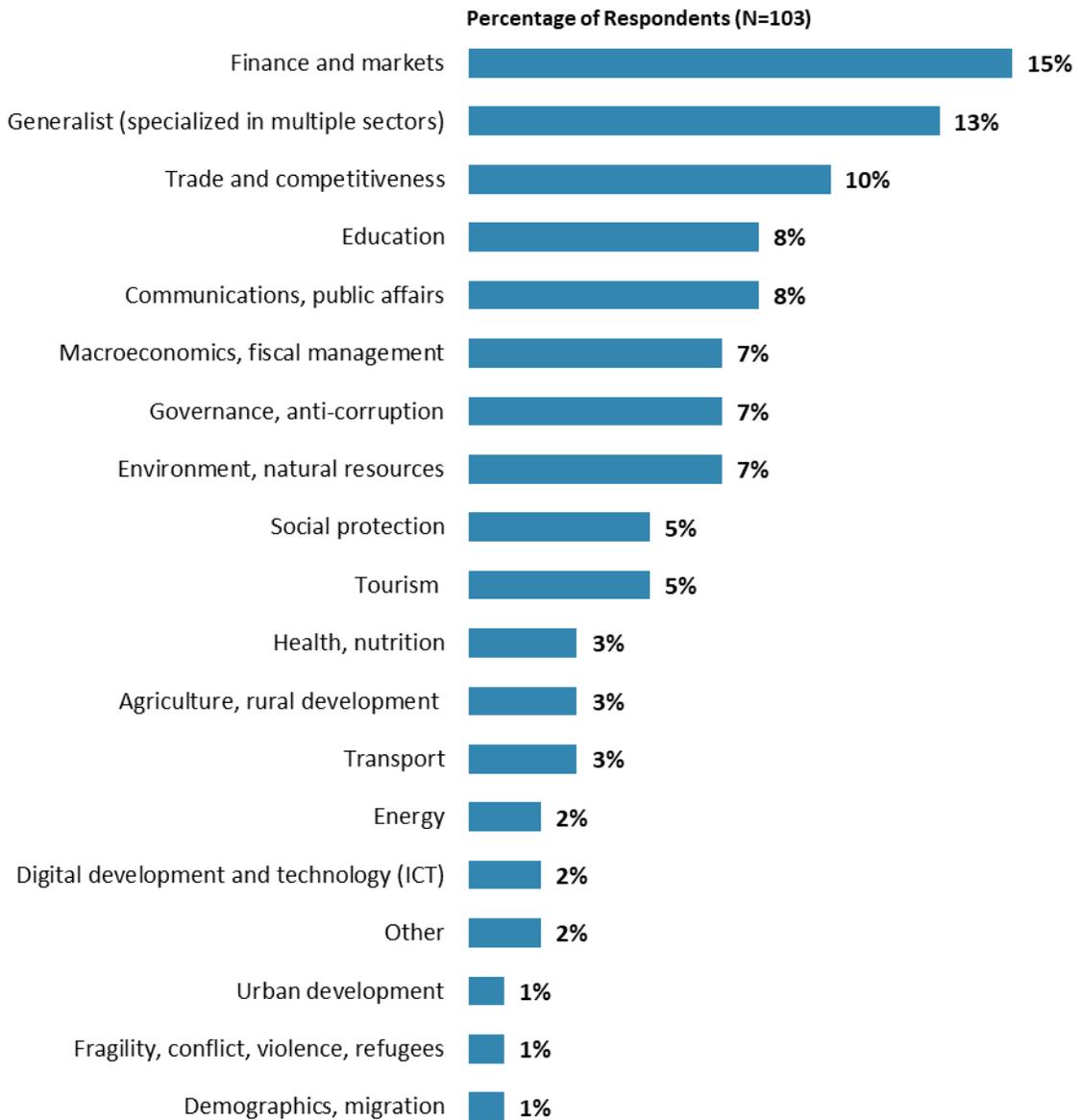
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations and faith-based groups were combined in the “CSO” category. A small number of respondents from the office of a parliamentarian, from academia/research institutes/think tanks, and from the media were combined in the “Other” category. There were no respondents from the office of the President/Prime Minister, from PMUs/consultants/contractors working on WBG supported projects/programs, from the judicial system, private foundations, trade unions, and from youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

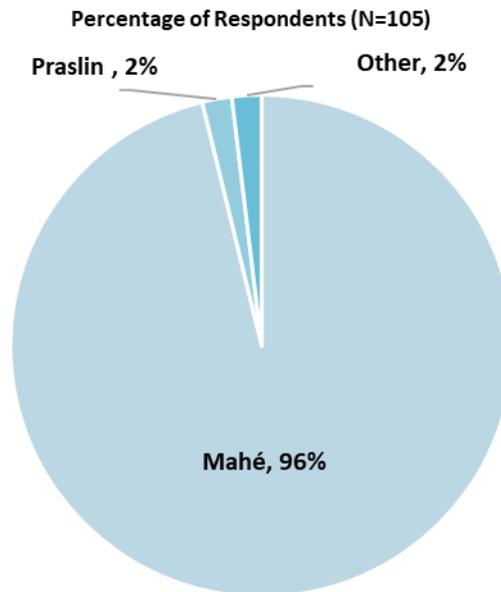


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations



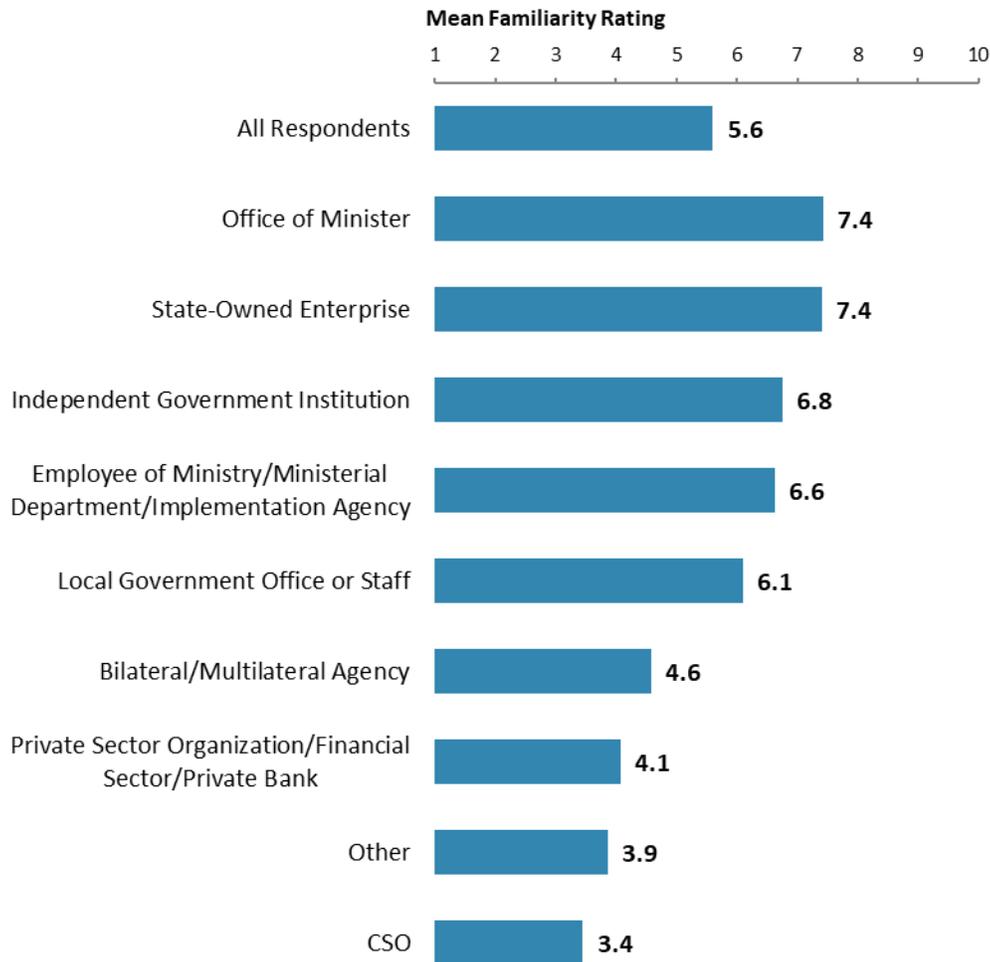
"Which best represents your geographic location?"
(Respondents chose from a list.)
Note: there were no respondents from La Digue



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Seychelles' development and significantly, moderately correlated with their ratings for the WBG's overall effectiveness in Seychelles and with the ratings of the extent to which the WBG's work helps to achieve development results in Seychelles.

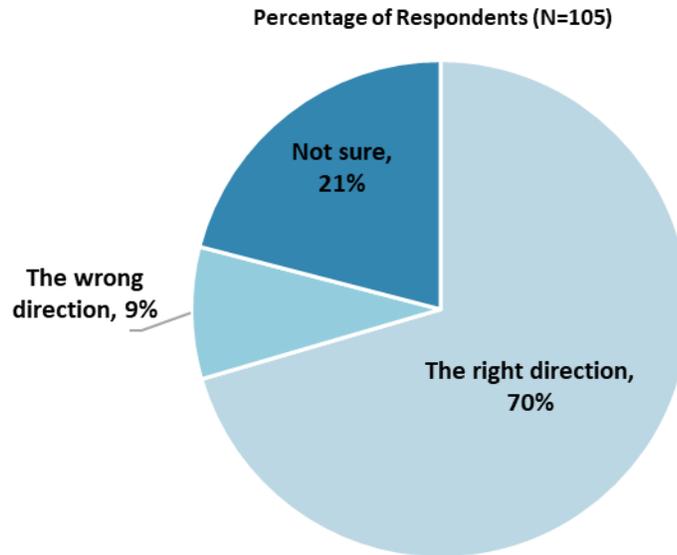


"How familiar are you with the work of the World Bank Group in Seychelles?"
(1-"Not familiar at all", 10-"Extremely familiar")



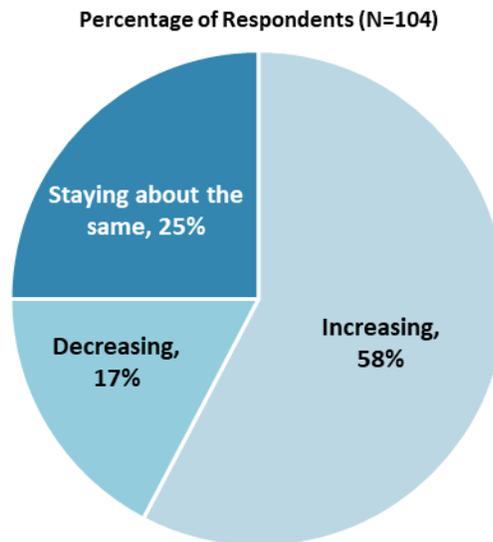
IV. Overall Context

Headed in the Right Direction



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

Perceptions of Economic Opportunity

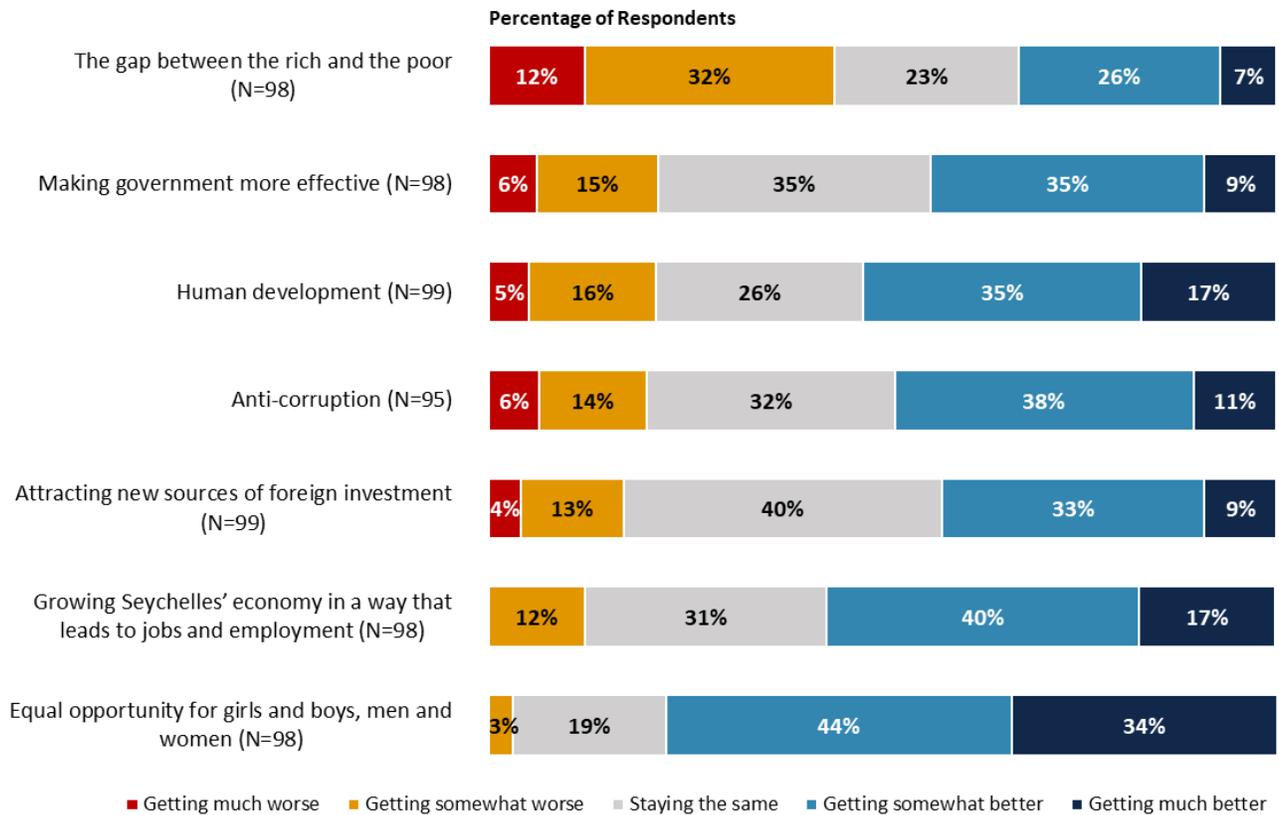


"Do you think that economic opportunity for citizens in Seychelles is ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas

