

# FY 2021 Lesotho Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



April 2021



## Acknowledgements

The Lesotho Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Lesotho country team and independent fielding agency 360 Communications. In particular, PORG is grateful for the support from Nthathi Moorosi (Consultant) who coordinated the survey related activities from Maseru, Lesotho.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## LESOTHO





## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Lesotho 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 Lesotho*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From January 2021 to April 2021, 489 stakeholders of the WBG in Lesotho 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/senator; 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 and women groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 109 stakeholders participated in the survey (22% response rate). Respondents filled out the questionnaire via the online platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 51%, N=175). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'18 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 82).

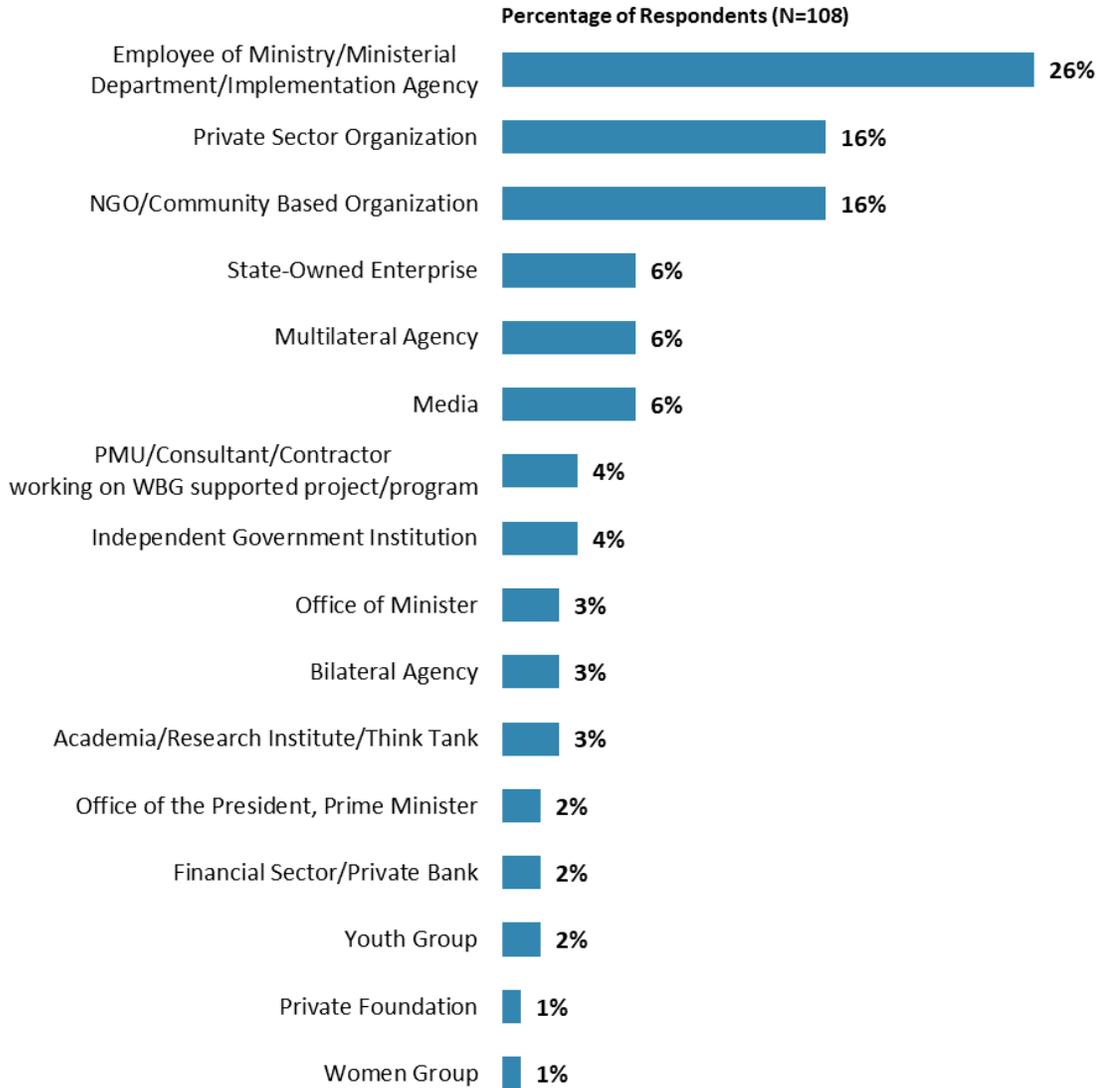
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

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



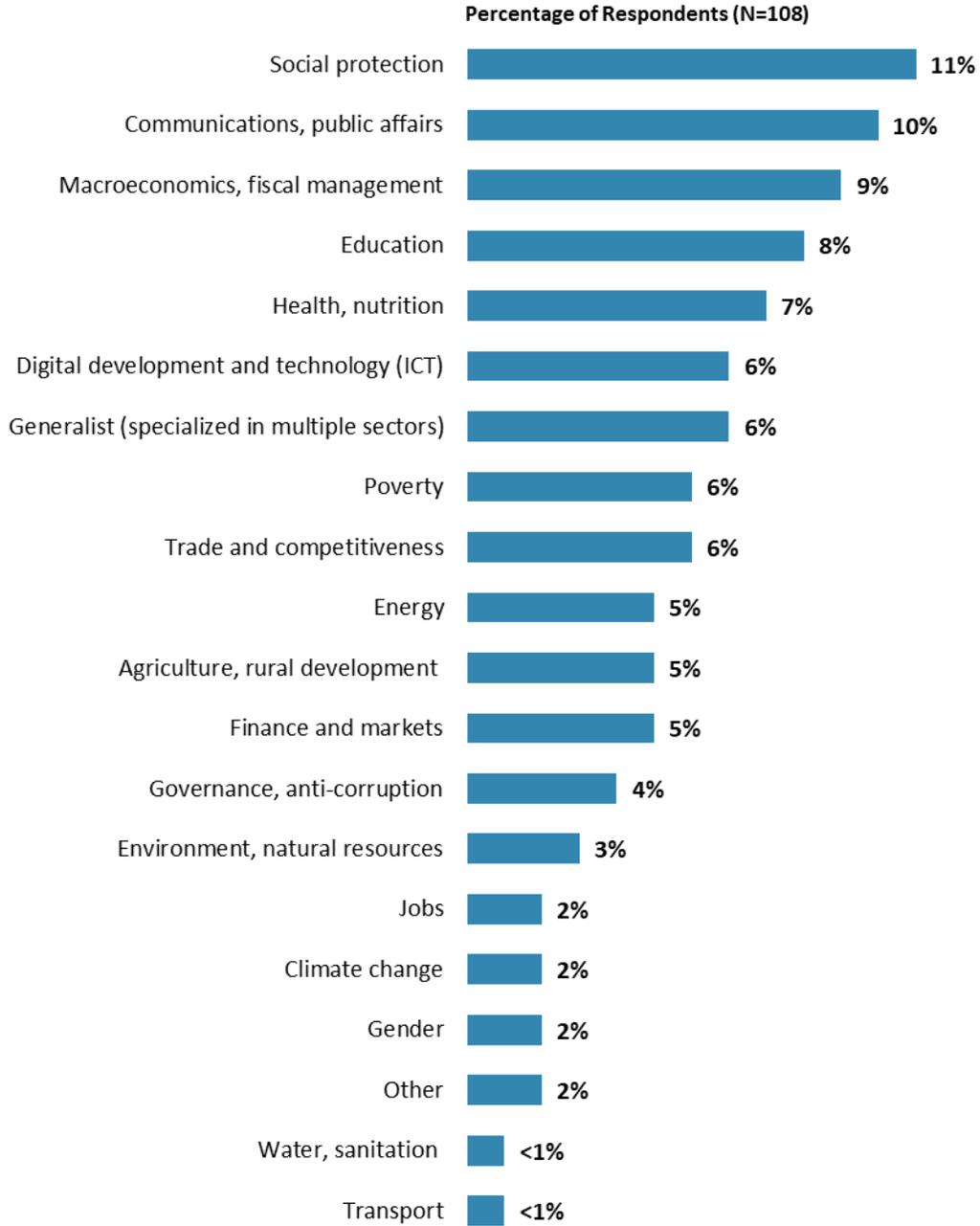
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

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



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

#### Area of Primary Specialization

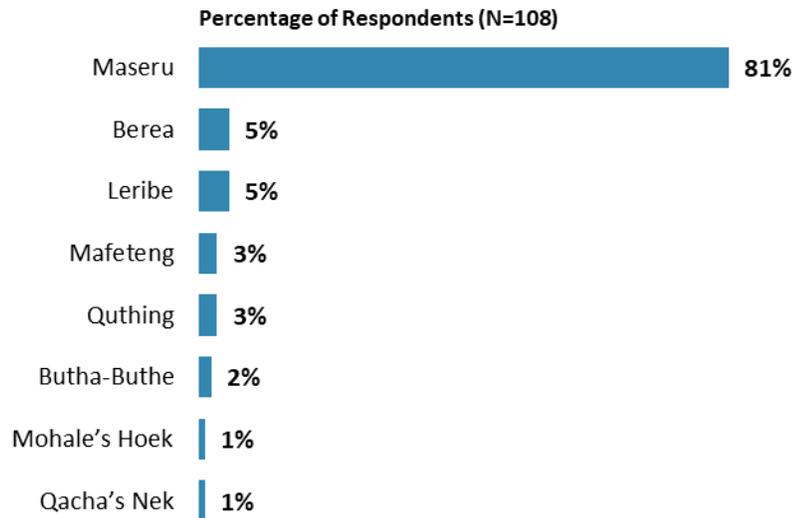


**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

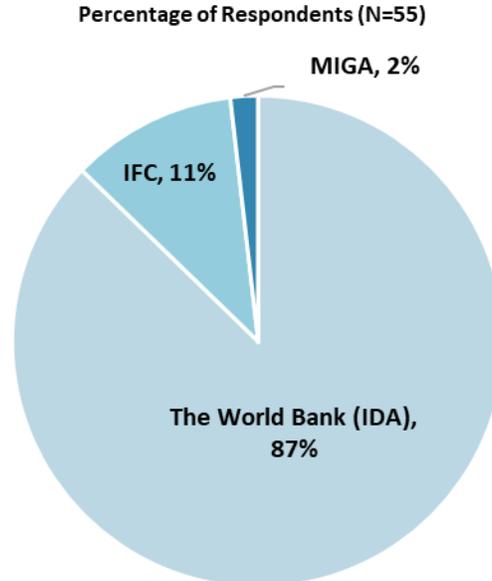
#### Geographic Locations



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

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



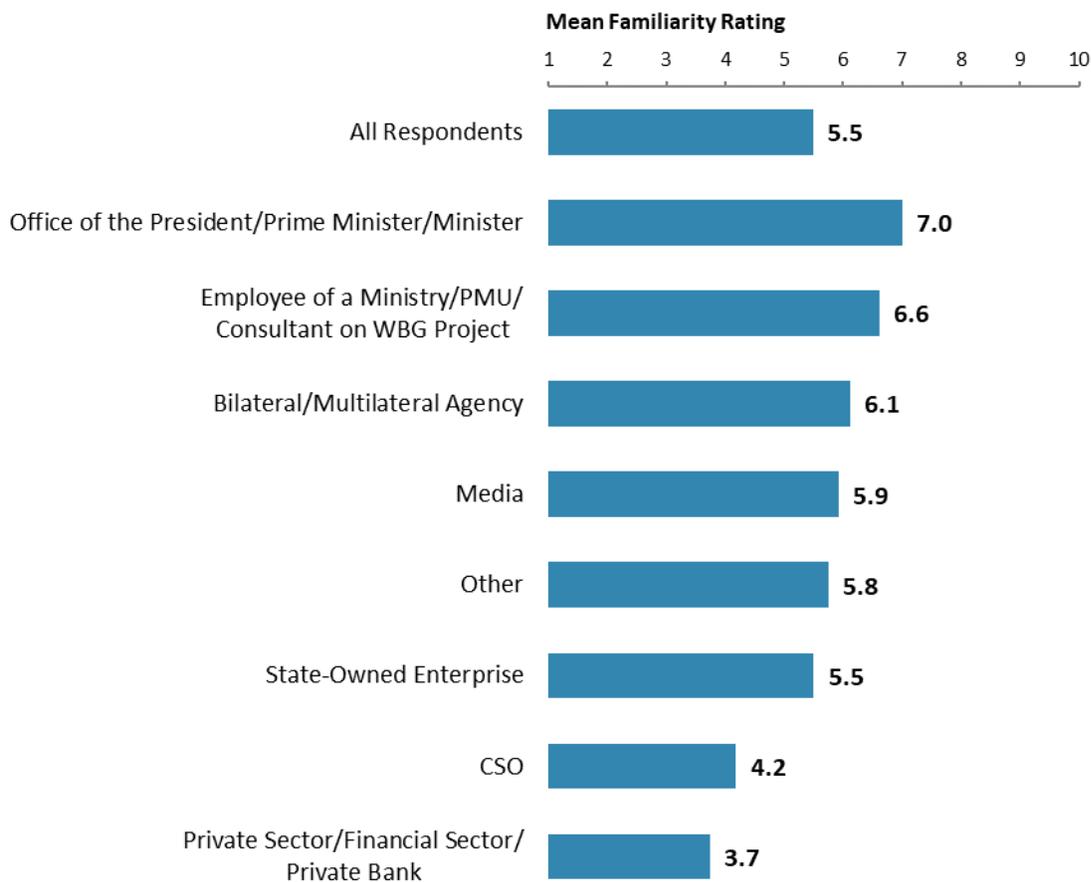
**"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Lesotho?"**  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 5.7<sup>2</sup>; weighted mean in FY'18 = 6.8).<sup>3</sup>
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Lesotho and with their agreement that the WBG plays a relevant role in Lesotho's development, and significantly, moderately correlated with their ratings of the extent to which the WBG's work helps achieve development results in Lesotho.



**"How familiar are you with the work of the World Bank (IDA)/IFC in Lesotho?"**  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). A mean score of responses provided to these two questions was used in this calculation.

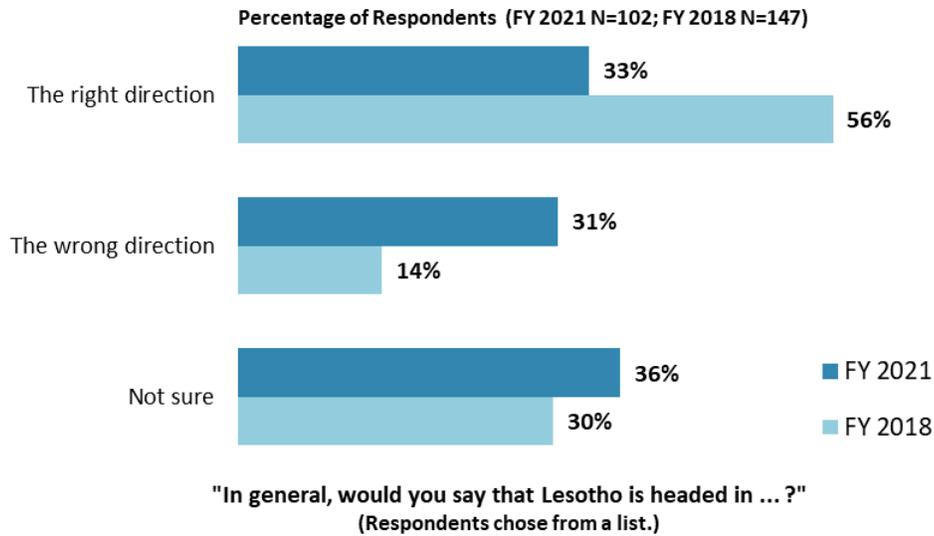
<sup>3</sup> The means in the chart on this page were calculated based on un-weighted data. Please refer to Appendix D (page 84) for more details on weighting.

<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). A mean score of responses provided to these two questions was used in this calculation.

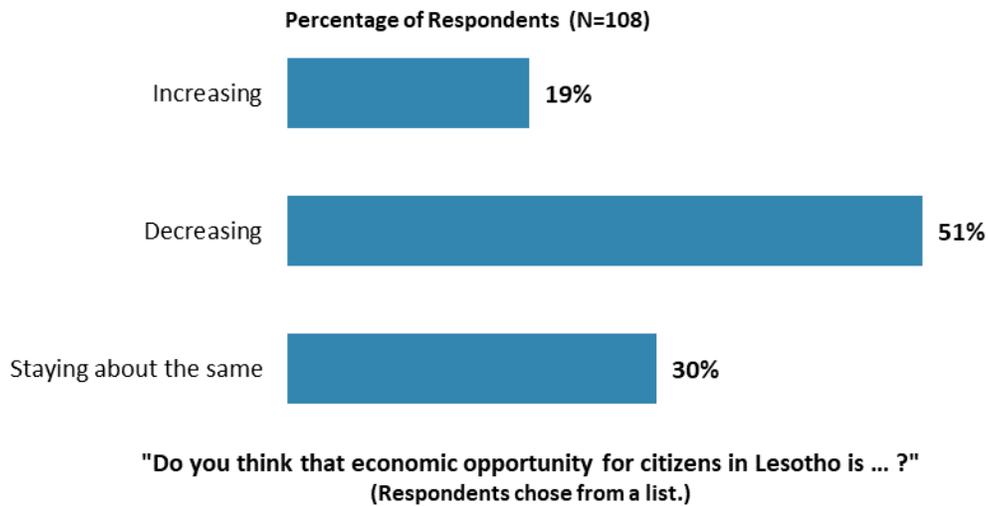


## IV. Overall Context

### Headed in the Right Direction<sup>5</sup>



### Perceptions of Economic Opportunity



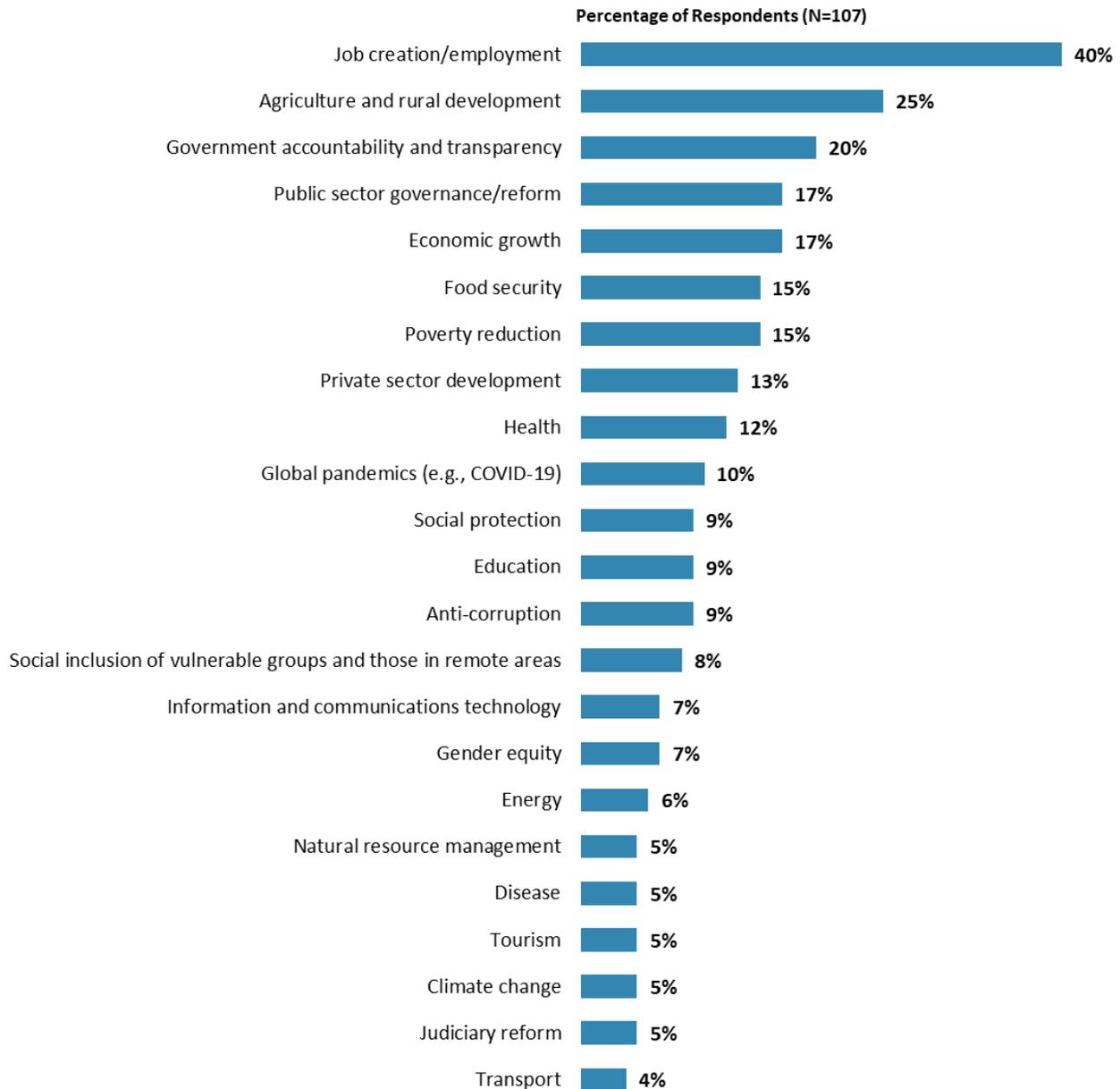
<sup>5</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Lesotho were “*private sector development*” (44%), “*job creation/employment*” (42%), “*public sector governance/reform*” (36%), “*food security*” (19%), and “*economic growth*” (19%).



