



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

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Zambia or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Zambia, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Zambia.

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

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

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

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

## SECTION A: OVERALL CONTEXT

<b>A1. In general, would you say that Zambia 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 Zambia is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

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

## SECTION A: OVERALL CONTEXT

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

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

**A5. The COVID-19 pandemic has stressed many aspects of Zambia's growth and development. In which areas would you like to see the Zambia 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)**

1	Public service delivery (e.g., strengthening policies, institutions)
2	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
3	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
4	Education
5	Nutrition/food security
6	Healthcare
7	Ensuring sustainable business growth and job creation
8	Ensuring that girls and women have equal access to job opportunities
9	Providing direct financial support to businesses (business support packages)
10	Economic growth
11	Ensuring that girls and women have equal access to health care/health services
12	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
13	Other (please specify): _____

## SECTION A: OVERALL CONTEXT

### A6. When economic and/or social reform efforts fail or are slow to take place in Zambia, which of the following would you attribute this to? (Choose no more than TWO)

1	Inadequate level of donor coordination
2	Political pressures and obstacles
3	Inadequate level of government accountability
4	Inadequate level of capacity in the government
5	Corruption
6	Pressure from outside interest groups (e.g., private sector, unions)
7	Inadequate level of private sector participation
8	Inadequate level of citizen/civil society participation
9	Reforms are not well thought out in light of country challenges
10	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	2	3	4	5	6	7	8	9	10	
1	The Republic of Zambia Government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID, SIDA, EU)	1	2	3	4	5	6	7	8	9	10	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regional development banks and organizations (e.g., AfDB, COMESA, SADC)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Zambia's Central Bank (Bank of Zambia)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Youth organizations	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Christian faith-based institutions	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Other faith-based institutions	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION A: OVERALL CONTEXT

**A8. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.**

		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine will be safe	1	2	3	4	5	<input type="checkbox"/>
2	The COVID-19 vaccine will be effective	1	2	3	4	5	<input type="checkbox"/>
3	I will get the COVID-19 vaccine if I can	1	2	3	4	5	<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 Zambia?</b>											
		Not familiar at all								Extremely familiar	
		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10
3	The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group	1	2	3	4	5	6	7	8	9	10

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

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

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Zambia?</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	
												<input type="checkbox"/>

<b>B6. To what extent does the World Bank Group influence the development agenda in Zambia?</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	
												<input type="checkbox"/>

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

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

### B8. When thinking about the World Bank Group's role in Zambia, which activity do you VALUE the most? (Choose no more than TWO)

1	Mobilizing third party financial resources
2	Donor coordination
3	Technical assistance (i.e., technical advice)
4	Technical assistance (i.e., financial support for training, conferences and material needs)
5	Financial resources
6	Data and statistics
7	Formal policy advice, studies, analyses
8	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
9	Bringing together different groups of stakeholders
10	Capacity development related to World Bank Group supported projects
11	Global advocacy
12	Promoting knowledge sharing
13	Implementation support
14	Other (please specify): _____

### B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)

1	Inadequate level of real-time advice and guidance
2	Inadequate number of innovative knowledge products and services
3	Not willing to hold the country accountable and withhold support accordingly
4	Not adequately flexible in changing country circumstances
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 civil society (e.g., NGOs, CBOs)
9	Not collaborating enough with private sector
10	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
11	Not aligned with country priorities
12	Not adequately sensitive to political/social realities in Zambia
13	Too influenced by developed countries
14	World Bank Group's processes too slow and complex
15	Not sufficiently focused on sustainable results
16	Not enough public disclosure of its work
17	Arrogant in its approach
18	Inadequate World Bank Group's staffing in Zambia
19	Other (please specify): _____
20	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 Zambia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Zambia? (Choose no more than THREE)**