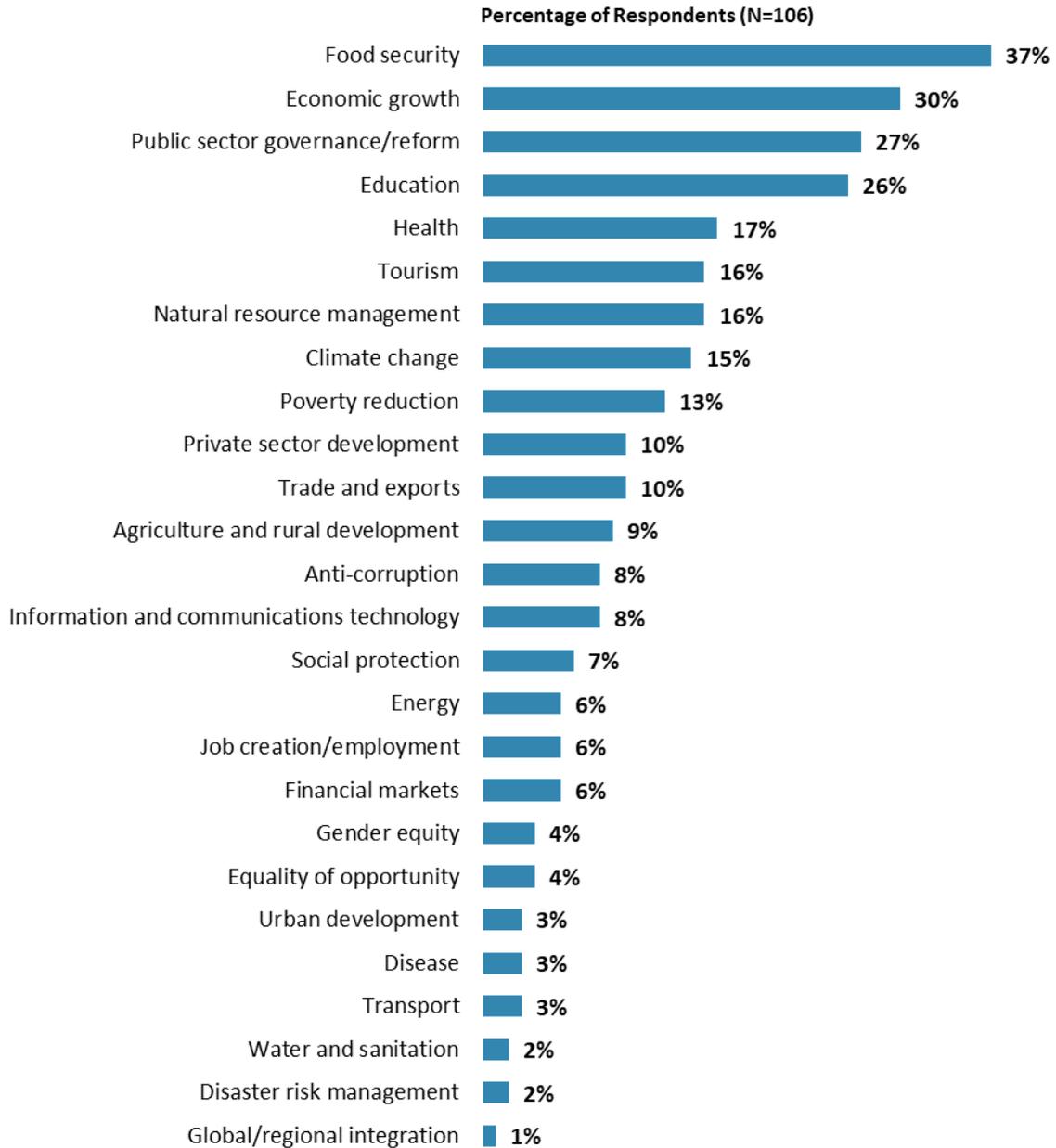


"Please describe the direction Seychelles is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

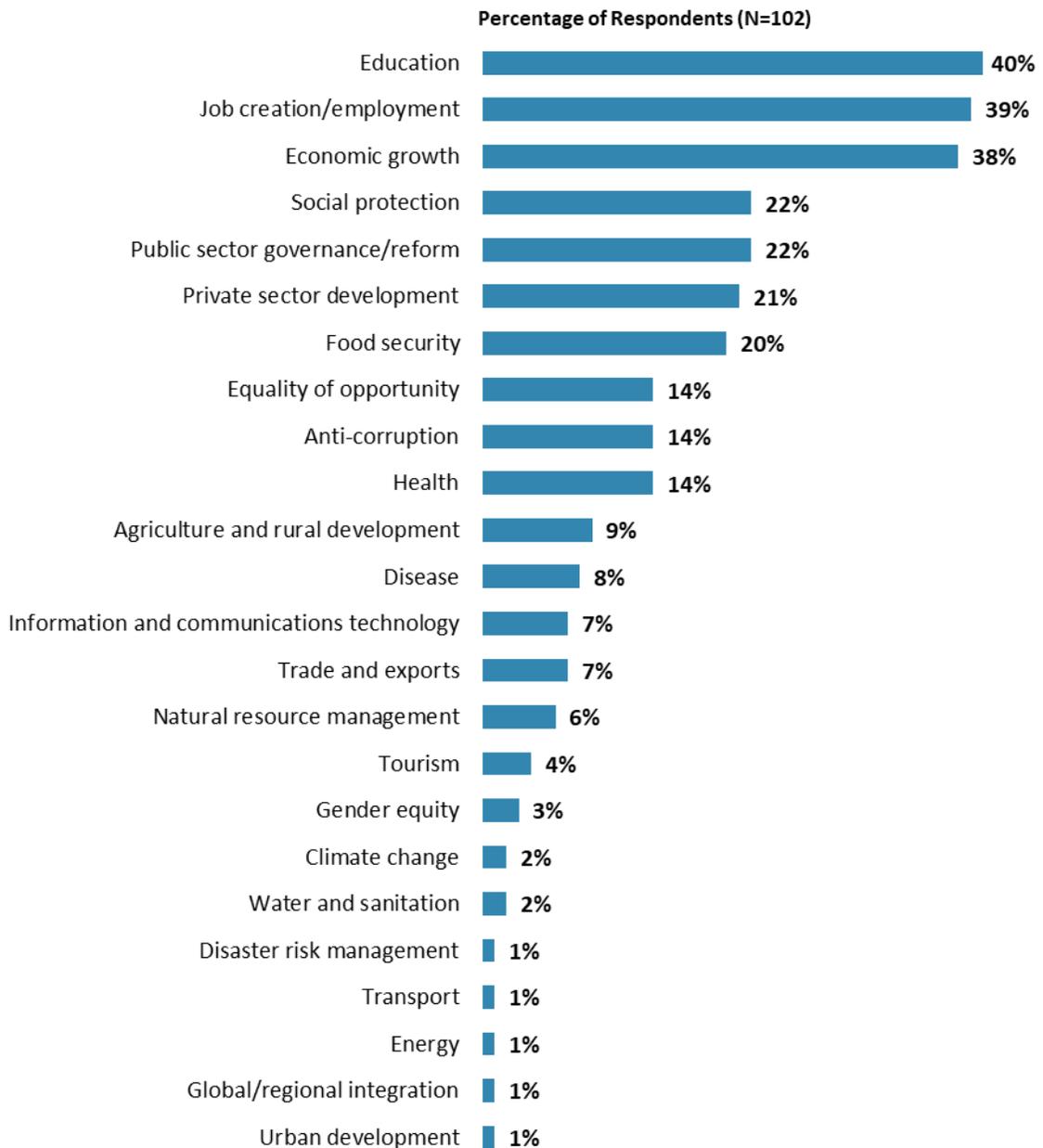


"Listed below are a number of development priorities in Seychelles. Please identify which of the following you consider the most important development priorities in Seychelles. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (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 Seychelles?"

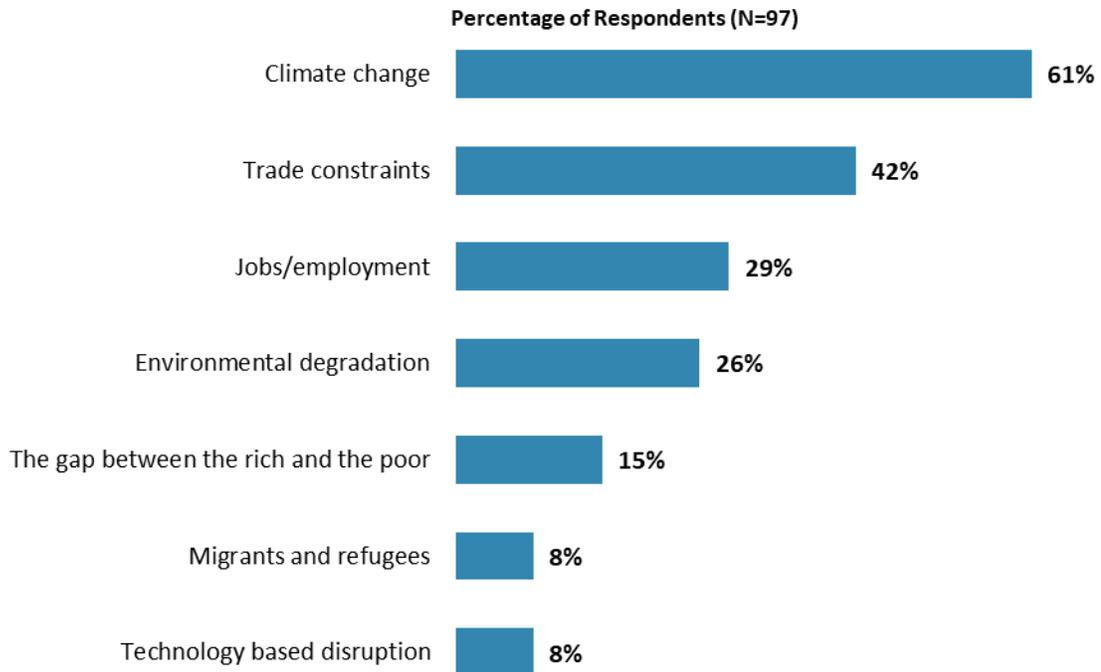
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



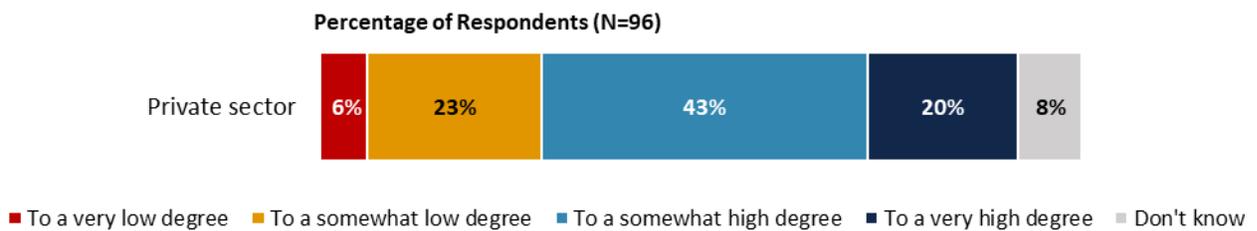
IV. Overall Context (continued)

The Impact of Global Challenges on Seychelles



"Listed below are global challenges. Which do you think have the most serious impact on Seychelles? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