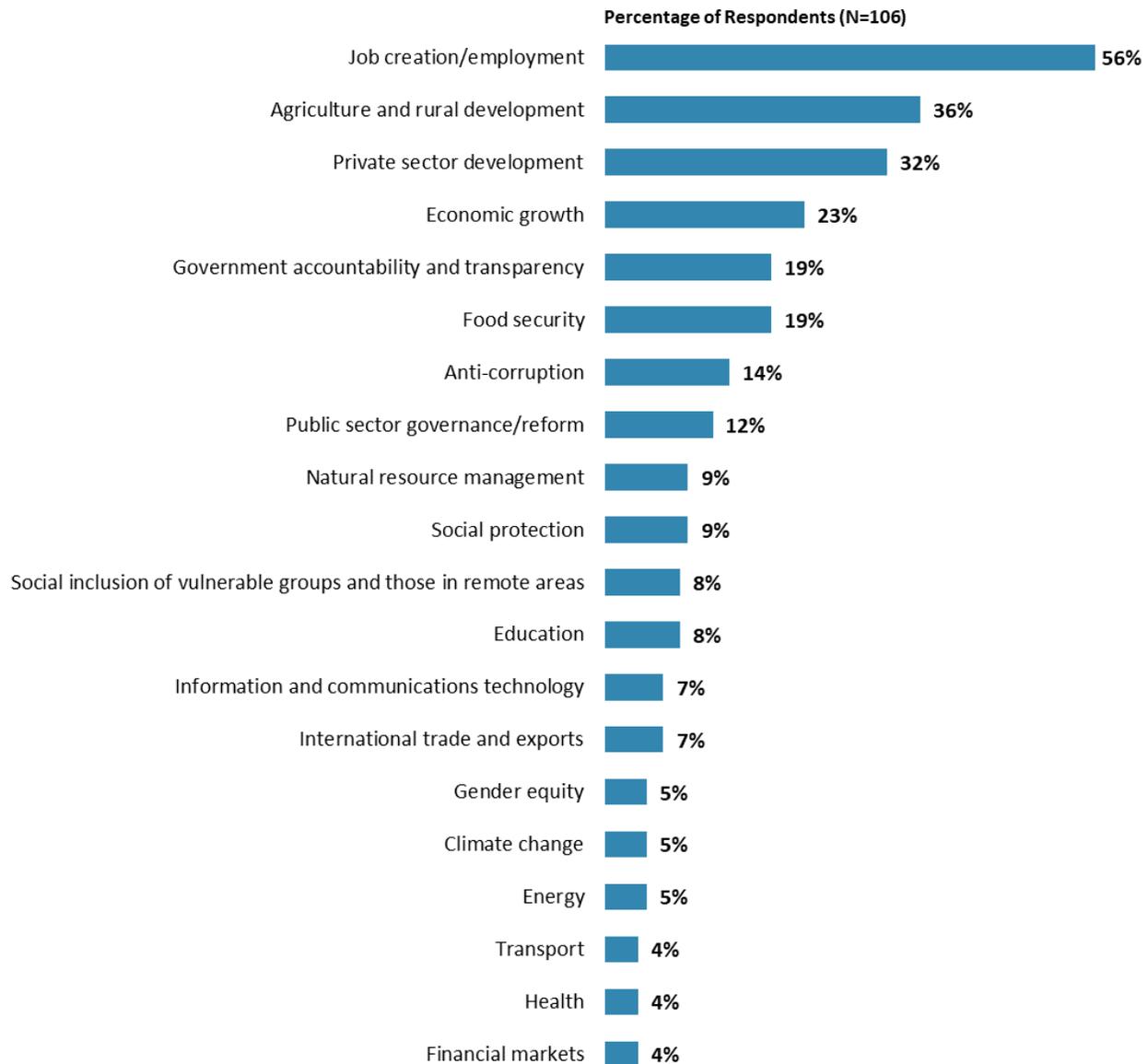
"Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 23 of 32 response options shown)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in Lesotho were “*economic growth*” (54%), “*job creation/employment*” (43%), “*agriculture and rural development*” (40%), “*private sector development*” (40%), and “*public sector governance/reform*” (20%).

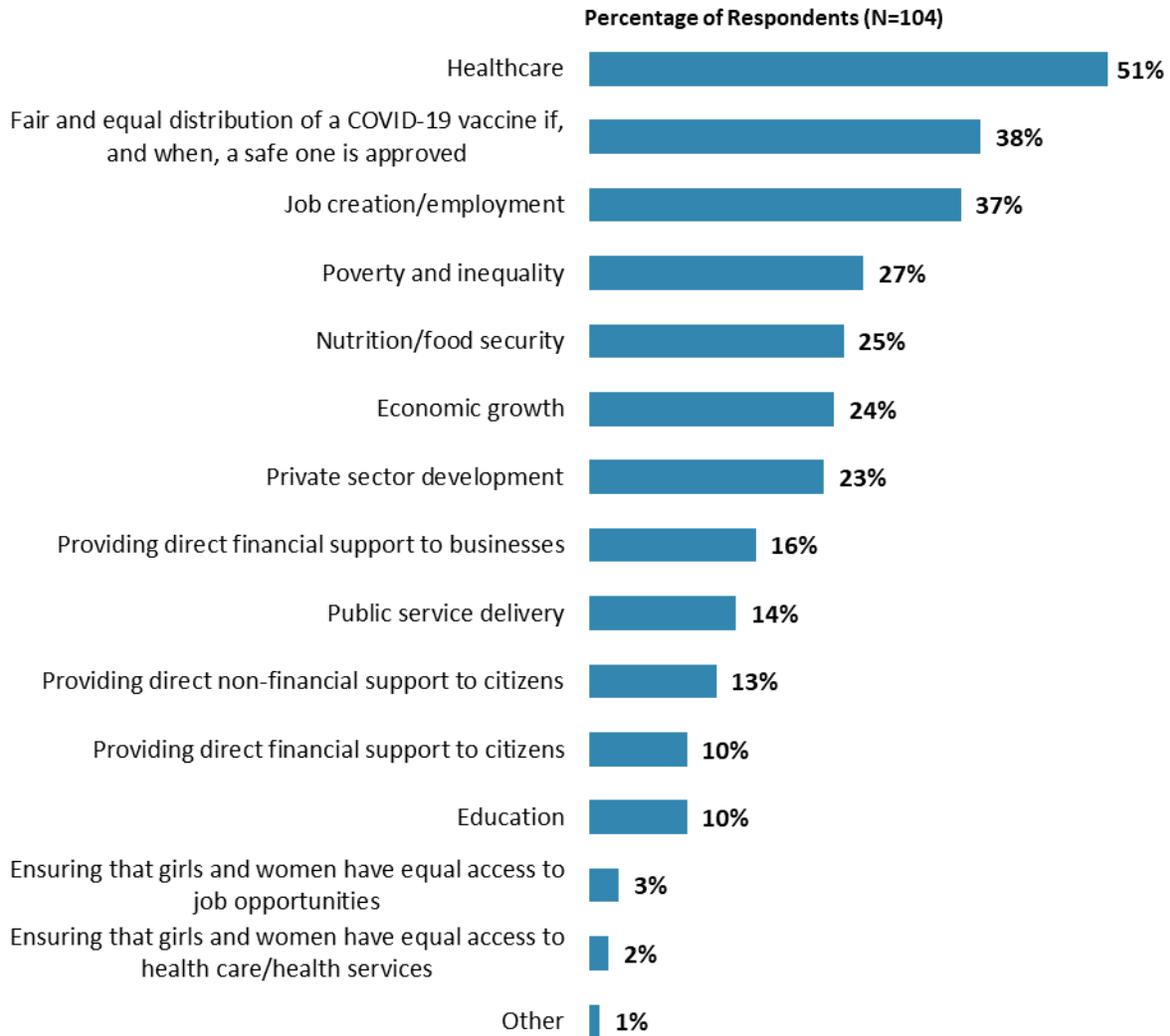


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lesotho? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 30 response options shown)



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Lesotho Should Focus

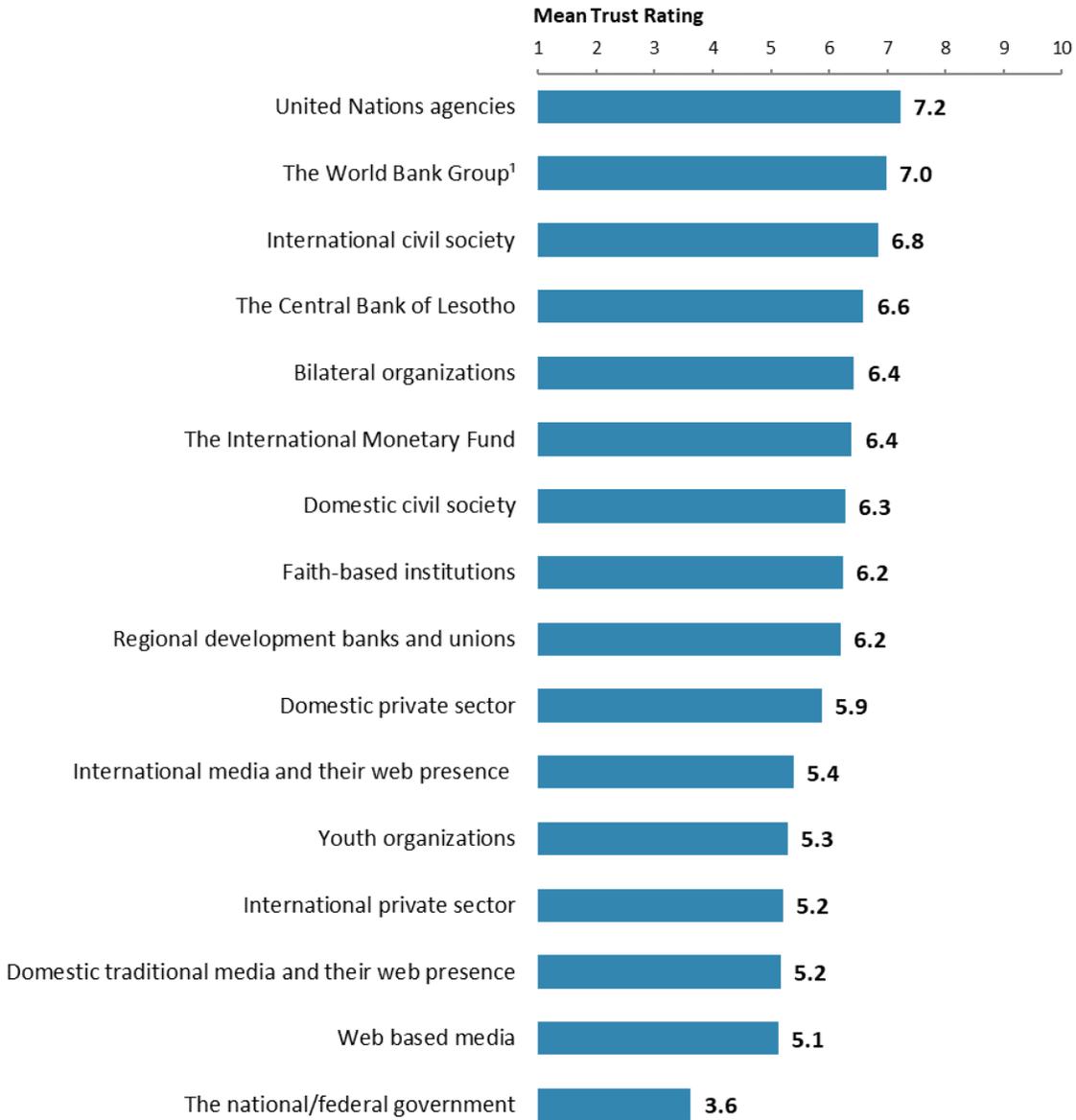


**"The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. In which areas would you like to see the Lesotho government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Trust in Institutions



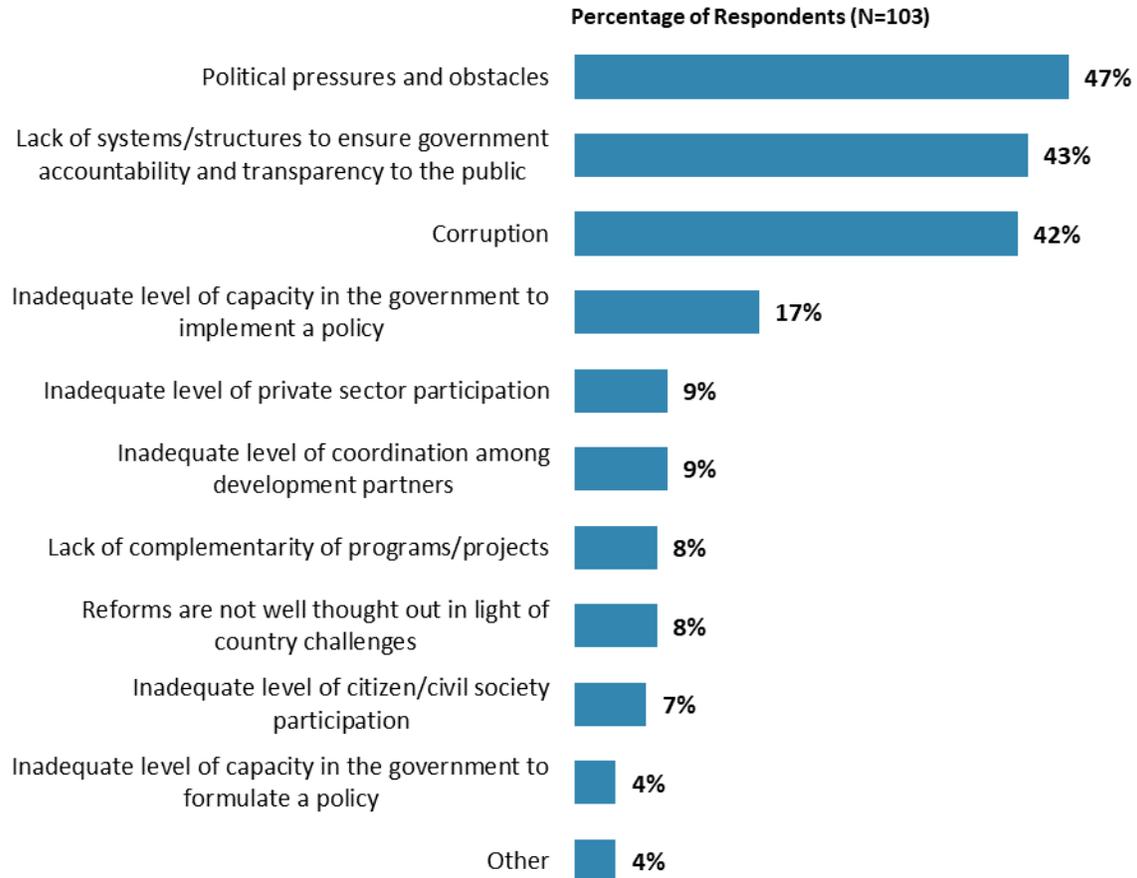
**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

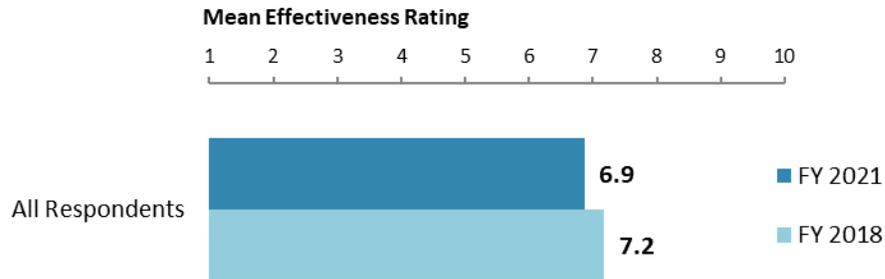


**"When economic and/or social reform efforts fail or are slow to take place in Lesotho, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



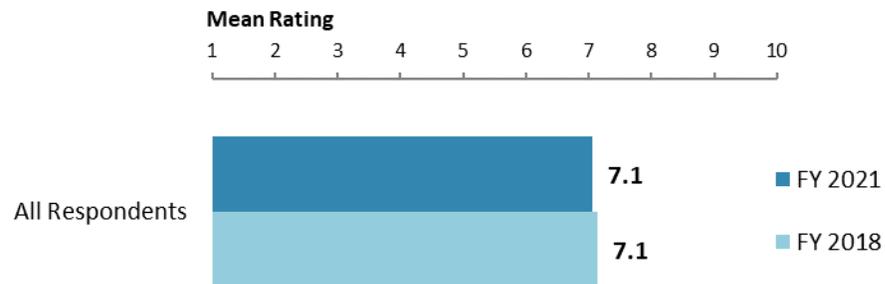
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>6</sup> (Indicator Question)



"Overall, please rate your impression of the effectiveness of the World Bank (IDA)/IFC in Lesotho." (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 Lesotho?" (1-"To no degree at all", 10-"To a very significant degree")

### Influence on Lesotho's Development Agenda (Indicator Question)



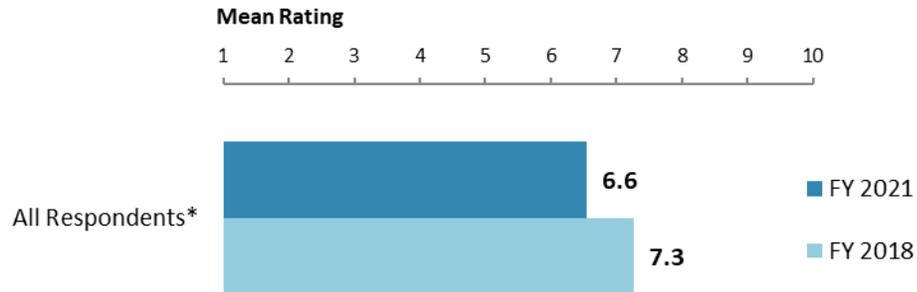
"To what extent does the World Bank Group influence the development agenda in Lesotho?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>6</sup> Means in the first two charts on this page were calculated based on weighted data.



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

### WBG Staff Preparedness<sup>7</sup>



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Lesotho solve its most complicated development challenges?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*  
*(\*Significantly different between FY 2021 and FY 2018)*

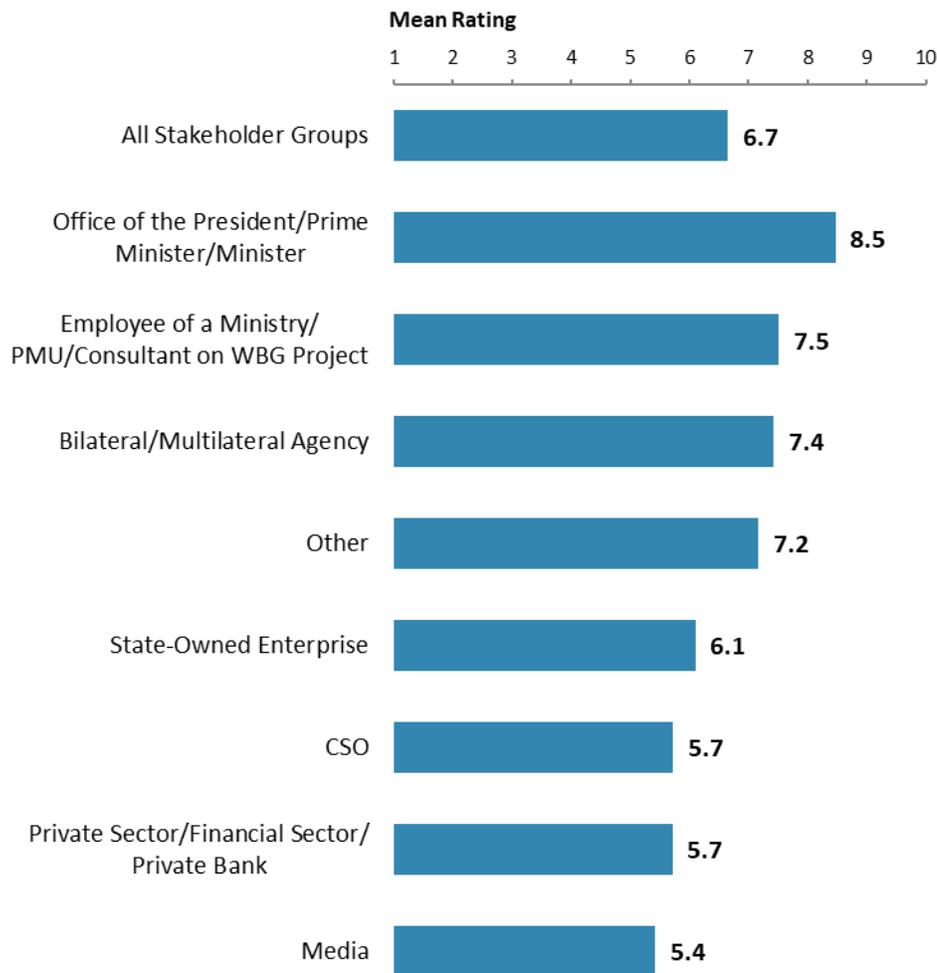
<sup>7</sup> Means in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 5.8). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 88).
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 59).



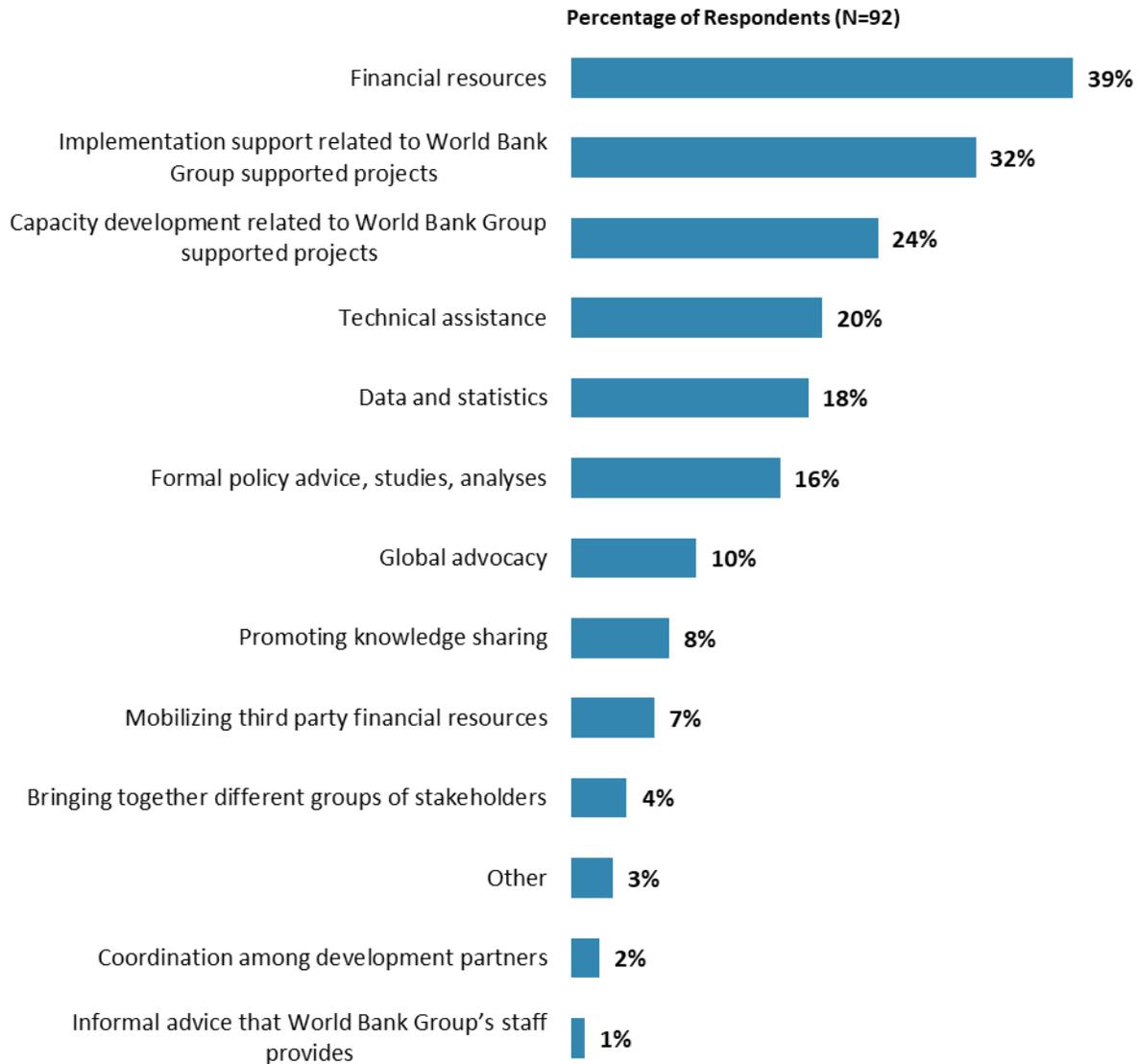
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to Lesotho were "*financial resources*" (39%), "*capacity development related to World Bank Group supported projects*" (35%), and "*policy advice, studies, analyses*" (27%).



