

# FY 2021 Zambia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



## Acknowledgements

The Zambia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Zambia country team and independent fielding agency Frontline Consulting Services (FCS). In particular, SI is grateful for the support from Helen Mbao (Senior Operations Officer) and Carlyn Hambuba (External Affairs Officer), who coordinated the survey related activities from Lusaka, Zambia.





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## ZAMBIA





## I. Objectives

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

## II. Methodology

From May to June 2021, 1,331 stakeholders of the WBG in Zambia 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, Vice President; office of a minister; office of a parliamentarian; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 567 stakeholders participated in the survey (43% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via a courier and returned it accordingly, or they completed the questionnaire online.

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.

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 and C present data on selected questions. Additional data breakdowns are available upon request.



## II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 56%, N=304). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY '18 and FY '21 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, 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 this report.

Percentage of Respondents	Original Distribution	
	FY 2018	FY 2021
Office of the President; Office of the Prime Minister; Office of Minister	2.6%	2.0%
Office of Parliamentarian	4.5%	10.6%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and embassy/diplomatic office)	29.7%	24.5%
Local Government Office or Staff	5.2%	10.8%
Bilateral/Multilateral Agency	3.0%	1.3%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	14.7%	20.9%
Private Sector (includes private sector organization and financial sector/private banks)	16.9%	15.6%
Academia/Research Institute/Think Tank	11.7%	7.5%
Media	11.7%	6.8%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>462</b>	<b>546</b>

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

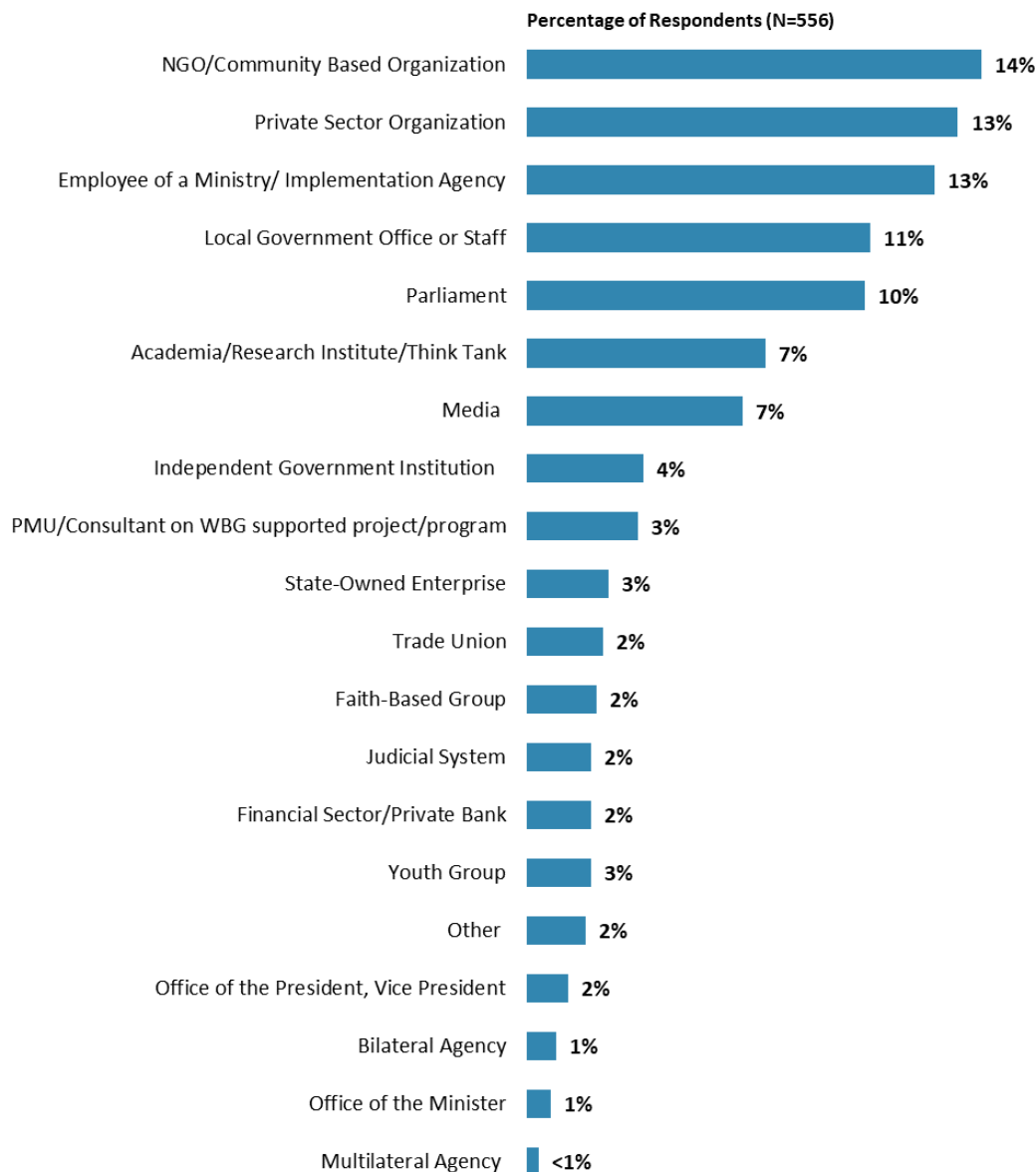
Percentage of Respondents	Weighted Distribution		Weights	
	FY 2018	FY 2021	FY 2018	FY 2021
Office of the President; Office of the Prime Minister; Office of Minister	2.3%	2.3%	0.886	1.142
Office of Parliamentarian	7.6%	7.6%	1.672	0.715
Government Institutions	27.0%	27.0%	0.911	1.100
Local Government Office or Staff	8.0%	8.0%	1.540	0.740
Bilateral/Multilateral Agency	2.2%	2.2%	0.726	1.716
Civil Society	18.0%	18.0%	1.223	0.862
Private Sector	16.2%	16.2%	0.960	1.041
Academia/Research Institute/Think Tank	9.5%	9.5%	0.813	1.265
Media	9.2%	9.2%	0.787	1.358
<b>Total Number of Respondents (Weighted)</b>	<b>462</b>	<b>546</b>		



### III. Demographics of the Sample

#### Current Affiliation

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



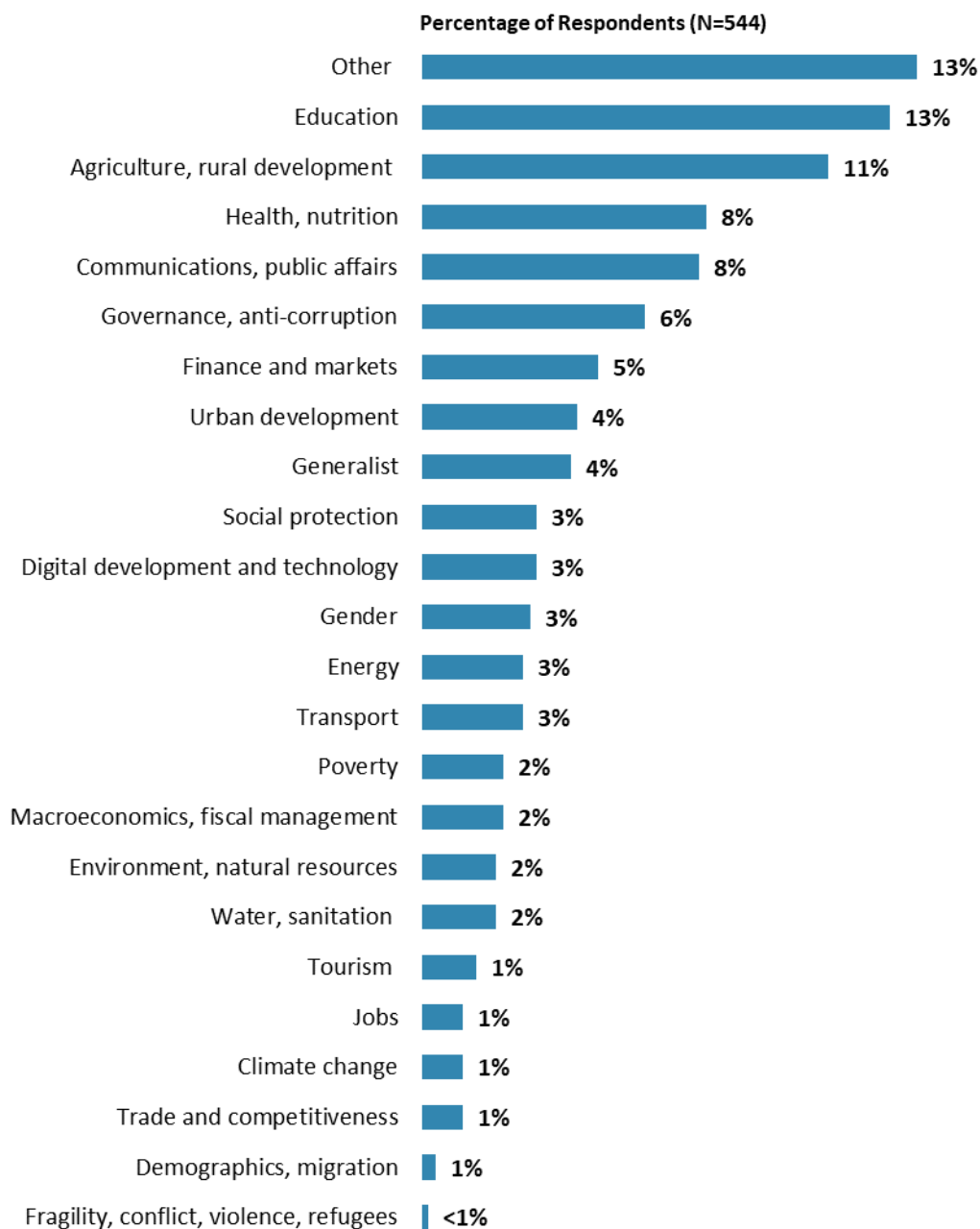
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; respondents from independent government institutions, the judicial system, and state-owned enterprises were combined into the “Other Government Institutions/Organizations” category; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from trade unions, faith-based groups, and youth groups were combined into the “Other CSOs” category. The small number of the respondents from bilateral and multilateral agencies were included in the “Other” category. There were no respondents from private foundations.



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

#### Area of Primary Specialization

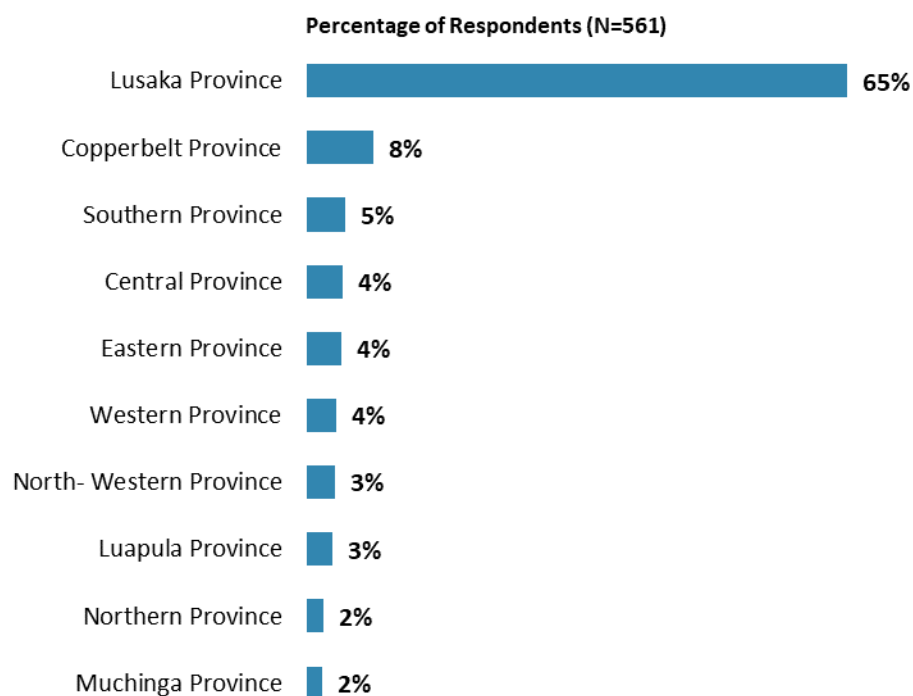


**"Please identify the primary specialization of your work."  
(Respondents chose from a list.)**



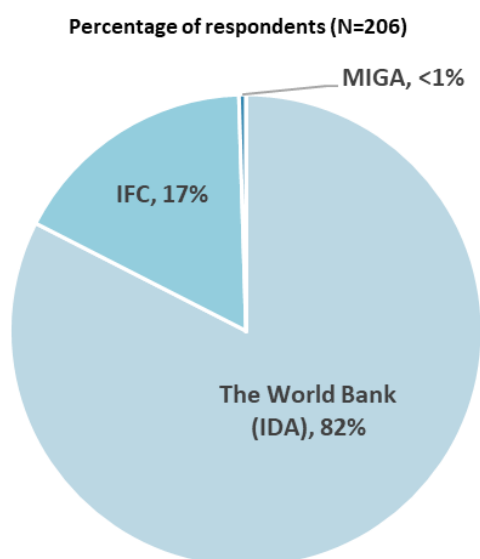
### III. Demographics of the Sample (continued)

#### Geographic Locations



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

#### 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 Zambia?"**  
(Respondents chose from a list.)

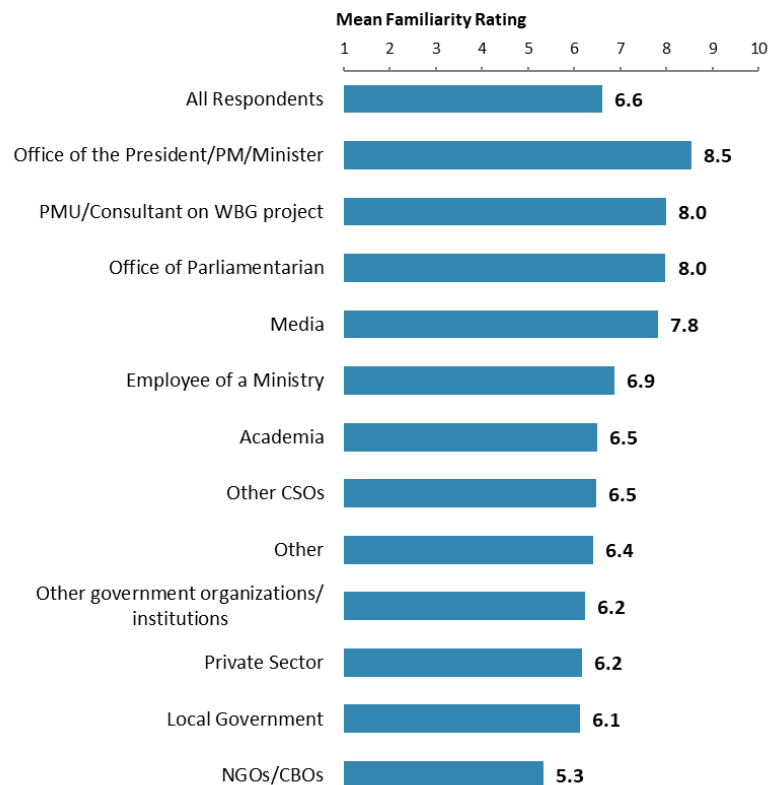




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 6.7; weighted mean in FY'18 = 6.4)<sup>2</sup>.
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the WBG compared to respondents who do not collaborate (mean familiarity of collaborators = 7.8; mean familiarity of non-collaborators = 5.9).
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Zambia and with their agreement that the WBG plays a relevant role in Zambia's development, and significantly, moderately correlates with their ratings of the extent to which the WBG's work helps to achieve development results in Zambia.



"How familiar are you with the work of the World Bank (IBRD/IDA) in Zambia?"  
(1-"Not familiar at all", 10-"Extremely familiar")  
(\*Significantly different between stakeholder groups)

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to the Methodology section (Page 4) for more details on weighting.

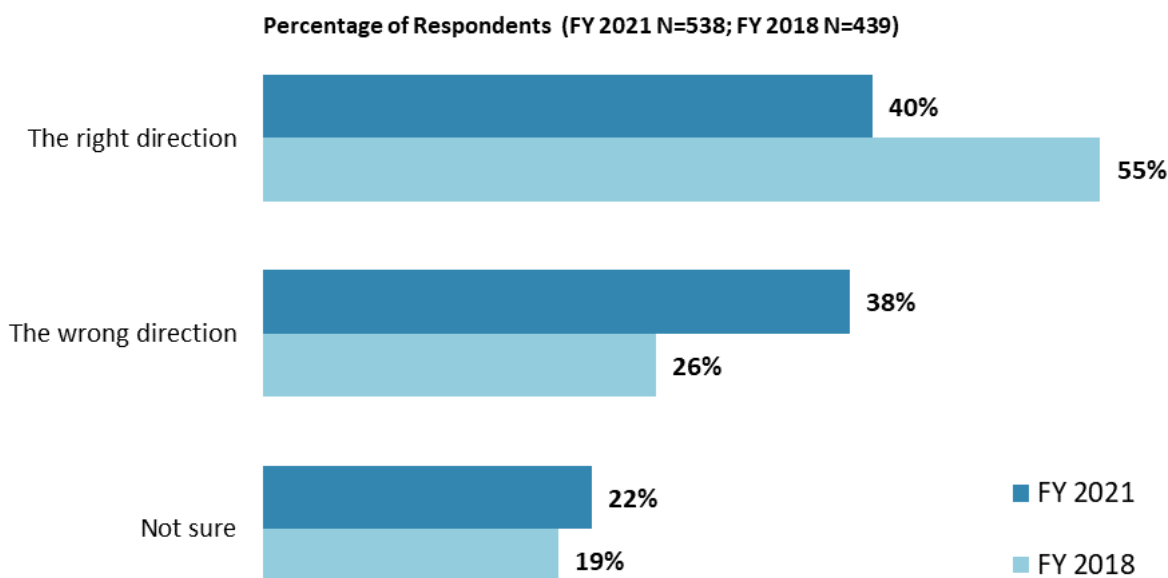
<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank, the IFC, and the MIGA (B1\_1, B1\_2, and B1\_3). Only variable B1\_1 (the World Bank) was used in this calculation

<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank, the IFC, and the MIGA (B4\_1, B4\_2, and B4\_3). Only variable B4\_1 (the World Bank) was used in this calculation.



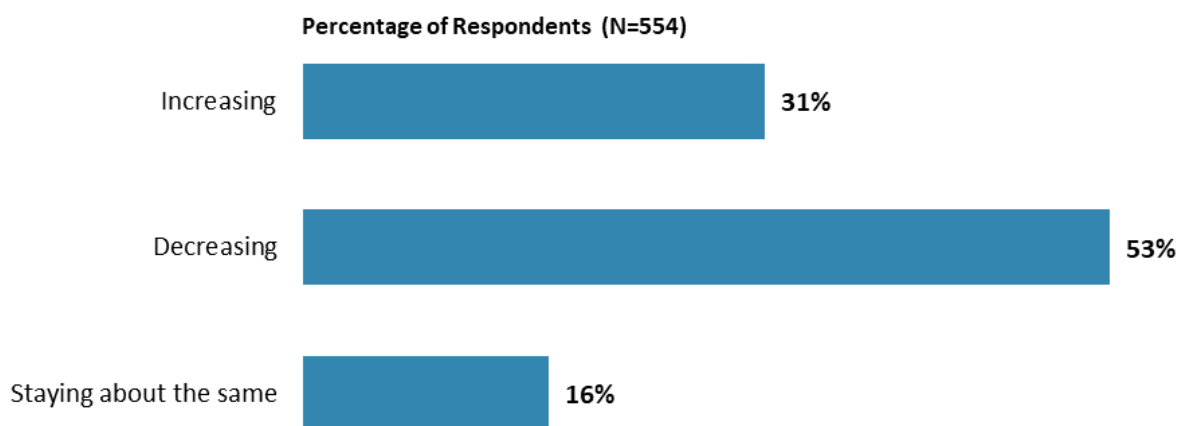
## IV. Overall Context

### Headed in the Right Direction



"In general, would you say that Zambia is headed in ... ?"  
(Respondents chose from a list.)  
(Significantly different between FY21 and FY18)  
(Percentages presented in this chart were calculated based on weighted data.)