Trust in the Private Sector

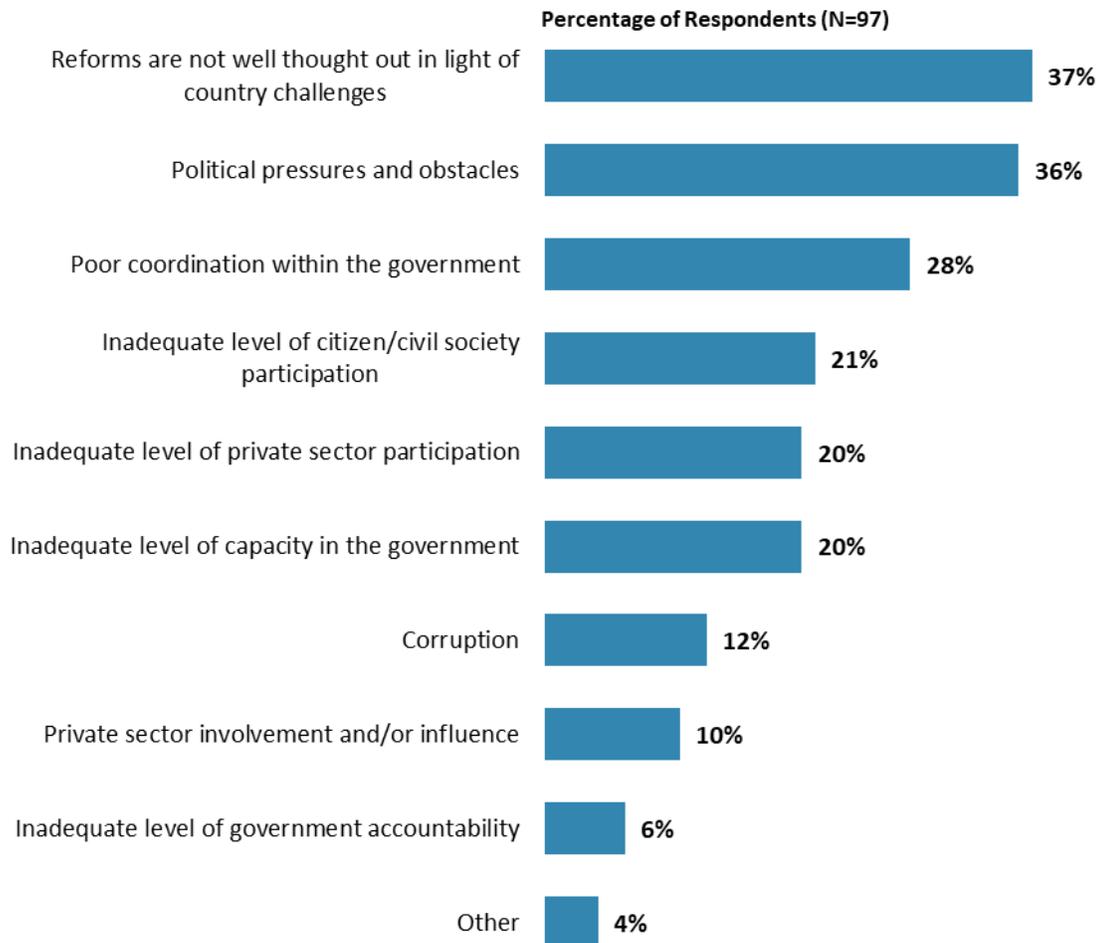


"To what extent do you trust private sector to engage in public service delivery in Seychelles?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts



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



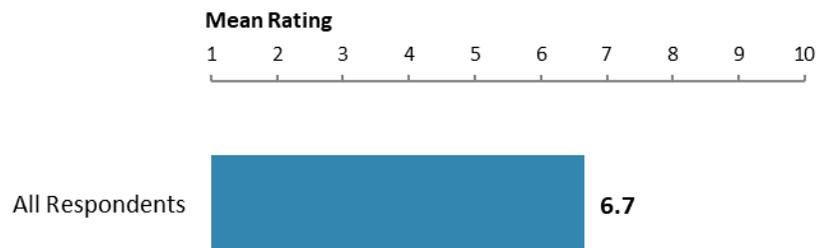
V. Overall Attitudes Toward the World Bank Group

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



"Overall, please rate your impression of the World Bank Group's effectiveness in Seychelles." (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 Seychelles?" (1-"To no degree at all", 10-"To a very significant degree")



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

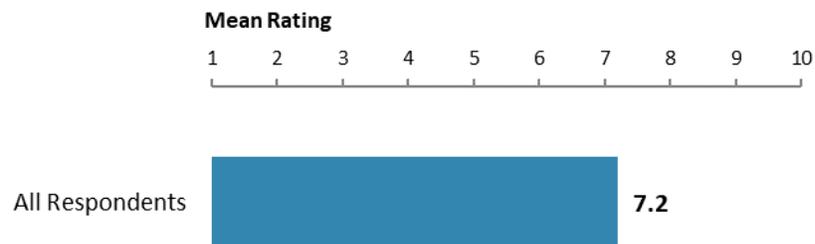
Influence on Seychelles' Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Seychelles?"

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

WBG Staff Preparedness



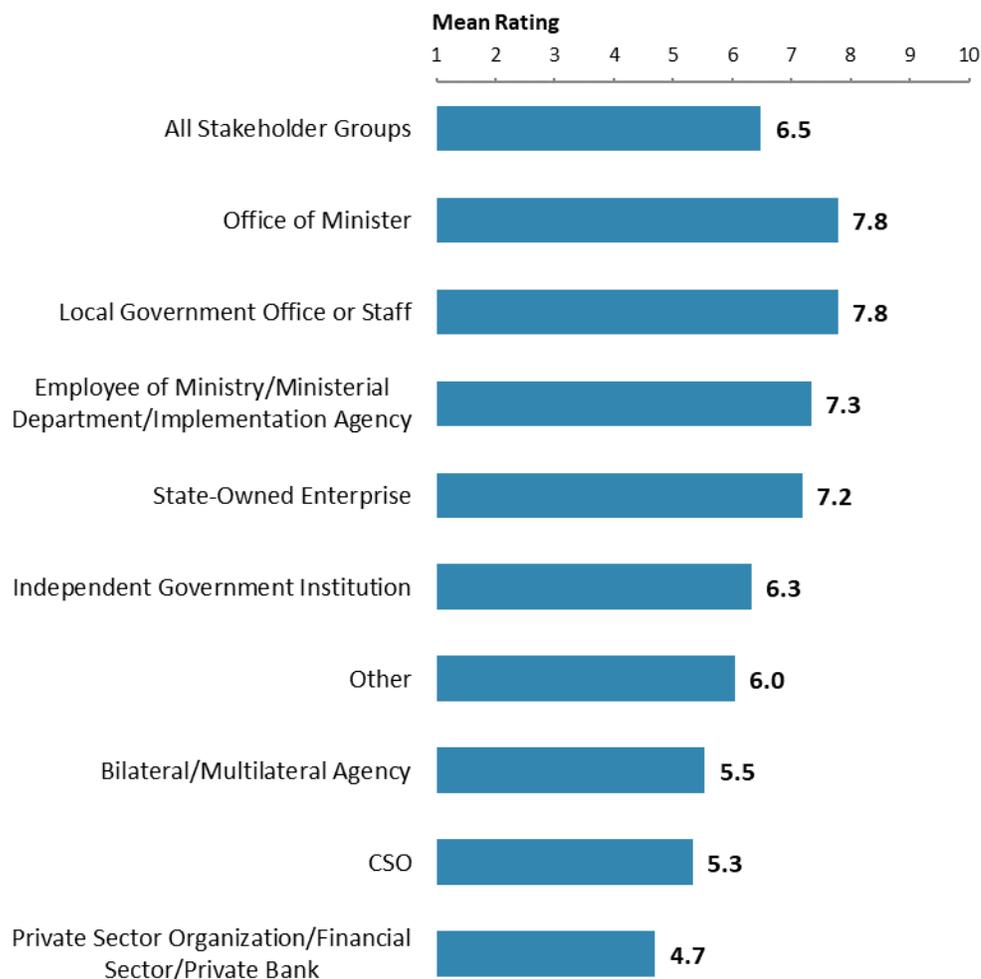
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Seychelles solve its most complicated development challenges?" *(1-"To no degree at all", 10-"To a very significant degree")*



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 ten COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.0). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (page 57).
- **Stakeholder groups:** Respondents from the office of a minister and from local government had the highest mean ratings for the aggregated responses to the ten COS indicator questions, whereas respondents from private sector organizations/financial sector/private banks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 41).

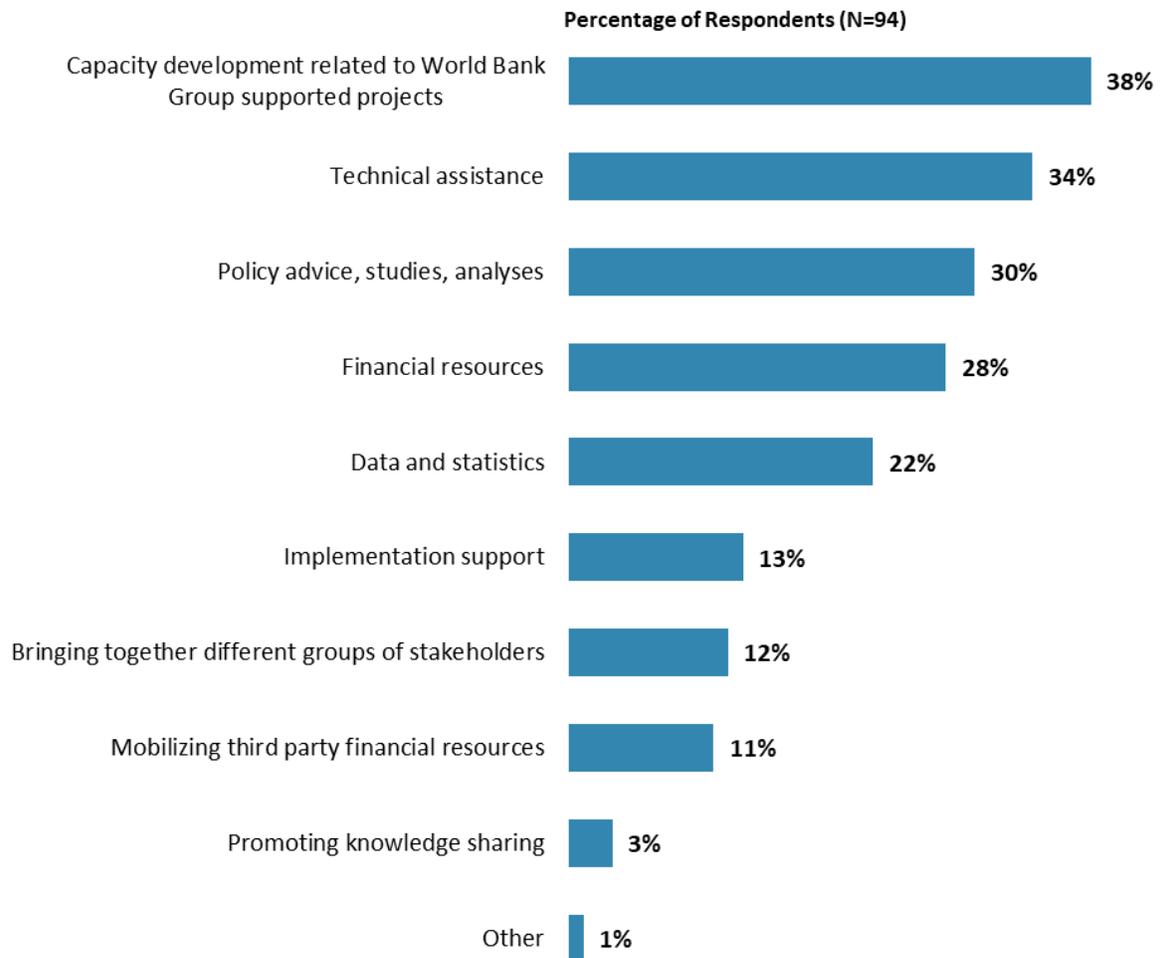


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

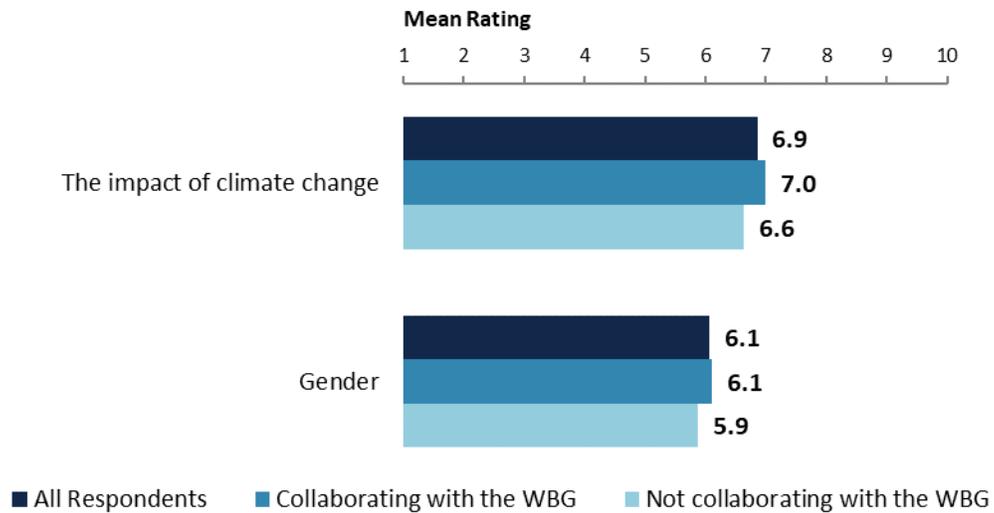


“When thinking about the World Bank Group’s role in Seychelles, which activity do you VALUE the most? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