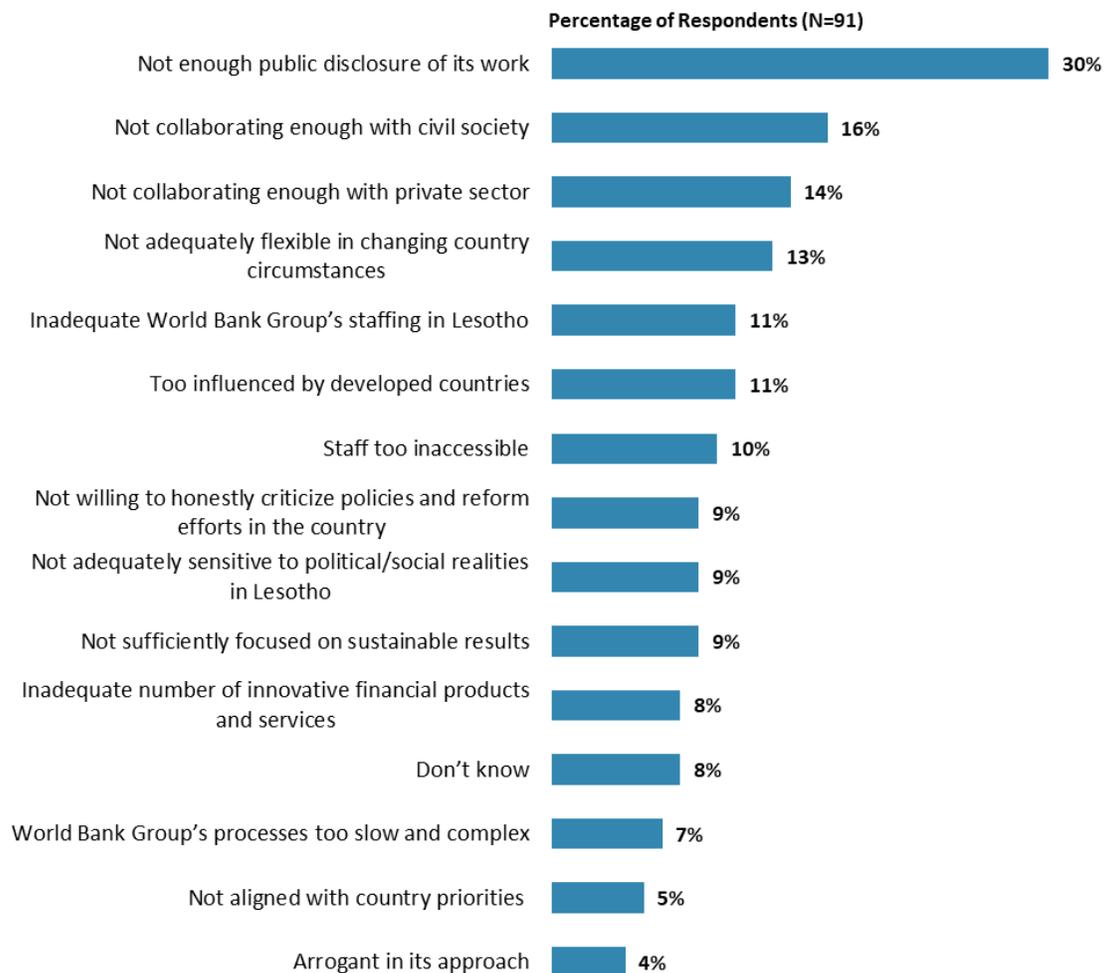
**"When thinking about the World Bank Group's role in Lesotho, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Lesotho were “*not collaborating enough with stakeholders outside the Government*” (23%), “*not willing to honestly criticize policies and reform efforts in the country*” (19%), and “*not enough public disclosure of its work*” (18%).
- **Impact of familiarity:** Respondents who had higher levels of familiarity<sup>8</sup> with the work of the WBG in Lesotho indicated that the WBG's greatest weaknesses were “*not enough public disclosure of its work*” (27%), “*not adequately flexible in changing country circumstances*” (23%), “*not adequately sensitive to political/social realities in Lesotho*” (17%), and “*not collaborating enough with civil society*” (17%).



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

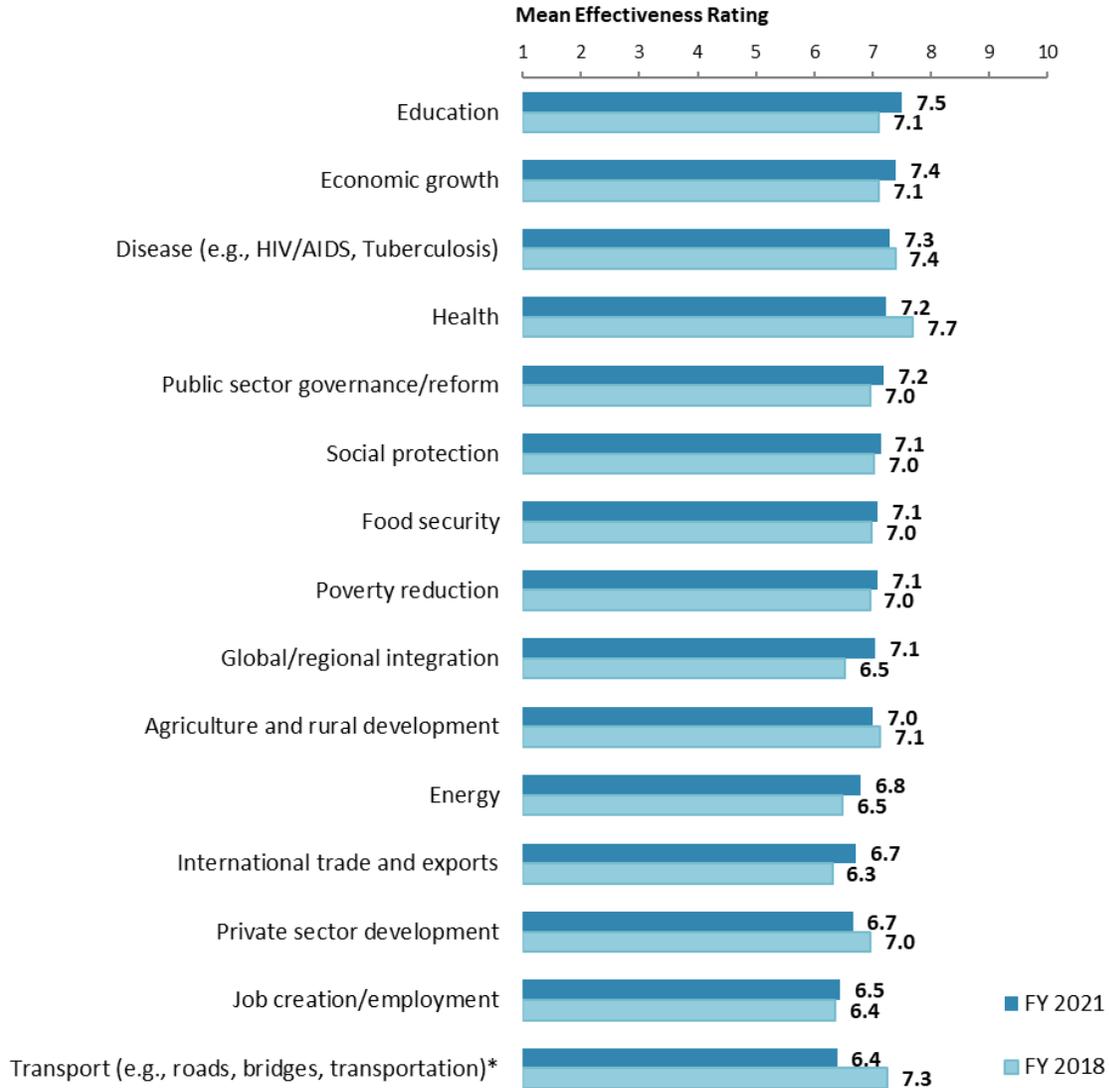
(Respondents chose from a list. Responses combined. Top 15 of 19 response options shown)

<sup>8</sup> Respondents who reported their levels of familiarity with the work of the WBG in Lesotho as 5 and higher on a 10-point scale in questions B1\_1 and B1\_2 (of which a mean score was calculated) were included in this category.



## VI. World Bank Group’s Support in Development Areas

### Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison<sup>9</sup>



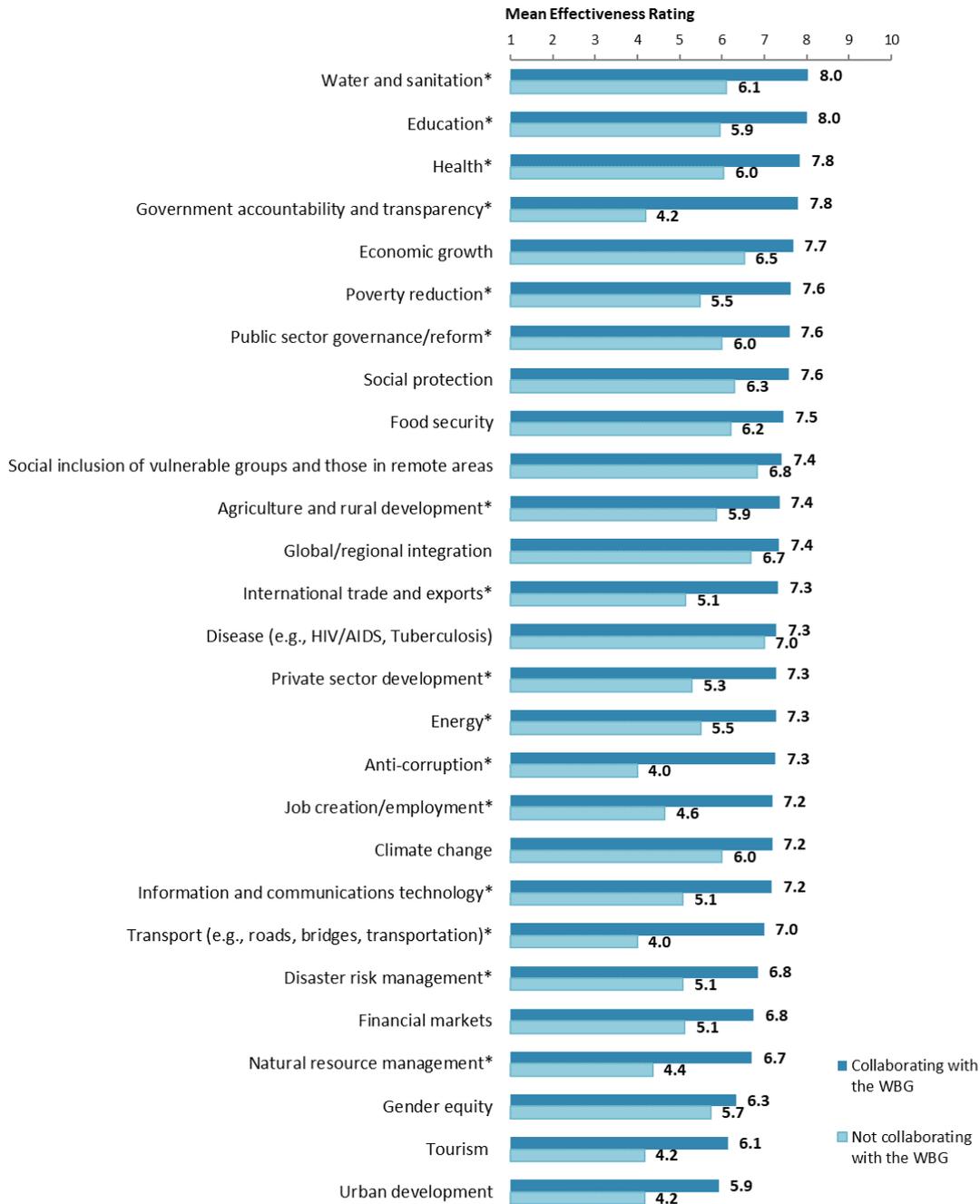
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho?"**  
*(1-"Not effective at all", 10-"Very effective")*  
*(\*Significantly different between FY 2021 and FY 2018)*

<sup>9</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details. Note that only those options that were included in both FY18 and FY21 questionnaires are presented in this chart.



## VI. WBG’s Support in Development Areas (continued)

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration<sup>10</sup>



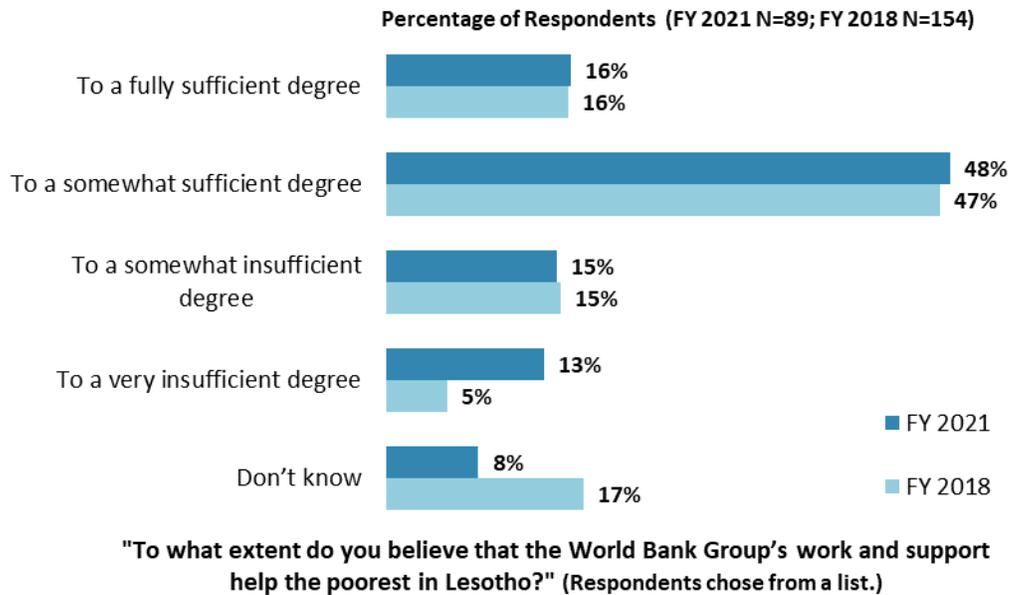
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho?"**  
 (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)

<sup>10</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 41) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

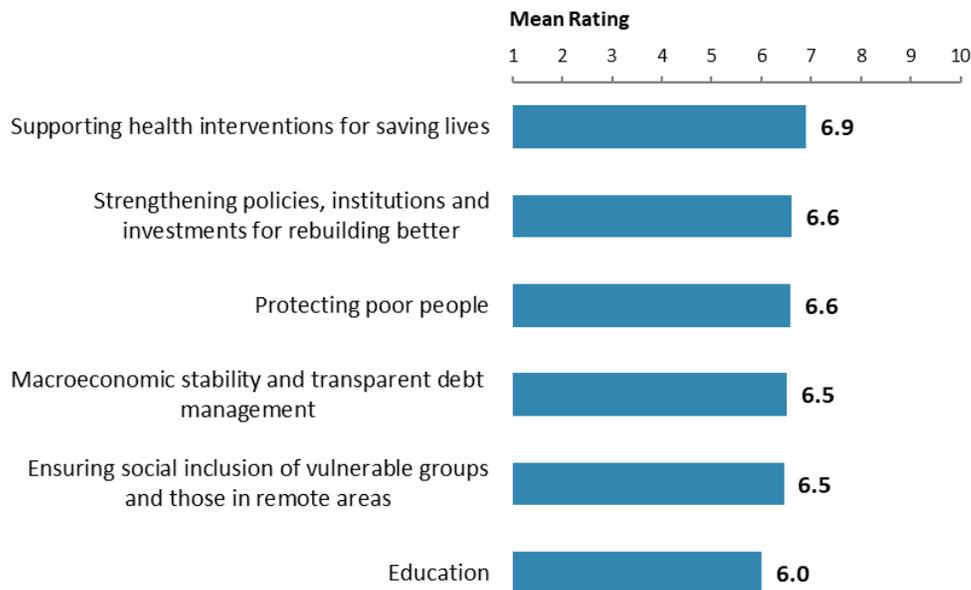


## VI. WBG’s Support in Development Areas (continued)

### Helping the Poorest<sup>11</sup>



### Support related to COVID-19 outbreak



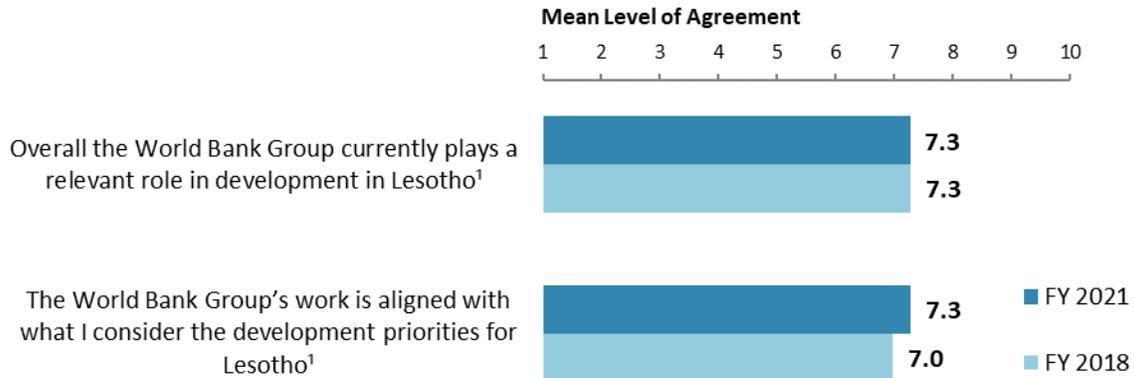
"The World Bank Group has provided fast track support to Lesotho related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group’s effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"  
(1 - "Not effective at all", 10 - "Very effective")

<sup>11</sup> Percentages presented in this chart were calculated based on weighted data.



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

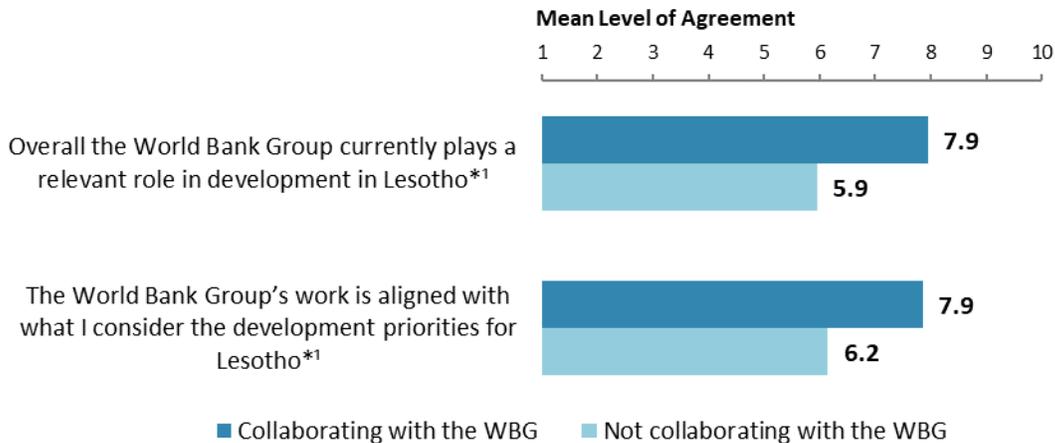
### The World Bank Group’s Work in Lesotho: Year Comparison<sup>12</sup>



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

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

### The World Bank Group’s Work in Lesotho: Collaboration



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

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

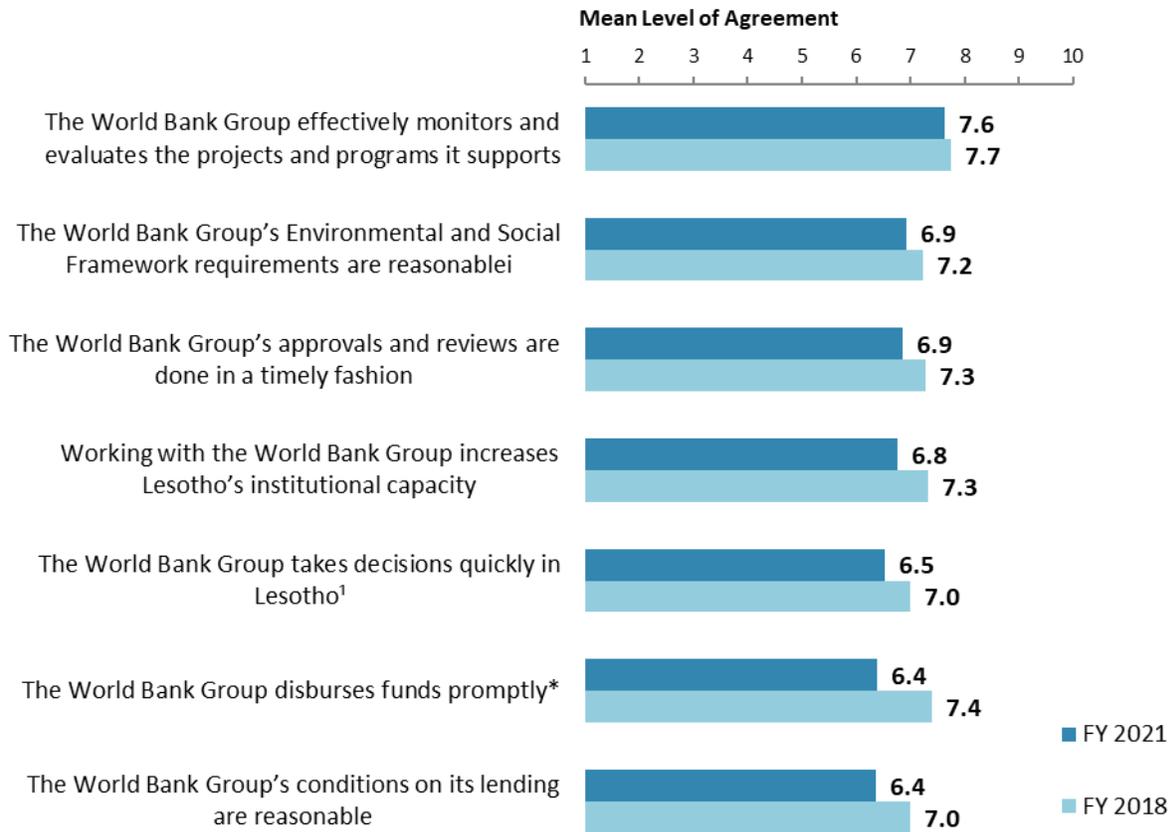
*<sup>1</sup>Indicator Question*

<sup>12</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison<sup>13</sup>



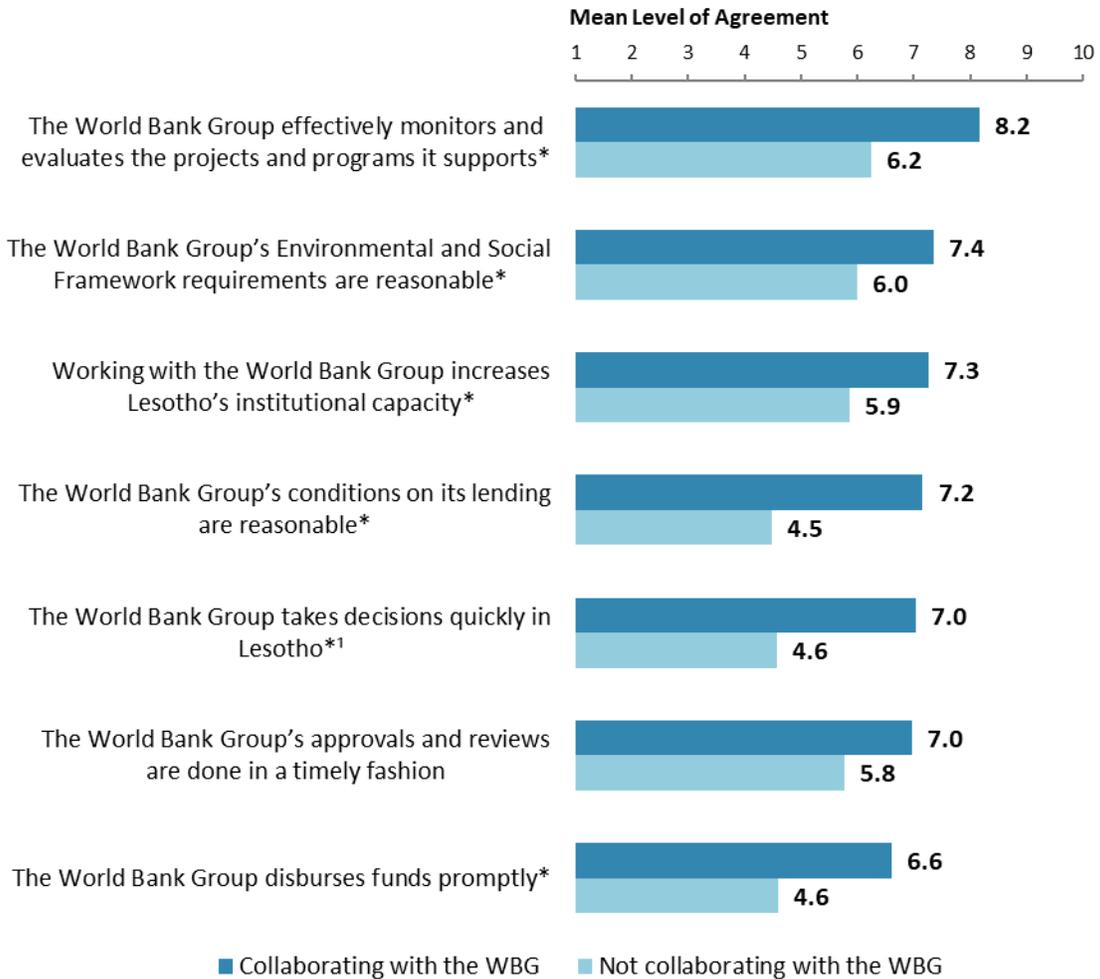
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2021 and FY 2018)  
<sup>1</sup>Indicator Question