### Perceptions of Economic Opportunity



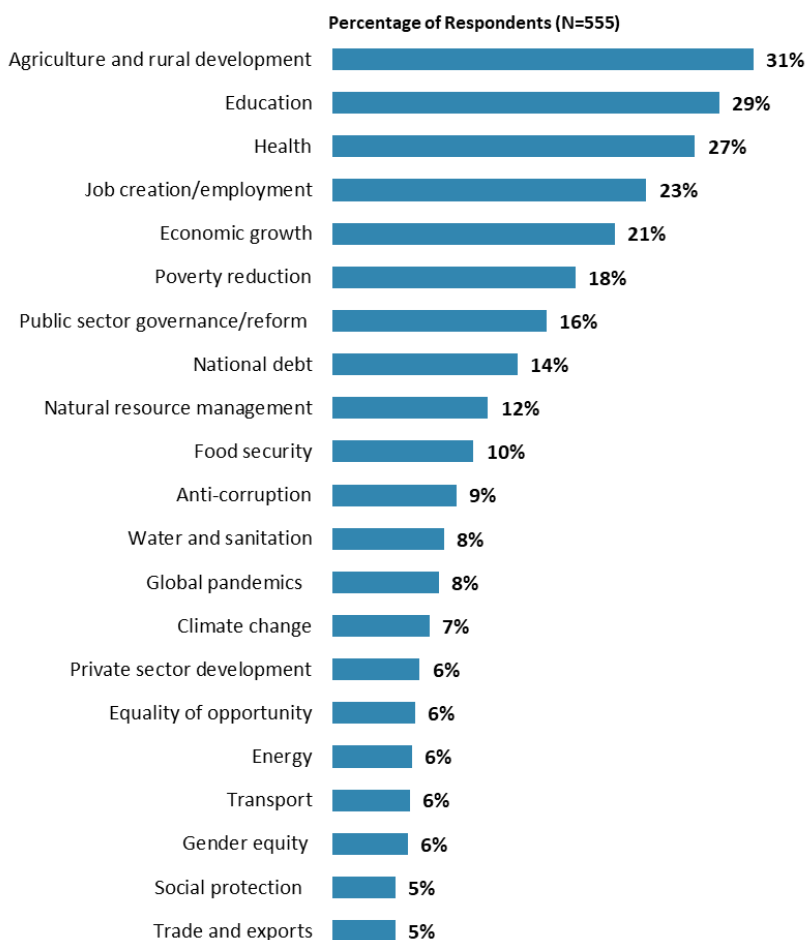
"Do you think that economic opportunity for citizens in Zambia is ... ?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Zambia were “*agriculture and rural development*” (41%), “*job creation/employment*” (36%), “*education*” (32%), “*water and sanitation*” (31%), “*Health*” (25%), and “*Economic growth*” (25%).
- **Specialization:** Respondents whose primary specialization was “*agriculture, rural development*” (11% of the sample) were significantly *more* likely to indicate that “*agriculture and rural development*” was the most important development priority in Zambia (agriculture specialists = 60%; others = 28%). Similarly, respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Zambia, compared to the rest of the respondents (education specialists = 47%; others = 26%).<sup>5</sup>



"Listed below are a number of development priorities in Zambia. Please identify which of the following you consider the most important development priorities in Zambia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 21 of 28 response options shown)

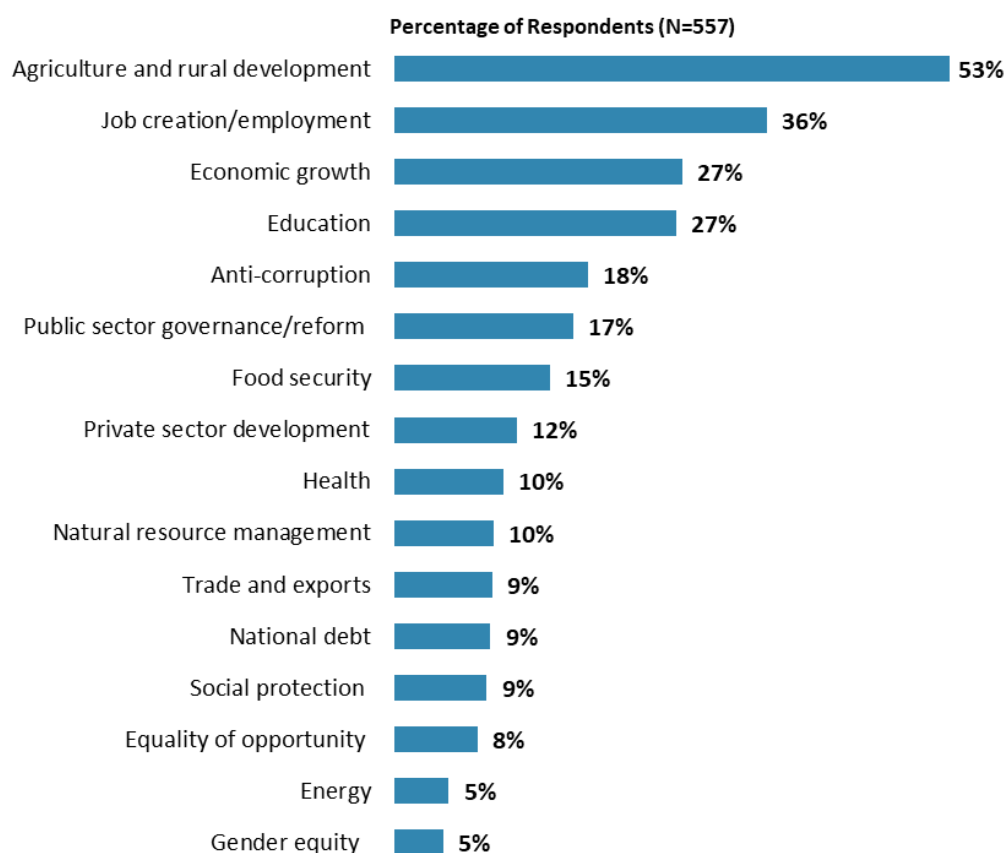
<sup>5</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix E), analyses are done to see these respondents' views about the development priorities in the country.



## 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 Zambia were “*agriculture and rural development*” (64%), “*job creation/employment*” (40%), “*anti-corruption*” (34%), “*economic growth*” (30%), and “*education*” (28%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Zambia compared to the rest of the respondents (education specialists = 50%; others = 24%). Similarly, respondents whose primary specialization was “*agriculture, rural development*” (11% of the sample) were significantly *more* likely to indicate that “*agriculture and rural development*” would contribute the most to poverty reduction in Zambia (agriculture specialists = 67%; others = 51%).<sup>6</sup>



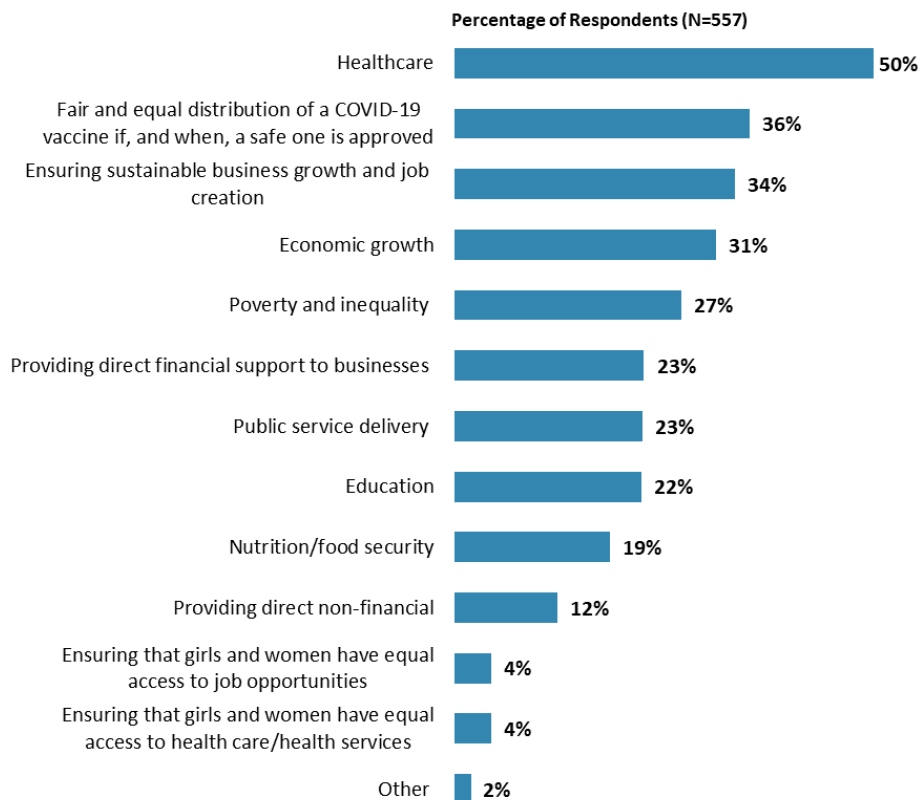
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Zambia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.  
Top 16 of 26 response options shown)

<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix E), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



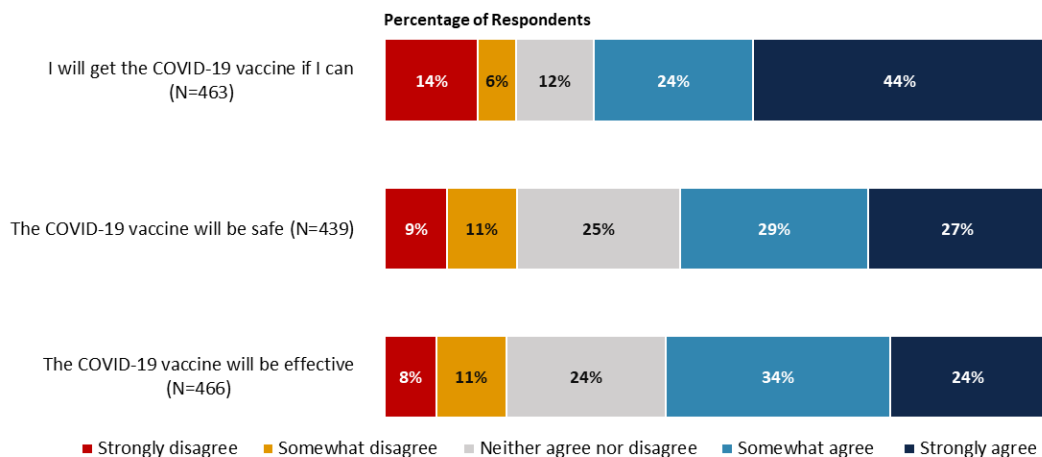
## IV. Overall Context (continued)

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



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

### Vaccine Attitudes



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



## IV. Overall Context (continued)

### Trust in Institutions



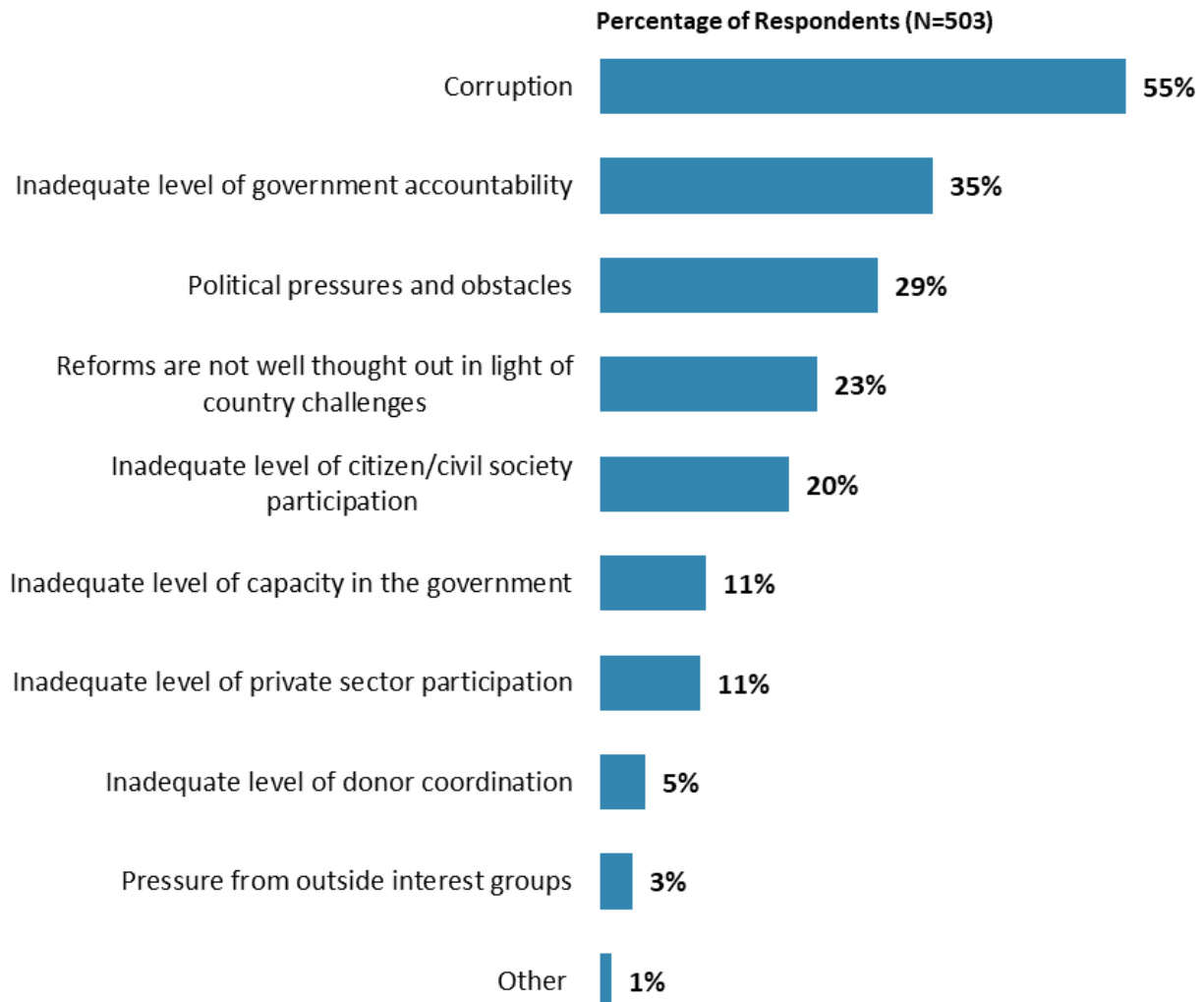
**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

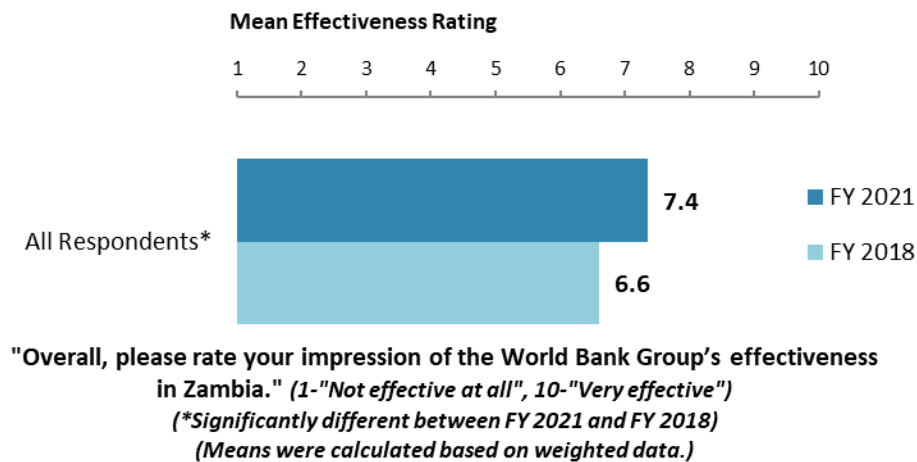


**"When economic and/or social reform efforts fail or are slow to take place in Zambia, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

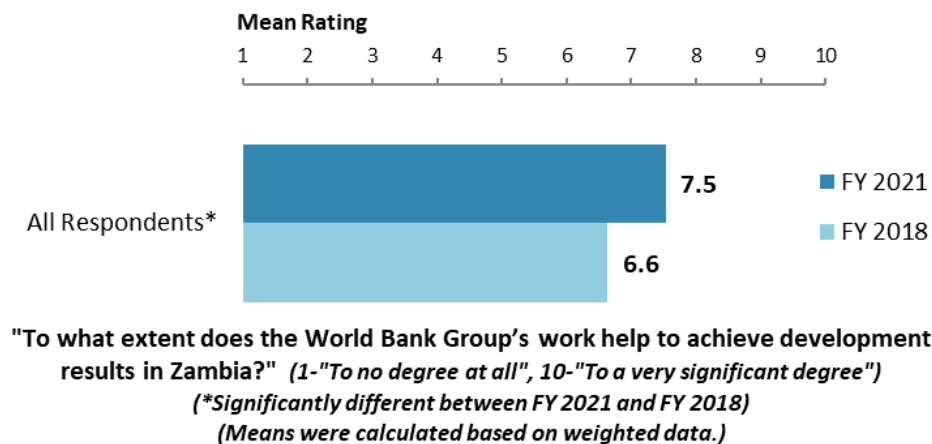


## V. Overall Attitudes toward the World Bank Group

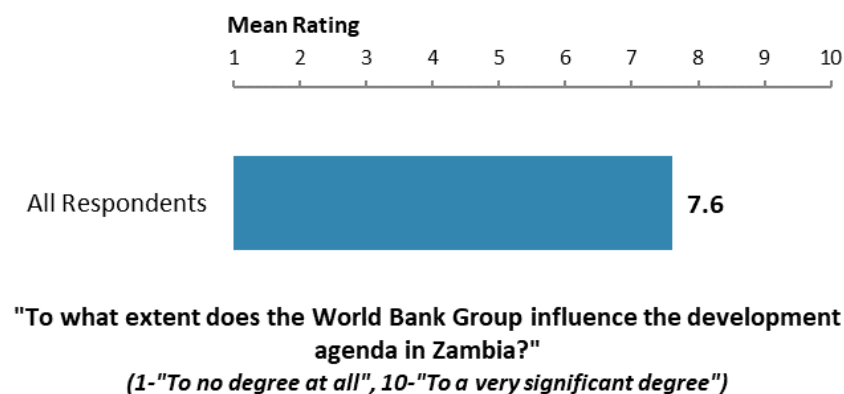
### The World Bank Group's Overall Effectiveness (*Indicator Question*)



### Achieving Development Results (*Indicator Question*)



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

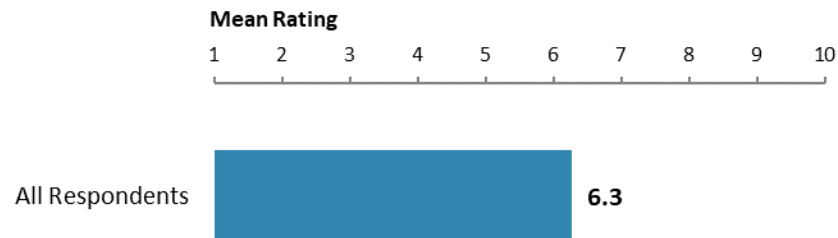






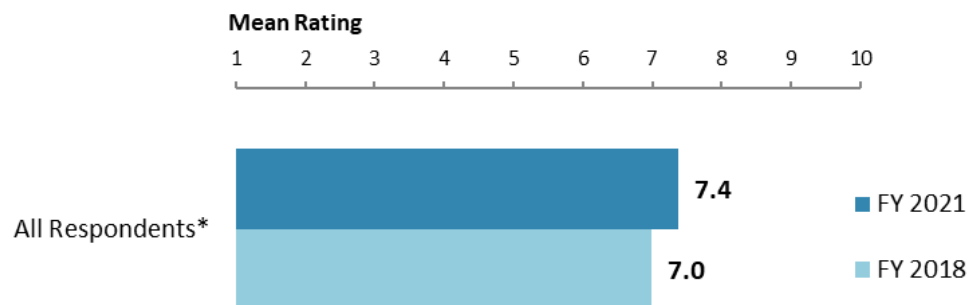
## V. Overall Attitudes toward the World Bank Group (continued)

### WBG Staffing in Zambia



**"To what extent do you believe the World Bank Group is adequately staffed in Zambia?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### WBG Staff Preparedness



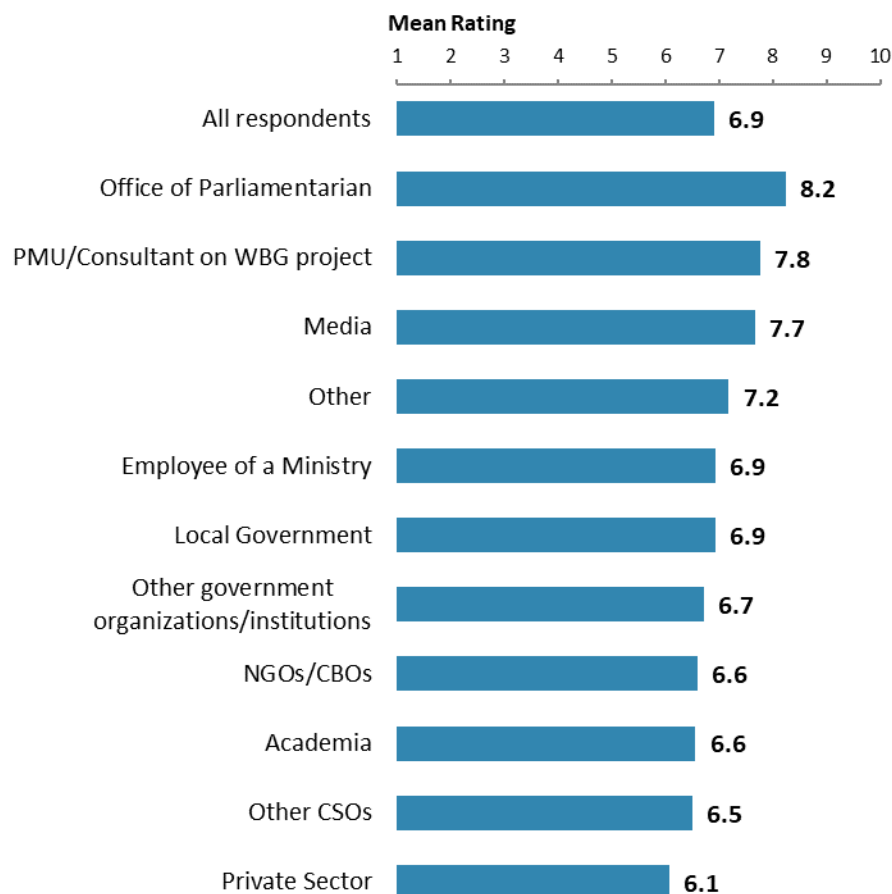
**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Zambia solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2018)  
(Means 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-nine COS indicator questions (mean rating = 7.7) compared to respondents who do not collaborate with the WBG (mean rating = 6.4).
- **Stakeholder groups:** Respondents from the Office of Parliamentarian had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from the Private Sector had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 56).