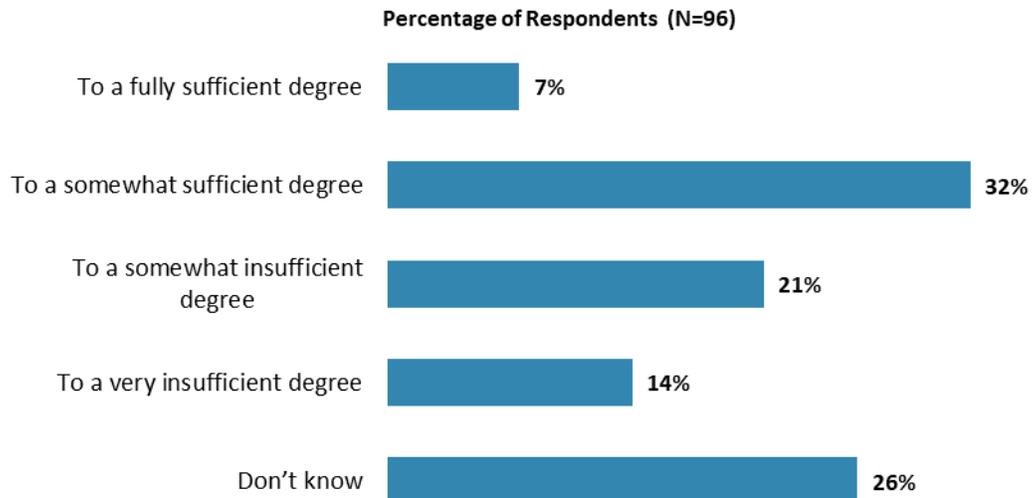
VI. World Bank Group's Support in Development Areas

WBG's Influence on Policy: Collaboration



"In Seychelles, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest

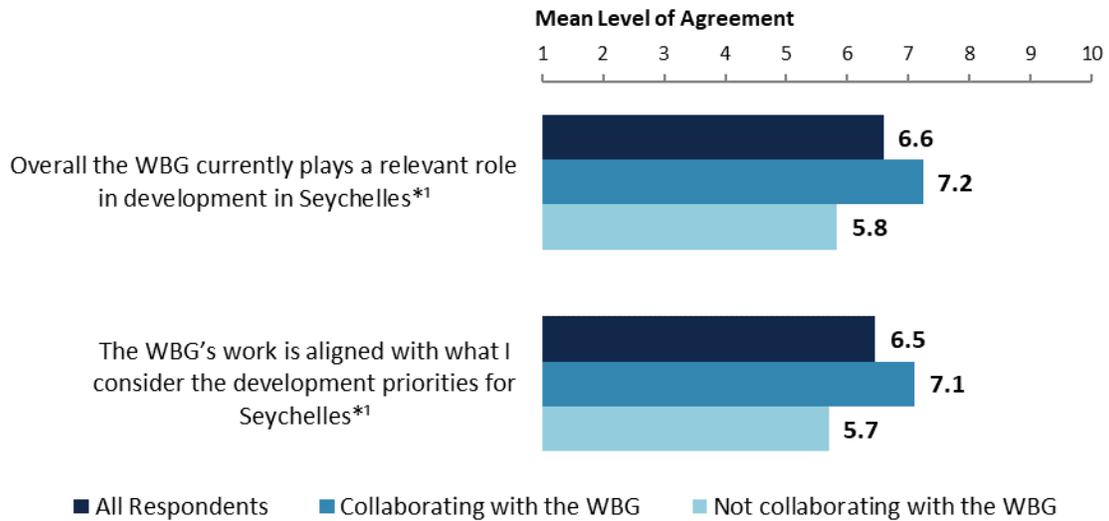


"To what extent do you believe that the World Bank Group's work and support help the poorest in Seychelles?" (Respondents chose from a list.)



VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Seychelles: Collaboration

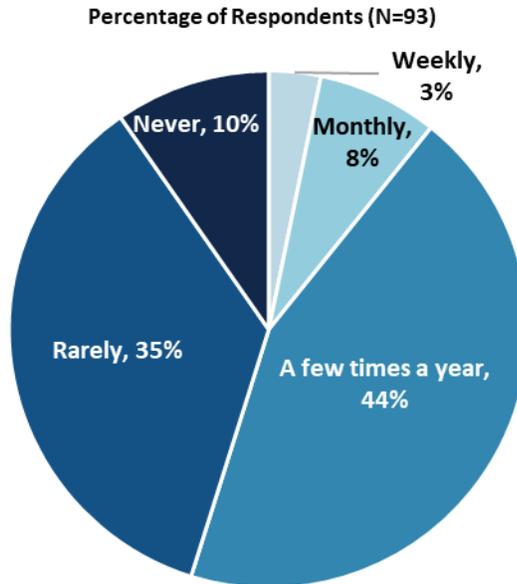


"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Seychelles?" (1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between collaborators and non-collaborators)*
'Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

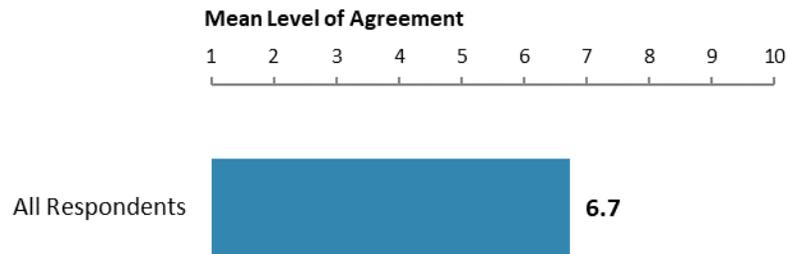


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



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

Meeting Seychelles' Knowledge Needs (*Indicator Question*)



"The World Bank Group meets Seychelles' 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*)

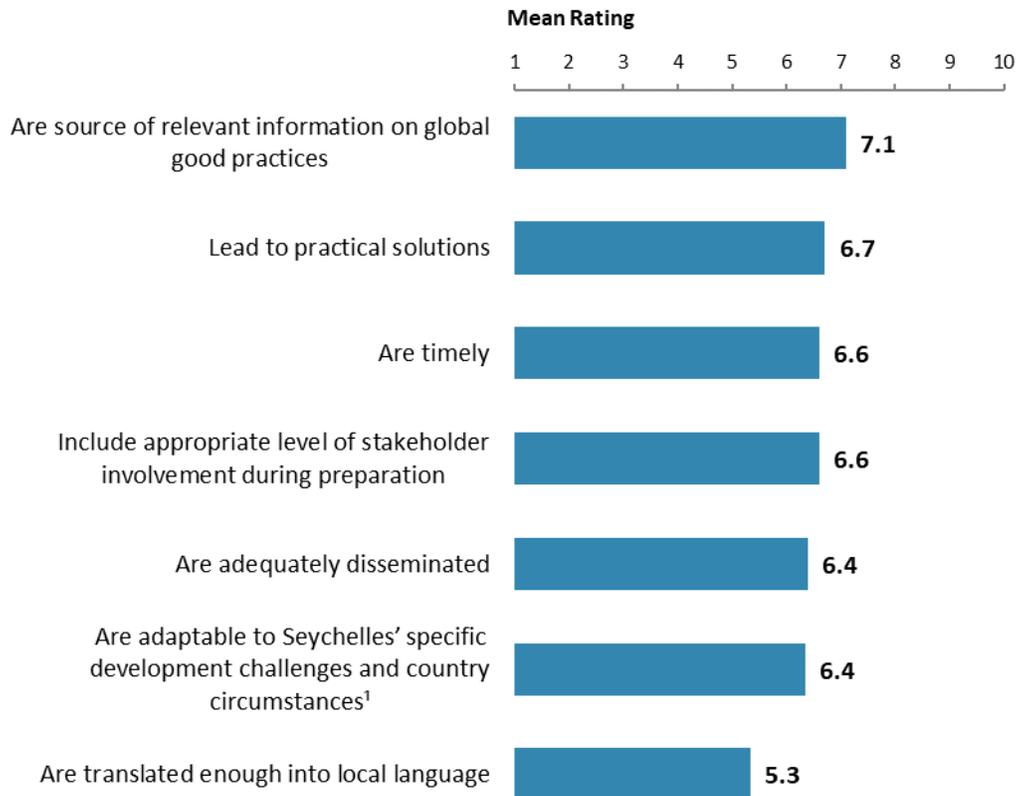


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")



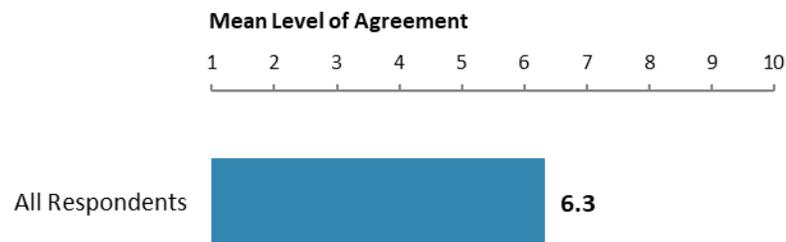
VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities



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

Meeting Seychelles' Needs for Financial Instruments (*Indicator Question*)

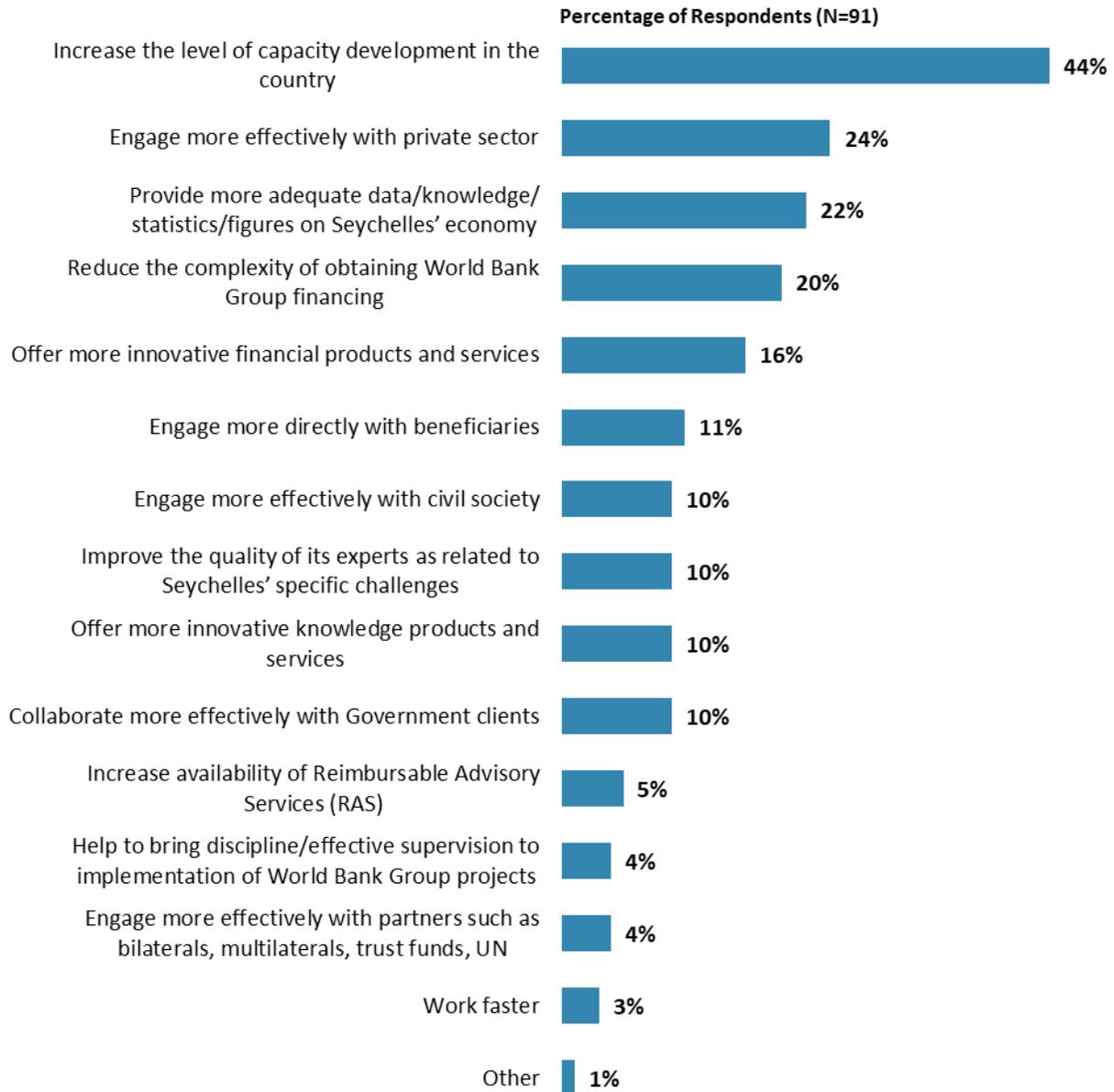


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Seychelles"
(1-"Strongly disagree", 10-"Strongly agree")