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



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Collaboration



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

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

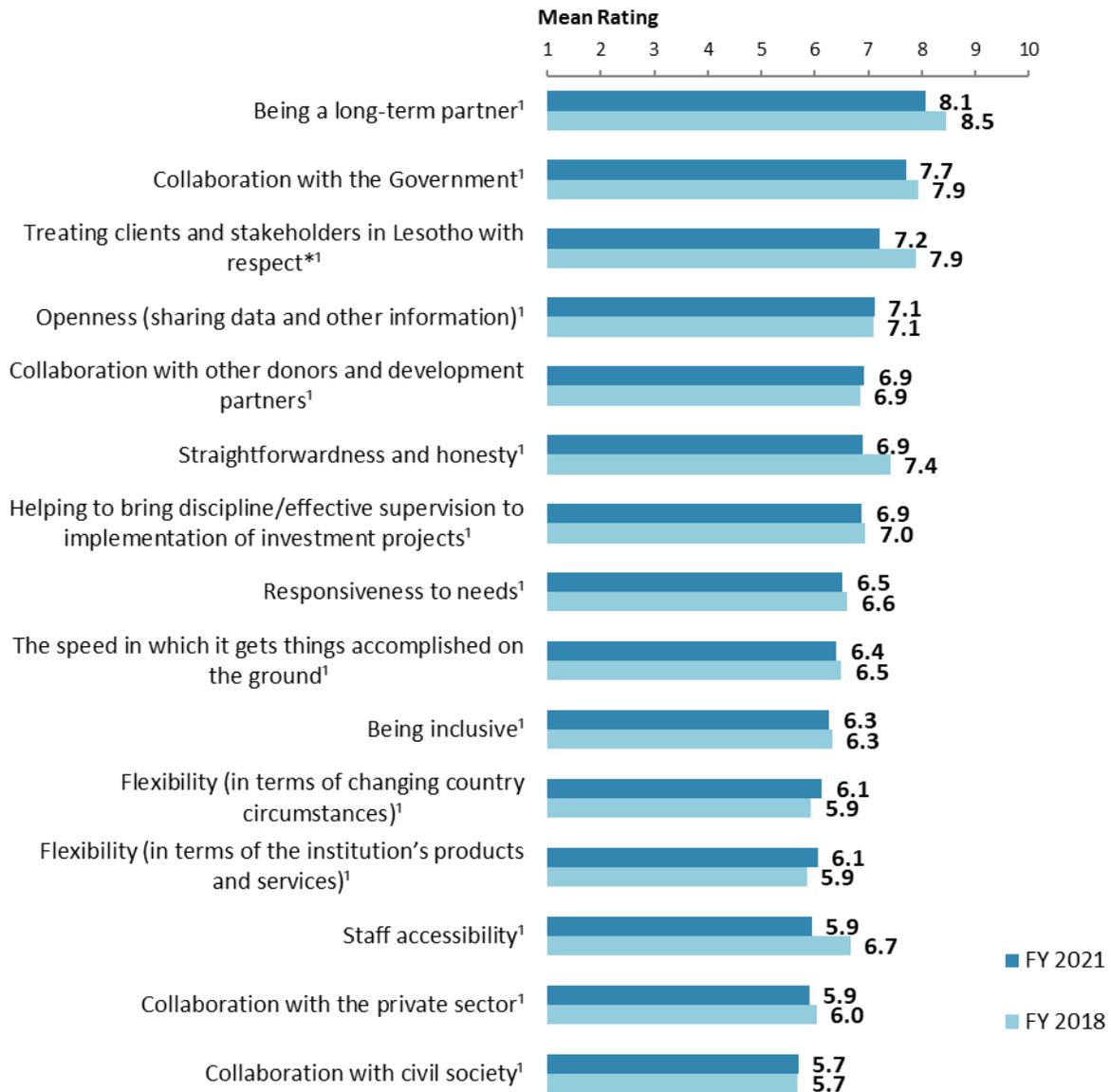
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



## VII. WBG’s Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>14</sup>



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

*(\*Significantly different between FY 2021 and FY 2018)*

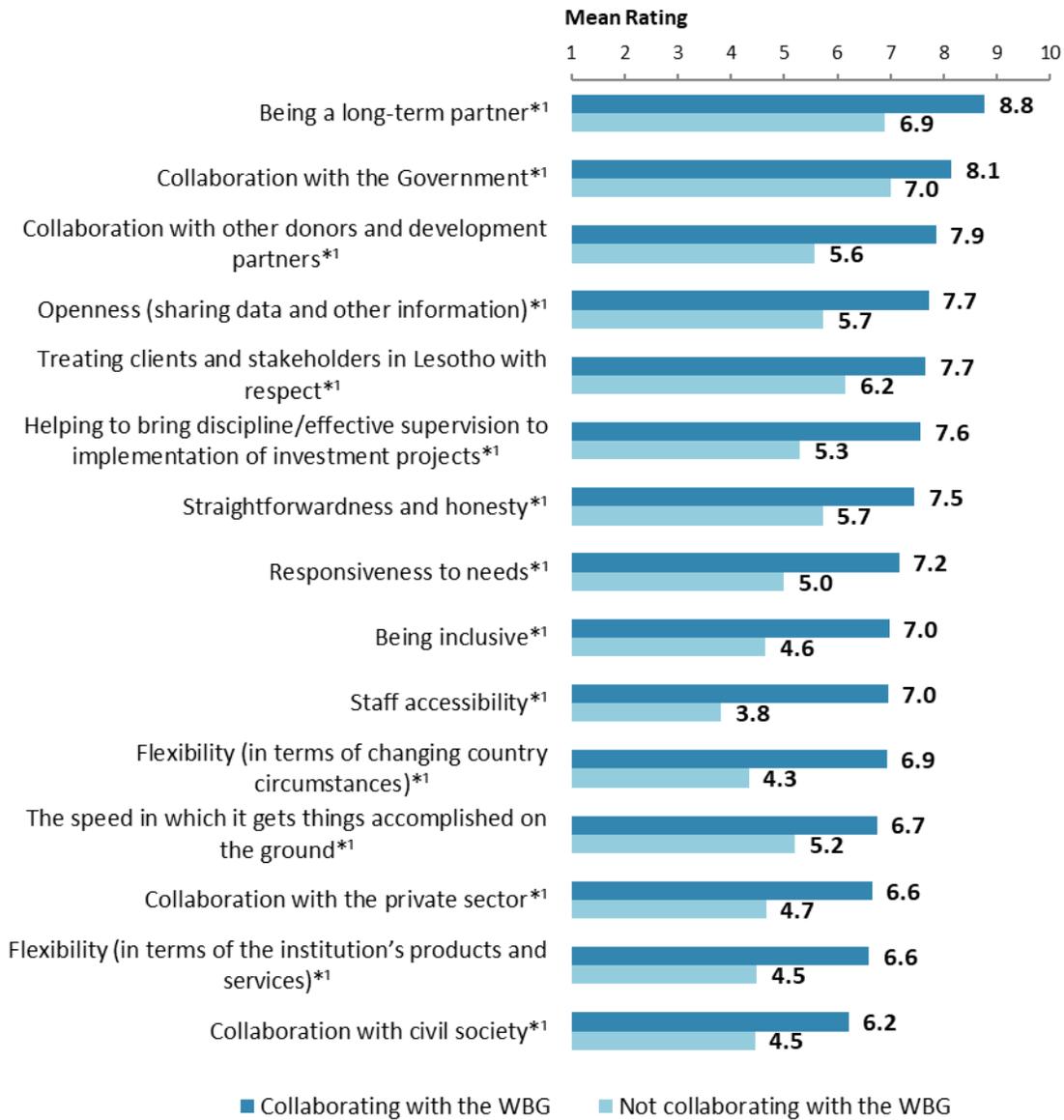
<sup>1</sup>Indicator Question

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



## VII. WBG’s Work and Engagement on the Ground (continued)

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



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

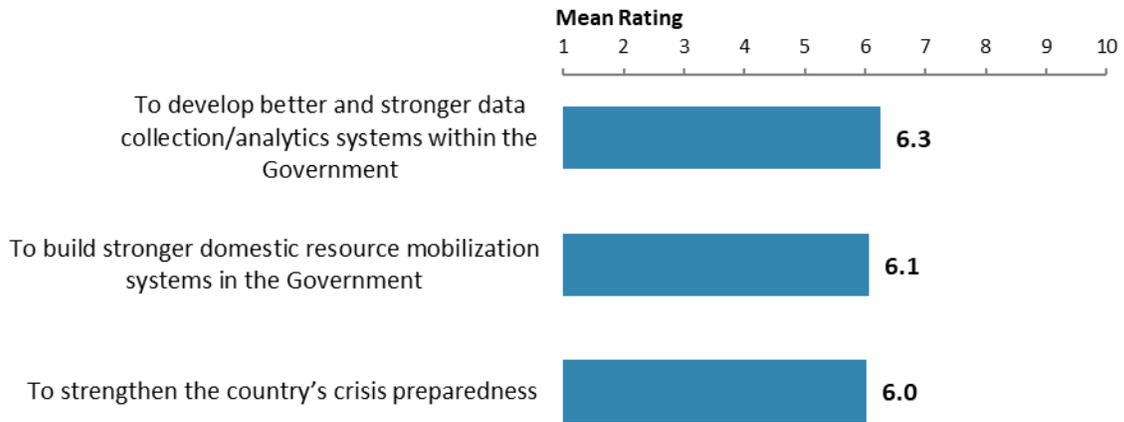
*(\*Significantly different between collaborators and non-collaborators)*

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



## VII. WBG's Work and Engagement on the Ground (continued)

### Effectiveness of WBG's Support<sup>15</sup>



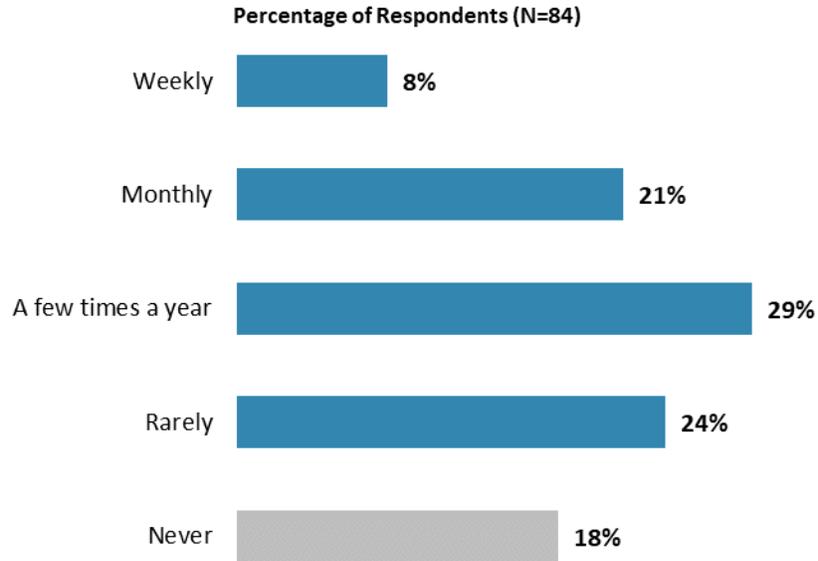
**"How effectively does the World Bank Group support Lesotho's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")

<sup>15</sup> Means in this chart were calculated based on weighted data.



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

### Frequency of Consulting WBG Knowledge Work and Activities

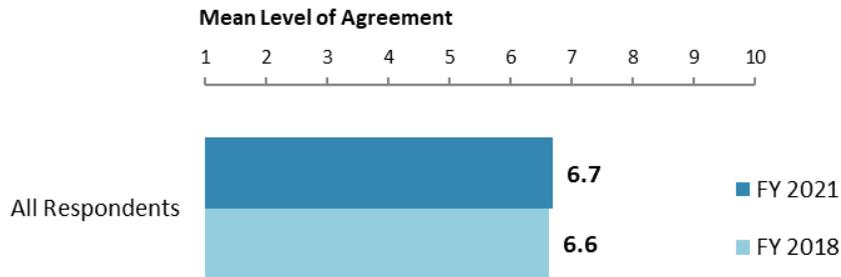


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"



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

### Meeting Lesotho’s Knowledge Needs<sup>16</sup> (Indicator Question)



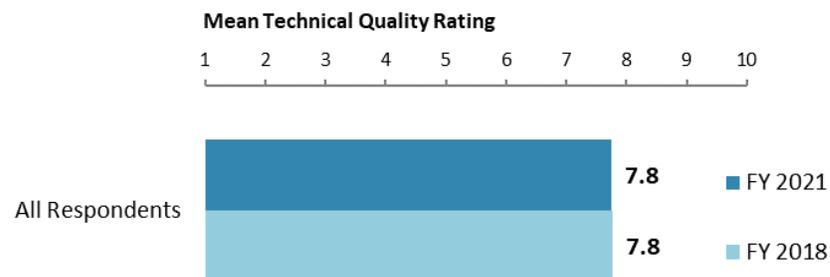
"The World Bank Group meets Lesotho’s needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
 (1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?"  
 (1-"Not significant at all", 10-"Very significant")

### Technical Quality of the WBG’s Knowledge Work and Activities (Indicator Question)



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

<sup>16</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG’s Knowledge Work and Activities<sup>17</sup>



**"In Lesotho, 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")**

*(\*Significantly different between FY 2021 and FY 2018)*

<sup>1</sup>Indicator Question

<sup>17</sup> Means in this chart were calculated based on weighted data.



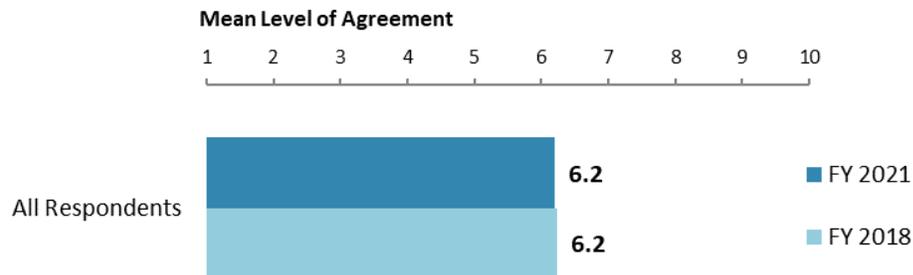
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Usefulness of the COVID-19 “Approach Paper”



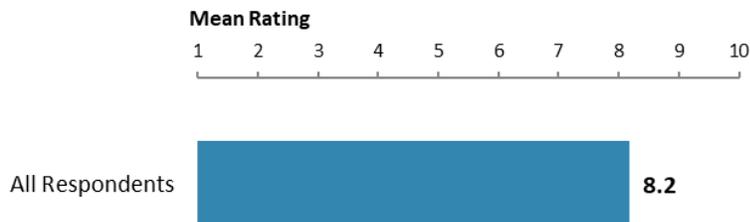
**"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 “Approach Paper” published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Lesotho government’s efforts to support citizens throughout this crisis?"**  
*(1-“Not usefull at all”, 10-“Very useful”)*

### Meeting Lesotho’s Needs for Financial Instruments<sup>18</sup> (Indicator Question)



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

### WBG’s Global Advocacy Role (Indicator Question)



**"How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?"**  
*(1-“Not important at all”, 10-“Very important”)*

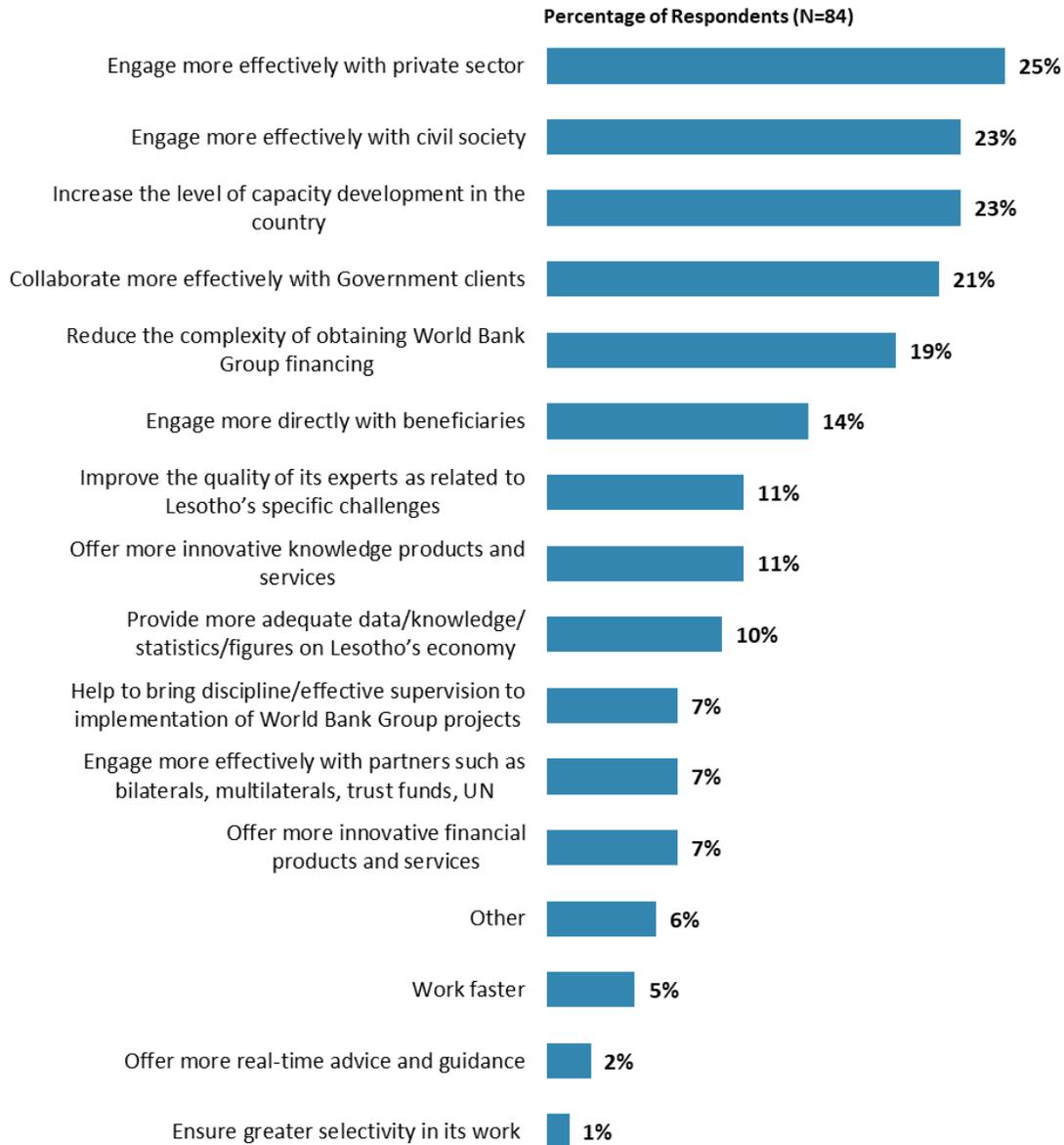
<sup>18</sup> Means in this chart were calculated based on weighted data.



## IX. The Future Role of the World Bank Group in Lesotho

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (34%), “*increase the level of capacity development in the country*” (31%), and “*provide more adequate data/knowledge/statistics/figures on Lesotho’s economy*” (30%) to make itself of greater value in Lesotho.