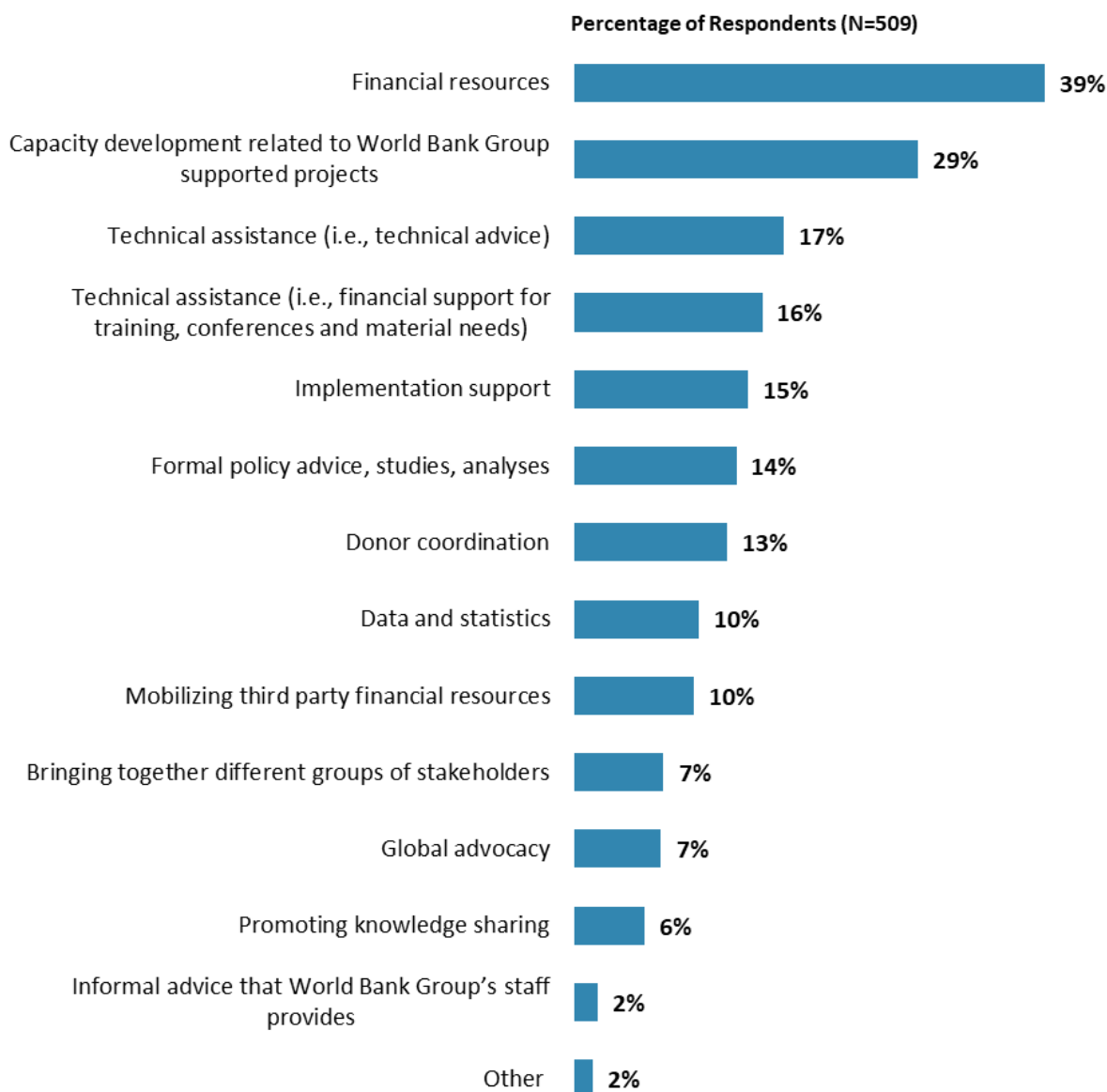
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



## 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 Zambia were "*financial resources*" (41%), "*capacity development related to World Bank Group supported projects*" (33%), "*policy advice, studies, analyses*" (32%), and "*technical assistance*" (28%).



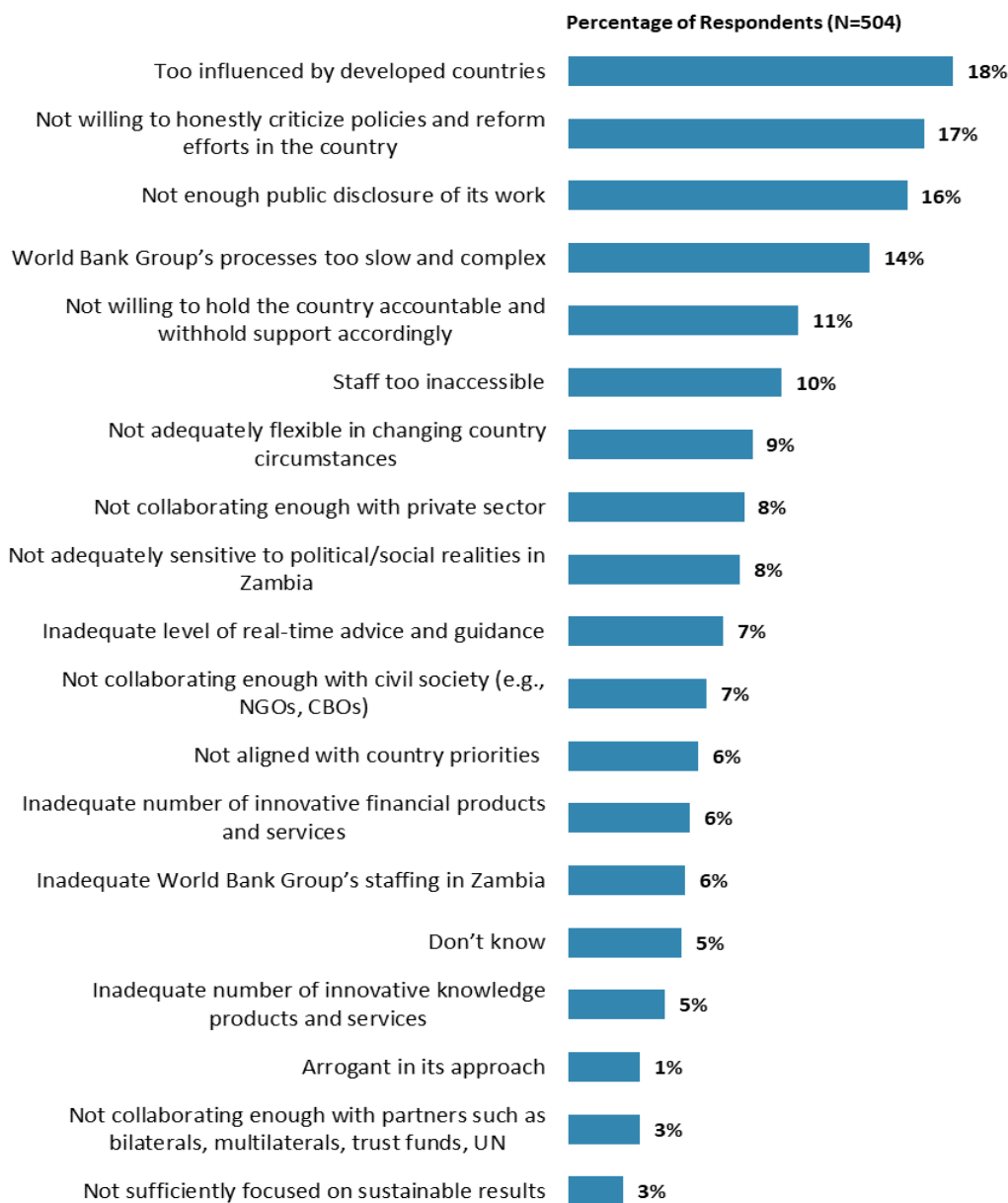
**"When thinking about the World Bank Group's role in Zambia, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## 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 Zambia were "*WBG's processes too complex*" (24%), "*not willing to honestly criticize policies and reform efforts in the country*" (20%), "*too influenced by developed countries*" (20%), and "*not enough public disclosure of its work*" (19%).

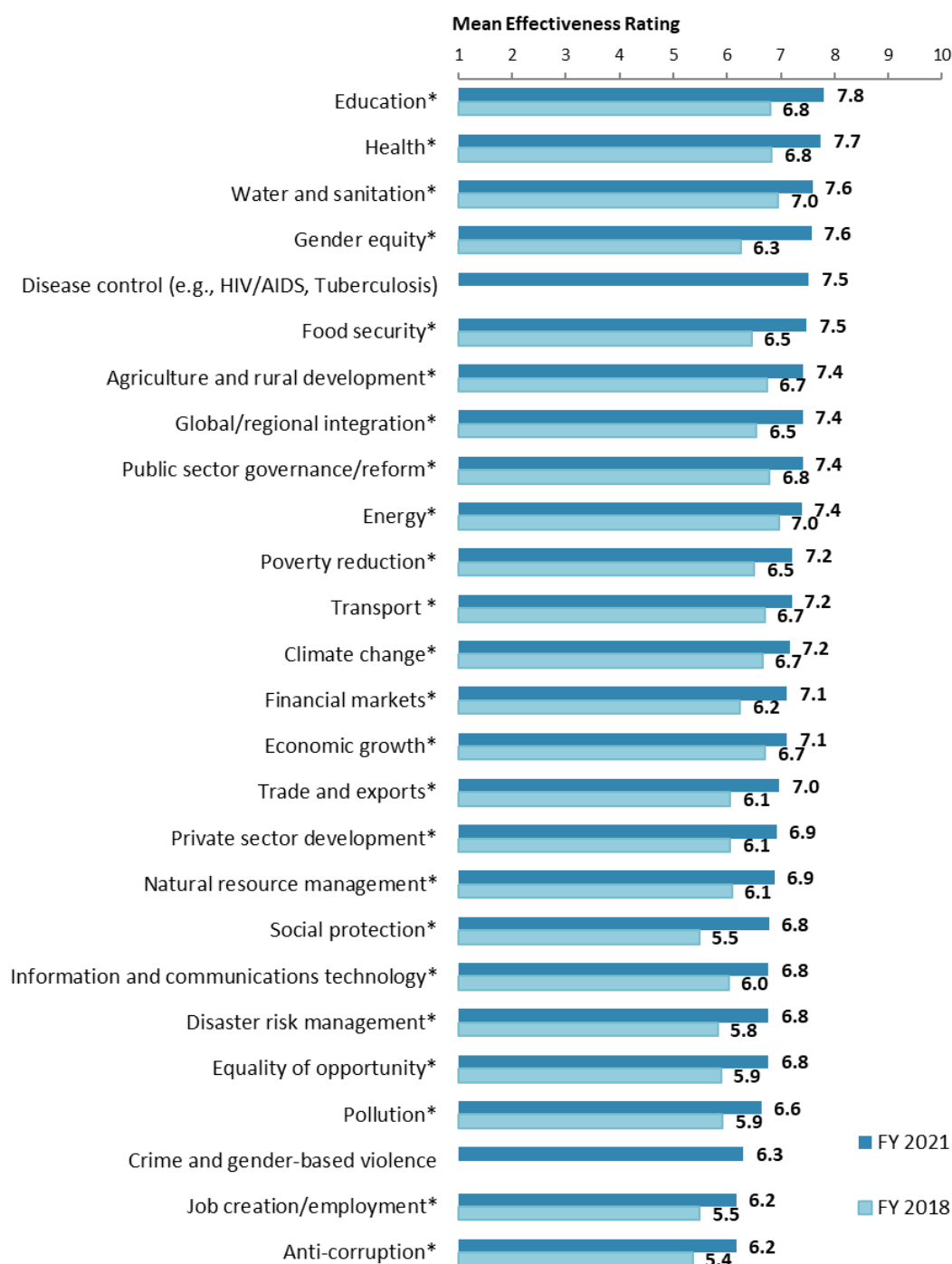


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Zambia? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison



**"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?"**

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

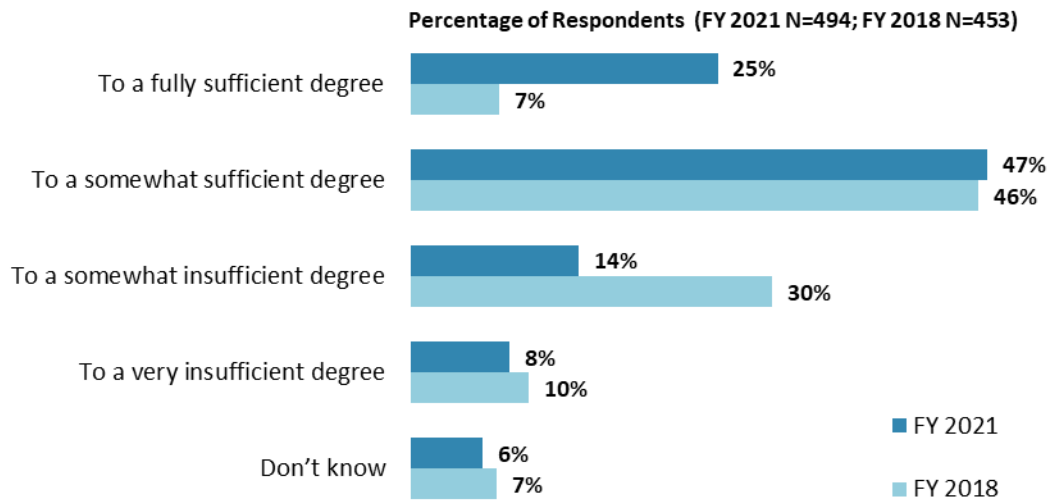
**(\*Significantly different between FY 2021 and FY 2018)**

**(Means presented in this chart were calculated based on weighted data)**



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

### Helping the Poorest

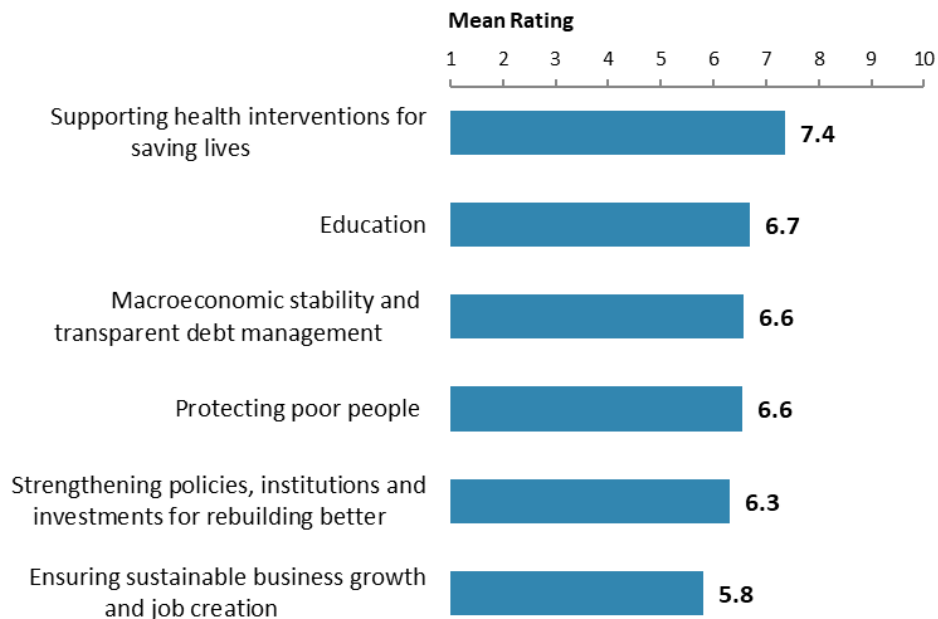


**"To what extent do you believe that the World Bank Group's work and support help the poorest in Zambia?" (Respondents chose from a list.)**

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

*(Percentages presented in this chart were calculated based on weighted data.)*

### Support related to COVID-19 outbreak



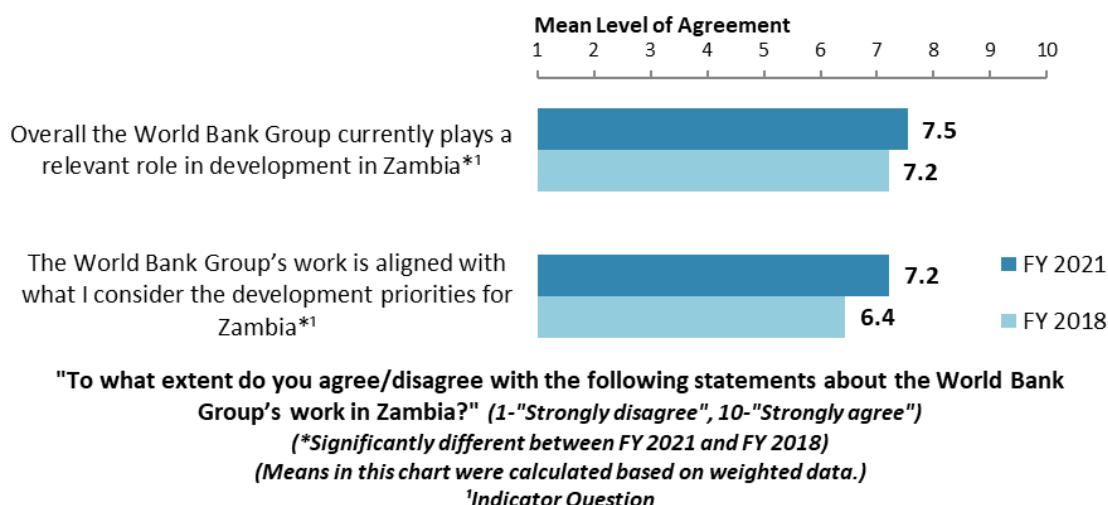
**"The World Bank Group has provided fast track support to Zambia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"**