IX. The Future Role of the WBG in Seychelles

Making the World Bank Group of Greater Value

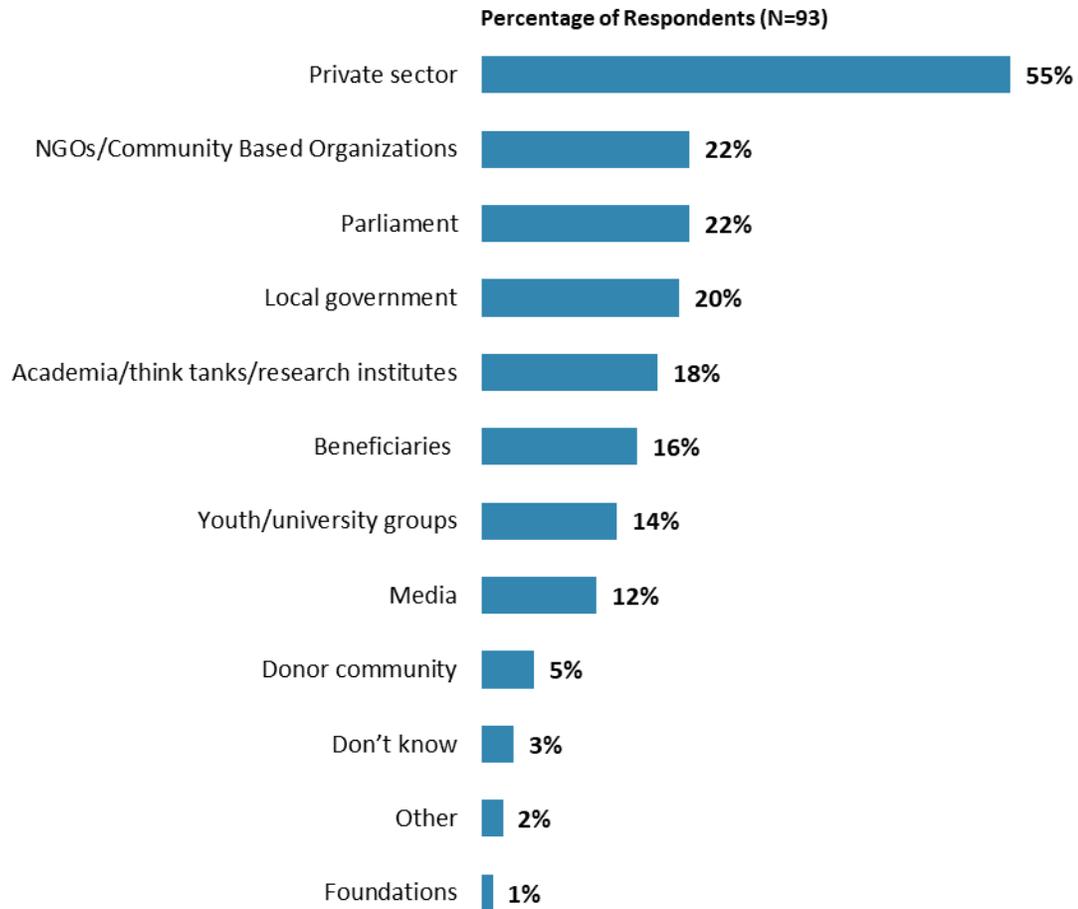


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Seychelles? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

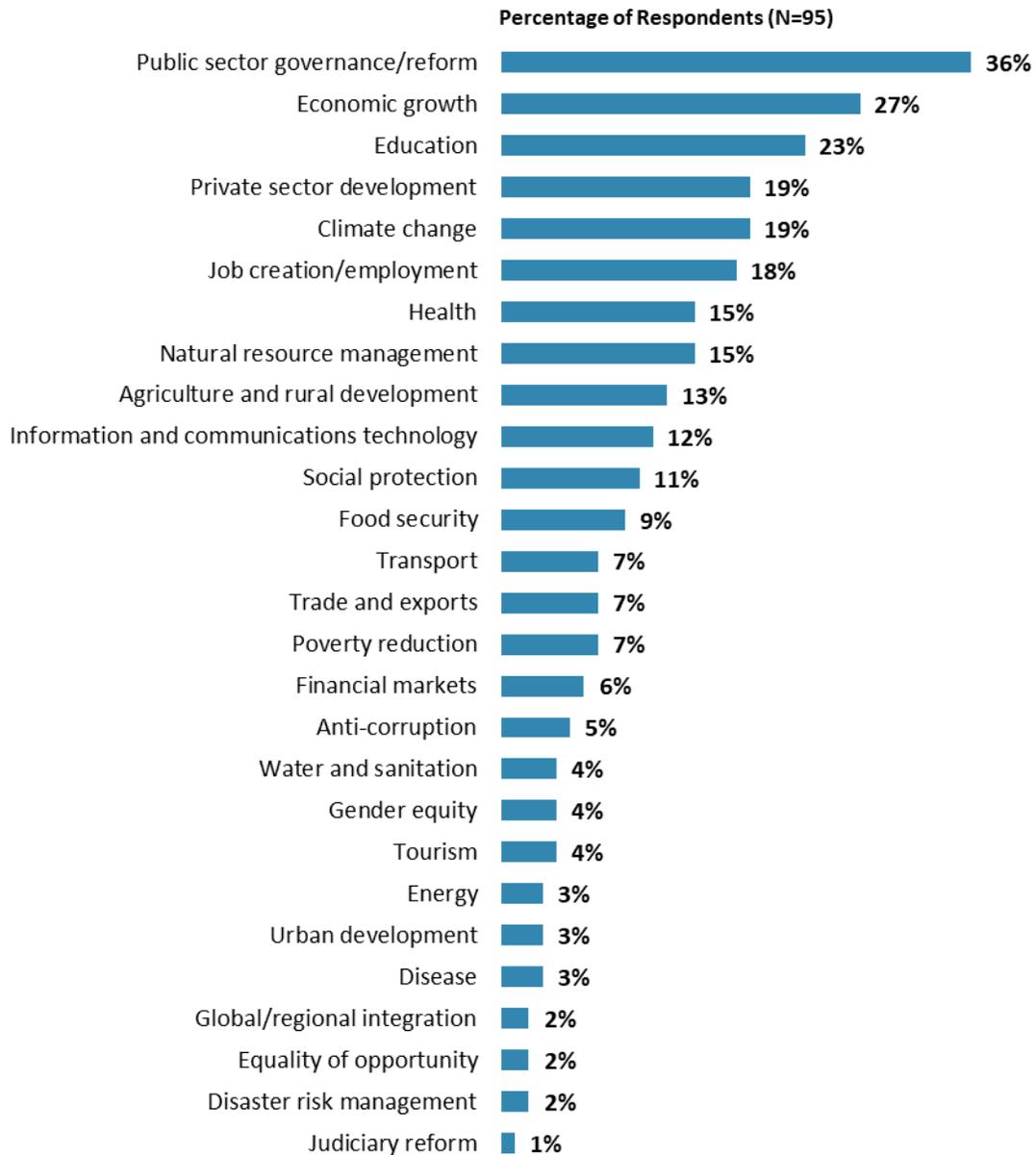


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources



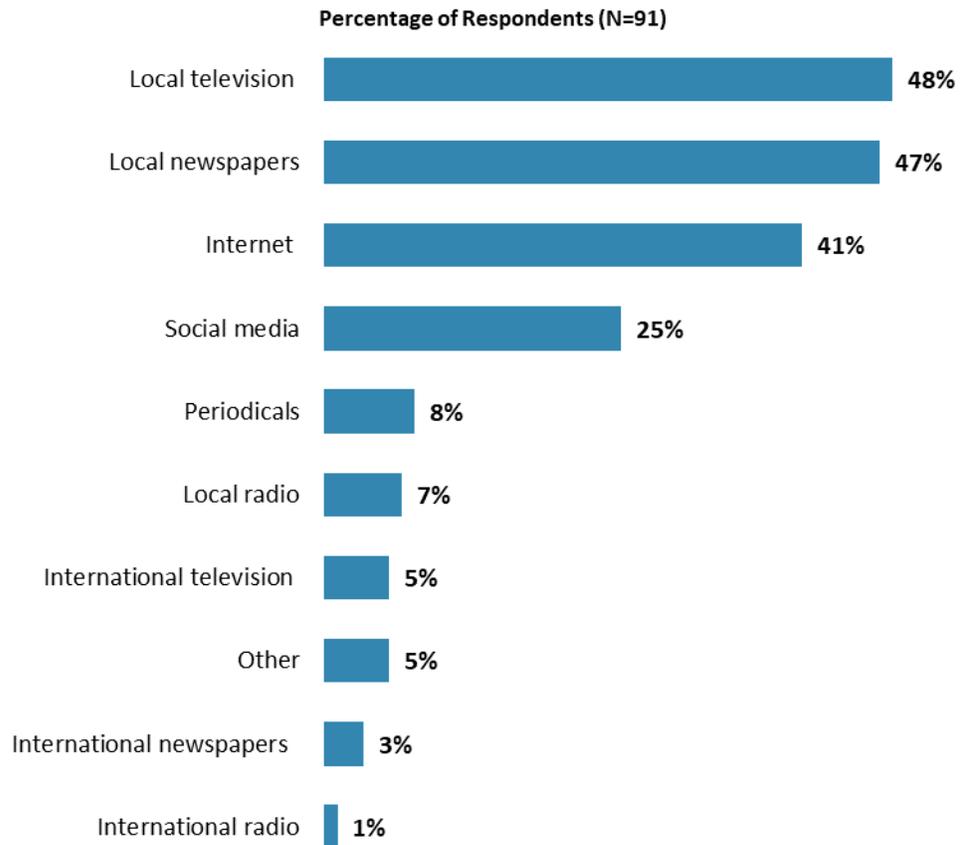
“When thinking about how the World Bank Group can have the most impact on development results in Seychelles, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Seychelles? (Choose no more than THREE)”
(Respondents chose from a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



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 41) for selected responses by stakeholder groups.

General Information Sources

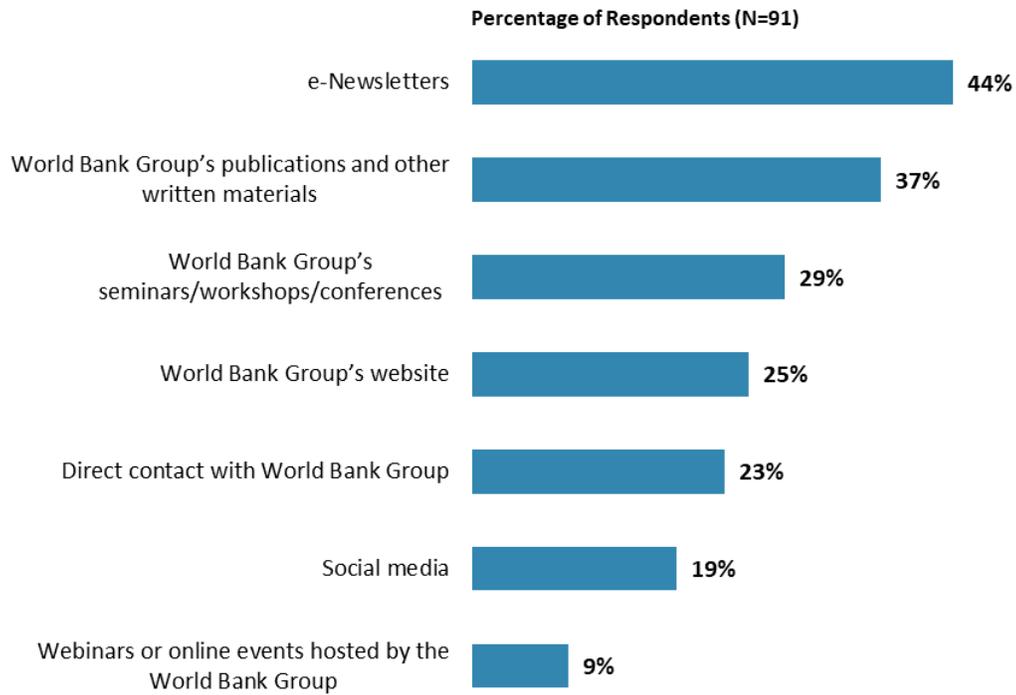


"How do you get most of your information about economic and social development issues in Seychelles? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



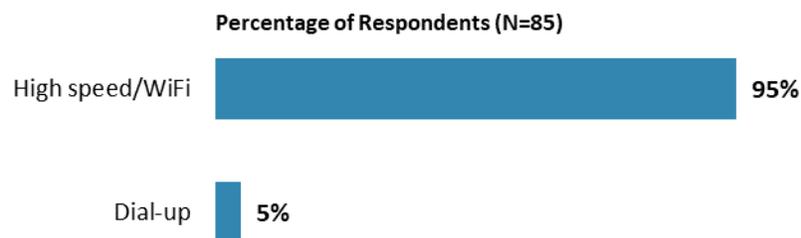
X. Communication and Outreach (continued)

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.)