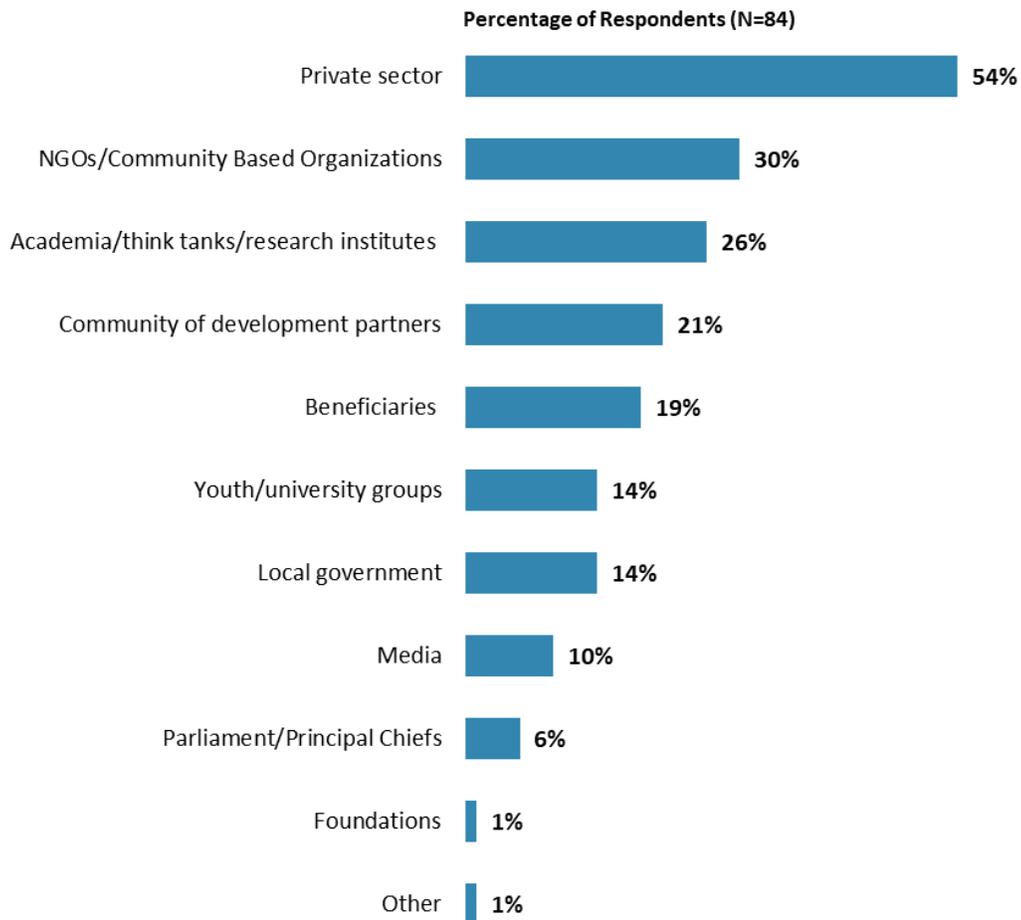
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*private sector*” (51%) and “*NGOs/Community Based Organizations*” (35%) to ensure better development results in Lesotho.



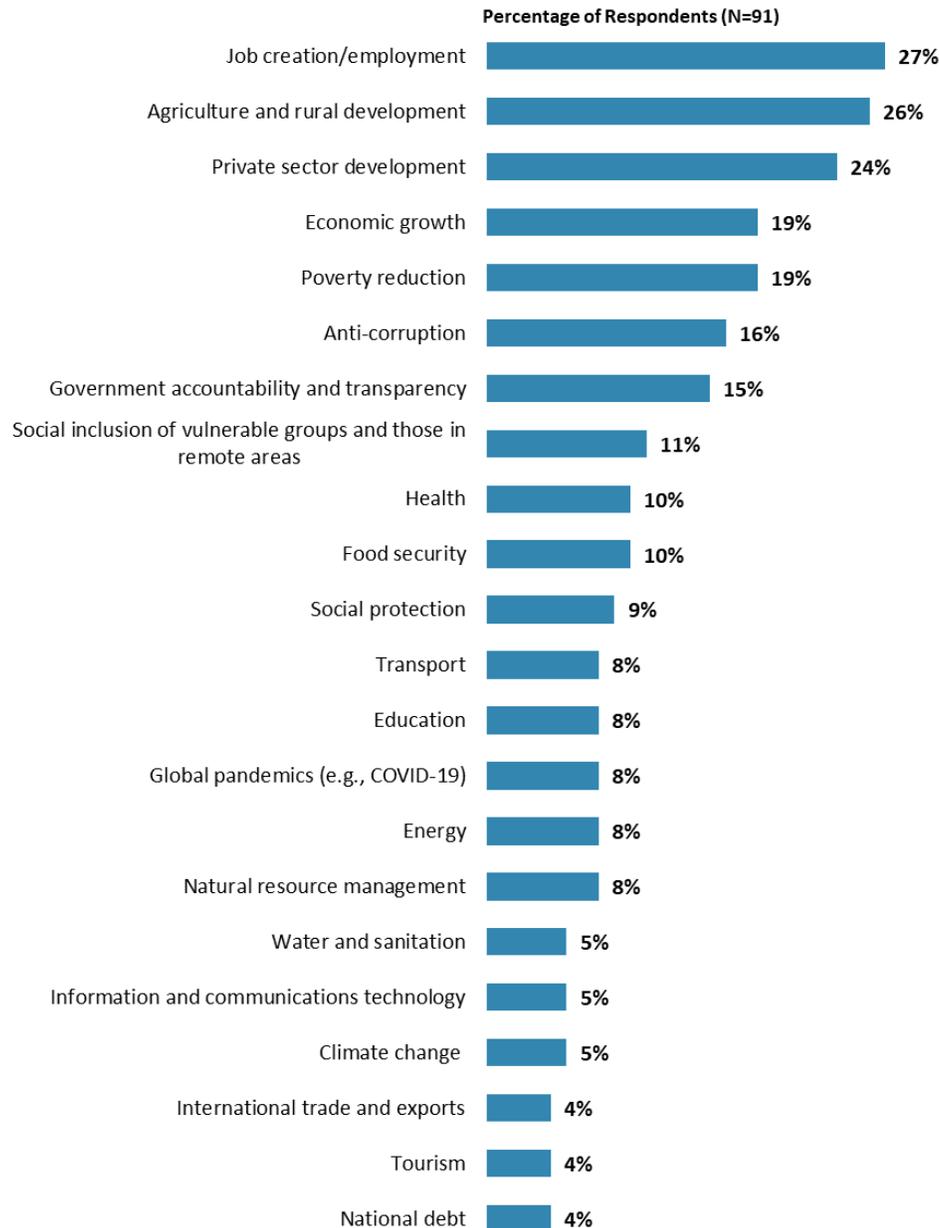
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*private sector development*” (48%), “*job creation/employment*” (36%), “*economic growth*” (29%), “*agriculture and rural development*” (27%), and “*public sector governance/reform*” (26%).

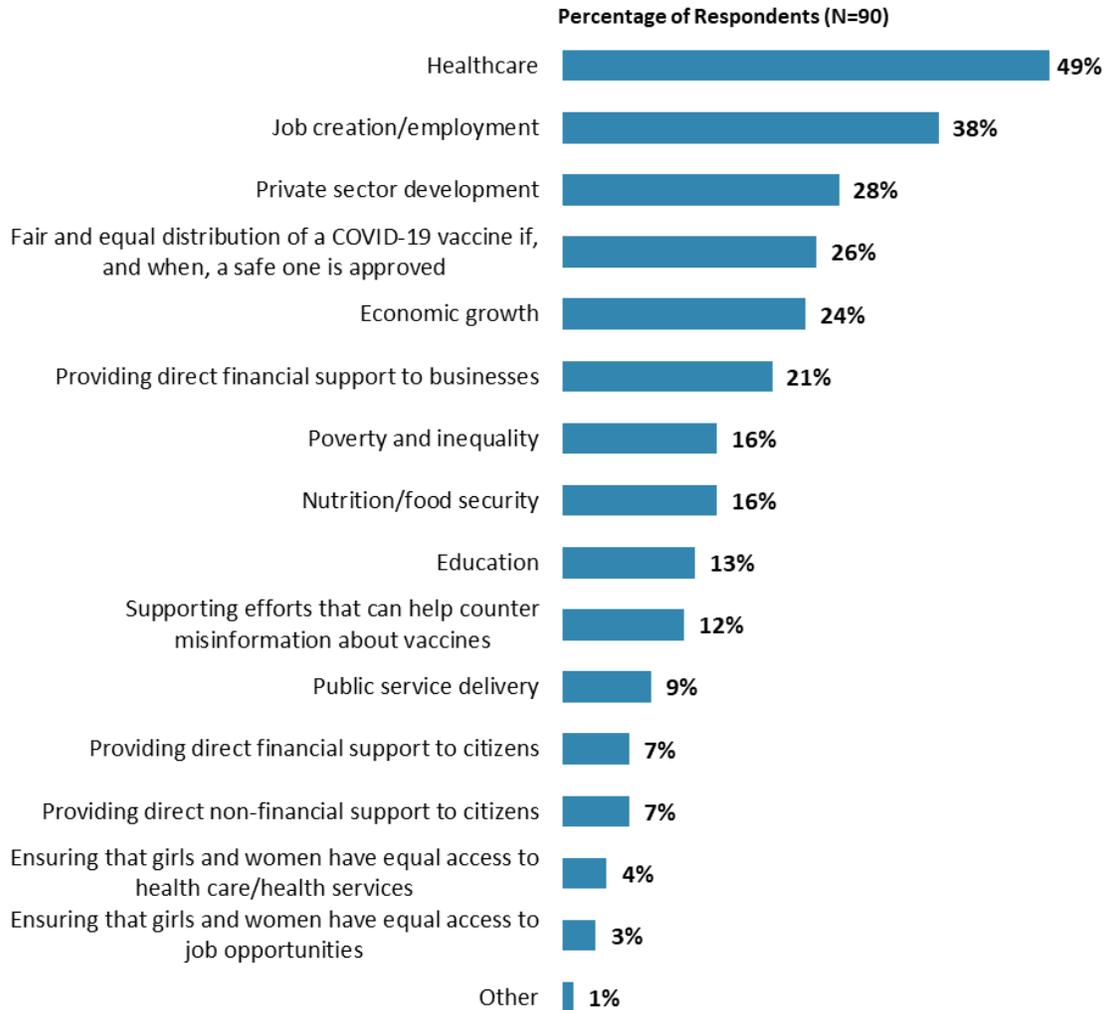


**“When thinking about how the World Bank Group can have the most impact on development results in Lesotho, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 22 of 32 response options shown)



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

### COVID-19 Pandemic: Where the World Bank Group Should Focus



**"The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Lesotho over the next six months to a year? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)

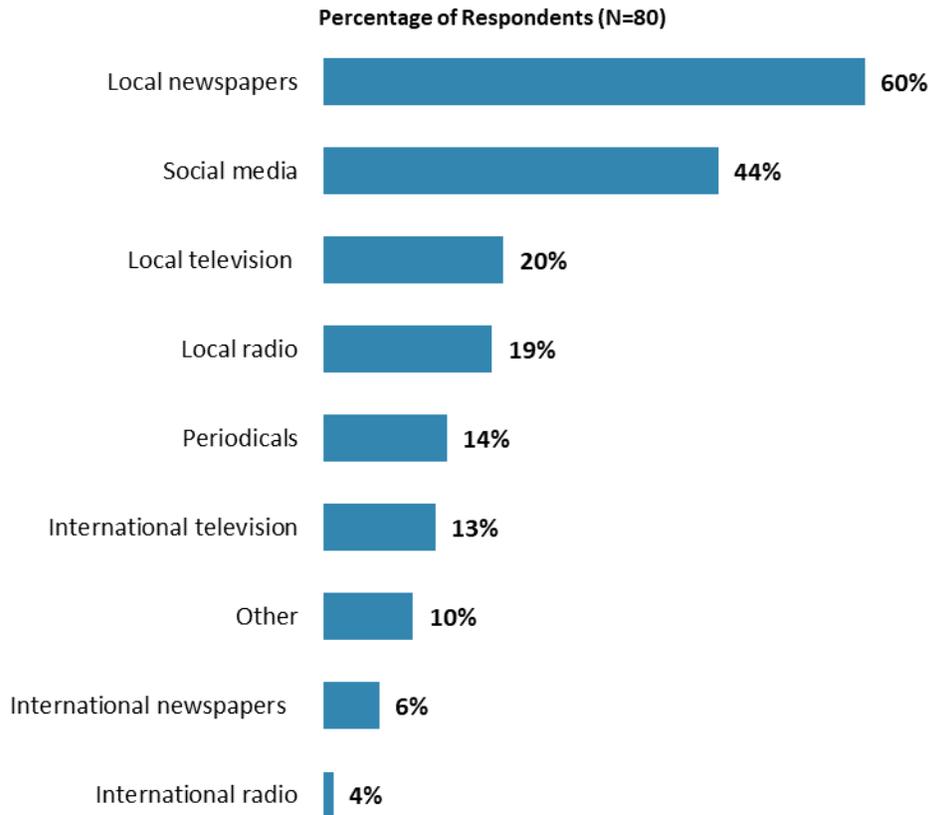


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 59) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’18 Country Survey indicated that they got most of their information about economic and social development issues in Lesotho from the “*local newspapers*” (45%), “*Internet*” (36%), and from “*local radio*” (26%).



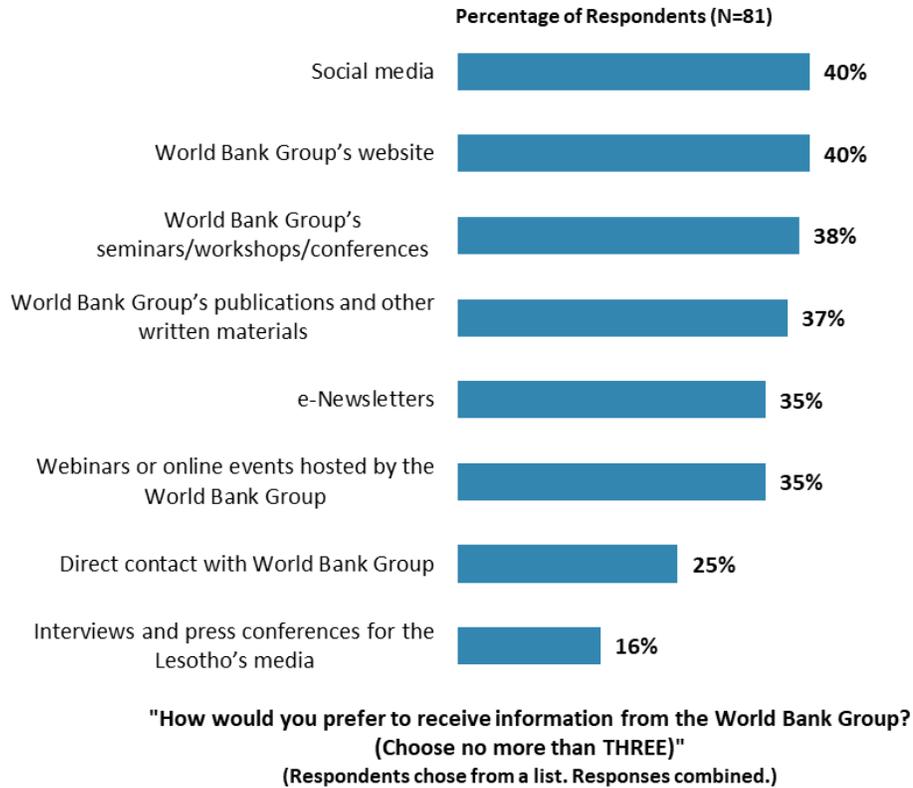
**"How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



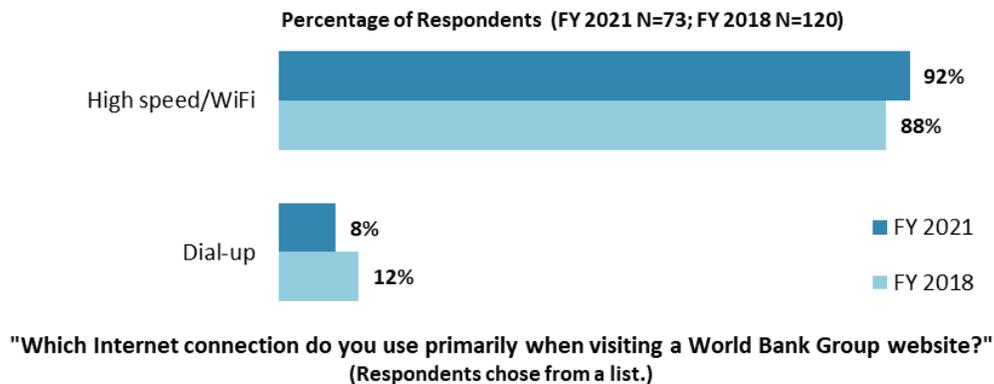
## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s publications and other written materials*” (43%), “*e-Newsletters*” (39%) and through the “*World Bank Group’s website*” (36%).



### Internet connection<sup>19</sup>

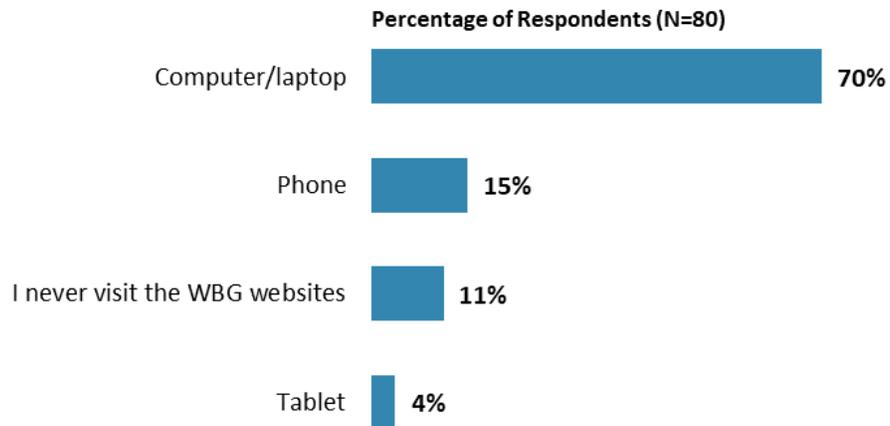


<sup>19</sup> Percentages in this chart were calculated based on weighted data.



## X. Communication and Outreach (continued)

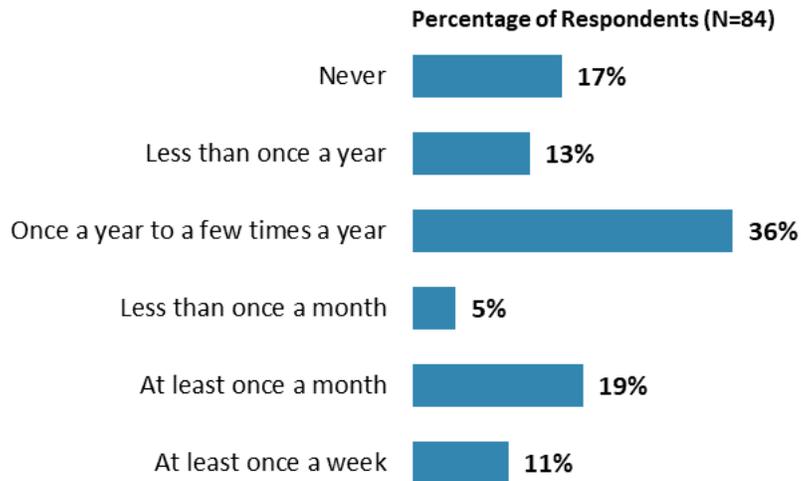
### Devices used to access WBG website



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

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### WBG Interaction Frequency

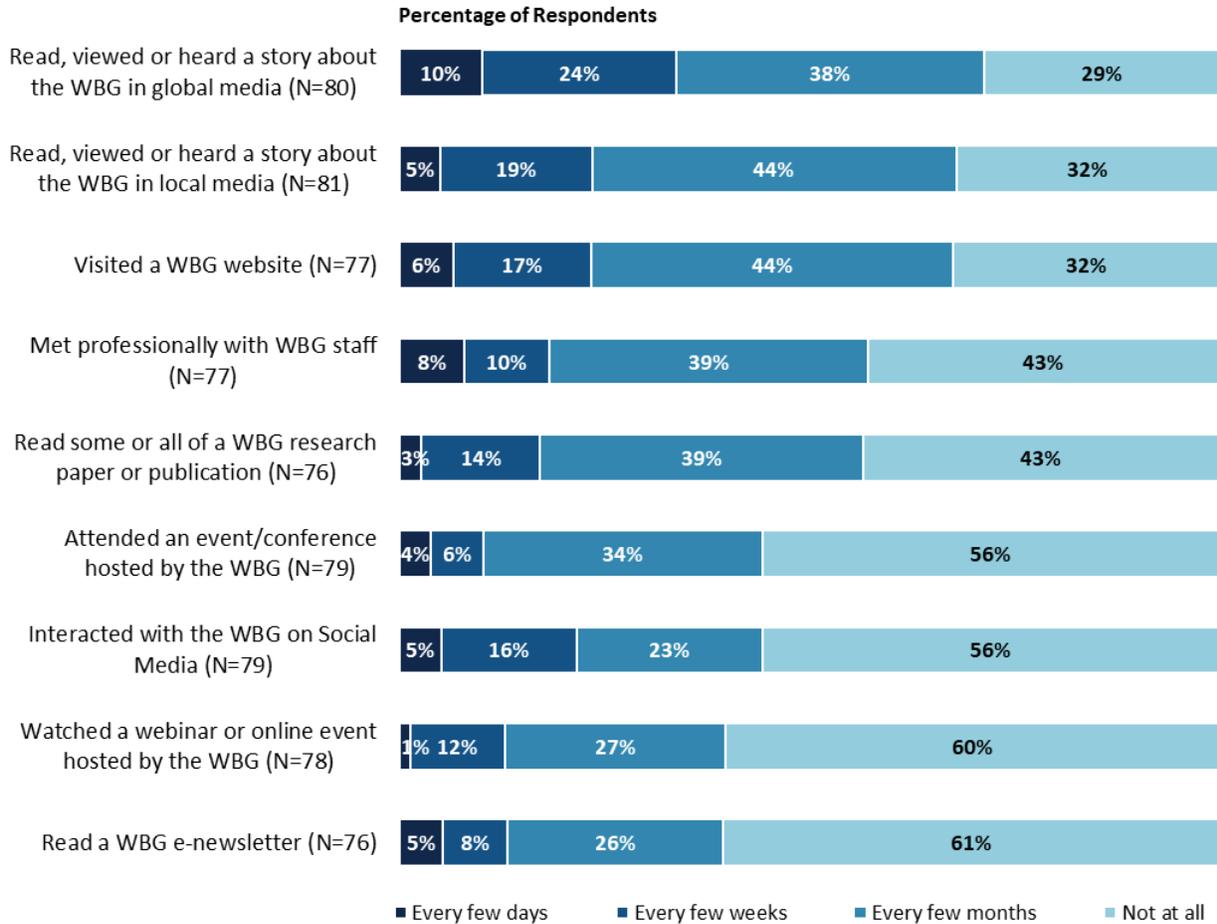


"How frequently do you interact with the World Bank Group now in Lesotho?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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



## XI. Appendices

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### LESOTHO





## Appendix A: Responses to All Questions across All Respondents (N=109)

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

<b>1. In general, would you say that Lesotho is headed in ... ?</b>	<b>Percentage of Respondents (N=108)</b>
The right direction	30.6%
The wrong direction	36.1%
Not sure	33.3%

<b>2. Do you think that economic opportunity for citizens in Lesotho is ... ?</b>	<b>Percentage of Respondents (N=108)</b>
Increasing	19.4%
Decreasing	50.9%
Staying about the same	29.6%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Job creation/employment	40.2%
Agriculture and rural development	25.2%
Government accountability and transparency	19.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.8%
Economic growth	16.8%
Food security	15.0%
Poverty reduction	15.0%
Private sector development	13.1%
Health	12.1%
Global pandemics (e.g., COVID-19)	10.3%
Social protection (e.g., pensions, targeted social assistance)	9.3%
Education	9.3%
Anti-corruption	9.3%
Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	8.4%
Information and communications technology	6.5%
Gender equity (closing the gap between women and men, and boys and girls)	6.5%
Energy	5.6%
Natural resource management	4.7%
Disease (e.g., HIV/AIDS, Tuberculosis)	4.7%
Tourism	4.7%
Climate change (e.g., mitigation, adaptation)	4.7%
Judiciary reform	4.7%
Transport (e.g., roads, bridges, transportation)	3.7%
Water and sanitation	2.8%
Disaster risk management	2.8%
International trade and exports	2.8%
Crime and violence	2.8%
Financial markets	1.9%
Pollution	0.9%
National debt	0.9%
Global/regional integration	0.0%
Urban development	0.0%