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

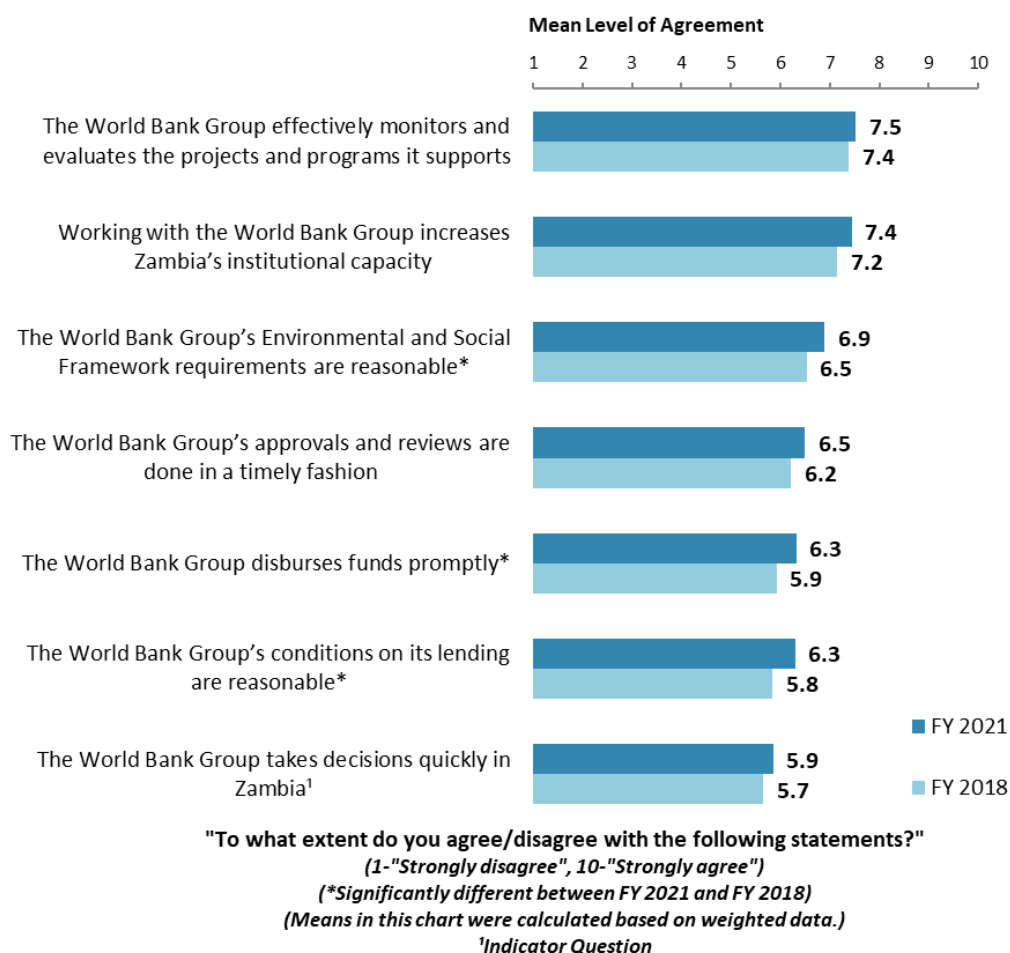


## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Zambia



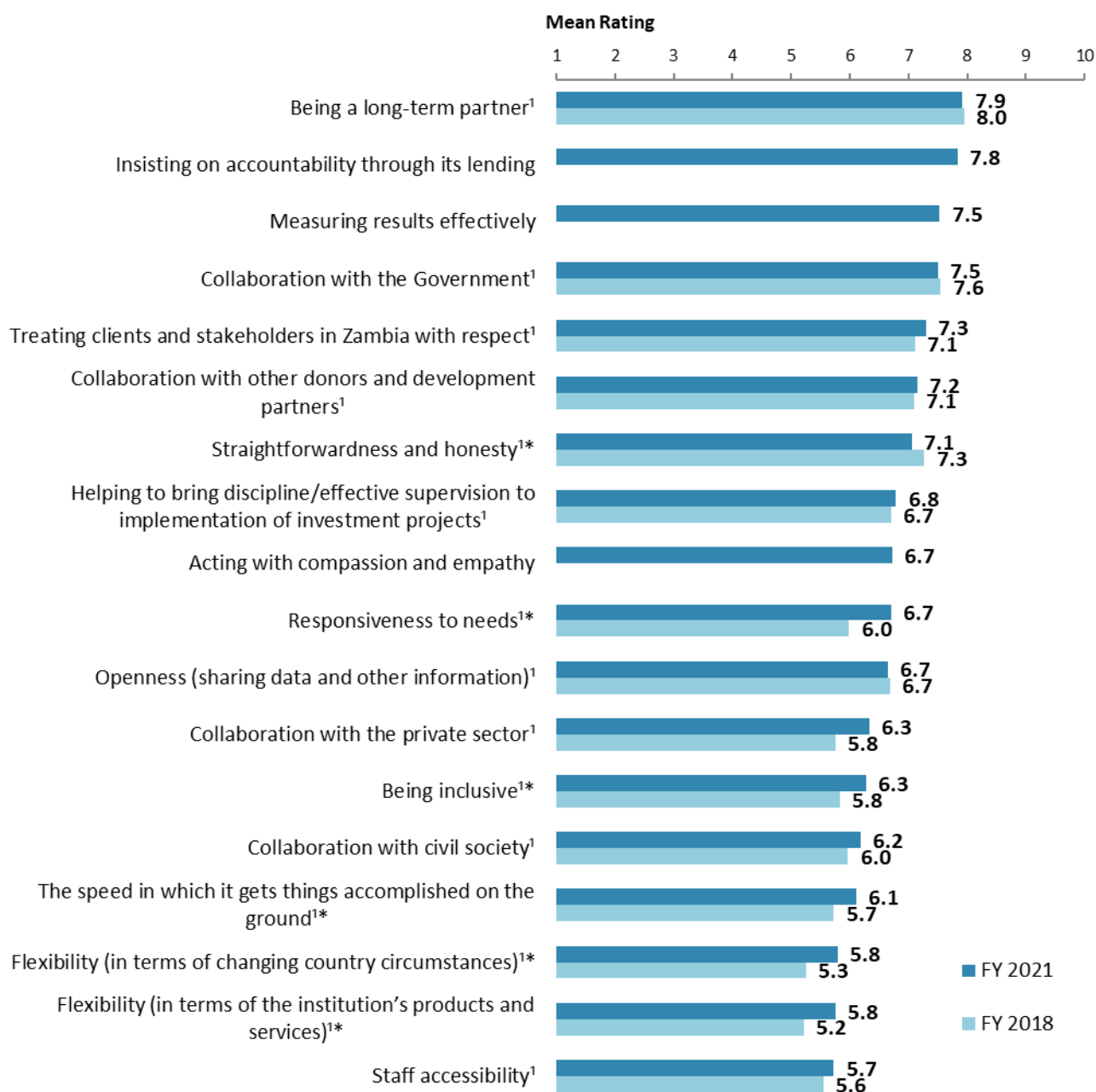
### Overall Perceptions





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

### The WBG as an Effective Development Partner



**"To what extent is the World Bank Group an effective development partner in Zambia, 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)

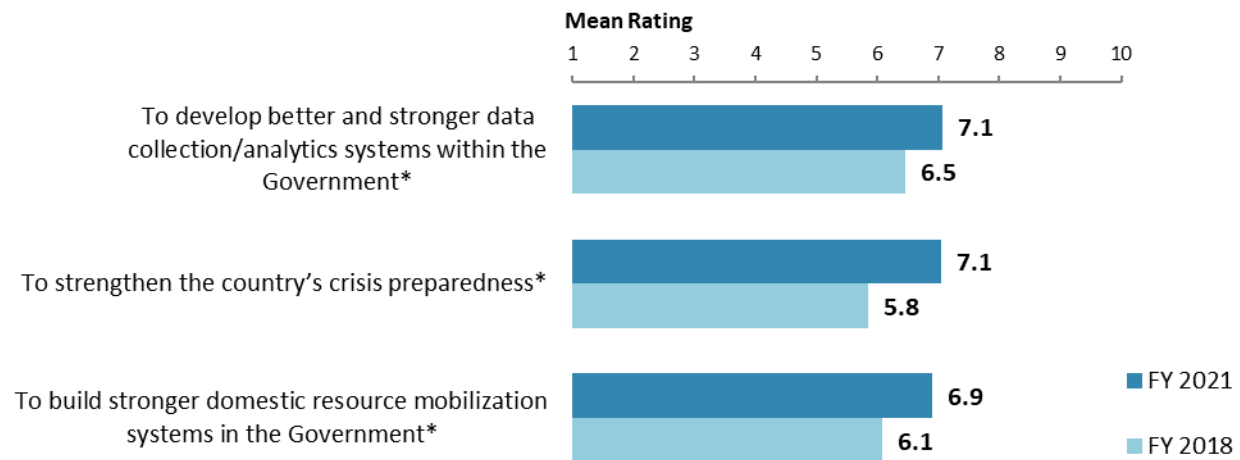
<sup>1</sup>Indicator Question





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

### Effectiveness of WBG's Support



**"How effectively does the World Bank Group support Zambia's efforts ... ?"**

*(1 - "Not effectively at all", 10 - "Very effectively")*

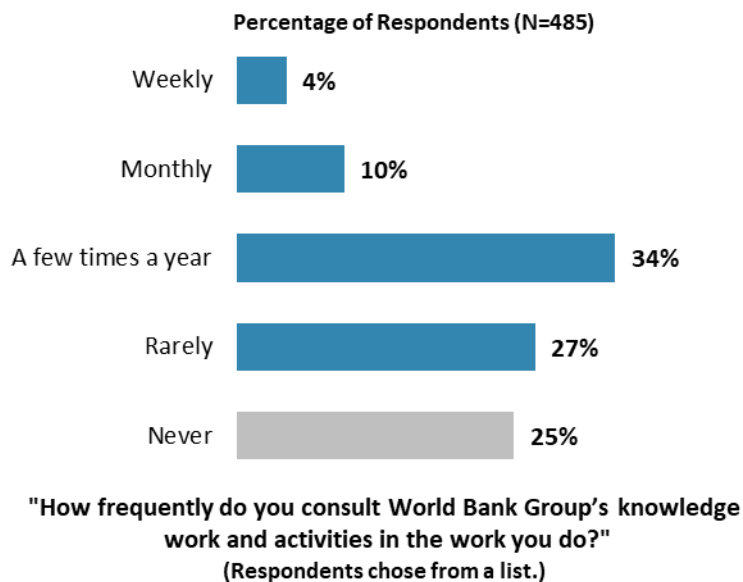
*(\*Significantly different between FY 2021 and FY 2018)*

*(Means in this chart were calculated based on weighted data)*

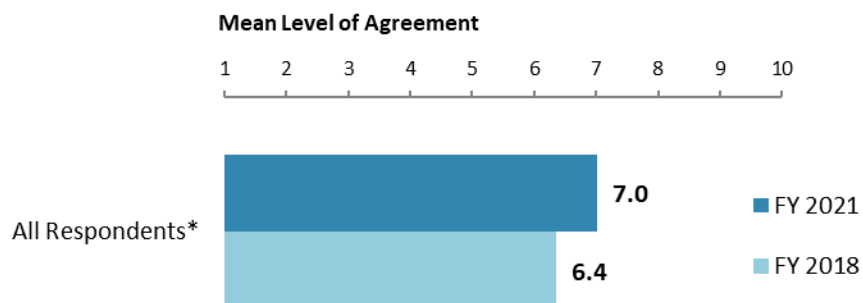


## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



### Meeting Zambia's Knowledge Needs (*Indicator Question*)

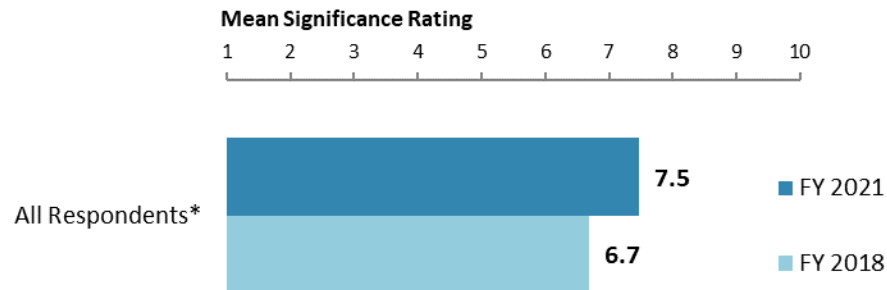


"The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2021 and FY 2018)  
(Means in this chart were calculated based on weighted data)



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

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



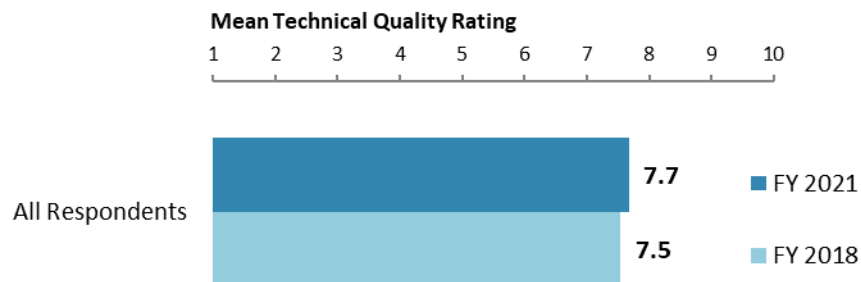
**"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"**

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

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

*(Means in this chart were calculated based on weighted data)*

### 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?"**

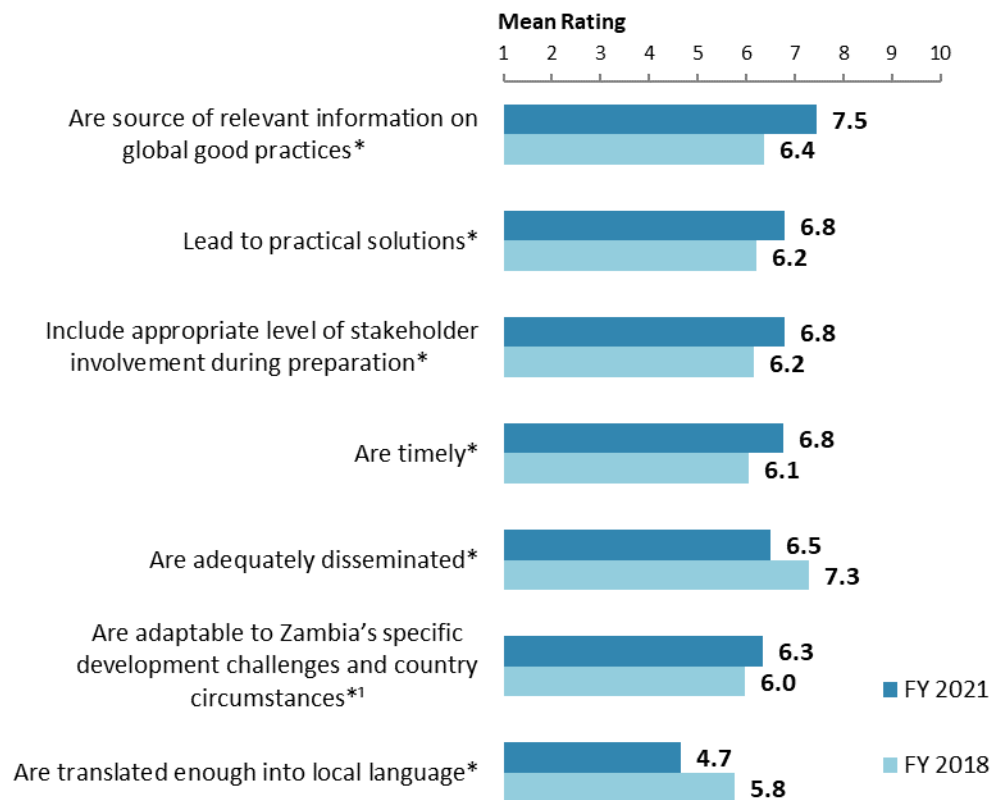
*(1-"Very low technical quality", 10-"Very high technical quality")*

*(Means in this chart 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>7</sup>



"In Zambia, 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)

(Means in this chart were calculated based on weighted data)

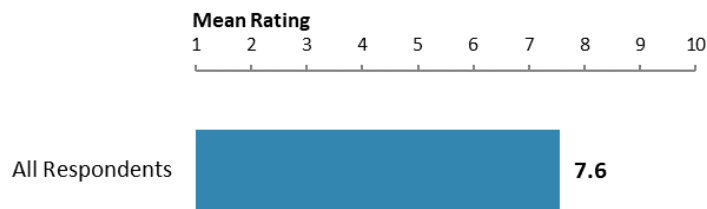
<sup>1</sup>Indicator Question

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



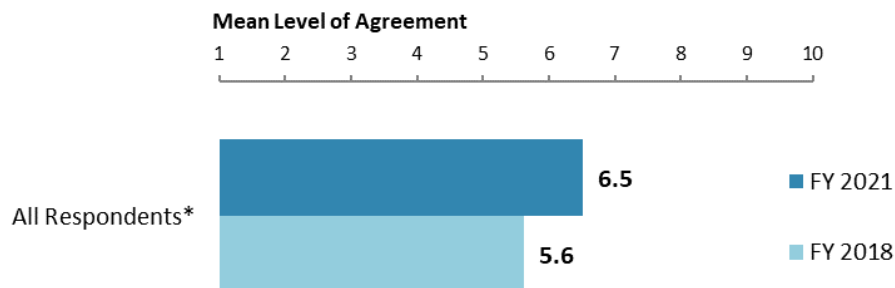
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Usefulness of the COVID-19 "Approach Paper"



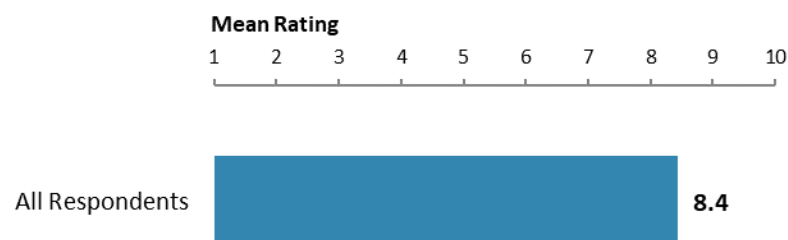
"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers)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

### Meeting Zambia's Needs for Financial Instruments (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Zambia"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2021 and FY 2018)  
(Means in this chart were calculated based on weighted data)

### WBG's Global Advocacy Role (*Indicator Question*)



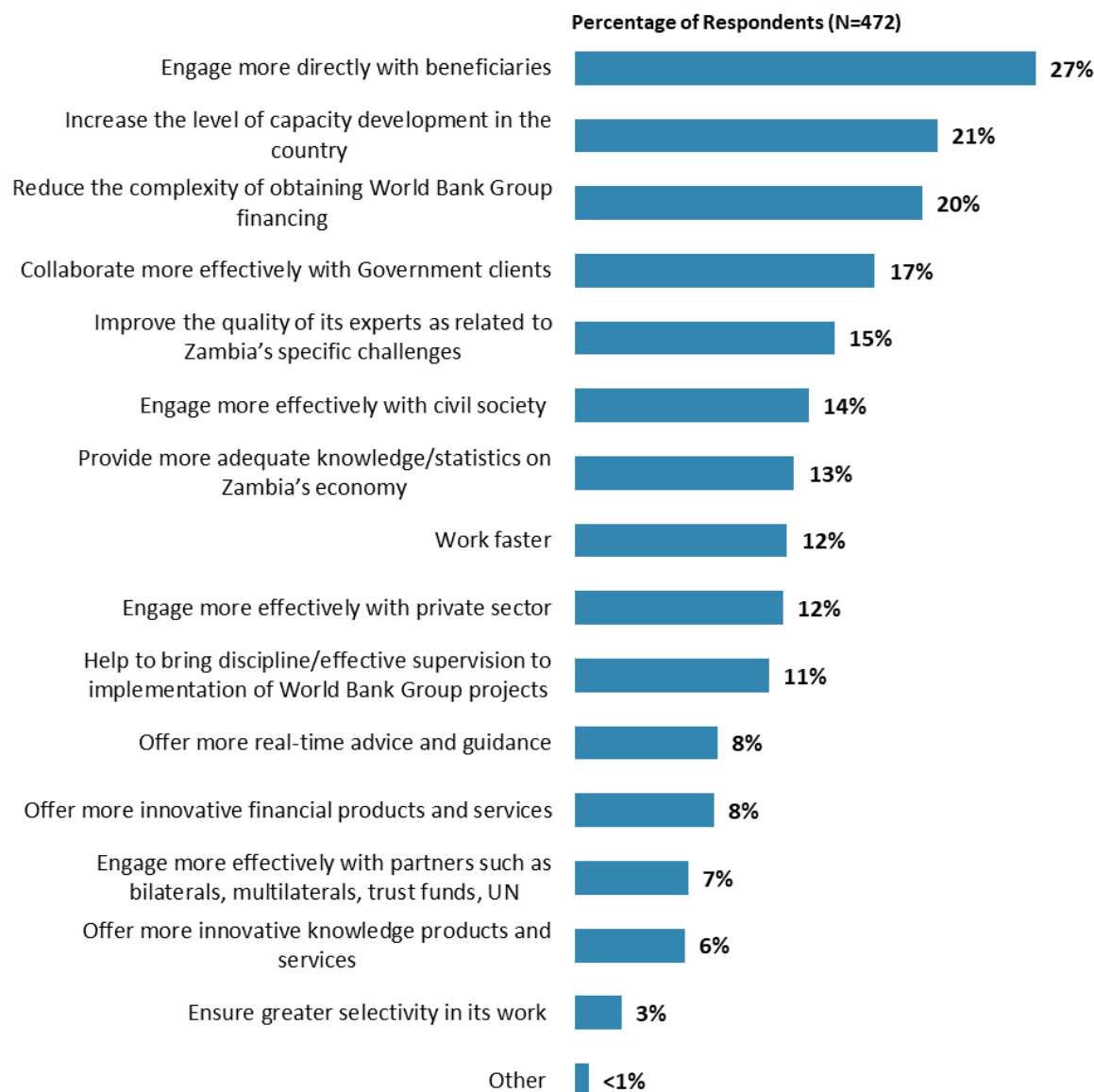
"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"  
(1-"Not important at all", 10-"Very important")



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “reduce the complexity of obtaining World Bank Group financing” (27%), “*increase the level of capacity development in the country*” (24%), and “*work more with civil society and beneficiary representatives*” (20%) to make itself of greater value in Zambia.