Access to the Internet



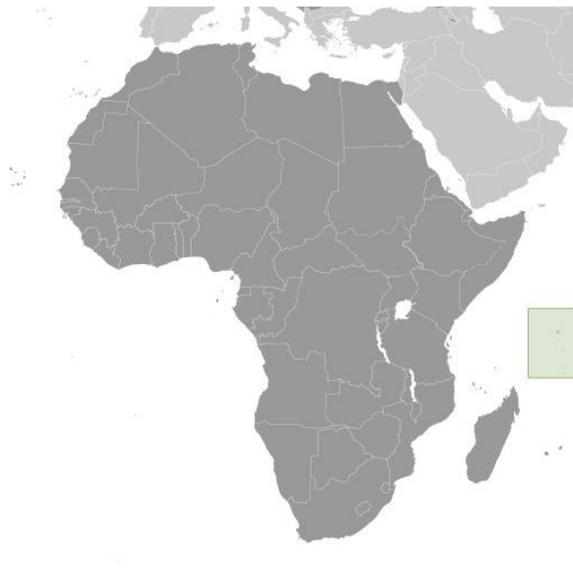
**"Which Internet connection do you use primarily when visiting a
World Bank Group website?"** (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	29
B. Responses to Selected Questions by Stakeholder Groups	41
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D. Indicator Questions as a Function of Exposure to the World Bank Group	57
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SEYCHELLES





Appendix A: Responses to All Questions across All Respondents (N=107)

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. Overall Context

1. In general, would you say that Seychelles is headed in ... ?	Percentage of Respondents (N=105)
The right direction	70.5%
The wrong direction	8.6%
Not sure	21.0%

2. Do you think that economic opportunity for citizens in Seychelles is ... ?	Percentage of Respondents (N=104)
Increasing	57.7%
Decreasing	17.3%
Staying about the same	25.0%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Seychelles. Please identify which of the following you consider the most important development priorities in Seychelles. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=106)
Food security (i.e., reliable access to quality food)	36.8%
Economic growth	30.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.4%
Education	26.4%
Health	17.0%
Tourism	16.0%
Natural resource management (e.g., preserving the natural environment, developing the blue economy)	16.0%
Climate change (e.g., mitigation, adaptation)	15.1%
Poverty reduction	13.2%
Private sector development	10.4%
Trade and exports	10.4%
Agriculture and rural development	9.4%
Anti-corruption	8.5%
Information and communications technology	8.5%
Social protection (e.g., pensions, targeted social assistance)	6.6%
Energy	5.7%
Job creation/employment	5.7%
Financial markets	5.7%
Gender equity (closing the gap between women and men, and boys and girls)	3.8%
Equality of opportunity (i.e., social inclusion)	3.8%
Urban development	2.8%
Disease (e.g., diabetes, heart disease, and other non-communicable lifestyle-related diseases)	2.8%
Transport (e.g., roads, bridges, transportation)	2.8%
Water and sanitation	1.9%
Disaster risk management	1.9%
Global/regional integration	0.9%
Pollution	0.0%
Judiciary reform	0.0%



A. Overall Context (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 Seychelles? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=102)
Education	40.2%
Job creation/employment	39.2%
Economic growth	38.2%
Social protection (e.g., pensions, targeted social assistance)	21.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.6%
Private sector development	20.6%
Food security (i.e., reliable access to quality food)	19.6%
Equality of opportunity (i.e., social inclusion)	13.7%
Anti-corruption	13.7%
Health	13.7%
Agriculture and rural development	8.8%
Disease (e.g., diabetes, heart disease, and other non-communicable lifestyle-related diseases)	7.8%
Information and communications technology	6.9%
Trade and exports	6.9%
Natural resource management (e.g., preserving the natural environment, developing the blue economy)	5.9%
Tourism	3.9%
Gender equity (closing the gap between women and men, and boys and girls)	2.9%
Climate change (e.g., mitigation, adaptation)	2.0%
Water and sanitation	2.0%
Disaster risk management	1.0%
Transport (e.g., roads, bridges, transportation)	1.0%
Energy	1.0%
Global/regional integration	1.0%
Urban development	1.0%
Judiciary reform	0.0%
Financial markets	0.0%
Pollution	0.0%

5. Please describe the direction Seychelles 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)	99	5.1%	16.2%	26.3%	35.4%	17.2%
2. Equal opportunity for girls and boys, men and women	98	0.0%	3.1%	19.4%	43.9%	33.7%
3. Growing Seychelles' economy in a way that leads to jobs and employment	98	0.0%	12.2%	30.6%	39.8%	17.3%
4. The gap between the rich and the poor	98	12.2%	31.6%	23.5%	25.5%	7.1%
5. Making government more effective	98	6.1%	15.3%	34.7%	34.7%	9.2%
6. Anti-corruption	95	6.3%	13.7%	31.6%	37.9%	10.5%
7. Attracting new sources of foreign investment	99	4.0%	13.1%	40.4%	33.3%	9.1%

**A. Overall Context (continued)**

6. Listed below are global challenges. Which do you think have the most serious impact on Seychelles? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Climate change	60.8%
Trade constraints	42.3%
Jobs/employment	28.9%
Environmental degradation	25.8%
The gap between the rich and the poor	15.5%
Migrants and refugees	8.2%
Technology based disruption	8.2%
Terrorism	0.0%

7. When economic and/or social reform efforts fail or are slow to take place in Seychelles, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Reforms are not well thought out in light of country challenges	37.1%
Political pressures and obstacles	36.1%
Poor coordination within the government	27.8%
Inadequate level of citizen/civil society participation	20.6%
Inadequate level of private sector participation	19.6%
Inadequate level of capacity in the government	19.6%
Corruption	12.4%
Private sector involvement and/or influence	10.3%
Inadequate level of government accountability	6.2%
Other	4.1%

8. To what extent do you trust private sector to engage in public service delivery in Seychelles?	Percentage of Respondents (N=96)
To a very low degree	6.3%
To a somewhat low degree	22.9%
To a somewhat high degree	42.7%
To a very high degree	19.8%
Don't know	8.3%

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 Seychelles? (1-Not familiar at all, 10-Extremely familiar)	96	n/a	5.70	2.55

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Seychelles? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Seychelles*	85	9	6.59	2.11
3. The World Bank Group's work is aligned with what I consider the development priorities for Seychelles*	79	9	6.46	2.00

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

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Seychelles.* (1-Not effective at all, 10-Very effective)	81	13	6.72	1.98

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Seychelles?*(1-To no degree at all, 10-To a very significant degree)	81	13	6.67	2.02

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Seychelles?*(1-To no degree at all, 10-To a very significant degree)	82	12	6.22	2.13

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Seychelles? (Select only ONE response)	Percentage of Respondents (N=96)
To a fully sufficient degree	7.3%
To a somewhat sufficient degree	32.3%
To a somewhat insufficient degree	20.8%
To a very insufficient degree	13.5%
Don't know	26.0%

8. When thinking about the World Bank Group's role in Seychelles, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=94)
Capacity development related to World Bank Group supported projects	38.3%
Technical assistance	34.0%
Policy advice, studies, analyses	29.8%
Financial resources	27.7%
Data and statistics	22.3%
Implementation support	12.8%
Bringing together different groups of stakeholders	11.7%
Mobilizing third party financial resources	10.6%
Promoting knowledge sharing	3.2%
Other	1.1%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Seychelles, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Seychelles? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=95)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.8%
Economic growth	27.4%
Education	23.2%
Private sector development	18.9%
Climate change (e.g., mitigation, adaptation)	18.9%
Job creation/employment	17.9%
Health	14.7%
Natural resource management (e.g., preserving the natural environment, developing the blue economy)	14.7%
Agriculture and rural development	12.6%
Information and communications technology	11.6%
Social protection (e.g., pensions, targeted social assistance)	10.5%
Food security (i.e., reliable access to quality food)	9.5%
Transport (e.g., roads, bridges, transportation)	7.4%
Trade and exports	7.4%
Poverty reduction	7.4%
Financial markets	6.3%
Anti-corruption	5.3%
Water and sanitation	4.2%
Gender equity (closing the gap between women and men, and boys and girls)	4.2%
Tourism	4.2%
Energy	3.2%
Urban development	3.2%
Disease (e.g., diabetes, heart disease, and other non-communicable lifestyle-related diseases)	3.2%
Global/regional integration	2.1%
Equality of opportunity (i.e., social inclusion)	2.1%
Disaster risk management	2.1%
Judiciary reform	1.1%
Pollution	0.0%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Seychelles solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	69	24	7.20	2.06

To what extent do you agree/disagree with the following statements about the World Bank Group in Seychelles? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
2. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Seychelles*	77	17	6.34	2.16
3. The World Bank Group meets Seychelles' needs for knowledge services (e.g., research, analysis, data, technical assistance)*	78	14	6.74	2.23

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
4. To what extent do you believe that Seychelles received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	56	38	6.57	2.31

D. World Bank Group's Support in Development Areas

1. In Seychelles, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)	Effectiveness			
	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	61	27	6.07	2.39
2. The impact of climate change	72	19	6.86	2.14

E. 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=93)
Weekly	3.2%
Monthly	7.5%
A few times a year	44.1%
Rarely	35.5%
Never	9.7%

In Seychelles, 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	70	22	6.61	1.94
3. Include appropriate level of stakeholder involvement during preparation	72	18	6.6	2.21
4. Lead to practical solutions	72	19	6.71	2.06
5. Are source of relevant information on global good practices	75	16	7.09	2.26
6. Are adequately disseminated	71	19	6.39	2.13
7. Are translated enough into local language	70	20	5.34	2.77
8. Are adaptable to Seychelles' specific development challenges and country circumstances*	74	15	6.35	2.13

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

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)	81	12	6.73	2.12
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)	77	15	7.45	1.77

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Seychelles? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
Increase the level of capacity development in the country	44.0%
Engage more effectively with private sector	24.2%
Provide more adequate data/knowledge/statistics/figures on Seychelles' economy	22.0%
Reduce the complexity of obtaining World Bank Group financing	19.8%
Offer more innovative financial products and services	16.5%
Engage more directly with beneficiaries	11.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	9.9%
Improve the quality of its experts as related to Seychelles' specific challenges	9.9%
Offer more innovative knowledge products and services	9.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	9.9%
Increase availability of Reimbursable Advisory Services (RAS)	5.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	4.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.4%
Work faster	3.3%
Other	1.1%
Ensure greater selectivity in its work	0.0%

2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=93)
Private sector	54.8%
NGOs/Community Based Organizations	21.5%
Parliament	21.5%
Local government	20.4%
Academia/think tanks/research institutes	18.3%
Beneficiaries	16.1%
Youth/university groups	14.0%
Media	11.8%
Donor community	5.4%
Don't know	3.2%
Other	2.2%
Foundations	1.1%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Seychelles? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
Local television	48.4%
Local newspapers	47.3%
Internet	40.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.3%
Periodicals	7.7%
Local radio	6.6%
International television	5.5%
Other	5.5%
International newspapers	3.3%
International radio	1.1%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
e-Newsletters	44.0%
World Bank Group's publications and other written materials	37.4%
World Bank Group's seminars/workshops/conferences	28.6%
World Bank Group's website	25.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.7%
Webinars or online events hosted by the World Bank Group	8.8%

3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=85)
High speed/WiFi	95.3%
Dial-up	4.7%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=104)
Employee of Ministry, Ministerial Department, Implementation Agency	21.2%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	13.5%
Private Sector Organization	13.5%
Local Government Office or Staff	10.6%
NGO/Community Based Organization	8.7%
Office of Minister	6.7%
State-Owned Enterprise	4.8%
Financial Sector/Private Bank	4.8%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.8%
Media (press, radio, TV, web, etc.)	3.8%
Multilateral Agency (UN, regional development bank)	2.9%
Academia/Research Institute/Think Tank	2.9%
Faith-Based Group	1.9%
Office of Parliamentarian	1.0%
Office of the President, Prime Minister	0.0%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	0.0%
Judicial System (e.g., courts)	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
Trade Union	0.0%
Youth Group	0.0%
Other	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=103)
Finance and markets	14.6%
Generalist (specialized in multiple sectors)	12.6%
Trade and competitiveness	9.7%
Education	7.8%
Communications, public affairs	7.8%
Macroeconomics, fiscal management	6.8%
Governance, anti-corruption	6.8%
Environment, natural resources	6.8%
Social protection	4.9%
Tourism	4.9%
Health, nutrition	2.9%
Agriculture, rural development	2.9%
Transport	2.9%
Energy	1.9%
Digital development and technology (ICT)	1.9%
Other	1.9%
Urban development	1.0%
Fragility, conflict, violence, refugees	1.0%
Demographics, migration	1.0%
Poverty	0.0%
Jobs	0.0%
Climate change	0.0%
Water, sanitation	0.0%
Gender	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=103)
Yes	44.7%
No	55.3%

4. Which of the following describes most of your exposure to the World Bank Group in Seychelles? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=99)
Collaborate as part of my professional duties	42.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	34.3%
Use World Bank Group reports/data	25.3%
Use World Bank Group website for information, data, research, etc.	24.2%
Engage in World Bank Group related/sponsored events/activities	19.2%

5. What's your gender?	Percentage of Respondents (N=105)
Female	49.5%
Male	50.5%

**H. Background Information (continued)**

6. What's your age?	Percentage of Respondents (N=105)
25 and under	3.8%
26-35	16.2%
36-45	27.6%
46-55	26.7%
56 and above	25.7%

7. Which best represents your geographic location?	Percentage of Respondents (N=105)
Mahé	96.2%
Praslin	1.9%
Other	1.9%
La Digue	0.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups²

- Office of Minister N=7 ● Employee of Ministry/Ministerial Department/Implementation Agency N=22
- Local Government Office or Staff N=11 ● Independent Government Institution N=14 ● State-Owned Enterprise N=5 ● Bilateral/Multilateral Agency N=7
- Private Sector/Financial Sector/Private Bank N=19 ● CSO N=11 ● Other³ N=8

A. Overall Context

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
The right direction	100.0%	90.5%	81.8%	64.3%	80.0%	71.4%	52.6%	45.5%	62.5%
The wrong direction	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	21.1%	18.2%	12.5%
Not sure	0.0%	9.5%	18.2%	35.7%	20.0%	0.0%	26.3%	36.4%	25.0%