**A. Overall Context (continued)**

<b>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 Lesotho? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Job creation/employment	55.7%
Agriculture and rural development	35.8%
Private sector development	32.1%
Economic growth	22.6%
Government accountability and transparency	18.9%
Food security	18.9%
Anti-corruption	14.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.3%
Natural resource management	9.4%
Social protection (e.g., pensions, targeted social assistance)	9.4%
Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	8.5%
Education	8.5%
Information and communications technology	6.6%
International trade and exports	6.6%
Gender equity (closing the gap between women and men, and boys and girls)	4.7%
Climate change (e.g., mitigation, adaptation)	4.7%
Energy	4.7%
Transport (e.g., roads, bridges, transportation)	3.8%
Health	3.8%
Financial markets	3.8%
Tourism	2.8%
Disease (e.g., HIV/AIDS, Tuberculosis)	2.8%
Crime and violence	2.8%
Global/regional integration	2.8%
Disaster risk management	1.9%
Water and sanitation	0.9%
Urban development	0.9%
Judiciary reform	0.0%
National debt	0.0%
Pollution	0.0%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. In which areas would you like to see the Lesotho government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=104)</b>
Healthcare	51.0%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved (ensuring access for vulnerable groups and those in remote areas)	38.5%
Job creation/employment	36.5%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	26.9%
Nutrition/food security	25.0%
Economic growth	24.0%
Private sector development	23.1%
Providing direct financial support to businesses (business support packages)	16.3%
Public service delivery (e.g., strengthening policies, institutions)	14.4%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	12.5%
Providing direct financial support to citizens	9.6%
Education	9.6%
Ensuring that girls and women have equal access to job opportunities	2.9%
Ensuring that girls and women have equal access to health care/health services	1.9%
Other	1.0%

<b>6. When economic and/or social reform efforts fail or are slow to take place in Lesotho, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Political pressures and obstacles	46.6%
Lack of systems/structures to ensure government accountability and transparency to the public	42.7%
Corruption	41.7%
Inadequate level of capacity in the government to implement a policy	17.5%
Inadequate level of private sector participation	8.7%
Inadequate level of coordination among development partners	8.7%
Lack of complementarity of programs/projects	7.8%
Reforms are not well thought out in light of country challenges	7.8%
Inadequate level of citizen/civil society participation	6.8%
Inadequate level of capacity in the government to formulate a policy	3.9%
Other	3.9%
Pressure from outside interest groups (e.g., private sector, unions)	0.0%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/federal government	94	6	3.62	2.52
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID, China)	92	4	6.43	2.66
3. The World Bank Group*	95	3	6.98	2.49
4. The International Monetary Fund	88	8	6.39	2.71
5. United Nations agencies (e.g., WHO, UNICEF, UNFPA, UNDP, FAO, ILO, UNAIDS, etc.)	97	1	7.22	2.45
6. Regional development banks and unions (e.g., African Development Bank, SADC, SACU, African Union, etc.)	93	2	6.19	2.56
7. The Central Bank of Lesotho	95	2	6.59	2.56
8. International private sector (e.g., AB InBev, Coca Cola)	81	14	5.20	2.45
9. Domestic private sector	89	3	5.87	2.07
10. International civil society (e.g., World Vision, Pefpar)	91	1	6.84	2.30
11. Domestic civil society (e.g., LCN, TRC, MISA, WILSA)	92	2	6.27	2.39
12. Youth organizations (e.g., National Youth Council)	89	3	5.29	2.43
13. Faith-based institutions (e.g., CRS, Catholic Relief Services)	93	1	6.23	2.56
14. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	92	2	5.16	2.36
15. International media and their web presence	87	7	5.39	2.53
16. Web based media (i.e., blogs, social media, other web-based news and information sources)	93	1	5.13	2.52

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

1. How familiar are you with the work of these organizations in Lesotho? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	99	n/a	6.36	2.86
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	96	n/a	4.53	2.68

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Lesotho? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall, the World Bank Group currently plays a relevant role in development in Lesotho*	92	5	7.11	2.46
3. The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	90	2	7.11	2.28

4. Overall, please rate your impression of the effectiveness of these organizations in Lesotho. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	86	10	6.72	2.31
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	67	25	6.07	2.46

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help achieve development results in Lesotho?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	89	6	6.85	2.32

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Lesotho?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	82	12	7.10	2.40

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Lesotho? (Select only ONE response)	Percentage of Respondents (N=94)
To a fully sufficient degree	14.9%
To a somewhat sufficient degree	45.7%
To a somewhat insufficient degree	16.0%
To a very insufficient degree	13.8%
Don't know	9.6%

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

<b>8. When thinking about the World Bank Group's role in Lesotho, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=92)</b>
Financial resources	39.1%
Implementation support related to World Bank Group supported projects	31.5%
Capacity development related to World Bank Group supported projects	23.9%
Technical assistance (e.g., formulation of a law and regulation, policy, and strategy)	19.6%
Data and statistics	18.5%
Formal policy advice, studies, analyses	16.3%
Global advocacy (e.g., educational outcomes, health outcomes, climate change, gender equality)	9.8%
Promoting knowledge sharing	7.6%
Mobilizing third party financial resources	6.5%
Bringing together different groups of stakeholders	4.3%
Other	3.3%
Coordination among development partners	2.2%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	1.1%

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=91)</b>
Not enough public disclosure of its work	29.7%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	16.5%
Not collaborating enough with private sector	14.3%
Not adequately flexible in changing country circumstances	13.2%
Inadequate World Bank Group's staffing in Lesotho	11.0%
Too influenced by developed countries	11.0%
Staff too inaccessible	9.9%
Not willing to honestly criticize policies and reform efforts in the country	8.8%
Not adequately sensitive to political/social realities in Lesotho	8.8%
Not sufficiently focused on sustainable results	8.8%
Inadequate number of innovative financial products and services	7.7%
Don't know	7.7%
World Bank Group's processes too slow and complex	6.6%
Not aligned with country priorities	5.5%
Arrogant in its approach	4.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.3%
Other	3.3%
Inadequate level of real-time advice and guidance	2.2%
Inadequate number of innovative knowledge products and services	1.1%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=91)</b>
Job creation/employment	27.5%
Agriculture and rural development	26.4%
Private sector development	24.2%
Economic growth	18.7%
Poverty reduction	18.7%
Anti-corruption	16.5%
Government accountability and transparency	15.4%
Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	11.0%
Health	9.9%
Food security	9.9%
Social protection (e.g., pensions, targeted social assistance)	8.8%
Transport (e.g., roads, bridges, transportation)	7.7%
Education	7.7%
Global pandemics (e.g., COVID-19)	7.7%
Energy	7.7%
Natural resource management	7.7%
Water and sanitation	5.5%
Information and communications technology	5.5%
Climate change (e.g., mitigation, adaptation)	5.5%
International trade and exports	4.4%
Tourism	4.4%
National debt	4.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	3.3%
Urban development	3.3%
Judiciary reform	3.3%
Gender equity (closing the gap between women and men, and boys and girls)	3.3%
Disaster risk management	2.2%
Disease (e.g., HIV/AIDS, Tuberculosis)	2.2%
Pollution	1.1%
Crime and violence	1.1%
Financial markets	0.0%
Global/regional integration	0.0%

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

<b>11. The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Lesotho over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=90)</b>
Healthcare	48.9%
Job creation/employment	37.8%
Private sector development	27.8%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved (ensuring access for vulnerable groups and those in remote areas)	25.6%
Economic growth	24.4%
Providing direct financial support to businesses (business support packages)	21.1%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	15.6%
Nutrition/food security	15.6%
Education	13.3%
Supporting efforts that can help counter misinformation about vaccines	12.2%
Public service delivery (e.g., strengthening policies, institutions)	8.9%
Providing direct financial support to citizens	6.7%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	6.7%
Ensuring that girls and women have equal access to health care/health services	4.4%
Ensuring that girls and women have equal access to job opportunities	3.3%
Other	1.1%

<b>12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=88)</b>
World Bank	39.8%
Financial Advisory Solutions	30.7%
Multi-lateral financial institution	22.7%
Development institution	19.3%
Investment Bank	19.3%
Public-private partnerships	17.0%
Private Sector Solutions	15.9%
Do not have enough information to say	14.8%
Innovation and Entrepreneurship	8.0%
Venture Capital	3.4%
None of these	3.4%
Impact Investor	2.3%
Asset Manager	1.1%
Thought leader	1.1%
Other	1.1%

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Lesotho solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	75	11	6.39	2.57

<b>Staffing adequacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. To what extent do you believe the World Bank Group is adequately staffed in Lesotho? (1-To no degree at all, 10-To a very significant degree)	62	19	4.74	2.15

<b>To what extent is the World Bank Group an effective development partner in Lesotho, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. Responsiveness to needs*	73	9	6.38	2.54
4. Flexibility (in terms of the institution's products and services)*	73	8	5.74	2.42
5. Flexibility (in terms of changing country circumstances)*	73	5	5.89	2.54
6. Being inclusive*	76	3	6.07	2.53
7. Openness (sharing data and other information)*	75	4	6.87	2.68
8. Collaboration with the Government*	79	1	7.67	2.05
9. The speed in which it gets things accomplished on the ground*	71	9	6.13	2.50
10. Helping to bring discipline/effective supervision to implementation of investment projects*	71	10	6.55	2.20
11. Collaboration with civil society*	62	19	5.39	2.44
12. Staff accessibility*	71	8	5.70	2.60
13. Collaboration with other donors and development partners*	73	7	6.89	2.23
14. Collaboration with the private sector*	62	17	5.76	2.34
15. Straightforwardness and honesty*	71	8	6.73	2.35
16. Treating clients and stakeholders in Lesotho with respect*	68	11	7.12	2.38
17. Being a long-term partner*	69	9	8.00	2.36

<b>To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
18. The World Bank Group disburses funds promptly	55	30	6.11	2.49
19. The World Bank Group effectively monitors and evaluates the projects and programs it supports	69	12	7.48	2.31
20. The World Bank Group's approvals and reviews are done in a timely fashion	56	25	6.66	2.34
21. The World Bank Group's Environmental and Social Framework requirements are reasonable	54	24	6.93	2.46
22. The World Bank Group's conditions on its lending are reasonable	52	28	6.21	2.77
23. The World Bank Group takes decisions quickly in Lesotho*	54	25	6.33	2.36
24. Working with the World Bank Group increases Lesotho's institutional capacity	72	10	6.76	2.62

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

<b>To what extent do you agree/disagree with the following statements about the World Bank Group in Lesotho? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lesotho*	64	20	5.98	2.31
26. The World Bank Group meets Lesotho's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	70	12	6.53	2.55

<b>COVID-19 "Approach Paper"</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Lesotho government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	47	34	6.83	2.54

<b>Global role of advocacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	74	9	8.18	2.20

<b>How effectively does the World Bank Group support Lesotho's efforts ... ? (1-Not effectively at all, 10-Very effectively)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
29. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	56	28	6.07	2.26
30. To develop better and stronger data collection/analytics systems within the Government	65	16	6.26	2.22
31. To strengthen the country's crisis preparedness	64	15	6.03	2.32

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	41	39	7.05	2.45
2. Gender equity (closing the gap between women and men, and boys and girls)	34	44	6.18	2.43
3. Private sector development	54	24	6.43	2.47
4. Education	49	27	7.24	2.34
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	53	24	7.04	2.33
6. Global/regional integration	37	38	7.14	2.26
7. Food security	47	29	6.98	2.32
8. Urban development	27	48	5.30	2.49
9. Energy	37	41	6.68	2.53
10. Water and sanitation	45	32	7.31	2.48
11. Job creation/employment	44	31	6.16	2.47
12. Health	56	20	7.14	2.19
13. Financial markets	37	39	6.14	2.77
14. Transport (e.g., roads, bridges, transportation)	40	33	5.95	2.83
15. Agriculture and rural development	52	22	6.75	2.74
16. International trade and exports	33	39	6.48	3.10
17. Natural resource management	32	41	5.78	2.88
18. Climate change (e.g., mitigation, adaptation)	41	34	6.71	2.74
19. Poverty reduction	52	20	6.88	2.60
20. Anti-corruption	31	41	6.06	2.69
21. Economic growth	55	17	7.24	2.44
22. Disaster risk management	32	39	6.28	2.50
23. Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	43	32	7.23	2.57
24. Disease (e.g., HIV/AIDS, Tuberculosis)	47	28	7.21	2.60
25. Information and communications technology	31	43	6.39	2.54
26. Government accountability and transparency	42	32	6.48	2.85
27. Tourism	27	45	5.41	3.18

2. The World Bank Group has provided fast track support to Lesotho related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	46	3	31	6.89	2.69
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	38	2	40	6.00	2.90
3. Protecting poor people (social assistance/ social safety nets)	50	1	28	6.58	2.94
4. Ensuring social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, herd boys) and those in remote areas	42	1	36	6.45	2.98
5. Strengthening policies, institutions and investments for rebuilding better	41	3	35	6.61	2.52
6. Macroeconomic stability and transparent debt management	37	2	36	6.51	2.69

**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=84)
Weekly	8.3%
Monthly	21.4%
A few times a year	28.6%
Rarely	23.8%
Never	17.9%

In Lesotho, 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	62	21	6.87	2.32
3. Include appropriate level of stakeholder involvement during preparation	63	17	6.63	2.30
4. Lead to practical solutions	68	13	6.91	2.18
5. Are source of relevant information on global good practices	64	15	7.64	2.31
6. Are adequately disseminated	67	13	6.07	2.72
7. Are translated enough into local language	53	27	4.09	2.66
8. Are adaptable to Lesotho's specific development challenges and country circumstances*	64	16	6.73	2.35

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)	76	7	7.49	2.22
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)	69	11	7.61	2.10

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=84)
Engage more effectively with private sector	25.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	22.6%
Increase the level of capacity development in the country	22.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	21.4%
Reduce the complexity of obtaining World Bank Group financing	19.0%
Engage more directly with beneficiaries	14.3%
Improve the quality of its experts as related to Lesotho's specific challenges	10.7%
Offer more innovative knowledge products and services	10.7%
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	9.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.1%
Offer more innovative financial products and services	7.1%
Other	6.0%
Work faster	4.8%
Offer more real-time advice and guidance	2.4%
Ensure greater selectivity in its work	1.2%

**F. The Future Role of the World Bank Group in Lesotho (continue)**

<b>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)</b>	<b>Percentage of Respondents (Responses Combined; N=84)</b>
Private sector	53.6%
NGOs/Community Based Organizations	29.8%
Academia/think tanks/research institutes	26.2%
Community of development partners	21.4%
Beneficiaries	19.0%
Youth/university groups	14.3%
Local government	14.3%
Media	9.5%
Parliament/Principal Chiefs	6.0%
Foundations	1.2%
Other	1.2%
Don't know	0.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Lesotho?</b>	<b>Percentage of Respondents (N=84)</b>
Never	16.7%
Less than once a year	13.1%
Once a year to a few times a year	35.7%
Less than once a month	4.8%
At least once a month	19.0%
At least once a week	10.7%

<b>2. How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=80)</b>
Local newspapers	60.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	43.8%
Local television	20.0%
Local radio	18.8%
Periodicals	13.8%
International television	12.5%
Other	10.0%
International newspapers	6.3%
International radio	1.3%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=81)</b>
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	39.5%
World Bank Group's website	39.5%
World Bank Group's seminars/workshops/conferences	38.3%
World Bank Group's publications and other written materials	37.0%
e-Newsletters	34.6%
Webinars or online events hosted by the World Bank Group	34.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	24.7%
Interviews and press conferences for the Lesotho's media	16.0%

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

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=79)</b>
High speed/WiFi	89.9%
Dial-up	10.1%

<b>5. What do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=80)</b>
Computer/laptop	70.0%
Phone	15.0%
I never visit the WBG websites	11.3%
Tablet	3.8%

<b>6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	81	4.9%	18.5%	44.4%	32.1%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	80	10.0%	23.8%	37.5%	28.8%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	79	5.1%	16.5%	22.8%	55.7%
Visited a WBG website (e.g., read a blog, used data)	77	6.5%	16.9%	44.2%	32.5%
Attended an event/conference hosted by the WBG	79	3.8%	6.3%	34.2%	55.7%
Watched a webinar or online event hosted by the WBG	78	1.3%	11.5%	26.9%	60.3%
Read some or all of a WBG research paper or publication	76	2.6%	14.5%	39.5%	43.4%
Met professionally with WBG staff	77	7.8%	10.4%	39.0%	42.9%
Read a WBG e-newsletter	76	5.3%	7.9%	26.3%	60.5%



## H. Background Information

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=108)</b>
Employee of Ministry, Ministerial Department, Implementation Agency	25.9%
Private Sector Organization	15.7%
NGO/Community Based Organization	15.7%
State-Owned Enterprise	6.5%
Multilateral Agency (UN, regional development bank)	6.5%
Media (press, radio, TV, web, etc.)	6.5%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	3.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.7%
Office of Minister	2.8%
Bilateral Agency (e.g., embassy, diplomatic, military)	2.8%
Academia/Research Institute/Think Tank	2.8%
Office of the President, Prime Minister	1.9%
Financial Sector/Private Bank	1.9%
Youth Group	1.9%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.9%
Women Group	0.9%
Other	0.0%
Office of Parliamentarian/Senator	0.0%
Local Government Office or Staff	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Judicial System (e.g., courts)	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=108)</b>
Social protection	11.1%
Communications, public affairs	10.2%
Macroeconomics, fiscal management	9.3%
Education	8.3%
Health, nutrition	7.4%
Digital development and technology (ICT)	6.5%
Generalist (specialized in multiple sectors)	6.5%
Poverty	5.6%
Trade and competitiveness	5.6%
Energy	4.6%
Agriculture, rural development	4.6%
Finance and markets	4.6%
Governance, anti-corruption	3.7%
Environment, natural resources	2.8%
Jobs	1.9%
Climate change	1.9%
Gender	1.9%
Other	1.9%
Water, sanitation	0.9%
Transport	0.9%
Urban development	0.0%
Tourism	0.0%
Fragility, conflict, violence, refugees	0.0%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=106)</b>
Yes	54.7%
No	45.3%

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

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=53)</b>
Yes	54.7%
No	45.3%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>
Engage in World Bank Group related/sponsored events/activities	42.4%
Collaborate as part of my professional duties	31.3%
Use World Bank Group reports/data	28.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	22.2%
Use World Bank Group website for information, data, research, etc.	18.2%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=104)</b>
Female	46.2%
Male	53.8%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=108)</b>
25 and under	0.9%
26-35	25.0%
36-45	35.2%
46-55	26.9%
56 and above	12.0%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=108)</b>
Maseru	81.5%
Berea	4.6%
Leribe	4.6%
Mafeteng	2.8%
Quthing	2.8%
Butha-Buthe	1.9%
Mohale's Hoek	0.9%
Qacha's Nek	0.9%
Thaba-Tseka	0.0%
Mokholong	0.0%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>20</sup>

- Office of President/Prime Minister/Minister N=5
- Employee of a Ministry/PMU/Consultant on WBG Project N=32
- State-Owned Enterprise N=7
- Bilateral/Multilateral Agency N=10
- Private Sector/Financial Sector/Private Bank N=19
- CSO N=21
- Media N=7
- Other<sup>21</sup> N=7

### A. Overall Context

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

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	60.0%	31.3%	28.6%	50.0%	21.1%	28.6%	0.0%	42.9%
The wrong direction	0.0%	18.8%	14.3%	30.0%	63.2%	38.1%	71.4%	57.1%
Not sure	40.0%	50.0%	57.1%	20.0%	15.8%	33.3%	28.6%	0.0%

\*Significantly different between stakeholder groups

<sup>20</sup> Only 108 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>21</sup> Includes the following categories: Independent Government Institution (N=4) and Academia/Research Institute/Think Tank (N=3).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Job creation/employment	40.0%	43.8%	42.9%	40.0%	36.8%	25.0%	57.1%	57.1%
Health	20.0%	9.4%	14.3%	20.0%	15.8%	15.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	5.3%	5.0%	0.0%	0.0%
Global pandemics	0.0%	9.4%	0.0%	10.0%	15.8%	10.0%	14.3%	14.3%
Government accountability and transparency	20.0%	21.9%	14.3%	40.0%	21.1%	15.0%	14.3%	0.0%
Social protection*	20.0%	25.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Transport	20.0%	3.1%	0.0%	10.0%	0.0%	0.0%	0.0%	14.3%
Private sector development	20.0%	9.4%	42.9%	0.0%	21.1%	10.0%	0.0%	14.3%
Education	0.0%	9.4%	0.0%	30.0%	5.3%	10.0%	0.0%	14.3%
Public sector governance/reform	0.0%	18.8%	28.6%	10.0%	10.5%	30.0%	14.3%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	20.0%	15.6%	0.0%	20.0%	21.1%	10.0%	28.6%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	6.3%	14.3%	10.0%	10.5%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Disaster risk management	0.0%	6.3%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.3%	14.3%	0.0%	5.3%	0.0%	0.0%	14.3%
Disease	0.0%	6.3%	0.0%	0.0%	0.0%	15.0%	0.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Information and communications technology	0.0%	3.1%	0.0%	0.0%	10.5%	10.0%	14.3%	14.3%
Tourism	0.0%	0.0%	14.3%	10.0%	10.5%	5.0%	0.0%	0.0%
Gender equity	0.0%	6.3%	0.0%	10.0%	0.0%	15.0%	14.3%	0.0%
Agriculture and rural development	0.0%	34.4%	14.3%	0.0%	31.6%	20.0%	42.9%	28.6%
International trade and exports	0.0%	3.1%	0.0%	0.0%	5.3%	5.0%	0.0%	0.0%
Economic growth	0.0%	15.6%	14.3%	10.0%	31.6%	10.0%	28.6%	14.3%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)****Continued from previous page**

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social inclusion of vulnerable groups and those in remote areas*	40.0%	6.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	20.0%	0.0%	10.0%	0.0%	14.3%
Poverty reduction	60.0%	12.5%	14.3%	10.0%	5.3%	10.0%	28.6%	28.6%
Anti-corruption	0.0%	6.3%	0.0%	20.0%	10.5%	15.0%	14.3%	0.0%
Judiciary reform	0.0%	0.0%	14.3%	10.0%	5.3%	10.0%	0.0%	0.0%
Crime and violence*	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%

\*Significantly different between stakeholder groups

When economic and/or social reform efforts fail or are slow to take place in Lesotho, which of the following would you attribute this to?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Pressure from outside interest groups	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lack of complementarity of programs/projects	20.0%	12.9%	14.3%	0.0%	5.6%	5.0%	0.0%	0.0%
Lack of systems/structures to ensure government accountability and transparency to the public	40.0%	48.4%	42.9%	33.3%	50.0%	40.0%	28.6%	33.3%
Corruption*	0.0%	22.6%	42.9%	33.3%	61.1%	55.0%	57.1%	66.7%
Political pressures and obstacles	60.0%	48.4%	28.6%	88.9%	50.0%	35.0%	28.6%	33.3%
Inadequate level of private sector participation	0.0%	9.7%	14.3%	0.0%	5.6%	0.0%	28.6%	33.3%
Inadequate level of citizen/civil society participation	0.0%	6.5%	0.0%	0.0%	5.6%	10.0%	28.6%	0.0%
Inadequate level of coordination among development partners	20.0%	12.9%	14.3%	11.1%	0.0%	10.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	0.0%	19.4%	0.0%	0.0%	0.0%	5.0%	14.3%	0.0%
Inadequate level of capacity in the government to formulate a policy	20.0%	0.0%	0.0%	11.1%	11.1%	0.0%	0.0%	0.0%
Inadequate level of capacity in the government to implement a policy	20.0%	19.4%	0.0%	22.2%	5.6%	35.0%	14.3%	0.0%
Other*	0.0%	0.0%	28.6%	0.0%	0.0%	5.0%	0.0%	16.7%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	4	9.25	29	7.10	7	6.43	9	7.89	15	6.40	18	6.56	6	6.50	6	7.17

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

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Lesotho?**

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	5	7.80	31	7.52	6	5.67	9	7.33	15	4.47	20	5.15	6	6.67	6	6.83
IFC, the World Bank Group's private sector arm*	4	5.25	31	5.71	7	5.29	9	4.89	13	2.85	19	2.84	6	5.17	6	4.67

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	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 Lesotho	5	7.60	30	7.83	7	6.71	9	8.44	14	5.79	16	6.25	4	6.25	6	7.50
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	5	9.00	29	7.41	7	6.71	9	7.78	11	5.64	17	6.82	5	7.40	6	6.83

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

Overall, please rate your impression of the effectiveness of these organizations in Lesotho.