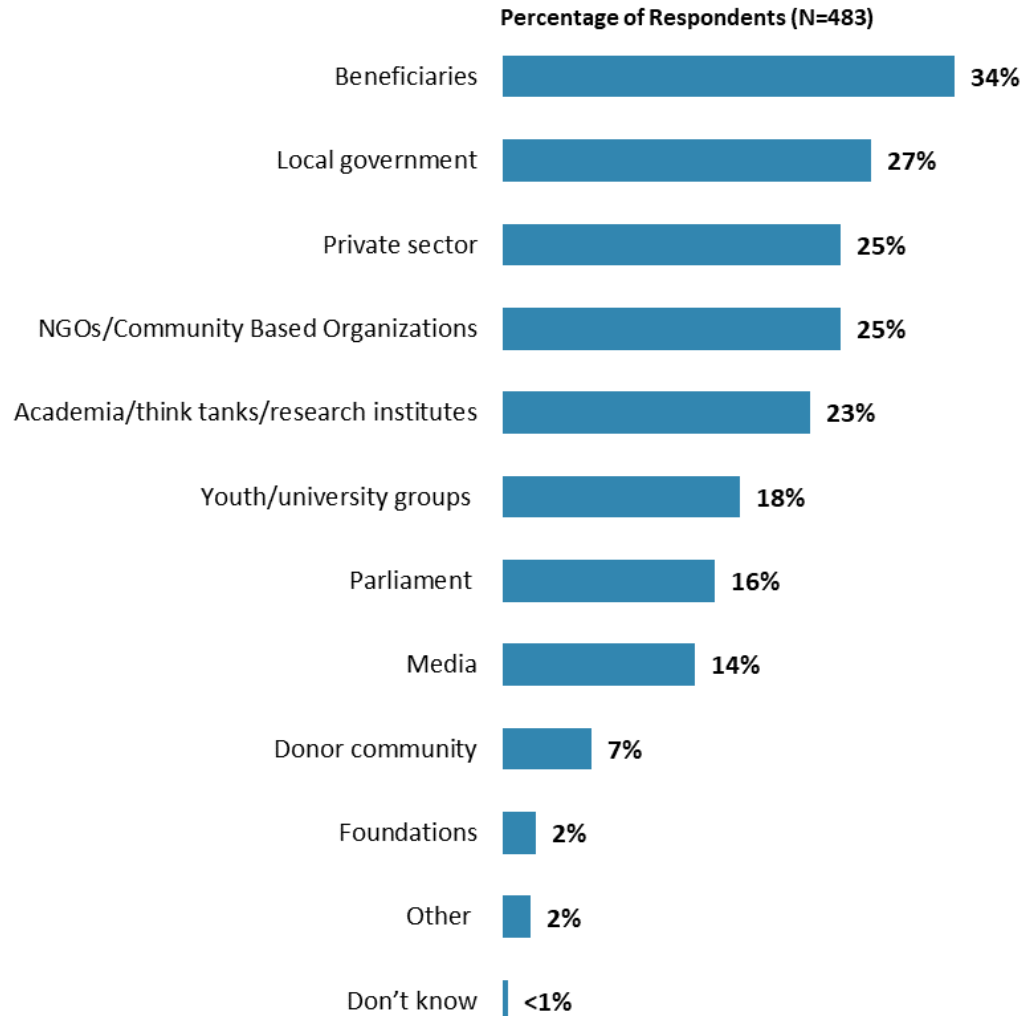
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Zambia (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 “*beneficiaries*” (37%), “*private sector*” (32%), “*academia/think tanks/research institutes*” (28%), “*NGOs/community-based organizations*” (25%), and “*local government*” (23%) to ensure better development results in Zambia.



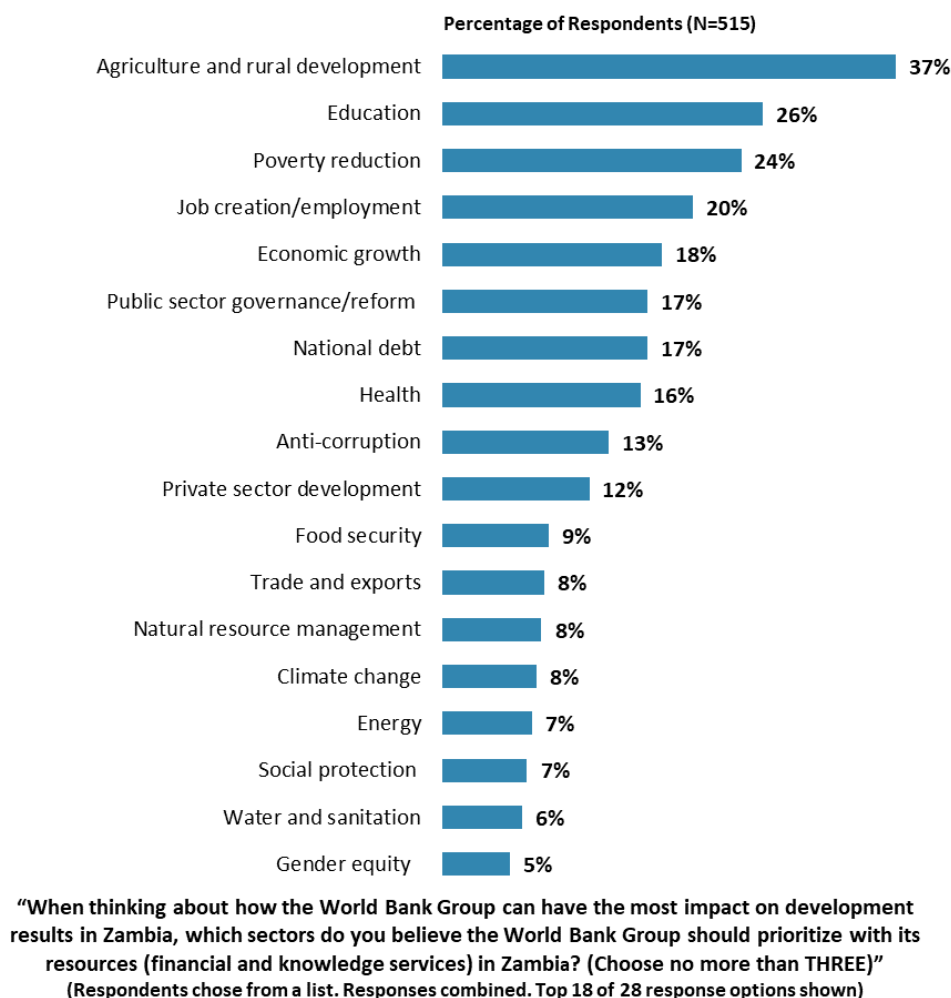
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Zambia (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 “*agriculture and rural development*” (55%), “*education*” (31%), “*public sector governance/reform*” (26%), “*job creation/employment*” (23%), and “*private sector development*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 49%; others = 22%). Similarly, respondents who identified their primary specialization as “*agriculture, rural development*” (11% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*agriculture and rural development*” (agriculture specialists = 65%; others = 33%).<sup>8</sup>



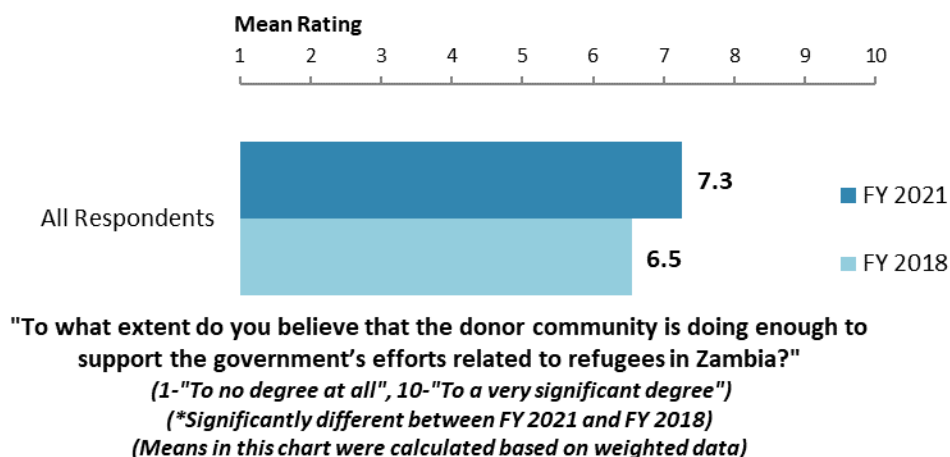
<sup>8</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



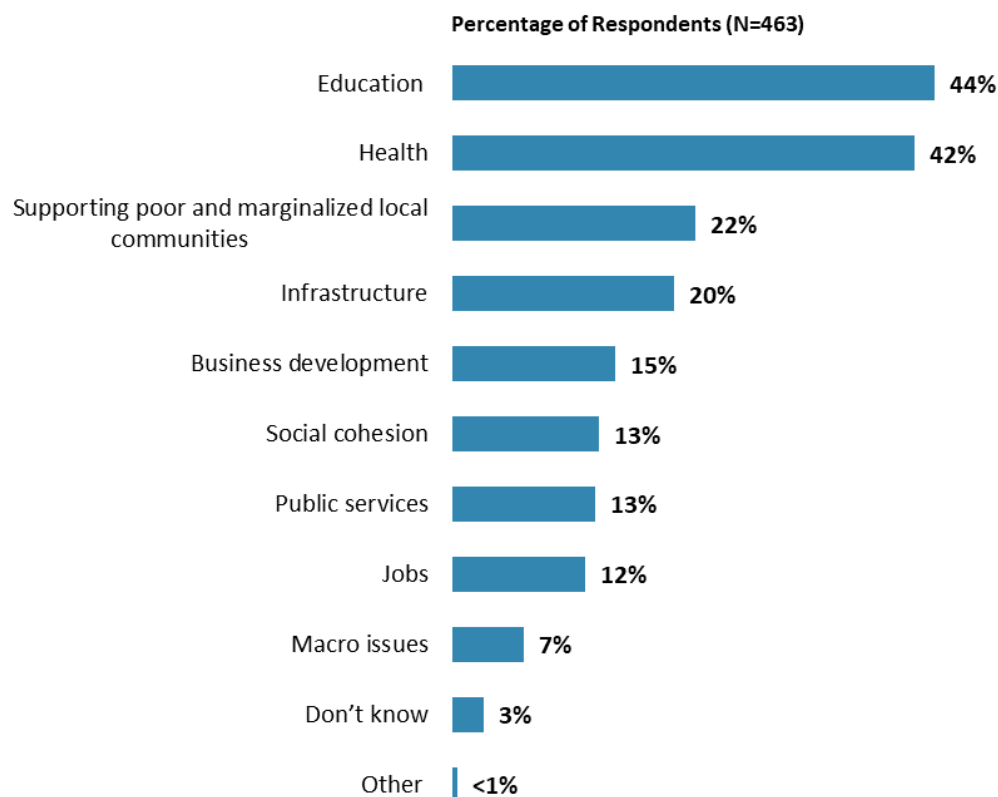


## IX. The Future Role of the WBG in Zambia (continued)

### Refugees: Donor Community's Support



### Refugees: WBG's Support



**"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Zambia? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

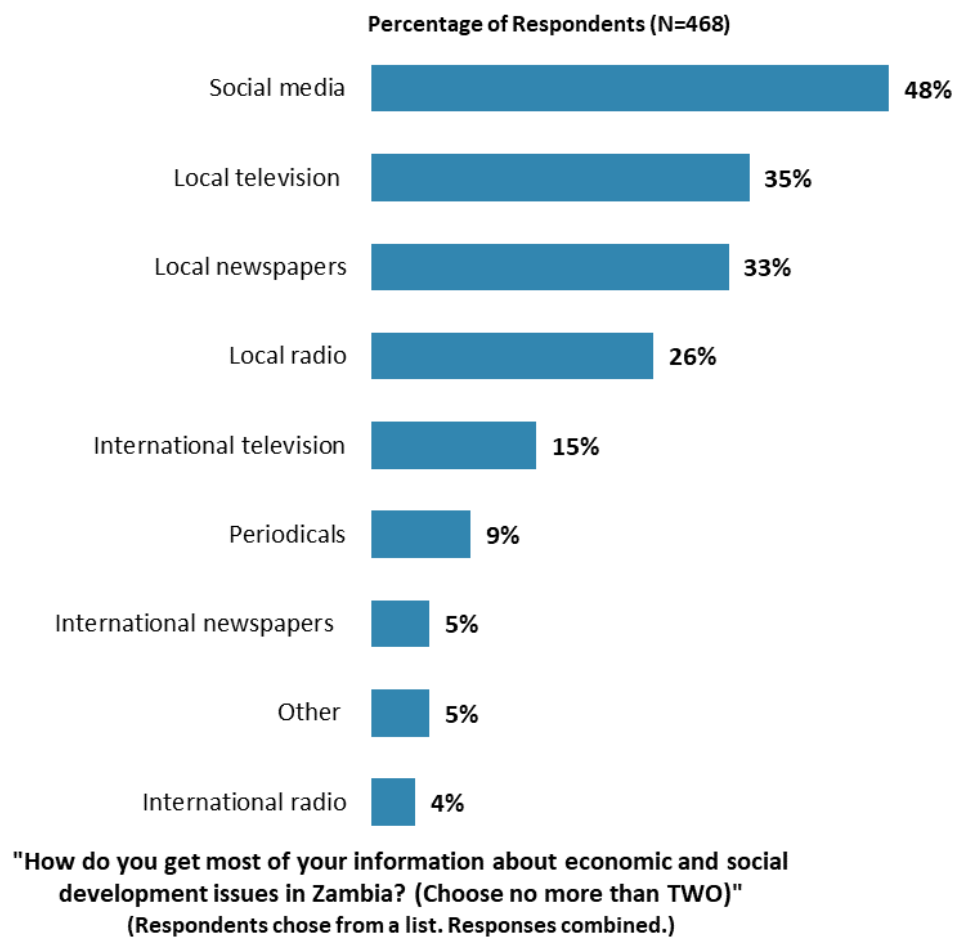


## X. Communication and Outreach

*Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 37) for reported frequency of interactions with key forms of World Bank Group communications.*

### 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 Zambia from the “Internet” (47%), “local newspapers” (43%), and from “local television” (34%).

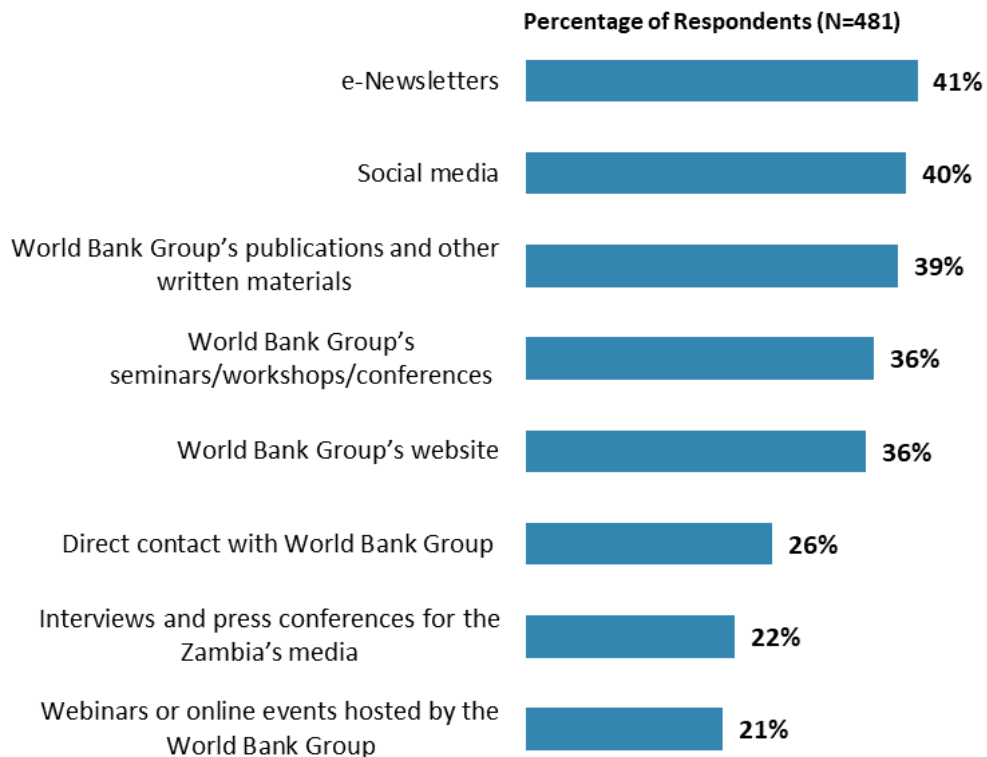




## X. Communication and Outreach (continued)

### 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 “e-newsletters” (43%) and through “WBG’s publications and other written materials” (38%). “Social media” emerged as one of the top preferred information sources, with significant increase from 18% in FY'18 to 40% in FY'21.



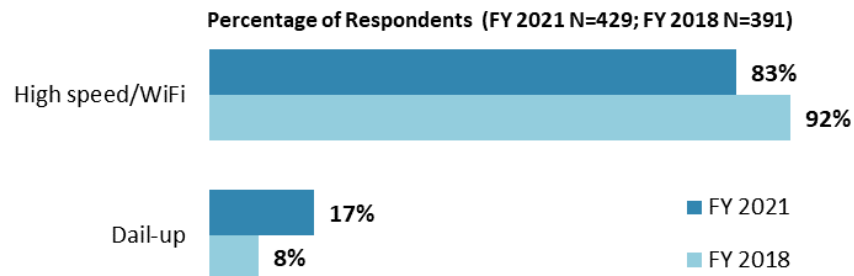
**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**

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



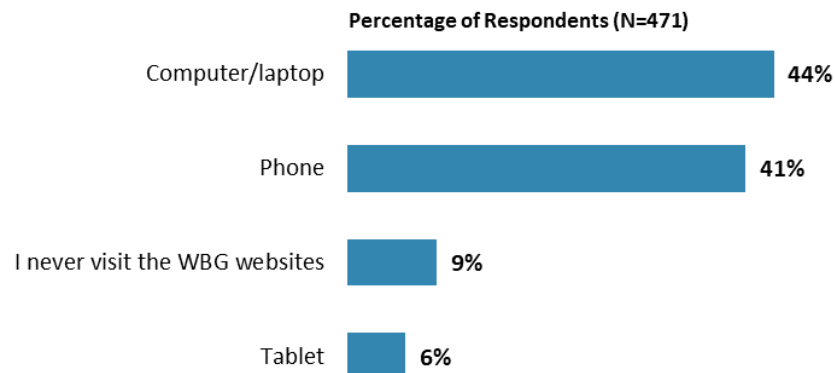
## X. Communication and Outreach (continued)

### Internet connection



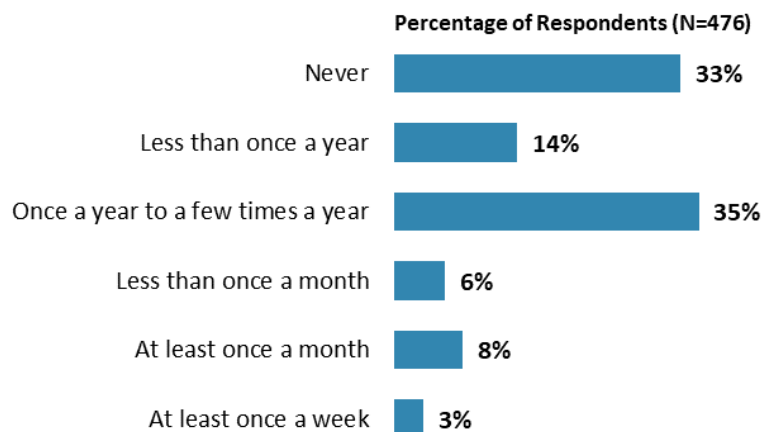
**"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)**  
*(\*Significantly different between FY 2021 and FY 2018)*

### Devices used to access WBG website



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

### WBG Interaction Frequency



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



## XI. Appendices

A. Responses to All Questions Across All Respondents .....	37
B. Responses to Selected Questions by Stakeholder Groups .....	56
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### ZAMBIA





## Appendix A: Responses to All Questions across All Respondents (N=567)

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

### A. Overall Context

1. In general, would you say that Zambia is headed in ... ?	Percentage of Respondents (N=556)
The right direction	39.7%
The wrong direction	38.1%
Not sure	22.1%

2. Do you think that economic opportunity for citizens in Zambia is ... ?	Percentage of Respondents (N=554)
Increasing	30.5%
Decreasing	53.2%
Staying about the same	16.2%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Zambia. Please identify which of the following you consider the most important development priorities in Zambia. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=555)</b>
Agriculture and rural development	31.2%
Education	28.6%
Health	26.8%
Job creation/employment	23.2%
Economic growth	20.9%
Poverty reduction	18.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.9%
National debt	13.7%
Natural resource management	11.5%
Food security	10.5%
Anti-corruption	9.2%
Water and sanitation	8.3%
Global pandemics (e.g., COVID-19)	7.9%
Climate change (e.g., mitigation, adaptation)	7.2%
Private sector development	6.5%
Equality of opportunity (i.e., social inclusion)	6.1%
Energy	5.9%
Transport (e.g., roads, bridges, transportation)	5.8%
Gender equity (closing the gap between women and men, and boys and girls)	5.6%
Social protection (e.g., pensions, targeted social assistance)	4.7%
Trade and exports	4.7%
Information and communications technology	4.1%
Financial markets	3.4%
Disease control (e.g., HIV/AIDS, Tuberculosis)	2.9%
Global/regional integration	1.4%
Pollution	0.7%
Crime and violence	0.5%
Disaster risk management	0.5%

**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 Zambia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=557)</b>
Agriculture and rural development	53.0%
Job creation/employment	35.5%
Economic growth	27.5%
Education	26.9%
Anti-corruption	18.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.1%
Food security	14.9%
Private sector development	11.7%
Health	10.4%
Natural resource management	9.5%
Trade and exports	9.3%
National debt	9.2%
Social protection (e.g., pensions, targeted social assistance)	8.8%
Equality of opportunity (i.e., social inclusion)	7.9%
Energy	5.2%
Gender equity (closing the gap between women and men, and boys and girls)	4.7%
Climate change (e.g., mitigation, adaptation)	4.5%
Transport (e.g., roads, bridges, transportation)	3.4%
Information and communications technology	3.1%
Water and sanitation	2.9%
Disease control (e.g., HIV/AIDS, Tuberculosis)	2.3%
Financial markets	2.0%
Crime and violence	1.3%
Global/regional integration	1.3%
Disaster risk management	0.9%
Pollution	0.5%