² Only 104 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

³ Includes the following categories: Office of Parliamentarian (N=1), Academia/Research Institute/Think Tank (N=3), and Media (N=4).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Food security	14.3%	54.5%	18.2%	21.4%	20.0%	42.9%	52.6%	27.3%	50.0%
Urban development*	28.6%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	14.3%	0.0%	0.0%	0.0%	0.0%	14.3%	10.5%	9.1%	12.5%
Water and sanitation	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Private sector development	0.0%	13.6%	0.0%	14.3%	20.0%	0.0%	26.3%	0.0%	0.0%
Education	14.3%	18.2%	9.1%	35.7%	40.0%	14.3%	26.3%	36.4%	50.0%
Public sector governance/reform	42.9%	22.7%	27.3%	57.1%	40.0%	42.9%	21.1%	9.1%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	4.5%	9.1%	7.1%	0.0%	0.0%	5.3%	0.0%	25.0%
Health	0.0%	27.3%	9.1%	28.6%	0.0%	14.3%	10.5%	18.2%	12.5%
Financial markets	0.0%	9.1%	9.1%	0.0%	20.0%	0.0%	5.3%	9.1%	0.0%
Social protection	14.3%	0.0%	18.2%	7.1%	0.0%	0.0%	10.5%	9.1%	0.0%
Gender equity	0.0%	4.5%	0.0%	7.1%	0.0%	0.0%	0.0%	9.1%	0.0%
Poverty reduction*	14.3%	4.5%	36.4%	0.0%	0.0%	0.0%	5.3%	45.5%	12.5%
Anti-corruption	0.0%	0.0%	0.0%	7.1%	0.0%	14.3%	21.1%	27.3%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth*	28.6%	59.1%	36.4%	21.4%	60.0%	14.3%	15.8%	0.0%	37.5%
Trade and exports	0.0%	13.6%	0.0%	7.1%	40.0%	28.6%	15.8%	0.0%	0.0%
Tourism	14.3%	4.5%	27.3%	7.1%	20.0%	14.3%	15.8%	18.2%	37.5%
Natural resource management*	71.4%	4.5%	9.1%	14.3%	20.0%	14.3%	5.3%	27.3%	25.0%
Climate change	28.6%	18.2%	27.3%	14.3%	0.0%	14.3%	5.3%	27.3%	0.0%
Disaster risk management	0.0%	4.5%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	9.1%	0.0%	7.1%	20.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	5.3%	9.1%	0.0%
Information and communications technology	14.3%	4.5%	18.2%	28.6%	0.0%	0.0%	5.3%	0.0%	0.0%
Transport	0.0%	4.5%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Agriculture and rural development	0.0%	0.0%	9.1%	14.3%	0.0%	28.6%	21.1%	0.0%	12.5%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
	Reforms are not well thought out in light of country challenges	0.0%	36.4%	20.0%	58.3%	40.0%	28.6%	46.7%	20.0%
Corruption	0.0%	0.0%	10.0%	8.3%	0.0%	42.9%	26.7%	20.0%	14.3%
Private sector involvement and/or influence	14.3%	9.1%	30.0%	0.0%	20.0%	0.0%	6.7%	10.0%	0.0%
Inadequate level of private sector participation	28.6%	31.8%	20.0%	0.0%	0.0%	14.3%	33.3%	10.0%	14.3%
Inadequate level of citizen/civil society participation	28.6%	27.3%	30.0%	16.7%	20.0%	14.3%	6.7%	40.0%	0.0%
Poor coordination within the government	42.9%	27.3%	0.0%	50.0%	40.0%	28.6%	20.0%	20.0%	42.9%
Inadequate level of government accountability	0.0%	9.1%	0.0%	8.3%	0.0%	0.0%	20.0%	0.0%	0.0%
Inadequate level of capacity in the government	28.6%	9.1%	10.0%	25.0%	20.0%	14.3%	33.3%	40.0%	0.0%
Political pressures and obstacles*	28.6%	45.5%	80.0%	33.3%	60.0%	14.3%	6.7%	20.0%	42.9%
Other	14.3%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	10.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes Toward the World Bank Group

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	How familiar are you with the work of the World Bank Group in Seychelles?*	7	7.43	21	6.62	10	6.10	12	6.75	5	7.40	7	4.57	15	4.07	9	3.44	7

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

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

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

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	Overall the World Bank Group currently plays a relevant role in development in Seychelles*	7	7.86	20	7.35	9	7.22	11	6.55	5	7.80	6	5.33	14	4.71	5	6.80	6
The World Bank Group's work is aligned with what I consider the development priorities for Seychelles*	7	8.29	20	7.00	9	6.89	10	5.90	4	7.00	5	5.40	12	4.83	5	5.80	5	6.20

**Significantly different between stakeholder groups*

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	Overall, please rate your impression of the World Bank Group's effectiveness in Seychelles.*	7	8.00	18	7.28	8	7.63	11	6.18	5	7.60	6	5.33	13	5.00	4	6.25	6

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

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	To what extent does the World Bank Group's work help to achieve development results in Seychelles?*	7	7.57	18	7.39	10	8.00	12	6.25	5	7.60	5	5.40	13	4.85	3	5.00	6

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

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	To what extent does the World Bank Group influence the development agenda in Seychelles?*	7	7.43	19	7.37	8	7.38	11	5.91	5	6.00	6	5.50	13	4.46	4	4.25	6

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

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other	
	Office of Minister								
Job creation/employment*	0.0%	23.8%	10.0%	0.0%	60.0%	14.3%	6.7%	37.5%	28.6%
Health	14.3%	9.5%	10.0%	16.7%	0.0%	28.6%	20.0%	0.0%	28.6%
Financial markets	0.0%	9.5%	20.0%	0.0%	0.0%	0.0%	6.7%	0.0%	14.3%
Public sector governance/reform	28.6%	42.9%	30.0%	66.7%	40.0%	28.6%	20.0%	25.0%	42.9%
Energy	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	6.7%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	10.0%	0.0%	0.0%	14.3%	6.7%	12.5%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	28.6%	14.3%	10.0%	0.0%	40.0%	28.6%	0.0%	0.0%	0.0%
Gender equity	0.0%	4.8%	0.0%	8.3%	0.0%	0.0%	0.0%	25.0%	0.0%
Private sector development	28.6%	19.0%	10.0%	16.7%	0.0%	14.3%	46.7%	0.0%	14.3%
Education*	14.3%	14.3%	0.0%	33.3%	0.0%	14.3%	26.7%	62.5%	42.9%
Global/regional integration	14.3%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	4.8%	10.0%	33.3%	0.0%	0.0%	13.3%	0.0%	14.3%
Urban development*	28.6%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	4.8%	10.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Information and communications technology*	0.0%	19.0%	10.0%	41.7%	0.0%	14.3%	0.0%	0.0%	0.0%
Natural resource management	42.9%	14.3%	0.0%	8.3%	20.0%	0.0%	6.7%	25.0%	14.3%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Economic growth	28.6%	33.3%	50.0%	33.3%	40.0%	14.3%	20.0%	0.0%	28.6%
Disaster risk management*	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	14.3%	0.0%	8.3%	0.0%	28.6%	6.7%	0.0%	0.0%
Agriculture and rural development*	0.0%	4.8%	10.0%	8.3%	0.0%	42.9%	33.3%	0.0%	0.0%
Trade and exports	0.0%	14.3%	0.0%	8.3%	20.0%	0.0%	13.3%	0.0%	0.0%
Tourism	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	14.3%
Climate change	28.6%	19.0%	50.0%	8.3%	20.0%	0.0%	6.7%	25.0%	28.6%
Poverty reduction	0.0%	4.8%	20.0%	0.0%	0.0%	0.0%	6.7%	25.0%	14.3%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	25.0%	14.3%

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	To what extent do you believe the World Bank Group's staff is well prepared to help Seychelles solve its most complicated development challenges?*	7	8.14	17	7.76	5	7.80	10	6.70	4	8.75	4	6.50	11	6.00	2	4.50	6

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

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

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	The World Bank Group's financial instruments meet the needs of Seychelles*	7	7.14	17	7.47	8	7.13	10	5.50	4	6.50	6	5.33	12	4.83	3	5.67	7
The World Bank Group meets Seychelles' needs for knowledge services*	7	8.14	17	7.41	8	7.88	11	7.09	4	6.50	6	5.67	12	4.92	3	5.67	7	5.57

*Significantly different between stakeholder groups

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	To what extent do you believe that Seychelles received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	4	8.00	11	7.73	5	8.20	8	5.50	4	7.00	4	4.25	11	5.55	1	3.00	5

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



E. 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 Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	Office of Minister															
Weekly	0.0%	9.5%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	28.6%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%
A few times a year	71.4%	42.9%	33.3%	66.7%	40.0%	85.7%	33.3%	12.5%	16.7%							
Rarely	0.0%	28.6%	66.7%	25.0%	40.0%	0.0%	53.3%	37.5%	66.7%							
Never	0.0%	4.8%	0.0%	0.0%	20.0%	14.3%	13.3%	50.0%	0.0%							

*Significantly different between stakeholder groups

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	In Seychelles, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Seychelles' specific development challenges and country circumstances*	7	7.57	18	6.78	9	7.44	9	6.00	4	7.00	6	5.50	10	4.50	4	5.25	5

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

	Office of Minister		Employee of Ministry/ Ministerial Department/ Implementation Agency		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	7	7.71	17	7.35	10	8.30	11	6.55	5	7.20	6	5.33	12	4.92	4	5.25	6
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	8.14	16	8.06	8	8.38	11	7.00	5	7.60	6	6.67	11	6.27	5	6.80	5	6.80

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

**F. The Future Role of The World Bank Group in Seychelles**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Provide more adequate data/knowledge/statistics/figures on Seychelles' economy*	14.3%	30.0%	20.0%	0.0%	0.0%	42.9%	7.1%	57.1%	50.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	14.3%	0.0%	40.0%	0.0%	0.0%	0.0%	7.1%	28.6%	16.7%
Increase the level of capacity development in the country	57.1%	55.0%	20.0%	75.0%	60.0%	28.6%	28.6%	28.6%	33.3%
Reduce the complexity of obtaining World Bank Group financing	14.3%	15.0%	20.0%	25.0%	20.0%	14.3%	7.1%	28.6%	50.0%
Increase availability of Reimbursable Advisory Services (RAS)*	28.6%	5.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	0.0%	10.0%	16.7%	0.0%	0.0%	7.1%	0.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	0.0%	10.0%	0.0%	0.0%	42.9%	0.0%	0.0%	0.0%
Offer more innovative financial products and services	0.0%	20.0%	10.0%	16.7%	40.0%	14.3%	28.6%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Engage more directly with beneficiaries	14.3%	5.0%	0.0%	25.0%	0.0%	14.3%	0.0%	28.6%	16.7%
Improve the quality of its experts as related to Seychelles' specific challenges	0.0%	30.0%	10.0%	8.3%	0.0%	0.0%	7.1%	0.0%	0.0%
Engage more effectively with private sector*	28.6%	25.0%	10.0%	16.7%	40.0%	0.0%	64.3%	0.0%	16.7%
Offer more innovative knowledge products and services	14.3%	10.0%	0.0%	0.0%	20.0%	0.0%	21.4%	28.6%	0.0%
Collaborate more effectively with Government clients*	0.0%	0.0%	40.0%	8.3%	20.0%	0.0%	14.3%	0.0%	0.0%
Work faster	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	16.7%
Other	0.0%	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 Seychelles (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Youth/university groups	14.3%	19.0%	10.0%	8.3%	0.0%	14.3%	6.7%	25.0%	33.3%
Private sector*	57.1%	66.7%	40.0%	41.7%	100.0%	14.3%	86.7%	12.5%	50.0%
Local government*	14.3%	9.5%	80.0%	0.0%	20.0%	28.6%	13.3%	0.0%	33.3%
Beneficiaries*	42.9%	4.8%	10.0%	25.0%	0.0%	57.1%	13.3%	12.5%	0.0%
Donor community*	0.0%	4.8%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	14.3%	4.8%	40.0%	8.3%	40.0%	0.0%	20.0%	87.5%	16.7%
Parliament	28.6%	23.8%	10.0%	41.7%	40.0%	28.6%	13.3%	0.0%	16.7%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Media	0.0%	23.8%	0.0%	16.7%	0.0%	0.0%	13.3%	12.5%	16.7%
Academia/think tanks/research institutes	28.6%	38.1%	0.0%	16.7%	0.0%	14.3%	6.7%	12.5%	33.3%
Other	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	12.5%	0.0%
Don't know	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	13.3%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Local radio	14.3%	5.3%	20.0%	0.0%	20.0%	0.0%	0.0%	12.5%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Social media	0.0%	15.8%	40.0%	8.3%	20.0%	28.6%	53.3%	25.0%	33.3%
International newspapers	0.0%	0.0%	0.0%	8.3%	0.0%	14.3%	0.0%	0.0%	16.7%
Local television	57.1%	52.6%	80.0%	41.7%	40.0%	28.6%	26.7%	75.0%	50.0%
Internet	28.6%	42.1%	30.0%	41.7%	20.0%	42.9%	53.3%	25.0%	66.7%
Periodicals	0.0%	10.5%	0.0%	16.7%	20.0%	14.3%	6.7%	0.0%	0.0%
International television	0.0%	5.3%	0.0%	0.0%	0.0%	14.3%	13.3%	12.5%	0.0%
Local newspapers*	100.0%	57.9%	30.0%	58.3%	80.0%	42.9%	26.7%	25.0%	16.7%
Other	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	12.5%	16.7%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
World Bank Group's publications and other written materials	57.1%	55.0%	30.0%	50.0%	40.0%	14.3%	13.3%	12.5%	60.0%
e-Newsletters	28.6%	35.0%	30.0%	50.0%	40.0%	28.6%	66.7%	50.0%	40.0%
World Bank Group's seminars/workshops/conferences	28.6%	25.0%	50.0%	25.0%	60.0%	42.9%	20.0%	12.5%	20.0%
World Bank Group's website	14.3%	25.0%	40.0%	50.0%	20.0%	14.3%	20.0%	12.5%	20.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	57.1%	20.0%	10.0%	25.0%	0.0%	28.6%	13.3%	37.5%	20.0%
Social media*	0.0%	5.0%	30.0%	0.0%	20.0%	28.6%	33.3%	50.0%	20.0%
Webinars or online events hosted by the World Bank Group	14.3%	20.0%	10.0%	0.0%	0.0%	14.3%	6.7%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
High speed/WiFi	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Dial-up	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	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	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Yes	100.0%	68.2%	20.0%	92.9%	60.0%	28.6%	22.2%	0.0%	0.0%
No	0.0%	31.8%	80.0%	7.1%	40.0%	71.4%	77.8%	100.0%	100.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)****Which of the following describes most of your exposure to the World Bank Group in Seychelles? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Other
Observer*	14.3%	13.6%	77.8%	0.0%	20.0%	28.6%	55.6%	87.5%	37.5%
Use World Bank Group reports/data	28.6%	27.3%	22.2%	50.0%	0.0%	57.1%	16.7%	0.0%	12.5%
Engage in World Bank Group related/sponsored events/activities	42.9%	22.7%	11.1%	21.4%	20.0%	0.0%	16.7%	25.0%	0.0%
Collaborate as part of my professional duties*	42.9%	63.6%	44.4%	85.7%	20.0%	42.9%	22.2%	0.0%	12.5%
Use World Bank Group website for information, data, research, etc.	14.3%	27.3%	11.1%	21.4%	40.0%	42.9%	27.8%	0.0%	37.5%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group⁴