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	5	8.60	28	7.61	6	7.17	7	7.43	14	5.57	15	5.40	4	4.50	6	7.17
IFC, the World Bank Group's private sector arm*	4	8.50	22	6.95	6	7.17	3	6.67	11	4.73	10	4.70	4	5.75	6	4.67

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	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 Lesotho?*	4	10.00	29	7.38	7	6.57	8	8.13	13	5.46	16	5.69	5	7.20	6	6.67

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	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 Lesotho?*	3	10.00	27	7.52	6	7.33	8	8.75	13	5.85	14	5.71	5	6.20	5	8.20

(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 Lesotho, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Transport	0.0%	16.0%	0.0%	0.0%	7.1%	0.0%	0.0%	16.7%
Private sector development	0.0%	36.0%	66.7%	33.3%	14.3%	15.8%	0.0%	16.7%
Education	0.0%	4.0%	16.7%	11.1%	14.3%	10.5%	0.0%	0.0%
Public sector governance/reform	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	16.7%
Global pandemics	0.0%	16.0%	16.7%	0.0%	0.0%	10.5%	0.0%	0.0%
Government accountability and transparency	40.0%	12.0%	33.3%	11.1%	0.0%	21.1%	33.3%	0.0%
Energy	0.0%	8.0%	16.7%	11.1%	7.1%	5.3%	0.0%	16.7%
Water and sanitation	0.0%	4.0%	0.0%	0.0%	7.1%	5.3%	16.7%	16.7%
Pollution	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Job creation/employment	20.0%	36.0%	0.0%	11.1%	28.6%	26.3%	33.3%	50.0%
Health	0.0%	8.0%	16.7%	11.1%	14.3%	10.5%	16.7%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	16.0%	0.0%	0.0%	0.0%	15.8%	16.7%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	60.0%	12.0%	16.7%	0.0%	7.1%	0.0%	0.0%	0.0%
Urban development	0.0%	4.0%	0.0%	11.1%	7.1%	0.0%	0.0%	0.0%
Agriculture and rural development	20.0%	32.0%	0.0%	22.2%	35.7%	21.1%	33.3%	16.7%
International trade and exports	0.0%	4.0%	0.0%	0.0%	7.1%	10.5%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Social inclusion of vulnerable groups and those in remote areas	0.0%	4.0%	16.7%	22.2%	0.0%	26.3%	16.7%	0.0%
Anti-corruption	20.0%	12.0%	0.0%	11.1%	35.7%	15.8%	16.7%	16.7%
Tourism	0.0%	4.0%	0.0%	11.1%	7.1%	0.0%	16.7%	0.0%
Judiciary reform*	0.0%	0.0%	33.3%	0.0%	7.1%	0.0%	0.0%	0.0%
Economic growth	20.0%	12.0%	0.0%	33.3%	14.3%	21.1%	16.7%	50.0%
Disaster risk management	0.0%	4.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes Toward the World Bank Group (continued)***Continued from previous page*

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Natural resource management	0.0%	4.0%	16.7%	11.1%	14.3%	5.3%	0.0%	16.7%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Information and communications technology	0.0%	8.0%	0.0%	0.0%	7.1%	10.5%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	11.1%	7.1%	5.3%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	22.2%	0.0%	10.5%	0.0%	16.7%
Poverty reduction	60.0%	12.0%	16.7%	22.2%	21.4%	10.5%	16.7%	33.3%
National debt	20.0%	4.0%	0.0%	0.0%	0.0%	5.3%	16.7%	0.0%

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	4	6.50	20	7.20	5	5.40	7	6.57	11	6.18	12	5.42	3	7.67	5	7.20
Flexibility (in terms of the institution's products and services)	4	7.00	24	6.88	5	4.60	7	5.14	12	5.25	12	4.83	3	3.33	5	6.00
Flexibility (in terms of changing country circumstances)	4	7.50	22	6.86	5	4.80	7	4.86	11	5.91	13	4.77	4	4.75	6	6.50
Being inclusive	4	8.00	23	7.00	6	4.83	8	6.25	12	4.83	14	5.14	3	6.33	5	6.60
Openness (sharing data and other information)	3	9.00	21	7.86	6	5.17	9	7.22	12	5.75	14	6.21	4	6.50	5	7.80
Collaboration with the Government*	4	8.25	23	7.78	6	6.17	9	8.78	12	6.25	14	7.57	4	9.00	6	9.00
The speed in which it gets things accomplished on the ground	3	8.67	22	6.73	5	4.60	6	7.17	13	5.00	11	5.91	4	5.00	6	6.50
Helping to bring discipline/effective supervision to implementation of investment projects	3	9.00	22	7.23	6	6.33	6	6.83	12	5.50	12	6.33	4	4.25	5	7.00
Collaboration with civil society	1	10.00	14	6.14	5	5.00	6	4.50	12	4.25	14	5.57	4	4.75	5	6.40
Staff accessibility*	3	10.00	20	6.85	6	4.83	8	5.75	11	4.09	13	4.00	4	7.00	5	6.40
Collaboration with other donors and development partners	2	7.00	21	7.38	6	5.50	9	7.67	12	6.00	13	6.23	3	8.00	6	8.17
Collaboration with the private sector	2	6.00	15	6.33	5	4.80	6	6.00	12	4.75	12	6.00	3	5.67	6	6.33
Straightforwardness and honesty	3	9.67	21	7.10	6	5.00	8	7.00	12	5.92	11	6.64	3	6.00	6	7.50
Treating clients and stakeholders in Lesotho with respect	4	8.50	22	7.32	5	6.40	7	7.29	10	5.60	10	7.40	3	7.33	6	7.67
Being a long-term partner	3	9.33	20	8.50	6	6.83	9	8.67	10	6.90	11	7.18	4	7.75	5	9.40

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Lesotho*	3	8.67	22	6.91	5	5.20	5	6.60	7	4.14	3	4.67	3	6.67	6	7.00

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	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 Lesotho	2	7.50	17	6.82	6	5.00	6	6.83	11	6.00	10	4.50	5	4.20	6	6.83
The World Bank Group meets Lesotho's needs for knowledge services	4	9.00	20	6.55	5	4.80	7	7.57	11	6.82	12	6.08	4	5.00	6	6.17

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	4	9.00	18	7.56	6	6.00	8	8.50	12	8.25	15	8.33	4	9.75	6	9.50

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



**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	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	Weekly	25.0%	16.0%	0.0%	22.2%	0.0%	0.0%	0.0%
Monthly	0.0%	24.0%	16.7%	33.3%	0.0%	26.7%	0.0%	66.7%
A few times a year	25.0%	40.0%	33.3%	11.1%	23.1%	13.3%	80.0%	16.7%
Rarely	25.0%	8.0%	33.3%	22.2%	38.5%	40.0%	20.0%	0.0%
Never	25.0%	12.0%	16.7%	11.1%	38.5%	20.0%	0.0%	16.7%

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Lesotho's specific development challenges and country circumstances	3	8.67	22	7.45	5	4.60	7	7.29	8	6.13	10	6.40	3	6.00	6	6.00

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	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?*	4	8.00	25	7.84	6	4.83	9	8.44	9	6.33	11	7.36	5	8.40	6	8.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	3	9.67	23	7.65	5	5.40	8	8.63	10	7.20	10	8.00	3	5.67	6	7.83

(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 Lesotho**

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Improve the quality of its experts as related to Lesotho's specific challenges	0.0%	16.0%	16.7%	11.1%	23.1%	0.0%	0.0%	0.0%
Engage more effectively with private sector	25.0%	24.0%	33.3%	0.0%	46.2%	6.7%	20.0%	50.0%
Work faster	0.0%	4.0%	0.0%	11.1%	15.4%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	25.0%	8.0%	16.7%	33.3%	23.1%	13.3%	20.0%	50.0%
Offer more real-time advice and guidance	0.0%	4.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	12.0%	0.0%	0.0%	7.7%	6.7%	20.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	16.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Offer more innovative knowledge products and services	0.0%	8.0%	0.0%	22.2%	15.4%	13.3%	20.0%	0.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	50.0%	32.0%	16.7%	22.2%	15.4%	13.3%	0.0%	16.7%
Offer more innovative financial products and services	25.0%	4.0%	0.0%	0.0%	7.7%	13.3%	0.0%	16.7%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	0.0%	4.0%	0.0%	22.2%	7.7%	6.7%	20.0%	33.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	0.0%	8.0%	0.0%	22.2%	0.0%	86.7%	20.0%	0.0%
Increase the level of capacity development in the country*	50.0%	48.0%	33.3%	0.0%	7.7%	0.0%	40.0%	0.0%
Engage more directly with beneficiaries*	0.0%	4.0%	33.3%	0.0%	7.7%	33.3%	40.0%	16.7%
Other	0.0%	4.0%	33.3%	11.1%	0.0%	6.7%	0.0%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Lesotho (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 the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Youth/university groups	0.0%	8.0%	0.0%	22.2%	15.4%	26.7%	20.0%	16.7%
Local government	25.0%	24.0%	0.0%	11.1%	0.0%	13.3%	40.0%	0.0%
Private sector*	50.0%	56.0%	66.7%	33.3%	100.0%	26.7%	20.0%	50.0%
Beneficiaries	50.0%	32.0%	16.7%	11.1%	7.7%	13.3%	0.0%	16.7%
Community of development partners	50.0%	20.0%	16.7%	33.3%	23.1%	26.7%	0.0%	0.0%
NGOs/Community Based Organizations*	25.0%	20.0%	16.7%	33.3%	7.7%	73.3%	40.0%	16.7%
Parliament/Principal Chiefs	0.0%	8.0%	16.7%	11.1%	0.0%	6.7%	0.0%	0.0%
Media*	0.0%	0.0%	0.0%	11.1%	7.7%	6.7%	80.0%	16.7%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	0.0%	32.0%	33.3%	22.2%	38.5%	6.7%	0.0%	66.7%
Other	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in Lesotho?\*

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Never	25.0%	8.0%	33.3%	11.1%	30.8%	13.3%	40.0%	0.0%
Less than once a year	0.0%	0.0%	0.0%	0.0%	30.8%	26.7%	20.0%	33.3%
Once a year to a few times a year	50.0%	32.0%	66.7%	33.3%	30.8%	46.7%	20.0%	0.0%
Less than once a month	0.0%	0.0%	0.0%	11.1%	7.7%	6.7%	20.0%	0.0%
At least once a month	0.0%	32.0%	0.0%	33.3%	0.0%	6.7%	0.0%	66.7%
At least once a week	25.0%	28.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Lesotho? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local radio	50.0%	20.8%	0.0%	0.0%	30.8%	14.3%	0.0%	16.7%
International radio	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Local newspapers	75.0%	66.7%	50.0%	55.6%	46.2%	57.1%	66.7%	66.7%
International newspapers*	0.0%	4.2%	0.0%	44.4%	0.0%	0.0%	0.0%	0.0%
Local television	50.0%	29.2%	16.7%	11.1%	7.7%	21.4%	33.3%	0.0%
International television	0.0%	4.2%	0.0%	22.2%	23.1%	14.3%	33.3%	16.7%
Periodicals	25.0%	20.8%	33.3%	11.1%	0.0%	7.1%	33.3%	0.0%
Social media	0.0%	29.2%	50.0%	44.4%	61.5%	50.0%	33.3%	83.3%
Other	0.0%	8.3%	33.3%	11.1%	0.0%	21.4%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
World Bank Group's publications and other written materials	25.0%	47.8%	40.0%	22.2%	23.1%	40.0%	40.0%	33.3%
e-Newsletters	25.0%	34.8%	20.0%	55.6%	23.1%	46.7%	40.0%	16.7%
World Bank Group's seminars/workshops/ conferences	25.0%	47.8%	60.0%	22.2%	38.5%	40.0%	20.0%	16.7%
Social media	50.0%	21.7%	40.0%	33.3%	69.2%	40.0%	20.0%	50.0%
Direct contact with World Bank Group	25.0%	13.0%	20.0%	55.6%	23.1%	26.7%	60.0%	0.0%
World Bank Group's website	0.0%	56.5%	20.0%	44.4%	46.2%	33.3%	20.0%	33.3%
Webinars or online events hosted by the World Bank Group	25.0%	43.5%	80.0%	44.4%	15.4%	26.7%	0.0%	50.0%
Interviews and press conferences for the Lesotho's media	50.0%	13.0%	20.0%	0.0%	15.4%	6.7%	40.0%	33.3%



## H. Background Information

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

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed/WiFi	66.7%	95.8%	100.0%	100.0%	72.7%	86.7%	80.0%	100.0%
Dial-up	33.3%	4.2%	0.0%	0.0%	27.3%	13.3%	20.0%	0.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	100.0%	78.1%	57.1%	77.8%	31.6%	9.5%	66.7%	71.4%
No	0.0%	21.9%	42.9%	22.2%	68.4%	90.5%	33.3%	28.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
IDA	100.0%	100.0%	50.0%	83.3%	75.0%	100.0%	50.0%	80.0%
IFC	0.0%	0.0%	50.0%	16.7%	25.0%	0.0%	25.0%	20.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer*	33.3%	3.2%	14.3%	10.0%	31.3%	42.1%	33.3%	42.9%
Use World Bank Group reports/data	33.3%	32.3%	42.9%	20.0%	31.3%	26.3%	16.7%	14.3%
Engage in World Bank Group related/sponsored events/activities	66.7%	45.2%	42.9%	40.0%	31.3%	52.6%	16.7%	42.9%
Collaborate as part of my professional duties*	0.0%	45.2%	28.6%	70.0%	25.0%	15.8%	0.0%	14.3%
Use World Bank Group website for information, data, research, etc.	0.0%	19.4%	0.0%	10.0%	18.8%	15.8%	66.7%	14.3%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>22</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Lesotho COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

- Collaborating with the WBG, FY21 N=58
- Not collaborating with the WBG, FY21 N=48

### A. Overall Context

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government*	49	4.33	2.75	43	2.86	2.02
Bilateral organizations	47	6.72	2.52	43	6.14	2.82
The World Bank Group	50	7.36	2.48	43	6.44	2.44
The International Monetary Fund	45	6.87	2.75	41	5.83	2.64
United Nations agencies	50	7.62	2.24	45	6.69	2.61
Regional development banks and unions	47	6.62	2.56	44	5.77	2.55
The Central Bank of Lesotho	48	6.77	2.56	45	6.47	2.53
International private sector	40	5.10	2.45	39	5.31	2.45
Domestic private sector	44	5.95	2.25	43	5.84	1.90
International civil society	47	6.98	2.36	42	6.57	2.22
Domestic civil society	46	6.33	2.39	44	6.09	2.39
Youth organizations	47	5.57	2.43	43	5.26	2.79
Faith-based institutions	47	6.40	2.31	44	5.93	2.80
Domestic traditional media and their web presence	46	5.52	2.14	44	4.66	2.46
International media and their web presence	44	5.57	2.34	41	5.22	2.78
Web based media	47	5.30	2.30	44	5.02	2.79

\*Significantly different between collaborators and non-collaborators

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

How familiar are you with the work of these organizations in Lesotho? (1-Not familiar at all, 10-Extremely familiar)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)*	54	7.44	2.51	43	4.91	2.66
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	51	5.10	2.66	43	3.72	2.50

\*Significantly different between collaborators and non-collaborators

<sup>22</sup> Only 106 out of 109 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)**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho*	51	7.94	2.02	39	5.95	2.57
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho*	48	7.85	1.86	40	6.15	2.41

\*Significantly different between collaborators and non-collaborators

Overall, please rate your impression of the effectiveness of these organizations in Lesotho.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)*	49	7.76	1.70	35	5.31	2.36
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	36	7.03	1.98	29	4.72	2.40

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lesotho?*	48	7.65	1.97	39	5.79	2.33

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Lesotho?*	45	7.78	1.93	35	6.14	2.66

(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 Lesotho?

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	20.0%	7.1%
To a somewhat sufficient degree	52.0%	38.1%
To a somewhat insufficient degree	10.0%	23.8%
To a very insufficient degree	12.0%	16.7%
Don't know	6.0%	14.3%

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	4.1%	5.0%
Inadequate World Bank Group's staffing in Lesotho	16.3%	5.0%
Inadequate level of real-time advice and guidance	2.0%	2.5%
Inadequate number of innovative knowledge products and services	2.0%	0.0%
Inadequate number of innovative financial products and services	6.1%	10.0%
Not willing to honestly criticize policies and reform efforts in the country	8.2%	7.5%
Staff too inaccessible	8.2%	12.5%
Not collaborating enough with private sector	8.2%	20.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.0%	5.0%
Not aligned with country priorities	4.1%	7.5%
Not adequately sensitive to political/social realities in Lesotho	12.2%	5.0%
Too influenced by developed countries	14.3%	7.5%
World Bank Group's processes too slow and complex	8.2%	5.0%
Not adequately flexible in changing country circumstances	18.4%	7.5%
Not sufficiently focused on sustainable results*	14.3%	2.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	12.2%	22.5%
Not enough public disclosure of its work	24.5%	35.0%
Other	6.1%	0.0%
Don't know	6.1%	10.0%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG		Not collaborating with the WBG	
Transport*	11.8%		0.0%	
Private sector development	21.6%		28.9%	
Education	7.8%		7.9%	
Public sector governance/reform	2.0%		5.3%	
Global pandemics (e.g., COVID-19)	9.8%		5.3%	
Government accountability and transparency	11.8%		21.1%	
Energy	9.8%		5.3%	
Water and sanitation	5.9%		5.3%	
Pollution	0.0%		2.6%	
Job creation/employment	29.4%		23.7%	
Health	7.8%		13.2%	
Financial markets	0.0%		0.0%	
Social protection (e.g., pensions, targeted social assistance)	7.8%		10.5%	
Global/regional integration	0.0%		0.0%	
Food security*	15.7%		0.0%	
Urban development	3.9%		2.6%	
Agriculture and rural development	31.4%		18.4%	
International trade and exports	2.0%		7.9%	
Crime and violence	0.0%		2.6%	
Social inclusion of vulnerable groups and those in remote areas	7.8%		15.8%	
Anti-corruption	15.7%		15.8%	
Tourism	5.9%		2.6%	
Judiciary reform	2.0%		5.3%	
Economic growth	19.6%		18.4%	
Disaster risk management	3.9%		0.0%	
Natural resource management	11.8%		2.6%	
Disease (e.g., HIV/AIDS, Tuberculosis)	0.0%		5.3%	
Information and communications technology	3.9%		7.9%	
Gender equity	2.0%		5.3%	
Climate change (e.g., mitigation, adaptation)	5.9%		5.3%	
Poverty reduction	17.6%		18.4%	
National debt	3.9%		5.3%	

\*Significantly different between collaborators and non-collaborator

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?	46	6.50	2.72	28	6.18	2.39

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Lesotho?	35	5.17	2.05	26	4.12	2.20

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	44	7.16	2.40	27	5.00	2.20
Flexibility (in terms of the institution's products and services)*	44	6.59	2.35	27	4.48	1.91
Flexibility (in terms of changing country circumstances)*	41	6.93	2.33	30	4.33	1.99
Being inclusive*	43	6.98	2.08	31	4.65	2.48
Openness (sharing data and other information)*	42	7.71	2.06	31	5.74	3.10
Collaboration with the Government*	44	8.14	1.66	33	7.00	2.36
The speed in which it gets things accomplished on the ground*	39	6.74	2.41	30	5.20	2.35
Helping to bring discipline/effective supervision to implementation of investment projects*	39	7.56	1.74	30	5.30	2.15
Collaboration with civil society*	29	6.21	2.19	31	4.45	2.31
Staff accessibility*	41	6.95	2.33	28	3.82	1.85
Collaboration with other donors and development partners*	40	7.85	1.75	31	5.58	2.16
Collaboration with the private sector*	31	6.65	2.29	29	4.66	1.90
Straightforwardness and honesty*	40	7.45	1.97	29	5.72	2.58
Treating clients and stakeholders in Lesotho with respect*	40	7.65	1.94	26	6.15	2.75
Being a long-term partner*	38	8.76	1.46	29	6.90	2.91

*\*Significantly different between collaborators and non-collaborators***To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	39	6.62	2.56	15	4.60	1.55
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	42	8.17	1.92	25	6.24	2.47
The World Bank Group's approvals and reviews are done in a timely fashion	38	6.97	2.27	17	5.76	2.25
The World Bank Group's Environmental and Social Framework requirements are reasonable*	34	7.35	2.31	19	6.00	2.49
The World Bank Group's conditions on its lending are reasonable*	31	7.16	2.42	19	4.47	2.52
The World Bank Group takes decisions quickly in Lesotho*	37	7.03	2.06	16	4.56	2.10
Working with the World Bank Group increases Lesotho's institutional capacity*	42	7.26	2.48	28	5.86	2.65

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho*	36	6.64	2.03	26	4.88	2.29
The World Bank Group meets Lesotho's needs for knowledge services*	39	7.05	2.28	29	5.66	2.70

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance to the Lesotho government's efforts to support citizens throughout this crisis?	30	7.17	2.36	17	6.24	2.80

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	39	8.26	1.92	33	8.00	2.56

*(1- Not important at all, 10- Very important)*How effectively does the World Bank Group support Lesotho's efforts ... ? *(1-Not effectively at all, 10-Very effectively)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)*	30	6.60	2.33	24	5.29	1.92
To develop better and stronger data collection/analytics systems within the Government*	37	6.78	1.72	27	5.52	2.65
To strengthen the country's crisis preparedness*	39	6.82	2.04	23	4.74	2.30