**A. Overall Context (continued)**

<b>5. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=557)</b>
Healthcare	50.4%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	35.5%
Ensuring sustainable business growth and job creation	33.8%
Economic growth	31.4%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	27.3%
Providing direct financial support to businesses (business support packages)	22.8%
Public service delivery (e.g., strengthening policies, institutions)	22.6%
Education	22.4%
Nutrition/food security	18.7%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	12.4%
Ensuring that girls and women have equal access to job opportunities	4.5%
Ensuring that girls and women have equal access to health care/health services	4.5%
Other	2.0%

<b>6. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=503)</b>
Corruption	55.3%
Inadequate level of government accountability	35.0%
Political pressures and obstacles	29.2%
Reforms are not well thought out in light of country challenges	22.9%
Inadequate level of citizen/civil society participation	19.9%
Inadequate level of capacity in the government	11.1%
Inadequate level of private sector participation	10.5%
Inadequate level of donor coordination	4.8%
Pressure from outside interest groups (e.g., private sector, unions)	3.4%
Other	1.2%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right?* (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The Republic of Zambia Government	500	25	5.47	2.90
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID, SIDA, EU)	495	20	7.25	2.49
3. The World Bank Group*	479	24	7.49	2.43
4. The International Monetary Fund	467	33	6.88	2.65
5. The United Nations (UN)	479	18	7.29	2.47
6. The World Health Organization (WHO)	478	10	7.38	2.34
7. Regional development banks and organizations (e.g., AfDB, COMESA, SADC)	465	20	6.98	2.37
8. Zambia's Central Bank (Bank of Zambia)	468	20	6.28	2.69
9. International private sector	450	34	6.18	2.58
10. Domestic private sector	460	18	6.54	2.39
11. International civil society (e.g., NGOs, CBOs)	469	10	6.59	2.55
12. Domestic civil society (e.g., NGOs, CBOs)	466	15	6.37	2.49
13. Youth organizations	463	15	5.83	2.61
14. Christian faith-based institutions	468	8	6.81	2.53
15. Other faith-based institutions	455	23	6.24	2.57
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	468	18	6.01	2.66
17. International media and their web presence	458	28	6.32	2.61
18. Web based media (i.e., blogs, social media, other web-based news and information sources)	455	33	5.91	2.80

8. 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.	N	DK	Level of Agreement				
			Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The COVID-19 vaccine will be safe	466	75	9.4%	10.5%	24.7%	28.5%	26.8%
2. The COVID-19 vaccine will be effective	439	76	7.7%	10.7%	24.1%	33.9%	23.5%
3. I will get the COVID-19 vaccine if I can	463	55	14.0%	5.8%	11.7%	24.2%	44.3%

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

1. How familiar are you with the work of these organizations in Zambia? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)	531	n/a	6.61	2.79
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	512	n/a	4.99	3.01
3. The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group	504	n/a	4.19	2.92

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Zambia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Zambia*	507	19	7.52	2.62
3. The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	479	29	7.22	2.68

4. Overall, please rate your impression of the effectiveness of these organizations in Zambia. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)*	488	37	7.38	2.52
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	396	102	6.35	2.65
3. The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group	333	157	6.01	2.71

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Zambia?* (1-To no degree at all, 10-To a very significant degree)	476	37	7.54	2.41

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Zambia?* (1-To no degree at all, 10-To a very significant degree)	478	38	7.61	2.35

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Zambia? (Select only ONE response)	Percentage of Respondents (N=511)
To a fully sufficient degree	26.0%
To a somewhat sufficient degree	46.6%
To a somewhat insufficient degree	13.3%
To a very insufficient degree	7.8%
Don't know	6.3%

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

<b>8. When thinking about the World Bank Group's role in Zambia, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=509)</b>
Financial resources	39.3%
Capacity development related to World Bank Group supported projects	28.7%
Technical assistance (i.e., technical advice)	17.5%
Technical assistance (i.e., financial support for training, conferences and material needs)	15.7%
Implementation support	14.5%
Formal policy advice, studies, analyses	13.6%
Donor coordination	12.8%
Data and statistics	10.4%
Mobilizing third party financial resources	10.0%
Bringing together different groups of stakeholders	7.5%
Global advocacy	7.3%
Promoting knowledge sharing	5.9%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.0%
Other	1.6%

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=504)</b>
Too influenced by developed countries	19.8%
Not willing to honestly criticize policies and reform efforts in the country	18.3%
Not enough public disclosure of its work	16.9%
World Bank Group's processes too slow and complex	16.1%
Not willing to hold the country accountable and withhold support accordingly	14.3%
Staff too inaccessible	10.9%
Not adequately flexible in changing country circumstances	10.1%
Not collaborating enough with private sector	8.7%
Not adequately sensitive to political/social realities in Zambia	8.3%
Inadequate level of real-time advice and guidance	8.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	7.3%
Not aligned with country priorities	6.5%
Inadequate number of innovative financial products and services	6.2%
Inadequate World Bank Group's staffing in Zambia	5.8%
Don't know	5.6%
Inadequate number of innovative knowledge products and services	5.4%
Arrogant in its approach	4.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.4%
Not sufficiently focused on sustainable results	3.4%
Other	2.6%

**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 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)</b>	<b>Percentage of Respondents (Responses Combined; N=515)</b>
Agriculture and rural development	36.5%
Education	25.8%
Poverty reduction	24.1%
Job creation/employment	20.2%
Economic growth	17.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.5%
National debt	16.5%
Health	15.9%
Anti-corruption	13.4%
Private sector development	11.8%
Food security	8.5%
Trade and exports	8.2%
Natural resource management	8.0%
Climate change (e.g., mitigation, adaptation)	7.6%
Energy	7.2%
Social protection (e.g., pensions, targeted social assistance)	6.8%
Water and sanitation	6.4%
Gender equity (closing the gap between women and men, and boys and girls)	5.4%
Financial markets	3.9%
Equality of opportunity (i.e., social inclusion)	3.9%
Transport (e.g., roads, bridges, transportation)	3.9%
Global pandemics (e.g., COVID-19)	3.1%
Information and communications technology	2.9%
Disease control (e.g., HIV/AIDS, Tuberculosis)	2.5%
Global/regional integration	2.1%
Disaster risk management	1.7%
Pollution	0.8%
Crime and violence	0.8%

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

<b>11. 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=508)</b>
Financial advisory solutions	33.9%
Multi-lateral financial institution	33.1%
World Bank	32.3%
Development institution	21.3%
Public-private partnerships	19.9%
Don't know	18.9%
Private sector solutions	16.1%
Investment bank	14.8%
Innovation and entrepreneurship	11.4%
Venture capital	6.5%
Impact investor	4.9%
Asset manager	3.3%
Thought leader	1.0%
Other	1.0%
None of the above	0.6%

**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 Zambia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	434	69	7.46	2.36

<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 Zambia? (1-To no degree at all, 10-To a very significant degree)	370	132	6.28	2.64

**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 Zambia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	446	44	6.74	2.42
4. Flexibility (in terms of the institution's products and services)*	415	59	5.78	2.49
5. Flexibility (in terms of changing country circumstances)*	416	53	5.86	2.61
6. Being inclusive*	416	52	6.34	2.64
7. Openness (sharing data and other information)*	413	53	6.73	2.67
8. Collaboration with the Government*	432	40	7.54	2.41
9. The speed in which it gets things accomplished on the ground*	402	65	6.11	2.56
10. Helping to bring discipline/effective supervision to implementation of investment projects*	409	58	6.83	2.59
11. Collaboration with civil society*	403	63	6.22	2.60
12. Staff accessibility*	384	73	5.77	2.78
13. Collaboration with other donors and development partners*	402	63	7.24	2.32
14. Collaboration with the private sector*	373	79	6.43	2.69
15. Straightforwardness and honesty*	390	62	7.15	2.58
16. Treating clients and stakeholders in Zambia with respect*	397	64	7.34	2.47
17. Being a long-term partner*	421	43	7.96	2.26
18. Acting with compassion and empathy	393	68	6.80	2.51
19. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	414	53	7.87	2.39
20. Measuring results effectively	407	57	7.60	2.51

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
21. The World Bank Group disburses funds promptly	383	105	6.17	2.95
22. The World Bank Group effectively monitors and evaluates the projects and programs it supports	421	52	7.51	2.45
23. The World Bank Group's approvals and reviews are done in a timely fashion	393	81	6.45	2.68
24. The World Bank Group's Environmental and Social Framework requirements are reasonable	371	99	6.94	2.42
25. The World Bank Group's conditions on its lending are reasonable	388	82	6.22	2.76
26. The World Bank Group takes decisions quickly in Zambia*	373	94	5.79	2.72
27. Working with the World Bank Group increases Zambia's institutional capacity	415	51	7.43	2.64

To what extent do you agree/disagree with the following statements about the World Bank Group in Zambia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
28. 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*	424	65	6.55	2.66
29. The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	430	48	7.05	2.53

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

COVID-19 "Approach Paper"	N	DK	Mean	SD
30. 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? (1-Not useful at all, 10-Very useful)	354	129	7.55	2.45

Global role of advocacy	N	DK	Mean	SD
31. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	445	36	8.43	2.11

How effectively does the World Bank Group support Zambia's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
32. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	405	76	6.92	2.59
33. To develop better and stronger data collection/analytics systems within the Government	396	74	7.08	2.45
34. To strengthen the country's crisis preparedness	391	75	7.06	2.52

Donor Support to Refugees	N	DK	Mean	SD
35. 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-To no degree at all, 10-To a very significant degree)	420	61	7.30	2.53

36. 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)	Percentage of Respondents (Responses Combined; N=463)
Education	44.1%
Health	42.3%
Supporting poor and marginalized local communities	22.2%
Infrastructure	20.3%
Business development	14.9%
Social cohesion	13.4%
Public services	13.0%
Jobs	12.1%
Macro issues (fiscal accounts, balance of payments, etc.)	6.5%
Don't know	2.8%
Other	0.4%



**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 Zambia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	235	230	6.83	2.60
2. Gender equity (closing the gap between women and men, and boys and girls)	287	169	7.59	2.30
3. Private sector development	287	162	6.98	2.41
4. Education	330	106	7.82	2.18
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	313	129	7.44	2.30
6. Global/regional integration	269	169	7.42	2.34
7. Food security	315	128	7.50	2.20
8. Energy	315	131	7.41	2.42
9. Water and sanitation	325	112	7.62	2.34
10. Pollution	256	179	6.67	2.73
11. Job creation/employment	287	149	6.20	2.70
12. Health	342	100	7.81	2.15
13. Financial markets	258	175	7.16	2.37
14. Transport (e.g., roads, bridges, transportation)	303	137	7.27	2.39
15. Agriculture and rural development	336	101	7.45	2.31
16. Trade and exports	260	171	7.02	2.44
17. Crime and gender-based violence	244	191	6.40	2.73
18. Natural resource management	290	147	6.93	2.63
19. Climate change (e.g., mitigation, adaptation)	311	120	7.22	2.60
20. Poverty reduction	351	87	7.28	2.42
21. Anti-corruption	277	154	6.26	2.87
22. Economic growth	331	106	7.18	2.45
23. Disaster risk management	277	158	6.84	2.54
24. Equality of opportunity (i.e., social inclusion)	277	156	6.82	2.48
25. Disease control (e.g., HIV/AIDS, Tuberculosis)	310	126	7.59	2.24
26. Information and communications technology	266	174	6.80	2.63

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

2. 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: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	337	25	117	7.37	2.50
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	298	28	135	6.68	2.60
3. Protecting poor people (social assistance/ social safety nets)	304	31	126	6.55	2.65
4. Ensuring sustainable business growth and job creation	288	25	148	5.81	2.58
5. Strengthening policies, institutions and investments for rebuilding better	295	27	139	6.31	2.60
6. Macroeconomic stability and transparent debt management	297	26	136	6.58	2.62

**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=485)
Weekly	4.5%
Monthly	9.7%
A few times a year	34.0%
Rarely	26.8%
Never	24.9%

In Zambia, 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	398	76	6.76	2.58
3. Include appropriate level of stakeholder involvement during preparation	383	79	6.81	2.57
4. Lead to practical solutions	384	71	6.82	2.55
5. Are source of relevant information on global good practices	395	56	7.50	2.49
6. Are adequately disseminated	380	73	6.44	2.78
7. Are translated enough into local language	340	113	4.65	3.04
8. Are adaptable to Zambia's specific development challenges and country circumstances*	382	72	6.35	2.75

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)	435	40	7.51	2.45
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)	427	50	7.69	2.33

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=472)</b>
Engage more directly with beneficiaries	26.7%
Increase the level of capacity development in the country	21.0%
Reduce the complexity of obtaining World Bank Group financing	20.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.4%
Improve the quality of its experts as related to Zambia's specific challenges	15.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	13.6%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	12.7%
Work faster	12.3%
Engage more effectively with private sector	12.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.2%
Offer more real-time advice and guidance	8.3%
Offer more innovative financial products and services	8.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.6%
Offer more innovative knowledge products and services	6.4%
Ensure greater selectivity in its work	2.8%
Other	0.8%

<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=483)</b>
Beneficiaries	33.5%
Local government	27.3%
Private sector	25.1%
NGOs/Community Based Organizations	25.1%
Academia/think tanks/research institutes	22.8%
Youth/university groups	17.6%
Parliament	15.7%
Media	14.3%
Donor community	6.6%
Foundations	2.5%
Other	2.1%
Don't know	0.4%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Zambia?</b>	<b>Percentage of Respondents (N=476)</b>
Never	33.2%
Less than once a year	14.3%
Once a year to a few times a year	35.3%
Less than once a month	5.9%
At least once a month	8.0%
At least once a week	3.4%

<b>2. How do you get most of your information about economic and social development issues in Zambia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=468)</b>
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr, WhatsApp, SMS)	48.3%
Local television	35.3%
Local newspapers	33.3%
Local radio	26.3%
International television	15.4%
Periodicals	9.2%
International newspapers	5.3%
Other	5.3%
International radio	4.1%

<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=481)</b>
e-Newsletters	41.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	39.7%
World Bank Group's publications and other written materials	38.9%
World Bank Group's seminars/workshops/conferences	36.4%
World Bank Group's website	35.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.8%
Interviews and press conferences for the Zambia's media	21.8%
Webinars or online events hosted by the World Bank Group	20.6%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=440)</b>
High speed/WiFi	83.0%
Dial-up	17.1%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=471)</b>
Computer/laptop	44.0%
Phone	41.0%
I never visit the WBG websites	9.1%
Tablet	5.9%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	475	4.8%	19.8%	52.4%	22.9%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	458	8.1%	20.7%	48.5%	22.7%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	456	6.6%	9.9%	32.0%	51.5%
Visited a WBG website (e.g., read a blog, used data)	453	8.6%	17.0%	43.5%	30.9%
Attended an event/conference hosted by the WBG	445	2.5%	3.4%	29.0%	65.2%
Watched a webinar or online event hosted by the WBG	436	3.4%	6.2%	28.4%	61.9%
Read some or all of a WBG research paper or publication	445	3.4%	10.1%	51.2%	35.3%
Met professionally with WBG staff	447	2.7%	6.7%	25.1%	65.5%
Read a WBG e-newsletter	446	3.4%	10.1%	32.7%	53.8%



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=556)
NGO/Community Based Organization	14.0%
Private Sector Organization	13.3%
Employee of Ministry, Ministerial Department, Implementation Agency	12.6%
Local Government Office or Staff	10.6%
Parliament	10.4%
Academia/Research Institute/Think Tank	7.4%
Media (press, radio, TV, web, etc.)	6.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.6%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	3.4%
State-Owned Enterprise	2.5%
Trade Union	2.3%
Faith-Based Group	2.2%
Judicial System (e.g., courts)	2.0%
Financial Sector/Private Bank	2.0%
Youth Group	2.0%
Other	1.8%
Office of the President, Vice President	1.3%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.9%
Office of the Minister	0.7%
Multilateral Agency (UN, regional development bank)	0.4%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	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=544)</b>
Other	13.4%
Education	12.7%
Agriculture, rural development	11.0%
Health, nutrition	7.7%
Communications, public affairs	7.5%
Governance, anti-corruption	6.1%
Finance and markets	4.8%
Urban development	4.2%
Generalist (specialized in multiple sectors)	4.0%
Social protection	3.1%
Digital development and technology (ICT)	3.1%
Gender	2.9%
Energy	2.8%
Transport	2.8%
Poverty	2.2%
Macroeconomics, fiscal management	2.2%
Environment, natural resources	2.0%
Water, sanitation	2.0%
Tourism	1.5%
Jobs	1.1%
Climate change	1.1%
Trade and competitiveness	1.1%
Demographics, migration	0.4%
Fragility, conflict, violence, refugees	0.2%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in Zambia?</b>	<b>Percentage of Respondents (N=543)</b>
Yes	39.0%
No	61.0%

<b>4. 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>	<b>Percentage of Respondents (N=206)</b>
The World Bank (IBRD/IDA)	82.5%
The International Finance Corporation (IFC)	17.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
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=302)</b>
Yes	36.1%
No	63.9%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Zambia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=530)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	39.1%
Use World Bank Group website for information, data, research, etc.	32.5%
Engage in World Bank Group related/sponsored events/activities	24.9%
Use World Bank Group reports/data	21.3%
Collaborate as part of my professional duties	20.4%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=553)</b>
Female	53.7%
Male	46.3%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=564)</b>
25 and under	5.0%
26-35	20.9%
36-45	24.6%
46-55	29.3%
56 and above	20.2%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=561)</b>
Lusaka Province	65.2%
Copperbelt Province	8.0%
Southern Province	4.6%
Central Province	4.3%
Eastern Province	4.1%
Western Province	3.6%
North- Western Province	3.4%
Luapula Province	3.0%
Northern Province	2.0%
Muchinga Province	1.8%





## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>9</sup>

- Office of President/PM/Minister N=11 ● Office of Parliamentarian N=58 ● Employee of a Ministry N=70 ● PMU/Consultant on WBG Project N=19  
 ● Local Government N=59 ● Other government organizations/institutions N=45 ● Private Sector/Financial Sector/Private Bank N=85 (Private Sector)  
 ● NGO/Community Based Organization (CSO) N=78 ● Other CSOs N=36 ● Academia/Research Institute/Think Tank (Academia) N=41 ● Media N=37 ● Other<sup>10</sup> N=17

### A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
The right direction*	60.0%	30.9%	57.1%	50.0%	50.0%	37.8%	28.9%	38.2%	36.1%	31.7%	37.8%	35.3%
The wrong direction*	0.0%	45.5%	24.3%	27.8%	22.4%	33.3%	50.6%	35.5%	36.1%	51.2%	56.8%	52.9%
Not sure	40.0%	23.6%	18.6%	22.2%	27.6%	28.9%	20.5%	26.3%	27.8%	17.1%	5.4%	11.8%

\*Significantly different between stakeholder groups

<sup>9</sup> Only 556 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>10</sup> Includes the following categories: Bilateral Agency (N=5), Multilateral Agency (N=2), and Other (N=10).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Natural resource management	18.2%	10.9%	10.1%	10.5%	10.5%	15.6%	7.4%	11.7%	22.2%	4.9%	13.5%	23.5%
Financial markets	0.0%	5.5%	2.9%	5.3%	1.8%	2.2%	7.4%	1.3%	0.0%	2.4%	8.1%	0.0%
Global pandemics	0.0%	14.5%	5.8%	5.3%	7.0%	6.7%	9.9%	3.9%	5.6%	19.5%	2.7%	11.8%
Water and sanitation*	0.0%	9.1%	5.8%	5.3%	14.0%	26.7%	2.5%	2.6%	8.3%	9.8%	10.8%	0.0%
Public sector governance/reform*	9.1%	1.8%	11.6%	21.1%	22.8%	22.2%	11.1%	10.4%	22.2%	17.1%	32.4%	35.3%
Private sector development	9.1%	10.9%	8.7%	10.5%	3.5%	2.2%	8.6%	2.6%	2.8%	7.3%	8.1%	5.9%
Health*	9.1%	50.9%	29.0%	26.3%	22.8%	15.6%	19.8%	27.3%	19.4%	36.6%	35.1%	5.9%
Education*	36.4%	54.5%	27.5%	21.1%	22.8%	26.7%	21.0%	28.6%	27.8%	29.3%	29.7%	17.6%
Job creation/employment	27.3%	16.4%	30.4%	21.1%	19.3%	24.4%	32.1%	18.2%	27.8%	24.4%	18.9%	5.9%
Gender equity *	0.0%	0.0%	7.2%	5.3%	0.0%	4.4%	4.9%	11.7%	8.3%	2.4%	5.4%	23.5%
Global/regional integration	0.0%	0.0%	4.3%	0.0%	1.8%	2.2%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	9.1%	8.7%	15.8%	7.0%	15.6%	12.3%	14.3%	5.6%	4.9%	8.1%	17.6%
Energy	9.1%	7.3%	5.8%	5.3%	3.5%	15.6%	3.7%	2.6%	5.6%	2.4%	5.4%	17.6%
Pollution	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	1.2%	1.3%	0.0%	0.0%	0.0%	0.0%
Transport	18.2%	0.0%	4.3%	0.0%	8.8%	4.4%	6.2%	3.9%	8.3%	9.8%	8.1%	5.9%
National debt	18.2%	9.1%	18.8%	21.1%	10.5%	15.6%	12.3%	6.5%	19.4%	24.4%	10.8%	11.8%
Information and communications technology*	27.3%	1.8%	7.2%	0.0%	3.5%	8.9%	2.5%	2.6%	2.8%	2.4%	0.0%	5.9%
Economic growth	9.1%	7.3%	36.2%	21.1%	19.3%	26.7%	18.5%	20.8%	16.7%	24.4%	18.9%	17.6%
Social protection	0.0%	7.3%	2.9%	10.5%	3.5%	0.0%	6.2%	5.2%	0.0%	4.9%	10.8%	5.9%
Trade and exports	0.0%	3.6%	4.3%	5.3%	0.0%	8.9%	6.2%	5.2%	8.3%	0.0%	2.7%	11.8%
Disease control	9.1%	0.0%	0.0%	5.3%	1.8%	0.0%	3.7%	7.8%	5.6%	4.9%	0.0%	0.0%
Crime and violence	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	2.7%	0.0%
Equality of opportunity*	9.1%	1.8%	1.4%	0.0%	5.3%	0.0%	7.4%	20.8%	0.0%	7.3%	5.4%	0.0%
Agriculture and rural development	45.5%	30.9%	26.1%	31.6%	35.1%	28.9%	35.8%	29.9%	19.4%	29.3%	29.7%	47.1%
Climate change	9.1%	3.6%	4.3%	15.8%	14.0%	6.7%	6.2%	10.4%	2.8%	7.3%	2.7%	5.9%
Poverty reduction	27.3%	16.4%	20.3%	26.3%	19.3%	11.1%	12.3%	28.6%	22.2%	9.8%	13.5%	5.9%
Anti-corruption	0.0%	5.5%	8.7%	10.5%	5.3%	8.9%	13.6%	5.2%	8.3%	12.2%	16.2%	17.6%
Disaster risk management*	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