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

**B11. 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 the above
6	World Bank	14	Don't know
7	Financial advisory solutions	15	Other (please specify): _____
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 Zambia 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 Zambia?</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 Zambia, 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 Zambia 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"/>
<b>C18</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	Measuring results effectively	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>C21</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</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>C23</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>C24</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>C25</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>C26</b>	The World Bank Group takes decisions quickly in Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C27</b>	Working with the World Bank Group increases Zambia'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 Zambia?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C28</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan/Budget Support, Trust Funds, Program-for-Results) meet the needs of Zambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C29</b>	The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C30. 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 Zambia 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>C31. How important is the World Bank Group's global advocacy role in areas such as 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	

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

How effectively does the World Bank Group support Zambia's efforts ... ?													
		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C32</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>C33</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>C34</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C35. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia?													
		1	2	3	4	5	6	7	8	9	10		
		To no degree at all										To a very significant degree	Don't know
												<input type="checkbox"/>	

C36. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zambia? (Choose no more than TWO)	
1	Public services
2	Macro issues (fiscal accounts, balance of payments, etc.)
3	Business development
4	Jobs
5	Supporting poor and marginalized local communities
6	Education
7	Health
8	Infrastructure
9	Social cohesion
10	Other (please specify): _____
11	Don't know

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

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 Zambia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	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	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Crime and gender-based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disease control (e.g., HIV/AIDS, Tuberculosis)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**D2. The World Bank Group has provided fast track support to Zambia 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	<input type="checkbox"/>												
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	<input type="checkbox"/>												
3	Protecting poor people (social assistance/ social safety nets)	<input type="checkbox"/>												
4	Ensuring sustainable business growth and job creation	<input type="checkbox"/>												
5	Strengthening policies, institutions and investments for rebuilding better	<input type="checkbox"/>												
6	Macroeconomic stability and transparent debt management	<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 Zambia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>	
<b>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 Zambia'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"/>	
<b>Not significant at all</b>									<b>Very significant</b>	<b>Don't know</b>	

<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"/>	
<b>Very low technical quality</b>									<b>Very high technical quality</b>	<b>Don't know</b>	

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ZAMBIA

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

1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Zambia's economy
3	Engage more effectively with civil society (e.g., NGOs, CBOs)
4	Increase the level of capacity development in the country
5	Engage more directly with beneficiaries
6	Improve the quality of its experts as related to Zambia's specific challenges
7	Engage more effectively with private sector
8	Reduce the complexity of obtaining World Bank Group financing
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Offer more innovative financial products and services
11	Offer more innovative knowledge products and services
12	Collaborate more effectively with Government clients (e.g., national, state, local)
13	Work faster
14	Offer more real-time advice and guidance
15	Help to bring discipline/effective supervision to implementation of World Bank Group projects
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	Media	7	Youth/university groups
2	Donor community	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Beneficiaries
5	Academia/think tanks/research institutes	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How frequently do you interact with the World Bank Group now in Zambia?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

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

1	Local radio	6	International television
2	International radio	7	Periodicals
3	Local newspapers	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr, WhatsApp, SMS)
4	International newspapers		
5	Local television	9	Other (please specify): _____

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

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 Zambia's media

### G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

### G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

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

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Vice President	12	Private Sector Organization
2	Office of the Minister	13	Financial Sector/Private Bank
3	Parliament	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

<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 (IBRD/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 Zambia? (Select only ONE response)</b>	
1	The World Bank (IBRD/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

### H5. Do your projects involve both the World Bank and the IFC?

1	Yes
2	No

### H6. Which of the following describes most of your exposure to the World Bank Group in Zambia? (Choose no more than TWO)

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

### H7. What's your gender?

1	Female
2	Male

### H8. What's your age?

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

### H9. Which best represents your geographic location?

1	Central Province
2	Copperbelt Province
3	Eastern Province
4	Luapula Province
5	Lusaka Province
6	Muchinga Province
7	North- Western Province
8	Northern Province
9	Southern Province
10	Western Province

**Thank you for completing the survey!**