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 FY20 Seychelles COS questionnaire: All 10-point scale questions and questions B7, B9, and F1.

- Collaborating with the WBG, FY20 N=46
- Not collaborating with the WBG, FY20 N=57

B. Overall Attitudes Toward the World Bank Group

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Seychelles?*	43	6.93	51	4.57

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Seychelles*	42	7.24	41	5.83
The World Bank Group's work is aligned with what I consider the development priorities for Seychelles*	38	7.11	39	5.69

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Seychelles.*	39	7.10	40	6.23

*(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	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Seychelles?*	39	7.15	40	6.08

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

⁴ Only 103 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	N	Mean
To what extent does the World Bank Group influence the development agenda in Seychelles?*	40	6.95	40	5.40

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

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	2.3%	9.8%
To a somewhat sufficient degree	41.9%	23.5%
To a somewhat insufficient degree	16.3%	25.5%
To a very insufficient degree	11.6%	15.7%
Don't know	27.9%	25.5%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Job creation/employment	18.6%	16.0%
Health	11.6%	16.0%
Financial markets	4.7%	8.0%
Public sector governance/reform	39.5%	34.0%
Energy	2.3%	2.0%
Water and sanitation	2.3%	6.0%
Pollution	0.0%	0.0%
Social protection	16.3%	6.0%
Gender equity	4.7%	4.0%
Private sector development	20.9%	18.0%
Education	23.3%	22.0%
Global/regional integration	2.3%	2.0%
Food security	11.6%	8.0%
Urban development	7.0%	0.0%
Equality of opportunity	2.3%	2.0%
Disease	4.7%	2.0%
Information and communications technology*	23.3%	2.0%
Natural resource management	16.3%	12.0%
Judiciary reform	0.0%	2.0%
Economic growth	30.2%	26.0%
Disaster risk management	2.3%	2.0%
Transport	4.7%	10.0%
Agriculture and rural development	7.0%	16.0%
Trade and exports	11.6%	4.0%
Tourism	2.3%	6.0%
Climate change	18.6%	20.0%
Poverty reduction	2.3%	12.0%
Anti-corruption*	0.0%	10.0%

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground**

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Seychelles solve its most complicated development challenges?	36	7.50	31	6.74

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree/disagree with the following statements about the World Bank Group in Seychelles?***(1- Strongly disagree, 10- Strongly agree)*

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Seychelles*	36	6.78	39	5.82
The World Bank Group meets Seychelles' needs for knowledge services*	36	7.31	40	6.15

Significantly different between collaborators and non-collaborators*To what extent do you believe that Seychelles 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)*

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent do you believe that Seychelles received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	26	6.92	28	6.07

D. World Bank Group's Support in Development Areas**In Seychelles, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?** *(1- To no degree at all, 10- To a very significant degree)*

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Gender	26	6.12	33	5.88
The impact of climate change	34	7.00	36	6.64

**E. World Bank Group's Knowledge Work and Activities**

In Seychelles, 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	N	Mean
Are timely*	37	7.08	31	5.90
Include appropriate level of stakeholder involvement during preparation*	36	7.14	34	5.88
Lead to practical solutions*	37	7.24	33	6.00
Are source of relevant information on global good practices*	36	8.00	37	6.14
Are adequately disseminated*	36	6.83	33	5.82
Are translated enough into local language	32	5.13	36	5.39
Are adaptable to Seychelles' specific development challenges and country circumstances	37	6.73	35	5.83

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	38	7.08	41	6.29

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	39	7.67	36	7.11

(1- Very low technical quality, 10- Very high technical quality)

**F. The Future Role of the World Bank Group in Seychelles**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Seychelles?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on Seychelles' economy	14.0%	30.4%
Engage more effectively with civil society*	2.3%	17.4%
Increase the level of capacity development in the country*	58.1%	30.4%
Reduce the complexity of obtaining World Bank Group financing	20.9%	17.4%
Increase availability of Reimbursable Advisory Services (RAS)	7.0%	4.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.0%	2.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.7%	4.3%
Offer more innovative financial products and services	23.3%	8.7%
Ensure greater selectivity in its work	0.0%	0.0%
Engage more directly with beneficiaries	9.3%	13.0%
Improve the quality of its experts as related to Seychelles' specific challenges	9.3%	10.9%
Engage more effectively with private sector	23.3%	26.1%
Offer more innovative knowledge products and services	11.6%	8.7%
Collaborate more effectively with Government clients	4.7%	13.0%
Work faster	2.3%	4.3%
Other	0.0%	2.2%

*Significantly different between collaborators and non-collaborators



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 Seychelles? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall the World Bank Group currently plays a relevant role in development in Seychelles	5.83	7.24	6.77	6.07	6.27	7.33	6.41	7.06	6.42	6.71	6.41	6.91
The World Bank Group's work is aligned with what I consider the development priorities for Seychelles	5.69	7.11	6.56	6.04	6.19	7.00	6.26	6.93	6.28	6.53	6.35	6.50
Overall, please rate your impression of the World Bank Group's effectiveness in Seychelles.	6.22	7.10	6.70	6.56	6.55	7.00	6.49	7.22	6.61	6.73	6.70	6.53
To what extent does the World Bank Group's work help to achieve development results in Seychelles?	6.08	7.15	6.53	6.64	6.41	7.00	6.54	6.65	6.55	6.59	6.57	6.56
To what extent does the World Bank Group influence the development agenda in Seychelles?	5.40	6.95	6.29	5.92	5.92	7.00	6.06	6.56	6.00	6.40	6.20	6.11
The World Bank Group's financial instruments meet the needs of Seychelles	5.82	6.78	6.39	6.04	6.17	6.65	6.17	6.65	6.19	6.39	6.25	6.37
The World Bank Group meets Seychelles's needs for knowledge services	6.15	7.31	6.81	6.30	6.41	7.37	6.45	7.35	6.57	6.76	6.69	6.55
In Seychelles, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Seychelles's specific development challenges and country circumstances	5.83	6.73	6.31	6.25	6.28	6.33	6.23	6.50	6.28	6.30	6.22	6.53
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.29	7.08	6.51	6.88	6.54	6.89	6.47	7.17	6.58	6.70	6.88	5.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.11	7.67	7.38	7.44	7.37	7.50	7.37	7.50	7.42	7.38	7.34	7.62

Yellow highlight indicates significant difference between Yes and No means.



Appendix E: Seychelles FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Seychelles

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

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: OVERALL CONTEXT**

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

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

A3. Listed below are a number of development priorities in Seychelles.			
Please identify which of the following you consider the most important development priorities in Seychelles. (Choose no more than THREE)			
1	Food security (i.e., reliable access to quality food)	15	Poverty reduction
2	Urban development	16	Anti-corruption
3	Energy	17	Judiciary reform
4	Water and sanitation	18	Economic growth
5	Private sector development	19	Trade and exports
6	Education	20	Tourism
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management (e.g., preserving the natural environment, developing the blue economy)
8	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
9	Pollution	23	Disaster risk management
10	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
11	Health	25	Disease (e.g., diabetes, heart disease, and other non-communicable lifestyle-related diseases)
12	Financial markets	26	Information and communications technology
13	Social protection (e.g., pensions, targeted social assistance)	27	Transport (e.g., roads, bridges, transportation)
14	Gender equity (closing the gap between women and men, and boys and girls)	28	Agriculture and rural development

**SECTION A: OVERALL CONTEXT**

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 Seychelles? (Choose no more than THREE)			
1	Disease (e.g., diabetes, heart disease, and other non-communicable lifestyle-related diseases)	15	Health
2	Information and communications technology	16	Financial markets
3	Social protection (e.g., pensions, targeted social assistance)	17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Agriculture and rural development	18	Gender equity (closing the gap between women and men, and boys and girls)
5	Economic growth	19	Water and sanitation
6	Disaster risk management	20	Pollution
7	Equality of opportunity (i.e., social inclusion)	21	Job creation/employment
8	Trade and exports	22	Private sector development
9	Tourism	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food security (i.e., reliable access to quality food)
12	Energy	26	Urban development
13	Anti-corruption	27	Natural resource management (e.g., preserving the natural environment, developing the blue economy)
14	Judiciary reform		

A5. Please describe the direction Seychelles 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"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing Seychelles' economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				

A6. Listed below are global challenges. Which do you think have the most serious impact on Seychelles? (Choose no more than TWO)			
1	Migrants and refugees	5	Technology based disruption
2	Jobs/employment	6	Trade constraints
3	Climate change	7	The gap between the rich and the poor
4	Terrorism	8	Environmental degradation

**SECTION A: OVERALL CONTEXT**

A7. When economic and/or social reform efforts fail or are slow to take place in Seychelles, 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	Corruption
3	Private sector involvement and/or influence
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Poor coordination within the government
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Political pressures and obstacles
10	Other (please specify): _____

A8. To what extent do you trust private sector to engage in public service delivery in Seychelles?

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 Seychelles?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Seychelles?																						
											Strongly disagree		Strongly agree		Don't know							
B2	Overall the World Bank Group currently plays a relevant role in development in Seychelles											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Seychelles											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Seychelles.											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Seychelles?											
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

B6. To what extent does the World Bank Group influence the development agenda in Seychelles?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Seychelles? (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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group's role in Seychelles, which activity do you VALUE the most? (Choose no more than TWO)**

1	Data and statistics
2	Mobilizing third party financial resources
3	Financial resources
4	Capacity development related to World Bank Group supported projects
5	Technical assistance
6	Policy advice, studies, analyses
7	Promoting knowledge sharing
8	Implementation support
9	Bringing together different groups of stakeholders
10	Other (please specify): _____

B9. When thinking about how the World Bank Group can have the most impact on development results in Seychelles, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Seychelles? (Choose no more than THREE)

1	Job creation/employment	15	Equality of opportunity (i.e., social inclusion)
2	Health	16	Disease (e.g., diabetes, heart disease, and other non-communicable lifestyle-related diseases)
3	Financial markets	17	Information and communications technology
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (e.g., preserving the natural environment, developing the blue economy)
5	Energy	19	Judiciary reform
6	Water and sanitation	20	Economic growth
7	Pollution	21	Disaster risk management
8	Social protection (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
10	Private sector development	24	Trade and exports
11	Education	25	Tourism
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food security (i.e., reliable access to quality food)	27	Poverty reduction
14	Urban development	28	Anti-corruption

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Seychelles 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

To what extent do you agree/disagree with the following statements about the World Bank Group in Seychelles?																					
											Strongly disagree		Strongly agree	Don't know							
C2	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Seychelles										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	The World Bank Group meets Seychelles' needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C4. To what extent do you believe that Seychelles 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: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. In Seychelles, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?																					
											To no degree at all		To a very significant degree	Don't know							
1	Gender (i.e., closing the gap between women and men, and boys and girls)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The impact of climate change										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



SECTION E: WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Seychelles, 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	
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Are adaptable to Seychelles’ specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E9. 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	

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SEYCHELLES**

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

F2. 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	Youth/university groups	7	Parliament
2	Private sector	8	Foundations
3	Local government	9	Media
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Seychelles? (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): _____

G2. 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	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

**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	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

**SECTION H: BACKGROUND INFORMATION****H4. Which of the following describes most of your exposure to the World Bank Group in Seychelles?
(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.

H5. What's your gender?

1	Female
2	Male

H6. What's your age?

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

H7. Which best represents your geographic location?

1	Mahé
2	La Digue
3	Praslin
4	Other (please specify): _____

Thank you for completing the survey!