## A. Overall Context (continued)

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)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Inadequate level of donor coordination	18.2%	5.0%	3.1%	5.3%	1.9%	0.0%	6.6%	5.6%	11.4%	2.6%	0.0%	12.5%
Political pressures and obstacles*	18.2%	40.0%	29.7%	21.1%	13.0%	41.7%	32.9%	23.6%	28.6%	23.7%	51.5%	12.5%
Inadequate level of government accountability*	9.1%	25.0%	21.9%	47.4%	38.9%	36.1%	31.6%	43.1%	31.4%	55.3%	33.3%	50.0%
Inadequate level of capacity in the government	9.1%	10.0%	17.2%	10.5%	11.1%	5.6%	14.5%	8.3%	8.6%	13.2%	6.1%	6.3%
Corruption*	72.7%	77.5%	45.3%	63.2%	37.0%	58.3%	55.3%	59.7%	48.6%	55.3%	69.7%	50.0%
Pressure from outside interest groups	0.0%	5.0%	4.7%	0.0%	1.9%	2.8%	2.6%	2.8%	8.6%	5.3%	3.0%	0.0%
Inadequate level of private sector participation*	18.2%	2.5%	20.3%	10.5%	9.3%	13.9%	17.1%	4.2%	5.7%	5.3%	3.0%	6.3%
Inadequate level of citizen/civil society participation*	18.2%	7.5%	20.3%	15.8%	29.6%	16.7%	10.5%	30.6%	14.3%	21.1%	21.2%	37.5%
Reforms are not well thought out in light of country challenges*	27.3%	7.5%	31.3%	26.3%	40.7%	22.2%	18.4%	15.3%	34.3%	18.4%	12.1%	18.8%
Other	0.0%	2.5%	3.1%	0.0%	1.9%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	6.3%

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/ institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust each of the World Bank Groups to do what is right?*	11	7.82	48	8.67	60	7.12	16	7.88	54	7.24	42	7.33	65	6.88	64	7.47	28	7.32	36	7.50	33	7.79	14	8.07

(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**

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)*	11	8.55	53	7.98	65	6.88	18	8.00	55	6.13	44	6.23	79	6.16	72	5.33	34	6.47	38	6.50	36	7.81	17	6.41
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	11	5.45	48	5.94	63	5.03	18	5.56	55	4.75	44	4.73	75	4.75	69	3.67	31	5.16	38	5.37	35	6.63	17	3.65
The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group*	11	4.64	45	4.58	62	4.10	18	4.72	54	4.07	43	3.86	75	4.15	68	3.51	31	4.39	38	4.26	34	5.79	17	2.82

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, the World Bank Group currently plays a relevant role in development in Zambia*	10	8.80	54	8.91	61	7.72	17	9.18	52	7.88	41	7.37	74	6.66	69	6.90	31	6.29	37	7.49	36	7.72	17	7.88
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	10	7.60	48	8.96	60	7.30	17	9.12	49	6.33	40	6.73	71	6.49	63	6.59	30	7.17	36	7.19	34	7.76	16	8.06

Overall, please rate your impression of the effectiveness of these organizations in Zambia? (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)*	10	7.80	48	9.02	60	7.48	16	8.75	51	6.94	38	7.08	72	6.49	68	6.88	32	6.81	34	7.15	36	8.08	17	8.29
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	7	7.29	36	8.36	50	6.22	11	6.73	44	6.14	34	5.62	56	6.00	56	5.75	28	6.14	29	5.83	28	7.64	13	5.92
The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group*	7	6.71	28	7.71	43	5.70	7	6.71	38	5.79	29	5.31	45	6.07	50	5.66	23	5.65	26	5.54	24	7.13	9	5.44

\*Significantly different between stakeholder groups

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

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Zambia?*	10	8.80	53	8.64	61	7.66	16	8.63	50	7.40	39	7.59	69	6.32	60	7.08	29	7.34	35	7.37	31	8.32	17	8.24

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Zambia?*	11	8.45	53	8.92	58	7.62	18	8.72	50	7.20	37	7.43	68	6.49	61	7.57	31	7.65	34	6.88	34	8.32	17	7.76

\*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 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)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Social protection*	27.3%	17.9%	0.0%	5.9%	3.8%	4.9%	5.3%	2.8%	6.3%	8.1%	2.9%	29.4%
Gender equity	0.0%	16.1%	3.2%	5.9%	3.8%	2.4%	5.3%	4.2%	3.1%	2.7%	8.6%	5.9%
Private sector development	9.1%	17.9%	14.5%	5.9%	7.5%	7.3%	18.4%	8.5%	3.1%	10.8%	14.3%	0.0%
Education*	18.2%	26.8%	29.0%	29.4%	15.1%	31.7%	22.4%	26.8%	34.4%	48.6%	14.3%	11.8%
Public sector governance/reform*	18.2%	5.4%	9.7%	29.4%	15.1%	26.8%	21.1%	7.0%	21.9%	21.6%	20.0%	29.4%
Global/regional integration	0.0%	1.8%	3.2%	5.9%	0.0%	0.0%	5.3%	0.0%	3.1%	2.7%	0.0%	5.9%
Food security	18.2%	14.3%	4.8%	5.9%	9.4%	2.4%	10.5%	11.3%	6.3%	8.1%	2.9%	5.9%
Global pandemics	0.0%	0.0%	6.5%	5.9%	3.8%	4.9%	2.6%	4.2%	0.0%	5.4%	0.0%	0.0%
Energy	18.2%	16.1%	6.5%	0.0%	7.5%	9.8%	3.9%	7.0%	3.1%	5.4%	2.9%	5.9%
Water and sanitation	9.1%	3.6%	6.5%	17.6%	7.5%	14.6%	6.6%	2.8%	0.0%	8.1%	2.9%	5.9%
Pollution	0.0%	1.8%	1.6%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%
Job creation/employment*	18.2%	8.9%	22.6%	17.6%	22.6%	19.5%	35.5%	12.7%	25.0%	13.5%	20.0%	23.5%
Health*	0.0%	14.3%	21.0%	23.5%	7.5%	22.0%	7.9%	21.1%	9.4%	27.0%	22.9%	5.9%
Financial markets*	0.0%	3.6%	1.6%	5.9%	0.0%	2.4%	5.3%	0.0%	9.4%	5.4%	14.3%	5.9%
Agriculture and rural development*	45.5%	8.9%	37.1%	17.6%	43.4%	41.5%	36.8%	50.7%	31.3%	27.0%	57.1%	29.4%
Trade and exports	0.0%	3.6%	11.3%	11.8%	3.8%	9.8%	13.2%	5.6%	12.5%	2.7%	8.6%	11.8%
Crime and violence	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.3%	1.4%	3.1%	0.0%	0.0%	0.0%
Climate change *	0.0%	0.0%	9.7%	5.9%	20.8%	9.8%	2.6%	7.0%	6.3%	5.4%	11.4%	5.9%
Natural resource management	0.0%	12.5%	4.8%	0.0%	11.3%	4.9%	5.3%	11.3%	9.4%	2.7%	11.4%	17.6%
Poverty reduction	45.5%	39.3%	19.4%	29.4%	17.0%	29.3%	17.1%	28.2%	15.6%	21.6%	25.7%	17.6%
National debt*	18.2%	39.3%	11.3%	17.6%	18.9%	7.3%	14.5%	8.5%	25.0%	13.5%	11.4%	23.5%
Anti-corruption	9.1%	21.4%	9.7%	11.8%	7.5%	9.8%	14.5%	9.9%	15.6%	13.5%	20.0%	17.6%
Economic growth*	0.0%	8.9%	29.0%	5.9%	30.2%	7.3%	22.4%	12.7%	15.6%	21.6%	14.3%	23.5%
Disaster risk management	9.1%	0.0%	0.0%	5.9%	0.0%	2.4%	3.9%	1.4%	3.1%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	1.6%	5.9%	5.7%	0.0%	2.6%	14.1%	3.1%	0.0%	2.9%	5.9%
Disease control	9.1%	3.6%	1.6%	5.9%	1.9%	2.4%	3.9%	2.8%	3.1%	0.0%	0.0%	0.0%
Information and communications technology	9.1%	3.6%	6.5%	0.0%	1.9%	4.9%	1.3%	1.4%	0.0%	5.4%	2.9%	0.0%
Transport	9.1%	1.8%	1.6%	11.8%	9.4%	4.9%	2.6%	1.4%	6.3%	2.7%	2.9%	5.9%
Social protection*	27.3%	17.9%	0.0%	5.9%	3.8%	4.9%	5.3%	2.8%	6.3%	8.1%	2.9%	29.4%
Gender equity	0.0%	16.1%	3.2%	5.9%	3.8%	2.4%	5.3%	4.2%	3.1%	2.7%	8.6%	5.9%

\*Significantly different between stakeholder groups

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

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	11	8.00	41	7.88	58	6.71	16	8.00	45	6.69	39	6.46	66	5.77	56	6.68	28	6.61	34	6.18	31	7.23	14	7.29
Flexibility (in terms of the institution's products and services)*	11	5.64	41	6.63	55	5.73	16	7.44	42	5.69	36	5.28	56	4.66	49	5.76	25	5.80	35	5.57	30	6.87	12	6.17
Flexibility (in terms of changing country circumstances)*	10	6.70	41	7.39	56	5.45	16	6.50	45	6.22	36	5.17	55	4.64	50	5.92	25	6.04	34	5.47	28	6.54	14	5.71
Being inclusive*	10	6.40	41	8.07	56	6.32	15	7.87	40	6.28	36	5.69	57	5.42	53	5.64	26	6.46	34	5.74	29	7.24	13	6.77
Openness *	10	6.70	40	8.53	54	7.00	15	7.93	43	6.81	35	6.31	54	5.69	54	6.07	25	7.40	34	5.76	30	6.77	13	7.00
Collaboration with the Government*	11	7.36	40	8.73	57	7.72	16	7.63	45	7.87	38	6.95	57	6.11	55	7.75	27	7.52	35	7.46	32	8.13	14	7.50
The speed in which it gets things accomplished on the ground*	11	5.36	39	6.59	57	6.26	13	6.31	41	6.37	36	5.92	54	5.04	45	5.91	26	6.04	33	6.00	28	7.25	13	6.85
Helping to bring discipline/effective supervision to implementation of investment projects*	11	6.91	36	8.11	55	7.16	15	7.47	44	7.75	36	6.50	57	5.32	47	6.60	25	6.80	35	6.51	29	7.24	13	6.38
Collaboration with civil society*	11	5.73	32	7.91	52	6.33	12	6.83	39	7.05	33	5.64	59	5.80	54	5.50	27	5.70	35	5.97	31	6.74	13	5.15
Staff accessibility*	8	6.00	34	8.35	54	6.11	15	7.73	35	5.74	34	5.56	53	4.83	49	4.39	24	5.17	34	5.53	30	6.07	9	5.22
Collaboration with other donors and development partners*	10	7.20	37	8.86	53	7.32	13	7.46	40	7.40	35	6.80	58	6.36	47	7.00	24	7.21	35	7.00	30	7.47	14	6.86
Collaboration with the private sector*	10	6.00	38	8.89	46	6.30	12	6.25	30	6.60	33	5.76	54	5.28	47	6.11	23	6.13	34	5.91	29	7.41	11	6.45
Straightforwardness and honesty*	10	8.00	40	8.55	52	6.90	12	7.08	39	7.69	33	7.42	56	6.09	45	6.64	23	7.22	33	6.30	31	7.55	11	7.36
Treating clients and stakeholders in Zambia with respect*	9	7.00	35	8.71	52	7.19	15	7.87	37	7.51	37	7.05	57	6.44	48	7.06	25	7.60	34	6.59	29	8.34	13	8.23
Being a long-term partner*	9	7.78	40	9.03	53	8.17	15	8.33	47	8.49	37	7.62	60	6.78	50	7.72	24	7.88	35	7.74	31	8.39	14	8.14
Acting with compassion and empathy*	9	7.22	35	8.69	51	6.75	13	7.15	40	7.23	37	6.11	56	6.07	45	6.38	25	6.44	36	6.25	29	7.28	11	7.64
Insisting on accountability through its lending*	10	7.70	37	8.86	52	8.31	14	9.21	45	8.42	35	7.83	62	6.81	50	7.78	25	7.32	36	7.31	30	7.97	12	7.67
Measuring results effectively*	9	7.78	38	8.95	52	7.92	13	7.77	44	8.25	37	7.00	59	6.47	52	7.46	25	7.16	33	7.12	28	8.11	11	7.82

\*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/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Zambia*	10	6.50	39	4.44	46	6.50	15	6.07	41	6.00	34	6.71	56	4.75	41	5.34	25	6.00	32	5.47	22	7.45	8	7.25

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Zambia*	11	6.36	48	8.29	51	6.65	14	7.71	45	6.07	34	6.26	55	5.16	57	6.21	25	6.52	33	6.06	33	7.67	13	7.46
The World Bank Group meets Zambia's needs for knowledge services*	11	7.55	46	8.83	53	7.23	15	7.53	45	6.84	37	6.57	58	6.10	57	6.53	26	7.04	35	6.43	28	8.11	13	7.46

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Weekly*	0.0%	3.6%	6.9%	29.4%	2.0%	0.0%	1.4%	0.0%	3.7%	5.6%	6.1%	13.3%
Monthly*	30.0%	1.8%	22.4%	29.4%	14.0%	12.8%	7.1%	6.1%	0.0%	5.6%	6.1%	0.0%
A few times a year*	10.0%	60.7%	31.0%	17.6%	20.0%	35.9%	25.7%	22.7%	25.9%	52.8%	54.5%	20.0%
Rarely	40.0%	23.2%	24.1%	11.8%	34.0%	20.5%	34.3%	34.8%	29.6%	19.4%	18.2%	20.0%
Never*	20.0%	10.7%	15.5%	11.8%	30.0%	30.8%	31.4%	36.4%	40.7%	16.7%	15.2%	46.7%

\*Significantly different between stakeholder groups



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

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other government organizations/institutions		Private Sector		NGOs/CBOs		Other CSOs		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	11	7.36	50	8.68	51	7.92	15	8.13	44	7.75	38	6.82	63	6.56	56	7.05	25	7.16	34	7.35	32	8.25	9	7.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	11	7.82	45	8.69	52	8.02	14	8.00	44	7.66	38	6.95	57	7.25	60	6.85	26	7.42	33	7.67	31	8.77	9	8.00

\*Significantly different between stakeholder groups



## F. The Future Role of The World Bank Group in Zambia

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Ensure greater selectivity in its work	9.1%	5.6%	3.4%	12.5%	0.0%	0.0%	3.0%	0.0%	0.0%	2.9%	3.3%	7.1%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy*	9.1%	7.4%	5.2%	0.0%	13.7%	21.6%	9.1%	12.3%	11.1%	20.0%	33.3%	7.1%
Engage more effectively with civil society*	9.1%	3.7%	3.4%	0.0%	13.7%	0.0%	6.1%	44.6%	18.5%	14.3%	16.7%	21.4%
Increase the level of capacity development in the country	18.2%	14.8%	27.6%	37.5%	31.4%	32.4%	13.6%	13.8%	25.9%	20.0%	10.0%	28.6%
Engage more directly with beneficiaries	27.3%	25.9%	22.4%	37.5%	23.5%	35.1%	30.3%	30.8%	25.9%	14.3%	33.3%	7.1%
Improve the quality of its experts as related to Zambia's specific challenges	27.3%	7.4%	19.0%	18.8%	9.8%	10.8%	15.2%	13.8%	22.2%	20.0%	23.3%	14.3%
Engage more effectively with private sector	9.1%	9.3%	13.8%	12.5%	7.8%	10.8%	18.2%	7.7%	11.1%	11.4%	13.3%	21.4%
Reduce the complexity of obtaining World Bank Group financing	27.3%	14.8%	31.0%	18.8%	17.6%	27.0%	18.2%	23.1%	18.5%	28.6%	3.3%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	9.1%	3.7%	6.9%	0.0%	3.9%	5.4%	6.1%	6.2%	7.4%	0.0%	16.7%	28.6%
Offer more innovative financial products and services	9.1%	16.7%	1.7%	0.0%	5.9%	18.9%	4.5%	7.7%	3.7%	8.6%	13.3%	7.1%
Offer more innovative knowledge products and services	9.1%	3.7%	5.2%	12.5%	9.8%	0.0%	10.6%	4.6%	3.7%	11.4%	3.3%	7.1%
Collaborate more effectively with Government clients*	18.2%	7.4%	27.6%	12.5%	27.5%	10.8%	21.2%	12.3%	18.5%	28.6%	3.3%	7.1%
Work faster*	9.1%	55.6%	12.1%	0.0%	3.9%	5.4%	9.1%	1.5%	7.4%	5.7%	3.3%	7.1%
Offer more real-time advice and guidance	0.0%	13.0%	10.3%	6.3%	5.9%	10.8%	15.2%	1.5%	3.7%	5.7%	6.7%	7.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.1%	1.9%	5.2%	31.3%	15.7%	10.8%	13.6%	10.8%	18.5%	5.7%	13.3%	21.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	3.1%	0.0%	2.9%	0.0%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Zambia (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/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Media*	27.3%	18.5%	8.5%	18.8%	3.9%	23.1%	10.3%	10.6%	7.1%	8.6%	45.5%	20.0%
Donor community	27.3%	5.6%	10.2%	6.3%	2.0%	2.6%	8.8%	7.6%	10.7%	0.0%	6.1%	6.7%
Private sector*	9.1%	7.4%	33.9%	37.5%	13.7%	35.9%	44.1%	12.1%	21.4%	31.4%	24.2%	20.0%
Local government*	36.4%	7.4%	32.2%	18.8%	78.4%	20.5%	22.1%	21.2%	32.1%	20.0%	6.1%	20.0%
Academia/think tanks/research institutes*	27.3%	5.6%	16.9%	18.8%	27.5%	41.0%	14.7%	12.1%	7.1%	71.4%	33.3%	33.3%
NGOs/Community Based Organizations*	18.2%	0.0%	22.0%	37.5%	21.6%	7.7%	19.1%	63.6%	39.3%	14.3%	21.2%	46.7%
Youth/university groups	9.1%	11.1%	23.7%	18.8%	23.5%	5.1%	19.1%	16.7%	14.3%	28.6%	18.2%	13.3%
Parliament*	9.1%	87.0%	6.8%	6.3%	2.0%	5.1%	8.8%	10.6%	3.6%	2.9%	9.1%	0.0%
Foundations	0.0%	3.7%	0.0%	0.0%	0.0%	2.6%	7.4%	1.5%	3.6%	0.0%	6.1%	0.0%
Beneficiaries	36.4%	25.9%	37.3%	37.5%	27.5%	51.3%	30.9%	33.3%	42.9%	22.9%	27.3%	40.0%
Other	0.0%	1.9%	0.0%	0.0%	0.0%	2.6%	4.4%	3.0%	7.1%	0.0%	3.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	3.6%	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 Zambia?