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

**D. World Bank Group's Support in Development Areas**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	24	7.58	2.22	17	6.29	2.62
Gender equity	18	6.33	2.11	15	5.73	2.69
Private sector development*	29	7.28	2.22	24	5.29	2.35
Education*	29	8.00	1.87	19	5.95	2.46
Public sector governance/reform*	32	7.59	2.00	20	6.00	2.49
Global/regional integration	20	7.35	1.76	16	6.69	2.75
Food security	26	7.46	1.77	20	6.20	2.73
Urban development	14	5.93	2.43	12	4.17	1.95
Energy*	22	7.27	1.91	14	5.50	2.98
Water and sanitation*	26	8.04	1.87	18	6.11	2.83
Job creation/employment*	26	7.19	2.14	17	4.65	2.23
Health*	32	7.84	1.61	23	6.04	2.44
Financial markets	20	6.75	2.36	16	5.13	2.96
Transport (e.g., roads, bridges, transportation)*	24	7.00	2.27	15	4.00	2.59
Agriculture and rural development*	28	7.36	2.25	23	5.87	3.06
International trade and exports*	18	7.33	2.63	14	5.14	3.28
Natural resource management*	17	6.71	2.64	14	4.36	2.56
Climate change (e.g., mitigation, adaptation)	21	7.19	2.32	19	6.00	3.06
Poverty reduction*	32	7.63	1.93	19	5.47	3.03
Anti-corruption*	19	7.26	1.85	11	4.00	2.86
Economic growth	31	7.68	2.09	23	6.52	2.74
Disaster risk management*	19	6.84	1.98	12	5.08	2.81
disabilities, women, elderly, children, youth, herd boys)	24	7.42	2.32	18	6.83	2.90
Disease (e.g., HIV/AIDS, Tuberculosis)	25	7.28	2.37	21	7.00	2.88
Information and communications technology*	17	7.18	2.07	13	5.08	2.56
Government accountability and transparency*	25	7.80	2.16	16	4.19	2.32
Tourism	14	6.14	2.80	12	4.17	3.21

\*Significantly different between collaborators and non-collaborators

The World Bank Group has provided fast track support to Lesotho related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives*	25	7.88	2.22	21	5.71	2.76
Education	19	6.68	3.02	18	5.06	2.51
Protecting poor people*	27	7.30	3.00	22	5.55	2.60
Ensuring social inclusion of vulnerable groups and those in remote areas	24	7.00	3.05	17	5.47	2.67
Strengthening policies, institutions and investments for rebuilding better	22	7.00	2.49	18	5.94	2.44
Macroeconomic stability and transparent debt management*	20	7.35	2.66	16	5.44	2.50

\*Significantly different between collaborators and non-collaborators

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	37	7.49	1.76	24	5.79	2.69
Include appropriate level of stakeholder involvement during preparation*	38	7.16	2.07	24	5.67	2.33
Lead to practical solutions	41	7.17	2.08	26	6.38	2.25
Are source of relevant information on global good practices	37	8.00	1.93	26	7.04	2.71
Are adequately disseminated	40	6.43	2.73	26	5.38	2.58
Are translated enough into local language	31	4.48	3.06	21	3.48	1.91
Are adaptable to Lesotho's specific development challenges and country circumstances*	38	7.32	2.00	25	5.72	2.49

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	45	7.91	2.01	29	6.72	2.40

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	40	7.95	1.88	28	7.11	2.36

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

**F. The future role of the World Bank Group in Lesotho**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Lesotho?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the quality of its experts as related to Lesotho's specific challenges	8.5%	14.3%
Engage more effectively with private sector	27.7%	20.0%
Work faster	8.5%	0.0%
Reduce the complexity of obtaining World Bank Group financing	19.1%	20.0%
Offer more real-time advice and guidance	2.1%	2.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.5%	2.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.6%	2.9%
Offer more innovative knowledge products and services	10.6%	11.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.5%	17.1%
Offer more innovative financial products and services	8.5%	5.7%
Ensure greater selectivity in its work	2.1%	0.0%
Provide more adequate data/knowledge/statistics/figures on Lesotho's economy	10.6%	8.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	8.5%	37.1%
Increase the level of capacity development in the country	25.5%	20.0%
Engage more directly with beneficiaries	8.5%	22.9%
Other	6.4%	5.7%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>23</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.

- FY 2018 Number of comparable respondents = 156
- FY 2021 Number of comparable respondents = 101

By weighting, the FY 2018 and FY 2021 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2018	FY 2021
Office of the President/Prime Minister/Minister	7.5%	7.5%
Government Institutions	50.5%	50.5%
Bilateral/Multilateral Agency	8.5%	8.5%
Civil Society	17.5%	17.5%
Private Sector	12.5%	12.5%
Academia/Research Institute/Think Tank	1.5%	1.5%
Media	2.0%	2.0%

### A. Overall Context

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

Percentage of Respondents	FY 2018	FY 2021
The right direction	56.5%	33.3%
The wrong direction	13.6%	30.4%
Not sure	29.9%	36.3%

\*Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lesotho? <sup>i</sup>	154	6.77	2.17	95	5.72	2.41

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). A mean score of responses provided to these two questions was calculated, and the resulting variable was then weighted and compared to question B1 from FY 2018 – “How familiar are you with the work of the World Bank Group in Lesotho”.

<sup>23</sup> Only those questions that were asked both in FY 2018 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lesotho	128	7.28	2.01	89	7.27	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	124	6.98	2.15	87	7.28	2.22

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho. <sup>i</sup>	128	7.17	1.68	85	6.87	2.20

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

<sup>i</sup> In FY2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). A mean score of responses provided to these two questions was calculated, and the resulting variable was then weighted and compared to question B2 from FY 2018 – "Overall, please rate your impression of the World Bank Group's effectiveness in Lesotho."

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	125	7.14	1.48	85	7.06	2.30

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

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

Percentage of Respondents	FY 2018	FY 2021
To a fully sufficient degree	15.6%	15.7%
To a somewhat sufficient degree	47.4%	48.3%
To a somewhat insufficient degree	14.9%	14.6%
To a very insufficient degree	5.2%	13.5%
Don't know	16.9%	7.9%

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lesotho solve its most complicated development challenges?*	118	7.27	1.55	73	6.55	2.52

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2018 and FY2021

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	119	6.61	1.75	70	6.52	2.58
Flexibility (in terms of the institution's products and services)	111	5.85	1.90	71	6.05	2.42
Flexibility (in terms of changing country circumstances)	108	5.93	1.79	70	6.13	2.48
Being inclusive	117	6.33	1.84	74	6.27	2.50
Openness (sharing data and other information)	123	7.09	1.91	71	7.12	2.66
Collaboration with the Government	125	7.93	1.63	75	7.70	2.04
The speed in which it gets things accomplished on the ground	119	6.49	1.79	67	6.40	2.41
Helping to bring discipline/effective supervision to implementation of investment projects	116	6.95	1.72	68	6.88	2.12
Collaboration with civil society	101	5.68	2.01	56	5.69	2.42
Staff accessibility	119	6.66	2.38	67	5.94	2.63
Collaboration with other donors and development partners	108	6.85	2.01	69	6.92	2.25
Collaboration with the private sector	92	6.03	1.97	57	5.89	2.35
Straightforwardness and honesty	116	7.41	1.92	68	6.89	2.36
Treating clients and stakeholders in Lesotho with respect*	115	7.88	1.71	66	7.22	2.36
Being a long-term partner	123	8.46	1.43	65	8.07	2.25

\*Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	93	7.39	1.79	54	6.38	2.40
The World Bank Group effectively monitors and evaluates the projects and programs it supports	118	7.74	1.53	67	7.63	2.17
The World Bank Group's approvals and reviews are done in a timely fashion	104	7.28	1.38	57	6.86	2.19
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	89	7.22	1.37	54	6.93	2.38
The World Bank Group's conditions on its lending are reasonable	92	6.99	1.67	50	6.36	2.66
The World Bank Group takes decisions quickly in Lesotho	99	7.00	1.56	55	6.53	2.28
Working with the World Bank Group increases Lesotho's institutional capacity	113	7.33	1.64	69	6.76	2.64

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2018, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lesotho	104	6.24	1.86	58	6.19	2.11
The World Bank Group meets Lesotho's needs for knowledge services	111	6.62	1.69	66	6.68	2.40



### D. World Bank Group's Support in Development Areas

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection	76	7.03	2.03	43	7.14	2.47
Gender equity <sup>i</sup>				32	5.92	2.31
Private sector development	92	6.96	1.90	50	6.66	2.37
Education	100	7.11	1.68	47	7.51	2.17
Public sector governance/reform	101	6.97	1.91	50	7.19	2.15
Global/regional integration	70	6.52	1.79	34	7.05	2.21
Food security	86	6.99	1.88	45	7.09	2.24
Urban development <sup>i</sup>				24	5.28	2.47
Energy	61	6.48	2.11	34	6.80	2.43
Water and sanitation <sup>i</sup>				41	7.43	2.41
Job creation/employment	84	6.36	2.07	43	6.45	2.45
Health	96	7.69	1.67	54	7.24	2.13
Financial markets <sup>i</sup>				35	6.51	2.58
Transport (e.g., roads, bridges, transportation)	92	7.25	1.94	38	6.39	2.65
Agriculture and rural development	96	7.13	2.01	49	7.00	2.60
International trade and exports <sup>ii</sup>	75	6.31	2.23	29	6.71	2.97
Natural resource management <sup>i</sup>				28	6.14	2.71
Climate change (e.g., mitigation, adaptation) <sup>i</sup>				37	6.64	2.63
Poverty reduction	95	6.95	1.99	49	7.08	2.49
Anti-corruption <sup>i</sup>				29	6.51	2.60
Economic growth	98	7.11	1.78	51	7.40	2.31
Disaster risk management <sup>i</sup>				31	6.41	2.34
Social inclusion of vulnerable groups and those in remote areas <sup>i</sup>				42	7.27	2.49
Disease (e.g., HIV/AIDS, Tuberculosis) <sup>iii</sup>	97	7.39	1.84	44	7.29	2.53
Information and communications technology <sup>i</sup>				28	6.43	2.42
Government accountability and transparency <sup>i</sup>				40	6.97	2.60
Tourism <sup>i</sup>				23	5.75	3.06

\*Significantly different between FY2018 and FY2021

<sup>i</sup> Only FY21 questionnaire had this response option

<sup>ii</sup> In FY2018, the option was "Trade and exports"

<sup>iii</sup> In FY2018, the option was "Eradicating HIV/AIDS and TB"

### E. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	FY 2018	FY 2021
Weekly	11.5%	10.0%
Monthly	12.8%	23.8%
A few times a year	37.2%	27.5%
Rarely	24.3%	21.3%
Never	14.2%	17.5%

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

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	106	6.59	1.57	59	6.90	2.26
Include appropriate level of stakeholder involvement during preparation	103	6.53	1.68	62	6.79	2.20
Lead to practical solutions	117	6.73	1.70	66	7.05	2.10
Are source of relevant information on global good practices	110	7.51	1.63	62	7.71	2.15
Are adequately disseminated	107	5.78	1.99	64	6.23	2.61
Are translated enough into local language	90	3.92	2.34	51	4.20	2.79
Are adaptable to Lesotho's specific development challenges and country circumstances*	114	6.24	1.76	63	6.88	2.30

\*Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	118	6.99	1.56	73	7.50	2.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	126	7.77	1.45	67	7.75	1.99

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

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.44	7.36
Overall the World Bank Group currently plays a relevant role in development in Lesotho	5.95	7.94
The World Bank Group's work is aligned with what I consider the development priorities for Lesotho	6.15	7.85
Overall, please rate your impression of the World Bank's effectiveness in Lesotho.	5.31	7.76
Overall, please rate your impression of the IFC's effectiveness in Lesotho.	4.72	7.03
To what extent does the World Bank Group's work help to achieve development results in Lesotho?	5.79	7.65
To what extent does the World Bank Group influence the development agenda in Lesotho?	6.14	7.78
Responsiveness to needs	5.00	7.16
Flexibility (in terms of the institution's products and services)	4.48	6.59
Flexibility (in terms of changing country circumstances)	4.33	6.93
Being inclusive	4.65	6.98
Openness (sharing data and other information)	5.74	7.71
Collaboration with the Government	7.00	8.14
The speed in which it gets things accomplished on the ground	5.20	6.74
Helping to bring discipline/effective supervision to implementation of investment projects	5.30	7.56
Collaboration with civil society	4.45	6.21
Staff accessibility	3.82	6.95
Collaboration with other donors and development partners	5.58	7.85
Collaboration with the private sector	4.66	6.65
Straightforwardness and honesty	5.72	7.45
Treating clients and stakeholders in Lesotho with respect	6.15	7.65
Being a long-term partner	6.90	8.76
The World Bank Group takes decisions quickly in Lesotho	4.56	7.03
The World Bank Group's financial instruments meet the needs of Lesotho	4.88	6.64
The World Bank Group meets Lesotho's needs for knowledge services	5.66	7.05
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	8.00	8.26
In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Lesotho's specific development challenges and country circumstances	5.72	7.32
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.72	7.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.11	7.95

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Lesotho FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – Lesotho**

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

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 the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Center for Settlement of Investment Dispute (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**

<b>A1. In general, would you say that Lesotho is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

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

<b>A3. Listed below are a number of development priorities in Lesotho. Please identify which of the following you consider the most important development priorities in Lesotho. (Choose no more than THREE)</b>			
1	Pollution	17	Disaster risk management
2	Job creation/employment	18	Natural resource management
3	Health	19	Disease (e.g., HIV/AIDS, Tuberculosis)
4	Financial markets	20	National debt
5	Global pandemics (e.g., COVID-19)	21	Information and communications technology
6	Government accountability and transparency	22	Tourism
7	Social protection (e.g., pensions, targeted social assistance)	23	Gender equity (closing the gap between women and men, and boys and girls)
8	Transport (e.g., roads, bridges, transportation)	24	Agriculture and rural development
9	Private sector development	25	International trade and exports
10	Education	26	Economic growth
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas
12	Global/regional integration	28	Climate change (e.g., mitigation, adaptation)
13	Food security	29	Poverty reduction
14	Urban development	30	Anti-corruption
15	Energy	31	Judiciary reform
16	Water and sanitation	32	Crime and violence

**SECTION A: OVERALL CONTEXT**

<b>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 Lesotho? (Choose no more than THREE)</b>			
1	Anti-corruption	16	Natural resource management
2	Judiciary reform	17	National debt
3	Tourism	18	Government accountability and transparency
4	Economic growth	19	Water and sanitation
5	Disaster risk management	20	Pollution
6	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Disease (e.g., HIV/AIDS, Tuberculosis)	22	Health
8	Information and communications technology	23	Financial markets
9	Gender equity (closing the gap between women and men, and boys and girls)	24	Social protection (e.g., pensions, targeted social assistance)
10	Agriculture and rural development	25	Job creation/employment
11	International trade and exports	26	Private sector development
12	Crime and violence	27	Education
13	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
14	Transport (e.g., roads, bridges, transportation)	29	Food security
15	Energy	30	Urban development

<b>A5. The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. In which areas would you like to see the Lesotho government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	
1	Ensuring that girls and women have equal access to job opportunities
2	Ensuring that girls and women have equal access to health care/health services
3	Providing direct financial support to businesses (business support packages)
4	Providing direct financial support to citizens
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved (ensuring access for vulnerable groups and those in remote areas)
7	Education
8	Healthcare
9	Economic growth
10	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
11	Nutrition/food security
12	Public service delivery (e.g., strengthening policies, institutions)
13	Private sector development
14	Job creation/employment
15	Other (please specify): _____

**SECTION A: OVERALL CONTEXT****A6. When economic and/or social reform efforts fail or are slow to take place in Lesotho, which of the following would you attribute this to? (Choose no more than TWO)**

1	Pressure from outside interest groups (e.g., private sector, unions)
2	Lack of complementarity of programs/projects
3	Lack of systems/structures to ensure government accountability and transparency to the public
4	Corruption
5	Political pressures and obstacles
6	Inadequate level of private sector participation
7	Inadequate level of citizen/civil society participation
8	Inadequate level of coordination among development partners
9	Reforms are not well thought out in light of country challenges
10	Inadequate level of capacity in the government to formulate a policy
11	Inadequate level of capacity in the government to implement a policy
12	Other (please specify): _____

**A7. To what extent do you trust each of the following groups to do what is right?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID, China)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	United Nations agencies (e.g., WHO, UNICEF, UNFPA, UNDP, FAO, ILO, UNAIDS, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks and unions (e.g., African Development Bank, SADC, SACU, African Union, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The Central Bank of Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector (e.g., AB InBev, Coca Cola)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., World Vision, Pefpar)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., LCN, TRC, MISA, WILSA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Youth organizations (e.g., National Youth Council)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Faith-based institutions (e.g., CRS, Catholic Relief Services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>B1. How familiar are you with the work of these organizations in Lesotho?</b>											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IDA)										
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm										

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

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in Lesotho.</b>												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (IDA)											<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm											<input type="checkbox"/>

<b>B5. To what extent does the World Bank Group's work help achieve development results in Lesotho?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>B6. To what extent does the World Bank Group influence the development agenda in Lesotho?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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

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

<b>B8. When thinking about the World Bank Group’s role in Lesotho, which activity do you VALUE the most? (Choose no more than TWO)</b>	
1	Coordination among development partners
2	Formal policy advice, studies, analyses
3	Informal advice that World Bank Group’s staff provides (e.g., memos, short evidence notes, informal discussions and emails)
4	Global advocacy (e.g., educational outcomes, health outcomes, climate change, gender equality)
5	Financial resources
6	Bringing together different groups of stakeholders
7	Capacity development related to World Bank Group supported projects
8	Technical assistance (e.g., formulation of a law and regulation, policy, and strategy)
9	Data and statistics
10	Promoting knowledge sharing
11	Implementation support related to World Bank Group supported projects
12	Mobilizing third party financial resources
13	Other (please specify): _____

<b>B9. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Lesotho? (Choose no more than TWO)</b>	
1	Arrogant in its approach
2	Inadequate World Bank Group’s staffing in Lesotho
3	Inadequate level of real-time advice and guidance
4	Inadequate number of innovative knowledge products and services
5	Inadequate number of innovative financial products and services
6	Not willing to honestly criticize policies and reform efforts in the country
7	Staff too inaccessible
8	Not collaborating enough with private sector
9	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
10	Not aligned with country priorities
11	Not adequately sensitive to political/social realities in Lesotho
12	Too influenced by developed countries
13	World Bank Group’s processes too slow and complex
14	Not adequately flexible in changing country circumstances
15	Not sufficiently focused on sustainable results
16	Not collaborating enough with civil society (e.g., NGOs, CBOs)
17	Not enough public disclosure of its work
18	Other (please specify): _____
19	Don’t know

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in Lesotho, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lesotho? (Choose no more than THREE)**

1	Transport (e.g., roads, bridges, transportation)	17	Agriculture and rural development
2	Private sector development	18	International trade and exports
3	Education	19	Crime and violence
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas
5	Global pandemics (e.g., COVID-19)	21	Anti-corruption
6	Government accountability and transparency	22	Tourism
7	Energy	23	Judiciary reform
8	Water and sanitation	24	Economic growth
9	Pollution	25	Disaster risk management
10	Job creation/employment	26	Natural resource management
11	Health	27	Disease (e.g., HIV/AIDS, Tuberculosis)
12	Financial markets	28	Information and communications technology
13	Social protection (e.g., pensions, targeted social assistance)	29	Gender equity (closing the gap between women and men, and boys and girls)
14	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)
15	Food security	31	Poverty reduction
16	Urban development	32	National debt

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

**B11. The COVID-19 pandemic has stressed many aspects of Lesotho's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Lesotho over the next six months to a year? (Choose no more than THREE)**

1	Public service delivery (e.g., strengthening policies, institutions)
2	Private sector development
3	Job creation/employment
4	Supporting efforts that can help counter misinformation about vaccines
5	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved (ensuring access for vulnerable groups and those in remote areas)
6	Education
7	Healthcare
8	Economic growth
9	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
10	Nutrition/food security
11	Ensuring that girls and women have equal access to job opportunities
12	Ensuring that girls and women have equal access to health care/health services
13	Providing direct financial support to businesses (business support packages)
14	Providing direct financial support to citizens
15	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
16	Other (please specify): _____

**B12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)**

1	Development institution	9	Impact Investor
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

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

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Lesotho solve its most complicated development challenges?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

<b>C2. To what extent do you believe the World Bank Group is adequately staffed in Lesotho?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

<b>To what extent is the World Bank Group an effective development partner in Lesotho, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
<b>C3</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Treating clients and stakeholders in Lesotho with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

To what extent do you agree/disagree with the following statements?		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>C18</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C19</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C20</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C21</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C22</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C23</b>	The World Bank Group takes decisions quickly in Lesotho	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C24</b>	Working with the World Bank Group increases Lesotho's institutional capacity	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Lesotho?		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>C25</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lesotho	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C26</b>	The World Bank Group meets Lesotho's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

<b>C27. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Lesotho government's efforts to support citizens throughout this crisis?</b>												
1	2	3	4	5	6	7	8	9	10			
												<input type="checkbox"/>
Not useful at all									Very useful		Don't know	

<b>C28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?</b>												
1	2	3	4	5	6	7	8	9	10			
												<input type="checkbox"/>
Not important at all									Very important		Don't know	

<b>How effectively does the World Bank Group support Lesotho's efforts ... ?</b>														
		Not effectively at all										Very effectively		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>C29</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C30</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>C31</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

<b>D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lesotho? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	International trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, youth, herd boys) and those in remote areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disease (e.g., HIV/AIDS, Tuberculosis)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Government accountability and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

**D2. The World Bank Group has provided fast track support to Lesotho related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:**

		Not effective at all										Very effective		N/A	Don't know
		1	2	3	4	5	6	7	8	9	10				
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
4	Ensuring social inclusion of vulnerable groups (e.g., persons with disabilities, women, elderly, children, herd boys) and those in remote areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		



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

<b>E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Lesotho, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Are adaptable to Lesotho's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LESOTHO****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lesotho? (Choose no more than TWO)**

1	Improve the quality of its experts as related to Lesotho's specific challenges
2	Engage more effectively with private sector
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Offer more real-time advice and guidance
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 knowledge products and services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Offer more innovative financial products and services
11	Ensure greater selectivity in its work
12	Provide more adequate data/knowledge/statistics/figures on Lesotho's economy
13	Engage more effectively with civil society (e.g., NGOs, CBOs)
14	Increase the level of capacity development in the country
15	Engage more directly with beneficiaries
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/Principal Chiefs
2	Local government	8	Media
3	Private sector	9	Foundations
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Community of development partners	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

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

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>			
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	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Lesotho's media

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	High speed/WiFi
2	Dial-up

<b>G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian/Senator	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	Women Group
9	State-Owned Enterprise	20	Academia/Research Institute/Think Tank
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Media (press, radio, TV, web, etc.)
11	Multilateral Agency (UN, regional development bank)	22	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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): _____

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

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

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b>	
1	Yes
2	No

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Lesotho? (Choose no more than TWO)</b>	
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.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	Berea
2	Butha-Buthe
3	Leribe
4	Mafeteng
5	Maseru
6	Mohale's Hoek
7	Mokholong
8	Qacha's Nek
9	Quthing
10	Thaba-Tseka

**Thank you for completing the survey!**