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Less than once a year	0.0%	5.5%	16.9%	6.3%	14.9%	16.2%	18.2%	18.5%	17.2%	13.9%	15.2%	7.1%
Once a year to a few times a year*	54.5%	60.0%	27.1%	18.8%	27.7%	24.3%	39.4%	26.2%	27.6%	33.3%	42.4%	35.7%
Less than once a month	0.0%	9.1%	6.8%	0.0%	8.5%	8.1%	4.5%	4.6%	3.4%	2.8%	9.1%	7.1%
At least once a month*	9.1%	9.1%	16.9%	43.8%	10.6%	2.7%	3.0%	1.5%	6.9%	5.6%	3.0%	7.1%
At least once a week*	9.1%	1.8%	8.5%	18.8%	0.0%	5.4%	0.0%	0.0%	0.0%	2.8%	6.1%	7.1%

\*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 Zambia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Local radio*	0.0%	79.6%	17.2%	31.3%	18.4%	17.9%	13.8%	17.2%	24.1%	24.2%	30.0%	15.4%
International radio	0.0%	9.3%	3.4%	0.0%	4.1%	5.1%	6.2%	1.6%	6.9%	0.0%	0.0%	0.0%
Local newspapers	36.4%	25.9%	36.2%	31.3%	40.8%	43.6%	29.2%	21.9%	37.9%	30.3%	46.7%	38.5%
International newspapers	0.0%	1.9%	1.7%	0.0%	12.2%	10.3%	10.8%	1.6%	3.4%	6.1%	6.7%	0.0%
Local television*	27.3%	24.1%	43.1%	18.8%	51.0%	41.0%	23.1%	42.2%	34.5%	33.3%	26.7%	46.2%
International television*	18.2%	3.7%	22.4%	25.0%	8.2%	10.3%	24.6%	15.6%	20.7%	24.2%	3.3%	7.7%
Periodicals	18.2%	0.0%	10.3%	0.0%	12.2%	5.1%	12.3%	6.3%	13.8%	15.2%	13.3%	15.4%
Social media*	27.3%	14.8%	50.0%	87.5%	42.9%	56.4%	58.5%	59.4%	34.5%	54.5%	50.0%	53.8%
Other	18.2%	1.9%	3.4%	6.3%	0.0%	2.6%	7.7%	4.7%	6.9%	12.1%	6.7%	15.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
World Bank Group's publications and other written materials	54.5%	24.1%	46.6%	37.5%	44.9%	48.7%	36.8%	37.9%	41.4%	41.7%	30.3%	42.9%
e-Newsletters*	36.4%	61.1%	37.9%	43.8%	36.7%	53.8%	36.8%	40.9%	44.8%	47.2%	9.1%	21.4%
World Bank Group's seminars/workshops/conferen ces*	36.4%	13.0%	55.2%	31.3%	49.0%	30.8%	35.3%	37.9%	41.4%	33.3%	36.4%	14.3%
Social media*	54.5%	35.2%	20.7%	37.5%	28.6%	51.3%	50.0%	48.5%	41.4%	33.3%	54.5%	7.1%
Direct contact with World Bank Group*	36.4%	5.6%	31.0%	43.8%	20.4%	7.7%	26.5%	27.3%	34.5%	27.8%	42.4%	35.7%
World Bank Group's website	36.4%	31.5%	34.5%	25.0%	36.7%	46.2%	38.2%	31.8%	34.5%	44.4%	24.2%	42.9%
Webinars or online events hosted by the World Bank Group	36.4%	13.0%	24.1%	43.8%	20.4%	17.9%	11.8%	24.2%	17.2%	30.6%	18.2%	21.4%
Interviews and press conferences for the Zambia's media*	9.1%	11.1%	17.2%	18.8%	16.3%	15.4%	36.8%	13.6%	13.8%	19.4%	57.6%	50.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
High speed/WiFi	88.9%	46.9%	88.9%	87.5%	87.0%	97.3%	86.7%	89.5%	82.8%	91.7%	66.7%	90.0%
Dial-up	11.1%	53.1%	11.1%	12.5%	13.0%	2.7%	13.3%	10.5%	17.2%	8.3%	33.3%	10.0%

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Yes	54.5%	70.6%	55.1%	73.7%	41.1%	34.1%	25.9%	15.8%	13.9%	22.0%	67.6%	37.5%
No	45.5%	29.4%	44.9%	26.3%	58.9%	65.9%	74.1%	84.2%	86.1%	78.0%	32.4%	62.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
IBRD/IDA	100.0%	87.1%	91.9%	92.9%	79.2%	73.3%	65.0%	83.3%	80.0%	77.8%	76.0%	100.0%
IFC	0.0%	12.9%	8.1%	7.1%	20.8%	26.7%	35.0%	8.3%	20.0%	22.2%	24.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parlam.	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other government organizations/ institutions	Private Sector	NGOs/CBOs	Other CSOs	Academia	Media	Other
Observer *	27.3%	13.3%	23.9%	21.1%	30.9%	46.5%	47.5%	51.4%	55.6%	36.6%	54.1%	47.1%
Use World Bank Group reports/data	27.3%	11.1%	22.4%	21.1%	18.2%	23.3%	21.3%	17.1%	22.2%	31.7%	24.3%	35.3%
Engage in World Bank Group related/sponsored events/activities*	45.5%	22.2%	37.3%	47.4%	41.8%	27.9%	13.8%	17.1%	16.7%	17.1%	13.5%	29.4%
Collaborate as part of my professional duties*	45.5%	35.6%	34.3%	57.9%	16.4%	20.9%	15.0%	4.3%	13.9%	12.2%	13.5%	17.6%
Use World Bank Group website for information, data, research, etc.*	27.3%	26.7%	20.9%	21.1%	21.8%	32.6%	32.5%	45.7%	33.3%	48.8%	43.2%	17.6%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>11</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 Zambia COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

● Collaborating with the WBG, FY21 N=212

● Not collaborating with the WBG, FY21 N=331

### 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 Republic of Zambia Government	192	5.65	3.09	291	5.35	2.75
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID, SIDA, EU)*	189	7.74	2.30	290	6.94	2.57
The World Bank Group*	191	8.06	2.08	273	7.08	2.58
The International Monetary Fund*	182	7.52	2.48	269	6.41	2.70
The United Nations (UN)*	182	7.84	2.28	280	6.95	2.52
The World Health Organization (WHO)*	186	7.83	2.21	278	7.10	2.38
Regional development banks and organizations (e.g., AfDB, COMESA, SADC)*	181	7.54	2.17	268	6.60	2.44
Zambia's Central Bank (Bank of Zambia)*	183	6.81	2.66	270	5.88	2.64
International private sector*	173	6.78	2.45	262	5.75	2.59
Domestic private sector*	178	6.99	2.29	266	6.19	2.41
International civil society (e.g., NGOs, CBOs)*	178	7.20	2.37	275	6.17	2.61
Domestic civil society (e.g., NGOs, CBOs)*	185	6.93	2.53	280	6.23	2.59
Youth organizations*	176	6.34	2.62	273	5.47	2.55
Christian faith-based institutions*	182	7.31	2.47	270	6.50	2.53
Other faith-based institutions*	177	6.73	2.67	263	5.90	2.45
Domestic traditional media and their web presence*	182	6.61	2.58	270	5.57	2.66
International media and their web presence*	179	6.95	2.52	263	5.82	2.58
Web based media*	174	6.38	2.86	265	5.54	2.72

*\*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 Zambia?** *(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 (IBRD/IDA)*	198	7.78	2.35	313	5.85	2.75
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	192	5.90	3.05	302	4.42	2.84
The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group*	186	4.79	3.18	300	3.79	2.66

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

<sup>11</sup> Only 543 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 Zambia?***(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 Zambia*	194	8.55	2.04	294	6.88	2.70
The World Bank Group's work is aligned with what I consider the development priorities for Zambia*	186	8.17	2.31	277	6.61	2.69

*\*Significantly different between collaborators and non-collaborators***Overall, please rate your impression of the effectiveness of these organizations in Zambia.***(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 (IBRD/IDA)*	187	8.39	2.02	283	6.68	2.60
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	147	7.33	2.49	236	5.70	2.57
The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group*	117	6.88	2.62	204	5.50	2.64

*\*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 Zambia?*	186	8.43	1.92	273	6.95	2.49

*(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 Zambia?*	189	8.26	2.11	272	7.14	2.39

*(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 Zambia?\*****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	40.0%	17.8%
To a somewhat sufficient degree	43.7%	49.0%
To a somewhat insufficient degree	8.4%	15.5%
To a very insufficient degree	4.2%	9.9%
Don't know	3.7%	7.9%

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



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Inadequate level of real-time advice and guidance*	12.2%	6.0%
Inadequate number of innovative knowledge products and services	5.3%	5.4%
Not willing to hold the country accountable and withhold support accordingly	15.9%	13.4%
Not adequately flexible in changing country circumstances	10.6%	10.4%
Inadequate number of innovative financial products and services	7.9%	5.0%
Not willing to honestly criticize policies and reform efforts in the country	18.5%	18.1%
Staff too inaccessible	9.0%	11.7%
Not collaborating enough with civil society	6.3%	7.7%
Not collaborating enough with private sector	7.9%	8.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.2%	3.0%
Not aligned with country priorities	4.8%	8.0%
Not adequately sensitive to political/social realities in Zambia	7.9%	9.0%
Too influenced by developed countries	18.0%	19.7%
World Bank Group's processes too slow and complex*	21.2%	13.4%
Not sufficiently focused on sustainable results	3.2%	3.7%
Not enough public disclosure of its work	13.2%	18.7%
Arrogant in its approach*	6.9%	2.7%
Inadequate World Bank Group's staffing in Zambia	6.9%	5.0%
Other	1.6%	3.3%
Don't know	3.7%	7.0%

\*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 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)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	7.7%	6.6%
Gender equity	6.2%	5.0%
Private sector development	14.4%	10.2%
Education	22.2%	29.4%
Public sector governance/reform	12.9%	18.8%
Global/regional integration	1.0%	3.0%
Food security	9.3%	7.9%
Global pandemics (e.g., COVID-19)	3.1%	3.3%
Energy	9.8%	5.6%
Water and sanitation	8.8%	5.0%
Pollution	1.0%	0.7%
Job creation/employment	16.5%	22.8%
Health	17.0%	15.8%
Financial markets*	6.2%	2.6%
Agriculture and rural development	35.6%	37.6%
Trade and exports	7.7%	8.6%
Crime and violence	0.0%	1.3%
Climate change (e.g., mitigation, adaptation)*	10.3%	5.3%
Natural resource management	8.2%	7.3%
Poverty reduction	23.2%	24.1%
National debt	18.0%	13.9%
Anti-corruption	10.8%	14.2%
Economic growth	16.5%	17.8%
Disaster risk management	1.0%	2.3%
Equality of opportunity (i.e., social inclusion)	4.6%	3.6%
Disease control (e.g., HIV/AIDS, Tuberculosis)	3.1%	2.3%
Information and communications technology	4.1%	2.3%
Transport	5.7%	2.6%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Zambia solve its most complicated development challenges?*	171	8.06	2.05	249	7.07	2.42

(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 do you believe the World Bank Group is adequately staffed in Zambia?*	156	7.17	2.50	202	5.60	2.50

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

**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 Zambia, 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*	176	7.48	2.21	255	6.23	2.42
Flexibility (in terms of the institution's products and services)*	167	6.51	2.62	233	5.25	2.26
Flexibility (in terms of changing country circumstances)*	167	6.68	2.62	236	5.24	2.42
Being inclusive*	168	7.09	2.51	235	5.77	2.58
Openness (sharing data and other information)*	168	7.33	2.53	233	6.27	2.67
Collaboration with the Government*	171	8.04	2.18	247	7.20	2.48
The speed in which it gets things accomplished on the ground*	164	6.52	2.73	224	5.78	2.34
Helping to bring discipline/effective supervision to implementation of investment projects*	170	7.48	2.37	225	6.34	2.62
Collaboration with civil society*	156	6.87	2.54	236	5.75	2.52
Staff accessibility*	158	6.72	2.64	213	5.01	2.61
Collaboration with other donors and development partners*	159	7.80	2.05	229	6.82	2.39
Collaboration with the private sector*	151	7.25	2.49	212	5.80	2.65
Straightforwardness and honesty*	161	7.65	2.50	215	6.76	2.55
Treating clients and stakeholders in Zambia with respect*	160	7.96	2.33	223	6.91	2.43
Being a long-term partner*	171	8.45	2.03	236	7.61	2.34
Acting with compassion and empathy*	161	7.43	2.45	220	6.33	2.40
Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)*	165	8.42	2.11	235	7.52	2.47
Measuring results effectively*	165	8.16	2.27	228	7.19	2.60

\*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	162	6.37	3.07	210	6.06	2.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	170	7.88	2.30	239	7.29	2.47
The World Bank Group's approvals and reviews are done in a timely fashion	165	6.41	2.88	216	6.53	2.51
The World Bank Group's Environmental and Social Framework requirements are reasonable*	153	7.46	2.28	207	6.57	2.43
The World Bank Group's conditions on its lending are reasonable*	158	6.92	2.76	218	5.70	2.67
The World Bank Group takes decisions quickly in Zambia	157	5.99	2.95	205	5.63	2.51
Working with the World Bank Group increases Zambia's institutional capacity*	169	7.81	2.65	236	7.18	2.56

\*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 Zambia?**

	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 Zambia*	171	7.33	2.51	239	6.02	2.64
The World Bank Group meets Zambia's needs for knowledge services*	173	7.79	2.26	246	6.59	2.58

*(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 Zambia government's efforts to support citizens throughout this crisis?*	142	8.13	2.27	201	7.19	2.47

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?*	180	8.92	1.80	251	8.13	2.23

*(1- Not important at all, 10- Very important) \*Significantly different between collaborators and non-collaborators***How effectively does the World Bank Group support Zambia'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)*	161	7.47	2.46	232	6.54	2.62
To develop better and stronger data collection/analytics systems within the Government*	158	7.57	2.35	226	6.78	2.43
To strengthen the country's crisis preparedness*	150	7.60	2.27	229	6.72	2.63

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Zambia?*	165	7.78	2.43	240	6.98	2.52

*(1-Not effectively at all, 10-Very effectively) \*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 Zambia?** (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*	101	7.63	2.39	125	6.17	2.58
Gender equity*	125	8.21	2.13	156	7.05	2.32
Private sector development*	123	7.79	2.21	154	6.33	2.37
Education*	137	8.42	2.06	183	7.37	2.17
Public sector governance/reform*	132	8.09	2.09	171	6.88	2.35
Global/regional integration*	112	7.93	2.42	147	7.01	2.21
Food security*	129	7.94	2.12	178	7.12	2.21
Energy*	135	8.15	2.18	171	6.80	2.43
Water and sanitation*	132	8.33	2.02	184	7.04	2.43
Pollution*	115	7.37	2.65	132	5.97	2.66
Job creation/employment*	121	6.92	2.78	157	5.57	2.51
Health*	148	8.56	1.85	185	7.18	2.21
Financial markets*	109	7.64	2.54	140	6.71	2.17
Transport (e.g., roads, bridges, transportation)*	126	7.77	2.34	168	6.84	2.37
Agriculture and rural development*	146	8.15	2.10	181	6.83	2.34
Trade and exports*	118	7.75	2.30	133	6.31	2.40
Crime and gender-based violence*	101	7.30	2.55	137	5.65	2.66
Natural resource management*	130	7.75	2.38	150	6.13	2.64
Climate change (e.g., mitigation, adaptation)*	133	7.93	2.44	170	6.60	2.60
Poverty reduction*	143	7.86	2.37	197	6.80	2.39
Anti-corruption*	116	7.13	2.87	153	5.53	2.69
Economic growth*	139	7.91	2.37	183	6.54	2.37
Disaster risk management*	112	7.36	2.61	158	6.43	2.42
Equality of opportunity (i.e., social inclusion)*	118	7.38	2.54	151	6.28	2.34
Disease control (e.g., HIV/AIDS, Tuberculosis)*	126	8.13	2.18	178	7.16	2.21
Information and communications technology*	115	7.62	2.40	143	6.09	2.62

\*Significantly different between collaborators and non-collaborators

**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:** (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*	125	8.24	2.02	205	6.88	2.60
Education*	113	7.59	2.25	179	6.13	2.65
Protecting poor people*	120	7.35	2.47	178	6.08	2.66
Ensuring sustainable business growth and job creation*	108	6.48	2.45	176	5.42	2.58
Strengthening policies, institutions and investments for rebuilding better*	117	7.13	2.36	172	5.79	2.63
Macroeconomic stability and transparent debt management*	117	7.35	2.37	173	6.06	2.68

\*Significantly different between collaborators and non-collaborators

**E. World Bank Group's Knowledge Work and Activities****In Zambia, 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*	169	7.37	2.51	217	6.27	2.51
Include appropriate level of stakeholder involvement during preparation*	162	7.40	2.48	210	6.32	2.54
Lead to practical solutions*	157	7.54	2.31	215	6.24	2.56
Are source of relevant information on global good practices*	161	8.19	2.08	224	6.98	2.63
Are adequately disseminated*	156	7.25	2.61	213	5.85	2.73
Are translated enough into local language*	134	5.38	3.34	196	4.11	2.67
Are adaptable to Zambia's specific development challenges and country circumstances*	154	7.21	2.61	217	5.65	2.67

*\*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?*	178	8.13	2.19	243	7.07	2.53

*(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?*	172	8.35	2.00	242	7.23	2.44

*(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators*

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	2.7%	2.6%
Provide more adequate data/knowledge/statistics/figures on Zambia's economy	10.9%	14.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	8.7%	17.6%
Increase the level of capacity development in the country*	26.6%	18.0%
Engage more directly with beneficiaries	26.1%	26.8%
Improve the quality of its experts as related to Zambia's specific challenges	15.8%	15.4%
Engage more effectively with private sector	13.0%	10.7%
Reduce the complexity of obtaining World Bank Group financing	19.6%	21.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.0%	6.6%
Offer more innovative financial products and services	10.3%	5.9%
Offer more innovative knowledge products and services	7.1%	5.9%
Collaborate more effectively with Government clients	15.8%	19.1%
Work faster*	15.8%	8.1%
Offer more real-time advice and guidance	8.7%	7.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.7%	13.6%
Other	0.5%	1.1%

\*Significantly different between collaborators and non-collaborators



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
The World Bank Group	7.08	8.06
Overall, the World Bank Group currently plays a relevant role in development in Zambia	6.88	8.55
The World Bank Group's work is aligned with what I consider the development priorities for Zambia	6.61	8.17
The World Bank (IBRD/IDA)	6.68	8.39
The International Finance Corporation (IFC), the World Bank Group's private sector arm	5.70	7.33
To what extent does the World Bank Group's work help to achieve development results in Zambia?	6.95	8.43
To what extent does the World Bank Group influence the development agenda in Zambia?	7.14	8.26
Responsiveness to needs	6.23	7.48
Flexibility (in terms of the institution's products and services)	5.25	6.51
Flexibility (in terms of changing country circumstances)	5.24	6.68
Being inclusive	5.77	7.09
Openness (sharing data and other information)	6.27	7.33
Collaboration with the Government	7.20	8.04
The speed in which it gets things accomplished on the ground	5.78	6.52
Helping to bring discipline/effective supervision to implementation of investment projects	6.34	7.48
Collaboration with civil society	5.75	6.87
Staff accessibility	5.01	6.72
Collaboration with other donors and development partners	6.82	7.80
Collaboration with the private sector	5.80	7.25
Straightforwardness and honesty	6.76	7.65
Treating clients and stakeholders in Zambia with respect	6.91	7.96
Being a long-term partner	7.61	8.45
The World Bank Group takes decisions quickly in Zambia	5.63	5.99
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	6.02	7.33
The World Bank Group meets Zambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.59	7.79
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	8.13	8.92
Are adaptable to Zambia's specific development challenges and country circumstances	5.65	7.21
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.07	8.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.23	8.35

Yellow highlight indicates significant difference between Yes and No means.



## Appendix E: Zambia FY21 COS Questionnaire



### **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

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

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

A3. Listed below are a number of development priorities in Zambia. Please identify which of the following you consider the most important development priorities in Zambia. (Choose no more than THREE)			
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	The Republic of Zambia Government	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	<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	The United Nations (UN)	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	<input type="checkbox"/>		
7	Regional development banks and organizations (e.g., AfDB, COMESA, SADC)	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	<input type="checkbox"/>		
9	International private sector	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	<input type="checkbox"/>		
11	International civil society (e.g., NGOs, CBOs)	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	<input type="checkbox"/>		
13	Youth organizations	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	<input type="checkbox"/>		
15	Other faith-based institutions	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	<input type="checkbox"/>		
17	International media and their web presence	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	<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	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
<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	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	

<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	

<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

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

<b>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)</b>	
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	
		1	2	3	4	5	6	7	8	9	10		
<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
<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
<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)											<input type="checkbox"/>
<b>C33</b>	To develop better and stronger data collection/analytics systems within the Government											<input type="checkbox"/>
<b>C34</b>	To strengthen the country's crisis preparedness											<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	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	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 sustainable business growth and job creation	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)

**E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

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

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

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

**E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

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

**E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

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

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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Zambia? (Choose no more than TWO)</b>	
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): _____

<b>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)</b>			
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

<b>G1. How frequently do you interact with the World Bank Group now in Zambia?</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 Zambia? (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, WhatsApp, SMS)
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 Zambia'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

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

**SECTION H: BACKGROUND INFORMATION**

<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!**